COQUITLAM – JUST THE FACTS

Of all the taxes you pay in a year (income tax, sales tax, CPP / EI, etc.), your municipal government receives just 7% to provide the services you need at home.

These services include safe neighbourhoods, a business environment that supports local jobs, community recreation facilities and leisure opportunities, a multi-modal transportation network, and reliable management of services that are considered the basics – water, wastewater, garbage collection, paving, roadways, and public safety.

Of your annual property tax and utility bills, your municipal government keeps about 69% to fund City services. The remaining 31% goes to other agencies such as the Provincial Government, Metro Vancouver, and TransLink.

Find out more at coquitlam.ca/justthefacts

96% OF CITIZENS ARE SATISFIED WITH THE OVERALL LEVEL AND QUALITY OF SERVICES PROVIDED BY THE CITY.

74% OF HOUSEHOLD WASTE WAS DIVERTED FROM THE LANDFILL THROUGH GREEN WASTE AND RECYCLING PROGRAMS IN 2015.

$1B IN CITY-MAINTAINED INFRASTRUCTURE SUCH AS PIPES – 2/3 IS UNDERGROUND.

158 FULL-TIME FIREFIGHTERS RESPOND TO 6,500+ CALLS A YEAR ON AVERAGE IN APPROXIMATELY 6 MINUTES.

2,377 ACRES (962 HECTARES) OF GREEN SPACE AND PARKS.

1,032 KM OF ROAD LANES, 73 KM OF LANEWAYS, 531 KM OF SIDEWALKS, 43 KM OF BIKE LANES.

225 MOUNTIES IN 3RD LARGEST RCMP DETACHMENT IN METRO VANCOUVER.

910+ BUILDING PERMIT APPLICATIONS WITH A VALUE OF APPROXIMATELY $367 MILLION PROCESSED ANNUALLY.

COST PER HOUSEHOLD PER DAY FOR ALL SERVICES: $8.38
In 2016, infrastructure will represent the City's largest area of spending with more than $74 million invested across the City. This reflects the feedback we receive from our residents and the business community – roads and transportation continue to be a high priority. And it’s not only about building new roads and utilities, but ensuring that we’re maintaining these valuable assets once they are in place.

In the coming year, Coquitlam residents will benefit from $19 million in transportation infrastructure investments with half of this total funding the expansion of our transportation network, including cycling and pedestrian improvements, and the other half dedicated to maintaining existing assets. Another $26 million will go to Parks, Recreation and Culture for projects including the acquisition of new parkland, upgrades to aging recreation facilities, and Coquitlam's contribution the new southwest Coquitlam YMCA facility. Learn more about our budget at coquitlam.ca/budget.

INVESTING IN OUR COMMUNITY

Over the next year, due to the Evergreen Line, construction around City Hall will affect walkability to and around the building and limit available parking. Many of the services offered at City Hall can be accessed online through myCoquitlam, a secure online service available 24/7. myCoquitlam allows you to access information about your City of Coquitlam accounts including utility taxes, property taxes and dog licences, view current and past bills, view account payment history, and sign up for e-billing. coquitlam.ca/myCoquitlam.

VISITING CITY HALL – EXCUSE OUR MESS

Over the next year, due to the Evergreen Line, construction around City Hall will affect walkability to and around the building and limit available parking. Many of the services offered at City Hall can be accessed online through myCoquitlam, a secure online service available 24/7. myCoquitlam allows you to access information about your City of Coquitlam accounts including utility taxes, property taxes and dog licences, view current and past bills, view account payment history, and sign up for e-billing. coquitlam.ca/myCoquitlam.

2015 ACCOMPLISHMENTS & HIGHLIGHTS

- Town Centre Performance Plaza approved
- Phase II consultation of Burquitlam / Lougheed Neighbourhood Plan completed
- New Burke Mountain Firehall completed and opened
- Phase I of North West Burke Vision Process completed
- Coast Meridian Road construction completed
- Mundy Park Forest Management Plan approved
- Agreement in principle for the Coquitlam YMCA facility
- Draft Arts, Culture and Heritage Strategic Plan completed

THE CITY AND YOU

EVERY DAY YOU BENEFIT FROM THE WORK OF YOUR LOCAL GOVERNMENT.

Municipal government is the most accessible and responsive level of government, and City Council is made up of local citizens – like you – elected by the community.

What about your role as a community member? What can you contribute to the decision-making process that takes place?

A good example is our annual Citizen Budget online budget input tool and our semi-annual Town Hall Meetings. Resident feedback provided through these opportunities inform the City of Coquitlam’s budget and the services and priorities planned for 2016.

There are many opportunities to provide input and help shape your City. Watch for these opportunities throughout the year. Stay up-to-date with the latest information, news, and events through our social media channels or sign up for email updates at coquitlam.ca/directmail.
Water conservation is important to everyone – it helps ensure water availability for critical uses such as drinking and emergency response (e.g. firefighting). Residents have a variety of opportunities to conserve water through low cost rain barrels, water wise kits and electronic water timers.

During the hot, dry summer water use doubles mainly due to watering lawns and gardens, filling swimming pools, pressure washing, etc. Our region-wide water use regulations help us use our drinking water wisely and reduce demands during drier months.

Visit coquitlam.ca/H2O for more information.

**Lawn watering restrictions** in effect May 15 - October 15. Stage 1 lawn watering is permitted:

**RESIDENTIAL**
- **EVEN** numbered addresses: Monday, Wednesday & Saturday – 4 a.m. to 9 a.m.
- **ODD** numbered addresses: Tuesday, Thursday & Sunday – 4 a.m. to 9 a.m.

**NON-RESIDENTIAL**
- **EVEN** numbered addresses: Monday & Wednesday – 1 a.m. to 6 a.m.
- **ODD** numbered addresses: Tuesday & Thursday – 1 a.m. to 6 a.m.
- **ALL** non-residential addresses can also sprinkle on Friday – 4 a.m. to 9 a.m.

The European Chafer beetle is an invasive insect pest. Chafer beetle infestation is often most visible when raccoons, birds and other wildlife, eager to eat the grubs, begin digging up the grass and damaging the sod. The best line of defense is appropriate lawn maintenance year round! This includes:
- Aerating – in spring and fall.
- High mowing – keep grass at least 6cm tall and leave clippings as mulch.

If you have a chafer beetle infestation apply nematodes (*Heterorhabditis bacteriophora*) in late July. Contact your local garden centre to pre-order nematodes and for specific instructions. Nematodes can be an effective treatment – provided they are properly refrigerated, correctly applied and lawns are well-maintained before and during treatment, and thoroughly watered for about two weeks following application.

Water Exemption Permits allow residents applying nematode treatments to water their lawns outside of the watering restrictions. Existing Water Exemption Permits for new lawns and for nematode treatments will be allowed to continue in Stage 3 restriction. New permits will not be issued in Stage 3.

Visit coquitlam.ca/chaferbeetle for more information.

Please note that most insecticides are prohibited under the City’s Pesticide Use Control Bylaw.

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**TAX AND HOME OWNER GRANT INFORMATION**

If you are eligible, please remember to claim your Home Owner Grant. If your property taxes are paid through your mortgage company, claim your grant prior to the due date to avoid penalty.

Confused about how to claim your grant? Check out coquitlam.ca/hog for a helpful step-by-step video.

You can claim your grant:
- **ONLINE**: coquitlam.ca/propertytaxes
- **MANUALLY**: complete the bottom stub on your Property Tax Bill and return it to
  
  Revenue Services  
  City of Coquitlam  
  3000 Guildford Way  
  Coquitlam, BC, V3B 7N2

Visit gov.bc.ca/homeownergrant for information on the Grant and eligibility criteria.

**INSTALMENT PLAN**: Applications for the Property Tax Prepayment Plan and the Utility Instalment Plan for 2017 are available at City Hall or on the City’s website at coquitlam.ca/taxes. Your previous year taxes must be paid in full to enroll in these plans.

**TAX DEFERMENT**: To be able to defer payment of your property taxes you must be a resident of B.C. for at least one year before applying and be a Canadian citizen or a permanent resident. A one-time administration fee of $60 is billed to new applicants by the Province of B.C. All prior taxes and utility charges must be paid in full at the time of application. Further details and applications are available at City Hall or contact taxdeferment@gov.bc.ca.

**PROPERTY TAXES ARE DUE JULY 4, 2016**
PROPERTY TAXES ARE DUE ON MONDAY JULY 4, 2016

FIVE WAYS TO PAY

1. Avoid line ups – pay by telephone or online banking, and claim your Home Owner Grant at coquitlam.ca/propertytaxes
2. In person at City Hall (3000 Guildford Way) – 8 a.m. to 5 p.m. Monday to Friday (excluding statutory holidays) by cash, cheque* or debit card.
3. After hours – drop cheques* in one of two drop boxes at City Hall (main entrance or underground parkade).
4. Through your financial institution.
5. By mail - Revenue Services, 3000 Guildford Way, Coquitlam, BC, V3B 7N2

*Cheques post-dated to July 4, 2016 are accepted. (Please note: we do not accept credit cards for property tax payments.)

2017 PREPAYMENT OPTIONS ARE AVAILABLE

1. Sign up for our prepayment plan – payments are automatically withdrawn from your bank account on the first of the month from August – May each year. Visit coquitlam.ca/propertytaxes for more information.
2. The most flexible option for making prepayments – set up recurring bill payments through your financial institution’s telephone or online banking system. You choose the frequency, the day of the month, and the amount.

SAMPLE HOUSEHOLD COSTS FOR SERVICES

A HOME WITH AN AVERAGE ASSESSED VALUE OF $687,800 WILL SEE A COST BREAKDOWN LIKE THIS ON THEIR PROPERTY TAX BILL.

<table>
<thead>
<tr>
<th>Service</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Police Services</td>
<td>$467</td>
</tr>
<tr>
<td>Sewer &amp; Drainage</td>
<td>$455</td>
</tr>
<tr>
<td>Fire Services</td>
<td>$410</td>
</tr>
<tr>
<td>Capital (including debt payments)</td>
<td>$306</td>
</tr>
<tr>
<td>Recreational Facilities &amp; Programs</td>
<td>$213</td>
</tr>
<tr>
<td>Parks Services</td>
<td>$153</td>
</tr>
<tr>
<td>Street Maintenance</td>
<td>$122</td>
</tr>
<tr>
<td>Cultural Services &amp; Community Grants</td>
<td>$112</td>
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<tr>
<td>Traffic Management</td>
<td>$52</td>
</tr>
<tr>
<td>Planning &amp; Development</td>
<td>$37</td>
</tr>
<tr>
<td><strong>Sub-total: Property Tax Bill (July)</strong></td>
<td><strong>$2,327</strong></td>
</tr>
<tr>
<td><strong>Sub-total: Utility Bill (March)</strong></td>
<td><strong>$733</strong></td>
</tr>
<tr>
<td><strong>Total collection for City services</strong></td>
<td><strong>$3,060</strong></td>
</tr>
<tr>
<td><strong>Estimated collections for other Governments</strong></td>
<td><strong>$3,393</strong></td>
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<tr>
<td>Provincial School Tax</td>
<td>$1,064</td>
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<tr>
<td>TransLink</td>
<td>$195</td>
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<tr>
<td>Metro Vancouver</td>
<td>$37</td>
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<tr>
<td>Other</td>
<td>$37</td>
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<tr>
<td><strong>Estimated collection for other governments</strong></td>
<td><strong>$1,333</strong></td>
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<tr>
<td><strong>Total</strong></td>
<td><strong>$4,393</strong></td>
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</tbody>
</table>

QUESTIONS?
If you have questions, please contact:

CITY OF COQUITLAM
Revenue Services
604-927-3050
PropertyTaxInquiries@coquitlam.ca

For information regarding non-City taxes on the notice, please contact the specific authorities:

METRO VANCOUVER
604-432-6200
metrovancouver.org

B.C. ASSESSMENT AUTHORITY
866-825-8322
bcassessment.ca

TRANSLINK
604-453-4500
translink.ca

SCHOOL TAX
250-387-0555
gov.bc.ca/propertytaxes

FIND US ONLINE

On Facebook? Us too! facebook.com/cityofcoquitlam
On Twitter? Tweet us! @CityofCoquitlam
On Instagram? Tag us! @cityofcoquitlam
Like YouTube? We have videos! youtube.com/CityofCoquitlam
Not on social media? We appreciate a nice postcard.