

District of West Kelowna



Westbank Centre Revitalization Plan

Appendices

August 2011



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Appendix A:

Issues and Opportunities Workshop Summary

Issues & Opportunities Workshop Summary

(Collated from the Issues & Opportunities Workshop held on 29 July, 2010)

The following is a summary of the principle issues and opportunities that were identified at the Issues & Opportunities Workshop held with stakeholders and members of the Westbank Centre community on 29 July, 2010.

Key Issues

The following key issues were identified for Westbank Centre:

- Highway 97 couplet negative impacts are very significant
- Heavy through traffic, limited access and (perceived) lack of on-street parking has hurt local businesses
- WFN land use policies and approvals incentives are driving business away from the Westbank Centre, especially larger format retail
- Ongoing pressure to exclude land from the ALR
- Developers believe that the District needs to assist proposals for new development, by providing relief on development costs e.g. DCC holidays or deferment, tax relief, shorter approvals process times, permit and licence fees relief, density bonusing, etc.
- The existing built form is ugly and substandard, and needs to be improved
- The public realm is substandard and unsafe, and needs to be improved, particularly the pedestrian environment: new sidewalks, more landscaping, street furniture, safer pedestrian crossings of Highway 97, etc.
- Need more greenery and park space
- Need more parking
- Need more cultural facilities
- Lack of any local government presence in Westbank Centre is an issue
- Need more housing, including affordable housing
- Need a more walkable town centre
- Need a public focal point or public space
- Need to plan for families with children as well as seniors (safety issues)
- Very limited cycling facilities

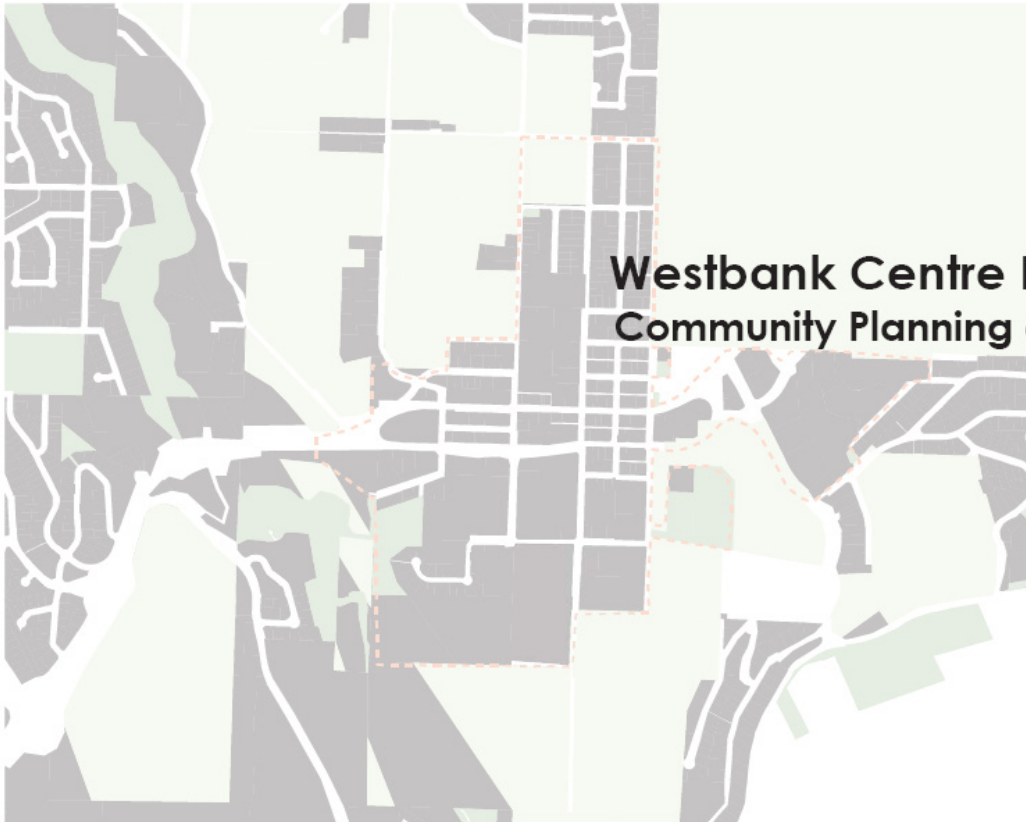
Key Opportunities

The following key opportunities were identified for Westbank Centre:

- Highway 97 opportunity: widen Dobbin Road to accommodate two-way Highway 97, and revert Main Street to a local High Street with enhanced pedestrian environment, traffic calming, etc.
- [alternative] Highway 97 opportunity: bury Highway 97 beneath Dobbin Road and develop the space above with new developments and green space (Note: this option is very expensive and funding has not been identified)
- Consider grade separated (pedestrian overpass) opportunities across Highway 97
- Relocate District Hall to Westbank Centre
- Create a Civic and Cultural precinct: new City Hall, Library, Theatre, Community Centre, etc.
- Create more park space and greenery
- Enhance the public realm through streetscape and other improvements
- Create a more walkable town centre by pedestrianizing some streets and consolidating parking
- Create a central focal point or public space at the heart of the town centre
- Improve and green up north-south streets to draw people into surrounding area
- Locate social services and facilities in town centre
- Celebrate agricultural tradition through opportunities such as: farmers market, agritourism, nursery gardens, urban agriculture, farm tourism attractions, demonstration farms, etc.
- Encourage niche retail that does not compete directly with WFN commercial uses
- Encourage mixed use projects and higher residential densities in Westbank Centre
- Encourage and incentivize a range of housing choices including affordable housing
- Use the proposed new RapidBus transit exchange as a focus for urban intensity and activity
- Use existing school facilities or other public uses during off hours
- Celebrate the remaining built heritage
- Enhance and extend trail connections from town centre to waterfront

Appendix B:

Design Charrette and Open House Summary



Westbank Centre Revitalization Plan Community Planning and Design Charrette

13-14 October, 2010

Summary

 **URBAN FORUM ASSOCIATES**
PLANNING • URBAN DESIGN • COMMUNICATIONS

HB Lanarc
Coriolis Consulting
D'Ambrosio Architecture

Introduction

A Community Planning & Design Charrette for the Westbank Centre Revitalization Plan was held on 13–14 October 2010 in Westbank. The charrette took place over two days. Day 1 began with a series of technical presentations by the consultants to a broad range of stakeholders, setting the economic, planning and urban design context for the charrette. This session included a Question & Answer session with participants at the end of the presentations. In the afternoon, participants were divided into three groups, each of which circulated through three Thematic Topics tables facilitated by the consultants. This process resulted in draft program elements and high level concepts for the Westbank Centre. The thematic issues/topics were:

- Land Use & Transportation
- Building Typologies & Urban Form
- Public Realm & Open Space Networks

Day 1 ended with a pin-up presentation and information session with a broader group of participants including members of the Chamber of Commerce, Council, etc. This was an opportunity to present the preliminary concepts developed earlier, and get initial feedback from participants.

Day 2 consisted of the technical team, made up of the consultants, key District staff and some other agency staff, developing and refining the preliminary concepts produced on Day 1. This was a closed door planning and design session to allow the consultants to prepare the necessary drawings and graphics to describe the alternative concepts. Two preliminary alternative concept plans were developed, reflecting the direction emerging from Day 1. The preliminary concept plans were presented at a Public Open House on the evening of Day 2. This end of charrette “pin-up” was very well attended, with an estimated 125–150 attendees. This session was also an opportunity for stakeholders and the broader public to provide feedback on the charrette concepts.

The feedback received will now guide further refinement of the charrette concepts towards a preferred draft plan.



Concept Plan Options

Two alternative concept plans were developed. The key assumptions and features of each concept are described below, and illustrated in the accompanying graphics from the Charrette.

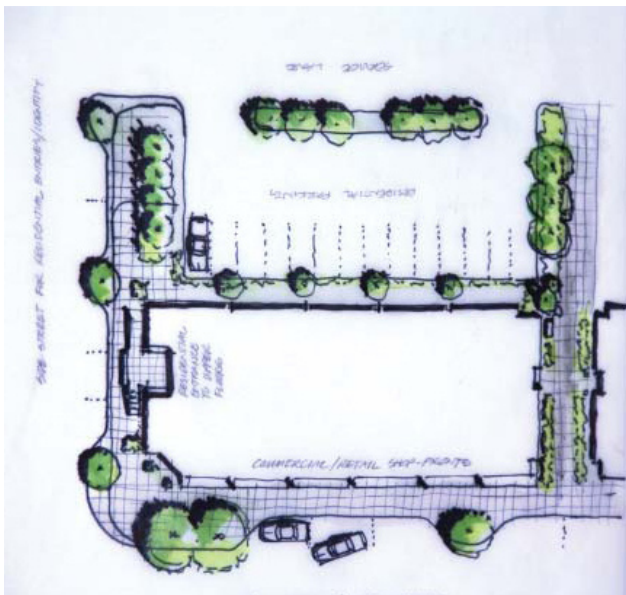
Option A

Key Assumptions:

- The provincial Highway 97 is consolidated on Dobbin Road (two-way traffic)
- Main Street reverts to a municipal street (two-way traffic)
- Public Transit is routed onto Main Street
- Additional right-of-way is required on Dobbin Road between Brown Road and Old Okanagan Highway

Key Features:

- Dobbin Road is widened to accommodate two lanes of moving traffic in each direction plus a central median/turning lane, and possibly a separate frontage road with parking on each side (multi-way boulevard)
- Main Street is redeveloped as a pedestrian- and transit-friendly, two-way High Street forming the civic, commercial and service focus of Westbank Centre, with on-street parking on both sides, enhanced public realm, and new landscaping. A finer-grained urban street grid is introduced over time, including extensions to Delray, Gosset and Hoskins/Brenda Lee Roads
- New street connections into the southern half of Westbank Centre, with an extension of Ingram Road to Gellatly Road (east) and a link across Glen Canyon to Gellatly Road (west)
- Street-fronting retail infill along Main Street, with potential residential above
- A Transit Hub is located between Main Street and Dobbin Road, facing Brown Road
- Mixed use, higher density development is located on either side of Main Street



Retail Parking at Rear of Building

- New multi-family housing is concentrated north of Main Street, with densities decreasing towards the north, and existing multi-family housing is intensified south of Dobbin Road
- The greatest concentration of land uses and highest density housing is located within a 400m radius or 5 minute walk of the Transit Hub at Main and Brown
- Typical minimum densities for mixed use are about 3.0 FSR (assumes 0.35 FSR retail and 2.65 FSR apartment, parking all underground)
- Typical minimum densities for 4-storey wood frame apartments are in the range of 1.8 to 2.0 FSR. Building heights are typically in the 4–6 storey range, with 4-storey wood frame apartments being the most common likely housing typology
- A Civic Centre is located between Main Street and Dobbin Road facing Elliott Road, with a civic plaza on the corner of Main and Elliott
- A Farmers Market and Market Square are located between Main Street and Dobbin Road, west of Hebert Road
- Ingram Road is enhanced as a pedestrian-oriented Greenway/Bikeway linking the school/park precinct (west) with the aquatic centre/park precinct (east)
- A new public trail from the south end of Old Okanagan Highway connects Westbank Centre to Okanagan Lake
- A combined WFN/Westbank Cultural Centre is proposed on WFN land facing Old Okanagan Highway (assumes WFN cooperation)
- Opportunities for urban/agriculture uses along the interface between Elliot Road and the ALR

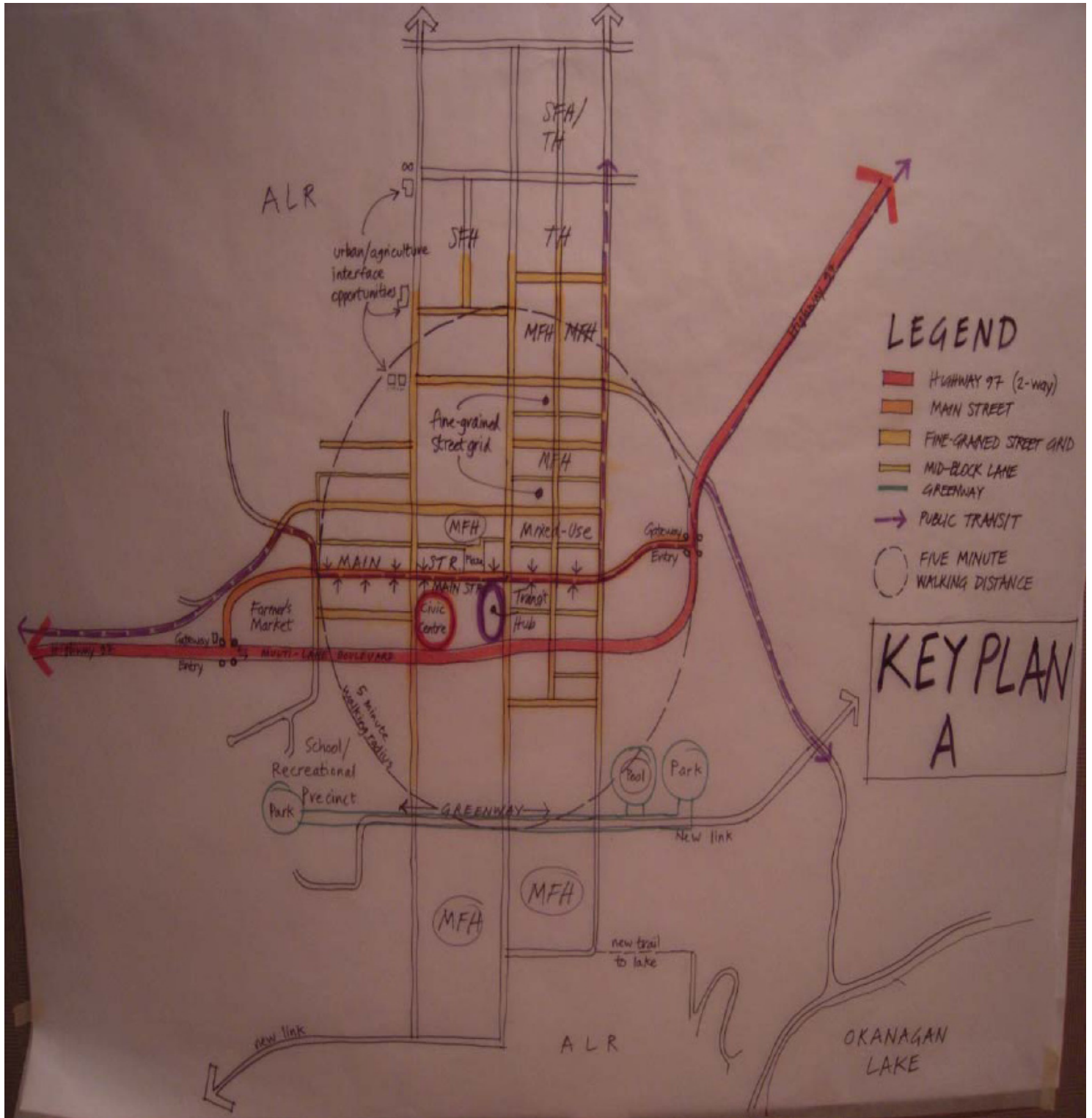


View South on Brown Road to Corner of Main Street



Main Street Looking East

Option A: Road Network



Option A: Concept Plan



Option A

Key Assumptions:

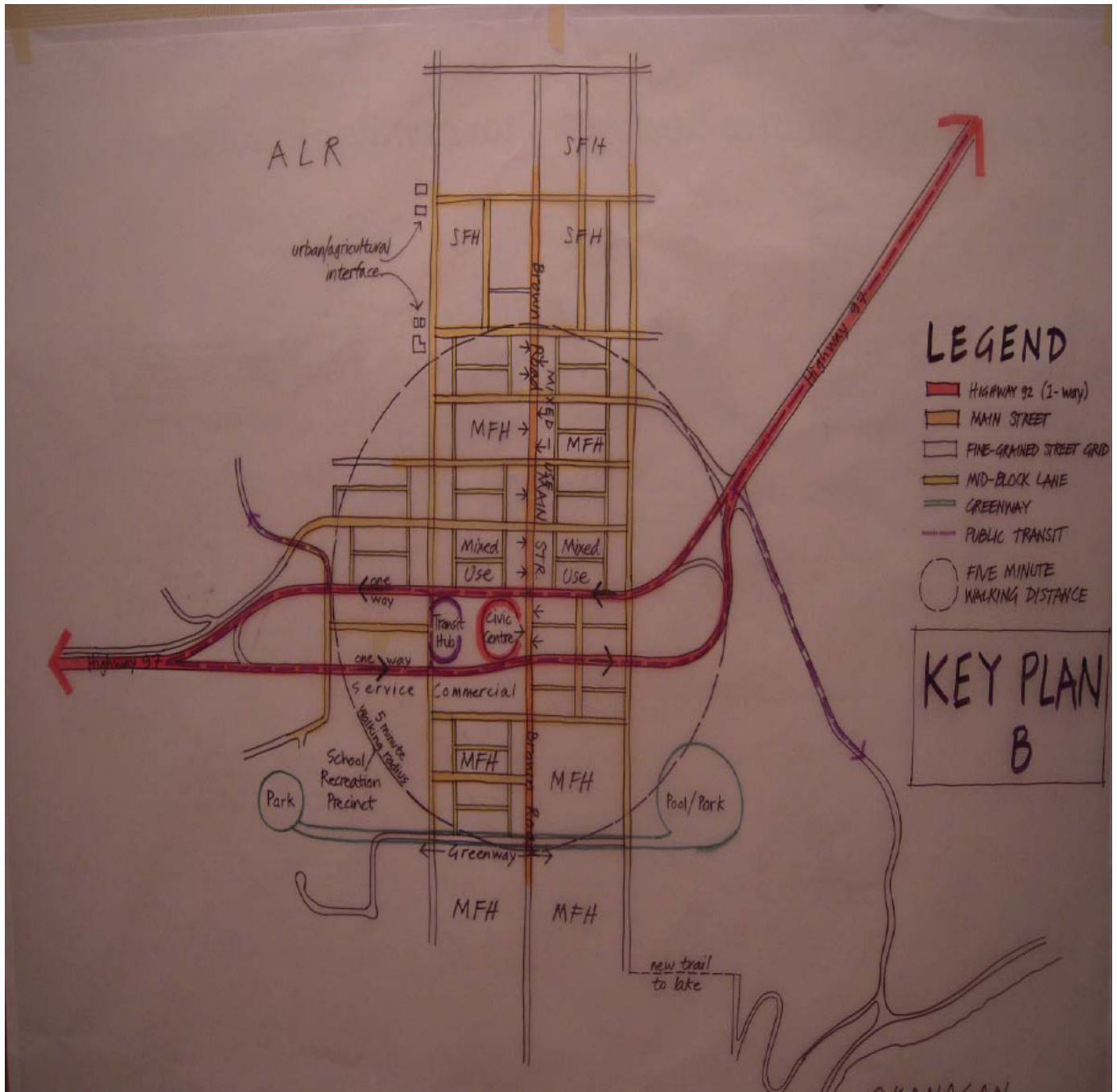
- The provincial Highway 97 is retained as a one-way couplet on Main Street (westbound) and Dobbin Road (eastbound)
- Brown Road is redeveloped as a High Street forming the civic, commercial and service focus of Westbank Centre, with on-street parking on both sides, an enhanced public realm, and new Landscaping
- Public Transit is routed on Main Street and Dobbin Road
- No additional right-of-way is required on Dobbin Road

Key Features:

- Dobbin Road and Main Street are retained as the provincial highway one-way streets, but with some pedestrian- and transit-friendly enhancements
- Brown Road is redesigned as a pedestrian- and transit-friendly, two-way High Street forming the civic, commercial and service focus of Westbank Centre, with on-street parking on both sides, an enhanced public realm, and new landscaping
- The urban street grid is re-oriented over time to support Brown Road as the High Street, with a finer-grained street grid and new lanes oriented north-south on either side of Brown Road
- A Transit Hub is located between Main Street and Dobbin Road, facing Elliott Road
- A Civic Centre is located between Main Street and Dobbin Road facing Brown Road, with a civic plaza on the corner of Main and Brown
- Mixed use, higher density development is located on either side of Brown Road north of Main
- New multi-family housing is concentrated north of Main Street, with densities decreasing towards the north, and existing multi-family housing is intensified south of Dobbin Road
- The former Save On Foods shopping mall south of Dobbin Road between Elliott and Brown is redeveloped over time with multi-family housing
- The greatest concentration of land uses and highest density housing is located within a 400m radius or 5 minute walk of the Civic Centre at Main and Brown
- Typical minimum densities for mixed use are about 3.0 FSR (assumes 0.35 FSR retail and 2.65 FSR apartment, parking all underground)
- Typical minimum densities for 4-storey wood frame apartments are in the range of 1.8 to 2.0 FSR.
- Building heights are typically in the 4–6 storey range, with 4-storey wood frame apartments being the most common likely housing typology
- Ingram Road is enhanced as a pedestrian-oriented Greenway/Bikeway linking the school/park precinct (west) with the aquatic centre/park precinct (east)

- A new public trail from the south end of Old Okanagan Highway connects Westbank Centre to Okanagan Lake
- Opportunities for urban/agriculture uses along the interface between Elliot Road and the ALR

Option B: Road Network



Option B: Concept Plan



Street Redesigns & Public Realm Improvements

A number of street redesigns are proposed, for each of the concept plans. The following street cross section sketches illustrate some of these street redesign options, and the associated built form and public realm enhancements.

In general terms, both the charrette options suggest a much more pedestrian-oriented public realm, with buildings coming right out to the street-fronting property line, any surface parking located at the rear, and animated public and/or commercial uses at grade on the High Street.

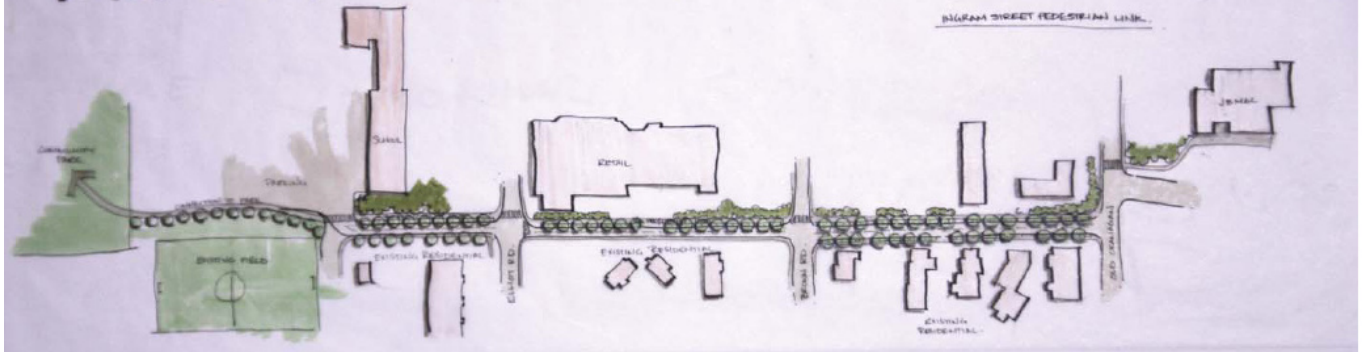
One approach to converting Dobbin Road to a two-way provincial highway and multilane boulevard is to do this as a phased development, with the basic four provincial highway travel lanes being constructed as a first phase, and the frontage roads and enhanced public realm being constructed at a later stage.

A conceptual Green Space Network was developed for both options. This includes enhancing Ingram Road as a pedestrian-oriented Greenway/Bikeway that links the elementary school/park precinct in the west with the aquatic centre/park precinct to the east.

One street cross section illustrates the proposed enhancement of Ingram Road as a Greenway/Bikeway



INGRAM STREET GREENWAY



INGRAM ST. GREENWAY TYPICAL SECTION



Appendix C:

Economic Revitalization Workshop Summary

MEMORANDUM

CORIOLIS CONSULTING CORP.

DATE: 16 May 2011

TO: Nancy Henderson, District of West Kelowna
Shannon Tartaglia, District of West Kelowna
Lance Berelowitz, Urban Forum Associates

FROM: Blair Erb, Coriolis Consulting Corp.

RE: Westbank Centre Economic Revitalization Workshop

As input to the Westbank Centre Revitalization Plan, a workshop was held on 27 April 2011 with approximately 15 individuals from a variety of different business sectors, including the development industry, property owners, business owners, and real estate agents. In addition, District of West Kelowna staff, the Regional District Economic Development Manager and consultants from the Westbank Centre Revitalization planning team attended.

The goal of the workshop was to obtain input from the business community on the advantages and disadvantages of Westbank Centre as a business location and to identify strategies to encourage private development and business expansion in Westbank Centre. The workshop was facilitated by Lance Berelowitz, the lead consultant for the Westbank Centre Revitalization Plan.

This memo provide a summary of the main comments and inputs provided by participants, divided into three main topics:

1. Advantages of Westbank Centre as a business location.
2. Disadvantages and constraints of Westbank Centre as a business location.
3. Strategies and actions to improve Westbank Centre as a business location.

The ideas and comments outlined in this memo are meant to capture the main points discussed at the workshop. The points raised by participants and included in this memo are not necessarily supported by the consulting team.

Advantages of Westbank Centre

Westbank Centre's main advantages for businesses and developers are as follows:

1. Property taxes for commercial space are lower than on the adjacent Westbank First Nation (WFN) lands.
2. Commercial rents in Westbank Centre are competitive with rents for commercial space on the adjacent WFN lands.
3. Westbank Centre can offer freehold tenure while WFN projects (residential or commercial) can only offer leasehold tenure.
4. The highway couplet creates very high volumes of passing traffic and exposure for retail businesses in Westbank Centre.
5. Westbank Centre includes existing shopping centres, anchored by large tenants such as Save-on Foods, which draw customers to the area.
6. Some landlords in Westbank Centre provide an attractive alternative in comparison to the WFN lands by providing a well maintained property and competitive rents.
7. Many existing businesses and customers are loyal to Westbank Centre.
8. The new OCP and Westbank Centre Revitalization Plan will help create more certainty for developers.
9. The vision developed at the Westbank Centre charrette has created interest in Westbank Centre.
10. Westbank Centre can provide a more sustainable mixed-use location than other parts of the District.
11. The topography in Westbank Centre provides very attractive views from many sites.
12. The geotechnical conditions in Westbank Centre permit underground parking.

Disadvantages and Constraints

The main disadvantages and obstacles noted about Westbank Centre were as follows:

1. The existing highway couplet creates an unattractive pedestrian environment which is bad for commercial businesses in Westbank Centre.
2. There is a limited amount of vacant land available land in Westbank Centre so development sites are more expansive than in other locations that have vacant developable land (such as WFN).
3. New strata residential unit prices and commercial lease rates in Westbank Centre are low, making redevelopment challenging from a financial perspective.
4. The large amount of recent commercial development on the adjacent WFN lands has created an oversupply of retail, service and office space in the market. There will be limited demand for new retail, service and office space in Westbank Centre for the next several years.
5. The shopping centres and office buildings at the WFN lands provide very strong competition to Westbank Centre. In comparison to projects in Westbank Centre, projects at the WFN tend to offer newer space, more parking, and stronger anchor tenants (but at competitive lease rates).
6. The WFN lands offer a simpler and often less expensive opportunity for commercial developers than Westbank Centre. The WFN offers:
 - Vacant land, often in large parcels.
 - Less prescriptive development regulations.
 - A fast and low risk approvals process.
7. There is a perception that Westbank Centre is a dustbowl and has no brand identify.
8. The north-south connections across Highway 97 in Westbank Centre are poor, making it difficult to walk throughout the commercial area.
9. Regulations governing outdoor storage and display of retail goods in the C1 zoning district are too restrictive. Some retailers need to have more flexibility to display merchandise outside.
10. There is a lack of younger people living, working and shopping in Westbank Centre.
11. Developers perceive that:
 - Council and staff are not supportive of new projects in Westbank Centre
 - The approvals process is too lengthy.
 - There are too many regulations governing new development.
 - Generally, West Kelowna is not open for business.

Actions and Strategies to Improve Westbank Centre

Participants suggested the District of West Kelowna consider the following actions and strategies to encourage private development and business expansion in Westbank Centre:

1. Increase the residential population in Westbank Centre to support commercial development and businesses in Westbank Centre.
2. Make Westbank Centre the main town centre location in the District (some participants indicated that the draft OCP designates a second town centre at Mount Boucherie).
3. Focus on making Westbank Centre a community where people can live, work and play by:
 - Creating a destination retail shopping experience in Westbank Centre, not just another shopping centre. New development should be pedestrian friendly and include smaller scale boutique retail and service businesses, cafes, and restaurants.
 - Attracting office and professional services to Westbank Centre.
 - Encouraging residential growth in Westbank Centre.
 - Creating a sense of community in Westbank Centre.
4. Redesign the highway couplet to slow drivers down and help create a more attractive pedestrian location, particularly on Main Street which should be revitalized as the main retail street in the area.
5. Show leadership and commitment to Westbank Centre by creating (or showing the intent to create) a new civic precinct in Westbank Centre. This civic precinct should include:
 - A new municipal hall.
 - A new library.
 - Civic square.
 - Tourism oriented retail and service space.
 - Bus Rapid Transit Station.
6. Invest in new amenities and improved public realm in Westbank Centre, including new parks, open space, beautification, streetscape improvements, and façade improvements or murals.
7. Improve the north-south connections across Highway 97 in Westbank Centre to make the area more pedestrian friendly.
8. Ensure that regulations allow strata commercial space in new developments as this is an untapped market. Projects on the WFN lands are on leasehold land where strata commercial is less marketable (as it would be leasehold strata not freehold).

9. Encourage new development in Westbank Centre (particularly over the next five years or so) by:
 - Waiving or reducing development cost charges (DCCs) on new projects in Westbank Centre.
 - Offering property tax exemptions on new projects in Westbank Centre.
 - Streamlining the approvals process for projects in Westbank Centre.
 - Reducing development regulations in Westbank Centre.
10. Investigate the opportunity to establish a Business Improvement Area (BIA) association in Westbank Centre. The BIA could be used to implement marketing and promotion (such as special events, street beautification), tenant retention and recruitment, and to help identify priorities for capital improvements. However, it was noted that there is little tolerance for additional taxes or levies among businesses in Westbank.
11. Create excitement about Westbank Centre by:
 - Holding special events and parades in Westbank Centre (could be co-ordinated by a BIA).
 - Creating public meeting places in Westbank Centre.
 - Creating a public market or regular farmers market (could be co-ordinated by a BIA).
 - Creating a tourism oriented wine centre which showcases products from the local wine and agricultural industries, promotes the local vineyards and offers education/history on the local wine industry. The District could advocate for this and assist with licensing.



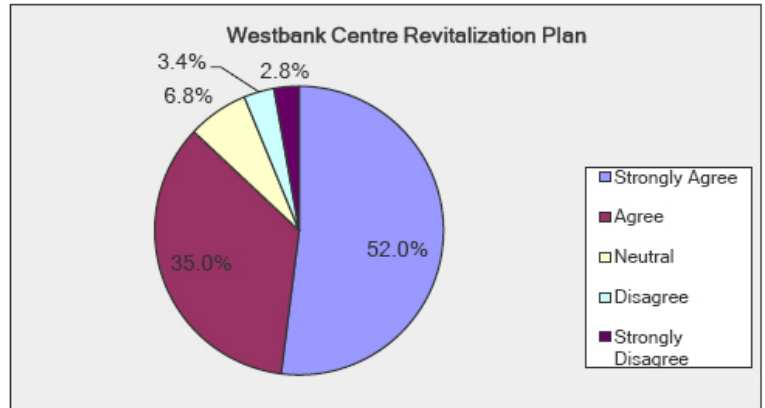
Appendix D:

Public Open House Survey Results

Westbank Centre Revitalization Plan - Shape Your Community Survey Results

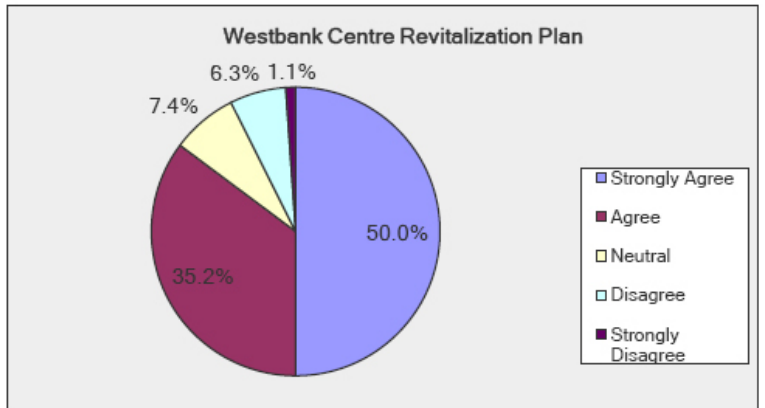
1. I support the above Vision for the Westbank Centre.

Answer Options	Response Percent	Response Count
Strongly Agree	52.0%	92
Agree	35.0%	62
Neutral	6.8%	12
Disagree	3.4%	6
Strongly Disagree	2.8%	5
<i>answered question</i>		177
<i>skipped question</i>		1



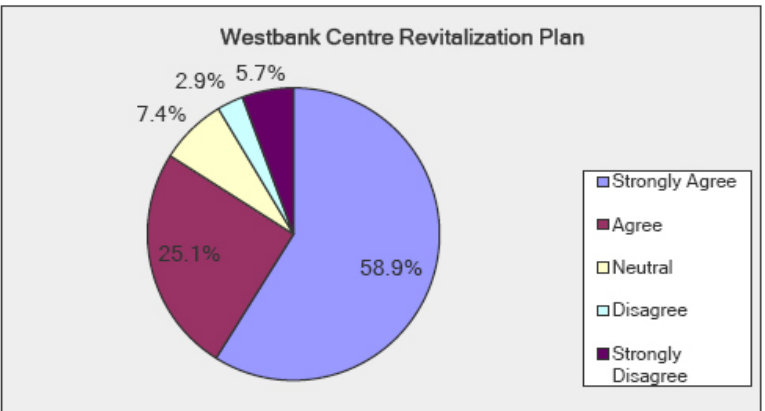
2. Westbank Centre should be designated as the main high density residential and mixed-use commercial location in the District (Section 4.0).

Answer Options	Response Percent	Response Count
Strongly Agree	50.0%	88
Agree	35.2%	62
Neutral	7.4%	13
Disagree	6.3%	11
Strongly Disagree	1.1%	2
<i>answered question</i>		176
<i>skipped question</i>		2



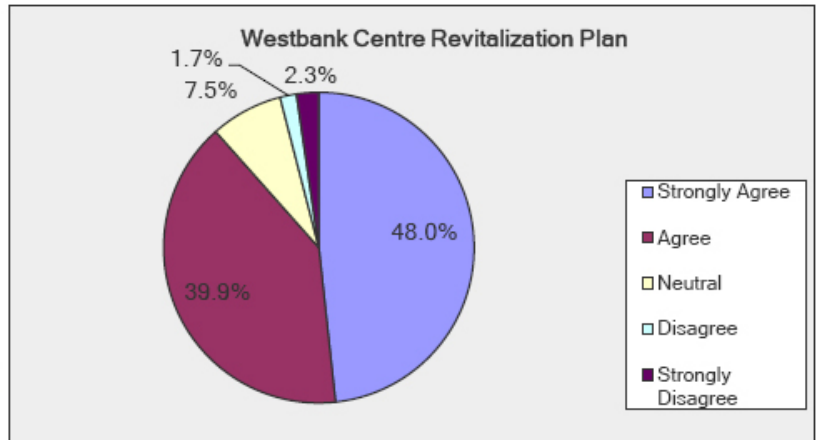
3. Dobbin Road should be converted into a two-way provincial highway and Main Street reverted into a beautified two-way street with pedestrian-oriented boutique commercial (Section 6.1.1 and 7.3.1).

Answer Options	Response Percent	Response Count
Strongly Agree	58.9%	103
Agree	25.1%	44
Neutral	7.4%	13
Disagree	2.9%	5
Strongly Disagree	5.7%	10
<i>answered question</i>		175
<i>skipped question</i>		3



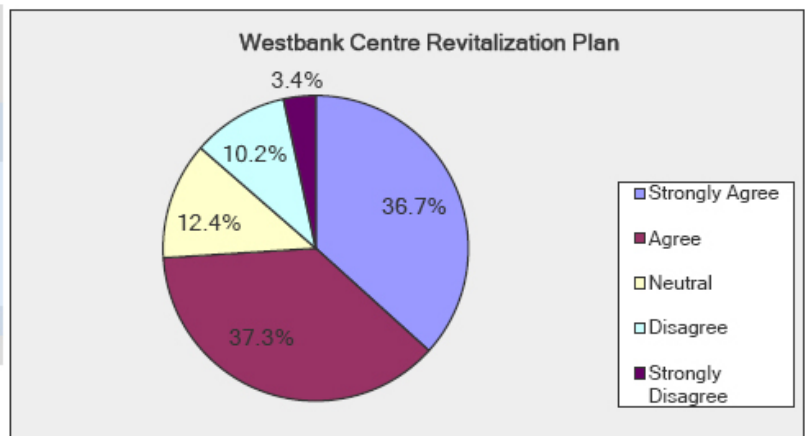
4. I support the strategy to concentrate the core commercial along Main Street and Dobbin Road to strengthen Westbank Centre and provide further opportunities for stand-alone residential projects. (Section 5.1).

Answer Options	Response Percent	Response Count
Strongly Agree	48.0%	83
Agree	39.9%	69
Neutral	7.5%	13
Disagree	1.7%	3
Strongly Disagree	2.3%	4
<i>answered question</i>		173
<i>skipped question</i>		5



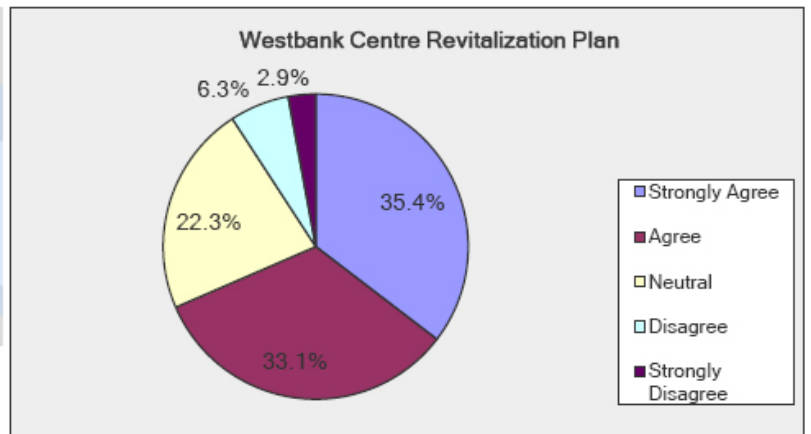
5. Up to six-storey buildings should be considered in designated areas within the Westbank Centre (Section 5.0).

Answer Options	Response Percent	Response Count
Strongly Agree	36.7%	65
Agree	37.3%	66
Neutral	12.4%	22
Disagree	10.2%	18
Strongly Disagree	3.4%	6
<i>answered question</i>		177
<i>skipped question</i>		1



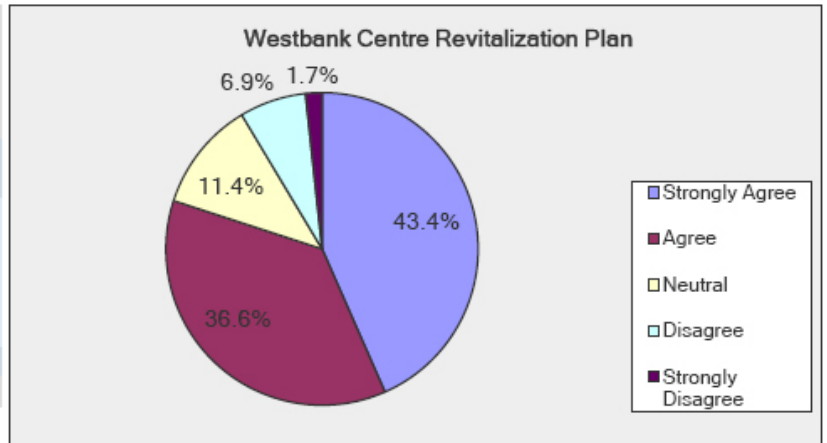
6. The opportunity to develop a new Civic Centre in the Westbank Centre should be explored (Section 7.2.3).

Answer Options	Response Percent	Response Count
Strongly Agree	35.4%	62
Agree	33.1%	58
Neutral	22.3%	39
Disagree	6.3%	11
Strongly Disagree	2.9%	5
<i>answered question</i>		175
<i>skipped question</i>		3



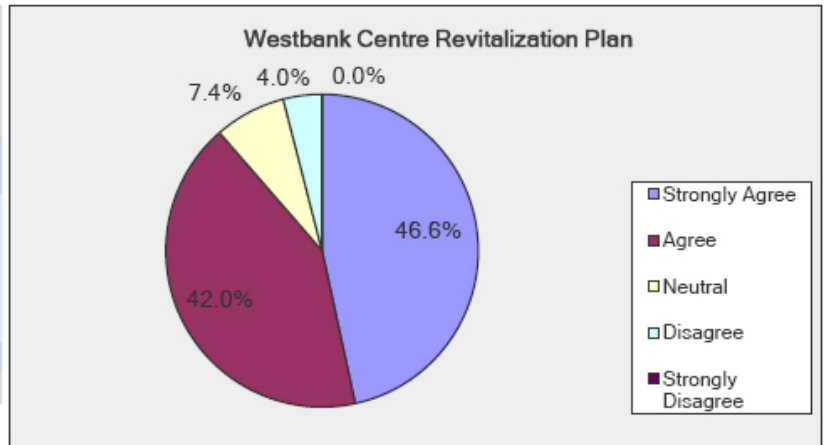
7. The two key gateway sites at the east and west entrances to the Westbank Centre should be redeveloped to create a sense of arrival and transition as people arrive in the Westbank Centre (Section 7.3.4).

Answer Options	Response Percent	Response Count
Strongly Agree	43.4%	76
Agree	36.6%	64
Neutral	11.4%	20
Disagree	6.9%	12
Strongly Disagree	1.7%	3
<i>answered question</i>		175
<i>skipped question</i>		3



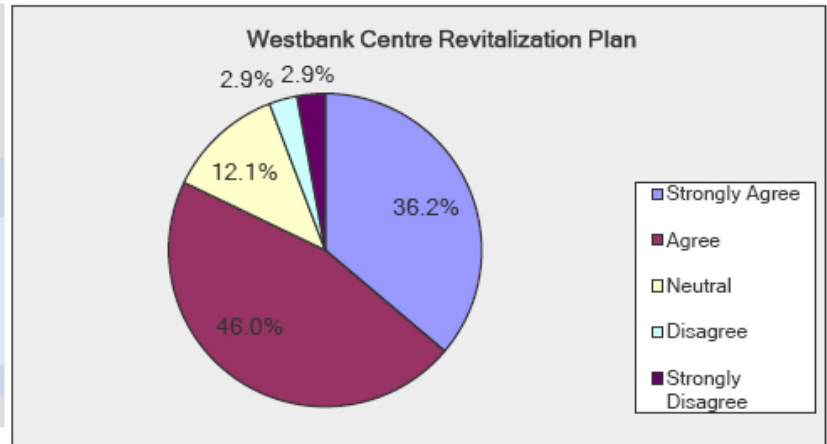
8. I support the proposed Events/Festival Strategy, which includes the use of public streets and open spaces and adjacent private uses in the area for special events and festivals (Section 7.3.2).

Answer Options	Response Percent	Response Count
Strongly Agree	46.6%	82
Agree	42.0%	74
Neutral	7.4%	13
Disagree	4.0%	7
Strongly Disagree	0.0%	0
<i>answered question</i>		176
<i>skipped question</i>		2



9. I support the proposed Agriculture/Urban Interface Strategy, whereby adjacent agricultural lands are protected and strategies are explored to enhance the economic and cultural value of agriculture in Westbank Centre (Section 7.3.2)?

Answer Options	Response Percent	Response Count
Strongly Agree	36.2%	63
Agree	46.0%	80
Neutral	12.1%	21
Disagree	2.9%	5
Strongly Disagree	2.9%	5
<i>answered question</i>		174
<i>skipped question</i>		4



10. Are you a current land owner or business owner in the Westbank Centre?

Answer Options	Response Percent	Response Count
Yes	27.5%	49
No	72.5%	129
<i>answered question</i>		178
<i>skipped question</i>		0

11. If you answered yes to Q10, do you support exploring the establishment of a Business Improvement Area (BIA) for the Westbank Centre (Section 7.4)?

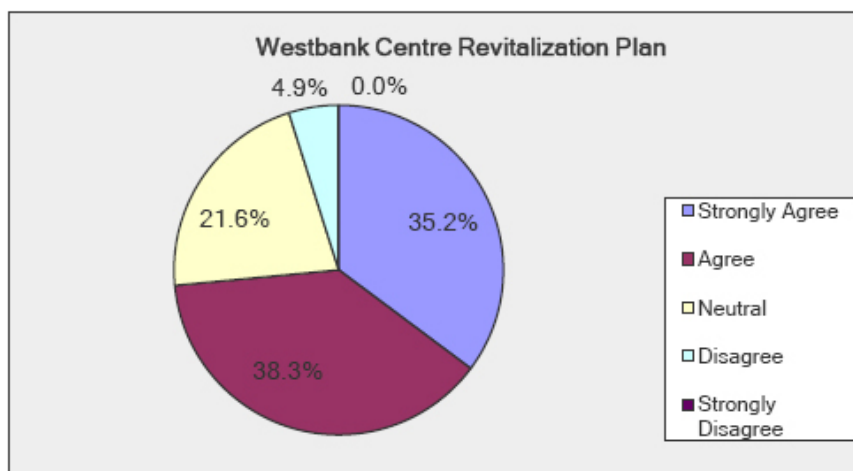
Answer Options	Response Percent	Response Count
Yes	90.7%	49
No	9.3%	5
<i>answered question</i>		54
<i>skipped question</i>		124

12. How did you learn about the Shape Your Community Open House? (You may select more than one answer)

Answer Options	Response Percent	Response Count
Castanet ad	19.5%	33
Bulletin in 2011 Tax Notice	23.7%	40
District of West Kelowna website	21.3%	36
Email from District of West	32.0%	54
Pamphlet distribution in Westbank	5.3%	9
School newsletter	1.8%	3
Story in news media	16.0%	27
Westside Weekly ad	18.9%	32
<i>answered question</i>		169
<i>skipped question</i>		9

13. Please rate the format of the Shape Your Community Open

Answer Options	Response Percent	Response Count
Excellent	35.2%	57
Good	38.3%	62
Neutral	21.6%	35
Fair	4.9%	8
Poor	0.0%	0
<i>answered question</i>		162
<i>skipped question</i>		16



Appendix E:

Local Service Area Definition

Local Area Services

The Community Charter provides municipalities with authority to provide a local area service within a part of the municipality. The Community Charter provides authority for a municipality to levy a property value tax and/or a parcel tax to recover all or part of the costs of a service provided within a local service area. The authority to establish a local area service provides a council with the opportunity to provide a service to a portion of the municipality and to recover all or some of the costs of the service from the taxpayers within the local service area. A municipality may choose to establish a local area service to provide for downtown revitalization projects, to be paid for in part by the property owners within the local service area.

Revitalization Tax Exemptions Section 226 of the Community Charter provides authority to exempt property from municipal property value taxes. To use this authority, a Council must establish a revitalization program (with defined reasons for and objectives of the program), enter into agreements with property owners, and then exempt their property from taxation once all specified conditions of the program and the agreement have been met. Exemptions may apply to the value of land or improvements, or both. Councils are free to specify, within their revitalization programs, the amounts and extent of tax exemptions available. Revitalization tax exemptions are limited to municipal property value taxes (Section 197(1)(a) of the Community Charter only) and do not extend to school and other property taxes, such as parcel taxes. An exemption may be granted for up to 10 years.

The authority to provide a revitalization tax exemption is not subject to section 25 of the Community Charter.

Revitalization tax exemptions are a tool that Councils may use to encourage various types of revitalization to achieve a range of environmental, economic or social objectives. A revitalization program may apply to a small area or areas, a certain type of property or properties, a particular activity or circumstance related to a property or properties, or an entire municipality.

Council must establish a revitalization tax exemption program, by bylaw, which must include the following:

- A description of the reasons for, and the objectives of, the program;
- A description of how the program is intended to accomplish the objectives;
- A description of the kinds of property, or activities or circumstances related to the property that create eligibility for exemptions (e.g. apartment buildings that supply car co-op memberships to their residents to promote environmental sustainability);
- The extent of the exemptions available (i.e. entire properties or portions of properties);
- The amounts of exemptions, or formulas to determine the amounts, or both; and
- The maximum term of the exemption, which may not be longer than 10 years.

Once a revitalization tax exemption program bylaw has been adopted, Council may enter into an agreement with the owner of a property regarding the provision of a revitalization tax exemption. The agreement between the municipality and the property owner may outline requirements that must be met before an exemption certificate is issued, and any other conditions on which the tax exemption will be provided.

