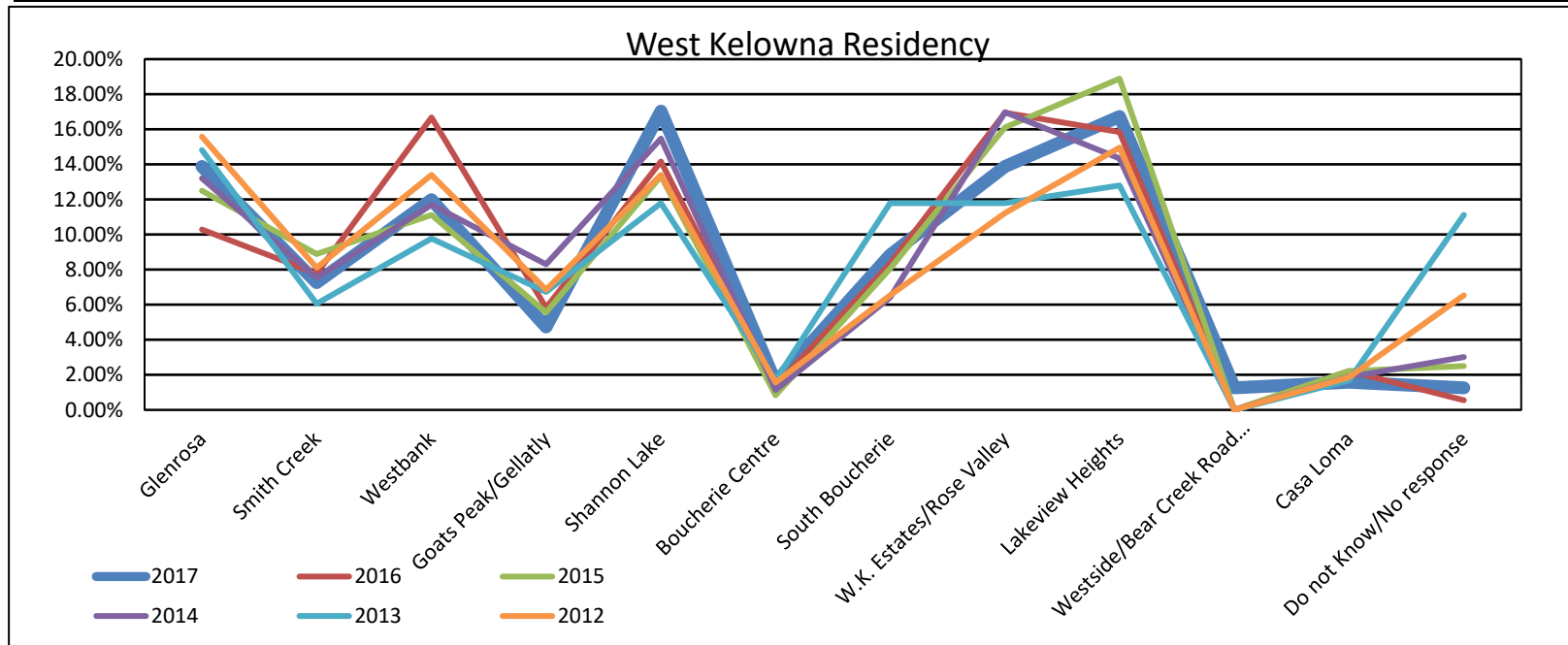


**NOTE: The 2017 Survey was edited for clarity and relevance.**

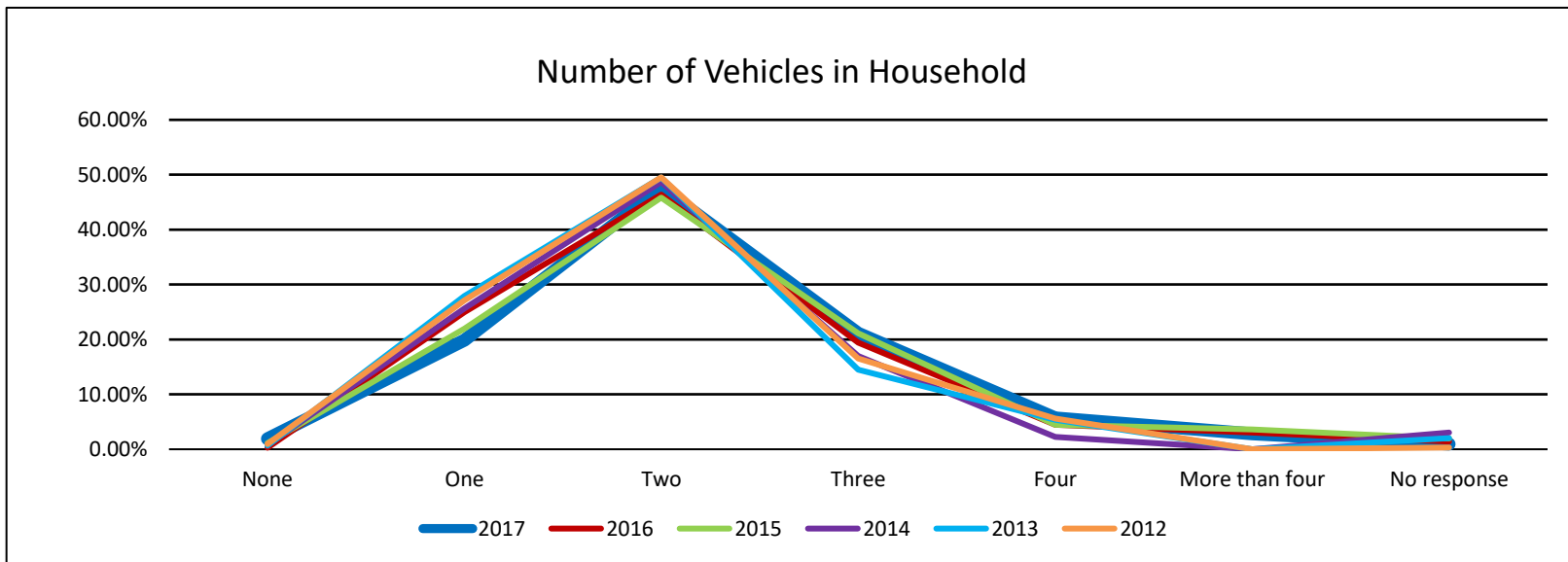
**1. In which zone of West Kelowna do you live or own property?  
(Westside Road/Bear Creek Road category added in 2017)**

	2017	2016	2015	2014	2013	2012
Glenrosa	13.88%	10.28%	12.50%	13.21%	14.81%	15.58%
Smith Creek	7.26%	7.78%	8.89%	7.55%	6.06%	8.10%
Westbank	11.99%	16.67%	11.11%	11.70%	9.76%	13.40%
Goats Peak/Gellatly	4.73%	5.83%	5.56%	8.30%	6.73%	6.85%
Shannon Lake	17.03%	14.17%	13.33%	15.47%	11.78%	13.40%
Boucherie Centre	1.58%	1.39%	0.83%	1.13%	1.68%	1.56%
South Boucherie	8.83%	8.33%	8.06%	6.42%	11.78%	6.54%
W.K. Estates/Rose Valley	13.88%	16.94%	16.11%	16.98%	11.78%	11.21%
Lakeview Heights	16.72%	15.83%	18.89%	14.34%	12.79%	14.95%
Westside/Bear Creek Road (added in 2017)	1.26%	0.00%	0.00%	0.00%	0.00%	0.00%
Casa Loma	1.58%	2.22%	2.22%	1.89%	1.68%	1.87%
Do not Know/No response	1.26%	0.56%	2.50%	3.02%	11.11%	6.54%



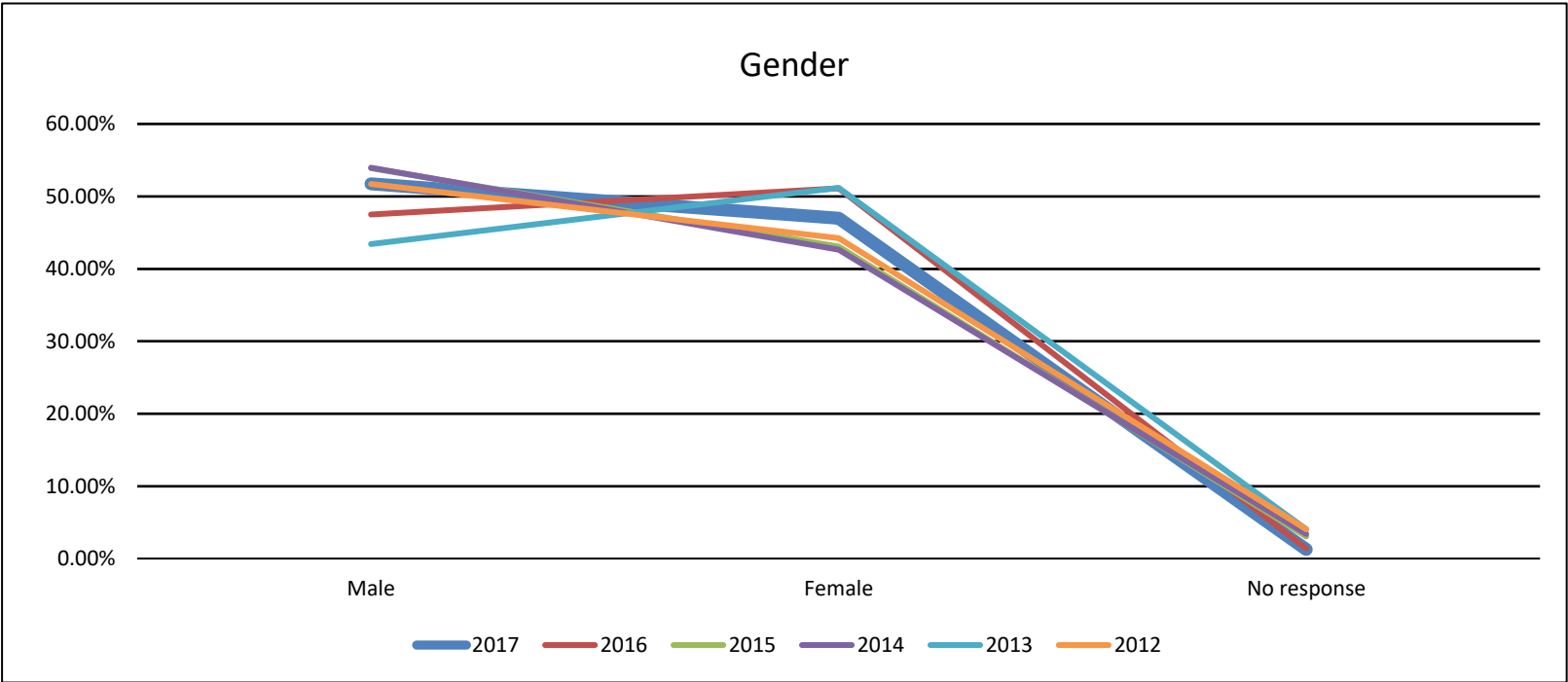
**3. How many vehicles are part of your household?  
(More than four category added in 2015)**

	2017	2016	2015	2014	2013	2012
None	1.89%	0.28%	1.11%	0.75%	0.67%	0.93%
One	19.87%	25.00%	21.94%	25.66%	27.95%	27.10%
Two	47.63%	46.39%	45.83%	48.68%	49.49%	49.53%
Three	21.14%	19.44%	21.11%	16.98%	14.48%	16.51%
Four	5.68%	4.44%	4.44%	2.26%	5.39%	5.61%
More than four	2.84%	3.06%	3.61%	0.00%	0.00%	0.00%
No response	0.95%	1.39%	1.94%	3.02%	2.02%	0.31%



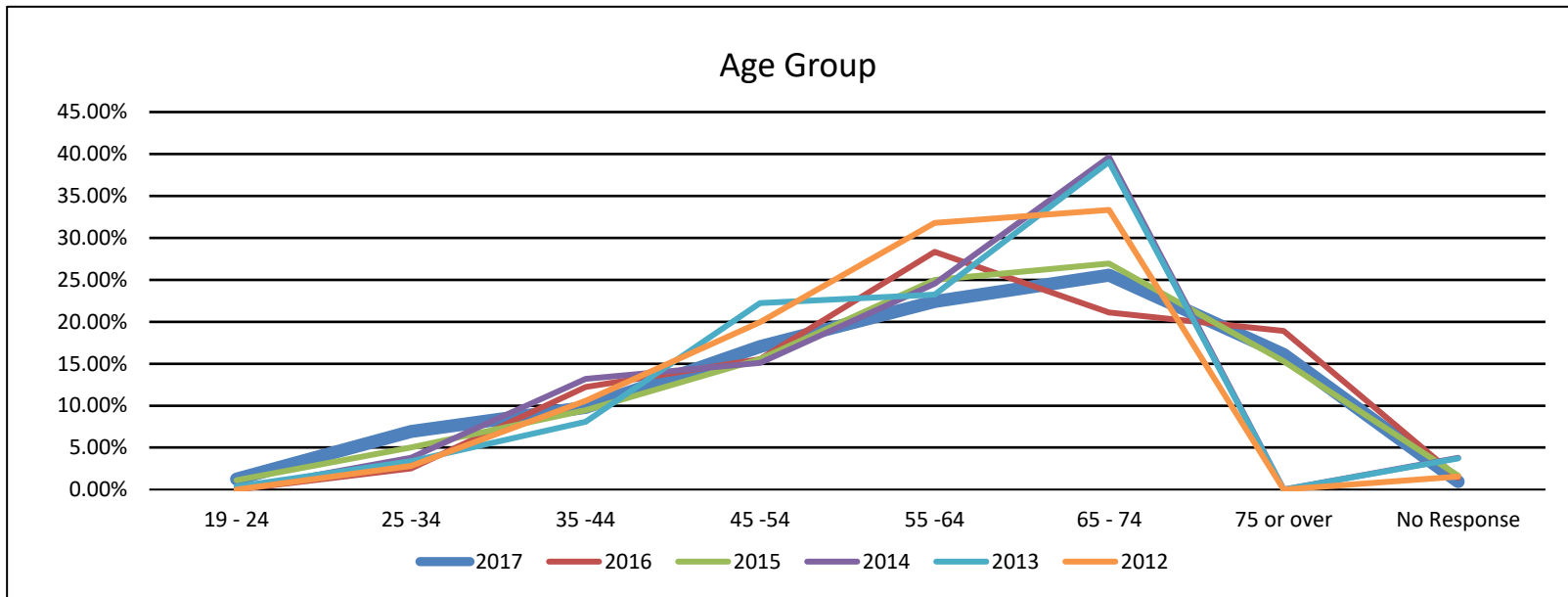
**5. Please indicate your gender.**

	2017	2016	2015	2014	2013	2012
Male	51.74%	47.50%	53.89%	53.96%	43.43%	51.71%
Female	47.00%	51.11%	43.06%	42.64%	51.18%	44.24%
No response	1.26%	1.39%	3.06%	3.40%	4.04%	4.05%



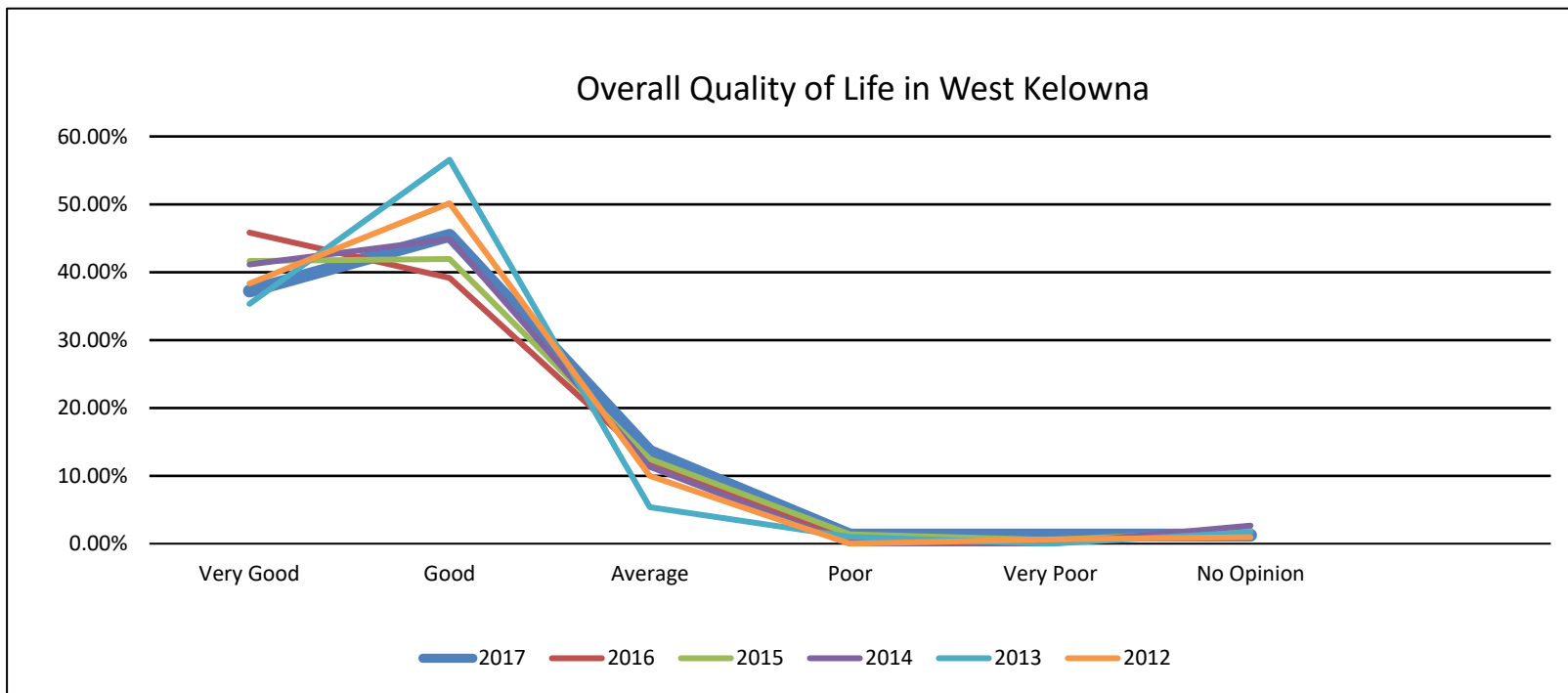
**6. Please indicate your age group.  
(75 or over category added in 2015)**

	2017	2016	2015	2014	2013	2012
19 - 24	1.26%	0.00%	1.11%	0.00%	0.34%	0.00%
25 -34	6.94%	2.50%	5.00%	3.77%	3.37%	2.80%
35 -44	9.78%	12.22%	9.44%	13.21%	8.08%	10.59%
45 -54	17.03%	15.56%	15.56%	15.09%	22.22%	19.94%
55 -64	22.40%	28.33%	25.00%	24.53%	23.23%	31.78%
65 - 74	25.55%	21.11%	26.94%	39.62%	39.06%	33.33%
75 or over	16.09%	18.89%	15.28%	0.00%	0.00%	0.00%
No Response	0.95%	1.39%	1.67%	3.77%	3.70%	1.56%



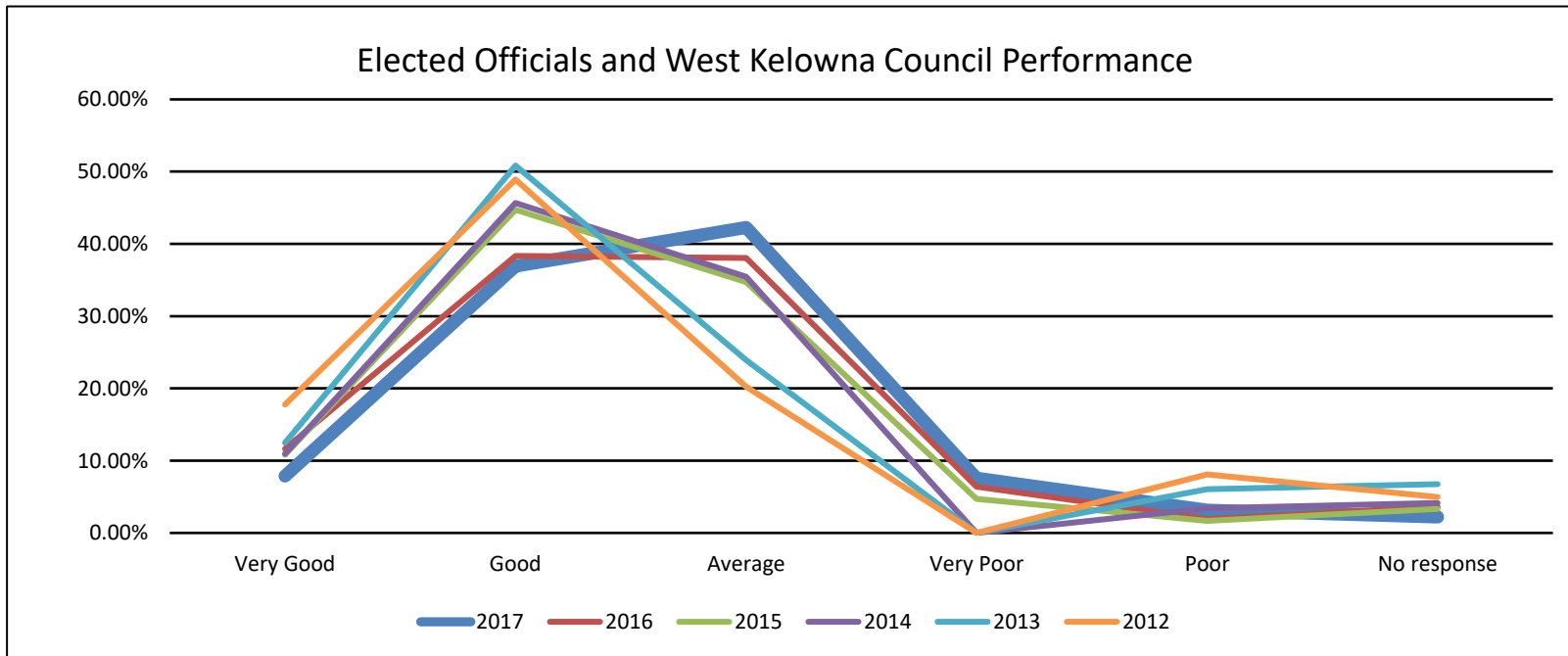
**7. Taking all things into consideration, how would you rate your overall quality of life in West Kelowna?**

	2017	2016	2015	2014	2013	2012
Very Good	37.22%	45.83%	41.67%	41.13%	35.35%	38.32%
Good	45.43%	39.17%	41.94%	44.91%	56.57%	50.16%
Average	13.56%	12.22%	12.50%	11.32%	5.39%	9.97%
Poor	1.26%	0.56%	1.39%	0.00%	1.01%	0.00%
Very Poor	1.26%	0.28%	0.56%	0.00%	0.00%	0.62%
No Opinion	1.26%	1.94%	1.94%	2.64%	1.68%	0.93%



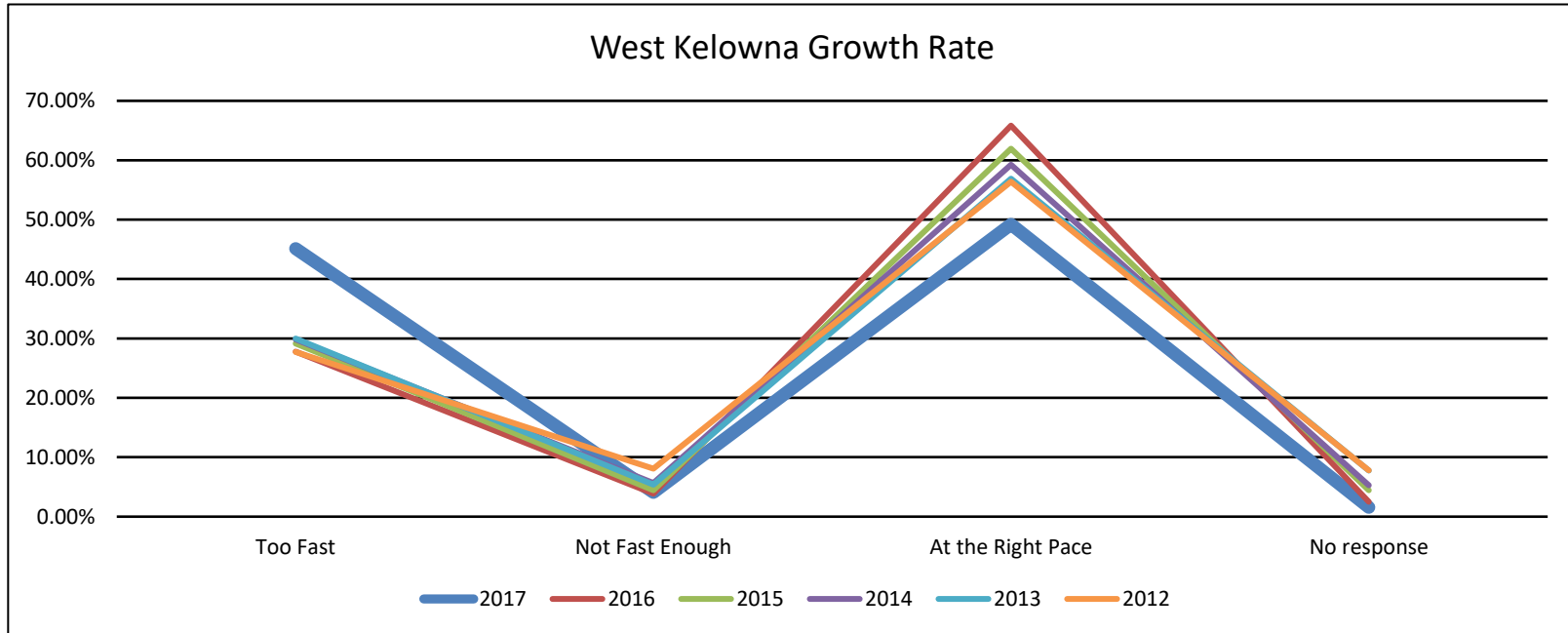
**8. In general, how would you rate the performance of your elected officials, West Kelowna Council? (Very Poor category was added in 2015)**

	2017	2016	2015	2014	2013	2012
Very Good	7.89%	11.67%	10.83%	10.94%	12.46%	17.76%
Good	36.91%	38.33%	44.72%	45.66%	50.84%	48.91%
Average	42.27%	38.06%	34.72%	35.47%	23.91%	20.25%
Very Poor	7.57%	6.39%	4.72%	0.00%	0.00%	0.00%
Poor	3.15%	1.94%	1.67%	3.40%	6.06%	8.10%
No response	2.21%	3.61%	3.33%	4.15%	6.73%	4.98%



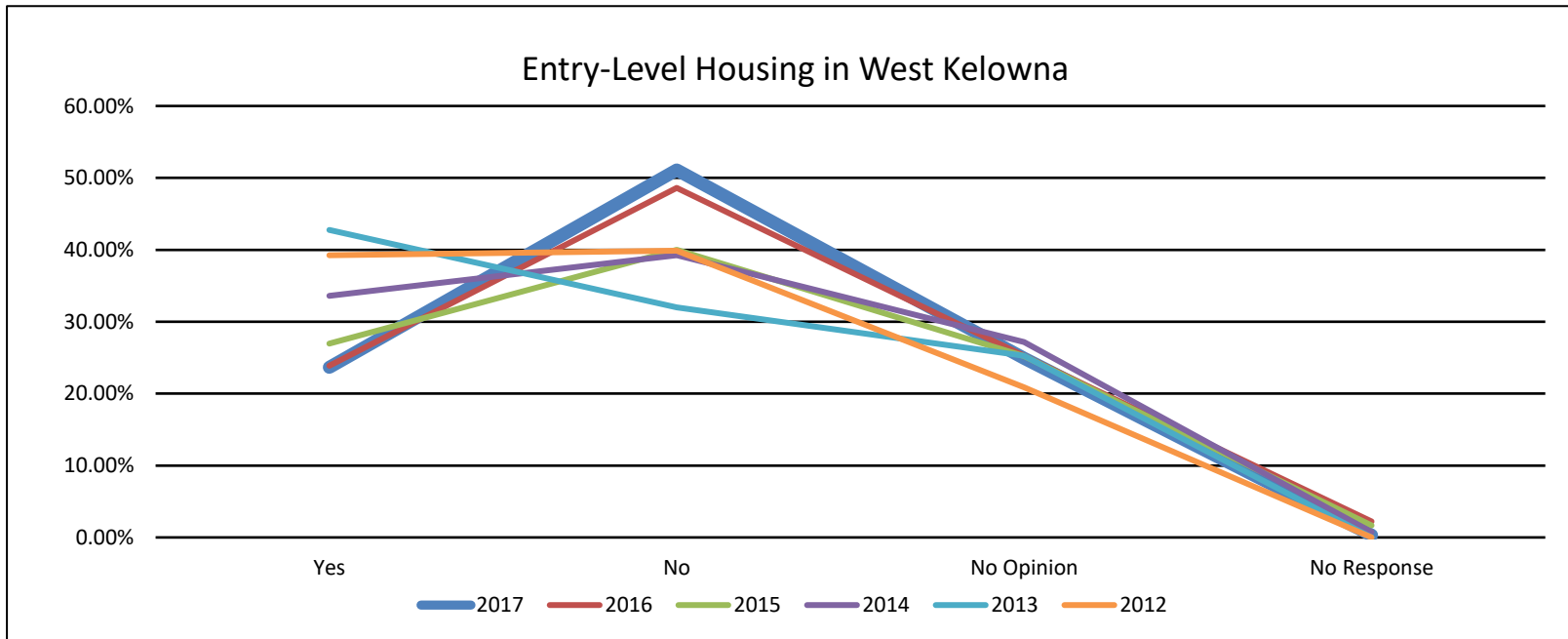
**9. Recent BC Statistics information indicates a population increase for West Kelowna of 8.8% from 2011 to 2015. How do you feel West Kelowna is growing?**

	2017	2016	2015	2014	2013	2012
Too Fast	45.11%	27.78%	29.17%	29.81%	29.97%	27.73%
Not Fast Enough	4.10%	3.89%	4.44%	5.66%	5.39%	8.10%
At the Right Pace	49.21%	65.83%	61.94%	59.25%	56.90%	56.39%
No response	1.58%	2.50%	4.44%	5.28%	7.74%	7.79%



**21. Do you think there is enough entry-level housing in West Kelowna?**

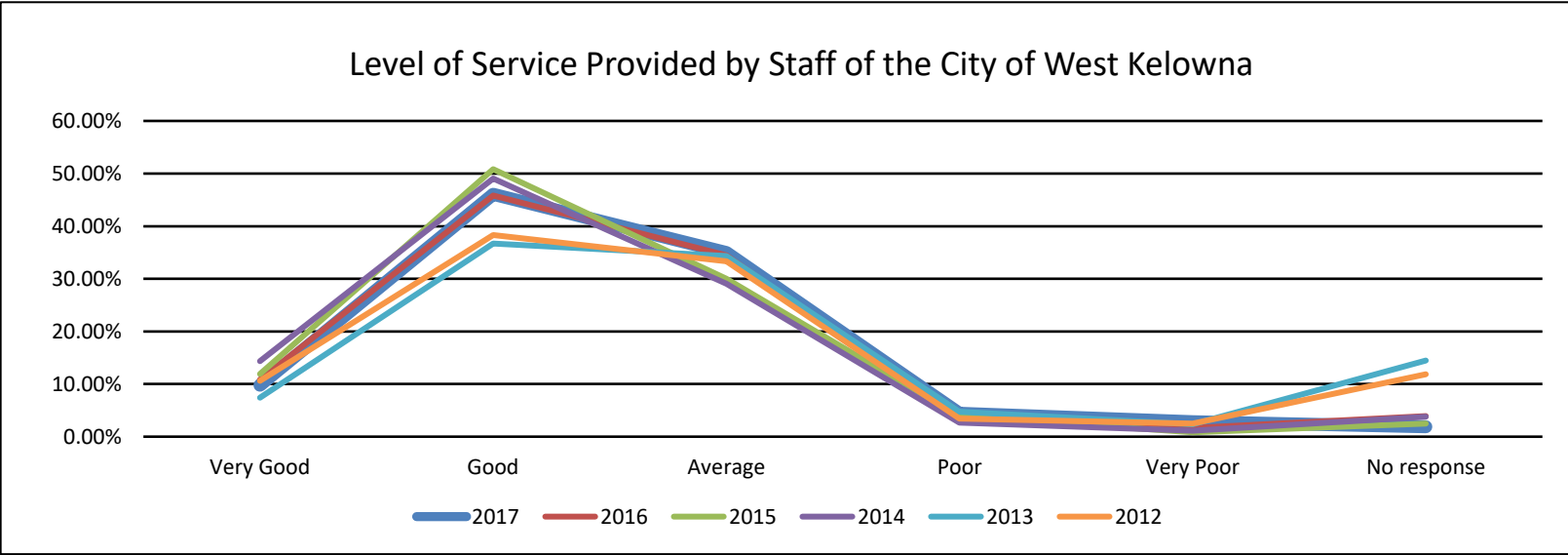
	2017	2016	2015	2014	2013	2012
Yes	23.66%	23.89%	26.94%	33.58%	42.76%	39.25%
No	51.10%	48.61%	40.00%	39.25%	31.99%	39.88%
No Opinion	24.92%	25.28%	25.24%	27.17%	25.25%	20.87%
No Response	0.32%	2.22%	1.67%	0.75%	0.00%	0.00%





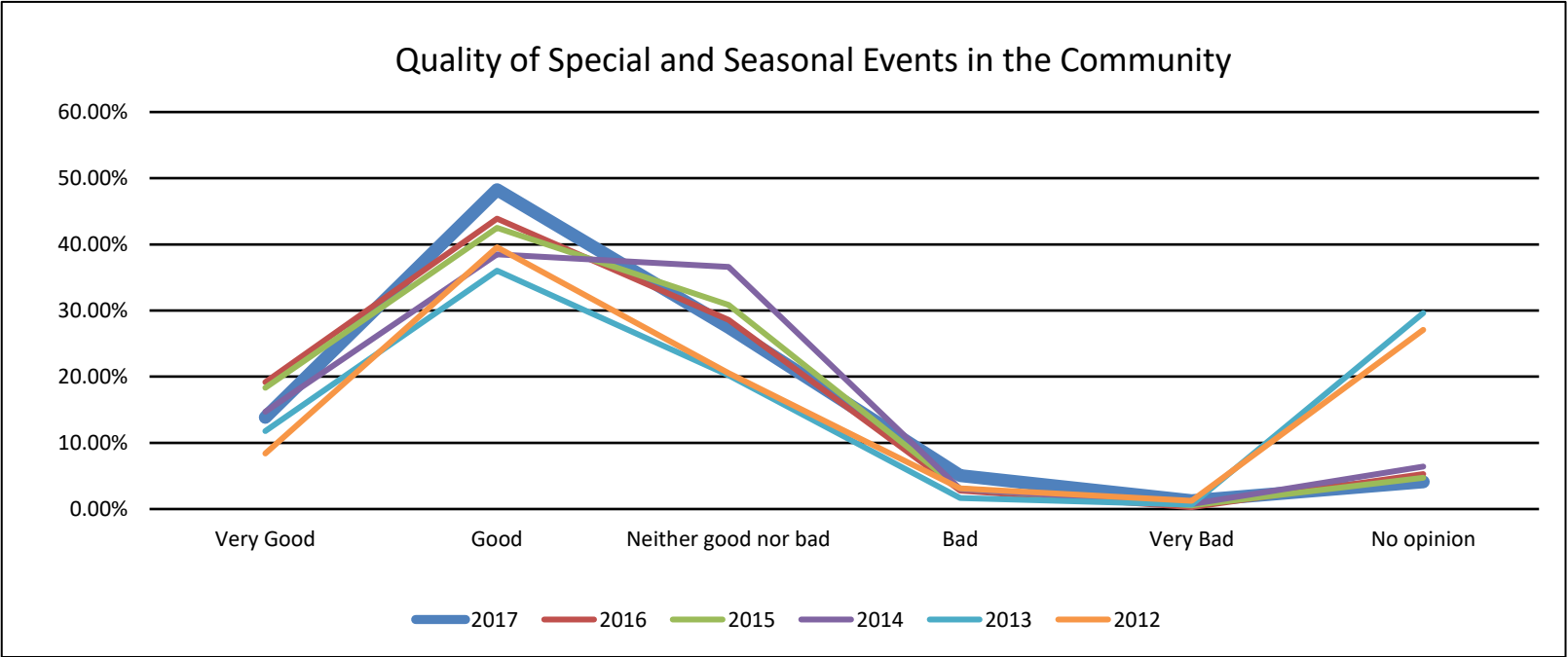
**23. How would you rate the level of service provided by staff of the City of West Kelowna?**

	2017	2016	2015	2014	2013	2012
Very Good	9.78%	10.83%	11.94%	14.34%	7.41%	10.59%
Good	46.06%	45.83%	50.83%	49.06%	36.70%	38.32%
Average	35.02%	34.44%	30.00%	29.06%	34.34%	33.33%
Poor	4.42%	3.33%	3.89%	2.64%	4.71%	3.43%
Very Poor	2.84%	1.67%	0.83%	1.13%	2.36%	2.49%
No response	1.89%	3.89%	2.50%	3.77%	14.48%	11.84%



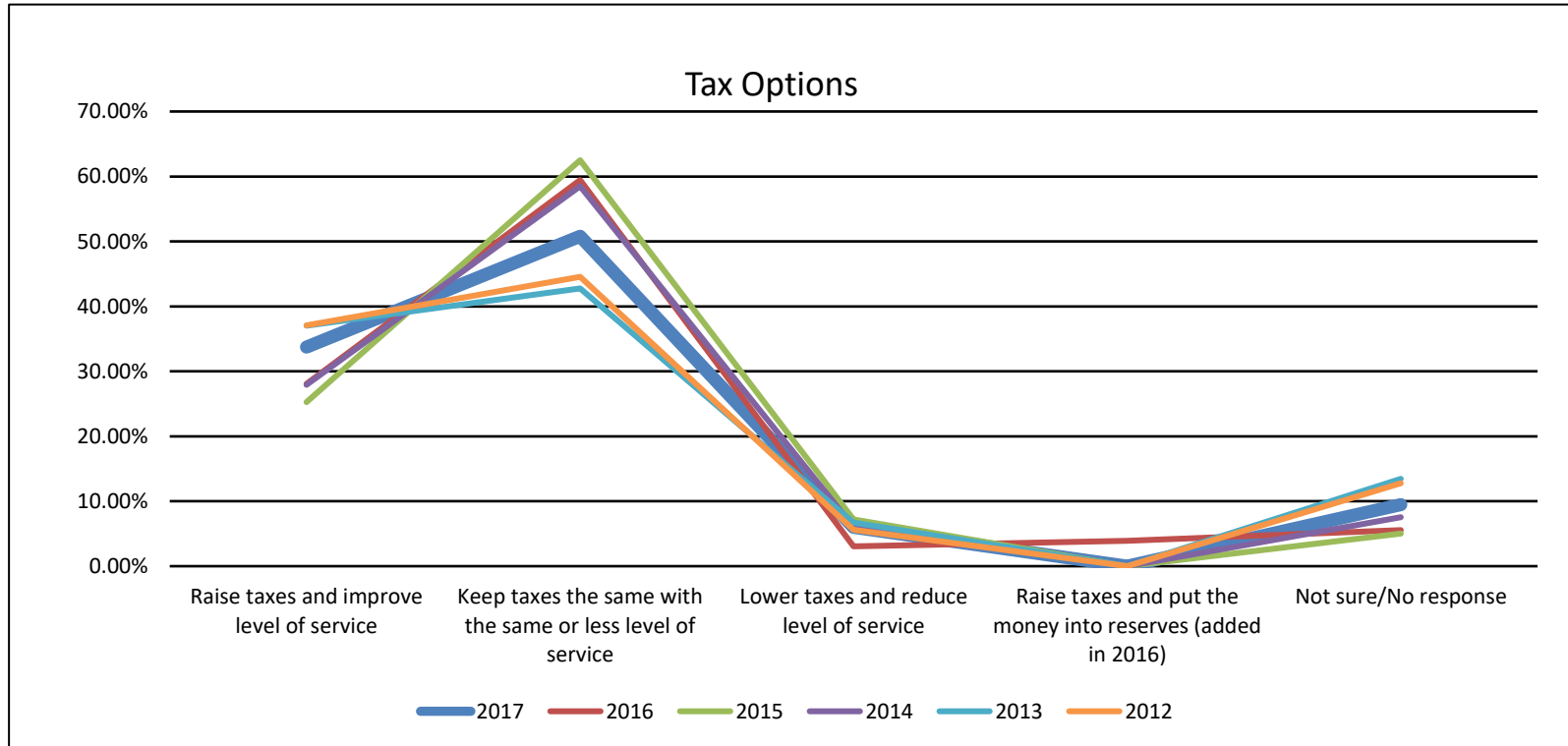
**24. How do you rate the quality of special and seasonal events in your community?  
(Winterfest, Music in the Park, Christmas Light Up, Easter Extravaganza)**

	2017	2016	2015	2014	2013	2012
Very Good	13.88%	19.17%	18.33%	14.72%	11.78%	8.41%
Good	48.26%	43.89%	42.50%	38.49%	36.03%	39.56%
Neither good nor bad	27.44%	28.61%	30.83%	36.60%	20.20%	20.56%
Bad	5.05%	2.78%	3.06%	3.02%	1.68%	3.12%
Very Bad	1.26%	0.28%	0.56%	0.75%	0.67%	1.25%
No opinion	4.10%	5.28%	4.72%	6.42%	29.63%	27.10%



**29. If faced with the following choices, what would you advise West Kelowna Council to do?**

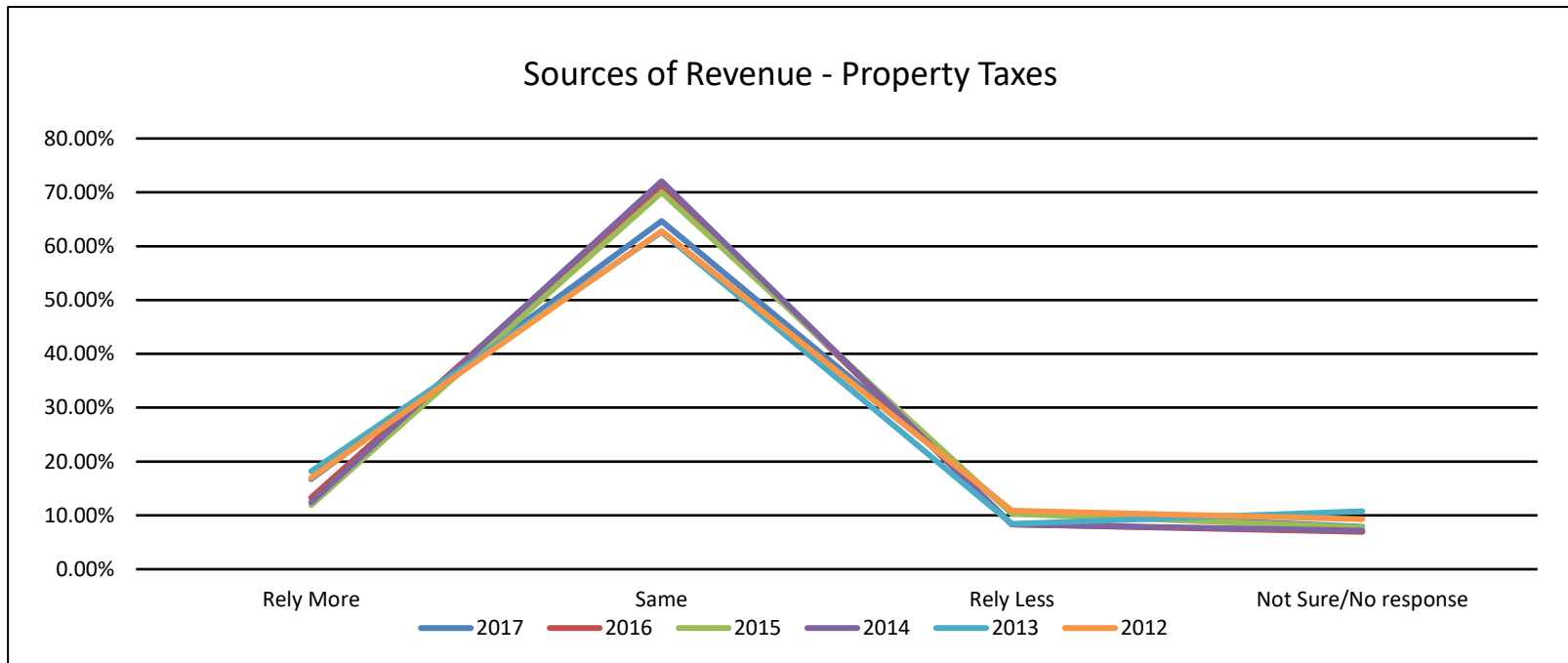
	2017	2016	2015	2014	2013	2012
Raise taxes and improve level of service	33.75%	28.06%	25.28%	27.92%	37.04%	37.07%
Keep taxes the same with the same or less level of service	50.79%	59.44%	62.50%	58.49%	42.76%	44.55%
Lower taxes and reduce level of service	5.99%	3.06%	7.22%	6.04%	6.73%	5.61%
Raise taxes and put the money into reserves (added in 2016)	0.00%	3.89%	0.00%	0%	0%	0%
Not sure/No response	9.46%	5.56%	5.00%	7.55%	13.47%	12.77%



**30. Please indicate how much West Kelowna Council should rely on the following sources of revenue:**

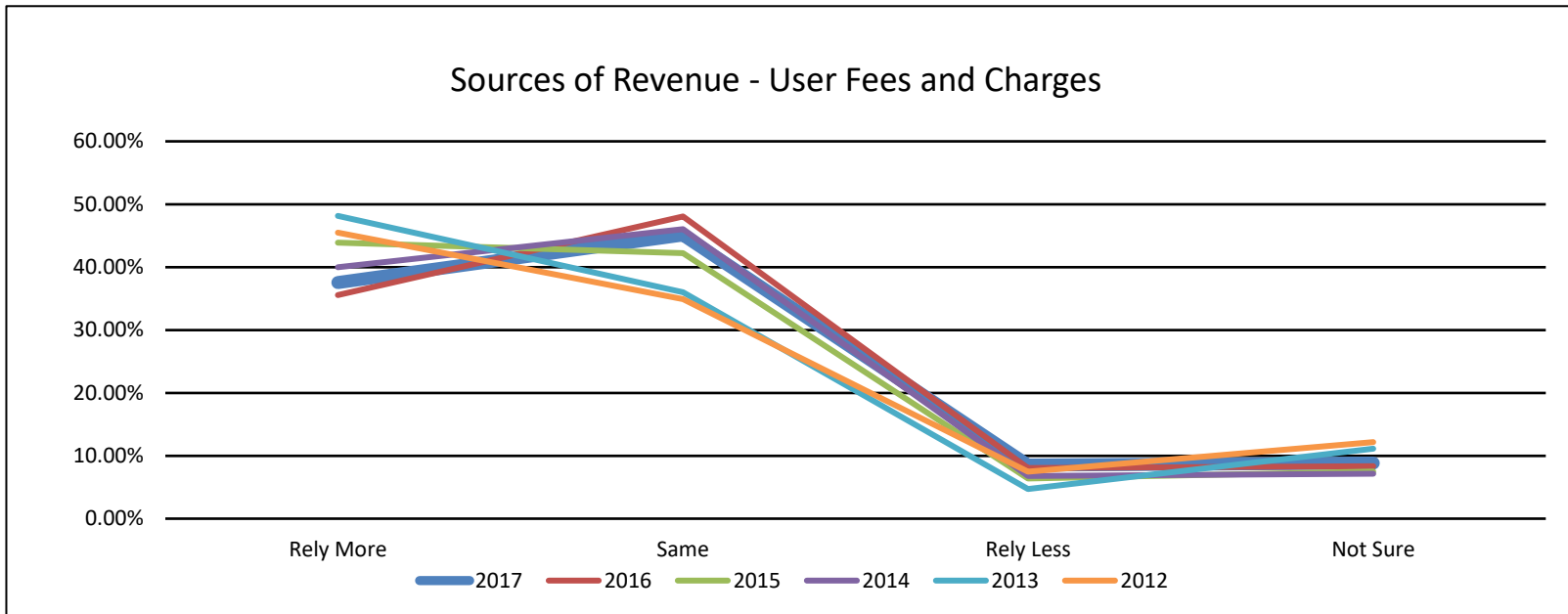
**30.1 Property Taxes:**

	2017	2016	2015	2014	2013	2012
Rely More	16.72%	13.33%	11.94%	12.45%	18.18%	16.99%
Same	64.67%	71.39%	70.00%	72.08%	62.63%	62.82%
Rely Less	10.73%	8.33%	10.28%	8.30%	8.42%	10.90%
Not Sure/No response	7.89%	6.94%	7.78%	7.17%	10.77%	9.29%



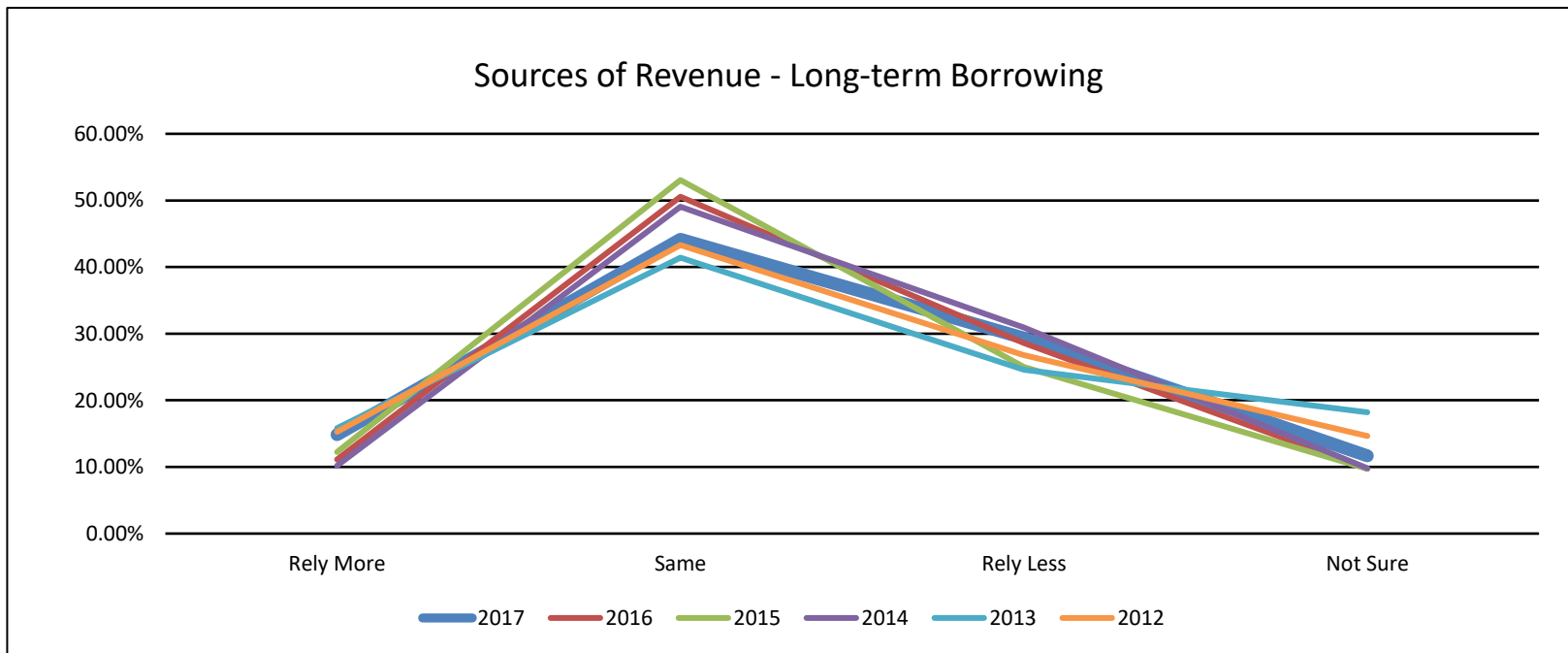
**30.2 User Fees and Charges:**

	2017	2016	2015	2014	2013	2012
Rely More	37.54%	35.56%	43.89%	40.00%	48.15%	45.48%
Same	45.11%	48.06%	42.22%	46.04%	36.03%	34.89%
Rely Less	8.52%	8.06%	6.39%	6.79%	4.71%	7.48%
Not Sure	8.83%	8.33%	7.50%	7.17%	11.11%	12.15%



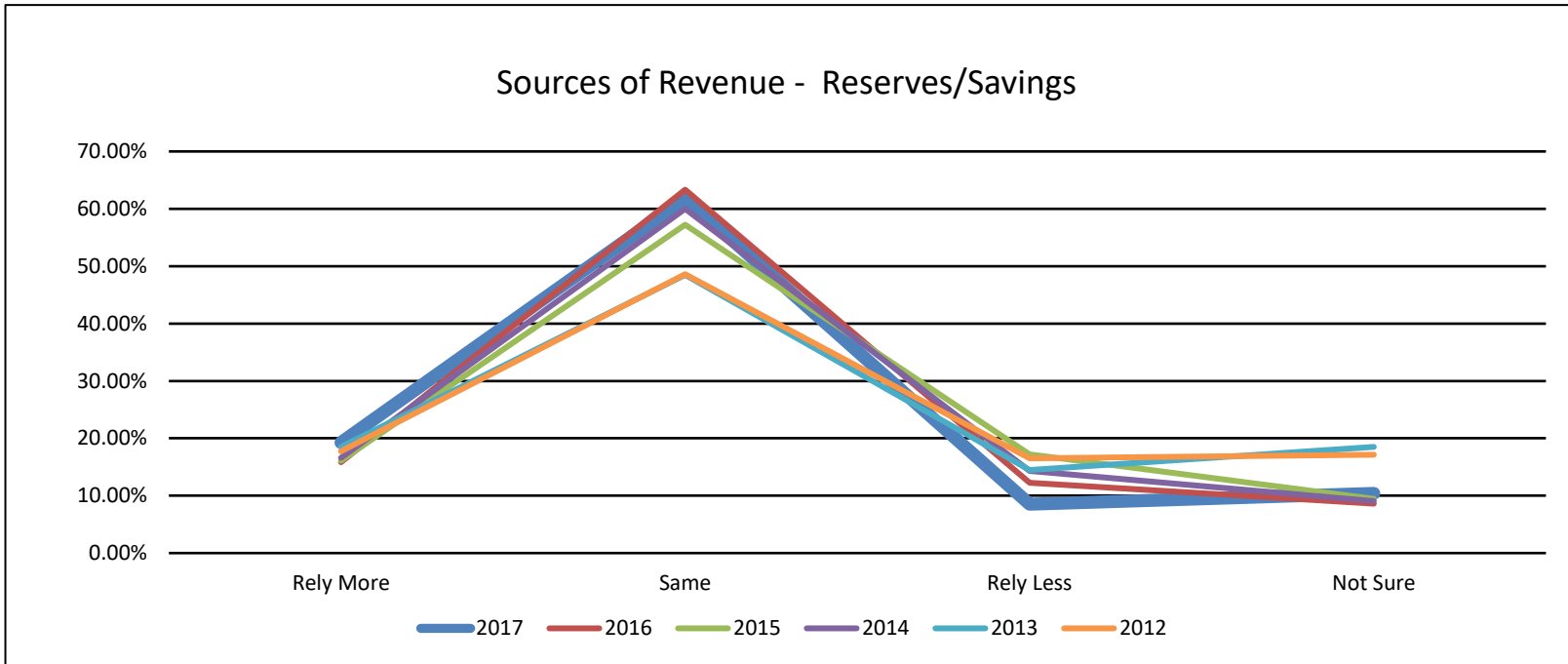
### 30.3 Long-term Borrowing:

	2017	2016	2015	2014	2013	2012
Rely More	14.83%	11.11%	12.22%	10.19%	15.82%	15.26%
Same	44.16%	50.56%	53.06%	49.06%	41.41%	43.30%
Rely Less	29.34%	28.61%	25.00%	30.94%	24.58%	26.79%
Not Sure	11.67%	9.72%	9.72%	9.81%	18.18%	14.64%



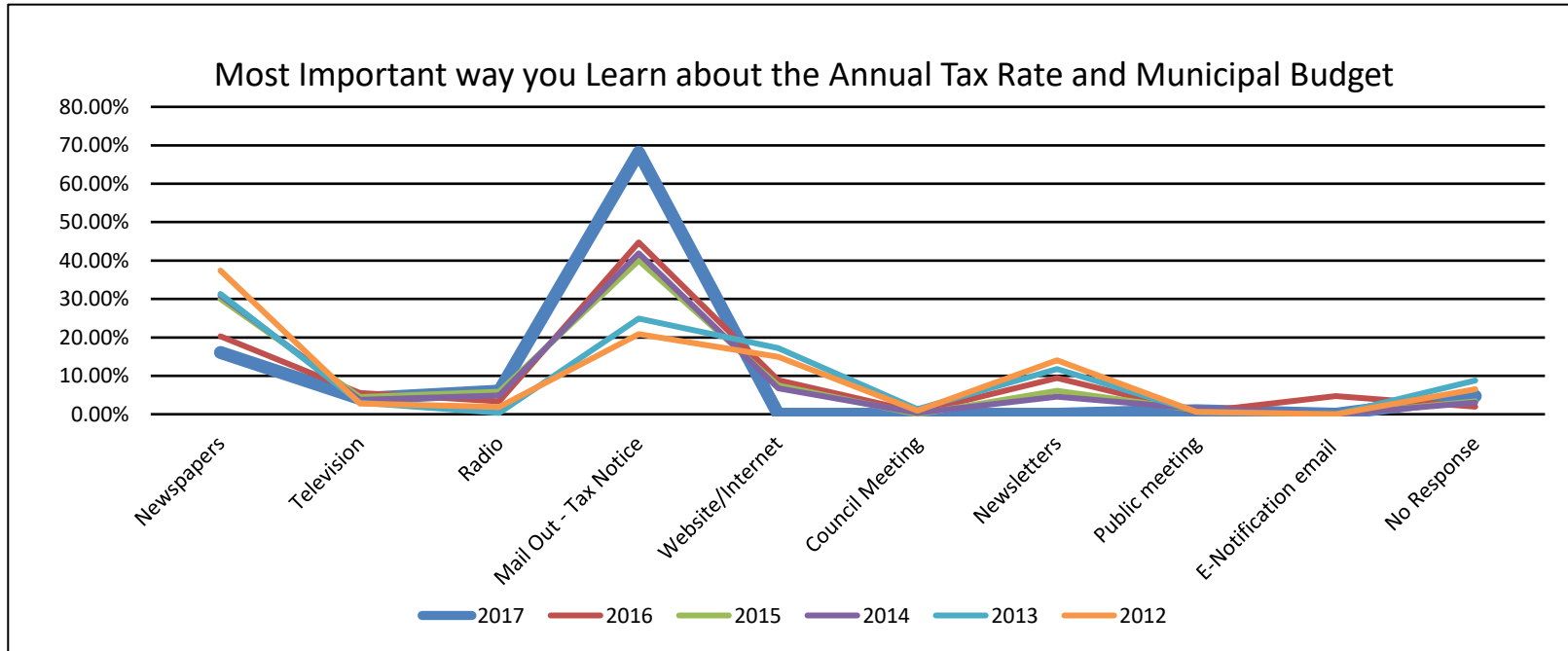
**30.4 Reserves/Savings:**

	2017	2016	2015	2014	2013	2012
Rely More	19.24%	15.83%	16.11%	16.60%	18.52%	17.76%
Same	61.83%	63.33%	57.22%	60.00%	48.48%	48.60%
Rely Less	8.52%	12.22%	17.22%	14.34%	14.48%	16.51%
Not Sure	10.41%	8.61%	9.44%	9.06%	18.52%	17.13%



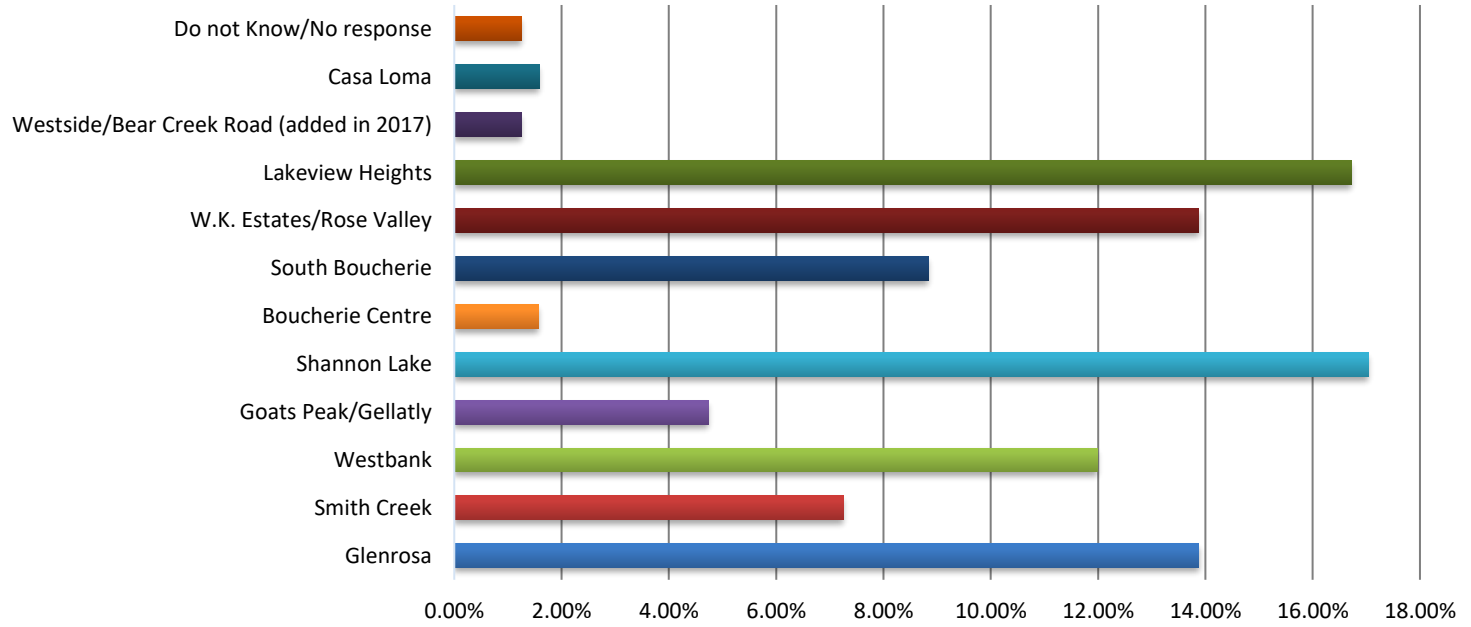
**33. What is the single most important way you learn about the annual tax rate and municipal budget?**

	2017	2016	2015	2014	2013	2012
Newspapers	16.09%	20.28%	30.00%	30.94%	31.31%	37.38%
Television	4.10%	5.56%	4.44%	3.77%	3.03%	2.80%
Radio	5.99%	3.33%	5.83%	4.91%	0.34%	1.87%
Mail Out - Tax Notice	68.14%	44.72%	40.00%	41.89%	24.92%	20.87%
Website/Internet	0.00%	8.89%	7.50%	6.79%	17.17%	14.95%
Council Meeting	0.00%	0.56%	0.00%	0.38%	1.35%	0.93%
Newsletters	0.00%	9.44%	6.11%	4.53%	11.78%	14.02%
Public meeting	0.95%	0.56%	1.11%	1.51%	0.67%	0.62%
E-Notification email	0.00%	4.72%	0.00%	0.00%	0.00%	0%
No Response	4.73%	1.94%	3.33%	3.02%	8.75%	6.54%





## 2017 Survey Population





























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