

**2016
West Kelowna
Citizen Survey**

**CRITERIA OF REPORT
SAMPLE SIZE**

**All
360**

1. In which zone of West Kelowna do you live or own property? (see map on previous page)

10.28%	Glenrosa
7.78%	Smith Creek
16.67%	Westbank
5.83%	Gellatly
14.17%	Shannon Lake
1.39%	Boucherie Centre
8.33%	South Boucherie
16.94%	West Kelowna Estates
15.83%	Lakeview Heights
2.22%	Casa Loma
0.56%	Do not Know/Did not Answer
<u>100%</u>	

2. Please indicate the location of your employment or business.

17.22%	West Kelowna
23.06%	Kelowna or North
1.39%	Peachland or South
6.39%	My Home
0.83%	Not employed
4.17%	Other, please specify
44.72%	Retired
2.22%	No Answer
<u>100%</u>	

3. How many vehicles are part of your household?

0.28%	None
25.00%	One
46.39%	Two
19.44%	Three
4.44%	Four
3.06%	More than four
1.39%	No answer
<u>100%</u>	

4. How long have you lived or owned property in West Kelowna?

4.17%	Under 1 year
16.67%	Between 1 and 5 years
17.50%	Between 5 and 10 years
31.39%	Between 10 and 20 years
29.17%	More than 20 years
1.11%	No answer
<u>100%</u>	

5. Please indicate your gender.

47.50%	Male
51.11%	Female
1.39%	No answer
<u>100%</u>	

6. Please indicate your age group.

0.00%	19-24
2.50%	25-34
12.22%	35-44
15.56%	45-54
28.33%	55-64
21.11%	65-74
18.89%	75 or over
1.39%	No answer
<u>100%</u>	

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

45.83%	Very Good
39.17%	Good
12.22%	Average
0.56%	Poor
0.28%	Very Poor
1.94%	No answer
<u>100%</u>	

8. In general, how would you rate the performance of your elected officials, West Kelowna Council?

11.67%	Very Good
38.33%	Good
38.06%	Average
6.39%	Poor
1.94%	Very Poor
3.61%	No response
<u>100%</u>	

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?

65.83%	At the right pace
27.78%	Too fast
3.89%	Not fast enough
2.50%	No response
<u>100%</u>	

10. Please indicate your awareness about the City of West Kelowna's following strategic plans:

10.1 Transportation Master Plan

1.94%	Very knowledgeable
58.33%	Somewhat knowledgeable
36.11%	Never heard of it
3.61%	No response
<u>100%</u>	

10.2 Official Community Plan

4.44%	Very knowledgeable
63.06%	Somewhat knowledgeable
28.61%	Never heard of it
3.89%	No response
<u>100%</u>	

10.3 Westbank Centre Revitalization Plan

7.78%	Very knowledgeable
67.22%	Somewhat knowledgeable
21.11%	Never heard of it
3.89%	No response
<u>100%</u>	

10.4 Recreational Trails Master Plan

5.83%	Very knowledgeable
51.67%	Somewhat knowledgeable
39.17%	Never heard of it
3.33%	No response
<u>100%</u>	

10.5 Agricultural Plan

2.50%	Very knowledgeable
28.89%	Somewhat knowledgeable
64.44%	Never heard of it
4.17%	No response
<u>100%</u>	

10.6 Economic Development Strategy

1.94%	Very knowledgeable
48.33%	Somewhat knowledgeable
45.83%	Never heard of it
3.89%	No response
<u>100%</u>	

10.7 CNR Wharf Park Plan

6.67%	Very knowledgeable
52.78%	Somewhat knowledgeable
37.50%	Never heard of it
3.06%	No response
<u>100%</u>	

10.8 Memorial Park Plan

4.72%	Very knowledgeable
46.39%	Somewhat knowledgeable
45.00%	Never heard of it
3.89%	No response
<u>100%</u>	

10.9 Parks and Recreation Master Plan

4.17%	Very knowledgeable
54.17%	Somewhat knowledgeable
38.33%	Never heard of it
3.33%	No response
<u>100%</u>	

11. How do you think West Kelowna Council should invest its core infrastructure capital funding?

11.1 Roads

2.23

41.39%	1
17.50%	2
13.61%	3
9.44%	4
5.56%	5
3.33%	6
9.17%	No response
<u>100%</u>	

11.2 Sidewalks

3.10

21.94%	1
22.50%	2
11.94%	3
8.06%	4
9.72%	5
16.11%	6
9.72%	No response
<u>100%</u>	

11.3 Drainage Infrastructure

4.11

5.28%	1
6.11%	2
14.17%	3
21.94%	4
23.06%	5
14.44%	6
15.00%	No response
<u>100%</u>	

11.4 Water Infrastructure

2.69

24.17%	1
19.72%	2
17.78%	3
12.78%	4
10.28%	5
2.50%	6
12.78%	No response
<u>100%</u>	

11.5 Sewer Infrastructure		3.84
	6.39%	1
	12.22%	2
	17.50%	3
	15.56%	4
	18.89%	5
	14.44%	6
	15.00%	No response
	<u>100%</u>	

11.6 Environmental Protection		3.98
	13.06%	1
	7.50%	2
	13.89%	3
	13.33%	4
	10.00%	5
	28.33%	6
	13.89%	No response
	<u>100%</u>	

Question 11 ranked in order of importance:

- 1 Roads
- 2 Water Infrastructure
- 3 Sidewalks
- 4 Sewer Infrastructure
- 5 Environmental Protection
- 6 Drainage Infrastructure

11 a. What approach to fund your chosen core infrastructure investments would you support?

41.67%	1% tax increase (approximately \$16 on the average home)
20.28%	5% tax increase (approximately \$80 on the average home)
0.83%	City borrowing funds and making debt payments
35.00%	Non of the above, work within existing budget
2.22%	No response
<u>100%</u>	

12. How do you think West Kelowna Council should invest its discretionary capital funding?
Please rank from 1 to 10, with 1 being most important.

12.01 Bicycle lanes		4.08
	20.83%	1
	13.33%	2
	9.72%	3
	9.44%	4
	8.33%	5
	5.83%	6
	5.28%	7
	5.28%	8
	2.78%	9
	5.83%	10
	13.33%	No response
	<u>100%</u>	

12.02 Waterfront Parks		2.85
	26.67%	1
	20.56%	2
	15.83%	3
	8.33%	4
	7.22%	5
	3.33%	6
	1.94%	7
	0.83%	8
	1.39%	9
	1.11%	10
	12.78%	No response
	<u>100%</u>	

12.03 All Weather Sports Field		5.35
	7.22%	1
	6.67%	2
	7.22%	3
	13.06%	4
	14.44%	5
	7.78%	6
	8.89%	7
	8.06%	8
	6.11%	9
	6.39%	10
	14.17%	No response
	<u>100%</u>	

12.04 Baseball Fields		7.10
	0.83%	1
	2.22%	2
	1.94%	3
	4.17%	4
	10.00%	5
	12.22%	6
	9.17%	7
	14.72%	8
	15.56%	9
	10.28%	10
	18.89%	No response
	<u>100%</u>	

12.05 Outdoor Sports Field Lighting		6.51
	1.39%	1
	3.89%	2
	7.50%	3
	6.67%	4
	7.78%	5
	11.39%	6
	8.61%	7
	14.72%	8
	12.22%	9
	8.33%	10
	17.50%	No response
	<u>100%</u>	

12.06 Beautification/revitalization		3.91
	21.94%	1
	12.22%	2
	11.94%	3
	11.39%	4
	9.72%	5
	4.17%	6
	6.39%	7
	1.94%	8
	2.78%	9
	5.83%	10
	11.67%	No response
	<u>100%</u>	

12.07 Outdoor Swimming Pool		7.25
	4.44%	1
	2.50%	2
	4.17%	3
	4.44%	4
	6.39%	5
	6.94%	6
	7.50%	7
	7.50%	8
	11.94%	9
	26.11%	10
	18.06%	No response
	<u>100%</u>	

12.08 Boat Launches		6.08
	5.00%	1
	8.06%	2
	7.22%	3
	5.00%	4
	10.28%	5
	8.61%	6
	6.94%	7
	8.33%	8
	8.61%	9
	14.17%	10
	17.78%	No response
	<u>100%</u>	

12.09 Running/Walking Track	4.84
7.50%	1
12.22%	2
11.94%	3
9.72%	4
11.94%	5
6.67%	6
7.50%	7
7.22%	8
6.39%	9
3.61%	10
15.28%	No response
<u>100%</u>	

12.1 Soccer Fields	6.32
1.94%	1
3.33%	2
5.28%	3
7.50%	4
11.94%	5
10.83%	6
14.17%	7
11.39%	8
8.06%	9
7.78%	10
17.78%	No response
<u>100%</u>	

Question 12 ranked in order of importance:

- 1 Waterfront Parks
- 2 Beautification/revitalization
- 3 Bicycle lanes
- 4 Running/Walking Track
- 5 All Weather Sports Field
- 6 Boat launches
- 7 Soccer Fields
- 8 Outdoor Sports Field Lighting
- 9 Baseball Fields
- 10 Outdoor Swimming Pool

12 a. What approach to fund your chosen discretionary infrastructure investments would you support?

45.28%	1% tax increase (approximately \$16 on the average home)
9.44%	5% tax increase (approximately \$80 on the average home)
2.22%	City borrowing funds and making debt payments
40.28%	Non of the above, work within existing budget
2.78%	No response
<u>100%</u>	

13. In the past year, how often have you been to West Kelowna's downtown, Westbank Centre?

48.89%	More than once a week
25.28%	Once a week
15.00%	Once a month
3.89%	Once a year
4.44%	Never
2.50%	No response
<u>100%</u>	

15. Should the Regional District of Central Okanagan continue to operate the temporary Westside Transfer Station for residential waste and recycling drop off at the current annual cost of \$14.93 per West Kelowna property?

87.22%	Yes
8.33%	No
4.44%	No response
<u>100%</u>	

16. In the past year, how often have you used the Westside Transfer Station for garbage or recycling disposal?

9.17%	One time
35.00%	Two or three times
23.89%	Once a month
11.94%	More than once a month
17.50%	Never
2.50%	No response
<u>100%</u>	

17. Currently, Bylaw Enforcement in the municipality is based on complaints. Do you think West Kelowna Council should consider a tax increase to change this to a proactive level of service?

17.50%	Yes
78.06%	No
4.44%	No response
<u>100%</u>	

18. Please rank from 1 to 3 where West Kelowna Council should pursue development of recreation trail networks. (1 is most important)

18.1 Backcountry/Crown land (i.e. Smith Creek, Rose Valley, Mt. Boucherie)

25.28%	1	Average =	2.18
20.83%	2		
41.39%	3		
12.50%	No response		
<u>100.00%</u>			

18.2 Waterfront trails

45.28%	1	Average =	1.64
28.61%	2		
13.89%	3		
12.22%	No response		
<u>100.00%</u>			

18.3 Neighborhood trails

24.17%	1	Average =	2.09
33.61%	2		
31.94%	3		
10.28%	No response		
<u>100.00%</u>			

Question 18 ranked in order of importance:

- 1 Waterfront Trails
- 2 Neighborhood Trails
- 3 Backcountry/Crown land

19. Please pick the top two customer service enhancements you would like West Kelowna Council to pursue:

19.1 Mobile applications

17.78%	Selected
82.22%	Not selected
<u>100%</u>	

19.2 Informational videos

17.78%	Selected
82.22%	Not selected
<u>100%</u>	

19.3 More online surveys

18.33%	Selected
81.67%	Not selected
<u>100%</u>	

19.4 Online bill payment option

43.33%	Selected
56.67%	Not selected
<u>100%</u>	

19.5 Online business licensing option

15.83%	Selected
84.17%	Not selected
<u>100%</u>	

19.6 Community message board at facilities

28.89%	Selected
71.11%	Not selected
<u>100%</u>	

20. Are you interested in a community trail along the waterfront between Kelowna and Peachland?

69.44%	Yes
13.06%	No
14.44%	No opinion
3.06%	No response
<u>100%</u>	

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

23.89%	Yes
48.61%	No
25.28%	No opinion
2.22%	No response
<u>100%</u>	

22. Do you think there is enough housing for seniors in West Kelowna?

27.78%	Yes
40.00%	No
29.44%	No opinion
2.78%	No response
<u>100%</u>	

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

10.83%	Very good
45.83%	Good
34.44%	Average
3.33%	Poor
1.67%	Very poor
3.89%	No response
<u>100%</u>	

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

19.17%	Very good
43.89%	Good
28.61%	Average
2.78%	Poor
0.28%	Very poor
5.28%	No response
<u>100%</u>	

25. How do you rate the quality of residential garbage and recycling collection in West Kelowna?

36.94%	Very good
46.39%	Good
10.83%	Average
2.78%	Poor
1.11%	Very poor
1.94%	No response
<u>100%</u>	

26. Please rank the importance of the following economic development initiatives:

26.1 Tourism marketing

31.67%	Very important
46.94%	Important
15.00%	Not important
6.39%	No response
<u>100%</u>	

26.2 Attracting investment

47.78%	Very important
41.39%	Important
5.83%	Not important
5.00%	No response
<u>100%</u>	

26.3 Assisting local business to grow and succeed

50.00%	Very important
39.72%	Important
5.28%	Not important
5.00%	No response
<u>100%</u>	

26.4 Assisting local farmers to grow and succeed

49.44%	Very important
38.06%	Important
7.50%	Not important
5.00%	No response
<u>100%</u>	

26.5 Promoting West Kelowna as a place to live, work, invest and retire

48.33%	Very important
34.72%	Important
12.50%	Not important
4.44%	No response
<u>100%</u>	

26.6 Foreign labour recruitment

3.33%	Very important
38.06%	Important
52.22%	Not important
6.39%	No response
<u>100%</u>	

26.7 Revitalizing Westbank Centre

40.83%	Very important
38.61%	Important
15.56%	Not important
5.00%	No response
<u>100%</u>	

26.8 Improve development approval and permitting process

25.28%	Very important
54.44%	Important
12.78%	Not important
7.50%	No response
<u>100%</u>	

27. How often do you typically use the transit system in West Kelowna?

2.50%	Five times a week or more
1.67%	Once or twice a week
1.39%	Once or twice a month
8.06%	Once or twice a year
84.44%	Never
1.94%	No response
<u>100%</u>	

28. Please indicate if you agree or disagree with the following statements regarding West Kelowna's transit service:

28.1 I would use transit more if it was more frequent

22.50%	Agree
47.78%	Disagree
29.72%	No response
<u>100%</u>	

28.2 I would use transit more if it was offered in my area

24.72%	Agree
45.56%	Disagree
29.72%	No response
<u>100%</u>	

28.3 I would use transit more if it cost less

11.39%	Agree
57.50%	Disagree
31.11%	No response
<u>100%</u>	

28.4 I would never use transit

44.72%	Agree
39.17%	Disagree
16.11%	No response
<u>100%</u>	

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

28.06%	Raise taxes and improve level of service
3.06%	Lower taxes and reduce level of service
59.44%	Keep taxes the same with the same or less level of service
3.89%	Raise taxes and put the money into Reserves
5.56%	No response
<u>100%</u>	

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

30.1 Property taxes

13.33%	Rely More
71.39%	Same
8.33%	Rely Less
6.94%	No response
<u>100%</u>	

30.2 User fees and charges

35.56%	Rely More
48.06%	Same
8.06%	Rely Less
8.33%	No response
<u>100%</u>	

30.3 Long-term borrowing

11.11%	Rely More
50.56%	Same
28.61%	Rely Less
9.72%	No response
<u>100%</u>	

30.4 Reserves/savings

15.83%	Rely More
63.33%	Same
12.22%	Rely Less
8.61%	No response
<u>100%</u>	

31. How do you like to be involved with municipal budget decisions?

36.94%	This survey
6.94%	Public budget meeting
18.89%	E-notification email
17.50%	Website information
16.94%	Don't want to be involved
2.78%	No response
<u>100%</u>	

32. How do you rate the City of West Kelowna at keeping you informed about news, events, or recreation programs?

12.50%	Very good
44.17%	Good
33.89%	Average
5.56%	Poor
1.39%	Very poor
2.50%	No response
<u>100%</u>	

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

20.28%	Newspaper
5.56%	Television
0.56%	Public meeting
3.33%	Radio
44.72%	Mail out - Tax notice
8.89%	Website/Internet
0.56%	Council meeting
9.44%	Newsletters
4.72%	E-Notification email
1.94%	No response
<u>100%</u>	

34. How often do you access the City of West Kelowna's website, www.westkelownacity.ca?

0.00%	Once a day or more
4.44%	Once a week
15.00%	Once a month
46.11%	Less than once a month
33.06%	Never
1.39%	No response
<u>100%</u>	

35. If you have accessed www.westkelownacity.ca, the City of West Kelowna's website please rate it for:

35.1 Visual appearance

9.72%	Very good
34.17%	Good
17.22%	Average
1.67%	Poor
0.00%	Very Poor
37.22%	No response
<u>100%</u>	

35.2 Ease of use

5.28%	Very good
31.39%	Good
21.11%	Average
4.44%	Poor
0.28%	Very Poor
37.50%	No response
<u>100%</u>	

35.3 Comprehensive information

6.94%	Very good
27.78%	Good
26.11%	Average
1.39%	Poor
0.28%	Very Poor
37.50%	No response
<u>100%</u>	

35.4 Online services

2.78%	Very good
26.67%	Good
28.06%	Average
3.89%	Poor
0.28%	Very Poor
38.33%	No response
<u>100%</u>	

35.5 Online mapping

5.00%	Very good
25.00%	Good
25.00%	Average
2.22%	Poor
0.56%	Very Poor
42.22%	No response
<u>100%</u>	

36. How do you currently connect with the City of West Kelowna (check all that apply)?

36.1 Email

19.72%	Selected
80.28%	Not selected
<u>100%</u>	

36.2 Website

36.94%	Selected
63.06%	Not selected
<u>100%</u>	

36.3 Telephone

48.06%	Selected
51.94%	Not selected
<u>100%</u>	

36.4 Social Media

6.11%	Selected
93.89%	Not selected
<u>100%</u>	

36.5 E-Notification subscription

4.44%	Selected
95.56%	Not selected
<u>100%</u>	

36.6 Mayor and Council

5.28%	Selected
94.72%	Not selected
<u>100%</u>	

36.7 In person at municipal offices

45.56%	Selected
54.44%	Not selected
<u>100%</u>	

36.8 Nothing, I never do

12.78%	Selected
87.22%	Not selected
<u>100%</u>	

37. Please rate the **QUALITY** of these services

37.01 Street Lighting:	Q =	
	32.78%	
	9.17%	Very Good
	23.61%	Good
	34.72%	Neither good nor bad
	16.11%	Bad
	10.28%	Very Bad
	6.11%	No response
	100%	

37.02 Ease of Travel by Car:	Q =	
	51.94%	
	16.11%	Very Good
	35.83%	Good
	30.28%	Neither good nor bad
	8.06%	Bad
	3.61%	Very Bad
	6.11%	No response
	100%	

37.03 Ease of Travel by Transit:	Q =	
	11.67%	
	3.33%	Very Good
	8.33%	Good
	28.89%	Neither good nor bad
	18.06%	Bad
	9.44%	Very Bad
	31.94%	No response
	100%	

37.04 Dedicated Bicycle Lanes:	Q =	
	8.61%	
	3.33%	Very Good
	5.28%	Good
	21.39%	Neither good nor bad
	28.89%	Bad
	23.33%	Very Bad
	17.78%	No response
	100%	

37.05 Sidewalks:	Q =	
	13.33%	
	4.17%	Very Good
	9.17%	Good
	27.22%	Neither good nor bad
	29.44%	Bad
	22.22%	Very Bad
	7.78%	No response
	100%	

37.06 Animal Control:	Q =	
	25.28%	
	8.06%	Very Good
	17.22%	Good
	45.00%	Neither good nor bad
	11.39%	Bad
	5.56%	Very Bad
	12.78%	No response
	100%	

37.07 Police Enforcement:	Q =	
	52.22%	
	17.22%	Very Good
	35.00%	Good
	30.56%	Neither good nor bad
	5.83%	Bad
	1.11%	Very Bad
	10.28%	No response
	100%	

39. Please rate the **IMPORTANCE** of these services

38.01 Street Lighting:	I =	
	65.28%	
	37.50%	Very High
	27.78%	High
	15.83%	Neither high nor low
	2.50%	Low
	2.22%	Very Low
	14.17%	No response
	100%	

38.02 Ease of Travel by Car:	I =	
	71.11%	
	36.94%	Very High
	34.17%	High
	11.67%	Neither high nor low
	1.11%	Low
	2.22%	Very Low
	13.89%	No response
	100%	

38.03 Ease of Travel by Transit:	I =	
	36.67%	
	16.39%	Very High
	20.28%	High
	17.78%	Neither high nor low
	7.78%	Low
	9.17%	Very Low
	28.61%	No response
	100%	

38.04 Dedicated Bicycle Lanes:	I =	
	42.78%	
	21.67%	Very High
	21.11%	High
	22.78%	Neither high nor low
	7.50%	Low
	7.50%	Very Low
	19.44%	No response
	100%	

38.05 Sidewalks:	I =	
	66.94%	
	34.17%	Very High
	32.78%	High
	12.50%	Neither high nor low
	1.67%	Low
	3.33%	Very Low
	15.56%	No response
	100%	

38.06 Animal Control:	I =	
	41.39%	
	14.72%	Very High
	26.67%	High
	28.06%	Neither high nor low
	7.78%	Low
	4.17%	Very Low
	18.61%	No response
	100%	

38.07 Police Enforcement:	I =	
	73.06%	
	45.83%	Very High
	27.22%	High
	9.17%	Neither high nor low
	1.11%	Low
	0.00%	Very Low
	16.67%	No response
	100%	

37.08 Bylaw Enforcement	Q =
	31.67%
8.06%	Very Good
23.61%	Good
39.17%	Neither good nor bad
10.83%	Bad
7.50%	Very Bad
10.83%	No response
<u>100%</u>	

38.08 Bylaw Enforcement	I =
	51.11%
23.89%	Very High
27.22%	High
26.39%	Neither high nor low
4.17%	Low
2.78%	Very Low
15.56%	No response
<u>100%</u>	

37.09 Economic Development	Q =
	21.11%
3.06%	Very Good
18.06%	Good
50.56%	Neither good nor bad
7.50%	Bad
4.44%	Very Bad
16.39%	No response
<u>100%</u>	

38.09 Economic Development	I =
	56.94%
26.67%	Very High
30.28%	High
20.00%	Neither high nor low
3.06%	Low
0.56%	Very Low
19.44%	No response
<u>100%</u>	

37.10 Tourism Promotion	Q =
	32.50%
5.83%	Very Good
26.67%	Good
43.33%	Neither good nor bad
8.61%	Bad
2.78%	Very Bad
12.78%	No response
<u>100%</u>	

38.10 Tourism Promotion	I =
	48.89%
21.94%	Very High
26.94%	High
23.33%	Neither high nor low
6.11%	Low
4.44%	Very Low
17.22%	No response
<u>100%</u>	

37.11 Growth & Development Planning	Q =
	30.28%
3.89%	Very Good
26.39%	Good
41.94%	Neither good nor bad
8.33%	Bad
3.33%	Very Bad
16.11%	No response
<u>100%</u>	

38.11 Growth & Development Planning	I =
	55.56%
28.61%	Very High
26.94%	High
21.39%	Neither high nor low
2.78%	Low
0.83%	Very Low
19.44%	No response
<u>100%</u>	

37.12 Building Inspection	Q =
	22.50%
2.78%	Very Good
19.72%	Good
41.67%	Neither good nor bad
9.72%	Bad
1.67%	Very Bad
24.44%	No response
<u>100%</u>	

38.12 Building Inspection	I =
	45.56%
17.22%	Very High
28.33%	High
29.72%	Neither high nor low
1.67%	Low
1.11%	Very Low
21.94%	No response
<u>100%</u>	

37.13 Fire Prevention	Q =
	54.72%
18.89%	Very Good
35.83%	Good
26.67%	Neither good nor bad
2.22%	Bad
0.83%	Very Bad
15.56%	No response
<u>100%</u>	

38.13 Fire Prevention	I =
	71.94%
50.28%	Very High
21.67%	High
9.17%	Neither high nor low
0.56%	Low
0.00%	Very Low
18.33%	No response
<u>100%</u>	

37.14 Fire Fighting	Q =
	72.500%
35.28%	Very Good
37.22%	Good
13.89%	Neither good nor bad
1.11%	Bad
0.28%	Very Bad
12.22%	No response
<u>100%</u>	

38.14 Fire Fighting	I =
	75.56%
56.67%	Very High
18.89%	High
7.22%	Neither high nor low
0.83%	Low
0.00%	Very Low
16.39%	No response
<u>100%</u>	

37.15 Public Library	Q =	53.61%
		22.78% Very Good
		30.83% Good
		31.11% Neither good nor bad
		3.33% Bad
		0.83% Very Bad
		11.11% No response
		<u>100%</u>

38.15 Public Library	I =	47.22%
		22.50% Very High
		24.72% High
		27.22% Neither high nor low
		4.44% Low
		2.78% Very Low
		18.33% No response
		<u>100%</u>

37.16 Museum	Q =	27.50%
		9.44% Very Good
		18.06% Good
		41.39% Neither good nor bad
		7.50% Bad
		2.78% Very Bad
		20.83% No response
		<u>100%</u>

38.16 Museum	I =	23.89%
		5.00% Very High
		18.89% High
		32.78% Neither high nor low
		12.22% Low
		10.00% Very Low
		21.11% No response
		<u>100%</u>

37.17 Arenas	Q =	46.67%
		13.33% Very Good
		33.33% Good
		31.39% Neither good nor bad
		4.17% Bad
		0.83% Very Bad
		16.94% No response
		<u>100%</u>

38.17 Arenas	I =	43.89%
		13.33% Very High
		30.56% High
		27.78% Neither high nor low
		4.44% Low
		3.89% Very Low
		20.00% No response
		<u>100%</u>

37.18 Community Centres - Halls	Q =	34.44%
		10.83% Very Good
		23.61% Good
		39.17% Neither good nor bad
		8.89% Bad
		1.94% Very Bad
		15.56% No response
		<u>100%</u>

38.18 Community Centres - Halls	I =	40.56%
		12.78% Very High
		27.78% High
		31.39% Neither high nor low
		5.28% Low
		2.78% Very Low
		20.00% No response
		<u>100%</u>

37.19 Swimming Pool	Q =	48.89%
		15.83% Very Good
		33.06% Good
		33.33% Neither good nor bad
		3.61% Bad
		1.67% Very Bad
		12.50% No response
		<u>100%</u>

38.19 Swimming Pool	I =	50.83%
		20.56% Very High
		30.28% High
		23.61% Neither high nor low
		3.89% Low
		3.89% Very Low
		17.78% No response
		<u>100%</u>

37.20 West Kelowna website	Q =	37.50%
		6.39% Very Good
		31.11% Good
		38.33% Neither good nor bad
		5.00% Bad
		0.83% Very Bad
		18.33% No response
		<u>100%</u>

38.20 West Kelowna website	I =	36.39%
		11.11% Very High
		25.28% High
		32.50% Neither high nor low
		6.11% Low
		3.89% Very Low
		21.11% No response
		<u>100%</u>

37.21 Tennis/Pickleball Courts	Q =	20.56%
		5.00% Very Good
		15.56% Good
		36.67% Neither good nor bad
		12.22% Bad
		2.22% Very Bad
		28.33% No response
		<u>100%</u>

38.21 Tennis/Pickleball Courts	I =	23.89%
		5.56% Very High
		18.33% High
		31.11% Neither high nor low
		12.22% Low
		10.28% Very Low
		22.50% No response
		<u>100%</u>

37.22 Skateboard/Bike Parks	Q =
	16.67%
3.89%	Very Good
12.78%	Good
42.22%	Neither good nor bad
10.00%	Bad
3.89%	Very Bad
27.22%	No response
	<u>100%</u>

38.22 Skateboard/Bike Parks	I =
	22.50%
6.39%	Very High
16.11%	High
33.06%	Neither high nor low
10.00%	Low
11.67%	Very Low
22.78%	No response
	<u>100%</u>

37.23 Recreational Trails	Q =
	39.44%
7.22%	Very Good
32.22%	Good
36.39%	Neither good nor bad
7.78%	Bad
2.22%	Very Bad
14.17%	No response
	<u>100%</u>

38.23 Recreational Trails	I =
	60.28%
25.56%	Very High
34.72%	High
17.22%	Neither high nor low
2.50%	Low
1.67%	Very Low
18.33%	No response
	<u>100%</u>

37.24 Roads	Q =
	28.61%
5.28%	Very Good
23.33%	Good
43.33%	Neither good nor bad
13.89%	Bad
5.00%	Very Bad
9.17%	No response
	<u>100%</u>

38.24 Roads	I =
	74.44%
45.56%	Very High
28.89%	High
6.67%	Neither high nor low
1.11%	Low
0.28%	Very Low
17.50%	No response
	<u>100%</u>

37.25 Boat Launch with Parking Facilities	Q =
	22.22%
2.78%	Very Good
19.44%	Good
35.00%	Neither good nor bad
16.67%	Bad
7.22%	Very Bad
18.89%	No response
	<u>100%</u>

38.25 Boat Launch with Parking Facilities	I =
	40.00%
16.67%	Very High
23.33%	High
24.44%	Neither high nor low
8.06%	Low
7.78%	Very Low
19.72%	No response
	<u>100%</u>

37.26 Marina	Q =
	23.33%
2.78%	Very Good
20.56%	Good
40.00%	Neither good nor bad
10.28%	Bad
4.44%	Very Bad
21.94%	No response
	<u>100%</u>

38.26 Marina	I =
	31.94%
11.39%	Very High
20.56%	High
30.56%	Neither high nor low
7.50%	Low
8.06%	Very Low
21.94%	No response
	<u>100%</u>

37.27 Playgrounds	Q =
	37.22%
7.22%	Very Good
30.00%	Good
39.44%	Neither good nor bad
3.89%	Bad
0.56%	Very Bad
18.89%	No response
	<u>100%</u>

38.27 Playgrounds	I =
	53.06%
21.94%	Very High
31.11%	High
23.06%	Neither high nor low
2.78%	Low
2.22%	Very Low
18.89%	No response
	<u>100%</u>

37.28 Recreation Programs for Pre-School	Q =
	23.89%
5.28%	Very Good
18.61%	Good
36.67%	Neither good nor bad
3.33%	Bad
0.56%	Very Bad
35.56%	No response
	<u>100%</u>

38.28 Recreation Programs for Pre-School	I =
	40.28%
15.83%	Very High
24.44%	High
25.56%	Neither high nor low
3.06%	Low
3.61%	Very Low
27.50%	No response
	<u>100%</u>

37.29 Recreation Programs for Children	Q =	22.78%
		5.00% Very Good
		17.78% Good
		39.17% Neither good nor bad
		3.33% Bad
		0.56% Very Bad
		34.17% No response
		<u>100%</u>

38.29 Recreation Programs for Children	I =	45.28%
		17.50% Very High
		27.78% High
		23.61% Neither high nor low
		3.06% Low
		3.06% Very Low
		25.00% No response
		<u>100%</u>

37.30 Recreation Programs for Teenagers	Q =	19.72%
		3.33% Very Good
		16.39% Good
		36.67% Neither good nor bad
		7.50% Bad
		3.61% Very Bad
		32.50% No response
		<u>100%</u>

38.30 Recreation Programs for Teenagers	I =	45.56%
		19.72% Very High
		25.83% High
		23.06% Neither high nor low
		2.50% Low
		3.61% Very Low
		25.28% No response
		<u>100%</u>

37.31 Recreation Programs for Adults	Q =	29.44%
		6.11% Very Good
		23.33% Good
		37.78% Neither good nor bad
		5.00% Bad
		2.22% Very Bad
		25.56% No response
		<u>100%</u>

38.31 Recreation Programs for Adults	I =	45.28%
		15.00% Very High
		30.28% High
		27.78% Neither high nor low
		2.50% Low
		1.67% Very Low
		22.78% No response
		<u>100%</u>

37.32 Recreation Programs for Seniors	Q =	26.39%
		8.06% Very Good
		18.33% Good
		38.33% Neither good nor bad
		5.56% Bad
		1.94% Very Bad
		27.78% No response
		<u>100%</u>

38.32 Recreation Programs for Seniors	I =	48.06%
		18.61% Very High
		29.44% High
		22.50% Neither high nor low
		3.61% Low
		2.50% Very Low
		23.33% No response
		<u>100%</u>

37.33 Parks (Open Space)	Q =	41.94%
		10.83% Very Good
		31.11% Good
		33.06% Neither good nor bad
		7.50% Bad
		1.94% Very Bad
		15.56% No response
		<u>100%</u>

38.33 Parks (Open Space)	I =	68.33%
		35.56% Very High
		32.78% High
		13.06% Neither high nor low
		1.39% Low
		0.00% Very Low
		17.22% No response
		<u>100%</u>

37.34 Beaches	Q =	52.22%
		15.28% Very Good
		36.94% Good
		30.00% Neither good nor bad
		7.78% Bad
		1.94% Very Bad
		8.06% No response
		<u>100%</u>

38.34 Beaches	I =	72.50%
		41.94% Very High
		30.56% High
		11.11% Neither high nor low
		1.11% Low
		0.83% Very Low
		14.44% No response
		<u>100%</u>

37.35 Cemetery	Q =	25.83%
		6.11% Very Good
		19.72% Good
		40.83% Neither good nor bad
		3.61% Bad
		0.83% Very Bad
		28.89% No response
		<u>100%</u>

38.35 Cemetery	I =	29.44%
		11.94% Very High
		17.50% High
		28.06% Neither high nor low
		8.33% Low
		6.67% Very Low
		27.50% No response
		<u>100%</u>

37.36 Drinking Water Quality	Q =	69.17%
		31.39% Very Good
		37.78% Good
		17.50% Neither good nor bad
		5.83% Bad
		1.67% Very Bad
		5.83% No response
		<u>100%</u>

38.36 Drinking Water Quality	I =	83.06%
		71.11% Very High
		11.94% High
		2.22% Neither high nor low
		0.83% Low
		0.00% Very Low
		13.89% No response
		<u>100%</u>

37.37 Personal Customer	Q =	38.33%
		8.33% Very Good
		30.00% Good
		38.89% Neither good nor bad
		4.44% Bad
		0.56% Very Bad
		17.78% No response
		<u>100%</u>

38.37 Personal Customer	I =	53.33%
		19.17% Very High
		34.17% High
		22.50% Neither high nor low
		1.94% Low
		0.28% Very Low
		21.94% No response
		<u>100%</u>

37.38 Water Conservation Efforts	Q =	53.06%
		14.72% Very Good
		38.33% Good
		30.00% Neither good nor bad
		3.89% Bad
		1.11% Very Bad
		11.94% No response
		<u>100%</u>

38.38 Water Conservation Efforts	I =	67.22%
		35.56% Very High
		31.67% High
		12.78% Neither high nor low
		1.39% Low
		1.11% Very Low
		17.50% No response
		<u>100%</u>

37.39 Trash Collection	Q =	77.78%
		38.06% Very Good
		39.72% Good
		13.61% Neither good nor bad
		2.22% Bad
		0.83% Very Bad
		5.56% No response
		<u>100%</u>

38.39 Trash Collection	I =	74.17%
		42.78% Very High
		31.39% High
		11.39% Neither high nor low
		0.56% Low
		0.00% Very Low
		13.89% No response
		<u>100%</u>

37.40 Residential Recycling	Q =	65.00%
		28.89% Very Good
		36.11% Good
		20.56% Neither good nor bad
		4.72% Bad
		1.67% Very Bad
		8.06% No response
		<u>100%</u>

38.40 Residential Recycling	I =	71.67%
		41.67% Very High
		30.00% High
		11.94% Neither high nor low
		1.11% Low
		0.28% Very Low
		15.00% No response
		<u>100%</u>

37.41 Sewage Treatment	Q =	64.72%
		24.44% Very Good
		40.28% Good
		20.83% Neither good nor bad
		2.22% Bad
		0.83% Very Bad
		11.39% No response
		<u>100%</u>

38.41 Sewage Treatment	I =	69.44%
		41.39% Very High
		28.06% High
		11.11% Neither high nor low
		1.39% Low
		0.28% Very Low
		17.78% No response
		<u>100%</u>

37.42 Yard Waste Collection	Q =	73.06%
		32.22% Very Good
		40.83% Good
		15.83% Neither good nor bad
		3.61% Bad
		1.39% Very Bad
		6.11% No response
		<u>100%</u>

38.42 Yard Waste Collection	I =	72.50%
		40.28% Very High
		32.22% High
		10.56% Neither high nor low
		1.39% Low
		0.83% Very Low
		14.72% No response
		<u>100%</u>

37.43 Emergency 911	Q =	70.00%
		35.56% Very Good
		34.44% Good
		12.22% Neither good nor bad
		0.83% Bad
		0.00% Very Bad
		16.94% No response
		<u>100%</u>

38.43 Emergency 911	I =	74.44%
		61.39% Very High
		13.06% High
		5.56% Neither high nor low
		0.28% Low
		0.00% Very Low
		19.72% No response
		<u>100%</u>

37.44 Noise Control	Q =	35.28%
		10.56% Very Good
		24.72% Good
		32.78% Neither good nor bad
		10.00% Bad
		5.28% Very Bad
		16.67% No response
		<u>100%</u>

38.44 Noise Control	I =	58.06%
		25.56% Very High
		32.50% High
		17.78% Neither high nor low
		2.22% Low
		2.22% Very Low
		19.72% No response
		<u>100%</u>

37.45 Fire Department First Response	Q =	76.11%
		41.39% Very Good
		34.72% Good
		8.89% Neither good nor bad
		0.56% Bad
		0.00% Very Bad
		14.44% No response
		<u>100%</u>

38.45 Fire Department First Response	I =	76.67%
		61.94% Very High
		14.72% High
		4.44% Neither high nor low
		0.56% Low
		0.28% Very Low
		18.06% No response
		<u>100%</u>

37.46 Air Quality	Q =	63.33%
		26.11% Very Good
		37.22% Good
		21.11% Neither good nor bad
		3.06% Bad
		0.28% Very Bad
		12.22% No response
		<u>100%</u>

38.46 Air Quality	I =	74.17%
		50.83% Very High
		23.33% High
		7.50% Neither high nor low
		1.67% Low
		0.28% Very Low
		16.39% No response
		<u>100%</u>

37.47 Snow Clearing/Removal	Q =	50.00%
		15.28% Very Good
		34.72% Good
		27.22% Neither good nor bad
		10.83% Bad
		6.11% Very Bad
		5.83% No response
		<u>100%</u>

38.47 Snow Clearing/Removal	I =	77.22%
		43.33% Very High
		33.89% High
		8.33% Neither high nor low
		1.11% Low
		0.00% Very Low
		13.33% No response
		<u>100%</u>

37.48 Road Maintenance	Q =	36.39%
		7.78% Very Good
		28.61% Good
		36.39% Neither good nor bad
		15.56% Bad
		5.83% Very Bad
		5.83% No response
		<u>100%</u>

38.48 Road Maintenance	I =	77.50%
		44.72% Very High
		32.78% High
		8.06% Neither high nor low
		0.00% Low
		0.56% Very Low
		13.89% No response
		<u>100%</u>

37.49 Protection of Waterways	Q =	38.33%
		8.89% Very Good
		29.44% Good
		37.78% Neither good nor bad
		4.72% Bad
		1.11% Very Bad
		18.06% No response
		<u>100%</u>

38.49 Protection of Waterways	I =	66.11%
		38.06% Very High
		28.06% High
		12.50% Neither high nor low
		0.83% Low
		0.56% Very Low
		20.00% No response
		<u>100%</u>

37.50 Illegal Dumping Cleanup Program	Q =	25.28%
		7.22% Very Good
		18.06% Good
		36.39% Neither good nor bad
		11.94% Bad
		8.89% Very Bad
		17.50% No response
		<u>100%</u>

38.50 Illegal Dumping Cleanup Program	I =	65.56%
		35.28% Very High
		30.28% High
		13.06% Neither high nor low
		2.22% Low
		0.28% Very Low
		18.89% No response
		<u>100%</u>

37.51 Sports Fields - Soccer/Football	Q =	40.00%
		8.89% Very Good
		31.11% Good
		34.44% Neither good nor bad
		4.44% Bad
		0.83% Very Bad
		20.28% No response
		<u>100%</u>

38.51 Sports Fields - Soccer/Football	I =	43.89%
		13.06% Very High
		30.83% High
		25.83% Neither high nor low
		4.44% Low
		5.00% Very Low
		20.83% No response
		<u>100%</u>

37.52 Sports Fields - Baseball	Q =	38.61%
		8.33% Very Good
		30.28% Good
		36.67% Neither good nor bad
		3.06% Bad
		0.83% Very Bad
		20.83% No response
		<u>100%</u>

38.52 Sports Fields - Baseball	I =	40.00%
		11.11% Very High
		28.89% High
		28.89% Neither high nor low
		5.28% Low
		5.56% Very Low
		20.28% No response
		<u>100%</u>