

2016 Results				
Importance vs Quality Comparison				
Services above the upper limit line - Service does not meet expectations				
Importance No.	Service	Importance %	Quality No.	Quality %
<b>Above the Line</b>				
2	Road Maintenance	77.65%	27	36.39%
3	Snow Clearing/Removal	77.09%	17	50.00%
7	Roads	74.30%	35	28.61%
19	Sidewalks	66.76%	50	13.33%
21	Illegal Dumping Cleanup Program	65.36%	39	25.28%
25	Economic Development	57.26%	46	21.11%

2015 Results				
Importance vs Quality Comparison				
Services above the upper limit line - Service does not meet expectations				
Importance No.	Service	Importance %	Quality No.	Quality %
<b>Above the Line</b>				
3	Snow Clearing/Removal	79.72%	19	46.11%
4	Road Maintenance	79.17%	26	38.33%
13	Roads	74.44%	31	32.78%
19	Sidewalks	69.72%	51	13.89%
21	Illegal Dumping Cleanup Program	65.56%	41	23.89%
23	Growth & Development Planning	62.50%	43	23.06%
24	Economic Development	61.11%	47	20.00%
33	Recreation Programs for Teenagers	49.44%	48	18.61%

2016 Results				
Importance vs Quality Comparison				
Services below the lower limit line - Service exceeds expectations				
Importance No.	Service	Importance %	Quality No.	Quality %
<b>Below the Line</b>				
23	Recreational Trails	60.28%	5	70.00%
33	Public Library	47.22%	12	53.61%
38	Arenas	43.89%	19	46.67%
39	Sports Fields - Soccer/Football	43.89%	21	40.00%
45	Sports Fields - Baseball	40.00%	22	38.61%
47	West Kelowna website	36.39%	25	37.50%

2015 Results				
Importance vs Quality Comparison				
Services below the lower limit line - Service exceeds expectations				
Importance No.	Service	Importance %	Quality No.	Quality %
<b>Below the Line</b>				
17	Street Lighting	70.83%	29	35.28%
32	Public Library	52.22%	11	56.11%
37	Sports Fields - Soccer/Football	46.11%	20	45.83%
38	Arenas	46.11%	15	52.78%
41	Community Centres - Halls	43.06%	27	37.22%
43	Sports Fields - Baseball	41.94%	23	41.11%
46	West Kelowna website	35.56%	30	33.06%
52	Museum	20.56%	36	27.22%

2016 Results					2015 Results				
Importance vs Quality Comparison					Importance vs Quality Comparison				
Services between the lines - Service meets expectations					Services between the lines - Service meets expectations				
Importance No.	Service	Importance %	Quality No.	Quality %	Importance No.	Service	Importance %	Quality No.	Quality %
<b>Between the Lines</b>					<b>Between the Lines</b>				
1	Drinking Water Quality	83.06%	7	69.17%	1	Drinking Water Quality	88.33%	2	74.17%
4	Fire Department First Response	76.67%	2	76.11%	2	Fire Fighting	80.00%	6	71.67%
5	Fire Fighting	75.56%	4	72.50%	5	Air Quality	78.61%	8	64.72%
6	Emergency 911	74.44%	6	70.00%	6	Trash Collection	78.61%	1	80.28%
8	Trash Collection	74.17%	1	77.78%	7	Residential Recycling	77.22%	3	72.78%
9	Air Quality	74.17%	10	63.33%	8	Fire Prevention	76.94%	12	55.00%
10	Police Enforcement	73.06%	14	52.22%	9	Emergency 911	76.94%	7	69.44%
11	Beaches	72.50%	15	52.22%	10	Fire Department First Response	76.67%	4	72.78%
12	Yard Waste Collection	72.50%	3	73.06%	11	Police Enforcement	76.67%	10	57.22%
13	Fire Prevention	71.94%	11	54.72%	12	Sewage Treatment	75.56%	9	62.22%
14	Residential Recycling	71.67%	8	65.00%	14	Beaches	74.44%	13	53.89%
15	Ease of Travel by Car	71.11%	16	51.94%	15	Yard Waste Collection	74.17%	5	71.94%
16	Sewage Treatment	69.44%	9	64.72%	16	Ease of Travel by Car	72.50%	14	53.89%
17	Parks (Open Space)	68.33%	20	41.94%	18	Water Conservation Efforts	70.28%	17	47.78%
18	Water Conservation Efforts	67.22%	13	53.06%	20	Protection of Waterways	67.22%	28	36.94%
20	Protection of Waterways	66.11%	24	38.33%	22	Parks (Open Space)	65.56%	18	46.39%
22	Street Lighting	65.28%	30	32.78%	25	Personal Customer	56.94%	21	45.28%
24	Noise Control	58.06%	28	35.28%	26	Recreational Trails	56.11%	22	43.89%
26	Growth & Development Planning	55.56%	33	30.28%	27	Swimming Pool	55.28%	16	52.78%
27	Personal Customer	53.33%	23	38.33%	28	Noise Control	55.00%	25	38.61%
28	Playgrounds	53.06%	26	37.22%	29	Bylaw Enforcement	54.44%	34	28.33%
29	Bylaw Enforcement	51.11%	32	31.67%	30	Playgrounds	52.78%	24	38.89%
30	Swimming Pool	50.83%	18	48.89%	31	Recreation Programs for Seniors	52.22%	32	30.83%
31	Tourism Promotion	48.89%	31	32.50%	34	Recreation Programs for Children	49.17%	35	28.33%
32	Recreation Programs for Seniors	48.06%	37	26.39%	35	Building Inspection	48.89%	45	21.11%
34	Building Inspection	45.56%	45	22.50%	36	Tourism Promotion	48.61%	42	23.06%
35	Recreation Programs for Teenagers	45.56%	48	19.72%	39	Recreation Programs for Adults	45.83%	33	30.83%
36	Recreation Programs for Adults	45.28%	34	29.44%	40	Recreation Programs for Pre-School	44.17%	37	26.67%
37	Recreation Programs for Children	45.28%	44	22.78%	42	Ease of Travel by Transit	43.06%	50	15.28%
40	Dedicated Bicycle Lanes	42.78%	52	8.61%	44	Dedicated Bicycle Lanes	41.11%	52	8.33%
41	Animal Control	41.39%	40	25.28%	45	Animal Control	40.28%	40	24.44%
42	Community Centres - Halls	40.56%	29	34.44%	47	Cemetery	33.33%	46	20.56%
43	Recreation Programs for Pre-School	40.28%	41	23.89%	48	Boat Launch with Parking Facilities	32.50%	38	25.56%
44	Boat Launch with Parking Facilities	40.00%	42	23.89%	49	Marina	26.94%	39	25.28%
46	Ease of Travel by Transit	36.67%	51	11.67%	50	Skateboards/Bike Parks	25.28%	49	17.22%
48	Marina	31.94%	43	23.33%	51	Tennis/Pickleball Courts	21.67%	44	21.39%
49	Cemetery	29.44%	38	25.83%					
50	Museum	23.89%	36	27.50%					
51	Tennis/Pickleball Courts	23.89%	47	20.56%					
52	Skateboards/Bike Parks	22.50%	49	16.67%					