

**2017  
West Kelowna  
Citizen Survey**

CRITERIA OF REPORT  
SAMPLE SIZE

All  
**317**

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

44	13.88%	Glenrosa
23	7.26%	Smith Creek
38	11.99%	Westbank
15	4.73%	Gellatly
54	17.03%	Shannon Lake
5	1.58%	Boucherie Centre
28	8.83%	South Boucherie
44	13.88%	West Kelowna Estates
53	16.72%	Lakeview Heights
5	1.58%	Casa Loma
4	1.26%	Westside Road/Bear Creek Road
4	1.26%	Do not Know/Did not Answer
317	<u>100%</u>	

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

45	14.20%	West Kelowna
74	23.34%	Kelowna or North
2	0.63%	Peachland or South
21	6.62%	My Home
3	0.95%	Not employed
16	5.05%	Other, please specify
152	47.95%	Retired
4	1.26%	No Answer
317	<u>100%</u>	

3. How many vehicles are part of your household?

6	1.89%	None
63	19.87%	One
151	47.63%	Two
67	21.14%	Three
18	5.68%	Four
9	2.84%	More than four
3	0.95%	No answer
317	<u>100%</u>	

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

14	4.42%	Under 1 year
64	20.19%	Between 1 and 5 years
58	18.30%	Between 5 and 10 years
96	30.28%	Between 10 and 20 years
82	25.87%	More than 20 years
3	0.95%	No answer
317	<u>100%</u>	

5. Please indicate your gender.

164	51.74%	Male
149	47.00%	Female
4	1.26%	No answer
317	<u>100%</u>	

6. Please indicate your age group.

4	1.26%	19-24
22	6.94%	25-34
31	9.78%	35-44
54	17.03%	45-54
71	22.40%	55-64
81	25.55%	65-74
51	16.09%	75 or over
3	0.95%	No answer
317	<u>100%</u>	

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

118	37.22%	Very Good
144	45.43%	Good
43	13.56%	Average
4	1.26%	Poor
4	1.26%	Very Poor
4	1.26%	No answer
317	<u>100%</u>	

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

25	7.89%	Very Good
117	36.91%	Good
134	42.27%	Average
24	7.57%	Poor
10	3.15%	Very Poor
7	2.21%	No response
317	<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?

156	49.21%	At the right pace
143	45.11%	Too fast
13	4.10%	Not fast enough
5	1.58%	No response
317	<u>100%</u>	

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

10.1 Transportation Master Plan

17	5.36%	Very knowledgeable
180	56.78%	Somewhat knowledgeable
106	33.44%	Never heard of it
14	4.42%	No response
317	<u>100%</u>	

10.2 Official Community Plan

10	3.15%	Very knowledgeable
202	63.72%	Somewhat knowledgeable
88	27.76%	Never heard of it
17	5.36%	No response
317	<u>100%</u>	

10.3 Westbank Centre Revitalization Plan

15	4.73%	Very knowledgeable
210	66.25%	Somewhat knowledgeable
78	24.61%	Never heard of it
14	4.42%	No response
317	<u>100%</u>	

10.4 Recreational Trails Master Plan

15	4.73%	Very knowledgeable
174	54.89%	Somewhat knowledgeable
112	35.33%	Never heard of it
16	5.05%	No response
317	<u>100%</u>	

10.5 Agricultural Plan

4	1.26%	Very knowledgeable
100	31.55%	Somewhat knowledgeable
195	61.51%	Never heard of it
18	5.68%	No response
317	<u>100%</u>	

10.6 Economic Development Strategy

5	1.58%	Very knowledgeable
146	46.06%	Somewhat knowledgeable
145	45.74%	Never heard of it
21	6.62%	No response
317	<u>100%</u>	

10.7 CNR Wharf Park Plan

14	4.42%	Very knowledgeable
158	49.84%	Somewhat knowledgeable
129	40.69%	Never heard of it
16	5.05%	No response
317	<u>100%</u>	

10.8 Memorial Park Plan

10	3.15%	Very knowledgeable
113	35.65%	Somewhat knowledgeable
176	55.52%	Never heard of it
18	5.68%	No response
317	<u>100%</u>	

10.9 Parks and Recreation Master Plan

7	2.21%	Very knowledgeable
131	41.32%	Somewhat knowledgeable
161	50.79%	Never heard of it
18	5.68%	No response
317	<u>100%</u>	

11. How do you think West Kelowna Council should invest its core infrastructure capital funding?  
Please rank from 1 to 6, with 1 being most important

11.1 Roads			2.57
98	30.91%	1	
68	21.45%	2	
58	18.30%	3	
38	11.99%	4	
28	8.83%	5	
13	4.10%	6	
14	4.42%	No response	
317	<u>100%</u>		

11.2 Sidewalks			3.61
50	15.77%	1	
66	20.82%	2	
30	9.46%	3	
36	11.36%	4	
43	13.56%	5	
76	23.97%	6	
16	5.05%	No response	
317	<u>100%</u>		

11.3 Drainage Infrastructure			3.61
22	6.94%	1	
41	12.93%	2	
76	23.97%	3	
69	21.77%	4	
60	18.93%	5	
25	7.89%	6	
24	7.57%	No response	
317	<u>100%</u>		

11.4 Water Infrastructure			2.47
119	37.54%	1	
48	15.14%	2	
46	14.51%	3	
53	16.72%	4	
21	6.62%	5	
11	3.47%	6	
19	5.99%	No response	
317	<u>100%</u>		

11.5 Sewer Infrastructure			3.95
10	3.15%	1	
47	14.83%	2	
57	17.98%	3	
48	15.14%	4	
89	28.08%	5	
39	12.30%	6	
27	8.52%	No response	
317	<u>100%</u>		

11.6 Environmental Protection			4.46
21	6.62%	1	
28	8.83%	2	
29	9.15%	3	
47	14.83%	4	
49	15.46%	5	
116	36.59%	6	
27	8.52%	No response	
317	<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?

136	42.90%	1% tax increase (approximately \$16 on the average home)
56	17.67%	5% tax increase (approximately \$80 on the average home)
14	4.42%	City borrowing funds and making debt payments
100	31.55%	Non of the above, work within existing budget
11	3.47%	No response
317	<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	4.51
22.71%	1
12.30%	2
8.52%	3
5.68%	4
4.73%	5
4.42%	6
6.31%	7
5.99%	8
5.36%	9
10.41%	10
13.56%	No response
<u>100%</u>	

12.02 Waterfront Parks	3.03
26.81%	1
18.30%	2
14.83%	3
7.26%	4
6.31%	5
5.99%	6
3.79%	7
0.63%	8
1.89%	9
0.95%	10
13.25%	No response
<u>100%</u>	

12.03 All Weather Sports Field	5.30
4.42%	1
5.99%	2
9.78%	3
12.93%	4
13.25%	5
10.41%	6
8.20%	7
9.78%	8
5.99%	9
2.52%	10
16.72%	No response
<u>100%</u>	

12.04 Baseball Fields	6.37
1.89%	1
4.10%	2
3.79%	3
8.52%	4
11.36%	5
10.09%	6
11.36%	7
12.93%	8
11.04%	9
6.31%	10
18.61%	No response
<u>100%</u>	

12.05 Outdoor Sports Field Lighting	6.25
1.89%	1
6.31%	2
3.47%	3
8.52%	4
12.30%	5
9.78%	6
10.73%	7
10.41%	8
10.73%	9
7.89%	10
17.98%	No response
<u>100%</u>	

12.06 Beautification/revitalization	4.60
12.62%	1
11.67%	2
12.30%	3
10.41%	4
9.15%	5
5.99%	6
5.05%	7
9.15%	8
6.31%	9
3.47%	10
13.88%	No response
<u>100%</u>	

12.07 Outdoor Swimming Pool	6.46
6.31%	1
5.36%	2
6.94%	3
6.94%	4
6.31%	5
7.26%	6
7.89%	7
6.62%	8
7.26%	9
22.40%	10
16.72%	No response
<u>100%</u>	

12.08 Boat Launches	6.27
7.57%	1
8.20%	2
3.79%	3
6.62%	4
5.36%	5
8.83%	6
6.62%	7
8.52%	8
10.73%	9
16.72%	10
17.03%	No response
<u>100%</u>	

12.09 Running/Walking Track	5.06
7.26%	1
11.67%	2
12.93%	3
8.20%	4
7.26%	5
6.62%	6
9.78%	7
8.52%	8
8.83%	9
3.15%	10
15.77%	No response
<u>100%</u>	

12.1 Soccer Fields	6.07
3.79%	1
3.79%	2
6.94%	3
8.20%	4
10.09%	5
11.67%	6
11.99%	7
7.57%	8
10.41%	9
7.26%	10
18.30%	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?

45.74%	1% tax increase (approximately \$16 on the average home)
9.15%	5% tax increase (approximately \$80 on the average home)
1.26%	City borrowing funds and making debt payments
42.59%	Non of the above, work within existing budget
1.26%	No response
<u>100%</u>	

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

48.26%	More than once a week
24.61%	Once a week
17.98%	Once a month
4.73%	Once a year
3.79%	Never
0.63%	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?

89.59%	Yes
9.46%	No
0.95%	No response
<u>100%</u>	

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

6.31%	One time
39.75%	Two or three times
25.87%	Once a month
10.73%	More than once a month
17.03%	Never
0.32%	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?

17.98%	Yes
79.81%	No
2.21%	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)

32.49%	1	2.05
24.92%	2	
37.22%	3	
5.36%	No response	
<u>100%</u>		

18.2 Waterfront trails

38.17%	1	1.80
38.80%	2	
18.61%	3	
4.42%	No response	
<u>100%</u>		

18.3 Neighborhood trails

27.44%	1	2.09
28.71%	2	
35.33%	3	
8.52%	No response	
<u>100%</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

20.50%	Selected
79.50%	Not selected
<u>100%</u>	

19.2 Informational videos

16.72%	Selected
83.28%	Not selected
<u>100%</u>	

19.3 More online surveys

20.50%	Selected
79.50%	Not selected
<u>100%</u>	

19.4 Online bill payment option

48.90%	Selected
51.10%	Not selected
<u>100%</u>	

19.5 Online business licensing option

14.20%	Selected
85.80%	Not selected
<u>100%</u>	

19.6 Community message board at facilities

31.55%	Selected
68.45%	Not selected
<u>100%</u>	

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

70.03%	Yes
17.03%	No
12.62%	No opinion
0.32%	No response
<u>100%</u>	

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

23.66%	Yes
51.10%	No
24.92%	No opinion
0.32%	No response
<u>100%</u>	

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

25.87%	Yes
47.00%	No
26.50%	No opinion
0.63%	No response
<u>100%</u>	

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

9.78%	Very good
46.06%	Good
35.02%	Average
4.42%	Poor
2.84%	Very poor
1.89%	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)

13.88%	Very good
48.26%	Good
27.44%	Average
5.05%	Poor
1.26%	Very poor
4.10%	No response
<u>100%</u>	

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

39.75%	Very good
45.74%	Good
10.09%	Average
2.52%	Poor
0.32%	Very poor
1.58%	No response
<u>100%</u>	

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

26.1 Assisting local business to grow and succeed

48.26%	Very important
40.06%	Important
8.52%	Not important
3.15%	No response
<u>100%</u>	

26.2 Assisting local farmers to grow and succeed

53.00%	Very important
38.49%	Important
5.68%	Not important
2.84%	No response
<u>100%</u>	

26.3 Attracting investment

40.38%	Very important
48.58%	Important
7.89%	Not important
3.15%	No response
<u>100%</u>	

26.4 Foreign labour recruitment

5.99%	Very important
34.38%	Important
55.21%	Not important
4.42%	No response
<u>100%</u>	

26.5 Improve development approval and permitting process

31.55%	Very important
46.06%	Important
16.09%	Not important
6.31%	No response
<u>100%</u>	

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

43.22%	Very important
36.59%	Important
16.72%	Not important
3.47%	No response
<u>100%</u>	

26.7 Revitalizing Westbank Centre

41.64%	Very important
35.65%	Important
18.93%	Not important
3.79%	No response
<u>100%</u>	

26.8 Tourism marketing

26.50%	Very important
52.68%	Important
17.03%	Not important
3.79%	No response
<u>100%</u>	

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

2.52%	Five times a week or more
3.79%	Once or twice a week
2.21%	Once or twice a month
9.15%	Once or twice a year
80.44%	Never
1.89%	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

29.65%	Agree
52.37%	Disagree
17.98%	No response
<u>100%</u>	

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

26.81%	Agree
53.63%	Disagree
19.56%	No response
<u>100%</u>	

28.3 I would use transit more if it cost less

14.83%	Agree
65.30%	Disagree
19.87%	No response
<u>100%</u>	

28.4 I would use transit if buses and bus stops were safer

20.19%	Agree
59.94%	Disagree
19.87%	No response
<u>100%</u>	

28.5 I would never use transit

39.75%	Agree
47.00%	Disagree
13.25%	No response
<u>100%</u>	

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

33.75%	Raise taxes and improve level of service
5.99%	Lower taxes and reduce level of service
50.79%	Keep taxes the same with the same or less level of service
0.00%	Raise taxes and put the money into Reserves
9.46%	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

16.72%	Rely More
64.67%	Same
10.73%	Rely Less
7.89%	No response
<u>100%</u>	

30.2 User fees and charges

37.54%	Rely More
45.11%	Same
8.52%	Rely Less
8.83%	No response
<u>100%</u>	

30.3 Long-term borrowing

14.83%	Rely More
44.16%	Same
29.34%	Rely Less
11.67%	No response
<u>100%</u>	

30.4 Reserves/savings

19.24%	Rely More
61.83%	Same
8.52%	Rely Less
10.41%	No response
<u>100%</u>	

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

34.07%	This survey
8.52%	Public budget meeting
18.93%	E-notification email
20.50%	Website information
11.36%	Don't want to be involved
6.62%	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?

6.31%	Very good
41.96%	Good
34.38%	Average
10.09%	Poor
4.10%	Very poor
3.15%	No response
<u>100%</u>	

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

16.09%	Newspaper
4.10%	Television
0.95%	Public meeting
5.99%	Radio
68.14%	Mail out - Tax notice
0.00%	Website/Internet
0.00%	Council meeting
0.00%	Newsletters
0.00%	E-Notification email
4.73%	No response
<u>100%</u>	

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

1.26%	Once a day or more
3.15%	Once a week
18.61%	Once a month
47.00%	Less than once a month
24.92%	Never
5.05%	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

10.41%	Very good
37.85%	Good
19.56%	Average
0.95%	Poor
0.95%	Very Poor
30.28%	No response
<u>100%</u>	

35.2 Ease of use

4.42%	Very good
28.08%	Good
28.71%	Average
5.99%	Poor
1.89%	Very Poor
30.91%	No response
<u>100%</u>	

35.3 Comprehensive information

5.05%	Very good
31.23%	Good
27.44%	Average
4.10%	Poor
0.63%	Very Poor
31.55%	No response
<u>100%</u>	

35.4 Online services

1.89%	Very good
28.39%	Good
28.39%	Average
6.31%	Poor
1.58%	Very Poor
33.44%	No response
<u>100%</u>	

35.5 Online mapping

44.16%	Very good
0.32%	Good
0.32%	Average
0.00%	Poor
0.00%	Very Poor
55.21%	No response
<u>100%</u>	

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

36.1 Email

26.50%	Selected
73.50%	Not selected
<u>100%</u>	

36.2 Website

38.80%	Selected
61.20%	Not selected
<u>100%</u>	

36.3 Telephone

45.11%	Selected
54.89%	Not selected
<u>100%</u>	

36.4 Social Media

8.52%	Selected
91.48%	Not selected
<u>100%</u>	

36.5 E-Notification subscription

5.05%	Selected
94.95%	Not selected
<u>100%</u>	

36.6 Mayor and Council

6.31%	Selected
93.69%	Not selected
<u>100%</u>	

36.7 In person at municipal offices

45.43%	Selected
54.57%	Not selected
<u>100%</u>	

36.8 Nothing, I never do

9.15%	Selected
90.85%	Not selected
<u>100%</u>	

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

37.01 Street Lighting:

<b>Q =</b>	31.86%	Very Good
	11.04%	Good
	20.82%	Neither good nor bad
	29.97%	Bad
	21.14%	Very Bad
	11.04%	No response
	5.99%	
	<u>100%</u>	

37.02 Ease of Travel by Car:

<b>Q =</b>	46.06%	Very Good
	14.51%	Good
	31.55%	Neither good nor bad
	30.60%	Bad
	10.73%	Very Bad
	6.94%	No response
	5.68%	
	<u>100%</u>	

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

38.01 Street Lighting:

<b>I =</b>	69.40%	Very High
	41.01%	High
	28.39%	Neither high nor low
	15.14%	Low
	2.84%	Very Low
	3.15%	No response
	9.46%	
	<u>100%</u>	

38.02 Ease of Travel by Car:

<b>I =</b>	76.66%	Very High
	45.74%	High
	30.91%	Neither high nor low
	10.41%	Low
	1.89%	Very Low
	0.95%	No response
	10.09%	
	<u>100%</u>	

37.03 Ease of Travel by Transit:	<b>Q =</b>	
		11.99%
2.52%	Very Good	
9.46%	Good	
26.50%	Neither good nor bad	
17.03%	Bad	
13.56%	Very Bad	
30.91%	No response	
		<u>100%</u>

38.03 Ease of Travel by Transit:	<b>I =</b>	
		38.80%
18.61%	Very High	
20.19%	High	
20.19%	Neither high nor low	
6.31%	Low	
12.30%	Very Low	
22.40%	No response	
		<u>100%</u>

37.04 Dedicated Bicycle Lanes:	<b>Q =</b>	
		5.05%
0.95%	Very Good	
4.10%	Good	
23.03%	Neither good nor bad	
26.50%	Bad	
26.18%	Very Bad	
19.24%	No response	
		<u>100%</u>

38.04 Dedicated Bicycle Lanes:	<b>I =</b>	
		43.85%
21.14%	Very High	
22.71%	High	
21.14%	Neither high nor low	
6.62%	Low	
11.36%	Very Low	
17.03%	No response	
		<u>100%</u>

37.05 Sidewalks:	<b>Q =</b>	
		13.88%
2.21%	Very Good	
11.67%	Good	
23.66%	Neither good nor bad	
25.87%	Bad	
29.65%	Very Bad	
6.94%	No response	
		<u>100%</u>

38.05 Sidewalks:	<b>I =</b>	
		64.67%
39.12%	Very High	
25.55%	High	
17.35%	Neither high nor low	
4.73%	Low	
3.47%	Very Low	
9.78%	No response	
		<u>100%</u>

37.06 Animal Control:	<b>Q =</b>	
		26.81%
7.57%	Very Good	
19.24%	Good	
40.69%	Neither good nor bad	
8.20%	Bad	
7.89%	Very Bad	
16.40%	No response	
		<u>100%</u>

38.06 Animal Control:	<b>I =</b>	
		36.59%
17.98%	Very High	
18.61%	High	
35.65%	Neither high nor low	
7.57%	Low	
5.05%	Very Low	
15.14%	No response	
		<u>100%</u>

37.07 Police Enforcement:	<b>Q =</b>	
		48.58%
14.83%	Very Good	
33.75%	Good	
30.28%	Neither good nor bad	
9.15%	Bad	
2.52%	Very Bad	
9.46%	No response	
		<u>100%</u>

38.07 Police Enforcement:	<b>I =</b>	
		73.82%
47.63%	Very High	
26.18%	High	
11.99%	Neither high nor low	
0.95%	Low	
1.58%	Very Low	
11.67%	No response	
		<u>100%</u>

37.08 Bylaw Enforcement	<b>Q =</b>	
		30.28%
6.62%	Very Good	
23.66%	Good	
34.07%	Neither good nor bad	
12.30%	Bad	
10.41%	Very Bad	
12.93%	No response	
		<u>100%</u>

38.08 Bylaw Enforcement	<b>I =</b>	
		50.79%
21.45%	Very High	
29.34%	High	
29.34%	Neither high nor low	
3.47%	Low	
3.47%	Very Low	
12.93%	No response	
		<u>100%</u>

37.09 Economic Development	<b>Q =</b>	
		21.14%
2.52%	Very Good	
18.61%	Good	
49.21%	Neither good nor bad	
11.04%	Bad	
4.10%	Very Bad	
14.51%	No response	
		<u>100%</u>

38.09 Economic Development	<b>I =</b>	
		49.84%
24.92%	Very High	
24.92%	High	
28.71%	Neither high nor low	
4.73%	Low	
1.89%	Very Low	
14.83%	No response	
		<u>100%</u>

37.10 Tourism Promotion	<b>Q =</b>	
		25.55%
4.73%	Very Good	
20.82%	Good	
43.53%	Neither good nor bad	
14.51%	Bad	
2.21%	Very Bad	
14.20%	No response	
		<u>100%</u>

38.10 Tourism Promotion	<b>I =</b>	
		41.64%
16.40%	Very High	
25.24%	High	
32.81%	Neither high nor low	
6.62%	Low	
5.36%	Very Low	
13.56%	No response	
		<u>100%</u>

37.11 Growth & Development Planning	<b>Q =</b>	
		18.93%
2.52%	Very Good	
16.40%	Good	
41.96%	Neither good nor bad	
18.30%	Bad	
5.05%	Very Bad	
15.77%	No response	
		<u>100%</u>

38.11 Growth & Development Planning	<b>I =</b>	
		58.04%
31.86%	Very High	
26.18%	High	
21.45%	Neither high nor low	
3.79%	Low	
1.26%	Very Low	
15.46%	No response	
		<u>100%</u>

37.12 Building Inspection	<b>Q =</b>	
		19.87%
		Very Good
	2.52%	Good
	17.35%	Neither good nor bad
	41.64%	Bad
	10.73%	Very Bad
	4.10%	No response
	23.66%	
	<u>100%</u>	

38.12 Building Inspection	<b>I =</b>	
		42.27%
		Very High
	19.56%	High
	22.71%	Neither high nor low
	32.49%	Low
	3.15%	Very Low
	2.21%	No response
	19.87%	
	<u>100%</u>	

37.13 Fire Prevention	<b>Q =</b>	
		56.15%
		Very Good
	18.30%	Good
	37.85%	Neither good nor bad
	25.24%	Bad
	2.52%	Very Bad
	1.58%	No response
	14.51%	
	<u>100%</u>	

38.13 Fire Prevention	<b>I =</b>	
		70.35%
		Very High
	49.84%	High
	20.50%	Neither high nor low
	14.51%	Low
	0.32%	Very Low
	0.32%	No response
	14.51%	
	<u>100%</u>	

37.14 Fire Fighting	<b>Q =</b>	
		71.293%
		Very Good
	31.86%	Good
	39.43%	Neither good nor bad
	15.46%	Bad
	0.63%	Very Bad
	0.63%	No response
	11.99%	
	<u>100%</u>	

38.14 Fire Fighting	<b>I =</b>	
		75.71%
		Very High
	56.78%	High
	18.93%	Neither high nor low
	9.46%	Low
	1.58%	Very Low
	0.63%	No response
	12.62%	
	<u>100%</u>	

37.15 Public Library	<b>Q =</b>	
		49.53%
		Very Good
	20.82%	Good
	28.71%	Neither good nor bad
	30.60%	Bad
	6.94%	Very Bad
	0.32%	No response
	12.62%	
	<u>100%</u>	

38.15 Public Library	<b>I =</b>	
		43.85%
		Very High
	19.24%	High
	24.61%	Neither high nor low
	31.23%	Low
	6.94%	Very Low
	4.10%	No response
	13.88%	
	<u>100%</u>	

37.16 Museum	<b>Q =</b>	
		23.03%
		Very Good
	6.62%	Good
	16.40%	Neither good nor bad
	44.16%	Bad
	11.36%	Very Bad
	1.89%	No response
	19.56%	
	<u>100%</u>	

38.16 Museum	<b>I =</b>	
		24.92%
		Very High
	7.89%	High
	17.03%	Neither high nor low
	32.18%	Low
	15.46%	Very Low
	9.15%	No response
	18.30%	
	<u>100%</u>	

37.17 Arenas	<b>Q =</b>	
		45.74%
		Very Good
	11.67%	Good
	34.07%	Neither good nor bad
	29.34%	Bad
	5.05%	Very Bad
	2.52%	No response
	17.35%	
	<u>100%</u>	

38.17 Arenas	<b>I =</b>	
		45.11%
		Very High
	14.83%	High
	30.28%	Neither high nor low
	30.60%	Low
	5.68%	Very Low
	3.15%	No response
	15.46%	
	<u>100%</u>	

37.18 Community Centres - Halls	<b>Q =</b>	
		33.12%
		Very Good
	8.52%	Good
	24.61%	Neither good nor bad
	38.49%	Bad
	11.36%	Very Bad
	1.58%	No response
	15.46%	
	<u>100%</u>	

38.18 Community Centres - Halls	<b>I =</b>	
		41.64%
		Very High
	13.56%	High
	28.08%	Neither high nor low
	32.18%	Low
	8.52%	Very Low
	1.26%	No response
	16.40%	
	<u>100%</u>	

37.19 Swimming Pool	<b>Q =</b>	
		48.90%
		Very Good
	17.67%	Good
	31.23%	Neither good nor bad
	26.50%	Bad
	7.89%	Very Bad
	2.52%	No response
	14.20%	
	<u>100%</u>	

38.19 Swimming Pool	<b>I =</b>	
		52.37%
		Very High
	19.56%	High
	32.81%	Neither high nor low
	26.81%	Low
	4.42%	Very Low
	2.21%	No response
	14.20%	
	<u>100%</u>	

37.20 West Kelowna website	<b>Q =</b>	
		30.60%
		Very Good
	7.57%	Good
	23.03%	Neither good nor bad
	37.22%	Bad
	6.62%	Very Bad
	1.26%	No response
	24.29%	
	<u>100%</u>	

38.20 West Kelowna website	<b>I =</b>	
		38.80%
		Very High
	14.83%	High
	23.97%	Neither high nor low
	29.97%	Low
	9.78%	Very Low
	1.58%	No response
	19.87%	
	<u>100%</u>	

37.21 Tennis/Pickleball Courts	<b>Q =</b>	
		23.03%
5.68%	Very Good	
17.35%	Good	
36.59%	Neither good nor bad	
12.30%	Bad	
2.21%	Very Bad	
25.87%	No response	
		<u>100%</u>

38.21 Tennis/Pickleball Courts	<b>I =</b>	
		23.03%
7.57%	Very High	
15.46%	High	
34.38%	Neither high nor low	
14.20%	Low	
7.89%	Very Low	
20.50%	No response	
		<u>100%</u>

37.22 Skateboard/Bike Parks	<b>Q =</b>	
		28.71%
7.89%	Very Good	
20.82%	Good	
38.49%	Neither good nor bad	
7.26%	Bad	
1.26%	Very Bad	
24.29%	No response	
		<u>100%</u>

38.22 Skateboard/Bike Parks	<b>I =</b>	
		28.08%
10.41%	Very High	
17.67%	High	
30.91%	Neither high nor low	
11.36%	Low	
10.09%	Very Low	
19.56%	No response	
		<u>100%</u>

37.23 Recreational Trails	<b>Q =</b>	
		44.48%
9.46%	Very Good	
35.02%	Good	
33.12%	Neither good nor bad	
5.99%	Bad	
2.52%	Very Bad	
13.88%	No response	
		<u>100%</u>

38.23 Recreational Trails	<b>I =</b>	
		64.67%
27.76%	Very High	
36.91%	High	
16.09%	Neither high nor low	
2.52%	Low	
2.52%	Very Low	
14.20%	No response	
		<u>100%</u>

37.24 Roads	<b>Q =</b>	
		24.29%
4.10%	Very Good	
20.19%	Good	
36.28%	Neither good nor bad	
18.61%	Bad	
10.09%	Very Bad	
10.73%	No response	
		<u>100%</u>

38.24 Roads	<b>I =</b>	
		78.55%
48.58%	Very High	
29.97%	High	
7.26%	Neither high nor low	
0.95%	Low	
2.21%	Very Low	
11.04%	No response	
		<u>100%</u>

37.25 Boat Launch with Parking Facilities	<b>Q =</b>	
		18.30%
2.84%	Very Good	
15.46%	Good	
34.70%	Neither good nor bad	
20.82%	Bad	
6.62%	Very Bad	
19.56%	No response	
		<u>100%</u>

38.25 Boat Launch with Parking Facilities	<b>I =</b>	
		40.69%
16.72%	Very High	
23.97%	High	
25.87%	Neither high nor low	
9.46%	Low	
7.57%	Very Low	
16.40%	No response	
		<u>100%</u>

37.26 Marina	<b>Q =</b>	
		17.98%
2.52%	Very Good	
15.46%	Good	
40.38%	Neither good nor bad	
11.99%	Bad	
5.68%	Very Bad	
23.97%	No response	
		<u>100%</u>

38.26 Marina	<b>I =</b>	
		35.96%
15.46%	Very High	
20.50%	High	
26.18%	Neither high nor low	
13.88%	Low	
6.31%	Very Low	
17.67%	No response	
		<u>100%</u>

37.27 Playgrounds	<b>Q =</b>	
		40.38%
9.78%	Very Good	
30.60%	Good	
35.65%	Neither good nor bad	
5.68%	Bad	
0.95%	Very Bad	
17.35%	No response	
		<u>100%</u>

38.27 Playgrounds	<b>I =</b>	
		52.68%
21.45%	Very High	
31.23%	High	
23.34%	Neither high nor low	
4.42%	Low	
3.79%	Very Low	
15.77%	No response	
		<u>100%</u>

37.28 Recreation Programs for Pre-School	<b>Q =</b>	
		21.14%
4.42%	Very Good	
16.72%	Good	
38.49%	Neither good nor bad	
4.10%	Bad	
1.89%	Very Bad	
34.38%	No response	
		<u>100%</u>

38.28 Recreation Programs for Pre-School	<b>I =</b>	
		42.59%
18.30%	Very High	
24.29%	High	
22.71%	Neither high nor low	
4.73%	Low	
6.94%	Very Low	
23.03%	No response	
		<u>100%</u>

37.29 Recreation Programs for Children	<b>Q =</b>	
		23.66%
5.05%	Very Good	
18.61%	Good	
35.02%	Neither good nor bad	
4.42%	Bad	
2.21%	Very Bad	
34.70%	No response	
		<u>100%</u>

38.29 Recreation Programs for Children	<b>I =</b>	
		47.32%
21.14%	Very High	
26.18%	High	
21.45%	Neither high nor low	
3.47%	Low	
5.05%	Very Low	
22.71%	No response	
		<u>100%</u>

37.30 Recreation Programs for Teenagers	<b>Q =</b>	
		12.30%
		3.47% Very Good
		8.83% Good
		39.43% Neither good nor bad
		9.78% Bad
		5.05% Very Bad
		33.44% No response
		<u>100%</u>

38.30 Recreation Programs for Teenagers	<b>I =</b>	
		49.84%
		25.55% Very High
		24.29% High
		20.19% Neither high nor low
		3.15% Low
		4.73% Very Low
		22.08% No response
		<u>100%</u>

37.31 Recreation Programs for Adults	<b>Q =</b>	
		25.55%
		5.99% Very Good
		19.56% Good
		39.75% Neither good nor bad
		8.20% Bad
		2.52% Very Bad
		23.97% No response
		<u>100%</u>

38.31 Recreation Programs for Adults	<b>I =</b>	
		49.53%
		19.87% Very High
		29.65% High
		26.50% Neither high nor low
		4.42% Low
		1.58% Very Low
		17.98% No response
		<u>100%</u>

37.32 Recreation Programs for Seniors	<b>Q =</b>	
		29.02%
		7.57% Very Good
		21.45% Good
		38.49% Neither good nor bad
		7.89% Bad
		2.52% Very Bad
		22.08% No response
		<u>100%</u>

38.32 Recreation Programs for Seniors	<b>I =</b>	
		53.00%
		24.29% Very High
		28.71% High
		24.61% Neither high nor low
		3.15% Low
		2.21% Very Low
		17.03% No response
		<u>100%</u>

37.33 Parks (Open Space)	<b>Q =</b>	
		46.69%
		10.41% Very Good
		36.28% Good
		29.97% Neither good nor bad
		7.26% Bad
		1.26% Very Bad
		14.83% No response
		<u>100%</u>

38.33 Parks (Open Space)	<b>I =</b>	
		67.82%
		36.28% Very High
		31.55% High
		17.03% Neither high nor low
		1.26% Low
		0.00% Very Low
		13.88% No response
		<u>100%</u>

37.34 Beaches	<b>Q =</b>	
		49.21%
		10.73% Very Good
		38.49% Good
		33.44% Neither good nor bad
		6.94% Bad
		2.52% Very Bad
		7.89% No response
		<u>100%</u>

38.34 Beaches	<b>I =</b>	
		74.45%
		43.22% Very High
		31.23% High
		12.30% Neither high nor low
		0.32% Low
		0.63% Very Low
		12.30% No response
		<u>100%</u>

37.35 Cemetery	<b>Q =</b>	
		22.71%
		7.57% Very Good
		15.14% Good
		42.27% Neither good nor bad
		5.68% Bad
		1.89% Very Bad
		27.44% No response
		<u>100%</u>

38.35 Cemetery	<b>I =</b>	
		32.18%
		14.83% Very High
		17.35% High
		31.55% Neither high nor low
		7.89% Low
		7.26% Very Low
		21.14% No response
		<u>100%</u>

37.36 Drinking Water Quality	<b>Q =</b>	
		50.16%
		23.34% Very Good
		26.81% Good
		20.82% Neither good nor bad
		13.56% Bad
		10.09% Very Bad
		5.36% No response
		<u>100%</u>

38.36 Drinking Water Quality	<b>I =</b>	
		88.01%
		80.44% Very High
		7.57% High
		3.15% Neither high nor low
		0.00% Low
		0.32% Very Low
		8.52% No response
		<u>100%</u>

37.37 Personal Customer	<b>Q =</b>	
		34.07%
		7.89% Very Good
		26.18% Good
		41.96% Neither good nor bad
		5.99% Bad
		2.52% Very Bad
		15.46% No response
		<u>100%</u>

38.37 Personal Customer	<b>I =</b>	
		57.41%
		25.24% Very High
		32.18% High
		23.66% Neither high nor low
		1.58% Low
		0.95% Very Low
		16.40% No response
		<u>100%</u>

37.38 Water Conservation Efforts	<b>Q =</b>	
		43.85%
		11.36% Very Good
		32.49% Good
		33.75% Neither good nor bad
		6.62% Bad
		3.47% Very Bad
		12.30% No response
		<u>100%</u>

38.38 Water Conservation Efforts	<b>I =</b>	
		68.14%
		37.85% Very High
		30.28% High
		15.14% Neither high nor low
		2.52% Low
		1.26% Very Low
		12.93% No response
		<u>100%</u>

37.39 Trash Collection	<b>Q =</b>	
		70.03%
	33.12%	Very Good
	36.91%	Good
	18.61%	Neither good nor bad
	3.15%	Bad
	0.32%	Very Bad
	7.89%	No response
	<u>100%</u>	

38.39 Trash Collection	<b>I =</b>	
		76.97%
	43.22%	Very High
	33.75%	High
	12.30%	Neither high nor low
	0.32%	Low
	0.32%	Very Low
	10.09%	No response
	<u>100%</u>	

37.40 Residential Recycling	<b>Q =</b>	
		66.88%
	29.34%	Very Good
	37.54%	Good
	21.45%	Neither good nor bad
	2.84%	Bad
	0.63%	Very Bad
	8.20%	No response
	<u>100%</u>	

38.40 Residential Recycling	<b>I =</b>	
		74.13%
	43.53%	Very High
	30.60%	High
	14.20%	Neither high nor low
	0.32%	Low
	0.32%	Very Low
	11.04%	No response
	<u>100%</u>	

37.41 Sewage Treatment	<b>Q =</b>	
		56.47%
	20.19%	Very Good
	36.28%	Good
	28.71%	Neither good nor bad
	2.21%	Bad
	0.32%	Very Bad
	12.30%	No response
	<u>100%</u>	

38.41 Sewage Treatment	<b>I =</b>	
		72.87%
	45.11%	Very High
	27.76%	High
	13.56%	Neither high nor low
	0.63%	Low
	0.32%	Very Low
	12.62%	No response
	<u>100%</u>	

37.42 Yard Waste Collection	<b>Q =</b>	
		68.14%
	28.71%	Very Good
	39.43%	Good
	18.30%	Neither good nor bad
	5.05%	Bad
	0.95%	Very Bad
	7.57%	No response
	<u>100%</u>	

38.42 Yard Waste Collection	<b>I =</b>	
		74.45%
	40.38%	Very High
	34.07%	High
	14.83%	Neither high nor low
	0.32%	Low
	0.32%	Very Low
	10.09%	No response
	<u>100%</u>	

37.43 Emergency 911	<b>Q =</b>	
		65.30%
	37.54%	Very Good
	27.76%	Good
	18.30%	Neither good nor bad
	1.58%	Bad
	0.32%	Very Bad
	14.51%	No response
	<u>100%</u>	

38.43 Emergency 911	<b>I =</b>	
		77.60%
	65.93%	Very High
	11.67%	High
	8.52%	Neither high nor low
	0.63%	Low
	0.32%	Very Low
	12.93%	No response
	<u>100%</u>	

37.44 Noise Control	<b>Q =</b>	
		32.18%
	11.36%	Very Good
	20.82%	Good
	36.91%	Neither good nor bad
	10.73%	Bad
	5.36%	Very Bad
	14.83%	No response
	<u>100%</u>	

38.44 Noise Control	<b>I =</b>	
		58.36%
	29.02%	Very High
	29.34%	High
	25.24%	Neither high nor low
	3.47%	Low
	0.95%	Very Low
	11.99%	No response
	<u>100%</u>	

37.45 Fire Department First Response	<b>Q =</b>	
		75.39%
	43.53%	Very Good
	31.86%	Good
	11.99%	Neither good nor bad
	0.32%	Bad
	0.95%	Very Bad
	11.36%	No response
	<u>100%</u>	

38.45 Fire Department First Response	<b>I =</b>	
		78.55%
	67.82%	Very High
	10.73%	High
	7.89%	Neither high nor low
	0.63%	Low
	0.63%	Very Low
	12.30%	No response
	<u>100%</u>	

37.46 Air Quality	<b>Q =</b>	
		66.56%
	29.34%	Very Good
	37.22%	Good
	18.61%	Neither good nor bad
	2.84%	Bad
	1.58%	Very Bad
	10.41%	No response
	<u>100%</u>	

38.46 Air Quality	<b>I =</b>	
		79.18%
	56.78%	Very High
	22.40%	High
	8.20%	Neither high nor low
	0.95%	Low
	0.63%	Very Low
	11.04%	No response
	<u>100%</u>	

37.47 Snow Clearing/Removal	<b>Q =</b>	
		48.58%
	16.09%	Very Good
	32.49%	Good
	27.44%	Neither good nor bad
	10.41%	Bad
	7.26%	Very Bad
	6.31%	No response
	<u>100%</u>	

38.47 Snow Clearing/Removal	<b>I =</b>	
		79.50%
	46.06%	Very High
	33.44%	High
	10.41%	Neither high nor low
	0.63%	Low
	0.32%	Very Low
	9.15%	No response
	<u>100%</u>	

37.48 Road Maintenance	<b>Q =</b>	
		30.60%
	6.94%	Very Good
	23.66%	Good
	39.75%	Neither good nor bad
	14.83%	Bad
	8.52%	Very Bad
	6.31%	No response
	<u>100%</u>	

38.48 Road Maintenance	<b>I =</b>	
		80.76%
	51.10%	Very High
	29.65%	High
	7.57%	Neither high nor low
	1.26%	Low
	0.32%	Very Low
	10.09%	No response
	<u>100%</u>	

37.49 Protection of Waterways	<b>Q =</b>	
		37.22%
	7.89%	Very Good
	29.34%	Good
	37.85%	Neither good nor bad
	8.20%	Bad
	2.52%	Very Bad
	14.20%	No response
	<u>100%</u>	

38.49 Protection of Waterways	<b>I =</b>	
		72.87%
	45.43%	Very High
	27.44%	High
	11.99%	Neither high nor low
	1.58%	Low
	0.32%	Very Low
	13.25%	No response
	<u>100%</u>	

37.50 Illegal Dumping Cleanup Program	<b>Q =</b>	
		18.93%
	5.05%	Very Good
	13.88%	Good
	37.54%	Neither good nor bad
	19.87%	Bad
	8.52%	Very Bad
	15.14%	No response
	<u>100%</u>	

38.50 Illegal Dumping Cleanup Program	<b>I =</b>	
		66.25%
	35.65%	Very High
	30.60%	High
	18.30%	Neither high nor low
	2.21%	Low
	0.95%	Very Low
	12.30%	No response
	<u>100%</u>	

37.51 Sports Fields - Soccer/Football	<b>Q =</b>	
		35.65%
	8.83%	Very Good
	26.81%	Good
	41.32%	Neither good nor bad
	4.42%	Bad
	0.63%	Very Bad
	17.98%	No response
	<u>100%</u>	

38.51 Sports Fields - Soccer/Football	<b>I =</b>	
		41.32%
	11.99%	Very High
	29.34%	High
	28.71%	Neither high nor low
	9.78%	Low
	5.05%	Very Low
	15.14%	No response
	<u>100%</u>	

37.52 Sports Fields - Baseball	<b>Q =</b>	
		36.28%
	10.41%	Very Good
	25.87%	Good
	40.69%	Neither good nor bad
	3.79%	Bad
	0.95%	Very Bad
	18.30%	No response
	<u>100%</u>	

38.52 Sports Fields - Baseball	<b>I =</b>	
		37.85%
	11.36%	Very High
	26.50%	High
	30.91%	Neither high nor low
	10.09%	Low
	5.36%	Very Low
	15.77%	No response
	<u>100%</u>	