

**2018
West Kelowna
Citizen Survey**

CRITERIA OF REPORT
SAMPLE SIZE

All
281

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

43	15.30%	Glenrosa
21	7.47%	Smith Creek
32	11.39%	Westbank
16	5.69%	Goats Peak/Gellatly
50	17.79%	Shannon Lake
7	2.49%	Boucherie Centre
19	6.76%	South Boucherie
36	12.81%	West Kelowna Estates/Rose Valley
42	14.95%	Lakeview Heights
10	3.56%	Casa Loma
4	1.42%	Westside Road/Bear Creek Road
1	0.36%	Do not Know/Did not Answer
281	<u>100%</u>	

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

45	16.01%	West Kelowna
66	23.49%	Kelowna or North
6	2.14%	Peachland or South
13	4.63%	My Home
6	2.14%	Not employed
11	3.91%	Other, please specify
133	47.33%	Retired
1	0.36%	No Answer
281	<u>100%</u>	

3. How many vehicles are part of your household?

1	0.36%	None
62	22.06%	One
128	45.55%	Two
61	21.71%	Three
17	6.05%	Four
12	4.27%	More than four
0	0.00%	No answer
281	<u>100%</u>	

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

16	5.69%	Under 1 year
60	21.35%	Between 1 and 5 years
51	18.15%	Between 5 and 10 years
69	24.56%	Between 10 and 20 years
84	29.89%	More than 20 years
1	0.36%	No answer
281	<u>100%</u>	

5. Please indicate your gender.

134	47.69%	Male
145	51.60%	Female
2	0.71%	No answer
281	<u>100%</u>	

6. Please indicate your age group.

1	0.36%	19-24
16	5.69%	25-34
29	10.32%	35-44
39	13.88%	45-54
71	25.27%	55-64
80	28.47%	65-74
44	15.66%	75 or over
1	0.36%	No answer
281	<u>100%</u>	

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

105	37.37%	Very Good
132	46.98%	Good
41	14.59%	Average
2	0.71%	Poor
0	0.00%	Very Poor
1	0.36%	No answer
281	<u>100%</u>	

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

23	8.19%	Very Good
104	37.01%	Good
126	44.84%	Average
17	6.05%	Poor
8	2.85%	Very Poor
3	1.07%	No response
281	<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?

154	54.80%	At the right pace
107	38.08%	Too fast
14	4.98%	Not fast enough
6	2.14%	No response
281	<u>100%</u>	

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

10.1 Transportation Master Plan

13	4.63%	Very knowledgeable
139	49.47%	Somewhat knowledgeable
119	42.35%	Never heard of it
10	3.56%	No response
281	<u>100%</u>	

10.2 Official Community Plan

17	6.05%	Very knowledgeable
141	50.18%	Somewhat knowledgeable
113	40.21%	Never heard of it
10	3.56%	No response
281	<u>100%</u>	

10.3 Westbank Centre Revitalization Plan

18	6.41%	Very knowledgeable
154	54.80%	Somewhat knowledgeable
101	35.94%	Never heard of it
8	2.85%	No response
281	<u>100%</u>	

10.4 Recreational Trails Master Plan

10	3.56%	Very knowledgeable
133	47.33%	Somewhat knowledgeable
131	46.62%	Never heard of it
7	2.49%	No response
281	<u>100%</u>	

10.5 Agricultural Plan

5	1.78%	Very knowledgeable
74	26.33%	Somewhat knowledgeable
194	69.04%	Never heard of it
8	2.85%	No response
281	<u>100%</u>	

10.6 Economic Development Strategy

8	2.85%	Very knowledgeable
120	42.70%	Somewhat knowledgeable
144	51.25%	Never heard of it
9	3.20%	No response
281	<u>100%</u>	

10.7 CNR Wharf Park Plan

13	4.63%	Very knowledgeable
107	38.08%	Somewhat knowledgeable
153	54.45%	Never heard of it
8	2.85%	No response
281	<u>100%</u>	

10.8 Memorial Park Plan

4	1.42%	Very knowledgeable
87	30.96%	Somewhat knowledgeable
182	64.77%	Never heard of it
8	2.85%	No response
281	<u>100%</u>	

10.9 Parks and Recreation Master Plan

6	2.14%	Very knowledgeable
101	35.94%	Somewhat knowledgeable
163	58.01%	Never heard of it
11	3.91%	No response
281	<u>100%</u>	

10.10 Water Utility Master Plan

30	11%	Very knowledgeable
151	54%	Somewhat knowledgeable
92	33%	Never heard of it
8	3%	No response
281	<u>100%</u>	

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

11.1 Roads

2.68

90	32.03%	1
46	16.37%	2
53	18.86%	3
32	11.39%	4
29	10.32%	5
17	6.05%	6
14	4.98%	No response
281	<u>100%</u>	

11.2 Sidewalks

3.80

39	13.88%	1
48	17.08%	2
22	7.83%	3
39	13.88%	4
46	16.37%	5
68	24.20%	6
19	6.76%	No response
281	<u>100%</u>	

11.3 Drainage Infrastructure

3.68

16	5.69%	1
40	14.23%	2
59	21.00%	3
65	23.13%	4
48	17.08%	5
28	9.96%	6
25	8.90%	No response
281	<u>100%</u>	

11.4 Water Infrastructure

2.15

121	43.06%	1
47	16.73%	2
49	17.44%	3
22	7.83%	4
16	5.69%	5
5	1.78%	6
21	7.47%	No response
281	<u>100%</u>	

11.5 Sewer Infrastructure

3.76

10	3.56%	1
52	18.51%	2
49	17.44%	3
54	19.22%	4
51	18.15%	5
36	12.81%	6
29	10.32%	No response
281	<u>100%</u>	

11.6 Environmental Protection

4.32

24	8.54%	1
23	8.19%	2
30	10.68%	3
37	13.17%	4
49	17.44%	5
90	32.03%	6
28	9.96%	No response
281	<u>100%</u>	

Question 11 ranked in order of importance:

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

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

115	40.93%	1% tax increase (approximately \$16 on the average home)
57	20.28%	5% tax increase (approximately \$80 on the average home)
10	3.56%	City borrowing funds and making debt payments
96	34.16%	Non of the above, work within existing budget
3	1.07%	No response
281	<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 4.40

57	20.28%	1
29	10.32%	2
30	10.68%	3
28	9.96%	4
22	7.83%	5
15	5.34%	6
20	7.12%	7
16	5.69%	8
37	13.17%	9
27	9.61%	No response
281	<u>100%</u>	

12.02 Waterfront Parks 2.94

85	30.25%	1
56	19.93%	2
37	13.17%	3
24	8.54%	4
20	7.12%	5
13	4.63%	6
10	3.56%	7
5	1.78%	8
7	2.49%	9
24	8.54%	No response
281	<u>100%</u>	

12.03 All Weather Sports Field 4.93

23	8.19%	1
25	8.90%	2
29	10.32%	3
31	11.03%	4
34	12.10%	5
30	10.68%	6
26	9.25%	7
26	9.25%	8
20	7.12%	9
37	13.17%	No response
281	<u>100%</u>	

12.04 Baseball Fields 5.86

7	2.49%	1
10	3.56%	2
21	7.47%	3
27	9.61%	4
39	13.88%	5
30	10.68%	6
38	13.52%	7
36	12.81%	8
29	10.32%	9
44	15.66%	No response
281	<u>100%</u>	

12.05 Beautification/revitalization		4.07
48	17.08%	1
46	16.37%	2
29	10.32%	3
33	11.74%	4
26	9.25%	5
19	6.76%	6
18	6.41%	7
15	5.34%	8
21	7.47%	9
26	9.25%	No response

281 100%

12.06 Outdoor Swimming Pool		6.21
12	4.27%	1
20	7.12%	2
20	7.12%	3
22	7.83%	4
13	4.63%	5
29	10.32%	6
24	8.54%	7
31	11.03%	8
74	26.33%	9
36	12.81%	No response

281 100%

12.07 Boat Launches		5.88
14	4.98%	1
16	5.69%	2
27	9.61%	3
29	10.32%	4
21	7.47%	5
27	9.61%	6
17	6.05%	7
32	11.39%	8
61	21.71%	9
37	13.17%	No response

281 100%

12.08 Running/Walking Track		4.84
18	6.41%	1
35	12.46%	2
32	11.39%	3
25	8.90%	4
27	9.61%	5
36	12.81%	6
33	11.74%	7
26	9.25%	8
12	4.27%	9
37	13.17%	No response

281 100%

12.9 Soccer Fields		6.12
7	2.49%	1
9	3.20%	2
17	6.05%	3
22	7.83%	4
39	13.88%	5
32	11.39%	6
35	12.46%	7
39	13.88%	8
40	14.23%	9
41	14.59%	No response

281 100%

Question 12 ranked in order of importance:

- 1 Waterfront Parks
- 2 Bicycle Lanes
- 3 Beautification/Revitalization
- 4 Running/Walking Track
- 5 All Weather Sports Field
- 6 Baseball Fields
- 7 Boat Launches
- 8 Soccer Fields
- 9 Outdoor Swimming Pool

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

120	42.70%	1% tax increase (approximately \$16 on the average home)
29	10.32%	5% tax increase (approximately \$80 on the average home)
11	3.91%	City borrowing funds and making debt payments
117	41.64%	Non of the above, work within existing budget
4	1.42%	No response
281	<u>100%</u>	

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

134	47.69%	More than once a week
56	19.93%	Once a week
61	21.71%	Once a month
13	4.63%	Once a year
13	4.63%	Never
4	1.42%	No response
281	<u>100%</u>	

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

29	10.32%	One time
100	35.59%	Two or three times
63	22.42%	Once a month
32	11.39%	More than once a month
54	19.22%	Never
3	1.07%	No response
281	<u>100%</u>	

16. Currently, Bylaw Enforcement in the municipality is based on complaints. Do you think West Kelowna Council

55	19.57%	Yes
219	77.94%	No
7	2.49%	No response
281	<u>100%</u>	

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

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

85	30.25%	1	2.11
55	19.57%	2	
112	39.86%	3	
29	10.32%	No response	
281	<u>100%</u>		

17.02 Waterfront trails

104	37.01%	1	1.90
85	30.25%	2	
64	22.78%	3	
28	9.96%	No response	
281	<u>100%</u>		

17.03 Neighborhood trails

79	28.11%	1	2.04
102	36.30%	2	
74	26.33%	3	
26	9.25%	No response	
281	<u>100%</u>		

Question 17 ranked in order of importance:

- 1 Waterfront Trails
- 2 Neighbourhood Trails
- 3 Backcountry/Crown Land

18. Please pick the top two customer service enhancements you would like

18.1 Mobile applications

76	27.05%	Selected
205	72.95%	Not selected
281	<u>100%</u>	

18.2 Informational videos

54	19.22%	Selected
227	80.78%	Not selected
281	<u>100%</u>	

18.3 More online surveys

59	21.00%	Selected
222	79.00%	Not selected
281	<u>100%</u>	

18.4 Online bill payment option

131	46.62%	Selected
150	53.38%	Not selected
281	100%	

18.5 Online business licensing option

54	19.22%	Selected
227	80.78%	Not selected
281	100%	

18.6 Community message board at facilities

78	27.76%	Selected
203	72.24%	Not selected
281	100%	

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

195	69.40%	Yes
48	17.08%	No
33	11.74%	No opinion
5	1.78%	No response
281	100%	

20. Do you think there is affordable housing available for purchase in West Kelowna?

76	27.05%	Yes
136	48.40%	No
64	22.78%	No opinion
5	1.78%	No response
281	100%	

21. Do you think there is enough rental housing available in West Kelowna?

46	16.37%	Yes
143	50.89%	No
90	32.03%	No opinion
2	0.71%	No response
281	100%	

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

69	24.56%	Very good
112	39.86%	Good
98	34.88%	Average
0	0.00%	Poor
0	0.00%	Very poor
2	0.71%	No response
281	100%	

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

40	14%	Very good
119	42%	Good
101	36%	Average
6	2%	Poor
5	2%	Very poor
10	4%	No response
281	100%	

24. How often have you visited City Hall in the past year?

101	36%	One Time
85	30%	Two or five times
22	8%	More than five times
72	26%	Never
1	0%	No Response
281	100%	

25. How do you rate the quality of special and seasonal events in your community

55	19.57%	Very good
120	42.70%	Good
77	27.40%	Average
11	3.91%	Poor
1	0.36%	Very poor
17	6.05%	No response
281	100%	

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

118	41.99%	Very good
103	36.65%	Good
46	16.37%	Average
11	3.91%	Poor
1	0.36%	Very poor
2	0.71%	No response
281	100%	

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

27.1 Assisting local business to grow and succeed

139	49.47%	Very important
114	40.57%	Important
15	5.34%	Not important
13	4.63%	No response
281	<u>100%</u>	

27.2 Assisting local farmers to grow and succeed

153	54.45%	Very important
103	36.65%	Important
14	4.98%	Not important
11	3.91%	No response
281	<u>100%</u>	

27.3 Attracting investment

116	41.28%	Very important
124	44.13%	Important
29	10.32%	Not important
12	4.27%	No response
281	<u>100%</u>	

27.4 Foreign labour recruitment

17	6.05%	Very important
110	39.15%	Important
138	49.11%	Not important
16	5.69%	No response
281	<u>100%</u>	

27.5 Improve development approval and permitting process

88	31.32%	Very important
133	47.33%	Important
45	16.01%	Not important
15	5.34%	No response
281	<u>100%</u>	

27.6 Promoting West Kelowna as a place to live, work,

117	41.64%	Very important
118	41.99%	Important
40	14.23%	Not important
6	2.14%	No response
281	<u>100%</u>	

27.7 Revitalizing Westbank Centre

104	37.01%	Very important
109	38.79%	Important
61	21.71%	Not important
7	2.49%	No response
281	<u>100%</u>	

27.8 Tourism marketing

59	21.00%	Very important
150	53.38%	Important
59	21.00%	Not important
13	4.63%	No response
281	<u>100%</u>	

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

8	2.85%	Five times a week or more
6	2.14%	Once or twice a week
9	3.20%	Once or twice a month
19	6.76%	Once or twice a year
237	84.34%	Never
2	0.71%	No response
281	<u>100%</u>	

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

29.1 I would use transit more if it was more frequent

63	22.42%	Agree
145	51.60%	Disagree
73	25.98%	No response
281	<u>100%</u>	

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

76	27.05%	Agree
130	46.26%	Disagree
75	26.69%	No response
281	<u>100%</u>	

29.3 I would use transit more if it cost less

17	6.05%	Agree
181	64.41%	Disagree
83	29.54%	No response
281	<u>100%</u>	

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

37	13.17%	Agree
161	57.30%	Disagree
83	29.54%	No response
281	<u>100%</u>	

29.5 I would never use transit

184	65.48%	Agree
72	25.62%	Disagree
25	8.90%	No response
281	<u>100%</u>	

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

80	28.47%	Raise taxes and improve level of service
11	3.91%	Lower taxes and reduce level of service
161	57.30%	Keep taxes the same with the same or less level of service
20	7.12%	Raise taxes and put the money into Reserves
9	3.20%	No response
281	<u>100%</u>	

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

31.1 Property taxes

35	12.46%	Rely More
200	71.17%	Same
27	9.61%	Rely Less
19	6.76%	No response
281	<u>100%</u>	

31.2 User fees and charges

106	37.72%	Rely More
135	48.04%	Same
19	6.76%	Rely Less
21	7.47%	No response
281	<u>100%</u>	

31.3 Long-term borrowing

59	21.00%	Rely More
122	43.42%	Same
76	27.05%	Rely Less
24	8.54%	No response
281	<u>100%</u>	

31.4 Reserves/savings

52	18.51%	Rely More
171	60.85%	Same
37	13.17%	Rely Less
21	7.47%	No response
281	<u>100%</u>	

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

97	34.52%	This survey
14	4.98%	Public budget meeting
61	21.71%	E-notification email
66	23.49%	Website information
37	13.17%	Don't want to be involved
6	2.14%	No response
281	<u>100%</u>	

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

37	13.17%	Very good
110	39.15%	Good
96	34.16%	Average
26	9.25%	Poor
6	2.14%	Very poor
6	2.14%	No response
281	<u>100%</u>	

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

51	18.15%	Newspaper
8	2.85%	Television
3	1.07%	Public meeting
14	4.98%	Radio
133	47.33%	Mail out - Tax notice
34	12.10%	Website/Internet
0	0.00%	Council meeting
24	8.54%	Newsletters
9	3.20%	E-Notification email
5	1.78%	No response
281	<u>100%</u>	

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

1	0.36%	Once a day or more
9	3.20%	Once a week
55	19.57%	Once a month
139	49.47%	Less than once a month
68	24.20%	Never
9	3.20%	No response
281	<u>100%</u>	

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

36.1 Visual appearance

37	13.17%	Very good
88	31.32%	Good
67	23.84%	Average
5	1.78%	Poor
0	0.00%	Very Poor
84	29.89%	No response
281	<u>100%</u>	

36.2 Ease of use

19	6.76%	Very good
79	28.11%	Good
81	28.83%	Average
14	4.98%	Poor
3	1.07%	Very Poor
85	30.25%	No response
281	<u>100%</u>	

36.3 Comprehensive information

13	4.63%	Very good
76	27.05%	Good
97	34.52%	Average
7	2.49%	Poor
1	0.36%	Very Poor
87	30.96%	No response
281	<u>100%</u>	

36.4 Online services

16	5.69%	Very good
74	26.33%	Good
82	29.18%	Average
16	5.69%	Poor
1	0.36%	Very Poor
92	32.74%	No response
281	<u>100%</u>	

36.5 Online mapping

21	7.47%	Very good
70	24.91%	Good
74	26.33%	Average
17	6.05%	Poor
4	1.42%	Very Poor
95	33.81%	No response
281	<u>100%</u>	

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

37.1 Email

82	29.18%	Selected
199	70.82%	Not selected
281	<u>100%</u>	

37.2 Website

114	40.57%	Selected
167	59.43%	Not selected
281	<u>100%</u>	

37.3 Telephone

103	36.65%	Selected
178	63.35%	Not selected
281	<u>100%</u>	

37.4 Social Media

20	7.12%	Selected
261	92.88%	Not selected
281	<u>100%</u>	

37.5 E-Notification subscription			
26	9.25%	Selected	
255	90.75%	Not selected	
281	<u>100%</u>		

36.6 Mayor and Council			
14	4.98%	Selected	
267	95.02%	Not selected	
281	<u>100%</u>		

37.7 In person at municipal offices			
120	42.70%	Selected	
161	57.30%	Not selected	
281	<u>100%</u>		

37.8 Nothing, I never do			
40	14.23%	Selected	
241	85.77%	Not selected	
281	<u>100%</u>		

38. Please rate the QUALITY of these services			
38.01 Street Lighting:		Q =	
		35.23%	
30	10.68%	Very Good	
69	24.56%	Good	
84	29.89%	Neither good nor bad	
53	18.86%	Bad	
29	10.32%	Very Bad	
16	5.69%	No response	
281	<u>100%</u>		

39. Please rate the IMPORTANCE of these services			
39.01 Street Lighting:		I =	
		74.38%	
117	41.64%	Very High	
92	32.74%	High	
30	10.68%	Neither high nor low	
9	3.20%	Low	
2	0.71%	Very Low	
31	11.03%	No response	
281	<u>100%</u>		

38.02 Ease of Travel by Car:		Q =	
		41.64%	
38	13.52%	Very Good	
79	28.11%	Good	
90	32.03%	Neither good nor bad	
38	13.52%	Bad	
19	6.76%	Very Bad	
17	6.05%	No response	
281	<u>100%</u>		

39.02 Ease of Travel by Car:		I =	
		79.72%	
143	50.89%	Very High	
81	28.83%	High	
16	5.69%	Neither high nor low	
2	0.71%	Low	
6	2.14%	Very Low	
33	11.74%	No response	
281	<u>100%</u>		

38.03 Ease of Travel by Transit:		Q =	
		7.12%	
2	0.71%	Very Good	
18	6.41%	Good	
75	26.69%	Neither good nor bad	
52	18.51%	Bad	
40	14.23%	Very Bad	
94	33.45%	No response	
281	<u>100%</u>		

39.03 Ease of Travel by Transit:		I =	
		37.01%	
50	17.79%	Very High	
54	19.22%	High	
52	18.51%	Neither high nor low	
16	5.69%	Low	
33	11.74%	Very Low	
76	27.05%	No response	
281	<u>100%</u>		

38.04 Dedicated Bicycle Lanes:		Q =	
		6.41%	
3	1.07%	Very Good	
15	5.34%	Good	
74	26.33%	Neither good nor bad	
63	22.42%	Bad	
75	26.69%	Very Bad	
51	18.15%	No response	
281	<u>100%</u>		

39.04 Dedicated Bicycle Lanes:		I =	
		41.28%	
56	19.93%	Very High	
60	21.35%	High	
66	23.49%	Neither high nor low	
21	7.47%	Low	
30	10.68%	Very Low	
48	17.08%	No response	
281	<u>100%</u>		

38.05 Sidewalks:		Q =	
		13.52%	
7	2.49%	Very Good	
31	11.03%	Good	
83	29.54%	Neither good nor bad	
62	22.06%	Bad	
71	25.27%	Very Bad	
27	9.61%	No response	
281	<u>100%</u>		

39.05 Sidewalks:		I =	
		64.41%	
100	35.59%	Very High	
81	28.83%	High	
46	16.37%	Neither high nor low	
12	4.27%	Low	
6	2.14%	Very Low	
36	12.81%	No response	
281	<u>100%</u>		

38.06 Animal Control:		Q =	
		24.20%	
20	7.12%	Very Good	
48	17.08%	Good	
132	46.98%	Neither good nor bad	
22	7.83%	Bad	
15	5.34%	Very Bad	
44	15.66%	No response	
281	<u>100%</u>		

39.06 Animal Control:		I =	
		33.10%	
42	14.95%	Very High	
51	18.15%	High	
102	36.30%	Neither high nor low	
19	6.76%	Low	
14	4.98%	Very Low	
53	18.86%	No response	
281	<u>100%</u>		

38.07 Police Enforcement:		Q =	
		46.62%	
42	14.95%	Very Good	
89	31.67%	Good	
96	34.16%	Neither good nor bad	
16	5.69%	Bad	
9	3.20%	Very Bad	
29	10.32%	No response	
281	<u>100%</u>		

39.07 Police Enforcement:		I =	
		71.89%	
149	53.02%	Very High	
53	18.86%	High	
33	11.74%	Neither high nor low	
3	1.07%	Low	
1	0.36%	Very Low	
42	14.95%	No response	
281	<u>100%</u>		

38.08 Bylaw Enforcement	Q =	28.11%		39.08 Bylaw Enforcement	I =	47.69%	
20	7.12%	Very Good		66	23.49%	Very High	
59	21.00%	Good		68	24.20%	High	
116	41.28%	Neither good nor bad		86	30.60%	Neither high nor low	
33	11.74%	Bad		9	3.20%	Low	
19	6.76%	Very Bad		3	1.07%	Very Low	
34	12.10%	No response		49	17.44%	No response	
281	<u>100%</u>			281	<u>100%</u>		
38.09 Economic Development	Q =	24.56%		39.09 Economic Development	I =	50.18%	
6	2.14%	Very Good		65	23.13%	Very High	
63	22.42%	Good		76	27.05%	High	
137	48.75%	Neither good nor bad		74	26.33%	Neither high nor low	
22	7.83%	Bad		14	4.98%	Low	
6	2.14%	Very Bad		2	0.71%	Very Low	
47	16.73%	No response		50	17.79%	No response	
281	<u>100%</u>			281	<u>100%</u>		
38.10 Tourism Promotion	Q =	26.33%		39.10 Tourism Promotion	I =	38.08%	
10	3.56%	Very Good		36	12.81%	Very High	
64	22.78%	Good		71	25.27%	High	
135	48.04%	Neither good nor bad		88	31.32%	Neither high nor low	
27	9.61%	Bad		27	9.61%	Low	
5	1.78%	Very Bad		10	3.56%	Very Low	
40	14.23%	No response		49	17.44%	No response	
281	<u>100%</u>			281	<u>100%</u>		
38.11 Growth & Development Planning	Q =	19.57%		39.11 Growth & Development Planning	I =	51.96%	
3	1.07%	Very Good		60	21.35%	Very High	
52	18.51%	Good		86	30.60%	High	
122	43.42%	Neither good nor bad		67	23.84%	Neither high nor low	
44	15.66%	Bad		11	3.91%	Low	
12	4.27%	Very Bad		6	2.14%	Very Low	
48	17.08%	No response		51	18.15%	No response	
281	<u>100%</u>			281	<u>100%</u>		
38.12 Building Inspection	Q =	17.08%		39.12 Building Inspection	I =	43.06%	
7	2.49%	Very Good		46	16.37%	Very High	
41	14.59%	Good		75	26.69%	High	
129	45.91%	Neither good nor bad		73	25.98%	Neither high nor low	
23	8.19%	Bad		10	3.56%	Low	
9	3.20%	Very Bad		8	2.85%	Very Low	
72	25.62%	No response		69	24.56%	No response	
281	<u>100%</u>			281	<u>100%</u>		
38.13 Fire Prevention	Q =	53.38%		39.13 Fire Prevention	I =	70.82%	
56	19.93%	Very Good		140	49.82%	Very High	
94	33.45%	Good		59	21.00%	High	
76	27.05%	Neither good nor bad		30	10.68%	Neither high nor low	
11	3.91%	Bad		3	1.07%	Low	
0	0.00%	Very Bad		1	0.36%	Very Low	
44	15.66%	No response		48	17.08%	No response	
281	<u>100%</u>			281	<u>100%</u>		
38.14 Fire Fighting	Q =	72.598%		39.14 Fire Fighting	I =	75.44%	
104	37.01%	Very Good		159	56.58%	Very High	
100	35.59%	Good		53	18.86%	High	
36	12.81%	Neither good nor bad		25	8.90%	Neither high nor low	
4	1.42%	Bad		2	0.71%	Low	
1	0.36%	Very Bad		1	0.36%	Very Low	
36	12.81%	No response		41	14.59%	No response	
281	<u>100%</u>			281	<u>100%</u>		
38.15 Public Library	Q =	41.28%		39.15 Public Library	I =	41.99%	
47	16.73%	Very Good		43	15.30%	Very High	
69	24.56%	Good		75	26.69%	High	
97	34.52%	Neither good nor bad		79	28.11%	Neither high nor low	
13	4.63%	Bad		15	5.34%	Low	
3	1.07%	Very Bad		19	6.76%	Very Low	
52	18.51%	No response		50	17.79%	No response	
281	<u>100%</u>			281	<u>100%</u>		
38.16 Museum	Q =	23.13%		39.16 Museum	I =	19.93%	
18	6.41%	Very Good		17	6.05%	Very High	
47	16.73%	Good		39	13.88%	High	
107	38.08%	Neither good nor bad		108	38.43%	Neither high nor low	
32	11.39%	Bad		33	11.74%	Low	
8	2.85%	Very Bad		26	9.25%	Very Low	
69	24.56%	No response		58	20.64%	No response	
281	<u>100%</u>			281	<u>100%</u>		

38.17 Arenas		Q =
		43.77%
33	11.74%	Very Good
90	32.03%	Good
88	31.32%	Neither good nor bad
13	4.63%	Bad
1	0.36%	Very Bad
56	19.93%	No response
281	<u>100%</u>	

39.17 Arenas		I =
		47.33%
42	14.95%	Very High
91	32.38%	High
70	24.91%	Neither high nor low
14	4.98%	Low
7	2.49%	Very Low
57	20.28%	No response
281	<u>100%</u>	

38.18 Community Centres - Halls		Q =
		34.88%
27	9.61%	Very Good
71	25.27%	Good
108	38.43%	Neither good nor bad
14	4.98%	Bad
7	2.49%	Very Bad
54	19.22%	No response
281	<u>100%</u>	

39.18 Community Centres - Halls		I =
		41.64%
29	10.32%	Very High
88	31.32%	High
87	30.96%	Neither high nor low
15	5.34%	Low
8	2.85%	Very Low
54	19.22%	No response
281	<u>100%</u>	

38.19 Swimming Pool		Q =
		45.91%
37	13.17%	Very Good
92	32.74%	Good
84	29.89%	Neither good nor bad
11	3.91%	Bad
7	2.49%	Very Bad
50	17.79%	No response
281	<u>100%</u>	

39.19 Swimming Pool		I =
		49.47%
57	20.28%	Very High
82	29.18%	High
59	21.00%	Neither high nor low
19	6.76%	Low
9	3.20%	Very Low
55	19.57%	No response
281	<u>100%</u>	

38.20 West Kelowna website		Q =
		33.81%
17	6.05%	Very Good
78	27.76%	Good
99	35.23%	Neither good nor bad
14	4.98%	Bad
4	1.42%	Very Bad
69	24.56%	No response
281	<u>100%</u>	

39.20 West Kelowna website		I =
		36.30%
31	11.03%	Very High
71	25.27%	High
91	32.38%	Neither high nor low
19	6.76%	Low
7	2.49%	Very Low
62	22.06%	No response
281	<u>100%</u>	

38.21 Tennis/Pickleball Courts		Q =
		24.91%
16	5.69%	Very Good
54	19.22%	Good
112	39.86%	Neither good nor bad
20	7.12%	Bad
2	0.71%	Very Bad
77	27.40%	No response
281	<u>100%</u>	

39.21 Tennis/Pickleball Courts		I =
		27.05%
19	6.76%	Very High
57	20.28%	High
97	34.52%	Neither high nor low
25	8.90%	Low
22	7.83%	Very Low
61	21.71%	No response
281	<u>100%</u>	

38.22 Skateboard/Bike Parks		Q =
		22.78%
16	5.69%	Very Good
48	17.08%	Good
116	41.28%	Neither good nor bad
17	6.05%	Bad
1	0.36%	Very Bad
83	29.54%	No response
281	<u>100%</u>	

39.22 Skateboard/Bike Parks		I =
		21.71%
17	6.05%	Very High
44	15.66%	High
98	34.88%	Neither high nor low
26	9.25%	Low
28	9.96%	Very Low
68	24.20%	No response
281	<u>100%</u>	

38.23 Recreational Trails		Q =
		45.91%
27	9.61%	Very Good
102	36.30%	Good
90	32.03%	Neither good nor bad
14	4.98%	Bad
4	1.42%	Very Bad
44	15.66%	No response
281	<u>100%</u>	

39.23 Recreational Trails		I =
		58.01%
72	25.62%	Very High
91	32.38%	High
63	22.42%	Neither high nor low
5	1.78%	Low
3	1.07%	Very Low
47	16.73%	No response
281	<u>100%</u>	

38.24 Roads		Q =
		27.40%
15	5.34%	Very Good
62	22.06%	Good
111	39.50%	Neither good nor bad
47	16.73%	Bad
20	7.12%	Very Bad
26	9.25%	No response
281	<u>100%</u>	

39.24 Roads		I =
		78.65%
137	48.75%	Very High
84	29.89%	High
18	6.41%	Neither high nor low
1	0.36%	Low
3	1.07%	Very Low
38	13.52%	No response
281	<u>100%</u>	

38.25 Boat Launch with Parking Facilities		Q =
		19.93%
6	2.14%	Very Good
50	17.79%	Good
107	38.08%	Neither good nor bad
33	11.74%	Bad
28	9.96%	Very Bad
57	20.28%	No response
281	<u>100%</u>	

39.25 Boat Launch with Parking Facilities		I =
		37.72%
45	16.01%	Very High
61	21.71%	High
74	26.33%	Neither high nor low
21	7.47%	Low
29	10.32%	Very Low
51	18.15%	No response
281	<u>100%</u>	

38.26 Marina			Q =
			19.93%
5	1.78%	Very Good	
51	18.15%	Good	
111	39.50%	Neither good nor bad	
30	10.68%	Bad	
19	6.76%	Very Bad	
65	23.13%	No response	
281	<u>100%</u>		

39.26 Marina			I =
			31.32%
32	11.39%	Very High	
56	19.93%	High	
79	28.11%	Neither high nor low	
26	9.25%	Low	
29	10.32%	Very Low	
59	21.00%	No response	
281	<u>100%</u>		

38.27 Playgrounds			Q =
			35.94%
17	6.05%	Very Good	
84	29.89%	Good	
102	36.30%	Neither good nor bad	
16	5.69%	Bad	
3	1.07%	Very Bad	
59	21.00%	No response	
281	<u>100%</u>		

39.27 Playgrounds			I =
			50.89%
55	19.57%	Very High	
88	31.32%	High	
64	22.78%	Neither high nor low	
8	2.85%	Low	
12	4.27%	Very Low	
54	19.22%	No response	
281	<u>100%</u>		

38.28 Recreation Programs for Pre-School			Q =
			25.27%
14	4.98%	Very Good	
57	20.28%	Good	
95	33.81%	Neither good nor bad	
12	4.27%	Bad	
3	1.07%	Very Bad	
100	35.59%	No response	
281	<u>100%</u>		

39.28 Recreation Programs for Pre-School			I =
			40.57%
50	17.79%	Very High	
64	22.78%	High	
64	22.78%	Neither high nor low	
10	3.56%	Low	
15	5.34%	Very Low	
78	27.76%	No response	
281	<u>100%</u>		

38.29 Recreation Programs for Children			Q =
			25.98%
14	4.98%	Very Good	
59	21.00%	Good	
91	32.38%	Neither good nor bad	
10	3.56%	Bad	
3	1.07%	Very Bad	
104	37.01%	No response	
281	<u>100%</u>		

39.29 Recreation Programs for Children			I =
			41.99%
57	20.28%	Very High	
61	21.71%	High	
66	23.49%	Neither high nor low	
9	3.20%	Low	
13	4.63%	Very Low	
75	26.69%	No response	
281	<u>100%</u>		

38.30 Recreation Programs for Teenagers			Q =
			19.93%
8	2.85%	Very Good	
48	17.08%	Good	
96	34.16%	Neither good nor bad	
20	7.12%	Bad	
9	3.20%	Very Bad	
100	35.59%	No response	
281	<u>100%</u>		

39.30 Recreation Programs for Teenagers			I =
			44.84%
56	19.93%	Very High	
70	24.91%	High	
59	21.00%	Neither high nor low	
10	3.56%	Low	
12	4.27%	Very Low	
74	26.33%	No response	
281	<u>100%</u>		

38.31 Recreation Programs for Adults			Q =
			27.05%
22	7.83%	Very Good	
54	19.22%	Good	
108	38.43%	Neither good nor bad	
14	4.98%	Bad	
5	1.78%	Very Bad	
78	27.76%	No response	
281	<u>100%</u>		

39.31 Recreation Programs for Adults			I =
			44.48%
50	17.79%	Very High	
75	26.69%	High	
73	25.98%	Neither high nor low	
10	3.56%	Low	
8	2.85%	Very Low	
65	23.13%	No response	
281	<u>100%</u>		

38.32 Recreation Programs for Seniors			Q =
			27.76%
20	7.12%	Very Good	
58	20.64%	Good	
110	39.15%	Neither good nor bad	
17	6.05%	Bad	
5	1.78%	Very Bad	
71	25.27%	No response	
281	<u>100%</u>		

39.32 Recreation Programs for Seniors			I =
			47.69%
58	20.64%	Very High	
76	27.05%	High	
67	23.84%	Neither high nor low	
8	2.85%	Low	
10	3.56%	Very Low	
62	22.06%	No response	
281	<u>100%</u>		

38.33 Parks (Open Space)			Q =
			39.86%
27	9.61%	Very Good	
85	30.25%	Good	
106	37.72%	Neither good nor bad	
19	6.76%	Bad	
2	0.71%	Very Bad	
42	14.95%	No response	
281	<u>100%</u>		

39.33 Parks (Open Space)			I =
			64.77%
91	32.38%	Very High	
91	32.38%	High	
45	16.01%	Neither high nor low	
7	2.49%	Low	
3	1.07%	Very Low	
44	15.66%	No response	
281	<u>100%</u>		

38.34 Beaches			Q =
			51.96%
43	15.30%	Very Good	
103	36.65%	Good	
87	30.96%	Neither good nor bad	
14	4.98%	Bad	
2	0.71%	Very Bad	
32	11.39%	No response	
281	<u>100%</u>		

39.34 Beaches			I =
			71.53%
115	40.93%	Very High	
86	30.60%	High	
37	13.17%	Neither high nor low	
2	0.71%	Low	
3	1.07%	Very Low	
38	13.52%	No response	
281	<u>100%</u>		

38.35 Cemetery		Q =	
		21.35%	
13	4.63%	Very Good	
47	16.73%	Good	
116	41.28%	Neither good nor bad	
13	4.63%	Bad	
1	0.36%	Very Bad	
91	32.38%	No response	
281	100%		

39.35 Cemetery		I =	
		30.25%	
37	13.17%	Very High	
48	17.08%	High	
87	30.96%	Neither high nor low	
16	5.69%	Low	
21	7.47%	Very Low	
72	25.62%	No response	
281	100%		

38.36 Drinking Water Quality		Q =	
		36.65%	
47	16.73%	Very Good	
56	19.93%	Good	
56	19.93%	Neither good nor bad	
47	16.73%	Bad	
50	17.79%	Very Bad	
25	8.90%	No response	
281	100%		

39.36 Drinking Water Quality		I =	
		83.27%	
203	72.24%	Very High	
31	11.03%	High	
10	3.56%	Neither high nor low	
4	1.42%	Low	
2	0.71%	Very Low	
31	11.03%	No response	
281	100%		

38.37 Personal Customer		Q =	
		36.30%	
27	9.61%	Very Good	
75	26.69%	Good	
102	36.30%	Neither good nor bad	
17	6.05%	Bad	
6	2.14%	Very Bad	
54	19.22%	No response	
281	100%		

39.37 Personal Customer		I =	
		50.18%	
64	22.78%	Very High	
77	27.40%	High	
78	27.76%	Neither high nor low	
4	1.42%	Low	
1	0.36%	Very Low	
57	20.28%	No response	
281	100%		

38.38 Water Conservation Efforts		Q =	
		36.30%	
26	9.25%	Very Good	
76	27.05%	Good	
108	38.43%	Neither good nor bad	
14	4.98%	Bad	
10	3.56%	Very Bad	
47	16.73%	No response	
281	100%		

39.38 Water Conservation Efforts		I =	
		58.72%	
87	30.96%	Very High	
78	27.76%	High	
62	22.06%	Neither high nor low	
6	2.14%	Low	
2	0.71%	Very Low	
46	16.37%	No response	
281	100%		

38.39 Trash Collection		Q =	
		70.82%	
112	39.86%	Very Good	
87	30.96%	Good	
47	16.73%	Neither good nor bad	
12	4.27%	Bad	
2	0.71%	Very Bad	
21	7.47%	No response	
281	100%		

39.39 Trash Collection		I =	
		76.16%	
121	43.06%	Very High	
93	33.10%	High	
29	10.32%	Neither high nor low	
4	1.42%	Low	
0	0.00%	Very Low	
34	12.10%	No response	
281	100%		

38.40 Residential Recycling		Q =	
		62.63%	
87	30.96%	Very Good	
89	31.67%	Good	
52	18.51%	Neither good nor bad	
24	8.54%	Bad	
5	1.78%	Very Bad	
24	8.54%	No response	
281	100%		

39.40 Residential Recycling		I =	
		76.51%	
123	43.77%	Very High	
92	32.74%	High	
26	9.25%	Neither high nor low	
5	1.78%	Low	
0	0.00%	Very Low	
35	12.46%	No response	
281	100%		

38.41 Sewage Treatment		Q =	
		51.60%	
58	20.64%	Very Good	
87	30.96%	Good	
77	27.40%	Neither good nor bad	
16	5.69%	Bad	
4	1.42%	Very Bad	
39	13.88%	No response	
281	100%		

39.41 Sewage Treatment		I =	
		69.75%	
122	43.42%	Very High	
74	26.33%	High	
40	14.23%	Neither high nor low	
1	0.36%	Low	
2	0.71%	Very Low	
42	14.95%	No response	
281	100%		

38.42 Yard Waste Collection		Q =	
		66.19%	
102	36.30%	Very Good	
84	29.89%	Good	
56	19.93%	Neither good nor bad	
12	4.27%	Bad	
4	1.42%	Very Bad	
23	8.19%	No response	
281	100%		

39.42 Yard Waste Collection		I =	
		69.75%	
108	38.43%	Very High	
88	31.32%	High	
40	14.23%	Neither high nor low	
6	2.14%	Low	
1	0.36%	Very Low	
38	13.52%	No response	
281	100%		

38.43 Emergency 911		Q =	
		59.79%	
105	37.37%	Very Good	
63	22.42%	Good	
52	18.51%	Neither good nor bad	
2	0.71%	Bad	
3	1.07%	Very Bad	
56	19.93%	No response	
281	100%		

39.43 Emergency 911		I =	
		73.31%	
171	60.85%	Very High	
35	12.46%	High	
25	8.90%	Neither high nor low	
0	0.00%	Low	
1	0.36%	Very Low	
49	17.44%	No response	
281	100%		

38.44 Noise Control			Q =
			32.03%
39	13.88%	Very Good	
51	18.15%	Good	
88	31.32%	Neither good nor bad	
26	9.25%	Bad	
16	5.69%	Very Bad	
61	21.71%	No response	
281	<u>100%</u>		

39.44 Noise Control			I =
			54.09%
72	25.62%	Very High	
80	28.47%	High	
61	21.71%	Neither high nor low	
9	3.20%	Low	
2	0.71%	Very Low	
57	20.28%	No response	
281	<u>100%</u>		

38.45 Fire Department First Response			Q =
			67.26%
127	45.20%	Very Good	
62	22.06%	Good	
38	13.52%	Neither good nor bad	
3	1.07%	Bad	
2	0.71%	Very Bad	
49	17.44%	No response	
281	<u>100%</u>		

39.45 Fire Department First Response			I =
			76.16%
170	60.50%	Very High	
44	15.66%	High	
17	6.05%	Neither high nor low	
0	0.00%	Low	
1	0.36%	Very Low	
49	17.44%	No response	
281	<u>100%</u>		

38.46 Air Quality			Q =
			58.72%
73	25.98%	Very Good	
92	32.74%	Good	
65	23.13%	Neither good nor bad	
11	3.91%	Bad	
2	0.71%	Very Bad	
38	13.52%	No response	
281	<u>100%</u>		

39.46 Air Quality			I =
			71.53%
145	51.60%	Very High	
56	19.93%	High	
32	11.39%	Neither high nor low	
4	1.42%	Low	
1	0.36%	Very Low	
43	15.30%	No response	
281	<u>100%</u>		

38.47 Snow Clearing/Removal			Q =
			44.13%
41	14.59%	Very Good	
83	29.54%	Good	
87	30.96%	Neither good nor bad	
32	11.39%	Bad	
17	6.05%	Very Bad	
21	7.47%	No response	
281	<u>100%</u>		

39.47 Snow Clearing/Removal			I =
			79.00%
127	45.20%	Very High	
95	33.81%	High	
21	7.47%	Neither high nor low	
5	1.78%	Low	
0	0.00%	Very Low	
33	11.74%	No response	
281	<u>100%</u>		

38.48 Road Maintenance			Q =
			30.96%
21	7.47%	Very Good	
66	23.49%	Good	
93	33.10%	Neither good nor bad	
61	21.71%	Bad	
16	5.69%	Very Bad	
24	8.54%	No response	
281	<u>100%</u>		

39.48 Road Maintenance			I =
			79.72%
126	44.84%	Very High	
98	34.88%	High	
18	6.41%	Neither high nor low	
5	1.78%	Low	
0	0.00%	Very Low	
34	12.10%	No response	
281	<u>100%</u>		

38.49 Protection of Waterways			Q =
			35.23%
26	9.25%	Very Good	
73	25.98%	Good	
108	38.43%	Neither good nor bad	
15	5.34%	Bad	
5	1.78%	Very Bad	
54	19.22%	No response	
281	<u>100%</u>		

39.49 Protection of Waterways			I =
			64.41%
105	37.37%	Very High	
76	27.05%	High	
45	16.01%	Neither high nor low	
4	1.42%	Low	
4	1.42%	Very Low	
47	16.73%	No response	
281	<u>100%</u>		

38.50 Illegal Dumping Cleanup Program			Q =
			23.84%
14	4.98%	Very Good	
53	18.86%	Good	
98	34.88%	Neither good nor bad	
40	14.23%	Bad	
13	4.63%	Very Bad	
63	22.42%	No response	
281	<u>100%</u>		

39.50 Illegal Dumping Cleanup Program			I =
			58.36%
88	31.32%	Very High	
76	27.05%	High	
52	18.51%	Neither high nor low	
12	4.27%	Low	
4	1.42%	Very Low	
49	17.44%	No response	
281	<u>100%</u>		

38.51 Sports Fields - Soccer/Football			Q =
			35.23%
19	6.76%	Very Good	
80	28.47%	Good	
102	36.30%	Neither good nor bad	
11	3.91%	Bad	
2	0.71%	Very Bad	
67	23.84%	No response	
281	<u>100%</u>		

39.51 Sports Fields - Soccer/Football			I =
			38.43%
37	13.17%	Very High	
71	25.27%	High	
93	33.10%	Neither high nor low	
16	5.69%	Low	
12	4.27%	Very Low	
52	18.51%	No response	
281	<u>100%</u>		

38.52 Sports Fields - Baseball			Q =
			35.23%
18	6.41%	Very Good	
81	28.83%	Good	
101	35.94%	Neither good nor bad	
7	2.49%	Bad	
3	1.07%	Very Bad	
71	25.27%	No response	
281	<u>100%</u>		

39.52 Sports Fields - Baseball			I =
			37.72%
36	12.81%	Very High	
70	24.91%	High	
90	32.03%	Neither high nor low	
19	6.76%	Low	
13	4.63%	Very Low	
53	18.86%	No response	
281	<u>100%</u>		