

Survey Responses

20 September 2021 - 04 October 2021

Questionnaire: Detailed Design

Engage West Kelowna

Project: City Hall Project - Detailed Design



VISITORS

127

CONTRIBUTORS

82

RESPONSES

85

2

Registered

0

Unverified

80

Anonymous

2

Registered

0

Unverified

83

Anonymous



Respondent No: 1

Login: Anonymous

Email: n/a

Responded At: Sep 20, 2021 13:11:33 pm

Last Seen: Sep 20, 2021 13:11:33 pm

IP Address: n/a

Q1. Open and inviting spacesWe heard that having an open and inviting space was important to consider as part of the design. Based on the sketches below (and we mean sketched!), what is your overall impression of the of the open space design?
City Hall - main entrance sketch
Library - Garden level entrance sketch
City Hall - main foyer and Council Chambers sketch
City Hall - second floor sketch (subject to wall delineation in seating area)
Please add additional comments to consider as part of the final design.

Open bookcase, shelving that can incorporate greenery and provide a visual break behind seating. Biophilic and acoustic elements like preserved moss & greenery walls or art to break up all the hard surfaces.

Q2. Customer service experienceCentralizing and consolidating administrative services from the City's multiple temporary-leased buildings will result in financial and work flow efficiencies. Planning is underway for a customer service layout to accommodate one centralized service area in the main entrance of the City Hall/Library Building.The main entrance will link the legislative and administrative components of the building and serves as a public foyer from which the departments on all three floors can be easily identified and located. This space also provides a key connection to the Library.Benefits include:increased access to multiple departments (such as Development, Engineering, Bylaw and Finance)larger space to accommodate customers/residents indoors for civic services (utilities and property tax payments, licenses, development applications etc.)built for today yet expandable for future growthBased on the description of the proposed one-stop customer service area, is there anything else we should consider as part of the final design?

Again acoustic privacy when discussing personal business with the city in the customer service area with the use of felt dividers or screens.

Q3. As we look at ways to improve customer service, we heard from the public during the first round of consultation that easy payment options were important, e.g. utilities and tax payments. Would you consider using a drive-thru payment drop box outside of the building? Definitely consider

Q4. Council ChambersThe Council Chambers area is where important decisions are made everyday and encourages members of our community to participate in local government. Feedback from the first round of public consultation suggests moveable, flexible and comfortable seating as most important.Based on the sketch of the Council Chambers, is there anything else we should consider to make this space more accessible, welcoming and comfortable?

Move the tables to the side so the public view is not impeded by a large row of desks and laptops or provide these people with mobile lounge chairs with tablets for laptops that can be angled to the side.

Q5. Getting aroundThe majority of participants indicated they spend less than one hour when visiting City Hall, which suggests consistent turnover of parking spaces at the future City Hall/Library Building.In addition, the following features were important to respondents:bike racks/bike parking for cyclistsfuture electric vehicle charging stations/exchangesdrop off/pick up area outside the buildingAs we finalize the design, what other features would you like to see to enhance access to and within City Hall and the Library and the surrounding amenities?

More vegetation/trees on plaza to provide shaded areas, particularly near seating and pick-up drop-off areas. Small children's play area or children's butterfly garden near area #9 pathway.

Q6. We also heard from the community that creating a welcoming space is important (indoor and outdoor). Please describe YOUR ideas for a welcoming space!

Gathering areas with seating, sunshades installations, interesting vegetation to provide points of interest. Places indoors and out to take a lunch, meet for a coffee, read a book or have an art show/market/performance area. Seating, Seating, Seating in all varieties

Q7. Incorporating public art that reflects West Kelowna's distinct heritage is important to us (such as our agriculture and logging roots, etc). Please tell us your ideas for public art that celebrates West Kelowna's past, present and future.

More of the rusty iron art installations that we have throughout West Kelowna, think of Calgary's "By the Banks of the Bow" for a large scale sculpture.

Q8. Library space and servicesWhat library services would you see yourself or your family using? (Check all that apply)

Picking up and returning library materials
Attending adult programs
Attending children or youth programs
Access to computers and the Internet
Reading and lounging
Research and study
Renting meeting spaces

Q9. What time(s) do you visit the library? (Check all that apply)

Weekday afternoons
Weekday evenings

Q10. Please tell us what would make the West Kelowna Library a great space for you.

A variety of comfortable lounge seating with tablets or mobile tables, workspace, meeting space. Good acoustic space dividers - maybe mobile, children's area separated from work/study areas.

Q11. DemographicsSelect your age category.

45-54

Q12. How do you describe your gender identity?

Woman

Q13. What neighbourhood do you live in?

Glenrosa

Q14. CommunicationsPlease rank the following statements: (completely agree, somewhat agree, somewhat disagree, completely disagree)

The information presented was clear and understandable	Somewhat agree
I had an opportunity to share my views accurately	Somewhat agree
I understand how my input will be used	Somewhat agree
I felt that participating was a valuable experience	Somewhat agree
I learned something new	Completely agree

Q15. How did you hear about public consultation for the City Hall/Library Building?

Local news (online, television, newspaper)
Communications from the City (e-news, Public Service Announcements, News Releases etc.)



Respondent No: 2

Login: Anonymous

Email: n/a

Responded At: Sep 20, 2021 13:16:42 pm

Last Seen: Sep 20, 2021 13:16:42 pm

IP Address: n/a

Q1. Open and inviting spacesWe heard that having an open and inviting space was important to consider as part of the design. Based on the sketches below (and we mean sketched!), what is your overall impression of the of the open space design?
City Hall - main entrance sketch
Library - Garden level entrance sketch
City Hall - main foyer and Council Chambers sketch
City Hall - second floor sketch (subject to wall delineation in seating area)
Please add additional comments to consider as part of the final design.

not answered

Q2. Customer service experienceCentralizing and consolidating administrative services from the City's multiple temporary-leased buildings will result in financial and work flow efficiencies. Planning is underway for a customer service layout to accommodate one centralized service area in the main entrance of the City Hall/Library Building.The main entrance will link the legislative and administrative components of the building and serves as a public foyer from which the departments on all three floors can be easily identified and located. This space also provides a key connection to the Library.Benefits include:increased access to multiple departments (such as Development, Engineering, Bylaw and Finance)larger space to accommodate customers/residents indoors for civic services (utilities and property tax payments, licenses, development applications etc.)built for today yet expandable for future growthBased on the description of the proposed one-stop customer service area, is there anything else we should consider as part of the final design?

not answered

Q3. As we look at ways to improve customer service, we heard from the public during the first round of consultation that easy payment options were important, e.g. utilities and tax payments. Would you consider using a drive-thru payment drop box outside of the building?

not answered

Q4. Council ChambersThe Council Chambers area is where important decisions are made everyday and encourages members of our community to participate in local government. Feedback from the first round of public consultation suggests moveable, flexible and comfortable seating as most important.Based on the sketch of the Council Chambers, is there anything else we should consider to make this space more accessible, welcoming and comfortable?

not answered

Q5. Getting aroundThe majority of participants indicated they spend less than one hour when visiting City Hall, which suggests consistent turnover of parking spaces at the future City Hall/Library Building.In addition, the following features were important to respondents:bike racks/bike parking for cyclistsfuture electric vehicle charging stations/exchangesdrop off/pick up area outside the buildingAs we finalize the design, what other features would you like to see to enhance access to and within City Hall and the Library and the surrounding amenities?

not answered

Q6. We also heard from the community that creating a welcoming space is important (indoor and outdoor). Please describe YOUR ideas for a welcoming space!

not answered

Q7. Incorporating public art that reflects West Kelowna's distinct heritage is important to us (such as our agriculture and logging roots, etc). Please tell us your ideas for public art that celebrates West Kelowna's past, present and future.

not answered

Q8. Library space and servicesWhat library services would you see yourself or your family using? (Check all that apply)

Picking up and returning library materials
Attending adult programs

Q9. What time(s) do you visit the library? (Check all that apply)

Weekday afternoons

Q10. Please tell us what would make the West Kelowna Library a great space for you.

not answered

Q11. DemographicsSelect your age category.

55-64

Q12. How do you describe your gender identity?

Woman

Q13. What neighbourhood do you live in?

Shannon Lake

Q14. CommunicationsPlease rank the following statements: (completely agree, somewhat agree, somewhat disagree, completely disagree)

The information presented was clear and understandable	Somewhat agree
I had an opportunity to share my views accurately	Somewhat agree
I understand how my input will be used	Somewhat disagree
I felt that participating was a valuable experience	Somewhat disagree
I learned something new	Somewhat disagree

Q15. How did you hear about public consultation for the City Hall/Library Building?

Communications from the City (e-news, Public Service Announcements, News Releases etc.)



Respondent No: 3

Login: Anonymous

Email: n/a

Responded At: Sep 20, 2021 13:24:24 pm

Last Seen: Sep 20, 2021 13:24:24 pm

IP Address: n/a

Q1. Open and inviting spacesWe heard that having an open and inviting space was important to consider as part of the design. Based on the sketches below (and we mean sketched!), what is your overall impression of the of the open space design?
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City Hall - second floor sketch (subject to wall delineation in seating area)
Please add additional comments to consider as part of the final design.

Hope there is easy access during winter months, no slippery slopes to deal with when returning library books or going to a meeting.

Q2. Customer service experienceCentralizing and consolidating administrative services from the City's multiple temporary-leased buildings will result in financial and work flow efficiencies. Planning is underway for a customer service layout to accommodate one centralized service area in the main entrance of the City Hall/Library Building.The main entrance will link the legislative and administrative components of the building and serves as a public foyer from which the departments on all three floors can be easily identified and located. This space also provides a key connection to the Library.Benefits include:increased access to multiple departments (such as Development, Engineering, Bylaw and Finance)larger space to accommodate customers/residents indoors for civic services (utilities and property tax payments, licenses, development applications etc.)built for today yet expandable for future growthBased on the description of the proposed one-stop customer service area, is there anything else we should consider as part of the final design?

not answered

Q3. As we look at ways to improve customer service, we heard from the public during the first round of consultation that easy payment options were important, e.g. utilities and tax payments. Would you consider using a drive-thru payment drop box outside of the building?

Definitely consider

Q4. Council ChambersThe Council Chambers area is where important decisions are made everyday and encourages members of our community to participate in local government. Feedback from the first round of public consultation suggests moveable, flexible and comfortable seating as most important.Based on the sketch of the Council Chambers, is there anything else we should consider to make this space more accessible, welcoming and comfortable?

not answered

Q5. Getting aroundThe majority of participants indicated they spend less than one hour when visiting City Hall, which suggests consistent turnover of parking spaces at the future City Hall/Library Building.In addition, the following features were important to respondents:bike racks/bike parking for cyclistsfuture electric vehicle charging stations/exchangesdrop off/pick up area outside the buildingAs we finalize the design, what other features would you like to see to enhance access to and within City Hall and the Library and the surrounding amenities?

covered walkways by outdoor areas

Q6. We also heard from the community that creating a welcoming space is important (indoor and outdoor). Please describe YOUR ideas for a welcoming space!

local art, water feature, native plants enhance the gardens or indoor plant areas, possible to change seasonally

Q7. Incorporating public art that reflects West Kelowna's distinct heritage is important to us (such as our agriculture and logging roots, etc). Please tell us your ideas for public art that celebrates West Kelowna's past, present and future.

native and local craftsmen, not necessarily only native but creative talented artists that live here, maybe using local materials

Q8. Library space and services
What library services would you see yourself or your family using? (Check all that apply)

Picking up and returning library materials
Attending adult programs
Attending children or youth programs

Q9. What time(s) do you visit the library? (Check all that apply)

Weekday mornings
Saturday

Q10. Please tell us what would make the West Kelowna Library a great space for you.

so far in my short time here I've found the library amazing, lots of selection, books ordered quickly when not available and easy to return and check out using self checkouts, love being able to buy used books as well, good selections every time I go

Q11. Demographics
Select your age category.

65+

Q12. How do you describe your gender identity?

Woman

Q13. What neighbourhood do you live in?

Glenrosa

Q14. Communications
Please rank the following statements: (completely agree, somewhat agree, somewhat disagree, completely disagree)

The information presented was clear and understandable	Completely agree
I had an opportunity to share my views accurately	Completely agree
I understand how my input will be used	Completely agree
I felt that participating was a valuable experience	Completely agree
I learned something new	Somewhat agree

Q15. How did you hear about public consultation for the City Hall/Library Building?

Social media (Facebook, Twitter, Instagram etc.)
Communications from the City (e-news, Public Service Announcements, News Releases etc.)



Respondent No: 4

Login: Anonymous

Email: n/a

Responded At: Sep 20, 2021 13:25:49 pm

Last Seen: Sep 20, 2021 13:25:49 pm

IP Address: n/a

Q1. Open and inviting spacesWe heard that having an open and inviting space was important to consider as part of the design. Based on the sketches below (and we mean sketched!), what is your overall impression of the of the open space design?
City Hall - main entrance sketch
Library - Garden level entrance sketch
City Hall - main foyer and Council Chambers sketch
City Hall - second floor sketch (subject to wall delineation in seating area)
Please add additional comments to consider as part of the final design.

not answered

Q2. Customer service experienceCentralizing and consolidating administrative services from the City's multiple temporary-leased buildings will result in financial and work flow efficiencies. Planning is underway for a customer service layout to accommodate one centralized service area in the main entrance of the City Hall/Library Building.The main entrance will link the legislative and administrative components of the building and serves as a public foyer from which the departments on all three floors can be easily identified and located. This space also provides a key connection to the Library.Benefits include:increased access to multiple departments (such as Development, Engineering, Bylaw and Finance)larger space to accommodate customers/residents indoors for civic services (utilities and property tax payments, licenses, development applications etc.)built for today yet expandable for future growthBased on the description of the proposed one-stop customer service area, is there anything else we should consider as part of the final design?

not answered

Q3. As we look at ways to improve customer service, we heard from the public during the first round of consultation that easy payment options were important, e.g. utilities and tax payments. Would you consider using a drive-thru payment drop box outside of the building?

not answered

Q4. Council ChambersThe Council Chambers area is where important decisions are made everyday and encourages members of our community to participate in local government. Feedback from the first round of public consultation suggests moveable, flexible and comfortable seating as most important.Based on the sketch of the Council Chambers, is there anything else we should consider to make this space more accessible, welcoming and comfortable?

not answered

Q5. Getting aroundThe majority of participants indicated they spend less than one hour when visiting City Hall, which suggests consistent turnover of parking spaces at the future City Hall/Library Building.In addition, the following features were important to respondents:bike racks/bike parking for cyclistsfuture electric vehicle charging stations/exchangesdrop off/pick up area outside the buildingAs we finalize the design, what other features would you like to see to enhance access to and within City Hall and the Library and the surrounding amenities?

not answered

Q6. We also heard from the community that creating a welcoming space is important (indoor and outdoor). Please describe YOUR ideas for a welcoming space!

not answered

Q7. Incorporating public art that reflects West Kelowna's distinct heritage is important to us (such as our agriculture and logging roots, etc). Please tell us your ideas for public art that celebrates West Kelowna's past, present and future.

not answered

Q8. Library space and servicesWhat library services would you see yourself or your family using? (Check all that apply)

Picking up and returning library materials
Reading and lounging
Research and study

Q9. What time(s) do you visit the library? (Check all that apply)

Saturday

Q10. Please tell us what would make the West Kelowna Library a great space for you.

not answered

Q11. DemographicsSelect your age category.

25-34

Q12. How do you describe your gender identity?

not answered

Q13. What neighbourhood do you live in?

Glenrosa

Q14. CommunicationsPlease rank the following statements: (completely agree, somewhat agree, somewhat disagree, completely disagree)

Q15. How did you hear about public consultation for the City Hall/Library Building?

not answered



Respondent No: 5

Login: Anonymous

Email: n/a

Responded At: Sep 20, 2021 13:29:49 pm

Last Seen: Sep 20, 2021 13:29:49 pm

IP Address: n/a

Q1. Open and inviting spacesWe heard that having an open and inviting space was important to consider as part of the design. Based on the sketches below (and we mean sketched!), what is your overall impression of the of the open space design?
City Hall - main entrance sketch
Library - Garden level entrance sketch
City Hall - main foyer and Council Chambers sketch
City Hall - second floor sketch (subject to wall delineation in seating area)
Please add additional comments to consider as part of the final design.

is the building safe and secure, does it have lock down options in the event of active shooter or high risk situation

Q2. Customer service experienceCentralizing and consolidating administrative services from the City's multiple temporary-leased buildings will result in financial and work flow efficiencies. Planning is underway for a customer service layout to accommodate one centralized service area in the main entrance of the City Hall/Library Building.The main entrance will link the legislative and administrative components of the building and serves as a public foyer from which the departments on all three floors can be easily identified and located. This space also provides a key connection to the Library.Benefits include:increased access to multiple departments (such as Development, Engineering, Bylaw and Finance)larger space to accommodate customers/residents indoors for civic services (utilities and property tax payments, licenses, development applications etc.)built for today yet expandable for future growthBased on the description of the proposed one-stop customer service area, is there anything else we should consider as part of the final design?

will the service be pet friendly to welcome our dogs into this space

Q3. As we look at ways to improve customer service, we heard from the public during the first round of consultation that easy payment options were important, e.g. utilities and tax payments. Would you consider using a drive-thru payment drop box outside of the building? Definitely consider

Q4. Council ChambersThe Council Chambers area is where important decisions are made everyday and encourages members of our community to participate in local government. Feedback from the first round of public consultation suggests moveable, flexible and comfortable seating as most important.Based on the sketch of the Council Chambers, is there anything else we should consider to make this space more accessible, welcoming and comfortable?

wheel chair assessable

Q5. Getting aroundThe majority of participants indicated they spend less than one hour when visiting City Hall, which suggests consistent turnover of parking spaces at the future City Hall/Library Building.In addition, the following features were important to respondents:bike racks/bike parking for cyclistsfuture electric vehicle charging stations/exchangesdrop off/pick up area outside the buildingAs we finalize the design, what other features would you like to see to enhance access to and within City Hall and the Library and the surrounding amenities?

pet friendly, access to tie up your pet (RDOS) has hooks outside their public washrooms

Q6. **We also heard from the community that creating a welcoming space is important (indoor and outdoor). Please describe YOUR ideas for a welcoming space!**

colorful cheery, bright, healthy, wellness, exercise

Q7. **Incorporating public art that reflects West Kelowna's distinct heritage is important to us (such as our agriculture and logging roots, etc). Please tell us your ideas for public art that celebrates West Kelowna's past, present and future.**

packing house, ferry docks, farming, four seasons

Q8. **Library space and services** **What library services would you see yourself or your family using? (Check all that apply)**

Picking up and returning library materials
Research and study
Renting meeting spaces

Q9. **What time(s) do you visit the library? (Check all that apply)**

Saturday
Sunday

Q10. **Please tell us what would make the West Kelowna Library a great space for you.**

seniors reading or book club

Q11. **Demographics** **Select your age category.**

65+

Q12. **How do you describe your gender identity?**

Man

Q13. **What neighbourhood do you live in?**

Goats Peak/Gellatly

Q14. **Communications** **Please rank the following statements: (completely agree, somewhat agree, somewhat disagree, completely disagree)**

The information presented was clear and understandable	Completely agree
I had an opportunity to share my views accurately	Completely agree
I understand how my input will be used	Completely agree
I felt that participating was a valuable experience	Completely agree
I learned something new	Completely agree

Q15. **How did you hear about public consultation for the City Hall/Library Building?**

Local news (online, television, newspaper)
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Respondent No: 6

Login: Anonymous

Email: n/a

Responded At: Sep 20, 2021 13:40:23 pm

Last Seen: Sep 20, 2021 13:40:23 pm

IP Address: n/a

Q1. Open and inviting spacesWe heard that having an open and inviting space was important to consider as part of the design. Based on the sketches below (and we mean sketched!), what is your overall impression of the of the open space design?
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Library - Garden level entrance sketch
City Hall - main foyer and Council Chambers sketch
City Hall - second floor sketch (subject to wall delineation in seating area)
Please add additional comments to consider as part of the final design.

Too big and too expensive. Why would I go there?

Q2. Customer service experienceCentralizing and consolidating administrative services from the City's multiple temporary-leased buildings will result in financial and work flow efficiencies. Planning is underway for a customer service layout to accommodate one centralized service area in the main entrance of the City Hall/Library Building.The main entrance will link the legislative and administrative components of the building and serves as a public foyer from which the departments on all three floors can be easily identified and located. This space also provides a key connection to the Library.Benefits include:increased access to multiple departments (such as Development, Engineering, Bylaw and Finance)larger space to accommodate customers/residents indoors for civic services (utilities and property tax payments, licenses, development applications etc.)built for today yet expandable for future growthBased on the description of the proposed one-stop customer service area, is there anything else we should consider as part of the final design?

A mail box to drop my taxes off. No need for this building. A drop off mail box would save MILLIONS.

Q3. As we look at ways to improve customer service, we heard from the public during the first round of consultation that easy payment options were important, e.g. utilities and tax payments. Would you consider using a drive-thru payment drop box outside of the building?

Definitely consider

Q4. Council ChambersThe Council Chambers area is where important decisions are made everyday and encourages members of our community to participate in local government. Feedback from the first round of public consultation suggests moveable, flexible and comfortable seating as most important.Based on the sketch of the Council Chambers, is there anything else we should consider to make this space more accessible, welcoming and comfortable?

Stop spending. ZOOM councils meetings have worked for the past 1 1/2 years

Q5. Getting aroundThe majority of participants indicated they spend less than one hour when visiting City Hall, which suggests consistent turnover of parking spaces at the future City Hall/Library Building.In addition, the following features were important to respondents:bike racks/bike parking for cyclistsfuture electric vehicle charging stations/exchangesdrop off/pick up area outside the buildingAs we finalize the design, what other features would you like to see to enhance access to and within City Hall and the Library and the surrounding amenities?

Scrap the building and parking lot and turn it into a park

Q6. We also heard from the community that creating a welcoming space is important (indoor and outdoor). Please describe YOUR ideas for a welcoming space!

Maybe a petting zoo

Q7. Incorporating public art that reflects West Kelowna's distinct heritage is important to us (such as our agriculture and logging roots, etc). Please tell us your ideas for public art that celebrates West Kelowna's past, present and future.

More native vegetation

Q8. Library space and servicesWhat library services would you see yourself or your family using? (Check all that apply) not answered

Q9. What time(s) do you visit the library? (Check all that apply) Weekday afternoons

Q10. Please tell us what would make the West Kelowna Library a great space for you.

Leave it where it is

Q11. DemographicsSelect your age category. 65+

Q12. How do you describe your gender identity? Man

Q13. What neighbourhood do you live in? Shannon Lake

Q14. CommunicationsPlease rank the following statements: (completely agree, somewhat agree, somewhat disagree, completely disagree)

The information presented was clear and understandable Somewhat disagree

I had an opportunity to share my views accurately Somewhat agree

I understand how my input will be used Somewhat disagree

I felt that participating was a valuable experience Somewhat disagree

I learned something new Somewhat disagree

Q15. How did you hear about public consultation for the City Hall/Library Building? Social media (Facebook, Twitter, Instagram etc.)



Respondent No: 7

Login: Anonymous

Email: n/a

Responded At: Sep 20, 2021 14:29:58 pm

Last Seen: Sep 20, 2021 14:29:58 pm

IP Address: n/a

Q1. Open and inviting spacesWe heard that having an open and inviting space was important to consider as part of the design. Based on the sketches below (and we mean sketched!), what is your overall impression of the of the open space design?
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Library - Garden level entrance sketch
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City Hall - second floor sketch (subject to wall delineation in seating area)
Please add additional comments to consider as part of the final design.

not answered

Q2. Customer service experienceCentralizing and consolidating administrative services from the City's multiple temporary-leased buildings will result in financial and work flow efficiencies. Planning is underway for a customer service layout to accommodate one centralized service area in the main entrance of the City Hall/Library Building.The main entrance will link the legislative and administrative components of the building and serves as a public foyer from which the departments on all three floors can be easily identified and located. This space also provides a key connection to the Library.Benefits include:increased access to multiple departments (such as Development, Engineering, Bylaw and Finance)larger space to accommodate customers/residents indoors for civic services (utilities and property tax payments, licenses, development applications etc.)built for today yet expandable for future growthBased on the description of the proposed one-stop customer service area, is there anything else we should consider as part of the final design?

Separate area in the building to just pay utilities and taxes separate from the other departments so that during high traffic times such as utility bill due dates and tax time so I don't have to wait to pay for my building permit and development applications.

Q3. As we look at ways to improve customer service, we heard from the public during the first round of consultation that easy payment options were important, e.g. utilities and tax payments. Would you consider using a drive-thru payment drop box outside of the building? Might or might not consider

Q4. Council ChambersThe Council Chambers area is where important decisions are made everyday and encourages members of our community to participate in local government. Feedback from the first round of public consultation suggests moveable, flexible and comfortable seating as most important.Based on the sketch of the Council Chambers, is there anything else we should consider to make this space more accessible, welcoming and comfortable?

not answered

Q5. Getting aroundThe majority of participants indicated they spend less than one hour when visiting City Hall, which suggests consistent turnover of parking spaces at the future City Hall/Library Building.In addition, the following features were important to respondents:bike racks/bike parking for cyclistsfuture electric vehicle charging stations/exchangesdrop off/pick up area outside the buildingAs we finalize the design, what other features would you like to see to enhance access to and within City Hall and the Library and the surrounding amenities?

not answered

Q6. **We also heard from the community that creating a welcoming space is important (indoor and outdoor). Please describe YOUR ideas for a welcoming space!**

Someone accessible to create me right away so I know where to go.

Q7. **Incorporating public art that reflects West Kelowna's distinct heritage is important to us (such as our agriculture and logging roots, etc). Please tell us your ideas for public art that celebrates West Kelowna's past, present and future.**

not answered

Q8. **Library space and services**What library services would you see yourself or your family using? (Check all that apply)

Picking up and returning library materials
Attending children or youth programs
Access to computers and the Internet
Reading and lounging

Q9. **What time(s) do you visit the library? (Check all that apply)**

Saturday
Sunday

Q10. **Please tell us what would make the West Kelowna Library a great space for you.**

not answered

Q11. **Demographics**Select your age category.

35-44

Q12. **How do you describe your gender identity?**

Woman

Q13. **What neighbourhood do you live in?**

Lakeview Heights

Q14. **Communications**Please rank the following statements: (completely agree, somewhat agree, somewhat disagree, completely disagree)

The information presented was clear and understandable	Completely agree
I had an opportunity to share my views accurately	Completely agree
I understand how my input will be used	Completely agree
I felt that participating was a valuable experience	Somewhat agree

Q15. **How did you hear about public consultation for the City Hall/Library Building?**

Communications from the City (e-news, Public Service Announcements, News Releases etc.)



Respondent No: 8

Login: Anonymous

Email: n/a

Responded At: Sep 20, 2021 14:38:02 pm

Last Seen: Sep 20, 2021 14:38:02 pm

IP Address: n/a

Q1. Open and inviting spacesWe heard that having an open and inviting space was important to consider as part of the design. Based on the sketches below (and we mean sketched!), what is your overall impression of the of the open space design?
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Library - Garden level entrance sketch
City Hall - main foyer and Council Chambers sketch
City Hall - second floor sketch (subject to wall delineation in seating area)
Please add additional comments to consider as part of the final design.

I'm confused as to where the reception area is, incase I need to speak with someone to find out which room to approach.
Where is the elevator between floors for the disabled located?

Q2. Customer service experienceCentralizing and consolidating administrative services from the City's multiple temporary-leased buildings will result in financial and work flow efficiencies. Planning is underway for a customer service layout to accommodate one centralized service area in the main entrance of the City Hall/Library Building.The main entrance will link the legislative and administrative components of the building and serves as a public foyer from which the departments on all three floors can be easily identified and located. This space also provides a key connection to the Library.Benefits include:increased access to multiple departments (such as Development, Engineering, Bylaw and Finance)larger space to accommodate customers/residents indoors for civic services (utilities and property tax payments, licenses, development applications etc.)built for today yet expandable for future growthBased on the description of the proposed one-stop customer service area, is there anything else we should consider as part of the final design?

Green Roof/viewing deck

Q3. As we look at ways to improve customer service, we heard from the public during the first round of consultation that easy payment options were important, e.g. utilities and tax payments. Would you consider using a drive-thru payment drop box outside of the building? Might or might not consider

Q4. Council ChambersThe Council Chambers area is where important decisions are made everyday and encourages members of our community to participate in local government. Feedback from the first round of public consultation suggests moveable, flexible and comfortable seating as most important.Based on the sketch of the Council Chambers, is there anything else we should consider to make this space more accessible, welcoming and comfortable?

not answered

Q5. Getting aroundThe majority of participants indicated they spend less than one hour when visiting City Hall, which suggests consistent turnover of parking spaces at the future City Hall/Library Building.In addition, the following features were important to respondents:bike racks/bike parking for cyclistsfuture electric vehicle charging stations/exchangesdrop off/pick up area outside the buildingAs we finalize the design, what other features would you like to see to enhance access to and within City Hall and the Library and the surrounding amenities?

The drawing appears to have 11 and 12 mixed up. It looks like there are stairs on the 11 pathway. Dog run/park West of the parking area. This would give those with service dogs added reassurance and be a great add on to encourage those renewing dog licences.

Q6. We also heard from the community that creating a welcoming space is important (indoor and outdoor). Please describe YOUR ideas for a welcoming space!

Bistro/lounge/cafe open during library hours.

Q7. Incorporating public art that reflects West Kelowna's distinct heritage is important to us (such as our agriculture and logging roots, etc). Please tell us your ideas for public art that celebrates West Kelowna's past, present and future.

A weathervane, which has traditional agricultural basis, can serve as both a geographical and meteorological education tool, and is artistically dynamic in being mobile with the wind.

Q8. Library space and services
What library services would you see yourself or your family using? (Check all that apply)

Picking up and returning library materials
Attending adult programs
Research and study

Q9. What time(s) do you visit the library? (Check all that apply)

Weekday evenings
Saturday
Sunday

Q10. Please tell us what would make the West Kelowna Library a great space for you.

A created/inspiring sense of grounding. I see, I hear, I feel, I smell, I taste. Warm wood tones. Smooth fabrics for seating...avoid vinyl and anything scratchy, people wear shorts very often in the summer here! The above mentioned bistro/lounge/cafe...because who want to smell chlorine from the pool across the parking lot? Also children can't focus if they are hungry so a spot to grab a healthy snack that doesn't come from a vending machine is a bonus.

Q11. Demographics
Select your age category.

35-44

Q12. How do you describe your gender identity?

Woman

Q13. What neighbourhood do you live in?

Boucherie Centre

Q14. Communications
Please rank the following statements: (completely agree, somewhat agree, somewhat disagree, completely disagree)

The information presented was clear and understandable	Somewhat agree
I had an opportunity to share my views accurately	Somewhat agree
I understand how my input will be used	Completely agree
I felt that participating was a valuable experience	Completely agree
I learned something new	Somewhat agree

Q15. How did you hear about public consultation for the City Hall/Library Building?

Social media (Facebook, Twitter, Instagram etc.)
Communications from the City (e-news, Public Service Announcements, News Releases etc.)



Respondent No: 9

Login: Anonymous

Email: n/a

Responded At: Sep 20, 2021 15:34:59 pm

Last Seen: Sep 20, 2021 15:34:59 pm

IP Address: n/a

Q1. Open and inviting spacesWe heard that having an open and inviting space was important to consider as part of the design. Based on the sketches below (and we mean sketched!), what is your overall impression of the of the open space design?
City Hall - main entrance sketch
Library - Garden level entrance sketch
City Hall - main foyer and Council Chambers sketch
City Hall - second floor sketch (subject to wall delineation in seating area)
Please add additional comments to consider as part of the final design.

Looks open and bright

Q2. Customer service experienceCentralizing and consolidating administrative services from the City's multiple temporary-leased buildings will result in financial and work flow efficiencies. Planning is underway for a customer service layout to accommodate one centralized service area in the main entrance of the City Hall/Library Building.The main entrance will link the legislative and administrative components of the building and serves as a public foyer from which the departments on all three floors can be easily identified and located. This space also provides a key connection to the Library.Benefits include:increased access to multiple departments (such as Development, Engineering, Bylaw and Finance)larger space to accommodate customers/residents indoors for civic services (utilities and property tax payments, licenses, development applications etc.)built for today yet expandable for future growthBased on the description of the proposed one-stop customer service area, is there anything else we should consider as part of the final design?

Having space for community art, heritage displays, and public events.

Q3. As we look at ways to improve customer service, we heard from the public during the first round of consultation that easy payment options were important, e.g. utilities and tax payments. Would you consider using a drive-thru payment drop box outside of the building?

Definitely consider

Q4. Council ChambersThe Council Chambers area is where important decisions are made everyday and encourages members of our community to participate in local government. Feedback from the first round of public consultation suggests moveable, flexible and comfortable seating as most important.Based on the sketch of the Council Chambers, is there anything else we should consider to make this space more accessible, welcoming and comfortable?

not answered

Q5. Getting aroundThe majority of participants indicated they spend less than one hour when visiting City Hall, which suggests consistent turnover of parking spaces at the future City Hall/Library Building.In addition, the following features were important to respondents:bike racks/bike parking for cyclistsfuture electric vehicle charging stations/exchangesdrop off/pick up area outside the buildingAs we finalize the design, what other features would you like to see to enhance access to and within City Hall and the Library and the surrounding amenities?

not answered

Q6. We also heard from the community that creating a welcoming space is important (indoor and outdoor). Please describe YOUR ideas for a welcoming space!

not answered

Q7. Incorporating public art that reflects West Kelowna's distinct heritage is important to us (such as our agriculture and logging roots, etc). Please tell us your ideas for public art that celebrates West Kelowna's past, present and future.

I would like to see collaborations between the Westbank Indian Bank and the Westbank Museum for photos, art prints, murals, statues.

Q8. Library space and servicesWhat library services would you see yourself or your family using? (Check all that apply)

Picking up and returning library materials
Attending adult programs
Attending children or youth programs
Access to computers and the Internet
Reading and lounging
Research and study
Renting meeting spaces

Q9. What time(s) do you visit the library? (Check all that apply)

Weekday evenings
Saturday

Q10. Please tell us what would make the West Kelowna Library a great space for you.

not answered

Q11. DemographicsSelect your age category. 35-44

Q12. How do you describe your gender identity? Man

Q13. What neighbourhood do you live in? Outside West Kelowna

Q14. CommunicationsPlease rank the following statements: (completely agree, somewhat agree, somewhat disagree, completely disagree)

The information presented was clear and understandable	Completely agree
I had an opportunity to share my views accurately	Completely agree
I understand how my input will be used	Completely agree
I felt that participating was a valuable experience	Completely agree
I learned something new	Somewhat agree

Q15. How did you hear about public consultation for the City Hall/Library Building? Social media (Facebook, Twitter, Instagram etc.)



Respondent No: 10

Login: Anonymous

Email: n/a

Responded At: Sep 20, 2021 18:20:45 pm

Last Seen: Sep 20, 2021 18:20:45 pm

IP Address: n/a

Q1. Open and inviting spacesWe heard that having an open and inviting space was important to consider as part of the design. Based on the sketches below (and we mean sketched!), what is your overall impression of the of the open space design?
City Hall - main entrance sketch
Library - Garden level entrance sketch
City Hall - main foyer and Council Chambers sketch
City Hall - second floor sketch (subject to wall delineation in seating area)
Please add additional comments to consider as part of the final design.

You provide community space only outdoors = nothing for us in winter. We need a multipurpose room with a stage. West Kelowna's ONLY community theatre is not only unfunded, it has no venue. Yet it has sold out every evening performance - that should tell you there is a need for theatre in West Kelowna and a place to enjoy it! A multipurpose room would also allow Christmas artisan markets. Perhaps the city hall meeting hall can be used at night as the multipurpose room?

Q2. Customer service experienceCentralizing and consolidating administrative services from the City's multiple temporary-leased buildings will result in financial and work flow efficiencies. Planning is underway for a customer service layout to accommodate one centralized service area in the main entrance of the City Hall/Library Building.The main entrance will link the legislative and administrative components of the building and serves as a public foyer from which the departments on all three floors can be easily identified and located. This space also provides a key connection to the Library.Benefits include:increased access to multiple departments (such as Development, Engineering, Bylaw and Finance)larger space to accommodate customers/residents indoors for civic services (utilities and property tax payments, licenses, development applications etc.)built for today yet expandable for future growthBased on the description of the proposed one-stop customer service area, is there anything else we should consider as part of the final design?

Again, consider using an area for one purpose during the day and another at night. It maximizes the use of the space at little additional cost.

Q3. As we look at ways to improve customer service, we heard from the public during the first round of consultation that easy payment options were important, e.g. utilities and tax payments. Would you consider using a drive-thru payment drop box outside of the building? Definitely consider

Q4. Council ChambersThe Council Chambers area is where important decisions are made everyday and encourages members of our community to participate in local government. Feedback from the first round of public consultation suggests moveable, flexible and comfortable seating as most important.Based on the sketch of the Council Chambers, is there anything else we should consider to make this space more accessible, welcoming and comfortable?

not answered

Q5. Getting aroundThe majority of participants indicated they spend less than one hour when visiting City Hall, which suggests consistent turnover of parking spaces at the future City Hall/Library Building.In addition, the following features were important to respondents:bike racks/bike parking for cyclistsfuture electric vehicle charging stations/exchangesdrop off/pick up area outside the buildingAs we finalize the design, what other features would you like to see to enhance access to and within City Hall and the Library and the surrounding amenities?

bus stop; locking bike racks with ebike charging;automatic doors (touchless)

Q6. We also heard from the community that creating a welcoming space is important (indoor and outdoor). Please describe YOUR ideas for a welcoming space!

A completely modular indoor space with fixed light racks over head for theatre, artisan exhibitions, craft markets, etc.
Outdoors - permanent shade umbrellas in the grass (assuming there won't be mature trees for a while)

Q7. Incorporating public art that reflects West Kelowna's distinct heritage is important to us (such as our agriculture and logging roots, etc). Please tell us your ideas for public art that celebrates West Kelowna's past, present and future.

Incorporate art in many media instead of the seen everywhere paintings and sculptures. How about glass art or fibre arts or metal art?

Q8. Library space and services What library services would you see yourself or your family using? (Check all that apply)

Picking up and returning library materials
Attending adult programs
Reading and lounging
Research and study

Q9. What time(s) do you visit the library? (Check all that apply)

Weekday afternoons
Sunday

Q10. Please tell us what would make the West Kelowna Library a great space for you.

soft music in the background, lots of comfortable seating in areas near windows for natural light, a small concession stand for tea & cookies would be awesome.

Q11. Demographics Select your age category.

65+

Q12. How do you describe your gender identity?

Woman

Q13. What neighbourhood do you live in?

Lakeview Heights

Q14. Communications Please rank the following statements: (completely agree, somewhat agree, somewhat disagree, completely disagree)

The information presented was clear and understandable	Completely agree
I had an opportunity to share my views accurately	Completely agree
I understand how my input will be used	Somewhat disagree
I felt that participating was a valuable experience	Somewhat agree
I learned something new	Completely agree

Q15. How did you hear about public consultation for the City Hall/Library Building?

Social media (Facebook, Twitter, Instagram etc.)
Local news (online, television, newspaper)
Communications from the City (e-news, Public Service Announcements, News Releases etc.)



Respondent No: 11

Login: Anonymous

Email: n/a

Responded At: Sep 21, 2021 07:43:58 am

Last Seen: Sep 21, 2021 07:43:58 am

IP Address: n/a

Q1. Open and inviting spacesWe heard that having an open and inviting space was important to consider as part of the design. Based on the sketches below (and we mean sketched!), what is your overall impression of the of the open space design?
City Hall - main entrance sketch
Library - Garden level entrance sketch
City Hall - main foyer and Council Chambers sketch
City Hall - second floor sketch (subject to wall delineation in seating area)
Please add additional comments to consider as part of the final design.

Pretty fancy building that I will never have to use

Q2. Customer service experienceCentralizing and consolidating administrative services from the City's multiple temporary-leased buildings will result in financial and work flow efficiencies. Planning is underway for a customer service layout to accommodate one centralized service area in the main entrance of the City Hall/Library Building.The main entrance will link the legislative and administrative components of the building and serves as a public foyer from which the departments on all three floors can be easily identified and located. This space also provides a key connection to the Library.Benefits include:increased access to multiple departments (such as Development, Engineering, Bylaw and Finance)larger space to accommodate customers/residents indoors for civic services (utilities and property tax payments, licenses, development applications etc.)built for today yet expandable for future growthBased on the description of the proposed one-stop customer service area, is there anything else we should consider as part of the final design?

not answered

Q3. As we look at ways to improve customer service, we heard from the public during the first round of consultation that easy payment options were important, e.g. utilities and tax payments. Would you consider using a drive-thru payment drop box outside of the building? Would not consider

Q4. Council ChambersThe Council Chambers area is where important decisions are made everyday and encourages members of our community to participate in local government. Feedback from the first round of public consultation suggests moveable, flexible and comfortable seating as most important.Based on the sketch of the Council Chambers, is there anything else we should consider to make this space more accessible, welcoming and comfortable?

not answered

Q5. Getting aroundThe majority of participants indicated they spend less than one hour when visiting City Hall, which suggests consistent turnover of parking spaces at the future City Hall/Library Building.In addition, the following features were important to respondents:bike racks/bike parking for cyclistsfuture electric vehicle charging stations/exchangesdrop off/pick up area outside the buildingAs we finalize the design, what other features would you like to see to enhance access to and within City Hall and the Library and the surrounding amenities?

not answered

Q6. We also heard from the community that creating a welcoming space is important (indoor and outdoor). Please describe YOUR ideas for a welcoming space!

not answered

Q7. Incorporating public art that reflects West Kelowna's distinct heritage is important to us (such as our agriculture and logging roots, etc). Please tell us your ideas for public art that celebrates West Kelowna's past, present and future.

Do not add more art until the art we have is maintained, that sculpture in front of the lions hall looks like it has been falling apart for years, I brought it up to the city years ago noting has changed

Q8. Library space and servicesWhat library services would you see yourself or your family using? (Check all that apply) not answered

Q9. What time(s) do you visit the library? (Check all that apply) not answered

Q10. Please tell us what would make the West Kelowna Library a great space for you.

not answered

Q11. DemographicsSelect your age category. not answered

Q12. How do you describe your gender identity? Man

Q13. What neighbourhood do you live in? Westbank

Q14. CommunicationsPlease rank the following statements: (completely agree, somewhat agree, somewhat disagree, completely disagree)

The information presented was clear and understandable	Somewhat agree
I had an opportunity to share my views accurately	Somewhat agree
I understand how my input will be used	Somewhat disagree
I felt that participating was a valuable experience	Somewhat disagree
I learned something new	Somewhat disagree

Q15. How did you hear about public consultation for the City Hall/Library Building? Social media (Facebook, Twitter, Instagram etc.)



Respondent No: 12

Login: Anonymous

Email: n/a

Responded At: Sep 21, 2021 19:11:00 pm

Last Seen: Sep 21, 2021 19:11:00 pm

IP Address: n/a

Q1. Open and inviting spacesWe heard that having an open and inviting space was important to consider as part of the design. Based on the sketches below (and we mean sketched!), what is your overall impression of the of the open space design?
City Hall - main entrance sketch
Library - Garden level entrance sketch
City Hall - main foyer and Council Chambers sketch
City Hall - second floor sketch (subject to wall delineation in seating area)
Please add additional comments to consider as part of the final design.

The open spaces will create a very inviting environment. Final design of the extensive glazing must consider energy efficiency to minimize future operational costs of heating and air conditioning.

Q2. Customer service experienceCentralizing and consolidating administrative services from the City's multiple temporary-leased buildings will result in financial and work flow efficiencies. Planning is underway for a customer service layout to accommodate one centralized service area in the main entrance of the City Hall/Library Building.The main entrance will link the legislative and administrative components of the building and serves as a public foyer from which the departments on all three floors can be easily identified and located. This space also provides a key connection to the Library.Benefits include:increased access to multiple departments (such as Development, Engineering, Bylaw and Finance)larger space to accommodate customers/residents indoors for civic services (utilities and property tax payments, licenses, development applications etc.)built for today yet expandable for future growthBased on the description of the proposed one-stop customer service area, is there anything else we should consider as part of the final design?

Will the customer service reception area include access to elected government representatives?

Q3. As we look at ways to improve customer service, we heard from the public during the first round of consultation that easy payment options were important, e.g. utilities and tax payments. Would you consider using a drive-thru payment drop box outside of the building? Might or might not consider

Q4. Council ChambersThe Council Chambers area is where important decisions are made everyday and encourages members of our community to participate in local government. Feedback from the first round of public consultation suggests moveable, flexible and comfortable seating as most important.Based on the sketch of the Council Chambers, is there anything else we should consider to make this space more accessible, welcoming and comfortable?

The design having flexible, expandable space is a great idea

Q5. Getting aroundThe majority of participants indicated they spend less than one hour when visiting City Hall, which suggests consistent turnover of parking spaces at the future City Hall/Library Building.In addition, the following features were important to respondents:bike racks/bike parking for cyclistsfuture electric vehicle charging stations/exchangesdrop off/pick up area outside the buildingAs we finalize the design, what other features would you like to see to enhance access to and within City Hall and the Library and the surrounding amenities?

Will public transit provide a direct connection to City Hall and the Library?

Q6. We also heard from the community that creating a welcoming space is important (indoor and outdoor). Please describe YOUR ideas for a welcoming space!

Utilize exterior and interior spaces for public events (concerts, markets, etc.) and local business development events.

Q7. Incorporating public art that reflects West Kelowna's distinct heritage is important to us (such as our agriculture and logging roots, etc). Please tell us your ideas for public art that celebrates West Kelowna's past, present and future.

Provide space and opportunities for local artists to display their works (hard scale, soft scale) in interior and/or exterior spaces.

Q8. Library space and services
What library services would you see yourself or your family using? (Check all that apply)

Picking up and returning library materials

Attending adult programs

Renting meeting spaces

Q9. What time(s) do you visit the library? (Check all that apply)

Weekday mornings

Q10. Please tell us what would make the West Kelowna Library a great space for you.

not answered

Q11. Demographics
Select your age category.

65+

Q12. How do you describe your gender identity?

Man

Q13. What neighbourhood do you live in?

Glenrosa

Q14. Communications
Please rank the following statements: (completely agree, somewhat agree, somewhat disagree, completely disagree)

The information presented was clear and understandable

Completely agree

I had an opportunity to share my views accurately

Completely agree

I understand how my input will be used

Somewhat agree

I felt that participating was a valuable experience

Somewhat agree

I learned something new

Somewhat agree

Q15. How did you hear about public consultation for the City Hall/Library Building?

Social media (Facebook, Twitter, Instagram etc.)

Communications from the City (e-news, Public Service Announcements, News Releases etc.)



Respondent No: 13

Login: Anonymous

Email: n/a

Responded At: Sep 21, 2021 21:48:01 pm

Last Seen: Sep 21, 2021 21:48:01 pm

IP Address: n/a

Q1. Open and inviting spacesWe heard that having an open and inviting space was important to consider as part of the design. Based on the sketches below (and we mean sketched!), what is your overall impression of the of the open space design?
City Hall - main entrance sketch
Library - Garden level entrance sketch
City Hall - main foyer and Council Chambers sketch
City Hall - second floor sketch (subject to wall delineation in seating area)
Please add additional comments to consider as part of the final design.

Looking great

Q2. Customer service experienceCentralizing and consolidating administrative services from the City's multiple temporary-leased buildings will result in financial and work flow efficiencies. Planning is underway for a customer service layout to accommodate one centralized service area in the main entrance of the City Hall/Library Building.The main entrance will link the legislative and administrative components of the building and serves as a public foyer from which the departments on all three floors can be easily identified and located. This space also provides a key connection to the Library.Benefits include:increased access to multiple departments (such as Development, Engineering, Bylaw and Finance)larger space to accommodate customers/residents indoors for civic services (utilities and property tax payments, licenses, development applications etc.)built for today yet expandable for future growthBased on the description of the proposed one-stop customer service area, is there anything else we should consider as part of the final design?

Nothing to add

Q3. As we look at ways to improve customer service, we heard from the public during the first round of consultation that easy payment options were important, e.g. utilities and tax payments. Would you consider using a drive-thru payment drop box outside of the building? Would not consider

Q4. Council ChambersThe Council Chambers area is where important decisions are made everyday and encourages members of our community to participate in local government. Feedback from the first round of public consultation suggests moveable, flexible and comfortable seating as most important.Based on the sketch of the Council Chambers, is there anything else we should consider to make this space more accessible, welcoming and comfortable?

No, it is good

Q5. Getting aroundThe majority of participants indicated they spend less than one hour when visiting City Hall, which suggests consistent turnover of parking spaces at the future City Hall/Library Building.In addition, the following features were important to respondents:bike racks/bike parking for cyclistsfuture electric vehicle charging stations/exchangesdrop off/pick up area outside the buildingAs we finalize the design, what other features would you like to see to enhance access to and within City Hall and the Library and the surrounding amenities?

Would be great if parking would be free and parking spaces wouldn't be to narrow.

Q6. We also heard from the community that creating a welcoming space is important (indoor and outdoor). Please describe YOUR ideas for a welcoming space!

A simple greeting would be good.

Q7. Incorporating public art that reflects West Kelowna's distinct heritage is important to us (such as our agriculture and logging roots, etc). Please tell us your ideas for public art that celebrates West Kelowna's past, present and future.

not answered

Q8. Library space and servicesWhat library services would you see yourself or your family using? (Check all that apply)	Picking up and returning library materials
	Reading and lounging
	Research and study

Q9. What time(s) do you visit the library? (Check all that apply)	Weekday evenings
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Q10. Please tell us what would make the West Kelowna Library a great space for you.

not answered

Q11. DemographicsSelect your age category.	35-44
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Q12. How do you describe your gender identity?	Woman
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Q13. What neighbourhood do you live in?	Shannon Lake
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Q14. CommunicationsPlease rank the following statements: (completely agree, somewhat agree, somewhat disagree, completely disagree)

The information presented was clear and understandable	Completely agree
I had an opportunity to share my views accurately	Completely agree
I understand how my input will be used	Somewhat agree
I felt that participating was a valuable experience	Completely agree
I learned something new	Completely agree

Q15. How did you hear about public consultation for the City Hall/Library Building?	Social media (Facebook, Twitter, Instagram etc.)
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Respondent No: 14

Login: Anonymous

Email: n/a

Responded At: Sep 22, 2021 07:27:59 am

Last Seen: Sep 22, 2021 07:27:59 am

IP Address: n/a

Q1. Open and inviting spacesWe heard that having an open and inviting space was important to consider as part of the design. Based on the sketches below (and we mean sketched!), what is your overall impression of the of the open space design?
City Hall - main entrance sketch
Library - Garden level entrance sketch
City Hall - main foyer and Council Chambers sketch
City Hall - second floor sketch (subject to wall delineation in seating area)
Please add additional comments to consider as part of the final design.

not answered

Q2. Customer service experienceCentralizing and consolidating administrative services from the City's multiple temporary-leased buildings will result in financial and work flow efficiencies. Planning is underway for a customer service layout to accommodate one centralized service area in the main entrance of the City Hall/Library Building.The main entrance will link the legislative and administrative components of the building and serves as a public foyer from which the departments on all three floors can be easily identified and located. This space also provides a key connection to the Library.Benefits include:increased access to multiple departments (such as Development, Engineering, Bylaw and Finance)larger space to accommodate customers/residents indoors for civic services (utilities and property tax payments, licenses, development applications etc.)built for today yet expandable for future growthBased on the description of the proposed one-stop customer service area, is there anything else we should consider as part of the final design?

not answered

Q3. As we look at ways to improve customer service, we heard from the public during the first round of consultation that easy payment options were important, e.g. utilities and tax payments. Would you consider using a drive-thru payment drop box outside of the building?

not answered

Q4. Council ChambersThe Council Chambers area is where important decisions are made everyday and encourages members of our community to participate in local government. Feedback from the first round of public consultation suggests moveable, flexible and comfortable seating as most important.Based on the sketch of the Council Chambers, is there anything else we should consider to make this space more accessible, welcoming and comfortable?

not answered

Q5. Getting aroundThe majority of participants indicated they spend less than one hour when visiting City Hall, which suggests consistent turnover of parking spaces at the future City Hall/Library Building.In addition, the following features were important to respondents:bike racks/bike parking for cyclistsfuture electric vehicle charging stations/exchangesdrop off/pick up area outside the buildingAs we finalize the design, what other features would you like to see to enhance access to and within City Hall and the Library and the surrounding amenities?

not answered

Q6. We also heard from the community that creating a welcoming space is important (indoor and outdoor). Please describe YOUR ideas for a welcoming space!

not answered

Q7. Incorporating public art that reflects West Kelowna's distinct heritage is important to us (such as our agriculture and logging roots, etc). Please tell us your ideas for public art that celebrates West Kelowna's past, present and future.

not answered

Q8. Library space and servicesWhat library services would you see yourself or your family using? (Check all that apply)

not answered

Q9. What time(s) do you visit the library? (Check all that apply)

not answered

Q10. Please tell us what would make the West Kelowna Library a great space for you.

not answered

Q11. DemographicsSelect your age category.

55-64

Q12. How do you describe your gender identity?

Prefer not to say

Q13. What neighbourhood do you live in?

Shannon Lake

Q14. CommunicationsPlease rank the following statements: (completely agree, somewhat agree, somewhat disagree, completely disagree)

The information presented was clear and understandable	Completely disagree
I had an opportunity to share my views accurately	Somewhat disagree
I understand how my input will be used	Somewhat agree
I felt that participating was a valuable experience	Somewhat agree
I learned something new	Somewhat disagree

Q15. How did you hear about public consultation for the City Hall/Library Building?

Local news (online, television, newspaper)



Respondent No: 15

Login: Anonymous

Email: n/a

Responded At: Sep 22, 2021 09:58:59 am

Last Seen: Sep 22, 2021 09:58:59 am

IP Address: n/a

Q1. Open and inviting spacesWe heard that having an open and inviting space was important to consider as part of the design. Based on the sketches below (and we mean sketched!), what is your overall impression of the of the open space design?
City Hall - main entrance sketch
Library - Garden level entrance sketch
City Hall - main foyer and Council Chambers sketch
City Hall - second floor sketch (subject to wall delineation in seating area)
Please add additional comments to consider as part of the final design.

not answered

Q2. Customer service experienceCentralizing and consolidating administrative services from the City's multiple temporary-leased buildings will result in financial and work flow efficiencies. Planning is underway for a customer service layout to accommodate one centralized service area in the main entrance of the City Hall/Library Building.The main entrance will link the legislative and administrative components of the building and serves as a public foyer from which the departments on all three floors can be easily identified and located. This space also provides a key connection to the Library.Benefits include:
increased access to multiple departments (such as Development, Engineering, Bylaw and Finance)
larger space to accommodate customers/residents indoors for civic services (utilities and property tax payments, licenses, development applications etc.)
built for today yet expandable for future growth
Based on the description of the proposed one-stop customer service area, is there anything else we should consider as part of the final design?

I think a drive through drop-off is essential. There really is no need, most times, to have to enter a building....so a big time saver as well.

Q3. As we look at ways to improve customer service, we heard from the public during the first round of consultation that easy payment options were important, e.g. utilities and tax payments. Would you consider using a drive-thru payment drop box outside of the building? Definitely consider

Q4. Council ChambersThe Council Chambers area is where important decisions are made everyday and encourages members of our community to participate in local government. Feedback from the first round of public consultation suggests moveable, flexible and comfortable seating as most important.Based on the sketch of the Council Chambers, is there anything else we should consider to make this space more accessible, welcoming and comfortable?

I think it is brilliant to use the foyer/entrance as overflow for council meetings, optimum use of the space.

Q5. Getting aroundThe majority of participants indicated they spend less than one hour when visiting City Hall, which suggests consistent turnover of parking spaces at the future City Hall/Library Building.In addition, the following features were important to respondents:
bike racks/bike parking for cyclists
future electric vehicle charging stations/exchanges
drop off/pick up area outside the building
As we finalize the design, what other features would you like to see to enhance access to and within City Hall and the Library and the surrounding amenities?

I don't see mention of a path to the Johnson-Bentley Pool and Bike Park....that would be essential....

Q6. We also heard from the community that creating a welcoming space is important (indoor and outdoor). Please describe YOUR ideas for a welcoming space!

Because of the proximity to the Pool /Pool Playground/Bike Park/ Ampitheatre....it would be lovely to see picnic tables randomly placed on the grounds....making the whole area more inclusive for community use.

Q7. Incorporating public art that reflects West Kelowna's distinct heritage is important to us (such as our agriculture and logging roots, etc). Please tell us your ideas for public art that celebrates West Kelowna's past, present and future.

Water transportation (wharves /Ferries etc) was a big part of moving people and fruit at one time, which could also be incorporated with an agriculture/logging theme.

Q8. Library space and services
What library services would you see yourself or your family using? (Check all that apply)

Picking up and returning library materials
Attending adult programs
Attending children or youth programs

Q9. What time(s) do you visit the library? (Check all that apply)

Weekday mornings
Weekday afternoons

Q10. Please tell us what would make the West Kelowna Library a great space for you.

I would like it to be very inviting for all our Families.....so all ages of Children/Teens

Q11. Demographics
Select your age category.

55-64

Q12. How do you describe your gender identity?

Woman

Q13. What neighbourhood do you live in?

Westbank

Q14. Communications
Please rank the following statements: (completely agree, somewhat agree, somewhat disagree, completely disagree)

The information presented was clear and understandable	Completely agree
I had an opportunity to share my views accurately	Somewhat agree
I understand how my input will be used	Somewhat agree
I felt that participating was a valuable experience	Completely agree
I learned something new	Somewhat agree

Q15. How did you hear about public consultation for the City Hall/Library Building?

Printed materials (posters, post card, mailed letter)



Respondent No: 16

Login: Anonymous

Email: n/a

Responded At: Sep 22, 2021 11:39:51 am

Last Seen: Sep 22, 2021 11:39:51 am

IP Address: n/a

Q1. Open and inviting spacesWe heard that having an open and inviting space was important to consider as part of the design. Based on the sketches below (and we mean sketched!), what is your overall impression of the of the open space design?**City Hall - main entrance sketch****Library - Garden level entrance sketch****City Hall - main foyer and Council Chambers sketch****City Hall - second floor sketch (subject to wall delineation in seating area)****Please add additional comments to consider as part of the final design.**

It is difficult to see the function of this 2nd floor area. It would be beneficial to make the council chambers and public seating into a two story high theatre style facility with multiple purposes and tiered seating. The space could be used to give the public a better view of council deliberations. Ideally the space could become a Community theatre, with a stage and backstage area suitable for concerts and plays. The space could be available to schools for graduations, community theatre groups for plays, musical groups for concerts. As the Kelowna Community theatre is nearing its life expectancy and will probably have to close, there is great potential for West Kelowna to fill this need, and cover costs this way.

Q2. Customer service experience**Centralizing and consolidating administrative services from the City's multiple temporary-leased buildings will result in financial and work flow efficiencies. Planning is underway for a customer service layout to accommodate one centralized service area in the main entrance of the City Hall/Library Building.****The main entrance will link the legislative and administrative components of the building and serves as a public foyer from which the departments on all three floors can be easily identified and located. This space also provides a key connection to the Library.****Benefits include:****increased access to multiple departments (such as Development, Engineering, Bylaw and Finance)****larger space to accommodate customers/residents indoors for civic services (utilities and property tax payments, licenses, development applications etc.)****built for today yet expandable for future growth****Based on the description of the proposed one-stop customer service area, is there anything else we should consider as part of the final design?**

As many of the services are being accessed online, and work from home becomes more prevalent, individual offices should be limited, and flexible work space should be incorporated into the design

Q3. As we look at ways to improve customer service, we heard from the public during the first round of consultation that easy payment options were important, e.g. utilities and tax payments. Would you consider using a drive-thru payment drop box outside of the building? Would not consider

Q4. Council Chambers**The Council Chambers area is where important decisions are made everyday and encourages members of our community to participate in local government. Feedback from the first round of public consultation suggests moveable, flexible and comfortable seating as most important.****Based on the sketch of the Council Chambers, is there anything else we should consider to make this space more accessible, welcoming and comfortable?**

Tiered seating so that people at the back of the room can see what is going on.

Q5. Getting aroundThe majority of participants indicated they spend less than one hour when visiting City Hall, which suggests consistent turnover of parking spaces at the future City Hall/Library Building.In addition, the following features were important to respondents:bike racks/bike parking for cyclistsfuture electric vehicle charging stations/exchangesdrop off/pick up area outside the buildingAs we finalize the design, what other features would you like to see to enhance access to and within City Hall and the Library and the surrounding amenities?

Ability to hold events in summer at Annette Boudreau amphitheater would be greatly enhanced by the construction of a stage, backstage facilities, and the ability to secure the area so that the facility can be rented for concerts and plays with ticket sales.

Q6. We also heard from the community that creating a welcoming space is important (indoor and outdoor). Please describe YOUR ideas for a welcoming space!

not answered

Q7. Incorporating public art that reflects West Kelowna's distinct heritage is important to us (such as our agriculture and logging roots, etc). Please tell us your ideas for public art that celebrates West Kelowna's past, present and future.

not answered

Q8. Library space and servicesWhat library services would you see yourself or your family using? (Check all that apply)

Picking up and returning library materials
Attending adult programs

Q9. What time(s) do you visit the library? (Check all that apply)

Weekday afternoons

Q10. Please tell us what would make the West Kelowna Library a great space for you.

Using the space for adult and children's activities like art classes, poetry readings etc

Q11. DemographicsSelect your age category.

65+

Q12. How do you describe your gender identity?

Man

Q13. What neighbourhood do you live in?

Lakeview Heights

Q14. CommunicationsPlease rank the following statements: (completely agree, somewhat agree, somewhat disagree, completely disagree)

The information presented was clear and understandable	Somewhat agree
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I had an opportunity to share my views accurately	Completely agree
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I understand how my input will be used	Somewhat agree
--	----------------

I felt that participating was a valuable experience	Completely agree
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I learned something new	Completely agree
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Q15. How did you hear about public consultation for the City Hall/Library Building?

Communications from the City (e-news, Public Service Announcements, News Releases etc.)



Respondent No: 17

Login: Anonymous

Email: n/a

Responded At: Sep 22, 2021 13:47:14 pm

Last Seen: Sep 22, 2021 13:47:14 pm

IP Address: n/a

Q1. Open and inviting spacesWe heard that having an open and inviting space was important to consider as part of the design. Based on the sketches below (and we mean sketched!), what is your overall impression of the of the open space design?
City Hall - main entrance sketch
Library - Garden level entrance sketch
City Hall - main foyer and Council Chambers sketch
City Hall - second floor sketch (subject to wall delineation in seating area)
Please add additional comments to consider as part of the final design.

More green space and sustainable design elements.

Q2. Customer service experienceCentralizing and consolidating administrative services from the City's multiple temporary-leased buildings will result in financial and work flow efficiencies. Planning is underway for a customer service layout to accommodate one centralized service area in the main entrance of the City Hall/Library Building.The main entrance will link the legislative and administrative components of the building and serves as a public foyer from which the departments on all three floors can be easily identified and located. This space also provides a key connection to the Library.Benefits include:increased access to multiple departments (such as Development, Engineering, Bylaw and Finance)larger space to accommodate customers/residents indoors for civic services (utilities and property tax payments, licenses, development applications etc.)built for today yet expandable for future growthBased on the description of the proposed one-stop customer service area, is there anything else we should consider as part of the final design?

Consider the daily interactions of all staff members, streamline their workflows and interactions. Efficiency = sustainability.

Q3. As we look at ways to improve customer service, we heard from the public during the first round of consultation that easy payment options were important, e.g. utilities and tax payments. Would you consider using a drive-thru payment drop box outside of the building? Would not consider

Q4. Council ChambersThe Council Chambers area is where important decisions are made everyday and encourages members of our community to participate in local government. Feedback from the first round of public consultation suggests moveable, flexible and comfortable seating as most important.Based on the sketch of the Council Chambers, is there anything else we should consider to make this space more accessible, welcoming and comfortable?

Circular inclusive design, sustainability features, greenery

Q5. Getting aroundThe majority of participants indicated they spend less than one hour when visiting City Hall, which suggests consistent turnover of parking spaces at the future City Hall/Library Building.In addition, the following features were important to respondents:bike racks/bike parking for cyclistsfuture electric vehicle charging stations/exchangesdrop off/pick up area outside the buildingAs we finalize the design, what other features would you like to see to enhance access to and within City Hall and the Library and the surrounding amenities?

Bike parkade, with security, for staff and visitors. We need more than just bike racks.

Q6. We also heard from the community that creating a welcoming space is important (indoor and outdoor). Please describe YOUR ideas for a welcoming space!

Green spaces, natural lighting, sustainable features. Solar PV Panels, solar collectors, geothermal heat pumps, rainwater harvesting, living walls, etc.

Q7. Incorporating public art that reflects West Kelowna's distinct heritage is important to us (such as our agriculture and logging roots, etc). Please tell us your ideas for public art that celebrates West Kelowna's past, present and future.

It may be most important to illustrate the environmentally sustainable and equitable future. Biking, renewable energy, circular economies, biodiversity, equity.

Q8. Library space and services
What library services would you see yourself or your family using? (Check all that apply)

Picking up and returning library materials
Attending adult programs
Attending children or youth programs
Access to computers and the Internet
Reading and lounging
Research and study
Renting meeting spaces

Q9. What time(s) do you visit the library? (Check all that apply)

Saturday
Sunday

Q10. Please tell us what would make the West Kelowna Library a great space for you.

Incorporate a 'Human Library' which addresses people's prejudices by helping them to talk to those they would not normally meet.

Q11. Demographics
Select your age category.

35-44

Q12. How do you describe your gender identity?

Man

Q13. What neighbourhood do you live in?

Westbank

Q14. Communications
Please rank the following statements: (completely agree, somewhat agree, somewhat disagree, completely disagree)

The information presented was clear and understandable

Completely agree

I had an opportunity to share my views accurately

Somewhat agree

I understand how my input will be used

Somewhat agree

I felt that participating was a valuable experience

Somewhat agree

I learned something new

Somewhat agree

Q15. How did you hear about public consultation for the City Hall/Library Building?

Social media (Facebook, Twitter, Instagram etc.)



Respondent No: 18

Login: Anonymous

Email: n/a

Responded At: Sep 22, 2021 14:43:31 pm

Last Seen: Sep 22, 2021 14:43:31 pm

IP Address: n/a

Q1. Open and inviting spacesWe heard that having an open and inviting space was important to consider as part of the design. Based on the sketches below (and we mean sketched!), what is your overall impression of the of the open space design?
City Hall - main entrance sketch
Library - Garden level entrance sketch
City Hall - main foyer and Council Chambers sketch
City Hall - second floor sketch (subject to wall delineation in seating area)
Please add additional comments to consider as part of the final design.

So many windows: Nice to see the view but will it make cooling more difficult? Or can solar panels be installed in some of the roof top?

Q2. Customer service experienceCentralizing and consolidating administrative services from the City's multiple temporary-leased buildings will result in financial and work flow efficiencies. Planning is underway for a customer service layout to accommodate one centralized service area in the main entrance of the City Hall/Library Building.The main entrance will link the legislative and administrative components of the building and serves as a public foyer from which the departments on all three floors can be easily identified and located. This space also provides a key connection to the Library.Benefits include:increased access to multiple departments (such as Development, Engineering, Bylaw and Finance)larger space to accommodate customers/residents indoors for civic services (utilities and property tax payments, licenses, development applications etc.)built for today yet expandable for future growthBased on the description of the proposed one-stop customer service area, is there anything else we should consider as part of the final design?

Just that there should be room for expansion as the requirements grow

Q3. As we look at ways to improve customer service, we heard from the public during the first round of consultation that easy payment options were important, e.g. utilities and tax payments. Would you consider using a drive-thru payment drop box outside of the building? Definitely consider

Q4. Council ChambersThe Council Chambers area is where important decisions are made everyday and encourages members of our community to participate in local government. Feedback from the first round of public consultation suggests moveable, flexible and comfortable seating as most important.Based on the sketch of the Council Chambers, is there anything else we should consider to make this space more accessible, welcoming and comfortable?

not answered

Q5. Getting aroundThe majority of participants indicated they spend less than one hour when visiting City Hall, which suggests consistent turnover of parking spaces at the future City Hall/Library Building.In addition, the following features were important to respondents:bike racks/bike parking for cyclistsfuture electric vehicle charging stations/exchangesdrop off/pick up area outside the buildingAs we finalize the design, what other features would you like to see to enhance access to and within City Hall and the Library and the surrounding amenities?

Access for disabled guaranteed throughout. Solar panels to make the whole building free of using any other energy source. Geothermal if possible on location

Q6. **We also heard from the community that creating a welcoming space is important (indoor and outdoor). Please describe YOUR ideas for a welcoming space!**

Shade trees outside. Gathering places for meetings etc Benches and picnic tables outdoors. A snack bar or coffee outlet in lobby.

Q7. **Incorporating public art that reflects West Kelowna's distinct heritage is important to us (such as our agriculture and logging roots, etc). Please tell us your ideas for public art that celebrates West Kelowna's past, present and future.**

On the walls outdoors!! Sculpture in outdoor area.

Q8. **Library space and services** **What library services would you see yourself or your family using? (Check all that apply)**

Picking up and returning library materials
Attending adult programs
Reading and lounging
Research and study
Renting meeting spaces

Q9. **What time(s) do you visit the library? (Check all that apply)**

Weekday afternoons

Q10. **Please tell us what would make the West Kelowna Library a great space for you.**

Comfortable Seating

Q11. **Demographics** **Select your age category.**

65+

Q12. **How do you describe your gender identity?**

Woman

Q13. **What neighbourhood do you live in?**

Goats Peak/Gellatly

Q14. **Communications** **Please rank the following statements: (completely agree, somewhat agree, somewhat disagree, completely disagree)**

The information presented was clear and understandable	Somewhat agree
I had an opportunity to share my views accurately	Completely agree
I understand how my input will be used	Somewhat agree
I felt that participating was a valuable experience	Somewhat agree
I learned something new	Completely agree

Q15. **How did you hear about public consultation for the City Hall/Library Building?**

Local news (online, television, newspaper)
Communications from the City (e-news, Public Service Announcements, News Releases etc.)



Respondent No: 19

Login: Anonymous

Email: n/a

Responded At: Sep 22, 2021 15:36:09 pm

Last Seen: Sep 22, 2021 15:36:09 pm

IP Address: n/a

Q1. Open and inviting spacesWe heard that having an open and inviting space was important to consider as part of the design. Based on the sketches below (and we mean sketched!), what is your overall impression of the of the open space design?
City Hall - main entrance sketch
Library - Garden level entrance sketch
City Hall - main foyer and Council Chambers sketch
City Hall - second floor sketch (subject to wall delineation in seating area)
Please add additional comments to consider as part of the final design.

looks great! like the open design, will draw people to work here and provide a larger area for city hall meetings

Q2. Customer service experienceCentralizing and consolidating administrative services from the City's multiple temporary-leased buildings will result in financial and work flow efficiencies. Planning is underway for a customer service layout to accommodate one centralized service area in the main entrance of the City Hall/Library Building.The main entrance will link the legislative and administrative components of the building and serves as a public foyer from which the departments on all three floors can be easily identified and located. This space also provides a key connection to the Library.Benefits include:increased access to multiple departments (such as Development, Engineering, Bylaw and Finance)larger space to accommodate customers/residents indoors for civic services (utilities and property tax payments, licenses, development applications etc.)built for today yet expandable for future growthBased on the description of the proposed one-stop customer service area, is there anything else we should consider as part of the final design?

I think its great to plan for the future, I would like to see office space that could be rented by other businesses to bring in revenue as well as bring more businesses to the downtown! if the council chamber or other meeting areas could be designed to be rented to other community groups and have double purpose, my daughters dance concerts always had to be held in Kelowna the same with the new crossing creek theater etc.. would be great to have a space in West Kelowna.

Q3. As we look at ways to improve customer service, we heard from the public during the first round of consultation that easy payment options were important, e.g. utilities and tax payments. Would you consider using a drive-thru payment drop box outside of the building?

Definitely consider

Q4. Council ChambersThe Council Chambers area is where important decisions are made everyday and encourages members of our community to participate in local government. Feedback from the first round of public consultation suggests moveable, flexible and comfortable seating as most important.Based on the sketch of the Council Chambers, is there anything else we should consider to make this space more accessible, welcoming and comfortable?

looks great

Q5. Getting aroundThe majority of participants indicated they spend less than one hour when visiting City Hall, which suggests consistent turnover of parking spaces at the future City Hall/Library Building.In addition, the following features were important to respondents:bike racks/bike parking for cyclistsfuture electric vehicle charging stations/exchangesdrop off/pick up area outside the buildingAs we finalize the design, what other features would you like to see to enhance access to and within City Hall and the Library and the surrounding amenities?

quick drop off is super important

Q6. We also heard from the community that creating a welcoming space is important (indoor and outdoor). Please describe YOUR ideas for a welcoming space!

photos of our community heritage as well as local art only

Q7. Incorporating public art that reflects West Kelowna's distinct heritage is important to us (such as our agriculture and logging roots, etc). Please tell us your ideas for public art that celebrates West Kelowna's past, present and future.

agree with all said

Q8. Library space and servicesWhat library services would you see yourself or your family using? (Check all that apply)

Picking up and returning library materials
Attending adult programs
Attending children or youth programs
Access to computers and the Internet
Reading and lounging
Research and study
Renting meeting spaces

Q9. What time(s) do you visit the library? (Check all that apply)

Saturday

Q10. Please tell us what would make the West Kelowna Library a great space for you.

meeting space, childrens areas

Q11. DemographicsSelect your age category.

35-44

Q12. How do you describe your gender identity?

Woman

Q13. What neighbourhood do you live in?

Westbank

Q14. CommunicationsPlease rank the following statements: (completely agree, somewhat agree, somewhat disagree, completely disagree)

The information presented was clear and understandable

Completely agree

I had an opportunity to share my views accurately

Completely agree

I understand how my input will be used

Somewhat agree

I felt that participating was a valuable experience

Completely agree

I learned something new

Completely agree

Q15. How did you hear about public consultation for the City Hall/Library Building?

Communications from the City (e-news, Public Service Announcements, News Releases etc.)



Respondent No: 20

Login: Anonymous

Email: n/a

Responded At: Sep 23, 2021 08:26:46 am

Last Seen: Sep 23, 2021 08:26:46 am

IP Address: n/a

Q1. Open and inviting spacesWe heard that having an open and inviting space was important to consider as part of the design. Based on the sketches below (and we mean sketched!), what is your overall impression of the of the open space design?
City Hall - main entrance sketch
Library - Garden level entrance sketch
City Hall - main foyer and Council Chambers sketch
City Hall - second floor sketch (subject to wall delineation in seating area)
Please add additional comments to consider as part of the final design.

The design is very modern. While I like it, I fear the garden entrance section of the building may fall out of style quickly with the three identical layers of walkway. I like the glass for the staircase though, it's like the UBCO building.

Q2. Customer service experienceCentralizing and consolidating administrative services from the City's multiple temporary-leased buildings will result in financial and work flow efficiencies. Planning is underway for a customer service layout to accommodate one centralized service area in the main entrance of the City Hall/Library Building.The main entrance will link the legislative and administrative components of the building and serves as a public foyer from which the departments on all three floors can be easily identified and located. This space also provides a key connection to the Library.Benefits include:increased access to multiple departments (such as Development, Engineering, Bylaw and Finance)larger space to accommodate customers/residents indoors for civic services (utilities and property tax payments, licenses, development applications etc.)built for today yet expandable for future growthBased on the description of the proposed one-stop customer service area, is there anything else we should consider as part of the final design?

Bathrooms should be nearby and easily accessible (gender neutral and accessible). A waiting area should be available. A community board or area for community members to share information should be there as well.

Q3. As we look at ways to improve customer service, we heard from the public during the first round of consultation that easy payment options were important, e.g. utilities and tax payments. Would you consider using a drive-thru payment drop box outside of the building? Definitely consider

Q4. Council ChambersThe Council Chambers area is where important decisions are made everyday and encourages members of our community to participate in local government. Feedback from the first round of public consultation suggests moveable, flexible and comfortable seating as most important.Based on the sketch of the Council Chambers, is there anything else we should consider to make this space more accessible, welcoming and comfortable?

As long as the area can be closed off it should be good. Large spaces or open concept spaces that are open to foyers make meetings difficult and creates background noise that can be frustrating for members with hearing issues. The meeting area needs to be functional and able to be closed off in a nicely designed way.

Q5. Getting aroundThe majority of participants indicated they spend less than one hour when visiting City Hall, which suggests consistent turnover of parking spaces at the future City Hall/Library Building.In addition, the following features were important to respondents:bike racks/bike parking for cyclistsfuture electric vehicle charging stations/exchangesdrop off/pick up area outside the buildingAs we finalize the design, what other features would you like to see to enhance access to and within City Hall and the Library and the surrounding amenities?

The access looks good. I would suggest a walkway from The amphitheatre to roadways in those directions, to make walking access from all four directions.

Q6. We also heard from the community that creating a welcoming space is important (indoor and outdoor). Please describe YOUR ideas for a welcoming space!

Outdoor community access points like an outdoor chess or checkers board. Bars for gymnastics/pull-ups or other exercises are a growing popularity and a great way to provide a free outdoor exercise space (common in Japan). Any other easily usable outdoor spaces that are small and can create community interaction. There should be an area with trees like City Park in Kelowna that is welcome for people to just be. We need to encourage the public to interact in free public spaces. SO many residents (especially youth), have nowhere to be in public that is affordable and positive where they are welcome. We have created a culture (especially in Kelowna) where anyone using free public space is loitering, or has nowhere else to be. This creates a feeling of being unwelcome, which shouldn't be the case.

Q7. Incorporating public art that reflects West Kelowna's distinct heritage is important to us (such as our agriculture and logging roots, etc). Please tell us your ideas for public art that celebrates West Kelowna's past, present and future.

Please include Indigenous components and acknowledgements. Not only should Indigenous art be represented, our relationship with WFN should be acknowledged, both with our faults and our accomplishments. Kelowna has an excellent information board by the dolphins that acknowledges our mistakes while also being informative.

Q8. Library space and servicesWhat library services would you see yourself or your family using? (Check all that apply)

Picking up and returning library materials
Attending adult programs
Attending children or youth programs
Access to computers and the Internet
Reading and lounging
Research and study
Renting meeting spaces

Q9. What time(s) do you visit the library? (Check all that apply)

Weekday evenings
Saturday
Sunday

Q10. Please tell us what would make the West Kelowna Library a great space for you.

The library is one of the few remaining free spaces for the public to be. It needs to have spaces where you can be safely and be welcome. Access to things like the internet and printing are essential for those that don't have it. Meeting spaces for game clubs and entrepreneurs are excellent. Lounging and reading areas should be abundant. Some should be spaces with comfy chairs and side tables, while other areas should have work spaces (like tables with plug access). Both open concept and spaces set off to the side should be considered. Most importantly, our indigenous and French media and literature sections should be expanded. Our libraries have little to know French books, which is a huge drawback for our French Immersion and Francophone communities. Teachers at local schools can help with selection if the library wants support.

Q11. Demographics Select your age category.	25-34
Q12. How do you describe your gender identity?	Woman
Q13. What neighbourhood do you live in?	Westbank First Nation
Q14. Communications Please rank the following statements: (completely agree, somewhat agree, somewhat disagree, completely disagree)	
The information presented was clear and understandable	Somewhat agree
I had an opportunity to share my views accurately	Completely agree
I understand how my input will be used	Somewhat agree
I felt that participating was a valuable experience	Completely agree
I learned something new	Completely agree
Q15. How did you hear about public consultation for the City Hall/Library Building?	Social media (Facebook, Twitter, Instagram etc.) Communications from the City (e-news, Public Service Announcements, News Releases etc.)



Respondent No: 21

Login: Anonymous

Email: n/a

Responded At: Sep 23, 2021 11:35:12 am

Last Seen: Sep 23, 2021 11:35:12 am

IP Address: n/a

Q1. Open and inviting spacesWe heard that having an open and inviting space was important to consider as part of the design. Based on the sketches below (and we mean sketched!), what is your overall impression of the of the open space design?
City Hall - main entrance sketch
Library - Garden level entrance sketch
City Hall - main foyer and Council Chambers sketch
City Hall - second floor sketch (subject to wall delineation in seating area)
Please add additional comments to consider as part of the final design.

Open concept design looks great

Q2. Customer service experienceCentralizing and consolidating administrative services from the City's multiple temporary-leased buildings will result in financial and work flow efficiencies. Planning is underway for a customer service layout to accommodate one centralized service area in the main entrance of the City Hall/Library Building.The main entrance will link the legislative and administrative components of the building and serves as a public foyer from which the departments on all three floors can be easily identified and located. This space also provides a key connection to the Library.Benefits include:increased access to multiple departments (such as Development, Engineering, Bylaw and Finance)larger space to accommodate customers/residents indoors for civic services (utilities and property tax payments, licenses, development applications etc.)built for today yet expandable for future growthBased on the description of the proposed one-stop customer service area, is there anything else we should consider as part of the final design?

Nope

Q3. As we look at ways to improve customer service, we heard from the public during the first round of consultation that easy payment options were important, e.g. utilities and tax payments. Would you consider using a drive-thru payment drop box outside of the building?

Definitely consider

Q4. Council ChambersThe Council Chambers area is where important decisions are made everyday and encourages members of our community to participate in local government. Feedback from the first round of public consultation suggests moveable, flexible and comfortable seating as most important.Based on the sketch of the Council Chambers, is there anything else we should consider to make this space more accessible, welcoming and comfortable?

Nope

Q5. Getting aroundThe majority of participants indicated they spend less than one hour when visiting City Hall, which suggests consistent turnover of parking spaces at the future City Hall/Library Building.In addition, the following features were important to respondents:bike racks/bike parking for cyclistsfuture electric vehicle charging stations/exchangesdrop off/pick up area outside the buildingAs we finalize the design, what other features would you like to see to enhance access to and within City Hall and the Library and the surrounding amenities?

Looking at the design, it appears that getting into the spots and driving by is going to be really tricky especially from the smaller side of the parking lot.

Q6. We also heard from the community that creating a welcoming space is important (indoor and outdoor). Please describe YOUR ideas for a welcoming space!

View galleries, more benches, and draught prone greenery

Q7. Incorporating public art that reflects West Kelowna's distinct heritage is important to us (such as our agriculture and logging roots, etc). Please tell us your ideas for public art that celebrates West Kelowna's past, present and future.

First Nation arts, Wall dedicated to local artists that have new art every month or quarter

Q8. Library space and services
What library services would you see yourself or your family using? (Check all that apply)

Picking up and returning library materials

Reading and lounging

Q9. What time(s) do you visit the library? (Check all that apply)

Weekday evenings

Q10. Please tell us what would make the West Kelowna Library a great space for you.

not answered

Q11. Demographics
Select your age category.

25-34

Q12. How do you describe your gender identity?

Man

Q13. What neighbourhood do you live in?

Glenrosa

Q14. Communications
Please rank the following statements: (completely agree, somewhat agree, somewhat disagree, completely disagree)

The information presented was clear and understandable

Completely agree

I had an opportunity to share my views accurately

Completely agree

I understand how my input will be used

Completely agree

I felt that participating was a valuable experience

Completely agree

I learned something new

Completely agree

Q15. How did you hear about public consultation for the City Hall/Library Building?

Communications from the City (e-news, Public Service Announcements, News Releases etc.)



Respondent No: 22

Login: Anonymous

Email: n/a

Responded At: Sep 23, 2021 21:19:48 pm

Last Seen: Sep 23, 2021 21:19:48 pm

IP Address: n/a

Q1. Open and inviting spacesWe heard that having an open and inviting space was important to consider as part of the design. Based on the sketches below (and we mean sketched!), what is your overall impression of the of the open space design?
City Hall - main entrance sketch
Library - Garden level entrance sketch
City Hall - main foyer and Council Chambers sketch
City Hall - second floor sketch (subject to wall delineation in seating area)
Please add additional comments to consider as part of the final design.

not answered

Q2. Customer service experienceCentralizing and consolidating administrative services from the City's multiple temporary-leased buildings will result in financial and work flow efficiencies. Planning is underway for a customer service layout to accommodate one centralized service area in the main entrance of the City Hall/Library Building.The main entrance will link the legislative and administrative components of the building and serves as a public foyer from which the departments on all three floors can be easily identified and located. This space also provides a key connection to the Library.Benefits include:increased access to multiple departments (such as Development, Engineering, Bylaw and Finance)larger space to accommodate customers/residents indoors for civic services (utilities and property tax payments, licenses, development applications etc.)built for today yet expandable for future growthBased on the description of the proposed one-stop customer service area, is there anything else we should consider as part of the final design?

not answered

Q3. As we look at ways to improve customer service, we heard from the public during the first round of consultation that easy payment options were important, e.g. utilities and tax payments. Would you consider using a drive-thru payment drop box outside of the building?

Would not consider

Q4. Council ChambersThe Council Chambers area is where important decisions are made everyday and encourages members of our community to participate in local government. Feedback from the first round of public consultation suggests moveable, flexible and comfortable seating as most important.Based on the sketch of the Council Chambers, is there anything else we should consider to make this space more accessible, welcoming and comfortable?

Moveable/ foldable walls to accommodate large capacities

Q5. Getting aroundThe majority of participants indicated they spend less than one hour when visiting City Hall, which suggests consistent turnover of parking spaces at the future City Hall/Library Building.In addition, the following features were important to respondents:bike racks/bike parking for cyclistsfuture electric vehicle charging stations/exchangesdrop off/pick up area outside the buildingAs we finalize the design, what other features would you like to see to enhance access to and within City Hall and the Library and the surrounding amenities?

A large sculpture from our First Nations people. Something that ties to West Kelowna Specifically.

Q6. We also heard from the community that creating a welcoming space is important (indoor and outdoor). Please describe YOUR ideas for a welcoming space!

Picnic tables and a green area that is also kid friendly. Maybe a row of permanent constructed vendor stands that could eventually host a farmers market over the weekends. It would be great to have something else to draw the community to City Hall & support local Maybe where the 2nd path is to the amphitheatre #9

Q7. Incorporating public art that reflects West Kelowna's distinct heritage is important to us (such as our agriculture and logging roots, etc). Please tell us your ideas for public art that celebrates West Kelowna's past, present and future.

People- big black & white prints/photos of past names (William Bennett, Indigenous Cheif etc) that helped shaped our community.

Q8. Library space and servicesWhat library services would you see yourself or your family using? (Check all that apply)

Picking up and returning library materials
Attending adult programs
Attending children or youth programs

Q9. What time(s) do you visit the library? (Check all that apply)

Weekday mornings
Weekday afternoons
Weekday evenings
Saturday
Sunday

Q10. Please tell us what would make the West Kelowna Library a great space for you.

Kids story time or a kids theatre presentation.

Q11. DemographicsSelect your age category. 35-44

Q12. How do you describe your gender identity? Woman

Q13. What neighbourhood do you live in? Casa Loma

Q14. CommunicationsPlease rank the following statements: (completely agree, somewhat agree, somewhat disagree, completely disagree)

The information presented was clear and understandable	Somewhat agree
I had an opportunity to share my views accurately	Somewhat disagree
I understand how my input will be used	Somewhat disagree
I felt that participating was a valuable experience	Somewhat agree
I learned something new	Completely agree

Q15. How did you hear about public consultation for the City Hall/Library Building? Local news (online, television, newspaper)



Respondent No: 23

Login: Anonymous

Email: n/a

Responded At: Sep 23, 2021 21:27:33 pm

Last Seen: Sep 23, 2021 21:27:33 pm

IP Address: n/a

Q1. Open and inviting spacesWe heard that having an open and inviting space was important to consider as part of the design. Based on the sketches below (and we mean sketched!), what is your overall impression of the of the open space design?
City Hall - main entrance sketch
Library - Garden level entrance sketch
City Hall - main foyer and Council Chambers sketch
City Hall - second floor sketch (subject to wall delineation in seating area)
Please add additional comments to consider as part of the final design.

not answered

Q2. Customer service experienceCentralizing and consolidating administrative services from the City's multiple temporary-leased buildings will result in financial and work flow efficiencies. Planning is underway for a customer service layout to accommodate one centralized service area in the main entrance of the City Hall/Library Building.The main entrance will link the legislative and administrative components of the building and serves as a public foyer from which the departments on all three floors can be easily identified and located. This space also provides a key connection to the Library.Benefits include:increased access to multiple departments (such as Development, Engineering, Bylaw and Finance)larger space to accommodate customers/residents indoors for civic services (utilities and property tax payments, licenses, development applications etc.)built for today yet expandable for future growthBased on the description of the proposed one-stop customer service area, is there anything else we should consider as part of the final design?

not answered

Q3. As we look at ways to improve customer service, we heard from the public during the first round of consultation that easy payment options were important, e.g. utilities and tax payments. Would you consider using a drive-thru payment drop box outside of the building?

Might or might not consider

Q4. Council ChambersThe Council Chambers area is where important decisions are made everyday and encourages members of our community to participate in local government. Feedback from the first round of public consultation suggests moveable, flexible and comfortable seating as most important.Based on the sketch of the Council Chambers, is there anything else we should consider to make this space more accessible, welcoming and comfortable?

not answered

Q5. Getting aroundThe majority of participants indicated they spend less than one hour when visiting City Hall, which suggests consistent turnover of parking spaces at the future City Hall/Library Building.In addition, the following features were important to respondents:bike racks/bike parking for cyclistsfuture electric vehicle charging stations/exchangesdrop off/pick up area outside the buildingAs we finalize the design, what other features would you like to see to enhance access to and within City Hall and the Library and the surrounding amenities?

not answered

Q6. We also heard from the community that creating a welcoming space is important (indoor and outdoor). Please describe YOUR ideas for a welcoming space!

not answered

Q7. Incorporating public art that reflects West Kelowna's distinct heritage is important to us (such as our agriculture and logging roots, etc). Please tell us your ideas for public art that celebrates West Kelowna's past, present and future.

not answered

Q8. Library space and services
What library services would you see yourself or your family using? (Check all that apply)

Picking up and returning library materials
Attending children or youth programs
Access to computers and the Internet

Q9. What time(s) do you visit the library? (Check all that apply)

Weekday mornings

Q10. Please tell us what would make the West Kelowna Library a great space for you.

A really engaging and imaginative children's area

Q11. Demographics
Select your age category.

25-34

Q12. How do you describe your gender identity?

Woman

Q13. What neighbourhood do you live in?

West Kelowna Estates/Rose Valley

Q14. Communications
Please rank the following statements: (completely agree, somewhat agree, somewhat disagree, completely disagree)

The information presented was clear and understandable	Completely agree
I had an opportunity to share my views accurately	Completely agree
I understand how my input will be used	Completely agree
I felt that participating was a valuable experience	Somewhat agree
I learned something new	Somewhat agree

Q15. How did you hear about public consultation for the City Hall/Library Building?

Social media (Facebook, Twitter, Instagram etc.)
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Respondent No: 24

Login: Anonymous

Email: n/a

Responded At: Sep 24, 2021 05:21:05 am

Last Seen: Sep 24, 2021 05:21:05 am

IP Address: n/a

Q1. Open and inviting spacesWe heard that having an open and inviting space was important to consider as part of the design. Based on the sketches below (and we mean sketched!), what is your overall impression of the of the open space design?
City Hall - main entrance sketch
Library - Garden level entrance sketch
City Hall - main foyer and Council Chambers sketch
City Hall - second floor sketch (subject to wall delineation in seating area)
Please add additional comments to consider as part of the final design.

not answered

Q2. Customer service experienceCentralizing and consolidating administrative services from the City's multiple temporary-leased buildings will result in financial and work flow efficiencies. Planning is underway for a customer service layout to accommodate one centralized service area in the main entrance of the City Hall/Library Building.The main entrance will link the legislative and administrative components of the building and serves as a public foyer from which the departments on all three floors can be easily identified and located. This space also provides a key connection to the Library.Benefits include:increased access to multiple departments (such as Development, Engineering, Bylaw and Finance)larger space to accommodate customers/residents indoors for civic services (utilities and property tax payments, licenses, development applications etc.)built for today yet expandable for future growthBased on the description of the proposed one-stop customer service area, is there anything else we should consider as part of the final design?

not answered

Q3. As we look at ways to improve customer service, we heard from the public during the first round of consultation that easy payment options were important, e.g. utilities and tax payments. Would you consider using a drive-thru payment drop box outside of the building? Would not consider

Q4. Council ChambersThe Council Chambers area is where important decisions are made everyday and encourages members of our community to participate in local government. Feedback from the first round of public consultation suggests moveable, flexible and comfortable seating as most important.Based on the sketch of the Council Chambers, is there anything else we should consider to make this space more accessible, welcoming and comfortable?

not answered

Q5. Getting aroundThe majority of participants indicated they spend less than one hour when visiting City Hall, which suggests consistent turnover of parking spaces at the future City Hall/Library Building.In addition, the following features were important to respondents:bike racks/bike parking for cyclistsfuture electric vehicle charging stations/exchangesdrop off/pick up area outside the buildingAs we finalize the design, what other features would you like to see to enhance access to and within City Hall and the Library and the surrounding amenities?

not answered

Q6. We also heard from the community that creating a welcoming space is important (indoor and outdoor). Please describe YOUR ideas for a welcoming space!

not answered

Q7. Incorporating public art that reflects West Kelowna's distinct heritage is important to us (such as our agriculture and logging roots, etc). Please tell us your ideas for public art that celebrates West Kelowna's past, present and future.

not answered

Q8. Library space and servicesWhat library services would you see yourself or your family using? (Check all that apply)

Picking up and returning library materials

Q9. What time(s) do you visit the library? (Check all that apply)

Weekday evenings

Saturday

Sunday

Q10. Please tell us what would make the West Kelowna Library a great space for you.

not answered

Q11. DemographicsSelect your age category.

45-54

Q12. How do you describe your gender identity?

Woman

Q13. What neighbourhood do you live in?

West Kelowna Estates/Rose Valley

Q14. CommunicationsPlease rank the following statements: (completely agree, somewhat agree, somewhat disagree, completely disagree)

The information presented was clear and understandable

Completely agree

I had an opportunity to share my views accurately

Completely agree

I understand how my input will be used

Somewhat agree

I felt that participating was a valuable experience

Somewhat agree

I learned something new

Completely agree

Q15. How did you hear about public consultation for the City Hall/Library Building?

Social media (Facebook, Twitter, Instagram etc.)



Respondent No: 25

Login: Anonymous

Email: n/a

Responded At: Sep 24, 2021 12:38:44 pm

Last Seen: Sep 24, 2021 12:38:44 pm

IP Address: n/a

Q1. Open and inviting spacesWe heard that having an open and inviting space was important to consider as part of the design. Based on the sketches below (and we mean sketched!), what is your overall impression of the of the open space design?
City Hall - main entrance sketch
Library - Garden level entrance sketch
City Hall - main foyer and Council Chambers sketch
City Hall - second floor sketch (subject to wall delineation in seating area)
Please add additional comments to consider as part of the final design.

As an elderly person I would like the library to be accessible from Old Okanagan Highway. I do not want to have to go onto Dobbin Road. Right now the library is in a wonderful spot on Elliot Road away from fast moving traffic

Q2. Customer service experienceCentralizing and consolidating administrative services from the City's multiple temporary-leased buildings will result in financial and work flow efficiencies. Planning is underway for a customer service layout to accommodate one centralized service area in the main entrance of the City Hall/Library Building.The main entrance will link the legislative and administrative components of the building and serves as a public foyer from which the departments on all three floors can be easily identified and located. This space also provides a key connection to the Library.Benefits include:increased access to multiple departments (such as Development, Engineering, Bylaw and Finance)larger space to accommodate customers/residents indoors for civic services (utilities and property tax payments, licenses, development applications etc.)built for today yet expandable for future growthBased on the description of the proposed one-stop customer service area, is there anything else we should consider as part of the final design?

Seems OK

Q3. As we look at ways to improve customer service, we heard from the public during the first round of consultation that easy payment options were important, e.g. utilities and tax payments. Would you consider using a drive-thru payment drop box outside of the building? Might or might not consider

Q4. Council ChambersThe Council Chambers area is where important decisions are made everyday and encourages members of our community to participate in local government. Feedback from the first round of public consultation suggests moveable, flexible and comfortable seating as most important.Based on the sketch of the Council Chambers, is there anything else we should consider to make this space more accessible, welcoming and comfortable?

not answered

Q5. Getting aroundThe majority of participants indicated they spend less than one hour when visiting City Hall, which suggests consistent turnover of parking spaces at the future City Hall/Library Building.In addition, the following features were important to respondents:bike racks/bike parking for cyclistsfuture electric vehicle charging stations/exchangesdrop off/pick up area outside the buildingAs we finalize the design, what other features would you like to see to enhance access to and within City Hall and the Library and the surrounding amenities?

Yes access pathway to library from the back using Old Okkanagen Highway entrance which is now where the access to the swimming pool is

Q6. We also heard from the community that creating a welcoming space is important (indoor and outdoor). Please describe YOUR ideas for a welcoming space!

not answered

Q7. Incorporating public art that reflects West Kelowna's distinct heritage is important to us (such as our agriculture and logging roots, etc). Please tell us your ideas for public art that celebrates West Kelowna's past, present and future.

not answered

Q8. Library space and servicesWhat library services would you see yourself or your family using? (Check all that apply)

Picking up and returning library materials

Q9. What time(s) do you visit the library? (Check all that apply)

Weekday mornings

Weekday afternoons

Saturday

Q10. Please tell us what would make the West Kelowna Library a great space for you.

EASY ACCESS BUT NOT FROM DOBBIN ROAD

Q11. DemographicsSelect your age category.

65+

Q12. How do you describe your gender identity?

Woman

Q13. What neighbourhood do you live in?

Westbank Centre

Q14. CommunicationsPlease rank the following statements: (completely agree, somewhat agree, somewhat disagree, completely disagree)

The information presented was clear and understandable

Somewhat agree

I had an opportunity to share my views accurately

Somewhat agree

I understand how my input will be used

Somewhat agree

I felt that participating was a valuable experience

Somewhat disagree

I learned something new

Somewhat agree

Q15. How did you hear about public consultation for the City Hall/Library Building?

Local news (online, television, newspaper)



Respondent No: 26

Login: Anonymous

Email: n/a

Responded At: Sep 24, 2021 14:13:15 pm

Last Seen: Sep 24, 2021 14:13:15 pm

IP Address: n/a

Q1. Open and inviting spacesWe heard that having an open and inviting space was important to consider as part of the design. Based on the sketches below (and we mean sketched!), what is your overall impression of the of the open space design?
City Hall - main entrance sketch
Library - Garden level entrance sketch
City Hall - main foyer and Council Chambers sketch
City Hall - second floor sketch (subject to wall delineation in seating area)
Please add additional comments to consider as part of the final design.

not answered

Q2. Customer service experienceCentralizing and consolidating administrative services from the City's multiple temporary-leased buildings will result in financial and work flow efficiencies. Planning is underway for a customer service layout to accommodate one centralized service area in the main entrance of the City Hall/Library Building.The main entrance will link the legislative and administrative components of the building and serves as a public foyer from which the departments on all three floors can be easily identified and located. This space also provides a key connection to the Library.Benefits include:increased access to multiple departments (such as Development, Engineering, Bylaw and Finance)larger space to accommodate customers/residents indoors for civic services (utilities and property tax payments, licenses, development applications etc.)built for today yet expandable for future growthBased on the description of the proposed one-stop customer service area, is there anything else we should consider as part of the final design?

not answered

Q3. As we look at ways to improve customer service, we heard from the public during the first round of consultation that easy payment options were important, e.g. utilities and tax payments. Would you consider using a drive-thru payment drop box outside of the building? Definitely consider

Q4. Council ChambersThe Council Chambers area is where important decisions are made everyday and encourages members of our community to participate in local government. Feedback from the first round of public consultation suggests moveable, flexible and comfortable seating as most important.Based on the sketch of the Council Chambers, is there anything else we should consider to make this space more accessible, welcoming and comfortable?

not answered

Q5. Getting aroundThe majority of participants indicated they spend less than one hour when visiting City Hall, which suggests consistent turnover of parking spaces at the future City Hall/Library Building.In addition, the following features were important to respondents:bike racks/bike parking for cyclistsfuture electric vehicle charging stations/exchangesdrop off/pick up area outside the buildingAs we finalize the design, what other features would you like to see to enhance access to and within City Hall and the Library and the surrounding amenities?

not answered

Q6. We also heard from the community that creating a welcoming space is important (indoor and outdoor). Please describe YOUR ideas for a welcoming space!

not answered

Q7. Incorporating public art that reflects West Kelowna's distinct heritage is important to us (such as our agriculture and logging roots, etc). Please tell us your ideas for public art that celebrates West Kelowna's past, present and future.

Don't hire the guy that designed "the Bear" outside One Water in Kelowna!!

Q8. Library space and servicesWhat library services would you see yourself or your family using? (Check all that apply)

Picking up and returning library materials
Attending adult programs

Q9. What time(s) do you visit the library? (Check all that apply)

Weekday afternoons

Q10. Please tell us what would make the West Kelowna Library a great space for you.

not answered

Q11. DemographicsSelect your age category.

65+

Q12. How do you describe your gender identity?

Woman

Q13. What neighbourhood do you live in?

Westbank

Q14. CommunicationsPlease rank the following statements: (completely agree, somewhat agree, somewhat disagree, completely disagree)

The information presented was clear and understandable	Completely agree
I had an opportunity to share my views accurately	Completely agree
I understand how my input will be used	Completely agree
I felt that participating was a valuable experience	Completely agree
I learned something new	Somewhat disagree

Q15. How did you hear about public consultation for the City Hall/Library Building?

Communications from the City (e-news, Public Service Announcements, News Releases etc.)



Respondent No: 27
Login: SueR
Email: Sue.rollinson@shaw.ca

Responded At: Sep 25, 2021 08:38:44 am
Last Seen: Sep 25, 2021 15:10:32 pm
IP Address: 24.67.4.128

Q1. Open and inviting spacesWe heard that having an open and inviting space was important to consider as part of the design. Based on the sketches below (and we mean sketched!), what is your overall impression of the of the open space design?
City Hall - main entrance sketch
Library - Garden level entrance sketch
City Hall - main foyer and Council Chambers sketch
City Hall - second floor sketch (subject to wall delineation in seating area)
Please add additional comments to consider as part of the final design.

I would like to see a rammed earth entrance, to personalize it to the geological land around us. computer screens that talk about the future growth of West Kelowna, what's new? eg. design proposal of new wineries with a the ability to add input.

Q2. Customer service experienceCentralizing and consolidating administrative services from the City's multiple temporary-leased buildings will result in financial and work flow efficiencies. Planning is underway for a customer service layout to accommodate one centralized service area in the main entrance of the City Hall/Library Building. The main entrance will link the legislative and administrative components of the building and serves as a public foyer from which the departments on all three floors can be easily identified and located. This space also provides a key connection to the Library. Benefits include: increased access to multiple departments (such as Development, Engineering, Bylaw and Finance) larger space to accommodate customers/residents indoors for civic services (utilities and property tax payments, licenses, development applications etc.) built for today yet expandable for future growth
Based on the description of the proposed one-stop customer service area, is there anything else we should consider as part of the final design?

Sounds good

Q3. As we look at ways to improve customer service, we heard from the public during the first round of consultation that easy payment options were important, e.g. utilities and tax payments. Would you consider using a drive-thru payment drop box outside of the building?

Definitely consider

Q4. Council ChambersThe Council Chambers area is where important decisions are made everyday and encourages members of our community to participate in local government. Feedback from the first round of public consultation suggests moveable, flexible and comfortable seating as most important. Based on the sketch of the Council Chambers, is there anything else we should consider to make this space more accessible, welcoming and comfortable?

Looks good

Q5. Getting aroundThe majority of participants indicated they spend less than one hour when visiting City Hall, which suggests consistent turnover of parking spaces at the future City Hall/Library Building. In addition, the following features were important to respondents: bike racks/bike parking for cyclists future electric vehicle charging stations/exchanges drop off/pick up area outside the building
As we finalize the design, what other features would you like to see to enhance access to and within City Hall and the Library and the surrounding amenities?

Public art And rammed earth wall features.

Q6. We also heard from the community that creating a welcoming space is important (indoor and outdoor). Please describe YOUR ideas for a welcoming space!

Busker performances, art in the park, coffee place. Flowers that are native to the area with information as to why. Tour bus? To go to beach, nut farm, boucherie wine trail. Information on geology of west kelowna, like mount boucherie being an extinct volcano (which should have the hike re-named Lava land, sounds more interesting) a tribute area to fire fighters. Use the area to show as much information as possible. Water feature. White mini lights.

Q7. Incorporating public art that reflects West Kelowna's distinct heritage is important to us (such as our agriculture and logging roots, etc). Please tell us your ideas for public art that celebrates West Kelowna's past, present and future.

Something lava, something indigenous and something farming. Plus something to represent the growth for the future.

Q8. Library space and services What library services would you see yourself or your family using? (Check all that apply)

Attending adult programs
Access to computers and the Internet

Q9. What time(s) do you visit the library? (Check all that apply)

Weekday mornings
Weekday evenings
Saturday
Sunday

Q10. Please tell us what would make the West Kelowna Library a great space for you.

Lots of light, which is already incorporated.

Q11. Demographics Select your age category.

65+

Q12. How do you describe your gender identity?

Woman

Q13. What neighbourhood do you live in?

South Boucherie

Q14. Communications Please rank the following statements: (completely agree, somewhat agree, somewhat disagree, completely disagree)

The information presented was clear and understandable	Completely agree
I had an opportunity to share my views accurately	Completely agree
I understand how my input will be used	Somewhat agree
I felt that participating was a valuable experience	Completely agree
I learned something new	Completely agree

Q15. How did you hear about public consultation for the City Hall/Library Building?

Social media (Facebook, Twitter, Instagram etc.)
Local news (online, television, newspaper)



Respondent No: 28

Login: Anonymous

Email: n/a

Responded At: Sep 25, 2021 12:41:22 pm

Last Seen: Sep 25, 2021 12:41:22 pm

IP Address: n/a

Q1. Open and inviting spacesWe heard that having an open and inviting space was important to consider as part of the design. Based on the sketches below (and we mean sketched!), what is your overall impression of the of the open space design?
City Hall - main entrance sketch
Library - Garden level entrance sketch
City Hall - main foyer and Council Chambers sketch
City Hall - second floor sketch (subject to wall delineation in seating area)
Please add additional comments to consider as part of the final design.

Too many windows that library is going to be hot

Q2. Customer service experienceCentralizing and consolidating administrative services from the City's multiple temporary-leased buildings will result in financial and work flow efficiencies. Planning is underway for a customer service layout to accommodate one centralized service area in the main entrance of the City Hall/Library Building.The main entrance will link the legislative and administrative components of the building and serves as a public foyer from which the departments on all three floors can be easily identified and located. This space also provides a key connection to the Library.Benefits include:increased access to multiple departments (such as Development, Engineering, Bylaw and Finance)larger space to accommodate customers/residents indoors for civic services (utilities and property tax payments, licenses, development applications etc.)built for today yet expandable for future growthBased on the description of the proposed one-stop customer service area, is there anything else we should consider as part of the final design?

Don't people pay everything online. Perhaps better your online system.

Q3. As we look at ways to improve customer service, we heard from the public during the first round of consultation that easy payment options were important, e.g. utilities and tax payments. Would you consider using a drive-thru payment drop box outside of the building? Would not consider

Q4. Council ChambersThe Council Chambers area is where important decisions are made everyday and encourages members of our community to participate in local government. Feedback from the first round of public consultation suggests moveable, flexible and comfortable seating as most important.Based on the sketch of the Council Chambers, is there anything else we should consider to make this space more accessible, welcoming and comfortable?

Going to be hot

Q5. Getting aroundThe majority of participants indicated they spend less than one hour when visiting City Hall, which suggests consistent turnover of parking spaces at the future City Hall/Library Building.In addition, the following features were important to respondents:bike racks/bike parking for cyclistsfuture electric vehicle charging stations/exchangesdrop off/pick up area outside the buildingAs we finalize the design, what other features would you like to see to enhance access to and within City Hall and the Library and the surrounding amenities?

Where do wheel chairs access the lower level? Looks like steep slopes?

Q6. **We also heard from the community that creating a welcoming space is important (indoor and outdoor). Please describe YOUR ideas for a welcoming space!**

Less halls to walk down

Q7. **Incorporating public art that reflects West Kelowna's distinct heritage is important to us (such as our agriculture and logging roots, etc). Please tell us your ideas for public art that celebrates West Kelowna's past, present and future.**

School children art

Q8. **Library space and services**What library services would you see yourself or your family using? (Check all that apply)

Picking up and returning library materials

Q9. **What time(s) do you visit the library? (Check all that apply)**

Weekday evenings

Sunday

Q10. **Please tell us what would make the West Kelowna Library a great space for you.**

Easy access. Imagine hauling 5 kids down to pick up books. Hope they don't close the learning lab. Taking away from other sub areas

Q11. **Demographics**Select your age category.

35-44

Q12. **How do you describe your gender identity?**

Prefer not to say

Q13. **What neighbourhood do you live in?**

Lakeview Heights

Q14. **Communications**Please rank the following statements: (completely agree, somewhat agree, somewhat disagree, completely disagree)

The information presented was clear and understandable

Somewhat disagree

I had an opportunity to share my views accurately

Somewhat disagree

I understand how my input will be used

Completely disagree

I felt that participating was a valuable experience

Somewhat disagree

I learned something new

Somewhat disagree

Q15. **How did you hear about public consultation for the City Hall/Library Building?**

Social media (Facebook, Twitter, Instagram etc.)



Respondent No: 29

Login: Anonymous

Email: n/a

Responded At: Sep 27, 2021 16:45:51 pm

Last Seen: Sep 27, 2021 16:45:51 pm

IP Address: n/a

Q1. Open and inviting spacesWe heard that having an open and inviting space was important to consider as part of the design. Based on the sketches below (and we mean sketched!), what is your overall impression of the of the open space design?
City Hall - main entrance sketch
Library - Garden level entrance sketch
City Hall - main foyer and Council Chambers sketch
City Hall - second floor sketch (subject to wall delineation in seating area)
Please add additional comments to consider as part of the final design.

I like the natural light plus the view always looks good. I think public areas should be open. Where city employees and where city business gets done, open space may not be appropriate in some instances. For privacy reasons, for security reasons, and just sometimes people need a quiet place to work

Q2. Customer service experienceCentralizing and consolidating administrative services from the City's multiple temporary-leased buildings will result in financial and work flow efficiencies. Planning is underway for a customer service layout to accommodate one centralized service area in the main entrance of the City Hall/Library Building.The main entrance will link the legislative and administrative components of the building and serves as a public foyer from which the departments on all three floors can be easily identified and located. This space also provides a key connection to the Library.Benefits include:increased access to multiple departments (such as Development, Engineering, Bylaw and Finance)larger space to accommodate customers/residents indoors for civic services (utilities and property tax payments, licenses, development applications etc.)built for today yet expandable for future growthBased on the description of the proposed one-stop customer service area, is there anything else we should consider as part of the final design?

Clear, re-able signage that stands out, in public areas is a must. Indicating places for public to deal with civil servants at city hall, ie Taxes, permits, information, public washrooms, etc. This includes inside and outside. Possible directory inside the main public foyer Unfortunately, with events in our home town and country, there must be a form of security for those who work and attend functions at the city hall, whether these features are 'blended in' or apparent

Q3. As we look at ways to improve customer service, we heard from the public during the first round of consultation that easy payment options were important, e.g. utilities and tax payments. Would you consider using a drive-thru payment drop box outside of the building? Might or might not consider

Q4. Council ChambersThe Council Chambers area is where important decisions are made everyday and encourages members of our community to participate in local government. Feedback from the first round of public consultation suggests moveable, flexible and comfortable seating as most important.Based on the sketch of the Council Chambers, is there anything else we should consider to make this space more accessible, welcoming and comfortable?

Think about the technology in the room, computers, projectors, cameras, TVs etc. I am sure meeting will be recorded and presentations given.

Q5. Getting aroundThe majority of participants indicated they spend less than one hour when visiting City Hall, which suggests consistent turnover of parking spaces at the future City Hall/Library Building.In addition, the following features were important to respondents:bike racks/bike parking for cyclistsfuture electric vehicle charging stations/exchangesdrop off/pick up area outside the buildingAs we finalize the design, what other features would you like to see to enhance access to and within City Hall and the Library and the surrounding amenities?

Clear, re-able signage outside. Native plant species as landscaping. Water efficient grounds. Have renewable energy uses, such as outdoor lighting

Q6. We also heard from the community that creating a welcoming space is important (indoor and outdoor). Please describe YOUR ideas for a welcoming space!

Lots of light. Easy directions as not confused or disoriented on where to go. Nice warm interior colors. Large images of photographs or painting of the local landscape or history

Q7. Incorporating public art that reflects West Kelowna’s distinct heritage is important to us (such as our agriculture and logging roots, etc). Please tell us your ideas for public art that celebrates West Kelowna’s past, present and future.

Something from first nations, made by first nations of this area that reflects the area and their culture and their use of the land.

Q8. Library space and servicesWhat library services would you see yourself or your family using? (Check all that apply)

- Picking up and returning library materials
 - Attending adult programs
 - Attending children or youth programs
 - Access to computers and the Internet
 - Reading and lounging
 - Research and study
 - Renting meeting spaces
-

Q9. What time(s) do you visit the library? (Check all that apply)

- Weekday mornings
 - Weekday afternoons
-

Q10. Please tell us what would make the West Kelowna Library a great space for you.

Quiet place. Nice to have small meeting rooms for rent that have nice amenities such as tables, desks, chairs, plugs in (USB and 120v), possible a room with a screen and projector, access to good wifi.

Q11. DemographicsSelect your age category.

35-44

Q12. How do you describe your gender identity?

Man

Q13. What neighbourhood do you live in?

Glenrosa

Q14. Communications Please rank the following statements: (completely agree, somewhat agree, somewhat disagree, completely disagree)

The information presented was clear and understandable	Completely agree
I understand how my input will be used	Completely agree
I felt that participating was a valuable experience	Completely agree
I learned something new	Completely agree

Q15. How did you hear about public consultation for the City Hall/Library Building? Local news (online, television, newspaper)



Respondent No: 30

Login: Anonymous

Email: n/a

Responded At: Sep 27, 2021 20:54:00 pm

Last Seen: Sep 27, 2021 20:54:00 pm

IP Address: n/a

Q1. Open and inviting spacesWe heard that having an open and inviting space was important to consider as part of the design. Based on the sketches below (and we mean sketched!), what is your overall impression of the of the open space design?
City Hall - main entrance sketch
Library - Garden level entrance sketch
City Hall - main foyer and Council Chambers sketch
City Hall - second floor sketch (subject to wall delineation in seating area)
Please add additional comments to consider as part of the final design.

not answered

Q2. Customer service experienceCentralizing and consolidating administrative services from the City's multiple temporary-leased buildings will result in financial and work flow efficiencies. Planning is underway for a customer service layout to accommodate one centralized service area in the main entrance of the City Hall/Library Building.The main entrance will link the legislative and administrative components of the building and serves as a public foyer from which the departments on all three floors can be easily identified and located. This space also provides a key connection to the Library.Benefits include:increased access to multiple departments (such as Development, Engineering, Bylaw and Finance)larger space to accommodate customers/residents indoors for civic services (utilities and property tax payments, licenses, development applications etc.)built for today yet expandable for future growthBased on the description of the proposed one-stop customer service area, is there anything else we should consider as part of the final design?

not answered

Q3. As we look at ways to improve customer service, we heard from the public during the first round of consultation that easy payment options were important, e.g. utilities and tax payments. Would you consider using a drive-thru payment drop box outside of the building?

Definitely consider

Q4. Council ChambersThe Council Chambers area is where important decisions are made everyday and encourages members of our community to participate in local government. Feedback from the first round of public consultation suggests moveable, flexible and comfortable seating as most important.Based on the sketch of the Council Chambers, is there anything else we should consider to make this space more accessible, welcoming and comfortable?

not answered

Q5. Getting aroundThe majority of participants indicated they spend less than one hour when visiting City Hall, which suggests consistent turnover of parking spaces at the future City Hall/Library Building.In addition, the following features were important to respondents:bike racks/bike parking for cyclistsfuture electric vehicle charging stations/exchangesdrop off/pick up area outside the buildingAs we finalize the design, what other features would you like to see to enhance access to and within City Hall and the Library and the surrounding amenities?

not answered

Q6. We also heard from the community that creating a welcoming space is important (indoor and outdoor). Please describe YOUR ideas for a welcoming space!

not answered

Q7. Incorporating public art that reflects West Kelowna's distinct heritage is important to us (such as our agriculture and logging roots, etc). Please tell us your ideas for public art that celebrates West Kelowna's past, present and future.

not answered

Q8. Library space and servicesWhat library services would you see yourself or your family using? (Check all that apply)

Picking up and returning library materials
Attending children or youth programs
Renting meeting spaces

Q9. What time(s) do you visit the library? (Check all that apply)

Weekday evenings
Saturday
Sunday

Q10. Please tell us what would make the West Kelowna Library a great space for you.

not answered

Q11. DemographicsSelect your age category.

45-54

Q12. How do you describe your gender identity?

Man

Q13. What neighbourhood do you live in?

Westbank

Q14. CommunicationsPlease rank the following statements: (completely agree, somewhat agree, somewhat disagree, completely disagree)

The information presented was clear and understandable	Completely agree
I had an opportunity to share my views accurately	Completely agree
I understand how my input will be used	Completely agree
I felt that participating was a valuable experience	Somewhat agree
I learned something new	Completely agree

Q15. How did you hear about public consultation for the City Hall/Library Building?

Social media (Facebook, Twitter, Instagram etc.)
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Respondent No: 31

Login: Anonymous

Email: n/a

Responded At: Sep 28, 2021 10:59:08 am

Last Seen: Sep 28, 2021 10:59:08 am

IP Address: n/a

Q1. Open and inviting spacesWe heard that having an open and inviting space was important to consider as part of the design. Based on the sketches below (and we mean sketched!), what is your overall impression of the of the open space design?
City Hall - main entrance sketch
Library - Garden level entrance sketch
City Hall - main foyer and Council Chambers sketch
City Hall - second floor sketch (subject to wall delineation in seating area)
Please add additional comments to consider as part of the final design.

It looks very open and probably will be very noisy in the various spaces. It will be cold in the winter and hot in the summer as that much glass is going to make temperature regulation difficult and expensive.

Q2. Customer service experienceCentralizing and consolidating administrative services from the City's multiple temporary-leased buildings will result in financial and work flow efficiencies. Planning is underway for a customer service layout to accommodate one centralized service area in the main entrance of the City Hall/Library Building.The main entrance will link the legislative and administrative components of the building and serves as a public foyer from which the departments on all three floors can be easily identified and located. This space also provides a key connection to the Library.Benefits include:increased access to multiple departments (such as Development, Engineering, Bylaw and Finance)larger space to accommodate customers/residents indoors for civic services (utilities and property tax payments, licenses, development applications etc.)built for today yet expandable for future growthBased on the description of the proposed one-stop customer service area, is there anything else we should consider as part of the final design?

Sounds okay to me.

Q3. As we look at ways to improve customer service, we heard from the public during the first round of consultation that easy payment options were important, e.g. utilities and tax payments. Would you consider using a drive-thru payment drop box outside of the building?

Definitely consider

Q4. Council ChambersThe Council Chambers area is where important decisions are made everyday and encourages members of our community to participate in local government. Feedback from the first round of public consultation suggests moveable, flexible and comfortable seating as most important.Based on the sketch of the Council Chambers, is there anything else we should consider to make this space more accessible, welcoming and comfortable?

I'd make the room slightly terraced so that each row of chairs is slightly higher by one standard step height maybe if there will be 6 rows of chairs - will make the back row 30 inches or so higher than the front row. Much easier to see and hear what's going on towards the back of the room.

Q5. Getting aroundThe majority of participants indicated they spend less than one hour when visiting City Hall, which suggests consistent turnover of parking spaces at the future City Hall/Library Building.In addition, the following features were important to respondents:bike racks/bike parking for cyclistsfuture electric vehicle charging stations/exchangesdrop off/pick up area outside the buildingAs we finalize the design, what other features would you like to see to enhance access to and within City Hall and the Library and the surrounding amenities?

Rather than having trees right up against the far side I'd have a pathway so that people parked in the far corner of the parking lot can go the short way around to get to the front. Might also want to have a small playground in the grassy area where the number 9 is.

Q6. We also heard from the community that creating a welcoming space is important (indoor and outdoor). Please describe YOUR ideas for a welcoming space!

not answered

Q7. Incorporating public art that reflects West Kelowna's distinct heritage is important to us (such as our agriculture and logging roots, etc). Please tell us your ideas for public art that celebrates West Kelowna's past, present and future.

not answered

Q8. Library space and servicesWhat library services would you see yourself or your family using? (Check all that apply)

Picking up and returning library materials
Attending adult programs

Q9. What time(s) do you visit the library? (Check all that apply)

Weekday mornings
Weekday afternoons
Weekday evenings
Saturday

Q10. Please tell us what would make the West Kelowna Library a great space for you.

not answered

Q11. DemographicsSelect your age category. 45-54

Q12. How do you describe your gender identity? Woman

Q13. What neighbourhood do you live in? West Kelowna Estates/Rose Valley

Q14. CommunicationsPlease rank the following statements: (completely agree, somewhat agree, somewhat disagree, completely disagree)

The information presented was clear and understandable	Completely agree
I had an opportunity to share my views accurately	Completely agree
I understand how my input will be used	Completely agree
I felt that participating was a valuable experience	Completely agree
I learned something new	Somewhat agree

Q15. How did you hear about public consultation for the City Hall/Library Building?

Social media (Facebook, Twitter, Instagram etc.)



Respondent No: 32

Login: Anonymous

Email: n/a

Responded At: Sep 28, 2021 11:06:40 am

Last Seen: Sep 28, 2021 11:06:40 am

IP Address: n/a

Q1. Open and inviting spacesWe heard that having an open and inviting space was important to consider as part of the design. Based on the sketches below (and we mean sketched!), what is your overall impression of the of the open space design?
City Hall - main entrance sketch
Library - Garden level entrance sketch
City Hall - main foyer and Council Chambers sketch
City Hall - second floor sketch (subject to wall delineation in seating area)
Please add additional comments to consider as part of the final design.

Some colour would be nice, maybe shrubbery?

Q2. Customer service experienceCentralizing and consolidating administrative services from the City's multiple temporary-leased buildings will result in financial and work flow efficiencies. Planning is underway for a customer service layout to accommodate one centralized service area in the main entrance of the City Hall/Library Building.The main entrance will link the legislative and administrative components of the building and serves as a public foyer from which the departments on all three floors can be easily identified and located. This space also provides a key connection to the Library.Benefits include:increased access to multiple departments (such as Development, Engineering, Bylaw and Finance)larger space to accommodate customers/residents indoors for civic services (utilities and property tax payments, licenses, development applications etc.)built for today yet expandable for future growthBased on the description of the proposed one-stop customer service area, is there anything else we should consider as part of the final design?

not answered

Q3. As we look at ways to improve customer service, we heard from the public during the first round of consultation that easy payment options were important, e.g. utilities and tax payments. Would you consider using a drive-thru payment drop box outside of the building?

Definitely consider

Q4. Council ChambersThe Council Chambers area is where important decisions are made everyday and encourages members of our community to participate in local government. Feedback from the first round of public consultation suggests moveable, flexible and comfortable seating as most important.Based on the sketch of the Council Chambers, is there anything else we should consider to make this space more accessible, welcoming and comfortable?

not answered

Q5. Getting aroundThe majority of participants indicated they spend less than one hour when visiting City Hall, which suggests consistent turnover of parking spaces at the future City Hall/Library Building.In addition, the following features were important to respondents:bike racks/bike parking for cyclistsfuture electric vehicle charging stations/exchangesdrop off/pick up area outside the buildingAs we finalize the design, what other features would you like to see to enhance access to and within City Hall and the Library and the surrounding amenities?

Definitely EV charging stations to use while watching music shows at amphitheater

Q6. We also heard from the community that creating a welcoming space is important (indoor and outdoor). Please describe YOUR ideas for a welcoming space!

not answered

Q7. Incorporating public art that reflects West Kelowna's distinct heritage is important to us (such as our agriculture and logging roots, etc). Please tell us your ideas for public art that celebrates West Kelowna's past, present and future.

not answered

Q8. Library space and servicesWhat library services would you see yourself or your family using? (Check all that apply)

Picking up and returning library materials

Q9. What time(s) do you visit the library? (Check all that apply)

Weekday evenings

Q10. Please tell us what would make the West Kelowna Library a great space for you.

not answered

Q11. DemographicsSelect your age category.

65+

Q12. How do you describe your gender identity?

Man

Q13. What neighbourhood do you live in?

Glenrosa

Q14. CommunicationsPlease rank the following statements: (completely agree, somewhat agree, somewhat disagree, completely disagree)

The information presented was clear and understandable

Completely agree

I had an opportunity to share my views accurately

Completely agree

I understand how my input will be used

Completely agree

I felt that participating was a valuable experience

Completely agree

I learned something new

Completely agree

Q15. How did you hear about public consultation for the City Hall/Library Building?

Social media (Facebook, Twitter, Instagram etc.)



Respondent No: 33

Login: Anonymous

Email: n/a

Responded At: Sep 28, 2021 12:01:10 pm

Last Seen: Sep 28, 2021 12:01:10 pm

IP Address: n/a

Q1. Open and inviting spacesWe heard that having an open and inviting space was important to consider as part of the design. Based on the sketches below (and we mean sketched!), what is your overall impression of the of the open space design?
City Hall - main entrance sketch
Library - Garden level entrance sketch
City Hall - main foyer and Council Chambers sketch
City Hall - second floor sketch (subject to wall delineation in seating area)
Please add additional comments to consider as part of the final design.

Looks beautiful. That location has a beautiful view. Has there been any consideration to use the rooftop possibly creating a terrace or something of that nature ?

Q2. Customer service experienceCentralizing and consolidating administrative services from the City's multiple temporary-leased buildings will result in financial and work flow efficiencies. Planning is underway for a customer service layout to accommodate one centralized service area in the main entrance of the City Hall/Library Building.The main entrance will link the legislative and administrative components of the building and serves as a public foyer from which the departments on all three floors can be easily identified and located. This space also provides a key connection to the Library.Benefits include:increased access to multiple departments (such as Development, Engineering, Bylaw and Finance)larger space to accommodate customers/residents indoors for civic services (utilities and property tax payments, licenses, development applications etc.)built for today yet expandable for future growthBased on the description of the proposed one-stop customer service area, is there anything else we should consider as part of the final design?

Ensuring you have adequate staff to keep the queues moving if you intend to have all services in one place.

Q3. As we look at ways to improve customer service, we heard from the public during the first round of consultation that easy payment options were important, e.g. utilities and tax payments. Would you consider using a drive-thru payment drop box outside of the building? Might or might not consider

Q4. Council ChambersThe Council Chambers area is where important decisions are made everyday and encourages members of our community to participate in local government. Feedback from the first round of public consultation suggests moveable, flexible and comfortable seating as most important.Based on the sketch of the Council Chambers, is there anything else we should consider to make this space more accessible, welcoming and comfortable?

not answered

Q5. Getting aroundThe majority of participants indicated they spend less than one hour when visiting City Hall, which suggests consistent turnover of parking spaces at the future City Hall/Library Building.In addition, the following features were important to respondents:bike racks/bike parking for cyclistsfuture electric vehicle charging stations/exchangesdrop off/pick up area outside the buildingAs we finalize the design, what other features would you like to see to enhance access to and within City Hall and the Library and the surrounding amenities?

not answered

Q6. **We also heard from the community that creating a welcoming space is important (indoor and outdoor). Please describe YOUR ideas for a welcoming space!**

Picnic tables Benches Art permanent seasonal and interactive Hammocks Friendly staff Accessible to all

Q7. **Incorporating public art that reflects West Kelowna's distinct heritage is important to us (such as our agriculture and logging roots, etc). Please tell us your ideas for public art that celebrates West Kelowna's past, present and future.**

Local artists Local indigenous artists I'm not familiar with west Kelowna history but this space could be a great way to change this. I know downtown peachland at gallately Bay Area have history facts and stories and I think we should incorporate the same here.

Q8. **Library space and servicesWhat library services would you see yourself or your family using? (Check all that apply)**

Picking up and returning library materials
Attending adult programs
Access to computers and the Internet
Reading and lounging
Research and study
Renting meeting spaces

Q9. **What time(s) do you visit the library? (Check all that apply)**

Weekday mornings
Weekday afternoons
Saturday

Q10. **Please tell us what would make the West Kelowna Library a great space for you.**

Free wifi Cheap or free printing Quiet meeting rooms Knowledgeable and friendly staff Programs for adults and children alike.

Q11. **DemographicsSelect your age category.**

25-34

Q12. **How do you describe your gender identity?**

Woman

Q13. **What neighbourhood do you live in?**

Goats Peak/Gellatly

Q14. **CommunicationsPlease rank the following statements: (completely agree, somewhat agree, somewhat disagree, completely disagree)**

The information presented was clear and understandable

Completely agree

I had an opportunity to share my views accurately

Completely agree

I understand how my input will be used

Somewhat agree

I felt that participating was a valuable experience

Completely agree

I learned something new

Somewhat agree

Q15. **How did you hear about public consultation for the City Hall/Library Building?**

Local news (online, television, newspaper)
Communications from the City (e-news, Public Service Announcements, News Releases etc.)



Respondent No: 34

Login: Anonymous

Email: n/a

Responded At: Sep 28, 2021 17:37:53 pm

Last Seen: Sep 28, 2021 17:37:53 pm

IP Address: n/a

Q1. Open and inviting spacesWe heard that having an open and inviting space was important to consider as part of the design. Based on the sketches below (and we mean sketched!), what is your overall impression of the of the open space design?
City Hall - main entrance sketch
Library - Garden level entrance sketch
City Hall - main foyer and Council Chambers sketch
City Hall - second floor sketch (subject to wall delineation in seating area)
Please add additional comments to consider as part of the final design.

Two referendum said No to new city hall yet lying low life politician ignore taxpayers.

Q2. Customer service experienceCentralizing and consolidating administrative services from the City's multiple temporary-leased buildings will result in financial and work flow efficiencies. Planning is underway for a customer service layout to accommodate one centralized service area in the main entrance of the City Hall/Library Building.The main entrance will link the legislative and administrative components of the building and serves as a public foyer from which the departments on all three floors can be easily identified and located. This space also provides a key connection to the Library.Benefits include:increased access to multiple departments (such as Development, Engineering, Bylaw and Finance)larger space to accommodate customers/residents indoors for civic services (utilities and property tax payments, licenses, development applications etc.)built for today yet expandable for future growthBased on the description of the proposed one-stop customer service area, is there anything else we should consider as part of the final design?

Two referendum said No to new city hall yet lying low life politician ignore taxpayers.

Q3. As we look at ways to improve customer service, we heard from the public during the first round of consultation that easy payment options were important, e.g. utilities and tax payments. Would you consider using a drive-thru payment drop box outside of the building? Would not consider

Q4. Council ChambersThe Council Chambers area is where important decisions are made everyday and encourages members of our community to participate in local government. Feedback from the first round of public consultation suggests moveable, flexible and comfortable seating as most important.Based on the sketch of the Council Chambers, is there anything else we should consider to make this space more accessible, welcoming and comfortable?

Two referendum said No to new city hall yet lying low life politician ignore taxpayers.

Q5. Getting aroundThe majority of participants indicated they spend less than one hour when visiting City Hall, which suggests consistent turnover of parking spaces at the future City Hall/Library Building.In addition, the following features were important to respondents:bike racks/bike parking for cyclistsfuture electric vehicle charging stations/exchangesdrop off/pick up area outside the buildingAs we finalize the design, what other features would you like to see to enhance access to and within City Hall and the Library and the surrounding amenities?

Two referendum said No to new city hall yet lying low life politician ignore taxpayers.

Q6. **We also heard from the community that creating a welcoming space is important (indoor and outdoor). Please describe YOUR ideas for a welcoming space!**

Two referendum said No to new city hall yet lying low life politician ignore taxpayers.

Q7. **Incorporating public art that reflects West Kelowna's distinct heritage is important to us (such as our agriculture and logging roots, etc). Please tell us your ideas for public art that celebrates West Kelowna's past, present and future.**

Two referendum said No to new city hall yet lying low life politician ignore taxpayers.

Q8. **Library space and services**What library services would you see yourself or your family using? (Check all that apply) not answered

Q9. **What time(s) do you visit the library? (Check all that apply)** not answered

Q10. **Please tell us what would make the West Kelowna Library a great space for you.**

Two referendum said No to new city hall yet lying low life politician ignore taxpayers.

Q11. **Demographics**Select your age category. 55-64

Q12. **How do you describe your gender identity?** Man

Q13. **What neighbourhood do you live in?** Shannon Lake

Q14. **Communications**Please rank the following statements: (completely agree, somewhat agree, somewhat disagree, completely disagree)

The information presented was clear and understandable Completely disagree

I had an opportunity to share my views accurately Completely disagree

I understand how my input will be used Completely disagree

I felt that participating was a valuable experience Completely disagree

I learned something new Completely disagree

Q15. **How did you hear about public consultation for the City Hall/Library Building?** Local news (online, television, newspaper)



Respondent No: 35

Login: Anonymous

Email: n/a

Responded At: Sep 29, 2021 06:42:16 am

Last Seen: Sep 29, 2021 06:42:16 am

IP Address: n/a

Q1. Open and inviting spacesWe heard that having an open and inviting space was important to consider as part of the design. Based on the sketches below (and we mean sketched!), what is your overall impression of the of the open space design?
City Hall - main entrance sketch
Library - Garden level entrance sketch
City Hall - main foyer and Council Chambers sketch
City Hall - second floor sketch (subject to wall delineation in seating area)
Please add additional comments to consider as part of the final design.

I thought this was voted down. How is it this project is proceeding any way?

Q2. Customer service experienceCentralizing and consolidating administrative services from the City's multiple temporary-leased buildings will result in financial and work flow efficiencies. Planning is underway for a customer service layout to accommodate one centralized service area in the main entrance of the City Hall/Library Building.The main entrance will link the legislative and administrative components of the building and serves as a public foyer from which the departments on all three floors can be easily identified and located. This space also provides a key connection to the Library.Benefits include:increased access to multiple departments (such as Development, Engineering, Bylaw and Finance)larger space to accommodate customers/residents indoors for civic services (utilities and property tax payments, licenses, development applications etc.)built for today yet expandable for future growthBased on the description of the proposed one-stop customer service area, is there anything else we should consider as part of the final design?

Lower taxes not new fancy buildings

Q3. As we look at ways to improve customer service, we heard from the public during the first round of consultation that easy payment options were important, e.g. utilities and tax payments. Would you consider using a drive-thru payment drop box outside of the building? Would not consider

Q4. Council ChambersThe Council Chambers area is where important decisions are made everyday and encourages members of our community to participate in local government. Feedback from the first round of public consultation suggests moveable, flexible and comfortable seating as most important.Based on the sketch of the Council Chambers, is there anything else we should consider to make this space more accessible, welcoming and comfortable?

Stop spending money on elaborate spaces. Lower taxes please.

Q5. Getting aroundThe majority of participants indicated they spend less than one hour when visiting City Hall, which suggests consistent turnover of parking spaces at the future City Hall/Library Building.In addition, the following features were important to respondents:bike racks/bike parking for cyclistsfuture electric vehicle charging stations/exchangesdrop off/pick up area outside the buildingAs we finalize the design, what other features would you like to see to enhance access to and within City Hall and the Library and the surrounding amenities?

Libraries are outdated. Save money and do not build it at all!

Q6. We also heard from the community that creating a welcoming space is important (indoor and outdoor). Please describe YOUR ideas for a welcoming space!

Stop this madness . Stop reckless spending No fancy buildings keep it simple

Q7. Incorporating public art that reflects West Kelowna's distinct heritage is important to us (such as our agriculture and logging roots, etc). Please tell us your ideas for public art that celebrates West Kelowna's past, present and future.

No art Save the money

Q8. Library space and servicesWhat library services would you see yourself or your family using? (Check all that apply) not answered

Q9. What time(s) do you visit the library? (Check all that apply) not answered

Q10. Please tell us what would make the West Kelowna Library a great space for you.

Why in the surveys above was the option none of the above left out!

Q11. DemographicsSelect your age category. 35-44

Q12. How do you describe your gender identity? Woman

Q13. What neighbourhood do you live in? Glenrosa

Q14. CommunicationsPlease rank the following statements: (completely agree, somewhat agree, somewhat disagree, completely disagree)

The information presented was clear and understandable	Completely disagree
I had an opportunity to share my views accurately	Somewhat disagree
I understand how my input will be used	Somewhat agree
I felt that participating was a valuable experience	Somewhat agree
I learned something new	Somewhat agree

Q15. How did you hear about public consultation for the City Hall/Library Building? Social media (Facebook, Twitter, Instagram etc.)



Respondent No: 36

Login: Anonymous

Email: n/a

Responded At: Sep 29, 2021 09:52:36 am

Last Seen: Sep 29, 2021 09:52:36 am

IP Address: n/a

Q1. Open and inviting spacesWe heard that having an open and inviting space was important to consider as part of the design. Based on the sketches below (and we mean sketched!), what is your overall impression of the of the open space design?
City Hall - main entrance sketch
Library - Garden level entrance sketch
City Hall - main foyer and Council Chambers sketch
City Hall - second floor sketch (subject to wall delineation in seating area)
Please add additional comments to consider as part of the final design.

not answered

Q2. Customer service experienceCentralizing and consolidating administrative services from the City's multiple temporary-leased buildings will result in financial and work flow efficiencies. Planning is underway for a customer service layout to accommodate one centralized service area in the main entrance of the City Hall/Library Building.The main entrance will link the legislative and administrative components of the building and serves as a public foyer from which the departments on all three floors can be easily identified and located. This space also provides a key connection to the Library.Benefits include:increased access to multiple departments (such as Development, Engineering, Bylaw and Finance)larger space to accommodate customers/residents indoors for civic services (utilities and property tax payments, licenses, development applications etc.)built for today yet expandable for future growthBased on the description of the proposed one-stop customer service area, is there anything else we should consider as part of the final design?

Clear signage for key areas such as Development/Engineering for those not looking to stop at the customer service area for simple things like dropping off development drawings.

Q3. As we look at ways to improve customer service, we heard from the public during the first round of consultation that easy payment options were important, e.g. utilities and tax payments. Would you consider using a drive-thru payment drop box outside of the building? Might or might not consider

Q4. Council ChambersThe Council Chambers area is where important decisions are made everyday and encourages members of our community to participate in local government. Feedback from the first round of public consultation suggests moveable, flexible and comfortable seating as most important.Based on the sketch of the Council Chambers, is there anything else we should consider to make this space more accessible, welcoming and comfortable?

not answered

Q5. Getting aroundThe majority of participants indicated they spend less than one hour when visiting City Hall, which suggests consistent turnover of parking spaces at the future City Hall/Library Building.In addition, the following features were important to respondents:bike racks/bike parking for cyclistsfuture electric vehicle charging stations/exchangesdrop off/pick up area outside the buildingAs we finalize the design, what other features would you like to see to enhance access to and within City Hall and the Library and the surrounding amenities?

Time restricted parking stalls close to the building to encourage quick turnover for people at the building for less than 30 minutes.

Q6. We also heard from the community that creating a welcoming space is important (indoor and outdoor). Please describe YOUR ideas for a welcoming space!

Open, bright, good signage

Q7. Incorporating public art that reflects West Kelowna's distinct heritage is important to us (such as our agriculture and logging roots, etc). Please tell us your ideas for public art that celebrates West Kelowna's past, present and future.

Indigenous and agricultural

Q8. Library space and servicesWhat library services would you see yourself or your family using? (Check all that apply)

Picking up and returning library materials

Q9. What time(s) do you visit the library? (Check all that apply)

Weekday evenings

Saturday

Sunday

Q10. Please tell us what would make the West Kelowna Library a great space for you.

Makers space/resources

Q11. DemographicsSelect your age category.

25-34

Q12. How do you describe your gender identity?

Woman

Q13. What neighbourhood do you live in?

West Kelowna Estates/Rose Valley

Q14. CommunicationsPlease rank the following statements: (completely agree, somewhat agree, somewhat disagree, completely disagree)

The information presented was clear and understandable

Completely agree

I had an opportunity to share my views accurately

Somewhat agree

I understand how my input will be used

Somewhat agree

I felt that participating was a valuable experience

Somewhat agree

I learned something new

Completely agree

Q15. How did you hear about public consultation for the City Hall/Library Building?

Social media (Facebook, Twitter, Instagram etc.)

Local news (online, television, newspaper)



Respondent No: 37

Login: Anonymous

Email: n/a

Responded At: Sep 29, 2021 10:30:48 am

Last Seen: Sep 29, 2021 10:30:48 am

IP Address: n/a

Q1. Open and inviting spacesWe heard that having an open and inviting space was important to consider as part of the design. Based on the sketches below (and we mean sketched!), what is your overall impression of the of the open space design?
City Hall - main entrance sketch
Library - Garden level entrance sketch
City Hall - main foyer and Council Chambers sketch
City Hall - second floor sketch (subject to wall delineation in seating area)
Please add additional comments to consider as part of the final design.

too much glass.too cold in winter ,too hot in summer

Q2. Customer service experienceCentralizing and consolidating administrative services from the City's multiple temporary-leased buildings will result in financial and work flow efficiencies. Planning is underway for a customer service layout to accommodate one centralized service area in the main entrance of the City Hall/Library Building.The main entrance will link the legislative and administrative components of the building and serves as a public foyer from which the departments on all three floors can be easily identified and located. This space also provides a key connection to the Library.Benefits include:increased access to multiple departments (such as Development, Engineering, Bylaw and Finance)larger space to accommodate customers/residents indoors for civic services (utilities and property tax payments, licenses, development applications etc.)built for today yet expandable for future growthBased on the description of the proposed one-stop customer service area, is there anything else we should consider as part of the final design?

The project is public money very poorly spent, especially as it was voted down

Q3. As we look at ways to improve customer service, we heard from the public during the first round of consultation that easy payment options were important, e.g. utilities and tax payments. Would you consider using a drive-thru payment drop box outside of the building? Would not consider

Q4. Council ChambersThe Council Chambers area is where important decisions are made everyday and encourages members of our community to participate in local government. Feedback from the first round of public consultation suggests moveable, flexible and comfortable seating as most important.Based on the sketch of the Council Chambers, is there anything else we should consider to make this space more accessible, welcoming and comfortable?

not answered

Q5. Getting aroundThe majority of participants indicated they spend less than one hour when visiting City Hall, which suggests consistent turnover of parking spaces at the future City Hall/Library Building.In addition, the following features were important to respondents:bike racks/bike parking for cyclistsfuture electric vehicle charging stations/exchangesdrop off/pick up area outside the buildingAs we finalize the design, what other features would you like to see to enhance access to and within City Hall and the Library and the surrounding amenities?

the library should be scrapped

Q6. We also heard from the community that creating a welcoming space is important (indoor and outdoor). Please describe YOUR ideas for a welcoming space!

not answered

Q7. Incorporating public art that reflects West Kelowna's distinct heritage is important to us (such as our agriculture and logging roots, etc). Please tell us your ideas for public art that celebrates West Kelowna's past, present and future.

no public art

Q8. Library space and servicesWhat library services would you see yourself or your family using? (Check all that apply)

not answered

Q9. What time(s) do you visit the library? (Check all that apply)

not answered

Q10. Please tell us what would make the West Kelowna Library a great space for you.

not answered

Q11. DemographicsSelect your age category.

65+

Q12. How do you describe your gender identity?

Man

Q13. What neighbourhood do you live in?

Lakeview Heights

Q14. CommunicationsPlease rank the following statements: (completely agree, somewhat agree, somewhat disagree, completely disagree)

The information presented was clear and understandable	Somewhat disagree
I had an opportunity to share my views accurately	Somewhat disagree
I understand how my input will be used	Completely disagree
I learned something new	Completely disagree

Q15. How did you hear about public consultation for the City Hall/Library Building?

not answered



Respondent No: 38

Login: Anonymous

Email: n/a

Responded At: Sep 29, 2021 12:54:53 pm

Last Seen: Sep 29, 2021 12:54:53 pm

IP Address: n/a

Q1. Open and inviting spacesWe heard that having an open and inviting space was important to consider as part of the design. Based on the sketches below (and we mean sketched!), what is your overall impression of the of the open space design?
City Hall - main entrance sketch
Library - Garden level entrance sketch
City Hall - main foyer and Council Chambers sketch
City Hall - second floor sketch (subject to wall delineation in seating area)
Please add additional comments to consider as part of the final design.

How is it that this was voted down and now there are drawings, a web site, who agreed to waste tax payers money on this?

Q2. Customer service experienceCentralizing and consolidating administrative services from the City's multiple temporary-leased buildings will result in financial and work flow efficiencies. Planning is underway for a customer service layout to accommodate one centralized service area in the main entrance of the City Hall/Library Building.The main entrance will link the legislative and administrative components of the building and serves as a public foyer from which the departments on all three floors can be easily identified and located. This space also provides a key connection to the Library.Benefits include:increased access to multiple departments (such as Development, Engineering, Bylaw and Finance)larger space to accommodate customers/residents indoors for civic services (utilities and property tax payments, licenses, development applications etc.)built for today yet expandable for future growthBased on the description of the proposed one-stop customer service area, is there anything else we should consider as part of the final design?

Kill this waste of taxpayers money. Consider that.

Q3. As we look at ways to improve customer service, we heard from the public during the first round of consultation that easy payment options were important, e.g. utilities and tax payments. Would you consider using a drive-thru payment drop box outside of the building? Would not consider

Q4. Council ChambersThe Council Chambers area is where important decisions are made everyday and encourages members of our community to participate in local government. Feedback from the first round of public consultation suggests moveable, flexible and comfortable seating as most important.Based on the sketch of the Council Chambers, is there anything else we should consider to make this space more accessible, welcoming and comfortable?

Seriously! Your shooting for comfort? How about effective and efficient? Shoot for that!!!

Q5. Getting aroundThe majority of participants indicated they spend less than one hour when visiting City Hall, which suggests consistent turnover of parking spaces at the future City Hall/Library Building.In addition, the following features were important to respondents:bike racks/bike parking for cyclistsfuture electric vehicle charging stations/exchangesdrop off/pick up area outside the buildingAs we finalize the design, what other features would you like to see to enhance access to and within City Hall and the Library and the surrounding amenities?

What on earth are you doing building a library? Everything is now digital!!! This a huge waste of taxpayers \$&&

Q6. **We also heard from the community that creating a welcoming space is important (indoor and outdoor). Please describe YOUR ideas for a welcoming space!**

More waste of money. Effective. Efficient. That should be the goal!!!

Q7. **Incorporating public art that reflects West Kelowna's distinct heritage is important to us (such as our agriculture and logging roots, etc). Please tell us your ideas for public art that celebrates West Kelowna's past, present and future.**

Public art is more taxpayers \$ going to die!!! Who on earth is thinking like this???

Q8. **Library space and services**What library services would you see yourself or your family using? (Check all that apply) not answered

Q9. **What time(s) do you visit the library? (Check all that apply)** not answered

Q10. **Please tell us what would make the West Kelowna Library a great space for you.**

You framed this badly when you did not give an option for none of the above.

Q11. **Demographics**Select your age category. 25-34

Q12. **How do you describe your gender identity?** Non-binary/gender diverse

Q13. **What neighbourhood do you live in?** Shannon Lake

Q14. **Communications**Please rank the following statements: (completely agree, somewhat agree, somewhat disagree, completely disagree)

The information presented was clear and understandable Completely disagree

I had an opportunity to share my views accurately Completely disagree

I understand how my input will be used Completely disagree

I felt that participating was a valuable experience Completely disagree

I learned something new Completely agree

Q15. **How did you hear about public consultation for the City Hall/Library Building?** Social media (Facebook, Twitter, Instagram etc.)



Respondent No: 39

Login: Anonymous

Email: n/a

Responded At: Sep 30, 2021 14:24:26 pm

Last Seen: Sep 30, 2021 14:24:26 pm

IP Address: n/a

Q1. Open and inviting spacesWe heard that having an open and inviting space was important to consider as part of the design. Based on the sketches below (and we mean sketched!), what is your overall impression of the of the open space design?
City Hall - main entrance sketch
Library - Garden level entrance sketch
City Hall - main foyer and Council Chambers sketch
City Hall - second floor sketch (subject to wall delineation in seating area)
Please add additional comments to consider as part of the final design.

Architecturally it is rather boring. A series of straight lines and rectangles. Sorry--but that's my impression. At present it looks quite stark against the landscape--what are the plans for better integration to the natural environment, plants, landscaping, levels, something with curves as opposed to the boxy look. Nice to have the windows and view--how will you control cold (winter) and heat (summer), ensure security and prevent damage?

Q2. Customer service experienceCentralizing and consolidating administrative services from the City's multiple temporary-leased buildings will result in financial and work flow efficiencies. Planning is underway for a customer service layout to accommodate one centralized service area in the main entrance of the City Hall/Library Building.The main entrance will link the legislative and administrative components of the building and serves as a public foyer from which the departments on all three floors can be easily identified and located. This space also provides a key connection to the Library.Benefits include:increased access to multiple departments (such as Development, Engineering, Bylaw and Finance)larger space to accommodate customers/residents indoors for civic services (utilities and property tax payments, licenses, development applications etc.)built for today yet expandable for future growthBased on the description of the proposed one-stop customer service area, is there anything else we should consider as part of the final design?

I visit the library weekly. I visit City Hall, perhaps once every couple of years. Please make the library easiliy accessible--I prefer to park my car or bike, and enter the Library directly. With regard to question 3 below. I detest drive through, do not like car exhaust.

Q3. As we look at ways to improve customer service, we heard from the public during the first round of consultation that easy payment options were important, e.g. utilities and tax payments. Would you consider using a drive-thru payment drop box outside of the building? Would not consider

Q4. Council ChambersThe Council Chambers area is where important decisions are made everyday and encourages members of our community to participate in local government. Feedback from the first round of public consultation suggests moveable, flexible and comfortable seating as most important.Based on the sketch of the Council Chambers, is there anything else we should consider to make this space more accessible, welcoming and comfortable?

not answered

Q5. Getting aroundThe majority of participants indicated they spend less than one hour when visiting City Hall, which suggests consistent turnover of parking spaces at the future City Hall/Library Building.In addition, the following features were important to respondents:bike racks/bike parking for cyclistsfuture electric vehicle charging stations/exchangesdrop off/pick up area outside the buildingAs we finalize the design, what other features would you like to see to enhance access to and within City Hall and the Library and the surrounding amenities?

Please provide easy access to the library from either a vehicle or bike. West Kelowna is in desperate need of more safe cycling pathways to actually get to the Library and City Hall. That should be a priority.

Q6. We also heard from the community that creating a welcoming space is important (indoor and outdoor). Please describe YOUR ideas for a welcoming space!

Outdoor--building integrated to landscape, should look natural, like it fits into the landscape, with pleasing mix of curves and straight lines, outdoor art/sculpture, water feature, seating, easy to follow signage. Cycling paths to the facility. Inside--Pleasing decor---simple, clean, bright, airy with good lighting and outdoor views. Natural elements---greenery, wood to provide warmth. Artwork. Good signage so easy to find the dept you need. The initial staff you come in contact with is key to a good experience.

Q7. Incorporating public art that reflects West Kelowna's distinct heritage is important to us (such as our agriculture and logging roots, etc). Please tell us your ideas for public art that celebrates West Kelowna's past, present and future.

Yes, public art should reflect what is distinct and unique to West Kelowna. Yes, our heritage and agricultural roots should be acknowledged, early settlers and pioneers, First Nations people, but needs to be balanced. The Okanagan Landscape, lake, valley, mountains and both flora and fauna, should be celebrated. A variety of mediums, both 2D and 3D.

Q8. Library space and servicesWhat library services would you see yourself or your family using? (Check all that apply)

- Picking up and returning library materials
- Attending adult programs
- Access to computers and the Internet
- Reading and lounging
- Research and study
- Renting meeting spaces

Q9. What time(s) do you visit the library? (Check all that apply)

- Weekday mornings
- Weekday afternoons
- Saturday
- Sunday

Q10. Please tell us what would make the West Kelowna Library a great space for you.

Adult programming--Book Club, Kelowna and District Genealogy Society materials and presentations. Instructional programs on use of technology, esp in the area of using tech for creative purposes, Author visits and readings.

Q11. DemographicsSelect your age category.

65+

Q12. How do you describe your gender identity?

Woman

Q13. What neighbourhood do you live in?

Shannon Lake

Q14. Communications Please rank the following statements: (completely agree, somewhat agree, somewhat disagree, completely disagree)

The information presented was clear and understandable	Completely agree
I had an opportunity to share my views accurately	Somewhat agree
I understand how my input will be used	Somewhat agree
I felt that participating was a valuable experience	Somewhat agree
I learned something new	Somewhat agree

Q15. How did you hear about public consultation for the City Hall/Library Building? Communications from the City (e-news, Public Service Announcements, News Releases etc.)



Respondent No: 40

Login: Anonymous

Email: n/a

Responded At: Oct 01, 2021 06:20:45 am

Last Seen: Oct 01, 2021 06:20:45 am

IP Address: n/a

Q1. Open and inviting spacesWe heard that having an open and inviting space was important to consider as part of the design. Based on the sketches below (and we mean sketched!), what is your overall impression of the of the open space design?
City Hall - main entrance sketch
Library - Garden level entrance sketch
City Hall - main foyer and Council Chambers sketch
City Hall - second floor sketch (subject to wall delineation in seating area)
Please add additional comments to consider as part of the final design.

This was defeated in a referendum, stop wasting taxpayer dollars

Q2. Customer service experienceCentralizing and consolidating administrative services from the City's multiple temporary-leased buildings will result in financial and work flow efficiencies. Planning is underway for a customer service layout to accommodate one centralized service area in the main entrance of the City Hall/Library Building.The main entrance will link the legislative and administrative components of the building and serves as a public foyer from which the departments on all three floors can be easily identified and located. This space also provides a key connection to the Library.Benefits include:increased access to multiple departments (such as Development, Engineering, Bylaw and Finance)larger space to accommodate customers/residents indoors for civic services (utilities and property tax payments, licenses, development applications etc.)built for today yet expandable for future growthBased on the description of the proposed one-stop customer service area, is there anything else we should consider as part of the final design?

This was defeated in a referendum, stop wasting taxpayer dollars

Q3. As we look at ways to improve customer service, we heard from the public during the first round of consultation that easy payment options were important, e.g. utilities and tax payments. Would you consider using a drive-thru payment drop box outside of the building? Would not consider

Q4. Council ChambersThe Council Chambers area is where important decisions are made everyday and encourages members of our community to participate in local government. Feedback from the first round of public consultation suggests moveable, flexible and comfortable seating as most important.Based on the sketch of the Council Chambers, is there anything else we should consider to make this space more accessible, welcoming and comfortable?

This was defeated in a referendum, stop wasting taxpayer dollars

Q5. Getting aroundThe majority of participants indicated they spend less than one hour when visiting City Hall, which suggests consistent turnover of parking spaces at the future City Hall/Library Building.In addition, the following features were important to respondents:bike racks/bike parking for cyclistsfuture electric vehicle charging stations/exchangesdrop off/pick up area outside the buildingAs we finalize the design, what other features would you like to see to enhance access to and within City Hall and the Library and the surrounding amenities?

This was defeated in a referendum, stop wasting taxpayer dollars

Q6. **We also heard from the community that creating a welcoming space is important (indoor and outdoor). Please describe YOUR ideas for a welcoming space!**

This was defeated in a referendum, stop wasting taxpayer dollars

Q7. **Incorporating public art that reflects West Kelowna's distinct heritage is important to us (such as our agriculture and logging roots, etc). Please tell us your ideas for public art that celebrates West Kelowna's past, present and future.**

This was defeated in a referendum, stop wasting taxpayer dollars

Q8. **Library space and services**What library services would you see yourself or your family using? (Check all that apply) not answered

Q9. **What time(s) do you visit the library? (Check all that apply)** not answered

Q10. **Please tell us what would make the West Kelowna Library a great space for you.**

This was defeated in a referendum, stop wasting taxpayer dollars

Q11. **Demographics**Select your age category. 35-44

Q12. **How do you describe your gender identity?** Man

Q13. **What neighbourhood do you live in?** Lakeview Heights

Q14. **Communications**Please rank the following statements: (completely agree, somewhat agree, somewhat disagree, completely disagree)

The information presented was clear and understandable Completely disagree

I had an opportunity to share my views accurately Completely disagree

I understand how my input will be used Completely disagree

I felt that participating was a valuable experience Completely disagree

I learned something new Completely disagree

Q15. **How did you hear about public consultation for the City Hall/Library Building?** Social media (Facebook, Twitter, Instagram etc.)



Respondent No: 41

Login: Anonymous

Email: n/a

Responded At: Oct 01, 2021 12:22:01 pm

Last Seen: Oct 01, 2021 12:22:01 pm

IP Address: n/a

Q1. Open and inviting spacesWe heard that having an open and inviting space was important to consider as part of the design. Based on the sketches below (and we mean sketched!), what is your overall impression of the of the open space design?
City Hall - main entrance sketch
Library - Garden level entrance sketch
City Hall - main foyer and Council Chambers sketch
City Hall - second floor sketch (subject to wall delineation in seating area)
Please add additional comments to consider as part of the final design.

All glass windows hot in the summer so AC, cold in the winter so heating required. Not environmentally friendly. But you don't care taxpayer pay for it all. Typical lying politicians.

Q2. Customer service experienceCentralizing and consolidating administrative services from the City's multiple temporary-leased buildings will result in financial and work flow efficiencies. Planning is underway for a customer service layout to accommodate one centralized service area in the main entrance of the City Hall/Library Building.The main entrance will link the legislative and administrative components of the building and serves as a public foyer from which the departments on all three floors can be easily identified and located. This space also provides a key connection to the Library.Benefits include:increased access to multiple departments (such as Development, Engineering, Bylaw and Finance)larger space to accommodate customers/residents indoors for civic services (utilities and property tax payments, licenses, development applications etc.)built for today yet expandable for future growthBased on the description of the proposed one-stop customer service area, is there anything else we should consider as part of the final design?

All glass windows hot in the summer so AC, cold in the winter so heating required. Not environmentally friendly. But you don't care taxpayer pay for it all. Typical lying politicians.

Q3. As we look at ways to improve customer service, we heard from the public during the first round of consultation that easy payment options were important, e.g. utilities and tax payments. Would you consider using a drive-thru payment drop box outside of the building? Would not consider

Q4. Council ChambersThe Council Chambers area is where important decisions are made everyday and encourages members of our community to participate in local government. Feedback from the first round of public consultation suggests moveable, flexible and comfortable seating as most important.Based on the sketch of the Council Chambers, is there anything else we should consider to make this space more accessible, welcoming and comfortable?

All glass windows hot in the summer so AC, cold in the winter so heating required. Not environmentally friendly. But you don't care taxpayer pay for it all. Typical lying politicians.

Q5. Getting aroundThe majority of participants indicated they spend less than one hour when visiting City Hall, which suggests consistent turnover of parking spaces at the future City Hall/Library Building.In addition, the following features were important to respondents:bike racks/bike parking for cyclistsfuture electric vehicle charging stations/exchangesdrop off/pick up area outside the buildingAs we finalize the design, what other features would you like to see to enhance access to and within City Hall and the Library and the surrounding amenities?

All glass windows hot in the summer so AC, cold in the winter so heating required. Not environmentally friendly. But you don't care taxpayer pay for it all. Typical lying politicians.

Q6. **We also heard from the community that creating a welcoming space is important (indoor and outdoor). Please describe YOUR ideas for a welcoming space!**

All glass windows hot in the summer so AC, cold in the winter so heating required. Not environmentally friendly. But you don't care taxpayer pay for it all. Typical lying politicians.

Q7. **Incorporating public art that reflects West Kelowna's distinct heritage is important to us (such as our agriculture and logging roots, etc). Please tell us your ideas for public art that celebrates West Kelowna's past, present and future.**

Two referendums said NO and lying politicians ignore taxpayers

Q8. **Library space and services** **What library services would you see yourself or your family using? (Check all that apply)** not answered

Q9. **What time(s) do you visit the library? (Check all that apply)** not answered

Q10. **Please tell us what would make the West Kelowna Library a great space for you.**

All glass windows hot in the summer so AC, cold in the winter so heating required. Not environmentally friendly. But you don't care taxpayer pay for it all. Typical lying politicians.

Q11. **Demographics** **Select your age category.** 55-64

Q12. **How do you describe your gender identity?** Man

Q13. **What neighbourhood do you live in?** Shannon Lake

Q14. **Communications** **Please rank the following statements: (completely agree, somewhat agree, somewhat disagree, completely disagree)**

The information presented was clear and understandable Completely disagree

I had an opportunity to share my views accurately Completely disagree

I understand how my input will be used Completely disagree

I felt that participating was a valuable experience Completely disagree

I learned something new Completely disagree

Q15. **How did you hear about public consultation for the City Hall/Library Building?** Social media (Facebook, Twitter, Instagram etc.)
Local news (online, television, newspaper)



Respondent No: 42

Login: Anonymous

Email: n/a

Responded At: Oct 01, 2021 19:16:16 pm

Last Seen: Oct 01, 2021 19:16:16 pm

IP Address: n/a

Q1. Open and inviting spacesWe heard that having an open and inviting space was important to consider as part of the design. Based on the sketches below (and we mean sketched!), what is your overall impression of the of the open space design?**City Hall - main entrance sketch****Library - Garden level entrance sketch****City Hall - main foyer and Council Chambers sketch****City Hall - second floor sketch (subject to wall delineation in seating area)****Please add additional comments to consider as part of the final design.**

The open space design is very inviting but on a hot day, the glass can heat up a room and make it too bright for the people inside. Tinted glass and a good ventilation system would be required. Also glass is a poor conductor of heat when its cold outside. The heating system would have to be superior and have enough vents through out to compensate for the heat loss. A room that has large windows can make some furniture fabric fade with the direct sunlight. The sun can heat up a leather chair very quickly. The furniture fabric and material should be determined based on its quality for wear and how easily it can be kept clean knowing that the seating area will be utilized a lot. The material used for the flooring should probably be tile as carpet will also fade with the direct sun from all that glass and will require deep cleaning often. A good quality industrial throw carpet can be used by the entrance ways but they should be taped down to prevent them from moving around the floor and flipping up along the edges. If you are considering indoor planter boxes with live plants remember that a glassed in area will be just like a sunroom. Plants will dry out quickly and depending on the plant it may not like that much light. I have a glassed in sunroom and know first hand how hot the room can get when the sun is shining. Even in the winter months. A fan is not adequate because plants need sufficient air flow and will not do well if the room is hot. With all that glass you will have to be budget for window cleaning inside and out a number of times through out the year. If the plan is to cover all the windows with blinds that will help to hide the dust, dirt and water spots should the glass be rained on. It might also help to prevent some of the issues I noted above. But, if you are putting in all that glass with the intent to cover it up with blinds that may not be the effect you or others anticipated.

Q2. Customer service experience**Centralizing and consolidating administrative services from the City's multiple temporary-leased buildings will result in financial and work flow efficiencies. Planning is underway for a customer service layout to accommodate one centralized service area in the main entrance of the City Hall/Library Building.****The main entrance will link the legislative and administrative components of the building and serves as a public foyer from which the departments on all three floors can be easily identified and located. This space also provides a key connection to the Library.****Benefits include:****increased access to multiple departments (such as Development, Engineering, Bylaw and Finance)****larger space to accommodate customers/residents indoors for civic services (utilities and property tax payments, licenses, development applications etc.)****built for today yet expandable for future growth****Based on the description of the proposed one-stop customer service area, is there anything else we should consider as part of the final design?**

The plan for a customer service desk at the front entrance is a great idea. A nice feature wall would make the room inviting along with some warm colours on the walls. Paintings, sculptures by local artists would look nice too.

Q3. As we look at ways to improve customer service, we heard from the public during the first round of consultation that easy payment options were important, e.g. utilities and tax payments. Would you consider using a drive-thru payment drop box outside of the building?

Would not consider

Q4. Council ChambersThe Council Chambers area is where important decisions are made everyday and encourages members of our community to participate in local government. Feedback from the first round of public consultation suggests moveable, flexible and comfortable seating as most important. Based on the sketch of the Council Chambers, is there anything else we should consider to make this space more accessible, welcoming and comfortable?

Seating should be arranged to provide adequate room for people with walkers or wheelchairs. To ensure that everyone can hear the speakers clearly the speakers should be positioned effectively around the room. The room may be required to be sound proofed to ensure that the employees in the other areas are not disturbed by the large gatherings. Perhaps acoustic tiles on the ceiling would help.

Q5. Getting aroundThe majority of participants indicated they spend less than one hour when visiting City Hall, which suggests consistent turnover of parking spaces at the future City Hall/Library Building. In addition, the following features were important to respondents: bike racks/bike parking for cyclists future electric vehicle charging stations/exchanges drop off/pick up area outside the building As we finalize the design, what other features would you like to see to enhance access to and within City Hall and the Library and the surrounding amenities?

Has anyone consulted the Westbank First Nations band to see what plans they have to develop the land next to the City Hall and Amphitheatre? Perhaps they would consider creating a more formal path through there land to link up with the pathways on the City Hall and Amphitheatre site? They could surround the pathway with native plants and interpretive wooden signs that show what plants they would grow or forage for food and healing.

Q6. We also heard from the community that creating a welcoming space is important (indoor and outdoor). Please describe YOUR ideas for a welcoming space!

Benches and pathways with native plantings surrounding the area is great.

Q7. Incorporating public art that reflects West Kelowna's distinct heritage is important to us (such as our agriculture and logging roots, etc). Please tell us your ideas for public art that celebrates West Kelowna's past, present and future.

The Westbank Museum could help provide information to be added to interpretive wooden displays through out the grounds so that people can see and read what life was like in the early days and who were the first Settlers in Westbank. Local artists could display there paintings, sculptures and other types of artwork at certain times of year. Perhaps they could have an art event like they have in Lake Country in September.

Q8. Library space and servicesWhat library services would you see yourself or your family using? (Check all that apply) not answered

Q9. What time(s) do you visit the library? (Check all that apply) not answered

Q10. Please tell us what would make the West Kelowna Library a great space for you.

I currently do not utilize the Library but I'm sure that many others would.

Q11. DemographicsSelect your age category. 65+

Q12. How do you describe your gender identity? Woman

Q13. **What neighbourhood do you live in?**

Smith Creek

Q14. **Communications** Please rank the following statements: (completely agree, somewhat agree, somewhat disagree, completely disagree)

The information presented was clear and understandable

Completely agree

I had an opportunity to share my views accurately

Completely agree

I understand how my input will be used

Completely agree

I felt that participating was a valuable experience

Completely agree

I learned something new

Somewhat agree

Q15. **How did you hear about public consultation for the City Hall/Library Building?**

Communications from the City (e-news, Public Service Announcements, News Releases etc.)



Respondent No: 43

Login: Anonymous

Email: n/a

Responded At: Oct 01, 2021 19:33:14 pm

Last Seen: Oct 01, 2021 19:33:14 pm

IP Address: n/a

Q1. Open and inviting spacesWe heard that having an open and inviting space was important to consider as part of the design. Based on the sketches below (and we mean sketched!), what is your overall impression of the of the open space design?
City Hall - main entrance sketch
Library - Garden level entrance sketch
City Hall - main foyer and Council Chambers sketch
City Hall - second floor sketch (subject to wall delineation in seating area)
Please add additional comments to consider as part of the final design.

Just keep it dimple- remember a civic building.

Q2. Customer service experienceCentralizing and consolidating administrative services from the City's multiple temporary-leased buildings will result in financial and work flow efficiencies. Planning is underway for a customer service layout to accommodate one centralized service area in the main entrance of the City Hall/Library Building.The main entrance will link the legislative and administrative components of the building and serves as a public foyer from which the departments on all three floors can be easily identified and located. This space also provides a key connection to the Library.Benefits include:increased access to multiple departments (such as Development, Engineering, Bylaw and Finance)larger space to accommodate customers/residents indoors for civic services (utilities and property tax payments, licenses, development applications etc.)built for today yet expandable for future growthBased on the description of the proposed one-stop customer service area, is there anything else we should consider as part of the final design?

not answered

Q3. As we look at ways to improve customer service, we heard from the public during the first round of consultation that easy payment options were important, e.g. utilities and tax payments. Would you consider using a drive-thru payment drop box outside of the building?

Might or might not consider

Q4. Council ChambersThe Council Chambers area is where important decisions are made everyday and encourages members of our community to participate in local government. Feedback from the first round of public consultation suggests moveable, flexible and comfortable seating as most important.Based on the sketch of the Council Chambers, is there anything else we should consider to make this space more accessible, welcoming and comfortable?

Keep it simple, not elaborate. Space to get in out. No crowding.

Q5. Getting aroundThe majority of participants indicated they spend less than one hour when visiting City Hall, which suggests consistent turnover of parking spaces at the future City Hall/Library Building.In addition, the following features were important to respondents:bike racks/bike parking for cyclistsfuture electric vehicle charging stations/exchangesdrop off/pick up area outside the buildingAs we finalize the design, what other features would you like to see to enhance access to and within City Hall and the Library and the surrounding amenities?

Nil

Q6. We also heard from the community that creating a welcoming space is important (indoor and outdoor). Please describe YOUR ideas for a welcoming space!

not answered

Q7. Incorporating public art that reflects West Kelowna's distinct heritage is important to us (such as our agriculture and logging roots, etc). Please tell us your ideas for public art that celebrates West Kelowna's past, present and future.

Photos from the past of the area and early pioneer families

Q8. Library space and servicesWhat library services would you see yourself or your family using? (Check all that apply)

Picking up and returning library materials
Access to computers and the Internet
Reading and lounging
Research and study

Q9. What time(s) do you visit the library? (Check all that apply)

Weekday mornings

Q10. Please tell us what would make the West Kelowna Library a great space for you.

More available books.

Q11. DemographicsSelect your age category.

65+

Q12. How do you describe your gender identity?

Woman

Q13. What neighbourhood do you live in?

Lakeview Heights

Q14. CommunicationsPlease rank the following statements: (completely agree, somewhat agree, somewhat disagree, completely disagree)

The information presented was clear and understandable	Completely agree
I had an opportunity to share my views accurately	Somewhat agree
I understand how my input will be used	Completely agree
I felt that participating was a valuable experience	Somewhat agree

Q15. How did you hear about public consultation for the City Hall/Library Building?

Social media (Facebook, Twitter, Instagram etc.)
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Respondent No: 44

Login: Anonymous

Email: n/a

Responded At: Oct 01, 2021 20:04:02 pm

Last Seen: Oct 01, 2021 20:04:02 pm

IP Address: n/a

Q1. Open and inviting spacesWe heard that having an open and inviting space was important to consider as part of the design. Based on the sketches below (and we mean sketched!), what is your overall impression of the of the open space design?
City Hall - main entrance sketch
Library - Garden level entrance sketch
City Hall - main foyer and Council Chambers sketch
City Hall - second floor sketch (subject to wall delineation in seating area)
Please add additional comments to consider as part of the final design.

I love all the windows! The only thing that scares me is that it looks like it will be very echo-y in the building. You know, when you talk and your voice just carries very far. I think that if it is too modern with all sharp edges and concrete pillars, it will be very loud in there. Not really what I want...

Q2. Customer service experienceCentralizing and consolidating administrative services from the City's multiple temporary-leased buildings will result in financial and work flow efficiencies. Planning is underway for a customer service layout to accommodate one centralized service area in the main entrance of the City Hall/Library Building.The main entrance will link the legislative and administrative components of the building and serves as a public foyer from which the departments on all three floors can be easily identified and located. This space also provides a key connection to the Library.Benefits include:increased access to multiple departments (such as Development, Engineering, Bylaw and Finance)larger space to accommodate customers/residents indoors for civic services (utilities and property tax payments, licenses, development applications etc.)built for today yet expandable for future growthBased on the description of the proposed one-stop customer service area, is there anything else we should consider as part of the final design?

No. I am happy to hear that you have room for growth. Every part of our infrastructure has to keep this in mind. I really have not gone into the current city hall building for 10 years. Do everything online.

Q3. As we look at ways to improve customer service, we heard from the public during the first round of consultation that easy payment options were important, e.g. utilities and tax payments. Would you consider using a drive-thru payment drop box outside of the building? Would not consider

Q4. Council ChambersThe Council Chambers area is where important decisions are made everyday and encourages members of our community to participate in local government. Feedback from the first round of public consultation suggests moveable, flexible and comfortable seating as most important.Based on the sketch of the Council Chambers, is there anything else we should consider to make this space more accessible, welcoming and comfortable?

I like that chairs can be added out into the foyer if there happens to be a popular topic in a meeting!

Q5. Getting aroundThe majority of participants indicated they spend less than one hour when visiting City Hall, which suggests consistent turnover of parking spaces at the future City Hall/Library Building.In addition, the following features were important to respondents:bike racks/bike parking for cyclistsfuture electric vehicle charging stations/exchangesdrop off/pick up area outside the buildingAs we finalize the design, what other features would you like to see to enhance access to and within City Hall and the Library and the surrounding amenities?

not answered

Q6. We also heard from the community that creating a welcoming space is important (indoor and outdoor). Please describe YOUR ideas for a welcoming space!

Allow local artists to display their crafts, for example local quilters can hang their recently made quilts!

Q7. Incorporating public art that reflects West Kelowna's distinct heritage is important to us (such as our agriculture and logging roots, etc). Please tell us your ideas for public art that celebrates West Kelowna's past, present and future.

As Gorman's mill is such an important part of our economy, perhaps a nice logging display like what is currently in the round-about at Webber and Glenrosa Rd. I've heard so many compliments about it!

Q8. Library space and servicesWhat library services would you see yourself or your family using? (Check all that apply)

Picking up and returning library materials
Attending adult programs
Access to computers and the Internet
Reading and lounging
Research and study

Q9. What time(s) do you visit the library? (Check all that apply)

not answered

Q10. Please tell us what would make the West Kelowna Library a great space for you.

A small desk to quietly work at with plug-ins accessible. To be around the bookshelves, but not in the middle of high traffic areas. To be a part of the room, but a bit separated.

Q11. DemographicsSelect your age category.

35-44

Q12. How do you describe your gender identity?

Woman

Q13. What neighbourhood do you live in?

Glenrosa

Q14. CommunicationsPlease rank the following statements: (completely agree, somewhat agree, somewhat disagree, completely disagree)

The information presented was clear and understandable

Completely agree

I had an opportunity to share my views accurately

Completely agree

I understand how my input will be used

Completely agree

I felt that participating was a valuable experience

Completely agree

I learned something new

Completely agree

Q15. How did you hear about public consultation for the City Hall/Library Building?

Communications from the City (e-news, Public Service Announcements, News Releases etc.)



Respondent No: 45
Login: Lynden Beesley
Email: lynbee@shaw.ca

Responded At: Oct 02, 2021 08:19:18 am
Last Seen: Oct 02, 2021 15:06:38 pm
IP Address: 96.50.172.8

Q1. Open and inviting spacesWe heard that having an open and inviting space was important to consider as part of the design. Based on the sketches below (and we mean sketched!), what is your overall impression of the of the open space design?
City Hall - main entrance sketch
Library - Garden level entrance sketch
City Hall - main foyer and Council Chambers sketch
City Hall - second floor sketch (subject to wall delineation in seating area)
Please add additional comments to consider as part of the final design.

not answered

Q2. Customer service experienceCentralizing and consolidating administrative services from the City's multiple temporary-leased buildings will result in financial and work flow efficiencies. Planning is underway for a customer service layout to accommodate one centralized service area in the main entrance of the City Hall/Library Building.The main entrance will link the legislative and administrative components of the building and serves as a public foyer from which the departments on all three floors can be easily identified and located. This space also provides a key connection to the Library.Benefits include:increased access to multiple departments (such as Development, Engineering, Bylaw and Finance)larger space to accommodate customers/residents indoors for civic services (utilities and property tax payments, licenses, development applications etc.)built for today yet expandable for future growthBased on the description of the proposed one-stop customer service area, is there anything else we should consider as part of the final design?

not answered

Q3. As we look at ways to improve customer service, we heard from the public during the first round of consultation that easy payment options were important, e.g. utilities and tax payments. Would you consider using a drive-thru payment drop box outside of the building?

Definitely consider

Q4. Council ChambersThe Council Chambers area is where important decisions are made everyday and encourages members of our community to participate in local government. Feedback from the first round of public consultation suggests moveable, flexible and comfortable seating as most important.Based on the sketch of the Council Chambers, is there anything else we should consider to make this space more accessible, welcoming and comfortable?

not answered

Q5. Getting aroundThe majority of participants indicated they spend less than one hour when visiting City Hall, which suggests consistent turnover of parking spaces at the future City Hall/Library Building.In addition, the following features were important to respondents:bike racks/bike parking for cyclistsfuture electric vehicle charging stations/exchangesdrop off/pick up area outside the buildingAs we finalize the design, what other features would you like to see to enhance access to and within City Hall and the Library and the surrounding amenities?

wheel chair access everywhere. disabled parking spaces

Q6. We also heard from the community that creating a welcoming space is important (indoor and outdoor). Please describe YOUR ideas for a welcoming space!

xeriscape gardens, Butterfly plants, Bee hives

Q7. Incorporating public art that reflects West Kelowna's distinct heritage is important to us (such as our agriculture and logging roots, etc). Please tell us your ideas for public art that celebrates West Kelowna's past, present and future.

There are many artists in west kelowna. Can we not have a competition for the artwork inside and out.

Q8. Library space and servicesWhat library services would you see yourself or your family using? (Check all that apply)

Picking up and returning library materials
Attending adult programs
Access to computers and the Internet
Reading and lounging
Research and study
Renting meeting spaces

Q9. What time(s) do you visit the library? (Check all that apply)

Weekday mornings
Weekday afternoons
Weekday evenings
Saturday
Sunday

Q10. Please tell us what would make the West Kelowna Library a great space for you.

Continuing with the art exhibition program

Q11. DemographicsSelect your age category.

65+

Q12. How do you describe your gender identity?

Woman

Q13. What neighbourhood do you live in?

Lakeview Heights

Q14. CommunicationsPlease rank the following statements: (completely agree, somewhat agree, somewhat disagree, completely disagree)

The information presented was clear and understandable

Completely agree

I had an opportunity to share my views accurately

Completely agree

I understand how my input will be used

Completely agree

I felt that participating was a valuable experience

Completely agree

I learned something new

Completely agree

Q15. How did you hear about public consultation for the City Hall/Library Building?

Social media (Facebook, Twitter, Instagram etc.)



Respondent No: 46

Login: Anonymous

Email: n/a

Responded At: Oct 02, 2021 18:22:30 pm

Last Seen: Oct 02, 2021 18:22:30 pm

IP Address: n/a

Q1. Open and inviting spacesWe heard that having an open and inviting space was important to consider as part of the design. Based on the sketches below (and we mean sketched!), what is your overall impression of the of the open space design?
City Hall - main entrance sketch
Library - Garden level entrance sketch
City Hall - main foyer and Council Chambers sketch
City Hall - second floor sketch (subject to wall delineation in seating area)
Please add additional comments to consider as part of the final design.

Looks nice

Q2. Customer service experienceCentralizing and consolidating administrative services from the City's multiple temporary-leased buildings will result in financial and work flow efficiencies. Planning is underway for a customer service layout to accommodate one centralized service area in the main entrance of the City Hall/Library Building.The main entrance will link the legislative and administrative components of the building and serves as a public foyer from which the departments on all three floors can be easily identified and located. This space also provides a key connection to the Library.Benefits include:increased access to multiple departments (such as Development, Engineering, Bylaw and Finance)larger space to accommodate customers/residents indoors for civic services (utilities and property tax payments, licenses, development applications etc.)built for today yet expandable for future growthBased on the description of the proposed one-stop customer service area, is there anything else we should consider as part of the final design?

not answered

Q3. As we look at ways to improve customer service, we heard from the public during the first round of consultation that easy payment options were important, e.g. utilities and tax payments. Would you consider using a drive-thru payment drop box outside of the building?

Definitely consider

Q4. Council ChambersThe Council Chambers area is where important decisions are made everyday and encourages members of our community to participate in local government. Feedback from the first round of public consultation suggests moveable, flexible and comfortable seating as most important.Based on the sketch of the Council Chambers, is there anything else we should consider to make this space more accessible, welcoming and comfortable?

West Kelowna would greatly benefit from a theatre type space. None of the high schools even have a performing center. It is a travesty that our high schools have to drive to Trinity in Kelowna for their grad ceremonies. And drama and the arts are greatly lacking representation on the westside. Furthermore, there are local theatre groups (such as Crossing Creek Community Theatre) that would greatly utilize such a performance space. Not to mention, more opportunities for local artists to showcase their talents. Such a space would even serve a great commodity for business meetings/conferences that as of now have no viable meeting options in west Kelowna. It's time to stop depending on churches and performance centers across the bridge and start taking care of the community of west Kelowna.

Q5. Getting aroundThe majority of participants indicated they spend less than one hour when visiting City Hall, which suggests consistent turnover of parking spaces at the future City Hall/Library Building.In addition, the following features were important to respondents:bike racks/bike parking for cyclistsfuture electric vehicle charging stations/exchangesdrop off/pick up area outside the buildingAs we finalize the design, what other features would you like to see to enhance access to and within City Hall and the Library and the surrounding amenities?

A theatre

Q6. We also heard from the community that creating a welcoming space is important (indoor and outdoor). Please describe YOUR ideas for a welcoming space!

not answered

Q7. Incorporating public art that reflects West Kelowna's distinct heritage is important to us (such as our agriculture and logging roots, etc). Please tell us your ideas for public art that celebrates West Kelowna's past, present and future.

not answered

Q8. Library space and servicesWhat library services would you see yourself or your family using? (Check all that apply)

Picking up and returning library materials
Attending adult programs
Attending children or youth programs
Access to computers and the Internet
Reading and lounging
Research and study
Renting meeting spaces

Q9. What time(s) do you visit the library? (Check all that apply)

Weekday afternoons
Weekday evenings

Q10. Please tell us what would make the West Kelowna Library a great space for you.

Age group specific events. Book clubs. Recommended reading section based on recent best sellers.

Q11. DemographicsSelect your age category.

25-34

Q12. How do you describe your gender identity?

Woman

Q13. What neighbourhood do you live in?

Lakeview Heights

Q14. CommunicationsPlease rank the following statements: (completely agree, somewhat agree, somewhat disagree, completely disagree)

The information presented was clear and understandable

Somewhat agree

I had an opportunity to share my views accurately

Somewhat agree

I understand how my input will be used

Somewhat disagree

I felt that participating was a valuable experience

Somewhat agree

I learned something new

Somewhat agree

Q15. How did you hear about public consultation for the City Hall/Library Building?

Social media (Facebook, Twitter, Instagram etc.)



Respondent No: 47

Login: Anonymous

Email: n/a

Responded At: Oct 02, 2021 19:44:51 pm

Last Seen: Oct 02, 2021 19:44:51 pm

IP Address: n/a

Q1. Open and inviting spacesWe heard that having an open and inviting space was important to consider as part of the design. Based on the sketches below (and we mean sketched!), what is your overall impression of the of the open space design?
City Hall - main entrance sketch
Library - Garden level entrance sketch
City Hall - main foyer and Council Chambers sketch
City Hall - second floor sketch (subject to wall delineation in seating area)
Please add additional comments to consider as part of the final design.

This looks expensive. You are spending money on a fancy place for yourselves to work but are neglecting sidewalks and sewers. Please keep it simple and reduce the expenditures.

Q2. Customer service experienceCentralizing and consolidating administrative services from the City's multiple temporary-leased buildings will result in financial and work flow efficiencies. Planning is underway for a customer service layout to accommodate one centralized service area in the main entrance of the City Hall/Library Building.The main entrance will link the legislative and administrative components of the building and serves as a public foyer from which the departments on all three floors can be easily identified and located. This space also provides a key connection to the Library.Benefits include:increased access to multiple departments (such as Development, Engineering, Bylaw and Finance)larger space to accommodate customers/residents indoors for civic services (utilities and property tax payments, licenses, development applications etc.)built for today yet expandable for future growthBased on the description of the proposed one-stop customer service area, is there anything else we should consider as part of the final design?

How about indoor grow towers that provide free veggies and herbs to visitors and residents. You also need to add a complaint department. A drive thru option causes fuel waste and pollution.

Q3. As we look at ways to improve customer service, we heard from the public during the first round of consultation that easy payment options were important, e.g. utilities and tax payments. Would you consider using a drive-thru payment drop box outside of the building? Would not consider

Q4. Council ChambersThe Council Chambers area is where important decisions are made everyday and encourages members of our community to participate in local government. Feedback from the first round of public consultation suggests moveable, flexible and comfortable seating as most important.Based on the sketch of the Council Chambers, is there anything else we should consider to make this space more accessible, welcoming and comfortable?

Cheap desks and plastic chairs for the council members is a must. Web cams, easy online access, online/video interaction with the council in real time would be good for community participation.

Q5. Getting aroundThe majority of participants indicated they spend less than one hour when visiting City Hall, which suggests consistent turnover of parking spaces at the future City Hall/Library Building.In addition, the following features were important to respondents:bike racks/bike parking for cyclistsfuture electric vehicle charging stations/exchangesdrop off/pick up area outside the buildingAs we finalize the design, what other features would you like to see to enhance access to and within City Hall and the Library and the surrounding amenities?

Outdoor water fountains and 24/7 washroom access for the homeless. An overhang for the homeless to sleep under. Also another skate park.

Q6. We also heard from the community that creating a welcoming space is important (indoor and outdoor). Please describe YOUR ideas for a welcoming space!

Free gardens and grow tower veggies and herbs for residents, guests and workers. Free rainwater collection fountains that aren't effected by drought or poor water quality. I would like to see the building materials be of a recycled nature like a bottle wall, tire wall, or recycled glass.

Q7. Incorporating public art that reflects West Kelowna's distinct heritage is important to us (such as our agriculture and logging roots, etc). Please tell us your ideas for public art that celebrates West Kelowna's past, present and future.

We should be focusing on an sustainable, off-grid future for the community involving solar power, wind power, rainwater collection, and sustainable building practices.

Q8. Library space and servicesWhat library services would you see yourself or your family using? (Check all that apply)

Picking up and returning library materials
Attending adult programs
Attending children or youth programs
Access to computers and the Internet
Reading and lounging
Research and study

Q9. What time(s) do you visit the library? (Check all that apply)

Saturday
Sunday

Q10. Please tell us what would make the West Kelowna Library a great space for you.

An aquaponics water feature that provides free fish. A jungle sitting area. Hammocks. A good collection of relevant books. An online digital education library such as www.mabukumalawi.com uses.

Q11. DemographicsSelect your age category.

35-44

Q12. How do you describe your gender identity?

Man

Q13. What neighbourhood do you live in?

Westbank

Q14. CommunicationsPlease rank the following statements: (completely agree, somewhat agree, somewhat disagree, completely disagree)

The information presented was clear and understandable

Somewhat agree

I had an opportunity to share my views accurately

Somewhat disagree

I understand how my input will be used

Completely disagree

I felt that participating was a valuable experience

Somewhat disagree

I learned something new

Somewhat disagree

Q15. How did you hear about public consultation for the City Hall/Library Building?

Social media (Facebook, Twitter, Instagram etc.)



Respondent No: 48

Login: Anonymous

Email: n/a

Responded At: Oct 02, 2021 19:59:54 pm

Last Seen: Oct 02, 2021 19:59:54 pm

IP Address: n/a

Q1. Open and inviting spacesWe heard that having an open and inviting space was important to consider as part of the design. Based on the sketches below (and we mean sketched!), what is your overall impression of the of the open space design?
City Hall - main entrance sketch
Library - Garden level entrance sketch
City Hall - main foyer and Council Chambers sketch
City Hall - second floor sketch (subject to wall delineation in seating area)
Please add additional comments to consider as part of the final design.

not answered

Q2. Customer service experienceCentralizing and consolidating administrative services from the City's multiple temporary-leased buildings will result in financial and work flow efficiencies. Planning is underway for a customer service layout to accommodate one centralized service area in the main entrance of the City Hall/Library Building.The main entrance will link the legislative and administrative components of the building and serves as a public foyer from which the departments on all three floors can be easily identified and located. This space also provides a key connection to the Library.Benefits include:increased access to multiple departments (such as Development, Engineering, Bylaw and Finance)larger space to accommodate customers/residents indoors for civic services (utilities and property tax payments, licenses, development applications etc.)built for today yet expandable for future growthBased on the description of the proposed one-stop customer service area, is there anything else we should consider as part of the final design?

not answered

Q3. As we look at ways to improve customer service, we heard from the public during the first round of consultation that easy payment options were important, e.g. utilities and tax payments. Would you consider using a drive-thru payment drop box outside of the building?

Might or might not consider

Q4. Council ChambersThe Council Chambers area is where important decisions are made everyday and encourages members of our community to participate in local government. Feedback from the first round of public consultation suggests moveable, flexible and comfortable seating as most important.Based on the sketch of the Council Chambers, is there anything else we should consider to make this space more accessible, welcoming and comfortable?

not answered

Q5. Getting aroundThe majority of participants indicated they spend less than one hour when visiting City Hall, which suggests consistent turnover of parking spaces at the future City Hall/Library Building.In addition, the following features were important to respondents:bike racks/bike parking for cyclistsfuture electric vehicle charging stations/exchangesdrop off/pick up area outside the buildingAs we finalize the design, what other features would you like to see to enhance access to and within City Hall and the Library and the surrounding amenities?

There needs to be a multipurpose auditorium that has theatre stage and seating area. There are many groups in the west Kelowna area that will want to rent the space to perform in as well as out of area groups looking for venues. We need more arts on the Westside to enhance our lives

Q6. We also heard from the community that creating a welcoming space is important (indoor and outdoor). Please describe YOUR ideas for a welcoming space!

not answered

Q7. Incorporating public art that reflects West Kelowna's distinct heritage is important to us (such as our agriculture and logging roots, etc). Please tell us your ideas for public art that celebrates West Kelowna's past, present and future.

A large mural that shows the past

Q8. Library space and servicesWhat library services would you see yourself or your family using? (Check all that apply)

Picking up and returning library materials

Q9. What time(s) do you visit the library? (Check all that apply)

Weekday mornings

Q10. Please tell us what would make the West Kelowna Library a great space for you.

Good lighting

Q11. DemographicsSelect your age category.

55-64

Q12. How do you describe your gender identity?

Woman

Q13. What neighbourhood do you live in?

Westbank First Nation

Q14. CommunicationsPlease rank the following statements: (completely agree, somewhat agree, somewhat disagree, completely disagree)

The information presented was clear and understandable	Somewhat agree
I had an opportunity to share my views accurately	Somewhat agree
I understand how my input will be used	Somewhat agree
I felt that participating was a valuable experience	Somewhat agree
I learned something new	Completely disagree

Q15. How did you hear about public consultation for the City Hall/Library Building?

not answered



Respondent No: 49

Login: Anonymous

Email: n/a

Responded At: Oct 02, 2021 21:27:56 pm

Last Seen: Oct 02, 2021 21:27:56 pm

IP Address: n/a

Q1. Open and inviting spacesWe heard that having an open and inviting space was important to consider as part of the design. Based on the sketches below (and we mean sketched!), what is your overall impression of the of the open space design?
City Hall - main entrance sketch
Library - Garden level entrance sketch
City Hall - main foyer and Council Chambers sketch
City Hall - second floor sketch (subject to wall delineation in seating area)
Please add additional comments to consider as part of the final design.

The natural light is amazing but WKC needs an arts space/theatre. Performing arts needs to be represented and it would be great to have grad ceremonies on the Westside in the future

Q2. Customer service experienceCentralizing and consolidating administrative services from the City's multiple temporary-leased buildings will result in financial and work flow efficiencies. Planning is underway for a customer service layout to accommodate one centralized service area in the main entrance of the City Hall/Library Building.The main entrance will link the legislative and administrative components of the building and serves as a public foyer from which the departments on all three floors can be easily identified and located. This space also provides a key connection to the Library.Benefits include:increased access to multiple departments (such as Development, Engineering, Bylaw and Finance)larger space to accommodate customers/residents indoors for civic services (utilities and property tax payments, licenses, development applications etc.)built for today yet expandable for future growthBased on the description of the proposed one-stop customer service area, is there anything else we should consider as part of the final design?

Parking!

Q3. As we look at ways to improve customer service, we heard from the public during the first round of consultation that easy payment options were important, e.g. utilities and tax payments. Would you consider using a drive-thru payment drop box outside of the building?

Would not consider

Q4. Council ChambersThe Council Chambers area is where important decisions are made everyday and encourages members of our community to participate in local government. Feedback from the first round of public consultation suggests moveable, flexible and comfortable seating as most important.Based on the sketch of the Council Chambers, is there anything else we should consider to make this space more accessible, welcoming and comfortable?

Natural light and plants

Q5. Getting aroundThe majority of participants indicated they spend less than one hour when visiting City Hall, which suggests consistent turnover of parking spaces at the future City Hall/Library Building.In addition, the following features were important to respondents:bike racks/bike parking for cyclistsfuture electric vehicle charging stations/exchangesdrop off/pick up area outside the buildingAs we finalize the design, what other features would you like to see to enhance access to and within City Hall and the Library and the surrounding amenities?

Multiple entry points

Q6. We also heard from the community that creating a welcoming space is important (indoor and outdoor). Please describe YOUR ideas for a welcoming space!

Light, nature, plants

Q7. Incorporating public art that reflects West Kelowna's distinct heritage is important to us (such as our agriculture and logging roots, etc). Please tell us your ideas for public art that celebrates West Kelowna's past, present and future.

First Nations art, inclusive art in multiple mediums

Q8. Library space and servicesWhat library services would you see yourself or your family using? (Check all that apply)

Picking up and returning library materials
Attending adult programs
Renting meeting spaces

Q9. What time(s) do you visit the library? (Check all that apply)

Weekday evenings
Saturday
Sunday

Q10. Please tell us what would make the West Kelowna Library a great space for you.

not answered

Q11. DemographicsSelect your age category.

45-54

Q12. How do you describe your gender identity?

Woman

Q13. What neighbourhood do you live in?

Westbank

Q14. CommunicationsPlease rank the following statements: (completely agree, somewhat agree, somewhat disagree, completely disagree)

The information presented was clear and understandable	Somewhat agree
I had an opportunity to share my views accurately	Somewhat agree
I understand how my input will be used	Somewhat agree
I felt that participating was a valuable experience	Completely agree
I learned something new	Somewhat agree

Q15. How did you hear about public consultation for the City Hall/Library Building?

Social media (Facebook, Twitter, Instagram etc.)
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Respondent No: 50

Login: Anonymous

Email: n/a

Responded At: Oct 03, 2021 09:02:09 am

Last Seen: Oct 03, 2021 09:02:09 am

IP Address: n/a

Q1. Open and inviting spacesWe heard that having an open and inviting space was important to consider as part of the design. Based on the sketches below (and we mean sketched!), what is your overall impression of the of the open space design?
City Hall - main entrance sketch
Library - Garden level entrance sketch
City Hall - main foyer and Council Chambers sketch
City Hall - second floor sketch (subject to wall delineation in seating area)
Please add additional comments to consider as part of the final design.

I like the open design with all the windows.

Q2. Customer service experienceCentralizing and consolidating administrative services from the City's multiple temporary-leased buildings will result in financial and work flow efficiencies. Planning is underway for a customer service layout to accommodate one centralized service area in the main entrance of the City Hall/Library Building.The main entrance will link the legislative and administrative components of the building and serves as a public foyer from which the departments on all three floors can be easily identified and located. This space also provides a key connection to the Library.Benefits include:increased access to multiple departments (such as Development, Engineering, Bylaw and Finance)larger space to accommodate customers/residents indoors for civic services (utilities and property tax payments, licenses, development applications etc.)built for today yet expandable for future growthBased on the description of the proposed one-stop customer service area, is there anything else we should consider as part of the final design?

N/A

Q3. As we look at ways to improve customer service, we heard from the public during the first round of consultation that easy payment options were important, e.g. utilities and tax payments. Would you consider using a drive-thru payment drop box outside of the building?

Might or might not consider

Q4. Council ChambersThe Council Chambers area is where important decisions are made everyday and encourages members of our community to participate in local government. Feedback from the first round of public consultation suggests moveable, flexible and comfortable seating as most important.Based on the sketch of the Council Chambers, is there anything else we should consider to make this space more accessible, welcoming and comfortable?

It should be bigger and open to other uses. Make it an auditorium where theatre and musical performances can happen.

Q5. Getting aroundThe majority of participants indicated they spend less than one hour when visiting City Hall, which suggests consistent turnover of parking spaces at the future City Hall/Library Building.In addition, the following features were important to respondents:bike racks/bike parking for cyclistsfuture electric vehicle charging stations/exchangesdrop off/pick up area outside the buildingAs we finalize the design, what other features would you like to see to enhance access to and within City Hall and the Library and the surrounding amenities?

More parking. Will all be used up with community events at amphitheater.

Q6. **We also heard from the community that creating a welcoming space is important (indoor and outdoor). Please describe YOUR ideas for a welcoming space!**

Doesn't have to be that big. Parking more important.

Q7. **Incorporating public art that reflects West Kelowna's distinct heritage is important to us (such as our agriculture and logging roots, etc). Please tell us your ideas for public art that celebrates West Kelowna's past, present and future.**

The open concept and clear lines of sight looking over the beautiful valley is art in itself.

Q8. **Library space and services** **What library services would you see yourself or your family using? (Check all that apply)**

Picking up and returning library materials
Attending children or youth programs
Access to computers and the Internet
Research and study
Renting meeting spaces

Q9. **What time(s) do you visit the library? (Check all that apply)**

not answered

Q10. **Please tell us what would make the West Kelowna Library a great space for you.**

Make it as multi functional as possible.

Q11. **Demographics** **Select your age category.**

35-44

Q12. **How do you describe your gender identity?**

Man

Q13. **What neighbourhood do you live in?**

Lakeview Heights

Q14. **Communications** **Please rank the following statements: (completely agree, somewhat agree, somewhat disagree, completely disagree)**

The information presented was clear and understandable	Completely agree
I had an opportunity to share my views accurately	Somewhat disagree
I understand how my input will be used	Somewhat disagree
I felt that participating was a valuable experience	Somewhat disagree
I learned something new	Somewhat agree

Q15. **How did you hear about public consultation for the City Hall/Library Building?**

In person - pop up engagement events



Respondent No: 51

Login: Anonymous

Email: n/a

Responded At: Oct 03, 2021 09:39:01 am

Last Seen: Oct 03, 2021 09:39:01 am

IP Address: n/a

Q1. Open and inviting spacesWe heard that having an open and inviting space was important to consider as part of the design. Based on the sketches below (and we mean sketched!), what is your overall impression of the of the open space design?
City Hall - main entrance sketch
Library - Garden level entrance sketch
City Hall - main foyer and Council Chambers sketch
City Hall - second floor sketch (subject to wall delineation in seating area)
Please add additional comments to consider as part of the final design.

not answered

Q2. Customer service experienceCentralizing and consolidating administrative services from the City's multiple temporary-leased buildings will result in financial and work flow efficiencies. Planning is underway for a customer service layout to accommodate one centralized service area in the main entrance of the City Hall/Library Building.The main entrance will link the legislative and administrative components of the building and serves as a public foyer from which the departments on all three floors can be easily identified and located. This space also provides a key connection to the Library.Benefits include:increased access to multiple departments (such as Development, Engineering, Bylaw and Finance)larger space to accommodate customers/residents indoors for civic services (utilities and property tax payments, licenses, development applications etc.)built for today yet expandable for future growthBased on the description of the proposed one-stop customer service area, is there anything else we should consider as part of the final design?

not answered

Q3. As we look at ways to improve customer service, we heard from the public during the first round of consultation that easy payment options were important, e.g. utilities and tax payments. Would you consider using a drive-thru payment drop box outside of the building?

Would not consider

Q4. Council ChambersThe Council Chambers area is where important decisions are made everyday and encourages members of our community to participate in local government. Feedback from the first round of public consultation suggests moveable, flexible and comfortable seating as most important.Based on the sketch of the Council Chambers, is there anything else we should consider to make this space more accessible, welcoming and comfortable?

This is a one use space. It should be a space that can be used by more than just city council. It's wasted space if it's only used by one group.

Q5. Getting aroundThe majority of participants indicated they spend less than one hour when visiting City Hall, which suggests consistent turnover of parking spaces at the future City Hall/Library Building. In addition, the following features were important to respondents: bike racks/bike parking for cyclists, future electric vehicle charging stations/exchanges, drop off/pick up area outside the building. As we finalize the design, what other features would you like to see to enhance access to and within City Hall and the Library and the surrounding amenities?

This isn't about access but I see no where else to put it. I represent Crossing Creek Community Theatre - West Kelowna's only life theatre group. Our desire is to support and work with local businesses - but there are none that have a facility we can use without the expense of chair, stage, light, sound, and facility rental fees making it dangerously close to unaffordable for any non profit organization. A city run facility that contained all those elements within a single rental charge would be a game changer for us as well as other local and travelling performance groups. From our experience, Annette Boudreaux theatre is precisely what we don't need. Local wineries have many small open air performance spaces that can only be used 4 months of the year if that long. And to use the amphitheater, performance groups like us run into even more expense and challenges than we have with a local winery's outdoor space. It's only really usable by the city because they run it and pay for it. And the Lions Hall is not a usable performance space. Groups are severely limited with time to use the space, and all stage, lights, sound, etc. needs to be rented and moved into the space. Few groups can afford that. We will have no more arts - music, theatre, dance coming to or operating in West Kelowna until we have a usable space. SD23 has no performance space in the schools. Could a partnership be investigated to build a city funded performance space in the new high school? The city needs to plan a performance space within a new build. It could be used by council, or any city staff or groups, as well as be rented out for special performances. If council has a desire to see the arts grow in West Kelowna, this is a must. Leanne Reimer Artistic Director Crossing Creek Community Theatre.

Q6. We also heard from the community that creating a welcoming space is important (indoor and outdoor). Please describe YOUR ideas for a welcoming space!

Welcoming means usable. Can plaza be used for group gatherings, Remembrance day services, WFN groups, farmers markets, summer programs for kids, etc. etc. etc. ? It needs to be big enough and usable enough to be a hub of activity.

Q7. Incorporating public art that reflects West Kelowna's distinct heritage is important to us (such as our agriculture and logging roots, etc). Please tell us your ideas for public art that celebrates West Kelowna's past, present and future.

not answered

Q8. Library space and services What library services would you see yourself or your family using? (Check all that apply)

Picking up and returning library materials

Q9. What time(s) do you visit the library? (Check all that apply)

Weekday mornings
Weekday afternoons
Saturday

Q10. Please tell us what would make the West Kelowna Library a great space for you.

not answered

Q11. Demographics Select your age category.

45-54

Q12. How do you describe your gender identity?

Woman

Q13. What neighbourhood do you live in?

Glenrosa

Q14. Communications Please rank the following statements: (completely agree, somewhat agree, somewhat disagree, completely disagree)

The information presented was clear and understandable	Somewhat agree
I had an opportunity to share my views accurately	Somewhat disagree
I understand how my input will be used	Somewhat disagree
I felt that participating was a valuable experience	Somewhat agree
I learned something new	Completely disagree

Q15. How did you hear about public consultation for the City Hall/Library Building? Social media (Facebook, Twitter, Instagram etc.)



Respondent No: 52

Login: Anonymous

Email: n/a

Responded At: Oct 03, 2021 10:33:12 am

Last Seen: Oct 03, 2021 10:33:12 am

IP Address: n/a

Q1. Open and inviting spacesWe heard that having an open and inviting space was important to consider as part of the design. Based on the sketches below (and we mean sketched!), what is your overall impression of the of the open space design?
City Hall - main entrance sketch
Library - Garden level entrance sketch
City Hall - main foyer and Council Chambers sketch
City Hall - second floor sketch (subject to wall delineation in seating area)
Please add additional comments to consider as part of the final design.

Reception should be at the very front as you enter. some open space is nice but a HUGE waste of taxpayers dollars to heat/cool, even with appropriate windows. Open space is nice, cavernous is frivolous.

Q2. Customer service experienceCentralizing and consolidating administrative services from the City's multiple temporary-leased buildings will result in financial and work flow efficiencies. Planning is underway for a customer service layout to accommodate one centralized service area in the main entrance of the City Hall/Library Building.The main entrance will link the legislative and administrative components of the building and serves as a public foyer from which the departments on all three floors can be easily identified and located. This space also provides a key connection to the Library.Benefits include:increased access to multiple departments (such as Development, Engineering, Bylaw and Finance)larger space to accommodate customers/residents indoors for civic services (utilities and property tax payments, licenses, development applications etc.)built for today yet expandable for future growthBased on the description of the proposed one-stop customer service area, is there anything else we should consider as part of the final design?

Library should be close to parking. Books should be returned from a quick walk from parking, not around a corner. If library is closed, I want to be able to drop off my books with my kids in the car and feel safe doing so. I can't if I have to go around corners to return. I certainly shouldn't have to unbuckle everyone to return books. Wheelchairs, make sure they don't have a long way to go to enter library. Washrooms easily accessible as well.

Q3. As we look at ways to improve customer service, we heard from the public during the first round of consultation that easy payment options were important, e.g. utilities and tax payments. Would you consider using a drive-thru payment drop box outside of the building? Definitely consider

Q4. Council ChambersThe Council Chambers area is where important decisions are made everyday and encourages members of our community to participate in local government. Feedback from the first round of public consultation suggests moveable, flexible and comfortable seating as most important.Based on the sketch of the Council Chambers, is there anything else we should consider to make this space more accessible, welcoming and comfortable?

Washrooms near by?

Q5. Getting aroundThe majority of participants indicated they spend less than one hour when visiting City Hall, which suggests consistent turnover of parking spaces at the future City Hall/Library Building.In addition, the following features were important to respondents:bike racks/bike parking for cyclistsfuture electric vehicle charging stations/exchangesdrop off/pick up area outside the buildingAs we finalize the design, what other features would you like to see to enhance access to and within City Hall and the Library and the surrounding amenities?

If I am reading this map Library Plaza indicates the location of the library. It should be near the front. Think of people with mobility issues, people with MS, or had a stroke and walking with a cane is exhausting, a manual wheelchair. It's a nice pathway for people without mobility issues. With MS, you have to plan every single step you take. Winter this is even more intimidating. My sister in law goes to her library weekly, I would see her driving to another location with a shorter walk from her vehicle that uses hand controls. She finds the library a lifeline, and would feel all this time and money spent has now made the library inaccessible for her.

Q6. We also heard from the community that creating a welcoming space is important (indoor and outdoor). Please describe YOUR ideas for a welcoming space!

Picnic tables, seating, natural vegetation, outdoor community garden. No chemicals. All vegetation should be native or food producing.

Q7. Incorporating public art that reflects West Kelowna's distinct heritage is important to us (such as our agriculture and logging roots, etc). Please tell us your ideas for public art that celebrates West Kelowna's past, present and future.

I find it offensive your examples are agriculture or logging. It shows you have not thought of the people here long before the settlers. This in and of itself is disappointing and proves this entire plan was made by people with no idea about reconciliation, thinking of the entire plan from their station in life, not those that have been here long before us, or with different abilities. WFN and their art should have been your first example. You are on their territory.

Q8. Library space and servicesWhat library services would you see yourself or your family using? (Check all that apply)

Picking up and returning library materials
Attending adult programs
Attending children or youth programs
Access to computers and the Internet

Q9. What time(s) do you visit the library? (Check all that apply)

Weekday evenings
Saturday

Q10. Please tell us what would make the West Kelowna Library a great space for you.

Better parking than what I see on the proposed plan. Books drops easily accessible. Staff are the first thing we see, warm and inviting colours, not concrete and white.

Q11. DemographicsSelect your age category.

45-54

Q12. How do you describe your gender identity?

Woman

Q13. What neighbourhood do you live in?

Outside West Kelowna

Q14. Communications Please rank the following statements: (completely agree, somewhat agree, somewhat disagree, completely disagree)

The information presented was clear and understandable	Somewhat disagree
I had an opportunity to share my views accurately	Completely agree
I understand how my input will be used	Somewhat agree
I felt that participating was a valuable experience	Somewhat agree
I learned something new	Completely agree

Q15. How did you hear about public consultation for the City Hall/Library Building? Local news (online, television, newspaper)



Respondent No: 53

Login: Anonymous

Email: n/a

Responded At: Oct 03, 2021 10:35:25 am

Last Seen: Oct 03, 2021 10:35:25 am

IP Address: n/a

Q1. Open and inviting spacesWe heard that having an open and inviting space was important to consider as part of the design. Based on the sketches below (and we mean sketched!), what is your overall impression of the of the open space design?
City Hall - main entrance sketch
Library - Garden level entrance sketch
City Hall - main foyer and Council Chambers sketch
City Hall - second floor sketch (subject to wall delineation in seating area)
Please add additional comments to consider as part of the final design.

You went against the people's choice, which was NO New CITY HALL.

Q2. Customer service experienceCentralizing and consolidating administrative services from the City's multiple temporary-leased buildings will result in financial and work flow efficiencies. Planning is underway for a customer service layout to accommodate one centralized service area in the main entrance of the City Hall/Library Building.The main entrance will link the legislative and administrative components of the building and serves as a public foyer from which the departments on all three floors can be easily identified and located. This space also provides a key connection to the Library.Benefits include:increased access to multiple departments (such as Development, Engineering, Bylaw and Finance)larger space to accommodate customers/residents indoors for civic services (utilities and property tax payments, licenses, development applications etc.)built for today yet expandable for future growthBased on the description of the proposed one-stop customer service area, is there anything else we should consider as part of the final design?

not answered

Q3. As we look at ways to improve customer service, we heard from the public during the first round of consultation that easy payment options were important, e.g. utilities and tax payments. Would you consider using a drive-thru payment drop box outside of the building? Would not consider

Q4. Council ChambersThe Council Chambers area is where important decisions are made everyday and encourages members of our community to participate in local government. Feedback from the first round of public consultation suggests moveable, flexible and comfortable seating as most important.Based on the sketch of the Council Chambers, is there anything else we should consider to make this space more accessible, welcoming and comfortable?

Hold it in a modular.

Q5. Getting aroundThe majority of participants indicated they spend less than one hour when visiting City Hall, which suggests consistent turnover of parking spaces at the future City Hall/Library Building.In addition, the following features were important to respondents:bike racks/bike parking for cyclistsfuture electric vehicle charging stations/exchangesdrop off/pick up area outside the buildingAs we finalize the design, what other features would you like to see to enhance access to and within City Hall and the Library and the surrounding amenities?

not answered

Q6. We also heard from the community that creating a welcoming space is important (indoor and outdoor). Please describe YOUR ideas for a welcoming space!

not answered

Q7. Incorporating public art that reflects West Kelowna's distinct heritage is important to us (such as our agriculture and logging roots, etc). Please tell us your ideas for public art that celebrates West Kelowna's past, present and future.

not answered

Q8. Library space and servicesWhat library services would you see yourself or your family using? (Check all that apply)

not answered

Q9. What time(s) do you visit the library? (Check all that apply)

not answered

Q10. Please tell us what would make the West Kelowna Library a great space for you.

not answered

Q11. DemographicsSelect your age category.

55-64

Q12. How do you describe your gender identity?

Non-binary/gender diverse

Q13. What neighbourhood do you live in?

Westbank

Q14. CommunicationsPlease rank the following statements: (completely agree, somewhat agree, somewhat disagree, completely disagree)

The information presented was clear and understandable	Completely disagree
I had an opportunity to share my views accurately	Completely disagree
I understand how my input will be used	Completely disagree
I felt that participating was a valuable experience	Completely disagree
I learned something new	Completely disagree

Q15. How did you hear about public consultation for the City Hall/Library Building?

Local news (online, television, newspaper)



Respondent No: 54

Login: Anonymous

Email: n/a

Responded At: Oct 03, 2021 10:40:46 am

Last Seen: Oct 03, 2021 10:40:46 am

IP Address: n/a

Q1. Open and inviting spacesWe heard that having an open and inviting space was important to consider as part of the design. Based on the sketches below (and we mean sketched!), what is your overall impression of the of the open space design?
City Hall - main entrance sketch
Library - Garden level entrance sketch
City Hall - main foyer and Council Chambers sketch
City Hall - second floor sketch (subject to wall delineation in seating area)
Please add additional comments to consider as part of the final design.

not answered

Q2. Customer service experienceCentralizing and consolidating administrative services from the City's multiple temporary-leased buildings will result in financial and work flow efficiencies. Planning is underway for a customer service layout to accommodate one centralized service area in the main entrance of the City Hall/Library Building.The main entrance will link the legislative and administrative components of the building and serves as a public foyer from which the departments on all three floors can be easily identified and located. This space also provides a key connection to the Library.Benefits include:increased access to multiple departments (such as Development, Engineering, Bylaw and Finance)larger space to accommodate customers/residents indoors for civic services (utilities and property tax payments, licenses, development applications etc.)built for today yet expandable for future growthBased on the description of the proposed one-stop customer service area, is there anything else we should consider as part of the final design?

not answered

Q3. As we look at ways to improve customer service, we heard from the public during the first round of consultation that easy payment options were important, e.g. utilities and tax payments. Would you consider using a drive-thru payment drop box outside of the building?

Might or might not consider

Q4. Council ChambersThe Council Chambers area is where important decisions are made everyday and encourages members of our community to participate in local government. Feedback from the first round of public consultation suggests moveable, flexible and comfortable seating as most important.Based on the sketch of the Council Chambers, is there anything else we should consider to make this space more accessible, welcoming and comfortable?

not answered

Q5. Getting aroundThe majority of participants indicated they spend less than one hour when visiting City Hall, which suggests consistent turnover of parking spaces at the future City Hall/Library Building.In addition, the following features were important to respondents:bike racks/bike parking for cyclistsfuture electric vehicle charging stations/exchangesdrop off/pick up area outside the buildingAs we finalize the design, what other features would you like to see to enhance access to and within City Hall and the Library and the surrounding amenities?

not answered

Q6. We also heard from the community that creating a welcoming space is important (indoor and outdoor). Please describe YOUR ideas for a welcoming space!

not answered

Q7. Incorporating public art that reflects West Kelowna's distinct heritage is important to us (such as our agriculture and logging roots, etc). Please tell us your ideas for public art that celebrates West Kelowna's past, present and future.

not answered

Q8. Library space and servicesWhat library services would you see yourself or your family using? (Check all that apply)

Picking up and returning library materials
Attending adult programs
Attending children or youth programs
Access to computers and the Internet
Reading and lounging
Research and study
Renting meeting spaces

Q9. What time(s) do you visit the library? (Check all that apply)

Saturday
Sunday

Q10. Please tell us what would make the West Kelowna Library a great space for you.

not answered

Q11. DemographicsSelect your age category.

35-44

Q12. How do you describe your gender identity?

Woman

Q13. What neighbourhood do you live in?

Westbank

Q14. CommunicationsPlease rank the following statements: (completely agree, somewhat agree, somewhat disagree, completely disagree)

The information presented was clear and understandable	Completely agree
I had an opportunity to share my views accurately	Completely agree
I understand how my input will be used	Completely agree
I felt that participating was a valuable experience	Completely agree
I learned something new	Completely agree

Q15. How did you hear about public consultation for the City Hall/Library Building?

Social media (Facebook, Twitter, Instagram etc.)
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Respondent No: 55

Login: Anonymous

Email: n/a

Responded At: Oct 03, 2021 11:05:08 am

Last Seen: Oct 03, 2021 11:05:08 am

IP Address: n/a

Q1. Open and inviting spacesWe heard that having an open and inviting space was important to consider as part of the design. Based on the sketches below (and we mean sketched!), what is your overall impression of the of the open space design?
City Hall - main entrance sketch
Library - Garden level entrance sketch
City Hall - main foyer and Council Chambers sketch
City Hall - second floor sketch (subject to wall delineation in seating area)
Please add additional comments to consider as part of the final design.

not answered

Q2. Customer service experienceCentralizing and consolidating administrative services from the City's multiple temporary-leased buildings will result in financial and work flow efficiencies. Planning is underway for a customer service layout to accommodate one centralized service area in the main entrance of the City Hall/Library Building.The main entrance will link the legislative and administrative components of the building and serves as a public foyer from which the departments on all three floors can be easily identified and located. This space also provides a key connection to the Library.Benefits include:increased access to multiple departments (such as Development, Engineering, Bylaw and Finance)larger space to accommodate customers/residents indoors for civic services (utilities and property tax payments, licenses, development applications etc.)built for today yet expandable for future growthBased on the description of the proposed one-stop customer service area, is there anything else we should consider as part of the final design?

Have information about other community agencies/activities readily available. Things like recreation guides, health resources etc

Q3. As we look at ways to improve customer service, we heard from the public during the first round of consultation that easy payment options were important, e.g. utilities and tax payments. Would you consider using a drive-thru payment drop box outside of the building? Might or might not consider

Q4. Council ChambersThe Council Chambers area is where important decisions are made everyday and encourages members of our community to participate in local government. Feedback from the first round of public consultation suggests moveable, flexible and comfortable seating as most important.Based on the sketch of the Council Chambers, is there anything else we should consider to make this space more accessible, welcoming and comfortable?

not answered

Q5. Getting aroundThe majority of participants indicated they spend less than one hour when visiting City Hall, which suggests consistent turnover of parking spaces at the future City Hall/Library Building.In addition, the following features were important to respondents:bike racks/bike parking for cyclistsfuture electric vehicle charging stations/exchangesdrop off/pick up area outside the buildingAs we finalize the design, what other features would you like to see to enhance access to and within City Hall and the Library and the surrounding amenities?

Access from main road instead of Johnson Bentley parking lot

Q6. We also heard from the community that creating a welcoming space is important (indoor and outdoor). Please describe YOUR ideas for a welcoming space!

Lots of native plants and flowers with educational information. History of the local First Nation and their contributions to how Westbank has been developed. Warm, bright, spaces with lots of windows. An area to highlight local artists and for community contributions

Q7. Incorporating public art that reflects West Kelowna's distinct heritage is important to us (such as our agriculture and logging roots, etc). Please tell us your ideas for public art that celebrates West Kelowna's past, present and future.

Artwork that highlights the collaborative relationship with the WFN. It is unique and should be praised and valued. Recognition of the agricultural past of West Kelowna and how that is being maintained today with farm land interspersed with residential neighborhoods. Telling stories through photographs throughout the decades. A big highlight should also be logging, and specially the progression and success of Gorman's Mill. Recognition of the families who have been here for generations like the Gormans, Paynters, etc

Q8. Library space and servicesWhat library services would you see yourself or your family using? (Check all that apply)

Picking up and returning library materials
Attending adult programs
Attending children or youth programs
Access to computers and the Internet
Reading and lounging
Research and study
Renting meeting spaces

Q9. What time(s) do you visit the library? (Check all that apply)

Weekday mornings
Weekday afternoons
Weekday evenings
Saturday

Q10. Please tell us what would make the West Kelowna Library a great space for you.

Lots of local artwork, natural light. Areas for children to relax and play. Puzzles, board games. Welcoming spaces for people to spend time

Q11. DemographicsSelect your age category.

25-34

Q12. How do you describe your gender identity?

Woman

Q13. What neighbourhood do you live in?

Westbank First Nation

Q14. Communications Please rank the following statements: (completely agree, somewhat agree, somewhat disagree, completely disagree)

The information presented was clear and understandable	Somewhat agree
I had an opportunity to share my views accurately	Somewhat agree
I understand how my input will be used	Somewhat agree
I felt that participating was a valuable experience	Somewhat agree
I learned something new	Somewhat agree

Q15. How did you hear about public consultation for the City Hall/Library Building? Local news (online, television, newspaper)



Respondent No: 56

Login: Anonymous

Email: n/a

Responded At: Oct 03, 2021 11:15:50 am

Last Seen: Oct 03, 2021 11:15:50 am

IP Address: n/a

Q1. Open and inviting spacesWe heard that having an open and inviting space was important to consider as part of the design. Based on the sketches below (and we mean sketched!), what is your overall impression of the of the open space design?
City Hall - main entrance sketch
Library - Garden level entrance sketch
City Hall - main foyer and Council Chambers sketch
City Hall - second floor sketch (subject to wall delineation in seating area)
Please add additional comments to consider as part of the final design.

I like the windows and open spaces in this design.

Q2. Customer service experienceCentralizing and consolidating administrative services from the City's multiple temporary-leased buildings will result in financial and work flow efficiencies. Planning is underway for a customer service layout to accommodate one centralized service area in the main entrance of the City Hall/Library Building.The main entrance will link the legislative and administrative components of the building and serves as a public foyer from which the departments on all three floors can be easily identified and located. This space also provides a key connection to the Library.Benefits include:increased access to multiple departments (such as Development, Engineering, Bylaw and Finance)larger space to accommodate customers/residents indoors for civic services (utilities and property tax payments, licenses, development applications etc.)built for today yet expandable for future growthBased on the description of the proposed one-stop customer service area, is there anything else we should consider as part of the final design?

not answered

Q3. As we look at ways to improve customer service, we heard from the public during the first round of consultation that easy payment options were important, e.g. utilities and tax payments. Would you consider using a drive-thru payment drop box outside of the building?

Might or might not consider

Q4. Council ChambersThe Council Chambers area is where important decisions are made everyday and encourages members of our community to participate in local government. Feedback from the first round of public consultation suggests moveable, flexible and comfortable seating as most important.Based on the sketch of the Council Chambers, is there anything else we should consider to make this space more accessible, welcoming and comfortable?

not answered

Q5. Getting aroundThe majority of participants indicated they spend less than one hour when visiting City Hall, which suggests consistent turnover of parking spaces at the future City Hall/Library Building.In addition, the following features were important to respondents:bike racks/bike parking for cyclistsfuture electric vehicle charging stations/exchangesdrop off/pick up area outside the buildingAs we finalize the design, what other features would you like to see to enhance access to and within City Hall and the Library and the surrounding amenities?

Good traffic flow from highway (consider any needed changes/additions to lights, advanced turn signals to support entrance/exit if needed), good sidewalk and bike lane access

Q6. **We also heard from the community that creating a welcoming space is important (indoor and outdoor). Please describe YOUR ideas for a welcoming space!**

Open outdoor cafe style seating, would love to see live music / area for social dancing, attention to landscaping and integration with natural environment, separation from parking area (so you're not right beside parked cars).

Q7. **Incorporating public art that reflects West Kelowna's distinct heritage is important to us (such as our agriculture and logging roots, etc). Please tell us your ideas for public art that celebrates West Kelowna's past, present and future.**

I like this idea. Hope there is consultation with Westbank FN artists

Q8. **Library space and services**
What library services would you see yourself or your family using? (Check all that apply)

Picking up and returning library materials
Attending adult programs
Access to computers and the Internet
Reading and lounging
Research and study

Q9. **What time(s) do you visit the library? (Check all that apply)**

Weekday evenings
Saturday
Sunday

Q10. **Please tell us what would make the West Kelowna Library a great space for you.**

Community gatherings, lots of space for independent study with natural light and good views.

Q11. **Demographics**
Select your age category.

35-44

Q12. **How do you describe your gender identity?**

Woman

Q13. **What neighbourhood do you live in?**

Goats Peak/Gellatly

Q14. **Communications**
Please rank the following statements: (completely agree, somewhat agree, somewhat disagree, completely disagree)

The information presented was clear and understandable

Somewhat agree

I had an opportunity to share my views accurately

Somewhat agree

I understand how my input will be used

Somewhat agree

I felt that participating was a valuable experience

Somewhat agree

I learned something new

Somewhat agree

Q15. **How did you hear about public consultation for the City Hall/Library Building?**

Local news (online, television, newspaper)



Respondent No: 57

Login: Anonymous

Email: n/a

Responded At: Oct 03, 2021 11:16:28 am

Last Seen: Oct 03, 2021 11:16:28 am

IP Address: n/a

Q1. Open and inviting spacesWe heard that having an open and inviting space was important to consider as part of the design. Based on the sketches below (and we mean sketched!), what is your overall impression of the of the open space design?
City Hall - main entrance sketch
Library - Garden level entrance sketch
City Hall - main foyer and Council Chambers sketch
City Hall - second floor sketch (subject to wall delineation in seating area)
Please add additional comments to consider as part of the final design.

not answered

Q2. Customer service experienceCentralizing and consolidating administrative services from the City's multiple temporary-leased buildings will result in financial and work flow efficiencies. Planning is underway for a customer service layout to accommodate one centralized service area in the main entrance of the City Hall/Library Building.The main entrance will link the legislative and administrative components of the building and serves as a public foyer from which the departments on all three floors can be easily identified and located. This space also provides a key connection to the Library.Benefits include:increased access to multiple departments (such as Development, Engineering, Bylaw and Finance)larger space to accommodate customers/residents indoors for civic services (utilities and property tax payments, licenses, development applications etc.)built for today yet expandable for future growthBased on the description of the proposed one-stop customer service area, is there anything else we should consider as part of the final design?

not answered

Q3. As we look at ways to improve customer service, we heard from the public during the first round of consultation that easy payment options were important, e.g. utilities and tax payments. Would you consider using a drive-thru payment drop box outside of the building? not answered

Q4. Council ChambersThe Council Chambers area is where important decisions are made everyday and encourages members of our community to participate in local government. Feedback from the first round of public consultation suggests moveable, flexible and comfortable seating as most important.Based on the sketch of the Council Chambers, is there anything else we should consider to make this space more accessible, welcoming and comfortable?

not answered

Q5. Getting aroundThe majority of participants indicated they spend less than one hour when visiting City Hall, which suggests consistent turnover of parking spaces at the future City Hall/Library Building.In addition, the following features were important to respondents:bike racks/bike parking for cyclistsfuture electric vehicle charging stations/exchangesdrop off/pick up area outside the buildingAs we finalize the design, what other features would you like to see to enhance access to and within City Hall and the Library and the surrounding amenities?

Within the library, it would be nice to have space/room to host kid's clubs, etc.

Q6. We also heard from the community that creating a welcoming space is important (indoor and outdoor). Please describe YOUR ideas for a welcoming space!

not answered

Q7. Incorporating public art that reflects West Kelowna's distinct heritage is important to us (such as our agriculture and logging roots, etc). Please tell us your ideas for public art that celebrates West Kelowna's past, present and future.

not answered

Q8. Library space and servicesWhat library services would you see yourself or your family using? (Check all that apply)

Picking up and returning library materials
Attending children or youth programs
Renting meeting spaces

Q9. What time(s) do you visit the library? (Check all that apply)

Weekday mornings
Weekday afternoons
Weekday evenings
Saturday
Sunday

Q10. Please tell us what would make the West Kelowna Library a great space for you.

Larger amount and variety of materials on-hand to loan. Ex. Books, periodicals, etc

Q11. DemographicsSelect your age category.

45-54

Q12. How do you describe your gender identity?

Prefer not to say

Q13. What neighbourhood do you live in?

West Kelowna Estates/Rose Valley

Q14. CommunicationsPlease rank the following statements: (completely agree, somewhat agree, somewhat disagree, completely disagree)

The information presented was clear and understandable	Somewhat agree
I had an opportunity to share my views accurately	Somewhat agree
I understand how my input will be used	Somewhat disagree
I felt that participating was a valuable experience	Somewhat agree
I learned something new	Somewhat disagree

Q15. How did you hear about public consultation for the City Hall/Library Building?

not answered



Respondent No: 58

Login: Anonymous

Email: n/a

Responded At: Oct 03, 2021 11:20:45 am

Last Seen: Oct 03, 2021 11:20:45 am

IP Address: n/a

Q1. Open and inviting spacesWe heard that having an open and inviting space was important to consider as part of the design. Based on the sketches below (and we mean sketched!), what is your overall impression of the of the open space design?
City Hall - main entrance sketch
Library - Garden level entrance sketch
City Hall - main foyer and Council Chambers sketch
City Hall - second floor sketch (subject to wall delineation in seating area)
Please add additional comments to consider as part of the final design.

not answered

Q2. Customer service experienceCentralizing and consolidating administrative services from the City's multiple temporary-leased buildings will result in financial and work flow efficiencies. Planning is underway for a customer service layout to accommodate one centralized service area in the main entrance of the City Hall/Library Building.The main entrance will link the legislative and administrative components of the building and serves as a public foyer from which the departments on all three floors can be easily identified and located. This space also provides a key connection to the Library.Benefits include:increased access to multiple departments (such as Development, Engineering, Bylaw and Finance)larger space to accommodate customers/residents indoors for civic services (utilities and property tax payments, licenses, development applications etc.)built for today yet expandable for future growthBased on the description of the proposed one-stop customer service area, is there anything else we should consider as part of the final design?

not answered

Q3. As we look at ways to improve customer service, we heard from the public during the first round of consultation that easy payment options were important, e.g. utilities and tax payments. Would you consider using a drive-thru payment drop box outside of the building?

Might or might not consider

Q4. Council ChambersThe Council Chambers area is where important decisions are made everyday and encourages members of our community to participate in local government. Feedback from the first round of public consultation suggests moveable, flexible and comfortable seating as most important.Based on the sketch of the Council Chambers, is there anything else we should consider to make this space more accessible, welcoming and comfortable?

not answered

Q5. Getting aroundThe majority of participants indicated they spend less than one hour when visiting City Hall, which suggests consistent turnover of parking spaces at the future City Hall/Library Building.In addition, the following features were important to respondents:bike racks/bike parking for cyclistsfuture electric vehicle charging stations/exchangesdrop off/pick up area outside the buildingAs we finalize the design, what other features would you like to see to enhance access to and within City Hall and the Library and the surrounding amenities?

not answered

Q6. We also heard from the community that creating a welcoming space is important (indoor and outdoor). Please describe YOUR ideas for a welcoming space!

not answered

Q7. Incorporating public art that reflects West Kelowna's distinct heritage is important to us (such as our agriculture and logging roots, etc). Please tell us your ideas for public art that celebrates West Kelowna's past, present and future.

not answered

Q8. Library space and servicesWhat library services would you see yourself or your family using? (Check all that apply)

Picking up and returning library materials
Attending adult programs
Reading and lounging

Q9. What time(s) do you visit the library? (Check all that apply)

Weekday evenings
Saturday

Q10. Please tell us what would make the West Kelowna Library a great space for you.

not answered

Q11. DemographicsSelect your age category.

45-54

Q12. How do you describe your gender identity?

Man

Q13. What neighbourhood do you live in?

Glenrosa

Q14. CommunicationsPlease rank the following statements: (completely agree, somewhat agree, somewhat disagree, completely disagree)

The information presented was clear and understandable	Completely agree
I had an opportunity to share my views accurately	Somewhat agree
I understand how my input will be used	Somewhat agree
I felt that participating was a valuable experience	Somewhat agree
I learned something new	Somewhat agree

Q15. How did you hear about public consultation for the City Hall/Library Building?

Social media (Facebook, Twitter, Instagram etc.)
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Respondent No: 59

Login: Anonymous

Email: n/a

Responded At: Oct 03, 2021 11:26:56 am

Last Seen: Oct 03, 2021 11:26:56 am

IP Address: n/a

Q1. Open and inviting spacesWe heard that having an open and inviting space was important to consider as part of the design. Based on the sketches below (and we mean sketched!), what is your overall impression of the of the open space design?
City Hall - main entrance sketch
Library - Garden level entrance sketch
City Hall - main foyer and Council Chambers sketch
City Hall - second floor sketch (subject to wall delineation in seating area)
Please add additional comments to consider as part of the final design.

this is a great use of space and i love the disign.

Q2. Customer service experienceCentralizing and consolidating administrative services from the City's multiple temporary-leased buildings will result in financial and work flow efficiencies. Planning is underway for a customer service layout to accommodate one centralized service area in the main entrance of the City Hall/Library Building.The main entrance will link the legislative and administrative components of the building and serves as a public foyer from which the departments on all three floors can be easily identified and located. This space also provides a key connection to the Library.Benefits include:increased access to multiple departments (such as Development, Engineering, Bylaw and Finance)larger space to accommodate customers/residents indoors for civic services (utilities and property tax payments, licenses, development applications etc.)built for today yet expandable for future growthBased on the description of the proposed one-stop customer service area, is there anything else we should consider as part of the final design?

i really this idea and its nice to see west kelowna growing into the city it can be

Q3. As we look at ways to improve customer service, we heard from the public during the first round of consultation that easy payment options were important, e.g. utilities and tax payments. Would you consider using a drive-thru payment drop box outside of the building? Definitely consider

Q4. Council ChambersThe Council Chambers area is where important decisions are made everyday and encourages members of our community to participate in local government. Feedback from the first round of public consultation suggests moveable, flexible and comfortable seating as most important.Based on the sketch of the Council Chambers, is there anything else we should consider to make this space more accessible, welcoming and comfortable?

this looks good

Q5. Getting aroundThe majority of participants indicated they spend less than one hour when visiting City Hall, which suggests consistent turnover of parking spaces at the future City Hall/Library Building.In addition, the following features were important to respondents:bike racks/bike parking for cyclistsfuture electric vehicle charging stations/exchangesdrop off/pick up area outside the buildingAs we finalize the design, what other features would you like to see to enhance access to and within City Hall and the Library and the surrounding amenities?

city transit is lacking in this area, there has been several major developments built adding about 5000 new people to the neighbour hood and several bus stops have been removed creating a lot of excess traffic.

Q6. We also heard from the community that creating a welcoming space is important (indoor and outdoor). Please describe YOUR ideas for a welcoming space!

I feel this is a great idea leaving space in the foyer as to not walk into a crowded area

Q7. Incorporating public art that reflects West Kelowna's distinct heritage is important to us (such as our agriculture and logging roots, etc). Please tell us your ideas for public art that celebrates West Kelowna's past, present and future.

i feel indiginous art might reflect the area more so then logging and industry.

Q8. Library space and servicesWhat library services would you see yourself or your family using? (Check all that apply)

Picking up and returning library materials
Attending adult programs
Attending children or youth programs
Access to computers and the Internet
Reading and lounging
Research and study
Renting meeting spaces

Q9. What time(s) do you visit the library? (Check all that apply)

Saturday

Q10. Please tell us what would make the West Kelowna Library a great space for you.

soft lighting

Q11. DemographicsSelect your age category.

45-54

Q12. How do you describe your gender identity?

Man

Q13. What neighbourhood do you live in?

Lakeview Heights

Q14. CommunicationsPlease rank the following statements: (completely agree, somewhat agree, somewhat disagree, completely disagree)

The information presented was clear and understandable	Completely agree
I had an opportunity to share my views accurately	Completely agree
I understand how my input will be used	Completely agree
I felt that participating was a valuable experience	Completely agree
I learned something new	Completely agree

Q15. How did you hear about public consultation for the City Hall/Library Building?

Local news (online, television, newspaper)



Respondent No: 60

Login: Anonymous

Email: n/a

Responded At: Oct 03, 2021 12:01:21 pm

Last Seen: Oct 03, 2021 12:01:21 pm

IP Address: n/a

Q1. Open and inviting spacesWe heard that having an open and inviting space was important to consider as part of the design. Based on the sketches below (and we mean sketched!), what is your overall impression of the of the open space design?
City Hall - main entrance sketch
Library - Garden level entrance sketch
City Hall - main foyer and Council Chambers sketch
City Hall - second floor sketch (subject to wall delineation in seating area)
Please add additional comments to consider as part of the final design.

not answered

Q2. Customer service experienceCentralizing and consolidating administrative services from the City's multiple temporary-leased buildings will result in financial and work flow efficiencies. Planning is underway for a customer service layout to accommodate one centralized service area in the main entrance of the City Hall/Library Building.The main entrance will link the legislative and administrative components of the building and serves as a public foyer from which the departments on all three floors can be easily identified and located. This space also provides a key connection to the Library.Benefits include:increased access to multiple departments (such as Development, Engineering, Bylaw and Finance)larger space to accommodate customers/residents indoors for civic services (utilities and property tax payments, licenses, development applications etc.)built for today yet expandable for future growthBased on the description of the proposed one-stop customer service area, is there anything else we should consider as part of the final design?

not answered

Q3. As we look at ways to improve customer service, we heard from the public during the first round of consultation that easy payment options were important, e.g. utilities and tax payments. Would you consider using a drive-thru payment drop box outside of the building? Definitely consider

Q4. Council ChambersThe Council Chambers area is where important decisions are made everyday and encourages members of our community to participate in local government. Feedback from the first round of public consultation suggests moveable, flexible and comfortable seating as most important.Based on the sketch of the Council Chambers, is there anything else we should consider to make this space more accessible, welcoming and comfortable?

not answered

Q5. Getting aroundThe majority of participants indicated they spend less than one hour when visiting City Hall, which suggests consistent turnover of parking spaces at the future City Hall/Library Building.In addition, the following features were important to respondents:bike racks/bike parking for cyclistsfuture electric vehicle charging stations/exchangesdrop off/pick up area outside the buildingAs we finalize the design, what other features would you like to see to enhance access to and within City Hall and the Library and the surrounding amenities?

not answered

Q6. We also heard from the community that creating a welcoming space is important (indoor and outdoor). Please describe YOUR ideas for a welcoming space!

not answered

Q7. Incorporating public art that reflects West Kelowna's distinct heritage is important to us (such as our agriculture and logging roots, etc). Please tell us your ideas for public art that celebrates West Kelowna's past, present and future.

not answered

Q8. Library space and servicesWhat library services would you see yourself or your family using? (Check all that apply)

Picking up and returning library materials

Q9. What time(s) do you visit the library? (Check all that apply)

Weekday mornings

Weekday afternoons

Weekday evenings

Saturday

Q10. Please tell us what would make the West Kelowna Library a great space for you.

not answered

Q11. DemographicsSelect your age category. 45-54

Q12. How do you describe your gender identity? Woman

Q13. What neighbourhood do you live in? Shannon Lake

Q14. CommunicationsPlease rank the following statements: (completely agree, somewhat agree, somewhat disagree, completely disagree)

The information presented was clear and understandable Somewhat agree

I had an opportunity to share my views accurately Somewhat agree

I understand how my input will be used Somewhat agree

I felt that participating was a valuable experience Somewhat agree

I learned something new Completely agree

Q15. How did you hear about public consultation for the City Hall/Library Building? Local news (online, television, newspaper)



Respondent No: 61

Login: Anonymous

Email: n/a

Responded At: Oct 03, 2021 12:10:14 pm

Last Seen: Oct 03, 2021 12:10:14 pm

IP Address: n/a

Q1. Open and inviting spacesWe heard that having an open and inviting space was important to consider as part of the design. Based on the sketches below (and we mean sketched!), what is your overall impression of the of the open space design?
City Hall - main entrance sketch
Library - Garden level entrance sketch
City Hall - main foyer and Council Chambers sketch
City Hall - second floor sketch (subject to wall delineation in seating area)
Please add additional comments to consider as part of the final design.

Looks inviting & bright with natural light.

Q2. Customer service experienceCentralizing and consolidating administrative services from the City's multiple temporary-leased buildings will result in financial and work flow efficiencies. Planning is underway for a customer service layout to accommodate one centralized service area in the main entrance of the City Hall/Library Building.The main entrance will link the legislative and administrative components of the building and serves as a public foyer from which the departments on all three floors can be easily identified and located. This space also provides a key connection to the Library.Benefits include:increased access to multiple departments (such as Development, Engineering, Bylaw and Finance)larger space to accommodate customers/residents indoors for civic services (utilities and property tax payments, licenses, development applications etc.)built for today yet expandable for future growthBased on the description of the proposed one-stop customer service area, is there anything else we should consider as part of the final design?

Maybe an info desk to help get people to the right department & avoid waiting in the wrong line.

Q3. As we look at ways to improve customer service, we heard from the public during the first round of consultation that easy payment options were important, e.g. utilities and tax payments. Would you consider using a drive-thru payment drop box outside of the building? Definitely consider

Q4. Council ChambersThe Council Chambers area is where important decisions are made everyday and encourages members of our community to participate in local government. Feedback from the first round of public consultation suggests moveable, flexible and comfortable seating as most important.Based on the sketch of the Council Chambers, is there anything else we should consider to make this space more accessible, welcoming and comfortable?

Have speakers around the room so those at the back can hear everything & a screen to show what is going on for those at the back in a crowded room.

Q5. Getting aroundThe majority of participants indicated they spend less than one hour when visiting City Hall, which suggests consistent turnover of parking spaces at the future City Hall/Library Building.In addition, the following features were important to respondents:bike racks/bike parking for cyclistsfuture electric vehicle charging stations/exchangesdrop off/pick up area outside the buildingAs we finalize the design, what other features would you like to see to enhance access to and within City Hall and the Library and the surrounding amenities?

There will be more parking needed for the library patrons as they will spend more time there than at City Hall.

Q6. We also heard from the community that creating a welcoming space is important (indoor and outdoor). Please describe YOUR ideas for a welcoming space!

Natural light with lots of plants & seating. The walls should be soft colours. Lots of lighting for when the days are dull & daylight is short.

Q7. Incorporating public art that reflects West Kelowna's distinct heritage is important to us (such as our agriculture and logging roots, etc). Please tell us your ideas for public art that celebrates West Kelowna's past, present and future.

Scenes of Westbank when there were more orchards, a Totem Pole, pictures of the lakeshore when the barges used to stop here. the Gellatly Nut Farm & packing house pics, old logging trucks & tools, apple boxes made by Gorman's, pics of downtown Westbank in the early days.

Q8. Library space and servicesWhat library services would you see yourself or your family using? (Check all that apply)

Picking up and returning library materials
Attending adult programs
Attending children or youth programs
Access to computers and the Internet
Reading and lounging
Research and study
Renting meeting spaces

Q9. What time(s) do you visit the library? (Check all that apply)

Weekday mornings
Weekday afternoons
Saturday

Q10. Please tell us what would make the West Kelowna Library a great space for you.

A bright space with more current material & computers to look up whether a particular book is in stock & where I may find it.
Lots of seating with some tables.

Q11. DemographicsSelect your age category.

65+

Q12. How do you describe your gender identity?

Woman

Q13. What neighbourhood do you live in?

Smith Creek

Q14. CommunicationsPlease rank the following statements: (completely agree, somewhat agree, somewhat disagree, completely disagree)

The information presented was clear and understandable	Completely agree
I had an opportunity to share my views accurately	Completely agree
I understand how my input will be used	Completely agree
I felt that participating was a valuable experience	Completely agree
I learned something new	Completely agree

Q15. How did you hear about public consultation for the City Hall/Library Building?

Printed materials (posters, post card, mailed letter)

Social media (Facebook, Twitter, Instagram etc.)

Local news (online, television, newspaper)

Communications from the City (e-news, Public Service Announcements, News Releases etc.)



Respondent No: 62

Login: Anonymous

Email: n/a

Responded At: Oct 03, 2021 12:37:01 pm

Last Seen: Oct 03, 2021 12:37:01 pm

IP Address: n/a

Q1. Open and inviting spacesWe heard that having an open and inviting space was important to consider as part of the design. Based on the sketches below (and we mean sketched!), what is your overall impression of the of the open space design?
City Hall - main entrance sketch
Library - Garden level entrance sketch
City Hall - main foyer and Council Chambers sketch
City Hall - second floor sketch (subject to wall delineation in seating area)
Please add additional comments to consider as part of the final design.

not answered

Q2. Customer service experienceCentralizing and consolidating administrative services from the City's multiple temporary-leased buildings will result in financial and work flow efficiencies. Planning is underway for a customer service layout to accommodate one centralized service area in the main entrance of the City Hall/Library Building.The main entrance will link the legislative and administrative components of the building and serves as a public foyer from which the departments on all three floors can be easily identified and located. This space also provides a key connection to the Library.Benefits include:increased access to multiple departments (such as Development, Engineering, Bylaw and Finance)larger space to accommodate customers/residents indoors for civic services (utilities and property tax payments, licenses, development applications etc.)built for today yet expandable for future growthBased on the description of the proposed one-stop customer service area, is there anything else we should consider as part of the final design?

not answered

Q3. As we look at ways to improve customer service, we heard from the public during the first round of consultation that easy payment options were important, e.g. utilities and tax payments. Would you consider using a drive-thru payment drop box outside of the building? Would not consider

Q4. Council ChambersThe Council Chambers area is where important decisions are made everyday and encourages members of our community to participate in local government. Feedback from the first round of public consultation suggests moveable, flexible and comfortable seating as most important.Based on the sketch of the Council Chambers, is there anything else we should consider to make this space more accessible, welcoming and comfortable?

not answered

Q5. Getting aroundThe majority of participants indicated they spend less than one hour when visiting City Hall, which suggests consistent turnover of parking spaces at the future City Hall/Library Building.In addition, the following features were important to respondents:bike racks/bike parking for cyclistsfuture electric vehicle charging stations/exchangesdrop off/pick up area outside the buildingAs we finalize the design, what other features would you like to see to enhance access to and within City Hall and the Library and the surrounding amenities?

not answered

Q6. We also heard from the community that creating a welcoming space is important (indoor and outdoor). Please describe YOUR ideas for a welcoming space!

not answered

Q7. Incorporating public art that reflects West Kelowna's distinct heritage is important to us (such as our agriculture and logging roots, etc). Please tell us your ideas for public art that celebrates West Kelowna's past, present and future.

not answered

Q8. Library space and servicesWhat library services would you see yourself or your family using? (Check all that apply)

Picking up and returning library materials
Attending children or youth programs
Research and study

Q9. What time(s) do you visit the library? (Check all that apply)

Weekday afternoons
Saturday

Q10. Please tell us what would make the West Kelowna Library a great space for you.

not answered

Q11. DemographicsSelect your age category.

35-44

Q12. How do you describe your gender identity?

Man

Q13. What neighbourhood do you live in?

Westbank First Nation

Q14. CommunicationsPlease rank the following statements: (completely agree, somewhat agree, somewhat disagree, completely disagree)

The information presented was clear and understandable	Completely agree
I had an opportunity to share my views accurately	Completely agree
I understand how my input will be used	Completely agree
I felt that participating was a valuable experience	Somewhat agree
I learned something new	Completely agree

Q15. How did you hear about public consultation for the City Hall/Library Building?

Local news (online, television, newspaper)
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Respondent No: 63

Login: Anonymous

Email: n/a

Responded At: Oct 03, 2021 12:37:09 pm

Last Seen: Oct 03, 2021 12:37:09 pm

IP Address: n/a

Q1. Open and inviting spacesWe heard that having an open and inviting space was important to consider as part of the design. Based on the sketches below (and we mean sketched!), what is your overall impression of the of the open space design?
City Hall - main entrance sketch
Library - Garden level entrance sketch
City Hall - main foyer and Council Chambers sketch
City Hall - second floor sketch (subject to wall delineation in seating area)
Please add additional comments to consider as part of the final design.

Is it going to get too hot in summer with all that glass or is it reflective glass? Is the building green or working towards environmentally friendly (using solar, wind, and recycled material).

Q2. Customer service experienceCentralizing and consolidating administrative services from the City's multiple temporary-leased buildings will result in financial and work flow efficiencies. Planning is underway for a customer service layout to accommodate one centralized service area in the main entrance of the City Hall/Library Building.The main entrance will link the legislative and administrative components of the building and serves as a public foyer from which the departments on all three floors can be easily identified and located. This space also provides a key connection to the Library.Benefits include:increased access to multiple departments (such as Development, Engineering, Bylaw and Finance)larger space to accommodate customers/residents indoors for civic services (utilities and property tax payments, licenses, development applications etc.)built for today yet expandable for future growthBased on the description of the proposed one-stop customer service area, is there anything else we should consider as part of the final design?

Chairs /seating while we wait. Maybe a video running about the community and new things happening

Q3. As we look at ways to improve customer service, we heard from the public during the first round of consultation that easy payment options were important, e.g. utilities and tax payments. Would you consider using a drive-thru payment drop box outside of the building? Might or might not consider

Q4. Council ChambersThe Council Chambers area is where important decisions are made everyday and encourages members of our community to participate in local government. Feedback from the first round of public consultation suggests moveable, flexible and comfortable seating as most important.Based on the sketch of the Council Chambers, is there anything else we should consider to make this space more accessible, welcoming and comfortable?

not answered

Q5. Getting aroundThe majority of participants indicated they spend less than one hour when visiting City Hall, which suggests consistent turnover of parking spaces at the future City Hall/Library Building.In addition, the following features were important to respondents:bike racks/bike parking for cyclistsfuture electric vehicle charging stations/exchangesdrop off/pick up area outside the buildingAs we finalize the design, what other features would you like to see to enhance access to and within City Hall and the Library and the surrounding amenities?

Easy driving approaches so not to navigate a parking lot(for older people), easy access from the roads

Q6. We also heard from the community that creating a welcoming space is important (indoor and outdoor). Please describe YOUR ideas for a welcoming space!

not answered

Q7. Incorporating public art that reflects West Kelowna's distinct heritage is important to us (such as our agriculture and logging roots, etc). Please tell us your ideas for public art that celebrates West Kelowna's past, present and future.

Display local artists on a rotating basis,

Q8. Library space and servicesWhat library services would you see yourself or your family using? (Check all that apply)

Picking up and returning library materials
Attending adult programs
Access to computers and the Internet
Reading and lounging

Q9. What time(s) do you visit the library? (Check all that apply)

Weekday mornings
Weekday afternoons
Weekday evenings

Q10. Please tell us what would make the West Kelowna Library a great space for you.

Have access to good reading material. Encourage literacy in the community.

Q11. DemographicsSelect your age category.

55-64

Q12. How do you describe your gender identity?

Woman

Q13. What neighbourhood do you live in?

Lakeview Heights

Q14. CommunicationsPlease rank the following statements: (completely agree, somewhat agree, somewhat disagree, completely disagree)

The information presented was clear and understandable	Completely agree
I had an opportunity to share my views accurately	Completely agree
I understand how my input will be used	Somewhat agree
I felt that participating was a valuable experience	Somewhat agree
I learned something new	Somewhat disagree

Q15. How did you hear about public consultation for the City Hall/Library Building?

Local news (online, television, newspaper)
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Respondent No: 64

Login: Anonymous

Email: n/a

Responded At: Oct 03, 2021 13:25:49 pm

Last Seen: Oct 03, 2021 13:25:49 pm

IP Address: n/a

Q1. Open and inviting spacesWe heard that having an open and inviting space was important to consider as part of the design. Based on the sketches below (and we mean sketched!), what is your overall impression of the of the open space design?
City Hall - main entrance sketch
Library - Garden level entrance sketch
City Hall - main foyer and Council Chambers sketch
City Hall - second floor sketch (subject to wall delineation in seating area)
Please add additional comments to consider as part of the final design.

not answered

Q2. Customer service experienceCentralizing and consolidating administrative services from the City's multiple temporary-leased buildings will result in financial and work flow efficiencies. Planning is underway for a customer service layout to accommodate one centralized service area in the main entrance of the City Hall/Library Building.The main entrance will link the legislative and administrative components of the building and serves as a public foyer from which the departments on all three floors can be easily identified and located. This space also provides a key connection to the Library.Benefits include:increased access to multiple departments (such as Development, Engineering, Bylaw and Finance)larger space to accommodate customers/residents indoors for civic services (utilities and property tax payments, licenses, development applications etc.)built for today yet expandable for future growthBased on the description of the proposed one-stop customer service area, is there anything else we should consider as part of the final design?

not answered

Q3. As we look at ways to improve customer service, we heard from the public during the first round of consultation that easy payment options were important, e.g. utilities and tax payments. Would you consider using a drive-thru payment drop box outside of the building? Would not consider

Q4. Council ChambersThe Council Chambers area is where important decisions are made everyday and encourages members of our community to participate in local government. Feedback from the first round of public consultation suggests moveable, flexible and comfortable seating as most important.Based on the sketch of the Council Chambers, is there anything else we should consider to make this space more accessible, welcoming and comfortable?

not answered

Q5. Getting aroundThe majority of participants indicated they spend less than one hour when visiting City Hall, which suggests consistent turnover of parking spaces at the future City Hall/Library Building.In addition, the following features were important to respondents:bike racks/bike parking for cyclistsfuture electric vehicle charging stations/exchangesdrop off/pick up area outside the buildingAs we finalize the design, what other features would you like to see to enhance access to and within City Hall and the Library and the surrounding amenities?

not answered

Q6. We also heard from the community that creating a welcoming space is important (indoor and outdoor). Please describe YOUR ideas for a welcoming space!

not answered

Q7. Incorporating public art that reflects West Kelowna's distinct heritage is important to us (such as our agriculture and logging roots, etc). Please tell us your ideas for public art that celebrates West Kelowna's past, present and future.

No public Art.

Q8. Library space and services
What library services would you see yourself or your family using?
(Check all that apply)

Picking up and returning library materials
Attending adult programs
Access to computers and the Internet
Reading and lounging
Research and study
Renting meeting spaces

Q9. What time(s) do you visit the library? (Check all that apply)

Weekday mornings
Weekday afternoons
Weekday evenings

Q10. Please tell us what would make the West Kelowna Library a great space for you.

not answered

Q11. Demographics
Select your age category.

65+

Q12. How do you describe your gender identity?

Man

Q13. What neighbourhood do you live in?

Shannon Lake

Q14. Communications
Please rank the following statements: (completely agree, somewhat agree, somewhat disagree, completely disagree)

The information presented was clear and understandable

Somewhat disagree

I had an opportunity to share my views accurately

Somewhat agree

I understand how my input will be used

Somewhat agree

I felt that participating was a valuable experience

Somewhat agree

I learned something new

Completely disagree

Q15. How did you hear about public consultation for the City Hall/Library Building?

Social media (Facebook, Twitter, Instagram etc.)



Respondent No: 65

Login: Anonymous

Email: n/a

Responded At: Oct 03, 2021 13:52:58 pm

Last Seen: Oct 03, 2021 13:52:58 pm

IP Address: n/a

Q1. Open and inviting spacesWe heard that having an open and inviting space was important to consider as part of the design. Based on the sketches below (and we mean sketched!), what is your overall impression of the of the open space design?
City Hall - main entrance sketch
Library - Garden level entrance sketch
City Hall - main foyer and Council Chambers sketch
City Hall - second floor sketch (subject to wall delineation in seating area)
Please add additional comments to consider as part of the final design.

not answered

Q2. Customer service experienceCentralizing and consolidating administrative services from the City's multiple temporary-leased buildings will result in financial and work flow efficiencies. Planning is underway for a customer service layout to accommodate one centralized service area in the main entrance of the City Hall/Library Building.The main entrance will link the legislative and administrative components of the building and serves as a public foyer from which the departments on all three floors can be easily identified and located. This space also provides a key connection to the Library.Benefits include:increased access to multiple departments (such as Development, Engineering, Bylaw and Finance)larger space to accommodate customers/residents indoors for civic services (utilities and property tax payments, licenses, development applications etc.)built for today yet expandable for future growthBased on the description of the proposed one-stop customer service area, is there anything else we should consider as part of the final design?

not answered

Q3. As we look at ways to improve customer service, we heard from the public during the first round of consultation that easy payment options were important, e.g. utilities and tax payments. Would you consider using a drive-thru payment drop box outside of the building?

not answered

Q4. Council ChambersThe Council Chambers area is where important decisions are made everyday and encourages members of our community to participate in local government. Feedback from the first round of public consultation suggests moveable, flexible and comfortable seating as most important.Based on the sketch of the Council Chambers, is there anything else we should consider to make this space more accessible, welcoming and comfortable?

not answered

Q5. Getting aroundThe majority of participants indicated they spend less than one hour when visiting City Hall, which suggests consistent turnover of parking spaces at the future City Hall/Library Building.In addition, the following features were important to respondents:bike racks/bike parking for cyclistsfuture electric vehicle charging stations/exchangesdrop off/pick up area outside the buildingAs we finalize the design, what other features would you like to see to enhance access to and within City Hall and the Library and the surrounding amenities?

Park benches, outdoor gathering spaces, shade, community garden space

Q6. We also heard from the community that creating a welcoming space is important (indoor and outdoor). Please describe YOUR ideas for a welcoming space!

Lots of trees, green spaces, community gardens, Wheelchair accessible spaces, No segregation of vaccinated/unvaccinated...everyone should be able to use the library and city hall. Also there should be mask exemptions. I was very upset to be excluded from my City Hall because I have a medical Mask exemption.

Q7. Incorporating public art that reflects West Kelowna's distinct heritage is important to us (such as our agriculture and logging roots, etc). Please tell us your ideas for public art that celebrates West Kelowna's past, present and future.

Indigenous land based art, Traditional plants and trees...a traditional Indigenous plant based garden would be amazing.

Q8. Library space and servicesWhat library services would you see yourself or your family using? (Check all that apply)

Picking up and returning library materials
Attending adult programs
Attending children or youth programs
Access to computers and the Internet
Reading and lounging
Research and study
Renting meeting spaces

Q9. What time(s) do you visit the library? (Check all that apply)

Weekday afternoons

Q10. Please tell us what would make the West Kelowna Library a great space for you.

No segregation

Q11. DemographicsSelect your age category.

35-44

Q12. How do you describe your gender identity?

Woman

Q13. What neighbourhood do you live in?

Westbank Centre

Q14. CommunicationsPlease rank the following statements: (completely agree, somewhat agree, somewhat disagree, completely disagree)

The information presented was clear and understandable	Somewhat disagree
I had an opportunity to share my views accurately	Somewhat agree
I understand how my input will be used	Somewhat disagree
I felt that participating was a valuable experience	Completely agree
I learned something new	Somewhat agree

Q15. How did you hear about public consultation for the City Hall/Library Building?

Local news (online, television, newspaper)



Respondent No: 66

Login: Anonymous

Email: n/a

Responded At: Oct 03, 2021 13:53:45 pm

Last Seen: Oct 03, 2021 13:53:45 pm

IP Address: n/a

Q1. Open and inviting spacesWe heard that having an open and inviting space was important to consider as part of the design. Based on the sketches below (and we mean sketched!), what is your overall impression of the of the open space design?City Hall - main entrance sketchLibrary - Garden level entrance sketchCity Hall - main foyer and Council Chambers sketchCity Hall - second floor sketch (subject to wall delineation in seating area)Please add additional comments to consider as part of the final design.

I like it. Could be really hot in the summer with all of the windows. But at the same time all the windows convey transparency which is essential.

Q2. Customer service experienceCentralizing and consolidating administrative services from the City's multiple temporary-leased buildings will result in financial and work flow efficiencies. Planning is underway for a customer service layout to accommodate one centralized service area in the main entrance of the City Hall/Library Building.The main entrance will link the legislative and administrative components of the building and serves as a public foyer from which the departments on all three floors can be easily identified and located. This space also provides a key connection to the Library.Benefits include:increased access to multiple departments (such as Development, Engineering, Bylaw and Finance)larger space to accommodate customers/residents indoors for civic services (utilities and property tax payments, licenses, development applications etc.)built for today yet expandable for future growthBased on the description of the proposed one-stop customer service area, is there anything else we should consider as part of the final design?

My only concern would be if you don't have access to all departments like recreation as well.

Q3. As we look at ways to improve customer service, we heard from the public during the first round of consultation that easy payment options were important, e.g. utilities and tax payments. Would you consider using a drive-thru payment drop box outside of the building? Would not consider

Q4. Council ChambersThe Council Chambers area is where important decisions are made everyday and encourages members of our community to participate in local government. Feedback from the first round of public consultation suggests moveable, flexible and comfortable seating as most important.Based on the sketch of the Council Chambers, is there anything else we should consider to make this space more accessible, welcoming and comfortable?

No concerns. It looks very inviting

Q5. Getting aroundThe majority of participants indicated they spend less than one hour when visiting City Hall, which suggests consistent turnover of parking spaces at the future City Hall/Library Building.In addition, the following features were important to respondents:bike racks/bike parking for cyclistsfuture electric vehicle charging stations/exchangesdrop off/pick up area outside the buildingAs we finalize the design, what other features would you like to see to enhance access to and within City Hall and the Library and the surrounding amenities?

not answered

Q6. We also heard from the community that creating a welcoming space is important (indoor and outdoor). Please describe YOUR ideas for a welcoming space!

Open spaces, employees always present and welcoming, things to look at and do. Toys or something that distract kids.

Q7. Incorporating public art that reflects West Kelowna's distinct heritage is important to us (such as our agriculture and logging roots, etc). Please tell us your ideas for public art that celebrates West Kelowna's past, present and future.

I love stations that you can visit around the building explaining the art and history.

Q8. Library space and services	Picking up and returning library materials
What library services would you see yourself or your family using? (Check all that apply)	Attending children or youth programs
	Reading and lounging

Q9. What time(s) do you visit the library? (Check all that apply)	Weekday evenings
	Saturday

Q10. Please tell us what would make the West Kelowna Library a great space for you.

not answered

Q11. Demographics	35-44
Select your age category.	

Q12. How do you describe your gender identity?	Woman
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Q13. What neighbourhood do you live in?	Lakeview Heights
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Q14. Communications Please rank the following statements: (completely agree, somewhat agree, somewhat disagree, completely disagree)

The information presented was clear and understandable	Completely agree
I had an opportunity to share my views accurately	Somewhat agree
I understand how my input will be used	Somewhat agree
I felt that participating was a valuable experience	Completely agree
I learned something new	Completely agree

Q15. How did you hear about public consultation for the City Hall/Library Building?	Social media (Facebook, Twitter, Instagram etc.)
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Respondent No: 67

Login: Anonymous

Email: n/a

Responded At: Oct 03, 2021 14:02:10 pm

Last Seen: Oct 03, 2021 14:02:10 pm

IP Address: n/a

Q1. Open and inviting spacesWe heard that having an open and inviting space was important to consider as part of the design. Based on the sketches below (and we mean sketched!), what is your overall impression of the of the open space design?
City Hall - main entrance sketch
Library - Garden level entrance sketch
City Hall - main foyer and Council Chambers sketch
City Hall - second floor sketch (subject to wall delineation in seating area)
Please add additional comments to consider as part of the final design.

not answered

Q2. Customer service experienceCentralizing and consolidating administrative services from the City's multiple temporary-leased buildings will result in financial and work flow efficiencies. Planning is underway for a customer service layout to accommodate one centralized service area in the main entrance of the City Hall/Library Building.The main entrance will link the legislative and administrative components of the building and serves as a public foyer from which the departments on all three floors can be easily identified and located. This space also provides a key connection to the Library.Benefits include:increased access to multiple departments (such as Development, Engineering, Bylaw and Finance)larger space to accommodate customers/residents indoors for civic services (utilities and property tax payments, licenses, development applications etc.)built for today yet expandable for future growthBased on the description of the proposed one-stop customer service area, is there anything else we should consider as part of the final design?

not answered

Q3. As we look at ways to improve customer service, we heard from the public during the first round of consultation that easy payment options were important, e.g. utilities and tax payments. Would you consider using a drive-thru payment drop box outside of the building?

not answered

Q4. Council ChambersThe Council Chambers area is where important decisions are made everyday and encourages members of our community to participate in local government. Feedback from the first round of public consultation suggests moveable, flexible and comfortable seating as most important.Based on the sketch of the Council Chambers, is there anything else we should consider to make this space more accessible, welcoming and comfortable?

not answered

Q5. Getting aroundThe majority of participants indicated they spend less than one hour when visiting City Hall, which suggests consistent turnover of parking spaces at the future City Hall/Library Building.In addition, the following features were important to respondents:bike racks/bike parking for cyclistsfuture electric vehicle charging stations/exchangesdrop off/pick up area outside the buildingAs we finalize the design, what other features would you like to see to enhance access to and within City Hall and the Library and the surrounding amenities?

not answered

Q6. We also heard from the community that creating a welcoming space is important (indoor and outdoor). Please describe YOUR ideas for a welcoming space!

not answered

Q7. Incorporating public art that reflects West Kelowna's distinct heritage is important to us (such as our agriculture and logging roots, etc). Please tell us your ideas for public art that celebrates West Kelowna's past, present and future.

Should be all local artists, especially indigenous

Q8. Library space and servicesWhat library services would you see yourself or your family using? (Check all that apply)

not answered

Q9. What time(s) do you visit the library? (Check all that apply)

not answered

Q10. Please tell us what would make the West Kelowna Library a great space for you.

not answered

Q11. DemographicsSelect your age category.

65+

Q12. How do you describe your gender identity?

Woman

Q13. What neighbourhood do you live in?

Westbank First Nation

Q14. CommunicationsPlease rank the following statements: (completely agree, somewhat agree, somewhat disagree, completely disagree)

The information presented was clear and understandable	Completely agree
I had an opportunity to share my views accurately	Completely agree
I understand how my input will be used	Completely agree
I felt that participating was a valuable experience	Completely agree
I learned something new	Somewhat disagree

Q15. How did you hear about public consultation for the City Hall/Library Building?

Social media (Facebook, Twitter, Instagram etc.)



Respondent No: 68

Login: Anonymous

Email: n/a

Responded At: Oct 03, 2021 14:06:59 pm

Last Seen: Oct 03, 2021 14:06:59 pm

IP Address: n/a

Q1. Open and inviting spacesWe heard that having an open and inviting space was important to consider as part of the design. Based on the sketches below (and we mean sketched!), what is your overall impression of the of the open space design?
City Hall - main entrance sketch
Library - Garden level entrance sketch
City Hall - main foyer and Council Chambers sketch
City Hall - second floor sketch (subject to wall delineation in seating area)
Please add additional comments to consider as part of the final design.

are there elevators and is it wheelchair accessible?

Q2. Customer service experienceCentralizing and consolidating administrative services from the City's multiple temporary-leased buildings will result in financial and work flow efficiencies. Planning is underway for a customer service layout to accommodate one centralized service area in the main entrance of the City Hall/Library Building.The main entrance will link the legislative and administrative components of the building and serves as a public foyer from which the departments on all three floors can be easily identified and located. This space also provides a key connection to the Library.Benefits include:increased access to multiple departments (such as Development, Engineering, Bylaw and Finance)larger space to accommodate customers/residents indoors for civic services (utilities and property tax payments, licenses, development applications etc.)built for today yet expandable for future growthBased on the description of the proposed one-stop customer service area, is there anything else we should consider as part of the final design?

not answered

Q3. As we look at ways to improve customer service, we heard from the public during the first round of consultation that easy payment options were important, e.g. utilities and tax payments. Would you consider using a drive-thru payment drop box outside of the building? Would not consider

Q4. Council ChambersThe Council Chambers area is where important decisions are made everyday and encourages members of our community to participate in local government. Feedback from the first round of public consultation suggests moveable, flexible and comfortable seating as most important.Based on the sketch of the Council Chambers, is there anything else we should consider to make this space more accessible, welcoming and comfortable?

not answered

Q5. Getting aroundThe majority of participants indicated they spend less than one hour when visiting City Hall, which suggests consistent turnover of parking spaces at the future City Hall/Library Building.In addition, the following features were important to respondents:bike racks/bike parking for cyclistsfuture electric vehicle charging stations/exchangesdrop off/pick up area outside the buildingAs we finalize the design, what other features would you like to see to enhance access to and within City Hall and the Library and the surrounding amenities?

not answered

Q6. We also heard from the community that creating a welcoming space is important (indoor and outdoor). Please describe YOUR ideas for a welcoming space!

not answered

Q7. Incorporating public art that reflects West Kelowna's distinct heritage is important to us (such as our agriculture and logging roots, etc). Please tell us your ideas for public art that celebrates West Kelowna's past, present and future.

not answered

Q8. Library space and servicesWhat library services would you see yourself or your family using? (Check all that apply)

Attending adult programs
Renting meeting spaces

Q9. What time(s) do you visit the library? (Check all that apply)

Weekday afternoons

Q10. Please tell us what would make the West Kelowna Library a great space for you.

not answered

Q11. DemographicsSelect your age category.

65+

Q12. How do you describe your gender identity?

Woman

Q13. What neighbourhood do you live in?

South Boucherie

Q14. CommunicationsPlease rank the following statements: (completely agree, somewhat agree, somewhat disagree, completely disagree)

The information presented was clear and understandable

Somewhat agree

I had an opportunity to share my views accurately

Somewhat agree

I understand how my input will be used

Somewhat agree

I felt that participating was a valuable experience

Somewhat agree

I learned something new

Somewhat agree

Q15. How did you hear about public consultation for the City Hall/Library Building?

Social media (Facebook, Twitter, Instagram etc.)



Respondent No: 69

Login: Anonymous

Email: n/a

Responded At: Oct 03, 2021 14:10:31 pm

Last Seen: Oct 03, 2021 14:10:31 pm

IP Address: n/a

Q1. Open and inviting spacesWe heard that having an open and inviting space was important to consider as part of the design. Based on the sketches below (and we mean sketched!), what is your overall impression of the of the open space design?
City Hall - main entrance sketch
Library - Garden level entrance sketch
City Hall - main foyer and Council Chambers sketch
City Hall - second floor sketch (subject to wall delineation in seating area)
Please add additional comments to consider as part of the final design.

Decks. And outdoor seating is needed

Q2. Customer service experienceCentralizing and consolidating administrative services from the City's multiple temporary-leased buildings will result in financial and work flow efficiencies. Planning is underway for a customer service layout to accommodate one centralized service area in the main entrance of the City Hall/Library Building.The main entrance will link the legislative and administrative components of the building and serves as a public foyer from which the departments on all three floors can be easily identified and located. This space also provides a key connection to the Library.Benefits include:increased access to multiple departments (such as Development, Engineering, Bylaw and Finance)larger space to accommodate customers/residents indoors for civic services (utilities and property tax payments, licenses, development applications etc.)built for today yet expandable for future growthBased on the description of the proposed one-stop customer service area, is there anything else we should consider as part of the final design?

not answered

Q3. As we look at ways to improve customer service, we heard from the public during the first round of consultation that easy payment options were important, e.g. utilities and tax payments. Would you consider using a drive-thru payment drop box outside of the building? Would not consider

Q4. Council ChambersThe Council Chambers area is where important decisions are made everyday and encourages members of our community to participate in local government. Feedback from the first round of public consultation suggests moveable, flexible and comfortable seating as most important.Based on the sketch of the Council Chambers, is there anything else we should consider to make this space more accessible, welcoming and comfortable?

In the round

Q5. Getting aroundThe majority of participants indicated they spend less than one hour when visiting City Hall, which suggests consistent turnover of parking spaces at the future City Hall/Library Building.In addition, the following features were important to respondents:bike racks/bike parking for cyclistsfuture electric vehicle charging stations/exchangesdrop off/pick up area outside the buildingAs we finalize the design, what other features would you like to see to enhance access to and within City Hall and the Library and the surrounding amenities?

Sounds like you want people in and out. This should and easily be a social hub. Think !

Q6. **We also heard from the community that creating a welcoming space is important (indoor and outdoor). Please describe YOUR ideas for a welcoming space!**

A place where you want to stop and want to be.

Q7. **Incorporating public art that reflects West Kelowna's distinct heritage is important to us (such as our agriculture and logging roots, etc). Please tell us your ideas for public art that celebrates West Kelowna's past, present and future.**

Just ever changing display areas to give the local artists a temporary showcase then move onto the next group . Ever changing and on point , never old or staid.

Q8. **Library space and servicesWhat library services would you see yourself or your family using? (Check all that apply)**

Picking up and returning library materials
Attending adult programs
Attending children or youth programs
Access to computers and the Internet
Reading and lounging
Research and study
Renting meeting spaces

Q9. **What time(s) do you visit the library? (Check all that apply)**

Weekday afternoons

Q10. **Please tell us what would make the West Kelowna Library a great space for you.**

See the Vancouver downtown/ library/social space/ sanctuary.

Q11. **DemographicsSelect your age category.**

65+

Q12. **How do you describe your gender identity?**

Woman

Q13. **What neighbourhood do you live in?**

Outside West Kelowna

Q14. **CommunicationsPlease rank the following statements: (completely agree, somewhat agree, somewhat disagree, completely disagree)**

The information presented was clear and understandable

Completely agree

I had an opportunity to share my views accurately

Completely agree

I understand how my input will be used

Somewhat disagree

I felt that participating was a valuable experience

Somewhat agree

I learned something new

Somewhat disagree

Q15. **How did you hear about public consultation for the City Hall/Library Building?**

Local news (online, television, newspaper)



Respondent No: 70

Login: Anonymous

Email: n/a

Responded At: Oct 03, 2021 14:13:41 pm

Last Seen: Oct 03, 2021 14:13:41 pm

IP Address: n/a

Q1. Open and inviting spacesWe heard that having an open and inviting space was important to consider as part of the design. Based on the sketches below (and we mean sketched!), what is your overall impression of the of the open space design?
City Hall - main entrance sketch
Library - Garden level entrance sketch
City Hall - main foyer and Council Chambers sketch
City Hall - second floor sketch (subject to wall delineation in seating area)
Please add additional comments to consider as part of the final design.

What a waste of money

Q2. Customer service experienceCentralizing and consolidating administrative services from the City's multiple temporary-leased buildings will result in financial and work flow efficiencies. Planning is underway for a customer service layout to accommodate one centralized service area in the main entrance of the City Hall/Library Building.The main entrance will link the legislative and administrative components of the building and serves as a public foyer from which the departments on all three floors can be easily identified and located. This space also provides a key connection to the Library.Benefits include:increased access to multiple departments (such as Development, Engineering, Bylaw and Finance)larger space to accommodate customers/residents indoors for civic services (utilities and property tax payments, licenses, development applications etc.)built for today yet expandable for future growthBased on the description of the proposed one-stop customer service area, is there anything else we should consider as part of the final design?

Waste of taxpayer dollars

Q3. As we look at ways to improve customer service, we heard from the public during the first round of consultation that easy payment options were important, e.g. utilities and tax payments. Would you consider using a drive-thru payment drop box outside of the building? Would not consider

Q4. Council ChambersThe Council Chambers area is where important decisions are made everyday and encourages members of our community to participate in local government. Feedback from the first round of public consultation suggests moveable, flexible and comfortable seating as most important.Based on the sketch of the Council Chambers, is there anything else we should consider to make this space more accessible, welcoming and comfortable?

Waste of money

Q5. Getting aroundThe majority of participants indicated they spend less than one hour when visiting City Hall, which suggests consistent turnover of parking spaces at the future City Hall/Library Building.In addition, the following features were important to respondents:bike racks/bike parking for cyclistsfuture electric vehicle charging stations/exchangesdrop off/pick up area outside the buildingAs we finalize the design, what other features would you like to see to enhance access to and within City Hall and the Library and the surrounding amenities?

not answered

Q6. We also heard from the community that creating a welcoming space is important (indoor and outdoor). Please describe YOUR ideas for a welcoming space!

not answered

Q7. Incorporating public art that reflects West Kelowna's distinct heritage is important to us (such as our agriculture and logging roots, etc). Please tell us your ideas for public art that celebrates West Kelowna's past, present and future.

not answered

Q8. Library space and servicesWhat library services would you see yourself or your family using? (Check all that apply)

not answered

Q9. What time(s) do you visit the library? (Check all that apply)

not answered

Q10. Please tell us what would make the West Kelowna Library a great space for you.

not answered

Q11. DemographicsSelect your age category.

not answered

Q12. How do you describe your gender identity?

not answered

Q13. What neighbourhood do you live in?

not answered

Q14. CommunicationsPlease rank the following statements: (completely agree, somewhat agree, somewhat disagree, completely disagree)

Q15. How did you hear about public consultation for the City Hall/Library Building?

not answered



Respondent No: 71

Login: Anonymous

Email: n/a

Responded At: Oct 03, 2021 14:16:04 pm

Last Seen: Oct 03, 2021 14:16:04 pm

IP Address: n/a

Q1. Open and inviting spacesWe heard that having an open and inviting space was important to consider as part of the design. Based on the sketches below (and we mean sketched!), what is your overall impression of the of the open space design?
City Hall - main entrance sketch
Library - Garden level entrance sketch
City Hall - main foyer and Council Chambers sketch
City Hall - second floor sketch (subject to wall delineation in seating area)
Please add additional comments to consider as part of the final design.

Please ensure that this project is accessible for disabled people (ramps, elevators, proper hand rails) and for autistic people (areas away from sound and crowds to avoid overstimulation)

Q2. Customer service experienceCentralizing and consolidating administrative services from the City's multiple temporary-leased buildings will result in financial and work flow efficiencies. Planning is underway for a customer service layout to accommodate one centralized service area in the main entrance of the City Hall/Library Building.The main entrance will link the legislative and administrative components of the building and serves as a public foyer from which the departments on all three floors can be easily identified and located. This space also provides a key connection to the Library.Benefits include:increased access to multiple departments (such as Development, Engineering, Bylaw and Finance)larger space to accommodate customers/residents indoors for civic services (utilities and property tax payments, licenses, development applications etc.)built for today yet expandable for future growthBased on the description of the proposed one-stop customer service area, is there anything else we should consider as part of the final design?

not answered

Q3. As we look at ways to improve customer service, we heard from the public during the first round of consultation that easy payment options were important, e.g. utilities and tax payments. Would you consider using a drive-thru payment drop box outside of the building?

not answered

Q4. Council ChambersThe Council Chambers area is where important decisions are made everyday and encourages members of our community to participate in local government. Feedback from the first round of public consultation suggests moveable, flexible and comfortable seating as most important.Based on the sketch of the Council Chambers, is there anything else we should consider to make this space more accessible, welcoming and comfortable?

not answered

Q5. Getting aroundThe majority of participants indicated they spend less than one hour when visiting City Hall, which suggests consistent turnover of parking spaces at the future City Hall/Library Building.In addition, the following features were important to respondents:bike racks/bike parking for cyclistsfuture electric vehicle charging stations/exchangesdrop off/pick up area outside the buildingAs we finalize the design, what other features would you like to see to enhance access to and within City Hall and the Library and the surrounding amenities?

not answered

Q6. We also heard from the community that creating a welcoming space is important (indoor and outdoor). Please describe YOUR ideas for a welcoming space!

not answered

Q7. Incorporating public art that reflects West Kelowna's distinct heritage is important to us (such as our agriculture and logging roots, etc). Please tell us your ideas for public art that celebrates West Kelowna's past, present and future.

not answered

Q8. Library space and servicesWhat library services would you see yourself or your family using? (Check all that apply)

Picking up and returning library materials
Attending adult programs
Access to computers and the Internet
Reading and lounging
Research and study
Renting meeting spaces

Q9. What time(s) do you visit the library? (Check all that apply)

Weekday mornings
Weekday afternoons
Weekday evenings
Saturday
Sunday

Q10. Please tell us what would make the West Kelowna Library a great space for you.

A space that acknowledges the Indigenous peoples of the area, whose land this project is built on. Working with the Syilx people to make sure the space is inviting and comfortable for them, considering including them in designing the space to truly reflect the community.

Q11. DemographicsSelect your age category. 25-34

Q12. How do you describe your gender identity? Non-binary/gender diverse

Q13. What neighbourhood do you live in? Boucherie Centre

Q14. CommunicationsPlease rank the following statements: (completely agree, somewhat agree, somewhat disagree, completely disagree)

The information presented was clear and understandable	Somewhat agree
I had an opportunity to share my views accurately	Completely agree
I understand how my input will be used	Somewhat agree
I felt that participating was a valuable experience	Somewhat agree
I learned something new	Somewhat agree

Q15. How did you hear about public consultation for the City Hall/Library Building?

Printed materials (posters, post card, mailed letter)
In person - pop up engagement events



Respondent No: 72

Login: Anonymous

Email: n/a

Responded At: Oct 03, 2021 15:23:28 pm

Last Seen: Oct 03, 2021 15:23:28 pm

IP Address: n/a

Q1. Open and inviting spacesWe heard that having an open and inviting space was important to consider as part of the design. Based on the sketches below (and we mean sketched!), what is your overall impression of the of the open space design?
City Hall - main entrance sketch
Library - Garden level entrance sketch
City Hall - main foyer and Council Chambers sketch
City Hall - second floor sketch (subject to wall delineation in seating area)
Please add additional comments to consider as part of the final design.

Looks nice - like all of the windows (bright, welcoming). Hard to tell, but hopefully there will be clear signage. Is it easily accessible for strollers (parking and going to the library, or just driving up to the return book drops?)

Q2. Customer service experienceCentralizing and consolidating administrative services from the City's multiple temporary-leased buildings will result in financial and work flow efficiencies. Planning is underway for a customer service layout to accommodate one centralized service area in the main entrance of the City Hall/Library Building.The main entrance will link the legislative and administrative components of the building and serves as a public foyer from which the departments on all three floors can be easily identified and located. This space also provides a key connection to the Library.Benefits include:increased access to multiple departments (such as Development, Engineering, Bylaw and Finance)larger space to accommodate customers/residents indoors for civic services (utilities and property tax payments, licenses, development applications etc.)built for today yet expandable for future growthBased on the description of the proposed one-stop customer service area, is there anything else we should consider as part of the final design?

Lots of meeting rooms of different sizes with data hook ups. Wide open areas for open houses, art shows, etc.

Q3. As we look at ways to improve customer service, we heard from the public during the first round of consultation that easy payment options were important, e.g. utilities and tax payments. Would you consider using a drive-thru payment drop box outside of the building? Definitely consider

Q4. Council ChambersThe Council Chambers area is where important decisions are made everyday and encourages members of our community to participate in local government. Feedback from the first round of public consultation suggests moveable, flexible and comfortable seating as most important.Based on the sketch of the Council Chambers, is there anything else we should consider to make this space more accessible, welcoming and comfortable?

Is it easily accessible with a wheelchair/stroller (having been to a council meeting in Kelowna with a stroller, I realized how awkward it was). Hard to tell here how welcoming the space is. Perhaps some design elements that acknowledge the local culture, history or economy (ie: WFN, Gorman's, Paynter's, etc).

Q5. Getting aroundThe majority of participants indicated they spend less than one hour when visiting City Hall, which suggests consistent turnover of parking spaces at the future City Hall/Library Building.In addition, the following features were important to respondents:bike racks/bike parking for cyclistsfuture electric vehicle charging stations/exchangesdrop off/pick up area outside the buildingAs we finalize the design, what other features would you like to see to enhance access to and within City Hall and the Library and the surrounding amenities?

Parking/flow is important. Eg: On a babytime morning, lots of parents/caregivers arriving with strollers, books to return, etc.

Q6. We also heard from the community that creating a welcoming space is important (indoor and outdoor). Please describe YOUR ideas for a welcoming space!

Community garden? Options to do programs outside (especially more important now with Covid).

Q7. Incorporating public art that reflects West Kelowna's distinct heritage is important to us (such as our agriculture and logging roots, etc). Please tell us your ideas for public art that celebrates West Kelowna's past, present and future.

Local history room, places to display art, wide open areas for art walks, children's art on display (brings in families).

Q8. Library space and services What library services would you see yourself or your family using? (Check all that apply)

Picking up and returning library materials
Attending children or youth programs
Access to computers and the Internet
Reading and lounging
Renting meeting spaces

Q9. What time(s) do you visit the library? (Check all that apply)

Weekday mornings
Weekday afternoons

Q10. Please tell us what would make the West Kelowna Library a great space for you.

Great collection, "cozy" feeling like the current branch (nice to see smiling staff right away), washrooms that are family-friendly.

Q11. Demographics Select your age category.

35-44

Q12. How do you describe your gender identity?

not answered

Q13. What neighbourhood do you live in?

Smith Creek

Q14. Communications Please rank the following statements: (completely agree, somewhat agree, somewhat disagree, completely disagree)

The information presented was clear and understandable

Completely agree

I had an opportunity to share my views accurately

Completely agree

I understand how my input will be used

Somewhat agree

I felt that participating was a valuable experience

Completely agree

Q15. How did you hear about public consultation for the City Hall/Library Building?

Local news (online, television, newspaper)



Respondent No: 73

Login: Anonymous

Email: n/a

Responded At: Oct 03, 2021 15:32:38 pm

Last Seen: Oct 03, 2021 15:32:38 pm

IP Address: n/a

Q1. Open and inviting spacesWe heard that having an open and inviting space was important to consider as part of the design. Based on the sketches below (and we mean sketched!), what is your overall impression of the of the open space design?
City Hall - main entrance sketch
Library - Garden level entrance sketch
City Hall - main foyer and Council Chambers sketch
City Hall - second floor sketch (subject to wall delineation in seating area)
Please add additional comments to consider as part of the final design.

Elliot Road has not sidewalks it's dangerous to walk especially since the new apartments are finished. Waist of Money

Q2. Customer service experienceCentralizing and consolidating administrative services from the City's multiple temporary-leased buildings will result in financial and work flow efficiencies. Planning is underway for a customer service layout to accommodate one centralized service area in the main entrance of the City Hall/Library Building.The main entrance will link the legislative and administrative components of the building and serves as a public foyer from which the departments on all three floors can be easily identified and located. This space also provides a key connection to the Library.Benefits include:increased access to multiple departments (such as Development, Engineering, Bylaw and Finance)larger space to accommodate customers/residents indoors for civic services (utilities and property tax payments, licenses, development applications etc.)built for today yet expandable for future growthBased on the description of the proposed one-stop customer service area, is there anything else we should consider as part of the final design?

You are spending way to much money for the population. I wished we had joined Kelowna.

Q3. As we look at ways to improve customer service, we heard from the public during the first round of consultation that easy payment options were important, e.g. utilities and tax payments. Would you consider using a drive-thru payment drop box outside of the building? not answered

Q4. Council ChambersThe Council Chambers area is where important decisions are made everyday and encourages members of our community to participate in local government. Feedback from the first round of public consultation suggests moveable, flexible and comfortable seating as most important.Based on the sketch of the Council Chambers, is there anything else we should consider to make this space more accessible, welcoming and comfortable?

Three of the council members needs to be replaced. Let some younger individuals run.

Q5. Getting aroundThe majority of participants indicated they spend less than one hour when visiting City Hall, which suggests consistent turnover of parking spaces at the future City Hall/Library Building.In addition, the following features were important to respondents:bike racks/bike parking for cyclistsfuture electric vehicle charging stations/exchangesdrop off/pick up area outside the buildingAs we finalize the design, what other features would you like to see to enhance access to and within City Hall and the Library and the surrounding amenities?

Spend the money on Johnson Bentley. This is disgraceful.

Q6. We also heard from the community that creating a welcoming space is important (indoor and outdoor). Please describe YOUR ideas for a welcoming space!

not answered

Q7. Incorporating public art that reflects West Kelowna's distinct heritage is important to us (such as our agriculture and logging roots, etc). Please tell us your ideas for public art that celebrates West Kelowna's past, present and future.

Public art is ok if Westside residence are not paying for it

Q8. Library space and servicesWhat library services would you see yourself or your family using? (Check all that apply)

Attending adult programs
Attending children or youth programs
Access to computers and the Internet
Renting meeting spaces

Q9. What time(s) do you visit the library? (Check all that apply)

not answered

Q10. Please tell us what would make the West Kelowna Library a great space for you.

The library is the only good part of the entire project.

Q11. DemographicsSelect your age category.

45-54

Q12. How do you describe your gender identity?

Man

Q13. What neighbourhood do you live in?

Shannon Lake

Q14. CommunicationsPlease rank the following statements: (completely agree, somewhat agree, somewhat disagree, completely disagree)

The information presented was clear and understandable	Completely disagree
I had an opportunity to share my views accurately	Somewhat disagree
I understand how my input will be used	Somewhat agree
I felt that participating was a valuable experience	Completely disagree
I learned something new	Completely disagree

Q15. How did you hear about public consultation for the City Hall/Library Building?

Social media (Facebook, Twitter, Instagram etc.)



Respondent No: 74

Login: Anonymous

Email: n/a

Responded At: Oct 03, 2021 15:46:30 pm

Last Seen: Oct 03, 2021 15:46:30 pm

IP Address: n/a

Q1. Open and inviting spacesWe heard that having an open and inviting space was important to consider as part of the design. Based on the sketches below (and we mean sketched!), what is your overall impression of the of the open space design?
City Hall - main entrance sketch
Library - Garden level entrance sketch
City Hall - main foyer and Council Chambers sketch
City Hall - second floor sketch (subject to wall delineation in seating area)
Please add additional comments to consider as part of the final design.

not answered

Q2. Customer service experienceCentralizing and consolidating administrative services from the City's multiple temporary-leased buildings will result in financial and work flow efficiencies. Planning is underway for a customer service layout to accommodate one centralized service area in the main entrance of the City Hall/Library Building.The main entrance will link the legislative and administrative components of the building and serves as a public foyer from which the departments on all three floors can be easily identified and located. This space also provides a key connection to the Library.Benefits include:increased access to multiple departments (such as Development, Engineering, Bylaw and Finance)larger space to accommodate customers/residents indoors for civic services (utilities and property tax payments, licenses, development applications etc.)built for today yet expandable for future growthBased on the description of the proposed one-stop customer service area, is there anything else we should consider as part of the final design?

not answered

Q3. As we look at ways to improve customer service, we heard from the public during the first round of consultation that easy payment options were important, e.g. utilities and tax payments. Would you consider using a drive-thru payment drop box outside of the building? Would not consider

Q4. Council ChambersThe Council Chambers area is where important decisions are made everyday and encourages members of our community to participate in local government. Feedback from the first round of public consultation suggests moveable, flexible and comfortable seating as most important.Based on the sketch of the Council Chambers, is there anything else we should consider to make this space more accessible, welcoming and comfortable?

not answered

Q5. Getting aroundThe majority of participants indicated they spend less than one hour when visiting City Hall, which suggests consistent turnover of parking spaces at the future City Hall/Library Building.In addition, the following features were important to respondents:bike racks/bike parking for cyclistsfuture electric vehicle charging stations/exchangesdrop off/pick up area outside the buildingAs we finalize the design, what other features would you like to see to enhance access to and within City Hall and the Library and the surrounding amenities?

More PARKING

Q6. We also heard from the community that creating a welcoming space is important (indoor and outdoor). Please describe YOUR ideas for a welcoming space!

PARKING MORE PARKING, THEN ADD MORE AGAIN.

Q7. Incorporating public art that reflects West Kelowna's distinct heritage is important to us (such as our agriculture and logging roots, etc). Please tell us your ideas for public art that celebrates West Kelowna's past, present and future.

not answered

Q8. Library space and servicesWhat library services would you see yourself or your family using? (Check all that apply)

not answered

Q9. What time(s) do you visit the library? (Check all that apply)

not answered

Q10. Please tell us what would make the West Kelowna Library a great space for you.

Build it more central to all West Kelowna

Q11. DemographicsSelect your age category.

55-64

Q12. How do you describe your gender identity?

Man

Q13. What neighbourhood do you live in?

Goats Peak/Gellatly

Q14. CommunicationsPlease rank the following statements: (completely agree, somewhat agree, somewhat disagree, completely disagree)

The information presented was clear and understandable	Completely disagree
I had an opportunity to share my views accurately	Completely disagree
I understand how my input will be used	Completely disagree
I felt that participating was a valuable experience	Completely disagree
I learned something new	Somewhat agree

Q15. How did you hear about public consultation for the City Hall/Library Building?

Local news (online, television, newspaper)



Respondent No: 75

Login: Anonymous

Email: n/a

Responded At: Oct 03, 2021 18:43:50 pm

Last Seen: Oct 03, 2021 18:43:50 pm

IP Address: n/a

Q1. Open and inviting spacesWe heard that having an open and inviting space was important to consider as part of the design. Based on the sketches below (and we mean sketched!), what is your overall impression of the of the open space design?
City Hall - main entrance sketch
Library - Garden level entrance sketch
City Hall - main foyer and Council Chambers sketch
City Hall - second floor sketch (subject to wall delineation in seating area)
Please add additional comments to consider as part of the final design.

not answered

Q2. Customer service experienceCentralizing and consolidating administrative services from the City's multiple temporary-leased buildings will result in financial and work flow efficiencies. Planning is underway for a customer service layout to accommodate one centralized service area in the main entrance of the City Hall/Library Building.The main entrance will link the legislative and administrative components of the building and serves as a public foyer from which the departments on all three floors can be easily identified and located. This space also provides a key connection to the Library.Benefits include:increased access to multiple departments (such as Development, Engineering, Bylaw and Finance)larger space to accommodate customers/residents indoors for civic services (utilities and property tax payments, licenses, development applications etc.)built for today yet expandable for future growthBased on the description of the proposed one-stop customer service area, is there anything else we should consider as part of the final design?

Outdoor drop place for book returns

Q3. As we look at ways to improve customer service, we heard from the public during the first round of consultation that easy payment options were important, e.g. utilities and tax payments. Would you consider using a drive-thru payment drop box outside of the building? Definitely consider

Q4. Council ChambersThe Council Chambers area is where important decisions are made everyday and encourages members of our community to participate in local government. Feedback from the first round of public consultation suggests moveable, flexible and comfortable seating as most important.Based on the sketch of the Council Chambers, is there anything else we should consider to make this space more accessible, welcoming and comfortable?

not answered

Q5. Getting aroundThe majority of participants indicated they spend less than one hour when visiting City Hall, which suggests consistent turnover of parking spaces at the future City Hall/Library Building.In addition, the following features were important to respondents:bike racks/bike parking for cyclistsfuture electric vehicle charging stations/exchangesdrop off/pick up area outside the buildingAs we finalize the design, what other features would you like to see to enhance access to and within City Hall and the Library and the surrounding amenities?

More shade trees in the parking area or solar panels for shaded parking area like burrowing owl winery

Q6. **We also heard from the community that creating a welcoming space is important (indoor and outdoor). Please describe YOUR ideas for a welcoming space!**

Open seating with shade trees

Q7. **Incorporating public art that reflects West Kelowna's distinct heritage is important to us (such as our agriculture and logging roots, etc). Please tell us your ideas for public art that celebrates West Kelowna's past, present and future.**

Indigenous story telling incorporated in surfaces, concrete impressions or designs in walkway surfaces or walls

Q8. **Library space and services**What library services would you see yourself or your family using? (Check all that apply)

Picking up and returning library materials
Attending adult programs
Attending children or youth programs
Reading and lounging
Research and study
Renting meeting spaces

Q9. **What time(s) do you visit the library? (Check all that apply)**

Weekday evenings

Q10. **Please tell us what would make the West Kelowna Library a great space for you.**

This looks great so far. Open spaces that are nice to hang out in

Q11. **Demographics**Select your age category.

45-54

Q12. **How do you describe your gender identity?**

Woman

Q13. **What neighbourhood do you live in?**

Outside West Kelowna

Q14. **Communications**Please rank the following statements: (completely agree, somewhat agree, somewhat disagree, completely disagree)

The information presented was clear and understandable

Completely agree

I had an opportunity to share my views accurately

Completely agree

I understand how my input will be used

Somewhat agree

I felt that participating was a valuable experience

Completely agree

I learned something new

Completely agree

Q15. **How did you hear about public consultation for the City Hall/Library Building?**

Local news (online, television, newspaper)



Respondent No: 76

Login: Anonymous

Email: n/a

Responded At: Oct 03, 2021 18:46:59 pm

Last Seen: Oct 03, 2021 18:46:59 pm

IP Address: n/a

Q1. Open and inviting spacesWe heard that having an open and inviting space was important to consider as part of the design. Based on the sketches below (and we mean sketched!), what is your overall impression of the of the open space design?
City Hall - main entrance sketch
Library - Garden level entrance sketch
City Hall - main foyer and Council Chambers sketch
City Hall - second floor sketch (subject to wall delineation in seating area)
Please add additional comments to consider as part of the final design.

not answered

Q2. Customer service experienceCentralizing and consolidating administrative services from the City's multiple temporary-leased buildings will result in financial and work flow efficiencies. Planning is underway for a customer service layout to accommodate one centralized service area in the main entrance of the City Hall/Library Building.The main entrance will link the legislative and administrative components of the building and serves as a public foyer from which the departments on all three floors can be easily identified and located. This space also provides a key connection to the Library.Benefits include:increased access to multiple departments (such as Development, Engineering, Bylaw and Finance)larger space to accommodate customers/residents indoors for civic services (utilities and property tax payments, licenses, development applications etc.)built for today yet expandable for future growthBased on the description of the proposed one-stop customer service area, is there anything else we should consider as part of the final design?

not answered

Q3. As we look at ways to improve customer service, we heard from the public during the first round of consultation that easy payment options were important, e.g. utilities and tax payments. Would you consider using a drive-thru payment drop box outside of the building?

not answered

Q4. Council ChambersThe Council Chambers area is where important decisions are made everyday and encourages members of our community to participate in local government. Feedback from the first round of public consultation suggests moveable, flexible and comfortable seating as most important.Based on the sketch of the Council Chambers, is there anything else we should consider to make this space more accessible, welcoming and comfortable?

not answered

Q5. Getting aroundThe majority of participants indicated they spend less than one hour when visiting City Hall, which suggests consistent turnover of parking spaces at the future City Hall/Library Building.In addition, the following features were important to respondents:bike racks/bike parking for cyclistsfuture electric vehicle charging stations/exchangesdrop off/pick up area outside the buildingAs we finalize the design, what other features would you like to see to enhance access to and within City Hall and the Library and the surrounding amenities?

not answered

Q6. We also heard from the community that creating a welcoming space is important (indoor and outdoor). Please describe YOUR ideas for a welcoming space!

not answered

Q7. Incorporating public art that reflects West Kelowna's distinct heritage is important to us (such as our agriculture and logging roots, etc). Please tell us your ideas for public art that celebrates West Kelowna's past, present and future.

not answered

Q8. Library space and servicesWhat library services would you see yourself or your family using? (Check all that apply)

Picking up and returning library materials

Q9. What time(s) do you visit the library? (Check all that apply)

Weekday afternoons

Saturday

Q10. Please tell us what would make the West Kelowna Library a great space for you.

easy parking close to library entrance. same great staff

Q11. DemographicsSelect your age category.

65+

Q12. How do you describe your gender identity?

Woman

Q13. What neighbourhood do you live in?

Shannon Lake

Q14. CommunicationsPlease rank the following statements: (completely agree, somewhat agree, somewhat disagree, completely disagree)

Q15. How did you hear about public consultation for the City Hall/Library Building?

Printed materials (posters, post card, mailed letter)

Local news (online, television, newspaper)



Respondent No: 77

Login: Anonymous

Email: n/a

Responded At: Oct 03, 2021 20:11:30 pm

Last Seen: Oct 03, 2021 20:11:30 pm

IP Address: n/a

Q1. Open and inviting spacesWe heard that having an open and inviting space was important to consider as part of the design. Based on the sketches below (and we mean sketched!), what is your overall impression of the of the open space design?
City Hall - main entrance sketch
Library - Garden level entrance sketch
City Hall - main foyer and Council Chambers sketch
City Hall - second floor sketch (subject to wall delineation in seating area)
Please add additional comments to consider as part of the final design.

This is too grand for West Kelowna

Q2. Customer service experienceCentralizing and consolidating administrative services from the City's multiple temporary-leased buildings will result in financial and work flow efficiencies. Planning is underway for a customer service layout to accommodate one centralized service area in the main entrance of the City Hall/Library Building.The main entrance will link the legislative and administrative components of the building and serves as a public foyer from which the departments on all three floors can be easily identified and located. This space also provides a key connection to the Library.Benefits include:increased access to multiple departments (such as Development, Engineering, Bylaw and Finance)larger space to accommodate customers/residents indoors for civic services (utilities and property tax payments, licenses, development applications etc.)built for today yet expandable for future growthBased on the description of the proposed one-stop customer service area, is there anything else we should consider as part of the final design?

not answered

Q3. As we look at ways to improve customer service, we heard from the public during the first round of consultation that easy payment options were important, e.g. utilities and tax payments. Would you consider using a drive-thru payment drop box outside of the building? Would not consider

Q4. Council ChambersThe Council Chambers area is where important decisions are made everyday and encourages members of our community to participate in local government. Feedback from the first round of public consultation suggests moveable, flexible and comfortable seating as most important.Based on the sketch of the Council Chambers, is there anything else we should consider to make this space more accessible, welcoming and comfortable?

Again ... too large

Q5. Getting aroundThe majority of participants indicated they spend less than one hour when visiting City Hall, which suggests consistent turnover of parking spaces at the future City Hall/Library Building.In addition, the following features were important to respondents:bike racks/bike parking for cyclistsfuture electric vehicle charging stations/exchangesdrop off/pick up area outside the buildingAs we finalize the design, what other features would you like to see to enhance access to and within City Hall and the Library and the surrounding amenities?

Good there is electric charging stations.

Q6. We also heard from the community that creating a welcoming space is important (indoor and outdoor). Please describe YOUR ideas for a welcoming space!

not answered

Q7. Incorporating public art that reflects West Kelowna's distinct heritage is important to us (such as our agriculture and logging roots, etc). Please tell us your ideas for public art that celebrates West Kelowna's past, present and future.

Move the museum into the over large space

Q8. Library space and servicesWhat library services would you see yourself or your family using? (Check all that apply)	Picking up and returning library materials Access to computers and the Internet Research and study
---	--

Q9. What time(s) do you visit the library? (Check all that apply)	Weekday mornings
---	------------------

Q10. Please tell us what would make the West Kelowna Library a great space for you.

Extended hours

Q11. DemographicsSelect your age category.	55-64
--	-------

Q12. How do you describe your gender identity?	Woman
--	-------

Q13. What neighbourhood do you live in?	Lakeview Heights
---	------------------

Q14. CommunicationsPlease rank the following statements: (completely agree, somewhat agree, somewhat disagree, completely disagree)

The information presented was clear and understandable	Somewhat agree
I had an opportunity to share my views accurately	Somewhat agree
I understand how my input will be used	Completely disagree
I felt that participating was a valuable experience	Somewhat agree
I learned something new	Somewhat agree

Q15. How did you hear about public consultation for the City Hall/Library Building?	Local news (online, television, newspaper)
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Respondent No: 78

Login: Anonymous

Email: n/a

Responded At: Oct 03, 2021 20:24:11 pm

Last Seen: Oct 03, 2021 20:24:11 pm

IP Address: n/a

Q1. Open and inviting spacesWe heard that having an open and inviting space was important to consider as part of the design. Based on the sketches below (and we mean sketched!), what is your overall impression of the of the open space design?
City Hall - main entrance sketch
Library - Garden level entrance sketch
City Hall - main foyer and Council Chambers sketch
City Hall - second floor sketch (subject to wall delineation in seating area)
Please add additional comments to consider as part of the final design.

not answered

Q2. Customer service experienceCentralizing and consolidating administrative services from the City's multiple temporary-leased buildings will result in financial and work flow efficiencies. Planning is underway for a customer service layout to accommodate one centralized service area in the main entrance of the City Hall/Library Building.The main entrance will link the legislative and administrative components of the building and serves as a public foyer from which the departments on all three floors can be easily identified and located. This space also provides a key connection to the Library.Benefits include:increased access to multiple departments (such as Development, Engineering, Bylaw and Finance)larger space to accommodate customers/residents indoors for civic services (utilities and property tax payments, licenses, development applications etc.)built for today yet expandable for future growthBased on the description of the proposed one-stop customer service area, is there anything else we should consider as part of the final design?

not answered

Q3. As we look at ways to improve customer service, we heard from the public during the first round of consultation that easy payment options were important, e.g. utilities and tax payments. Would you consider using a drive-thru payment drop box outside of the building? Definitely consider

Q4. Council ChambersThe Council Chambers area is where important decisions are made everyday and encourages members of our community to participate in local government. Feedback from the first round of public consultation suggests moveable, flexible and comfortable seating as most important.Based on the sketch of the Council Chambers, is there anything else we should consider to make this space more accessible, welcoming and comfortable?

not answered

Q5. Getting aroundThe majority of participants indicated they spend less than one hour when visiting City Hall, which suggests consistent turnover of parking spaces at the future City Hall/Library Building.In addition, the following features were important to respondents:bike racks/bike parking for cyclistsfuture electric vehicle charging stations/exchangesdrop off/pick up area outside the buildingAs we finalize the design, what other features would you like to see to enhance access to and within City Hall and the Library and the surrounding amenities?

not answered

Q6. We also heard from the community that creating a welcoming space is important (indoor and outdoor). Please describe YOUR ideas for a welcoming space!

Gardens, outside reading areas

Q7. Incorporating public art that reflects West Kelowna's distinct heritage is important to us (such as our agriculture and logging roots, etc). Please tell us your ideas for public art that celebrates West Kelowna's past, present and future.

Westbank first Nations art

Q8. Library space and servicesWhat library services would you see yourself or your family using? (Check all that apply)	Picking up and returning library materials Attending adult programs Reading and lounging
---	--

Q9. What time(s) do you visit the library? (Check all that apply)	Weekday evenings
---	------------------

Q10. Please tell us what would make the West Kelowna Library a great space for you.

Lots of open space to research and read, some bright color on walls or furniture, boardgames area, huge windows for natural light, easy to find book areas

Q11. DemographicsSelect your age category.	45-54
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Q12. How do you describe your gender identity?	Woman
--	-------

Q13. What neighbourhood do you live in?	Shannon Lake
---	--------------

Q14. CommunicationsPlease rank the following statements: (completely agree, somewhat agree, somewhat disagree, completely disagree)

The information presented was clear and understandable	Completely agree
I had an opportunity to share my views accurately	Completely agree
I understand how my input will be used	Completely agree
I felt that participating was a valuable experience	Completely agree
I learned something new	Completely agree

Q15. How did you hear about public consultation for the City Hall/Library Building?	Local news (online, television, newspaper)
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Respondent No: 79

Login: Anonymous

Email: n/a

Responded At: Oct 03, 2021 21:32:16 pm

Last Seen: Oct 03, 2021 21:32:16 pm

IP Address: n/a

Q1. Open and inviting spacesWe heard that having an open and inviting space was important to consider as part of the design. Based on the sketches below (and we mean sketched!), what is your overall impression of the of the open space design?
City Hall - main entrance sketch
Library - Garden level entrance sketch
City Hall - main foyer and Council Chambers sketch
City Hall - second floor sketch (subject to wall delineation in seating area)
Please add additional comments to consider as part of the final design.

not answered

Q2. Customer service experienceCentralizing and consolidating administrative services from the City's multiple temporary-leased buildings will result in financial and work flow efficiencies. Planning is underway for a customer service layout to accommodate one centralized service area in the main entrance of the City Hall/Library Building.The main entrance will link the legislative and administrative components of the building and serves as a public foyer from which the departments on all three floors can be easily identified and located. This space also provides a key connection to the Library.Benefits include:increased access to multiple departments (such as Development, Engineering, Bylaw and Finance)larger space to accommodate customers/residents indoors for civic services (utilities and property tax payments, licenses, development applications etc.)built for today yet expandable for future growthBased on the description of the proposed one-stop customer service area, is there anything else we should consider as part of the final design?

not answered

Q3. As we look at ways to improve customer service, we heard from the public during the first round of consultation that easy payment options were important, e.g. utilities and tax payments. Would you consider using a drive-thru payment drop box outside of the building? Would not consider

Q4. Council ChambersThe Council Chambers area is where important decisions are made everyday and encourages members of our community to participate in local government. Feedback from the first round of public consultation suggests moveable, flexible and comfortable seating as most important.Based on the sketch of the Council Chambers, is there anything else we should consider to make this space more accessible, welcoming and comfortable?

not answered

Q5. Getting aroundThe majority of participants indicated they spend less than one hour when visiting City Hall, which suggests consistent turnover of parking spaces at the future City Hall/Library Building.In addition, the following features were important to respondents:bike racks/bike parking for cyclistsfuture electric vehicle charging stations/exchangesdrop off/pick up area outside the buildingAs we finalize the design, what other features would you like to see to enhance access to and within City Hall and the Library and the surrounding amenities?

not answered

Q6. We also heard from the community that creating a welcoming space is important (indoor and outdoor). Please describe YOUR ideas for a welcoming space!

Lighting, seating, artwork, landscaping, places for children to be curious

Q7. Incorporating public art that reflects West Kelowna's distinct heritage is important to us (such as our agriculture and logging roots, etc). Please tell us your ideas for public art that celebrates West Kelowna's past, present and future.

-Interactive (not digital) map installation with strings or magnets that public can use to show where people have moved from- lots of "expats" from around Canada and beyond

Q8. Library space and servicesWhat library services would you see yourself or your family using? (Check all that apply)

Picking up and returning library materials
Attending adult programs
Reading and lounging
Research and study
Renting meeting spaces

Q9. What time(s) do you visit the library? (Check all that apply)

Weekday afternoons
Weekday evenings
Saturday

Q10. Please tell us what would make the West Kelowna Library a great space for you.

Programming for children, youth, teens, makerspace with time for adults and children with opportunity to learn from wise volunteers (ex. retired welders, wood workers etc) Natural tones that compliment our beautiful place on this earth, to instill peaceful, mindful state that sparks curiosity, creativity, and contemplation.

Q11. DemographicsSelect your age category. 35-44

Q12. How do you describe your gender identity? Woman

Q13. What neighbourhood do you live in? West Kelowna Estates/Rose Valley

Q14. CommunicationsPlease rank the following statements: (completely agree, somewhat agree, somewhat disagree, completely disagree)

The information presented was clear and understandable	Completely agree
I had an opportunity to share my views accurately	Completely agree
I understand how my input will be used	Completely agree
I felt that participating was a valuable experience	Completely agree
I learned something new	Somewhat agree

Q15. How did you hear about public consultation for the City Hall/Library Building?

Local news (online, television, newspaper)
Communications from the City (e-news, Public Service Announcements, News Releases etc.)



Respondent No: 80

Login: Anonymous

Email: n/a

Responded At: Oct 03, 2021 21:42:04 pm

Last Seen: Oct 03, 2021 21:42:04 pm

IP Address: n/a

Q1. Open and inviting spacesWe heard that having an open and inviting space was important to consider as part of the design. Based on the sketches below (and we mean sketched!), what is your overall impression of the of the open space design?
City Hall - main entrance sketch
Library - Garden level entrance sketch
City Hall - main foyer and Council Chambers sketch
City Hall - second floor sketch (subject to wall delineation in seating area)
Please add additional comments to consider as part of the final design.

The open sight lines and views are lovely. How are sun glare and solar gain going to be managed? Is there a plan for maintaining and cleaning the windows? Depending on the window and exterior shell materials are there any drainage concerns around the windows?

Q2. Customer service experienceCentralizing and consolidating administrative services from the City's multiple temporary-leased buildings will result in financial and work flow efficiencies. Planning is underway for a customer service layout to accommodate one centralized service area in the main entrance of the City Hall/Library Building.The main entrance will link the legislative and administrative components of the building and serves as a public foyer from which the departments on all three floors can be easily identified and located. This space also provides a key connection to the Library.Benefits include:increased access to multiple departments (such as Development, Engineering, Bylaw and Finance)larger space to accommodate customers/residents indoors for civic services (utilities and property tax payments, licenses, development applications etc.)built for today yet expandable for future growthBased on the description of the proposed one-stop customer service area, is there anything else we should consider as part of the final design?

Accessibility for people with assistive walkers, power chairs etc. Is the elevator they are going to use easy to find with clear signage? Does it open to easily navigable areas on other floors?

Q3. As we look at ways to improve customer service, we heard from the public during the first round of consultation that easy payment options were important, e.g. utilities and tax payments. Would you consider using a drive-thru payment drop box outside of the building? Would not consider

Q4. Council ChambersThe Council Chambers area is where important decisions are made everyday and encourages members of our community to participate in local government. Feedback from the first round of public consultation suggests moveable, flexible and comfortable seating as most important.Based on the sketch of the Council Chambers, is there anything else we should consider to make this space more accessible, welcoming and comfortable?

Window and wall screens. Participants may be troubled by sun glare or hot/cold windows. Participants may feel like they are in a "fish bowl".

Q5. Getting aroundThe majority of participants indicated they spend less than one hour when visiting City Hall, which suggests consistent turnover of parking spaces at the future City Hall/Library Building.In addition, the following features were important to respondents:bike racks/bike parking for cyclistsfuture electric vehicle charging stations/exchangesdrop off/pick up area outside the buildingAs we finalize the design, what other features would you like to see to enhance access to and within City Hall and the Library and the surrounding amenities?

Clear parking zones for library members who spend more than one hour using the facility. Short term parking zones or a book drop off lane (like Kelowna Downtown branch). A high number of people drop off material without going into the building. Traffic in front of the current library building can get congested when people park/block the front doors or sidewalk.

Q6. We also heard from the community that creating a welcoming space is important (indoor and outdoor). Please describe YOUR ideas for a welcoming space!

Seating, shade and clean (several garbage and recycling receptacles). Use of wood and concrete or natural looking material over metal benches/seating.

Q7. Incorporating public art that reflects West Kelowna’s distinct heritage is important to us (such as our agriculture and logging roots, etc). Please tell us your ideas for public art that celebrates West Kelowna’s past, present and future.

Durable, colourful. A combination of First Nations and Settler artists.

Q8. Library space and servicesWhat library services would you see yourself or your family using? (Check all that apply)

- Picking up and returning library materials
- Attending children or youth programs
- Reading and lounging
- Research and study
- Renting meeting spaces

Q9. What time(s) do you visit the library? (Check all that apply)

- Weekday afternoons
- Weekday evenings
- Saturday
- Sunday

Q10. Please tell us what would make the West Kelowna Library a great space for you.

Lots of natural light, colourful walls or art. Easy to find book drop near the main entrance. Easy to locate the checkout counter. More than one library staff to help answer questions. Catalogue computers in each department to help people find their own books. A dedicated kids reading area big enough for storytimes (50 people).

Q11. DemographicsSelect your age category.

35-44

Q12. How do you describe your gender identity?

Woman

Q13. What neighbourhood do you live in?

Glenrosa

Q14. Communications Please rank the following statements: (completely agree, somewhat agree, somewhat disagree, completely disagree)

The information presented was clear and understandable	Completely agree
I had an opportunity to share my views accurately	Somewhat agree
I understand how my input will be used	Somewhat agree
I felt that participating was a valuable experience	Somewhat agree
I learned something new	Completely agree

Q15. How did you hear about public consultation for the City Hall/Library Building?

Printed materials (posters, post card, mailed letter)
Local news (online, television, newspaper)
In person - pop up engagement events



Respondent No: 81

Login: Anonymous

Email: n/a

Responded At: Oct 03, 2021 23:29:24 pm

Last Seen: Oct 03, 2021 23:29:24 pm

IP Address: n/a

Q1. Open and inviting spacesWe heard that having an open and inviting space was important to consider as part of the design. Based on the sketches below (and we mean sketched!), what is your overall impression of the of the open space design?
City Hall - main entrance sketch
Library - Garden level entrance sketch
City Hall - main foyer and Council Chambers sketch
City Hall - second floor sketch (subject to wall delineation in seating area)
Please add additional comments to consider as part of the final design.

too big need less building footprint and more trees

Q2. Customer service experienceCentralizing and consolidating administrative services from the City's multiple temporary-leased buildings will result in financial and work flow efficiencies. Planning is underway for a customer service layout to accommodate one centralized service area in the main entrance of the City Hall/Library Building.The main entrance will link the legislative and administrative components of the building and serves as a public foyer from which the departments on all three floors can be easily identified and located. This space also provides a key connection to the Library.Benefits include:increased access to multiple departments (such as Development, Engineering, Bylaw and Finance)larger space to accommodate customers/residents indoors for civic services (utilities and property tax payments, licenses, development applications etc.)built for today yet expandable for future growthBased on the description of the proposed one-stop customer service area, is there anything else we should consider as part of the final design?

not answered

Q3. As we look at ways to improve customer service, we heard from the public during the first round of consultation that easy payment options were important, e.g. utilities and tax payments. Would you consider using a drive-thru payment drop box outside of the building?

Definitely consider

Q4. Council ChambersThe Council Chambers area is where important decisions are made everyday and encourages members of our community to participate in local government. Feedback from the first round of public consultation suggests moveable, flexible and comfortable seating as most important.Based on the sketch of the Council Chambers, is there anything else we should consider to make this space more accessible, welcoming and comfortable?

council chambers should be as large as possible to accomodate public hearings and be more open/transparent to the public

Q5. Getting aroundThe majority of participants indicated they spend less than one hour when visiting City Hall, which suggests consistent turnover of parking spaces at the future City Hall/Library Building.In addition, the following features were important to respondents:bike racks/bike parking for cyclistsfuture electric vehicle charging stations/exchangesdrop off/pick up area outside the buildingAs we finalize the design, what other features would you like to see to enhance access to and within City Hall and the Library and the surrounding amenities?

walking trails edible gardens

Q6. We also heard from the community that creating a welcoming space is important (indoor and outdoor). Please describe YOUR ideas for a welcoming space!

an edible food forest, places to sit and walk in the outdoors fruit trees, tall ponderosas, as much green spaces as possible no lawns. A walking trail or 10 dog friendly off leash area. A small government building less cement more greens more shrubs more trees!!! Westbank is losing so much Im really wanting to leave here... It is so depressing watching this city turn into a concrete monster with little regard for wild spaces.

Q7. Incorporating public art that reflects West Kelowna's distinct heritage is important to us (such as our agriculture and logging roots, etc). Please tell us your ideas for public art that celebrates West Kelowna's past, present and future.

an edible garden filled with heirloom varieties native food gardens with elders present to give walking tours and workshops on how the plants were harvested. Childrens play area with art that reflects our heritage. Maybe a grapevine climbing wall. Some murals. Lots of ponderosa trees

Q8. Library space and servicesWhat library services would you see yourself or your family using? (Check all that apply)

Picking up and returning library materials
Attending adult programs
Access to computers and the Internet
Research and study
Renting meeting spaces

Q9. What time(s) do you visit the library? (Check all that apply)

Saturday

Q10. Please tell us what would make the West Kelowna Library a great space for you.

maybe an indoor atrium with a few fig trees like the one at olds college or something like the biodome in arizona

Q11. DemographicsSelect your age category.

45-54

Q12. How do you describe your gender identity?

Woman

Q13. What neighbourhood do you live in?

Westbank First Nation

Q14. CommunicationsPlease rank the following statements: (completely agree, somewhat agree, somewhat disagree, completely disagree)

The information presented was clear and understandable

Completely agree

I had an opportunity to share my views accurately

Completely agree

I understand how my input will be used

Completely agree

I felt that participating was a valuable experience

Somewhat agree

I learned something new

Somewhat agree

Q15. How did you hear about public consultation for the City Hall/Library Building?

Local news (online, television, newspaper)



Respondent No: 82

Login: Anonymous

Email: n/a

Responded At: Oct 03, 2021 23:30:28 pm

Last Seen: Oct 03, 2021 23:30:28 pm

IP Address: n/a

Q1. Open and inviting spacesWe heard that having an open and inviting space was important to consider as part of the design. Based on the sketches below (and we mean sketched!), what is your overall impression of the of the open space design?
City Hall - main entrance sketch
Library - Garden level entrance sketch
City Hall - main foyer and Council Chambers sketch
City Hall - second floor sketch (subject to wall delineation in seating area)
Please add additional comments to consider as part of the final design.

not answered

Q2. Customer service experienceCentralizing and consolidating administrative services from the City's multiple temporary-leased buildings will result in financial and work flow efficiencies. Planning is underway for a customer service layout to accommodate one centralized service area in the main entrance of the City Hall/Library Building.The main entrance will link the legislative and administrative components of the building and serves as a public foyer from which the departments on all three floors can be easily identified and located. This space also provides a key connection to the Library.Benefits include:increased access to multiple departments (such as Development, Engineering, Bylaw and Finance)larger space to accommodate customers/residents indoors for civic services (utilities and property tax payments, licenses, development applications etc.)built for today yet expandable for future growthBased on the description of the proposed one-stop customer service area, is there anything else we should consider as part of the final design?

nothing to add

Q3. As we look at ways to improve customer service, we heard from the public during the first round of consultation that easy payment options were important, e.g. utilities and tax payments. Would you consider using a drive-thru payment drop box outside of the building? Definitely consider

Q4. Council ChambersThe Council Chambers area is where important decisions are made everyday and encourages members of our community to participate in local government. Feedback from the first round of public consultation suggests moveable, flexible and comfortable seating as most important.Based on the sketch of the Council Chambers, is there anything else we should consider to make this space more accessible, welcoming and comfortable?

nothing to add

Q5. Getting aroundThe majority of participants indicated they spend less than one hour when visiting City Hall, which suggests consistent turnover of parking spaces at the future City Hall/Library Building.In addition, the following features were important to respondents:bike racks/bike parking for cyclistsfuture electric vehicle charging stations/exchangesdrop off/pick up area outside the buildingAs we finalize the design, what other features would you like to see to enhance access to and within City Hall and the Library and the surrounding amenities?

nothing to add

Q6. We also heard from the community that creating a welcoming space is important (indoor and outdoor). Please describe YOUR ideas for a welcoming space!

clear signage stating city hall and library

Q7. Incorporating public art that reflects West Kelowna's distinct heritage is important to us (such as our agriculture and logging roots, etc). Please tell us your ideas for public art that celebrates West Kelowna's past, present and future.

For Arts and Culture, create a small stage so that a max 4 person band could set up and perform for the public. Might be soft, light background jazz or acoustic guitar, or classical piano. For a theme or seasonal party, or private booking, it could be a soft rock band with low amplification.

Q8. Library space and services What library services would you see yourself or your family using? (Check all that apply)	Picking up and returning library materials
	Reading and lounging
	Research and study
	Renting meeting spaces

Q9. What time(s) do you visit the library? (Check all that apply)	Saturday
	Sunday

Q10. Please tell us what would make the West Kelowna Library a great space for you.

Interesting books, like the Guinness World Record books, famous novelists, and computer hobby types of books.

Q11. Demographics Select your age category.	45-54
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Q12. How do you describe your gender identity?	Man
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Q13. What neighbourhood do you live in?	Shannon Lake
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Q14. Communications
Please rank the following statements: (completely agree, somewhat agree, somewhat disagree, completely disagree)

The information presented was clear and understandable	Completely agree
I had an opportunity to share my views accurately	Completely agree
I understand how my input will be used	Somewhat agree
I felt that participating was a valuable experience	Somewhat agree
I learned something new	Completely agree

Q15. How did you hear about public consultation for the City Hall/Library Building?	Local news (online, television, newspaper)
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Respondent No: 83

Login: Anonymous

Email: n/a

Responded At: Oct 04, 2021 00:25:21 am

Last Seen: Oct 04, 2021 00:25:21 am

IP Address: n/a

Q1. Open and inviting spacesWe heard that having an open and inviting space was important to consider as part of the design. Based on the sketches below (and we mean sketched!), what is your overall impression of the of the open space design?
City Hall - main entrance sketch
Library - Garden level entrance sketch
City Hall - main foyer and Council Chambers sketch
City Hall - second floor sketch (subject to wall delineation in seating area)
Please add additional comments to consider as part of the final design.

Looks like a lot of concrete for meeting area. I would think grass and shade would be more appropriate as a meeting place. Who would be using this meeting place? Staff? Maybe I would use if going to library. Don't think i would use if visiting city hall. Sure is a lot of glass on building. Would that not be really hot in summer.

Q2. Customer service experienceCentralizing and consolidating administrative services from the City's multiple temporary-leased buildings will result in financial and work flow efficiencies. Planning is underway for a customer service layout to accommodate one centralized service area in the main entrance of the City Hall/Library Building.The main entrance will link the legislative and administrative components of the building and serves as a public foyer from which the departments on all three floors can be easily identified and located. This space also provides a key connection to the Library.Benefits include:increased access to multiple departments (such as Development, Engineering, Bylaw and Finance)larger space to accommodate customers/residents indoors for civic services (utilities and property tax payments, licenses, development applications etc.)built for today yet expandable for future growthBased on the description of the proposed one-stop customer service area, is there anything else we should consider as part of the final design?

not answered

Q3. As we look at ways to improve customer service, we heard from the public during the first round of consultation that easy payment options were important, e.g. utilities and tax payments. Would you consider using a drive-thru payment drop box outside of the building?

Would not consider

Q4. Council ChambersThe Council Chambers area is where important decisions are made everyday and encourages members of our community to participate in local government. Feedback from the first round of public consultation suggests moveable, flexible and comfortable seating as most important.Based on the sketch of the Council Chambers, is there anything else we should consider to make this space more accessible, welcoming and comfortable?

not answered

Q5. Getting aroundThe majority of participants indicated they spend less than one hour when visiting City Hall, which suggests consistent turnover of parking spaces at the future City Hall/Library Building.In addition, the following features were important to respondents:bike racks/bike parking for cyclistsfuture electric vehicle charging stations/exchangesdrop off/pick up area outside the buildingAs we finalize the design, what other features would you like to see to enhance access to and within City Hall and the Library and the surrounding amenities?

not answered

Q6. We also heard from the community that creating a welcoming space is important (indoor and outdoor). Please describe YOUR ideas for a welcoming space!

Grass shade tables

Q7. Incorporating public art that reflects West Kelowna's distinct heritage is important to us (such as our agriculture and logging roots, etc). Please tell us your ideas for public art that celebrates West Kelowna's past, present and future.

not answered

Q8. Library space and servicesWhat library services would you see yourself or your family using? (Check all that apply)

Picking up and returning library materials
Attending children or youth programs
Reading and lounging

Q9. What time(s) do you visit the library? (Check all that apply)

Weekday mornings

Q10. Please tell us what would make the West Kelowna Library a great space for you.

Provider of free information sessions, workshops.

Q11. DemographicsSelect your age category.

55-64

Q12. How do you describe your gender identity?

Woman

Q13. What neighbourhood do you live in?

Shannon Lake

Q14. CommunicationsPlease rank the following statements: (completely agree, somewhat agree, somewhat disagree, completely disagree)

The information presented was clear and understandable	Completely agree
I had an opportunity to share my views accurately	Completely agree
I understand how my input will be used	Somewhat agree
I felt that participating was a valuable experience	Completely agree
I learned something new	Somewhat agree

Q15. How did you hear about public consultation for the City Hall/Library Building?

Social media (Facebook, Twitter, Instagram etc.)
In person - pop up engagement events



Respondent No: 84

Login: Anonymous

Email: n/a

Responded At: Oct 04, 2021 07:22:24 am

Last Seen: Oct 04, 2021 07:22:24 am

IP Address: n/a

Q1. Open and inviting spacesWe heard that having an open and inviting space was important to consider as part of the design. Based on the sketches below (and we mean sketched!), what is your overall impression of the of the open space design?
City Hall - main entrance sketch
Library - Garden level entrance sketch
City Hall - main foyer and Council Chambers sketch
City Hall - second floor sketch (subject to wall delineation in seating area)
Please add additional comments to consider as part of the final design.

Although the design is beautiful. Its is very collegiate looking. It doesn't look like a city hall but a college. Much like Okanagan College.

Q2. Customer service experienceCentralizing and consolidating administrative services from the City's multiple temporary-leased buildings will result in financial and work flow efficiencies. Planning is underway for a customer service layout to accommodate one centralized service area in the main entrance of the City Hall/Library Building.The main entrance will link the legislative and administrative components of the building and serves as a public foyer from which the departments on all three floors can be easily identified and located. This space also provides a key connection to the Library.Benefits include:increased access to multiple departments (such as Development, Engineering, Bylaw and Finance)larger space to accommodate customers/residents indoors for civic services (utilities and property tax payments, licenses, development applications etc.)built for today yet expandable for future growthBased on the description of the proposed one-stop customer service area, is there anything else we should consider as part of the final design?

not answered

Q3. As we look at ways to improve customer service, we heard from the public during the first round of consultation that easy payment options were important, e.g. utilities and tax payments. Would you consider using a drive-thru payment drop box outside of the building? Might or might not consider

Q4. Council ChambersThe Council Chambers area is where important decisions are made everyday and encourages members of our community to participate in local government. Feedback from the first round of public consultation suggests moveable, flexible and comfortable seating as most important.Based on the sketch of the Council Chambers, is there anything else we should consider to make this space more accessible, welcoming and comfortable?

I would change the whole layout. The currently layout looks like a court house. Which isn't welcoming or comfortable. In addition the space looks space where would someone in a wheel chair or with a walker sit?

Q5. Getting aroundThe majority of participants indicated they spend less than one hour when visiting City Hall, which suggests consistent turnover of parking spaces at the future City Hall/Library Building.In addition, the following features were important to respondents:bike racks/bike parking for cyclistsfuture electric vehicle charging stations/exchangesdrop off/pick up area outside the buildingAs we finalize the design, what other features would you like to see to enhance access to and within City Hall and the Library and the surrounding amenities?

You need longer term parking. Many participates of city hall may only be there for an hour. But by adding a library, some students and adults could be there for hours conducting research or studying for examples.

Q6. We also heard from the community that creating a welcoming space is important (indoor and outdoor). Please describe YOUR ideas for a welcoming space!

A welcoming space would be an area with tables, seating and charging outlets. Where you could sit and discuss important business plans or have a group studying area. With a small popup coffee stand and where food and drinks are permitted.

Q7. Incorporating public art that reflects West Kelowna's distinct heritage is important to us (such as our agriculture and logging roots, etc). Please tell us your ideas for public art that celebrates West Kelowna's past, present and future.

Past would be art work or community photos from the past 40 or 50 years. Present would be art work and photos from the current year and current local artist, future would be to show case some of the students work from the local high school, middle and elementary.

Q8. Library space and servicesWhat library services would you see yourself or your family using? (Check all that apply)

Picking up and returning library materials
Attending children or youth programs
Access to computers and the Internet
Reading and lounging
Research and study
Renting meeting spaces

Q9. What time(s) do you visit the library? (Check all that apply)

Weekday evenings
Saturday
Sunday

Q10. Please tell us what would make the West Kelowna Library a great space for you.

A study area - A private desk, with outlets. Or a rent-able / bookable space for team meetings.

Q11. DemographicsSelect your age category.

25-34

Q12. How do you describe your gender identity?

Woman

Q13. What neighbourhood do you live in?

Shannon Lake

Q14. CommunicationsPlease rank the following statements: (completely agree, somewhat agree, somewhat disagree, completely disagree)

The information presented was clear and understandable

Somewhat disagree

I had an opportunity to share my views accurately

Somewhat agree

I understand how my input will be used

Completely disagree

I felt that participating was a valuable experience

Completely agree

I learned something new

Completely disagree

Q15. How did you hear about public consultation for the City Hall/Library Building?

Local news (online, television, newspaper)



Respondent No: 85

Login: Anonymous

Email: n/a

Responded At: Oct 04, 2021 08:19:53 am

Last Seen: Oct 04, 2021 08:19:53 am

IP Address: n/a

Q1. Open and inviting spacesWe heard that having an open and inviting space was important to consider as part of the design. Based on the sketches below (and we mean sketched!), what is your overall impression of the of the open space design?
City Hall - main entrance sketch
Library - Garden level entrance sketch
City Hall - main foyer and Council Chambers sketch
City Hall - second floor sketch (subject to wall delineation in seating area)
Please add additional comments to consider as part of the final design.

not answered

Q2. Customer service experienceCentralizing and consolidating administrative services from the City's multiple temporary-leased buildings will result in financial and work flow efficiencies. Planning is underway for a customer service layout to accommodate one centralized service area in the main entrance of the City Hall/Library Building.The main entrance will link the legislative and administrative components of the building and serves as a public foyer from which the departments on all three floors can be easily identified and located. This space also provides a key connection to the Library.Benefits include:increased access to multiple departments (such as Development, Engineering, Bylaw and Finance)larger space to accommodate customers/residents indoors for civic services (utilities and property tax payments, licenses, development applications etc.)built for today yet expandable for future growthBased on the description of the proposed one-stop customer service area, is there anything else we should consider as part of the final design?

not answered

Q3. As we look at ways to improve customer service, we heard from the public during the first round of consultation that easy payment options were important, e.g. utilities and tax payments. Would you consider using a drive-thru payment drop box outside of the building? Would not consider

Q4. Council ChambersThe Council Chambers area is where important decisions are made everyday and encourages members of our community to participate in local government. Feedback from the first round of public consultation suggests moveable, flexible and comfortable seating as most important.Based on the sketch of the Council Chambers, is there anything else we should consider to make this space more accessible, welcoming and comfortable?

To much glass hot in the summer. cold in the winter.

Q5. Getting aroundThe majority of participants indicated they spend less than one hour when visiting City Hall, which suggests consistent turnover of parking spaces at the future City Hall/Library Building.In addition, the following features were important to respondents:bike racks/bike parking for cyclistsfuture electric vehicle charging stations/exchangesdrop off/pick up area outside the buildingAs we finalize the design, what other features would you like to see to enhance access to and within City Hall and the Library and the surrounding amenities?

To much glass hot in the summer. cold in the winter.

Q6. We also heard from the community that creating a welcoming space is important (indoor and outdoor). Please describe YOUR ideas for a welcoming space!

To much glass hot in the summer. cold in the winter.

Q7. Incorporating public art that reflects West Kelowna's distinct heritage is important to us (such as our agriculture and logging roots, etc). Please tell us your ideas for public art that celebrates West Kelowna's past, present and future.

None

Q8. Library space and servicesWhat library services would you see yourself or your family using? (Check all that apply) not answered

Q9. What time(s) do you visit the library? (Check all that apply) not answered

Q10. Please tell us what would make the West Kelowna Library a great space for you.

Close library are old school and have pasted

Q11. DemographicsSelect your age category. 55-64

Q12. How do you describe your gender identity? Man

Q13. What neighbourhood do you live in? Smith Creek

Q14. CommunicationsPlease rank the following statements: (completely agree, somewhat agree, somewhat disagree, completely disagree)

The information presented was clear and understandable Completely disagree

I had an opportunity to share my views accurately Completely disagree

I understand how my input will be used Completely disagree

I felt that participating was a valuable experience Completely disagree

I learned something new Completely disagree

Q15. How did you hear about public consultation for the City Hall/Library Building? Social media (Facebook, Twitter, Instagram etc.)
