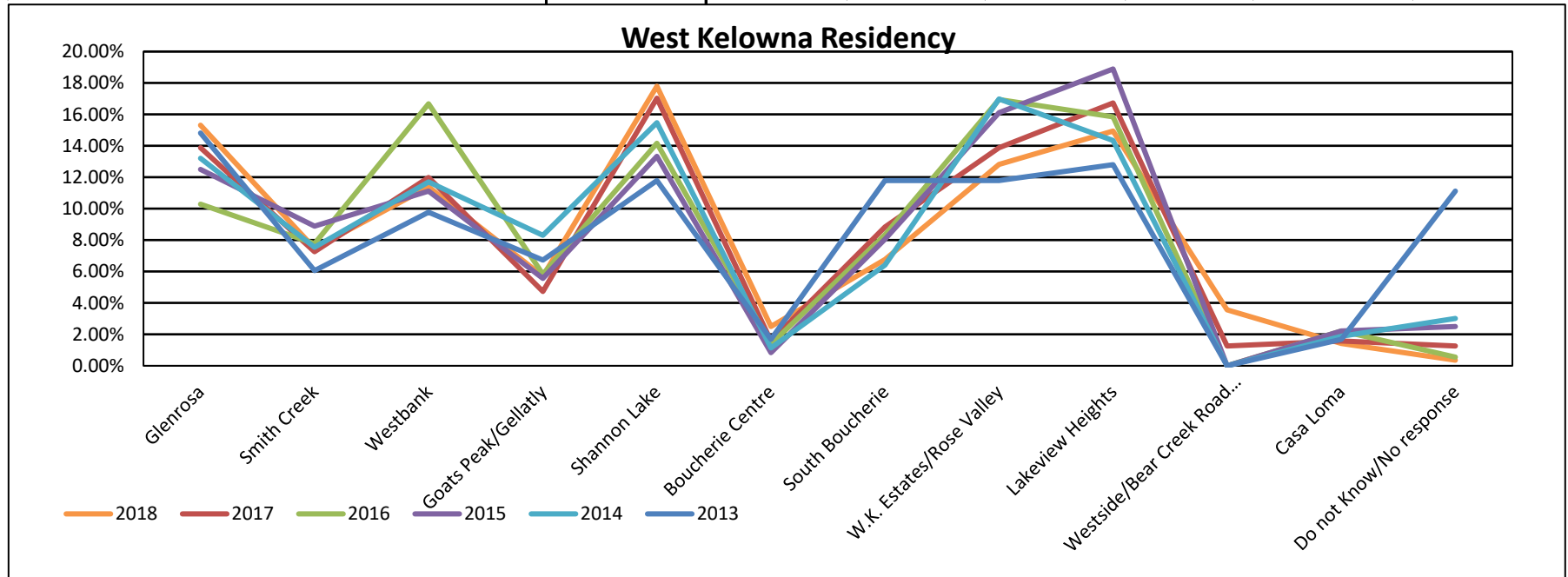


NOTE: The 2018 Survey was edited for clarity and relevance.

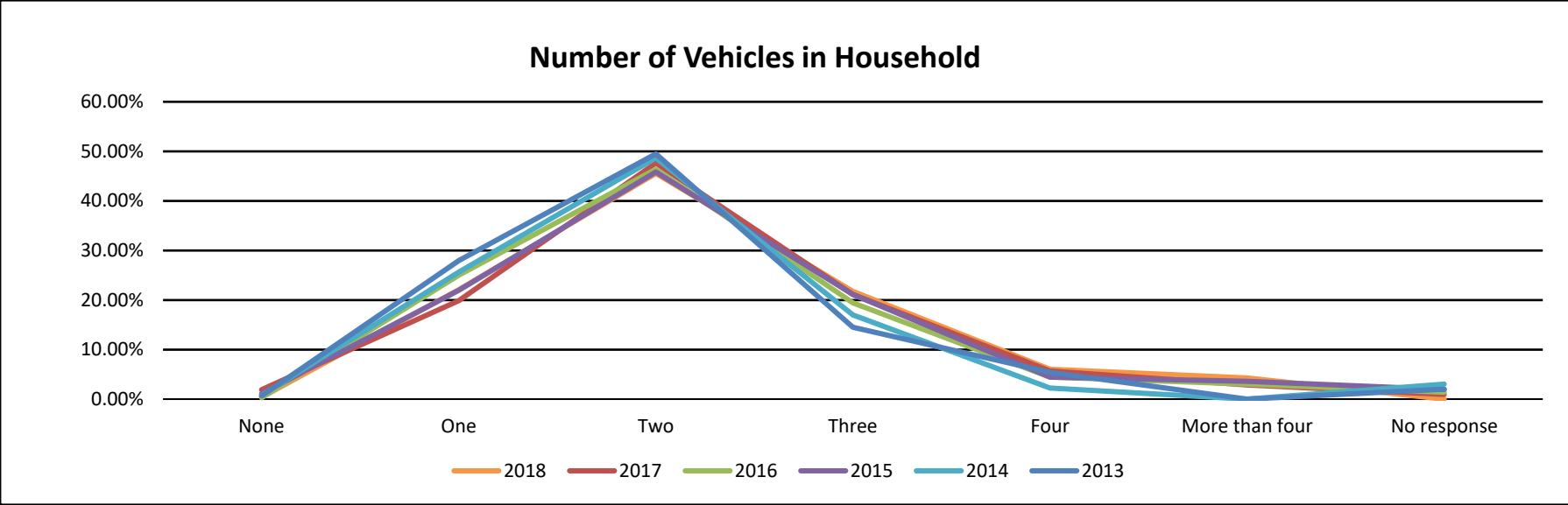
**1. In which zone of West Kelowna do you live or own property?
(Westside Road/Bear Creek Road category added in 2017)**

	2018	2017	2016	2015	2014	2013
Glenrosa	15.30%	13.88%	10.28%	12.50%	13.21%	14.81%
Smith Creek	7.47%	7.26%	7.78%	8.89%	7.55%	6.06%
Westbank	11.39%	11.99%	16.67%	11.11%	11.70%	9.76%
Goats Peak/Gellatly	5.69%	4.73%	5.83%	5.56%	8.30%	6.73%
Shannon Lake	17.79%	17.03%	14.17%	13.33%	15.47%	11.78%
Boucherie Centre	2.49%	1.58%	1.39%	0.83%	1.13%	1.68%
South Boucherie	6.76%	8.83%	8.33%	8.06%	6.42%	11.78%
W.K. Estates/Rose Valley	12.81%	13.88%	16.94%	16.11%	16.98%	11.78%
Lakeview Heights	14.95%	16.72%	15.83%	18.89%	14.34%	12.79%
Westside/Bear Creek Road (added in 2017)	3.56%	1.26%	0.00%	0.00%	0.00%	0.00%
Casa Loma	1.42%	1.58%	2.22%	2.22%	1.89%	1.68%
Do not Know/No response	0.36%	1.26%	0.56%	2.50%	3.02%	11.11%



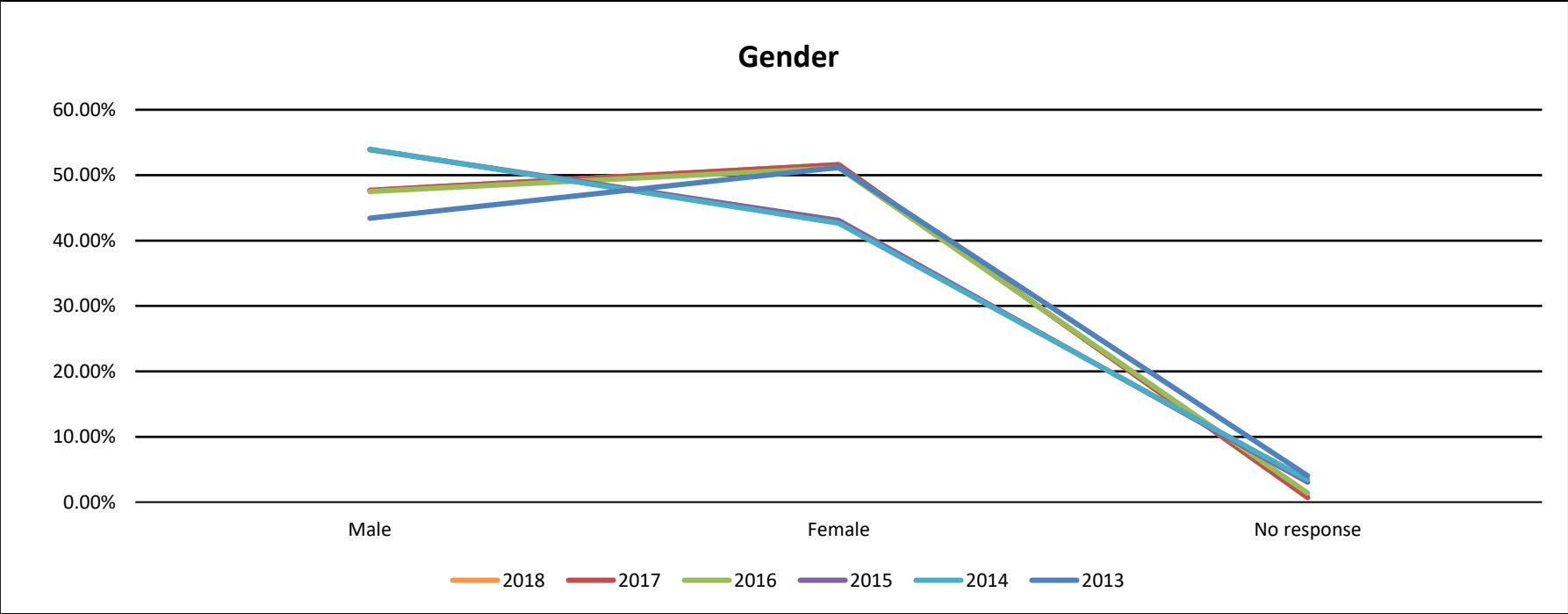
**3. How many vehicles are part of your household?
(More than four category added in 2015)**

	2018	2017	2016	2015	2014	2013
None	0.36%	1.89%	0.28%	1.11%	0.75%	0.67%
One	22.06%	19.87%	25.00%	21.94%	25.66%	27.95%
Two	45.55%	47.63%	46.39%	45.83%	48.68%	49.49%
Three	21.71%	21.14%	19.44%	21.11%	16.98%	14.48%
Four	6.05%	5.68%	4.44%	4.44%	2.26%	5.39%
More than four	4.27%	2.84%	3.06%	3.61%	0.00%	0.00%
No response	0.00%	0.95%	1.39%	1.94%	3.02%	2.02%



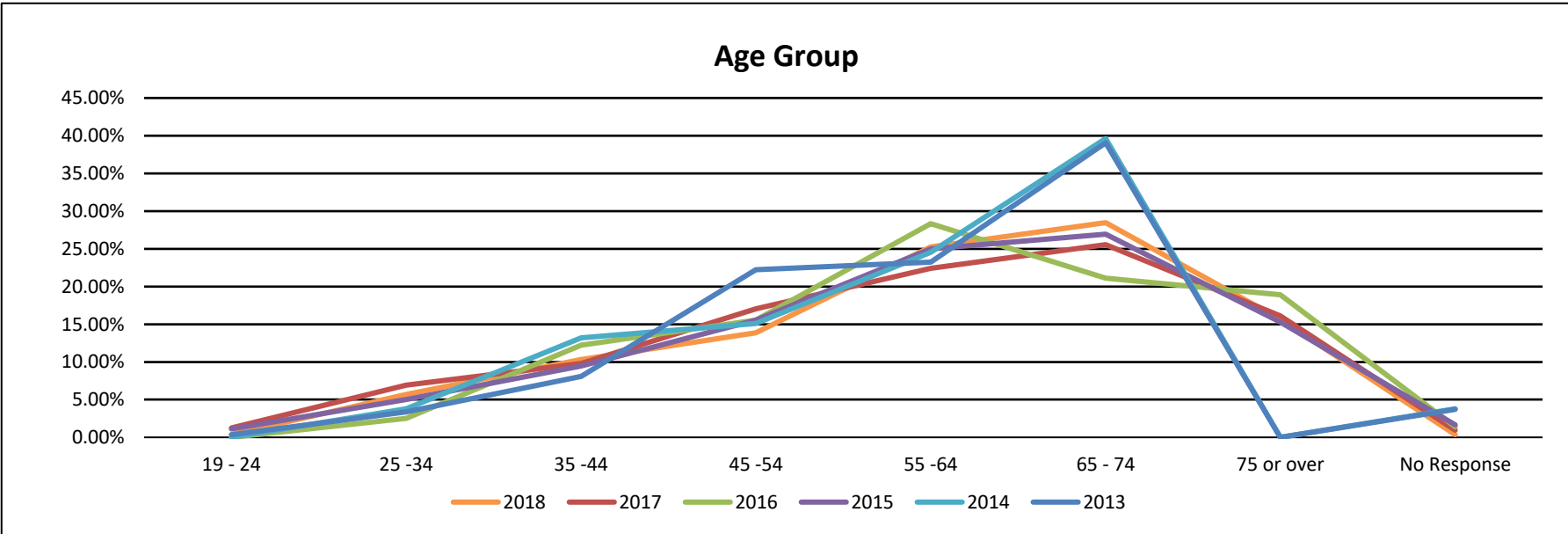
5. Please indicate your gender.

	2018	2017	2016	2015	2014	2013
Male	47.69%	47.69%	47.50%	53.89%	53.96%	43.43%
Female	51.60%	51.60%	51.11%	43.06%	42.64%	51.18%
No response	0.71%	0.71%	1.39%	3.06%	3.40%	4.04%



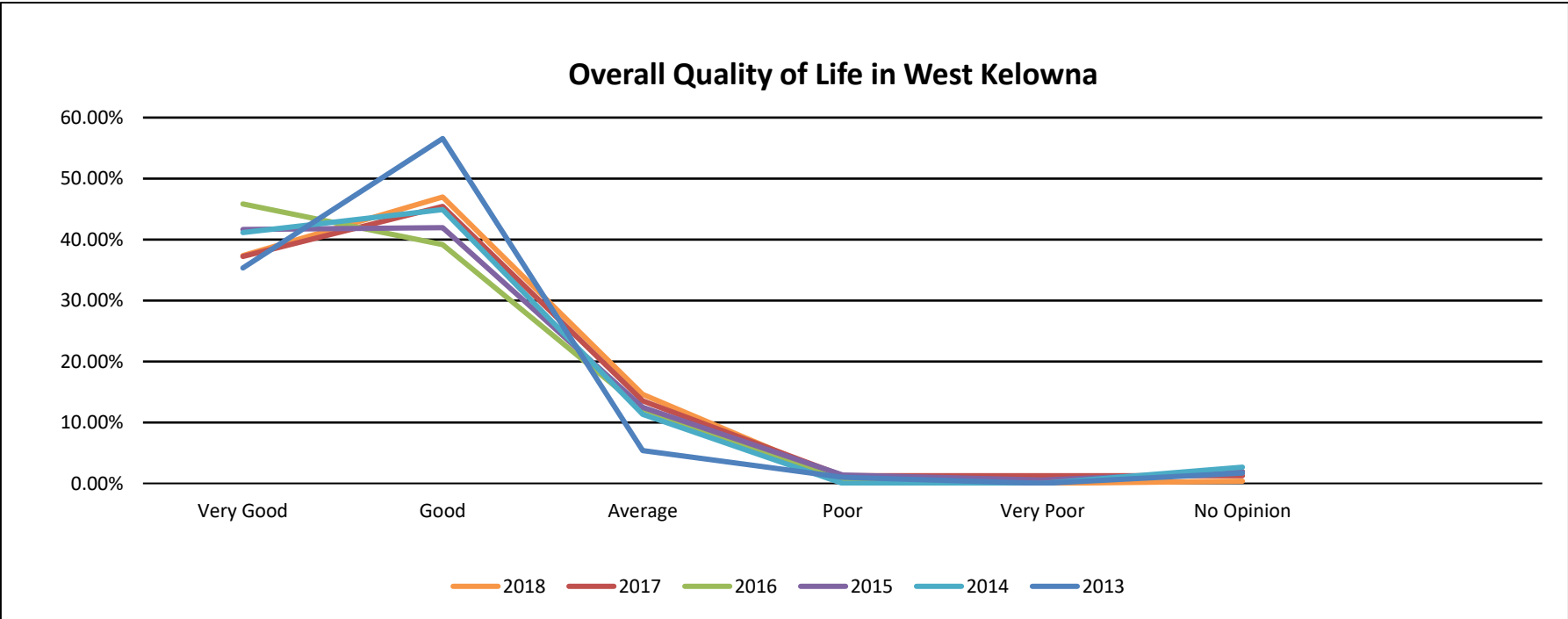
**6. Please indicate your age group.
(75 or over category added in 2015)**

	2018	2017	2016	2015	2014	2013
19 - 24	0.36%	1.26%	0.00%	1.11%	0.00%	0.34%
25 -34	5.69%	6.94%	2.50%	5.00%	3.77%	3.37%
35 -44	10.32%	9.78%	12.22%	9.44%	13.21%	8.08%
45 -54	13.88%	17.03%	15.56%	15.56%	15.09%	22.22%
55 -64	25.27%	22.40%	28.33%	25.00%	24.53%	23.23%
65 - 74	28.47%	25.55%	21.11%	26.94%	39.62%	39.06%
75 or over	15.66%	16.09%	18.89%	15.28%	0.00%	0.00%
No Response	0.36%	0.95%	1.39%	1.67%	3.77%	3.70%



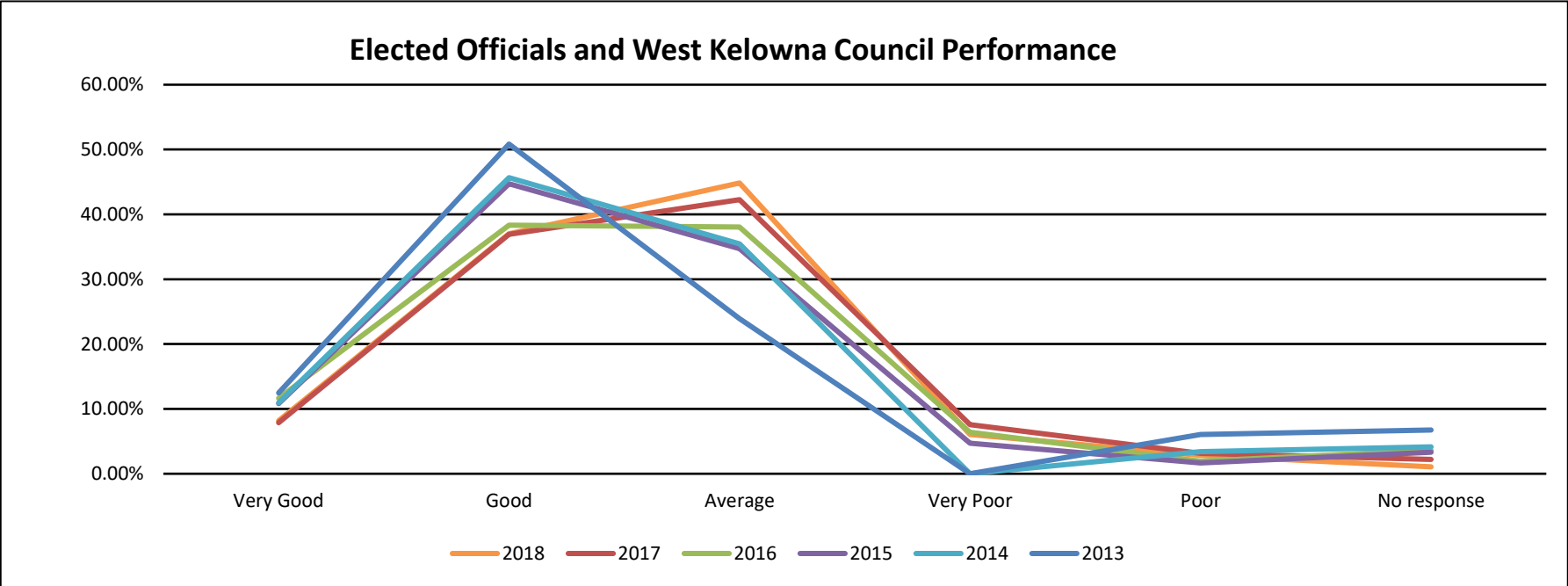
7. Taking all things into consideration, how would you rate your overall quality of life in West Kelowna?

	2018	2017	2016	2015	2014	2013
Very Good	37.37%	37.22%	45.83%	41.67%	41.13%	35.35%
Good	46.98%	45.43%	39.17%	41.94%	44.91%	56.57%
Average	14.59%	13.56%	12.22%	12.50%	11.32%	5.39%
Poor	0.71%	1.26%	0.56%	1.39%	0.00%	1.01%
Very Poor	0.00%	1.26%	0.28%	0.56%	0.00%	0.00%
No Opinion	0.36%	1.26%	1.94%	1.94%	2.64%	1.68%



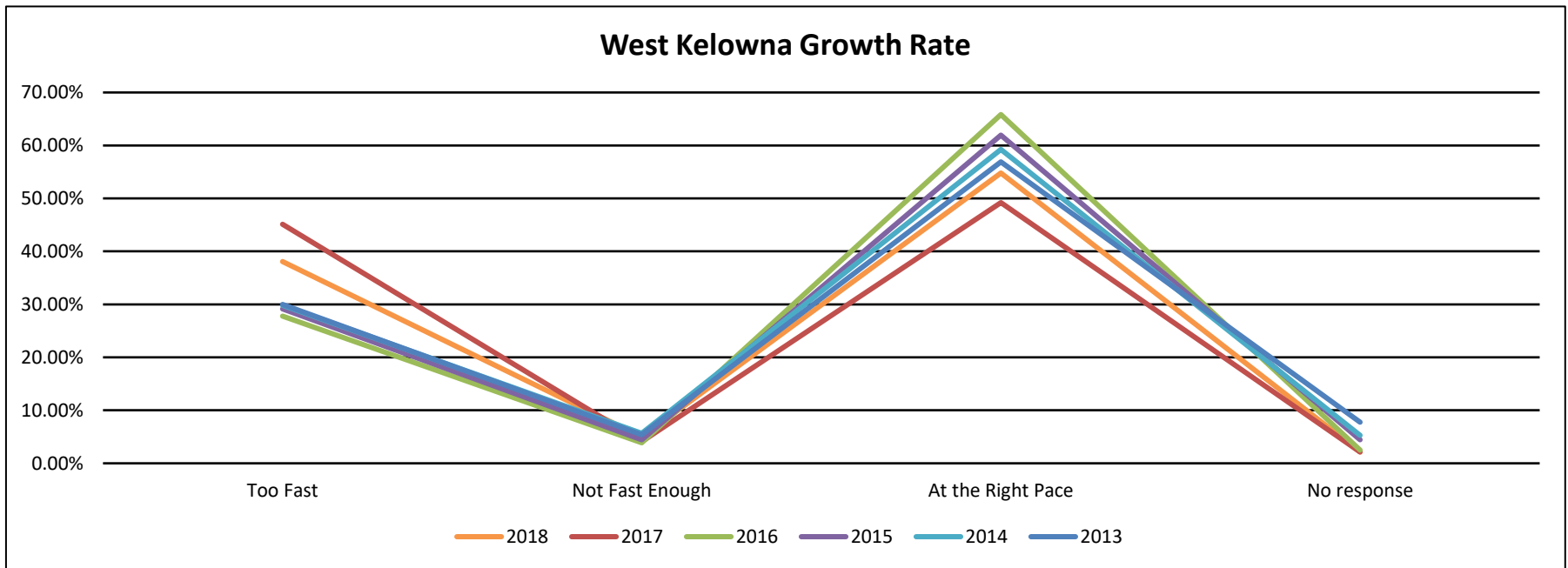
8. In general, how would you rate the performance of your elected officials, West Kelowna Council? (Very Poor category was added in 2015)

	2018	2017	2016	2015	2014	2013
Very Good	8.19%	7.89%	11.67%	10.83%	10.94%	12.46%
Good	37.01%	36.91%	38.33%	44.72%	45.66%	50.84%
Average	44.84%	42.27%	38.06%	34.72%	35.47%	23.91%
Very Poor	6.05%	7.57%	6.39%	4.72%	0.00%	0.00%
Poor	2.85%	3.15%	1.94%	1.67%	3.40%	6.06%
No response	1.07%	2.21%	3.61%	3.33%	4.15%	6.73%



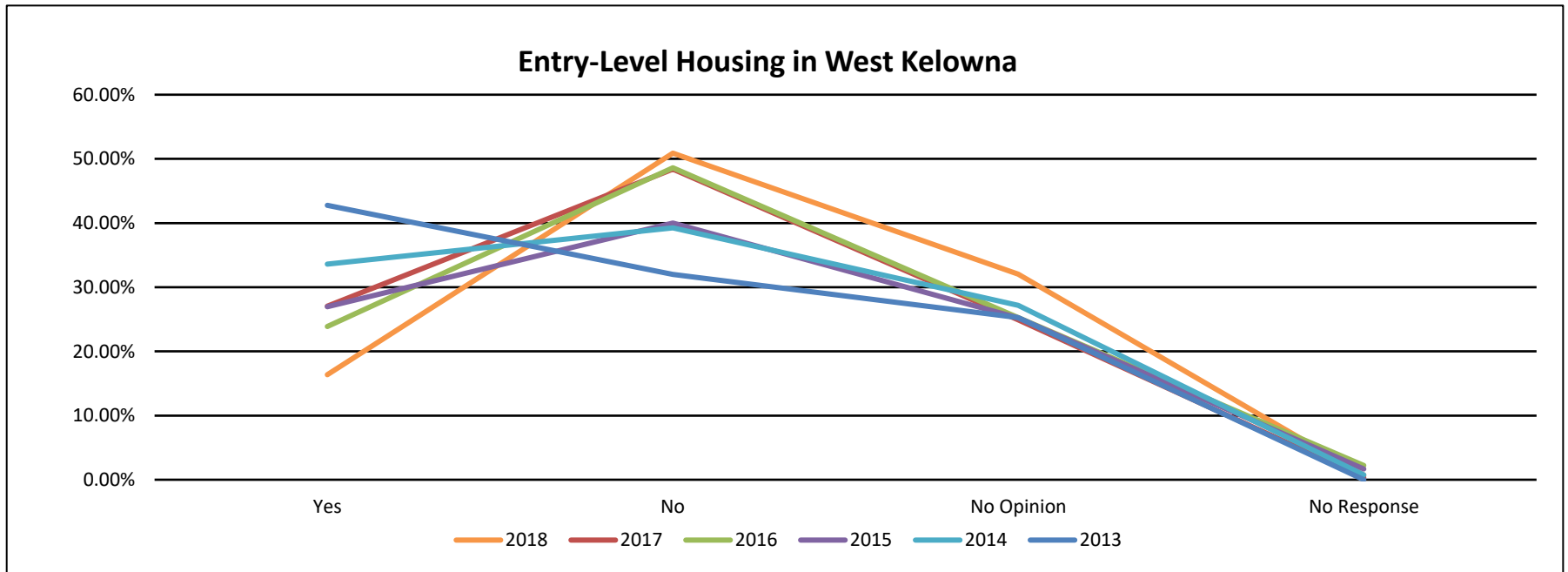
9. West Kelowna is a rapidly growing community, recording the greatest rate increase among all Central Okanagan municipalities in 2016 growth of 2.7% over 2015 (BC Statistics. How do you feel West Kelowna is growing?

	2018	2017	2016	2015	2014	2013
Too Fast	38.08%	45.11%	27.78%	29.17%	29.81%	29.97%
Not Fast Enough	4.98%	4.10%	3.89%	4.44%	5.66%	5.39%
At the Right Pace	54.80%	49.21%	65.83%	61.94%	59.25%	56.90%
No response	2.14%	2.14%	2.50%	4.44%	5.28%	7.74%



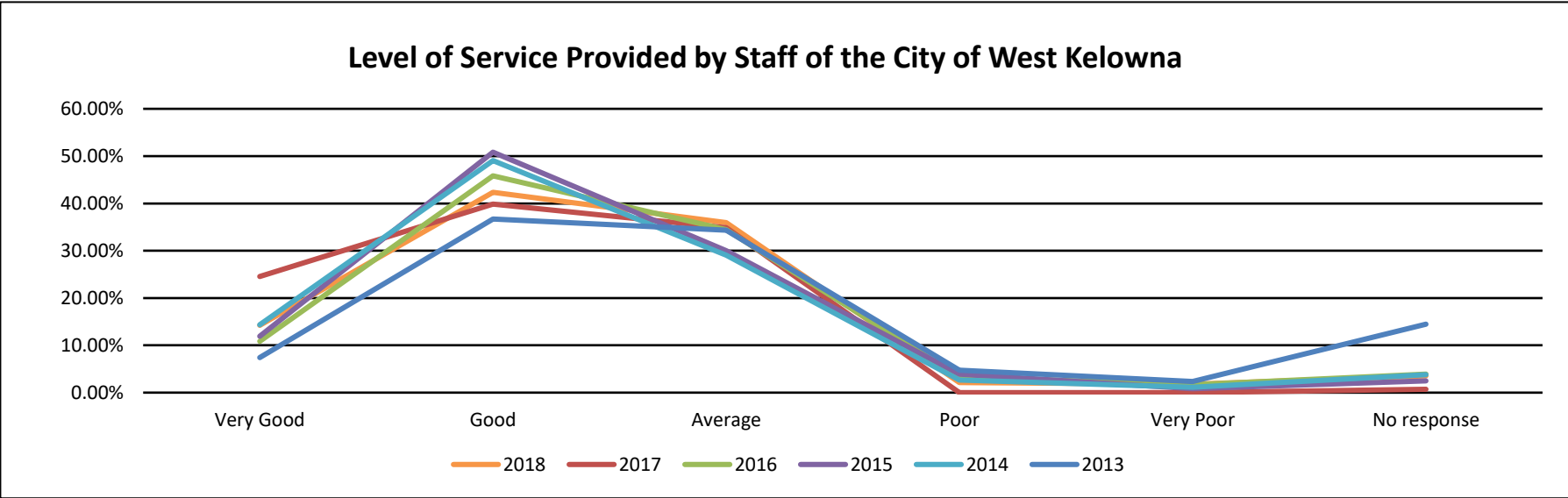
**20. Do you think there is enough affordable housing available for purchase in West Kelowna?
 (Previous years question-Do you think there is enough entry-level housing in West Kelowna?)**

	2018	2017	2016	2015	2014	2013
Yes	16.37%	27.05%	23.89%	26.94%	33.58%	42.76%
No	50.89%	48.40%	48.61%	40.00%	39.25%	31.99%
No Opinion	32.03%	24.92%	25.28%	25.24%	27.17%	25.25%
No Response	0.71%	0.32%	2.22%	1.67%	0.75%	0.00%



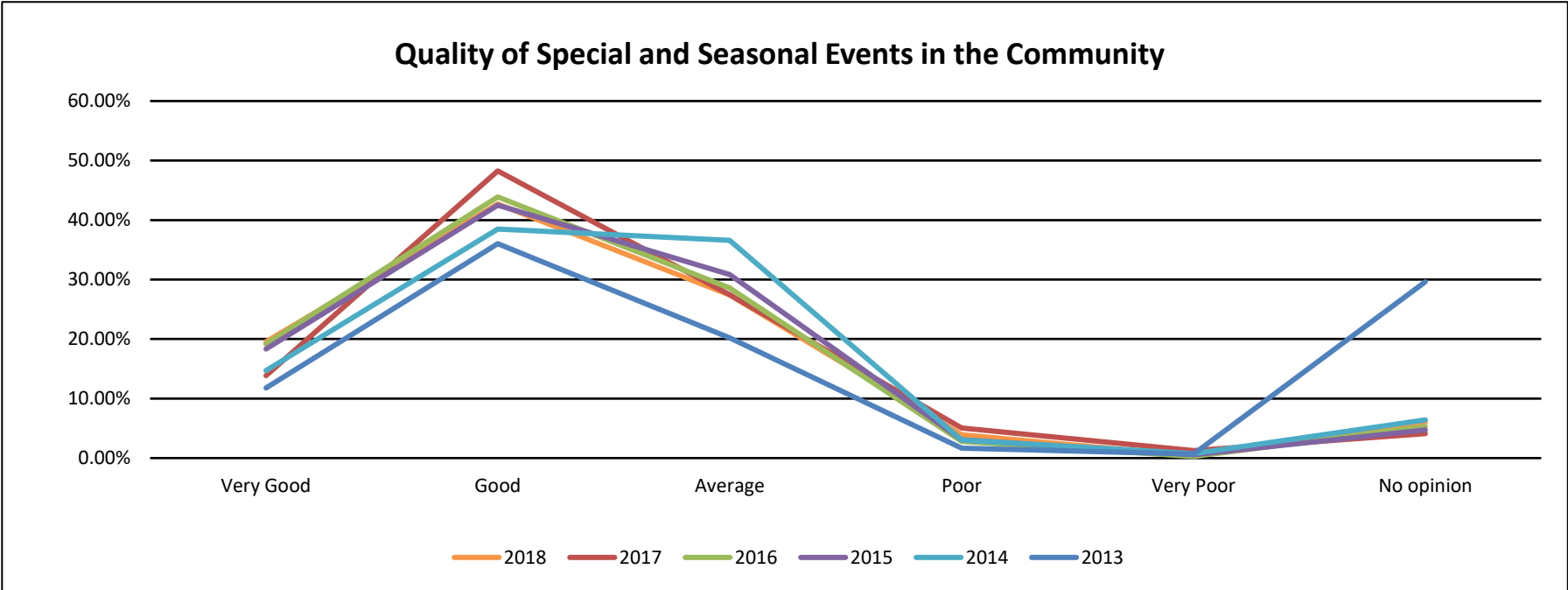
23. How would you rate the level of service provided by staff of the City of West Kelowna?

	2018	2017	2016	2015	2014	2013
Very Good	14.23%	24.56%	10.83%	11.94%	14.34%	7.41%
Good	42.35%	39.86%	45.83%	50.83%	49.06%	36.70%
Average	35.94%	34.88%	34.44%	30.00%	29.06%	34.34%
Poor	2.14%	0.00%	3.33%	3.89%	2.64%	4.71%
Very Poor	1.78%	0.00%	1.67%	0.83%	1.13%	2.36%
No response	3.56%	0.71%	3.89%	2.50%	3.77%	14.48%



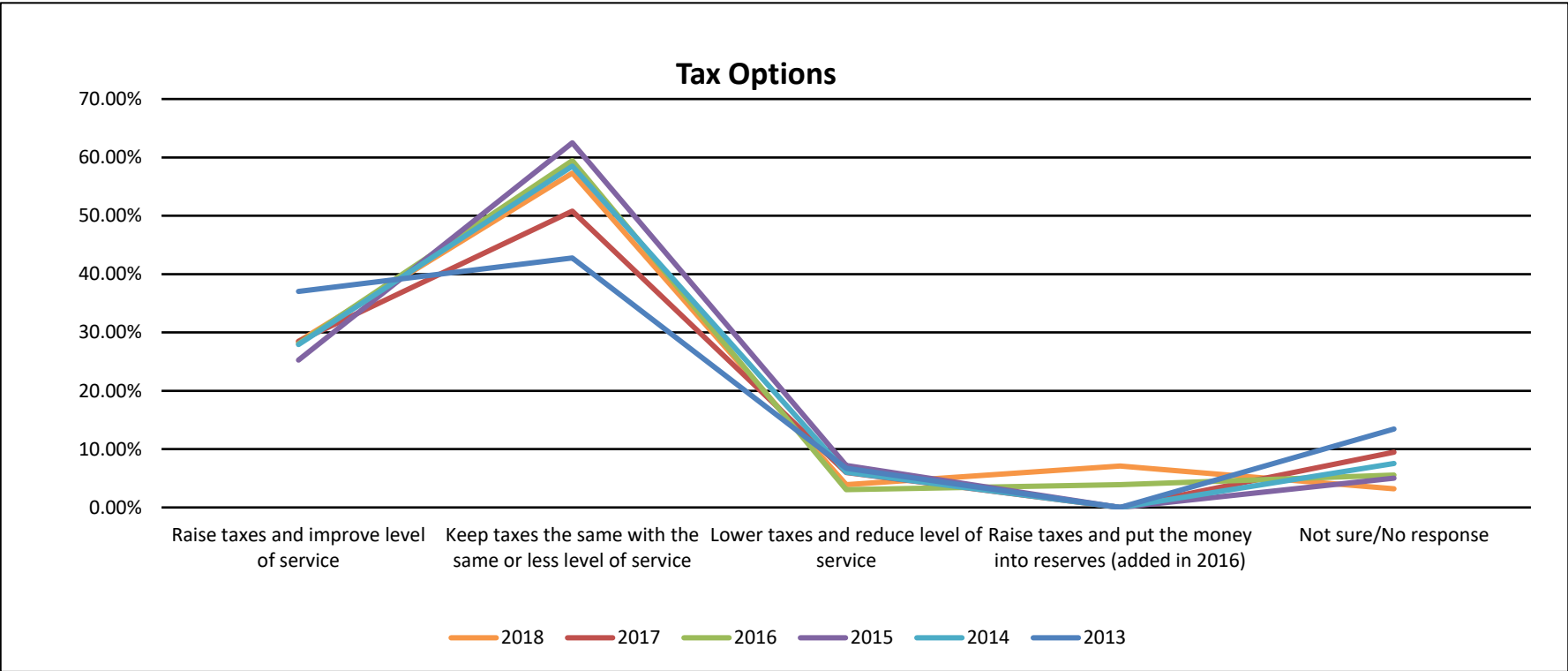
**25. How do you rate the quality of special and seasonal events in your community?
(Winterfest, Music in the Park, Christmas Light Up, Easter Extravaganza)**

	2018	2017	2016	2015	2014	2013
Very Good	19.57%	13.88%	19.17%	18.33%	14.72%	11.78%
Good	42.70%	48.26%	43.89%	42.50%	38.49%	36.03%
Average	27.40%	27.44%	28.61%	30.83%	36.60%	20.20%
Poor	3.91%	5.05%	2.78%	3.06%	3.02%	1.68%
Very Poor	0.36%	1.26%	0.28%	0.56%	0.75%	0.67%
No opinion	6.05%	4.10%	5.28%	4.72%	6.42%	29.63%



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

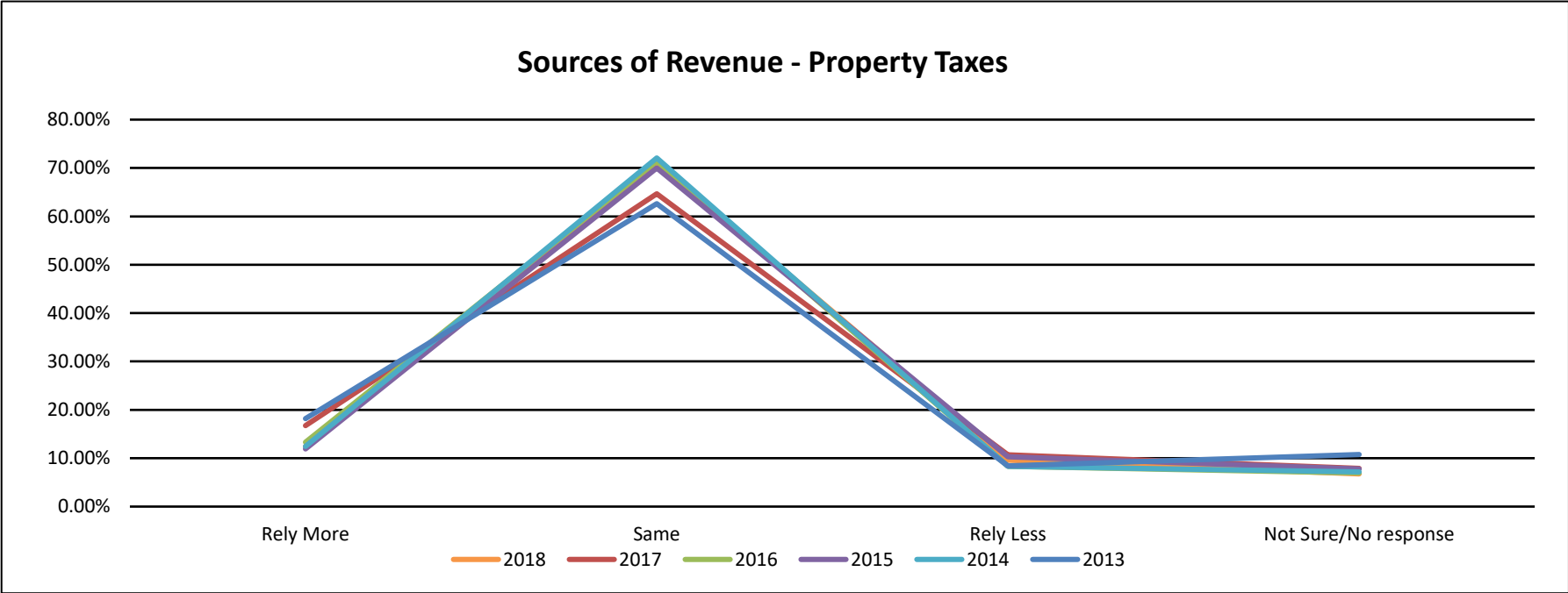
	2018	2017	2016	2015	2014	2013
Raise taxes and improve level of service	28.47%	28.47%	28.06%	25.28%	27.92%	37.04%
Keep taxes the same with the same or less level of service	57.30%	50.79%	59.44%	62.50%	58.49%	42.76%
Lower taxes and reduce level of service	3.91%	5.99%	3.06%	7.22%	6.04%	6.73%
Raise taxes and put the money into reserves (added in 2016)	7.12%	0.00%	3.89%	0.00%	0.00%	0.00%
Not sure/No response	3.20%	9.46%	5.56%	5.00%	7.55%	13.47%



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

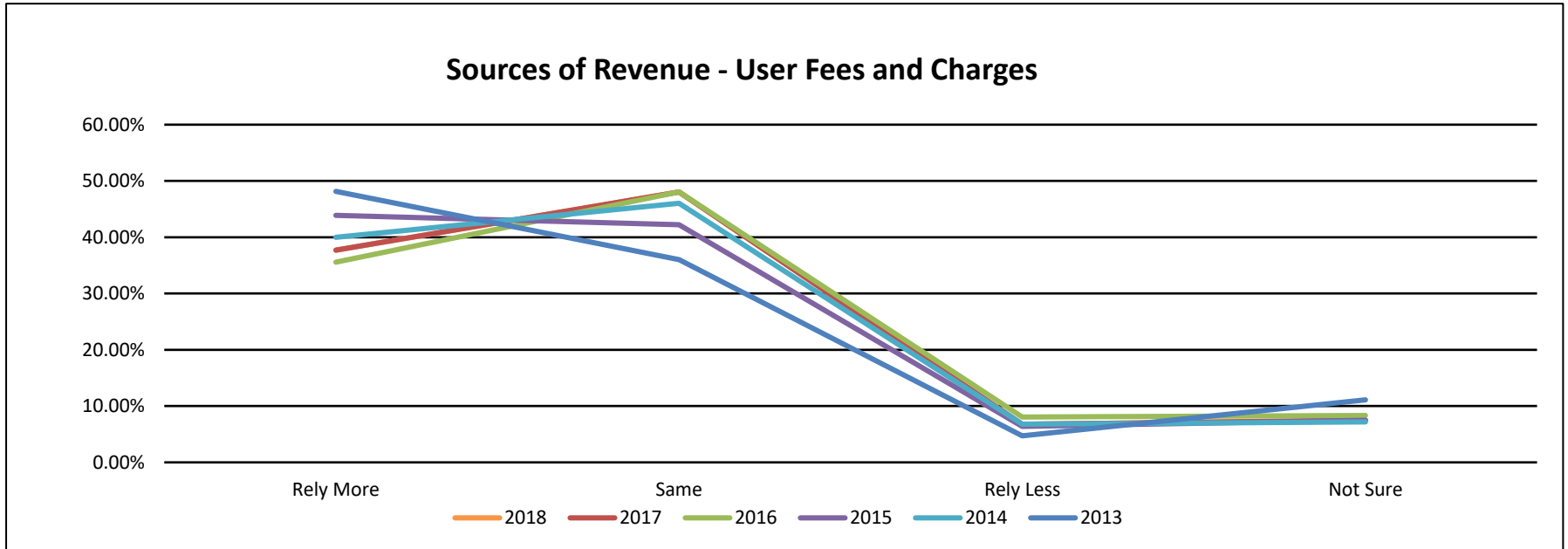
31.1 Property Taxes:

	2018	2017	2016	2015	2014	2013
Rely More	12.46%	16.72%	13.33%	11.94%	12.45%	18.18%
Same	71.17%	64.67%	71.39%	70.00%	72.08%	62.63%
Rely Less	9.61%	10.73%	8.33%	10.28%	8.30%	8.42%
Not Sure/No response	6.76%	7.89%	6.94%	7.78%	7.17%	10.77%



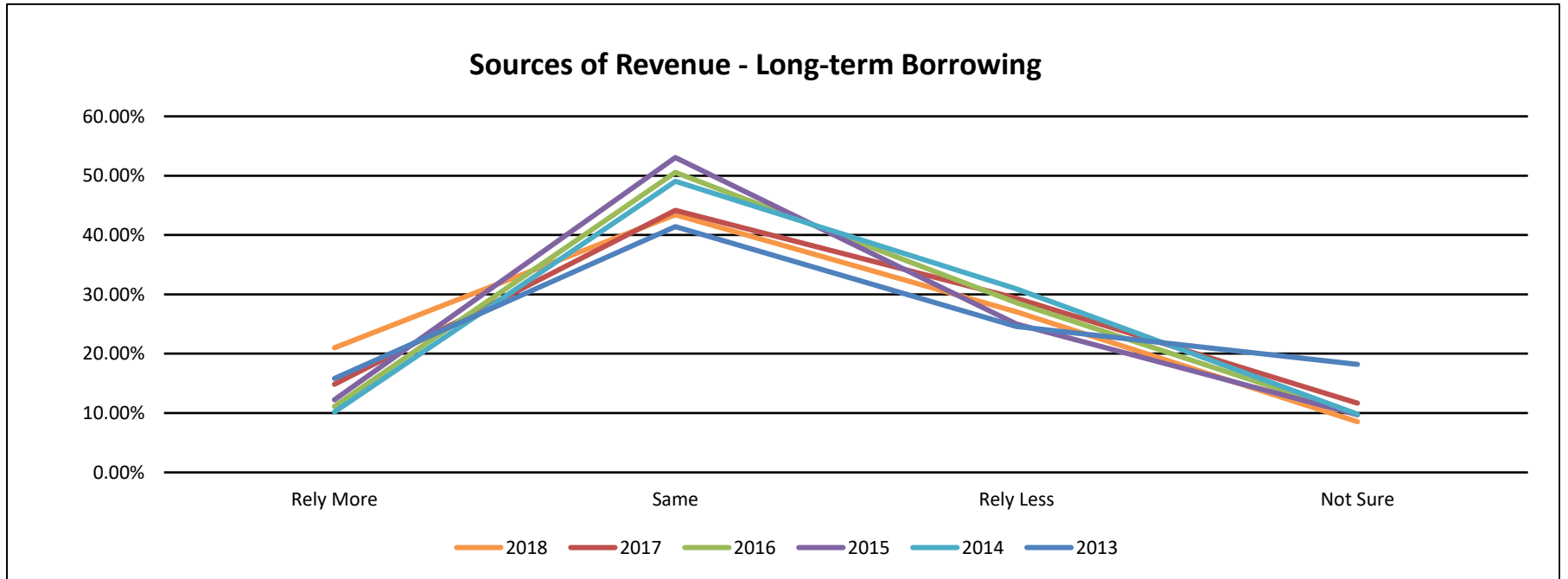
31.2 User Fees and Charges:

	2018	2017	2016	2015	2014	2013
Rely More	37.72%	37.72%	35.56%	43.89%	40.00%	48.15%
Same	48.04%	48.04%	48.06%	42.22%	46.04%	36.03%
Rely Less	6.76%	6.76%	8.06%	6.39%	6.79%	4.71%
Not Sure	7.47%	7.47%	8.33%	7.50%	7.17%	11.11%



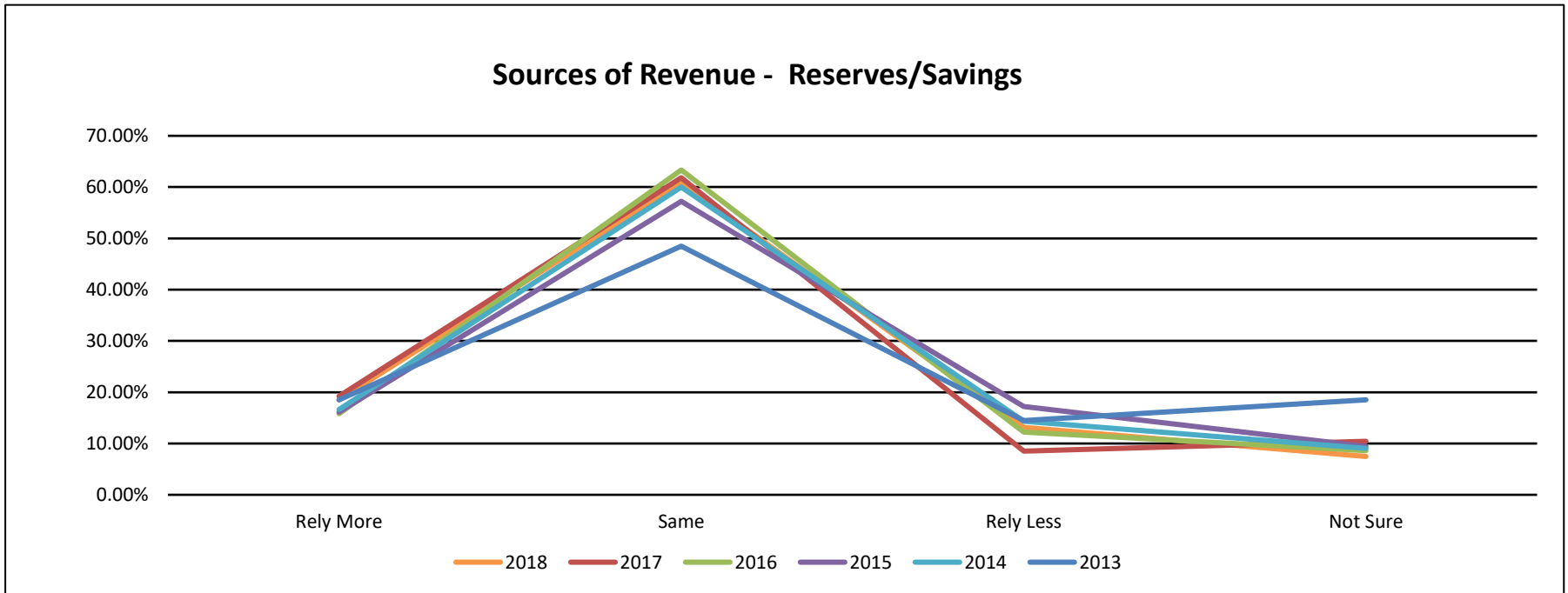
31.3 Long-term Borrowing:

	2018	2017	2016	2015	2014	2013
Rely More	21.00%	14.83%	11.11%	12.22%	10.19%	15.82%
Same	43.42%	44.16%	50.56%	53.06%	49.06%	41.41%
Rely Less	27.05%	29.34%	28.61%	25.00%	30.94%	24.58%
Not Sure	8.54%	11.67%	9.72%	9.72%	9.81%	18.18%



31.4 Reserves/Savings:

	2018	2017	2016	2015	2014	2013
Rely More	18.51%	19.24%	15.83%	16.11%	16.60%	18.52%
Same	60.85%	61.83%	63.33%	57.22%	60.00%	48.48%
Rely Less	13.17%	8.52%	12.22%	17.22%	14.34%	14.48%
Not Sure	7.47%	10.41%	8.61%	9.44%	9.06%	18.52%



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

	2018	2017	2016	2015	2014	2013
Newspapers	18.15%	16.09%	20.28%	30.00%	30.94%	31.31%
Television	2.85%	4.10%	5.56%	4.44%	3.77%	3.03%
Radio	4.98%	5.99%	3.33%	5.83%	4.91%	0.34%
Mail Out - Tax Notice	47.33%	47.33%	44.72%	40.00%	41.89%	24.92%
Website/Internet	12.10%	0.00%	8.89%	7.50%	6.79%	17.17%
Council Meeting	0.00%	12.10%	0.56%	0.00%	0.38%	1.35%
Newsletters	8.54%	0.00%	9.44%	6.11%	4.53%	11.78%
Public meeting	1.07%	0.95%	0.56%	1.11%	1.51%	0.67%
E-Notification email	3.20%	0.00%	4.72%	0.00%	0.00%	0.00%
No Response	1.78%	4.73%	1.94%	3.33%	3.02%	8.75%

