

2018 Results					2017 Results				
Importance vs Quality Comparison					Importance vs Quality Comparison				
Services between the lines - Service meets expectations					Services between the lines - Service meets expectations				
Importance No.	Service	Importance %	Quality No.	Quality %	Importance No.	Service	Importance %	Quality No.	Quality %
Between the Lines					Between the Lines				
3	Ease of Travel by Car	79.72%	16	41.64%	1	Drinking Water Quality	87.97%	11	50.32%
4	Snow Clearing/Removal	79.00%	14	44.13%	3	Snow Clearing/Removal	79.50%	16	48.58%
6	Residential Recycling	76.51%	5	62.63%	4	Air Quality	79.18%	6	66.56%
7	Trash Collection	76.16%	2	70.82%	5	Fire Department First Response	78.55%	1	75.39%
8	Fire Department First Response	76.16%	3	67.26%	7	Emergency 911	77.53%	7	65.19%
9	Fire Fighting	75.44%	1	72.60%	8	Trash Collection	76.90%	3	69.94%
11	Emergency 911	73.31%	6	59.79%	9	Ease of Travel by Car	76.58%	18	46.20%
12	Police Enforcement	71.89%	12	46.62%	10	Fire Fighting	75.63%	2	71.20%
13	Beaches	71.53%	10	51.96%	11	Beaches	74.68%	13	49.37%
14	Air Quality	71.53%	8	58.72%	12	Yard Waste Collection	74.37%	4	68.04%
15	Fire Prevention	70.82%	9	53.38%	13	Residential Recycling	74.05%	5	66.77%
16	Yard Waste Collection	69.75%	4	66.19%	14	Police Enforcement	73.73%	15	48.73%
17	Sewage Treatment	69.75%	11	51.60%	15	Sewage Treatment	72.78%	9	56.33%
18	Parks (Open Space)	64.77%	18	39.86%	16	Protection of Waterways	72.78%	22	37.34%
20	Protection of Waterways	64.41%	25	35.23%	17	Fire Prevention	70.25%	10	56.01%
21	Water Conservation Efforts	58.72%	21	36.30%	18	Street Lighting	69.62%	28	31.96%
24	Noise Control	54.09%	29	32.03%	19	Water Conservation Efforts	68.04%	20	43.99%
26	Playgrounds	50.89%	22	35.94%	20	Parks (Open Space)	67.72%	17	46.52%
27	Personal Customer	50.18%	20	36.30%	22	Recreational Trails	64.56%	8	65.19%
28	Economic Development	50.18%	40	24.56%	24	Noise Control	58.23%	27	31.96%
30	Bylaw Enforcement	47.69%	31	28.11%	26	Personal Customer	57.28%	25	33.86%
31	Recreation Programs for Seniors	47.69%	32	27.76%	27	Recreation Programs for Seniors	52.85%	32	29.11%
33	Recreation Programs for Teenagers	44.84%	46	19.93%	28	Swimming Pool	52.53%	14	48.73%
34	Recreation Programs for Adults	44.48%	34	27.05%	29	Playgrounds	52.53%	21	40.19%
36	Recreation Programs for Children	41.99%	36	25.98%	30	Bylaw Enforcement	50.63%	30	30.38%
38	Community Centres - Halls	41.64%	27	34.88%	32	Economic Development	49.68%	42	21.20%
39	Dedicated Bicycle Lanes	41.28%	52	6.41%	33	Recreation Programs for Adults	49.37%	35	25.63%
40	Recreation Programs for Pre-School	40.57%	37	25.27%	34	Recreation Programs for Children	47.15%	38	23.73%
42	Tourism Promotion	38.08%	35	26.33%	38	Building Inspection	42.41%	45	19.94%
43	Boat Launch with Parking Facilities	37.72%	38	25.27%	39	Recreation Programs for Pre-School	42.41%	43	21.20%
45	Ease of Travel by Transit	37.01%	51	7.12%	40	Tourism Promotion	41.46%	36	25.63%
47	Animal Control	33.10%	41	24.20%	43	Boat Launch with Parking Facilities	40.82%	44	21.20%
48	Marina	31.32%	47	19.93%	44	West Kelowna website	38.92%	31	30.38%
49	Cemetery	30.25%	45	21.35%	45	Ease of Travel by Transit	38.61%	51	12.03%
50	Tennis/Pickleball Courts	27.05%	39	24.91%	47	Animal Control	36.71%	34	26.90%
51	Skateboards/Bike Parks	21.71%	44	22.78%	48	Marina	36.08%	48	18.04%
52	Museum	19.93%	43	23.13%	49	Cemetery	31.96%	41	22.47%
					51	Museum	24.68%	39	22.78%
					52	Tennis/Pickleball Courts	23.10%	40	22.78%