

2005 Kelowna Citizens Survey



Please take a few minutes to share your thoughts on the programs and services offered by the City of Kelowna. Your input will help us make important decisions on future spending. Please note all respondents are guaranteed complete anonymity.

Please return your survey in the enclosed stamped envelope by **July 5, 2005**. Thank you for your help!

Roadways & Transportation

Please indicate your choice with an "X":

1. How satisfied are you with the following City of Kelowna services:

	Very Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Very Dissatisfied	Don't Know
Road surface condition	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Availability of sidewalks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sidewalk maintenance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Street sweeping	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Street signage	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Street snow removal	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Number of traffic signals	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Timing of traffic signals	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Number of streetlights	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Streetlight maintenance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Road network/traffic circulation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Number of bicycle lanes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bicycle lane maintenance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Public transit service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Availability of parking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall: Roads & Transportation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2. If 'VERY DISSATISFIED', please specify: _____

3. How often do you use the following methods of transportation?

	Every day	A few times per week	A few times per month	A few times per year	Never
Personal vehicle	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Public transit	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Car pool	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bicycle	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Walk/Rollerblade	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

4. Considering the City's responsibility for the road network, how satisfied are you with the following:

	Very Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Very Dissatisfied	Don't Know
Accident risk	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pedestrian safety	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Observance of posted speeds	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Road safety	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

5. Which of the following transportation issues are most important to you?

Highway 97 congestion	<input type="checkbox"/>	Road safety	<input type="checkbox"/>	More bus routes	<input type="checkbox"/>
Okanagan Lake Bridge congestion	<input type="checkbox"/>	More sidewalks	<input type="checkbox"/>	More bicycle lanes	<input type="checkbox"/>
Road surface condition	<input type="checkbox"/>	Downtown parking	<input type="checkbox"/>		
Other: _____ <input type="checkbox"/>					

6. How important is it for the City to work with other levels of government to plan for a Central Okanagan Bypass highway and a second bridge across Okanagan Lake?

Very Important	Somewhat Important	Somewhat Unimportant	Very Unimportant	Don't Know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Environmental Services

7. How would you rate your level of satisfaction with the following:

	Very Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Very Dissatisfied	Don't Know
Two-bag-per-week garbage limit	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Garbage collection services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Yard waste collection program	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Curbside recycling collection	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Recycling depots	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Drinking water quality	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Recreational water quality (lakes)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Street storm drainage (capacity)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Air quality	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Protection of habitat & natural areas	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Environmental education	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pesticide notification registry	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall: Environmental Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

8. Are you aware of the City's Living Greener program?

Yes No → IF 'NO', SKIP TO Q11

9. Do the incentives offered through the Living Greener Program encourage you to adopt a more environmentally friendly lifestyle?

Yes No Not aware of incentives

10. Are you aware that street & parking lot storm water runoff enters a piped system that may discharge directly into nearby creeks and/or Okanagan Lake without being treated?

Yes No

11. What priority do you feel Council should place on improving the quality of storm water runoff? (through increased monitoring, capital improvements to capture sediment & pollutants, and/or expanded education programs)

High priority Medium priority Low Priority Don't Know

12. Would you support a mandatory vehicle emissions program that requires all vehicles be tested on a regular basis, to help maintain air quality in the Central Okanagan?

Yes No

13. In the past year has anyone in your household experienced negative health effects due to poor outdoor air quality in your neighbourhood?

Yes No Don't Know

IF 'YES'- What caused the poor air quality?

Smoke Vehicle emissions Dust, pollen
Spraying, pesticides Other

14. Should Kelowna have a bylaw that would restrict the use of herbicides and/or pesticides for cosmetic purposes on public and private property?

Yes No

15. Yard waste is currently collected 2 weeks in the spring and 2 weeks in the fall. Would you support increasing to bi-weekly or monthly collection of yard waste for an increased fee?

No - fine as is Yes—Monthly Yes-Bi-weekly

PLEASE TURN OVER →

Parks, Leisure & Cultural Services

16. How would you rate your level of satisfaction with the following:

	Very Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Very Dissatisfied	Don't Know
Condition of beach parks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Condition of parks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Condition of sports fields	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Condition of arenas	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Availability of beach parks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Availability of parks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Availability of sports fields	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Availability of arenas	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Availability of cultural activities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Parkinson Recreation Centre	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Apple Bowl Stadium	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Mission Softball Complex	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Kelowna Family Y	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Kelowna museums	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Kelowna Art Gallery	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Kelowna Community Theatre	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Rotary Centre for the Arts	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Senior centres	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall: Parks, Leisure & Cultural Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

17. In the past year which of the following have you visited?

City Park	<input type="checkbox"/>	Waterfront Park	<input type="checkbox"/>	Ben Lee Park	<input type="checkbox"/>
Gyro Beach	<input type="checkbox"/>	Mission Creek Greenway	<input type="checkbox"/>	Sports fields	<input type="checkbox"/>
Rotary Beach	<input type="checkbox"/>	Parkinson Rec. Centre	<input type="checkbox"/>	Kelowna museums	<input type="checkbox"/>
Knox Mountain	<input type="checkbox"/>	Kelowna Family Y	<input type="checkbox"/>	Memorial Arena	<input type="checkbox"/>
Apple Bowl	<input type="checkbox"/>	Kelowna Art Gallery	<input type="checkbox"/>	Community Theatre	<input type="checkbox"/>

18. The City has limited dollars available for purchasing new parkland. Please rate the importance of purchasing each of the following types of parks:

	Very Important	Somewhat Important	Somewhat Unimportant	Very Unimportant	Don't Know
Beach parks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Neighbourhood parks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sports fields	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Natural open spaces & trails	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

19. In an average week, how often do you engage in physical activity that significantly raises your heart rate for 15 minutes or more...

	None	1-2	3-4	5-6	7+
At work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Jogging	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Playing sports	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Completing a regular exercise program	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other: _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

20. Do you agree or disagree with the following statements:

	Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know
Parks are clean & well maintained	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Kelowna's tourism industry is dependent on our beaches and parks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cultural, sports field & stadium facilities have a positive impact on tourism	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Another recreation centre is needed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

21. Which of the following is most important to include in a future facility for senior citizens (over 55 years)? Choose top 3:

Health care and wellness services	<input type="checkbox"/>	Recreational services	<input type="checkbox"/>
Sports and physical activity programs	<input type="checkbox"/>	Financial planning services	<input type="checkbox"/>
Therapeutic and rehabilitation services	<input type="checkbox"/>	Travel services	<input type="checkbox"/>
Social programs and activities	<input type="checkbox"/>	Other: _____	<input type="checkbox"/>

22. The City currently allows dogs in 33 parks. Do you feel this is sufficient?

Yes No

23. Would you support allowing dogs on leash on all clearly defined paths and walkways within City Park and Waterfront Park?

Yes No

Planning & Corporate Services

24. Please rate the importance of the following objectives:

	Very Important	Somewhat Important	Somewhat Unimportant	Very Unimportant	Don't Know
Preserving heritage resources	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reducing reliance on automobiles	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Directing new housing to central, serviced areas	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Minimizing visual impact of hillside development	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Increasing public access along Okanagan Lake	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Minimizing urban impact on agricultural areas	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Minimizing urban impact on sensitive natural areas	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

25. Are you considering moving to a different location in Kelowna in the next 5 years?

Yes No → If 'NO', skip to Q30

26. If moving, what type of residence will you move to?

Single family dwelling	<input type="checkbox"/>	Townhouse	<input type="checkbox"/>
Duplex, triplex, fourplex	<input type="checkbox"/>	Apartment/Condo	<input type="checkbox"/>
Secondary suite/Carriage home	<input type="checkbox"/>	Retirement home	<input type="checkbox"/>
Modular/Mobile home	<input type="checkbox"/>	Other: _____	<input type="checkbox"/>

27. If moving, what are the top 3 considerations when choosing a location?

Closer to place of work	<input type="checkbox"/>	More desirable neighbourhood	<input type="checkbox"/>
Access to parks, open spaces	<input type="checkbox"/>	Access to shopping, medical facilities	<input type="checkbox"/>
Access to lakes, streams, wetlands	<input type="checkbox"/>	More single-family dwellings in area	<input type="checkbox"/>
Closer to friends and family	<input type="checkbox"/>	Potential for property to increase value	<input type="checkbox"/>
Closer to desirable schools	<input type="checkbox"/>	Other: _____	<input type="checkbox"/>

28. How would you rate your level of satisfaction with Planning and Corporate Services overall?

	Very Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Very Dissatisfied	Don't Know
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Water Utility

29. Which Utility provides your water?

Black Mountain Irrigation District	<input type="checkbox"/>	City of Kelowna	<input type="checkbox"/>
Glenmore-Ellison Improvement District	<input type="checkbox"/>	Rutland Waterworks	<input type="checkbox"/>
South-East Kelowna Irrigation District	<input type="checkbox"/>	Other	<input type="checkbox"/>

30. Do you have an in-home water treatment system to improve water quality? Yes No

31. How often do you buy bottled water for drinking?

Always Occasionally Never

32. Would you be prepared to pay higher water rates to reduce the risk of water-borne disease outbreaks? Yes No

33. How important is water conservation within our community?

	Very Important	Somewhat Important	Somewhat Unimportant	Very Unimportant	Don't Know
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

34. Have you taken any steps at home or work to reduce water consumption? Yes No → If 'NO', skip to Q38

35. If 'YES' - What steps have you taken to reduce water consumption? (CHECK ALL THAT APPLY)

	At home:	At work:
Installed water saving devices	<input type="checkbox"/>	<input type="checkbox"/>
Installed/changed irrigation system	<input type="checkbox"/>	<input type="checkbox"/>
Changed irrigation system usage / Water yard less	<input type="checkbox"/>	<input type="checkbox"/>
Changed landscaping	<input type="checkbox"/>	<input type="checkbox"/>
Use less water inside (toilets, shower, bath, washer)	<input type="checkbox"/>	<input type="checkbox"/>
Received information about the City's Water Smart Program	<input type="checkbox"/>	<input type="checkbox"/>

Communications/Public Consultation

36. How would you rate your level of satisfaction with the following:

	Very Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Very Dissatisfied	Don't Know
Local media coverage of City issues & events	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Information generated by the City about issues and events	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Opportunities for citizen input	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Accessibility of City staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Accessibility of City Councillors	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Staff customer service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Voice mail at City facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall: Communications/Public Consultation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

37. Please indicate your top three choices for providing input on important City issues. (MARK TOP 3 ONLY)

Telephone surveys	<input type="checkbox"/>	Mail-in surveys	<input type="checkbox"/>
Citizens committees	<input type="checkbox"/>	Focus groups	<input type="checkbox"/>
Letters to Mayor and Council	<input type="checkbox"/>	Open Houses	<input type="checkbox"/>
Appearance at Public Hearings	<input type="checkbox"/>	Other: _____	<input type="checkbox"/>

38. Please indicate your top three methods to receive information on City news. (MARK TOP 3 ONLY)

Daily Courier	<input type="checkbox"/>	Capital News	<input type="checkbox"/>	Shaw Cable	<input type="checkbox"/>
CKOV	<input type="checkbox"/>	Silk FM	<input type="checkbox"/>	City website	<input type="checkbox"/>
Sun FM	<input type="checkbox"/>	Oldies 1150	<input type="checkbox"/>	City newsletter	<input type="checkbox"/>
CBC Radio	<input type="checkbox"/>	Power 104	<input type="checkbox"/>	City brochures	<input type="checkbox"/>
Castanet.net	<input type="checkbox"/>	CHBC TV	<input type="checkbox"/>	Other: _____	<input type="checkbox"/>

39. Do you currently have access to the Internet...

at home?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
at work?	Yes <input type="checkbox"/>	No <input type="checkbox"/>

40. Have you visited the City of Kelowna website (www.kelowna.ca)?

Yes No

41. If 'YES' – which information sources on the City website have you accessed? (MARK ALL THAT APPLY)

General information about City operations	<input type="checkbox"/>	News releases	<input type="checkbox"/>
Official Community Plan information	<input type="checkbox"/>	Current projects	<input type="checkbox"/>
Council meeting agendas	<input type="checkbox"/>	Current job postings	<input type="checkbox"/>
Council minutes	<input type="checkbox"/>	Bylaws	<input type="checkbox"/>
Other: _____			<input type="checkbox"/>

42. Do you watch City Council meetings on Shaw Cable 11? No

1-5 times/year 6-12 times/year Over 12 times/year

43. Would you view video coverage of Council meetings if available on the City's website? Yes No

44. Have you provided input to the City within the past year through any of the following:

Surveys (besides this survey)	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Committees	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Letters	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Open Houses	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Public Hearings	Yes <input type="checkbox"/>	No <input type="checkbox"/>

Protective Services

45. How would you rate your level of satisfaction with the following:

	Very Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Very Dissatisfied	Don't Know
Bylaw Enforcement	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Community Policing Offices	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fire Department	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
RCMP	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall: Protective Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

46. Are you aware of the Community Policing Offices in Rutland, Glenmore and the Mission? Yes No

47. Have you ever used a Community Policing Office? Yes No

48. Please rate the importance of each of the following areas for Bylaw Enforcement:

	Very Important	Somewhat Important	Somewhat Unimportant	Very Unimportant	Don't Know
Commercial vehicles in residential areas	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Dog control	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Illegal signs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Illegal suites	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Noise	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Parking enforcement	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Unightly premises	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Environmental infractions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

49. In the past year has anyone in your household:

	Yes	No	Uncertain
Felt threatened by a dog in a public area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Been bitten/injured by a dog in a public area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

50. Do you agree or disagree with the following statements:

	Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know
Kelowna has adequate bylaw enforcement	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Kelowna has adequate policing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Kelowna has adequate traffic enforcement	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

51. How safe is Kelowna? Very safe Somewhat unsafe
Somewhat safe Very unsafe

52. Have you been a victim of crime in the past three years?

Yes No → If 'NO', skip to Q56

53. If you have been a victim of crime in the past three years were you:

	Yes	No
Satisfied with the police response to your complaint	<input type="checkbox"/>	<input type="checkbox"/>
Kept apprised of the investigation	<input type="checkbox"/>	<input type="checkbox"/>
Advised of the outcome at the conclusion of the investigation	<input type="checkbox"/>	<input type="checkbox"/>

Other Services

54. How would you rate your level of satisfaction with the following:

	Very Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Very Dissatisfied	Don't Know
Kelowna tourism promotion	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Kelowna International Airport	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Okanagan Regional Library	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

55. In the past year how many times have you used:

	None	1-2	3-5	6-10	11+
Kelowna International Airport	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Okanagan Regional Library	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

56. Do you agree or disagree with the following statements:

	Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know
The Library has an adequate book supply	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Promotion of tourism should be left to private business	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

PLEASE TURN OVER →

Setting Priorities

57. If the City was forced to reduce its budget, which *three services* do you think should be reduced? (MARK 3 ONLY)

- | | |
|--|--|
| Communication/Public consultation <input type="checkbox"/> | Protective (police, fire) <input type="checkbox"/> |
| Environment <input type="checkbox"/> | Roadways & transportation <input type="checkbox"/> |
| Parks, leisure and culture <input type="checkbox"/> | Utilities <input type="checkbox"/> |
| Planning & development <input type="checkbox"/> | Other: _____ <input type="checkbox"/> |

58. Please rate the importance of each of the following services provided by the City of Kelowna.

- | | Very Important | Somewhat Important | Somewhat Unimportant | Very Unimportant | Don't Know |
|-----------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Communication/public consultation | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Environment | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Parks, recreation and culture | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Planning & development | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Protective (police, fire) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Roadways and transportation | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Utilities | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

59. Would you support a referendum for the City to borrow \$5 million dollars for the purpose of parkland acquisition & development? (Land acquisition could also be for the protection of natural areas and open space.) (Cost would be approx. \$13.25 for the average home/year over 15 years)

- Yes No Uncertain

60. In your opinion, what is the single MOST important issue that the City of Kelowna will face over the next 5 years? (PROVIDE ONE ISSUE ONLY)

Don't know

61. Would you like to see increased funding for any of the following?

- | | Yes | No | Uncertain |
|-----------------------------------|--------------------------|--------------------------|--------------------------|
| Arts and cultural programs | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Crime prevention | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Environmental protection programs | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Improved transit service | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| New roadway development | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Park purchases | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Recreational services | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Sanitary sewer | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Street drainage | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

62. Please indicate the level of support the City should provide in developing tourism in the following areas:

- | | Major | Moderate | Minor | None |
|--|--------------------------|--------------------------|--------------------------|--------------------------|
| Agricultural tourism | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Convention tourism (eg: trade conventions) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Cultural tourism | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Event (major) tourism | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Recreational tourism | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Sports (organized) tourism | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Eco tourism | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Other: _____ | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

63. If faced with the following choices, which direction would you want City Council to take over the next year? (CHOOSE 1 ONLY)

- Improve levels of service and increase taxes
- Maintain current levels of service and taxes
- Lower levels of service and reduce taxes
- Don't know
- Other: _____

64. If forced to choose, would you prefer a tax increase or service cuts?

- Tax Increase Service Cuts

65. Please rate your satisfaction with the overall level and quality of services provided by the City of Kelowna:

- | | | | | |
|---|---|--|--|-------------------------------------|
| Very Satisfied <input type="checkbox"/> | Somewhat Satisfied <input type="checkbox"/> | Somewhat Dissatisfied <input type="checkbox"/> | Very Dissatisfied <input type="checkbox"/> | Don't Know <input type="checkbox"/> |
|---|---|--|--|-------------------------------------|

66. Has the quality of life in Kelowna improved in the past 3 years?

- Yes No Don't know

About You*

**Please note that responses are used to gain an overall profile of all respondents & will be strictly confidential.*

67. In which area of Kelowna do you live?

- | | | |
|--|---------------------------------------|--|
| Central Kelowna <input type="checkbox"/> | S.E. Kelowna <input type="checkbox"/> | Black Mt. <input type="checkbox"/> |
| Glenmore/Dilworth <input type="checkbox"/> | Mission <input type="checkbox"/> | South Pandosy <input type="checkbox"/> |
| Quail Ridge/Airport <input type="checkbox"/> | McKinley <input type="checkbox"/> | Rutland <input type="checkbox"/> |

68. Please indicate your gender:

- Male Female

69. How long have you lived in Kelowna?

- | | | |
|---|--------------------------------------|---|
| Less than 1 year <input type="checkbox"/> | 6-10 years <input type="checkbox"/> | 16-20 years <input type="checkbox"/> |
| 1-5 years <input type="checkbox"/> | 11-15 years <input type="checkbox"/> | More than 20 years <input type="checkbox"/> |

70. Do you own or rent your current residence?

- Own Rent Other

71. What best describes your residence?

- | | |
|--|--|
| Single family dwelling <input type="checkbox"/> | Townhouse <input type="checkbox"/> |
| Duplex, triplex, fourplex <input type="checkbox"/> | Apartment/Condo <input type="checkbox"/> |
| Secondary suite/Carriage home <input type="checkbox"/> | Retirement home <input type="checkbox"/> |
| Modular/Mobile home <input type="checkbox"/> | Other: _____ <input type="checkbox"/> |

72. How many people, including yourself, live in the household?

- | | | |
|-----------------------------------|-------------------------------------|---|
| 1 person <input type="checkbox"/> | 3-4 people <input type="checkbox"/> | 7 or more people <input type="checkbox"/> |
| 2 people <input type="checkbox"/> | 5-6 people <input type="checkbox"/> | |

73. Does your household include school age children? Yes No

74. How many vehicles are at your household?

- None 1 2 3 4+

75. Where do you park your vehicle(s) at home? (MARK ALL THAT APPLY)

- | | | | |
|--|-------------------------------------|---------------------------------|--------------------------------|
| Attached garage/carport <input type="checkbox"/> | No vehicle <input type="checkbox"/> | Street <input type="checkbox"/> | Lane <input type="checkbox"/> |
| Detached garage/carport <input type="checkbox"/> | Driveway <input type="checkbox"/> | Yard <input type="checkbox"/> | Other <input type="checkbox"/> |

76. Please indicate your age:

- | | | |
|--------------------------------|--------------------------------|--------------------------------|
| 18-24 <input type="checkbox"/> | 45-54 <input type="checkbox"/> | 75-84 <input type="checkbox"/> |
| 25-34 <input type="checkbox"/> | 55-64 <input type="checkbox"/> | 85+ <input type="checkbox"/> |
| 35-44 <input type="checkbox"/> | 65-74 <input type="checkbox"/> | |

****Additional Suggestions or Comments****

THANK YOU FOR YOUR HELP!

Contest Entry

Completed surveys will be eligible for 1 of 3 prizes:

- 4 Tickets to a Kelowna Rockets hockey game
- \$100 Gift Certificate for Eastside Mario's restaurant
- 4 Tickets to a live performance at the Kelowna Community Theatre

Name: _____ Phone: _____

Good Luck!