



2005 Citizen Survey

Detailed Report on Findings

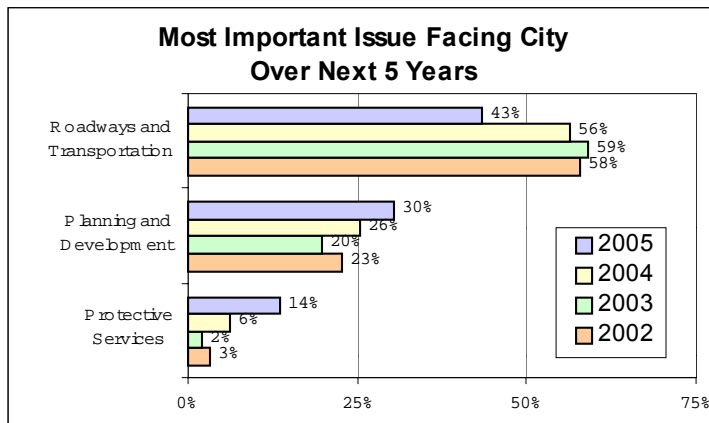
Prepared For: *City of Kelowna*
Prepared By: *Discovery Research*
Date: *September 2005*

Executive Summary

In keeping with its ongoing commitment to involve citizens in decision-making, the City of Kelowna undertook its 9th annual Citizen Survey in July of 2005. Survey results are used to identify residents' satisfaction with existing programs and services, determine the priorities for budget decisions and to identify trends that have evolved since the first survey was conducted in 1995.

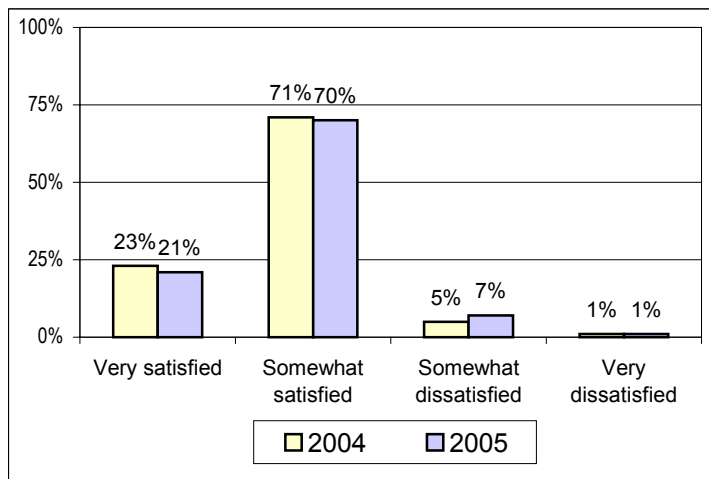
A mail-out survey was sent to a random sample of 2500 Kelowna residents and 923 surveys were completed, giving a response rate of 37%. The geographic distribution of the sample was 31% from *Mission/S.E. Kelowna*; 22% from *Central Kelowna*; 24% from *Rutland/Black Mountain*; and 23% from *Glenmore/Dilworth/McKinley/Ellison*. The following report summarizes this year's results and provides comparisons with previous years when applicable.

Traffic Congestion: Single Most Important Issue Facing the City of Kelowna



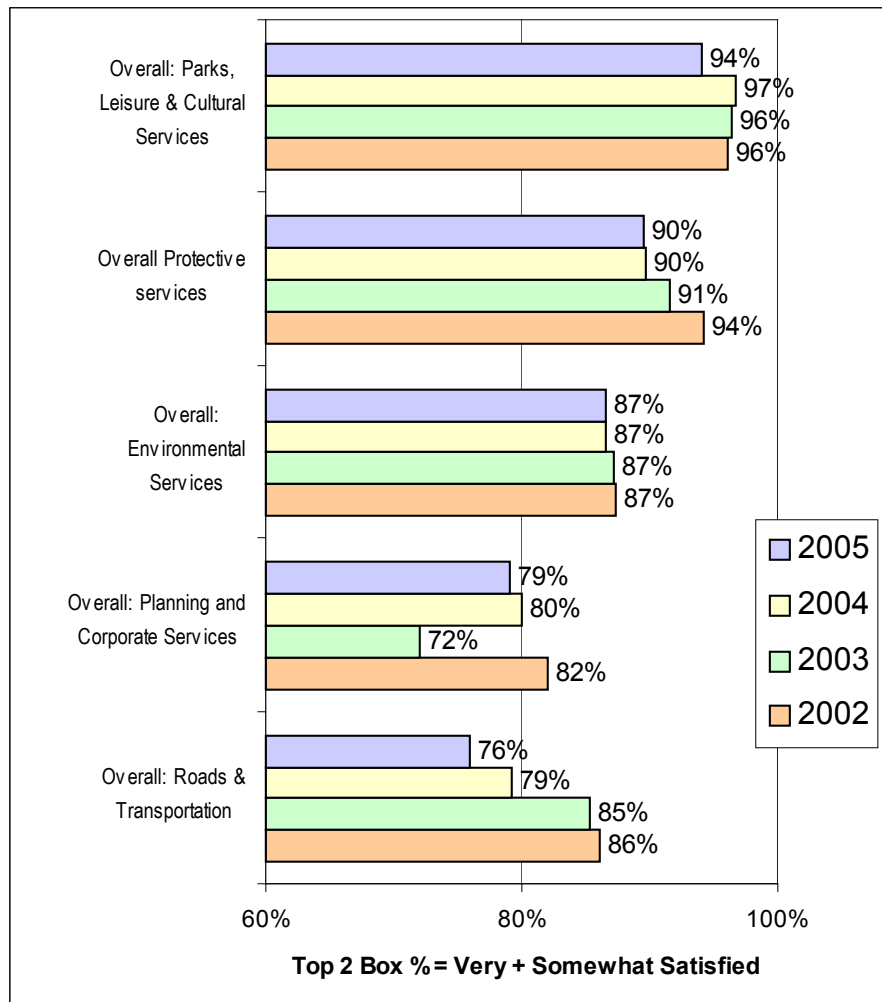
The majority of respondents (43%) continue to feel that the most important issue facing the City of Kelowna over the next 5 years involves *Roadways and Transportation*. Specifically, 31% of respondents cited issues related to *traffic congestion*. The number of respondents who feel issues related to *Planning and Development* and *Protective Services* are most important has increased for the past 3 years.

Residents are Satisfied with City Services



Respondents were asked to rate their overall satisfaction with the level and quality of services provided by the City of Kelowna. 91% of respondents were somewhat or very satisfied, a relatively high ranking. In a March 2004 Ipsos Reid survey conducted for several other BC municipalities, 82% of respondents indicated they were satisfied with the services of their municipality.

Overall Satisfaction with Each City Department



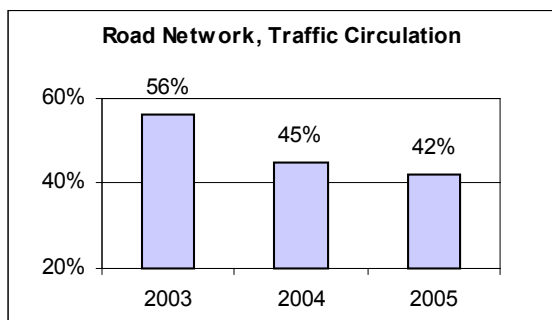
Respondents were asked to provide their overall level of satisfaction with each of the City Departments.

Parks, Leisure and Cultural Services received the highest overall satisfaction ratings with 94% somewhat or very satisfied. *Protective services* was second with 90% satisfaction. Both have dropped slightly from previous years.

The satisfaction level for Roadways and Transportation Services continues to decrease.

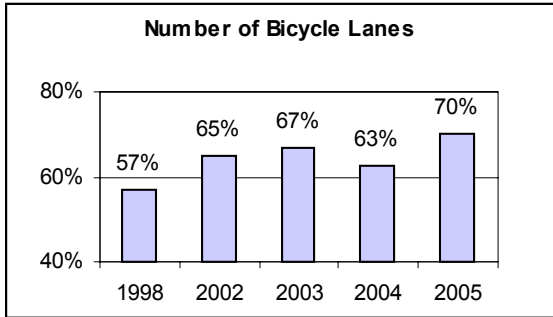
Significant Changes in Satisfaction

The section below highlights the most significant changes in satisfaction levels. Satisfaction ratings were calculated by adding *somewhat satisfied* and *very satisfied*.

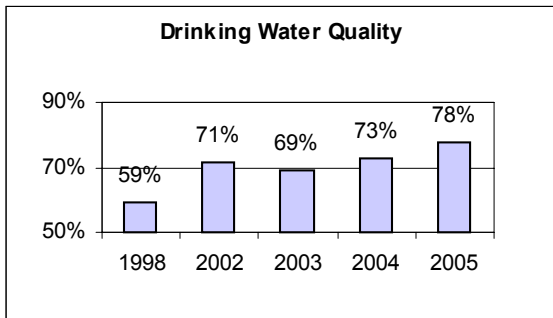


Roadways & Transportation:

Satisfaction ratings for *road network/traffic circulation* received a 42% satisfaction rating in 2005, down 3% from 2004 and 14% from 2003.

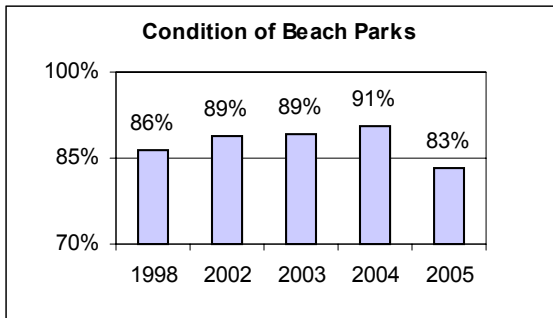


Satisfaction with the number of bicycle lanes has increased by 13% since 1998.



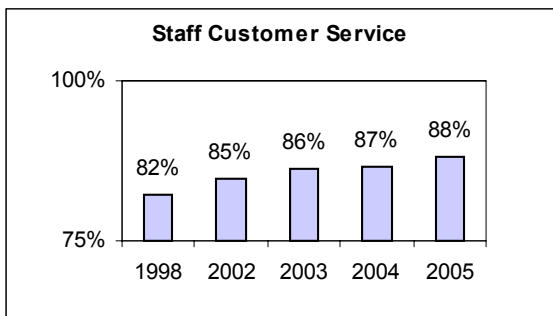
Environmental Services:

Drinking water quality received a 59% satisfaction rating in 1998 and a 78% satisfaction rating in 2005.



Parks, Leisure & Cultural Services:

Satisfaction levels for the condition of beach parks dropped significantly in 2005.



Communication and Public Consultation:

Satisfaction levels for *staff customer service* have shown slight increases each year since 1998.

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Introduction

The City of Kelowna has conducted comprehensive Citizen surveys on a yearly basis since 1998. Each year residents of Kelowna have been asked to rate their level of satisfaction with a variety of City services and programs. The survey is an important step in the process to include input from the citizens of Kelowna in the City's operational, service and budgeting decisions for the upcoming year.

Discovery Research, an independent consulting firm, was retained to conduct the 2005 Citizen Survey. This report provides detailed results from this year's survey and makes comparisons with previous research when applicable. The survey was designed so that citizens' opinions could be easily summarized and prioritized.

Objectives

The 2005 Citizen Survey has the following objectives:

- **Measure citizens satisfaction levels with the various City services**
- **Determine the public's views as to the types of changes needed in City services**
- **Identify areas for improvement**
- **Determine year-to-year changes (trends) in the perceived level of service provided by the City**
- **Summarize the public's views as to the priority of any future operational or facility improvements.**

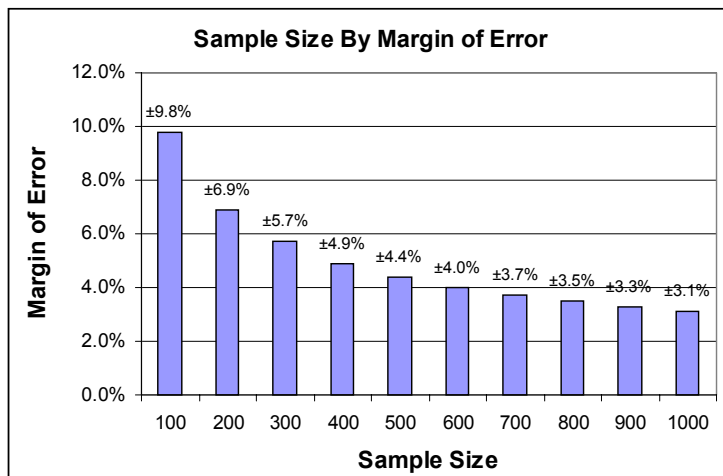
Methodology

A total of 2500 questionnaires were mailed to households randomly selected from the most current database available from Super Pages List Services (Telus). The random sample was generated such that each household in Kelowna had an equal opportunity of being selected for the research.

Each potential respondent was mailed a package that included a letter from the Mayor on City letterhead, a four-page survey and a postage-paid return envelope (*see appendix for examples*).

| | | 2005 | |
|---------------------------------------|----------------------|------|-------|
| | | N | Col % |
| In which area of Kelowna do you live? | Central Kelowna | 202 | 22% |
| | Rutland | 197 | 21% |
| | Mission | 183 | 20% |
| | Glenmore, Dilworth | 176 | 19% |
| | S.E Kelowna | 63 | 7% |
| | South Pandosy | 41 | 4% |
| | Quail Ridge, Airport | 31 | 3% |
| | Black Mountain | 21 | 2% |
| | No Response | 6 | 1% |
| | McKinley | 5 | 1% |
| Total | | 923 | 100% |

In total **923** surveys were completed and returned, giving a response rate of **37%**. This is an excellent response rate for a mail survey when the industry standard is 14%. Kelowna citizens have shown a genuine interest in shaping Kelowna's future and helping the City of Kelowna with difficult decisions.



This bar graph displays the margin of error associated with various sample sizes.

Statistics generated from the 2005 sample size of 923 will be accurate within $\pm 3.3\%$, at the 95% confidence interval (19 times out of 20).

Weighting

The sample statistics have been weighted to match the age distribution of the entire population of Kelowna. According to the 2001 Census data, Kelowna had the following age distribution:

| | Number | Percent |
|-------|---------------|----------------|
| 18-24 | 12076 | 10.42% |
| 25-44 | 39380 | 33.98% |
| 45-54 | 21390 | 18.45% |
| 55-64 | 15755 | 13.59% |
| 65-74 | 14590 | 12.59% |
| 75-84 | 9660 | 8.33% |
| 85+ | 3055 | 2.64% |
| Total | 115906 | 100.00% |

**The under 18-age group is not applicable for this survey.*

Sample statistics were weighted to match Kelowna's overall age distribution.

Unweighted:

Weighted:

| | | Year | | | | |
|-------|-------|------|------|------|------|------|
| | | 1998 | 2002 | 2003 | 2004 | 2005 |
| Age | 18-24 | 4% | 3% | 1% | 2% | 2% |
| | 25-44 | 32% | 28% | 22% | 26% | 23% |
| | 45-54 | 19% | 21% | 22% | 21% | 20% |
| | 55-64 | 16% | 16% | 21% | 18% | 20% |
| | 65-74 | 17% | 18% | 19% | 19% | 19% |
| | 75-84 | 10% | 13% | 14% | 12% | 14% |
| | 85+ | 1% | 1% | 2% | 3% | 3% |
| Total | Base | 726 | 1007 | 746 | 937 | 913 |

| | | Year | | | | |
|-------|-------|------|------|------|------|------|
| | | 1998 | 2002 | 2003 | 2004 | 2005 |
| Age | 18-24 | 10% | 10% | 10% | 10% | 10% |
| | 25-44 | 34% | 34% | 34% | 34% | 34% |
| | 45-54 | 18% | 18% | 18% | 18% | 18% |
| | 55-64 | 14% | 14% | 14% | 14% | 14% |
| | 65-74 | 13% | 13% | 13% | 13% | 13% |
| | 75-84 | 8% | 8% | 8% | 8% | 8% |
| | 85+ | 3% | 3% | 3% | 3% | 3% |
| Total | Base | 726 | 1007 | 746 | 937 | 913 |

The 18-24 year old age group was the least likely to complete the survey. Results for the 18-24 year old age group should be interpreted cautiously because this group had a relatively small sample size.

Explanation of Reporting

Several questions on the survey ask respondents to rate their level of agreement or satisfaction on a 4-point scale. Here are some examples of the scales which were used:

| | | | | | |
|---------------|--|--|---|---|--|
| SATISFACTION: | 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"/> |
| AGREEMENT: | Strongly Agree <input type="checkbox"/> | Agree <input type="checkbox"/> | Disagree <input type="checkbox"/> | Strongly Disagree <input type="checkbox"/> | Don't Know <input type="checkbox"/> |
| IMPORTANCE: | Very Important <input type="checkbox"/> | Somewhat Important <input type="checkbox"/> | Somewhat Unimportant <input type="checkbox"/> | Very Unimportant <input type="checkbox"/> | Don't Know <input type="checkbox"/> |

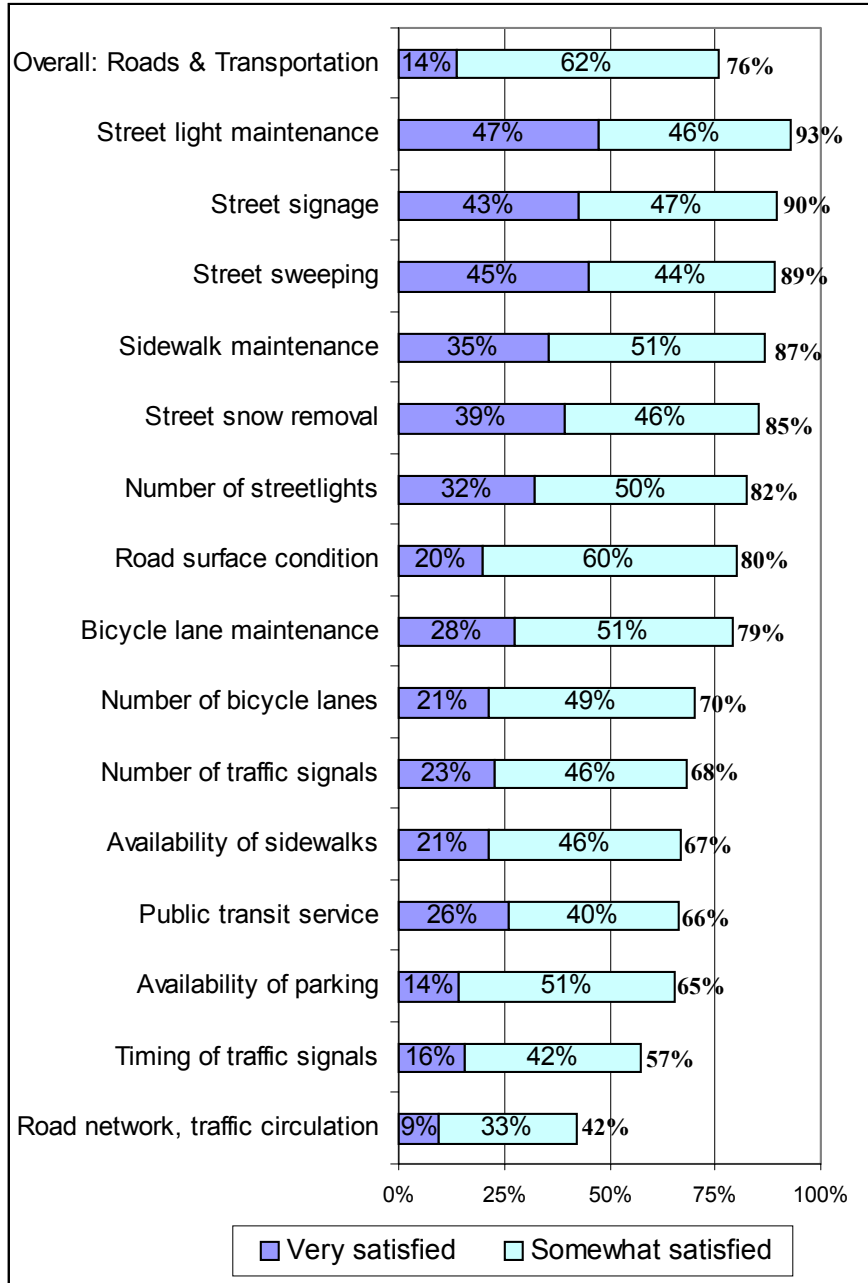
Throughout this report the “**top 2 box percentage**” is used to summarize responses. This refers to the percentage of respondents who checked off either the top box or the second most favourable response.

For example:

| | | | | |
|-----|-------------------|---|----------------------------------|-----|
| 35% | Strongly Agree | | Strongly Agree | 35% |
| 11% | Agree | + | <u>Agree</u> | 11% |
| 30% | Disagree | | Top 2 Box Percentage: 46% | |
| 24% | Strongly Disagree | | | |

Section 1 - Roadways and Transportation

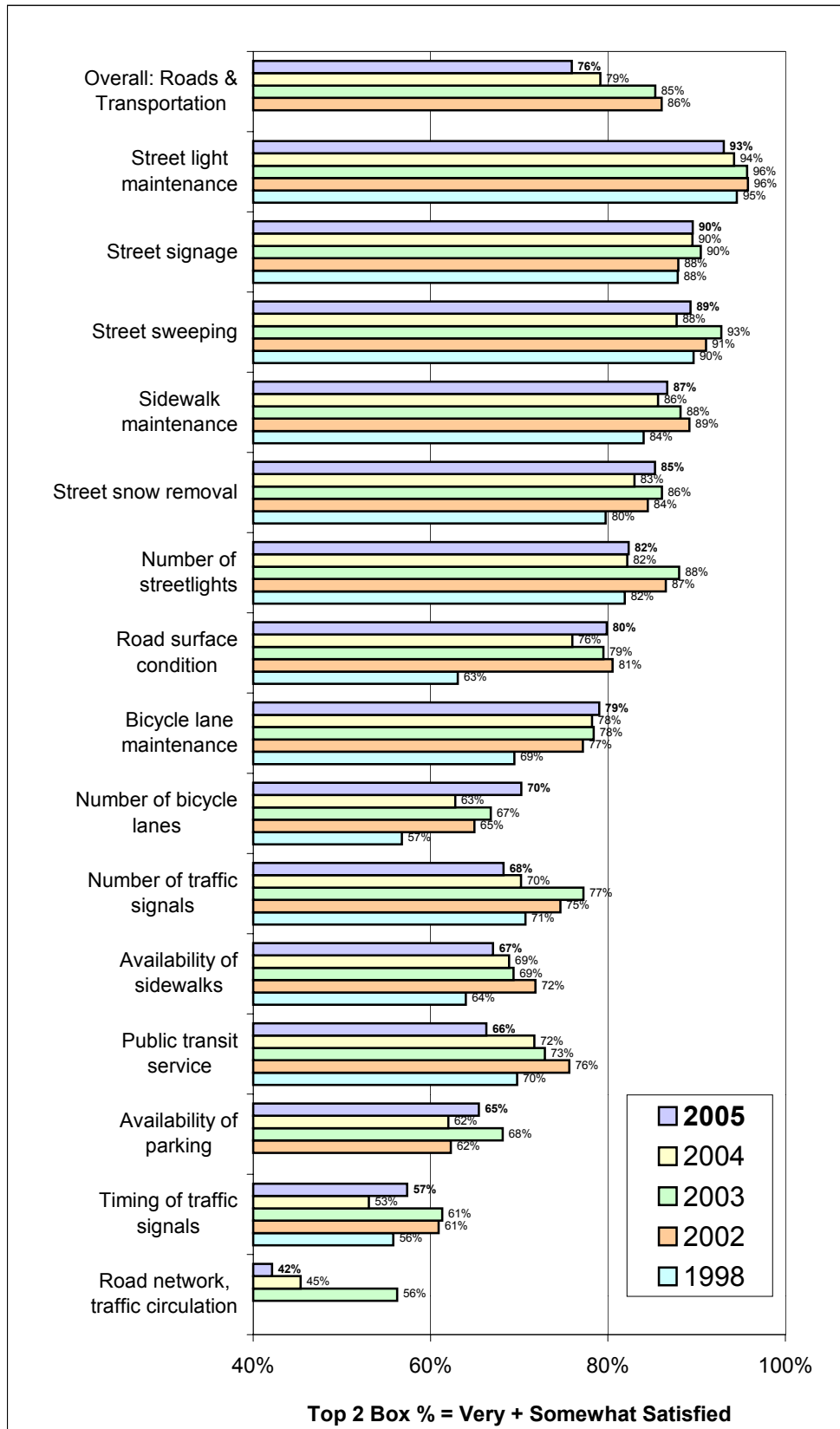
Q1. 2005 Roadways and Transportation Satisfaction Ratings



Overall, 76% of respondents were satisfied with the City's *Roadways and Transportation* services. *Street light maintenance* (93%), *street signage* (90%), and *street sweeping* (89%) received the highest satisfaction ratings.

Citizens were less satisfied with the *timing of traffic signals* (57%) and *road network/traffic circulation* (42%).

Yearly Comparison of Roadways and Transportation Satisfaction Ratings



The Overall Roadways and Transportation satisfaction ratings have declined from 86% in 2002 to 76% in 2005.

The rating for the number of bicycle lanes has increased by 13% compared to the 1998 rating.

Satisfaction with road network/traffic circulation has decreased by 14% since 2003.

Q2. *If 'Very Dissatisfied' with Roadways and Transportation, please specify.*
See Appendix 1

Q3. *How often do you use the following methods of transportation?*

| Personal vehicle | 2001 | 2002 | 2003 | 2004 | 2005 |
|-----------------------|------|------|------|------|------|
| Every day | 73% | 73% | 73% | 75% | 71% |
| A few times per week | 20% | 19% | 22% | 20% | 22% |
| A few times per month | 2% | 3% | 2% | 1% | 2% |
| A few times per year | 1% | 1% | 0% | 0% | 0% |
| Never | 4% | 3% | 3% | 3% | 5% |

71% use a *personal vehicle* every day as a method of transportation. This is consistent with previous years.

| Public transit | 2001 | 2002 | 2003 | 2004 | 2005 |
|-----------------------|------|------|------|------|------|
| Every day | 3% | 3% | 1% | 2% | 3% |
| A few times per week | 6% | 4% | 5% | 3% | 5% |
| A few times per month | 9% | 6% | 8% | 5% | 4% |
| A few times per year | 17% | 23% | 21% | 22% | 24% |
| Never | 65% | 64% | 65% | 68% | 64% |

3% use the public transit system everyday and 5% use it a few times per week; this is consistent.

| Car pool | 2001 | 2002 | 2003 | 2004 | 2005 |
|-----------------------|------|------|------|------|------|
| Every day | 2% | 1% | 2% | 2% | 2% |
| A few times per week | 8% | 6% | 6% | 8% | 8% |
| A few times per month | 10% | 13% | 16% | 15% | 13% |
| A few times per year | 14% | 16% | 13% | 17% | 17% |
| Never | 66% | 65% | 63% | 59% | 60% |

The number of respondents car pooling has increased slightly since 2001. In 2005, 60% *never car pooled* compared to 66% never car pooling in 2001. Younger age groups are more likely to car pool.

| Bicycle | 2001 | 2002 | 2003 | 2004 | 2005 |
|-----------------------|------|------|------|------|------|
| Every day | 4% | 4% | 3% | 4% | 5% |
| A few times per week | 12% | 12% | 16% | 14% | 12% |
| A few times per month | 13% | 16% | 17% | 16% | 16% |
| A few times per year | 23% | 19% | 18% | 21% | 22% |
| Never | 48% | 49% | 45% | 46% | 46% |

Over half of Kelowna residents (55%) use their *bicycle* at least a few times per year.

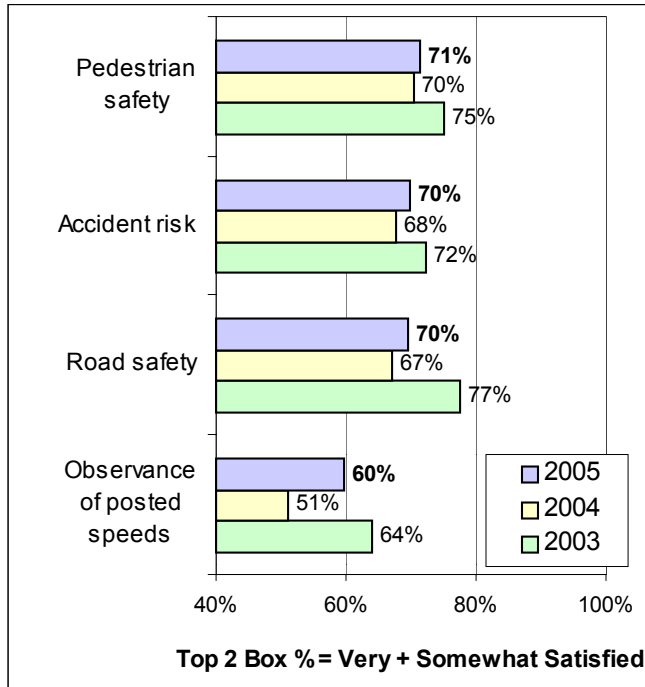
| Walk, Rollerblade | 2001 | 2002 | 2003 | 2004 | 2005 |
|-----------------------|------|------|------|------|------|
| Every day | 21% | 20% | 22% | 22% | 21% |
| A few times per week | 28% | 29% | 30% | 30% | 29% |
| A few times per month | 19% | 18% | 17% | 16% | 17% |
| A few times per year | 10% | 9% | 8% | 11% | 11% |
| Never | 22% | 23% | 23% | 22% | 21% |

Twenty-one percent *walk or rollerblade* as means of transportation everyday.

| | | Area of Kelowna | | | |
|------------------|-----------------------|-----------------|-----------------------|--------------------|-----------------|
| | | Central Kelowna | Mission/ S.E. Kelowna | Rutland/ Black Mt. | Glenmore/ Dilw. |
| Personal vehicle | Every day | 65% | 68% | 77% | 76% |
| | A few times per week | 27% | 19% | 18% | 23% |
| | A few times per month | 3% | 5% | | |
| | A few times per year | 1% | | 0% | |
| | Never | 4% | 9% | 4% | 1% |

Personal Vehicle use by Region
 Residents of Rutland/Black Mountain are the most likely to use everyday.

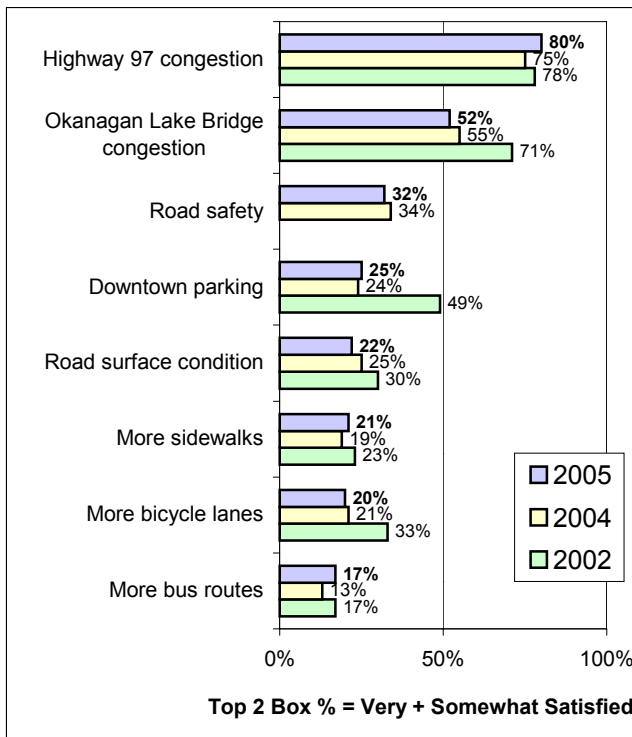
Q4. Considering the City's responsibility for the road network, how satisfied are you with the following:



A small increase occurred in satisfaction levels associated with the City's responsibilities for the road network in 2005.

Satisfaction with *Observance of posted speeds* increased from 51% in 2004 to 60% in 2005.

Q5. Which of the following transportation issues are most important to you?

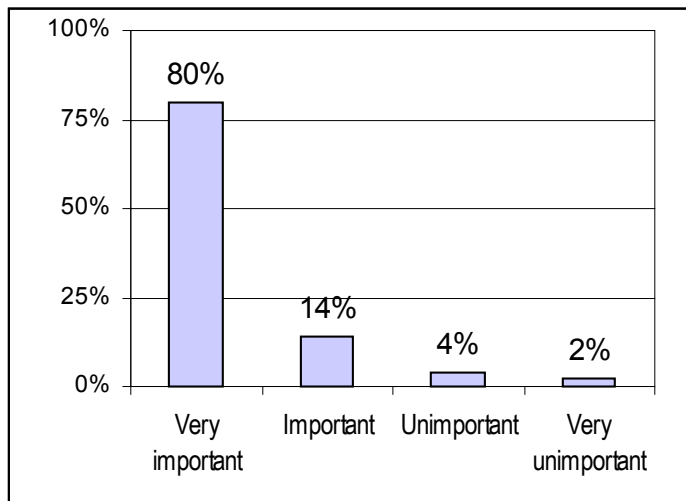


Respondents were provided with several transportation issues and asked to choose the most important issues.

The two most important transportation issues are *reducing congestion on Hwy 97* and *Okanagan Lake Bridge*. Highway 97 congestion continues to be the top concern while *bridge congestion* is less of a concern than in previous years.

*2003 numbers omitted because question was reworded. Road safety added to survey in 2004.

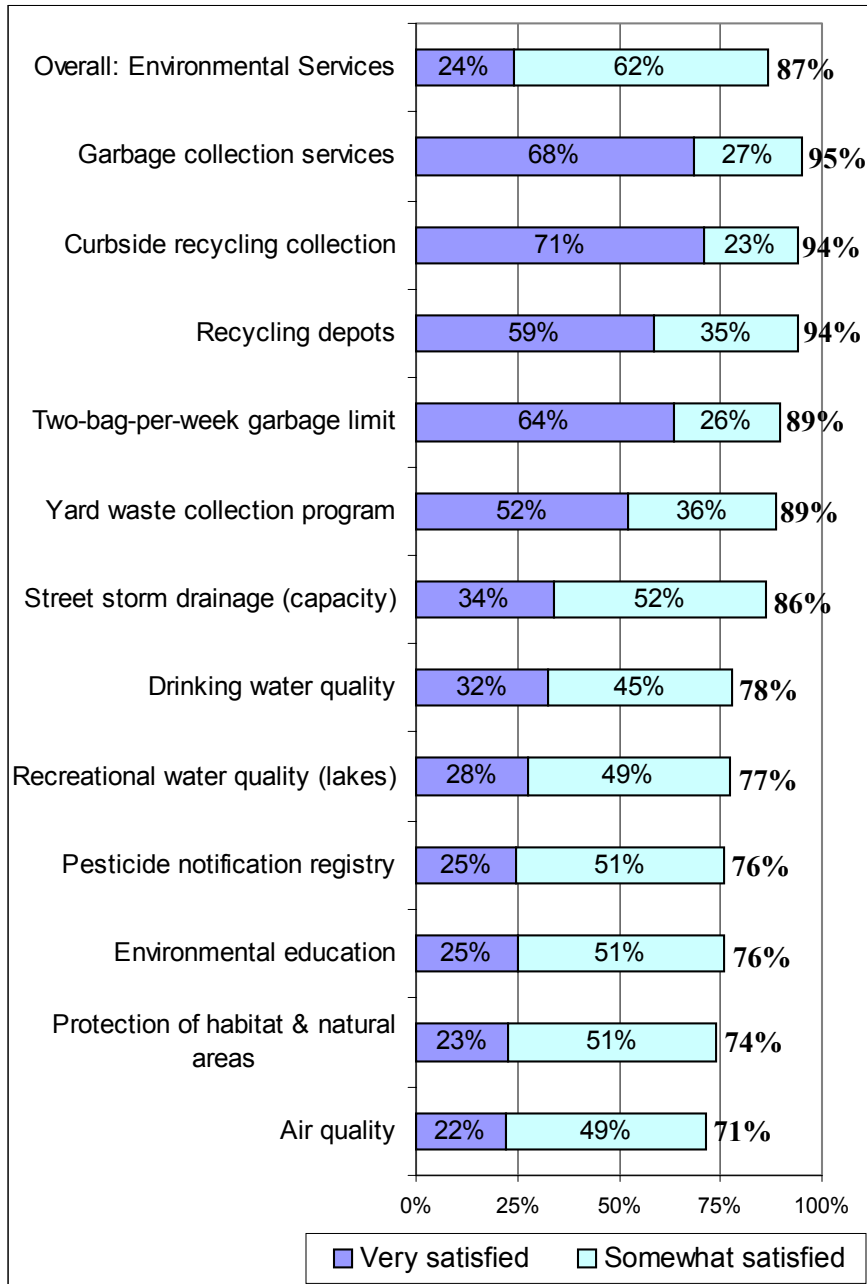
Q6. How important is it for the City to work with other levels of government to plan for a Central Okanagan Bypass highway and a second bridge across Okanagan Lake?



Eighty percent stated a bypass highway and second bridge is *very important* and 14% thought it is *important*.

Section 2 - Environmental Services

Q7. 2005 Environmental Services Satisfaction Ratings

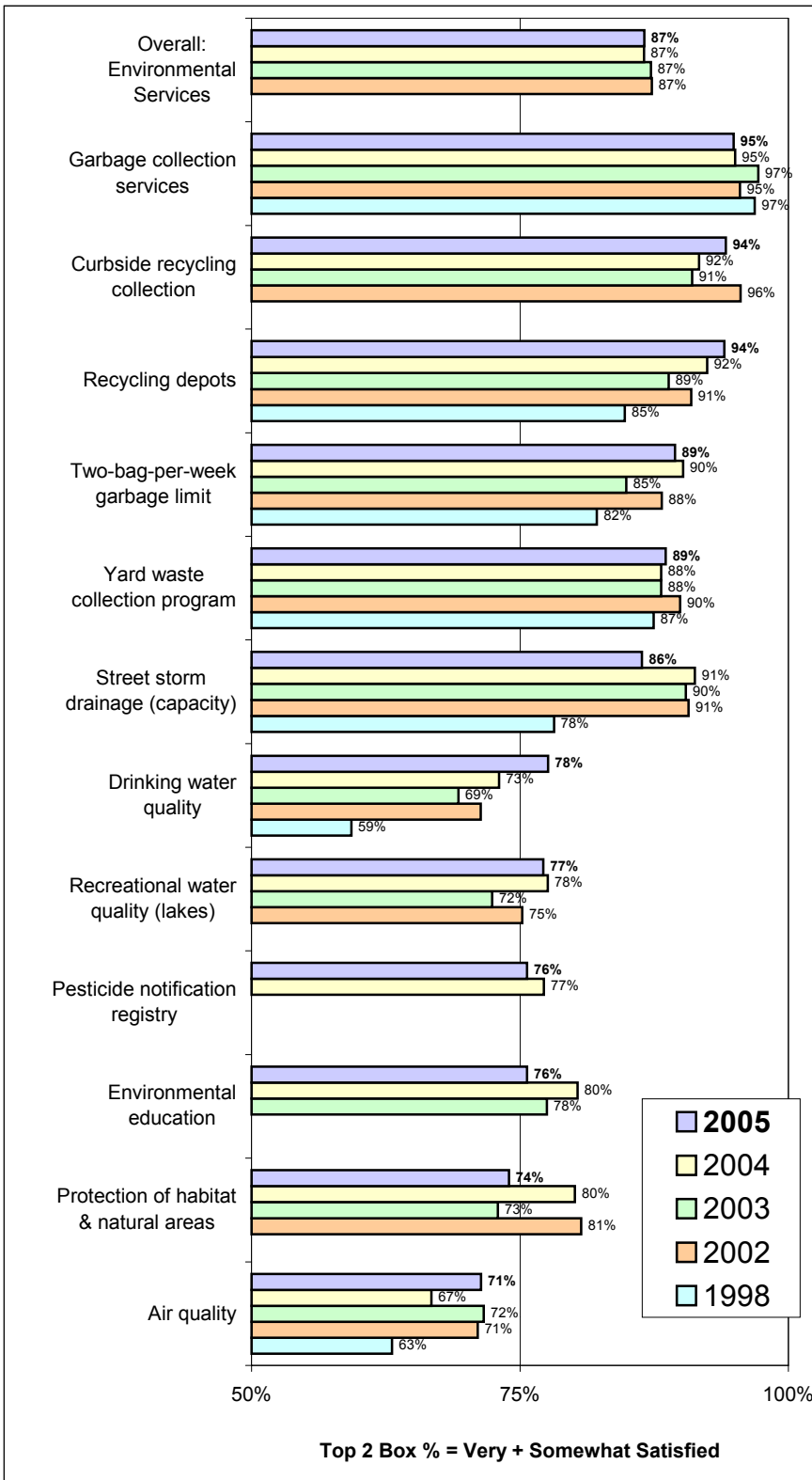


Environmental Services received an 87% satisfaction rating overall.

Garbage collection services (95%), *curbside recycling collection* (94%) and *recycling depots* (94%) had the highest satisfaction ratings.

Air quality (71%) had the lowest satisfaction rating, although showing an increase from 67% in 2004.

Yearly Comparison of Environmental Services Satisfaction Ratings

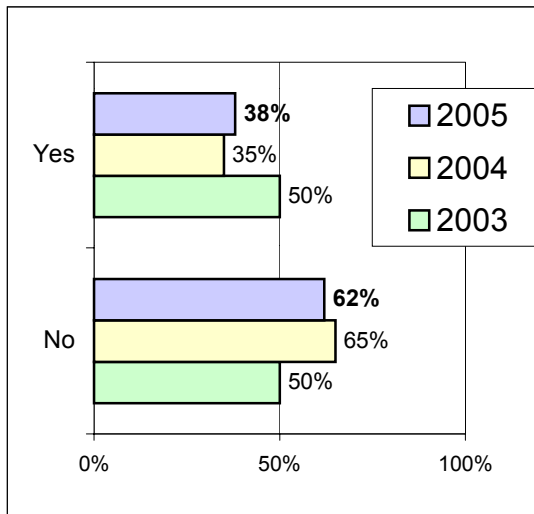


The overall Environmental Services Satisfaction rating has remained steady at 87%.

Recycling depots satisfaction ratings have increased by 9% since 1998.

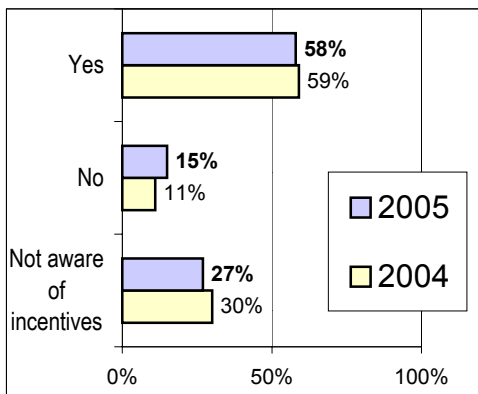
Drinking water quality received a 78% satisfaction rating in 2005 compared to 59% in 1998.

Q8. Are you aware of the City's Living Greener Program?



38% of respondents are aware of the *City's Living Greener Program*. Awareness has dropped by 12% since 2003.

Q9. Do the incentives offered through the Living Greener Program encourage you to adopt a more environmentally friendly lifestyle?



Among respondents who were aware of the Living Greener Program, 59% indicated the incentives offered through the program *encouraged a more environmentally friendly lifestyle*.

Q10. Are you aware that street and parking lot storm water runoff enters a piped system that may discharge directly into nearby creeks and/or Okanagan Lake without being treated?

| | | Year | | | |
|--|-----|------|------|------|------|
| | | 2002 | 2003 | 2004 | 2005 |
| | Yes | 62% | 67% | 64% | 62% |
| | No | 38% | 33% | 36% | 38% |

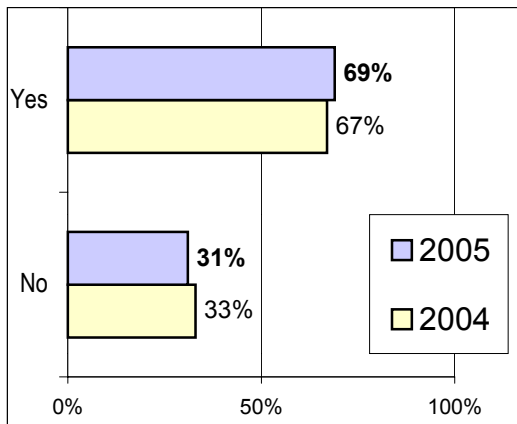
62% percent indicated “Yes”. Awareness has remained steady since 2002.

Q11. 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.)

| | | Year | | | |
|--|-----------------|------|------|------|------|
| | | 2002 | 2003 | 2004 | 2005 |
| | High priority | 40% | 40% | 35% | 36% |
| | Medium priority | 51% | 51% | 51% | 54% |
| | Low priority | 9% | 10% | 15% | 10% |

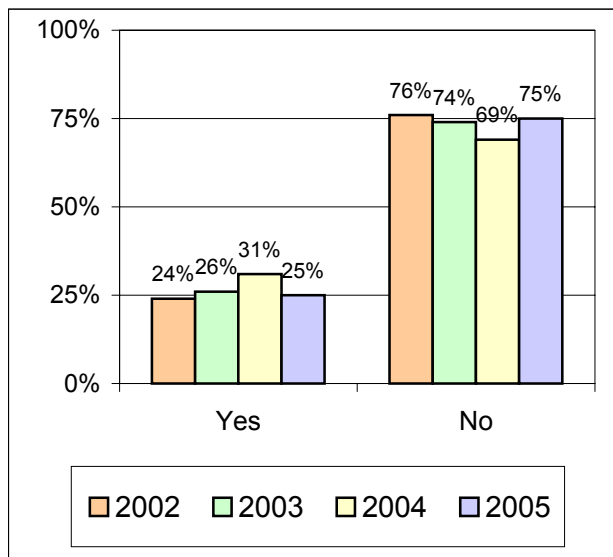
Most respondents feel that improving the quality of storm water runoff should be a *medium priority* (54%) for Council.

Q12. 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?



Over two-thirds (69%) of Kelowna residents would support a mandatory vehicle emissions program. Residents who own more vehicles are less likely to support emission testing.

Q13. In the past year has anyone in your household experienced negative health effects due to poor outdoor air quality in your neighbourhood?

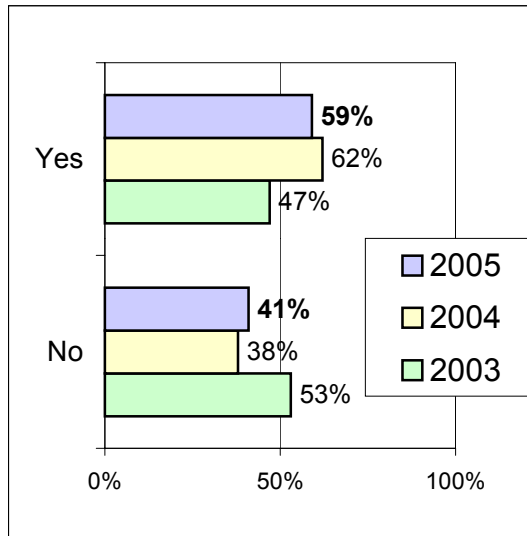


25% of respondents had someone in their household experience negative health effects due to poor air quality, a slight drop from 2004.

| | 2005 |
|------------------------|------|
| "Dust, pollen" | 71% |
| "Smoke" | 49% |
| "Vehicle emissions" | 34% |
| "Spraying, pesticides" | 20% |
| "Other" | 5% |

Among households that had experienced negative health effects, the main cause was dust or pollen.

Q14. Should Kelowna have a bylaw that would restrict the use of herbicides and/or pesticides for cosmetic purposes on public and private property?



Support for a *bylaw restricting herbicide and pesticide use* has increased from 47% in 2003 to 59% this year, while dropping slightly from 2004.

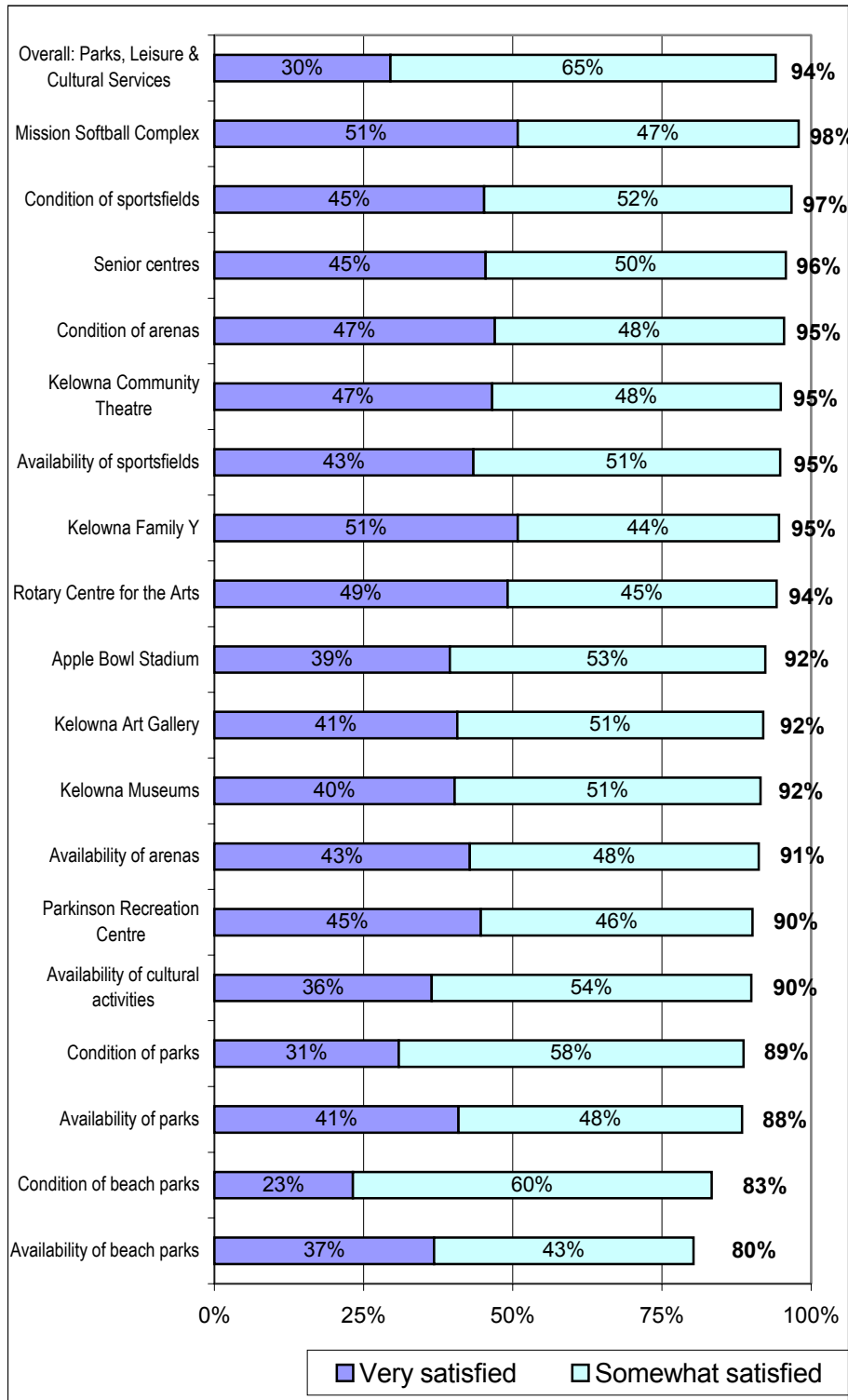
Q15. Yard waste is currently collected 2 weeks in the spring and 2 weeks in the fall. Would you support increasing to bi-weekly or monthly collection of yard waste for an increased fee?

| | | Year | | |
|--|----------------|------|------|------|
| | | 2003 | 2004 | 2005 |
| | No-fine as is | 62% | 65% | 64% |
| | Yes- Monthly | 35% | 31% | 31% |
| | Yes- Bi-weekly | 3% | 4% | 5% |

Almost 2/3 of respondents (64%) think the current yard waste collection program is *fine as is*.

Section 3 - Parks, Leisure & Cultural Services

Q16. 2005 Parks, Leisure and Cultural services Satisfaction Ratings

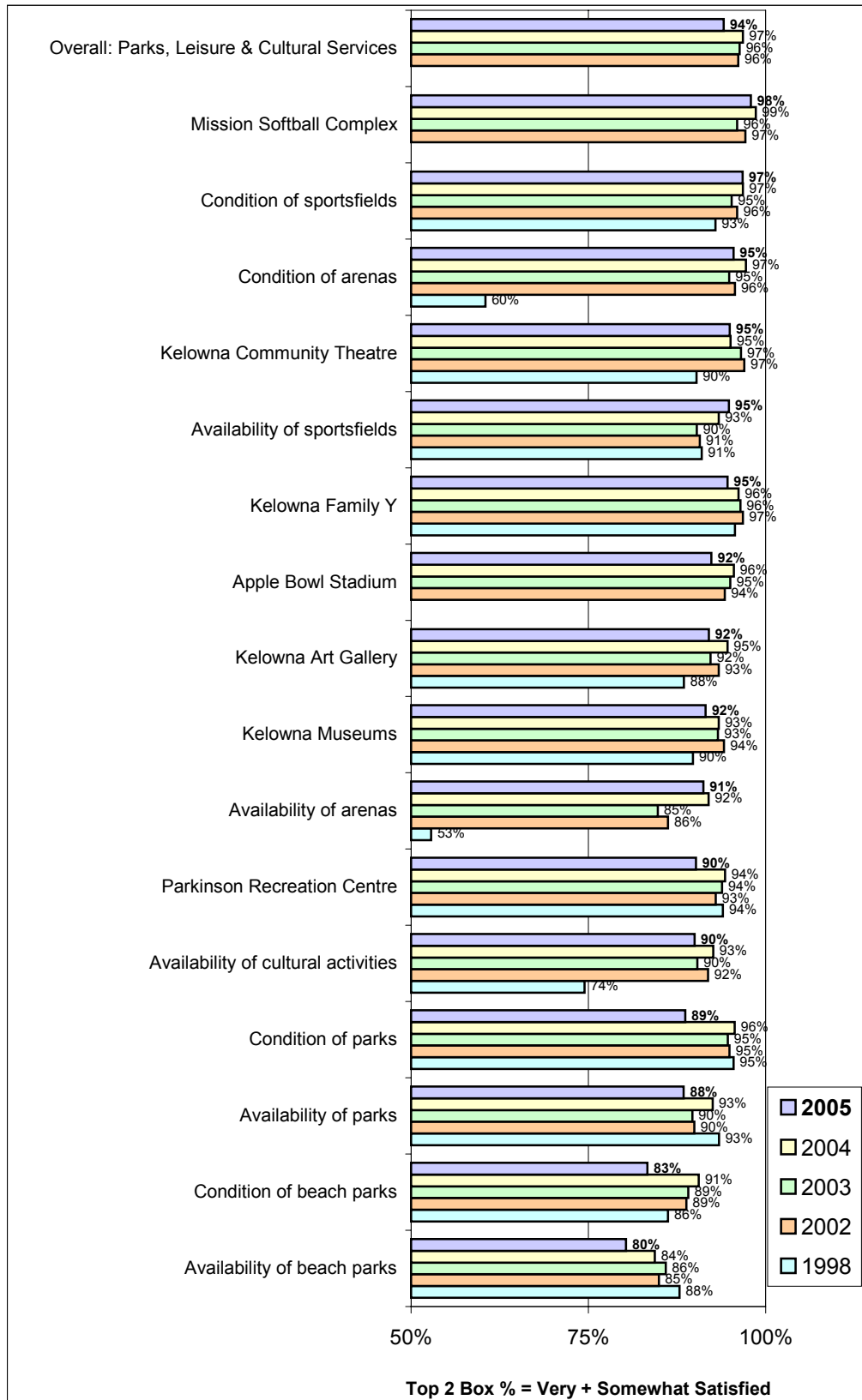


Respondents were very satisfied with all aspects of Parks, Leisure and Cultural services.

The *Mission Softball Complex* received the highest rating with 98% satisfied.

Availability of beach parks received the lowest ratings but still received an 80% satisfaction level. This is a slight drop from 2004's 84%.

Yearly Comparison of Parks, Leisure and Cultural Services Satisfaction Ratings



Parks, Leisure and Cultural activities received high ratings in all areas.

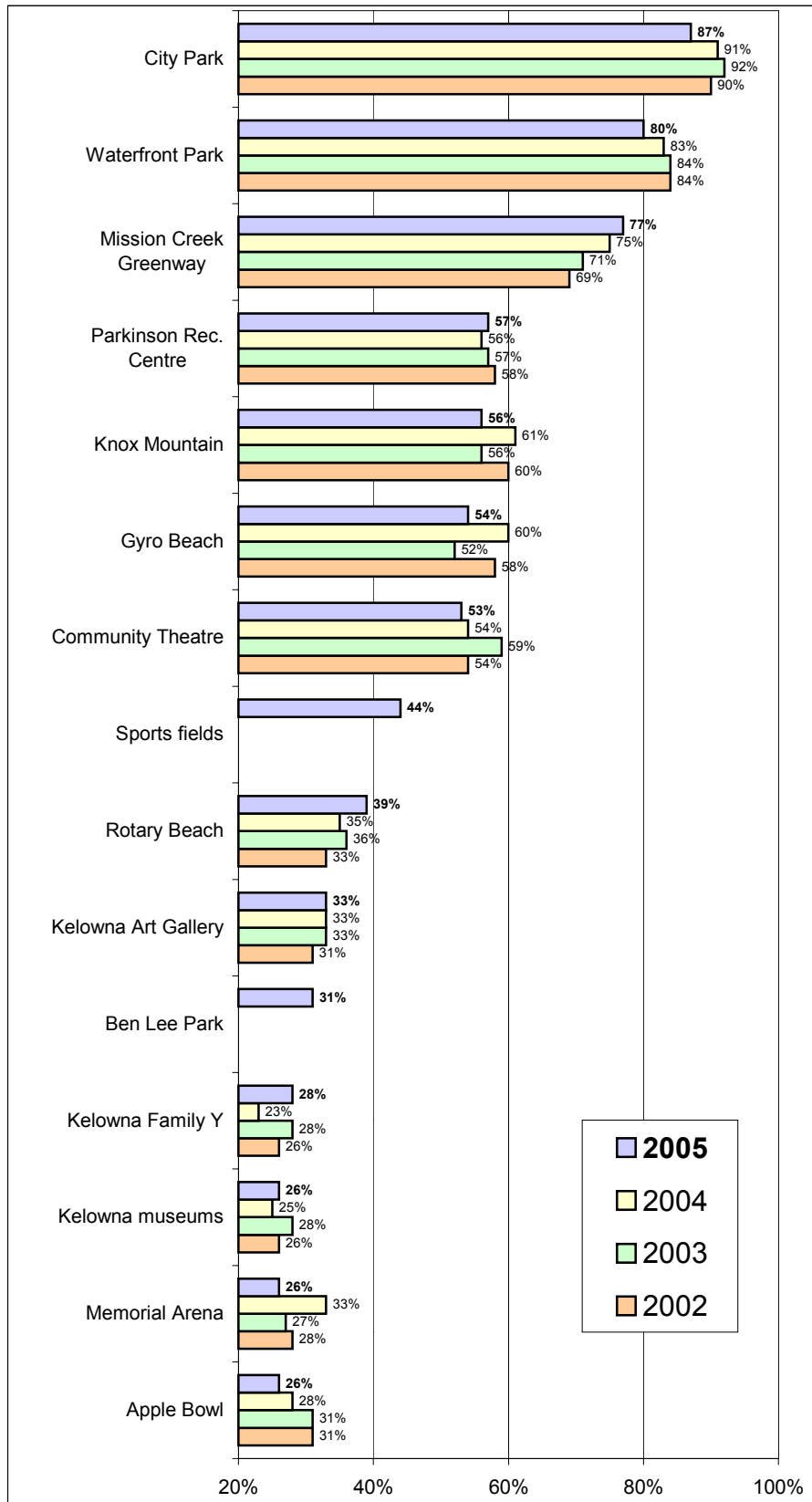
Satisfaction ratings for *availability and condition of arenas* have shown considerable improvement from 1998 to 2005.

Availability of sportsfields is showing an increase in satisfaction.

Satisfaction with the *availability of cultural activities* increased from 74% in 1998 to 90% this year.

Availability of beach parks has trended downwards since 1998.

Q17. In the past year, which of the following have you visited?

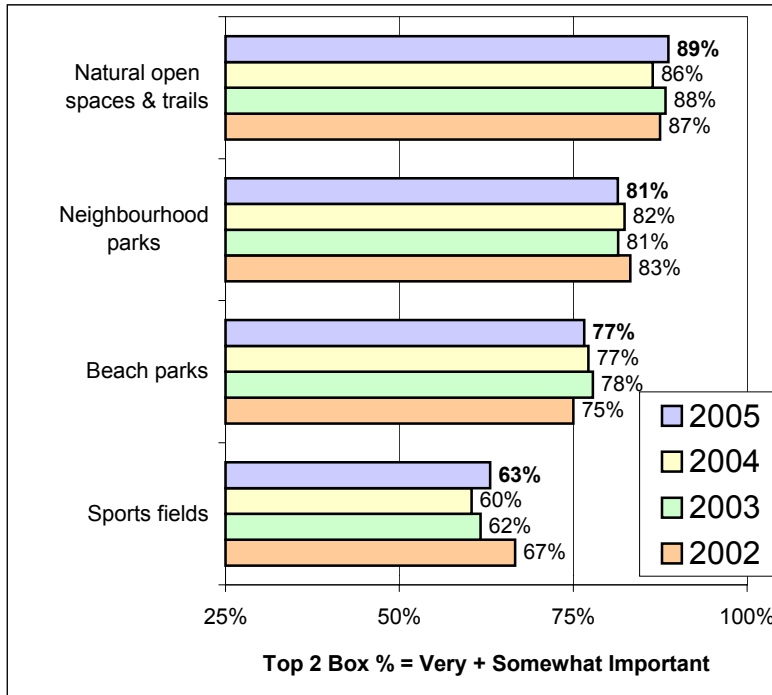


The vast majority of citizens visited *City Park* (87%) or *Waterfront Park* (80%) in the past year.

Mission Creek Greenway was visited by 77% of respondents this year compared to 69% in 2002 showing a consistent rise in popularity.

Sports fields and *Ben Lee Park* were added to the list of City parks on the 2005 survey.

Q18. The City has limited dollars available for purchasing new parkland. Please rate the importance of purchasing each of the following types of parks.



The majority of respondents (89%) felt that purchasing *natural open spaces and trails* was somewhat or very important.

Sports fields were rated the least important for purchase.

Q19. In an average week, how often do you engage in physical activity that significantly raises your heart rate for 15 minutes or more...

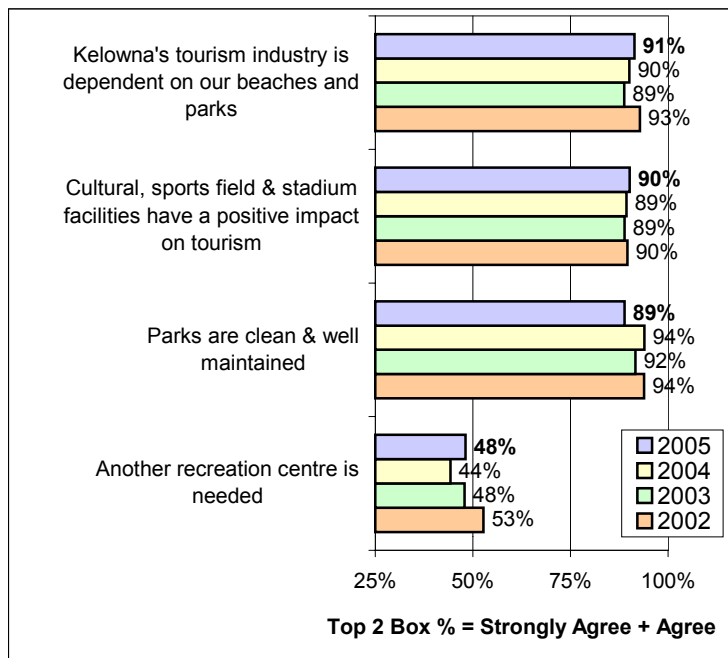
| | Total - All Activities | Regular exercise program | Playing sports | At work | Other | Jogging |
|-------------------|------------------------|--------------------------|----------------|---------|-------|---------|
| 1-2 | 10% | 19% | 21% | 12% | 7% | 11% |
| 3-4 | 24% | 23% | 11% | 8% | 9% | 6% |
| 5-6 | 20% | 8% | 2% | 7% | 5% | 1% |
| 7+ | 37% | 6% | 1% | 6% | 6% | 1% |
| None, No response | 10% | 43% | 64% | 67% | 73% | 81% |

37% of Kelowna residents complete a *regular exercise program* at least 3 times per week or more.

57% of respondents engage in physical activity that raises their heart rate 5 times a week or more.

Younger respondents were significantly more likely to engage in physical activities.

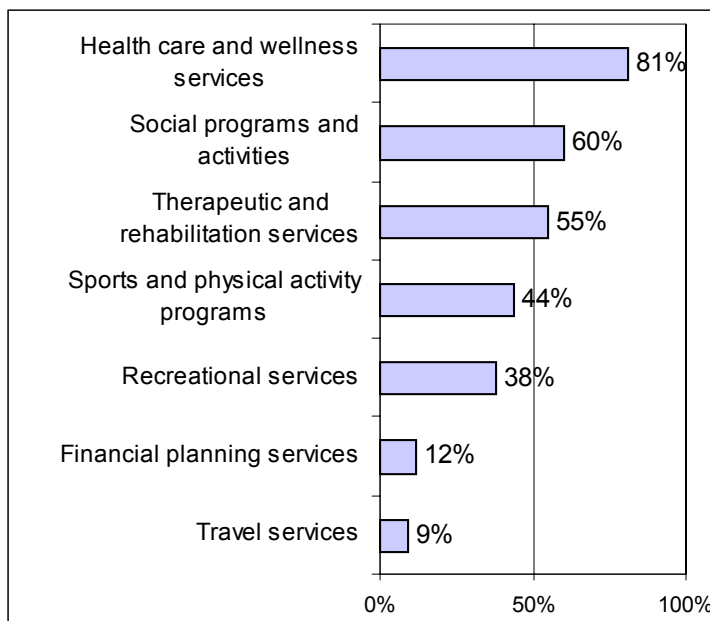
Q20. Do you agree or disagree with the following statements?



91% agree that *Kelowna's tourism industry is dependent on our beaches and parks*

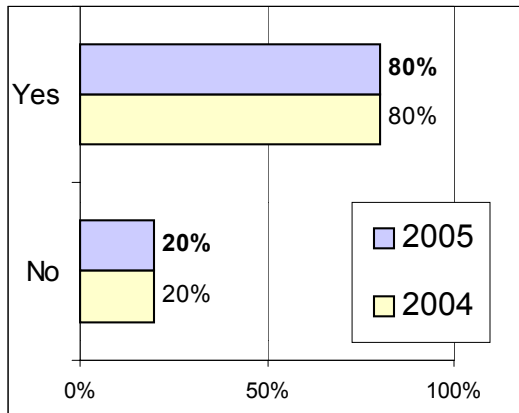
In 2005, slightly fewer respondents agree that the *parks are clean and well maintained*.

Q21. Which of the following is most important to include in a future facility for senior citizens (over 55 years of age)?



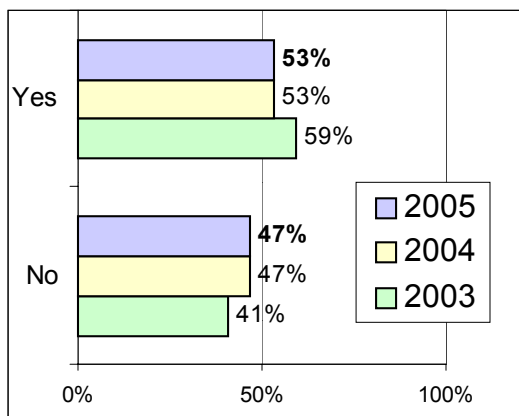
The most popular service is *health care and wellness services* at 81%. This is followed by *social programs and activities* (60%) and *therapeutic and rehabilitation services* (55%).

Q22. The City currently allows dogs in 33 parks. Do you feel this is sufficient?



Four out of five respondents believe the number of dog parks is sufficient.

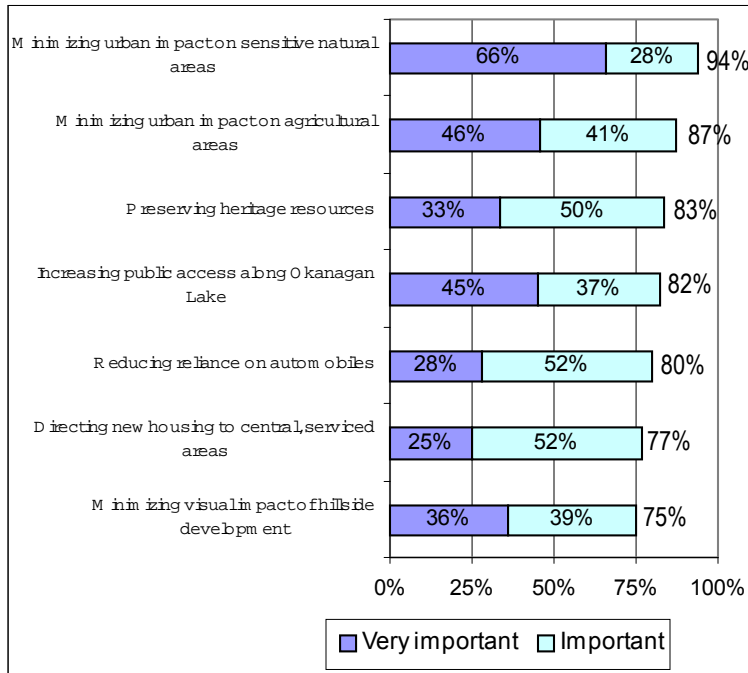
Q23. Would you support allowing dogs on leash on all clearly defined paths and walkways within City Park and Waterfront Park?



Over half of respondents (53%) would support allowing dogs on leash in City and Waterfront Parks.

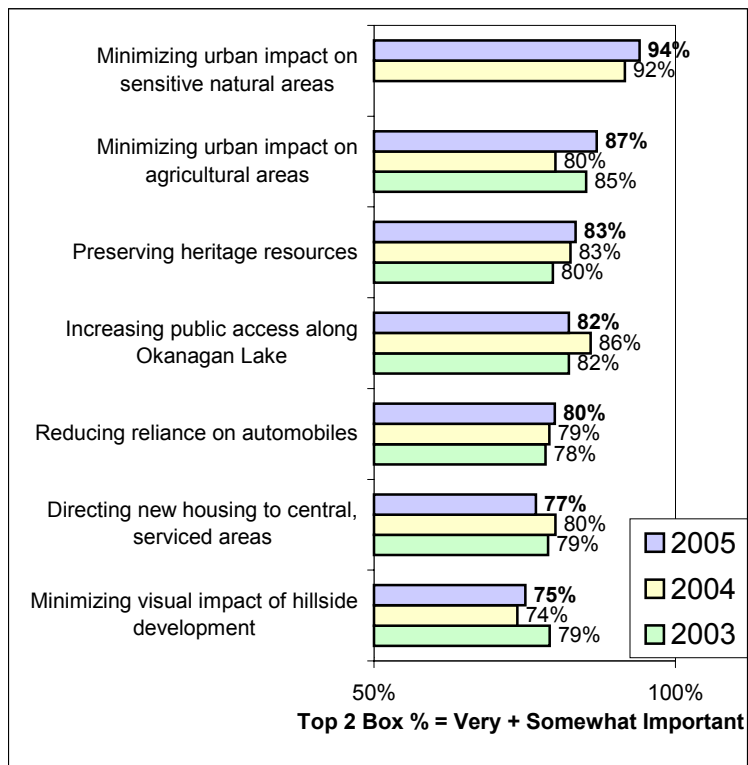
Section 4 - Planning and Corporate Services

Q24. 2005 Planning & Corporate Services Importance Ratings



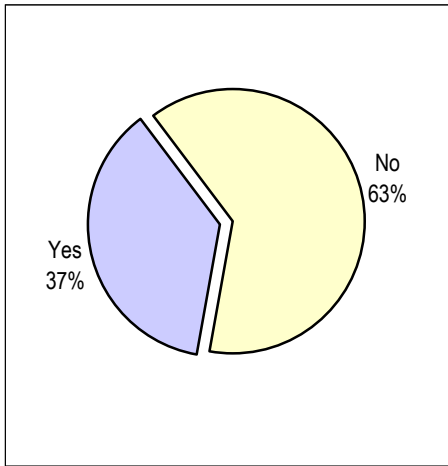
94% of respondents feel *minimizing urban impact on sensitive natural areas* is very or somewhat important.

87% feel it is important to *minimize urban impact on agricultural areas*.

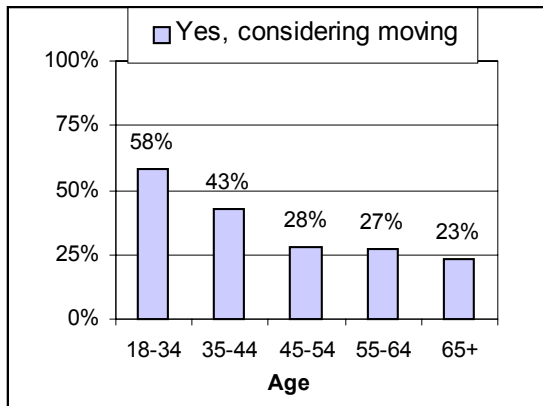


Planning and Corporate Services' importance ratings have remained consistent since 2003.

Q25. Are you considering moving to a different location in Kelowna in the next 5 years?



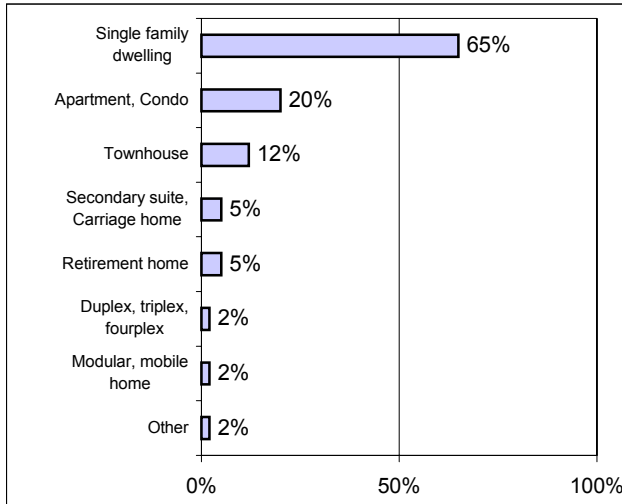
Thirty-seven percent are considering moving.



Moving by Age:

Older age groups are less likely to be considering moving.

Q26. If moving, what type of residence will you move to?



65% of the residents moving in the next five years are moving to single family dwellings.

| | | What best describes your residence? | | | |
|---|--------------------------------|-------------------------------------|---------------------------|-----------|------------------|
| | | Single family dwelling | Duplex, triplex, fourplex | Townhouse | Apartment, Condo |
| If moving, what type of residence will you move to? | Single family dwelling | 67% | 85% | 77% | 42% |
| | Apartment, Condo | 15% | 24% | 6% | 41% |
| | Townhouse | 13% | 6% | 9% | 18% |
| | Retirement home | 5% | 1% | 4% | 7% |
| | Secondary suite, Carriage home | 3% | 15% | 2% | 4% |
| | Modular, mobile home | 1% | 3% | 4% | |
| | Other | 3% | | 2% | 2% |
| | Duplex, triplex, fourplex | 1% | 6% | | 3% |
| Total | Base | 189 | 45 | 38 | 66 |

Among residents living in Single Family Dwellings, 67% are planning to move to another single family dwelling. Among residents living in a Duplex, Triplex or Fourplex, 85% will move to a Single family dwelling.

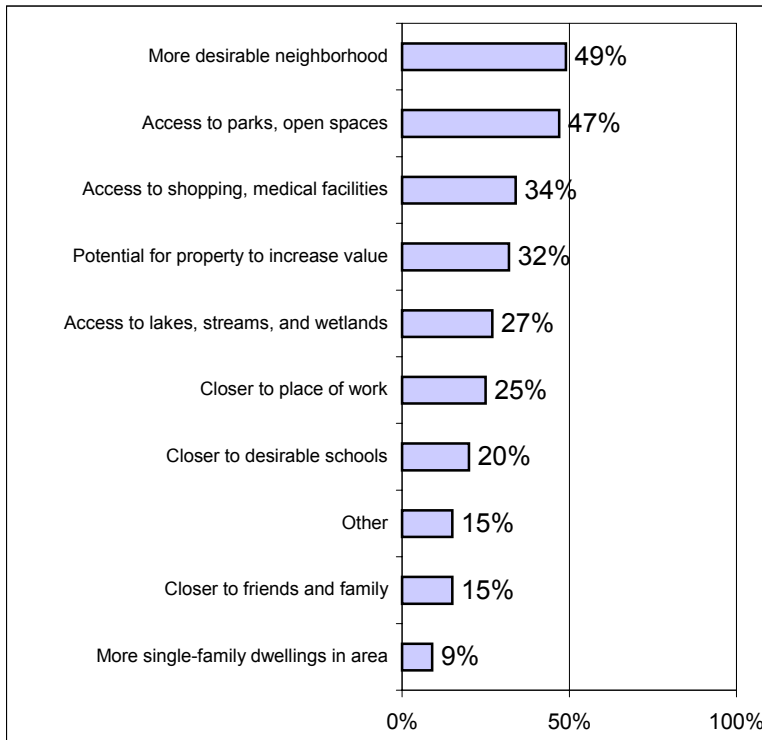
Column percentages may exceed 100% because multiple responses given

| | | Area of Kelowna | | | |
|---|--------------------------------|-----------------|-----------------------|--------------------|-----------------|
| | | Central Kelowna | Mission/ S.E. Kelowna | Rutland/ Black Mt. | Glenmore/ Dilw. |
| If moving, what type of residence will you move to? | Single family dwelling | 51% | 68% | 75% | 65% |
| | Apartment, Condo | 26% | 27% | 13% | 13% |
| | Townhouse | 13% | 12% | 7% | 19% |
| | Retirement home | 7% | 6% | 3% | 4% |
| | Secondary suite, Carriage home | 5% | 8% | 4% | 3% |
| | Modular, mobile home | 2% | 1% | | 6% |
| | Other | 4% | 1% | | 3% |
| | Duplex, triplex, fourplex | 2% | 1% | 2% | 4% |
| Total | Base | 92 | 105 | 87 | 68 |

Among residents living in Central Kelowna, 51% are planning to move to a single family dwelling. Among residents living in Rutland/Black Mountain, 75% wish to move to a single-family dwelling.

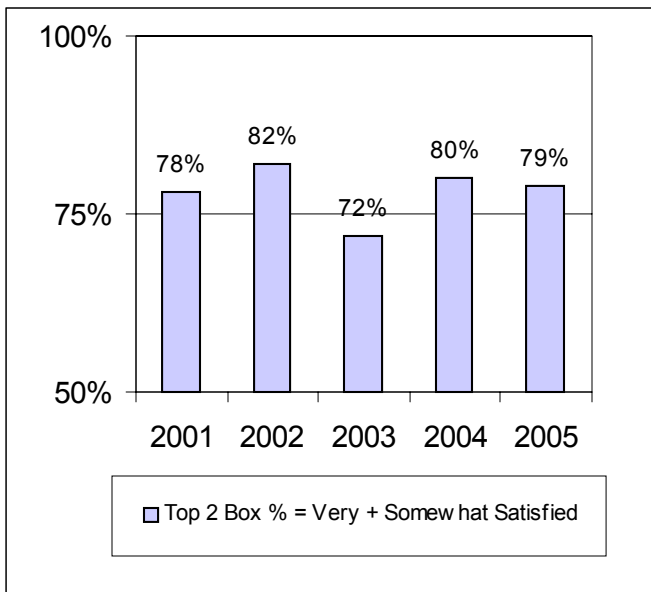
Column percentages may exceed 100% because multiple responses given

Q27. If moving, what are the top 3 considerations when choosing a location?



The most important consideration is moving to a *more desirable neighbourhood* (49%). *Access to parks and open spaces* was important to 47% of respondents.

Q28. How would you rate your level of satisfaction with Planning and Corporate Services overall?



Seventy-nine percent were *very* or *somewhat* satisfied with the City's Planning and Corporate Services.

Section 5 – Water Utilities

Q29. Which Utility provides your water?

| | | Year | | | | |
|--|--|------|------|------|------|------|
| | | 1998 | 2002 | 2003 | 2004 | 2005 |
| | Black Mountain Irrigation District | 12% | 15% | 13% | 13% | 14% |
| | Glenmore-Ellison Improvement District | 14% | 13% | 14% | 11% | 13% |
| | South-East Kelowna Irrigation District | 5% | 5% | 6% | 4% | 6% |
| | City of Kelowna | 51% | 49% | 52% | 56% | 53% |
| | Rutland Waterworks | 9% | 13% | 11% | 11% | 12% |
| | Other | 8% | 5% | 4% | 5% | 3% |

The City of Kelowna provided the majority of homes in the sample with water (53%).

Q30. Do you have an in-home water treatment system to improve water quality?

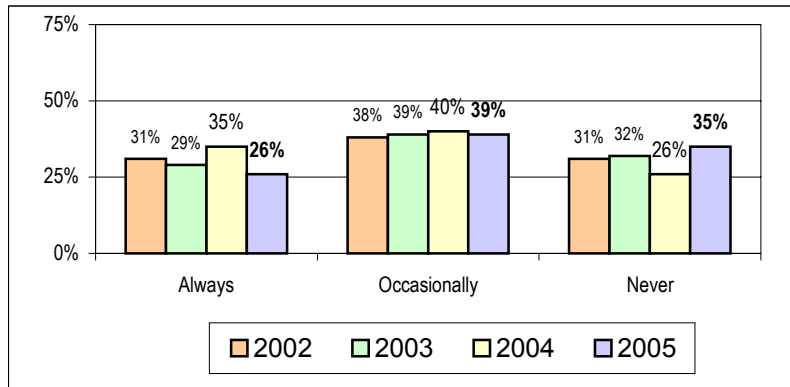
| | | Year | | | | |
|--|-----|------|------|------|------|------|
| | | 1998 | 2002 | 2003 | 2004 | 2005 |
| | Yes | 33% | 39% | 35% | 38% | 34% |
| | No | 67% | 61% | 65% | 62% | 66% |

In 2005, 34% had an *in-home water treatment system to improve water quality*.

| | | 2005 | | | | |
|---|------|---------------------------------------|--|-----------------|------------------------------------|--------------------|
| | | Which Utility provides your water? | | | | |
| | | Glenmore-Ellison Improvement District | South-East Kelowna Irrigation District | City of Kelowna | Black Mountain Irrigation District | Rutland Waterworks |
| Do you have an in-home water treatment system to improve water quality? | Yes | 43% | 37% | 27% | 24% | 19% |
| | No | 57% | 63% | 73% | 76% | 81% |
| Total | Base | 86 | 35 | 354 | 90 | 74 |

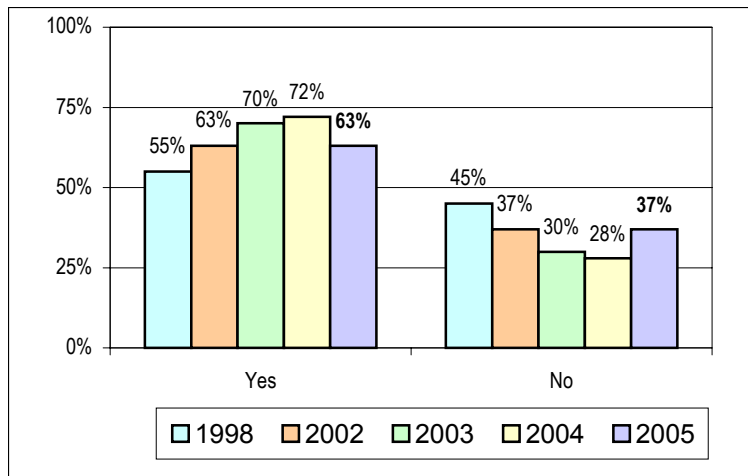
Residents of the Glenmore-Ellison improvement district were the most likely (43%) to have an in-home water treatment system.

Q31. How often do you buy bottled water for drinking?



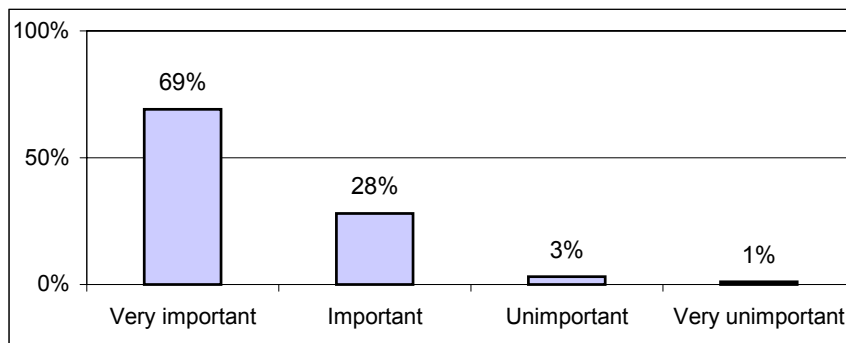
In 2005, 26% of respondents *always buy bottled water for drinking*, a decrease from 35%. There were no significant differences between water supplier and the frequency of bottled water purchases.

Q32. Would you be prepared to pay higher water rates to reduce the risk of water-borne disease outbreaks?



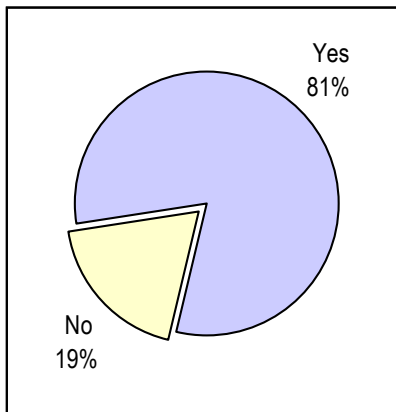
63% would pay higher water rates.

Q33. How important is water conservation within our community?



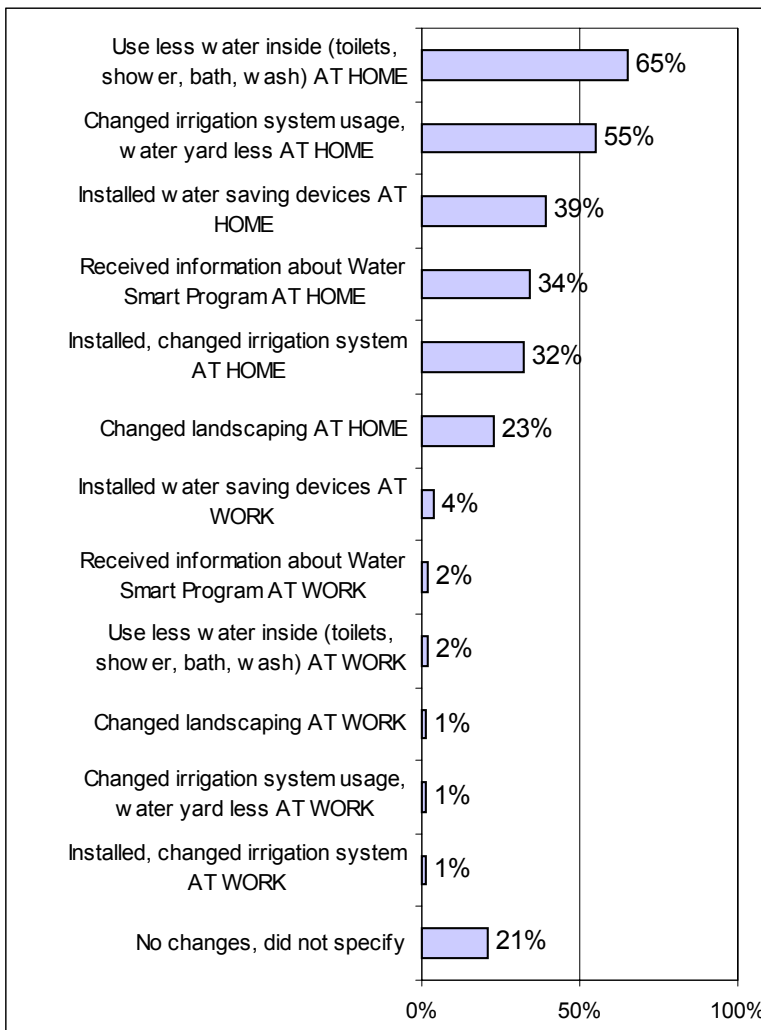
Water conservation is considered *very important* or *important* by 96% of respondents.

Q34. Have you taken steps at home or work to reduce water consumption?



81% of residents have *taken steps to reduce water consumption.*

Q35. If 'YES' – What steps have you taken to reduce water consumption?

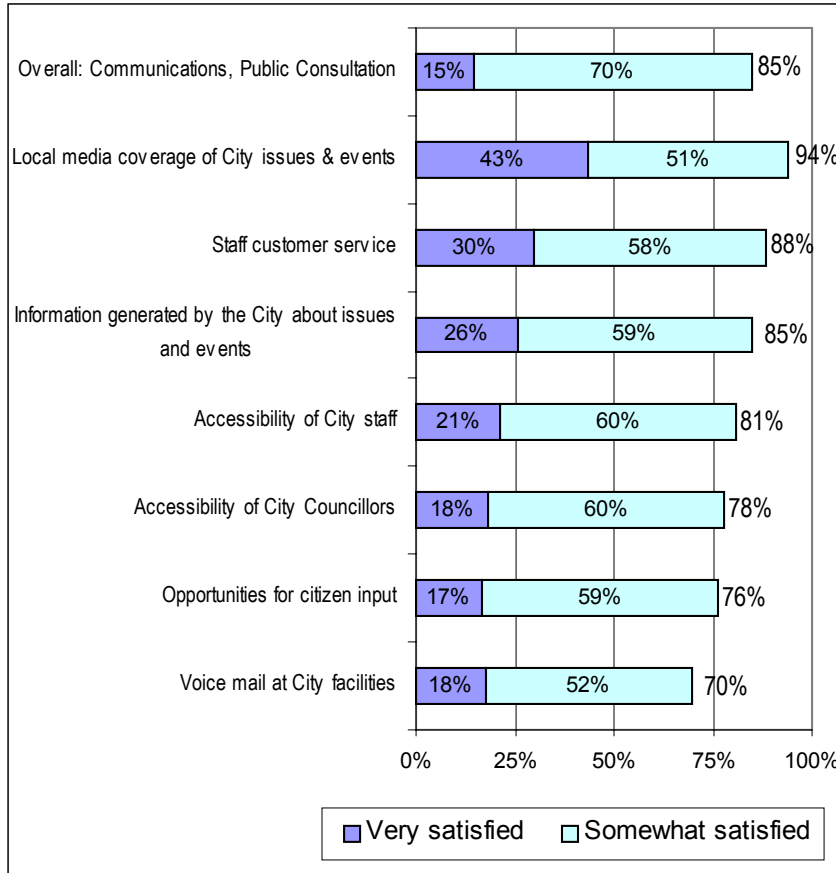


65% of respondents *use less water inside the home and 55% changed their irrigation system or water their yard less at home.*

Most water consumption reduction efforts are made at home and not work.

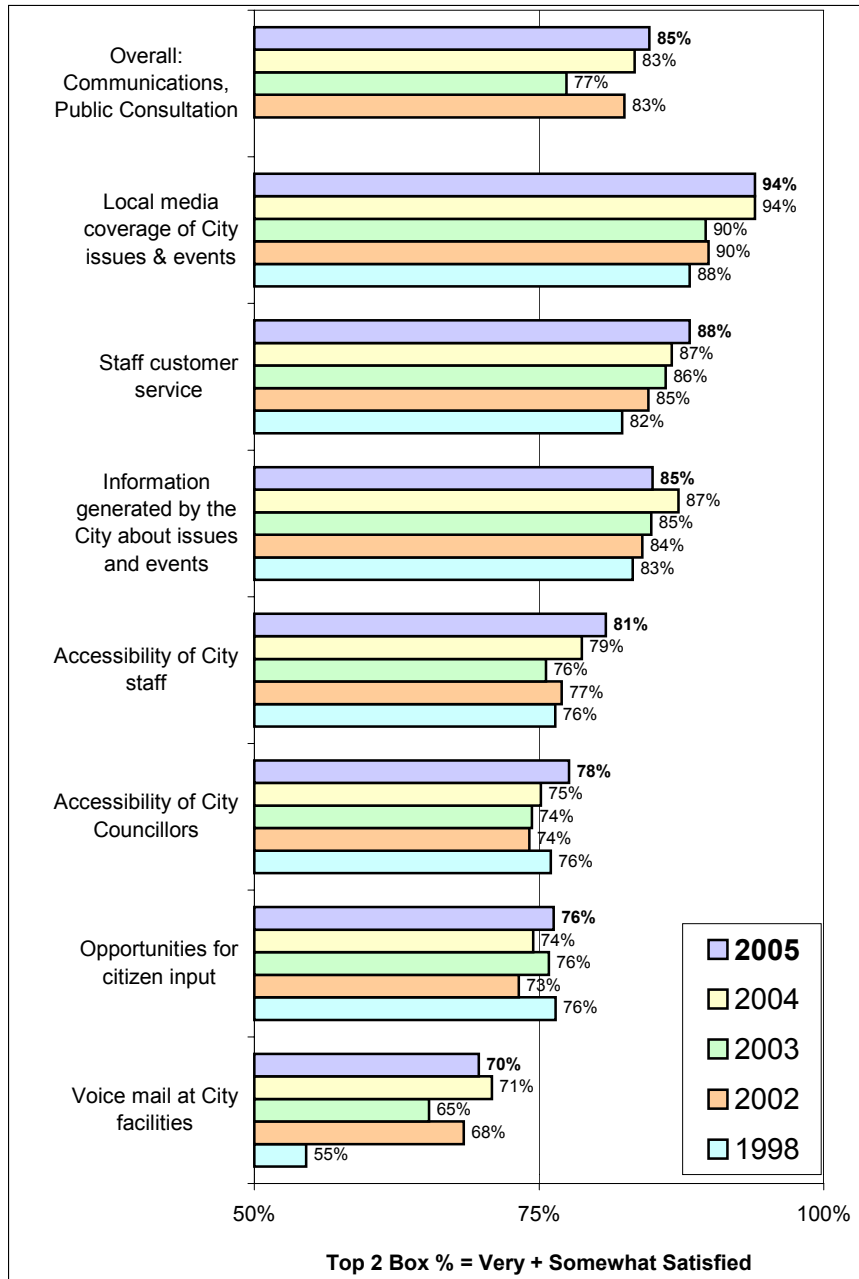
Section 6 - Communications/Public Consultation

Q36. 2005 Communications/Public Consultation Satisfaction Ratings



85% are satisfied with the City's overall Communications and Public Consultation. Local media coverage of City issues was rated highly at 94%. Staff customer service was close behind at 88%.

Yearly Comparison of Communications/Public Consultation Satisfaction Ratings



Staff customer service has shown improvement each year.

Satisfaction with voice mail at City facilities has improved by 15% since 1998.

Q37. Please indicate your top three choices for providing input on important City issues.

| | Year | | | | |
|-------------------------------|------|------|------|------|------|
| | 1998 | 2002 | 2003 | 2004 | 2005 |
| Mail-in surveys | 83% | 76% | 73% | 72% | 75% |
| Open houses | 42% | 45% | 35% | 48% | 48% |
| Appearance at Public hearings | 34% | 44% | 48% | 47% | 41% |
| Citizens committees | 36% | 40% | 38% | 41% | 43% |
| Letters to Mayor and Council | 34% | 33% | 37% | 32% | 28% |
| Telephone surveys | 38% | 29% | 30% | 26% | 22% |
| Focus groups | 20% | 19% | 23% | 21% | 21% |
| Other | | 3% | 2% | 3% | 2% |

Most respondents prefer *mail-in surveys* (75%) to provide the City with input on important issues.

Column percentages may exceed 100% because multiple responses given

Q38. Please indicate your top three methods to receive information on City news.

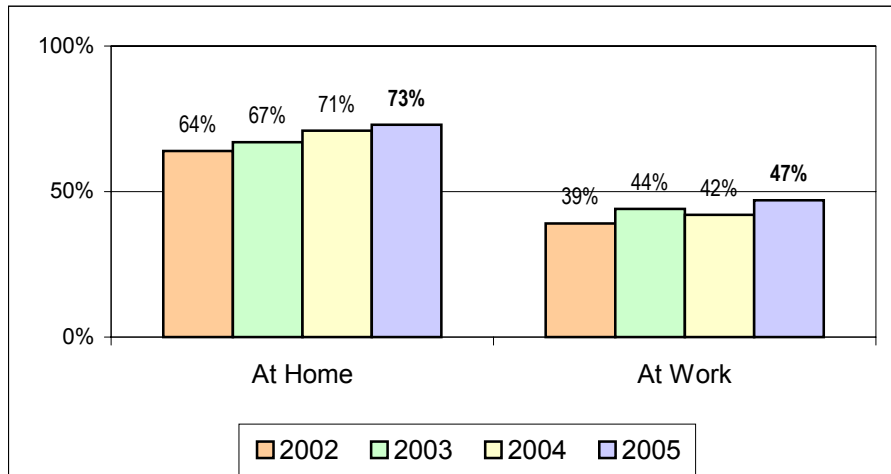
By Year:

| | Year | | | | |
|-----------------|------|------|------|------|------------|
| | 1998 | 2002 | 2003 | 2004 | 2005 |
| Capital News | 61% | 67% | 63% | 65% | 62% |
| CHBC TV | 56% | 56% | 46% | 52% | 49% |
| Daily Courier | 47% | 47% | 50% | 45% | 48% |
| Castanet.net | | 10% | 10% | 16% | 25% |
| Shaw Cable | 17% | 18% | 16% | 20% | 22% |
| CKOV | 13% | 19% | 20% | 16% | 17% |
| Sun FM | 17% | 17% | 14% | 14% | 17% |
| CBC Radio | | 12% | 11% | 11% | 13% |
| City newsletter | 42% | 18% | 24% | 22% | 12% |
| Silk FM | 18% | 12% | 12% | 12% | 12% |
| Power 104 | 3% | 11% | 7% | 9% | 7% |
| City brochures | 16% | 7% | 11% | 9% | 6% |
| City website | | 7% | 7% | 6% | 5% |
| Oldies 1150 | | | | | 4% |

By Age:

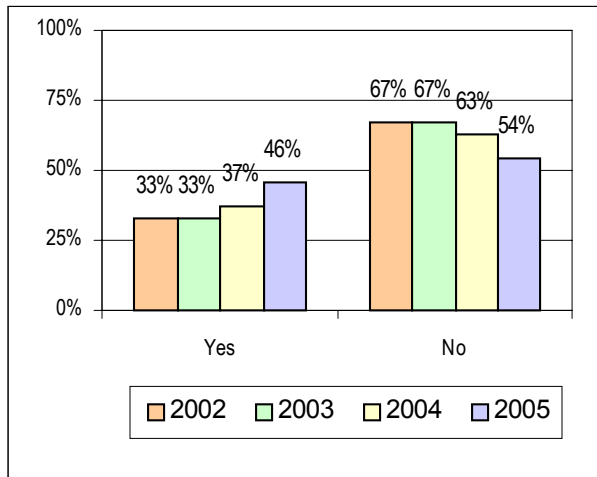
| | Age | | | | |
|-----------------|------------|------------|------------|------------|------------|
| | 18-34 | 35-44 | 45-54 | 55-64 | 65+ |
| Capital News | 45% | 66% | 62% | 64% | 74% |
| CHBC TV | 50% | 40% | 50% | 52% | 54% |
| Daily Courier | 50% | 36% | 45% | 51% | 58% |
| Castanet.net | 34% | 41% | 27% | 15% | 7% |
| Shaw Cable | 23% | 11% | 18% | 22% | 33% |
| CKOV | 7% | 10% | 13% | 19% | 36% |
| Sun FM | 41% | 24% | 8% | 2% | 2% |
| CBC Radio | 11% | 11% | 15% | 14% | 16% |
| City newsletter | 12% | 15% | 14% | 12% | 10% |
| Silk FM | 11% | 13% | 17% | 16% | 8% |
| Power 104 | 9% | 14% | 11% | 2% | 1% |
| City brochures | 3% | 10% | 7% | 10% | 3% |
| City website | 5% | 6% | 7% | 5% | 2% |
| Oldies 1150 | 1% | 2% | 4% | 11% | 4% |

Q39. Do you currently have access to the Internet...



In 2005, 73% had access to the Internet at home and 47% had Internet access at work.

Q40. Have you visited the City of Kelowna website (www.kelowna.ca)?



46% have visited the City of Kelowna website - up 13% from 2002.

Q41. If 'YES' -Which information sources on the City website have you accessed?

| | | Year | | | |
|--|---|------|------|------|------|
| | | 2002 | 2003 | 2004 | 2005 |
| | General information about City operations | 57% | 64% | 54% | 62% |
| | News releases | 44% | 39% | 45% | 39% |
| | Current job postings | 41% | 37% | 35% | 33% |
| | Current projects | 26% | 24% | 36% | 33% |
| | Official Community Plan Information | 22% | 27% | 33% | 26% |
| | Bylaws | 26% | 31% | 23% | 23% |
| | Other | 12% | 9% | 11% | 11% |
| | Council meeting agendas | 8% | 12% | 10% | 13% |
| | Council minutes | 6% | 8% | 9% | 9% |

62% of respondents visited the City website for *general information about City operations*. 39% checked the website for *news releases*.

Base: Respondents that have visited City Website
 Column percentages may exceed 100% because multiple responses given

Q42. Do you watch City Council meetings on Shaw Cable 11?

| | | Year | | | | |
|--|------------------------|------|------|------|------|------|
| | | 1998 | 2002 | 2003 | 2004 | 2005 |
| | No | 34% | 61% | 56% | 60% | 62% |
| | 1-5 times per year | 38% | 28% | 34% | 29% | 27% |
| | 6-12 times per year | 16% | 7% | 6% | 7% | 7% |
| | Over 12 times per year | 12% | 4% | 4% | 3% | 3% |

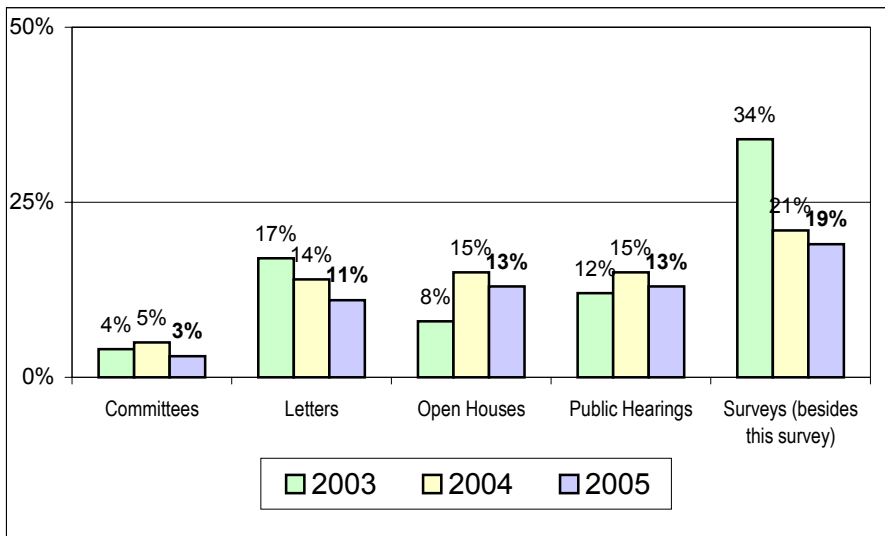
Since 1998, the percentage of respondents watching council meetings has decreased considerably. In 2005, 62% of respondents indicated “No”.

Q43. Would you view video coverage of Council meetings if available on the City's website?

| | | Year | | |
|--|-----|------|------|------|
| | | 2003 | 2004 | 2005 |
| | Yes | 18% | 18% | 19% |
| | No | 82% | 82% | 81% |

19% would watch video coverage if available on the website.

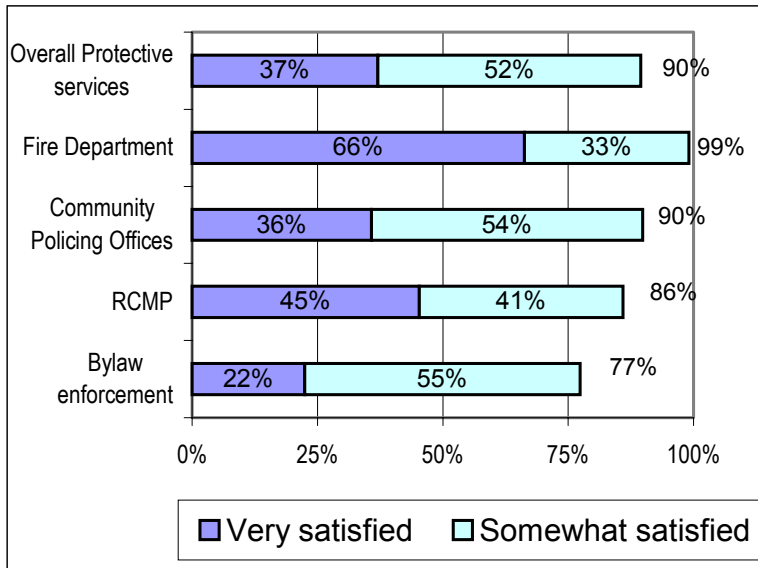
Q44. Have you provided input to the City within the past year through any of the following:



19% have provided input to the City through a Survey.

Section 7 - Protective Services

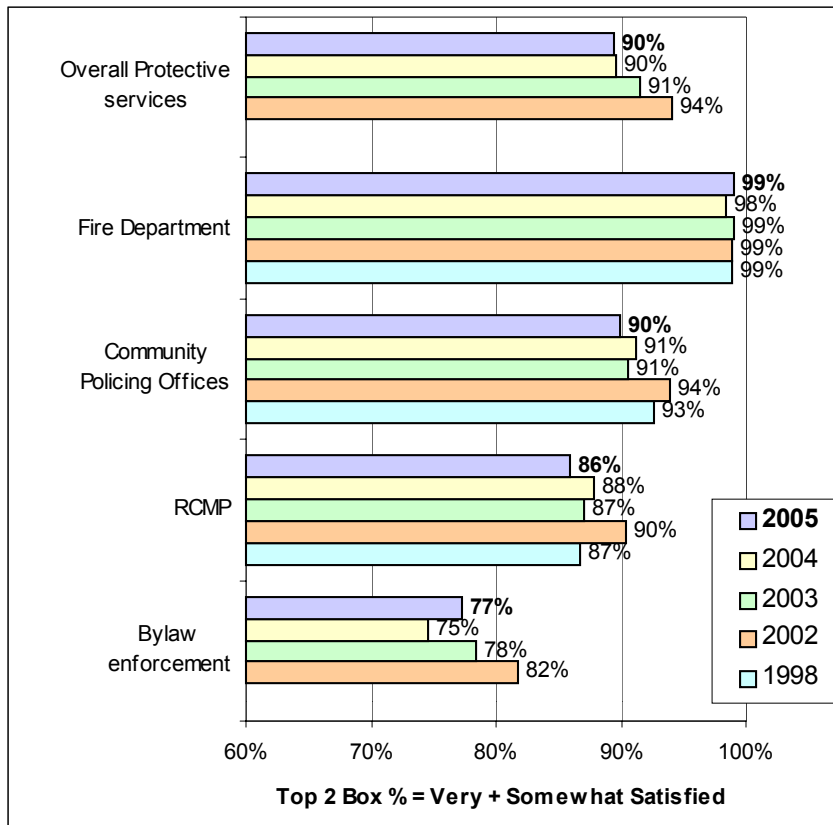
Q45. 2005 Protective Services Satisfaction Ratings



90% of Kelowna residents are satisfied with the *City's Protective Services*.

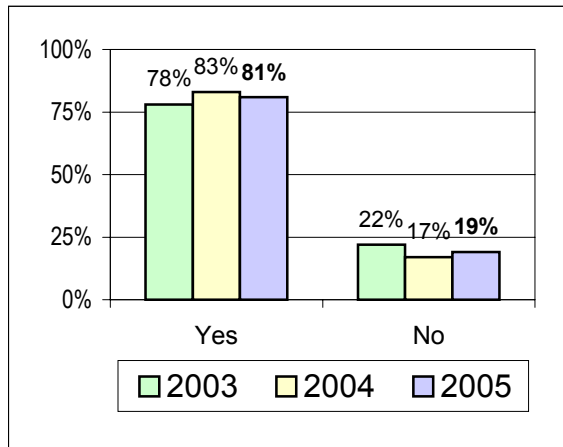
The *Fire Department* continues to receive the highest satisfaction rating at 99%.

Yearly Comparison of Protective Services Satisfaction Ratings



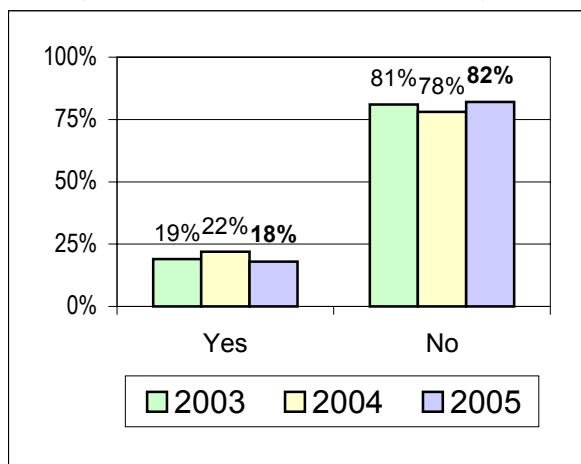
Most satisfaction levels for Protective Services have remained consistent since 1998.

Q46. Are you aware of the Community Policing Offices in Rutland, Glenmore and the Mission?



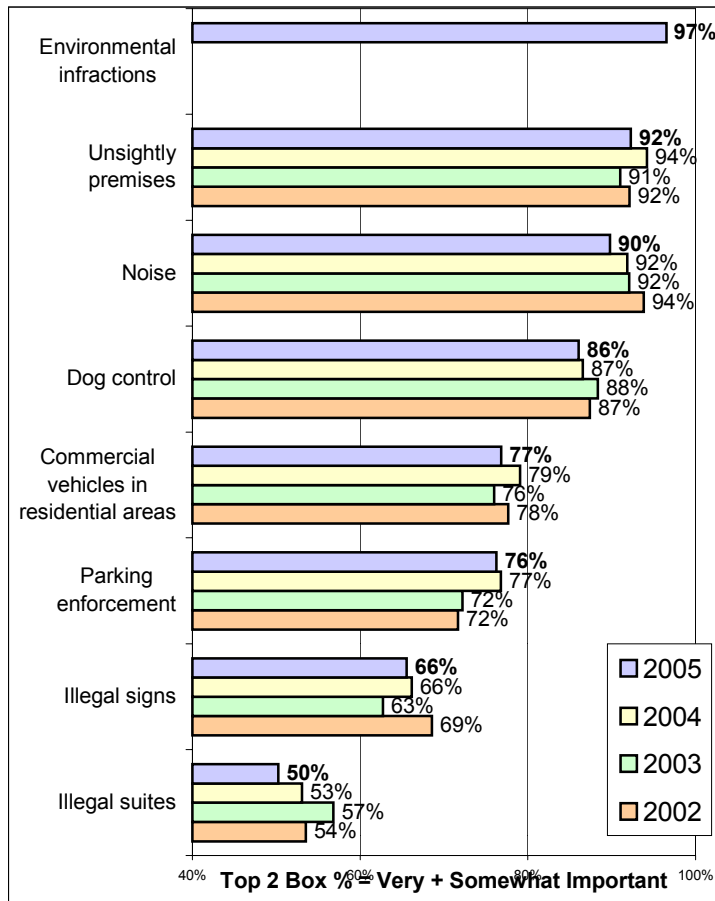
Awareness of the Community Policing Offices has remained steady over the past 3 years.

Q47. Have you ever used a Community Policing Office?



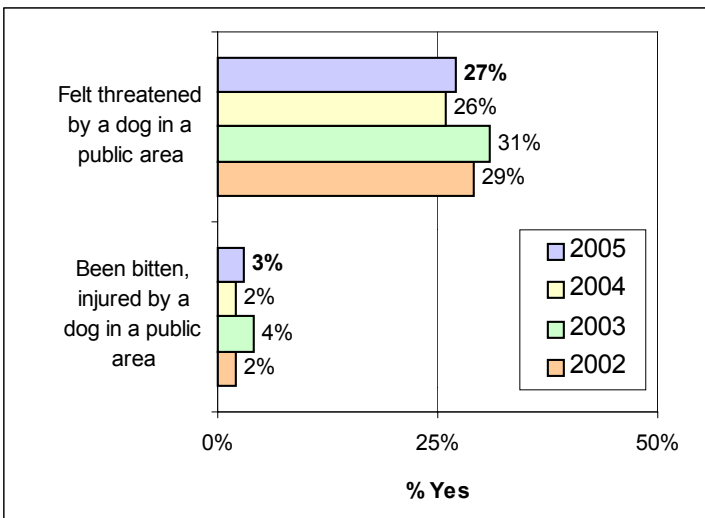
18% have used a Community Policing office.

Q48. Please rate the importance of each of the following areas of Bylaw Enforcement:



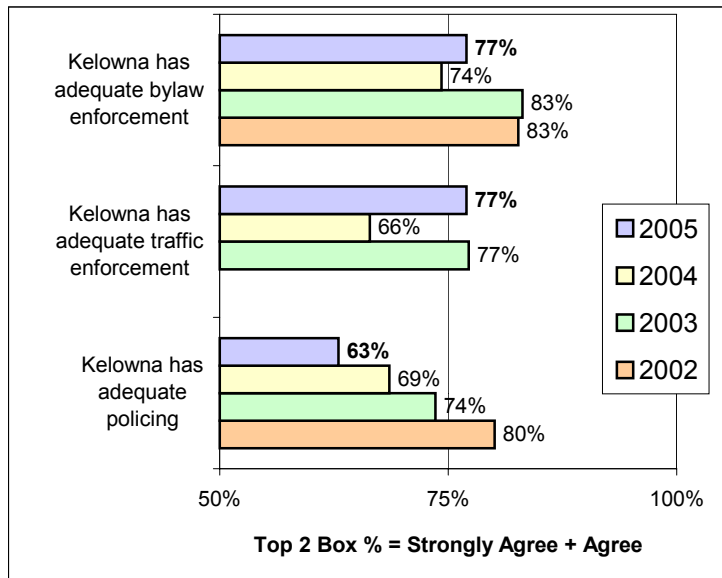
New to the survey in 2005, *environmental infractions* was rated the most important area of Bylaw Enforcement.

Q49. In the past year has anyone in your household:



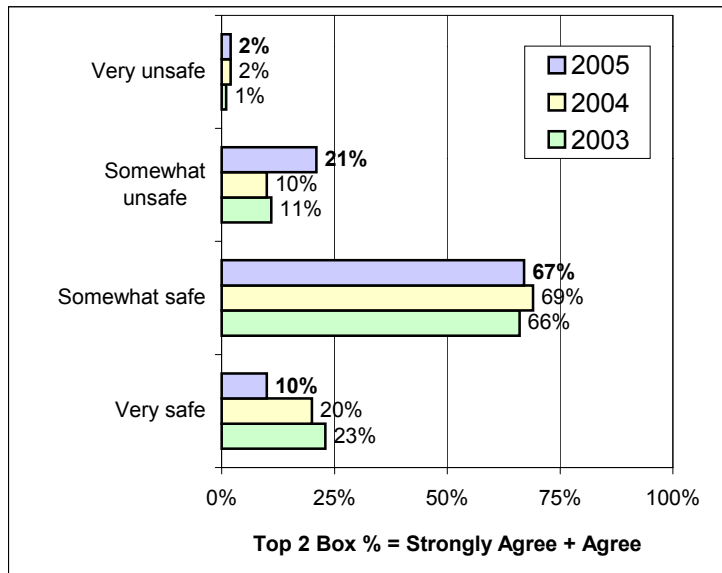
27% of respondents *felt threatened by a dog in a public area* in 2005 and 3% had been *bitten or injured*.

Q50. Do you agree or disagree with the following statements:



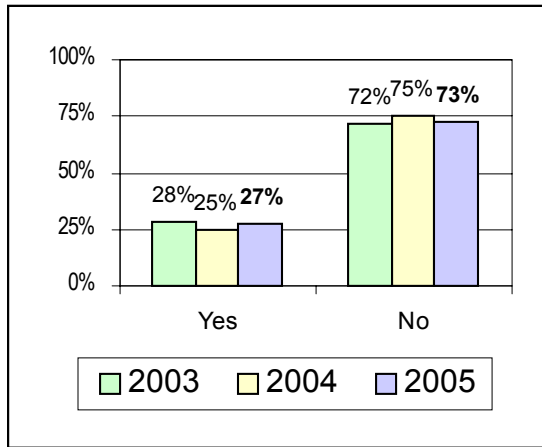
In 2005 63% feel Kelowna has adequate policing compared to 80% in 2002, continuing a downward trend.

Q51. How safe is Kelowna?



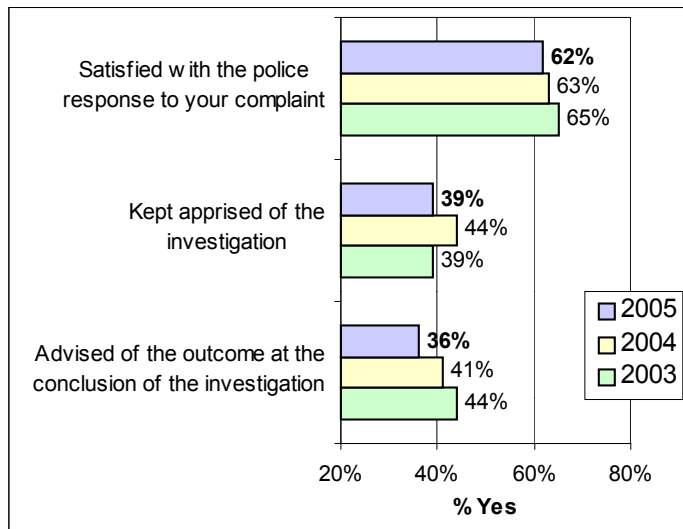
In 2005, 77% feel Kelowna is very or somewhat safe compared to 89% in 2004.

Q52. Have you been a victim of a crime in the past three years?



27% of residents have been the *victim of a crime* in the past 3 years.

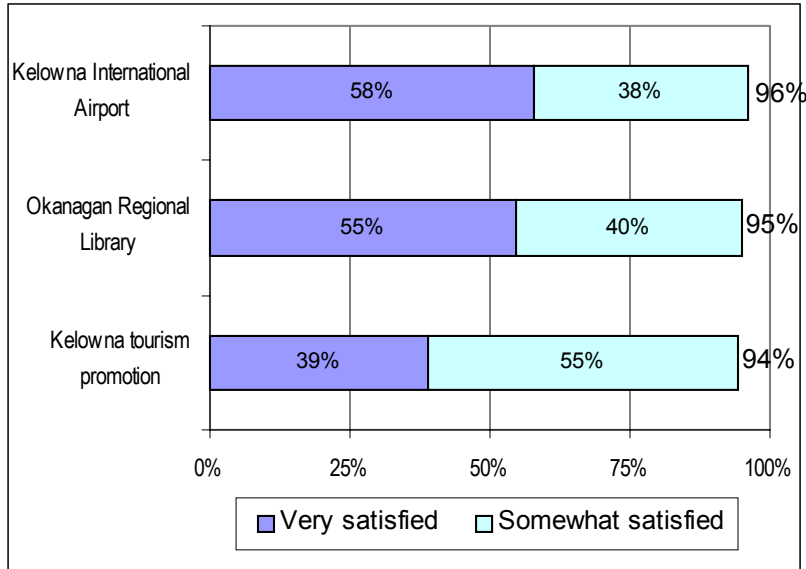
Q53. If you have been a victim of a crime in the last 3 years were you:



62% were satisfied with police response and 39% were *kept apprised of the investigation*.

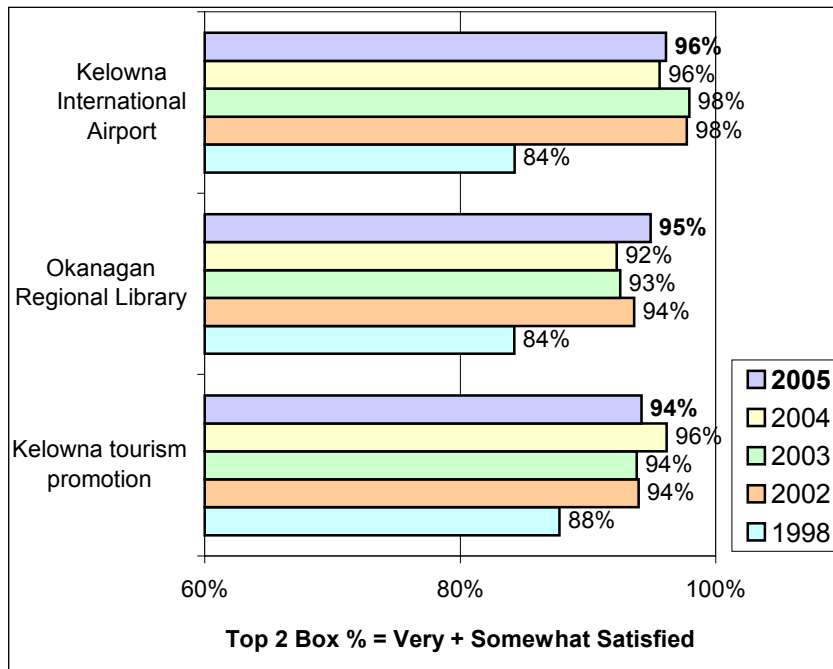
Section 8 - Other Services

Q54. 2005 Other Services Satisfaction Ratings



Kelowna tourism promotion, Kelowna International Airport and the Okanagan Regional Library received high satisfaction ratings.

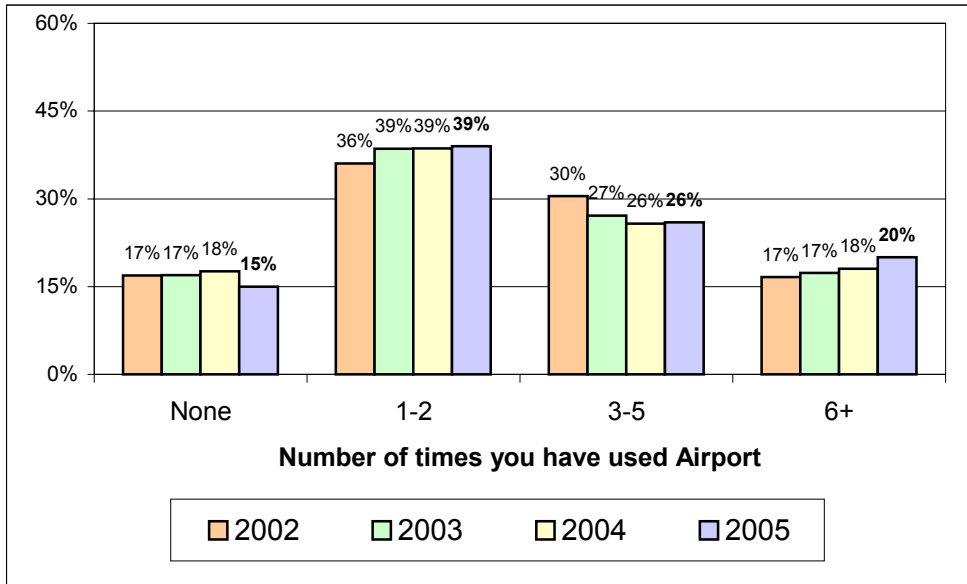
Yearly Comparison of Other Services Satisfaction Ratings



Satisfaction levels for the Kelowna Airport, Okanagan Regional Library and Kelowna Tourism Promotion remain steady.

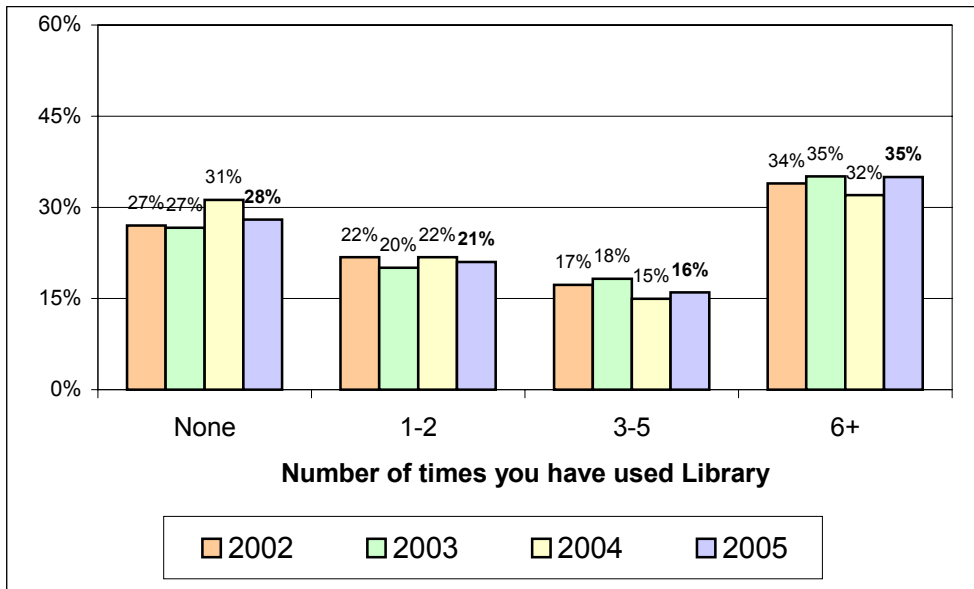
Q55. In the past year how many times have you used:

The Kelowna International Airport:



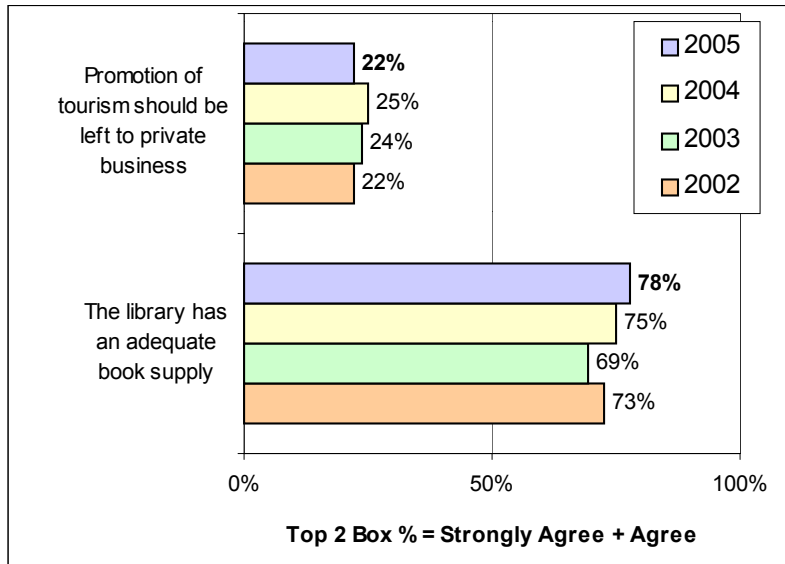
85% of respondents have been to the Kelowna Airport at least once in the last year.

The Okanagan Regional Library:



72% visited the Okanagan Regional Library at least once in the past year.

Q56. Do you agree or disagree with the following statements:



22% of respondents agree that *promotion of tourism should be left to private business.*

78% of respondents agree that *the library has an adequate supply of books.*

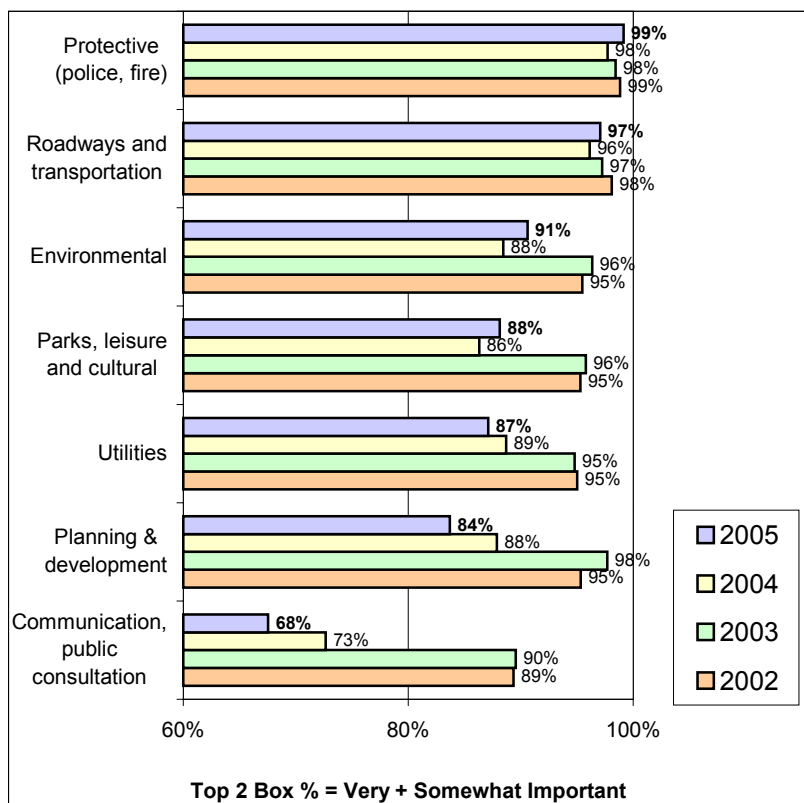
Section 9 - Setting Priorities

Q57. If the City was forced to reduce its budget, which three services do you think should be reduced?

| | Year | | | |
|------------------------------------|------|------|------|------|
| | 2002 | 2003 | 2004 | 2005 |
| Communication, public consultation | 29% | 29% | 28% | 28% |
| Parks, leisure and cultural | 20% | 21% | 19% | 20% |
| Planning & development | 15% | 14% | 17% | 16% |
| Utilities | 14% | 13% | 13% | 15% |
| Environment | 11% | 13% | 12% | 9% |
| Roadways and transportation | 7% | 5% | 6% | 6% |
| Protective (police, fire) | 2% | 3% | 2% | 2% |
| Other | 3% | 1% | 2% | 3% |

28% of respondents feel that *Communications/Public Consultation* should be reduced if budget cutbacks are necessary. This was followed by *Parks, Leisure and Cultural Services* (20%) and *Planning and Development* (16%).

Q58. Please rate the importance of each of the following services provided by the City of Kelowna.



All services provided by the City of Kelowna received high importance ratings. *Protective services* and *Roadways and Transportation* were perceived as the most important services.

Q59. 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 spaces) (Cost would be approx \$13.25 for the average home per year over 15 years)

| | | Year | | | |
|--|-------------|------|------|------|------|
| | | 2002 | 2003 | 2004 | 2005 |
| | "Yes" | 50% | 48% | 51% | 53% |
| | "No" | 28% | 33% | 28% | 24% |
| | "Uncertain" | 22% | 19% | 21% | 23% |

In 2005, 53% indicated their support for a referendum.

Q60. What is the single MOST important issue that the City of Kelowna will face over the next 5 years?

| | 2002 | 2003 | 2004 | 2005 |
|--|--------------|--------------|--------------|--------------|
| Traffic Congestion | 24.8% | 20.0% | 23.3% | 24.4% |
| Roads and Transportation | 3.0% | 12.3% | 6.7% | 8.8% |
| Building new bridge | | | | 3.8% |
| Highway 97 Congestion | 5.6% | 2.2% | 4.8% | 3.0% |
| Bridge Traffic Congestion | 17.5% | 23.8% | 8.1% | 1.7% |
| Need a Second Bridge | 5.9% | 0.5% | 12.6% | 1.0% |
| Bypass route | | | 0.8% | 0.4% |
| Downtown Parking | 0.9% | 0.1% | | 0.3% |
| Bus Service | 0.3% | | 0.1% | |
| Roadways and Transportation Total | 58.0% | 59.0% | 56.4% | 43.4% |

| | | | | |
|--|--------------|--------------|--------------|--------------|
| Population Growth, New Development, Urban Planning | 17.3% | 13.8% | 20.3% | 25.7% |
| Affordable Housing | 2.6% | 2.8% | 2.9% | 2.2% |
| Keep access to beach, protect waterfront | | | | 0.9% |
| Overcrowding | 2.5% | 0.1% | 1.3% | 0.8% |
| Managing Changing Demographics (seniors) | | 0.9% | 0.2% | 0.4% |
| Remove ALR, More Development Land | 0.4% | 0.3% | 0.6% | 0.2% |
| Land Concerns | | 2.0% | 0.2% | 0.1% |
| Planning and Development Total | 22.8% | 19.9% | 25.5% | 30.3% |

| | | | | |
|----------------------------------|-------------|-------------|-------------|--------------|
| Homeless, Transients | | | | 4.4% |
| Drug and Alcohol Abuse | | | | 4.1% |
| Crime, Policing | 3.2% | 2.0% | 6.3% | 5.1% |
| Protective Services Total | 3.2% | 2.0% | 6.3% | 13.6% |

| | | | | |
|--|------|------|------|------|
| Environment, Air & Water Quality, Reduce Pollution | 7.8% | 5.1% | 3.9% | 5.9% |
|--|------|------|------|------|

| | | | | |
|--------------|------|------|------|------|
| Water Supply | 2.0% | 3.5% | 4.2% | 3.9% |
|--------------|------|------|------|------|

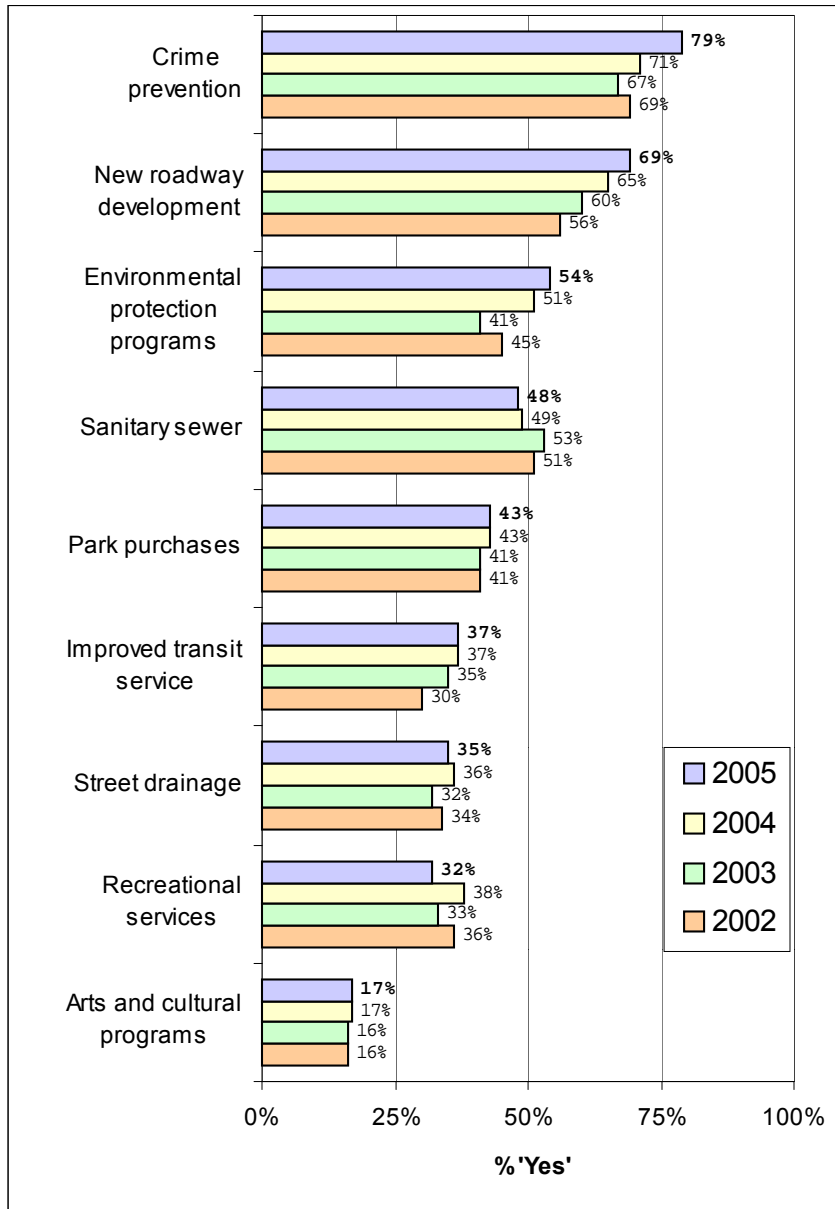
| | | | | |
|---|------|------|------|------|
| Improvement of Recreational & Cultural Facilities | 0.1% | 0.5% | 0.2% | 0.4% |
|---|------|------|------|------|

| | | | | |
|------------------------------|------|------|------|------|
| Other | 3.0% | 3.8% | 2.3% | 1.4% |
| Employment, Youth Employment | 2.2% | 2.0% | 0.1% | 0.3% |
| Healthcare | 0.5% | 0.7% | 0.1% | 0.4% |
| Taxes | 0.4% | 0.8% | 0.2% | 0.3% |
| Tourism | 0.1% | 0.7% | 0.3% | 0.2% |

Traffic congestion and other issues related to Roadways and Transportation account for 43% of the most important issues facing Kelowna over the next 5 years, a decline from previous years. Bridge traffic congestion is less important since the announcement of the new bridge in 2004. 26% believe population growth, new development and urban planning are the most important issues. Planning and Development in general shows an increasing level of concern.

The number of respondents identifying concerns related to Protective Services as the top issue has increased considerably since 2003.

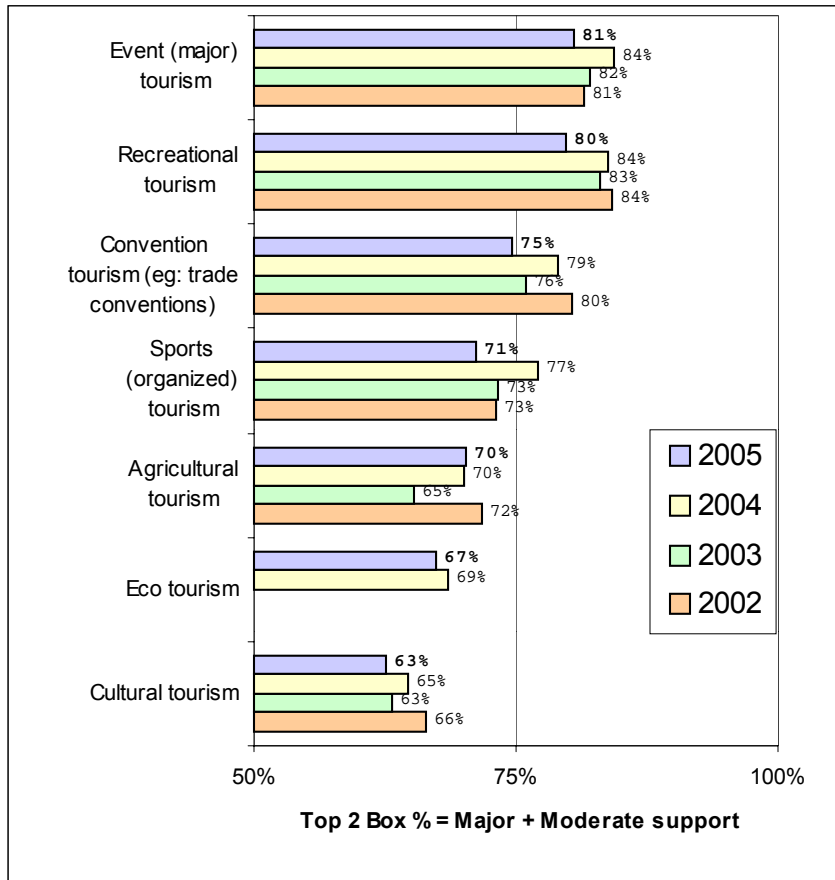
Q61. Would you like to see increased funding for any of the following?



Crime prevention and new roadway development are the most popular choices for increased funding.

New roadway development has increased in importance each year since 2002.

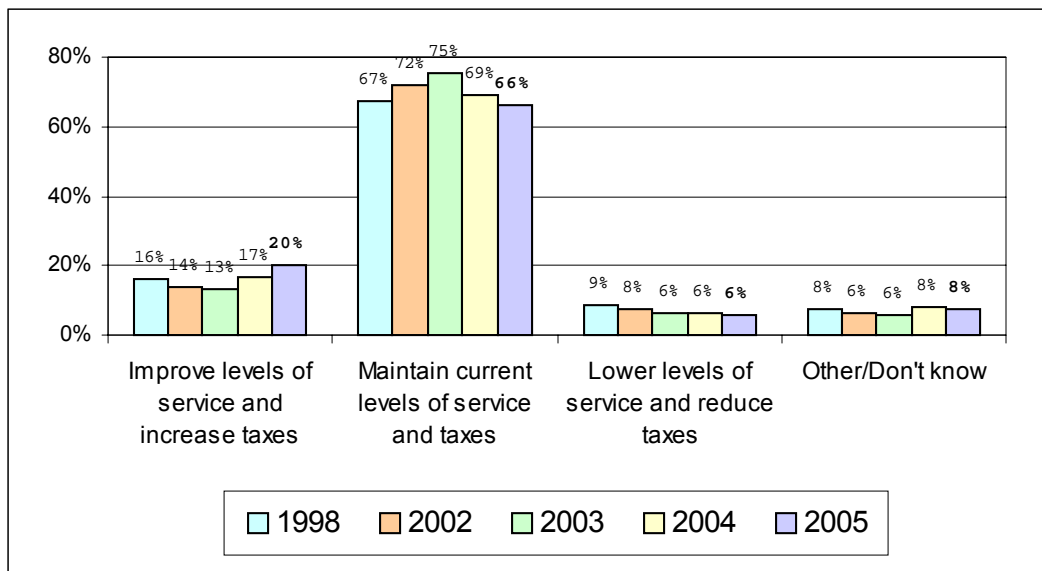
Q62. Please indicate the level of support the City should provide in developing tourism in the following areas:



81% would like *major event tourism* to receive support from the City.

Cultural tourism was least popular – 63% felt it should receive major or moderate support from the City.

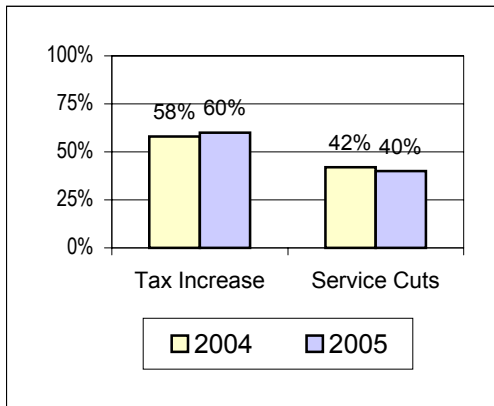
Q63. If faced with the following choices, which direction would you want City Council to take over the next year?



66% want City Council to *maintain current levels of services and taxes*.

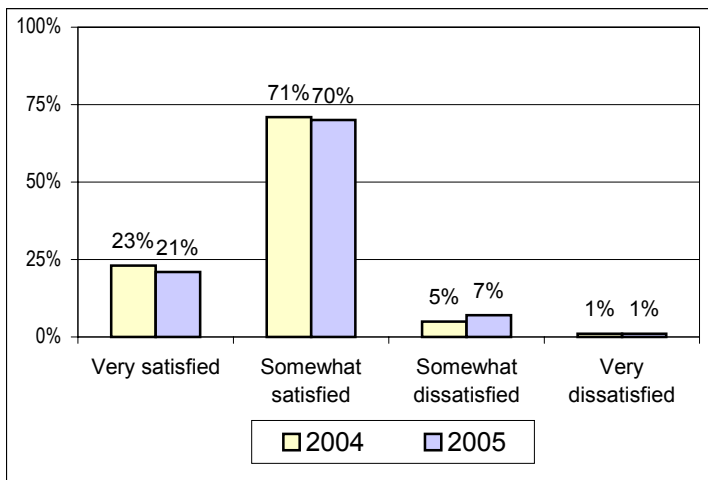
This percentage has remained relatively consistent for the past 5 years.

Q64. If faced with the following choices, which direction would you want City Council to take over the next year?



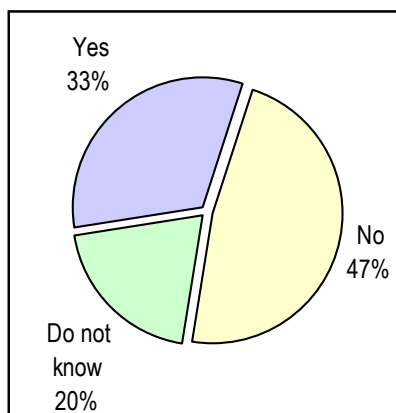
60% of Kelowna residents would prefer a tax increase over service cuts, echoing a similar feeling province-wide. In a March 2004 Ipsos Reid survey of several other B.C. municipalities, 59% of respondents indicated a preference for higher taxes rather than service cuts.

Q65. Please rate your satisfaction with the overall level and quality of services provided by the City of Kelowna:



91% of respondents are somewhat or very satisfied, a high ranking, though a slight drop from 2004's ranking of 94%. In a March 2004 Ipsos Reid survey conducted for several other BC municipalities, 82% of respondents indicated they were satisfied with the services of their municipality.

Q66. Has the quality of life in Kelowna improved in the past 3 years?



33% feel the quality of life has improved in Kelowna in the past 3 years.

Section 10 - Respondent Characteristics

Q67. In which area of Kelowna do you live?

| | | Year | | | |
|--|----------------------|------|------|------|------|
| | | 2002 | 2003 | 2004 | 2005 |
| | Central Kelowna | 21% | 28% | 26% | 22% |
| | Rutland | 25% | 21% | 21% | 21% |
| | Mission | 21% | 18% | 19% | 20% |
| | Glenmore, Dilworth | 18% | 19% | 20% | 19% |
| | S.E Kelowna | 6% | 6% | 6% | 7% |
| | Black Mountain | 3% | 3% | 3% | 2% |
| | Quail Ridge, Airport | 3% | 2% | 2% | 3% |
| | South Pandosy | | 2% | 3% | 4% |
| | Ellison | 3% | | | |
| | McKinley | 1% | 1% | 1% | 1% |

The regional distribution of the sample has remained consistent each year.

Q68. Please indicate your gender:

| | | Year | | | | |
|--|--------|------|------|------|------|------|
| | | 1998 | 2002 | 2003 | 2004 | 2005 |
| | Male | 51% | 48% | 47% | 43% | 47% |
| | Female | 49% | 52% | 53% | 57% | 53% |

Slightly more women than men completed the survey.

Q69. How long have you lived in Kelowna?

| | | Year | | | | |
|--|--------------------|------|------|------|------|------|
| | | 1998 | 2002 | 2003 | 2004 | 2005 |
| | Less than 1 year | 5% | 3% | 8% | 4% | 4% |
| | 1-5 years | 22% | 18% | 17% | 17% | 19% |
| | 6-10 years | 21% | 17% | 15% | 14% | 13% |
| | 11-15 years | 11% | 16% | 15% | 17% | 15% |
| | 16-20 years | 9% | 8% | 9% | 8% | 10% |
| | More than 20 years | 32% | 39% | 36% | 39% | 38% |

In 2005, 38% of respondents had *lived in Kelowna for over 20 years.*

Q70. Do you own or rent your current residence?

| | | Year | | | | |
|--|-------|------|------|------|------|------|
| | | 1998 | 2002 | 2003 | 2004 | 2005 |
| | Own | 76% | 77% | 76% | 79% | 79% |
| | Rent | 22% | 23% | 24% | 21% | 20% |
| | Other | 2% | 0% | | 0% | 1% |

79% of the sample own their current residence.

Q71. What best describes your residence?

| | | Year | | | | |
|--|--------------------------------|------|------|------|------|------|
| | | 1998 | 2002 | 2003 | 2004 | 2005 |
| | Single family dwelling | 63% | 65% | 59% | 62% | 63% |
| | Duplex, triplex, fourplex | 6% | 6% | 5% | 6% | 8% |
| | Secondary suite, Carriage home | | | | 4% | 1% |
| | Modular, Mobile home | 2% | 2% | 3% | 2% | 1% |
| | Townhouse | 7% | 9% | 7% | 9% | 9% |
| | Apartment, Condo | | | | 11% | 16% |
| | Retirement home | | | | 2% | 1% |
| | Other | 6% | 2% | 4% | 4% | 1% |
| | Apartment or suite | 15% | 16% | 22% | | |

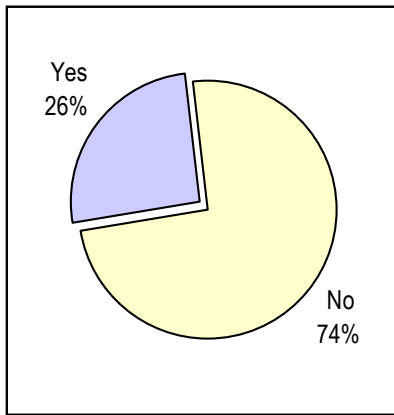
63% of the sample live in single family dwellings.

Q72. How many people, including yourself, live in the household?

| | | Year | | | | |
|--|------------------|------|------|------|------|------|
| | | 1998 | 2002 | 2003 | 2004 | 2005 |
| | 1 person | 16% | 19% | 19% | 16% | 18% |
| | 2 people | 40% | 41% | 43% | 45% | 44% |
| | 3-4 people | 33% | 30% | 27% | 32% | 32% |
| | 5-6 people | 10% | 9% | 11% | 7% | 6% |
| | 7 or more people | 1% | 1% | 1% | 1% | 0% |

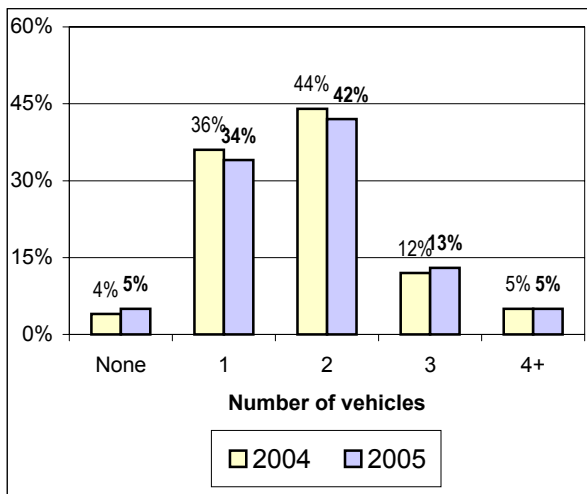
Two people households is the most common with 44% of the sample.

Q73. Does your household include school age children?



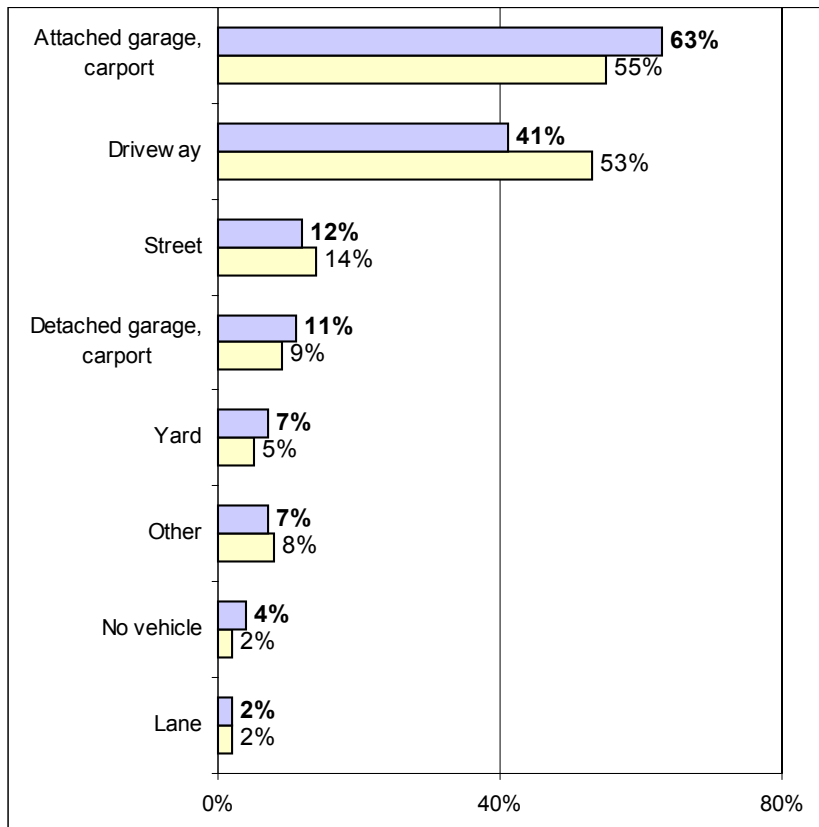
26% of respondents had school aged children in their household.

Q74. How many vehicles are at your household?



95% of respondents have at least 1 vehicle at their household. 75% of respondents have 1 or 2 vehicles at their household.

Q75. Where do you park your vehicle(s)?



55% of households park at least 1 of their cars in an *attached garage* and 53% park in the *driveway*.

Q76. Please indicate your age:

| | | Year | | | | |
|--|-------|------|------|------|------|------|
| | | 1998 | 2002 | 2003 | 2004 | 2005 |
| | 18-24 | 10% | 10% | 10% | 10% | 10% |
| | 25-34 | 14% | 13% | 11% | 11% | 14% |
| | 35-44 | 20% | 21% | 23% | 23% | 20% |
| | 45-54 | 18% | 18% | 18% | 18% | 18% |
| | 55-64 | 14% | 14% | 14% | 14% | 14% |
| | 65-74 | 13% | 13% | 13% | 13% | 13% |
| | 75-84 | 8% | 8% | 8% | 8% | 8% |
| | 85+ | 3% | 3% | 3% | 3% | 3% |

After weighting, this age distribution matches the actual population distribution determined by the 2001 census data.

Appendices

Appendix 1 - Q2. - If 'very dissatisfied', please specify.

Appendix 2 - Additional suggestions or comments.

Appendix 3 - Survey cover letter from Mayor Walter Gray.

Appendix 4 - 2005 Kelowna Citizen Questionnaire

Appendix 1 - Q2. - If 'very dissatisfied', please specify.

Road Surface Conditions

- BERNARD IS AN EMBARRASSMENT, SUNKEN ACCESS COVERS, ETC.
- DRIVE UP 700 BLK SOUTH CREST DRIVE. YOUR ENGINEERS PROMISED REPAIR-6 MNTHS LATER- NOTHING
- DWTN STREETS IGNORED FOR TOO LONG.
- LAKESHORE RD. VERY BUMPY, POT HOLES, NARROW
- LARGE POTHOLES REMAIN UNATTENDED IN PARTICULAR AT HOLLYWOOD/QUIGLEY
- MOST OF KELOWNAS ROADS COULD USE RESURFACING AND WIDENING
- OUR STREET NEEDS RE-PAVING
- POOR QUALITY OF RESURFACING DONE IN CRAWFORD AREA
- POOR SHAPE
- ROADS HAVE TOO MANY POTHOLES
- ROADS IN POOR SHAPE
- RUTLAND IS NOT LOOKED AFTER
- SEEMS LIKE NO ONE CARES ABOUT ANYTHING ANYMORE, SINCE IVE LIVED HERE ALL MY LIFE
- SHOULDERS OF RURAL RDS
- SWAMP RD, HORAK RD, HOW ABOUT A POT HOLE PATROL. SIDEWALKS LAKESHORE RD. SIGN AT KLO
- SWAMP ROAD
- SWAMP ROAD! ONCE 'KLO-BENVOLIN' IS FINISHED ILL CHANGE MY VOTE
- WHY PAVE GORDON/SPRINGFIELD WHEN SWAMP/LAKESHORE A MESS?

Availability of Sidewalks

- ABSENCE OF SIDEWALKS
- SIDEWALKS TOO VARIED
- DIRTY SIDEWALKS BERNARD AVE
- IN PLACES LIKE RUTLAND WE ARE 2ND CLASS CITIZENS IN A LOT OF RESPECTS
- LOWER MISSION HAS FEW SIDEWALKS
- MISSION AREA - WITHOUT SIDEWALKS FOR SAFE WALKING WITH CHILDREN
- MORE SIDEWALKS
- MOST OF THE RESIDENTIAL STREETS ONLY HAVE ONE SIDE OF SIDEWALK AND KIDS HAVE TO WALK ON THE ROAD
- NEEDS TO BE MORE IN THE STREETS OF RUTLAND AREA

- NO SIDEWALKS AVAILABLE TO AND FROM CRAWFORD.
- NO SIDEWALKS IN MY NEIGHBOURHOOD
- NO SIDEWALKS IN OUR NEIGHBOURHOOD. CHILDREN HAVE TO WALK ON THE ROAD
- NOT ENOUGH SIDEWALKS IN RESIDENTIAL AREAS,
- NOT ENOUGH SIDEWALKS
- NOT ENOUGH SIDEWALKS
- PEDESTRIAN SAFETY BADLY NEGLECTED
- RESIDENTIAL AND COMMERCIAL SIDESTREETS NEED SIDEWALKS
- SIDEWALKS AND BIKELANES DISSAPEAR, NOT CONSISTENT ON HARVEY
- SIDEWALKS START AND STOP
- SIDEWALKS WHEN PRESENT ONLY ON ONE SIDE OF STREET. SOME SIGNALS ARE PRESSURE ACTIVATED AND DON'T RESPOND TO BIKES. LEAVES YOU HANGING SOMETIMES
- NO SIDEWALKS ON VERY BUSY CHUTE LAKE
- SOME AREAS DO NOT HAVE SIDEWALKS
- SIDEWALKS LAKESHORE RD.
- THE SIDEWALKS ARE AWFUL IF YOU ARE HANDICAPPED
- THERE ARE TOO FEW SIDEWALKS
- TOO MANY AREAS IN THE MISSION WITHOUT SIDEWALKS.
- TOO MANY BIKES ON SIDEWALKS
- VERY FEW AND TELEPHONE POLES IN MIDDLE OF SIDEWALK
- WE NEED MORE ATTENTION TO NON-DRIVING TRANSPORTATION
- WHEN YOU GO FOR A WALK, THE SIDEWALK ENDS

Sidewalk Maintenance

- DIRTY SIDEWALKS BERNARD AVE
- GARBAGE AND SHRUBS, LITTERING SIDEWALKS
- WHEELCHAIR RAMPS DOWN/UP TO ROAD HAVE LIP SO GET VERY JARRED USING. SOMETIMES LOSE POWER TO MY CHAIR
- SNOW REMOVAL ON SIDEWALKS VERY POOR, MAKE FOR MANY BROKEN HIPS
- SIDEWALK NOT CLEARED OF SNOW AND NOT CLEANED AFTER WINTER
- SIDEWALKS ARE OVER GROWN WITH WEEDS IN GLENMORE
- SOME SIDEWALKS END VERY ABRUPTLY OR THE CURBS ARE NOT MADE PROPERLY FOR PEOPLE WITH WHEELCHAIRS
- THE SIDEWALKS ARE AWFUL IF YOU ARE HANDICAPPED
- SNOW PLOWED ONTO SIDEWALKS IN WINTER. I HAVE BEEN HIT BY SNOW

Street Sweeping

- BIKE LANES NEED MORE SWEEPING.
- DWTN CORE NEEDS DAILY CLEANING,
- LOTS OF GLASS, GRAVEL, ETC. IN LANES AND WE NEED A LOT MORE OF THEM. BEDFORD, EAST KELOWNA, LAKESHORE
- MORE WORK TO BE DONE IN THIS AREA, POSSIBLY MORE OFTEN
- NO SIGNS UP TO HAVE CARS PARKED ELSEWHERE WHEN STREETS ARE SWEEPED THEREFORE OUR STREETS ARE A MESS
- PLOWING SNOW WHEN THERE IS ONLY A SLIGHT SKIFF, RUNNING A SWEEPER DOWN A ROAD THAT NEEDS IT, BUT NOT SWEEPING?
- SWEEPING WAS TERRIBLE
- STREETS ARE NEVER SWEEPED IN MY OPINION
- TOO MUCH DUST AND SAND ON SIDEWALK

Street Signage

- 2 AND 3 NAMES PER ROAD NUMBERED STREETS
- MARKED IN THE WRONG AREA
- ON HARVEY IT WOULD BE NICE TO KNOW THE LEFT HAND TURN STREET-AS IS DONE IN RICHMOND
- PAVED MATHEWS RD NOW WITH NO SIGNAGE.
- POOR SIGNAGE OF NUMBERS OFF HWY 97. DIFFICULT TO LOCATE BUSINESS AND DRIVE
- SIGNS TOO SMALL
- SIGN AT KLO

Street Snow Removal

- AFTER A BIG SNOWFALL IT IS QUITE AWHILE BEFORE REMOVAL, LEAVING THE ROADS VERY SLIPPERY FOR DRIVING AND SIDEWALKS FOR WALKING ESP SENIORS
- CURLEW DR NOT CLEARED FOR DAYS
- HILLS NOT CLEARED QUICK ENOUGH OF SNOW/ICE
- LOWER MISSION IN A LOW PRIORITY AREA FOR SNOW REMOVAL
- SELDOM IF EVER SNOW REMOVAL.
- ON MARSHALL ST THE PLOW ALWAYS LEAVES A PILE OF SNOW IN FRONT OF OUR DRIVEWAY. NOT THOROUGH ENOUGH
- OUR COURT OFTEN FORGOTTEN UNTIL WE CALL CITY HALL
- PILED UP SO YOU CANT GET ONTO THE ROAD. DOES NOT RUN OFTEN ENOUGH
- PLOWING SNOW WHEN THERE IS ONLY A SLIGHT SKIFF
- POORLY PLANNED THROUGHOUT CITY
- NOT ENOUGH
- SNOW REMOVAL SUCKS

- SIDEWALKS VERY DANGEROUS IN WINTER UNTIL IT THAWS. NOT CLEARED SOON ENOUGH.
- SNOW REMOVAL IS LATE AND NOT REQUIRED WHEN THEY ARRIVE
- SNOW PLOWED ONTO SIDEWALKS IN WINTER. I HAVE BEEN HIT BY SNOW
- DIGS UP THE GRASS IN CUL-DE-SAC

Number of Traffic Signals

- 4 WAY ADVANCE LIGHTS AT ALL KEY INTERSECTIONS. TAKE CHARGE OF HWY33 AND 97 AND MAKE IT HAPPEN
- NEED MORE LEFT TURN SIGNALS.
- ADVANCED LEFT HAND SIGNALS NEEDED IN MANY LOCATIONS
- ADVANCED LEFT TURN SIGNALS IN PLACE BUT NOT IN EFFECT DURING DAY. IE: SPRINGFIELD ROAD.
- NUMBER OF LIGHTS. RIDICULOUS
- FAR TOO MANY STOP LIGHTS AND GUARANTEE TO HIT A RED ON EACH, HARVEY/SPRINGFIELD ARE AWFUL
- HARVEY IS A PARKING LOT AFTER 3:30PM EVERYDAY
- NOT ENOUGH LEFT SIGNALS
- HWY97 DOES NOT HAVE ENOUGH LEFT TURN SIGNALS AND LIGHTS NOT LONG ENOUGH TO ACCOUNT
- KELOWNA NEEDS A BYPASS AND LEFT TURN LIGHTS
- LACK OF LEFT TURN LANES AND LIGHTS
- LACK OF LEFT TURN SIGNALS. EX: COOPER/HARVEY. LIGHTS NOT SYNCHRONIZED
- LEFT HAND TURN SIGNALS AT MORE INTERSECTIONS
- LEFT TURN SIGNALS NOT LONG ENOUGH
- LEFT TURN SIGNALS ON HWY 97
- LEFT TURNS ON HARVEY
- LIGHTS ARE NOT SET UP FOR HEAVY TRUCK TRAFFIC
- MORE LEFT HAND TURN LIGHTS DWTN. MORE DIRECT ROUTES. TOO MANY STOPS AT MALL. BUS DOWN SEXSMITH
- MORE LEFT TURN LIGHTS. TOO MANY NOT PLANNED OUT ENOUGH. NEED TO BE PLANNED OUT MORE EFFICIENTLY
- MORE LEFT TURN SIGNALS AT MAJOR INTERSECTIONS
- NEED LEFT TURNS ON EVERY LIGHT
- NEED MORE LEFT HAND TURNING SIGNALS
- NEED MORE LEFT TURN SIGNALS
- NEED MORE LEFT TURN SIGNALS. THAT WILL HELP TRAFFIC CIRCULATION. NEED MORE BIKE LANES
- NEED MORE TURN ARROWS ON HWY 97
- NEED ONE AT ZIPRICK AND HWY33
- NEED WAY MORE TURN SIGNALS, MOST TURN SIGNALS ONLY STAY GREEN LONG ENOUGH TO LET 3

- OR 4 CARS THROUGH. ENTERPRISE IS AWFUL FOR CONGESTION
- NOT ENOUGH LEFT TURN LIGHTS
- NOT ENOUGH LEFT TURNING LIGHTS
- BENVOULIN/KLO ROAD INTERSECTION NEEDS IMPROVING
- NOT ENOUGH LEFT TURNS
- NOT ENOUGH TURNING LIGHTS AT BUSY INTERSECTIONS AND NOT ENOUGH TIME TO GET THROUGH LIGHTS ESPECIALLY AT LECKIE AND HWY. TOO MUCH TRAFFIC FOR TOO LITTLE ROADS
- NOT ENOUGH TURNING SIGNALS, NEED LONGER TIME ON THEM, 30 SEC TO MINUTE, TOO MANY LIGHTS BETWEEN GORDON AND BRIDGE
- NOT ENOUGH LEFT TURN ARTERIAL THRU STREETS
- PARKING AND TRAFFIC LIGHTS SUCK BIGTIME
- POORLY PLANNED THROUGHOUT CITY
- RESTRICTS TRAFFIC FLOW
- NO STREETLIGHTS OR TRANSIT ON BENNETT RD, NOT ENOUGH
- SHOULD BE A SYSTEM OF LEFT TURN SIGNALS AT ALL INTERSECTIONS-BOTH DIRECTIONS
- MORE LEFT TURN SIGNALS
- TOO MANY AND POORLY TIMED
- TOO MANY LEFT TURNS OFF MAJOR ROADS, MUST FLOW TRAFFIC
- TOO MANY LIGHTS ALONG PRIMARY ROUTES...HWY 97
- TOO MANY LIGHTS NEED MORE 'NO TURN' ROADS
- TOO MANY LIGHTS, NOT ENOUGH PLANNING FOR INCREASE IN POPULATION
- TOO MANY LIGHTS-KEEP TRAFFIC FLOWING
- TOO MANY LIGHTS-POOR TRAFFIC FLOW
- TOO MANY ON HARVEY
- TOO MANY ON HWY 97
- TOO MANY ON HWY 97. PAY PARKING DOWNTOWN HURTS BUSINESS
- TOO MANY TRAFFIC SIGNALS
- TOO MANY TRAFFIC SIGNALS AND MORE ROUNDABOUTS.
- TOO MANY TRAFFIC SIGNALS ON HARVEY AND NOT ENOUGH ROUTES FROM DWTN TO RUTLAND
- TOO MANY TRAFFIC SIGNALS ON HWY. BICYCLE LANES DON'T BELONG NEXT TO THE CARS AND ROADS. BESIDES THE ONES WE HAVE ARE TOO NARROW
- TOO MANY UNCOORDINATED TRAFFIC SIGNALS
- TOO MANY, NOT TIMED RIGHT, POOR WORK COMMUTER RELATED ON WEEKENDS/HOLIDAYS'
- TRAFFIC FLOW ON HWY97 IS TERRIBLE. TOO MANY LIGHTS, POORLY TIMED FOR FLOW, TURN LIGHTS TOO SHORT
- TRAFFIC LIGHT SYNCHRONIZATION IS AMATEURISH. NEED MORE RIGHT TURN SLIP LANES

- TRAFFIC SIGNALS COULD LINK WITH OTHER ROAD, ELIMINATING SOME SIGNALS. NO WAY TO TAKE ALTERNATE ROADS TO AVOID TRAFFIC
- TURNING LANES OFF HARVEY ARE VERY BAD FOR SUMMER
- UNCOORDINATED
- YOU COULD HAVE TEN LANES ON BRIDGE BUT WHAT GOOD IS THAT WHEN YOU HAVE ALL THOSE TRAFFIC LIGHTS

Timing of Traffic Signals

- 4 WAY ADVANCE LIGHTS AT ALL KEY INTERSECTIONS.
- NEED MORE LEFT TURN SIGNALS
- ADVANCED LEFT HAND SIGNALS NEEDED IN MANY LOCATIONS
- BRIDGE IS PART OF TRAFFIC PROBLEM. NUMBER OF LIGHTS. RIDICULOUS
- FAR TOO MANY STOP LIGHTS AND GUARANTEE TO HIT A RED ON EACH, HARVEY/SPRINGFIELD ARE AWFUL
- NOT ENOUGH LEFT SIGNALS
- HWY97 DOES NOT HAVE ENOUGH LEFT TURN SIGNALS AND LIGHTS
- KELOWNA NEEDS A BYPASS AND LEFT TURN LIGHTS
- LACK OF LEFT TURN LANES AND LIGHTS
- LACK OF LEFT TURN SIGNALS. EX: COOPER/HARVEY. LIGHTS NOT SYNCHRONIZED
- LEFT HAND TURN SIGNALS AT MORE INTERSECTIONS
- LEFT TURN SIGNALS NOT LONG ENOUGH
- LEFT TURN SIGNALS ON HWY 97
- LEFT TURNS ON HARVEY
- LIGHTS ARE NOT SET UP FOR HEAVY TRUCK TRAFFIC
- MARKED IN THE WRONG AREA
- MORE LEFT HAND TURN LIGHTS DWTN. MORE DIRECT ROUTES. TOO MANY STOPS AT MALL. BUS DOWN SEXSMITH
- MORE LEFT TURN LIGHTS. TOO MANY NOT PLANNED OUT ENOUGH. NEED TO BE PLANNED OUT MORE EFFICIENTLY
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- NEED LEFT TURNS ON EVERY LIGHT
- NEED MORE LEFT HAND TURNING SIGNALS
- NEED MORE LEFT TURN SIGNALS
- NEED MORE LEFT TURN SIGNALS. THAT WILL HELP TRAFFIC CIRCULATION.
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- NEED WAY MORE TURN SIGNALS, MOST TURN SIGNALS ONLY STAY GREEN LONG ENOUGH TO LET 3 OR 4 CARS THROUGH.

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- NOT ENOUGH LEFT TURNS
- NOT ENOUGH TURNING LIGHTS AT BUSY INTERSECTIONS AND NOT ENOUGH TIME TO GET THROUGH LIGHTS ESPECIALLY AT LECKIE AND HWY.
- NOT ENOUGH TURNING SIGNALS, NEED LONGER TIME ON THEM, 30 SEC TO MINUTE, TOO MANY LIGHTS BETWEEN GORDON AND BRIDGE
- NOT ENOUGH-LEFT TURN ARTERIAL THRU STREETS
- PARKING AND TRAFFIC LIGHTS SUCK BIGTIME
- PARKING AROUND THE ARENA, 2 HR TIME LIMIT
- POORLY PLANNED THROUGHOUT CITY
- RESTRICTS TRAFFIC FLOW
- ROADS IN POOR SHAPE, NO STREETLIGHTS OR TRANSIT ON BENNETT RD, NOT ENOUGH
- RUTLAND IS NOT LOOKED AFTER
- SHOULD BE A SYSTEM OF LEFT TURN SIGNALS AT ALL INTERSECTIONS-BOTH DIRECTIONS
- SIGNS TOO SMALL, MORE LEFT TURN SIGNALS
- TOO MANY AND POORLY TIMED
- TOO MANY LEFT TURNS OFF MAJOR ROADS, MUST FLOW TRAFFIC
- TOO MANY LIGHTS ALONG PRIMARY ROUTES...HWY 97
- TOO MANY LIGHTS NEED MORE 'NO TURN' ROADS
- TOO MANY LIGHTS, NOT ENOUGH PLANNING FOR INCREASE IN POPULATION
- TOO MANY LIGHTS-KEEP TRAFFIC FLOWING
- TOO MANY LIGHTS-POOR TRAFFIC FLOW
- TOO MANY ON HARVEY
- TOO MANY ON HWY 97
- TOO MANY ON HWY 97. PAY PARKING DOWNTOWN HURTS BUSINESS
- TOO MANY TRAFFIC SIGNALS
- TOO MANY TRAFFIC SIGNALS AND MORE ROUNDABOUTS.
- TOO MANY TRAFFIC SIGNALS ON HARVEY AND NOT ENOUGH ROUTES FROM DWTN TO RUTLAND
- TOO MANY TRAFFIC SIGNALS ON HWY. BICYCLE LANES DON'T BELONG NEXT TO THE CARS AND ROADS. BESIDES THE ONES WE HAVE ARE TOO NARROW
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- TRAFFIC LIGHT SYNCHRONIZATION IS AMATEURISH. NEED MORE RIGHT TURN SLIP LANES
- TRAFFIC SIGNALS COULD LINK WITH OTHER ROAD, ELIMINATING SOME SIGNALS. NO WAY TO TAKE ALTERNATE ROADS TO AVOID TRAFFIC
- TURNING LANES OFF HARVEY ARE VERY BAD FOR SUMMER
- UNCOORDINATED
- YOU COULD HAVE TEN LANES ON BRIDGE BUT WHAT GOOD IS THAT WHEN YOU HAVE ALL THOSE TRAFFIC LIGHTS

Number of Streetlights

- EVERY TIME WE WANT TO CROSS THE STREET WITH MY KIDS WE ALMOST GET RUN OVER
- NEEDS TO BE MORE IN THE STREETS OF RUTLAND AREA
- NO STREETLIGHTS OR TRANSIT ON BENNETT RD, NOT ENOUGH
- RUTLAND IS NOT LOOKED AFTER
- THE STREET LIGHTS INVISIBLE AT NIGHT-ILLUMINATE
- TOO MANY LIGHTS
- TOO MANY LIGHTS ON HARVEY AVE. JUST FIX THINGS INTELLIGENTLY
- UPGRADE TO BRIGHTER LIGHTING
- VERY DARK IN MY NEIGHBOUHOOD AT NIGHT
- MISSION, TOO MANY DARK STREETS

Street Light Maintenance

- MANY LIGHTS NOT WORKING FOR LONG PERIODS AND ARE NOT ON UNTIL WELL AFTER DARK

Road network/Traffic circulation

- TAKE CHARGE OF HWY33 AND 97 AND MAKE IT HAPPEN
- A NIGHTMARE 3-5PM. DETOURS
- BENVOLIN/SPRINGFIELD TRAFFIC WAITS TOO LONG.
- BRIDGE AND HARVEY
- BRIDGE IS PART OF TRAFFIC PROBLEM. NUMBER OF LIGHTS. RIDICULOUS
- BRIDGE TRAFFIC WILL NEVER MOVE AS LIGHTS TIMED/EVEN. YOU SHOULD NOT BE ABLE TO TURN OFF WATER OR ABBOTT
- BRIDGE TRAFFIC, HWY 97 TRAFFIC AND LIGHTS, BENVOLIN/CASORSO INTERSECTION
- CITY WAITS TOO LONG TO REACT TO CONGESTION
- CONGESTION ON HARVEY

- CONGESTION ON HARVEY, ENTERPRISE, SPRINGFIELD, KLO
- CONGESTION ON HWY 97 AND SPRINGFIELD ADJACENT ORCHARD PARK MALL. TIMING AT LIGHT NB BENVUOLIN/KLO
- CONGESTION. EXPANSION ALWAYS AFTER THE FACT, LEFT HAND TURN SIGNALS ON HWY97
- COORDINATION OF TRAFFIC LIGHT, CIRCULATION POOR, GRAVEL IN BIKE LANES
- TOO LATE WITH IMPROVEMENTS
- DRIVE UP 700 BLK SOUTH CREST DRIVE. YOUR ENGINEERS PROMISED REPAIR-6 MNTHS LATER- NOTHING
- DWTN CORE NEEDS DAILY CLEANING, TRAFFIC ROUTES HAVE NOT KEPT UP TO NEW DEVELOPMENT AREAS
- DWTN STREETS IGNORED FOR TOO LONG.
- EVERYTHING GOES ONTO HWY 97
- FAR TOO MANY STOP LIGHTS AND GUARANTEE TO HIT A RED ON EACH, HARVEY/SPRINGFIELD ARE AWFUL
- FEEL MORE OF THE BUSY STREETS SHOULD BE FOUR LANED
- GRIDLOCK NEAR THE BRIDGE. NEW SYSTEM NEEDED IE:FRONTAGE ROADS-LESS LIGHTS
- HARVEY IS A PARKING LOT AFTER 3:30PM EVERYDAY
- HWY 97 AND SPRINGFIELD TOO CONGESTED
- HWY 97, SPRINGFIELD AND ENTERPRISE
- IMPOSSIBLE TO GET THRU 2 LIGHTS IN A ROW
- INFRASTRUCTURE NOT SET UP PROPERLY FOR THE SIZE OF KELOWNA
- KELOWNA NEEDS A BYPASS AND LEFT TURN LIGHTS
- KELOWNA NEEDS A SECOND BRIDGE CROSSING AND BYPASS
- KLO AT MAJOR COMMUTER TIME, HWY 97 AND FLOATING BRIDGE, ESPECIALLY SUMMER TIME
- LACK OF LEFT TURN LANES AND LIGHTS
- LACK OF LEFT TURN SIGNALS. EX: COOPER/HARVEY. LIGHTS NOT SYNCHRONIZED
- TRAFFIC CIRCULATION IS TERRIBLE ON ALL MAJOR ROUTES
- LETS TRY TO KEEP TRAFFIC MOVING IE: SYNCHRONIZED SIGNALS TO MAINTAIN A CERTAIN SPEED
- LIGHT AT LECKIE AND HWY TOO SHORT, CONGESTION ON BANKS RD, ENTERPRISE FROM BARON TO ENTERPRISE ON BANKS WITH TURNING AND TRAFFIC IS HORRIFIC
- LIGHTS ARE NOT SET UP FOR HEAVY TRUCK TRAFFIC
- LIGHTS SHOULD BE SYNCHRONIZED, BICYCLISTS SHOULD NOT USE THE ROAD AS A MOTOR VEHICLE DOES
- LINEUPS LEAVING OK MISSION AT ALL TIMES
- MANY INTERSECTIONS GROSSLY INADEQUATE FOR LEFT TURNS
- MANY PLACES WHERE DRIVING THE SPEED LIMIT MEANS BEING STOPPED AT EVERY LIGHT.
- MANY ROADS NEED UPGRADING
- MORE AND BETTER BIKE LANES. ENCOURAGE THEIR USE. LOTS OF GLASS, GRAVEL, ETC. IN LANES AND WE NEED A LOT MORE OF THEM. BEDFORD, EAST KELOWNA, LAKESHORE
- MORE BUS SERVICES IN MAGIC ESTATES AND MORE BIKE LANE CLEANING
- MORE FOUR LANE, HWY 33 PASSING AND TURNING LANE, BYPASS CITY WITH WESTSIDE ROAD
- MORE LEFT TURN LIGHTS. TOO MANY NOT PLANNED OUT ENOUGH. NEED TO BE PLANNED OUT MORE EFFICIENTLY
- MORE LEFT TURN SIGNALS AT MAJOR INTERSECTIONS
- MORE LEFT TURN SIGNALS/ELEVATED HWY WITH OFF RAMPS
- NEAD HWY BYPASSING CITY
- NEED 2 BRIDGES AND CITY BYPASS
- NEED 2 LANES TURNING LEFT AT INTERSECTION
- NEED BETTER TRAFFIC FLOW WITH GROWING POPULATION
- NEED MORE FILTER LIGHTS: SPALL AND HARVEY, COOPER AND HARVEY
- NEED MORE LEFT TURN ARROWS
- NEED MORE LEFT TURN SIGNALS. THAT WILL HELP TRAFFIC CIRCULATION. NEED MORE BIKE LANES
- NEED MORE SAFE BIKE LANES TO GET AROUND THE CITY
- NEED MORE TURNING LIGHTS-TOO MUCH CONGESTION
- NEED WAY MORE TURN SIGNALS, MOST TURN SIGNALS ONLY STAY GREEN LONG ENOUGH TO LET 3 OR 4 CARS THROUGH. ENTERPRISE IS AWFUL FOR CONGESTION
- NEW ENTRANCE HEADING NORTH ONTO WALMART IS A DISCRACEFUL NEW ENTRANCE. 2 BRIDGES.
- NO LEFT TURN ARROWS ON HWY 97. WAY TOO MUCH TRAFFIC
- NO SIGNS UP TO HAVE CARS PARKED ELSEWHERE WHEN STREETS ARE SWEEP THEREFORE OUR STREETS ARE A MESS
- NOT ENOUGH LEFT TURNS, NOT ENOUGH BIKE LANES
- TRAFFIC IS TERRIBLE
- TOO MUCH TRAFFIC FOR TOO LITTLE ROADS
- NOT ENOUGH-LEFT TURN ARTERIAL THRU STREETS
- NO THOUGHT AT ALL HAS BEEN GIVEN TO OUR TRAFFIC ISSUES. JUST TALK
- OLD VERNON RD AND HWY97 VERY DANGEROUS. PLEASE FIX
- PARKING AND TRAFFIC LIGHTS SUCK BIGTIME
- PAVED MATHEWS RD NOW WITH NO SIGNAGE

- PILED UP SO YOU CAN'T GET ONTO THE ROAD.
- POOR PLANNING WITH RESPECT TO ARTERIAL ROADS IN TERMS OF DESIGN AND DEVELOPMENT TIMING
- BAD CIRCULATION
- POOR SIGNAGE OF NUMBERS OFF HWY 97. DIFFICULT TO LOCATE BUSINESS AND DRIVE
- POOR TRAFFIC FLOW
- RECYCLE LANES, CITY OF NANAIMO HAS MUCH BETTER SYSTEM
- RESTRICTS TRAFFIC FLOW
- ROAD CONDITIONS TO MOVEMENT IS TERRIBLE
- ROAD CONGESTION
- ROADS HAVE NOT KEPT UP WITH GROWTH. ROADS AND SERVICES SHOULD BE INSTALLED AHEAD OF DEVELOPMENT
- ROADS IN POOR SHAPE, NO STREETLIGHTS OR TRANSIT ON BENNETT RD, NOT ENOUGH
- ROADS TOO SMALL/NARROW
- RUSH HOUR TRAFFIC TOO MUCH FOR PRESENT ROADWAY SYSTEM
- RUTLAND IS NOT LOOKED AFTER
- SHOULDERS OF RURAL RDS, BREAKAWAY, NOT ENOUGH BIKE LANES
- ROADS TOO CONGESTED
- SIDEWALKS VERY DANGEROUS IN WINTER UNTIL IT THAWS. NOT CLEARED SOON ENOUGH. TRAFFIC REALLY TIED UP ON KLO AND GORDON DOWN TO RICHTER. RED LIGHTS AT SCHOOL CROSS WALK.
- POOR CIRCULATION IN MANY AREAS
- THE BRIDGE
- THE CITY REQUIRES A BYPASS BADLY
- THERE IS A NEED FOR MORE LEFT TURN SIGNALS AT INTERSECTIONS TO KEEP THE FLOW OF TRAFFIC MOVING
- THINK HARVEY/SPRINGFIELD AT 8-9AM OR 4-6PM. ENOUGH SAID
- TOO BUSY
- TOO CONGESTED
- TOO CONGESTED TRAFFIC. NEED MORE BIKE LANES ON LESS TRAVELLED ROADS
- TOO MANY CONGESTED AREAS, MANY SEASONAL AND ESPECIALLY THE BRIDGE
- TOO MANY LEFT TURNS OFF MAJOR ROADS, MUST FLOW TRAFFIC
- TOO MANY LIGHTS NEED MORE 'NO TURN' ROADS
- TOO MANY LIGHTS, NOT ENOUGH PLANNING FOR INCREASE IN POPULATION
- TOO MANY LIGHTS-POOR TRAFFIC FLOW
- TOO MANY TRAFFIC JAMS AT SOME INTERSECTIONS
- TOO MANY TRAFFIC SIGNALS AND MORE ROUNDABOUTS. INTERCONNECTING BIKE PATHS SEPARATED FROM TRAFFIC. I DON'T FEEL SAFE WITH TRAFFIC
- TOO MUCH CONGESTION ON HWY 97, NEED MORE ADVANCED LEFT TURN SIGNALS
- TOO MUCH CONGESTION-NO FLOW
- TOO MUCH TRAFFIC ON HWY 97
- TRAFFIC LIGHT SYNCHRONIZATION IS AMATEURISH. NEED MORE RIGHT TURN SLIP LANES
- UNABLE TO KEEP UP WITH GROWTH
- VERY BUSY EVERYWHERE
- VERY DISSATISFIED WITH PAY PARKING DWTN
- WOULD LIKE TO SEE ADVANCED GREENS ON EVERY MAJOR INTERSECTION ESPECIALLY HARVEY AND COOPER
- YOU HAVE TO DO SOMETHING WITH THE MAIN ROADS, NEED MORE ROADS OVERPASSES OR ANOTHER DIRECT HWY

Number of Bicycle Lanes

- BICYCLE LANES AND SIDEWALKS TOO VARIED
- BIKE LANES ARE ALWAYS UNKEPT. ROCKS, GLASS, ETC.
- BIKE LANES DO NOT CONTINUE ON SOME MAJOR ROUTES
- BIKE LANES ON HWY ARE VERY DANGEROUS
- BIKES SHOULD NOT BE ALLOWED ON MAIN ROADS. TRANSIT SYSTEM NEEDS A LOT OF IMPROVEMENTS
- BIKING PATHS SHOULD BE SAFER, MORE DISTINCT/SEPARATE FROM TRAFFIC
- GRAVEL IN BIKE LANES
- DARK AREAS ON SIDE STREETS, CLOSE TO BUSHES FEEL UNSAFE WHEN WORKING IN EVENING, DEBRIS IN BIKE LANES CAUSE RIDERS TO RIDE ON STREET
- HWY 33 NEEDS BIKE LANE
- INADEQUATE BICYCLE PATHS ON ROADWAYS. THE ONES THAT ARE THERE ARE POORLY MAINTAINED. PARKED CARS BLOCK AND CAUSE HAZARDS
- KLO AND BENOULIN-NORTHBOUND
- BICYCLISTS SHOULD NOT USE THE ROAD AS A MOTOR VEHICLE DOES
- MARKED IN THE WRONG AREA
- MORE AND BETTER BIKE LANES. ENCOURAGE THEIR USE. LOTS OF GLASS, GRAVEL, ETC. IN LANES AND WE NEED A LOT MORE OF THEM. BEDFORD, EAST KELOWNA, LAKESHORE
- MORE BIKE LANES
- MORE BIKE LANES. MORE BUSES=BETTER CONNECTIONS
- BIKE LANE CLEANING
- NEED EDUCATION IN SCHOOLS ON BIKE SAFETY AND PROPER BIKE RULES OUTLINED
- NEED MORE BIKE LANES IN ALL PARTS OF THE CITY AND MAINTENANCE OF BIKE LANES IS POOR, GLASSES, ROCKS, AND DEBRIS IN ALL LANES
- NEED MORE LANES AND MAINTAIN SWEEPING THEM
- NEED MORE BIKE LANES

- NEED MORE SAFE BIKE LANES TO GET AROUND THE CITY
- NEW ENTRANCE HEADING NORTH ONTO WALMART IS A DISCRACEFUL NEW ENTRANCE. 2 BRIDGES. HELLO
- NO SIDEWALKS IN OUR NEIGHBOURHOOD. CHILDREN HAVE TO WALK ON THE ROAD
- NOT ENOUGH BIKE LANES AND THEY'RE STILL DANGEROUS
- NOT ENOUGH FOR ACTIVE TRANSPORTATION AND TRANSIT
- NOT ENOUGH BIKE LANES
- NOT ENOUGH PARKING ESPECIALLY DWTN
- BIKE LANES TOO NARROW
- NOT ENOUGH-LEFT TURN ARTERIAL THRU STREETS
- LANES NOT SWEEPED FOR LONG PERIODS ALSO BLOCKED FOR WORK
- NOT ENOUGH BIKE LANES
- SIDEWALKS AND BIKE LANES DISSAPEAR, NOT CONSISTENT ON HARVEY
- TOO CLOSE TO TRAFFIC, BROKEN EDGES ON HARVEY, GRAVEL IS NOT A CHOICE, SHOULD BE BIKE LANES ON SHORELINES
- TOO CONGESTED TRAFFIC. NEED MORE BIKE LANES ON LESS TRAVELLED ROADS.
- TOO MANY AND POORLY TIMED
- TOO MANY TRAFFIC SIGNALS ON HWY. BICYCLE LANES DON'T BELONG NEXT TO THE CARS AND ROADS. BESIDES THE ONES WE HAVE ARE TOO NARROW
- NO BIKE LANES IN RUTLAND
- WE NEED BIKE LANES TO OUC-UBC NORTH CAMPUS FROM TOWN
- WE NEED MORE ATTENTION TO NONDRIVING TRANSPORTATION

Bicycle Lane Maintenance

- ALWAYS ROCKY AND DIRT
- BIKE LANE SHOULD BE CLEANED MORE OFTEN
- BIKE LANES NEED MORE SWEEPING. HOSPITAL PARKING IS VERY POOR
- BIKE LANES, UNFORTUNATELY, COLLECT ROCKS, BRANCHES, AND ARE USUALLY WORSE THAN ROADS
- GRAVEL IN BIKE LANES
- PLEASE SWEEP BICYCLE LANES MORE FREQUENTLY
- BIKE LANES OFTEN COVERED IN SAND AND GRAVEL
- TOO MUCH GRAVEL AND DEBRIS = FLATS
- TOO MUCH SAND IN EARLY SPRING TO RIDE SAFELY

Public Transit Service

- TRANSIT SYSTEM NEEDS A LOT OF IMPROVEMENTS

- BUTTONS TO CROSS STREET HARDLY WORK. PUBLIC TRANSIT OFTEN LATE
- INFRASTRUCTURE SHOULD BE SET UP SO THAT PUBLIC TRANSIT IS A REAL OPTION
- IT HAS BECOME EXTREMELY EXPENSIVE TO RIDE THE BUS UNLESS YOU BUY A PASS. ONE TIME RIDES AND TRANSFERS ARE RIDICULOUSLY PRICED
- LACK OF EARLY BUSES ON WEEKENDS
- NEED MORE BUSES
- MANY AREAS NOT SERVICED AND MOST ROUTES ARE TOO INFREQUENT, RE: SERVICE SCHEDULES
- MORE BUSES=BETTER CONNECTIONS
- MORE BUS SERVICES IN MAGIC ESTATES
- MORE DIRECT ROUTES. TOO MANY STOPS AT MALL. BUS DOWN SEXSMITH
- NEED MORE
- NEED MORE BUSES, MORE FREQUENT BUSES, LONGER HOURS
- NEED MORE SAFE BIKE LANES TO GET AROUND THE CITY
- NOT AVAILABLE IN AREA
- NOT ENOUGH FOR ACTIVE TRANSPORTATION AND TRANSIT
- NOT ENOUGH TIMED TRANSIT PICKUPS AND DROPOFFS
- NOT ENOUGH WEEKEND/EVENING BUS SERVICE
- NOT IN UPPER MISSION
- PUBLIC TRANSIT POOR SCHEDULE, LATE, BUS ROUTES SUCK
- RUN BUSES MORE OFTEN AND LATER
- SUNDAY SERVICE IS TOO INCONVENIENT, BUSES CARRYING STUDENTS (IE:#1 AND #8) SHOULD BE DOUBLE DECKERS-ALL TIMES BUSY
- LIMITED BUS
- THERE ARE NO BUSES IN THE EVENINGS IN THE EAST KELOWNA AREA
- THERES NOT ENOUGH BUSES, THEY DON'T RUN ON TIME, AND SUNDAY SERVICE IS A JOKE
- THEY DRIVE TOO FAST, PRICES ARE TOO HIGH
- TIME BETWEEN CONNECTING BUSES NOT SUITABLE
- TOO MANY, NOT TIMED RIGHT, POOR WORK COMMUTER RELATED ON WEEKENDS/HOLIDAYS
- TRANSFER WAIT TIMES AT ORCHARD PARK ARE MUCH TOO LONG. SYSTEM SHOULD BE STREAMLINED SO ALL BUSES ARRIVE APPROX. SAME TIME
- WE NEED MORE ATTENTION TO NONDRIVING TRANSPORTATION

Availability of Parking

- ADDITION OF CARRIAGE HOUSES AND DWTN USERS TAKE UP SINGLE DWELLING SPOTS IN DWTN CORE. MORE MONITORING NEEDED
- CULTURE DISTRICT IS DISCRACEFUL FOR PARKING WHEN MORE THAN ONE EVENT IS IN PROGRESS

- DIFFICULT TO FIND PARKING DWTN AWAY FROM PARKADES
- DISSATISFIED WITH PARKING FOR SPECIAL EVENTS
- DWTN AND HOSPITAL PARKING IS TERRIBLE
- DWTN KELOWNA BERNARD, ELLIS, LAWRENCE, BASICALLY THE WHOLE CORE. IT'S BAD ENOUGH FOR RESIDENTS OF KELOWNA LET ALONE FOR THE TRAVELERS. THAT'S MONEY OUT OF BUSINESS' POCKETS.
- DWTN PARKING
- DWTN PARKING NOT EASY.
- DWTN PARKING POOR
- FUNCTIONS DWTN OVERLAP AND MAKE PARKING FRUSTRATING
- HOSPITAL NEEDS PARKING DESPERATELY
- HOSPITAL RESTRICTED LAB PARKING IS NOT ENFORCED
- INNER CORE
- NO PARKING DOWNTOWN FOR BIG EVENTS
- NO TRUCK AND BOAT TRAILER PARKING AT THE GRAND HOTEL BOAT LAUNCH
- NOT ENOUGH DISABLED PARKING
- NOT ENOUGH DOWNTOWN
- NOT ENOUGH HANDICAPPED PARKING
- NOT ENOUGH PARKING DOWNTOWN
- NOT ENOUGH PARKING ESPECIALLY DWTN
- NOT ENOUGH PARKING FOR EVENTS NEAR SKYREACH AND RCA
- POOR PARKING DOWNTOWN WHEN EVENTS AT PROSPERA
- ON BUSY DAYS DURING THE MIDWEEK, THERE IS NO PARKING
- PARKING AND TRAFFIC LIGHTS SUCK BIGTIME
- PARKING AROUND THE ARENA, 2 HR TIME LIMIT
- PARKING DWTN HORRIBLE. SHOULD NOT HAVE PAY PARKING ON PUBLIC STREETS-LOTS ONLY
- PARKING DWTN, TOO MANY PEOPLE ON ROAD, NOT ENOUGH LANES
- RESIDENTIAL PARKING IN AN AREA WITH PUBLIC PARKING IE:BOAT LAUNCH
- PARKING FORGET IT
- TOO FEW SPACES FOR POPULATION
- TOO MANY ON HWY 97. PAY PARKING DOWNTOWN HURTS BUSINESS
- VERY DISSATISFIED WITH PAY PARKING DWTN
- VERY LITTLE PARKING AROUND MY NEIGHBOURHOOD

Appendix 2 - Additional suggestions or comments.

Central Kelowna

- 1ST PRIORITY-TRAFFIC CONGESTION PROBLEM (IE BRIDGE ON LAKE) 97 CORRIDOR THRU THE CITY
- AFFORDABLE HOUSING SHOULD BE ADDRESSED
- AM A PROPONENT OF OVERPASSES FOR HWY 97. CAN SEE NO OTHER SOLUTION. I REALIZE THE EXPENSE. NEED ABOUT 5 TO HWY33. IF WE WAIT FOR A 2ND BRIDGE, IT COULD BE 50YRS. JUDGING BY THE TIME IT'S TAKING TO REPLACE THE 1ST BRIDGE
- AS WE PATROL DWTN MORE FREQUENTLY THE 'UNDESIRABLE ELEMENT' MOVES ONTO OUR NEIGHBOURHOODS. ENFORCE OUR LAWS-CRACK DOWN ON CRIME
- BETTER COLLECTION OF RECYCABLE ITEMS FROM NUMEROUS APARTMENT BUILDINGS. ONLY NEWSPAPER AND CARDBOARD PRESENTLY COLLECTED
- BIGGEST ISSUE RIGHT NOW-IMPROVE TRAFFIC FLOW WITHIN CITY
- BUILDING THE MISSION SPORTS COMPLEX IS A WASTE OF TAX DOLLARS. NEED MORE ACCOMMODATIONS DWTN. I SUPPORT THE DEVELOPMENT IN KERRY PARK AREA. LETS REVITALIZE DWTN. BRING MORE PEOPLE DWTN. LETS MAKE DWTN A HAPPIER PLACE
- COUNCIL MEMBERS: I FEEL OUR MONEY(TAXES) CAN BE BETTER SPENT, WHEN NOT BEING SPENT ON COURT CASES AND PROJECTS THAT WE CITIZENS DO NO WANT
- CREATE NETWORK OF 'ALTERNATIVE TRANSPORTATION' TRAILS THROUGHOUT KELOWNA. AWAY FROM SPEEDING METAL AND CARBON MONOXIDE
- DEAL WITH RESIDENTIAL PARKING NEAR BOAT LAUNCHES AND REC AREAS
- DEVELOP AND CLEAN UP DWTN AREA. MAKE STREETS SAFER FOR CITIZENS AND TOURISTS. KEEP UP GOOD WORK.
- EXTREMELY NOISY MOTORCYCLES ARE PAINFUL TO MY HEARING
- FOCUS ON SAFER, ENVIRONMENTAL PRACTICES. ORGANIC FARMING, ETC. IMPROVE AIR QUALITY. EMISSION CONTROL
- FOR A SHORT TIME AFTER THE POLICE 'CLEANED UP' CITY PARK, WE FELT MUCH MORE COMFORTABLE WALKING THROUGH THERE
- GET HWY 97 OUT OF KELOWNA. SET OUT LONG TERM PLANNING VISION FOR KELOWNA

- GET SOMEBODY WHO CAN PRODUCE A BETTER SURVEY
- GODS BLESSING ON KELOWNA
- GROWTH AND DEVELOPMENT IMPACTS ON QUALITY OF LIFE IN KELOWNA
- HEALTH CARE WITHIN OUR CITY NEEDS MORE ATTENTION
- I DIDN'T LIKE THE WAY THE NEW POOL WAS DEALT WITH. I DON'T BELIEVE PEOPLE OF KELOWNA LIKE THINGS SHOVED AT THEM WITHOUT A VOTE.
- I DISAGREE THE WAY SOME TREES ARE PRUNED. THE CITY SHOULD HELP WITH THE SICK FOR ADVISE
- I DO NOT WANT DOGS DOWN BY CITY PARK AND THE WALKWAY. VOTE NO FOR THE DOG BYLAW
- I FOUND A NEEDLE AT THE BEACH JUST SOUTH OF THE BRIDGE AT THE FOOT OF LAKE AVE AND ANOTHER ONE ON PANDOSY ST. AT A BUS STOP. IM VERY CONCERNED ABOUT CHILDREN FINDING THESE AND PLAYING WITH THEM. PERHAPS SAFE NEEDLE DISPOSAL BOXES COULD BE INSTALLED IN KEY AREAS
- I LIKE THE METHOD YOU ARE IMPROVING SOME OF THE MAJOR ARTIERIES, UPGRADING SEWER SYSTEMS, ETC., BUT DO NOT LIKE WHAT COUCIL INTENDS TO DO WITH THE LAKEFRONT. LEAVE IT FOR ALL TO ENJOY NOT ONLY THE DEVELOPERS WHO SEEM TO GET ALL THE PRIME LAND IN OUR CITY
- I REALIZE THAT MANY YEARS AGO SAILBOATS ETC HAD MANDATORY WATER RIGHTS TO PASS UNDER OKANAGAN BRIDGE. THIS SHOULD BE STOPPED IMMEDIATELY AND IF YOU BUILT ANOTHER SYSTEM OF A BRIDGE ALONGSIDE THE OLD ONE, IT WILL FALL COSTING TAX PAYERS MILLIONS OF DOLLAR
- IMPROVE TRANSIT CONNECTIONS AT ORCHARD PARK MALL AND QUEENSWAY, MOST BUSES DON'T CONNECT
- JUST LOVE IT HERE. WALTER GRAY IS A SUPER MAYOR OF THE CITY.
- KELOWNA COULD BE A MODEL OF ENVIRONMENTAL EXCELLENCE AND CONTROLLED GROWTH. WATER QUALITY, AIR QUALITY, REDUCED NOISE AND TRAFFIC COULD BE THE HALLMARKS OF OUR NEXT 100 YRS.
- KELOWNA HAS TO PRESSURE CORPORATIONS TO BUY PARKLAND AND SPEND MONEY TO ENHANCE ENVIRONMENT
- KELOWNA IS AN EXCELLENT CITY IN WHICH TO LIVE OVERALL
- KELOWNA IS GROWING RAPIDLY, URBAN DESIGN IS GREATLY NEEDED, ROAD IMPROVEMENTS SHOULD BE DONE ONCE ONLY
- KNOW MOUNTAIN AND DILWORTH HAVE BEEN RUINED BY RESIDENTIAL DEVELOPMENT. THE CITY LANDSCAPE IS GONE

- LESS PROPERTY TAXES
- LET'S STOP THE SUBURBAN SPRAWL AND DENSIFY HOME CONSTRUCTION AND PROVIDE AFFORDABLE LOW COST SUBSIDIZED HOUSING FOR VARIOUS PROBLEM PEOPLE TO ALLOW THEM TO LEAD MORE CONSTRUCTIVE AND SATISFYING LIVES. IE: RELIABLE SINGLE PARENTS/GROUP AND TREATMENT HOMES
- LOVE ALL THE TREES. PLANT MORE. NEED 'GREEN BELTS' ALL ALONG STREETS
- LOVE KELOWNA
- MAKE NEW DEVELOPMENTS PAY EXTRA FOR PARKING AND WATER REQUIREMENTS
- MORE DOG PARKS, PARTICULARLY OFF-LEASH PARKS NEAR THE LAKE
- MOST PROBLEMS ARE MINOR IN NATURE OR THE CITY HAS NO CONTROL OVER THEM. IE: CRIME, COURTS, HWY 97 AND BRIDGE
- NO HIGHRISE AT PARK
- NOT IN FAVOUR OF THE BIG PARK TO BE BUILT, WE HAVE A LAKE AND OTHER POOLS
- OUR HOME HAS BEEN BROKEN INTO THREE TIMES IN FIVE YRS BY DRUG ADDICTS. THIS IS LEADING UP TO THINK ABOUT LEAVING KELOWNA.
- PLEASE ENFORCE THE FOLLOWING BYLAWS: SNOW NOT SHOVELLED BY RESIDENTS AND TOO MANY GARAGE SALE SIGNS ON LIGHT STANDARDS, ETC.
- PLEASE WILL SOMEONE DO SOMETHING ABOUT THE MASSAGE PARLOUR (AND DRUG USE) ON SUTHERLAND AVE
- PUT CENTRE STREET LIGHTS LANE ON BERNARD AVE AND 'PAVE' THE TERRIBLE SURFACE
- Q15-COLLECT YARD WASTE AT A LATER TIME, THAT WAY LESS GOES IN THE TRASH
- REGARDLESS OF THE VARIOUS RATINGS GIVEN (SOME ARE GUESS WORK) KELOWNA IS A WONDERFUL CITY TO LIVE IN
- SAFETY FOR PEOPLE TO WALK EARLY AM AND IN THE EVENING
- STAY WITHIN YOUR BUDGET
- STOP THE CARRIAGE HOMES. TOO MUCH TRAFFIC IN ALLEY WAYS. NEED LIGHTS NOW
- SUSTAINED DEVELOPMENT OVER UNLIMITED MATERIAL GROWTH. QUALITY OF LIFE OVER ACCUMULATION OF WEALTH
- THE BRIDGE IS NOT THE PROBLEM. A 3 OR 10 LANE BRIDGE ONTO HWY 97? IT IS THE HWY THAT IS THE PROBLEM.
- UNDERPASS/OVERPASS/BYPASS. HWY 97 COULD NOT HANDLE THE TRAFFIC 5 YRS AGO. NOTHING HAS BEEN IMPROVED. ALL THE GROWTH AND HWY 97 WILL BE A TOTAL NIGHTMARE.
- THE GROWTH AND TRAFFIC IN KELOWNA IS COMPLETELY OUT OF CONTROL. MORE RESTRICTIONS ON BUILDING AND A BYPASS IS NEEDED
- THE INCREASE IN CRIME REALLY SCARES AND WORRIES ME. I GUESS IT'S THE PRICE TO PAY WHEN YOU LIVE IN SUCH A WARM AND NICE CITY
- THE LOGIC OF CONDUCTING MAJOR ROADWORK/UTILITY WORK IN THE SUMMER RATHER THAN SPRING, FALL, WINTER IS LOST ON ME. WE ARE A TOURISM TOWN SCARING AWAY TOURISTS WITH OUR ALREADY CONGESTED TRAFFIC. WHY MAKE IT WORSE?
- THE TRAFFIC PROBLEMS ON HWY 97 AND BRIDGE-HOPEFULLY THE NEW BRIDGE WILL HELP THIS. PUNKS AND GANGS BECOMING MORE PREVALENT. MORE MOUNTIES?
- THE TRANSIENT POPULATION IN THE DOWNTOWN CORE AND SAFETY ISSUES
- TO MAKE HARVEY AVE A FREEWAY WITH OVER PASSES AT MAIN INTERSECTIONS
- TOO MANY TO ANSWER
- WE DID NOT REPORT CRIME (THEFT OF SEVERAL LAWN ORNAMENTS) AS WE FEEL RCMP HAVE A LOT MORE SERIOUS ISSUES TO DEAL WITH. KELOWNA SHOULD RESTRICT GROWTH OF DEVELOPMENT
- YOU DIDN'T ADDRESS THE PROBLEMS OF 'HOMELESS'/STREET PEOPLE. THIS ISSUE IS HUGE.
- YOU'RE DOING A GOOD JOB. KEEP IT UP

Mission/S.E. Kelowna

- A REGULAR POOL AND BUDGET WILL BEST SERVE RESIDENCE-DON'T NEED THE MEGA PROJECT
- A THOROUGH SURVEY. WE NEED A WATER SLIDE PARK IN KELOWNA. PLEASE. KELOWNA IS A GREAT PLACE TO LIVE, WE LOVE IT HERE
- ACQUIRING PARKS/WILD AREAS
- ADJUST TRAFFIC SIGNALS ON HARVEY EG: LEFT TURNS BOTH WAYS
- BUS ROUTE TO UPPER MISSION (IE: KETTLE VALLEY)
- CHANGE PROCESS OF HOW PROPERTY TAXES ARE CALCULATED. INCREASES SHOULD NOT BE BASED ON PURCHASE PRICE OF HOME.
- CHIPPING IN ORCHARDS RATHER THAN BURNING
- CITY COUNCIL IS TOO PRO DEVELOPMENT
- CLEAN AIR, WATER, SAFE STREETS FOR NOW AND FUTURE GENERATIONS
- COUNCIL MUST CONSIDER WATER CAPACITY WHEN ALLOWING THE CITY TO EXPAND
- COMING FROM ONTARIO, THINGS ARE GENERALLY MORE EXPENSIVE IN BC AND KELOWNA SPECIFICALLY. BUT CITY IS GREAT TO LIVE IN
- DEVELOPERS SHOULD BE CONTRIBUTING MORE MONEY FOR LOCAL NEEDS (EG: HOSPITAL IMPROVEMENTS)
- DEVELOPMENT IN KELOWNA IS EXPLODING AT AN ALARMING RATE. IT MUST BE MONITORED AND SLOWED. OUR GOVERNMENT IS SUFFERING AND SO IS THE POSITIVE ATTITUDE ONCE ENJOYED BY THE PEOPLE OF KELOWNA
- DWTN STREET BEAUTIFICATION. ELIMINATE THE STREET PEOPLE. INCREASE LEFT TURN SIGNALS ON A PERMANENT BASIS
- ENFORCE AND PROSECUTE PEOPLE RUNNING YELLOW AND RED TRAFFIC LIGHTS
- FINE EVERYONE THAT DOES NOT CLEAN UP AFTER THEIR DOGS. MORE CLEANUP OF NEEDLES
- FOLLOW THE OCP. BUILD SIDEWALKS UP CHUTE LAKE
- GENERALLY SATISFIED WITH MAYOR AND COUNCIL. DISSATISFIED WITH LINEAR EXPANSION OF KELOWNA. DISSATISFIED WITH NORTH-SOUTH TRANSPORTATION ALL THE WAY TO THE BRIDGE AND WINFIELD
- GET THE BIG TRUCKS OFF HARVEY AVE (AND THE POLLUTION) WE NEED AN OUTSIDE OF THE CITY BYPASS FOR THAT
- GET TOUGHER ON TRANSIENTS IN CITY PARK AND DWTN. GET THE DRUGS OUT
- GROWTH NEEDS TO BE CONTROLLED. TRAFFIC, WATER SHORTAGE, CRIME, ALL DUE TO INSUFFICIENT RESOURCES ALREADY. DO SOMETHING ABOUT THE BUMS AND DRUG DEALERS. ISN'T LOITERING AGAINST THE LAW?
- HONOUR SIMPSON COVENANT. A DEAL IS A DEAL. KEEP HIGHRISES AWAY FROM THE LAKE
- I GET A RUNAROUND WHEN I SPEAK TO CITY STAFF. ACTUALLY DEALING WITH ME WOULDN'T COST ANYMORE. PEOPLE WHO MAKE NOISE IN PUBLIC ARE LIKELY TO VANDALIZE.
- I HAD TO SELL AND MOVE DWTN. A LACK OF CONTROL CITY HAS ON DOGS AND UNRESTRICTED POWER TOOLS RUNNING FROM 7AM TO 10PM 7 DAYS A WEEK
- I HOPE I HELPED
- I THINK SENDING THESE SURVEYS OUT IS A GOOD IDEA, I HOPE IT WORKS
- I THINK THE CITY FACES SOME VERY CRITICAL DECISIONS REGARDING DEVELOPMENT-WATER USAGE AND ROADWAYS
- INCREASE GREENLIGHT TIME ALONG MAJOR ARTERIES. INCREASE FLOW OF TRAFFIC
- IT IS DIFFICULT TO GIVE FAIR ANSWERS WITH THIS FORMAT OF QUESTIONING
- KEEP CITY OWNED LAKESHORE PROPERTIES AS PUBLIC PARKLAND
- KEEP UP GOOD WORK
- KEEP UP THE GOOD WORK
- KEEP UP THE GOOD WORK. I'D LIKE TO SEE A BYPASS BRIDGE
- KEEP UP THE GREAT WORK TO WALTER GRAY AND STAFF. GOD BLESS YOU ALL AND OUR CITY
- KELOWNA HAS DEVELOPED TOO FAST, TRAFFIC IS A MAJOR PROBLEM. SAFETY, CRIME ANOTHER. KELOWNA HAS OVERPRICED ITSELF IN GOODS AND SERVICES, REAL ESTATE
- KELOWNA IS JUST GETTING TOO EXPENSIVE TO LIVE IN, EVERYTHING GOES UP EXCEPT THE RATE OF PAY
- LACK OF WATER CONSERVATION, URBAN SPRAWL
- LETS SPEND WHAT EVER THE COST OF SUPPRESSING DRUGS AND ROCK CONCERTS, ETC. THEFT INFLUENCE SAME
- LOW INCOME SENIORS SHOULD GET A DISCOUNT FOR SEWER AND SIDEWALK INSTALLATION
- MORE ADVANCE TURNING TRAFFIC LIGHTS
- MORE AFFORDABLE HOUSING WILL DEFINITELY DRAW MORE PEOPLE TO SETTLE IN KELOWNA
- MORE CROSSING LIGHTS. A CROSSING LIGHT WITH AUTO SIGNALS AT GORDON/LANFRANCO ROAD
- MORE PATROL OF CITY BEACHES TO PREVENT ALCOHOL ABUSE BY YOUTH AND YOUNG ADULTS WOULD BE WELCOME
- MOVE THE NEW BRIDGE TO NORTH OF CITY. CITY COUNCIL HAS TO LISTEN TO THE PEOPLE. HIGH RISES AND URBAN SPRAWL ARE NOT THE ANSWERS. KELOWNA IS BEAUTIFUL AND SHOULD BE KEPT FOR TOURISM. THE CITY PLANNER

DOESN'T KNOW WHAT HE IS DOING. NEEDS TO BE REPLACED

- NEED TO CLEAN UP DRUG PROBLEMS DWTN AND AT BEACHES. NEEDLES ON BEACHES, ETC. ALSO, DO NOT APPROVE THAT PEOPLE WALK THEIR DOGS TO MESS ON OTHER PEOPLES YARDS OR PUBLIC PLACES AND DON'T CLEAN IT UP. HORSES AS WELL.
- NO MENTION OF HOSPITAL, CANCER CENTRE, OR THEATER ISSUES. THANK YOU FOR BEING ALLOWED TO PARTICIPATE
- NOTHING WAS MENTIONED ABOUT DWTN. I AVOID IT BECAUSE OF SHADY CHARACTERS AND PARKING. THANKS TO ALL THE CITY COUNCIL WORKERS AND THE MAYOR
- PAVE LANES IN RUG ZONED AREAS BECAUSE OF INCREASED TRAFFIC IN LANEWAYS
- PLAN ISSUES LOGICALLY IE:NEW BRIDGE FOR 2008 AND NO SOLID PLANS FOR HARVEY/HWY97. YET THE CITY LIKES TO DEVELOP/GROW AT FAST AND UNSUSTAINABLE PACE
- PLEASE DO SOMETHING RE HOSPITAL WAITING LISTS AND EMERGENCY ROOM SERVICES
- PLEASE DON'T BUILD HIGH RISES AT THE BOTTOM OF WATER/BERNARD
- PLEASE DON'T SACRIFICE KELOWNA FOR DEVELOPMENT DOLLARS
- PLEASE EDUCATE THE PEOPLE WHO USE MISSION CREEK GREENWAY TO USE THE PEDESTRIAN CROSSING SIGNAL AT KLO ROAD. VERY DANGEROUS
- PLEASE PUT MONEY TOWARD MORE LOW INCOME HOUSING AND PROGRAMS TO HELP THOSE IN NEED
- PLEASE! BETTER STREETS TO HANDLE ALL ADDITIONAL TRAFFIC FROM SOUTH MISSION DEVELOPMENTS
- PLEASE: NO MORE HIGHRISE BUILDINGS ON WATERFRONT DWTN
- POLICE AND FIREFIGHTERS NEED MORE RESOURCES TO KEEP CITY SAFE
- PROTECT WHAT WE HAVE AND DEVELOP WITH CAUTION
- QUALITY OF LIFE IN KELOWNA IS GOOD. BIGGEST NEGATIVE IS TRAFFIC FLOW AND HOMELESS PEOPLE. NEED MORE POLICING FOR PUBLIC SAFETY
- RESTRICT DEVELOPMENT TO MATCH THE OC PLAN
- ROTARY AND GYRO SHOULD BE REGULARLY PATROLLED AS WE OFTEN SEE PEOPLE OPENLY DRINKING ALCOHOL AT THE BEACH. WE HAVE NEVER SEEN A POLICEMAN THERE
- SHORELINE PATHWAYS FOR WALKING, BIKING, ETC. WE ALL HAVE THE RIGHT TO ENJOY OUR

LAKE CLOSE-UP. THANKS FOR DOING THIS SURVEY

- STOP ADVERTISING WHATS GOING ON AND SPEND THAT MONEY ON PROJECTS. STOP USING CONSULTANTS. MOST OF THEIR REPORTS WE ALREADY KNOW THE ANSWER
- STOP DEVELOPMENT OF LAKESHORE LIKE LAWSONS LANDING
- STOP THIS URBAN SPRAWL AND TRY TO STICK TO THE OCP
- THANKS FOR OPPORTUNITY TO VOICE MY OPINION
- THE ARRIVAL BY ROAD INTO KELOWNA FROM NORTH (OPEN PIT MINE) AND FROM SOUTH (WALL OF BILLBOARDS) IS HORRIBLE. BUT NOTHING THE CITY CAN DO? RIGHT?
- THE CITY STAFF HAVE DONE A GOOD JOB FOR THE CITY. KEEP UP THE GOOD WORK
- THE DESTRUCTION OF THE OKANAGAN SHORELINE BY PRIVATE LANDOWNERS IS A PROBLEM THAT IS IN KELOWNA REACHING DISTRESSING LEVELS. THERE APPEARS TO BE NO ENFORCEABLE BYLAWS
- THE DRUG ADDICTS AND HOMELESS PEOPLE ARE EVERYWHERE IN THIS CITY AND THUS MAKES KELOWNA A VERY UNPLEASANT PLACE TO LIVE
- THE DWTN CRIME PROBLEMS AND THE TRAFFIC ISSUES DEFINITELY NEED MORE ATTENTION
- THE LIGHT SYNCHRONIZING OF TRAFFIC LIGHTS IS A DISASTER ESPECIALLY HARVEY
- THE TRANSPORTATION FUNDS NEED TO BE RE-ALLOCATED. SWEEPING AND GRASS CUTTING ARE NOT NECESSARY. ROADWAYS WITH NO TRAFFIC LIGHTS ARE NECESSARY
- THERE HAS BEEN TOO MUCH EMPHASIS ON DEVELOPMENT, RISKING THE QUALITY OF LIFE OF RESIDENTS
- THEY SHOULD HAVE MORE SUBSIDIZED HOUSING FOR THE YOUNG INSTEAD OF ALWAYS FOR SENIORS. THE YOUNG ARE THE FUTURE.
- THOUGH IT DOESN'T AFFECT ME, DISLIKE THE LOSS OF PERSONAL FREEDOM FOR THOSE OWNING HERITAGE HOMES. NEED MORE GARBAGE ALLOWANCE FOR BIG FAMILIES LIKE OURS. VERY MUCH DISAGREE WITH SELF PROCLAIMED ENVIRONMENTALISTS PRETENDING TO SPEAK FOR ME
- TO SURCHARGE PROPERTY TAX FOR NON FULL TIME RESIDENCE IS INAPPROPRIATE. LESS USE OF ROADS, SCHOOLS, AND CITY SERVICES
- TOO MANY 'MYSTERIOUS' DECISIONS MADE BY CITY HALL STAFF. ILLEGAL COLLECTION OF INTEREST ON UTILITY BILLS. RECORDING TELEPHONE NUMBERS OF CALLERS TO DEPTS.
- TOO SHORT LEFT HAND TURN LANES AND 5 SEC LEFT HAND TURN LIGHTS OR NO LIGHTS AND

IDIOT DRIVERS = A DAY IN AND DAY OUT NIGHTMARE ON OUR ROADS

- TRAFFIC CONGESTION, COMBINED WITH BAD DRIVERS, ARE MAKING KELOWNA A SCARY CITY TO DRIVE IN
- TRAFFIC ON ENTERPRISE TURNING RIGHT ONTO SPALL IS DANGEROUS FOR PEDESTRIANS AND CYCLISTS
- TRAFFIC VIOLATIONS, BIKE HELMETS. MORE TO BE DONE ABOUT SEATBELT VIOLATIONS AND DRUNKEN DRIVERS
- TREE BYLAW TO PROTECT OUR CITY FROM THE DEVELOPMENT THAT IS HAPPENING. TOO MANY WALLED CITIES AND SUBDIVISION WHERE ALL THE TREES ARE REMOVED. IE: SARSONS AND LAKESHORE
- VERY PLEASED WITH THE COMMITMENT OF THE MAYOR AND COUNCIL AND STAFF. VERY COMMITTED GROUP OF PEOPLE.
- VERY WELL RUN CITY. PROUD OF MAYOR AND COUNCILLORS. GET RID OF PARKING METERS. FIX HOSPITAL PARKING SITUATION
- WAS COMPLETED AS A JOINT VENTURE, HUSBAND AND WIFE PARTNERSHIP. JAN AND NETTIE LOK
- WE NEED MORE POLICE OFFICERS SO THEY CAN DO THE JOB THEY ARE TRAINED TO DO AND TO KEEP KELOWNA SAFE FOR ALL
- WE NEED TRAFFIC LIGHTS BADLY AT GORDON AND COOK ROAD
- WHY WAS SURVEY POSTED IN VERNON BYLAW SECTION OF CITY WEBSITE? COULD BE EASIER TO ACCESS
- WOULD LIKE TO SEE MORE LEFT LANE TRAFFIC LIGHTS AT ALL MAJOR INTERSECTING WHERE LEFT LANE IN BOTH DIRECTIONS HAVE SOMETIME

Rutland/Black Mountain

- A STRATEGIC GOAL SHOULD BE TO ELIMINATE THE DETOUR THROUGH MERRITT ON THE COQUIHALLA HWY CONNECTION. DOUBLE LANE HWY 97 FROM OSOYOOS TO SICAMOUS
- A SURVEY SUCH AS THIS MAY INDICATE HOW I FEEL ABOUT AN ISSUE BUT NOT WHY I FEEL THAT WAY
- BECAUSE OF THE DEVELOPMENT INCREASE IN MISSION AND LAKESHORE THERE SHOULD BE MORE ROADS, SO AS TO GET TRAFFIC OFF THE NARROW PARTS OF LAKESHORE
- BYLAWS TO CONTROL CATS
- CITY HALL EMPLOYEE WAGES SHOULD BE PUT TO PEOPLE TO DECIDE ON ANY INCREASES
- CITY HALL NEEDS TO WAKE UP AND SMELL THE COFFEE BEFORE IT IS TOO LATE
- CITY NEEDS MORE AFFORDABLE HOUSING
- COMMERCIAL VEHICLES IN RESIDENTIAL AREA. WOULD YOU LIKE TO BE WOKEN UP AT ALL HOURS OF THE NIGHT. THEY START THE TRUCK UP AT 4AM IN THE MORNING. THEY ARE A THREAT TO THE CHILDREN WHO WALK ON THE ROAD
- CUT BACK ON CITY EMPLOYEES. HAVE OUTSIDE CONTRACTOR DO THE JOB
- DON'T AGREE TO BORROWING 20 MILLION AT THIS TIME. FIXED INCOME AND TAXES ARE HIGH ENOUGH
- GREAT WORK ON THE TREED MEDIAN AT GLENMORE AND HWY 97-LOOKS NICE. WE NEED MORE OF THIS AND MORE LAMP-POSTS. MORE BEAUTIFICATION OF DOWNTOWN, ESPECIALLY WITH NEW BRIDGE. THANKS.
- I AM HAPPY WITH CURRENT DIRECTION EG: WATERFRONT ACCESS, GREENWAY, ABBOTT ST CORRIDOR, ETC. (PEOPLE FRIENDLY)
- I CANNOT UNDERSTAND THE LOGIC IN EXTENDING HWY33 TO MEET WITH ENTERPRISE. ENTERPRISE IS BUMPER TO BUMPER ALL DAY AS IT IS AND IMPOSSIBLE TO TURN ONTO. I DON'T UNDERSTAND HOW COMBINING A MAJOR HWY ONTO IT WILL HELP. ALSO, IVE STOPPED TAKING MY KIDS TO CITY
- I HATE PAYING HIGH TAXES AND THEN I HAVE TO LOOK AT 3 HOMES THAT ARE EYESORES AND PAY LESS TAXES
- I WORK AT KGH AND I SEE THE IMPORTANCE AND NEED FOR SENIOR PROGRAMS AND THE BENEFITS OF SOCIALIZING
- IM IN FAVOUR OF INCREASING TAXES TO IMPROVE LEVELS OF SERVICE AS LONG AS PEOPLE ARE GIVEN THE CHANCE TO VOTE IN A REFERENDUM UNLIKE THE LEGACY AQUATIC CENTRE

- IT IS UNCLEAR WHAT ROADS AND TRANSPORTATION ARE THE RESPONSIBILITY OF THE CITY OF KELOWNA
- LENGTH OF TIME TO GET THINGS DONE IN AREAS THAT INFINGE ON NATIVE LANDS-MAINLY WESTBANK-BRIDGE ITEM PERFECT EXAMPLE
- LIKE I SAY 'PLEASE CONSIDER CREATING A FERRY SERVICE' IT WOULD BE VERY BUSY AND CREATE JOBS AND HELP OUT WITH THE CONGESTION WHILE WORK GOES ON
- MANY QUESTIONS SEEM REPETITIVE AND COACHED. DOESN'T SEEM COST EFFECTIVE. MAYBE INSTEAD OF INCREASE TAX/DECREASE SERVICE OPTIONS SHOULD SUGGEST CURRENT FUNDS BETTER SPENT
- MORE ATTENTION TO UNFINISHED BUILDINGS
- MORE DOG PARKS
- MORE HELP FOR THE HOMELESS
- MORE POLICING
- MORE POLICING IN SCHOOL ZONES
- MORE SIDEWALKS IN RESIDENTIAL AREAS. MORE POLICE ARE NEEDED. MORE HELP FOR THE HOMELESS, SOUP KITCHENS, ETC.
- MOVE FEEDLOT WELL PAST CITY LIMITS. GROW UP. NOT OUT. ALLOW MULTI STOREY BUILDINGS AWAY FROM WATERFRONT
- NEED FOR STRICTER LAWS ON ILLEGAL SUITES. TOO MANY SMALL LOTS WITH SUITES AND NOT ENOUGH PARKING
- NEED MORE PREFERRED LEFT HAND TURNS ON HWY. NEED MORE PROPER WHEEL CHAIR PARKING
- NOT IN FAVOUR OF MISSION SPORTS CENTRE
- ON OVERALL CITY IS DOING A GOOD JOB
- OVERALL A GREAT PLACE TO LIVE. FIX THE ROADS.
- OVERALL AM HAPPY WITH LEVEL OF SERVICES AND JOB BEING DONE BY STAFF, MAYOR AND COUNCIL
- PEOPLE AND THEIR CHILDREN ALL WONDERFUL HERE. LOVE MY STREET.
- PLEASE CONTACT ME FOR CLARIFICATION ON ANY ISSUE MR GRAY, WE WILL DO LUNCH
- PLEASE CUT DOWN ON URBAN SPRAWL. BUILD UP/ALLOW WATERFRONT DEVELOPMENT/PLAN OUR ROAD SYSTEM BETTER
- PLEASE INFORM ME OF THE 33 PARKS WHERE DOGS MAY RUN FREE AND FROLICK AT.
- PLEASE STOP HANDING OUT MONEY AND MAKING TAX PAYERS RESPONSIBLE FOR CLUBS THAT ARE NOT PAYING THEIR OWN EXPENSES.
- PLEASE STOP THE DRUG PROBLEM
- POLLUTANTS IN MILLS CREEK FROM MARSHALLS FEED LOT. 37YRS OF TAXES AND NOTHING HAS BEEN DONE ON ROBSON RD
- PUT SIDEWALKS IN RUTLAND
- RESTRICT GROWTH IN KELOWNA UNTIL YOU FIGURE OUT THE ROADS AND WATER SYSTEM
- SALARY INCREASES ARE A SORE SPOT. MORE TOURISTS-MORE TRAFFIC-SOLUTIONS? OVERPASSES ON 97-ANYTHING!
- SEEMS RUTLAND IS THE LAST AREA TO GET IMPROVMENTS. WORK ON IMPROVING HWY 33 AND RUTLAND RD INTERSECTION CORNER. WIDEN HWY33 ON PASSING LANE
- SIDEWALKS FOR BEGLEY ROAD. VERY IMPORTANT
- SOME QUESTIONS INVITE CONTROVERSY MAKING THEM SARCASTIC
- SPEEDING AND ROAD CONGESTION ARE THE WORST IVE SEEN IN ANY BC COMMUNITY
- START PLANNING ROADS AS TO DEVELOPMENT. STOP RUINING THE WATER FRONT FOR UGLY HIGH RISES FOR BIG BUCK DEVELOPERS
- STOP PROMOTING PEOPLE TO MOVE HERE, WE ARE GROWING TOO FAST. MAINTAIN AND IMPROVE QUALITY OF OUR LIFE
- SURVEY IS A GOOD IDEA, HAVE ONE EVERY YEAR
- THANK YOU FOR CHOOSING ME. ENJOYED THE 15 MINUTES
- THE CITY IS DOING A GENERALLY GOOD JOB. THANK YOU
- THE ONLY AREA OF DISSATISFACTION IS PARKS SERVICES IN TERMS OF BIRD SCAT AND HOMELESS PEOPLE
- THIS HAS TAKEN NEARLY 2 HRS OF THE REST OF MY LIFE
- THIS QUESTIONNAIRE IS A GOOD STEP IN FINDING A CROSS-SECTION OF NEEDS AND WANTS IN THE CITY
- TRAFFIC-TIME TO BUILD LIKE A BIG CITY. LESS LIGHTS, BYPASS, RE-ROUTE 33 AND 97 ACROSS TOWERS RANCH AND THROUGH APPLE BOWL TO GLENMORE
- USE OF SOLAR LIGHTING FOR GREENWAY AND PARKS. WELL LIT INTERSECTIONS FOR SAFETY
- WE ARE VERY PLEASED WITH THE IMPROVEMENTS DIRECTED TOWARD RUTLAND. THIS IS A FIRST SINCE OUR LIVING HERE. WE ARE STILL WAITING FOR SEWER THOUGH. THANK YOU MAYOR GRAY FOR A GOOD JOB
- WE NEED A COMMUNITY GARDEN TO FEED THE POOR
- WHEN PUTTING IN SIDEWALKS, PUT IN CURBS AND GUTTERS ON THE OTHER SIDE OF THE STREET. PAVE THE WHOLE STREET AND DON'T LEAVE GRAVEL PATCHES BETWEEN RESIDENCES. IT LOOKS SHADY AND 2ND RATE. FINISH IT OFF LIKE YOU DID ON ABBOTT STREET. VERY NICE. THE REST OF
- WHY HAVE AN OCP AND SECTOR PLANS WHEN COUNCIL KEEPS APPROVING AMENDMENTS TO

BYLAWS TO ALLOW HIGHER BUILDINGS, FILLING OF WETLANDS. SOMETIMES COUNCIL EVEN APPROVES DEVELOPMENTS THE PLANNING DEPT RECOMMENDS AGAINST. HUGE TOWERS IN CITY PARK AREA IS A REALLY BAD IDEA.

- WORK ON LOWERING PROPERTY TAXES
- YOU SHOULD FIGURE OUT WHERE ALL THE WATER IS GOING TO COME FROM WITH ALL THE NEW DEVELOPMENTS GOING ON. WHY ARE YOU TURNING KELOWNA INTO A DESERT?

Glenmore/Dilworth/Quail Ridge/Airport

- A REASONABLE SURVEY BUT THERE SHOULD BE MORE DIFFERENTIATION BETWEEN THE CONTEST ENTRY BOX REQUIRING MY NAME AND THE CONFIDENTIAL INFO AREA
- ADDING TRAFFIC LIGHTS IS NOT THE BEST SOLUTION. LIMIT ACCESS POINTS AND KEEP TRAFFIC FLOWING
- ALL MAJOR CAPITAL PROJECTS SHOULD BE PUT TO REFERENDUM
- BAN WOOD BURNING STOVES AND FIREPLACES AS HAS BEEN DONE IN PRINCE GEORGE
- BERNARD AVE NEEDS REPAVING
- BIKE PATHS-NOT LANES ON ROADS. OLYMPIC POOL AND WATER PARK-SPEED THIS UP. MORE REHABILITATION POOLS/THERAPEUTIC FOR THOSE WITH ARTHRITIS AND OTHER NEEDS
- BUS SERVICES IN MAGIC ESTATES. CLEANER BIKE LANES
- BY LAW ENFORCEMENT SHOULD CHECK U PIK SCALES, HONESTY. THEY ARE SUSPECT!
- CATERING TO THE WEALTHIER RESIDENTS IN THE CITY IS FINE, AS LONG AS YOU MAINTAIN THE SERVICES THAT WILL KEEP THEM HERE
- CITY BECOMES OVERPOPULATED. TOO MANY SUBDIVISIONS. EXCESS TRAFFIC. ORCHARDS AND TREES ARE BEING CUT DOWN. STOP THE DEVELOPERS
- CITY NEEDS TO TAKE AUTHORITY FROM ALC FOR ALL ALR IN CITY
- CITY SHOULD NOT GIVE AWAY AS MUCH MONEY/GRANTS TO A LOT OF ORGANIZATIONS
- CLEAN UP CITY PARK AND THE DWTN CORE. I WANT TO GO THERE AFTER DARK
- CLEAN UP EYESORES LIKE THE SANDPIT AT THE AIRPORT. MORE GREENWAYS WITH TRAILS FOR BIKING, WALKING, LIKE CALGARY
- CONCERNED ABOUT TRAFFIC SPEEDING OVER LIMIT, PLUS NOISY MUFFLERS SHOULD BE OUTLAWED. HIGHER FINES FOR TRAFFIC INFRACTIONS
- CONSIDER A FOUR WAY STOP AT VALLEY ROAD AND SUMMIT DRIVE
- COUNCIL HAS ALLOWED DEVELOPERS AND BIG BOX STORES TO RUIN THE QUALITY OF LIFE IN KELOWNA. AT THE CURRENT RATE OF DEVELOPMENT THERE WONT BE A CLEAN DROP OF WATER IN 10 YRS
- COUNCIL SHOULD MAKE MORE DECISIONS WITH LESS INPUT FROM SPECIAL INTEREST GROUPS FOR THE BENEFIT OF A RESIDENTS
- CRIME AND SAFETY DWTN NEEDS TO BE STRONGLY ADDRESSED

- DEVELOP FREEWAY BYPASS ON THE WESTSIDE TO NORTH OF VERNON. EXPAND KNOX MOUNTAIN PARK
- DWTN TOURISM IS VITAL AND ALWAYS HAS BEEN. LOSE DRUGS OR LOSE TOURISTS
- GOOD SURVEY. TRAFFIC IS REALLY BECOMING A PROBLEM. CONSIDER STRONGLY A BYPASS
- HAVE OWNER CLEAN UP THE MESS ON CORNER OF GLENMORE AND SUMMIT DR
- I AM VERY MUCH AGAINST THE PROPOSED HIGH RISE DEVELOPMENT AT KERRY PARK/WATERFRONT AREA
- I APPRECIATE BEING INCLUDED IN THIS PROCESS, AND FEEL IT IS A GOOD QUESTIONNAIRE. I AM EXPERIENCED IN PRODUCING AND USING 'Q'S'
- I CANNOT EXPRESS FIRMLY ENOUGH OUR CONCERN OVER THE DRUG PROBLEM AND LACK OF A SOLUTION. WE MOVED FROM THE LOWER MAINLAND TO AVOID THIS PROBLEM. HELP
- I LIVE ON A SHORT NO THRU ROAD, I LIVE WHERE THE VEHICLES TURN AROUND. NO SIDEWALKS ON THE ROAD PAST MY HOUSE. VEHICLES BACK UP INTO OUR DRIVEWAY TURNING
- I THINK THE CITY HAS A TERRIBLE JOB FROM ROADS TO REZONING AS ONE
- I WOULD LIKE TO SEE BYLAWS RE: HOME BASED BUSINESSES TIGHTENED UP
- I WOULD LIKE TO SEE THE LAWSON LANDING PROJECT APPROVED
- I'D LIKE TO SEE CHILDREN PARKS MADE FOR CHILDREN NOT DOGS. MORE POLICE ON THE ROADS, NOT AT TIM HORTONS.
- I'M TRYING TO GO GREEN SO I THINK BIKE LANES SHOULD BE SWEEPED MORE OFTEN
- IMPROVE INSPECTION SERVICES TO CONTROL DEVELOPERS/BUILDERS. INCREASE BYLAW ENFORCEMENT. PRIORITY HWY97 TRAFFIC
- INSTEAD OF ALL FUNDS GOING TO MISSION SPORTS FIELD ARENA, CLEAN CARPETS IN THE COMMUNITY THEATRE AND REPAIR TAPS IN THE LADIES WASHROOM. THEATRE IS BECOMING A PIGSTY
- JUST MOVED HERE SO DON'T FEEL COMPETENT TO ANSWER MOST OF THE QUESTIONS
- KEEP GREEN SPACES SUCH AS WETLAND ON VALLEY RD AND SAVE BOPPART AREA AS PARK
- KEEP HIGHRISE BUILDINGS AWAY FROM THE WATERFRONT. IMPROVE TRAFFIC FLOW ON HWY97/BRIDGE, AS WELL ANOTHER MAIN ARTERIES
- KEEP KELOWNA BEAUTIFUL. STOP/SLOW DOWN THE SUBURBAN SPRAWL. WATCH THAT WATER.
- KEEP UP THE GOOD WORK
- KEEP UP THE GOOD WORK
- MANY CITIES SMALLER THAN KELOWNA ARE ON SATELLITE, GETTING GREAT COVERAGE FOR TOURISTS. WHAT IS HOLDING UP KELOWNA TV STATION?
- MILL POLLUTION TOO HIGH. BUILD ANOTHER HOSPITAL. JUST BUILD NORTHEAST CONNECTOR. JUST DO IT
- MORE MUST BE DONE ABOUT THE STREET PEOPLE, DRUG DEALERS, HOOKERS, ETC. THERE IS NO SAFE PLACE TO GO AND ENJOY BEING OUTDOORS. UPTOWN PARKS ARE VERY SAD.
- ONLINE OPTION FOR COMPLETING SURVEY WOULD BE EASIER. BRANDTS CREEK GREENWAY SHOULD NOT BE A DOG PARK
- OUR HOUSEHOLD DRINKING WATER QUALITY IS ABSOLUTELY TERRIBLE (QUAIL RIDGE)
- PAY GREAT ATTENTION TO THE POPULATION VS ROADWAYS. HOW WILL ALL THE PEOPLE MOVE AROUND?
- PLEASE CLEAN UP DOWNTOWN. DO NOT 'BAND AID' THE ISSUE OF TRANSIENTS AND DRUG USERS. FIX THE PROBLEM.
- POLICE SHOULD BE MORE ACTIVE ON STREETS- BANNED FROM COFFEE SHOPS
- PUT GLENMORE ON CITY WATER NOW WITH METERS
- REDUCE INFLUX OF STREET PEOPLE
- RELOCATED ONE YEAR AGO FROM ATLANTIC CANADA
- REVITALIZATION OF DWTN CORE NEEDS TO BE A PRIORITY
- ROADWAYS AND TRAFFIC LIGHTS NEED SIGNIFICANT IMPROVEMENTS. NORTH END BYPASS SHOULD BE RUSHED. MAJOR ARTERIES NEED MORE SLIP LANES
- SINGLE SENIORS SHOULD HAVE A REDUCED WATER RATE. PLS CHECK INTO THIS FOR SINGLE FAMILY DWELLINGS
- SPEED BUMPS AT LILLOOET CRES ACCESS-WAY TO LILLOOET PLAYING FIELDS AND ON SUMMIT DRIVE. TURN SIGNAL AT COOPER/HARVEY FOR HARVEY TRAFFIC. I AM RELATED TO CHRIS AND LEAH GRAY (THUS, WALTER) THROUGH MARRIAGE.
- THANK YOU FOR THE OPPORTUNITY TO PROVIDE OPINION/FEEDBACK
- THANKS FOR THE OPPORTUNITY TO PROVIDE INPUT
- THANKS-CALL IF YOU NEED CLARIFICATION. GREAT CITY. STAFF DO GOOD JOB OVERALL. GREAT JOB ON DWTN REDEVELOPMENT. ONLY CONCERNS ARE CITY PARK AT NIGHT AND HOMELESS DWTN
- THE BRIDGE WE ARE ABOUT TO BUILD WON'T WORK. THERE ARE TWO LANES COMING INTO KELOWNA IN THE MORNING AND IT IS BACKING UP EVERYDAY. UNLESS THERE IS CAPACITY THE

BRIDGE WON'T WORK. WE ARE GETTING ONE LANE FOR 100 MILLION. THAT'S JUST NUTS.

- THE CITY MUST STOP 'BAILING OUT' POORLY MANAGED CULTURAL FACILITIES/EVENTS
- THE CONTEST ENTRY FORM BELOW SHOULD BE A SEPARATE MAIL-IN PROVIDED IN THE SURVEY PACKAGE TO MAINTAIN CONFIDENTIALITY
- THE CURRENT SCENARIO RE: THE MISSION POOL IS ? REMEMBER THE SHAW CABLE SONANIN? A FEW YEARS AGO. MISSION GREENWAY WAS ANOTHER SHABBY EXAMPLE OF THE CITY STOMPING ON US
- THE TRAFFIC CONGESTION RELATIVE TO THE BRIDGE SHOULD BE DEALT WITH THROUGH UTILIZING A TOWN CENTRE BYPASS.
- THERE ARE A FEW PEOPLE WHO HAVE REMOVED THEIR MUFFLERS OF THEIR CARS MAKING A TERRIBLE NOISE. A HIGH DISABLE. THIS IS HARD FOR PEOPLE WHO LIVE NEAR MAIN STREETS
- THIS SURVEY IS NOT FAIRLY WORDED. FULL OF LOADED QUESTIONS
- THIS SURVEY IS RATHER LONG AND COMPLICATED
- TOO MUCH CONGESTION AT RUTLAND AND OLD VERNON ROADS. NO PLACE TO SIT AT BENLEE SKATEBOARD PARK
- VERY GOOD MANAGED CITY. VERY GOOD STAFF
- WE NEED TO PROTECT GREEN SPACES-NATURAL AREAS-HABITANTS-KEEP TREES, LIMIT DEVELOPMENT, PRESERVE AGRICULTURAL AREAS, PROTECT AIR QUALITY AND WATER QUALITY AND AVAILABILITY
- WIFE AND I FILLED OUT THIS SURVEY TOGETHER
- WOULD LIKE IF THE CITY WOULD REMOVE SNOW IN THE ADULT SANDALWOOD COMMUNITY

Appendix 3 - Survey cover letter from Mayor Walter Gray.

June 13, 2005

Dear Kelowna Resident:

You have been selected to participate in the 2005 City of Kelowna Citizen Survey. This is your opportunity to help rate the services and programs offered by your municipal government and to help us plan for the future.

A total of 2500 surveys have been mailed to residents throughout each geographic area of the city; addresses were selected on a random sample basis. We certainly hope that you will participate; it's important that we receive responses from a wide ranging group and from all ages. After all the decisions Council makes will determine the facilities, services and programs available to you and your family for many years to come.

Please take 15 minutes to complete the survey and return it in the stamped, pre-addressed envelope by **July 5th**. Respondents are guaranteed complete anonymity. Responses will be compiled by an independent firm and presented to the City in early September. Results will also be available on the City of Kelowna website www.kelowna.ca

To show our appreciation we are also offering a prize draw. If you wish simply provide your name and telephone number at the bottom of your completed survey and you will be entered to win one of three prizes:

- 4 Tickets to a **Kelowna Rockets** hockey game (club seats).
- 2 \$50 gift certificates to **Eastside Mario's** Restaurant
- 4 Tickets to a live performance at the **Kelowna Community Theatre**.

Thank you in advance for your participation. I'm looking forward to your help as Council and I strive to make informed decisions that best meet the needs of all Kelowna residents.

If you have any questions regarding this survey please contact Karen Cairns, Communications Manager, at 469-8663.

Yours very truly,



Walter Gray
MAYOR