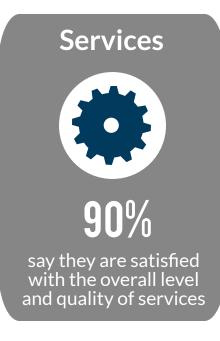
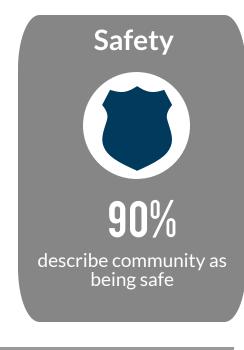
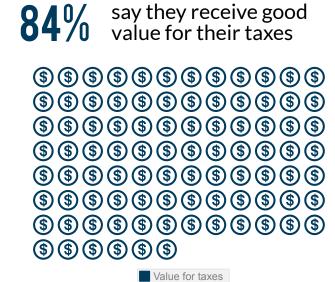
2017 Citizen Survey Results

The City of Kelowna conducts a Citizen Survey to gauge public satisfaction with municipal program and services and to gain insight into citizen's service priorities.









56% VS 41%

say prioritize renewing existing infrastructure over building new infrastructure







transportation

growth & development





71% housing supply



66% traffic flow



65% drinking water



61% policing



60% fire services are satisfied with the level and quality of services



95% fire services



92% community cleanliness



94% parks



93% City-operated recreation facilities and programs

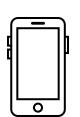


88% drinking water quality



78% road maintenance

Survey Methodology



300 randomly selected Kelowna residents

60% cell phones and 40% landline

±5.7 percentage points, 19 out of 20

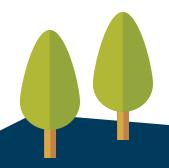


Final data has been weighted to ensure that the gender/age and neighbourhood distribution reflects that of the actual population in Kelowna according to Census data.

The Citizen Survey is conducted by telephone every two years by Ipsos Public Affairs to benchmark

entire community is accurately represented geographically and demographically. It is an excellent tool to receive citizen feedback on how effective the City's service delivery is in meeting

Kelowna against other BC municipalities. A statistically valid survey methodology is used to ensure the



the needs of our citizens.