

Responses by Question

Roads and Transportation:

How satisfied are you with the following?

	Answer	Count	Percent
1 Road Condition	Very satisfied	4	12.90%
	Somewhat satisfied	19	61.29%
	Somewhat dissatisfied	6	19.35%
	Very dissatisfied	2	6.45%
	Don't know	0	0.00%
	Total	31	100.00%
2 Availability of sidewalks	Very satisfied	7	22.58%
	Somewhat satisfied	11	35.48%
	Somewhat dissatisfied	8	25.81%
	Very dissatisfied	5	16.13%
	Don't know	0	0.00%
	Total	31	100.00%
3 Sidewalk maintenance	Very satisfied	7	22.58%
	Somewhat satisfied	19	61.29%
	Somewhat dissatisfied	3	9.68%
	Very dissatisfied	1	3.23%
	Don't know	1	3.23%
	Total	31	100.00%
4 Street signage	Very satisfied	9	29.03%
	Somewhat satisfied	17	54.84%
	Somewhat dissatisfied	4	12.90%
	Very dissatisfied	1	3.23%
	Don't know	0	0.00%
	Total	31	100.00%

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5 Street snow removal	Very satisfied	8	25.81%
	Somewhat satisfied	13	41.94%
	Somewhat dissatisfied	9	29.03%
	Very dissatisfied	1	3.23%
	Don't know	0	0.00%
	Total	31	100.00%
6 Street Lighting	Very satisfied	7	22.58%
	Somewhat satisfied	10	32.26%
	Somewhat dissatisfied	11	35.48%
	Very dissatisfied	3	9.68%
	Don't know	0	0.00%
	Total	31	100.00%

	Answer	Count	Percent
7 Revelstoke Airport	Very satisfied	1	3.23%
	Somewhat satisfied	9	29.03%
	Somewhat dissatisfied	7	22.58%
	Very dissatisfied	4	12.90%
	Don't know	10	32.26%
	Total	31	100.00%

Parks and Recreation

How satisfied are you with the following?

8 Condition of Parks	Very satisfied	14	45.16%
	Somewhat satisfied	14	45.16%
	Somewhat dissatisfied	3	9.68%
	Very dissatisfied	0	0.00%
	Don't know	0	0.00%
	Total	31	100.00%

9 Condition of Trails	Very satisfied	10	32.26%
	Somewhat satisfied	18	58.06%
	Somewhat dissatisfied	3	9.68%
	Very dissatisfied	0	0.00%
	Don't know	0	0.00%
	Total	31	100.00%

10 Condition of Sports fields	Very satisfied	14	45.16%
	Somewhat satisfied	10	32.26%
	Somewhat dissatisfied	2	6.45%
	Very dissatisfied	0	0.00%
	Don't know	5	16.13%
	Total	31	100.00%

11 Condition of Arena	Very satisfied	4	12.90%
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Somewhat satisfied	15	48.39%
Somewhat dissatisfied	4	12.90%
Very dissatisfied	1	3.23%
Don't know	7	22.58%
Total	31	100.00%

12 Condition of Pool

Very satisfied	17	54.84%
Somewhat satisfied	11	35.48%
Somewhat dissatisfied	1	3.23%
Very dissatisfied	1	3.23%
Don't know	1	3.23%
Total	31	100.00%

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	Answer	Count	Percent
13 Condition of Community Centre	Very satisfied	16	51.61%
	Somewhat satisfied	13	41.94%
	Somewhat dissatisfied	1	3.23%
	Very dissatisfied	0	0.00%
	Don't know	1	3.23%
	Total		31
14 Condition of Boulevards and Revitalization Area	Very satisfied	12	38.71%
	Somewhat satisfied	12	38.71%
	Somewhat dissatisfied	3	9.68%
	Very dissatisfied	1	3.23%
	Don't know	3	9.68%
	Total		31
15 Condition of Williamson Lake	Very satisfied	7	22.58%
	Somewhat satisfied	12	38.71%
	Somewhat dissatisfied	1	3.23%
	Very dissatisfied	1	3.23%
	Don't know	10	32.26%
	Total		31
16 Availability of Recreational Programs	Very satisfied	11	35.48%
	Somewhat satisfied	14	45.16%
	Somewhat dissatisfied	3	9.68%
	Very dissatisfied	0	0.00%
	Don't know	3	9.68%
	Total		31

Social and Culture:

How satisfied are you with the following?

17 Provision of Social Support Organizations	Very satisfied	8	25.81%
	Somewhat satisfied	13	41.94%
	Somewhat dissatisfied	3	9.68%
	Very dissatisfied	1	3.23%
	Don't know	6	19.35%
	Total	31	100.00%
18 Opportunity for Youth Activities	Very satisfied	7	22.58%
	Somewhat satisfied	12	38.71%
	Somewhat dissatisfied	4	12.90%
	Very dissatisfied	2	6.45%
	Don't know	6	19.35%
	Total	31	100.00%

	Answer	Count	Percent
19 Revelstoke Museum	Very satisfied	15	48.39%
	Somewhat satisfied	9	29.03%
	Somewhat dissatisfied	0	0.00%
	Very dissatisfied	0	0.00%
	Don't know	7	22.58%
	Total	31	100.00%

20 Okanagan Regional Library	Very satisfied	16	51.61%
	Somewhat satisfied	12	38.71%
	Somewhat dissatisfied	0	0.00%
	Very dissatisfied	1	3.23%
	Don't know	2	6.45%
	Total	31	100.00%

Utilities:

21 Which system provides your water?	City	28	90.32%
	Big Eddy	2	6.45%
	Other	1	3.23%
	Total	31	100.00%

22 Is your property serviced by the City's sewer system?	Yes	23	74.19%
	No	8	25.81%
	Don't know	0	0.00%
	Total	31	100.00%

23 Is your property serviced by the City's garbage collection service?	Yes	29	93.55%
	No	2	6.45%
	Don't know	0	0.00%

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Total	31	100.00%
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How satisfied are you with the following?

24 Street storm drainage

Very satisfied	10	32.26%
Somewhat satisfied	13	41.94%
Somewhat dissatisfied	4	12.90%
Very dissatisfied	2	6.45%
Don't know	2	6.45%
Total	31	100.00%

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	Answer	Count	Percent
25 Water service	Very satisfied	20	64.52%
	Somewhat satisfied	10	32.26%
	Somewhat dissatisfied	0	0.00%
	Very dissatisfied	0	0.00%
	Don't know	1	3.23%
	Total		31
26 Sewer service	Very satisfied	14	45.16%
	Somewhat satisfied	8	25.81%
	Somewhat dissatisfied	2	6.45%
	Very dissatisfied	4	12.90%
	Don't know	3	9.68%
	Total		31
27 Garbage Collection service	Very satisfied	18	58.06%
	Somewhat satisfied	6	19.35%
	Somewhat dissatisfied	4	12.90%
	Very dissatisfied	1	3.23%
	Don't know	2	6.45%
	Total		31

Protective Services:

How satisfied are you with the following?

28 Police protection	Very satisfied	12	38.71%
	Somewhat satisfied	11	35.48%
	Somewhat dissatisfied	4	12.90%
	Very dissatisfied	3	9.68%
	Don't know	1	3.23%
	Total		31
29 Fire protection	Very satisfied	20	64.52%

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Somewhat satisfied	8	25.81%
Somewhat dissatisfied	1	3.23%
Very dissatisfied	0	0.00%
Don't know	2	6.45%
Total	<u>31</u>	<u>100.00%</u>

Planning and Development Services:
How satisfied are you with the following?

	Answer	Count	Percent
30 Official Community Plan	Very satisfied	1	3.23%
	Somewhat satisfied	18	58.06%
	Somewhat dissatisfied	4	12.90%
	Very dissatisfied	2	6.45%
	Don't know	6	19.35%
	Total	31	100.00%
31 Zoning Regulations	Very satisfied	1	3.23%
	Somewhat satisfied	12	38.71%
	Somewhat dissatisfied	9	29.03%
	Very dissatisfied	3	9.68%
	Don't know	6	19.35%
	Total	31	100.00%
32 Habitat and Natural Areas protection	Very satisfied	7	22.58%
	Somewhat satisfied	18	58.06%
	Somewhat dissatisfied	4	12.90%
	Very dissatisfied	1	3.23%
	Don't know	1	3.23%
	Total	31	100.00%
33 Heritage Preservation	Very satisfied	13	41.94%
	Somewhat satisfied	18	58.06%
	Somewhat dissatisfied	0	0.00%
	Very dissatisfied	0	0.00%
	Don't know	0	0.00%
	Total	31	100.00%
34 Community Enhancement	Very satisfied	8	25.81%

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Somewhat satisfied	18	58.06%
Somewhat dissatisfied	4	12.90%
Very dissatisfied	1	3.23%
Don't know	0	0.00%
Total	31	100.00%

Setting Priorities:

Where would you prefer to see the City spend more?

35 Arts and Culture

Yes	12	38.71%
No	12	38.71%
Don't know	3	9.68%
Spend less	4	12.90%
Total	31	100.00%

	Answer	Count	Percent
36 Parks and Recreation	Yes	17	54.84%
	No	10	32.26%
	Don't know	1	3.23%
	Spend less	3	9.68%
	Total	31	100.00%
37 River Trail	Yes	20	64.52%
	No	10	32.26%
	Don't know	1	3.23%
	Spend less	0	0.00%
	Total	31	100.00%
38 Roads and Sidewalks	Yes	22	70.97%
	No	5	16.13%
	Don't know	2	6.45%
	Spend less	2	6.45%
	Total	31	100.00%
39 Community Enhancement	Yes	20	64.52%
	No	5	16.13%
	Don't know	3	9.68%
	Spend less	3	9.68%
	Total	31	100.00%
40 Community Economic Development	Yes	14	45.16%
	No	11	35.48%
	Don't know	1	3.23%
	Spend less	5	16.13%
	Total	31	100.00%
41 Sewer Treatment	Yes	19	61.29%
	No	6	19.35%

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	Don't know	0	0.00%
	Spend less	6	19.35%
	Total	<u>31</u>	<u>100.00%</u>
42 Snow Removal	Yes	15	48.39%
	No	13	41.94%
	Don't know	1	3.23%
	Spend less	2	6.45%
	Total	<u>31</u>	<u>100.00%</u>

43 Other (please specify)

Winter maintenance of downtown and the core area sidewalks in winter needs improvement enforce the bylaw
Clean up the noxious weeds.

More employment opportunities for people with disabilities though the city there are many potential opportunities
such as grounds and garbage clean up along trails and roads

Disability parking and access

Having a bus service to the COMMUNITY Center and not having to walk a couple blocks after the city bus drops
you off

Aquatic Centre rust, City hall, Curling rink ,Arena ,Royal Canadian Legion have accessibility issues for people with
disabilities.

44 Do you agree that the City should allocate funds to maintain and upgrade existing
facilities/infrastructure before spending money on new facilities/infrastructure?

Agree strongly	6	19.35%
Agree somewhat	20	64.52%
Disagree somewhat	2	6.45%
Disagree strongly	1	3.23%
Don't know	2	6.45%
Total	31	100.00%

45 To pay for capital projects the City can use a 'pay-as-you-go' policy (meaning it would
only do as much work each year as it had the money to pay for it), or it can borrow the
money to do the work sooner and repay the debt over a number of years, Which
approach do you support?

Pay-as-you-go	10	32.26%
Borrow	4	12.90%
Combination of both	17	54.84%
Don't know	0	0.00%
Total	31	100.00%

46 If faced with the following choices, which direction would you want the City to take?

Improve levels of service/capital spending and increase taxes	4	12.90%
Maintain current levels of service/capital spending and taxes	22	70.97%
Lower levels of service/capital spending and reduce taxes	5	16.13%
Don't know	0	0.00%
Total	31	100.00%

Departmental Services:

In your dealings with the City, how satisfied have you been with the service provided by the following departments?

	Answer	Count	Percent
47 City Council	Very satisfied	1	3.23%
	Somewhat satisfied	14	45.16%
	Somewhat dissatisfied	5	16.13%
	Very dissatisfied	1	3.23%
	Don't know	10	32.26%
	Total	31	100.00%
48 Administration	Very satisfied	5	16.13%
	Somewhat satisfied	13	41.94%
	Somewhat dissatisfied	1	3.23%
	Very dissatisfied	2	6.45%
	Don't know	10	32.26%
	Total	31	100.00%
49 Finance	Very satisfied	3	9.68%
	Somewhat satisfied	10	32.26%
	Somewhat dissatisfied	3	9.68%
	Very dissatisfied	2	6.45%
	Don't know	13	41.94%
	Total	31	100.00%
50 Public Works	Very satisfied	3	9.68%
	Somewhat satisfied	17	54.84%
	Somewhat dissatisfied	2	6.45%
	Very dissatisfied	3	9.68%
	Don't know	6	19.35%
	Total	31	100.00%

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51 Planning and Bylaw Enforcement	Very satisfied	3	9.68%
	Somewhat satisfied	11	35.48%
	Somewhat dissatisfied	6	19.35%
	Very dissatisfied	7	22.58%
	Don't know	4	12.90%
	Total	31	100.00%
52 Parks and Recreation	Very satisfied	15	48.39%
	Somewhat satisfied	13	41.94%
	Somewhat dissatisfied	0	0.00%
	Very dissatisfied	0	0.00%
	Don't know	3	9.68%
	Total	31	100.00%
53 Economic Development	Very satisfied	3	9.68%
	Somewhat satisfied	10	32.26%
	Somewhat dissatisfied	2	6.45%
	Very dissatisfied	3	9.68%
	Don't know	13	41.94%
	Total	31	100.00%

	Answer	Count	Percent
54 Animal Control	Very satisfied	6	19.35%
	Somewhat satisfied	8	25.81%
	Somewhat dissatisfied	8	25.81%
	Very dissatisfied	6	19.35%
	Don't know	3	9.68%
	Total		31

55 If you have received less than satisfactory service, how could we improve?
(please provide comments below)

Hire good enforcement people and back their decisions so they are not hung out to dry like in the past.
Enforce some bylaws such as bicycles on sidewalks excessive noise from motorcycles. I was brushed off when I suggested to Public Works that there are several parking spaces lost to excessive yellow curbs on the beyond side of crosswalks.
Animal control do they even exist Dogs running wild all over the place walking them selves.Owners never clean up after them
NEVER NEVER again allow the sewage treatment plant to stop processing properly

Public works should be more courteous and obey the law when enforcing watering.They are not above laws.

Bylaw enforcment for things such as garbage removal people putting plain bags out on the street dog waste on green belt. Unclear information regarding DCC implementation and not set standard for how to apply the DCC.

Public Relations:

Do you feel that the City does a good job in communicating to the public in the following areas?

	Answer	Count	Percent
56 Available services	Very satisfied	3	9.68%
	Somewhat satisfied	22	70.97%
	Somewhat dissatisfied	5	16.13%

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	Very dissatisfied	0	0.00%
	Don't know	1	3.23%
	Total	31	100.00%
57	Capital projects		
	Very satisfied	2	6.45%
	Somewhat satisfied	20	64.52%
	Somewhat dissatisfied	7	22.58%
	Very dissatisfied	1	3.23%
	Don't know	1	3.23%
	Total	31	100.00%
58	Financial information		
	Very satisfied	0	0.00%
	Somewhat satisfied	20	64.52%
	Somewhat dissatisfied	8	25.81%
	Very dissatisfied	2	6.45%
	Don't know	1	3.23%
	Total	31	100.00%

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59 Planning issues	Very satisfied	3	9.68%
	Somewhat satisfied	16	51.61%
	Somewhat dissatisfied	10	32.26%
	Very dissatisfied	1	3.23%
	Don't know	1	3.23%
	Total	31	100.00%

60 If you answered 'no' to any of the above, how do you feel we could improve? (please provide comments below)

61 Have you made a complaint to the City in the last year?

Yes	6	19.35%
No	25	80.65%
Total	31	100.00%

Answer	Count	Percent
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62 If you answered 'yes' to the above question, what was the nature of your complaint?

Property tax	0	0.00%
Animal Control	0	0.00%
Building and bylaw enforcement	3	60.00%
Snow removal	2	40.00%
Total	5	100.00%

Other:

63 Was your complaint dealt with promptly and courteously?

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Yes	1	8.33%
No	4	33.33%
No opinion	7	58.33%
Total	<hr/> 12	<hr/> 100.00%