

# 2018 Citizen Survey Results

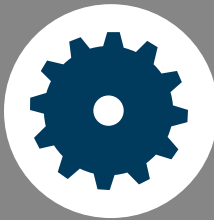
The City of Kelowna conducts a Citizen Survey to gauge public satisfaction with municipal program and services and to gain insight into citizens' service priorities.

## Quality of life



94%

## Services



87%

say they are satisfied with the overall level and quality of services

## Safety



87%

describe community as being safe

79% say they receive good value for their taxes



Value for taxes

58% VS 40%

say prioritize renewing existing infrastructure over building new infrastructure



Top Issues

51%  
social

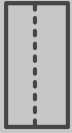
43%  
transportation

11%  
crime & safety

# TOP 5 priorities for investment



**78%**  
addressing social issues



**68%**  
traffic flow



**64%**  
drinking water

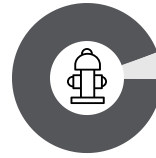


**62%**  
housing options



**56%**  
policing

**87%** are satisfied with the level and quality of services



97% fire services



91% parks & sportsfields



90% City-operated recreation & cultural facilities & programs



87% drinking water quality

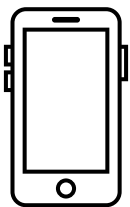


87% police services



82% community cleanliness

## Survey Methodology



300 randomly selected Kelowna residents  
62% cell phones and 38% landlines  
±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 Kelowna against other BC municipalities. A statistically significant survey methodology is used to ensure the entire community is accurately represented geographically and demographically. It is an important tool to receive citizen feedback on how effective the City's service delivery is in meeting the needs of Kelowna residents.

