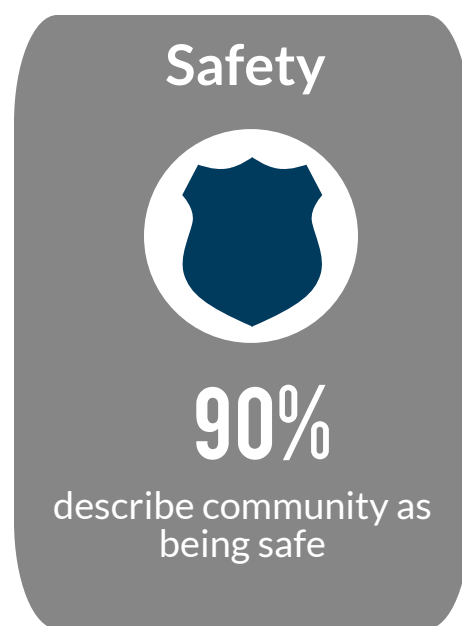
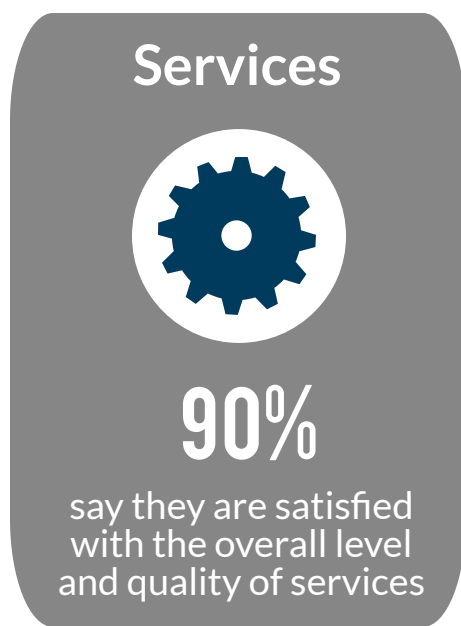
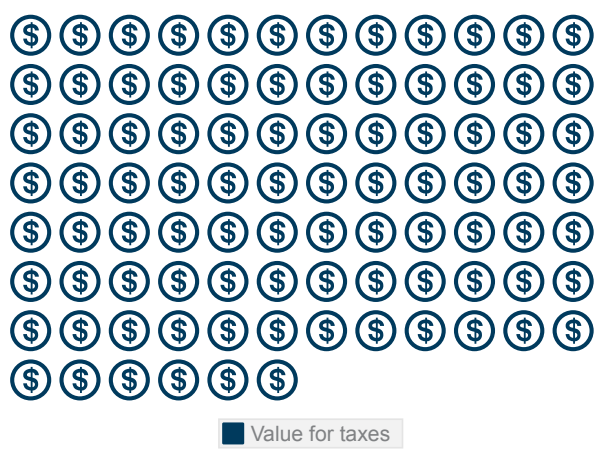


2017 Citizen Survey Results

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.

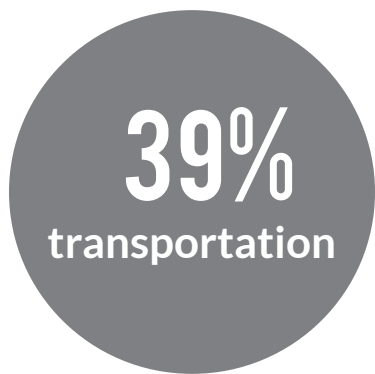


84% say they receive good value for their taxes

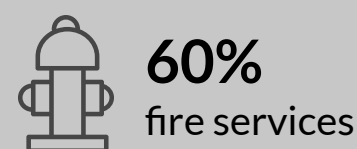
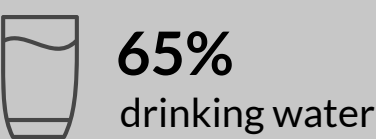
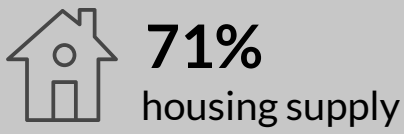


56% VS 41%

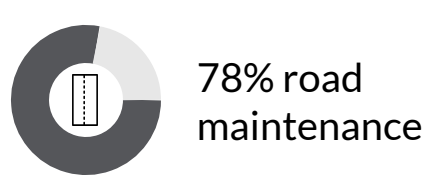
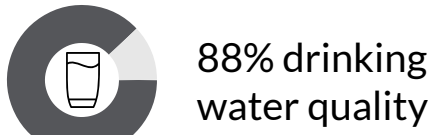
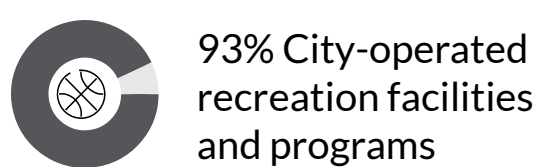
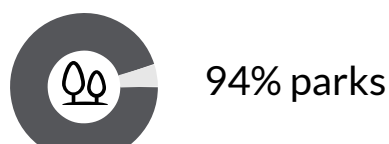
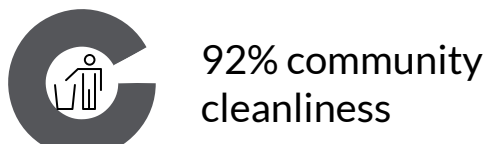
say prioritize renewing existing infrastructure over building new infrastructure



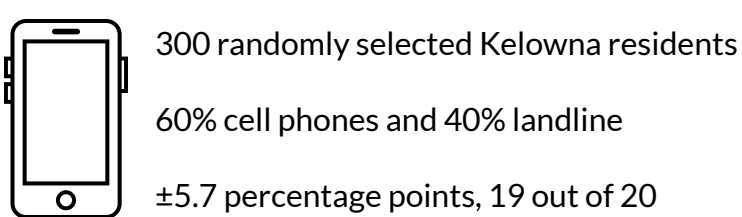
TOP 5 priorities for investment



90% are satisfied with the level and quality of services



Survey Methodology



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 valid survey methodology is used to ensure the 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 the needs of our citizens.

