


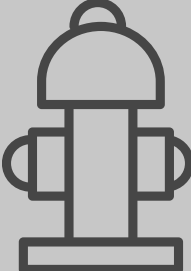
TOP 5 priorities for investment

 **71%**
housing supply


 **66%**
traffic flow


 **65%**
drinking water

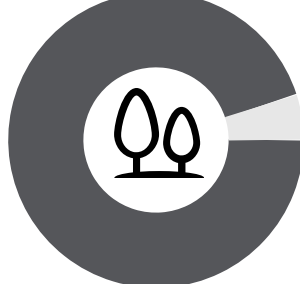
 **61%**
policing


 **60%**
fire services


90% are satisfied with the level and quality of services

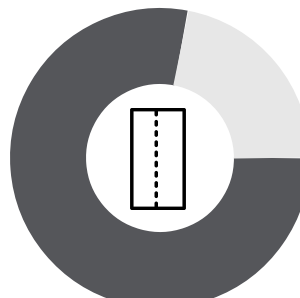
 **95%** fire services

 **92%** community cleanliness

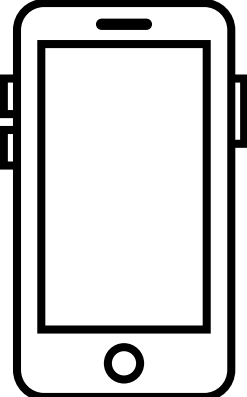
 **94%** parks

 **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 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.

