



District of Summerland
Box 159, 13211 Henry Ave.
Summerland, BC V0H 1Z1
Phone: 250-494-6451
Web www.summerland.ca

Results of the 2009 Citizen Survey

March 2009

2009 Citizen Survey

On January 12, 2009 a ten page survey was mailed to 1,000 randomly selected Summerland households, asking them to share their ideas and opinions about Summerland as a community, and the District of Summerland as their municipal government. By mid February we had received 561 surveys, giving us an excellent response rate of 56%.

The most significant results from each section of the survey are briefly summarized below.

Quality of Life

- Residents give very high ratings to quality of life measures such as the rating of Summerland as a place to live, as a place to raise children, and as a place to retire. Over 91% rated the quality of life in Summerland as a good or very good. Residents give Summerland a lower rating as a place to work with only 33% giving ratings of good or very good.
- Over 92% of residents generally feel safe or very safe and secure in their neighbourhood while 56% feel safe or very safe when using the roads in Summerland.
- When asked to list things they like about Summerland, residents most frequently identified our location (climate, lake, scenery, size of community, proximity to larger centers), and that Summerland is quiet and friendly and has good amenities (parks, beaches, services, shopping, schools, etc.).
- When asked to list things they dislike about Summerland, residents most frequently identified the limited opportunities for dining, shopping, entertainment, and the hours businesses are open.

Service Delivery

- Of the 50 different local government services that residents were asked to rate, 48 of them, or 96% met or exceeded citizen expectations. The three services with the most dissatisfaction were street repair or the condition of roads (51% dissatisfied), lack of transit (50% dissatisfied), and lack of sidewalks (35% dissatisfied).
- Residents gave the highest praise for the ease of travel by car, firefighting services, parks, floral displays/public landscaping and our residential recycling and garbage collection services.
- Over 94% of residents have visited a Summerland Park several times in the past year. Over 46% have attended a public meeting about municipal matters in the past year.

Local Government

- When asked if they believe the District is doing a good job, 73% of residents either agreed or had no opinion.
- When asked if they receive good value for the municipal taxes they pay 75% agreed or were neutral on the question.
- 63% of residents prefer to borrow the necessary funds to get roads, sidewalks and water projects completed now; however, 49% prefer the same or reduced levels of municipal services, with taxes unchanged.
- When asked to allot an imaginary \$100 to a selection of 10 capital projects, residents chose to allot \$25.63 to the water system, \$12.86 to roads and traffic control, \$11.96 to affordable housing, \$9.38 to a new RCMP facility, and \$8.81 to sidewalks.
- Most residents prefer to contact their local government in person at a municipal facility or via the telephone.
- The most important way residents receive information on their local government is through the municipal newsletter, with the Summerland Review being second most important.
- The public ranks public meetings and hearings, the community newspaper, and public opinion surveys as the most important ways the District can involve them in policy making, development planning and the municipal budget process.

Background, Objectives and Methodology of the Survey

In December 2008, the newly-elected Summerland Council identified citizen involvement as an important goal and asked that staff conduct a citizen's survey to obtain opinions from our citizens on services provided by the District and their priorities for financial planning. This would be the first time that such a citizen survey would be conducted in Summerland. The objectives of the survey were:

1. To obtain an assessment of citizen perceptions of service delivery availability and quality.
2. To provide citizen input to financial planning.
3. To gather citizen feedback on municipal public involvement processes.

The 2009 Citizen Survey was mailed to 1,000 randomly selected Summerland households in January. The households were picked from a list of residential utility accounts (renters and owners) and the random list was generated electronically. Households were asked to have the person who last had a birthday who was over 18 complete the survey so that all age groups could participate. We received 561 completed surveys back (56%) which is a very high response rate. Response rates for this type of survey are typically between 25% and 40%.

Responses to many of the questions were made on a 5 point scale with 5 representing the best rating and 1 the worst. The main body of this report shows a graphic representation of the results. Citizens were also asked for comments and these are incorporated at the end of this report. In some cases the responses have been edited to remove personal identifiers.

Also attached for information purposes are the Mayor's introductory letter, the information on the prize draw that was a part of the survey package, and the actual survey document.

Acknowledgements

In order to make efficient use of resources this survey was created, managed and documented in-house. The 2009 Citizen Survey would not have been successfully completed without the special efforts and assistance from:

- Staff at the District of Saanich who allowed us to use their survey as the basis on which ours was developed.
- District of Summerland staff Maureen Fugeta, Karen Jones, Paula George, Ian MacIntosh, and Gillian Matthews. These staff did all of the work including designing the survey package, designing the database, data entry and report production.
- *Most importantly, those citizens who took the time to carefully complete and return their surveys. Thank you all!*

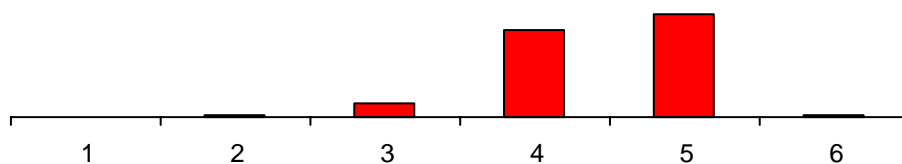


Summerland Citizens' Survey 2009 Report

Quality of Life

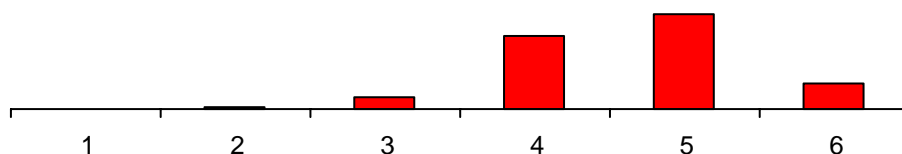
1a. How would you rate the quality of life in Summerland?

Score	Percent	Count	Total
1	0%	1	559
2	1%	6	559
3	7%	38	559
4	42%	232	559
5	49%	276	559
No opinion	1%	3	559



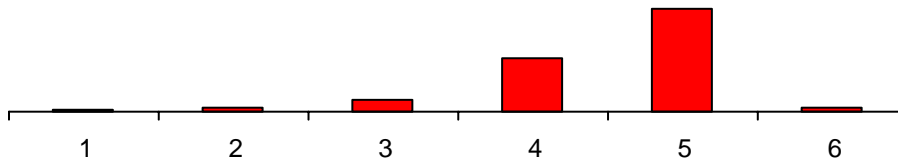
b. How would you rate Summerland as a place to raise children?

Score	Percent	Count	Total
1	0%	2	559
2	1%	6	559
3	6%	32	559
4	35%	193	559
5	45%	254	559
No opinion	12%	67	559



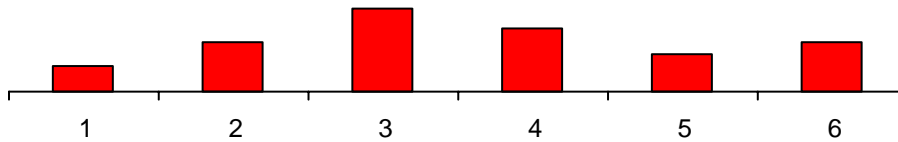
c. How would you rate Summerland as a place to retire?

<i>Score</i>	<i>Percent</i>	<i>Count</i>	<i>Total</i>
1	1%	4	559
2	2%	13	559
3	6%	36	559
4	30%	166	559
5	57%	321	559
No opinion	3%	15	559



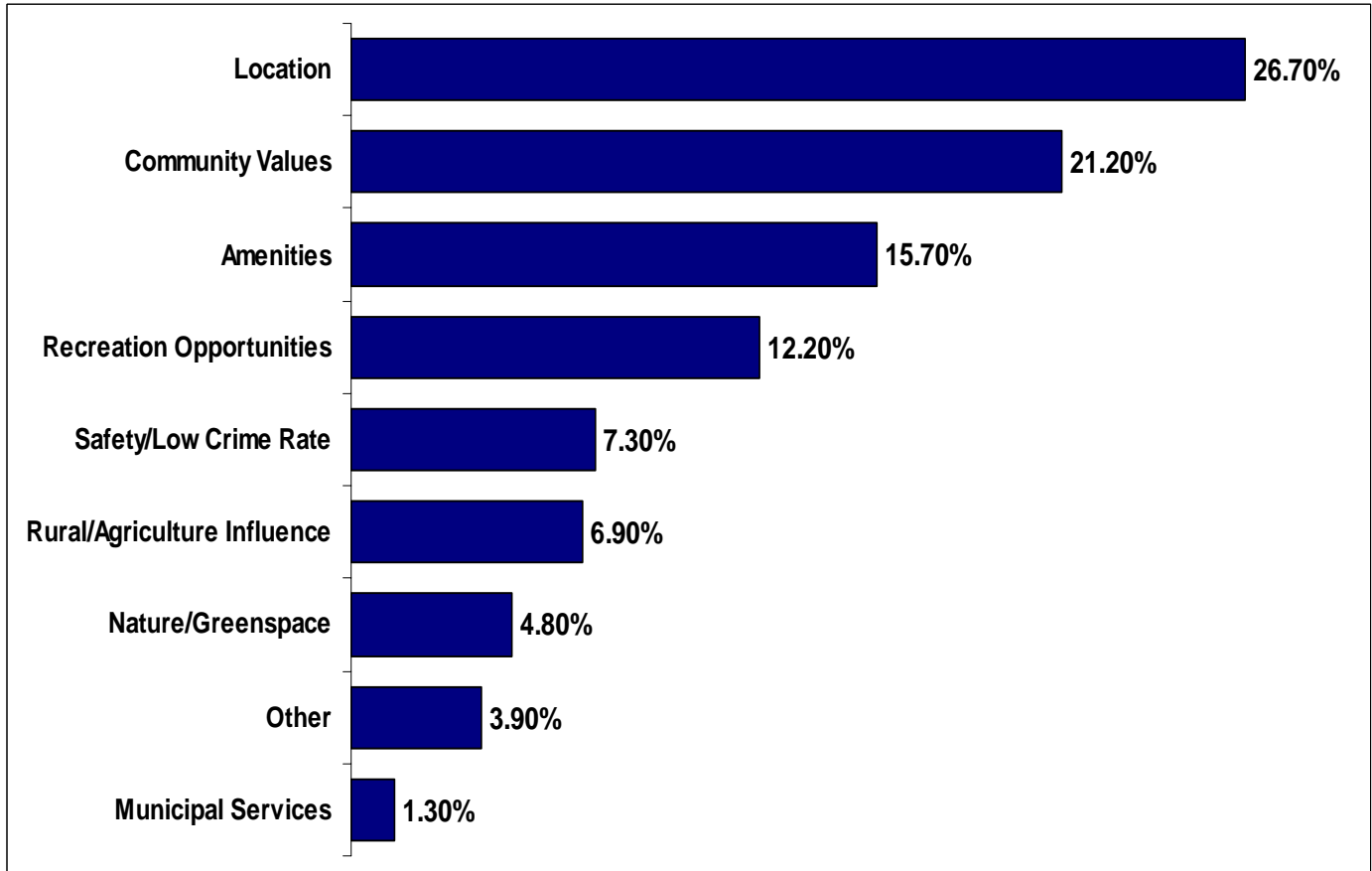
d. How would you rate Summerland as a place to work?

<i>Score</i>	<i>Percent</i>	<i>Count</i>	<i>Total</i>
1	8%	46	556
2	15%	86	556
3	26%	146	556
4	21%	114	556
5	12%	67	556
No opinion	16%	89	556



QUALITY OF LIFE IN SUMMERLAND:

Question #2 – List up to three things you like most about living in Summerland?

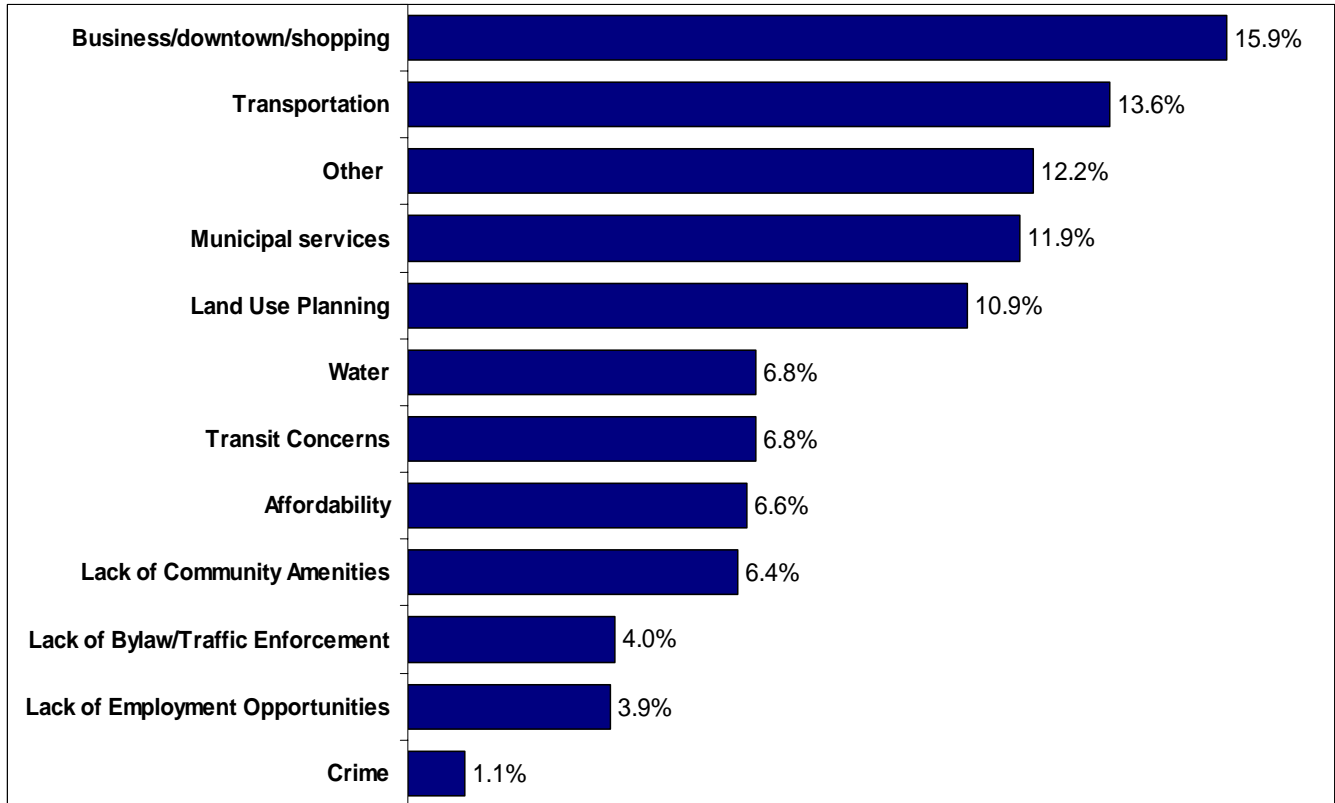


Categories – expanded definition:

- ***Location*** – climate, lake, scenery, size of community, proximity to larger centers and nature, small town
- ***Community Values*** – quiet, comfortable, friendly, pride, people, family oriented, pace of life
- ***Amenities*** – parks, beaches, services, shopping, schools
- ***Recreation Opportunities*** – facilities, trails, outdoor recreation, ball fields, golf courses
- ***Safety/Low Crime Rate*** – low traffic, ease of walking, safe neighbourhoods
- ***Rural/Agriculture Influence*** – agricultural ambiance, orchards, country atmosphere, rural lifestyle, farmland
- ***Nature/Greenspace*** – environment, clean air/water, beauty of area
- ***Other***
- ***Municipal Services*** – Council, well planned, clean streets/downtown area

QUALITY OF LIFE IN SUMMERLAND:

Question #3 – List up to three things you like least about living in Summerland?



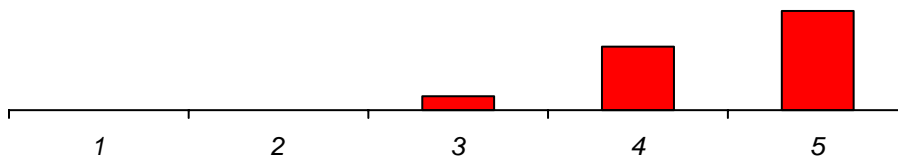
Categories – expanded definition:

- ***Business/Downtown/Shopping/Entertainment*** – lack of selection, store hours, lack of restaurants, movie theatre
- ***Transportation*** – sidewalks, roads, maintenance, speeding
- ***Other*** – too varied to categorize
- ***Municipal Services*** – poor, forced participation in services, taxation, spending, council and staffing concerns
- ***Land Use Planning*** – growth, density, support and opposition to growth
- ***Transit Concerns***
- ***Affordability*** – cost of housing, cost of living
- ***Lack of Community Amenities*** – loss of hospital, nothing to do, need more services for youth and children, families
- ***Lack of Bylaw/Traffic Enforcement***
- ***Lack of Employment Opportunities***
- ***Crime*** – vandalism, drugs concerns

4a. How safe do you feel in your neighbourhood?

(1 very unsafe - 5 very safe)

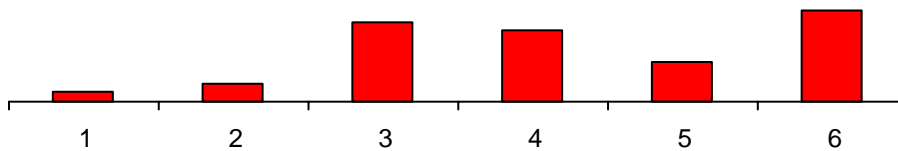
Score	Percent	Count	Total
1	1%	3	559
2	1%	3	559
3	7%	41	559
4	36%	199	559
5	56%	313	559



b. Do you feel that safety is improving in Summerland?

(1 very unsafe - 5 very safe)

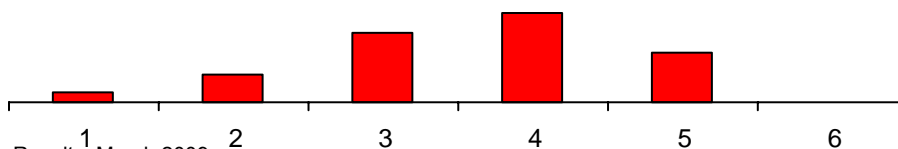
Score	Percent	Count	Total
1	3%	18	556
2	6%	32	556
3	26%	142	556
4	23%	127	556
5	13%	71	556
No opinion	30%	166	556



c. How safe do you feel when using the roads in Summerland?

(1 very unsafe - 5 very safe)

Score	Percent	Count	Total
1	4%	24	559
2	11%	61	559
3	28%	156	559
4	36%	203	559
5	20%	113	559
No opinion	0%	2	559



Summerland Services:

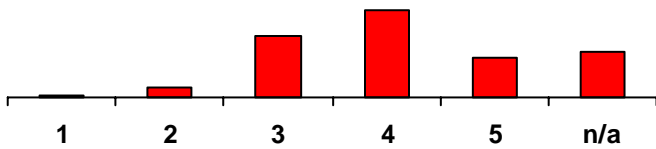
Parks and Recreation Services

Arts and cultural programs

Satisfaction

(1 not at all satisfied - 5 very satisfied)

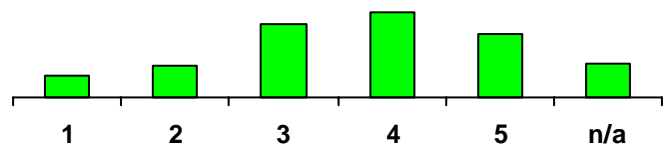
Score	Percent	Count	Total
1	1%	6	553
2	4%	22	553
3	25%	137	553
4	35%	195	553
5	16%	89	553
n/a	18%	102	553



Importance

(1 not at all important - 5 very important)

Score	Percent	Count	Total
1	7%	38	549
2	10%	57	549
3	24%	130	549
4	28%	152	549
5	20%	111	549
n/a	11%	61	549

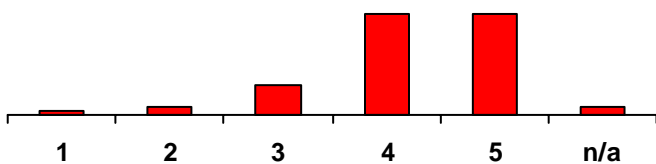


Beaches, beach accesses _waterfront areas

Satisfaction

(1 not at all satisfied - 5 very satisfied)

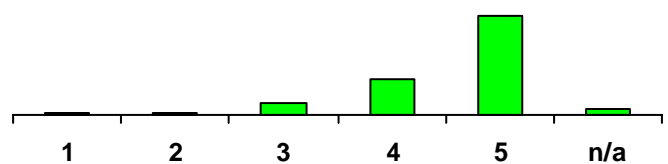
Score	Percent	Count	Total
1	1%	5	556
2	3%	19	556
3	16%	90	556
4	41%	226	556
5	28%	158	556
n/a	10%	57	556



Importance

(Not at all important - 5 very important)

Score	Percent	Count	Total
1	1%	4	553
2	1%	8	553
3	8%	45	553
4	22%	124	553
5	64%	353	553
n/a	3%	19	553

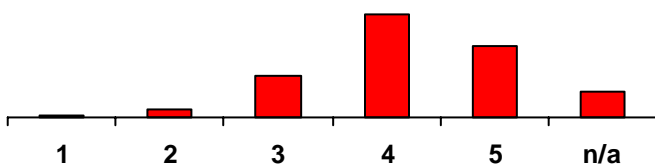


Fitness, health and wellness programs

Satisfaction

(1 not at all satisfied - 5 very satisfied)

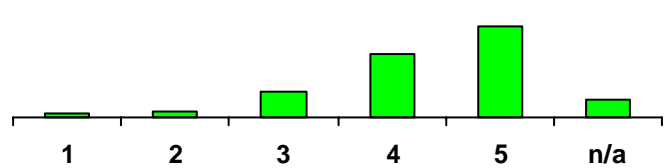
Score	Percent	Count	Total
1	1%	5	556
2	3%	19	556
3	16%	90	556
4	41%	226	556
5	28%	158	556
n/a	10%	57	556



Importance

(Not at all important - 5 very important)

Score	Percent	Count	Total
1	2%	11	552
2	3%	18	552
3	12%	66	552
4	30%	166	552
5	44%	244	552
n/a	9%	47	552

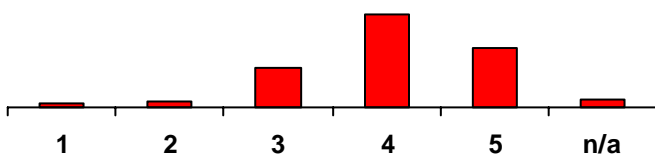


Parks

Satisfaction

(1 not at all satisfied - 5 very satisfied)

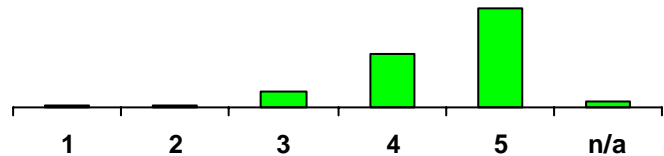
Score	Percent	Count	Total
1	2%	9	558
2	3%	18	558
3	18%	103	558
4	44%	247	558
5	28%	156	558
n/a	4%	23	558



Importance

(Not at all important - 5 very important)

Score	Percent	Count	Total
1	1%	4	554
2	1%	7	554
3	9%	52	554
4	30%	164	554
5	55%	306	554
n/a	4%	21	554

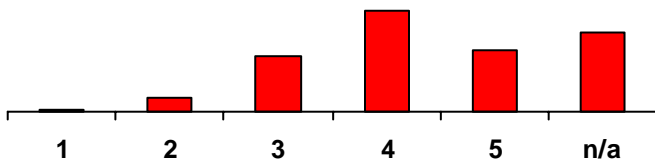


Playgrounds

Satisfaction

(1 not at all satisfied - 5 very satisfied)

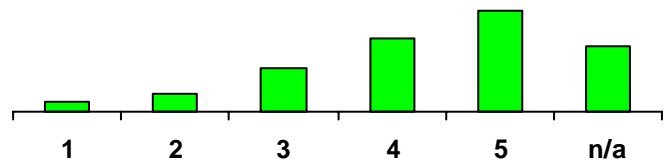
Score	Percent	Count	Total
1	1%	3	557
2	4%	24	557
3	18%	99	557
4	32%	180	557
5	20%	109	557
n/a	25%	141	557



Importance

(Not at all important - 5 very important)

Score	Percent	Count	Total
1	3%	19	552
2	6%	31	552
3	14%	76	552
4	24%	131	552
5	32%	179	552
n/a	21%	116	552

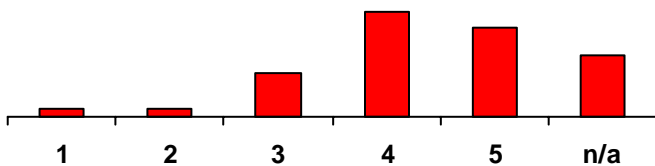


Pool

Satisfaction

(1 not at all satisfied - 5 very satisfied)

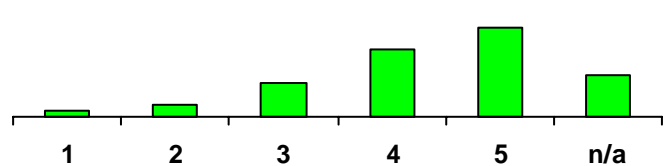
Score	Percent	Count	Total
1	3%	14	558
2	3%	14	558
3	14%	76	558
4	33%	186	558
5	28%	157	558
n/a	20%	110	558



Importance

(Not at all important - 5 very important)

Score	Percent	Count	Total
1	3%	15	554
2	5%	28	554
3	14%	76	554
4	27%	148	554
5	35%	196	554
n/a	16%	91	554

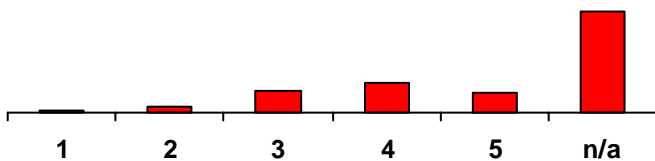


Programs for children (<12yrs)

Satisfaction

(1 not at all satisfied - 5 very satisfied)

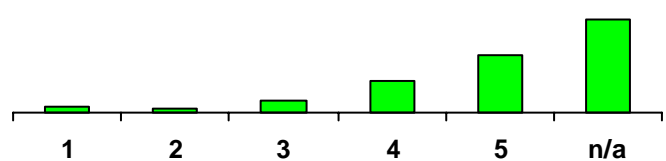
Score	Percent	Count	Total
1	1%	6	554
2	3%	18	554
3	12%	65	554
4	16%	90	554
5	11%	62	554
n/a	56%	312	554



Importance

(Not at all important - 5 very important)

Score	Percent	Count	Total
1	3%	18	550
2	2%	12	550
3	6%	33	550
4	15%	85	550
5	28%	152	550
n/a	45%	250	550

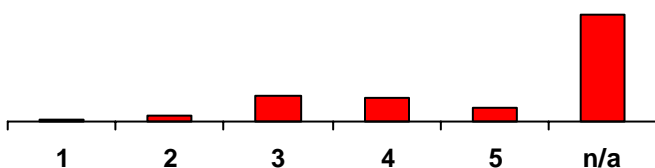


Programs for disabled

Satisfaction

(1 not at all satisfied - 5 very satisfied)

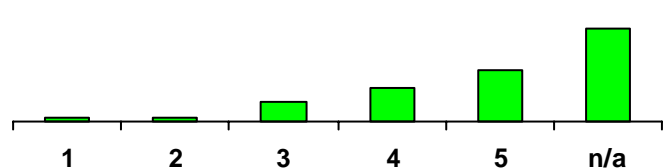
Score	Percent	Count	Total
1	1%	7	553
2	3%	18	553
3	15%	81	553
4	13%	72	553
5	8%	44	553
n/a	59%	329	553



Importance

(Not at all important - 5 very important)

Score	Percent	Count	Total
1	2%	13	551
2	2%	11	551
3	10%	53	551
4	16%	89	551
5	25%	136	551
n/a	45%	248	551

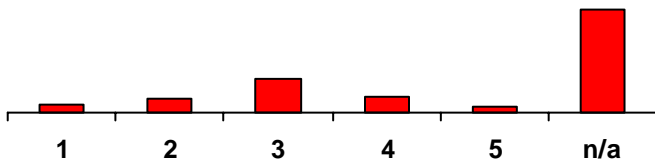


Programs for economically disadvantaged

Satisfaction

(1 not at all satisfied - 5 very satisfied)

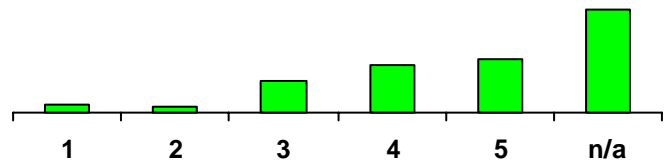
Score	Percent	Count	Total
1	4%	23	553
2	7%	40	553
3	19%	105	553
4	9%	49	553
5	3%	18	553
n/a	57%	317	553



Importance

(Not at all important - 5 very important)

Score	Percent	Count	Total
1	3%	19	549
2	3%	14	549
3	13%	69	549
4	19%	104	549
5	21%	117	549
n/a	41%	226	549

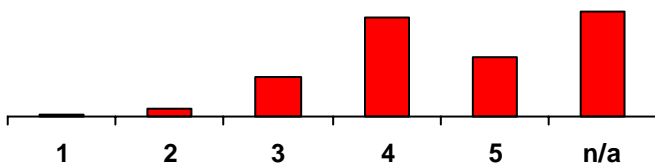


Programs for seniors

Satisfaction

(1 not at all satisfied - 5 very satisfied)

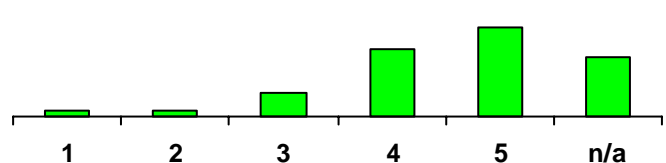
Score	Percent	Count	Total
1	1%	3	556
2	3%	14	556
3	13%	70	556
4	31%	175	556
5	19%	107	556
n/a	33%	186	556



Importance

(Not at all important - 5 very important)

Score	Percent	Count	Total
1	2%	12	550
2	2%	11	550
3	9%	51	550
4	27%	147	550
5	36%	196	550
n/a	24%	133	550

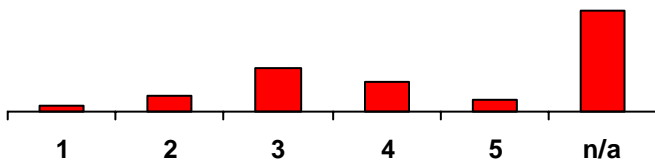


Programs for youth (13-21yrs)

Satisfaction

(1 not at all satisfied - 5 very satisfied)

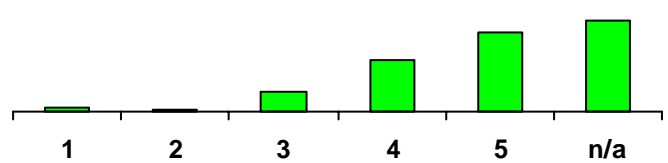
Score	Percent	Count	Total
1	3%	15	551
2	7%	41	551
3	21%	114	551
4	14%	79	551
5	5%	30	551
n/a	49%	269	551



Importance

(Not at all important - 5 very important)

Score	Percent	Count	Total
1	1%	8	547
2	1%	6	547
3	8%	42	547
4	21%	114	547
5	32%	174	547
n/a	37%	203	547

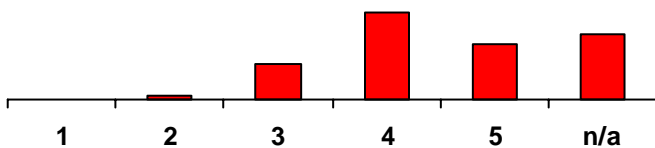


Skating arena / Curling arena

Satisfaction

(1 not at all satisfied - 5 very satisfied)

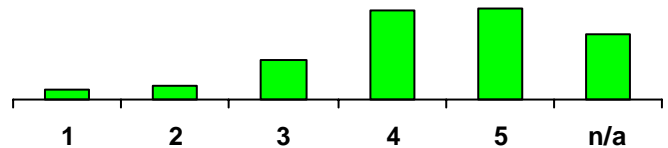
Score	Percent	Count	Total
1	0%	2	555
2	2%	9	555
3	14%	79	555
4	35%	193	555
5	23%	125	555
n/a	26%	146	555



Importance

(Not at all important - 5 very important)

Score	Percent	Count	Total
1	3%	19	551
2	5%	26	551
3	13%	71	551
4	29%	158	551
5	29%	162	551
n/a	21%	115	551

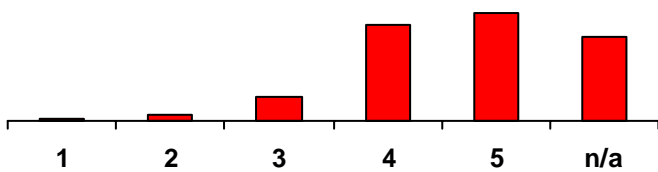


Sports fields

Satisfaction

(1 not at all satisfied - 5 very satisfied)

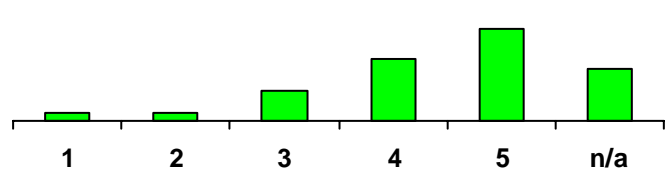
Score	Percent	Count	Total
1	0%	2	557
2	2%	9	557
3	7%	41	557
4	30%	169	557
5	34%	189	557
n/a	26%	146	557



Importance

(Not at all important - 5 very important)

Score	Percent	Count	Total
1	3%	18	552
2	3%	19	552
3	12%	66	552
4	24%	134	552
5	37%	202	552
n/a	20%	113	552

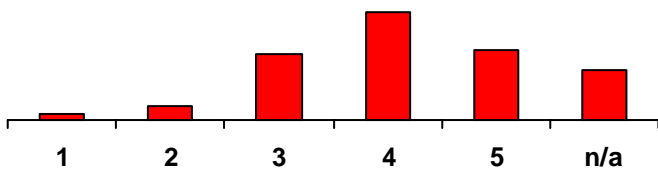


Trails

Satisfaction

(1 not at all satisfied - 5 very satisfied)

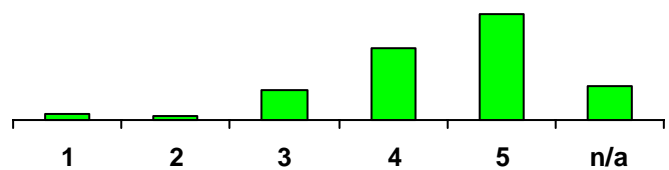
Score	Percent	Count	Total
1	2%	11	555
2	4%	24	555
3	21%	117	555
4	34%	190	555
5	22%	124	555
n/a	16%	88	555



Importance

(Not at all important - 5 very important)

Score	Percent	Count	Total
1	2%	12	550
2	2%	10	550
3	12%	67	550
4	29%	157	550
5	42%	231	550
n/a	13%	73	550



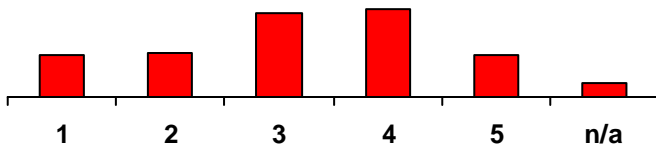
Transportation

Ease of pedestrian travel

Satisfaction

(1 not at all satisfied - 5 very satisfied)

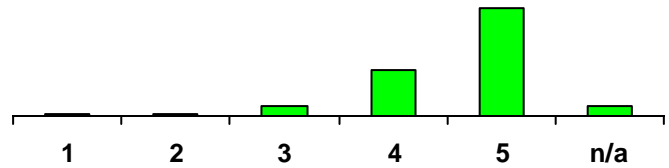
Score	Percent	Count	Total
1	14%	75	554
2	14%	77	554
3	27%	148	554
4	28%	156	554
5	13%	74	554
n/a	4%	24	554



Importance

(1 not at all important - 5 very important)

Score	Percent	Count	Total
1	1%	6	551
2	1%	7	551
3	6%	32	551
4	26%	143	551
5	60%	330	551
n/a	6%	33	551

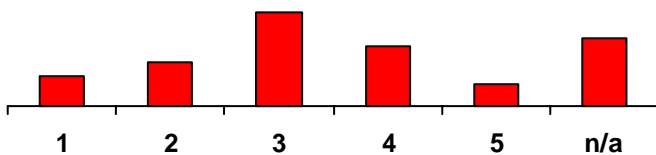


Ease of travel by bicycle

Satisfaction

(1 not at all satisfied - 5 very satisfied)

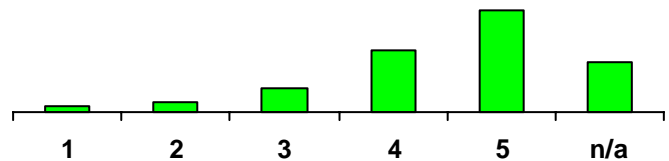
Score	Percent	Count	Total
1	9%	51	555
2	14%	77	555
3	30%	164	555
4	19%	106	555
5	7%	38	555
n/a	21%	119	555



Importance

(Not at all important - 5 very important)

Score	Percent	Count	Total
1	2%	11	551
2	4%	20	551
3	9%	51	551
4	24%	134	551
5	41%	224	551
n/a	20%	111	551

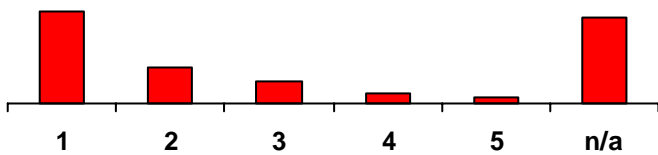


Ease of travel by bus

Satisfaction

(1 not at all satisfied - 5 very satisfied)

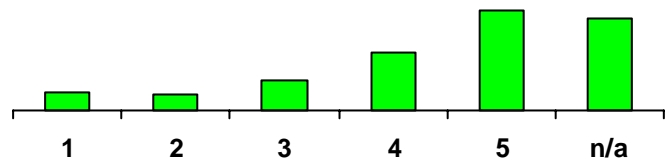
Score	Percent	Count	Total
1	36%	200	553
2	14%	79	553
3	8%	47	553
4	4%	22	553
5	3%	15	553
n/a	34%	190	553



Importance

(Not at all important - 5 very important)

Score	Percent	Count	Total
1	5%	30	550
2	5%	29	550
3	9%	52	550
4	19%	103	550
5	32%	176	550
n/a	29%	160	550

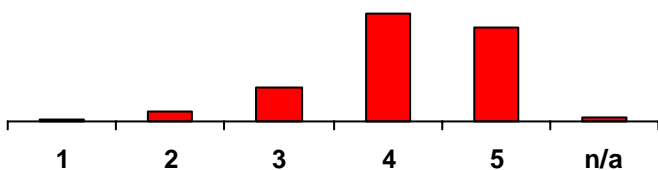


Ease of travel by car

Satisfaction

(1 not at all satisfied - 5 very satisfied)

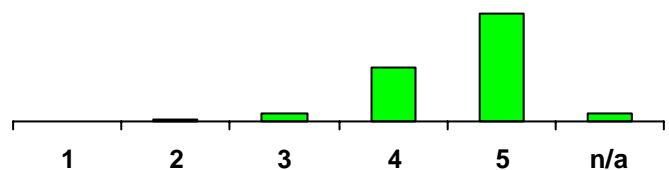
Score	Percent	Count	Total
1	1%	5	554
2	4%	22	554
3	13%	73	554
4	43%	238	554
5	38%	208	554
n/a	1%	8	554



Importance

(Not at all important - 5 very important)

Score	Percent	Count	Total
1	0%	2	553
2	1%	5	553
3	5%	27	553
4	30%	166	553
5	60%	331	553
n/a	4%	22	553

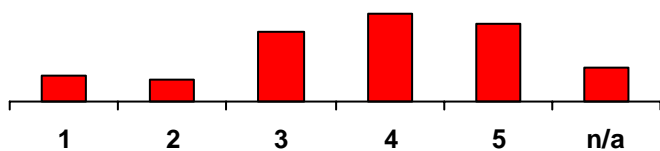


Parking control

Satisfaction

(1 not at all satisfied - 5 very satisfied)

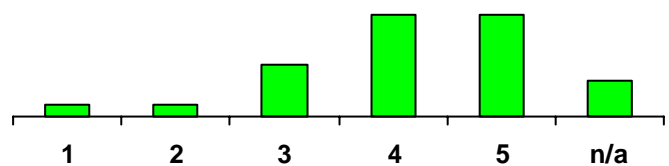
Score	Percent	Count	Total
1	8%	45	554
2	7%	40	554
3	22%	122	554
4	28%	153	554
5	25%	136	554
n/a	10%	58	554



Importance

(Not at all important - 5 very important)

Score	Percent	Count	Total
1	4%	21	552
2	4%	20	552
3	16%	90	552
4	32%	179	552
5	32%	179	552
n/a	11%	63	552



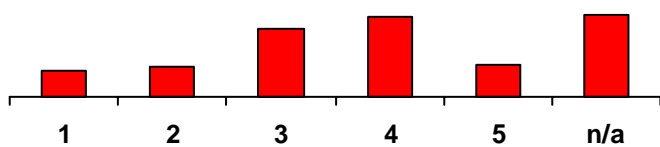
Public Safety

Animal control services

Satisfaction

(1 not at all satisfied - 5 very satisfied)

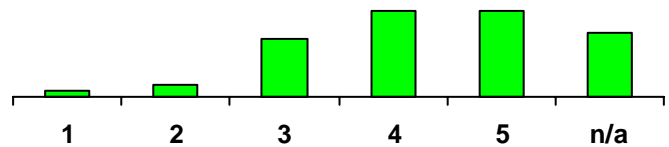
Score	Percent	Count	Total
1	8%	44	556
2	9%	51	556
3	22%	120	556
4	25%	141	556
5	10%	57	556
n/a	26%	143	556



Importance

(1 not at all important - 5 very important)

Score	Percent	Count	Total
1	2%	12	551
2	4%	22	551
3	19%	102	551
4	27%	151	551
5	27%	151	551
n/a	21%	113	551

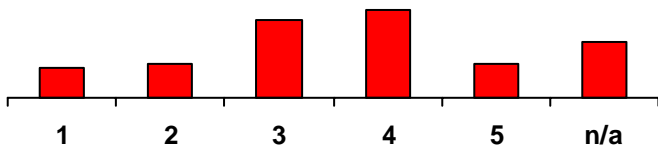


Bylaw enforcement

Satisfaction

(1 not at all satisfied - 5 very satisfied)

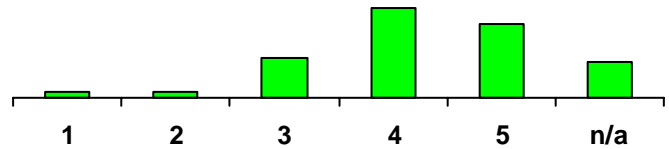
Score	Percent	Count	Total
1	9%	52	555
2	10%	58	555
3	25%	136	555
4	28%	154	555
5	10%	58	555
n/a	17%	97	555



Importance

(Not at all important - 5 very important)

Score	Percent	Count	Total
1	2%	11	552
2	2%	11	552
3	16%	88	552
4	36%	199	552
5	30%	164	552
n/a	14%	79	552

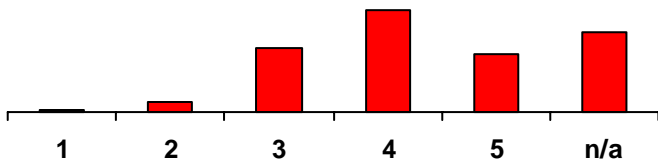


Community fire safety education program

Satisfaction

(1 not at all satisfied - 5 very satisfied)

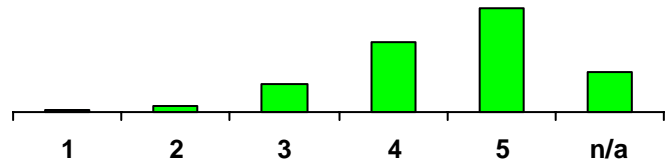
Score	Percent	Count	Total
1	1%	4	554
2	3%	16	554
3	21%	114	554
4	32%	180	554
5	18%	101	554
n/a	25%	139	554



Importance

(Not at all important - 5 very important)

Score	Percent	Count	Total
1	1%	6	553
2	3%	15	553
3	11%	60	553
4	28%	154	553
5	42%	230	553
n/a	16%	88	553

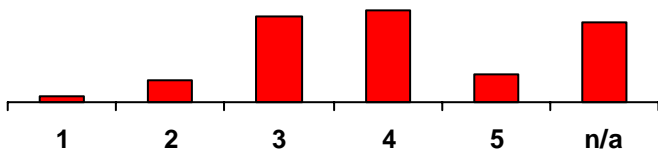


Crime prevention programs

Satisfaction

(1 not at all satisfied - 5 very satisfied)

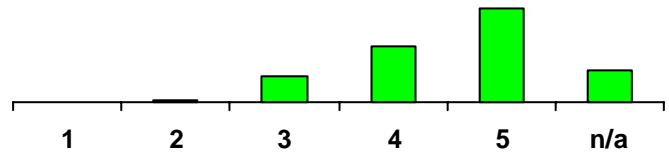
Score	Percent	Count	Total
1	2%	11	551
2	7%	37	551
3	28%	152	551
4	29%	160	551
5	9%	49	551
n/a	26%	142	551



Importance

(Not at all important - 5 very important)

Score	Percent	Count	Total
1	0%	1	552
2	1%	5	552
3	12%	66	552
4	27%	149	552
5	45%	246	552
n/a	15%	85	552

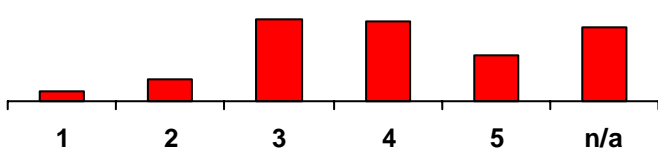


Emergency preparedness program

Satisfaction

(1 not at all satisfied - 5 very satisfied)

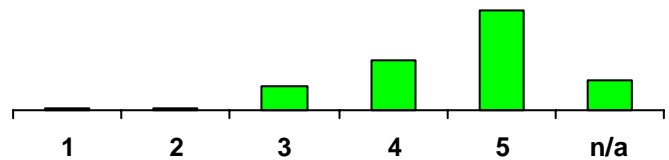
Score	Percent	Count	Total
1	3%	16	551
2	7%	40	551
3	26%	144	551
4	26%	142	551
5	15%	80	551
n/a	23%	129	551



Importance

(Not at all important - 5 very important)

Score	Percent	Count	Total
1	1%	5	550
2	1%	7	550
3	12%	65	550
4	24%	131	550
5	48%	263	550
n/a	14%	79	550

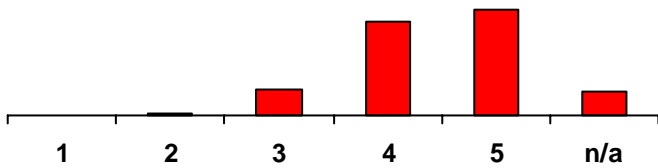


Fire fighting services

Satisfaction

(1 not at all satisfied - 5 very satisfied)

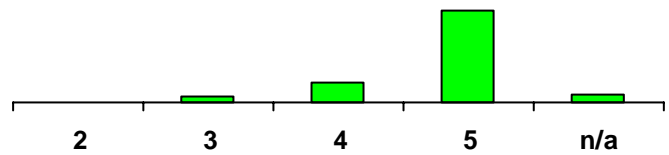
<i>Score</i>	<i>Percent</i>	<i>Count</i>	<i>Total</i>
1	0%	2	554
2	1%	5	554
3	10%	57	554
4	37%	204	554
5	42%	233	554
n/a	10%	53	554



Importance

(Not at all important - 5 very important)

<i>Score</i>	<i>Percent</i>	<i>Count</i>	<i>Total</i>
2	0%	2	552
3	4%	23	552
4	15%	84	552
5	73%	405	552
n/a	7%	38	552

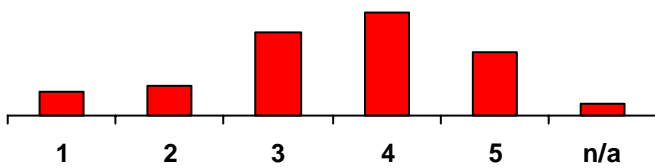


Police presence and visibility

Satisfaction

(1 not at all satisfied - 5 very satisfied)

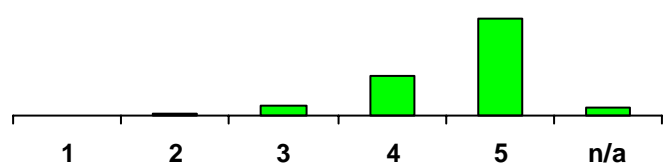
Score	Percent	Count	Total
1	7%	41	554
2	10%	53	554
3	27%	148	554
4	33%	181	554
5	20%	111	554
n/a	4%	20	554



Importance

(Not at all important - 5 very important)

Score	Percent	Count	Total
1	1%	3	554
2	1%	6	554
3	7%	38	554
4	25%	137	554
5	62%	341	554
n/a	5%	29	554

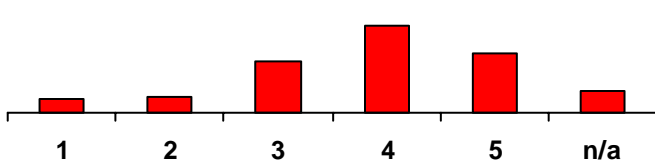


Police services

Satisfaction

(1 not at all satisfied - 5 very satisfied)

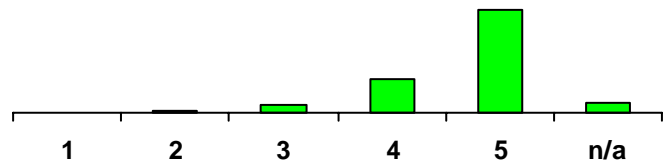
Score	Percent	Count	Total
1	5%	30	553
2	7%	36	553
3	20%	113	553
4	35%	191	553
5	24%	133	553
n/a	9%	50	553



Importance

(Not at all important - 5 very important)

Score	Percent	Count	Total
1	0%	2	554
2	1%	7	554
3	5%	26	554
4	22%	120	554
5	65%	362	554
n/a	7%	37	554

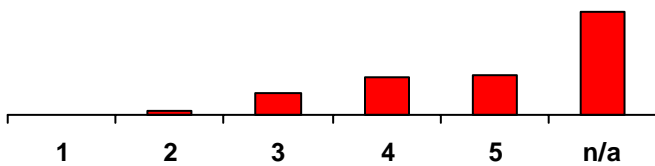


School fire safety program

Satisfaction

(1 not at all satisfied - 5 very satisfied)

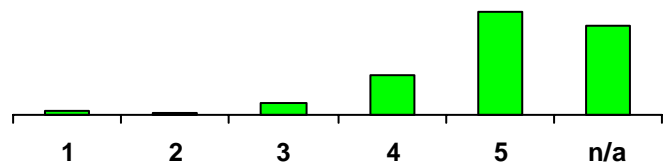
Score	Percent	Count	Total
1	0%	1	551
2	2%	10	551
3	11%	60	551
4	18%	101	551
5	19%	106	551
n/a	50%	273	551



Importance

(Not at all important - 5 very important)

Score	Percent	Count	Total
1	1%	7	552
2	1%	4	552
3	5%	28	552
4	16%	87	552
5	41%	229	552
n/a	36%	197	552



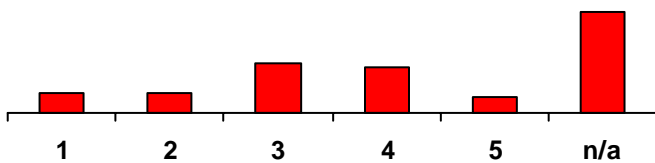
Planning Development

Building inspection / permits

Satisfaction

(1 not at all satisfied - 5 very satisfied)

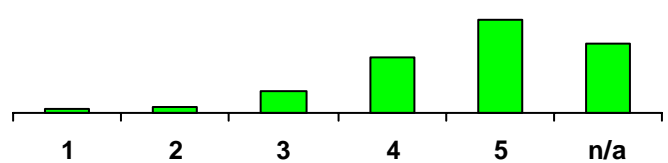
Score	Percent	Count	Total
1	8%	42	554
2	8%	45	554
3	19%	108	554
4	19%	103	554
5	6%	34	554
n/a	40%	222	554



Importance

(1 not at all important - 5 very important)

Score	Percent	Count	Total
1	1%	7	550
2	2%	11	550
3	9%	49	550
4	23%	125	550
5	37%	204	550
n/a	28%	154	550

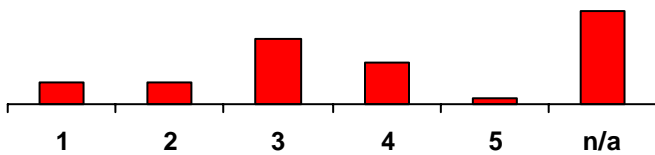


Land use planning - Industrial

Satisfaction

(1 not at all satisfied - 5 very satisfied)

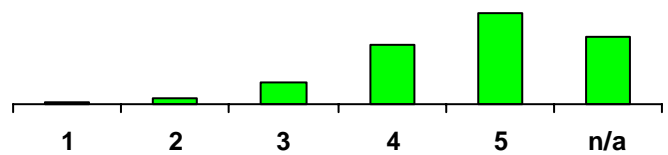
Score	Percent	Count	Total
1	9%	47	552
2	9%	50	552
3	26%	143	552
4	16%	90	552
5	3%	15	552
n/a	38%	207	552



Importance

(Not at all important - 5 very important)

Score	Percent	Count	Total
1	1%	4	547
2	2%	11	547
3	9%	50	547
4	24%	130	547
5	37%	202	547
n/a	27%	150	547

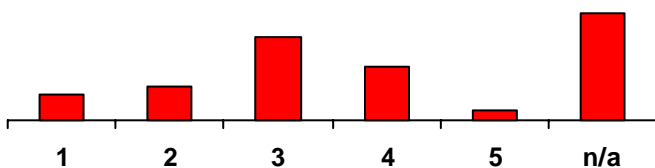


Land use planning - Commercial

Satisfaction

(1 not at all satisfied - 5 very satisfied)

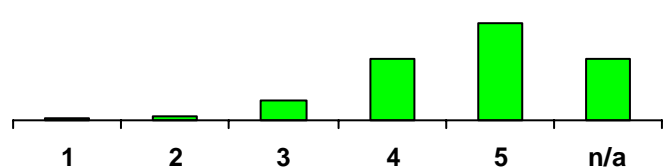
Score	Percent	Count	Total
1	8%	46	554
2	11%	59	554
3	27%	148	554
4	17%	93	554
5	3%	18	554
n/a	34%	190	554



Importance

(Not at all important - 5 very important)

Score	Percent	Count	Total
1	1%	5	548
2	2%	10	548
3	8%	44	548
4	25%	136	548
5	40%	217	548
n/a	25%	136	548

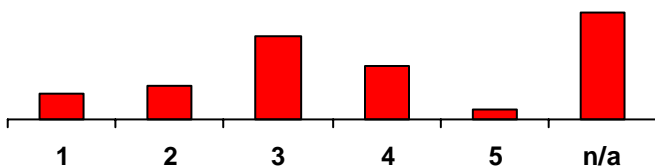


Maintaining the character of neighbourhoods

Satisfaction

(1 not at all satisfied - 5 very satisfied)

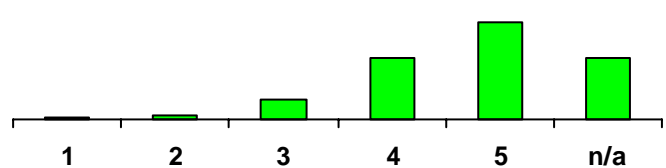
Score	Percent	Count	Total
1	8%	46	553
2	14%	78	553
3	27%	149	553
4	28%	153	553
5	11%	59	553
n/a	12%	68	553



Importance

(Not at all important - 5 very important)

Score	Percent	Count	Total
1	2%	9	551
2	1%	7	551
3	9%	50	551
4	28%	157	551
5	50%	277	551
n/a	9%	51	551

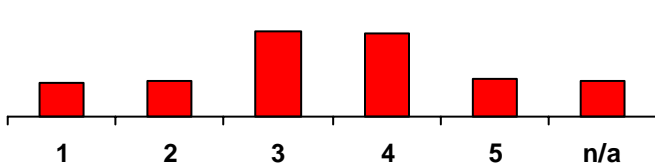


Preserving rural / agricultural land

Satisfaction

(1 not at all satisfied - 5 very satisfied)

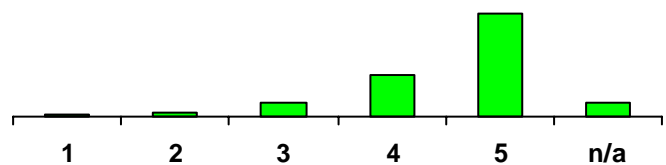
Score	Percent	Count	Total
1	11%	59	554
2	12%	64	554
3	27%	152	554
4	27%	147	554
5	12%	68	554
n/a	12%	64	554



Importance

(Not at all important - 5 very important)

Score	Percent	Count	Total
1	2%	9	553
2	2%	13	553
3	7%	40	553
4	23%	126	553
5	58%	319	553
n/a	8%	46	553

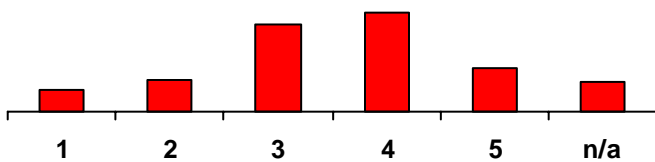


Protecting the natural environment

Satisfaction

(1 not at all satisfied - 5 very satisfied)

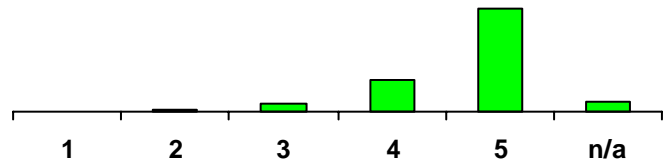
Score	Percent	Count	Total
1	7%	39	554
2	10%	56	554
3	28%	153	554
4	32%	176	554
5	14%	76	554
n/a	10%	54	554



Importance

(Not at all important - 5 very important)

Score	Percent	Count	Total
1	0%	2	552
2	1%	5	552
3	5%	30	552
4	21%	114	552
5	66%	364	552
n/a	7%	37	552



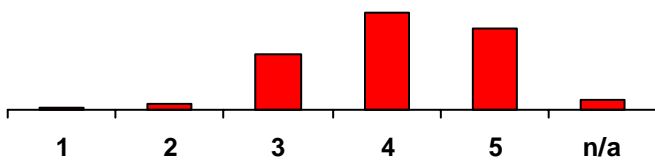
Infrastructure and services

Floral displays / public landscaping

Satisfaction

(1 not at all satisfied - 5 very satisfied)

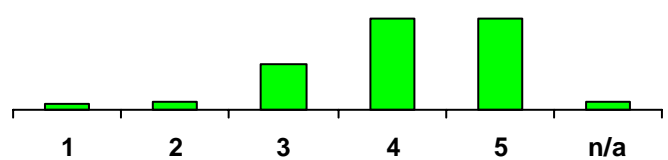
Score	Percent	Count	Total
1	1%	6	556
2	2%	12	556
3	22%	123	556
4	39%	216	556
5	32%	178	556
n/a	4%	21	556



Importance

(1 not at all important - 5 very important)

Score	Percent	Count	Total
1	2%	12	553
2	3%	17	553
3	18%	101	553
4	37%	203	553
5	36%	201	553
n/a	3%	19	553

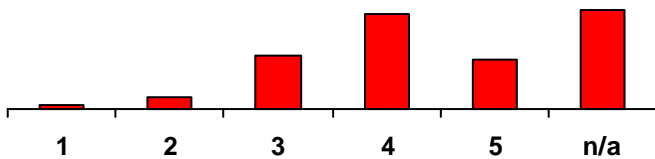


Municipal website

Satisfaction

(1 not at all satisfied - 5 very satisfied)

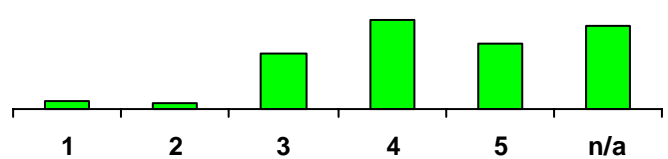
Score	Percent	Count	Total
1	1%	7	551
2	4%	20	551
3	17%	93	551
4	30%	168	551
5	16%	87	551
n/a	32%	176	551



Importance

(Not at all important - 5 very important)

Score	Percent	Count	Total
1	3%	15	546
2	2%	9	546
3	18%	100	546
4	29%	159	546
5	21%	117	546
n/a	27%	146	546

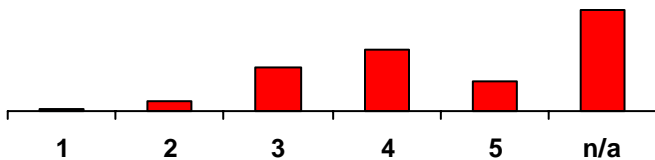


Online services

Satisfaction

(1 not at all satisfied - 5 very satisfied)

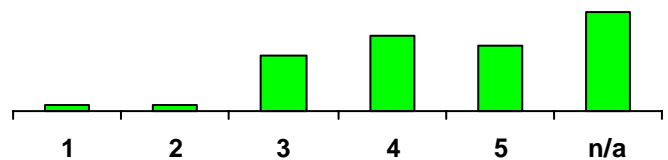
Score	Percent	Count	Total
1	1%	5	551
2	4%	21	551
3	18%	98	551
4	25%	137	551
5	12%	65	551
n/a	41%	225	551



Importance

(Not at all important - 5 very important)

Score	Percent	Count	Total
1	2%	12	545
2	2%	11	545
3	18%	100	545
4	24%	132	545
5	21%	115	545
n/a	32%	175	545

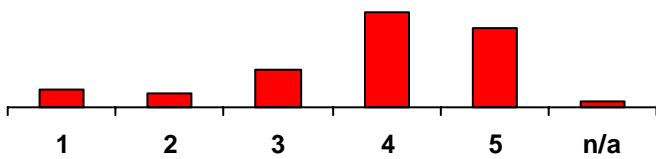


Residential recycling / garbage

Satisfaction

(1 not at all satisfied - 5 very satisfied)

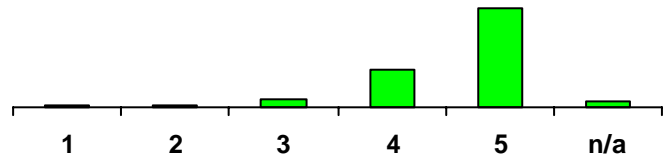
<i>Score</i>	<i>Percent</i>	<i>Count</i>	<i>Total</i>
1	7%	41	556
2	6%	31	556
3	15%	85	556
4	38%	210	556
5	32%	176	556
n/a	2%	13	556



Importance

(Not at all important - 5 very important)

<i>Score</i>	<i>Percent</i>	<i>Count</i>	<i>Total</i>
1	2%	10	553
2	1%	7	553
3	5%	30	553
4	24%	131	553
5	64%	353	553
n/a	4%	22	553

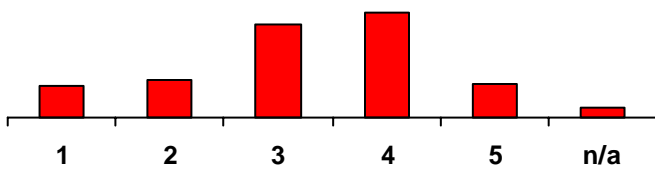


Roadside / boulevard maintenance

Satisfaction

(1 not at all satisfied - 5 very satisfied)

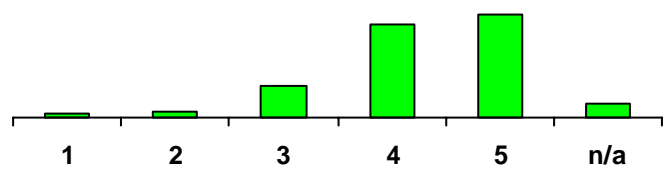
Score	Percent	Count	Total
1	10%	55	556
2	12%	68	556
3	30%	166	556
4	34%	187	556
5	11%	61	556
n/a	3%	19	556



Importance

(Not at all important - 5 very important)

Score	Percent	Count	Total
1	1%	7	552
2	3%	14	552
3	13%	69	552
4	37%	205	552
5	41%	227	552
n/a	5%	30	552

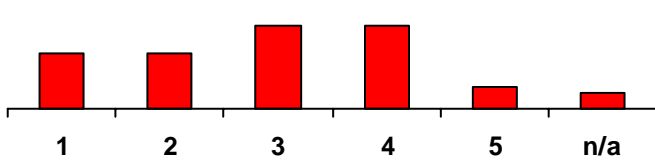


Sidewalks

Satisfaction

(1 not at all satisfied - 5 very satisfied)

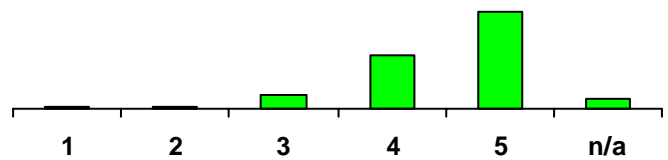
Score	Percent	Count	Total
1	17%	97	557
2	18%	98	557
3	26%	147	557
4	26%	147	557
5	7%	40	557
n/a	5%	28	557



Importance

(Not at all important - 5 very important)

Score	Percent	Count	Total
1	1%	5	554
2	1%	7	554
3	8%	44	554
4	30%	164	554
5	55%	302	554
n/a	6%	32	554

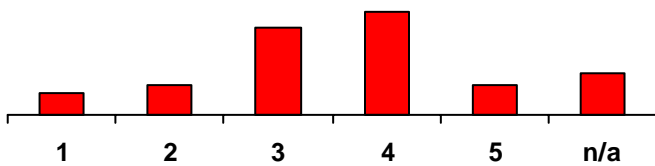


Storm water drainage and flood control

Satisfaction

(1 not at all satisfied - 5 very satisfied)

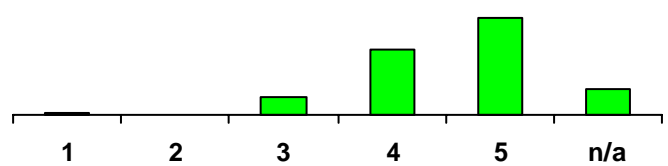
Score	Percent	Count	Total
1	7%	38	555
2	10%	54	555
3	28%	156	555
4	33%	184	555
5	9%	51	555
n/a	13%	72	555



Importance

(Not at all important - 5 very important)

Score	Percent	Count	Total
1	1%	3	553
2	0%	2	553
3	8%	46	553
4	31%	172	553
5	47%	260	553
n/a	13%	70	553

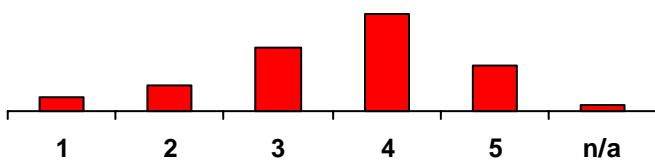


Street cleaning

Satisfaction

(1 not at all satisfied - 5 very satisfied)

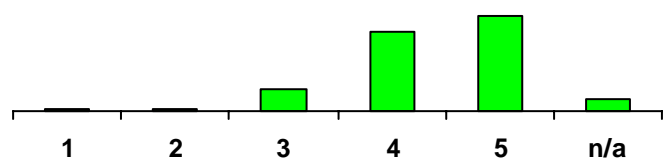
Score	Percent	Count	Total
1	6%	32	558
2	10%	57	558
3	25%	141	558
4	38%	214	558
5	18%	99	558
n/a	3%	15	558



Importance

(Not at all important - 5 very important)

Score	Percent	Count	Total
1	1%	3	554
2	1%	3	554
3	10%	58	554
4	38%	208	554
5	45%	252	554
n/a	5%	29	554

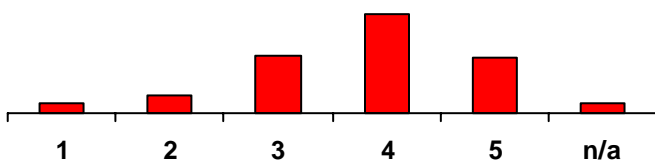


Street lighting

Satisfaction

(1 not at all satisfied - 5 very satisfied)

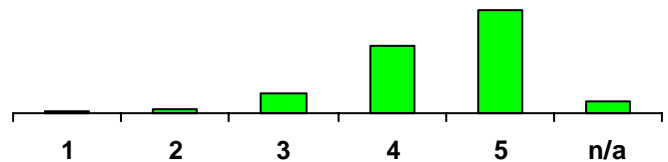
Score	Percent	Count	Total
1	4%	24	556
2	7%	40	556
3	23%	127	556
4	40%	221	556
5	22%	123	556
n/a	4%	21	556



Importance

(Not at all important - 5 very important)

Score	Percent	Count	Total
1	1%	4	553
2	2%	9	553
3	10%	55	553
4	33%	180	553
5	50%	275	553
n/a	5%	29	553

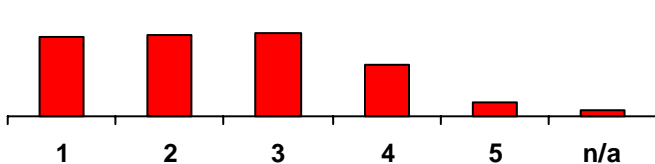


Street repair (ie. condition of roads)

Satisfaction

(1 not at all satisfied - 5 very satisfied)

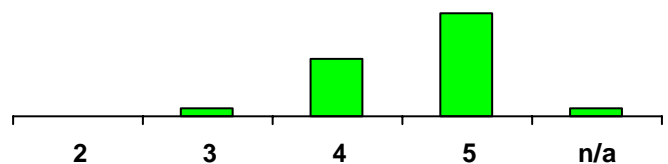
Score	Percent	Count	Total
1	25%	139	557
2	26%	145	557
3	26%	146	557
4	17%	92	557
5	4%	25	557
n/a	2%	10	557



Importance

(Not at all important - 5 very important)

Score	Percent	Count	Total
2	0%	1	550
3	4%	24	550
4	32%	178	550
5	59%	322	550
n/a	5%	25	550



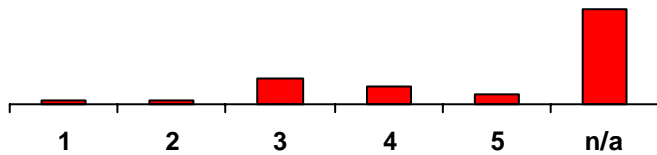
Economic Development

Business Licensing

Satisfaction

(1 not at all satisfied - 5 very satisfied)

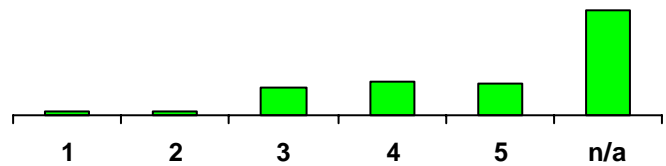
Score	Percent	Count	Total
1	2%	13	551
2	3%	16	551
3	16%	88	551
4	12%	65	551
5	6%	35	551
n/a	61%	334	551



Importance

(1 not at all important - 5 very important)

Score	Percent	Count	Total
1	2%	12	546
2	2%	10	546
3	13%	72	546
4	16%	89	546
5	15%	83	546
n/a	51%	280	546

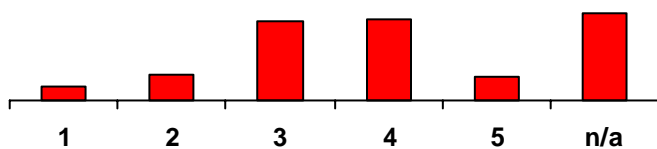


Community image building and marketing

Satisfaction

(1 not at all satisfied - 5 very satisfied)

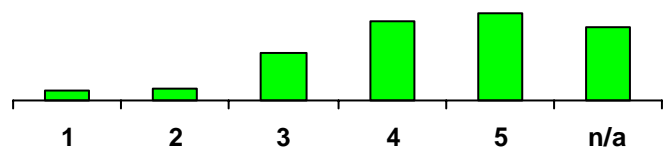
Score	Percent	Count	Total
1	4%	24	553
2	8%	47	553
3	25%	140	553
4	26%	144	553
5	8%	42	553
n/a	28%	156	553



Importance

(Not a all important - 5 very important)

Score	Percent	Count	Total
1	3%	18	549
2	4%	21	549
3	15%	83	549
4	26%	141	549
5	28%	155	549
n/a	24%	131	549

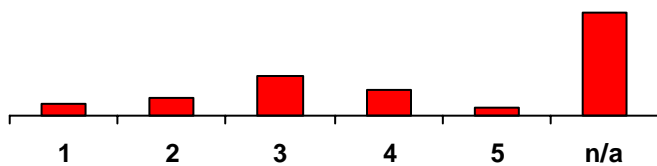


Availability of Industrial Land

Satisfaction

(1 not at all satisfied - 5 very satisfied)

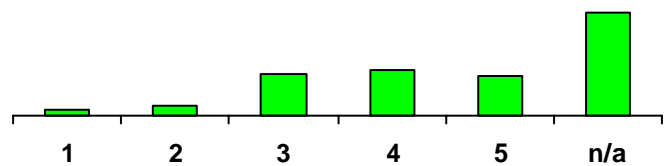
Score	Percent	Count	Total
1	5%	30	550
2	9%	49	550
3	19%	105	550
4	13%	71	550
5	4%	23	550
n/a	49%	272	550



Importance

(Not at all important - 5 very important)

Score	Percent	Count	Total
1	3%	14	548
2	4%	23	548
3	17%	93	548
4	18%	100	548
5	16%	88	548
n/a	42%	230	548

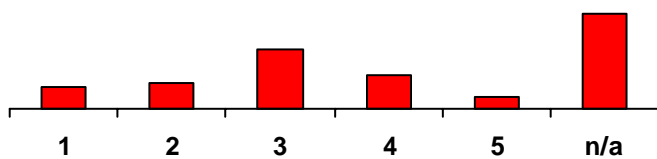


Investment / developer attraction

Satisfaction

(1 not at all satisfied - 5 very satisfied)

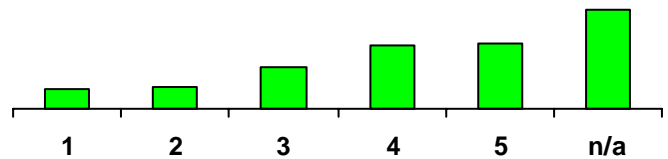
Score	Percent	Count	Total
1	9%	50	551
2	11%	59	551
3	24%	130	551
4	14%	75	551
5	5%	26	551
n/a	38%	211	551



Importance

(Not at all important - 5 very important)

Score	Percent	Count	Total
1	7%	36	549
2	7%	40	549
3	13%	73	549
4	20%	111	549
5	21%	115	549
n/a	32%	174	549

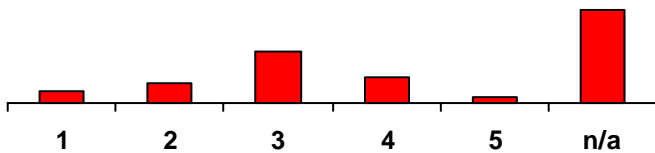


Commercial development options

Satisfaction

(1 not at all satisfied - 5 very satisfied)

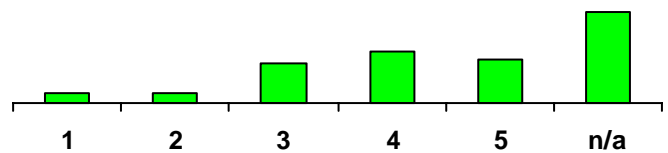
Score	Percent	Count	Total
1	9%	50	551
2	11%	59	551
3	24%	130	551
4	14%	75	551
5	5%	26	551
n/a	38%	211	551



Importance

(Not at all important - 5 very important)

Score	Percent	Count	Total
1	4%	23	549
2	4%	24	549
3	16%	87	549
4	21%	116	549
5	18%	98	549
n/a	37%	201	549

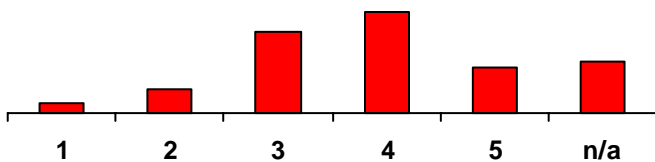


Tourism promotion

Satisfaction

(1 not at all satisfied - 5 very satisfied)

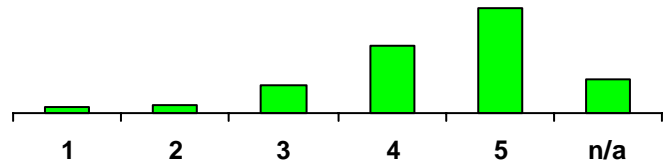
Score	Percent	Count	Total
1	3%	16	552
2	7%	41	552
3	26%	143	552
4	33%	180	552
5	15%	81	552
n/a	16%	91	552



Importance

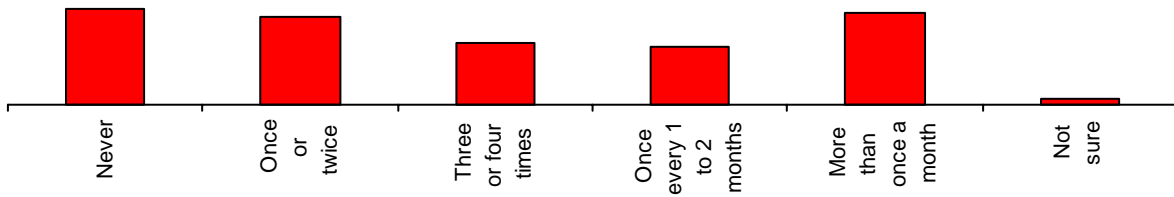
(Not at all important - 5 very important)

Score	Percent	Count	Total
1	3%	14	550
2	3%	19	550
3	11%	63	550
4	27%	147	550
5	43%	234	550
n/a	13%	73	550



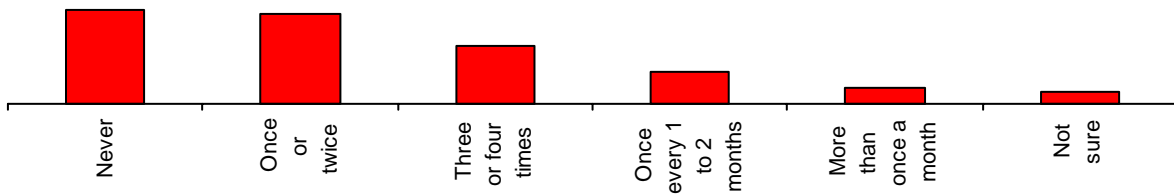
6a. Visited a library in the past 12 months

	<i>Score</i>	<i>Percent</i>	<i>Count</i>	<i>Total</i>
	Never	24%	134	556
	Once or twice	22%	122	556
	Three or four times	15%	85	556
	Once every 1 to 2 months	14%	80	556
	More than once a month	23%	127	556
	Not sure	1%	8	556



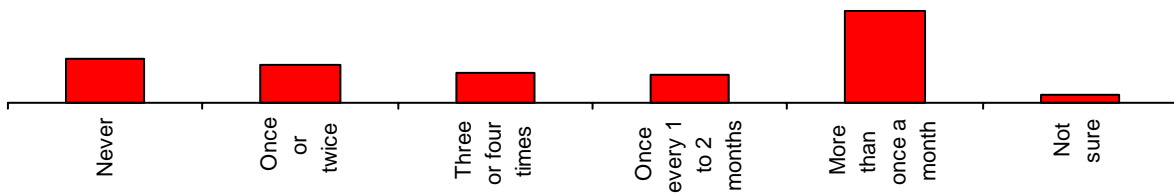
6b. Attended an arts or cultural program or activity

	<i>Score</i>	<i>Percent</i>	<i>Count</i>	<i>Total</i>
	Never	31%	174	557
	Once or twice	30%	166	557
	Three or four times	19%	106	557
	Once every 1 to 2 months	11%	59	557
	More than once a month	5%	29	557
	Not sure	4%	23	557



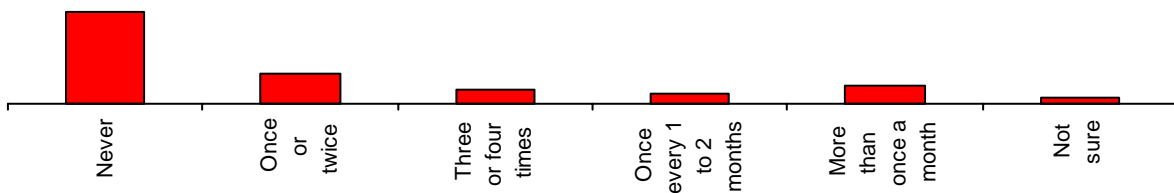
6c. Used a Summerland recreation facility

	<i>Score</i>	<i>Percent</i>	<i>Count</i>	<i>Total</i>
Never		19%	104	553
Once or twice		16%	87	553
Three or four times		12%	69	553
Once every 1 to 2 months		12%	64	553
More than once a month		38%	211	553
Not sure		3%	18	553



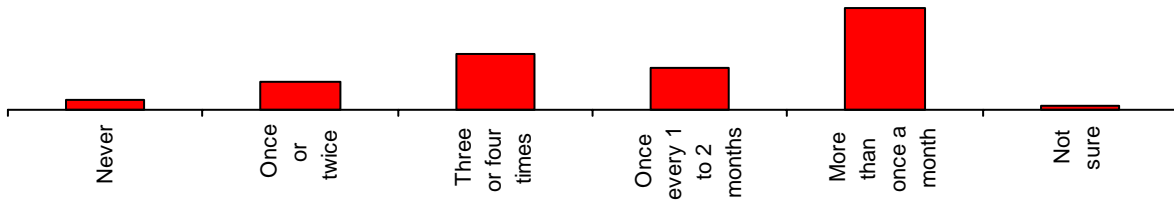
6d. Used a recreation facility in a neighbouring municipality

	<i>Score</i>	<i>Percent</i>	<i>Count</i>	<i>Total</i>
Never		54%	300	555
Once or twice		18%	98	555
Three or four times		8%	47	555
Once every 1 to 2 months		6%	35	555
More than once a month		10%	57	555
Not sure		3%	18	555



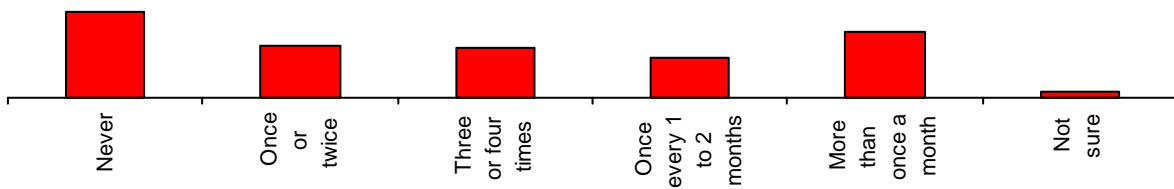
6e. Visited a Summerland park

<i>Score</i>	<i>Percent</i>	<i>Count</i>	<i>Total</i>
Never	4%	21	557
Once or twice	11%	64	557
Three or four times	23%	130	557
Once every 1 to 2 months	17%	97	557
More than once a month	42%	234	557
Not sure	2%	9	557



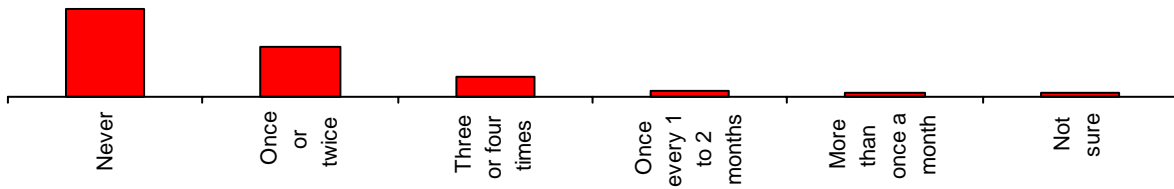
6f. Used a Summerland trail

<i>Score</i>	<i>Percent</i>	<i>Count</i>	<i>Total</i>
Never	29%	159	555
Once or twice	17%	96	555
Three or four times	17%	93	555
Once every 1 to 2 months	13%	74	555
More than once a month	22%	122	555
Not sure	2%	11	555



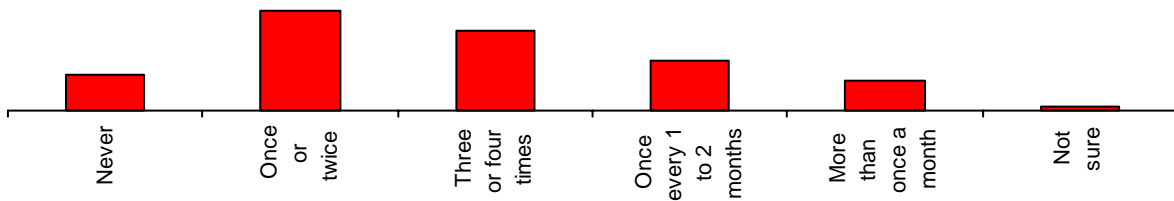
6g. Attended a public meeting about municipal matters

	<i>Score</i>	<i>Percent</i>	<i>Count</i>	<i>Total</i>
Never		52%	288	556
Once or twice		29%	162	556
Three or four times		11%	63	556
Once every 1 to 2 months		4%	20	556
More than once a month		2%	11	556
Not sure		2%	11	556



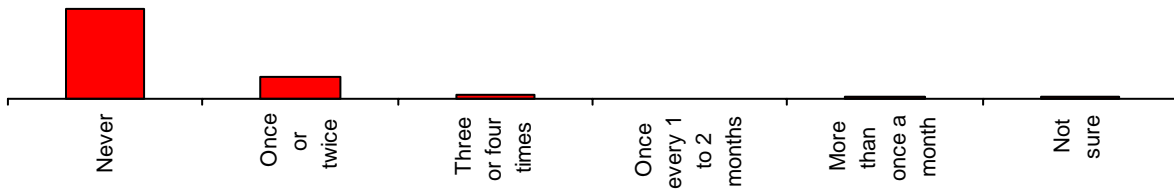
6h. Visited the Municipal Hall

	<i>Score</i>	<i>Percent</i>	<i>Count</i>	<i>Total</i>
Never		12%	65	557
Once or twice		33%	185	557
Three or four times		27%	150	557
Once every 1 to 2 months		17%	94	557
More than once a month		10%	56	557
Not sure		1%	7	557



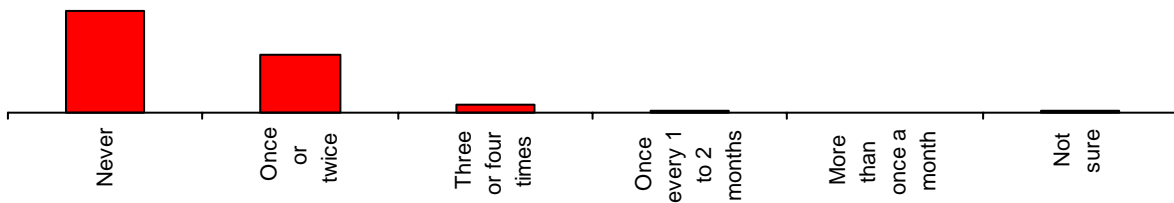
6i. Contacted the Summerland Fire Department

	<i>Score</i>	<i>Percent</i>	<i>Count</i>	<i>Total</i>
Never		75%	419	555
Once or twice		19%	104	555
Three or four times		3%	18	555
Once every 1 to 2 months		1%	4	555
More than once a month		1%	5	555
Not sure		1%	5	555



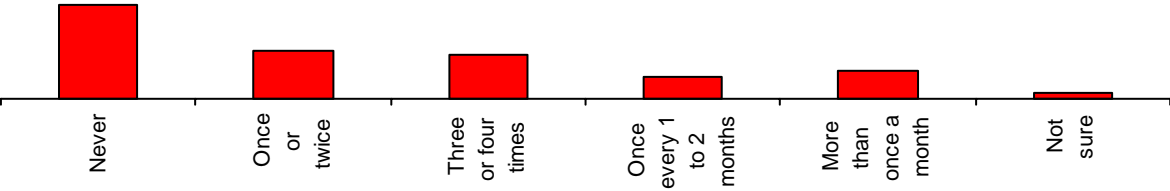
6j. Contacted the Summerland RCMP

	<i>Score</i>	<i>Percent</i>	<i>Count</i>	<i>Total</i>
Never		60%	333	556
Once or twice		33%	186	556
Three or four times		5%	26	556
Once every 1 to 2 months		1%	4	556
More than once a month		1%	3	556
Not sure		1%	4	556



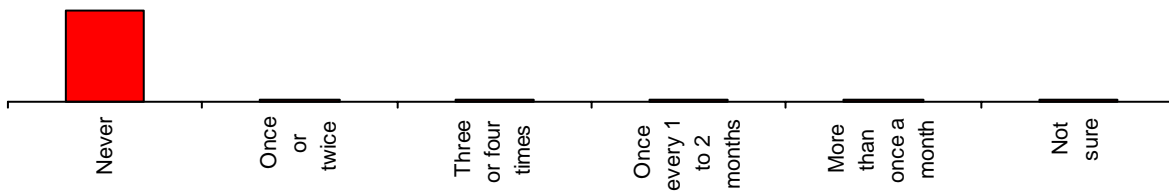
6k. Used the Municipal website

<i>Score</i>	<i>Percent</i>	<i>Count</i>	<i>Total</i>
Never	39%	216	555
Once or twice	20%	109	555
Three or four times	18%	101	555
Once every 1 to 2 months	9%	50	555
More than once a month	11%	63	555
Not sure	3%	15	555



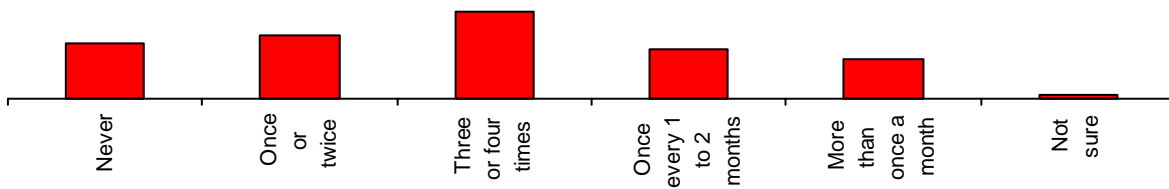
6l. Used the Handi-Dart service

<i>Score</i>	<i>Percent</i>	<i>Count</i>	<i>Total</i>
Never	91%	508	556
Once or twice	2%	11	556
Three or four times	2%	11	556
Once every 1 to 2 months	1%	6	556
More than once a month	1%	8	556
Not sure	2%	11	556



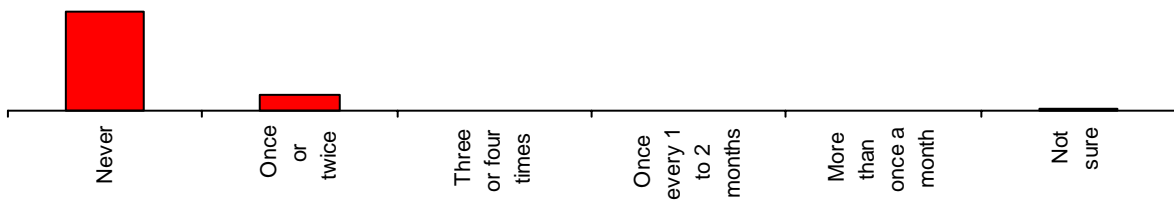
6m. Travelled to Penticton for medical services

<i>Score</i>	<i>Percent</i>	<i>Count</i>	<i>Total</i>
Never	18%	103	557
Once or twice	22%	120	557
Three or four times	29%	163	557
Once every 1 to 2 months	16%	91	557
More than once a month	13%	74	557
Not sure	1%	6	557



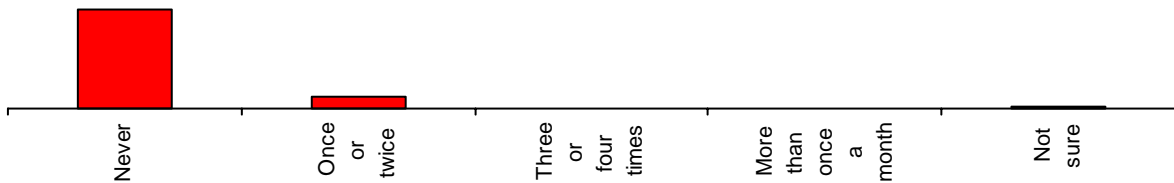
6n. Applied for a building permit

<i>Score</i>	<i>Percent</i>	<i>Count</i>	<i>Total</i>
Never	84%	465	554
Once or twice	13%	73	554
Three or four times	1%	4	554
Once every 1 to 2 months	0%	1	554
More than once a month	1%	3	554
Not sure	1%	8	554



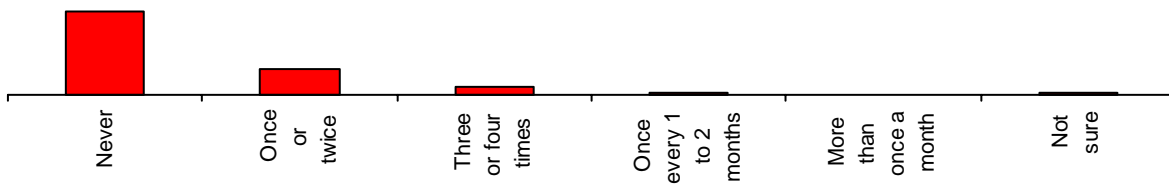
6o. Applied for a business license

<i>Score</i>	<i>Percent</i>	<i>Count</i>	<i>Total</i>
Never	87%	482	554
Once or twice	11%	62	554
Three or four times	1%	3	554
More than once a month	0%	1	554
Not sure	1%	6	554



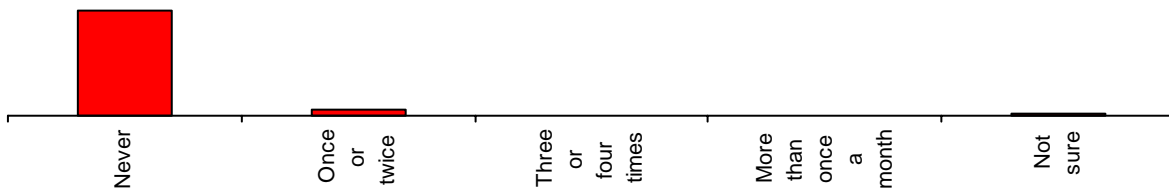
6p. Contacted Bylaw Services regarding a concern

<i>Score</i>	<i>Percent</i>	<i>Count</i>	<i>Total</i>
Never	70%	388	556
Once or twice	21%	119	556
Three or four times	6%	35	556
Once every 1 to 2 months	1%	5	556
More than once a month	1%	3	556
Not sure	1%	6	556



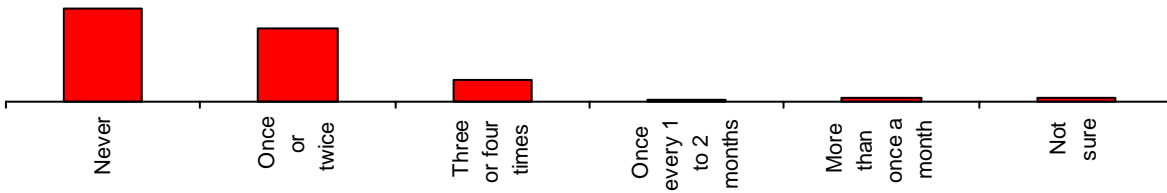
6q. Submitted a Development proposal

<i>Score</i>	<i>Percent</i>	<i>Count</i>	<i>Total</i>
Never	93%	516	555
Once or twice	5%	27	555
Three or four times	1%	3	555
More than once a month	0%	1	555
Not sure	1%	7	555



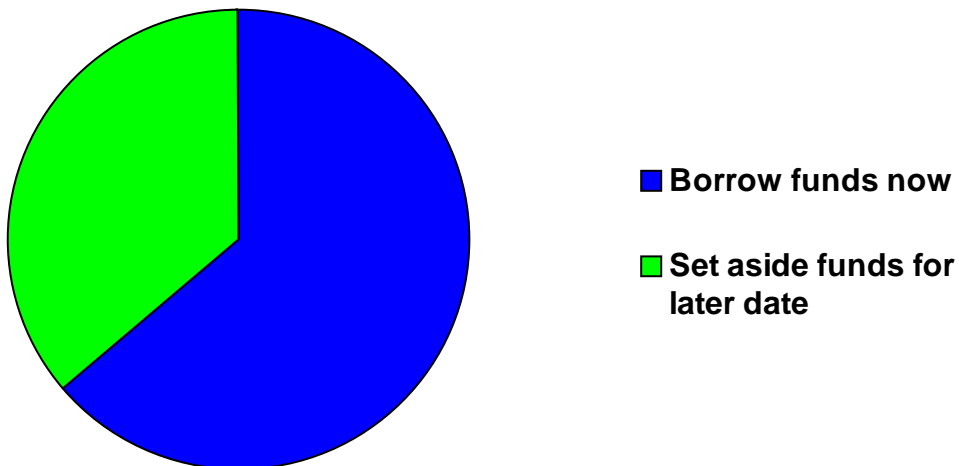
6r. Contacted the Public Works office

<i>Score</i>	<i>Percent</i>	<i>Count</i>	<i>Total</i>
Never	47%	261	553
Once or twice	37%	205	553
Three or four times	11%	60	553
Once every 1 to 2 months	1%	6	553
More than once a month	2%	11	553
Not sure	2%	9	553



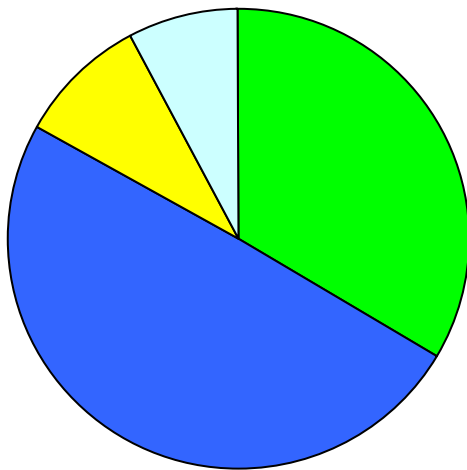
7. Borrow funds or set aside funds for infrastructure projects

<i>Score</i>	<i>Percent</i>	<i>Count</i>	<i>Total</i>
Borrow Funds	63%	325	512
Set aside funds for later date	36%	186	512



8. Indicate your preferred choice

<i>Score</i>	<i>Percent</i>	<i>Count</i>	<i>Total</i>
Improve services with higher taxes	34%	183	546
Same or reduced services with same taxes	49%	270	546
Reduced level of services with lower taxes	9%	50	546
No opinion	8%	43	546



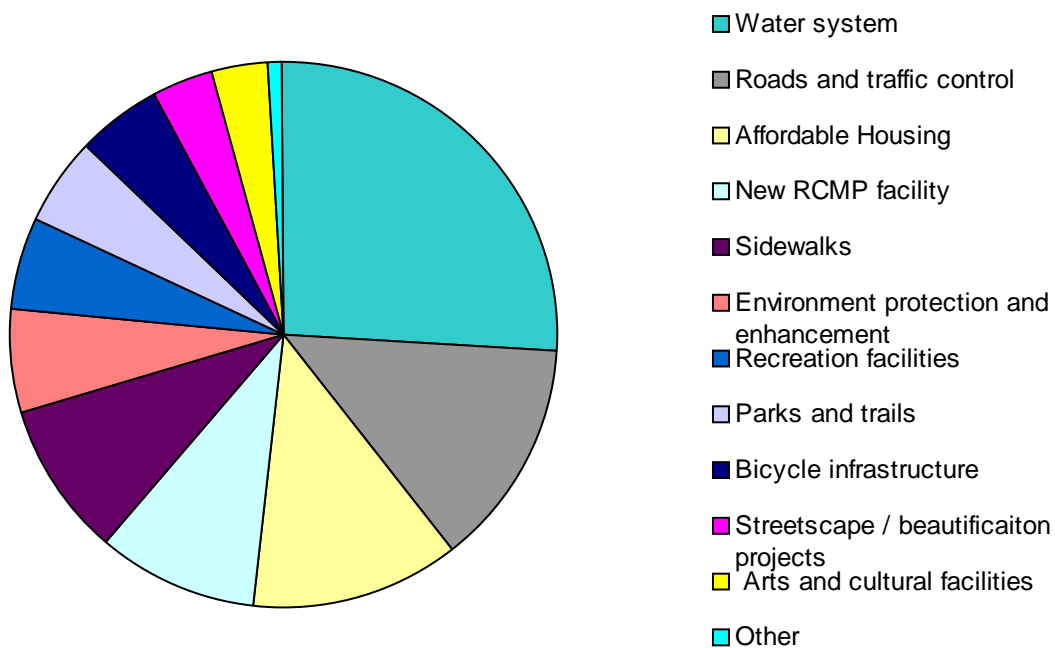
- a. Improve municipal services with higher taxes
- b. Same or reduced level of services with taxes unchanged
- c. Reduced level of municipal services with lower taxes
- d. No opinion

9. Preferred Capital Spending out of \$100

Total

- a. Affordable housing
\$11.96
- b. Arts and cultural facilities
\$3.23
- c. Bicycle infrastructure (bike lanes, etc)
\$5.06
- d. Environment protection and enhancement
\$6.03
- e. New RCMP facility
\$9.38
- f. Parks and trails
\$5.08
- g. Recreation facilities
\$5.46
- h. Roads and traffic control
\$12.86
- i. Sidewalks
\$8.81
- j. Streetscape / beautification projects
\$3.37
- k. Water system
\$25.63
- l. Other
\$0.93

560



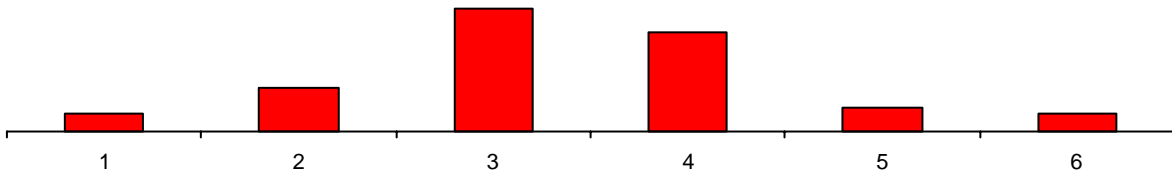
Other Spencing Suggestions

library expansion
Sewer expansion
street lighting
new library/learning centre
Public Transit
Transit to Central Okanagan and Penticton
lights on roads outside the inner town
signage
sewers
busing
public transit
street cleaning
beaches & festivals
Electrical System
Year round public washrooms
transit system to Penticton/Kelowna
Encourage a Superstore to come here
Wastewater
make live easier for vets & seniors
Hospital
repair existing roads
Library
support youth services
street lights near schools
Fire Dept. (hydrants)
Transit system to Penticton
Fire Hall
New OCP
electrical
bus services
electric grid, tax reduction program, res appe
Habitat for wildlife saved
sewer

10a. I receive good value for the municipal taxes I pay

(1 Strongly disagree - 5 Strongly agree)

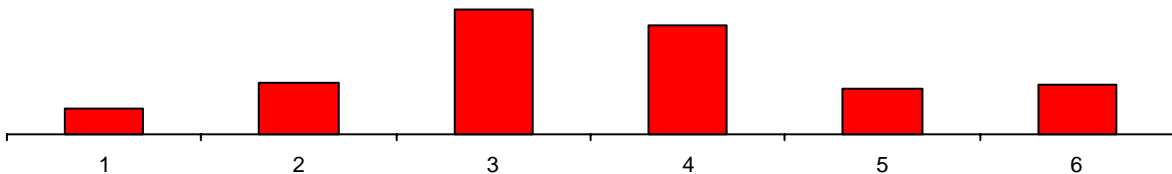
Score	Percent	Count	Total
1	6%	32	554
2	14%	75	554
3	38%	209	554
4	30%	168	554
5	7%	39	554
No opinion	6%	31	554



b. The District of Summerland government welcomes citizen involvement

(1 Strongly disagree - 5 Strongly agree)

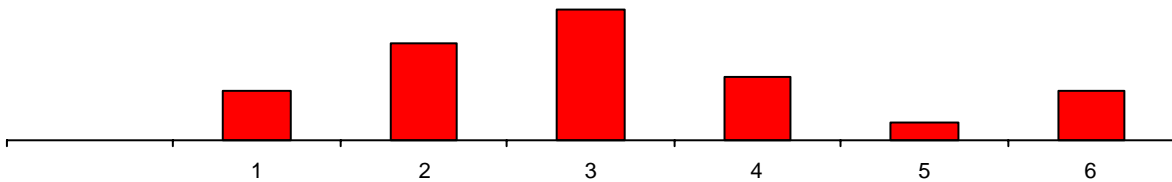
Score	Percent	Count	Total
1	6%	34	554
2	13%	71	554
3	31%	171	554
4	27%	150	554
5	11%	61	554
No opinion	12%	67	554



c. The District of Summerland government listens to citizens

(1 Strongly disagree - 5 Strongly agree)

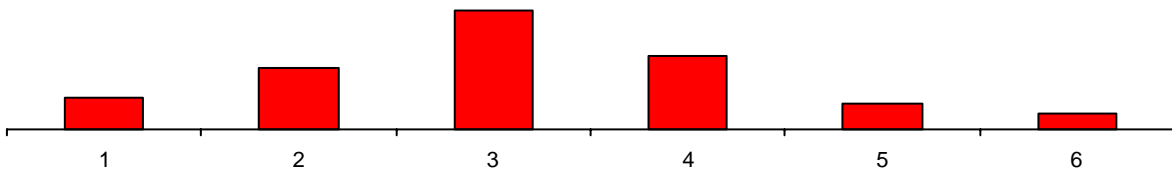
<i>Score</i>	<i>Percent</i>	<i>Count</i>	<i>Total</i>
	0%	1	555
1	12%	67	555
2	24%	132	555
3	32%	178	555
4	15%	86	555
5	4%	24	555
No opinion	12%	67	555



d. I am pleased with the overall direction the District is taking

(1 Strongly disagree - 5 Strongly agree)

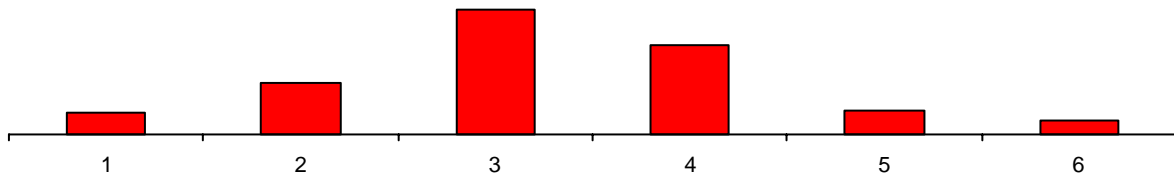
<i>Score</i>	<i>Percent</i>	<i>Count</i>	<i>Total</i>
1	10%	53	554
2	19%	104	554
3	36%	202	554
4	23%	125	554
5	8%	43	554
No opinion	5%	27	554



e. In general, I believe the District is doing a good job

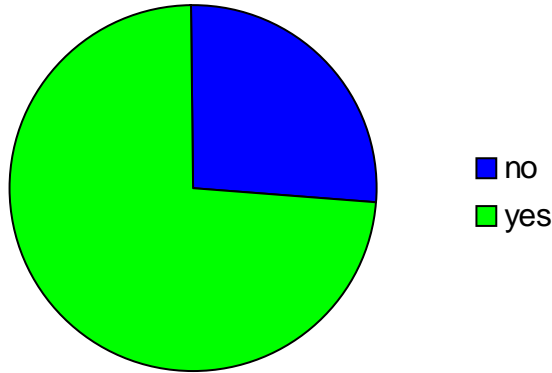
(1 Strongly disagree - 5 Strongly agree)

<i>Score</i>	<i>Percent</i>	<i>Count</i>	<i>Total</i>
1	7%	38	556
2	16%	88	556
3	38%	213	556
4	27%	151	556
5	8%	42	556
No opinion	4%	24	556



11. Contact with Municipality employees

<i>Answer</i>	<i>Percent</i>	<i>Count</i>	<i>Total</i>
no	26%	143	544
yes	74%	401	544



12. Method of contact

a. In person at a Municipal facility

<i>Answer</i>	<i>Percentage</i>	<i>Count</i>	<i>Total</i>
Yes	58%	327	560

b. In person in the community (at home, on the street, etc.)

<i>Answer</i>	<i>Percentage</i>	<i>Count</i>	<i>Total</i>
Yes	25%	141	560

c. By telephone

<i>Answer</i>	<i>Percentage</i>	<i>Count</i>	<i>Total</i>
Yes	51%	286	560

d. By mail

<i>Answer</i>	<i>Percentage</i>	<i>Count</i>	<i>Total</i>
Yes	8%	42	560

e. By fax

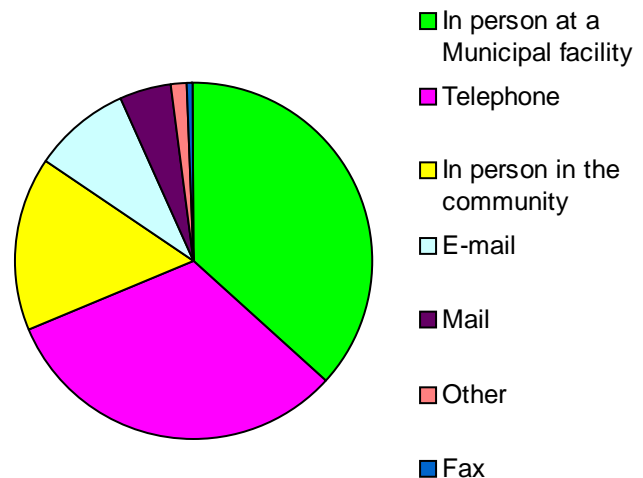
<i>Answer</i>	<i>Percentage</i>	<i>Count</i>	<i>Total</i>
Yes	1%	6	560

f. Email

<i>Answer</i>	<i>Percentage</i>	<i>Count</i>	<i>Total</i>
Yes	14%	80	560

g. Other

<i>Answer</i>	<i>Percentage</i>	<i>Count</i>	<i>Total</i>
Yes	2%	12	560



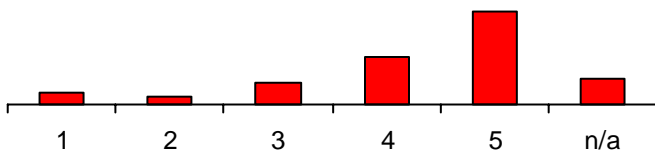
13. What was your impression of the service

a. I was treated fairly

Agreement

(1 strongly disagree - 5 strongly agree)

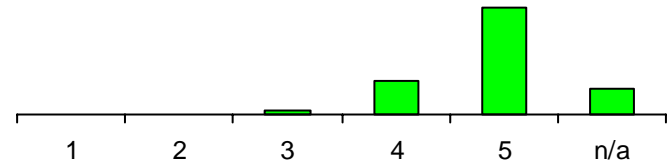
Score	Percent	Count	Total
1	6%	27	463
2	4%	18	463
3	11%	50	463
4	22%	104	463
5	44%	205	463
n/a	13%	59	463



Importance

(1 Not at all important - 5 very important)

Score	Percent	Count	Total
1	0%	1	455
2	0%	2	455
3	3%	12	455
4	19%	87	455
5	62%	282	455
n/a	16%	71	455

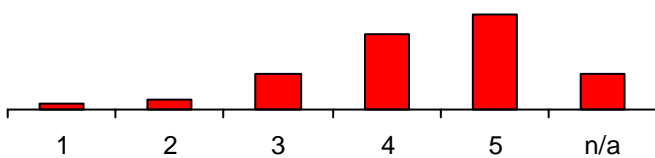


b. Staff were knowledgeable and competent

Agreement

(1 strongly disagree - 5 strongly agree)

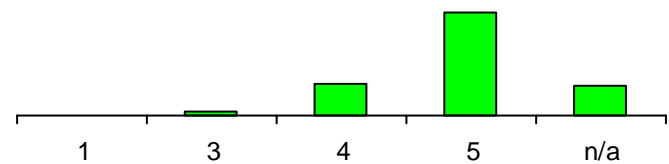
Score	Percent	Count	Total
1	3%	12	459
2	4%	17	459
3	14%	64	459
4	29%	135	459
5	37%	169	459
n/a	14%	62	459



Importance

(Not a all important - 5 very important)

Score	Percent	Count	Total
1	0%	1	454
3	3%	13	454
4	19%	86	454
5	61%	276	454
n/a	17%	78	454

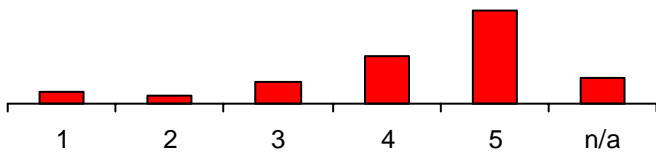


c. Staff went the extra mile

Agreement

(1 strongly disagree - 5 strongly agree)

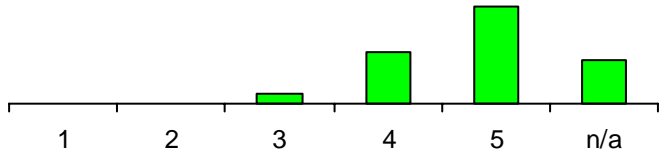
Score	Percent	Count	Total
1	6%	27	463
2	4%	18	463
3	11%	50	463
4	22%	104	463
5	44%	205	463
n/a	13%	59	463



Importance

(Not a all important - 5 very important)

Score	Percent	Count	Total
1	0%	1	450
2	0%	1	450
3	5%	24	450
4	25%	113	450
5	48%	215	450
n/a	21%	96	450

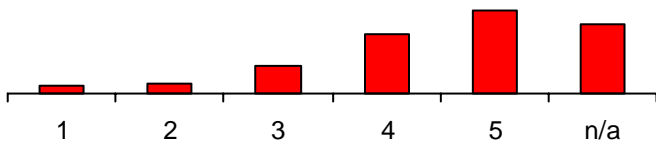


d. I waited a reasonable amount of time

Agreement

(1 strongly disagree - 5 strongly agree)

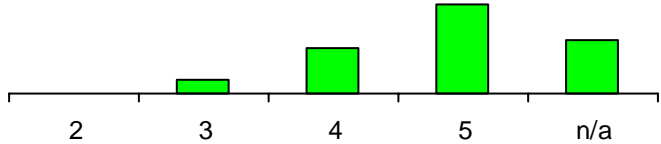
Score	Percent	Count	Total
1	3%	14	457
2	4%	17	457
3	11%	49	457
4	23%	107	457
5	32%	148	457
n/a	27%	122	457



Importance

(Not a all important - 5 very important)

Score	Percent	Count	Total
2	0%	2	451
3	7%	32	451
4	23%	103	451
5	43%	196	451
n/a	26%	118	451

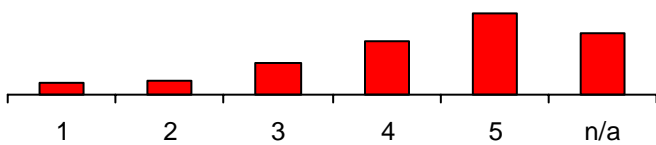


e. I was informed of everything I had to do

Agreement

(1 strongly disagree - 5 strongly agree)

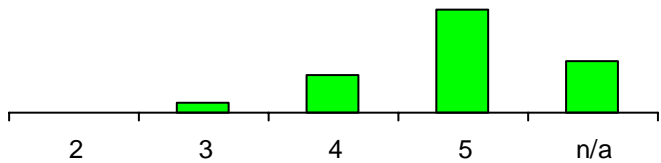
Score	Percent	Count	Total
1	5%	21	451
2	6%	26	451
3	13%	57	451
4	21%	94	451
5	32%	145	451
n/a	24%	108	451



Importance

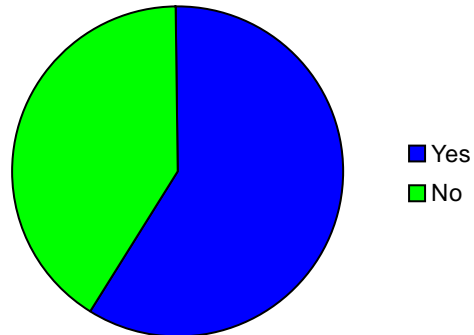
(Not at all important - 5 very important)

Score	Percent	Count	Total
2	0%	2	448
3	5%	22	448
4	19%	85	448
5	51%	227	448
n/a	25%	112	448

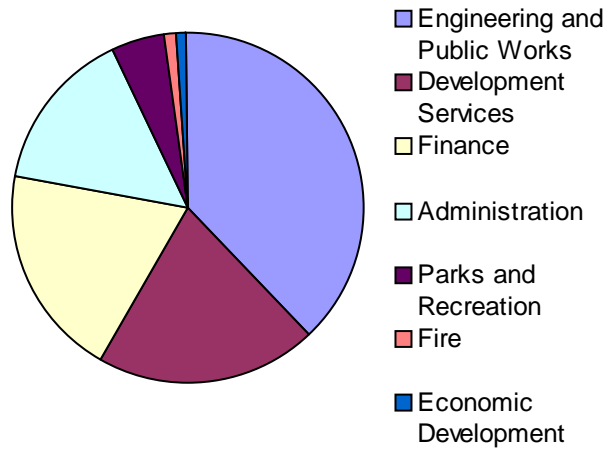


14. Do you recall the department you dealt with?

Answer	Percent	Count	Total
Yes	59%	328	560
No	41%	232	560

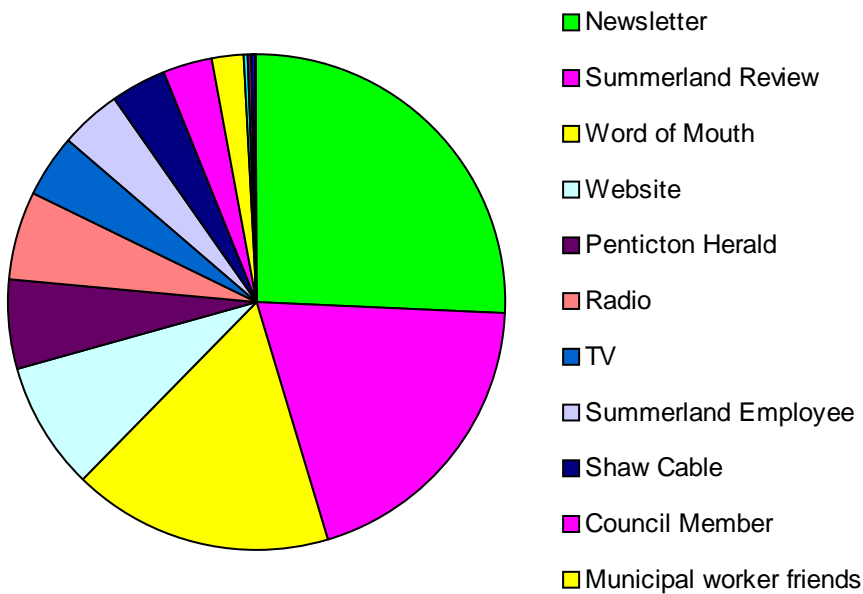


Department	Percent	Count	Total
Administration	15%	50	330
Development Services	20%	67	330
Economic Development	1%	3	330
Engineering and Public Works	38%	125	330
Finance	20%	65	330
Fire	1%	3	330
Parks and Recreation	5%	17	330



15. Please identify the most important methods of communication?

<i>Methods</i>	<i>Percentage</i>	<i>Count</i>	<i>Total</i>
Newsletter	73%	400	550
Summerland Review	55%	305	550
Word of Mouth	48%	262	550
Website	23%	129	550
Penticton Herald	17%	92	550
Radio	16%	89	550
TV	12%	65	550
Summerland Employee	11%	60	550
Shaw Cable	11%	58	550
Council Member	9%	49	550
Municipal worker friends	5%	30	550
Other Newspaper	1%	6	550
No opinion	1%	4	550
sandwich boards on streets	0%	1	550
SANDWICH BOARDS	0%	1	550
Know a developer that has inside i	0%	1	550
flyer	0%	1	550
electric bill	0%	1	550

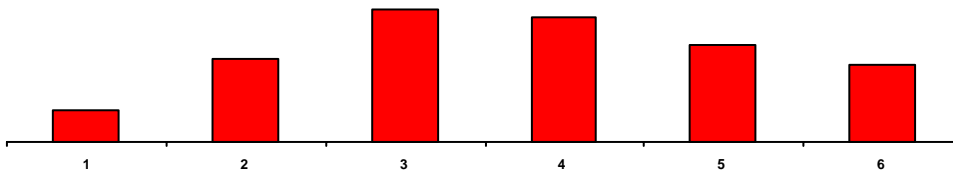


16. Rate the importance of ways the District can involve you in policy.

a. Council Meetings

(1 Not at all important - 5 Very important)

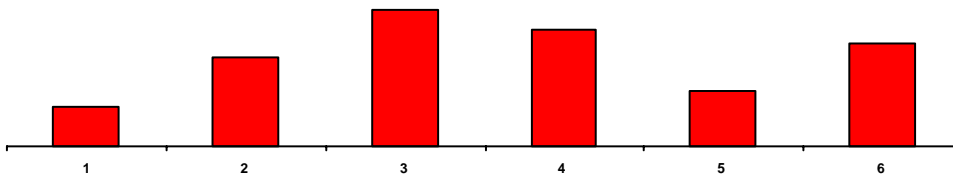
<i>Score</i>	<i>Percent</i>	<i>Count</i>	<i>Total</i>
1	6%	32	543
2	15%	83	543
3	24%	132	543
4	23%	124	543
5	18%	96	543
No opinion	14%	76	543



b. Advisory Committees

(1 Not at all important - 5 Very important)

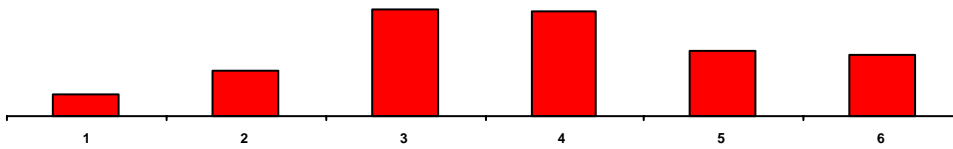
<i>Score</i>	<i>Percent</i>	<i>Count</i>	<i>Total</i>
1	7%	40	540
2	16%	89	540
3	25%	137	540
4	21%	116	540
5	10%	55	540
No opinion	19%	103	540



c. Contact with municipal staff

(1 Not at all important - 5 Very important)

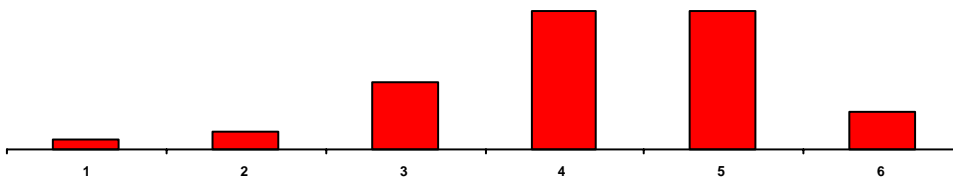
<i>Score</i>	<i>Percent</i>	<i>Count</i>	<i>Total</i>
1	5%	28	542
2	11%	61	542
3	26%	143	542
4	26%	139	542
5	16%	88	542
No opinion	15%	81	542



d. Public meetings / hearings

(1 Not at all important - 5 Very important)

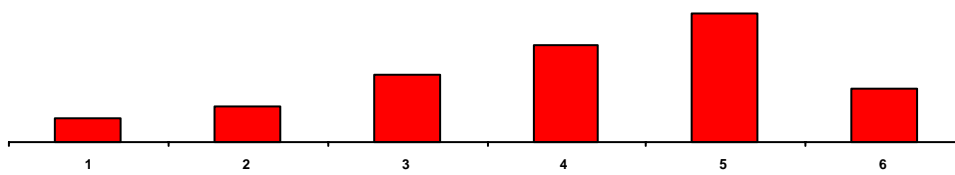
<i>Score</i>	<i>Percent</i>	<i>Count</i>	<i>Total</i>
1	2%	13	546
2	4%	24	546
3	16%	89	546
4	34%	184	546
5	34%	185	546
No opinion	9%	51	546



e. Referendums

(1 Not at all important - 5 Very important)

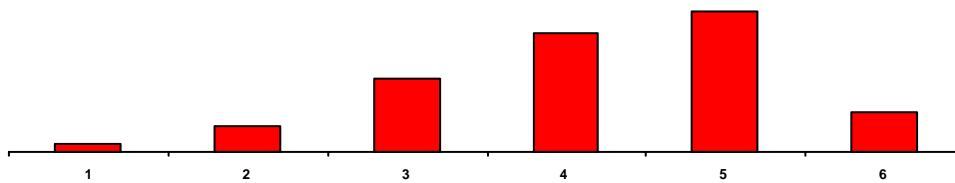
<i>Score</i>	<i>Percent</i>	<i>Count</i>	<i>Total</i>
1	6%	32	540
2	9%	47	540
3	17%	90	540
4	24%	128	540
5	32%	172	540
No opinion	13%	71	540



f. Public opinion surveys

(1 Not at all important - 5 Very important)

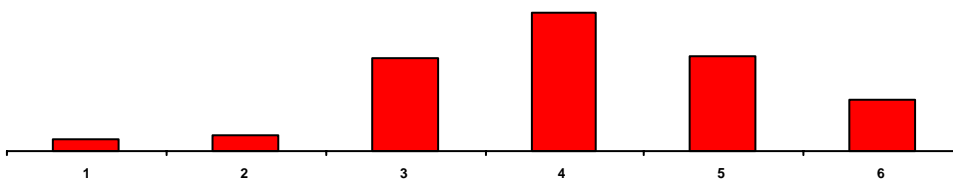
<i>Score</i>	<i>Percent</i>	<i>Count</i>	<i>Total</i>
1	2%	11	542
2	6%	34	542
3	18%	98	542
4	29%	159	542
5	35%	188	542
No opinion	10%	52	542



g. Community meetings

(1 Not at all important - 5 Very important)

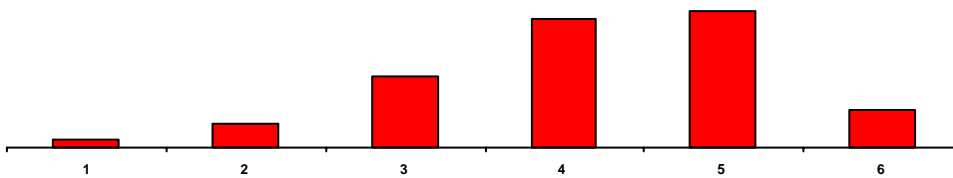
<i>Score</i>	<i>Percent</i>	<i>Count</i>	<i>Total</i>
1	3%	16	539
2	4%	22	539
3	23%	124	539
4	34%	183	539
5	23%	126	539
No opinion	13%	68	539



h. Community newspaper

(1 Not at all important - 5 Very important)

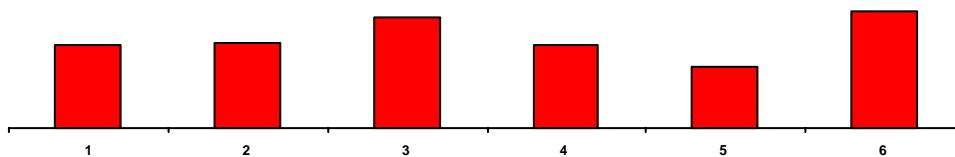
<i>Score</i>	<i>Percent</i>	<i>Count</i>	<i>Total</i>
1	2%	10	542
2	6%	32	542
3	18%	96	542
4	32%	172	542
5	33%	181	542
No opinion	9%	51	542



i. Open-line radio / TV program

(1 Not at all important - 5 Very important)

<i>Score</i>	<i>Percent</i>	<i>Count</i>	<i>Total</i>
1	15%	83	538
2	16%	85	538
3	20%	110	538
4	15%	82	538
5	12%	62	538
No opinion	22%	116	538



j. Other

listen to the people/community

6

all opportunities are options for us to be involve

ask public opinion before projects goto plan stage

Be more diligent in spending tax payers money for

Citizen Surveys

Council should try "listening" to what people say

e-mail

greater transparancy in decision making process

Inform public of potential dev. In timely fashion

newsletter

Online Surveys

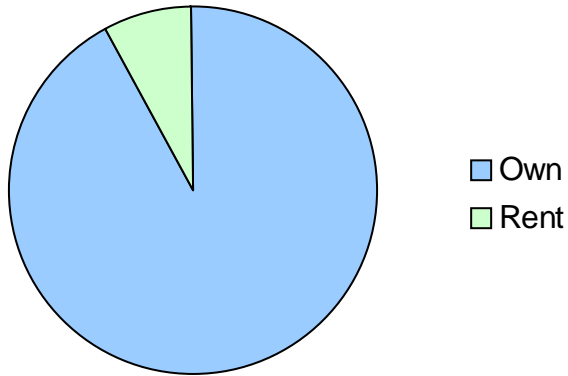
shaw cable

surveys

surveys I like these

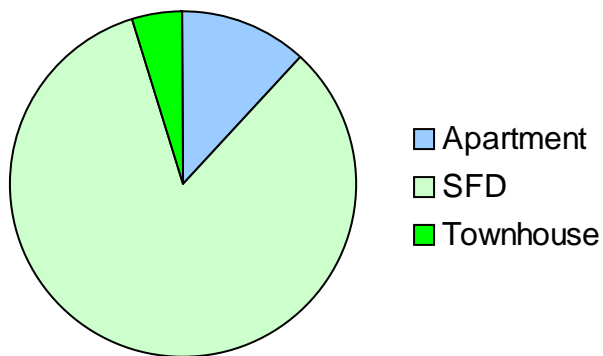
17. Do you own or rent your residence?

<i>Answer</i>	<i>Percent</i>	<i>Count</i>	<i>Total</i>
Own	92%	509	552
Rent	8%	43	552



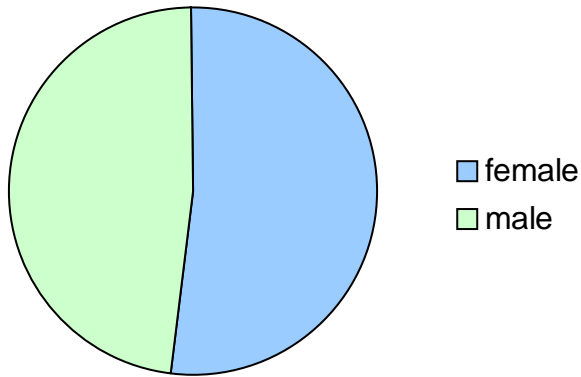
18. Type of residence?

<i>Answer</i>	<i>Percent</i>	<i>Count</i>	<i>Total</i>
Apartment	12%	66	551
SFD	83%	459	551
Townhouse	5%	26	551



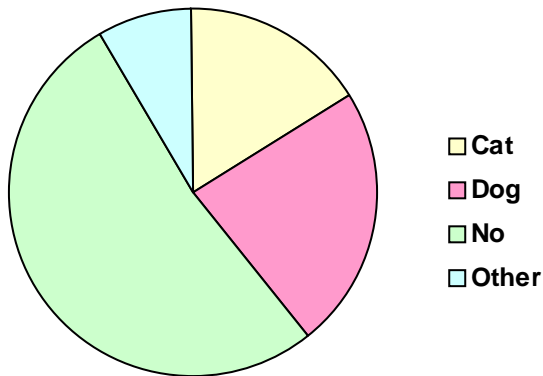
19. Are you male or female?

<i>Answer</i>	<i>Percent</i>	<i>Count</i>	<i>Total</i>
female	51%	279	542
male	48%	262	542



20. Does your household include a pet?

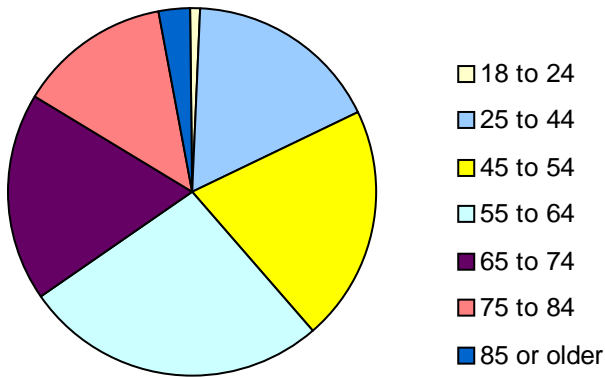
<i>Answer</i>	<i>Percent</i>	<i>Count</i>	<i>Total</i>
Cat	16%	85	520
Dog	23%	119	520
No	52%	272	520
Other	8%	44	520



<i>Other</i>	<i>Percent</i>	<i>Count</i>
a husband!	0%	1
bird	0%	2
birds	0%	1
cat	1%	4
Cat and Dog	0%	1
CHICKENS	0%	1
dog & cat	6%	33
Dog & Llama	0%	1
dog and cat	3%	18
Dog and cat and horses	0%	1
Dog, Cat & Horses	0%	1
dog, cat, horses, chickens	0%	1
fish	0%	1
hamster	0%	1
horses	0%	2
horses & ducks	0%	1
Jaws the goldfish	0%	1
rabbit	0%	1

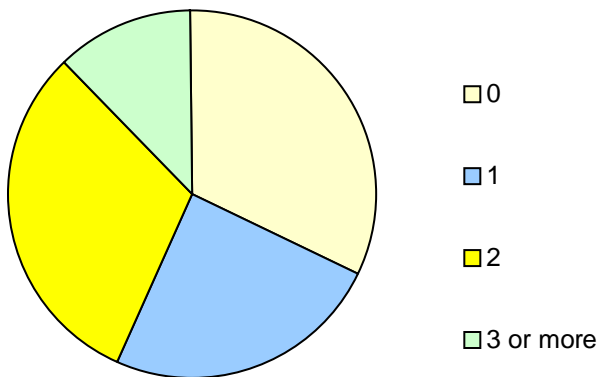
21. What is your age group?

<i>Answer</i>	<i>Percent</i>	<i>Count</i>	<i>Total</i>
18 to 24	1%	5	552
25 to 44	17%	95	552
45 to 54	20%	113	552
55 to 64	26%	146	552
65 to 74	18%	102	552
75 to 84	14%	75	552
85 or older	3%	16	552



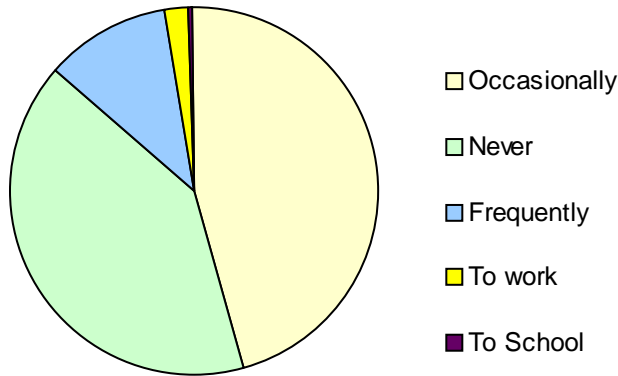
22. How many children (under 18) are in the house?

<i>Answer</i>	<i>Percent</i>	<i>Count</i>	<i>Total</i>
0	32%	66	208
1	24%	49	208
2	31%	64	208
3 or more	12%	25	208



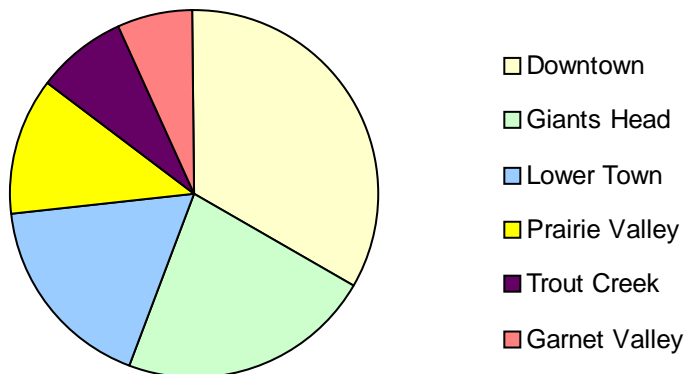
23. Do you ride a bike?

<i>Answer</i>	<i>Percent</i>	<i>Count</i>	<i>Total</i>
To School	0%	1	547
To work	2%	12	547
Frequently	11%	61	547
Occasionally	46%	249	547
Never	41%	224	547



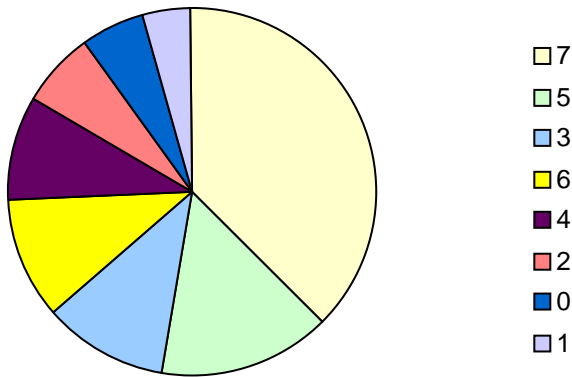
24. What area of Summerland do you live in?

<i>Answer</i>	<i>Percent</i>	<i>Count</i>	<i>Total</i>
Area 1	8%	44	548
Area 2	22%	122	548
Area 3	18%	96	548
Area 4	7%	37	548
Area 5	33%	183	548
Area 6	12%	66	548



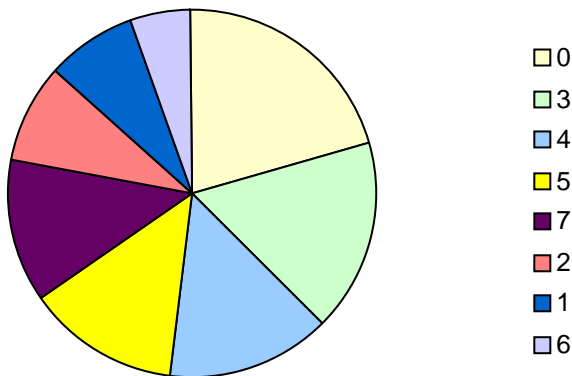
25. How many days do you walk in a week?

<i>Answer</i>	<i>Percent</i>	<i>Count</i>	<i>Total</i>
0	6%	32	548
1	4%	23	548
2	7%	36	548
3	11%	59	548
4	9%	51	548
5	15%	83	548
6	11%	59	548
7	37%	205	548



26. How many days do you do physical activity in a week?

<i>Answer</i>	<i>Percent</i>	<i>Count</i>	<i>Total</i>
0	21%	113	542
1	8%	44	542
2	9%	48	542
3	17%	90	542
4	14%	77	542
5	13%	72	542
6	5%	28	542
7	13%	70	542



2009 CITIZEN SURVEY COMMENTS

- Summerland is and will remain a retirement community
- Little employment opportunities
- Not much shopping
- Summerland Hills should be priority to create jobs
- Wharton Street needs to be revisited
- Enhance tourism
- Inexperienced snow removal personnel, not doing good job
- No need for roundabouts
- Limit Wharton St development to four stories
- Forget traffic circles
- Build RCMP and library buildings
- Don't develop Wharton Street for years
- Should get refund for boiling water
- Repave Garnet and Switchback Road
- Make use of new sewer system by allowing smaller lot sizes, to create more in-filling as cited in OCP
- Getting the water system right and working properly should be priority
- Wharton Square and other smart growth-style projects are a good idea
- Do not allow strip mall type growth on our highway access areas. This is what sets us apart from ghastly corridors like Westbank and Kelowna.
- Too many dogs who bark incessantly in our neighbourhood, as well as many dogs that are allowed to run free. Contacted animal control in Penticton (as per instructions from Summerland City Hall) on several occasions and although they have investigated and notified at least 3 households, this situation continues again and again. In particular, there is a renter on ***** Road with 3 very aggressive dogs. We cannot walk past their house without at least one dog running loose and barking at us ferociously. This occurs anytime anyone walks past their house. They have come onto our property on several occasions as well as our neighbors' property (scouring through their garbage). This continuous barking is a serious problem for us as we both work from home and have difficulty concentrating. We would appreciate your feedback on this very disturbing matter via your monthly newsletter or the Summerland Review.
- As a single working parent, I find it difficult to make ends meet.
- Low wages and high rent, high prices of food, utilities etc
- Like to see Affordable housing, possibly low income housing
- A bus to and from Penticton would help greatly
- Everyone promotes shopping locally; Summerland grocery shopping is very difficult on small budget, foods are typically 10 - 25 % more.
- Would enjoy seeing the 'new' council work together in a cohesive manner. Would like them to keep in mind that they may be the 'first impression' people see of our community. This also goes for municipal staff. A smile, helping hand & general interest goes a long way in ensuring people come away with a positive experience. Promotion is important--action is the icing on the cake.

- Jubilee Rd. E is in need of an extended safe sidewalk for many pedestrians /seniors and at least a resting bench.
- Immediate update to intersection of Jubilee Rd. E & Rosedale - what happened to the 3-way stop that was to be done a few years ago? Does someone need to be killed here first?
- Recycle fees are too high for multi-family units.
- Greyhound Bus needs to be advised their bus stops dangerously close to corner intersections, no bench to sit for waiting passengers and no shelter, no telephone, very poor consideration.
- Forget the roundabout and just pave the road. Most people haven't mastered the 4-way stop yet and a roundabout would just cause more accidents and solve nothing.
- It is more important to improve street maintenance than beautification.
- I am against borrowing for things that are not necessary.
- Reduce cost for upgrading the infrastructure, in particular roads. Stop driving up taxes, use some common sense and become more realistic, Summerland cannot afford to rebuild all of its roads.
- Revitalize roads instead of rebuilding them. They should ask themselves whether higher taxes for ongoing boulevard beautification maintenance is something that we really require. For example Prairie Valley Road upgrade. It would be much more economical to add a sidewalk on one side and plan for a second sidewalk at a later date. The road itself could be milled and the asphalt recycled and replaced at a much lower cost than rebuilding the road. This is a common practice that is used by the provincial highways and cities throughout the Okanagan. The cost for the design alone, which would not be required, would lower the total cost of upgrading Prairie Valley Road. The District has qualified Engineering Technicians that are capable of laying out and planning the requirements for revitalizing roads and adding sidewalks.
- Summerland had a successful road revitalization program prior to the installation of the sewer system in 1997. A list of roads were prioritized and selected for the capital budget and presented to Council each year. Between 1979 and 1997 there were approximately 60 kms of roads resurfaced. One of the first roads resurfaced was Canyon View Road west of the de Boer greenhouses and after 30 years it is still in reasonably good condition. If it were not for the past paving program the District of Summerland would be looking for much more funding for road upgrading. I congratulate Council on exploring this approach to engaging citizens in the budgeting & planning process. I look forward to viewing the results, and seeing how the opinions shared are reflected in subsequent Council decisions.
- TWELVE STEPS TOWARDS A SUSTAINABLE COMMUNITY

Eben Fodor, who wrote the book, "Better not Bigger", does a superb job in defining the steps Summerland must take in order to make it more sustainable. I have abbreviated his comments below.

- Build a positive vision
- Improve citizen involvement

- Provide economic opportunity and equity
- Use land wisely
- Provide better information
- Use indicators and benchmarks for progress
- Use full-cost accounting
- Think long range
- Encourage efficient resource use
- Make neighborhoods walk able
- Preserve unique features
- Recognize physical limits to growth and consumption
- One final comment. "Urban growth is not something to be sought after like a prize or a blessing. Instead, it is more like a parasite that saps the strength and will of our communities. It continually erodes economic, environmental, and social conditions, and prevents communities from achieving their aspirations".
- Too many grandiose projects costing tax payers dearly. Who are Council and staff trying to impress
- In a recession, time to reduce taxes and staff
- Too many people in Summerland on fixed income
- Garbage/recycling a farce - too expensive for its worth, can't cancel while away in winter.
- Too many consultant contracts given out when we are paying \$100,000 salaries to expert staff in their field of expertise
- Before any money spent, water system should be brought to a complete finality as this system is not for us.
- I have a real problem with how little shopping there is after 6:00 p.m. any given day. I enjoy Summerland but I have a young family and it is really annoying to have to go into Penticton to do all my shopping. If Summerland would encourage more businesses to stay open and to supply more affordable, fun activities later, my family and I would likely spend a lot more of our money in Summerland.
- How come people in Trout Creek do not have bus service? If we didn't have to drive all the time we might come up into Summerland more. Would be nice if Trout Creek could get a restaurant.
- Summerland needs to focus more on younger families that want to be here but may be getting fed up with some aspects of a boring out of date 'historic' little city.
- Too long to bring recycling here. Needs more promotion. Check out the landfill, full of recyclables.
- More environmental education downtown businesses should have residential above. Too dead downtown
- Keep Tudor style and promote it, should be a composting advisory committee to review options.
- Need public transportation to Penticton and Kelowna - bus service. Son attends UBC Kelowna and has to take a Greyhound. Youth should be able to attend this school.
- Water issues have been solved for the most part - kudos.

- Certain employee at the Electrical Dept. should not be the go to guy-lack of PR skills & just plain nasty.
- Further consult on the 7 storey height building is needed.
- Roundabouts at intersection of Rosedale & Prairie Valley a must.
- I feel more should be done to preserve heritage sites as a way to get more community involvement.
- On major issues a mail out vote to all Summerland households may be a way to hold a referendum at a cheaper cost.
- Stop further construction of condos downtown. Ruins the appeal of small town. People like it here for small town atmosphere.
- Already hard enough to find parking downtown.
- Water quality desperately needs improvement! Why are we allowing more development when we have a water shortage?
- Golf course development should not be allowed.
- Thank you for the survey!
- Low moral at city hall
- Goose problem at beach parks-like peach orchard. Dogs not permitted but geese do far more damage than dogs.
- Citizen survey occasionally, excellent idea
- Summerland Roads - Upgrading of the key arterial routes (especially paving, widening sidewalks (proper) is the most important infrastructure issue
- Circle rounds - If there is significant added cost forget them and go with traffic light intersections or stay with 4 way stops. Summerland doesn't require many traffic lights to handle large volumes except during short peak time periods
- Bicycle traffic can share the road (streets) if narrow ones are upgraded.
- Sidewalks are required in many locations.
- There should be a rebate/bonus system for households that do not use allotted volumes for refuse (household garbage) and blue bag recycles
- Please spend tax payer money wisely.
- We need reliable & scheduled bus transportation from Summerland to Penticton
- Water! Water! Water!
- I think that Summerland needs to adopt an "open for business" policy attitude. Our population growth is among the lowest in the valley because we have so little industry here. There are "clean/green" industries that would be attracted to Summerland if the incentives were in place to encourage them to locate their business in Summerland.
- Providing facilities to develop a reliable water supply is critical. Back-up lake supply is important to persevere.
- Develop an efficient & reliable way to deal with run-off & ground water in the benches
- Sewer system for the benches
- More help & a cooperative, informative program for those developing & building in Summerland
- This survey is a great idea. Thanks for giving us the opportunity to give opinions
- Please put in walking paths and bicycle paths in town and buses so people can get to Penticton.

- Great Survey. I used to do physical activity but I am 95 now and do very little.
- I strongly believe in building the service infrastructure (roads, sidewalks, water and sewer) from the village core outward. This accomplishes orderly growth, predictable maintenance costs
- I am also an advocate of higher density in the downtown core. This encourages pedestrian traffic, avoiding the growing parking dilemma.
- Community needs good/sustainable long term professional plan for growth close to downtown, i.e. walking paths, bicycle paths and green space.
- "Build where pipes already are" so we are not in a fish bowl and so we don't have development that creates a servicing problem
- Some agricultural land would be used for this
- Maintain outlying agricultural areas "as is" and concentrate on increasing the tax base
- Maintain the visual ambience by restricting any building on the hillsides above the old flume line(Cartwright mountain)
- Apart from Thirsk Dam, I think our water system has cost far too much money.
- Garbage system is costing too much for what we get especially for condominiums.
- The home owners does not compensate for the increase of taxes.
- I doubt if the new council will do any better than last one.
- I have to say that inflation is taking its toll.
- I do not think anyone knows what they are getting into until they are part of the council.
- The building inspection and permits have much to be desired.
- Please publish survey results in paper too.
- If people in this community are to be active & healthy & reduce the impact on the environment, bicycling & walking are good ways to accomplish this. However, this community needs more sidewalks and bike paths and road shoulders in order to do these activities safely.
- We appreciate the opportunity to participate in this survey!
- The past two winter season's the road conditions in Summerland have not been properly addressed!
- Residential roads are NOT been cleared & sanded properly. Downtown streets have not been cleared for parking. Yes we have been getting more snow- but that is NO excuse for the half-ass job that is being done. Perhaps a more experienced snow plow driver is required. - OR Better training for the one we have now!
- Need "Doggy Bags" at the info centre on hwy
- Corp of Summerland insists on water restrictions for residents and doesn't follow own guidelines - are you aware the city runs irrigation in the middle of the day in summer?
- Water quality has to improve.
- Sidewalks on Prairie Valley Rd. are required between Rosedale & Hwy 97.
- Disabled parking need to be enforced.
- Parking limit downtown needs to be enforced. Perhaps consider meters on Main and Victoria.

- Protection bylaw for development of manufactured home parks which are affordable housing.
- Getting citizen involvement is the challenge. Until one needs services, one is inclined to not see any need to participate. I see a tendency nowadays for those responsible to gather information but not to analyze it. Public opinion is input but not the only source of information for decision making. Once information has been gathered from diverse sources it is Council's job to determine what it means and how it can inform decision-making. When a survey such as this has been done and the results are not acted upon Council has a responsibility to explain its decisions. So take my survey responses as one very uneducated opinion and act accordingly. I don't deserve to have my opinion acted upon--I do deserve an explanation of why it hasn't been acted on. In a large sense I mean, not individual.
- This survey is far too comprehensive. Talk about being "All things to all men".
- Summerland could benefit from a more "focus" approach from Mayor and Council. It seems that some things are not as well thought out as could be- i.e. Development - both residential and commercial/industry.
- Industrial parks have mixed uses which negate clearer industry development (i.e. Value added food processing in favor of non-compatible industry - fiberglass manufacturing)
- Additionally - it would seem that overall productivity - value for dollar of municipal staff is lacking. It would appear that the community has many staff at wage rates in many cases outside of going rates for the labor market (ie Economic Development Officer) which are super flaws. In other cases, staff could simply be working more efficiently - driving trucks around community less etc.
- There is a huge opportunity to expand recreational activities and more organized activities for residents (health related sessions, more fitness classes, arts & culture activities etc.) We would like to see facilities such as the Rodeo Grounds maintained so such resources are not lost.
- Also regarding public input - open houses etc - are often planned with little lead time. (i.e. in weekly paper the day of the event) Advance warning should be given and sessions held on weekends/outside working hours so those who work outside Summerland can attend.
- Preserving our environmental assets and rural character are paramount.
- Promotion of mixed uses of recreational facilities is critical (hike, bike, horse)
- Also sidewalks are key - although we do not use those in the downtown area extensively - this would appear to be a critical factor for our youth and seniors walking to school, work or for recreation.
- Sidewalks on both sides of Rosedale, Prairie Valley and South Victoria should be a priority.
- Thanks for the opportunity to provide input. Much appreciated.
- Summerland is a great place to live BUT it is a very car dependent town. Steps towards decreasing the need for multiple vehicle/family could help to lower emission/road congestion etc.
- Public transit, bike lanes & bike shuttles - uphill routes etc. could help significantly.

- Roads to Garnet Valley are terrible. Need shoulders for walking and biking--its dangerous
- Need better drainage in Garnet Valley. Dangerous puddling occurs in bad rain.
- I really hope this hasn't been a total waste of time and money
- If the Bylaw Office can't do the work satisfactory one should look carefully at the cost involved. Certainly not increased. We need Bylaw Officers to stay 'above the emotions'
- Coming from Lower Mainland, Summerland is good like it is. If people like big development, let them go to places like Kelowna or the Lower Mainland
- Transit at least 4 times to Penticton (2 mornings 2 afternoons)
- After all the money spend – need good water quality!
- Garbage system changed back to private collection!
- I would like to see a public transportation (bus) on a regular service to Penticton.
- I am not apposed to growth in Summerland, I'm not convinced that a mega golf course with housing is the answer.
- I'm looking forward to the new Wharton Street Project; high density in the downtown core is a step in the right direction.
- I feel strongly that our roads need fixing. Some are in very poor shape. Need proper sidewalks! It's unsafe for pedestrians & young teenagers to walk along Prairie Valley Rd.
- I also think it is important to keep our small town feel.
- No strip malls or business cluttering on Hwy 97. We don't want to look like Westbank or Westside.
- No need for the proposed 7 storey buildings. Why not keep it to four stories to maintain a small town feel? I realize the town has to grow and I think that's a good thing but lets keep it nice.
- The Main Street sign across from the Shell gas station is an accident waiting to happen as it blocks the view of oncoming traffic. Please move it back just a bit.
- I don't like roundabouts. They don't look nice, and will they be pedestrian friendly? Why not put in traffic lights?
- We need an outstanding 'beautiful' sign welcoming people to our beautiful town. One around Bentley Rd. and one by Sunoka Beach. We need new welcome signs!
- Keep up the good work!
- Separate water systems a priority
- Forget residential water metering
- Important to have functional council that can work together for positive progress
- Present developments should be in serviced area with future development permitted in outlying areas if infrastructure costs negotiated with developer
- Sewers for all residents of Summerland
- Public Safety Building should have Police, Fire and Ambulance together, with a meeting room and exercise room
- Residential meters should not be installed until all residents have sewers. Being on sewer would make me happy.
- All roads should be upgraded and repaved.
- Giants Head Road needs rebuild/resurface

- Garbage/recycle far too expensive for the services we are getting
- Building no higher than 3 stories - We went through process however council and staff committed to 7 stories
- Municipal staff are making decisions rather than council
- I am a new resident in Summerland. I do not like the tone and direction of your survey.
- This questionnaire is ambiguous in that you do not specify if you refer to activities/actions of government to this point-or the newly elected one. (We have hardly had a chance to see the new one perform) Some clarity here would have been helpful. It would be refreshing for action to be taken--particularly on capital projects. Have you been to the RCMP station or library?? Let's stop stalling and proceed. Perhaps this government could: research, make decisions & move forward. There will be opposition from old-timers who do not want the town to change. What they do not see is that the changes are happening regardless. Better to think on them, do the homework, and then get on with it! Not everyone will be happy but we cannot go back in time. Forward is the only way.
- Summerland Council should not issue hunting licenses for use within city limits. Lethal weapons around residential areas (i.e. rifles and crossbows) are an accident waiting to happen. Although the Bylaw Officer assures me that no responsible hunter would be next to homes or people, I don't share his trust. I was also informed that both the city and RCMP are comfortable with this arrangement. When I told the officer that only a barbed wire fence separates me from the hunters, I was told not to go out in hunting season.
- Would like taxes and assessments reviewed
- Don't like water and do laundry in Penticton
- Not in favor for the new seven storey bldg
- Nothing is wrong with the library or museum
- Liked the small town but now builders taking over
- Public opinion always ignored
- See many more additional, detailed comments area 2 surveys 2
- Disgusted with the water treatment plans, expense and buying water. What a joke. Who planned it? Who is going to fix it? Not us - should be the developer.
- Recycle plan is stupid. Put all bags out blue, green etc send to Kelowna. Now China not taking them! Stupid plan!
- Sub-dividing land is difficult and the guys in that department are clueless.
- Roads are a mess, potholes.
- Businesses next to park need to clean up their back areas.
- Big trucks should not be allowed to park on Main St.
- Barking dog's bylaw needs to be stricter.
- Speeding vehicles around G.H. are very dangerous
- 4 way stops are dangerous - old people don't know how to use them.
- Garbage along roadsides very poor cleanup.
- Fix the water.
- Bus services are greatly needed for Trout Creek residents.
- Like to see more business and land developments be more friendly to attract more developers to assist with our tax base

- Seems to be "I don't care" attitude when dealing with city employees and /or administrator
- Get rid of some dead wood
- Information is given on websites but not for those who have no computer.
- I do not understand why the owner of the property on the corner of Stuart and Hwy97 has not demolished the old fruit stand. The town itself always looks nice & I feel the old place looks awful and it attracts transients. It is bad enough that we have to look at the big building in the middle of the lot that serves no purpose and has been there for a number of years.
- Sonoka Beach - beautiful place - especially for families but even though we now have to pay for parking - the beach is not well taken care of - the sand is dirty and not raked and roots from the trees are not taken care of and can cause people (seniors & children) to trip.
- Really hoping Summerland becomes more youth friendly
- Great if more being done about drugs in parks and school yards
- Young families leaving because of the lack of affordable housing
- Thankful there is enough care to put out survey
- Round-about/traffic light a must for Prairie Valley/South Victoria and PV/Rosedale intersections.
- Traffic Law Enforcement - particularly South Victoria Speedway - must be increase - this includes Corp of S'land employees in Municipal Vehicles.
- Connecting random sidewalks, adding sidewalks is also a must - to be a "Green" Community means being able to walk safely.
- We moved to Summerland 3 years ago & think it is a wonderful place to raise a family. I think overall, the District of Summerland is doing a terrific job!
- Miss the hospital here
- Would like regular bus service to Penticton
- No sewer, it is one block away from us
- I am a cripple and rely solely on a walker or an electric mobile for getting about. We think it is very important to have a sidewalk extended from Giants Head Elementary along Prairie Valley road to Dark Road. There are many kids/families using that road to school and there are a lot of cars using it also(the cars tend to speed since it's a long straight stretch) We can't get the kids out of the cars if its not safe for them to walk.
- Let's hope a newer more accessible library can be built soon.
- Snow removal on Beavis has not been good this winter. 1/2 Giants Head School parents use that for drop off & pick up because of congestion in the actual parking lot. The slush/snow was not plowed for about 3 days after a snowfall in January; a parent had to clear the crosswalk with a shovel for children. I know all side streets cannot be done immediately, but this is a pretty busy one.
- Thanks for cutting down the amount of council meetings. Saves time & money!
- Need a bike/walk trail from Trout Creek up Farrell, along Happy Valley Rd. and Giants Head Rd. In spring, summer & fall there are lots of bikers, joggers, and others that are using the road which has no shoulders for these activities.
- Council & Mayor should be actively seeking federal & provincial grants
- Get the water system fixed

- Work with City of Penticton to develop bus/shuttle service
- Round-a-bouts (Rosedale & Peach Orchard Rd., Rosedale/Wharnton/PVR) excellent ideas
- Most roads are in good condition - but check out recurring potholes on corners of Snow Ave
- Non-resident owners should be assessed with additional city and or municipal taxes
- Thank you for the opportunity to complete this survey.
- Thanks to give people opportunity to get involved & express there concern, good job. Thx.
- Being a dog owner & living in a condo I put great importance on the beach park to exercise my dog. During the summer months the morning clean up crew don't do very good job. Surely they can quickly go over the beaches & pick up garbage besides just emptying the cans. Many mornings we pick up lots of garbage.
- When Peach Orchard is open to dogs in the winter months wouldn't it make sense to put up signs & bag dispensers to help eliminate some of the mess from dogs.
- I spoke with the "Dog Man" at the park last fall and he advised there would be signs. He also said there were no signs or bags last year as the District wanted to see how it went. Doesn't make sense to me! When it was first agreed by Council in 2007/08 I was watching Council on Shaw and it was stated there would be signs etc.
- One more point. Why does that waste water pump smell so badly at times?
- From the UK we still don't understand how the municipality works.
- More assistance or new comers may be an idea (Welcome Wagon does a good job for Local Businesses, maybe something along those lines for municipal matters)
- Had significant trouble finding information regarding school buses for my children. When I did speak with someone, it became apparent that there was no route in our area and although the bus passes nearby it wouldn't stop for my kids! This should be reviewed.
- Need for local bus service.
- I am a long time resident. When I moved to Summerland, BC 1975 and I met so many good people, and so proudly telling me we got a brand new Hospital, population 5000. Build another Hospital, instead of 7 storey building for the speculator. Keep those building developer out of town, let the young mothers deliver these babies in town and seniors having cared! Population now 10,000 or more. Yes we can afford a new Hospital!!
- Level of litter and personal garbage very disturbing, starting to look like third world environment. Suggest the city enact bylaws of minimum \$5000.00 penalties to offenders, then vigorously enforce
- Propose steps to raise water quality then banning sale of bottled water at municipal facilities as first step to reducing trash.
- Really love our community and what they have done on Lakeshore by the hotel.

- Would like to see the two park areas on the lake by Butler and Beaver Streets fixed up. Not a lot of money spent but dead trees removed, grass planted, orange ugly temp fences removed.
- Really like the downtown area and shops.
- Great survey!
- Wharton St. development - Definitely opposed as it is now planned. It is ludicrous to envision a 7-storey building in the core of our quiet village. Perhaps a 4-storey would be more agreeable!
- Tax payers should NOT have to pay for the faulty design of the water treatment plant. This should be paid for by the designer/contractor.
- Where we live when the power goes off we also have no water. This needs to be corrected.
- The Trans Canada trail is at the foot of my property and is a constant irritation due to poor roads and in-adequate parking.
- Fenwick road needs to be paved.
- Trail users do not manage their dogs - poop and are running loose - we have a small child and on several occasions have been attacked.
- Thank you for the Survey Form.
- I will include the letter that I was planning on sending to the Mayor and Council because of encounters with the Municipal Staff at City Hall.
- Dear Mayor and Council:

Over the past several years I have had numerous occasions to visit City Hall. Most of these were routine- paying bills and enquiries. Others involved personal business that required me to see the Building Inspector and an employee in Dev. Services. It was like entering an entirely different world. While the ladies in the other part of the Hall were efficient, helpful and polite, I did not get the same treatment from the other part of the Hall. But this was confined to one individual. Al was polite and helpful; Karen, Dawn and Ian know what service means. They would go the "extra mile" and were nice to deal with. On the other hand the one employee was arrogant, rude, condescending and acted as if Development Services was his Kingdom. It was a nightmare dealing with him. As a result I have vowed to never have any dealing with him in the future. His attitude is not acceptable for someone who is in Development Services. He does not comprehend the meaning of "Service" and gives the impression that he does not care. He must be close to retirement and is just riding out his time. Thank you - looking forward to a great improvement in this area.

- Would like to see transit set up between Summerland and Kelowna and Penticton. I would give up 2nd car if we could take a bus to work.
- Wish a playground could be put in at Powell--the small one that is there is dangerous, old and not suited for small children.
- Wish the dog bylaws were enforced better--I am always confronted by dogs when I run or walk, especially at the beach, and nothing has ever come of my concerns.
- Public washrooms open year round
- Please no cutting trees down in parks in town
- More should be done for business development
- RCMP should be held more accountable - provide better service

- Town needs more housing to increase tax base, provide larger consumer base for businesses Industrial/Commercial lands close to highway should be provided to attract businesses and provide jobs
- Town should organically grow and extend housing north and west and not develop housing in the mountain areas spreading outward is not cost effective
- Cost of road maintenance and other services would keep rising and so would our property taxes (our taxes are high now) care use - is pollution
- Valley wide transit - My family and I will be living in Summerland but working in the central Okanagan for the next 15 years
- We believe strongly in centralized development. We disagree with "satellite" development that is displaced from the town centre. Build up! Not out
- We are very disappointed in the water treatment plant. That's my money you are spending. The failure of that system and the subsequent excuses were rubbish. Someone at city hall and the consultants that are hired must be held accountable for the decisions that they make. District staff that are responsible in the decision making process for capital projects have lost credibility. Hire someone that can do the job.
- Something needs to be done to Giant's Head Rd - we pay taxes!
- No roundabouts! If so, must be big enough for 18 wheelers.
- This survey is a joke. You are going to do what you want anyhow. It is all for the almighty dollar.
- Higher wages for Council equal less being done for the citizens.
- A Council member has their hands in big business's pockets so watch out.
- Summerland needs more sidewalks and lights for those of us with small children. It is not easy for a stroller or wagon to get around.
- There should be more housing for the younger families and for the young single person. When I was single I couldn't find anywhere to rent, everything was for 55 and over.
- Who do I call for questions or comments?
- Municipal Council should begin to listen to the people that have elected them and the many field experts they have on staff. They are trained & paid well to know what they are speaking about. Why should we pay exorbitant amounts of money to outsider to give us unsuitable information? I am tired of my tax dollars flying out of the community and not having a whole lot of anything to show for it!
- Accountability in Council as well as staff is desperately needed.
- Fire Dept: There is no mention of Fire Dept Equipment etc. If the 7 storey buildings are built and the increase in population etc, will our services be up to date? Do we have ladders which will reach 7 storey buildings?
- Hospital: When the increase in population and demographics of people living here - would it not seem feasible to have our own Hospital again. There will be need.
- Police: We need our Police Station to be open later than 4:30 pm.
- We need more policing South Prairie Valley Road. Used as a SPEED CIRUIT - DALE MEADOWS circling to Prairie Valley and down to Victoria Road.
- Roads: 4 way stops to be implemented on ALL 2 way stops (too many accidents on 2 way). Drivers too aggressive and traveling too fast for 2 way these days.

- Dales Meadows Road is a very busy road and thoroughfare to the Municipal Dump. Drivers too fast and overloaded - Garbage spillage needs monitoring.
- Night time not enough lighting on Dale Meadows road. Winter time treacherous as deep ditches on each side & inadequate sanding & plowing.
- Parks - Dogs be allowed. But lots of signs saying "A heavy fine of \$500.00 for violators who do not pick up after their dog".
- Lots of posts that have poop bags, make a charge for poop bags. This will help the cost of keeping our parks clean.
- A snoopers anonymous line for people to call to inform on violators
- TOWN CLOCK: Maintenance person to keep it working!
- TOWN CRIER: Bring Town Crier back. Good for tourism
- TOURISM: Not enough publicity to attract tourists
- PUBLIC: Not enough publicity to inform residents. The Penticton Western News has everything published for the week and month ahead. Advertise in the local Summerland Review.
- Roundabout proposal is a waste of tax payer money. How can this be justified with the limited traffic we have in this town. We may have 5-7 vehicles waiting at the stop sign at peak traffic times. To spend 1/2 million dollars here when our roads consist of patches does not make sense. Where I live we have patches on top of patches.
- We want to attract tourists with our biggest tourist attraction being the KVR. I have to wonder if any council members have driven the drive to the KVR station. I have had many tourists stop me when told they are on the right road their usual comment is "our roads & signage is terrible".
- Tourists come to Summerland to enjoy themselves. After 5:00pm our downtown core area is like a ghost town. No stores open & few restaurants. Compare Peachland to Summerland in the summer. Where would you rather be? Walking through a ghost town or going to open restaurants & being able to shop?
- Too close to Penticton & Kelowna to sustain any new commercial/retail businesses.
- Jobs are limited to retail and agricultural with minimum wages. As a result a lot of locals look elsewhere for "Deals" when shopping. I see locals shopping elsewhere mainly for groceries.
- Tourism not overly promoted. I've had many tourists advise that on a sunny warm day on Sunday-one finds it difficult to find an open restaurant.
- Events such as a 'Taste of Summerland" drew good crowds(to bad it was cancelled).
- Light up is one of the highlights for Summerland.
- How about a good summer event - with full support of Council promoting it?
- Last years - water fiasco- The talk of the town! Mistakes were made-however when dealing with one of our most precious resources - oversights are not acceptable nor are excuses.
- Policing overall is great. However, I have wanted to express the following for a long time! Summerland is the perfect community for more police involvement. Never have I observed a uniformed officer mingle with the high school lunch crowds in and around town. A simple foot patrol at appropriate times goes a very

long way. I recall Sgt Robson walking downtown on occasion & socializing and I believe he was very respected for that. Police visibility during the evening is quite good and given time; day foot patrol/bike (not just during events) would be beneficial. The perfect community for this! Thanks to all the officers of Summerland.

- I hope they obtain a new building soon. The present building is outdated (It would be like putting council back in their 1970's building!)
- Thanks for the Simpson Road upgrade Rosedale next
- The final kilometer to the landfill site is ridiculous.
- Thank you and all the best to Council/New & Old
- Strongly disagree with the multi storey buildings downtown. I believe there are other ways to improve our library & museum.
- Small pockets of ALR land that could be removed & put into affordable housing not 1/2 million dollar homes
- Water separation is a must
- Development should be allowed only if there is sufficient water NOW & in the Future to accommodate
- We live in a beautiful community. Let's all complain less and mind each others business less often.
- I strongly oppose any big development in Summerland, especially Summerland Hills project
- On the other hand creating parks, playgrounds, flowers and recreational facilities is very desirable.
- The character of our town should be more recreational and tourists oriented.
- Old English Design needs to go. Unreadable! Most buildings look horrible.
- Too many full time fire fighters. They do not even respond to medical calls as first responders. Cost is too high for call volume.
- Business licenses are too high. Mandatory membership in the Chamber of Commerce should be dropped. Others licenses are only \$100.
- Property taxes for commercial properties are too high. Makes the cost of doing business in Summerland too high.
- Fix the water issue. What an embarrassment!
- Would like to see handicap access to lake--Gyro Beach in Kelowna has a ramp for wheelchairs which allows wheelchair to wheel into water, across beach. Seniors also could use to access water to swim.
- Need more residential development downtown to revitalize downtown.
- Outside workers are not organized to maximize productivity. Garnet Valley Rd. wasn't plowed or sanded for days after Jan. 10th snowfall, Then on Friday, 17th they were up and down 3 times.
- Electrical Dept. delivered a power pole to the neighbours lot on a Friday and then came back Monday to do the job. (2 trips, one job)
- The water system and dam should not have a problem. The tax payer should not be liable. No money for road projects however money to fix mistakes.
- Spend money on educating management staff. Degrees don't necessarily make a good employee.

- Thank you for the opportunity to participate in survey. We appreciate new Mayor moving forward quickly by getting this survey out so quickly following election
- Concerned with large diesel bus that park on Stoner Street on public lake entrance & blocks use of small beach. Group leaves cigarette butts & parks on weekends when weather is excellent from early morning until darkness. They do not live here but monopolize use of space.
- Recycle program is great but we look forward to better schedule for yard waste.
- City hall staff excellent.
- Grading of street was better than we expected--good job during year of excessive snow!
- We were impressed with quick response of Fire Dept. to Nixon St. fire.
- Important to promote tourism in town
- Important to have slow growth
- Important to improve our water system
- Important to install sidewalks along Prairie Valley Rd from Hwy 97 to Rosedale
- I'm against traffic circles
- In favour of the proposed Summerland Hills development over a period of years
- Important not to have hydro power failure
- 3 yrs ago I sent a letter to PW about the cracked sidewalk in front of my home. They sent a letter but never repaired the sidewalk.
- We were NEVER hooked up to the sewer on McClure Place
- Fix Garnet Valley Road--it could be a great biking route. It is not safe for driving, biking or walking.
- The condition of Giants Head Road from Harris Rd. to Gartrell Rd. is very poor. Hopefully it can be upgraded prior to fruit-hauling season in 2009 as the deep potholes result in bruised fruit before it gets to the packinghouse.
- During winter pedestrians travelling along Prairie Valley Rd. from Tim Hortons to town are taking their life in their hands.
- Provincial Government should be lobbied continually to reopen hospital.
- Summerland govt. has grown out of proportion to the increasing population. We love Summerland and are glad to be retired here. Please do not increase taxes, or we will be forced to move on.
- Summerland is a small piece of heaven & we should all enjoy living here. With these words we should look after it, improve it, & share it. Continue your good work.
- Because of the area we live in the services are very limited. We would like to see that change (snow removal).
- In 2007 I talked with an engineer at the Dale Meadows Road and he looked at the damaged road with me and told me it would be repaired when Dale Meadows road was paved. It didn't happen.
- In 2008 at the South Victoria Storm Sewer project I saw the same engineer. I asked about the repair. He said it would be done when they paved S. Victoria Road. It didn't happen. Every time a truck hits it my neighbours house shakes. If it is a dump truck most are overloaded without covers, it drops 2 or 3 shovel fulls of gravel on the road which adds to the dust and is part of the reason we live in a dust storm area.

- The other part is Dunham Cres has no storm sewer. Every time it rains heavy the water runs down the south side and crosses over to the north side at the bottom. It carries a lot of sand down the hill and leaves sand bars across the road at the corner where the water crosses over to go in the S Victoria storm sewer.
- Some of the excuses we have been given for not sweeping the road:
 1. It may snow again
 2. Council only gives us enough money to sweep once a year
 3. Joe has a pattern he sweeps and we can't change it
 4. There is no money to sweep
 5. We will try to get at it (but never does)
- As the town increases in Senior population with fewer eligible drivers it becomes imperative that council consider all means of acquiring a regular bus service to Penticton and or Kelowna.
- Want resolution water treatment plant issues
- Want ongoing funding for pool & recreation
- Integrated plan for improvement of major roadways & starting to implement sidewalks
- Ongoing densification of the downtown with more projects like Wharton St. so we have a vibrant, active downtown that supports the business community.
- Encouragement/planning to try and have night life downtown, supports patios in evenings. Businesses should be encouraged to open evenings.
- Hwy 97 weeds and wild bushes from Summerland to Penticton an eyesore
- Time limit needed on rental portable signs in front of businesses
- RCMP need to enforce speed limit on Hwy 97 through Summerland and exits - improved lighting
- Summerland Golf Course signs needed. Council does not seem to understand importance of golf course to the town
- Timbermart property and Esso gas station should be better maintained
- Garbage service too expensive
- Proposed RCMP building too expensive & not necessity
- Some roads in disgraceful condition. e.g. Prairie Valley. Give up the fancy remodeling of the road between Hwy 97 and Wharton and put money into improving bad roads.
- Give up the 2-bit improvements to the sludge handling at the WTP & put in centrifuge. The way things are going, the money will be spent anyways because the settling booms will not work reliably for the sludge. A centrifuge will do the job & probably be cheaper in the long run.
- Snow clearing/sanding has gone downhill. Improvement is needed.
- Greater police visibility is needed particularly around areas where blatant traffic violations are taking place.
- Sight lines around intersections very poor, especially in rural areas. Weeds & bushes on municipal land. Vehicles parked right at corners in town. Speeding on rural roads, no radar, ever!

- Lack of bylaw enforcement re sprinkling. Wasteful irrigation practices by some orchardists, (overhead sprinklers on hot windy days, year after year). Some growers do fine with drip irrigation.
- Re-educate Development Services Department
- Pursue the Kettle Valley Dried Fruits Drink Production idea again - bring it to Summerland
- Put out a call for Affordable Housing
- Do some big infrastructure projects over the next few years set up a system where local contractors can compete and do whatever can be done set aside a bit of land for industrial use from the municipal holdings lets do whatever we can to get raw, good well paying industry to Summerland
- Telus needs a tower in Summerland
- Please forget about roundabouts. Put in traffic lights. Johnson St. has enough traffic (trucks included). Roundabouts would only make deliveries to the downtown area almost impossible for trucks. Every other town has lights, not roundabouts on main streets. Roundabouts are for residential and non-major traffic routes.
- Please do not do something that will in the long run be obsolete. Think ahead. One way or another Summerland will grow. The downtown area is where it should happen (e.g. Wharton St. Great Idea! should be 7 stories!) Growth is inevitable. Smart growth is necessary. Keep the traffic in one area. Do not disperse it through the whole community, especially residential areas.
- Think of families and couples, not just seniors. There will be a lot a baby-boomers retiring but we need young people to care for them and provide services for them. If this town is geared towards retirees only, there will not be anything here for seniors to enjoy. Make Summerland an attractive place for all ages. Make it a community to be envious about, there is still time.
- There is a Summerland email address and I have sent 3 emails and have never once received a reply.
- The answer is not always put taxes up or reduces services. Look at how you are spending the money; sure there are savings to be made.
- Summerland relies on tourism - plans should be made to improve lakefront. Businesses should not be kept in a poor state, should be part of the licence.
- Vacant property should not be allowed to decay, should be fined if do.
- Summerland needs to look good.
- Since the Pentacostal Church on Julia enlarged their parking lot, it is a turnaround for the traffic to A&W and 711, including large delivery trucks. This should be stopped before someone is hurt.
- Affordable housing and living wage salaries
- Proposed traffic circles on Rosedale Ave. a complete waste of space
- A traffic light at the intersection of Jubilee # and Rosedale would be a real asset for safely moving traffic and assisting in getting the children back & forth. Also, the speed limit of 50kph when coming off Hwy97 on Jubilee should be lowered to 30kph before there is a crash at some of the nearby driveways.
- The taxpayers should not be responsible for all the cost of repairing the water system. There has to have been a major glitch somewhere in the planning and

engineering of the project. With all the consulting and studies we paid for, let the blame & cost be laid where it should be.

- Summerland is a great place to live and raise a family. We have called it home almost eight years now.
- The 2 big glaring lacks are affordable housing for young adults and young families and a few more merchants to keep more people shopping and living here. A strip mall on the highway including a 2 or 3 screen movie house, sports store, locksmith, a couple of specialty stores.
- We would love to continue on living here, but don't want to keep renting. We would like to buy here but Penticton, OK Falls, Oliver, Keremeos, even Peachland and North, all have mobile home parks with homes ranging from \$30,000 to \$150,000. Affordable for young families! It's great Summerland has a couple of mobiles for 55+, but what about the people who want to live here for the next 30-50 years and hopefully kids grow up wanting to and can afford to stay.
- Please take my ideas into consideration as a lot of people have agreed with all or most of my ideas.
- An outdoor skating rink be made at the rodeo grounds area. Use volunteers to maintain & clear ice. Small user fee if needed to cover costs on the honor system. The area is flat, stands for people to sit and watch and put skates and shoes on. Some years may be too mild to make rink feasible
- Roundabouts installed at a couple 4 way stops
- Merge lane onto hwy97 from Prairie Valley Road (IGA/McDonalds Area)
- Straighten out the corner @ Tim Horton's Area, better turn lane into mall
- Community Garden Area for areas near seniors apartments etc (badminton club)
- Opposed to further developments/golf course west of Summerland at this time
- Don't want to replicate Westbank. Big development projects don't have the community's interest @ heart.
- Tighter controls & more community input is important even if it slows the process.
- I believe in smart growth that works towards going/staying green.
- Like to see bike and foot paths join all of Summerland for a healthy & green future.
- I would like to see Golf Resort and Wharton Street Projects completed.
- As a family it is nice to see our opinion heard as we are very busy in day to day life and don't express it with council & staff.
- Questionnaire is far too long to get compliance from a whole community.
- Business licenses too expensive. Summerland needs to promote small business & tourism.
- City hall has to be a lot friendlier to small business.
- Fire Dept. response time to Trout Creek is unacceptable.
- Transit around Summerland and into Penticton desperately needed.
- More effort should be put into starting a carpooling program into Kelowna for daily commuters.
- You have a tough mandate to welcome new development, while keeping in mind the importance of agriculture, and the importance of controlling the land reserve.
Good Luck!

- Change garbage rules we now have to take our garbage 200 yds to have it picked up! Before the garbage people came up the driveway and collected it. You are charging more and giving less service, and rates are being raised again.
- Have to pay for no garbage to be picked up when we travel south in the winter. We were able to stop paying when we were with the original contractors. I think you should review this and go back to the old system. Someday you people will get old and maybe unable to do things and not be able to pay for things that are not being done when you are away for the winter.
- Applaud efforts of the new council to solicit the opinions of Summerland citizens with this survey questionnaire, and I am hopeful new council will actually listen to the concerns of the residents.
- The main priority for now needs to be the repair of the water treatment plant. Can Council please make the citizens aware of the current status of the repairs to the plant and put a timeline on when it will be running properly.
- Wharton Street Development - I feel the only person who would actually benefit from this project is the developer. Issues: Parking, Fire Protection, Water, Services, lastly, more retail outlets; there are too many long established businesses that are now closed or up for sale
- Need a new library and museum, and it would be nice to have an improved arts and cultural centre.
- Utilize ground maintenance crews from ball parks on Snow Ave (cutting and trimming grass) to alternate from each Monday & Tuesday during July, Aug. & Sept. and maintain surrounding areas of Powell Beach that is actively used during summer. This could be cost effective to enhance beach areas rather than waste \$ and machinery expenses at ball parks that are not used during summer months.
- Ball diamonds are used for May 24 & July 1 tournaments, following these two peak weekends the baseball fields are only used by dog walkers to have their pets relieve themselves. Suggested utilization would be to cut and trim grass every second week and clean up beaches on alternative weeks. I live across from ball diamonds and observe activities 24/7!
- Utilize Bylaw Enforcement along industrial area of Logie Ave. to erect fences around motor vehicle scrap yards across from greenhouses that are an eyesore and visual distraction.
- Utilize Blue Box recycling pick-up like Penticton which is effective, needless to say more people will utilize and minimize recyclables from being thrown into landfill.
- Due to lack of municipal information not everyone knew about warming center during Fortis power outage in December. Print available sites in newsletter.
- Forget about the construction of roundabouts, see Penticton's failure. Unneeded costs to construct.
- Decisions by Council - proposals to Council - left with feeling it will be delayed and studied to death.
- Why not experiment with a 4 way stop at Rosedale for a reasonable time
- Water Quality - concerned as to who is responsible and when will it be corrected. Lack of information.

- Water advisories signs are an embarrassment to citizens and guest and bad for business and tourism.
- Intersections - many dangerous intersections
- Highway 97 - Approach Dept of Hyws to allow a 50 meter lane run-in to Hwy 97 on the west side bordering the shopping mall. Present access is short making it difficult to assess which lane traffic coming downhill have selected.
- I strongly object to compulsory garbage pickup. I live alone and have always recycled. I fill one garbage bag about every 3 week, seal them and when I have 4 I used to take them to the landfill for \$5.50.
- I live on a small property with average or less than that in water use, and I find the parcel tax also a very unfair tax grab on pensioners on minimum pension.
- I like Summerland but the high cost of taxes might force me to leave town.
- I feel there is no incentive for our children to stay in Summerland after high school. We need more diversification of employment. We also need to be open to more innovative ways to bring people into Summerland.
- We could develop bike trails as they have done in Whistler so we could have more tourism as well as competition events.
- We need industry and business that can create good jobs so we can encourage young adults with families to move here. That would also help cut tax base.
- The road maintenance in winter needs to be vastly improved. The Summerland hill has been shocking. It has been dangerous. The weather has been a contributing factor, but sanding on the hill at more frequent intervals is necessary.
- Sidewalks from Rosedale to Highway 97 on Prairie Valley Road are needed - well only 1 side of the road needs a sidewalk. It is unsafe for anyone walking along there in the winter.
- Disagree with allowing secondary suites on single residential lots.
- Disagree with allowing excessively large houses on residential lots, especially when adequate parking for all personal vehicles and recreational vehicles, boats, etc. are not accommodated.
- Nuisance trees should be included/covered under city bylaws.
- Need to connect the sidewalk between Jubilee Rd. E to Rosedale Avenue for seniors (in front of Arena and Builders Supply)
- Very poor performance in the water system--wasted tax money on system.
- Rarely see police presence in the District except parked at their home.
- Poor recycling pick-up when you have to purchase plastic bags--how about a blue box?
- Orchardists are wasting water
- Unable to bike to town without travelling on a major highway with no bike lanes.
- Priority of repairing other roads besides Giants Hear (who is the VIP living on that road?)
- I grew up in Summerland and moved away, returning as an adult because it is a good place to raise children. I am pleased to see the way the corporation is working with the person working to develop the horse facilities at the rodeo grounds. Covered stalls and an indoor arena would support the future continuation of the Summerland Trail Riders' legacy and will be a great support to

the horse riding community. Economically - indoor clinics could be put on throughout the winter boosting the area as a destination location. Excellent work!

- Do not agree to borrowing money for beautification
- Unfriendly person in planning dept.
- Inconsistency of requirements for re-zoning and subdivision requirements
- New business is deterred by bylaws, regulations and town planners personal negative attitude
- Council and all departments should be encouraging new business not turning them away
- Happy to have united and hard working council. Looking forward to positive council decisions.
- Summerland roads are in deplorable condition. Particularly in the outlying area. I would suggest using the five million dollars for the benefit of all roads rather than two short sections.
- Residents of Summerland should be compensated for water we are having to buy and bring home.
- There should be transportation to Penticton from Summerland.
- Why is there no large grocery store in Summerland where you can have more variety?
- Borrow where significant grants available in this economic climate and go to referendum when borrowing \$1 million or more. Do not increase borrowing significantly due to fixed & reduced citizen incomes. Must set aside funds where possible, and not engage in unnecessary hiring. Look at staff reductions where possible i.e. upper management.
- Keep website promptly up to date.
- Summerland is a large District with considerable amounts of farmland--a major employer & major contributor to the attractiveness of Summerland. Cancelling the AG committee and not keeping and broadening its mandate was counter productive and negative move. It also strongly influences our relationship in a negative fashion with the Land Commission.
- Water committee--Summerland has second largest watershed in the Okanagan Basin so we have a major responsibility for water not only to our own residents but also to good stewardship with good public participation. It is important for our neighbours, the RDOS, the PIB & communities to the south and to our USA neighbours that we do a superior job. We must strengthen our role in our watershed, not weaken it.
- Currently we have a poor relationship with the PIB--Council to Council. The past council had an erroneous concept of improving relations. Being flippant or ignoring our PIB neighbours will ultimately prove very costly to the District.
- Mail boxes are very dirty, dog feces, old papers everywhere.
- Winter snow removal is not sufficient.
- We must preserve our agriculture land. Once it is taken out of the ALR we have lost it forever.
- We do need to keep our roads in good repair and Prairie Valley does need sidewalks. We do not need plants and trees down the middle of our roads as this adds to the cost of maintenance and water usage.

- Our water must be used carefully. Adding multi-storey buildings to our small town is no a good use of our resources.
- We also need to monitor the use of building houses on the side of the mountains. Check out other communities that have done this and you will see many places experience mud slides!
- If we need more library space can not the lower storey of the existing building be used?
- Multi story buildings in our small town do not fit in. They block out the mountains and trees and create a very dark corridor. We already have a half built multistory building on Rosedale. Perhaps this should be taken over by the district and used as low cost housing so it does not become a slum.
- We should be preserving our small town and not trying to make it into a city. People move here because it is a small town. Those that wish to have city conveniences should move to larger centers.
- We must be careful how we spend our tax money.
- I am afraid as a senior on a fixed income that our taxes will become so high that we will not be able to stay in our own home and utilities and the cost of living is increasing monthly.
- Everybody insists growth is good but we can't afford to maintain what we have now!!!
- Round-a-bouts very impractical for those locations - both intersections highly used & needed by transport & logging trucks. I have not seen any difficulties at these 4 way stops to date. For safety reasons large trucks need to use roads that access hwy 97 at controlled intersections (traffic lights).
- We have many drivers who ignore or are too stupid to comply with "do not enter" signs at post office & sungate plaza parking lots (30-40 per day common) so how would they manage with round-a-bouts.
- Taxes, fees for potable water too high for water quality we receive.
- Still dumping raw sewage at landfill when we paid mightily for treatment plant system.
- Need another sani-dump for RV users - Trout Crk site not easily accessed when southbound – Maybe at treatment plant site???
- We don't have enough water to allow new golf course/housing complex.
- Council needs to respect quality of life for present tax payers ahead of future ones!!
- Need to consider requirements of fire dept. Are they properly equipped to cope with possible fire in these new complexes?? Will need a new & bigger ladder truck - Access to upper floors of Geriatric warehouses already compromised.
- Please consider placing 4 way stop signs or over head red lights at Quinpool and Vitoria St. N
- Create a park to walk our dogs. Doggie beach is great but we need a space on land to exercise our pets year round.
- Auxiliary police officers that patrol our neighbourhood - great! Thanks.
- Don't be afraid to tighten the money belt. Residents have to learn to do without non-essential services and activities in this time of economic restraint.

- Many areas grant seniors a reduction on dog tag costs. I think Summerland should consider the same.
- Input identified on this survey is based on our 3 month residency in Summerland, just recently moved here from Alberta.
- Poor snow removal on main arteries for pedestrians.
- Year round public washrooms are very lacking, especially at parks and beaches. When fair-weather washrooms close for season, there should be portables available. Would encourage more people to use parks and beaches. Even Peachland has 2 year round washrooms available and many people use their waterfront year round, creating economic spinoffs for Peachland businesses.
- Summerland's lakeshore is every bit as attractive. Summerland shouldn't miss the opportunity to make community more user friendly.
- We were excited at the completion of Dale Meadows Park last year. Congratulations for all involved with that.
- We would like to see the golf course have a chance to be approved as it would bring people & jobs to Summerland
- The pool could really use an update to their facility.
- Sidewalks & roads need improvement.
- Our water system once running properly will be fabulous.
- Have the pool open all summer so visitors can use the facilities.
- There is no need for round-a-bouts. The money can be better spent on other capital projects .i.e. RCMP structure and upgrades to water treatment plant & twinning of water system.
- The water treatment plant project was very poorly administered. There was no accountability from the designer/contractor/staff and city council.
- The Wharton Street project is too tall a structure and would not blend well into the community.
- This survey is a step in the right direction and hopefully everyone will benefit from citizen input.
- The use of municipal vehicles being paid for by the tax payers should be in the municipal yard at all times unless being used specifically for municipal purposes! Not at the Perch Pub, not out to breakfast on Sunday's etc.!!
- When & where are municipal jobs posted for the public to review? It seems the offices are very clicky!
- Build more sidewalks! Quinpool, Garnett Ave & points further
- Fix the water!
- No round-a-bouts
- When roads are re-surfaced be sure all pipes are in good shape
- There are no sidewalks
- Widen roads and paint white line for side walk
- No flower planters in middle of roads
- many questions many unsuitable choices
- Explore ideas of other communities you can find lots of good ideas on line FREE!
- Why not look at where you can save money rather than just raise the taxes or service charges.

- Why do so many municipal employees drive a municipal vehicle home and use them for personal use evenings and weekends?
Could we not purchase smaller and more economical vehicles for staff transportation?
- I believe that we have overspent in the Recreation and Fire Department in the past years at the expense of not servicing our roadways.
- Rather than pay consulting firms for so many decisions do we not have qualified staff that could advise Council.
- If the Library is too small could we not make use of the lower portion of the existing building & maybe this could suffice for a few years until our debt load was better.
- It is my sincere wish that this Council will work together for what is best for Summerland and will not let personal feelings affect their decision making.
- Use one of the water mains coming down Prairie Valley Road for irrigation only.
- Cut up and repave about two blocks at the south end of Rosedale and the same to be done to Prairie Valley Road where meets Rosedale.
- Thank you for the opportunity to complete this summary and add my comments
- Summerland is a nice community to live in.
- Drug use by Summerland youth is a problem.
- Has any thought gone into combining the new RCMP and fire hall building into one?
- Does the community have good enough fire coverage for taller buildings such as a ladder truck or is this needed.
- The ability to walk my dogs, without fear of other animals running free, amongst friendly & safe (relative) and well lit roads & streets, in the sun, snow and other is wonderful.
- I can shop, eat, laugh and live without absolute necessity of a car although I need it for work and bigger shopping etc. As well as Touch free Car wash - Penticton.
- Wonderful Town. Preserve it & play to its strengths.
- Need-Superstore,COSTCO,-No Touch Drive Thru Car Wash,-Another Pub
- I'm against the Wharton Street Development
- I don't understand why Council would be keen on a project nobody asked for.This may not matter, it is unlikely ever to be completed
- The idea of more stores is silly if we can't keep what is available now in profit
- Why is the golf development so popular at City Hall
- We are upset that the Water system is not good to say the least
- Please don't (at our expense) get into generation of power until many other towns have proven the system over many years (are you mad)
- Let's stop dreaming
- RCMP new building - was it not suggested recently that RCMP may operate out of Penticton, it may still happen, leaving us with a white elephant to pay for
- just say no to the Wharton Street Development - ugly
- and Golf Course Development - not enough water
- Affordable Housing - No point in attracting business if staff can't find or afford a place to live in town

- Transportation - a commuter bus service (north and south) is needed
- No more development on the highway please. For example, stores, signage. Keep downtown healthy.
- Don't build on the highway. Go up, not out.
- Curbside garbage and recycling is wonderful.
- Please protect our agricultural farmland. We need to protect our domestic food producing capability.
- Incorporate green construction practices
- Municipal building and capital projects should use the most environmental sustainable building techniques. For example, solar panels (pool and RCMP) and geo thermal.
- Things we don't need- seven storey buildings, roundabouts, more golf courses ,more soccer fields
- As more properties are built on Lakeshore. There is less access to beach.
- Having a reliable, safe source of drinking water is of utmost importance.
- I am tired of buying water or having to boil it daily.
- One of the many advantages of living in Summerland is that most things are walk able. This promotes both an individual healthy lifestyle and a healthy community living. Unfortunately, due to a lack of sidewalks in Summerland (Solly Rd Prairie Valley etc), walking can be very dangerous. For young families with strollers or seniors in scooters, accessing downtown Summerland can be very unsafe.
- Putting in sidewalks that continue all the way down Solly Road and up Prairie Valley would greatly improve community accessibility and promote healthy living.
- I think the community events that are run/action fest/fall fair, light up etc) are absolutely fabulous and go a long way in contribution to the community atmosphere of Summerland.
- The new Dale Meadows sports complex is fabulous and again contributes to a healthy community.
- I think the survey will be helpful to the council in making decisions to improve our Summerland
- 4(c) roads narrow, pavement drop-off, no room for walking, biking etc - location of "Main Street" sign at Main/Rosedale, driving visibility hazard
- 5. Items and programs I'm not involved with I don't give an opinion or solution.
- P.S. Animal control should include cats and feral rabbits.
- Sidewalks (Main and Victoria) narrow, cluttered with planters, sandwich bill boards, merchandise and lamp posts. Obstacle course for walkers, wheelchairs, strollers and pedestrians.
- Summer street cleaning - okay. Winter appalling - barely wide enough for 2 vehicles and no room for walking etc. Needs improving.
- 6. to pay monthly bill
- 7. ideally - set money aside for planned projects "emergencies" borrow only after exhausting all available types of senior government funding to offset costs to local tax payers
- 13/14. not within last 12 months- public works - electrical. Very rude, wouldn't listen, kept interrupting. Tried intimidation. Simply no P.R.

- 10/16. from a tax payers - The District of Summerland which includes council and staff should work for the good of all Summerlanders. At times there appears to be hidden agendas. Information between Council and staff doesn't seem to be shared, or "homework" may not have been done. (ie garbage pickup fiasco of 2 councils back).
- Nothing will be accomplished by just paying lip service to the people, reasonable opinions, ideas and suggestions at committees, hearings and meetings. One may not agree but should at least consider and respect their input.
- Wish you success in your endeavors.
- Upgrade of the Rec Centre
- I strongly oppose the construction of buildings more than 3 or 4 stories high. Every time a high rise goes up, we lose a piece of the sun and sky. We don't need more expensive housing. The one on Victoria is only 1/3 full occupancy they are building another one on Rosedale/Peach Orchard!! These are not low income housing.
- I would like to see the municipality be adventuresome and buy up the land where the old Parkdale is and build low income housing for the old people and single moms to buy or rent so that those people can make a transition from their old houses and land to alternative housing that is not "assisted living", but easier to maintain and so nice and close to town. Thanks for the opportunity to complete this survey.
- The list of negative attributes is growing! (7 storey buildings)
- (Parks and Recreation) didn't know some of these programs existed.
- (Transportation) Never seems to be enough parking downtown. More spaces needed?
- (Public Safety) Police find time to hand out gift certificates to kids for junk food yet too busy to investigate crimes? No way to contact police after hours without calling 911.
- Council should borrow funds for critical needs now and set aside funds for future projects
- Non-essential projects should be eliminated
- Roads and traffic control should be separated. I approve of road re-surfacing and the installation of traffic lights as needed. I strongly disapprove of roundabouts.
- I believe Council needs to change the way they do projects. Projects appear to be a "done deal"
- once hundreds of thousands are spent on design work, making public hearings a complete waste of time
- Public meetings/hearings and community meetings are only meaningful if council is open to changes and or complete rejection of all elements of any proposal. At present meetings/hearings appear to be an exercise in public relations, to make the citizens believe their voices are being heard.
- Public opinion surveys are only relevant if everyone is allowed the option to participate.
- There are no children in our household

- While I feel privileged to have received a survey, I feel the results are irrelevant without everyone having the opportunity to participate. I believe single page surveys, mailed out with utility bills, would be a more appropriate way of gauging public attitudes. I believe the taxpayers in the household should be the one to complete the surveys, with input from their families of course. After all it is their tax dollar at stake. I fail to see the point of a young adult, living with their parents, who may not be interested in or knowledgeable about such matters, being asked to complete this important survey.
- I dislike the use of incentives to entice people to fill out the survey. People should be completing the survey because they care about their community. Is it a survey or a contest?
- In short, I believe council should keep things as simple as possible. Focus should be on providing the basic needs of everyone, not the wants of a precious few.
- To the Mayor: I have tried to get a job for more than a year now. Due to my race I have not been able to get one. If you wish to ignore what is written here, be my guest; continue living in Disneyland or Disneyworld, whatever suits you best.
- My highest priorities are safe water (ie no boiling)
- Need radon testing in Summerland homes
- Need sidewalk on Prairie Valley road for children walking to school
- Getting rid of the nonsense Bavarian image of our delightful town, especially the illegible ugly 70's font that signs must be written in.
- other things I care about: a no-idling bylaw to curb local emissions
- a no bottled water bylaw to help arrest the disastrous growth of plastic garbage
- youth programs and facilities, gymnastics needed
- I love our water park
- I don't love the strange way Okanganites don't seem able to communicate their needs, but chew up and spit their leaders
- I don't want pesticides anywhere near my home
- I love the way you can feel at home as soon as you move here
- I hate the tribute bands and fake acts that fill our festivals and wish for real arts; real local or other people doing real things
- I love our apple mural, don't appreciate the overpass art
- I wish for environmental regs on new construction that use our limited resources wisely
- I want no uranium mining in Canada
- I love the warmth and integrity of Giants Head School
- I would like to see more action on affordable housing
- I wish the churches were more involved
- I want to buy organic produce in Summerland and find it scarce
- Would walk or bike more often but in winter there is very limited opportunity. Cars drive too fast on too narrow roads - it is too dangerous.
- I am worried about how much money you are spending. I own my own home and have paid off my debts but you are putting me into debt again.
- The economy is in trouble - get ready to use Ottawa money to build the things we need - or else they will spend it in Quebec.

- Do more with less - I really like the new garbage calendar with the recreation info on it.
- Don't be so quick to release land from the ALR
- Listen to the whole community and not just those long time residents who were responsible for getting the current Mayor and Council elected. They did so because (in my opinion) they stand to make personal gain by convincing Council to change or amend current long standing bylaws. Their ad in the Summerland Review prior to the election (you know the one-telling us who to vote for along with a long list of names) was positively shameful.
- Would like to see rebates or lower taxes now property assessments reduced.
- Summerland is not the safe place it used to be
- Two main causes are dogs not leashed or muzzled.
- Speeding in the community. Main Street is a raceway.
- Water problem is disgusting.
- Low income housing is a problem
- Would like customer rebates.
- Lottery monies should pay for all the recreation programs for children to seniors.
- I visit the Julia St. Park very often. It needs a washroom and a parking lot. They should approach the house next door to purchase the property and expand the park making it safer for the children.
- Members of council are extremely reluctant to question or confront senior administration.
- District employees including senior employees are very reluctant to make any decisions. Their first answer is NO and they cover their tracks. For the most part they are good people but do not have the support and sense of empowerment from their employer.
- Most difficult municipal department to deal with is the electrical dept. The arrogance of the electrical dept is unbelievable
- We need to fix the water system
- We need to have an improved and ongoing road repair/resurfacing program
- The ever increasing number of municipal employees and the cost of employing them concerns me
- Departments do not communicate with one another effectively. Citizens are often required to take the message from one dept to another
- We need fewer studies and more Action!
- Kudos to:Dale MacDonald for our wonderful playing fields and parks,
The fabulous support of municipal staff during our recent power outage,
The new head of public works. He is reasonable and fair to work with,
Councils purchase of lakeshore property for the future
Boys and Girls Club is a great success
the sewer system seems to work well
- the ladies (and men) at the main desk at City Hall are always friendly and helpful
- those who chose to serve us on council deserve a big thank you
- We moved to Summerland 7 years ago with high hopes of raising our children here and retiring.

- We have become increasingly disappointed with the way Summerland is run and politics involved.
- Disappointed with the lack of clearing the snow.
- Dust bowl in the summer.
- Water system is a joke - brown and disgusting.
- Summerland is very anti-development
- Summerland seems to be concerned with what if's and liability that it is getting in the way of progress.
- Please stop the senseless over-development of this beautiful community. It is not sustainable. We do not need to live in 3-storey houses on the edge of a red-zone cliff. We do not need 7-storey complexes blocking out our sunlight. Please consider the environment in your decision-making processes. In the end, it's what matters most.
- Thankful for new Mayor.
- Do not want to see unchecked development.
- We already have water problem and if we want to continue our agricultural base - the best part of Summerland - we cannot encourage massive development.
- We understand that the Badminton Club is under threat. We spend four to five hours every week at the club, and it is always well attended! If the club, and land, is to be compulsorily purchased to make way for the new developments, it is vital- please - that both land and sufficient finance is made available for a replacement facility and equipments (court, markings, changing areas, washrooms, etc.)Thanks
- We love Summerland
- I hope this Council is receptive to controlled growth so we don't lose future developments (Summerland Hills Golf Dev.) that have legitimate money and reputation behind them.
- Other than that, this is a great place to live and Council does a very adequate job.
- Summerland is going to grow.
- Get good professional people to run public works and have some idea of what must be done and how.
- Please look at recycling. Cranbrook is about the same size and has a far better system of collecting and sorting. Summerland is ridiculous! Cranbrook residents take their own recycling and sort it to the bin open all the time.
- Fix the poorly designed water system. A lot of water used by agriculture - regulate it.
- Why are buildings being built on 'Green Zone', soon to fall down slope into those below?
- Well thought out survey too extensive, covering all aspects of life, making it counter productive
- The Public Works Dept. shows no concern for the high water pressure on Lakeshore Dr. It can be as high as 150 lbs. exceeding pipes, valves, and components. The max. operating pressure for the Fire Dept. hoses is 100 psi, if there was ever a fire what would happen?

- The Planning Dept. is very rude and aggressive to new residents rather than trying to accommodate.
- Quinpool & Victoria - Two bad accidents involving three cars each time in the last three months plus two people killed a few years ago (should be four way stop).
- Municipality taxes are not well thought out - Private Sector is laying off people in these hard times to save money - why aren't we doing same.
- Suggest that wasting money on water meters is a waste of tax payers money. Plus a cost to home owners.
- We don't need new Police Station. Our police do not work night time shift only till about 1 or 2 in morning. We need coverage at night time.
- I would like to see the Aquatic Center more affordable for 60+ to encourage more fitness
- Resident 7 years - shocked at the unacceptable quality of water having moved here in the month of July. The water was dark yellow. I was so appalled that I have bought our drinking water from the day we moved here. I am paying for water twice: on my utility bill, and bottled water. When can we trust our water system and feel safe to drink it.
- We need transit system (not greyhound) for our teenagers and commuting workers/students to travel to and from Penticton.
- Our roads are in terrible shape. Also, too many intersections have poor visibility at "Stops" due to protruding fences or bushes. When stopping you have to move your car well past "stop" signs to be able to see intersecting traffic. Why aren't by-law officials doing anything about this? It's dangerous.
- Poor street lighting - too far apart
- Our street rarely gets snow removal.
- Thank you for asking.
- Summerland is a wonderful place to live.
- Staff generally friendly, able, qualified and helpful however political guidance and leadership may assist them in understanding issues from the taxpayer perspective.
- Remind staff they are there to work for the taxpayer not against the taxpayer trying to accomplish something in this town.
- I am very opposed to the development that has been proposed around the Parkdale lodge. Shame on the city for agreeing to this.
- Bus around Summerland and the shopping area
- Roundabouts
- Really important public meetings should be held a second time for those who are unable to attend, perhaps in the day time.
- Don't need mega-projects
- Focus on your and family programs.
- Affordable housing - vary the options (co-op housing, cohousing, multi-family affordable)
- Sidewalks - where children and elderly need to travel safely.
- Transportation to Penticton - medical for elderly, youth for rec. opportunities.
- Rec Ctr.- need bigger facility for work-out classes at pool/rec.
- Roads - several substandard i.e. Matsu Drive

- Beautification - some lots/properties sit unused, weedy, unsightly year after year. Nothing done, even though neighbors complaints
- Museum, library, great resources--too small of facilities

January 2, 2009

Dear Summerland Resident,

Re: 2009 Summerland Citizen Survey

Summerland Council wants to know what you think about our local government. You have been randomly selected to participate in our 2009 Summerland Citizen Survey.

Your answers to these survey questions will help Council set budget priorities, evaluate Summerland programs and improve services.

Please spend a few minutes to answer all the questions and return the survey in the postage-paid envelope by **February 15, 2009**. **Your response will remain completely anonymous. The survey should be completed by the person over 18 in your household who last had a birthday.**

Your participation in this survey is very important—especially since your household is one of only a sample of households being surveyed. If you have any questions about the survey, please call Maureen Fugeta, Deputy Corporate Officer at 250-494-6451. By taking part in the survey, you become eligible to win prize, so don't forget to return your draw ticket stub along with your completed survey.

Please help us shape the future of the District of Summerland. We look forward to sharing survey results by May, 2009. Thank you for your time and participation.

Sincerely,

Mayor Janice Perrino

WIN A PRIZE!!!

Thank you for taking the time to complete our 2009 Summerland Citizen Survey!

Draw prizes and eligibility:

To show our appreciation, we welcome all survey respondents to enter a free draw for a chance to win one of the following prizes:

- A \$100 credit on your District of Summerland Utility Bill
- A \$100 Gift Certificate to a Summerland Restaurant of your choice
- A 3-Month pass to our Recreation Center

Instructions for entering:

Please return the bottom portion of the two part numbered ticket (at the top left corner of this page) with your completed survey, for your chance to win a prize. Keep the other part of the numbered ticket. It contains your random, anonymous number for the draw. Only those who send the ticket in with a completed survey will be eligible for the draw.

Winning tickets:

Winning numbers will be published in the March Edition of the District of Summerland Newsletter and on the Municipal Website as of March 1, 2009.

If your number is a winner, bring your part of the numbered ticket to the Administration Office, Municipal Hall (494-6451) to claim your prize.

Please detach this cover page and return your completed questionnaire along with the bottom part of your numbered ticket in the enclosed postage paid envelope by February 6, 2009.

Thanks for sharing your views!



District of Summerland 2009 Citizen Survey

Please complete this questionnaire if you are the adult (age 18 or older) in the household who most recently had a birthday. The adult's year of birth does not matter. Your responses are anonymous and will be reported in group form only.

If you have any questions about completing this survey, please contact Maureen Fugeta at the District of Summerland at 250-404-4057.

Quality of Life in Summerland:

1. On a scale of 1 (very poor) to 5 (very good), please circle the number that comes closest to your opinion for each of the following questions:

	Very Poor	←----->			Very Good	No Opinion
a. How would you rate the overall quality of life in Summerland?	1	2	3	4	5	6
b. How would you rate Summerland as a place to raise children?	1	2	3	4	5	6
c. How would you rate Summerland as a place to retire?	1	2	3	4	5	6
d. How would you rate Summerland as a place to work?	1	2	3	4	5	6

2. List up to three things you like most about living in Summerland?

✓

✓

✓

3. List up to three things you like least about living in Summerland?

✓

✓

✓

4. On a scale of 1 (very unsafe) to 5 (very safe), please circle the number that comes closest to your opinion for each of the following questions:

	Very Unsafe	←----->			Very Safe	No opinion
a. How safe do you feel in your neighbourhood in Summerland?	1	2	3	4	5	6
b. Do you feel that safety is improving in Summerland?	1	2	3	4	5	6
c. How safe do you feel when using the roads in Summerland?	1	2	3	4	5	6

Summerland Services:

5. How do you rate each of the following Summerland services:
Please circle a number to show:

- First, how satisfied you are with the service, and then,
- How important this service is to you

	Satisfaction						Importance					
	Not at all Satisfied					Very Satisfied	Not at all Important					Very Important
	<----->						<----->					
Parks and Recreation Services	1	2	3	4	5	N/A	1	2	3	4	5	N/A
Arts and cultural programs	1	2	3	4	5	N/A	1	2	3	4	5	N/A
Beaches, beach accesses & waterfront areas	1	2	3	4	5	N/A	1	2	3	4	5	N/A
Fitness, health and wellness programs	1	2	3	4	5	N/A	1	2	3	4	5	N/A
Parks	1	2	3	4	5	N/A	1	2	3	4	5	N/A
Playgrounds	1	2	3	4	5	N/A	1	2	3	4	5	N/A
Pool	1	2	3	4	5	N/A	1	2	3	4	5	N/A
Programs for children (0-12 years of age)	1	2	3	4	5	N/A	1	2	3	4	5	N/A
Programs for disabled	1	2	3	4	5	N/A	1	2	3	4	5	N/A
Programs for economically disadvantaged residents	1	2	3	4	5	N/A	1	2	3	4	5	N/A
Programs for seniors	1	2	3	4	5	N/A	1	2	3	4	5	N/A
Programs for youth (13-21 years of age)	1	2	3	4	5	N/A	1	2	3	4	5	N/A
Skating arena/Curling Arena	1	2	3	4	5	N/A	1	2	3	4	5	N/A
Sports fields	1	2	3	4	5	N/A	1	2	3	4	5	N/A
Trails	1	2	3	4	5	N/A	1	2	3	4	5	N/A
Transportation	<----->						<----->					
Ease of pedestrian travel	1	2	3	4	5	N/A	1	2	3	4	5	N/A
Ease of travel by bicycle	1	2	3	4	5	N/A	1	2	3	4	5	N/A
Ease of travel by bus	1	2	3	4	5	N/A	1	2	3	4	5	N/A
Ease of travel by car	1	2	3	4	5	N/A	1	2	3	4	5	N/A
Parking control	1	2	3	4	5	N/A	1	2	3	4	5	N/A
Public Safety	<----->						<----->					
Animal control services	1	2	3	4	5	N/A	1	2	3	4	5	N/A
Bylaw enforcement	1	2	3	4	5	N/A	1	2	3	4	5	N/A
Community fire safety education program	1	2	3	4	5	N/A	1	2	3	4	5	N/A
Crime prevention programs	1	2	3	4	5	N/A	1	2	3	4	5	N/A
Emergency preparedness program	1	2	3	4	5	N/A	1	2	3	4	5	N/A
Fire fighting services	1	2	3	4	5	N/A	1	2	3	4	5	N/A
Police presence and visibility	1	2	3	4	5	N/A	1	2	3	4	5	N/A
Police services	1	2	3	4	5	N/A	1	2	3	4	5	N/A
School fire safety program	1	2	3	4	5	N/A	1	2	3	4	5	N/A

	Satisfaction						Importance					
	Not at all Satisfied					Very Satisfied	Not at all Important					Very Important
Planning & Development	<----->						<----->					
Building inspection / permits	1	2	3	4	5	N/A	1	2	3	4	5	N/A
Land use planning - Industrial	1	2	3	4	5	N/A	1	2	3	4	5	N/A
Land use planning - Commercial	1	2	3	4	5	N/A	1	2	3	4	5	N/A
Maintaining the character of neighbourhoods	1	2	3	4	5	N/A	1	2	3	4	5	N/A
Preserving rural/agricultural land	1	2	3	4	5	N/A	1	2	3	4	5	N/A
Protecting the natural environment	1	2	3	4	5	N/A	1	2	3	4	5	N/A
Municipal Infrastructure and Services	<----->						<----->					
Floral displays/landscaping on public property	1	2	3	4	5	N/A	1	2	3	4	5	N/A
Municipal website	1	2	3	4	5	N/A	1	2	3	4	5	N/A
Online services	1	2	3	4	5	N/A	1	2	3	4	5	N/A
Residential recycling/garbage	1	2	3	4	5	N/A	1	2	3	4	5	N/A
Roadside / boulevard maintenance	1	2	3	4	5	N/A	1	2	3	4	5	N/A
Sidewalks	1	2	3	4	5	N/A	1	2	3	4	5	N/A
Storm-water drainage and flood control	1	2	3	4	5	N/A	1	2	3	4	5	N/A
Street cleaning	1	2	3	4	5	N/A	1	2	3	4	5	N/A
Street lighting	1	2	3	4	5	N/A	1	2	3	4	5	N/A
Street repair (i.e. condition of roads)	1	2	3	4	5	N/A	1	2	3	4	5	N/A
Economic Development	<----->						<----->					
Business Licensing	1	2	3	4	5	N/A	1	2	3	4	5	N/A
Community Image building and marketing	1	2	3	4	5	N/A	1	2	3	4	5	N/A
Availability of industrial land	1	2	3	4	5	N/A	1	2	3	4	5	N/A
Investment / developer attraction	1	2	3	4	5	N/A	1	2	3	4	5	N/A
Commercial development options	1	2	3	4	5	N/A	1	2	3	4	5	N/A
Tourism Promotion	1	2	3	4	5	N/A	1	2	3	4	5	N/A

6. In the past 12 months, approximately how often did you participate in each of the following activities? (Please circle the ranking that most closely applies for each activity.)

	Never	Once or twice	Three or four times	Once every 1 to 2 months	More than once a month	Not sure
a. Visited a library	1	2	3	4	5	6
b. Attended an arts or cultural program or activity	1	2	3	4	5	6
c. Used a Summerland recreation facility	1	2	3	4	5	6
d. Used a recreation centre in a neighbouring municipality	1	2	3	4	5	6
e. Visited a Summerland park	1	2	3	4	5	6
f. Used a Summerland trail	1	2	3	4	5	6
g. Attended a public meeting about municipal matters	1	2	3	4	5	6
h. Visited the Municipal Hall	1	2	3	4	5	6
i. Contacted Summerland Fire Department	1	2	3	4	5	6
j. Contacted the Summerland RCMP	1	2	3	4	5	6
k. Used the Municipal website	1	2	3	4	5	6
l. Used the Handi-Dart Service	1	2	3	4	5	6
m. Travelled to Penticton for medical services	1	2	3	4	5	6
n. Applied for a building permit	1	2	3	4	5	6
o. Applied for a business license	1	2	3	4	5	6
p. Contacted Bylaw Services regarding a concern	1	2	3	4	5	6
q. Submitted a Development Proposal	1	2	3	4	5	6
r. Contacted the Public Works office	1	2	3	4	5	6

Financial Questions:

7. In 2007 the District of Summerland relied on the following sources of revenue to fund municipal services, infrastructure and other financial obligations:

- | | | | |
|-----------------------|-----|---------------------|-----|
| • property taxation | 25% | • government grants | 17% |
| • user fees | 17% | • borrowing | 33% |
| • reserves or savings | 4% | | |

Borrowing \$1 million requires a property tax increase of about 1.5% to pay the financing costs. With the municipality faced with a number of road re-construction and other capital projects, do you believe Council should borrow funds to get some of these capital projects completed or do you think that we should defer the projects to a later date (5-10 years) and set aside funds now to pay future project costs.

- a. Borrow the necessary funds to get roads, sidewalks and water projects completed now?
- b. Set aside a certain amount into our reserves to complete the infrastructure projects at a later date?

8. If faced with the following realistic choices, what would you advise Council to do? (Please check only one box indicating your preferred choice from this selection.)

- a. Improve municipal services and projects with higher taxes
- b. Same or reduced level of municipal services and projects with taxes unchanged
- c. Reduced level of municipal services and projects with lower taxes
- d. No opinion

9. The District of Summerland spends a portion of its yearly budget on large projects, known as capital projects. Imagine that you have \$100 to spend on the following capital projects. How would you spend it?

Please divide \$100 among the 10 listed capital projects according to their importance to you. Please fill all the spaces with dollar amounts ranging from \$0 to \$100.

Capital Projects (listed in alphabetical order)	\$
Affordable Housing	\$ _____
Arts and cultural facilities	\$ _____
Bicycle infrastructure (bike lanes, etc.)	\$ _____
Environment protection and enhancement	\$ _____
New RCMP Facility	\$ _____
Parks and trails	\$ _____
Recreation facilities	\$ _____
Roads and traffic control	\$ _____
Sidewalks	\$ _____
Streetscape / beautification projects	\$ _____
Water system	\$ _____
Other: _____	\$ _____
TOTAL	\$ <u>100.00</u>

EXAMPLE	
Capital Project A	\$ 20
Capital Project B	\$ 25
Capital Project C	\$ 15
Capital Project D	\$ 0
Capital Project E	\$ 40
Total	\$ 100

Service Satisfaction:

10. On a scale of 1 (strongly disagree) to 5 (strongly agree), please rate the following statements by circling the number that most clearly represents your opinion:

	Strongly disagree	<----->	Strongly agree	No opinion		
a. I receive good value for the municipal taxes I pay	1	2	3	4	5	6
b. The District of Summerland government <u>welcomes</u> citizen involvement	1	2	3	4	5	6
c. The District of Summerland government <u>listens</u> to citizens	1	2	3	4	5	6
d. I am pleased with the overall direction that the District of Summerland is taking	1	2	3	4	5	6
e. In general, I believe the District of Summerland government is doing a good job	1	2	3	4	5	6

11. Have you had any personal contact (in-person, by phone, email or fax) with a municipal employee over the last 12 months? (Please check the box that applies.)

- Yes No [skip to question #15]

12. What method(s) did you use to contact the municipal employee? (please check all the boxes that apply)

- a. In person at a Municipal facility
- b. In person in the community (at home, on the street, at a community meeting, etc.)
- c. Telephone
- d. Mail
- e. Fax
- f. E-mail
- g. Other: _____

13. What was your impression of the service provided by the Summerland employee in your most recent contact during the last 12 months? Please circle a number to show:

- First, how satisfied you were with the service, and then,
- How important this service is to you

	Agreement						Importance					
	Strongly Disagree					Strongly Agree	Not at all Important					Very Important
	1	2	3	4	5	N/A	1	2	3	4	5	N/A
a. I was treated fairly	1	2	3	4	5	N/A	1	2	3	4	5	N/A
b. Staff were knowledgeable and competent	1	2	3	4	5	N/A	1	2	3	4	5	N/A
c. Staff went the extra mile to make sure I got what I needed	1	2	3	4	5	N/A	1	2	3	4	5	N/A
d. I waited a reasonable amount of time at the service location	1	2	3	4	5	N/A	1	2	3	4	5	N/A
e. I was informed of everything I had to do to get the service	1	2	3	4	5	N/A	1	2	3	4	5	N/A

14. Do you recall the department that was responsible for this service in the municipality? (If so, please tell us what type of work.)

- Yes Department: _____ No

Communications:

15. Please identify up to 3 of the most important ways you learn about municipal government issues. (Please check a maximum of three boxes.)

- Contact Summerland employee
- Contact member of Summerland Council
- District of Summerland website
- Municipal Newsletter
- Radio station
- TV station
- Shaw Cable
- Word of mouth: neighbours, friends
- From friends who work for municipality
- Summerland Review
- Penticton Herald
- Other newspaper
- Other, please specify: _____
- No opinion

16. On a scale of 1 (very unimportant) to 5 (very important), please rate the importance of the following ways the District of Summerland can involve you more in policy making, development planning and the municipal budget process. (Circle the number ranking that comes closest to your opinion for each item listed.)

	Not at all Important	<----->			Very important	No opinion
	1	2	3	4	5	6
a. Council Meetings	1	2	3	4	5	6
b. Advisory Committees	1	2	3	4	5	6
c. Contact with municipal staff	1	2	3	4	5	6
d. Public meetings / hearings	1	2	3	4	5	6
e. Referendums	1	2	3	4	5	6
f. Public opinion surveys	1	2	3	4	5	6
g. Community meetings	1	2	3	4	5	6
h. Community newspaper	1	2	3	4	5	6
i. Open-line radio/TV program	1	2	3	4	5	6
j. Other(s) (please specify): _____						

Demographic Information:

Our last questions are about you and your household. As a reminder, **your responses to this survey are anonymous** – we have no way of identifying specific respondents.

17. Do you own or rent your residence?

- Own
- Rent

18. Type of residence?

- Single family house
- Townhouse
- Apartment / Condominium

19. Are you male or female?

- Female
- Male

20. Does your household include a pet?

- Dog
- Cat
- No
- Other: _____

21. In which age group are you

- 18 to 24 years
- 25 to 44 years
- 45 to 54 years
- 55 to 64 years
- 65 to 74 years
- 75 to 84 years
- 85 years or older

22. How many children (under 18 years old) are living in the household?

- 1
- 2
- 3 or more

23. Do you ride a bike?

- To school
- To Work
- Frequently
- Occasionally
- Never

24. In what numbered area of Summerland do you live? (refer to map below and circle appropriate numbered area)

Area 1

Area 2

Area 3

Area 4

Area 5

Area 6

