

Final Report

Economic Development Service/Community Services Office Areas D & I Public Engagement Project 2019

Bylaws 2447, 2008 & 2447.01, 2009



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1.0 Executive Summary

The Regional District of Okanagan-Similkameen's (RDOS) Economic Development Service/Community Services Office was established in 2008 in Okanagan Falls to serve electoral Area "D". The 2018 Area "D" boundary change which divided the Area and resulted in the creation Areas "D" and "I" necessitates this Service (among other minor services) is reviewed and the Directors determine whether the Service will be continue to be shared, separated into two distinct services or eliminated. In order to inform the Director's decisions, a public engagement process was initiated March 15 through June 15 2019 to engage with citizens and determine public opinion regarding the utility and benefits of the existing Service.

The main data collection tool used in this engagement process was a survey distributed through both print and online media. There were 282 combined surveys returned from Area "D" and "I" during this project. This is 1.8 % greater than all returns collected in two separate surveys conducted during the 2015 electoral Area "D" Governance Study. This response demonstrates continued engagement by residents after the 2018 Area "D" boundary change.

Electoral Area "D" Summary

The existence of the Community Services Office in Okanagan Falls is recognized by 87% of Areas "D" residents responding to this survey; however, 79% don't use the Service. A majority 67% of survey respondents identified themselves as residing in Okanagan Falls; however, in spite of this proximity 74% of them don't use the Service. This figure increases to 90% of respondents not using the Service when they lived outside of Okanagan Falls. Only 18% of Area "D" respondents "Agreed" and "Strongly Agreed" that the Service offered direct benefits to their households. Seventy-one percent (71%) "Agreed" and "Strongly Agreed" they could access all services required at the main RDOS office in Penticton. As part of an economic development strategy, Area "D" support for the Okanagan Falls Visitors Information Centre was somewhat nuanced indicating no definitive support nor opposition to providing "storefront" space for the Visitors Centre. Responses to questions regarding the Community Services Office where residents could provide open-ended responses provide insight into resident's "unfiltered" opinions regarding the Service.

Electoral Area "I" Summary

Notably, 60% of respondents to the Area "I" survey lived outside of Kaleden proper. Sixty-nine percent of respondents living outside of Kaleden recognize the Community Services Office in Okanagan Falls exists, but only 8% of these residents use the Service. Of the 62 survey respondents living in Kaleden, only 6 use the Service with 90% of respondents from Kaleden not using the service. As a whole, 91% of all Area "I" residents don't use the Okanagan Falls Service. Regarding the Tourist Information Centre currently hosted at the Okanagan Falls office which also serves Area "I", only 24% of Area "I" respondents "Agreed"

and “Strongly Agreed” this service was important to the Area “I” economy. There was little support for funding a new service in Kaleden with 77% “Disagreeing” and “Strongly Disagreeing” with the hypothetical proposal of a tax increase to this end. Seventy-nine percent (79%) of Area “I” residents “Agreed” and “Strongly Agreed” they can access all the RDOS services they require at the main RDOS office in Penticton. Open-ended responses to questions indicate little support from Area “I” residents to continue sharing the cost of the Community Services Office in Okanagan Falls.

Key Recommendations

The key recommendations stemming from this engagement project suggest:

- 1) The limited number of RDOS administrative services available at the Okanagan Falls Community Services Office are not used by the majority of residents in electoral Areas “D” and “I”:

The recommendation is to close the Okanagan Falls Community Services Office. The Service is underused and not generally supported by residents in either electoral area.

- 2) Several groups and associations (serving Area “D” exclusively) do benefit from the support of staff/human resources at the Okanagan Falls Community Services Office and alternate funding arrangements to support the beneficial community initiatives these groups undertake should be explored.

The recommendation is to strengthen the capacity of various Area “D” groups and organizations to a level that allows them to function autonomously and not require support from staff at the RDOS Community Services Office.

- 3) The level of community support for the Okanagan Falls Visitor Information Centre is not definitive based on survey results although less support appears to exist in Area “I” than Area “D” which may confound a co-funding agreement for the Centre, which is under discussion between the two Directors.

Further explore and determine the level of support Area “D” and “I” citizens and the larger business community have to potentially fund the Okanagan Falls Visitor Information Centre and explore alternative collaboration agreements and funding models for its continued operation– possibly in a different location.

2.0 Background

The public engagement project described in this report is the third phase of an electoral area boundary change that began in 2016.

- Phase One: the 2016 Governance Study¹ to identify feasible Area “D” boundary change options².
- Phase Two: the implementation of the 2018 boundary change that resulted in the current boundary defining Area “D” and Area “I”.
- Phase Three: consists of a public engagement project to define support for various options in considering division of the Okanagan Falls Economic Development Service/Community Services Office which is currently a shared service since the November 2018 boundary change creating Area “D” and Area “I”.

The RDOS Economic Development Service in Okanagan Falls was established in 2008 with bylaws 2447, 2008 and 2447.01, 2009 to serve electoral Area “D”. The initial intent of the Service was to develop new uses for the Weyerhaeuser site after the Okanagan Falls plant closed. In 2015 the Service was re-branded as the Community Services Office. The Community Services Office provides a limited number of RDOS administrative services, acts as a clearinghouse for community level information, supports community projects and initiatives and provides –at no cost- office space for the dedicated volunteer staff who operate the Okanagan Falls Visitor Information Centre.

Currently the Community Services Office continues to be funded by electoral Areas “D” and “I” through tax assessments levied on property and improvements³. Area “I” is expected to withdraw from the service at the end of 2019.

The public engagement process described in this report was undertaken between March 15 and June 15, 2019. The intent of the project was to engage with residents in Areas “D” and “I” to: determine level of use and support for the existing satellite RDOS Community Services Office in Okanagan Falls; determine if Area “D” and “I” residents want to continue sharing the Service; elicit ideas from residents regarding new services or service configurations they desired; and, to gauge the willingness of residents to pay for existing and/or new services.

¹ Regional District for Okanagan-Similkameen Area “D” Governance Study Final Report. Leftside Partners Inc. August 2016.

² Regional District of Okanagan-Similkameen – Electoral Area “D” Division. Public Consultation Summary. Juliet Anderton Consulting Inc. September 2017.

³ The 2019 operating budget for the Community Services Office is \$156,620 split approximately 60-40 percent between Area “D” and “I”.

3.0 Challenges and Constraints

Multiple “pinch points” arose during the initial weeks of the contract⁴. Neither Director was able to provide a cogent plan for potential service(s) or service delivery options to present to the administration, the consultant or the public. This lack of clarity by the Directors presented challenges and obstacles during the initial design of the project.

There was a level of contention in the community around hiring a consultant to undertake a public consultation to determine the level of support for the Community Services Office^{5,6}. Ultimately the engagement process was curtailed which precluded a robust face-to-face component that could have allowed a deeper exploration of service options under consideration by the Directors and to develop support in the community for any options.

In spite of an abbreviated public engagement period, there is no indication the survey results reflected in this report or sentiments of the community concerning the Okanagan Falls Economic Development Service/Rural Community Services Office would be significantly different in either electoral Area studied.

4.0 Methods

The original methodology consisted of a blended approach employing face-to-face community-based engagement opportunities and a combination of online mailed surveys as well as telephone/email engagement. Multiple opportunities for public engagement were planned, identified and scheduled during the design phase of the project. These included use of the RDOS kiosk at seasonally scheduled community events in Area “D” and Area “I” during June to August as well as pop-up kiosk opportunities in locations such as the Okanagan Falls IGA and the Kaleden Pioneer Park. Open House meetings were scheduled in early July in both Okanagan Falls and Kaleden.

When the Directors resolved to end the public engagement process early, all face-to-face engagement opportunities were cancelled and the consultant’s efforts directed solely toward designing and publishing a survey to achieve a minimum level of community engagement. The survey was designed individually for each electoral Area to gain information about resident’s willingness to continue supporting the Community Services Office in Okanagan Falls and the potential creation of a new service in Area “I”.

⁴ May 9, 2018 Administrative Report to RDOS Board of Directors.

⁵ Penticton Info News. February 27 2019. Available: <https://infotel.ca/newsitem/cost-no-issue-for-south-okanagan-politicians-seeking-cost-savings/it59969>.

⁶ Penticton Herald. Feb 21 2019. Available: http://www.pentictonherald.ca/news/article_86f4394c-3638-11e9-bf2e-4396f7410066.html

Electronic Survey

The electronic online survey was accessible to Area “D” and “I” residents from May 2 through June 15 through accessing the RDOS homepage. Four responses were permitted for each Internet Protocol address (IP Address) used to submit the online survey. Submissions of four surveys per IP Address were allowed. Submissions beyond four were not considered in the analysis. In total the online survey was accessed 381 times online through the RDOS homepage with 191 completed surveys submitted between Areas “D” and “I”.

Printed Survey

Printed surveys were distributed to Areas “D” and “I” through three methods: 1) Ad-Mail through Canada Post circulated on May 24; 2) published in the May 30 issue of Skaha Matters delivered to all addresses in both the V0H 1K0 and V0H 1R0 series postal codes; and, 3) loose surveys distributed to various locations in both Areas “D” and “I” from May 20 to June 15. Table 1.0 details the distribution. The Skaha Mattes circulation of 4,920 was the largest circulation method for the survey. In total, 91 print surveys were submitted between Areas “D” and “I”.

Table 1: Survey Distribution

Distribution	Area D	Area I
Online	May 2 - June 15	May 2 - June 15
Total Print	3,285	1,635
Total Returns	151	131

Sampling Error: Area “I” Question #9

Due to a transcription error on the Area “I” survey this question was published only in the Ad-Mail and loose print run and not in the electronic online version or the Skaha Matters circulation. For this reason, the question was omitted from the analysis. The question posed was: *I support establishing a Community Services Office in Kaleden to serve Area “I”*. Elimination of this question does not affect other results.

First Nations Involvement

Communication with First Nations was suspended when it became apparent the Directors where not committed to a robust public engagement process.

5.0 Findings: Area “D” Skaha East/Okanagan Falls

The electronic online survey was accessible to Area “D” and “I” residents for 44-days, May 2 through June 15. During this period, 95 electronic surveys were submitted and 56 printed surveys were received from Area “D” for a total of 151 respondents.

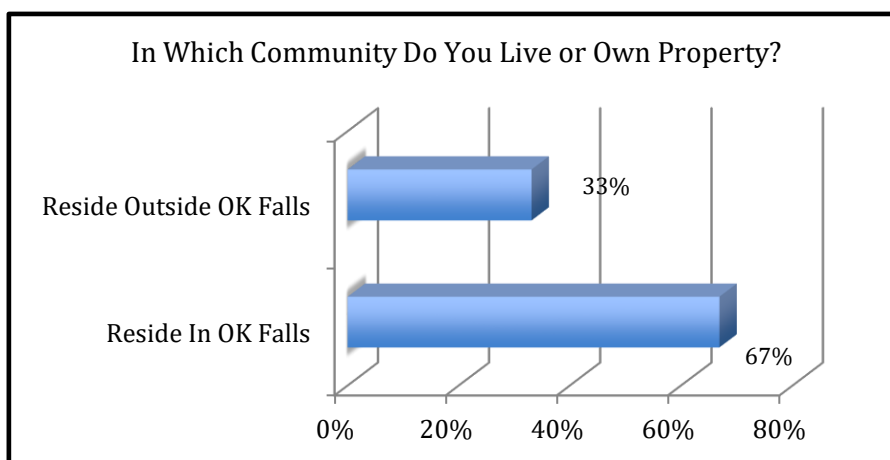
Question #1 captured information about where respondents lived – either inside or outside of Okanagan Falls. Questions #2, #3 and #5 were intended to capture information about current (2019) relevance of the Community Service Office and determine how residents of electoral Area “D” use the service in its current configuration. Likert scale statements used in questions #7-13 were designed to elicit respondent’s attitudes and opinions in relation to the Service.

Qualitative responses provided for questions #4, #6, #14 and #15 can be found transcribed verbatim in Appendix 3.0 (Tables 16-20). These tables contain a rich discourse and diversity of suggestions and opinions regarding the Service.

Area “D” Survey Question #1

Survey Question #1 provides insight into where respondents live. Data is summarized by respondents self-identifying as living either outside Okanagan Falls (*i.e.* Upper Carmi, Vintage Views, Heritage Hills, Lakeshore Highlands, Skaha Estates, Vaseux Lake) or inside Okanagan Falls, which includes Bighorn Mountain and Peachland Estates. Sixty-seven percent (76%) of those responding to this survey lived inside Okanagan Falls. The question posed was: *In Which Community Do You Live or Own Property?*

Table 2: Question #1 Area “D”

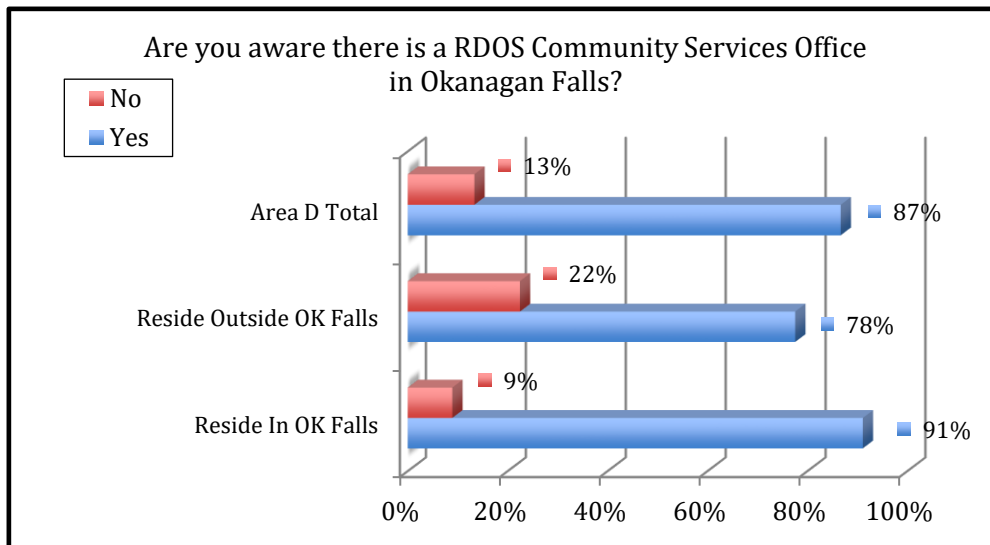


Area “D” Survey Question #2

Question #2 gauged awareness around the existence of the Community Services Office in Okanagan Falls. Notable is that 87% of Area “D” residents and 91% of respondents living in

Okanagan Falls recognise the office exists. The question posed was: *Are you aware there is a RDOS Community Services Office in Okanagan Falls?*

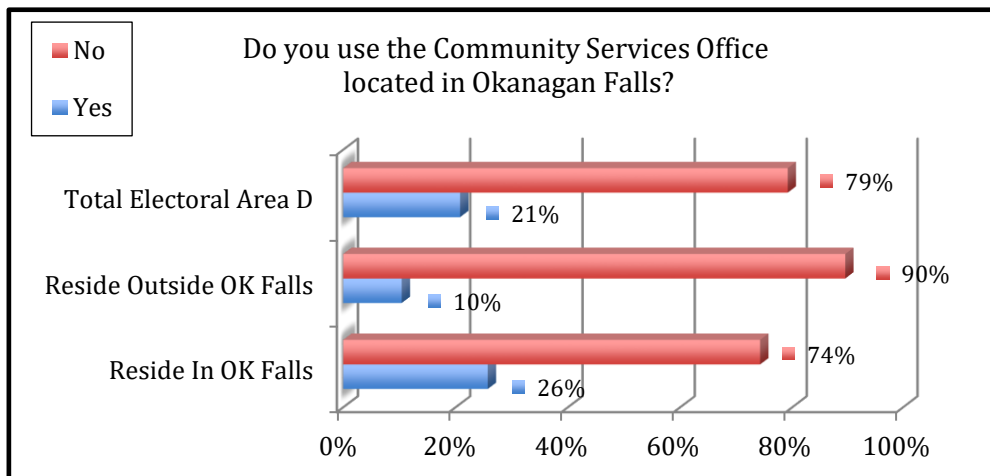
Table 3: Question #2 Area “D”



Area “D” Survey Question #3

Question #3 aimed to understand actual use of the Community Services Office by residents living both in and outside the community of Okanagan Falls. The responses from the previous question inform the responses to this question. Although question #2 found that 87% of Area “D” respondents are aware the office exists, 79% of them do not use the office. Also notable is that 74% of respondents living inside Okanagan Falls do not use the office and 90% of those living outside of Okanagan Falls never use the office. The question posed was: *Do you use the Community Services Office located in Okanagan Falls?*

Table 4: Question #3 Area “D”



Area “D” Survey Question #4

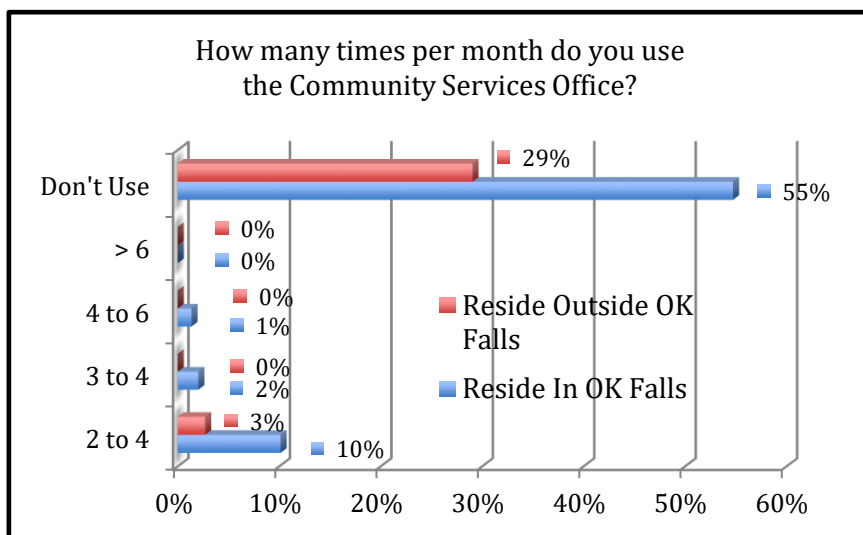
Question #4 elicited open-ended responses to determine which services the community was accessing at the office. The question posed was: *Which services do you access at the Community Services Office?*

Appendix 3.0 (Table 16) provides a full list of responses to this question.

Area “D” Survey Question #5

Respondents were asked about the frequency they use the Community Services Office in Okanagan Falls. In total, 84% of all Area “D” respondents do not use the office with the minority (<10%) using the office anywhere from 2-4 times monthly. This was confirmed during the 8-weeks the consultant worked onsite at the Okanagan Falls office when it was observed that a core group of people from local community groups and associations used the office. However, consistent with responses to question #3, outside this core group, it was not apparent there was significant use by the larger community. The question posed was: *How many times per month do you use the Community Services Office?*

Table 5: Question #5 Area “D”



Area “D” Survey Question #6

Question #6 elicited open-ended responses to determine the benefits respondents believed their households or the larger community accrued from the Community Services Office.

The question posed was: *Please list the ways you or your community has benefitted from the Community Services Office.*

Appendix 3.0 (Table 17) provides a list of responses to this question.

Area “D” Questions #7-13

Questions #7-13 offer valuable insight into respondent’s opinions regarding the Community Services Office. Likert scale statements offering a range of attitude options (*e.g.* strongly disagree, disagree, neutral, agree, strongly agree) were used to elicit responses. The questions were formulated to understand: the overall value and utility of the service to the community; the importance of economic development as an aspect of the service; the importance of the Okanagan Falls Visitors Centre and opinions regarding access to services at the Okanagan Falls location versus the RDOS main office in Penticton.

Responses to Likert statements presented in Table 6 provide combined responses from Area “D”. Responses to these questions broken down by those living inside and those living outside of Okanagan Falls are found in Appendix 1.0 (Table 12-13).

Table 6: Questions #7-13 Area “D” Likert Statement Responses

Statement #7

The services and resources accessible through the Community Services Office directly benefit my household				
Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
8%	10%	28%	12%	41%

Statement #8

The services and resources accessible through the Community Services Office directly benefit the Area “D” economy				
Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
11%	13%	35%	13%	28%

Statement #9

I support more staffing resources dedicated to economic development in Area “D”				
Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
9%	15%	20%	13%	43%

Statement #10

Providing space for the Visitors Information Centre in the Community Services Office is important				
Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
13%	29%	23%	14%	21%

Statement #11

Identifying funding sources and grants for community initiatives in Area "D" is important				
Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
28%	34%	21%	5%	13%

Statement #12

I would support a property tax increase to fund the Community Services Office				
Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
5%	14%	16%	7%	57%

Statement #13

I can access all of the RDOS services I require at the main RDOS office in Penticton				
Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
47%	24%	15%	5%	8%

Area "D" Survey Question #14

Survey question #14 aimed to gather information from residents regarding ideas they have for services that could be offered in the community. The question posed was: *Do you have an idea for a new community service that could be offered through the RDOS Community Services Office?*

Appendix 3.0 (Table 18) provides a full list of responses to this question.

Area "D" Survey Question #15

Survey question #15 aimed to any additional comments from residents. The question posed was: *Do you have any additional comments related to the RDOS Community Services Office you would like noted during the review of the existing service?*

Appendix 3.0 (Table 19) provides a full list of responses to this question.

6.O Findings: Area “I” Skaha West/Kaleden/Apex

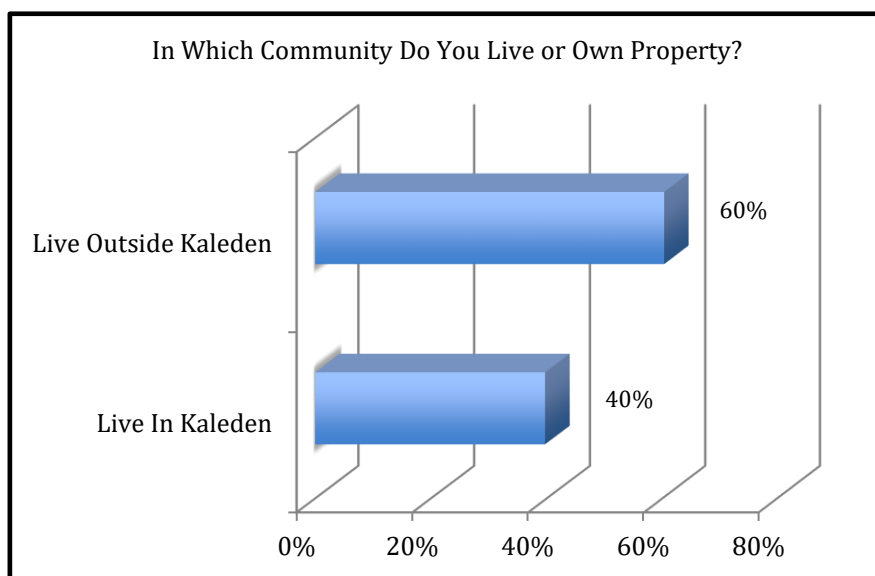
The electronic online survey was accessible to electoral Area “I” residents for 44-days, May 2 through June 15. During this period, 96 electronic surveys were submitted and 35 printed surveys received for a total of 131 respondents.

Question #1 captured information about where respondents lived – either inside or outside the Kaleden proper. Questions #2, #3 and #5 captured information about current (2019) relevance and use of the Community Service Office located in Okanagan Falls to Area “I” residents (NB. it is important to note Area “I” still shares the Service bylaw and cost with Area “D”). Likert scale statements used in questions #7-14 were designed to elicit opinions regarding the office. Lists of responses to the open-ended questions for survey questions #4, #6, #15 and #16 can be found transcribed verbatim in Appendix 4.0 (Tables 20-24). These tables contain a rich discourse and diversity of suggestions and opinions regarding the Service.

Area “I” Survey Question #1

Survey Question #1 provides insight into where respondents live. This data is summarized by where respondents self-identified as living - either inside or outside Kaleden proper. Sixty percent (60%) of Area “I” respondents lived outside of Kaleden (*i.e.* Farleigh Lake, Apex, St. Andrews, Twin Lakes, Marron Valley). The question posed was: *In Which Community Do You Live or Own Property?*

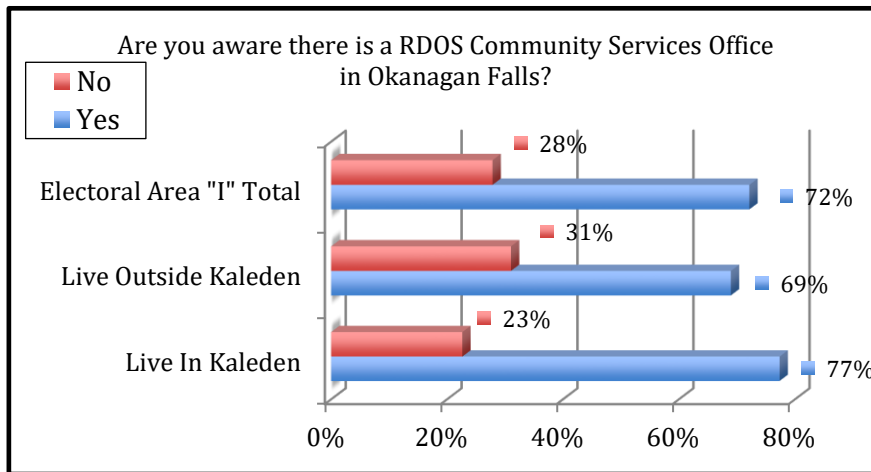
Table 7: Question #1 Area “I”



Area "I" Survey Question #2

Question #2 gauged awareness of the existence of the Community Services Office in Okanagan Falls. Notable is that 72% of Area "I" residents were aware the office exists. The question posed was: *Are you aware there is a RDOS Community Services Office in Okanagan Falls?*

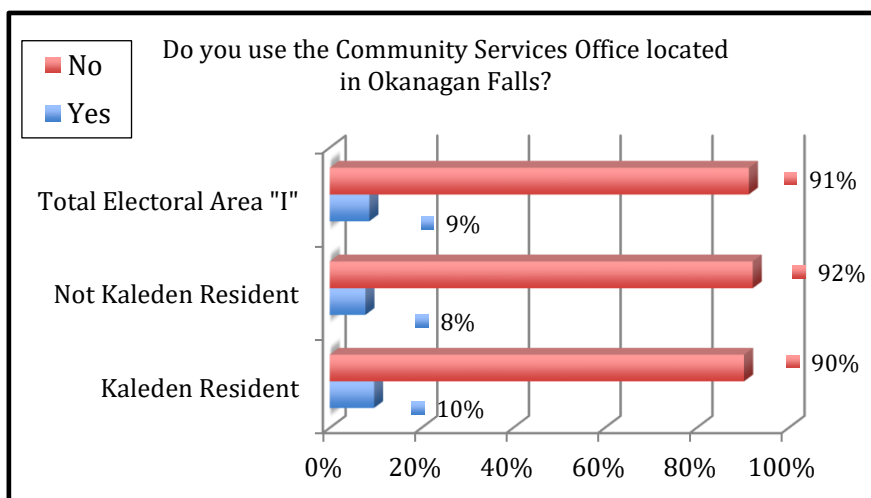
Table 8: Question #2 Area "I"



Area "I" Survey Question #3

Responses to question #3 provide information about how Area "I" residents use the Community Services Office in Okanagan Falls. Although 72% of Area "I" respondents recognise the office exists, less than 10% actually use the service. The question posed was: *Do you use the Community Services Office located in Okanagan Falls?*

Table 9: Question #3 Area "I"



Area "I" Survey Question #4

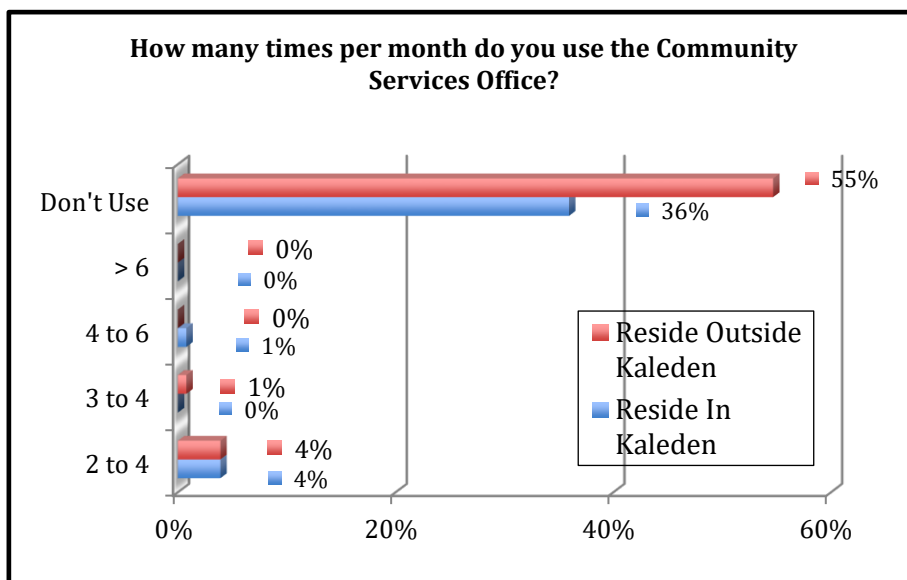
Survey question #4 elicited open-ended responses to determine which services the community was accessing at the office. The question posed was: *Which services do you access at the Community Services Office?*

Appendix 4.0 (Table 20) provides a full list of responses to this question.

Area "I" Survey Question #5

Respondents were asked about the frequency with which they use the Community Services Office in Okanagan Falls. In total, 91% of all Area "I" respondents do not use the office with the minority (<5%) using the office anywhere from 2-4 times monthly. This was confirmed during the 8-weeks the consultant worked onsite at the Okanagan Falls office and met very few residents from Area "I" who were visiting the office. The question posed was: *How many times per month do you use the Community Services Office?*

Table 10: Question #5 Area "I"



Area "I" Survey Question #6

Question #6 elicited open-ended responses to determine the benefits respondents believed their households or the larger community accrued from the Community Services Office. The question posed was: *Please list the ways you or your community has benefitted from the Community Services Office.*

Appendix 4.0 (Table 21) provides a list of responses to this question.

Area "I" Likert Scale Response Statements, Questions #7-14

Questions #7-14 offer valuable insight into respondent's opinions regarding the Community Services Office and other potential Kaleden-based services being considered by the Director after Area "I" withdraws from the existing service at the end of 2019. Likert scale statements offering a range of attitude options (*e.g.* strongly disagree, disagree, neutral, agree, strongly agree) were used to elicit responses. The questions were formulated to understand: the overall value and utility of the service to Area "I"; the importance of economic develop as an aspect of the Service; the importance of the Okanagan Falls Visitors Centre and having it continue to serve the business interests of Area "I"; and, to understand opinions regarding access to services at the Okanagan Falls location versus the RDOS main office in Penticton.

Responses to Likert statements presented in Table 11 include combined responses from Area "I". Responses to these questions broken down by those living inside and those living outside of Kaleden are found in Appendix 2.0 (Table 14-15).

Table 11: Questions #7-14 Area "I" Likert Statement Responses

Statement #7

The services and resources accessible through the Okanagan Falls Community Services Office directly benefit my household				
Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
4%	5%	23%	22%	46%

Statement #8

The services and resources accessible through the Okanagan Falls Community Services Office benefit Electoral Area "I" in general				
Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
4%	9%	34%	21%	32%

Statement #10

Providing space for the Visitors Information Centre in the Okanagan Falls Community Office is important to the Area "I" economy				
Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
7%	17%	32%	14%	30%

Statement #11

I can access all of the RDOS services I require at the main RDOS office in Penticton				
Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
43%	36%	13%	4%	3%

Statement #12

I support more services dedicated to preserving the unique history of Kaleden				
Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
11%	24%	33%	15%	16%

Statement #13

Identifying funding sources and grants for community initiatives in Area "I" is important				
Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
25%	42%	22%	4%	7%

Statement #14

I would support a property tax increase to fund establishing a new service in Kaleden				
Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
2%	6%	15%	23%	54%

Area "I" Survey Question #15

Survey question #15 aimed to gather information from residents regarding ideas they might have for services that could be offered if a Community Service Office was established in Kaleden. The question posed was: *Do you have an idea for a new community service that could be offered through a satellite RDOS Community Service Office in Kaleden?*

Appendix 4.0 (Table 22) provides a full list of responses to this question.

Area "I" Survey Question #16

Survey question #16 aimed to gather additional information from residents about possibly establishing an community services office in Kaleden. The question posed was: *Do you have any additional comments related to establishing a satellite RDOS Community Services Office in Kaleden that you would like noted during the review of the existing service?*

Appendix 4.0 (Table 23) provides a full list of responses to this question.

7.0 Conclusions and Recommendations

The findings arising from this public engagement project indicate that residents from both electoral Areas “D” and “I” underuse the Okanagan Falls Economic Development Service/Community Services Office. Electoral Area “D” respondents indicate 79% do not use the Service and for Area “I” this result increases to 91%. The majority of Area “D” and “I” respondents do not view the Service as beneficial to their individual households or their larger electoral area. Recommendations resulting from this public engagement process are presented here for consideration:

- Close the Okanagan Falls Community Services Office. The Service is underused and not generally supported by residents in either electoral area.
- Strengthen the capacity of various Area “D” groups and organisations to a level allowing them to function autonomously and not require support from staff at the RDOS Community Services Office.
- Further explore and determine the level of support Area “D” and “I” citizens and the larger business community have to potentially fund the Okanagan Falls Visitor Information Centre and explore alternative collaboration agreements and funding models for its continued operation– possibly in a different location.
- Continue to provide and expand the ability of RDOS constituents to access services online.
- As a line item of his “20-Point” economic development plan for Area “D”, the Director has proposed eradicating the native Starry Aster plant from the Okanagan Falls Christie Memorial Park beach for aesthetic concerns. This would be unwise. An alternative strategy would use the Starry Aster as a cornerstone species (a rallying call) of a riparian zone restoration plan and component of a larger integrated flood mitigation strategy for the Okanagan Falls beachfront community.
- Elected officials benefit from having a good understanding of the public’s views, ideas, and needs when sound public engagement is conducted⁷. Understanding public opinion and taking those views into consideration can also result in “buy-in” from citizens and move projects forward with less adversity. It is strongly recommended that policy and procedures are developed to ensure public engagement projects undertaken by the RDOS proceed independently without interference or obstruction from elected officials.

⁷ Rural Municipalities of Alberta, Public Engagement Guide 2018: https://rmalberta.com/wp-content/uploads/2018/09/Public-Engagement-Guide_final.pdf

Appendix 1.0: Area “D” Likert Scale Responses

Table 12: Area “D” Likert Statements – Reside in Okanagan Falls

Statement #7: The services and resources accessible through the Community Services Office directly benefit my household				
Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
9%	13%	29%	11%	37%
Statement #8: The services and resources accessible through the Community Services Office directly benefit the Area “D” economy				
Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
14%	19%	29%	14%	25%
Statement #9: I support more staffing resources dedicated to economic development in Area “D”				
Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
9%	20%	22%	13%	36%
Statement #10: Providing space for the Visitors Information Centre in the Community Services Office is important				
Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
17%	34%	20%	12%	16%
Statement #11: Identifying funding sources and grants for community initiatives in Area “D” is important				
Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
35%	32%	16%	5%	11%
Statement #12: I would support a property tax increase to fund the Community Services Office				
Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
7%	18%	17%	8%	50%
Statement #13: I can access all of the RDOS services I require at the main RDOS office in Penticton				
Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
36%	28%	19%	7%	10%

Table 13: Area “D” Likert Statements – Reside Outside Okanagan Falls

Statement #7: The services and resources accessible through the Community Services Office directly benefit my household				
Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
4%	4%	27%	15%	50%
Statement #8: The services and resources accessible through the Community Services Office directly benefit the Area “D” economy				
Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
6%	2%	46%	13%	33%
Statement #9: I support more staffing resources dedicated to economic development in Area “D”				
Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
10%	4%	17%	13%	56%
Statement #10: Providing space for the Visitors Information Centre in the Community Services Office is important				
Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
4%	19%	29%	17%	31%
Statement #11: Identifying funding sources and grants for community initiatives in Area “D” is important				
Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
13%	38%	29%	4%	17%
Statement #12: I would support a property tax increase to fund the Community Services Office				
Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
2%	4%	15%	6%	73%
Statement #13: I can access all of the RDOS services I require at the main RDOS office in Penticton				
Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
71%	17%	6%	2%	4%

Appendix 2.0: Area "I" Likert Scale Responses

Table 14: Area "I" Likert Statements – Reside In Kaleden

Statement #7: The services and resources accessible through the Community Services Office directly benefit my household				
Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
4%	8%	25%	20%	43%

Statement #8: The services and resources accessible through the Okanagan Falls Community Services Office benefit Electoral Area "I" in general				
Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
6%	12%	35%	22%	25%

Statement #10: Providing space for the Visitors Information Centre in the Okanagan Falls Community Office is important to the Area "I" economy				
Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
10%	14%	32%	16%	28%

Statement #11: I can access all of the RDOS services I require at the main RDOS office in Penticton				
Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
38%	40%	12%	6%	4%

Statement #12: I support more services dedicated to preserving the unique history of Kaleden				
Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
24%	42%	18%	8%	8%

Statement #13: Identifying funding sources and grants for community initiatives in Area "I" is important				
Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
29%	39%	20%	4%	8%

Statement #14: I would support a property tax increase to fund establishing a new service in Kaleden				
Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
4%	15%	17%	25%	38%

Table 15: Area "I" Likert Statements – Reside Outside Kaleden

Statement #7: The services and resources accessible through the Community Services Office directly benefit my household				
Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
4%	3%	22%	23%	48%
Statement #8: The services and resources accessible through the Okanagan Falls Community Services Office benefit Electoral Area "I" in general				
Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
3%	7%	33%	21%	37%
Statement #10: Providing space for the Visitors Information Centre in the Okanagan Falls Community Office is important to the Area "I" economy				
Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
5%	19%	32%	12%	31%
Statement #11: I can access all of the RDOS services I require at the main RDOS office in Penticton				
Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
47%	33%	15%	3%	3%
Statement #12: I support more services dedicated to preserving the unique history of Kaleden				
Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
3%	12%	43%	20%	22%
Statement #13: Identifying funding sources and grants for community initiatives in Area "I" is important				
Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
21%	44%	24%	4%	7%
Statement #14: I would support a property tax increase to fund establishing a new service in Kaleden				
Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
1%	0%	13%	21%	64%

Appendix 3.0: Area “D” Open Ended Responses

Area “D” - Skaha East/Okanagan Falls: The following tables provide results from open-ended questions collected during the survey. They are not theme categorized.

Table 16: Area “D” Open Ended Responses, Question #4

QUESTION #4
Which services do you access at the Community Services Office?
RESPONSES
I benefit indirectly from the staff supporting community groups and projects - Also dog license and bylaw issues
Visitor Information Center
I have attended meetings of the Beautification Committee when it was in existence, which was in Bill Schwartz’s and Tom Sidden’s terms as Directors of Area D. It was used at that time as the ‘hub’ for volunteer initiatives like cleaning up the community. It was also, the ‘go-to’ office for any of my concerns that arose about issues in the Falls. I feel the Tourist Information Centre is wonderfully placed there as well and its’ service is invaluable to the area
In response to the next question, I have not had a need to use the services in the past months
NONE!
I have a business and use the visitor’s centre to hold rack cards
Have not had a reason to need the Community Services Office as of yet
Skaha Housing Society
None at all
Parks, licenses, general information, news about Area D and what’s happening in the RDOS
Parks & Rec registration
Permits questions
Bylaws
Parks
Community services
Parks & Rec
Checking building codes, fire and recycling information
Have them post posters of upcoming events. Discuss concerns about the community. Discuss ideas for new initiatives for community. Discuss communications for the director. Deliver items to be passed on to the director
Just to vote
Visitor information
Register for adult fitness/yoga classes, pick up maps at Visitor Info Centre
I use this office occasionally when there is an issue or matter on which I need information.

Support for community Market
None. Been a resident of OK Falls for 38-years. If there is something of concern, I use the internet. Don't need the expense
Parks and Recreation & General Information and community connections
Register for Parks and Rec programs/inquired about fixing major pot holes
Had more contact with re: community activities, eg. Museum Heritage Society, Sr Centre, Recreation etc.
Questions re Sewer upgrades, utility billing, voting

Table 17: Area “D” Open Ended Responses, Question #6

<p>QUESTION #6</p> <p>Please list the ways you or your community have benefitted from the Community Services Office:</p>
RESPONSES
They help all the service and volunteers groups I believe they bring in money by grants
The office is a hub for community events and newcomers benefit from all the info
Visitor Information Service
I truly feel that the community, and therefore my household, has benefited by having the Community Services Office in Ok Falls in the following ways: easy access to find out information about Area D issues; with many seniors and low income families in our area, many without ormal transportation (busing doesn't always work for them), it provides an office to inquire about community issues or to register concerns locally; Tourist Information Office and the CSO staff, have provided newcomers or potential newcomers with information regarding the resources in our area such as schools, businesses and potential business opportunities, etc. having staff locally is far more warm and welcoming and they take a personal interest and pride in their little community that is not possible to generate from a central office in Penticton—they live in the area, therefore, they have a vested interest in what is developed and happens in the area-nearer you are to the problem, the more passion and intensity you feel about resolving or promoting something. The taxpayers of Area D pay for this office, therefore, it should be kept where it is as it was established to generate more attention and interest in local affairs; local petty crime issues (ie. graffiti, vandalism. Dog off leases, campers parked on the side of roads for periods of time) are dealt with faster when the people know where they can register their complaints locally without involving the RCMP or other agencies
Easy access to find out information about Area D issues
With many seniors and low income families in our area, many without formal transportation (busing doesn't always work for them), it provides an office to inquire about community issues or to register concerns locally
Tourist Information Office and the CSO staff, have provided newcomers or potential newcomers with information regarding the resources in our area such as schools, businesses and potential business opportunities, etc.
Having staff locally is far more warm and welcoming and they take a personal interest and pride in their little community that is not possible to generate from a central office in Penticton—they live in the area, therefore, they have a vested interest in what is developed and happens in the area-nearer you are to the problem, the more passion and intensity you feel about resolving or promoting something
The taxpayers of Area D pay for this office, therefore, it should be kept where it is as it was established to generate more attention and interest in local affairs
Local petty crime issues (ie. graffiti, vandalism. Dog off leases, campers parked on the side of roads for periods of time) are dealt with faster when the people know where they can register their complaints locally without involving the RCMP or other agencies
Info on what is happening in area D

None that I am aware of
None
Can not see any benefits to date
NONE!
None. Do not use and it's an unwanted expense
There is no benefit
Face to face contact and opportunity to have a conversation with employees
Source for information
Employment for community members
Offering space for Visitors Info Centre
Another community service office that has little or no value is just extra cost to the taxpayer that's not required
Rods workers have place to have coffee
None
Economic development, housing, parks and rec programs
It's better to have here in ok falls than running into Penticton, pay for parking etc.
Pre-election vote
Other than costing taxpayer money the office has no value added
Other than an increase in taxes no services are value added
OK Falls office offers no benefit to Upper Carmi Residents. I use the downtown Penticton office 1-2 times per month
There are none, unless you count a waste of taxpayer's money as a benefit
Employment for local people. Easier access to director. There is a presence in our community
Nil
None
easy to drop in and ask questions. Fitness programming suitable to residents, Visitor Info Centre.
It does assist our elected Director by providing him/her with a local office base. It provides information and communication with other community services and NGO'S
Unknown
Not aware of any
The office has helped with advertising and has also supported the weekly Market by allowing ""Play in the Park"" to join us
Having a Visitor Information Office is essential to our town and area
Don't know
We get to Waste more of our TAX Dollars on RDOS ! We only need 1 office in Penticton. There are other buildings we as tax payers pay for that can be used in
OK Falls without renting office space in shopping center. Ie school . The economic office is not adding any new industry other than wine. Move the Visitor Center back to Heritage House
OK Falls without renting office space in shopping center. Ie school . The economic office is not adding any new industry other than wine. Move the Visitor Center back to Heritage House.
I see no direct benefit whatsoever
The ability to view something online then go meet "Face-Face" is of major importance. It gives me the ability to quickly get answers
No idea
Didn't know it existed
Coordination of activities, help with grant applications re: local initiatives

There doesn't appear to be much community development. OK Falls has been the same for 15-years.
Office for the Director
I don't think it is used enough, should not be a separate office
Always nice to have a person to chat with actual knowledge regarding the regional district and programs offered. A sense of connection. It has been a place that people could meet. When the tourist office was closed in the winter the SSHA (housing association) used the space for meeting as well where residents can find out information about various projects. Keeping in mind many of our residents are seniors and have limited access/expertise in the online world
The office is a vital link between the community and RDOS. It is also a point of contact between our community and our Director.
Local knowledge for recreational and economic development proposals

Table 18: Area “D” Open Ended Responses, Question #14

<p>QUESTION #14</p> <p>Do you have an idea for a new community service that could be offered through the RDOS Community Services Office?</p>
RESPONSES
As I have not been active in the community due to extended family issues in the past few years, I cannot add anything on this question at the moment
Our community is too small to fund so many services
ABSOLUTELY NO SERVICE OFFERED WOULD JUSTIFY KEEPING THIS OFFICE OPEN!
More policing
Being in Upper Carmi , the Penticton office is more convenient
Please no more programs, maybe a deduction in services would be better
None
For a number of people getting into the main office is difficult, having a local office that can provide services is good for the local community
Building permits
Wildlife concerns
Bike concerns
All community affairs
Solar street lights would be a start
There should be a general information centre in Okanagan Falls for residents and visitors
List of monthly events for residents
New business opportunities for investors and residents
Updated downtown revitalization plan for residents and investors
Nothing that couldn't be provided in Penticton
Suggestion Box
Map of wineries in Area D
List of services available locally
Localized bylaw
None, not feasible to have a satellite office especially for separate electoral districts.
Our youth have no facility to “hangout” at which has caused juvenile petty misdemeanours due to boredom. The very young have the water park in the summer and since the seniors took the building away from the teens many years ago, the seniors have a facility. What do expect the 10-15 years old to do? Their skateboard platform is so well hidden that most of the residents I have spoken with don't even know it's existence. With this in mind, we truly need OK Falls “promoted” to young families as a safe affordable community to raise their family
With this in mind, we truly need OK Falls “promoted” to young families as a safe affordable community to raise their family
More publicity on pending changes to the local recycling program. A list of items that can/cannot be placed in the blue bag and in the new bins (assuming that new bins are going

to be provided next year).
Be able to pay taxes at office
Nothing that can't be done in Penticton office
Housing. I have been a part of Social Housing for years and that is one of the most major important factors in many lives
I'm not sure if I can pay for my services at the OK Falls office or not but I would use that to save a trip to Penticton. If the office is for anything other than saving a trip to Penticton it is a waste of taxpayer money
Get rid of office
This office was supposed to be temporary. How come it isn't relocated back to Penticton?
This office is a waste of taxpayer money. We own a business in OK Falls and pay Approx.. \$18,000 in property taxes. Since John left not a person from that office has reached out or even come up to our business. The office is a joke!!!
We as a community in Okanagan Falls would like RDOS to remain small and have less excessive A spending = job creation
The office could serve as an emergency headquarters during disasters such as fire and floods.
Put out more word that this office exists.
We have many activities and services for the elderly – little to encourage young families.
More services offered please. Dog Licenses/ burn permits ect .
Bylaw enforcement. Road and street maintenance, not to give phone numbers. Contacts or individuals to handle complaints.
Recreation, bylaws, road concerns
To answer questions about Area D concerns
The office should serve as a RDOS hub for all government activity directly affecting Area D taxpayers
Services offered by Service BC: drivers licence renewal, blood donor drives, property tax

Table 19: Area “D” Open Ended Responses, Question #15

<p>QUESTION #15</p> <p>Do you have any additional comments related to the RDOS Community Services Office you would like noted during the review of the existing service?</p>
<p>RESPONSES</p>
<p>Why should Upper Carmi residents be subsidizing OK Falls residents? Why should OK Falls residents be receiving services not available to Upper Carmi residents? We can all equally come into Penticton and have equal access to the same services. Come on already, Penticton isn't that far away! Stop wasting our tax dollars on useless things!</p>
<p>I have in past years contacted RDOS/parks/tourism, locally with community issues, parking, boat launch, and property owners installing Illegal No parking Signs. There has been little to no enforcement or appetite for engagement from anyone. Unless the local office can provide all the services that I get in Penticton, I do not support maintaining a high expense information center to refer me to Penticton.</p>
<p>Unless the local office can provide all the services that I get in Penticton, I do not support maintaining a high expense information center to refer me to Penticton</p>
<p>I STRONGLY DISAGREE WITH PAYING TO KEEP THIS OFFICE OPEN WHEN THE RDOS MAIN OFFICE IS SUCH A SHORT COMMUTE AWAY!!! Heritage Hills is literally half way between Okanagan Falls and Penticton – so if I have any RDOS business to conduct – I will go into Penticton so I can run other errands. But the reality is that aside from paying my annual utility bill (which I do online) and getting dog licenses (again – something that only happens once a year), I have no other dealings with the RDOS. And the reality is that both utility bills and dog tags can be done online so why would I pay for an office that I will never use!!!</p>
<p>It really is a waste of taxpayer money. Nothing done there can't be done better & cheaper at the Penticton office</p>
<p>Okanagan Falls is a central location for communities funded and supported by RDOS</p>
<p>Another community service office that has little or no value is just extra cost to the taxpayer that's not required</p>
<p>Excellent staff looking after the needs of local seniors and low income families</p>
<p>This office was for economic development. Economic development is a non-starter in Okanagan Falls. The office I should be closed and the staff are reassigned</p>
<p>The enthusiasm and drive of the staff of our RDOS Community Services Office in the past years has made a marked difference to the programs and services offered locally. Why would you tamper with a successful situation? Perhaps the Economic part should be generated/handled from a central office for our little community but the other community services and programs should be handled locally where the staff are constantly aware of what the community needs from hearing about it first hand by being directly in touch with the citizens of the area. Leave what is working successfully alone!</p>
<p>Nothing has ever been done in Skaha Estates, Other than our Water board, and park board does</p>

Have lived here for over 40 Years. Carmel Crescent. The street has NEVER been paved, it is rock with far poured, and years and years of hole patch.. It is hard to walk on as stones pop up. The street sweeper is a Waste of Time and Money!! And never done till MID summer,with no water ,and major DUST. (Devon drive was repaved , many years ago,but Never Carmel Crescent.)
Please NO more taxes increases
Now is the time for consolidation of facilities and resources, not for expansion, in light of global and regional economic downturns and lack of provincial government and social desire for economic development.
The disrepair at the end of 10 th is a horrible sight. True that it ends at private property, but, can't the district maintain was is OK Falls roadway. This has been requested at least a half dozen times by varying persons, without any plausible "excuse" as to why it's left this way
Publish a list of actual services provided through this office
Dear Sir. I have lived in OK Falls for over three years now and I have had no need to visit the local office in the community. It takes less than 15 minutes to go to Penticton should I have a need. Phone calls or internet connections give me the information I need regarding this service
Didn't know we had one. Lived here 7 years
You would be able to lower taxes if you closed the office and the library and got rid of the OK Falls to Penticton bus route
When Keogan Park was sold to the tax payers in OK Falls There was plans shown for , Picnic tables and benches. We seem to have lost the plans for this for it seems that the beach area is more important. We also have By Laws regarding parking of unlicensed vehicles on RDOS property . Several on Cedar St. between Main and Thomas Place. Including 1 Camper at Shuttleworth Creek that is being lived in. RDOS had it moved from area in front of School. It has no septic ,no power or water. Move IT !
We also have By Laws regarding parking of unlicensed vehicles on RDOS property . Several on Cedar St. between Main and Thomas Place. Including 1 Camper at Shuttleworth Creek that is being lived in. RDOS had it moved from area in front of School . it has no septic ,no power or water. Move IT !
The Visitor Information Centre should be moved back to the Okanagan Falls Museum next to Tickleberry's. The office space should be permanently closed and locals should be directed to the Penticton office or to the website for any questions or needs they have.
Our taxes are extremely high and we need to find ways to reduce not increase!!!!
You pay people to do business then don't help them do it. Too many roadblocks
Please more Info
Tourism services need to be more accessible. My suggestion is the Bassett House.
The tourists need somewhere to get information
I don't understand why Area I can't remain somewhat associated with the OK Falls office; it doesn't make fiscal sense to change
Total waste. Get rid of it
Close the office and lower property tax. The tax here in Heritage hills is beyond bearable and may need to move. Need to lower taxes
This town continues to lose key players like the IGA, Suniva development, and the pub. I would hate to lose more "community" opportunities . Please keep an office of some sort
I don't see how any of the initiatives done in area D office cannot be done in the Penticton head office. I would rather those tax dollars be spent on infrastructure upgrades so our

future children won't have to suffer or employing people that fabulous qualifications and using those funds to pay them competitive wages so they can be retained and really make a difference in the community
Staff is not friendly. Visitors Info should be open Saturday when it is needed. Many times visitors helped by IGA staff.
I think tourists need somewhere to get info!
It would be nice to be able to pay bills ect. There or somewhere else in OK Falls
People don't have to run to town
Would like them to be more prepared Re: flooding and fires
Everything could be done out of Penticton but the loss of employment s unacceptable
Get info from Penticton. I've just been going to Penticton, I've been here 29 yrs.
The Visitors Centre should stay where it is.
Been here for 7-years with no knowledge of office! Utility and bill paying etc. would be beneficial

Appendix 4.0: Area “I” Open Ended Responses

Area “I” - Skaha West/Kaleden/Apex: The following tables provide results from open-ended questions collected during the survey. They are not theme categorized.

Table 20: Area “I” Open Ended Responses, Question #4

QUESTION #4
Which services do you use at Community Services Office in Okanagan Falls?
RESPONSES
None. Why it is even there is the question
None
I assisted our local soccer club in arranging gym time in OK Falls to encourage kids from Oliver to come up and learn about Pinnacle soccer
None
None
I both own property and operate a business at apex for the past 9 years
Have never had any need to use ok falls office
We don't need this
So far only the tourist office
Never used any
Community meetings and event staff
Kal Rec staff
Grant applications
Staff connect for services and communication
Nil
Renew Dog Licences
None, use Penticton
Zero
This has no impact on Apex”
I haven't yet used the services for my Apex Property
Only a few times to obtain rental event license for Kaleden Hall
None. This has no impact on Apex
Dog tags. The recreation programs - I attend the yoga classes in Kaleden
Meeting room, answering initial questions, recreation registration

Table 21: Area "I" Open Ended Responses, Question #6

<p>QUESTION #6</p> <p>Please list the ways you or your community have benefitted from the Community Services Office in Okanagan Falls:</p>
RESPONSES
Having less money
I had hoped to bridge the South Okanagan with Penticton sports associations
The Apex community has not benefited at all from this OK Falls office.
I don't see any value in this office
Have not benefited
None that are obvious to me.
It needs to be closed. It's not necessary. Any services can be delivered in Penticton, by internet or phone. I'd rather see tax dollars going to more red programs or better digital services
Not much benefit for me personally but I have an interest in several organizations in OK Falls which has or could benefit immensely if the office only offered the services that would be useful to them.
It's closer and less busy
None that I know of
Just knowing it was there and I could, if necessary, use it was enough
No benefit to me or my community
Area I doesn't. Director Monteith is correct in removing from the service. I agree with her that we need to support the tourist info service and need a grant writer
Don't use it
Attended meetings; Worked with residents; Provided above standard customer service - better than Martin street; staff were visible in my community
Some people may go there for licenses I suppose or information on programs
As far as I am concerned, I have had no benefit from the office
We have not benefitted
I don't really see any benefit to Apex property owners from this OK Falls office. So I am not willing to support it with my tax dollars
Not aware of any benefit
In my knowledge, the community has not benefitted for the service. There may however be ways that Apex could benefit in the future
Very little benefit compared to going to RDOS [Penticton]
I attend the yoga classes in Kaleden that -as far as I understand it- are organized by RDOS staff out of OK Falls
I wasn't aware there was a community services office in OK Falls, I may use it now that I know
Ability to answer initial questions and redirect to appropriate RDOS staff person, who to contact, available services

Table 22: Area "I" Open Ended Responses, Question #15

<p>QUESTION #15</p> <p>Do you have an idea for a new community service that could be offered through an RDOS Community Service Office in Kaleden?</p>
RESPONSES
Nope. Maybe talking about the mining at Riordan...that seems to be more important to me right now than getting a new office in Kaleden when Penticton is so close
The last thing we need is another RDOS branch office in Kaleden (at great cost and little benefit).
No pls go digital. The use for physical locations is limited. With working people they can't be staffed to cover hours when people are in the community like evenings and weekends. They are often not accessible for disabled people. Collaboration with a more fulsome service delivery in Penticton
I do not believe that Kaleden needs an office
The proposal to have a grant writer to seek funding for Area I projects sounds worthwhile.
The same person could assist with co-ordination and promotion of events and projects in our communities. Building awareness of the rich natural diversity of Area I and the culture of First Nations along with the history of settlement would encourage pride in our area. Preserving heritage sites like the Hotel Kaleden and signage of other sites like Mahoney Lake, Allen Grove, mines, transportation routes etc is important
I don't agree that we need to staff an office in Kaleden, we don't need to engage in economic development, just community infrastructure as needed and this can be done through our director and RDOS staff
We absolutely DO NOT NEED THIS SERVICE!!!!
I don't support a community service office in Kaleden
Use the Irrigation district office as a pick up spot for garbage tags
Grant writing. Recreational program registration. Access to the museum for visitors
I do not believe it should be necessary to create new ways to make this office viable
Not Needed
Not until hours of operation can be accessed by working people.
A further tax cost.
Expand recreation programs to include children as well as adult programming (i.e. dance lessons, music, gardening, art, etc.)
Talking with the office regarding issues to do with the park/boat launch
Grant writing, recreation staff onsite, contact person for RDOS system questions, front line counter person
Recreation Services at Apex ... i.e. Signage for trails outside the area of Apex Mountain Resort and Nickel Plate Nordic Centre - like a kiosk in the village where trail heads for hiking, biking, snowshoeing and snowmobiling could be displayed, along with public washrooms available year round. It would be nice to have some special events for the community year round, especially in the summer
Would like to see a museum established, and eventually a sewage collection system.

However, I don't believe either of these would necessitate the expense of an office. There are residents who wish to maintain a stronger "independent" community and chafe under the regional government system. The provincial government used to insist that communities incorporate in order to receive funding for major services such as sewer. Okanagan Falls was an exception because the need for sewage collection was dire. The District of Sicamous with a similar commercial base and population under 4000, did incorporate carrying a heavy burden to cover costs of staff services and council. The division of Area D allows more independence along with the Community Service Office to co-ordinate with long-standing organizations such as irrigation districts, fire departments, and recreation commission to ensure compliance with the municipal act. I don't believe communities in Area I require the same presence of staff

Table 23: Area “I” Open Ended Responses, Question #16

<p>QUESTION #16</p> <p>Do you have any additional comments relating to establishing an RDOS Community Services Office in Kaleden that you would like noted during the review of the existing service?</p>
RESPONSES
How about spending some money on Apex. Rec centre would be nice. Safety gear for our fire fighters. Bylaw enforcement, Policing. Help stop logging in our area
No need for another office
Again, I would like to see community services be focused in Apex where there is a strong need for community to develop both local and tourist opportunities that could benefit the entire area
There is absolutely NO need for a satellite office in Kaleden. Penticton is so close and everyone in Kaleden goes to Penticton for everything anyways. This would be a huge waste of tax payers' money
Not necessary — all can be achieved via website with main office in Penticton, 3 minutes away
I do not support increasing my property taxes to benefit Kaleden, we don't access services that are currently offered in Kaleden, our household is more aligned with Penticton & Keremeos. I do support keeping the visitor information open in OK Falls as I believe that does benefit the entire area. Kaleden is off the highway & closer to Penticton, I'm not sure we would get the same benefit from a visitors centre there. Thank you for the opportunity to comment
I do support keeping the visitor information open in OK Falls as I believe that does benefit the entire area. Kaleden is off the highway & closer to Penticton, I'm not sure we would get the same benefit from a visitors centre there
The money that would be spent opening yet another office could be better spent on delivering existing services and not increasing the property taxes
Most people go into Penticton for other purposes and stop in at RDOS at that time. Many services can be dealt with by a phone call, on line or by mail if not able to attend in person
No. Move services online
How can a separate office and the associated expensive staffing be justified for Kaleden's level of activity???? Just like when the RDOS took over maintenance of the park and the questionable costs and capital projects which have transformed the park in a negative way
Please don't waste money on this. Contribute some if money needed to Penticton or stop it altogether. If you have to go here and want an office for some reason use the community hall or irrigation district offices or sublease fr Linden Gardens for part time peak season services. Spend wisely by invest in some upgrades or using our facilities more often vs starting something new. But really don't do it at all
I do not want to pay anymore taxes for a vacation property that I do not rent out and only use on a very part time basis
I don't believe a service office is necessary in Kaleden. It is too small

I have no problem calling Penticton
I do not believe it is needed and therefore would not support it. It is important to me to keep our taxes affordable and we live in rural areas... keep it this way
I don't see the need for a Community Services Office in Kaleden any more than at Apex. Sharing space in an existing facility such as the Community Hall, Fire Hall or KID Office could be viable
We absolutely do not need this in Kaleden. Come on people, we are less than 10k from the Penticton and OK Falls office. Does everyone in Vancouver live within 10k of their community services office? Talk about big gov't and duplication of services. We are a bedroom community! Don't make me choose this as the hill on which to die
Most Kaleden residents go into Penticton regularly and can easily access the main RDOS office. Also, many services are available online. An office in Kaleden would be a waste of money
The building at the corner of Lakehill Rd and Dogwood I believe is commercial. Perhaps if it is decided to set up an office in Kaleden it might be a good building. Also a place where the director could meet with residents if need be. Visitor info could also be here
Makes sense that Kaleden would have their own office I myself do not even know what services are available are the services now posted any where so we can see what they are
Today's world is ONLINE; so much information is available online that community offices are no longer viable. An office, just for the sake of an office, is not economically feasible as the Penticton office is not far away if needed. Take the money and spend it on actual things that benefit those living here.....ensuring the old hotel remains in good condition. Where are the string lights that used to be on it at night and made it such an amazing landmark? How about purchasing solar string led lights for it? Ideas like Attracting some real business...restaurant, pub. KVR stops. We don't need an office here; just some legitimate investment
Travelling to Penticton is working perfectly fine for our family
There simply is not enough need for a community services office to justify the expense. It makes no sense
There is no need for a service office in Kaleden it would have zero benefit to any property owner at apex. We can access all services we require in Penticton. I strongly do not support opening an office for services we already do not use from ok falls to Kaleden. It would be a terrible waste of money. Even Kaleden property owners can easily access services in Penticton
Stop taxing residents of apex for the needs of the other communities
Not from my tax money
Not required
Having this in Kaleden doesn't benefit Apex property owners.
Apex properties are mostly secondary residents that receive no benefit from a community resource office in Okanagan Falls. Further, the build and maintain something like this at Apex does not seem to be a wise use of funds. I get that there are a number of car round residents at the mountain and they wish for more of a year round community — as do we all — but I cannot see how the community space would generate enough funds to cover the ongoing maintenance given that there are other options for meeting space et al in the area if needed for short term use. Further, this is using tax dollars for all owners to create a space that very few will benefit from, if at all. The year round dream for Apex starts with developers, not local government.

I do not believe that a Community office in Kaleden is much more convenient to Apex than Okanagan Falls.
If you add resources for the community of Kaleden then you must do so for Apex as well
Since my property is at Apex at this time any grants etc. would come for projects that would in fact be handles by the RDOS. At this time we could not work independently to access and use grant facilities.
Apex is already a recreation area with unrivalled amenities—at least in the ski season. Most of these amenities are provided by the private sector (and especially the resort) or not-for-profit groups. There is no requirement (or, in my discussions with many seasonal residents, desire) for RDOS-provided amenities or services at Apex. I understand some full-time residents would like to see more off-season activity at Apex. However, these residents are, I think, a significant minority. The rest of us have little interest in subsidizing off-season services for a handful of people in such a remote area. Seasonal residents already pay for many services and amenities through our primary residences. Moreover, we pay indirectly for the private-sector provision of winter amenities at Apex through significant user fees (seasons passes, etc.). Given our already significant tax and user fee burden, I do not think this “no to everything” attitude is unreasonable.
I don't think that Apex benefits from an office in Kaleden
As an Apex property owner, I can't see there be an advantage to using an office in Kaleden.
Not Needed
Penticton should be sufficient
Waste of tax money. We are pensioners and money is scarce.
Sharing resources with Area D, providing services closer to the constituent
I support establishing a Community Services Office in Kaleden, to serve area 'I'

Appendix 5.0: Area “D” Printable Survey

There are 6 pages in the Area “D” Survey.

Electoral Area “D” Community Services Office Review (Skaha East/Okanagan Falls)

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In November 2018 the Regional District of Okanagan-Similkameen (RDOS) Electoral Area “D” underwent a boundary change resulting in the creation of two new Electoral Areas: Electoral Area “D” (Skaha East/Okanagan Falls) and Electoral Area “I” (Skaha West/Kaleden/Apex). The boundary change provides an opportunity to review the RDOS Community Services Office located in Okanagan Falls. Currently, the office provides access to various RDOS services, assistance for executing community projects and initiatives as well as providing office space to the Okanagan Falls Visitors Information Centre. At this time, residents of Areas “D” and “I” share and jointly fund this service through property taxes.

Area “D” residents are being asked to complete this survey to assist in understanding how the Community Services Office in Okanagan Falls is currently used and to gain feedback and suggestions about which services and initiatives are important.

There are 9 questions in this survey.

In which community do you live or own property? *

Please choose **all** that apply:

- ☐ Heritage Hills
- ☐ Lakeshore Highlands
- ☐ Okanagan Falls
- ☐ Skaha Estates
- ☐ Upper Carmi
- ☐ Vaseux Lake
- ☐ Vintage Views

☐ Other:

check the box beside your community

Are you aware there is a RDOS Community Services Office in Okanagan Falls? *

Please choose **all** that apply:

- ☐ Yes
 - ☐ No
-
-

Do you use the Community Services Office located in Okanagan Falls? *

Please choose **all** that apply:

- ☐ Yes
 - ☐ No
-

Which services do you access at the Community Services Office?
(Please list below)

Please write your answer here:

How many times per month do you use the Community Services Office? *

Please choose **all** that apply:

- ☐ 1-2 times per month
 - ☐ 3-4 times per month
 - ☐ 5-6 times per month
 - ☐ 6 or more
 - ☐ I don't use the service
-

Please list the ways you or your community have benefitted from the Community Services Office:

Please write your answer here:

Please indicate your level of agreement with the following statements:
*

Please choose the appropriate response for each item:

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
The services and resources accessible through the Community Services Office directly benefit my household	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The services and resources accessible through the Community Services Office directly benefit the Area “D” economy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I support more staffing resources dedicated to economic development in Area “D”	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Providing space for the Visitors Information Centre in the Community Services Office is important	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Identifying funding sources and grants for community initiatives in Area “D” is important	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I would support a property tax increase to fund the Community Services Office	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I can access all of the RDOS services I require at the main RDOS office in Penticton	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Do you have an idea for a new community service that could be offered through the RDOS Community Services Office? Please list your suggestions below:

Please write your answer here:

**Do you have any additional comments related to the RDOS Community Services Office you would like noted during the review of the existing service?
Please list your comments below:**

Please write your answer here:

Submit your survey.

Thank you for completing this survey.

Appendix 6.0: Area “I” Printable Survey

There are 6 pages in the Area “I” Survey.

Electoral Area “I” Community Services Office Review (Skaha West/Kaleden/Apex)

In November 2018 the Regional District of Okanagan-Similkameen (RDOS) Electoral Area “D” underwent a boundary change resulting in the creation of two new Electoral Areas: Electoral Area “D” (Skaha East/Okanagan Falls) and Electoral Area “I” (Skaha West/Kaleden/Apex). The boundary change provides an opportunity to review the RDOS Community Services Office located in Okanagan Falls. Currently, the office provides access to various RDOS services, assistance in executing community projects and initiatives as well as providing office space to the Okanagan Falls Visitors Information Centre. At this time, residents of Areas “D” and “I” share and jointly fund this service through property taxes.

Area “I” residents are being asked to complete this survey to assist in understanding how the Okanagan Falls Community Services Office is used, which services are important and to gain feedback and suggestions regarding the creation of any new services in Electoral Area “I”.

There are 6 questions in this survey.

In which community do you live or own property? *

❗ Please select at most one answer

Please choose **all** that apply:

- ☐ Apex
- ☐ Farleigh Lake
- ☐ Kaleden
- ☐ Marron Valley
- ☐ St. Andrews
- ☐ Twin Lakes

☐ Other:

check the box beside your community

Are you aware there is a RDOS Community Service Office in Okanagan Falls? *

❗ Please select at most one answer

Please choose **all** that apply:

- ☐ Yes
 - ☐ No
-
-

Do you use the Community Services Office located in Okanagan Falls? *

❗ Please select at most one answer

Please choose **all** that apply:

- ☐ Yes
 - ☐ No
-

Which services do you use at Community Services Office in Okanagan Falls? (Please list below)

Please write your answer here:

How many times per month do you use the Community Services Office in Okanagan Falls? *

❗ Please select at most one answer

Please choose **all** that apply:

- ☐ 1-2 times per month
 - ☐ 3-4 times per month
 - ☐ 5-6 times per month
 - ☐ 6 or more
 - ☐ I don't use the service
-

Please list the ways you or your community have benefitted from the Community Services Office in Okanagan Falls:

Please write your answer here:

Please indicate your level of agreement with the following statements:
*

Please choose the appropriate response for each item:

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
The services and resources accessible through the Okanagan Falls Community Services Office directly benefit my household	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The services and resources accessible through the Okanagan Falls Community Services Office benefit Electoral Area "I" in general	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Providing space for the Visitors Information Centre in the Okanagan	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Falls Community Office is important to the Area "I" economy					
I can access all of the RDOS services I require at the main RDOS office in Penticton	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I support more services dedicated to preserving the unique history of Kaleden	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The identifying funding sources and grants for community initiatives in Area "I" is important	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I would support a property tax increase to fund establishing a new service in Kaleden	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Do you have an idea for a new community service that could be offered through an RDOS Community Service Office in Kaleden?
Please list your suggestions below:**

Please write your answer here:

Do you have any additional comments relating to establishing an RDOS Community Services Office in Kaleden that you would like noted during the review of the existing service? Please list your comments below:

Please write your answer here:

Submit your survey.

Thank you for completing this survey.