



Citizen Survey

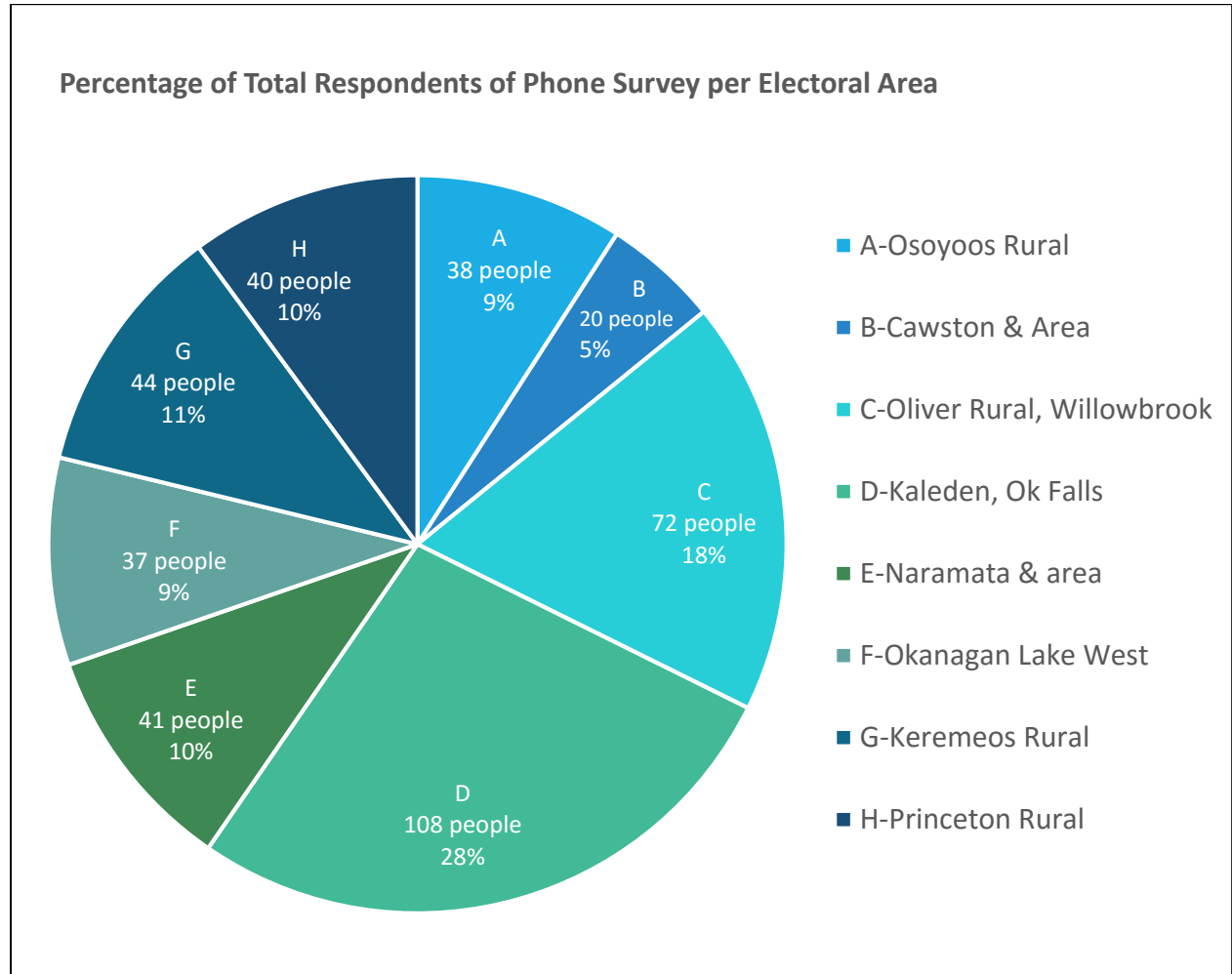
2017 RESULTS

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2017 Results

Survey Responses



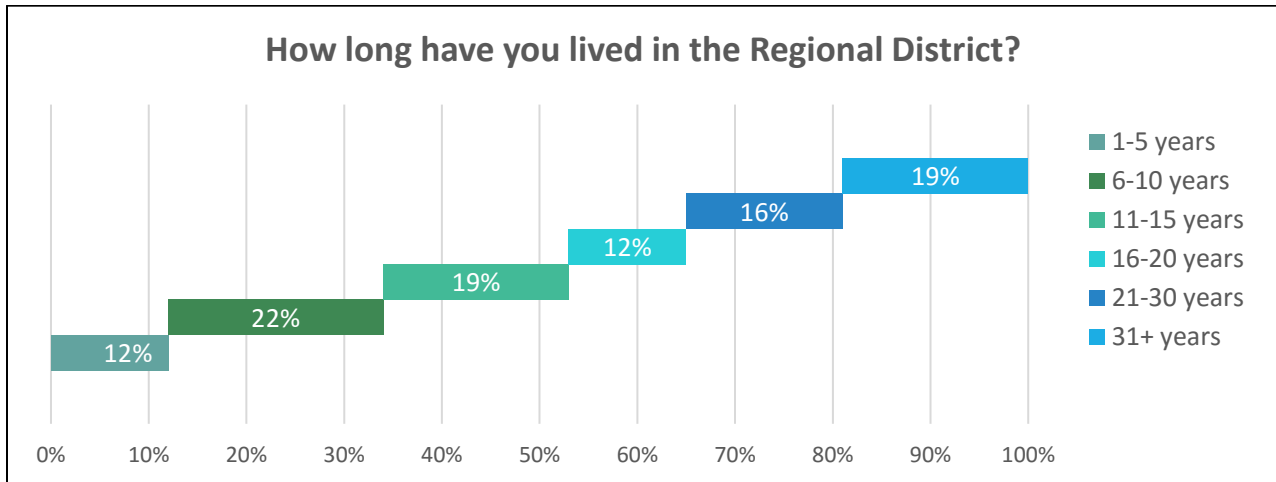
Phone Survey Total Respondents: 400

Online Survey Total Respondents: 52

Online Survey Results:

- Electoral Area "A" = 3%
- Electoral Area "B" = 1%
- Electoral Area "C" = 5%
- Electoral Area "D" = 34%
- Electoral Area "E" = 15%
- Electoral Area "F" = 19%
- Electoral Area "G" = 13%
- Electoral Area "H" = 5%

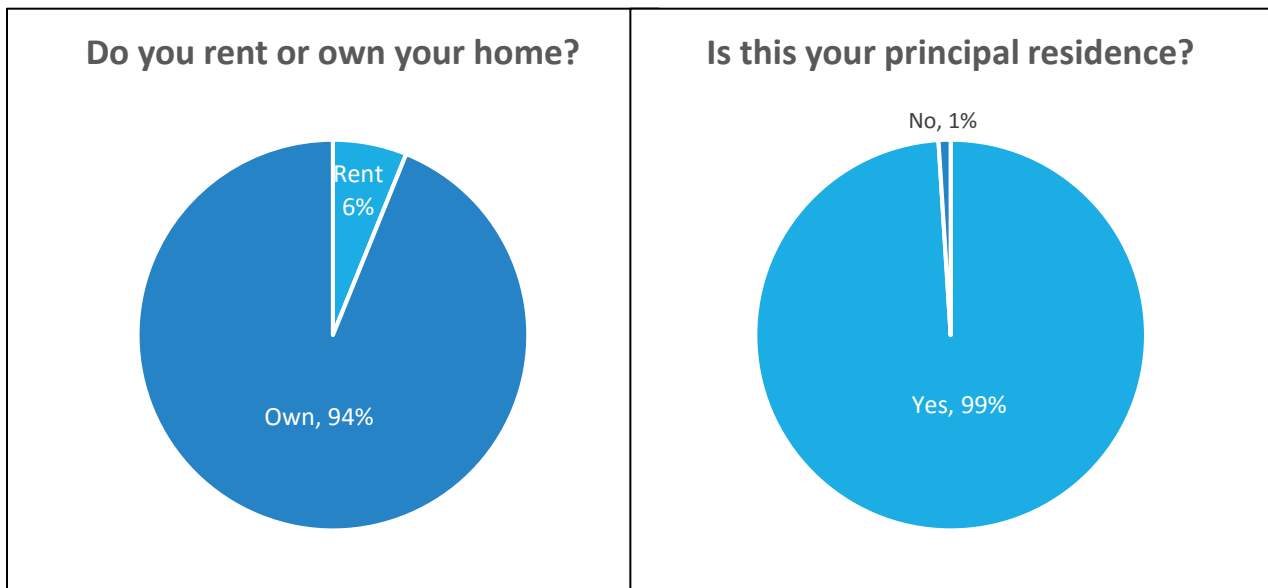
Demographic Information



Total Respondents: 400

Online Survey Total Respondents: 52

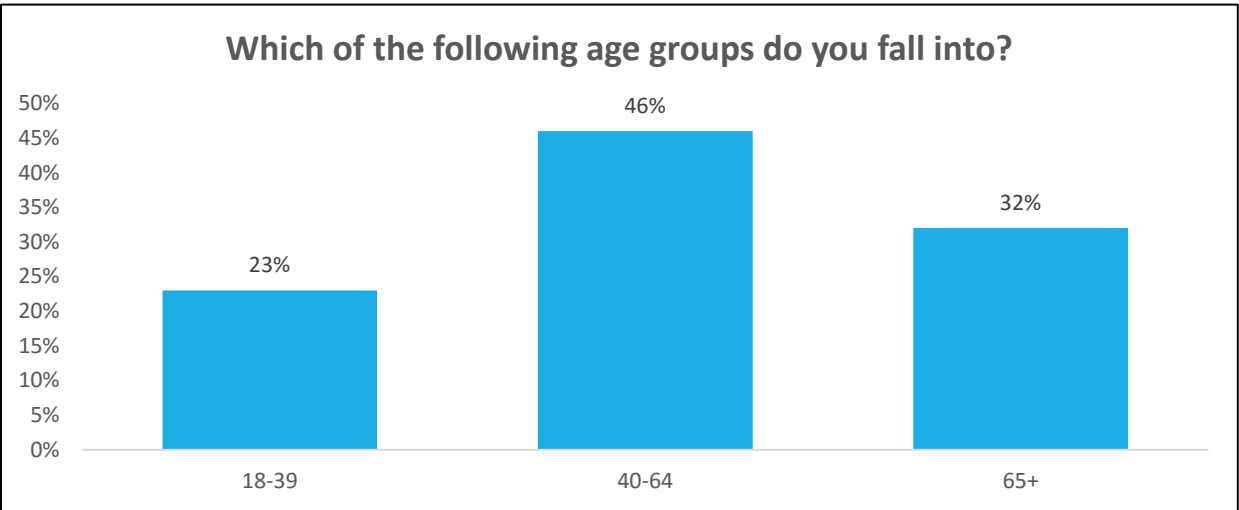
Online Survey Results: 1-5 years = 28%; 6-10 years = 13%; 11-15 years = 15%; 16-20 years = 9%; 21-30 years = 11%; 31+ years = 21%



Total Respondents: 400

Online Survey Total Respondents: 52

Online Survey Results: Own Home = 96%; Rent Home = 3.8%; Principal Residence: Yes = 90%; No = 9%

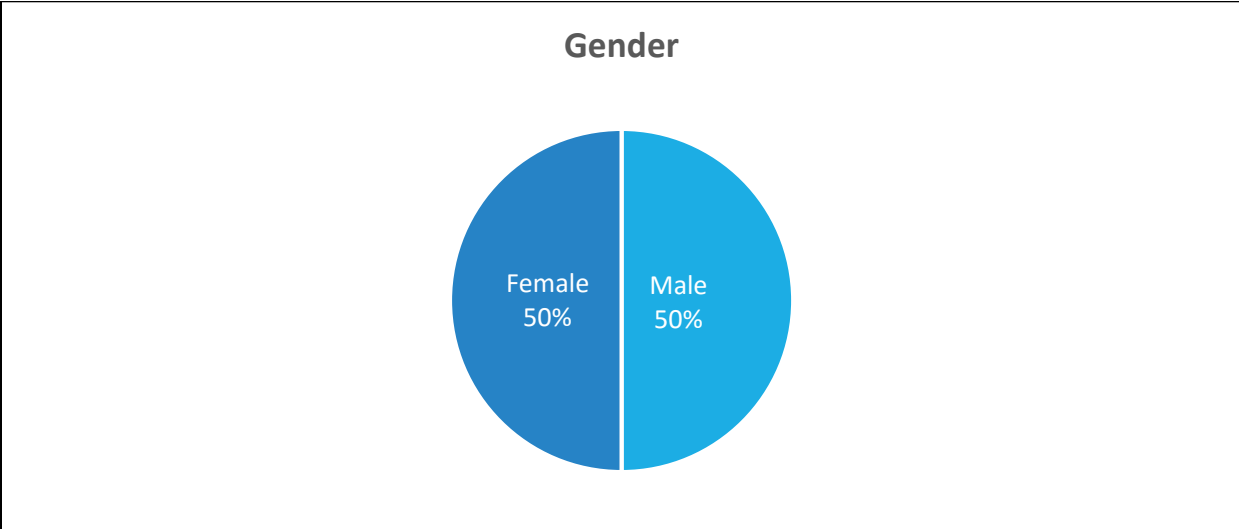


Total Respondents: 400

Online Survey Total Respondents: 52

Online Survey Results: 18 to 39 years = 1%; 40-64 years = 53%; 65+ years = 38%

See Appendix A for detailed chart based on recent Census 2016 data.



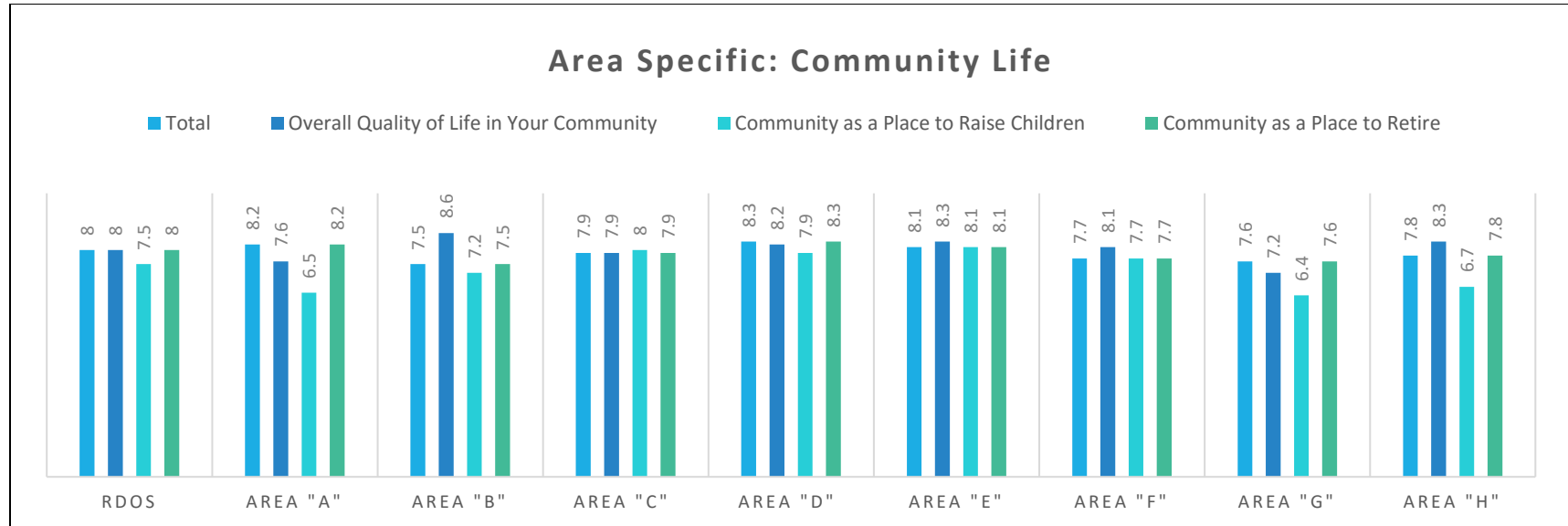
Total Respondents: 400

Online Survey Total Respondents: 52

Online Survey Results: Male = 38%; Female = 53%

Community Life

On a scale from 1 to 10 with 1 equal to POOR and 10 equal to EXCELLENT, how would you rate:



Total Respondents: 400

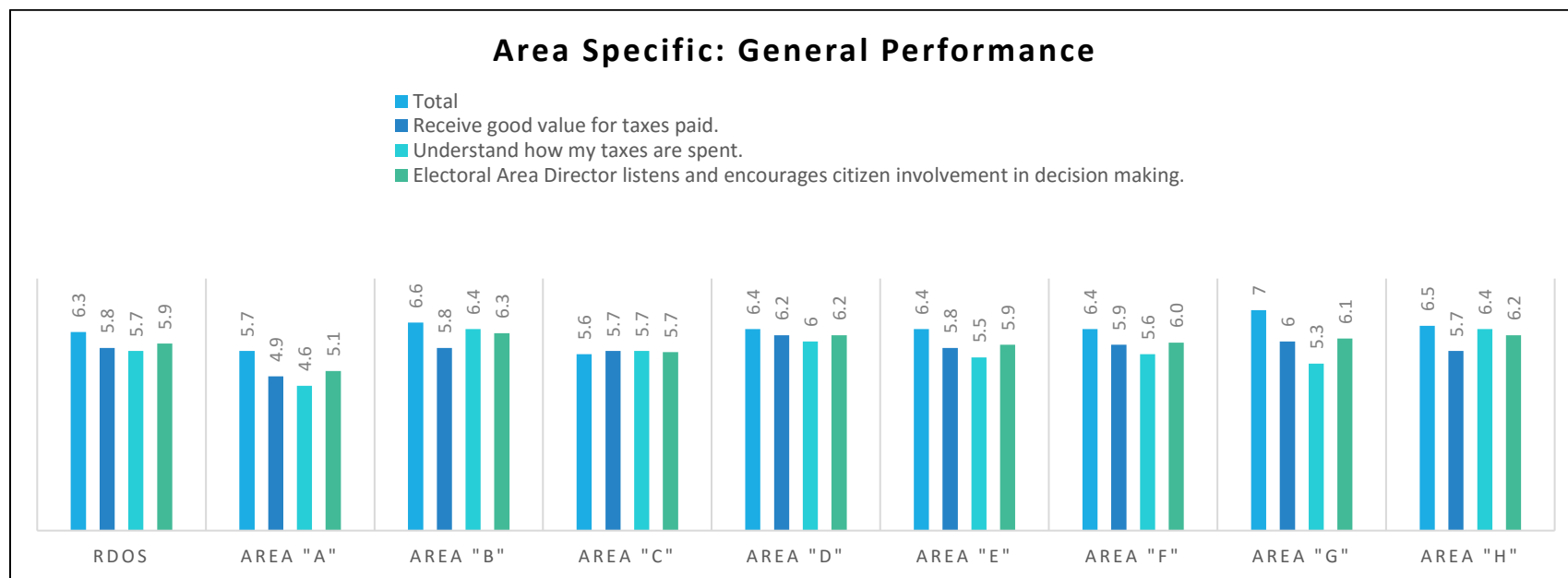
Online Survey Total Respondents: 52

Online Survey Results:

- Overall quality of life in your community = 7.4
- Community as a place to raise children = 6.4
- Community as a place to retire = 7.0

General Performance

On a scale from 1 to 10 with 1 equal to POOR and 10 equal to EXCELLENT, how would you rate:



Total Respondents: 385 – 394. The first question was not included on the 2017 survey. The third question was not part of the 2010 or 2012 surveys.

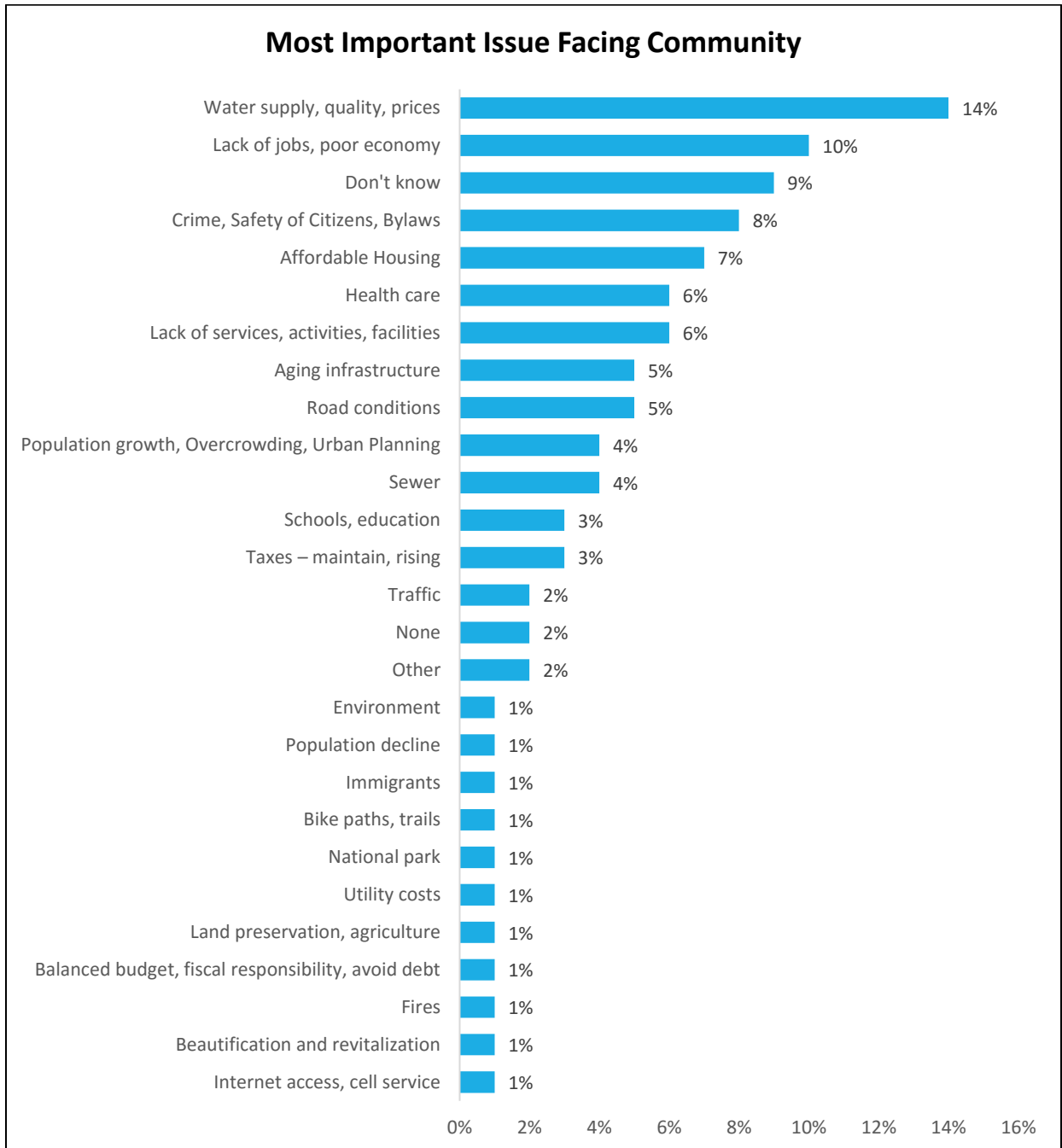
Online Survey Total Respondents: 52

Online Survey Results:

- Electoral Area Director listens to Citizens and encourages involvement = 5.4
- I receive good value for the taxes I pay (if a homeowner) = 5.7
- I understand how the Regional District spends the taxes I pay = 6.0

Key Issues

In your opinion, what is the SINGLE MOST important issue facing your community?



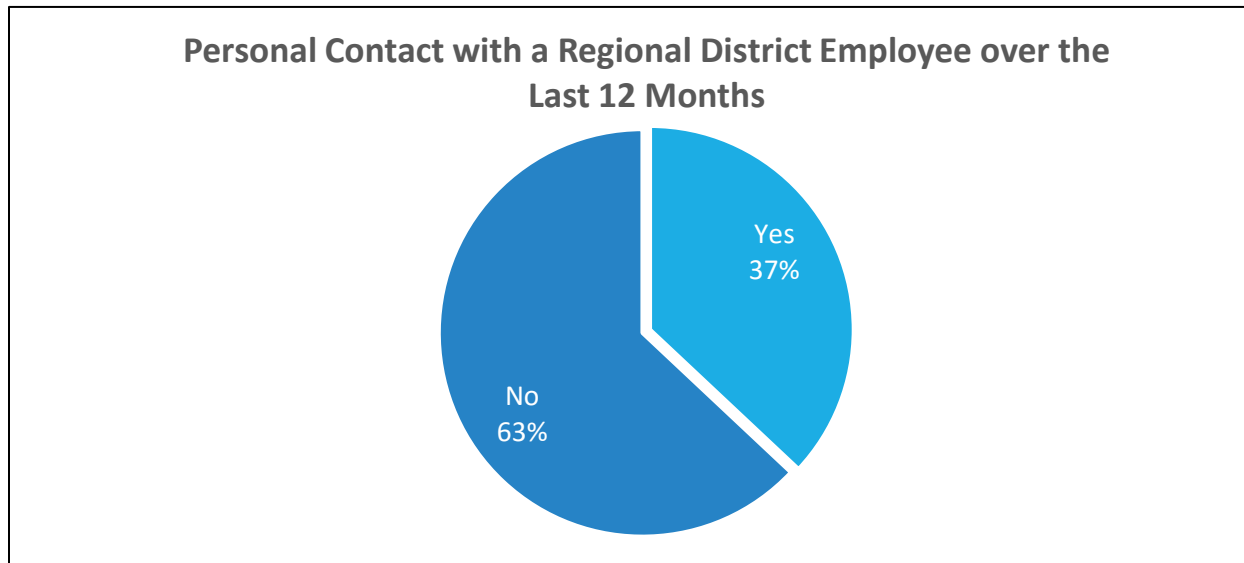
Total Respondents: 400

Question not included in online survey.

Area Specific: Top Four Most Important Issues Facing Community

<p>A-OSOYOOS RURAL</p> <p>Water supply, quality, prices 32%</p> <p>Lack of jobs, poor economy 10%</p> <p>Sewer 10%</p> <p>Affordable Housing 9%</p> <p>Total Respondents 38</p>	<p>B-CAWSTON</p> <p>Affordable Housing 23%</p> <p>Health care 23%</p> <p>Other 9%</p> <p>Lack of services, activities, facilities 8%</p> <p>Total Respondents 20</p>
<p>C-OLIVER RURAL</p> <p>Taxes – maintain, rising 13%</p> <p>Don't know 13%</p> <p>Lack of jobs, poor economy 11%</p> <p>Affordable Housing 11%</p> <p>Total Respondents 72</p>	<p>D-KALEDEN, OK FALLS</p> <p>Lack of jobs, poor economy 19%</p> <p>Crime, Safety of Citizens, Bylaws 12%</p> <p>Water supply, quality, prices 11%</p> <p>Lack of services, activities, facilities 6%</p> <p>Total Respondents 108</p>
<p>E-NARAMATA</p> <p>Aging infrastructure 16%</p> <p>Population growth, Overcrowding, Urban Planning 15%</p> <p>Water supply, quality, prices 11%</p> <p>Affordable Housing 11%</p> <p>Road conditions 11%</p> <p>Total Respondents 41</p>	<p>F-OKANAGAN LAKE WEST</p> <p>Water supply, quality, prices 30%</p> <p>Schools, education 18%</p> <p>Sewer 12%</p> <p>Population growth, Overcrowding, Urban Planning 9%</p> <p>Total Respondents 37</p>
<p>G-KEREMEOS RURAL</p> <p>Don't know 20%</p> <p>Lack of services, activities, facilities 19%</p> <p>Aging infrastructure 12%</p> <p>Lack of jobs, poor economy 10%</p> <p>Total Respondents 44</p>	<p>H-PRINCETON RURAL</p> <p>Health care 24%</p> <p>Don't know 18%</p> <p>Water supply, quality, prices 17%</p> <p>Crime, Safety of Citizens, Bylaws 9%</p> <p>Total Respondents 40</p>

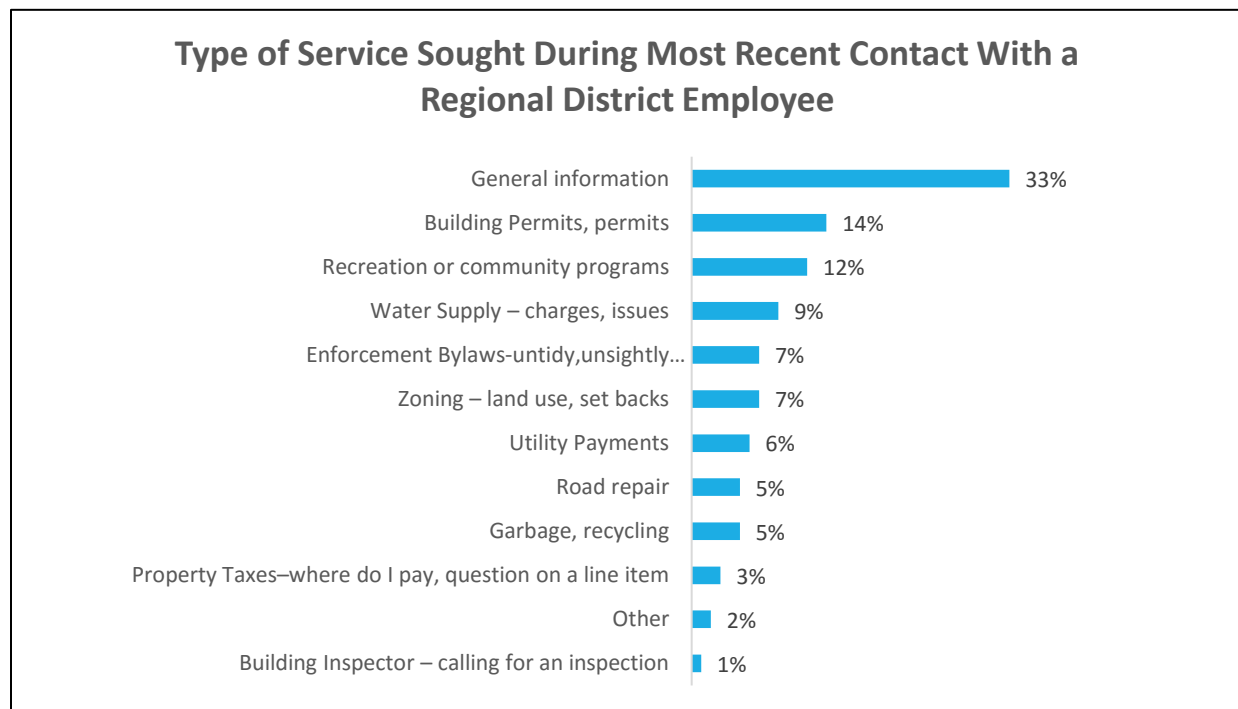
Customer Contact



Total Respondents: 400

Online Survey Total Respondents: 52

Online Survey Results: Yes = 71%; No = 25%



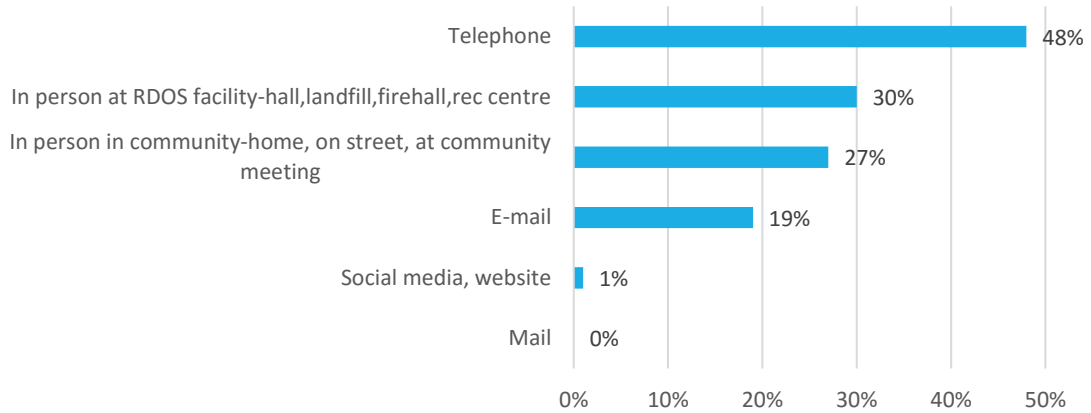
Includes only respondents that had personal contact with RDOS employees in past 12 months.

Total Respondents: 147. Multiple responses given. Total Responses: 153.

Online Survey Total Responses: 44.

Online Survey Results: Enforcement Bylaws = 38%; Other = 29%; Water supply = 15%; Recreation = 15%; Garbage, recycling = 13%; Building Permits = 13%

Method Or Methods Used To Contact A Regional District Employee



Includes only respondents that had personal contact with RDOS employees in past 12 months.

Total Respondents: 147. Multiple Responses given. Total Responses: 186

Online Survey Total Respondents: 52

Online Survey Results: E-mail = 60%; In person @ RD facility = 48%; Telephone = 48%; In person community = 30%

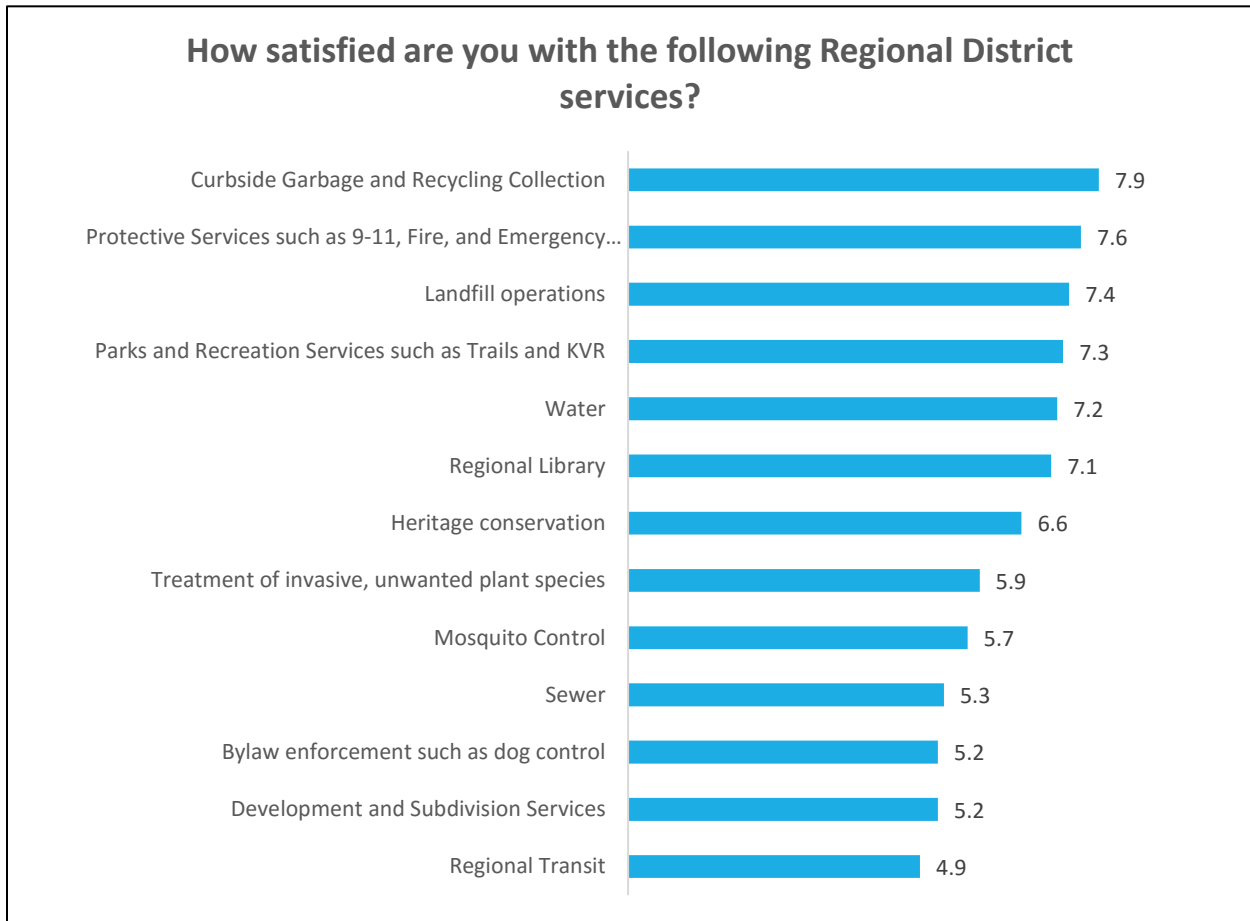
Service Use

In the past 12 months, approximately how often did you participate in each of the following activities?



Total Respondents: 400

Service Satisfaction



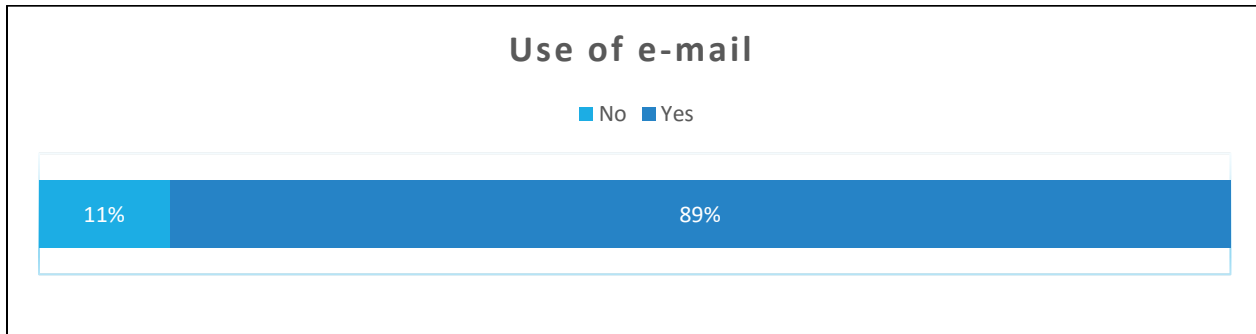
Total Respondents: 400

Online Survey Total Respondents: 39

Online Survey Results:

- Curbside garbage and recycling = 7.3
- Regional library = 7.0
- Protective services such as 911, fire and emergency preparedness = 6.9
- Landfill operations = 6.6
- Parks and recreation services = 6.6
- Water = 6.1
- Mosquito control = 5.8
- Wildsafe program = 5.6
- Heritage conservation = 5.5
- Treatment of invasive, unwanted plant species = 5.4
- Regional transit = 5.3
- Development of subdivision services = 4.8
- Bylaw enforcement = 4.6
- Sewer = 4.3

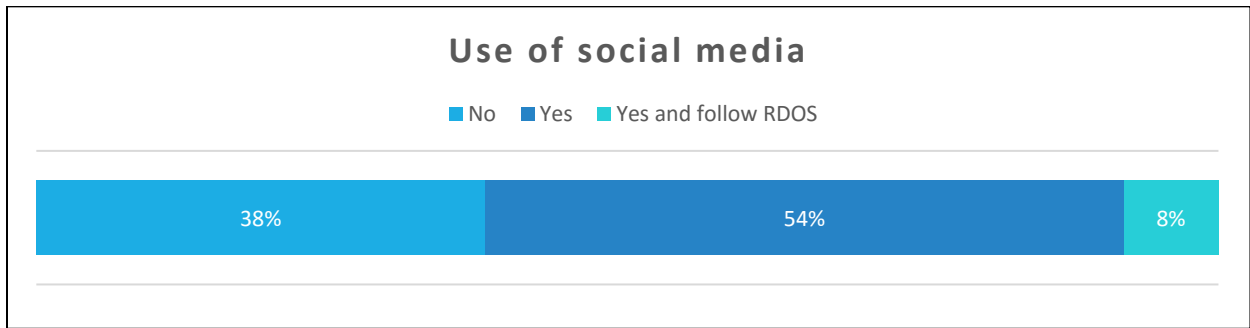
E-mail, Social Media and Website Use



Total Respondents: 400

Online Survey Total Respondents: 52

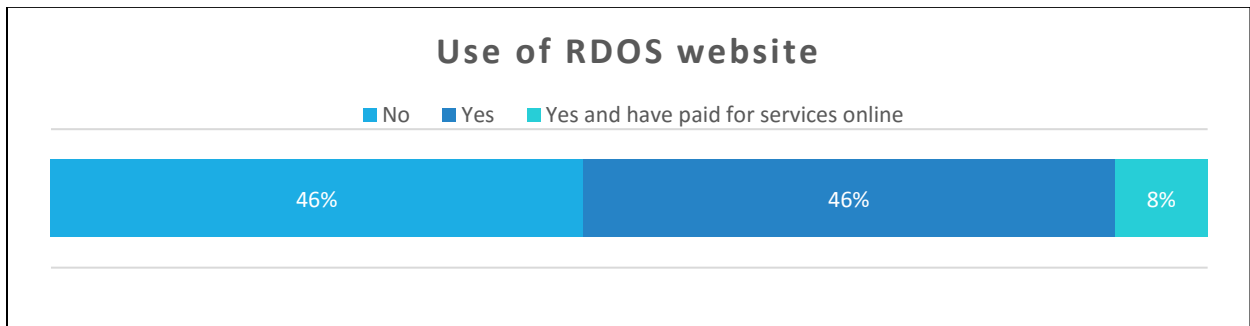
Online Survey Results: Yes = 100%



Total Respondents: 400

Online Survey Total Respondents: 52

Online Survey Results: No = 36%; Yes = 42%; Yes and follow RDOS = 23%



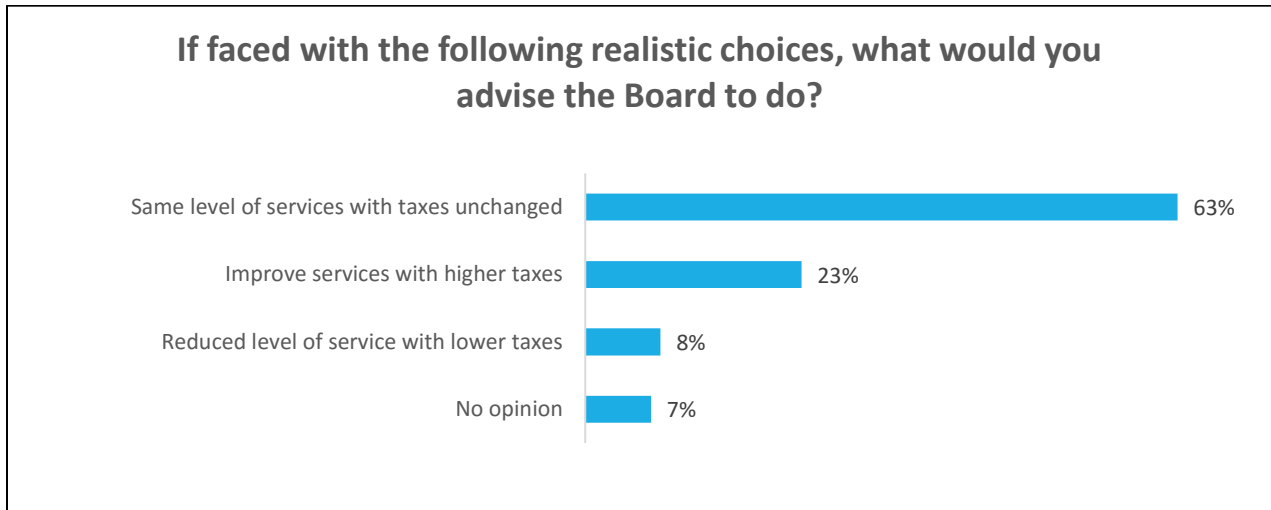
* Respondents who have visited the RDOS website rate the website a 6.6 out of 10.0.

Total Respondents: 400

Online Survey Total Respondents: 52

Online Survey Results: No = 9%; Yes = 76%; Yes and have paid for services online = 13%; Website rating = 6.2.

Future Choices

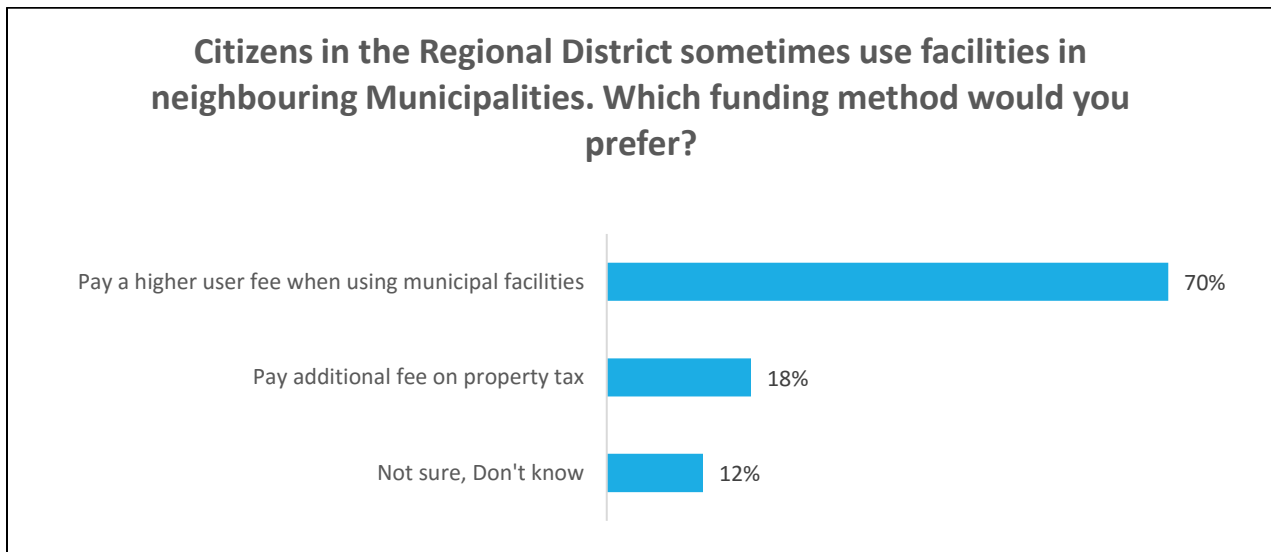


Total Respondents: 400

Online Survey Total Respondents: 52

Online Survey Results:

- Same level of services with taxes unchanged = 44%
- Improve services with higher taxes = 36%
- Reduce level of service with lower taxes = 11%



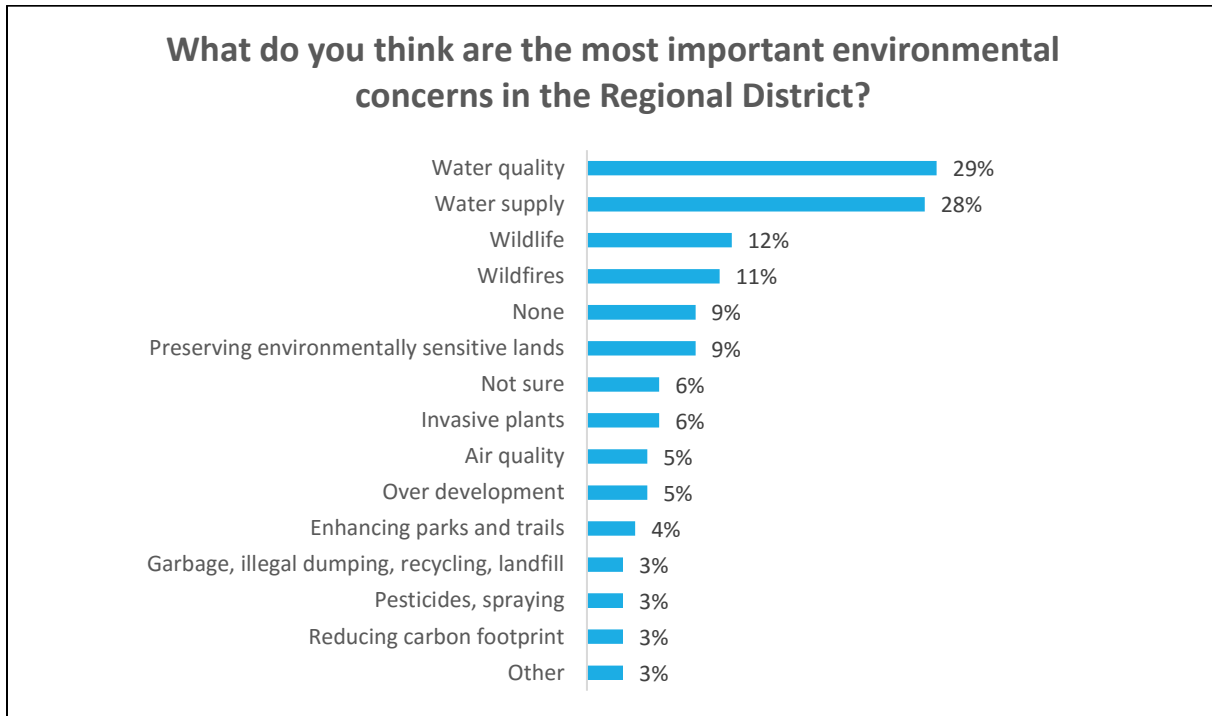
Total Respondents: 400

Online Survey Total Respondents: 52

Online Survey Results:

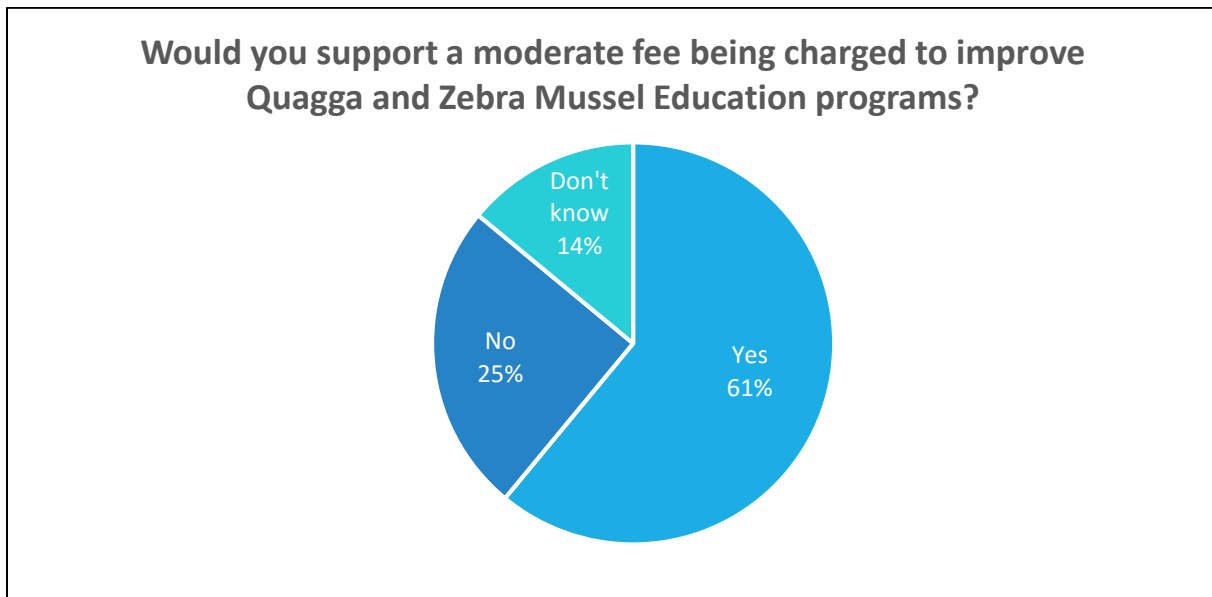
- Pay a higher user fee when using municipal facilities = 59%
- Not sure / Don't know = 26%
- Pay additional fee on property tax = 13%

Environmental Concerns



Total Respondents: 400

Online Survey Results: Water quality = 69%; Preserving environmentally sensitive land = 61%; Enhancing parks and trails 61%; Water supply = 59%; Wildfire = 55%; Invasive plants = 50%; Wildlife = 46%; Air quality = 42%



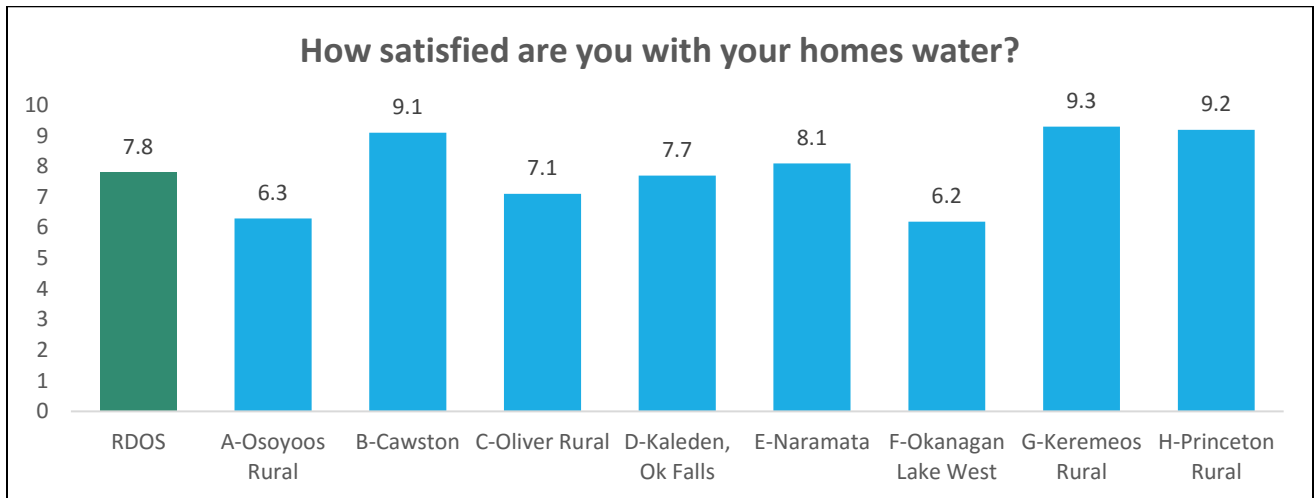
Total Respondents: 400

Online Survey Total Respondents: 52

Online Survey Results: Yes = 32%; No = 34%; Don't know = 32%

Water

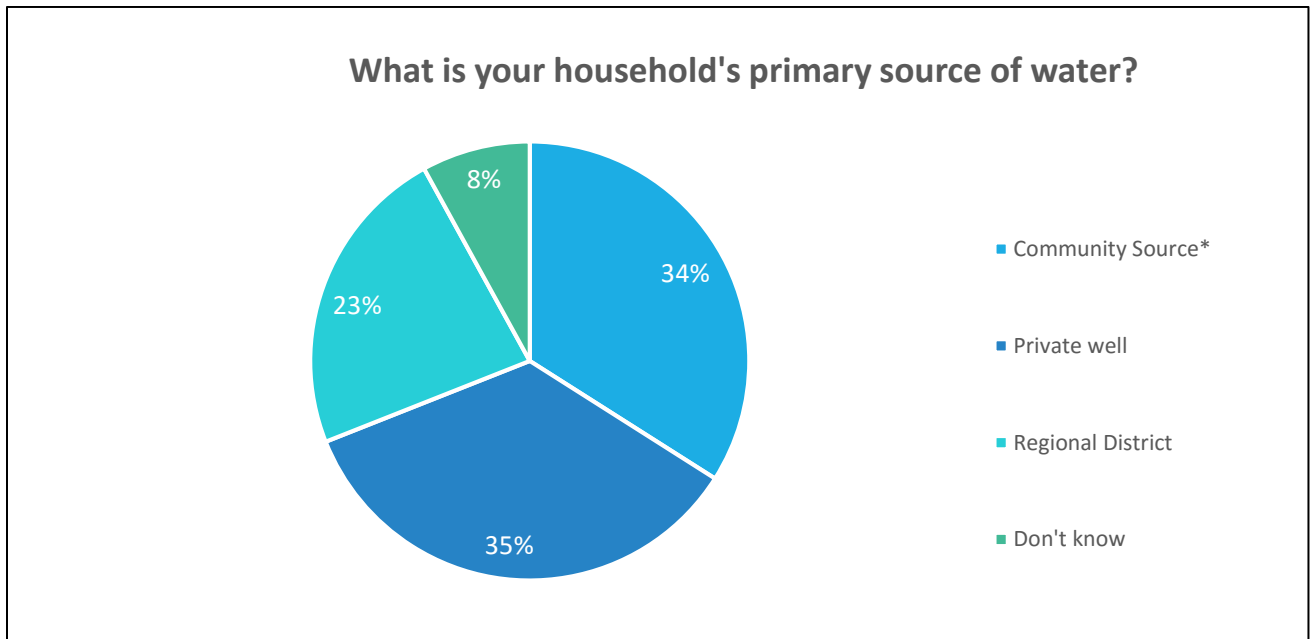
On a scale from 1 to 10 with 1 equal to not satisfied and 10 equal to very satisfied, respondents rated their satisfaction at 7.8.



Total Respondents: 400

Online Survey Total Respondents: 48

Online Survey Results: 7.0 out of 10.0



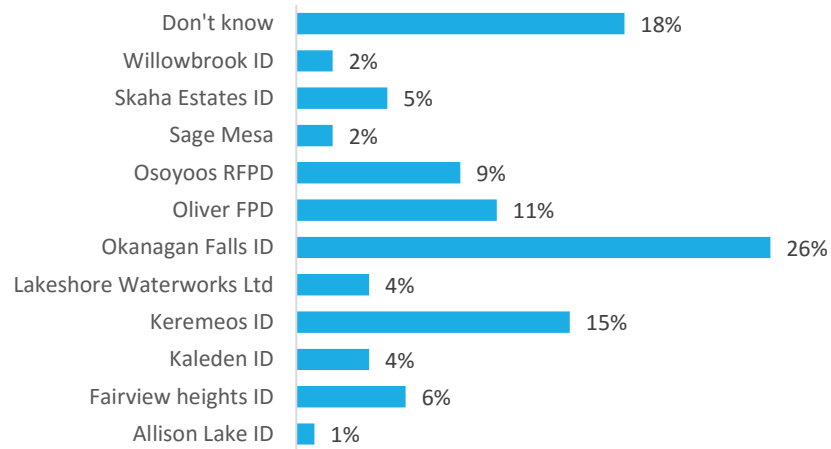
* Community Source such as Irrigation District or Fire Protection District

Total Respondents: 400

Online Survey Total Respondents: 52

Online Survey Results: Community source = 38%; Private well = 28%; Regional District = 32%

Which Irrigation District are you a part of?



Includes only respondents with 'Community' source of water.

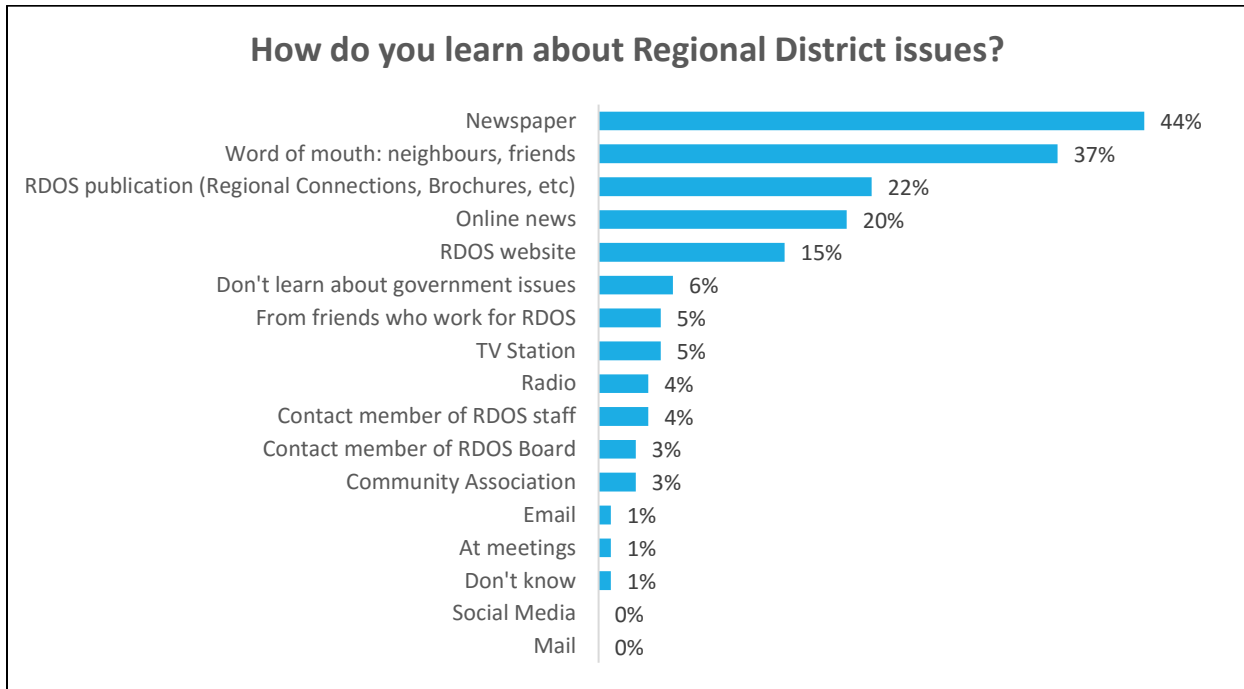
Total Respondents: 137

Online Survey Total Respondents: 30

Online Survey Results:

- Hedley ID = 10%
- Kaleden ID = 3%
- Keremeos ID = 10%
- Lakeshore Waterworks Ltd. = 6%
- Okanagan Falls ID = 23%
- Oliver FPD = 3%
- Osoyoos RFPD = 6%
- Skaha Estates = 10%
- Vintage Views = 3%
- Other = 23%

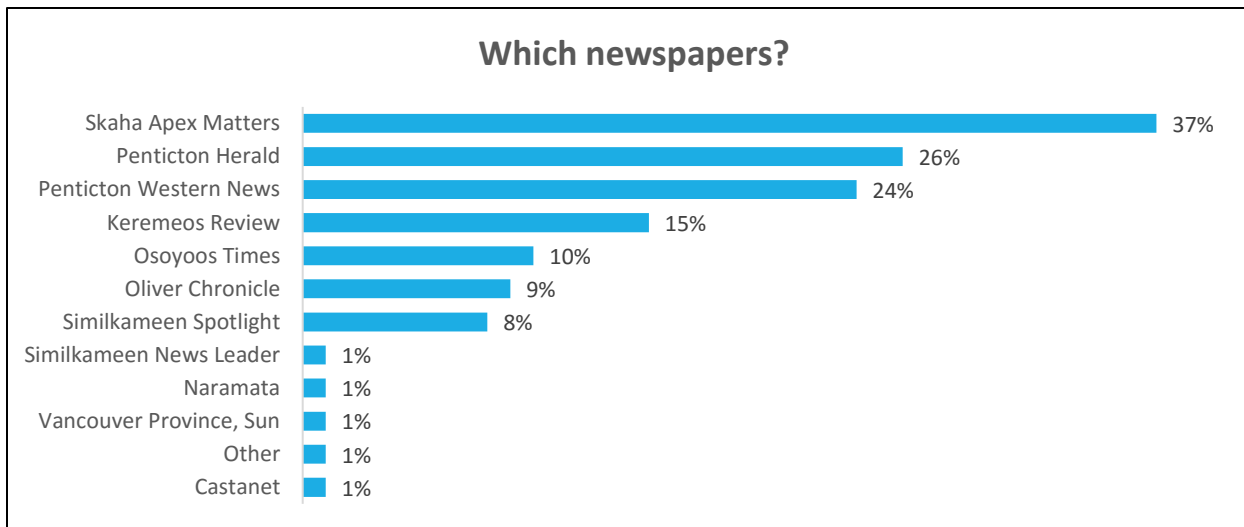
Knowledge of RDOS



Total Respondents: 400. Multiple Responses given. Total Responses: 682.

Online Survey Total Respondents: 52

Online Survey Results: Newspaper = 57%; Website = 50%; Word of mouth = 46%; Online publications = 44%;
Online news = 40%; Regional District Publication = 25%



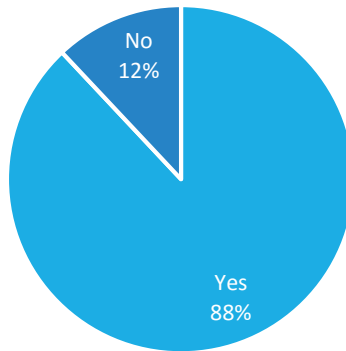
Includes only respondents who learn about Regional District issues for the newspaper.

Total Respondents: 177. Multiple answers given. Total Responses: 234.

Online Survey Total Respondents: 39

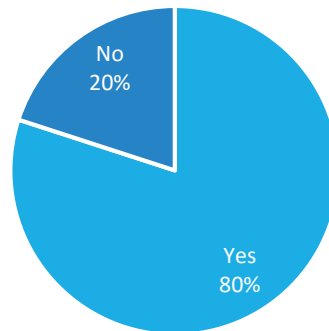
Online Survey Results: Penticton Western News = 59%; Penticton Herald = 53%; Skaha Matters = 28%

Were you aware that the Province of British Columbia contracts out road maintenance within the Regional District to Argo Road Maintenance?



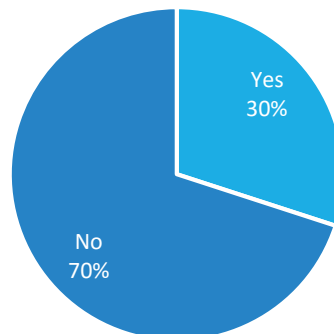
Total Respondents: 400.
Online Survey Total Respondents: 52
Online Survey Results: Yes = 92%; No = 7%

Are you aware of the Okanagan Similkameen Regional Hospital District?



Total Respondents: 400.
Online Survey Total Respondents: 52
Online Survey Results: Yes = 73%; No = 26%

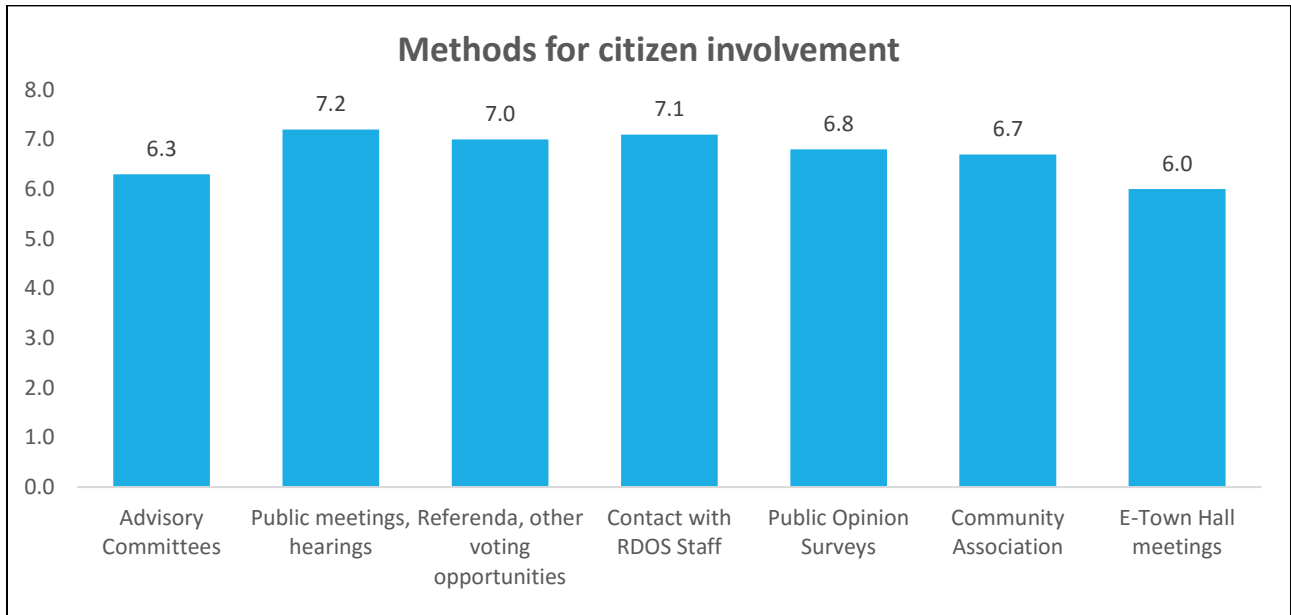
Do you understand how Okanagan Similkameen Regional Hospital District taxes work?



Total Respondents: 400.
Online Survey Total Respondents: 52
Online Survey Results: Yes = 42%; No = 57%

Citizen Involvement

On a scale from 1 to 10 with 1 equal to NOT IMPORTANT and 10 equal to VERY IMPORTANT, please rate the importance of the following ways the Regional District can involve you more in policy making, development planning and the budget process.



Total Respondents: 400.

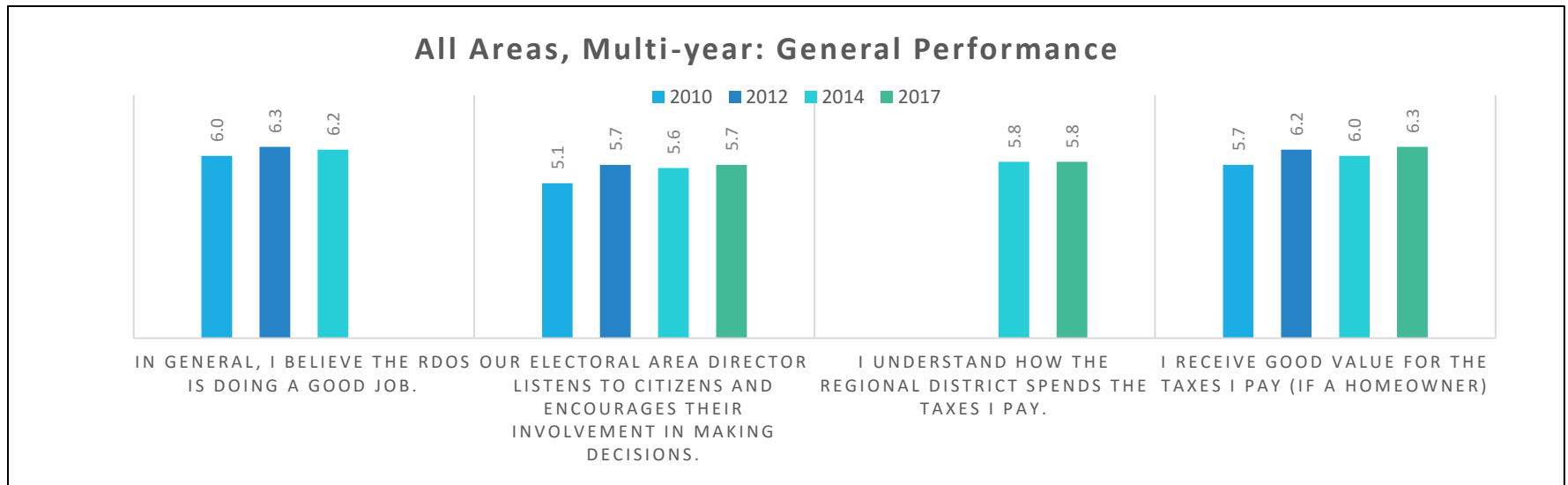
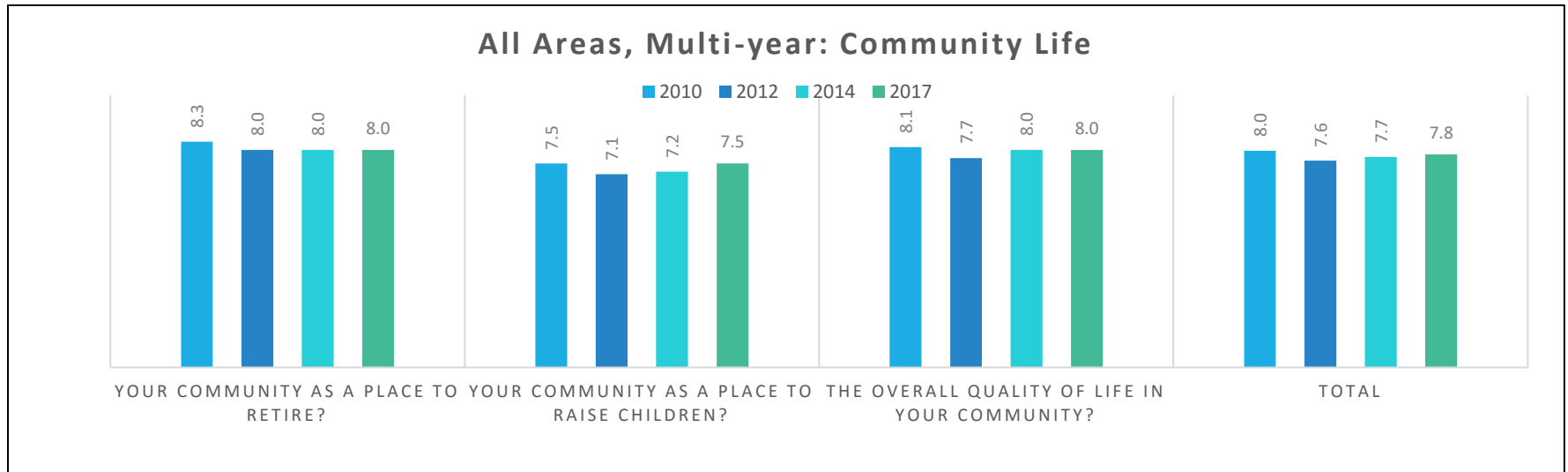
Online Survey Total Respondents: 52

Online Survey Results:

- Advisory committees = 5.7
- Public meetings, hearings = 6.6
- Referendum, other voting opportunities = 6.6
- Contact with Regional District staff = 6.0
- Public opinion surveys = 7.4
- Community associations = 5.7
- E-town hall meetings = 5.6
- Other = 3.75

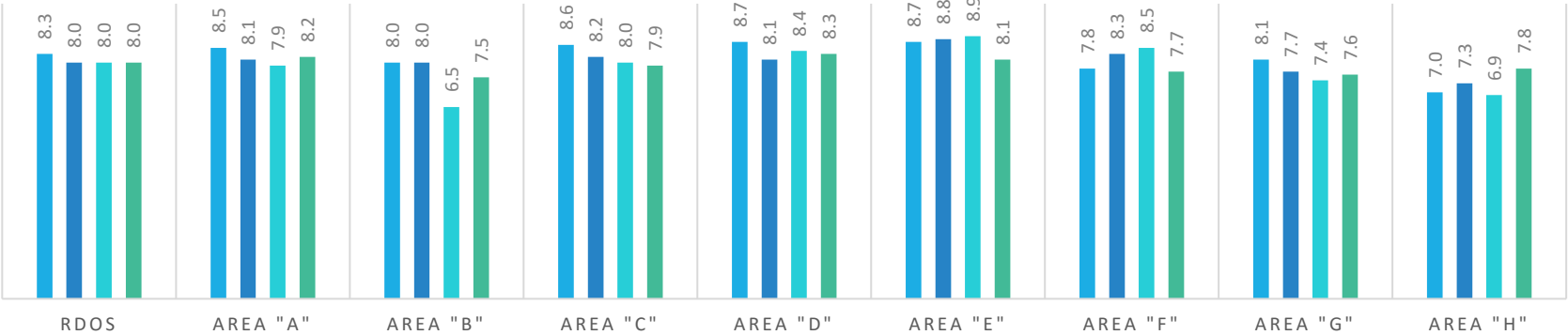
Multi-Year Comparisons

Community Life



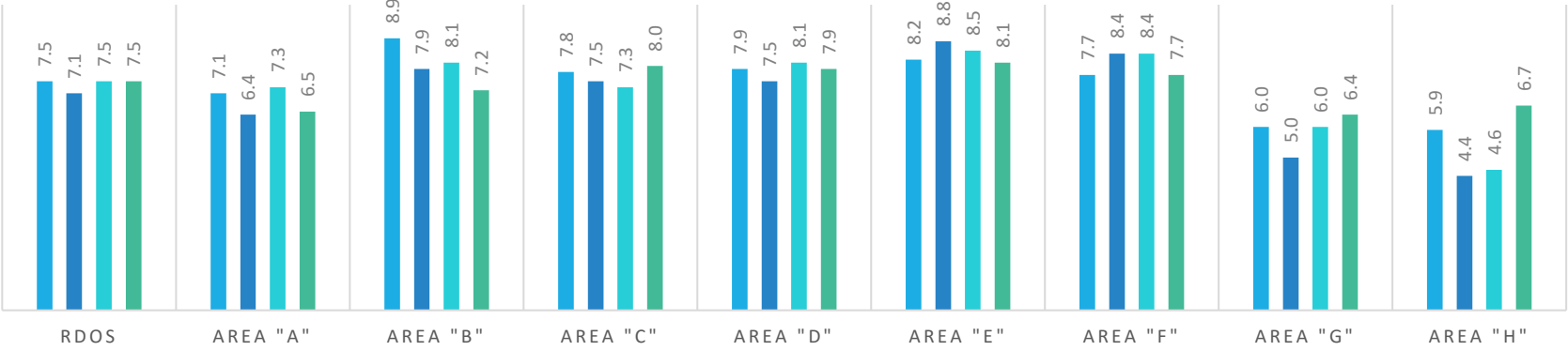
Area Specific, Multi-year: Community As A Place To Retire

2010 2012 2014 2017



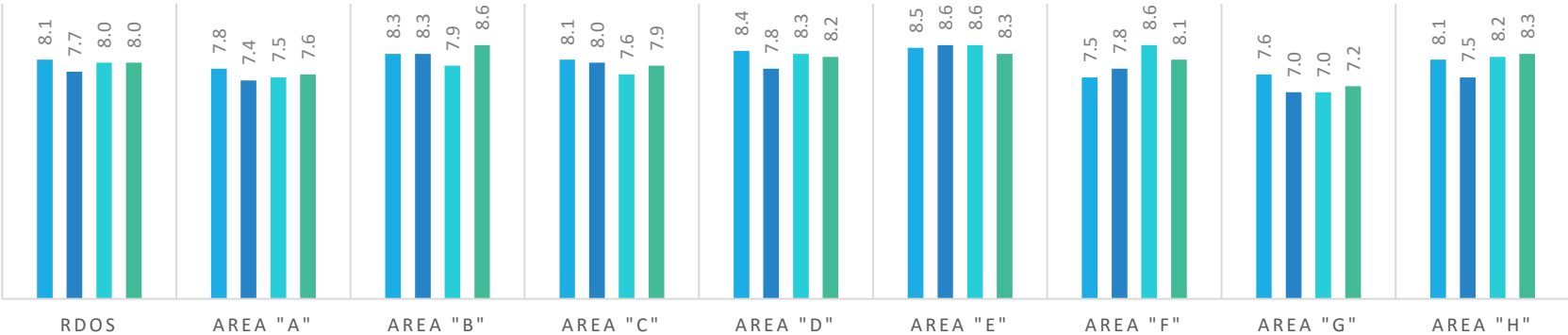
Area Specific, Multi-year: Community As A Place To Raise Children

2010 2012 2014 2017

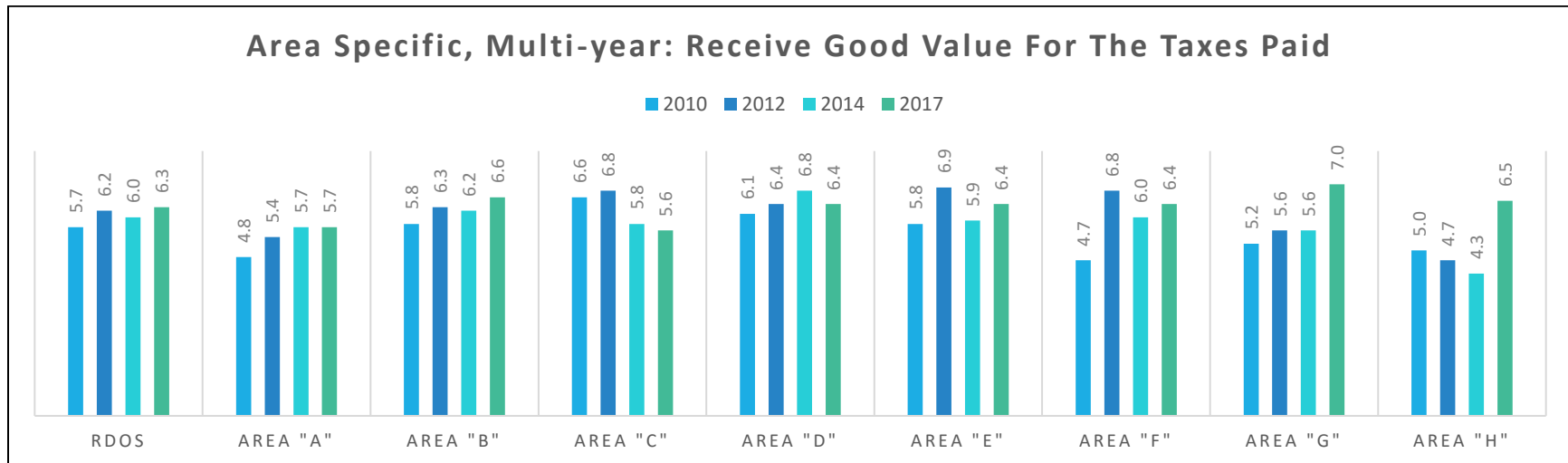
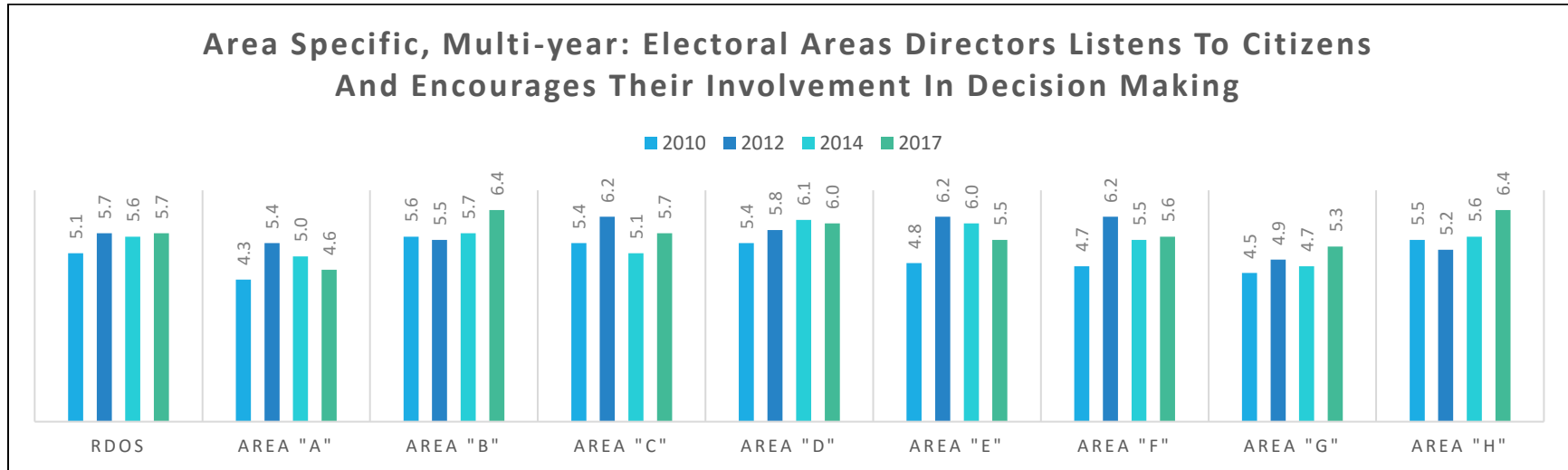


Area Specific, Multi-year: Overall Quality Of Life

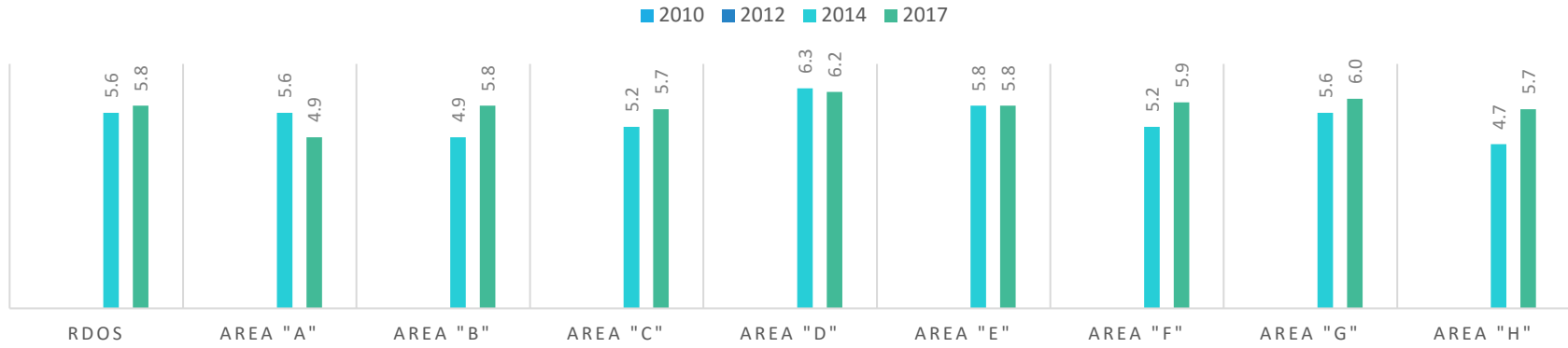
2010 2012 2014 2017



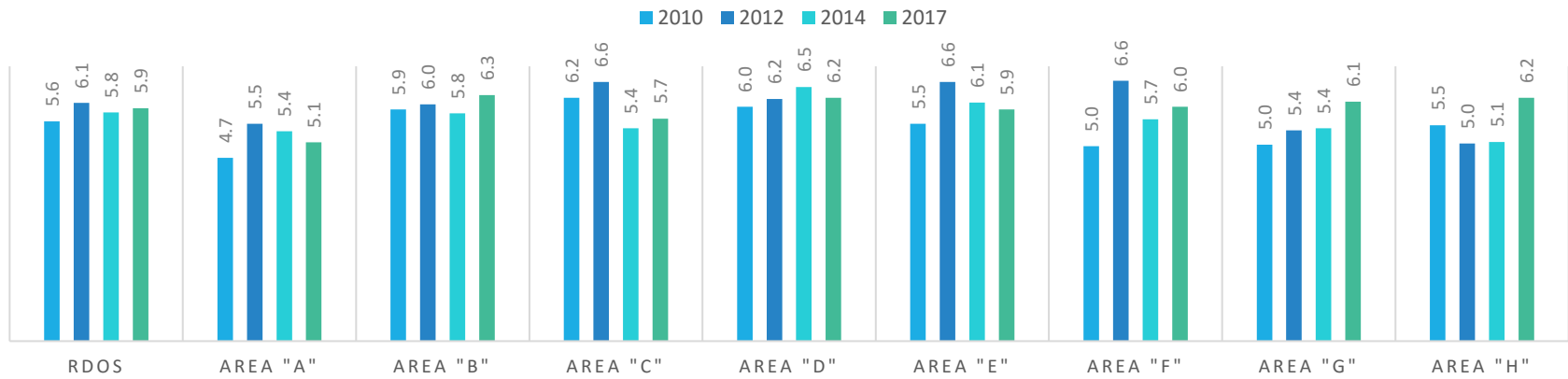
General Performance



Area Specific, Multi-Year: I Understand How The Regional District Spends The Taxes I Pay.

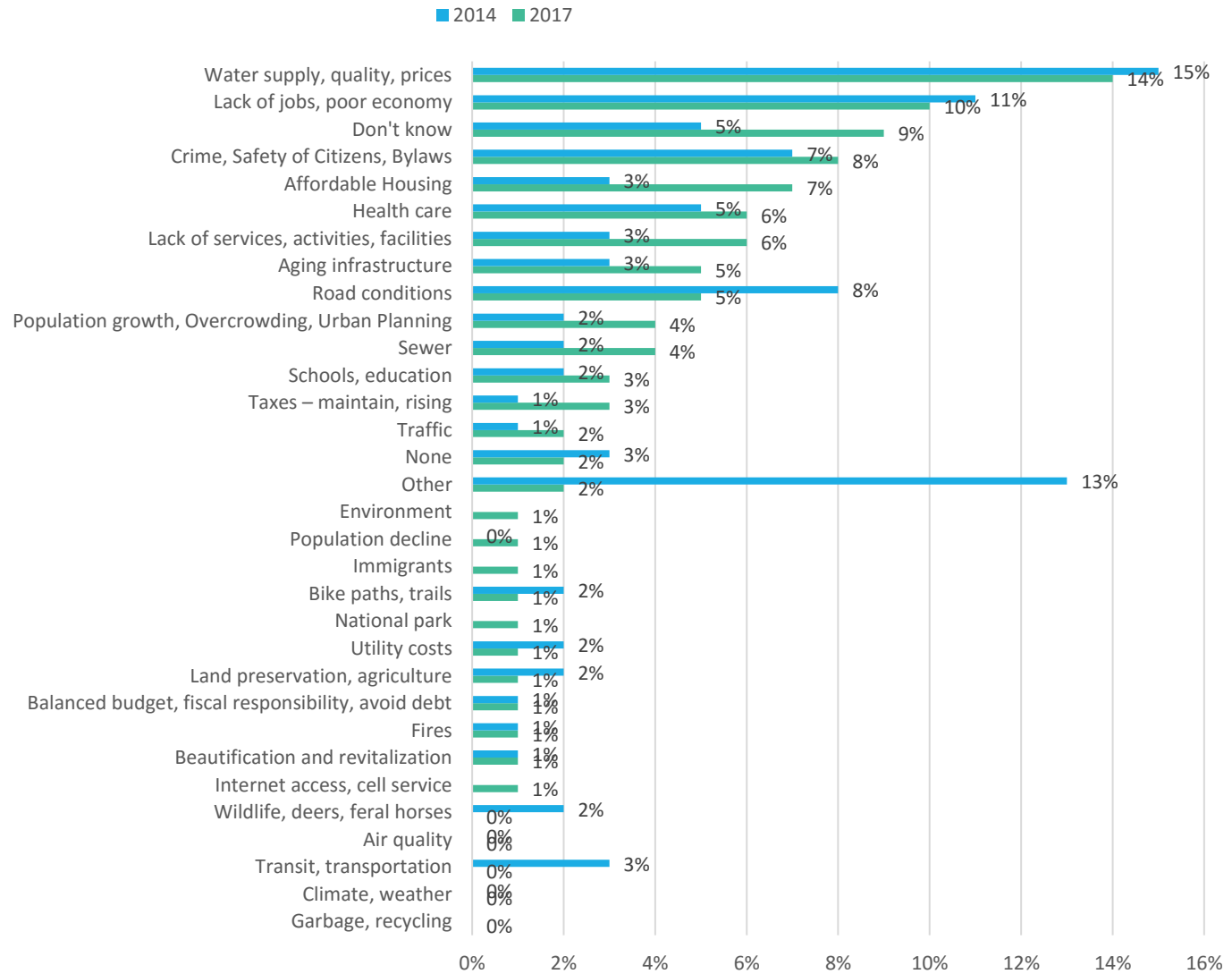


Area Specific, Multi-year: General Performance Overall

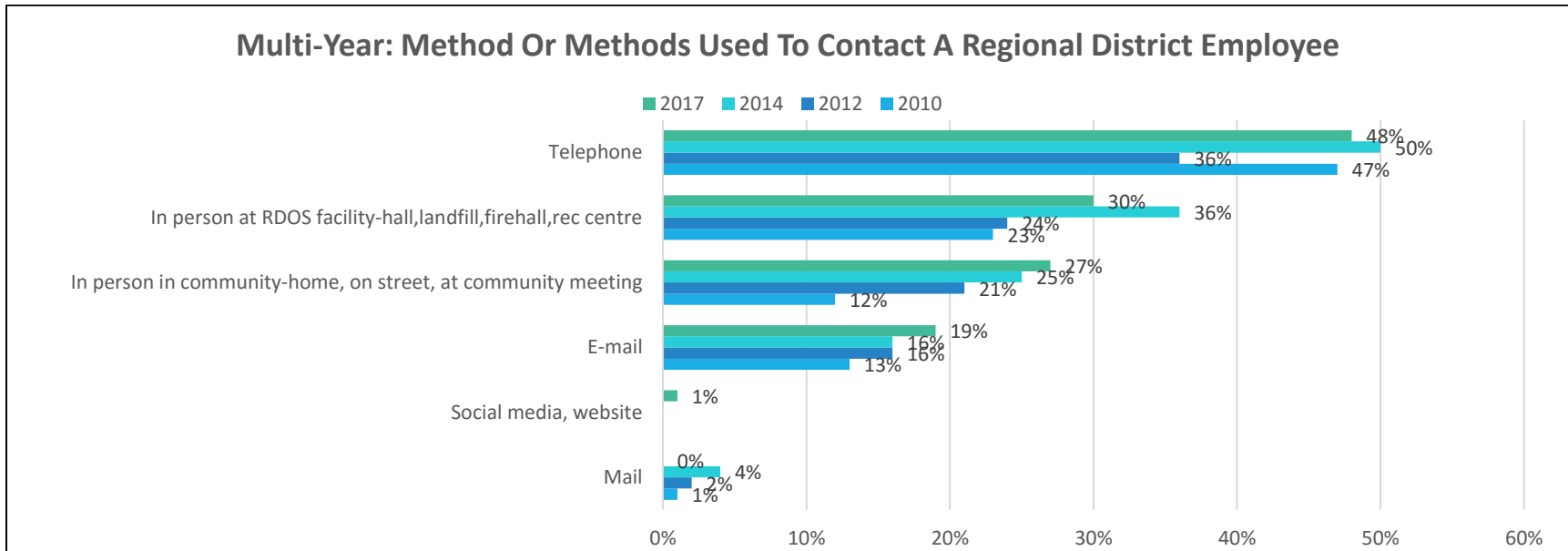
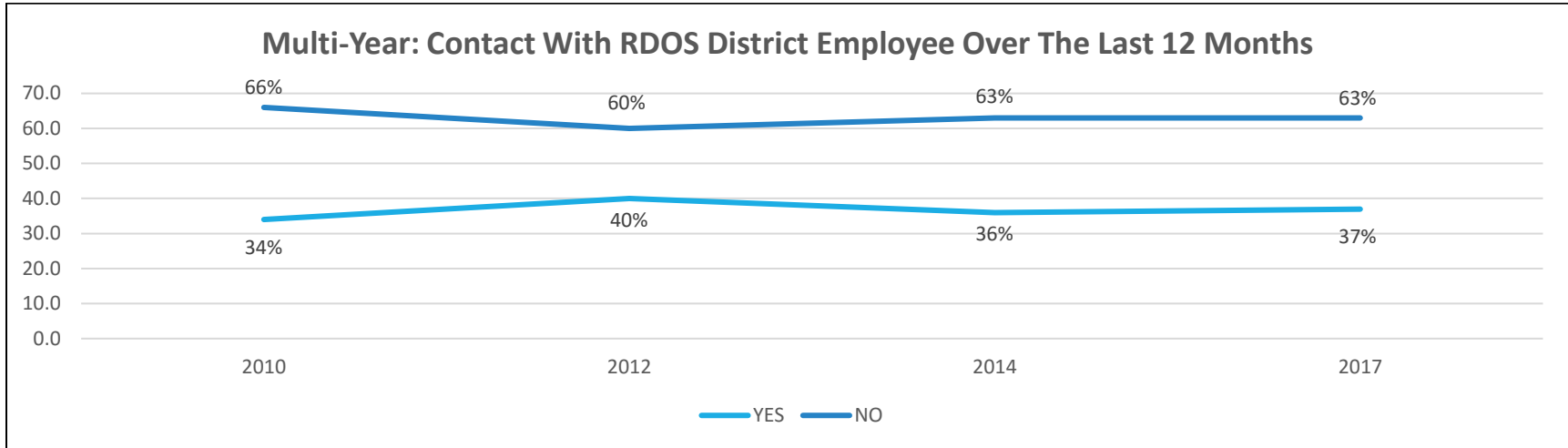


Key Issues

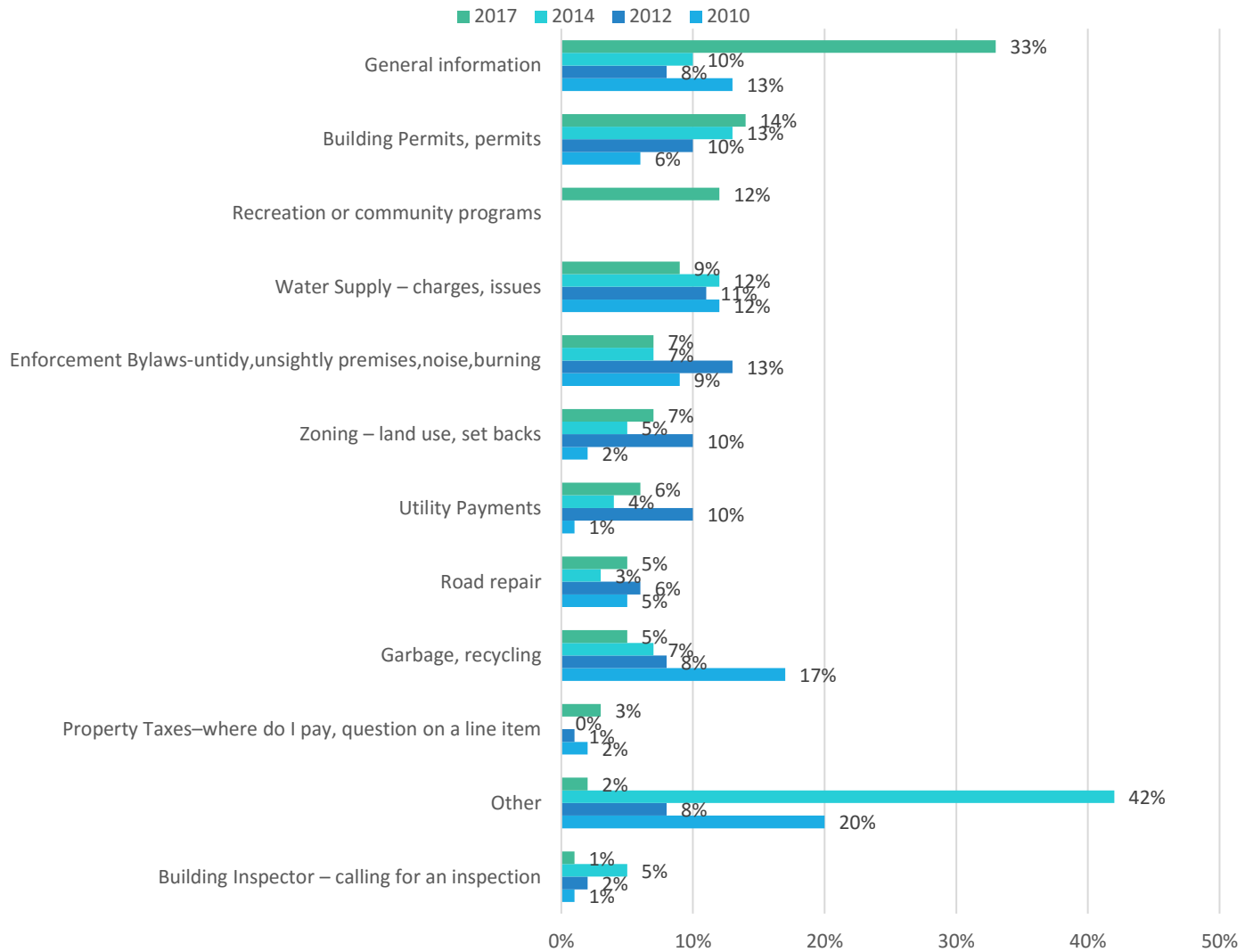
Multi-Year: Single Key Important Issue Facing Community



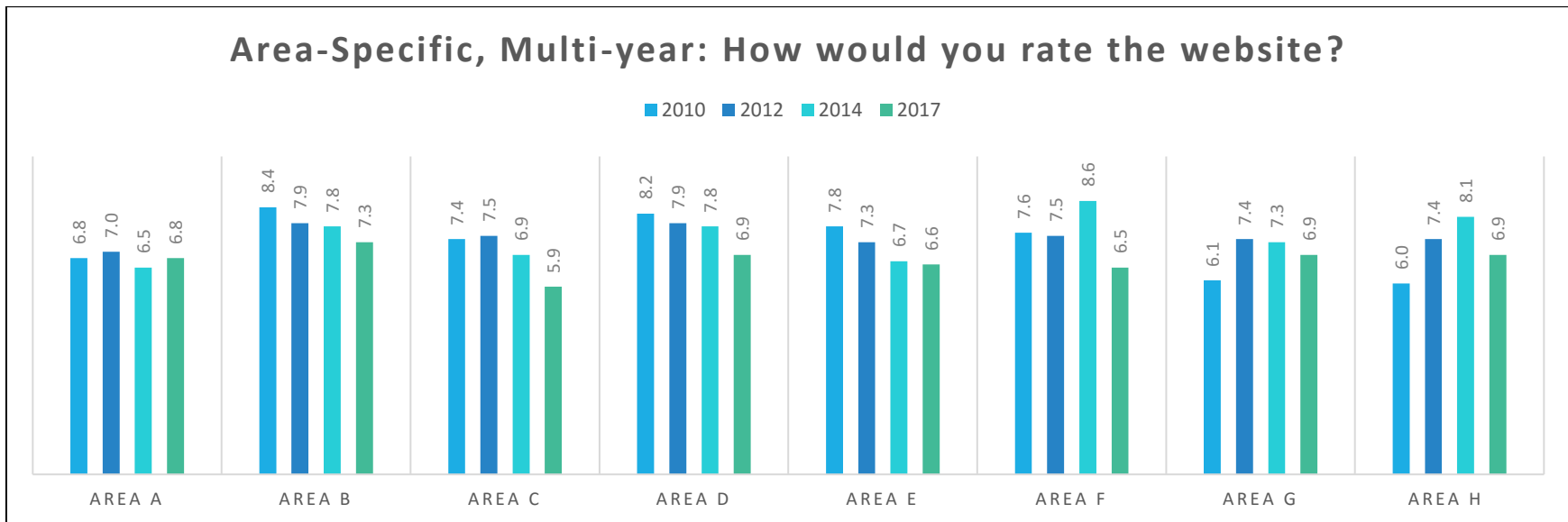
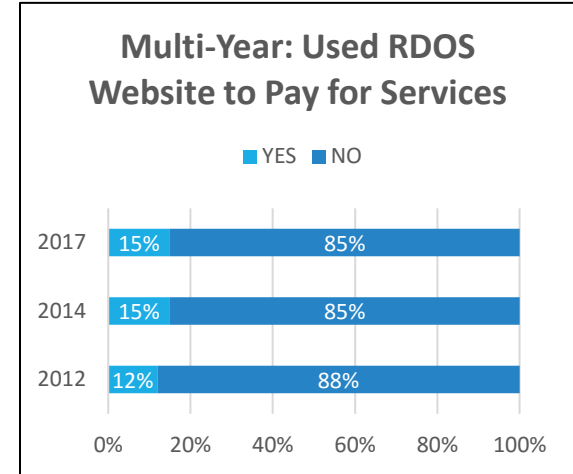
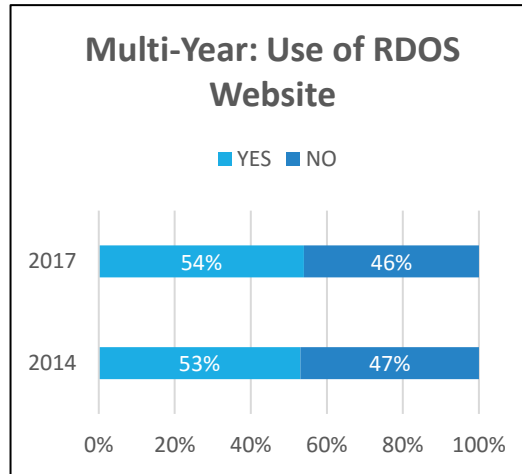
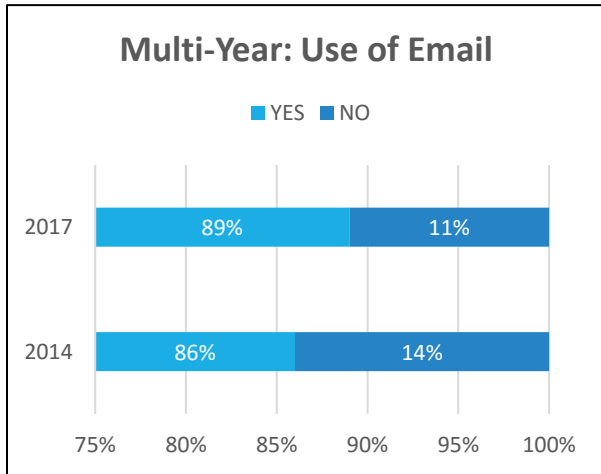
Customer Contact



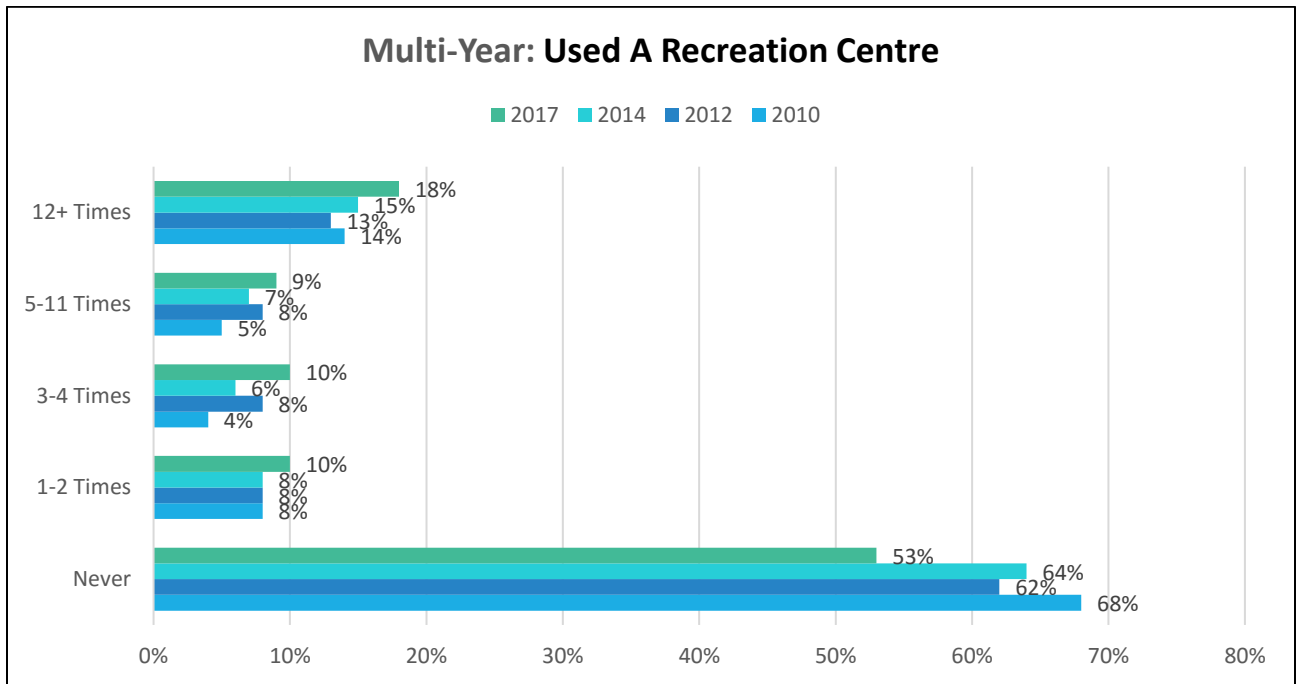
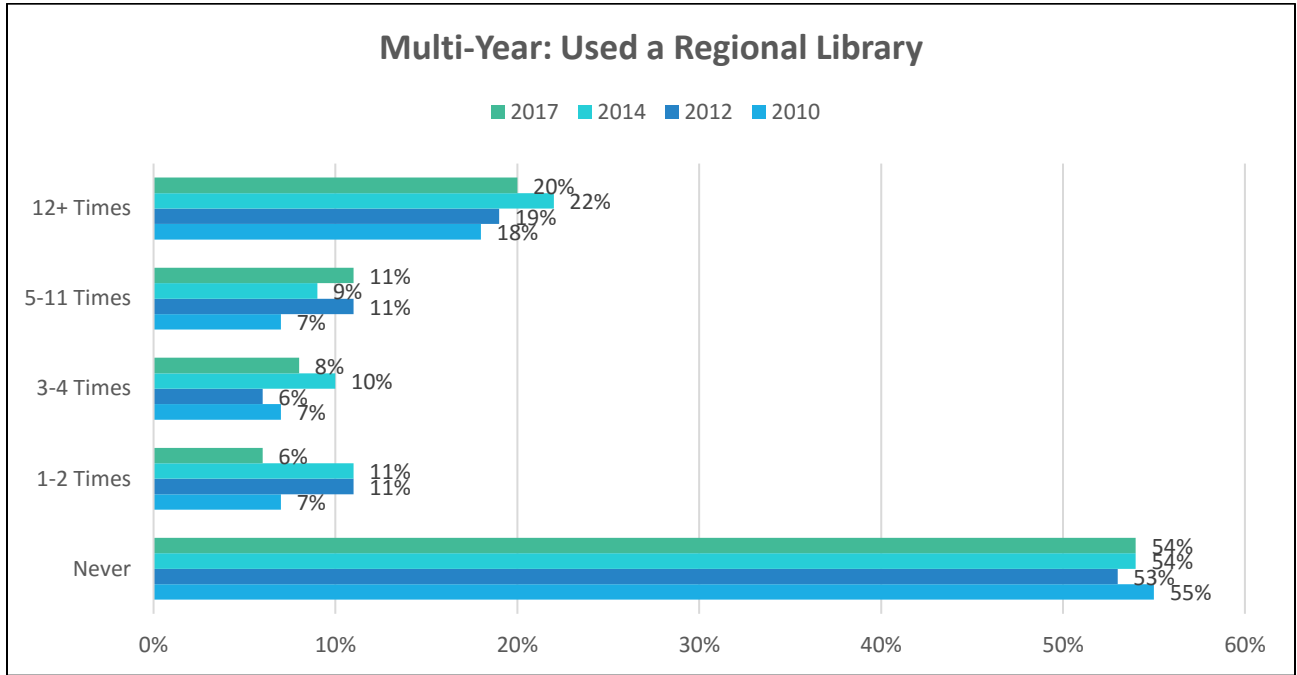
Multi-Year: Type Of Service Sought During Most Recent Contact With A Regional District Employee

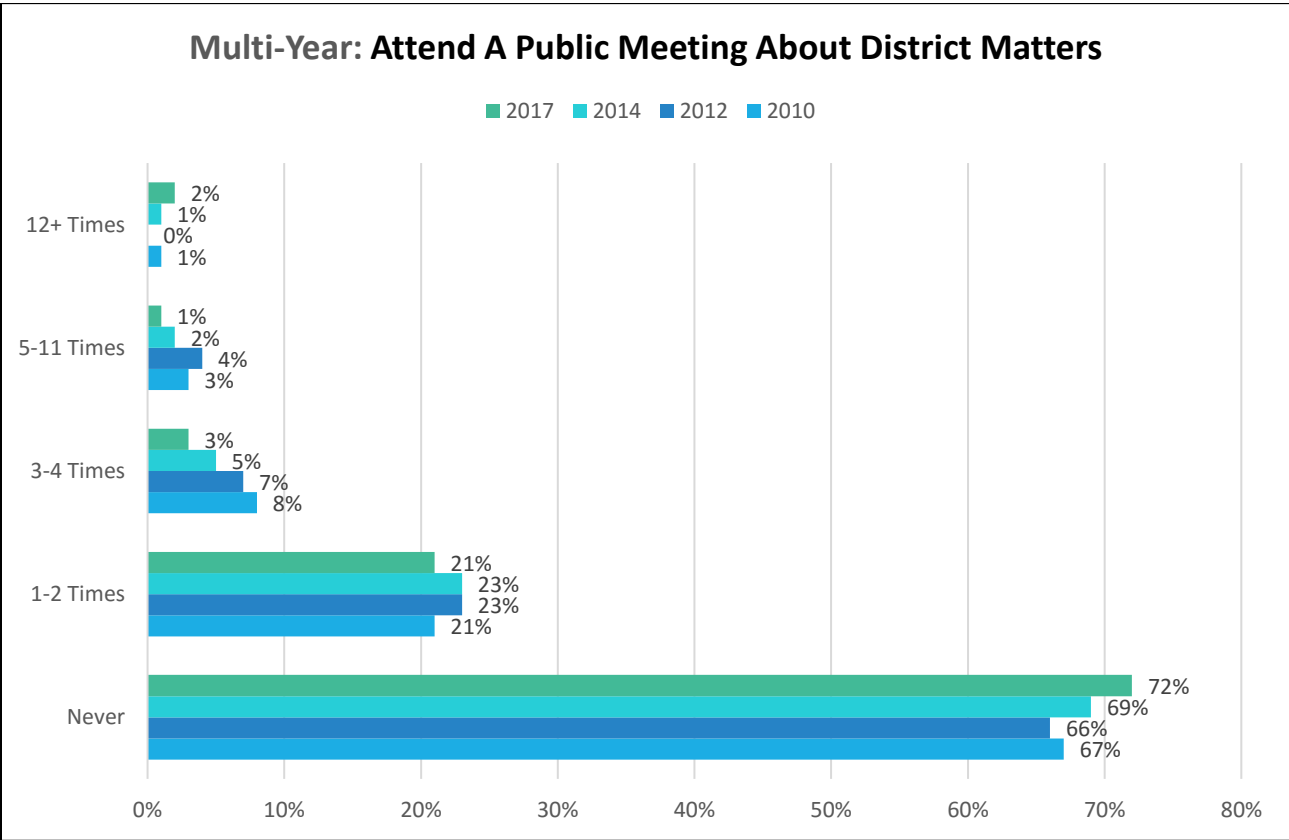
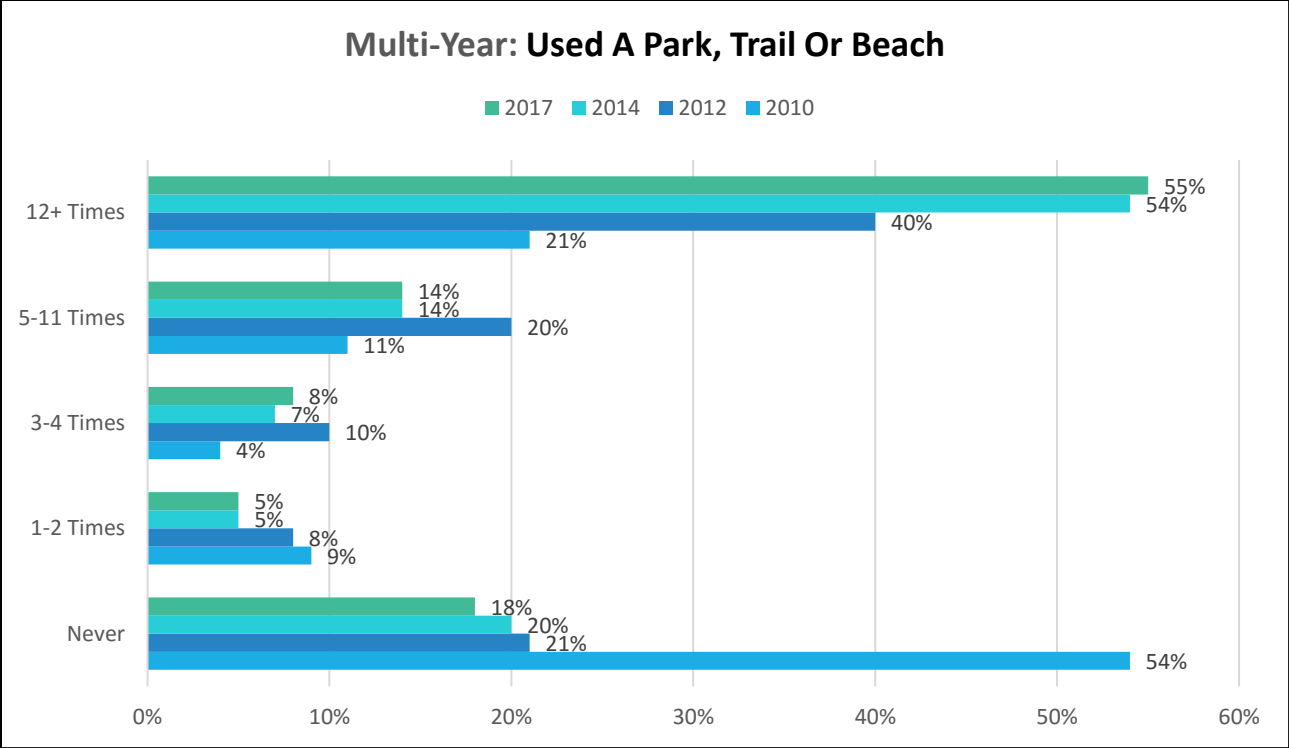


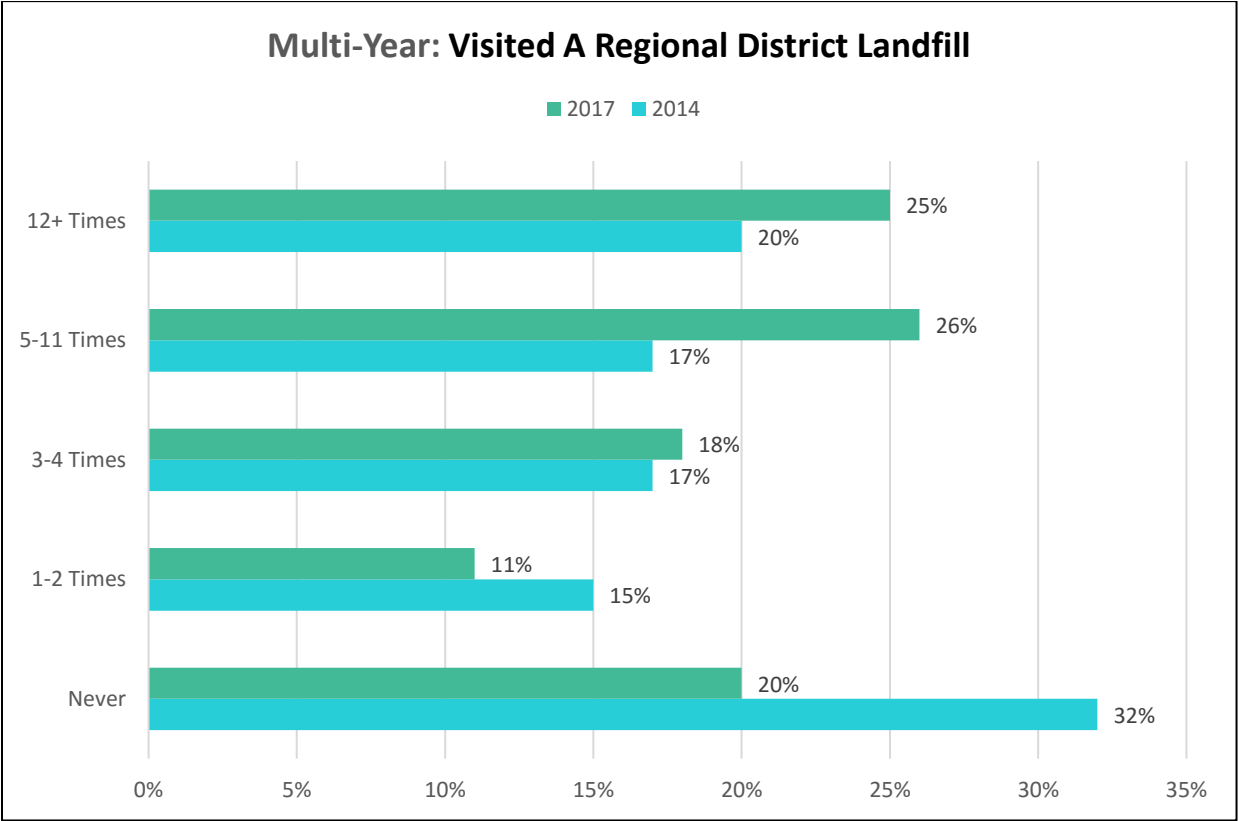
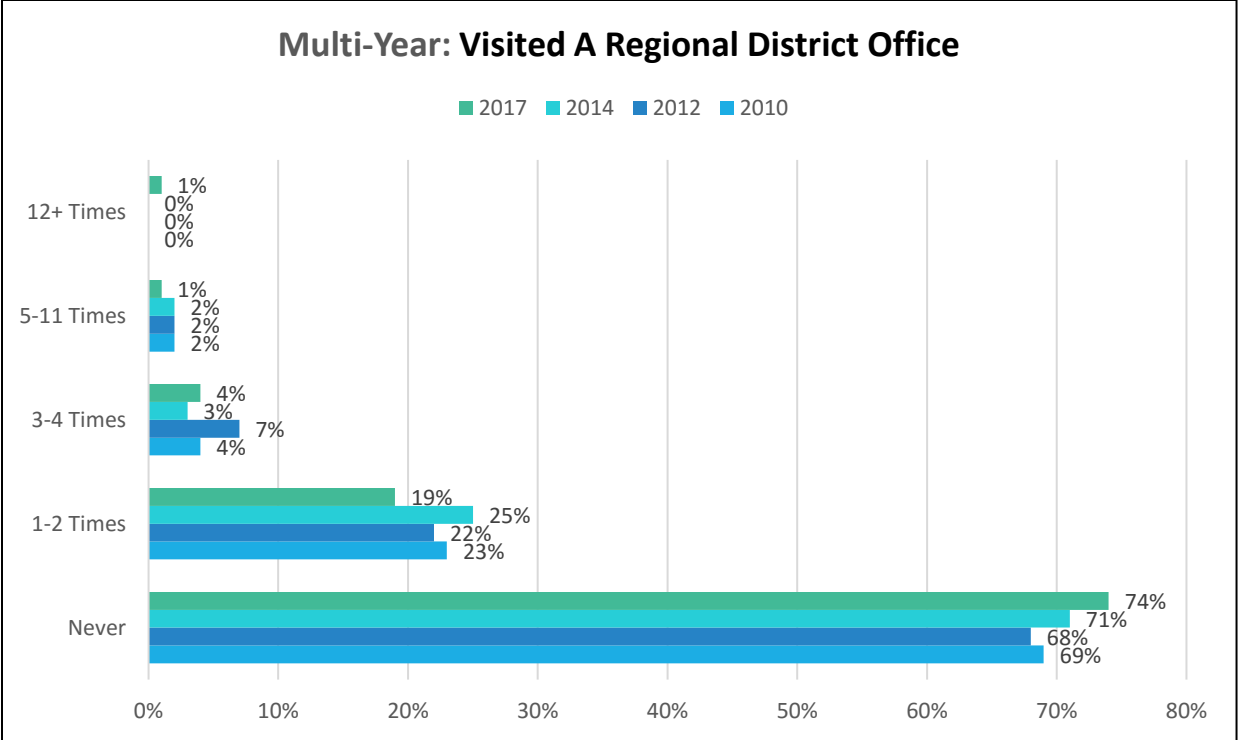
E-mail and Website Use



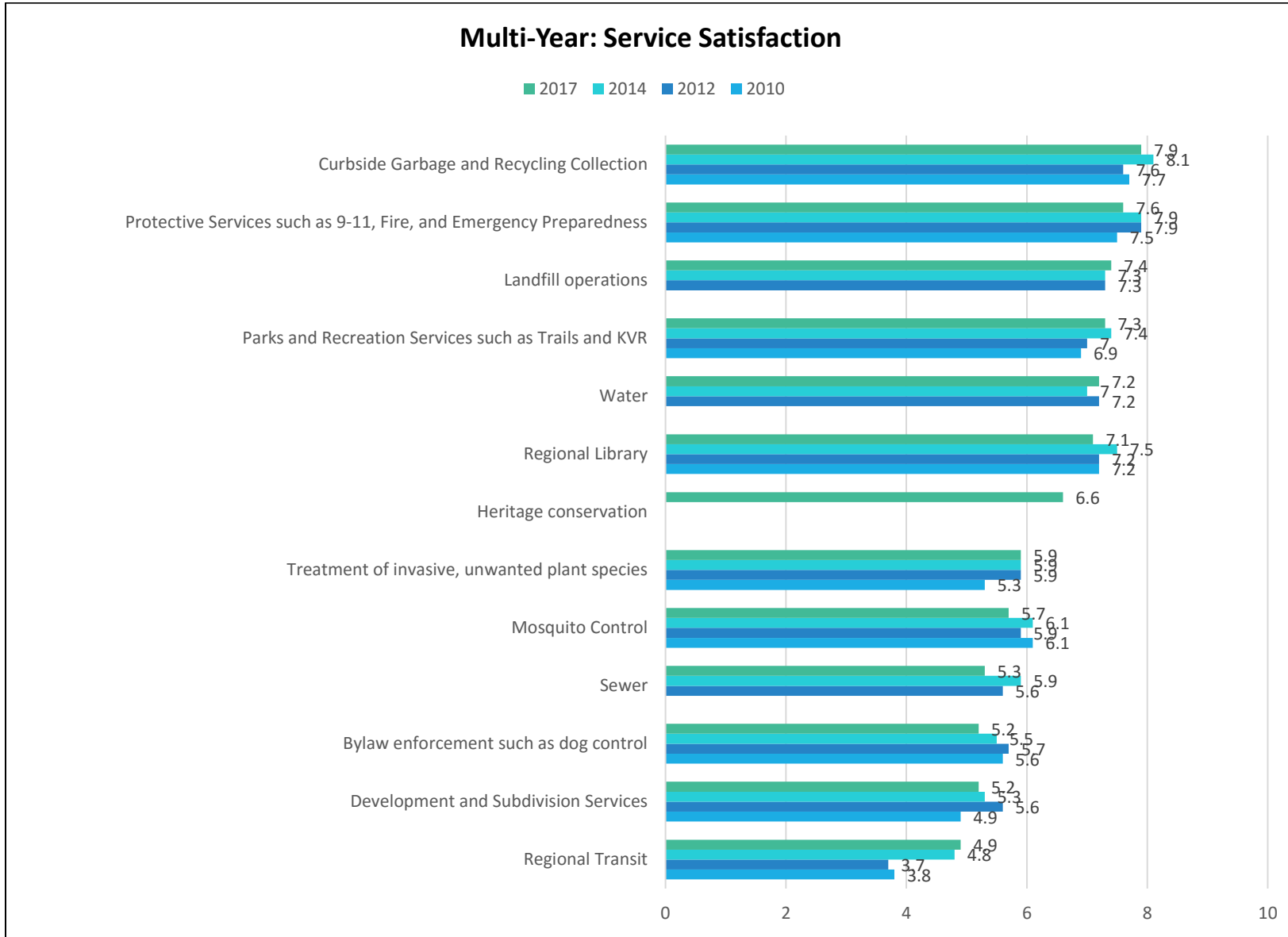
Service Use



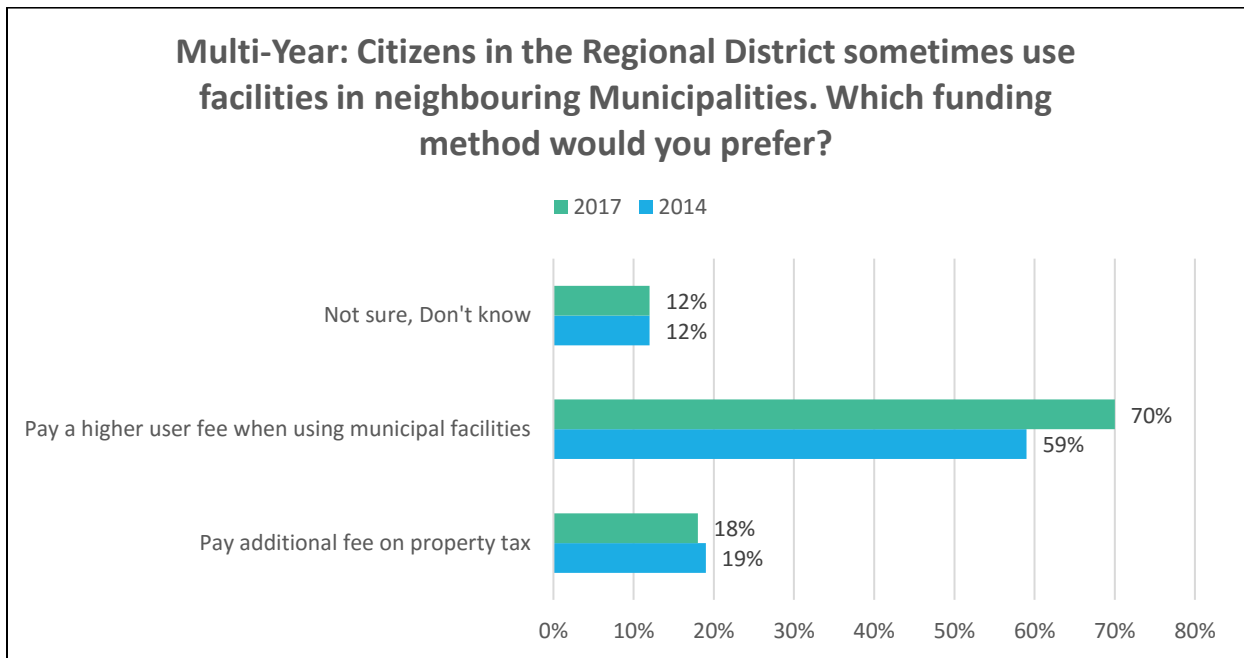
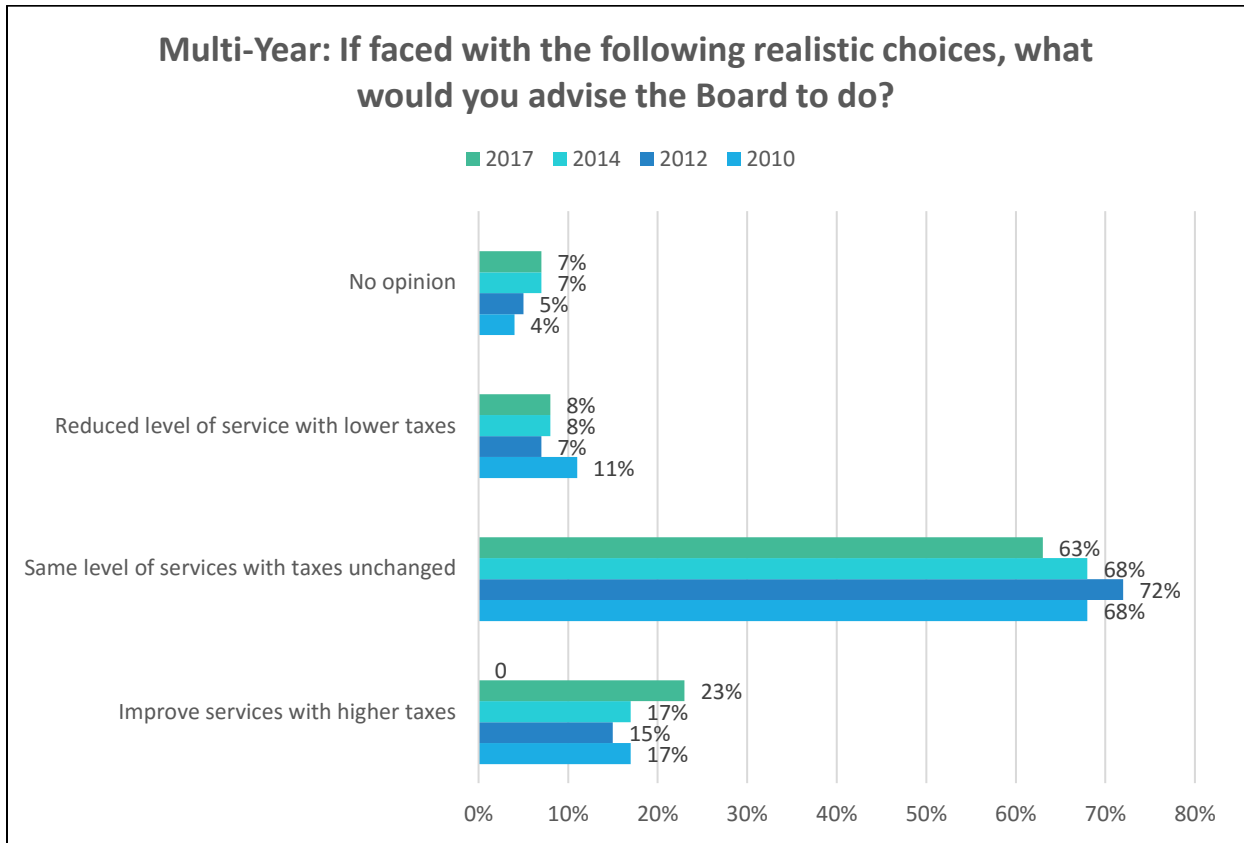




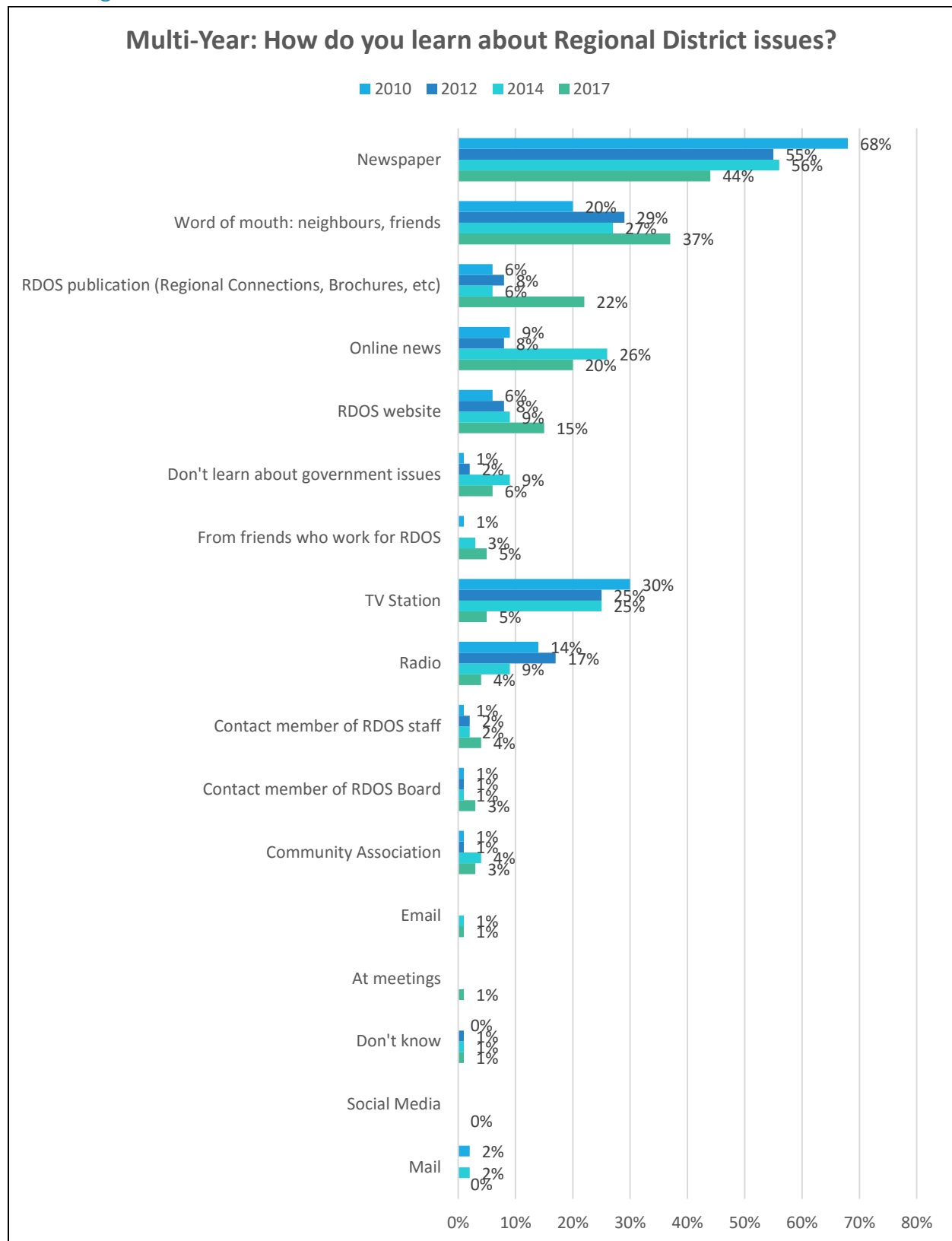
Service Satisfaction



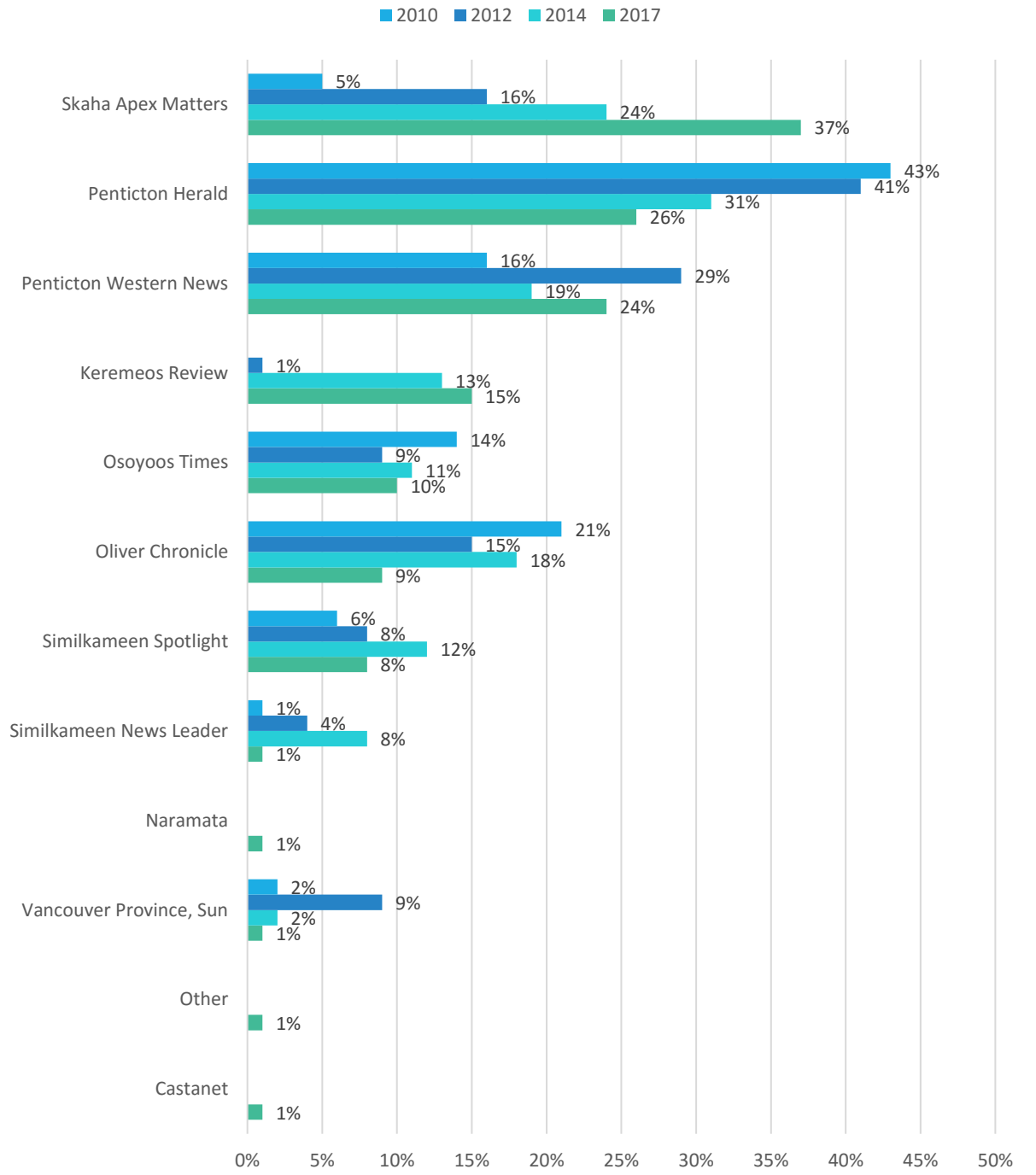
Future Choices



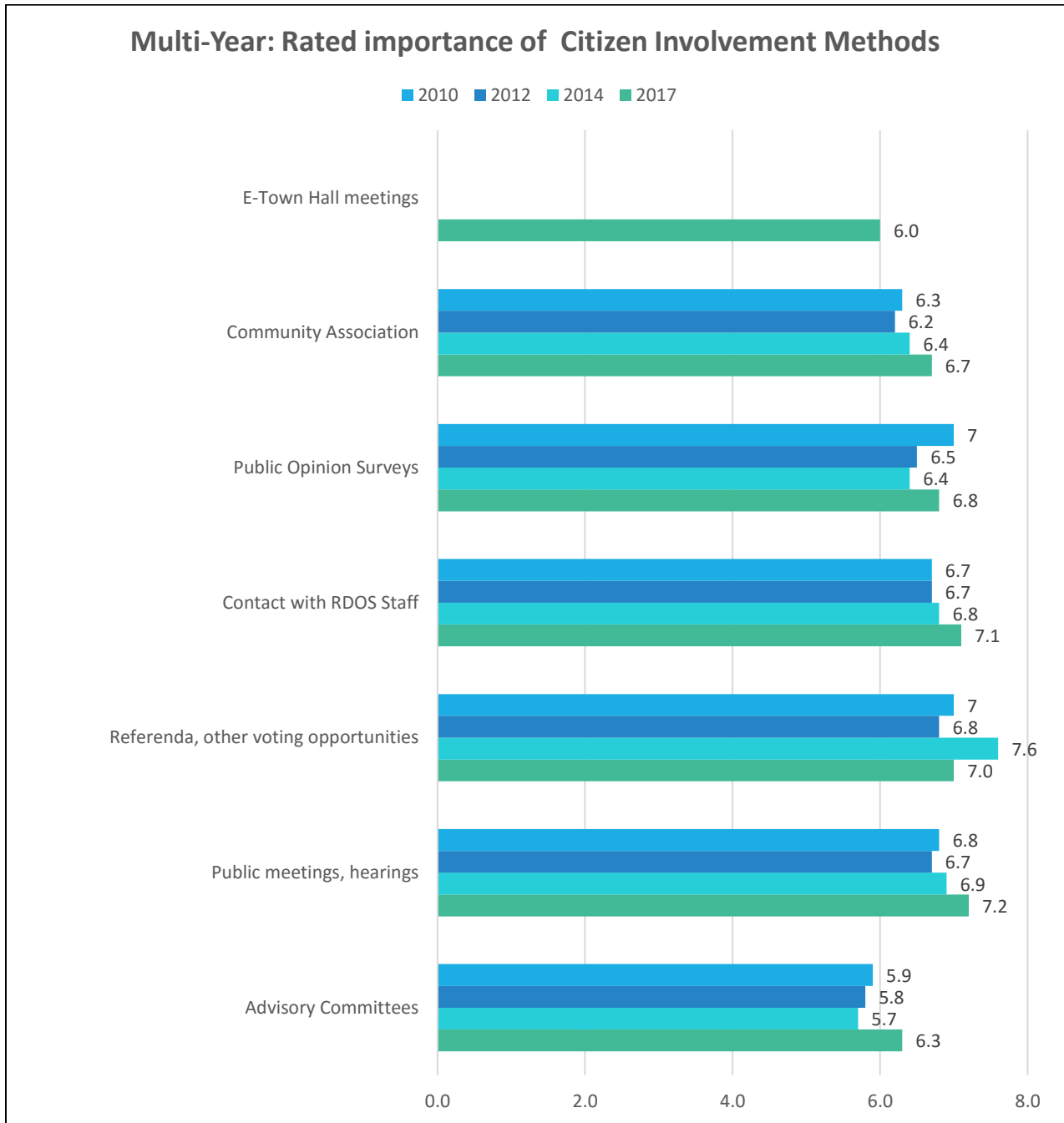
Knowledge of RDOS



Multi-year: Which Newspaper(s)?



Citizen Involvement



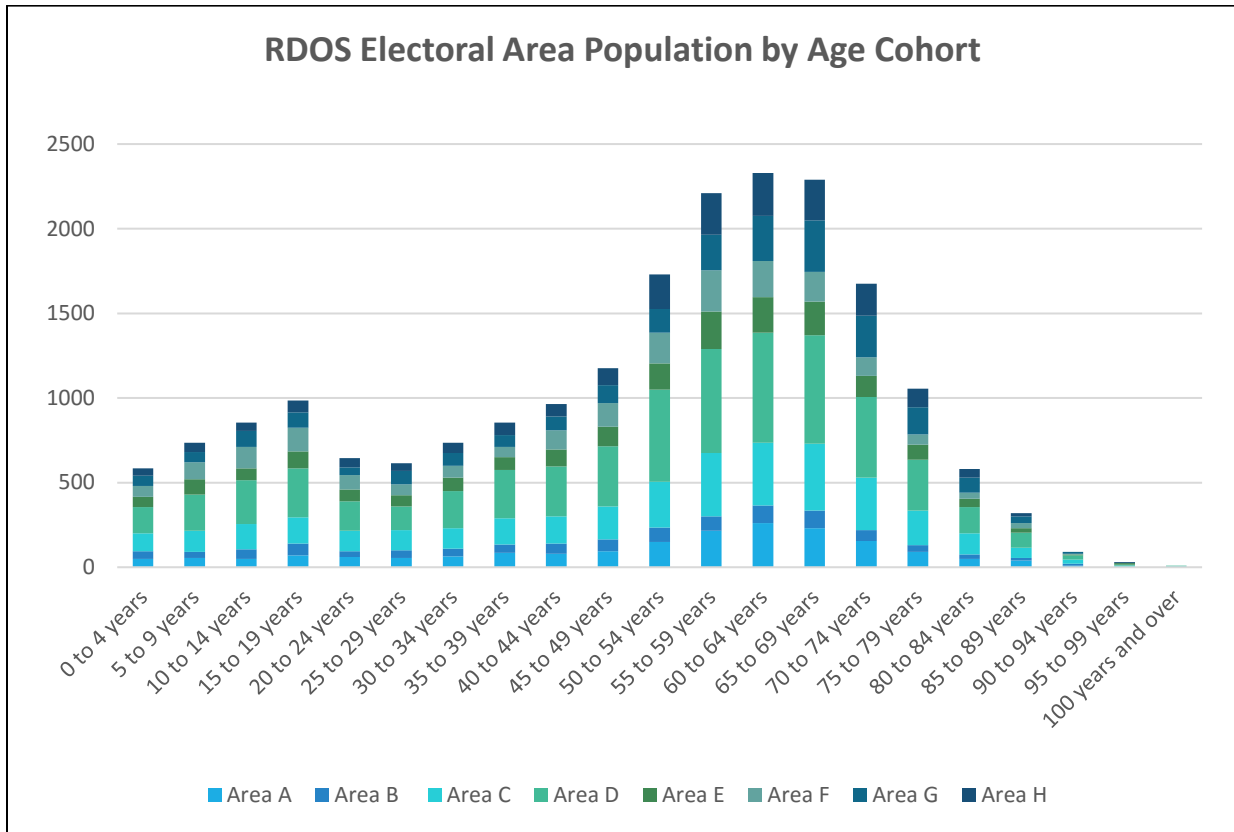
Potential Further Analyses

- Response projections to total RDOS population (less municipalities).
 - For example: Based on statistically representative sample of the phone survey, we can extrapolate that a total of 9,403 people have visited the RDOS website, and 1,635 people have paid for services via the RDOS website.
 - Note: Projections are based on Census 2016 population data that reports a population of 20,442 in RDOS Electoral Areas.
- Rating of understanding how the Regional District spends taxes in relation to the respondents' rating of receiving good value for the taxes paid.*
 - Answer: How do respondents' ratings of value for taxes paid relate with their knowledge of how Regional District taxes are spent?
- Frequency of Service Use by Service Satisfaction
 - Answer: How does satisfaction correlate with frequency of use? Are ratings from people who have actually used the service? Data can be filtered to consider ratings only from those who have used the service in the past year. *
 - i.e. Use of Regional transit in relation to Satisfaction levels.
- Frequency of service use by Electoral Areas
 - Answer: How does the frequency of use for a particular service vary by Electoral Area?
 - i.e. Recreation centre use in various electoral areas.*
 - Note: Final result to be interpreted in the context of the services available.
- Frequency of service use by Demographic Variables (Age Cohort and Gender)
 - Answer: How does the frequency of use for a particular service vary across age groups? *
 - i.e. Parks, trails and beach use among age groups of 18-39 yrs, 40-64 yrs, 65+ yrs
- Which demographic groups are most interested in each citizen involvement method?
 - Requires cross-analysis by demographic variables.*
- Water satisfaction by Water source or Irrigation District
 - Answer: How do satisfaction levels correlate with water sources, or irrigation district?*
- Thematic coding of qualitative responses.

(*) = Use of statistical software (ie. SPSS) recommended.

Appendices

Appendix A – Population by Detailed Age Cohort – Census 2016



Census 2016 Data