

SURVEY #1 RESULTS SUMMARY

Question 1 – Please indicate whether you have reviewed the Area “D” governance study Fact Sheets.

Response	Chart	Percentage	Count
I have reviewed all of the Fact Sheets		56%	97
I have reviewed some of the Fact Sheets		35%	60
I have not reviewed any of the Fact Sheets		9%	15
Total Responses			172

Question 2 – Which Area “D” community do you live in or own property?

Response	Chart	Percentage	Count
Kaleden		22%	40
Okanagan Falls		33%	61
Skaha Estates		10%	18
Upper Carmi		9%	16
Vaseux Lake		1%	2
Vintage Views		0%	0
Heritage Hills		7%	13
Apex		9%	17
St.Andrews		1%	1
Twin Lakes		3%	5
Lakeshore Highlands		2%	3
Other (please indicate):		5%	10
Total Responses			184

Question 2 (Other (please indicate):)

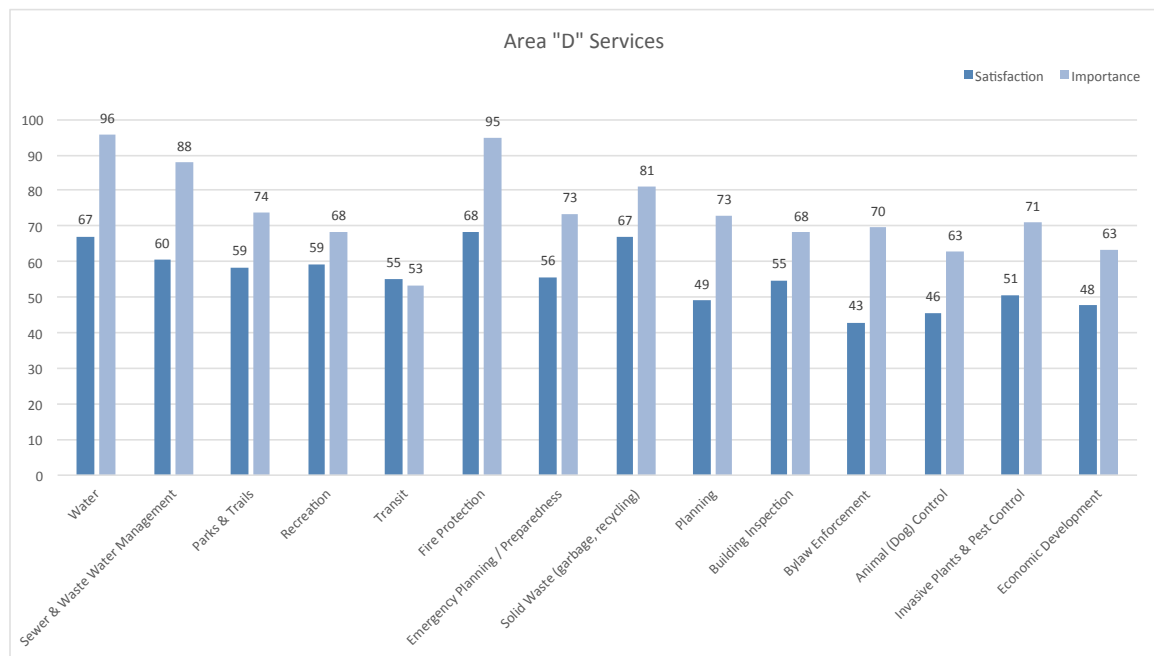
#	Response
1	South of but not really part of SKAHA ESTATES
2	Near Skaha Estates but not in Skaha Etates
3	Green Mountain Rd.
4	Green Mountain Rd
5	Green Mountain Road
6	Green Mountain Road between Apex Road + Hi3A
7	Eastside Road
8	Bare land strata (Golden Hills)
9	Farleigh Lake
10	Farleigh Lake (off Green Mt Road) 25 properties

Question 3 – How would you rate each of the services that you receive? (Importance)

	Very Important	Important	Neutral	Somewhat Important	Not at all Important	Not Applicable	Total Responses
Water	122 (70.5%)	9 (5.2%)	3 (1.7%)	1 (0.6%)	1 (0.6%)	37 (21.4%)	173
Sewer & Waste Water Management	82 (48.0%)	17 (9.9%)	11 (6.4%)	2 (1.2%)	1 (0.6%)	58 (33.9%)	171
Parks & Trails	66 (38.6%)	58 (33.9%)	20 (11.7%)	8 (4.7%)	9 (5.3%)	10 (5.8%)	171
Recreation	54 (31.4%)	56 (32.6%)	29 (16.9%)	10 (5.8%)	11 (6.4%)	12 (7.0%)	172
Transit	28 (16.3%)	36 (20.9%)	35 (20.3%)	14 (8.1%)	25 (14.5%)	34 (19.8%)	172
Fire Protection	136 (79.5%)	14 (8.2%)	5 (2.9%)	2 (1.2%)	1 (0.6%)	13 (7.6%)	171
Emergency Planning / Preparedness	62 (37.3%)	51 (30.7%)	28 (16.9%)	7 (4.2%)	4 (2.4%)	14 (8.4%)	166
Solid Waste (garbage, recycling)	88 (50.9%)	64 (37.0%)	11 (6.4%)	4 (2.3%)	3 (1.7%)	3 (1.7%)	173
Planning	65 (37.8%)	58 (33.7%)	35 (20.3%)	7 (4.1%)	6 (3.5%)	1 (0.6%)	172
Building Inspection	49 (29.2%)	49 (29.2%)	47 (28.0%)	12 (7.1%)	3 (1.8%)	8 (4.8%)	168
Bylaw Enforcement	54 (31.8%)	63 (37.1%)	33 (19.4%)	10 (5.9%)	6 (3.5%)	4 (2.4%)	170
Animal (Dog) Control	35 (20.3%)	70 (40.7%)	40 (23.3%)	14 (8.1%)	9 (5.2%)	4 (2.3%)	172
Invasive Plants & Pest Control	53 (31.5%)	71 (42.3%)	26 (15.5%)	6 (3.6%)	9 (5.4%)	3 (1.8%)	168
Economic Development	47 (27.2%)	52 (30.1%)	38 (22.0%)	14 (8.1%)	16 (9.2%)	6 (3.5%)	173

Question 3 – How would you rate each of the services that you receive? (Satisfaction)

	Very Satisfied	Satisfied	Neutral	Unsatisfied	Very Unsatisfied	Not Applicable	Total Responses
Water	43 (25.9%)	45 (27.1%)	16 (9.6%)	16 (9.6%)	9 (5.4%)	37 (22.3%)	166
Sewer & Waste Water Management	20 (12.5%)	36 (22.5%)	21 (13.1%)	10 (6.2%)	11 (6.9%)	62 (38.8%)	160
Parks & Trails	26 (15.7%)	57 (34.3%)	44 (26.5%)	17 (10.2%)	13 (7.8%)	9 (5.4%)	166
Recreation	23 (13.9%)	57 (34.3%)	54 (32.5%)	10 (6.0%)	10 (6.0%)	12 (7.2%)	166
Transit	12 (7.4%)	35 (21.6%)	58 (35.8%)	11 (6.8%)	7 (4.3%)	39 (24.1%)	162
Fire Protection	55 (33.3%)	56 (33.9%)	21 (12.7%)	6 (3.6%)	15 (9.1%)	12 (7.3%)	165
Emergency Planning / Preparedness	12 (7.4%)	45 (27.8%)	77 (47.5%)	9 (5.6%)	7 (4.3%)	12 (7.4%)	162
Solid Waste (garbage, recycling)	42 (25.3%)	76 (45.8%)	15 (9.0%)	26 (15.7%)	3 (1.8%)	4 (2.4%)	166
Planning	7 (4.2%)	43 (25.9%)	67 (40.4%)	34 (20.5%)	12 (7.2%)	3 (1.8%)	166
Building Inspection	6 (3.7%)	46 (28.4%)	84 (51.9%)	15 (9.3%)	3 (1.9%)	8 (4.9%)	162
Bylaw Enforcement	5 (3.0%)	31 (18.9%)	61 (37.2%)	40 (24.4%)	23 (14.0%)	4 (2.4%)	164
Animal (Dog) Control	3 (1.8%)	40 (24.0%)	72 (43.1%)	28 (16.8%)	22 (13.2%)	2 (1.2%)	167
Invasive Plants & Pest Control	9 (5.5%)	39 (23.8%)	72 (43.9%)	27 (16.5%)	14 (8.5%)	3 (1.8%)	164
Economic Development	3 (1.8%)	32 (19.3%)	81 (48.8%)	32 (19.3%)	12 (7.2%)	6 (3.6%)	166



Question 4 – What do you think are the top three local government service issues facing your Area “D” community?

TOP MENTIONS (160 respondents)

Water (supply, treatment, sustainability)	66
Sewer	46
Roads (Condition, maintenance, safety)	42
Fire Protection	37
Bylaw Enforcement (includes mentions of dog/animal control and unsightly premises)	34
Community Planning (development)	22
Policing (includes mentions of crime)	17
Economic Development	17
Solid waste/recycling	12

** full responses are provided in the Appendix*

Question 5 - What services, if any, does your local Area “D” community not receive that you think are needed?

TOP MENTIONS (136 respondents)

Fire (includes fire protection, fire smarting, more support for existing fire service)	29
Sewer (includes monitoring or testing of septic tanks)	27
Water (including water service, meters, supply, quality, protection and control)	23
Road maintenance (includes snow removal, crosswalk, sidewalk and safety concerns)	20
Policing	18
Transit (includes Handydart, increased frequency, routes)	13
Bylaw enforcement (includes dog control)	11

** full responses are provided in the Appendix*

Question 6 - What services, if any, does your local Area “D” community receive that you think are not needed?

TOP MENTIONS (83 respondents)

None (all services are needed)	37
Transit (based on current use, ridership)	11
Economic Development (includes 2 references to local office in OK Falls)	8
Garbage (less frequent bi-weekly service suggested)	5

** full responses are provided in the Appendix*

Question 7 - What suggestions or ideas do you have for improving the services that your Area "D" community currently receives, or how those services are delivered and governed?

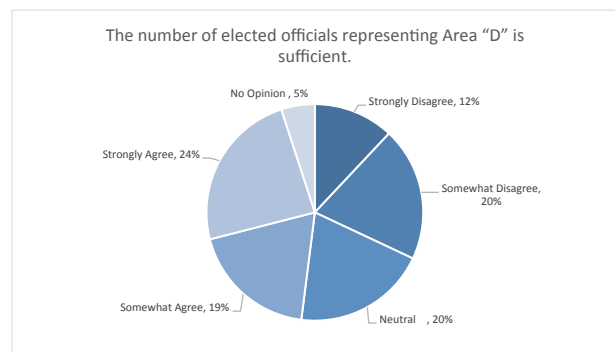
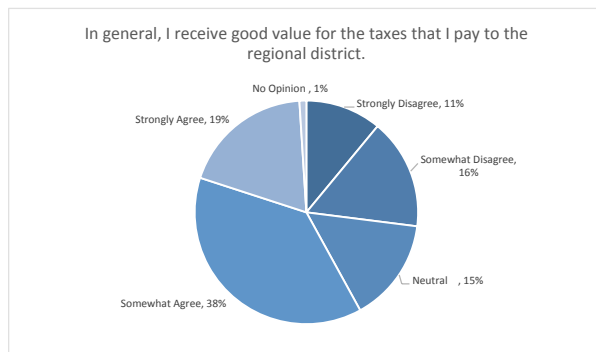
TOP MENTIONS (126 respondents)

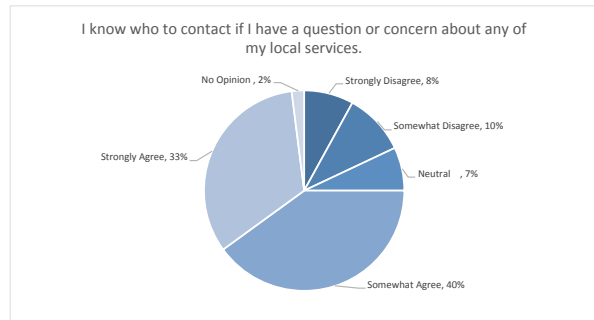
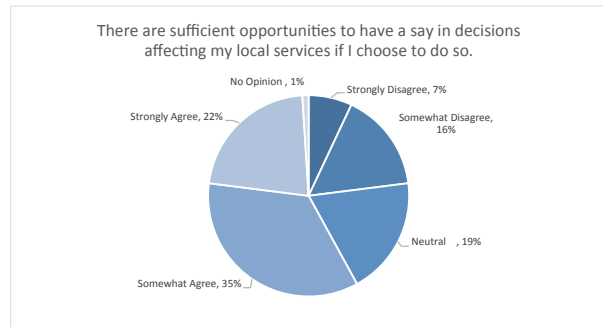
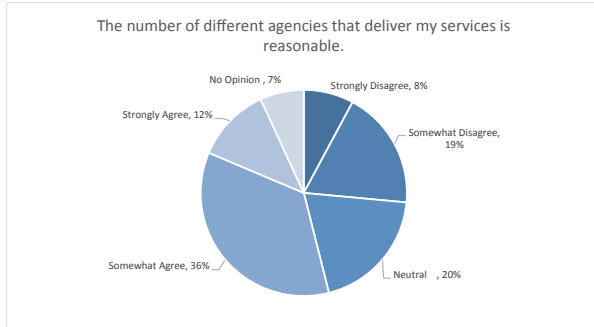
Increase bylaw enforcement (includes dog control)	19
Improve road conditions (includes snow removal, potholes, safety, funding)	17
Changes to water service and/or governance (funding models, control, service extension)	11
More than 1 director needed for Area "D"	7
Fire service needed (expand service areas, expand service levels)	7
Increase policing	7
Sewer service (monitoring, comprehensive planning, mandatory inspections of septic)	7
Solid waste service changes (extend local landfill hours on Saturdays, increased recycling)	7
Increase policing	7
Create local committees that have input or control	4
Economic development	4

* full responses are provided in the Appendix

Question 8 - Please rate the following statements (circle the number that best reflects your opinion):

	Strongly Disagree	Somewhat Disagree	Neutral	Somewhat Agree	Strongly Agree	No Opinion	Total Responses
In general, I receive good value for the taxes that I pay to the regional district. The number of elected officials representing Area "D" (including all of its local communities on the RDOS Board of Directors) is sufficient. (1 electoral area director for Area "D")	19 (11.2%)	27 (15.9%)	26 (15.3%)	65 (38.2%)	32 (18.8%)	1 (0.6%)	170
The number of different agencies that deliver my services is reasonable. (regional district, irrigation and improvement districts, Ministry of Transportation, etc.)	20 (11.9%)	34 (20.2%)	34 (20.2%)	31 (18.5%)	41 (24.4%)	8 (4.8%)	168
There are sufficient opportunities to have a say in decisions affecting my local services if I choose to do so. (regional district, recreation commissions, advisory planning commissions, improvement and irrigation districts)	13 (7.7%)	32 (18.9%)	33 (19.5%)	60 (35.5%)	20 (11.8%)	11 (6.5%)	169
I know who to contact if I have a question or concern about any of my local services.	12 (7.1%)	27 (16.1%)	31 (18.5%)	59 (35.1%)	37 (22.0%)	2 (1.2%)	168
	14 (8.3%)	16 (9.5%)	12 (7.1%)	67 (39.6%)	56 (33.1%)	4 (2.4%)	169





Question 9 - If you have a question, concern or require information about local services, how do you prefer to obtain answers?

Response	Chart	Percentage	Count
Online (internet)		41%	65
Telephone		43%	69
Email		56%	89
In person		30%	48
Other (please indicate):		12%	19
Total Responses			159

Question 9 Other (please indicate)

#	Response
1	Pamphlets in the mail
2	would really like to be able to phone RDOS office for direction
3	Contact Regional Director by email.
4	(personal email address removed)
5	phone rdos office
6	via mail and/ or news publications
7	mail
8	post mail
9	by mail as not everyone is a tech. person
10	mail
11	real mail addressed to me
12	office
13	Mail
14	(personal email address removed)
15	A monthly newsletter with District D highlights
16	mail
17	(personal email address removed)
18	By mail
19	Contact regional director by email.

Question 10 - Is there anything else that you wish to share with the Area "D" Governance Committee regarding local services or governance?

Answers to this question can be found in the Appendix.