



Questionnaire Response Report

SURVEY RESPONSE REPORT

February 2023

PROJECT NAME:

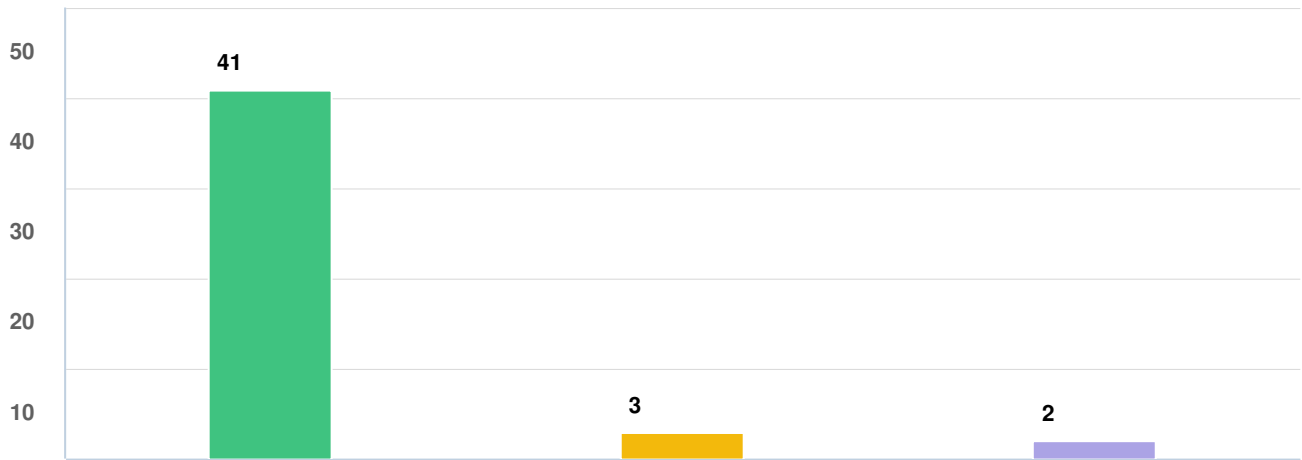
2023 Budget



What We Heard Report - 2023 Budget and Five-Year Financial Plan

SURVEY QUESTIONS

Q1 Based on reviewing the Draft 2023 Budget material, how well do you understand the City's revenue, expenses, the services th...



Question options

- I reasonably understand
- I'm not sure
- I need more information to help me understand

Optional question (46 response(s), 1 skipped)
Question type: Checkbox Question

Q2 | What additional information would you like to see in future as part of our annual budget consultations?

Screen Name Redacted
2/07/2023 10:58 AM

Summaries and a document less than 10pages

Screen Name Redacted
2/07/2023 11:19 AM

Why things cost so much. The actual cost of a round about for example. How well or how poorly are contracts vetted for work done for West Kelowna.

Screen Name Redacted
2/07/2023 10:47 PM

Clear plan to reduce expense and an objective for a balanced budget without tax increase. Do more with less.

Screen Name Redacted
2/08/2023 03:31 AM

How to help flow of traffic in and out of West Kelowna (bridge traffic is incredible awful, especially in the tourist months)

Screen Name Redacted
2/08/2023 06:45 AM

Nothing more

Screen Name Redacted
2/08/2023 11:51 AM

Would it be possible to provide a more in-depth descriptions of things like "Capital Projects" in the "where the money goes" pie chart? It would be great if clicking on the section of the pie chart would bring up some examples for clarity.

Screen Name Redacted
2/08/2023 04:20 PM

More detail.

Screen Name Redacted
2/08/2023 07:59 PM

staffing levels per department and costs of those staffing levels, managers, front line staff numbers.

Screen Name Redacted
2/08/2023 08:51 PM

As there was reference made to this being part of a 5-year plan, why not show what the 5-year plan currently looks like? Is the vision to continue seeking significant 5% annual increases or what? Also, when a significant issue is publicized (i.e. that road work is accounting for 2 of the 5% increase), there should be easy to understand linkage in the display material (this wasn't the case).

Screen Name Redacted

It's not always easy to connect revenue with expenses in relation to



2/08/2023 11:49 PM

some of the items in the different sections.

Screen Name Redacted

Addressing the homeless situation (crime)

2/09/2023 08:12 AM

Screen Name Redacted

How to reduce spending. Prevent further budget increases.

2/11/2023 12:34 PM

Screen Name Redacted

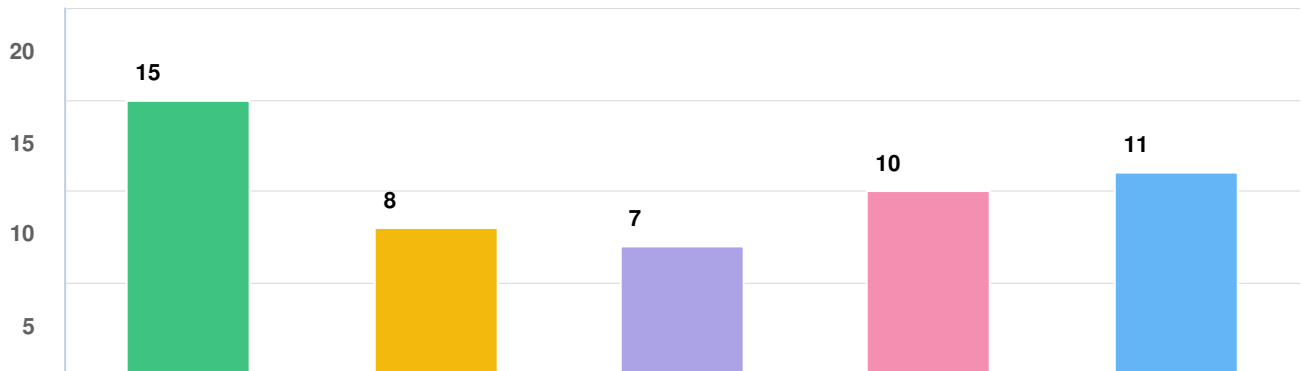
Every city department carries an "administrative charge" of between \$50,000 to \$200,000. What are these charges?

2/13/2023 03:12 PM

Optional question (13 response(s), 34 skipped)

Question type: Essay Question

Q3 Municipal property taxes are the primary way to pay for services provided by the City of West Kelowna. Due to the increased...

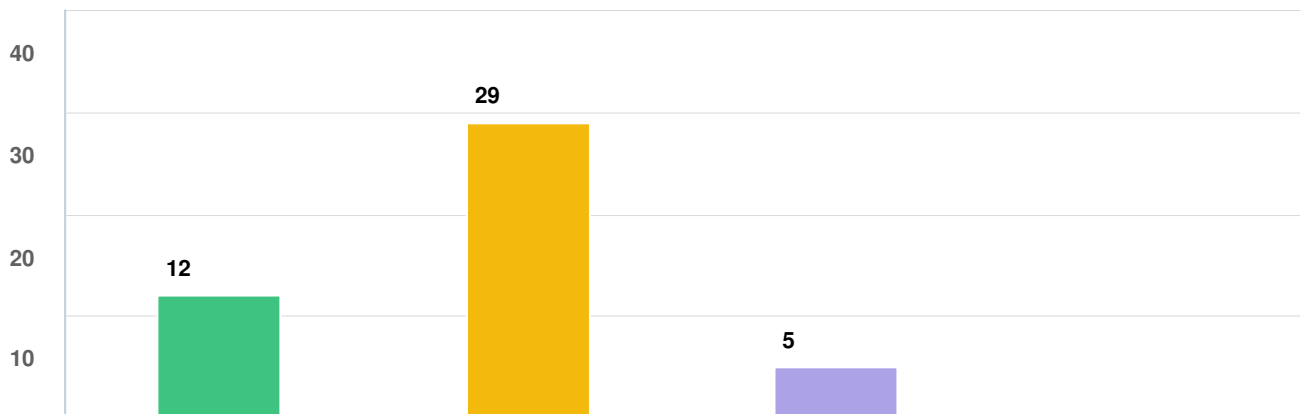


Question options

- Increase taxes to enhance or expand services
- Increase taxes to maintain services at current levels
- Cut services to maintain current tax level
- Cut additional programs and services to reduce taxes
- Introduce cost recovery through user pay fees to reduce taxes

Optional question (45 response(s), 2 skipped)
Question type: Checkbox Question

Q4 Please tell us what is most important to you regarding financial planning at the City:



Question options

- Increase savings in reserves for capital projects and borrow less
- Balance savings contributions and borrowing
- Other (please specify)
- Reduce savings contributions and borrow more

Optional question (44 response(s), 3 skipped)
Question type: Checkbox Question

Q5 | The West Kelowna Council (2022 - 2026) is reviewing the previous-term Council's strategic priorities that sets out their vision for their Council Term. While this process is underway, it remains important for Council to hear the priorities of the community that aligns with the budget and other long-range planning initiatives. Please tell us what are the top three priorities most important to you and why below:

Screen Name Redacted

2/07/2023 10:58 AM

1. Downtown rejuvenation 2. Increased trails, parks and community outdoor spaces 3. Safety (police/rcmp and fire)

Screen Name Redacted

2/07/2023 11:19 AM

1. Road maintenance including better snow removal. 2. More sidewalks and bike lanes. 3. Less densification in some areas. Water is already being dealt with, with the new treatment plant.

Screen Name Redacted

2/07/2023 12:09 PM

Recreation facilities Bike lanes Road maintenance

Screen Name Redacted

2/07/2023 10:47 PM

The City shall not live above its mean and rely on the general population to pay the bills. The council has a duty to increase efficiency of the city services and trim excessive projects, especially in a period of high interest rate and likely economical recession.

Screen Name Redacted

2/07/2023 10:52 PM

How about more street lighting. Most areas and streets are pitch black making visibility difficult. There's a stretch from Westbank to the bridge that has very little lights and in the winter it's hard to see the road or what lane you are in.

Screen Name Redacted

2/08/2023 03:31 AM

1) Finding solutions to keep traffic moving/preventing congestion on the highway. 2) More local trails where dogs can be off-leash 3) More sidewalks in neighbourhoods and better street lighting. Better snow plowing 4) More daycare options, especially for those who work 12+ hour shifts (drop off before 7 am, pick up may be after 7 pm).

Screen Name Redacted

2/08/2023 06:45 AM

1. Reduce taxes 2. Good quality tap water

Screen Name Redacted

2/08/2023 11:51 AM

1. Update zoning laws to allow and encourage more mix-use development, and provide more functional living/working/shopping experiences that don't require vehicles. 2. Invest in making transit more efficient and more convenient 3. Introduce food waste/compost collection along side our garbage and recycling programs

Screen Name Redacted

2/08/2023 12:47 PM

Resurface Pickleball courts. This maintenance is critical to the life of the courts. These courts are highly used and provide much needed physical activity to citizens.

Screen Name Redacted

2/08/2023 08:51 PM

1. Good roads and safe bike lanes to ensure smooth & efficient movement of traffic while also encouraging bike & pedestrian options; 2. Policing/legislation to mitigate crime and homelessness issues; 3) Maintaining tax affordability - many working class and seniors struggle to afford escalating taxes, so please always balance wants with tax prudence.

Screen Name Redacted

2/08/2023 11:49 PM

Drinking water quality, protective services, recreational services

Screen Name Redacted

2/09/2023 08:12 AM

Road Maintenance and sidewalks Homeless crime family park upgrades , less "wine themed" more hiking

Screen Name Redacted

2/10/2023 12:30 PM

Paving of pickleball courts at Mt Boucherie. Better recreational facilities for all ages. Maintenance of roads

Screen Name Redacted

2/10/2023 01:28 PM

Important to maintain and improve high use facilities such as the Pickleball courts, including resurfacing in 2023.

Screen Name Redacted

2/10/2023 04:26 PM

Resurface the pickleball courts at Boucherie. Create more pickleball courts. Convert existing tennis courts to pickleball or multi use which includes pickleball, ie Shannon lake tennis courts

Screen Name Redacted

2/11/2023 08:02 AM

Maintain and enhance recreational services

Screen Name Redacted

2/11/2023 10:22 AM

a) the court surfaces are degrading and it is important for safety, longevity and quality of play that they be resurfaced this year b) the resurfacing be professionally done as early as possible in the season c) we support the investment this year in the preservation of the City pickleball courts.

Screen Name Redacted

2/11/2023 12:34 PM

Paramedic Services need to be upgraded. I know this is a provincial issue, but maybe it's time to look at integrating Paramedics and Fire dept into one response force.

Screen Name Redacted

2/11/2023 04:49 PM

I would like to have the Pickleball courts at Mt Boucherie resurfaced before they deteriorate further

Screen Name Redacted

2/11/2023 09:35 PM

Maintenance/resurfacing of Pickleball courts at Boucherie (And Anders) Looking forward to our new water system for Lakeview and area. Wish we could upgrade the firehall at Anders and keep it there. It has been wonderful all these years.

Screen Name Redacted

2/12/2023 02:34 PM

Finish the Sewer Master Plan. Is this not an Environmental Health issue?? Put sidewalks in town centre and expand from there. Leave new subdivisions last. Upgrade the "rural" narrow two lane roads that have increased traffic. eg Elliott (from Hwy 97), Butt (Elliott to Hwy 97), Reece Road, Glencoe Rd,

Screen Name Redacted

2/13/2023 01:51 AM

1. Restrict investor housing to increase housing supply for families, single home owners, and new home owners. 2. Improve access of proactive human services to reduce rates of homelessness and crime, as well as reduce costs of emergency care and policing through preventative support. 3. Promote small business to motivate the downtown area and develop an identity based on the population of West Kelowna rather than working to benefit investment firms, exploitative corporations, and oligarchs.

Screen Name Redacted

2/13/2023 03:12 PM

Transportation infrastructure - stimulates economic development, attracts professionals and new investment, encourages tourism, improves social connection and well-being of residents, provides greater access to businesses and public transit and reduces greenhouse emissions and wear/tear on existing infrastructure through a more efficient system. Emergency Care Unit - a city of 40,000 needs its own ECU. Response times could mean the difference between life and death. An identifiable image through revitalization / renewal of the Westbank Town Centre.

Screen Name Redacted

2/14/2023 09:47 AM

More or improved recreational facilities, especially ball diamonds. (slo pitch fields comparable to Pine Stadium) Improved roads, more frequent re-surfacing, update to curb & gutters, street lights Water, finish the treatment plant and improve our water quality.

Screen Name Redacted

2/14/2023 11:29 AM

Increase public safety but will clear priorities, goals and objective outlined and measured. Need good governance over the use of the

resources - are they doing what they say they are going to do with the resources? Would like to see more traffic enforcement (need a plan) to improve safety and well being, address graffiti which could include use of volunteers, and address un kept homes in neighbourhoods through either helping them out or doing it for them at a cost. Would like to see more effort in stopping unlicensed motorcycle racing down the roads - unchecked - someone will get hurt - also enforce no spark arrestors in the mufflers to prevent fires in the back country and reduce the unnecessary and annoying noise.... Improve walkability in the community to encourage a more safe and walkable community. Continue to work on Fire Smart programs and getting the community engaged. Continue to address the hydro redundancy - need a back up plan in case of fire on our power grid.

Screen Name Redacted

2/15/2023 08:29 AM

1. Lower Taxes 2. Lower taxes 3. Lower taxes.

Screen Name Redacted

2/17/2023 11:24 AM

Heard about the consultation via an email from the WB pickleball club.

Screen Name Redacted

2/17/2023 11:28 AM

Widen Boucherie Rd

Screen Name Redacted

2/17/2023 11:34 AM

1. Willow Beach - Development on area currently used by boat storage. High rise development not desirable. Space could be used to make area conducive to local residents year round. Small cafe and shops. Limited residential. The Rose Valley Water System seems to be full of problems and not very reliable so therefore not very successful in my opinion. Also very costly. Garbage - I think garbage pick up should be prorated and users should be able to choose the number of pick ups needed each month and be charged accordingly. I have lived where this was the system. I think it would be fairer. Thank you. M. Thiessen

Optional question (29 response(s), 18 skipped)

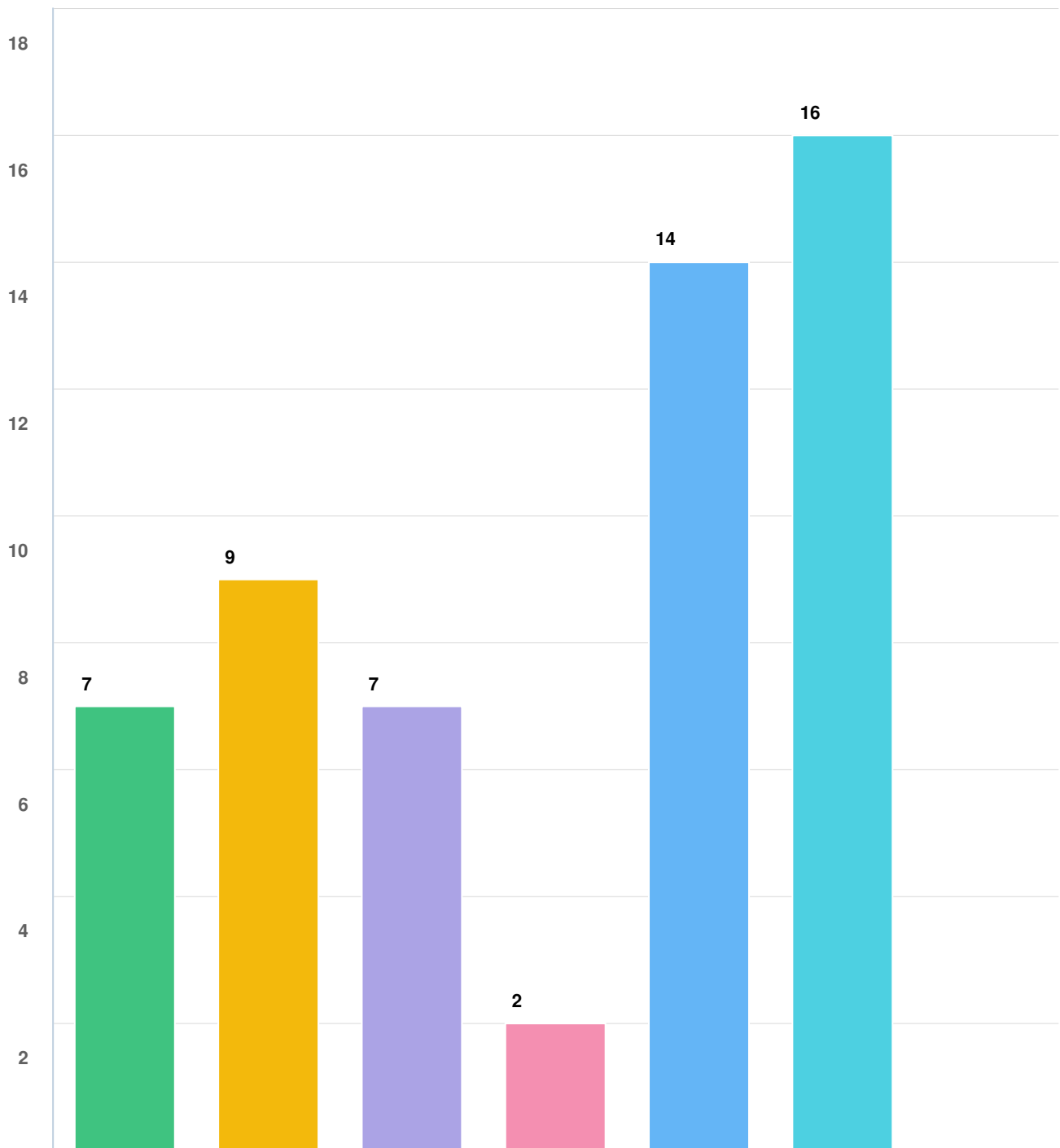
Question type: Essay Question

Q6 Rank services and infrastructure from 1 'being the highest priority' to 9 'being the lowest priority':

OPTIONS	AVG. RANK
Water	2.84
Fire Services	4.16
Parks, Recreation and/or Facilities	4.49
Police Services	4.74
Road improvements	4.80
Road maintenance (e.g. snow removal, pothole repair)	5.02
Sidewalks	5.47
Sewer	5.74
Development Services (e.g. business licensing, development applications)	7.20

*Optional question (46 response(s), 1 skipped)
Question type: Ranking Question*

Q7 How did you hear about the City’s budget consultations?Please select all that apply

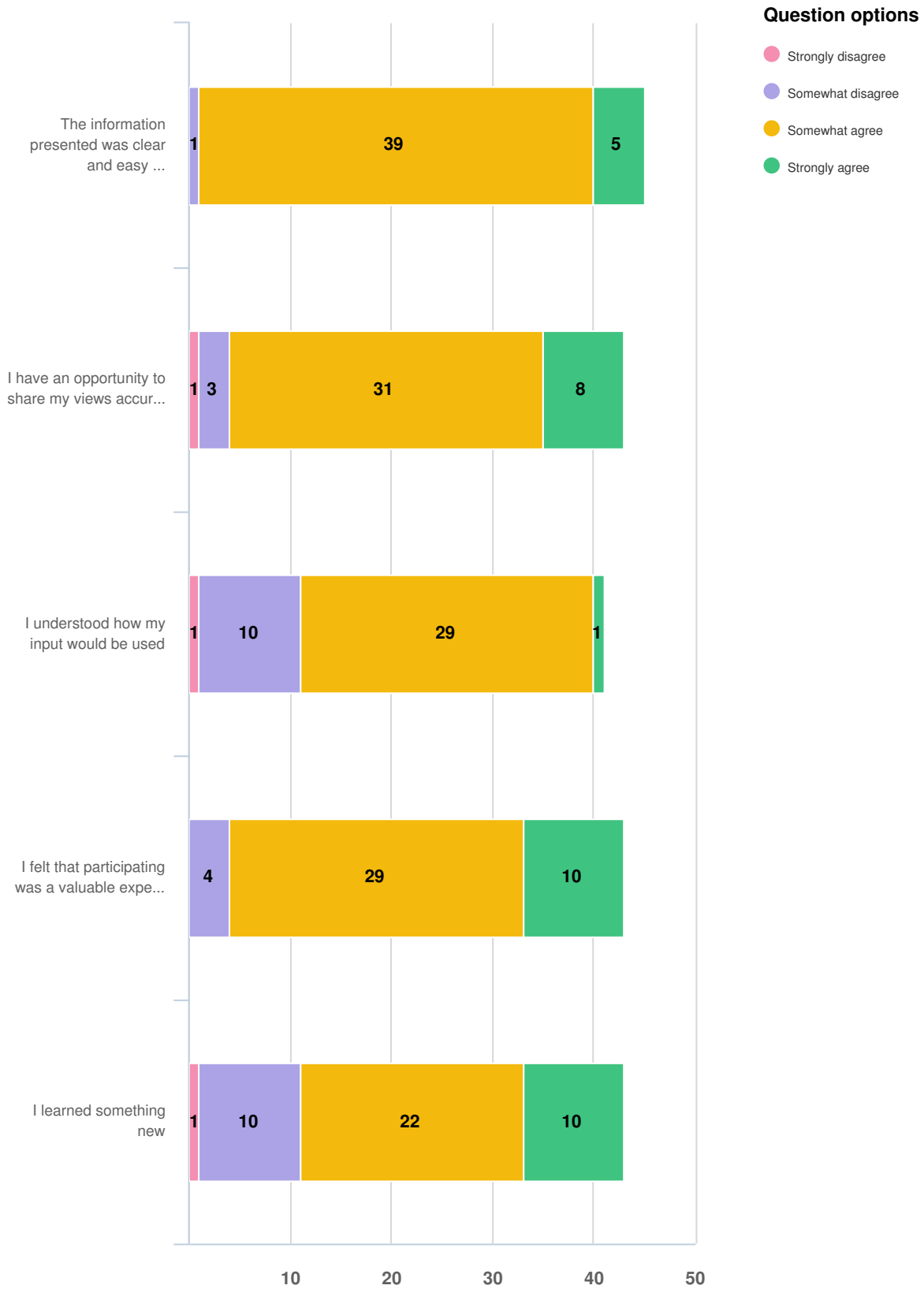


Question options

- Social media (Facebook, Twitter, Instagram)
- City's e-news updates
- City website
- Newspaper ads
- Referrals/Word of mouth/Email
- Print/digital media
- Watching Council meetings

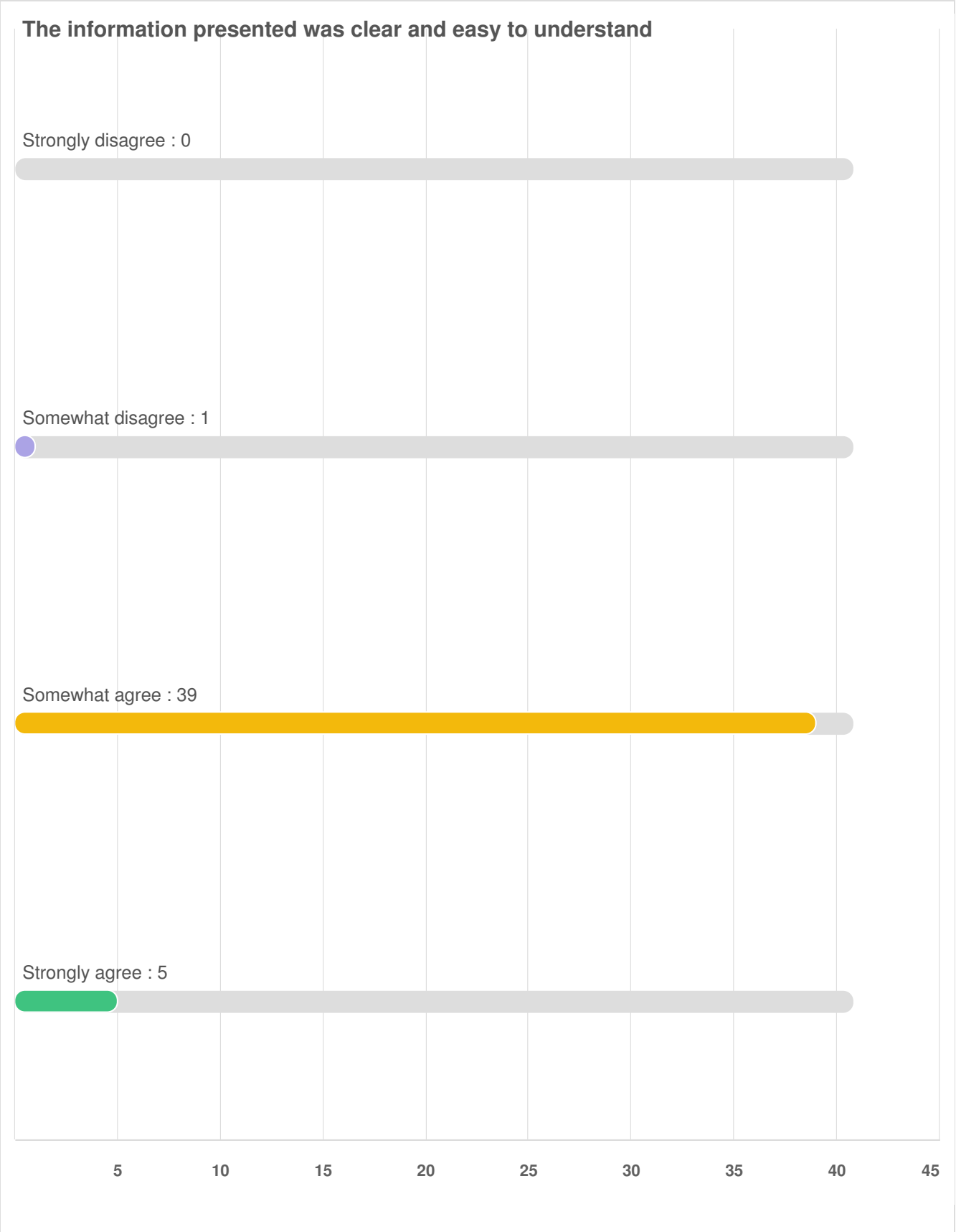
Optional question (45 response(s), 2 skipped)
Question type: Checkbox Question

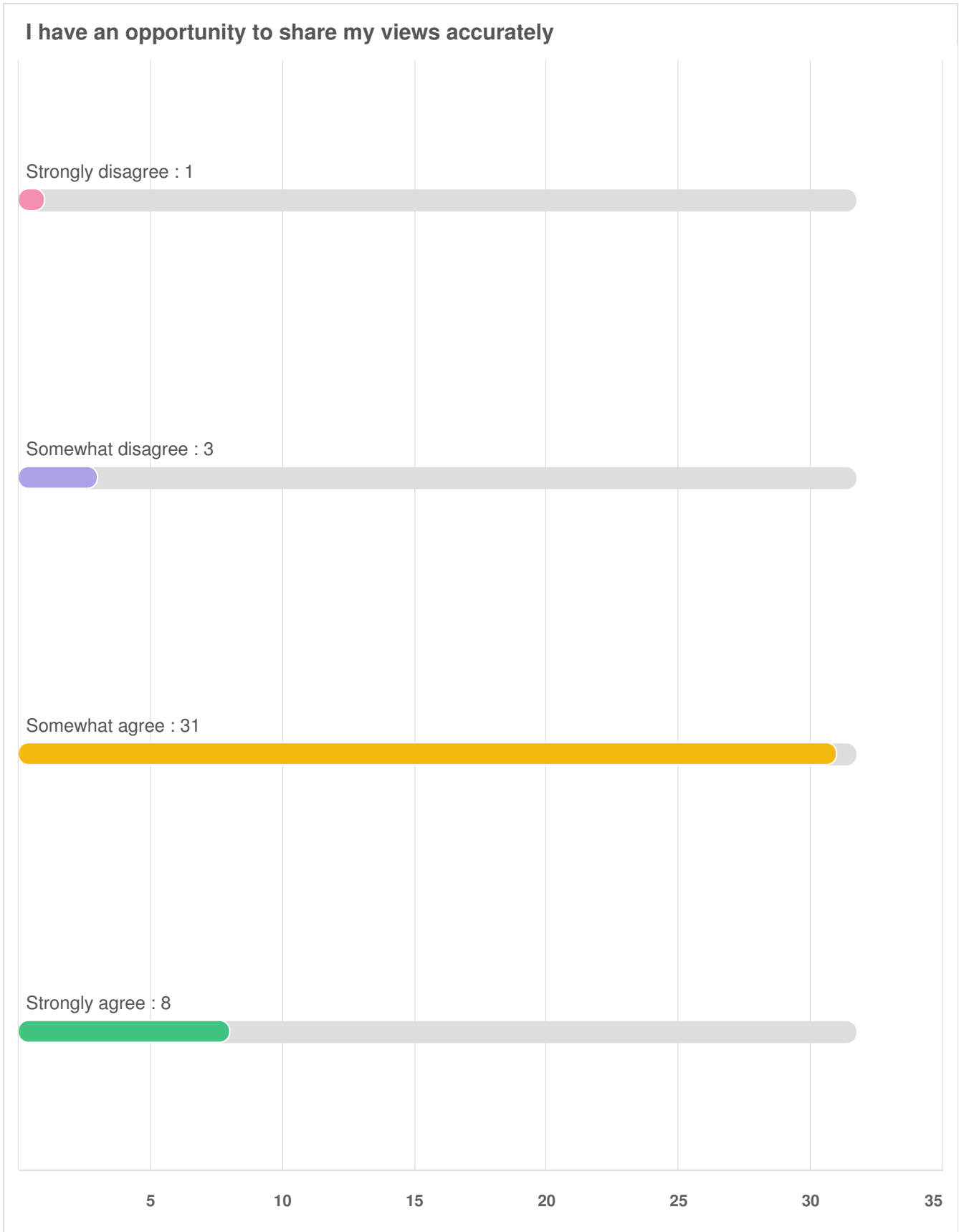
Q8 Please provide your feedback on the following:



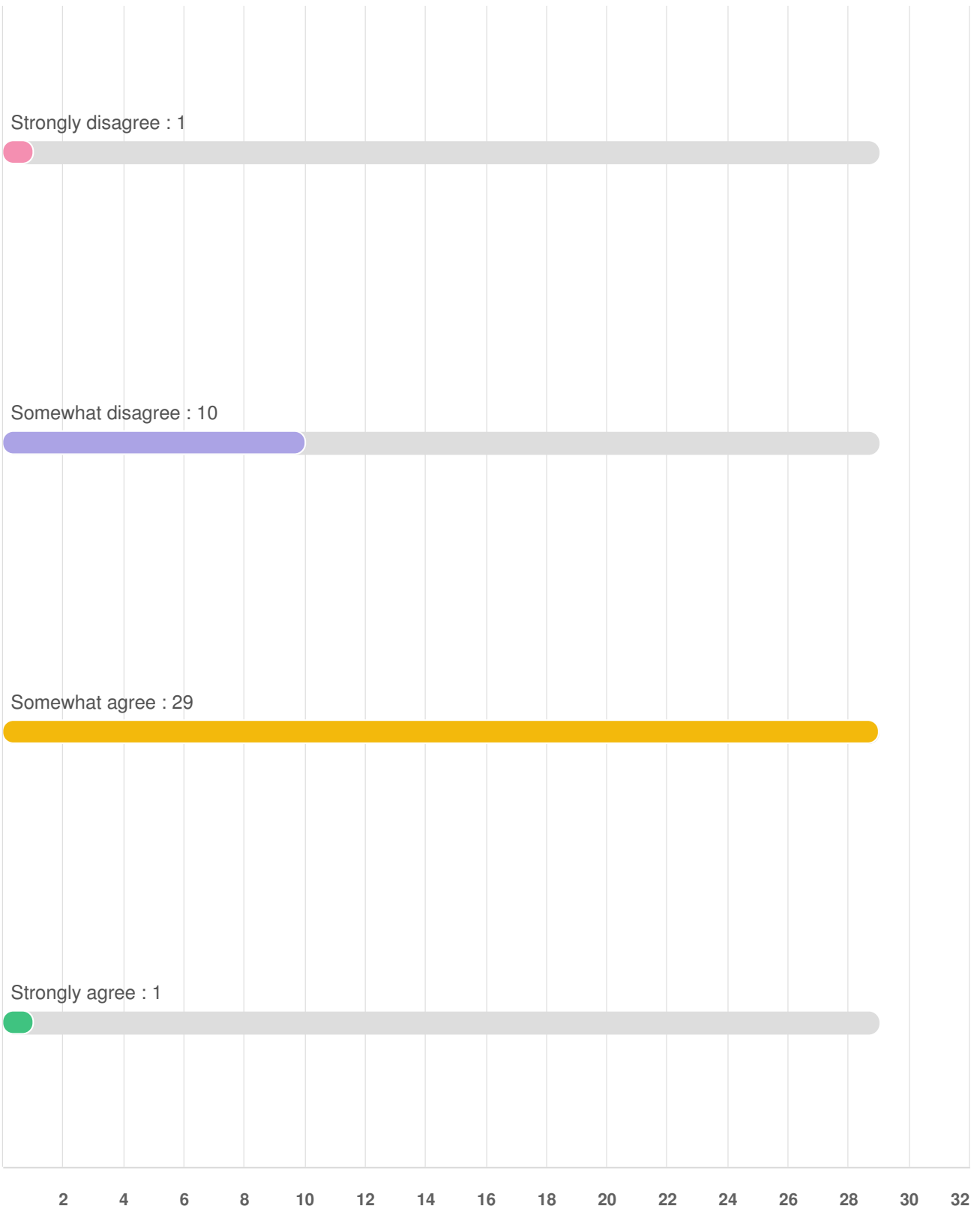
Optional question (45 response(s), 2 skipped)
Question type: Likert Question

Q8 | Please provide your feedback on the following:





I understood how my input would be used



I felt that participating was a valuable experience for me

Strongly disagree : 0



Somewhat disagree : 4



Somewhat agree : 29

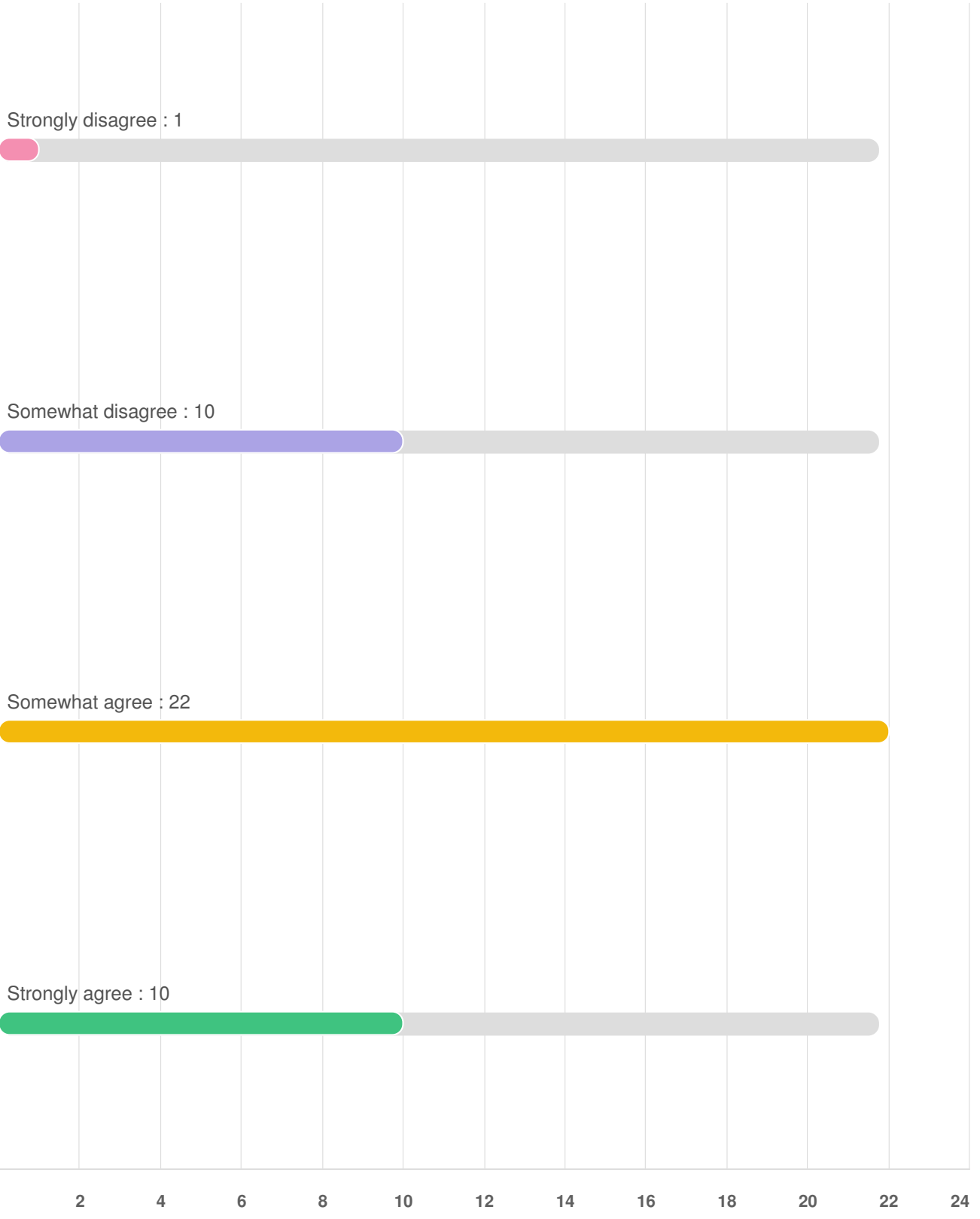


Strongly agree : 10




2 4 6 8 10 12 14 16 18 20 22 24 26 28 30 32

I learned something new



Project: 2023 Budget

Ideas: Share your ideas

No.	Contribution	Posted at	Likes
1	Idea: I support the resurfacing of the pickleball Courts at Boucherie	10 Feb 2023, 01:02 PM	2
2	Comment: I too support this project. Hundreds of players now use these courts in the fastest growing sport in Canada.	10 Feb 2023, 02:44 PM	
3	<p>Idea: Budget increase is not high enough to even cover inflation!</p> <p>Description: How do we keep up with the cost of infrastructure and running our services without a basic inflationary tax increase? Your target increase needs to be 10%+ just to maintain. For the average house this 10% is like \$150/yr or 15/mth. We can afford it. Most people scream about the levels of service and state of (dis)repair that we see in the city but then they complain about the bill. Stop worrying about hurting the citizens feelings with a price increase and just do it so that we can maintain and improve our city.</p>	08 Feb 2023, 12:41 PM	1
4	<p>Idea: Not a new idea. I'm a member of west kelowna pickleball club. The courts are amazing and many thanks to the City of West Kelowna for providing the 12 courts. They are in dire need of resurfacing and please please consider this in your 2023 budget. Thank you.</p>	10 Feb 2023, 03:55 PM	1
5	<p>Idea: My wife and I volunteer as Pickleball player development team members. We instruct high school students. Please resurface the courts.</p> <p>Description: Resurfacing Pickleball Courts</p>	10 Feb 2023, 06:42 PM	1
6	<p>Idea: I would like to support the budget including the resurfacing of the West Kelowna Pickleball courts. 450 members and genpublic use it daily.</p>	11 Feb 2023, 10:32 AM	1
7	<p>Idea: We support resurfacing the WKPC courts </p>	12 Feb 2023, 08:44 AM	0
8	<p>Idea: Finish what you started!</p> <p>Description: Complete the transition to sewer. We are a "city" and should no longer be using any septic systems, especially within 3 kms of "town centre".</p>	12 Feb 2023, 11:51 AM	0
9	<p>Idea: Fire Department Wish List Too much</p> <p>Description: Including a new firehall, firehall improvements, more personnel, new vehicles, new equipment, the \$10.3M price is out of line.</p>	13 Feb 2023, 03:23 PM	0

2023 Draft Budget Consultation Summary Report

February 8, 2023

Updated: Feb 27, 2023

- | | | | |
|----|---|-----------------------|---|
| 10 | <p>Idea: \$2.5M Increase for new staff positions
Description: The city budget is proposing 14 new city staff positions including \$402,000 for two regular RCMP constables and \$127,000 for an Information Desk Supervisor for the information services department. The rationale for an increase in staff is to avoid overtime hours from existing staff. Realignment of duties within departments may be a better solution.</p> | 13 Feb 2023, 03:41 PM | 0 |
| 11 | <p>Idea: Increased Policing of Traffic Violation Would Generate Revenue
Description: The city currently budgets \$20M for policing services however only receives \$300,000 in revenue through fines and tickets. The B.C. government transfers 100 percent of net revenues from traffic violations to municipalities that are directly responsible for paying for policing. Greater traffic law enforcement would create a safer community while increasing revenue.</p> | 13 Feb 2023, 03:51 PM | 0 |