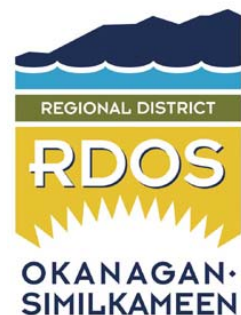


Regional  
District of  
Okanagan-  
Similkameen

# 2010 Citizen Survey

Survey conducted by Discovery Research with a sample size of 403;  
accurate within +/- 4.9%, at the 95% confidence level.  
[www.discoveryresearch.ca](http://www.discoveryresearch.ca)



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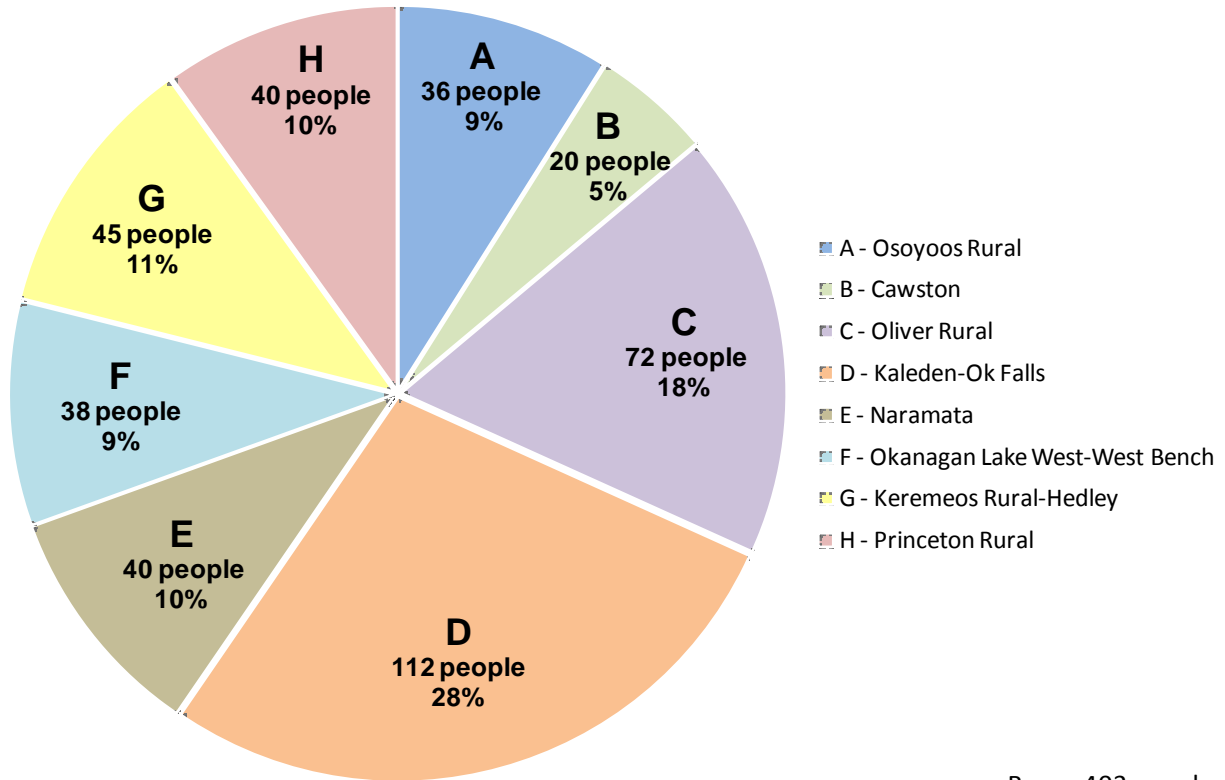
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### **APPENDIX A – Margin Of Error On Survey**

## Executive Summary

Looking at the Regional District as a whole for the responses:

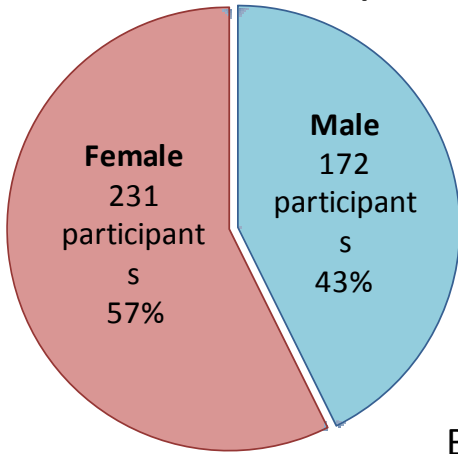
### Question #1 Citizen Survey - Percentage of Participants per Electoral Area



Base: 403 people

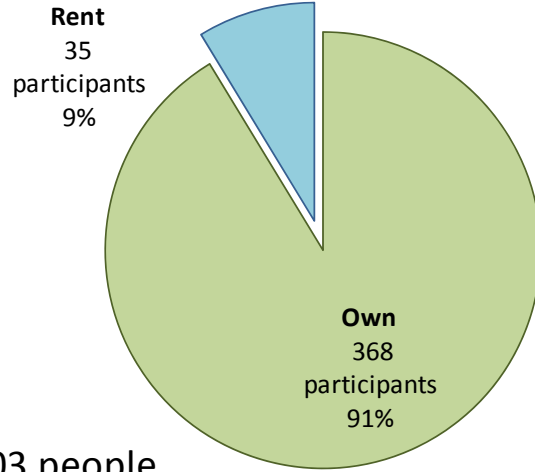
Question #28

Total all Areas:  
Gender of Participants



Question #26

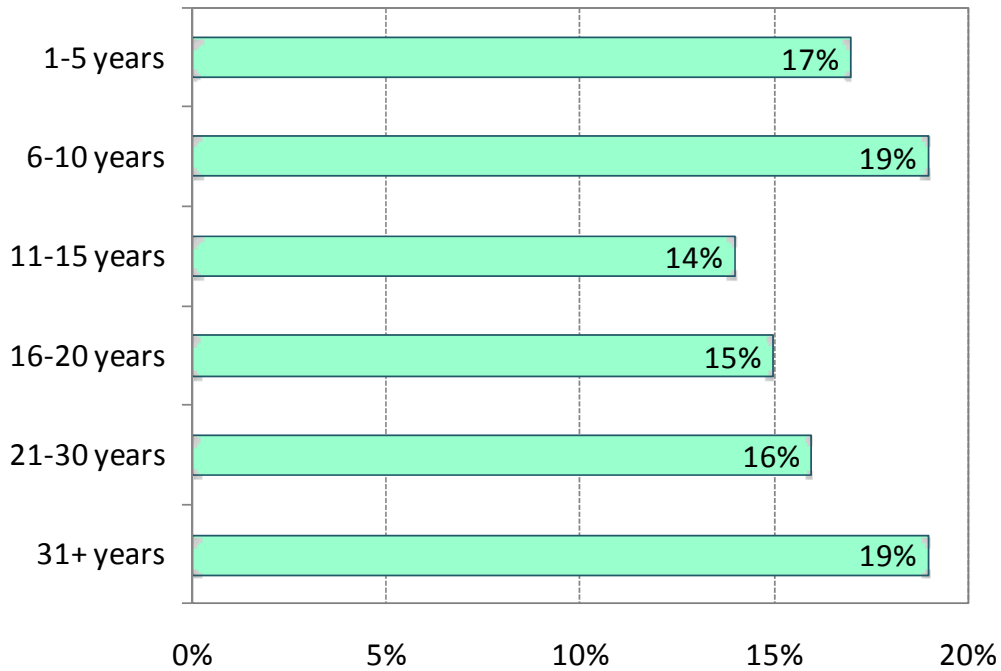
Total all Areas:  
Do You Own or Rent?



Base: 403 people

Question #25

Total all Areas: How many years have you lived in the Regional District?

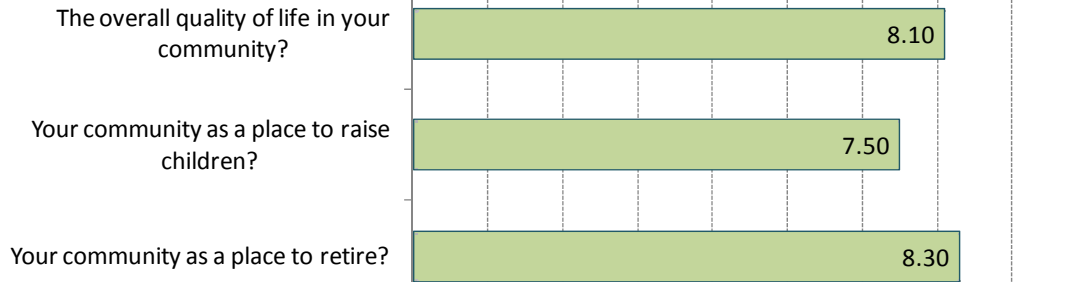


Respondents mean length of time lived in RDOS: 19 years

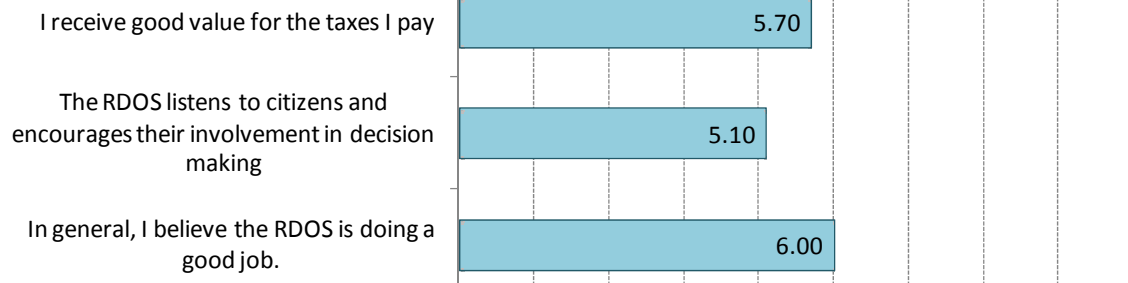
**Total for all Areas:**

**Community Life and General Performance**

**Question #2**



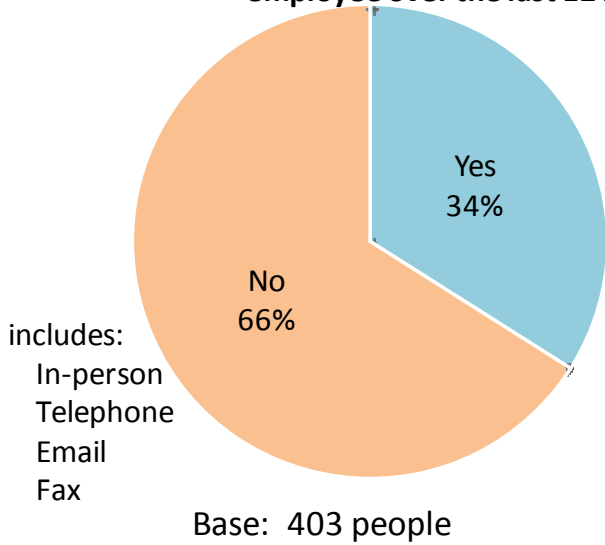
**Question #3**



Rated on scale of 1 to 10

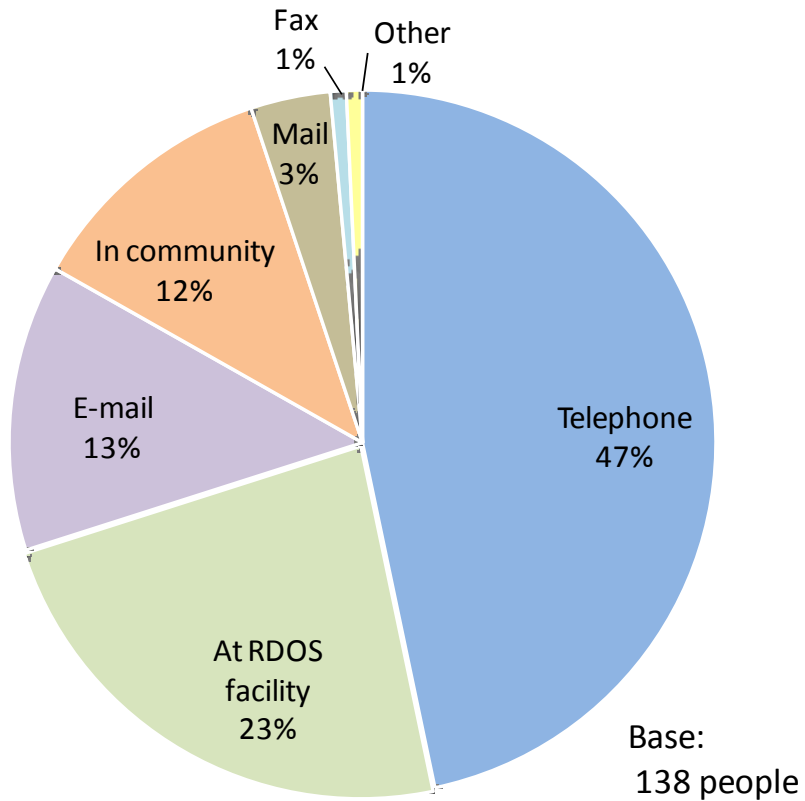
1.0 2.0 3.0 4.0 5.0 6.0 7.0 8.0 9.0 10.0  
Not Important Very Important

**Question #4** Total of All Areas - Have you had any personal contact with a Regional District employee over the last 12 months?

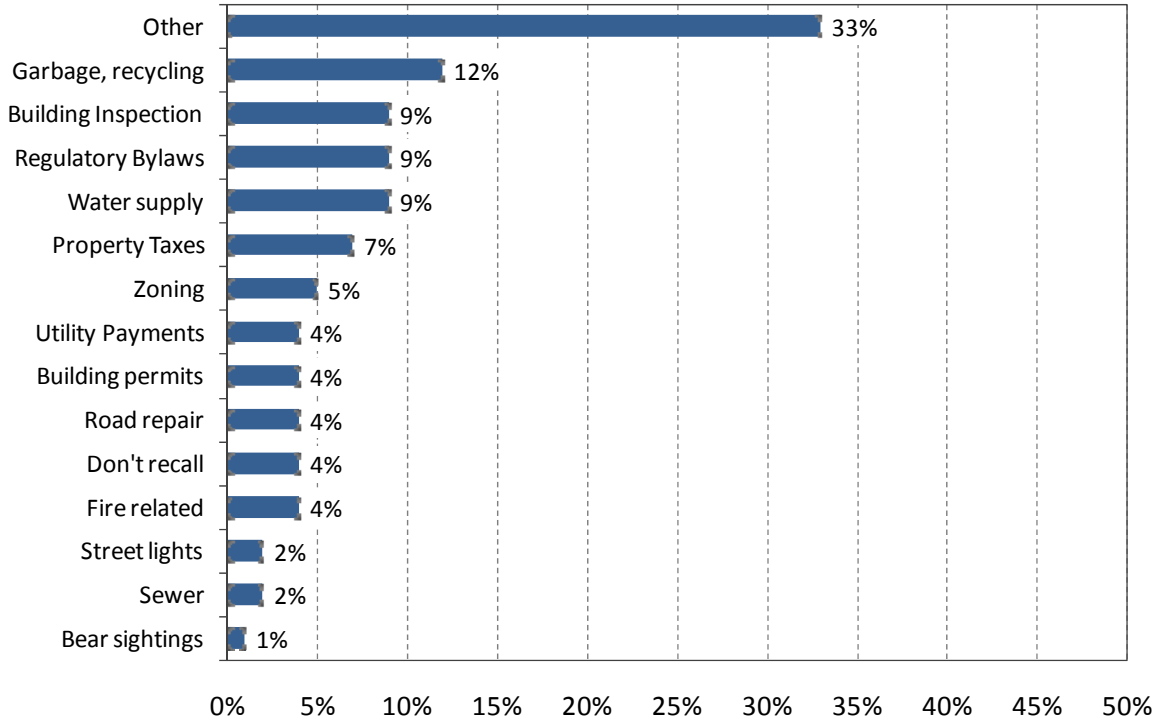


includes:  
In-person  
Telephone  
Email  
Fax

**Question #5**  
Respondents who contacted the RDOS in last 12 months -  
What method(s) did you use to contact the Regional District employee?

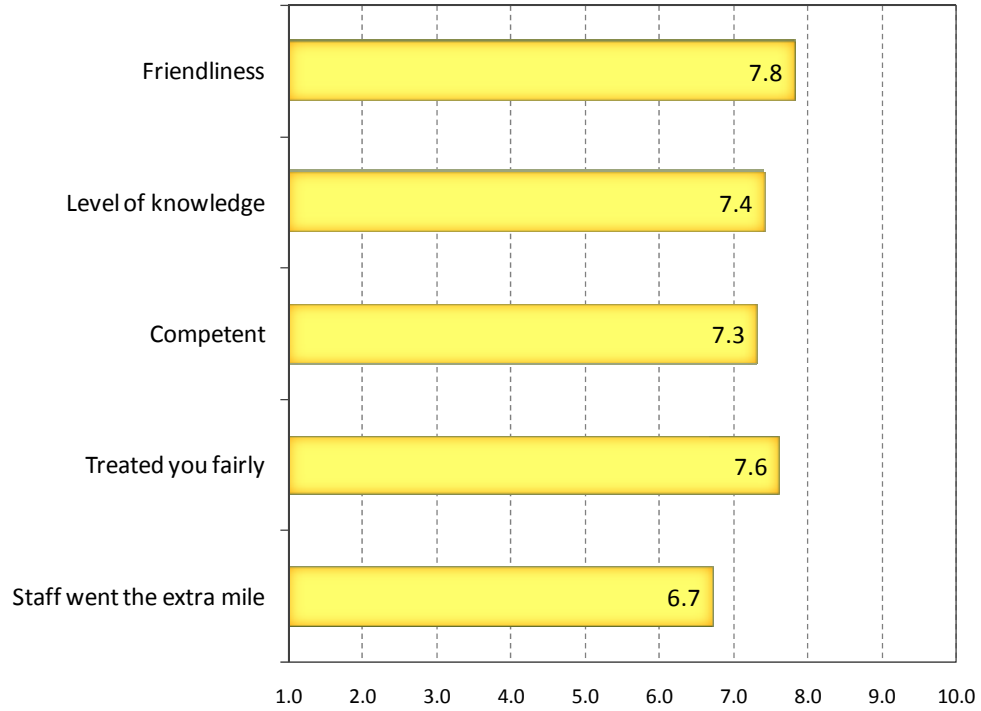


**Question #6 During your most recent contact with a Regional District employee, what type of service were you seeking?**



Base: 138 people

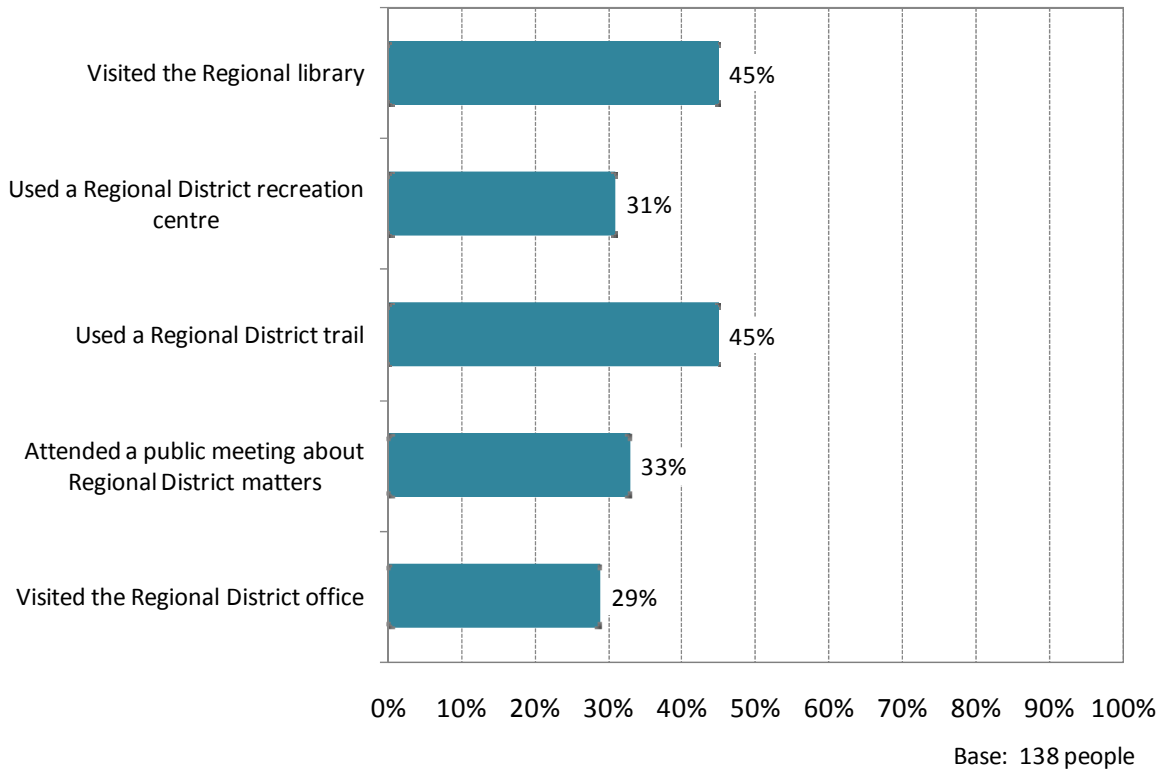
**Question #7** How would you rate the service provided by the Regional District employee during your most recent contact?



Base: 138 people

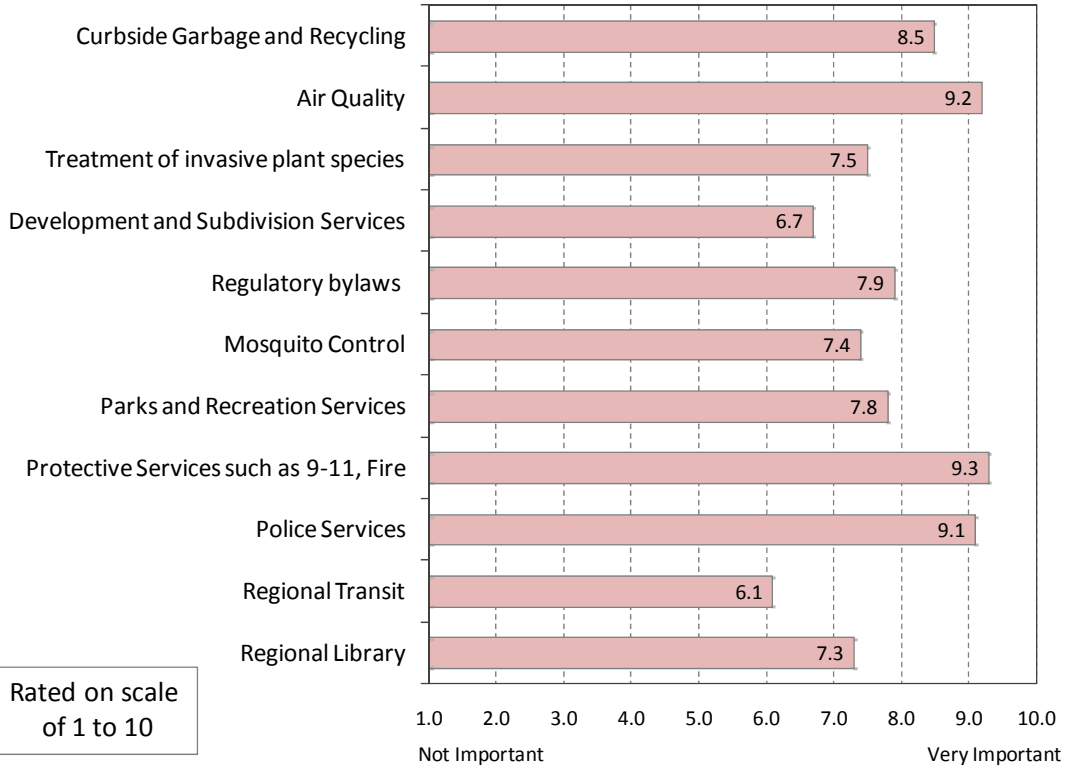


**Question #8 Percentage involved in the Activities at Least Once in the previous 12 months?**



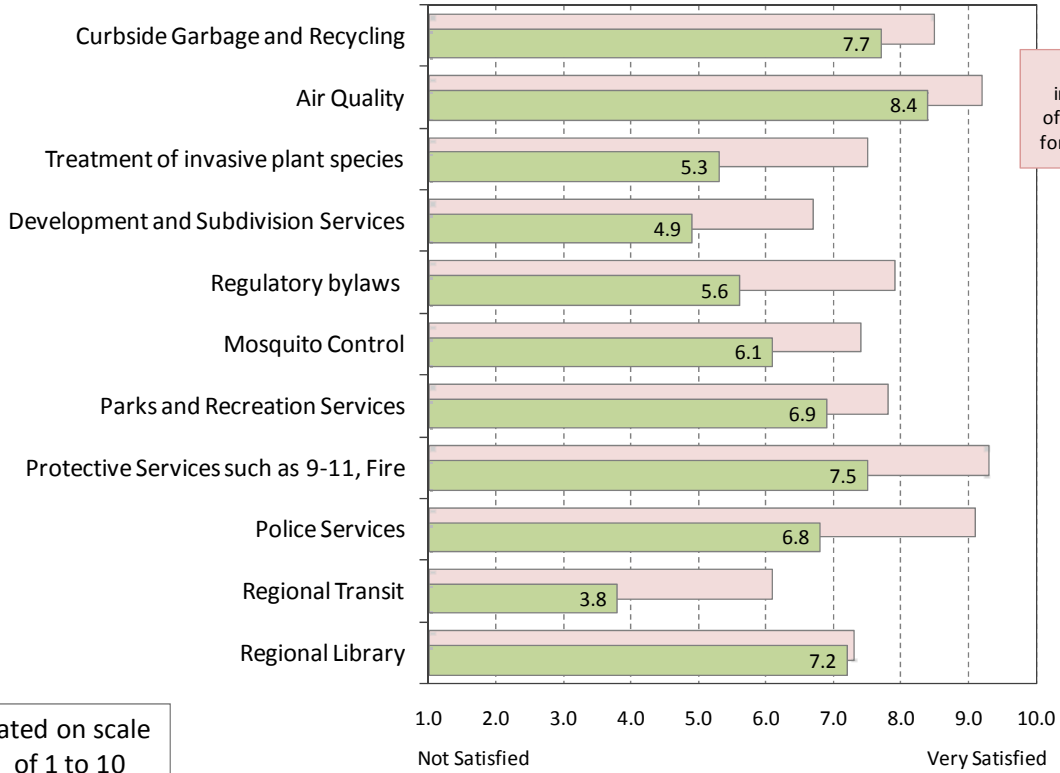
**Question #9**

**Total for all Areas:  
How important are these Regional District services?**



**Question #10**

**Total for all Areas:  
How Satisfied are you with these Regional District services?**



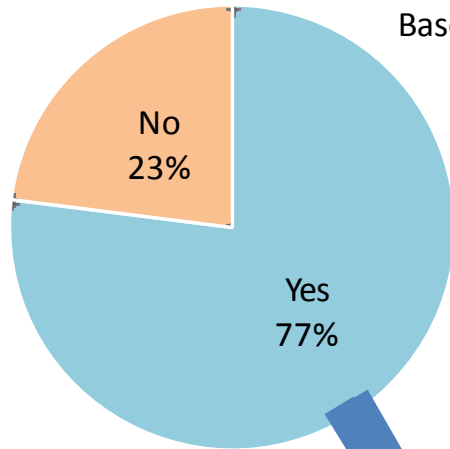
Shows importance of the services for comparison

Rated on scale of 1 to 10

**Question #11**

**Total of All Areas**  
**Do you have access to the Internet?**

Base: 403 people

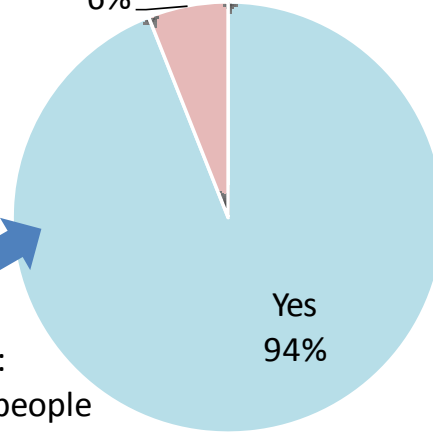


**Question #12**

**Do you use e-mail?**

No  
6%

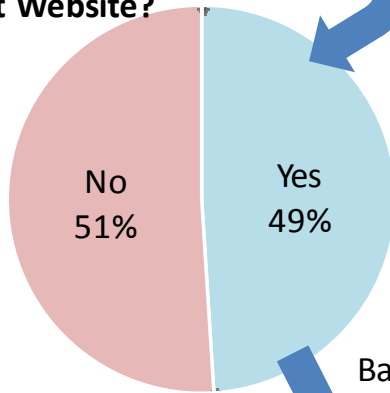
Yes  
94%



**Question #13**

**Have you visited the Regional District Website?**

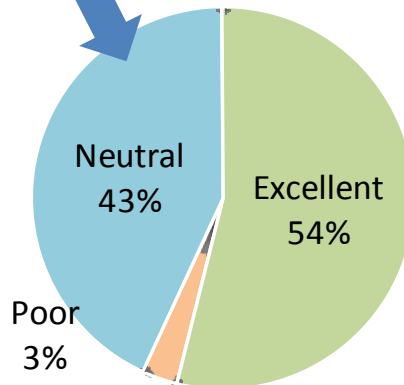
Base:  
309 people



**Question #14**

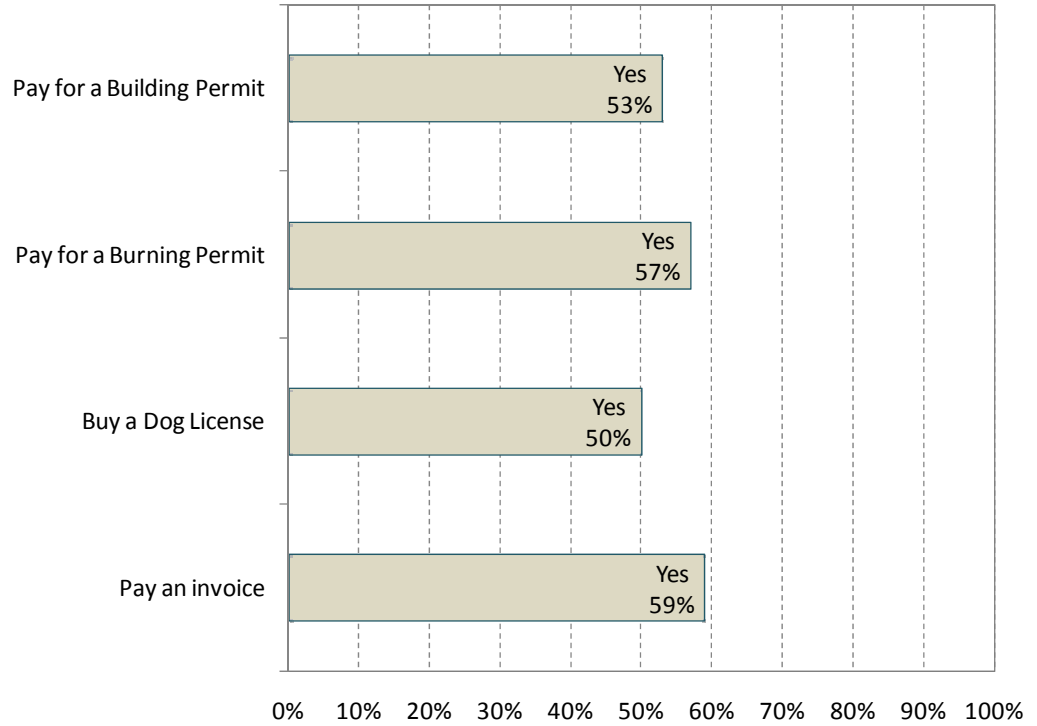
**How would you rate our website?**

Base:  
150 people



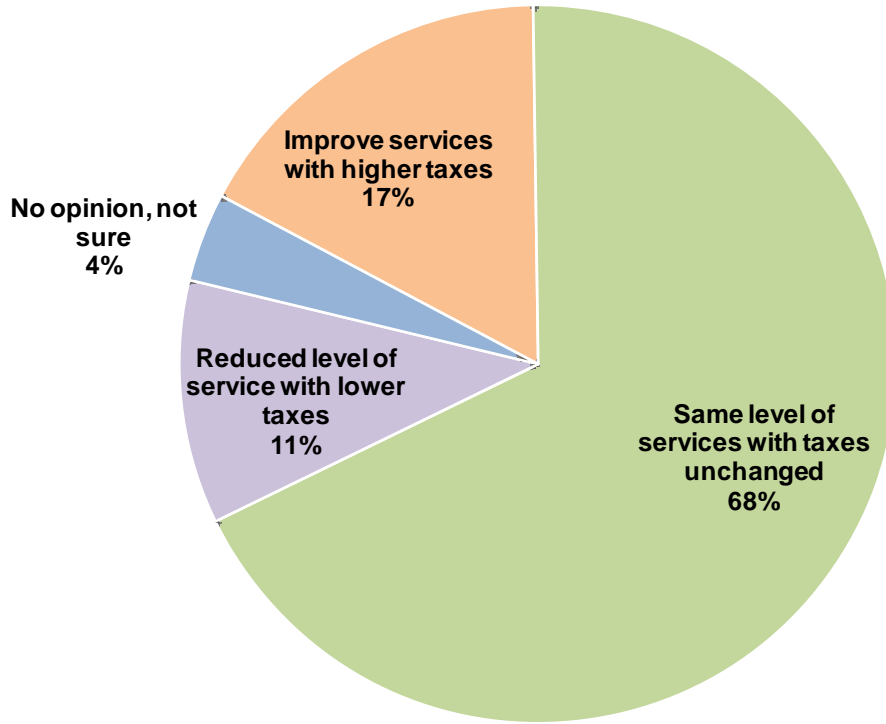
Question #15

If the following services were offered on the Regional District web page, would you use them?



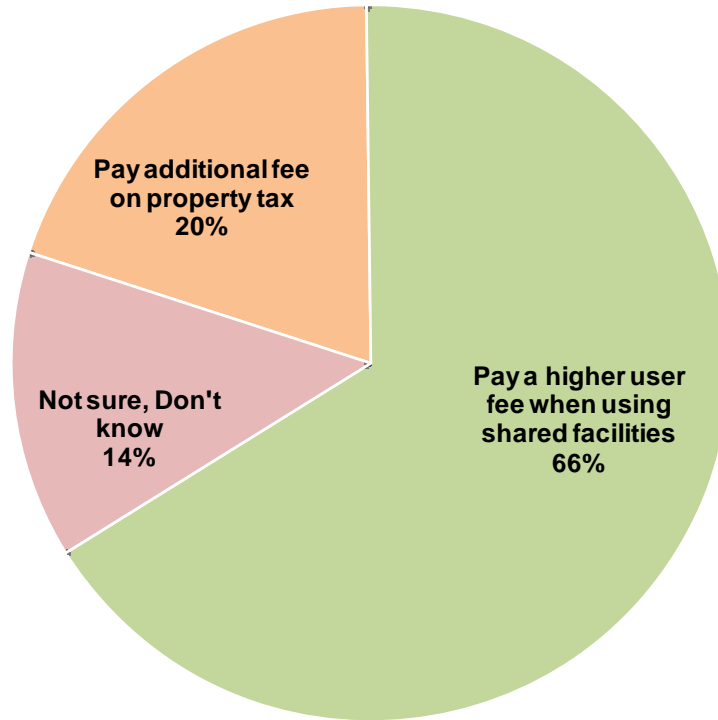
Base: 309 people

**Question #17 Total of all Areas - If faced with the following realistic choices, what would you advise the Regional District to do?**



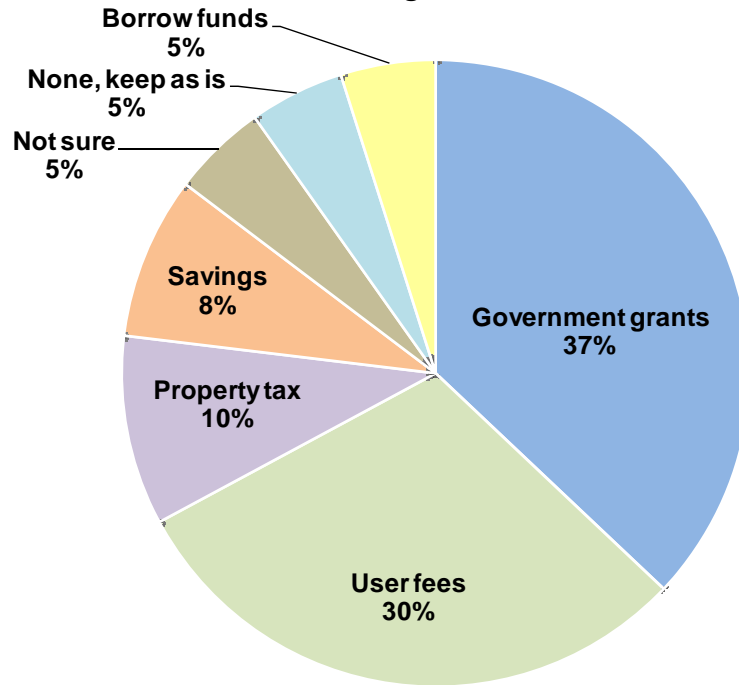
Base: 403 people

**Question #19** Total of all Areas - Citizens in the RDOS sometimes use facilities in neighbouring Municipalities. What option would you support?



Base: 403 people

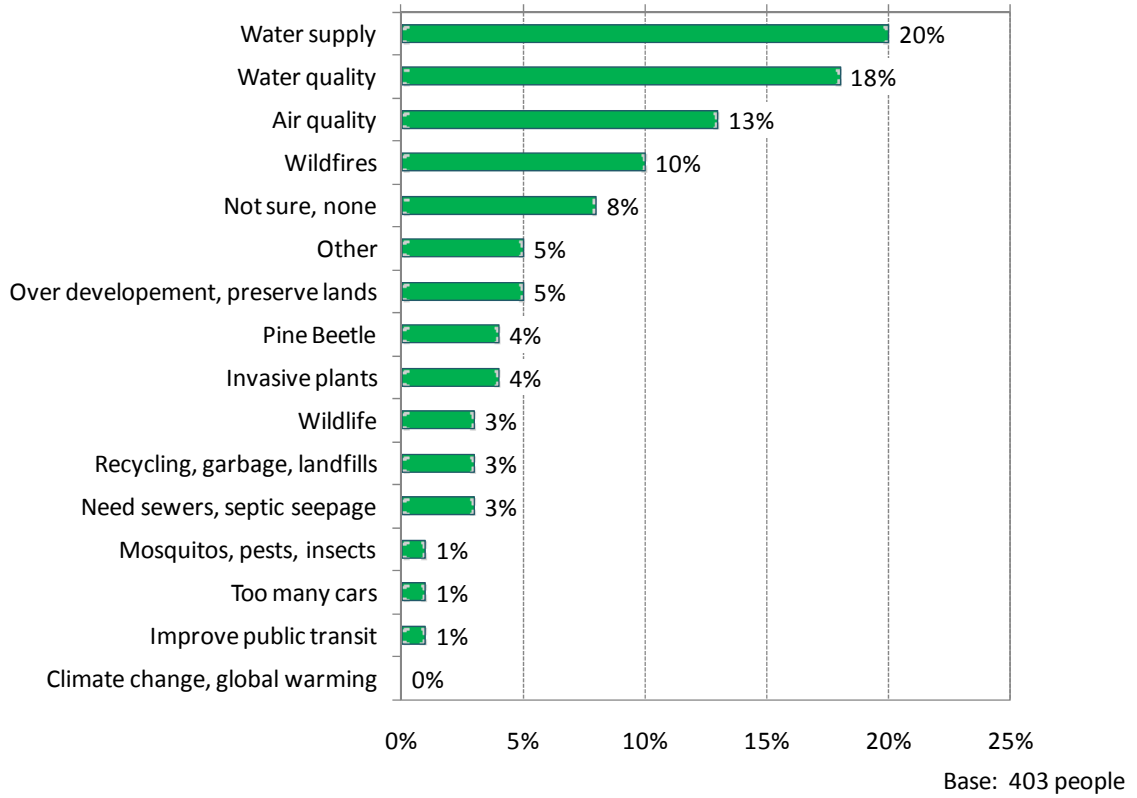
**Question #20** Total of all Areas - The Regional District receives funding from many sources. Which would you prefer the RDOS to increase if additional funding is needed for 2011?



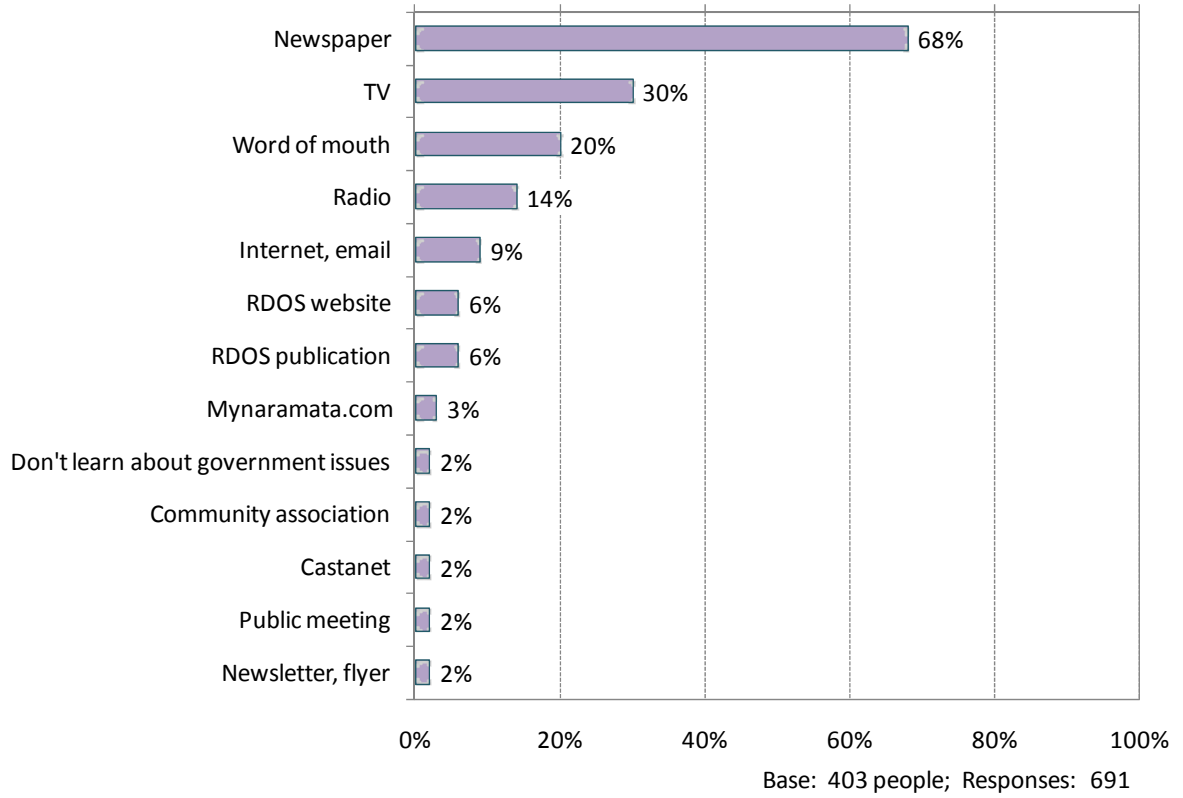
Base: 403 people with 508 responses



**Question #21 Total of all Areas - What do you think is the most important environmental concern for the Regional District?**

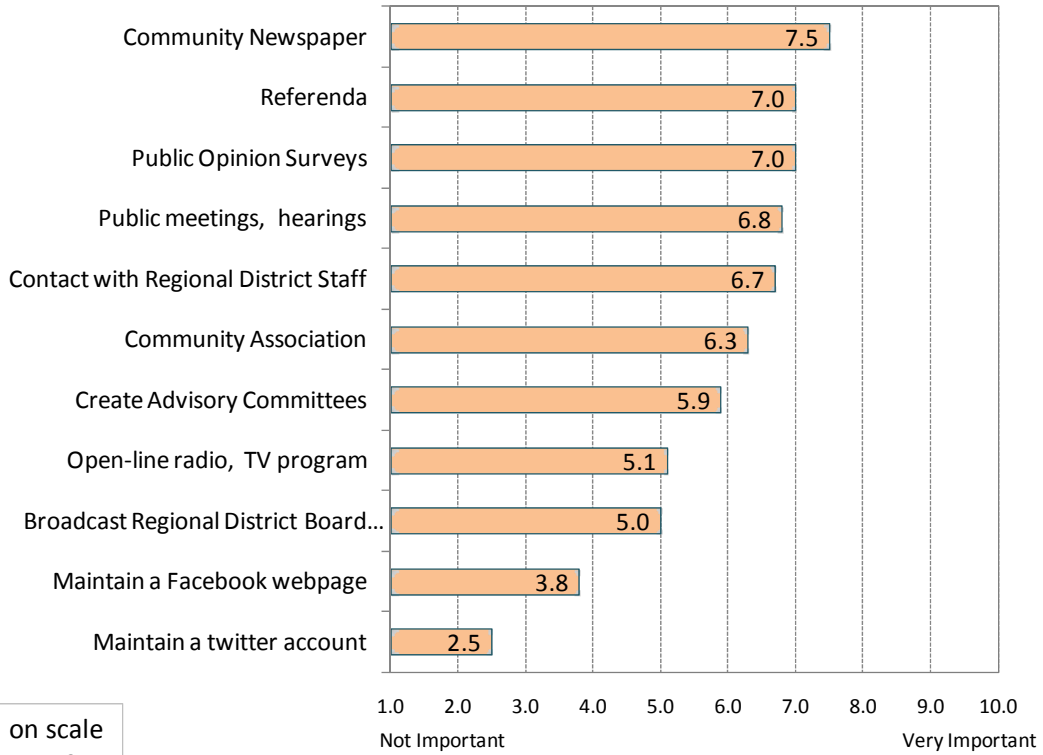


**Question #22 Total of all Areas - How do you learn about local government issues?**



# Regional District of Okanagan-Similkameen

**Question #24** Total for all Areas: Please rate the importance of the following ways the Regional District can involve you more in policy making, development planning and the budget process.



## Methodology

Many local governments now survey their citizens as part of an environmental scan buffet and it was deemed beneficial for the RDOS to join in. It is intended that the 2010 Survey will provide baseline data that the organization can use to work on specific weaknesses in service levels and to compare against in future years to gauge our progress.

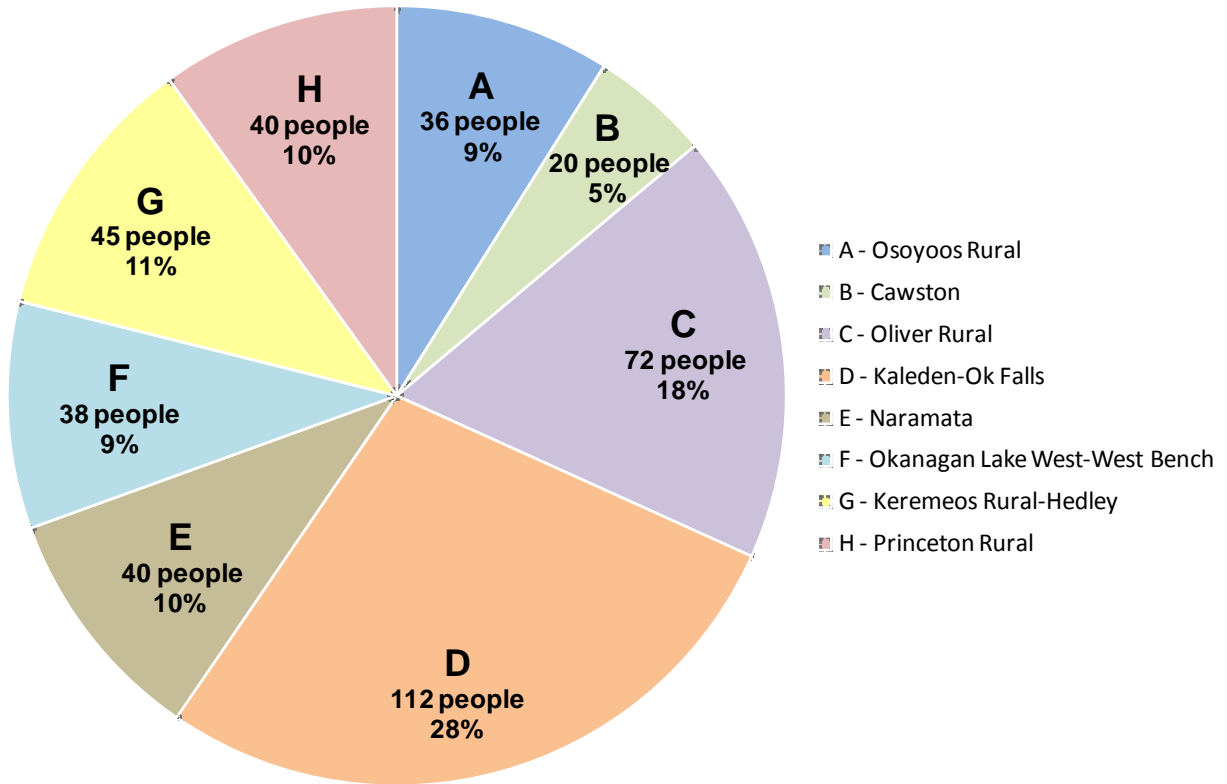
A statistically correct Citizen Survey Tool was developed and implemented in July of this year and has now been analyzed by the Survey Committee. For this Citizen Survey to be statistically correct the Regional District needed the survey a minimum of 400 respondents. The number of citizens called in the eight electoral areas was based on the population breakdown of Regional District. Telephone numbers called were randomly generated by reviewing all road names and civic addresses within each electoral area.

If have any feedback regarding the survey process, questions or results, please contact the Regional District office:

- 101 Martin Street  
Penticton BC V2A 5J9
- (250) 492-0237
- [info@rdos.bc.ca](mailto:info@rdos.bc.ca)

## Where do you live?

### 1. In which area, or community, do you live?

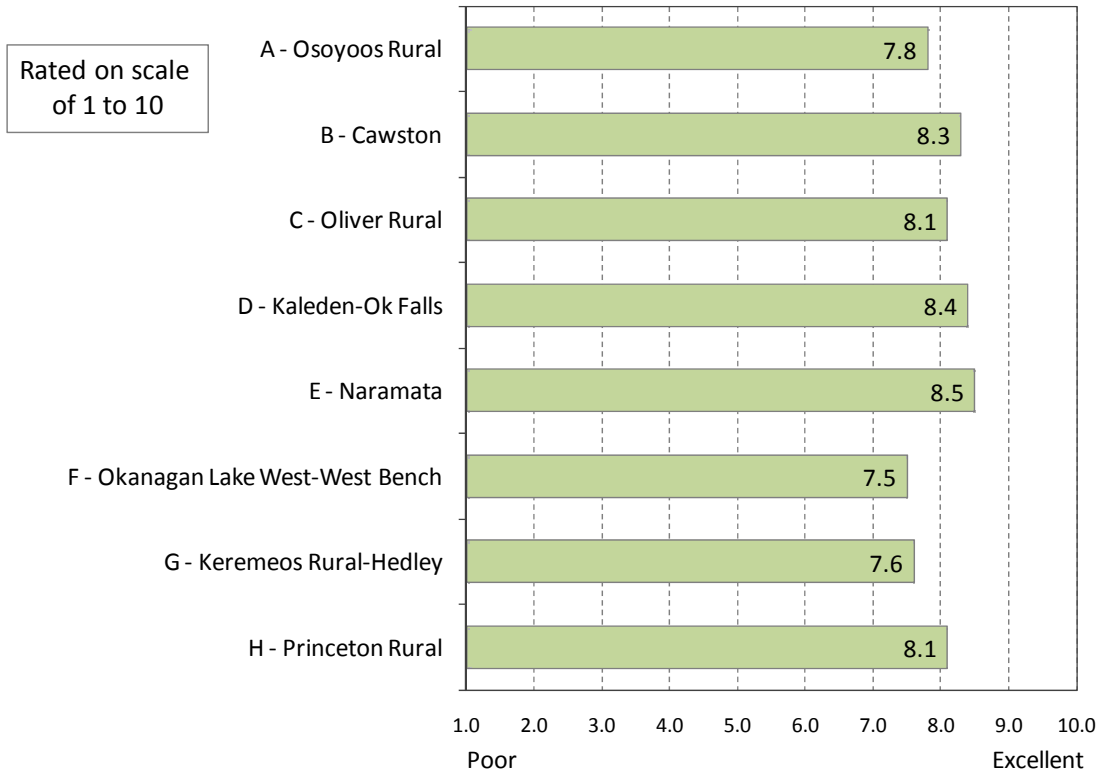


Base: 403 people

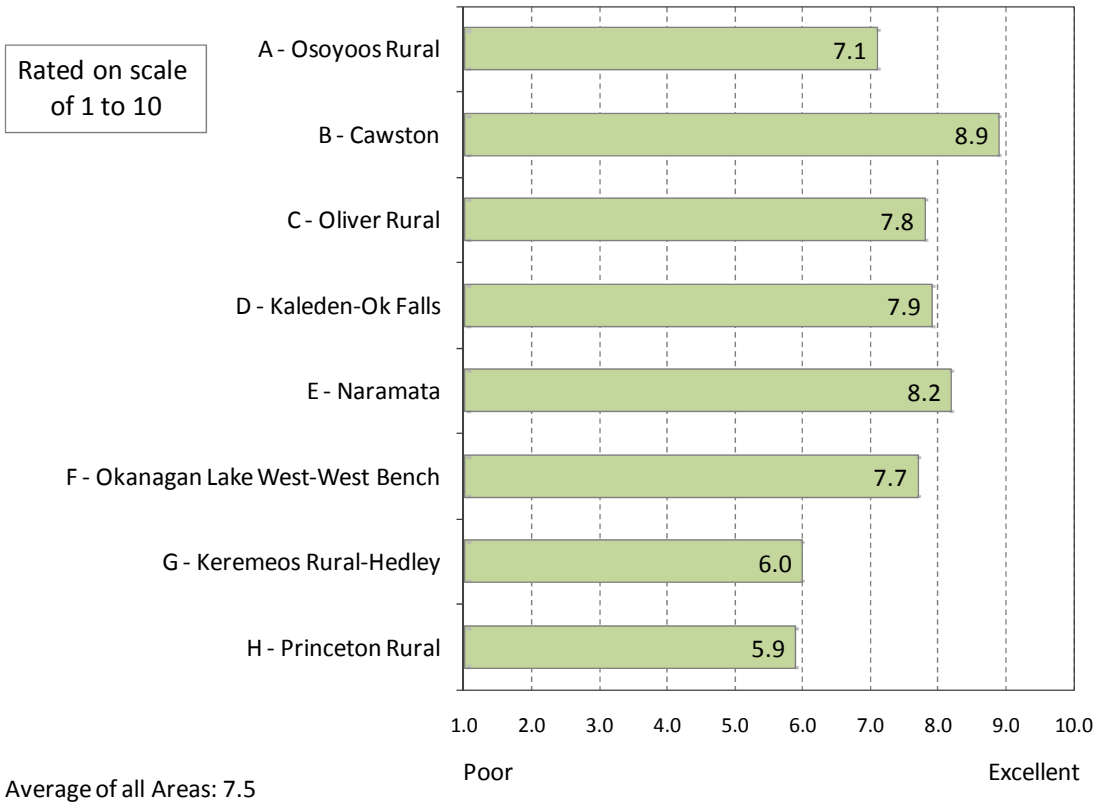
## Quality of Life?

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

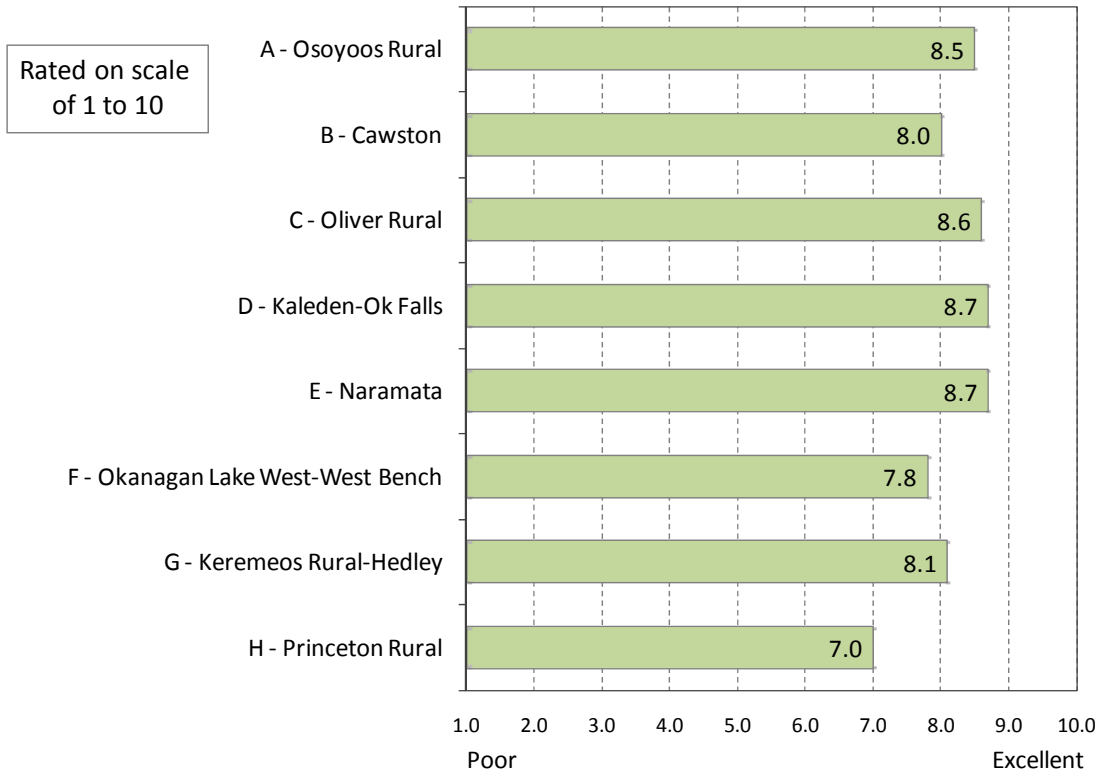
a. The overall quality of life in your community?



**b. Your community as a place to raise children?**



c. Your community as a place to retire?



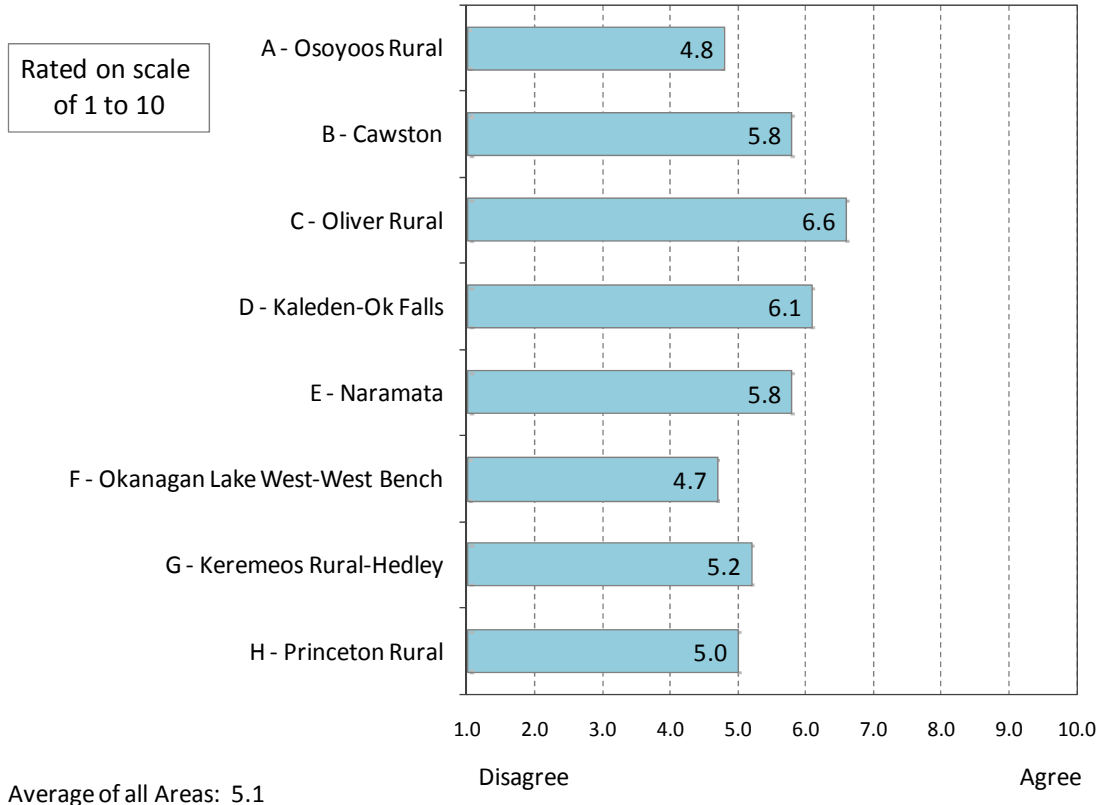
Average of all Areas: 8.3



**Service Satisfaction:**

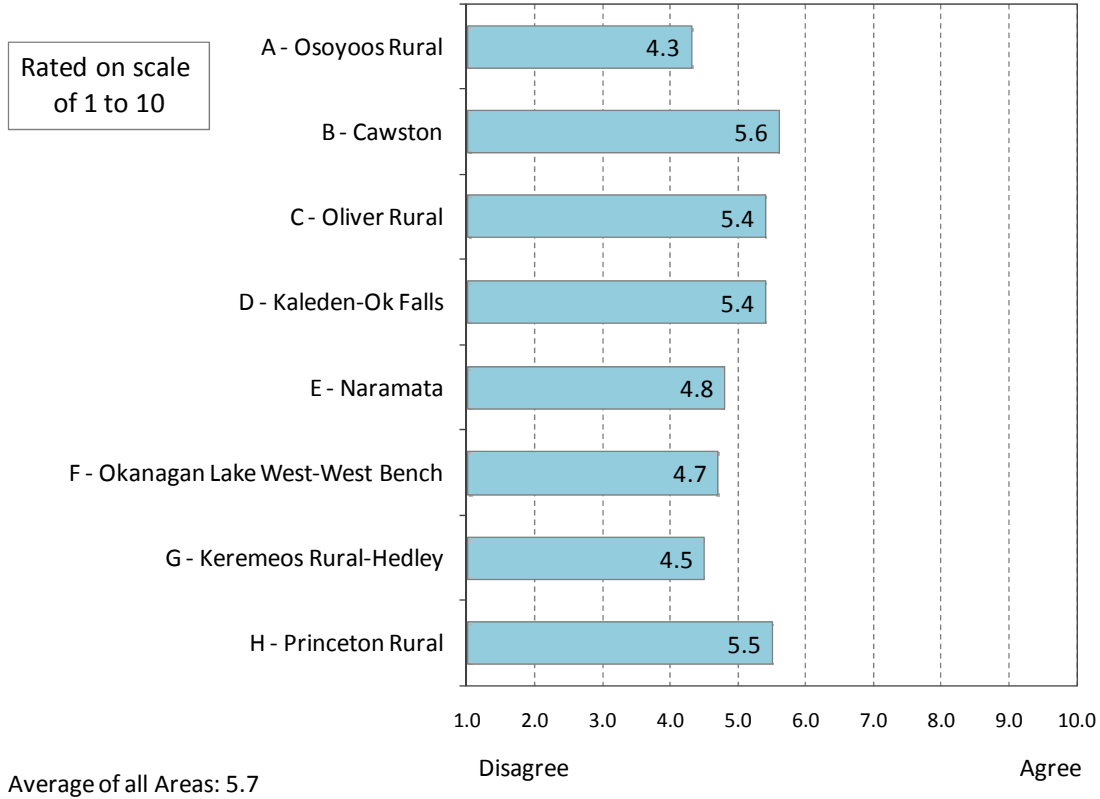
3. On a scale of 1 to 10 with 1 equal to strongly disagree and 10 equal to strongly agree please rate your level of agreement with the following statements.

- I receive good value for the taxes I pay.



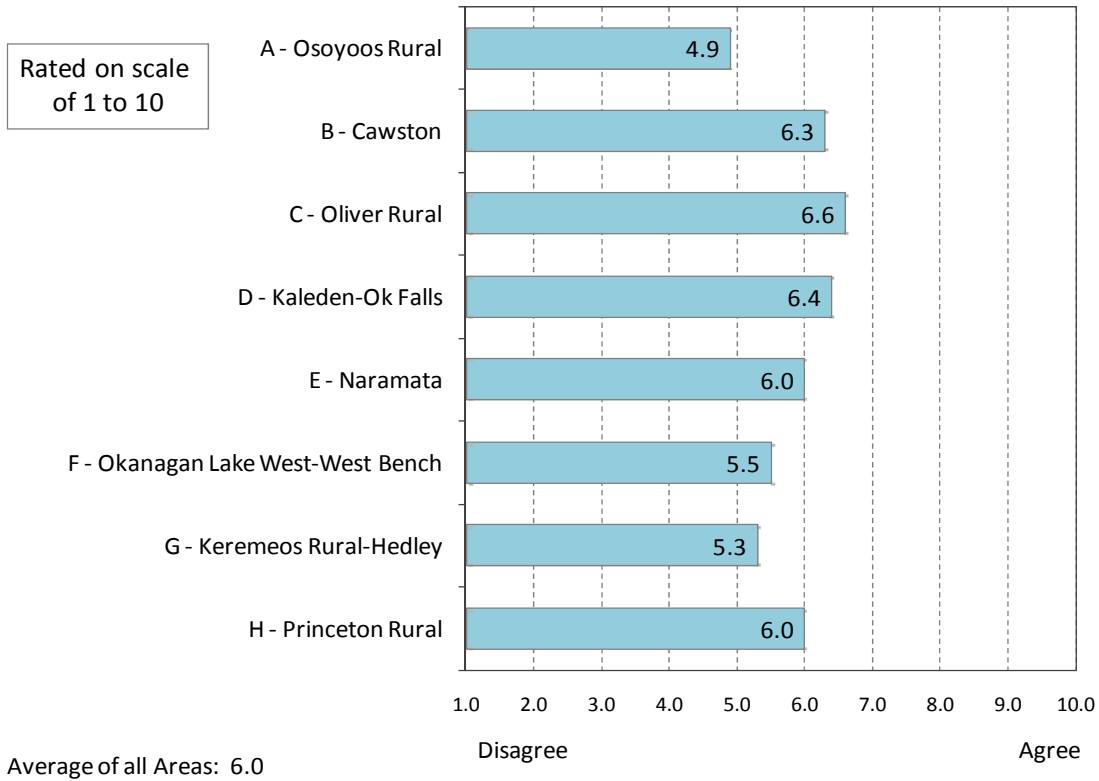
## Regional District of Okanagan-Similkameen

- **The Regional District government listens to citizens and encourages their involvement in making decisions.**

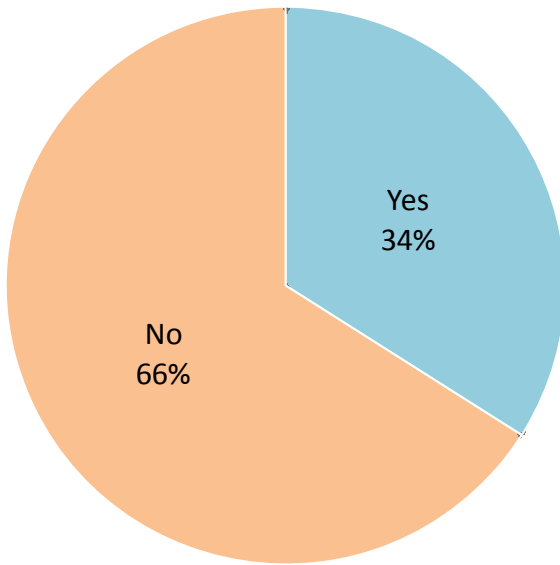


# Regional District of Okanagan-Similkameen

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

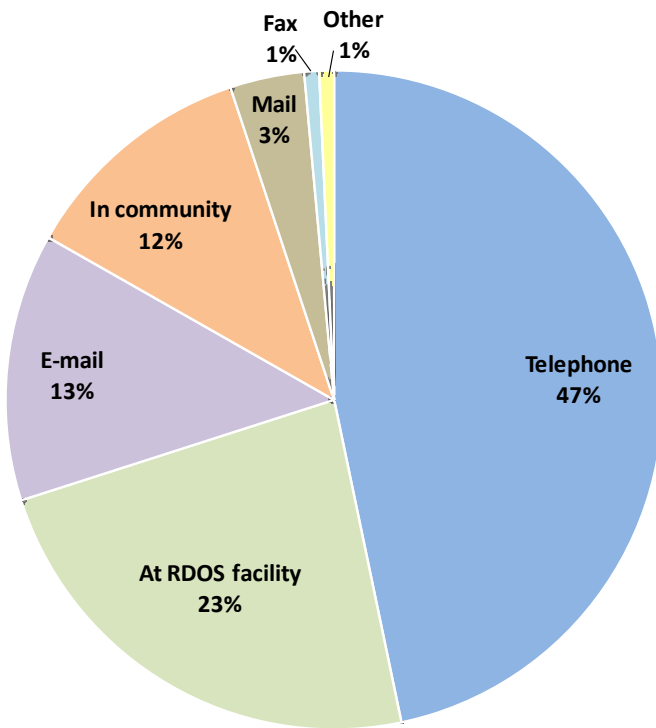


4. Have you had any personal contact (in-person, by phone, email or fax) with a RDOS employee over the last 12 months? If no, skip to question 10.



Only 138 of the 403 participants had contact with an RDOS employee within the last year.

5. What method(s) did you use to contact the RDOS employee? Please indicate all that apply.



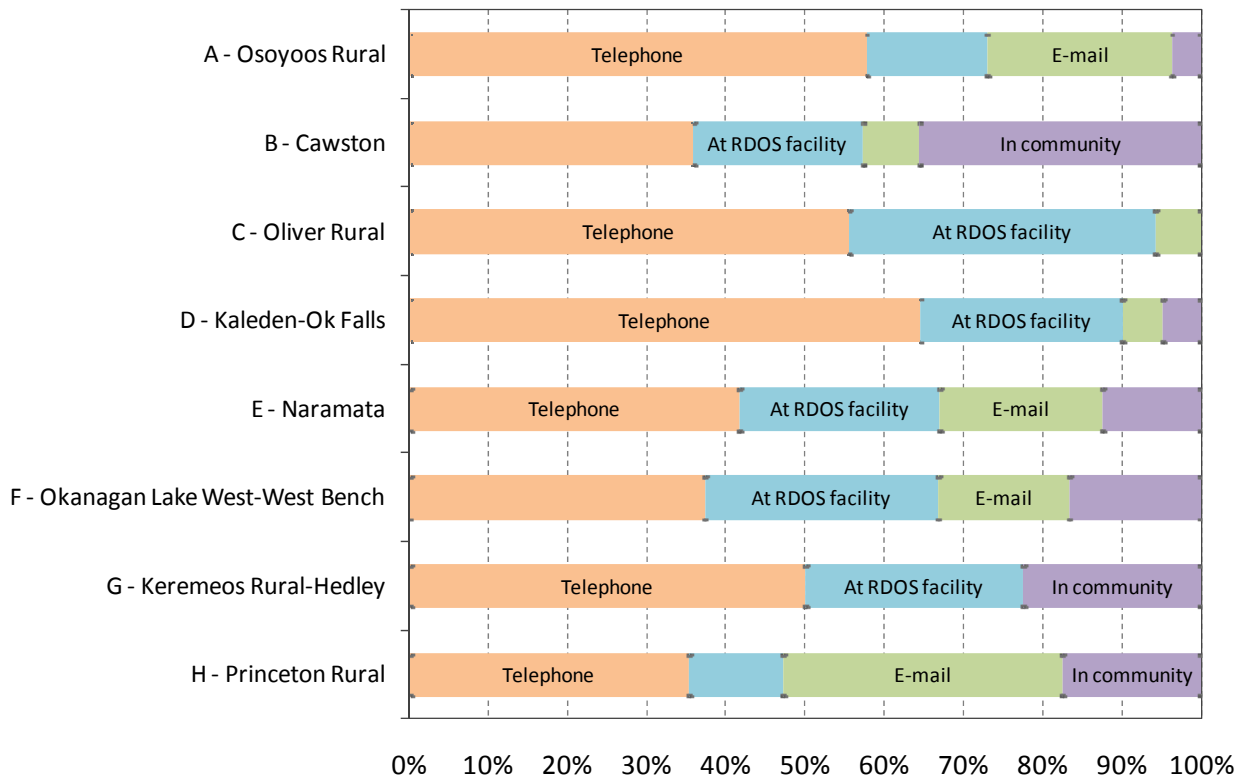
Some respondents gave more than one method.

Notes:  
Based on 138 respondents that had personal contact with RDOS staff

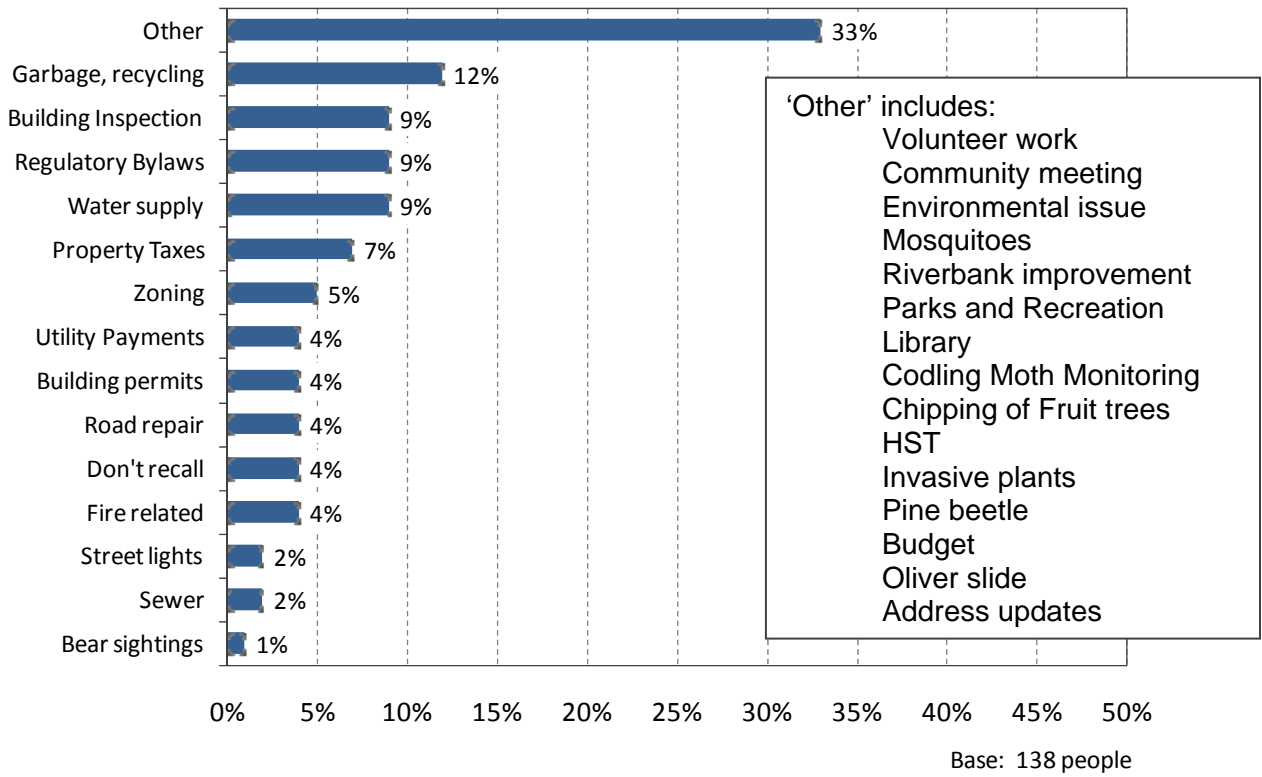
At RDOS Facility includes: In person at community hall, landfill, fire hall, recreation centre

In Community includes in-person at home, street, and community meeting

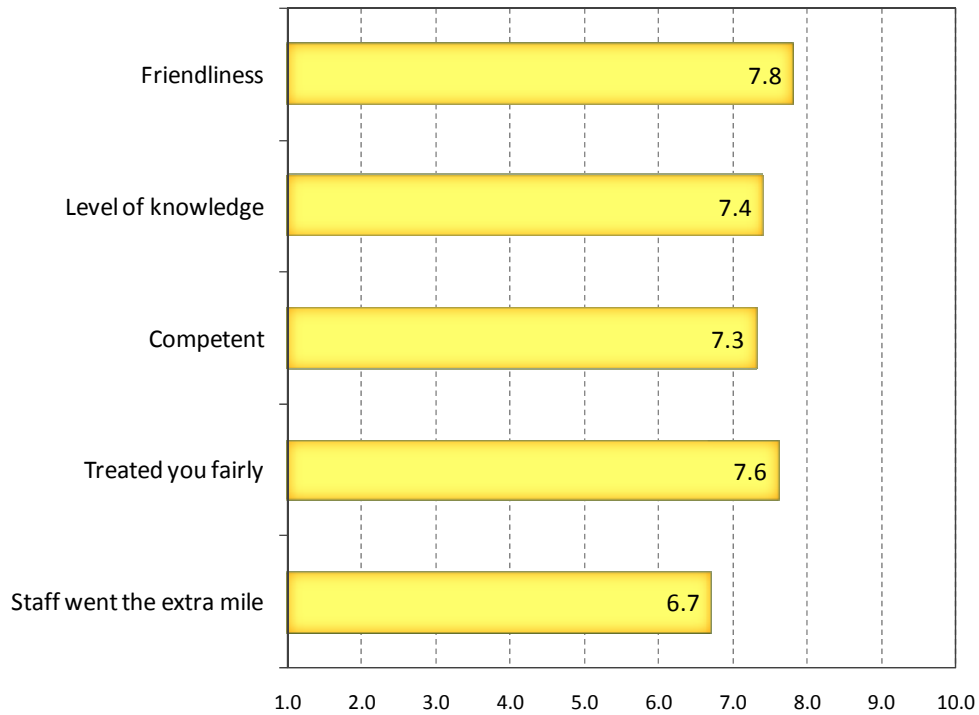
The following graph illustrates the methods of contact used in each Electoral Area.



6. During your most recent contact with a Regional District employee, what type of service were you seeking?

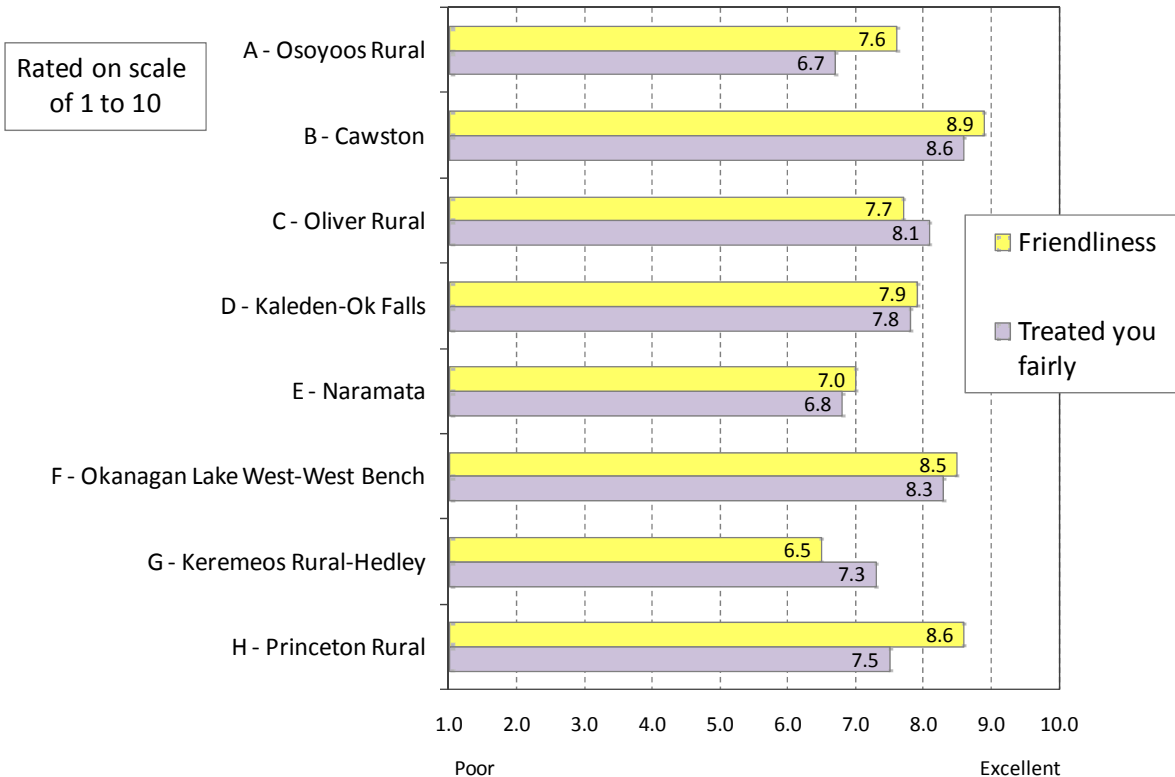


7. On a scale from 1 to 10 with 1 equal to poor and 10 is equal to excellent please rate the service provided by the Regional District employee during your most recent contact.

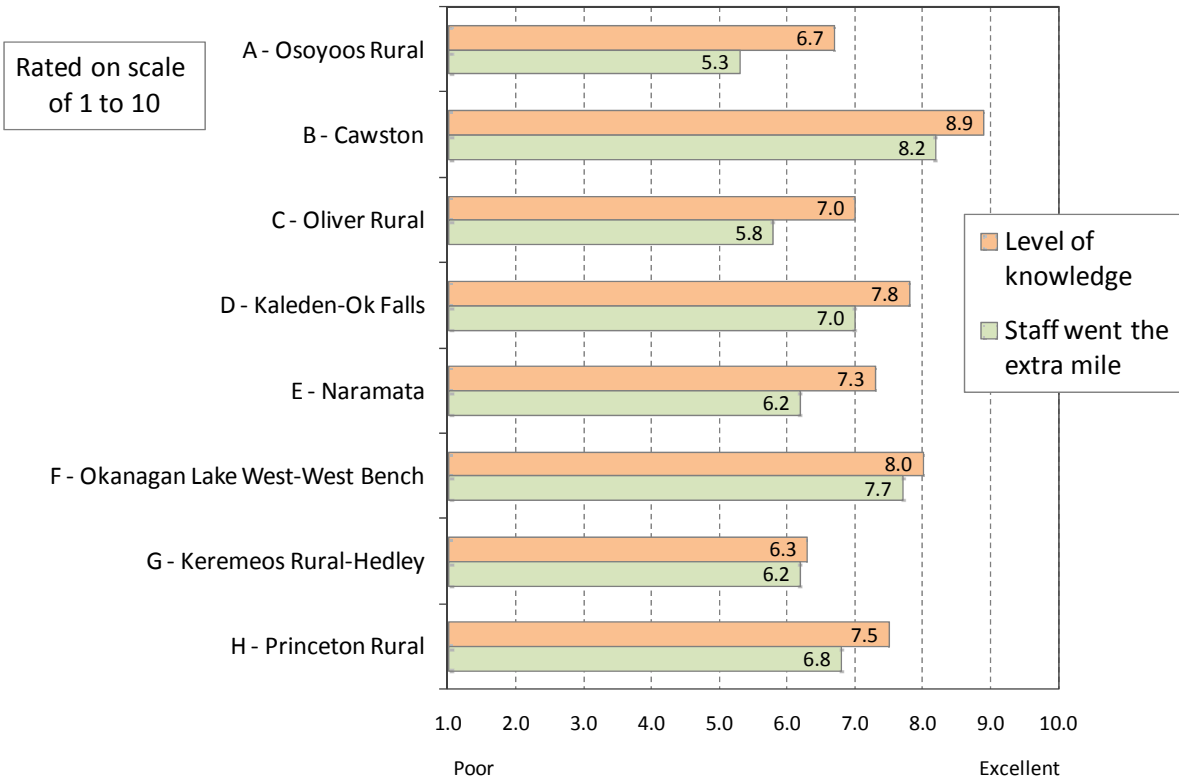


Base: 138 people

For a breakdown of the different electoral areas:



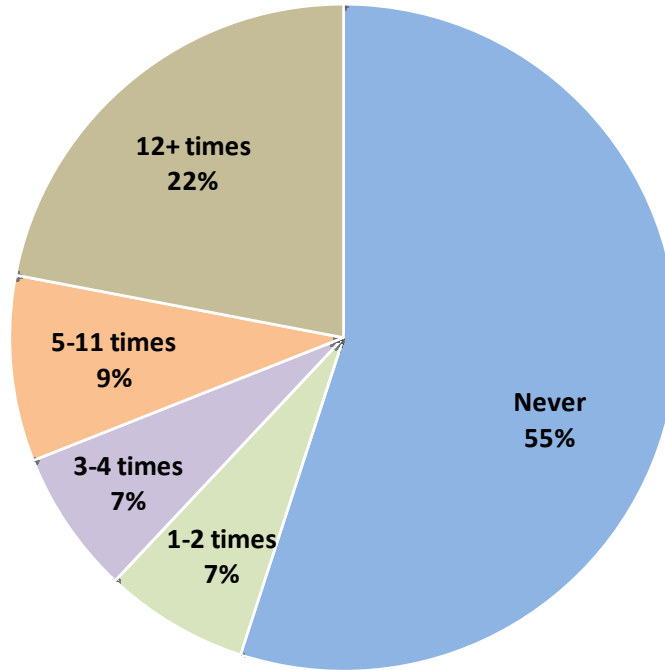
# Regional District of Okanagan-Similkameen



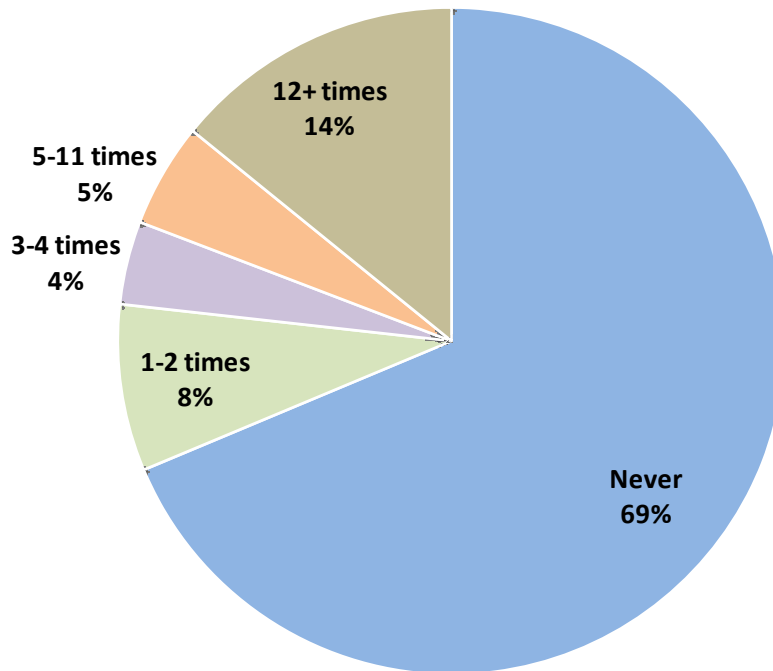


8. In the past 12 months, approximately how often did you participate in each of the following activities?

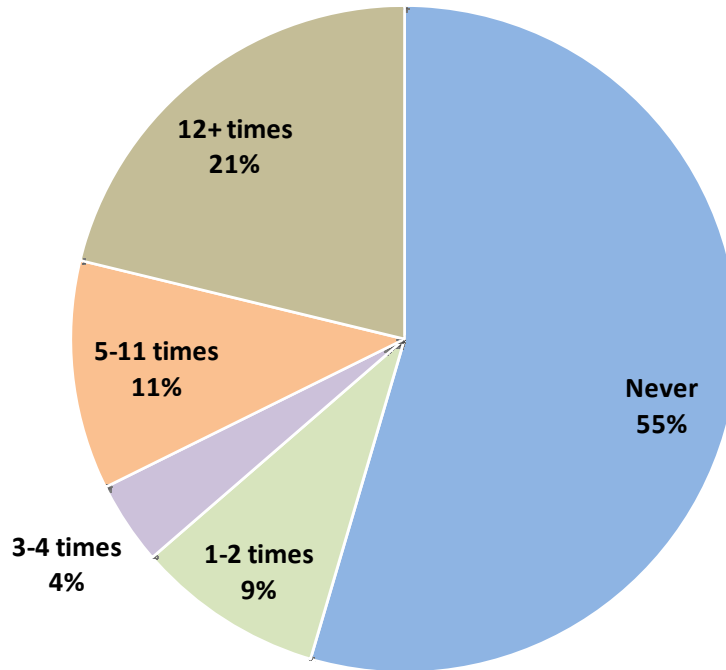
Visited a Regional Library



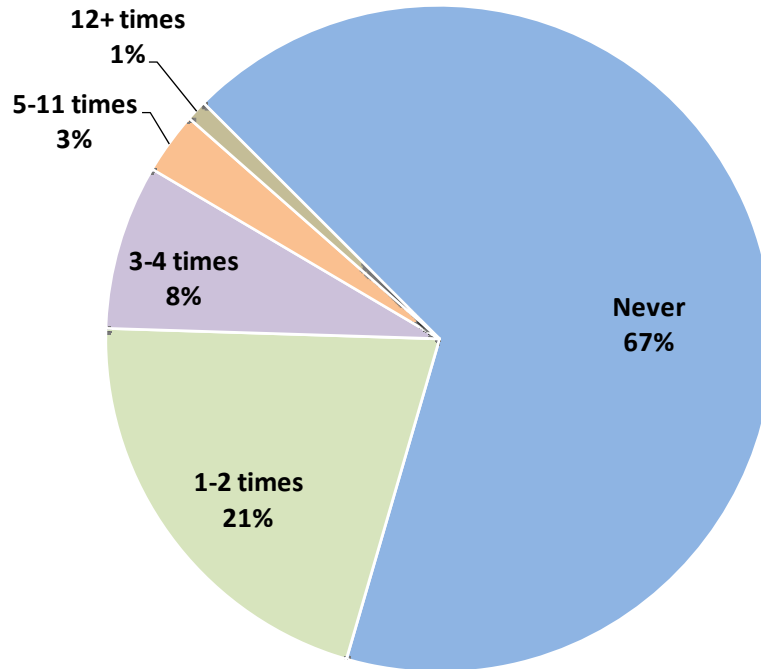
Visited a Regional District Recreational Facility



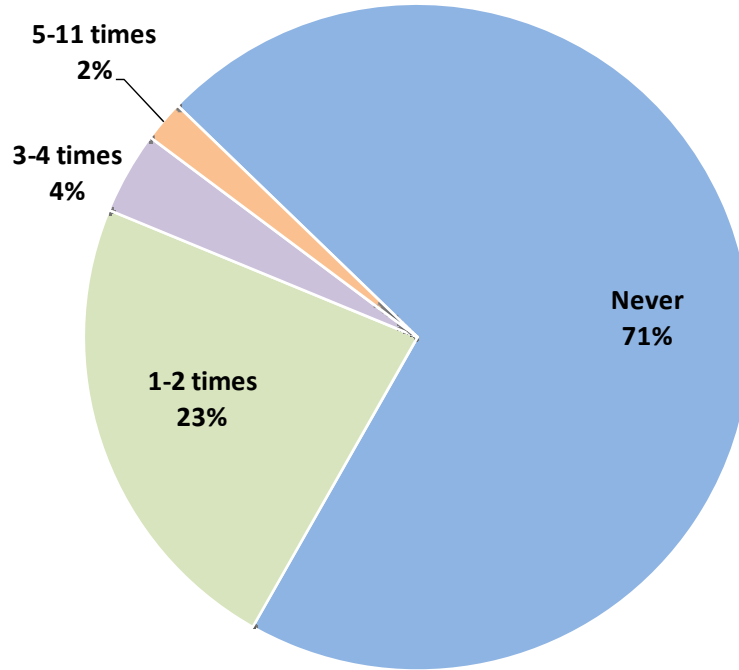
Used a Regional District Trail



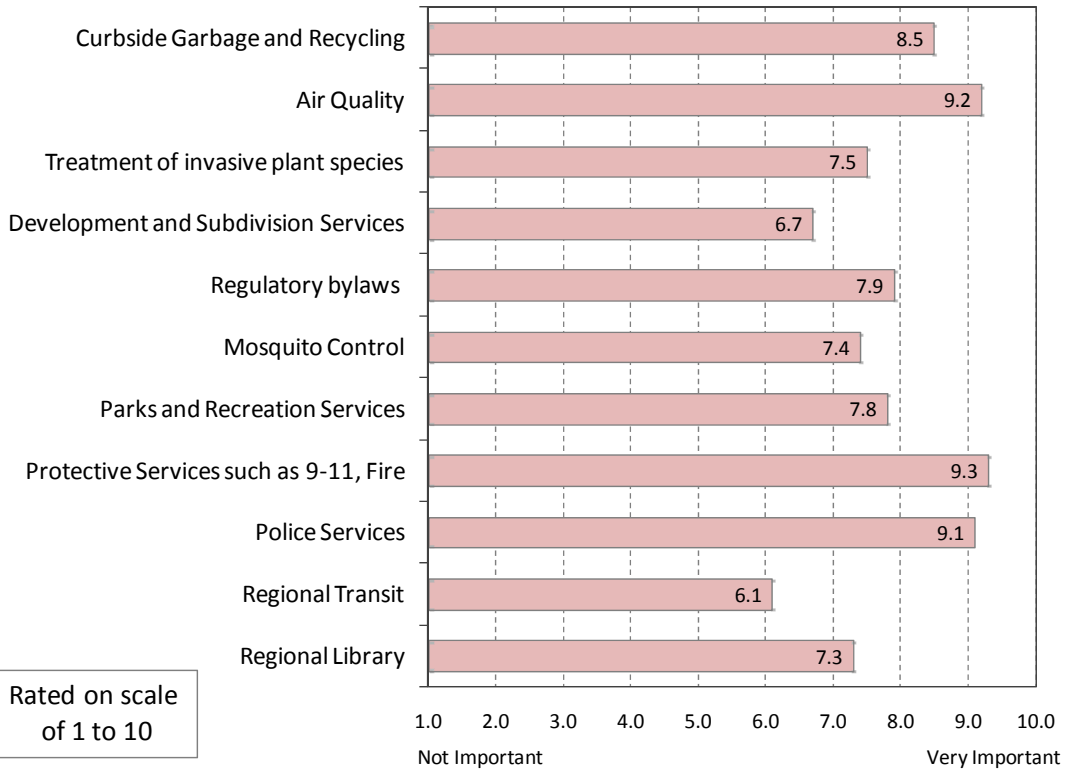
Attended a public meeting about Regional District matters



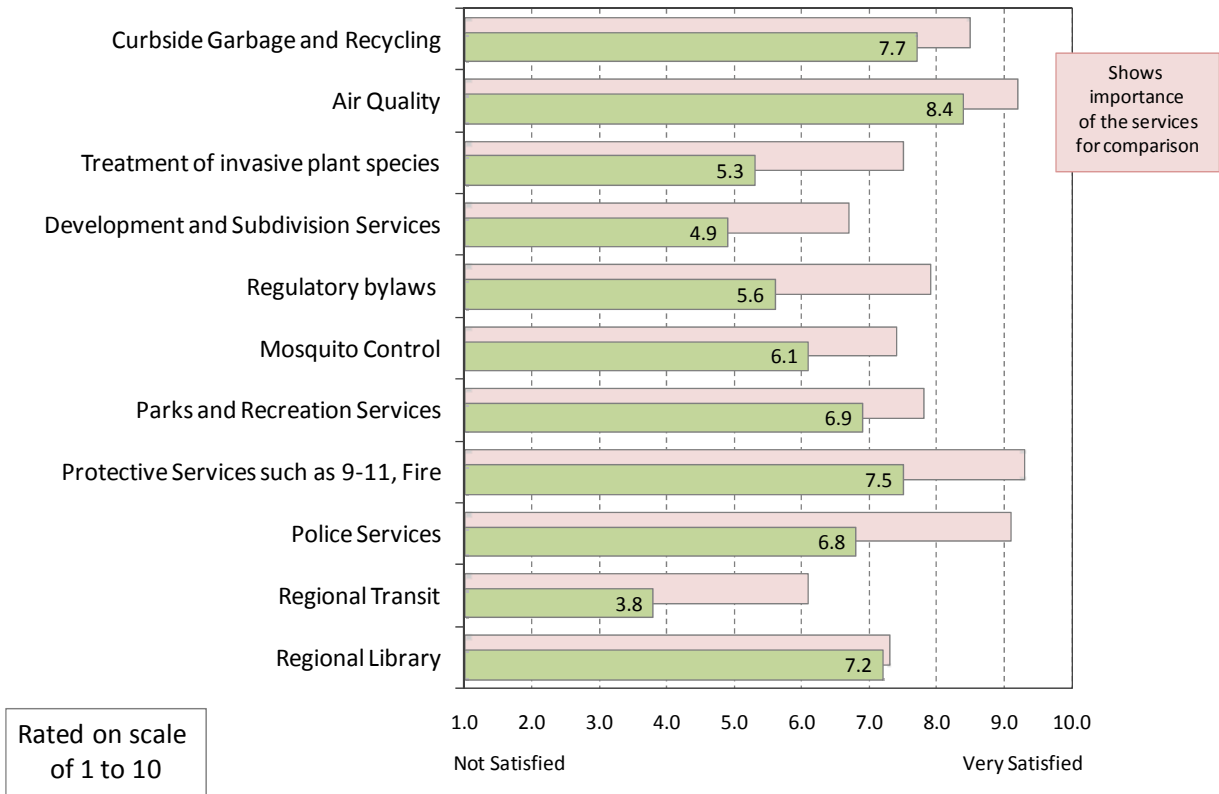
Visited a Regional District Office



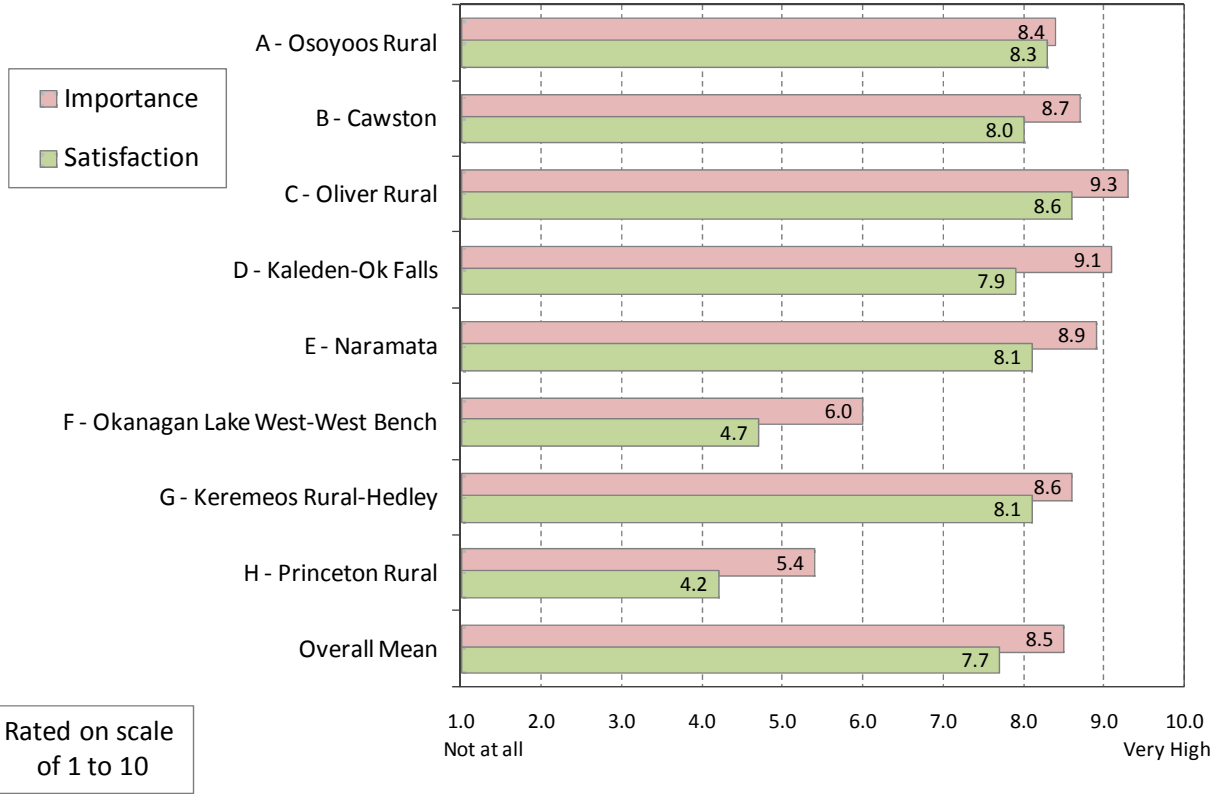
9. On a scale from 1 to 10 with 1 equal to not important and 10 equal to Very Important, how satisfied are you with the following Regional District services?



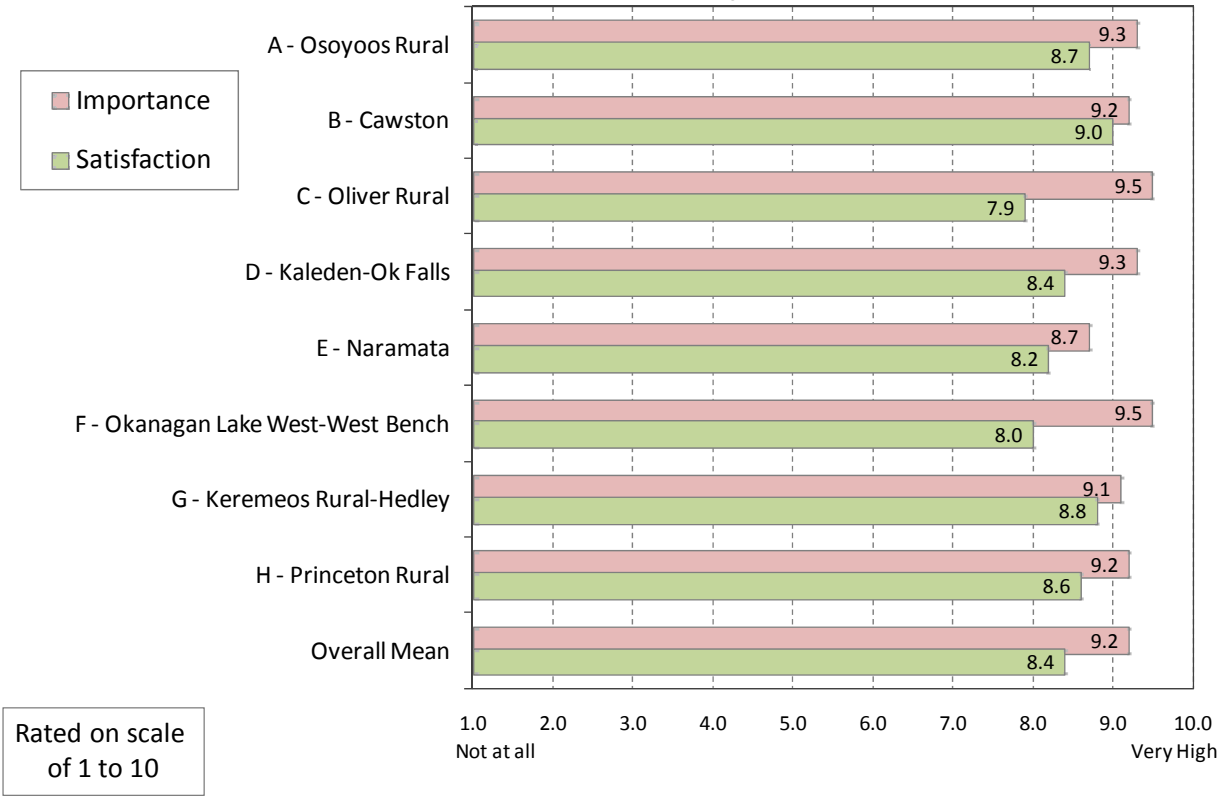
10. On a scale from 1 to 10 with 1 equal to not satisfied and 10 equal to Very satisfied, how satisfied are you with the following Regional District services?



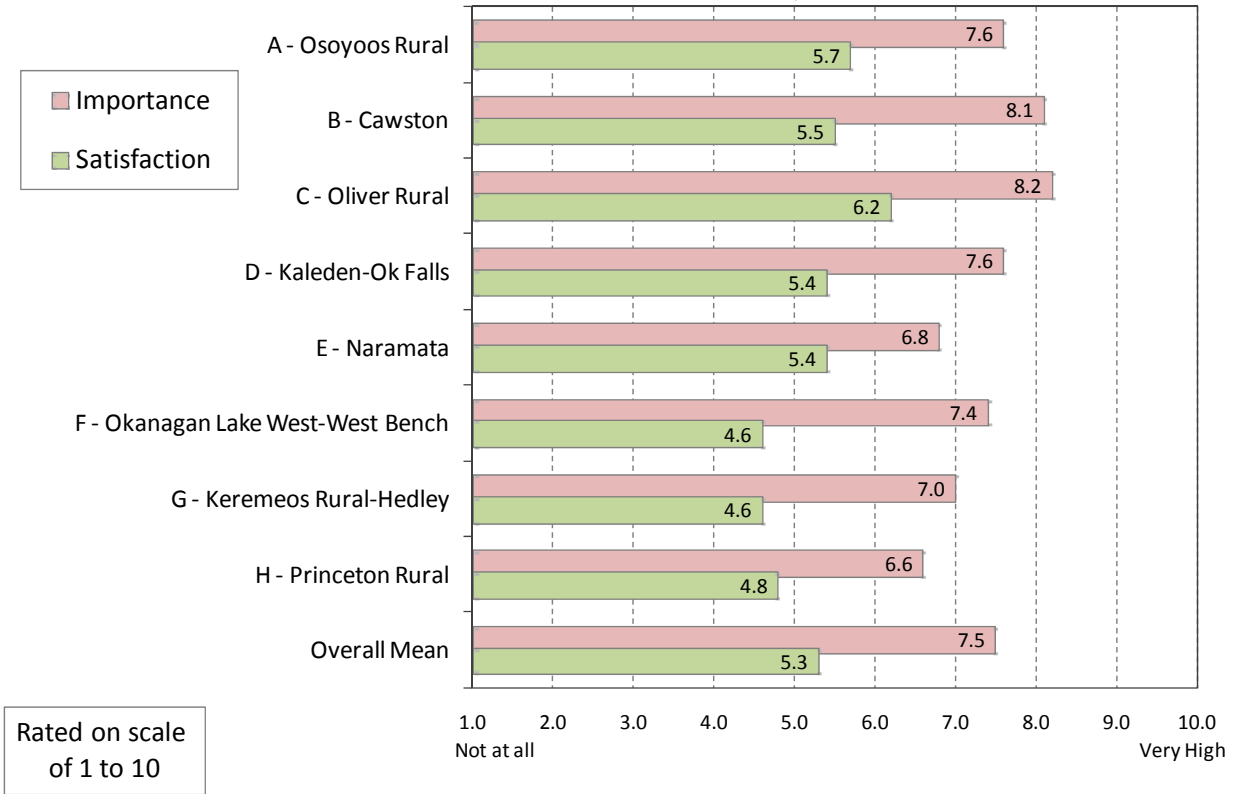
**Electoral Areas: How important and how satisfied are you with the Curbside Garbage and Recycling Program?**



**Electoral Areas: How important and how satisfied are you with the Air Quality?**

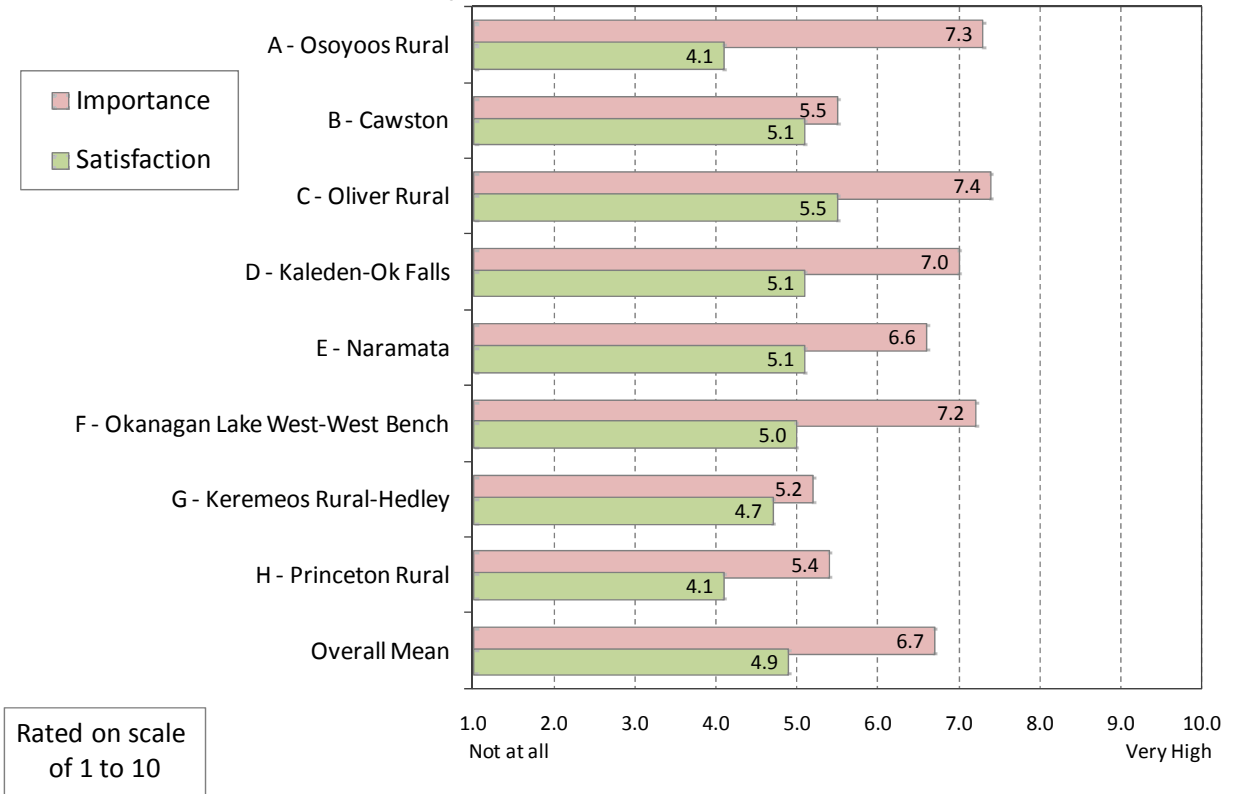


**Electoral Areas: How important and how satisfied are you with the Treatment of invasive, unwanted plants?**

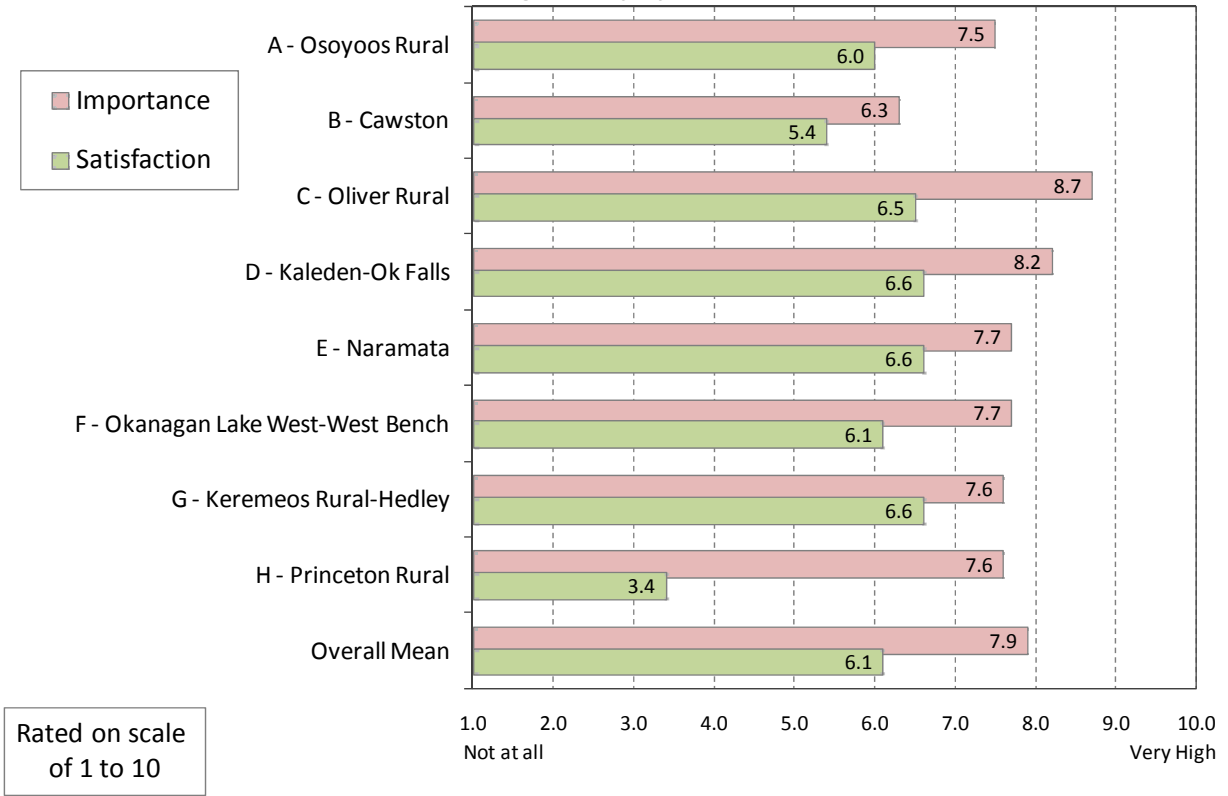




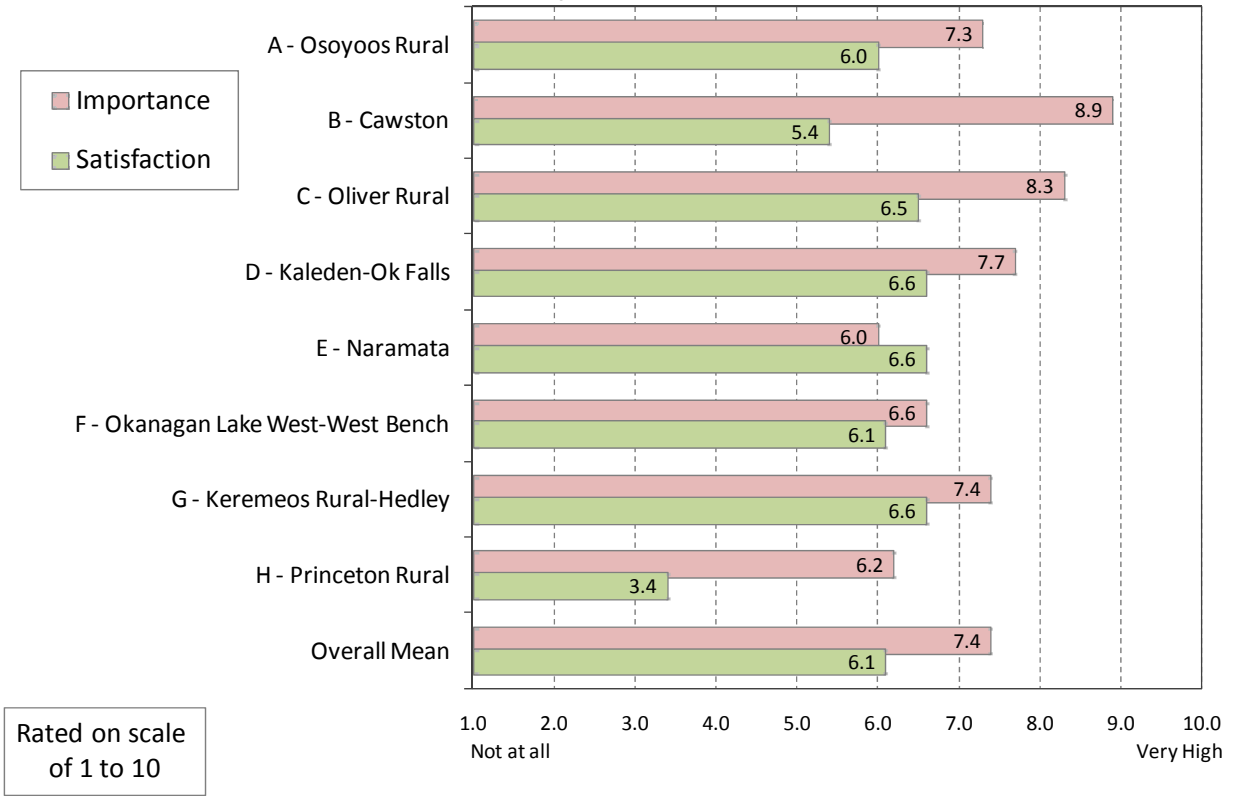
**Electoral Areas: How important and how satisfied are you with the Development and Subdivision Service?**



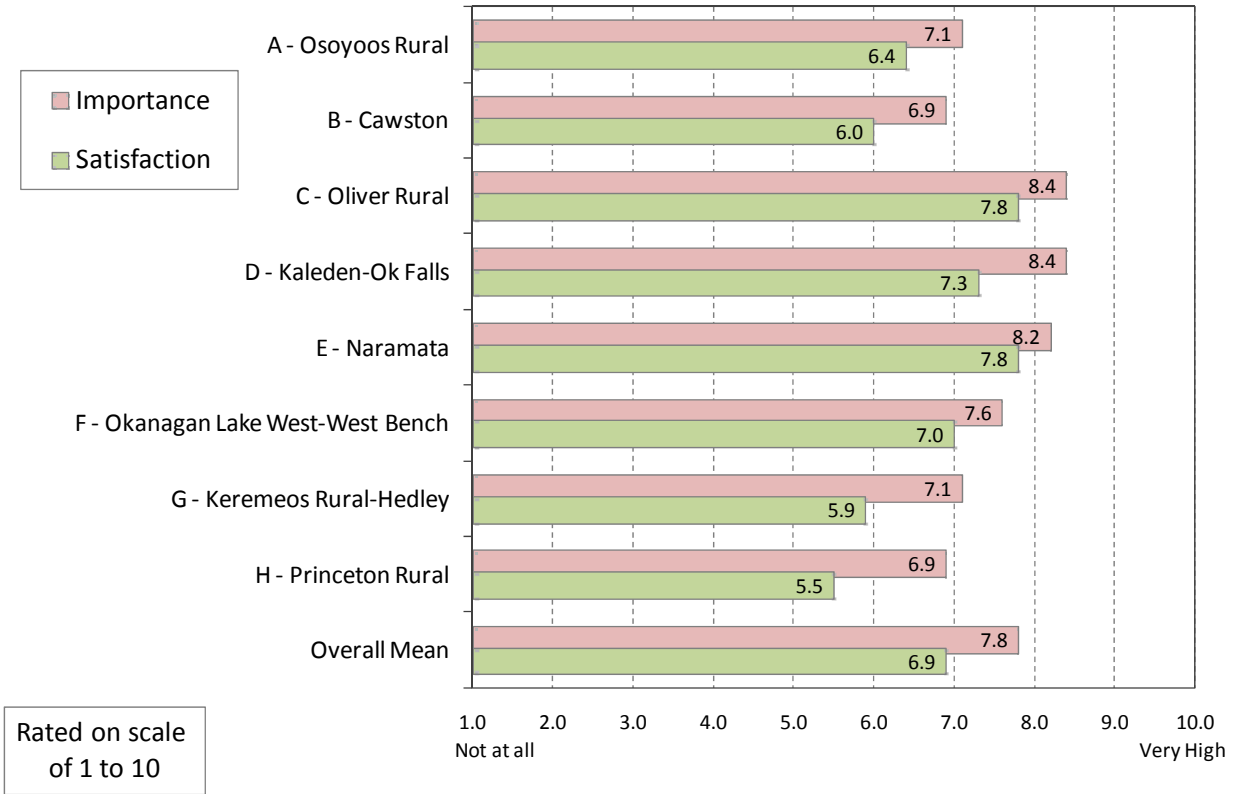
**Electoral Areas: How important and how satisfied are you with the Regulatory Bylaws?**



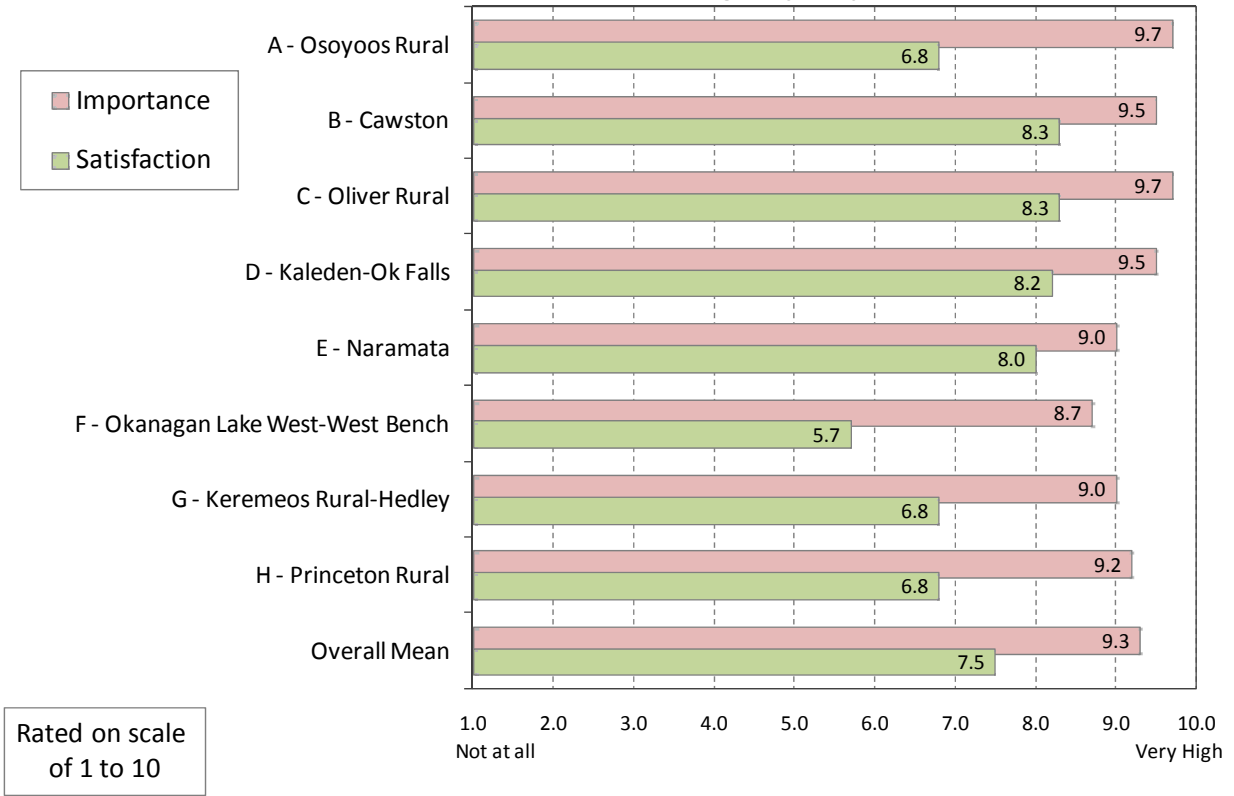
**Electoral Areas: How important and how satisfied are you with the Mosquito Control?**



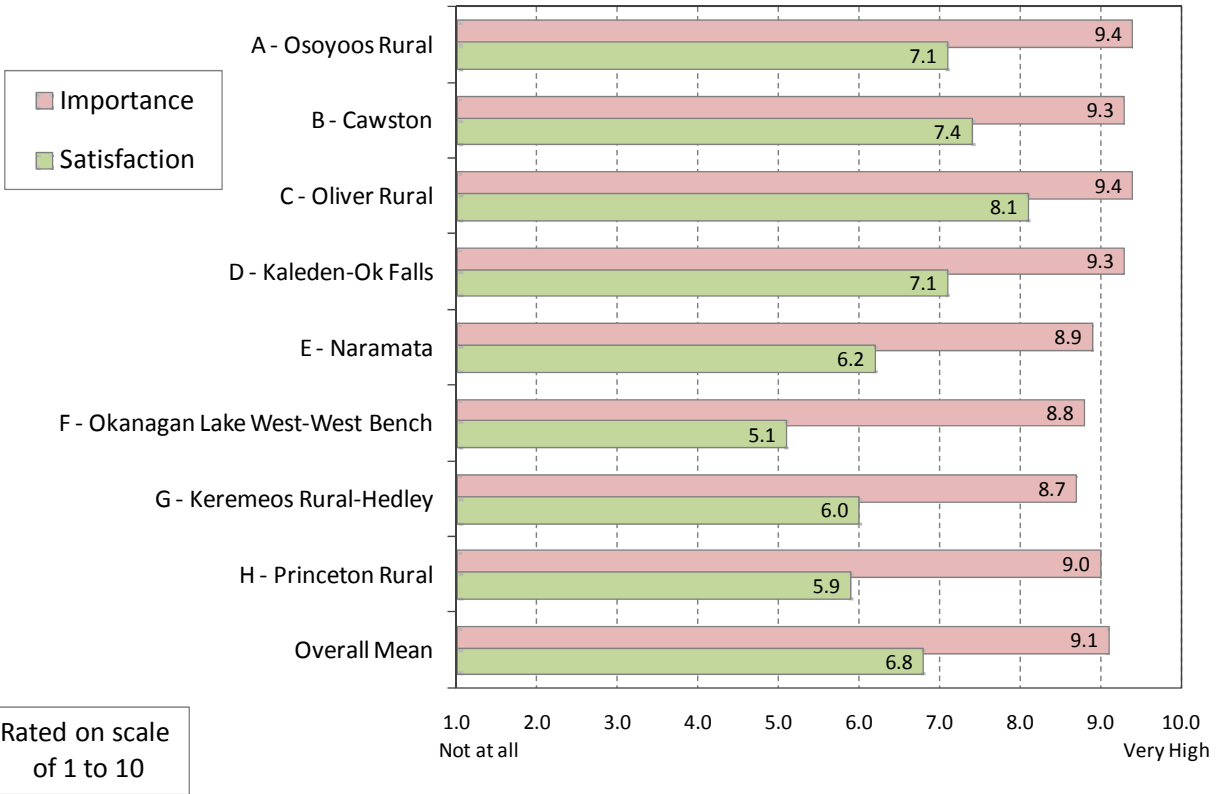
**Electoral Areas: How important and how satisfied are you with the Parks and Recreational Services?**



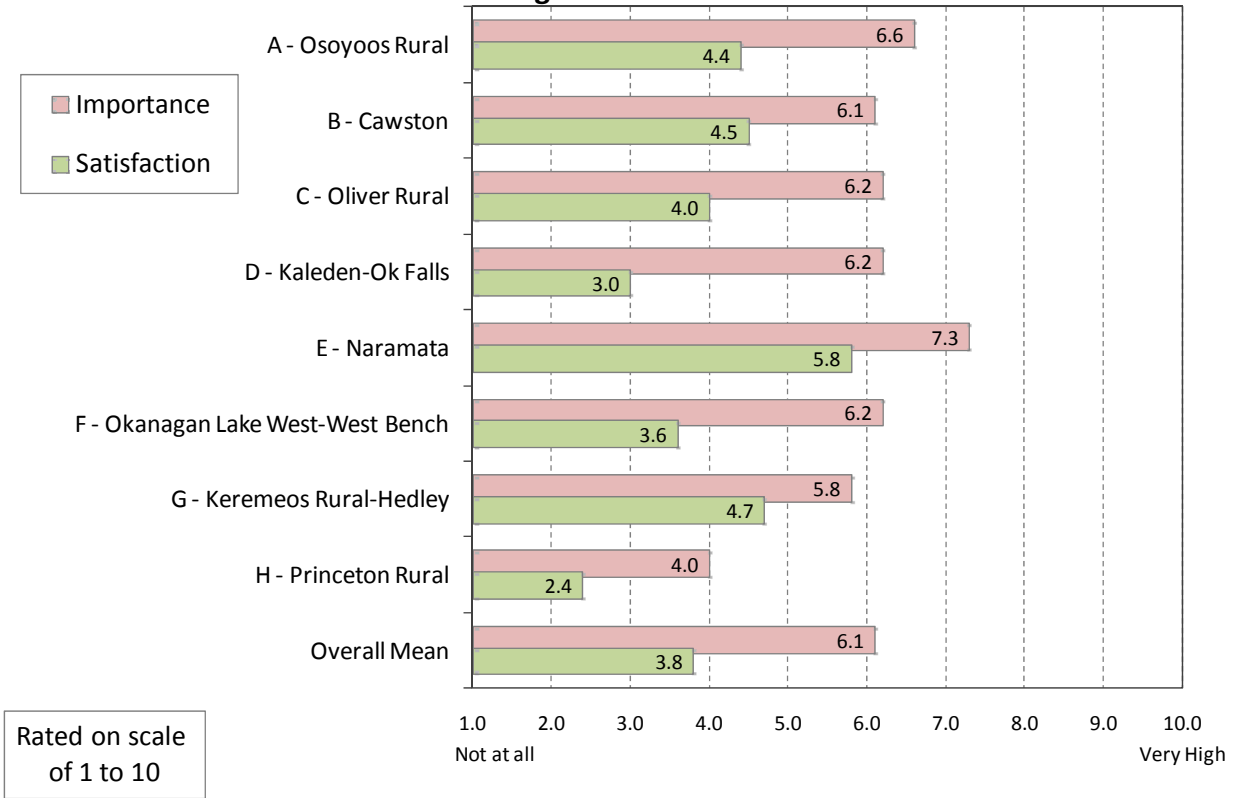
**Electoral Areas: How important and how satisfied are you with the Protective Services - 9-11, Fire, Emergency Preparedness?**



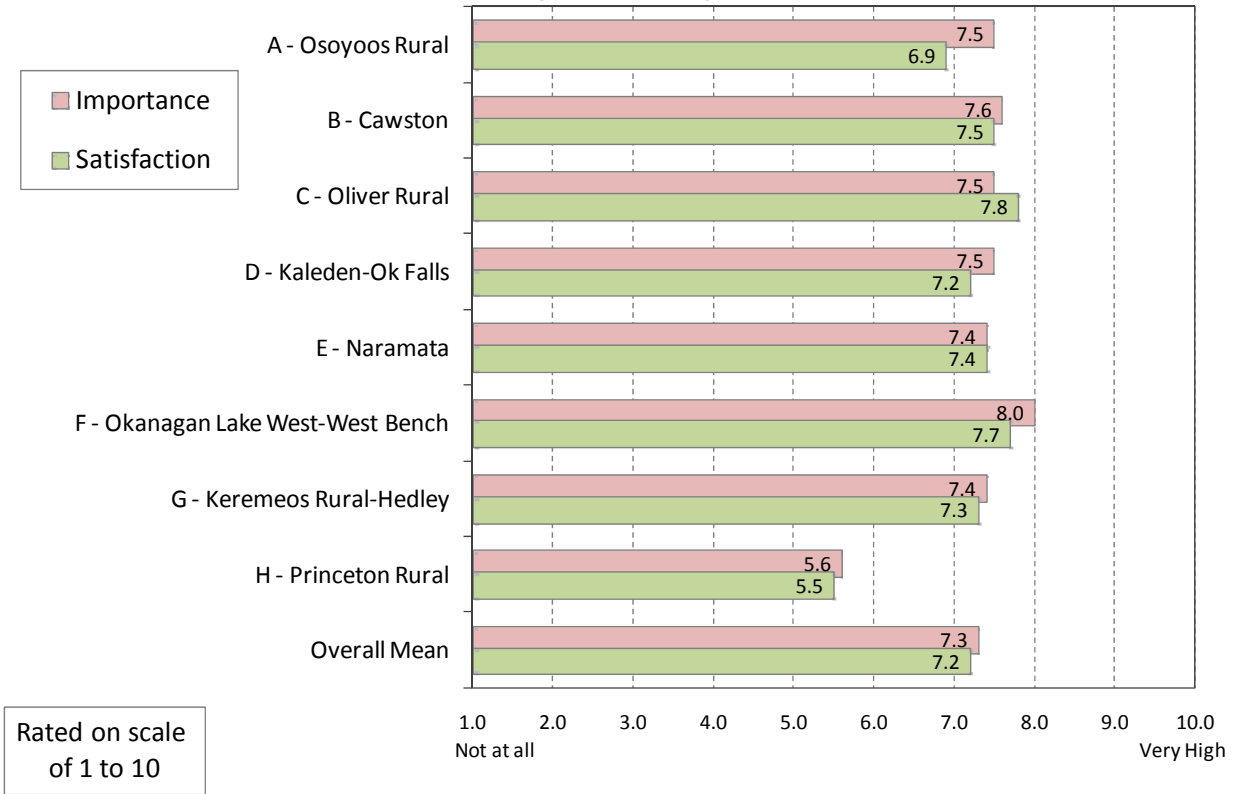
**Electoral Areas: How important and how satisfied are you with the Police Services?**



**Electoral Areas: How important and how satisfied are you with the Regional Transit?**



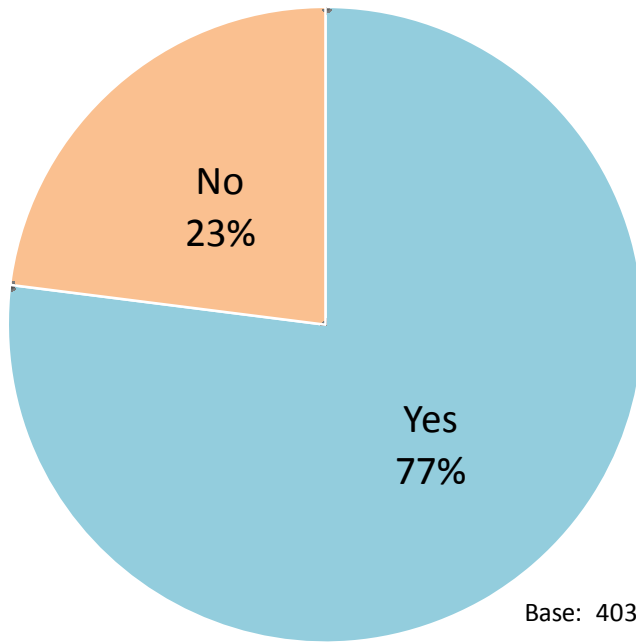
**Electoral Areas: How important and how satisfied are you with the Regional Library?**





**Information Technology Services:**

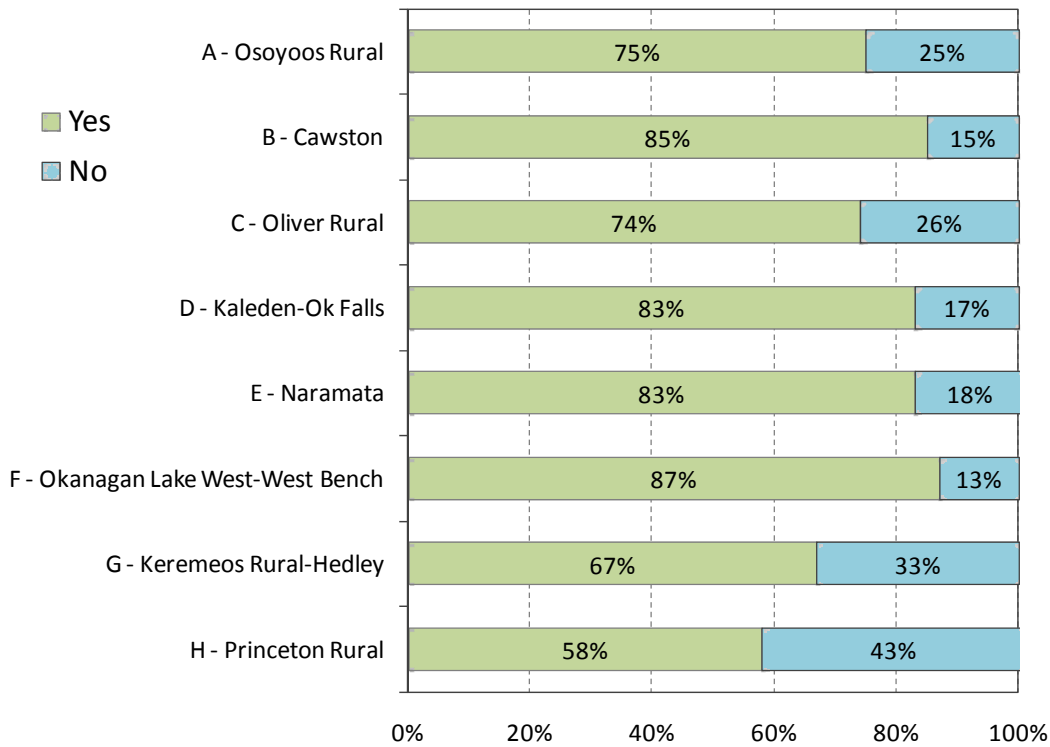
**11. Do you have access to the internet?**



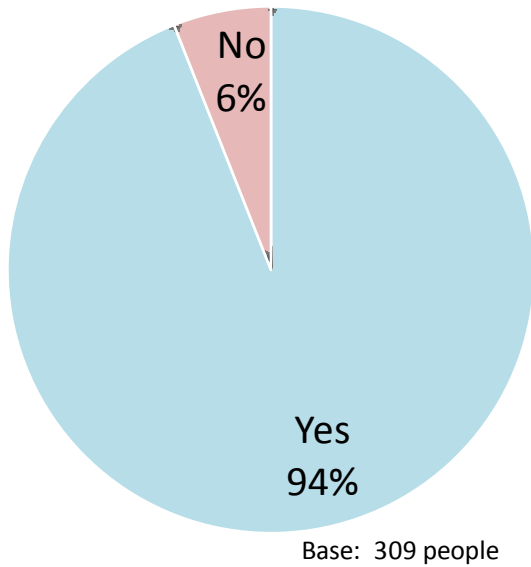
309 participants in the survey have access to the internet

Base: 403 people

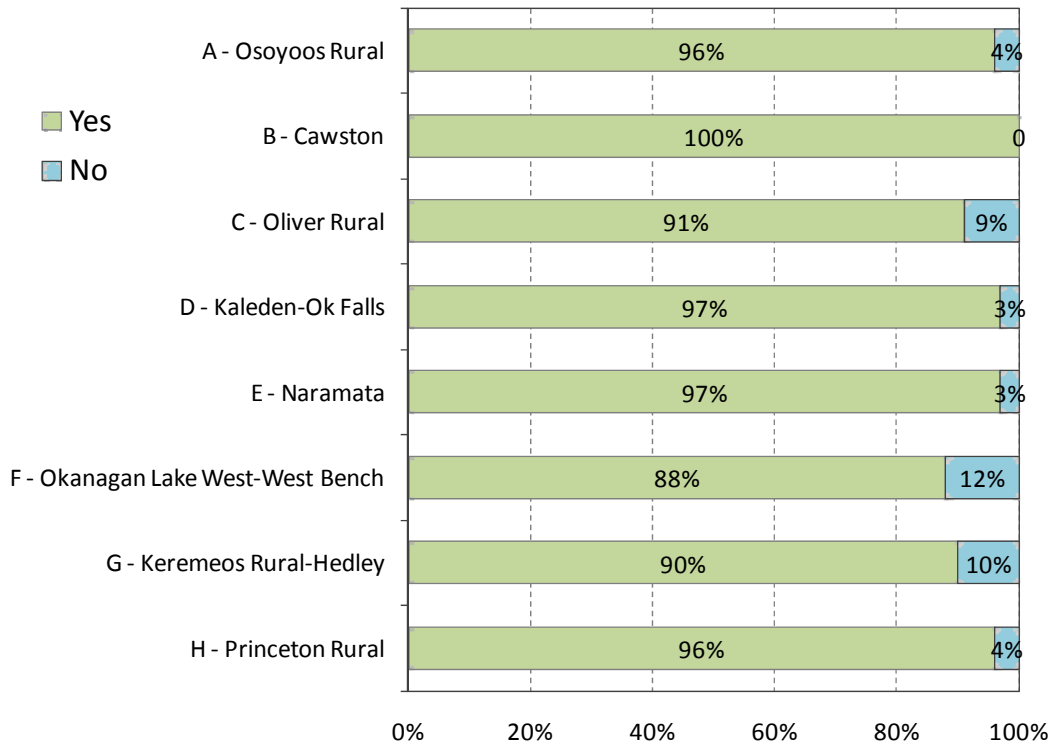
**Electoral Areas - Do you have access to the internet?**



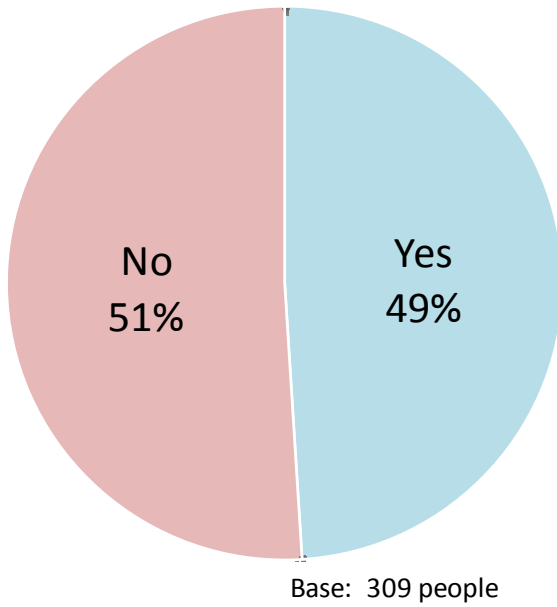
12. Do you use e-mail?



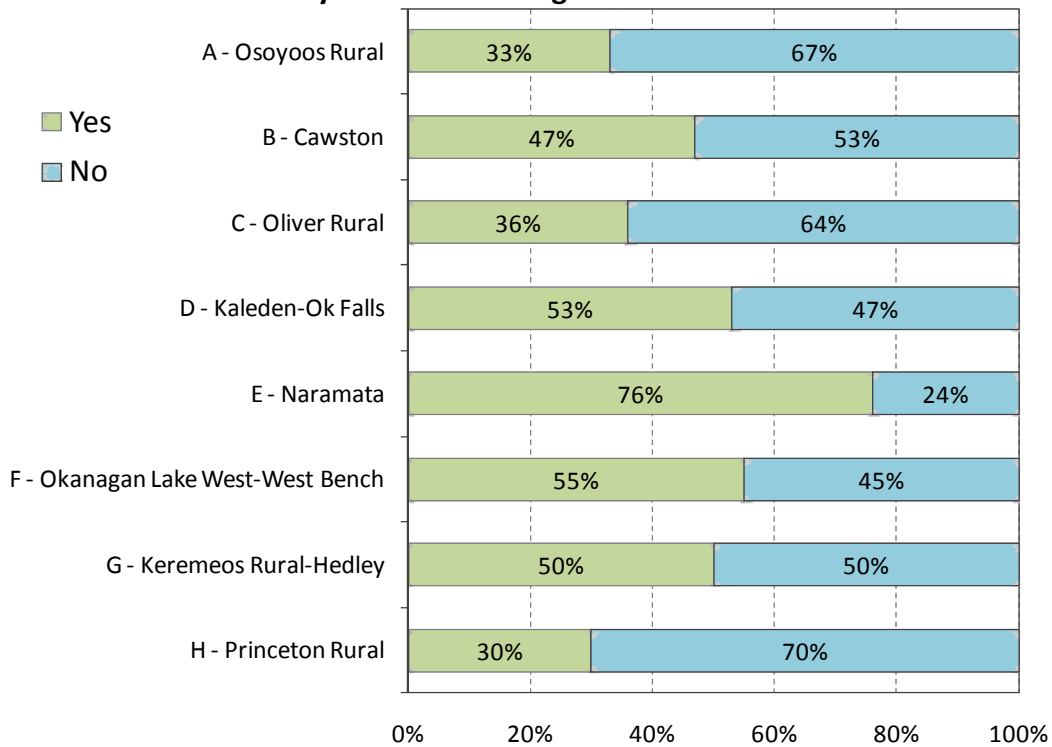
Electoral Areas - (Responents with internet ) Do you use e-mail?



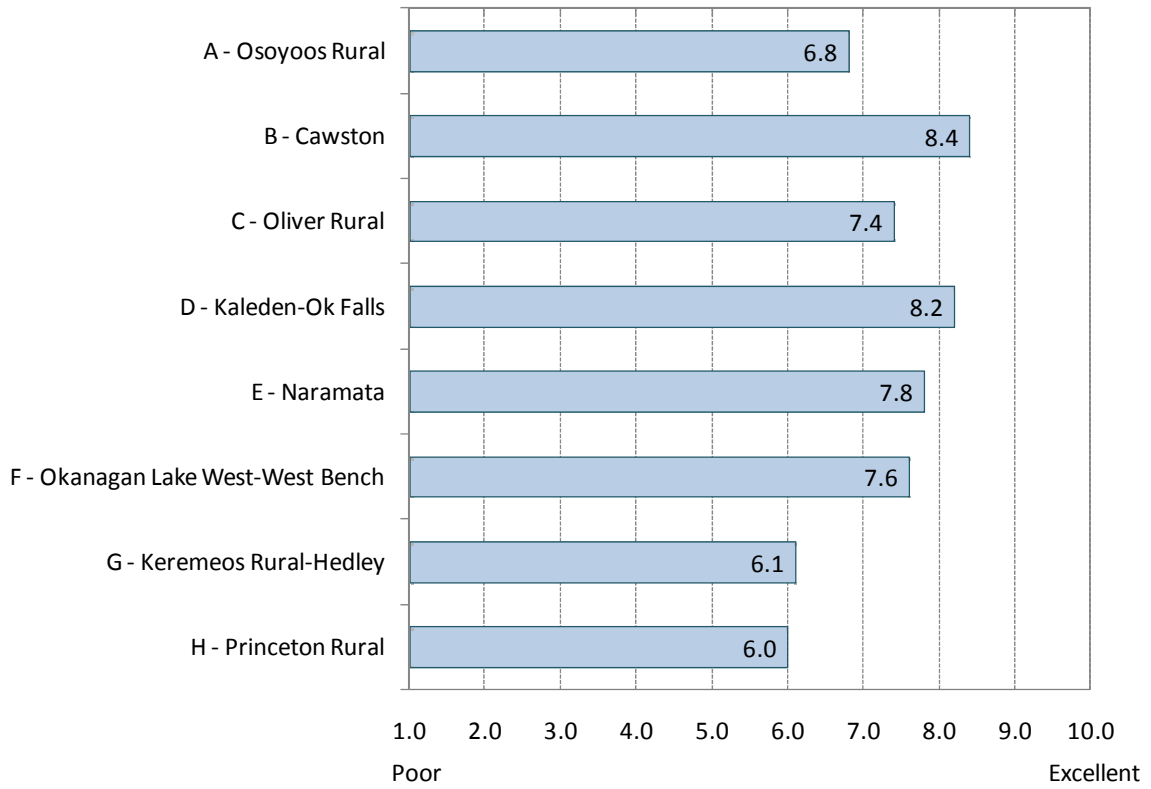
13. Have you visited the RDOS website?



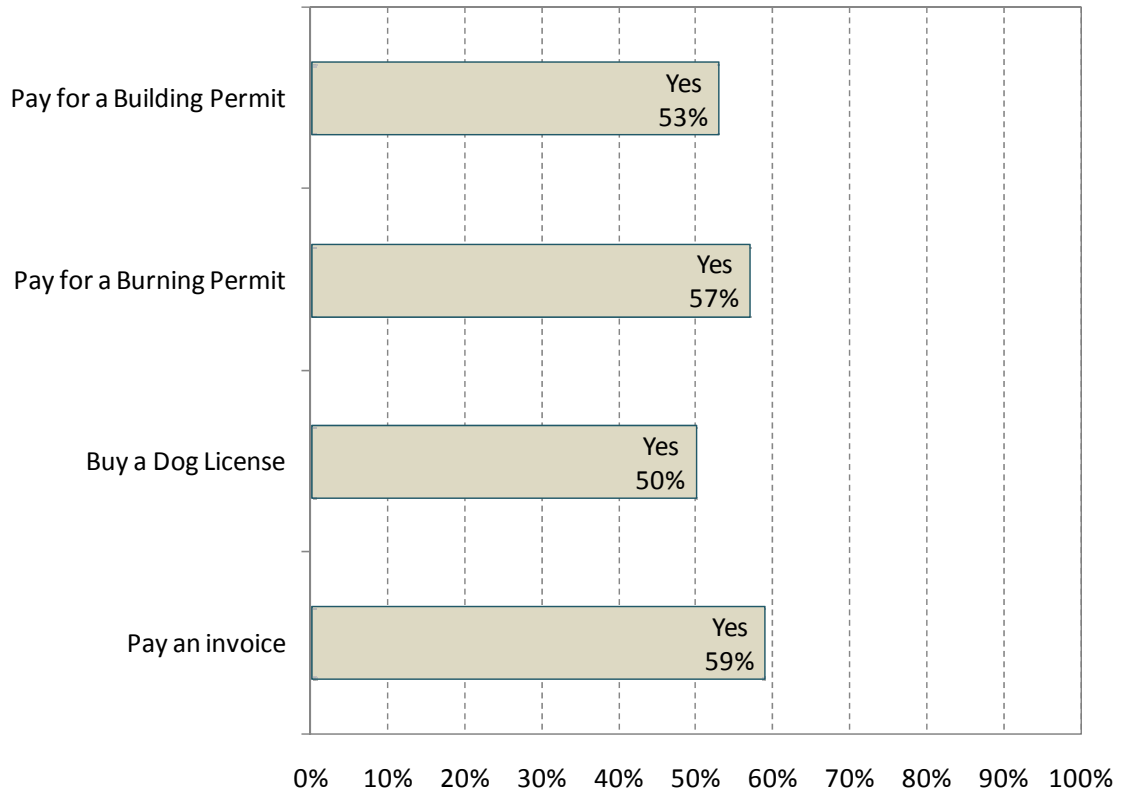
**Electoral Areas - (Responents with internet )  
Have you visted the Regional District Website?**



14. How would you rate our website?

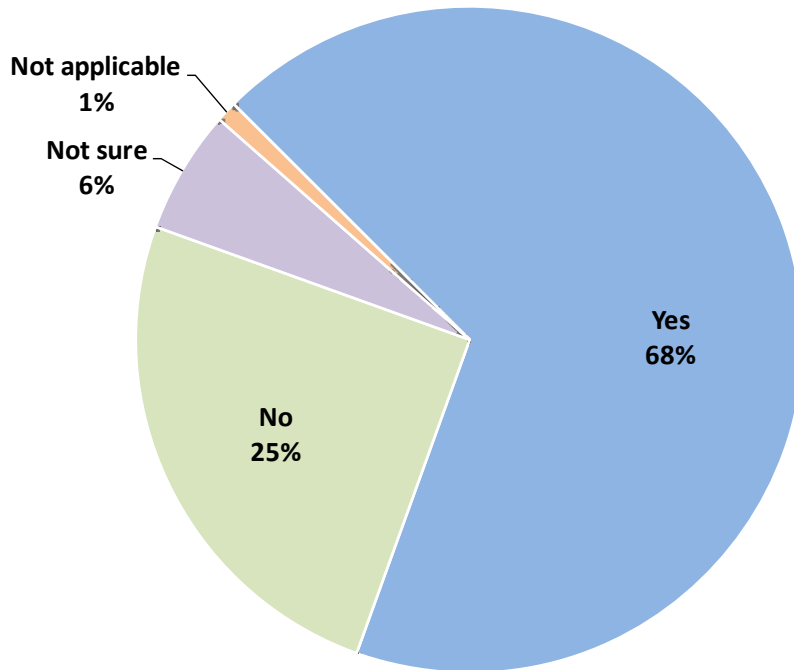


15. If the following services were offered on the RDOS web page, would you use them?



Base: 309 people

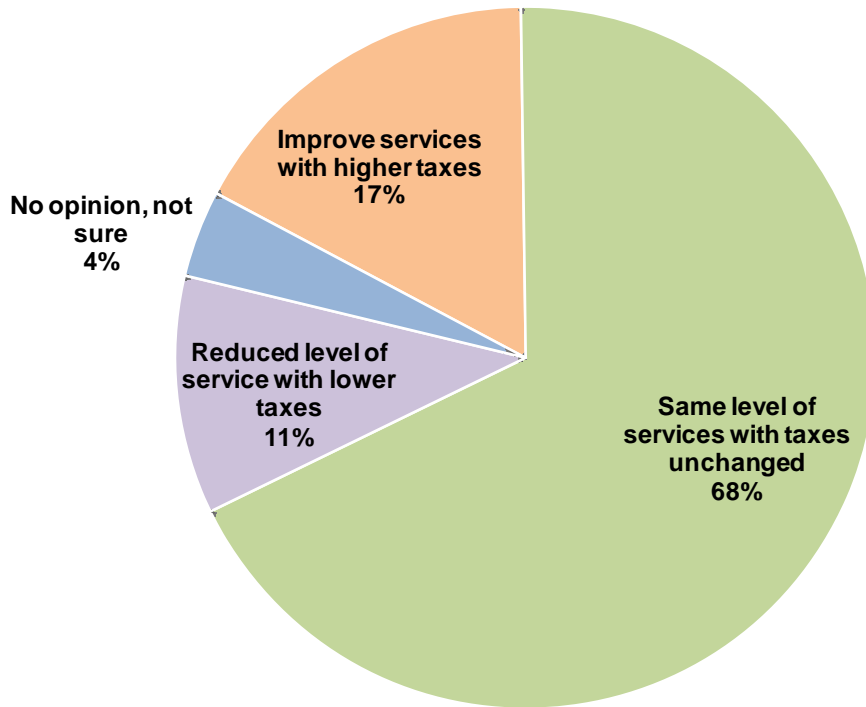
16. If yes to the above, would you be willing to give your credit card number over a secure connection to purchase these services?



Base: 211 people

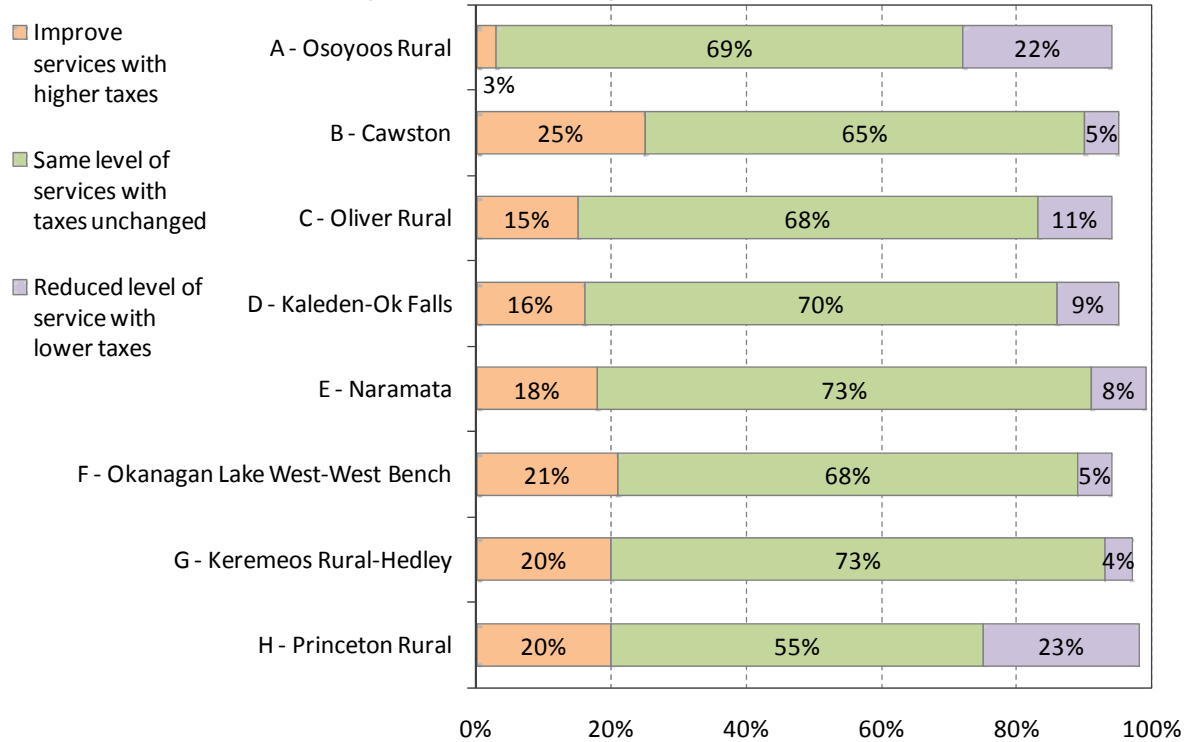
**Financial Questions:**

17. If faced with the following realistic choices, what would you advise the Board to do?



Base: 403 people

**Electoral Areas - If faced with the following realistic choices, what would you advise the Regional District to do?**

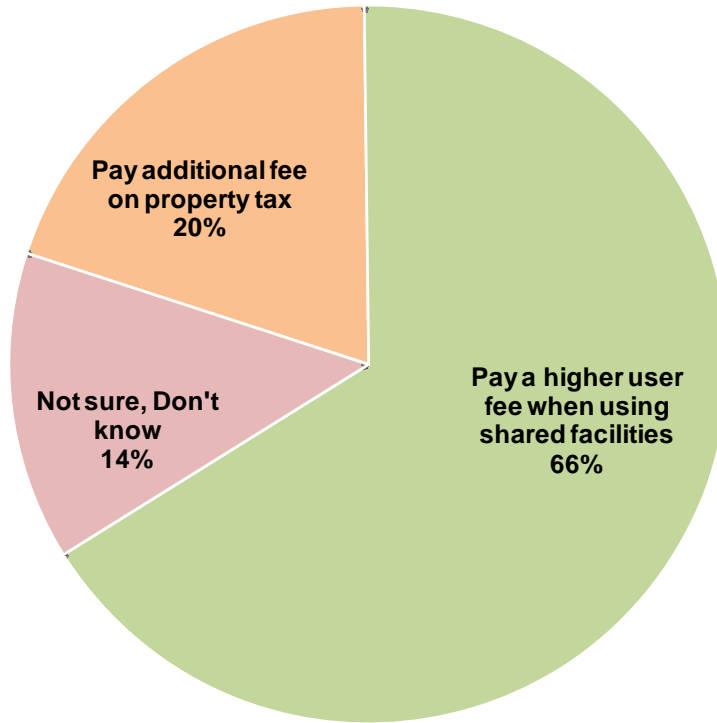


**18. The services suggested to be reduced with lower taxes and the percentage of respondents indicating each service reduction:**

Not sure	4%
Budget better	1.5%
Bylaws and permits	1.5%
Garbage collection	1%
Recreation Services	<1%
Police	<1%
Mosquitoes	<1%
Recycling	<1%
Planning	<1%
Invasive plants	<1%

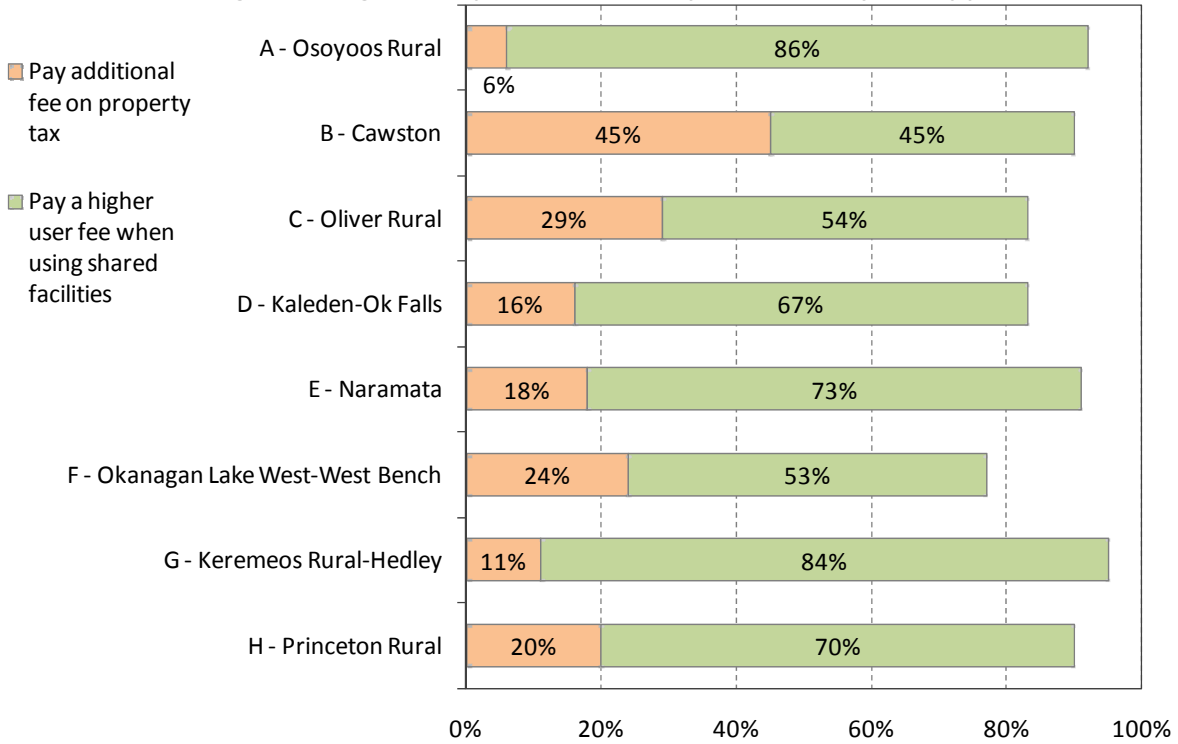


19. Would you support the use of taxes to partner with an adjacent municipality for pools / arenas or would you rather that municipality charge each RDOS citizen using a municipal facility a higher user fee?

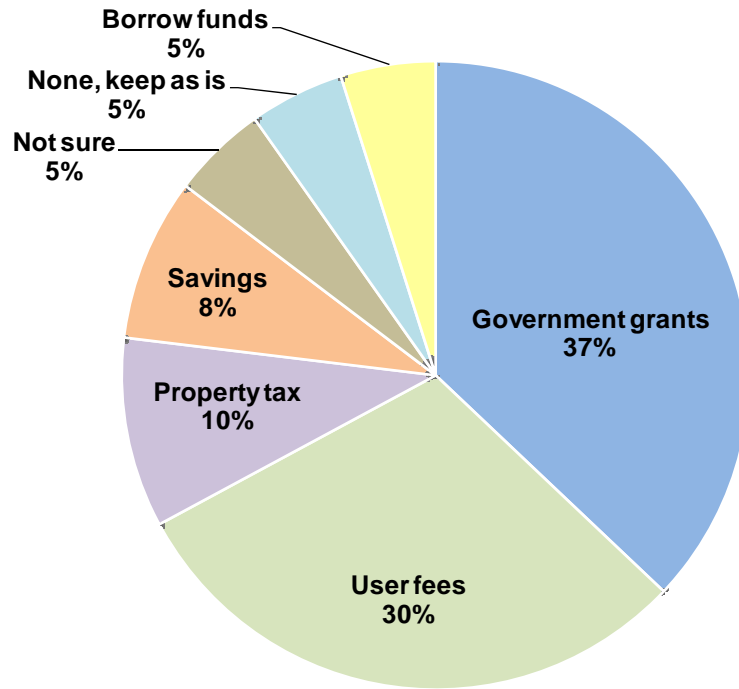


Base: 403 people

**Electoral Areas - Citizens in the RDOS sometimes use facilities in neighbouring Municipalities. What option would you support?**

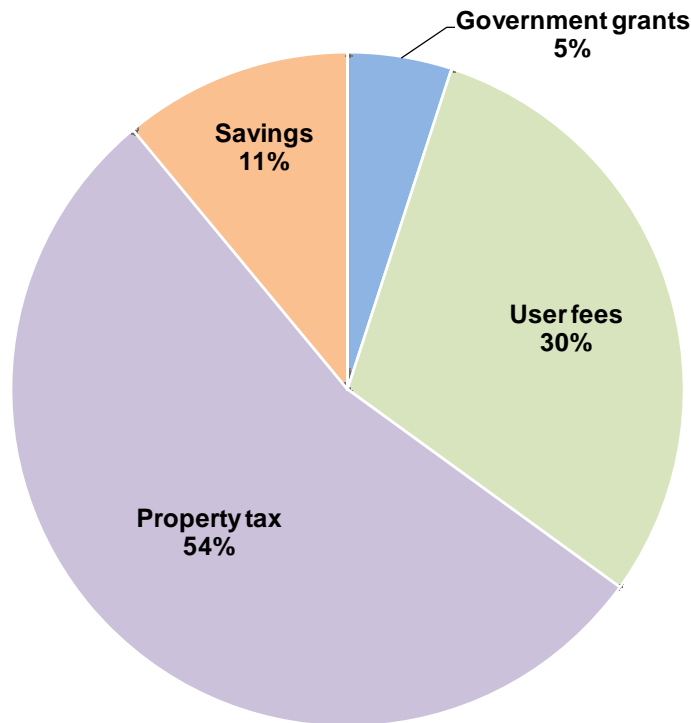


20. The Regional District receives funding from many sources. Which would you prefer the RDOS to increase if additional funding is needed for 2011?

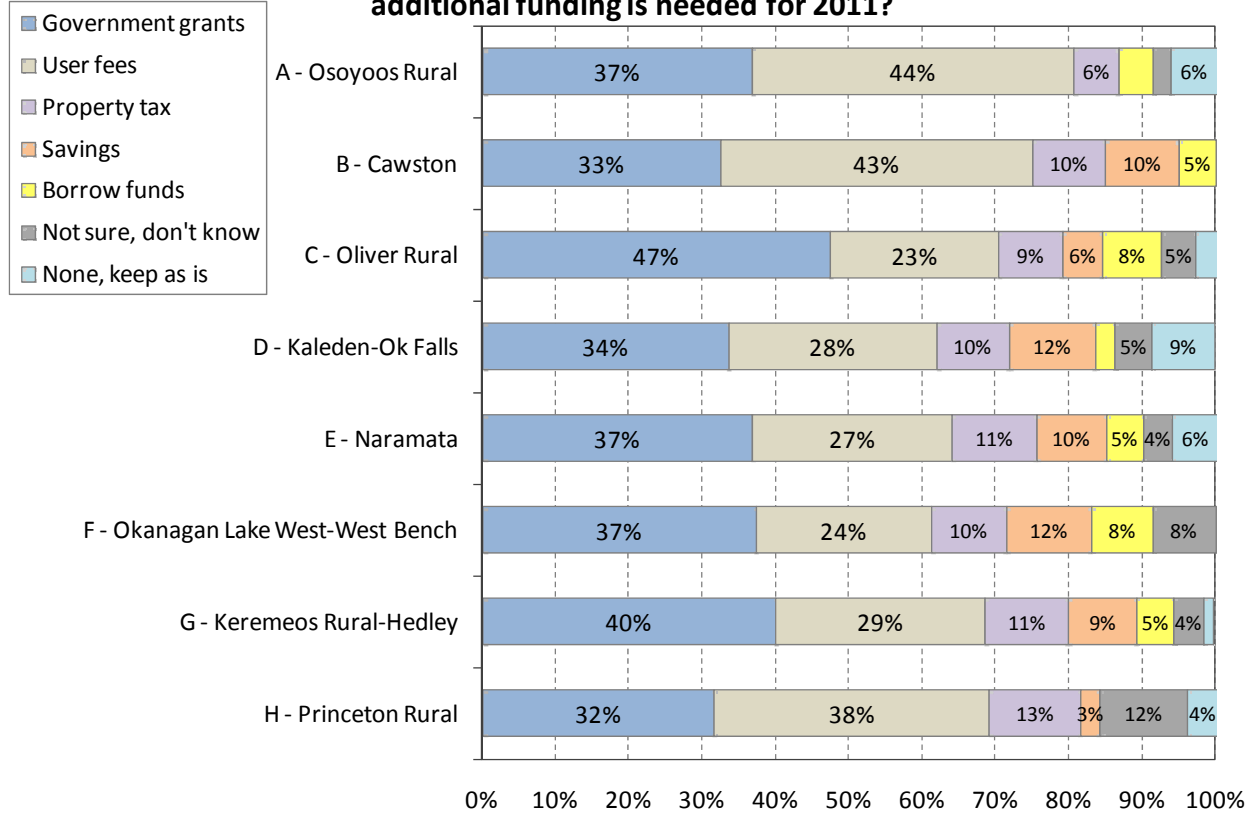


Base: 403 people

For comparison, the following chart illustrates the actual sources of funding for the RDOS in 2009.

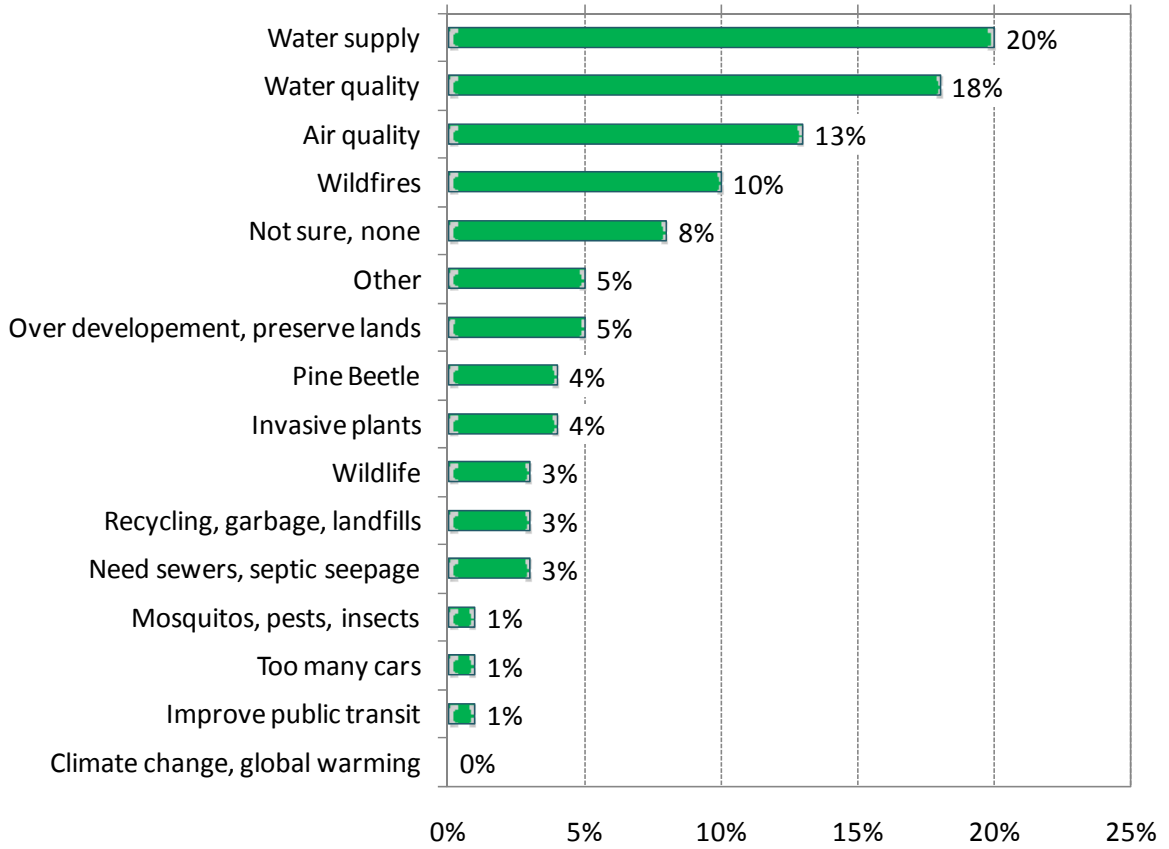


**Electoral Areas - Which would you prefer the RDOS to increase if additional funding is needed for 2011?**



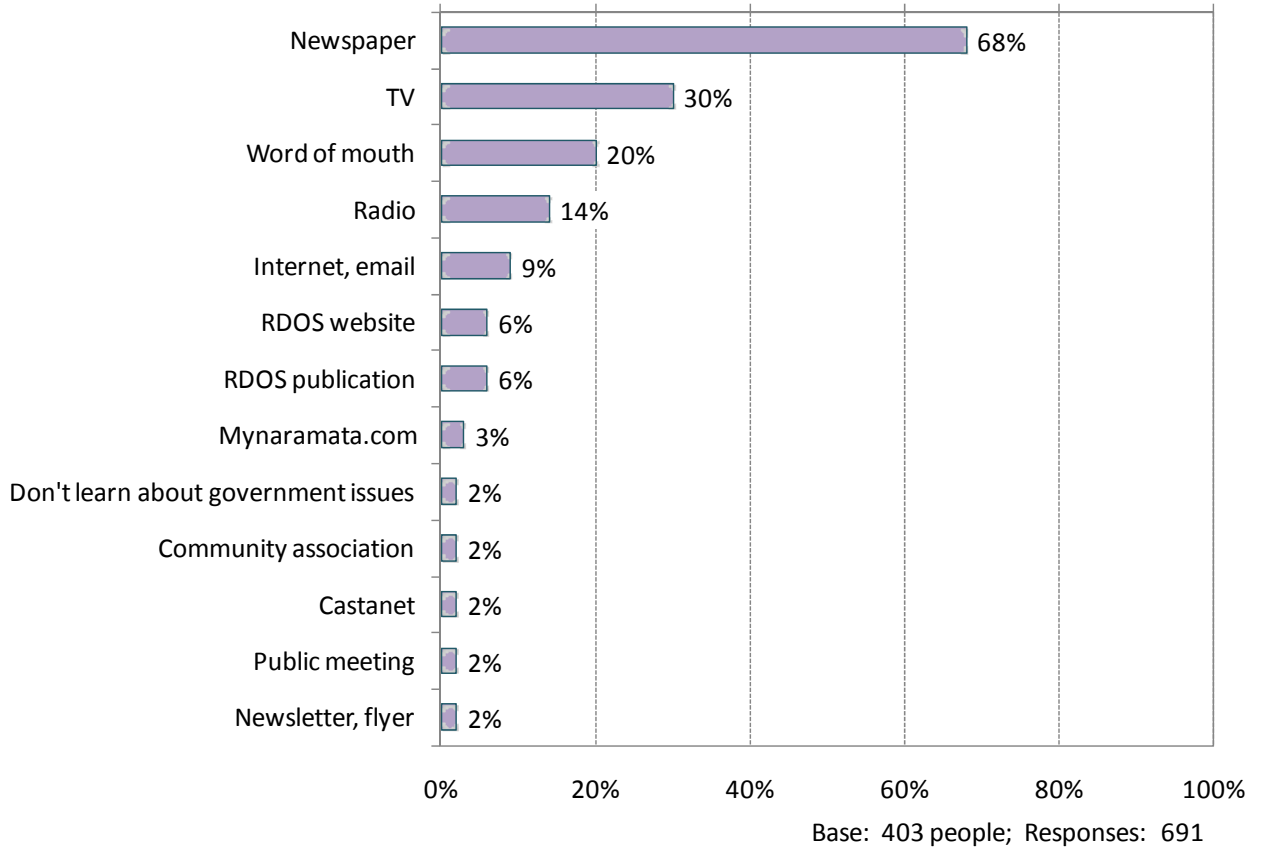
**Environment:**

**21. What do you think are the three biggest environmental concerns in the Regional District? (i.e., water, air, transit, wildlife)**

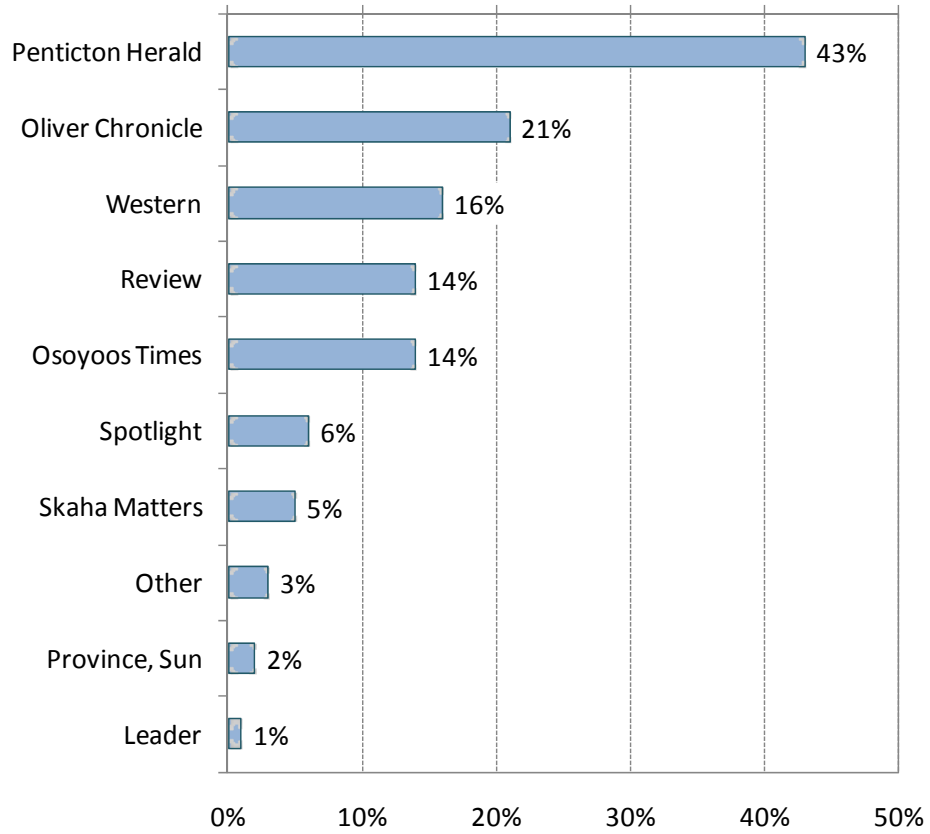


**Communications:**

**22. Please identify up to 3 useful ways you learn about local government issues?**

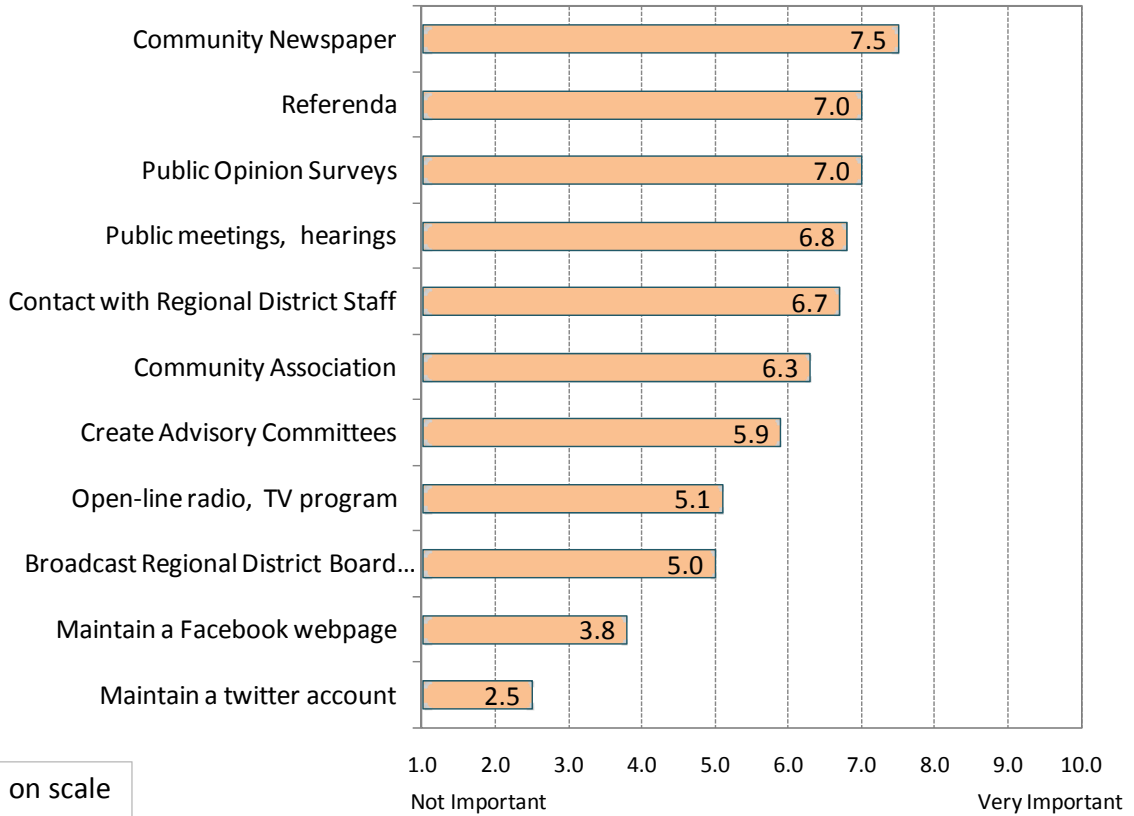


**23. A summary of the newspapers that the residents get updates on local government issues:**



Base: 267 - Only respondents who learn about government issues from the newspaper  
Percentages may exceed 100% because multiple answers given (340 responses)

24. 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.

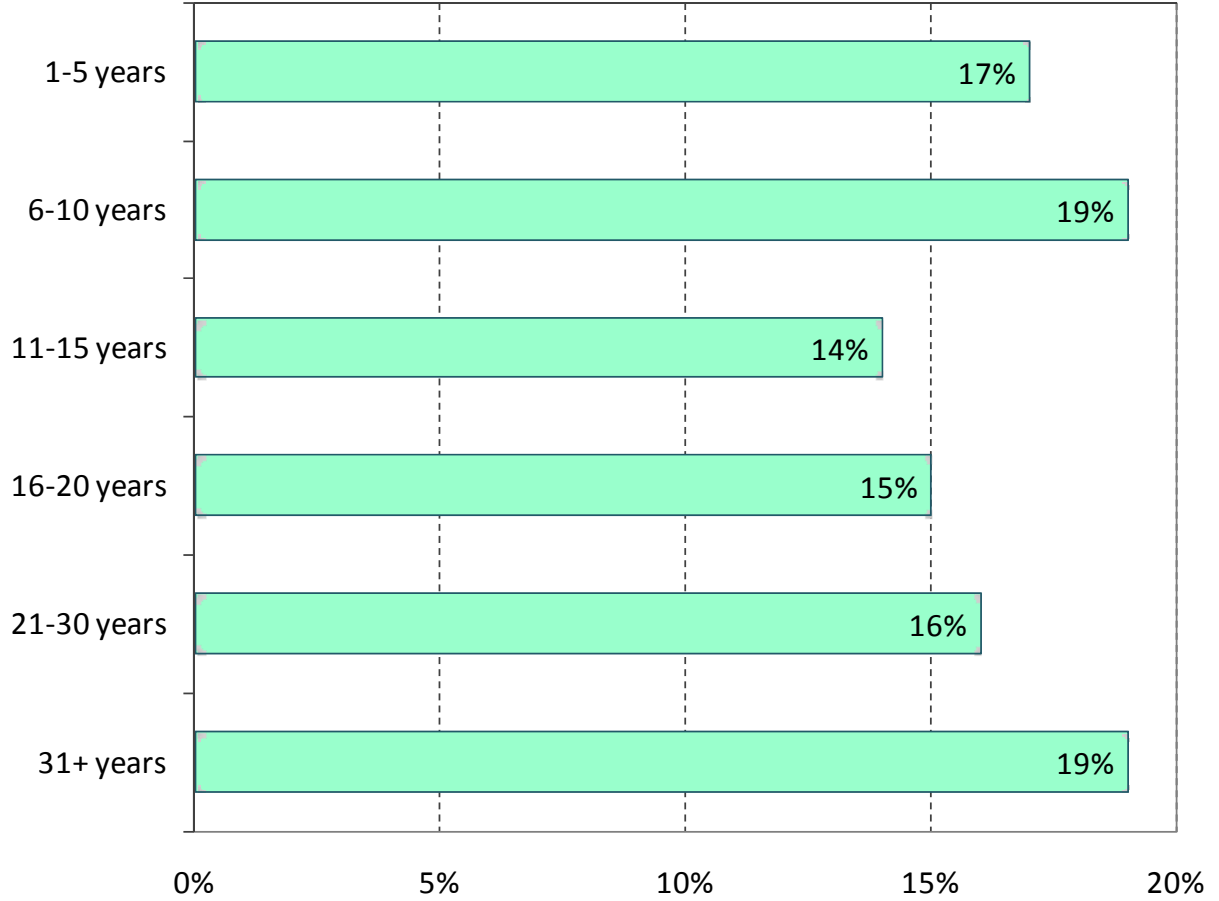


Rated on scale of 1 to 10



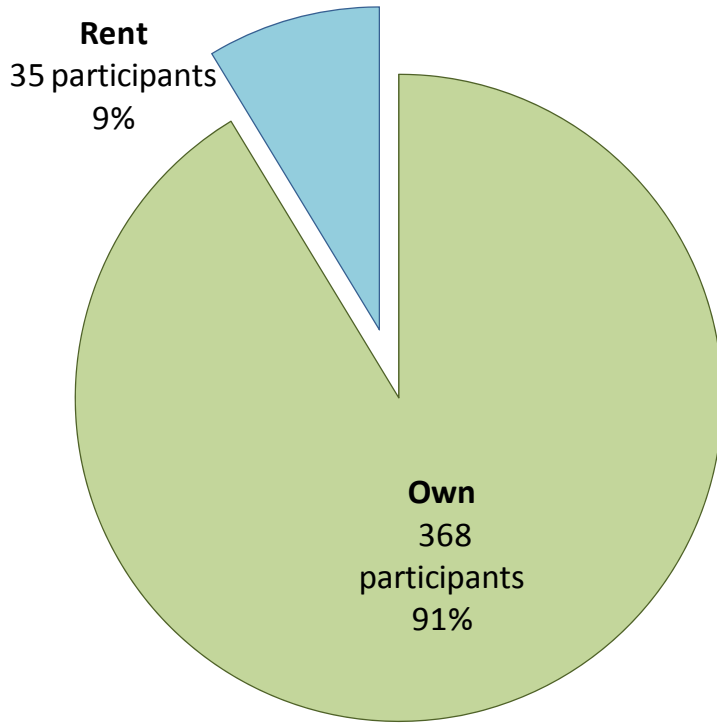
**Demographics:**

**25. How long have you lived in the Regional District?**

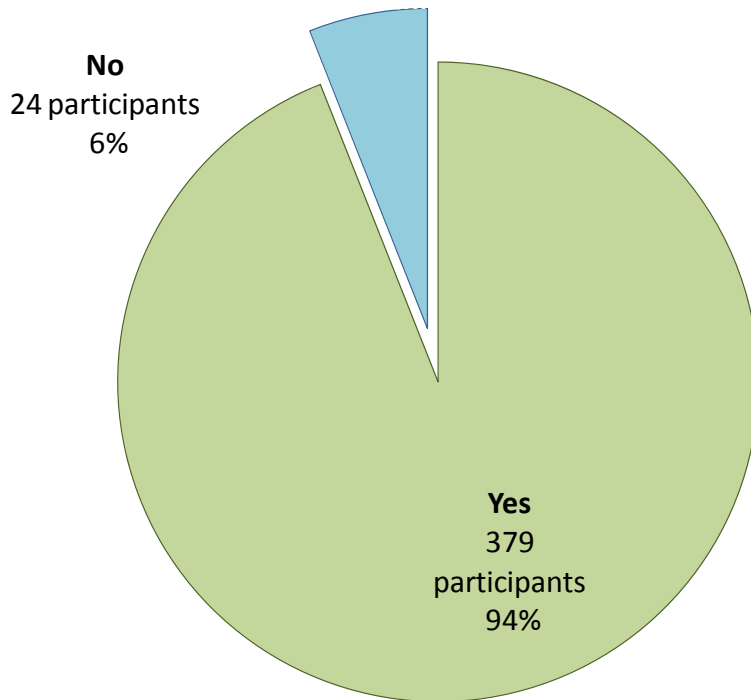


The average length of time the respondents have lived in the RDOS is 19 years.

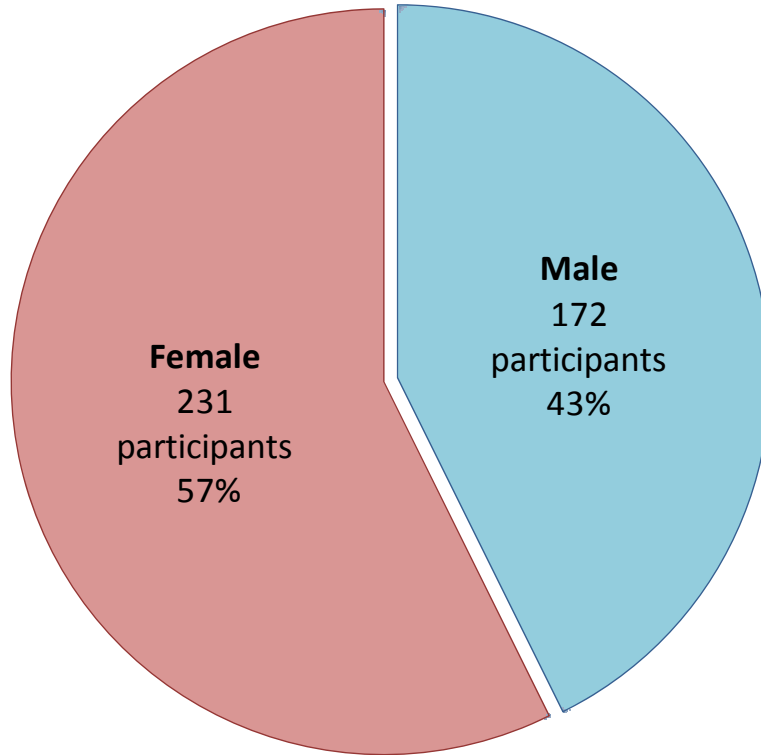
26. Do you own or rent your home?



27. Is this your principal residence?



28. Gender:



Base: 403 people

**APPENDIX A – MARGIN OF ERROR ON SURVEY**

This bar graph displays the margin of error associated with various sample sizes. Statistics generated from the 2010 sample size of 403 will be accurate within  $\pm 4.9\%$ , at the 95% confidence interval (19 times out of 20).

