# Resort Municipality of Whistler

## 2015 Community Satisfaction Survey

## KEY FINDINGS REPORT

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FORUM RESEARCH INC.

WHISTLER

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# Background and Research Objectives

## Project Background

The Resort Municipality of Whistler has a comprehensive community strategic plan called 'Whistler 2020' and a comprehensive corporate plan. A monitoring and reporting program is component of both plans, which includes numerous indicators of community life and the Resort Municipality of Whistler's services that contribute to measuring Whistler's success and sustainability. While many different sources (but primarily Statistics Canada) are available to measure social and economic indicators of success, there are also many gaps, necessitating the need for a community survey that captures the information on an annual basis. The study is conducted to monitor Whistler's success at meeting goals that relate to community life, economic success and partnerships, the corporate plan as well as annual municipal budgets.

## Research Objectives

**The objectives of the 2015 Resort Municipality of Whistler Community Satisfaction Survey are to:**

- Determine overall satisfaction with quality of life in Whistler
- Determine level of satisfaction and importance of services provided by the Resort Municipality of Whistler
- Determine residents' perceptions when it comes to taxation, services, and the allocation of future municipal funding
- Determine how residents prefer to receive communication from the municipality
- Benchmark the results of the 2015 Community Satisfaction Survey with those from 2008, 2009, 2010, 2012, 2013, 2014; and,
- Benchmark key performance indicators (KPIs) with comparable municipalities/areas in the province of British Columbia

# Methodology

## Research Design & Field Dates

This research was conducted via live agent Computer-Assisted-Telephone-Interviewing (CATI) of residents in the Resort Municipality of Whistler. Respondents were called between 5:00pm and 9:15pm from November 9th to December 21st, 2015. A total of 458 interviews were conducted, each approximately 15 minutes in length, among two of the three key stakeholder groups in Whistler, permanent residents (257 interviews) and second homeowners (201 interviews). Although a proportion of second homeowners are located in the process of sampling for residents, due to their more limited chance of being at their Whistler residence during the survey period, additional methods to reach this group were required. As such, the Resort Municipality of Whistler supplied a copy of their database of Whistler property owners who were then contacted directly.

In order to gauge where satisfaction and quality of life in the Resort Municipality of Whistler stands compared to the normative benchmark, Forum Research also conducted 440 interviews via Interactive Voice Response (IVR) with residents in 4 different regions of the province of British Columbia from November 9th to November 12th. These regions were: District of North Vancouver, City of North Vancouver, City of New Westminster, and District of West Vancouver.

## Margin of Error

The margin of error for a simple random sample of 257 interviews amongst permanent residents is +/- 6.1% at the 95% confidence level (or 19 times out of 20, if the study were to be repeated).

## Methodological Considerations

In designing the study, a number of key issues and needs were considered including a requirement for reliable, projectable data, creating a survey design that is replicable, and the need to include all stakeholders.

The key stakeholder groups, included in all previous waves, are:

- **Permanent residents**: those who own or rent property in Whistler and live there year-round
- **Second homeowners**: those who own property in Whistler but live primarily elsewhere in BC
- **Seasonal residents** *(not surveyed in 2010, 2012, 2013, 2014 or 2015)*: those who do not own property in Whistler and live there for only part of the year

In 2015, as in 2014, 2013, 2012 and 2010, only permanent residents and second homeowners were included in the survey. An additional survey component was added to the project in 2010, and repeated in 2012, 2013, 2014 and now 2015, where a version of the survey was made available online via the Whistler.ca website. Results of this survey are available separately.

# Questions and Analysis

## Historical Tracking Questions

There are 14 indicator questions that have been asked in the Community Satisfaction Survey for the Resort Municipality of Whistler historically; these remain unchanged for benchmarking purposes. All 'don't know' and 'no opinion' responses were removed from the analysis.

## Derived Importance

Forum Research introduced 'derived importance' to help determine strategic priorities for the Resort Municipality of Whistler. Derived importance is a statistical calculation based on the correlation between input variables (i.e. satisfaction with various aspects of life) and an outcome variable (i.e. overall satisfaction with Whistler as a place to live). Specifically, for this study, one of the questions trying to be answered was: How much impact does a change in satisfaction of a particular aspect of life in Whistler, have on satisfaction with life in Whistler overall? This correlation reveals the extent to which various aspects of life are related to, or drive, overall satisfaction. Ultimately, driver analysis relies on a statistical predictive model to determine priorities for the Resort Municipality of Whistler moving forward and can help inform the allocation of municipal funding.[1]

## Significance Testing

Forum Research applied statistical significance testing to compare survey results for 2015 with previous years. Statistical significance testing tells us whether or not differences between the observed percentages are reflective of real differences in the population, or are merely a chance occurrence. It is important to note that significance testing takes into account difference in percentage points and other factors such as sample size, distribution, percentage, etc. For this reason, it may be found given two sets of variables with the same percentage point difference that one reveals a statistically significant difference in the population, which the other does not. Throughout the report results are compared to previous years with downward or upward trends highlighted as either 'significant' or merely 'directional'. Percentage spreads necessary for differences to be significant vary depending upon base sizes.

[1] It is generally regarded in marketing research that stated importance – that is, asking respondents to state how important a service is to them, is not a reliable measure of the degree to which any service impacts the outcome variable being measured (i.e. satisfaction with services overall, quality of life, etc.). This is because people tend to over- or under- state the importance of attributes for a variety of reasons.

**The following notations have been used to identify significant differences in results throughout this report:**

▲ Significantly higher    ▲ Directionally higher    ▼ Significantly lower    ▼ Directionally lower

Significance is tested at the 95% confidence level. Directionally higher/lower is not yet statistically significant at the 95% confidence level, but suggests a possible emerging trend of interest to the Resort Municipality of Whistler.

# Executive Summary

## Living in Whistler

The majority of respondents have lived, or owned property, in the Resort Municipality of Whistler (RMOW) for at least five years. They live in, or own, single, detached homes, duplexes, or townhouses with a median assessed value of over $800,000. The community continues to be highly educated, with 76% of all residents having completed post-secondary education (trade, college or university). Unemployment has remained consistently low since 2006 at approximately 2%, however this increased in 2014 to 5%; 3% of respondents in 2015 report being unemployed. In 2015, almost three-quarters of permanent residents were employed, while one-half of second homeowners were retired. The median personal income of permanent residents is $57,000, while the median household family income of permanent residents is $113,000.

## Community Life

As found in previous years, a large majority (78%), of respondents remain "very satisfied" with Whistler as a place to live. Satisfaction with aspects of life in Whistler remains high amongst all respondents; particularly for all things related to the outdoors, nature and recreation, as well as the village. Lower satisfaction continues to be recorded for career opportunities and educational opportunities. Since 2009, the use of vehicle (travelling alone) for travelling to and from work has decreased significantly during both the winter and summer months. Over that same time period, the use of public transit during the winter and bicycle during the summer, for travelling to and from work, has increased significantly.

A derived importance analysis reveals top priorities to improving overall satisfaction with life in Whistler are: career and employment opportunities; selection of arts, culture and heritage opportunities; and, health and medical services.

## Health and Community Relationships

The majority of respondents (59%) feel that "almost all" of the people living in Whistler can be trusted. A large majority (89%) of respondents feel that their interactions with tourists in Whistler are positive. Older respondents are more likely to say that "almost all" of the people living in Whistler can be trusted, while female respondents are more likely to say that their interactions with tourists are positive.

## Community Issues & Decisions

As in the past, the top issue that respondents feel deserves the attention of local leaders is housing (31%). The majority of respondents (77%) say that local decision makers in Whistler have the best interests of the community in mind when making decisions all or most of the time. Three-quarters (75%) say they are satisfied with opportunities to provide input to municipal decision making in Whistler in 2015. Residents of Whistler are significantly more satisfied that decision makers are considering the community when making decisions and with opportunities to provide input into municipal decision making than the normative benchmark. To provide input to the municipality, respondents prefer to use email, have one-on-one conversations with councillors or staff, or use online surveys. The most favored methods for the Municipality to share public information are the local newspaper, website, and e-newsletter/email.

## Satisfaction with Services

Overall, satisfaction with services provided by the Resort Municipality of Whistler (RMOW) remains high, with approximately three-quarters (75%) of respondents satisfied with most services. Highest satisfaction ratings were recorded for maintenance of community parks and trails, village maintenance, and library services. Lower satisfaction scores were recorded for building and land development services and parking options. This year, satisfaction with building and land development services amongst both permanent residents and second homeowners increased significantly. Decreasing significantly this year is the proportion of second homeowners satisfied with road maintenance on local roads. Satisfaction with services provided by the community, consistently scored significantly higher than the normative benchmark in 2015.

A derived importance analysis reveals that top priorities to improve overall value for money amongst permanent residents are: building and land development services; parking options; waste, recycling and compositing services; access to municipal information via the website; road maintenance on local roads, not including HWY 99.

## Satisfaction with Municipal Hall Main Customer Service Counter

Overall, satisfaction with municipal hall main customer service counter remains high, with at least three-quarters (75%) of respondents satisfied with the main customer service counter. The top reasons respondents' contacted municipal hall in 2015 were for licenses and permits, to discuss/pay property tax, and for parking passes/tickets. Lesser reasons for contacting municipal hall include waste services, to pay bills, and for general information. Respondents felt the best ways to provide administrative services were online (web/email), in person, and by telephone. The least popular way to provide administrative services was by mail (paper).

## High Priorities for Budget Allocation

In 2015, the most used services by respondents were community parks and trails, municipal recreational programs and facilities, and library services. Residents of Whistler were significantly more satisfied with the value for the services they received for their property tax dollars than the normative benchmark. Priorities for budget allocation remain largely unchanged since 2014. Maintenance of community parks and trails, and snow clearing on local roads were most commonly rated as a high priority, with library services and arts programming most commonly rated as a low priority. Changes this year include an increase in the proportion of permanent residents rating maintenance of community parks and trails as high priority for budget allocation as well as an increase in the proportion of second homeowners rating municipal recreational programs and facilities as high priority for budget allocation.

# Detailed Findings

## 1. Living in Whistler: Housing, employment, and income

**Permanent Residents**

- Almost nine-in-ten of all respondents who are permanent residents (87%) have lived full time in the Resort Municipality of Whistler (RMOW) for at least 5 years; living in RMOW an average of almost 16 years.
- One-half of permanents residents currently live in a single detached home (50%), with one-third living in a duplex or townhouse (33%). A further 13% report living in an apartment style home, with 2% living in a condo.
- Almost one-half of all permanent resident dwellings are in the pool of Whistler Housing Authority Restricted Housing (45%).
- The average self-assessed value of permanent residents' primary Whistler residence is $809,000.
- Almost one-half (48%) of permanent residents have a bachelor/undergraduate or post-graduate degree; one-quarter (25%) have a diploma or certificate from a trade or college.
- Almost three-quarters (73%) of permanent resident respondents are employed, another 18% are self-employed, 7% are retired.
- The median personal income range is $50,000 to $75,000 (up from $45k – $50k reported in 2014), while the median household family income range is $110,000 to $115,000.

**Second Homeowners**

- Four-in-five respondents who are second homeowners (80%) have owned property in RMOW for at least 5 years; living in RMOW an average of 18 years.
- Second homeowners most commonly own a single, detached house (39%), a duplex or townhouse (33%), or a condo or apartment style home (26%).
- The average self-assessed value of second homeowners Whistler residence is $866,000.
- Almost three-quarters (70%) of second homeowners have a bachelor/undergraduate or post-graduate degree; one-in-ten (10%) have a diploma or certificate from a trade or college.
- One-quarter (26%) of second homeowner respondents are employed, another 19% are self-employed, one-half (50%) are retired.

## 1.1 Living/Owning Property in Whistler

Almost nine-in-ten (87%) permanent residents, who responded to the survey, have lived in the Resort Municipality of Whistler (RMOW) for 5 years or more. This is significantly higher than in 2014 (66%).

Four-in-five (80%) second homeowners, who responded to the survey, have owned property in RMOW for 5 years or more. This is down from previous years (86% in 2014, 87% in 2013, and 88% in 2012).


Base:

Total Permanent Residents
2006 (n=301), 2007 (n=201), 2008 (n=300), 2009 (n=305), 2010 (n=300), 2012 (n=300), 2013 (n=300), 2014 (n=301), 2015 (n=257)

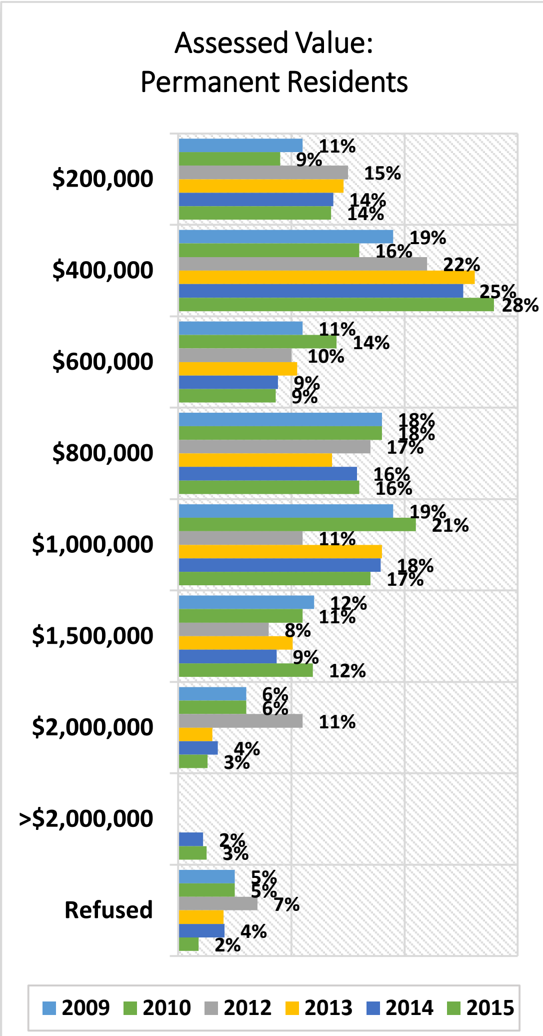
Total Second Homeowners
2006 (n=200), 2007 (n=192), 2008 (n=206), 2009 (n=200), 2010 (n=200), 2012 (n=200), 2013 (n=200), 2014 (n=200), 2015 (n=201)

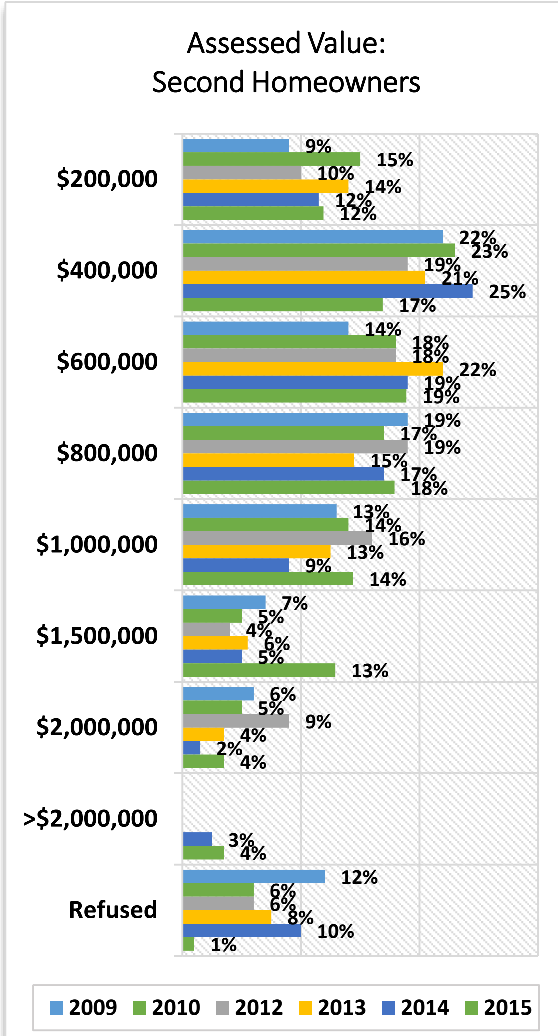
Q.5) How long have you lived as a year round resident in Whistler? How many years have you come to live in Whistler for a season? How long have you owned property in Whistler?

## 1.2 Assessed Value of Whistler Residence

Almost three-in-ten (28%) permanent residents assess the value of their home at $400,000, with one-quarter (25%) assessed at between $600,000 and $800,000, and 34% assessed at $1 million dollars or more. The average assessed value in 2015 is $809,000.

Currently, almost three-in-ten second homeowners assessed their property between $200,000 and $400,000 (29%), with over one-third assessing the value of their home between $600,000 and $800,000 (37%), and one-third assessed at $1 million dollars or more (34%). The average assessed value in 2015 is $866,000.




Base:

Permanent Resident Homeowners only
2009 (n=211), 2010 (n=236),
2012 (n=233), 2013 (n=194),
2014 (n=202), 2015 (n=236)

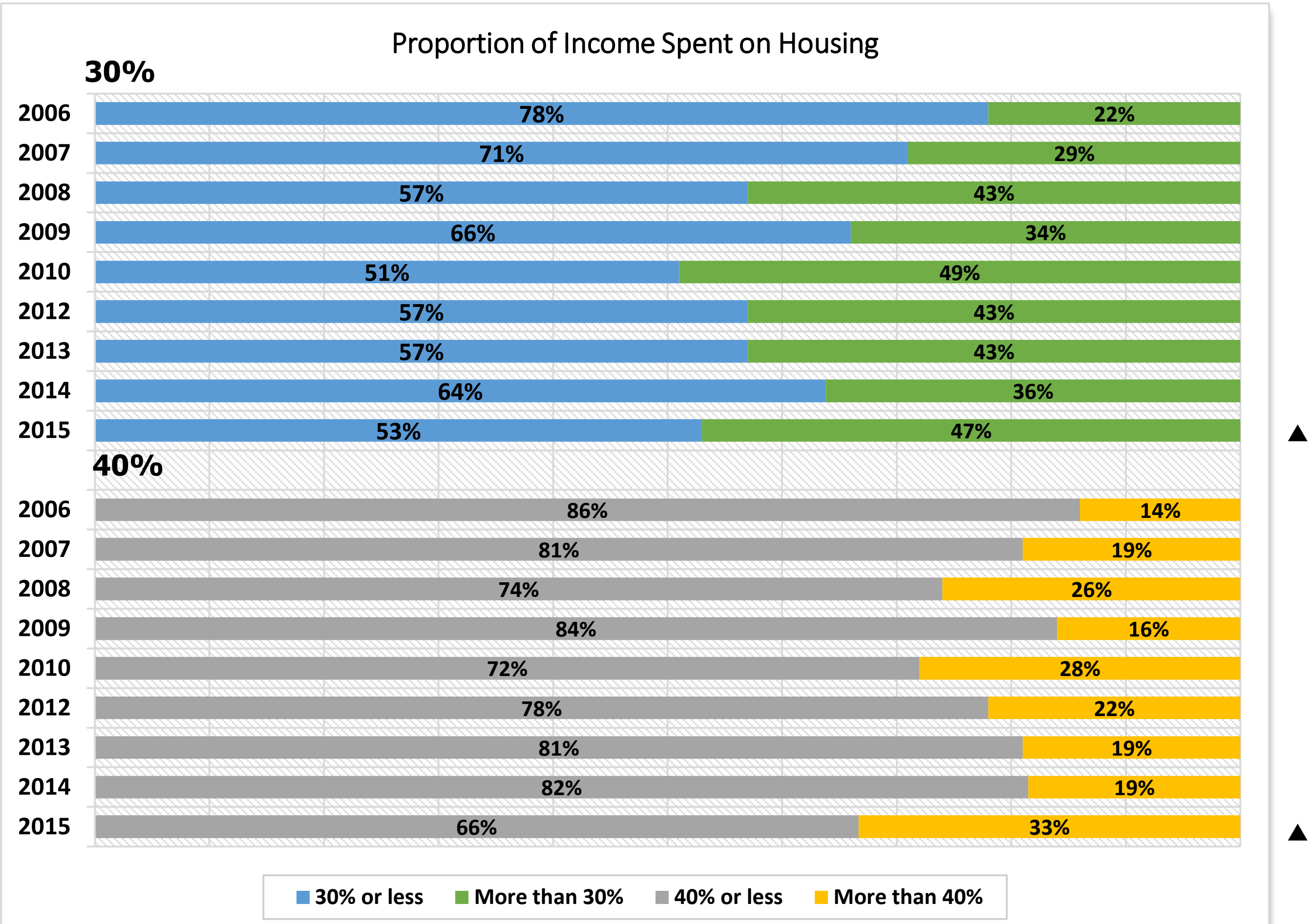
Q.9) What is the assessed value of your primary Whistler Residence? Would it be closer to...?

Total Second Homeowners
2009 (n=200), 2010 (n=200),
2012 (n=200), 2013 (n=200),
2014 (n=200), 2015 (n=201)

### 1.3 Income Spent on Housing – Permanent Residents

In 2015, almost half (47%) of permanent resident respondents pay more than 30% of their income on housing; this is a significantly higher proportion than 2014 (up 11pp from 2014).

One-third (33%) of permanent residents pay more than 40% of their income on housing; this is also up significantly from 2014 (up 14pp from 2014).




Base:

Total Permanent Residents
2006 (n=232), 2007 (n=92),
2008 (n=236), 2009 (n=227)
2010 (n=201), 2012 (n=223)
2013 (n=194), 2014 (n=244)
2015 (n= 190)

Q.31) Approximately how much in total do you spend per month on housing including [your portion of the rent, electricity, heating and water] / [your mortgage payments, heating, electricity, water but excluding property taxes and any rental income]?

### 1.4 Education, Employment and Median Income Levels – Personal and Household

Permanent residents (19%) are significantly more likely to have a diploma or certificate from college than second homeowners (6%); second homeowners (41%) are significantly more likely to have a post-graduate degree than permanent residents (11%).

Permanent residents (73%) are significantly more likely to be employed than second homeowners (26%); second homeowners (50%) are significantly more likely to be retired than permanent residents (7%).

| Demographics | | |
|---|---|---|
| | Permanent Residents (n=257) | Second Homeowners (n=201) |
| | % | % |
| EDUCATION | | |
| Less than grade 12 | 0 | 1 |
| Grade 12 graduation | 10 | 5 |
| Some technical or vocational school | 3 | 3 |
| Some college | 5 | 2 |
| Some university | 9 | 10 |
| Diploma or certificate from a trade | 6 | 4 |
| Diploma or certificate from college | 19 | 6 |
| Bachelor or undergraduate degree | 37 | 29 |
| Post-graduate degree | 11 | 41 |
| EMPLOYMENT STATUS | | |
| Employed | 73 | 26 |
| Self Employed | 18 | 19 |
| Student | 0 | 1 |
| Retired | 7 | 50 |
| Not Working (seeking/not seeking work) | 2 | 4 |

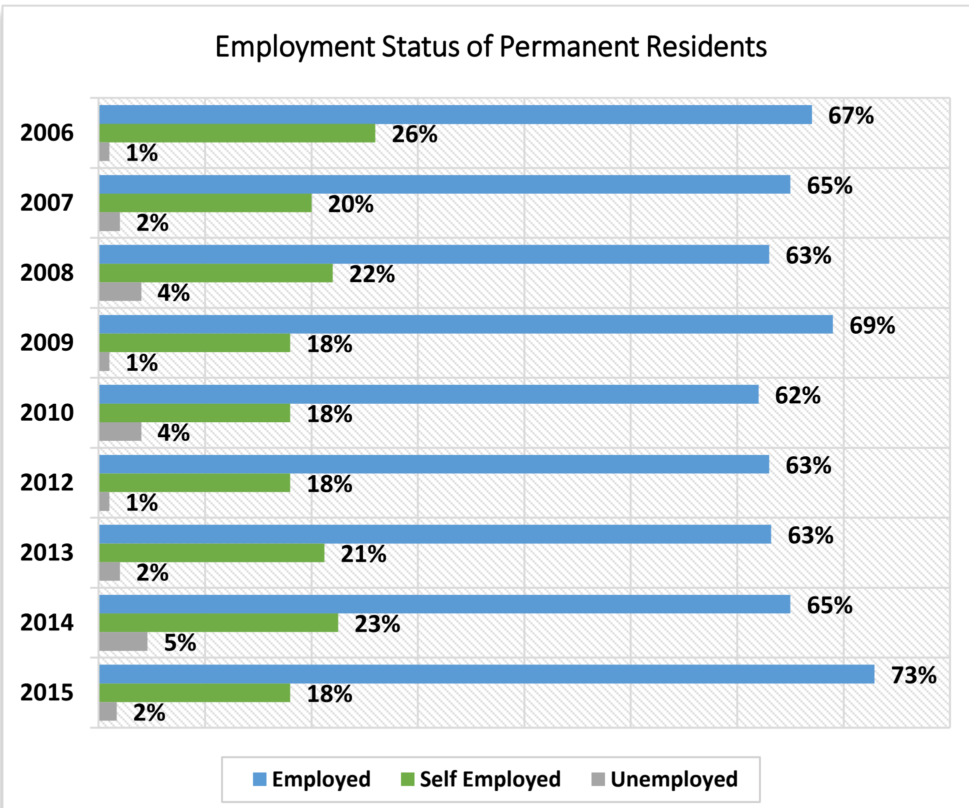
### Permanent Residents

Three-quarters of permanent resident respondents are employed, another 18% are self-employed, and 5% are retired. Permanent residents are significantly more likely to be employed than second homeowners (73% compared to 26%) and, conversely, significantly less likely to be retired than second homeowners (5% compared to 50%).

The median personal income range is $50,000 to $75,000. This is up from $45,000 – $50,000 reported in 2014, which was up from $40,000 - $45,000 seen in the previous four measures in 2013, 2012, 2010 and 2009.

The median household family income range is $110,000 to less than $115,000, which is up from $90,000- $95,000 reported in 2014, 2013 and 2010.

The median personal annual income in 2015 was $57,000. The median annual household income (respondents who are married or living common-law or who are single with children living under the same roof that are financially dependent on them) is $113,000.




Base:

Total Permanent Residents
2006 (n=301), 2007 (n=201), 2008 (n=300),
2009 (n=305), 2010 (n=300), 2012 (n=300),
2013 (n=300), 2014 (n=301), 2015 (n=257)

Q.3) Are you currently…?

## 2. Community Life

Satisfaction with aspects of life in Whistler remain high with all respondents, particularly for all things related to the outdoors; opportunities available for recreational activities (99%), recreation trails (98%), ability to get around by bike and foot (98%), and access to local parks (98%). Lower satisfaction continues to be recorded for career opportunities (70% satisfied) and educational opportunities (46%).

**Permanent Residents**

- Almost all permanent resident respondents (94%) are satisfied (very/somewhat) with Whistler as a place to live; 77% are “very satisfied” with Whistler as a place to live.
- Highest satisfaction ratings were recorded for opportunities available for recreational physical activities (100%), recreation trails for hiking and mountain biking (99%), and access to parks such as Rainbow Park, Lakeside, Alpha Lake Park (98%).
- Lowest satisfaction ratings were recorded for personal opportunities for formal learning through schools and colleges and other organizations with accredited courses in Whistler and in the Sea-to-Sky corridor (46%; up 13pp from 2014), career and employment opportunities (77%; up 16pp from 2014), and the selection of arts, culture and heritage opportunities (86%; up 9pp from 2014).
- A significant increase in satisfaction was recorded for the atmosphere and ambiance of Whistler Village (up 6pp).
- The most popular modes of transportation permanent residents employ for travelling to and from work during the winter are vehicle (travelling alone 41% and with another person 24%) and public transit (19%).
- The most popular modes of transportation permanent residents employ for travelling to and from work during the summer are bicycle (43%) and vehicle (travelling alone 30% and with another person 12%).

**Second Homeowners**

- Almost all second homeowner respondents (98%) are satisfied (very/somewhat) with Whistler as a place to spend time; 78% are “very satisfied” with Whistler as a place to spend time.
- Highest satisfaction ratings were recorded for opportunities available for recreational physical activities (100%), ability to get around by bike and foot (98%), recreation trails for hiking and mountain biking (97%), and access to parks such as Rainbow Park, Lakeside, Alpha Lake Park (97%).
- Lowest satisfaction ratings were recorded for personal opportunities for formal learning through schools and colleges and other organizations with accredited courses in

Whistler and in the Sea-to-Sky corridor (44%), career and employment opportunities (45%), and the selection of arts, culture and heritage opportunities (88%).

Recreation trails for hiking and mountain biking score significantly higher ratings for "very satisfied" than all other aspects of life. Aspects of life in Whistler related to the outdoors, nature and recreation, as well as the village, health services, and heritage opportunities all score significantly higher in overall satisfaction than career, employment and educational opportunities. Personal opportunities for formal learning scored significantly lower in overall satisfaction than all other aspects of life in Whistler.


Base:

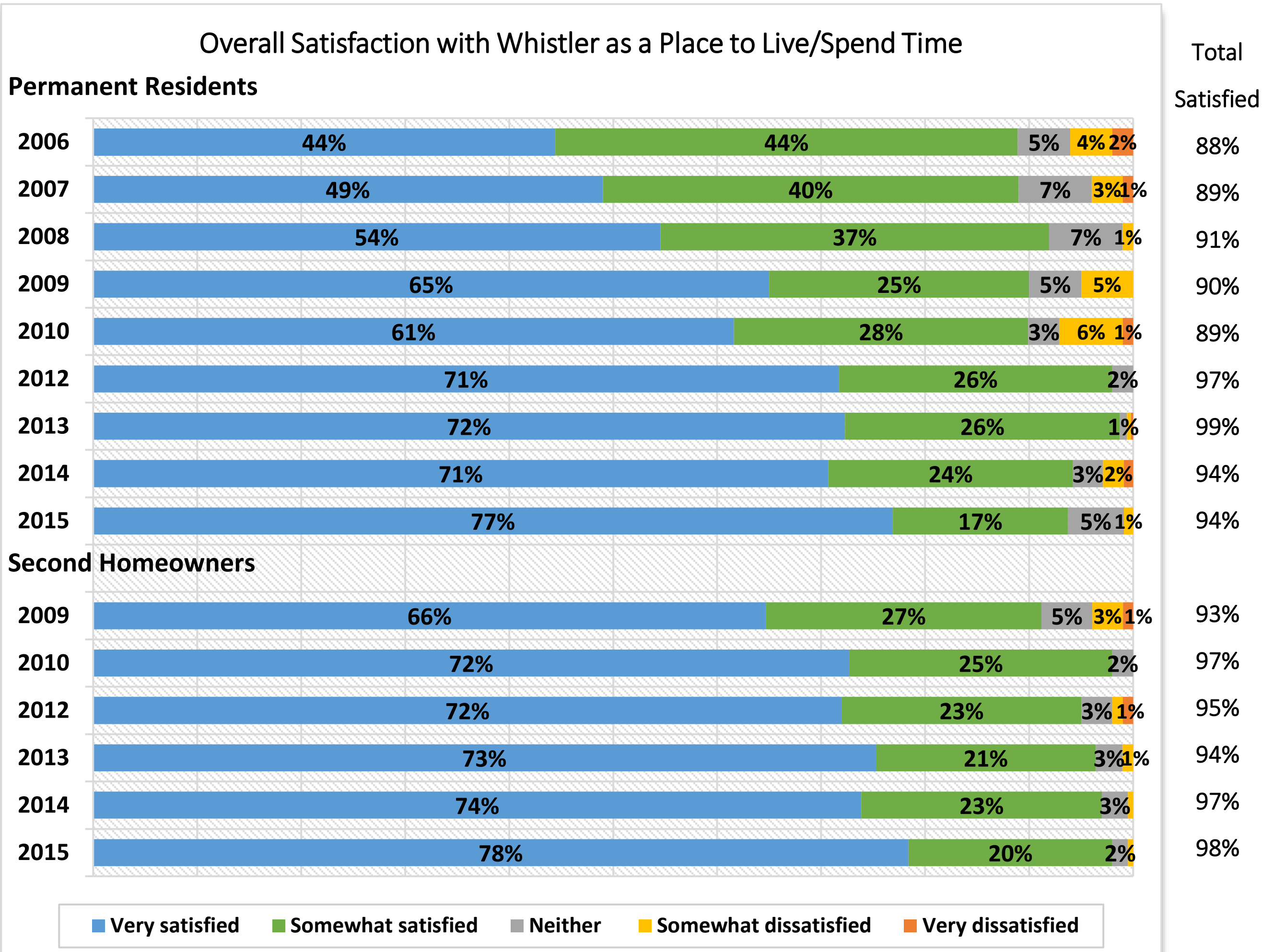
Total Respondents (with an opinion)

Q.11) How satisfied are you with the following aspects of life in Whistler?

### 2.1 Whistler as a Place to Live/Spend Time

Almost all respondents (96%) say they are satisfied (very/somewhat) with Whistler as a place to live and spend time in 2015; this result is not significantly different than 2014. There were no significant differences between permanent residents (94% satisfied) and second homeowners (98%).

Residents of Whistler are significantly more satisfied (96%) with their community as a place to live/spend time than the normative benchmark (86%), with a significantly larger proportion of Whistler residents "very satisfied" (77% in Whistler vs. 53% norm).




Base:

Total Permanent Residents (with an opinion)
2006 (n=301), 2008 (n=300), 2009 (n=303), 2010 (n=300), 2012 (n=300), 2013 (n=299), 2014 (n=301), 2015 (n=257)

Total Second Homeowners (with an opinion)
2006 (n=200), 2008 (n=203), 2009 (n=197), 2010 (n=197), 2012 (n=197), 2013 (n=195), 2014 (n=197), 2015 (n=199)

Q.10a) Overall how satisfied are you with Whistler as a place to live?
Q.10b) Overall how satisfied are you with Whistler as a place to spend time?

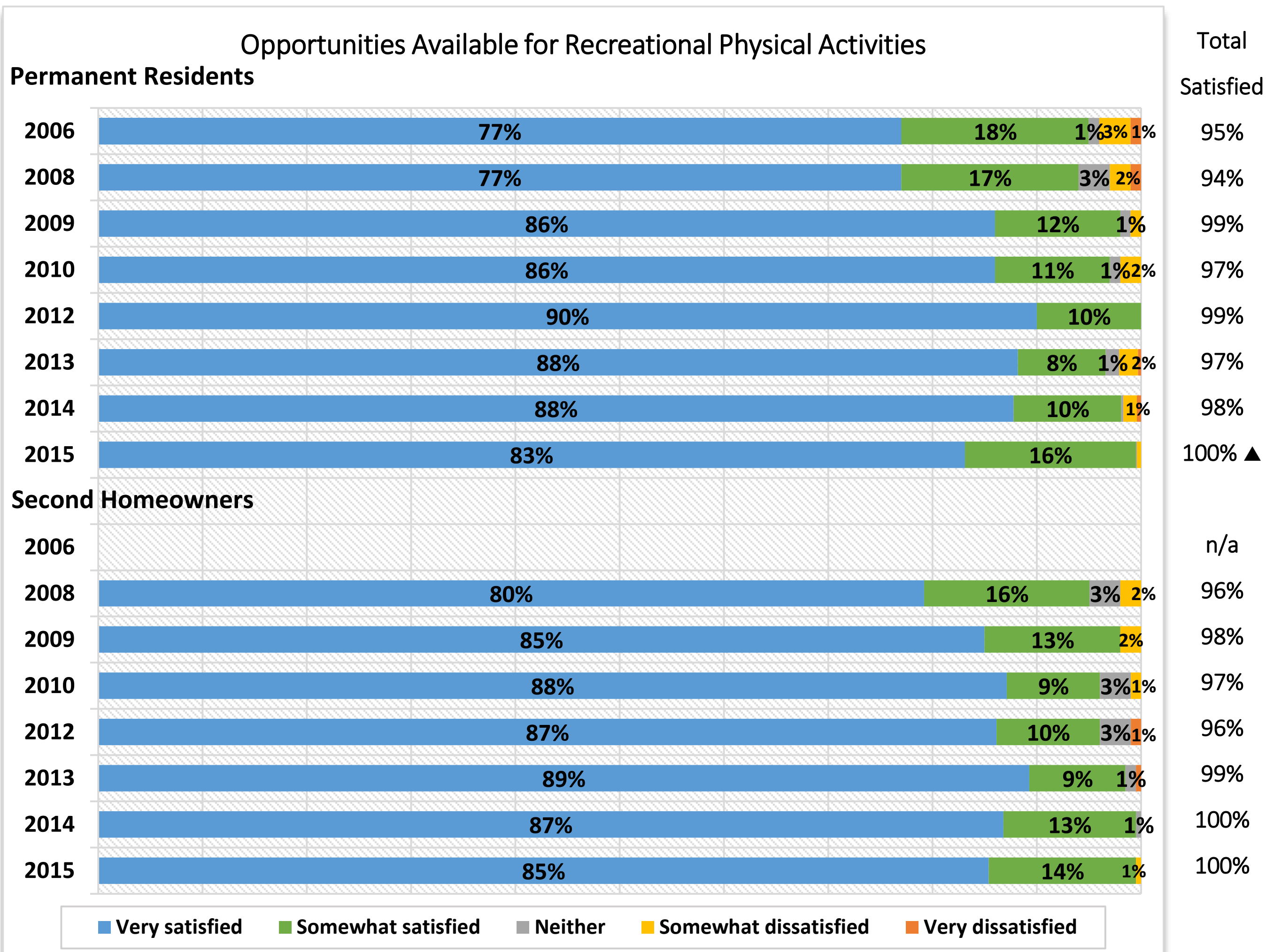
| | Whistler n=456 | Benchmark n=440 |
|---|---|---|
| Top 2 Box % Very and Somewhat Satisfied with Own Community as a Place to Live | 96% | 86% |

## 2.2 Satisfaction with "Opportunities available for recreational physical activities"

All respondents (99%) say they are satisfied (very/somewhat) with the opportunities available for recreational physical activities in Whistler in 2015.

There were no significant differences between permanent residents (100% satisfied) and second homeowners (100%); with a high proportion of residents being "very satisfied" (83% of permanent and 85% of second homeowners).

There was a significant increase in satisfaction for permanent residents from 2014 to 2015 (98% to 100%).




Base:

Total Permanent Residents (with an opinion)
2006 (n=301), 2008 (n=300), 2009 (n=303),
2010 (n=300), 2012 (n=300), 2013 (n=299),
2014 (n=301), 2015 (n=255)

Total Second Homeowners (with an opinion)
2006 (n=200), 2008 (n=203), 2009 (n=197),
2010 (n=197), 2012 (n=197), 2013 (n=195),
2014 (n=197), 2015 (n=199)

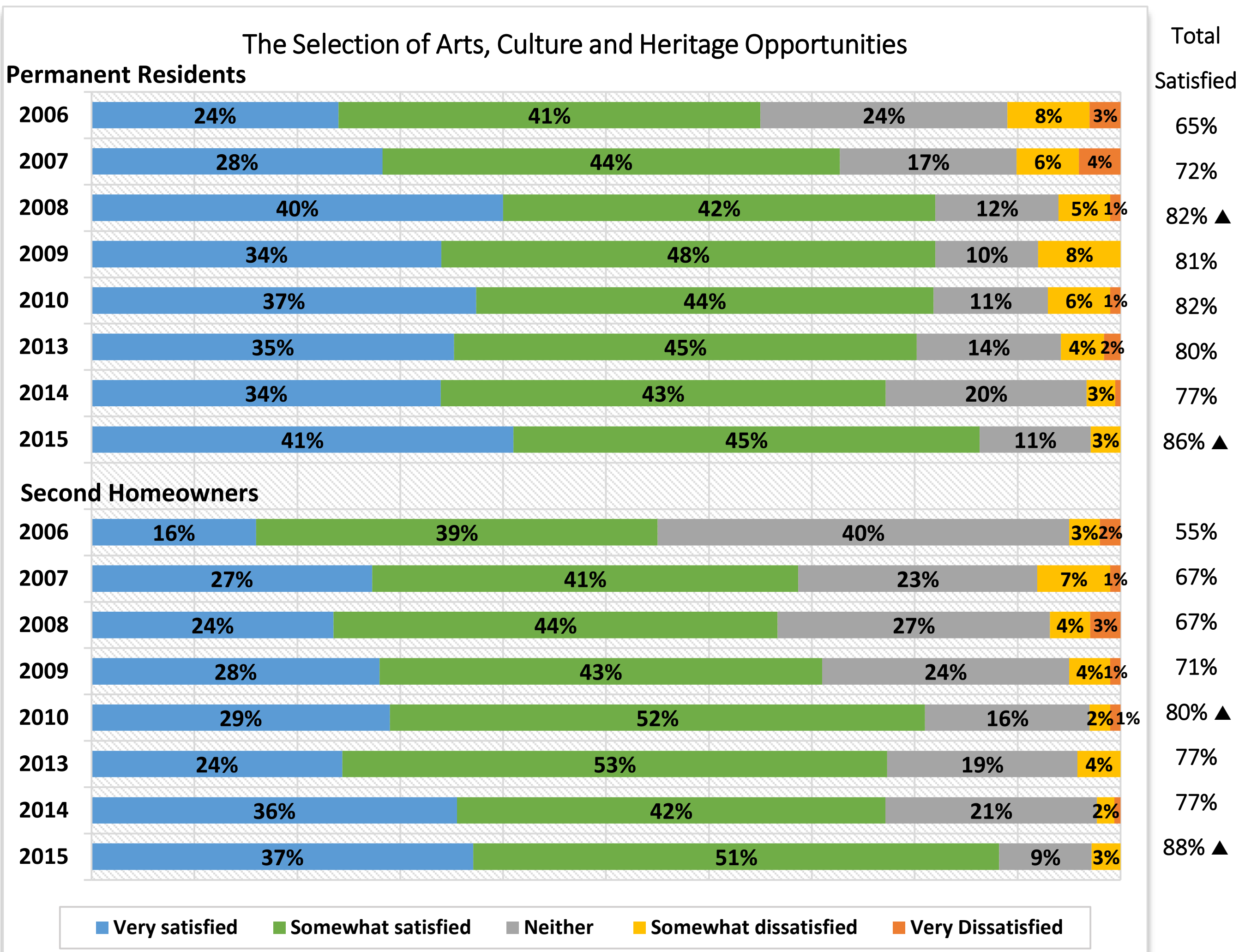
Q.11a) How satisfied are you with the following aspects of life in Whistler?
"Opportunities available for recreational physical activities"

## 2.3 Satisfaction with "Selection of Arts, Culture and Heritage opportunities"

The majority of respondents (87%) say they are satisfied (very/somewhat) with the selection of arts, culture and heritage opportunities in Whistler in 2015.

There were no significant differences between permanent residents (86% satisfied) and second homeowners (88%).

There was a significant increase in satisfaction for permanent residents from 2014 to 2015 (77% to 86%) as well as second homeowners (77% to 88%).




Base:

Total Permanent Residents (with an opinion)
2006 (n=292), 2007 (n=195), 2008 (n=297),
2009 (n=299), 2010 (n=293), 2013 (n=294),
2014 (n=295), 2015 (n=252)

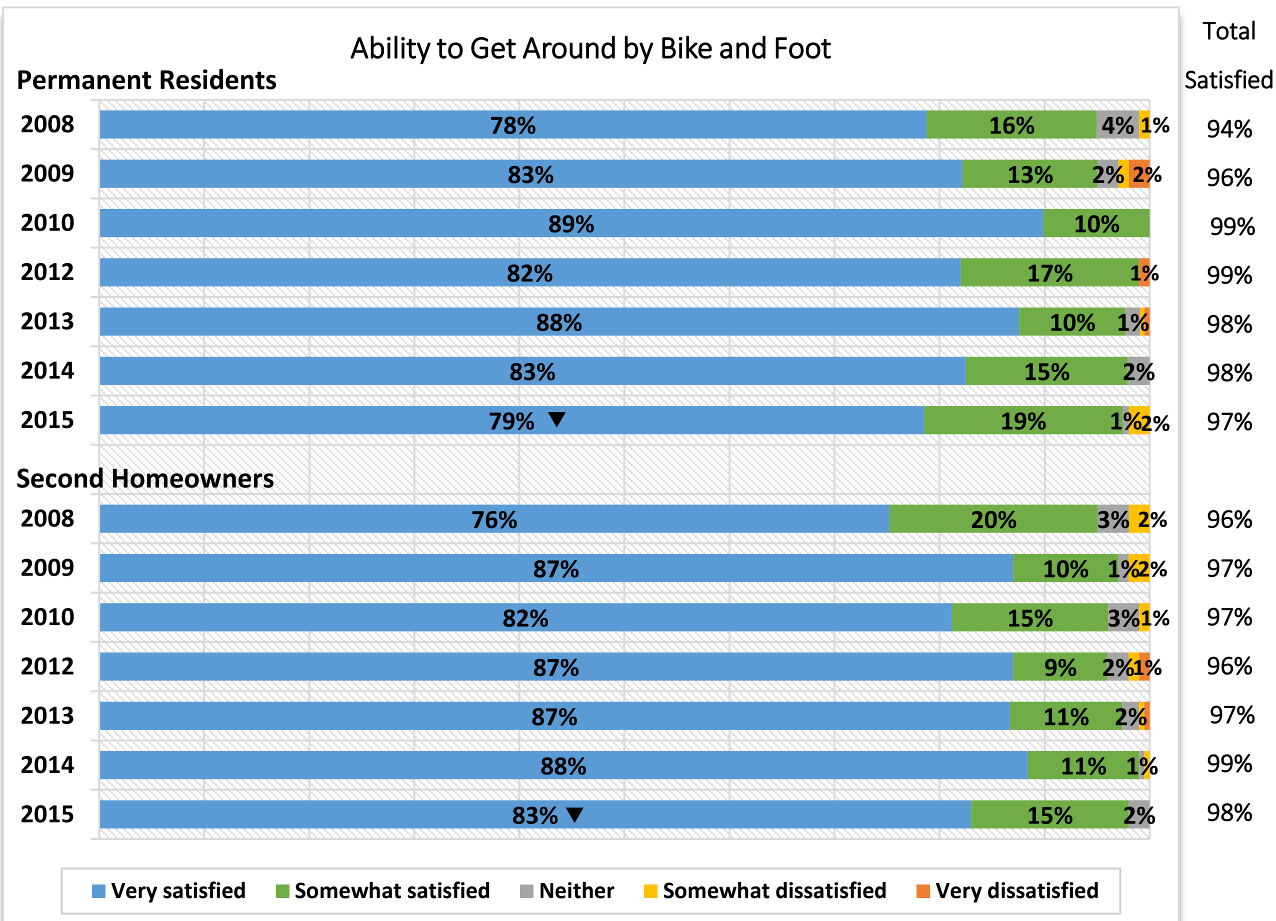
Total Second Homeowners (with an opinion)
2006 (n=170), 2007 (n=173), 2008 (n=195),
2009 (n=185), 2010 (n=179), 2013 (n=168),
2014 (n=180), 2015 (n=178)

Q.11b) How satisfied are you with the following aspects of life in Whistler?
"Selection of Arts, Culture and Heritage opportunities"

## 2.4 Satisfaction with "Ability to get around by bike and foot"

The majority of respondents (98%) say they are satisfied (very/somewhat) with the ability to get around by bike and foot in Whistler in 2015.

There were no significant differences between permanent residents (97% satisfied) and second homeowners (98%); however, when looking at "very satisfied" residents both permanent and second homeowners were significantly less satisfied in 2015 than 2014 (permanent 79%, down 16pp; second homeowners 83%, down 8pp). *This may have resulted from the slight change in wording of the question.




Base:

Total Permanent Residents (with an opinion)
2008 (n=300), 2009 (n=304), 2010 (n=299),
2012 (n=300), 2013 (n=298), 2014 (n=298),
2015 (n=257)

Total Second Homeowners (with an opinion)
2008 (n=205), 2009 (n=198), 2010 (n=191),
2012 (n=199), 2013 (n=187), 2014 (n=198),
2015 (n=192)

Q.11c) How satisfied are you with the following aspects of life in Whistler?
"Ability to get around by bike and foot"

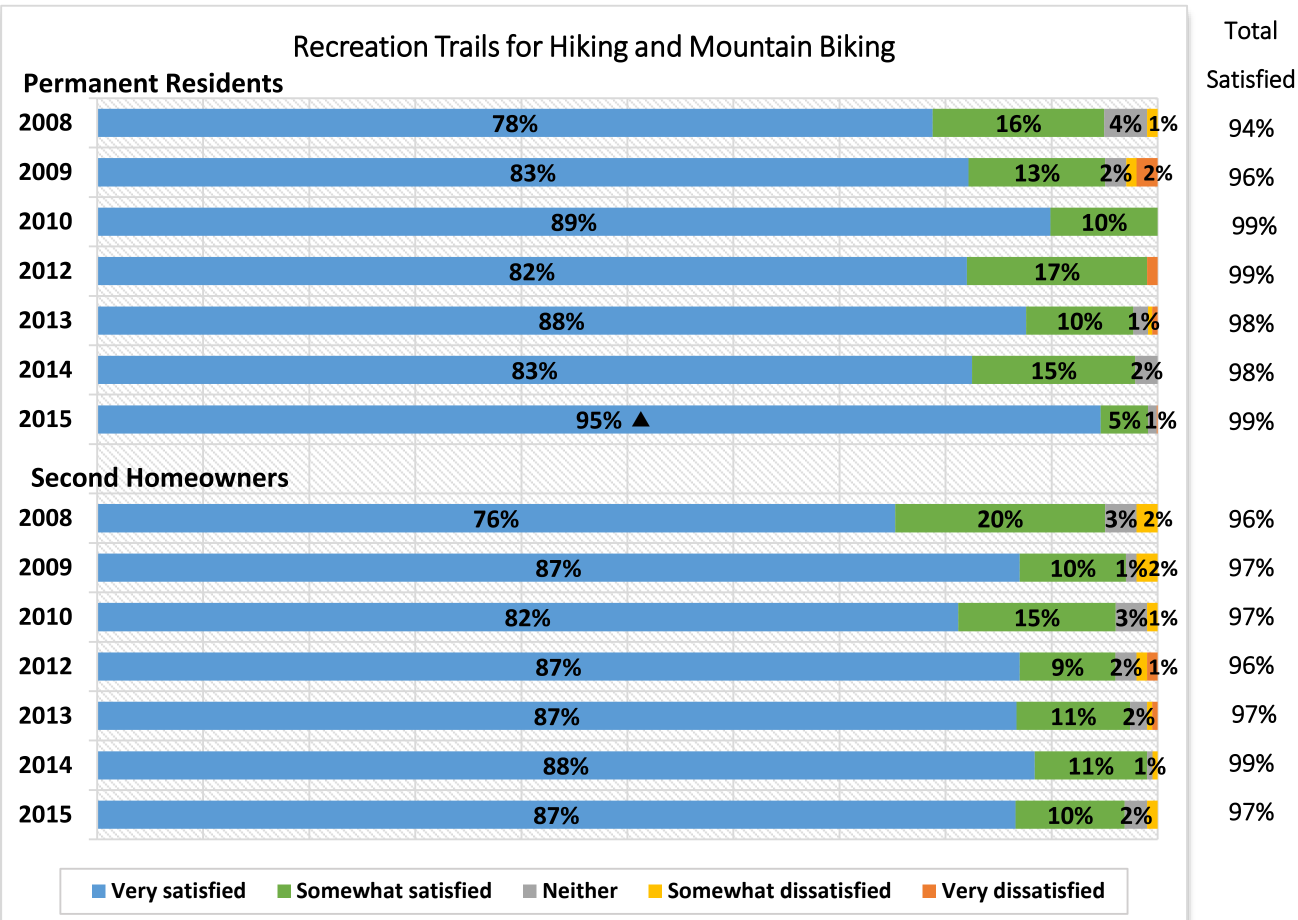
Prior to 2015: "Walking and biking routes i.e. valley trail"

### 2.5 Satisfaction with "Recreation trails for hiking and mountain biking"

The majority of respondents (98%) say they are satisfied (very/somewhat) with recreation trails for hiking and mountain biking in Whistler in 2015.

Permanent residents were significantly more likely to be "very satisfied" than second homeowners in 2015 (95% vs. 87%). Younger respondents were also more likely to be "very satisfied" (100% of those under 34 and 99% of 35-54 year olds) than respondents aged 55 and over (86%).

There was also a significant increase in permanent residents feeling "very satisfied" from 2014 to 2015 (95%, up 12pp from 2014).




Base:

Total Permanent Residents (with an opinion)
2008 (n=300), 2009 (n=304), 2010 (n=299), 2012 (n=300), 2013 (n=298), 2014 (n=298), 2015 (n=256)

Total Second Homeowners (with an opinion)
2008 (n=205), 2009 (n=198), 2010 (n=191), 2012 (n=199), 2013 (n=187), 2014 (n=198), 2015 (n=194)

Q.11d) How satisfied are you with the following aspects of life in Whistler?
"Recreation trails for hiking and mountain biking"

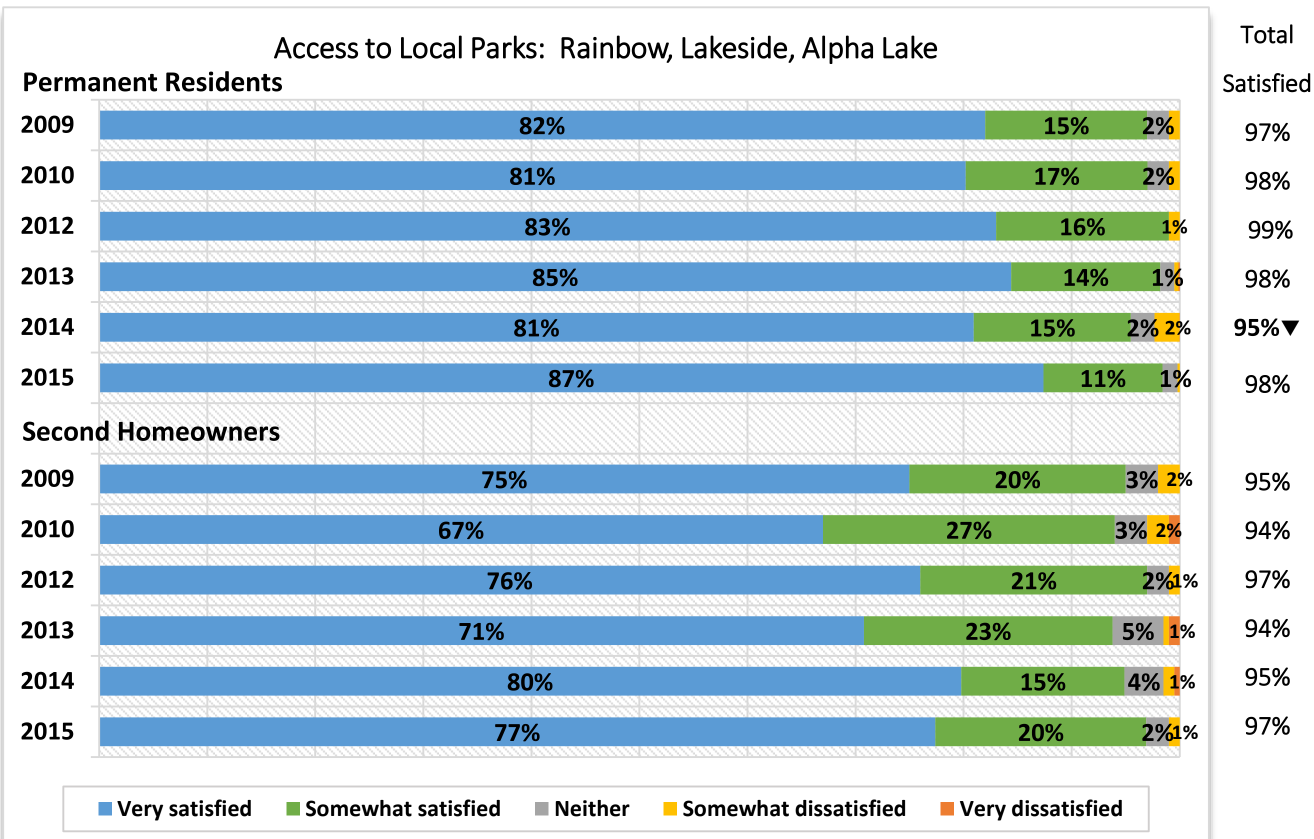
Prior to 2015: "Walking and biking routes i.e. valley trail"

## 2.6 Satisfaction with "Access to parks such as Rainbow Park, Lakeside, Alpha Lake Park"

The majority of respondents (98%) say they are satisfied (very/somewhat) with access to parks such as Rainbow Park, Lakeside, and Alpha Lake Park in 2015.

Permanent residents were more likely to be "very satisfied" than second homeowners (87% vs. 77%); respondents under the age of 34 (100%) were significantly more likely to be satisfied than those 55 and over (96%).

There were no significant changes in satisfaction with access to local parks from 2014; overall respondents remain satisfied.




Base:

Total Permanent Residents (with an opinion) 2009 (n=304), 2010 (n=299), 2012 (n=299), 2013 (n=299), 2014 (n=297), 2015 (n=256)

Total Second Homeowners (with an opinion), 2009 (n=197), 2010 (n=189), 2012 (n=195), 2013 (n=191), 2014 (n=192), 2015 (n=195)

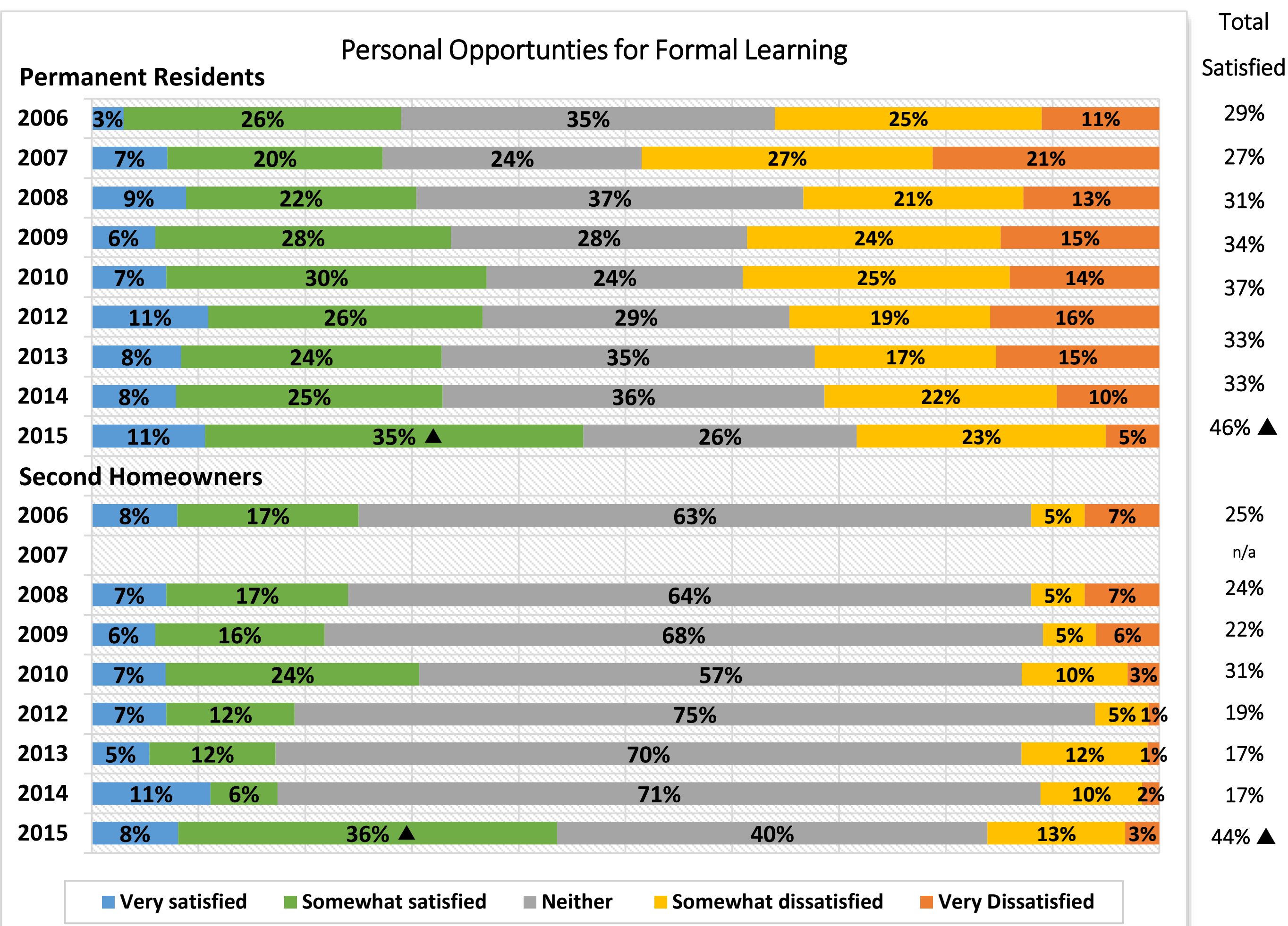
Q.11e) How satisfied are you with the following aspects of life in Whistler? "Access to parks such as Rainbow Park, Lakeside, Alpha Lake Park"

## 2.7 Satisfaction with "Personal opportunities for formal learning through schools and colleges and other organizations with accredited courses in Whistler and in the Sea-to-Sky corridor"

Less than half of respondents (46%) say they are satisfied (very/somewhat) with personal opportunities for formal learning through schools and colleges and other organizations with accredited courses in Whistler and in the Sea-to-Sky corridor in 2015.

There is no significant difference between the satisfaction of permanent residents (46% satisfied) and second homeowners (44%) in 2015. Respondents aged 35-54 were significantly more likely to be "somewhat dissatisfied" than those over the age of 55 (31% vs. 17%).

Satisfaction (very/somewhat satisfied) increased significantly with permanent residents from 2014 to 2015 (46%, up 13pp from 2014) as well as second homeowners (44%, up 27pp from 2014). With significant increases occurring in the "somewhat satisfied" category for both permanent residents and second homeowners.




Base:

Total Permanent Residents (with an opinion)
2006 (n=280), 2007 (n=171), 2008 (n=287),
2009 (n=264), 2010 (n=266), 2012 (n=242),
2013 (n=252), 2014 (n=267), 2015 (n=238)

Total Second Homeowners (with an opinion)
2006 (n=200), 2007 (n=208), 2008 (n=149),
2009 (n=186), 2010 (n=92), 2012 (n=84),
2013 (n=93), 2014 (n=63), 2015 (n=62)

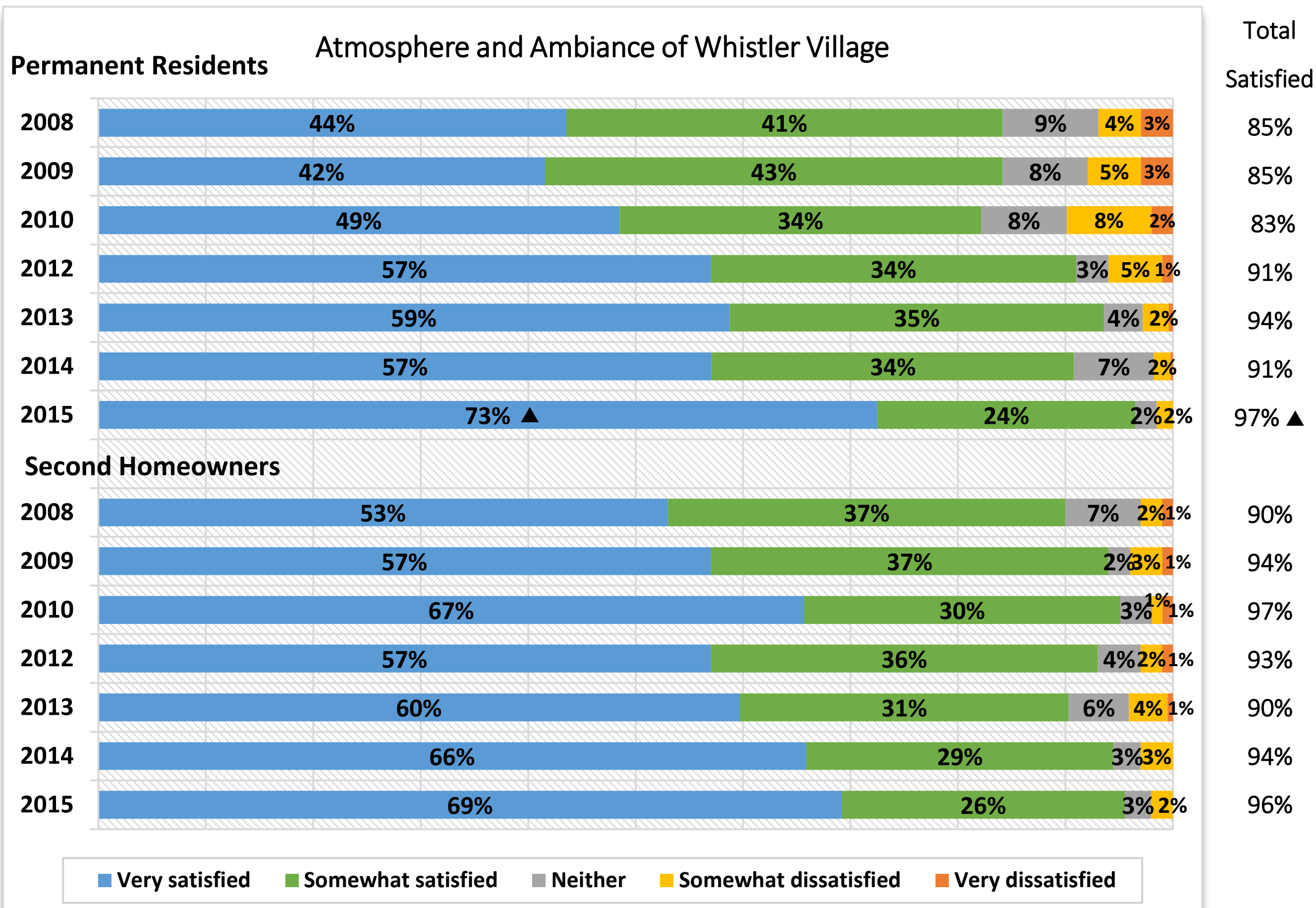
Q.11f) How satisfied are you with the following aspects of life in Whistler?
"Personal opportunities for formal learning through schools and colleges and other organizations with accredited courses in Whistler and in the Sea-to-Sky corridor"

## 2.8 Satisfaction with "Atmosphere and ambiance of Whistler Village"

The majority of respondents (96%) say they are satisfied (very/somewhat) with the atmosphere and ambiance of Whistler Village in 2015.

There is no significant difference between the satisfaction of permanent residents (97% satisfied) and second homeowners (96%) in 2015.

Satisfaction (very/somewhat satisfied) increased significantly with permanent residents from 2014 to 2015 (97%, up 6pp from 2014), with "very satisfied" increasing significantly from 57% in 2014 to 73% in 2015.




Base:

Total Permanent Residents (with an opinion) 2008 (n=299), 2009 (n=300), 2010 (n=296), 2012 (n=299), 2013 (n=297), 2014 (n=300), 2015 (n=255)

Total Second Homeowners (with an opinion) 2008 (n=204), 2009 (n=199), 2010 (n=199), 2012 (n=195), 2013 (n=196), 2014 (n=199), 2015 (n=198)

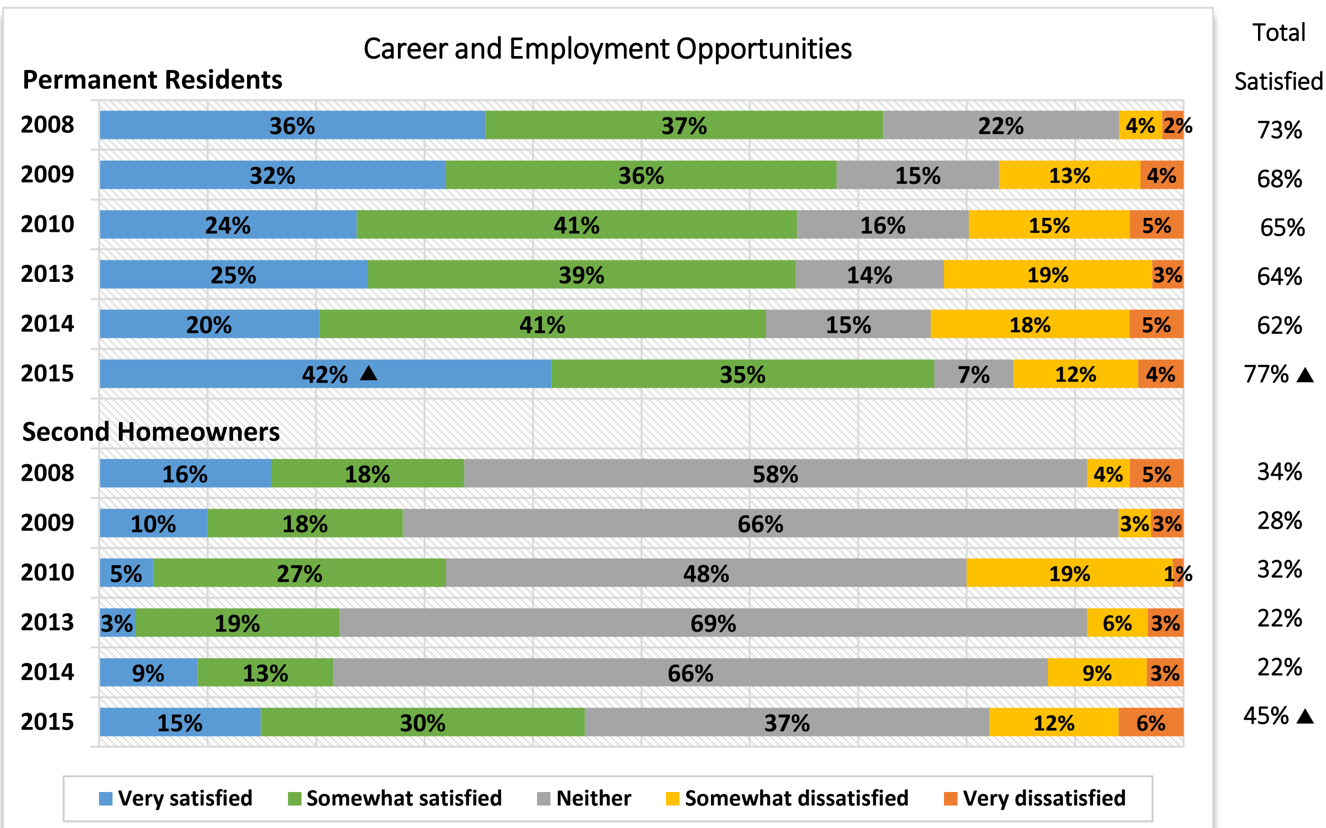
Q.11g) How satisfied are you with the following aspects of life in Whistler?
"Atmosphere and ambiance of Whistler Village"

## 2.9 Satisfaction with "Career and employment opportunities"

The majority of respondents (70%) say they are satisfied (very/somewhat) with career and employment opportunities in Whistler in 2015.

A significantly larger proportion of permanent residents (42%) are "very satisfied" compared to second homeowners (15%). Second homeowners (37%) and respondents over 35 (8%) are significantly more likely to be "neither satisfied nor dissatisfied" than permanent homeowners (7%) and respondents under 34 (2%).

Satisfaction (very/somewhat satisfied) increased significantly with permanent residents from 2014 to 2015 (77%, up 15pp from 2014) and with second homeowners (22% in 2014 up to 45% in 2015). A significantly larger proportion of permanent residents were "very satisfied" in 2015 compared to 2014 (42%, up 22pp from 2014).




Base:

Total Permanent Residents (with an opinion)
2008 (n=292), 2009 (n=273), 2010 (n=266),
2013 (n=267), 2014 (n=262), 2015 (n=244)

Total Second Homeowners (with an opinion)
2008 (n=168), 2009 (n=115), 2010 (n=98),
2013 (n=90), 2014 (n=88), 2015 (n=67)

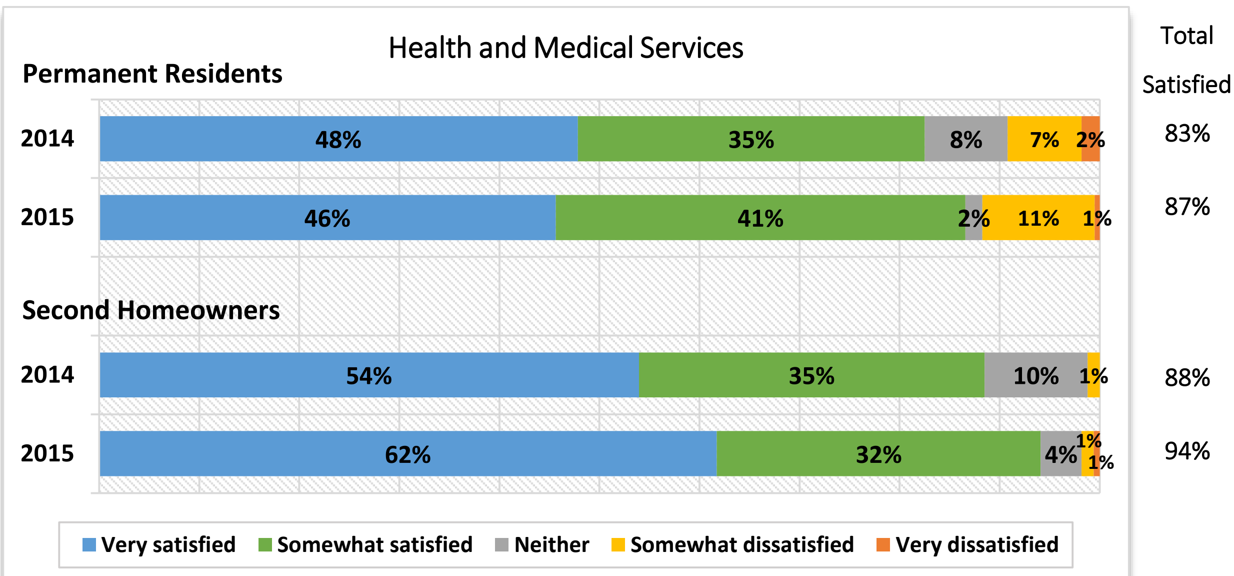
Q.11h) How satisfied are you with the following aspects of life in Whistler?
"Career and employment opportunities"

## 2.10 Satisfaction with "Health and medical services"

The majority of respondents (90%) say they are satisfied (very/somewhat) with health and medical services in Whistler in 2015.

Second homeowners (62%) are significantly more likely to report being "very satisfied" than permanent residents (46%); permanent residents (11%) are significantly more likely to be "somewhat dissatisfied" than second homeowners (1%). A significantly larger proportion of respondents over 55 (67%) were "very satisfied" than younger respondents (54% of 35-54 year olds and 32% of those under 34).

There were no significant changes in satisfaction with health and medical services from 2014; overall respondents remain satisfied.




Base:

Total Permanent Residents (with an opinion)
2014 (n=297), 2015 (n=255)

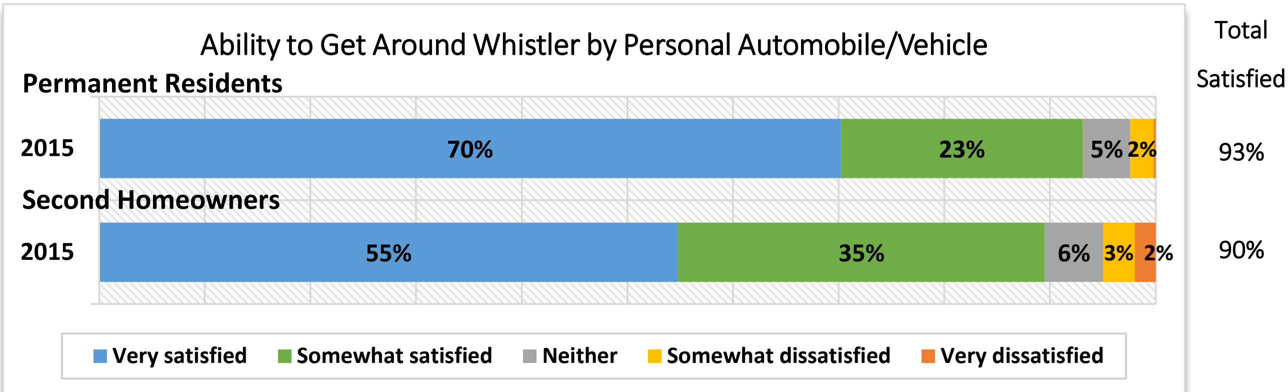
Total Second Homeowners (with an opinion)
2014 (n=165), 2015 (n=170)

Q.11i) How satisfied are you with the following aspects of life in Whistler?
"Health and medical services"

## 2.11 Satisfaction with “Ability to get around Whistler by personal automobile/vehicle"

The majority of respondents (92%) say they are satisfied (very/somewhat) with the ability to get around Whistler by personal automobile/vehicle in 2015.

A significantly larger proportion of permanent residents (93%) were “very satisfied” than second homeowners (55%) in 2015.




Base:

Total Permanent Residents (with an opinion)
2015 (n=253)

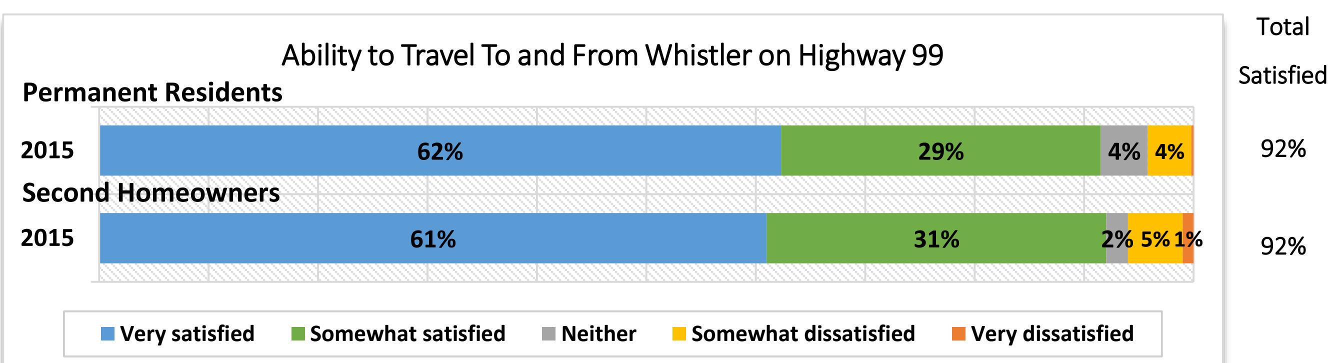
Total Second Homeowners (with an opinion)
2015 (n=199)

Q.11j) How satisfied are you with the following aspects of life in Whistler?
“Ability to get around Whistler by personal automobile/vehicle"

## 2.12 Satisfaction with “Ability to travel to and from Whistler on Highway 99"

The majority of respondents (92%) say they are satisfied (very/somewhat) with the ability to travel to and from Whistler on Highway 99 in 2015.

There were no significant differences between permanent residents (93% satisfied) and second homeowners (90%).




Base:

Total Permanent Residents (with an opinion)
2015 (n=256)

Total Second Homeowners (with an opinion)
2015 (n=200)

Q.11k) How satisfied are you with the following aspects of life in Whistler?
“Ability to travel to and from Whistler on Highway 99"

### 2.13 Historical Comparison – Permanent Residents

The following chart presents top two box satisfaction score (very/somewhat satisfied) of permanent residents for aspects of life in the Resort Municipality of Whistler for 2015 compared to 2010, 2012, 2013, and 2014. Specifically, the performance gap represents change in satisfaction ratings since 2014. Despite one drop in satisfaction since 2014, there seems to be an upward trend in satisfaction for nearly all aspects of life that have been asked in the community satisfaction surveys historically.

| Aspect of Life | 2010 | 2012 | 2013 | 2014 | 2015 | Performance Gap 2014-2015 |
|---|---|---|---|---|---|---|
| Career and employment opportunities | 65% | - | 64% | 62% | 77% | 16% ▲ |
| Personal opportunities for formal learning through schools and colleges and other organizations with accredited courses in Whistler and in the Sea-to-Sky corridor | 37% | 37% | 33% | 33% | 46% | 13% ▲ |
| Selection of Arts, Culture and Heritage opportunities | 81% | - | 80% | 77% | 86% | 9% ▲ |
| Atmosphere and ambiance of Whistler Village | 83% | 91% | 94% | 91% | 97% | 6% ▲ |
| Health and medical services | - | - | - | 83% | 87% | **4%** |
| Access to parks such as Rainbow Park, Lakeside, Alpha Lake Park | 98% | 99% | 98% | 95% | 98% | **3%** |
| Recreation trails for hiking and mountain biking | 99% | 99% | 98% | 98% | 100% | **2%** |
| Opportunities available for recreational physical activities | 97% | 100% | 97% | 98% | 100% | **2%** |
| Ability to get around by bike and foot | 99% | 99% | 98% | 98% | 98% | **0%** |
| **Whistler as a Place to Live/Spend Time** | **89%** | **97%** | **99%** | **94%** | **94%** | **0%** |
| Ability to get around Whistler by personal automobile/vehicle | - | - | - | - | 93% | n/a |
| Ability to travel to and from Whistler on Highway 99 | - | - | - | - | 92% | n/a |

Base: Total Permanent Residents with an opinion (n=various)

Satisfaction ratings (of permanent residents) with Whistler as a place to live remains unchanged since 2014. However, satisfaction in 2015 decreased significantly from ratings in 2013 (down 5pp).

Satisfaction ratings (of permanent residents) since 2014 have improved for 8 of the 10 aspects of life in Whistler. A significant increase in satisfaction was recorded for career and employment opportunities (up 16pp), personal opportunities for formal learning through schools and colleges and other organizations with accredited courses in Whistler and in the Sea-to-Sky corridor (up 13pp), the selection of arts, culture and heritage opportunities (up 9pp), and the atmosphere and ambiance of Whistler Village (up 6pp).

There are no aspects of life in Whistler that have experienced a significant decrease in satisfaction ratings since 2014.

### 2.14 Priorities for Improving Satisfaction with Whistler as a Place to Live - Permanent Residents

The priority items displayed in the table below take into account two important pieces of information. First, derived importance, which is the correlation of each community attribute with overall satisfaction with Resort Municipality of Whistler; and second, room for improvement in satisfaction scores (i.e. percentage of respondents who did not give a top 2 box score for that particular aspect of life in Whistler). By focusing on improving aspects of life that are the most important *and* have the most room for improvement, the Town can be most productive with its resources.

The priority table below reveals that top priorities to improving overall satisfaction with aspects of life in the Resort Municipality of Whistler moving forward are: career and employment opportunities; selection of arts, culture and heritage opportunities; and, health and medical services.

| Priority | Aspects of Life | Derived Importance | Satisfaction |
|---|---|---|---|
| 1 | Career and employment opportunities | 0.282 | 77% |
| 2 | Health and medical services | 0.193 | 87% |
| 3 | Atmosphere and ambiance of Whistler Village | 0.341 | 97% |
| 4 | Ability to get around Whistler by personal automobile/vehicle | 0.133 | 93% |
| 5 | Ability to get around by bike and foot | 0.262 | 98% |
| 6 | Access to parks such as Rainbow Park, Lakeside, Alpha Lake Park | 0.149 | 98% |
| 7 | Opportunities available for recreational physical activities | 0.187 | 100% |
| 8 | Personal opportunities for formal learning through schools and colleges and other organizations with accredited courses in Whistler and in the Sea-to-Sky corridor | .068* | 46% |
| 9 | Selection of Arts, Culture and Heritage opportunities | .100* | 86% |
| 10 | Ability to travel to and from Whistler on Highway 99 | .029* | 92% |
| 11 | Recreation trails for hiking and mountain biking | .066* | 100% |

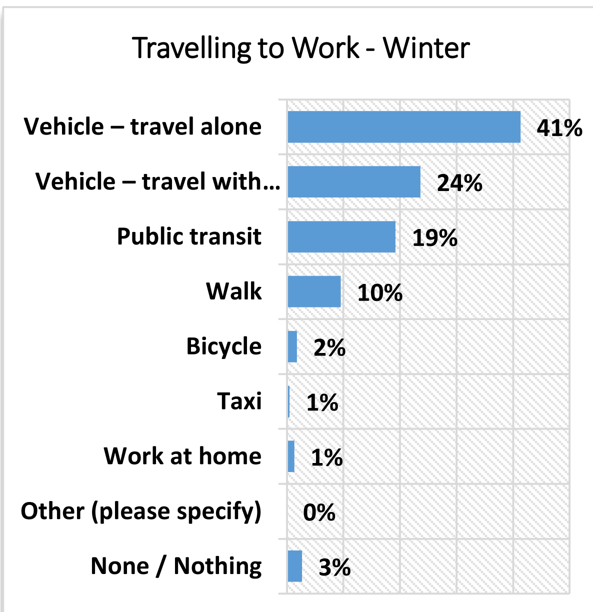
***Indicates service/aspect of life is not a significant driver of satisfaction with Whistler as a place to live.**

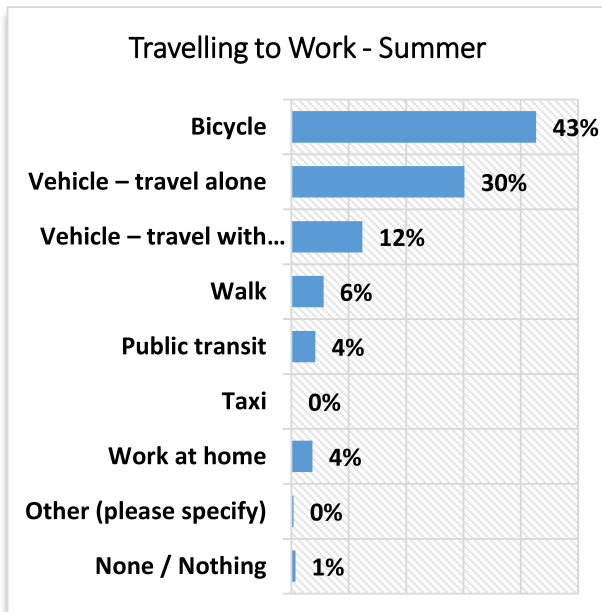
### 2.15 Mode of Transportation Travelling To and From Work in 2015

The most popular mode of transportation permanent residents employ for travelling to and from work during the winter is by vehicle (travelling alone 41% and with another person 24%). During the winter respondents over 55 years old (68%) are significantly more likely to travel alone by vehicle than younger respondents (30% of under 34 year olds and 50% of 35-54 year olds).

The most popular mode of transportation permanent residents employ for travelling to and from work during the summer is by bicycle (43%). Older respondents are also more likely to travel alone by vehicle in the summer (47% of over 55 year olds compared to 21% of under 34 year olds and 39% of 35-54 year olds).

Use of vehicle (travelling alone or with another person) and public transit decreases significantly in the summer months (41%, down 11pp to 30%; 24%, down 12pp to 12%; and 19%, down 15pp to 4%). The use of a bicycle to travel to and from work increases significantly in the summer months (2%, up 41pp to 43%).




Base:

Permanent Residents (currently employed/self-employed) 2015 (n=190)

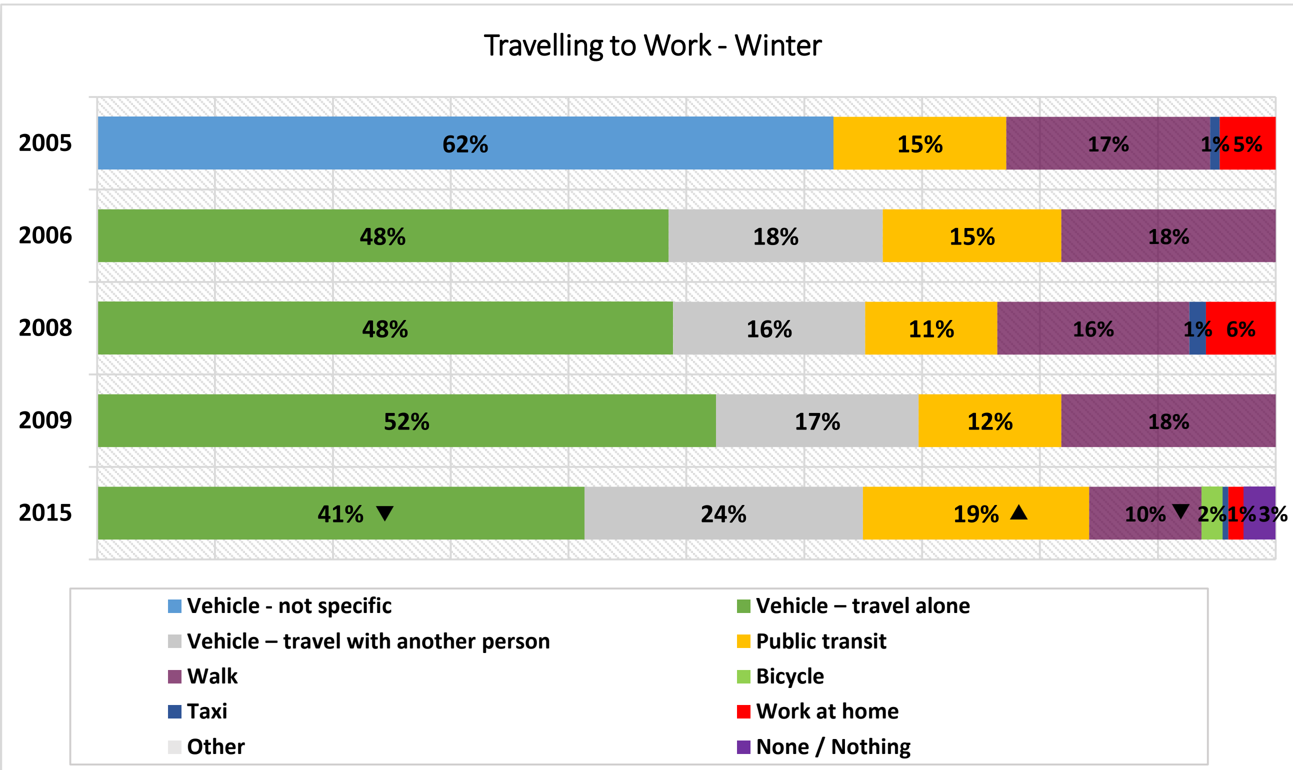
Q.12) What mode of transportation do you tend to use most often to travel to and from work in Whistler during the winter months?

Q.13) What mode of transportation do you tend to use most often to travel to and from work in Whistler during the summer months?

## 2.16 Modes of Transportation Travelling To and From Work over the Years

### Winter months

During the winter, modes of transportation used for travelling to and from work by residents of the Resort Municipality of Whistler have changed over the past 6 years. Since 2009, the use of vehicle (travelling alone) and walking to work have both decreased significantly (use of vehicle travelling alone: 52% in 2009, down 11pp to 41% in 2015; walking: 18% in 2009, down 8pp to 10% in 2015). Over that same time period the use of public transit for travelling to and from work in the winter has increased significantly (12% in 2009, up 7pp to 19%).



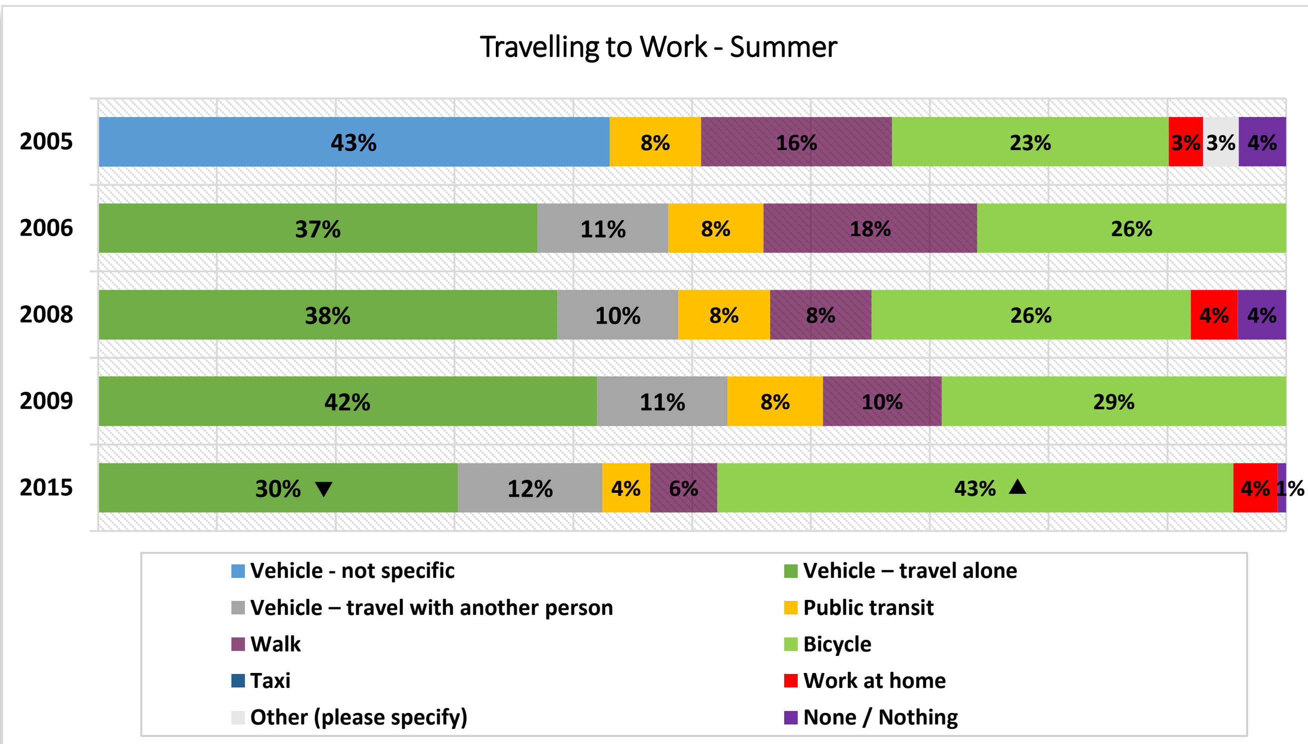

Base:

Permanent Residents (currently employed/self-employed)
2005 (n=166), 2006 (n=263), 2008 (n=233),
2009 (n=250), 2015 (n=190)

Q.12) What mode of transportation do you tend to use most often to travel to and from work in Whistler during the winter months?

**Summer months**

During the summer, modes of transportation used for travelling to and from work by residents of the Resort Municipality of Whistler have changed over the past 6 years. Since 2009, the use of vehicle (travelling alone) has decreased significantly (42% in 2009, down 12pp to 30% in 2015). Over that same time period the use of bicycle for travelling to and from work in the summer has increased significantly (29% in 2009, up 14pp to 43%).




Base:

Permanent Residents (currently employed/self-employed)
2005 (n=258), 2006 (n=251), 2008 (n=233),
2009 (n=242), 2015 (n=190)

Q.13) What mode of transportation do you tend to use most often to travel to and from work in Whistler during the summer months?

## 3. Health and Community Relationships

The majority of respondents (59%) feel that “almost all” of the people living in Whistler can be trusted; over one-third (36%) of respondents feel that “just over half” of the people living in Whistler can be trusted. Almost nine-in-ten (89%) respondents feel that their interactions with tourists in Whistler are positive; almost two-thirds (64%) feeling their interactions are “very positive”.

**Permanent Residents**

- Almost one-half (54%) of respondents feel that “almost all” people who live in Whistler can be trusted; four-in-ten (41%) respondents feel that “just over half” of people living in Whistler can be trusted.
- No permanent residents (0%) feel that “almost no one” living in Whistler can be trusted.
- Over eight-in-ten (85%) respondents feel that their interactions with tourists in Whistler are either very or somewhat positive.

**Second Homeowners**

- Two-thirds (66%) of respondents feel that “almost all” people who live in Whistler can be trusted; almost three-in-ten (28%) respondents feel that “just over half” of people living in Whistler can be trusted.
- Almost no second homeowners (2%) feel that “almost no one” living in Whistler can be trusted.
- Over nine-in-ten (94%) respondents feel that their interactions with tourists in Whistler are either very or somewhat positive.

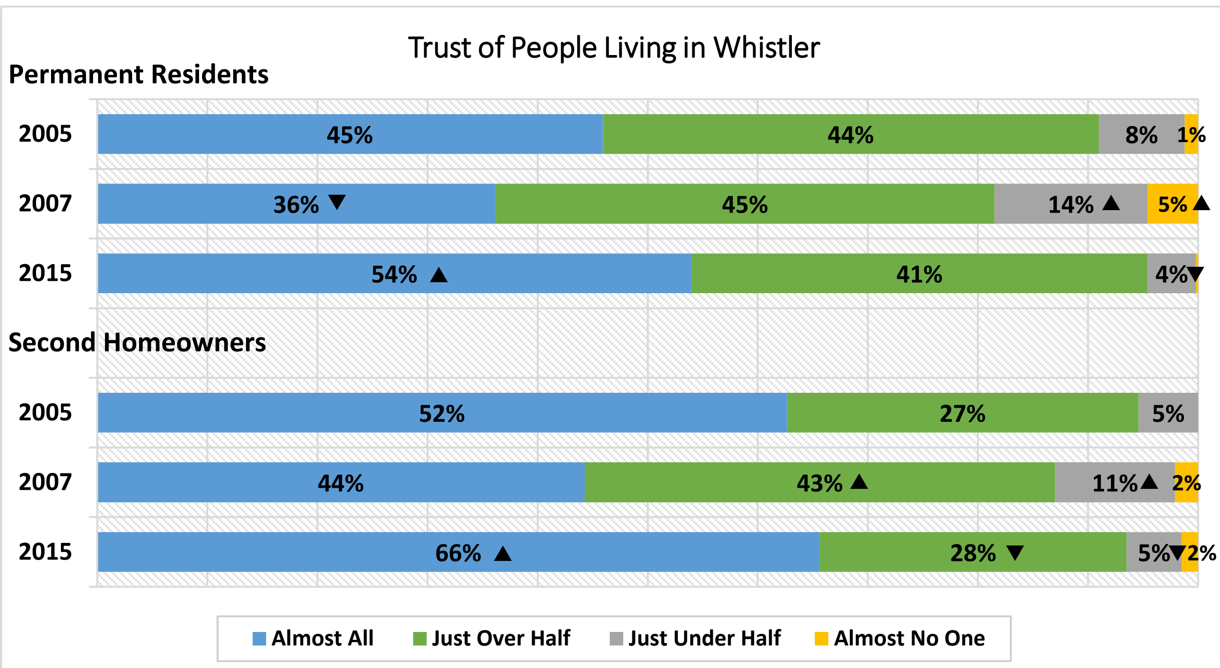
### 3.1 Trusting People Living in Whistler

The majority of respondents (59%) say that “almost all” of the people living in Whistler can be trusted.

There is no significant difference between the feelings of permanent residents (54% say “almost all” people can be trusted) and second homeowners (66%) in 2015.

In 2015, respondents over 35 years of age were significantly more likely say that “almost all” of the people in Whistler can be trusted than those under 34 (69% of 35-54 year olds and 68% of those over 55 compared to 37% of under 34 year olds). However, respondents under 34 years of age are significantly more likely to feel that “just over half” of people living in Whistler can be trusted (57% of under 34 year olds compared to 26% of 35-54 year olds and 27% of those over 55).

Since 2007, both permanent residents (36%, up 18pp to 54%) and second homeowners (44%, up 22pp to 66%) have experienced a significant increase in the feeling that “almost all” of the people living in Whistler can be trusted.




Base:

Permanent Residents (with an opinion)
2005 (n=301), 2007 (n=289),
2015 (n=257)

Second Homeowners (with an opinion)
2005 (n=200), 2007 (n=192),
2015 (n=201)

Q.14) In general would you say that…?

### 3.2 Interactions with Tourists in Whistler

The majority of respondents (89%) feel that they have positive (very/somewhat) interactions with tourists in Whistler.

There is no significant difference between the feelings of permanent residents (85% positive) and second homeowners (94%) in 2015.

In 2015, female respondents were significantly more likely to feel that their interactions with tourists in Whistler were positive (95%) than male respondents (83%).

In 2015, a significantly larger proportion of permanent residents (62%) feel that the quality of their interactions with tourists in Whistler was "very positive" compared to the proportion in 2007 (43%).


Base:

Permanent Residents (with an opinion)
2005 (n=301), 2006 (n=201),
2007 (n=300), 2015 (n=257)

Second Homeowners (with an opinion)
2015 (n=201)

Q.15) Overall, how would you rate the quality of your interactions with tourists in Whistler?

# 4. Community Issues and Decisions

Top issues that respondents felt deserve the attention of local leaders include: housing (32%), the economy/taxes (13%), the environment/climate change/pollution (9%), public safety (6%), and traffic issues (6%). Three-quarters of respondents (77%) say that local decision makers in Whistler have the best interests of the resort community of Whistler in mind when making decisions all or most of the time. A large majority of respondents (75%) say they are satisfied (very/somewhat) with opportunities to provide input to municipal decision making in Whistler in 2015. To provide input to the municipality, both permanent residents (PR) and second homeowners (SHO) prefer to use email (46% PR, 60% SHO), have one-on-one conversations with councillors or staff (43% PR, 30% SHO), online surveys (35% PR, 37% SHO), and open houses (40% PR, 24% SHO). To share public information with the community, respondents feel the best ways are: local newspaper (76% PR, 61% SHO), website (53% PR, 51% SHO), and e-newsletter/email (42% PR, 53% SHO).

Residents of Whistler are significantly more satisfied that decision makers are considering the community when making decisions (77% vs. 53%), and are significantly more satisfied with opportunities to provide input into municipal decision making (71% vs. 53%) than the normative benchmark.

**Permanent Residents**

- Four-in-ten (42%) permanent residents name “housing” as the top issue deserving the attention of local leaders (up 23pp from 2014)
- Other top issues, according to permanent residents, include: the economy/taxes (10%), the environment (9%), and public safety (45%).
- Almost eight-in ten (78%, up 10pp from 2014) say that local decision makers in Whistler have the best interests of the resort community of Whistler in mind when making decisions all or most of the time.
- There was a significant increase in permanent residents feeling satisfied (75%, up 20pp from 2014) with their opportunities to provide input to municipal decision making in Whistler.

**Second Homeowners**

- Two-in-ten (19%) second homeowners name “housing” as the top issue deserving the attention of local leaders (up 12pp from 2014).
- Other top issues, according to second homeowners, include: the economy/taxes (16%), traffic issues (10%), and the environment (9%).
- Over three-quarters (77%) say that local decision makers in Whistler have the best interests of the resort community of Whistler in mind when making decisions all or most of the time.
- Two-thirds (66%) of second homeowners were satisfied and two-in-ten were “very satisfied” (21%, up 15pp from 2014) with their opportunities to provide input to municipal decision making in Whistler.

## 4.1 Most Important Issue Facing Community

**First Mention**

Almost one-third (31%) of respondents named "housing" as the most important issue facing their community that should receive the greatest attention from local leaders.

From 2014 to 2015, a significantly larger proportion of both permanent residents and second homeowners felt that "housing" was the most important issue facing their community (19% up significantly to 41% for permanent residents; 7% up significantly to 16% for second homeowners). "Transportation/traffic issues" decreased significantly as an important issue for permanent residents (2%, down 5pp from 2014), and the "environment" decreased significantly as an important issue for second homeowners (8%, down 8pp from 2014).

Permanent residents were significantly more likely to name "housing" as the most important issue, (41% vs. 16% of second homeowners) as were younger respondents (57% of those under 34 years of age, compared to 23% of 35-54 year olds and 21% of those over 55). Second homeowners were significantly more likely to name "transportation issues" (9% vs. 2%); respondents over 55 were significantly more likely to name "taxes", "cost of living", "traffic issues", and "the environment" as the most important issue compared to younger respondents.

**Total Mentions**

When respondents were asked if there were any other important issues that they were particularly concerned about the top total (first and other) mentions were: "housing" (35%), and "not keeping up with infrastructure demands" (15%).

From 2014 to 2015, a significantly larger proportion of permanent residents felt that "housing" was an issue facing their community (25% in 2014, up significantly to 46% in 2015). "Transportation/traffic issues" decreased significantly as an important issue for permanent residents (6%, down 9pp from 2014), and the "environment" decreased significantly as an important issue for second homeowners (10%, down 10pp from 2014).

Male respondents were significantly more likely to name "lack of affordable housing" (19% vs. 5% of females), and "not keeping up with infrastructure demands" (22% vs. 6% of females). Younger respondents were more likely to name "housing" (57% of those under 34 years of age compared to 30% of 35 to 54 year olds and 25% of respondents over 55) as an important issue. Older respondents were more likely to name "lack of employee housing" (14% of those over 55 years of age compared to 8% of respondents between 35 and 54), and "the environment" (19% of those between 35 and 54 years of age and 11% of respondents over 55 compared to no one under the age of 34) as an important issue.

| Most Important Issue Facing the Community of Whistler: First Mention | Permanent Residents | | | | | | Second Homeowners | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | 2008 | 2009 | 2012 | 2013 | 2014 | 2015 | 2008 | 2009 | 2012 | 2013 | 2014 | 2015 |
| | (301) | (305) | (300) | (300) | (301) | (257) | (200) | (200) | (200) | (200) | (200) | (201) |
| | % | % | % | % | % | % | % | % | % | % | % | % |
| **RMOW Operational Concerns** | **16** | **17** | **18** | **17** | **14** | **10** | **15** | **20** | **24** | **21** | **20** | **19** |
| Not keeping up with infrastructure demands (i.e. sewers/water) | 1 | 1 | <1 | 1 | 1 | 7▲ | 1 | 4▲ | 2 | 1 | 1 | 9▲ |
| RMOW spending/ allocation of taxes for services/ budget | 4 | 7 | 9 | 4▼ | 2 | 1 | 2 | 2 | 6▲ | 8 | 5 | 3 |
| Lack of community services | 3 | <1 | 2 | 1 | 4▲ | <1▼ | 1 | 1 | - | - | - | - |
| Too focused on tourism and not the needs of residents | <1 | 2 | 2 | 1 | 3▲ | <1 | 1 | 1 | 1 | 2 | 2 | - |
| Taxes (unspecified) | 4 | 1▼ | 2 | 3 | 2 | <1 | 5 | 3 | 6 | 4 | 10▲ | 6 |
| Improvements to garbage collection/ recycling | - | 1 | - | 1 | 1 | <1 | - | 1 | - | 1 | - | - |
| Lack of accountability to the public by RMOW council | 2 | 3 | - | 2 | 1 | <1 | 1 | 2 | - | - | 1 | - |
| Zoning regulations | 1 | 1 | - | 1 | 1 | - | 4 | 4 | 2 | 2 | 1 | - |
| Property taxes | 1 | 1 | 2 | 3 | - | - | 1 | 4p | 6 | 5 | - | 2 |
| Other | - | - | 2 | - | - | - | - | - | 2 | - | - | - |
| **Housing** | **45** | **41** | **5▼** | **12▲** | **19▲** | **41▲** | **22** | **19** | **7▼** | **9** | **7** | **16▲** |
| Housing (unspecified) | 14 | 18 | 1▼ | 1 | 3▲ | 19▲ | 6 | 2▼ | 2 | - | - | 2 |
| Lack of affordable housing | 20 | 19 | 3▼ | 8▲ | 13▲ | 16 | 4 | 6 | 3 | 6 | 4 | 4 |
| Lack of employee housing | 11 | 5▼ | <1 | 1 | 2 | 7▲ | 13 | 11 | 2▼ | 3 | 3 | 11▲ |
| Lack of seniors housing | - | - | 1 | 1 | <1 | <1 | - | - | - | 1 | 1 | - |
| **Transportation** | **4** | **2** | **10▲** | **10** | **7** | **2▼** | **10** | **9** | **11** | **10** | **9** | **9** |
| Needed improvements to public transit | 2 | <1 | 7▲ | 7 | 2▼ | 1 | 2 | 1 | 4▲ | 2 | 1 | 1 |
| Charging for parking/ lack of free parking | - | 1 | 3▲ | 3 | 2 | <1 | 3 | 2 | 5 | 7 | 8 | 3▼ |
| Traffic congestion | <1 | <1 | - | - | <1 | <1 | 2 | 2 | - | 1 | 1 | 3 |
| Sea to Sky Highway improvements/ needs better access | 1 | - | - | <1 | 1 | - | 2 | 3 | - | 1 | - | <1 |
| Road maintenance | 1 | 1 | - | <1 | <1 | - | 2 | 1 | - | 1 | - | 2▲ |
| Transportation (unspecified) | 1 | - | <1 | <1 | 2 | - | - | 2 | 3 | - | - | - |

Continued…

Q.17a) What is the most important issue facing your community that should receive the greatest attention from your local leaders?

| Most Important Issue Facing the Community of Whistler: First Mention | Permanent Residents | | | | | | Second Homeowners | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | 2008 | 2009 | 2012 | 2013 | 2014 | 2015 | 2008 | 2009 | 2012 | 2013 | 2014 | 2015 |
| | (301) | (305) | (300) | (300) | (301) | (257) | (200) | (200) | (200) | (200) | (200) | (201) |
| | % | % | % | % | % | % | % | % | % | % | % | % |
| **Environmental** | **9** | **11** | **14** | **5▼** | **7** | **7** | **19** | **17** | **14** | **10** | **16▲** | **8▼** |
| Environment | 5 | 3 | 6▲ | 3▼ | 5 | 5 | 3 | 2 | 3 | 3 | 4 | 5 |
| Sustainability | 3 | 3 | 2 | 1 | 1 | <1 | 2 | 3 | 1 | 2 | 1 | 2 |
| Overdevelopment/ future growth plan | 2 | 5▲ | 3 | 1 | 1 | <1 | 15 | 13 | 10 | 6 | 12▲ | 2▼ |
| Asphalt plant concerns | - | - | 3 | 1 | 1 | <1 | - | - | 1 | - | - | - |
| Logging | - | - | <1 | - | - | <1 | - | - | - | - | - | - |
| **Other** | | | | | | | | | | | | |
| Safety/ crime | - | <1 | <1 | 2 | 1 | 5▲ | 2 | 5 | 2 | 3 | 2 | 6▲ |
| Need to attract tourists/ better promotion of Whistler | - | - | 3 | 4 | 2 | 4 | - | - | 9 | 6 | 4 | 4 |
| Lack of childcare services | - | 3 | - | - | - | 4▲ | - | - | - | - | - | - |
| Rowdy/ drunk/ disruptive tourists/ not family friendly | - | - | - | 3 | 1▼ | 3 | - | - | - | 2 | 2 | 1 |
| Cost of living | 3 | 5 | 5 | 7 | 8 | 2▼ | 1 | 3 | 3 | 4 | 4 | 3 |
| Economic stability/ local business | - | - | 9 | 6 | 7 | 1▼ | - | - | 4 | 4 | 3 | 1 |
| Lack of employment options | <1 | <1 | 2 | 3 | 5 | 1▼ | - | - | - | 2 | 1 | 1 |
| Healthcare | 1 | 1 | 1 | 2 | 2 | 1 | 2 | 1 | 1 | - | 1 | 1 |
| Employee shortage | 2 | - | - | 1 | 2 | 1 | 1 | - | - | - | 3 | -▼ |
| Education concerns/ lack of schools | - | 2 | 2 | 1 | 2 | 1 | - | - | - | 1 | 1 | 1 |
| Need more recreation facilities/improvements in parks and recreation | 1 | 3 | 1▼ | 2 | 2 | 1 | - | 1 | 1 | 3 | 5 | 1▼ |
| Losing the Whistler ambiance | - | 1 | - | - | - | <1 | - | 1 | - | - | - | <1 |
| Arts and cultural events | - | 1 | - | - | - | - | - | 1 | - | - | - | - |
| Need another gas station | - | <1 | - | - | <1 | - | - | - | - | 1 | 1 | <1 |
| Whistler University | - | - | 1 | 1 | <1 | - | - | - | 1 | 2 | - | - |
| Concerns regarding the Olympics | 3 | 6 | - | - | - | - | 2 | 4 | - | - | - | - |
| Not enough retail options for locals | - | <1 | - | - | - | - | - | - | - | - | - | - |
| Miscellaneous issues | 4 | 3 | 3 | 1 | 2 | 11▲ | 4 | 5 | 3 | 1 | 2 | 14▲ |
| None/ no issues | 13 | 5▼ | 27▲ | 22 | 20 | 0▼ | 22 | 17 | 25▲ | 25 | 24 | 1▼ |

Q.17a) What is the most important issue facing your community that should receive the greatest attention from your local leaders?

| Most Important Issue Facing the Community of Whistler: Total Mentions | Permanent Residents | | | | | | Second Homeowners | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | 2008 | 2009 | 2012 | 2013 | 2014 | 2015 | 2008 | 2009 | 2012 | 2013 | 2014 | 2015 |
| | (301) | (305) | (300) | (300) | (301) | (257) | (200) | (200) | (200) | (200) | (200) | (201) |
| | % | % | % | % | % | % | % | % | % | % | % | % |
| **RMOW Operational Concerns** | **30** | **28** | **26** | **28** | **25** | **28** | **26** | **33** | **30** | **31** | **32** | **25** |
| Not keeping up with infrastructure demands (i.e. sewers/water) | 3 | 2 | 1 | 3 | 3 | 18▲ | 3 | 7 | 3▼ | 2 | 2 | 12▲ |
| Zoning regulations | 1 | 2 | - | 4 | 3 | 4 | 7 | 7 | 3▼ | 5 | 6 | 1▼ |
| Taxes (unspecified) | 9 | 3▼ | 5 | 5 | 4 | 3 | 9 | 7 | 8 | 9 | 15▲ | 8▼ |
| RMOW spending/ allocation of taxes for services/ budget | 11 | 12 | 14 | 7▼ | 3▼ | 2 | 2 | 5 | 9 | 10 | 6 | 4 |
| Lack of community services | 8 | 1▼ | 3▲ | 4 | 6 | 1▼ | 1 | 2 | - | 1 | 1 | - |
| Too focused on tourism and not the needs of residents | 1 | 3 | 2 | 4 | 6 | 1▼ | 1 | 2 | 1 | 4▲ | 4 | - |
| Lack of accountability to the public by RMOW council | 5 | 7 | - | 4 | 1▼ | 1 | 6 | 6 | - | 1 | 2 | 1 |
| Improvements to garbage collection/ recycling | 1 | 4▲ | - | 2 | 3 | - | 2 | 4 | - | 3 | 3 | 2 |
| Property taxes | 2 | 2 | 3 | 3 | - | - | 2 | 5 | 8 | 5 | - | 3▲ |
| Other | - | - | 3 | - | - | - | - | - | 4 | - | - | |
| **Transportation** | **12** | **12** | **19** | **18** | **15** | **6▼** | **18** | **19** | **16** | **19** | **16** | **13** |
| Needed improvements to public transit | 4 | 2 | 13▲ | 10 | 5▼ | 3 | 3 | 4 | 6 | 4 | 3 | 2 |
| Charging for parking/ lack of free parking | 2 | 6▲ | 5 | 7 | 4 | 1▼ | 5 | 5 | 10▲ | 13 | 13 | 6▼ |
| Transportation (unspecified) | 2 | 3 | 2 | 2 | 3 | 1 | - | 6 | 4 | 1 | - | 1 |
| Traffic congestion | 1 | 2 | - | 1 | 1 | 1 | 4 | 5 | - | 2 | 4 | 4 |
| Road maintenance | 4 | 1▼ | - | 3 | 1▼ | 1 | 4 | 3 | - | 1 | 1 | 2 |
| Sea to Sky Highway improvements/ need better access | 2 | 1 | - | <1 | 2 | 0▼ | 3 | 5 | - | 2 | 1 | 1 |
| **Housing** | **55** | **52** | **8▼** | **17▲** | **25▲** | **46▲** | **25** | **25** | **8** | **13** | **13** | **20** |
| Housing (unspecified) | 20 | 24 | <1▼ | 1 | 4 | 21▲ | 7 | 4 | 2 | 1 | 1 | 2 |
| Lack of affordable housing | 25 | 32 | 5▼ | 14▲ | 19▲ | 18 | 5 | 12▲ | 5▼ | 9 | 8 | 7 |
| Lack of employee housing | 15 | 13 | 1▼ | 2 | 4 | 8▲ | 14 | 20 | 2▼ | 4 | 6 | 13▲ |
| Lack of seniors housing | - | - | 2 | 1 | 1 | 1 | - | - | - | 1 | 1 | 1 |

Continued…

Q.17a) What is the most important issue facing your community that should receive the greatest attention from your local leaders?
Q.17b) Are there any other issues that you are particularly concerned about?

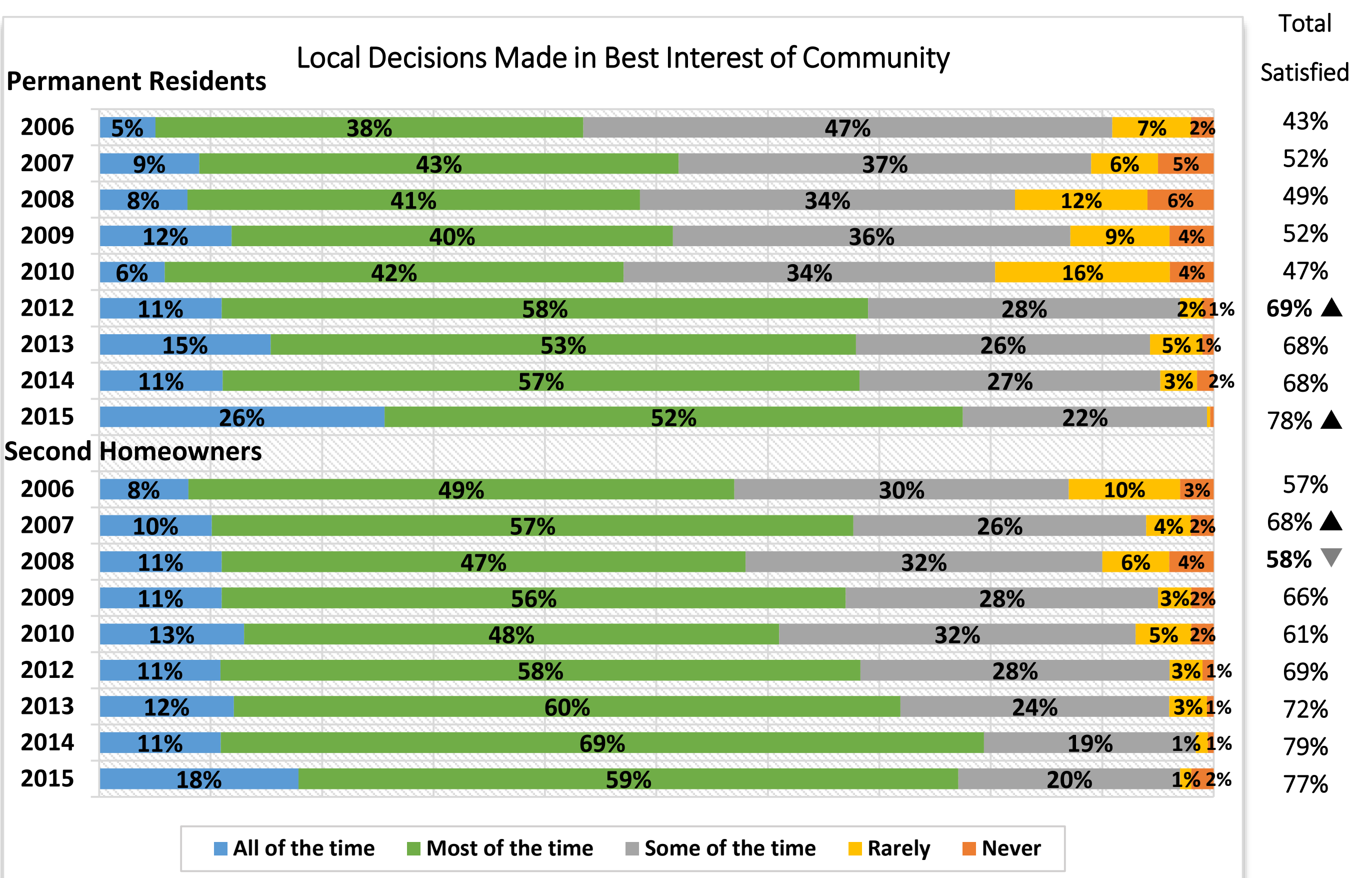
| Most Important Issue Facing the Community of Whistler: Total Mentions | Permanent Residents | | | | | | Second Homeowners | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | 2008 | 2009 | 2012 | 2013 | 2014 | 2015 | 2008 | 2009 | 2012 | 2013 | 2014 | 2015 |
| | (301) | (305) | (300) | (300) | (301) | (257) | (200) | (200) | (200) | (200) | (200) | (201) |
| | % | % | % | % | % | % | % | % | % | % | % | % |
| **Environmental** | 17 | 20 | 18 | 8▼ | 12 | 10 | 22 | 25 | 17 | 12 | 20▲ | 10▼ |
| Environment | 10 | 9 | 6 | 4 | 6 | 6 | 5 | 6 | 4 | 3 | 5 | 5 |
| Overdevelopment/ future growth plan | 5 | 8 | 7 | 2▼ | 4 | 2 | 18 | 21 | 14▼ | 8▼ | 15▲ | 5▼ |
| Sustainability | 4 | 6 | 3▼ | 1 | 2 | 1 | 2 | 3 | 1 | 2 | 1 | 2 |
| Asphalt plant concerns | - | - | 5 | 1▼ | 1 | 1 | - | - | 1 | - | - | - |
| Logging | - | - | 1 | <1 | - | - | - | - | 1 | - | - | - |
| **Other** | | | | | | | | | | | | |
| Cost of living | 10 | 9 | 10 | 15▲ | 17 | 9▼ | 3 | 11▲ | 4▼ | 9▲ | 12 | 4▼ |
| Safety/ crime | 1 | 3 | <1▼ | 4▲ | 2 | 8▲ | 4 | 9▲ | 2▼ | 3 | 4 | 6 |
| Need to attract tourists/ better promotion of Whistler | - | - | 6 | 5 | 2▼ | 5 | - | - | 11 | 8 | 4▼ | 3 |
| Lack of childcare services | - | 4 | - | - | - | 5▲ | - | - | - | - | - | - |
| Lack of employment options | <1 | 6▲ | 4 | 8▲ | 9 | 4▼ | - | 2 | 1 | 3 | 3 | 2 |
| Employee shortage | 3 | - | - | 1 | 5▲ | 4 | 1 | - | - | - | 4 | -▼ |
| Rowdy/ drunk/ disruptive tourists/ not family friendly | - | - | - | 6 | 2 | 4 | - | - | - | 6 | 5 | 2 |
| Economic stability/ local business | - | - | 13 | 11 | 10 | 2▼ | - | - | 6 | 10 | 5▼ | 2 |
| Education concerns/ lack of schools | - | 4 | 5 | 2 | 5▲ | 2 | - | - | 1 | 1 | 1 | 1 |
| Arts and cultural events | - | 2 | - | - | - | 2 | - | 1 | - | - | - | 1 |
| Need more recreation facilities | 2 | 5▲ | 3 | 4 | 4 | 1▼ | 2 | 4 | 1▼ | 5▲ | 9 | 1▼ |
| Healthcare | 2 | 1 | 2 | 2 | 4 | 1▼ | 2 | 3 | 1 | 2 | 1 | 1 |
| Need another gas station | - | 1 | - | 1 | 1 | - | - | 2 | - | 1 | 1 | 1 |
| Whistler University | - | - | 4 | 4 | 1 | - | - | - | 1 | 2 | 1 | - |
| Concerns regarding the Olympics | 11 | 20▲ | - | - | - | - | 4 | 8▲ | - | - | - | - |
| Losing the Whistler ambiance | - | 3 | - | - | - | - | - | 3 | - | - | - | 1 |
| Not enough retail options for locals | - | 1 | - | - | - | - | - | 2 | - | - | - | 0 |
| Miscellaneous issues | 4 | 3 | 10▲ | 3▼ | 5 | 19▲ | 4 | 5 | 8 | - | 5 | 20▲ |
| None/ no issues | 13 | 5▼ | 27▲ | 22 | 20 | -▼ | 22 | 17 | 25▲ | 25 | 24 | 1▼ |

Q.17a) What is the most important issue facing your community that should receive the greatest attention from your local leaders?
Q.17b) Are there any other issues that you are particularly concerned about?

## 4.2 Local Decision Makers

Three-quarters of respondents (77%) say that local decision makers in Whistler have the best interests of the resort community of Whistler in mind when making decisions all or most of the time. There were no significant differences between permanent residents (78% satisfied) and second homeowners (77%), however, a significantly larger proportion of permanent residents were satisfied, in 2015, that decision makers are considering the community all/most of the time (78%, up 10pp from 2014).

Residents of Whistler are significantly more satisfied (77%) that decision makers are considering the community when making decisions than the normative benchmark (53%), with a significantly larger proportion of Whistler residents feeling the community is considered “all of the time” (26% in Whistler vs. 12% norm).




Base:

Total Permanent Residents (with an opinion) 2006 (n=289), 2007 (n=197), 2008 (n=300), 2009 (n=299), 2010 (n=298), 2012 (n=292), 2013 (n=293), 2014 (n=298), 2015 (n=257)

Total Second Homeowners (with an opinion) 2006 (n=192), 2007 (n=177), 2008 (n=197), 2009 (n=187), 2010 (n=196), 2012 (n=178), 2013 (n=174), 2014 (n=184), 2015 (n=201)

Q.17c) Would you say local decision makers in Whistler have the best interests of the resort community of Whistler in mind when making decisions…?

| Local Decisions Made in Best Interest of Community | Whistler n=456 | Benchmark n=440 |
|---|---|---|
| **Top 2 Box %** All and Most of the Time | 77% | 53% |

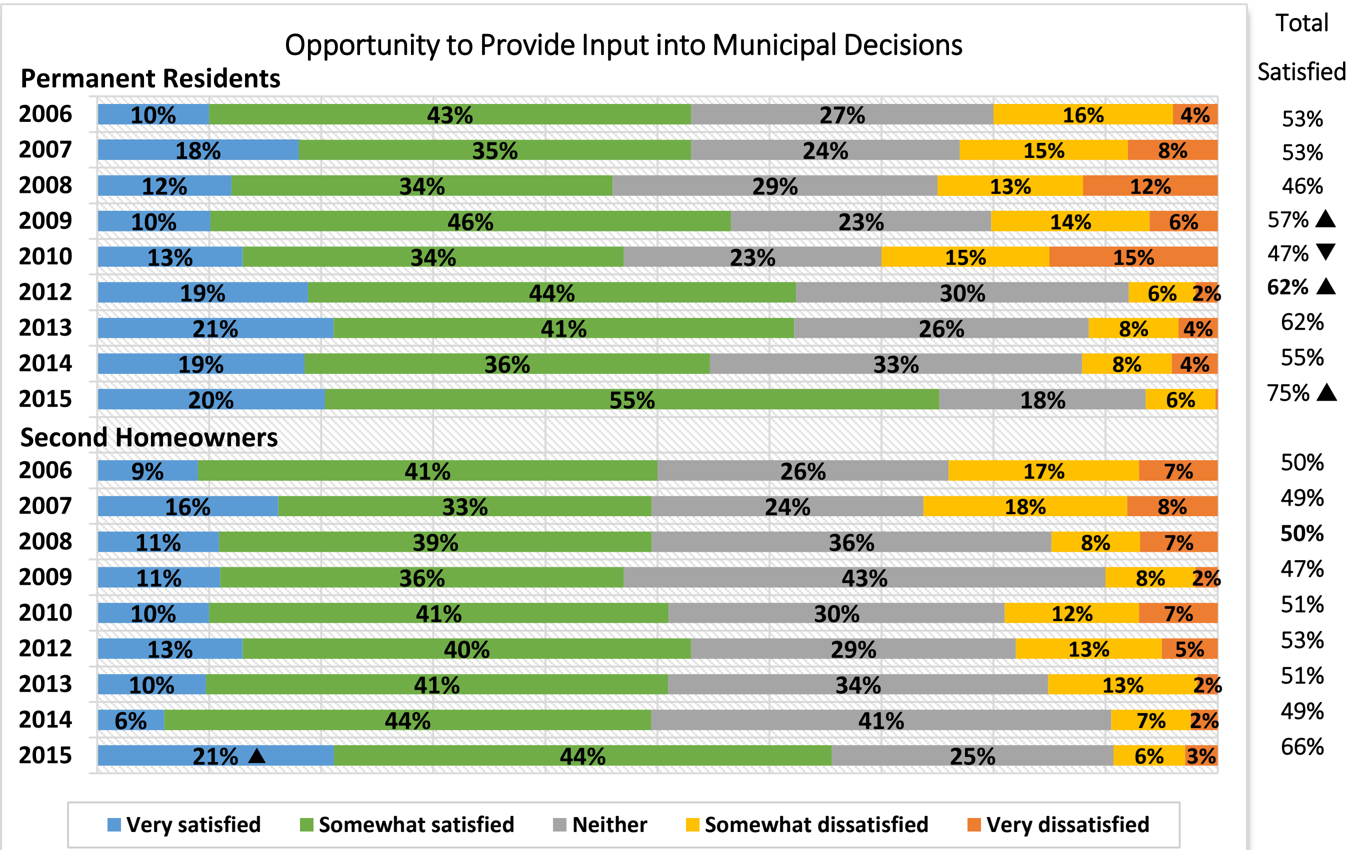
## 4.3 Input into Municipal Decision Making

Three-quarters of respondents (75%) say they are satisfied (very/somewhat) with opportunities to provide input to municipal decision making in Whistler in 2015.

There is no significant difference between the satisfaction of permanent residents (75% satisfied) and second homeowners (66%) in 2015.

There was a significant increase in permanent residents feeling satisfied (75%, up 20pp from 2014) and a significant increase in second homeowners feeling "very satisfied" (21%, up 15pp from 2014) with their opportunities to provide input to municipal decision making in Whistler.

Residents of Whistler are significantly more satisfied (71%) with opportunities to provide input into municipal decision making than the normative benchmark (53%), with a significantly larger proportion of Whistler residents feeling "very satisfied" (21% in Whistler vs. 14% norm).




Base:

Total Permanent Residents (with an opinion)
2006 (n=295), 2007 (n=195), 2008 (n=299), 2009 (n=302), 2010 (n=295), 2012 (n=292), 2013 (n=288), 2014 (n=290), 2015 (n=248)

Total Second Homeowners (with an opinion)
2006 (n=190), 2007 (n=181), 2008 (n=196), 2009 (n=180), 2010 (n=179), 2012 (n=174), 2013 (n=165), 2014 (n=168), 2015 (n=171)

Q.18) How satisfied are you with the existing opportunities to provide input to municipal decision making in Whistler?

| Opportunity to Provide Input into Municipal Decisions | Whistler n=419 | Benchmark n=440 |
|---|---|---|
| **Top 2 Box %** Very and Somewhat Satisfied | 71% | 53% |

### 4.4 Preferred Channels for Providing Input to Municipality

To provide input to the municipality, respondents prefer to use email (52%), have one-on-one conversations with councillors or staff (38%), and online surveys (36%). A significantly larger proportion of permanent residents than second homeowners, prefer open houses to provide input to the municipality (40% vs. 24%); a larger proportion of second homeowners (60%) prefer email than permanent residents (46%). A significantly larger proportion of second homeowners were not interested or had no opinion compared to permanent residents (10% vs. 3%). Less preferred channels for providing input include: social media (21%), participating on a committee/advisory group (20%), and online discussions/forums (18%).

A significantly larger proportion of female respondents preferred providing input to the municipality using social media (31% of females vs. 13% of males). A significantly larger proportion of 35-54 year olds prefer email than younger respondents (62% vs. 34%) and prefer open houses and small table discussions at events than older respondents (39% vs. 27% for open houses; 33% vs. 22% for small table discussions).

| Preferred Channels for Providing Input | Total Respondents n=458 | Permanent Residents n=257 | Second Homeowners n=201 |
|---|---|---|---|
| Email | 52% | 46% | 60% |
| One-on-one conversations with councilors or staff | 38% | 43% | 30% |
| Online surveys | 36% | 35% | 37% |
| Open houses | 33% | 40% | 24% |
| Small table discussions at events | 26% | 30% | 20% |
| Social media (e.g. Facebook comments or Twitter) | 21% | 25% | 16% |
| Participating on a committee or advisory group | 20% | 22% | 17% |
| Online discussions or forums | 18% | 19% | 16% |
| Not Interested/No Opinion/N/a | 6% | 3% | 10% |

Q.19) What are your preferred channels for providing input to the municipality?

* ”Printed surveys or questionnaires” was not a response option in 2015.

| Preferred Channels for Providing Input | | | | |
|---|---|---|---|---|
| Channel | Permanent Residents | | Second Homeowners | |
| | 2015<br>n=257<br>% | 2014<br>n=295<br>% | 2015<br>n=201<br>% | 2014<br>n=185<br>% |
| Email | 46 | 69 | 60 | 77 |
| One-on-one conversations with councillors or staff | 43 | 64 | 30 | 41 |
| Open houses | 40 | 44 | 24 | 32 |
| Online surveys | 35 | 64 | 37 | 61 |
| Small table discussions at events | 30 | 61 | 20 | 36 |
| Social Media (i.e. Facebook, Twitter) | 25 | 49 | 16 | 13 |
| Participating on a committee or advisory groups | 22 | 40 | 17 | 23 |
| Online discussion or forums | 19 | 34 | 16 | 18 |
| Printed surveys or questionnaires | n/a | 27 | n/a | 34 |

Q.19) What are your preferred channels for providing input to the municipality?

* “Printed surveys or questionnaires” was not a response option in 2015.

## 4.5 Best Ways for Municipality to Share Public Information

To share public information with the community, respondents feel the best ways are: local newspaper (69%), website (52%), and e-newsletter/email (47%).

A significantly larger proportion of permanent residents than second homeowners, feel the best way for the municipality to share information is by local newspaper (76% vs. 61%). A significantly larger proportion of permanent residents also feel social media (38% vs. 19%) is the best way; a larger proportion of second homeowners (26%) prefer printed documents than permanent residents (11%). The least preferred channels for the municipality to share information overall include: social media (30%), events/meetings (28%), and printed documents (18%).

A significantly larger proportion of females prefer the local radio station (41% vs. 25% of males) and social media (40% vs. 21% of males). Respondents between 35-54 years old also significantly feel the local radio station and social media are the best ways for the municipality to share information compared to respondents over 55 (42% vs. 22% for radio; 43% vs. 19% for social media). Respondents over 35 years old significantly feel that printed documents are the best way to share information compared to younger respondents (25% of those over 55, 21% of those 35-54 vs. 4% of respondents under 34).

| Best Way to Share Public Information | Total Respondents n=458 | Permanent Residents n=257 | Second Homeowners n=201 |
|---|---|---|---|
| Local newspaper | 69% | 76% | 61% |
| Website | 52% | 53% | 51% |
| E-newsletter/email | 47% | 42% | 53% |
| Local radio station | 32% | 38% | 25% |
| Social media | 30% | 38% | 19% |
| Events and meetings | 28% | 30% | 25% |
| Printed documents | 18% | 11% | 26% |
| Other | 2% | 1% | 2% |

Q.20) What are the best ways for the municipality to share public information?

Prior to 2015: What is the “one” best way for the municipality to share public information?
"Smart Phone or Tablet Specific Website" was not an option in the 2015 survey.

| Best Way for Municipality to Share Public Information (Top Mentions) | | | | |
|---|---|---|---|---|
| | Permanent Residents | | Second Homeowners | |
| | 2015<br>n=257<br>% | 2014<br>n=300<br>% | 2015<br>n=201<br>% | 2014<br>n=200<br>% |
| Local Newspaper | 76 | 53 | 61 | 37 |
| Website | 53 | 7 | 51 | 18 |
| e-Newsletter | 42 | 12 | 53 | 30 |
| Social Media (e.g. Facebook, Twitter) | 38 | 12 | 19 | 3 |
| Local Radio Station | 38 | 5 | 25 | 1 |
| Events and Meetings | 30 | 3 | 25 | 2 |
| Printed Documents (brochures, posters, handouts) | 11 | 4 | 26 | 8 |
| Smart Phone or Tablet Specific Website | n/a | 3 | n/a | 1 |
| Other | 1 | 1 | 2 | 1 |
| Don't Know/ Not Applicable | 0 | 1 | 0 | - |

Q.20) What are the best ways for the municipality to share public information?

Prior to 2015: What is the "one" best way for the municipality to share public information?
"Smart Phone or Tablet Specific Website" was not an option in the 2015 survey.

## 5. Satisfaction with Services

Satisfaction with services provided by the Resort Municipality of Whistler remains high amongst all respondents; particularly for maintenance of community parks and trails (98%), village maintenance (97%), and library services (95%). Lower satisfaction was recorded for building and land development services (63% satisfied) and parking options (61%).

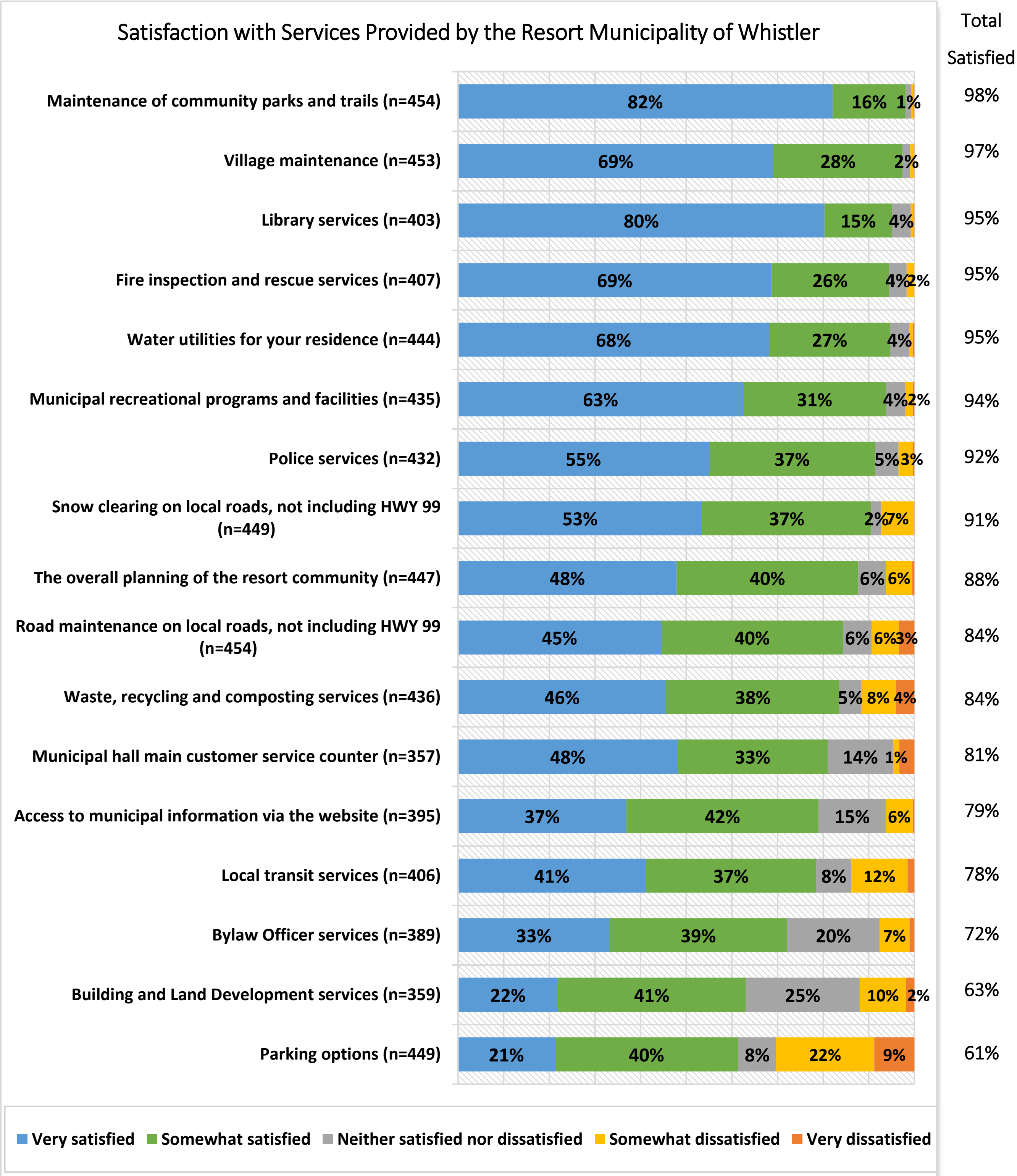
Satisfaction with services provided by the community consistently score significantly higher than the normative benchmark in 2015; maintenance of community parks and trails (98% vs 80%), library services (95% vs. 83%), municipal recreational programs and facilities (94% vs. 69%), the overall planning of the resort community (88% vs. 48%), road maintenance on local roads, not including HWY 99 (84% vs 60%), municipal hall main customer service counter (81% vs. 57%), access to municipal information via the website (79% vs. 51%), local transit services (78% vs. 58%), building and land development services (63% vs. 30%), and parking options (61% vs. 40%).

**Permanent Residents**

- Services receiving highest overall satisfaction ratings with permanent residents in 2015 include: library services (99%), maintenance of community parks and trails (98%), and village maintenance (97%).
- Services receiving lowest overall satisfaction ratings in 2015 include: building and land development services (62%), parking options (67%), and bylaw officer services (72%).
- A significant increase in satisfaction was recorded for: building and land development services (62%, up 20pp), municipal hall main customer service counter (85%, up 11pp), police services (91%, up 10pp), library services (99%, up 9pp), fire inspection and rescue services (96%, up 9pp), waste, recycling and composting services (81%, up 8pp), water utilities for your residence (94%, up 7pp), the overall planning of the resort community (88%, up 7pp), and municipal recreational programs and facilities (95%, up 5pp).
- A decrease in satisfaction was recorded for road maintenance on local roads, not including HWY 99 (down 4pp).

**Second Homeowners**

- Services receiving highest overall satisfaction ratings with second homeowners in 2015 include: maintenance of community parks and trails (97%), and village maintenance (97%), and water utilities for your residence (95%).
- Services receiving lowest overall satisfaction ratings in 2015 include: building and land development services (64%), parking options (65%), and bylaw officer services (72%).
- A significant increase in satisfaction was recorded for: building and land development services (64%, up 19pp), police services (92%, up 12pp), and local transit services (90%, up 10pp). Road maintenance on local roads, not including HWY 99 experienced a significant decrease in satisfaction ratings since 2014 (89%, down 6pp).




Base:

Total Respondents (with an opinion)

Q.21) How satisfied are you with the following services provided by the Resort Municipality of Whistler?

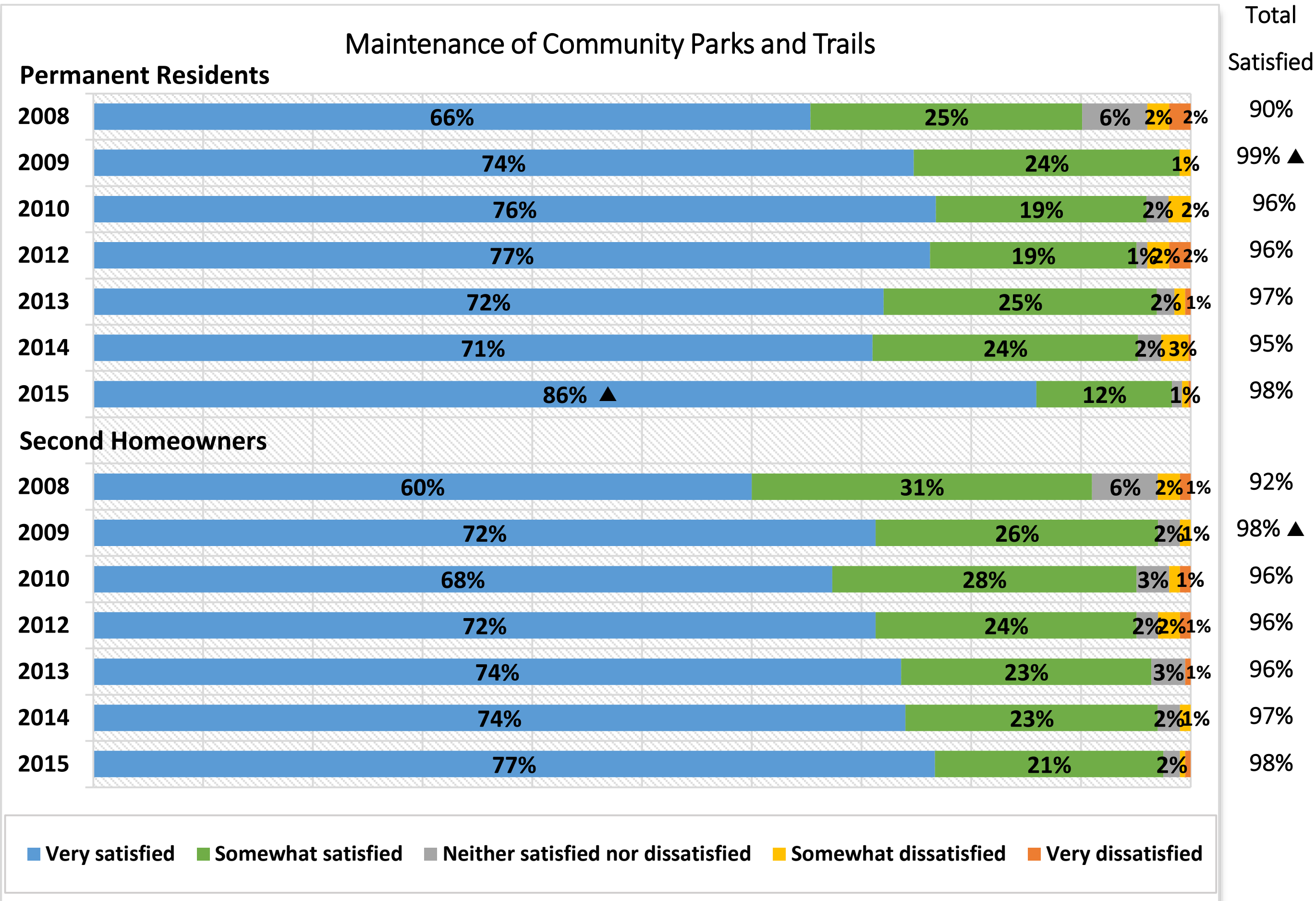
### 5.1 Satisfaction with "Maintenance of community parks and trails"

The majority of respondents (98%) say they are satisfied (very/somewhat) with the maintenance of community parks and trails in Whistler in 2015.

There were no significant differences between permanent residents (98% satisfied) and second homeowners (98%).

A significantly larger proportion of permanent residents were "very satisfied" in 2015 compared to 2014 (86%, up 15pp from 2014).

Residents of Whistler are significantly more satisfied (98%) with the maintenance of community parks and trails than the normative benchmark (80%), with a significantly larger proportion of Whistler residents feeling "very satisfied" (82% in Whistler vs. 46% norm).




Base:

Total Permanent Residents (with an opinion)
2008 (n=300), 2009 (n=303), 2010 (n=296), 2012 (n=300), 2013 (n=298), 2014 (n=300), 2015 (n=257)

Total Second Homeowners (with an opinion)
2008 (n=202), 2009 (n=198), 2010 (n=196), 2012 (n=193), 2013 (n=193), 2014 (n=196), 2015 (n=197)

Q.21a) How satisfied are you with the following services provided by the Resort Municipality of Whistler?
"Maintenance of community parks and trails"

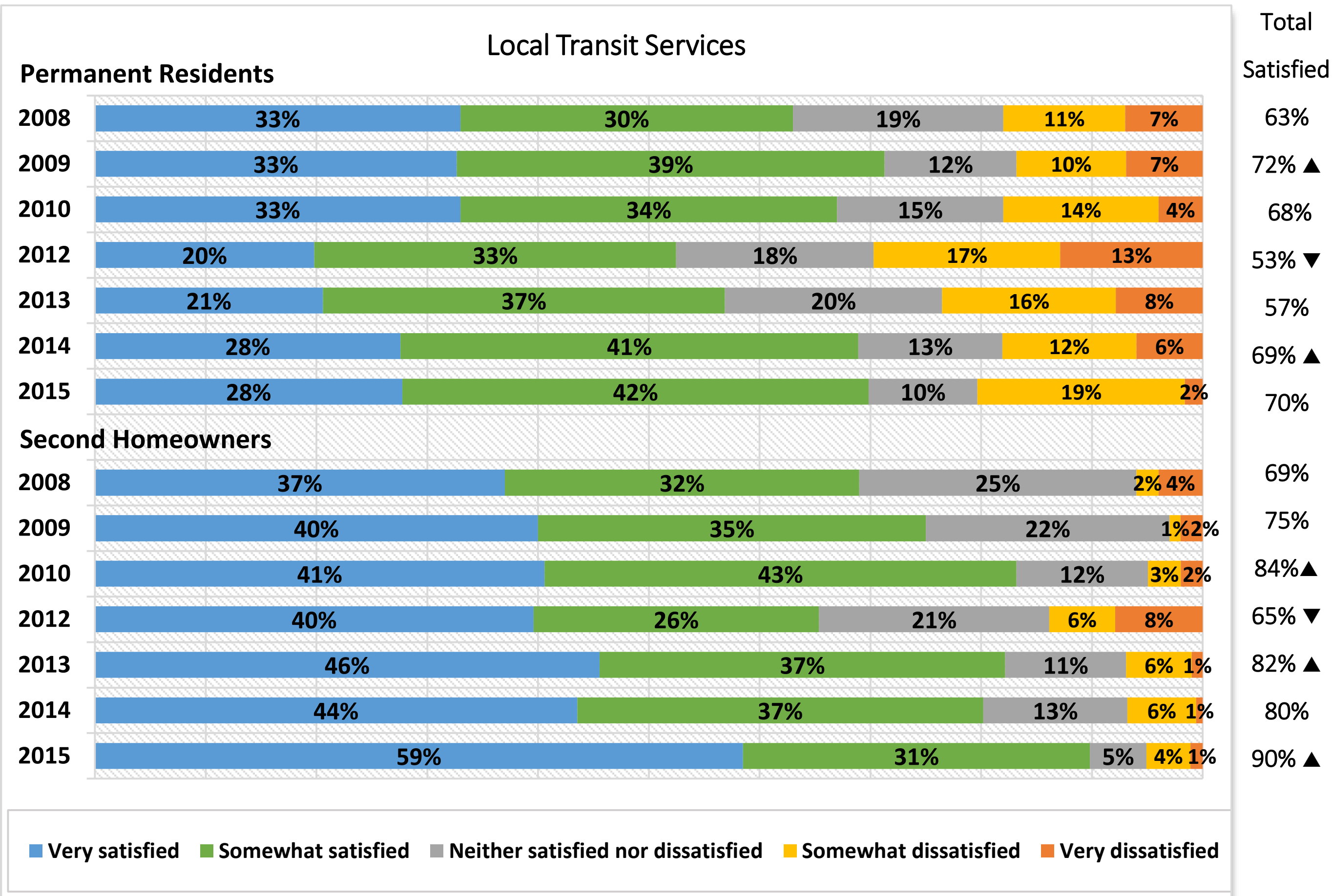
| Maintenance of Community Parks and Trails | Whistler n=454 | Benchmark n=440 |
|---|---|---|
| **Top 2 Box %** Very and Somewhat Satisfied | 98% | 80% |

## 5.2 Satisfaction with "Local transit services"

The majority of respondents (78%) say they are satisfied (very/somewhat) with local transit services in Whistler in 2015.

A significantly larger proportion of second homeowners (90%) were satisfied than permanent residents (70%). Older respondents were significantly more satisfied than younger respondents (90% of those over 55, compared to 69% of those 35-54 years old). A significantly larger proportion of second homeowners were satisfied in 2015 compared to 2014 (90%, up 10pp from 2014).

Residents of Whistler are significantly more satisfied (78%) with the local transit services than the normative benchmark (58%), with a significantly larger proportion of Whistler residents feeling "very satisfied" (41% in Whistler vs. 24% norm).




Base:

Total Permanent Residents (with an opinion) 2008 (n=291), 2009 (n=280), 2010 (n=271), 2012 (n=257), 2013 (n=255), 2014 (n=261), 2015 (n=230)

Total Second Homeowners (with an opinion) 2008 (n=189), 2009 (n=166), 2010 (n=176), 2012 (n=152), 2013 (n=159), 2014 (n=161), 2015 (n=176)

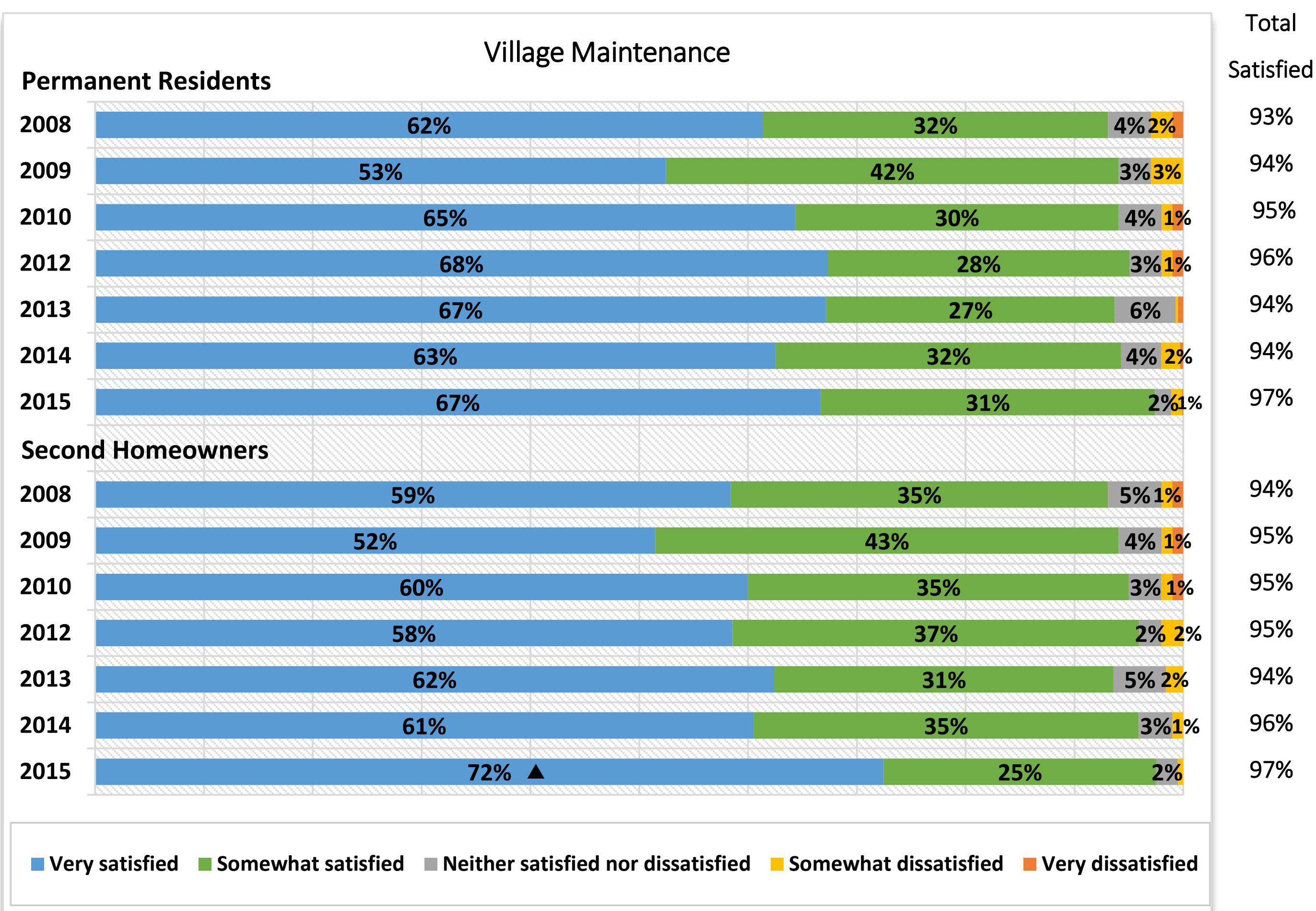
Q.21b) How satisfied are you with the following services provided by the Resort Municipality of Whistler? "Local transit services"

| Local Transit Services | Whistler n=406 | Benchmark n=440 |
|---|---|---|
| **Top 2 Box %** Very and Somewhat Satisfied | 78% | 58% |

### 5.3 Satisfaction with "Village maintenance"

The majority of respondents (97%) say they are satisfied (very/somewhat) with village maintenance in Whistler in 2015; over two-thirds (69%) were "very satisfied".

There were no significant differences between permanent residents (97% satisfied) and second homeowners (97%). A significantly larger proportion of second homeowners were "very satisfied" in 2015 compared to 2014 (72%, up 11pp from 2014).




Base:

Total Permanent Residents (with an opinion)
2008 (n=300), 2009 (n=301), 2010 (n=291),
2012 (n=299), 2013 (n=298), 2014 (n=299),
2015 (n=257)

Total Second Homeowners (with an opinion)
2008 (n=203), 2009 (n=193), 2010 (n=197),
2012 (n=190), 2013 (n=189), 2014 (n=195),
2015 (n=196)

Q.21c) How satisfied are you with the following services provided by the Resort Municipality of Whistler?
"Village maintenance"

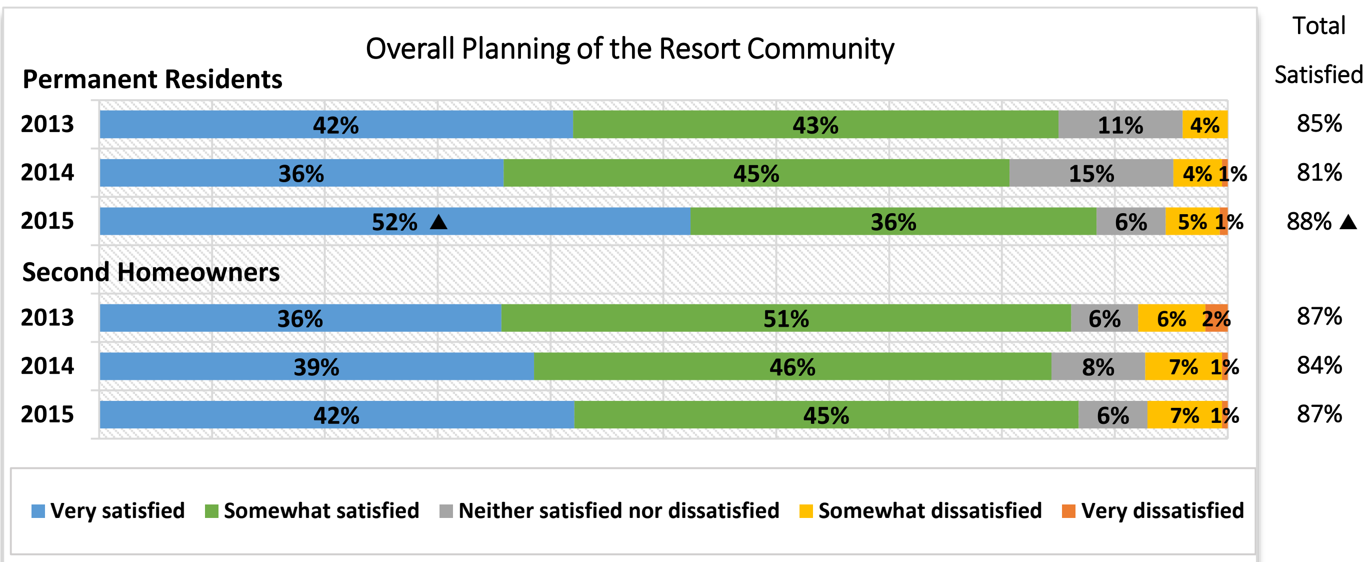
### 5.4 Satisfaction with "The overall planning of the resort community"

The majority of respondents (88%) say they are satisfied (very/somewhat) with the overall planning of the resort community in 2015.

There were no significant differences between permanent residents (88% satisfied) and second homeowners (87%).

Satisfaction with the overall planning of the resort community increased significantly with permanent residents in 2015. Almost nine-in-ten (88%, up 7pp from 2014) permanent residents were satisfied (very/somewhat); a significantly larger proportion was "very satisfied" in 2015 compared to 2014 (52%, up 16pp from 2014).

Residents of Whistler are significantly more satisfied (88%) with the overall planning of the community than the normative benchmark (48%), with a significantly larger proportion of Whistler residents feeling "very satisfied" (48% in Whistler vs. 14% norm).




Base:

Total Permanent Residents (with an opinion)
2013 (n=295), 2014 (n=296), 2015 (n=250)

Total Second Homeowners (with an opinion)
2013 (n=188), 2014 (n=192), 2015 (n=197)

Q.21d) How satisfied are you with the following services provided by the Resort Municipality of Whistler?
"The overall planning of the resort community"

| Overall Planning of the Resort Community | Whistler n=447 | Benchmark n=440 |
|---|---|---|
| **Top 2 Box %** Very and Somewhat Satisfied | 88% | 48% |

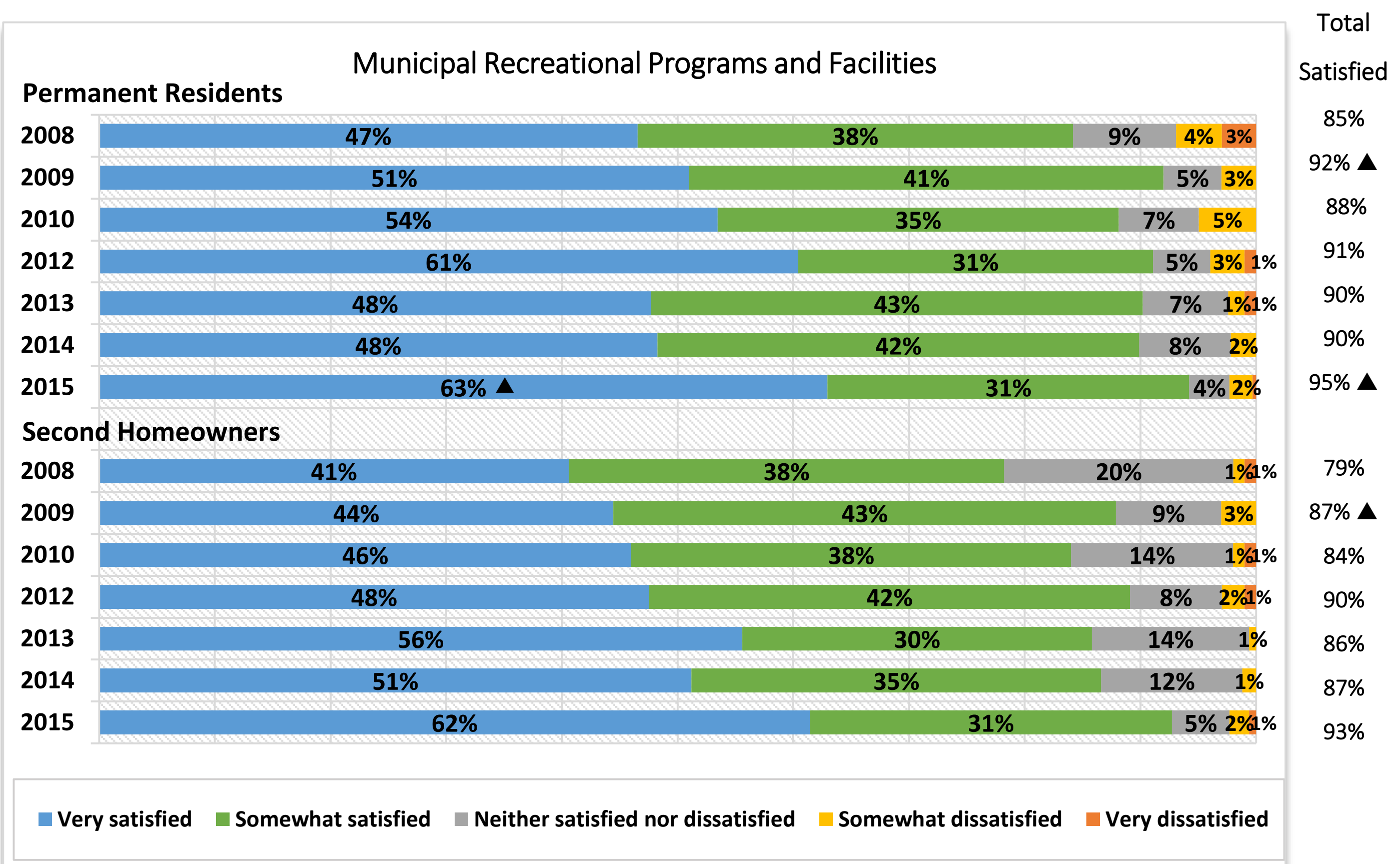
### 5.5 Satisfaction with "Municipal recreational programs and facilities"

The majority of respondents (94%) say they are satisfied (very/somewhat) with municipal recreational programs and facilities in Whistler in 2015.

There were no significant differences between permanent residents (95% satisfied) and second homeowners (93%). Younger respondents were significantly more satisfied than older respondents (99% of those under 34 compared to 92% of those 35-54 years old and 93% of those over 55).

Satisfaction with the municipal recreational programs and facilities increased significantly with permanent residents in 2015. A large majority (95%, up 5pp from 2014) of permanent residents were satisfied (very/somewhat); a significantly larger proportion was "very satisfied" in 2015 compared to 2014 (63%, up 15pp from 2014).

Residents of Whistler are significantly more satisfied (94%) with municipal recreational programs and facilities than the normative benchmark (69%), with a significantly larger proportion of Whistler residents feeling "very satisfied" (63% in Whistler vs. 33% norm).




Base:

Total Permanent Residents (with an opinion) 2008 (n=298), 2009 (n=297), 2010 (n=288), 2012 (n=289), 2013 (n=288), 2014 (n=287), 2015 (n=256)

Total Second Homeowners (with an opinion) 2008 (n=195), 2009 (n=183), 2010 (n=179), 2012 (n=165), 2013 (n=162), 2014 (n=164), 2015 (n=179)

Q.21e) How satisfied are you with the following services provided by the Resort Municipality of Whistler? "Municipal recreational programs and facilities "

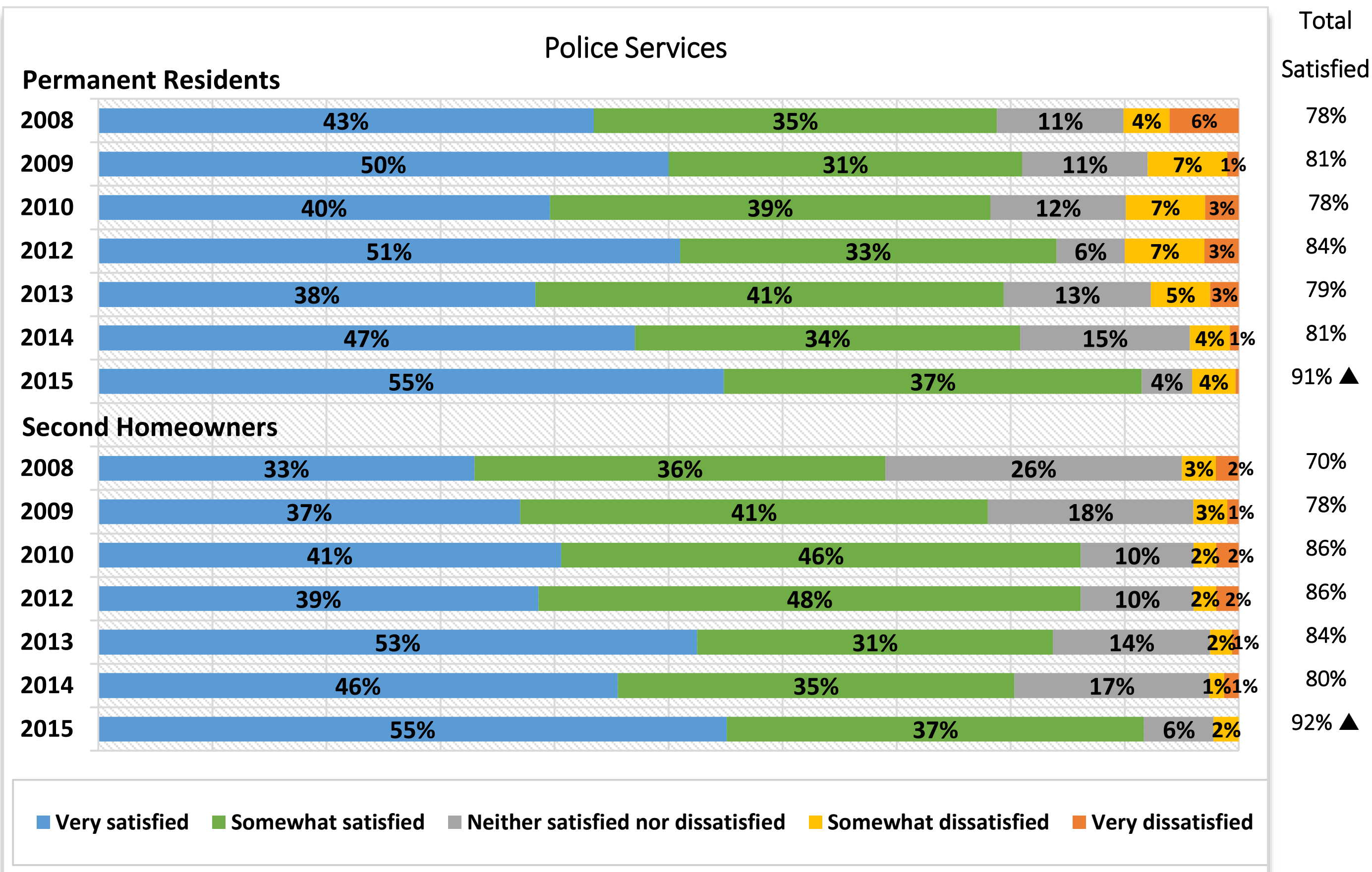
| Municipal Recreational Programs and Facilities | Whistler n=435 | Benchmark n=440 |
|---|---|---|
| **Top 2 Box %** Very and Somewhat Satisfied | 94% | 69% |

## 5.6 Satisfaction with "Police services"

The majority of respondents (92%) say they are satisfied (very/somewhat) with police services in Whistler in 2015.

There were no significant differences between permanent residents (91% satisfied) and second homeowners (92%). Female respondents were significantly more satisfied with police services than male respondents (70% "very satisfied" vs. 44%).

Satisfaction with police services increased significantly with permanent residents in 2015 (91%, up 10pp from 2014). Satisfaction with police services was also significantly higher in 2015 for second homeowners (92%, up 12pp from 2014).




Base:

Total Permanent Residents (with an opinion)
2008 (n=296), 2009 (n=293), 2010 (n=292), 2012 (n=290), 2013 (n=287), 2014 (n=298), 2015 (n=251)

Total Second Homeowners (with an opinion)
2008 (n=198), 2009 (n=179), 2010 (n=175), 2012 (n=168), 2013 (n=160), 2014 (n=158), 2015 (n=181)

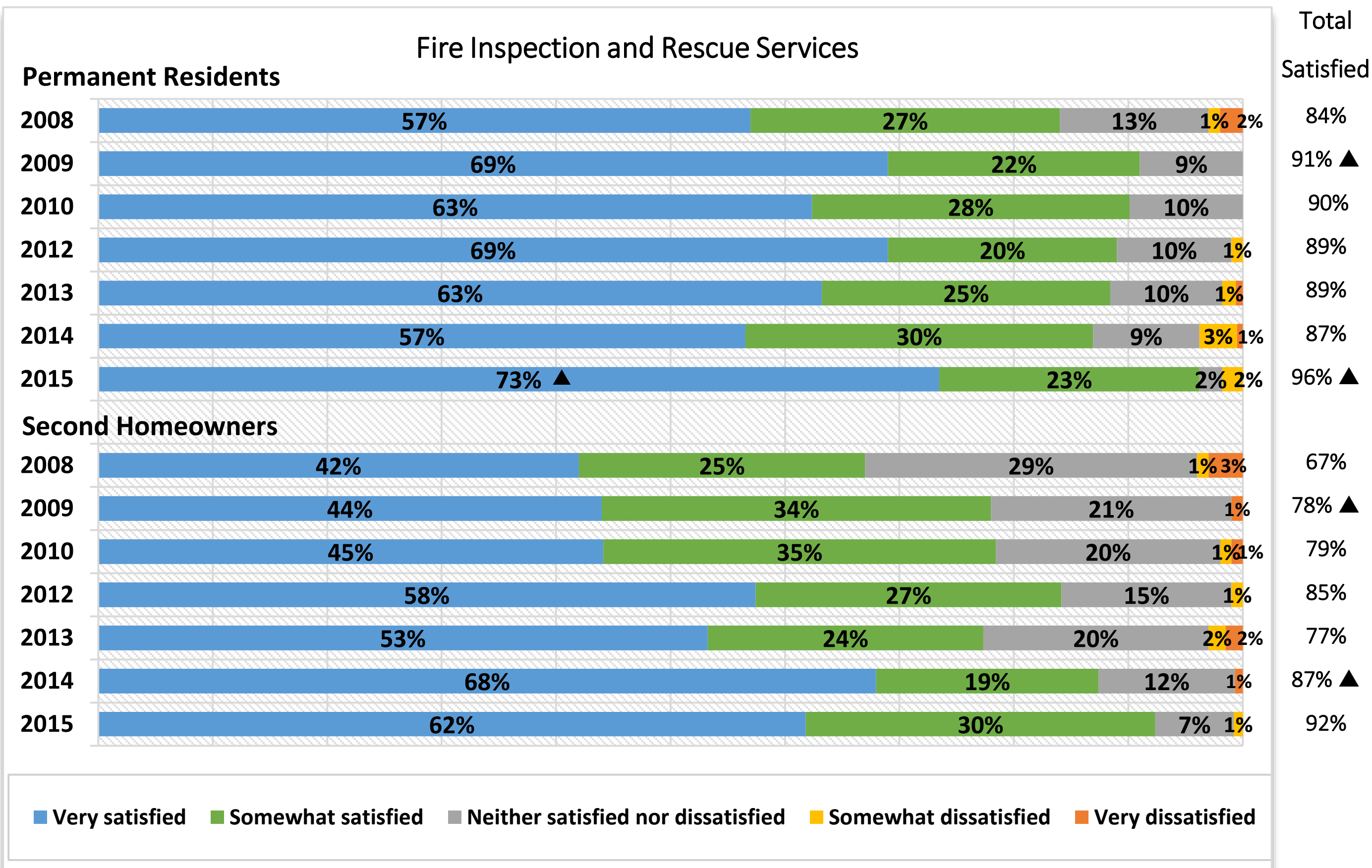
Q.21f) How satisfied are you with the following services provided by the Resort Municipality of Whistler?
"Police services "

### 5.7 Satisfaction with "Fire inspection and rescue services"

The majority of respondents (94%) say they are satisfied (very/somewhat) with fire inspection and rescue services in Whistler in 2015.

There were no significant differences between permanent residents (96% satisfied) and second homeowners (92%). Younger respondents were significantly more satisfied than older respondents (99% of those under 34 compared to 92% of 35-54 years olds and 93% of those over 55).

Satisfaction with fire inspection and rescue services increased significantly with permanent residents in 2015 (96%, up 9pp from 2014). Permanent residents report being "very satisfied" with fire inspection and rescue services significantly more in 2015 (73%, up 16pp from 2014).




Base:

Total Permanent Residents (with an opinion)
2008 (n=294), 2009 (n=287), 2010 (n=275), 2012 (n=277), 2013 (n=278), 2014 (n=275), 2015 (n=246)

Total Second Homeowners (with an opinion)
2008 (n=184), 2009 (n=154), 2010 (n=148), 2012 (n=124), 2013 (n=137), 2014 (n=134), 2015 (n=161)

Q.21g) How satisfied are you with the following services provided by the Resort Municipality of Whistler?
"Fire inspection and rescue services "

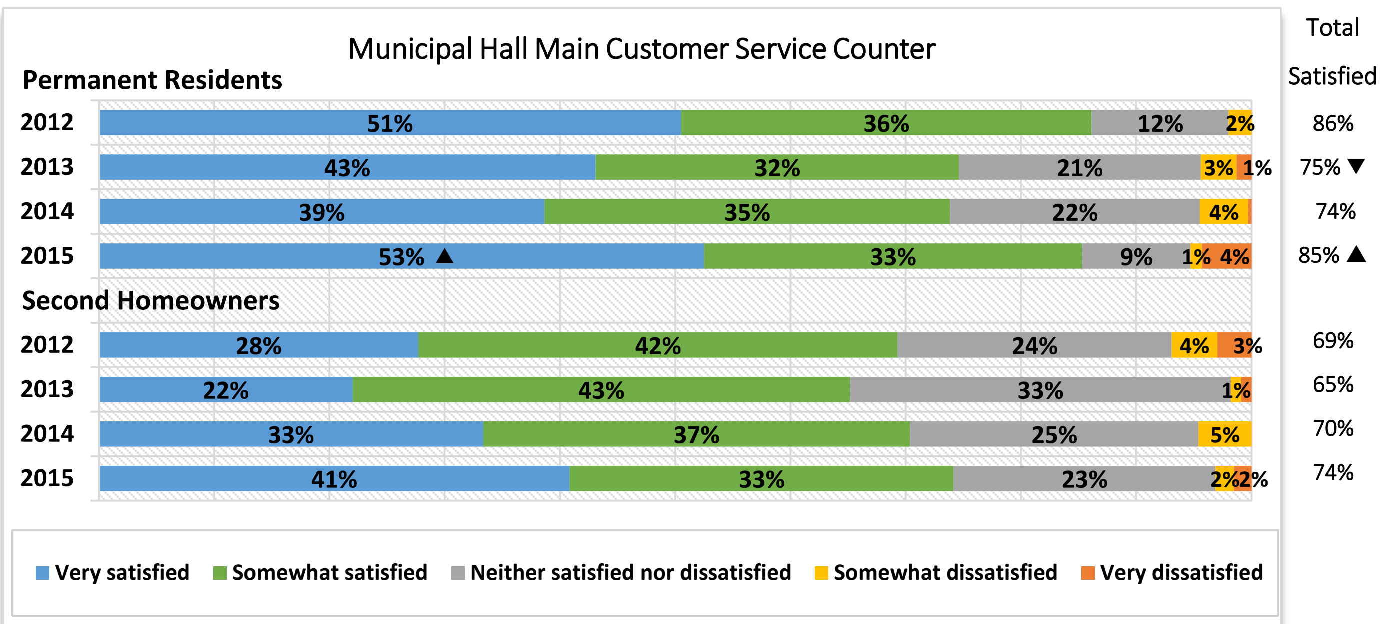
## 5.8 Satisfaction with "Municipal hall main customer service counter"

The majority of respondents (81%) say they are satisfied (very/somewhat) with the municipal hall main customer service counter in Whistler in 2015.

There were no significant differences between permanent residents (85% satisfied) and second homeowners (74%).

Satisfaction with the municipal hall main customer service counter increased significantly with permanent residents in 2015 (85%, up 11pp from 2014). Permanent residents report being "very satisfied" with the municipal hall main customer service counter significantly more in 2015 (53%, up 14pp from 2014).

Residents of Whistler are significantly more satisfied (81%) with the municipal hall main customer service counter than the normative benchmark (57%), with a significantly larger proportion of Whistler residents feeling "very satisfied" (48% in Whistler vs. 30% norm).




Base:

Total Permanent Residents (with an opinion) 2012 (n=272), 2013 (n=271), 2014 (n=273), 2015 (n=224)

Total Second Homeowners (with an opinion) 2012 (n=98), 2013 (n=109), 2014 (n=108), 2015 (n=133)

Q.21h) How satisfied are you with the following services provided by the Resort Municipality of Whistler? "Municipal hall main customer service counter"

Prior to 2015: "Municipal hall front counter services"

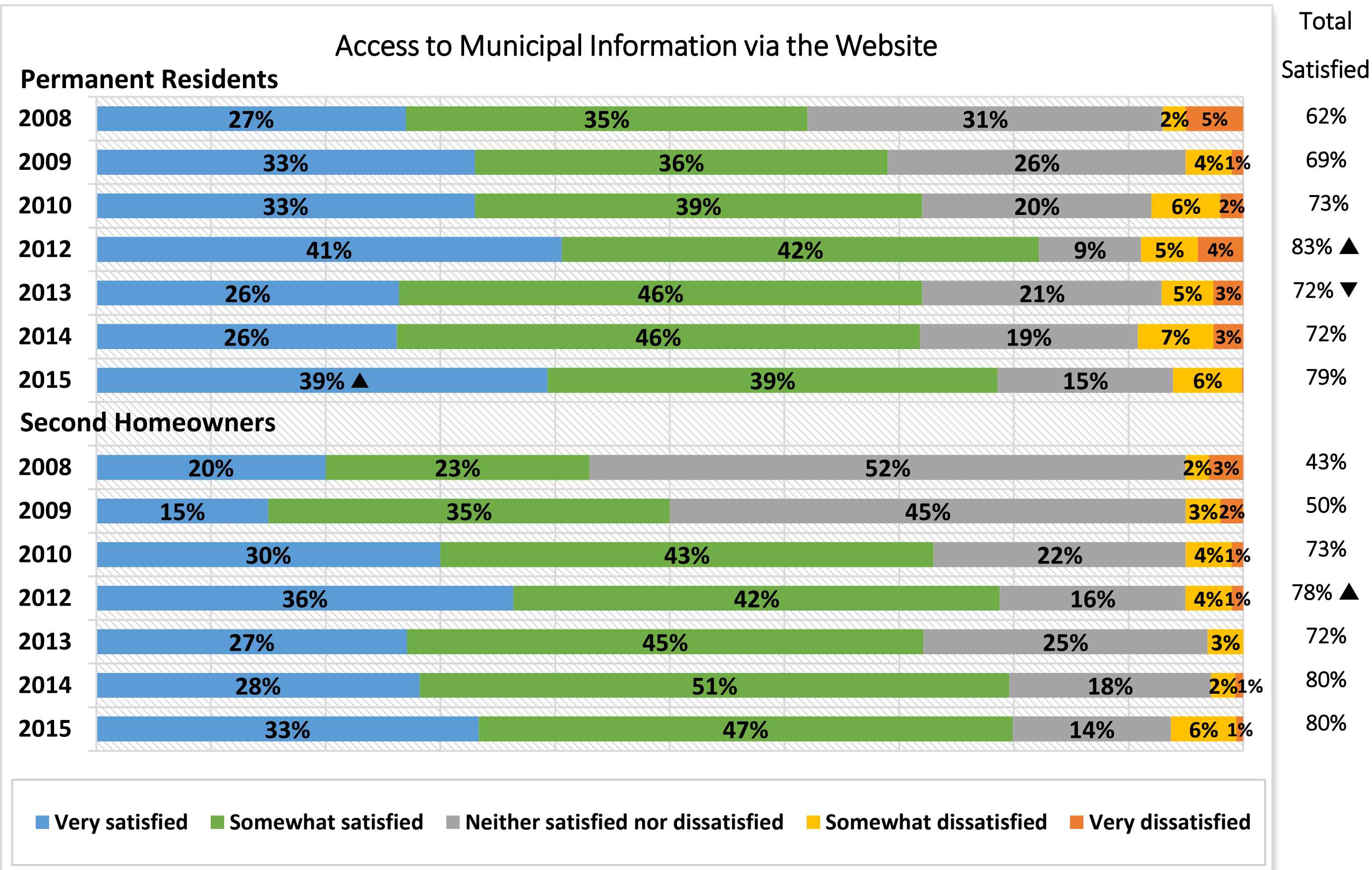
| Municipal Hall Main Customer Service Counter | Whistler n=357 | Benchmark n=440 |
|---|---|---|
| **Top 2 Box %** Very and Somewhat Satisfied | 81% | 57% |

## 5.9 Satisfaction with "Access to municipal information via the website"

The majority of respondents (79%) say they are satisfied (very/somewhat) with access to municipal information via the website in Whistler in 2015.

There were no significant differences between permanent residents (79% satisfied) and second homeowners (80%). Permanent residents report being "very satisfied" with access to municipal information via the website significantly more in 2015 (39%, up 13pp from 2014).

Residents of Whistler are significantly more satisfied (79%) with access to municipal information via the website than the normative benchmark (51%), with a significantly larger proportion of Whistler residents feeling "very satisfied" (37% in Whistler vs. 17% norm).




Base:

Total Permanent Residents (with an opinion) 2008 (n=279), 2009 (n=242), 2010 (n=272), 2012 (n=261), 2013 (n=257), 2014 (n=264), 2015 (n=236)

Total Second Homeowners (with an opinion) 2008 (n=176), 2009 (n=127), 2010 (n=163), 2012 (n=146), 2013 (n=129), 2014 (n=142), 2015 (n=159)

Q.21i) How satisfied are you with the following services provided by the Resort Municipality of Whistler? "Access to municipal information via the website"

Prior to 2010: "Internet access to municipal hall"

| Access to Municipal Information via Website | Whistler n=395 | Benchmark n=440 |
|---|---|---|
| **Top 2 Box %** Very and Somewhat Satisfied | 79% | 51% |

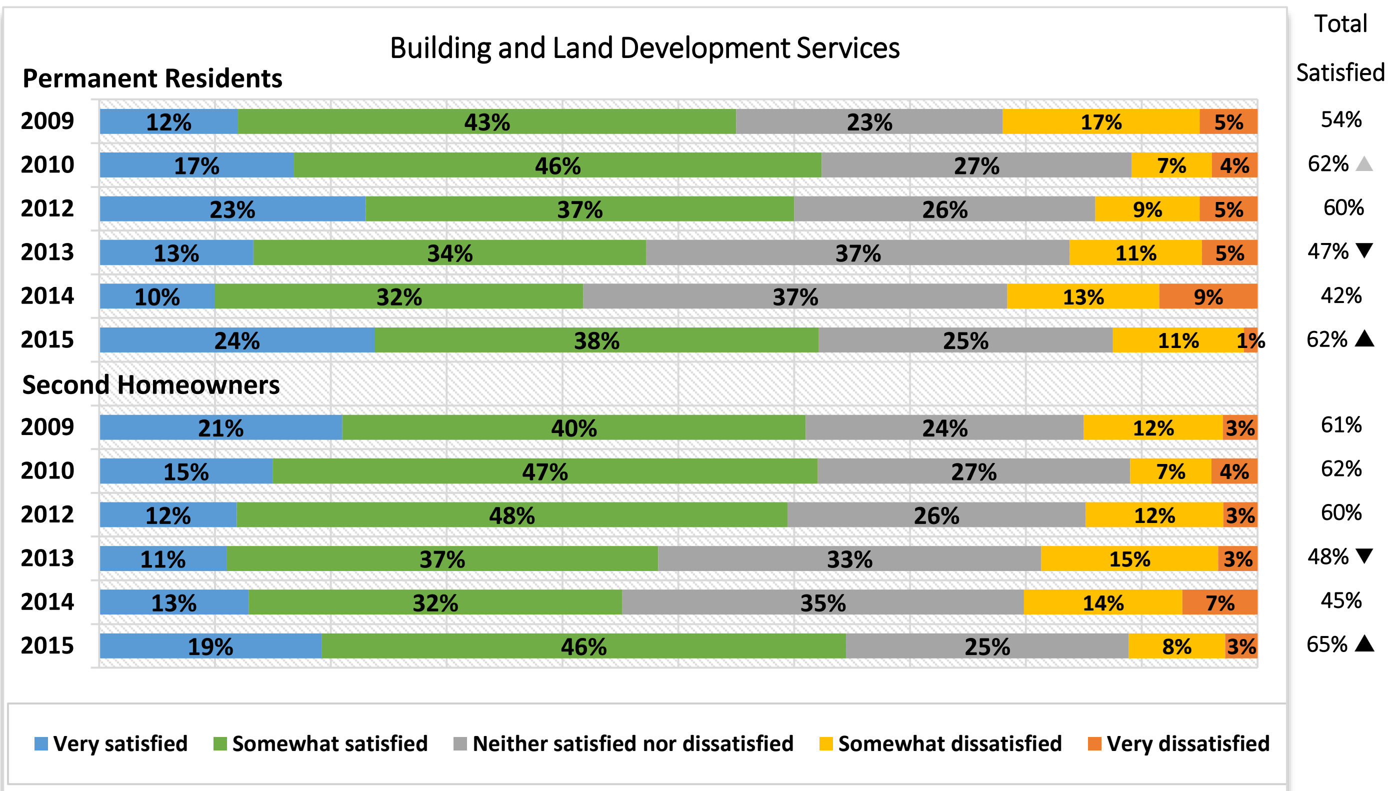
### 5.10 Satisfaction with "Building and land development services"

The majority of respondents (63%) say they are satisfied (very/somewhat) with building and land development services in Whistler in 2015.

There were no significant differences between permanent residents (62% satisfied) and second homeowners (65%).

Satisfaction with building and land development services increased significantly with permanent residents (62%, up 20pp from 2014) and second homeowners (65%, up 19pp from 2014). It is important to note the change in wording that describes the service being rated and the role this may play.

Residents of Whistler are significantly more satisfied (63%) with building and land development services than the normative benchmark (30%), with a significantly larger proportion of Whistler residents feeling "very satisfied" (22% in Whistler vs. 8% norm).




Base:

Total Permanent Residents (with an opinion)
2009 (n=258), 2010 (n=271), 2012 (n=250),
2013 (n=242), 2014 (n=234), 2015 (n=216)

Total Second Homeowners (with an opinion)
2009 (n=161), 2010 (n=165), 2012 (n=141),
2013 (n=118), 2014 (n=124), 2015 (n=143)

Q.21j) How satisfied are you with the following services provided by the Resort Municipality of Whistler?
"Building and land development services "

Prior to 2015: 2014: "Building and land development requirements and permitting services"
2013: "Building & Land Use Development Requirements and Permitting Services"
2010: "Land use and development services and building services"
2009: "Planning and building services"

| Building and Land Development Services | Whistler n=359 | Benchmark n=440 |
|---|---|---|
| **Top 2 Box %** Very and Somewhat Satisfied | 63% | 30% |

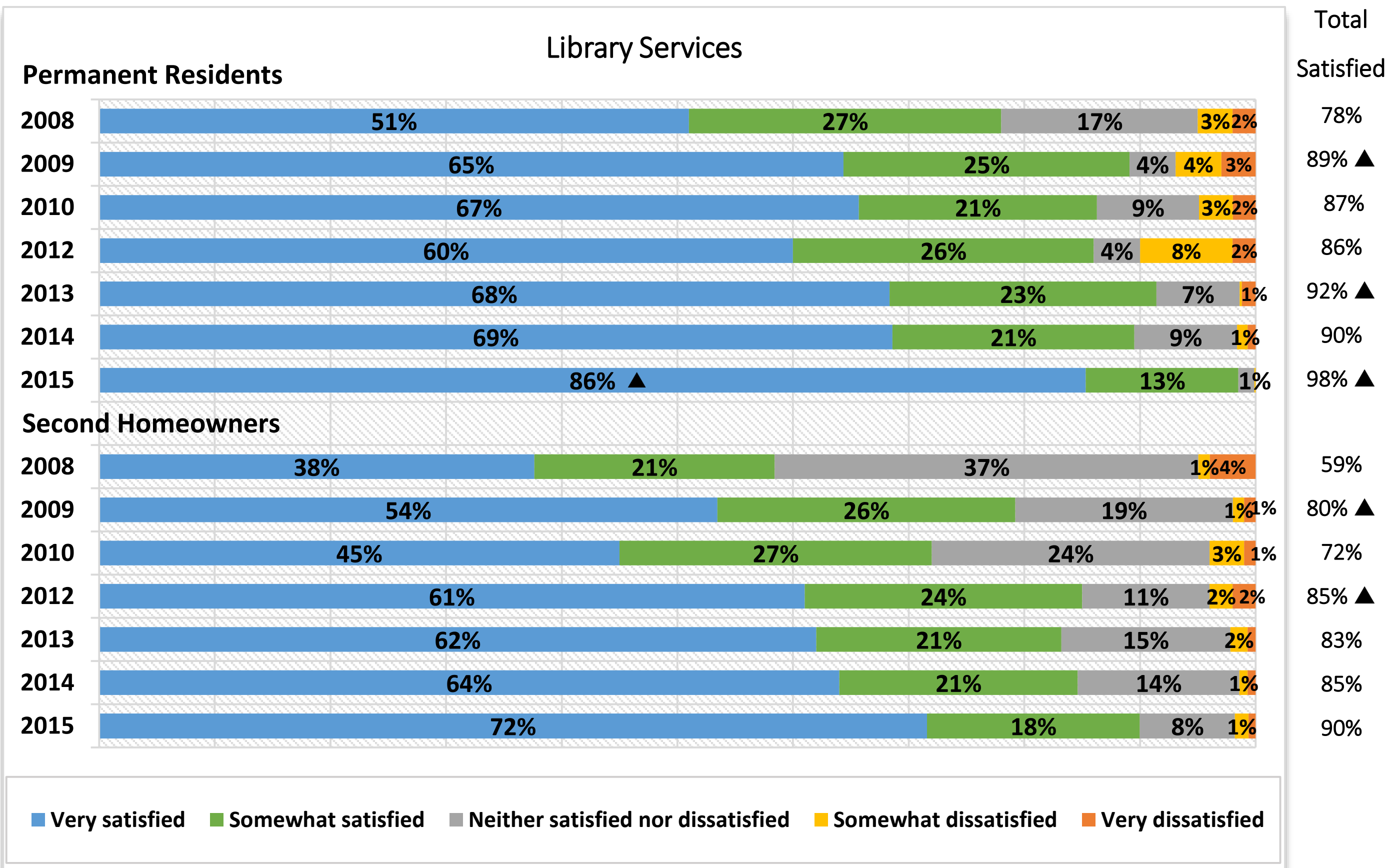
### 5.11 Satisfaction with "Library services"

The majority of respondents (95%) say they are satisfied (very/somewhat) with library services in Whistler in 2015.

Permanent residents (98%) were significantly more satisfied than second homeowners (90%).

Satisfaction with library services increased significantly with permanent residents in 2015. Almost all permanent residents were satisfied (98%, up 8pp from 2014); a significantly larger proportion was "very satisfied" in 2015 compared to 2014 (86%, up 17pp from 2014).

Residents of Whistler are significantly more satisfied (95%) with library services than the normative benchmark (83%), with a significantly larger proportion of Whistler residents feeling "very satisfied" (80% in Whistler vs. 60% norm).




Base:

Total Permanent Residents (with an opinion) 2008 (n=296), 2009 (n=296), 2010 (n=292), 2012 (n=276), 2013 (n=283), 2014 (n=293), 2015 (n=245)

Total Second Homeowners (with an opinion) 2008 (n=180), 2009 (n=161), 2010 (n=161), 2012 (n=126), 2013 (n=137), 2014 (n=136), 2015 (n=158)

Q.21k) How satisfied are you with the following services provided by the Resort Municipality of Whistler? "Library services "

| Library Services | Whistler n=403 | Benchmark n=440 |
|---|---|---|
| **Top 2 Box %** Very and Somewhat Satisfied | 95% | 83% |

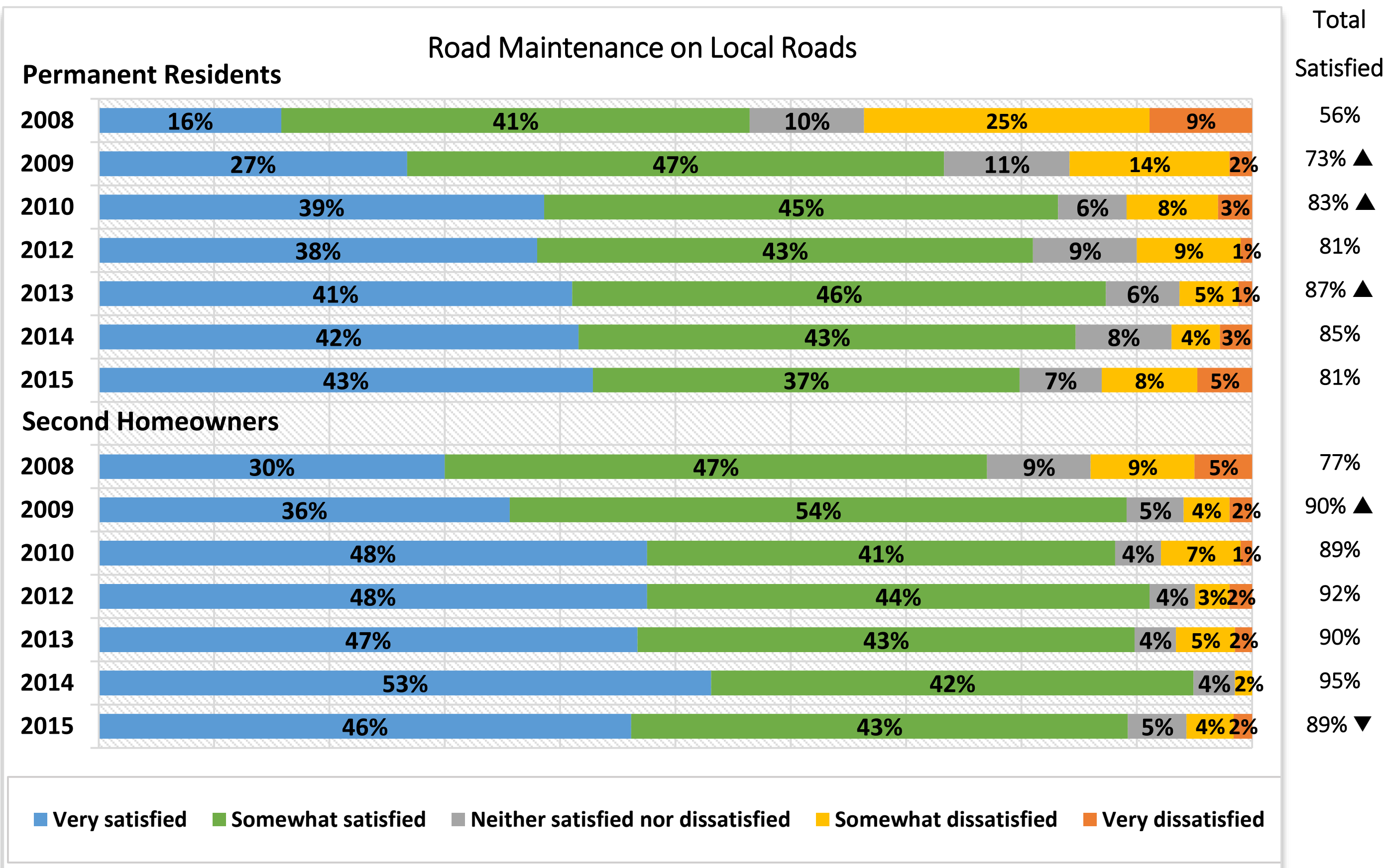
## 5.12 Satisfaction with "Road maintenance on local roads, not including HWY 99"

The majority of respondents (84%) say they are satisfied (very/somewhat) with road maintenance on local roads, not including HWY 99 in 2015.

There were no significant differences between permanent residents (81% satisfied) and second homeowners (89%). Female respondents were significantly more likely to be "very dissatisfied" than male respondents (7% vs. 0%).

Satisfaction with road maintenance on local roads, not including HWY 99 decreased significantly with second homeowners in 2015 (89%, down 6pp from 2014).

Residents of Whistler are significantly more satisfied (84%) with road maintenance on local roads, not including HWY 99 than the normative benchmark (60%), with a significantly larger proportion of Whistler residents feeling "very satisfied" (45% in Whistler vs. 20% norm).




Base:

Total Permanent Residents (with an opinion) 2008 (n=298), 2009 (n=304), 2010 (n=300), 2012 (n=299), 2013 (n=300), 2014 (n=299), 2015 (n=257)

Total Second Homeowners (with an opinion) 2008 (n=204), 2009 (n=200), 2010 (n=197), 2012 (n=189), 2013 (n=197), 2014 (n=196), 2015 (n=197)

Q.21l) How satisfied are you with the following services provided by the Resort Municipality of Whistler?
"Road maintenance on local roads, not including HWY 99"

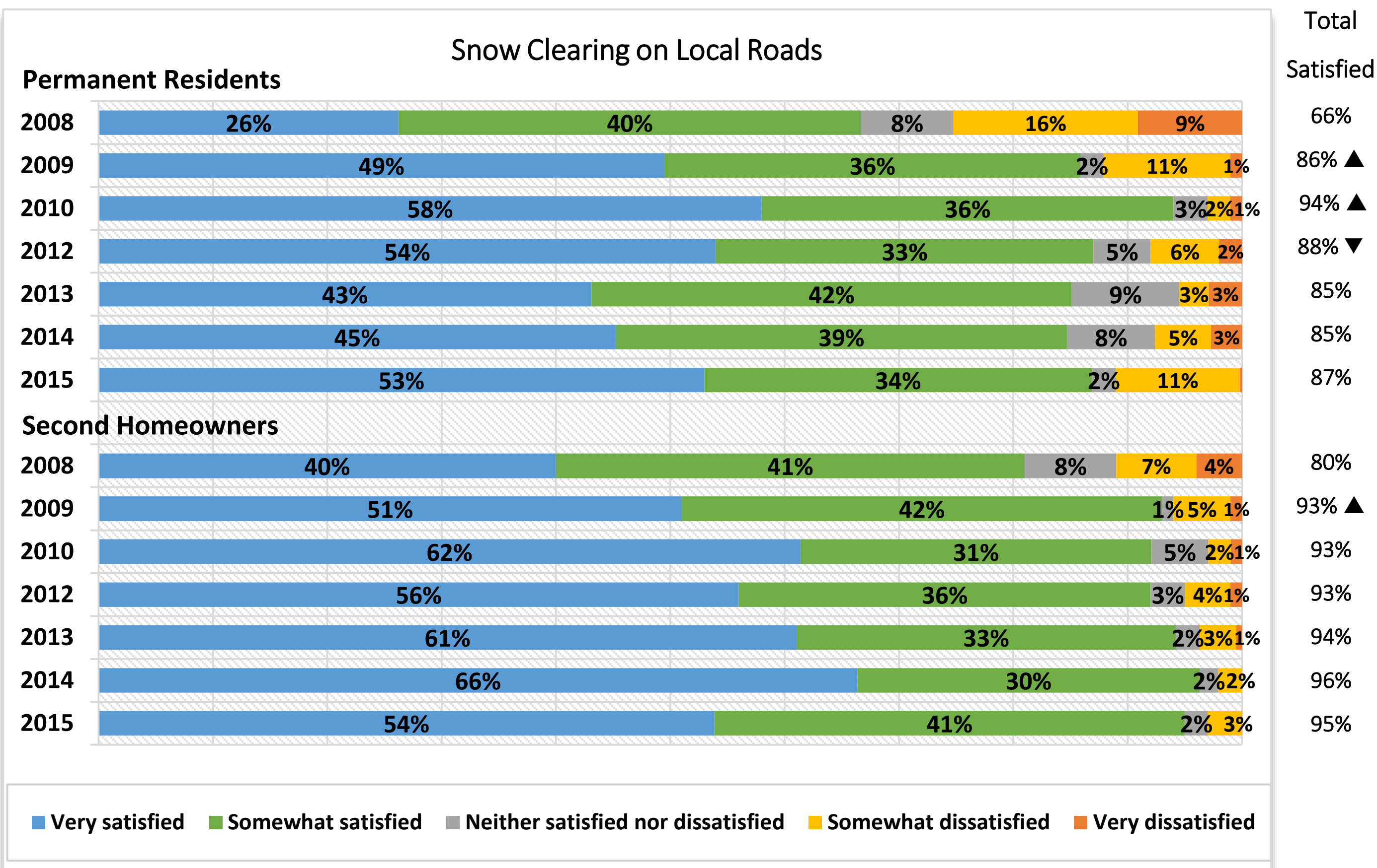
| Road Maintenance on Local Roads | Whistler n=454 | Benchmark n=440 |
|---|---|---|
| **Top 2 Box %** Very and Somewhat Satisfied | 84% | 60% |

### 5.13 Satisfaction with "Snow clearing on local roads, not including HWY 99"

The majority of respondents (91%) say they are satisfied (very/somewhat) with snow clearing on local roads, not including HWY 99 in 2015.

There were no significant differences between permanent residents (87% satisfied) and second homeowners (95%). Older respondents were significantly more likely to be "very satisfied" with snow clearing on local roads than younger respondents (60% of those over 55 years of age compared to 41% of 35-54 year olds).

Satisfaction with snow clearing on local roads, not including HWY 99, remains consistently high. There was, however, a significant decrease with "very satisfied" second homeowners in 2015 (54%, down 12pp from 2014).




Base:

Total Permanent Residents (with an opinion)
2008 (n=300), 2009 (n=304), 2010 (n=300), 2012 (n=293), 2013 (n=292), 2014 (n=297), 2015 (n=252)

Total Second Homeowners (with an opinion)
2008 (n=204), 2009 (n=196), 2010 (n=195), 2012 (n=190), 2013 (n=190), 2014 (n=187), 2015 (n=197)

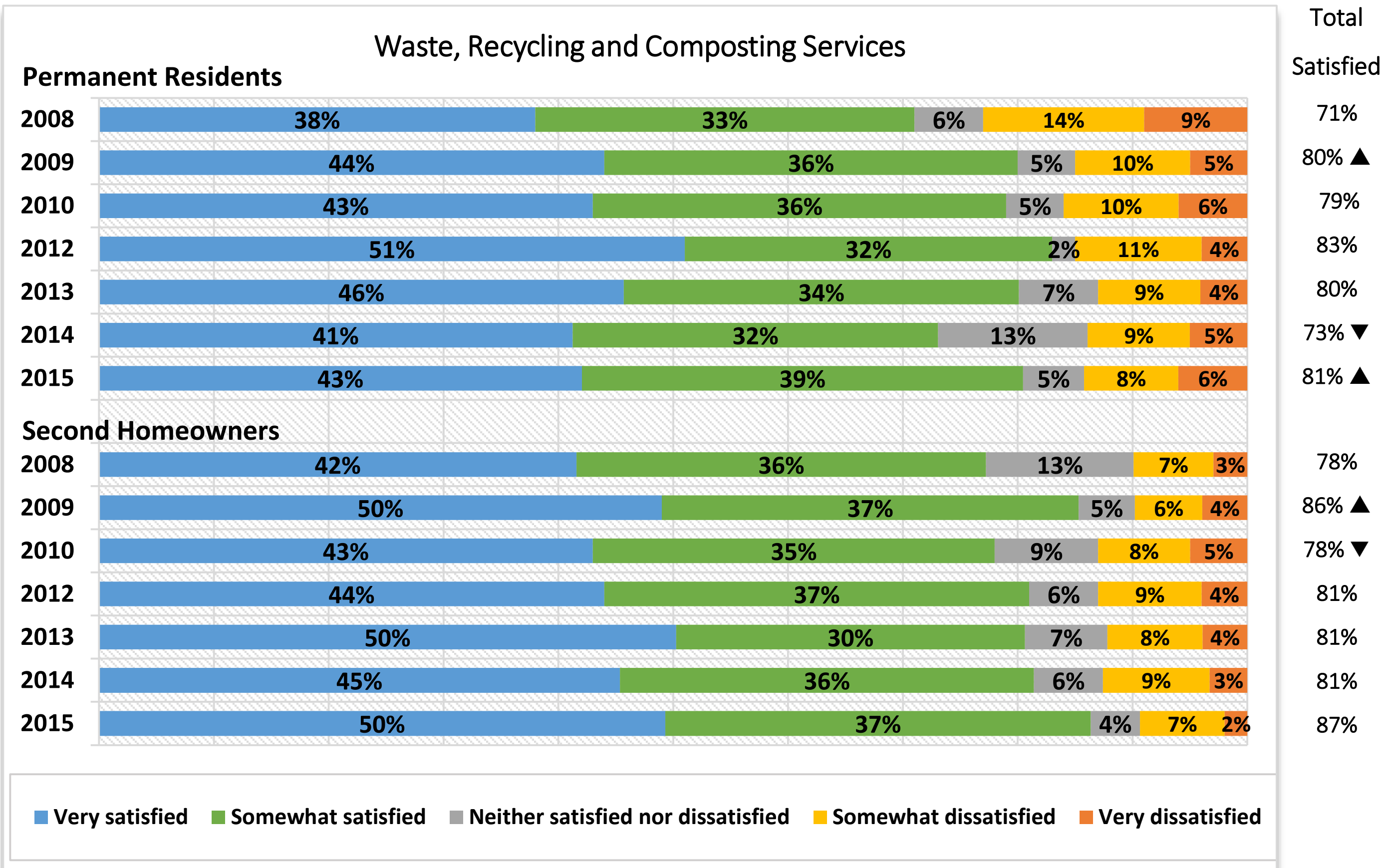
Q.21m) How satisfied are you with the following services provided by the Resort Municipality of Whistler?
"Snow clearing on local roads, not including HWY 99"

### 5.14 Satisfaction with "Waste, recycling and composting services"

The majority of respondents (84%) say they are satisfied (very/somewhat) with waste, recycling and composting services in Whistler in 2015.

There were no significant differences between permanent residents (81% satisfied) and second homeowners (87%).

Satisfaction with waste, recycling and composting services remains high. There was a significant increase in satisfaction with permanent residents in 2015 (81%, up 8pp from 2014).




Base:

Total Permanent Residents (with an opinion)
2008 (n=299), 2009 (n=305), 2010 (n=300), 2012 (n=298), 2013 (n=299), 2014 (n=298), 2015 (n=248)

Total Second Homeowners (with an opinion)
2008 (n=200), 2009 (n=194), 2010 (n=188), 2012 (n=183), 2013 (n=181), 2014 (n=183), 2015 (n=188)

Q.21n) How satisfied are you with the following services provided by the Resort Municipality of Whistler?
"Waste, recycling and composting services "

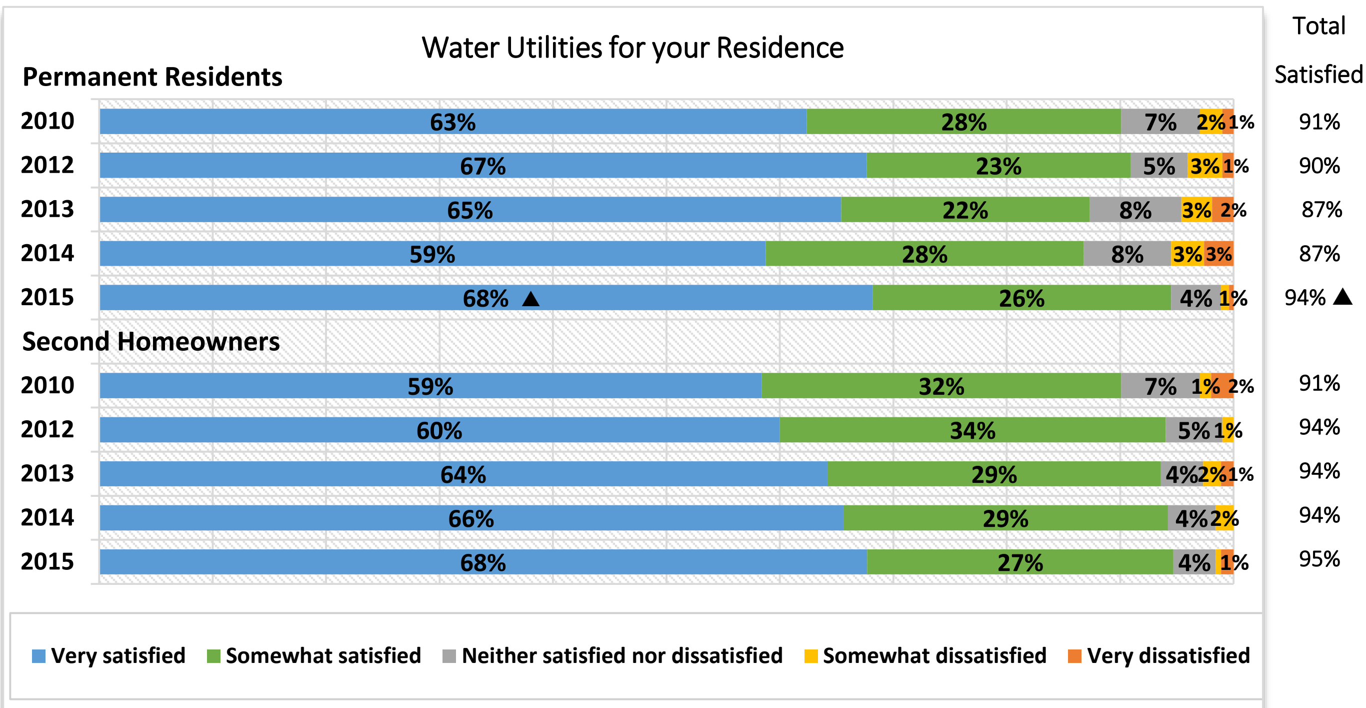
Prior to 2010: "Recycling/waste services"

### 5.15 Satisfaction with "Water utilities for your residence"

The majority of respondents (95%) say they are satisfied (very/somewhat) with water utilities for your residence in Whistler in 2015.

There were no significant differences between permanent residents (94% satisfied) and second homeowners (95%).

Satisfaction with water utilities for your residence remains high. There was a significant increase in satisfaction with permanent residents in 2015 (94%, up 7pp from 2014); permanent residents were also more likely to be "very satisfied" in 2015 (68%, up 9pp from 2014).




Base:

Total Permanent Residents (with an opinion)
2010 (n=292), 2012 (n=287), 2013 (n=294), 2014 (n=297), 2015 (n=255)

Total Second Homeowners (with an opinion)
2010 (n=192), 2012 (n=193), 2013 (n=187), 2014 (n=189), 2015 (n=189)

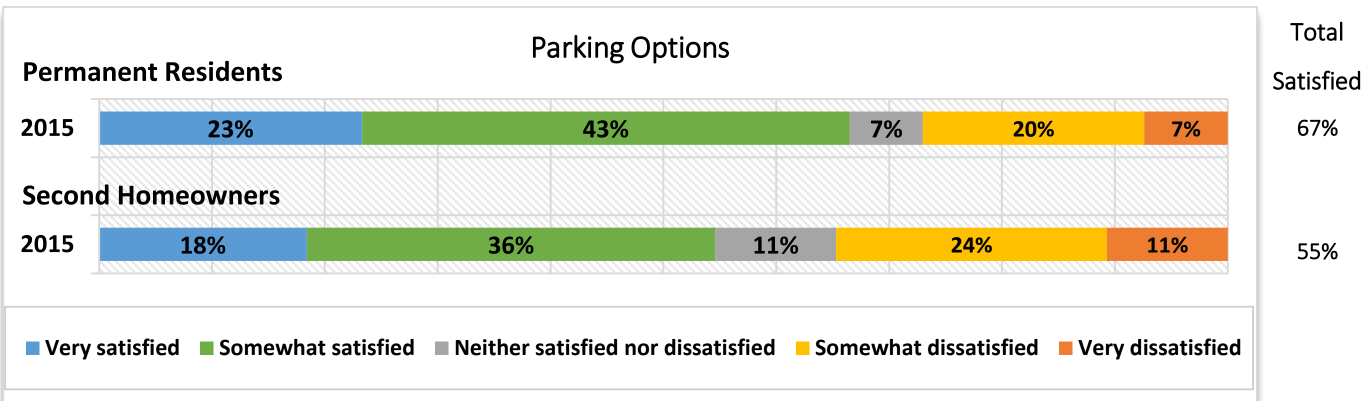
Q.21o) How satisfied are you with the following services provided by the Resort Municipality of Whistler?
"Water utilities for your residence "

### 5.16 Satisfaction with "Parking options"

The majority of respondents (61%) say they are satisfied (very/somewhat) with parking options in Whistler in 2015.

There were no significant differences between permanent residents (67% satisfied) and second homeowners (55%).

Residents of Whistler are significantly more satisfied (61%) with parking options than the normative benchmark (40%), with a significantly larger proportion of Whistler residents feeling "very satisfied" (21% in Whistler vs. 11% norm).




Base:

Total Permanent Residents (with an opinion) 2015 (n=253)

Total Second Homeowners (with an opinion) 2015 (n=196)

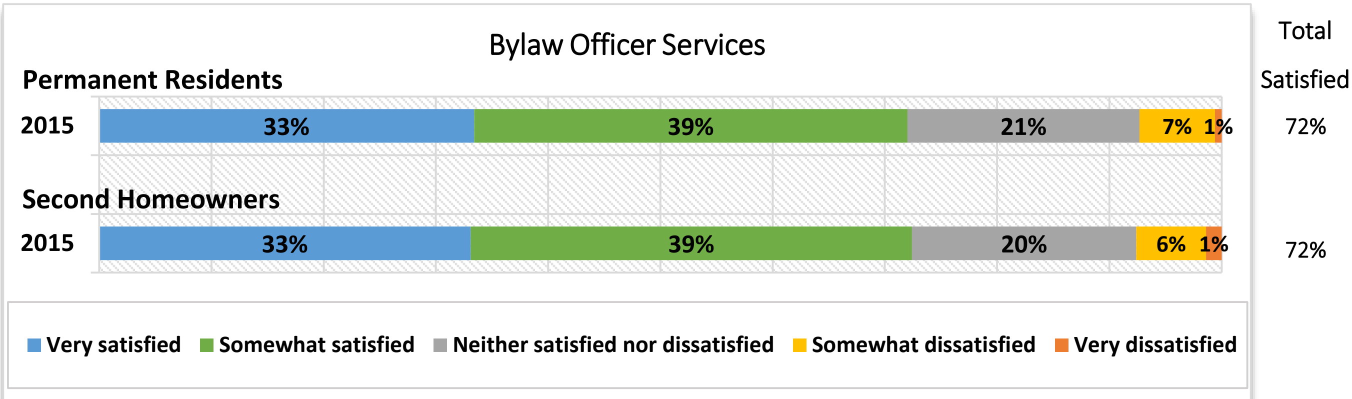
Q.21p) How satisfied are you with the following services provided by the Resort Municipality of Whistler? "Parking options "

| Parking Options | Whistler n=449 | Benchmark n=440 |
|---|---|---|
| **Top 2 Box %** Very and Somewhat Satisfied | 61% | 40% |

### 5.17 Satisfaction with "Bylaw Officer services"

The majority of respondents (72%) say they are satisfied (very/somewhat) with bylaw officer services in Whistler in 2015.

There were no significant differences between permanent residents (72% satisfied) and second homeowners (72%).




Base:

Total Permanent Residents (with an opinion) 2015 (n=244)

Total Second Homeowners (with an opinion) 2015 (n=145)

Q.21q) How satisfied are you with the following services provided by the Resort Municipality of Whistler?
"Bylaw Officer services "

### 5.18 Benchmark Comparison

The following chart presents top *two* box satisfaction score (very/somewhat satisfied) and top box satisfaction score (very satisfied) of all respondents for services provided by the Resort Municipality of Whistler for 2015 compared to the normative benchmark.

Satisfaction for ten (10) services was rated in benchmark communities. In all cases where the benchmark community was asked to rate their satisfaction with the service provided by their community, residents of Whistler were significantly more satisfied (very/somewhat) and significantly more "very satisfied" than the normative benchmark.

| Service Provided by the Resort Municipality of Whistler | Satisfied (Very/somewhat) | | Very Satisfied | |
|---|---|---|---|---|
| | Whistler | Benchmark | Whistler | Benchmark |
| Maintenance of community parks and trails | 98% | 80% | 82% | 46% |
| Library services | 95% | 83% | 80% | 60% |
| Municipal recreational programs and facilities | 94% | 69% | 63% | 33% |
| The overall planning of the resort community | 88% | 48% | 48% | 14% |
| Road maintenance on local roads, not including HWY 99 | 84% | 60% | 45% | 20% |
| Municipal hall main customer service counter | 81% | 57% | 48% | 30% |
| Access to municipal information via the website | 79% | 51% | 37% | 17% |
| Local transit services | 78% | 58% | 41% | 24% |
| Building and Land Development services | 63% | 30% | 22% | 8% |
| Parking options | 61% | 40% | 21% | 11% |
| Village maintenance | 97% | - | 69% | - |
| Water utilities for your residence | 95% | - | 68% | - |
| Fire inspection and rescue services | 94% | - | 69% | - |
| Police services | 92% | - | 55% | - |
| Snow clearing on local roads, not including HWY 99 | 91% | - | 53% | - |
| Waste, recycling and composting services | 84% | - | 46% | - |
| Bylaw Officer services | 72% | - | 33% | - |

Base: Total Respondents with an opinion (n=various)

### 5.19 Historical Comparison – Permanent Residents

The following chart presents top two box satisfaction score (very/somewhat satisfied) of permanent residents for services provided by the Resort Municipality of Whistler for 2015 compared to 2010, 2012, 2013, and 2014. Specifically, the performance gap represents change in satisfaction ratings since 2014. Despite one drop in satisfaction since 2014, there seems to be an upward trend in satisfaction for nearly all services provided by the Resort Municipality of Whistler that have been asked in the community satisfaction surveys historically.

| Service Provided by the Resort Municipality of Whistler | 2010 | 2012 | 2013 | 2014 | 2015 | Performance Gap 2014-2015 |
|---|---|---|---|---|---|---|
| Building and Land Development services | - | - | 47% | 42% | 62% | 20% ▲ |
| Municipal hall main customer service counter | - | 87% | 75% | 74% | 85% | 11% ▲ |
| Police services | 79% | 84% | 79% | 81% | 91% | 10% ▲ |
| Library services | 88% | 86% | 91% | 90% | 99% | 9% ▲ |
| Fire inspection and rescue services | 91% | 89% | 89% | 87% | 96% | 9%▲ |
| Waste, recycling and composting services | 79% | 83% | 80% | 73% | 81% | 8%▲ |
| Water utilities for your residence | 91% | 90% | 87% | 87% | 94% | 7%▲ |
| The overall planning of the resort community | - | - | 85% | 81% | 88% | 7%▲ |
| Access to municipal information via the website | 72% | 83% | 72% | 72% | 79% | **7%** |
| Municipal recreational programs and facilities | 89% | 92% | 90% | 90% | 95% | 5%▲ |
| Village maintenance | 95% | 96% | 94% | 94% | 97% | **3%** |
| Maintenance of community parks and trails | 95% | 96% | 97% | 95% | 98% | **3%** |
| Snow clearing on local roads, not including HWY 99 | 94% | 87% | 85% | 85% | 87% | **2%** |
| Local transit services | 67% | 53% | 57% | 69% | 70% | **1%** |
| Road maintenance on local roads, not including HWY 99 | 84% | 81% | 87% | 85% | 81% | **-4%** |
| Parking options | - | - | - | - | 67% | n/a |
| Bylaw Officer services | - | - | - | - | 72% | n/a |

Base: Total Permanent Residents with an opinion (n=various)

Satisfaction ratings (of permanent residents) since 2014 have improved for 14 of the 15 services provided by RMOW. A significant increase in satisfaction was recorded for: building and land development services (up 20pp), municipal hall main customer service counter (up 11pp), police services (up 10pp), library services (up 9pp), fire inspection and rescue services (up 9pp), waste, recycling and composting services (up 8pp), water utilities for your residence (up 7pp), the overall planning of the resort community (up 7pp), and municipal recreational programs and facilities (up 5pp).

Road maintenance on local roads, not including HWY 99 experienced a decrease in satisfaction ratings since 2014 (down 4pp).

### 5.20 Historical Comparison – Second Homeowners

The following chart presents top two box satisfaction score (very/somewhat satisfied) of second homeowners for services provided by the Resort Municipality of Whistler for 2015 compared to 2010, 2012, 2013, 2014. Specifically, the performance gap represents change in satisfaction ratings since 2014. Despite two drops in satisfaction since 2014, there seems to be an upward trend in satisfaction for nearly all services provided by the Resort Municipality of Whistler that have been asked in the community satisfaction surveys historically.

| Service Provided by the Resort Municipality of Whistler | 2010 | 2012 | 2013 | 2014 | 2015 | Performance Gap 2014-2015 |
|---|---|---|---|---|---|---|
| Building and Land Development services | - | - | 48% | 45% | 64% | 19% ▲ |
| Police services | 86% | 86% | 84% | 80% | 92% | 12% ▲ |
| Local transit services | 84% | 65% | 82% | 80% | 90% | 10% ▲ |
| Municipal recreational programs and facilities | 84% | 90% | 86% | 87% | 93% | **6%** |
| Waste, recycling and composting services | 79% | 83% | 81% | 81% | 87% | **6%** |
| Fire inspection and rescue services | 79% | 85% | 77% | 87% | 92% | **5%** |
| Library services | 87% | 86% | 83% | 85% | 90% | **5%** |
| Municipal hall main customer service counter | - | 86% | 65% | 70% | 74% | **4%** |
| The overall planning of the resort community | - | - | 87% | 84% | 87% | **3%** |
| Village maintenance | 95% | 95% | 94% | 96% | 97% | **1%** |
| Water utilities for your residence | 91% | 90% | 94% | 94% | 95% | **1%** |
| **Maintenance of community parks and trails** | **96%** | **96%** | **96%** | **97%** | **97%** | **-** |
| **Access to municipal information via the website** | **73%** | **83%** | **72%** | **80%** | **80%** | **-** |
| Snow clearing on local roads, not including HWY 99 | 94% | 88% | 94% | 96% | 95% | **-1%** |
| Road maintenance on local roads, not including HWY 99 | 83% | 81% | 89% | 95% | 89% | **-6%▼** |
| Bylaw Officer services | - | - | - | - | 72% | n/a |
| Parking options | - | - | - | - | 55% | n/a |

Base: Total Second Homeowners with an opinion (n=various)

Satisfaction ratings (of second homeowners) since 2014 have improved for 11 of the 15 services provided by RMOW. A significant increase in satisfaction was recorded for: building and land development services (up 19pp), police services (up 12pp), and local transit services (up 10pp).

Road maintenance on local roads, not including HWY 99 experienced a significant decrease in satisfaction ratings since 2014 (down 6pp).

### 5.21 Priorities for Increasing Value for Money – Permanent Residents

This derived importance analysis takes into account the correlation between satisfaction with discrete services offered by the Resort Municipality of Whistler and overall value for money for services provided by Whistler.

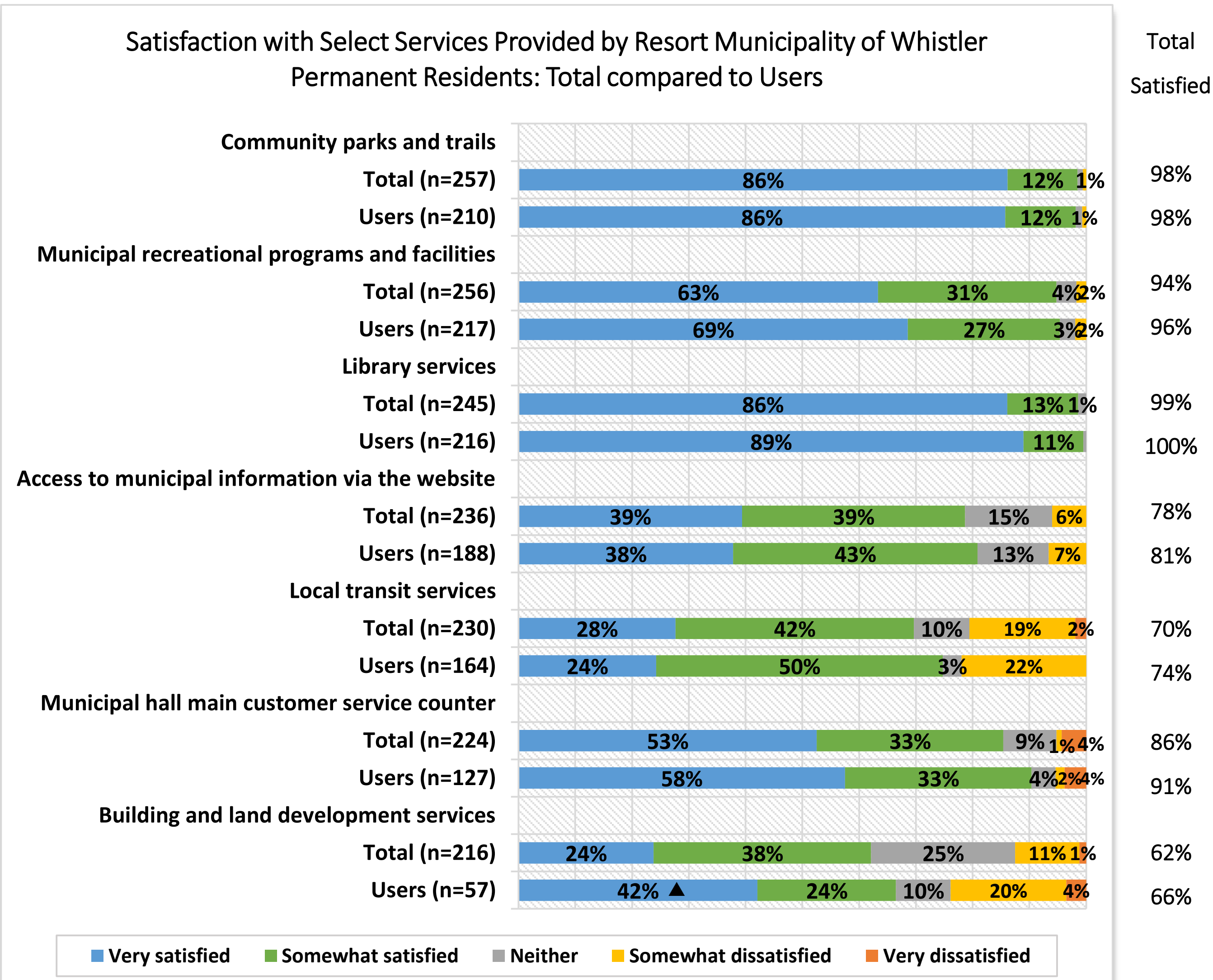
This analysis reveals that top priorities to improve overall value for money amongst permanent residents are: building and land development services; parking options; waste, recycling and compositing services; access to municipal information via the website; road maintenance on local roads, not including HWY 99.

| Priority | Service Provided by the Resort Municipality of Whistler | Derived Importance | Performance |
|---|---|---|---|
| 1 | Building and Land Development services | 0.251 | 62% |
| 2 | Parking options | 0.202 | 67% |
| 3 | Waste, recycling and composting services | 0.347 | 81% |
| 4 | Access to municipal information via the website | 0.251 | 79% |
| 5 | Road maintenance on local roads, not including HWY 99 | 0.258 | 81% |
| 6 | Bylaw Officer services | 0.169 | 72% |
| 7 | Municipal hall main customer service counter | 0.293 | 85% |
| 8 | The overall planning of the resort community | 0.307 | 88% |
| 9 | Snow clearing on local roads, not including HWY 99 | 0.217 | 87% |
| 10 | Police services | 0.262 | 91% |
| 11 | Water utilities for your residence | 0.266 | 94% |
| 12 | Municipal recreational programs and facilities | 0.177 | 95% |
| 13 | Village maintenance | 0.207 | 97% |
| 14 | Maintenance of community parks and trails | 0.261 | 98% |
| 15 | Library services | 0.229 | 99% |
| 16 | Local transit services | .115* | 70% |
| 17 | Fire inspection and rescue services | .091* | 96% |

***Indicates service is not a significant driver of value for money.**

## 5.22 Satisfaction Amongst Permanent Resident Users of Select Services

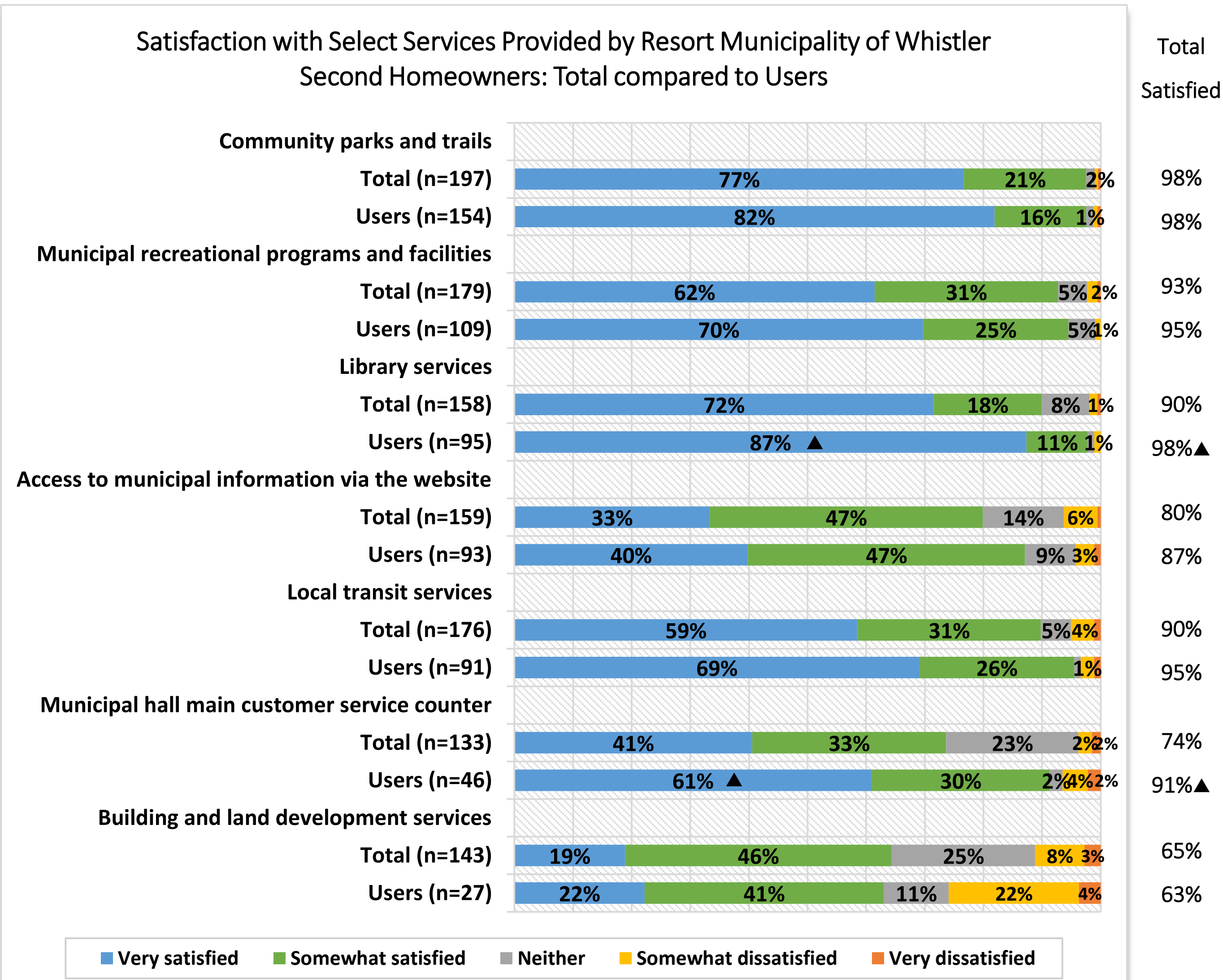
Comparison between overall satisfaction levels amongst permanent resident users of select services are illustrated below. Although users of the services score slightly higher in satisfaction (very/somewhat satisfied), there are no significant differences in satisfaction with services provided by the Resort Municipality of Whistler amongst users of the services compared to total permanent resident (with an opinion) respondents to the survey. The only exception is permanent residents who have used or experienced the building and land development services. They were significantly more likely to be "very satisfied" than total permanent resident respondents (42% of users compared to 24% of total permanent residents).




Q.21) How satisfied are you with the following services provided by the Resort Municipality of Whistler?
Q.23) Please tell me if you have used or had experience with any of the following services provided by the Resort Municipality of Whistler in the past 12 months?

### 5.23 Satisfaction Amongst Second Homeowner Users of Select Services

Comparison between overall satisfaction levels amongst second homeowner users of select services are illustrated below. Second homeowners who have used or experienced library services were significantly more likely to be satisfied (very/somewhat) than total second homeowner respondents (98% of users compared to 90% of total second homeowners) and significantly more likely to be "very satisfied" than total second homeowners (87% of users compared to 72% of total second homeowners). Second homeowners who have used or experienced the municipal hall main customer service counter were significantly more likely to be satisfied (very/somewhat) than total second homeowner respondents (91% of users compared to 74% of total second homeowners) and significantly more likely to be "very satisfied" than total second homeowners (61% of users compared to 41% of total second homeowners).




Q.21) How satisfied are you with the following services provided by the Resort Municipality of Whistler?
Q.23) Please tell me if you have used or had experience with any of the following services provided by the Resort Municipality of Whistler in the past 12 months?

## 6. Satisfaction with Municipal Hall Main Customer Service Counter

Satisfaction (very/somewhat satisfied) with municipal hall main customer service counter remain high with all respondents, particularly for politeness and courtesy of staff (94%). Ease of reaching the appropriate staff (75%) scored significantly lower satisfaction than adequacy (87%) and expediency (87%) of the service provided as well as politeness and courtesy of staff (94%).

The top reasons respondents contacted municipal hall in 2015 were for licenses and permits (41%), to discuss/pay property tax (30%), and for parking passes/tickets (25%). Lesser reasons for contacting municipal hall include waste services (4%), to pay bills (1%), and general information (1%). Respondents felt the best ways to provide administrative services were online (web/email) (66%), in person (19%), and by telephone (11%). The least popular way to provide administrative services was by mail (paper) (1%).

**Permanent Residents**

- 74% of permanent residents were satisfied with ease of reaching appropriate staff.
- Satisfaction significantly increased with permanent residents for expediency of service provided (84%, up 11pp from 2014).
- 87% of permanent residents were satisfied with adequacy of the service provided.
- Satisfaction with the politeness and courtesy of staff increased significantly (92%, up 13pp from 2014).
- The top reasons permanent residents contact municipal hall were for licenses and permits (41%), for parking passes/tickets (29%), and to discuss/pay property tax (15%).
- The most popular ways to provide administrative services to permanent residents were online (62%) and in person (23%).

**Second Homeowners**

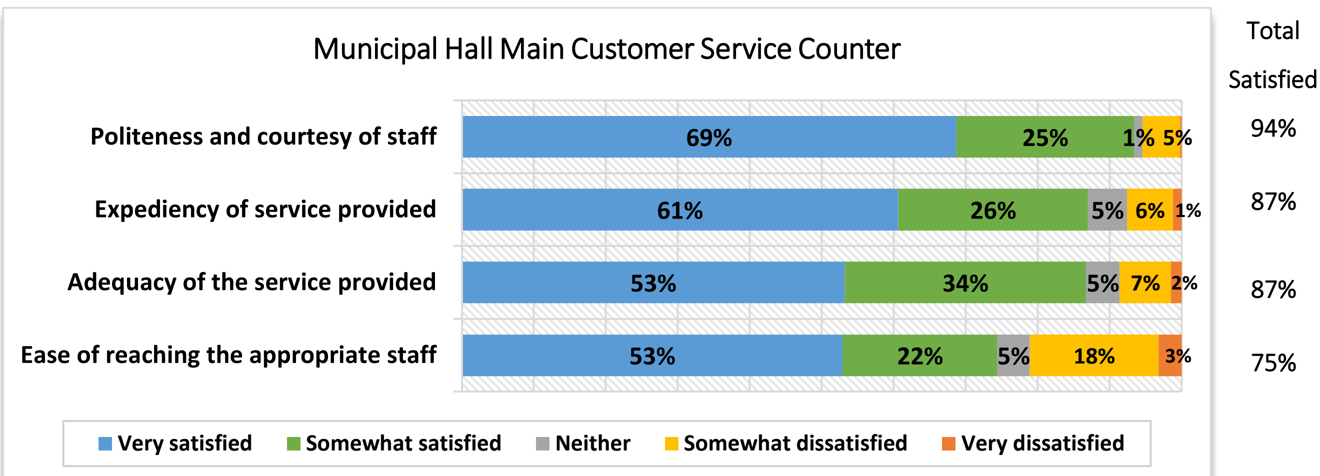
- 70% of second homeowners were satisfied with ease of reaching appropriate staff.
- Satisfaction significantly increased with second homeowners for expediency of service provided (90%, up 16pp from 2014).
- 87% of second homeowners were satisfied with adequacy of the service provided.
- Satisfaction with the politeness and courtesy of staff increased significantly (96%, up 18pp from 2014).
- The top reasons second homeowners contact municipal hall were for licenses and permits (42%), to discuss/pay property tax (35%), and for parking passes/tickets (25%).
- The most popular ways to provide administrative services to second homeowners were also online (70%) and in person (12%).

Satisfaction with ease of reaching appropriate staff continues to be high in 2015, with three-quarters (75%) of respondents satisfied.

Satisfaction with the expediency of service provided at the municipal hall main customer service counter continues to increase. In 2015, there was a significant increase in satisfaction with permanent residents (84%, up 11pp from 2014) and second homeowners (90%, up 16pp from 2014).

Satisfaction with the adequacy of service provided at the municipal hall main customer service counter continues to increase. There was a significant increase in satisfaction with permanent residents (87%, up 7pp from 2014).

Satisfaction with the politeness and courtesy of staff at the municipal hall main customer service counter continues to increase. In 2015, there was a significant increase in satisfaction with permanent residents (92%, up 13pp from 2014) and second homeowners (96%, up 18pp from 2014).




Base:

Respondents contacted municipal hall main customer service counter within the past 12 months (n=167)

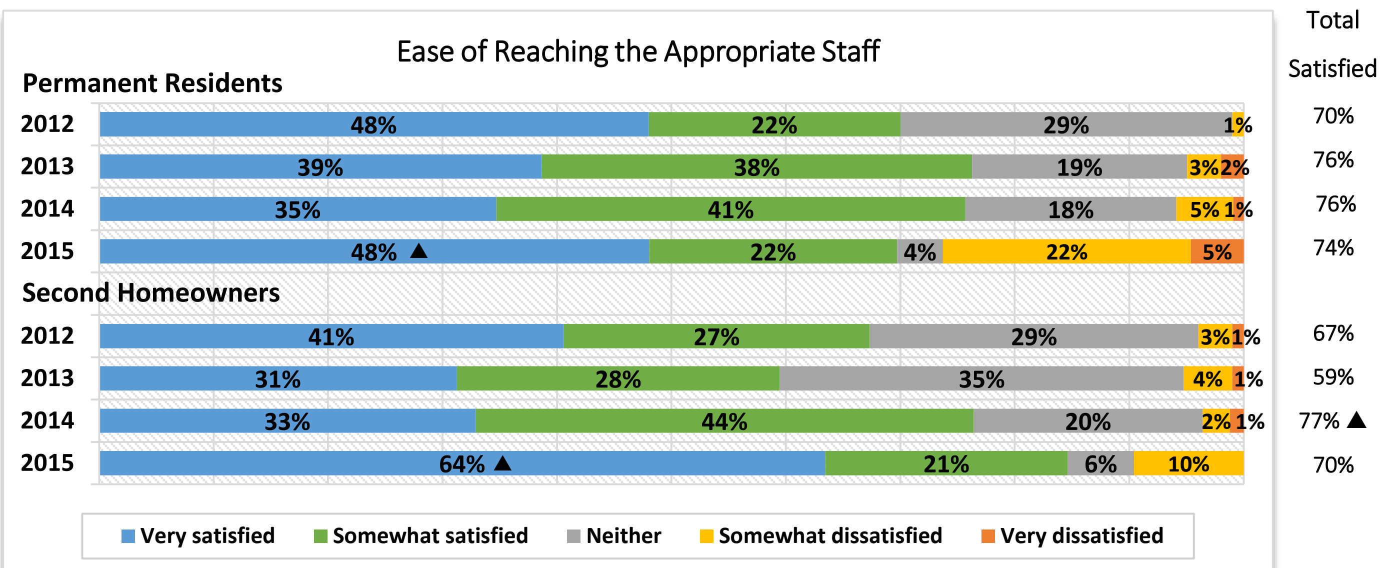
Q.21B) How satisfied are you with the following service delivery aspects at the Municipal hall main customer service counter?

## 6.1 Satisfaction with "Ease of reaching the appropriate staff"

The majority of respondents (74%) say they are satisfied (very/somewhat) with the ease of reaching the appropriate staff at the municipal hall main customer service counter in 2015.

There were no significant differences between permanent residents (74% satisfied) and second homeowners (70%).

There was a significant increase in "very satisfied" permanent residents in 2015 (48%, up 13pp from 2014) and second homeowners (64%, up 31pp from 2014).




Base:

Total Permanent Residents (with an opinion) 2012 (n=255), 2013 (n=258), 2014 (n=258), 2015 (n=115)

Total Second Homeowners (with an opinion) 2012 (n=79), 2013 (n=96), 2014 (n=85), 2015 (n=52)

Q.21B_a) How satisfied are you with the following service delivery aspects at the Municipal hall main customer service counter?
"Ease of reaching the appropriate staff"

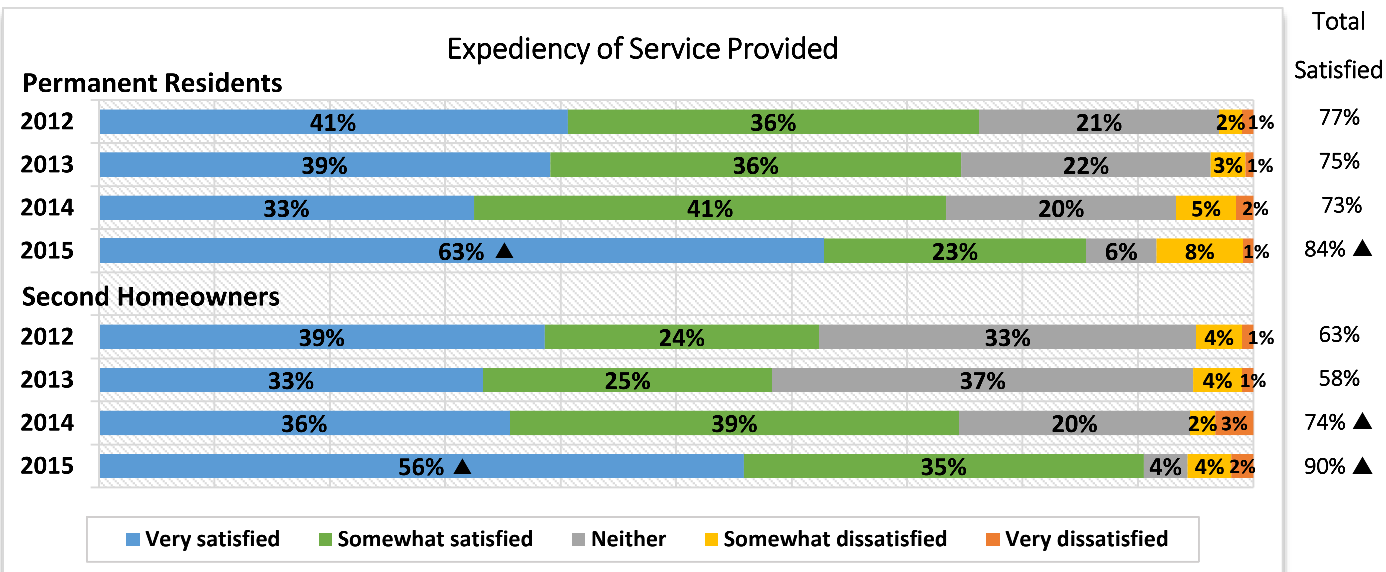
2013: "Ease of Reaching Appropriate Staff"
2012: Wait Times for Service"

### 6.2 Satisfaction with "Expediency of service provided"

The majority of respondents (87%) say they are satisfied (very/somewhat) with expediency of service provided at the municipal hall main customer service counter in 2015.

There were no significant differences between permanent residents (84% satisfied) and second homeowners (90%).

Satisfaction with the expediency of service provided at the municipal hall main customer service counter continues to increase. In 2015, there was a significant increase in satisfaction with permanent residents (84%, up 11pp from 2014) and second homeowners (90%, up 16pp from 2014). There was a significant increase in "very satisfied" permanent residents in 2015 (63%, up 30pp from 2014) and second homeowners (56%, up 20pp from 2014).




Base:

Total Permanent Residents (with an opinion) 2012 (n=258), 2013 (n=253), 2014 (n=260), 2015 (n=115)

Total Second Homeowners (with an opinion) 2012 (n=80), 2013 (n=96), 2014 (n=90), 2015 (n=52)

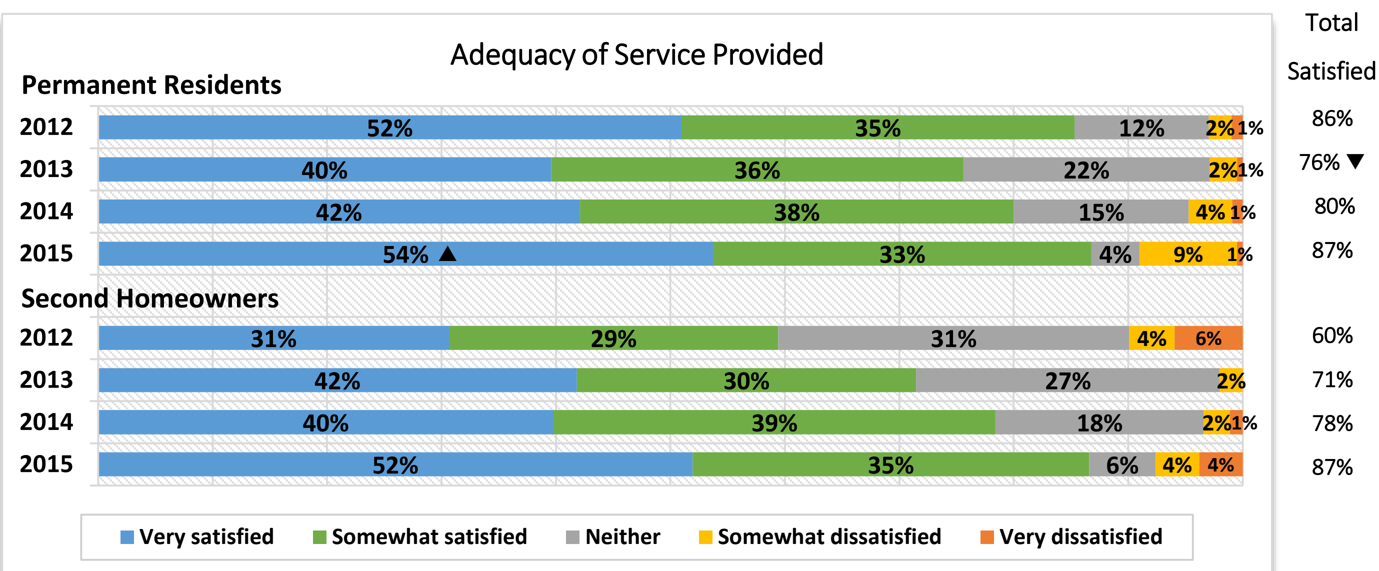
Q.21B_b) How satisfied are you with the following service delivery aspects at the Municipal hall main customer service counter?
"Expediency of service provided"

### 6.3 Satisfaction with "Adequacy of the service provided"

The majority of respondents (87%) say they are satisfied (very/somewhat) with the adequacy of the service provided at the municipal hall main customer service counter in 2015.

There were no significant differences between permanent residents (87% satisfied) and second homeowners (87%).

Satisfaction with the adequacy of service provided at the municipal hall main customer service counter continues to increase. In 2015, there was a significant increase in "very satisfied" permanent residents in 2015 (54%, up 12pp from 2014).




Base:

Total Permanent Residents (with an opinion)
2012 (n=257), 2013 (n=255), 2014 (n=262),
2015 (n=100)

Total Second Homeowners (with an opinion)
2012 (n=82), 2013 (n=98), 2014 (n=88),
2015 (n=45)

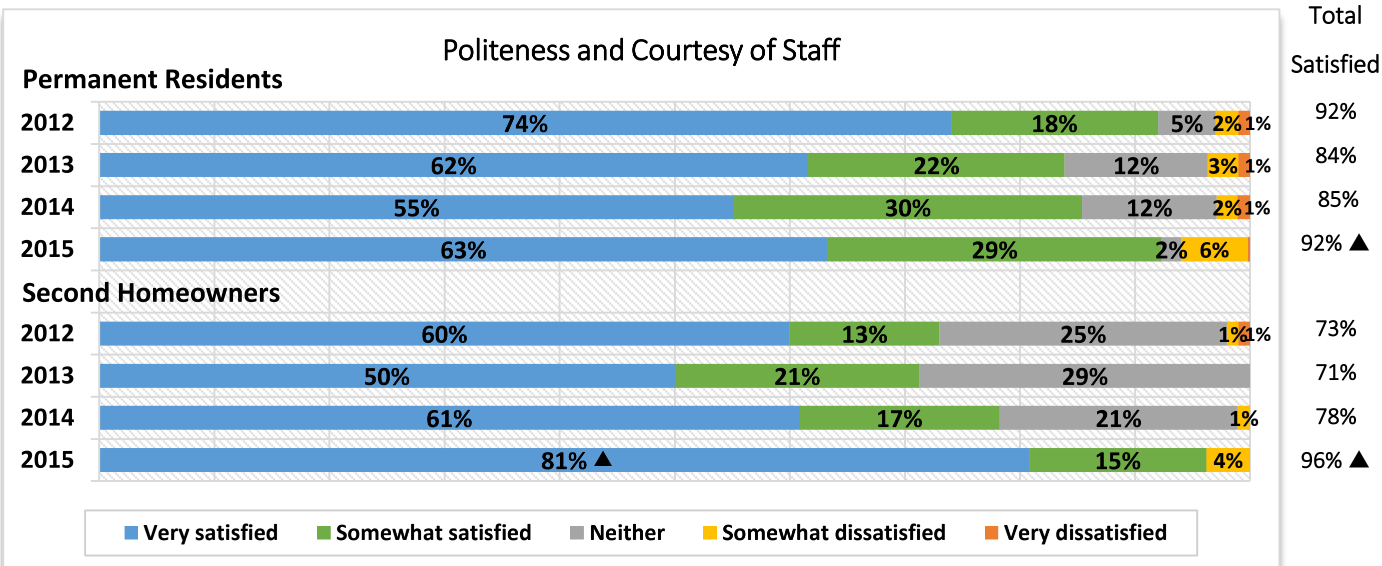
Q.21B_c) How satisfied are you with the following service delivery aspects at the Municipal hall main customer service counter?
"Adequacy of the service provided (did you get what was needed)"

### 6.4 Satisfaction with "Politeness and courtesy of staff"

The majority of respondents (94%) say they are satisfied (very/somewhat) with the politeness and courtesy of staff at the municipal hall main customer service counter in 2015.

There were no significant differences between permanent residents (92% satisfied) and second homeowners (96%).

Satisfaction with the politeness and courtesy of staff at the municipal hall main customer service counter continues to increase. In 2015, there was a significant increase in satisfaction with permanent residents (92%, up 13pp from 2014) and second homeowners (96%, up 18pp from 2014). There was a significant increase in "very satisfied" second homeowners in 2015 (81%, up 20pp from 2014).




Base:

Total Permanent Residents (with an opinion) 2012 (n=261), 2013 (n=261), 2014 (n=263), 2015 (n=115)

Total Second Homeowners (with an opinion) 2012 (n=85), 2013 (n=94), 2014 (n=92), 2015 (n=52)

Q.21B_d) How satisfied are you with the following service delivery aspects at the Municipal hall main customer service counter?
"Politeness and courtesy of staff"

### 6.5 Reasons for Contacting Municipal Hall

The top reasons respondents contact municipal hall are: licenses and permits (41%), to discuss/pay property tax (30%), and for parking passes/tickets (25%). Lesser reasons for contacting municipal hall include: waste services (4%), to pay bills (1%), and general information (1%).

A significantly larger proportion of older respondents contact municipal hall to discuss/pay property taxes (32% of 35-54 year olds and 39% of those over 55 compared to no respondents under 34). Older respondents are also significantly more likely to contact municipal hall for road or snow clearing. (9% of 35-54 year olds and 16% of those over 55 compared to no respondents under 34).

For permanent residents, the top reasons for contacting municipal hall that increased significantly in 2015 were: getting a license/permit (41%, up 33pp from 2014) and recreation programs and offerings (22%, up 15pp from 2014). Top reasons that decreased significantly were: building and land development services (19%, down 11pp from 2014) and looking for information (2%, down 9pp from 2014).

For second homeowners, the top reasons for contacting municipal hall that increased significantly in 2015 were: getting a license/permit (42%, up 34pp from 2014) and recreation programs and offerings (12%, not mentioned in 2014). The top reason that decreased significantly was looking for information (no respondents, down 14pp from 2014).

**Top Reasons for Contacting Municipal Hall**

| | Permanent Residents | | Second Homeowners | |
|---|---|---|---|---|
| | 2015<br>n= 152<br>% | 2014<br>n= 244<br>% | 2015<br>n= 52<br>% | 2014<br>n= 107<br>% |
| Getting a license/ permit | 41▲ | 8 | 42▲ | 8 |
| Parking passes or tickets | 29 | 21 | 15 | 8 |
| Discuss/ Pay property taxes | 27 | 34 | 35 | 41 |
| Recreation programs and offerings | 22▲ | 7 | 12▲ | - |
| Building and Land Development Services | 19▼ | 30 | 31 | 39 |
| Roads or snow clearing | 7 | 4 | 15 | 6 |
| Waste services | 4 | 3 | 6 | 3 |
| Looking for information | 2▼ | 11 | 0▼ | 14 |
| Paying a bill/fine | 2 | 2 | 0 | - |
| Business purposes | n/a | 17 | n/a | 3 |
| By-law complaints | n/a | 7 | n/a | 5 |
| Bus tickets | n/a | 1 | n/a | - |
| Various Miscellaneous Reasons | 11 | 10 | 17 | - |

Q.21C) What are your top reasons for contacting Municipal Hall?

Base: Total Respondents with an opinion (n=various)

### 6.6 Best Way to Provide Administrative Services

As in previous years, respondents feel the best way to provide administrative services is online (66%)

Respondents felt the best ways to provide administrative services were online (web/email) (66%), in person (19%), and by telephone (11%). The least popular way to provide administrative services was by mail (paper) (1%).

The most popular ways to provide administrative services to permanent residents were online (63%) and in person (23%). The most popular ways to provide administrative services to second homeowners were also online (70%) and in person (12%).

For permanent residents, the best way to provide administrative services that increased significantly in 2015 was by telephone (11%, up 8pp from 2014).

| Best Way for Municipal Hall to Provide Administrative Services | | | | |
|---|---|---|---|---|
| | Permanent Residents | | Second Homeowner | |
| | 2015 | 2014 | 2015 | 2014 |
| | n=257 | n=301 | n=201 | n=200 |
| | % | % | % | % |
| **Online (web/email)** | 63 | 70 | 70 | 67 |
| **In person** | 23 | 18 | 12 | 10 |
| **Telephone** | 11▲ | 3 | 10 | 9 |
| **Mail (paper)** | 1 | n/a | 2 | n/a |
| **Miscellaneous other ways** | 1▼ | 4 | 1▼ | 8 |
| **Don't Know/ Not Interested** | 1 | 6 | 5 | 7 |

Q.22) What is the best way for municipal hall to provide administrative services (such as payments, forms, licenses, permits, bookings, request services, report issues)?

Base: Total Respondents (n=various)

# 7. High Priorities for Budget Allocation

Most used services by respondents in 2015 were: community parks and trails (80%), municipal recreational programs and facilities (72%), and library services (68%). In the past 12 months, a larger proportion of permanent residents report using services than second homeowners; generally, a larger proportion of respondents younger than 55 years of age report using the services than older respondents. Residents of Whistler are significantly more satisfied (92%) with value for the services they received for their property tax dollar than the normative benchmark (67%). Top high priority items for budget allocation are: maintenance of community parks and trails (79%), snow clearing on local roads (79%), and village maintenance (69%). The lowest overall high priority items are: community centre children's programs, youth services and facilities (56%), library services (40%), and arts programming (21%).

**Permanent Residents**

- 95% of permanent residents feel they receive good (very/fairly) value for the services they receive.
- Top high priority items for budget allocation are: maintenance of community parks and trails (78%), snow clearing on local roads (73%), community centre children's programs, youth services and facilities (63%), and village maintenance (63%).
- The proportion of permanent residents that feel the maintenance of community parks and trails to be high priority for budget allocation increased significantly in 2015 (78%, up 9pp from 2014).
- Lowest scores for high priority items with permanent residents are: road maintenance on local roads (55%), library services (44%), and arts programming (22%).

**Second Homeowners**

- 88% of second homeowners feel they receive good (very/fairly) value for the services they receive.
- Second homeowners feel the top high priority items for budget allocation are: snow clearing on local roads (86%), maintenance of community parks and trails (80%), village maintenance (77%), and local transit services (67%).
- The proportion of second homeowners that feel the municipal recreational programs and facilities to be high priority for budget allocation increased significantly in 2015 (57%, up 12pp from 2014).
- Lowest scores for high priority items with second homeowners are: community centre children's programs, youth services and facilities (47%), library services (35%), and arts programming (19%).

### 7.1 Use of Service in Past 12 Months

Most used services by respondents in 2015 were: community parks and trails (80%), municipal recreational programs and facilities (72%), and library services (68%). Least used services in 2015 were: local transit services, municipal hall main customer service counter, and building and land development services.

A significantly larger proportion of permanent residents than second homeowners use the services, with the exception of community parks and trails (82% of permanent residents and 77% of second homeowners) and building and land development services (23% of permanent residents and 15% of second homeowners).

In the past 12 months, a significantly larger proportion of females (87% vs. 73% of males) and those between 35-54 years of age (87% vs. 77% of those over 55) report using community parks and trails.

In the past 12 months, a significantly larger proportion of permanent residents (85% vs. 56% of second homeowners) and respondents under 55 (84% of those under 34 and 85% between 35-54 years of age vs. 59% of those over 55) report using municipal recreational programs and facilities.

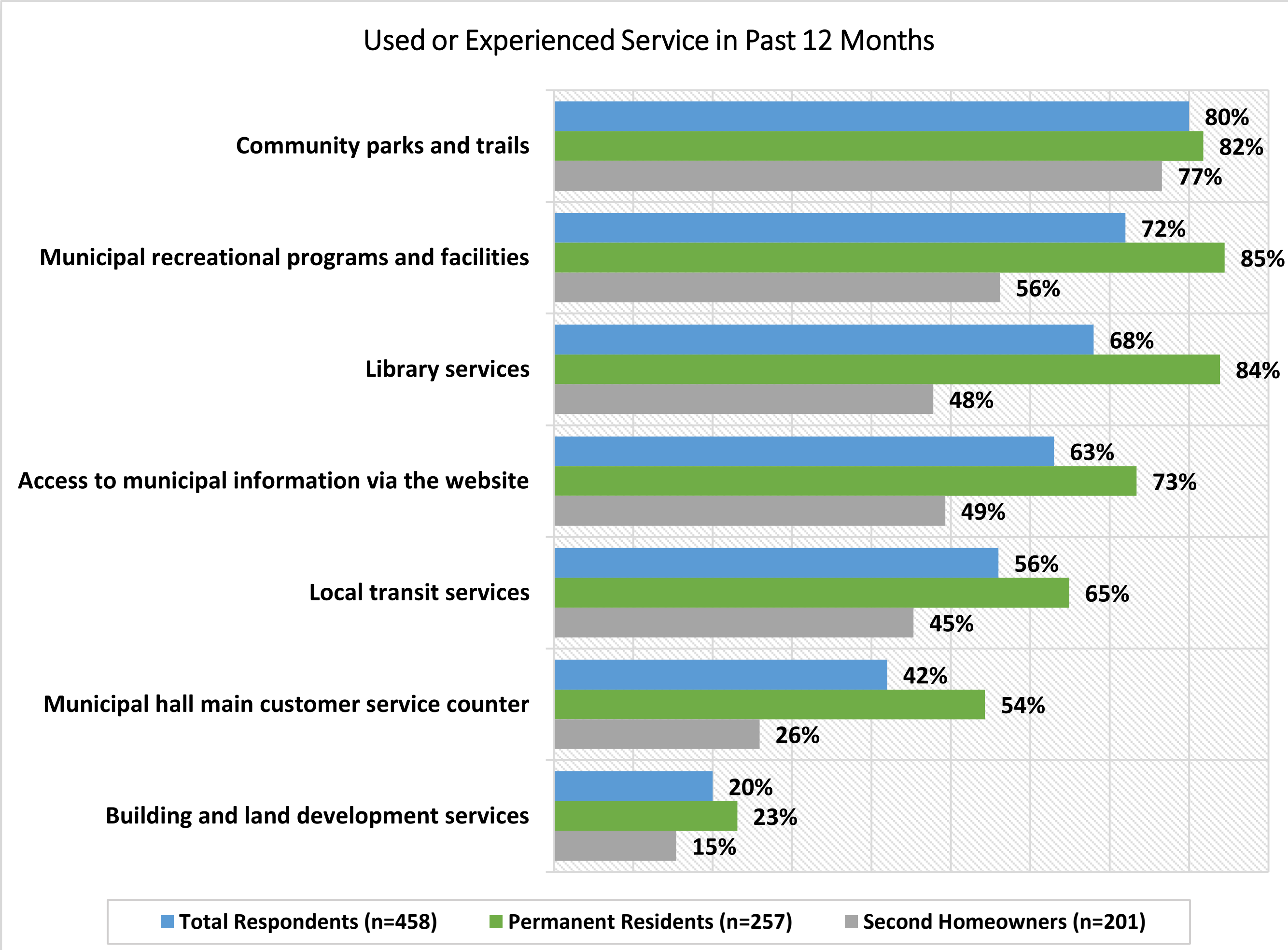
In the past 12 months, a significantly larger proportion of permanent residents (84% vs. 48% of second homeowners) and respondents under 55 (83% of those under 34 and 75% between 35-54 years of age vs. 56% of those over 55) report using library services.

In the past 12 months, a significantly larger proportion of permanent residents (73% vs. 49% of second homeowners) and respondents under 55 (75% of those under 34 and 71% between 35-54 years of age vs. 50% of those over 55) report accessing municipal information via the website.

In the past 12 months, a significantly larger proportion of permanent residents (65% vs. 45% of second homeowners) and respondents younger than 55 (75% of those under 34 and 62% between 35-54 years of age compared to 43% of those over 55) report using local transit services.

In the past 12 months, a significantly larger proportion of permanent residents (54% vs. 26% of second homeowners) and respondents between 35 and 54 years old (51% vs. 36% of those over 55) report using municipal hall main customer service counter.

In the past 12 months, a significantly larger proportion of respondents between 35 and 54 years old (30% vs. 16% of those over 55) report using building and land development services.




Q.23) Please tell me if you have used or had experience with any of the following services provided by the Resort Municipality of Whistler in the past 12 months?

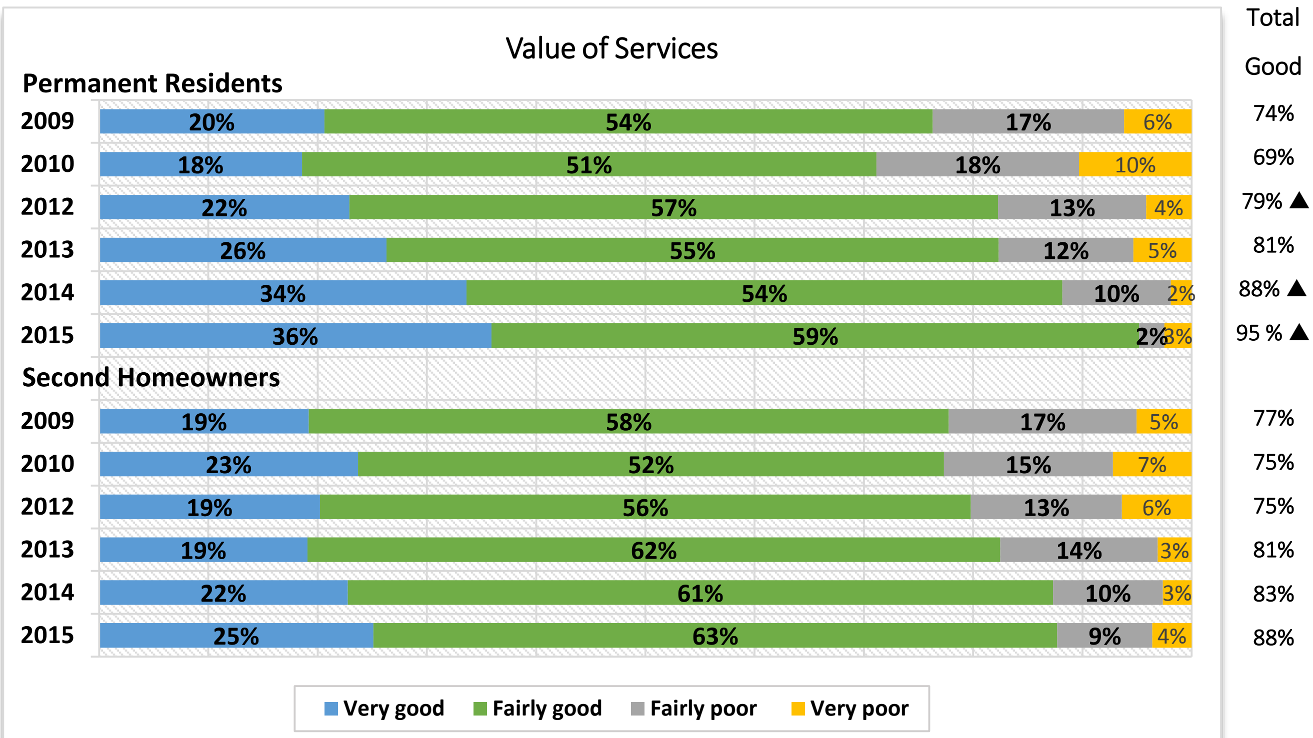
Base: Total Respondents

### 7.2 Value of Services Received for Property Tax Dollars

The value for the services respondents received for their property tax dollar continues to be good (very/fairly good). A significantly larger proportion of permanent residents felt they received good value for services in 2015 compared to 2014 (95%, up 7pp from 2014).

Second homeowners were significantly more likely to feel that they received "fairly poor" value for the services they received in 2015 (9% vs. 2% of permanent residents). Respondents over the age of 55 were also significantly more likely to feel they received "fairly poor" value (8% vs. 1% of those under 34).

Residents of Whistler are significantly more satisfied (92%) with value for the services they received for their property tax dollar than the normative benchmark (67%), with a significantly larger proportion of Whistler residents feeling "very good" (31% in Whistler vs. 13% norm).




Base:

Total Permanent Residents (property owners) 2009 (n=211), 2010 (n=236), 2012 (n=233), 2013 (n=194), 2014 (n=202), 2015 (n=223)

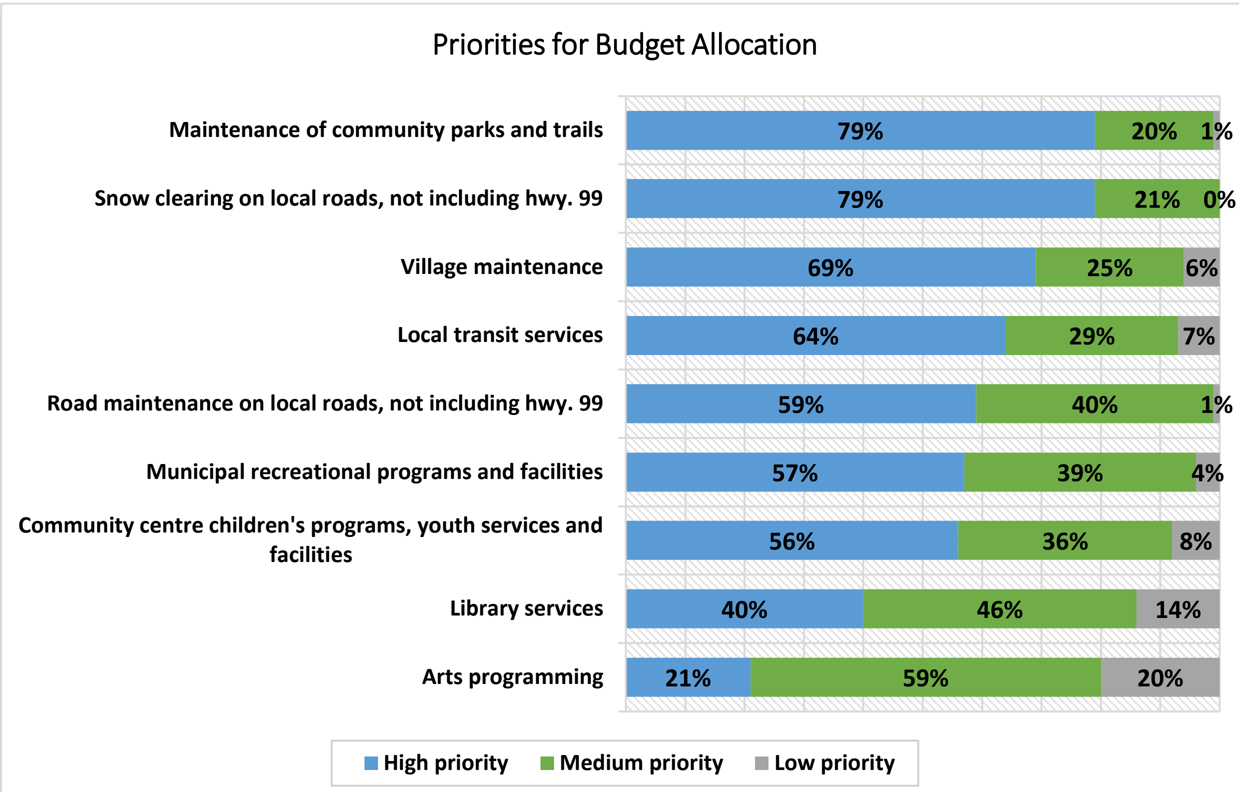
Total Second Homeowners (property owners) 2009 (n=200), 2010 (n=200), 2012 (n=200), 2013 (n=200), 2014 (n=200), 2015 (n=195)

Q.24) As you may be aware, about one-third of the property tax you pay goes directly to the provincial government, the other portion, estimated to be approximately $___ goes to the municipality of Whistler to fund all the services you receive. Thinking about all the services provided by the municipality, would you say that overall you get good value or poor value for that portion of your tax dollar? Very/fairly good or poor?

| Value of Services | Whistler n=418 | Benchmark n=440 |
|---|---|---|
| **Top 2 Box %** Very and Fairly Good | 92% | 67% |

### 7.3 Priorities for Budget Allocation

The majority of respondents feel the top three high priority items for budget allocation are: maintenance of community parks and trails (79%), snow clearing on local roads (79%), and village maintenance (69%). The lowest overall high priority items are: community centre children's programs, youth services and facilities (56%), library services (40%), and arts programming (21%).



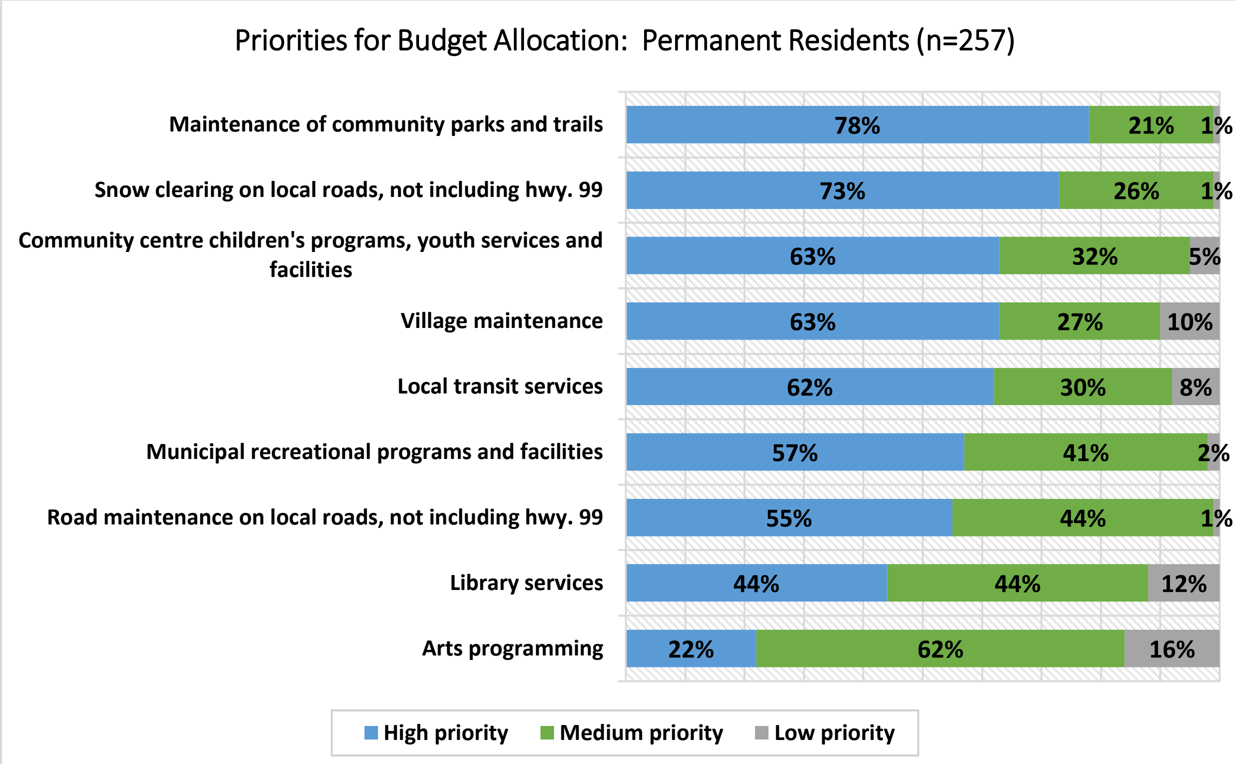

Base:

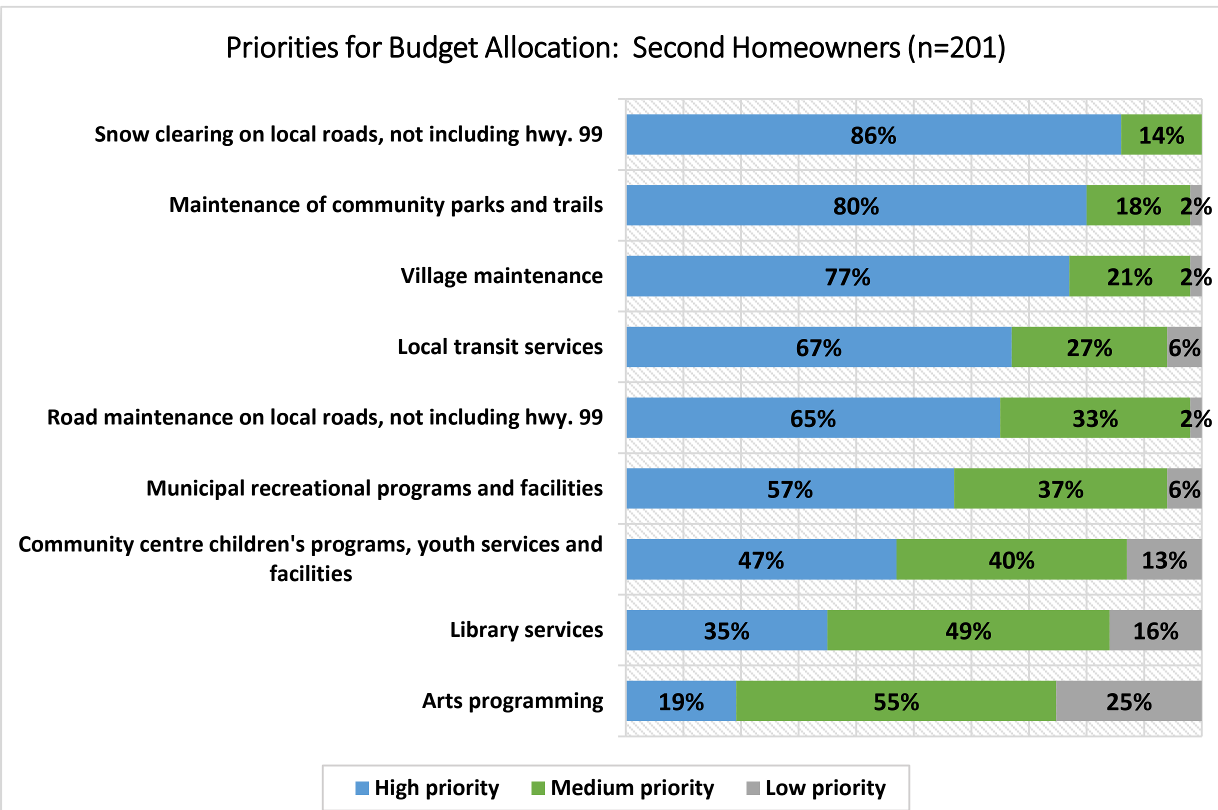
Total Respondents (n=458)

Q.25) To help the municipality with future allocation of the budget, please tell me whether you consider each of the following items as high priority, medium priority or low priority?

As in previous years, permanent residents feel the top high priority items for budget allocation are: maintenance of community parks and trails (78%), snow clearing on local roads (73%), community centre children's programs, youth services and facilities (63%), and village maintenance (63%).

Second homeowners feel the top high priority items for budget allocation are: snow clearing on local roads (86%), maintenance of community parks and trails (80%), village maintenance (77%), and local transit services (67%).




Q.25) To help the municipality with future allocation of the budget, please tell me whether you consider each of the following items as high priority, medium priority or low priority?

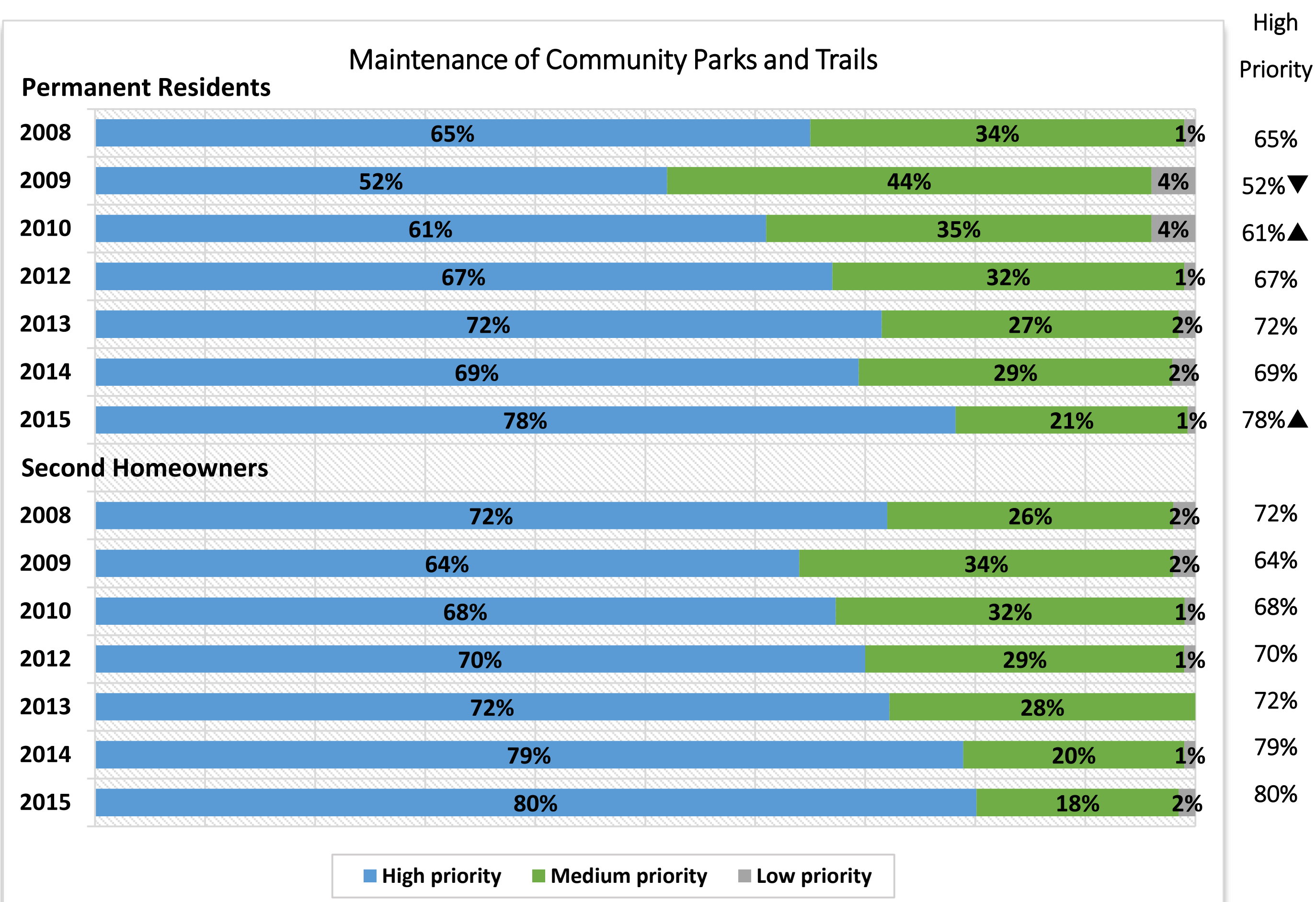
### 7.4 Priority of "Maintenance of community parks and trails"

The majority of respondents (80%) say they have used community parks and trails in the past 12 months. A significantly larger proportion of females (87% vs. 73% of males) and those between 35-54 years of age (87% vs. 77% of those over 55) report using the service.

The majority of respondents (79%) consider maintenance of community parks and trails to be a high priority service for budget allocation.

There were no significant differences between permanent residents (78% high priority) and second homeowners (80%).

The proportion of permanent residents that feel the maintenance of community parks and trails to be high priority for budget allocation increased significantly in 2015 (78%, up 9pp from 2014).




Base:

Total Permanent Residents (with an opinion) 2008 (n=300), 2009 (n=304), 2010 (n=299), 2012 (n=300), 2013 (n=299), 2014 (n=301), 2015 (n=257)

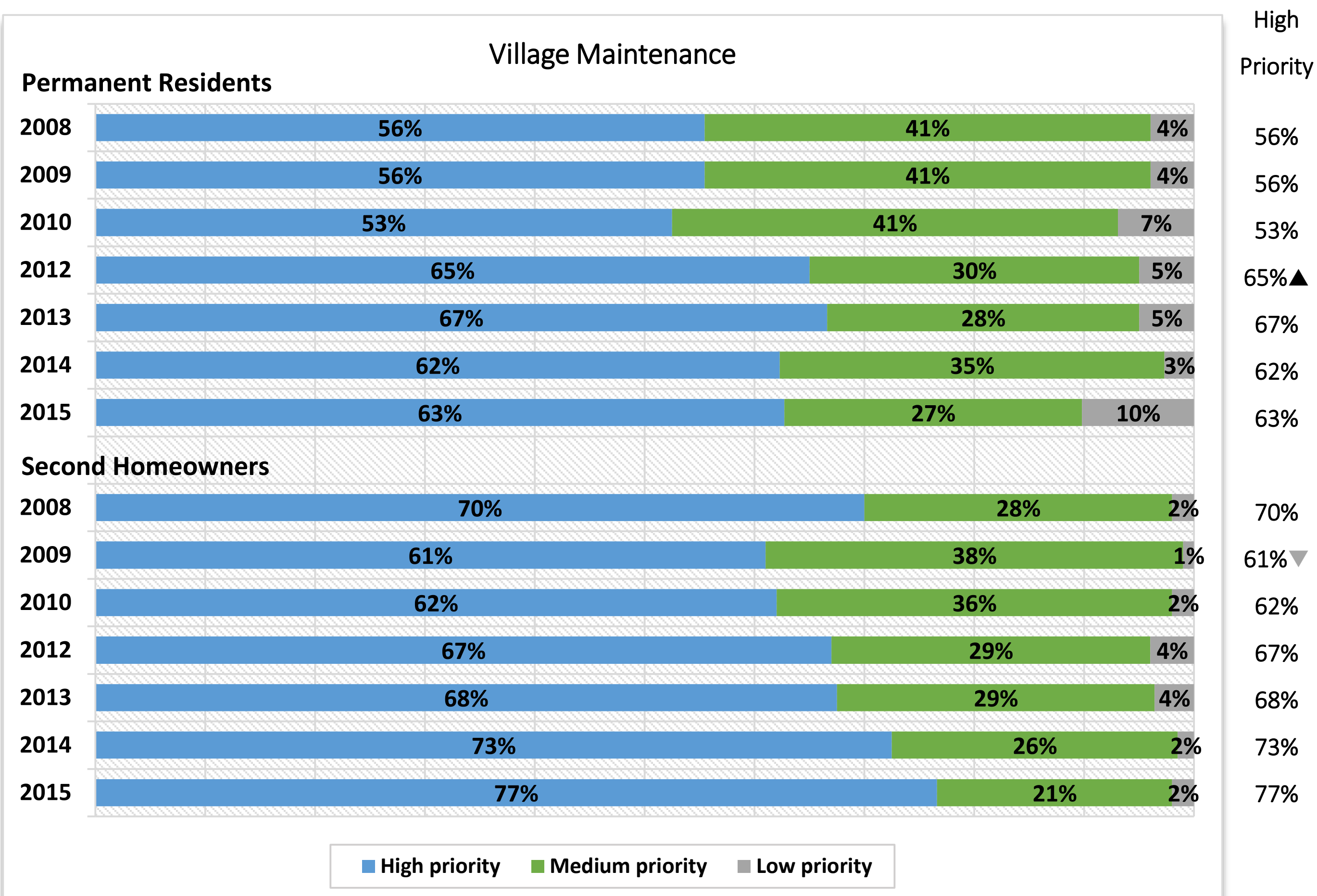
Total Second Homeowners (with an opinion) 2008 (n=201), 2009 (n=199), 2010 (n=197), 2012 (n=199), 2013 (n=198), 2014 (n=199), 2015 (n=201)

Q.25a) To help the municipality with future allocation of the budget, please tell me whether you consider each of the following items as high priority, medium priority or low priority? "Maintenance of community parks and trails"

### 7.5 Priority of "Village maintenance"

The majority of respondents (69%) consider village maintenance to be a high priority service for budget allocation.

There were no significant differences between permanent residents (63% high priority) and second homeowners (77%); and no significant changes from 2014.




Base:

Total Permanent Residents (with an opinion) 2008 (n=300), 2009 (n=304), 2010 (n=298), 2012 (n=299), 2013 (n=298), 2014 (n=300), 2015 (n=257)

Total Second Homeowners (with an opinion) 2008 (n=202), 2009 (n=199), 2010 (n=198), 2012 (n=198), 2013 (n=198), 2014 (n=200), 2015 (n=201)

Q.25b) To help the municipality with future allocation of the budget, please tell me whether you consider each of the following items as high priority, medium priority or low priority? "Village maintenance"

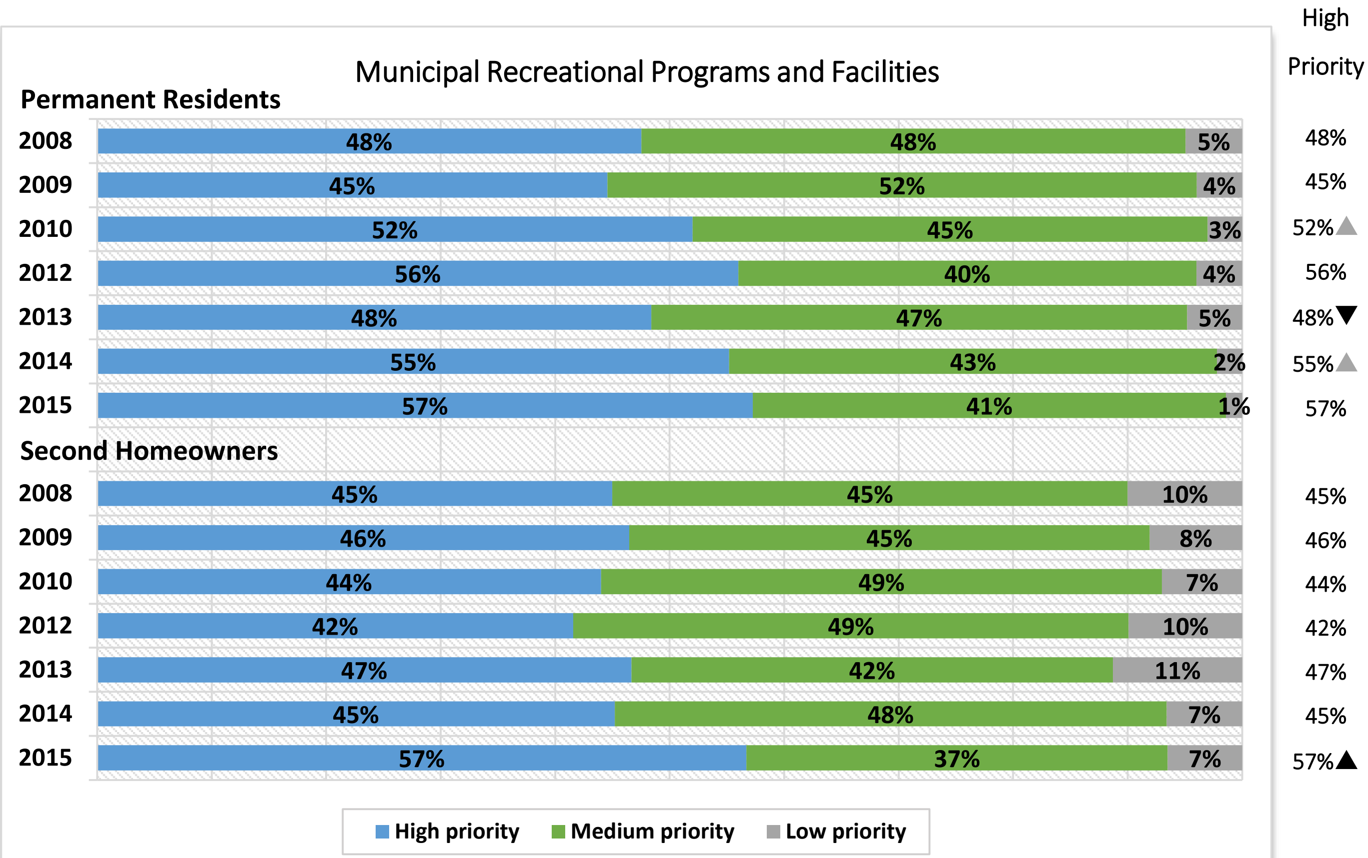
## 7.6 Priority of "Municipal recreational programs and facilities"

The majority of respondents (72%) say they have used municipal recreational programs and facilities in the past 12 months. A significantly larger proportion of permanent residents (85% vs. 56% of second homeowners) and respondents under 55 (84% of those under 34 and 85% between 35-54 years of age vs. 59% of those over 55) report using the service.

The majority of respondents (57%) consider municipal recreational programs and facilities to be a high priority service for budget allocation.

There were no significant differences between permanent residents (57% high priority) and second homeowners (57%); however, second homeowners are more likely to feel municipal recreational programs and facilities is a low priority item for budget allocation (7% vs. 1% of permanent residents).

The proportion of second homeowners that feel the municipal recreational programs and facilities to be high priority for budget allocation increased significantly in 2015 (57%, up 12pp from 2014).




Base:

Total Permanent Residents (with an opinion) 2008 (n=300), 2009 (n=303), 2010 (n=296), 2012 (n=300), 2013 (n=298), 2014 (n=301), 2015 (n=257)

Total Second Homeowners (with an opinion) 2008 (n=201), 2009 (n=196), 2010 (n=196), 2012 (n=195), 2013 (n=195), 2014 (n=197), 2015 (n=201)

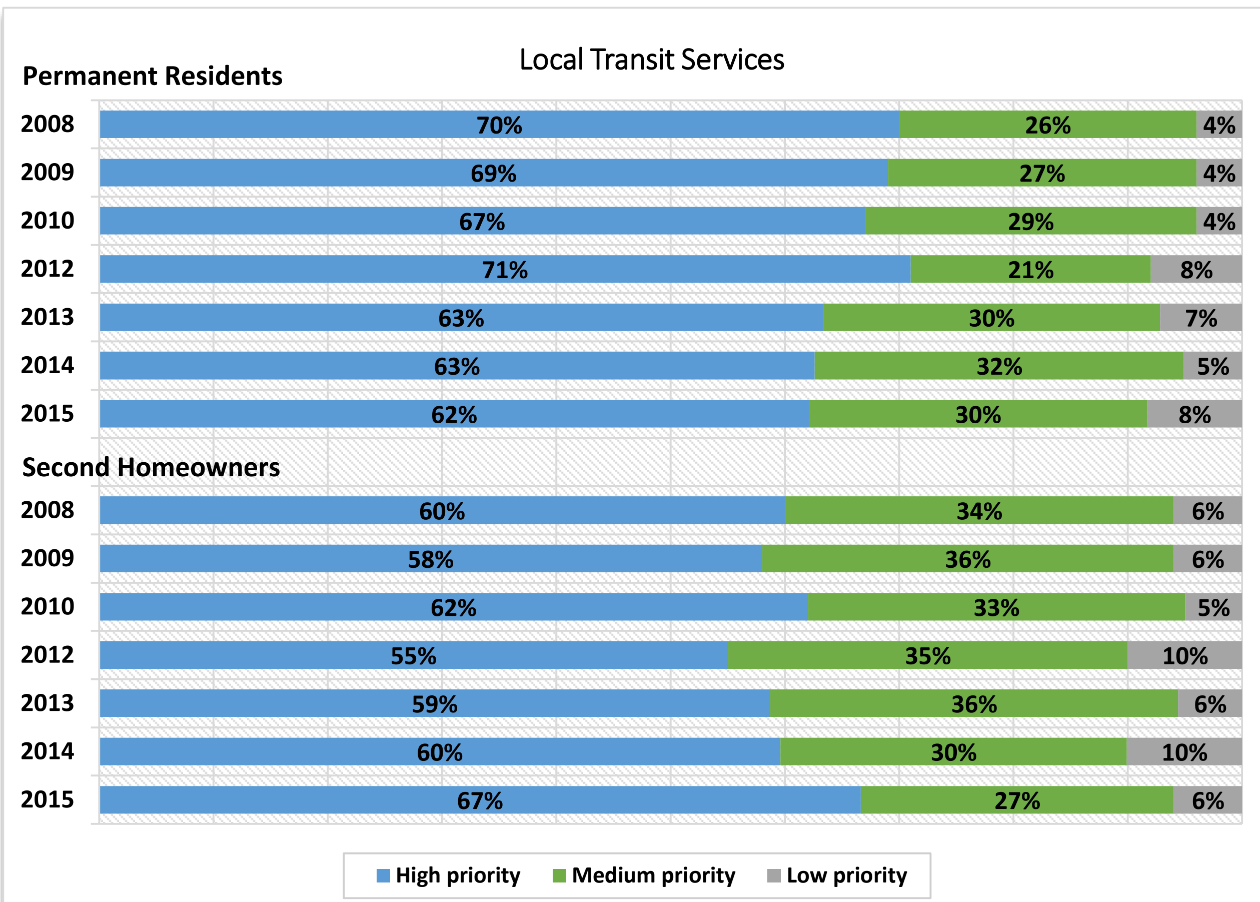
Q.25c) To help the municipality with future allocation of the budget, please tell me whether you consider each of the following items as high priority, medium priority or low priority? "Municipal recreational programs and facilities"

## 7.7 Priority of "Local transit services"

Just over half of respondents (56%) say they have used local transit services in the past 12 months. A significantly larger proportion of permanent residents (65% vs. 45% of second homeowners) and respondents under 55 (75% of those under 34 and 62% between 35-54 years of age vs. 43% of those over 55) report using the service.

The majority of respondents (64%) consider local transit services to be a high priority service for budget allocation.

There were no significant differences between permanent residents (62% high priority) and second homeowners (67%); respondents between 35 and 54 years of age are more likely to feel that local transit service is a high priority item for budget allocation than older respondents (75% vs. 62% of those over 55).




High Priority

70%
69%
67%
71%
63%▼
63%
62%

60%
58%
62%
55%
59%
60%
67%

Base:

Total Permanent Residents (with an opinion)
2008 (n=300), 2009 (n=302), 2010 (n=296), 2012 (n=298), 2013 (n=298), 2014 (n=299), 2015 (n=257)

Total Second Homeowners (with an opinion)
2008 (n=203), 2009 (n=197), 2010 (n=198), 2012 (n=197), 2013 (n=196), 2014 (n=198), 2015 (n=201)

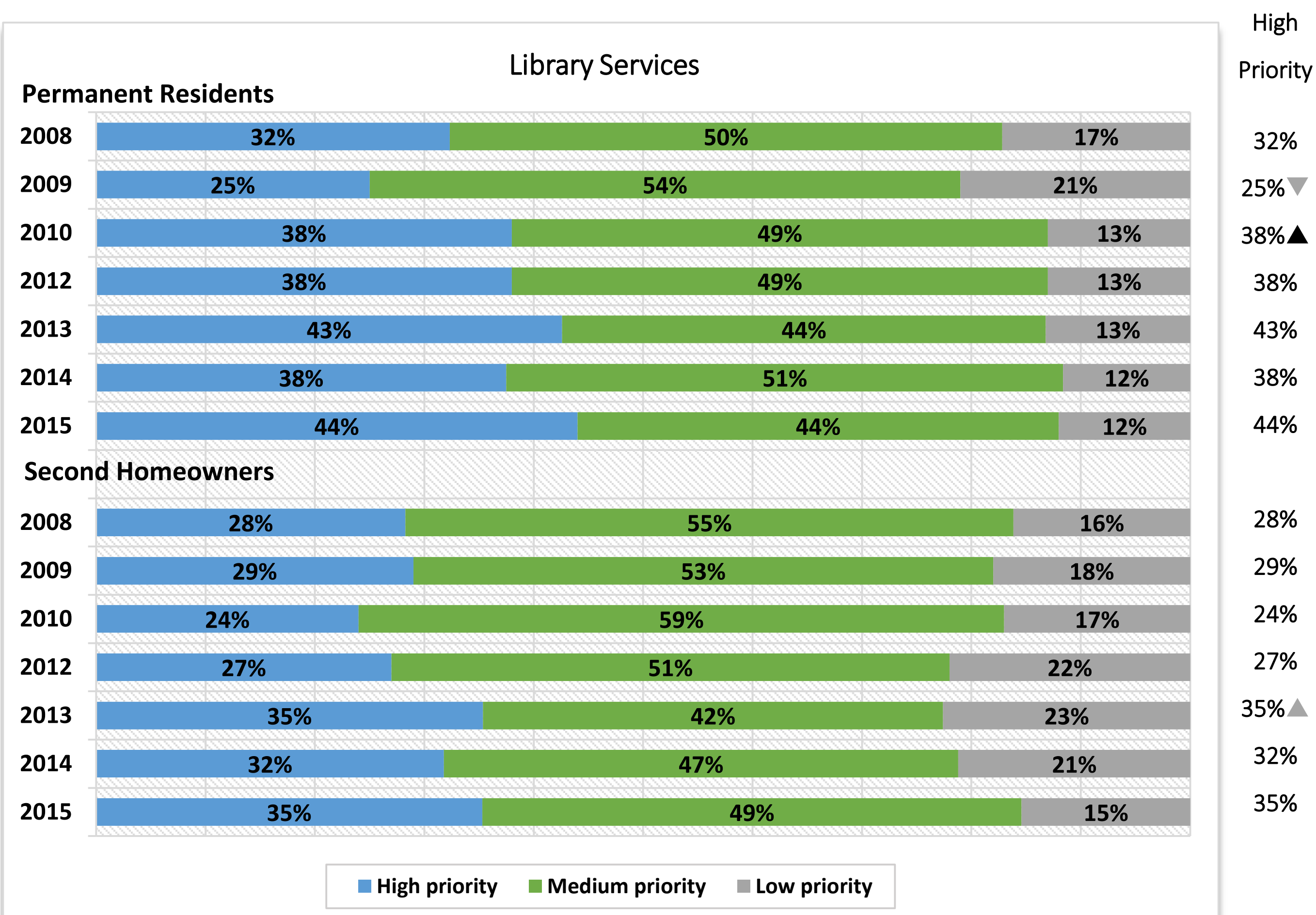
Q.25d) To help the municipality with future allocation of the budget, please tell me whether you consider each of the following items as high priority, medium priority or low priority? "Local transit services"

## 7.8 Priority of "Library services"

The majority of respondents (68%) say they have used library services in the past 12 months. A significantly larger proportion of permanent residents (84% vs. 48% of second homeowners) and respondents under 55 (83% of those under 34 and 75% between 35-54 years of age vs. 56% of those over 55) report using the service.

Less than one-half of respondents (40%) consider library services to be a high priority service for budget allocation.

There were no significant differences between permanent residents (44% high priority) and second homeowners (35%); and no significant changes from 2014.




Base:

Total Permanent Residents (with an opinion) 2008 (n=300), 2009 (n=304), 2010 (n=295), 2012 (n=300), 2013 (n=297), 2014 (n=301), 2015 (n=257)

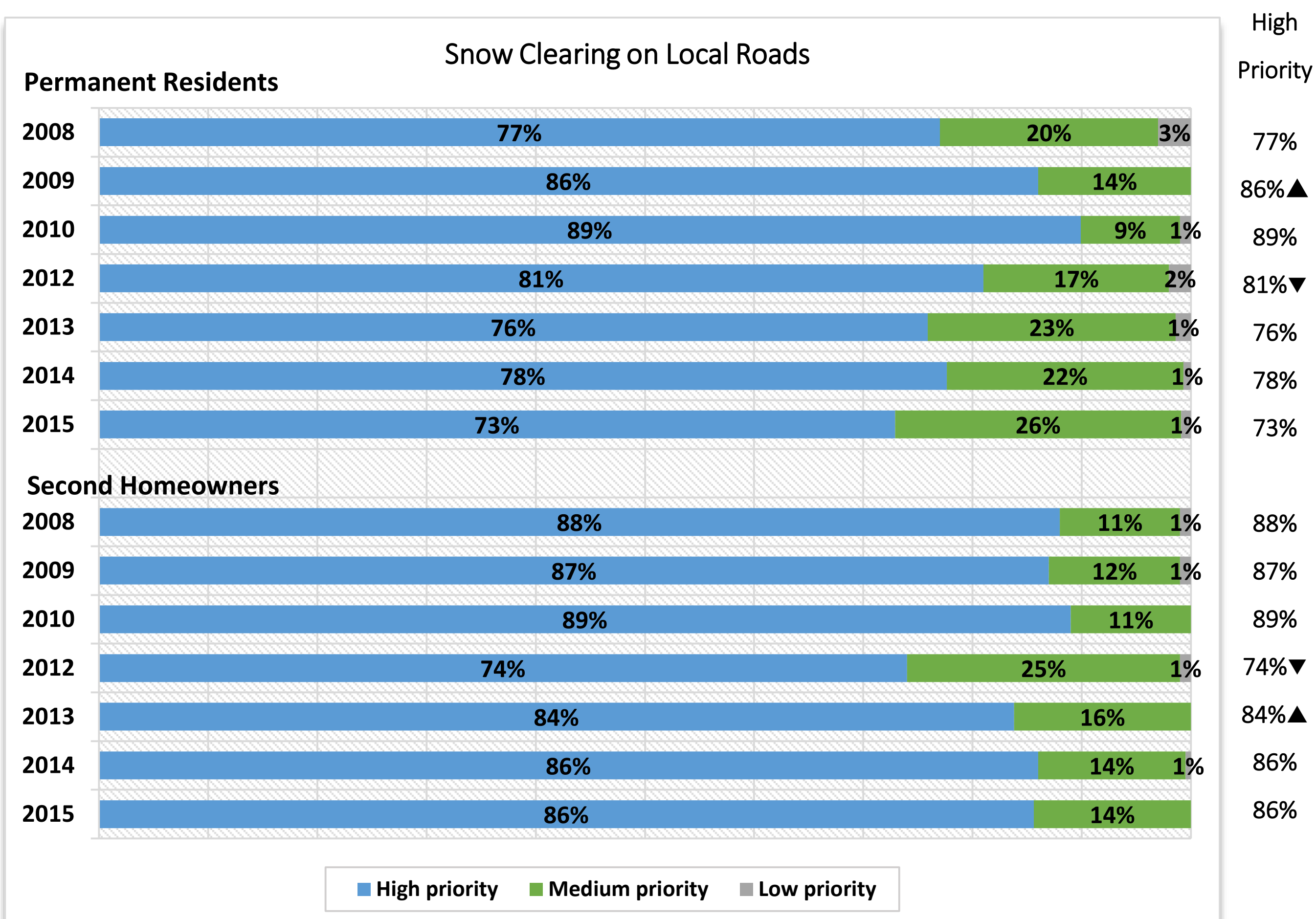
Total Second Homeowners (with an opinion) 2008 (n=201), 2009 (n=197), 2010 (n=196), 2012 (n=195), 2013 (n=195), 2014 (n=198), 2015 (n=201)

Q.25e) To help the municipality with future allocation of the budget, please tell me whether you consider each of the following items as high priority, medium priority or low priority? "Library services"

### 7.9 Priority of "Snow clearing on local roads, not including hwy. 99"

The majority of respondents (79%) consider snow clearing on local roads to be a high priority service for budget allocation.

There were no significant differences between permanent residents (73% high priority) and second homeowners (86%); and no significant changes from 2014.




Base:

Total Permanent Residents (with an opinion) 2008 (n=300), 2009 (n=303), 2010 (n=299), 2012 (n=300), 2013 (n=300), 2014 (n=301), 2015 (n=257)

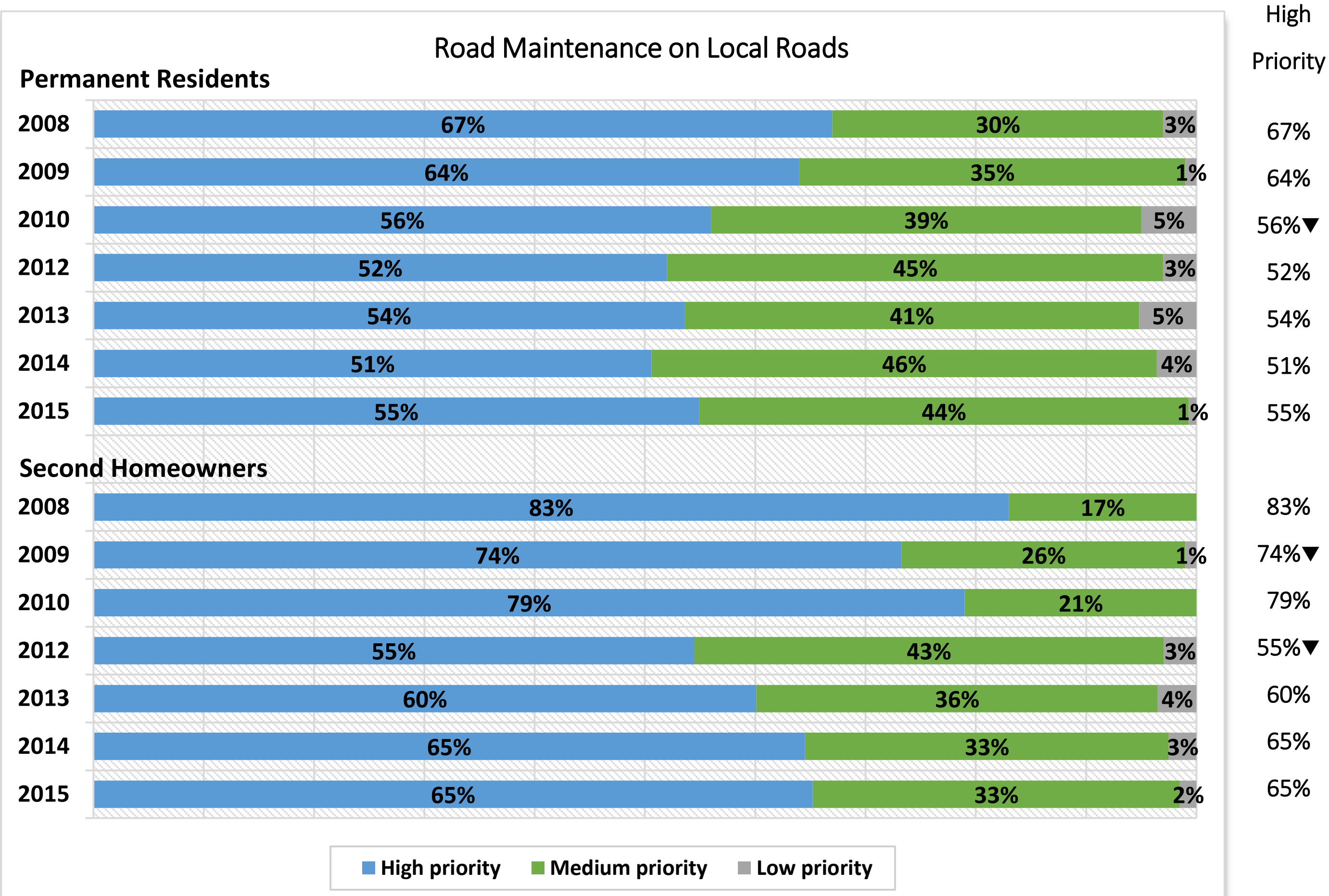
Total Second Homeowners (with an opinion) 2008 (n=204), 2009 (n=199), 2010 (n=198), 2012 (n=197), 2013 (n=198), 2014 (n=200), 2015 (n=201)

Q.25f) To help the municipality with future allocation of the budget, please tell me whether you consider each of the following items as high priority, medium priority or low priority? "Snow clearing on local roads, not including hwy. 99"

### 7.10 Priority of "Road maintenance on local roads, not including hwy. 99"

The majority of respondents (59%) consider road maintenance on local roads to be a high priority service for budget allocation.

There were no significant differences between permanent residents (55% high priority) and second homeowners (65%); older respondents were more likely to feel that road maintenance on local roads is a high priority item for budget allocation compared to younger respondents (67% vs. 56% of those between 35 and 54 years of age).




Base:

Total Permanent Residents (with an opinion)
2008 (n=300), 2009 (n=303), 2010 (n=299),
2012 (n=300), 2013 (n=299), 2014 (n=301),
2015 (n=257)

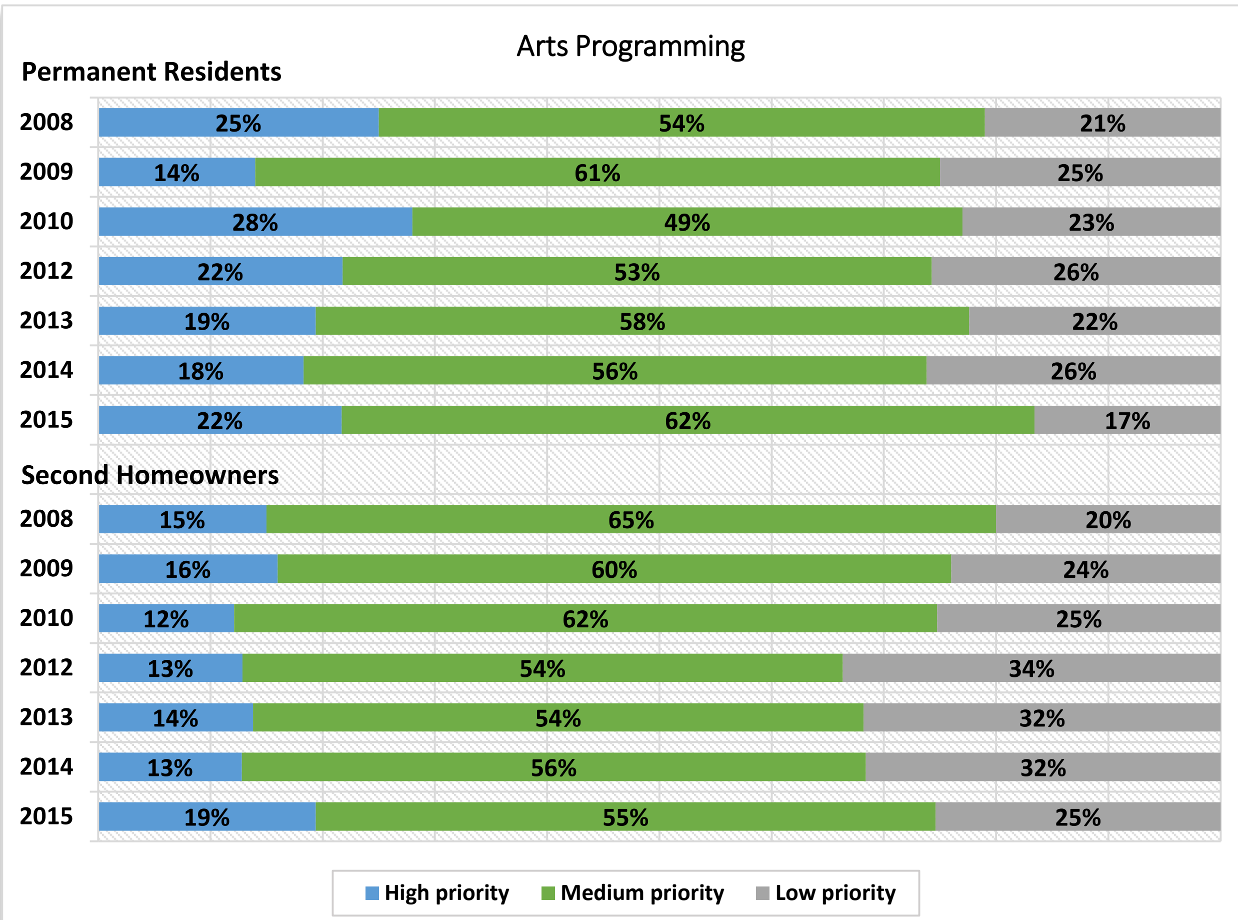
Total Second Homeowners (with an opinion)
2008 (n=204), 2009 (n=199), 2010 (n=199),
2012 (n=197), 2013 (n=198), 2014 (n=200),
2015 (n=201)

Q.25g) To help the municipality with future allocation of the budget, please tell me whether you consider each of the following items as high priority, medium priority or low priority? "Road maintenance on local roads, not including hwy. 99"

## 7.11 Priority of "Arts programming"

Two-in-ten respondents (21%) consider arts programming to be a high priority service for budget allocation.

There were no significant differences between permanent residents (22% high priority, 62% medium) and second homeowners (19% high, 55% medium); a significantly higher proportion of females feel arts programming is a high priority item for budget allocation (30% vs. 13% of males).




| High Priority |
|---|
| 25% |
| 14%▼ |
| 28%▲ |
| 22%▼ |
| 19% |
| 18% |
| 22% |
| 15% |
| 16%▼ |
| 12% |
| 13%▼ |
| 14% |
| 13% |
| 19% |

Base:

Total Permanent Residents (with an opinion)
2008 (n=300), 2009 (n=302), 2010 (n=295), 2012 (n=299), 2013 (n=296), 2014 (n=300), 2015 (n=257)

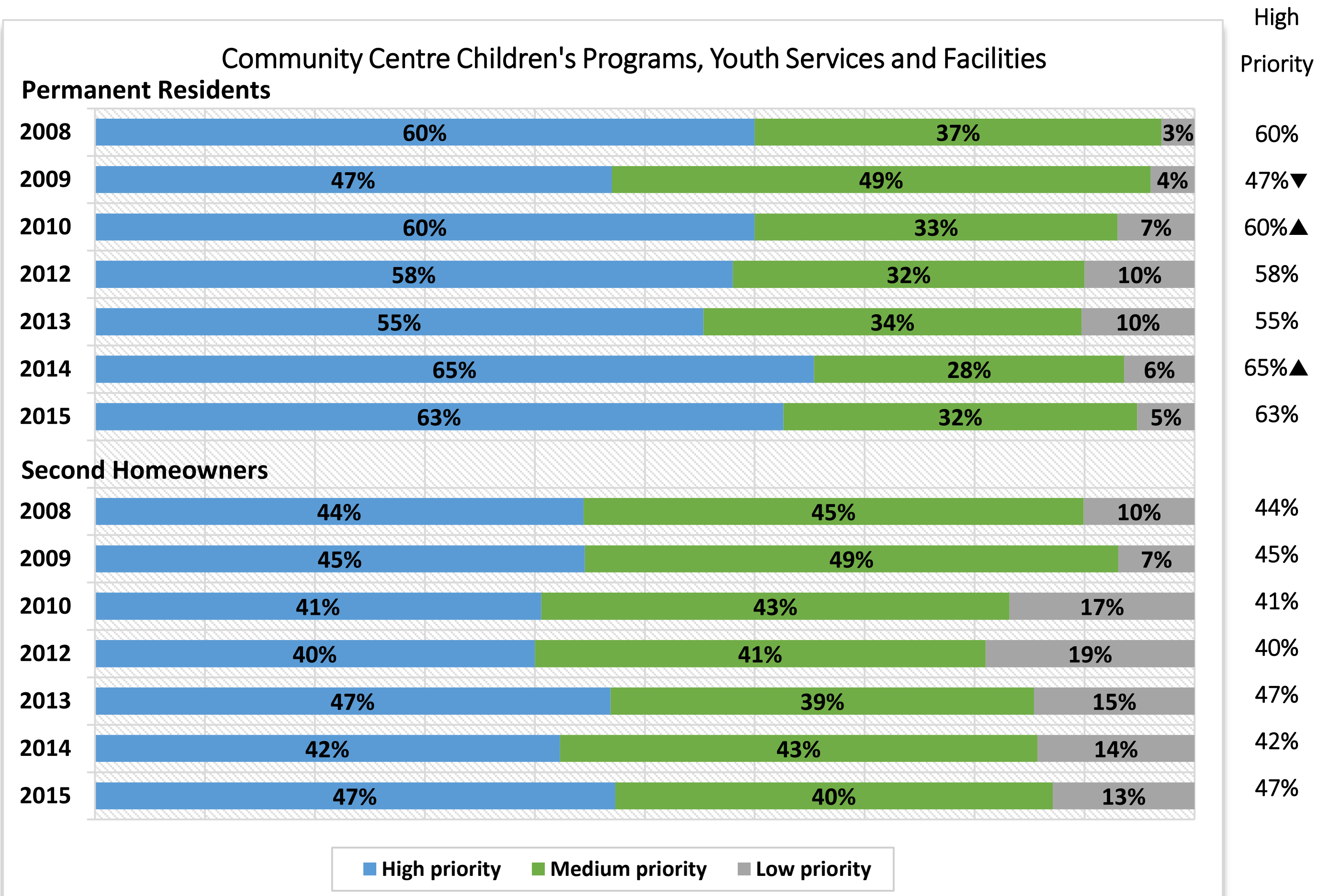
Total Second Homeowners (with an opinion)
2008 (n=201), 2009 (n=198), 2010 (n=194), 2012 (n=194), 2013 (n=195), 2014 (n=196), 2015 (n=201)

Q.25h) To help the municipality with future allocation of the budget, please tell me whether you consider each of the following items as high priority, medium priority or low priority? "Arts programming"

### 7.12 Priority of "Community Centre Children's Programs, Youth services and Facilities"

The majority of respondents (56%) consider community centre children's programs, youth services and facilities to be a high priority service for budget allocation.

A significantly larger proportion of permanent residents feel community centre children's programs, youth services and facilities are a high priority item for budget allocation than second homeowners (63% vs. 47%); respondents between 35 and 54 years of age are more likely to feel that community centre children's programs, youth services and facilities is a high priority item for budget allocation than older respondents (62% vs. 48% of those over 55).




Base:

Total Permanent Residents (with an opinion) 2008 (n=300), 2009 (n=302), 2010 (n=294), 2012 (n=296), 2013 (n=293), 2014 (n=296), 2015 (n=257)

Total Second Homeowners (with an opinion) 2008 (n=201), 2009 (n=198), 2010 (n=194), 2012 (n=193), 2013 (n=192), 2014 (n=196), 2015 (n=201)

Q.25i) To help the municipality with future allocation of the budget, please tell me whether you consider each of the following items as high priority, medium priority or low priority? "Community centre children's programs, youth services and facilities"

# Appendix

**Demographics**

Almost half of all permanent residents are under 35 years old, with two-thirds under 45, and 84% under 55 years of age. On the other hand, almost three-quarters of second homeowners are over 55. Almost three-quarters of second homeowners have a bachelor/undergraduate or post-graduate degree; while almost one-half of permanent residents have a bachelor/undergraduate or post-graduate degree. Two-thirds of permanent residents are married or living common-law.

**Demographics**

| | Permanent Residents | Second Homeowners |
|---|---|---|
| | 257 | 201 |
| | % | % |
| **Gender** | | |
| Male | 55 | 54 |
| Female | 45 | 46 |
| **Age** | | |
| 18-34 | 47 | 2.5 |
| 35-44 | 20 | 3 |
| 45-54 | 16 | 14 |
| 55-64 | 10 | 27 |
| 65+ | 6 | 47 |
| **Education** | | |
| Less than grade 12 | 0 | 1 |
| Grade 12 graduation | 10 | 5 |
| Some technical or vocational school | 3 | 3 |
| Some college | 5 | 2 |
| Some university | 9 | 10 |
| Diploma or certificate from a trade | 6 | 4 |
| Diploma or certificate from college | 19 | 6 |
| Bachelor or undergraduate degree | 37 | 29 |
| Post-graduate degree | 11 | 41 |
| **Marital Status** | | |
| Married/common-law | 67 | - |
| Single | 32 | - |
| **Presence of Children** | | |
| Under 5 years | 49 | - |
| 5-12 years | 50 | - |
| 13-17 years | 23 | - |
| 18 years or older | 19 | - |

*continued…*

Almost three-quarters of permanent resident respondents are employed; one-half of second homeowners are retired. One-half of permanents residents currently live in a single detached home, with one-third living in a duplex or townhouse. Second homeowners most commonly own a single, detached house, a duplex or townhouse, or a condo or apartment style home. Almost one-half of permanent residents state their own is in the pool of Whistler Housing Authority Resident Restricted Housing. More than two-thirds of respondents have lived in Whistler for 11 years or more.

**Demographics**

| | Permanent Residents<br>257<br>% | Second Homeowners<br>201<br>% |
|---|---|---|
| **Employment Status** | | |
| Employed | 73 | 26 |
| Self Employed | 18 | 19 |
| Student | 0 | 1 |
| Retired | 7 | 50 |
| Not Working (seeking/not seeking work) | 2 | 4 |
| **Home Tenure** | | |
| Own | 87 | 100 |
| Rent | 13 | 0 |
| **Type of Dwelling** | | |
| Single, detached house | 51 | 39 |
| Duplex or townhouse | 33 | 33 |
| Apartment/Condo | 15 | 26 |
| Suite in a house | 1 | 2 |
| Other | 0 | 1 |
| **Whistler Resident Restricted Housing** | | |
| Yes | 45 | - |
| No | 55 | - |
| Don’t know / Refused | - | - |
| **Years in Whistler** | | |
| 0 – 5 years | 13 | 20 |
| 6 – 10 years | 17 | 14 |
| 11 or more years | 70 | 66 |

*continued…*

| Demographics | Permanent Residents 257 % | Second Homeowners 201 % |
|---|---|---|
| **Neighbourhood** | | |
| **North** | | |
| Alpine Meadows | 12 | 13 |
| Emerald Estates | 4 | 5 |
| Nesters | 1 | 2 |
| Nicklaus North Estates | 5 | 2 |
| Rainbow Park | 10 | 0 |
| Spruce Grove | 2 | 1 |
| Tapley's Farm | 8 | 2 |
| Whistler Cay Estates | 1 | 3 |
| Whistler Cay Heights | 3 | 7 |
| White Gold | 7 | 4 |
| **South** | | |
| Alpha Lake Village | 0 | 0 |
| Alta Lake Road | 2 | 2 |
| Alta Vista | 1 | 2 |
| Bayshores | 3 | 4 |
| Blueberry Hill | 0 | 2 |
| Brio | 0 | 3 |
| Cheakamus | 12 | 0 |
| Function Junction | 4 | 1 |
| Millers Pond | 1 | 1 |
| Nordic Estates | 4 | 6 |
| Spring Creek | 6 | 1 |
| Stonebridge | 0 | 0 |
| Twin Lakes | 0 | 3 |
| Wayside | 0 | 0 |
| Whistler Creek / Creekside | 10 | 16 |
| Whistler Highlands | 0 | 0 |
| **Village +** | | |
| Benchlands | 0 | 8 |
| Blackcomb | 0 | 4 |
| Village | 1 | 10 |
| Other | 3 | 5 |

**Benchmark Summary**

The following chart presents top two box satisfaction score (very/somewhat satisfied) and top box satisfaction score (very satisfied) of all respondents for services provided by the Resort Municipality of Whistler for 2015 compared to the normative benchmark.

Satisfaction for ten (10) services was rated in benchmark communities. In all cases where the benchmark community was asked to rate their satisfaction with the service provided by their community, residents of Whistler were significantly more satisfied (very/somewhat) and significantly more "very satisfied" than the normative benchmark.

| Service Provided by the Resort Municipality of Whistler | Satisfied (Very/somewhat) | | Very Satisfied | |
|---|---|---|---|---|
| | Whistler | Benchmark | Whistler | Benchmark |
| Maintenance of community parks and trails | 98% | 80% | 82% | 46% |
| Library services | 95% | 83% | 80% | 60% |
| Municipal recreational programs and facilities | 94% | 69% | 63% | 33% |
| The overall planning of the resort community | 88% | 48% | 48% | 14% |
| Road maintenance on local roads, not including HWY 99 | 84% | 60% | 45% | 20% |
| Municipal hall main customer service counter | 81% | 57% | 48% | 30% |
| Access to municipal information via the website | 79% | 51% | 37% | 17% |
| Local transit services | 78% | 58% | 41% | 24% |
| Building and Land Development services | 63% | 30% | 22% | 8% |
| Parking options | 61% | 40% | 21% | 11% |

Q21. How satisfied are you will each of the following services provided by the Resort Municipality of Whistler?
Base: Total Respondents with an opinion (n=various)

The following chart presents top two box satisfaction score (very/somewhat satisfied) and top box satisfaction score (very satisfied) of all respondents for their community as a place to live and spent time compared to the normative benchmark.

Residents of Whistler are significantly more satisfied with their community as a place to live/spend time than the normative benchmark, with a significantly larger proportion of Whistler residents "very satisfied" compared to the norm.

| Community as a Place to Live/Spend Time | Satisfied (Very/somewhat) | | Very Satisfied | |
|---|---|---|---|---|
| | Whistler | Benchmark | Whistler | Benchmark |
| Q.10 a/b) Overall how satisfied are you with "community" as a place to live/spend time? | 96% | 86% | 77% | 53% |

Base: Total Respondents with an opinion (n=various)

The following chart presents top two box score and top box score of all respondents for opinion of local decision making compared to the normative benchmark.

Residents of Whistler are significantly more satisfied with their local decisions makers' consideration of the community and their opportunities to provide input to municipal decision making than the normative benchmark, with a significantly larger proportion of Whistler residents "very satisfied"/ "all of the time" compared to the norm.

| Local Decision Making | Q17. All/Most of the Time Q18. Satisfied (Very/somewhat) | | Q17. All of the Time Q18. Very Satisfied | |
|---|---|---|---|---|
| | Whistler | Benchmark | Whistler | Benchmark |
| Q.17c) Would you say local decision makers in "community" have the best interests of your community in mind when making decisions…? | 77% | 53% | 26% | 12% |
| Q.18) How satisfied are you with the existing opportunities to provide input to municipal decision making in "community"? | 71% | 53% | 21% | 14% |

Base: Total Respondents with an opinion (n=various)

The following chart presents top two box satisfaction score (very/fairly good) and top box satisfaction score (very good) of all respondents for value of services received for their property tax dollar compared to the normative benchmark.

Residents of Whistler are significantly more satisfied that they receive good value of services received for their property tax dollar than the normative benchmark, with a significantly larger proportion of Whistler residents feeling they receive "very good" value compared to the norm.

| Value of Services Received for Tax Dollars | Good (Very/fairly) | | Very Good | |
|---|---|---|---|---|
| | Whistler | Benchmark | Whistler | Benchmark |
| Q.24) As you may be aware, about one-third of the property tax you pay goes directly to the provincial government, the other portion, estimated to be approximately $___ goes to the municipality of Whistler to fund all the services you receive. Thinking about all the services provided by the municipality, would you say that overall you get good value or poor value for that portion of your tax dollar? Very/fairly good or poor? | 92% | 67% | 31% | 13% |

Base: Total Respondents with an opinion (n=various)

**Questionnaire**

Introduction/Screener:

Hello, my name is _____ calling from Forum Research, a professional opinion research firm and I am conducting an annual community satisfaction and budget survey on behalf of the Resort Municipality of Whistler. This is strictly an opinion survey; we are not selling or soliciting anything. The survey will only take about 12-15 minutes to complete.

May I please speak to the person in your household that is 18 years of age or older and has celebrated the most recent birthday? (If different person comes to the phone re-read introduction).

Q1. Sample Group A: To begin, do you own or rent this residence that I am calling you at in Whistler?

| | | |
|---|---|---|
| 1 | Own | Continue to Q2 |
| 2 | Rent | Continue to Q2 |
| 3 | Just visiting | TERMINATE |
| 4 | It's a business | TERMINATE |

Q1. Sample Group B: To begin, can you confirm that you (or someone is your home) own a property in Whistler?

| | | |
|---|---|---|
| 1 | Yes | Continue to Q3 |
| 2 | No | Terminate |

Q2. Are you currently living in Whistler…? READ LIST - ACCEPT ONE ANSWER ONLY

| | | |
|---|---|---|
| 1 | Full-time year round | Continue to Q3 |
| 2 | Full-time for several months | IF Q1=2 TERMINATE |
| 3 | Currently live full-time elsewhere | If Q1=2 TERMINATE |

SHOULD Q2=2 TERMINATE ONLY IF Q1=2, IF NOT **Continue to Q3.**

Q3. Are you currently…? READ LIST - ACCEPT ONE ANSWER ONLY

| | |
|---|---|
| 1 | Employed |
| 2 | Self-employed |
| 3 | Not working – seeking work |
| 4 | Not working – not seeking work |
| 5 | Student |
| 6 | Retired |

## HOUSING

Q6a. **PR:** In which neighbourhood in Whistler do you live?

Q6b. **SHO:** In which neighbourhood is your Whistler residence located? *IF MORE THAN ONE PROPERTY THAN ASK ABOUT THE MOST FREQUENTED ONE.*

*List for Q6a and Q6b:*

| | |
|---|---|
| Alpha Lake Village<br>Alpine Meadows<br>Alta Vista<br>Alta Lake Road<br>Bayshores<br>Benchlands<br>Blackcomb<br>Blueberry Hill<br>Brio<br>Callaghan<br>Cheakamus Crossing<br>Emerald Estates<br>Function Junction<br>Millers Pond<br>Mons<br>Nesters<br>Nicklaus North Estates | Nordic Estates<br>Old Gravel Road<br>Rainbow<br>Spring Creek<br>Spruce Grove<br>Stonebridge<br>Tapley's Farm<br>Twin Lakes<br>Village<br>Wayside<br>Whistler Cay Estates<br>Whistler Cay Heights<br>Whistler Creek / Creekside<br>Whistler Highlands<br>White Gold<br>Other: SPECIFY and record |

Q7. What type of dwelling is your Whistler residence? Is it a…? *READ LIST. ACCEPT ONE ANSWER ONLY.*

| | |
|---|---|
| 1 | Single, detached house |
| 2 | Duplex or row townhouse |
| 3 | Apartment style |
| 4 | Suite in house |
| 5 | Other (please specify) |

Q8. **PR:** Is your residence in the pool of Whistler Housing Authority resident restricted housing?

*READ IF NECESSARY:* Resident Restricted means the dwelling has a maximum rental price and/or a maximum resale price and/or the dwelling can only be occupied by someone working in Whistler.

| | |
|---|---|
| 1 | Yes |
| 0 | No |
| 9 | Don't know |

Q9. **If Q1=1:** What is the assessed value of your primary Whistler residence? Would it be closer to…READ LIST: (IF MORE THAN ONE: THE PRIMARY RESIDENCE, THE ONE YOU WOULD STAY IN WHEN IN WHISTLER. IF PEOPLE ARE SENSITIVE TO PROVIDING AN ANSWER STATE THAT THE FIGURE IS USED LATER IN THE SURVEY)

| | |
|---|---|
| 1 | 200,000 |
| 2 | 400,000 |
| 3 | 600,000 |
| 4 | 800,000 |
| 5 | 1,000,000 |
| 6 | 1,500,000 |
| 7 | 2,000,000 |

## COMMUNITY LIFE

Q10a. **PR:** Overall, how satisfied are you with Whistler as a place to live? Are you: *READ SCALE.*

| | |
|---|---|
| 5 | Very satisfied |
| 4 | Somewhat satisfied |
| 3 | Neither satisfied nor dissatisfied |
| 2 | Somewhat dissatisfied |
| 1 | Very dissatisfied |
| 9 | Don’t know |

Q10b. **SHO:** Overall, how satisfied are you with Whistler as a place to spend time? Are you: *READ SCALE.*

| | |
|---|---|
| 5 | Very satisfied |
| 4 | Somewhat satisfied |
| 3 | Neither satisfied nor dissatisfied |
| 2 | Somewhat dissatisfied |
| 1 | Very dissatisfied |
| 9 | Don’t know / Don’t spend any time in Whistler |

Q11. How satisfied are you with the following aspects of life in Whistler? Are you…? READ SCALE - RANDOMIZE ORDER

a. Opportunities available for recreational physical activities
b. Selection of arts, culture and heritage opportunities
c. Ability to get around by bike and by foot
d. Recreation trails for hiking and mountain biking
e. Access to parks such as Rainbow Park, Lakeside, Alpha Lake Park
f. Personal opportunities for formal learning through schools and colleges and other organizations with accredited courses in Whistler and in the Sea-to-Sky corridor
g. Atmosphere and ambiance of Whistler Village
h. Career and employment opportunities
i. Health and medical services
j. Ability to get around Whistler by personal automobile/vehicle
k. Ability to travel to and from Whistler on Highway 99

| | |
|---|---|
| 5 | Very satisfied |
| 4 | Somewhat satisfied |

| | |
|---|---|
| 3 | Neither satisfied nor dissatisfied |
| 2 | Somewhat dissatisfied |
| 1 | Very dissatisfied |
| 9 | Don't know / Don't use |

Q12. **PR: IF Q3=1/2 -** What mode of transportation do you tend to use most often to travel to and from work in Whistler during the winter months?

| | |
|---|---|
| 1 | Vehicle – travel alone |
| 2 | Vehicle – travel with another person |
| 3 | Public Transit |
| 4 | Taxi |
| 5 | Walk |
| 6 | Bicycle |
| 7 | Other: Specify |

Q13. **PR: IF Q3=1/2 -** And the summer months?

| | |
|---|---|
| 1 | Vehicle – travel alone |
| 2 | Vehicle – travel with another person |
| 3 | Public Transit |
| 4 | Taxi |
| 5 | Walk |
| 6 | Bicycle |
| 7 | Other: Specify |

## HEALTH AND COMMUNITY RELATIONSHIPS

Q14. In general, would you say that…?

| | |
|---|---|
| 4 | Almost all people living in Whistler can be trusted? |
| 3 | Just over half |
| 2 | Just under half |
| 1 | Or that almost no one living in Whistler can be trusted? |

Q15. Overall, how would you rate the quality of your interactions with tourists in Whistler?

| | |
|---|---|
| 4 | Very positive |
| 3 | Somewhat positive |
| 2 | Somewhat negative |
| 1 | Very negative |

## COMMUNITY ISSUES AND DECISIONS

Q17a. What is the most important issue facing your community that should receive the greatest attention from your local leaders? RECORD RESPONSE.

| | |
|---|---|
| 99 | Don't know / No opinion |

Q17b. Are there any other issues that you are particularly concerned about?

Q17c. Would you say local decision makers in Whistler have the best interests of the resort community of Whistler in mind when making decisions…? *READ SCALE.*

| | |
|---|---|
| 5 | All of the time |
| 4 | Most of the time |
| 3 | Some of the time |
| 2 | Rarely |
| 1 | Never |

Q18. How satisfied are you with the existing opportunities to provide input to **municipal** decision making in Whistler?

*IF NECESSARY:* Examples include decisions to: plan for the resort's future, make decisions regarding land use, or decide on investments for resort community amenities, programs and services.

| | |
|---|---|
| 5 | Very satisfied |
| 4 | Somewhat satisfied |
| 3 | Neither satisfied nor dissatisfied |
| 2 | Somewhat dissatisfied |
| 1 | Very dissatisfied |
| 9 | Don't know / Not interested |

Q19. What are your preferred channels for providing input to the municipality? Check all.

| | |
|---|---|
| 1 | Open houses |
| 2 | Email |
| 3 | Online surveys |
| 4 | Online discussions or forums |
| 5 | Social media (e.g. Facebook comments or Twitter) |
| 6 | Participating on a committee or advisory group |
| 7 | One-on-one conversations with councillors or staff |
| 8 | Small table discussions at events |
| 9 | Not interested / Not applicable |

Q20. What are the best ways for the municipality to share public information? Check all that apply.

| | |
|---|---|
| 1 | Website |
| 2 | E-newsletter / email |
| 3 | Social media |
| 4 | Events and meetings |
| 5 | Printed documents |
| 6 | Local newspaper |
| 7 | Local radio station |
| 8 | Other (Please specify) |

## RMOW

Q21. How satisfied are you with each of the following services provided by the Resort Municipality of Whistler?

a. Maintenance of community parks and trails
b. Local transit services
c. Village maintenance
d. The overall planning of the resort community
e. Municipal recreational programs and facilities
f. Police services
g. Fire inspection and rescue services
h. Municipal Hall main customer service counter
i. Access to municipal information via the website
j. Building and land development services
k. Library services
l. Road maintenance on local roads, **not** including HWY 99
m. Snow clearing on local roads, **not** including HWY 99
n. Waste, recycling and composting services
o. Water utilities for your residence
p. Parking options
q. Bylaw Officer services

| | |
|---|---|
| 5 | Very satisfied |
| 4 | Somewhat satisfied |
| 3 | Neither satisfied nor dissatisfied |
| 2 | Somewhat dissatisfied |
| 1 | Very dissatisfied |
| 9 | Don’t know / Don’t use (Do NOT read out) |

Q21a. Have you contacted municipal hall main customer service counter within the past 12 months?

| | | |
|---|---|---|
| 1 | Yes | Continue |
| 0 | No | Skip to Q22 |

Q21b. How satisfied are you with the following service delivery aspects at the Municipal hall main customer service counter? Starting with the…?

a. Ease of reaching the appropriate staff
b. Expediency of service provided
c. Adequacy of the service provided (did you get what was needed)
d. Politeness and courtesy of staff

| | |
|---|---|
| 5 | Very satisfied |
| 4 | Somewhat satisfied |
| 3 | Neither satisfied nor dissatisfied |
| 2 | Somewhat dissatisfied |
| 1 | Very dissatisfied |

Q21c. What are your top reasons for contacting Municipal Hall? RECORD ALL THAT APPLY.

| | |
|---|---|
| 1 | Discuss / pay property tax |
| 2 | Recreation programs and offerings |
| 3 | Roads or snow clearing |
| 4 | Waste services |
| 5 | Building and land development |
| 6 | Parking passes or tickets |
| 7 | Licenses and permits |
| 8 | Other (please specify) |

Q22. What is the best way for municipal hall to provide administrative services (such as payments, forms, licenses, permits, bookings, request services, report issue)?

| | |
|---|---|
| 1 | Online (Web / Email) |
| 2 | Telephone |
| 3 | In-person |
| 4 | Other (please specify) |
| 5 | Not interested / Not applicable |

Q23. Please tell me if you have used or had experience with any of the following services provided by the Resort Municipality of Whistler in the past 12 months?

| | YES | NO |
|---|---|---|
| Community parks and trails | 1 | 0 |
| Local transit services | 1 | 0 |
| Municipal recreational programs and facilities | 1 | 0 |
| Municipal Hall main customer service counter | 1 | 0 |
| Access to municipal information via the website | 1 | 0 |
| Building and land development services | 1 | 0 |
| Library services | 1 | 0 |

Q24. As you may be aware, about 1/3 of the property tax you pay goes directly to the provincial government, the other portion, estimated at approximately $_____ goes to the municipality of Whistler in order to fund all the services you receive. Thinking about all the services provided by the municipality, would you say that over all you get good value or poor value for that portion of your property tax dollar? [Self-generated based on Q9]

| | |
|---|---|
| 4 | Very good |
| 3 | Fairly good |
| 2 | Fairly poor |
| 1 | Very poor |

Q25. To help the municipality with future allocation of the budget, please tell me whether you consider each of the following items as high priority, medium priority or low priority? Starting with… is that a high, medium or low priority? RANDOMIZE.

| | LOW | MEDIUM | HIGH |
|---|---|---|---|
| Maintenance of community parks and trails | 1 | 2 | 3 |
| Village maintenance | 1 | 2 | 3 |
| Municipal recreational programs and facilities | 1 | 2 | 3 |
| Local Transit services | 1 | 2 | 3 |
| Library services | 1 | 2 | 3 |
| Snow clearing on local roads, not including hwy. 99 | 1 | 2 | 3 |
| Road maintenance on local roads, not including hwy. 99 | 1 | 2 | 3 |
| Arts programming | 1 | 2 | 3 |
| Community centre children's programs, youth services and facilities | 1 | 2 | 3 |

## DEMOGRAPHICS

The final section asks some questions about yourself and just to remind you, all answers will be kept confidential and anonymous.

Q26. **PR ONLY:** Are you living as a single adult or with a partner in a married/common law relationship?

| | |
|---|---|
| 1 | Single |
| 2 | Married / Common law |

IF NEEDED: Common Law means living with someone for 12 months without a break due to relationship issues lasting more than 90 days

Q27. **PR ONLY**: Do you have any children or adults living under the same roof that are financially dependent on you?

| | |
|---|---|
| 1 | Yes |
| 0 | No |

Q28. **Only if Q27=1 ask:** How many are…?

| | |
|---|---|
| Under 5 years of age | Record number |
| 5 and 12 years of age | Record number |
| 13 to 17 years of age | Record number |
| 18 years of age or over | Record number |

Q29a. **PR ONLY:** Which of the following categories best describes your personal annual income, before taxes, including all sources of income such as wages, tips, investment income, rental revenue and social assistance?

| | |
|---|---|
| 1 | Less than $25,000 |
| 2 | $25,000 to less than $50,000 |
| 3 | $50,000 to less than $75,000 |
| 4 | $75,000 to less than $100,000 |
| 5 | $100,000 to less than $125,000 |
| 6 | $125,000 or more |
| 7 | Refused |
| 99 | Don't know |

Q29b. **PR ONLY- Skip if Q26=1 and Q27=0:** Which of the following categories best describes your annual household income, including all sources of income such as wages, tips, investment income, rental revenue and social assistance from yourself, your partner, and any children living under the same roof.

| | |
|---|---|
| 1 | Less than $25,000 |
| 2 | $25,000 to less than $50,000 |
| 3 | $50,000 to less than $75,000 |
| 4 | $75,000 to less than $100,000 |
| 5 | $100,000 to less than $125,000 |
| 6 | $125,000 or more |
| 7 | Refused |
| 99 | Don't know |

| | | | |
|---|---|---|---|
| **Less than $25,000**<br>Is that:<br>Less than $15,000<br>$15,000 to $19,999<br>$20,000 or more<br>REFUSED<br>DON'T KNOW | **$25,000 to $49,999**<br>Is that:<br>Less than $30,000<br>$30,000 to $34,999<br>$35,000 to $39,999<br>$40,000 to $44,999<br>$45,000 or more<br>REFUSED<br>DON'T KNOW | **$50,000 to $74,999**<br>Is that:<br>Less than $55,000<br>$55,000 to $59,999<br>$60,000 to $64,999<br>$65,000 to $69,999<br>$70,000 or more<br>REFUSED<br>DON'T KNOW | **$75,000 to $99,999**<br>Is that:<br>Less than $80,000<br>$80,000 to $84,999<br>$85,000 to $89,999<br>$90,000 to $94,999<br>$95,000 or more<br>REFUSED<br>DON'T KNOW |
| **$100,000 to $124,999**<br>Is that:<br>Less than $105,000<br>$105,00 to $109,999<br>$110,000 to $114,999<br>$115,000 to $119,999 | **$125,000 or more**<br>Is that:<br>Less than $130,000<br>$130,000 to $134,999<br>$135,000 to $139,999<br>$140,000 to $144,999<br>$145,000 to $149,999<br>$150,000 or more<br>REFUSED<br>DON'T KNOW | | |

| | |
|---|---|
| $120,000 or more<br>REFUSED<br>DON'T KNOW | |

Q31a. **PR ONLY: ASK IF Q1=2 AND Q26=1:** Approximately how much in total do you spend per month on housing, including your portion of the rent, electricity and heating?

| | |
|---|---|
| 90 | Record dollars per month |
| 95 | Don't Know |
| 99 | Refused |

Q31b. **PR ONLY: ASK IF Q1=1 AND Q26=1:** Excluding property taxes approximately how much in total do you spend per month on housing, including mortgage payments, electricity and heating?

| | |
|---|---|
| 90 | Record dollars per month |
| 95 | Don't Know |
| 99 | Refused |

Q31c. **PR ONLY: ASK IF Q1=2 AND Q26=2:** Approximately how much in total do you estimate you and your partner spend per month on housing, including rent, electricity and heating?

| | |
|---|---|
| 90 | Record dollars per month |
| 95 | Don't Know |
| 99 | Refused |

Q31d. **PR ONLY: ASK IF Q1=1 AND Q26=2:** Excluding property taxes approximately how much in total do you and your partner estimate you spend per month on housing, including mortgage payments, electricity and heating?

| | |
|---|---|
| 90 | Record dollars per month |
| 95 | Don't Know |
| 99 | Refused |

Q32. In what year were you born?

| | |
|---|---|
| 90 | Record year |
| 99 | Refused |

34. What is your highest level of education you have completed?

| | |
|---|---|
| 1 | Less than Grade 12 |
| 2 | Grade 12 graduation |
| 3 | Some technical or vocational school |
| 4 | Some college |
| 5 | Some university |

| | |
|---|---|
| 6 | Diploma or certificate from a trade, technical or vocational school |
| 7 | Diploma or certificate from college |
| 8 | Bachelor or undergraduate degree |
| 9 | Post-graduate degree |
| 99 | Refused |

35. Record Gender. DO NOT ASK.

| | |
|---|---|
| 1 | Female |
| 2 | Male |