



FORUM
RESEARCH INC.



Resort Municipality
of Whistler

Resort Municipality of Whistler

2017 Community Satisfaction Survey

KEY FINDINGS REPORT



FORUM
RESEARCH INC.

180 Bloor Street West
Suite 1400
Toronto, Ontario
M5S 2V6

Telephone (416) 960-3409
FAX (416) 960-6061
www.forumresearch.com

Table of Contents

Background and Research Objectives	5
Project Background	5
Research Objectives	5
Research Design and Key Dates:	5
Margin of Error	6
Additional Methodological Considerations.....	6
Questions and Analysis	7
Historical Tracking Questions.....	7
Derived Importance	7
Significance Testing.....	7
Executive Summary.....	8
Detailed Findings.....	10
1. Living in Whistler: Housing, Employment, and Income	10
1.1 Living/Owning a Property in Whistler	12
1.2 Assessed Value of Whistler Residence	13
1.3 Income Spent on Housing – Permanent Residents	14
1.4 Income Spent on Housing – Seasonal Residents.....	15
1.5 Satisfaction with Current Housing Arrangements (not including the cost of housing)	16
1.6 Education, Employment and Median Income Levels – Personal and Household	17
2. Community Life	19
2.1 Whistler as a Place to Live/Spend Time	21
2.2 Opportunities Available for Recreational Physical Activities	22
2.3 Ability to Get Around by Bike and Foot.....	23
2.4 Recreation Trails for Hiking and Mountain Biking.....	24
2.5 Access to Parks such as Rainbow Park, Lakeside, Alpha Park	25
2.6 Atmosphere and Ambiance.....	26
2.7 Health and Medical Services	27
2.8 Selection of Arts, Culture and Heritage Opportunities	28
2.9 Career and Employment Opportunities	29
2.10 Ability to Travel to and from Whistler on Highway 99.....	30
2.11 Ability to Get Around by Personal Automobile/Vehicle.....	31

2.12 Personal Opportunities for Formal Learning through Schools and Colleges with Accredited Courses in Whistler.....	32
2.13 Historical Comparison – Permanent Residents	33
2.14 Priorities for Improving Satisfaction with Whistler as a Place to Live – Permanent Residents.....	34
2.15 Mode of Transportation Travelling To and From Work – Permanent Residents	35
2.16 Mode of Transportation Travelling To and From Work – Seasonal Residents	36
3. Health and Community Relationships.....	37
3. 1. Physical, Mental and Social Well-Being of Permanent Residents	38
3. 2. Volunteer Work in Whistler	39
3. 3. Sense of Belonging to the Community of Whistler	41
4. Most Important Issues Facing Community	42
4.1. Most important Issue Facing the Community of Whistler – First Mention.....	43
4.2. Most important Issue Facing the Community of Whistler – Total Mentions	45
4.3. Local Decision Makers.....	47
4.4. Input into Decision Making	48
4.5. Preferred Channels to Providing Input.....	49
5. Satisfaction with Services.....	50
5. 1. Maintenance of Community Parks and Trails	51
5. 2. Village Maintenance.....	52
5. 3. Library Services	53
5. 4. Water Utilities for your Residence	54
5. 5. Municipal Recreational Programs and Facilities	55
5. 6. Snow Clearing on Local Roads (not including Highway 99)	56
5. 7. Fire Inspection and Rescue Services.....	57
5. 8. Police Services	58
5. 9. Road Maintenance on Local Roads (not including Highway 99)	59
5. 10. Access to Municipal Information via the Website.....	60
5. 11. The Overall Planning of the Resort Community	61
5. 12. Waste, Recycling and Composite Services	62
5. 13. Local Transit Services	63
5. 14. Municipal Hall Main Customer Service Counter	64

5. 15. Bylaw Officer Services	65
5. 16. Parking Options	66
5. 17. Building and Land Development Services	67
5. 18. Historical Comparison – Permanent Residents	68
5. 19. Historical Comparison – Second Homeowners	69
5. 20. Priorities for Value for Money.....	70
5. 21. Municipal Hall Administrative Services	71
6. Priorities for Budget Allocation	72
6. 1. Used or Experienced Service in Past 12 Months	73
6. 2. Value of Services Received for Property Dollars	75
6. 3. Priority of “Workforce housing initiatives”	76
6. 4. Priority of “Environmental Protection”	77
6. 5. Priority of “Snow clearing on roads, not including highway 99”	78
6. 6. Priority of “Local transit services”	79
6. 5. Priority of “Maintenance of community parks and trails”	80
6. 7. Priority of “Economic sustainability”	81
6. 8. Priority of “Road maintenance on local roads, not including highway 99”	82
6. 9. Priority of “Village maintenance”	83
6. 10. Priority of “Community Centre Children’s Programs, Youth Services and Facilities”	84
6. 11. Priority of “Municipal recreational programs and facilities”	85
6. 12. Priority of “Library services”	86
6. 13. Priority of “Bylaw services”	87
6. 14. Priority of “Arts programming”	88
Appendix	89
Benchmark Comparison Table- Permanent Residents.....	89
Demographics	90
Main Questionnaire	93

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 a 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 2017 Resort Municipality Survey were to:

- ✓ Determine overall satisfaction with quality of life in Whistler;
- ✓ Determine the 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 2017 Community Satisfaction Survey with those from 2008, 2009, 2010, 2012, 2013, 2014, and 2015; and,
- ✓ Benchmark key performance indicators (KPIs) with comparable communities in the province of British Columbia.

Research Design and Key Dates:

This research focused on three key stakeholder groups whereby the methodology for collecting survey responses differed. The research approach for these segments is detailed below.

- ***Permanent Residents (those who own or rent property in Whistler and live there year-round)***

Research was conducted via live agent Computer-Assisted-Telephone-Interviewing (CATI) of residents who lived in the Resort Municipality of Whistler on a year-round basis. Respondents were called between 5:00pm and 9:30pm from January 16th, 2017 to February 17th, 2017. A total of 300 interviews were conducted, each approximately 19 minutes in length. Residents were reached either on a land line (61%) or cell phone (39%) using numbers generated by random digit dialing technology.

- ***Second Home Owners (those who own property in Whistler but live primarily elsewhere)***

Research among second home owners was conducted via live agent Computer-Assisted-Telephone Interviewing (CATI). Respondents were called between 5:00pm and 9:30pm from January 16th, 2017 to February 17th, 2017. A total of 200 interviews were conducted, each approximately 19 minutes in length. Although a proportion of second homeowners were found in the process of random sampling, 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.

- ***Seasonal Residents (who do not own property in Whistler and live there for only part of the year)***¹

Intercept surveying was carried out at various locations (both indoor and outdoor) in Whistler to target typically hard-to-reach seasonal residents. Surveying was conducted on Saturday, February 18th and Sunday, February 19th. A total of 213 surveys were conducted in person with the aid of tablets to record responses. A total of 213 surveys were conducted, each approximately 17 minutes in length.

Margin of Error

- The margin of error for a simple random sample of 300 interviews among permanent residents is +/- 6% at the 95% confidence level (or 19 times out of 20, if the study were to be repeated).

Additional Methodological Considerations

- In 2015, as in 2014, 2013, 2012 and 2010, only permanent residents and second homeowners were included in the survey. The additional component of surveying seasonal residents was added in 2017.
- In order for the sample to be as representative as possible, CPO (cell phone only) households were included in the sample. Cell phone only households are those that no longer have landline, and therefore can only be contacted via cell phone. Though there are no official statistics that report the proportion of cell phone only households in Whistler, a quota of 100 completes was set to ensure a minimum of 33% of CPO households were represented in the sample.
- In 2015, no quotas set for cell phones as in previous years. For this reason, **historical comparisons for permanent resident respondents are on occasion made to both 2015 and 2014 in order to provide a well rounded analysis** for changes in satisfaction levels over time. Due to the differences in the methodology used, second homeowners are not affected.
- An additional survey component was added to the project in 2010, and repeated in 2012, 2013, 2014, 2015 and now in 2017, where a version of the survey was made available online via theWhistler.ca website. Results of this survey are available separately.

¹ Seasonal Residents were not surveyed in 2010, 2012, 2013, 2014 or 2015

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.²

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.

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.

² 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.

Executive Summary

Overall, the results of the 2017 Community Life Satisfaction Survey were very positive:

- The majority of permanent resident, seasonal resident, and second homeowner respondents said they are satisfied with community life in Whistler;
- Most permanent resident and second homeowner respondents said they receive good value for their property tax dollars; and,
- Permanent resident, seasonal resident, and second homeowner respondents said they have a sense of belonging to the community of Whistler.

Permanent Residents:

When it comes to life in Whistler, permanent resident respondents were most satisfied with the recreation trails for hiking and mountain biking (99%), the opportunities available for recreational activities (98%), as well as the ability to get around by bike and foot (98%). Satisfaction levels are up from 2014 when it comes to personal opportunities for formal learning (up 15%), career and employment opportunities (up 11%), the selection of arts, culture and heritage (up 10%), as well as health and medical services (up 7%).

Most permanent resident respondents (87%) said they feel a very/somewhat strong sense of belonging to the Whistler community (41% feel a “very strong” and 46% feel a “somewhat strong” sense of belonging). Permanent resident respondents keep involved with the community through volunteering, as just over half of permanent residents (52%) said they do unpaid volunteer work for an organization or group in Whistler.

Looking toward the future, a derived importance analysis reveals that the top priorities to improve overall value for money among permanent resident respondents are: parking options, building and land development services, municipal hall customer service counter, bylaw officer services, as well as the overall planning of the resort community. When asked about what they consider high priorities for future budget allocation, permanent resident respondents said workforce housing initiatives (83%), environmental protection (76%), local transit services (71%), as well as snow clearing on local roads (70%).

Seasonal Residents:

Thinking about life in Whistler, seasonal resident respondents were most satisfied with the opportunities available for recreational physical activities (96%), the ability to get around by bike and foot (94%), as well as the recreation trails for hiking and mountain biking (93%). Generally, satisfaction among seasonal resident respondents was lower compared to permanent resident and/or second homeowner respondents; seasonal resident respondents were significantly less satisfied with 8 of the 12 aspects of life (including overall satisfaction with Whistler as a place to live).

The majority of seasonal resident respondents said they said they feel a “somewhat strong sense of belonging” to the Whistler community (60%), with under two-in-ten seasonal resident respondents (17%) saying they do unpaid volunteer work for an organization or group in Whistler.

When it comes to services offered by the Resort Municipality of Whistler, seasonal resident respondents were most satisfied with library services (92%), maintenance of community parks and trails (90%), as well as village maintenance (89%). High priority items among seasonal resident respondents for future budget allocation are: workforce housing initiatives (78%), environmental protection (77%), as well as local transit services (71%).

Second Homeowners:

Almost all second homeowner respondents are satisfied (very/somewhat) with Whistler as a place to spend time (95%); the majority (77%) was “very satisfied”. Second homeowner respondents were most satisfied with the opportunities available for recreational physical activities in Whistler (96%), the ability to get around by bike and foot (98%), and the recreation trails for hiking and mountain biking (96%).

The majority of second homeowner respondents (55%) said they feel a strong sense of belonging to the Whistler community (very/somewhat), and just under two-in-ten second homeowner respondents (16%) said they do unpaid volunteer work for an organization or group in Whistler.

Thinking about many of the services offered by the resort municipality of Whistler, second homeowner respondents are most satisfied with the maintenance of community parks and trails (97%), village maintenance (95%), as well as water utilities for residences (92%). Looking toward the future, second homeowner respondents said snow clearing on local roads (82%), as well as maintenance of community parks and trails (70%), should be high priorities for budget allocation.

Detailed Findings

1. Living in Whistler: Housing, Employment, and Income

Permanent Residents

- Just under seven in ten respondents that are permanent residents (67%) have lived full time in the Resort Municipality of Whistler (RMOW) for at least five years; living in RMOW for an average of 13 years.
- When it comes to type of dwelling, 39% of permanent resident respondents live in a single, detached home, 32% live in a duplex or row townhouse, and 20% live in an apartment style home or a condo.
- Over three-in-ten of all permanent resident dwellings (34%) are in the pool of Whistler Housing Authority resident restricted housing.
- Almost all permanent resident respondents (92%) are satisfied with their current housing arrangements (not including cost of the housing): almost two-thirds are very satisfied (65%).
- The average self-assessed value of a permanent resident respondent's primary Whistler residence is over 1 million dollars (up from \$809,000 in November of 2015).
- Over one-third of permanent resident respondents (38%) have a bachelor/undergraduate or post-graduate degree; 16% have a diploma or certificate from a trade or college.
- Nine-in-ten permanent resident respondents are either employed or self-employed (89%) and 6% are retired.
- The median personal income is in the \$50,000 to \$54,999 range (up from \$45k-\$45k reported in 2014, and in line with the \$50k-\$75k reported in 2015); while the median household family income is in the \$110,000 to \$119,999 range.

Seasonal Residents

- Over half (52%) of seasonal resident respondents in Whistler rent an apartment style home or suite in a house, 18% rent a single, detached house, and 19% rent a duplex or row townhouse.
- The majority of seasonal resident respondents are satisfied with their current housing arrangements (63% satisfied, 27% very satisfied).
- The large majority of seasonal resident respondents are employed (89%), 7% are self-employed and 5% are seeking work.
- The median personal income of seasonal resident respondents is in the \$25,000 to \$29,999 range.
- Four-in-ten seasonal resident respondents have a bachelor/undergraduate or post-graduate degree, while 17% have a diploma or certificate from a trade or college.

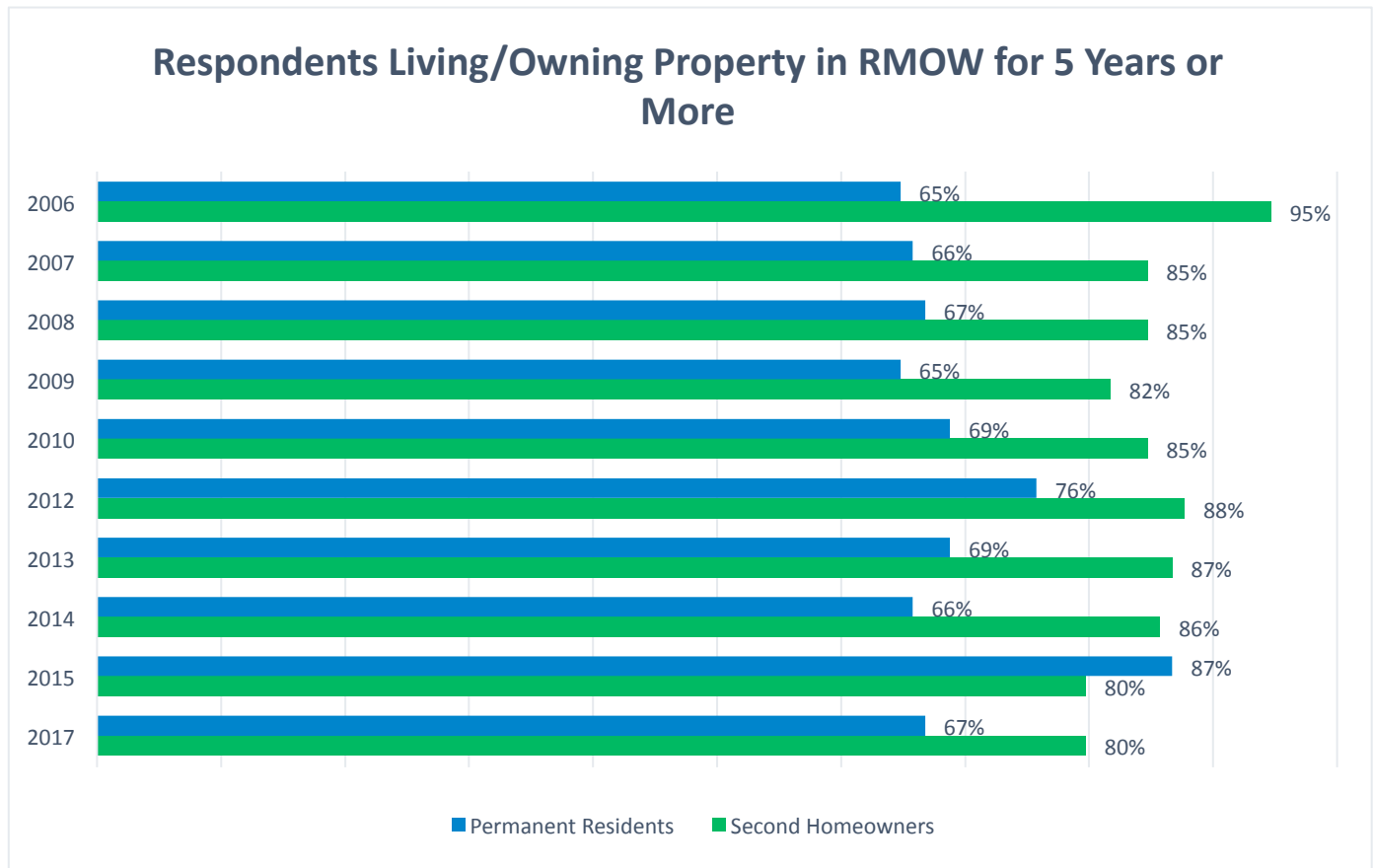
Second Home Owners

- 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 homeowner respondents most commonly own a single, detached house (32%), a duplex or townhouse (36%), or a condo or apartment style home (31%).
- The average self-assessed value of a second homeowner respondent's Whistler residence is \$977,000 (up from \$866,000 in 2015).
- Over two-thirds (68%) of second homeowner respondents have a bachelor/undergraduate or post-graduate degree; 7% have a diploma or certificate from a trade or college.
- About one-quarter of second homeowner respondents are employed (24%), another 22% are self-employed, and one-half (49%) are retired.

1.1 Living/Owning a Property in Whistler

Almost seven-in-ten (67%) of permanent residents, who responded to the survey, said they have lived in the Resort Municipality of Whistler (RMOW) for 5 years or more. Though significantly lower than in 2015, this is in line with what has been reported historically (2006 through to 2014).

Four-in-five (80%) second homeowners, who responded to the survey, have owned property in RMOW for 5 years or more. This is consistent with findings in 2015 and in most previous years.



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),
 2017 (n=300)

Q.5) How long have you lived as a year round resident in Whistler? How long have you owned property in Whistler? [PR/SHO only].

Total Second Homeowners

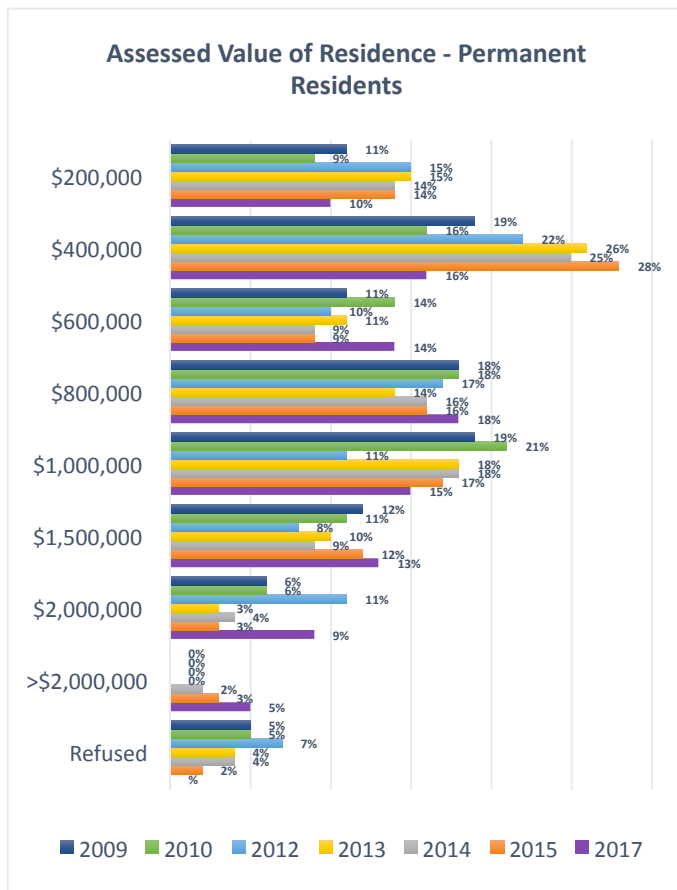
2006 (n=200), 2007 (n=192), 2008 (n=206),
 2009 (n=200), 2010 (n=200), 2012 (n=200),
 2013 (n=200), 2014 (n=200), 2015 (n=201),
 2017 (n=200)



1.2 Assessed Value of Whistler Residence

When it comes to their property, just over a quarter (26%) of permanent resident respondents assessed the value at between \$200,000 and \$400,000, another third of respondent (32%) between \$600k and \$800k, and 42% assessed at \$1 million dollars or more. The average assessed value by permanent resident respondents is just over \$1 million dollars (up from \$809k in 2015).

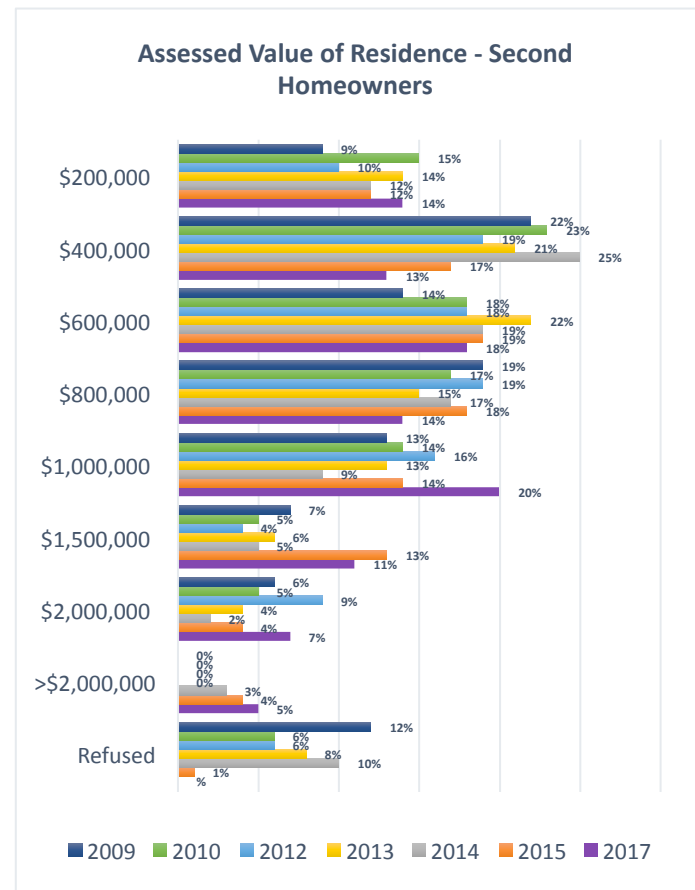
Just under three-in-ten of second homeowner respondents assessed their property between \$200,000 and \$400,000 (27%), 32% assessed between \$600,000 and \$800,000, and 43% at \$1 million dollars or more. On average, second homeowner respondents assessed the value of their property at \$977,000 (up from \$866,000 in 2015).



Base:

Permanent Resident Homeowners only

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



Total Second Homeowners

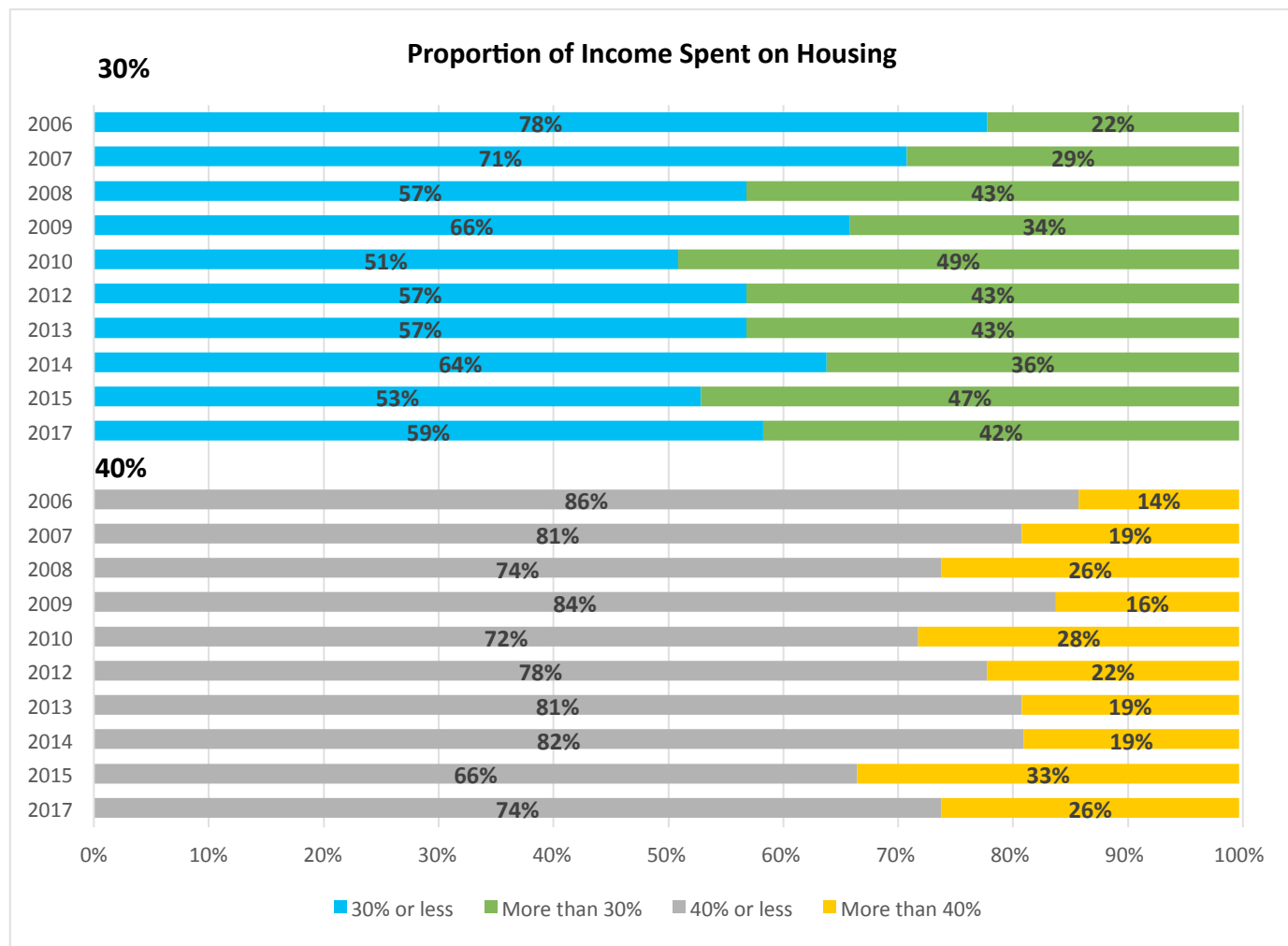
2009 (n=200), 2010 (n=200),
2012 (n=200), 2013 (n=200),
2014 (n=200), 2015 (n=201)

Q.9) What is the assessed value of your primary Whistler Residence?
Would it be closer to...? [PR/SHO only]

1.3 Income Spent on Housing – Permanent Residents

In 2017, about four-in-ten permanent resident respondents spend more than 30% of their income on housing. Though this appears to be a decrease from 2015 (down 5pp), this change is not statistically significant.

Just under three-in-ten permanent resident respondents pay more than 40% of their income on housing; this is down from 2015 (by 7pp), but remains higher than historical levels.



Base:

Total Permanent Residents

2006 (n=232), 2007 (n=92),

2008 (n=236), 2009 (n=227),

2010 (n=201), 2012 (n=223),

2013 (n=193), 2014 (n=244),

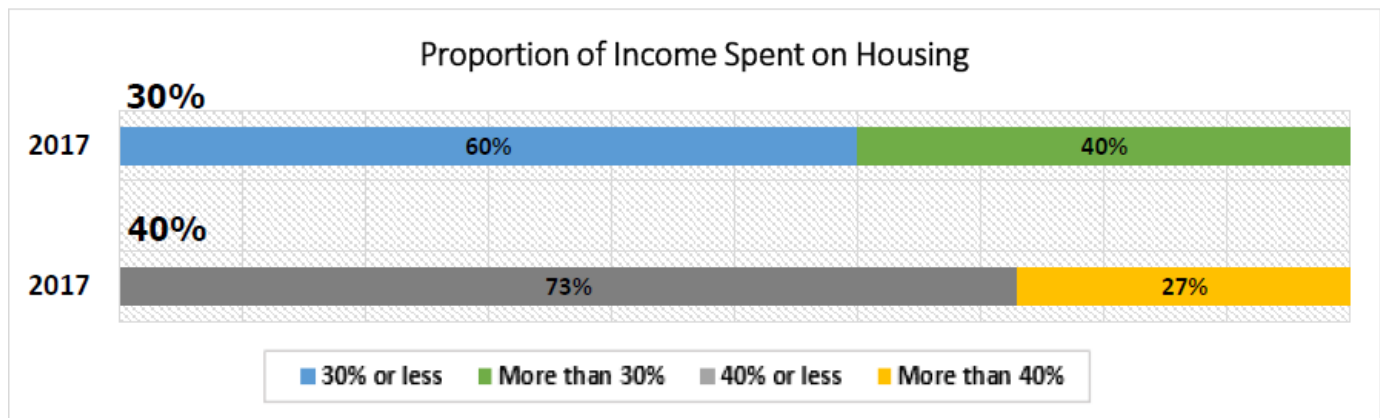
2015 (n=190)

2017 (n=148)

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)? [PR/SR Only]

1.4 Income Spent on Housing – Seasonal Residents

In 2017, four-in-ten seasonal resident respondents said they spend over 30% of their income on housing, and less than three-in-ten spend over 40% of their income on housing. This is in line with expense levels reported by permanent resident respondents.



Base:

Total Seasonal Residents:

2017 (n=213)

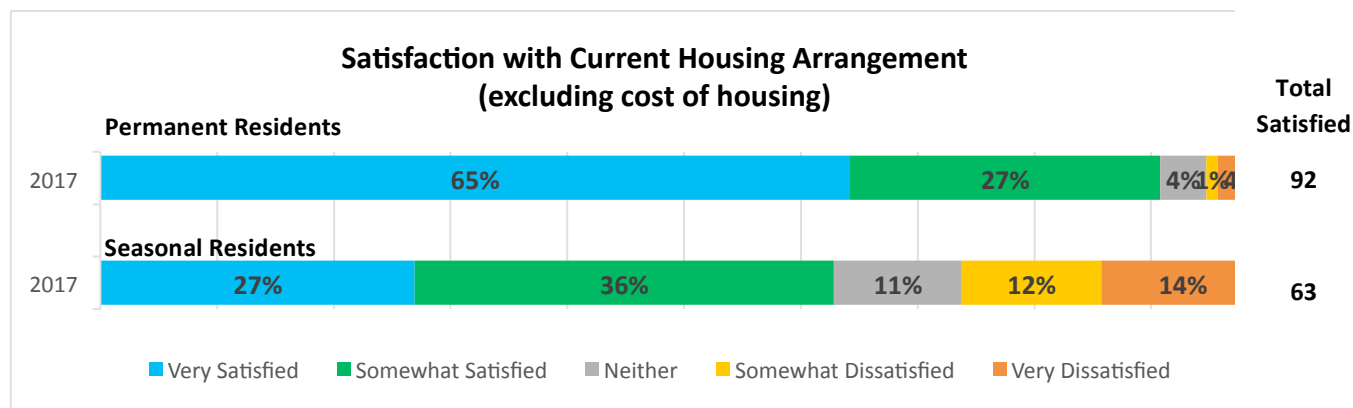
Q.31) Approximately how much in total do you spend per month on housing including [your portion of the rent, electricity, heating and water] / [your mortgage payments, heating, electricity, water but excluding property taxes and any rental income]? [PR/SR Only]

1.5 Satisfaction with Current Housing Arrangements (not including the cost of housing)

Almost all permanent resident respondents (92%) were satisfied with their current housing arrangements (including aspects such as space, storage, privacy, the condition and layout of the unit): about two-thirds were very satisfied (65%).

The majority of seasonal resident respondents were also satisfied with their housing arrangements (63% satisfied, 27% very satisfied). However, they were significantly less satisfied compared to permanent residents.

Permanent resident respondents in Whistler were significantly more satisfied (92%) with their housing arrangements compared to the normative benchmark (81%).



Base:

Total Permanent Residents with an opinion
2017 (n=296)

Total Seasonal Residents with an opinion
2017 (n=213)

Q.8b) Not including the cost of housing, how satisfied are you with your current housing arrangement? Please consider aspects such as space, storage, privacy, the condition and layout of the unit.

	Whistler (n=300)	Benchmark (n=504)
Top 2 Box Very and Somewhat Satisfied with current housing arrangement	92% ▲	81%

1.6 Education, Employment and Median Income Levels – Personal and Household

Permanent and seasonal resident respondents (16% and 17%, respectively) are significantly more likely to have a diploma or certificate from a trade or college than second homeowner respondents (7%) or a high school education; however, second homeowners (32%) are significantly more likely to have a post-graduate degree than both permanent resident (17%) and seasonal resident (5%) respondents.

Permanent and seasonal resident respondents (72% and 89%, respectively) are significantly more likely to be employed compared to second homeowner respondents (24%); second homeowners (49%) are significantly more likely to be retired compared to permanent (6%) and seasonal resident respondents (0%).

Demographics			
	Permanent Residents (n=300)	Seasonal Residents (n=213)	Second Homeowners (n=200)
	%	%	%
EDUCATION			
Less than grade 12	3	1	1
Grad 12 graduation	24	17	7
Some technical or vocational school	3	5	1
Some college	7	10	5
Some university	9	9	10
Diploma or certificate from a trade	5	6	3
Diploma or certificate from college	11	11	4
Bachelor or undergraduate degree	21	35	36
Post-graduate degree	17	5	32
EMPLOYMENT STATUS			
Employed	72	89	24
Self Employed	17	7	22
Student	2	0	0
Retired	6	0	49
Unemployed: Not Working (not seeking work)	3	0	6
Unemployed: Not Working (seeking work)	1	5	0

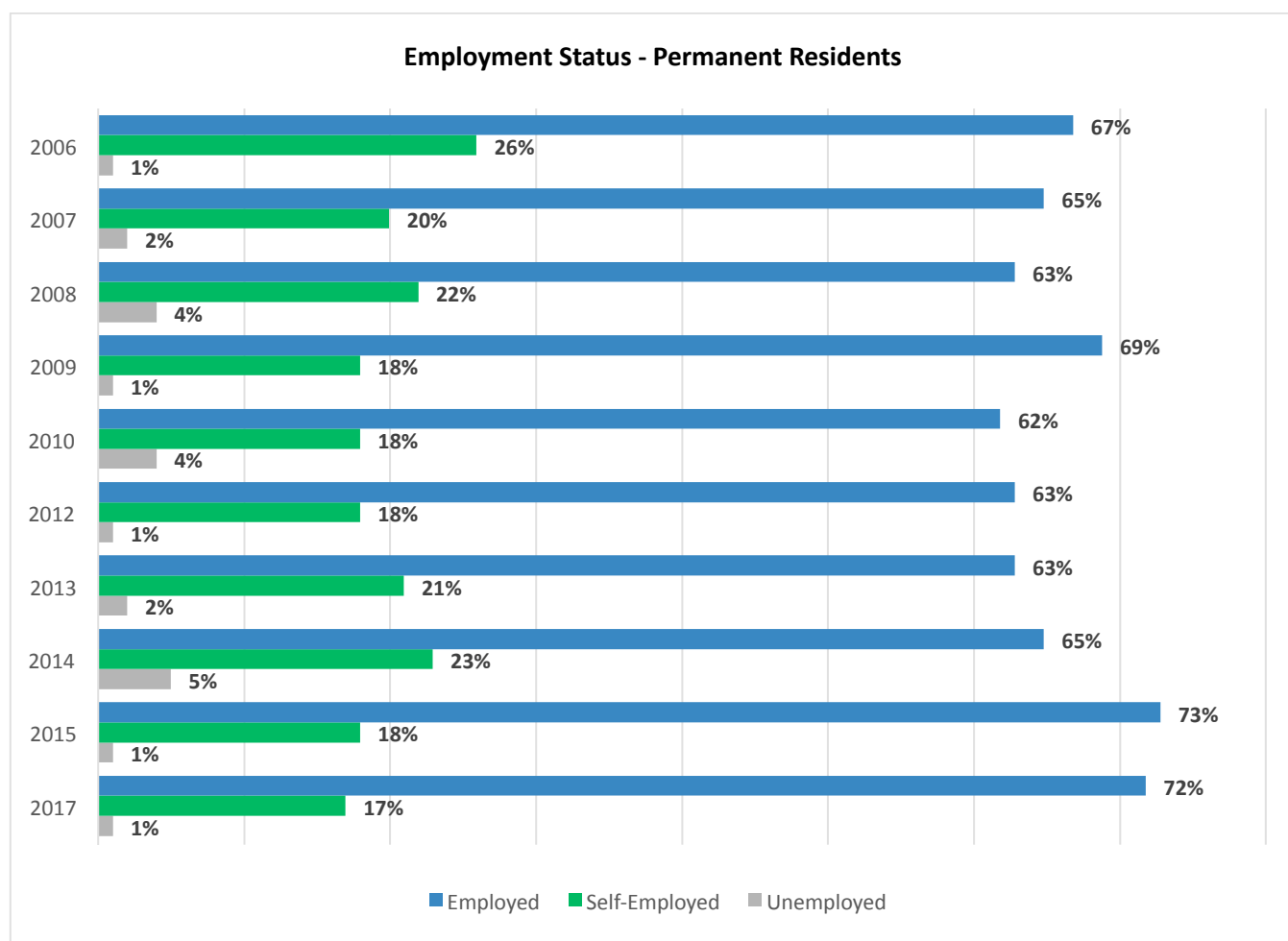
Permanent Residents:

Just under three quarters (72%) of permanent resident respondents are employed, 17% are self-employed, and another 1% is unemployed (seeking work). This is consistent with levels reported in 2015.

The median personal income range among permanent resident respondents is \$50,000 to \$54,999. This is consistent with levels reported in 2015 (\$50,000 to \$75,000) and up from \$40,000 to \$45,000 seen in 2014, 2013, 2012, 2010, and 2009.

The median household family income range is \$110,000 to less than \$120,000; this is consistent with household income reported in 2015, and up from \$90,000 to \$95,000 reported in 2014, 2013, and 2010.

The median personal annual income in 2017 is \$52,000. The median annual household income (respondents who are married or living common law or who are single with children living under the roof that are financially dependent on them) is \$111,000.



Base:

Q.3) Are you currently...?

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),
 2017 (n=300)

2. Community Life

Permanent Residents:

- Consistent with findings in 2015, almost all permanent resident respondents (94%) are satisfied (very/somewhat) with Whistler as a place to live; there was a significant drop in the proportion of permanent resident respondents that said they were “very satisfied” (down to 61% in 2017 from 77% in 2015).
- Highest satisfaction ratings were recorded for recreation trails for hiking and mountain biking (99%; no change from 2015), opportunities available for recreational activities (98%; down 2pp from 2015), as well as ability to get around by bike and foot (98%; no change from 2015).
- 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 (48%; up 2pp from 2015), ability to travel to and from Whistler on Highway 99 (68%; down 24pp from 2015), and ability to get around Whistler by personal automobile/vehicle (69%; down 24pp from 2015).
- There were no significant increases in permanent residents’ satisfaction levels between 2015 and 2017. However, satisfaction levels were up from 2014; specifically, significant increases in satisfaction were recorded for: personal opportunities for formal learning (up 15%), career and employment opportunities (up 11%), selection of arts, culture and heritage (up 10%), as well as health and medical services (up 7%).
- The most popular mode of transportation permanent resident respondents employ for travelling to and from work during the winter is by vehicle (61% travel alone or with another person).
- The most popular modes of transportation permanent residents employ for travelling to and from work during the summer are vehicles (44%) and bicycles (32%).

Seasonal Residents:

- The majority of seasonal resident respondents (85%) are satisfied (very/somewhat) with Whistler as a place to live; almost half (46%) said they are “very satisfied”.
- Seasonal resident respondents were most satisfied with opportunities available for recreational physical activities (96%), ability to get around by bike and foot (94%), as well as recreation trails for hiking and mountain biking (93%).
- Respondents were least satisfied with personal opportunities for formal learning (32%), ability to travel to and from Whistler on Highway 99 (68%), as well as selection of arts, culture and heritage opportunities (68%).
- When comparing satisfaction levels to permanent resident and/or second homeowner respondents, seasonal resident respondents are significantly less satisfied for 8 of 12 aspects of life (including overall satisfaction with Whistler as a place to live).
- The most popular mode of transportation seasonal resident respondents employ for travelling to and from work during the winter months is public transportation (46%).
- The most popular modes of transportation seasonal residents employ for travelling to and from work during the summer months are bicycling (31%), followed by walking (24%) and public transportation (21%).

Second Homeowners

- Almost all second homeowner respondents are satisfied (very/somewhat) with Whistler as a place to spend time (95%; down 3pp from 2015); the majority (77%) was “very satisfied”.
- Highest satisfaction ratings were recorded for opportunities available for recreational physical activities in Whistler (96%; down 4pp from 2015), ability to get around by bike and foot (98%; no change from 2015), and recreation trails for hiking and mountain biking (96%; down 1pp from 2015).
- Lowest satisfaction ratings were recorded for opportunities for formal learning (44%; up 27 pp from 2015), career and employment opportunities (45%; up 23pp from 2015), as well as ability to get around Whistler by personal automobile/vehicle (68%; down 22pp from 2015).

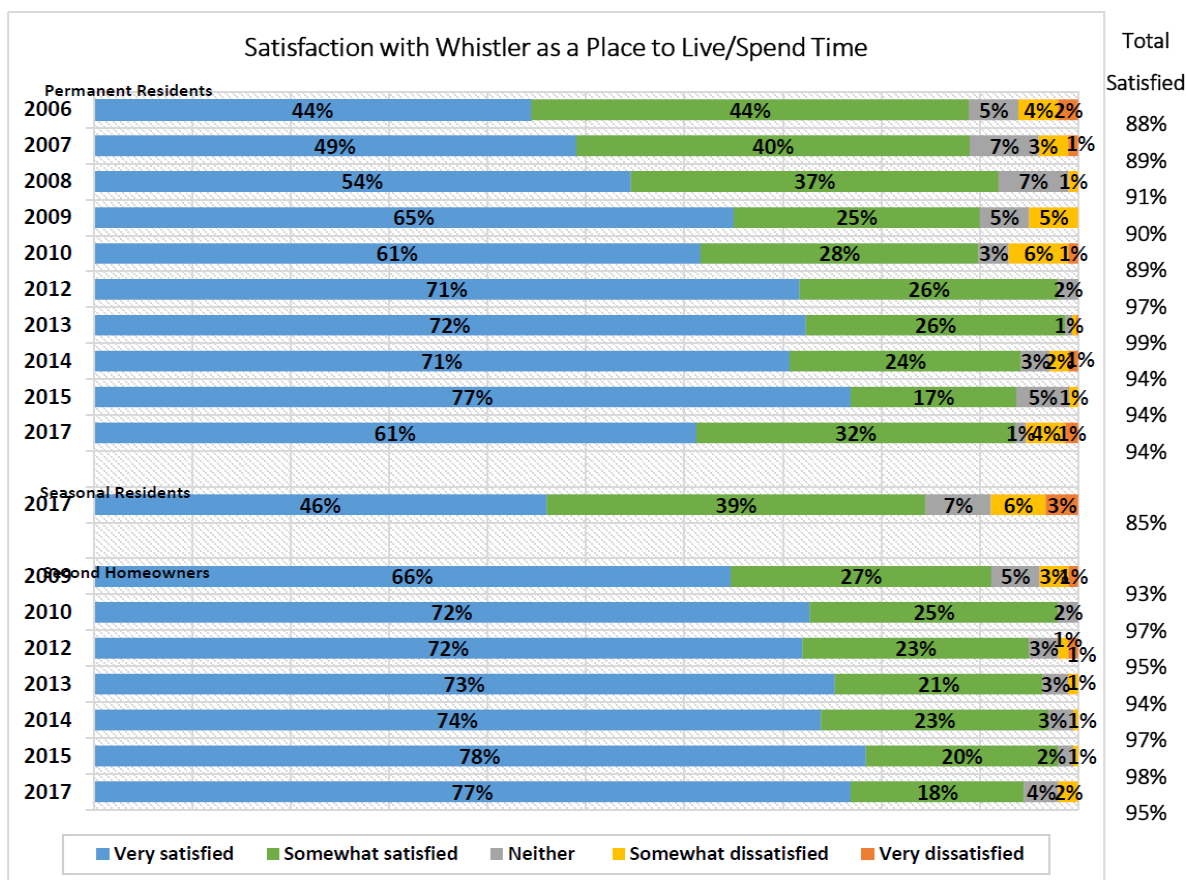
2.1 Whistler as a Place to Live/Spend Time

The majority of permanent, seasonal and second homeowner respondents were satisfied with Whistler as a place to live/spend time (94%, 85%, and 95%, respectively).

Seasonal resident respondents were significantly less satisfied compared to permanent resident and second homeowner respondents.

There was a significant drop in the proportion of permanent resident respondents that said they were “very satisfied” (down to 61% in 2017 from 77% in 2015).

Permanent resident respondents in Whistler were significantly more satisfied (94%) with their community as a place to live compared to the normative benchmark (82%).



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), 2017 (n=291)

Total Seasonal Residents (with an opinion):
2017 (n=213)

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), 2017 (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?

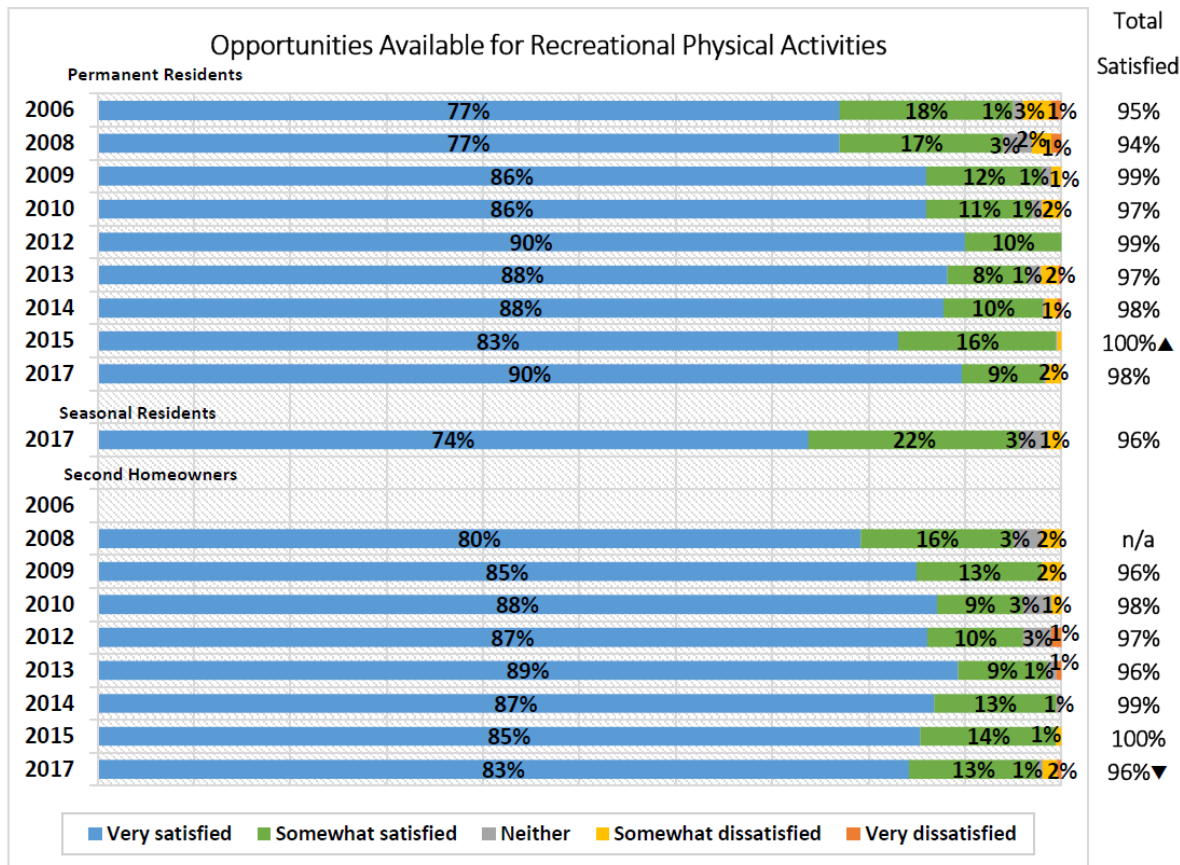
	Whistler n=291	Benchmark n=549
Top 2 Box %		
Very and Somewhat Satisfied with Own Community as a Place to Live	94% ▲	82%

2.2 Opportunities Available for Recreational Physical Activities

Close to all permanent resident, seasonal resident and second homeowner respondents were satisfied with the opportunities available for recreational physical activities in Whistler (98%, 96%, and 96%, respectively).

There were no significant differences between permanent resident, seasonal resident, and second homeowner respondents; though the highest proportion of “very satisfied” were among permanent residents. There was a significant decrease in satisfaction for second homeowner respondents from 2015 to 2017 (down 4pp).

Permanent resident respondents in Whistler (98%) were significantly more satisfied with opportunities available for recreational physical activity compared to the normative benchmark (81%).



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), 2017 (n=291)

Total Seasonal Residents (with an opinion):
2017 (n=210)

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), 2017 (n=197)

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

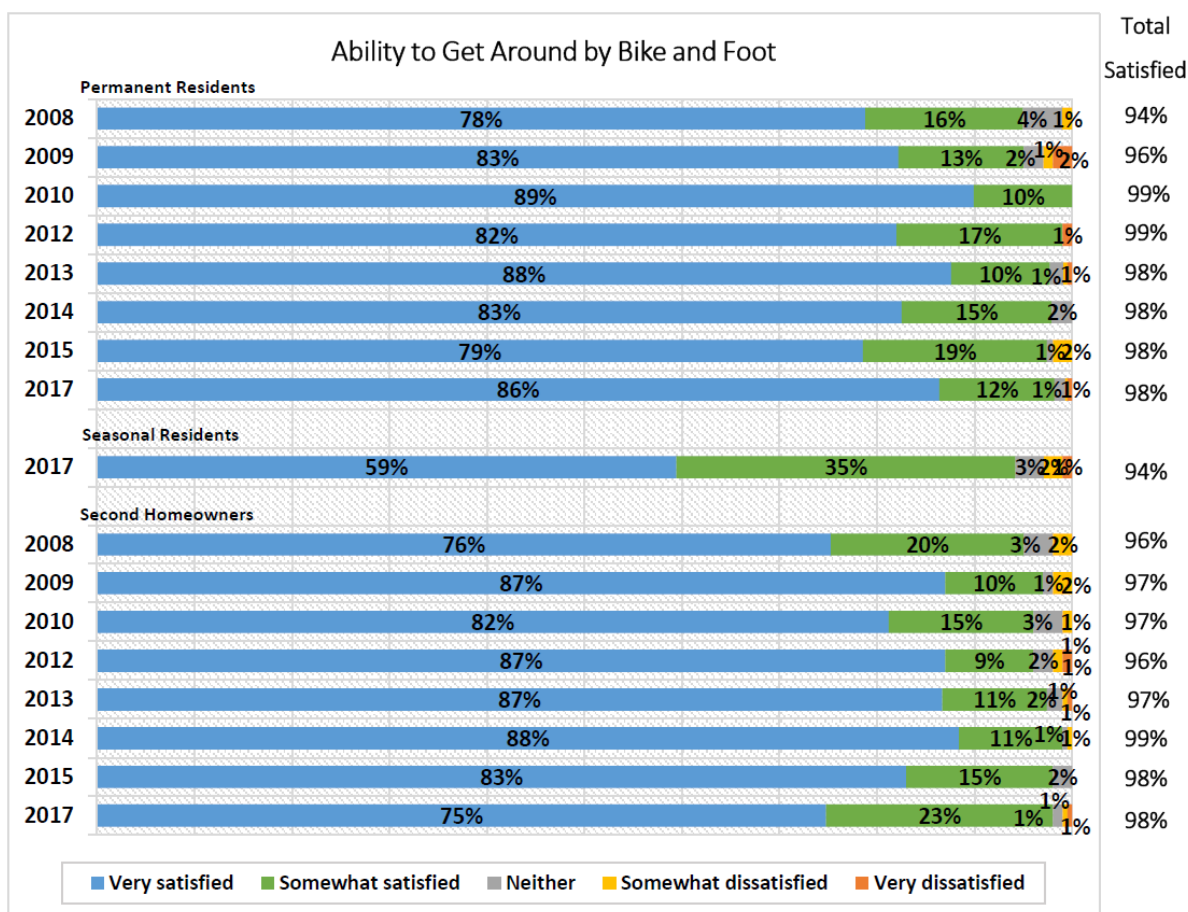
	Whistler n=291	Benchmark n=549
Top 2 Box % Very and Somewhat Satisfied with Opportunities Available for Physical Activities	98% ▲	81%

2.3 Ability to Get Around by Bike and Foot

Satisfaction with ability to get around by bike and foot in Whistler was high among permanent resident, seasonal resident, and second homeowner respondents (98%, 94% and 98%, respectively).

Satisfaction is significantly higher among permanent resident and second homeowner respondents compared to seasonal resident respondents. A significantly higher proportion of permanent residents were “very satisfied” compared to second homeowners (86% vs. 75%, respectively).

Satisfaction with the ability to get around by bike and foot was significantly higher among Whistler’s permanent resident respondents (98%) compared to the normative benchmark (66%).



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), 2017 (n=290)

Total Seasonal Residents (with an opinion):
2017 (n=207)

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), 2017 (n=198)

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”

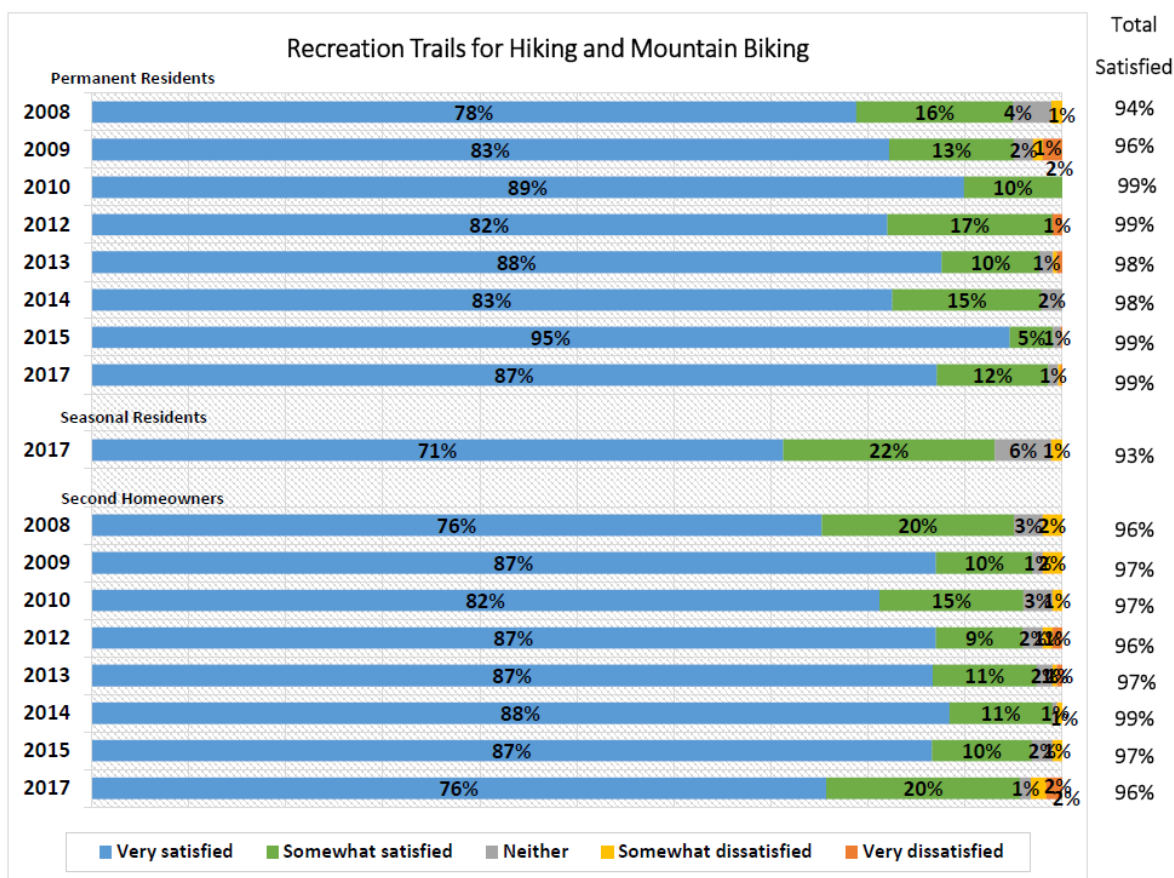
	Whistler n=290	Benchmark n=549
Top 2 Box % Very and Somewhat Satisfied with Ability to Get Around by Bike and Foot	98% ▲	66%

2.4 Recreation Trails for Hiking and Mountain Biking

The majority of permanent, seasonal and second homeowner respondents said they were satisfied with recreation trails for hiking and mountain biking (99%, 93% and 96%).

Permanent resident respondents were significantly more satisfied with recreation trails compared to seasonal residents and second homeowner respondents.

There was a significant decrease in permanent resident and second homeowner respondents who said they were “very satisfied” compared to 2015 (down 8pp and 11pp, respectively).



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), 2017 (n=286)

Total Seasonal Residents (with an opinion):
2017 (n=189)

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), 2017 (n=185)

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

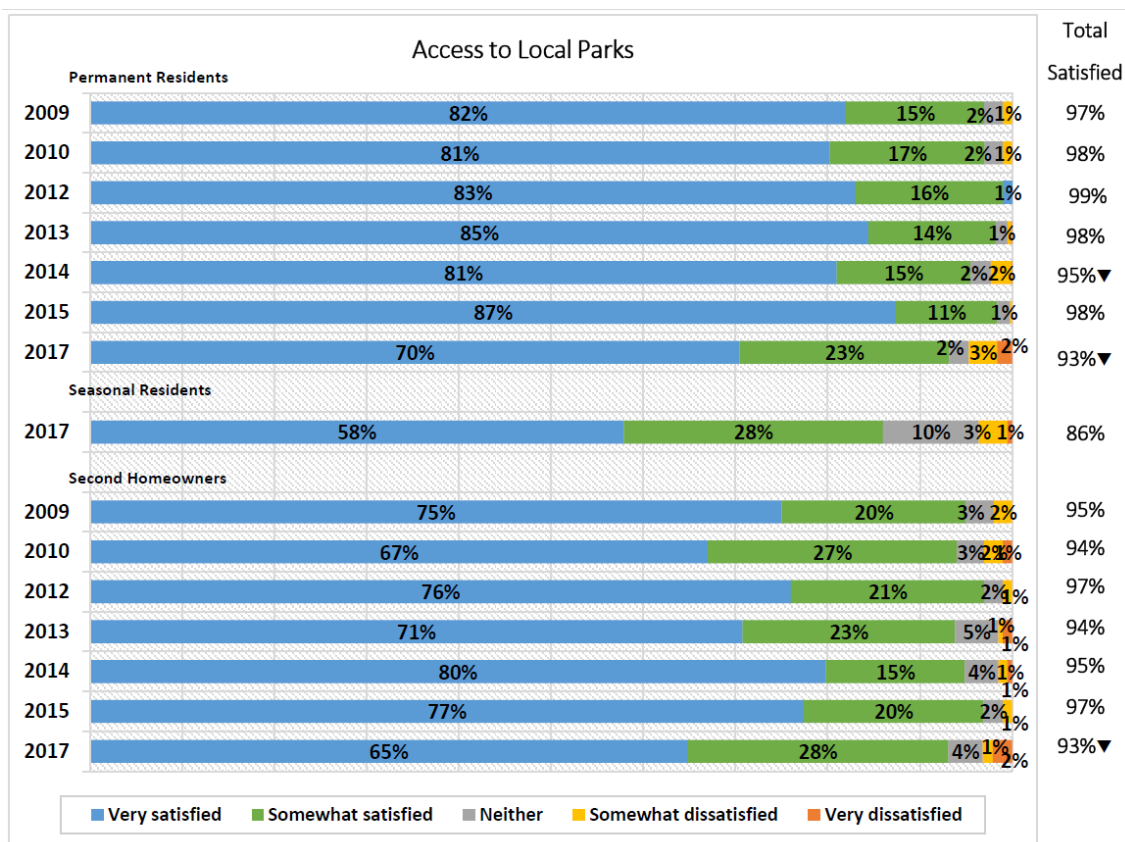
Prior to 2015: “Walking and biking routes i.e. valley trail”

2.5 Access to Parks such as Rainbow Park, Lakeside, Alpha Park

The majority of permanent, seasonal and second homeowner respondents were satisfied with access to parks such as Rainbow Park, Lakeside, and Alpha Lake (93%, 86% and 93%, respectively). Despite a significant decline in satisfaction since 2015 among permanent resident and second homeowner respondents (especially in “very satisfied scores”), they continued to both be significantly more satisfied with access to parks than seasonal resident respondents in 2017.

Consistent with findings in 2015, permanent resident respondents were more likely to be “very satisfied” than both seasonal resident and second homeowner respondents (70% vs. 58% and 65%, respectively).

Permanents resident respondents (93%) were significantly more satisfied with access to municipal parks compared to the normative benchmark (85%).



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); 2017 (n=284)

Seasonal Residents (with and opinion):
2017 (n=192)

Total Second Homeowners (with an opinion),
2009 (n=197), 2010 (n=189), 2012 (n=195), 2013 (n=191), 2014 (n=192),
2015 (n=195); (n=187)

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”

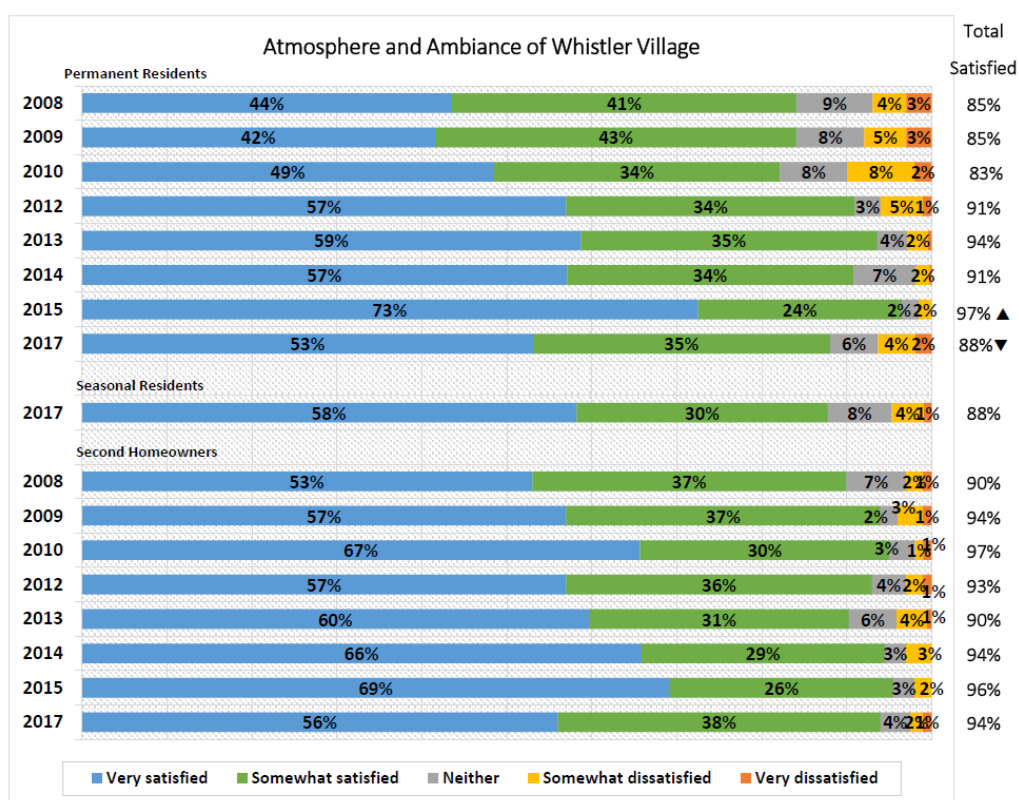
	Whistler n=284	Benchmark n=549
Top 2 Box % Very and Somewhat Satisfied with Access to Parks	93% ▲	85%

2.6 Atmosphere and Ambiance

The majority of permanent resident, seasonal resident and second homeowner respondents said they were satisfied (very/somewhat) with the atmosphere and ambiance in Whistler Village in 2017.

Second homeowner respondents (94%) were significantly more satisfied with the atmosphere and ambiance in Whistler than were permanent (88%) and seasonal resident respondents (88%). Satisfaction among permanent residents dropped significantly compared to 2015 (from 97% to 88%), particularly among “very satisfied” respondents. There was also a significant drop in “very satisfied” ratings among second homeowner respondents.

Among permanent resident respondents, females (93%), as well as respondents 35 years of age or over (94%), were more likely to be satisfied with the atmosphere and ambiance in Whistler compared to males (82%) and respondents under 35 (82%). Also, those residing in the village were more satisfied (98%) than those living north (86%) or south (86%) of the village.



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); 2017 (n=287)

Total Seasonal Residents (with an opinion):
 2017 (n=213)

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), 2017 (n=198)

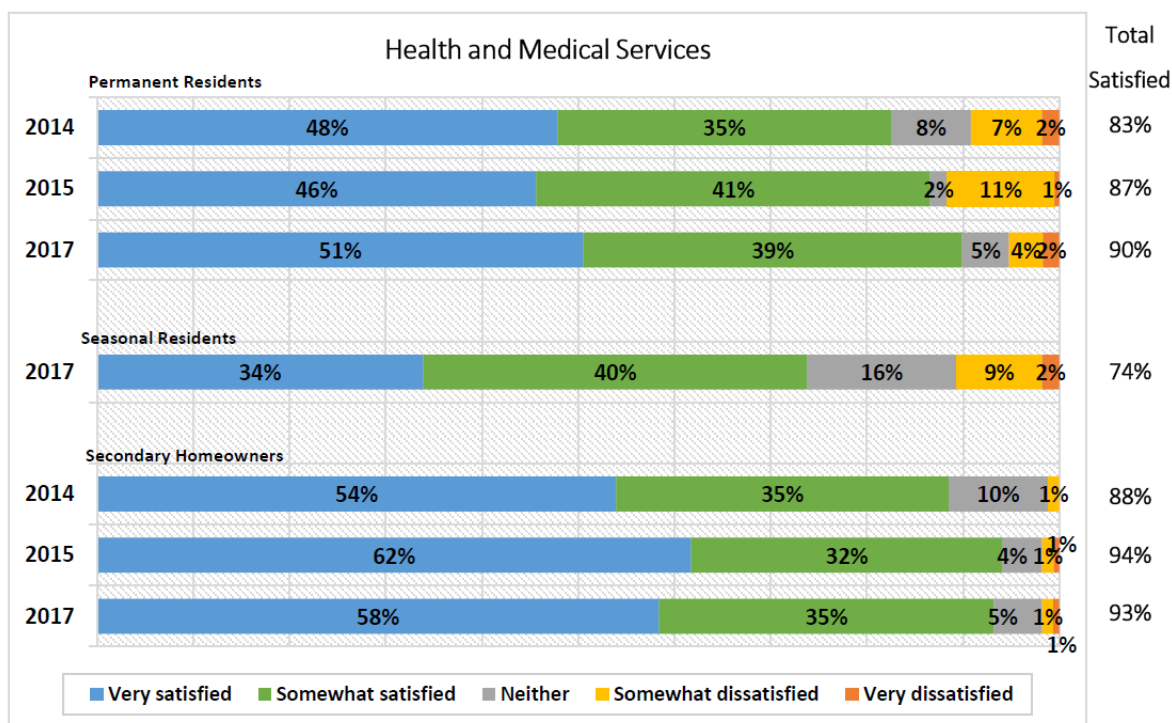
Q.11g) How satisfied are you with the following aspects of life in Whistler? “Atmosphere and ambiance of Whistler Village”

2.7 Health and Medical Services

The majority of permanent resident, seasonal resident, and second homeowner respondents said they were satisfied (very/somewhat) with health and medical services in Whistler in 2017.

Permanent resident (90%) and second homeowner respondents (93%) were significantly more satisfied with health and medical services compared to seasonal resident respondents (74%), with the largest proportion of seasonal residents being only “somewhat satisfied” (40%).

Permanent resident respondents are significantly more satisfied with health and medical services compared to the normative benchmark (90% vs. 78%).



Base:

Total Permanent Residents (with an opinion):
2014 (n=297), 2015 (n=255), 2017 (n=278)

Total Seasonal Residents (with and opinion):
2017 (n=168)

Total Second Homeowners (with an opinion)
2014 (n=165), 2015 (n=170), 2017 (n=161)

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

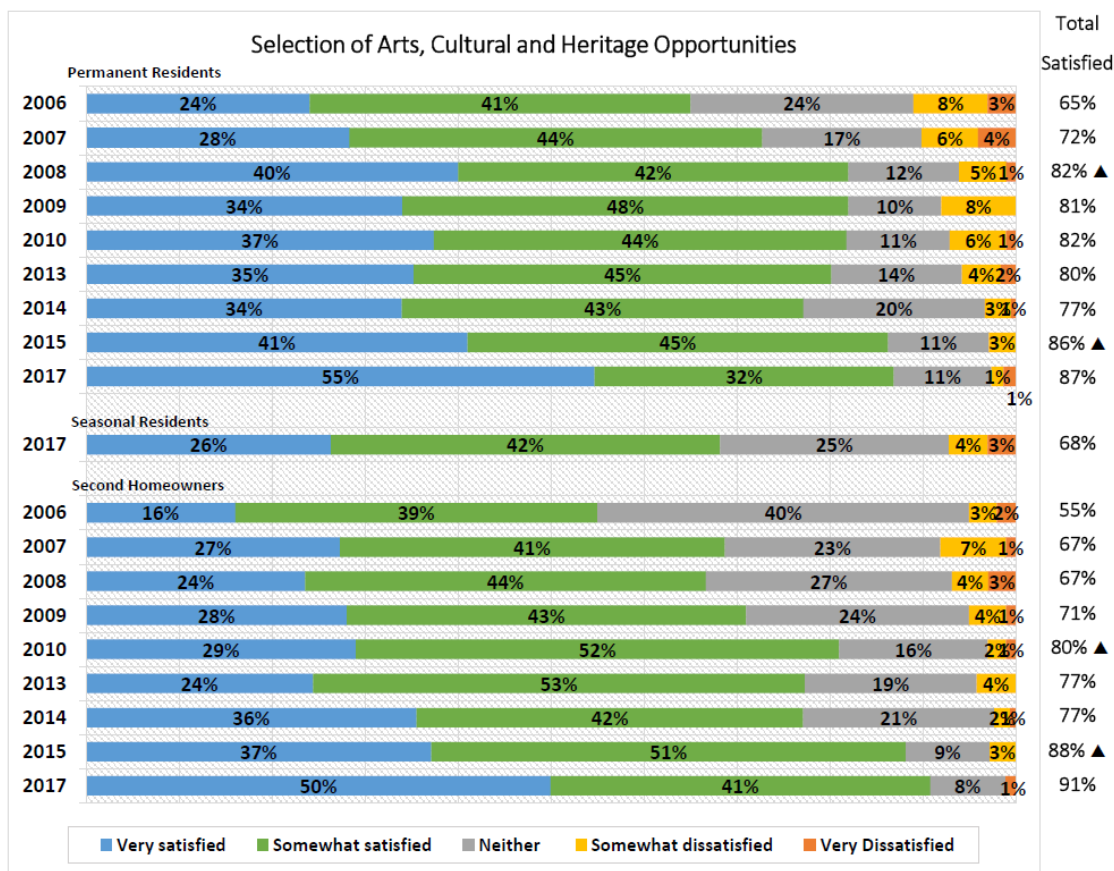
	Whistler n=300	Benchmark n=549
Top 2 Box % Very and Somewhat Satisfied with Health and Medical Services	90% ▲	78%

2.8 Selection of Arts, Culture and Heritage Opportunities

The majority of permanent resident, seasonal resident, and second homeowner respondents said they were satisfied (very/somewhat) with the selection of Arts, Culture and Heritage opportunities in Whistler. Permanent resident (87%) and second homeowner respondents (91%) were significantly more satisfied with Arts, Culture and Heritage opportunities than were seasonal resident respondents (68%).

The proportion of second homeowner respondents who were “very satisfied” with the arts and culture scene increased significantly in 2017, continuing a gradual upward trend in ratings. This trend is also seen to some degree among permanent resident respondents.

Permanent resident respondents (87%) were significantly more satisfied compared to the normative benchmark (61%).



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), 2017 (n=279)

Total Seasonal Residents (with and opinion):

2017 (n=279)

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), 2017 (n=186)

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

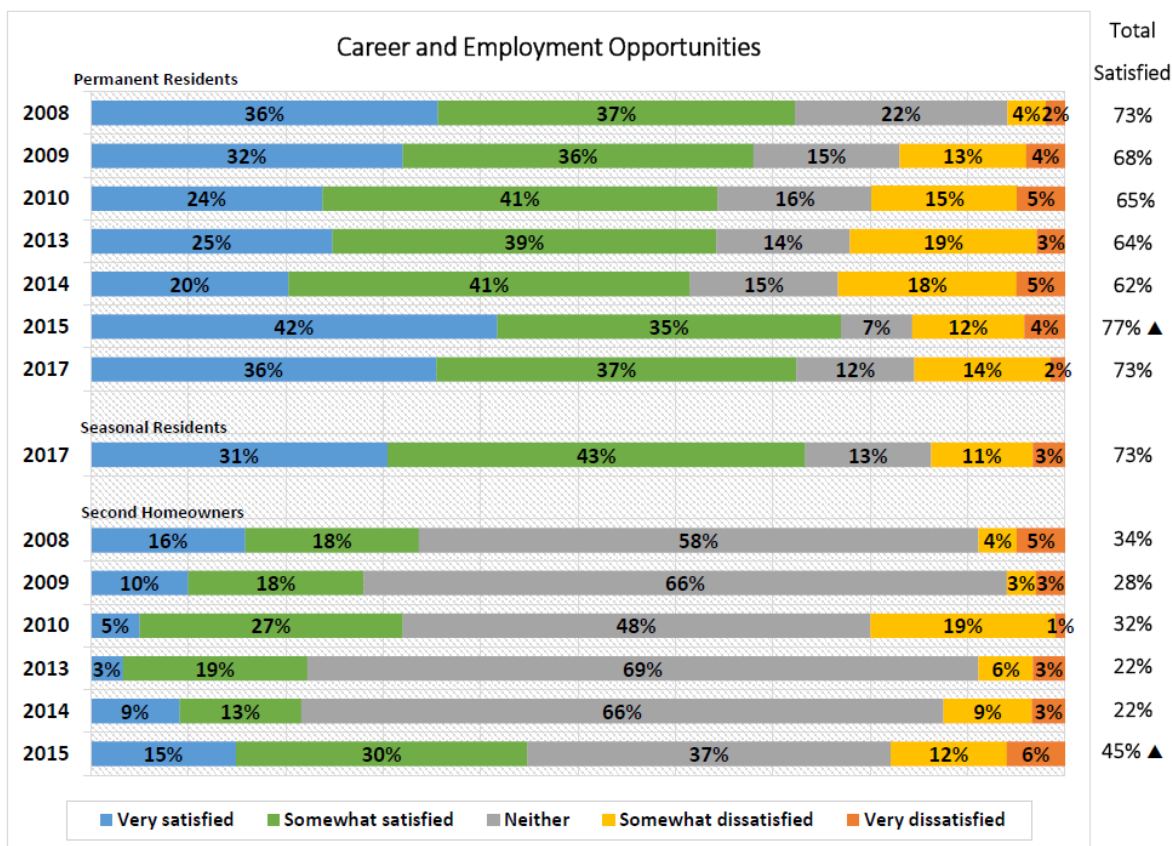
	Whistler n=279	Benchmark n=549
Top 2 Box % Very and Somewhat Satisfied with Arts, Culture & Heritage opportunities	87% ▲	61%

2.9 Career and Employment Opportunities

The majority of permanent resident, seasonal resident, and second homeowner respondents said they are satisfied (very/somewhat) with career and employment opportunities in Whistler.

There was no difference found in satisfaction between permanent and seasonal resident respondents (73%).

When comparing satisfaction with career and employment opportunities in Whistler with the normative benchmark, permanent resident respondents in Whistler are significantly more satisfied (73% vs. 34%).



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), 2017 (n=276)

Total Seasonal Residents (with an opinion):
 2017 (n=210)

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

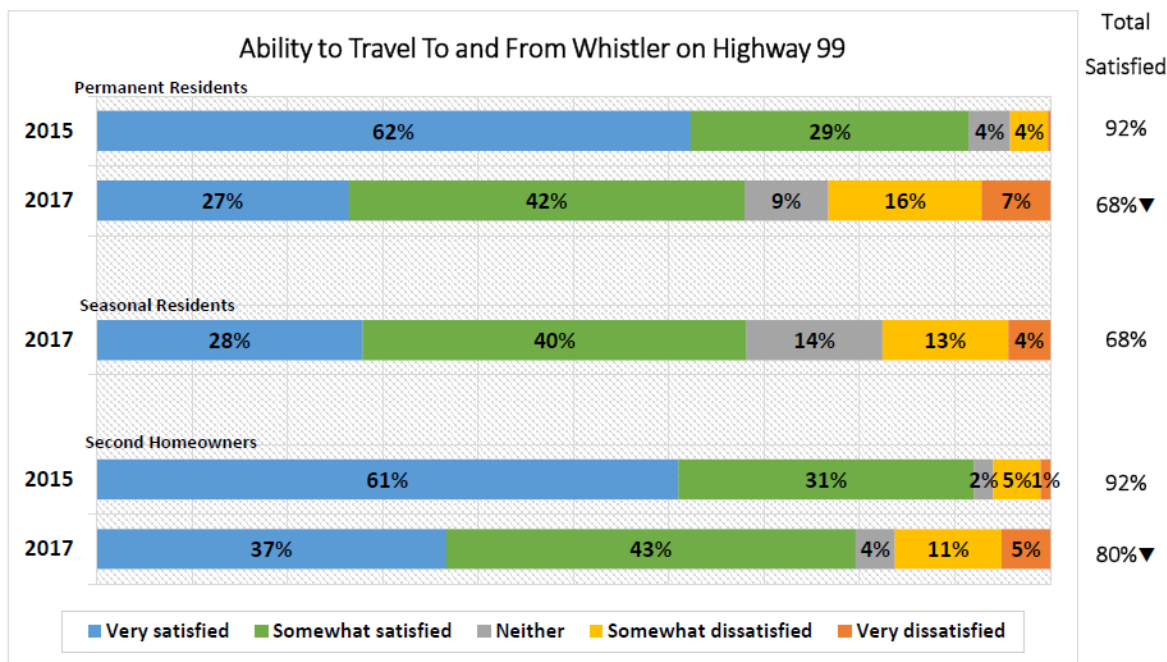
Q.11h) How satisfied are you with the following aspects of life in Whistler? "Career and employment opportunities"

	Whistler n=276	Benchmark n=549
Top 2 Box % Very and Somewhat Satisfied with Career and Employment Opportunities	73% ▲	34%

2.10 Ability to Travel to and from Whistler on Highway 99

The majority of permanent resident, seasonal resident, and second homeowner respondents said they were satisfied (very/somewhat) with the ability to travel to and from Whistler on highway 99.

Second homeowner respondents (80%) were significantly more satisfied compared to permanent (68%) and seasonal resident respondents (68%); though both second homeowners and permanent residents are significantly less satisfied with the ability to travel to and from Whistler on highway 99 compared to satisfaction levels reported in 2015.



Base:

Total Permanent Residents (with an opinion)
2015 (n=256), 2017 (n=286)

Total Seasonal Residents (with an opinion):
2017 (n=204)

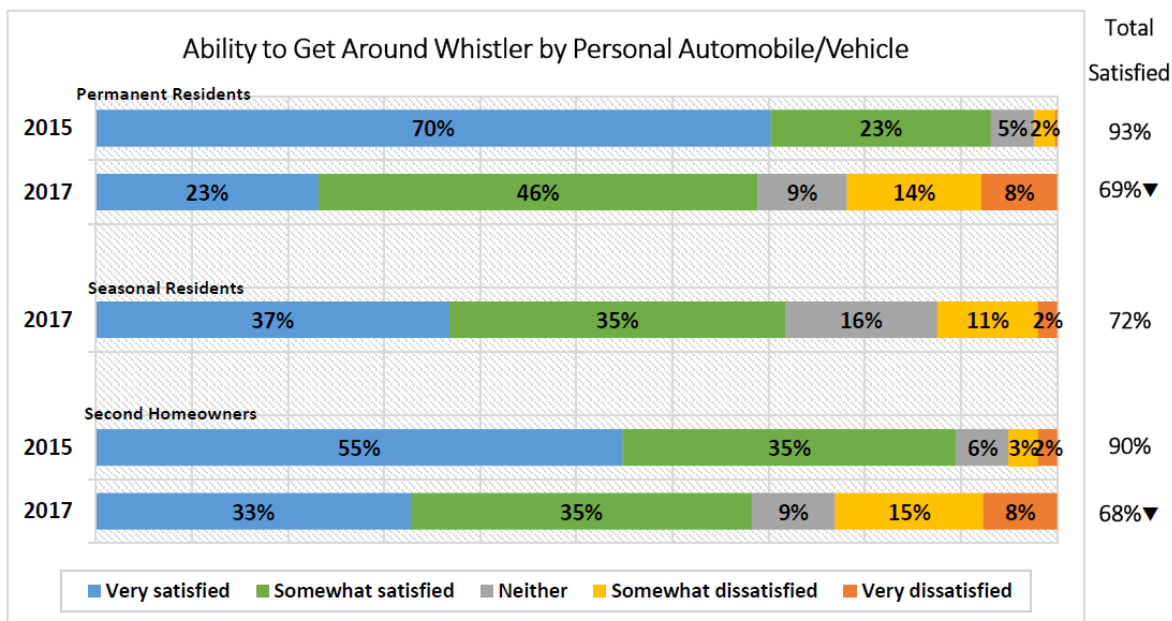
Total Second Homeowners (with an opinion)
2015 (n=200), 2017 (n=196)

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

2.11 Ability to Get Around by Personal Automobile/Vehicle

The majority of permanent resident, seasonal resident, and second homeowner respondents said they were satisfied with the ability to get around by personal automobile/vehicle (69%, 72% and 68%, respectively). Again, both second homeowner and permanent resident respondents are significantly less satisfied with the ability to get around than they were in 2015.

Permanent resident respondents are significantly more satisfied compared to the normative benchmark (69% vs. 54%).



Base:

Total Permanent Residents (with an opinion):
 2015 (n=253), 2017 (n=197)

Total Seasonal Residents (with an opinion):
 2017 (n=152)

Total Second Homeowners (with an opinion):
 2015 (n=199), 2017 (n=195)

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

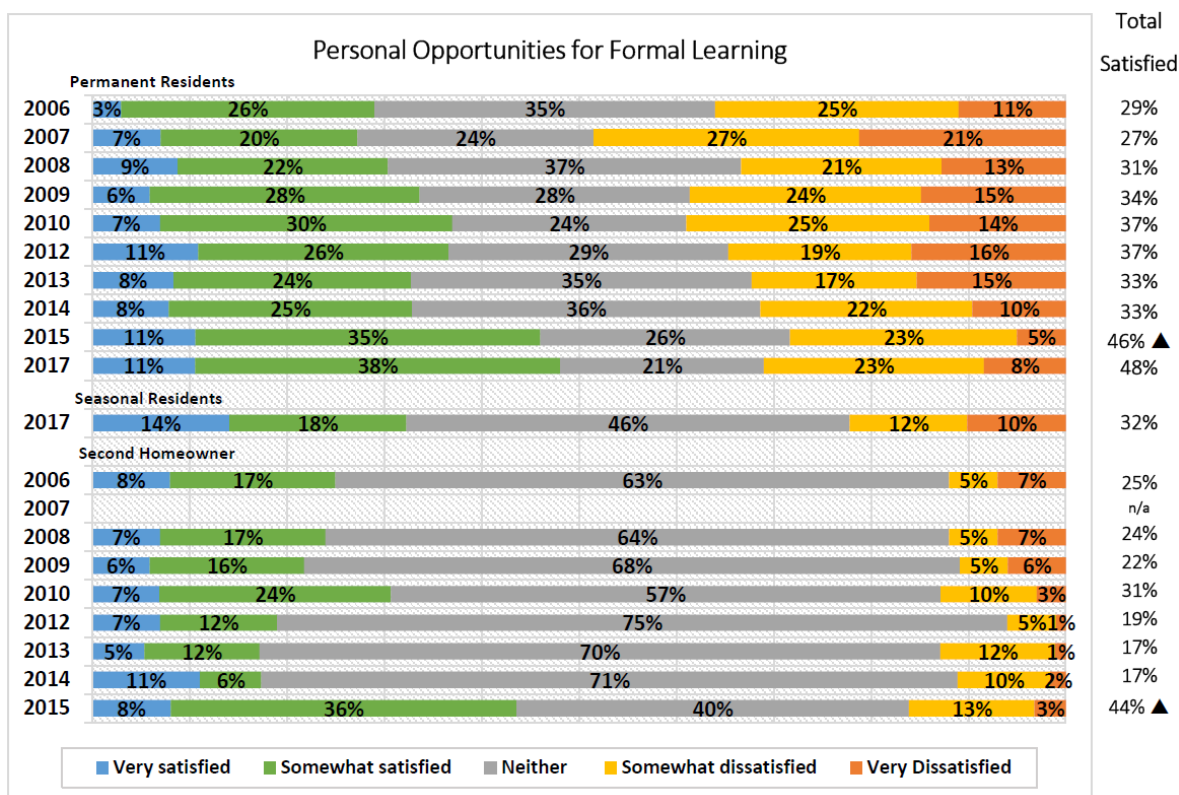
	Whistler n=197	Benchmark n=549
Top 2 Box % Very and Somewhat Satisfied with ability to get around Whistler by personal automobile/vehicle	69% ▲	54%

2.12 Personal Opportunities for Formal Learning through Schools and Colleges with Accredited Courses in Whistler

When it comes to personal opportunities for formal learning through schools and colleges with accredited courses in Whistler, highest satisfaction was among permanent resident and second homeowner respondents (48% and 44%, respectively).

Permanent resident respondents (48%) were significantly more satisfied with opportunities for formal learning compared to seasonal resident respondents (32%).

When compared to the normative benchmark, satisfaction among Whistler's permanent resident respondents is not significantly different (48% vs. 49%).



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), 2017 (n=247)

Total Seasonal Residents (with an opinion):
2017 (n=99)

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"

	Whistler n=247	Benchmark n=549
Top 2 Box % Very and Somewhat Satisfied with personal opportunities for formal learning	48%	49%

2.13 Historical Comparison – Permanent Residents

The following chart presents top two box percent satisfaction score (very/somewhat satisfied) of permanent resident respondents for aspects of life in the Resort Municipality of Whistler for 2010, 2012, 2013, 2014 and 2015. Specifically, the Performance Change represents change in satisfaction ratings since 2014 and 2015 among permanent resident respondents only.

Satisfaction levels have increased in some areas since 2014. Specifically, significant increases in satisfaction were recorded for: personal opportunities for formal learning (up 15%), career and employment opportunities (up 11%), selection of arts, culture and heritage (up 10%), as well as health and medical services (up 7%).

Satisfaction levels have generally held fairly steady since 2015. However, there have been significant decreases in the ability to travel (on Highway 99 and around Whistler) and, to a lesser degree, in the ambiance of Whistler Village and access to local parks.

Aspect of Life	2010	2012	2013	2014	2015	2017	Performance Change 2014-2017	Performance Change 2015-2017
Health and medical services	-	-	-	83%	87%	90%	7% ▲	3%
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%	48%	15% ▲	2%
Selection of Arts, Culture and Heritage opportunities	82%	-	80%	77%	86%	87%	10% ▲	1%
Recreation trails for hiking and mountain biking	99%	99%	98%	98%	99%	99%	1%	0%
Ability to get around by bike and foot	99%	99%	98%	98%	98%	98%	0%	0%
Whistler as a Place to Live/Spend Time	89%	97%	99%	94%	94%	94%	0%	0%
Opportunities available for recreational physical activities	97%	99%	97%	98%	100%	98%	0%	-2%
Career and employment opportunities	65%	-	64%	62%	77%	73%	11% ▲	-4%
Access to parks such as Rainbow Park, Lakeside, Alpha Lake Park	98%	99%	98%	95%	98%	93%	-2%	-5%
Atmosphere and ambiance of Whistler Village	83%	91%	94%	91%	97%	88%	-3%	-9%
Ability to travel to and from Whistler on Highway 99	-	-	-	-	92%	68%	n/a	-24%
Ability to get around Whistler by personal automobile/vehicle	-	-	-	-	93%	69%	n/a	-24%

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: Personal opportunities for formal learning, career and employment opportunities, as well as ability to travel to and from Whistler.

Priority	Aspect of Life	Performance	Importance
1	Personal opportunities for formal learning	48	0.191
2	Career and employment opportunities	73	0.357
3	Ability to travel to and from Whistler on Highway 99	68	0.24
4	Atmosphere and ambiance of Whistler Village	88	0.416
5	Ability to get around Whistler by personal automobile/vehicle	69	0.142
6	Selection of Arts, Culture and Heritage opportunities	87	0.272
7	Access to parks such as Rainbow Park, Lakeside, Alpha Lake Park	93	0.241
8	Health and medical services	90	0.087
9	Opportunities available for recreational physical activities	98	0.377
10	Ability to get around by bike and foot	98	0.216
11	Recreation trails for hiking and mountain biking	99	0.157

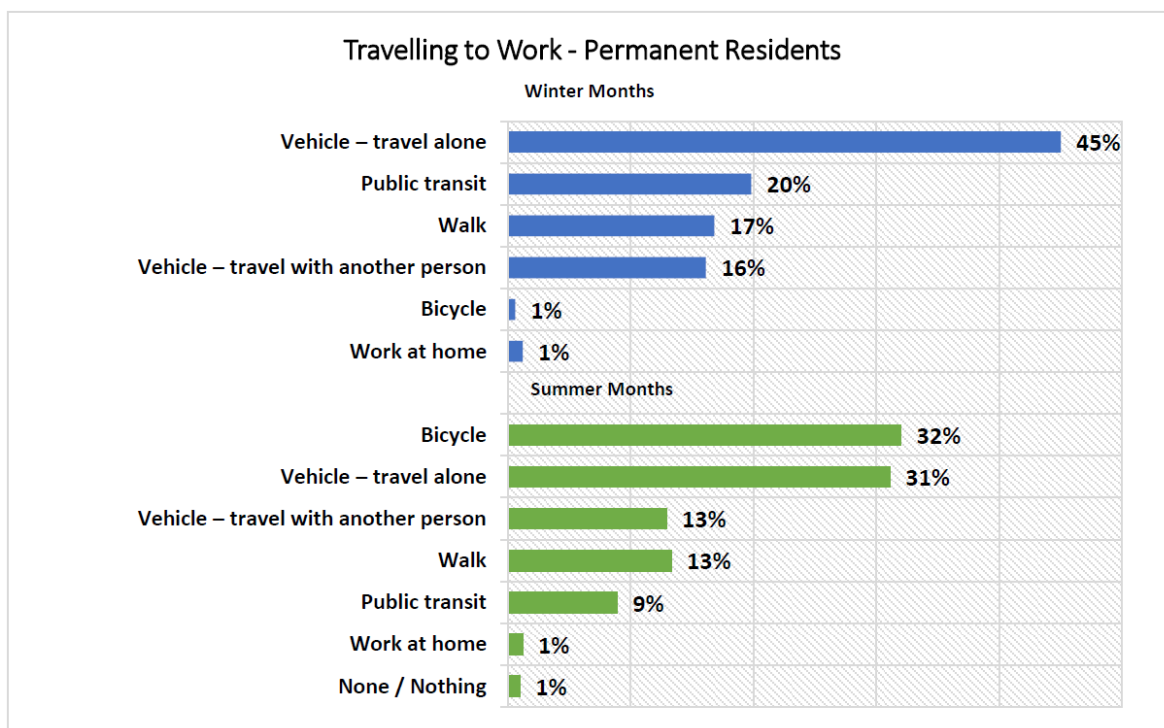
High Priority
Medium Priority
Low Priority

2.15 Mode of Transportation Travelling To and From Work – Permanent Residents

The most popular mode of transportation permanent resident respondents say they employ for travelling to and from work during the winter is by vehicle, especially alone by vehicle (45%)(61% travel alone or with another person by vehicle).

The most popular modes of transportation permanent residents use for travelling to and from work during the summer are vehicles (44% travel alone or with another person) and bicycles (32%).

The use of vehicle (travel alone or with another person) and public transit decreases significantly in the summer months (from 61% vehicle usage in the winter to 44% usage in the summer, and from 20% public transit usage in the winter to 9% in the summer), and the use of a bicycle increases significantly in the summer months (from 1% usage in the winter to 32% in the summer).



Base:

Permanent Residents (currently employed/self-employed):
2017 (n=257)

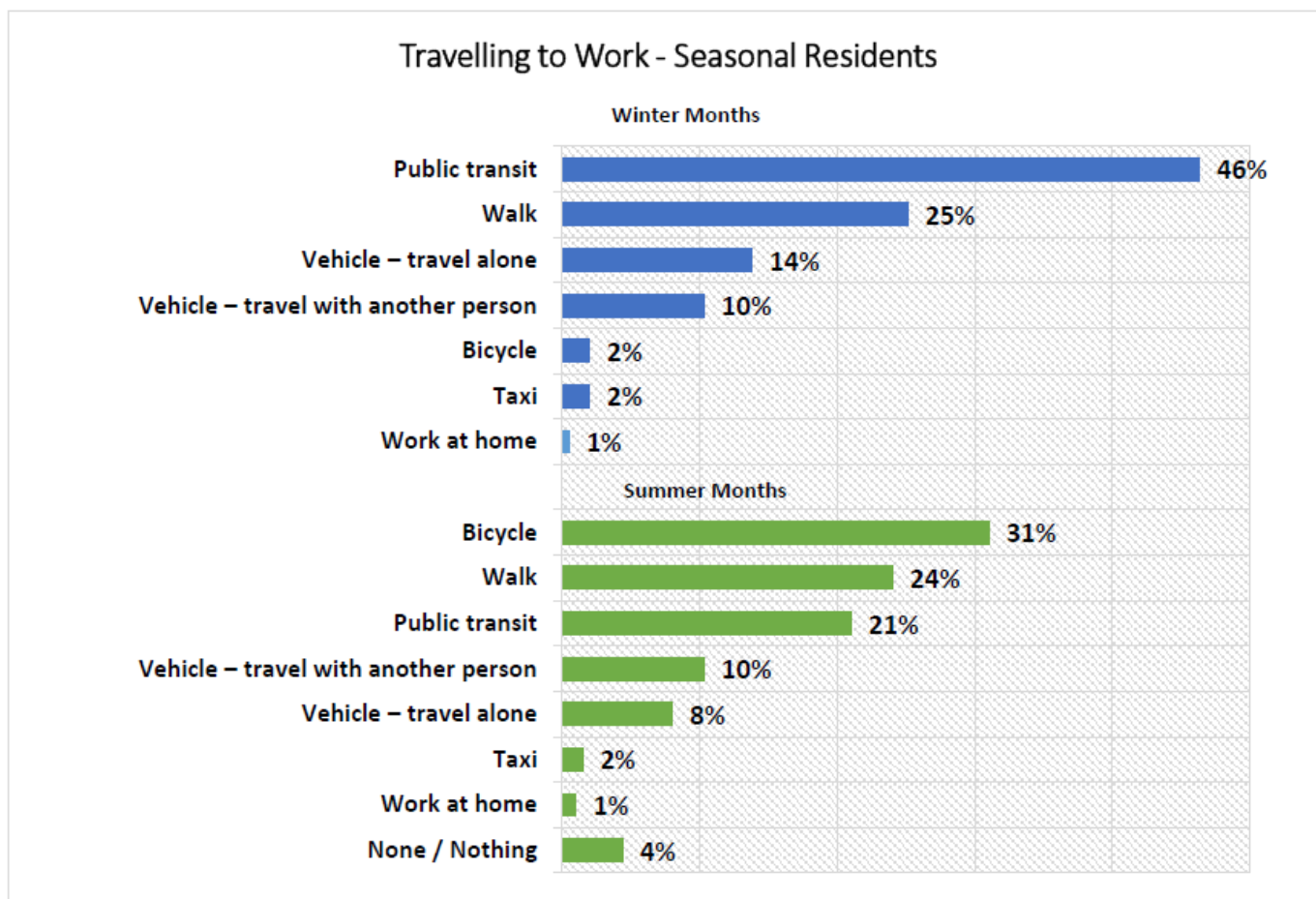
Q.12) What mode of transportation do you tend to use most often to travel to and from work in Whistler during the winter months?

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 Mode of Transportation Travelling To and From Work – Seasonal Residents

The most popular mode of transportation seasonal resident respondents say they employ for travelling to and from work is public transit (46%) in the winter months. During the summer months, the most popular modes of transportation are bicycling (31%), followed by walking (24%) and public transportation (21%).

The use of public transit decreases significantly in the summer months (from 46% usage in winter to 21% in the summer), and the use of bicycling increases significantly in the summer months (from 2% usage in the winter to 31% usage in the summer).



Base:

Seasonal Residents (currently employed/self-employed):
 2017 (n=203)

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?

3. Health and Community Relationships

Permanent Residents:

- When it comes to the physical, mental and social well-being of permanent resident respondents, the majority (79%) rated their health excellent or very good (39% and 40%, respectively).
- Most permanent resident respondents (87%) said they feel a strong sense of belonging to the Whistler community (very/somewhat).
- Equal proportions of permanent resident respondents said they feel a “very strong” (41%) and “somewhat strong” (46%) sense of belonging to the Whistler community.
- Just over half of permanent resident respondents (52%) do unpaid volunteer work for an organization or group in Whistler; among those who volunteer, 71% volunteer for 1 to 15 hours per month, equally divided between those who work 1 to 4 hours (37%) and 5 to 15 hours per month (34%).

Seasonal Residents:

- Just over three quarters of seasonal resident respondents (78%) said they feel a strong sense of belonging to the Whistler community (very/somewhat).
- The largest proportion of seasonal resident respondents (60%) said they feel a “somewhat strong sense of belonging” to the Whistler community.
- Under two-in-ten seasonal resident respondents (17%) said they do unpaid volunteer work for an organization or group in Whistler; among them, the largest proportion volunteer for 1 to 4 hours per month (42%).

Second Homeowners:

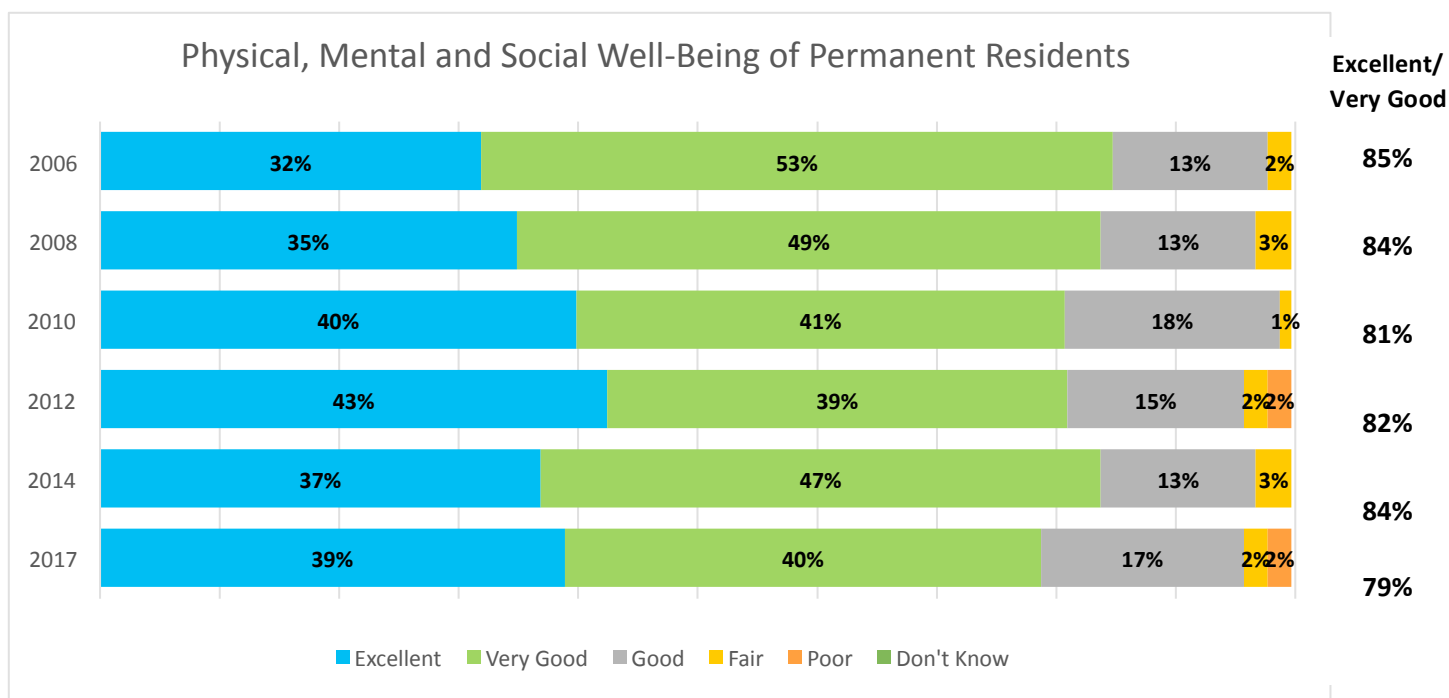
- Over half of second homeowner respondents (55%) said they feel a strong sense of belonging to the Whistler community (very/somewhat).
- The largest proportion of second homeowner respondents (45%) said they feel a “somewhat strong sense of belonging”.
- Under two-in-ten second homeowner respondents (16%) do unpaid volunteer work for an organization or group in Whistler; among them, 69% volunteer for 1 to 15 hours per month, equally divided between those who work 1 to 4 hours (31%) and 5 to 15 hours per month (38%).

-

3. 1. Physical, Mental and Social Well-Being of Permanent Residents

When respondents were asked to rate their health in terms of physical, mental and social well-being, the majority of permanent resident respondents (79%) rated their health as very good or excellent (40% and 39%, respectively). This is consistent with ratings from previous years.

Permanent residents in higher income brackets (75k+ personal income or 100k+ household income) were significantly more likely to say they had very good/excellent mental health compared to residents within the lowest income bracket (under 25k).



Base:

Permanent Residents:

2006 (n=301)

2008 (n=300)

2010 (n=300)

2012 (n=300)

2014 (n=301)

2017 (n=291)

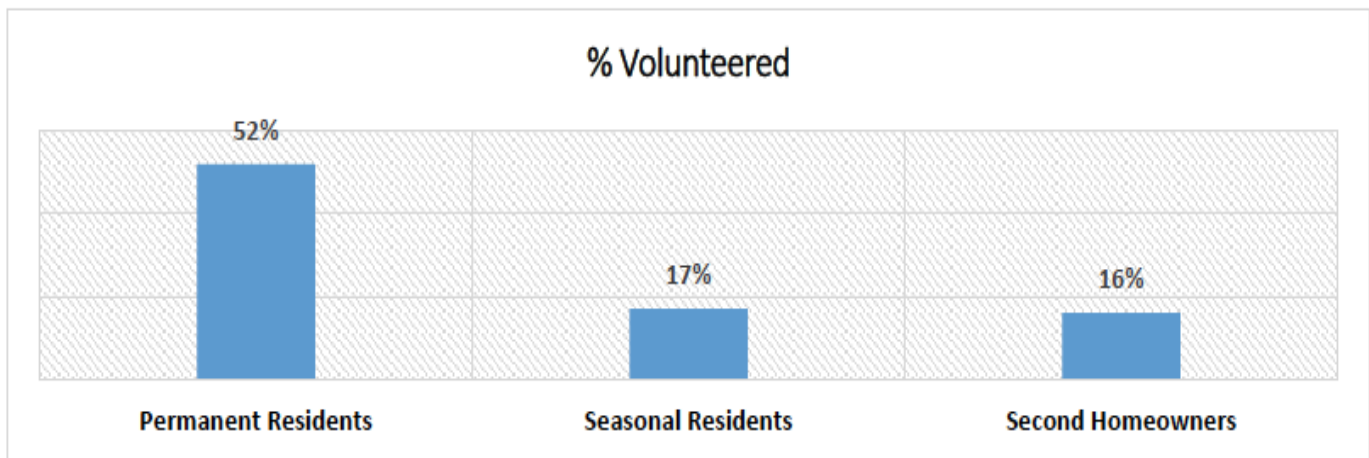
Q.14) Thinking of your physical, mental and social well-being, in general, how would you rate your health? [PR Only]

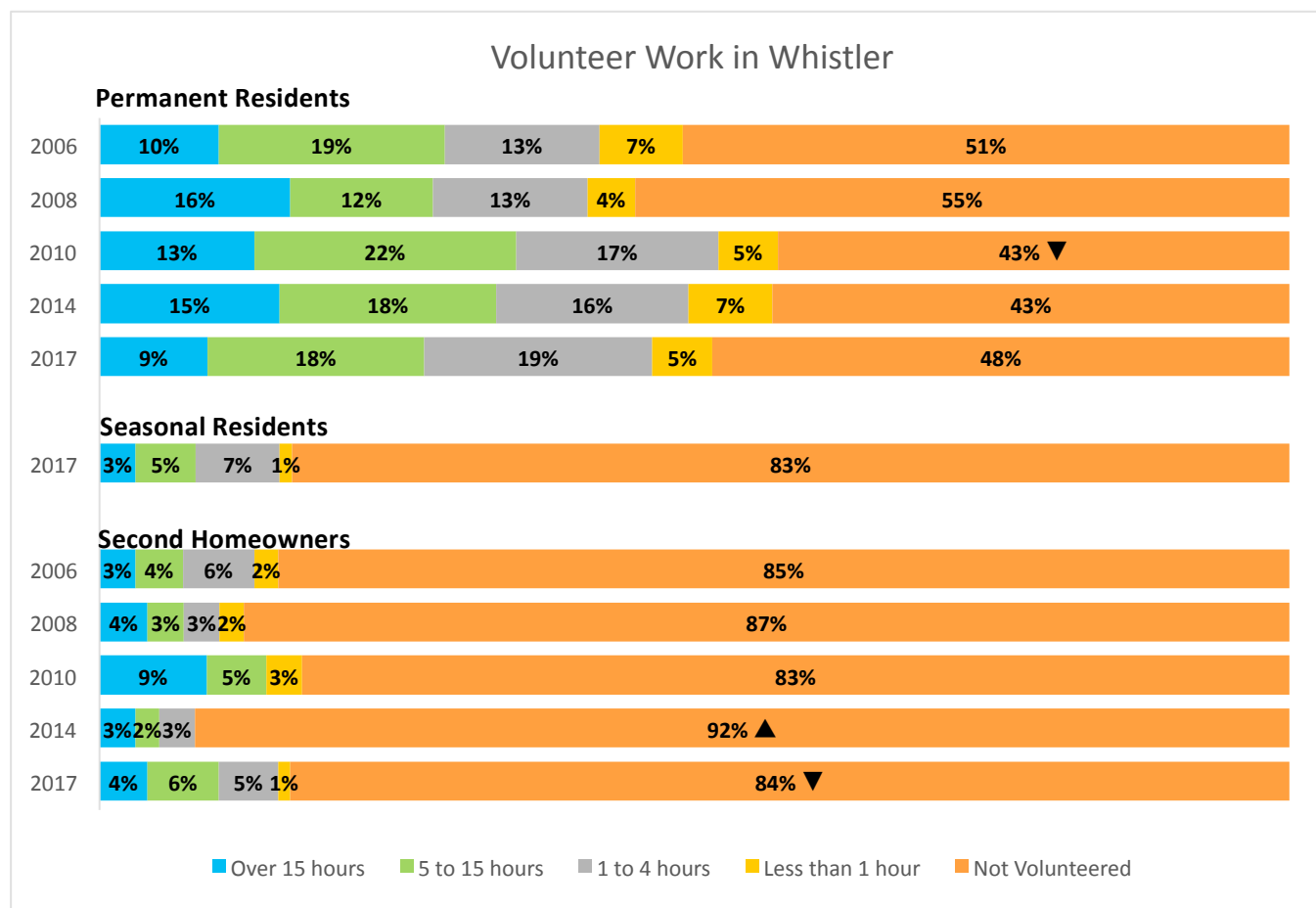
3. 2. Volunteer Work in Whistler

In 2017, just over half of permanent resident respondents said they did unpaid volunteer work for an organization or group in Whistler in the past 12 months (52%). Permanent resident respondents were significantly more likely to volunteer than seasonal resident respondents (17% volunteered) or second homeowner respondents (16% volunteered).

Of those permanent resident, seasonal resident and second homeowner respondents who said they did volunteer work in the past 12 months, about seven-in-ten said they volunteered for 1 to 15 hours per month (fairly equally divided between those who worked 1 to 4 hours and those who worked 5 to 15 hours, with seasonal resident respondents working the fewest hours).

The number of permanent resident respondents performing volunteer work is unchanged between 2014-2017 and is generally consistent with previous years as well. While there was a downturn in the incidence of second homeowner volunteers in 2014, the current number of second homeowner volunteers has returned to levels seen in 2006 to 2010.





Base:

Permanent Residents:

2006 (n=301)
 2008 (n=300)
 2010 (n=300)
 2014 (n=301)
 2017 (n=291)

Seasonal Residents:

2017 (n=213)

Second Homeowners:

2006 (n=200)
 2008 (n=206)
 2010 (n=200)
 2014 (n=200)
 2017 (n=200)

Q15a. In the past 12 months, did you do any unpaid volunteer work for any organization or group in Whistler, for example, social service groups, schools, arts and culture groups, business associations, municipal affairs, etc.?

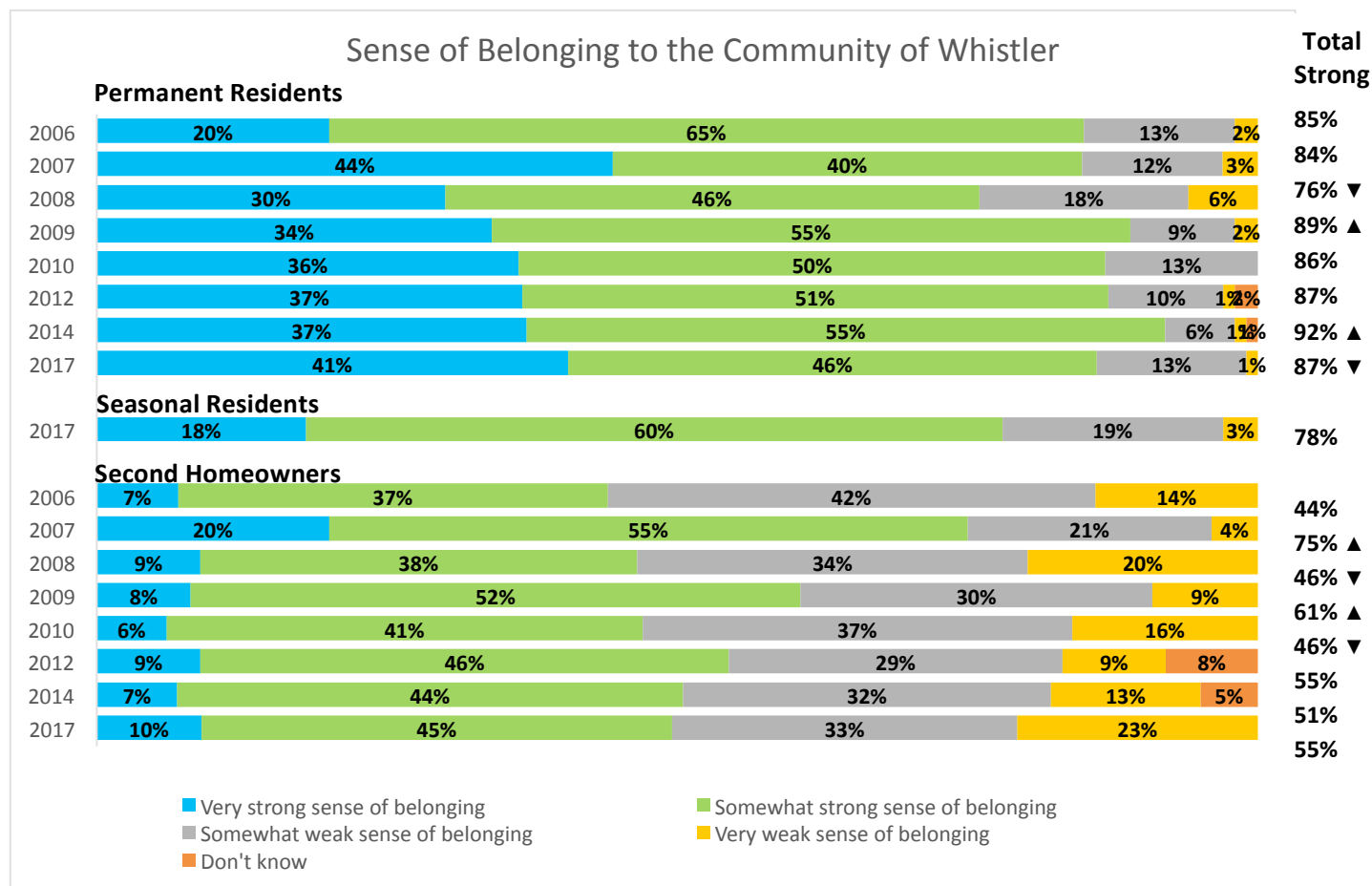
Q15b. And on average, about how many hours per month did you volunteer in Whistler?

3. 3. Sense of Belonging to the Community of Whistler

How do Whistler residents describe their sense of belonging to the community in Whistler in 2017? The majority of permanent resident, seasonal resident and second homeowner respondents said they have a very or somewhat strong sense of belonging (87%, 78% and 55%, respectively).

Permanent resident respondents were significantly more likely to say they have a very strong sense of belonging to the community of Whistler compared to seasonal resident and second homeowner respondents (41% vs. 18% and 10%, respectively).

After showing an increase in 2014, permanent resident respondents' sense of belonging has returned to levels seen in most other years. In 2017, second homeowner respondents' sense of belonging is also consistent with that seen in recent years.



Base:

Permanent Residents with an opinion:

2006 (n=301) 2007 (n=201)
 2008 (n=299) 2009 (n=303)
 2010 (n=300) 2012 (n=300)
 2014 (n=301)
 2017 (n=291)

Seasonal Residents:

2017 (n=213)

Second Homeowners with an opinion:

2006 (n=194) 2007 (n=195) 2008 (n=205)
 2009 (n=195) 2010 (n=200) 2012 (n=200)
 2014 (n=200) 2017 (n=200)

Q.16) How would you describe your sense of belonging to the community of Whistler? Would you say it is...?

4. Most Important Issues Facing Community

First Mention

Half or more of permanent resident and seasonal resident respondents (49% and 63%) named “housing” as the most important issue facing their community that should receive the greatest attention from local leaders. Compared to 2015, there were no statistically significant increases in the proportions of permanent resident and second homeowner respondents that felt housing was the most important issue facing the community.

There were significant increases in the proportions of permanent resident and second homeowner respondents that named “transportation” as the most important issue facing the Whistler community (from 2% up significantly to 26% for permanent residents; from 9% up significantly to 41% for second homeowners).

Total Mentions

When asked if there were any other important issues they were particularly concerned about, the top total mentions (first and other) among permanent resident, seasonal resident and second homeowner respondents were “housing” and “transportation”.

Permanent and seasonal resident respondents were significantly more likely to name “housing” compared to second homeowner respondents (59%, 64% and 28% respectively). Permanent resident and second homeowner respondents were significantly more likely to name “transportation” as the most important issue facing the Whistler community compared to seasonal resident respondents (48%, 52% and 16% respectively).

When looking at total mentions, there was a significant increase in the proportion of permanent resident respondents that named “housing” as an important issue that should receive attention from local leaders compared to 2015 (from 46% up significantly to 59%).

Other issues that were frequently named in 2017 as requiring attention from local leaders included environmental issues, cost of living, and RMOW issues such as taxes.

4.1. Most important Issue Facing the Community of Whistler – First Mention

Most Important Issue Facing the Community of Whistler: First Mention															
	PR							SR	SHO						
	2008	2009	2012	2013	2014	2015	2017	2017	2008	2009	2012	2013	2014	2015	2017
	301 %	305 %	300 %	300 %	301 %	257 %	291 %	213 %	200 %	200 %	200 %	200 %	200 %	201 %	201 %
RMOW Operational Concerns	16	17	18	17	14	10	3▼	<1	15	20	24	21	20	19	8▼
Not keeping up with infrastructure demands (i.e. sewers/water)	1	1	<1	1	1	7▲	<1	-	1	4▲	2	1	1	9▲	2▼
RMOW spending/ allocation of taxes for services/ budget	4	7	9	4▼	2	1	<1	-	2	2	6▲	8	5	3	1
Lack of community services	3	<1	2	1	4▲	<1▼	<1	-	1	1	-	-	-	-	<1
Too focused on tourism and not the needs of residents	<1	2	2	1	3▲	<1	1	<1	1	1	1	2	2	-	<1
Taxes (unspecified)	4	1▼	2	3	2	<1	<1	<1	5	3	6	4	10▲	6	3
Improvements to garbage collection/ recycling	-	1	-	1	1	<1	-	-	-	1	-	1	-	-	<1
Lack of accountability to the public by RMOW council	2	3	-	2	1	<1	<1	-	1	2	-	-	1	-	1
Zoning regulations	1	1	-	1	1	-	<1	-	4	4	2	2	1	-	-
Property taxes	1	1	2	3	-	-	-	-	1	4▲	6	5	-	2	-
Other	-	-	2	-	-	-	-	-	-	-	2	-	-	-	-
Housing	45	41	5▼	12▲	19▲	41▲	49	63	22	19	7▼	9	7	16▲	19
Housing (unspecified)	14	18	1▼	1	3▲	19▲	31▲	50	6	2▼	2	-	-	2	6
Lack of affordable housing	20	19	3▲	8▲	13▲	16	12	10	4	6	3	6	4	4	2
Lack of employee housing	11	5▼	<1	1	2	7▲	5	3	13	11	2▼	3	3	11▲	11
Lack of seniors housing	-	-	1	1	<1	<1	-	-	-	-	-	1	1	-	-
Transportation	4	2	10▲	10	7	2▼	26▲	4	10	9	11	10	9	9	41▲
Needed improvements to public transit	2	<1	7▲	7	2▼	1	2	2	2	1	4▲	2	1	1	3
Charging for parking/ lack of free parking	-	1	3▲	3	2	<1	3	-	3	2	5	7	8	3▼	5
Traffic congestion	<1	<1	-	-	<1	<1	10	-	2	2	-	1	1	3	22
Sea to Sky Highway improvements/ needs better access	1	-	-	<1	1	-	2	-	2	3	-	1	-	<1	6
Road maintenance	1	1	-	<1	<1	-	3	1	2	1	-	1	-	2▲	<1
Transportation (unspecified)	1	-	<1	<1	2	-	5	<1	-	2	3	-	-	-	5

Most Important Issue Facing the Community of Whistler: First Mention

	PR							SR	SHO						
	2008 301 %	2009 305 %	2012 300 %	2013 300 %	2014 301 %	2015 257 %	2017 291 %	2017 213 %	2008 200 %	2009 200 %	2012 200 %	2013 200 %	2014 200 %	2015 201 %	2017 201 %
Environmental	9	11	14	5▼	7	7	4	<1	19	17	14	10	16▲	8▼	9
Environment	5	3	6▲	3▼	5	5	2	<1	3	2	3	3	4	5	3
Sustainability	3	3	2	1	1	<1	-	-	2	3	1	2	1	2	-
Overdevelopment/Future Growth Plan	2	5▲	3	1	1	<1	2	-	15	13	10	6	12▲	2▼	7▲
Asphalt Plant Concerns	-	-	3	1	1	<1	-	-	-	-	1	-	-	-	-
Logging	-	-	<1	-	-	<1	-	-	-	-	-	-	-	-	-
Other															
Safety/Crime	-	<1	<1	2	1	5▲	2▼	1	2	5	2	3	2	▲6	-
Need to attract tourists/ better promotion of Whistler	-	-	3	4	2	4	<1	-	-	-	9	6	4	4	<1
Lack of childcare services	-	3	-	-	-	4▲	1	-	-	-	-	-	-	-	<1
Rowdy/ drunk/ disruptive tourists/ not family friendly	-	-	-	3	1▼	3	<1	<1	-	-	-	2	2	1	<1
Cost of living	3	5	5	7	8	2▼	4	<1	1	3	3	4	4	3	4
Economic stability/ local business	-	-	9	6	7	1▼	<1	<1	-	-	4	4	3	1	1
Lack of employment options	<1	<1	2	3	5	1▼	-	-	-	-	-	2	1	1	-
Healthcare	1	1	1	2	2	1	1	-	2	1	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	0	-	1	1	3	5	1▼	<1
Losing the Whistler ambiance	-	1	-	-	-	<1	1	<1	-	1	-	-	-	<1	2
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	-	-	-	-	-	-	-	-	-	-	-	-	<1
Miscellaneous issues	4	3	3	1	2	11▲	1	-	4	5	3	1	2	14▲	1▼
No issues	13	5▼	27▲	22	20	0▼	<1	-	22	17	25▲	25	24	1▼	<1

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

4.2. Most important Issue Facing the Community of Whistler – Total Mentions

Most Important Issue Facing the Community of Whistler: Total Mentions															
	PR							SR	SHO						
	2008 301 %	2009 305 %	2012 300 %	2013 300 %	2014 301 %	2015 257 %	2017 291 %	2017 213 %	2008 200 %	2009 200 %	2012 200 %	2013 200 %	2014 200 %	2015 201 %	2017 201 %
RMOW Operational Concerns	30	28	26	28	25	28	6▼	<1	26	33	30	31	32	25	15▼
Not keeping up with infrastructure demands (i.e. sewers/water)	3	2	1	3	3	18▲	2	-	3	7	3▼	2	2	12▲	3
Zoning regulations	1	2	-	4	3	4	<1	-	7	7	3▼	5	6	1▼	1
Taxes (unspecified)	9	3▼	5	5	4	3	1	-	9	7	8	9	15▲	8▼	5
RMOW spending/ allocation of taxes for services/ budget	11	12	14	7▼	3▼	2	<1	-	2	5	9	10	6	4	2
Lack of community services	8	1▼	3▲	4	6	1▼	<1	-	1	2	-	1	1	-	1
Too focused on tourism and not the needs of residents	1	3	2	4	6	1▼	1	<1	1	2	1	4▲	4	-	<1
Lack of accountability to the public by RMOW council	5	7	-	4	1▼	1	<1	-	6	6	-	1	2	1	2
Improvements to garbage collection/ recycling	1	4▲	-	2	3	-	<1	-	2	4	-	3	3	2	2
Property taxes	2	2	3	3	-	-	<1	-	2	5	8	5	-	3▲	-
Other	-	-	3	-	-	-	-	-	-	-	4	-	-	-	-
Transportation	12	12	19	18	15	6▼	48▲	16	18	19	16	19	16	13	52▲
Needed improvements to public transit	4	2	13▲	10	5▼	3	3	7	3	4	6	4	3	2	5
Charging for parking/ lack of free parking	2	6▲	5	7	4	1▼	7▲	2	5	5	10▲	13	13	6▼	6
Transportation (unspecified)	2	3	2	2	3	1	13▲	2	-	6	4	1	-	1	6▲
Traffic congestion	1	2	-	1	1	1	28▲	1	4	5	-	2	4	4	29▲
Road maintenance	4	1▼	-	3	1▼	1	6▲	3	4	3	-	1	1	2	2
Sea to Sky Highway improvements/ need better access	2	1	-	<1	2	0q	4	2	3	5	-	2	1	1	9
Housing	55	52	8▼	17▲	25▲	46▲	59▲	64	25	25	8	13	13	20	28
Housing (unspecified)	20	24	<1▼	1	4	21▲	37	52	7	4	2	1	1	2	10▲
Lack of affordable housing	25	32	5▼	14▲	19▲	18	18	11	5	12▲	5▼	9	8	7	5
Lack of employee housing	15	13	1▼	2	4	8▲	6	5	14	20	2▼	4	6	13▲	15
Lack of seniors housing	-	-	2	1	1	1	<1	-	-	-	-	1	1	1	<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?

Most Important Issue Facing the Community of Whistler: Total Mentions

	PR							SR	SHO						
	2008	2009	2012	2013	2014	2015	2017	2017	2008	2009	2012	2013	2014	2015	2017
	301	305	300	300	301	257	291	213	200	200	200	200	200	201	201
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Environmental	17	20	18	8▼	12	10	7	2	22	25	17	12	20▲	10▼	15
Environment	10	9	6	4	6	6	4	2	5	6	4	3	5	5	5
Overdevelopment/ future growth plan	5	8	7	2▼	4	2	3	-	18	21	14▼	8▼	15▲	5▼	10
Sustainability	4	6	3▼	1	2	1	<1	-	2	3	1	2	1	2	<1
Asphalt plant concerns	-	-	5	1▼	1	1	-	-	-	-	1	-	-	-	-
Logging	-	-	1	<1	-	-	-	-	-	-	1	-	-	-	-
Other															
Cost of living	10	9	10	15▲	17	9▼	10	11	3	11▲	4▼	9▲	12	4▼	5
Safety/ crime	1	3	<1▼	4▲	2	8▲	3	6	4	9▲	2▼	3	4	6	2
Need to attract tourists/ better promotion of Whistler	-	-	6	5	2▼	5	<1	-	-	-	11	8	4▼	3	<1
Lack of childcare services	-	4	-	-	-	5▲	3	-	-	-	-	-	-	-	<1
Lack of employment options	<1	6▲	4	8▲	9	4▼	3	<1	-	2	1	3	3	2	-
Employee shortage	3	-	-	1	5▲	4	-	-	1	-	-	-	4	-▼	-
Rowdy/ drunk/ disruptive tourists/ not family friendly	-	-	-	6	2	4	2	<1	-	-	-	6	5	2	3
Economic stability/ local business	-	-	13	11	10	2▼	3	7	-	-	6	10	5▼	2	2
Education concerns/ lack of schools	-	4	5	2	5▲	2	1	-	-	-	1	1	1	1	<1
Arts and cultural events	-	2	-	-	-	2	<1	-	-	1	-	-	-	1	1
Need more recreation facilities	2	5▲	3	4	4	1▼	4	-	2	4	1▼	5▲	9	1▼	3
Healthcare	2	1	2	2	4	1▼	3	-	2	3	1	2	1	1	2
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	-	-	-	-	1	<1	-	3	-	-	-	1	2
Not enough retail options for locals	-	1	-	-	-	-	<1	-	-	2	-	-	-	0	1
Miscellaneous issues	4	3	10▲	3▼	5	19▲	7	3	4	5	8	-	5	20▲	5
None/ no issues	13	5▼	27▲	22	20	-▼	<1	-	22	17	25▲	25	24	1▼	<1

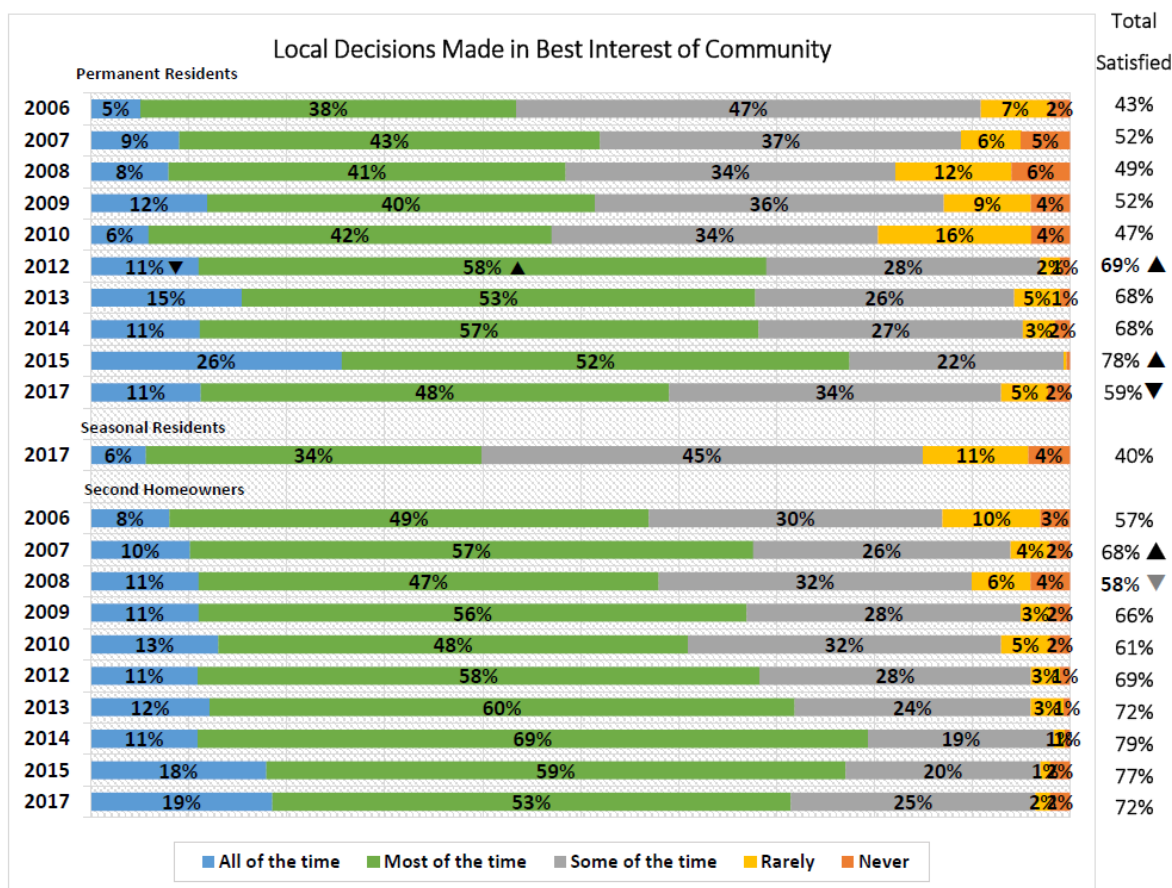
Q.17a) What is the most important issue facing your community that should receive the greatest attention from your local leaders?

Q.17b) Are there any other issues that you are particularly concerned about?

4.3. Local Decision Makers

Second homeowner (72%), followed by permanent resident respondents (59%), were significantly more likely to say local decision makers have the resort community in mind when making decisions compared to seasonal resident respondents (40%). In 2017, the proportion of permanent resident respondents who said local decision makers have the resort community in mind decreased significantly compared to 2015 (down 19pp).

Among permanent resident respondents, respondents 55 years of age and older were significantly more optimistic when it came to local decision makers compared to younger respondents (75% vs. 56%). Similarly, permanent resident respondents who have lived in Whistler for 17 years or more were significantly more likely to say local decision makers have the resort community in mind, compared to those who have lived in Whistler for less than 17 years (73% vs. 51%). Owners were also more positive about the decision makers (67%) than renters (47%).



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), 2017 (n=291)

Total Seasonal Residents (with an opinion):
 2017 (n=213)

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), 2017 (n=200)

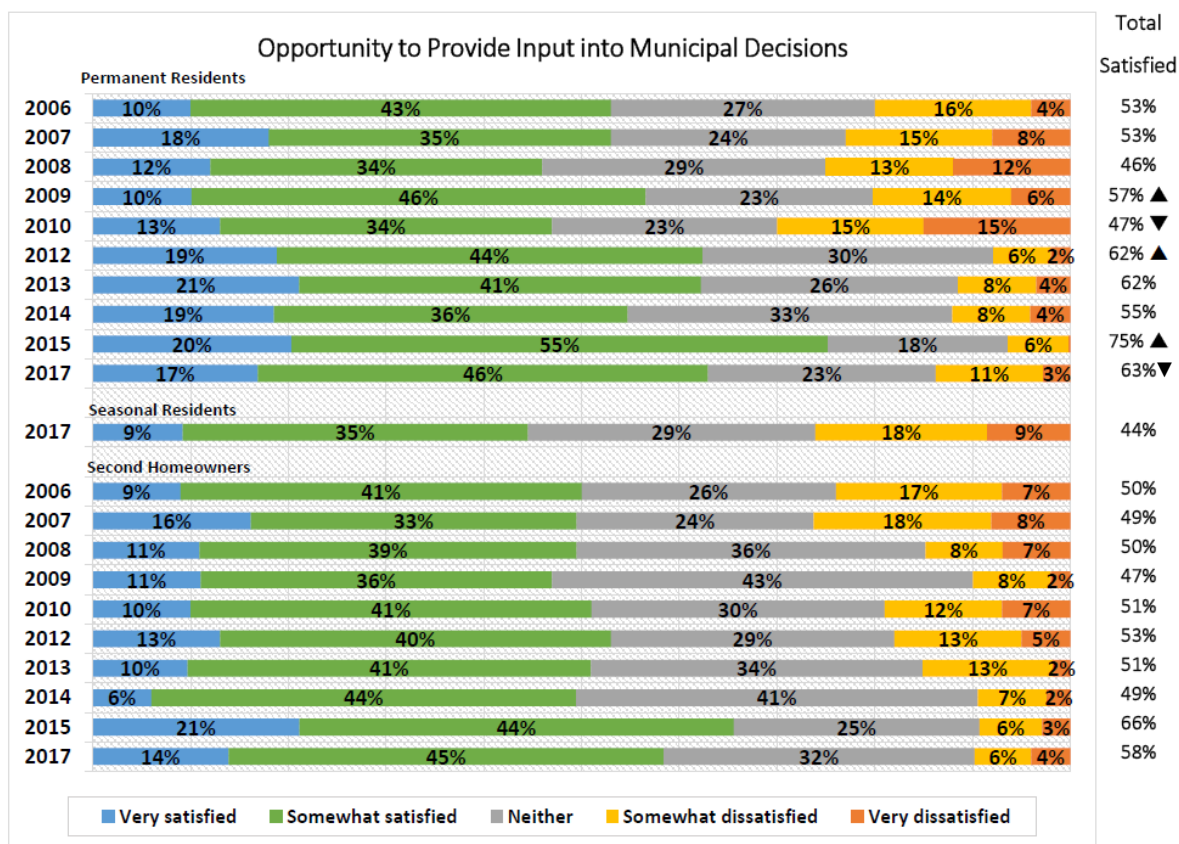
Q.17c) Would you say local decision makers in Whistler have the best interests of the resort community of Whistler in mind when making decisions...?

4.4. Input into Decision Making

The majority of permanent resident, seasonal resident and second homeowner respondents said they were satisfied with the existing opportunities to provide input into municipal decision making in Whistler.

Permanent resident (63%) and second homeowner respondents (58%) were significantly more satisfied with existing opportunities to provide input compared to seasonal resident respondents (44%).

In 2017, the proportion of permanent resident respondents who said that they were satisfied decreased significantly compared to 2015 (down 12pp).



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), 2017 (n=280)

Total Seasonal Residents (with an opinion):

2017 (n=153)

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), 2017 (n=153)

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

4.5. Preferred Channels to Providing Input

When respondents were asked what channel they would prefer to provide input to the resort municipality of Whistler, the top responses among permanent resident, seasonal resident, and second homeowner respondents were email and online surveys – also, social media among seasonal resident respondents.

Permanent resident (60%) and second homeowner respondents (62%) were significantly more likely to prefer to provide input through email compared to seasonal resident respondents (33%). Seasonal resident respondents were significantly more likely to prefer to provide input using social media compared to second homeowner respondents (40% vs. 12%, respectively).

Seasonal resident respondents were most reluctant to provide input through face-to-face channels (open houses, one-on-one conversations with staff, small table discussions, or committees).

Preferred Channels for Providing Input							
	Permanent Residents			Seasonal Residents	Second Homeowners		
	<u>2017</u>	<u>2015</u>	<u>2014</u>	<u>2017</u>	<u>2017</u>	<u>2015</u>	<u>2014</u>
	291	257	295	231	200	201	185
	%	%	%	%	%	%	%
Email	60	46	69	33	62	60	77
Online surveys	51	35	64	37	45	37	61
Social Media (i.e. Facebook, Twitter)	34	25	49	40	12	16	13
Open houses	41	40	44	8	35	24	32
One-on-one conversations with councilors or staff	42	43	64	9	29	30	41
Small table discussions at events	39	30	61	8	28	20	36
Participating on a committee or advisory groups	25	22	40	6	18	17	23
Online discussion or forums	19	19	34	12	17	16	18
Printed surveys or questionnaires	0	n/a	27	0	0	n/a	34
Q.19) What are your preferred channels for providing input to the municipality?							
"Printed surveys or questionnaires" was not an option in the 2015 study							

5. Satisfaction with Services

Permanent Residents:

- Services receiving the highest overall satisfaction ratings among permanent resident respondents in 2017 included: maintenance of community parks and trails (96%), water utilities for residences (96%), library services (95%), and village maintenance (94%).
- In 2017, there was a downward trend in satisfaction for all but three of the services compared to 2015. The largest decreases in satisfaction were in overall planning (down 14%) and parking options (down 15%). However, 2017 satisfaction levels largely remained at par with or greater than levels reported in 2014. More specifically, a significant increase in satisfaction was recorded for building and land development services (up 10%), as well as water utilities for residences (up 9%).
- Though the proportion of permanent resident respondents that was satisfied with water utilities for residences was up 2pp in 2017, and local transit services were up 1pp, these increases were not statistically significant.

Seasonal Residents:

- Services receiving the highest overall ratings among seasonal resident respondents in 2017 included: library services (92%), maintenance of community parks and trails (90%), as well as village maintenance (89%).
- Compared to *both* permanent resident and second homeowner respondents, seasonal resident respondents were significantly less satisfied with village maintenance, fire inspection and rescue services, access to municipal information via the website, parking options, as well as water utilities for residences.

Second Homeowners:

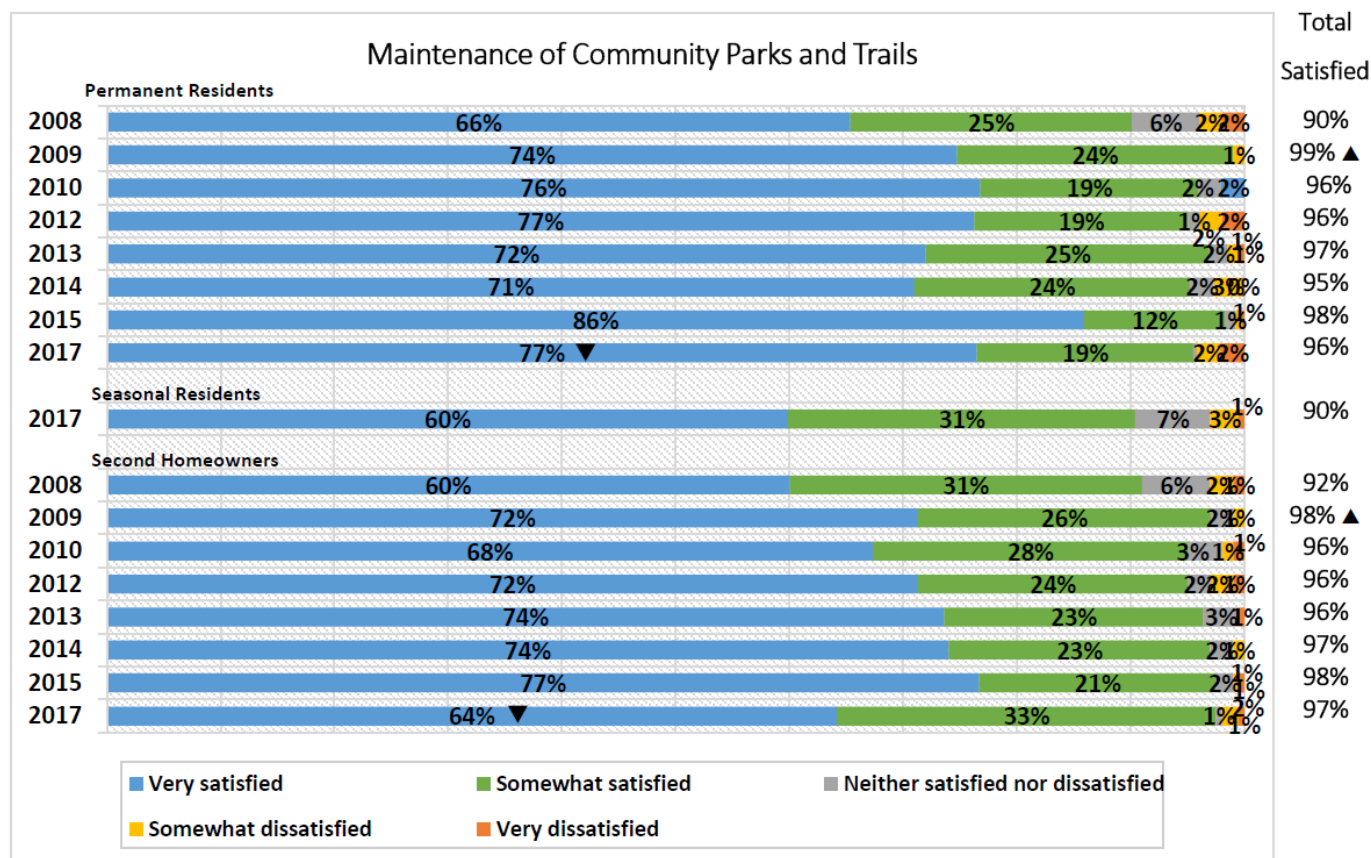
- Services receiving the highest overall ratings among second homeowner respondents in 2017 included: maintenance of community parks and trails (97%), village maintenance (95%), as well as water utilities for residences (92%).
- There were few significant changes in satisfaction between 2014 and 2017. Since 2015, there have been positive changes in satisfaction scores among second homeowner respondents for access to municipal information via the website (up 4pp), parking options (up 3pp), and road maintenance on local roads (up 1pp).
- Significant decreases in satisfaction were recorded for: fire inspection and rescue services (down 10pp), municipal recreational programs (down 11pp), building and land development services (down 13pp), police services (down 14pp), local transit services (down 18pp), as well as Bylaw Officer services (down 19pp).

5. 1. Maintenance of Community Parks and Trails

Almost all permanent resident, seasonal resident, and second homeowner respondents said they are satisfied (very/somewhat) with the maintenance of community parks and trails in Whistler.

Permanent resident (96%) and second homeowner respondents (97%) were significantly more satisfied with the community parks and trails in Whistler compared to seasonal resident respondents (90%).

In 2017, there was a significant decrease in the proportion of permanent resident (down 9pp) and second homeowner respondents (down 13pp) who said they were “very satisfied” with the maintenance of community parks and trails compared to 2015.



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), 2017 (n=291)

Total Seasonal Residents (with an opinion):
 2017 (n=197)

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), 2017 (n=195)

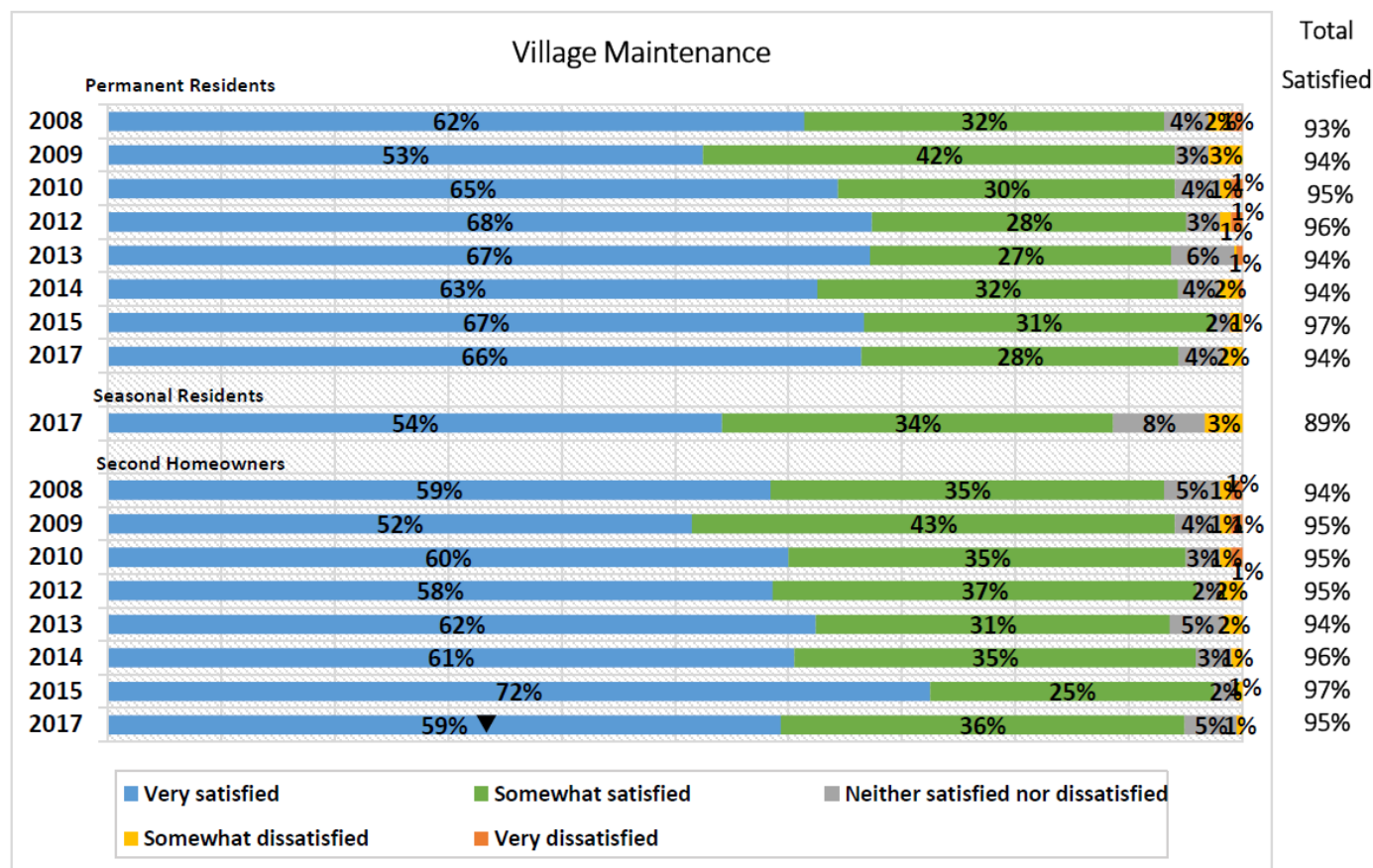
Q.21a) How satisfied are you with the following services provided by the Resort Municipality of Whistler? “Maintenance of community parks and trails”

5. 2. Village Maintenance

Almost all permanent resident, seasonal resident, and second homeowner respondents said they were satisfied (very/somewhat) with village maintenance in Whistler in 2017.

Permanent resident (94%) and second homeowner respondents (95%) were significantly more likely to say they were very/somewhat satisfied with village maintenance compared to seasonal resident respondents (89%).

A significantly smaller proportion of second homeowner respondents said they were “very satisfied” in 2017 compared to 2015 (from 72% down to 59%).



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), 2017 (n=290)

Total Seasonal Residents (with an opinion):
 2017 (n=209)

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), 2017 (n=194)

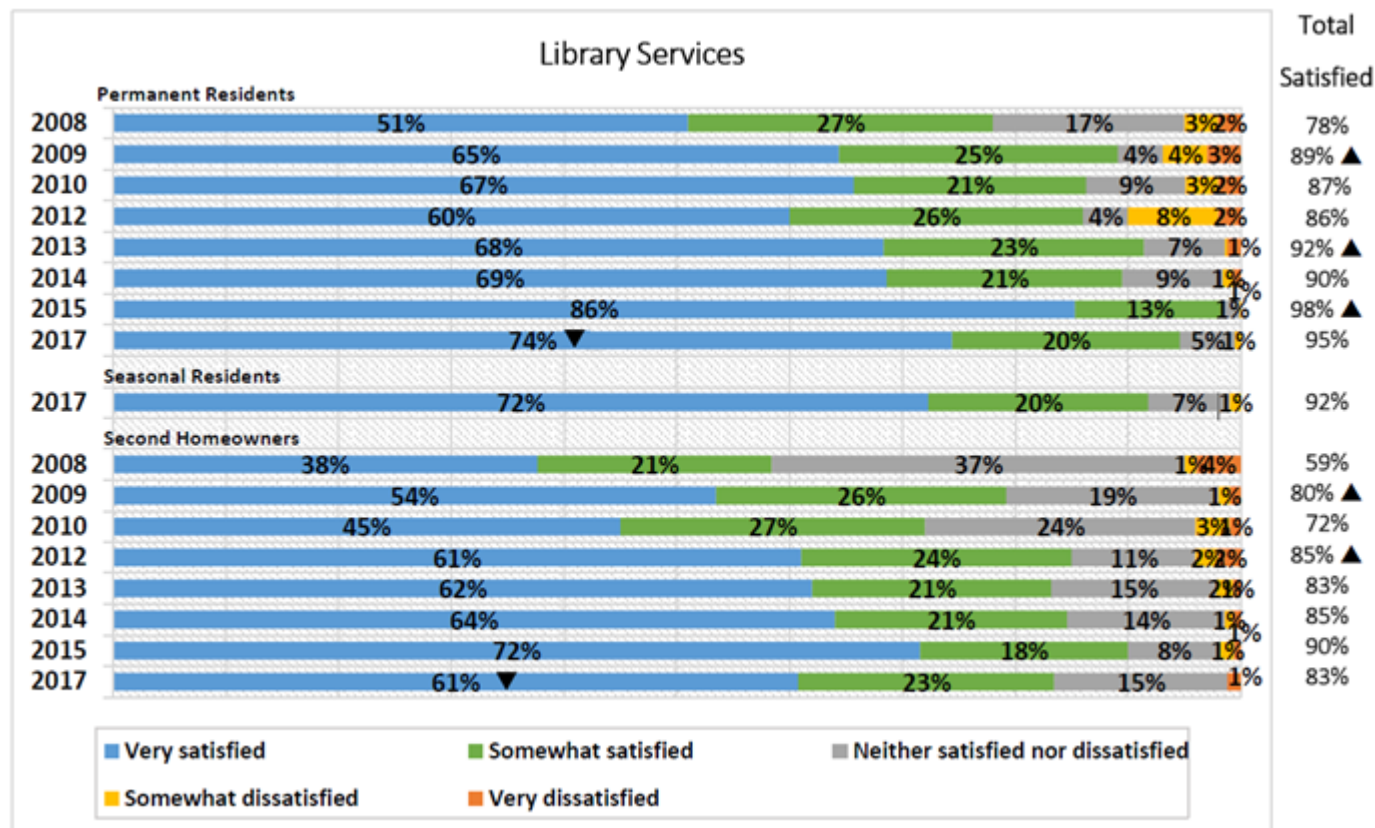
Q.21c) How satisfied are you with the following services provided by the Resort Municipality of Whistler? “Village maintenance”

5. 3. Library Services

The majority of permanent resident, seasonal resident, and second homeowner respondents said they were satisfied (very/somewhat) with the library services offered by the Resort Municipality of Whistler in 2017.

Permanent resident (95%) and seasonal resident (92%) respondents were significantly more satisfied with library services in Whistler compared to second homeowner respondents (83%).

The proportion of second homeowner and permanent resident respondents who said they were “very satisfied” decreased significantly since 2015 (from 86% to 74% among permanent resident respondents, and from 72% to 61% among second homeowner respondents).



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); 2017 (n=265)

Total Seasonal Residents (with an opinion):
 2017 (n=179)

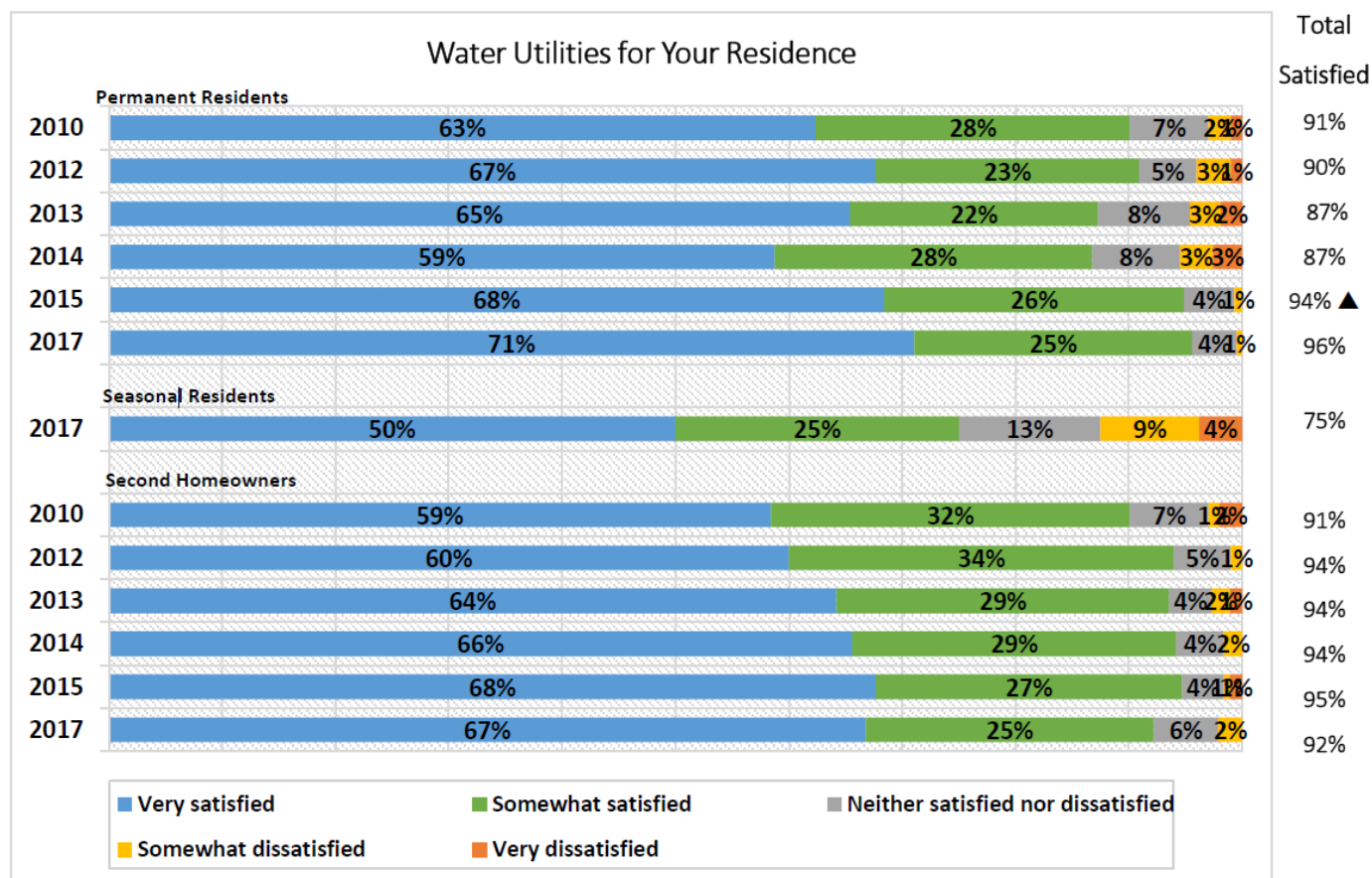
Total Second Homeowners (with an opinion):
 2008 (n=180), 2009 (n=161), 2010 (n=161), 2012 (n=126),
 2013 (n=137), 2014 (n=136), 2015 (n=158), 2017 (n=136)

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

5. 4. Water Utilities for your Residence

The majority of permanent resident, seasonal resident, and second homeowner respondents said they were satisfied (very/somewhat) with water utilities for their residence.

Permanent resident (96%) and second homeowner (92%) respondents were significantly more satisfied with water utilities for their home than seasonal resident respondents (75%).



Base:

Total Permanent Residents (with an opinion):
 2010 (n=292), 2012 (n=287), 2013 (n=294), 2014 (n=297),
 2015 (n=255), 2017 (n=)

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

Total Seasonal Residents (with an opinion):
 2017 (n=)

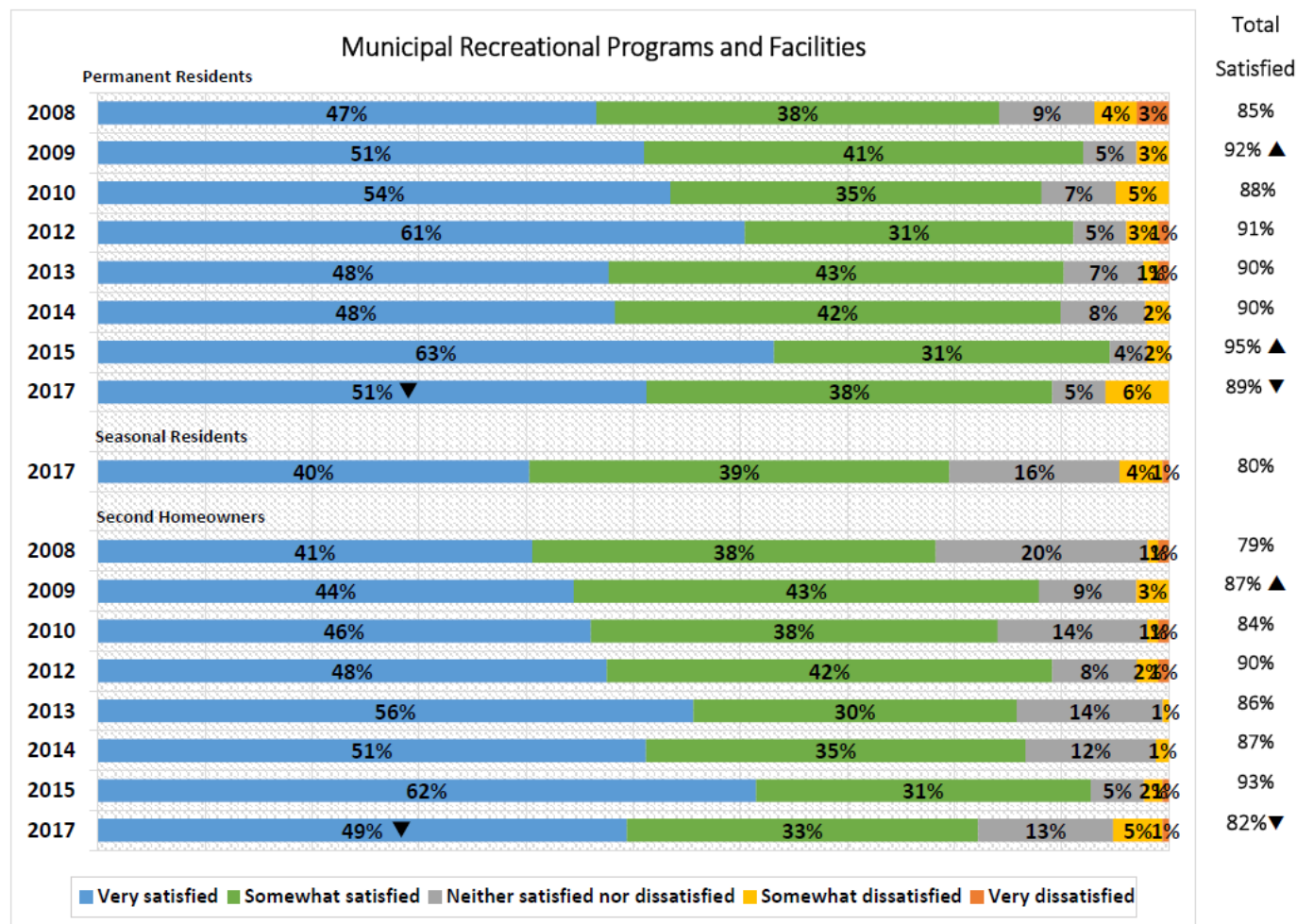
Total Second Homeowners (with an opinion):
 2010 (n=192), 2012 (n=193), 2013 (n=187), 2014 (n=189),
 2015 (n=189), 2017 (n=)

5. 5. Municipal Recreational Programs and Facilities

The majority of permanent resident, seasonal resident, and second homeowner respondents said they are satisfied with municipal recreational programs and facilities offered by the Resort Municipality of Whistler.

Permanent resident respondents (89%) were significantly more like to say they are satisfied (very/somewhat) with municipal recreational programs and facilities in Whistler compared to seasonal resident respondents (80%).

Satisfaction with municipal recreational programs decreased significantly among permanent resident and second homeowner respondents (from 95% in 2015 to 89% in 2017 among permanent residents, and from 93% to 82% among second homeowners).



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), (n=285)

Total Seasonal Residents (with an opinion):
2017 (n=176)

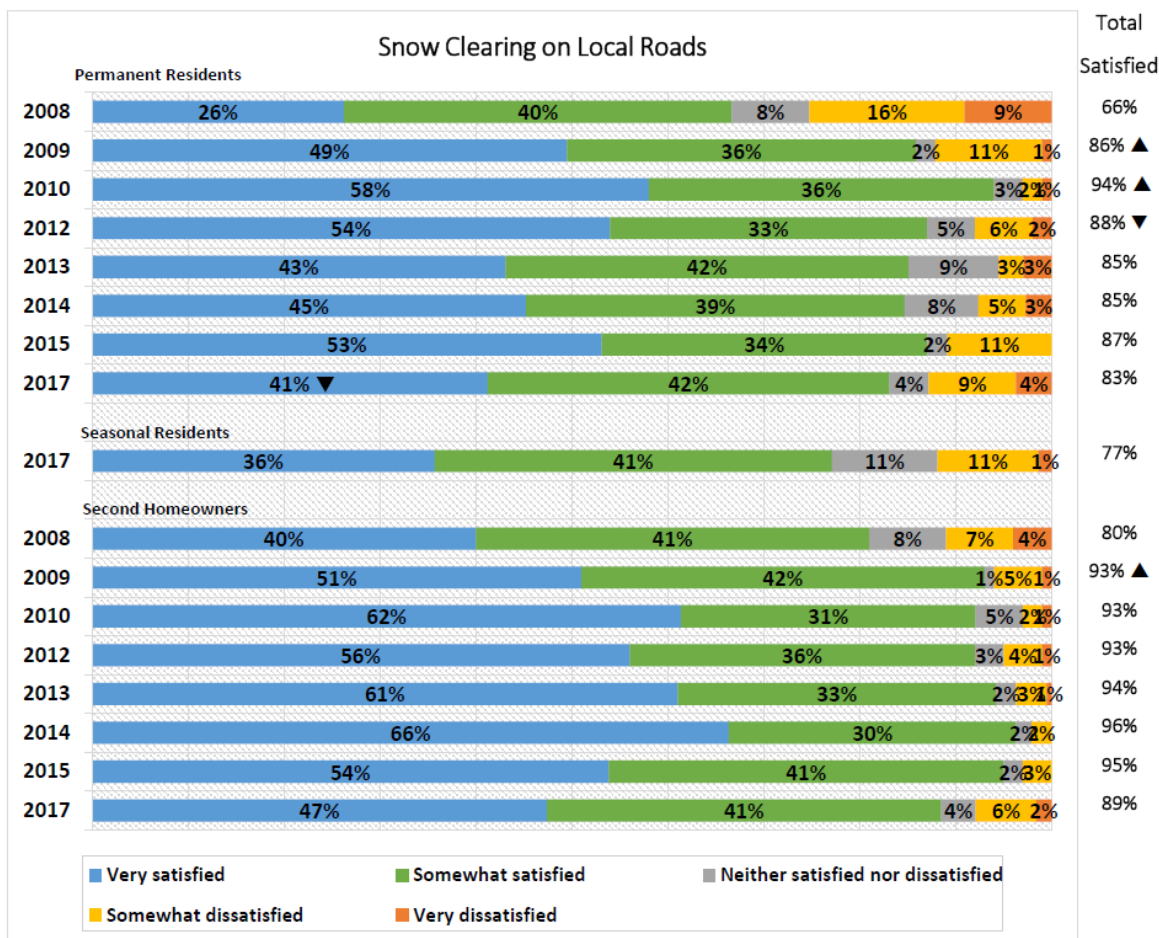
Total Second Homeowners (with an opinion):
2008 (n=195), 2009 (n=183), 2010 (n=179), 2012 (n=165),
2013 (n=162), 2014 (n=164), 2015 (n=179), 2017 (n=174)

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

5. 6. Snow Clearing on Local Roads (not including Highway 99)

The majority of permanent resident, seasonal resident, and second homeowner respondents are satisfied with snow clearing on local roads in Whistler (not including Highway 99).

Second homeowner respondents (89%) were significantly more satisfied with snow clearing on local roads compared to seasonal resident respondents (77%). There was a significant decrease in the proportion of permanent resident respondents who said they were “very satisfied” with snow clearing (down 12pp from 53%).



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), 2017 (n=240)

Total Seasonal Residents (with an opinion):
 2017 (n=196)

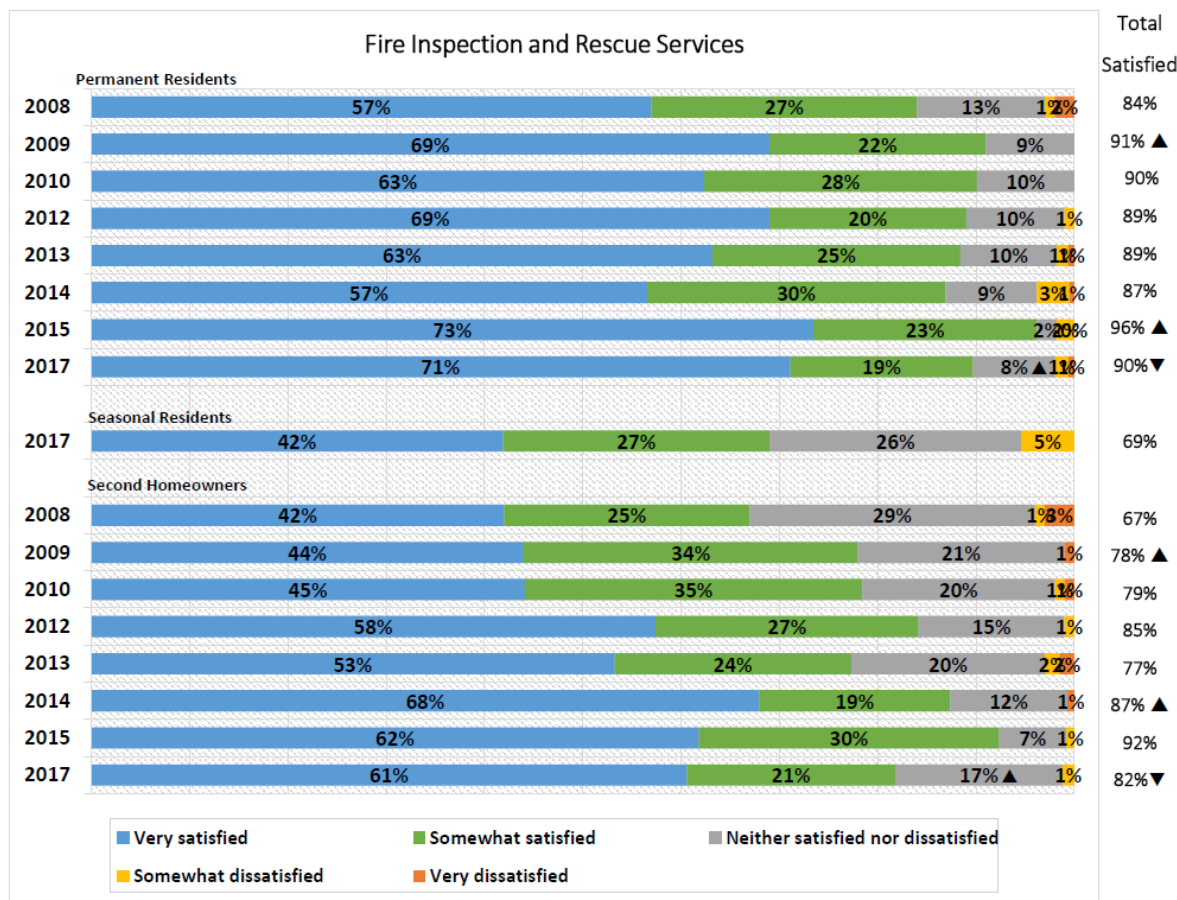
Total Second Homeowners (with an opinion):
 2008 (n=204), 2009 (n=196), 2010 (n=195), 2012 (n=190),
 2013 (n=190), 2014 (n=187), 2015 (n=197), 2017 (n=170)

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. 7. Fire Inspection and Rescue Services

The majority of permanent resident, seasonal resident, and second homeowner respondents was satisfied (very/somewhat) with fire inspection and rescue services in Whistler.

Permanent resident (90%) and second homeowner respondents (82%) were significantly more satisfied with fire and rescue services compared to seasonal resident respondents (69%). The proportion of permanent and second homeowner respondents who said they were “neither satisfied nor dissatisfied” increased significantly since 2015 (up 6pp and 10pp, respectively).



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), 2017 (n=272)

Total Seasonal Residents (with an opinion):
 2017 (n=129)

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), 2017 (n=165)

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

5. 8. Police Services

The majority of permanent resident, seasonal resident, and second homeowner respondents were satisfied (very/somewhat) with police services in Whistler.

There were no significant differences between permanent resident (83%), seasonal resident (77%), and second homeowner respondents (78%).

Overall satisfaction with the police services declined since 2015 among permanent and second homeowner respondents (from 91% to 83% among permanent residents, and from 92% to 78% among second homeowners).



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), 2017 (n=283)

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

Total Seasonal Residents (with an opinion):
 2017 (n=157)

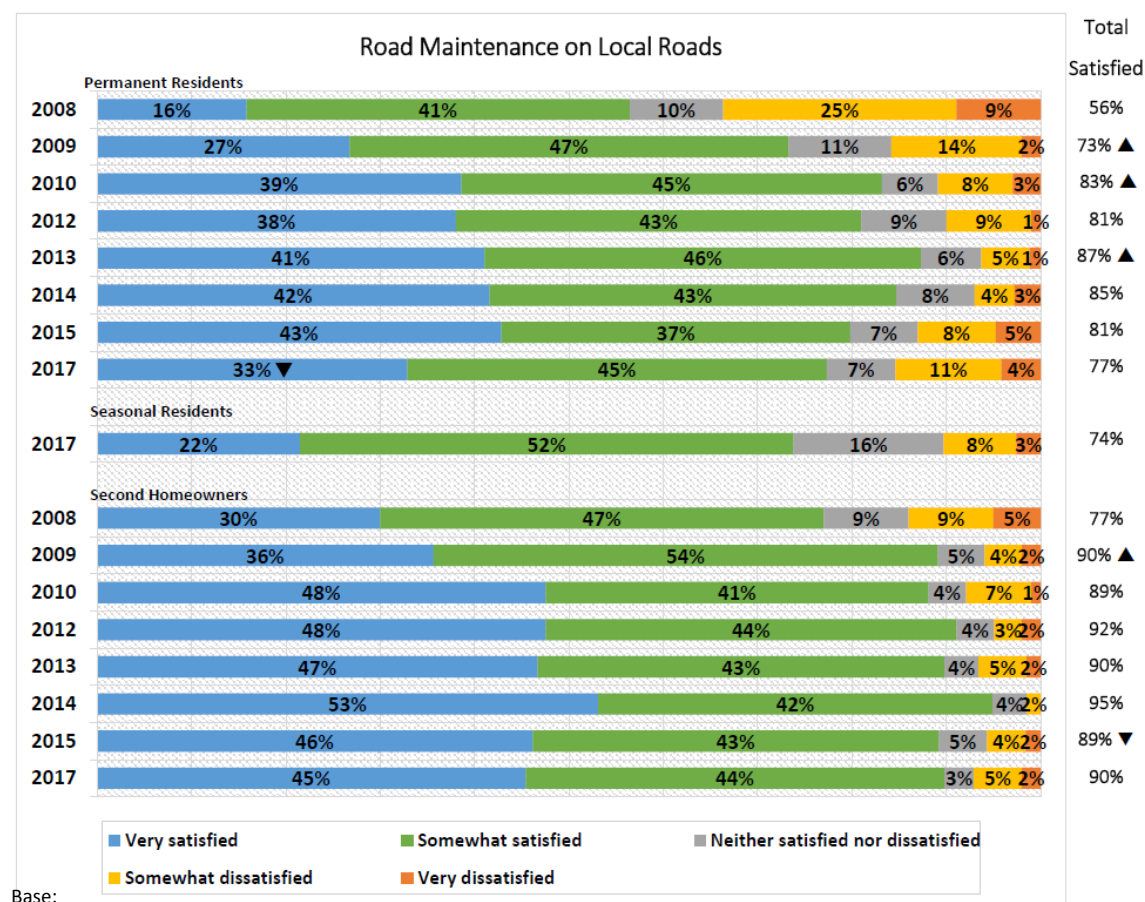
Total Second Homeowners (with an opinion):
 2008 (n=198), 2009 (n=179), 2010 (n=175), 2012 (n=168),
 2013 (n=160), 2014 (n=158), 2015 (n=181), 2017 (n=172)

5. 9. Road Maintenance on Local Roads (not including Highway 99)

The majority of permanent resident, seasonal resident, and second homeowner respondents said they were satisfied (very/somewhat) with road maintenance on local roads in Whistler, not including highway 99 in 2017.

Second homeowner respondents were significantly more satisfied with road maintenance compared to permanent and seasonal resident respondents (90% vs. 77% and 74%, respectively).

There was a significant decrease in the proportion of permanent resident respondents who said they were “very satisfied” with road maintenance compared to 2015 (down to 33% from 43% in 2015).



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), 2017 (n=289)

Total Seasonal Residents (with an opinion):
2017 (n=195)

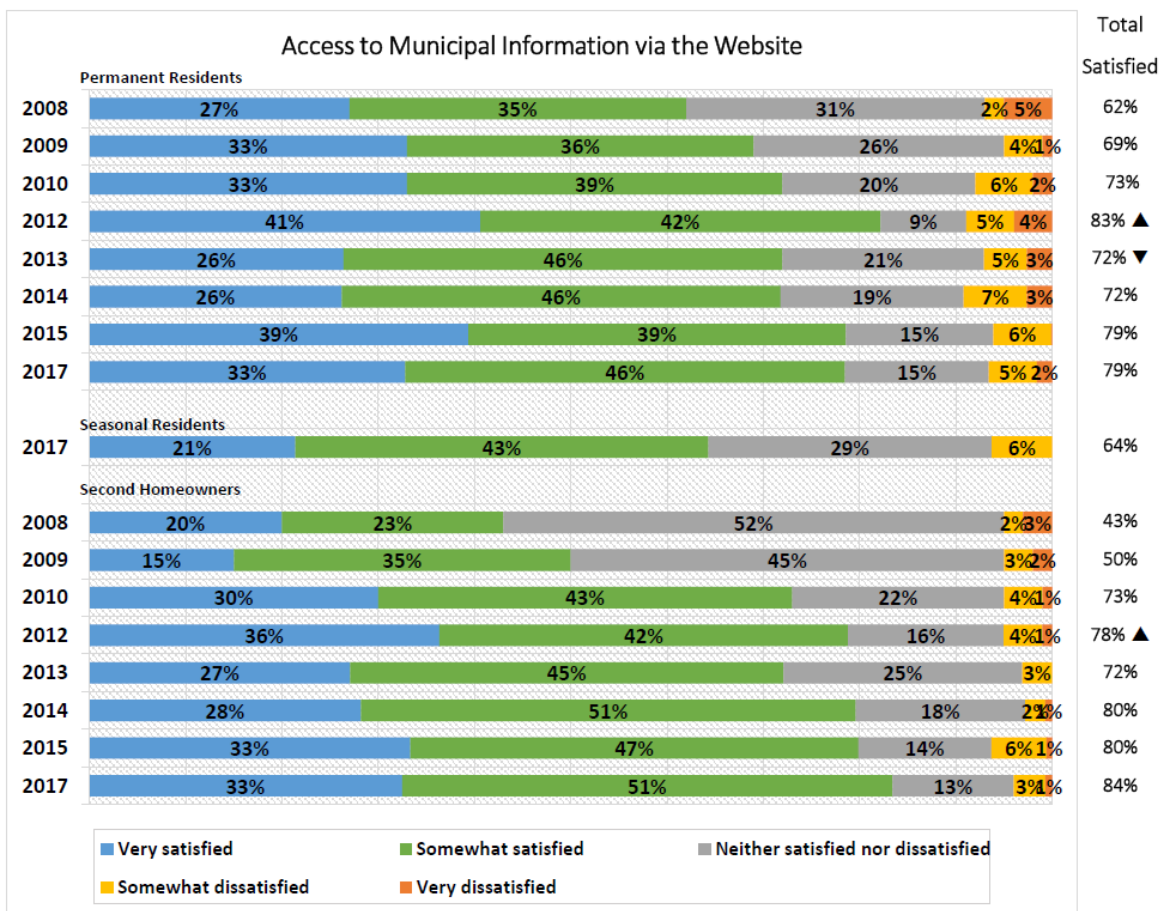
Total Second Homeowners (with an opinion):
2008 (n=204), 2009 (n=200), 2010 (n=197), 2012 (n=189),
2013 (n=197), 2014 (n=196), 2015 (n=197), 2017 (n=196)

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

5. 10. Access to Municipal Information via the Website

The majority of permanent resident, seasonal resident, and second homeowner respondents said they were satisfied (very/somewhat) with access to municipal information via the Whistler website.

Permanent resident (79%) and second homeowner (84%) respondents were significantly more satisfied with access to information compared to seasonal resident respondents (64%).



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), 2017 (n=257)

Total Seasonal Residents (with an opinion):
 2017 (n=126)

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), 2017 (n=151)

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

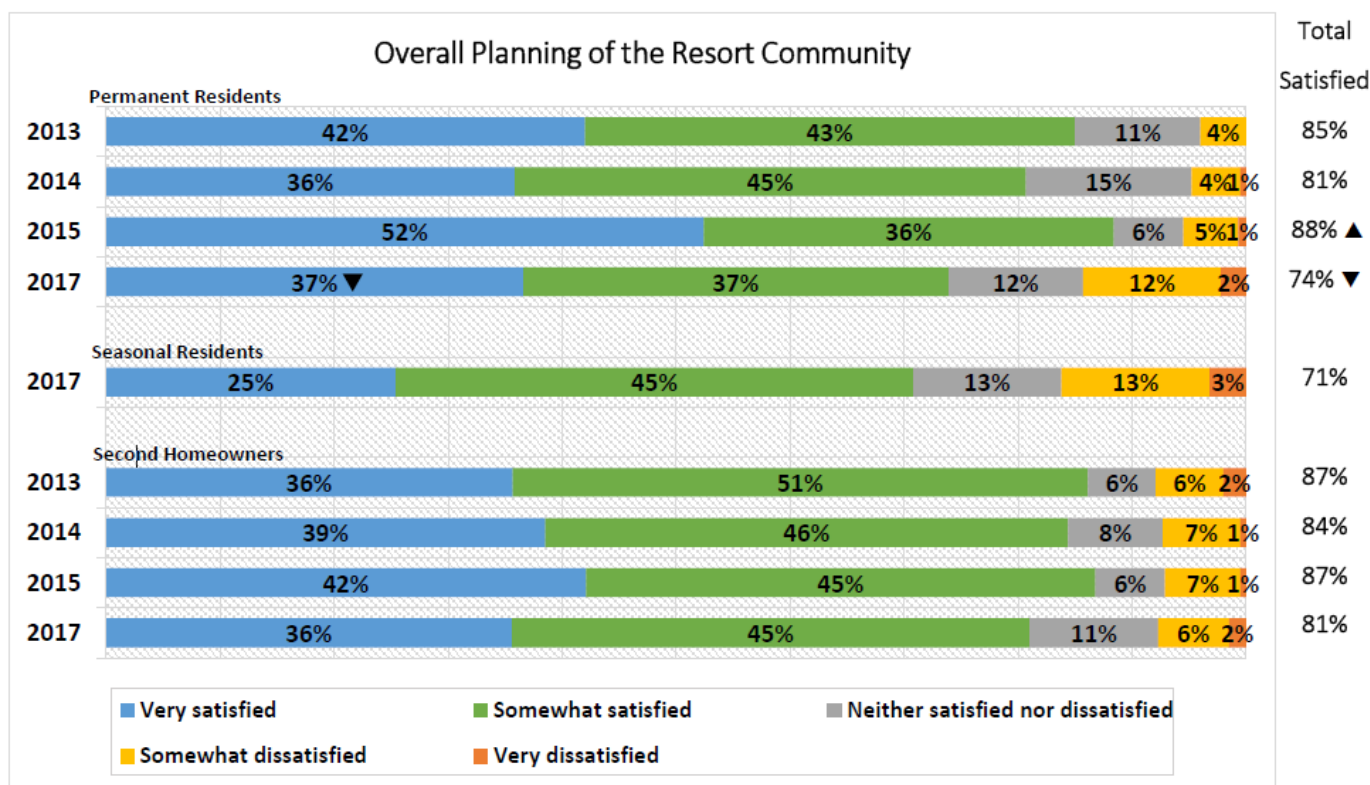
Prior to 2010: "Internet access to municipal hall"

5. 11. The Overall Planning of the Resort Community

The majority of permanent resident, seasonal resident, and second homeowner respondents said they were satisfied (very/somewhat) with the overall planning of the resort community.

Second homeowner respondents (81%) were significantly more satisfied with the overall planning of the resort community than were permanent (74%) and seasonal (71%) resident respondents. There was also a significant decrease in the proportion of permanent resident respondents who said they were “very satisfied” (down 15pp).

Among permanent resident respondents, families with children (78%) and those not employed (90%) were significantly more satisfied with the planning of the community compared to couples without children (64%) and employed respondents (71%).



Base:

Total Permanent Residents (with an opinion):
 2013 (n=295), 2014 (n=296), 2015 (n=250), 2017 (n=285)

Total Seasonal Residents (with an opinion):
 2017 (n=131)

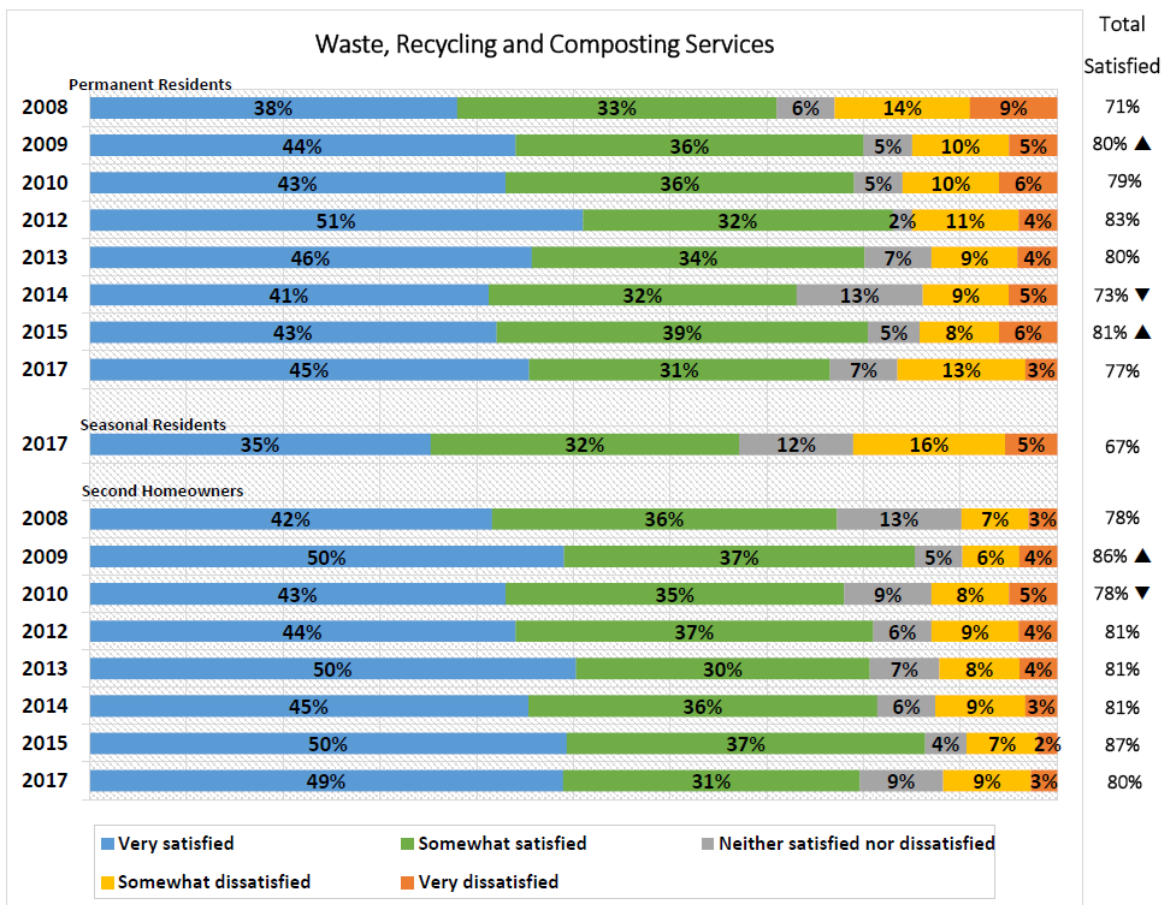
Total Second Homeowners (with an opinion):
 2013 (n=188), 2014 (n=192), 2015 (n=197), 2017 (n=157)

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

5. 12. Waste, Recycling and Composite Services

The majority of permanent resident, seasonal resident, and second homeowner respondents said they were satisfied (very/somewhat) with the waste, recycling and composite services offered by the resort municipality of Whistler.

Second homeowner respondents (80%) were significantly more satisfied with waste, recycling and composite services compared to seasonal resident respondents (67%).



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), 2017 (n=288)

Total Seasonal Residents (with an opinion):
 2017 (n=204)

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), 2017 (n=186)

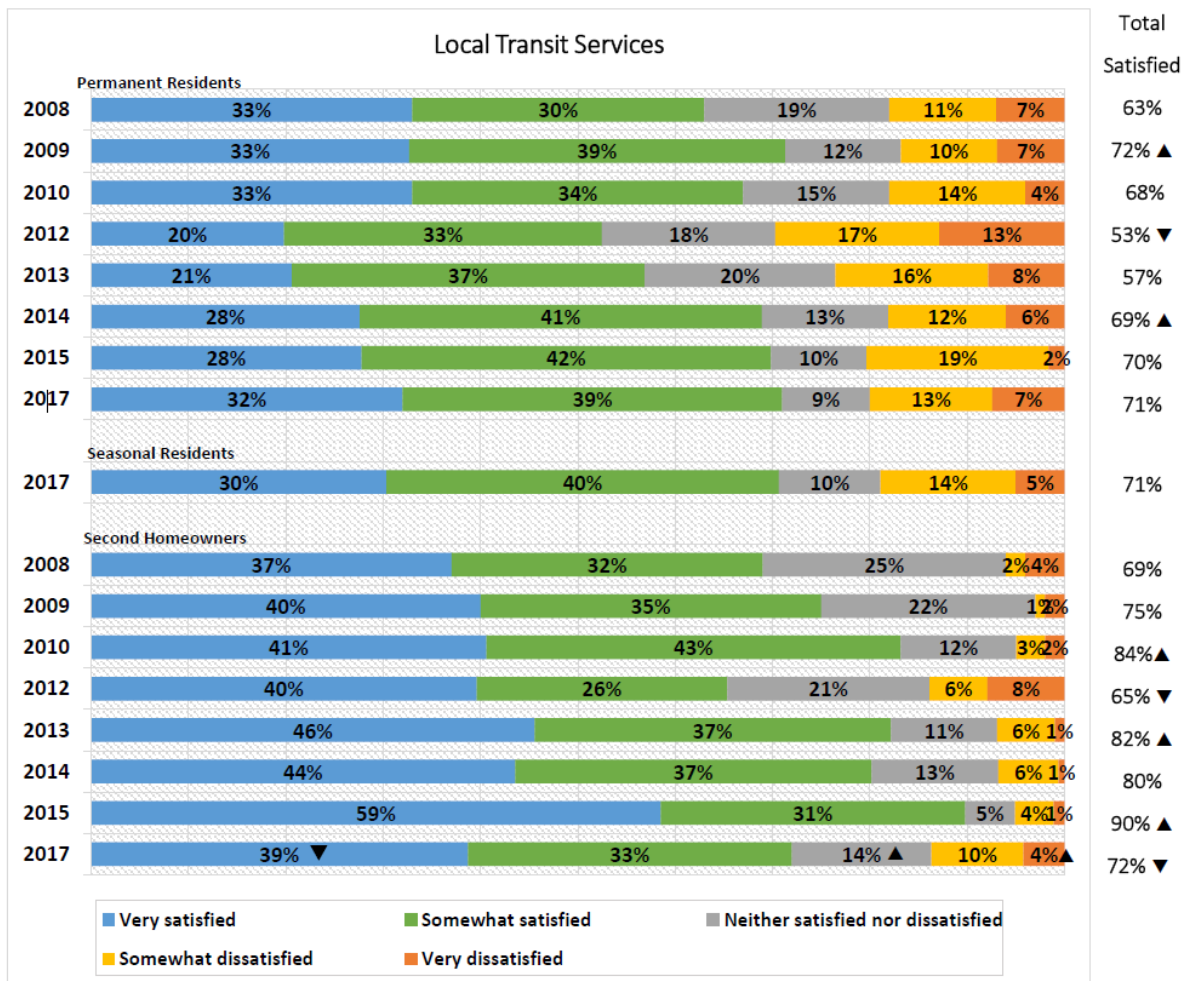
Q.21n) How satisfied are you with the following services provided by the Resort Municipality of Whistler?
 "Waste, recycling and composting services "

Prior to 2010: "Recycling/waste services"

5. 13. Local Transit Services

The majority of permanent resident, seasonal resident, and second homeowner respondents said they were satisfied (very/somewhat) with local transit services in Whistler.

There were no significant differences in satisfaction between permanent resident (71%), seasonal resident (71%), and second homeowner (72%) respondents. In 2017, satisfaction among second homeowner respondents decreased significantly from levels reported in 2015 (down 18pp).



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), 2017 (n=275)

Total Seasonal Residents (with an opinion):
 2017 (n=201)

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), 2017 (n=168)

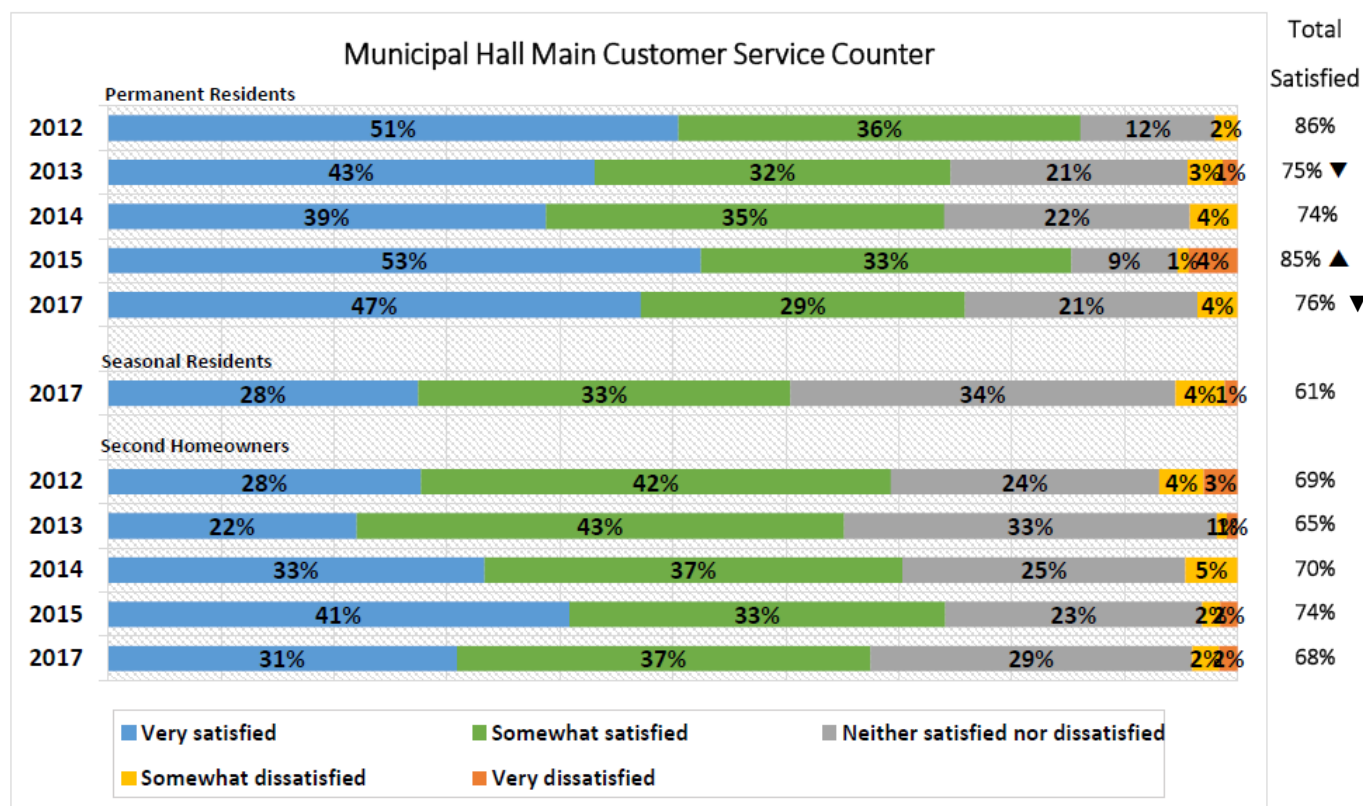
Q.21b) How satisfied are you with the following services provided by the
 Resort Municipality of Whistler?
 "Local transit services"

5. 14. Municipal Hall Main Customer Service Counter

The majority of permanent resident, seasonal resident, and second homeowner respondents said they were satisfied with the main customer service counter at Municipal Hall in 2017.

Permanent resident respondents (76%) were significantly more satisfied with the main customer service counter compared to seasonal resident (61%) and second homeowner respondents (68%). However, permanent resident respondents were significantly less satisfied in 2017 compared to 2015 (down 9pp).

Permanent resident respondents who were more satisfied with this service were: those 55 years of age and over (96% vs. 80% for those 35 to 54 and 65% for those under 35), those residing in Whistler for 17 years or more (90%), owners (88%) rather than renters (58%), and families (87%) rather than those with no children (72%).



Base:

Total Permanent Residents (with an opinion):
 2012 (n=272), 2013 (n=271), 2014 (n=273), 2015 (n=224), 2017 (n=236)

Total Seasonal Residents (with an opinion):
 2017 (n=91)

Total Second Homeowners (with an opinion):
 2012 (n=98), 2013 (n=109), 2014 (n=108), 2015 (n=133), 2017 (123)

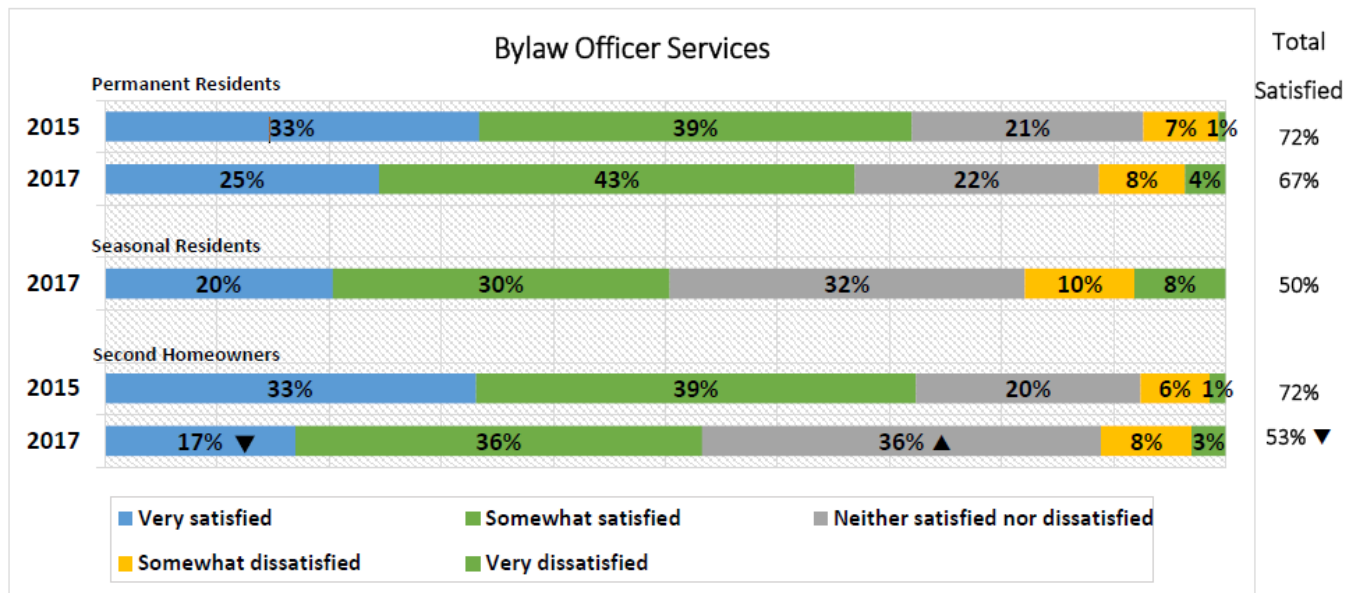
Q.21h) How satisfied are you with the following services provided by the Resort Municipality of Whistler?
 "Municipal hall main customer service counter"

Prior to 2015: "Municipal hall front counter services"

5. 15. Bylaw Officer Services

When it comes to bylaw officer services, half to two-thirds of permanent resident, seasonal resident, and second homeowner respondents said they were satisfied (very/somewhat).

Permanent resident respondents (67%) were significantly more satisfied compared to seasonal resident (50%) and second homeowner respondents (53%). There was a significant decrease in satisfaction in 2017 among second homeowner respondents (down to 53% from 72% in 2015).



Base:

Total Permanent Residents (with an opinion):
 2015 (n=244), 2017 (n=271)

Total Seasonal Residents (with an opinion):
 2017 (n=123)

Total Second Homeowners (with an opinion):
 2015 (n=145), 2017 (n=135)

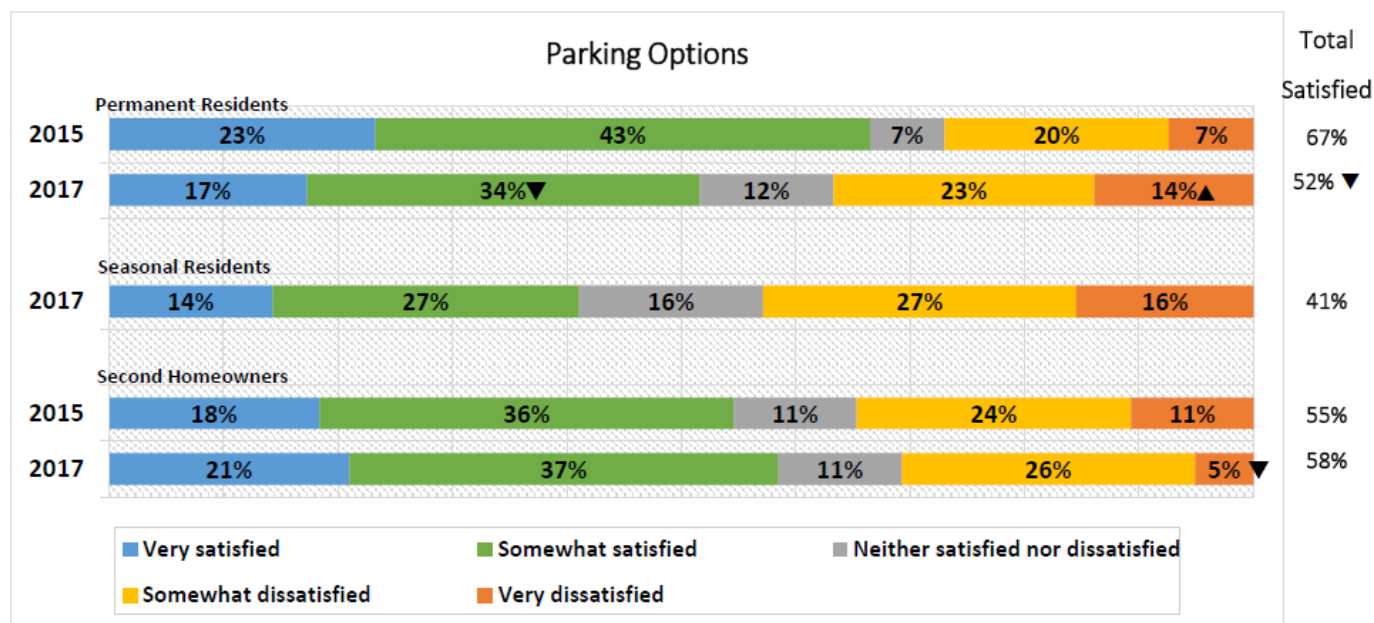
Q.21q) How satisfied are you with the following services provided by the Resort Municipality of Whistler?
 "Bylaw Officer services "

5. 16. Parking Options

In 2017, just over half of permanent resident and second homeowner respondents (52% and 58%, respectively) said they were satisfied (very/somewhat) with parking options in Whistler, while just over four-in-ten seasonal resident respondents said they were satisfied.

Permanent resident (52%) and second homeowner respondents (58%) were significantly more satisfied with parking options compared to seasonal resident respondents (41%). However, permanent resident respondents were significantly less satisfied in 2017 compared to 2015 (down 15pp).

Among permanent residents, respondents living in the village (73%) were significantly more satisfied with parking options in Whistler compared to respondents living north (51%) or south of the village (42%).



Base:

Total Permanent Residents (with an opinion):
2015 (n=253), 2017 (n=287)

Total Seasonal Residents (with an opinion):
2017 (n=168)

Total Second Homeowners (with an opinion):
2015 (n=196), 2017 (n=195)

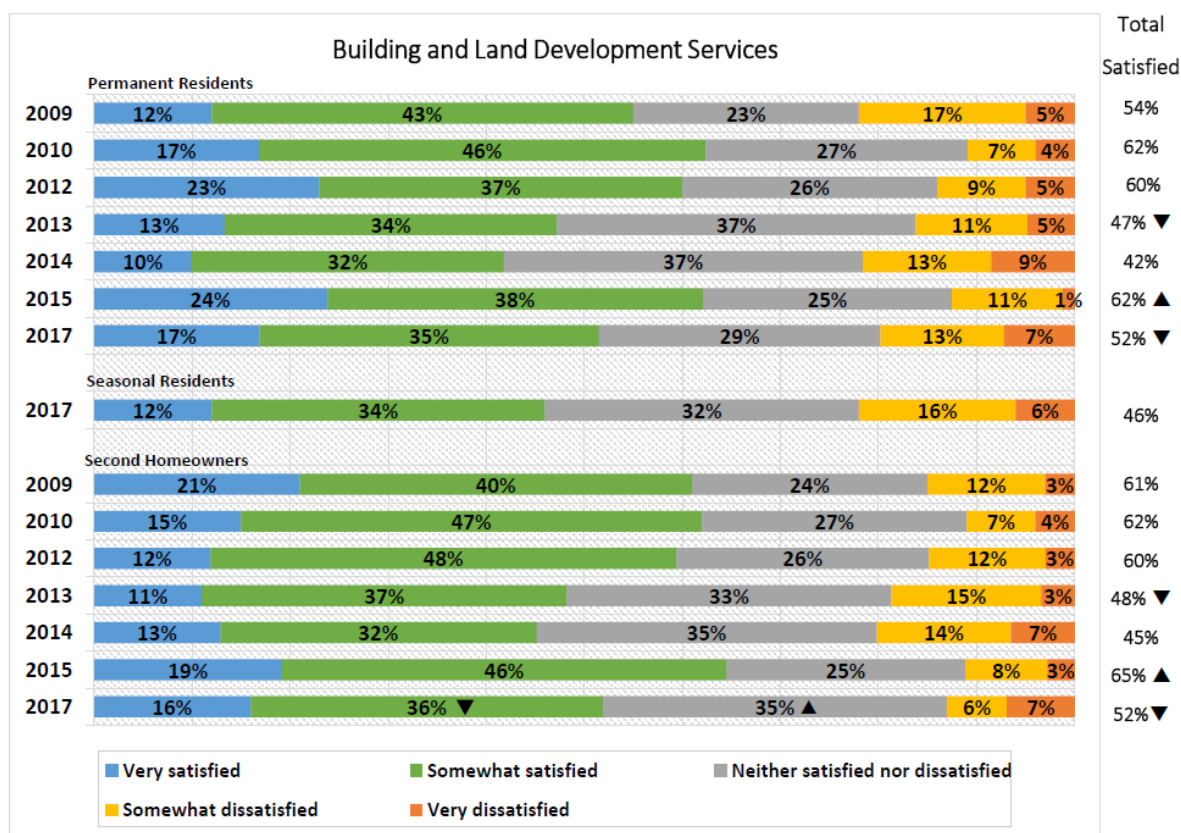
Q.21p) How satisfied are you with the following services provided by the Resort Municipality of Whistler?
"Parking options "

5. 17. Building and Land Development Services

Just over half of permanent resident and second homeowner respondents (52% and 52%, respectively) said they were satisfied with building and land development services in Whistler.

There were no significant differences in satisfaction between permanent resident, seasonal resident, and second homeowner respondents. In 2017, permanent resident and second homeowner respondents were significantly less satisfied compared to levels reported in 2015 (down 10pp and 13pp, respectively).

Permanent resident respondents living in Whistler for 17 years or more (64%) and owners (59%) were significantly more satisfied with building and land development services than respondents living in Whistler for less than 17 years (46%) and renters (41%).



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), 2017 (n=239)

Total Seasonal Residents (with an opinion):
 2017 (n=100)

Total Second Homeowners (with an opinion):
 2009 (n=161), 2010 (n=165), 2012 (n=141), 2013 (n=118),
 2014 (n=124), 2015 (n=143), 2017 (n=131)

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"

5. 18. Historical Comparison – Permanent Residents

The following chart presents top two box satisfaction score (very/somewhat satisfied) of permanent resident respondents for services provided by the Resort Municipality of Whistler for 2017 compared to 2015, 2014, 2013, 2012, and 2010. The Performance Change represents change in satisfaction ratings since 2014 and 2015.

In 2017, there was a downward trend in satisfaction for all but three of the services compared to 2015. The largest decreases in satisfaction were in overall planning (down 14%) and parking options (down 15%). However, 2017 satisfaction levels largely remained at par with or greater than levels reported in 2014. More particularly, there was a significant increase in satisfaction recorded for building and land development services (up 10%), as well as water utilities for residences (up 9%).

Service Provided by the Resort Municipality of Whistler	2010	2012	2013	2014	2015	2017	Performance Change 2014-2017	Performance Change 2015-2017
Water utilities for your residence	91%	90%	87%	87%	94%	96%	9%	2%
Local transit services	68%	53%	57%	69%	70%	71%	2%	1%
Access to municipal information via the website	73%	83%	72%	72%	79%	79%	7%	0%
Maintenance of community parks and trails	96%	96%	97%	95%	98%	96%	1%	-2%
Library services	87%	86%	92%	90%	98%	95%	5%	-3%
Village maintenance	95%	96%	94%	94%	97%	94%	0%	-3%
Waste, recycling and composting services	79%	83%	80%	73%	81%	77%	4%	-4%
Snow clearing on local roads, not including HWY 99	94%	87%	85%	85%	87%	83%	-2%	-4%
Road maintenance on local roads, not including HWY 99	83%	81%	87%	85%	81%	77%	-8%	-4%
Bylaw Officer services	-	-	-	-	72%	67%	n/a	-5%
Fire inspection and rescue services	90%	89%	89%	87%	96%	90%	3%	-6%
Municipal recreational programs and facilities	88%	88%	90%	90%	95%	89%	-1%	-6%
Police services	78%	84%	79%	81%	91%	83%	2%	-8%
Municipal hall main customer service counter	-	86%	75%	74%	85%	76%	2%	-9%
Building and Land Development services	62%	60%	47%	42%	62%	52%	10%	-10%
The overall planning of the resort community	-	-	85%	81%	88%	74%	-7%	-14%
Parking options	-	-	-	-	67%	52%	n/a	-15%

5. 19. Historical Comparison – Second Homeowners

The following chart presents top two box satisfaction score (very/somewhat satisfied) of second homeowner respondents for services provided by the Resort Municipality of Whistler for 2017 compared to 2015, 2014, 2013, 2012, and 2010. The Performance Change represents change in satisfaction ratings since 2014 and 2015.

There were few significant changes in satisfaction between 2014 and 2017. Since 2015, there have been positive changes in satisfaction scores among second homeowner respondents for access to municipal information via the website (up 4pp), parking options (up 3pp), and road maintenance on local roads (up 1pp).

Similar to permanent resident respondents, significant decreases in satisfaction were recorded since 2015 for: fire inspection and rescue services (down 10pp), municipal recreational programs (down 11pp), building and land development services (down 13pp), and police services (down 14pp). Satisfaction also declined among second homeowner respondents for local transit services (down 18pp) and Bylaw Officer services (down 19pp).

Service Provided by the Resort Municipality of Whistler	2010	2012	2013	2014	2015	2017	Performance Change 2014-2017	Performance Change 2015-2017
Access to municipal information via the website	73%	78%	72%	80%	80%	84%	+4%	+4%
Parking options	-	-	-	-	55%	58%	n/a	+3%
Road maintenance on local roads, not including HWY 99	89%	92%	90%	95%	89%	90%	-5%	+1%
Maintenance of community parks and trails	96%	96%	96%	97%	98%	97%	0%	-1%
Village maintenance	95%	95%	94%	96%	97%	95%	-1%	-2%
Water utilities for your residence	91%	94%	94%	94%	95%	92%	-2%	-3%
Municipal hall main customer service counter	-	69%	65%	70%	74%	68%	-2%	-6%
The overall planning of the resort community	-	-	87%	84%	87%	81%	-3%	-6%
Snow clearing on local roads, not including HWY 99	93%	93%	94%	96%	95%	89%	-7%	-6%
Waste, recycling and composting services	78%	81%	81%	81%	87%	80%	-1%	-7%
Library services	72%	85%	83%	85%	90%	83%	-2%	-7%
Fire inspection and rescue services	79%	85%	77%	87%	92%	82%	-5%	-10%
Municipal recreational programs and facilities	84%	90%	86%	87%	93%	82%	-5%	-11%
Building and Land Development services	62%	60%	48%	45%	65%	52%	7%	-13%
Police services	86%	86%	84%	80%	92%	78%	-2%	-14%
Local transit services	84%	65%	82%	80%	90%	72%	-8%	-18%
Bylaw Officer services	-	-	-	-	72%	53%	n/a	-19%

5. 20. Priorities for Value for Money

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 among permanent residents are: Parking options, building and land development services, municipal hall customer service counter, bylaw officer services, as well as the overall planning of the resort community.

Priority	Services	Performance	Importance
1	Parking options	52	0.265
2	Building and Land Development services	52	0.263
3	Municipal hall main customer service counter	76	0.339
4	Bylaw Officer services	67	0.242
5	The overall planning of the resort community	74	0.307
6	Access to municipal information via the website	79	0.341
7	Road maintenance on local roads, not including HWY 99	77	0.271
8	Local transit services	71	0.180
9	Snow clearing on local roads, not including HWY 99	83	0.299
10	Police services	83	0.295
11	Waste, recycling and composting services	77	0.183
12	Municipal recreational programs and facilities	89	0.324
13	Village maintenance	94	0.318
14	Library services	95	0.306
15	Fire inspection and rescue services	90	0.129
16	Water utilities for your residence	96	0.317
17	Maintenance of community parks and trails	96	0.150

High Priority
Medium Priority
Low Priority

5. 21. Municipal Hall Administrative Services

Consistent with previous years, the majority of permanent resident, seasonal resident and second homeowner respondents said the best way for the municipality to provide administrative services is online.

The least popular ways to provide administrative services were mail/paper, or by telephone.

Best Way for Municipal Hall to Provide Administrative Services							
	Permanent Residents			Seasonal Residents	Second Homeowners		
	2017	2015	2014	2017	2017	2015	2014
	291	257	295	231	200	201	185
	%	%	%	%	%	%	%
Online (web/email)	68	63	70	66	83 q	70	67
In person	18	23	18	15	6 q	12	10
Telephone	9	11	3	6	4 q	10	9
Mail (paper)	1	1	n/a	0	3	2	n/a
Miscellaneous other ways	0	1	4	0	0	1	8
Don't Know/ Not Interested	6	1	6	13	4	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 issue)?							

6. Priorities for Budget Allocation

Permanent Residents:

- 89% of permanent resident respondents said they receive good value (very/fairly) for their tax dollars.
- Top priority items among permanent resident respondents were: workforce housing initiatives (83%), environmental protection (76%), local transit services (71%), as well snow clearing on local roads (70%).
- There was a significant increase in the proportion of permanent resident respondents who rated local transit services a high priority (up 9pp).
- There was a significant decrease in the proportion of permanent resident respondents who rated the following services a high priority compared to 2015: maintenance of community parks and trails (down 15 pp), village maintenance (down 15 pp) and municipal recreational programs and facilities (down 9pp).

Seasonal Residents:

- Top priority items among seasonal resident respondents were: workforce housing initiatives (78%), environmental protection (77%), as well as local transit services (71%).

Second Homeowners:

- 85% of second homeowner respondents said they receive good value (very/fairly) for their tax dollars.
- Top priority items among second homeowner respondents were: snow clearing on local roads (82%), as well as maintenance of community parks and trails (70%).
- Compared to permanent and seasonal resident respondents, second homeowner respondents were significantly more likely to consider snow clearing (82% vs. 70% and 62%, respectively) and village maintenance (67% vs. 48% and 51%, respectively) to be high priorities.
- There was a significant decrease in the proportion of second homeowner respondents who rated the following services a high priority compared to 2015: maintenance of community parks and trails (down 10 pp), village maintenance (down 10 pp) and municipal recreational programs and facilities (down 11 pp).

6. 1. Used or Experienced Service in Past 12 Months

Permanent resident respondents were significantly more likely to have used or experienced many of the services provided by the Resort Municipality of Whistler compared to seasonal resident or second homeowner respondents; this includes, community parks and trails (94%), municipal recreational programs and facilities (75%), municipal information via the website (72%), the municipal hall main customer service counter (52%), and building and land development services (25%).

In contrast, second homeowner respondents were significantly less likely to have used or experienced many of the services provided by the municipality compared to permanent and seasonal resident respondents. They were less likely than both permanent and seasonal resident respondents to use local transit services (47%) and library services (44%).

Seasonal resident respondents were more likely than the other two groups to use local transit services (87%) and library services (84%).

Among respondents as a whole:

Respondents in the higher personal income bracket (\$50k+) were significantly more likely to have used a community park/trail in the past 12 months, compared to respondents with a personal income of less than \$50k (95% vs. 86%, respectively).

Use of transit services declined with age. Those under 35 years of age were most likely to use public transit within the past 12 months (87%) compared to those between 35 to 54 years (65%) and 55 years of age and over (46%). Renters (85%) were significantly more likely to have used local transit compared to owners (58%). Single people with no children (87%) were also more likely to use local transit compared to couples with no children (76%) and families with children (67%).

Respondents under the age of 55 were significantly more likely to have experienced a municipal recreational program/activity in the past 12 months compared to respondents 55 years of age or older (65% vs. 48%, respectively).

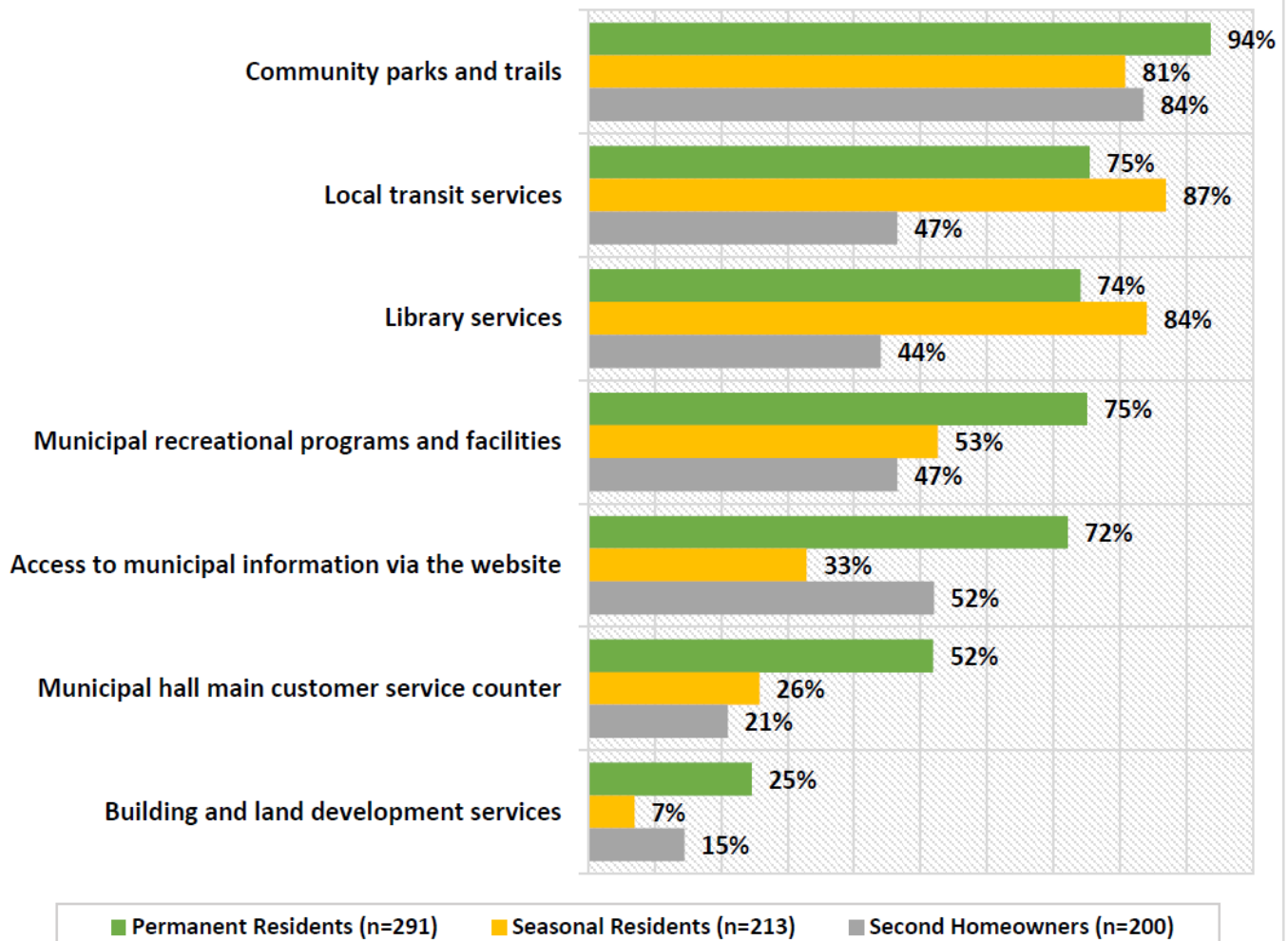
Those between 35 to 54 years were most likely to have used the municipal hall main customer service counter (52%), followed by those 55 years of age and over (38%) and those under 35 years of age (28%). The same age pattern was true of those accessing municipal information via the website. Also, owners (62%) were significantly more likely to have accessed municipal information via the website compared to renters (47%).

Males (19%) and those between 35 to 54 years (27%) were significantly more likely to have experience with building and land development services compared to females (13%). Respondents living north (18%) and south (20%) of the village were also more likely to have experience with building and land development services compared to respondents living in the village (10%).

Females and respondents under the age of 55 were significantly more likely to have used the library services in Whistler compared to males and respondents 55 years of age or older (75% and 75% vs. 63% and 51%, respectively). Furthermore, families with children (87%) were significantly more likely to have used the library services compared to couples without children (75%).



Used or Experienced Service in Past 12 Months



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?

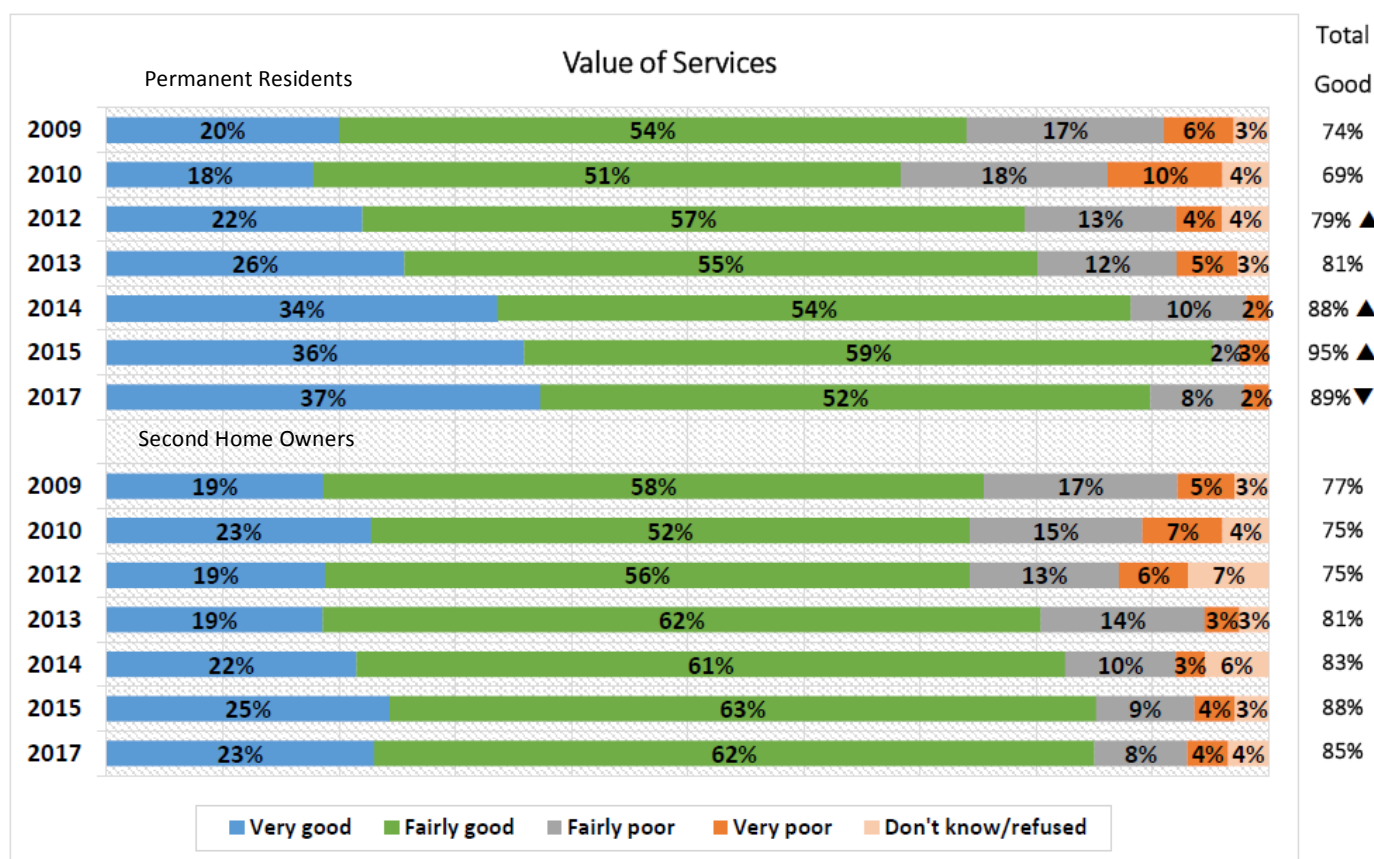
Base: Total Respondents

6. 2. Value of Services Received for Property Dollars

The majority of permanent resident and second homeowner respondents said they receive good value (very/fairly) for their property tax dollars.

In 2017, permanent resident respondents were significantly more likely than second homeowner respondents to feel that they received “very good” value for their tax dollars. In 2017, there was a significant decrease in the proportion of permanent resident respondents who said they receive good value for their property tax dollars compared to 2015 (89%, down 6pp).

When considering all permanent resident and second homeowner respondents, those aged 35 to 54 were significantly more likely to say they receive good value for their property tax dollars compared to residents 55 years of age or older and those under 35 years (94% vs. 87% and 86%, respectively). Among permanent resident respondents only, there were no demographic differences in perceived value.



Base:

Total Permanent Residents (property owners):
 2009 (n=211), 2010 (n=236), 2012 (n=233), 2013 (n=194),
 2014 (n=202), 2015 (n=223), 2017 (n=169)

Total Second Homeowners (property owners)
 2009 (n=200), 2010 (n=200), 2012 (n=200), 2013 (n=200),
 2014 (n=200), 2015 (n=195), 2017 (n=200)

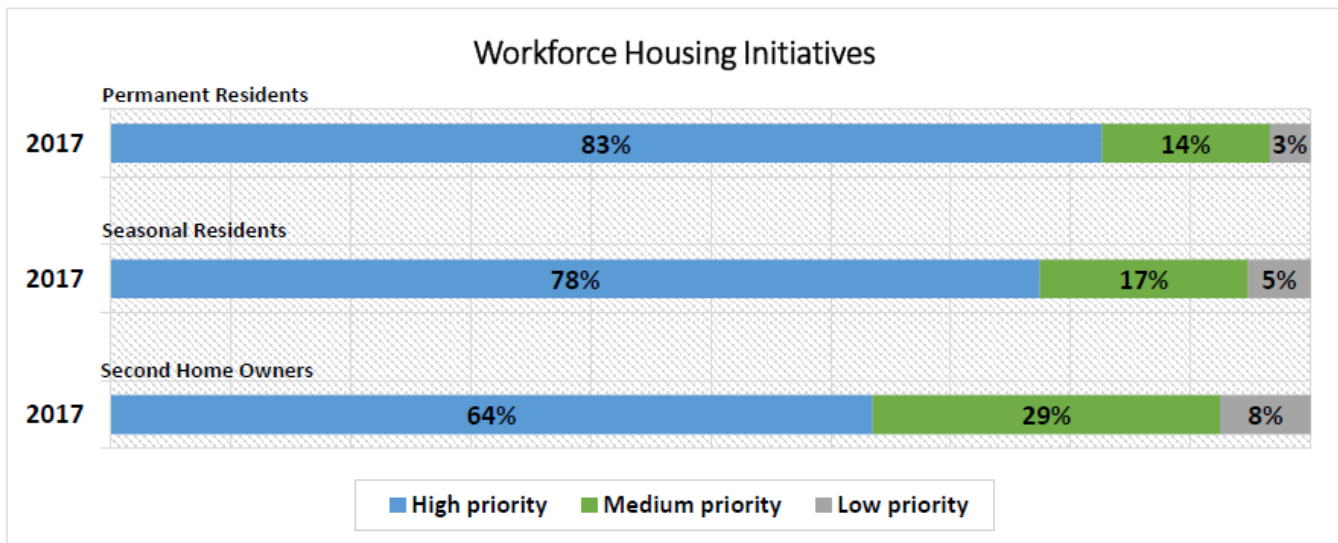
Q.24) As you may be aware, about one-third of the property tax you pay goes directly to the provincial government, the other portion, estimated to be approximately \$___ goes to the municipality of Whistler to fund all the services you receive. Thinking about all the services provided by the municipality,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

6. 3. Priority of “Workforce housing initiatives”

The majority of permanent resident, seasonal resident, and second homeowner respondents said workforce housing initiatives are a high priority for future budget allocation.

Permanent resident (83%) and seasonal resident (78%) respondents were significantly more likely to say workforce housing initiatives are a high priority compared to second homeowner respondents (64%).

Among permanent resident respondents, those who were significantly more likely to prioritize workforce housing initiatives as a high priority were: those under the age of 55 rather than those 55 years of age or over (85% vs. 71%), those residing south of the village (90%) and in the village (88%) compared to those living north of the village (74%), and those who were employed versus those who were not employed (85% vs. 66%).



Base:

Total Permanent Residents (with an opinion):
 2017 (n=291)

Total Seasonal Residents (with an opinion):
 2017 (n=213)

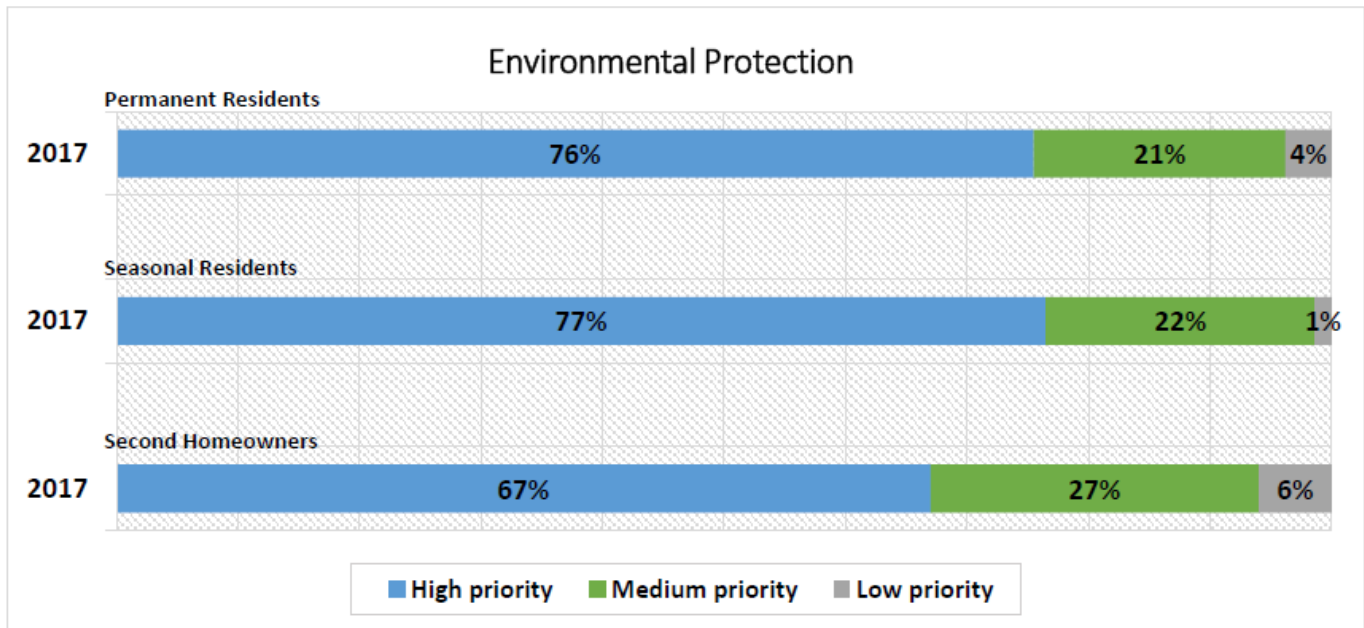
Total Second homeowners (with an opinion):
 2017 (n=200)

6. 4. Priority of “Environmental Protection”

The majority of permanent resident, seasonal resident, and second homeowner respondents said environmental protection is a high priority for future budget allocation (76%, 77%, and 67%, respectively).

Permanent and seasonal resident respondents were significantly more likely to see environmental protection as a high priority compared to second homeowner respondents.

Permanent resident respondents who were employed were more likely to consider the environment to be a high priority compared to those who were not employed (78% vs. 58%).



Base:

Total Permanent Residents (with an opinion):
2017 (n=291)

Total Seasonal Residents (with an opinion):
2017 (n=213)

Total Second homeowners (with an opinion):
2017 (n=200)

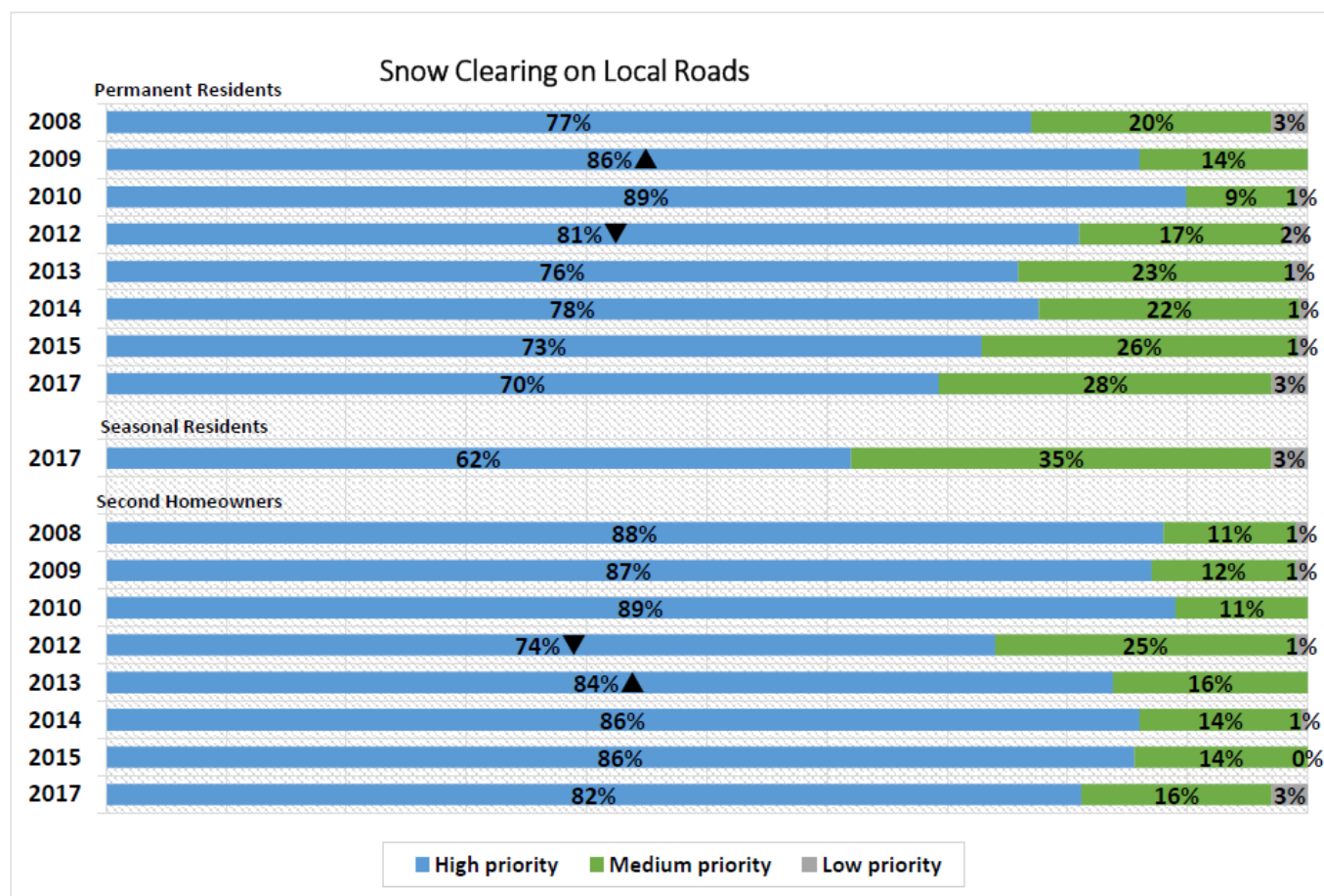
Q.25a) To help the municipality with future allocation of the budget, please tell me whether you consider each of the following items as high priority, medium priority or low priority?
“Work housing initiatives”

6. 5. Priority of “Snow clearing on roads, not including highway 99”

When it comes to snow clearing on roads, the majority of permanent resident, seasonal resident, and second homeowner respondents believe it is a high priority.

Second homeowner respondents were significantly more likely to consider snow clearing a high priority compared to permanent and seasonal resident respondents (82% vs. 70% and 62%, respectively).

Among permanent resident respondents, those who were significantly more likely to prioritize snow clearing on local roads as a high priority were: females (78%) rather than males (63%) and respondents 35 years of age or over compared to respondents under 35 years (78% vs. 61%).



Base:

Total Permanent Residents:

2008 (n=300), 2009 (n=303), 2010 (n=299), 2012 (n=300), 2013 (n=300), 2014 (n=301), 2015 (n=257), 2017 (n=291)

Total Seasonal Residents:

2017 (n=213)

Total Second Homeowners:

2008 (n=204), 2009 (n=199), 2010 (n=198), 2012 (n=197), 2013 (n=198), 2014 (n=200), 2015 (n=201), 2017 (n=200)

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?

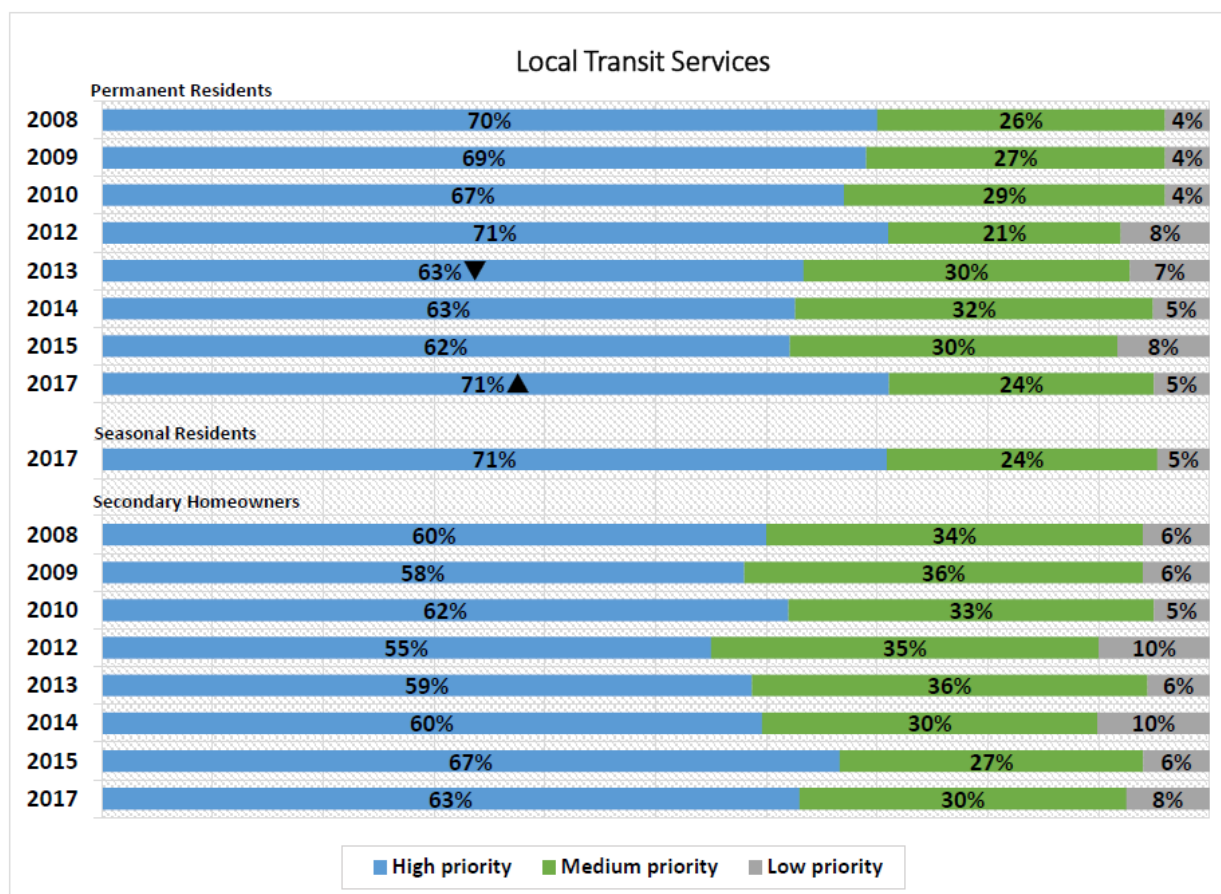
“Snow clearing on local roads, not including hwy. 99”

6. 6. Priority of “Local transit services”

The majority of permanent resident, seasonal resident and second homeowner respondents said they consider local transit services a high priority for future budget allocation (71%, 71% and 63%, respectively).

There were no significant differences among permanent resident, seasonal resident, and second homeowner respondents. Among permanent resident respondents, there was a significant increase in the proportion of respondents who rated local transit services a high priority (up 9pp since 2015).

Among permanent residents, female respondents (79%) were significantly more likely to consider local transit services a high priority compared to males (64%).



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) 2017 (n=291)

Total Seasonal Residents:
 2017 (n=213)

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), 2017 (n=200)

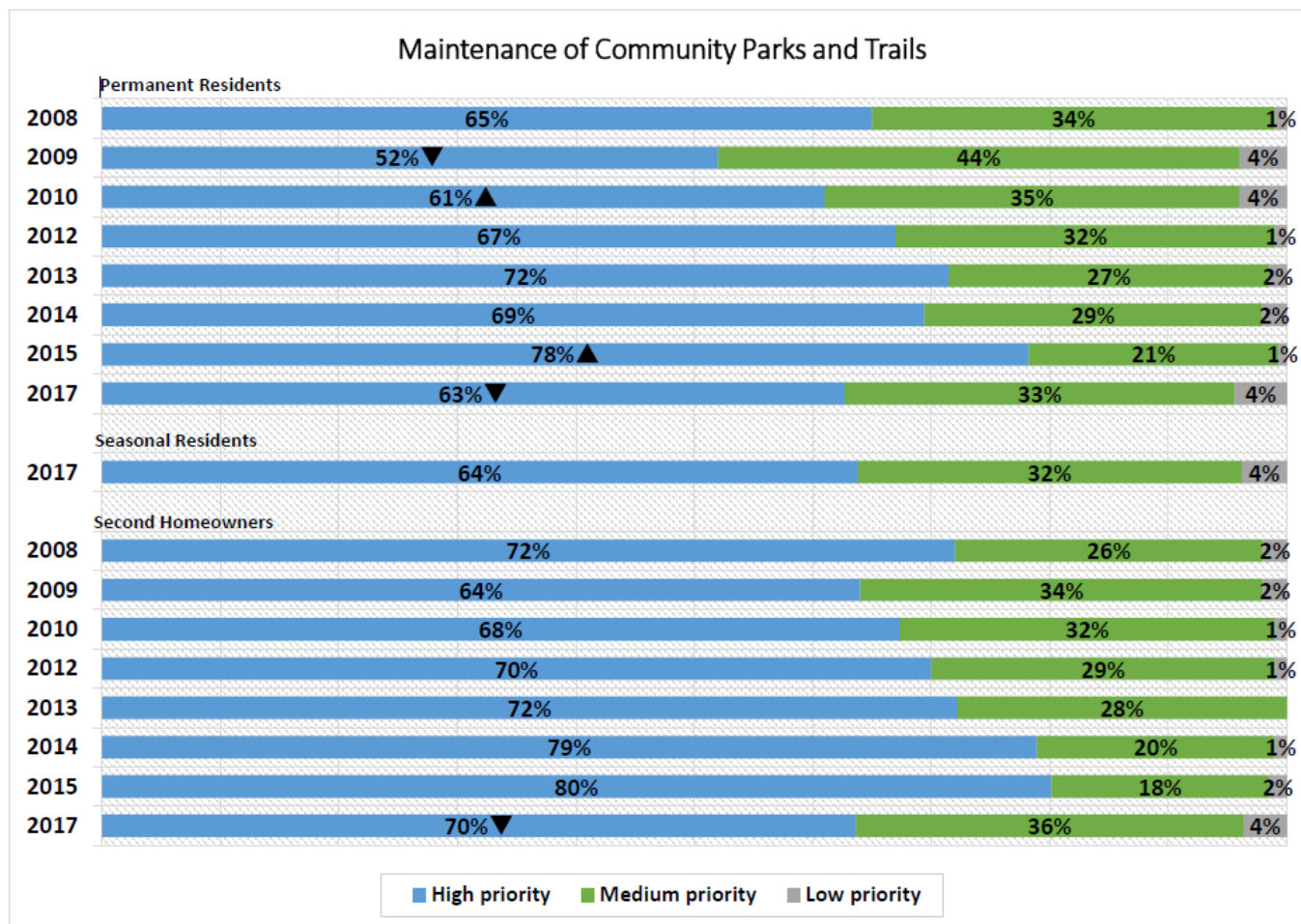
Q.25d) To help the municipality with future allocation of the budget, please tell me whether you consider each of the following items as high priority, medium priority or low priority?
 “Local transit services”

6. 5. Priority of “Maintenance of community parks and trails”

The majority of permanent resident, seasonal resident, and second homeowner respondents said they consider maintenance of community parks and trails a high priority for budget allocation (63%, 64% and 70%, respectively).

There were no significant differences between permanent resident, seasonal resident, and second homeowner respondents.

Compared to 2015, park and trail maintenance was considered to be less of a priority to permanent resident respondents (down 15 pp, back to 2014 levels) and second homeowner respondents (down 10 pp).



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), 2017 (n=291)

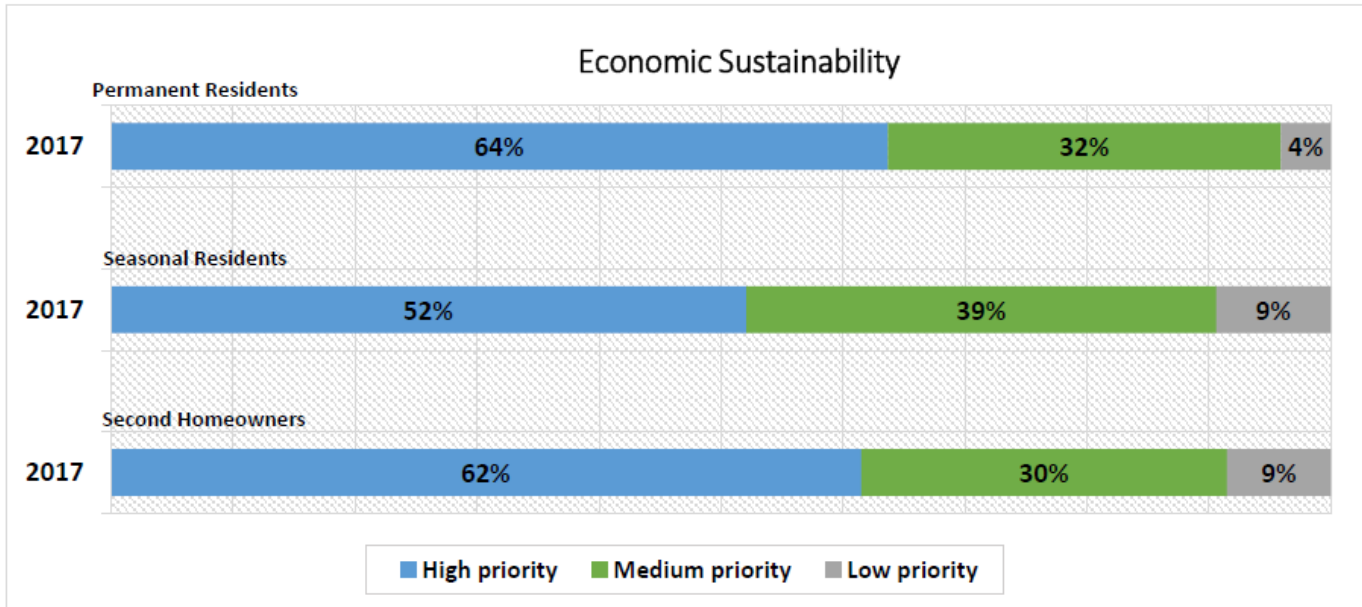
Total Seasonal Residents:
 2017 (n=213)

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), 2017 (n=200)

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”

6. 7. Priority of “Economic sustainability”

Most permanent resident (64%) and second homeowner respondents (62%) consider economic sustainability to be a high priority; significantly more so than seasonal resident respondents (52%). This belief was consistent across all types of permanent resident respondents.



Base:

Total Permanent Residents (with an opinion):
2017 (n=291)

Total Seasonal Residents (with an opinion):
2017 (n=213)

Total Second homeowners (with an opinion):
2017 (n=200)

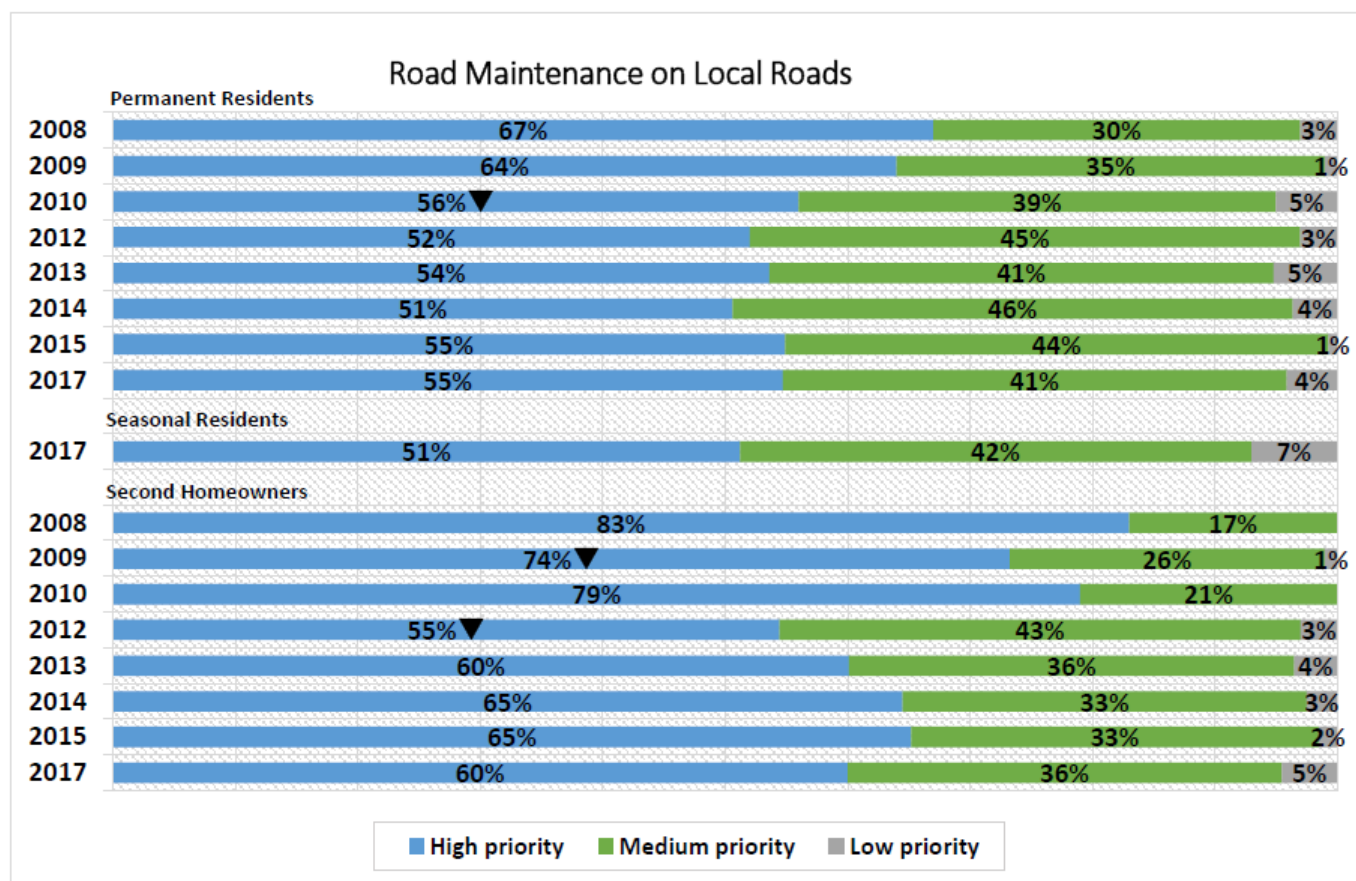
Q.25j) To help the municipality with future allocation of the budget, please tell me whether you consider each of the following items as high priority, medium priority or low priority?
“Economic sustainability”

6. 8. Priority of “Road maintenance on local roads, not including highway 99”

In 2017, just over half of permanent resident and seasonal resident respondents (55% and 51%), as well as six-in-ten second homeowner respondents said they consider road maintenance on local roads, not including highway 99, a high priority.

There were no significant differences between permanent resident, seasonal resident, and second homeowner respondents.

Permanent resident respondents without children were more likely to consider road maintenance a priority (60%) than families (43%).



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) 2017 (n=291)

Total Seasonal Residents (with an opinion):
 2017 (n=213)

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), 2017 (n=200)

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?

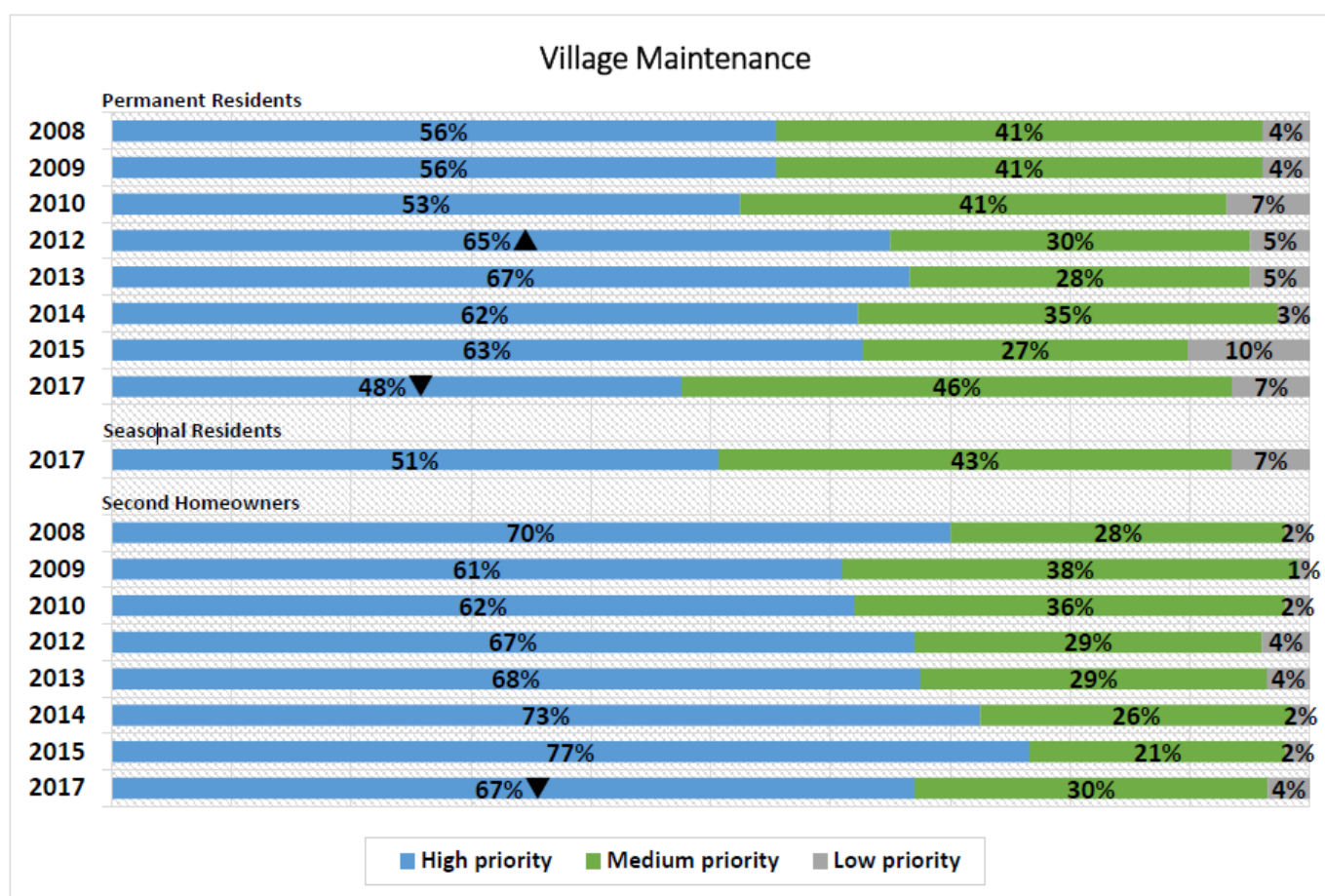
“Road maintenance on local roads, not including hwy. 99”

6. 9. Priority of “Village maintenance”

The majority of second homeowner respondents (67%) said they consider village maintenance and upkeep a high priority for future budget allocation; about half of permanent and seasonal resident respondents said it is a high priority. Second homeowner respondents were significantly more likely to consider village maintenance and upkeep a high priority compared to both other groups.

Compared to 2015, village maintenance was considered to be less of a priority to permanent resident (down 15 pp) and second homeowner respondents (down 10 pp).

Among permanent resident respondents, those who were significantly more likely to prioritize village maintenance as a high priority were: females (57%) rather than males (45%), respondents 35 years of age or over compared to those under 35 years (61% vs. 37%), long-established residents (17+ years – 61%), and owners (59%) rather than renters (39%).



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) 2017 (n=291)

Total Seasonal Residents (with an opinion): 2017 (n=213)

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), 2017 (200)

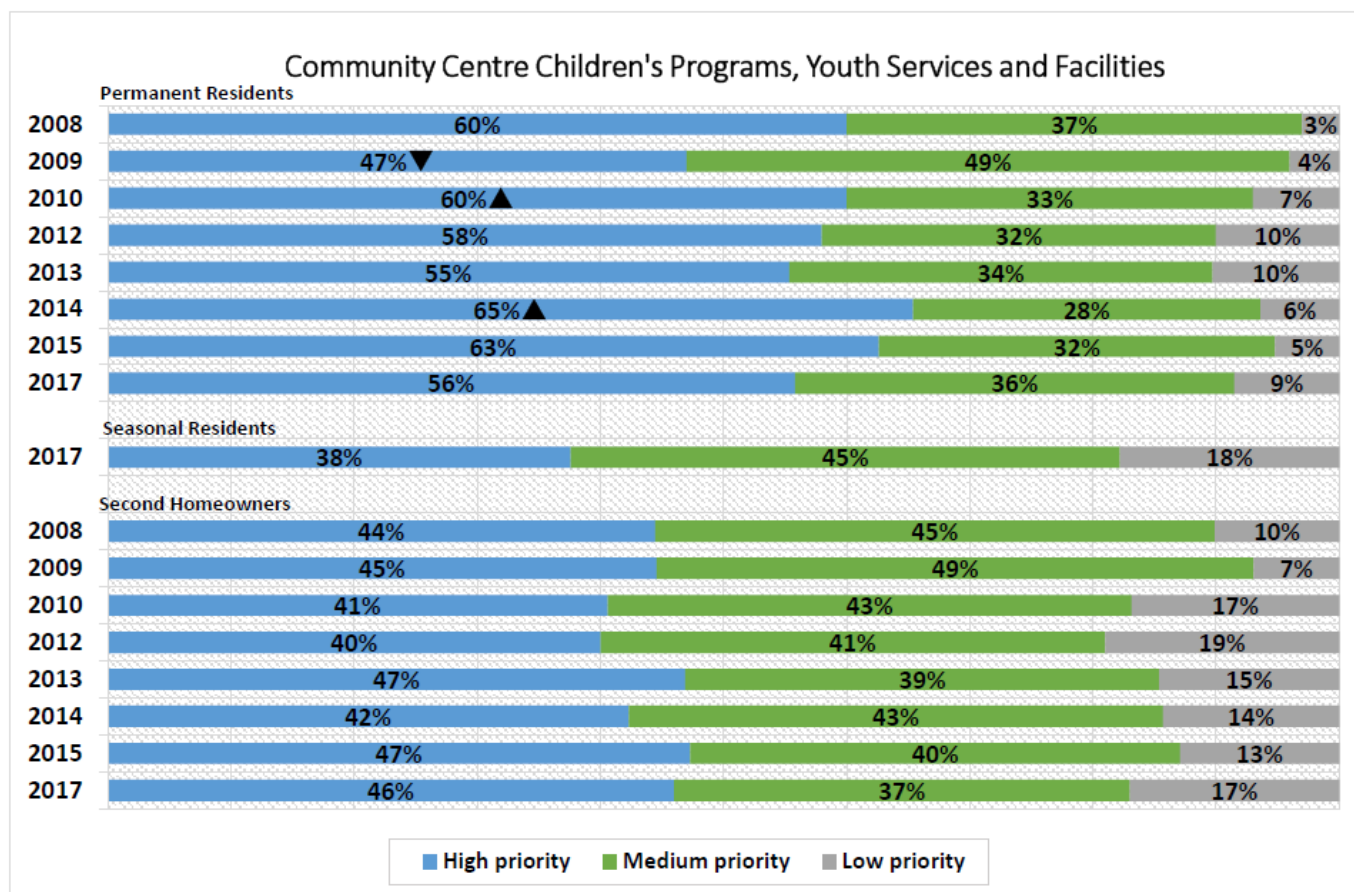
Q.25b) To help the municipality with future allocation of the budget, please tell me whether you consider each of the following items as high priority, medium priority or low priority?
“Village maintenance”

6. 10. Priority of “Community Centre Children’s Programs, Youth Services and Facilities”

Under half of seasonal resident and second homeowner respondents (38% and 46%) said they consider community centre children’s programs, youth services and facilities a high priority for budget allocation; just over half of permanent resident respondents (56%) said this is a high priority.

Permanent resident respondents were significantly more likely to consider community centre children’s programs, youth services and facilities a high priority compared to seasonal resident respondents (56% vs. 38%, respectively).

Among permanent resident respondents, those who were significantly more likely to prioritize community centre children’s programs, youth services and facilities as a high priority were: those 35 years of age and over (65%) rather than those under 35 years (47%), long-established residents (11+ years – 66%), owners (67%) rather than renters (42%), and families (70%) rather than those with no children (49%).



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), 2017 (n=291)

Total Seasonal Residents (with an opinion): 2017 (n=213)

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), 2017 (n=200)

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”

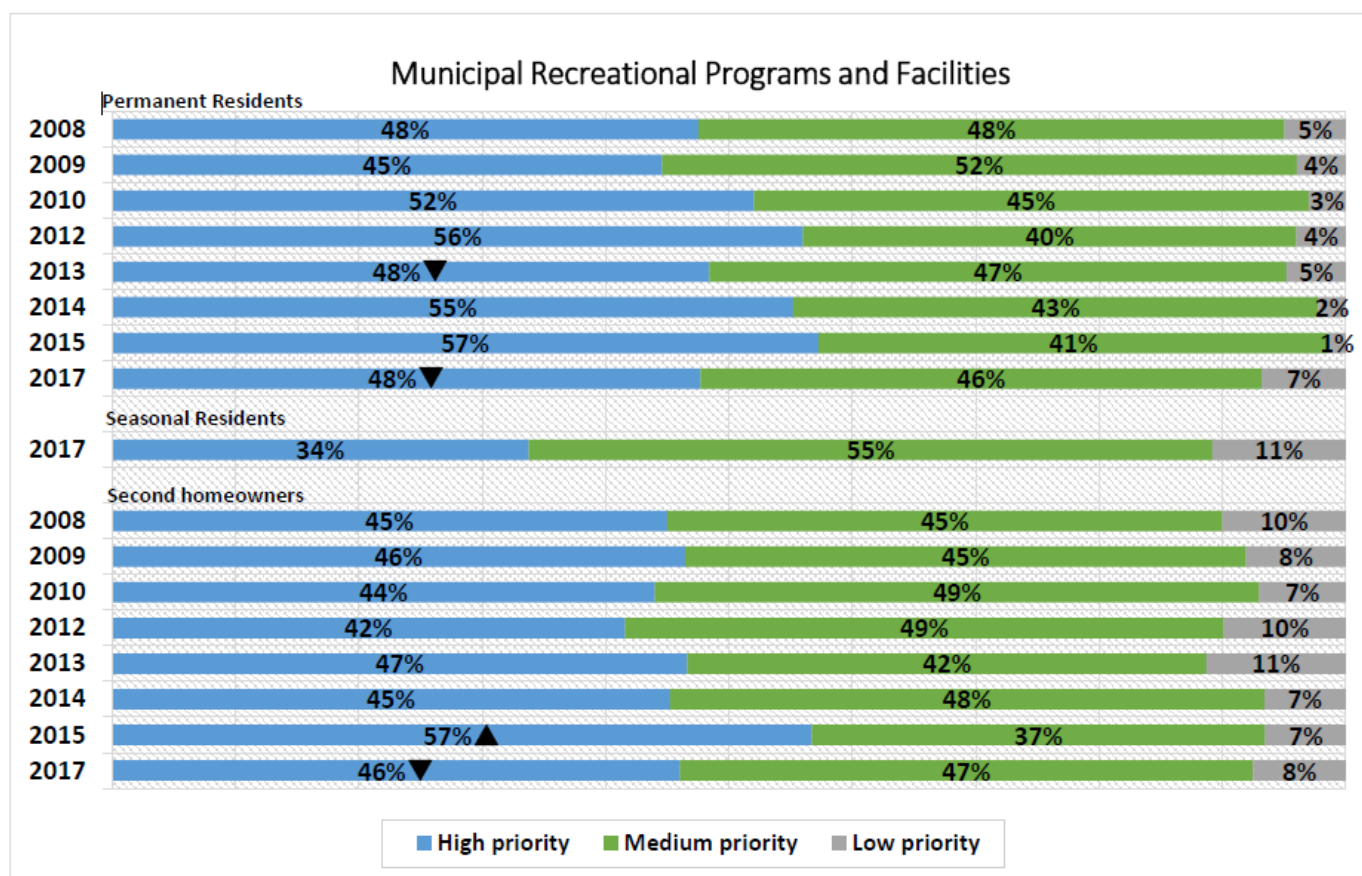
6. 11. Priority of “Municipal recreational programs and facilities”

Less than half of permanent resident, seasonal resident and second homeowner respondents said they consider municipal recreational programs and facilities a high priority for budget allocation.

Permanent resident (48%) and second homeowner respondents (46%) were significantly more likely to consider municipal recreational programs and facilities a high priority compared to seasonal resident respondents (34%).

Compared to 2015, municipal recreational programs and facilities were considered to be less of a priority to permanent residents (down 9 pp) and second homeowner respondents (down 11 pp, back to 2014 levels).

Among permanent resident respondents, those who were significantly more likely to prioritize municipal recreational programs and facilities as a high priority were those 35 years of age and over (61%) rather than younger respondents (35%) and families (65%) rather than respondents with no children (42%).



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), 2017 (n=291)

Total Seasonal Residents (with an opinion):
 2017 (n=213)

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)

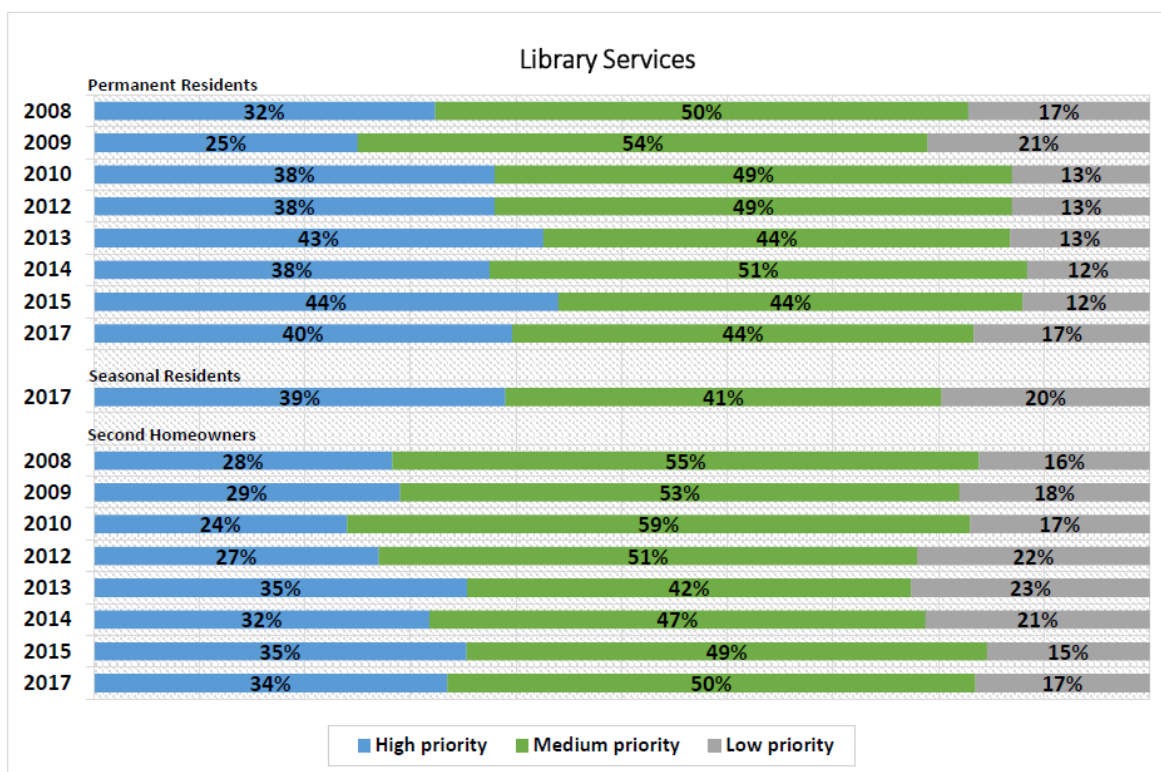
Q.25c) To help the municipality with future allocation of the budget, please tell me whether you consider each of the following items as high priority, medium priority or low priority?
 “Municipal recreational programs and facilities”

6. 12. Priority of “Library services”

Less than half of permanent resident, seasonal resident, and second homeowner respondents consider library services a high priority for budget allocation.

There were no significant differences between permanent resident, seasonal resident, and second homeowner respondents.

Among permanent resident respondents, those who were significantly more likely to prioritize library services as a high priority were: females (50%) rather than males (34%), those 35 years of age and over (49%) rather than younger respondents (32%), families (54%) rather than those with no children (36%) and owners (47%) rather than renters (32%).



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), 2017 (n=291)

Total Seasonal Residents (with an opinion):
 2017 (n=213)

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)

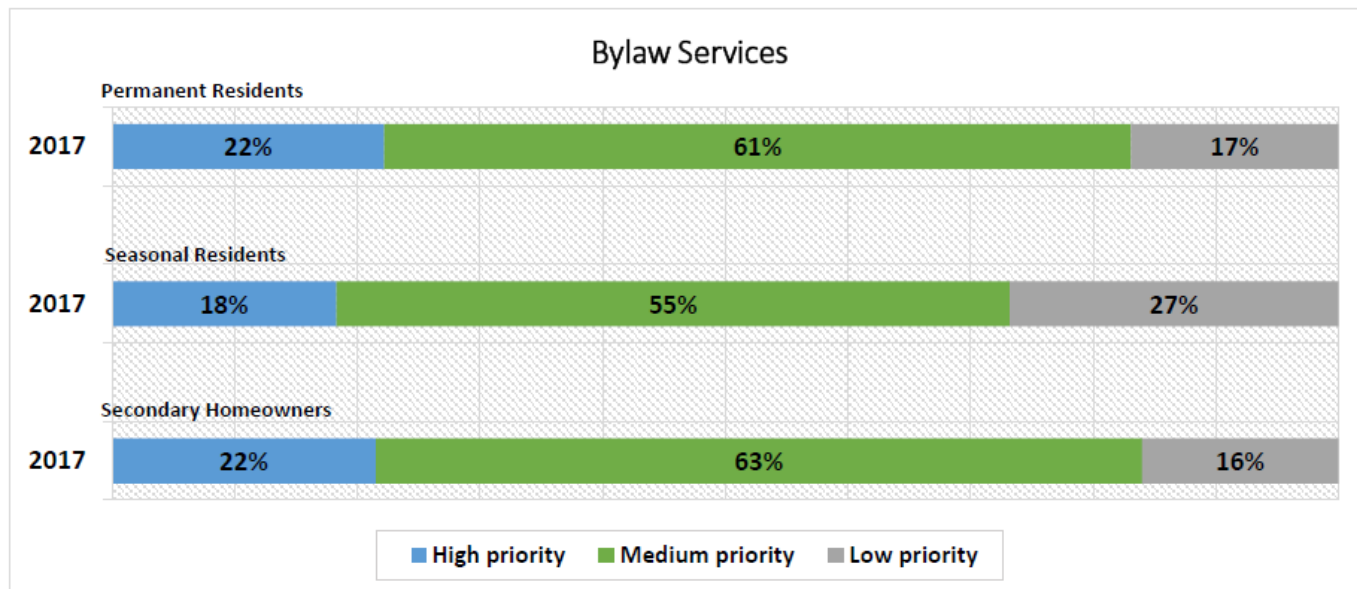
Q.25e) To help the municipality with future allocation of the budget, please tell me whether you consider each of the following items as high priority, medium priority or low priority?
 “Library services”

6. 13. Priority of “Bylaw services”

When it comes to bylaw services, the majority of permanent resident, seasonal resident, and second homeowner respondents consider it a medium priority for budget allocation.

There were no significant differences between permanent resident, seasonal resident, and second homeowner respondents.

Permanent resident respondents who were 55 years of age and older placed more priority on bylaw services than those under 35 years of age (32% vs. 18%).



Base:

Total Permanent Residents (with an opinion):
2017 (n=291)

Total Seasonal Residents (with an opinion):
2017 (n=213)

Total Second homeowners (with an opinion):
2017 (n=200)

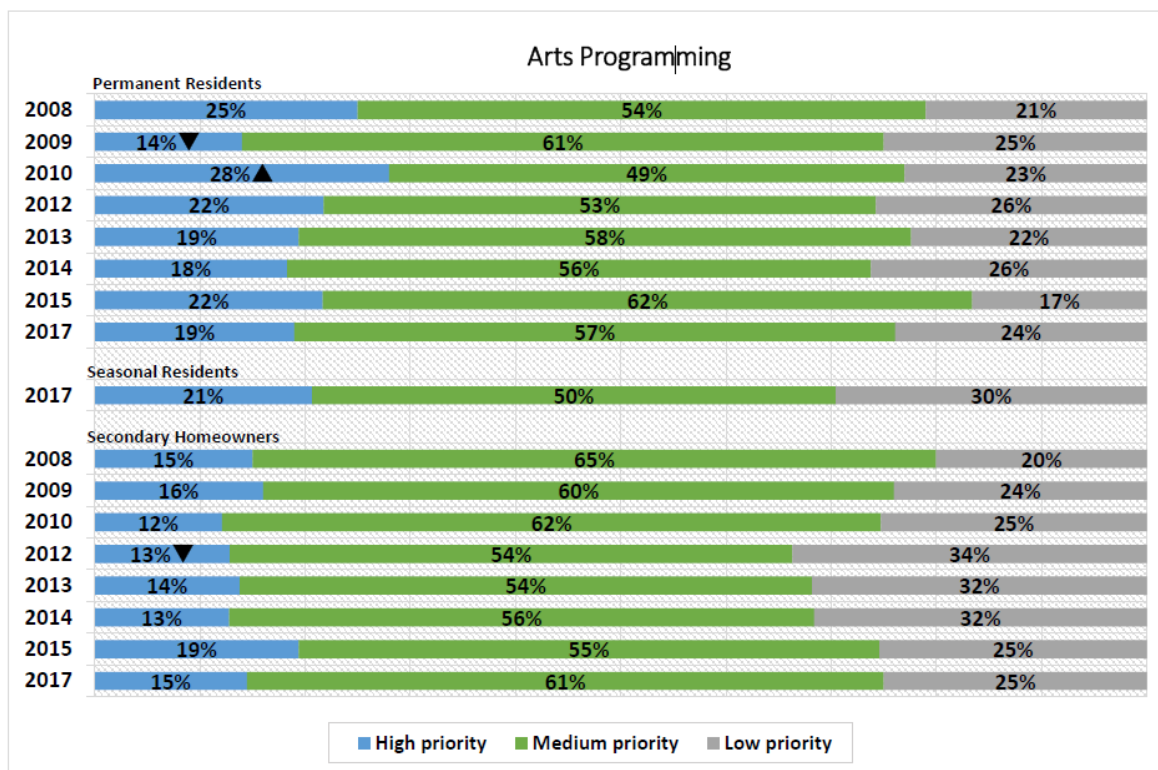
Q.25I) To help the municipality with future allocation of the budget, please tell me whether you consider each of the following items as high priority, medium priority or low priority?
“Bylaw services”

6. 14. Priority of “Arts programming”

The majority of permanent resident, seasonal resident and second homeowner respondents said they consider arts programming a medium priority for future budget allocation.

There were no significant differences between permanent resident, seasonal resident, and second homeowner respondents.

Among permanent resident respondents, those who were significantly more likely to prioritize arts programming as a high priority were females (30%) rather than males (13%) and those 55 years of age and over (28%) rather than those under 35 years (14%).



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), 2017 (n=291)

Total Seasonal Residents (with an opinion):
2017 (n=213)

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”

Appendix

Benchmark Comparison Table- Permanent Residents

The following chart presents a summary of Whistler satisfaction scores (very/somewhat satisfied) for key questions compared to the normative benchmark.

Item	Whistler (n=300)	Benchmark (n=504)
Overall satisfaction with community as a place to live/spend time	94%	82%
Satisfaction with "Opportunities available for recreational physical activities"	98%	81%
Satisfaction with "Selection of Arts, Culture and Heritage opportunities"	87%	61%
Satisfaction with "Ability to get around by bike and by foot"	98%	66%
Satisfaction with "Access to municipal parks"	93%	85%
Satisfaction with "Personal opportunities for formal learning through schools and colleges and other organizations with accredited courses"	48%	49%
Satisfaction with "Career and employment opportunities"	73%	34%
Satisfaction with "Health and Medical Services"	90%	78%
Satisfaction with "Ability to get around by personal automobile/vehicle"	69%	54%
Satisfied with current housing arrangement?	92%	81%

Demographics

All data was weighted to reflect Canada's most recent census statistics.

Demographics			
	Permanent Residents	Seasonal Residents	Second Homeowners
	291	213	200
	%	%	%
Gender			
Male	45	44	50
Female	55	56	50
Age			
18-34	48	29	2
35-44	20	22	5
45-54	16	19	14
55-64	10	14	29
65+	6	5	47
Education			
Less than grade 12	3	1	1
Grade 12 graduation	24	17	7
Some technical or vocational school	3	5	1
Some college	7	10	5
Some university	9	8	10
Diploma or certificate from a trade	5	6	3
Diploma or certificate from college	11	11	4
Bachelor or undergraduate degree	21	35	36
Post-graduate degree	16	5	32
Marital Status			
Married/common-law	41	77	-
Single	57	21	-
Presence of Children			
Under 5 years	13	15	2
5-12 years	15	19	2
13-17 years	11	14	1
18 years or older	8	9	2
<i>continued...</i>			



Demographics			
	Permanent Residents	Seasonal Residents	Second Homeowners
	291	213	200
	%	%	%
Employment Status			
Employed	72	89	24
Self Employed	17	7	22
Student	1	0	0
Retired	6	0	49
Not Working (seeking/not seeking work)	4	5	6
Home Tenure			
Own	58	0	100
Rent	42	100	0
Type of Dwelling			
Single, detached house	39	18	32
Duplex or townhouse	32	19	36
Apartment/Condo	20	38	31
Suite in a house	9	14	1
Other	0	11	1
Whistler Resident Restricted Housing			
Yes	34	14	0
No	58	57	0
Don't know / Refused	8	30	0
Years in Whistler (Lived/Owned Property)			
0 – 5 years	1	-	20
6 – 10 years	19	-	17
11 or more years	49	0	64
<i>continued...</i>			

Demographics			
	<u>Permanent</u>	<u>Seasonal</u>	<u>Second</u>
	<u>Residents</u>	<u>Residents</u>	<u>Homeowners</u>
	291	213	200
	%	%	%
Neighbourhood			
North			
Alpine Meadows	19	11	6
Emerald Estates	7	7	5
Nesters	0	2	0
Nicklaus North Estates	1	4	2
Rainbow Park	4	0	1
Spruce Grove	3	0	0
White Gold	4	4	2
South			
Alpha Lake Village	0	<1	1
Alta Lake Road	4	4	2
Alta Vista	1	3	4
Bayshores	6	6	4
Blueberry Hill	2	2	4
Brio	3	2	2
Callaghan	1	0	0
Cheakamus Crossing	8	2	0
Function Junction	2	0	1
Nordic Estates	5	6	3
Spring Creek	0	0	1
Twin Lakes	0	0	2
Whistler Creek / Creekside	7	8	18
Whistler Highlands	0	0	0
Other	0	0	8
Village +			
Benchlands	2	2	11
Blackcomb	1	5	3
Glacier Lane	0	4	0
Tapley's Farm	3	0	1
Village	3	15	11
Whistler Kay Estates	2	4	4
Whistler Kay Heights	3	4	7

Main Questionnaire

Introduction

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).

- This survey is conducted annually 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.
- We need to speak to a cross-section of people who live or own property in Whistler. Everyone's opinions are important to us.
- All responses are confidential and anonymous.
- The survey will take about 12-15 minutes.
- This is strictly an opinion survey; we are not selling or soliciting anything.
- Your phone number was selected at random for participation in this research.
- The survey is being conducted for the Resort Municipality of Whistler.
- Contact name: RMOW Communications 604-967-3030.

Screenener:

S1- Before we start, have I reached you on a cellular device or landline?

- 1- Cellular Device
- 2- Landline

S2- If S1=1 ask: Do you own a landline?

- 1-Yes
- 2-No

****IF S1=1 AD S2=2 THAN CPO**

Main Survey

Q1.

(A) 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
5	Have not reached me at a Whistler residence	Continue to Q1B

(B) Sample Group B: Can you confirm that you currently own a property in Whistler?

1	Yes	Continue to Q2
2	No	TERMINATE

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

1	Full-time permanently year round	
2	Full-time for just a season or two	
3	Currently live full-time elsewhere	If Q1A=2, TERMINATE

Q3. **Q1A=2 OR Q2=1:** 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

CODING:

PR	Permanent	Full-time year round	Q2=1
SR	Seasonal	Full-time for a season or two	Q1A=2 Q2=2 Q3=1,2,3
SHO	2nd Homeowner	Own and live elsewhere	Q1A/B=1 AND Q2=3
		Own and full-time for a season or two	Q1/B=1 AND Q2=2

DELETE Q4

Q5a. **PR:** How long have you lived as a year round resident in Whistler?

1	Record Number of years
2	Less than 1 year

Q5b. **SHO:** How long have you owned property in Whistler?

1	Record Number of years
2	Less than 1 year

HOUSING

Q6a. **PR/SR:** 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 Alpine Meadows Alta Vista Alta Lake Road Bayshores Benchlands Blackcomb Blueberry Hill Brio Callaghan Cheakamus Crossing Emerald Estates Function Junction Glacier Lane Millers Pond Mons Nesters Nicklaus North Estates	Nordic Estates Old Gravel Road Rainbow Spring Creek Spruce Grove Stonebridge Tapley's Farm Twin Lakes Village Wayside Whistler Cay Estates Whistler Cay Heights Whistler Creek / Creekside Whistler Highlands White Gold 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/SR:** 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

Q8B. PR/SR: Not including the cost of housing, how satisfied are you with your current housing arrangement? Please consider aspects such as space, storage, privacy, the condition and layout of the unit.

- a. Very satisfied
- b. Somewhat satisfied
- c. Neither satisfied nor dissatisfied
- d. Somewhat dissatisfied
- e. Very dissatisfied

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/SR: 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) c.Ability to get around by bike and by foot
- d) d.Recreation trails for hiking and mountain biking
- e) e.Access to parks such as Rainbow Park, Lakeside, Alpha Lake Park
- f) f. PR/SR: 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) g.Atmosphere and ambiance of Whistler Village
- h) h.PR/SR: Career and employment opportunities
- i) i.Health and Medical Services
- j) j.Ability to get around Whistler by personal automobile/vehicle
- k) 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/SR: 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/SR: 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

HEALTH and Community Relationships

The following section consists of questions related to personal health and wellbeing.

14. **PERMANENT ONLY** Thinking of your physical, mental and social well-being, in general, how would you rate your health? READ SCALE

5	Excellent
4	Very Good
3	Good
2	Fair
1	Poor

15a. In the past 12 months, did you do any unpaid volunteer work for any organization or group in Whistler, for example, READ ENTIRE LIST social service groups, schools, arts and culture groups, business associations, municipal affairs, etc?

1	Yes
0	No >Skip to Q16

b. And on average, about how many hours per month did you volunteer in Whistler?

4	Over 15 hours
3	5 to 15 hours per month
2	1 to 4 hours per month
1	Less than one hour per month
99	Don't know (DO NOT READ)

16. How would you describe your sense of belonging to the community of Whistler? Would you say it is:

4	Very strong sense of belonging
3	Somewhat strong sense of belonging
2	Somewhat weak sense of belonging
1	Very weak sense of belonging

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.

4	Very strong sense of belonging
---	--------------------------------

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? Select all that apply.

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 councilors or staff
8	Small table discussions at events
9	Not interested / Not applicable

Q20 – DELETE

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 thru Q21C– DELETED

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
Access to municipal information via the website	1	0
Building and Land Development services	1	0
Library services	1	0
Municipal hall main customer service counter	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?

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

Q25. To help the municipality with future allocation of resources (people, time, dollars), 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
Community parks and trails	1	2	3
Village maintenance and upkeep	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
Economic sustainability	1	2	3
Environmental protection	1	2	3
Bylaw services	1	2	3
Workforce housing initiatives	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/SR 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/SR 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/SR 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

Less than \$25,000 Is that: Less than \$15,000 \$15,000 to \$19,999 \$20,000 or more	\$25,000 to \$49,999 Is that: Less than \$30,000 \$30,000 to \$34,999 \$35,000 to \$39,999	\$50,000 to \$74,999 Is that: Less than \$55,000 \$55,000 to \$59,999 \$60,000 to \$64,999	\$75,000 to \$99,999 Is that: Less than \$80,000 \$80,000 to \$84,999 \$85,000 to \$89,999
---	---	---	---

REFUSED DON'T KNOW	\$40,000 to \$44,999 \$45,000 or more REFUSED DON'T KNOW	\$65,000 to \$69,999 \$70,000 or more REFUSED DON'T KNOW	\$90,000 to \$94,999 \$95,000 or more REFUSED DON'T KNOW
-----------------------	---	---	---

\$100,000 to \$124,999	\$125,000 or more
Is that:	Is that:
Less than \$105,000	Less than \$130,000
\$105,00 to \$109,999	\$130,000 to \$134,999
\$110,000 to \$114,999	\$135,000 to \$139,999
\$115,000 to \$119,999	\$140,000 to \$144,999
\$120,000 or more	\$145,000 to \$149,999
REFUSED	\$150,000 or more
DON'T KNOW	REFUSED
	DON'T KNOW

Q29b. **PR/SR ONLY- Skip if Q26=1 and Q27=0:** Which of the following categories best describes your annual 'GROSS' 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 Is that: Less than \$15,000 \$15,000 to \$19,999 \$20,000 or more REFUSED DON'T KNOW	\$25,000 to \$49,999 Is that: Less than \$30,000 \$30,000 to \$34,999 \$35,000 to \$39,999 \$40,000 to \$44,999 \$45,000 or more REFUSED DON'T KNOW	\$50,000 to \$74,999 Is that: Less than \$55,000 \$55,000 to \$59,999 \$60,000 to \$64,999 \$65,000 to \$69,999 \$70,000 or more REFUSED DON'T KNOW	\$75,000 to \$99,999 Is that: Less than \$80,000 \$80,000 to \$84,999 \$85,000 to \$89,999 \$90,000 to \$94,999 \$95,000 or more REFUSED DON'T KNOW
\$100,000 to \$124,999 Is that: Less than \$105,000 \$105,00 to \$109,999 \$110,000 to \$114,999 \$115,000 to \$119,999 \$120,000 or more REFUSED DON'T KNOW		\$125,000 or more Is that: Less than \$130,000 \$130,000 to \$134,999 \$135,000 to \$139,999 \$140,000 to \$144,999 \$145,000 to \$149,999 \$150,000 or more REFUSED DON'T KNOW	

Q30A thru Q30B - DELETED

Q31a. 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. **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. **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. **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. DELETED.

Q33. In what year were you born?

90	Record year
99	Refused

Q34. 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

Q35.Record Gender. DO NOT ASK.

1	Female
2	Male