



2019 Community Life Satisfaction Survey

Final Survey Results – Detailed Findings Report

Prepared for: **Resort Municipality of Whistler**

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Background and Research Objectives

Project Background

The Resort Municipality of Whistler has a comprehensive community strategic plan called 'Whistler 2020' and a comprehensive corporate plan. A monitoring and reporting program is 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 2019 Community Life Satisfaction 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 value for taxes paid, engagement and communication approaches, and
- Benchmark the results of the 2019 Community Life Satisfaction Survey with those from 2008, 2009, 2010, 2012, 2013, 2014, 2015, 2016, 2017, and 2018.

Research Design and Key Dates

Similar to research completed in 2010, between 2012-2015, and 2018, 2019 surveying focused on two key stakeholder groups. The research approach for these segments is detailed below.

1. **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 live in the Resort Municipality of Whistler on a year-round basis. Respondents were called between 5pm and 9pm from January 21st, 2019 to February 7th, 2019. A total of 300 interviews were conducted, each approximately 13 minutes in length. Residents were reached either on a land line (23%) or cell phone (77%) using numbers generated by random digit dialing technology.
2. **Second Homeowners** (those who own property in Whistler but primarily live elsewhere)
 - Research among second home owners was conducted via live agent Computer-Assisted-Telephone Interviewing (CATI). Respondents were called between 5pm and 9pm from January 21st, 2019 to February 5th, 2019. A total of 202 interviews were conducted, each approximately 12 minutes in length. Although a proportion of second homeowners were found in the process of random sampling, the Resort Municipality of Whistler supplied a copy of their database of Whistler property owners who were then contacted directly. Residents were reached either on a land line (95%) or cell phone (5%) using numbers generated by random digit dialing technology.

Margin of Error

- The margin of error for a simple random sample of 300 interviews among permanent residents is +/- 5.59% at the 95% confidence level (or 19 times out of 20, if the study were to be repeated).
- The margin of error among second home owners cannot be calculated due to the unknown population of this group.

Additional Methodological Considerations

- As previously stated, only permanent residents and second homeowners were included in the survey in 2010, between 2012-2015, and in 2018. The additional component of surveying seasonal residents was added in 2017 but surveying with this group was not included this year.
- 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 a landline, and therefore can only be contacted via cell phone.
- The additional online survey component was continued this year, where a version of the survey was made available online via theWhistler.ca website. Results of this survey are available separately.

Questions and Analysis

Historical Tracking Questions

There are 14 indicator questions that have been asked in the Community Life 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 is: 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 possibly 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 policy or funding.**

Significance Testing

Forum Research applied statistical significance testing to compare survey results for 2018 with previous years. Statistical significance testing tells us whether 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 considers differences 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 are used to identify significant differences in results throughout this report:

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

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

Executive Summary

Overall, the results of the 2019 Community Life Satisfaction Survey were very positive.

The majority of both permanent resident and second homeowner respondents said they are satisfied with community life in Whistler, services offered by the Resort Municipality of Whistler, and are receiving good value for their property tax dollars.

Permanent Residents

The majority of permanent resident respondents were satisfied with Whistler as a place to live/spend time (89%).

When it came to life in Whistler, permanent resident respondents were most satisfied with the recreation trails for hiking and mountain biking (98%), the ability to get around by bike and foot (98%), as well as the opportunities available for recreational activities (97%).

Regarding next steps, a derived importance analysis reveals that the top priorities to improving overall satisfaction with aspects of life in the Resort Municipality of Whistler moving forward are the ability to get around Whistler by personal automobile/vehicle, the ability to travel to and from Whistler on Highway 99, and career and employment opportunities.

Looking towards the future, a derived importance analysis reveals that the top priorities to improve overall value for taxes paid among permanent resident respondents are water utilities for your residence, village maintenance, the overall planning of the resort community, waste, recycling and composting services, and municipal hall main customer service counter.

Second Homeowners

Almost all second homeowner respondents are satisfied (very/somewhat) with Whistler as a place to spend time (94%); the majority (60%) are “very satisfied”.

Second homeowner respondents were most satisfied with opportunities available for recreational physical activities (98%), the ability to get around by bike and foot (97%), and recreation trails for hiking and mountain biking (97%).

Thinking about 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 (96%), as well as water utilities for residences (95%).

Detailed Findings

Living in Whistler: Housing, Employment, and Income

Permanent Residents

- The average self-assessed value of a permanent resident respondent's primary Whistler residence is \$1.253 million dollars (up from \$1.246 in 2018 and \$1 million in 2017).
- 60% of permanent resident respondents spend less than 30% of their income on housing.
- 75% of permanent resident respondents pay less than 40% of their income on housing.
- Over 8-in-10 permanent resident respondents are either employed or self-employed (86%), 1-in-10 are retired (9%), while 2% are students. Two percent (2%) are unemployed, and not seeking work.
- The median personal income range among permanent resident respondents is \$40,000 to \$45,000. The median personal annual income in 2019 is \$42,000.
- The median household family income range is \$110,000 to \$114,999. The median annual household income is \$109,700.

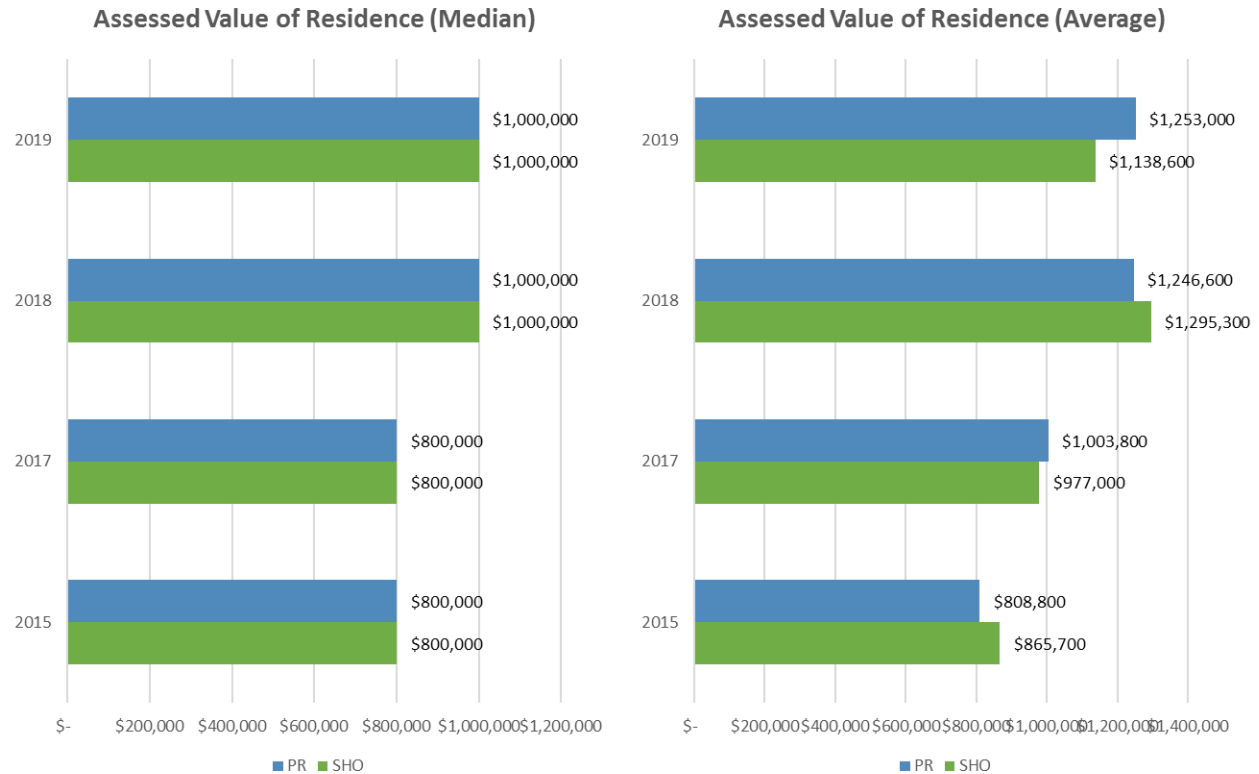
Second Homeowners

- The average self-assessed value of a second homeowner respondent's Whistler residence is \$1.138 million (down from \$1.295 million in 2018 but up from \$977,000 in 2017).
- One third of second homeowner respondents are either employed or self-employed (32%), over 3-in-5 are retired (61%). One percent (1%) are unemployed, and not seeking work, while 1% are students.

Assessed Value of Whistler Residence

Roughly three in ten (29%) permanent resident respondents assessed the value of their property between \$200,000 and \$400,000, another fifth of respondents (21%) between \$600k and \$800k, and half (50%) assessed at \$1 million dollars or more. The average assessed value by permanent resident respondents is \$1.253 million dollars (up from \$1.246 in 2018 and \$1 million in 2017). Significantly more permanent resident respondents assessed the value of their property to be over \$2 million (27%), when in comparison to previous years dating back to 2009, 2%-5% respondents valued their home at that amount. Also, in comparison to 2017 results, 14% more assessed the value of their property to be over \$2 million (13%→27%).

Of second homeowner respondents, 19% assessed their property between \$200,000 and \$400,000, 20% assessed between \$600,000 and \$800,000, and 61% at \$1 million dollars or more. On average, second homeowner respondents assessed the value of their property at \$1.138 million (down from \$1.295 million in 2018 but up from \$977,000 in 2017).



Q4. What is the assessed value of your primary Whistler residence? Would it be closer to...?

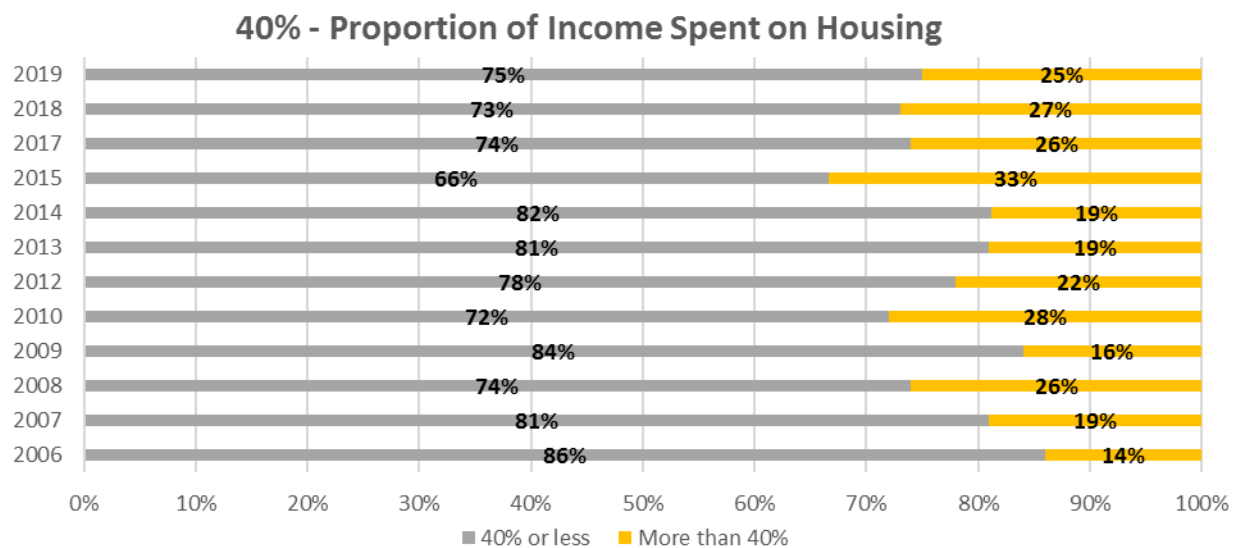
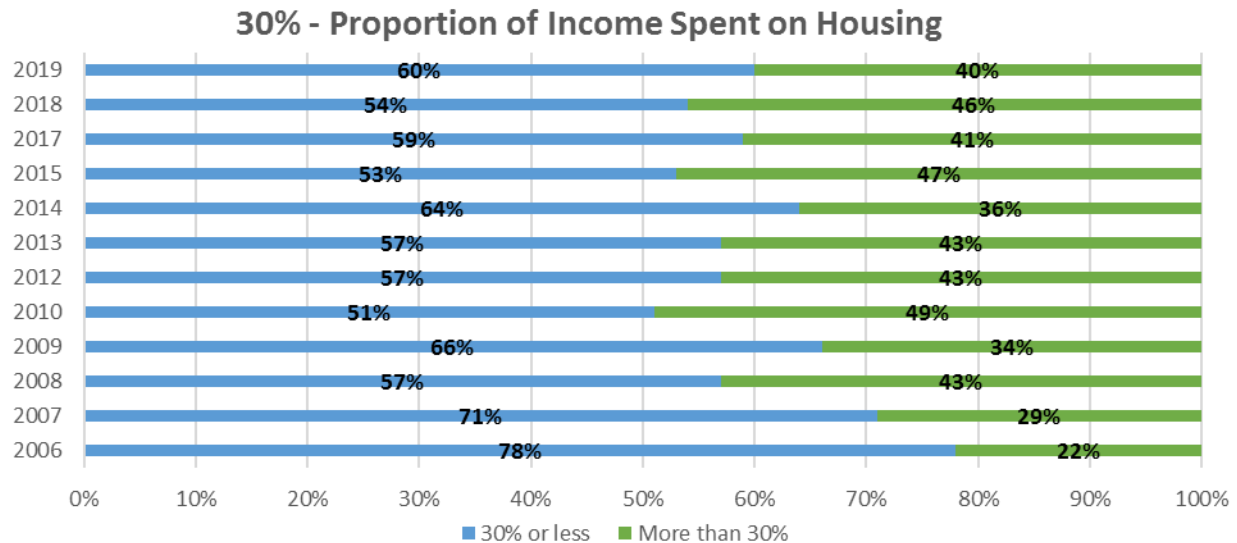
BASE: Total Permanent Residents: 2015 (n=224), 2017 (n=178), 2018 (n=212), 2019 (n=300)

BASE: Total Second Homeowners: 2015 (n=201), 2017 (n=200), 2018 (n=170), 2019 (n=202)

Income Spent on Housing – Permanent Residents

When looking at only permanent resident respondents, 40% spend more than 30% of their income on housing. Permanent resident respondents spending more than 30% of their income on housing decreased significantly in 2019 from 2018 by 6pp mirroring 2017 results (46%→40%).

Furthermore, one quarter of permanent resident respondents (25%) pay less than 40% of their income on housing. This is relatively consistent with historical scores for this measure and remains relatively unchanged from last year decreasing by 2pp (27%→25%).



Employment and Median Income Levels – Personal and Household

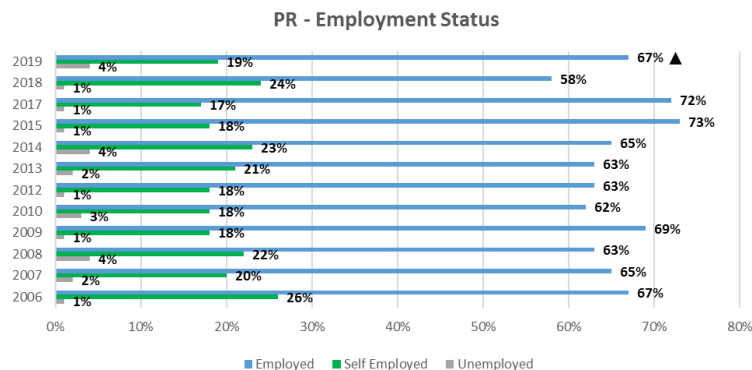
Permanent resident respondents are significantly more likely to be employed when compared to second homeowner respondents (67%, compared to 18%), while second homeowners are significantly more likely to be retired when compared to permanent resident respondents (61%, compared to 9%).

Employment Status		
	PR (N=300) %	SHO (N=202) %
Employed	67	18
Self Employed	19	16
Student	2	1
Retired	9	61
Unemployed (not seeking work)	2	1
Unemployed (seeking work)	2	4

Just under 7-in-10 permanent resident respondents are employed (67%), 1-in-5 are self-employed (19%), and 2% are unemployed, although seeking work. Significantly more respondents are employed when compared to historical findings in 2018; employment has increased significantly 9pp from the previous year ending a downward trend in employment scores. Those identifying as unemployed, but seeking work, has remained a consistent score unchanged from previous years (2%).

The median personal income range among permanent resident respondents is \$40,000 to \$45,000. This is down from \$55,000 to \$59,999 reported in 2018 and \$50,000 to \$54,999 reported on in 2017, along with levels reported in 2015 (\$50,000 to \$75,000). However, this is in line with levels reported in 2014, 2013, 2012, 2010, and 2009 (\$40,000 to \$45,000). The median household family income range is \$105,000 to \$109,999. This is also down from \$110,000 to \$114,999 reported in 2018, 2017, and 2015. However, it remains higher than those incomes reported in 2014, 2013, and 2010 (\$90,000 to \$95,000).

The median personal annual income in 2019 is \$42,000 (down significantly from 2018 at \$55,000 and \$52,000 in 2017). 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 \$109,700 (relatively consistent with last year). It should be noted that even though significantly more people are employed, income has dropped significantly.



Q3) Are you currently...? 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), 2018 (n=303) 2019 (n=300)

Community Life

Permanent Residents

- 89% of permanent resident respondents are satisfied (very/somewhat) with Whistler as a place to live; one in two are “very satisfied” this year (50%, increasing 3pp from 47% in 2018).
- Highest satisfaction ratings were recorded for:
 - recreation trails for hiking and mountain biking (98%; up 1pp),
 - ability to get around by bike and foot (98%; up 4pp), and
 - opportunities available for recreational activities (97%; up 1pp).
- Lowest satisfaction ratings were recorded for:
 - personal opportunities for formal learning through schools/colleges/other with accredited courses in Whistler/Sea-to-Sky corridor (34%; down 8pp),
 - ability to get around Whistler by personal vehicle (63%; down 6pp), and
 - ability to travel to and from Whistler on Highway 99 (66%; up 2pp).
- There were no significant increases in satisfaction levels between 2018 and 2019.
- The most popular mode of transportation permanent resident respondents indicated they employ for travelling to and from work is by vehicle, travelling alone in both the winter months (55%), and summer months (41%).

Second Homeowners

- Nearly all second homeowner respondents are satisfied (very/somewhat) with Whistler as a place to spend time (94%); the majority (60%) was “very satisfied”.
- Highest satisfaction ratings were recorded for (changes in satisfaction noted below are not statistically significant):
 - opportunities available for recreational physical activities (98%; down 1pp),
 - ability to get around by bike and foot (97%; up 1pp), and
 - recreation trails for hiking and mountain biking (97%; no change).
- Lowest satisfaction ratings were recorded for (changes in satisfaction noted below are not statistically significant):
 - ability to travel to and from Whistler on Highway 99 (77%, down 4pp), and
 - personal opportunities for formal learning through schools and colleges with accredited courses in Whistler (43%).

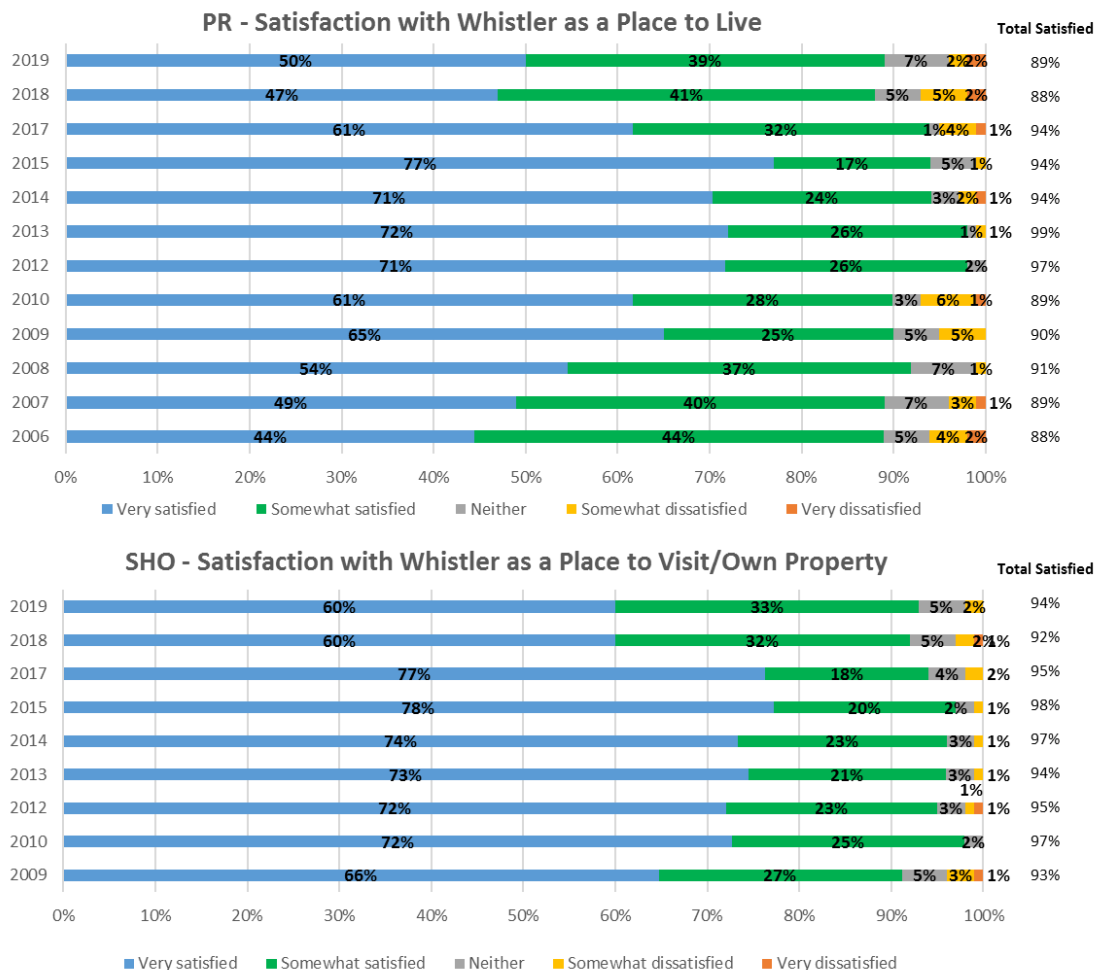
Whistler as a Place to Live/Spend Time

The majority of permanent (89%) and second homeowner (94%) respondents were satisfied with Whistler as a place to live/spend time.

There are no significant changes for this measure when comparing 2019 scores with 2018 results. Satisfaction scores remain consistent for both permanent resident and second homeowner respondents when compared to the previous year.

However, second homeowner respondents continued to be significantly more likely to be “very satisfied” when compared to permanent residents (60%, compared to 50%). This aligns with 2018 scores.

Permanent residents who own their homes were significantly more satisfied with Whistler as a place to live/spend time when compared to permanent resident renters (95%, compared to 82%).



Q5. Overall, how satisfied are you with Whistler as a place to live (PR) / visit and own property (SHO)? Are you...?

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), 2018 (n=303), 2019 (n=300)

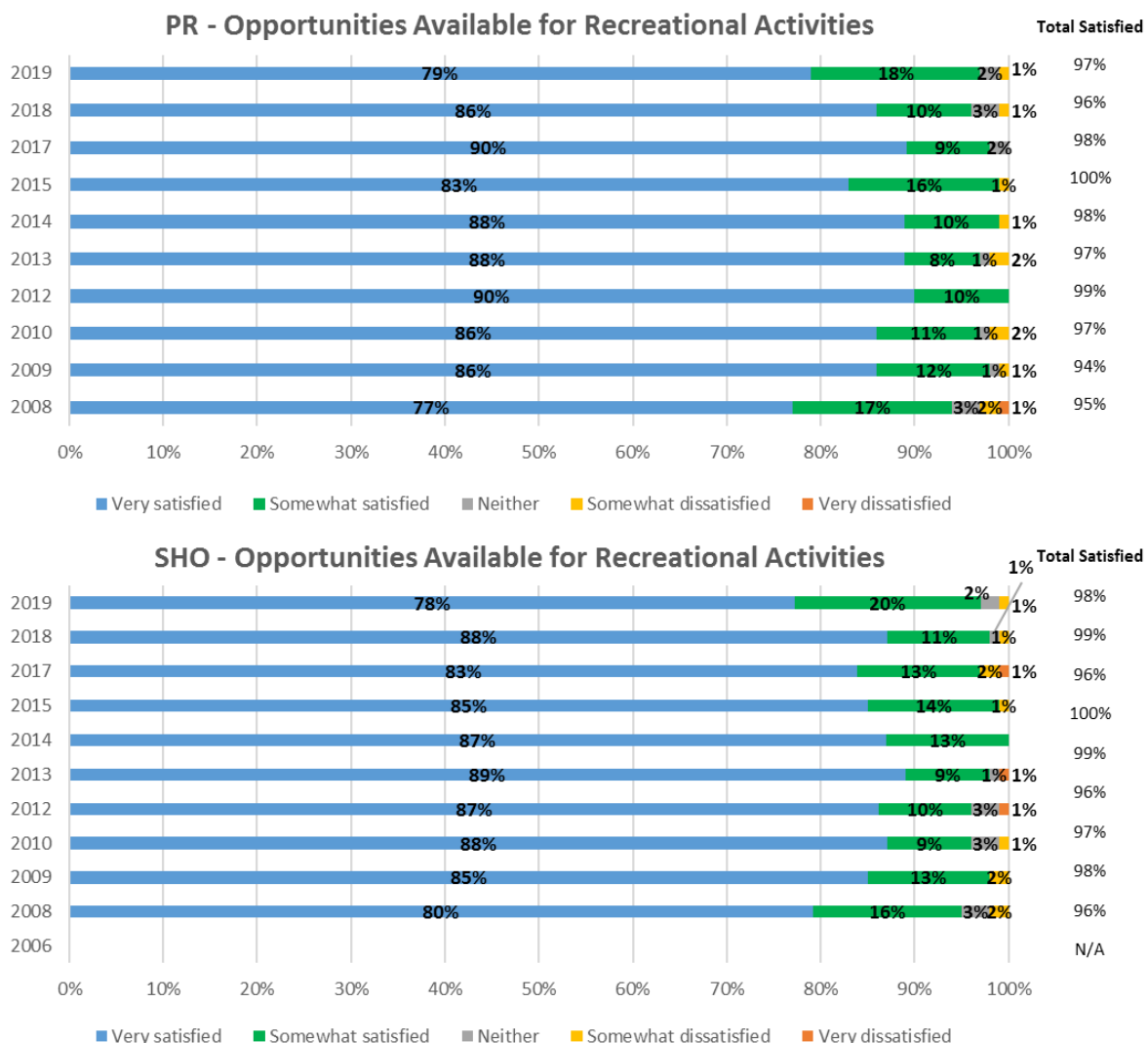
Total Second Homeowners (with an opinion): 2006 (n=200), 2008 (n=203), 2009 (n=197), 2010 (n=197), 2012 (n=197), 2013 (n=195), 2014 (n=197), 2015 (n=199), 2017 (n=199), 2018 (n=170), 2019 (n=202)

Opportunities Available for Recreational Physical Activities

Nearly all permanent resident (97%) and second homeowner (98%) respondents were satisfied with the opportunities available for recreational physical activities in Whistler.

There are no significant differences between permanent resident and second homeowner respondent scores for this aspect of life in Whistler.

When comparing 2019 results with 2018, both permanent residents and second homeowner respondents were significantly less likely to be “very satisfied” but more likely to be “somewhat satisfied” when it came to opportunities available for recreational physical activities in Whistler (PR: down 7pp for “very,” up 8pp for “somewhat,” SHO: down 10pp for “very,” up 9pp for “somewhat”).



Q6a. How satisfied are you with the following aspects of life in Whistler? Are you...? Opportunities available for recreational physical activities
 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), 2018 (n=303), 2019 (n=300)
 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), 2018 (n=170), 2019 (n=202)

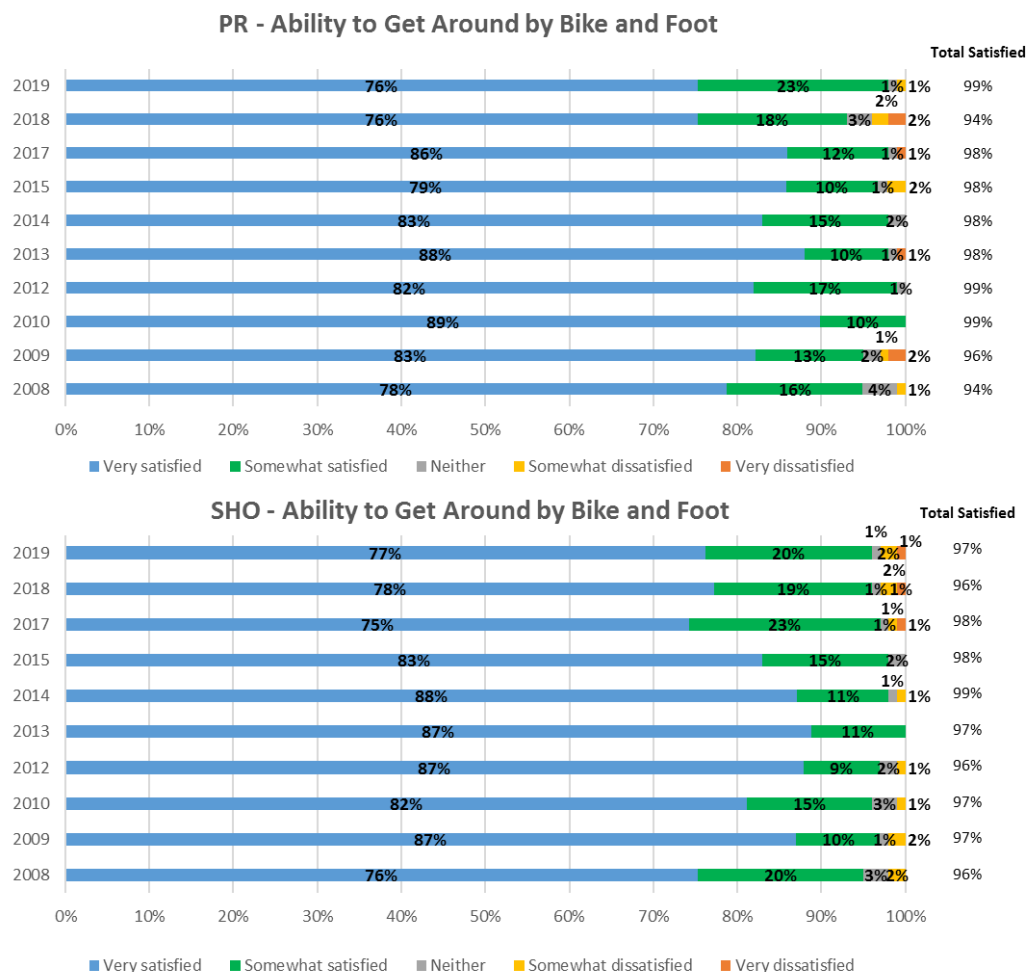
Ability to Get Around by Bike and Foot

Satisfaction with the ability to get around by bike and foot in Whistler was high among both permanent resident (99%) and second homeowner (97%) respondents.

Even though scores for permanent residents being “very satisfied” in 2019 were consistent with 2018 scores, a higher proportion of residents were “somewhat satisfied” with the ability to get around by bike and foot increasing by 5pp (18%→23%). There were no changes in scores for secondary homeowners for this measure when comparing 2019 to 2018.

There are also no significant differences between permanent resident and second homeowner respondents for this aspect of life in Whistler.

Male second homeowners were more satisfied with the ability to get around by bike and foot in Whistler when compared to females (100%, compared to 94%).



Q.6c) How satisfied are you with the following aspects of life in Whistler? “Ability to get around by bike and foot”

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), 2018 (n=303), 2019 (n=300)

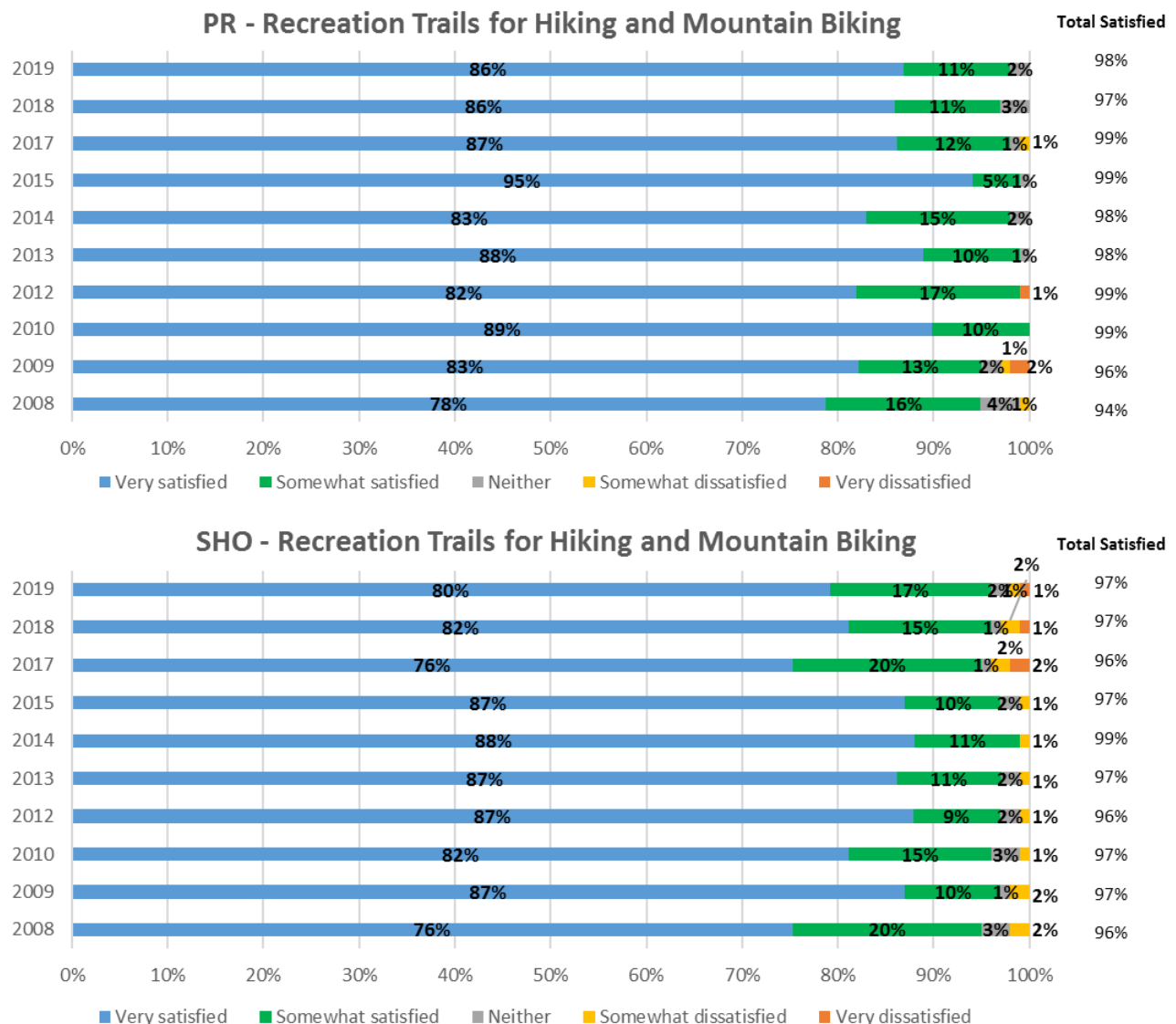
Total Second Homeowners (with an opinion): 2008 (n=205), 2009 (n=198), 2010 (n=191), 2012 (n=199), 2013 (n=187), 2014 (n=198), 2015 (n=192), 2017 (n=198), 2018 (n=170), 2019 (n=202)

Recreation Trails for Hiking and Mountain Biking

Nearly all permanent resident and second homeowner respondents said they were satisfied with recreation trails for hiking and mountain biking (permanent resident: 98%, second homeowner: 97%).

While permanent resident respondents were significantly more likely to be “very satisfied” (86%, compared to 80%), second homeowner respondents were significantly more likely to be “somewhat satisfied” (17%, compared to 11%).

There are no significant findings when looking at differences in satisfaction for this aspect between 2019 scores and previous years.



Q.6d) How satisfied are you with the following aspects of life in Whistler? “Recreation trails for hiking and mountain biking”

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), 2018 (n=294), 2019 (n=300)

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), 2018 (n=168), 2019 (n=202)

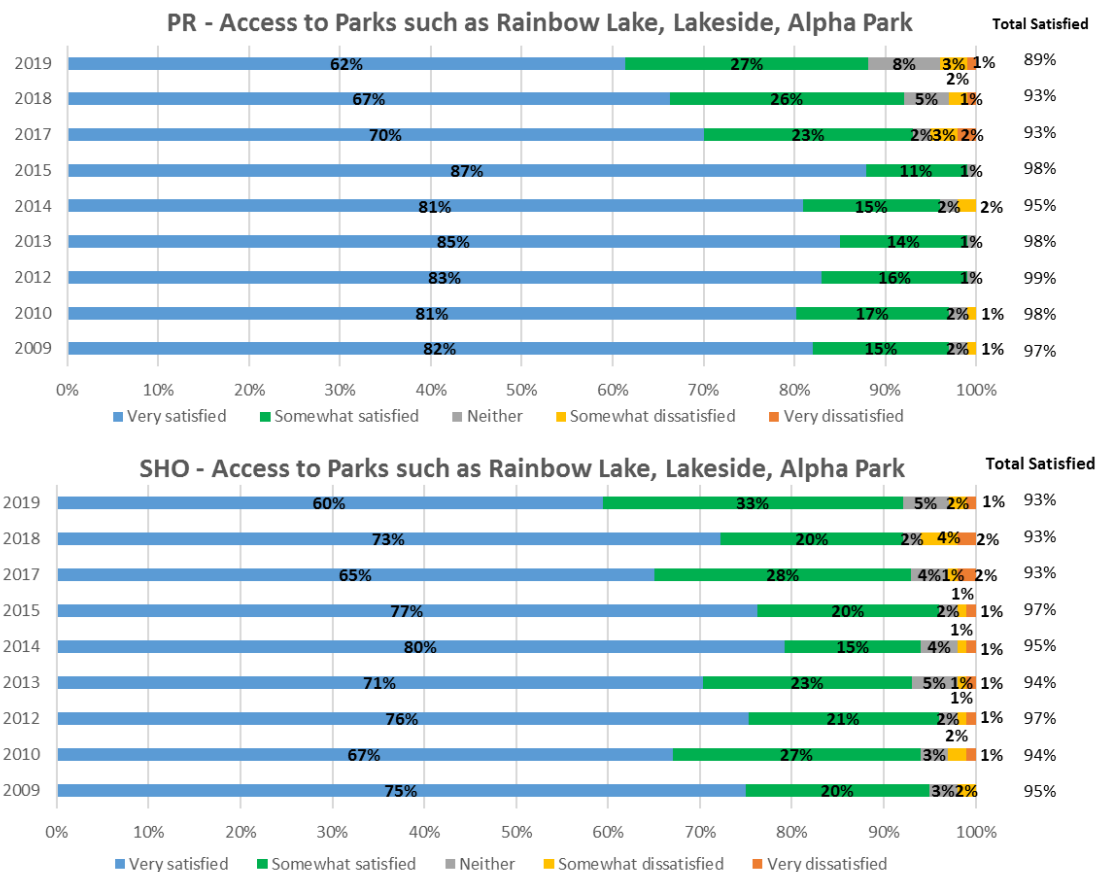
Access to Parks such as Rainbow Park, Lakeside, Alpha Lake Park

The majority of permanent resident and second homeowner respondents were satisfied with access to parks such as Rainbow Park, Lakeside, and Alpha Lake (89% for permanent resident, 93% for second homeowner).

When comparing 2019 results with 2018, permanent resident respondents were less likely to be “very satisfied” dropping 5pp (67%→62%). This score appears to be trending downward and this has been occurring since 2017.

Secondary homeowners were also less likely to be “very satisfied” and this drop was significant. “Very satisfied” scores dropped by 13pp (73%→60%). However, “somewhat satisfied” scores increased by 13pp (20%→33%).

Those unemployed permanent residents were more likely to be satisfied with access to parks when compared to those employed respondents (95%, compared to 87%). Furthermore, male second homeowners were more satisfied with this aspect when compared to females (97%, compared to 89%).



Q.6e) How satisfied are you with the following aspects of life in Whistler? “Access to parks such as Rainbow Lake, Lakeside, Alpha Lake Park”
 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), 2018 (n=300), 2019 (n=300)
 Total Second Homeowners (with an opinion): 2009 (n=197), 2010 (n=189), 2012 (n=195), 2013 (n=191), 2014 (n=192), 2015 (n=195); 2017 (n=187), 2018 (n=168), 2019 (n=202)

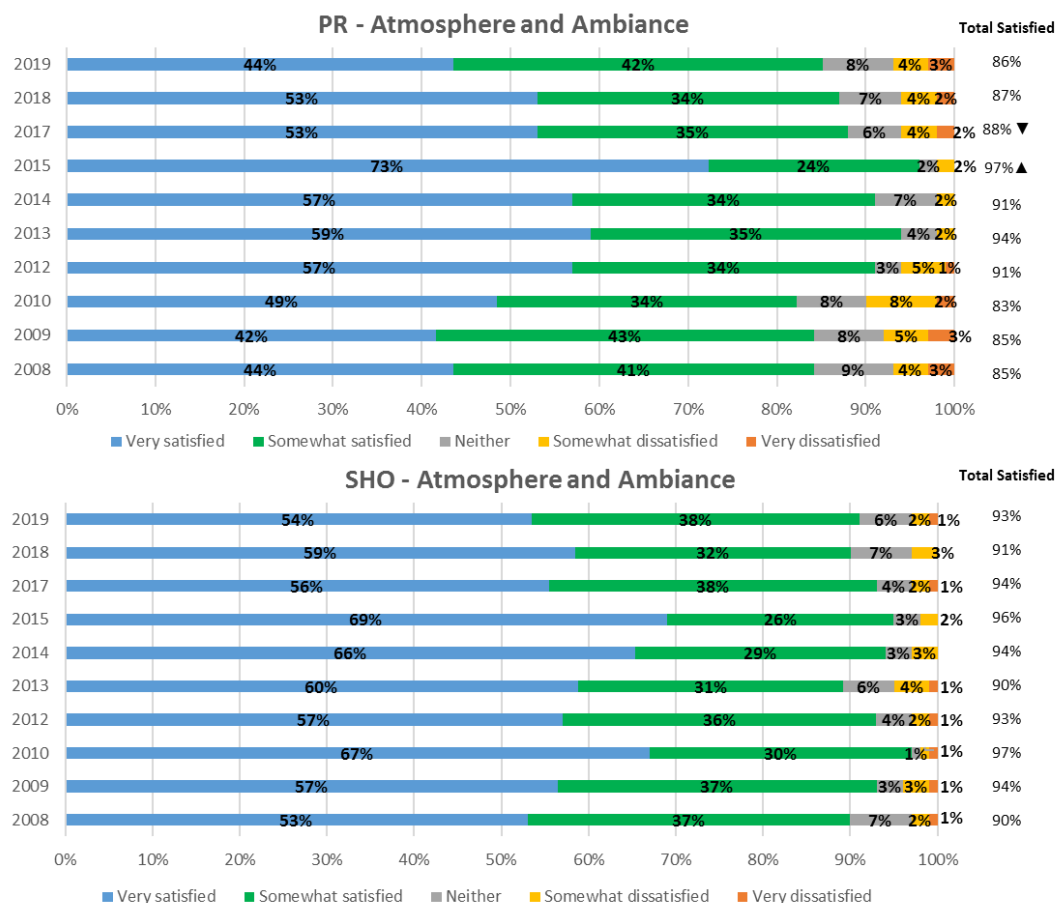
Atmosphere and Ambiance

The majority of permanent resident (86%) and second homeowner (93%) respondents said they were satisfied (very/somewhat) with the atmosphere and ambiance in Whistler Village in 2019.

Second homeowner respondents continue to be significantly more likely to be “very satisfied” with the atmosphere and ambiance in Whistler than were permanent resident respondents (54%, compared to 44%). Second homeowners were also significantly more satisfied at the top two-box level as well (93%, compared to 86%).

When comparing 2019 scores to historical findings, permanent resident respondents were significantly less likely to be “very satisfied” dropping 9pp from the previous year. This score appears to be trending downward and this has been occurring since 2017.

Those permanent resident respondents between 35-54 were significantly more likely to be very satisfied when compared to both younger and older respondents (92%, compared to 80%, 85%, respectively).



Q6g) How satisfied are you with the following aspects of life in Whistler? “Atmosphere and ambiance of Whistler Village”

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), 2018 (n=300), 2019 (n=300)

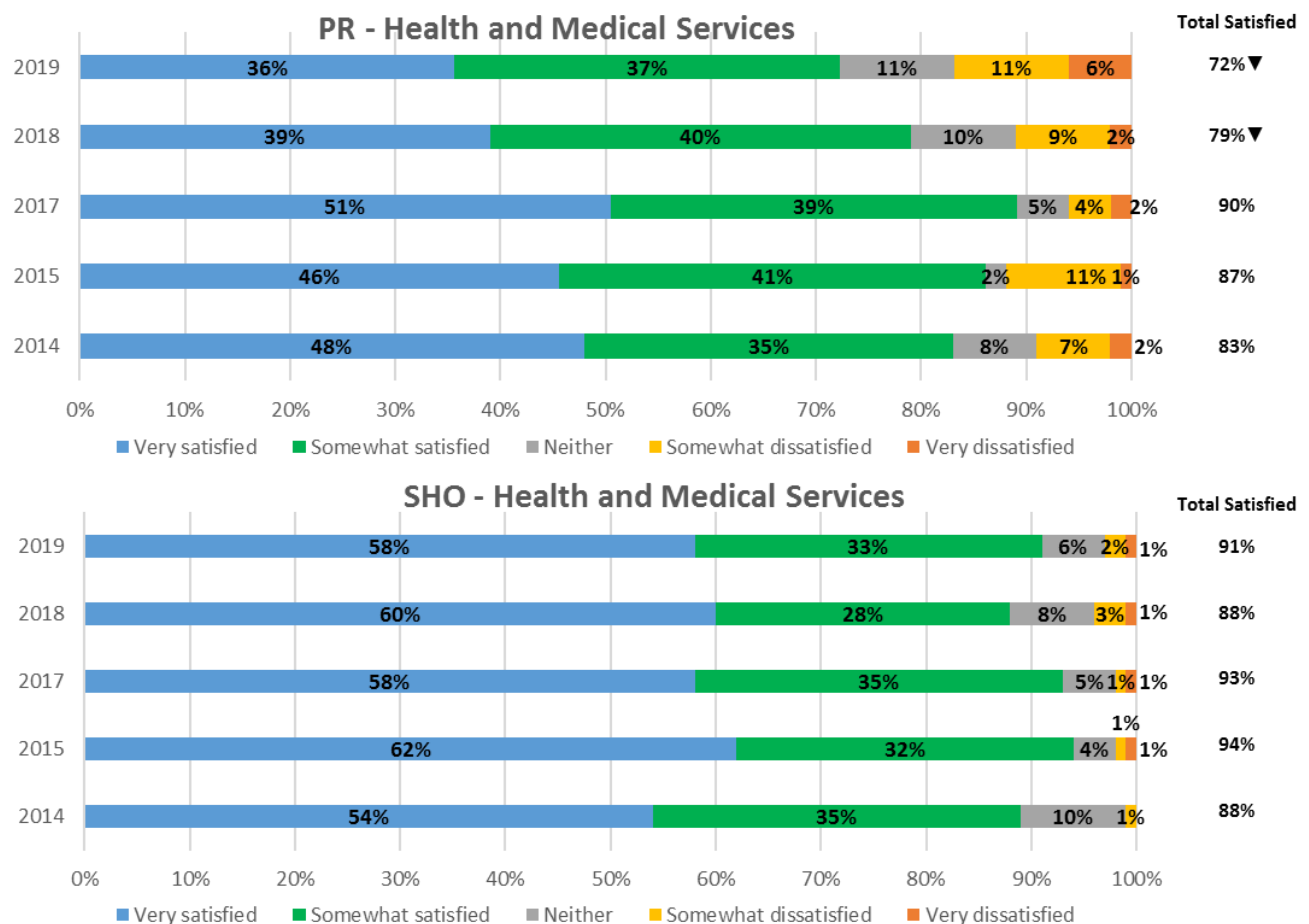
Total Second Homeowners (with an opinion): 2008 (n=204), 2009 (n=199), 2010 (n=199), 2012 (n=195), 2013 (n=196), 2014 (n=199), 2015 (n=198), 2017 (n=198), 2018 (n=169), 2019 (n=202)

Health and Medical Services

Roughly three-quarters of permanent resident (72%) and the majority of second homeowner (91%) respondents said they were satisfied (very/somewhat) with health and medical services in Whistler.

Second homeowner respondents (91%) were significantly more satisfied with health and medical services compared to permanent resident respondents (72%) whose score dropped significantly by 7pp from last year to this year (79%→72%). This score has been trending downward since 2017. Those respondents in the higher household income brackets are significantly less satisfied (22% Very/Somewhat dissatisfied for those with a household income of \$50K, compared to 3% for those in the lowest household income bracket.

Second homeowner respondents continued to be significantly more likely to be “very satisfied” when compared to permanent resident respondents (58%, compared to 36%). Second homeowner scores remain consistent year over year for this aspect of life in Whistler.



Q6i) How satisfied are you with the following aspects of life in Whistler? “Health and medical services”

BASE: Total Permanent Residents (with an opinion): 2014 (n=297), 2015 (n=255), 2017 (n=278), 2018 (n=295), 2019 (n=300)

Total Second Homeowners (with an opinion): 2014 (n=165), 2015 (n=170), 2017 (n=161) 2018 (n=150), 2019 (n=202)

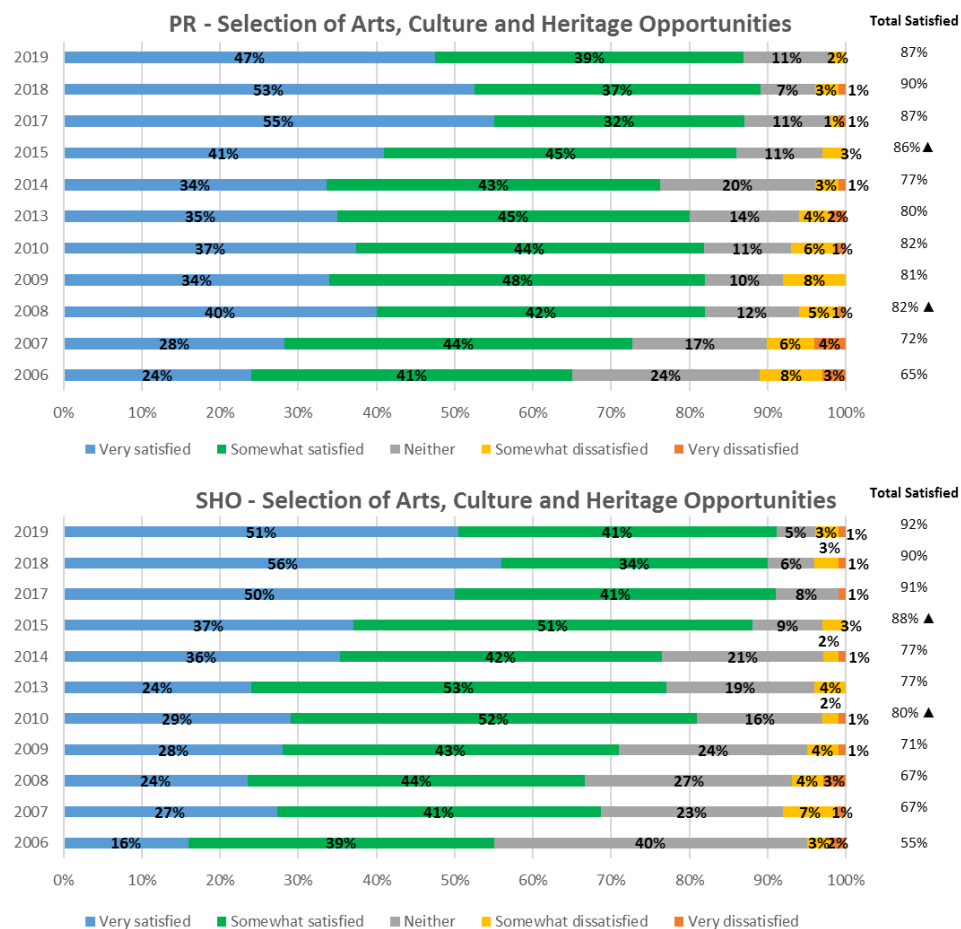
Selection of Arts, Culture and Heritage Opportunities

The majority of permanent resident (87%) and second homeowner (92%) respondents said they were satisfied (very/somewhat) with the selection of Arts, Culture and Heritage opportunities in Whistler.

Permanent resident respondents who own their home were significantly more likely to indicate they were satisfied with the selection of Arts, Culture and Heritage opportunities when compared to those who rent (91%, compared to 82%).

There are no significant differences when comparing permanent resident and second homeowner respondent results for this aspect of life in Whistler.

When comparing 2019 scores with historical results, “very satisfied” scores amongst permanent residents appear to be trending downward. This score has dropped 8pp since 2017 (55%→53%→47%).



Q6b) How satisfied are you with the following aspects of life in Whistler? “Selection of arts, culture and heritage opportunities”

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), 2018 (N=296), 2019 (n=300)

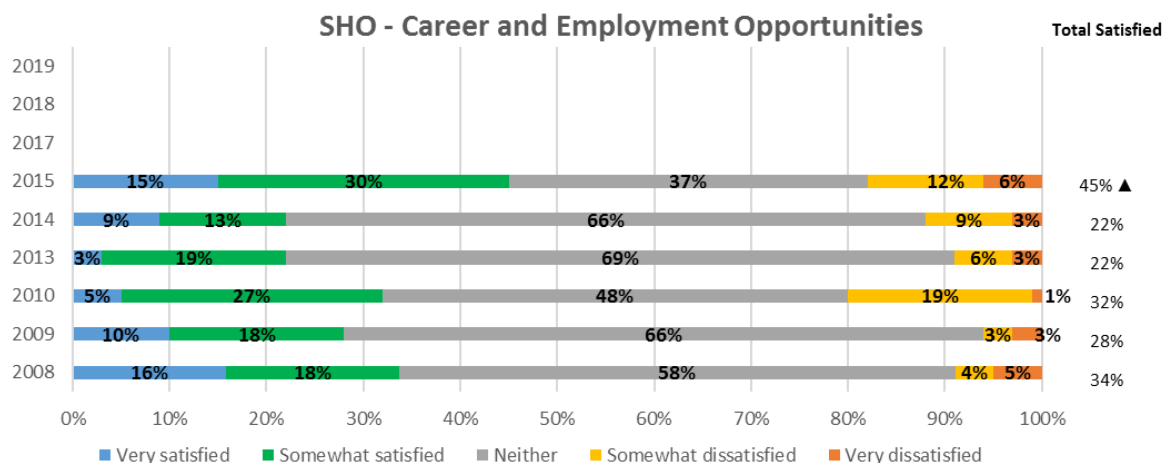
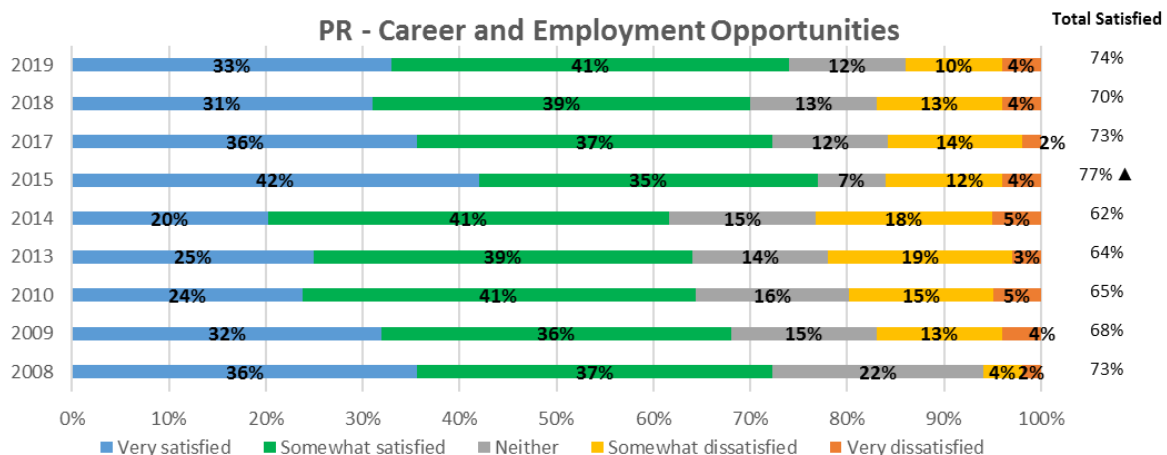
Total Second Homeowners (with an opinion): 2006 (n=170), 2007 (n=173), 2008 (n=195), 2009 (n=185), 2010 (n=179), 2013 (n=168), 2014 (n=180), 2015 (n=178), 2017 (n=186), 2018 (N=164), 2019 (n=202)

Career and Employment Opportunities

Roughly three-quarters of permanent resident respondents said they are satisfied (very/somewhat) with career and employment opportunities in Whistler (74%). This score does not vary significantly from year to year.

Second homeowners were not asked about this aspect in 2017, 2018, and 2019.

Male permanent resident respondents were significantly more satisfied with career and employment opportunities in Whistler when compared to female respondents (79%, compared to 67%).



Q6H) How satisfied are you with the following aspects of life in Whistler? "Career and employment opportunities"

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), 2018 (N=283), 2019 (n=300)

Total Second Homeowners (with an opinion): 2008 (n=168), 2009 (n=115), 2010 (n=98), 2013 (n=90), 2014 (n=88), 2015 (n=67), 2017 NA, 2018 NA, 2019 NA

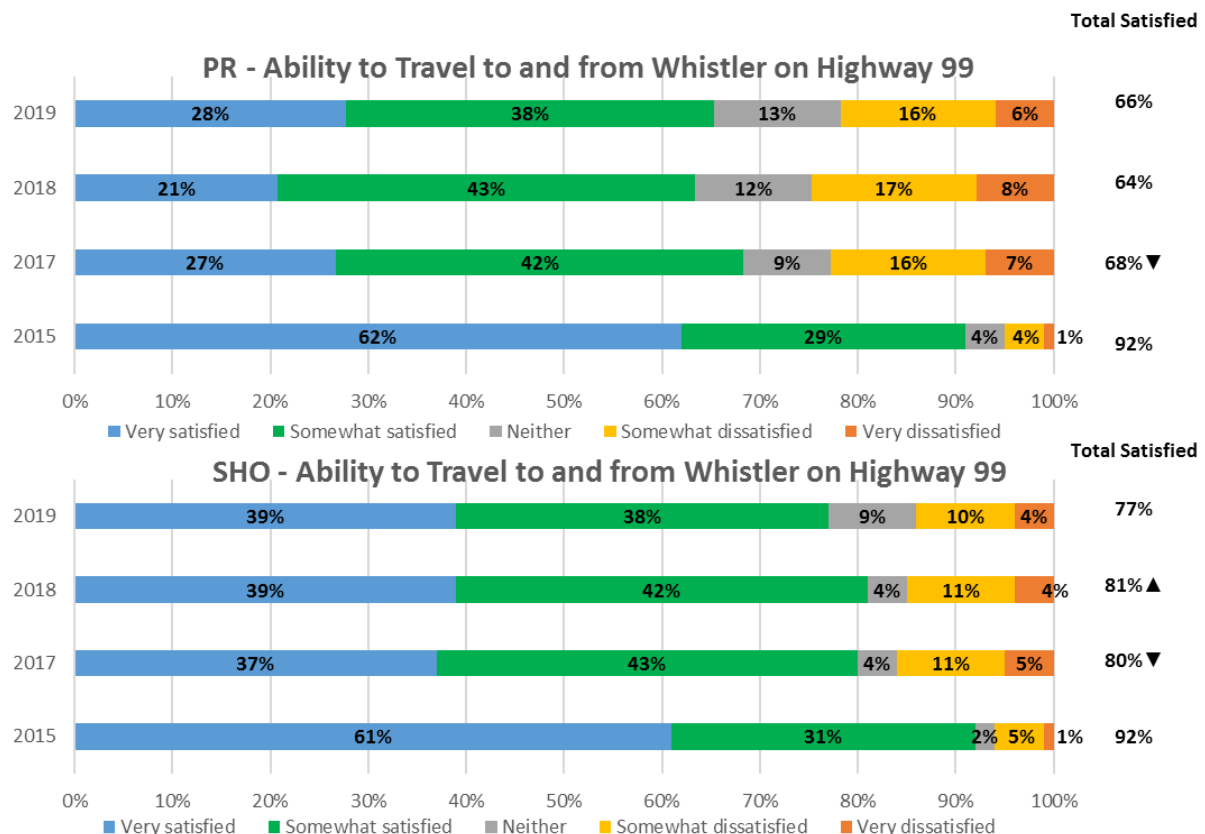
Ability to Travel to and from Whistler on Highway 99

Roughly two-thirds of permanent residents (66%) and over three-quarters of second homeowner (77%) respondents said they were satisfied (very/somewhat) with the ability to travel to and from Whistler on highway 99.

Second homeowner respondents (77%) were significantly more satisfied compared to permanent resident respondents (66%).

Permanent resident respondents were significantly more likely to say they were “very satisfied” this year when compared to the previous year increasing by 7pp (21%→28%). This ended a downward trend that had been occurring since 2015.

When compared to permanent resident respondents, second homeowner respondents were significantly more likely to be “very satisfied” in 2019 (39% vs. 28%).



Q6k) How satisfied are you with the following aspects of life in Whistler? “Ability to travel to and from Whistler on Highway 99”

BASE: Total Permanent Residents (with an opinion) 2015 (n=256), 2017 (n=286), 2018 (n=300), 2019 (n=300)

Total Second Homeowners (with an opinion) 2015 (n=200), 2017 (n=196), 2018 (n=170), 2019 (n=202)

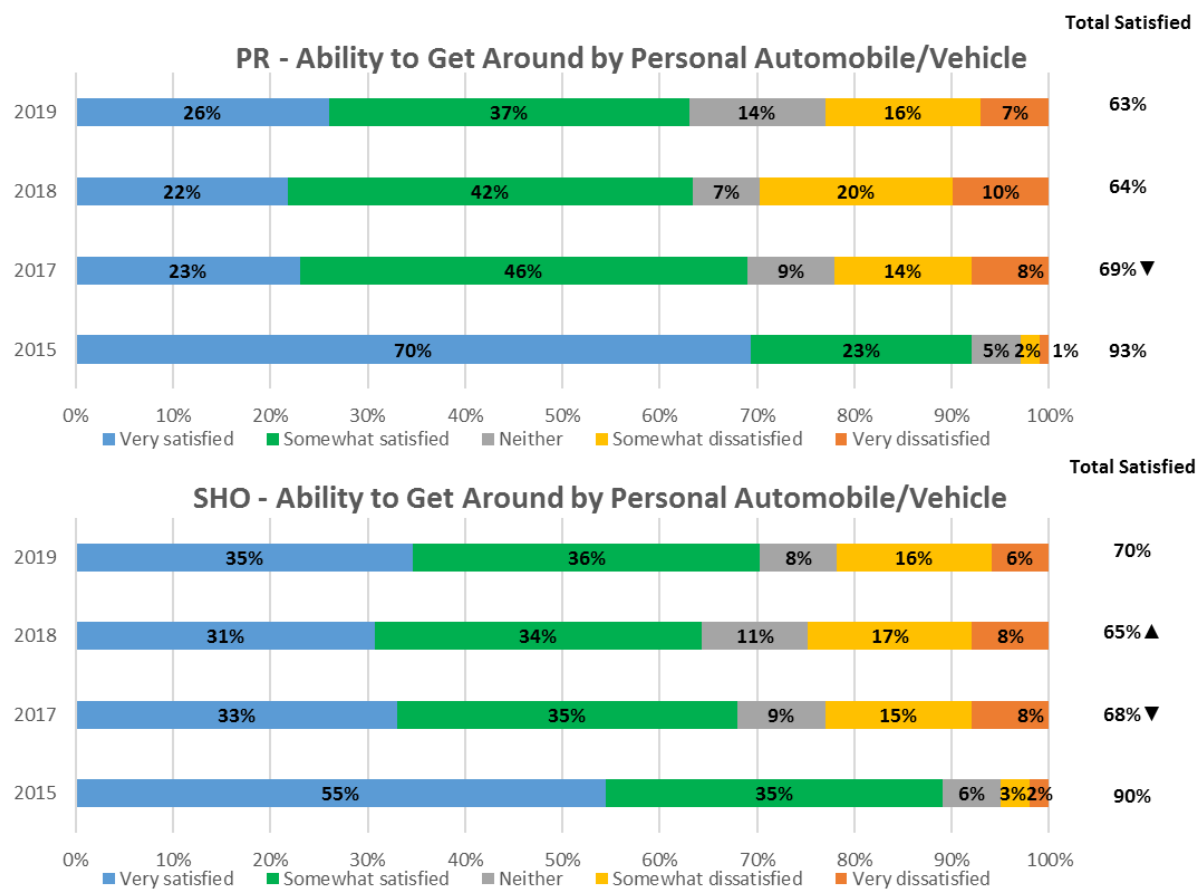
Ability to Get Around by Personal Automobile/Vehicle

Roughly 3-in-5 permanent resident (63%) and the majority of second homeowner (70%) respondents said they were satisfied (very/somewhat) with the ability to get around by personal automobile/vehicle.

Scores for permanent resident respondents were consistent with previous years when regarding this aspect of life in Whistler.

Similarly, to other aspects, second homeowner respondents were significantly more likely to be “very satisfied” when compared to permanent resident respondents (35%, compared to 26%).

Those unemployed permanent residents were significantly more likely to be satisfied with the ability to get around by personal automobile/vehicle when compared to those employed (78%, compared to 60%).



Q6j) How satisfied are you with the following aspects of life in Whistler? “Ability to get around Whistler by personal automobile / vehicle”

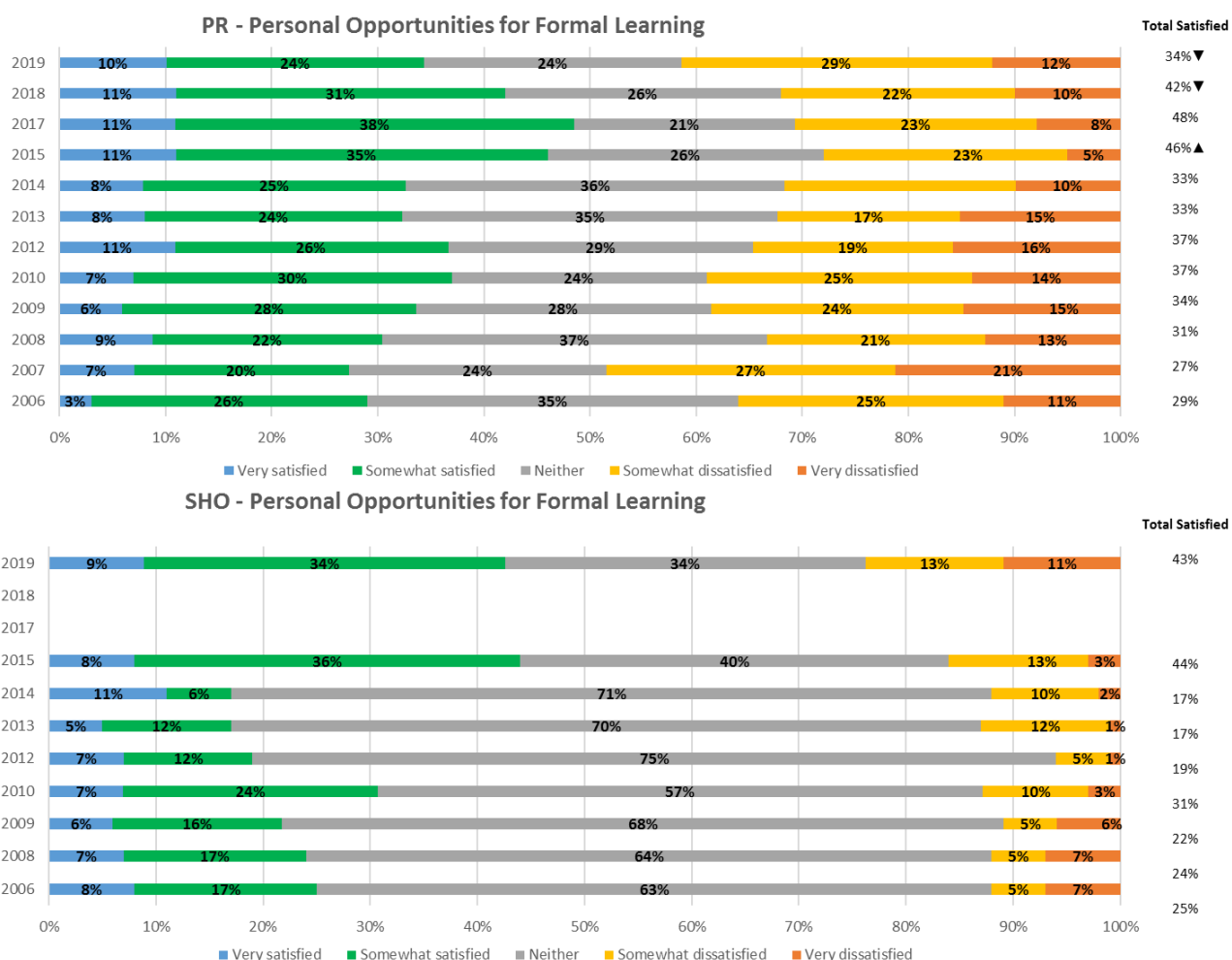
Total Permanent Residents (with an opinion): 2015 (n=253), 2017 (n=197), 2018 (n=295), 2019 (n=300)

Total Second Homeowners (with an opinion): 2015 (n=199), 2017 (n=195), 2018 (n=169), 2019 (n=202)

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, just over one-third of permanent resident respondents were satisfied (34%). Satisfaction decreased for a second year in a row. Satisfaction dropped by 8% for this measure when compared to 2018 scores (42%→34%); it's dropped 14% when compared to 2017 scores (48%→34%).

Second homeowners were not asked about this aspect in both 2017 and 2018. In 2019 however, scores ran parallel with 2015 results – when this question was last asked of this group.



Q6f) 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"

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), 2018 (n=240), 2019 (n=300)

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), 2017 NA, 2018 NA, 2019 (n=202)

Historical Comparison – Permanent Residents

The following chart presents top two box percent satisfaction of permanent resident respondents for aspects of life in the Resort Municipality of Whistler for 2019 compared to 2010, 2012, 2013, 2014, 2015, 2017, and 2018. In other words, this chart indicates the total % of those permanent residents who indicated they were very or somewhat satisfied with various aspects of life in Whistler.

Aspect of Life	2010	2012	2013	2014	2015	2017	2018	2019
	%							
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	42	34 ▼
Career and employment opportunities	65	-	64	62	77	73	70	74
Selection of Arts, Culture and Heritage opportunities	82	-	80	77	86	87	90	87
Health and medical services	-	-	-	83	87	90	79	72 ▼
Recreation trails for hiking and mountain biking	99	99	98	98	99	99	97	98
Ability to get around by bike and foot	99	99	98	98	98	98	94	98
Whistler as a Place to Live/Spend Time	89	97	99	94	94	94	88	89
Opportunities available for recreational physical activities	97	99	97	98	100	98	96	97
Access to parks such as Rainbow Park, Lakeside, Alpha Lake Park	98	99	98	95	98	93	93	89
Atmosphere and ambiance of Whistler Village	83	91	94	91	97	88	87	86
Ability to travel to and from Whistler on Highway 99	-	-	-	-	92	68	64	66
Ability to get around Whistler by personal automobile/vehicle	-	-	-	-	93	69	64	63

Suggested Priorities for Improving Satisfaction with Whistler as a Place to Live – Permanent Residents

The priority items displayed in the table below considers 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 aspect of life in Whistler). By focusing on those aspects identified as the most important and have the most room for improvement, the Resort Municipality of Whistler can use this feedback to work towards improving overall satisfaction with Whistler as a place to live.

The priority table below reveals that the top priorities to improve overall satisfaction with aspects of life in the Resort Municipality of Whistler moving forward are: **(1) ability to get around Whistler by personal automobile/vehicle, (2) ability to travel to and from Whistler on Highway 99, and (3) career and employment opportunities.**

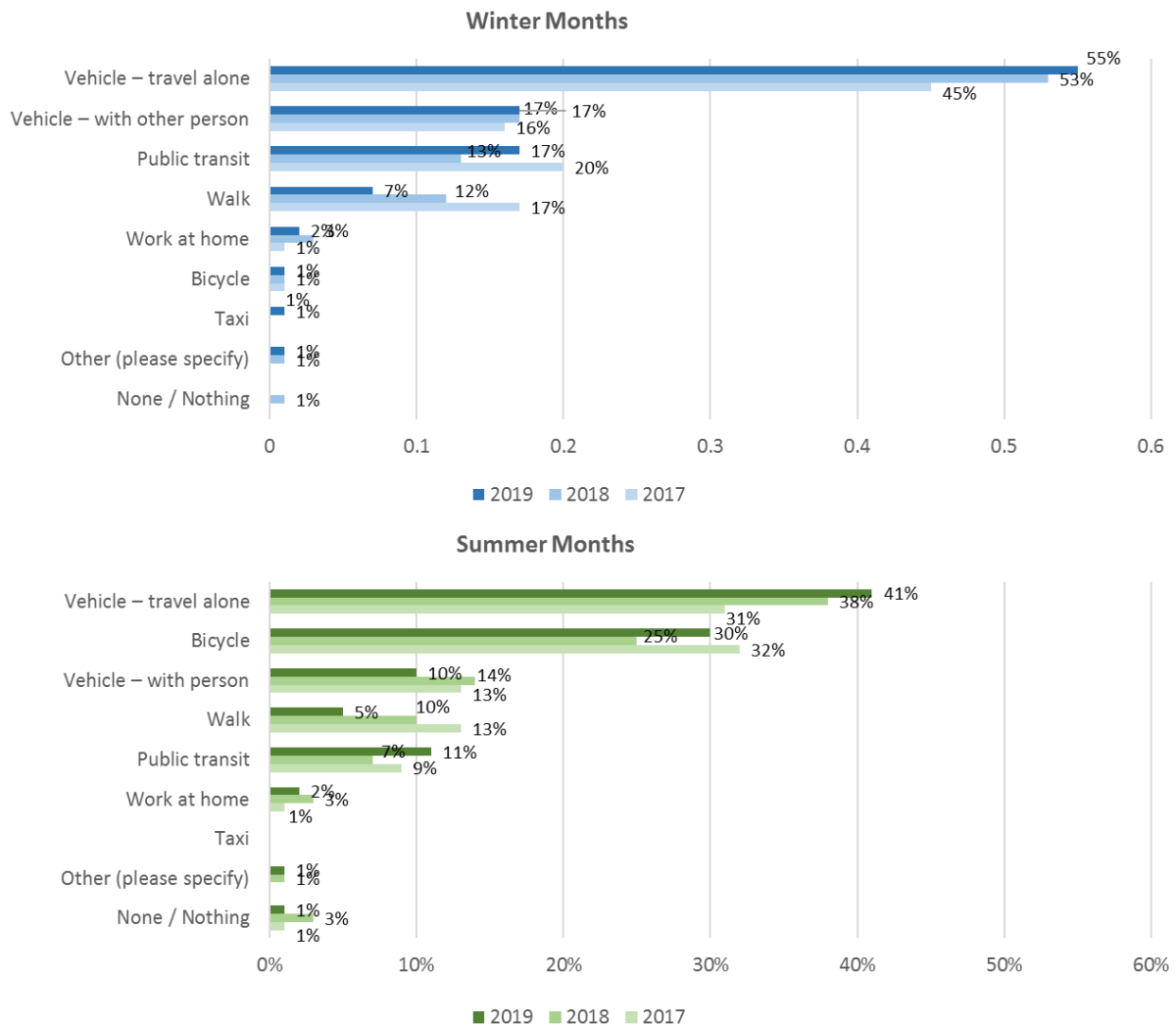
High Priority
Medium Priority
Low Priority

Priority	Aspect of Life	Performance	Importance
1	Ability to get around Whistler by personal automobile/vehicle	63	0.254
2	Ability to travel to and from Whistler on Highway 99	66	0.233
3	Career and employment opportunities	74	0.196
4	Health and medical services	72	0.143
5	Atmosphere and ambiance of Whistler Village	86	0.143
6	Access to parks such as Rainbow Park, Lakeside, Alpha Lake Park	89	0.167
7	Selection of Arts, Culture and Heritage opportunities	87	0.104
8	Recreation trails for hiking and mountain biking	98	0.116
9	Ability to get around by bike and foot	98	0.100
10	Opportunities available for recreational physical activities	97	0.064
11	Personal opportunities for formal learning	34	-0.260

Mode of Transportation Travelling to and From Work – Permanent Residents

The most popular mode of transportation permanent resident respondents indicated they employ for travelling to and from work is by vehicle, travelling alone in both the winter months (55%), and summer months (41%).

Scores remained relatively consistent across the winter month scores except for walking which dropped 5pp from the previous year (12%→7%). Scores also remained relatively consistent across the summer month scores except for bicycling which increased by 5pp from the previous year (25%→30%).



Q7. What mode of transportation do you tend to use most often to travel to and from work in Whistler during the winter months?

Q8. What mode of transportation do you tend to use most often to travel to and from work in Whistler during the summer months?

Permanent Residents (currently employed/self-employed): 2017 (n=257), 2018 (n=303), 2019 (n=300)

Most Important Issues Facing Community

First Mention

Permanent resident respondents named housing as the most important issue facing their community that should receive the greatest attention from municipal leaders (52%). Transportation was considered the second most important issue facing the Whistler community by permanent residents (18%).

Second homeowner respondents also named housing as the most important issue facing their community that should receive the greatest attention from municipal leaders (24%), transportation as the second most important issue facing the Whistler community by second homeowner respondents (23%).

Most important Issue Facing the Community of Whistler – First Mention

	Most Important Issue Facing the Community of Whistler: FIRST Mention																	
	PR									SHO								
	'08	'09	'12	'13	'14	'15	'17	'18	'19	'08	'09	'12	'13	'14	'15	'17	'18	'19
	301	305	300	300	301	257	291	303	300	200	200	200	200	200	200	200	170	202
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Housing	45	41	5▼	12▲	19▲	41▲	49	57▲	52	22	19	7▼	9	7	16▲	19	22	24
Housing (unspecified)	14	18	1▼	1	3▲	19▲	31▲	31	30	6	2▼	2	-	-	2	27▲	6▼	5
Lack of affordable housing	20	19	3▲	8▲	13▲	16	12	21▲	19	4	6	3	6	4	4	2	7	6
Lack of employee housing	11	5▼	<1	1	2	7▲	5	6	4	13	11	2▼	3	3	11▲	11	9	12
Lack of seniors housing	-	-	1	1	<1	<1	<1	<1	<1	-	-	-	1	1	-	-	-	-
Transportation	4	2	10▲	10	7	2▼	26▲	16▼	18	10	9	11	10	9	9	41▲	37	23
Traffic congestion	<1	<1	-	-	<1	<1	10	4▼	6	2	2	-	1	1	3	22	14▼	9
Sea to Sky Highway improvements/needs better	1	-	<1	1	-	2	4	2	2	2	3	-	1	-	<1	6	4	3
Transportation (unspecified)	1	-	<1	<1	2	-	5	2	3	-	2	3	-	-	-	5	4	2
Charging for parking/lack of free parking	-	1	3▲	3	2	<1	3	1	<1	3	2	5	7	8	3▼	5	<1	2
Needed improvements to public transit	2	<1	7▲	7	2▼	1	2	<1	3	2	1	4▲	2	1	1	3	2	<1
Road maintenance	1	1	-	<1	<1	-	3	<1	2	2	1	-	1	-	2▲	<1	3	2
RMOW Operational Concerns	16	17	18	17	14	10	3▼	7	5	15	20	24	21	20	19	8▼	6	9
Too focused on tourism and not the needs of residents	<1	2	2	1	3▲	<1	1	3	2	1	1	1	2	2	-	<1	3	1
Lack of community services	3	<1	2	1	4▲	<1▼	<1	1	-	1	1	-	-	-	-	<1	-	-
Lack of accountability to the public by RMOW council	2	3	-	2	1	<1	<1	1	-	1	2	-	-	1	-	1	-	-
RMOW spending/ allocation of taxes for services/ budget	4	7	9	4▼	2	1	<1	<1	<1	2	2	6▲	8	5	3	1	<1	1
Taxes (unspecified)	4	1▼	2	3	2	<1	<1	<1	1	5	3	6	4	10▲	6	3	1	4
Improvements to garbage collection/ recycling	-	1	-	1	1	<1	-	<1	<1	-	1	-	1	-	-	<1	-	1
Zoning regulations	1	1	-	1	1	-	<1	<1	-	4	4	2	2	1	-	-	-	<1
Not keeping up with infrastructure demands (i.e. sewers/water)	1	1	<1	1	1	7▲	<1	-	<1	1	4▲	2	1	1	9▲	2▼	<1	<1
Property taxes	1	1	2	3	-	-	-	-	-	1	4▲	6	5	-	2	-	-	1
Other	-	-	2	-	-	-	-	-	-	-	-	2	-	-	-	-	-	-
Environmental	9	11	14	5▼	7	7	4	4	4	19	17	14	10	16▲	8▼	9	5	12
Overdevelopment/Future Growth Plan	2	5▲	3	1	1	<1	2	3	1	15	13	10	6	12▲	2▼	7▲	3	7
Sustainability	3	3	2	1	1	<1	-	<1	<1	2	3	1	2	1	2	-	1	1
Environment	5	3	6▲	3▼	5	5	2	-	2	3	2	3	3	4	5	3	<1	5▲
Asphalt Plant Concerns	-	-	3	1	1	<1	-	-	-	-	-	1	-	-	-	-	-	-
Logging	-	-	<1	-	-	<1	-	-	-	-	-	-	-	-	-	-	-	-
Other	<1	<1	2	3	5	1▼	-	2	1	-	-	2	1	1	1	-	<1	-
Lack of employment options	-	<1	<1	2	1	5▲	2▼	<1	2	2	5	2	3	2	▲6	-	3	<1
Safety/Crime	-	3	-	-	-	4▲	1	<1	1	-	-	-	-	-	-	<1	-	-
Lack of childcare services	-	-	-	3	1▼	3	<1	<1	-	-	-	-	2	2	1	<1	1	-
Rowdy/ drunk/ disruptive tourists/ not family friendly	1	1	1	2	2	1	1	<1	2	2	1	1	-	1	1	<1	<1	-
Healthcare	-	2	2	1	2	1	-	<1	<1	-	-	-	1	1	1	-	<1	-
Education concerns/lack of schools	1	3	1▼	2	2	1	1	<1	-	-	1	1	3	5	1▼	<1	-	-
Need more recreation facilities/improvements in parks and recreation	-	1	-	-	-	<1	1	<1	-	-	1	-	-	-	<1	2	-	<1
Losing the Whistler ambiance	2	-	-	1	2	1	-	-	<1	1	-	-	-	3	-▼	-	<1	-
Employee shortage	-	-	3	4	2	4	<1	-	<1	-	-	9	6	4	4	<1	-	-
Need to attract tourists/ better promotion of Whistler	3	5	5	7	8	2▼	4	-▼	1	1	3	3	4	4	3	4	1	5
Cost of living	-	-	9	6	7	1▼	<1	-	-	-	-	4	4	3	1	1	-	-
Economic stability/ local business	-	1	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-
Arts and cultural events	-	<1	-	-	<1	-	-	-	-	-	-	-	1	1	<1	-	-	-
Need another gas station	-	-	1	1	<1	-	-	-	-	-	-	1	2	-	-	-	-	-
Whistler University	3	6	-	-	-	-	-	-	-	2	4	-	-	-	-	-	-	-
Concerns regarding the Olympics	-	<1	-	-	-	-	-	-	-	-	-	-	-	-	-	<1	-	-
Not enough retail options for locals	4	3	3	1	2	11▲	1	4	5	4	5	3	1	2	14▲	1▼	7▲	6
Miscellaneous issues	13	5▼	27▲	22	20	0▼	<1	2	-	22	17	25▲	25	24	1▼	<1	-	<1
No issues																		

Q11a. What is the most important issue facing your community that should receive the greatest attention from your local leaders?

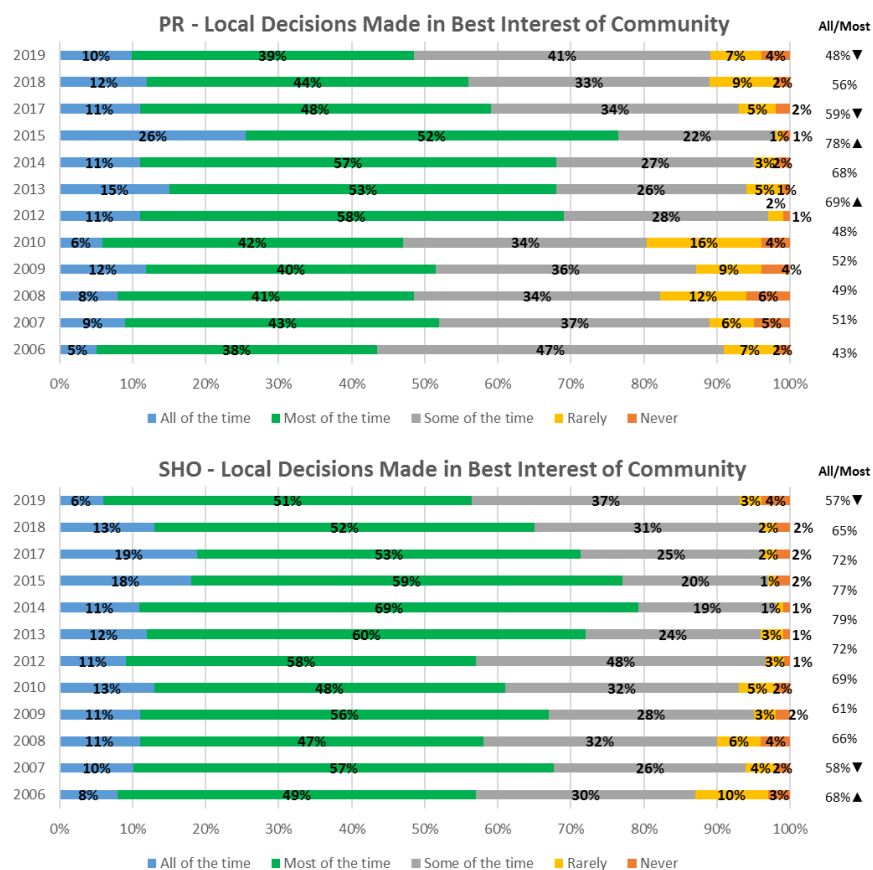
Municipal Decision Makers (Previously, “Local” Decision Makers)

Second homeowner respondents were significantly more likely to say municipal decision makers have the resort community in mind when making decisions when compared to permanent resident respondents (57%, compared to 48%).

Both permanent resident and second homeowner respondents were significantly less likely to say municipal decision makers have the resort community in mind when making decisions when compared to last year. The permanent resident score dropped by 8pp for this measure (56%→48%) and 8pp for second homeowners (65%→57%).

Furthermore, second homeowners were significantly less likely to say municipal decision makers have the resort community in mind when making decisions “all the time” when compared to 2018 scores dropping by 7pp (13%→6%).

Historically, this question was framed as asking about “local” decision makers, rather than “municipal” until this year in 2019.



Q11c. Would you say municipal decision makers in Whistler have the best interests of the resort community of Whistler in mind when making decisions...?

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), 2018 (n=303), 2019 (n=300)

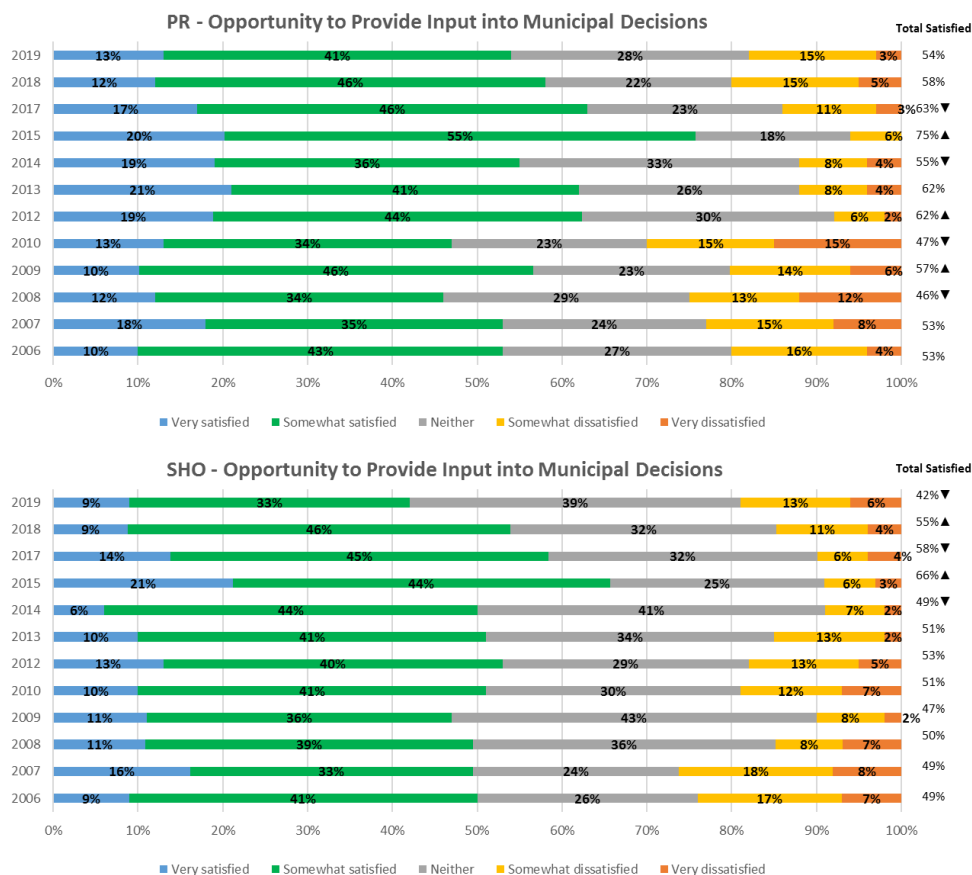
Total Second Homeowners (with an opinion): 2006 (n=192), 2007 (n=177), 2008 (n=197), 2009 (n=187), 2010 (n=196), 2012 (n=178), 2013 (n=174), 2014 (n=184), 2015 (n=201), 2017 (n=200), 2018 (n=170), 2019 (n=202)

Input into Decision Making

Over half of permanent resident and two in five second homeowner respondents said they were satisfied with the existing opportunities to provide input into municipal decision making in Whistler (54%, 42%, respectively).

Second homeowner respondents were significantly less likely to be satisfied with this measure when compared to the previous year. “Somewhat satisfied” scores dropped significantly from the previous year by 13pp (46%→33%). The total satisfied score also dropped significantly from the previous year by 13pp (55%→42%).

Satisfaction amongst both permanent resident and second homeowner respondents has been trending downward for both groups since 2015. Satisfaction has dropped 21pp since 2015 amongst permanent residents (75%→63%→58%→54%), while satisfaction has dropped 24pp since 2015 amongst second homeowners (66%→55%→51%→42%).



Q12. How satisfied are you with the existing opportunities to provide input into municipal decision making in Whistler?

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), 2018 (n=303)

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), 2018 (n=170), 2019 n=(202)

Satisfaction with Services

Permanent Residents

- Services receiving the highest overall satisfaction ratings among permanent resident respondents in 2019 included:
 - maintenance of community parks and trails (96%),
 - village maintenance (95%), as well as
 - fire inspection and composting services (92%).
- Overall, satisfaction levels in 2019 largely remained at par with levels reported in 2018. A significant increase in satisfaction was recorded for:
 - building and land development services (46%→52%),
 - local transit services (69%→79%), and
 - parking options (27%→41%).
- There was a decrease in satisfaction in one service in 2019 when compared to 2018:
 - snow clearing on local roads (not including highway 99) (77%→66%).

Second Homeowners

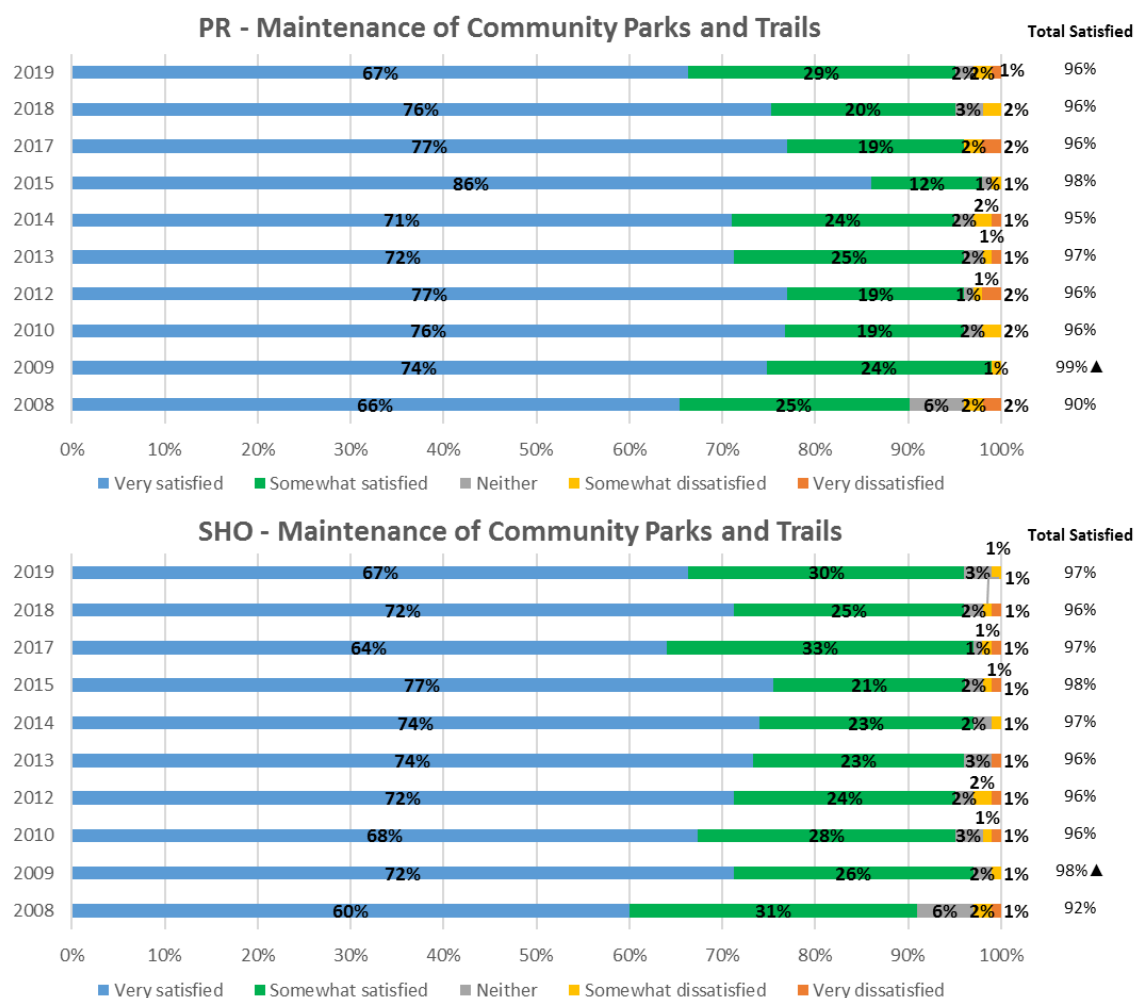
- Services receiving the highest overall ratings among second homeowner respondents in 2018 included:
 - maintenance of community parks and trails (97%),
 - village maintenance (96%), as well as
 - water utilities for residences (95%).
- Significant satisfaction increases among second homeowner respondents was recorded for:
 - parking options (41%→50%), and
 - municipal hall main customer service counter (65%→78%).
- There were no significant decreases in satisfaction among second homeowner respondents regarding services offered by Whistler.

Maintenance of Community Parks and Trails

Almost all permanent resident and second homeowner respondents said they are satisfied (very/somewhat) with the maintenance of community parks and trails in Whistler (96%, 97%, respectively).

There are no significant differences between the two groups surveyed regarding this service.

Permanent resident respondents were significantly less likely to say they were “very satisfied” with the maintenance of community parks and trails in Whistler when compared to historical findings. This score has been trending downward since 2015 and has dropped 19pp since then (86% in 2015, down to 67% in 2019).



Q14a. How satisfied are you with each of the following services provided by the Resort Municipality of Whistler? Maintenance of community parks and trails

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), 2018 (n=302), 2019 (n=300)

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), 2018 (n=170), 2019 (n=202)

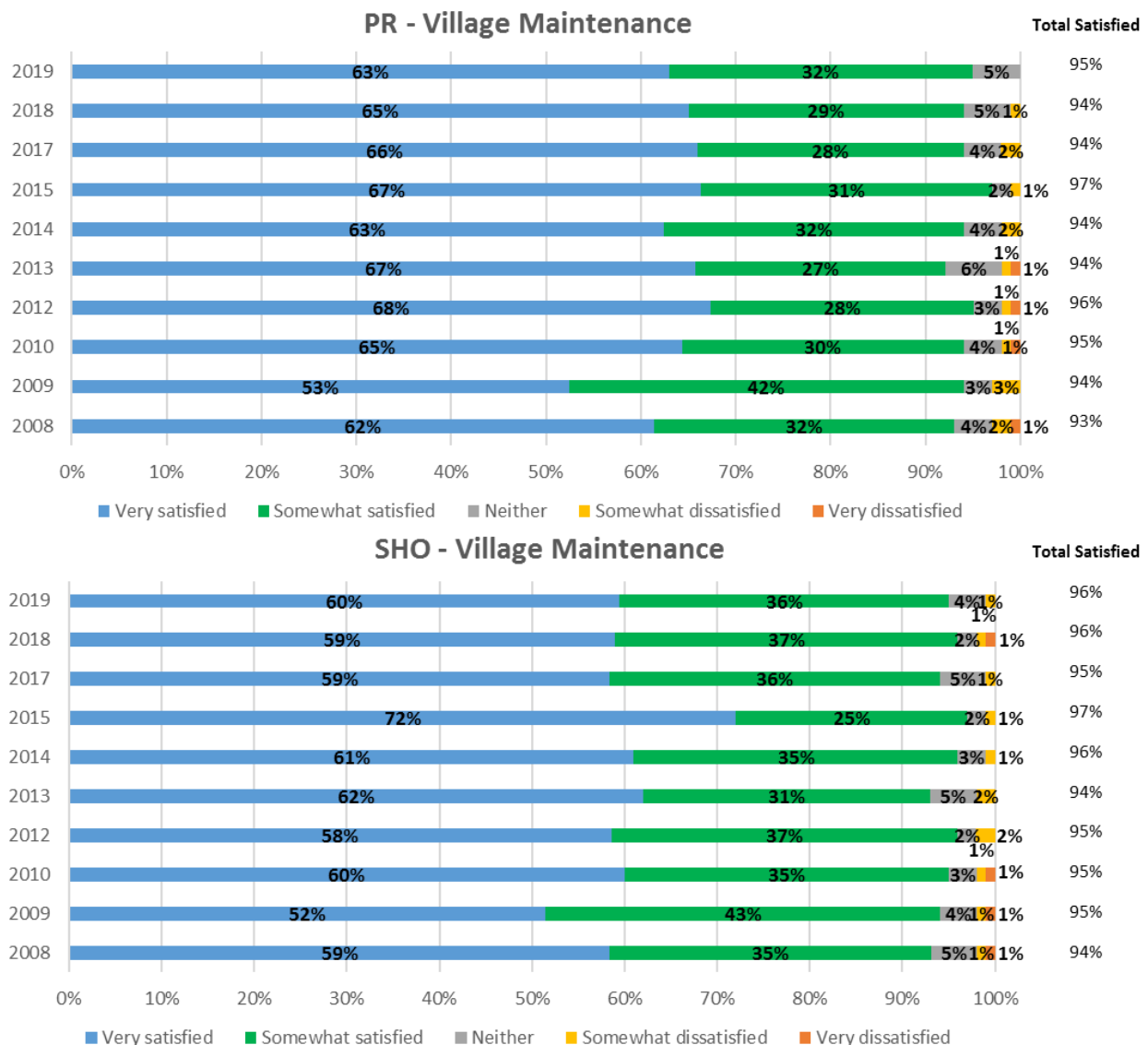
Village Maintenance

Nearly all permanent resident (95%) and second homeowner (96%) respondents said they were satisfied (very/somewhat) with village maintenance.

There are no significant differences between the two groups surveyed with regard to this service.

There are no significant differences when comparing 2019 findings with historical results.

Female permanent resident respondents were significantly more satisfied with village maintenance when compared to males (98%, compared to 92%).

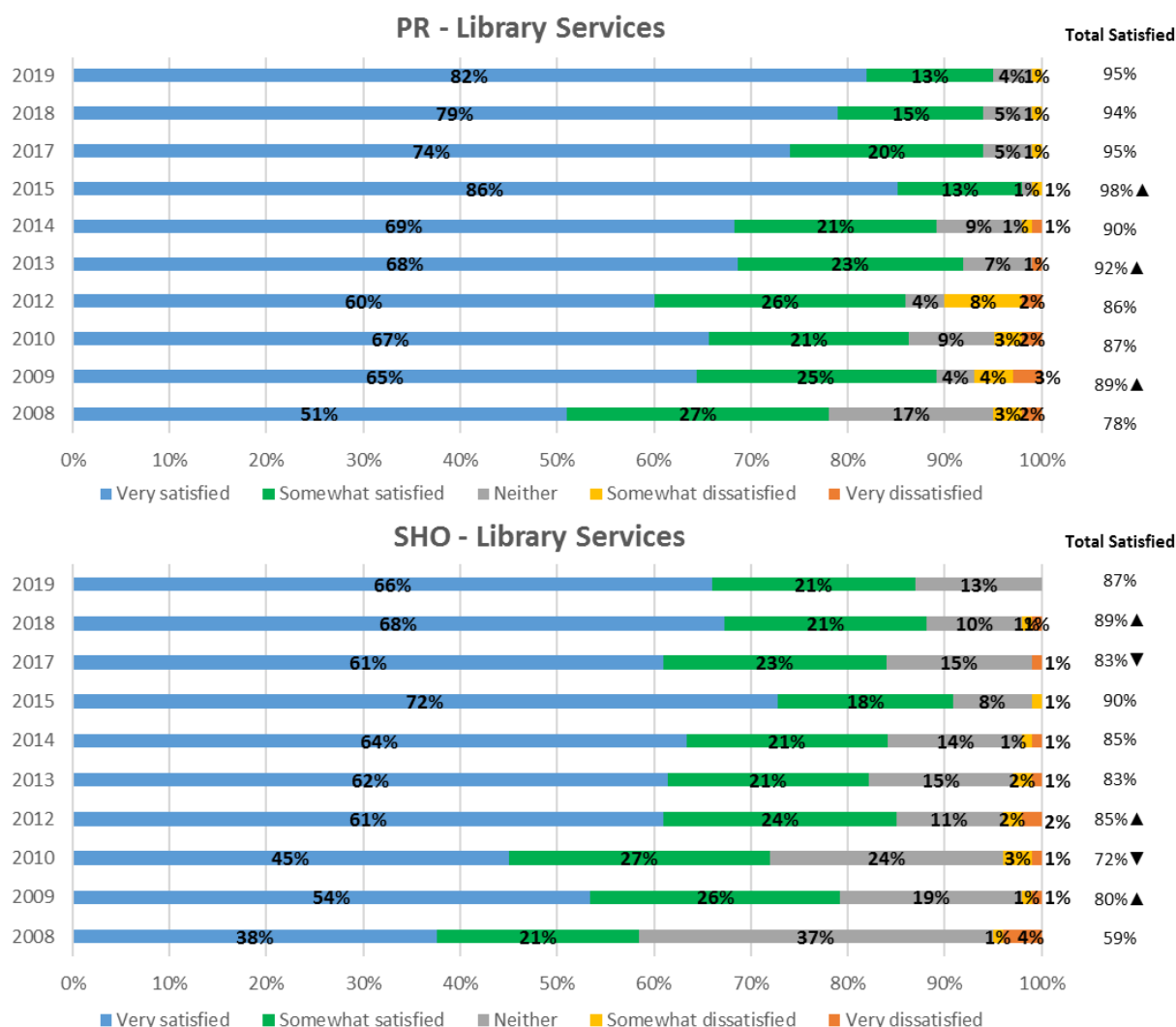


Q14c. How satisfied are you with each of the following services provided by the Resort Municipality of Whistler? Village maintenance
 BASE: Total Permanent Residents (with an opinion): 2008 (n=300), 2009 (n=301), 2010 (n=291), 2012 (n=299), 2013 (n=298), 2014 (n=299), 2015 (n=257), 2017 (n=290), 2018 (n=301), 2019 (n=300)
 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), 2018 (n=166), 2019 (n=202)

Library Services

The majority of permanent resident and second homeowner respondents said they were satisfied (very/somewhat) with the library services offered by the Resort Municipality of Whistler (95%, 87%, respectively).

Permanent resident respondents were significantly more likely to be “very satisfied” with library services when compared to second homeowner residents (89%, compared to 66%). This has been a trend since 2013. Furthermore, it should also be noted the “very satisfied” score amongst permanent residents appears to be trending upward; this score has increased 8% since 2017.



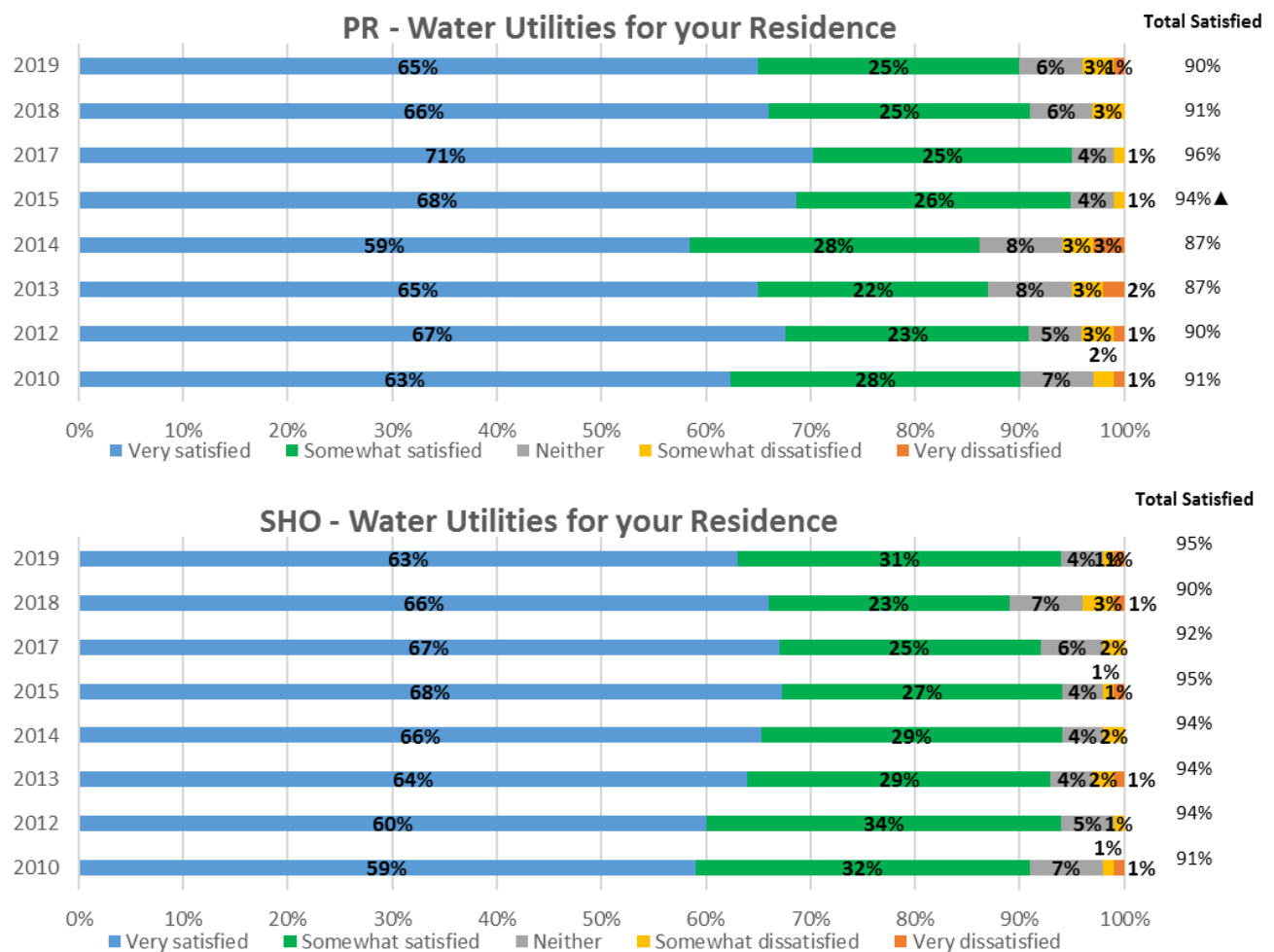
Q14k. How satisfied are you with each of the following services provided by the Resort Municipality of Whistler? Library services
 Base: Total Permanent Residents (with an opinion): 2008 (n=296), 2009 (n=296), 2010 (n=292), 2012 (n=276), 2013 (n=283), 2014 (n=293), 2015 (n=245); 2017 (n=265), 2018 (n=290), 2019 (n=300)
 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), 2018 (n=152), 2019 (n=202)

Water Utilities for your Residence

Nearly all permanent resident (90%) and second homeowner respondents (95%) said they were satisfied (very/somewhat) with water utilities for their residence.

There are no significant differences between second homeowner and permanent resident responses for this service.

When comparing 2019 results with historical findings, second homeowners were significantly more likely to say they were “somewhat satisfied” with this service increasing their satisfaction score by 8pp (23%→31%).



Q14o. How satisfied are you with each of the following services provided by the Resort Municipality of Whistler? Water utilities for your residence

Base: Total Permanent Residents (with an opinion): 2010 (n=292), 2012 (n=287), 2013 (n=294), 2014 (n=297), 2015 (n=255), 2017 (n=X) 2018 (n=297), 2019 (n=300)

Total Second Homeowners (with an opinion): 2010 (n=192), 2012 (n=193), 2013 (n=187), 2014 (n=189), 2015 (n=189), 2017 (n=X), 2018 (n=167), 2019 (n=202)

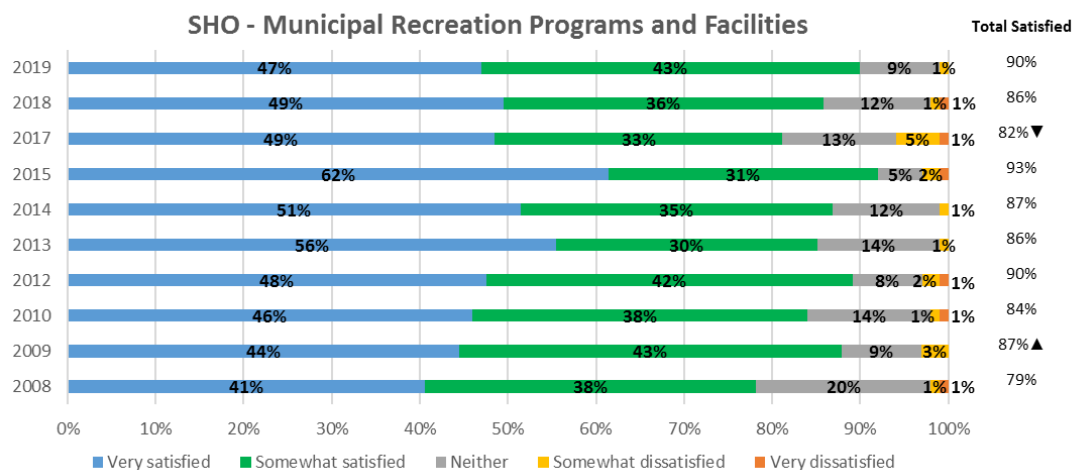
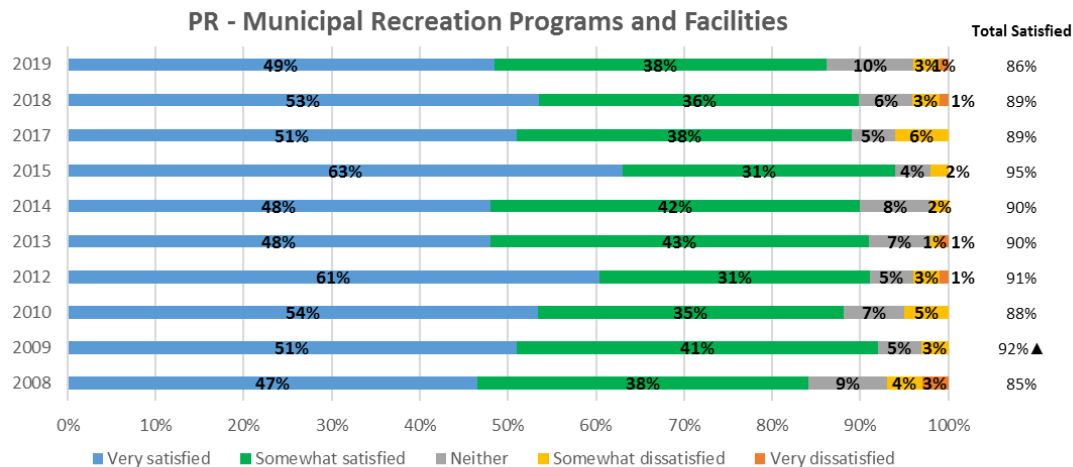
Municipal Recreation Programs and Facilities

The majority of permanent resident (86%) and second homeowner (90%) respondents said they are satisfied with municipal recreational programs and facilities offered by the Resort Municipality of Whistler.

There are no significant differences when comparing responses between second homeowners and permanent residents.

When comparing 2019 results with historical findings, second homeowners were significantly more likely to say they were “somewhat satisfied” with this service increasing their satisfaction score by 7pp (36%→43%).

Those employed second homeowners were significantly more satisfied with this service when compared to those unemployed (97%, compared to 87%).



Q14e. How satisfied are you with each of the following services provided by the Resort Municipality of Whistler? Municipal recreational programs and facilities

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), 2018 (n=294), 2019 (n=300)

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), 2018 (n=158), 2019 (n=202)

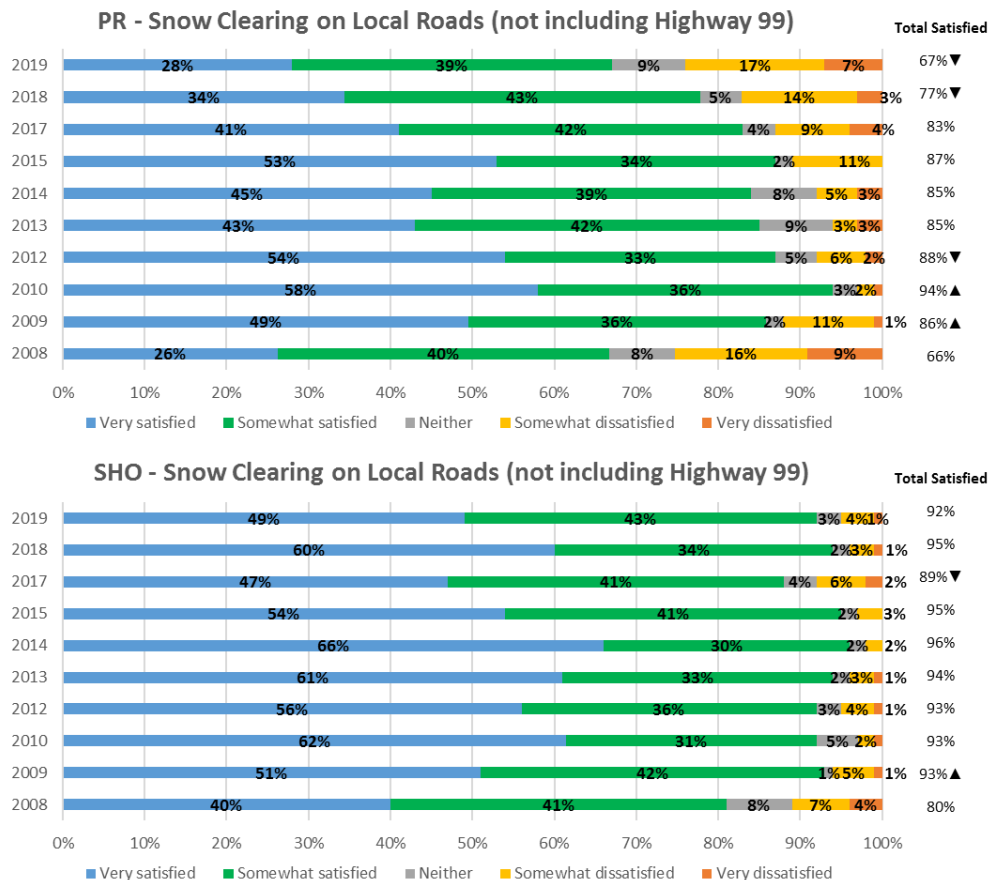
Snow Clearing on Local Roads (not including Highway 99)

Two thirds of permanent residents and the majority of second homeowner respondents are satisfied with snow clearing on local roads in Whistler (not including Highway 99) (67%, 92%, respectively).

Permanent resident respondents were significantly less likely to be satisfied with this service when compared to historical results dropping 10pp from the previous year (77%→67%). Satisfaction with this service has been trending downward year over year since 2015 dropped 20pp since then (87% in 2015 to 67% in 2019). Second homeowner respondents were significantly less likely to say they were “very satisfied” when compared to last year’s findings dropping 11pp (60%→49%).

Second homeowners have been significantly more satisfied with snow clearing on local roads in Whistler (not including Highway 99) consistently year over year since this aspect has been measured dating back to 2008, when compared to permanent residents, and this trend continues in 2019.

The oldest respondents were the most likely to be satisfied with this service when compared to younger respondents (77% for 55+, compared to 65% for <35 and 62% for 35-54).



Q14m. How satisfied are you with each of the following services provided by the Resort Municipality of Whistler? Snow clearing on local roads, not including HWY 99

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), 2018 (n=302), 2019 (n=300)

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), 2018 (n=156), 2019 (n=202)

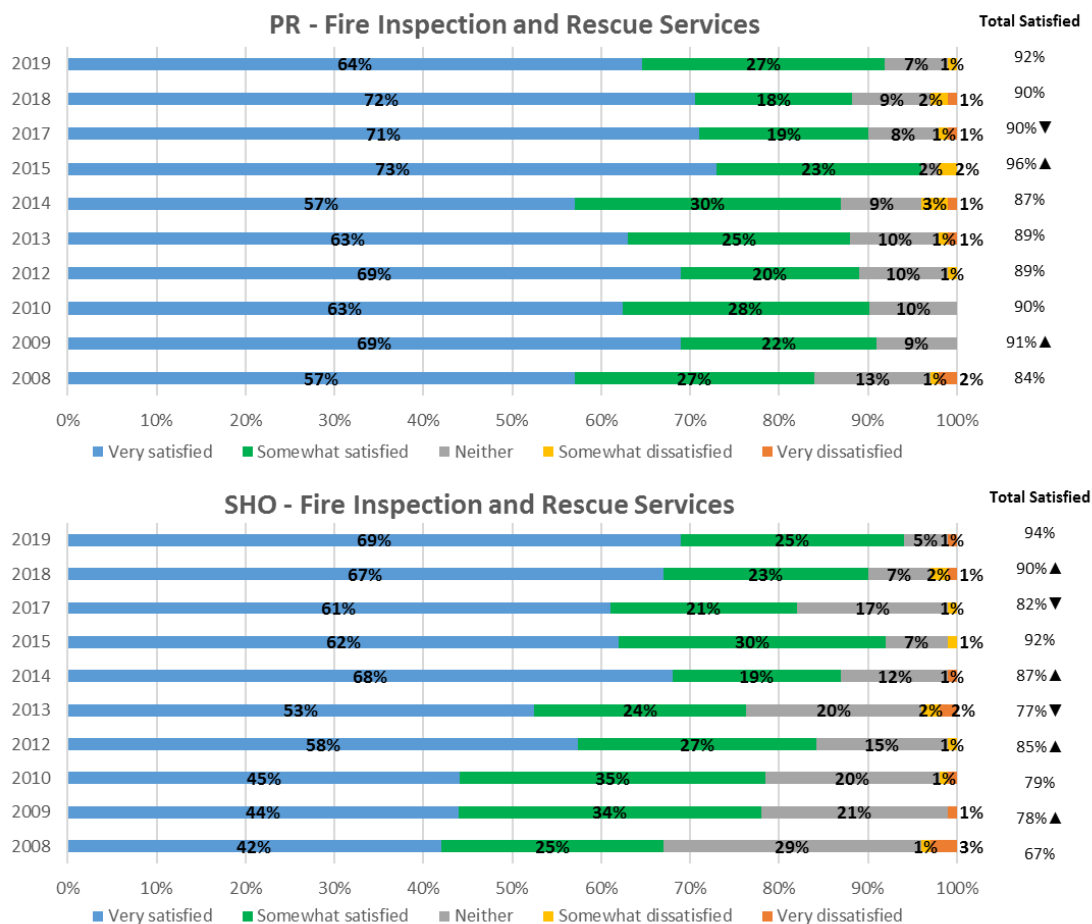
Fire Inspection and Rescue Services

Nearly all permanent resident (92%) and second homeowner (94%) respondents were satisfied (very/somewhat) with fire inspection and rescue services in Whistler.

Although total satisfaction scores for both groups are roughly the same, permanent resident respondents were significantly less likely to say they are “very satisfied” with fire inspection and rescue services in Whistler when compared to 2018 dropping 8pp (72%→64%).

Satisfaction for this measure has been trending upward amongst second homeowners since 2017 increasing by 12pp over the last two years (82%→90%→94%).

Female permanent residents were significantly more satisfied with this service when compared to males (96%, compared to 89%).



Q14g. How satisfied are you with each of the following services provided by the Resort Municipality of Whistler? Fire inspections and rescue services

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), 2018 (n=285), 2019 (n=300)

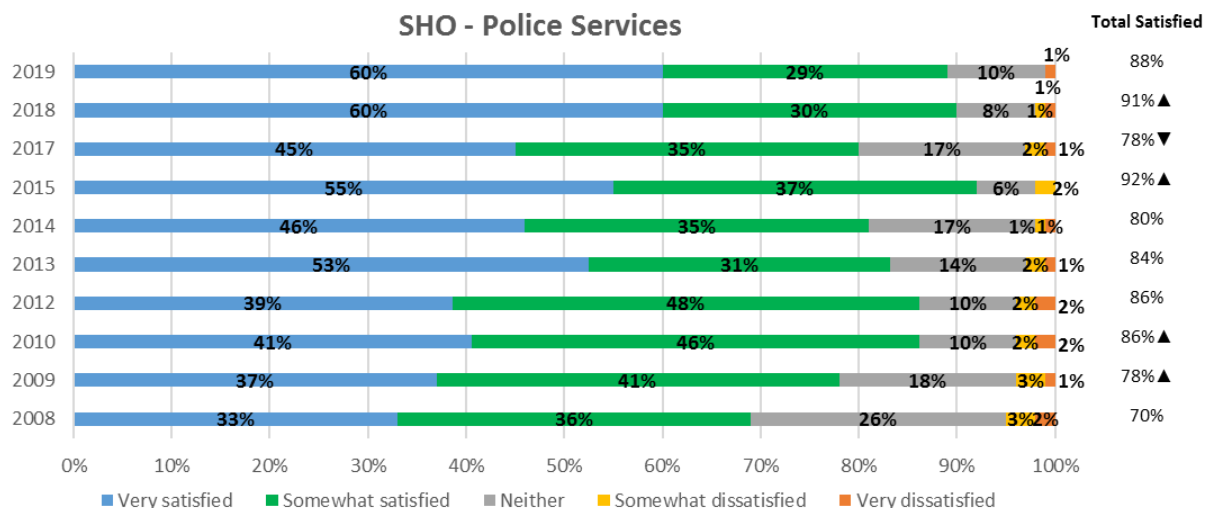
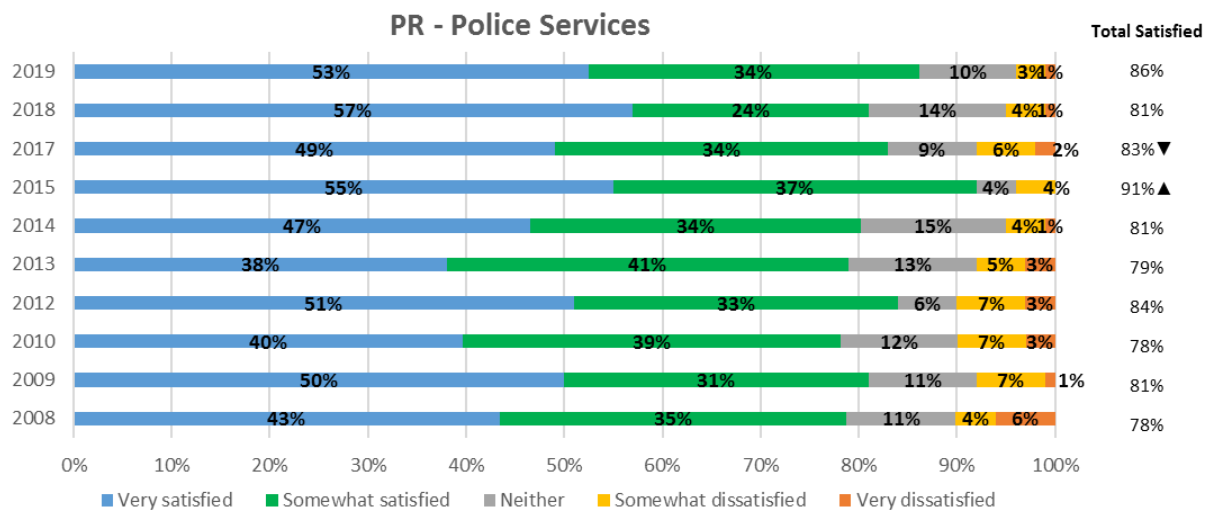
Total Second Homeowners (with an opinion): 2008 (n=184), 2009 (n=154), 2010 (n=148), 2012 (n=124), 2013 (n=137), 2014 (n=134), 2015 (n=161), 2017 (n=165), 2018 (n=150), 2019 (n=202)

Police Services

The majority of permanent resident respondents (86%) and second homeowner respondents (88%) were satisfied (very/somewhat) with police services in Whistler.

Scores amongst second homeowners remained consistent with last year's findings. However, permanent resident respondents were significantly more likely to say they were "somewhat satisfied" with this service when compared to last year increasing by 10pp (24%→34%).

When comparing responses amongst the two groups surveyed, second homeowners continued to be significantly more "very satisfied" with this service when compared to permanent residents (60%, compared to 53%).



Q14f. How satisfied are you with each of the following services provided by the Resort Municipality of Whistler? Police services

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), 2018 (n=293), 2019 (n=300)

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), 2018 (n=149), 2019 (n=202)

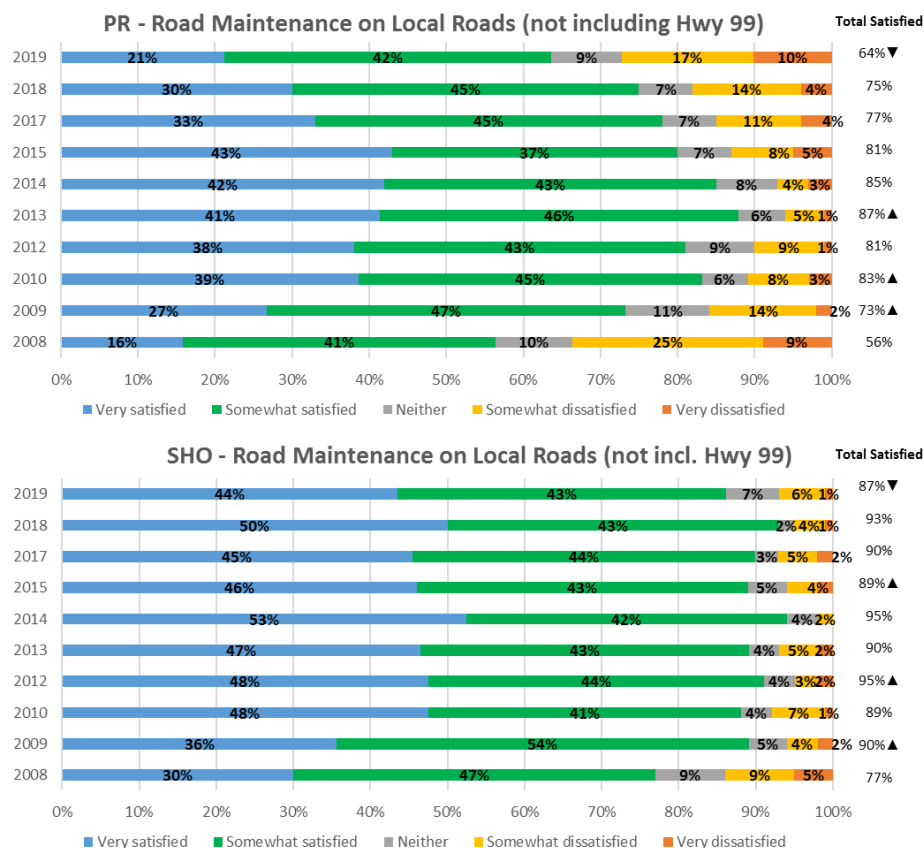
Road Maintenance on Local Roads (not including Highway 99)

Roughly two-thirds of permanent resident (64%) and the majority of second homeowner (87%) respondents said they were satisfied (very/somewhat) with road maintenance on local roads in Whistler, not including highway 99.

Second homeowner respondents were significantly more satisfied with road maintenance compared to permanent resident respondents (87%, compared to 64%). They were also significantly more likely to say they were “very satisfied” (44%, compared to 21% for permanent residents).

When comparing 2019 survey results with historical findings, satisfaction with this measure has been trending downward amongst permanent residents since 2013. Total satisfaction scores have dropped by 23pp since 2013 (87%→64%) and the 11pp drop from last year was significant (75%→64%). Satisfaction with road maintenance on local roads in Whistler, not including Highway 99 has been relatively consistent year after year amongst second homeowners.

The oldest respondents were the most likely to be satisfied with this service when compared to younger respondents (76% for 55+, compared to 57% for <35 and 61% for 35-54).



Q14I. How satisfied are you with each of the following services provided by the Resort Municipality of Whistler? Road maintenance on local roads, not including HWY 99

Base: Total Permanent Residents (with an opinion): 2008 (n=298), 2009 (n=304), 2010 (n=300), 2012 (n=299), 2013 (n=300), 2014 (n=299), 2015 (n=257), 2017 (n=289), 2018 (n=293), 2019 (n=300)

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), 2018 (n=168), 2019 (n=202)

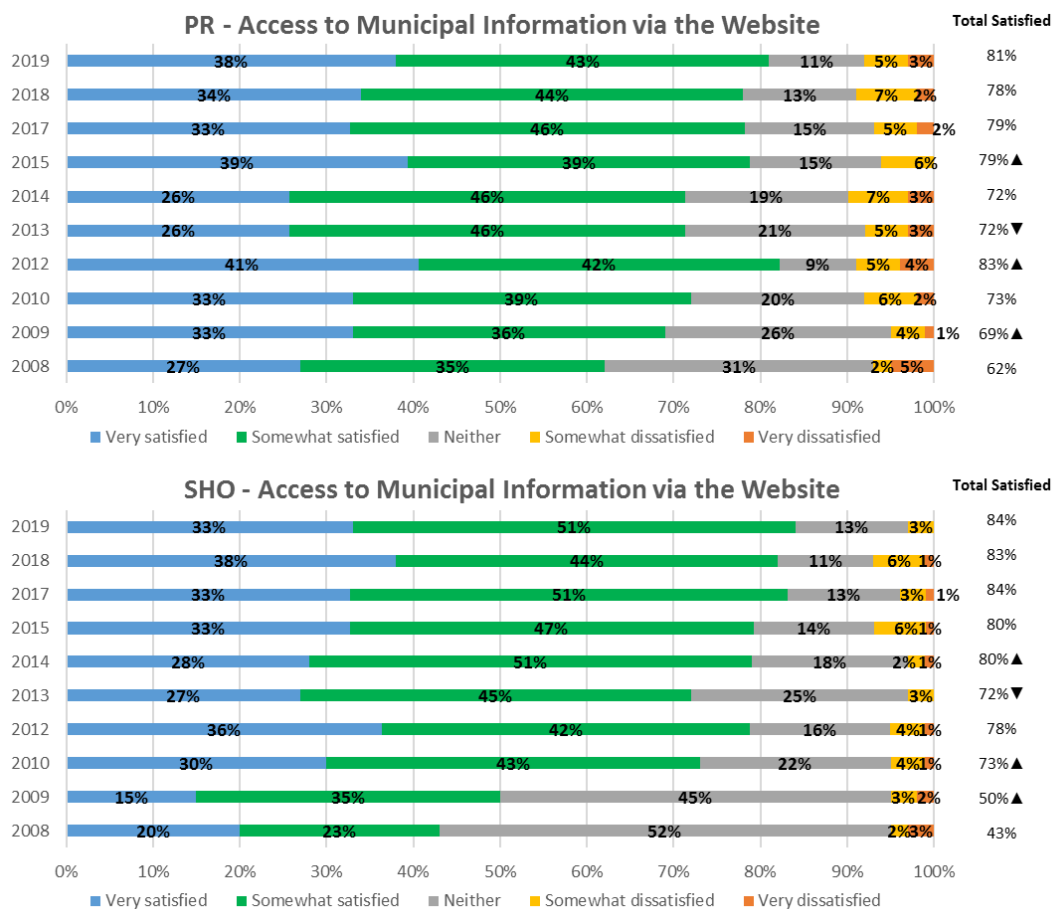
Access to Municipal Information via the Website

Over eight in ten permanent resident (81%) and second homeowner (84%) respondents said they were satisfied (very/somewhat) with access to municipal information via the Whistler website.

As with most of the other services provided by Whistler, second homeowner respondents continue to be more satisfied (84%, compared to 81%). However, permanent residents were more “very satisfied” with access to information via the Whistler website when compared to second homeowners (38%, compared to 33%). Second homeowners were significantly more likely to be “somewhat satisfied” (51%, compared to 43% for permanent residents).

When comparing 2019 results with historical findings, second homeowners were significantly more likely to be “somewhat satisfied” this year (51%, compared to 44%).

Female permanent residents were significantly more satisfied with this service when compared to males (87%, compared to 76%).



Q14i. How satisfied are you with each of the following services provided by the Resort Municipality of Whistler? Access to municipal information via the website

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), 2018 (n=272), 2019 (n=300)

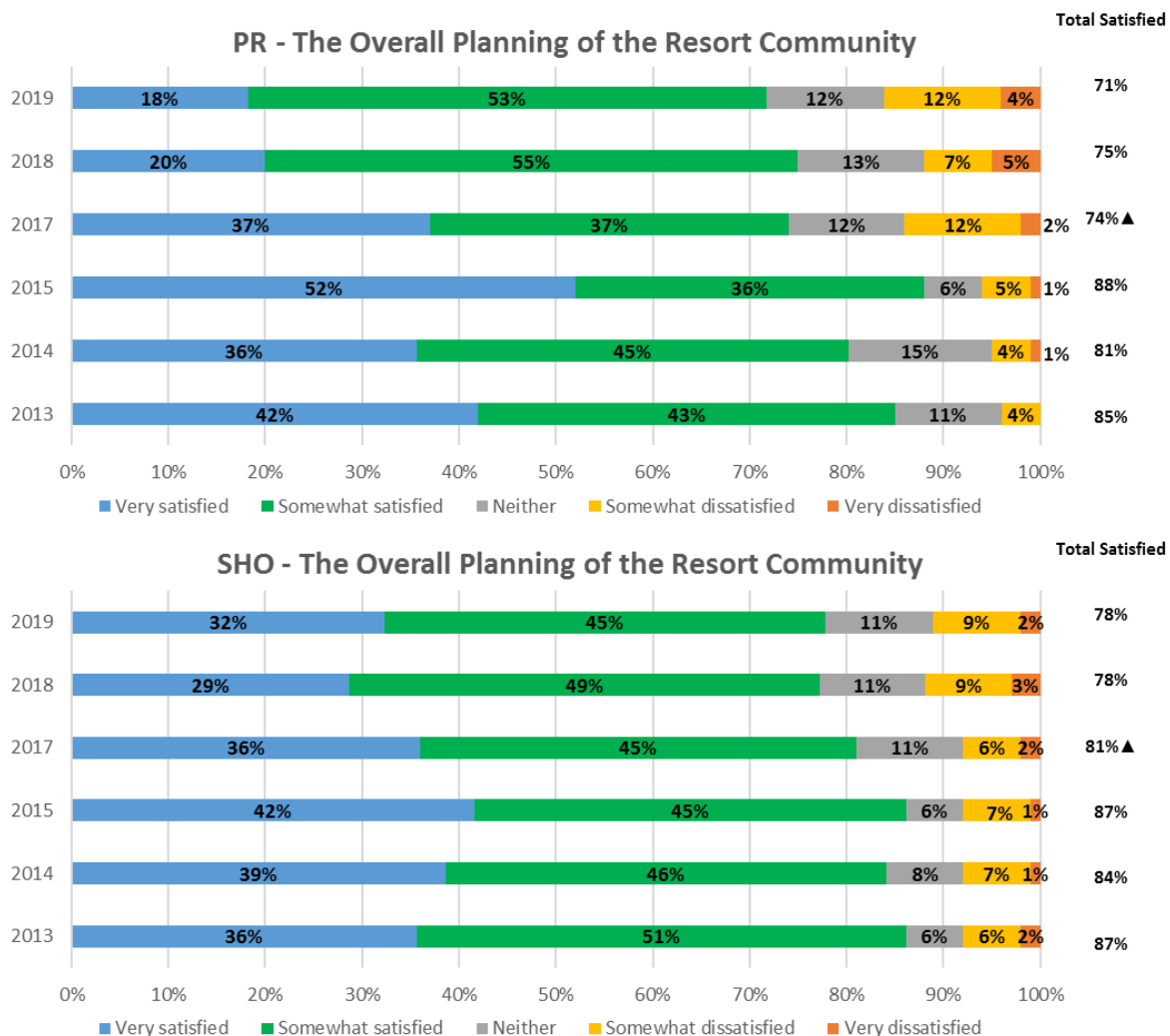
Total Second Homeowners (with an opinion): 2008 (n=176), 2009 (n=127), 2010 (n=163), 2012 (n=146), 2013 (n=129), 2014 (n=142), 2015 (n=159), 2017 (n=151), 2018 (n=143), 2019 (n=202)

The Overall Planning of the Resort Community

The majority of permanent resident (71%) and second homeowner (78%) respondents said they were satisfied (very/somewhat) with the overall planning of the resort community.

Respondents being satisfied with the overall planning of the resort community has been relatively consistent for both permanent residents and second homeowners. There have been slight changes to both groups but those increases/decreases are not significant year over year.

Secondary residents are significantly more satisfied with this service when compared to permanent residents (78%, compared to 71%).



Q14d. How satisfied are you with each of the following services provided by the Resort Municipality of Whistler? Overall planning of the resort community

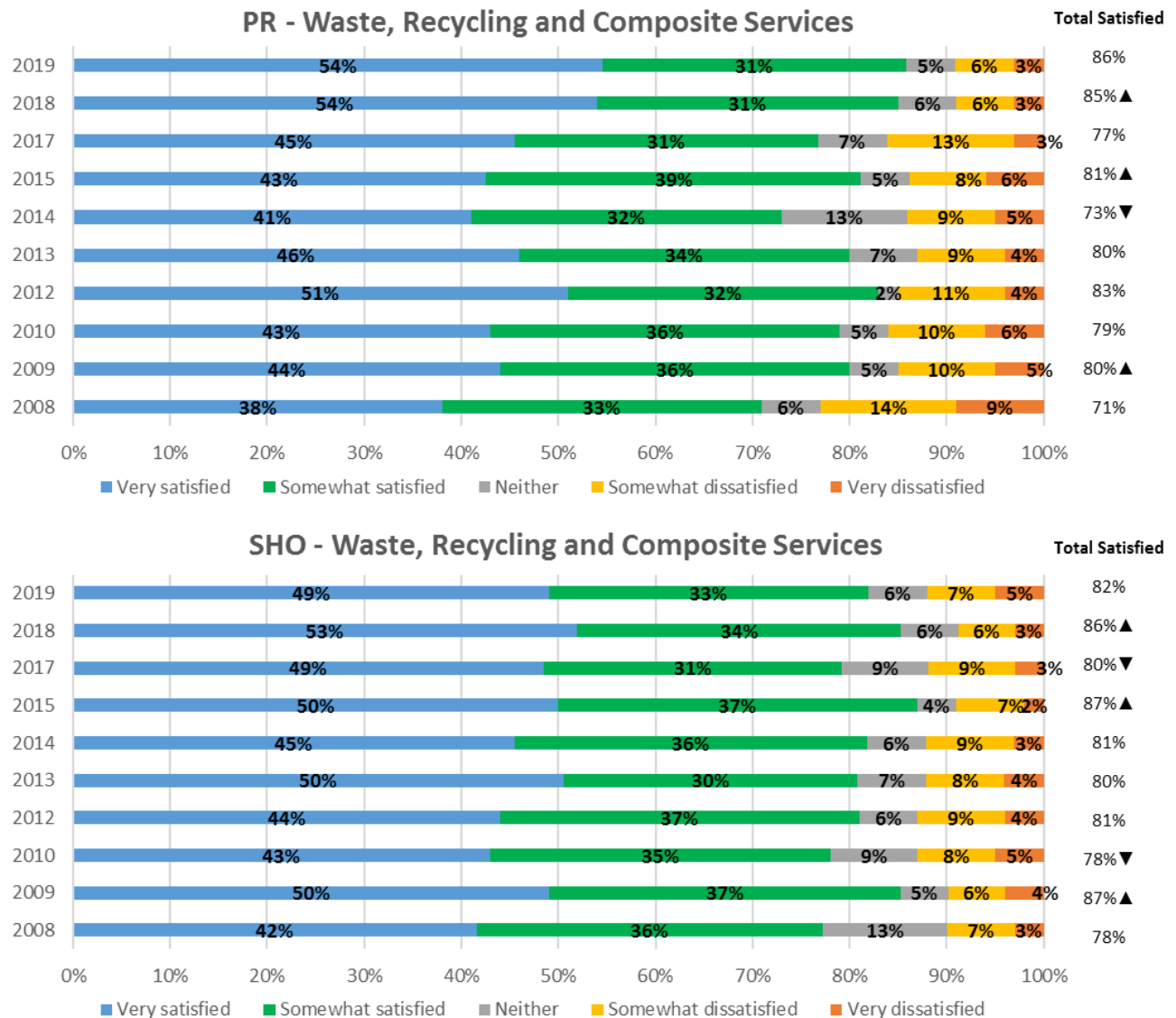
Base: Total Permanent Residents (with an opinion): 2013 (n=295), 2014 (n=296), 2015 (n=250), 2017 (n=285), 2019 (n=300)

Total Second Homeowners (with an opinion): 2013 (n=188), 2014 (n=192), 2015 (n=197), 2017 (n=157), 2018 (n=168), 2019 (n=202)

Waste, Recycling and Composite Services

Over eight in ten permanent resident (86%) and second homeowner (82%) respondents said they were satisfied (very/somewhat) with the waste, recycling and composite services offered by the Resort Municipality of Whistler.

Both permanent residents and second homeowner scores were consistent with last year's findings and there are no significant differences between the two groups.



Q14n. How satisfied are you with each of the following services provided by the Resort Municipality of Whistler? Waste, recycling and composting services

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), 2018 (n=302), 2019 (n=300)

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), 2018 (n=167), 2019 (n=202)

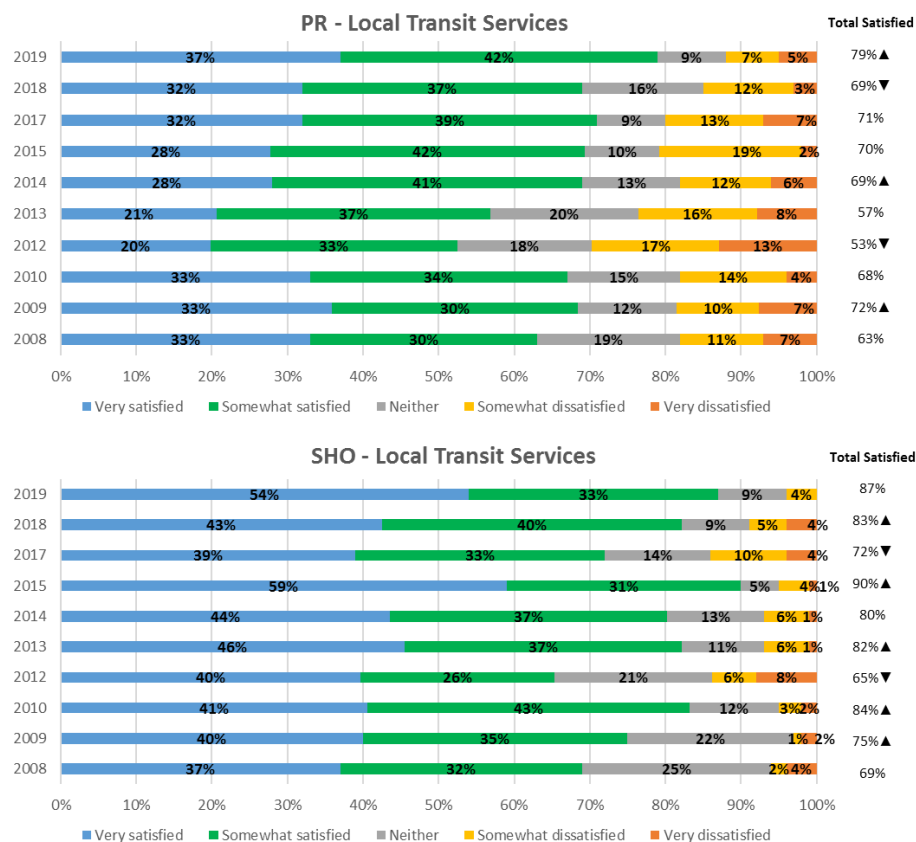
Local Transit Services

The majority of permanent resident (79%) and second homeowner (87%) respondents said they were satisfied (very/somewhat) with local transit services in Whistler.

Significantly more second homeowner respondents were satisfied with local transit services in Whistler when compared to permanent resident respondents (87%, compared to 79%). Furthermore, second homeowner respondents were significantly more likely to say they were “very satisfied” when compared to permanent resident respondents (54%, compared to 37%) and 2018 scores (54%, compared to 43%).

Permanent residents were significantly more likely to be satisfied with this service when compared to the previous year increasing their score by 10pp (69%→79%). Although not significant from last year to this year, second homeowners appear to be experiencing an upward trend in satisfaction increasing by 15pp over the last two years (72%→83%→87%).

Permanent residents living as singles or couples without children were significantly more satisfied with this service in Whistler when compared to families (88%, 85%, compared to 65%).



Q14b. How satisfied are you with each of the following services provided by the Resort Municipality of Whistler? Local transit services
 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), 2018 (n=285), 2019 (n=300)
 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), 2018 (n=158), 2019 (n=202)

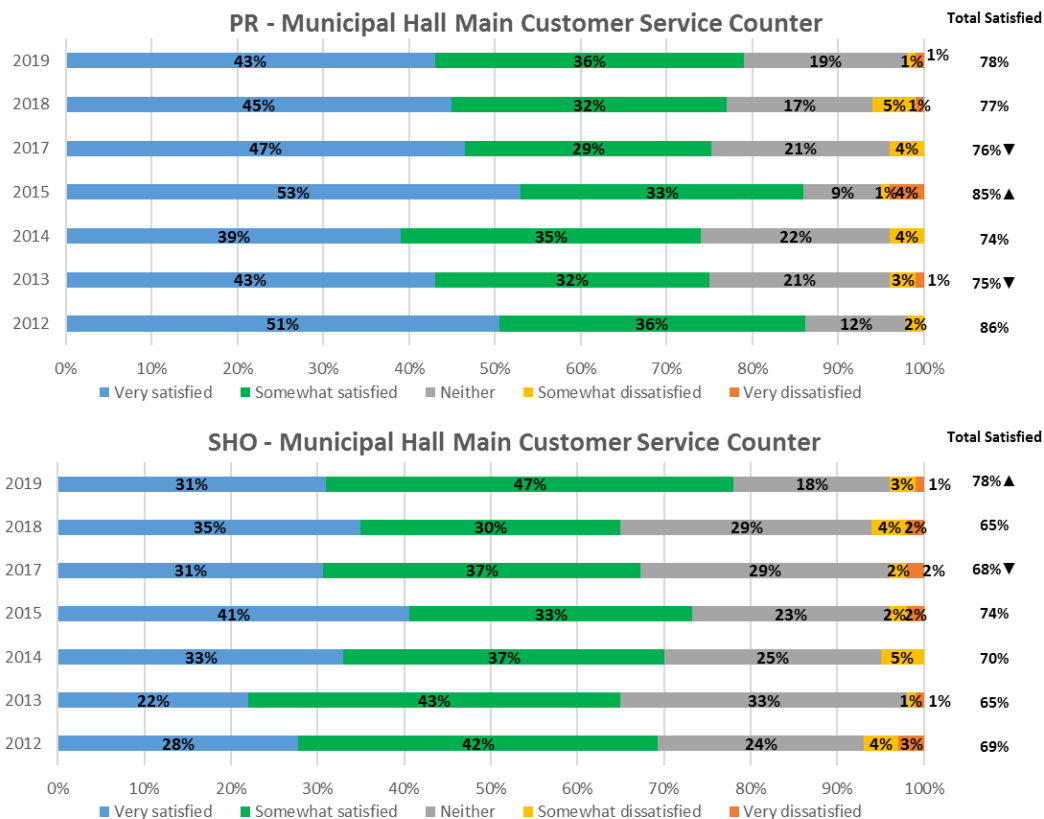
Municipal Hall Main Customer Service Counter

The majority of permanent resident and second homeowner respondents said they were satisfied with the main customer service counter at Municipal Hall (78% for both).

Second homeowner respondents were significantly more likely to be satisfied with the main customer service counter at Municipal Hall when compared the previous year increasing its score by 13pp (78%, compared to 65%).

Permanent resident respondents were significantly more likely to say they were “very satisfied” when compared to second homeowners (43%, compared to 31%), while second homeowners were significantly more likely to be “somewhat satisfied” (47%, compared to 36% for permanent residents).

Those permanent residents who own their homes were significantly more satisfied with this service when compared to those permanent residents who rent (94%, compared to 78%). Furthermore, male second homeowners were significantly more satisfied with this service when compared to females (84%, compared to 72%).



Q14h. How satisfied are you with each of the following services provided by the Resort Municipality of Whistler? Municipal Hall main customer service counter

Total Permanent Residents (with an opinion): 2012 (n=272), 2013 (n=271), 2014 (n=273), 2015 (n=224), 2017 (n=236), 2018 (n=274), 2019 (n=300)

Total Second Homeowners (with an opinion): 2012 (n=98), 2013 (n=109), 2014 (n=108), 2015 (n=133), 2017 (n=123), 2018 (n=126), 2019 (n=202)

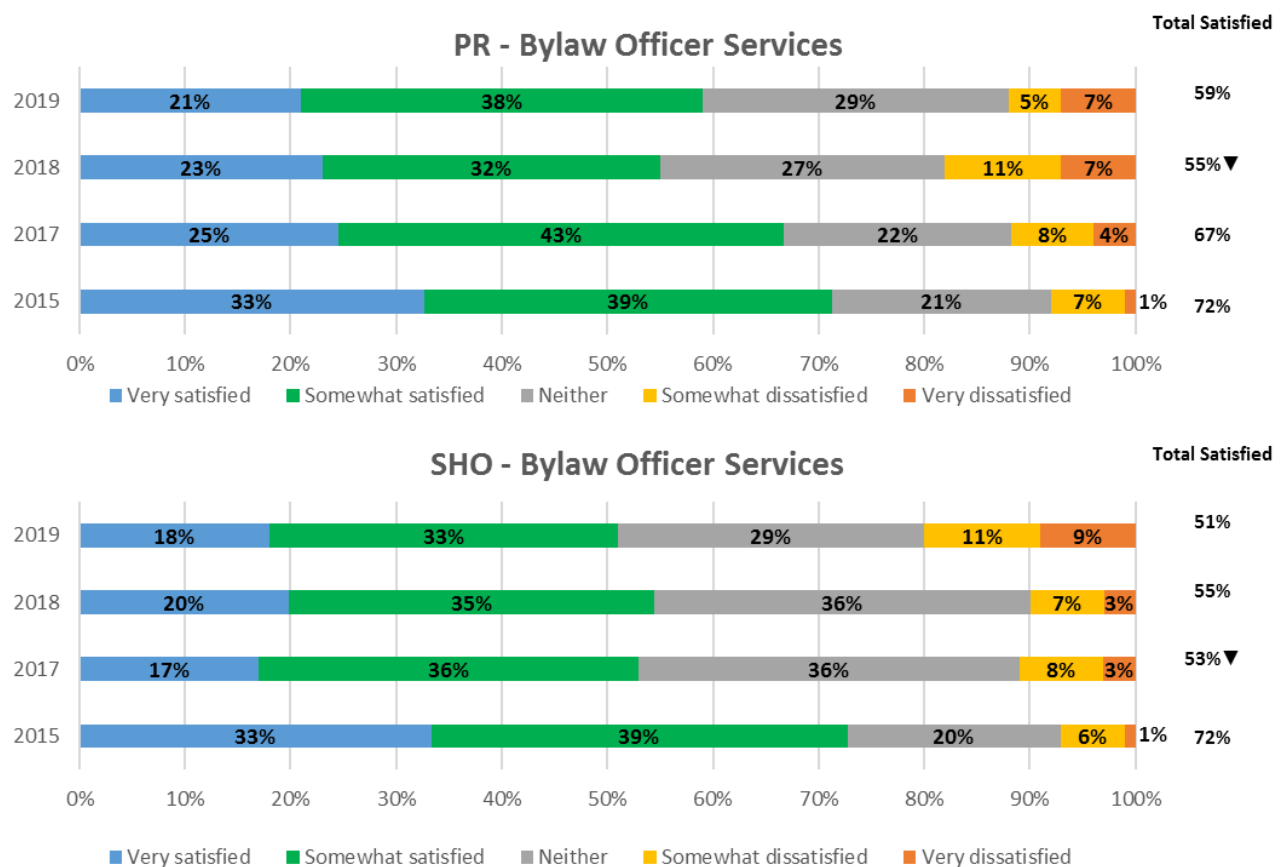
Bylaw Officer Services

When it comes to bylaw officer services, over half of both permanent resident and second homeowner respondents said they were satisfied (very/somewhat) (59%, 51%, respectively).

Permanent residents are significantly more likely to be satisfied with this service when compared to second homeowners (59%, compared to 51%). Furthermore, permanent residents were significantly more likely to say they were “somewhat satisfied” when compared to last years findings (up 6pp, from 32% to 38%).

Secondary homeowner satisfaction with this service remains consistent this year with last year’s results.

Male second homeowners were significantly more satisfied with this service when compared to females (61%, compared to 41%).



Q14q. How satisfied are you with each of the following services provided by the Resort Municipality of Whistler? Bylaw officer services

Total Permanent Residents (with an opinion): 2015 (n=244), 2017 (n=271), 2018 (n=276), 2019 (n=300)

Total Second Homeowners (with an opinion): 2015 (n=145), 2017 (n=135), 2018 (n=140), 2019 (n=202)

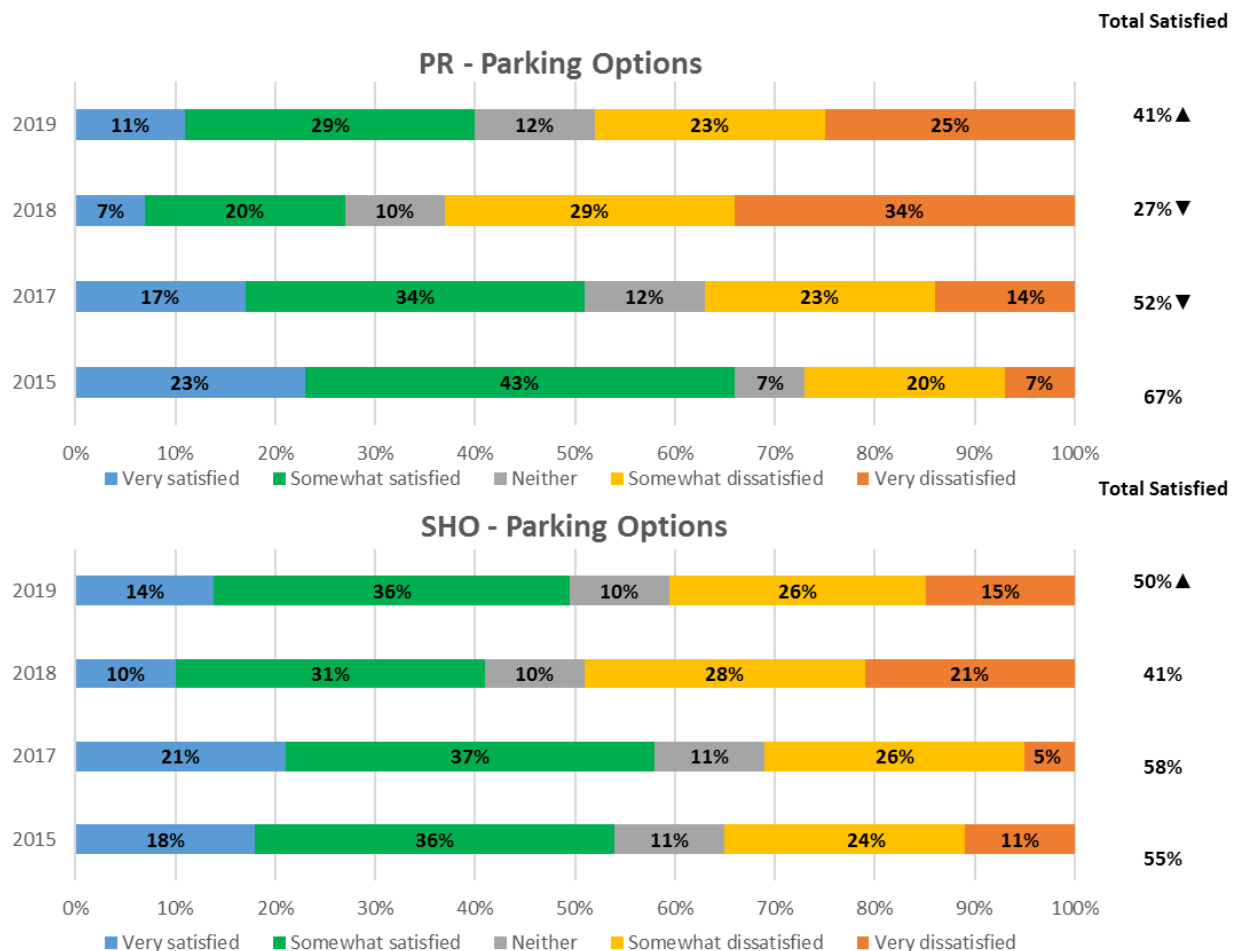
Parking Options

Just over two in five permanent resident respondents (41%) and one in two second homeowner respondents (51%) said they were satisfied (very/somewhat) with parking options in Whistler.

Second homeowner respondents (51%) continued to be significantly more satisfied with parking options compared to permanent resident respondents (41%).

Satisfaction amongst both groups surveyed increased significantly from the previous year. Permanent residents reversed a downward trending score by increasing their satisfaction score by 14pp from 2018 to 2019 (27%→41%). Furthermore, second homeowners also increased their satisfaction significantly by 9pp from 41% to 50% this year.

The oldest respondents were the most likely to be satisfied with this service when compared to younger respondents (50% for 55+, compared to 40% for <35 and 38% for 35-54).



Q14p. How satisfied are you with each of the following services provided by the Resort Municipality of Whistler? Parking options

Total Permanent Residents (with an opinion): 2015 (n=253), 2017 (n=287), 2018 (n=294), 2019 (n=300)

Total Second Homeowners (with an opinion): 2015 (n=196), 2017 (n=195), 2018 (n=168), 2019 (n=202)

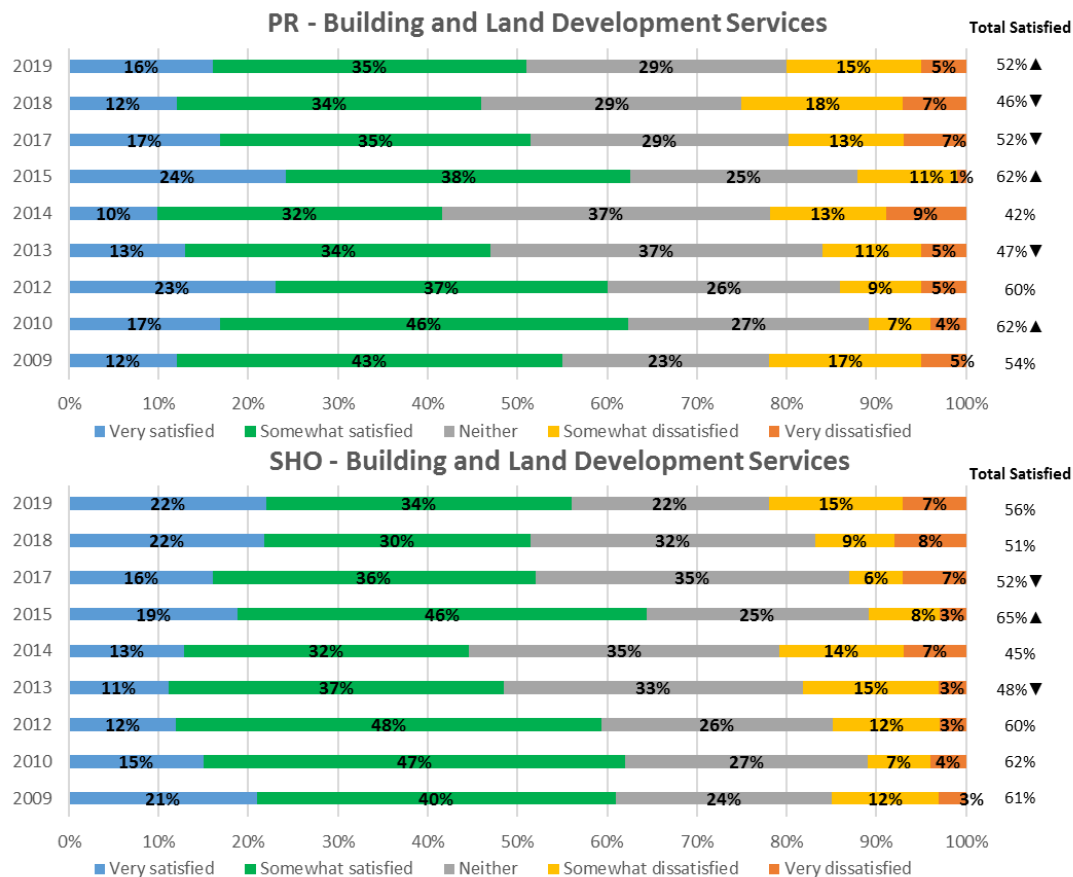
Building and Land Development Services

Over half of all permanent resident respondents (52%) and second homeowner respondents (56%) said they were satisfied with building and land development services in Whistler.

Satisfaction with this service amongst permanent resident respondents has increased by 6pp since 2018 mirroring 2017 results (52%→46%→52%). This satisfaction score increase also ends a downward trending score for this measure amongst this group.

Satisfaction scores amongst second homeowners with building and land development services in Whistler increased by 5pp from the previous year (51%→56%) and this group continues to be more satisfied at an overall level.

Male second homeowners were significantly more satisfied with this service when compared to females (60%, compared to 52%).



Q14j. How satisfied are you with each of the following services provided by the Resort Municipality of Whistler? Building and land development services

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), 2018 (n=256), 2019 (n=300)

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), 2018 (n=142), 2019 (n=202)

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 2019 compared to 2018, 2017, 2015, 2014, 2013, 2012, and 2010.

In 2019, satisfaction with services stayed relatively static for several of the services measured.

However, satisfaction increased significantly for building and land development services by 6% (46%→52%), local transit services by 10% (69%→79%), and parking options by 14% (27%→41%).

Satisfaction decreased significantly for library services by 8% (94%→82%) and snow clearing on local roads, not including HWY 99 by 10% (77%→67%).

Service Provided by the Resort Municipality of Whistler	2010	2012	2013	2014	2015	2017	2018	2019
Building and Land Development services	62%	60%	47%	42%	62%	52%	46%	52% ▲
Water utilities for your residence	91%	90%	87%	87%	94%	96%	91%	90%
Access to municipal information via the website	73%	83%	72%	72%	79%	79%	78%	81%
Library services	87%	86%	92%	90%	98%	95%	94%	95%
Waste, recycling and composting services	79%	83%	80%	73%	81%	77%	85%	86%
Fire inspection and rescue services	90%	89%	89%	87%	96%	90%	90%	92%
Municipal hall main customer service counter	-	86%	75%	74%	85%	76%	77%	78%
Local transit services	68%	53%	57%	69%	70%	71%	69%	79% ▲
Police services	78%	84%	79%	81%	91%	83%	81%	86%
Maintenance of community parks and trails	96%	96%	97%	95%	98%	96%	96%	96%
Village maintenance	95%	96%	94%	94%	97%	94%	94%	95%
Municipal recreational programs and facilities	88%	88%	90%	90%	95%	89%	89%	86%
Snow clearing on local roads, not including HWY 99	94%	87%	85%	85%	87%	83%	77%	67% ▼
The overall planning of the resort community	-	-	85%	81%	88%	74%	75%	71%
Road maintenance on local roads, not including HWY 99	83%	81%	87%	85%	81%	77%	75%	64%
Parking options	-	-	-	-	67%	52%	27%	41% ▲
Bylaw Officer services	-	-	-	-	72%	67%	55%	59%

Historical Comparison – Second Homeowners

The following chart presents top two box satisfaction scores (very/somewhat satisfied) of second homeowner respondents for services provided by the Resort Municipality of Whistler for 2019 compared to 2018, 2017, 2015, 2014, 2013, 2012, and 2010.

In 2019, satisfaction with services stayed relatively static for all except for two services that experienced significant increases in satisfaction scores. Satisfaction with municipal hall main customer service counter increased by 13% (65%→78%) and parking option satisfaction increased by 9% (41%→50%).

Service Provided by the Resort Municipality of Whistler	2010	2012	2013	2014	2015	2017	2018	2019
Building and Land Development services	62%	60%	48%	45%	65%	52%	51%	56%
Water utilities for your residence	91%	94%	94%	94%	95%	92%	90%	95%
Access to municipal information via the website	73%	78%	72%	80%	80%	84%	83%	84%
Library services	72%	85%	83%	85%	90%	83%	89%	87%
Waste, recycling and composting services	78%	81%	81%	81%	87%	80%	86%	82%
Fire inspection and rescue services	79%	85%	77%	87%	92%	82%	90%	94%
Municipal hall main customer service counter	---	69%	65%	70%	74%	68%	65%	78%▲
Local transit services	84%	65%	82%	80%	90%	72%	83%	87%
Police services	86%	86%	84%	80%	92%	78%	91%	88%
Maintenance of community parks and trails	96%	96%	96%	97%	98%	97%	96%	97%
Village maintenance	95%	95%	94%	96%	97%	95%	96%	96%
Municipal recreational programs and facilities	84%	90%	86%	87%	93%	82%	86%	90%
Snow clearing on local roads, not including HWY 99	93%	93%	94%	96%	95%	89%	95%	92%
The overall planning of the resort community	---	---	87%	84%	87%	81%	78%	78%
Road maintenance on local roads, not including HWY 99	89%	92%	90%	95%	89%	90%	93%	87%
Parking options	---	---	---	---	55%	58%	41%	50%▲
Bylaw Officer services	---	---	---	---	72%	53%	55%	51%

Suggested Priorities for Value for Money

This derived importance analysis shows 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: **(1) water utilities for your residence, (2) village maintenance, (3) the overall planning of the resort community, (4) waste, recycling and composting services, and (5) municipal hall main customer service counter.**

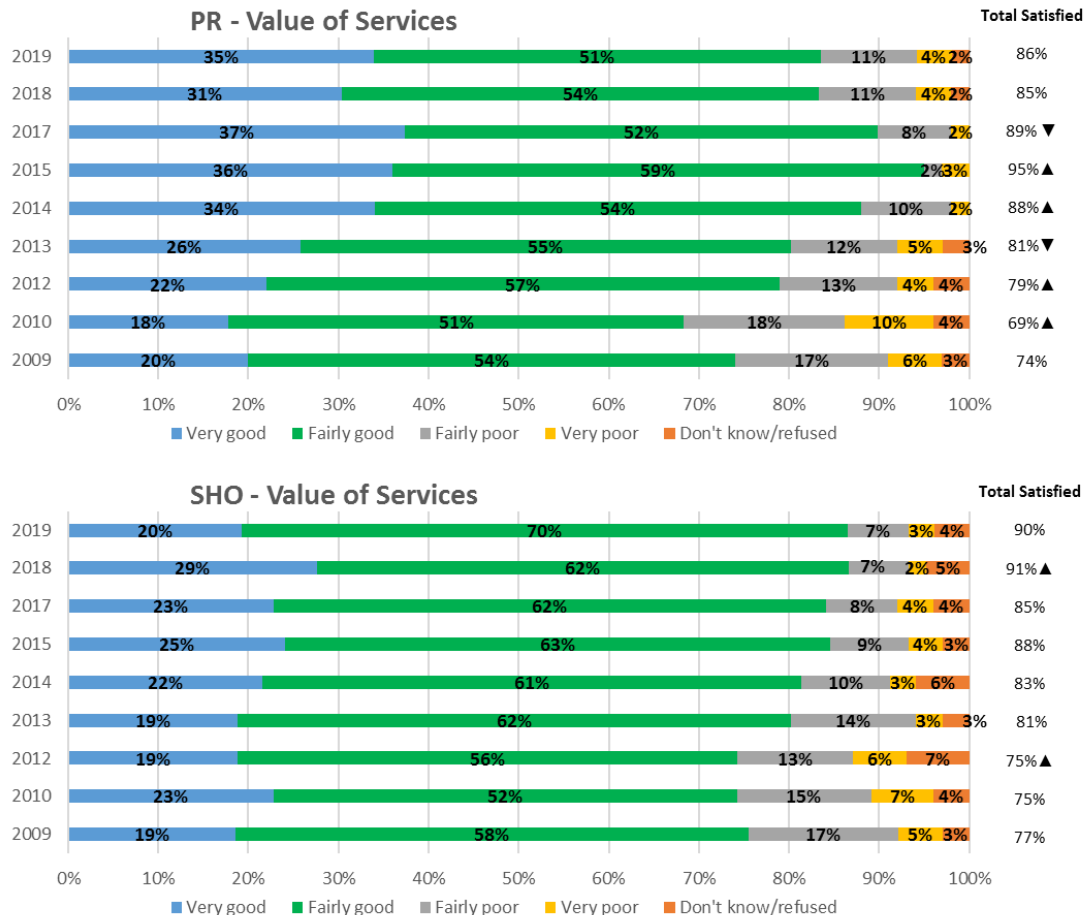
High Priority
Medium Priority
Low Priority

Priority	Services	Performance	Importance
1	Water utilities for your residence	90	0.294
2	Village maintenance	95	0.266
3	The overall planning of the resort community	71	0.291
4	Waste, recycling and composting services	86	0.215
5	Municipal hall main customer service counter	78	0.232
6	Snow clearing on local roads, not including HWY 99	67	0.252
7	Police services	86	0.177
8	Access to municipal information via the website	81	0.181
9	Bylaw Officer services	59	0.229
10	Maintenance of community parks and trails	96	0.106
11	Library services	82	0.089
12	Building and Land Development services	52	0.119
13	Fire inspection and rescue services	92	0.060
14	Local transit services	79	0.054
15	Road maintenance on local roads, not including HWY 99	64	0.007
16	Parking options	41	-0.350
17	Municipal recreational programs and facilities	86	-0.240

Value of Services Received for Property Tax Dollars

The majority of permanent resident (86%) and second homeowner (90%) respondents said they receive good value (very/fairly) for their property tax dollars.

Second homeowner respondents were significantly less likely to feel they received “very good” value for their tax dollars in 2019 when compared to last year’s results (29%, compared to 20%). Permanent residents were significantly more likely to feel they received “very good” value for their tax dollars when compared to secondary homeowners (35%, compared to 20%).



Q16. 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?

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), 2018 (n=172), 2019 (n=300)

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), 2018 (n=162), 2019 (n=202)

Health and Community Relationships

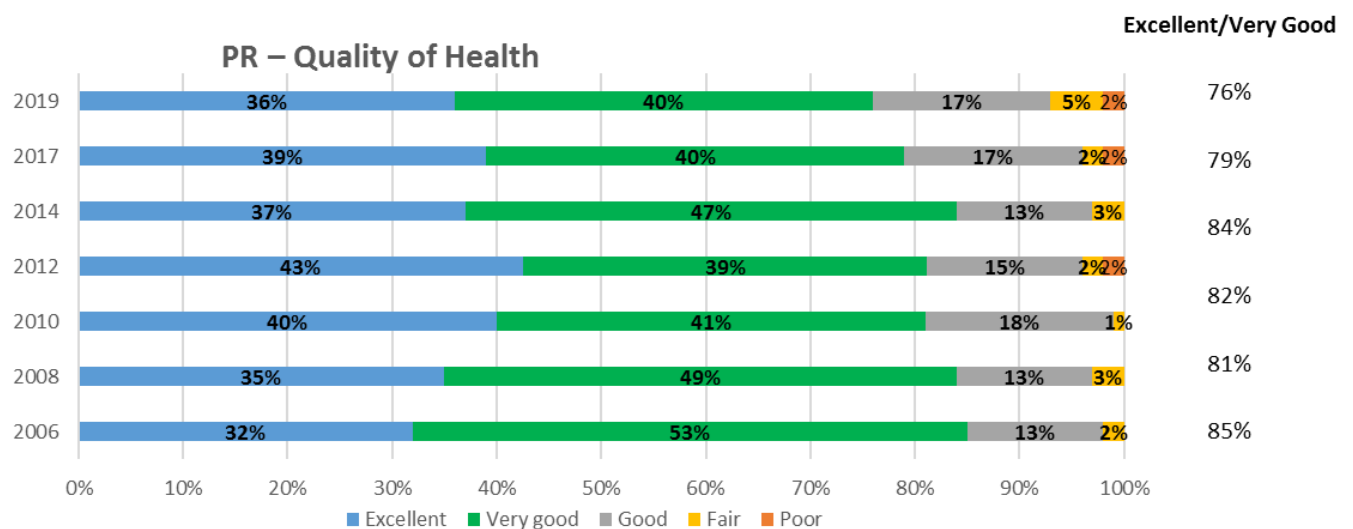
Physical, Mental, and Social Well-Being

Three in four permanent resident respondents (76%) rated their physical, mental and social well-being, in general as excellent or very good.

Those respondents in the highest household income bracket were the most likely to rate their physical, mental and social well-being excellent or very good when compared to lower household income brackets (84% for \$100K+, compared to 52% for <\$50K and 80% for those \$50K-\$99K).

Furthermore, those in a relationship without children were the most likely group to rate their physical, mental and social well-being excellent or very good when compared to single respondents and families (90%, compared to 70% and 74%, respectively).

In comparison to previous years, the quality of physical, mental and social well-being has been trending downward since 2014. Excellent or very good ratings have dropped by 8pp since 2014. Since this question was last asked in 2017, there has also been a slight decrease by 3pp in the last two years.



Q9. Thinking of your physical, mental and social well-being, in general, how would you rate your health?

BASE: Total Permanent Residents (property owners): 2019 (n=300), 2017 (n=291), 2014 (n=301), 2012 (n=300), 2010 (n=300), 2008 (n=300), 2006 (n=301)

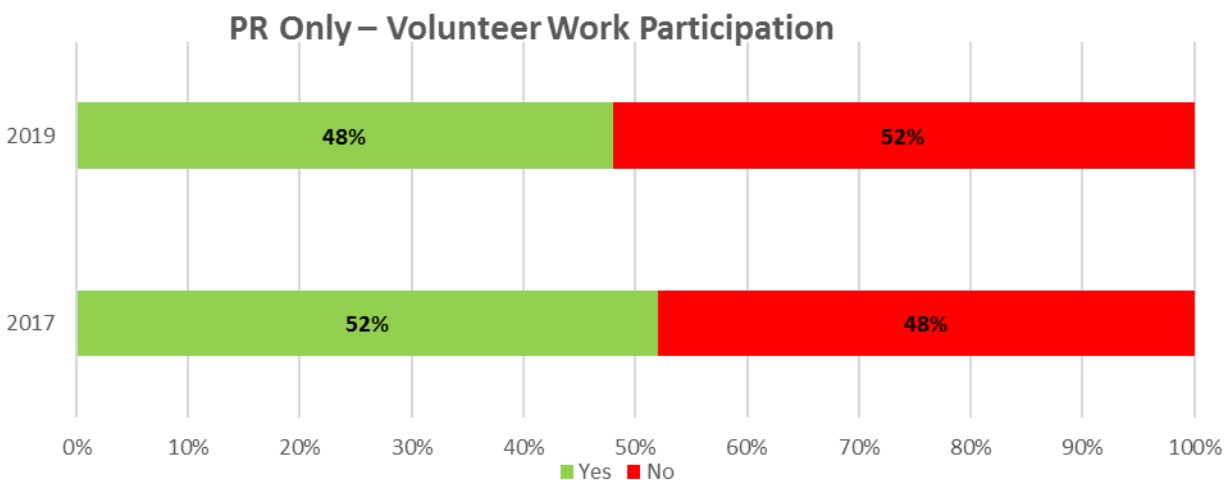
Volunteer Work Participation

One in two permanent residents participated in unpaid volunteer work for a Whistler organization/group in the past 12 months (48%).

Females were significantly more likely to volunteer their time when compared to male respondents (56%, compared to 42%). Furthermore, those with families were significantly more likely to volunteer their time when compared to single respondents and couples (60%, compared to 40%, 46%, respectively).

Homeowners were significantly more likely to volunteer along with those in the oldest age bracket when compared to those who rented and were younger (61%, 57% compared to 34%, 46% respectively).

This score remains relatively consistent with the last time this question was asked in 2017. Roughly half of all respondents volunteer their time.



Q10A. 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?

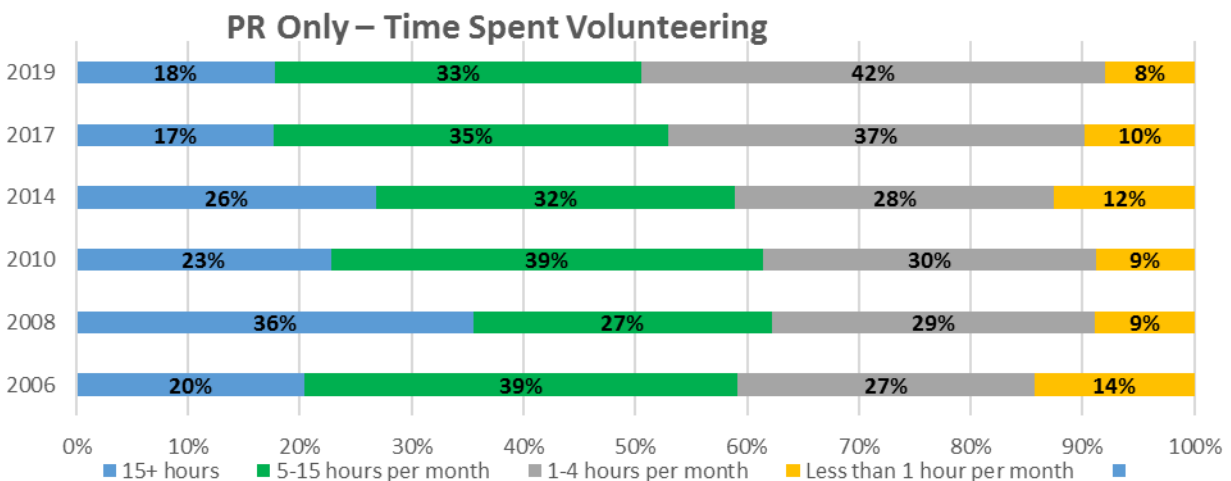
BASE: Total Permanent Residents (property owners): 2019 (n=300), 2017 (n=301)

Time Spent Volunteering

When asked, on average, how many hours permanent residents volunteered per month, over two in five volunteered 1-4 hours (42%), followed by one third volunteering 5-15 hours of their time (33%). One in five volunteered for 15+ hours (18%), while 8% volunteered for less than 1 hour.

The last time this question was asked was in 2017. Significantly more respondents were volunteering 1-4 hours per week in 2019 than they were in 2017; this score increased by 5% in the last 2 years.

The number of respondents volunteering for longer periods of time has been trending downward since 2010. In 2010, 62% of respondents were volunteering for at least 5 hours a month where in comparison to 2019, only 51% are volunteering that much of their time.



Q10b. And on average, about how many hours per month did you volunteer in Whistler?

BASE: Total Permanent Residents (property owners): 2019 (n=144)

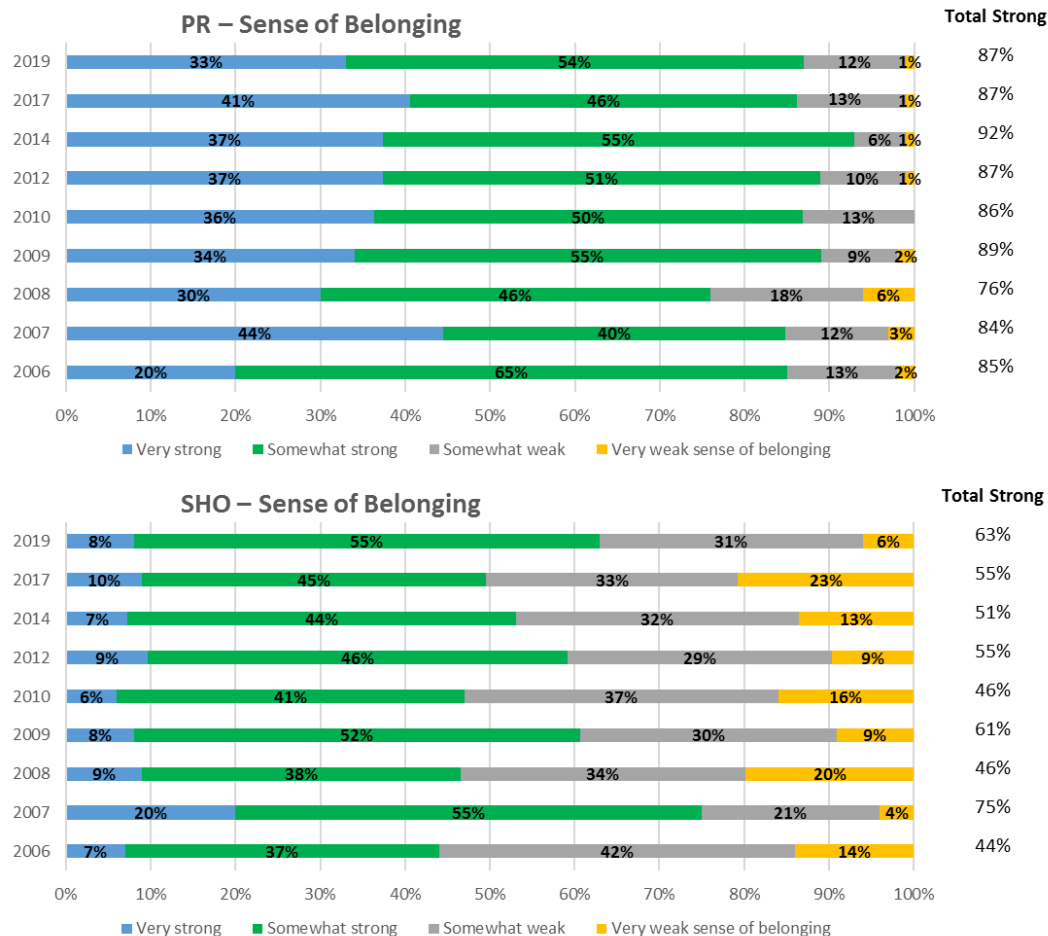
Sense of Belonging

The majority of permanent residents (87%) and roughly two thirds of second homeowners (63%) had a strong sense of belonging to the community of Whistler (very/somewhat).

Permanent residents were significantly more likely to say they had a strong belonging when compared to second homeowners (87%, compared 63%).

Those permanent residents with a household income of \$50K-\$99K were significantly more likely to say they had a strong sense of belonging when compared to the other household income groups (96%, compared to 57% for <\$50K and 87% for those with \$100K+).

Scores amongst permanent residents when compared to previous years for this measure are consistent at a T2B level. However, significantly less respondents said their sense of belonging was “very” strong when compared to 2017 results dropped by 9% (41%→33%). Furthermore, significantly more second homeowners felt a very strong or somewhat strong sense of belonging when compared to 2017 increasing by 8% over two years (55%→63%).



Q11. How would you describe your sense of belonging to the community of Whistler? Would you say it is...?

BASE: Total Permanent Residents (property owners): 2019 (n=300)

Total Second Homeowners (property owners): 2019 (n=200)

Appendix

Demographics

Permanent resident responses were weighted to reflect Canada's most recent census statistics.

Second homeowner responses were left unweighted.

Demographics		
	Permanent Residents n=300 %	Second Homeowners n=202 %
Gender		
Male	55	47
Female	45	53
Age		
18-34	43	2
35-44	19	3
45-54	16	13
55-64	11	28
65+	8	52
Marital Status		
Married/Common-law	55	N/A
Single	44	N/A
Dependent Children		
None	62	N/A
1	14	N/A
2	15	N/A
3	3	N/A
4+	4	N/A
Employment Status		
Employed	67	18
Self-Employed	19	16
Student	2	1
Retired	9	61
Not working (seeking/not seeking work)	4	5
Home Tenure		
Own	51	100
Rent	49	0

Main Questionnaire

**Resort Municipality of Whistler
2019 CLS Survey
Final**

Forum Research Inc.

Dec 2019

N=500
Permanent Resident Survey n=300 ((Q1=1 OR Q1A=2) & Q2=1)
Second Homeowner n=200 (Q1=1 & Q2=2 OR 3)

Section 1 – INTRODUCTION

Hello, I'm _____ 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.

The survey will only take about 12 minutes to complete and 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. This is strictly an opinion survey; we are not selling or soliciting anything.

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?

INTERVIEW INSTRUCTIONS:

IF ASKED, PROVIDE THE ANSWERS BELOW.

- **WHY?** 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.
- **WHO?** We need to speak to a cross---section of people who live or own property in Whistler. Everyone's opinions are important to us.
- **CONFIDENTIALITY.** All responses are confidential and anonymous.
- **LENGTH.** The survey will take about 12 minutes.
- **SOLICITATION.** This is strictly an opinion survey; we are not selling or soliciting anything.
- **HOW NUMBER WAS RETRIEVED.** Your phone number was selected at random for participation in this research.
- **WHO IS CONDUCTING SURVEY?** The survey is being conducted for the Resort Municipality of Whistler.
- **CONTACT.** Contact name: RMOW 604-935-8121.

01	Yes, will do survey now	→ CONTINUE
02	Yes, will do survey later	→ RESCHEDULE
T2	No	→ THANK AND TERMINATE

IF NOT A GOOD TIME: I would like to arrange a time that would be more convenient. When would that be?

RESCHEDULE (DATE/TIME)

INTRO1. Before we start, have I reached you on a cellular device or landline?

- a. Cellular device
- b. Landline

ASK IF INTRO1=1. IF NOT, SKIP

INTRO2. Do you own a landline?

- a. Yes
- b. No

→ CPO CATEGORY

Section 2 – SURVEY

A. Main

1. a. To begin, do you own or rent this residence that I am calling you at in Whistler? Or if Cell: do you own or rent a residence in Whistler?

- | | | |
|---|--|--------------------------|
| 1 | Own | → CONTINUE TO Q2 |
| 2 | Rent | → CONTINUE TO Q2 |
| 3 | Just visiting | → TERMINATE |
| 4 | It's a business | → TERMINATE |
| 5 | Not reached at Whistler residence, not on cell | → CONTINUE TO Q1B |

1. b. Can you confirm that you currently own a property in Whistler?

- | | | |
|---|-----|-------------------------|
| 1 | Yes | → CONTINUE TO Q2 |
| 2 | No | → TERMINATE |

2. Are you currently living in Whistler...? **READ LIST [ONE ANSWER ONLY]**

- | | | |
|---|------------------------------------|------------------------------|
| 1 | Full-time, permanently year-round | |
| 2 | Full-time for just a season or two | → IF Q1A=2, TERMINATE |
| 3 | Live full-time elsewhere | → IF Q1A=2, TERMINATE |

3. Are you currently...? **READ LIST [ONE ANSWER ONLY]**

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

B. Community Life

5. Overall, how satisfied are you with Whistler as a place to live/own property/visit for 2nd homeowners? Are you ...? **[READ LIST]**

- 5 Very satisfied
- 4 Somewhat satisfied
- 3 Neither satisfied nor dissatisfied
- 2 Somewhat dissatisfied
- 1 Very dissatisfied
- 9 Don't Know **[DO NOT READ]**

6. How satisfied are you with the following aspects of life in Whistler? Are you...? **[ROTATE, READ]**

	Very satisfied	Somewhat Satisfied	Neither Satisfied not dissatisfied	Somewhat dissatisfied	Very dissatisfied	Don't know/NA
a. Opportunities available for recreational physical activities	5	4	3	2	1	9
b. Selection of Arts, Culture and Heritage opportunities	5	4	3	2	1	9
c. Ability to get around by bike and by foot	5	4	3	2	1	9
d. Recreational trails for hiking and mountain biking	5	4	3	2	1	9
e. Access to parks such as Rainbow Lake, Lakeside, Alpha Lake Park	5	4	3	2	1	9
f. Personal opportunities for formal learning through schools and colleges and other organizations with accredited courses in Whistler and the Sea-to-Sky corridor	5	4	3	2	1	9
g. Atmosphere and ambiance of Whistler Village	5	4	3	2	1	9
h. Career and employment	5	4	3	2	1	9

opportunities (PR ONLY)						
i. Health and Medical Services	5	4	3	2	1	9
j. Ability to get around Whistler by personal automobile / vehicle	5	4	3	2	1	9
k. Ability to travel to and from Whistler on Highway 99	5	4	3	2	1	9

7. **DON'T NEED 2nd homeowners (Ask if Employed 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, RECORD** _____

8. **DON'T NEED 2nd homeowners (Ask if Employed 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, RECORD** _____

C. Health and Community Relationships

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

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

- 5 Excellent
- 4 Very good
- 3 Good
- 2 Fair
- 1 Poor

10.a **PERMANENT ONLY** 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
- 2 No → **GO TO Q.16**

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

- 1 Over 15 hours
- 2 5 to 15 hours per month
- 3 1 to 4 hours per month
- 4 Less than one hour per month

11a. How would you describe your sense of belonging to the community of Whistler? Would you say it is:

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

D. Community Issues and Decisions

11a. What is the most important issue facing your community that should receive the greatest attention from your local leaders? **RECORD**

11b. Would you say municipal decision makers in Whistler have the best interests of the resort community of Whistler in mind when making decisions...? **READ**

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

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

READ 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 **[DO NOT READ]**

14. How satisfied are you with each of the following services provided by the Resort Municipality of Whistler? **[ROTATE, READ]**

	Very satisfied	Somewhat Satisfied	Neither Satisfied not dissatisfied	Somewhat dissatisfied	Very dissatisfied	Don't know/NA
a. Maintenance of community parks and trails	5	4	3	2	1	9
b. Local transit services	5	4	3	2	1	9
c. Village maintenance	5	4	3	2	1	9
d. The overall planning of the resort community	5	4	3	2	1	9
e. Municipal recreational programs and facilities	5	4	3	2	1	9
f. Police services	5	4	3	2	1	9
g. Fire inspections and rescue services	5	4	3	2	1	9
h. Municipal hall main customer service counter	5	4	3	2	1	9
i. Access to municipal Information via the website	5	4	3	2	1	9
j. Building and land development services	5	4	3	2	1	9
k. Library services	5	4	3	2	1	9
l. Road maintenance on local roads, not including HWY 99	5	4	3	2	1	9
m. Snow clearing on local roads, not including HWY 99	5	4	3	2	1	9
n. Waste, recycling and composting services	5	4	3	2	1	9
o. Water utilities for your residence	5	4	3	2	1	9

p. Parking options	5	4	3	2	1	9
q. Bylaw Officer services	5	4	3	2	1	9

IF Q1=1:

16. 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 value
- 3 Fairly good value
- 2 Fairly poor value
- 1 Very poor value

4. **IF Q1=1:**

What is the assessed value of your primary Whistler residence? Would it be closer to...?

READ LIST [IF MORE THAN ONE, MOST FREQUENTED]

NOTE: If sensitive to providing an answer, state the figure is used later in the survey for a question related to property taxes..

- 1 \$200,000
- 2 \$400,000
- 3 \$600,000
- 4 \$800,000
- 5 \$1,000,000
- 6 \$1,500,000
- 7 \$2,000,000
- 8 \$2,500,000
- 9 \$3,000,000
- 10 \$3,500,000
- 11 \$4,000,000

E. Demographics

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

Are you living as a single adult or with a partner in a married/common law relationship?

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

- 1 Single
- 2 Married / Common law
- 3 Refused (DO NOT READ)

19. How many children or adults living under the same roof that are financially dependent on you?
-

20. SKIP IF 18 is 2 or 19 is more than 0

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
 - a. Is that...?
 - i. Less than \$15,000
 - ii. \$15,000 to \$19,999
 - iii. \$20,000 or more
 - iv. Refused
 - v. Don't know
- 2 \$25,000 to less than \$50,000
 - a. Is that...?
 - i. Less than \$30,000
 - ii. \$30,000 to \$34,999
 - iii. \$35,000 to \$39,999
 - iv. \$40,000 to \$44,999
 - v. \$40,000 to \$44,999
 - vi. Refused
 - vii. Don't know
- 3 \$50,000 to less than \$75,000
 - a. Is that...?
 - i. Less than \$55,000
 - ii. \$55,000 to \$59,999
 - iii. \$60,000 to \$64,999
 - iv. \$65,000 to \$69,999
 - v. \$70,000 or more
 - vi. Refused
 - vii. Don't know
- 4 \$75,000 to less than \$100,000
 - a. Is that...?
 - i. Less than \$80,000
 - ii. \$80,000 to \$84,999
 - iii. \$85,000 to \$89,999
 - iv. \$90,000 to \$94,999
 - v. \$95,000 or more
 - vi. Refused
 - vii. Don't know
- 5 \$100,000 to less than \$125,000
 - a. Is that...?
 - i. Less than \$105,000

- ii. \$105,00 to \$109,999
 - iii. \$110,000 to \$114,999
 - iv. \$115,000 to \$119,999
 - v. \$120,000 or more
 - vi. Refused
 - vii. Don't know
- 6 \$125,000 or more
 - a. Is that...?
 - i. Less than \$130,000
 - ii. \$130,000 to \$134,999
 - iii. \$135,000 to \$139,999
 - iv. \$140,000 to \$144,999
 - v. \$145,000 to \$149,999
 - vi. \$150,000 or more
 - vii. Refused
 - viii. Don't know
- 7 Refused
- 8 Don't know

[SKIP IF Q18=1 and Q19= 0 or none]

21. 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
 - a. Is that...?
 - i. Less than \$15,000
 - ii. \$15,000 to \$19,999
 - iii. \$20,000 or more
 - iv. Refused
 - v. Don't know
- 2 \$25,000 to less than \$50,000
 - a. Is that...?
 - i. Less than \$30,000
 - ii. \$30,000 to \$34,999
 - iii. \$35,000 to \$39,999
 - iv. \$40,000 to \$44,999
 - v. \$40,000 to \$44,999
 - vi. Refused
 - vii. Don't know
- 3 \$50,000 to less than \$75,000
 - a. Is that...?
 - i. Less than \$55,000
 - ii. \$55,000 to \$59,999
 - iii. \$60,000 to \$64,999
 - iv. \$65,000 to \$69,999
 - v. \$70,000 or more
 - vi. Refused

- vii. Don't know
- 4 \$75,000 to less than \$100,000
 - a. Is that...?
 - i. Less than \$80,000
 - ii. \$80,000 to \$84,999
 - iii. \$85,000 to \$89,999
 - iv. \$90,000 to \$94,999
 - v. \$95,000 or more
 - vi. Refused
 - vii. Don't know
- 5 \$100,000 to less than \$125,000
 - a. Is that...?
 - i. Less than \$105,000
 - ii. \$105,00 to \$109,999
 - iii. \$110,000 to \$114,999
 - iv. \$115,000 to \$119,999
 - v. \$120,000 or more
 - vi. Refused
 - vii. Don't know
- 6 \$125,000 or more
 - a. Is that...?
 - i. Less than \$130,000
 - ii. \$130,000 to \$134,999
 - iii. \$135,000 to \$139,999
 - iv. \$140,000 to \$144,999
 - v. \$145,000 to \$149,999
 - vi. \$150,000 or more
 - vii. Refused
 - viii. Don't know
- 7 Refused
- 8 Don't know

[ASK IF Q1=2 and Q18=1] DON'T NEED 2nd homeowners

22a. Approximately how much in total do you spend per month on housing, including your portion of the rent, electricity and heating?

- 1 _____ Record \$ per month
- 2 Don't know
- 3 Refused

[ASK IF Q1=1 and Q18=1] DON'T NEED 2nd homeowners

22b. Excluding property taxes approximately how much in total do you spend per month on housing, including mortgage payments, electricity and heating?

- 1 _____ Record \$ per month
- 2 Don't know
- 3 Refused

[ASK IF Q1=2 and Q18=2] DON'T NEED 2nd homeowners

22c. Approximately how much in total do you estimate you and your partner spend per month on housing, including rent, electricity and heating?

- 4 _____ Record \$ per month
- 5 Don't know
- 6 Refused

[ASK IF Q1=1 and Q18=2] DON'T NEED 2nd homeowners

22d. 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?

- 4 _____ Record \$ per month
- 5 Don't know
- 6 Refused

23. In what year were you born?

- 1 _____ Record year
- 2 Refused

24. Record gender. DO NOT ASK.

- 1 Female
- 2 Male

THANK AND TERMINATE