



# 2021 Community Life Satisfaction Survey

## Final Survey Results – Detailed Findings Report

Prepared for: Resort Municipality of Whistler

Prepared by: Forum Research Inc.

**Fall 2021**

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# Background and Research Objectives

## Project Background

The Resort Municipality of Whistler has a comprehensive Official Community Plan 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 2021 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, community engagement and communication approaches, and
- Benchmark the results of the 2021 Community Life Satisfaction Survey with those from 2008, 2009, 2010, 2012, 2013, 2014, 2015, 2016, 2017, 2018, 2019, and 2020.

## Research Design and Key Dates

Similar to research completed in 2010, between 2012-2015, and 2018, 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 or predominantly in Whistler and part of the year elsewhere)
  - 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 (unless a callback was scheduled at an alternative time) from March 30<sup>th</sup>, 2021, to April 28<sup>th</sup>, 2021. However, the fieldwork was paused due to safety and privacy concerns from a cybersecurity incident. Once issues surrounding cybersecurity were neutralized, fieldwork resumed from July 27<sup>th</sup>, 2021, to Aug 9<sup>th</sup>, 2021, and respondents were once again called between 5pm and 9pm (unless a callback was scheduled at an alternative time). A total of 300 interviews were conducted, each approximately 21 minutes in length. Residents were reached either on a land line (19%) or cell phone (81%) using numbers generated by random digit dialing technology.
2. **Second Homeowners** (those who own property in Whistler but primarily live elsewhere)
  - Research among second homeowners was conducted via live agent Computer-Assisted-Telephone Interviewing (CATI). Respondents were called between 5pm and 9pm (unless a callback was scheduled at an alternative time) from March 30<sup>th</sup>, 2021, to April 28<sup>th</sup>, 2021. However, the fieldwork was paused due to safety and privacy concerns from a cybersecurity incident. Once issues surrounding cybersecurity were neutralized, fieldwork resumed from July 27<sup>th</sup>, 2021, to Aug 6<sup>th</sup>, 2021, and respondents were once again called between 5pm and 9pm (unless a callback was scheduled at an alternative time). A total of 200 interviews were conducted, each approximately 19 minutes in length. Although a proportion of second homeowners were found in the process of random sampling, the Resort Municipality of Whistler supplied a copy of the database of Whistler property owners, which Forum then contacted directly. Residents were reached either on a land line (90.5%) or cell phone (9.5%) 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 **+/- 5.66%** at the 95% confidence level (or 19 times out of 20, if the study were to be repeated).
- The margin of error among second homeowners 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, 2018, 2019, and 2020. 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 the Whistler.ca website. Results of this survey are available separately.

# Questions and Analysis

## Historical Tracking Questions

There are 14 indicator questions that have been asked in the Community 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 2021 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

▼ Significantly 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 2021 Community Life Satisfaction Survey were very positive. Most 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.

84% of permanent resident respondents are satisfied (very/somewhat) with Whistler as a place to live, which is the same as 2020, but is a 5% drop from 2019 (89%); 55% are “very satisfied” this year, an increase from 48% in 2020. 95% of second homeowner respondents are satisfied (very/somewhat) with Whistler as a place to visit and own property, which is an increase from 90% in 2020. 71% were “very satisfied,” which is an increase from 55% in 2020.

### Permanent Residents

About three-quarters of permanent resident respondents are employed (74%), 1-in-5 are self-employed (20%), and 8% are unemployed and seeking work, which is much higher than in early 2020 (2%). This change is a likely consequence of the COVID-19 pandemic, as the 2020 CLS survey was conducted prior to when the community was impacted. The number of permanent residents identifying as unemployed and not seeking work has doubled from 2% in 2019 to 4% in 2020 and 2021.

Permanent residents were asked to think about their physical, mental and social well-being, and rate their health. 74% of respondents said their health is excellent or very good, with an additional 20% saying their health is good.

Although 39% of permanent residents reported that their financial situation had stayed the same during the pandemic, 45% reported that their situation had gotten worse (somewhat worse/ much worse), while 16% reported their financial situation had gotten better (somewhat/ much better).

### Second Homeowners

Second homeowners fared much better financially during the pandemic than permanent residents, with 74% reporting their financial situation has not changed. 14% reported that their situation has gotten worse (somewhat worse/ much worse), while 12% reported their situation has gotten better (somewhat/ much better).

During their time in Whistler, 65% of second homeowners found interactions with tourists enjoyable during summer, compared to 73% during winter, and 67% during shoulder seasons. 63% of second homeowners somewhat or strongly believe that visitors appreciate and respect Whistler’s mountain culture, which is significantly higher compared to permanent residents (40%). 58% of second homeowner respondents defined mountain culture as mountain activities a significant increase from 29% in 2020), adrenaline and adventure, while 24% defined it as the wildlife and scenery.

36% of second homeowner respondents stayed in Whistler 20 days or more during the peak summer season (up from 24% in 2020), while 52% stayed in Whistler 20 days or more during the peak winter season (up from 46% in 2020). 23% stayed in Whistler 20 days or more during the shoulder seasons (up from 14% in 2020).

However, the proportion of second homeowners not visiting their Whistler property at all nearly doubled across all seasons. This seems to suggest that COVID-19 impacted the movement of second homeowners, as there were more second homeowners that did not come to Whistler than in previous years, but those that did tended to stay for longer.

## 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 \$1,500,700 in 2021, (down from \$1,632,700 in 2020, but up from \$1,253,000 in April 2019).
- 58% of permanent resident respondents spend 30% or less of their income on housing.
- 75% of permanent resident respondents spend 40% or less of their income on housing.
- About three-quarters of permanent resident respondents are either employed or self-employed (74%, which is a significant drop from 86% in 2020), 11% are retired, while 5% are students. Four percent (4%) are unemployed, and not seeking work.
- The median personal income range among permanent resident respondents is \$50,000 to \$54,999. The median personal annual income in 2021 is \$52,000, up from \$43,000 in 2020.
- The median household family income range is \$95,000 to \$99,999. The median annual household income is \$99,000, down from \$103,000 in 2020.
- The median number of years spent in Whistler for permanent resident respondents is 12, an increase from 9 years in 2020.
- 78% of permanent resident respondents are living and working in Whistler for a business that provides goods or services to locals and/or tourists

#### Second Homeowners

- The average self-assessed value of a second homeowner respondent's Whistler residence is \$1,255,500 (down from \$1,277,000 in 2020, but up from \$1,138,000 in 2019).
- 32% of second homeowner respondents are either employed or self-employed, down from 40% in 2020, more than six-in-ten are retired (66%, up from 55% in 2020). Two percent (2%) are unemployed, and not seeking work.
- Second homeowners are more likely to visit Whistler during peak summer with 25% staying less than 10 days and 19% having not visited in 2021.
- Second homeowners are more likely to stay in Whistler for longer visits during winter, with 52% spending more than 20 days in peak winter season and 29% having not visited during winter.

#### Whistler Housing Authority (WHA) employee restricted housing

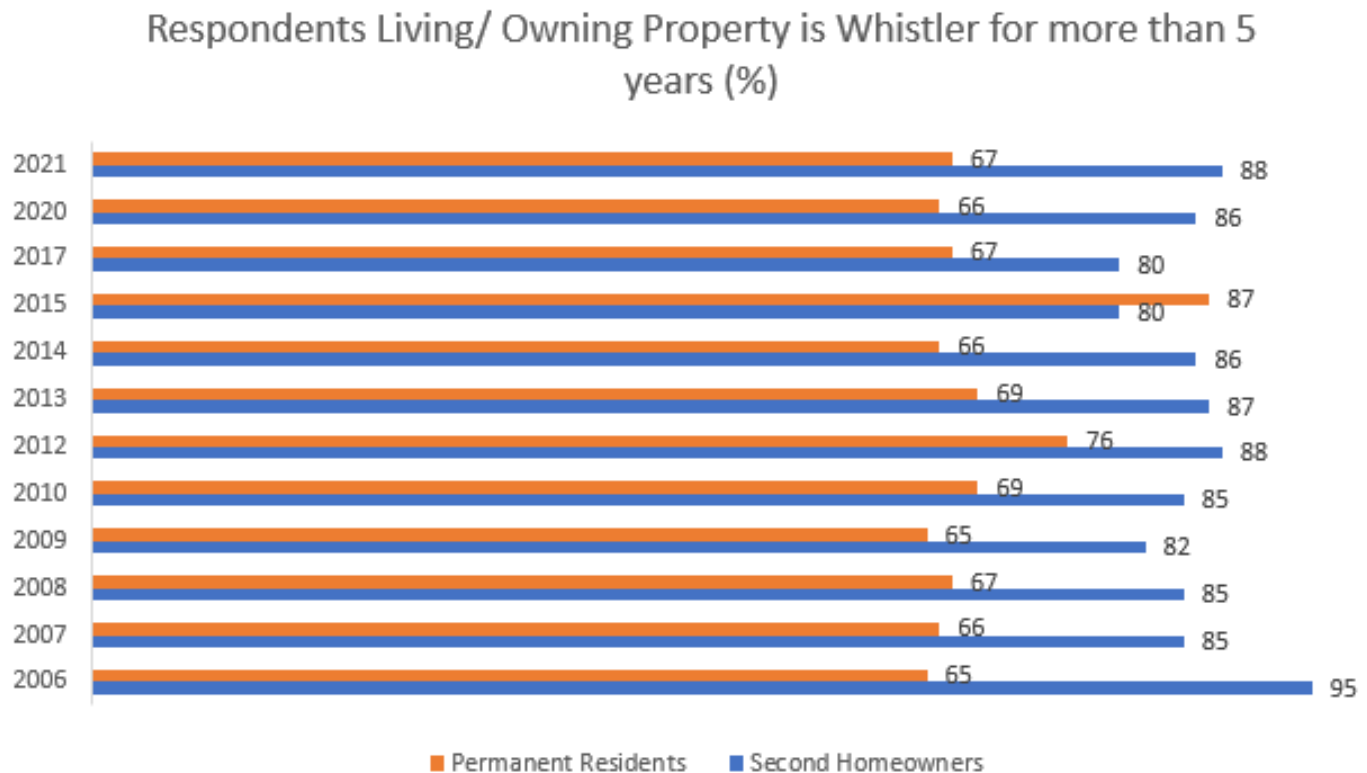
- About one in four permanent residents live in a property considered in the pool of housing that has restricted use for Whistler employees only (24%).
- Of those whose residence is restricted for use by Whistler employees, 89% reside in Whistler Housing Authority employee restricted homes.



## Number of Years Living/Owning a Property in Whistler

Similar to previous years, second homeowners continue to have owned properties in Whistler for a longer time than permanent residents have lived in Whistler. Among permanent residents, the average number of years of living in Whistler is 14, compared to an average of 23 years for second homeowners.

67% of permanent residents indicated that they have lived in Whistler for more than 5 years, 53% have lived in Whistler more than ten years, and 28% have lived in Whistler more than 20 years. 88% of second homeowners have owned property in Whistler for more than 5 years, 73% have owned property for more than 10 years, and 54% have owned for more than 20 years.



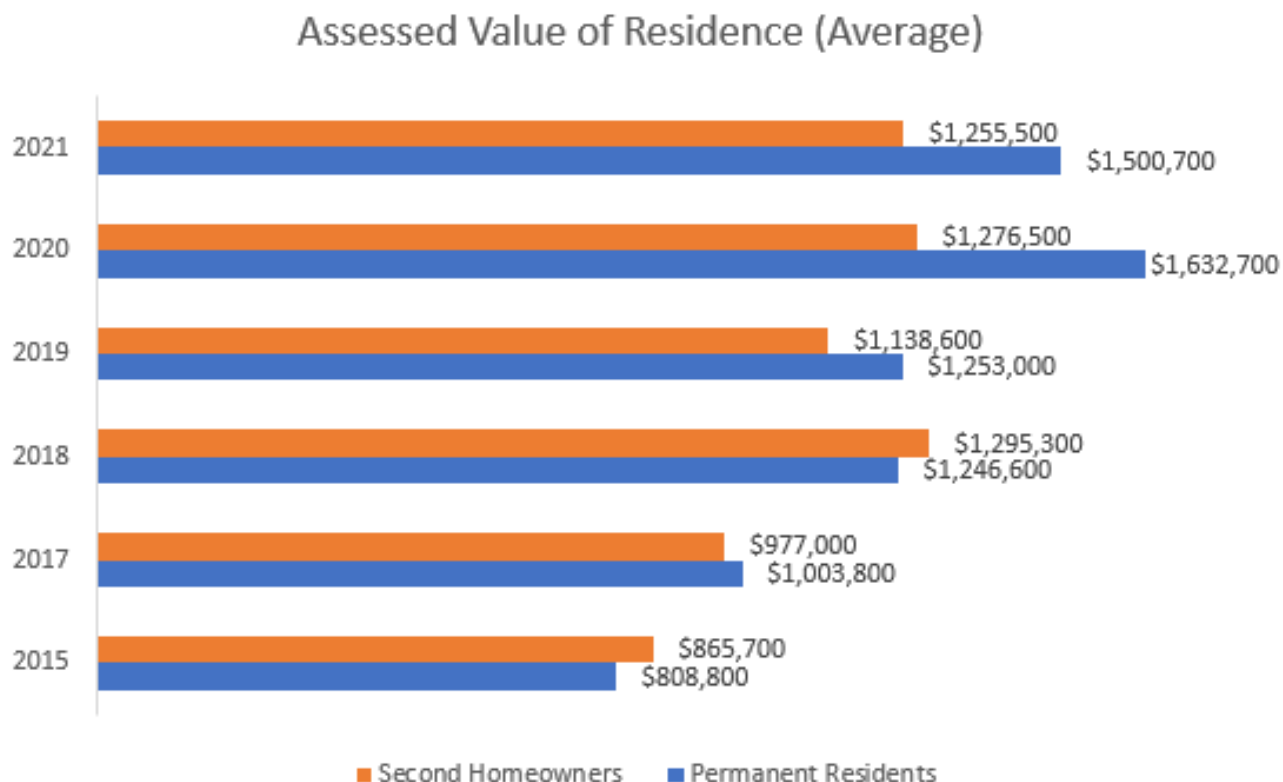
Q3a. How long have you lived as a permanent resident in Whistler?, PR: 2006 (n=301), 2007 (n=201), 2008 (n=300), 2009 (n=305), 2010 (n=300), 2012 (n=300), 2013 (n=300), 2014 (n=301), 2015 (n=257), 2017 (n=300), 2020 (n=307), 2021 (n=300)

Q3b. How long have you owned property in Whistler? SHO: 2006 (n=200), 2007 (n=192), 2008 (n=206), 2009 (n=200), 2010 (n=200), 2012 (n=200), 2013 (n=200), 2014 (n=200), 2015 (n=201), 2017 (n=200), 2020 (n=200), 2021 (n=200)

## Assessed Value of Whistler Residence

Roughly one third (28%) of permanent resident respondents assessed the value of their property between \$200,000 and \$400,000, 17% assessed the value between \$600,000 and \$800,000 and half (55%) assessed at \$1 million dollars or more, up from 50% in 2019. The average assessed value by permanent resident respondents is \$1,500,700, (down from \$1,633,000 in 2020, but up from \$1,253,000 in 2019 and \$1,246,000 in 2018). 32% of permanent resident respondents assessed the value of their property to be over \$2 million; more than double the same figure from 2017 (13%).

Of second homeowner respondents, 18% assessed their property between \$200,000 and \$400,000, 21% assessed between \$600,000 and \$800,000, with 61% valuing their property at a \$1 million dollars or more. On average, second homeowners assessed the value of their property at \$1,255,500 (down from \$1,276,500, up from \$1,138,600 in 2019, down from \$1,295,300 in 2018).



Q2d. 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), 2020 (n=204) 2021(n=213)

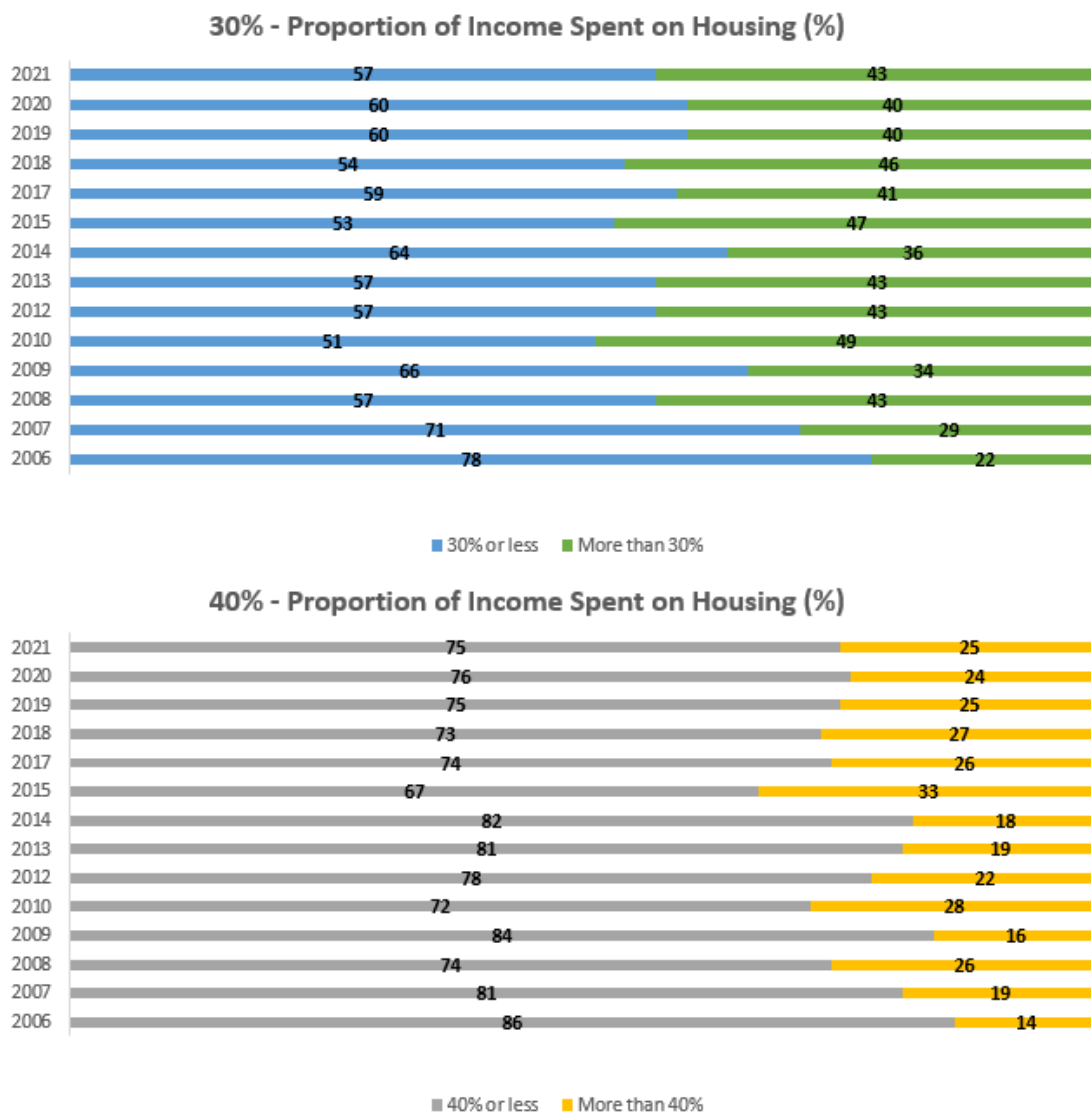
BASE: Total Second Homeowners: 2015 (n=201), 2017 (n=200), 2018 (n=170), 2019 (n=202), 2020 (n=200) 2021(n=200)

## Income Spent on Housing – Permanent Residents

When looking at only permanent resident respondents, 43% spend more than 30% of their income on housing. This is relatively unchanged from 2020 (40%), 2019 (40%) and 2018 (46%).

Furthermore, one-quarter of permanent resident respondents (25%) pay more than 40% of their income on housing. This is consistent with historical scores for this measure and remains relatively unchanged from the last two years.

The fact that Whistler residents are reporting that they are spending a similar proportion of their income on housing as they have been in previous years is a positive sign, as the pandemic took a financial toll on many Canadians, including Whistler residents. Although 39% of permanent residents reported that their financial situation had stayed the same during the pandemic, 45% reported that their situation had gotten worse (somewhat worse/ much worse), while 16% reported their financial situation had gotten better (somewhat/ much better) (Q23).



Q28/29. (NET) Which of the following categories best describes your personal / annual household income, including all sources of income such as wages, tips, investment income, rental revenue and social assistance from yourself, your partner, and any children living under the same roof.

Base: Total Sample, PR (n=300)

## Employment and Median Income Levels – Personal and Household

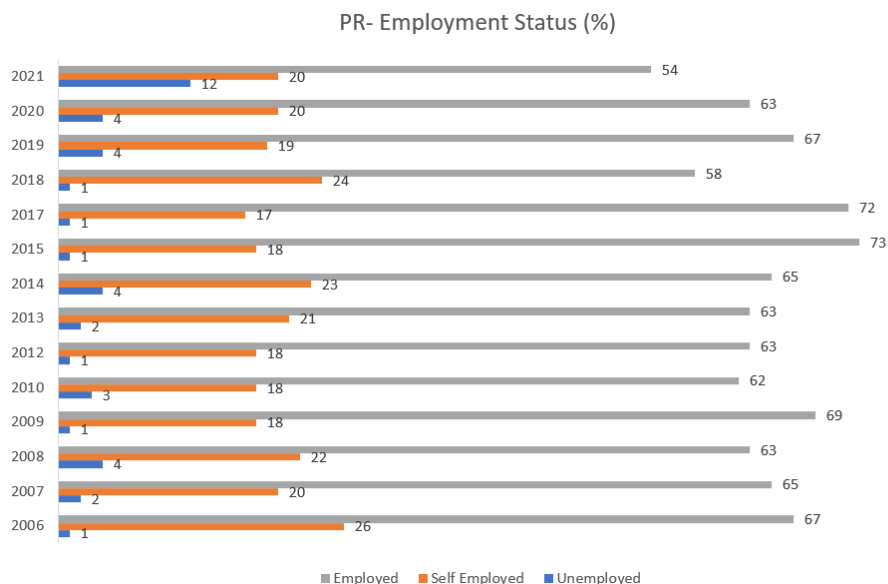
Permanent resident respondents are significantly more likely to be employed when compared to second homeowner respondents (74%, compared to 32%), while second homeowners are significantly more likely to be retired (66%, compared to 11%).

Employment Status		
	PR %(N=300)	SHO %(N=200)
Employed	54	16
Self Employed	19	16
Student	4	<1
Retired	11	65
Unemployed (not seeking work)	4	2
Unemployed (seeking work)	8	1

About one-quarter of permanent resident respondents are employed (74%), 1-in-5 are self-employed (20%), and 8% are unemployed and seeking work, which is much higher than in early 2020 (2%). This is likely a consequence of the COVID-19 pandemic. The number of permanent residents identifying as unemployed and not seeking work has doubled from 2% in 2019 to 4% in 2020 and 2021.

This unemployment increase aligns with other findings in this study, as permanent residents were also specifically asked if they had experienced impacts on their employment as a result of the COVID-19 pandemic. 32% identified they had been temporarily laid off, while 5% identified they had been permanently laid off.

The median personal annual income in 2021 is \$52,000, up from \$43,000 in 2020, and \$42,000 in 2019. However, this is more in line with the median income of 2018 (\$55,000) and 2017 (\$52,000). The median annual household income (respondents who are married or living common law or who are single with children living under the roof that are financially dependent on them) is \$99,000, down slightly from \$103,000 in 2020, and \$109,700 in 2019.

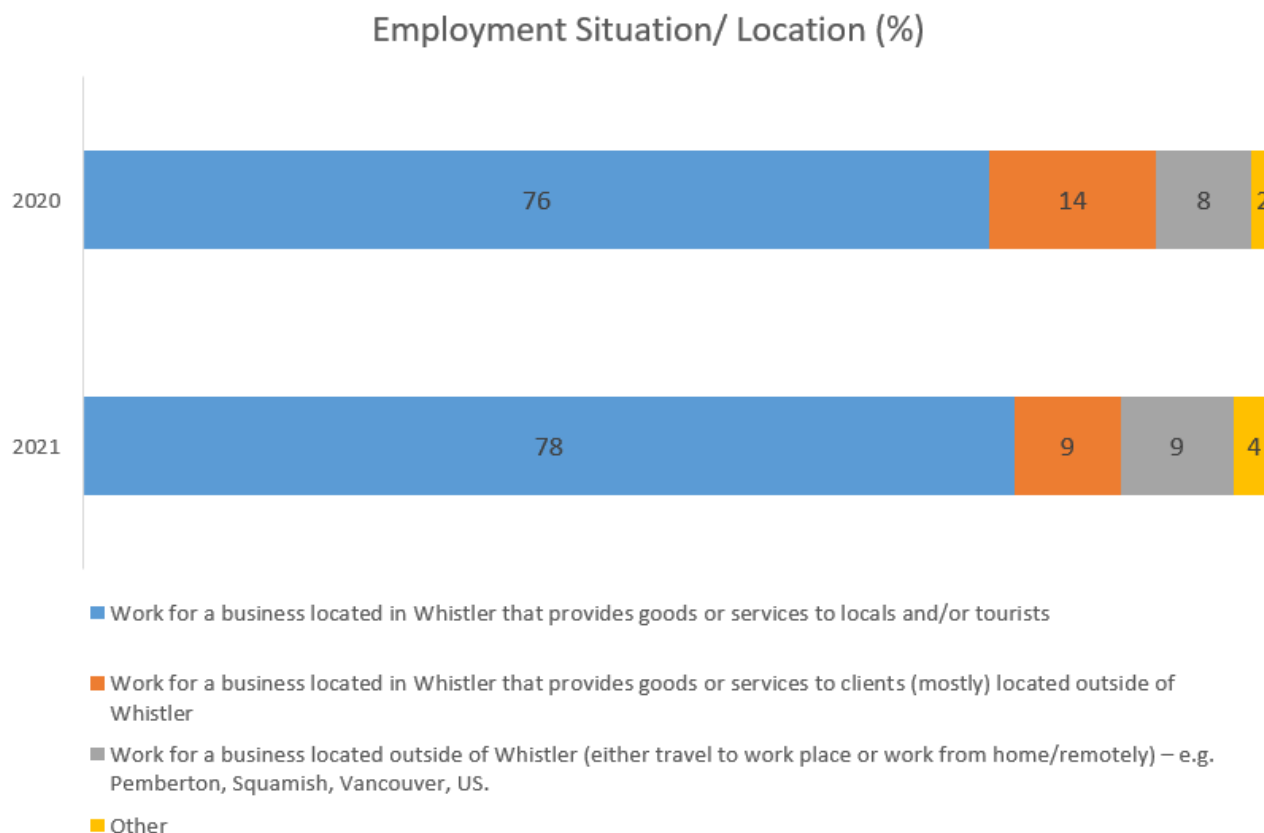


Q4a) Are you currently...? BASE: Total Permanent Residents: 2006 (n=301), 2007 (n=201), 2008 (n=300), 2009 (n=305), 2010 (n=300), 2012 (n=300), 2013 (n=300), 2014 (n=301), 2015 (n=257), 2017 (n=300), 2018 (n=303) 2019 (n=300), 2020 (n=307), 2021 (n=300)

## Employment Situation/Location

Among permanent residents who are either employed or self-employed, 78% work for a business located in Whistler that provides goods or services to locals and/or tourists. 9% work for a business located in Whistler that provides goods or services to clients (mostly) located outside of Whistler, and 9% work for a business located outside of Whistler. Of those who identified that they work outside of Whistler, most work in Vancouver.

This indicator provides an overview of the proportion of permanent residents working directly in the local economy. Employment situation remained relatively consistent between 2020 and 2021, with a slight possible increase in those that work for businesses located in Whistler that provide goods or services to clients (mostly) located outside of Whistler.



Q4b. Which of the following best describes your employment situation?

BASE: Total Employed/Self-Employed Permanent Residents: 2020=237, 2021 (n=201)

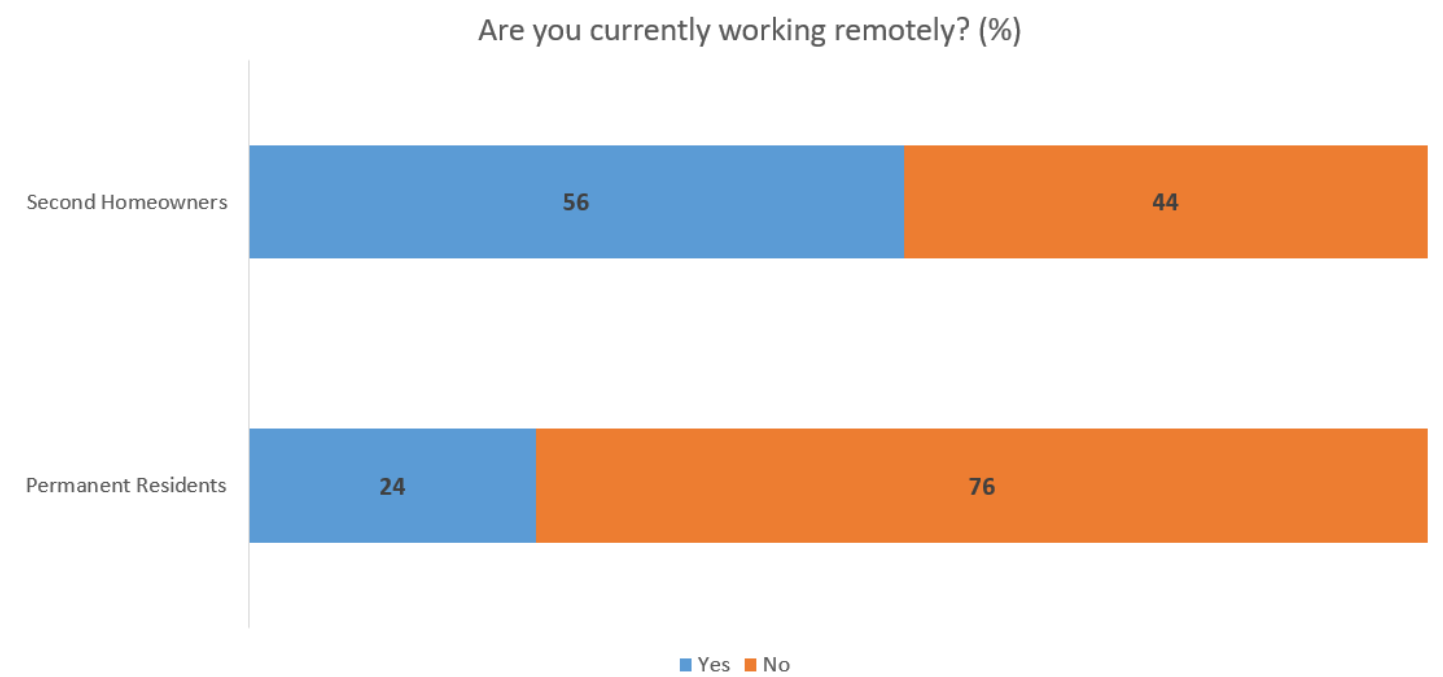
Q4c. If working for a business located outside of Whistler, where is your employer's business located?

Base: (PR/SR) Those who work for a business located outside of Whistler (either travel to work place or work from home/remotely) (n=25) \* sample size too small for reliable statistical analysis.

Those who are currently working remotely

Among those who are employed or self-employed, 24% of permanent residents and 56% of second homeowners are working remotely.

For permanent residents, females (33%) are significantly more likely than males (18%) to be working remotely. Additionally, those over 35 are significantly more likely to work remotely (31%) than those under 35 (15%), and those who own a home are significantly more likely to work remotely (30%) than those who rent (18%).

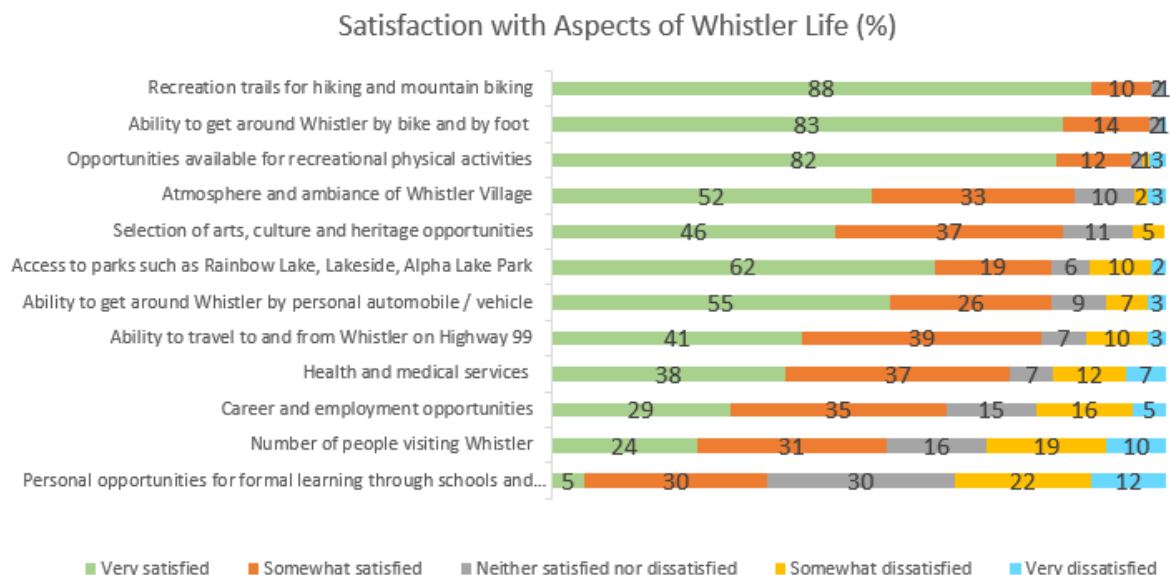


Q4d. Are you currently working remotely?  
Base: Currently employed / self-employed PR (n=201), SHO (n=63)

## Community Life

### Permanent Residents

- 84% of permanent resident respondents are satisfied (very/somewhat) with Whistler as a place to live, which is the same as 2020, but is a 5% drop from 2019 (89%); 55% are “very satisfied” this year; an increase from 48% in 2020.
- Residents were asked to report their satisfaction with different elements of Whistler life. The below graph reflects the results:



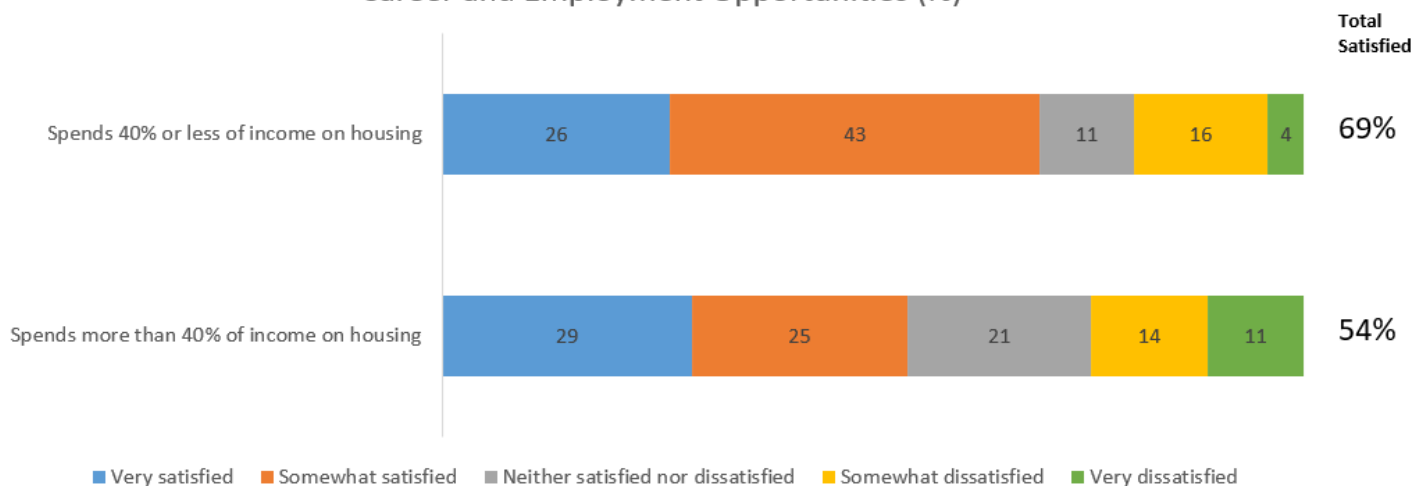
- 65% of permanent residents found interactions with tourists enjoyable (very or somewhat) during the summer, compared to 66% during the winter, and 68% during shoulder seasons.
- Only 40% somewhat or strongly believed that visitors appreciate and respect Whistler’s mountain culture. 40% of respondents defined mountain culture as mountain activities, adrenaline and adventure, with a further 24% defining it as the wildlife and scenery.
- The most popular mode of transportation for travelling to and from work is by vehicle, travelling alone in both the winter months (54%), and summer months (37%).

## Satisfaction as it relates to income level

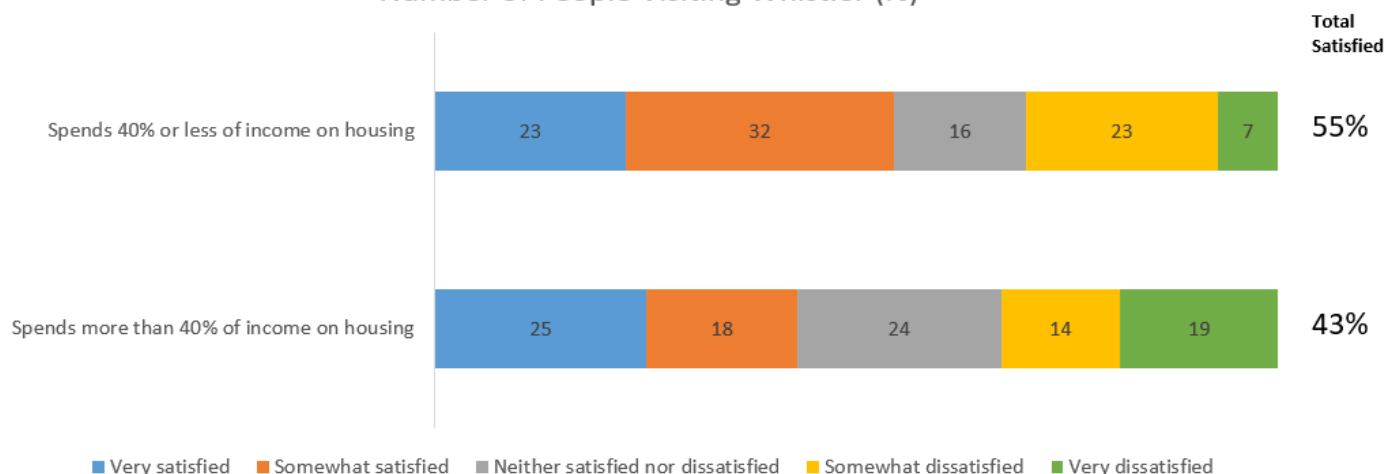
An examination of satisfaction by income level reveals that dissatisfaction might be higher among those who spend more than 40% of their income on housing. Focusing on the aspects that had the lowest satisfaction levels (career and employment opportunities, number of people visiting Whistler, personal opportunities for formal learning), it was found that those who spend more than 40% of their income on housing were significantly less likely to be satisfied with career and employment opportunities and the number of people visiting Whistler.

For career and employment opportunities, 69% of those who spend 40% or less of their income on housing are very or somewhat satisfied, whereas only 54% of those who spend more than 40% are very or somewhat satisfied. As it relates to the number of people visiting Whistler, for those who spend 40% or less of their income on housing, 55% were very or somewhat satisfied, and for those who spend more than 40%, only 43% were very or somewhat satisfied. However, as it relates to personal opportunities for formal learning, there was no statistically significant difference between those who spend more than 40% of their income on housing, and those who spend 40% or less.

Career and Employment Opportunities (%)

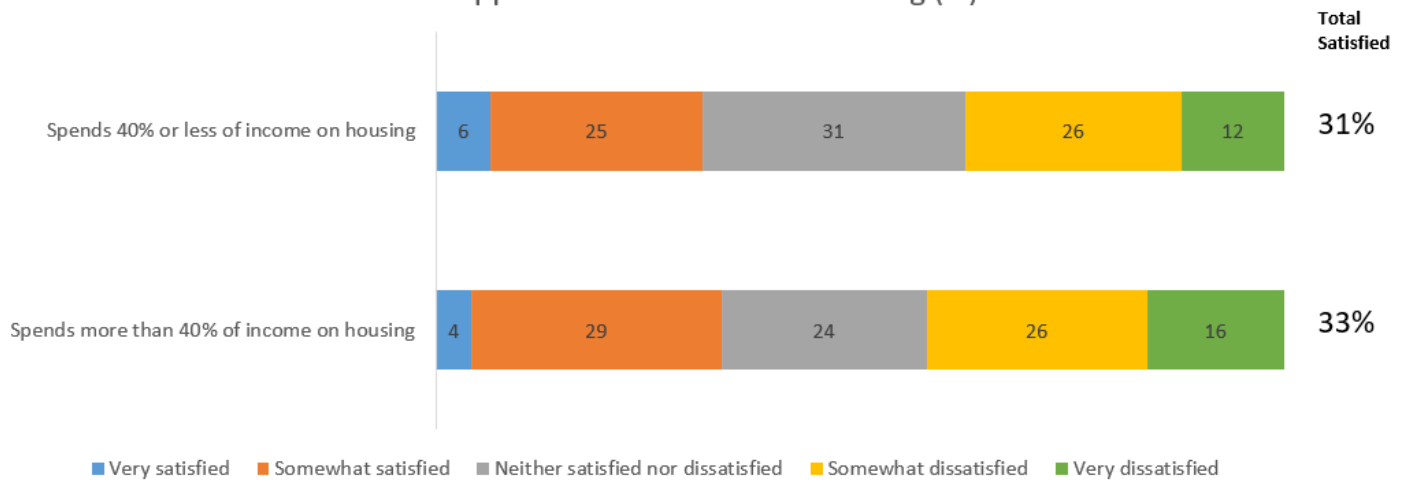


Number of People Visiting Whistler (%)





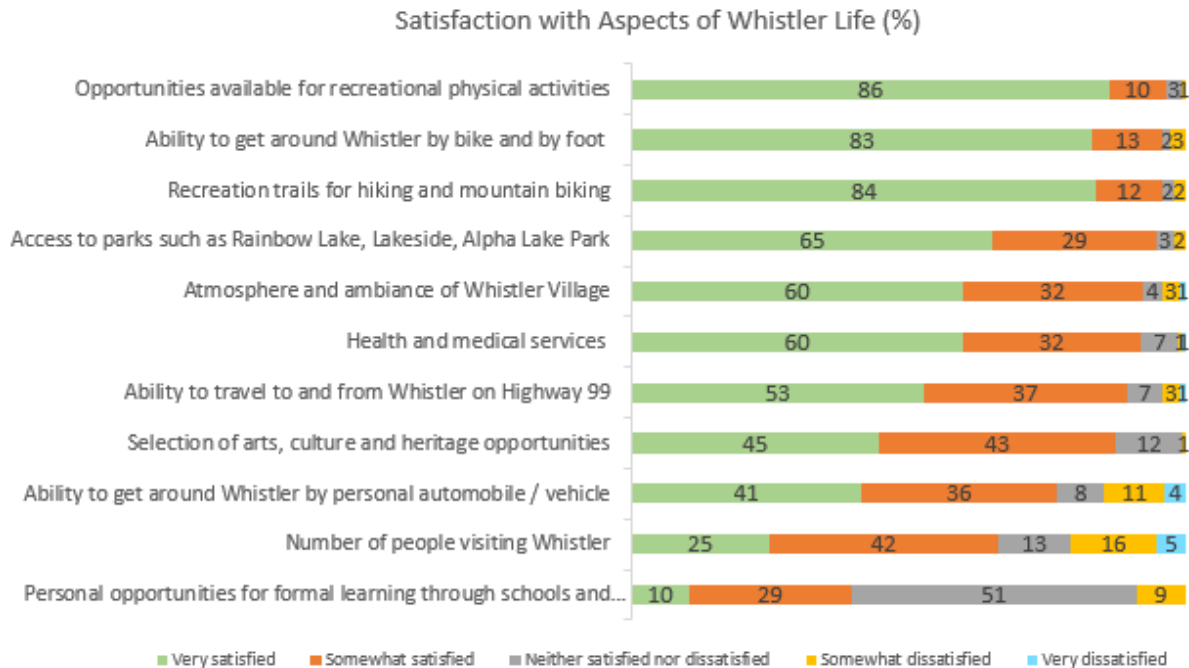
## Personal Opportunities for Formal Learning (%)



Q7a-o. How satisfied are you with the following aspects of life in Whistler? Are you...? Base: Total Sample (n=300)

## Second Homeowners

- 95% of second homeowner respondents are satisfied (very/somewhat) with Whistler as a place to visit and own property; 71% were “very satisfied.”
- Residents were asked to report their satisfaction with different elements of Whistler life. The below graph reflects the results:



- 36% of second homeowner respondents stay in Whistler 20 days or more during peak summer season, while 52% stay in Whistler 20 days or more during peak winter season. 23% stay in Whistler 20 days or more during the shoulder seasons.
- During their time in Whistler, 65% of second homeowners found interactions with tourists enjoyable during summer, compared to 73% during winter, and 67% during shoulder seasons.
- Among second homeowners, 63% somewhat or strongly believe that visitors appreciate and respect Whistler’s mountain culture, which is significantly higher compared to permanent residents (40%).
- 58% of second homeowners respondents defined mountain culture as mountain activities, adrenaline and adventure, while 24% defined it as the wildlife and scenery.

Q7a-o. How satisfied are you with the following aspects of life in Whistler? Are you...? Base: Total Sample (n=200)

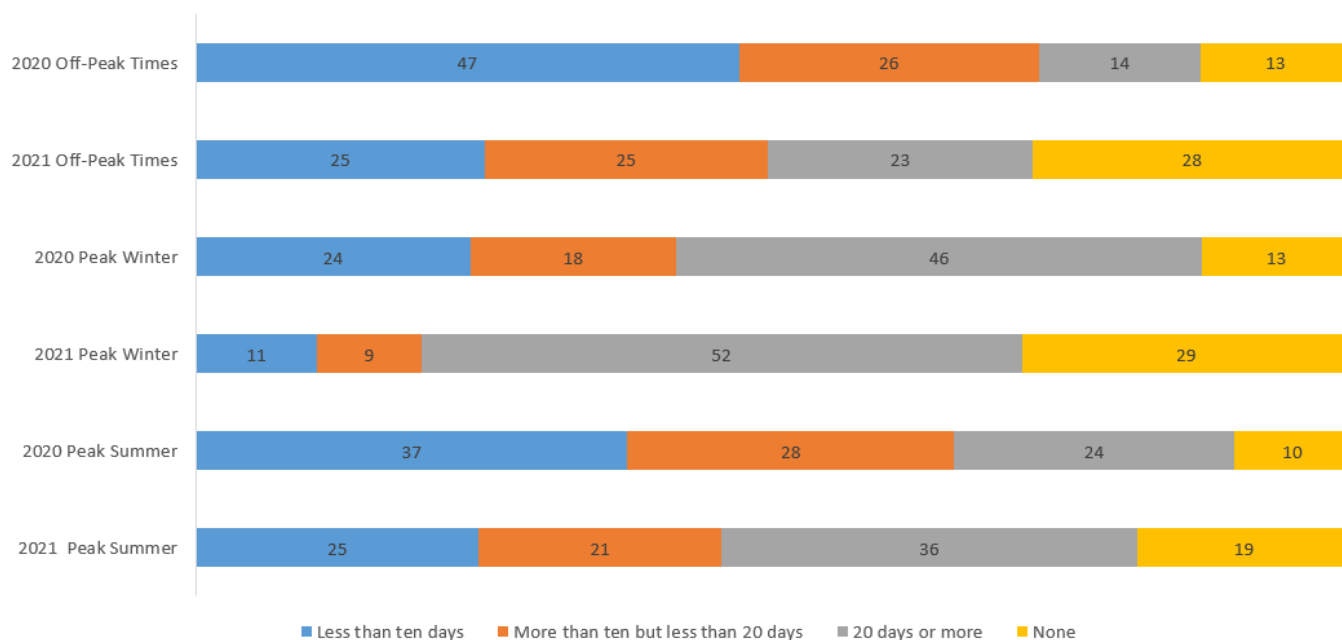
## Number of days visited during each season – Second Homeowners

Peak winter is the season when second homeowners stay in Whistler for the most days, in comparison to peak summer and off-peak times.

36% of second homeowner respondents stayed in Whistler 20 days or more during the peak summer season (up from 24% in 2020), while 52% stayed in Whistler 20 days or more during the peak winter season (up from 46% in 2020). 23% stayed in Whistler 20 days or more during the shoulder seasons (up from 14% in 2020). These increases in longer visits are likely due to COVID-19, with second homeowners likely spending longer periods of time in Whistler to avoid travel restrictions and moving between health regions. As identified in Q4d, 56% of second homeowners are working remotely which means that the majority have flexibility to spend extended periods of time in their Whistler home.

However, the proportion of second homeowners not visiting their Whistler property at all nearly doubled across all seasons. This seems to suggest that COVID-19 impacted the movement of second homeowners, as there were more second homeowners that did not come to Whistler than in previous years, but those that did tended to stay for longer.

Length of Stay SHO (%)



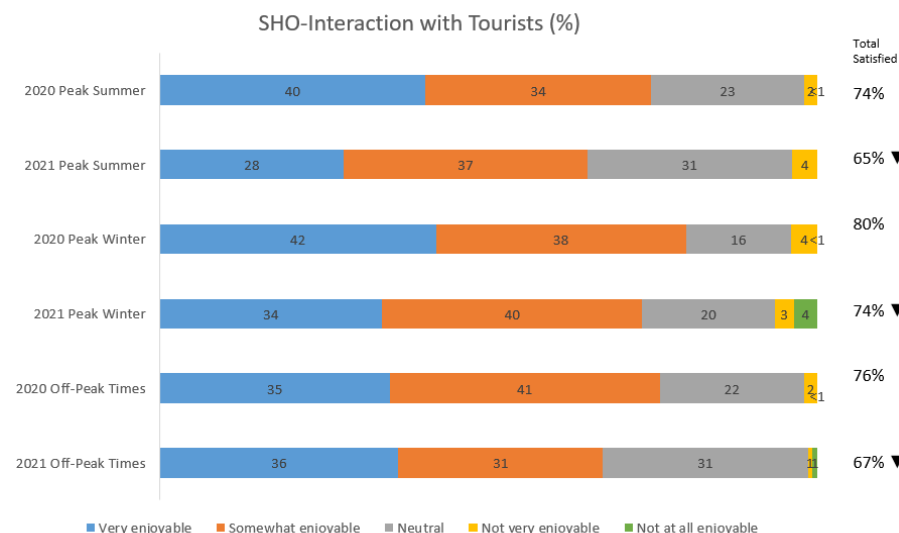
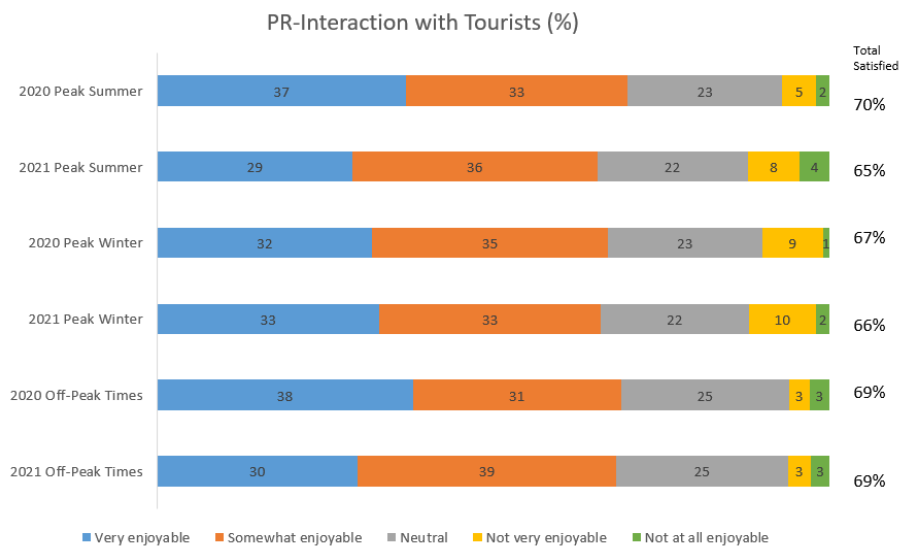
Q5A, 5B, 5C) SHO: In the last year, how many days did you stay in Whistler in the following seasons? BASE: Total Second Homeowners: 2020 (n=200), 2021(n=200)

## Interaction with tourists

Permanent residents and second homeowners generally have enjoyable interactions with tourists in Whistler, although second homeowners are more likely to find interactions with tourists enjoyable than permanent residents.

65% of permanent residents found interactions with tourists enjoyable (very or somewhat) during the summer, compared to 66% during the winter, and 69% during shoulder seasons.

65% of second homeowners found interactions with tourists enjoyable (very or somewhat) during the summer, compared to 74% during the winter, and 67% during shoulder seasons. Although permanent residents' experience with tourists did not change substantially over the last year, second homeowners reported a decrease in their enjoyment of interactions with tourists compared to 2020. This was true in every season, where enjoyment in the summer dropped from 74% to 65%, in the winter it dropped from 80% to 74%, and in the off-peak times it dropped from 76% to 67%.

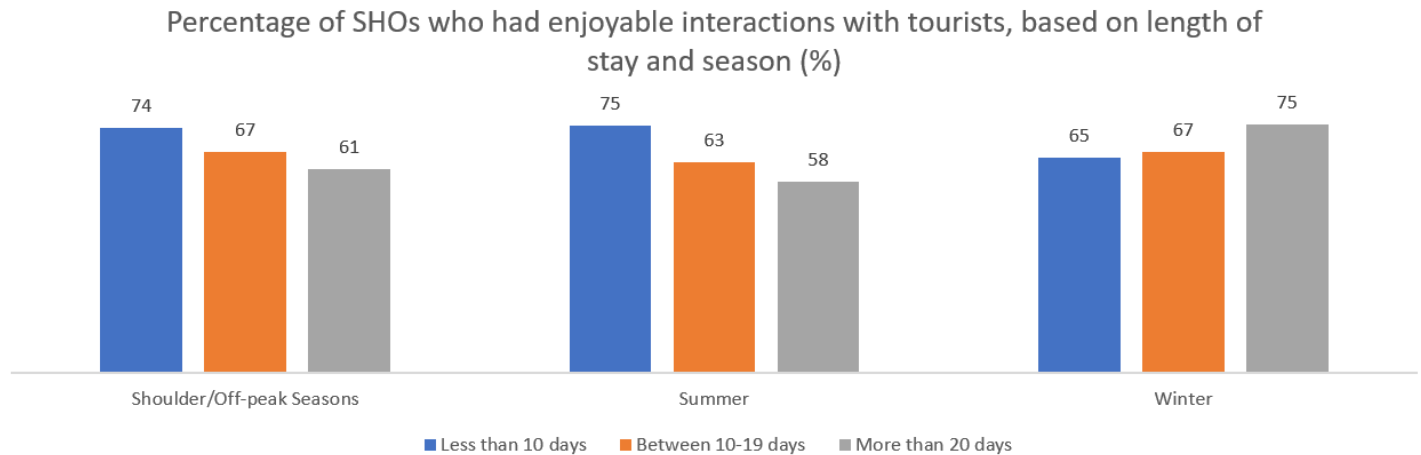


2021- Q8a, 8b, 8c Overall, how would you rate the quality of your interactions with visitors in Whistler? BASE: Total PR/SHO: PR 2020 (n=303), SHO (n=165), 2021 PR(n=300), SHO (n=163)

2020- Q9a, 9b, 9c Overall, how would you rate the quality of your interactions with visitors in Whistler? BASE: Total PR/SHO: PR 2020 (n=303), SHO (n=165)

## Quality of interaction with tourists VS. Length of stay (SHO)

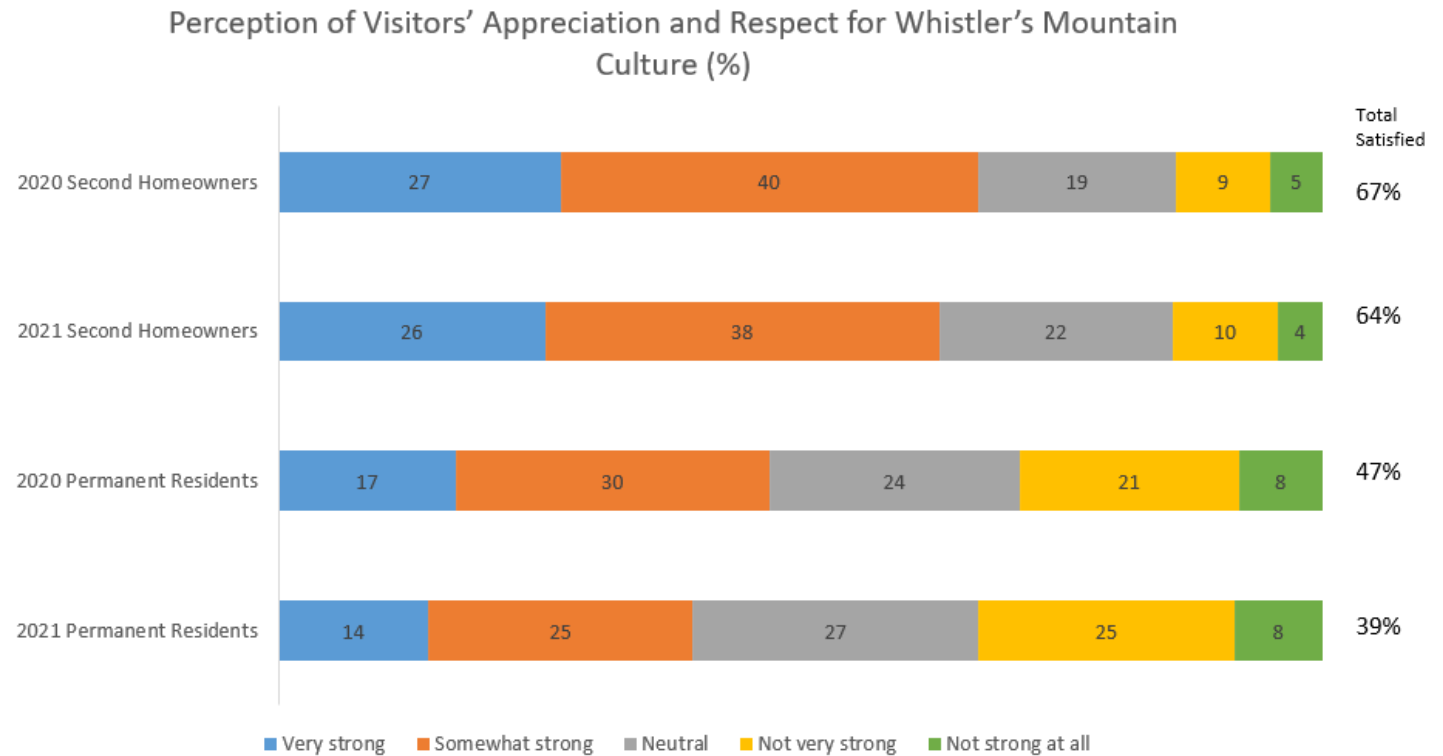
As can be seen in graphs below, during summer and off-peak seasons, second homeowners are less likely to enjoy their interactions with tourists the longer they've stayed in Whistler. This is in contrast to the winter months, where second homeowners are more likely to enjoy their interactions with tourists the longer they've stayed in Whistler.



## Perception of Visitor's Appreciation and Respect for Local Culture

Permanent residents are significantly less likely to find visitors appreciate and respect Whistler's mountain culture (39%) compared to second homeowners (64%). While second homeowners' opinions remained relatively consistent compared to 2020, permanent residents saw an 8 percentage point drop in those that felt strongly that visitors respected Whistler's mountain culture.

Among permanent residents, those over age 55 are significantly more likely to feel that visitors appreciate Whistler's mountain culture (50%) compared with those 35 to 54 (41%) and those under 35 (32%).



Q9a. How strongly do you feel visitors appreciate and respect Whistler's mountain culture? BASE: PR(n=300), SHO(n=200)

## How Whistler Mountain Culture is Defined

### Permanent Residents

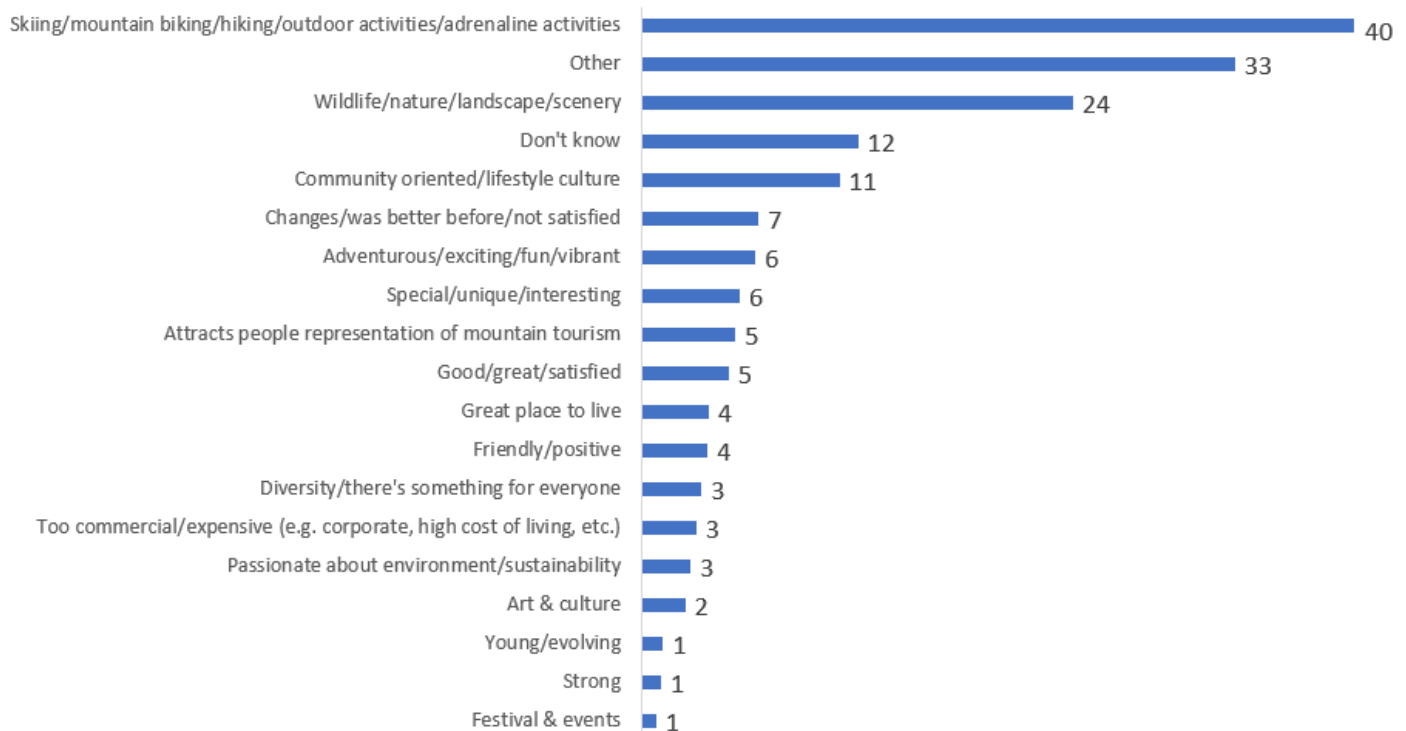
Permanent residents defined Whistler's mountain culture as being that of mountain-based outdoor activities (40%), wildlife and scenery (24%), and that of a community-oriented/ lifestyle culture (11%). Those over age 55 were more likely to define Whistler's mountain culture as being that of mountain-based outdoor activities (47%), than those 35 to 54 (39%) and those 35 and under (35%). Those with families were also less likely to define Whistler's mountain culture as being that of mountain-based outdoor activities (33%) than couples with no kids (44%) and singles with no kids (41%)

Permanent residents who have lived in Whistler for more than 21 years were most likely to define Whistler's mountain culture as being that of mountain-based outdoor activities (52%), compared to those who have lived in Whistler for 6-20 years (37%), and less than 5 years (33%).

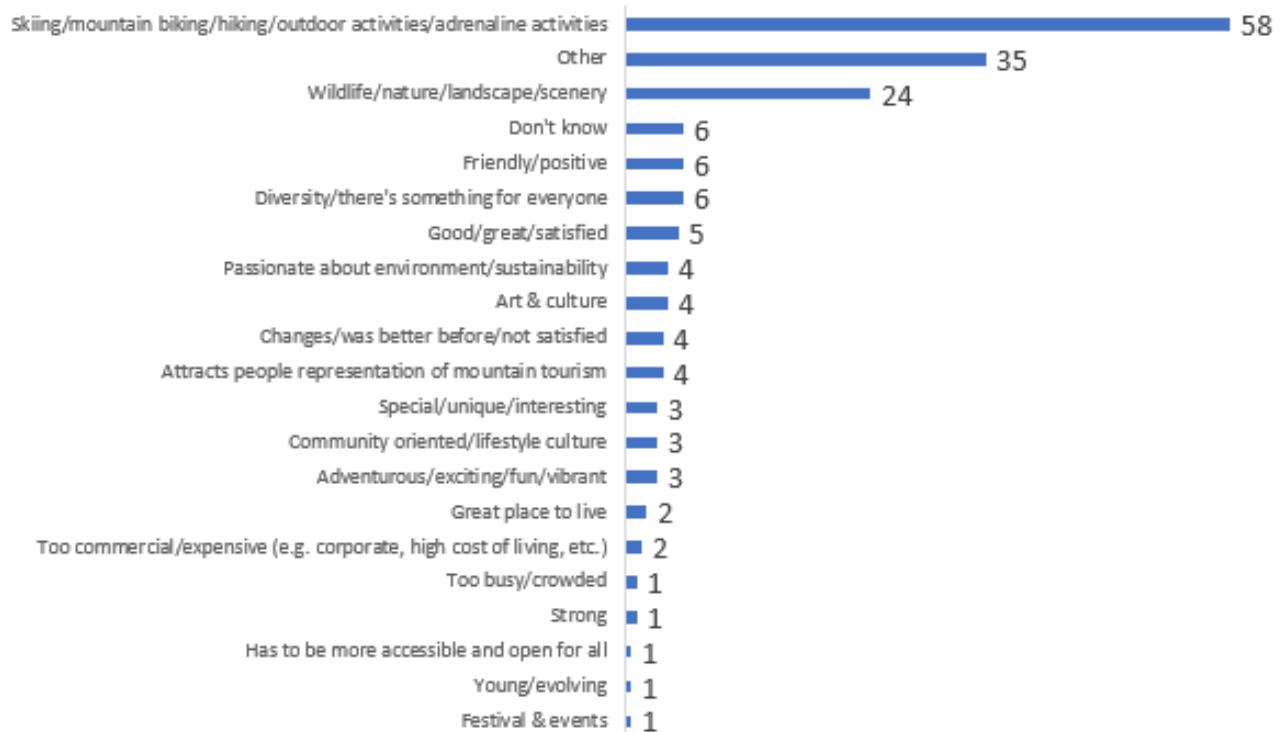
### Second Homeowners

Second homeowners defined Whistler's mountain culture as being that of mountain-based outdoor activities (58%), wildlife and scenery (24%), and diversity (6%). Females were more likely to define Whistler's mountain culture as being that of mountain-based outdoor activities (64%) than males (53%). Second homeowners define Whistler's mountain culture as being that of mountain-based outdoor activities at a much higher rate than permanent residents (58%, compared to 40%, respectively).

### How PR Residents Defined Whistler Mountain Culture (%)



## How SHO Residents Defined Whistler Mountain Culture (%)



Q9b. How would you describe Whistler's mountain culture? (i.e., What makes Whistler unique?) BASE: PR (n=300), SHO (n=200)



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

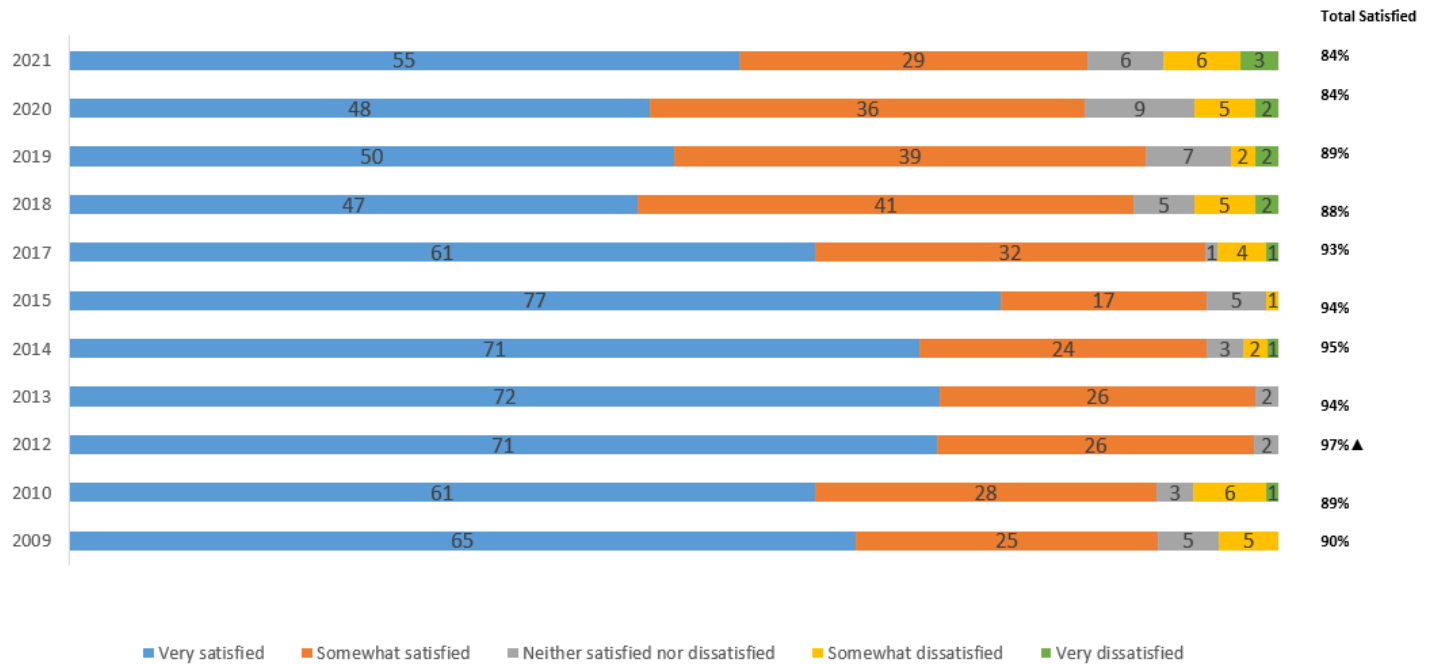
The majority of permanent (84%) and second homeowner (95%) respondents were satisfied with Whistler as a place to live/spend time.

Second homeowner respondents continued to be significantly more likely to be “very satisfied” when compared to permanent residents (71%, compared to 55%). This aligns with trends from 2018 through 2020.

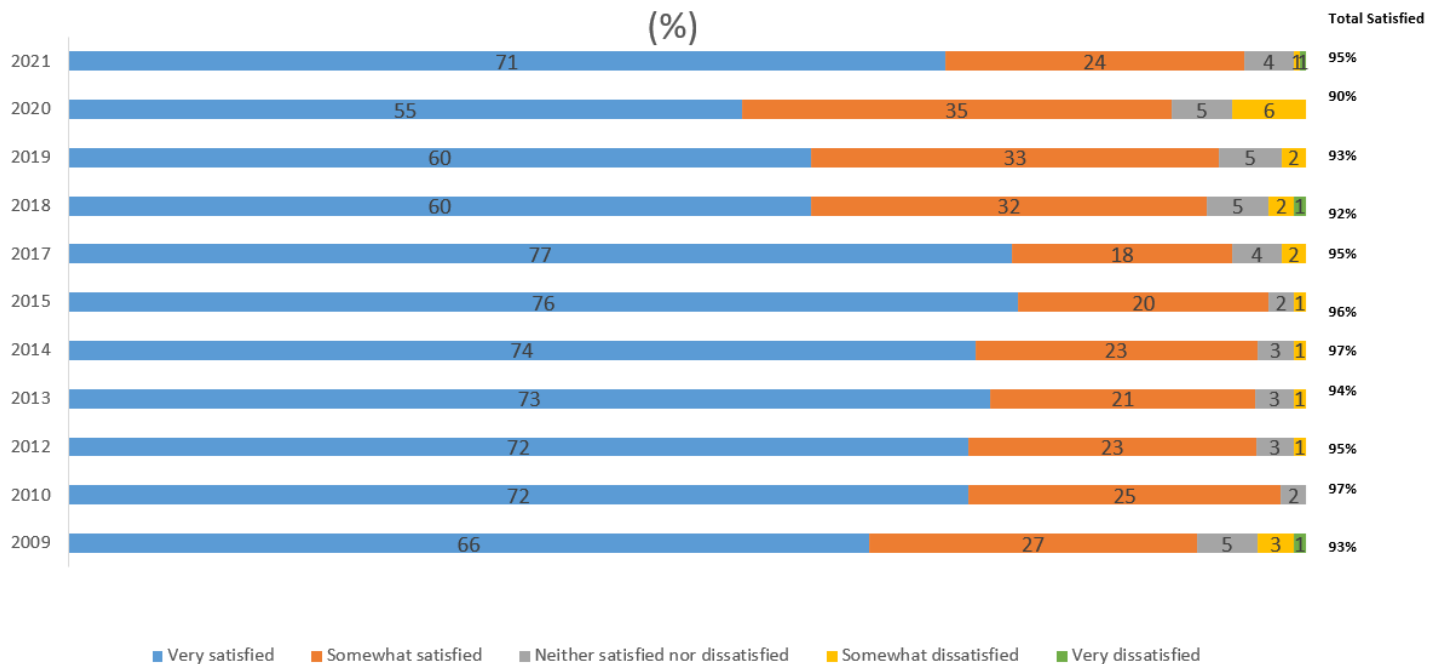
Permanent residents 55 and over are more likely to be satisfied (94%) than those 35 to 54 (80%) and those 35 and under (82%). Those who own homes are more likely to be satisfied (88%) than those who rent (80%).

Amongst second homeowners, females are slightly more likely to be satisfied (98%) than males (93%). Overall, satisfaction amongst second homeowners is extremely high, with only about 1% reporting being unsatisfied (somewhat/very).

## PR- Satisfaction with Whistler as a Place to Live (%)



## SHO- Satisfaction with Whistler as a Place to Visit/ Own Property (%)



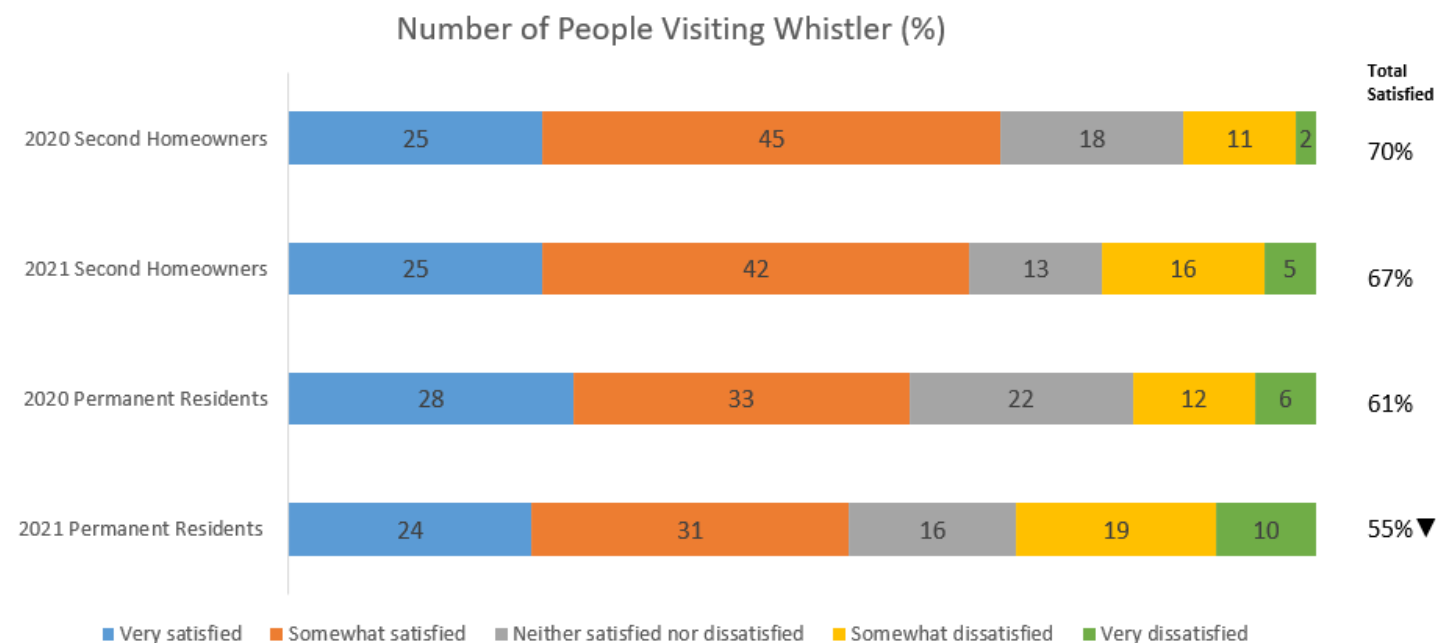
Q6. Overall, how satisfied are you with Whistler as a place to live (PR) / visit and own property (SHO)? Are you...?

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), 2020 (n=306), 2021 (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), 2020 (n=198), 2021 (n=200)

## Number of People Visiting Whistler

55% of permanent residents and 67% of second homeowners were satisfied (very/somewhat) with the number of people visiting Whistler. Satisfaction was very evenly distributed, with little variation amongst different demographic groups.

When comparing the results to the 2020 report- which was completed right before the COVID-19 pandemic- it is clear permanent residents and second homeowners are now more dissatisfied with the number of people visiting Whistler. For example, 13% of second homeowners in 2020 were either somewhat or very dissatisfied with the number of visitors in Whistler, compared to 21% in 2021. 18% of permanent residents were either somewhat or very dissatisfied with the number of visitors in Whistler, compared to 29% in 2021. It is worth noting that for 2020 and 2021, data was collected at different times of the year (for 2020, data was collected in the winter, and for 2021 it was collected in the spring and later summer). This might have also impacted the satisfaction levels reported by respondents.



Q7a. How satisfied are you with the following aspects of life in Whistler? Are you...? Number of people visiting Whistler

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), 2020 (n=302), 2021 (n=300)

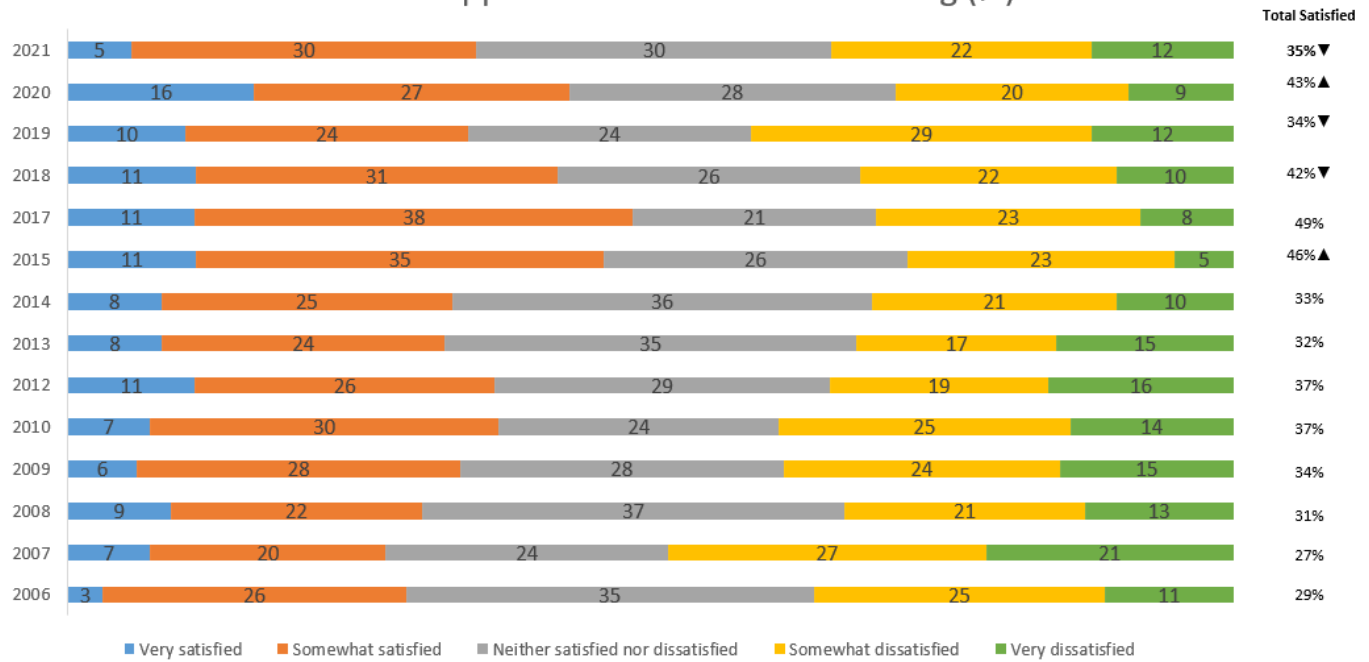
Total Second Homeowners (with an opinion): 2006 (n=200), 2008 (n=203), 2009 (n=197), 2010 (n=197), 2012 (n=197), 2013 (n=195), 2014 (n=197), 2015 (n=199), 2017 (n=199), 2018 (n=170), 2019 (n=202), 2020 (n=193), 2021 (n=200)

## **Personal Opportunities for Formal Learning through schools, colleges, and other organizations with accredited courses in Whistler and the Sea-to-Sky corridor**

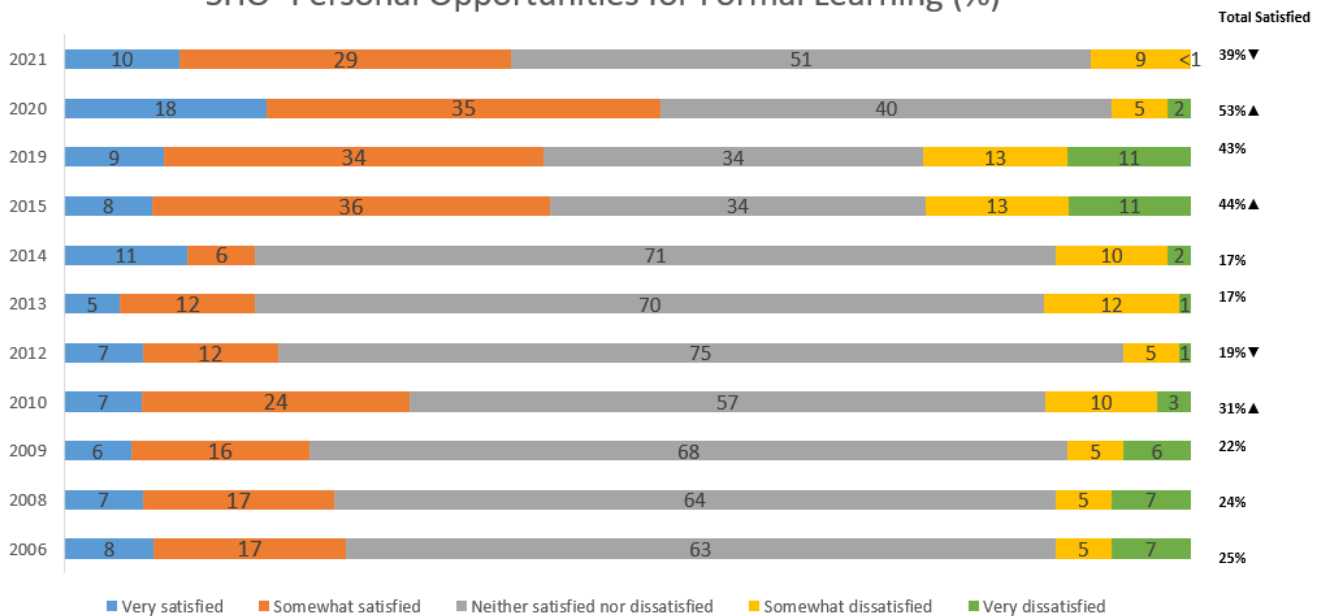
When it comes to personal opportunities for formal learning through schools and colleges with accredited courses in Whistler, about one-third of permanent resident respondents were satisfied (35%), which is a significant drop from 2020 (43%). In particular, 5% of permanent residents were very satisfied in 2021, compared to 16% in 2020.

Second homeowners were slightly more satisfied with opportunities for formal learning, with 39% reporting being satisfied (very/somewhat), yet this is also a drop from the satisfaction levels amongst second homeowners in 2020 (53%). Among second homeowners, the percentages of both 'Very satisfied' and 'somewhat satisfied' dropped significantly, with very satisfied dropped from 18% in 2020 to 10% in 2021, and somewhat satisfied dropped from 35% in 2020 to 29% in 2021.

## PR- Personal Opportunities for Formal Learning (%)



## SHO- Personal Opportunities for Formal Learning (%)



Q7EHow 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), 2020 (n=264), 2021 (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), 2020 (n=87), 2021 (n=200)

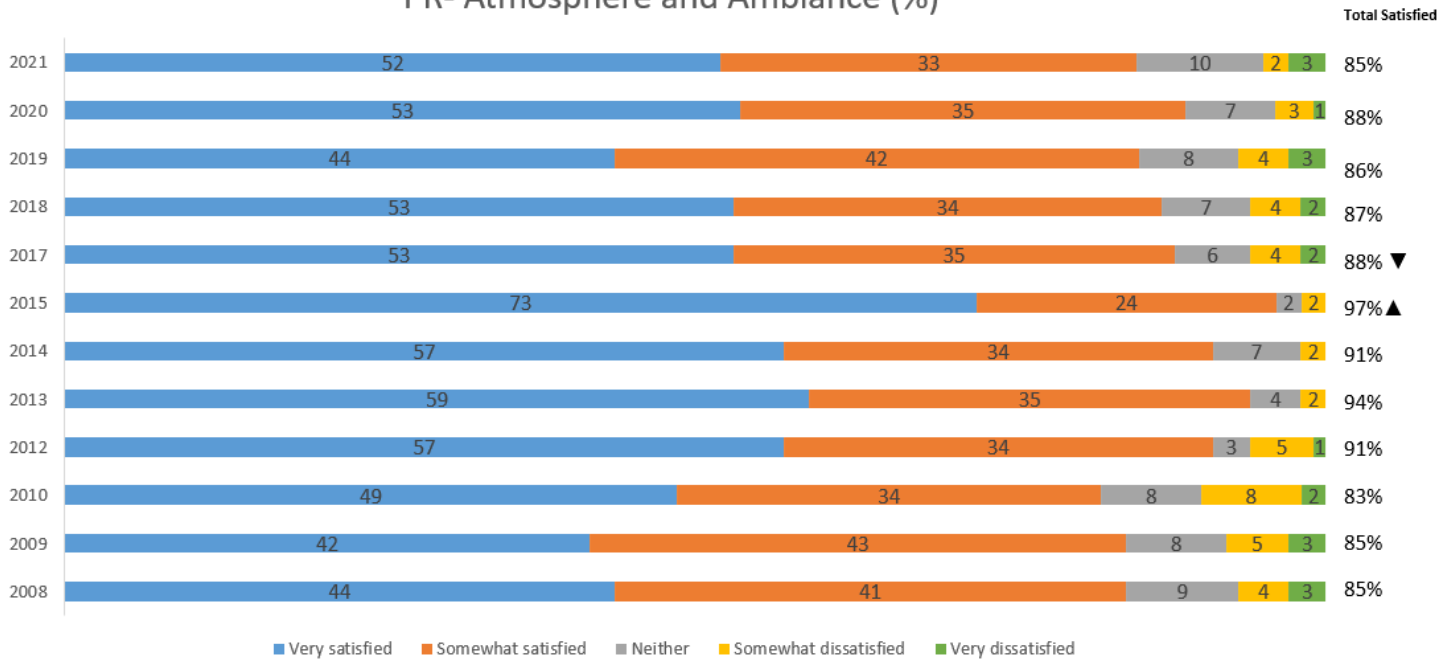
## **Atmosphere and Ambiance of Whistler Village**

The majority of permanent resident (85%) and second homeowner (92%) respondents said they were satisfied (very/somewhat) with the atmosphere and ambiance in Whistler Village.

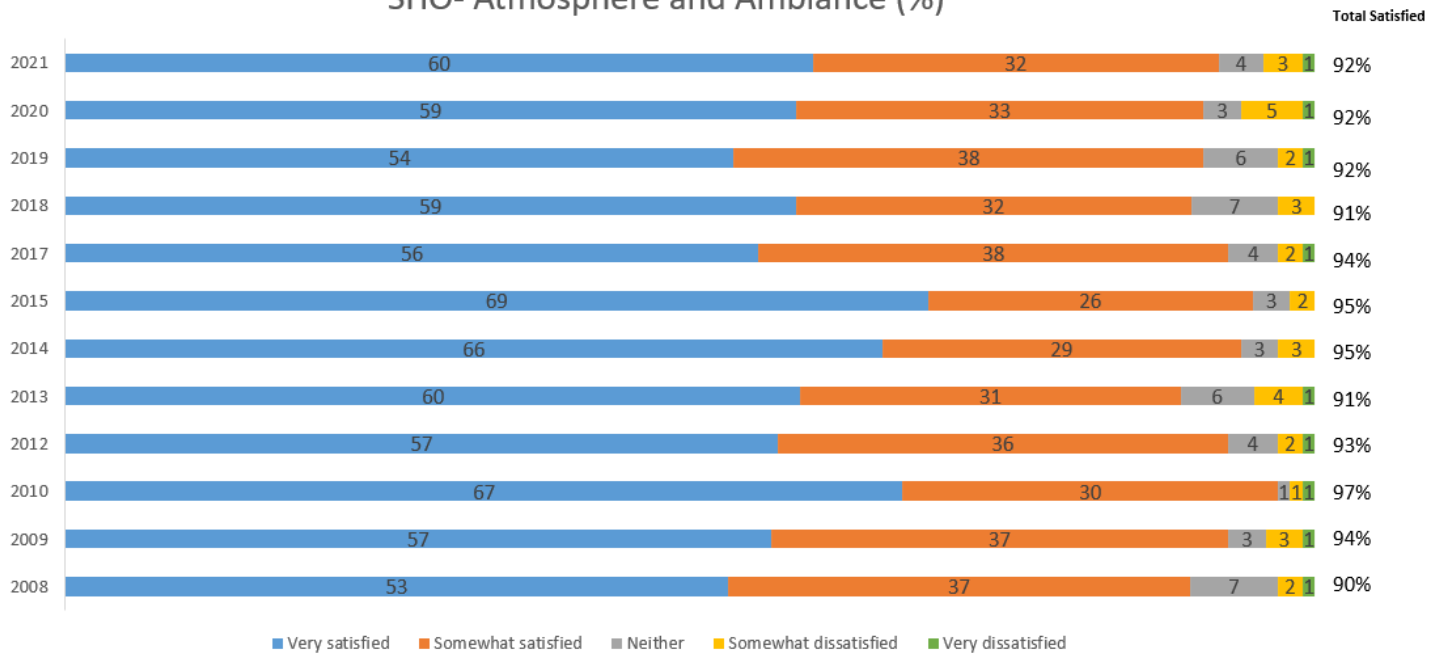
Second homeowner respondents continue to be significantly more likely to be “very satisfied” with the atmosphere and ambiance in Whistler than permanent resident (60%, compared to 52%). These are similar to the results from 2020 (59% and 53%, respectively), but have increased since 2019 (54% and 44%, respectively).

For permanent residents, females were more likely to be satisfied (very/somewhat) than males (88%, compared to 83%), and homeowners were more likely to be satisfied than renters (88%, compared to 82%).

## PR- Atmosphere and Ambiance (%)



## SHO- Atmosphere and Ambiance (%)



Q7F) 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), 2020 (n=302), 2021(n=300)

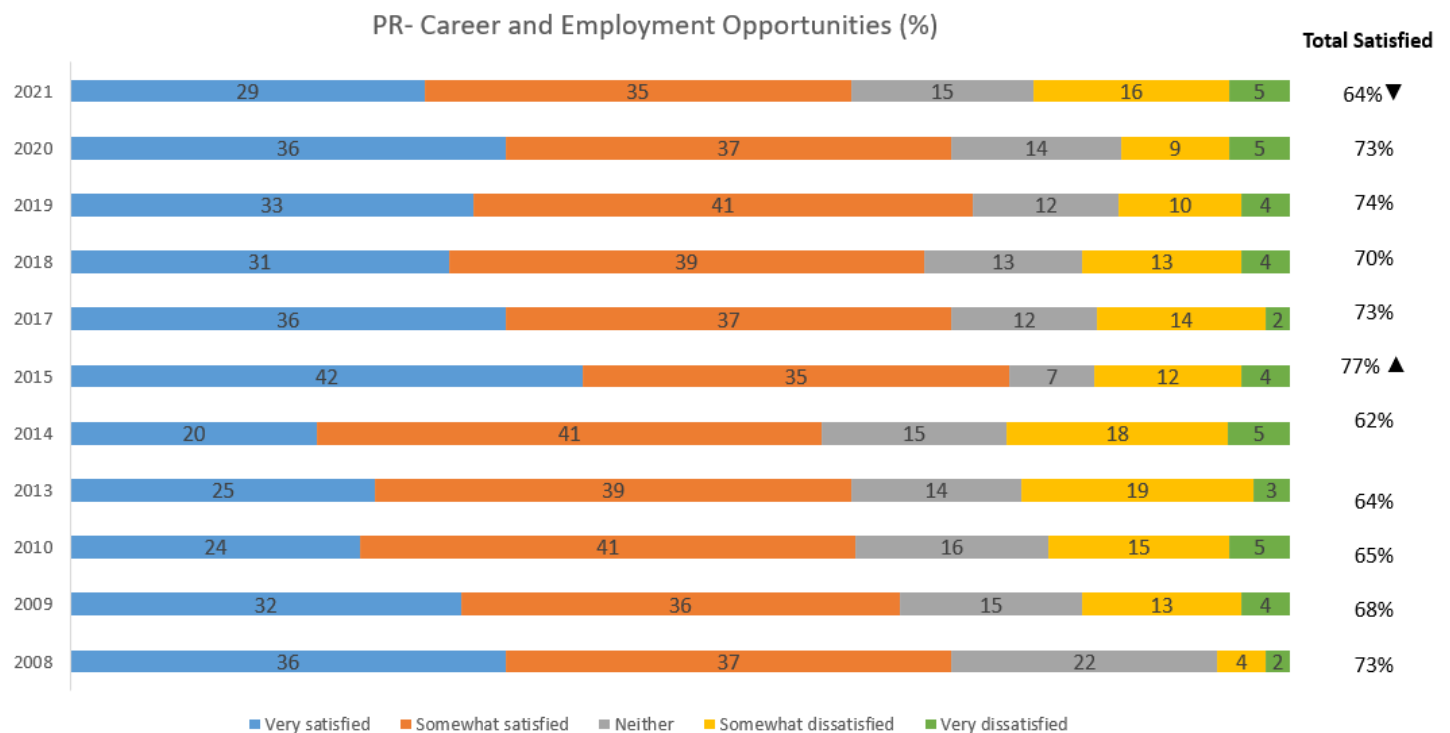
Total Second Homeowners (with an opinion): 2008 (n=204), 2009 (n=199), 2010 (n=199), 2012 (n=195), 2013 (n=196), 2014 (n=199), 2015 (n=198), 2017 (n=198), 2018 (n=169), 2019 (n=202), 2020 (n=197), 2021 (n=200)

## Career and Employment Opportunities

Roughly two-thirds of permanent resident respondents said they were satisfied (very/somewhat) with career and employment opportunities in Whistler (64%). This is a decrease from last year, where 73% of respondents were satisfied. This drop in satisfaction may be related to the increase in unemployment rate during the same time period, from 2% in 2020 to 8% in 2021 (Q4). In addition, 35% of respondents indicated that they are working less hours due to the pandemic, and 32% of respondents were laid off temporarily due to the pandemic.

Second homeowners were not asked about this aspect in 2017, 2018, 2019, 2020 and 2021.

Female respondents showed significantly lower levels of satisfaction with employment opportunities compared to males (56%, compared to 71%).



Q7G) 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), 2020 (N=288), 2021(n=300)



## Health and Medical Services

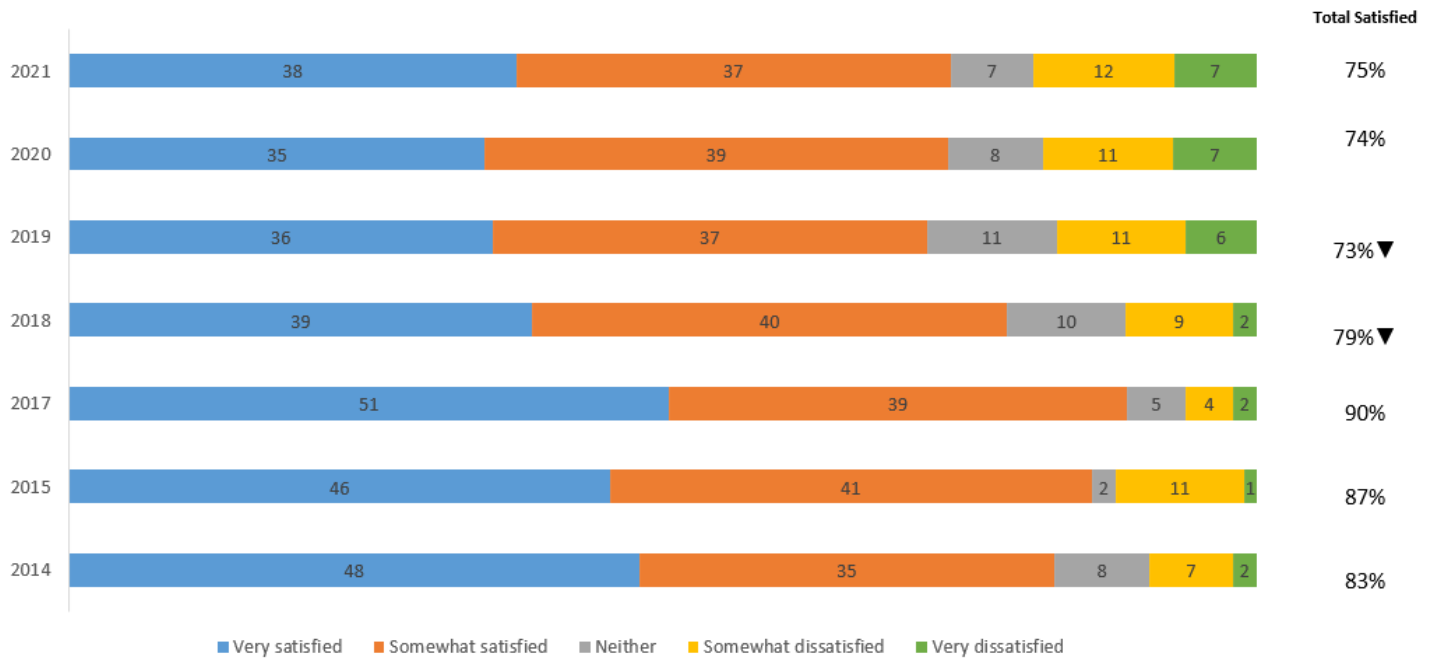
Three-quarters of permanent residents (75%) and the vast majority of second homeowners (92%) said they were satisfied (very/somewhat) with health and medical services in Whistler. This number has remained relatively unchanged from 2020 (74% and 90%, respectively), and 2019 (72% and 91%, respectively).

Permanent residents are more likely to be satisfied with health and medical services in Whistler the higher their personal income. 62% of those with personal income under \$25K were satisfied, compared to 69% of those making between \$25K-\$49K, 88% of those making between \$50K-\$75K, and 98% of those making \$75K and more.

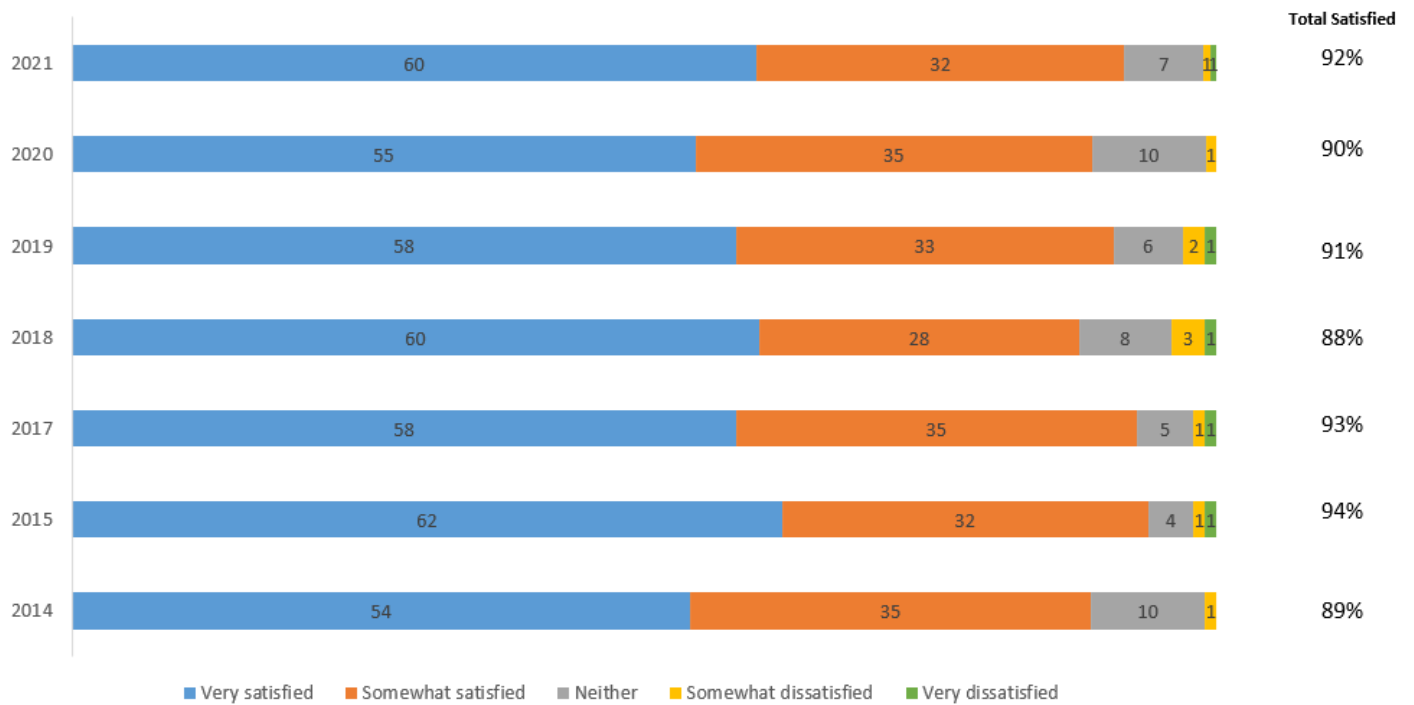
Among permanent residents, males were significantly more satisfied than females (79%, compared to 69%, respectively).

Second homeowner respondents continue to be significantly more likely to be “very satisfied” when compared to permanent resident respondents (60%, compared to 38%). Second homeowner scores remain consistent year over year for this aspect of life in Whistler.

### PR- Health and Medical Services



### SHO- Health and Medical Services



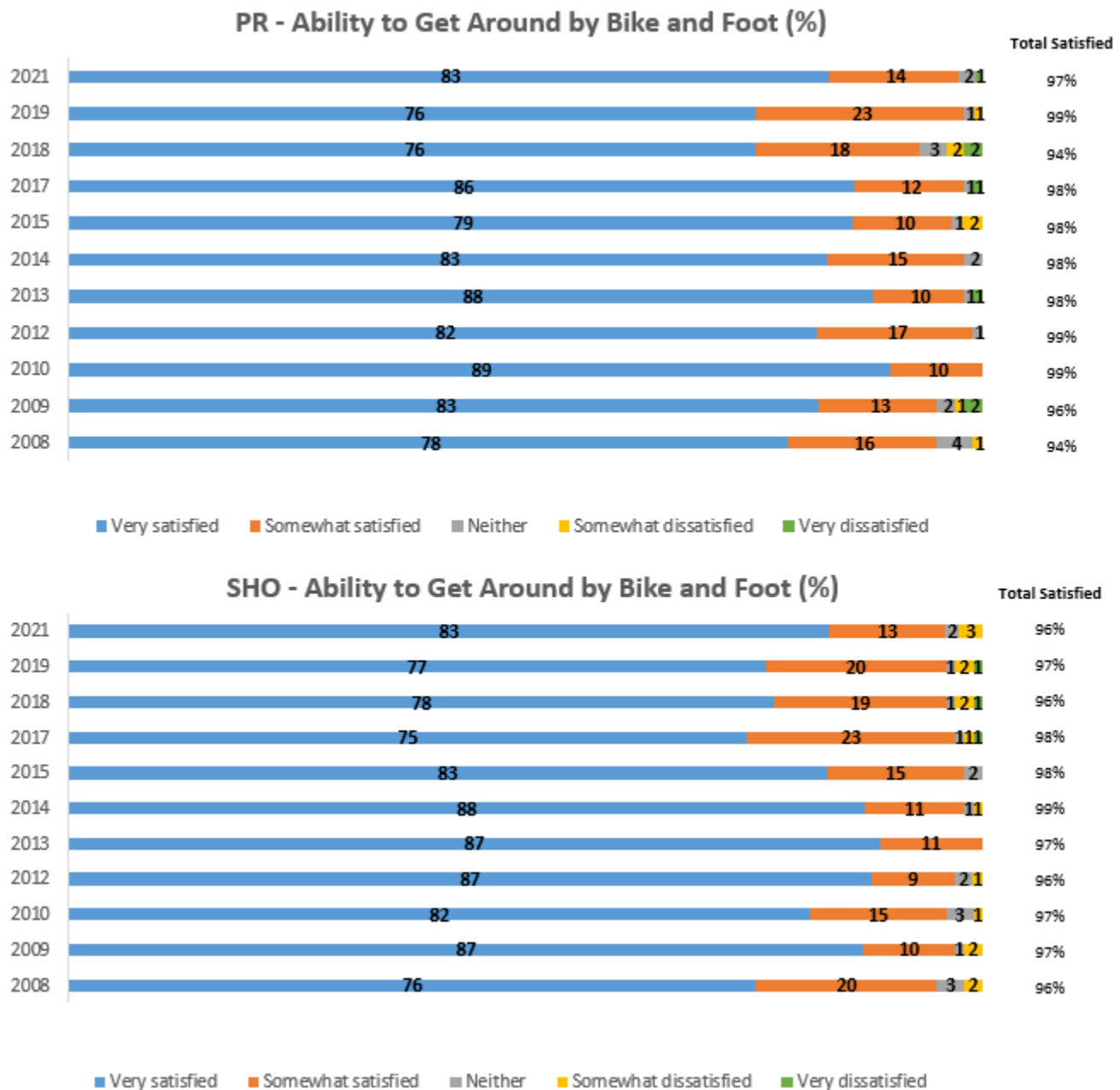
Q7H) How satisfied are you with the following aspects of life in Whistler? "Health and medical services"

BASE: Total Permanent Residents (with an opinion): 2014 (n=297), 2015 (n=255), 2017 (n=278), 2018 (n=295), 2019 (n=300), 2020 (n=294), 2021 (n=300)

Total Second Homeowners (with an opinion): 2014 (n=165), 2015 (n=170), 2017 (n=161), 2018 (n=150), 2019 (n=202), 2020 (n=168), 2021 (n=200)

## Ability to Get Around by Bike and Foot

A significant majority of both permanent residents (97%) and second homeowners (96%) are very or somewhat satisfied with the ability to get around Whistler by bike and foot. There was little variation among different demographic groups, as satisfaction remained high across the population.



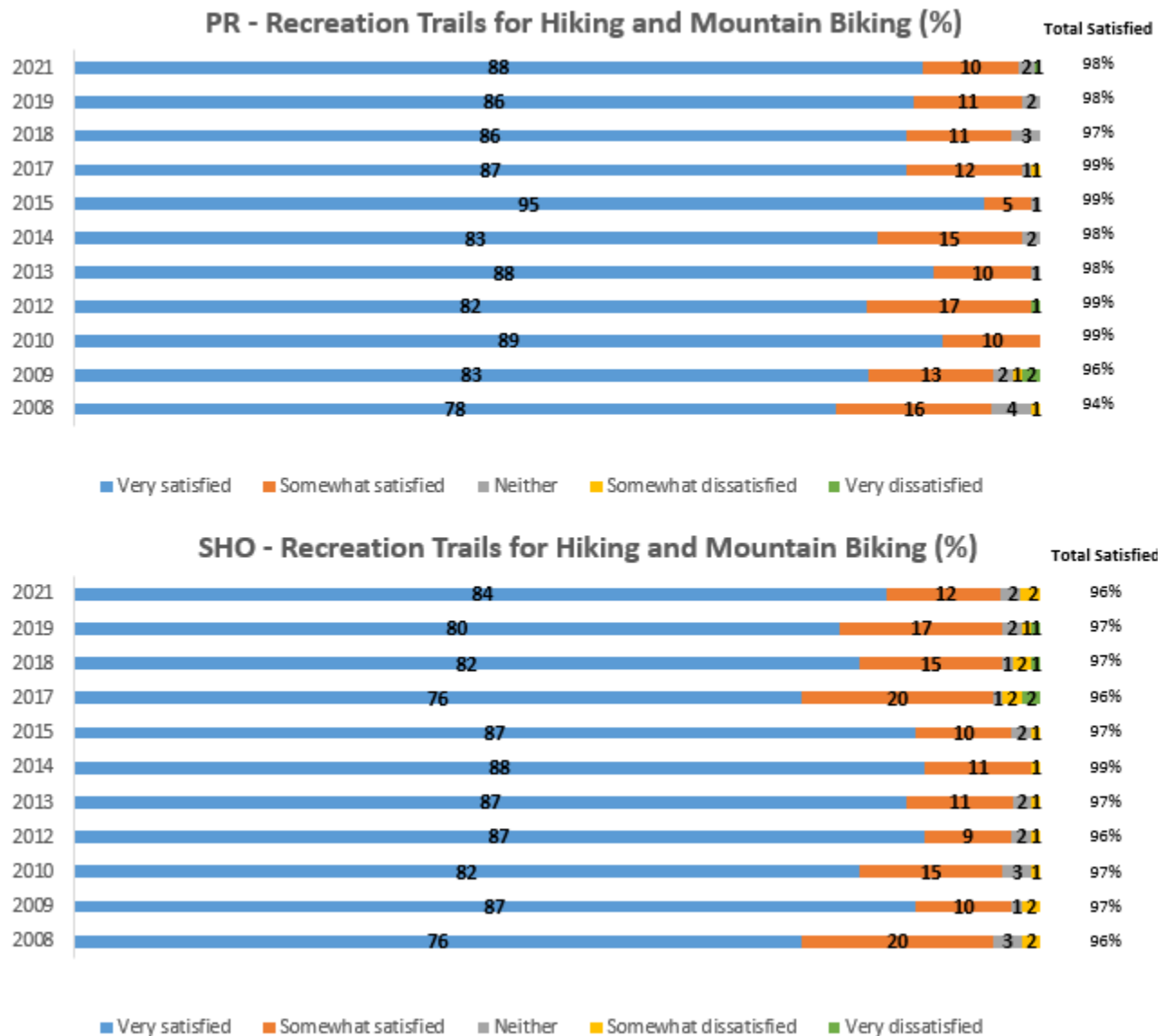
Q7i How satisfied are you with the following aspects of life in Whistler? "Ability to get around by bike and foot"

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), 2021 (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), 2021 (n=200)

## Recreation Trails for Hiking and Mountain Biking

A significant majority of both permanent residents (98%) and second homeowners (96%) are very or somewhat satisfied with the recreation trails for hiking and mountain biking. There was little variation among different demographic groups, as satisfaction remained high across the population.



Q7j 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), 2021 (n=300)

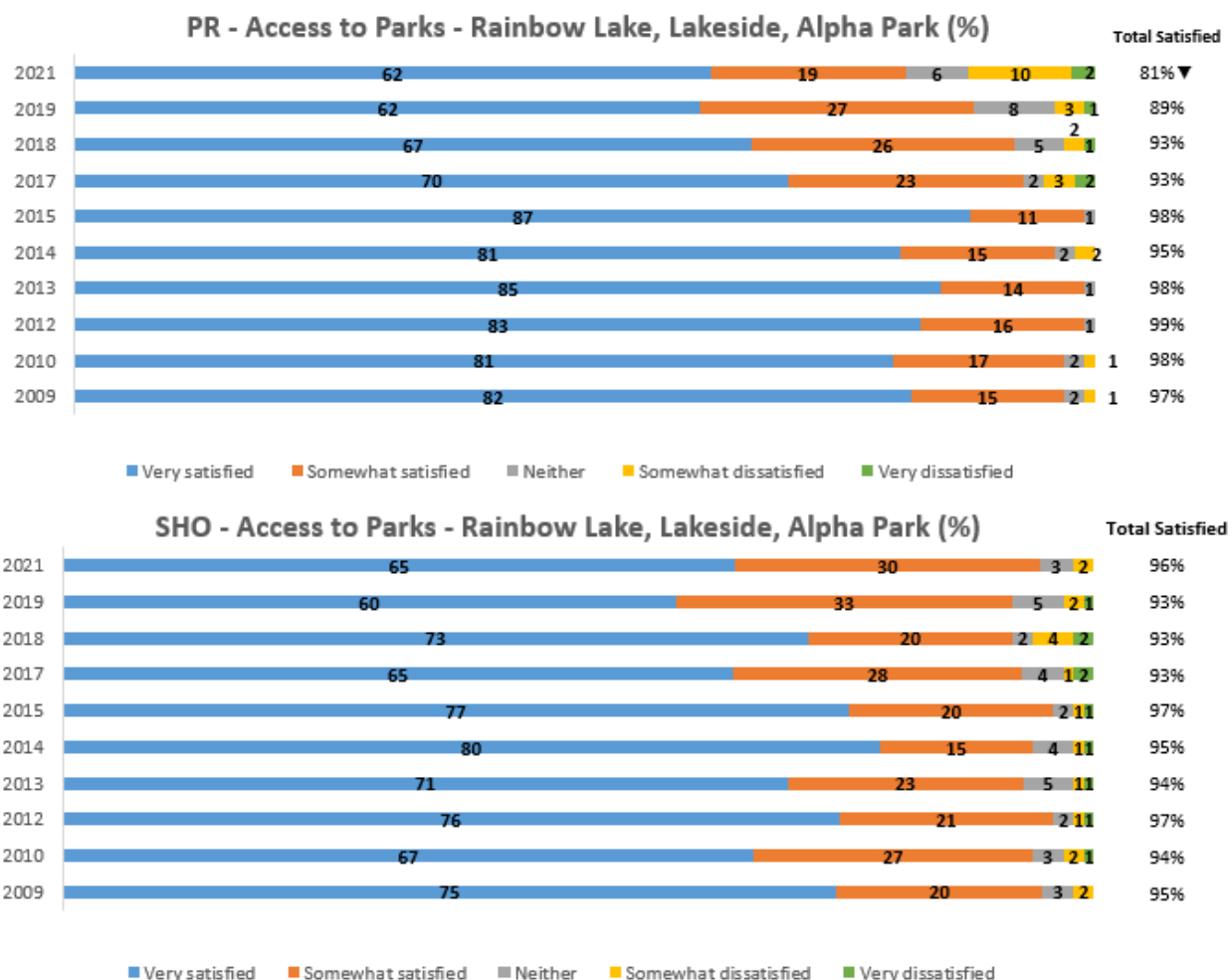
Total Second Homeowners (with an opinion): 2008 (n=205), 2009 (n=198), 2010 (n=191), 2012 (n=199), 2013 (n=187), 2014 (n=198), 2015 (n=192), 2017 (n=198), 2018 (n=168), 2019 (n=202), 2021 (n=200)

## Access to Parks- Rainbow Lake, Lakeside, Alpha Park

Overall, satisfaction with access to Rainbow Lake, Lakeside and Alpha Park is high, though it is significantly higher among second homeowners (96%) than permanent residents (81%).

Among permanent residents, satisfaction was higher among renters, as 87% were very or somewhat satisfied, compared to 77% of homeowners. Those who were single were significantly more likely to be very or somewhat satisfied (89%), compared to couples (81%) and those with families (73%). As referenced in the key dates section of this report, the survey was delivered in two different times due to the impact of the cybersecurity incident on the RMOW. There were many changes between these two timelines such as the transition into peak summer and paid parking implementation in parks, and the impact of these is evident in the responses. Total satisfaction amongst permanent residents fell from 84% to 74%, with the total count of dissatisfied responses rising from 9% to 21%.

Among second homeowners, males were less likely to be very or somewhat satisfied than females (92% and 98%, respectively). The implementation of paid parking within the parks did not make a noticeable impact on second homeowners.



Q7k How satisfied are you with the following aspects of life in Whistler? "Access to parks such as Rainbow Lake, Lakeside, Alpha Lake Park"

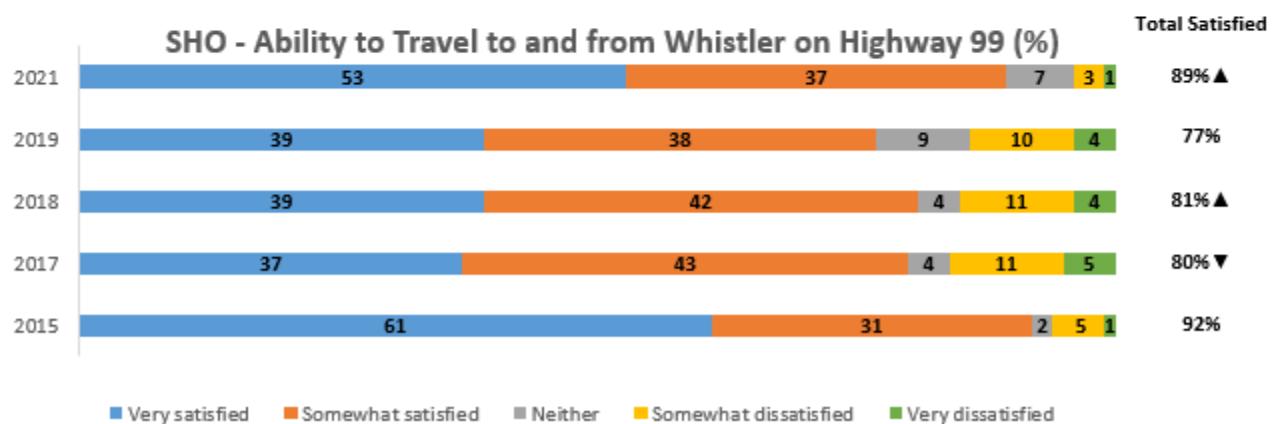
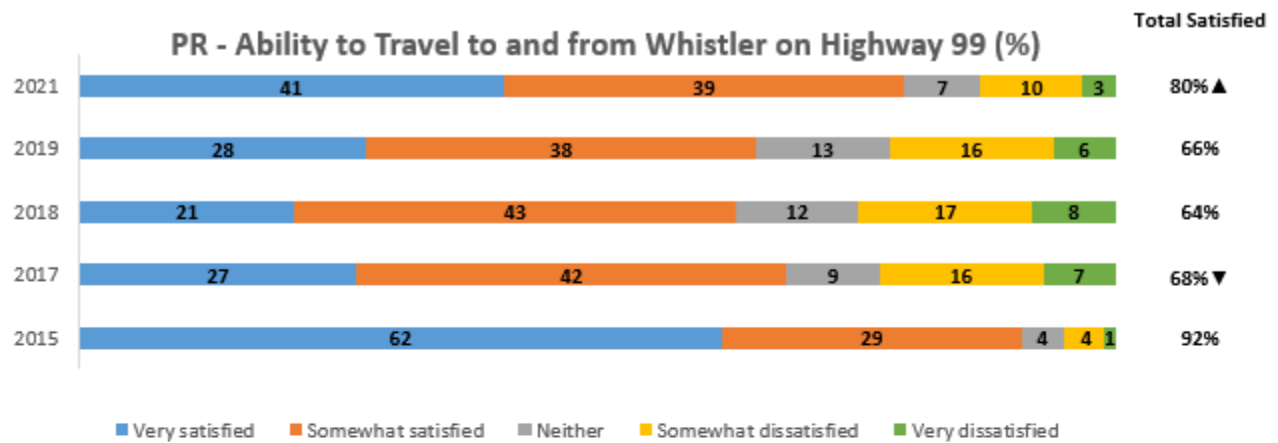
BASE: Total Permanent Residents (with an opinion): 2009 (n=304), 2010 (n=299), 2012 (n=299), 2013 (n=299), 2014 (n=297), 2015 (n=256); 2017 (n=284), 2018 (n=300), 2019 (n=300), 2021 (n=300)

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), 2021 (n=200)

## Ability to Travel to and from Whistler on Highway 99

Satisfaction with the ability to travel to and from Whistler on highway 99 increased substantially for both permanent residents and second homeowners since 2019. For permanent resident, 80% were very or somewhat satisfied with their ability to travel to and from Whistler on highway 99; an increase from 66% in 2019. Likewise, for second homeowners, 89% were very or somewhat satisfied with their ability to travel to and from Whistler on highway 99; an increase from 77% in 2019.

For permanent residents, older residents were more likely to be satisfied than younger residents. 83% of those 55 and older were very or somewhat satisfied, while 75% of those 35 and under were very or somewhat satisfied. Those with families were also more likely to be satisfied (85%) than those who were couples (81%) and those who were single (72%). Homeowners were also slightly more likely to be satisfied than renters (82% and 77%, respectively).



Q7m How satisfied are you with the following aspects of life in Whistler? "Ability to travel to and from Whistler on Highway 99"

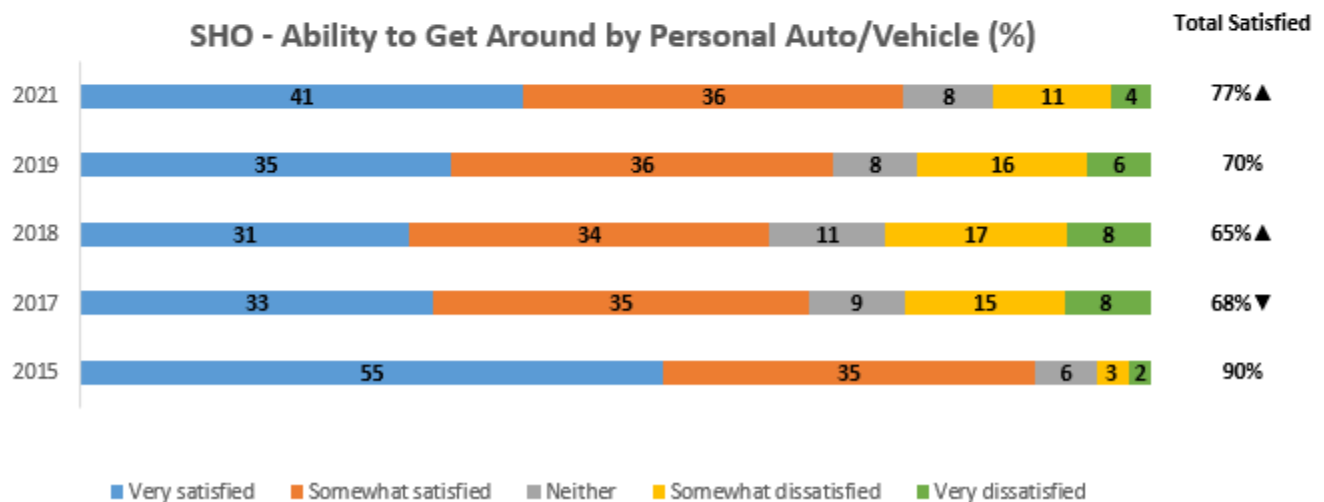
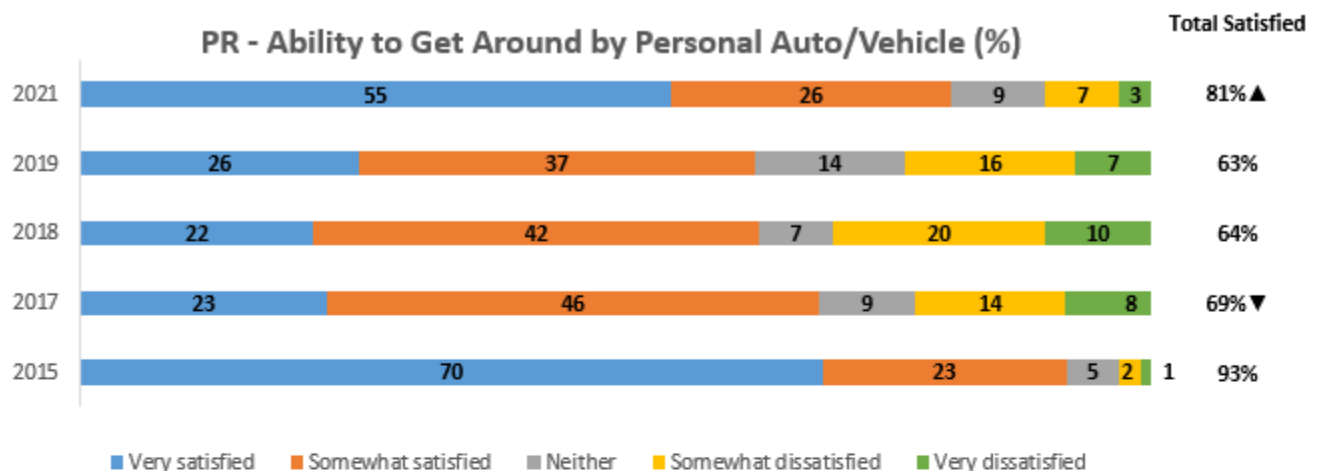
BASE: Total Permanent Residents (with an opinion) 2015 (n=256), 2017 (n=286), 2018 (n=300), 2019 (n=300), 2021 (n=300)

Total Second Homeowners (with an opinion) 2015 (n=200), 2017 (n=196), 2018 (n=170), 2019 (n=202), 2021 (n=200)

## Ability to Get Around by Personal Automobile/ Vehicle

Satisfaction with the ability to get around by personal automobile or vehicle increased for both permanent residents and second homeowners since 2019. For permanent residents, 81% were very or somewhat satisfied with the ability to get around by personal automobile or vehicle; an increase from 63% in 2019. Similarly, 77% of second homeowners were very or somewhat satisfied with the ability to get around by personal automobile or vehicle; an increase from 70% in 2019.

For permanent residents, fewer homeowners are very or somewhat satisfied than renters (79% and 84%, respectively). Those who are single showed higher levels of satisfaction than those who are couples or married, as 86% of singles were very or somewhat satisfied, in comparison to 82% of couples and 77% of those with families.



Q7I 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), 2021 (n=300)

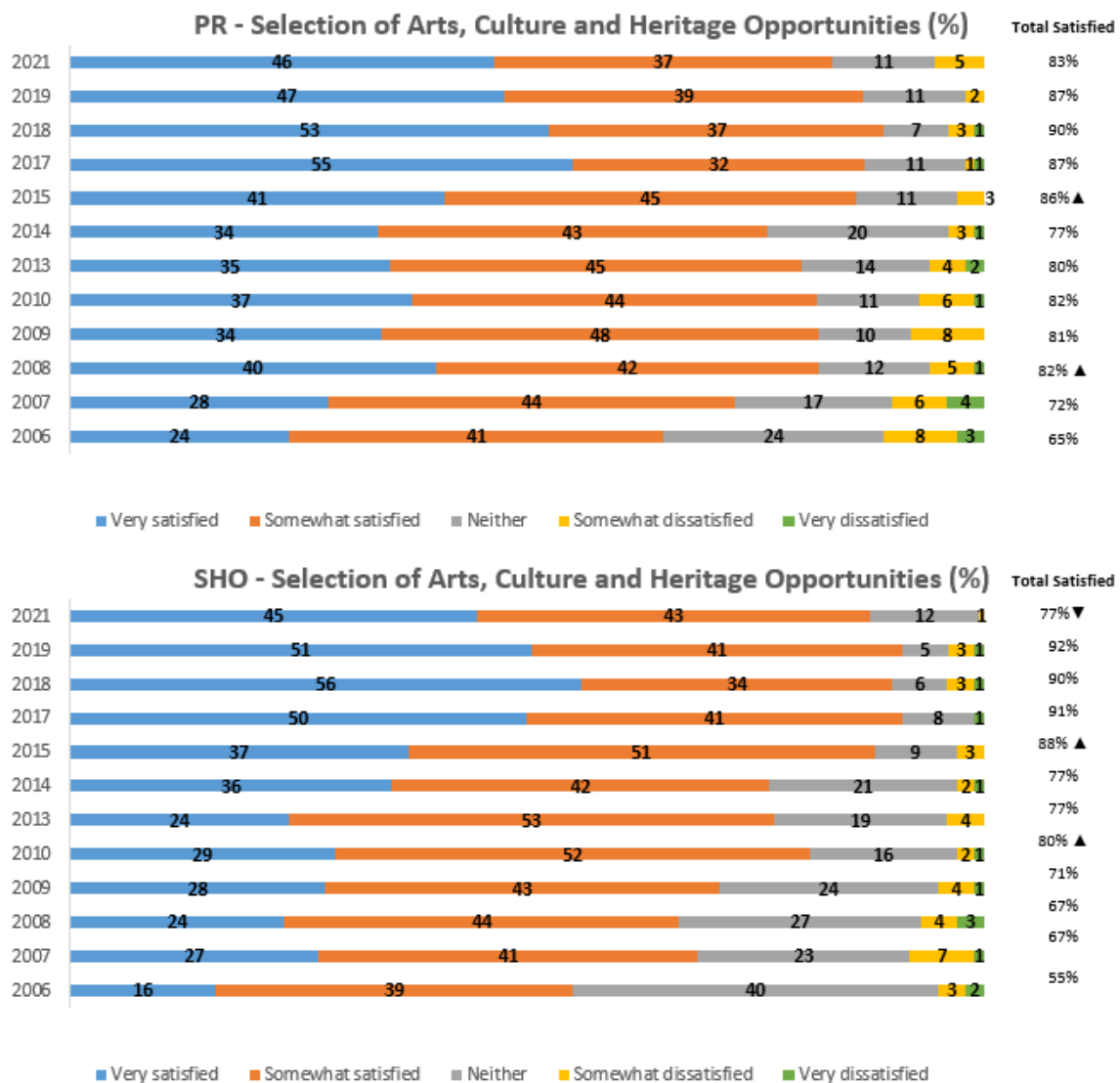
Total Second Homeowners (with an opinion): 2015 (n=199), 2017 (n=195), 2018 (n=169), 2019 (n=202), 2021 (n=200)

## Selection of Arts, Culture and Heritage Opportunities

Satisfaction with the selection of arts, culture and heritage opportunities is generally high, but has dropped since 2019. For permanent residents, 83% are very or somewhat satisfied with the selection; a drop from 87% in 2019. For second homeowners, 77% are satisfied with the selection; a significant drop from 92% in 2019.

Among permanent residents, males were less satisfied than females (81% and 86%, respectively). Those who rent were also less satisfied than those who own their home, as 80% of renters and 86% of homeowners reported being very or somewhat satisfied.

Among second homeowners, males were also less likely to be satisfied than females (84% and 92%, respectively).



Q7n 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), 2021 (n=300)

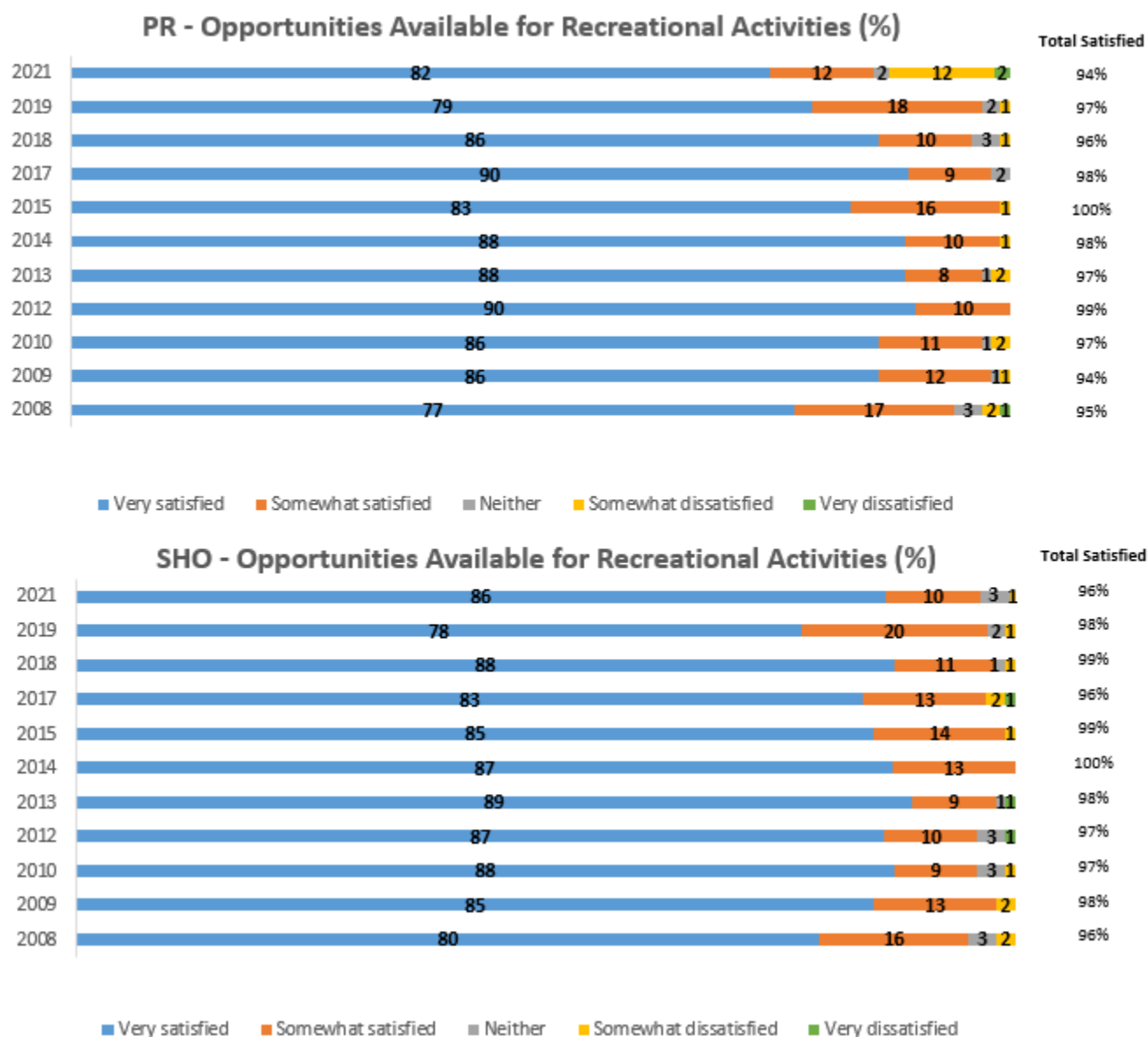
Total Second Homeowners (with an opinion): 2006 (n=170), 2007 (n=173), 2008 (n=195), 2009 (n=185), 2010 (n=179), 2013 (n=168), 2014 (n=180), 2015 (n=178), 2017 (n=186), 2018 (N=164), 2019 (n=202), 2021 (n=200)



## Opportunities Available for Recreational Activities

A significant majority of permanent residents and second homeowners are very or somewhat satisfied with the opportunities available for recreation activities (94% and 96%, respectively).

For permanent residents, females were slightly more likely to be very or somewhat satisfied than males (97% and 92%, respectively). Those over 55 were more likely to be very or somewhat satisfied than those under 35 (96% and 89%, respectively), and homeowners were more likely to be very or somewhat satisfied than renters (98% and 90%, respectively).



Q7o 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), 2021 (n=30)

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), 2021 (n=200)

## 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 2021 compared to 2007, 2008, 2009, 2010, 2012, 2013, 2014, 2015, 2017, 2018, 2019 and 2020. 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	2007	2008	2009	2010	2012	2013	2014	2015	2017	2018	2019	2020	2021
	%												
Whistler as a Place to Live/Spend Time	89	92	90	89	97▲	99	94	94	94	88▼	89	84	84
Number of people visiting Whistler	-	-	-	-	-	-	-	-	-	-	-	60	55
Personal opportunities for formal learning through schools and colleges and other organizations with accredited courses in Whistler and in the Sea-to-Sky corridor	27	30	34	37	37	33	33	46▲	48	42▼	34▼	43▲	35▼
Atmosphere and ambiance of Whistler Village	-	84	85	83	91▲	94	91	97▲	88▼	87	86	88	85
Career and employment opportunities	-	73	68▼	65	-	64	62	77▲	73	70	74	72	64▼
Health and medical services	-	93	91	-	-	-	83▼	87	90	79▼	72▼	73	75
Ability to get around Whistler by bike and by foot	-	-	-	-	-	-	-	93	-	69▼	64	63	81▲
Recreation trails for hiking and mountain biking	-	94	96	99	99	98	98	99	99	97	98	-	98
Access to parks such as Rainbow Lake, Lakeside, Alpha Lake Park	-	-	97	98	99	98	95	98	93	93	89	-	81▼

Ability to travel to and from Whistler on Highway 99	-	-	-	-	-	-	-	93	69▼	64	63	-	81▲
Ability to get around Whistler by personal automobile / vehicle	-	-	-	-	-	-	-	93	69	64	63	-	81
Selection of arts, culture and heritage opportunities	72	82▲	81	82	-	80	77	86▲	87	90	87	-	83
Opportunities available for recreational physical activities	-	95	94	97	99	97	98	100	98	96	97	-	94

## 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) Atmosphere and ambience of Whistler Village, 2) Career and employment opportunities, and 3) ability to get around Whistler by personal automobile/ vehicle.

High Priority
Medium Priority
Low Priority

Priority	Aspect of Life	Performance (PR)	Importance
1	Atmosphere and ambience of Whistler Village	85	.426
2	Access to parks such as Rainbow Lake, Lakeside, Alpha Lake Park	81	.277
3	Number of people visiting Whistler	55	.243
4	Ability to get around Whistler by personal automobile / vehicle	81	.201
5	Opportunities available for recreational physical activities	94	.200
6	Career and employment opportunities	64	.194
7	Ability to travel to and from Whistler on Highway 99	80	.194
8	Recreation trails for hiking and mountain biking	98	.190
9	Health and Medical Services	75	.124
10	Personal opportunities for formal learning through schools and colleges and other organizations with accredited courses in Whistler and the Sea-to-Sky	35	.118
11	Selection of arts, culture and heritage opportunities	83	.096
12	Ability to get around by bike and by foot	97	.091

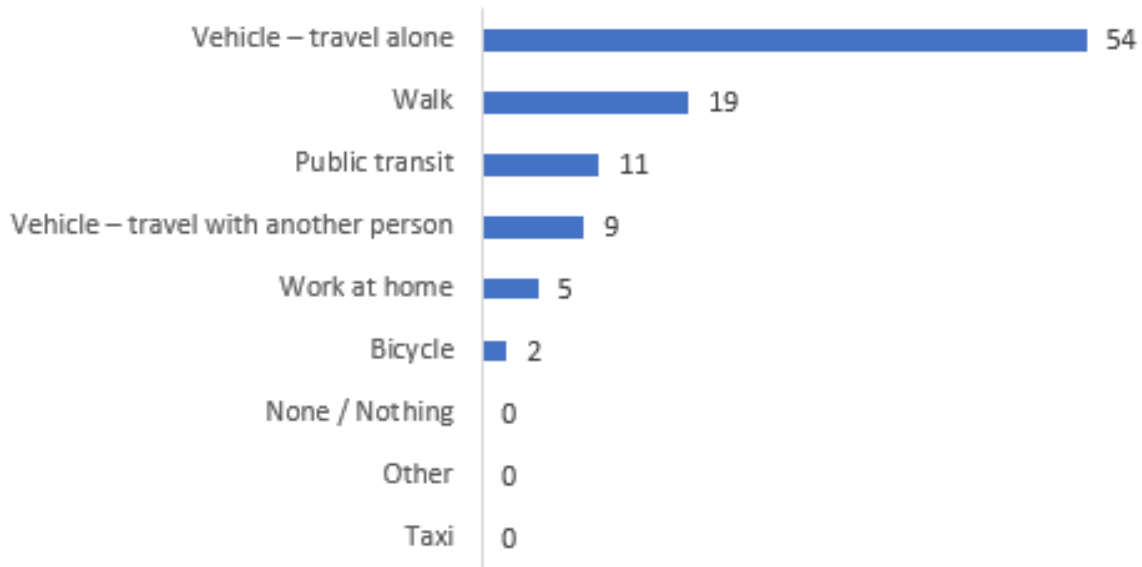
## **Mode of Transportation Travelling to and From Work – Permanent Residents**

The most popular mode of transportation permanent residents indicated they employ for travelling to and from work is by vehicle travelling alone in both the winter months (54%), and summer months (37%).

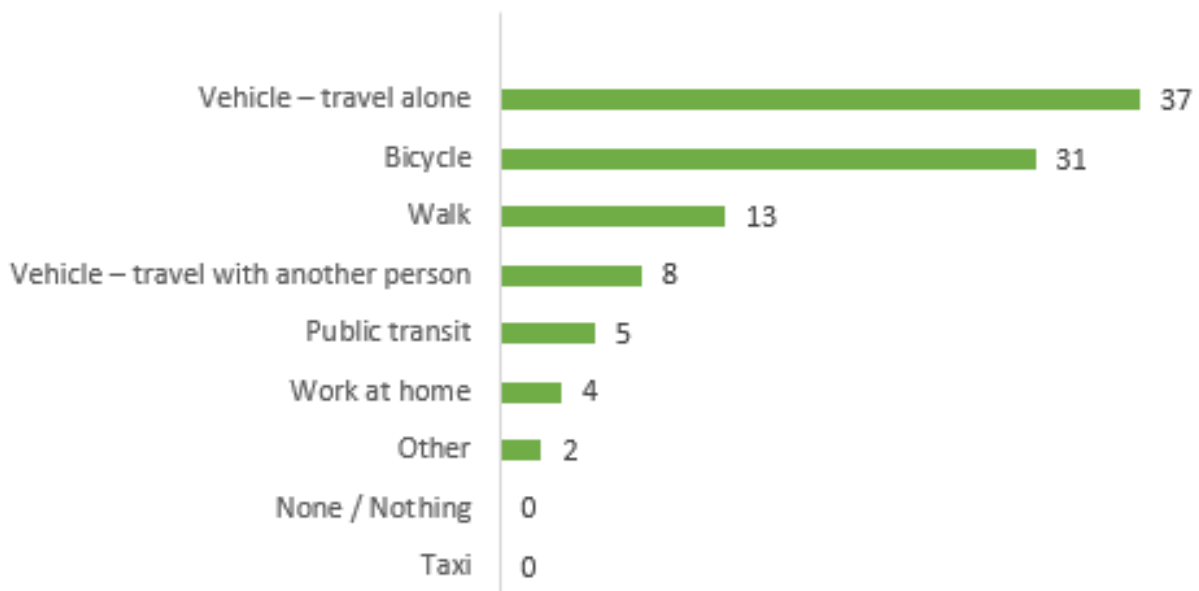
These numbers remained relatively consistent across the seasons, except for walking which saw an increase from 13% to 19% during the summer months, and public transit which decreased from 11% to 5% in the summer months.

In comparison with 2020, the COVID-19 pandemic has caused shifts in transportation habits among permanent residents. During the winter months, walking almost doubled from 10% in 2020 to 19% in 2021. Public transit, on the other hand, dropped from 16% from 2020 to 11% in 2021. Similarly, 'travelling in a vehicle with another person' dropped from 14% in 2020 to 9% in 2021. Similar shifts were also visible during the summer months, where 'Public transit' dropped from 12% in 2020 to 5% in 2021. 'Bicycle' increased from 23% in 2020 to 31% in 2021.

## Winter Months (%)



## Summer Months (%)



Q10-11. What mode of transportation do you tend to use most often to travel to and from work in Whistler during the winter months?

Permanent Residents (currently employed/self-employed): 2017 (n=257), 2018 (n=303), 2019 (n=300), 2020 (n=237), 2021(n=201)

## Most Important Issues Facing Community

### First Mention

Permanent resident respondents named housing as the issue that should receive the greatest attention from municipal leaders (35%). This has been the number one issue for permanent residents since 2014, though the proportion of residents ranking it as the number one issue has dropped over the last few years. In 2018, 57% of permanent residents named it as the number one issue; in 2019, 52% named it as the number one issue; and then in 2020, 46% named it as the number one issue. This pattern suggests that although housing remains a primary issue, concern over this issue has been in decline over the last few years.

Respondents were also asked if the issue they had identified as a top priority was something they had faced themselves, and 74% said yes. These results are very similar to 2020, where when asked this question, 73% of respondents said yes.

Second homeowner respondents also identified housing as issue that should receive the greatest attention from municipal leaders (17%).

Overall, fewer second homeowners had an opinion on this issue than permanent residents, as 22% of second homeowners responded to the question “What is the most important issue facing your community that should receive the greatest attention from your local leaders?” with “don’t know” or “not sure,” as where only 5% of permanent residents responded with “don’t know” or “not sure.”

	PR										SHO										
	-09	-12	-13	-14	-15	-17	-18	-19	2020	2021	-08	-09	-12	-13	-14	-15	-17	-18	-19	2020	2021
	305 %	300 %	300 %	301 %	257 %	291 %	303 %	300 %	307 %	300 %	200 %	200 %	200 %	200 %	200 %	201 %	201 %	170 %	202 %	200 %	200 %
<b>Housing</b>	<b>41</b>	<b>5▼</b>	<b>12▲</b>	<b>19▲</b>	<b>41▲</b>	<b>49</b>	<b>57▲</b>	<b>52</b>	<b>46</b>	<b>35▼</b>	<b>22</b>	<b>19</b>	<b>7▼</b>	<b>9</b>	<b>7</b>	<b>16▲</b>	<b>19</b>	<b>22</b>	<b>24</b>	<b>22</b>	<b>17</b>
Housing (unspecified)	18	1▼	1	3▲	19▲	31▲	31	30	27	12▼	6	2▼	2	-	-	2	27▲	6▼	5	5	2
Lack of affordable housing	19	3▲	8▲	13▲	16	12	21	19	13	17	4	6	3	6	4	4	2	7	6	6	2
Lack of employee housing	5▼	<1	1	2	7▲	5	6	4	5	6	13	11	2▼	3	3	11▲	11	9	12	11	13
Lack of seniors housing	-	1	1	<1	<1	<1	<1	<1	<1	-	-	-	-	1	1	-	-	-	-	0	-
<b>Transportation</b>	<b>2</b>	<b>10▲</b>	<b>10</b>	<b>7</b>	<b>2▼</b>	<b>26▲</b>	<b>16▼</b>	<b>18</b>	<b>11</b>	<b>6</b>	<b>10</b>	<b>9</b>	<b>11</b>	<b>10</b>	<b>9</b>	<b>9</b>	<b>41▲</b>	<b>37</b>	<b>23</b>	<b>22</b>	<b>12▼</b>
Needed improvements to public transit	<1	7▲	7	2▼	1	2	<1	3	2	<1	2	1	4▲	2	1	1	3	2	<1	0	-
Charging for parking/ lack of free parking	1	3▲	3	2	<1	3	1	<1	<1	<1	3	2	5	7	8	3▼	5	<1	2	<1	2
Traffic congestion	<1	-	-	<1	<1	10	4	6	3	4	2	2	-	1	1	3	22	14	9	12	7
Sea to Sky Highway	1	-	-	<1	-	2	4	2	1	1	1	1	-	1	-	<1	1	4	3	<1	2
Road maintenance	1	-	<1	<1	-	3	<1	2	1	1	2	1	-	1	-	2▲	<1	3	2	2	2
Transportation (unspecified)	-	<1	<1	2	-	5	4	6	4	<1	-	2	3	-	-	-	5	4	2	2	-
<b>Environmental</b>	<b>11</b>	<b>14</b>	<b>5▼</b>	<b>7</b>	<b>7</b>	<b>4</b>	<b>4</b>	<b>4</b>	<b>8</b>	<b>5</b>	<b>19</b>	<b>17</b>	<b>14</b>	<b>10</b>	<b>16▲</b>	<b>8▼</b>	<b>9</b>	<b>5</b>	<b>12</b>	<b>6</b>	<b>2</b>
Environment	3	6▲	3▼	5	5	2	-	2	7	5	3	2	3	3	4	5	3	<1	5▲	3	2
Overdevelopment / future growth plan	5▲	3	1	1	<1	2	3	1	<1	-	15	13	10	6	12▲	2▼	7▲	3	7	3	-
Sustainability	3	2	1	1	<1	-	<1	<1	<1	<1	2	3	1	2	1	2	-	1	1	1	-
<b>RMOW Operational Concerns</b>	<b>17</b>	<b>18</b>	<b>17</b>	<b>14</b>	<b>10</b>	<b>3</b>	<b>7</b>	<b>5</b>	<b>4</b>	<b>5</b>	<b>15</b>	<b>20</b>	<b>24</b>	<b>21</b>	<b>20</b>	<b>19</b>	<b>8▼</b>	<b>6</b>	<b>9</b>	<b>6</b>	<b>6</b>
Not keeping up with infrastructure demands	1	<1	1	1	7▲	<1	-	<1	0	-	1	4▲	2	1	1	9▲	2▼	<1	<1	0	1
RMOW spending/ allocation of taxes for services/ budget	7	9	4▼	2	1	<1	<1	<1	<1	2	2	2	6▲	8	5	3	1	<1	1	0	1
Lack of community services	<1	2	1	4▲	<1▼	<1	<1	1	<1	-	1	1	-	-	-	-	<1	3-	-	-	-
Too focused on tourism and not the needs of residents	2	2	1	3▲	<1	1	3	2	1	-	1	1	1	2	2	-	<1	3	1	2	-
Taxes	2	4	6	2▼	<1	<1	1	1	1	<1	6	7	12▲	9	10	8	3▼	1	5▲	4	3
Improvements to garbage collection/ recycling	1	-	1	1	<1	-	<1	<1	0	2	-	1	-	1	-	-	<1	-	1	1	-
Lack of accountability to the public by RMOW council	3	-	2	1	<1	<1	1	-	<1	-	1	2	-	-	1	-	1	-	-	0	-
Zoning regulations	1	-	1	1	-	<1	<1	-	<1	-	4	4	2	2	1	-	-	-	<1	<1	1
<b>Other</b>																					
Tourism	-	-	-	3	1▼	3	<1	<1	-	8	-	-	-	2	2	1	<1	1	-	-	9
<b>Healthcare</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>&lt;1</b>	<b>2</b>	<b>-</b>	<b>6</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>-</b>	<b>1</b>	<b>1</b>	<b>&lt;1</b>	<b>&lt;1</b>	<b>-</b>	<b>-</b>	<b>&lt;1</b>

Q16a. What is the most important issue facing your community that should receive the greatest attention from your local leaders?

BASE: Total Permanent Residents (with an opinion): 2014 (n=297), 2015 (n=255), 2017 (n=278), 2018 (n=295), 2019 (n=300), 2020 (n=283), 2021(n=300)

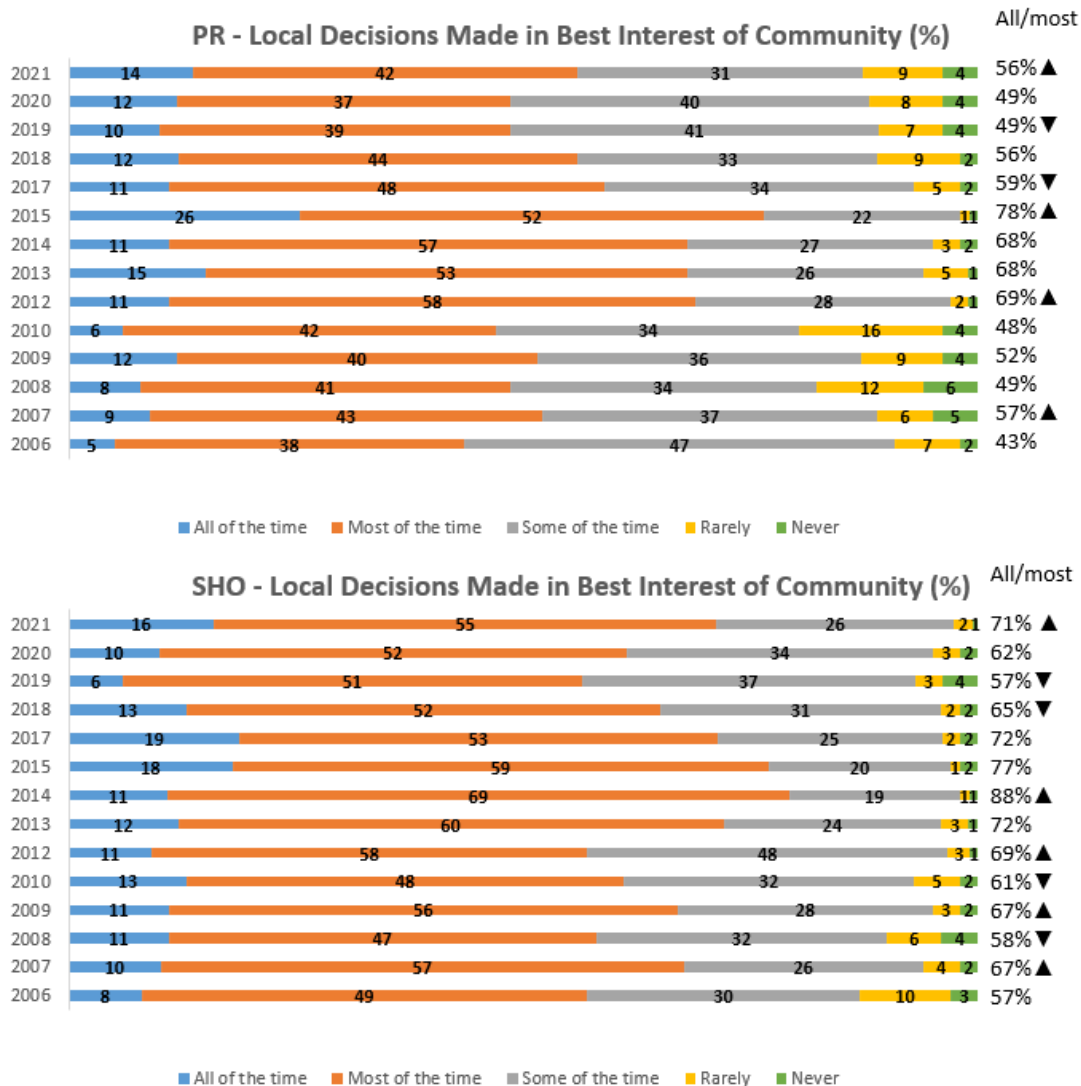
Total Second Homeowners (with an opinion): 2014 (n=165), 2015 (n=170), 2017 (n=161) 2018 (n=150), 2019 (n=202), 2020 (n=162), 2021(n=200)



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

Second homeowner respondents were significantly more likely to say municipal decision makers have the best interest of the resort community in mind when making decisions compared to permanent resident respondents (71%, compared to 56%). This difference is consistent with year-over-year findings. With that said, the satisfaction rates amongst second homeowners and permanent residents saw a significant increase of 9 and 7 percentage points respectively. This marks a level of satisfaction not seen since 2017 for second homeowners and 2018 for permanent residents.

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



Q17. 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), 2020 (n=299), 2021 (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), 2020 (n=188), 2021 (n=200)

## Input into Decision Making

Over half of permanent residents (56%) and second homeowner respondents (53%) said they were satisfied with the existing opportunities to provide input into municipal decision making in Whistler. Among permanent residents, respondents who are 55 years and older are more likely to be satisfied on this metric (60% very/somewhat satisfied), compared to 54% satisfaction rate among those under 35 years old and 52% among those between 35 and 54 years old. Those who own a property (62%) are significantly more likely to be satisfied than those who rent (49%).

A significant proportion of respondents for permanent residents and second homeowners identified being neither satisfied nor dissatisfied (27% and 37%, respectively).



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

Total Permanent Residents (with an opinion):

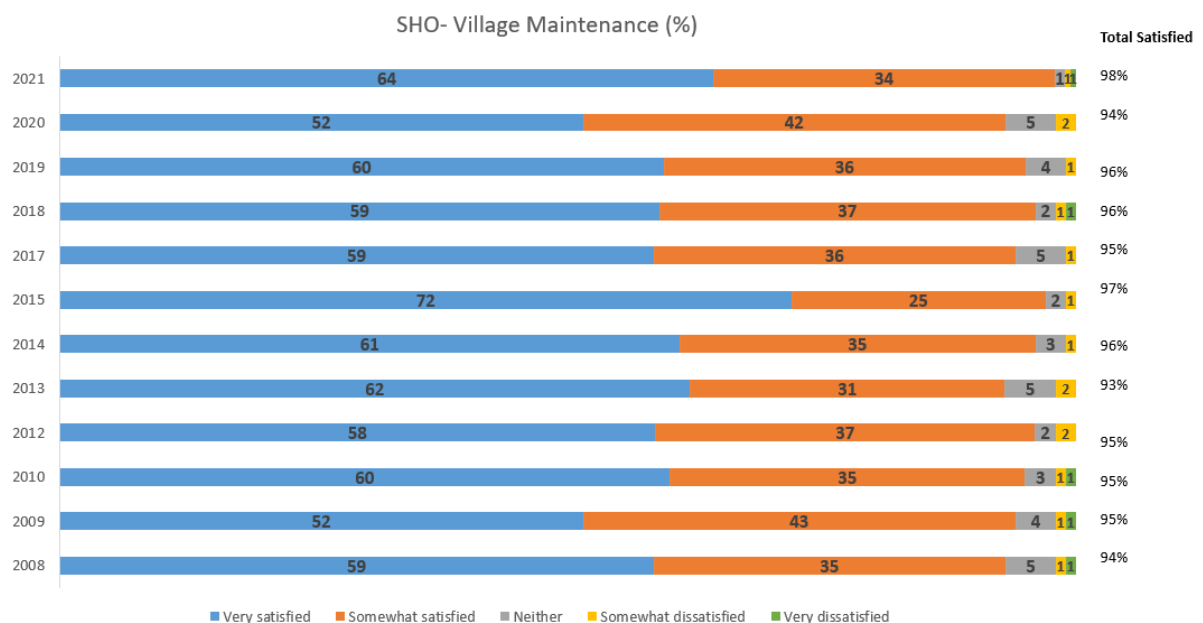
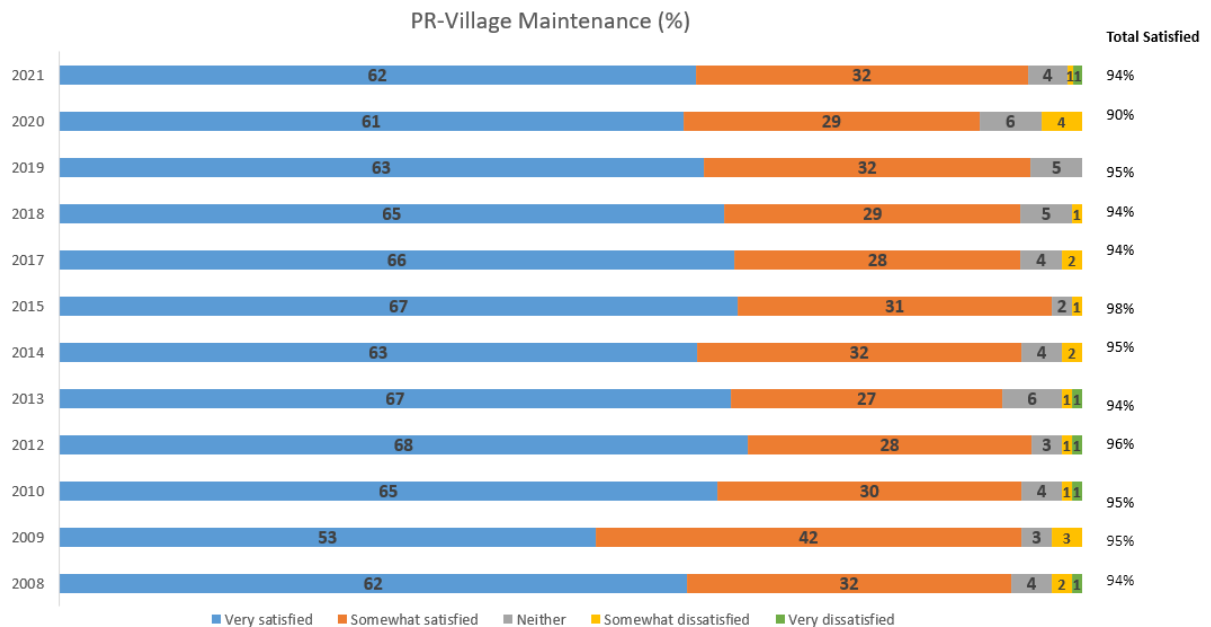
2006 (n=295), 2007 (n=195), 2008 (n=299), 2009 (n=302), 2010 (n=295), 2012 (n=292), 2013 (n=288), 2014 (n=290), 2015 (n=248), 2017 (n=280), 2018 (n=303), 2020 (n=293), 2021(n=300)

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), 2020 (n=176), 2021(n=200)

## Village Maintenance

Nearly all permanent resident (94%) and second homeowner (98%) respondents said they were satisfied (very/somewhat) with village maintenance. Satisfaction rates for both have increased from 2020, with a 5% increase for permanent residents, and 4% increase for second homeowners.

Among permanent residents, females were slightly more likely to be satisfied than males (97%, compared to 93% respectively).



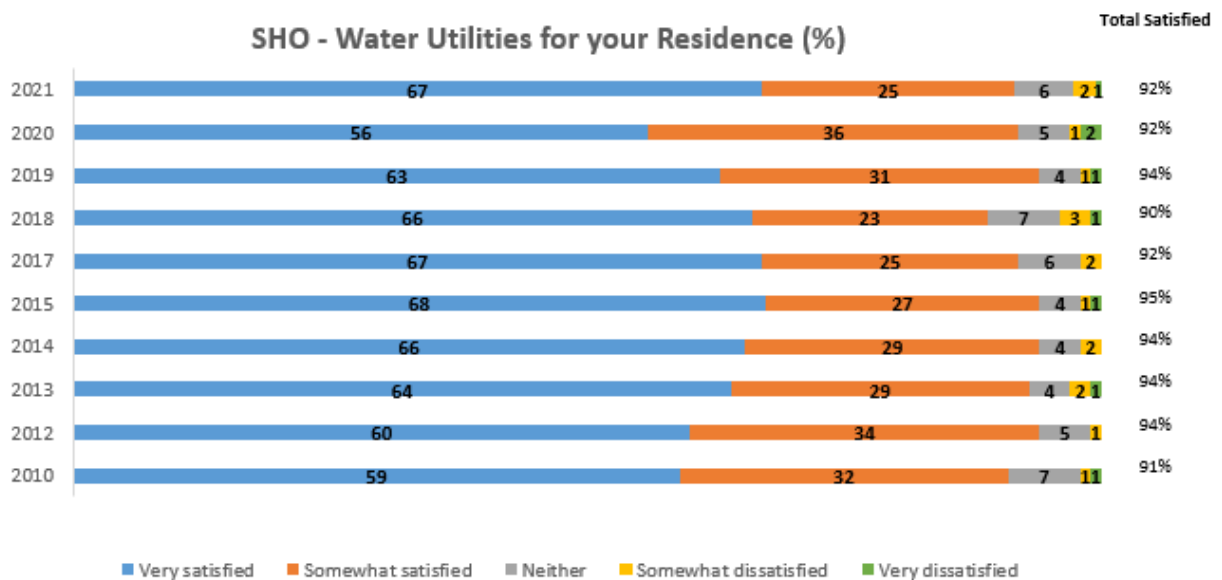
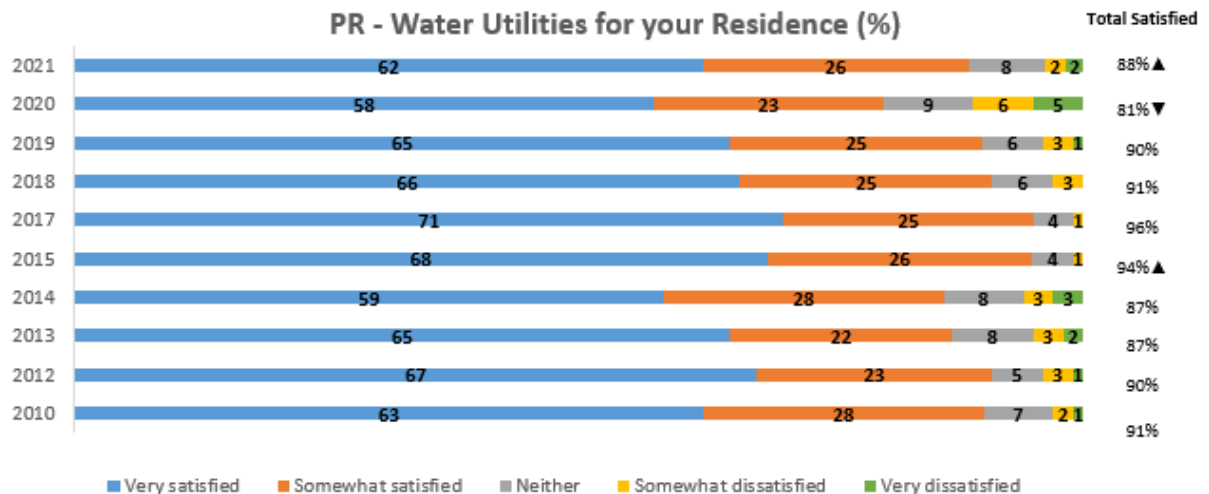
Q19b. How satisfied are you with each of the following services provided by the Resort Municipality of Whistler? Village maintenance

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), 2020 (n=303), 2021 (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), 2020 (n=197), 2021 (n=200)

## Water Utilities for your Residence

The majority of permanent resident (88%) and second homeowner respondents (92%) said they were satisfied (very/somewhat) with water utilities for their residence. There is little variation amongst different demographic groups, as satisfaction for this service is well distributed amongst the population.



Q19h. 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), 2020 (n=303), 2021(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), 2020 (n=195), 2021(n=200)

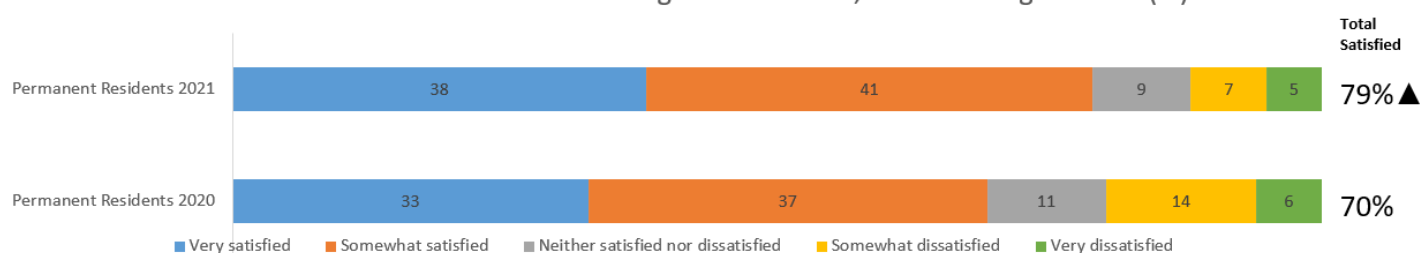
## Road maintenance and snow clearing on local roads, not including HWY 99

For the questionnaire in 2020, it was decided that the questions 'Snow clearing on local roads (not including Highway 99)' and 'Road maintenance on Local Roads (not including Highway 99)' from previous surveys were to be combined into one question, named 'Road maintenance and snow clearing on local roads, not including HWY 99'.

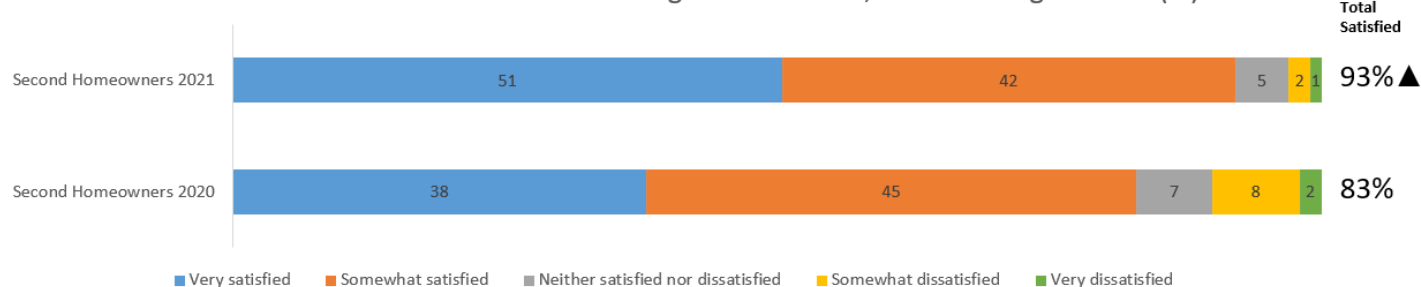
79% of permanent residents were satisfied with this service, an increase from 2020 (70%) and 2019, where snow clearing scored 67% satisfaction and road maintenance scored 64%. For second homeowners, 93% were satisfied with this service; an increase from 83% in 2020.

Among permanent residents, renters were less likely to be satisfied than homeowners (75%, compared to 83%, respectively). Females were also less likely to be satisfied than males (75%, compared to 83%, respectively).

PR- Road maintenance and snow clearing on local roads, not including HWY 99 (%)



SHO- Road maintenance and snow clearing on local roads, not including HWY 99 (%)



Q19f. How satisfied are you with each of the following services provided by the Resort Municipality of Whistler? Road maintenance and snow clearing on local roads, not including HWY 99

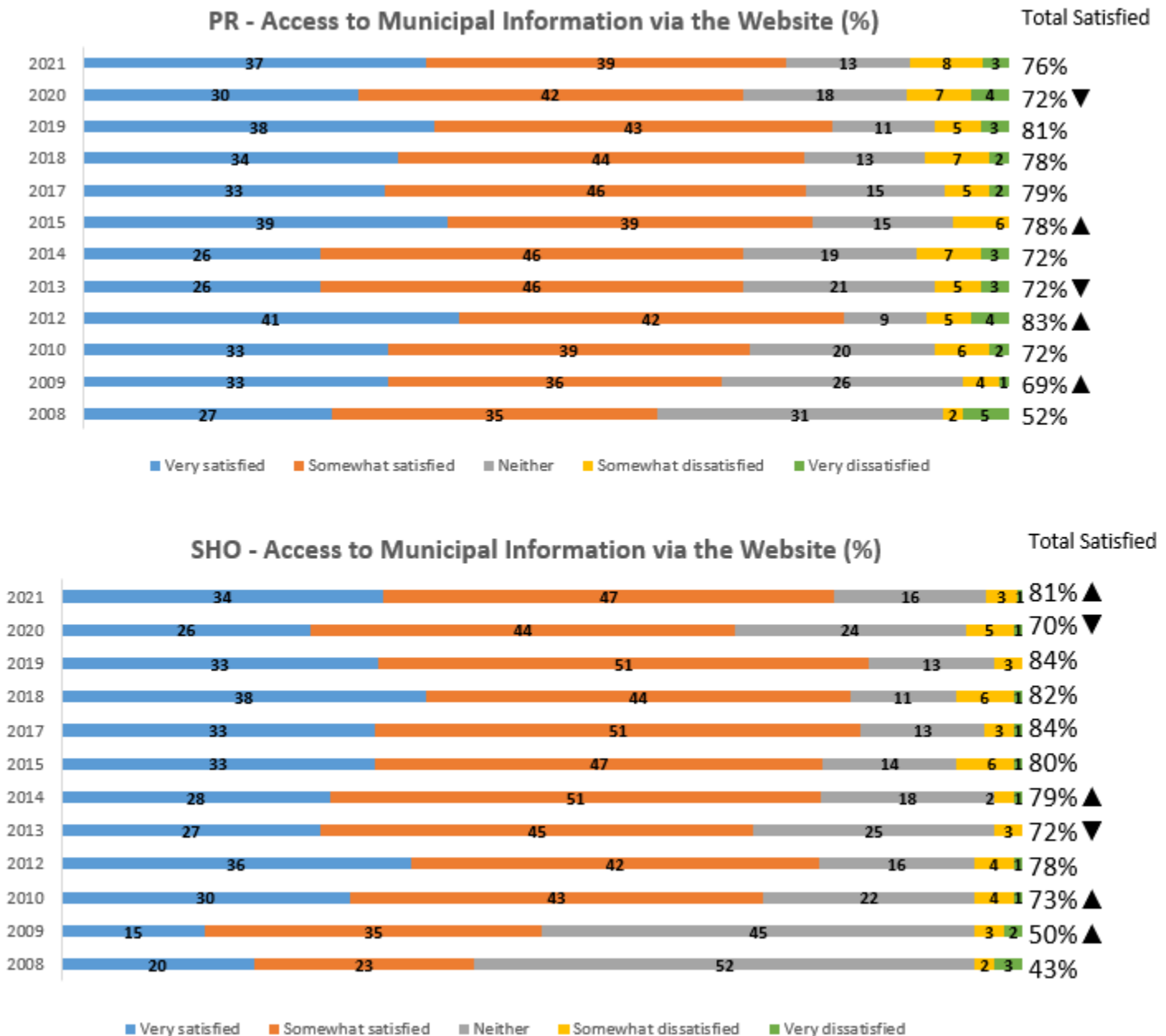
Base: Total Permanent Residents (with an opinion): 2008 (n=300), 2009 (n=304), 2010 (n=300), 2012 (n=293), 2013 (n=292), 2014 (n=297), 2015 (n=252), 2017 (n=240), 2018 (n=302), 2019 (n=300), 2020 (n=304), 2021 (n=300)

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), 2020 (n=192), 2021 (n=200)

## Access to Municipal Information via the Website

About three-quarters of permanent residents (76%) and four-out-of-five second homeowners (81%) 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 homeowners continue to be more satisfied. However, permanent residents were more often “very satisfied” with access to information via the Whistler website when compared to second homeowners (37%, compared to 34%), which was true in 2020 as well (30%, compared to 26%).

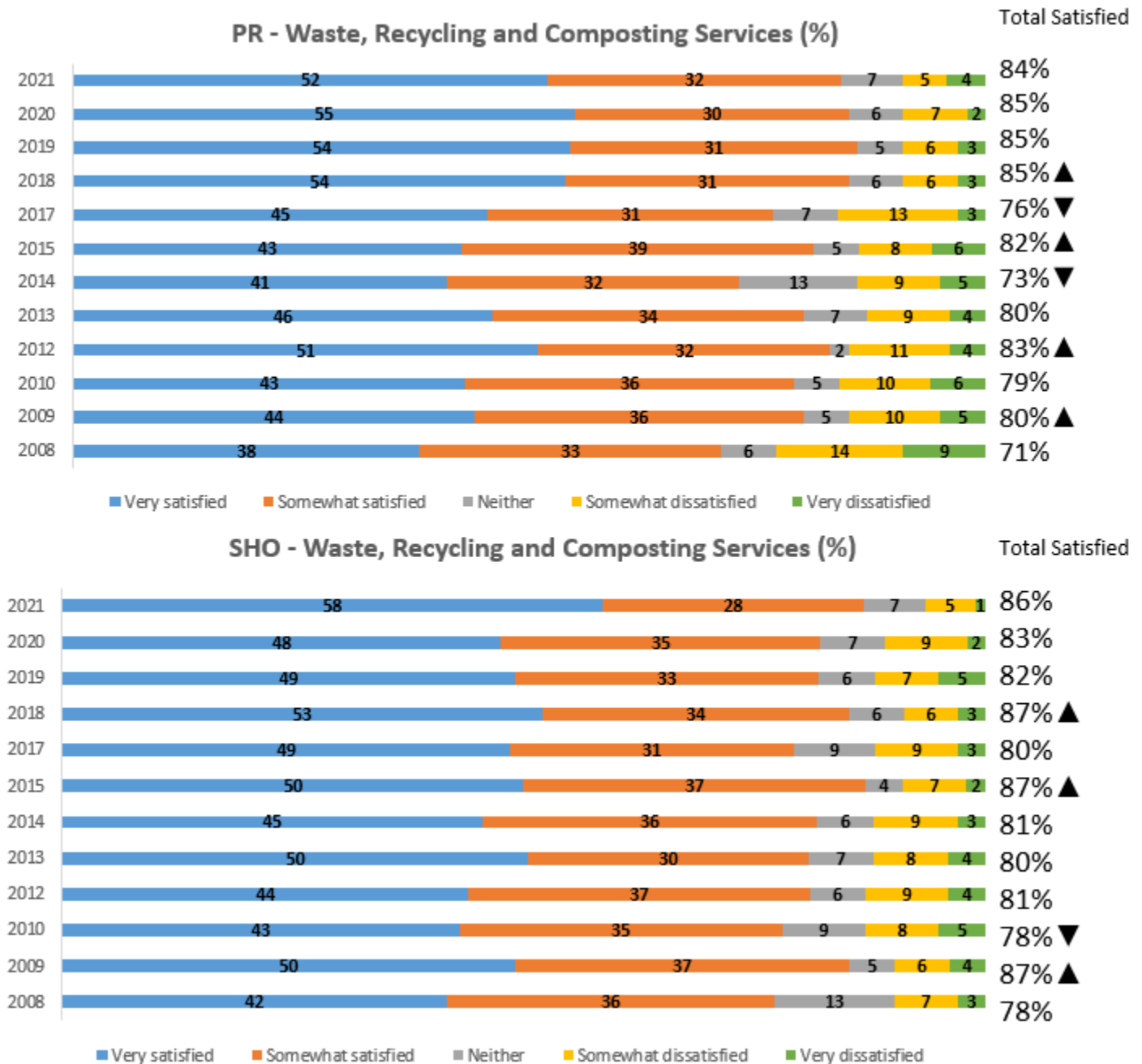


Q19d. How satisfied are you with each of the following services provided by the Resort Municipality of Whistler? Access to municipal information via the website  
 Base: Total Permanent Residents (with an opinion): 2008 (n=279), 2009 (n=242), 2010 (n=272), 2012 (n=261), 2013 (n=257), 2014 (n=264), 2015 (n=236), 2017 (n=257), 2018 (n=272), 2019 (n=300), 2020 (n=283), 2021(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), 2020 (n=1560), 2021(n=200)

## Waste, Recycling and Composting Services

About 84% of permanent residents, and 86% of second homeowner respondents said they were satisfied (very/somewhat) with the waste, recycling and composting services offered by the Resort Municipality of Whistler. Among permanent residents, females were significantly more likely to be satisfied than males (89% and 81%, respectively), and those over 55 were significantly more likely to be satisfied than those under 35 (93% and 79%, respectively).



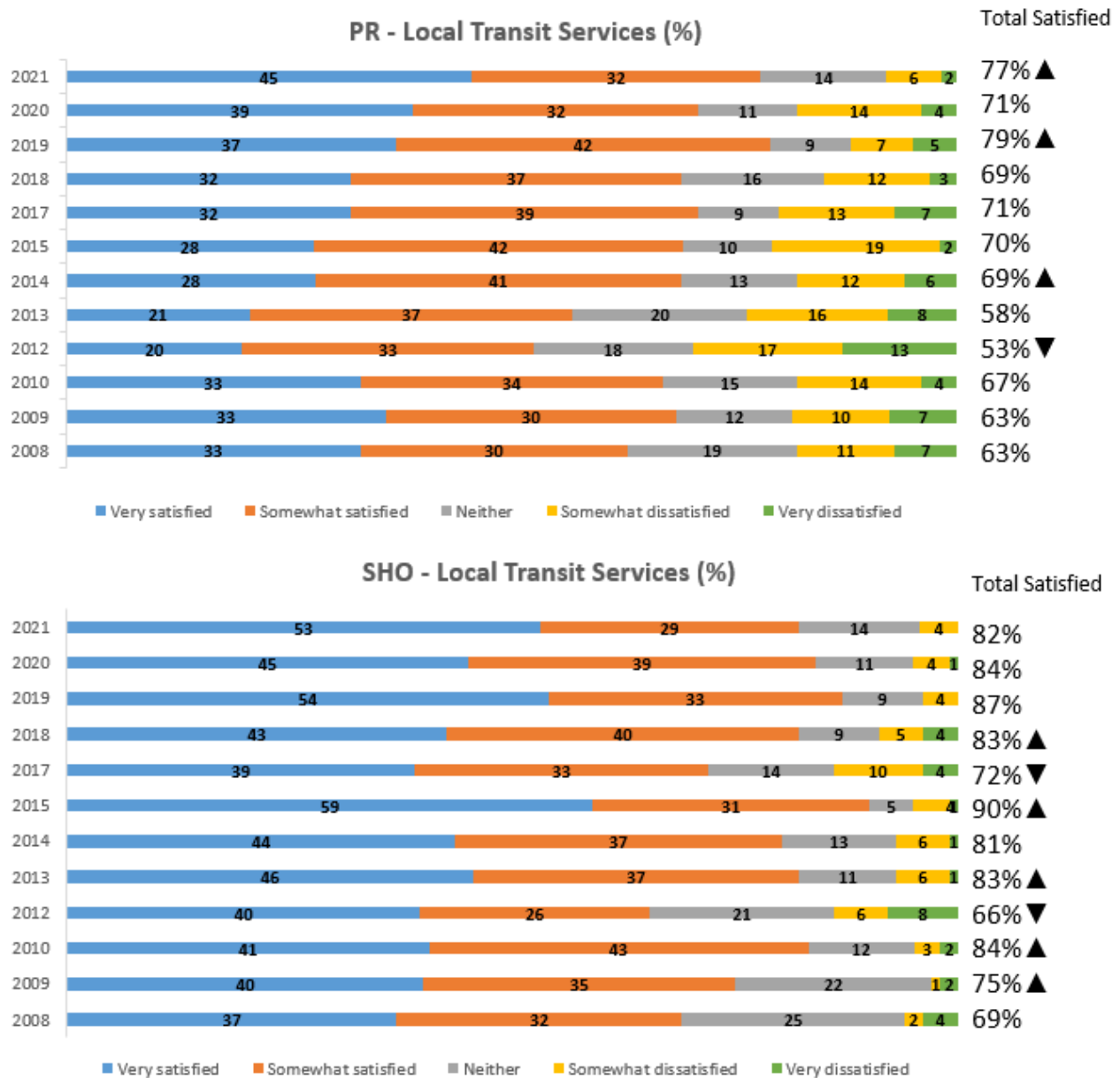
Q19g. How satisfied are you with each of the following services provided by the Resort Municipality of Whistler? Waste, recycling and composting services  
 Base: Total Permanent Residents (with an opinion): 2008 (n=299), 2009 (n=305), 2010 (n=300), 2012 (n=298), 2013 (n=299), 2014 (n=298), 2015 (n=248), 2017 (n=288), 2018 (n=302), 2019 (n=300), 2020 (n=304), 2021 (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), 2020 (n=188), 2021 (n=200)

## Local Transit Services

The majority of permanent resident (77%) and second homeowner (82%) respondents said they were satisfied (very/somewhat) with local transit services in Whistler. It is worth noting that among permanent residents, the satisfaction rate increased from 71% in 2020 to 77% in 2021, despite the decline in usage of public transportation, as noted previously in this report.

It is worth noting that among permanent residents, females were less likely to be satisfied with transit services than males (74%, compared to 81% respectively).



Q19a. How satisfied are you with each of the following services provided by the Resort Municipality of Whistler? Local transit services

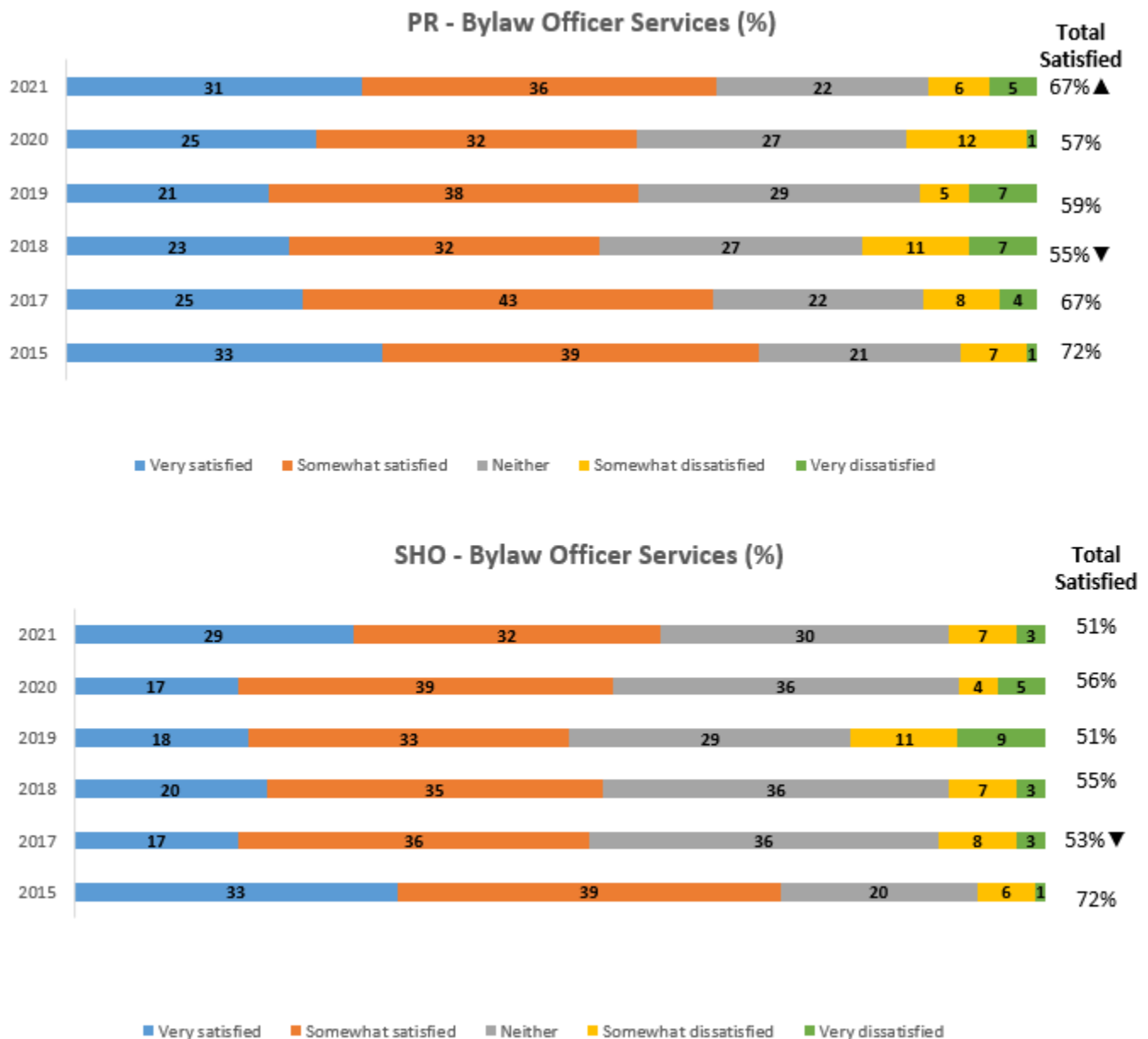
Base: Total Permanent Residents (with an opinion): 2008 (n=291), 2009 (n=280), 2010 (n=271), 2012 (n=257), 2013 (n=255), 2014 (n=261), 2015 (n=230), 2017 (n=275), 2018 (n=285), 2019 (n=300), 2020 (n=289), 2021 (n=300)

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), 2020 (n=184), 2021(n=200)



## Bylaw Officer Services

When it comes to bylaw officer services, over half of both permanent resident and second homeowner respondents said they were very or somewhat satisfied (67% and 51%, respectively). The satisfaction rate among permanent residents in 2021 (67%) increased significantly compared to 2020 (57%).

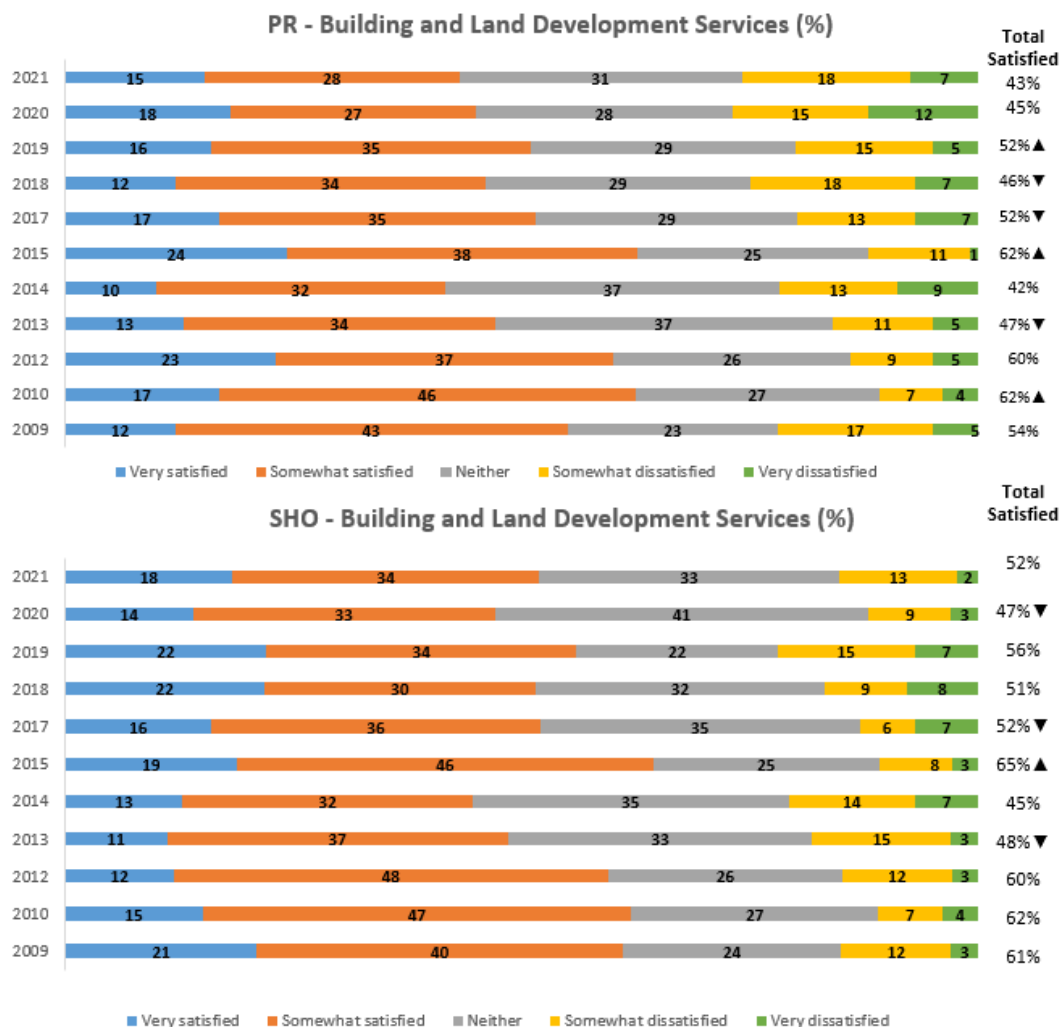


Q19i. How satisfied are you with each of the following services provided by the Resort Municipality of Whistler? Bylaw officer services  
 Total Permanent Residents (with an opinion): 2015 (n=244), 2017 (n=271), 2018 (n=276), 2019 (n=300), 2020 (n=292), 2021(n=300)  
 Total Second Homeowners (with an opinion): 2015 (n=145), 2017 (n=135), 2018 (n=140), 2019 (n=202), 2020 (n=150), 2021(n=200)

## Building and Land Development Services

Less than half of all permanent resident respondents (43%) and just over half of second homeowner respondents (52%) said they were satisfied with building and land development services in Whistler. For permanent residents, homeowners were more satisfied than renters (48%, compared to 38%, respectively). As has been consistent with previous years, this municipal service has the lowest satisfaction rate among all municipal services.

Among permanent residents, the satisfaction rate dropped from 45% before the cybersecurity incident to 38% after the cybersecurity incident. This is likely due to the increase in permit wait times experienced by users as municipal systems were down causing a significant backlog of applications.

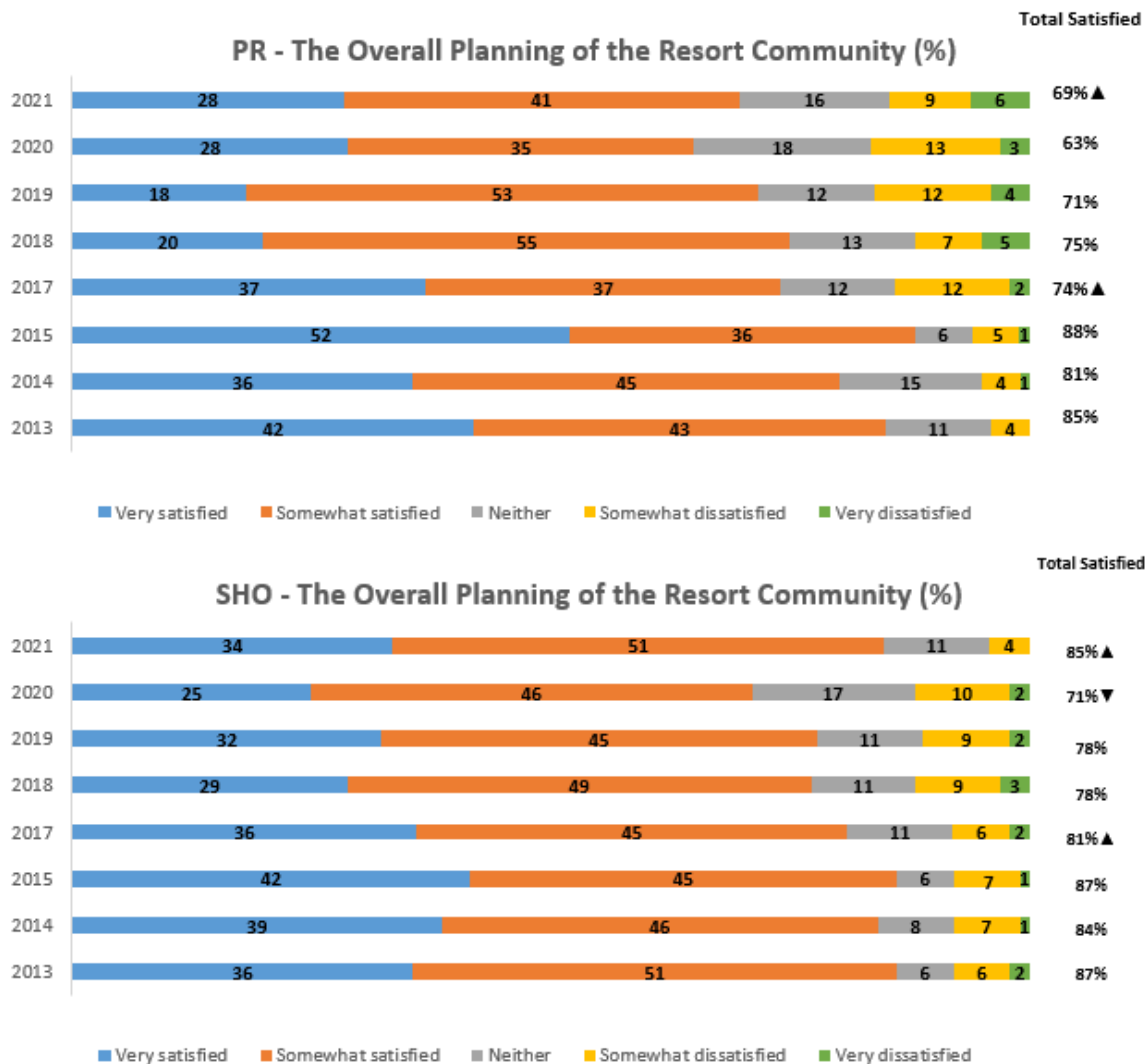


Q19e. How satisfied are you with each of the following services provided by the Resort Municipality of Whistler? Building and land development services  
 Total Permanent Residents (with an opinion): 2009 (n=258), 2010 (n=271), 2012 (n=250), 2013 (n=242), 2014 (n=234), 2015 (n=216), 2017 (n=239), 2018 (n=256), 2019 (n=300), 2020 (n=269), 2021(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), 2020 (n=153), 2021(n=200)

## The Overall Planning of the Resort Community

The majority of permanent resident (69%) and second homeowner (85%) respondents said they were satisfied (very/somewhat) with the overall planning of the resort community.

Permanent residents' satisfaction on this service increased by 7% compared to 2020 (63%), and second homeowners' satisfaction increased by 13% from 2020 (71%).



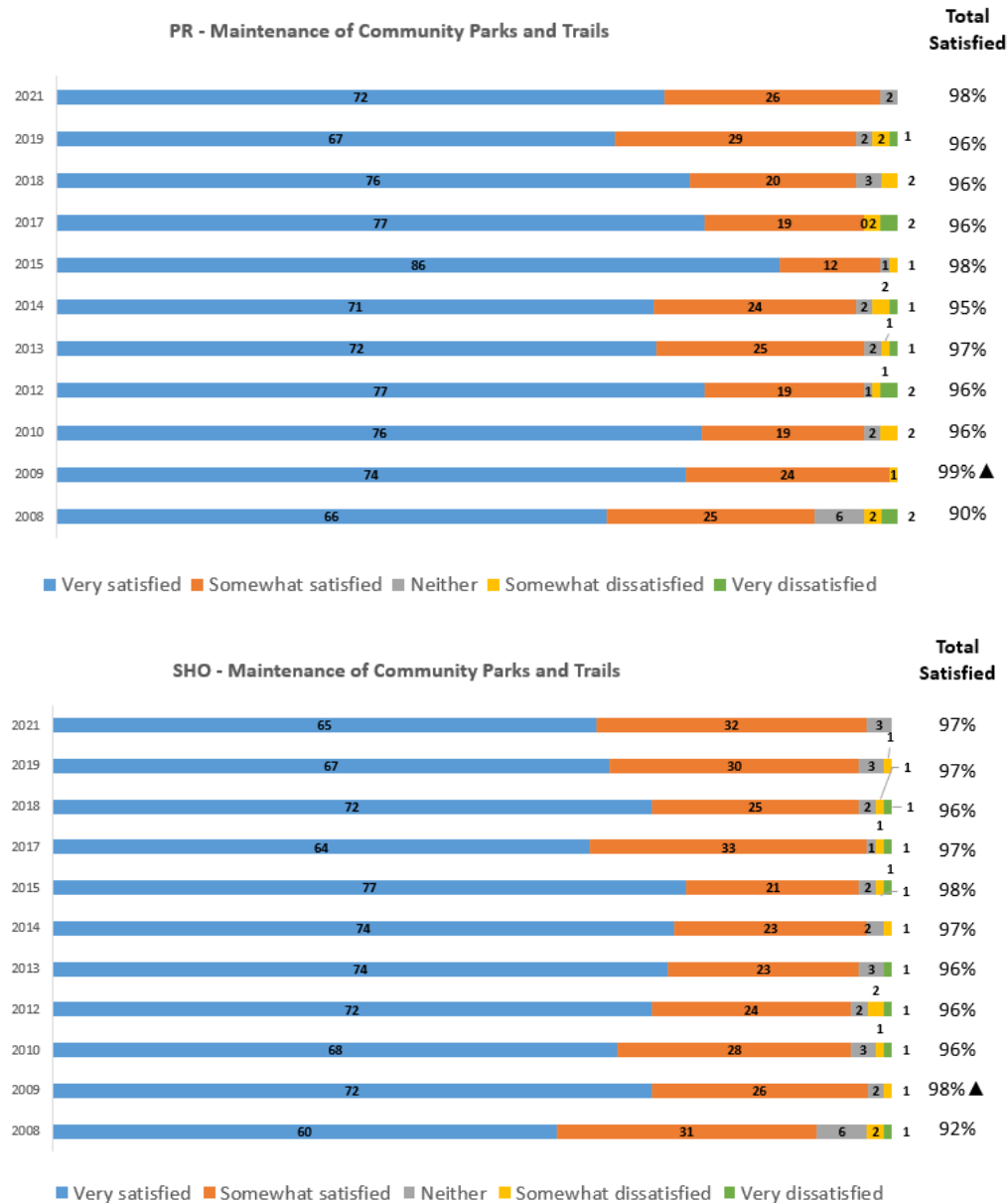
Q19c. How satisfied are you with each of the following services provided by the Resort Municipality of Whistler? Overall planning of the resort community

Base: Total Permanent Residents (with an opinion): 2013 (n=295), 2014 (n=296), 2015 (n=250), 2017 (n=285), 2019 (n=300), 2020 (n=301), 2021(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), 2020 (n=194), 2021(n=200)

## Maintenance of community parks and trails

The vast majority of permanent residents (98%) and second homeowners (97%) are very or somewhat satisfied with the maintenance of community parks and trails. Satisfaction remained consistently high across all demographic groups with little variation, though among second homeowners, females (99%) showed a slightly higher satisfaction levels than males (95%).



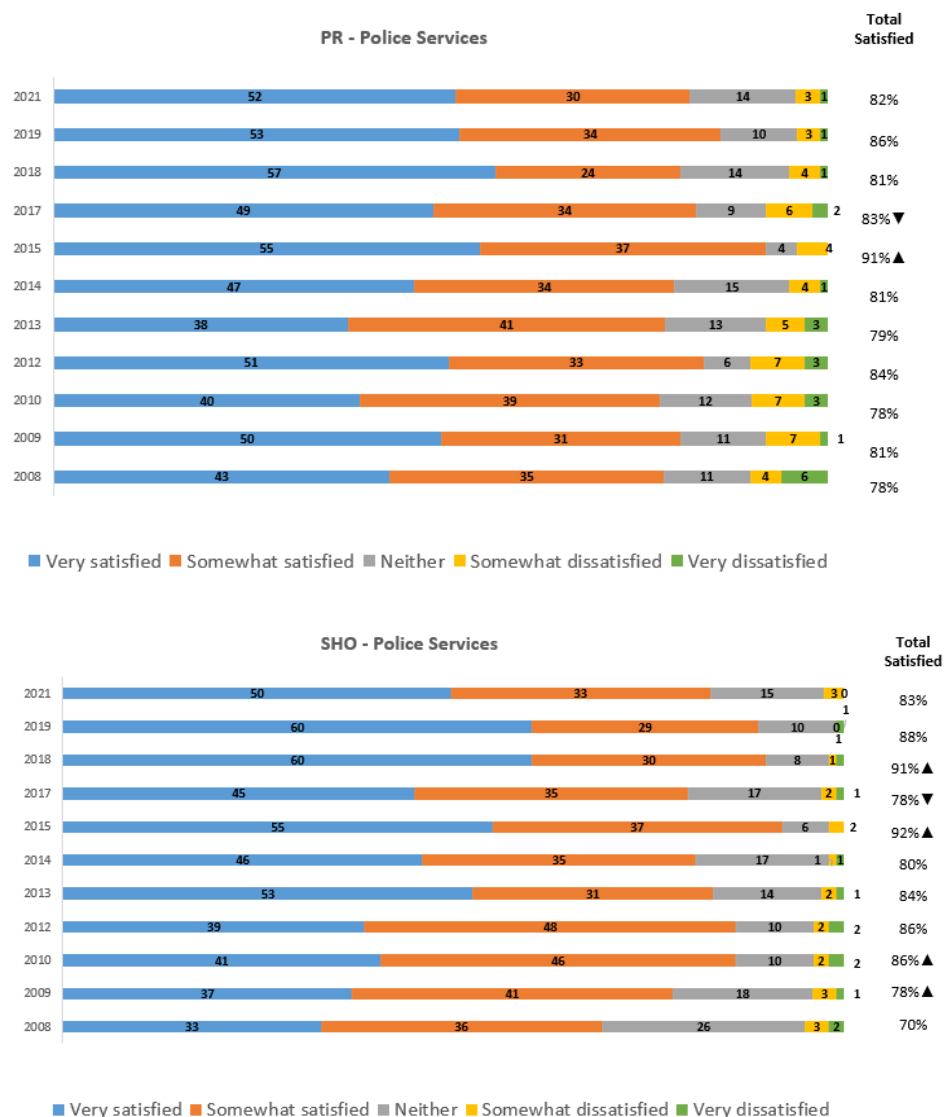
Q19j. How satisfied are you with each of the following services provided by the Resort Municipality of Whistler? Maintenance of community parks and trails  
 Total Permanent Residents (with an opinion): 2008 (n=300), 2009 (n=303), 2010 (n=296), 2012 (n=300), 2013 (n=298), 2014 (n=300), 2015 (n=257), 2017 (n=291), 2018 (n=302), 2019 (n=300), 2021 (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), 2021 (n=200)

## Police Services

Most permanent residents and second homeowners were very or somewhat satisfied with police services (82% and 83%, respectively). Among permanent residents, males (82%) and females (83%) were similarly satisfied. However, among second homeowners, fewer males were satisfied than females (79% and 88%, respectively).

Among permanent residents, homeowners were more satisfied than renters (86%, compared to 78%), and those who were single were less satisfied than those who were married (76% and 83%, respectively). Those who were married with children had the highest satisfaction at 89%. Among second homeowners, females (88%) were significantly more satisfied than males (79%).

Although both permanent residents and second homeowners saw a decrease in satisfaction since 2019 (86% to 82% for permanent residents 88% to 83% for second homeowners) both those decreases remain within the margin of error.



Q19k 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), 2021 (n=300)

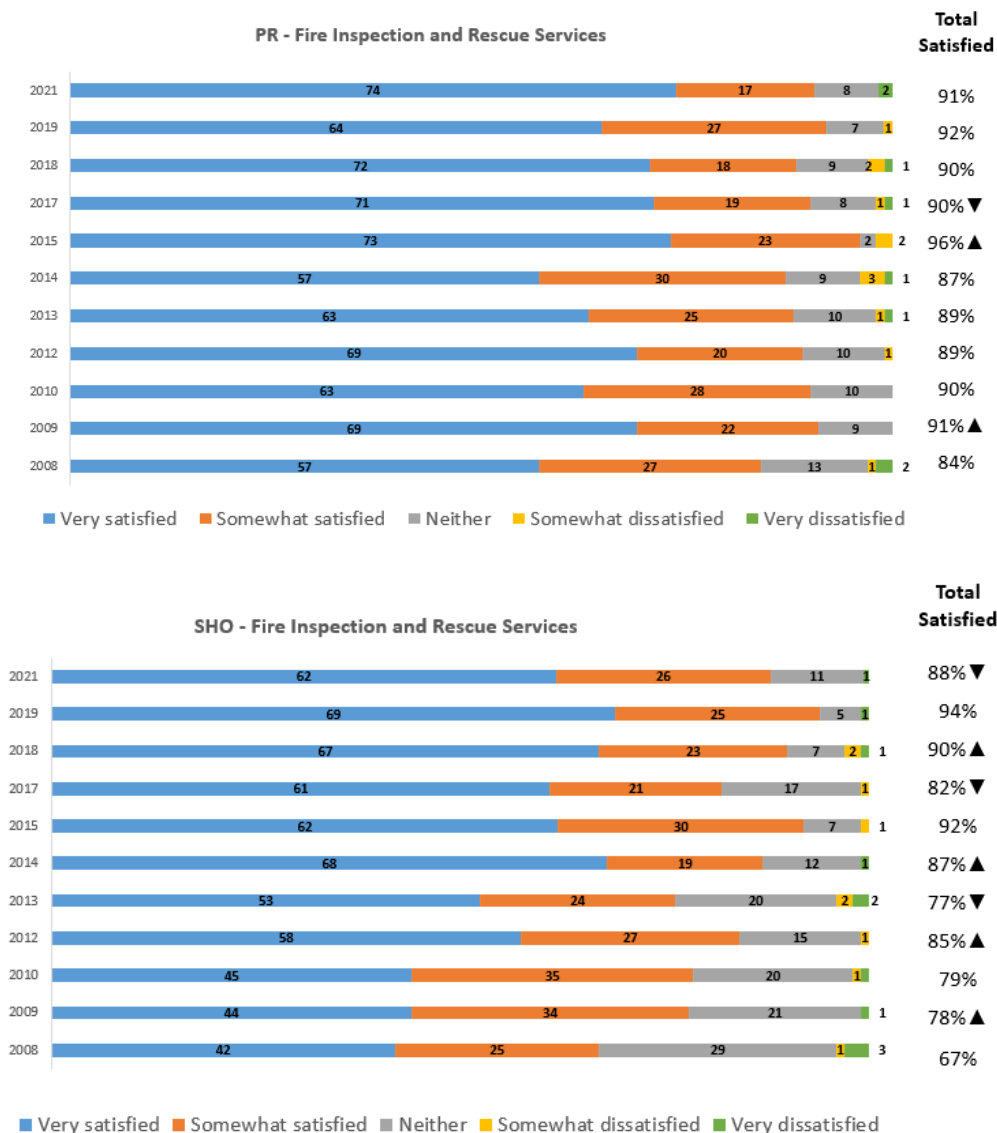
Total Second Homeowners (with an opinion): 2008 (n=198), 2009 (n=179), 2010 (n=175), 2012 (n=168), 2013 (n=160), 2014 (n=158), 2015 (n=181), 2017 (n=172), 2018 (n=149), 2019 (n=202), 2021 (n=200)

## Fire inspections and rescue services

Overall, a significant majority of permanent residents (91%) and second homeowners (88%) were very or somewhat satisfied with fire inspection and rescue services.

Among permanent residents, males (89%) were slightly less satisfied than females (93%). Those who owned their home (94%) were significantly more satisfied than those who rent (86%). Satisfaction also appears to increase with age, as those 35 and under (87%) were less satisfied than those 55 and over (95%).

Although satisfaction remains high among second homeowners, overall satisfaction did decrease from 94% in 2019 to 88% in 2021. There was also a notable gender difference, as females (93%) were significantly more satisfied than males (84%).



Q19I. 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), 2021 (n=300)

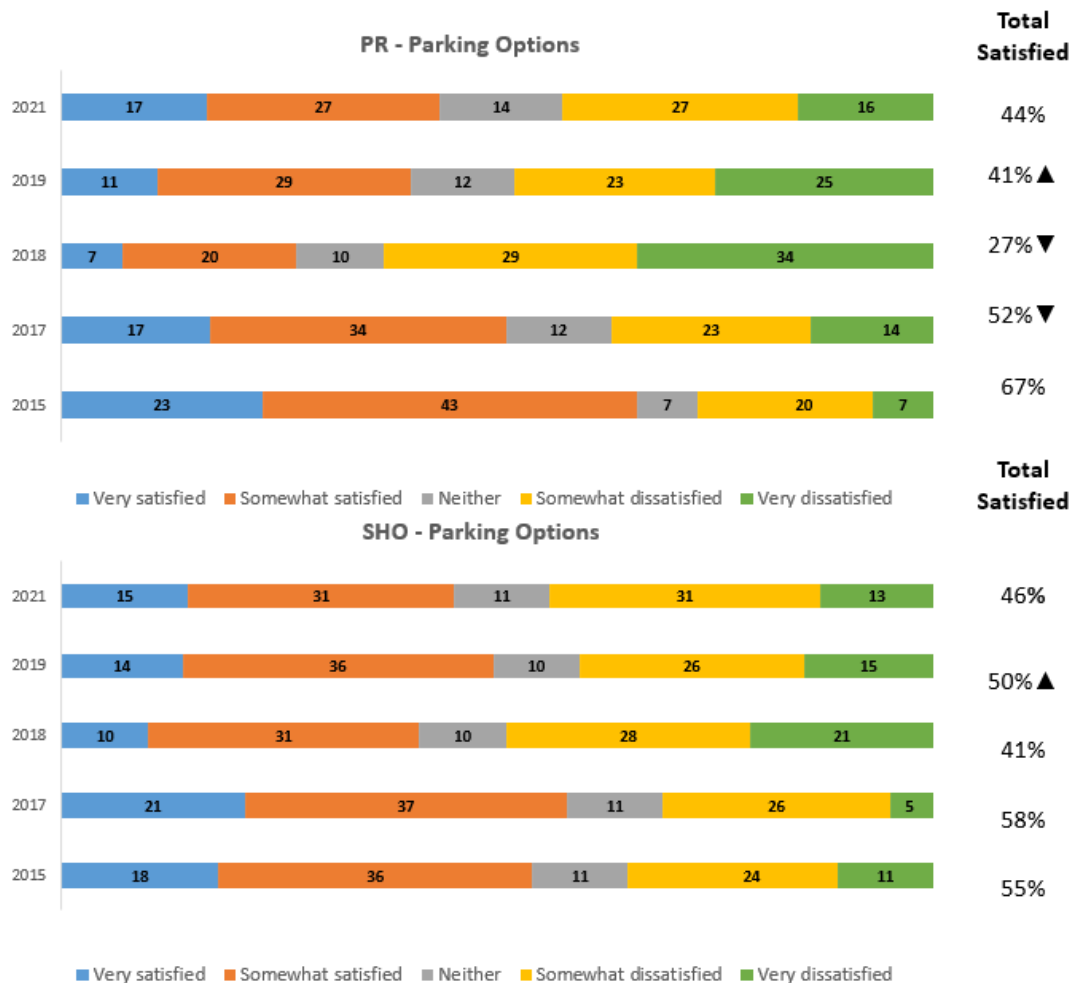
Total Second Homeowners (with an opinion): 2008 (n=184), 2009 (n=154), 2010 (n=148), 2012 (n=124), 2013 (n=137), 2014 (n=134), 2015 (n=161), 2017 (n=165), 2018 (n=150), 2019 (n=202), 2021 (n=200)

## Parking options

For both permanent residents and second homeowners, less than half of respondents are very or somewhat satisfied with parking options (44% and 46%, respectively).

Among permanent residents, males (45%) are slightly more satisfied than females (42%), and homeowners (47%) are significantly more satisfied than renters (40%). Those who are above 55 appear to be significantly more satisfied (51%) than those who are 35 to 54 (39%) and those who are 35 and under (41%).

Among second homeowners, males (51%) were significantly more satisfied than females (39%) with parking options.



Q19m. How satisfied are you with each of the following services provided by the Resort Municipality of Whistler? Parking options

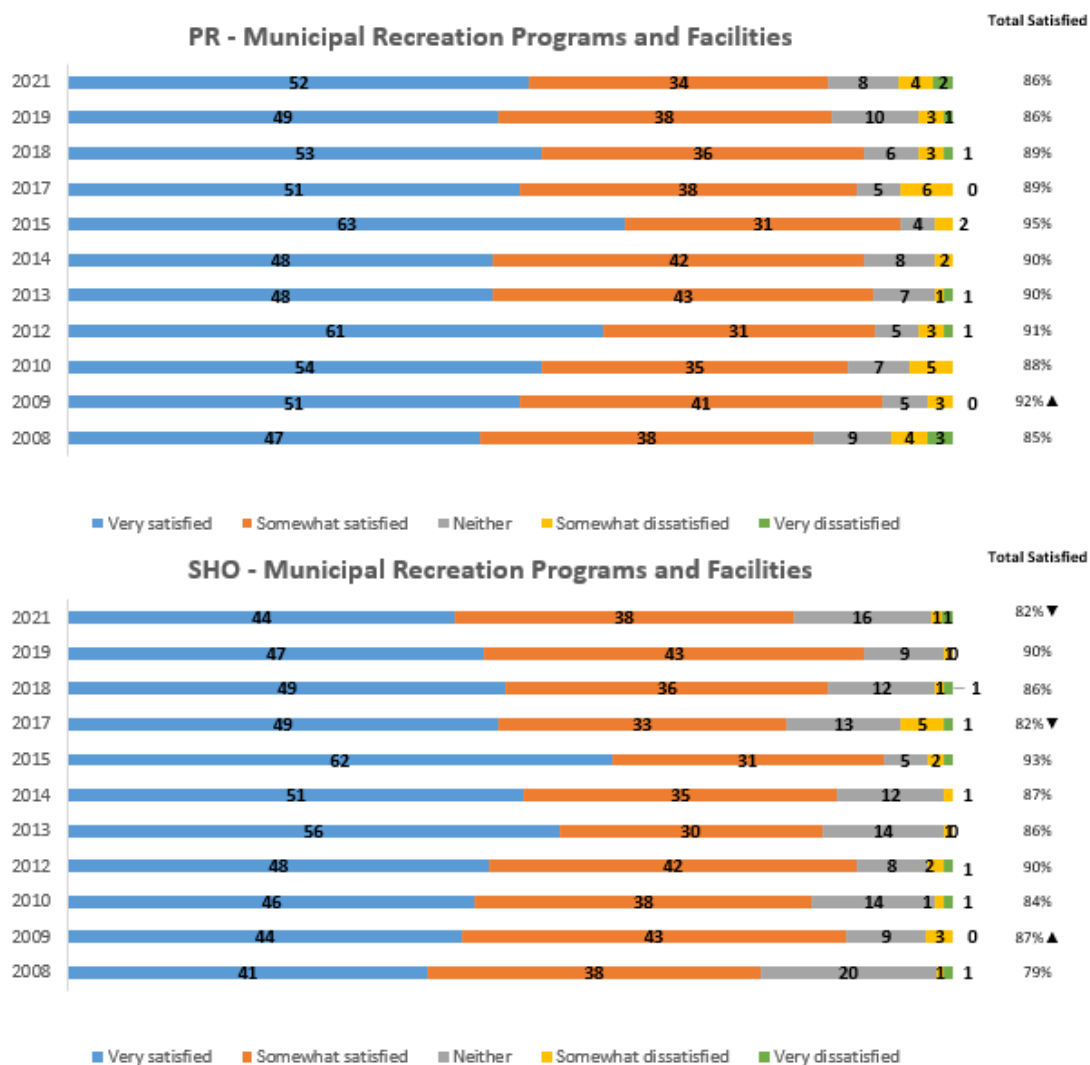
Total Permanent Residents (with an opinion): 2015 (n=253), 2017 (n=287), 2018 (n=294), 2019 (n=300), 2021 (n=300)

Total Second Homeowners (with an opinion): 2015 (n=196), 2017 (n=195), 2018 (n=168), 2019 (n=202), 2021 (n=200)

## Municipal Recreation Programs and Facilities

Overall, most permanent residents (86%) and second homeowners (82%) are very or somewhat satisfied with municipal recreation programs and facilities. Although satisfaction has remained relatively consistent since 2019 among permanent residents, it has dropped significantly among second homeowners, from 90% in 2019 to 82% in 2021.

Among permanent residents, those over 55 are more likely to be satisfied than those under 35 (90% and 82%, respectively), and homeowners are significantly more likely to be satisfied than renters (88% and 83%, respectively).



Q19n 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), 2021 (n=300)

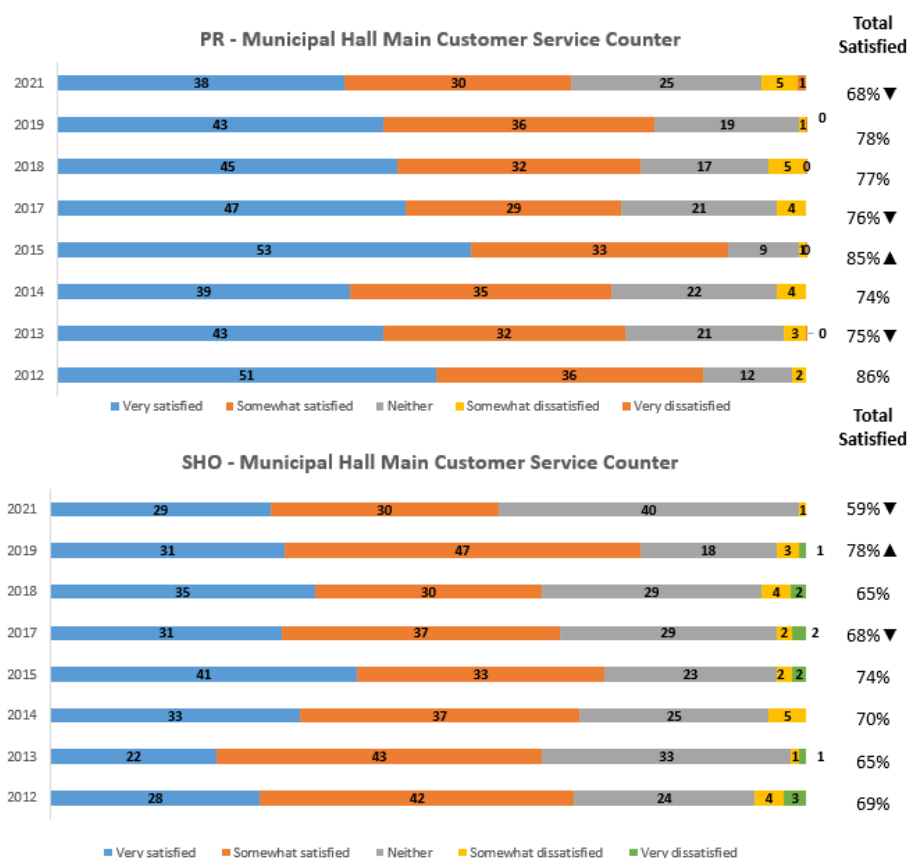
Total Second Homeowners (with an opinion): 2008 (n=195), 2009 (n=183), 2010 (n=179), 2012 (n=165), 2013 (n=162), 2014 (n=164), 2015 (n=179), 2017 (n=174), 2018 (n=158), 2019 (n=202), 2021 (n=200)



## Municipal Hall Customer Service Desk

Satisfaction with the municipal hall service desk has dropped significantly since 2019 among both permanent residents (78% to 68%) and second homeowners (78% to 59%). Among second homeowners, males were significantly more satisfied than females (66% and 50%, respectively).

COVID and the cybersecurity incident may have an impact due to service closures at various times over the past year. For example, before the cybersecurity incident, total satisfaction rates amongst permanent residents was 73%, but this number fell to 59% following the cybersecurity incident. During this time, phone lines were down, the front desk had modified hours and many core municipal services were not available, which may help explain changes in overall satisfaction.



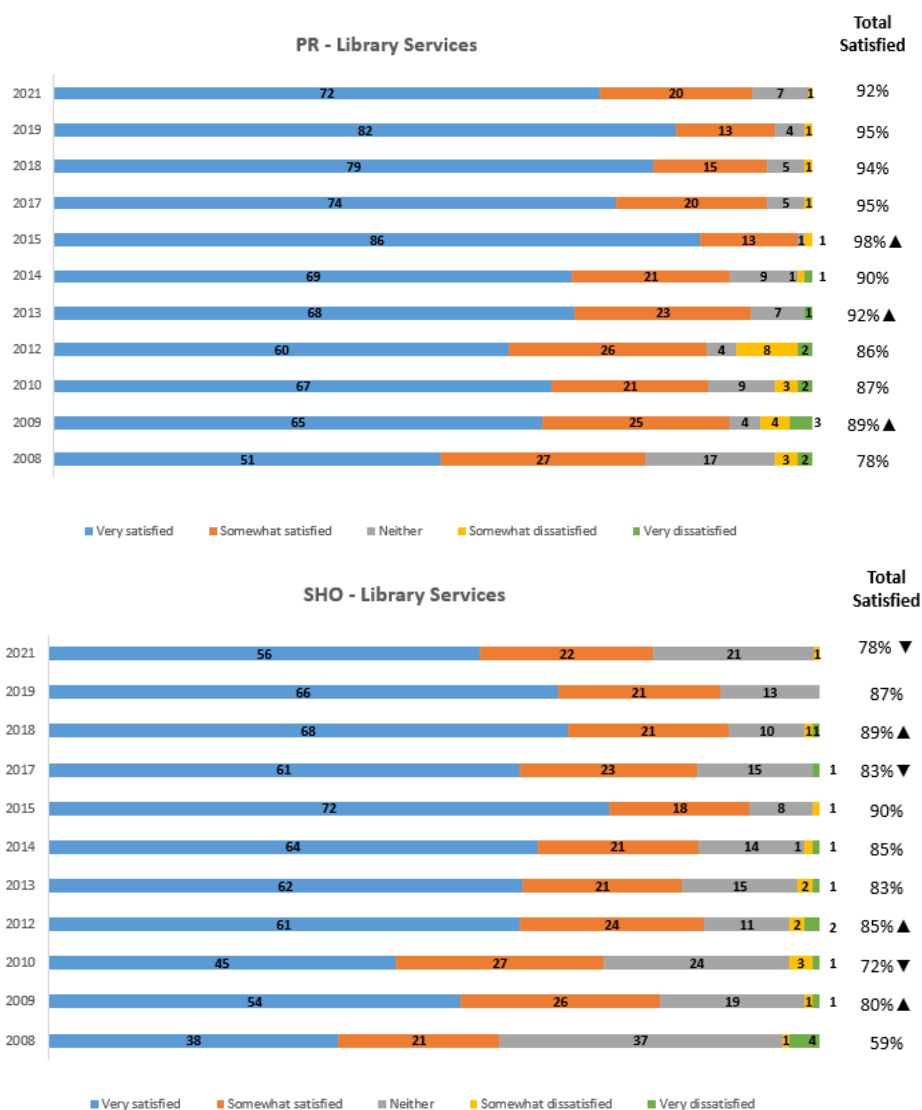
Q19o How satisfied are you with each of the following services provided by the Resort Municipality of Whistler? Municipal Hall main customer service counter  
 Total Permanent Residents (with an opinion): 2012 (n=272), 2013 (n=271), 2014 (n=273), 2015 (n=224), 2017 (n=236), 2018 (n=274), 2019 (n=300), 2021 (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), 2021 (n=200)

## Library Services

92% of permanent residents and 78% of second homeowners are very or somewhat satisfied with library services. Although satisfaction levels have remained relatively consistent for permanent residents, there has been a significant drop in satisfaction among second homeowners since 2019 (87% to 78%).

Among permanent residents, satisfaction levels are relatively consistent across most demographic groups, with the one exception being those who are married with children, who are significantly more satisfied than the average permanent resident (98% compared to 92%).

Among second homeowners, males (80%) are slightly more satisfied than females (76%), and those who are employed (87%) are significantly more satisfied than those who are unemployed (75%).



Q19p 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), 2021 (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), 2021 (n=200)

## 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 2021 compared to 2020, 2019, 2018, 2017, 2015, 2014, 2013, 2012, and 2010.

Service Provided by the Resort Municipality of Whistler	2010	2012	2013	2014	2015	2017	2018	2019	2020	2021
Municipal decision makers have the best interest of the resort community in mind	48%	69%▲	68%	68%	78%▲	59%▼	56%	49%▼	49%	56%▲
Opportunity to provide input into municipal decisions	47%	63%▲	62%	55%	75%▲	63%▼	58%	54%	55%	56%
Village maintenance	95%	96%	94%	94%	97%	94%	94%	95%	89%▼	94%
Water utilities for your residence	91%	90%	87%	87%	94%▲	96%	91%▼	90%	80%▼	88%▲
Road maintenance and Snow clearing on local roads, not including HWY 99	-	-	-	-	-	-	-	-	69%	79%▲
Access to municipal information via the website	73%	83%▲	72%▼	72%	79%▲	79%	78%	81%	72%▼	76%
Waste, recycling and composting services	79%	83%	80%	73%▼	81%▲	77%	85%▲	86%	85%	84%
Local transit services	68%	53%▼	57%	69%▲	70%	71%	69%	79%▲	71%▼	77%▲
Bylaw Officer services	-	-	-	-	72%	67%▼	55%▼	59%	56%	67%▲
Building and Land Development services	62%	60%	47%▼	42%▼	62%▲	52%▼	46%▼	52%▲	45%▼	43%
The overall planning of the resort community	-	-	85%	81%	88%▲	74%▼	75%	71%	63%▼	69%▲
Maintenance of community parks and trails	96%	96%	97%	95%	98%	96%	96%	96%	-	98%
Police services	78%	84%	79%	81%	91%	83%	81%	86%	-	82%
Fire inspections and rescue services	90%	89%	89%	87%	96%	90%	90%	92%	-	90%
Parking options	-	-	-	-	67%	52%	27%▼	41%▲	-	43%
Municipal recreational programs and facilities	88%	88%	90%	90%	95%	89%	89%	86%	-	86%
Municipal Hall main customer service counter	-	86%	75%	74%	85%	76%	77%	78%	-	69%▼
Library services	87%	86%	92%	90%	98%	95%	94%	95%	-	92%

Snow clearing on local roads, not including HWY 99	94%	87%	85%	85%	87%	83%	77%	67%	-	-
Road maintenance on local roads, not including HWY 99	83%	81%	87%	85%	81%	77%	75%	64%	-	-
Village activities (including festivals and events)	-	-	-	-	-	-	-	-	85%	-

## 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 2021 compared to 2020, 2019, 2018, 2017, 2015, 2014, 2013, 2012, and 2010.

Service Provided by the Resort Municipality of Whistler	2010	2012	2013	2014	2015	2017	2018	2019	2020	2021
Municipal decision makers have the best interest of the resort community in mind	61% ▼	69% ▲	72%	88% ▲	77%	72%	65% ▼	57% ▼	62%	71% ▲
Opportunity to provide input into municipal decisions	51%	63% ▲	51%	50%	65% ▲	59% ▼	55%	42% ▼	47%	53%
Village maintenance	95%	95%	94%	96%	97%	95%	96%	96%	93%	98%
Water utilities for your residence	91%	94%	94%	94%	95%	92%	90%	95%	92%	92%
Snow clearing and road maintenance on local roads, not including HWY 99	---	---	---	---	---	---	---	---	83%	93% ▲
Access to municipal information via the website	73% ▲	78%	72% ▼	80% ▲	80%	84%	83%	---	70% ▼	81% ▲
Waste, recycling and composting services	78%	81%	81%	81%	87% ▲	80% ▼	86% ▲	82%	82%	86%
Local transit services	84%	65% ▼	82% ▲	80%	90% ▲	72% ▼	83% ▲	87%	84%	82%
Bylaw Officer services	---	---	---	---	72%	53% ▼	55%	51%	56% ▲	60%
Building and Land Development services	62%	60%	48% ▼	45%	65% ▲	52% ▼	51%	56% ▲	47% ▼	54% ▲

The overall planning of the resort community	---	---	87%	84%	87%	81%▼	78%	78%	72%▼	85%▲
Maintenance of community parks and trails	96%	96%	96%	97%	98%	97%	96%	97%	-	97%
Police services	86%	86%	84%	80%	92%	78%	91%▲	88%	-	83%
Fire inspections and rescue services	79%	85%	77%	87%	92%	82%	90%▲	94%	-	88%
Parking options	---	---	---	---	55%	58%	41%	50%▲	-	45%
Municipal recreational programs and facilities	84%	90%	86%	87%	93%	82%	86%	90%	-	82%▼
Municipal Hall main customer service counter	---	69%	65%	70%	74%	68%	65%	78%▲	-	59%▼
Library services	72%	85%	83%	85%	90%	83%	89%	87%	-	78%▼
Snow clearing on local roads, not including HWY 99	94%	87%▼	85%	85%	87%	83%	77%▼	67%▼	-	-
Road maintenance on local roads, not including HWY 99	83%	81%	87%▲	85%	81%	77%▼	75%	64%▼	-	-

## 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 for improving overall value for money among permanent residents are: **(1) waste, recycling and composting services, and (2) The overall planning of the resort community.**

High Priority
Medium Priority
Low Priority

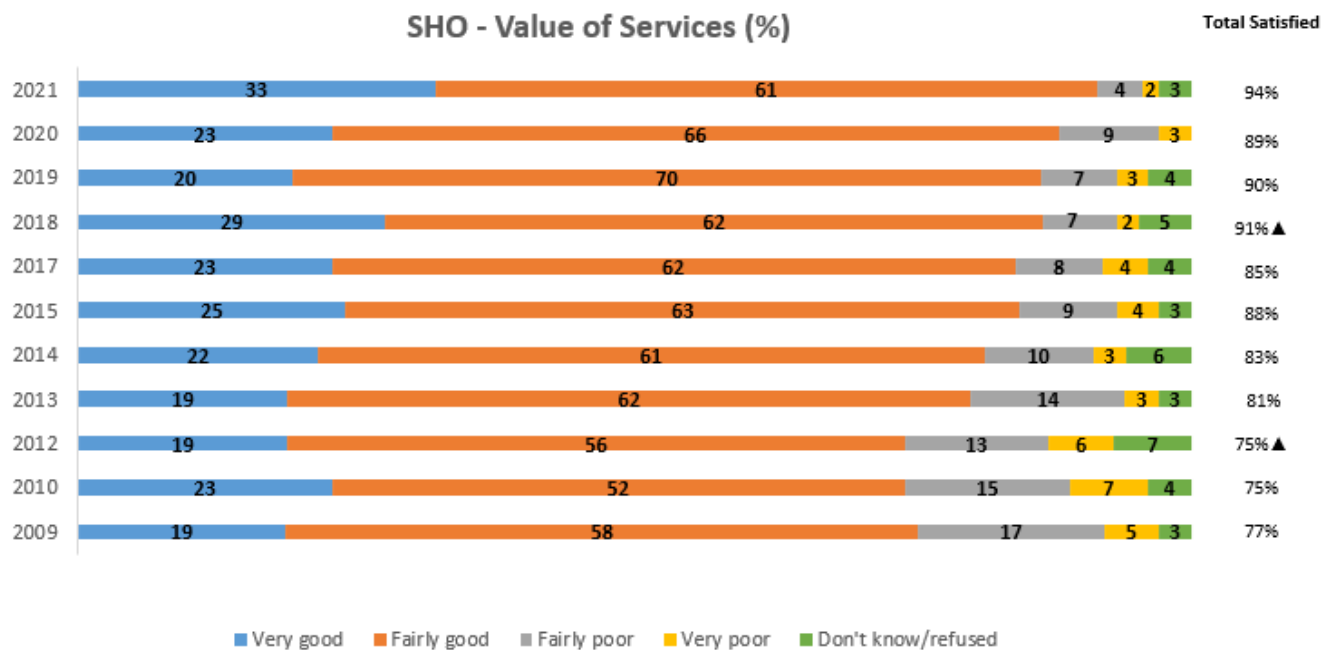
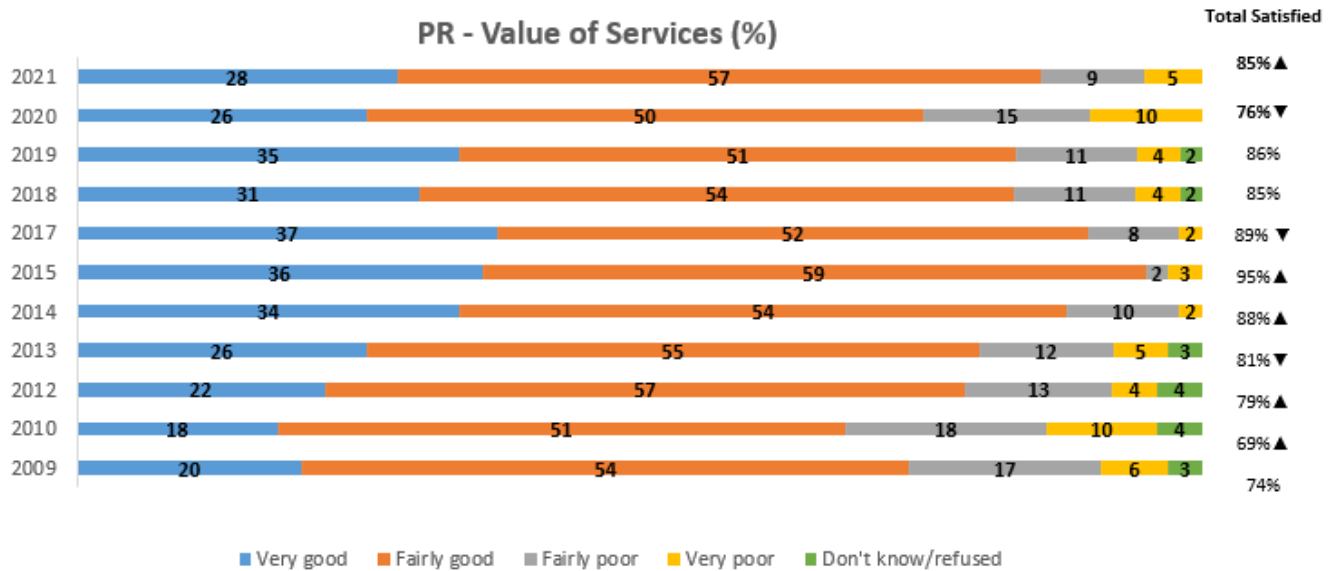
Priority	Services	Performance (PR)	Importance
1	Waste, recycling and composting services	84	0.390
2	The overall planning of the resort community	69	0.384
3	Parking options	43	0.340
4	Building and land development services	43	0.333
5	Local transit services	77	0.323
6	Bylaw Officer services	67	0.314
7	Water utilities for your residence	88	0.305
8	Road maintenance and snow clearing on local roads, not including HWY 99	79	0.287
9	Access to municipal information via the website	76	0.278
10	Municipal Hall main customer service counter	69	0.237
11	Village maintenance	94	0.204

As for second homeowners, the analysis reveals that the top priorities for improving overall value for money are: **(1) Municipal Hall main customer service counter, and (2) Parking options.**

Priority	Services	Performance (SHO)	Importance
1	Municipal Hall main customer service counter	59	0.404
2	Parking options	45	0.394
3	Maintenance of community parks and trails	97	0.389
4	Municipal recreational programs and facilities	82	0.363
5	Building and land development services	54	0.293
6	Access to municipal information via the website	81	0.293
7	Road maintenance and snow clearing on local roads, not including HWY 99	93	0.283
8	The overall planning of the resort community	85	0.273
9	Bylaw Officer services	60	0.263
10	Library services	78	0.207
11	Village maintenance	98	0.204

## Value of Services Received for Property Tax Dollars

Most of permanent resident (85%) and second homeowner (94%) respondents said they receive good value (very/fairly) for their property tax dollars. Among permanent residents, females were significantly more likely to indicate they received good value than males (95%, compared to 77%, respectively). A slight difference emerged amongst female and male second homeowners as well, though not as significant of a difference (98%, compared to 91%, respectively).



Q20. 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), 2020 (n=144), 2021(n=213)

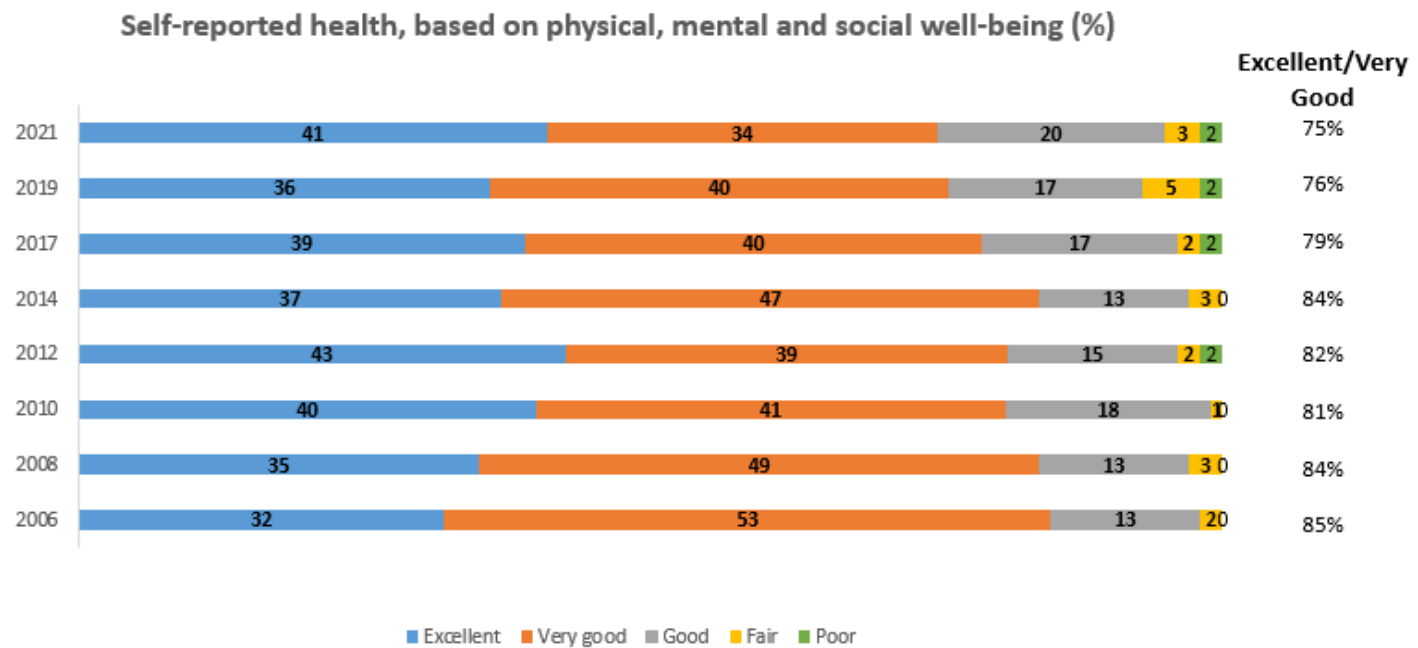
Total Second Homeowners (property owners): 2009 (n=200), 2010 (n=200), 2012 (n=200), 2013 (n=200), 2014 (n=200), 2015 (n=195), 2017 (n=200), 2018 (n=162), 2019 (n=202), 2020 (n=194), 2021(n=200)

## Health and Community Relationships

Permanent residents were asked to think about their physical, mental and social well-being, and rate their health. 75% of respondents said their health is excellent or very good, with an additional 20% reporting their health being good. The COVID-19 pandemic has had a significant impact on the health and wellbeing of British Columbians over the past year, the fact that 74% of respondents have reported excellent or very good and consistent with previous years is very encouraging.

Slightly more females reported being excellent or very good than males (79%, compared to 71% respectively), and more males reported their health being fair or poor than females (7%, compared to 4%, respectively).

Homeowners were much more likely to report excellent or very good health than renters (79%, compared to 69%).



Q12. Thinking of your physical, mental and social well-being, in general, how would you rate your health?

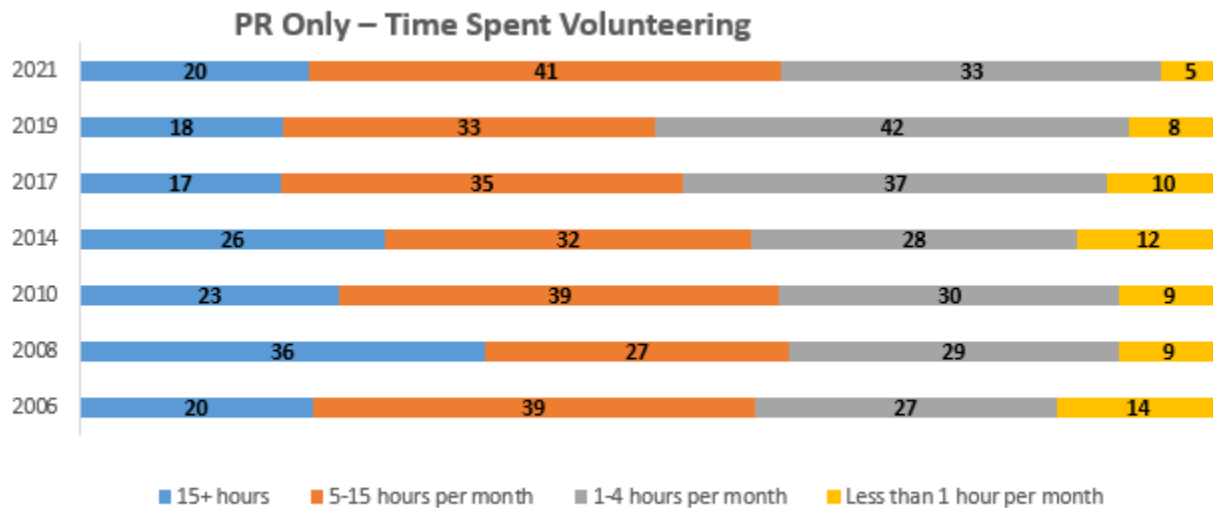
Base: (PR) (n=300)



## Volunteering

30% of permanent residents participated in unpaid volunteer work for a Whistler organization/ group in the past 12 months. This is a significant decline from 2019 which saw a participation rate of 48%. Males and females were similarly likely to volunteer (31%, and 28%, respectively), and homeowners were significantly more likely to volunteer than renters (37%, compared to 21%, respectively). The percentage of respondents who volunteered for longer than 5 hours (61%) have increased significantly from 2019 (51%).

Residents who volunteered were then asked, on average, how many hours do they volunteer a month:



Q13. 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: PR (n=300)

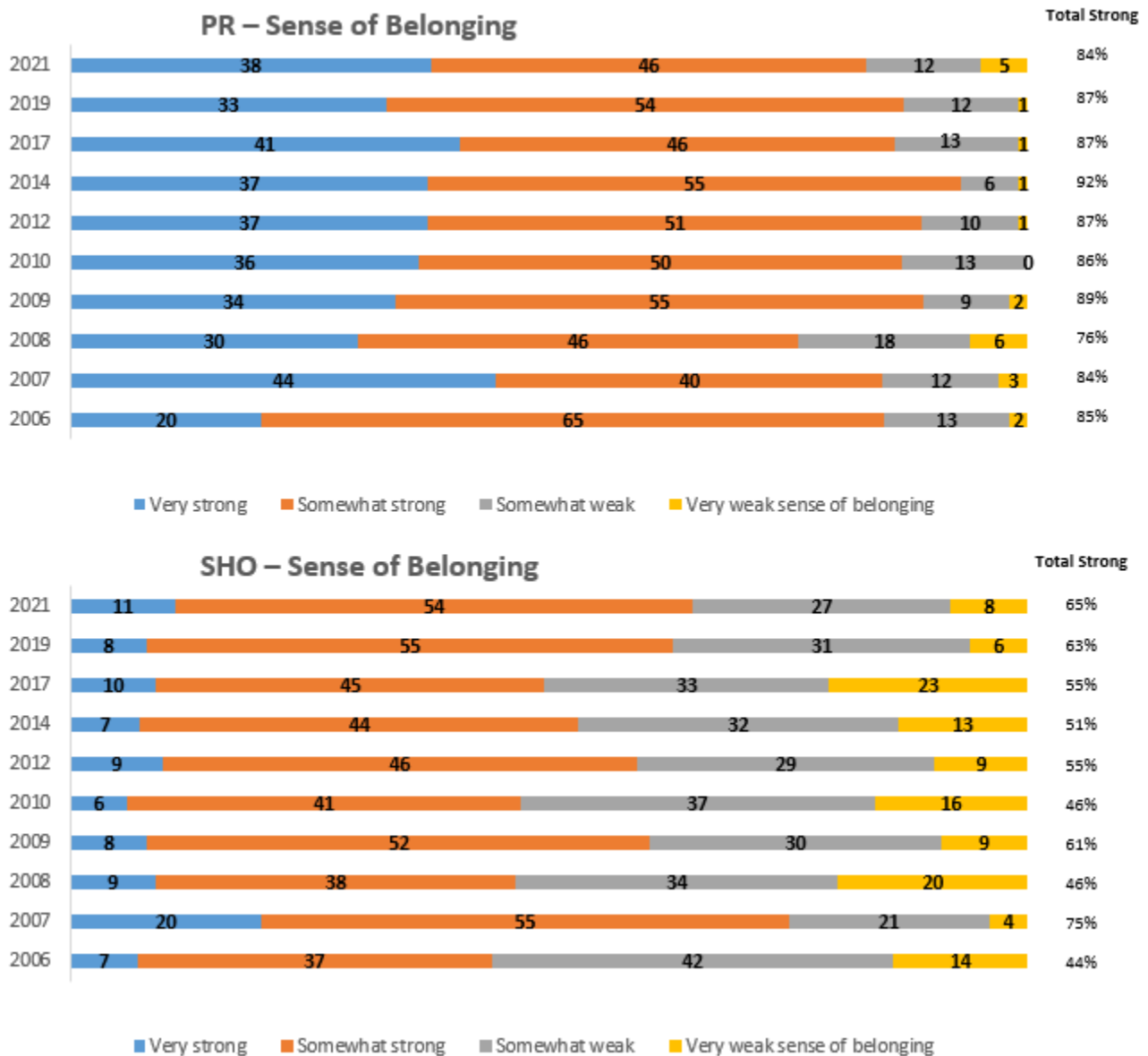
Q14. On average, how many hours per month did you volunteer in Whistler?

Base: (PR/SR) (Q13) Those who did 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. in the past 12 months. Base (PR) (n=105)

## Sense of Belonging

Both second homeowners and permanent residents were asked about their sense of belong in the community of Whistler. Among permanent residents, 84% described their sense of belonging as very strong or somewhat strong, and only 16% described it being somewhat weak or very weak. Females reported slightly higher levels of belong than males (86%, compared to 82%), and homeowners reported higher levels than renters (89%, compared to 78%, respectively).

Among second homeowners, self-reported sense of belonging was lower, with 65% describing their sense of belonging as very strong or somewhat strong, and 35% describing it as somewhat weak or very weak.



Q15 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), 2021 (n=300)

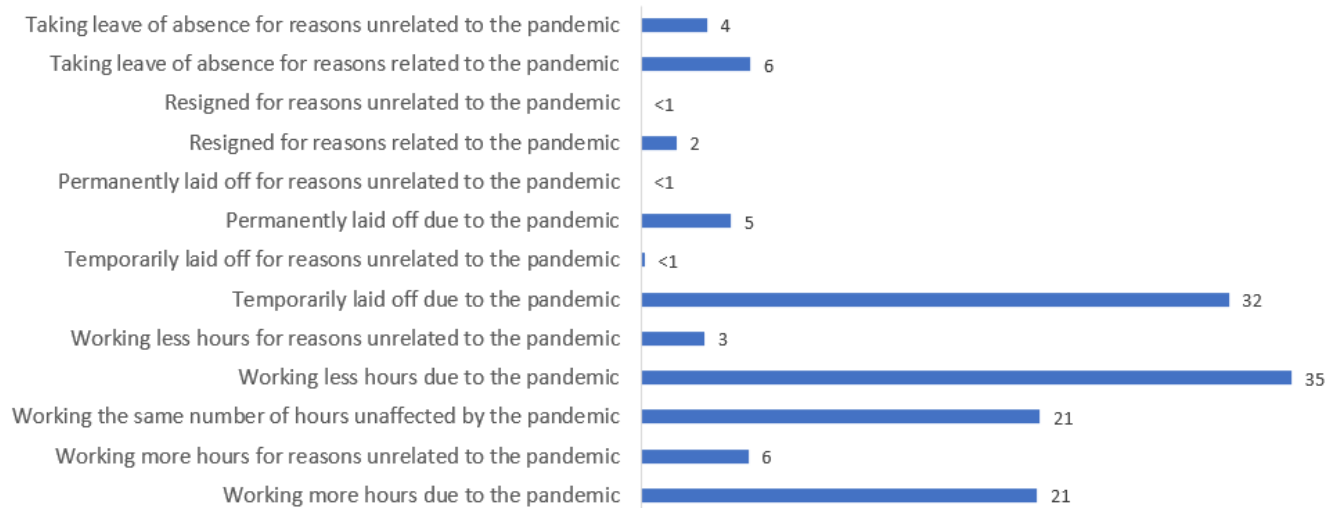
Total Second Homeowners (property owners): 2019 (n=200), 2021 (n=200)

## COVID-19 Impact on Residents of Whistler

Among permanent residents, of those currently employed, 49% reported being essential workers.

Additionally, all respondents who were employed were asked if they had experienced any of the following impacts on their employment over the course of the pandemic. Most notably, 37% of respondents were either temporarily or permanently laid off for reasons related to the pandemic. Below is a breakdown of the results:

PR- Impact on work as a result of COVID-19 (%)



Q21. Are you an essential worker who has been working during the COVID-19 shutdown of non-essential services? PR (n=226) SHO population too small for reliable analysis

Q22. Did you experience any of the following impacts on your employment status over the course of the pandemic? Base: (Q4B) Currently employed / self-employed or not currently working PR (n=226) SHO population too small for reliable analysis

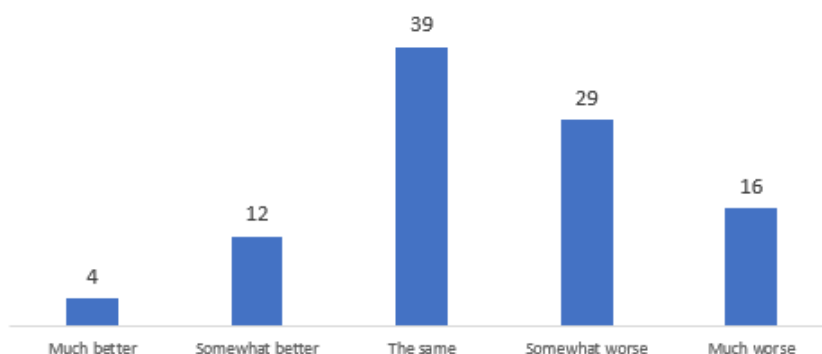
## Financial Situation Prior to the pandemic compared to now

Much like the rest of Canada, the pandemic took a significant toll on the finances of Whistler residents. Although 39% of permanent residents reported that their financial situation had stayed the same, 45% reported that their situation had gotten worse (somewhat worse/ much worse), while 16% reported their financial situation had gotten better (somewhat/ much better).

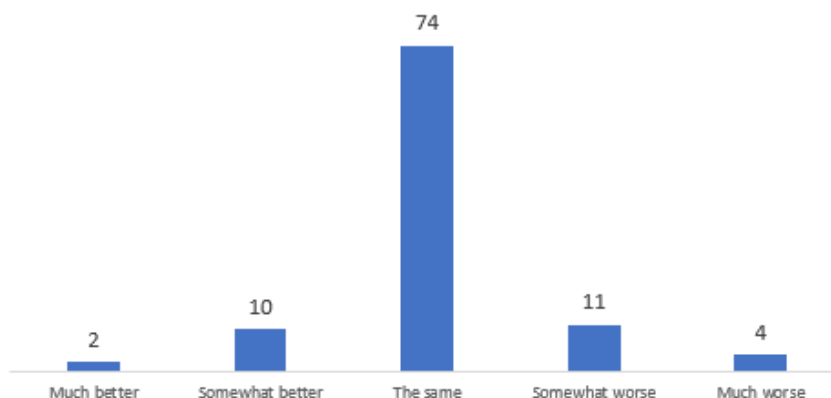
Females were more negatively affected than males, with 52% of females reporting their financial situation got worse, in comparison to 40% of males. Renters were also more negatively affected than homeowners, with 56% reporting their financial situation got worse, compared to 36%. Those who were single and those who were married were more negatively affected than those who were married with children. 49% of singles and 46% of married individuals reported that their financial situation got worse, while only 40% of those who were married with children reported that their financial situation got worse.

Second homeowners were much less affected, with 74% reporting their financial situation has not changed. 15% reported that their situation has gotten worse (somewhat worse/ much worse), while 12% reported their situation has gotten better (somewhat/ much better). Males were more likely to report their situation has gotten better than females (15%, compared to 8%).

PR- Financial Situation now compared to before the COVID-19 pandemic (%)



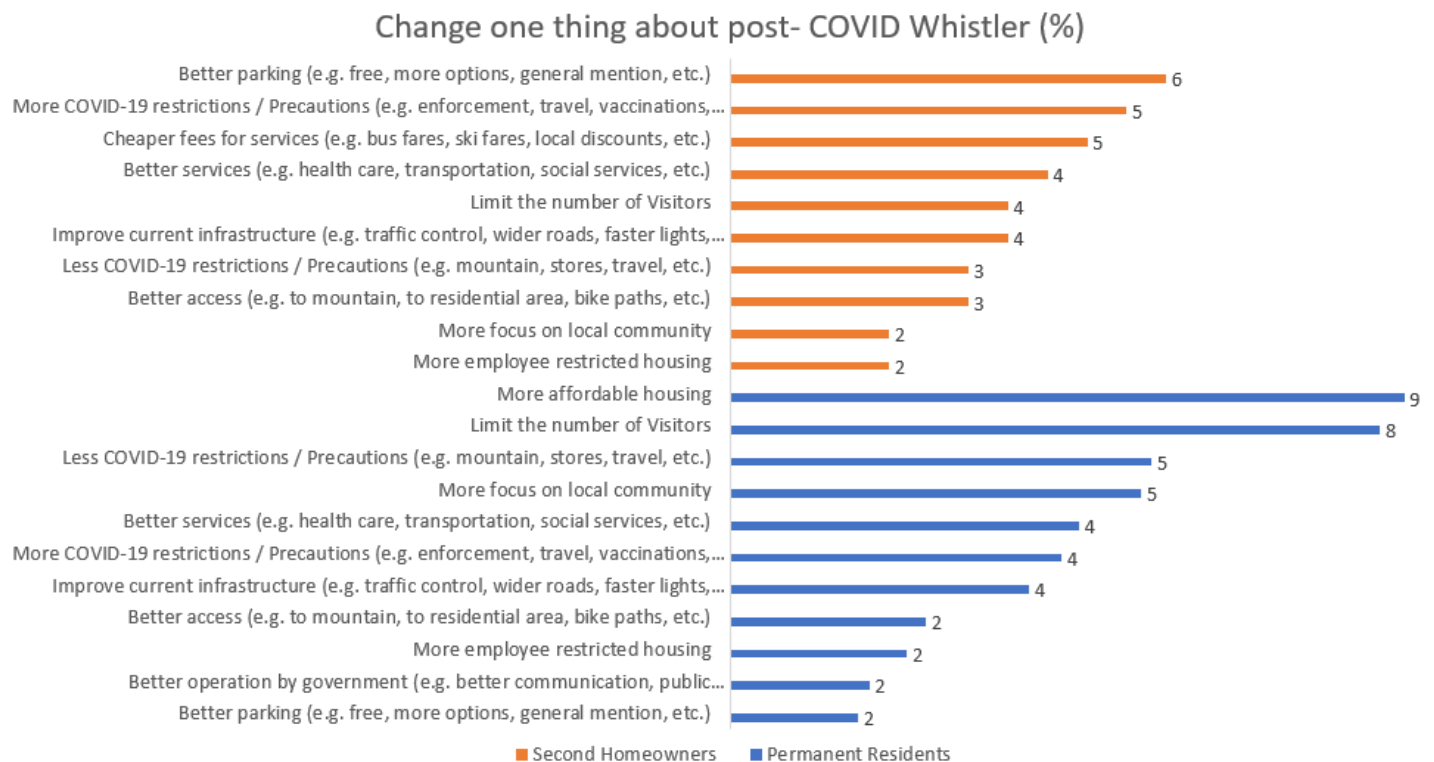
SHO- Financial Situation now compared to before the COVID-19 pandemic (%)



Q23. How would you rate your financial situation now versus prior to the pandemic (March 2020)? PR (n=300), SHO (n=200)

## Change one thing about post-COVID Whistler

Residents were asked if they could change one thing about post-COVID Whistler, what would it be? The responses received aligned closely with feedback received through other parts of the survey. For permanent residents, the top three suggestions were more affordable housing (9%), limit to the number of visitors (8%), and less COVID-19 restrictions (5%). For second homeowners, the top three suggestions were better parking (9%), limit to the number of visitors (8%), and less COVID-19 restrictions (5%).



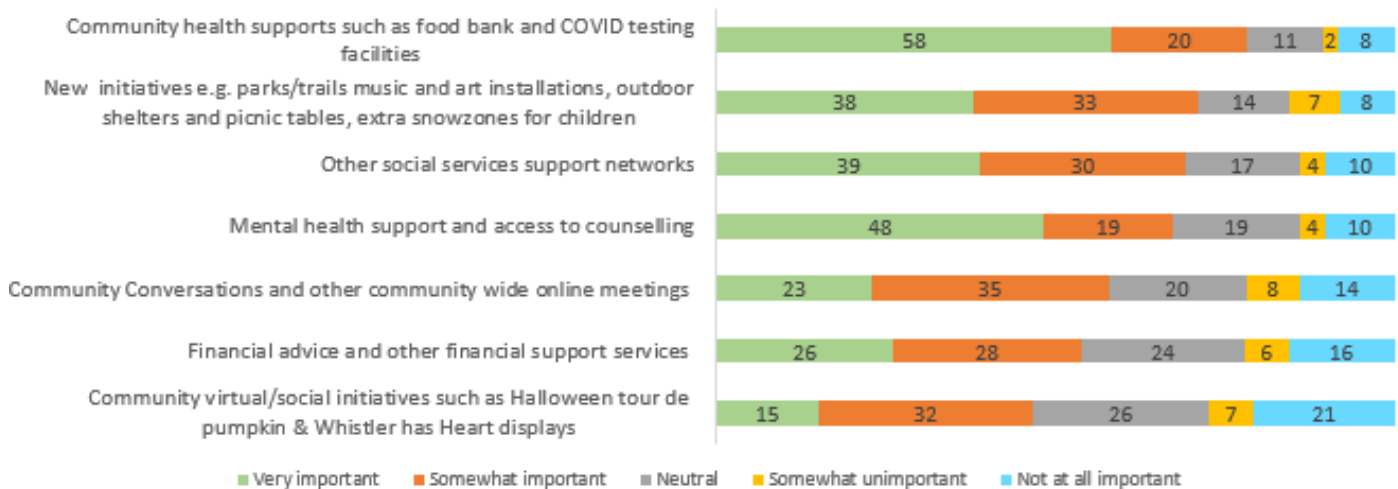
Q24. If you were to change one thing in a post-COVID Whistler, what would it be? PR (n=300), SHO (n=200)

## COVID-Importance of Community Programming

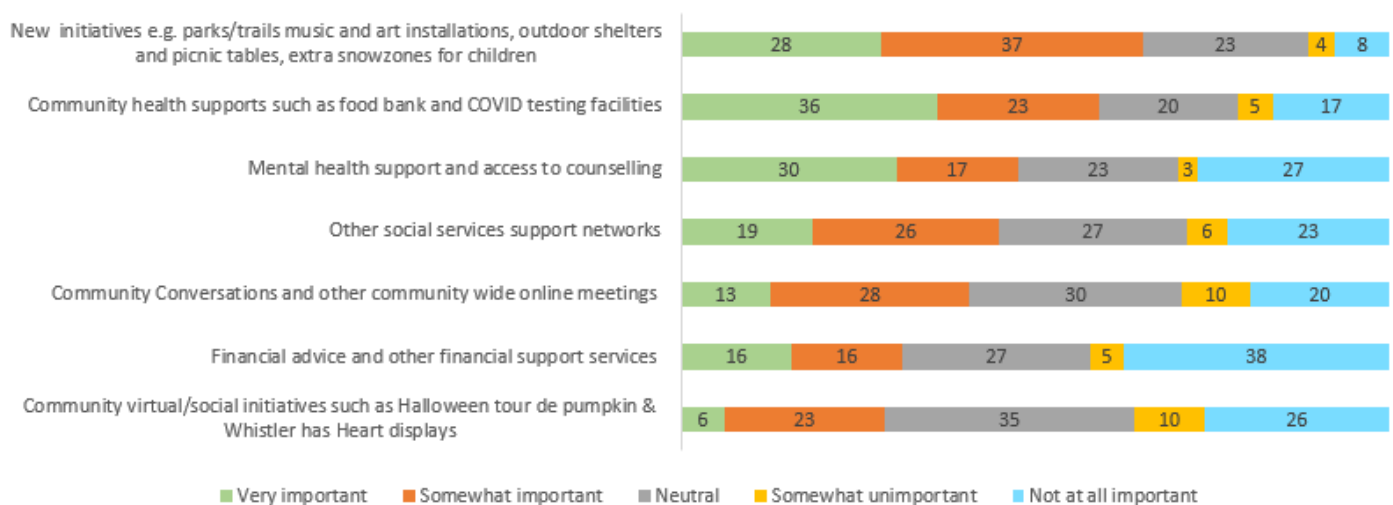
Respondents were asked to rate the importance of the following services over the past year. Among permanent residents, the top three services were 1) community health supports such as food bank and COVID testing facilities, 2) new initiatives e.g. parks/trails music and art installations, outdoor shelters and picnic tables, extra snow zones for children, and 3) other social service support networks.

Among second homeowners, the top three services were 1) new initiatives e.g. parks/trails music and art installations, 2) community health supports such as food bank and COVID testing facilities, outdoor shelters and picnic tables, extra snow zones for children, and 3) mental health support and access to counselling.

### PR- Importance of the following services over the past year (%)



### SHO- Importance of the following services over the past year (%)



Q25a. How important were the following services to you personally during the past year:

Base: Total Sample, PR (n=300), SHO (n=200)

## Appendix

### Demographics

Permanent resident responses were weighted to reflect Canada's most recent census statistics for Whistler. Second homeowner responses were left unweighted.

Demographics		
Gender	PR (n=300) %	SHO (n=200) %
Female	48	47
Male	52	53
Non-Binary	<1	<1
Age	%	%
Under 35	20	0
35-54	33	13
Over 55	41	81
Employment Status	%	%
Employed	54	16
Self-Employed	20	16
Not working- seeking work	8	1
Not working- not seeking work	4	2
Student	5	<1
Retired	11	66
Home Tenure	%	%
Rent	71	-
Own	29	-

# Main Questionnaire

## Resort Municipality of Whistler 2021 CLS Survey

Forum Research Inc.

**N=500**  
**Permanent Resident n=300 ((Q1A=1, 2 OR Q1B=1) & (Q2=1 OR 4))**  
**Second Homeowner n=200 ((Q1=1) & (Q2=2 OR 3))**

### Section 1 – INTRODUCTION

Hello, I'm \_\_\_\_ from Forum Research, an accredited Canadian market research firm and I am conducting the annual Community Life Survey on behalf of the Resort Municipality of Whistler. This is a continuation of the Community Life Survey that was paused in April due to the RMOW's cybersecurity incident. The RMOW has since taken steps to review the survey process in light of the cybersecurity incident, with all responses remaining confidential and anonymous.

The survey will only take about 15 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. If you'd like to learn more about the Community Life Survey, visit [whistler.ca/survey](http://whistler.ca/survey).

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.
- **WHY AGAIN?** The Community Life Survey was put on hold in April as the RMOW was subject to a cybersecurity incident. The RMOW has now taken steps to review the survey process in light of the cybersecurity incident and this is the continuation of the survey to ensure sample sizes are met.
- **CYBERSECURITY** The RMOW does not ask for private personal information by phone or email. Private personal information is information that can be used to identify you, such as your name, birth date, Social Insurance Number (SIN), and street address.
- **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. We will not be asking for private personal information that can be used to identify you, such as your name, birth date, Social Insurance Number (SIN), and street address.
- **LENGTH.** The survey will take about 15 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.** Richard Kemble, economic development analyst: RMOW 604-935-8116 or by email at [rkemble@whistler.ca](mailto:rkemble@whistler.ca)



- |    |                           |                              |
|----|---------------------------|------------------------------|
| 01 | Yes, will do survey now   | → <b>CONTINUE</b>            |
| 02 | Yes, will do survey later | → <b>RESCHEDULE</b>          |
| T2 | No                        | → <b>THANK AND TERMINATE</b> |

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

RESCHEDULE (DATE/TIME)

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

**ASK IF INTRO 1=A. IF NOT, SKIP**

INTRO2. Do you own a landline?

- Yes
- No

→ **CPO CATEGORY**

## Section 2 – SURVEY

### A. Main

1A. 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?

- Own → **CONTINUE TO Q2**
- Rent → **CONTINUE TO Q2**
- Just visiting → **TERMINATE**
- It's a business → **TERMINATE**
- Not reached at Whistler residence, not on cell → **CONTINUE TO Q1B**

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

- Yes → **CONTINUE TO Q2**
- No → **TERMINATE**

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

- Full-time, permanently year-round
- Full-time for just a season or two → **IF Q1A=2, TERMINATE**
- Live full-time elsewhere → **IF Q1A=2, TERMINATE**
- Predominantly in Whistler and part of the year elsewhere

2A. What type of dwelling is your Whistler residence? **READ LIST [ONE ANSWER ONLY]**

1. Single, detached house
2. Duplex or row townhouse
3. Apartment style
4. Suite in house
5. Condo
6. Vehicle camper/van
7. Staff housing, dorm style (e.g. Whistler Blackcomb or Fairmont @ Glacier Drive)
8. Other (please specify)

**SKIP IF Q2A=6:**

2B. Does your residence have a restricted use for Whistler employees only?

1. Yes
2. No
9. Don't Know

**IF Q2B=1:**

2C. Is your residence a Whistler Housing Authority (WHA) employee restricted home?

1. Yes
2. No
9. Don't Know

**IF Q1A=1:**

2D. 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
12. \$4,500,000
13. \$5,000,000
14. \$5,500,000
15. \$6,000,000
16. Over \$6m...

**(PR) – IF ((Q1A=1,2 OR Q1B=1) & (Q2=1 OR 4)), ask 3A**

3A. How long have you lived as a permanent resident in Whistler?

**[DO NOT READ]**

0. Less than 1 year
1. Record number of years

**(SHO) – If ((Q1a=1) & (Q2=2 OR 3)), ask 3B**

3B. How long have you owned property in Whistler?

**[DO NOT READ]**

0. Less than 1 year
1. Record number of years

**(PR) - IF ((Q1A=1,2 OR Q1B=1) & (Q2=1 OR 4)),**

**(SHO) - If ((Q1a=1) & (Q2=2 OR 3)), ask 4A**

4A. 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

**(PR) - IF ((Q1A=1,2 OR Q1B=1) & (Q2=1 OR 4)), & Q4A=1,2**

4B Which of the following best describes your employment situation?

1. Work for a business located in Whistler that provides goods or services to locals and/or tourists
2. Work for a business located in Whistler that provides goods or services to clients (mostly) located outside of Whistler
3. Work for a business located outside of Whistler (either travel to workplace or work from home/remotely) – e.g. Pemberton, Squamish, Vancouver, US.
4. Other (please specify)

**If 4B = 3, ask 4C**

4C. if working for a business located outside of Whistler, where is your employer's business located?

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**(PR) - IF ((Q1A=1,2 OR Q1B=1) & (Q2=1 OR 4)),**

**(SHO) - If ((Q1a=1) & (Q2=2 OR 3)), ask 4A**

**If Q4A=1 OR 2**

4D. Are you currently working remotely?

1. Yes
2. No

## B. Community Life

**(SHO) - If ((Q1a=1) & (Q2=2 OR 3)), ask 5A, 5B, and 5C.**

In the last year, approximately how many days did you stay in Whistler in the following seasons?

5A. Peak Summer

Numeric field\_\_\_\_\_

5B. Peak Winter

Numeric field\_\_\_\_\_

5C. Shoulder or off-peak times

Numeric field\_\_\_\_\_

**(PR) - IF ((Q1A=1, 2 OR Q1B=1) & (Q2=1 OR 4)),**

**(SHO) - If ((Q1a=1) & (Q2=2 OR 3)), ask**

6. Overall, how satisfied are you with Whistler as a place to live/own property/visit for 2<sup>nd</sup> 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]**

**(PR) - IF ((Q1A=1,2 OR Q1B=1) & (Q2=1 OR 4)),**

**(SHO) - If ((Q1a=1) & (Q2=2 OR 3)), ask 7**

7. 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. Number of people visiting Whistler	5	4	3	2	1	9
e. Personal opportunities for formal learning through schools and colleges and other organizations with accredited courses	5	4	3	2	1	9

in Whistler and the Sea-to-Sky corridor						
f. Atmosphere and ambience of Whistler Village	5	4	3	2	1	9
g. Career and employment opportunities <b>(PR ONLY)</b>	5	4	3	2	1	9
h. Health and Medical Services	5	4	3	2	1	9
i. Ability to get around by bike and by foot	5	4	3	2	1	9
j. Recreation trails for hiking and mountain biking	5	4	3	2	1	9
k. Access to parks such as Rainbow Lake, Lakeside, Alpha Lake Park	5	4	3	2	1	9
l. Ability to get around Whistler by personal automobile / vehicle	5	4	3	2	1	9
m. Ability to travel to and from Whistler on Highway 99	5	4	3	2	1	9
n. Selection of arts, culture and heritage opportunities	5	4	3	2	1	9
o. Opportunities available for recreational physical activities	5	4	3	2	1	9

**(PR) - IF ((Q1A=1, 2 OR Q1B=1) & (Q2=1 OR 4)),**

**(SHO) - IF ((Q1a=1) & (Q2=2 OR 3)), ask 8A, 8B, and 8C**

Overall, how would you rate the quality of your interactions with visitors in Whistler?

**(SHO) SKIP IF 5A= 0**

8A. Summer

- 5. Very enjoyable
- 4. Somewhat enjoyable
- 3. Neutral
- 2. Not very enjoyable
- 1. Not at all enjoyable
- 9. Not applicable

**(SHO) SKIP IF 5B = 0**

8B. Winter

5. Very enjoyable
4. Somewhat enjoyable
3. Neutral
2. Not very enjoyable
1. Not at all enjoyable
9. Not applicable

**(SHO) SKIP IF 5C = 0**

8C. Shoulder seasons

5. Very enjoyable
4. Somewhat enjoyable
3. Neutral
2. Not very enjoyable
1. Not at all enjoyable
9. Not applicable

**(PR) - IF ((Q1A=1, 2 OR Q1B=1) & (Q2=1 OR 4)),**

**(SHO) - If ((Q1a=1) & (Q2=2 OR 3)), ask 9A and 9B**

9A. How strongly do you feel visitors appreciate and respect Whistler's mountain culture?

- 1 Not strong at all
- 2 Not very strong
- 3 Neutral
- 4 Somewhat strong
- 5 Very strong

9B How would you describe Whistler's mountain culture

**[Open Question]**

- (not read) Categorize answers into
  - Skiing/mountain biking/Mountain/outdoor activities/adrenalin activities
  - Adventures/exciting/fun/vibrant
  - Wildlife/nature/landscape/scenery
  - Community oriented
  - Community oriented/lifestyle culture
  - Changes/was better than before
  - Too commercial/expensive
  - Passionate about environment/sustainability
  - Diversity
  - Friendly/positive
  - Art & culture
  - Young/evolving
  - Other

**Skip if SHO (If (Q1A=1) & (Q2=2 OR 3))**

**Only ask 10 and 11 if employed (Q4a=1 or 2)**

10. **DON'T NEED 2<sup>nd</sup> homeowners** 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 Please **Specify** \_\_\_\_\_

**11. DON'T NEED 2<sup>nd</sup> homeowners** 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 Please **Specify** \_\_\_\_\_

**C. Health and Community Relationships**

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

**PR ONLY**

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

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

**PR ONLY**

13. 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 [**SKIP NEXT Q**]

**PR ONLY**

14. On average, 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

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

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

**D. Community Issues and Decisions**

**(PR) - IF ((Q1A=1,2 OR Q1B=1) & (Q2=1 OR 4)),**

**(SHO) - If ((Q1a=1) & (Q2=2 OR 3)), ask 16A and 16B**

16A. What is the most important issue facing your community that should receive the greatest attention from your local leaders? **RECORD**

1.

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**(Don't read)**

2. Don't know

**Skip IF Q16A=2:**

16B. Do you specifically face this issue yourself?

1. Yes
2. No

**(PR) - IF ((Q1A=1,2 OR Q1B=1) & (Q2=1 OR 4)),**

**(SHO) - If ((Q1a=1) & (Q2=2 OR 3)), ask 17**

17. 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
9. Don't Know **[DO NOT READ]**

**(PR) - IF ((Q1A=1,2 OR Q1B=1) & (Q2=1 OR 4)),**

**(SHO) - If ((Q1a=1) & (Q2=2 OR 3)), ask 18**

18. 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]**



(PR) - IF ((Q1A=1, 2 OR Q1B=1) & (Q2=1 OR 4)),

(SHO) - If ((Q1a=1) & (Q2=2 OR 3)), ask 19

19. 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 dissatisfie d	Somewhat dissatisfie d	Very dissatisfie d	Don't know/NA
a. Local transit services	5	4	3	2	1	9
b. Village maintenance	5	4	3	2	1	9
c. The overall planning of the resort community	5	4	3	2	1	9
d. Access to municipal Information via the website	5	4	3	2	1	9
e. Building and land development services	5	4	3	2	1	9
f. Road maintenance and snow clearing on local roads, <b>not</b> including HWY 99	5	4	3	2	1	9
g. Waste, recycling and composting services	5	4	3	2	1	9
h. Water utilities for your residence	5	4	3	2	1	9
i. Bylaw Officer services	5	4	3	2	1	9
j. Maintenance of community parks and trails	5	4	3	2	1	9
k. Police services	5	4	3	2	1	9
l. Fire inspections and rescue services	5	4	3	2	1	9
m. Parking options	5	4	3	2	1	9
n. Municipal recreational programs and facilities	5	4	3	2	1	9

o. Municipal Hall main customer service counter	5	4	3	2	1	9
p. Library services	5	4	3	2	1	9

**IF Q1A=A:**

**For blank space, enter:**

**\$1,400 if 2D=\$200,000**

**\$1,700 if 2D = \$400,000**

**\$2,000 if 2D = \$600,000**

**\$2,300 if 2D = \$800,000**

**\$2,600 if 2D = \$1,000,000**

**\$3,300 if 2D = \$1,500,000**

**\$4,100 if 2D = \$2,000,000**

**\$4,800 if 2D = \$2,500,000**

**\$5,600 if 2D = \$3,000,000**

**\$6,300 if 2D = \$3,500,000**

**\$7,100 if 2D = \$4,000,000**

**\$7,800 if 2D = \$4,500,000**

**\$8,600 if 2D = \$5,000,000**

**\$9,000 if 2D = \$5,500,000**

**\$10,100 if 2D = \$6,000,000**

**\$11,000 if 2D = \$6M and above**

20. 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 overall 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

**D. COVID Impact**

The following section consists of questions related to the impact of COVID-19.

**If 4A=1-4**

21. Are you an essential worker who has been working during the COVID-19 shutdown of non-essential services?

- 1. Yes
- 2. No

**If 4A=1-4**

22. Did you experience any of the following impacts on your employment status over the course of the pandemic?

- Working more hours due to the pandemic

- Working more hours for reasons unrelated to the pandemic
- Working the same number of hours/unaffected by the pandemic
- Working less hours due to the pandemic
- Working less hours for reasons unrelated to the pandemic
- Temporarily laid off due to the pandemic
- Temporarily laid off for reasons unrelated to the pandemic
- Permanently laid off due to the pandemic
- Permanently laid off for reasons unrelated to the pandemic
- Resigned for reasons related to the pandemic
- Resigned for reasons unrelated to the pandemic
- Taking leave of absence for reasons related to the pandemic
- Taking leave of absence for reasons unrelated to the pandemic
- Prefer not to say

**23. How would you rate your financial situation now vs prior to the pandemic (March 2020)?**

- Much worse
- Somewhat worse
- The same
- Somewhat better
- Much better
- N/A

**24. If you were to change one thing in a post-COVID Whistler, what would it be?**

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- **25. How important were the following services to you personally during the past year: [ROTATE, READ]**

	Very Important	Somewhat important	Neutral	Somewhat unimportant	Not at all important	Don't know/NA
a) Community virtual/social initiatives such as Halloween tour de pumpkin & Whistler has Heart displays	5	4	3	2	1	9
b) Community health supports such as food bank and COVID testing facilities	5	4	3	2	1	9
c) Mental health support and access to counselling	5	4	3	2	1	9
d) Financial advice and other financial support services	5	4	3	2	1	9
e) Other social services support networks	5	4	3	2	1	9
f) New initiatives e.g. parks/trails music and art installations, outdoor shelters and picnic tables, extra snow zones for children	5	4	3	2	1	9

g) Community Conversations and other community wide online meetings	5	4	3	2	1	9
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## E. Demographics

The final section asks some questions about yourself

**(PR) – IF ((Q1A=1,2 OR Q1B=1) & (Q2=1 OR 4)), ask 25 to 29**

26. 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
9. Refused (DO NOT READ)

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

**Ask if Q28: Q26 = 1, AND Q27=0**

28. 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. \$45,000 or more
    - 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 to \$200,000
    - vii. \$200,000 or more
    - viii. Refused
    - ix. Don't know
  
- 8      Refused
- 9.     Don't know

**Ask if (Q26 = 1, OR Q26 = 2) AND (Q27=1, OR Q27>1)**

29. 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. \$45,000 or more
    - 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 to \$200,000
    - vii. \$200,000 or more
    - viii. Refused
    - ix. Don't know
- 8.      Refused
- 9.      Don't know

**[ASK IF Q1a=2 and Q26=1]**

**DON'T NEED 2<sup>nd</sup> homeowners**

30a. Approximately how much in total do you spend per month on housing, including your portion of the rent, electricity and heating?

\_\_\_\_\_ Record \$ per month

Don't know

Refused

**[ASK IF Q1a=1 and Q26=1]**

**DON'T NEED 2<sup>nd</sup> homeowners**

30b. Excluding property taxes approximately how much in total do you spend per month on housing, including mortgage payments, electricity and heating?

\_\_\_\_\_ Record \$ per month

Don't know

Refused

**[ASK IF Q1a=2 and Q26=2]**

**DON'T NEED 2<sup>nd</sup> homeowners**

30c. Approximately how much in total do you estimate you and your partner spend per month on housing, including rent, electricity and heating?

\_\_\_\_\_ Record \$ per month

Don't know

Refused

**[ASK IF Q1a=1 and Q26=2]**

**DON'T NEED 2<sup>nd</sup> homeowners**

30D. 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?

\_\_\_\_\_ Record \$ per month

Don't know

Refused

31. In what year were you born?

\_\_\_\_\_ Record year

Refused

32. Record gender. DO NOT ASK.

1. Female

2. Male

3. Non-binary

***THANK AND TERMINATE***