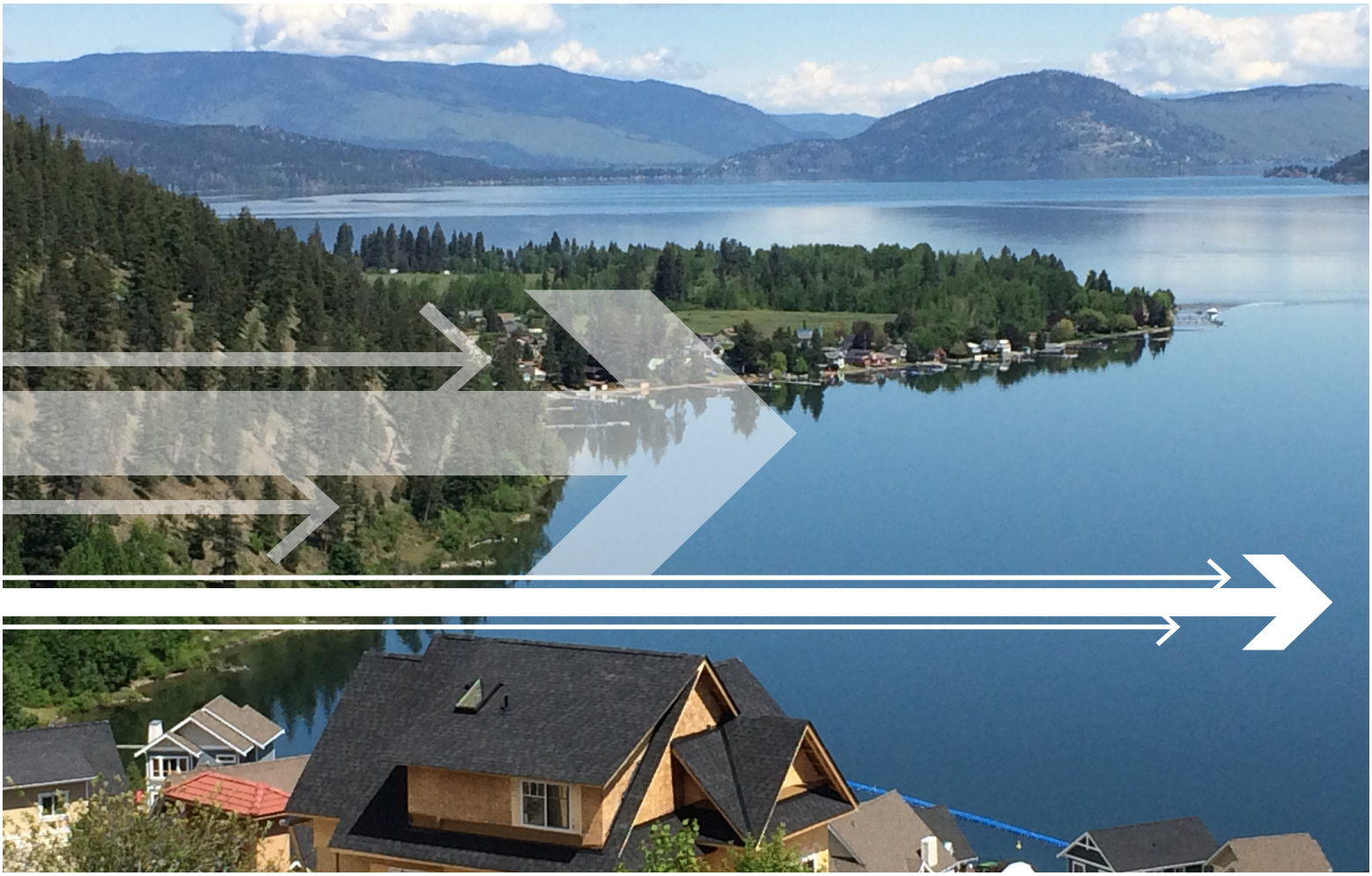
NORTH WESTSIDE SERVICES & COMMUNITY ISSUES REVIEW



Final Report

October 13, 2017

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Executive Summary

Project Overview

Conducted between June and October of 2017, the North Westside Services and Community Issues Review is an independent review of services provided by the Regional District of Central Okanagan (RDCO) to communities in the North Westside Fire Protection Area in the Central Okanagan West Electoral Area (see study area map on page 6). The North Westside Fire Protection Area includes the communities from Westshore Estates to Caesar's Landing, with 2126 properties, 1940 of which have a unique property owner.

The purpose of the review was:

- To establish a common understanding of the services that are delivered to the North Westside Communities by the RDCO;
- To reach out to and engage communities to understand concerns and issues regarding RDCO administered services in the study area; and
- To provide considerations for future improvements to regional district service delivery and decision-making.

Project activities took place over four phases of work:

- Phase 1 - Project preparation
- Phase 2 – Situation Assessment
- Phase 3 – Issues Identification
- Phase 4 – Reporting.

Throughout these four phases of work, consultants took a partnership approach to the review, with frequent consultation with the North Westside Communities Association (NWCA) and the RDCO on project materials, communications and engagement activities. Staff from the Ministry of Municipal Affairs and Housing provided scope clarifications and reviewed materials. To engage with community members on concerns and issues regarding service delivery, consultants conducted engagement activities which included stakeholder interviews, a community survey (both paper and online), and a community open house.

Engagement Results

A Community Survey was the main engagement activity of the review, distributed both online and in paper. A total of 1940 surveys were mailed to property owners in the North Westside Fire Protection Area. Though there are 2126 properties in the North Westside, duplicate owners were removed when mailing the surveys. The following are key findings on community opinion and perception that came from an analysis of the 264 survey responses received.

- **Most respondents do not feel they understand service delivery decision-making and costing.** 58% of respondents reported their understanding of how service costs are determined as either "poor" or "not at all," and 55% reported the same level of understanding regarding service decision-making.
- **A substantial proportion of respondents are dissatisfied with decision making and services received.** About 60% of respondents reported feeling "very dissatisfied" or

"dissatisfied" with decision making processes and about 48% of respondents felt "very dissatisfied" or "dissatisfied" with services received from the RDCO.

- Respondents prioritized the following as their top issues relating to governance and services in the North Westside:
  - ***Responsiveness to local concerns*** (selected by 19% of respondents in their top three issues): Many respondents felt that the North Westside Electoral Area Director is frequently out-voted during Regional District Board votes on local issues, believe this to be unfair, and believe that community interests are not well-represented, responded to or addressed during regional decision-making processes.
  - ***Service costs*** (selected by 16% of respondents in their top three issues): When asked more about cost of RDCO administered services, the most common response (64% or 145 respondents) was that costs are "higher than they should be". Concerns regarding water rates and the cost of administrative overhead were commonly cited by respondents throughout the survey.
  - ***Transparency*** and ***Accountability*** (Tied. Both selected by roughly 13% of respondents in their top three issues). Respondents reported feeling that there is a lack of information shared by the RDCO, including information on service financials, a theme that received particular attention in the context of a question about benefits received from services paid for.

Conclusions and Considerations

Conclusions

The following conclusions are drawn from analysis of community and stakeholder engagement as well as observations about the context made while conducting the review.

- **An erosion of trust is impacting working relationships among and between community and RDCO personnel**. "Transparency" and "accountability" about RDCO service delivery were the 3rd and 4th ranked items of concern in the community survey. Distrust touches on concerns about information received from RDCO staff, decisions of the RDCO Board, information distributed by the Electoral Area Director, and even among different groups of the community. The result is a highly unproductive and at times corrosive working relationship among community, RDCO staff, the Electoral Area Director, and the RDCO Board. This erosion of trust is highly interrelated with the other conclusions described below.

- **Misinformation is prevalent within the community and may be exacerbated by difficulty in locating information.**
  Through project work it became clear that misinformation in the community about service delivery, costing and decision-making is prevalent. Indeed, it is difficult to identify legitimate concerns around service delivery amongst the backdrop of misunderstandings. In the survey, respondents reported a lack of understanding of how service costing and decisions-making is conducted in the regional district (58% and 55% respectively reported as understanding "poorly" or "not at all"). Comments recorded through engagement indicated persistent misunderstanding around critical issues, including:

- Stakeholder voting procedures being used to inappropriately infringe on Electoral Area representation, when in fact the RDCO is following procedures required by provincial legislation.
- The use of revenue from one service to offset ("defray") general RDCO expenditures, even though this would be illegal under provincial legislation, and the RDCO is audited annually to ensure this does not happen.
- The type and extent of services received by the North Westside from the regional district. The top concern about how services were paid for in the survey was that the community pays for services that it does not receive or benefit from. This was matched by a general lack of knowledge about local services (i.e., which are provided, how much they cost) and the nature of benefits, (particularly regarding regional or sub-regional services). Additionally, many comments indicated concerns about services and decision making provided by other bodies, such as the School District or the Ministry of Transportation and Infrastructure.

Note that this is not an exhaustive list of misinformation and misunderstandings, but one that is related to some of the larger and more prevalent issues.

The misinformation circulating may have numerous sources, especially as "word of mouth" was identified as the third most common source of information among survey respondents. Misinformation is not only an issue of false information, but of the framing of information in a biased and at times inflammatory way.

Misinformation is exacerbated by a lack of accessible information. The second most common communications source cited was the RDCO (website, communications, and open houses). One of the most frequent comments on communication referred to a lack of information shared by the RDCO with community members. While almost all information about service costing, delivery and decision-making is posted publicly to the RDCO website, it is not easily found or where it can be found is too technical for a non-expert to read and interpret.

Addressing the issue of misinformation in the community is critical to rebuilding trust and is the responsibility of both RDCO staff and the Electoral Area Director.

- **There is a persistent feeling among community members that the community's interests are not represented by the RDCO Board or staff.** Two of the top five concerns identified by survey respondents were "responsiveness to local concerns" and "representation of local interests". Specifically, residents feel they are dominated, or a minority voice, at the Board level where their elected representative could be "outvoted" by larger jurisdictions (e.g., City of Kelowna) on areas of local concern where there is a divergence of opinions at the Board. This concern is most acute around decisions on local services, which involve a stakeholder vote of the entire Board (consistent with provincial legislation).

Related to concerns about voting procedures, some residents feel that their needs are the last to be met in terms of regional or sub-regional services (e.g. regional parks). This perception is compounded by the feeling that communications with staff are met with either a lack of response or a disrespectful response. Further, on some decisions with significant impact on the community (e.g. increased water rates) there was a suggestion that engagement had been "token", and that the final decision was pre-determined before consultation began. These issues are highly affected by the erosion of trust.

- **Community members feel that service costs, including administrative overheads, are too high.** The focus of most concerns about service costs were the increase in water rates and what drives the increase. There is also concern about how much it costs to administer services (i.e., Administrative Overhead), particularly local services, such as the Killiney Beach Community Hall. Specifically, some have suggested that local revenues are being used to offset larger RDCO administrative costs (even though this would be illegal and is subject to annual audits).

It is important to understand how these findings interrelate and, potentially, exacerbate one another. Erosion of trust has broken down channels of communication, further eroding trust. In this context, concerns over how decisions are made, or how money is spent are bound to increase. Eventually, and as evidenced in this review, the information provided by the RDCO that may address these concerns may no longer be trusted or seen as accurate. When the information around services is no longer trusted, a sense that the RDCO administration is not being transparent grows.

This interrelationship of issues is clearly seen in a comparison of levels of satisfaction and levels of understanding of services delivery: while the majority of respondents were dissatisfied with aspects of service delivery (decision-making procedures and costing), they also acknowledged a lack of understanding of those aspects.

Considerations

The following are considerations to address the issues described above within the jurisdiction of the RDCO. The considerations are intentionally general, leaving specific mechanisms and actions to the discretion of the Board.

1. **Improve communications.**
   While issues in the community are not only about communications, dispelling misinformation is an important first step. The dissemination of accessible, factual and timely information is critical to an informed citizenry. Some options may include a North Westside Services webpage with information specific to the area and its services, or a regular newsletter to property owners. It should be understood that any choice will need to balance cost of communications with how well they fulfill the communications needs of the community.

   As such, a first step might be to collaboratively develop a communications protocol or strategy outlining the communications needs (service updates, Board decisions, information requests, etc.), channels (website, mailouts, email, etc.), procedures, roles

and expectations of all parties involved in distributing and requesting information. Special consideration should be given to:

- **Clarifying expectations and constraints on information provided by RDCO staff and requested by the public.** This could include exploring questions about the form of information (i.e. technical documents or simplified overviews), response times, and amount of information provided. Key questions might be: What is a reasonable response time? What is a reasonable amount of detail (i.e., in service accounting)? How much time and money should be spent on preparing highly detailed technical information in a form suitable for a non-technical audience?
- **Clarify the role of the Electoral Area Director in community/regional district relations.** A key aspect of a Director's role is to act as a liaison between her or his jurisdictions and the regional district. Directors are tasked to keep their jurisdictions informed of regional district events and Board decisions, as well as consulting their jurisdictions on servicing needs and issues. As such, they are a critical component in strengthening communications and improving understanding of regional district service delivery and related community concerns. A communications strategy or protocol should clarify the role of the Director in this regard.

As part of this work, it would be useful to consider best-practices from other regional districts in how electoral area communications are approached, including how residents can connect with staff, and the nature of communications targeted to different groups within the community. This work should be conducted collaboratively with RDCO staff, community residents, and the Electoral Area Director.

2. **Establish a platform or channel for regular dialogue between North Westside residents and the RDCO**. The purpose of such a platform would be to formalize and regularize opportunities for direct dialogue between community members and RDCO personnel, which would help rebuild trust. There are various forms the platform or channel could take (e.g. regularly scheduled open community sessions, representative community committee) and roles (community input, advisory, or limited decision-making) could change over time as needs shift and are clarified. For example, the platform may begin as an open community session to review and discuss options presented in this report, and be formalized over time into a smaller committee of community members that meets more regularly.

3. **Conducting a detailed diagnostic assessment of the services areas and costing that are principal concerns to the community.** There are persistent concerns about service delivery costs that may not be alleviated through better understanding of the legislated process or improved communications around the rationale for a service decision. On certain issues, residents' concerns are focused more on implementation and its cost. This review was limited to creating an inventory of issues – ground truthing whether they were valid criticisms of regional services was beyond the review's scope. As such, conducting detailed diagnostic assessments to determine if RDCO service costs and

performance levels are within an acceptable range is an option for further work. The diagnostics could cover the following components:

- Comparative analysis of water rates to illustrate the source of rate increases and benchmark against water rate increases of comparable utilities in other jurisdictions.
- Comparative analysis of overhead rates to benchmark against other jurisdictions, particularly for community specific services (e.g. Killiney Beach Community Hall).
- Analysis of resource allocation for select regional and sub-regional services (e.g. regional parks, enforcement of various bylaws) to determine if local fees are resulting in acceptable levels of local benefit.
- Analysis of the degree to which Board voting has or has not represented local interests (i.e., has the "outnumbered" vote resulted in local interests being systematically ignored and/or overturned).

These suggested activities are interrelated, like the challenges they are meant to address. Ideally, they would be implemented in a collaborative, transparent and participatory process with the community, which would help improve communications and support ongoing relationship-building and the re-establishment of trust.

Each of the considerations has implementation questions, challenges, and associated costs that would need to be thought through by the Board. Some might be already done internally by the RDCO, or could be procured easily from another organization (e.g., benchmarking of water systems, or best-practices in communications). The Province can also provide or point toward appropriate resources, such as those from the *Local Government Leadership Academy* (e.g., "Shall We Dance?: Collaborative Civic Leadership", or "Responsible Conduct of Local Government Elected Officials").

In this light, it would be important for the Board to canvass the views of RDCO staff and Board members on these considerations. While input was received from RDCO staff and Board members, the focus of this review was on community engagement and as a result these considerations are largely based on what was heard from the community. As such, a more systematic review by staff and Board members of the issues identified by the community may be needed to provide a fuller understanding of the options available for addressing them.

1. Project overview

1.1 Purpose and scope

The North Westside Services and Community Issues Review is an independent review of services provided by the Regional District of Central Okanagan (RDCO) to communities in the North Westside Fire Protection Area. Located in the Central Okanagan West Electoral Area, the North Westside Fire Protection area includes the communities from Westshore Estates to Caesar's Landing.

With a grant from the Ministry of Municipal Affairs and Housing (formerly the Ministry of Community, Sport and Cultural Development), EcoPlan, a Vancouver-based planning firm, was hired by the RDCO to conduct the review. The purpose of the review, as determined by the RDCO and the Ministry and defined in the review's Terms of Reference, was threefold:

- To establish a common understanding of the services that are delivered to the North Westside Communities by the RDCO;
- To reach out to and engage communities to understand concerns and issues regarding RDCO administered services; and
- To provide considerations for future improvements to regional district service delivery or decision-making.

The review's Terms of Reference also defined items that were considered outside of the scope of work, including:

- A technical or financial audit of services;
- Options or recommendations on changes to existing governance model; and
- The impact of change to current governance in the review area.

1.2 Provincial Process

Throughout project work there were concerns expressed about the scope of this review and why it was not a governance study or a study on the feasibility of incorporation for the North Westside.

Restructuring local governance (like incorporation) is the responsibility of the Province – it cannot be accomplished by a regional district alone. It is a very significant undertaking, and not one the Province takes lightly.

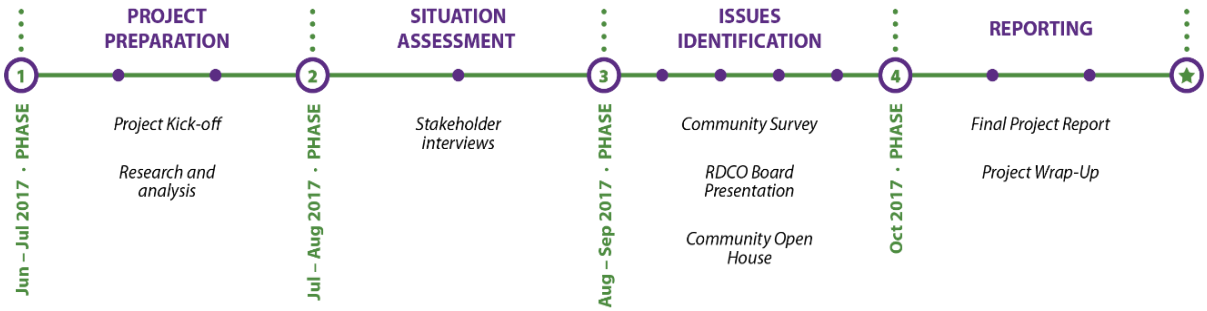
As such, studies like the North Westside Services and Community Issues Review is recommended by the Ministry as a step in a larger process. While this process is not formally established, or a provincial requirement, it was based on the experience of ministerial staff drawn from similar reviews in other parts of the province. This approach was suggested by ministerial staff upon reviewing the issues outlined by the NWCA in a presentation to the RDCO Board in the fall of 2016. This review is the second step in the following four-step process

1. **News of a concern/problem**, such as the NWCA presentation to the RDCO Board.
2. **Clarify the problem**, which is the purpose of this review in collecting and summarizing community concerns and issues. Other clarification (although not within the scope of this review) can involve a detailed diagnostic of specific services to resolve questions about how effectively they are being delivered.
3. **Explore options within existing framework**, which is limited to initiatives that can be taken by the regional district (i.e. that do not require provincial involvement, such as amending regional district letters patent, or municipal incorporation).
4. **Implement options** to determine if they can resolve identified concerns and issues of the community.

The aim of this process is to begin by clearly identifying the problem rather than jumping to a solution. There is also an expectation that a regional district has explored or attempted to address issues using the tools at their disposal before requesting provincial involvement in something as significant as governance restructuring.

1.3 Review Process

This review was developed over the course of five months, from July to October 2017. The consultants conducted research regarding regional district governance and RDCO service provision, talked to the North Westside community about the services they receive, and their concerns and issues related to these services. Major project activities are outlined on the timeline below across four phases of project work.



Phase 1- Project Preparation consisted largely of background research and analysis, including a review of relevant plans, policies, studies and data to develop an understanding of the review

area's context. *Phase 2 – Situation Assessment* and *Phase 3-Issues Identification* were largely focused on community engagement. Community engagement looked to both provide North Westside residents with information on regional district structure, governance and services, as well as invite input on community issues and concerns regarding regional district services. Engagement included the following activities and materials:

- **Stakeholder interviews** with North Westside community members as well as individuals from the North Westside Communities Association (NWCA), the RDCO CAO, the Electoral Area Director, and the RDCO Board Chair. These interviews were used to support development of engagement activities and materials, including an engagement plan.
- **A Project Backgrounder,** which was mailed to all property owners in the community and provided information on the role and function of B.C. regional districts, the services provided to the North Westside and how decisions about services are made.
- **A community survey,** made available both online and in print, running from August 10, 2017 to September 8, 2017. 264 residents completed the survey during this period.
- **A community open house** on the evening of September 6, 2017, held at the Killiney Beach Community Hall with approximately 50 community members in attendance.
- **A RDCO Board presentation** on September 7, 2017 updating the Board on project work and community engagement.

The consultants took a partnership approach to project work, which included frequent check-ins with the NWCA and the RDCO, both of whom provided input on project materials, communications and engagement activities, and supported the dissemination of information regarding the project, community survey and open house. The consultants also had regular contact with representatives from the Ministry of Municipal Affairs and Housing, who provided input and advice on the review's purpose and scope, as well as regional district governance.

The final project phase, *Phase 4 – Reporting* included the drafting of this report, report review by the Ministry and the RDCO, and finalizing the report.

2. Overview of Regional District Services

2.1 B.C. Regional Districts – Overview[1]

Prior to 1965, there were no general purpose local governments for rural communities and regions in British Columbia. Rural land use was directly regulated by the Province, while rural services such as fire protection and water supply were delivered sporadically by small improvement districts.

During the rapid growth of the 1960s, the absence of a rural and regional government framework exposed a number of problems:

- A lack of political accountability for local decisions;

[1] Information from this section comes from Provincial resources on regional districts. See Appendix for details.

- Difficulties for rural residents in accessing basic services such as fire protection and water supply;
- A lack of planning in rural areas adjacent to municipal boundaries;
- "Free rider" circumstances where residents of rural areas could use municipal facilities, such as recreation facilities, without paying a fair share of the costs;
- An inability to gain economies of scale in service provision; and
- An inability to "pool" assets to borrow for capital projects and health care facilities.

Regional districts were created to ensure that all B.C. residents have access to commonly needed services, no matter where they live. Unique in Canada, B.C.'s 27 regional districts are a federation of the municipalities, electoral areas, and increasingly First Nations governments within their boundaries. They provide the administrative and political framework for three basic roles:

1. Acting as the local government for unincorporated electoral areas;
2. Collaboration of member municipalities and electoral areas on shared service arrangements; and
3. Providing region-wide services.

The federative model is a partnership-based approach. For regional districts in B.C. to work effectively requires a commitment to cooperation and collaboration among member jurisdictions, and the elected officials that represent them on the Board of Directors.

Service delivery – Key Characteristics

The regional district system is designed to be adapted to the needs of the local context and interest of its members through the inclusion of four important characteristics:

Services are voluntary. Beyond provincial requirements (such as general administration, electoral area government, planning, emergency planning and solid waste management), regional districts are able to choose the services they provide. As a "federation" of its members, this means the regional district provides the services its members have agreed to support, and each member area only participates in the services it has chosen. As such, service areas can range in size from the entire regional district and all its members, a collection of a few members, a single member municipality or electoral area, or even a portion of one (i.e., a neighbourhood).

Individual member areas choose whether to participate in specific services during establishment of the service bylaw. Members can withdraw from a service (with some legislated exceptions); however, this can only be done following a formal review process, and according to the service withdrawal process outlined in the Local Government Act.

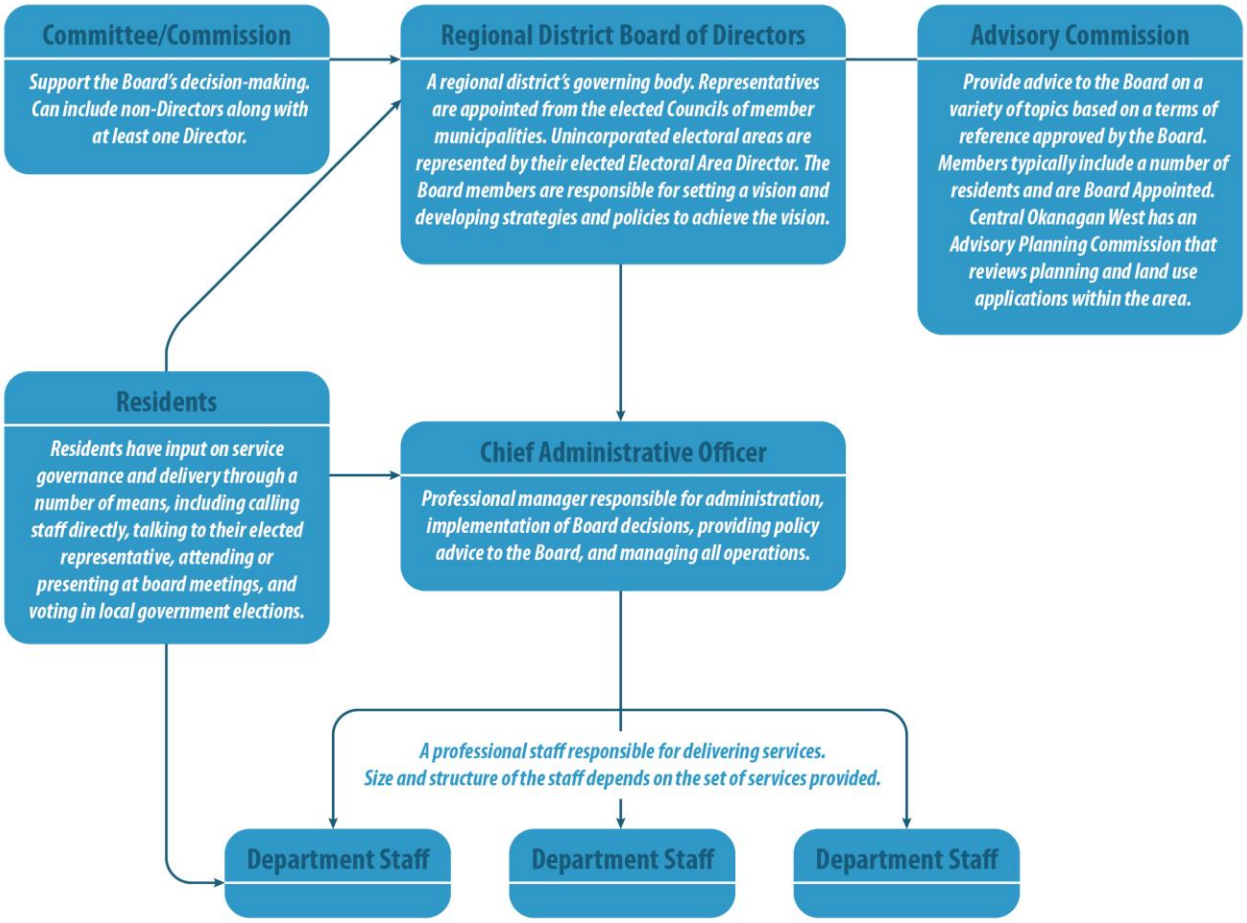
Service bylaws are a collaborative creation. Most services are established through a bylaw that stipulates how participating members deliver and pay for the service, service goals, and cost-recovery methods. The contents of the bylaw are established collectively by the member areas that choose to participate in that service, and can be revised when necessary (e.g., when conditions have significantly changed since bylaw establishment).

Those who benefit, pay. Unlike municipalities, regional districts are required to match the benefits and costs of its services to the people who benefit from the services. Costs are recovered by billing those who benefit from the services - in other words, residents pay for what they get. Benefits are not always obvious or direct – for example, air quality monitoring or economic development may appear to occur in one place, but result in benefits to a broader set of communities. Balancing the benefits and costs of a shared service among jurisdictions can be a challenge. It is not an exact science, and there is always a risk that residents may benefit from a service they enjoy in a neighbouring area, but don't have to pay for (this is known as the "free-rider" issue). Finding that balance comes from a negotiation between service participants at the establishment of a service bylaw.

Each service must recover its own costs. Each service has its own capital and operating budgets. The cost of a service must be recovered from the member jurisdictions in the benefitting area through taxes or fees tied to that service. Costs are split among participating jurisdictions based on population size, usage, land area, or other agreed to methods. Taxes or fees collected from one service cannot be used to fund another service. Regional districts are audited annually to ensure revenues area appropriately used.

Governance and Administration: The Board-CAO Model

All regional districts have the same basic corporate structure, with elected officials on the Board of Directors guiding the work of professional staff in the administration. The key feature of this Board-CAO model is the separation of governance (vision, strategy and policy development) and administration (implementation and operations).



In the Board-CAO model, the board is the governing body, while the CAO is the professional manager responsible for administration. All direction from the board to staff passes through the CAO, as does all information and advice from staff to the board. CAOs are often responsible for the provision of advice and information to the board, including Electoral Area Directors.

Provincial resources describe the following three key responsibilities of Electoral Area Directors[2]:

- Identifying the service needs and interests of the area that the director represents
- Representing and promoting these interests to the regional district board (i.e. as a liaison between the community and the board)
- Participating in policy development and decision making as it is related to the administration of services (although this does not include input on operational details)

Further, "The director, it should be understood, is not the mayor or CEO of his or her electoral area, nor is he or she the area's governing body. The regional district's board of directors is the legal governing body for the electoral area; and the chair of the board is the CEO of the regional

[2] "Regional District Tool Kit", *Fact Sheet 7 Electoral Areas*, UBCM, 2005.

district corporation. The electoral area director is the area's representative on the board of directors, and clearly has an important role to play in representing that area's interests and promoting its needs to the board. Actions and initiatives proposed by the individual electoral area director, however, must receive the support of the board in order to have any effect or authority."

Ultimate authority over all regional district matters in electoral areas rests with the board.

Representation is a function of population and service use. Each member municipality and electoral area holds at least one seat on the Board of Directors, but member jurisdictions with larger populations can hold multiple seats. The number of seats are allocated based on population.

Depending on the topic, board votes can be unweighted (i.e., one vote per Director) or weighted (one or more votes based on the population represented by each Director). In the RDCO, a Director gets one vote per 4,000 residents they represent. Board votes come in two general forms:

- **Stakeholder votes**, in which only certain directors vote on the operation of services they are involved in. One exception is where a service is delivered to one jurisdiction and represented by only one director. In this case, as required by provincial legislation, the entire regional board votes. Stakeholder votes are always weighted.
- **Corporate votes**, in which all directors vote. These involve issues such as policy development, and can be weighted or unweighted.

2.2 RDCO Services

Every jurisdiction in the RDCO receives a different mix of services. The North Westside participates in 33 services[3] administered through the RDCO. Some services are shared with all RDCO members, others with only a few, and other services are only provided within one-member area. Sharing services also means sharing costs and decision-making authority.

Shared services and voting		
	Number of services the North Westside receives through membership in the RDCO	**Who votes on them (following provincial legislation)**
Shared with all RDCO member areas	16	Entire Board
Shared with other RDCO member areas (but not all)	9	Participating members
Shared with other Central Okanagan West communities	3	Entire Board
Received by North Westside only	5	Entire Board

[3] The Project Backgrounder had omitted some services, and included additional items (service cost centres). This updated count is for services only.

A full list of services, along with a short description of each service can be found in Appendix 3.

3. Engagement Results

3.1 Key Findings

The following are key findings on community opinion and perception that came from an analysis of the 264 survey responses received. More details on the survey and survey results are below in section 3.2.

- **Most respondents do not feel they understand service delivery decision-making and costing.** 58% of respondents reported their understanding of how service costs are determined as either "poor" or "not at all," and 55% reported the same level of understanding regarding service decision-making.
- **A substantial proportion of respondents are dissatisfied with decision making and services received.** About 60% of respondents reported feeling "very dissatisfied" or "dissatisfied" with decision making processes and about 48% of respondents felt "very dissatisfied" or "dissatisfied" with services received from the RDCO.
- Respondents prioritized the following as their top issues relating to governance and services in the North Westside:
    - ***Responsiveness to local concerns*** (selected by 19% of respondents in their top three issues): Many respondents felt that the North Westside Electoral Area Director is frequently out-voted during Regional District Board votes on local issues, believe this to be unfair, and believe that community interests are not well-represented, responded to or addressed during regional decision-making processes.
    - ***Service costs*** (selected by 16% of respondents in their top three issues): When asked more about cost of RDCO administered services, the most common response (64% or 145 respondents) was that costs are "higher than they should be". Concerns regarding water rates and the cost of administrative overhead were commonly cited by respondents throughout the survey.
    - ***Transparency*** and ***Accountability*** (Tied. Both selected by roughly 13% of respondents in their top three issues). Respondents reported feeling that there is a lack of information shared by the RDCO, including information on service financials, a theme that received particular attention in the context of a question about benefits received from services paid for.

3.2 Survey – Detailed Results

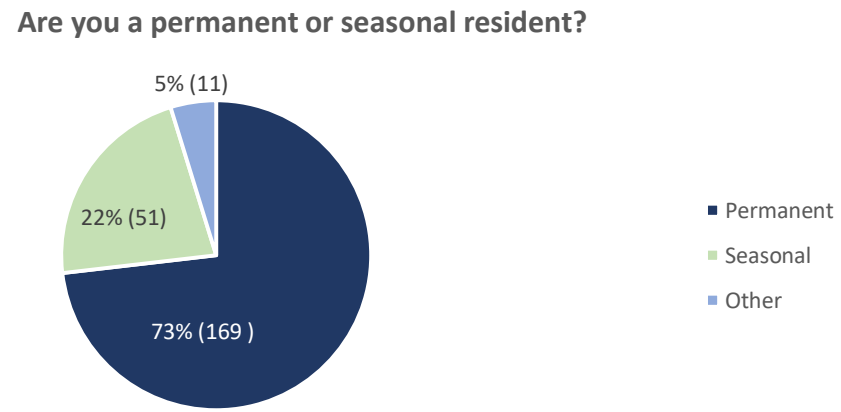
A community survey asked North Westside residents about their understanding and satisfaction with regional district governance and service provision and ran from August 10th to September 8th, 2017. The survey was available both in paper and online, with 1940 surveys mailed to property owners in the North Westside. There are 2126 properties in the North Westside Fire Protection Area, however duplicate owners were removed when the survey was mailed. Overall, a total of 264 survey responses were received (199 online responses and 65 in paper), with a varying number of responses depending on the particular question (some respondents did not answer every survey question).

These survey results are not to be read as a statistically significant description of the population in the North Westside. Statistical significance is difficult and extremely expensive to achieve (for a population of 1,000, approximately 300 to 400 surveys from a randomly selected sample would be needed). However, for a community planning issue such as this one, where the aim is to inventory and explore a set of concerns and issues, statistical significance of results is not sought or needed.

The following summary provides an overview of community survey results including a summary of comments. All survey comments can be found in Appendix 1.

Survey Demographics

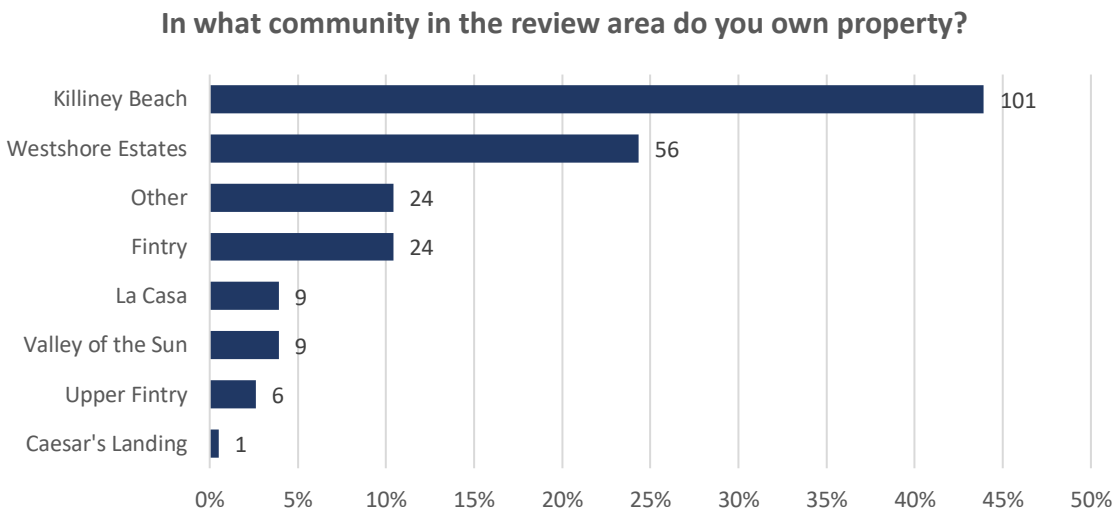
Most survey respondents, about 73% (169 respondents), were permanent residents of the North Westside, while 22% (51 respondents) were seasonal.



Respondents who selected “other” said the following about their relationship to the North Westside:

- No residency (owns lot with no building/structure)
- Property owner and developer
- Cabin owner, which is used occasionally
- Visits property
- Overseas

44% (101 respondents) of survey respondents were from Killiney Beach, followed by 24% from Westshore estates (56 respondents) and 10% from Fintry (24 respondents).



Those who selected "other" specified they own property in the following North Westside areas:

- Estamount (5 respondents)
- Wainman Cove (2 respondents)
- Nahun Fringeland
- Both Valley of the Sun and Westshore Estates
- Traders Cove
- Aspen Shores
- Ewings Landing
- Between Fintry and Killiney
- Cinnabar Creek

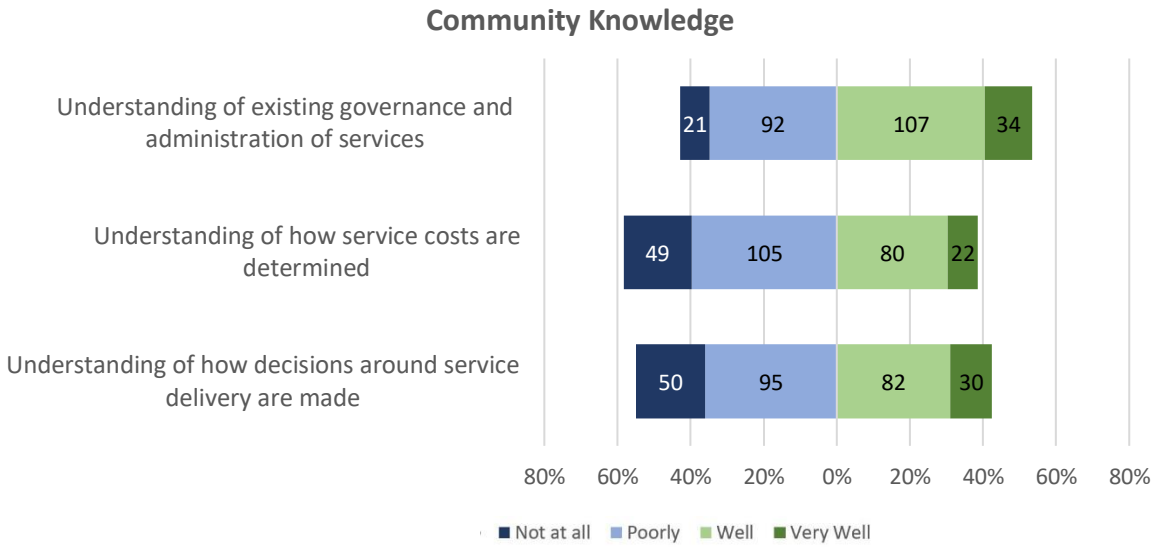
Topic Understanding

When asked about their understanding of existing governance and administration of services, many respondents (53% or 141 respondents) reported that they understand "well" or "very well", and about 43% (113 respondents) reported that they understand "not at all" or "poorly". About 4% (10 respondents) selected "other" (not shown on graph).

When asked about their understanding of how service costs are determined, the reported level of understanding decreased, with 39% of respondents (102 respondents) reporting that they understand "well" or "very well", while 58% of respondents (154 respondents) reported the understand "not at all" or "poorly". About 3% (8 respondents) selected "other" (not shown on graph).

In the case of how decisions are made around service delivery, about 42% of respondents (112 respondents) reported that they understand "well" or "very well" and about 55% of

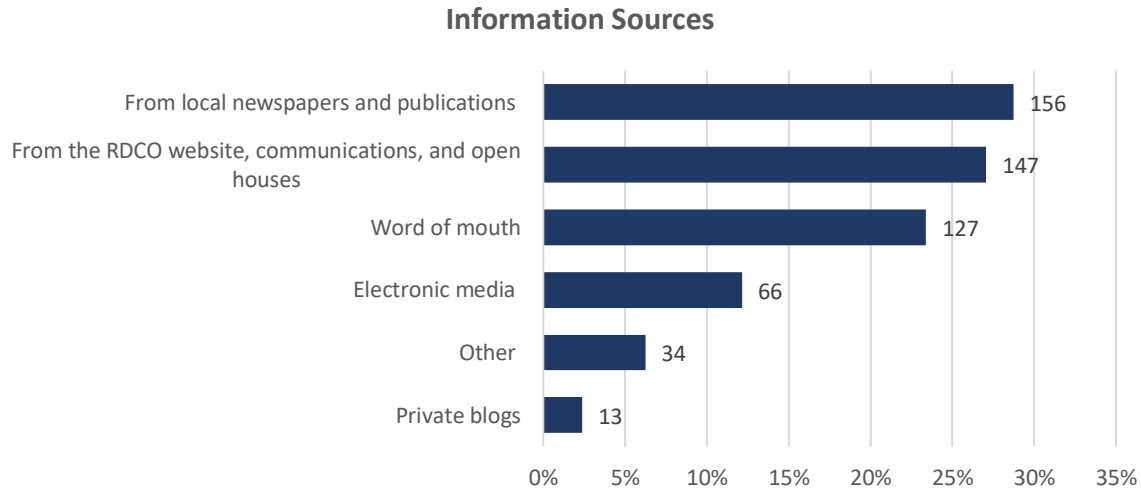
respondents (145 respondents) reported they understand “not at all” or “poorly”. About 3% (7 respondents) selected “other” (not shown on graph).



For those respondents who selected “other”, some indicated they felt their understanding was somewhere in-between the options given, for example “somewhat but not well” or “fairly well”.

Communications

Survey respondents were also asked where they get their information about RDCO administered services (respondents were asked to check all that apply). The most commonly reported source of information was from local newspapers and publications (e.g. Vernon Morning Star, Westside Post), with 29% of selections (about 156 respondents selected this option). This was followed by the RDCO website, communications, and open houses with about 27% of selections (147 respondents) and word of mouth with about 23% of selections (127 respondents).



Of those who selected “other”, the most common responses included the following:

- Do not receive any information
- Communications with staff
- Electoral Area Director
- North Westside Services and Community Issues Review Project Backgrounder
- By mail

Respondents were also asked about their concerns regarding the information that is communicated and how it is disseminated. Top comments related to the following:

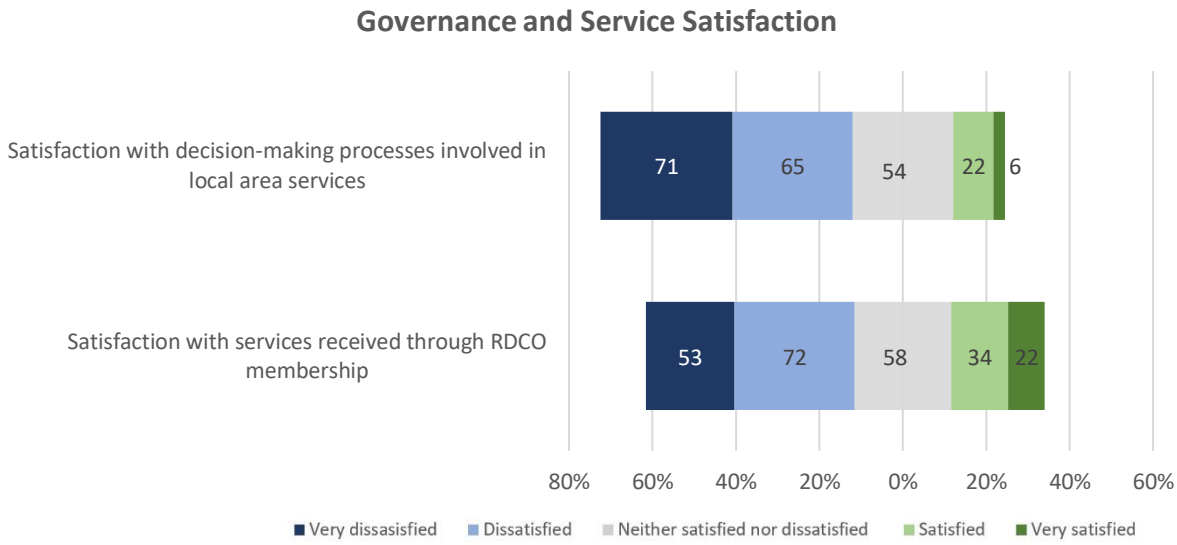
- No concerns regarding how the information is communicated or disseminated.
- A lack of communication/information, for example:
    - Not receiving frequent or detailed enough information/updates from RDCO
    - Not receiving any information from RDCO
    - Only receiving information from outside sources (e.g. through the Electoral Area Director, or community newsletter)
- Transparency on cost of services/financials, for example:
    - Not knowing how tax money is being spent
    - Not knowing how services are billed
    - A lack of access to financial information on services
- Lack of response/bureaucratic hurdles, for example:
    - Residents' complaints are ignored
    - A lack of response to phone calls and emails from RDCO staff or Electoral Area Director
- Method of communication, for example
    - Information is only provided via internet, when some residents do not have access or frequent access to the internet
    - There is preference for (more) mailouts
    - Vernon Morning Star, where many North Westside residents get their news, has little coverage of RDCO information updates
- Confusion/concern over water rate increases, for example
    - Not understanding why there has been an increase in water rates
    - Not understanding what water fees are contributing to
    - A lack of financial information on water rates and water rate increases

Governance and Service Satisfaction

When asked about satisfaction with the decision-making process involved in local area services, respondents generally expressed feelings of dissatisfaction. About 60% (136 respondents) reported feeling "very dissatisfied or dissatisfied"; 24% (54 respondents) reported feeling "neither satisfied nor dissatisfied"; 12% (28 respondents) reported feeling "satisfied" or "very satisfied"; and 3% (7 respondents) selected "other" (not shown on graph).

Survey respondents also generally expressed feelings of dissatisfaction when asked about their satisfaction with the services they receive through membership in the RDCO. About 50% of respondents (125 respondents) reported that they feel "very dissatisfied" or "dissatisfied"; about 23% (58 respondents) reported feeling "neither satisfied or dissatisfied"; and 22% (56

respondents) reported feeling either “satisfied” or “very satisfied”. About 4% (11 respondents) selected “other” (not shown on graph).



Of those who selected “other” as a response to these questions, some noted that they feel unaware of the services that exist, they do not have an opinion, or they feel they do not know enough/feel informed enough to comment.

Following the question “How satisfied are you with the services you receive through membership in the RDCO?” respondents were asked why they selected the answer they did. Common responses included the following:

- Local needs are ignored/lack responsiveness, for example:
  - Kelowna’s needs are prioritized
  - The Electoral Area Director gets outvoted at the Regional Board
  - Community concerns regarding beach access, park upkeep and garbage are not addressed
- Services lack value for taxes paid, for example:
  - Not seeing how tax dollars are used in the local area
  - Response times to local concerns are slow
  - Increased fees have not led to improved services
- Water service, for example
  - Water fees are too high
  - Concerns regarding where water fees go (e.g. inefficient use of money)
- Lack of bylaw enforcement, for example:
  - Stray dogs
  - No dogs allowed at beach
  - Building permits
- Unnecessary costs/costs are too high, for example:
  - Paying for services not received
  - Costs for services have increased too much

Those respondents that selected that they were either “Very Dissatisfied” or “Dissatisfied” were also asked which services they are dissatisfied with. Common responses to this question included:

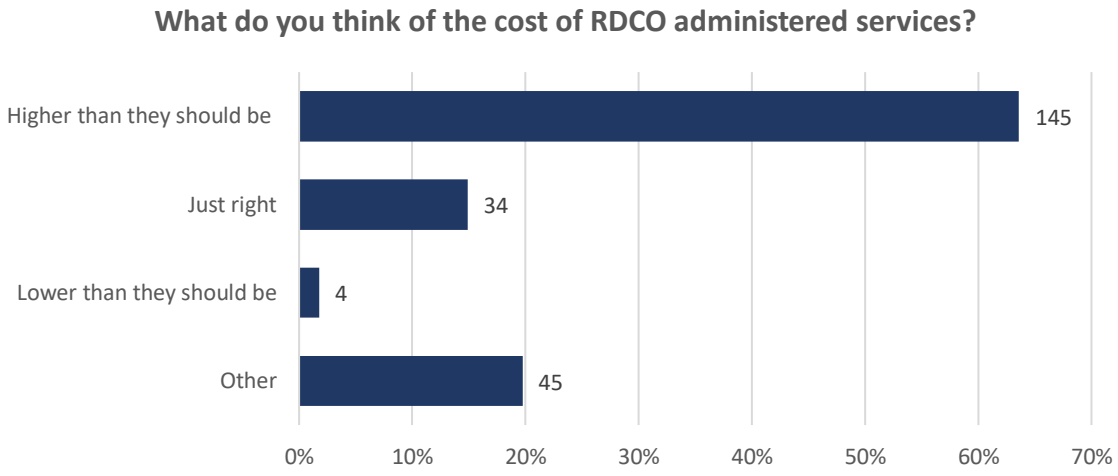
- Water services, for example
    - Water rates
    - Quality of water
    - Water upgrades
- Parks, for example
    - Park clean-up
    - Park maintenance
- Garbage services, for example
    - Garbage pick-up
    - Waste transfer station
- Bylaw enforcement, for example
    - Noise control
    - Unsightly premises
    - Illegal garbage dumping
- Roads, for example
    - Road maintenance
    - Road repairs
- Beach maintenance, for example
    - Beach clean-up
    - Beach access
    - Use of dock

Following the question “How satisfied are you with the decision-making process involved in local services?” respondents were also asked why they selected the answer they did. Common responses included:

- Dissatisfaction with Regional District decision-making process, for example:
    - Weighted voting
    - Electoral Area Director often outvoted
    - Electoral Area Director lacks influence
    - Other area directors being able to vote on services only used by the North Westside (e.g., water)
- Lack of influence as residents, for example:
    - Feeling unheard in local decision-making processes
    - Feeling that decisions are being made by people who are not aware of residents’ needs
- Imbalance between rural communities and Kelowna, for example:
    - Kelowna’s services and needs are prioritized
    - Decision making at the Regional District board is dominated by Kelowna
- Not knowing enough to comment, for example:
    - Not understanding the current-decision making process

- Not informed regarding the current-decision making process

When asked about the cost of RDCO administered services, the majority of survey respondents felt that costs are higher than they should be with about 64% of survey respondents selecting this answer (145 respondents). This was followed by 15% (34 respondents) who selected "just right" and 2% who selected "lower than they should be" (4 respondents). Roughly 20% (45 respondents) selected "Other".

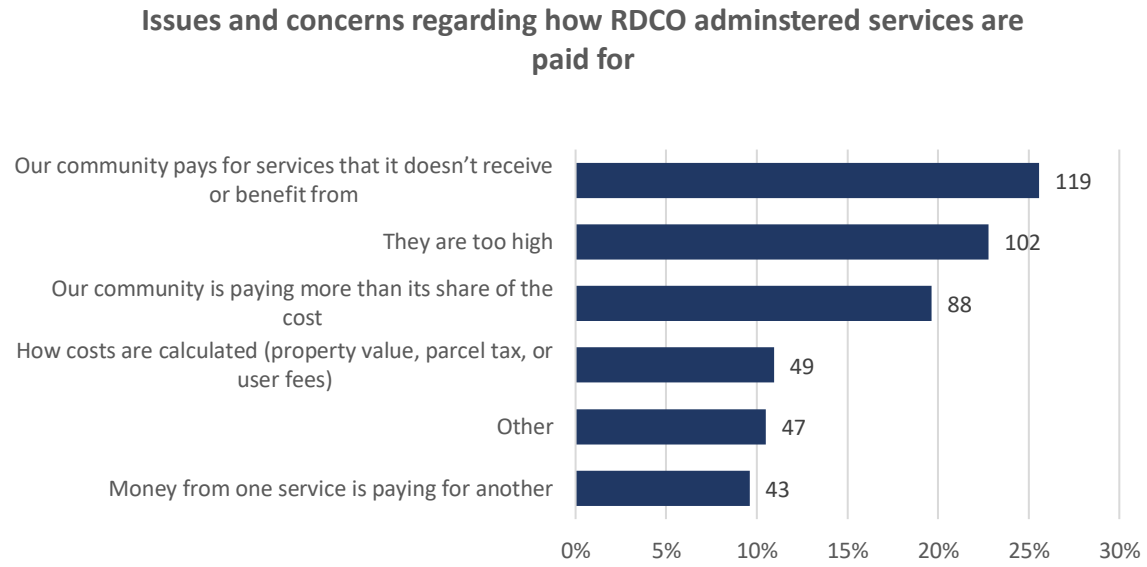


The majority of respondents who selected "Other" noted that they don't feel they know enough to answer the question, including that they do not know enough about costs and service area budgets.

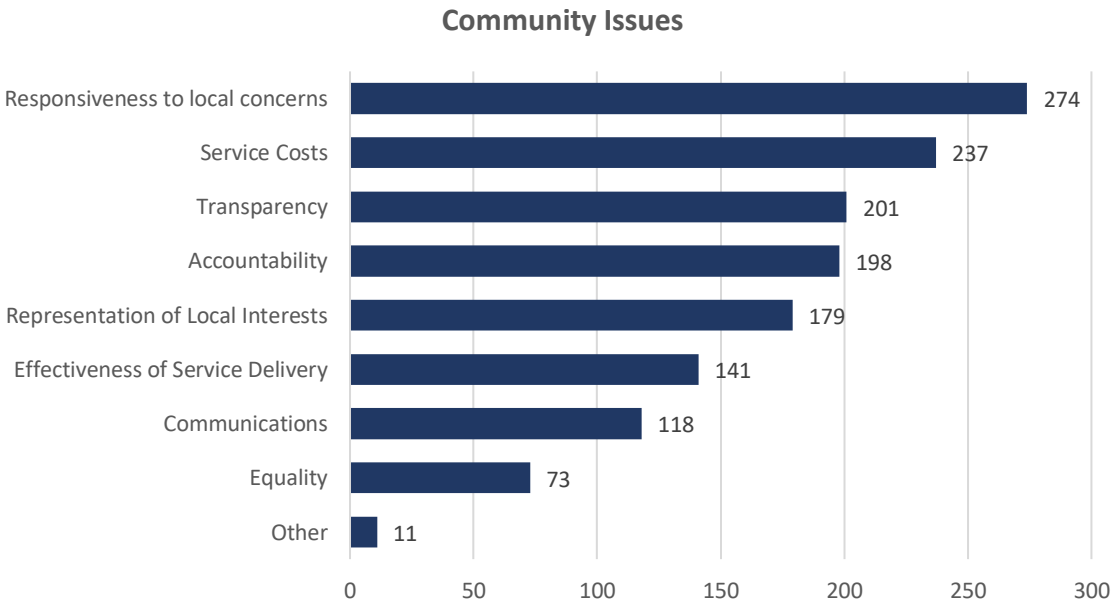
When asked about what issues and concerns survey respondents have with how RDCO administered services are paid for (respondents were asked to select all that apply), "our community pays for the services that it doesn't receive of benefit from" was the top concern, with about 27% of selections (selected by 119 respondents). This was followed by the concern that "they are too high" with 23% of selections (selected by 102 respondents) and "our community is paying for more than its share of the cost" with 20% of selections (selected by 88 respondents).

Those who selected "Other", most commonly specified the following:

- No issues or concerns
- Do not know enough/ do not feel qualified to answer/no opinion
- Over spending
- No opinion



Respondents were also asked to rank their top three issues with governance and services. The combined rankings identified "responsiveness to local concerns" as the top concern with a weighted ranking score of 274. This was followed by "service costs", with a weighted ranking score of 237 and "transparency", with a weighted ranking score of 201.



Those who selected "other" noted the following:

- None
- No opinion
- Don't know enough to comment
- All of the above

- Involvement/fairness
- Stakeholder voting privilege
- Board's responsiveness to local concerns

Respondents were also asked to comment on their choices with regards to governance and services issues. Common responses included:

- Local interests are not addressed at the Regional District Board, for example:
    - Other community needs are prioritized
    - Community needs and interests aren't addressed or aren't addressed in a timely manner
- Services costs are too high, for example:
    - Water rates have increased too much
    - Details of service financials are unavailable
    - Feeling that costs are unfair
- Community members don't know what is happening, for example:
    - A need for better communications
    - A need for more frequent updates

Finally, we asked survey respondents if they had anything else they would like to tell us. Responses ranged in topic, but generally reiterated opinions expressed during previous survey questions. The most common comments related to the following topics:

- Water services, for example
    - The cost of water
    - Quality of water
    - Water pressure
    - Paying for water during winter, when only in the community during the summer
- Park maintenance and upkeep, for example
    - Killiney Beach closure and access
    - Boat launch at Killiney Beach
    - Power Pole placement at Killiney Beach
    - General park maintenance and upkeep
- Road, for example:
    - Safety issues
    - Road drainage
    - Road conditions
    - Accessibility/usability for pedestrians and cyclists
- Voting structure at the Regional District Board, for example:
    - Electoral Area Director not having a strong enough voice
    - Need more local representation
- RDCO communications, responsiveness and effectiveness, for example
    - The perceived attitude of the RDCO towards North Westside residents
    - Inefficiencies of the RDCO
    - Lack of priority given to North Westside by RDCO

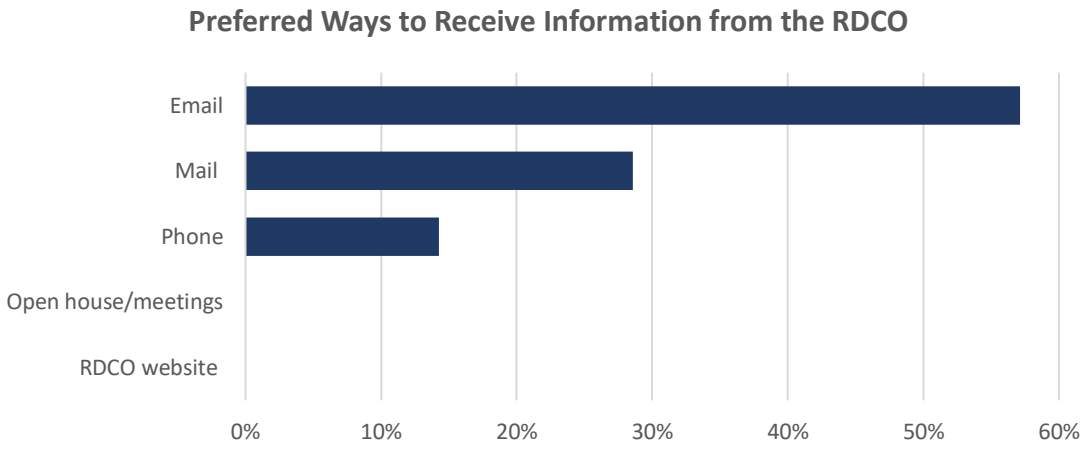
3.2 Open House – Detailed Results

A community open house was held at the Killiney Beach Community Hall on September 6, 2017 from 6pm to 8pm. Approximately 50 community members attended. The open house included a presentation from the consultants on the review and its progress so far, and a question period with a focus on providing information and an opportunity to learn more about the review and its process.

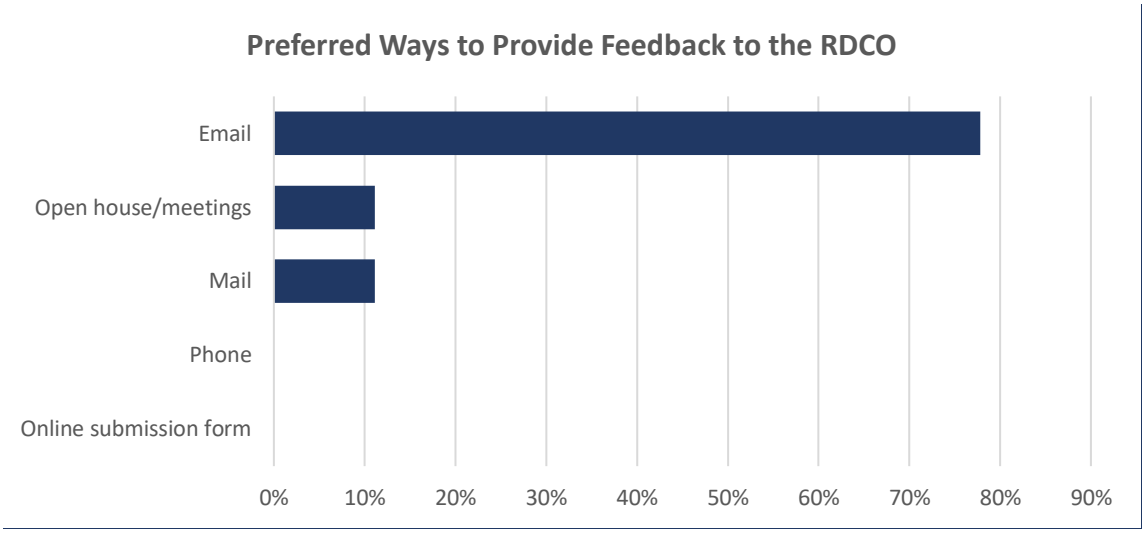
There were three "stations" set-up around the room, featuring posters that provided details on preliminary survey results, and asked questions that expanded on preliminary findings. Participants were invited to circulate around the room, read the posters and answer the poster questions. The posters were a facilitation tool used to support further discussion on issues around regional services and how they might be addressed. Quantitative results (i.e. dotmocracy) do not replace or supplement survey findings.

Communications

Using voting by sticky dots, participants were asked, "What are the ways you would like to receive information from the RDCO?", 57% of responses selected email as the preferred way, followed by mail (29%) and phone (14%). No participants voted for open house/meetings or the RDCO website.



Open house participants were also asked to vote on how they would like to provide feedback to the RDCO. 78% of votes selected email as the preferred method of communication, followed by open house/meetings and mail, each receiving 11% of the votes, respectively.



When asked about how communications could be improved between North Westside residents and the RDCO, commons suggestions included more communications through the newspaper, with specific mention of the Vernon Morning Star, followed by a need for more accurate, prompt and detailed information.

Services

Using sticky dots, participants were asked to indicate services they value most and services they are most concerned about. The services most commonly noted as most valued included:

- North Westside Volunteer Fire/Rescue Department (11)
- Killiney Community Hall (7 votes)
- 9-1-1 emergency call centre (7 votes)
- Electoral Area Fire Prevention (5 votes)

The services that were most commonly noted as services residents were concerned about included:

- Dog control (11 votes)
- Regional Board (9 votes)
- Enforcement of Unsightly/Untidy Premises Bylaw (8 votes)
- Electoral Areas - General government (8 votes)
- Regional Administration (8 votes)

The table provides details on the votes that all regional districts services received.

SERVICE	Valued	Concerned About
Shared will all member areas		
Regional Board	2	9
Regional Planning	0	5
Regional Grants in Aid	2	2
Regional Rescue Services	3	1
Crime Stoppers	1	2
9-1-1 emergency call centre	7	1
RCMP victim services	4	1
Dog control	1	11
Effluent disposal	0	1
Okanagan Water Basin Water Board	2	3
Air Quality Service	2	3
Regional Parks	3	6
Electoral Planning	0	6
Sterile insect release	1	2
Economic Development Commission	0	3
Solid Waste Management and Recycling Program	3	1
False Alarm Reduction Program	0	0
Administrative Services		
Engineering Services	0	4
Regional Administration	0	8
Finance	0	7
Human Resources	0	3
Information Systems	0	5
Shared with one or multiple member areas		
Electoral Areas – General Government	0	8
Electoral Area Fire Prevention	5	2
Crime Prevention	0	1
Business Licenses	1	0
Building Inspections	3	1
Prohibited Animal Control	1	1
Transportation Demand Management	0	4
Enforcement of Noise Bylaws	1	5
Enforcement of Unsightly/Untidy Premises Bylaw	1	8
Insect Control	1	1
Okanagan Regional Library	4	2
Westside residential waste disposal recycling centre	1	3
Westside sanitary landfill closure	2	2
Solid Waste Collection	0	0
Shared Amongst Central Okanagan West Communities		
Central Okanagan West Electoral Area Program Plan	0	0
Grants – Area Westside	1	3
Westside Community Parks	2	6
North Westside Communities Only		
North Westside Volunteer Fire/Rescue Department	11	2

Killiney Community Hall	7	0
Killiney Beach Water System	0	7
Westshore Water System	0	5
Fintry/Shalal water system	1	5

When asked to expand on their thoughts regarding services participants were most concerned about, the following comments were common:

- Water services, for example:
    - Water advisories and poor water quality
    - Cost of water, especially for one-person homes
    - The increase in water rates
    - Paying for water services for vacant properties that do not use any water
- Killiney Beach, for example:
    - Access to the beach
    - Boat access to the beach
    - The hydro pole on the beach
- Voting structure, for example:
    - The Electoral Area director gets no say

Other comments related to bylaw enforcement, administrative overhead, road conditions, emergency preparedness, the review process and outcomes and safety issues at Fintry Provincial Park.

Regional District Committees and Commissions

Few participants gave input on the option of committees or commissions. When asked if they could work for the North Westside, 3 participants indicated “no” and one indicated “yes”.

Only two additional comments were left regarding committees or commissions, one that committees or commissions would not work as the RDCO “will never change”, and another suggested that more information should be shared regarding the committees and commissions that currently exist or have been used in the past in the RDCO.

4. Conclusions and considerations

4.1 Conclusions

The following conclusions are drawn from analysis of community and stakeholder engagement as well as observations about the context made while conducting the review.

- **An erosion of trust is impacting working relationships among and between community and RDCO personnel**. "Transparency" and "accountability" about RDCO service delivery were the 3rd and 4th ranked items of concern in the community survey. Distrust touches on concerns about information received from RDCO staff, decisions of the RDCO Board, information distributed by the Electoral Area Director, and even among different groups of the community. The result is a highly unproductive and at times corrosive working relationship among community, RDCO staff, the Electoral Area Director, and the RDCO Board. This erosion of trust is highly interrelated with the other conclusions described below.

- **Misinformation is prevalent within the community and may be exacerbated by difficulty in locating information.**
  Through project work it became clear that misinformation in the community about service delivery, costing and decision-making is prevalent. Indeed, it is difficult to identify legitimate concerns around service delivery amongst the backdrop of misunderstandings. In the survey, respondents reported a lack of understanding of how service costing and decisions-making is conducted in the regional district (58% and 55% respectively reported as understanding "poorly" or "not at all"). Comments recorded through engagement indicated persistent misunderstanding around critical issues, including:
    - Stakeholder voting procedures being used to inappropriately infringe on Electoral Area representation, when in fact the RDCO is following procedures required by provincial legislation.
    - The use of revenue from one service to offset ("defray") general RDCO expenditures, even though this would be illegal under provincial legislation, and the RDCO is audited annually to ensure this does not happen.
    - The type and extent of services received by the North Westside from the regional district. The top concern about how services were paid for in the survey was that the community pays for services that it does not receive or benefit from. This was matched by a general lack of knowledge about local services (i.e., which are provided, how much they cost) and the nature of benefits, (particularly regarding regional or sub-regional services). Additionally, many comments indicated concerns about services and decision making provided by other bodies, such as the School District or the Ministry of Transportation and Infrastructure.

  Note that this is not an exhaustive list of misinformation and misunderstandings, but one that is related to some of the larger and more prevalent issues.

The misinformation circulating may have numerous sources, especially as "word of mouth" was identified as the third most common source of information among survey respondents. Misinformation is not only an issue of false information, but of the framing of information in a biased and at times inflammatory way.

Misinformation is exacerbated by a lack of accessible information. The second most common communications source cited was the RDCO (website, communications, and open houses). One of the most frequent comments on communication referred to a lack of information shared by the RDCO with community members. While almost all information about service costing, delivery and decision-making is posted publicly to the RDCO website, it is not easily found or where it can be found is too technical for a non-expert to read and interpret.

Addressing the issue of misinformation in the community is critical to rebuilding trust and is the responsibility of both RDCO staff and the Electoral Area Director.

- **There is a persistent feeling among community members that the community's interests are not represented by the RDCO Board or staff.** Two of the top five concerns identified by survey respondents were "responsiveness to local concerns" and "representation of local interests". Specifically, residents feel they are dominated, or a minority voice, at the Board level where their elected representative could be "outvoted" by larger jurisdictions (e.g., City of Kelowna) on areas of local concern where there is a divergence of opinions at the Board. This concern is most acute around decisions on local services, which involve a stakeholder vote of the entire Board (consistent with provincial legislation).

  Related to concerns about voting procedures, some residents feel that their needs are the last to be met in terms of regional or sub-regional services (e.g. regional parks). This perception is compounded by the feeling that communications with staff are met with either a lack of response or a disrespectful response. Further, on some decisions with significant impact on the community (e.g. increased water rates) there was a suggestion that engagement had been "token", and that the final decision was pre-determined before consultation began. These issues are highly affected by the erosion of trust.

- **Community members feel that service costs, including administrative overheads, are too high.** The focus of most concerns about service costs were the increase in water rates and what drives the increase. There is also concern about how much it costs to administer services (i.e., Administrative Overhead), particularly local services, such as the Killiney Beach Community Hall. Specifically, some have suggested that local revenues are being used to offset larger RDCO administrative costs (even though this would be illegal and is subject to annual audits).

It is important to understand how these findings interrelate and, potentially, exacerbate one another. Erosion of trust has broken down channels of communication, further eroding trust. In this context, concerns over how decisions are made, or how money is spent are bound to increase. Eventually, and as evidenced in this review, the information provided by the RDCO

that may address these concerns may no longer be trusted or seen as accurate. When the information around services is no longer trusted, a sense that the RDCO administration is not being transparent grows.

This interrelationship of issues is clearly seen in a comparison of levels of satisfaction and levels of understanding of services delivery: while the majority of respondents were dissatisfied with aspects of service delivery (decision-making procedures and costing), they also acknowledged a lack of understanding of those aspects.

4.2 Considerations

The following are considerations to address the issues described above within the jurisdiction of the RDCO. The considerations are intentionally general, leaving specific mechanisms and actions to the discretion of the Board.

1. **Improve communications.**
   While issues in the community are not only about communications, dispelling misinformation is an important first step. The dissemination of accessible, factual and timely information is critical to an informed citizenry. Some options may include a North Westside Services webpage with information specific to the area and its services, or a regular newsletter to property owners. It should be understood that any choice will need to balance cost of communications with how well they fulfill the communications needs of the community.

   As such, a first step might be to collaboratively develop a communications protocol or strategy outlining the communications needs (service updates, Board decisions, information requests, etc.), channels (website, mailouts, email, etc.), procedures, roles and expectations of all parties involved in distributing and requesting information. Special consideration should be given to:
   - **Clarifying expectations and constraints on information provided by RDCO staff and requested by the public.** This could include exploring questions about the form of information (i.e. technical documents or simplified overviews), response times, and amount of information provided. Key questions might be: What is a reasonable response time? What is a reasonable amount of detail (i.e., in service accounting)? How much time and money should be spent on preparing highly detailed technical information in a form suitable for a non-technical audience?
   - **Clarify the role of the Electoral Area Director in community/regional district relations.** A key aspect of a Director's role is to act as a liaison between her or his jurisdictions and the regional district. Directors are tasked to keep their jurisdictions informed of regional district events and Board decisions, as well as consulting their jurisdictions on servicing needs and issues. As such, they are a critical component in strengthening communications and improving understanding of regional district service delivery and related community concerns. A communications strategy or protocol should clarify the role of the Director in this regard.

As part of this work, it would be useful to consider best-practices from other regional districts in how electoral area communications are approached, including how residents can connect with staff, and the nature of communications targeted to different groups within the community. This work should be conducted collaboratively with RDCO staff, community residents, and the Electoral Area Director.

2. **Establish a platform or channel for regular dialogue between North Westside residents and the RDCO**. The purpose of such a platform would be to formalize and regularize opportunities for direct dialogue between community members and RDCO personnel, which would help rebuild trust. There are various forms the platform or channel could take (e.g. regularly scheduled open community sessions, representative community committee) and roles (community input, advisory, or limited decision-making) could change over time as needs shift and are clarified. For example, the platform may begin as an open community session to review and discuss options presented in this report, and be formalized over time into a smaller committee of community members that meets more regularly.

3. **Conducting a detailed diagnostic assessment of the services areas and costing that are principal concerns to the community.** There are persistent concerns about service delivery costs that may not be alleviated through better understanding of the legislated process or improved communications around the rationale for a service decision. On certain issues, residents' concerns are focused more on implementation and its cost. This review was limited to creating an inventory of issues – ground truthing whether they were valid criticisms of regional services was beyond the review's scope. As such, conducting detailed diagnostic assessments to determine if RDCO service costs and performance levels are within an acceptable range is an option for further work. The diagnostics could cover the following components:
    - Comparative analysis of water rates to illustrate the source of rate increases and benchmark against water rate increases of comparable utilities in other jurisdictions.
    - Comparative analysis of overhead rates to benchmark against other jurisdictions, particularly for community specific services (e.g. Killiney Beach Community Hall).
    - Analysis of resource allocation for select regional and sub-regional services (e.g. regional parks, enforcement of various bylaws) to determine if local fees are resulting in acceptable levels of local benefit.
    - Analysis of the degree to which Board voting has or has not represented local interests (i.e., has the "outnumbered" vote resulted in local interests being systematically ignored and/or overturned).

These suggested activities are interrelated, like the challenges they are meant to address. Ideally, they would be implemented in a collaborative, transparent and participatory process with the community, which would help improve communications and support ongoing relationship-building and the re-establishment of trust.

Each of the considerations has implementation questions, challenges, and associated costs that would need to be thought through by the Board. Some might be already done internally by the RDCO, or could be procured easily from another organization (e.g., benchmarking of water systems, or best-practices in communications). The Province can also provide or point toward appropriate resources, such as those from the *Local Government Leadership Academy* (e.g., "Shall We Dance?: Collaborative Civic Leadership", or "Responsible Conduct of Local Government Elected Officials").

In this light, it would be important for the Board to canvass the views of RDCO staff and Board members on these considerations. While input was received from RDCO staff and Board members, the focus of this review was on community engagement and as a result these considerations are largely based on what was heard from the community. As such, a more systematic review by staff and Board members of the issues identified by the community may be needed to provide a fuller understanding of the options available for addressing them.

Appendix 1: Survey

What's going on?

An independent review of the services provided to communities in the North Westside Fire Protection Area is being conducted. Over the next couple of months, the consultants will be conducting research and talking to the community to better understand:

- The services delivered by the Regional District of Central Okanagan to North Westside communities; and
- Community concerns and issues related to these services.

The independent review kicked off in July and a final report is expected by late October 2017.

What are you being asked to do?

As part of this project, the consultant team want to hear from residents, seasonal residents and other community stakeholders. Here's how you can have your say:

- Read the short Project Backgrounder to learn more about the regional district services your community receives.
- **Complete this five-minute survey between now and September 8th. You can also complete the survey online by following a link at www.regionaldistrict.com/nwreview or nwcaonline.ca, which will redirect you to the survey hosted on an independent site operated by the consultant. Note that all responses will be kept anonymous and confidential by the project consultant.**
- Come to a project open house at Killiney Beach Community Hall from 6pm to 8pm on September 6th.

Who should take this survey?

- All seasonal and permanent residents of the North Westside Communities that are over the age of 18; the survey is to be taken by each individual, not each household. If more than one eligible adult wishes to take the survey, please go to www.regionaldistrict.com/nwreview and fill the survey out online.

Who's working on this project?

- With a grant from the Ministry of Community, Sport and Cultural Development, EcoPlan, a Vancouver-based planning firm, has been hired by the RDCO to conduct an independent review.

Want to know more?

- Check your mail for a Project Backgrounder that summarizes some key facts about regional services
- Visit the project webpage at *http://www.regionaldistrict.com/nwreview* to learn about the study and the services provided in your area or see the sources listed at the end of this document.

Questions?
Call or email:
t: 250-469-6339
e: nwreview@cord.bc.ca

Topic Understanding:

1. How well do you understand the existing governance and administration of services provided in your community?

- ☐ Not at all
- ☐ Poorly
- ☐ Well
- ☐ Very well
- ☐ Other

_____
_

2. How well do you understand how service costs are determined?

- ☐ Not at all
- ☐ Poorly
- ☐ Well
- ☐ Very well
- ☐ Other

_____
_

3. How well do you understand how decisions around service delivery are made, including voting at the RDCO Board?

- ☐ Not at all
- ☐ Poorly
- ☐ Well
- ☐ Very well
- ☐ Other

_____
_

4. Where do you get your information about RDCO administered services? Select all that apply.

- ☐ From the RDCO website, communications, and open houses
- ☐ From local newspapers and publications (e.g., Vernon Morning Star, Westside Post)
- ☐ Word of mouth
- ☐ Private blogs
- ☐ Electronic media (e.g. radio, TV, online news)
- ☐ Other_____

  _____

5. Do you have any concerns with what is communicated or how it is disseminated?

_____
_____
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Service Satisfaction:

Through the RDCO, the North Westside community receives 39 services, 31 of which are shared with other municipalities and electoral areas around the RDCO. For a list of the services provided through the RDCO to the North Westside Communities, see the Project Backgrounder that was mailed to you and is posted on the RDCO website *(www.regionaldistrict.com/nwreview)* or on the North Westside Communities Association website *(nwcaonline.ca).*

6. How satisfied are you with the services you receive through membership in the RDCO?

- ☐ Very dissatisfied
- ☐ Dissatisfied
- ☐ Neither dissatisfied or satisfied
- ☐ Satisfied
- ☐ Very satisfied
- ☐ Other

  _____
  _

Why did you select the answer you did?

_____
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If you selected *Very Dissatisfied* or *Dissatisfied*, please tell us which services you are dissatisfied with and why.

_____
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The provision of services by regional districts in British Columbia follows a couple of general principles:

- **Voluntary**. Beyond a few provincial requirements (such as general administration, electoral area government, and solid waste management), regional districts choose the services they provide. Individual member areas choose whether or not to participate in specific services during establishment of the service bylaw. Members can withdraw from a service (with some legislated exceptions) following a formal review process.
- **User pays.** Costs are split between members in the area receiving the services. Residents do not pay for services they do not receive or benefit from (directly or indirectly). Usually, the cost is recovered through property taxes or user-fees. Revenue from one service cannot be used to pay for the cost of another service.

Most services have a bylaw that outlines the nature and purpose of the service, service area and participating jurisdictions, and how costs will be allocated and paid for by participating members. The accounting for all service areas is detailed in annual Program Budgets and is publicly available online at *www.regionaldistrict.com/budgets*.

7. What do you think of the cost of RDCO administered services?

- ☐ Higher than they should be

- ☐ Just right
- ☐ Lower than they should be
- ☐ Other

  _____

8. What issues or concerns do you have with how RDCO administered services are paid for? Select all that apply.

- ☐ They are too high
- ☐ Money from one service is paying for another
- ☐ Our community is paying more than its share of the cost
- ☐ Our community pays for services that it doesn't receive or benefit from
- ☐ How costs are calculated (property value, parcel tax, or user fees)
- ☐ Other_____

Why did you select the answer you did?

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Governance satisfaction

Each member municipality in a regional district holds at least one seat on the board of directors, with the number of seats allocated based on population. Voting can be either unweighted (one vote per Director) or weighted, (meaning that for every 4,000 residents a director represents, they receive one vote). Voting takes two forms:

- *Stakeholder votes*, in which only directors from participating member areas vote on the administration of services they are involved in. Stakeholder votes are always weighted.
- *Corporate votes*, in which all directors vote. These involve issues such as policy development, and can be weighted or unweighted.

Whether or not Electoral Area West participates in a stakeholder vote at the Regional District depends on their stake in the service – this boils down to whether or not they participate in a service. One exception is where a service is delivered to only one area represented by only one director. In this case, as required by provincial legislation (LGA Part 6, Division 3; 207, 5a.), the

entire regional board votes. This is the case with many local area services, such as the water utilities in the North Westside.

9. How satisfied are you with the decision-making process involved in local area services?

- ☐ Very dissatisfied
- ☐ Dissatisfied
- ☐ Neither dissatisfied or satisfied
- ☐ Satisfied
- ☐ Very satisfied
- ☐ Other

_____

Why did you select the answer you did?

_____
_____
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10. Which issues with the current governance and services are you most concerned about? Number your top three concerns in order of priority.

____ Transparency

____ Accountability

____ Communications

____ Responsiveness to local concerns

____ Effectiveness of service delivery

____ Equality

____ Representation of local interests

____ Service costs

____Other_____

Please comment on one or all of your choices?

_____
_____
_____
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11. Do you have anything else you would like to tell us about RDCO services provided to North Westside communities?

_____
_____
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Participant profile:

12. Are you a permanent or seasonal resident of the review area?

- ☐ Permanent
- ☐ Seasonal
- ☐ Other _____

13. In what community in the review area do you own property?

- ☐ Caesar's Landing
- ☐ Upper Fintry
- ☐ Valley of the Sun
- ☐ Fintry
- ☐ Killiney Beach
- ☐ Westshore Estates
- ☐ La Casa

☐ Other

_____

Thank you for your participation.

Appendix 2: Survey Comments

1. How well do you understand the existing governance and administration of services provided in your community? Other:

- N/a
- fairly well
- We have good representation who explains things well.
- somewhat but not well
- Some what informed
- I understand that we have no elected representation and are subject to the whims and actions of a bureaucracy.
- our director is tight lipped about specifics and he's been asked many times for specific data about service charges
- I understand it well in that we do not have any representation and are treated poorly.

2. How well do you understand how service costs are determined? Other:

- N/a
- Somewhat
- I'd love to know (I pay over $5,000 a year), but no one will release that information. What comes out of MY taxes? And why aren't percentages available?
- No information is available. When requested you are given the run around.

3. How well do you understand how decisions around service delivery are made, including voting at the RDCO Board? Other:

- N/a
- fairly well
- somewhat but not well
- Somewhat
- (Selected "Very well") We have one vote and the rest of the board out votes us. This equals no say.
- We have one representative on the RDCO who is unable to get information for us because he is told it is not in his scope as a director - "its operational." And as one person on a board of many, he is outvoted constantly\

4. Where do you get your information about RDCO administered services? Other:

- District rep
- N/a
- North Westside service review backgrounder.
- online research
- View our district website
- Freedom of information
- flyers/posters on community notice boards
- Do not get information from RDCO, that is one of the issues.
- By mail.

- Backgrounder sent out
- Newsletter from North Westside community
- What is relayed in the choices above doesn't apply to our community. We don't get service, staff won't respond to concerns and we get passed off to the province, the police, or no one returns our calls. It's common to be treated with contempt. Staff and directors are dishonest and manipulative.
- localized meetings
- Member of La Casa Council
- Mail
- Westside Newsletters
- Don't know anything about the RDCO
- I don't
- No where, that's why I answered question number 1 with Poorly.
- Communications with staff
- Nothing, just moved here have got nothing in the mail
- Local Regional Director
- Mostly from the experience of dealing with the RDCO staff and bureaucracy. What is patently evident is that North Westside taxpayers are considered a nuisance. Staff do not respond or are sarcastic for the most part.

5. Do you have any concerns with what is communicated or how it is disseminated?

- Yes - and I think I speak for most of the people in the North Westside Community. We do not have respect for the "strategies" that have been presented to us that have been used to justify the ridiculously high cost of water service to our homes. It's time you stopped using the phrase "water conservation" as you did recently in one of your communications - just as we were experiencing one of the largest floods in Okanagan History! Who are you kidding? Such a small number of people are drawing water from Okanagan Lake that we couldn't even begin to put a dent in it! Your justifications for charging us so much for water does not float with us. We look at this as another form of taxation. This is all! We believe you are using the water as a "cash cow" to support more administration than we need, with wages that benefits at much higher cost than we believe is necessary. More outlandish government spending!
- Yes
- Yes. I ask for info I do not get.
- Yes. Local district rep failed to tell Fintry residents that a proposed beach development failed to pass in the budget (2016). Park who proposed the beach development also didn't tell residents why proposal failed. There was a lot of secrecy between Parks, ..?.., and Rep Carson about the proposed beach.
- We don't know where our tax money is being spent.
- we don't know where our tax money is being spent
- Where is our tax money being spent?
- No
- no
- Not knowing if certain services are being automatically billed even though they may fall under the category of elective services.
- ex. year round garbage disposal for seasonal residents.

- I quite often see what Bruce Smith has to say about issues out here (in the media) is quite different than what is really going on. It would also seem he colours things to make RDCO look as good as possible. The power pole issue would be just one example.
- Yes. RDCO website should have a section for electoral areas. Very different at present to find out how our areas are governed or administered. Very difficult to find out what has happened or what the future plans are. Impossible to find financial accountability.
- Water newsletters: Decisions are made by RDCO and info given in newsletter. Then a year later another newsletter received with a contradictory decision and new explanation. Is RDCO confused? Or do they want to confuse and mislead us?
- Water open house: we are asked to write down our chosen option regarding water usage billing then told later that our choice does not matter. Why were we asked? Why, then, was our input ignored? Will this survey be useless and a waste of my time too? Some of my neighbours think so.
- No
- seems clear to me
- most of the stuff voted on is not even brought to people until the vote is over.
- What - information, bylaws, building codes, etc a arrogance, indifference. We would benefit from having the RDCO meeting rotate so that locals could take part and gain an understanding of the broader issues.
- How - information has to come in the form of a general meeting with all the department chiefs in attendance (at great expense). Such meetings are designed to enable locals to get answers to specific questions but the answers should be made known to all in attendance. "
- Appears that RDCO doesn't listen to our concerns.
- I believe the RDCO gives us the answers they think we want to hear
- Not really. If I want to know I seek out the information
- Yes, we are not provided with info re: budget and expenditures
- No
- I generally do not like whatever "news" the RDCO is delivering - always giving it the government slant. You will never be able to justify a closed beach or a hydro pole on it and the huge amount of money spent forcing it on us.
- Yes, I feel we are put on the back burner and RDCO is not listening to the concerns of the residents.
- yes.
- Yes - my understanding is that the director - previous and current - was never able to obtain adequate information to pass on to the constituents.
- Roadblocks in the RDCO administration, too many secrets or confidential information. "
- Can never get a straight answer to questions - they have set up several open houses that have cost us a lot and provided little.
- No
- Absolutely. Seriously, we pay (for over 50 years) substantial amounts. Where and why does it go? Who the ""H***"" knows. We never get updated, just the bill!
- It was simpler, made more sense years ago - then we went ""not"" independent. Let us be what is needed/deserved - independent. "
- The only information we receive is through Wayne Carson, our area director.
- We as a community ask for things from the regional district and they do what they think is best for us. We know what would be best for us but they (RDCO) feel different.
- no detailed accounting of cost for services being made public

- There isn't any communication, or there is but it doesn't reach La Casa
- No opinion
- No
- No
- Not really. Even if I don't always agree with the decisions made,
- Not really
- No
- Communication is always worded to put a spin on whatever is happening at the Regional District.
- Too many ""in camera"" meetings.
- A ""need to know"" basis attitude from RDCO.
- Answers given to questions asked by the community are answered with an overtone of annoyance.
- I have concerns that there is no transparency with information to the taxpayer. Censorship and little info delivered to taxpayers upon request is little or delivered poorly.
- No opinion
- I was very disappointed in the latest open house. I arrived just before 7 to find small groups of people talking amongst themselves. The representatives from the board in the back corner talking to each other and a bunch of posters around the room. I asked a neighbour what was happening and she explained it to me and that possibly at 7:30 the presentation might be repeated.
- I read the posters and left, the open house was a complete waste of time and gas.
- The meetings that you have seem to be totally controlled by a few radical people in the community that have their agenda. It makes it almost impossible to ask a question over their take over of a town hall meeting. There are sensible people in the community that have a hard time tolerating these terrible individuals that control the meeting.
- No concerns with its communications and how its disseminated.
- I would like to know how much the employees of the RDCO are being paid especially at the executive level. There have been wild accusations of the pay scales for employees and I would appreciate this information as a taxpayer.
- No concerns at all
- Very little if no information is disseminated by the RDCO board.
- Yes I feel my complaints have been ignored, Even writing a letter is of no avail.
- Yes. example: Barge to pick up debris from lake? Is this you? When is it coming?
- RDCO doesn't inform residents who don't have computers,
- Yes, I feel that communication is poor on RDCO matters. Also, I feel we do not get our money or monies reinvested in our community, to its fullest.
- I am refused financial information in detail about water, garbage, fire, etc.
- Yes, Many! RDCO does not listen. If it is not good for Kelowna screw the rest.
- No, I think the RDCO does a good job of communication.
- My family has had a cabin on Okanagan lake for close to 60 years. It is just a cabin. We don't use any services, and deeply resent paying for services used by permanent residents. Everything should be on a user-pay basis.
- not really. I need to do more to understand
- Since we are listed as residents of Vernon, we get our news through the Vernon Morning Star. This is somewhat unwieldy as Vernon is RDNO while we are in RDCO, so we get little

coverage of RDCO releases and meetings. Therefore, we have to depend on information from our district Director who, it seems, is not always privy to the information.

- Yes, as a property owner at Fintry area I get no communication what has happened or been done on my road.
- Yes! What is communicated?
- (...?....)
- A contact person or phone number to someone who can make decisions during crisis. "
- In general I feel communications is poor. In particular I understand monies have been allocated to improve the dog friendly community in Fintry Delta park. No upgrades have been done. This is prior to damage caused by the flooding.
- no.
- No.
- Absolutely! We are dismissed as unworthy of attention. It's as if those of us that persist become well known as trouble makers e.g. the emergency group and Bruce Sith writes as if all taxpayers are criminals and idiots. The RDCO is a toxic organization where contempt is valued.
- no
- no
- no
- Yes. We get the "Kelowna / Central Okanagan" perspective while living in the shadow of Vernon / North Okanagan reality. Our media environment is Vernon and as such puts the North Westside to the back pages if covered at all in many instances. To compound the problem the RDCO has lost much credibility with the community over the last 3-4 years which does not lend to the community believing what they are told.
- our regional director wayne carson does not make it his job to get the needed regional info to us maybe one meeting a year I've written him at least 12 times in the last 2 years and not one reply this is not acceptable performance and it's his job to keep us advised
- Yes. Water costs. Services. etc
- Possibly there could be more info easily available regarding board decisions that directly affect a regional district
- The communication is not exactly transparent. One receives only what the RDCO believes is necessary, but certainly not put into terms that the average person can comprehend...almost appears glossed over. Our local representative does his best to convey information in several different ways, however the transparency issue seems to be from the top-down (above him), as in most stereotypical bureaucratic agencies.
- My access to computer is limited, I work all day and when I came home cooking and looking after the family have no time to spend to find out how administration of services are handle and how costs are determined. I read the news flyer I received once a year.
- Definitely, I am very concerned that my water bill is expensive and that not everyone around in the west side has water meter. I don't agree with the water fee and I am afraid I have to move in the near future because of it.
- Communication is not clearly disclosed, several of elderly residents do not have access to electronic means, recreational owners do have huge gaps in how the information is transferred to them for critical or important matters
- yes
- No

- Yes... a small group of people, primarily the Community Association, exerts undue pressure on the Regional District in order to get "their own way" in regards to certain issues. The most glaring examples of this is the fire boat and the tax levy for the maintenance of the Killiney Beach Community Hall. Both of these items should never have been approved or allowed by the Regional Board. WHAT NONSENSE!!!!!!!
- Yes
- Should contain expressed opinions and views on these issues by both board members and local representatives. It is unclear if the survey aims to increase bureaucracy or efficiency.
- I don't understand the intent of the survey and how the survey outcomes will be analyzed and implemented.
- Yes, the reason I selected "poorly" for the question, How well do you understand how service costs are determined? - I have asked repeatedly for this information and it has never been given. The open houses the RDCO had were pointless; they asked people to write their questions down with a phone # and I have never got an answer and I know others that say the same. They are selective about info they share and when asked a question they are skilled at deflection.
- There doesn’t seem to be much communicated in print to the property owners via written material that could be sent in the mail.
- Sometimes I desire more info but find it difficult to access. eg. detailed costs and expenses for each water system.
- I don't understand the schooling
- I have no confidence in RDCO in either transparency, honesty or that they are remotely interested in our concerns.
- Yes we need more accessible information especially with how our tax dollars are being utilized in our community
- Not really
- My primary concern over the past 15 years has been trying to get clear, concise financial/spending information from the RDCO. For many years, it appears that water revenues were dumped into general revenue as previous Directors (3 at the time I first moved to the community) were reluctant to allocate funds to ongoing maintenance/upkeep other than emergent requests. There appeared to be no planning for future needs and certainly no spending in support of those upcoming needs in early to mid-2000's. Mr. George Turcotte had spend several years and considerable energy into investigating the water supply and maintenance situations for both the Killiney and Westshores systems. When a simple request - ""Please provide us with a simple summary, Revenue and Expenses, for each system for past years"" - was constantly met with the rejoinder: ""it's all in the budget"". Yeah, but try to find it in a concise and simple format.
- Another area where spending information was hard to come by - in an understandable format - was how funds were allocated for targeted functions (like parks, water, garbage/waste stations) with allocations for ""publications"", ""travel"", ""training"" etc. in functions where none of these allocations would logically apply.
- I do not feel the RDCO responds well to requests and recommendations
- No
- The vast majority of press release info put out to public view is highly biased towards the RDCO viewpoint.
- I have yet to see them offer the other side of the viewpoint and many times I see total ignoring of the challenger.

- Yes. Regional District seems to be unwilling to provide our community real information about basics such as the actual costs of our water. Of course it then becomes almost impossible to trust them because there is a feeling that they are hiding how our tax money is actually spent. To make the situation even worse, if that's possible, it appears that even our director is kept in the dark.
- Since I am in the dark, an annual information bulletin would be nice.
- If it comes with the property taxes it doesn't stand out.
- NO
- It would be good if the minutes of meetings and decisions were published on the website.
- While a service may be communicated, the cost allocation of those services are not communicated.
- My frustration is that the City of Kelowna will Lobby for amenities near to Kelowna meanwhile they will label these as Regional functions such that the outline communities must contribute to footing the costs. Acquisition and improvement of Parkland is a simple example. The funding, by geographic area, is seldom communicated to the public.
- no I tend to receive valid info by email
- I believe individuals can have a strong sway in such small communities. Things may get lost in an individuals wants as opposed to the needs of what is best for the whole.
- RDCO information provided often tells only part of the story.
- REGIONAL DIRECTOR provides misinformation to suit his political agenda
- our director does not respond to e mails i've sent that's at least six to date and has maybe one or two meetings in killiney beach a year we'd like to know more specifically about the data that's discussed at the regional meetings about our area not generalities eg the directors don't want to work with me or they're just out to screw us
- Concerned about the cost of water services, cost of unnecessary bureaucracy for a community of 400 homes, lack of action on degrading beach access roads, beach areas, walkways, deer/animal control, lack of knowledge of local westside communities by Board members who donâ€™t listen to our 1 representative who lives in the community. It would be helpful if you come and walk through our entire community at least once a year before they vote on issues concerning our area. Also if we break away from RDCO and form our own volunteer boards to reduce overhead and ensure our tax monies are spend where needed.
- Yes. It appears that the system is not democratic. When there are ten in a board and two thirds are covering Kelowna and West Kelowna they are NOT interested in the little guys concerns and thus stand together and we outlying areas are being ignored or outvoted. Our financial input is large. We are being pushed aside. I feel we were lied to about the water issues and pay exorbitant prices. Some temporary land residents are paying extremely high charges for no usage. I am not pleased at how our representative is being ignored as well. Don't even get me started on the lack of care for Killiney Beach Park after the flood. I am a dissatisfied permanent resident.
- I am new to this so this is the first time I have received any information from the District. The mail out has been very informative.
- No
- What is being communicated?
- yes in a major way and would love to have a more direct voice in our north westside issues
- apparently yes

- I'm not sure I am getting all the available communication. I recently changed my e-mail and this may be part of the problem.
- no
- Not really
- I don't have enough information and that other people are making decisions which I have no influence over or know who they are and the decisions made.
- I have no clue why my road was torn up when I went a couple of weeks ago.
- And yesterday when I went out again, I found three notices advising me that my water service was going to be disrupted. It would have been good to know this before I went out there.
- And not have had pieces of paper lying about.
- They should have been delivered, by mail, to people's permanent full time addresses.
- There's no mechanism set one could influence decisions of RD CO. Open Houses are merly announcements of decissions RD CO has already made. There is no room for constructive criticism from the public.
- Our concerns are that we pay a lot of taxes and fees and have seen very little done for us. We have lived here for 19 years and have seen very little done for our community
- one sided from directors info to media
- Not concern about how it is communicated, the problem is doing the opposite of what is being said by the RDCO.
- I feel the RDCO does not really care about this area as we are on the most northern edge of the Central OK District. I have been at council meetings when the agenda is concerning this district, have been told by staff we are liers to council. I have little or no faith in their ability, or interest to govern on our behalf.
- No
- Communication is very poor. There is an expectation that new residents are supposed to know that everything is online, and read about it themselves. This is not satisfactory. There should be periodic paper distributions so that all the residents are included in the governance of the RDCO
- No
- The Regional District communicates in a clear and business like manner.
- I am very irritated by uninformed groups and individuals who consistently spread misinformation and partial facts about how the Regional District operates and carries out the administration of their duties. I am disgusted by the number of ill informed and gullible citizens who would rather believe these off base statements and opinions than get themselves personally informed with facts and information directly from knowledgeable Regionable District staff and workers. "
- we need more direct info and engagement from RDCO
- Not with the way the RDCO disseminates the information; I have a big problem with the misinformation and local rumour mongering from those who have not-so-hidden agendas.
- Things have been passed for our area without the residents being aware that it is being discussed. It would be nice if we could have a access of the minutes of the board meetings on line and the agenda of meetings to see if we are particularly interested in the topics that are or will be discussed.
- North Westside Services - List

- The table below lists the services that the North Westside participates in, and with what other areas the service is shared. The Electoral Area West Director votes on matters related to these services.

  Regional Board
  Engineering Services
  Regional Grants in Aid
  Regional Rescue Services
  Crimestoppers
  9-1-1- Emergency Call Centre
  RCMP Victim Services
  Dog Control
  Effluent Disposal
  Okanagan Water Basin Water Board
  Air Quality Service
  Regional Planning
  Electoral Planning
  Sterile Insect Release
  Economic DevelopmentCommission
  Regional Parks Administration Services
  Regional Administration
  Finance
  Human Resources
  Information Systems
  Electoral Areas
  Gen.Government
  Electoral Area Fire Prevention
  Crime Prevention
  Business Licenses
  Building Inspections
  Prohibited Animal Control
  Transportation Demand Management
  Enforcement of Noise Bylaws
  Enforcement of Unsightly/Untidy Premises Bylaw
  Insect Control
  Okanagan Regional Library
  Central Okanagan West Electoral Area Program Plan
  Grants â€“ Area Westside
  Westside Community Parks
  North Westside Volunteer Fire/Rescue Department
  Killiney Community Hall
  Killiney Beach Water System
  Westshore Water System
  Fintry/ Shalal Water System
  This List is from the NORTH WESTSIDE SERVICES AND ISSUES REVIEW / PROJECT BACKGROUNDER / August 2017.

  The last services (separated from the rest) are provided by the RDCO to the North Westside residents. The Killiney Community Hall is managed by local volunteers. The Fire/Rescue Department has local volunteers. The RDCO basically provides Program Planning, the Grants

and the three water systems. The RDCO has to show how much money (taxes,licences, fees) it receives from the North Westside residents and what happens with these monies. Also provided is the Waste and Recycle Transfer Station which is open 4 days a week from 8-12. Saturdays and Sundays at the Transfer Station traffic is backed up because the residents are busy working at that time on weekdays.

- The Information we receive via mail, open houses etc. from the RDCO is incredibly convoluted. I cannot make sense of it and it appears the stats and measures are quantified in a way where human logic is not considered. For example the communications and invoices on our water rates.
- We as a small community need to be listened to and not just another taxpayer. Government works for the people, not the other way around.
- ABSOLUTELY Nothing comes from the administration of cord because it is a closed
- bureaucracy that is involved in meeting the needs of the electors from the the municipality of Kelowna rather than the electors of the region. Democracy is non existent because of the total imbalance of the regional board and that will never change as long as there is an elected pipeline from the Kelowna municipality of self interested elected members.
- No concerns, must take more time to learn on my own as well.
- we need to know where the money that we contribute through taxes is spent on? do we know if the money spent of items are fair to all communities?
- it seems that some things we want are turned down and there is no explanation. also, some things, should be decided in our community as they affect no others.. the other directors are not in tune with what the community would like.to have or not to have.
- wayne carson , our director had a lot of push back from the other directors regarding a review of the present system of governance.
- i firmly believe that the board of directors feel they really don't have to answer to us and i would like to see a change if it is financially feasible.
- would like it to be brief and include reference to where I live....Killiney Beach
- Should be at the local level
- Yes
- Unknown
- I would like to have information on cost of services, who it goes to, why and where I can pick up information.
- Yes
- Why must recycling depot close at noon? How about extended hours or one or more days of opening at various times. If it can open only 4 hours how about a 12:00 to 4:00 one day or an evening shift.
- Why was there water rationing while the lake was at record levels? "
- Not really.
- As a recent home buyer in this area, I would like to see how many tax $$ are collected from our community, and how much comes back in the form of services and a list of what these services are = a detailed accounting, including general 'overhead' CORD costs allocated to this area and upon what measure that is based ? Population ? physical area?
- So yes I have a concern with what is communicated in that so much is NOT communicated
- No
- I would like to be more informed on all these issues in a way that I could understand.
- yes
- Yes, I do not like the way we on the Westside are treated by the RDCO.

- Yes - news letters should be sent out to all mail boxes
- I think a flyer delivered to residents would be great.....or even an email to several people in the community that can be relayed to others.
- I am concerned about what the word disseminated means. Do I have to go find a dictionary? Come on! This is a survey, not a test.
- I find that any time I have called in to the Regional District office with a concern about something in my community, my phone calls and messages are rarely returned despite several attempts to contact someone. In the rare circumstance that I have actually made contact with a public official, I am told that the issue is not something they deal with and that I should contact a government of BC office to pursue matters further which typically leads to another dead end. Concerns I have experienced in our community are illegal dumping found on the crown land behind our neighbourhood, neighbours parking on the street in such a manner that they are creating blind spots for traffic at intersections, stray dogs roaming around, neighbours with piles of junk in their yards- over the limit with run down vehicles parked on the premise. Also the gentleman who works at the waste transfer station has not provided us with an ID tag in the 3 years we have lived here because he says it's too much extra work for him to track each person who comes to dump garbage and quite often he gives people are hard time about how much they are bringing to the dump which I think is contributing to illegal dumping in the bush because they don't want the hassle of having the waste transfer employee giving them a hard time and/or it is only open 4 days a week in a community that is growing very quickly. The Regional Park campground known as Evely is not well maintained at all. The designated care giver allows the public garbages to spill over before she removes the waste, the outhouses are poorly maintained and the access off of Westside road is so full of pot holes that it takes too long to pull off or on to Westside road that it is a safety hazard to other vehicles travelling at high speeds due to the blind corners approaching the turn off to Evely campground. Better road maintenance is required.
- Our water bills went up significantly and I don't really know why.
- Our water bills went through the roof. Why?
- would like a weekly update
- Sometimes in the past the heads of the community association made it sound like they spoke for everyone in the community and that everyone agreed with their position and that wasn't true. ie. an article in the paper regarding the fire boat implying that the whole community was in favor of having it. Not everyone in the whole community belongs or goes to the community hall. The "in" group is pushing for self governance, they also pushed for the fire boat. I and many I have talked to are not in favor.
- No
- Yes
- Yes communications with the community is poor and needs to be improved.
- By law enforcement is lacking, Houses have been built in our area Killiney Beach with no building permits issued. One building has been completed to lookup stage no enforce ment of building code and if any stop work order was ever issued it has been ignored by the owner for the last four or five years. Property is on Hodges Rd and remains un ocupide and is a n eye sore our community. Why has this been allowed to happen?.
- There is absolutely NO communication from RDCO re services, cost of service, enforcement of by-laws . The focus of the RDCO APPEARS to be the more heavily population centres -

specifically Kelowna and West Kelowna. All other communities are left in an informational VOID !

- Yes, there does not seem to be any means of finding out what our tax money is spent on or what projects such as the gazebo in Westshore park cost (I heard it was about $100,000 which is ludicrous).
- Absolutely.
- My water bill jumped 100$+ last year. That's a crock of shit.wheres the god dame money going.
- There is absolutely NO COMMUNICATION from the RDCO re services, cost of services. When RDCO is contacted, either by phone or e-mail, the e-mails are seldom if ever replied to and if a Human happens to answer a phone call, that person, or messages left rarely returns the call or responds to messages. This is complete NONSENSE on the part of a publicly funded body to IGNORE requests from the people it "" supposedly "" serves for information.
- WHO NEEDS THE RDCO WHEN THEY IGNORE PEOPLE?
- Yes
- no
- none I can think of
- Our water rates here in Westshore Estates were $110 per quarter when we moved here 6 years ago. Now they are $330 per quarter. There is just my wife and I living here and we're retired and on a fixed income. Water rates are up 300% or 50% per year. We do not understand why water rates are so high. I have written to the province twice and they ducked the issue.

- I have written to the elected director who sits on the RDCO and neither the present nor former director can tell us how a 300% can be justified and the present director says he can't get any cost analysis on the rates but says more increases are coming.
- Very frustrating and frankly any more increases and we may be forced to sell the house and move."
- Would like to be more informed
- Yes. RDCO's communications are autocratic and final.
- We are not served and therefore, any communication is irrelevant. If you complain you are clearly talked about in the offices and get attitude if you need assistance (particularly by-law assistance).
- yes. i find the email alerts from RDCO to be the best in an emergency though we're often grouped with neighbourhoods on the other side of the lake, where it is often a very different situation. the signs on the street and on notice boards, not so great. hard to get info or followup. i often feel like i might as well be on the moon as on the westside.

6. How satisfied are you with the services you receive through membership in the RDCO? Other:

- dissatisfied with cost
- could use more bylaw on peoples property as some are very unsightly while permits are past due dates.
- Satisfied
- satisfied but water is to me, way too expensive
- services yes represetation a big no

- what services
- Apart from excellent work of Fire Department very dissatisfied with the rest of RDCO services.
- Unnaware
- I am actually not sure what services we get because it appears we actually don't get any. If we do it takes years and no one consults. The only way to get anything is to complain bitterly. During the flooding we received no assistance as far as sandbagging goes, except for some help from occasional neighbours.

6A. Why did you select the answer you did?

- Why did you select the answer you did?
- But at a cost that is too high. Like all governments in this country, you are spending far too much of our tax dollars for the services provided. My wife and I are 65 years old with a combined annual income of approximately $40,000. We do not live here for four months in the winter and there is only 2 of us in this household, therefore we consume very little water. The amount you charge us for water is unfair, especially in the summer when we are trying to grow our garden for food. The cost of growing our own food is far too expensive because of the cost of water. It is not fair to charge people who are not here all year the same amount as those who are.
- Not sure! How often do you visit La Casa to check that site lots are being modified without your prior approval? Is this homeowner under cor(??) if a building permit is submitted?
- Too costly.
- Costs too much, not here when you need them.
- Satisfied with waste management.
- Dissatisfied with RDCO staff who drive by my house up to 3 trucks and personnel a day (even on Easter Sunday) to visit the ...?.. house on Fintry delta. What is that costing the tax payer? Not sure what their job description is but they do nothing at the park (beach) or at boat launch. In 2015 our swim raft floated away in the winter due to not being beached high enough or secured. The boat launch dock floated away (2017) during high water but easily could have been removed and stored until after the water lowered.
- clean up of second access beach on Fintry Delta
- Maintenance of boat launch on Fintry Delta
- Maintenance of weeds and garbage on RDCO administered land.
- When there is something to be done or fixed, it takes too long to get satisfaction.
- when something needs to get fixed, it takes too long for satisfaction
- The services we need do not get accomplished in a timely manner.
- Mine is a bare lot with no building on it ever. I pay property taxes on this bare lot plus I am also required to pay ...?
- Neither because won't change
- seasonal dweller
- poor response for services paid.
- I'm a seasoned resident, don't see how the services impact on a regular basis. Overall, I feel safe and the area is maintained (roadwork ongoing will be a huge improvement to safety!)
- As a la casa owner, I only see the rest of North Westside when I travel to/from Kelowna, Vernon, Fintry, etc, and all looks and feels good.

- The people who work in the field are very good. They try hard and work hard the transfer station and water people provide good service. The water people however travel from Kelowna to serve at great expense.
- the water people travel too far and are on the clock. This also applies to when they are on overtime for emergency call outs. The mechanic for fire department maintenance also traveling too far. Especially with westside road closures for road work. "
- Our taxes are too high for the services we receive. We have little input into decision-making, e.g.water bills - we are paying for the future. Water filtration plants and Kelowna /Vernon voters pay less than we do. Municipal politicians are responsible to municipal voters. Those voters never would have accepted the tax increases that have occurred over the past 10 years in our electoral area.
- RDCO does not listen to anything or any of our concerns. They just do it if we want it or not.
- RDCO does not hear any of our concerns. They do what they want.
- Rdco does not listen to or really address any of our concerns. They just carry on with their agenda if we agree to it or not.
- I think we get good return of investment
- RDCO do whatever they want. The people who live vote and they ignore the people's vote. Water is example, Westside RD is still not fixed (Fintry, south of la casa)
- Much of my discontent is based on lack of contact between those managing the resources and those using the services. Meetings of the RDCO should be held on a rotating basis in the various communities. The number of managers and their elevated salaries are an issue of concern to people on fixed incomes and the ever escalating taxes for essential services, i.e. water, are problematic.
- Do not receive an adequate amount of services for tax dollars that go into the regional pot.
- look at our beach and boat launch
- look at how long it took to get westshores park services
- I do not feel services are charged fairly
- I feel the services are not charged evenly to our community
- If I need to know I seek it out!
- hard to judge
- We do not receive services in proportion to the amount of taxes we pay.
- It's ok.
- If there is an issue - they are not here, they are far away. We pay for things we don't get.
- We have one representative for our area - Kelowna has several. When it comes to repairing our beach road - we are on the back burner. One can rest assured the repairs done to Kelowna are up to par. We have a lot of tourists in our area, let alone the residents who really enjoy the beach. Our tax dollars are not being used for the area we live in, The beach has been closed for the entire summer. Other beaches in the area, but why should I drive 2-10km when there is one that belongs to RDCO at my back door?
- I'm not at all happy or satisfied with RDCO-provided services.
- I do not think we get value for our tax dollars and we pay for services we don't get.
- dissatisfied with what they are doing about our school situation
- satisfied with some services.
- I think that for the most part the services are good but there is room for improvement. Our best services are often volunteer based. The services we pay for have many restrictions and customer service is poor.
- no comment

- Seriously, think about it! We, here who have property on the Westside, mean NOTHING at all to the government. Why? Because we are not ""Kelowna""!
- Once again, being independent means we, out here, are able to make the changes, etc. needed. We are a TEAM
- Rally slow snow removal. We live in a very hilly area. Very little priority given to road repair and when a new construction starts, the road is torn up and never repaved (evergreen way).
- They often say one thing and then do something else. They do not listen to our concerns or requests.
- all boat launches reopened except the one at Killiney
- services are ok - costs are not
- cost of water.. ?...beach speed limit in our roads
- The work on the water systems are being done to employ the staff at the office.
- Services I am very dissatisfied with and why:
  -Crime stoppers, crime prevention, and RCMP victim services: there are no random police patrols in my neighbourhood. They only come out when called.
  -Building inspections: I am closer to Vernon than Kelowna, it would be physically and economically less to administer building permits, building inspections, from Vernon.
  -Business licenses: A ""grow op"" should not be allowed in residential areas. The owners should bear the additional cost in relation to policing, safety, and law enforcement. They should also be fined for dumping of the pot waste on private and crown lands.
  -AirB&B businesses should have to consult area residents before receiving a business license. They should show they have adequate parking for vehicles on their own premises. The owners should accept responsibility for damages, disturbances, conflicts with area residents.
- New to the area
- Costs of water and garbage needs to be kept in check.
- I have a concern on the enforcement of bylaws on abandoned vehicles equipment,
- trailers and general appearance of the community.
- We don't get adequate service ie: enforcement of bylaws.
- I don't see my tax dollars being used in my area, RDCO could do more
- I some time feel like we het forgotten out here.
- Services required are not the same in rural districts as they are in the city. We do not have any input into the services we receive and any changes we would like. Decisions are made for us by people (some of whom have never been out here) and only have city experience to rely on. Life in the county is very different and our needs are not often taken into consideration..
- Currently our park in Killiney has been neglected for the last 15 years. I am appalled at the RDCO and their lack of support and putting our tax dollars back in our community!
- I think because of our distance from Kelowna that the some of the services are costing us more than possibly need to be.
- I realize there are a lot of people very annoyed with the state of their water bills. I am not on that system as yet but probably will be in the future. I see the amount of time wasted with the staff sitting at the water service site in Fintry including holidays which turns into huge costs. They need to be monitored as they have been using the regional badly with their lack of work ethic.

- As long as they provide me with reliable services for electricity, police and fire protection, potable water, road maintenance that's all I require from them. They must also keep my taxes low, its one of the major reasons I moved into this area.
- because that's how I feel.
- It seems that our taxes are not spent in our community. Park monies are spent in other areas.
- I have written numerous letters that have not been acknowledged or dealt with.
- Killiney public beach is the only access to my home. You deny me by putting up chain. You could have given me a key. Instead I had to drive to Kelowna to get from you.
- Because these are the only services I see.
- However, very satisfied with our water (own water) and of course with fire and rescue"
- I'll list a few:
  -our water bill has quadrupled
  -our services are poor - no sidewalks, no street lamps, no garbage pick up, etc
  -it took far too long to get our westshores park developed. I've been here for 20 years
  -our Killiney beach park is a disaster now after the floods. Why is it not fixed this season, and when will it be fixed and open 100%?"
- I get banned for complaining about barking or anything RDCO does not want to deal with. I live in a LAWLESS SUBDIVISON, all because of RDCO!
- I feel RDCO is providing basic services.
- Because I receive nothing in return for my taxes other than a location that I have to take my garbage to. RDCO does not supply anything else!
- For my household, any services I have required have been available to me. Furthermore, when I have contacted the RDCO with questions regarding services, the responses have been timely and informed.
- We don't want, and don't use, any services. Why should we pay for the services used by others who live in the area permanently?
- I have not taken time to review services
- We are extremely unhappy with the water services - year after year we have had to endure massive price increases for our water charges and with the past record this will probably continue into the future. Our water services have not improved at all. The justification given on our bills for the price increases is meaningless. It seems that RDCO is not accountable to anyone and so it seems they can charge what they like. We are treated with utter contempt - when we have complained we have received pointless replies. We would like to see RDCO to made accountable to an independent body so that they cannot carry on in this manner.
- It seems that, since we only have the one Area Director who is almost always outvoted, we get little in the way of support from the RDCO. The taxes we pay seem to disappear into the coffers of the RDCO and we see little return on our money. Nor do I feel that we get a fair return on the fees and taxes that we pay. Currently, it seems, a property in Killiney Beach pays more in fees for water than do residents in Greater Vancouver and this seems, to me, to be an injustice. Our power is only provided from the Lake Country area and when there are fires or other interruptions, we suffer inordinate amounts of power outage. Yet we do not see any information suggesting that a parallel provision from the north is viable or feasible.
- I am from Coquitlam, BC and can not get up to my property to see what is being done. Don't know what is going on in my area.

- Roads in my neighbourhood are in terrible shape and drainage (when we get heavy rainfalls) all comes down my driveway as road, making a ditch.
- Decisions are made when it is dry and they HOPE water will flow sideways across a slope.
- The patchwork of the road surface on westside road is atrocious, while $5 million is wasted on straightening near Kelowna.
- The RDCO did nothing to support or prevent the erosion of the park access were ....(?)... in the end made a decision to do nothing ...?....while the properties adjacent were being eroded, in order to prevent the erosion I had to pay several thousands of dollars to protect my property.
- I understand there are only a limited amount of funds allocated to rural communities. No clear direction was given by the RDCO following recent flooding. It took a number of weeks before barriers were put up by the community dock. No clear direction that the boat launch was closed so boats from other areas were constantly coming in and turning around in the neighbourhood.
- My biggest concern is the transportation, i.e. hours of operation and the fact you have to drive 15-20 minutes from where we live. Seasonal people dropping off garbage at the mailboxes.
- Bylaws are not enforced properly. Dog barking complaints not properly addressed. Empty lots with industrial equipment and unlicensed vehicles. I understand these issues are not addressed until several complaints have been received, Surely it is the bylaw officer's responsibility to drive around neighbourhoods once in a while to check on these things.
- Also temporary structures which pull down the look of the community.
- Happy with status quo.
- The RDCO does not listen to our concerns or address them for that matter.
- They carry on doing their own thing regardless of what the residents say.
- We pay into many services we do not receive, the percentage we pay is too high.
- Very doesn't begin to cover it. We have no choice, we're not members!
- Because I'm sick of paying huge taxes and the RDCO not responding appropriately. I'm furious at the whole FISH TAKE PRECEDENCE over the economy, the health and safety of residents (tax payers) and I'm tired of being ""ruled"" over by a group of frankly conscienceless people!
- If things don't change I'll sell and leave.
- services are ok, cost is too high.
- It best fits how I feel about the service I receive.
- shared services can sometimes get skewed towards the provision of the bulk of service to the more densely populated areas even though the outlying areas might be contributing through a proportionally larger tax base than other outlying areas.
- Services controlled by non stakeholders who disregard to the local elected representatives and the local ratepayers that pay for those services while block access to financial accountability deserve a failing grade here. The water systems, EA Planning, fire department & community parks all suffer from non stakeholder, appointed representatives on the RDCO Board that do not participate nor contribute to any of these clearly LOCAL services.
- the services we receive we pay for nothing special to my knowledge
- many services are not visible to answer the question
- Our costs have skyrocketed. Especially water in the last few years. No justifiable reason that I have seen.
- Satisfied

- Again, although our local representative does his best, the lack of services seems to reflect decisions made beyond his scope. As examples:
  1) Power Pole placement on Killiney Beach (the beach itself) - the power pole is located IN the water at the first beach/inlet...despite community protest and professional recommendations, this excessively expensive install went ahead as RDCO veto'd any other location of such.
  2) Following a Water Rate survey a few years ago (approx 5 years ago), the option elected was to charge for initial set volume usage, followed by increased cost for increased usage...the system has now reverted (this is the second year now) to charging for ALL water use, period - regardless of use - what was the point of electing a water rate system??? A waste of money and time, and a way to just initiate a charge system - the connotation sits poorly.
  3) Dog Control - pets, and now livestock in some cases, run free within the community. There is NO dog control - nor has there ever been, unless by individual complaint - and the response is slow and ineffective. As for the Killiney Beach, a PUBLIC beach, there are posted signs about no dogs allowed - there has been NO dog patrol and dogs are brought to the beaches and dock at all times of the day, any given day. Dog feces is everywhere - the beach smells. This has gone on for years, getting worse EVERY year. Also there is NO liquor control at this beach - open liquor is everywhere and litter is despicable...broken glass and bottle caps are a hygienic risk to bare feet on beaches.
  4) Unsightly/Untidy Premises - NO ONE has EVER maintained this bylaw, no one has ever checked the community. Unsure if individual complaints have ever been launched but it is abundantly clear that NO bylaw enforcement exists. Vehicles and debris have literally rotted and rusted for years unchecked - this is widespread throughout the development.
  5)Power - intermittent at best. Power outages are more frequent and longer than ever before. Power lines going down due to accident/lightning are usually attended to reasonably but the other outages are a mystery.
  6) Water Supply - almost hand in hand with Power supply. If power is out long enough, water then cannot be supplied as pumps are idle. Unacceptable for health and safety reasons...FIRE, as one example, not that a garden hose would help in that situation.
  7) Killiney Beach Flooding Remediation - why was Killiney Beach the ONLY beach to be omitted in any remediation funding following the 2017 flooding?? Every other beach/park received enough remediation to at least function in some capacity. The beach was tended to and monitored better as a private beach - when the beach became public, we clearly dropped off the radar in so very many ways. PS: people have been using this closed beach all this year, even though signs have been posted, and fines warned - obviously NO monitoring again.
  8) Transfer Station - the services provided are excellent - terrific personnel who do what they can, however it is tragically undersized and challenging to access at times due to the sheer volume of people trying to maneuver through. A hazard to the people who work there, as well as other users.
- The Killiney Beach Water System fee is very expensive and it is taking a lot of my budget. I do not think is fair and I think it is very expensive.
- I do believe that service rates are excessive for several of the items that are supplied by the regional district
- i would like to see what a different governing system would look like and to see if it would work better for the community.
- Don't know what could be done differently.

- As seasonal owners, there is poor hours for the waste transfer station. Garbage is a big issue. It doesn't surprise me there are problems of people disposing of it improperly. As some property owners have a pick up service and others like Fintry need to deal with it on their own.
- Are all these costs calculated evenly? Maybe being open 2 hours every day would work better than the system now.
- The water system is far too expensive and far too unreliable.
- The Fire Department is too expensive and has too many ""toys"" --- such as the fire boat.
- The waste transfer system is far too expensive and far too inconvenient to be practical for the residents.
- The residents should not be paying a tax levy for the maintenance of the Killiney Beach Community Hall. The Regional District refused to acquire this building at a cost of a dollar because the building was unsafe and yet they approved a tax levy to maintain the building by a third party -- the Community Association. This is absolutely ludicrous!!!!!"
- Pay taxes to the RDCO and receive very little in services
- Unfamiliar with how these allocations affect my property and costs.
- We get put last out this foe schools parks
- The services we do receive are fine, it is the cost and accountability or lack there of, that is the problem. The issues surrounding the water system and water rates is a perfect example. I do not really know where my tax dollars go and who is accountable for them. Nor do I know exactly what certain things cost. It is very difficult to make decisions with incomplete information.
- I need more data to assess my satisfaction
- Takes a long time to get services, all summer there is no beach,as the rest of the other communities have been look after!
- The RDCO has a mission statement, it is - ""The RDCO will provide effective and efficient services that meet the needs of our citizens in a manner the nurtures growth, opportunities, and prosperity while maintaining and enhancing the unique Central Okanagan lifestyle and environment.""
- FAILURE to follow their mission statement has been evident for several years - we had a educated water committee set up at the request of our former director which turned out to be a smokescreen as they were not allowed to speak to anyone at the RDCO and not allowed to discusss the concerns the community had and still has, so they disbanded.
- Our 20 year fire chief and the other chiefs on the east side were either harassed into resigning or let go. Our fire chief was forced into resignation despite the community's objection. Obviously, he is now our director; the community finally got a chance to support him that was outside the control of the RDCO, he won a three man race by over 70%. Only, as it turns out, WE STILL HAVE NO SAY!
- The RDCO spent 10's of thousands of $$$ fighting the Ministry of Forests/Natural Resources and the community to keep a power pole they installed in the middle of one of our 5 beach sites.
- Killiney Beach & boat launch have been closed all summer - all beaches in Kelowna have been open since early summer, all cleaned up and looking lovely, but not our beach.
- We don't get anything for our parks unless it is gas tax funded and even then it takes years to get even the smallest thing done. The community started our own soccer league and asked for a water fountain in the park for 5 years, when we finally got it through gas taxes,

the fountain sat in an RDCO building for two seasons before it was installed. I could go on and on....

- I am not sure whether the services I am not happy with are handled by the RDCO and if I ask wether they are handled locally I am told they are not. Examples are lack of road maintenance, drainage issues that can lead to serious land slide issues, individual members of the community changing waterways on private property, no culverts being put into new driveways of new houses, etc. Water issues being created by again member of the community putting in less than adequate septic fields that are now leaching contaminates into the lake. These soap sud collections can be seen visibly floating along the fore shore where there werent any in years past. It seems to be the wild wild west out here for any kind of policing in these matters of public safety.
- they seem to adequately provide services and respond if you contact them.
- I really don't have an opinion on it
- Price increases unbearable, money paid used elsewhere and dishonesty
- Killiney Beach was closed for the season in 2017 without any consultation with the local community association or communication with area residents;
- There is a history of events at this beach with same history as above - no transparency or consultation with area residents (hydro pole in the middle of the beach)
- The water system is very expensive for the quality of domestic water provided.
- Do not see any value
- Undeveloped property
- It could be a lot worse. Biggest concern is the overwhelming influence the City of Kelowna has over all Board considerations. Yes, they provide the major chunk of funding, and should have more influence in those areas where funding applies equally to all districts/members. However, when decisions specific to only one, two or three districts/members are being adjudicated they undue influence of Kelowna needs to be lessened. The ""rural"" districts (Central Okanagan West/East) have little to no decision-making power over decisions that affect only their residents and this is wrong.
- I am also wary of the growth in staff and salaries over the past 5-8 years during a time when the responsibilities of many of the departments have shrunk - especially after the incorporation of the District of West Kelowna. In addition, where in some departments there was 1 (one) manager and several supervisors of distinct areas there are now ""Directors"" with several ""Managers"" and further ""Supervisors"" under them. A HUGE salary increase over the same period where one would have expected downsizing to occure."
- Although currently a seasonal resident, the impact of services apart from Hydro reliability does not impact us greatly.
- have not been in the area long enough to understand all services provided however we are dissatisfied with the fact that we have such a high quarterly water and garbage bill knowing that it was never this way before 2016
- Have had no issues in recent years. RD has worked well with our community over the past 3 years.
- We, the residents would like to get back the enjoyable use of our parks. At present I can not take my grand kids to the park because of the goose dung carpet on the grass. The beach is no better and when we swim we get swimmers itch. Either remove the geese permanently or reduce my taxes accordingly since we go into town to use parks and beaches.
- there was no moderately satisfied

- I've lived in the area only one year, so have had little time to assess
- I have yet to see a bylaw officer in my area. If a call is made for their service, the delay is many hours later or non existent.
- The water systems are totally out of control as far as costs are concerned. Going through our elected representative, requests were made to justify these costs. At present time none of the requests have been answered.

- The fire department was forced to participate in a services review by the RDCO board. The two elected representative voted against this review. According to the backgrounder, that suggests that no other municipality should have had a vote. Only the electoral areas paid for the review at a cost of fifty thousand dollars.
- Our most popular beach has been closed for the entire summer. With the money put into parks annually by our community that makes the closure unacceptable. Relying on provincal disaster assistance is wishful thinking. If received great, but do not count on it or delay repairs in hopes of getting it.
- The waste transfer system works very well. I would like to see it expand in area and recyclables accepted.
- Let's see: our beach has been closed all summer, they planted a power pole right in the middle of our beach, they have vehicles come almost daily and which we of course get charged the costs that include wages, our water situation is abominable, they changed the signs on our public buildings with their name and logo that includes at least one building made solely by our community, they have silenced our director's voice and he represents us! And this list can go on and on.
- Services are good
- Cost of water is too high
- Everything that matters to me seems to be running fine.
- We only receive 3 services in our neighbor hood
- I am not currently living in the area but will be in future
- Outside or a garbage bill every few months, as seasonal residents who are on private water system, we do not have much info or observation on the RDCO actions.
- One thing to commend, the Northe Westside Fire Depts lead by Shawn and Jason, have been a huge help in the past with emergencies and most recently, assisting with sand and bag inventory for the flood. Much appreciated!
- I live in a boundary area of Westside and have no services except the garbage dump
- We believe the services delivered are acceptable
- Our existing garbage service is great!
- Unfortunately our public boat launches are closed while other jurisdictions are open. Ambulance and police response times are slow, but those come from Vernon. Our volunteer firefighting department is wonderful.
- I receive what appears to be important
- My land is looked after in case of fire.
- A BASIC SERVICE IS ALL THAT IS NEEDED IN THIS AREA.
- Please read previous reasons.
- I believe I answered this with my previous response.
- I feel like we are ignored by the RDCO and I feel the representative we voted in has been continually ignored or pushed aside.

- Respect is earned. Unfortunately the RDCO has lost my trust. My representative is my voice. If he's ignored, I'm ignored. He has my trust as I gave with my vote. You haven't allowed him to voice or acknowledge our needs and wants. REMEMBER....the money we pay, pays your wages. I feel we are ridiculously top loaded with high paid administrators. "
- I am new to this and I do not know enough about the services and how they work at this time. The few times that I have used very few of the services they have been very good.
- We are permanent residents on the Fintry Delta. I think this question is answered in the next section.

- Costs of running services through RDCO vs locally are exponential...too much overhead. Attention to the wishes of the communities communicated to the Board in general who votes on local issues are ignored. The local Director who communicates the wishes of the community members are ignored. Services, Roads, Beach areas get no attention. It would be cheaper to build and maintain wells on every street rather than the costs we have incurred on maintaining one water system for each of the west side areas.
- No opinion
- new to area
- I see minimal value for my tax dollar contribution.
- greed, selfishness lack of respect and more
- Garbage pickup/dropoff is an issue.
- We have vacation property in Wilson's landing, north of the Trader's Cove Transfer Station. We have a problem with the garbage service.
- We pay full fee for garbage pickup, but:
    - There is no garbage pickup. It's a vacation property so even if there was garbage pickup we can't leave garbage cans out for weeks on end for the bears to get into.
    - The Trader's Cove Transfer Station hours are FAR too limited:
      Winter Hours Of Operation (After Labour Day To May Long Weekend)
      Wednesday - 6:30 am - 10:30 am
      Sunday - 9:00 am - 1:00 pm
      (Closed Christmas Day and New Years Day)
      Summer Hours Of Operation (May Long Weekend To September Long Weekend)
      Wednesday - 6:30 am - 11:30 am
      Sunday - 9:00 am - 5:00 pm

  This is not acceptable for someone paying full garbage and recycling fees. The station hours are so limited we are forced to take our garbage to other dumpsters throughout the City and dump there. Long weekends, when everyone leaves their property on Monday, don't work because the station is open on Sundays.
- I understand there is another station near Killiney Beach with different hours, but that is at least 30k north of us on a twisty-turny road in the exact opposite direction we travel to get home. That would add 60k to our drive on the Westside road.
- Something needs to be done here. Either reduce our garbage and recycling fees, or keep the transfer station open longer, or both. This is not good customer service.
- not aware of any services. I know that we have two part days a week that we can take garbage to be collected. That is about it.
- Although, I am pleased with many of the services provided to the Killiney residents, I am not satisfied that the following issues have not been addressed satisfactorily:
  -residents of Killiney are under-represented in terms of voting power at the Regional level

-our tax dollars are not fairly allocated to support the needs of the Northwest Taxpayers
-upkeep and improvement of Hodges Road
-overuse of boat launch and trailer parking
-poor condition of the beach road(should be paved to reduce dirt and dust)
-speed of delivery of services in the Killiney area
-Killiney beach dock is undersized for the amount of use it gets

- Our needs and concerns often seem to be ignored by the RDCO.
- We get very little for our tax dollars
- The garbage recycling works well including green waste. But our beach services are terrible. Our beach has been closed the whole summer. The only area that should be closed is the dock. The. Pat launch area is just fine. The beach area is fine as well, other communities have their boat launch pad.
- i have no complaints
- I don't know much about the services I receive. I don't know how many services there are that I never use. I don't know much about the services I do use.
- Killiney Beach Park neglect
- Water Aset Renewal charge policy
- Not economical use of human maintenance resource.
- RDCO costly presentations
- not fully understandable
- have never seen any results
- The fireboat house that is not usable due to flooding.A lot of thinking from RDCO was put into the construction of the boat house and their arrogance defending their decision which also includes a improper placed power pole
- Water rate is so high, quality of water is not good, too much chlorine. Garbage fee is so high and we are not even using the service weekly or even monthly; only three times a year. Tax rate always increasing every year, we only get water and garbage services which are very expensive.
- Same answer as last question
- Byelaw enforcement definitely needs to be improved. It seems the only way to have properties in violation of Bylaws be evaluated is to call and complain. I don't believe it is up to the citizens to police bylaws. It should be the responsibility of the RDCO
- We are not getting the bang for the buck!
- I have always had good delivery of services from all RDCO departments. If I ever did not fully understand some of their policies or bylaws my questions were clearly answered and any confusions I had were explained so I understood exactly what was going on.
- We don't get our money's worth from a board that hasn't any interest in our little area.
- because of the continuous skyrocketing increases of services
- First off, the staff and the methods they use to deliver the services are very good. Secondly, we are low population rural. We are supported by the other members of the RDCO so the Board makes wise decisions to ensure we receive quality services. Third, the cost for the services we get are set by the cost to deliver and maintain those services - which in large part were begun by seeking approval of those who use those services. Fourth, in large part those costs were determined by the Board so the whims of one or two Directors are mitigated by the rest of the Board who fairly determine those costs based on the fairness in the long term so the services are sustainable.

- I am generally satisfied with our services but somewhat dissatisfied with others but in general it evens out.
- Moving is always an option.
- The RDCO is totally interested in meeting the needs of Kelowna. The behavior of the RDCO
- is evident in numerous problems. Bylaws are passed but never enforced. Recent bylaws posted at the Killiney Beach stating dogs are not allowed is never enforced. Pit bulls, German
- Shephers and Labs inhabit the beach and the water intake area for the residence with no
- enforcement or consequence.
- In the latest episode a bylaw sign was posted with a flimsy tape barrier and a fine if one were
- to trespass across the sign unless a bonifide resident plus a no dogs allowed sign. Result
- total ignorance and a call to the absolutely no response. The no dog sign was torn down.
- Passing bylaws without enforcement is total direlection of administrative duty and attention.
- The Killiney Beach and launch area is extremely poorly patrolled by police and it seems tp
- be of little concern to the Regional District,"
- Because I actually don't know what is received or offered.
- i would like the delivery of services be done closer to home. all my shopping, banking, and services are done in vernon. the last time i was in kelowna was to purchase my passport which was about 4 years ago. now i can do it over the internet so a trip to kelowna will not be necessary.
- i have not read all the documents because you said the survey would take 5 minutes. One document, a budget was 102 pages long! Also I saw no reference to Hodges Road.
- Do not always feel our information in up to date or current
- We receive substantially less in services than what we pay for
- What are some of the services? For me it's garbage, beach maintenance, water, and electrical. The garbage service is excellent (although days during the summer could be increased) the road at the beach should be paved as it's very dusty for us, water is excellent and the electrical could improve as there are many outages.
- One other point I would like to make is that for all of Westside there really should be a bike/walking area that goes along westside road. When the repaving and road construction was done this should have be put in. The road as it is is very dangerous for bikers and walkers! Where else does one walk?????
- The local beach has never been properly managed and subsequently during the summer months members of the community as well as tourists are bombarded with dust and it is absolutely disgusting that we have the this beautiful lake and pay our share of taxes that are not spent on our beach road.
- Westshore Park should be as good as any other park managed by Parks RDCO.
- Water rates are higher than any other community.
- rdco does little or nothing for our comunity
- The cost is too high, and we have very little say in how those services are delivered. Our regional director is continuously out-voted or bypassed netirely.
- I appreciate having my services distributed from an experienced municipality.
- Not happy with water costs and limitations put on watering especially when Okanagan Lake was flooding.
- Due to the absents of any complaints.

- There is not enough communication from RDCO to homeowner so that we can better understand what RDCO does and why.
- We have no real input or control over our services. Decisions are made that do not reflex our
- will or our best interests. They based on the needs of other communities and are often to our community's detriment.
- because they can do much better
- I pay high taxes for minimal services
- We, as seasonal residents, do not receive any information about the activities of the RDCO
- Because I'm satisfied with the way things are now. I do not want, nor do I feel it feasible, for this community to separate from the RDCO.
- Because! Next question.
- I don't even know what the services are that we receive out here and I am unaware of any membership that we may have with the RDCO
- Water issues.
- High water/garbage costs
- im not really sure what all the rcdo does
- Water is way too expensive
- I would be happier with better garbage disposal, pick up for instance.
- "I am satisfied with some of the services, but not others.
- Snow clearing is merely adequate. It was much better before JPW took over.
- I am not aware of any dog control being done in our area. One neighbour has 5 dogs.
- I'm satisfied with the Transfer Station services and I'm satisfied with the Fire Department.
- Transfer stations should have a longer hours of operation.
- They seem to post a lot of signs and pass bylaws but are never around to enforce their laws. ie:
- Killeny beach signs forbidding dogs have been there since I arrived in 2002 yet it is completely ignored as is the new sign restricting access to the boat launch and swimming. Last week, I happened to drive past there and saw about 20 people and cars swimming around the boat launch.
- At Westshore, there are some residents with more than 3 dogs but we never see anyone checking this out.
- Other than the annoying power outages & the hassle of trying to get various trades people to come out here to do work I think the services we receive are adequate.
- Pay too much for poor service
- I feel we are overpaying for our services
- Because for example the cost of the water upgrade was decided for us in secret with no public consultation. If this is the way the RDCO does business we would be better off as a separate municipality at least then we would have some transparency in the workings of our elected officials.
- Because I'm actually not even aware what services I do receive through the RDCO
- The costs we pay do not equate to the services we receive. For example an average water bill with minimal usage is around $1,200 per year. Total running costs for the systems along Westside road should come in at a very efficient cost due to the number of connections and the locality of several systems allowing (presumably) good use of operators time & mileage. A single private system in our area with 500 connections costs less than $1,200 per year and

that INCLUDES the sewer system costs. That is run by a professional Utility company with asset renewal funds etc.

- We're not paying exorbitant taxes, and the RD has been dealing with many cuts to their operations. Sometimes people have to see what the challenges really are, commit to working together constructively in the best interests of community. The community along the Westside is more than Killinry Beach or West Shores, and some people need to learn that. What is best for one area is not necessarily good for another area.
- I believe our tax dollars should go into our own community.
- We get little or no response to our requests for services or upgrades to existing services.
- I have never had a problem dealing with any department of RDCO. They have always helped me with any issues.
- VERY SIMPLY - THERE IS NO SERVICE !!
- I am not aware of or rely on any services other than the volunteer fire dept. which I assume is included.
- I will purchase a membership to support the community; however, I do not use most of the services. I was surprised that there are 39 services offered. I am unfamiliar with many of these services.
- There is no accountability here. The First Nations Health Authority posted signs all over the place on the Okanagan Indian Band Reserve warning people living along the shore of Okanagan Lake not to drink, use or come into contact with the water because flooding had compromised sewage disposal systems (septic tanks). West Shore Estates' water intake is on the Indian Reserve! I wrote to the RDCO and was told that our water was fine! I asked if Interior Health had the water tested for fecal coliforms, E-coli, Giardiasis and Cryptosporidium. I got nothing back from the RDCO!!!! We were drinking bottled water and still are drinking bottled water.
- We might as well be at the end of the earth, we are so far from the RDCO in Kelowna. Vernon is 20 minutes by road. Kelowna is one hour by road. We are dismissed routinely!"
- RDCO has shown time and time again they have nothing to offer this community.
- I have called RDCO on several occasions to enforce bylaws or programs. Their responses were outside of acceptable for timeframe, and on none of the three occasions did they enforce their bylaw or program.
- The RDCO does not play by the rules (many of their own in fact). They make decisions about land use and implement without talking to taxpayers (Fintry Access #3 is an example) and then they manipulate the agreements with other Provincial offices (Transportation is an example) to avoid dealing with issues that are theirs to deal with. They do not provide services such as bylaw enforcement because they are "too busy," "we only have one bylaw officer and they are in Lake Country" and "Call the Police." The police, as it turns out, take exception to this and consequently most people have given up trying to ensure that smoking, drinking, drug use, and improper or destructive use of local parks is dealt with. This includes illegal dumping, tossing cigarettes into dry forested areas etc., trespass etc. They have refused to put up signage for local parks identifying "no dog," issues even for areas that are clearly designated as "no dog". Because much of the North Westside is recreational we have issues with visitors and no support. The police are not interested in dealing with by law issues and so we have no support. Dumping has been passed off to provincial parks or transportation. The RDCO board is often contemptuous of our regional director in public and arrogant with taxpayers. It is clear that the bureaucratic structure is toxic. The latest case in point is the flood where Fintry Access 3 (a RDCO local access) was being destroyed

and putting adjacent properties at risk and the RDCO refused to do anything passing us off to the Department of Transportation (this is the access they were about to build a park in the year before last without following local government Act rules. We are delayed by YEARS in getting things done and installed here and the RDCO will not listen to locals who live here and know the issues intimately. It is truly an unpleasant and humiliating experience dealing with the RDCO. In addition, the Building Inspectors let BC Building Code violations pass without comment. I have a house with a variety of code issues that will cost me a fortune to deal with and have put my house at risk. The RDCO is the least responsive of any government because we have no elected representation to deal with common complaints -- the "operational issue" argument for not providing service or information.

- I'm paying through the nose for water. And I have no very little water pressure in my house? I have brought this question up to the RE CO and nothing has been resolved. I have such low water pressure that my sprinkler system has in adequate water pressure to run. On my surrounding neighbours seem to be fine. But I'm told I'm on a different line for most and that I'm at the end of the line. This isn't right why should I have to pay for water with no pressure when everyone else has great water pressure?
- I pay for garbage disposal I have never even use because it's not available when needed. I have been using the trash at work for 18 months.
- Our water is very high all year, the garbage dump is not open during hours that we can make it 80% of the time and yet we have to pay monthly. I would like to see a garbage pickup service or longer hours at the service station. The road in the winter is better on the Kelowna side than it is on the Vernon side so 15 minutes of our drive is spent on dangerous conditions. We have no dog park or dog beach in Killiney. If I need something from the RDCO I have to go to Kelowna for it (I ordered the composter this year).
- very difficult to get information or help out here, regardless of the service.
- for instance, can't get the walkway to the beach cleared because it's not RDCO, it's not transport or roads, it's not Parks ... nobody is sure who should take care of it, but they're sure they can't help. the path has been impassable for 3 years now.
- not enough bylaw enforcement - yesterday i was told there's only 1 bylaw enforcement officer from Oyama to Peachland so to keep that in mind. i've been attacked several times by unregistered dogs and it took several years, several attacks on several people and other pets ... frustrating, seems wrong.
- crime, drunk driving and lack of policing is problem. sometimes gets reported to Kelowna, sometimes to Vernon, sometimes to Armstrong ... basically, seems like nobody to help and next to no police presence. they often tell us to call bylaw!
- no communication budget for the regional director to provide communications to neighbourhoods, or so we are told - there should be a budget for elected official to communicate with constituents; other levels of govt have this, seems odd that no budget is provided for this
- basic services like water seem problematic out here and really expensive
- can't get basic services like mosquito control, beaches are kept up, garbages often overflowing ...

6B. Please tell us which services you are dissatisfied with and why.

- Park: closed, power pole
  Water: costs too much

Bylaws: unenforced "

- Parks: Killiney Beach closed and power pole on the beach should not be there.
  Bylaw: call for help, no one comes
  Water: costs too much
  In general: they spend our money with no consent or consideration for residents."
- Re: RCMP victim services. This spring, our (and several others) properties were broken into. Not knowing if Vernon, Armstrong, or Falkland RCMP were involved. No-one bothered to return or acknowledge my telephone calls or emails (even after the Falkland constable was identified!)"
  Water (see previous)
  Parks: Killiney beach local park needs disaster funding before it can be opened. Why? Our local community parks are not valued by the RDCO. Parkland is given away to local services. Regional parks would never be treated this way. Planning: I was told EA development permit variances are not really a staff (RDCO) concern and is approved by dept. of transport. This is a small thing in comparison to planning for the Westside area as a whole, but is indicator of the fact that EA concerns are not important to RDCO and is reflected in overall area planning or lack thereof. Customer service by senior management in unacceptable. "
- Typical example: our water upgrades. No one I know wanted to pay through the roof for water. Mr. Edson carried 3 votes and threw them towards a yes vote even though he knew we did not want him to. Now look at where we are today. Rates are ridiculous, we have gone from 90 cubic meters free to zero. It will be interesting to see how much more we are going to get screwed in the future.
- I could go on for hours but I won't. Let's start with the water upgrade. OMG what a disaster, unrealistic rates we couldn't afford the upgrades but that didn't matter we are doing it anyway. No one wanted the upgrades at this time, but the illustrious Tim Edsom voted yes and he wonders why no one likes him.
- Our water upgrades that we pay through the roof for. Mr. Edson had 3 votes on that proposal and the puppet he was to the RDCO he threw all three to a yes vote even though he knew area residents were against it. From 90 cubic meters free to zero. That's why he doesn't represent us any more.
- Water upgrades ...?.. told myself and my neighbour didn't care what the people wanted. He's doing what he wants and he carried 3 votes water rates went up cracy to pay for lines. I asked him will they go down after he told me no one can long-range forecast that's a lie that's how cities are built, very dumb response school buses we pay and most of us don't want to send our kids to Kelowna the road is not safe and no services are cut back. Kids are walking on the highway.
- As before more money should be staying here
- My understanding of the tax base is that we do not get our fair share of services for what we pay.
- There seems to be a lot of administrative overhead applied to what we really need for this area.
- The beach is closed - we are the only one! When my neighbours are burning when they should not be, nobody comes. I pay for water I don't use.
- As per ..?..the previous question: With regard to our water - why was there never a contingency fund in place prior to our exorbitant rates were put in place. Looking at today and never tomorrow?

- To be blunt, we are being hosed. Not many accolades to RDCO.
- ???
- Dog control is poor. Noise bylaw enforcement is poor. Enforcement of unsightly/untidy premises bylaw is non-existent.
- water costs too much. Parks - Killiney beach is closed - all summer - all other beaches in Kelowna are open. Stupid power pole on beach.
- We are supposed to send our kids to Kelowna for school. This is a 50 minute drive at least, the road is very poor. We have to pay additional cost for that busing. It makes no sense. Why do our taxes go that way, everything I do, I do in Vernon it's only 20 minutes away on a much safer road. This needs to be addressed and it hasn't yet.
- The care nobody gives out here (as in government funding, fixing what is broken without people having to beg first. Why do we mean nothing to you all? So why not let us be independent?!
- RDCO does not care about the people in Westshores at all. The board is controlled by directors from larger metro areas and we get the impression we are a waste of their time.
- Several neighbours complained about a home owners untidy premises. He had at times seven cars that he would purchase from ICBC write offs and repair them from his home with no business licence. RDCO was called out and the owner was told all was okay with what he was doing. Three services were not provided; no business license, enforcement of noise bylaws, and enforcement of unsightly/untidy premises bylaw.
- Everything we try to do to better our community the RDCO seems to cancel or make it so unaffordable we can't seem to improve our community without a fight.
- I feel our tax dollars are being spent in Kelowna, not north westside.
- cost of water, not enough meetings to know what's going on.
- Without computer we don't get any information, there must be some other way to let us know
- Water system. Snow removal.
- Bylaw enforcement: reports made are ignored. Several properties look like junk yards bringing property values down. Complaints are ignored.
- Beach not maintained. Hodges Rd poor condition. Poor street lighting
- 1. Water service: The communities of Westshore Estates and Killiney Beach had no input into the water upgrade for these subdivisions. While our water systems were in need of upgrades, a inspection showed some upgrades necessary and some were suggested. We got the whole package and a hefty cost increase for the residents, as well as the implementation of a contingency fund.
  2. Bylaw enforcement is almost non existent.
  3. The residents asked for a Fire Chief to man the firehall and we got one. The RDCO pulled off some crap and we lost our Fire Chief of almost 20 years. The RDCO appointed an interim Chief and we no longer have the hall manned. There is no place for a person in need of help to go.
  4. Parks. After the floods, the Killiney Beach Park is the only one still closed. The reason given by RDCO, ""an application has been made for Provincial aid"". Only for this park? I doubt it.
  5. Community Hall: cost of writing a cheque is ridiculously high. Our rural taxes collected by the Province collect the funds and RDCO writes the cheque only.
- Parks!! See last question.

- Planning for letting the power pole on the first beach in Killiney be located in the middle of a public beach. Not to mention it is an extreme hazard!"
- Water rates are exorbitant. Water is cheaper in the lower mainland than here.
- No library monies spent in our area."
- I am dissatisfied with safety issues at Fintry provincial park mainly.
- I am also not satisfied with accessibility at Fintry provincial park and in the community beach. "
- RDCO administration
- Water: expensive upgrades
  Bylaw: invisible and lack of enforcement
  Fair and equitable representation? Non-existent
  Community beautification? Non-existent
  Debt: overwhelming
- I'm not sure here, because we don't get them so I can't judge.
- We, as a community, do not get our tax dollars reinvested into our community. We need more control over our tax dollars. We need more transparency in RDCO. RDCO does not tell us what they do with our tax dollars.
- Dog control: dogs barking, at large, chasing wildlife, leaving dog waste, ruining my enjoyment of my property and RCMP will do nothing because of RDCO doing nothing for years at least since 2009 when I started to complain. And I get banned for complaining and not giving up because the barking is so disturbing as dogs can bark for hours at valley of the sun. please see www.okanaganlakebc.ca/community/personal/westside-road/at_large_dogs_along_westside_road.
- Snow removal - does not exist. Water services - poor quality water. Police service - does not exist.
- All of them, particularly garbage/waste pick -up. It's about $160/yr, and we receive zero service. We take all garbage home with us to our residence in Kelowna. There is no garbage/waste pick-up at our cabin in any event. What are we paying for? Anybody who wants to drop off garbage at the transfer station should pay for it as they go.
- Water Services - We are extremely unhappy with the water services - year after year we have had to endure massive price increases for our water charges and with the past record this will probably continue into the future. Our water services have not improved at all. The justification given on our bills for the price increases is meaningless. It seems that RDCO is not accountable to anyone and so it seems they can charge what they like. We are treated with utter contempt - when we have complained we have received pointless replies. We would like to see RDCO to made accountable to an independent body so that they cannot carry on in this manner.
- Particularly power and water supplies and noted previously.
- lack of support from RD during flooding. no one would take ownership, very poorly managed!
- Our water upgrades are a joke. We pay through the roof for water services. Our water stinks of chlorine, we have chlorine spots on clothing and bedding but we do not use bleach as we have a septic system.
- We buy water but pay like it is oil coming from the lake. The ? system is a complete joke. The lake was over flowing, couldn't drink the water for months. But hey we still paid top dollar for the water. If we can't drink it or use it to brush our teeth we shouldnt' have to pay for it. "

- Everything. Parks - it takes over 10 years to get a water fountain installed that is stored in RDCO storage.
- Bylaw - no bylaw enforcement , response - call the police. No assistance during flood until shamed
- Fire service - attitude that rich people can hire help to sandbag (this was relayed to me as said by the fire chief), Lakeshore homeowners are treated as if it is our civic duty to allow trespass, abuse, etc.
- Representation: standard answer to ""concerns or questions"" is that ""it's operational"". You have no say basically.
- water utility - rates are too high
  dog control - does not seem to be any
  road maintenance -- takes too long to fill pot holes and very slow snowplowing after major snowfall - sometimes takes up to 3 days.
  police patrols -- never see any."
- water utility -- rates are extremely high
- dog control -- haven't seen any in this area
  enforcement of noise bylaws -- does not seem to be any
  snowplowing -- sometimes takes up to 3 days to get plowed out."
- See previous box
- Water service as previously stated all year large costs even though we only use 6 months of the year. Care of public beach since floods has been on the weak side if at all. Roads in the community need work.
- Redundant.
- Again, although our local representative does his best, the lack of services seems to reflect decisions made beyond his scope. As examples:
  Power Pole placement on Killiney Beach (the beach itself) - the power pole is located IN the water at the first beach/inlet...despite community protest and professional recommendations, this excessively expensive install went ahead as RDCO veto'd any other location of such.
  Following a Water Rate survey a few years ago (approx 5 years ago), the option elected was to charge for initial set volume usage, followed by increased cost for increased usage...the system has now reverted (this is the second year now) to charging for ALL water use, period - regardless of use - what was the point of electing a water rate system??? A waste of money and time, and a way to just initiate a charge system - the connotation sits poorly.
  Dog Control - pets, and now livestock in some cases, run free within the community. There is NO dog control - nor has there ever been, unless by individual complaint - and the response is slow and ineffective. As for the Killiney Beach, a PUBLIC beach, there are posted signs about no dogs allowed - there has been NO dog patrol and dogs are brought to the beaches and dock at all times of the day, any given day. Dog feces is everywhere - the beach smells. This has gone on for years, getting worse EVERY year. Also there is NO liquor control at this beach - open liquor is everywhere and litter is despicable...broken glass and bottle caps are a hygienic risk to bare feet on beaches.
  Unsightly/Untidy Premises - NO ONE has EVER maintained this bylaw, no one has ever checked the community. Unsure if individual complaints have ever been launched but it is abundantly clear that NO bylaw enforcement exists. Vehicles and debris have literally rotted and rusted for years unchecked - this is widespread throughout the development.

Power - intermittent at best. Power outages are more frequent and longer than ever before. Power lines going down due to accident/lightning are usually attended to reasonably but the other outages are a mystery.
Water Supply - almost hand in hand with Power supply. If power is out long enough, water then cannot be supplied as pumps are idle. Unacceptable for health and safety reasons...FIRE, as one example, not that a garden hose would help in that situation.
Killiney Beach Flooding Remediation - why was Killiney Beach the ONLY beach to be omitted in any remediation funding following the 2017 flooding?? Every other beach/park received enough remediation to at least function in some capacity. The beach was tended to and monitored better as a private beach - when the beach became public, we clearly dropped off the radar in so very many ways. PS: people have been using this closed beach all this year, even though signs have been posted, and fines warned - obviously NO monitoring again.
Transfer Station - the services provided are excellent - terrific personnel who do what they can, however it is tragically undersized and challenging to access at times due to the sheer volume of people trying to maneuver through. A hazard to the people who work there, as well as other users.

- Water rates are simply outrageous.
- Also disappointing in the water system at FIntry. When the water is contaminated as during the flood, there was no attempt to contact homeowners directly by mail, email etc. All that was posted was an 8x12 piece of paper (unreadable by driving by), on a plywood stand. If the wind came up the stand fell over. I believe better regulation of water should be a priority for health
- concerns. It was too bad the system was not taken over from the private operator, but that doesn't mean we shouldn't be allowed the same inspections and quality of water."
- See previous answer.....
- Also, winter road clearing in our area is abysmal. We have had to wait in excess of a week to get our roads cleared after a major snow fall.
- Garbage pricing- too high
- Fire protection costs - too high
- Schools and bussing
- Nothing gets done out here our tax money is used elsewhere,we are tired of being ignored
- As I said, I could go on and on...I think there is a lot of money wasted in transportation. I have watched for years as we get a caravan of RDCO vehicles day after day with one person/truck, and they are following each other - Ever heard of carpooling?
- Water pricing especially as cost is doubled and excuse given is that it should have been higher beforehand which is very poor planning in my opinion
- The water services are targeted in reporting - income, expenses = transparent
- The other 31 services are not transparent - need to know for every $1 of property tax, how much is put back into this community per each of the 31 services and how much subsidizes other communities as well as RDCO overhead - only then can all parties negotiate an organized and transparent ""Value for realty tax $$"" assessment and program;
- For example, my tax $$ subsidize ""Dog"" issues in Kelowna, but my local community beach is closed due to lack of funds, in a heat wave.

- There also has to be a mechanism for mandatory services for Killiney/Westside in the budget so the community is not subject to slanted representation due to having only one vote"
- hydro BC - power outages seem to be more numerous than acceptable.
- Park maintenance. Specifically, goose control. Because every year the problem (goose crap) gets worse.
- I have water system issues. I do not believe that the financial issues have been clearly put forward. I have an issue with shared vehicles used for inspecting the regional six water systems. The three largest systems are in the North Westside area. Any vehicle paid for by the user must stay in the user area.
- There is a private water system in our area at La Casa Family Resort. It services over 300 houses and includes a sewer system. They are paying less the residents on the Killiney Beach water delivery only system.
- The administration overhead fee taken by RDCO on the 2.7 million dollar cost fee over $450,000.00. I consider that extremely excessive.
- Water cost. We need to know if these incredibly high costs are justified, especially since maybe all other Okanagan communities pay substantially less then us.
- Park cost. Killiney Beach has been in a deplorable state for years. And now they have actually closed the beach and threaten us with a $500 fine if we dare use it.
- Alllwing us to be active in our own community. We had planned to build the boat house by volunteers, and we had local businesses that would have provided us with the supplies for free. Regional District forbid us to go ahead. Instead, they took over the project, and the price was outrageously more expensive.
- We have no road maintenance.
- Our area used to be vernon address and now is kelowna so our children need to be on a waitlist to go to vernon school of choice.
- Water, roads, docks, cost of services
- Water costs or service costs
- Our community has no garbage or recycling pick up, but are forced to pay for it on our property taxes, as well as pay a direct bill twice per year to use the transfer station, where we must sort our own recycling.
- Our community does not use the Killiney Beach Community Hall, but are forced to pay for it on our property taxes. There are many unsightly / untidy premises in our community. We notice the Regional District vehicles here very frequently, but nothing is done about it. Since the flooding in early May of this year, our community parks, which include two beach access parks, and a boat launch, have not been repaired or maintained, except by volunteers from the community. When we experienced a house fire in 2008, and called 911, we were told by the operator that they didn't know where our community was, and that we should call the Kelowna Fire Department. There is no enforcement of noise bylaws, and when we have complained were told that we should use the ""good neighbour policy"" Illegal dumping happens throughout the summer by visitors leaving the Provincial campground, who deposit their bags of garbage at our mailboxes. As well, garbage and other items are often dumped at the boat launch. Often days go by before it gets cleaned up."
- No Timely action on Beach roads and dock repairs this year. Right a ways that are not maintained or illegal setbacks enforced and resolved on beach walkways. Problems with deer control in our areas that nobody takes responsibility for. Main beach access

roads that need to be rebuilt and get no attention but are used by residents as well as general public. Water systems that are costing us so much to maintain and operate that users are looking to install their own wells which would be a cheaper option if the province or Feds would provide some kind of initial funding program like the Yukon does. The General Board members don't hear or agree or respond to our 1 Directors requests even though he represents the wishes of the area.

- I am satisfied with fire protection, policing and development control, otherwise I see no other services.
- Garbage pickup/dropoff, as described.
- I am dissatisfied with the amount of money we pay and the value we get back in our community. I pay more every year but see very little improvement.
- I am dissatisfied that some of the costs for our community residents for some of the projects in our community could have been less if additional funding, that was available, could have been obtained through provincial/federal grants.
- I am very dissatisfied with the state of our beach and boat launch area. Its still a mess.
- I am dissatisfied with some of the work done by companies contracted to do some of the work in our community. That water meter project was painful.
- I am dissatisfied with snow removal/road clearing and sanding in our community in the winter. "
- The only services I can use are
- Killiney Hall and Library
- Westshore Park
- Killiney Beach boat launch which has been closed this year.
- North Westside Fire dept.
- North Westside Transfer site
- I am satisfied with these services,but there is always room for improvement.
- School busing has become ridiculous, why do children have to go to West Kelowna?
- Road repair is pretty skimpy
- Hydro can be off for days
- Snow removal and sanding is slow
- our board members treatment at RDCO meetings
- Water and garbage very expensive.
- Water, road maintence , attitude towards our fire dept.
- We were lied to regarding what was going to happen with our water system, and when they continued the increases eg . Contingency fund for the future and rates they never listened to the majority of the residence. Road maintence, vey little with the exception of snow removal, which has become less over the last 14 years. Fire dept just go back to our fire chief and what happened there
- All
- water rates are out of control, we are pro rated for usage, instead of being charged
- individually by ONLY the amount of water we use !!!!!!!!!!!!
- The costs of overhead and administration are inflated by CORD
- Water. The costs are absolutely ridiculous.
- The cost of water is much higher than I feel it should be.
- If there was more communication perhaps I would understand why that bill is so high.
- The water system, fire department, and schools.

- The transfer station is open limited hours, I, have been told I, can not leave cardboard for recycling. The fee for recycling, garbage, etc increased dramatically a few years ago with no explanation and no increase in services.
- Water is another issue, we were told we would be amalgamated and that hasn't happened all the time things will be increasing in dollars but we have no say. Why were we promised?
- Keeping the public beaches and boat launch area in Fintry community clean, safe, and well cut grass areas.
- waste transfer station is not being run effectively.
- Water. As seasonal landowners we are paying for way more than what we use.
- Because we're seasonal we still pay huge water bills without using a drop
- Waste transfer station should be open more often and for longer hours.
- Water bills are too high for the quality of the water we get. "
- Water, public parks and beaches, garbage collection or waste disposal depot, road surfacing Westside road and Westshore estates
- By law enforcement
- Already covered water costs.
- I have no idea what is spent on individual areas of services & management such as parks etc & how they relate to our area. A blanket percentage added to any cheque written for administration costs is unfair, especially when some such items are designed & soured by our local community association.
- Water service. Very costly.
- Park services. Very slow and not receptive to local ideas.
- ZERO SERVICES = ZERO SATISFACTION - PERIOD
- Cost of water we pay more here than on the coast (fact) garbage service and most upset about recycling service and the lack of
- Water and water rates. Our water smells like a dead fish is in the pipes and we are paying 300% more now than we were 6 years ago. The RDCO bureaucracy and Board are dismissive, arrogant and do not care one bit whether we have concerns. Our elected Director on the Board is ignored and out voted on almost everything. Effectively we are paying taxes and utilities to the RDCO without representation.
- The services they supply towards upgrades to killiney beach park net zero . Upgrades to roads in the community net zero. The waste transfer station should have more recycling options we pay for it. Metal should always be taken .
- They are unaccountable to the taxpayer for their lack of service; Dis-proportionately underfund local programs and needs, irresponsible with management or application for government funding and grants; hold open houses for information gathering but implement their own plan; ignore input on local issues.
- My water pressure is very low everyone else around me has high water pressure. I've got nothing but the runaround from the RDCO about my water pressure!
- Water, Garbage, Parks
- see my last answer please, was very specific

7. What do you think of RDCO administered services?

- Not qualified to answer!
- I don't know or understand how much they cost
- we feel that there is a "top heavy" administration

- haven't read the budget
- haven't tried to compare to other areas
- no opinion
- They are high enough and this survey better not make them go up!
- don't know because there is no accounting
- I don't know what we pay for, separately, its not ...?...
- I'm hesitant to say "Higher than they should be", but they are perhaps a little high.
- i need to review as I thought all services were automatic
- Good Lord. I can't even get a "no dog" sign for a no dog access even though you've got $11,000 in the reserve. We don't get what we pay for.
- Acceptable
- Higher than they should be for what "services" we get.
- Not aware of costs.
- I am not familiar enough with this issue to offer a valid opinion.
- not enough info to answer; only lived in area one year
- I think they will vary greatly from year to year due to the vulnerable location & natural/man-made disasters which can occur.
- why do I pay taxes and garbage fees?
- new to area-don't know costs etc.
- Why are the services administered. contract privately.
- I do not feel qualified to answer
- I suppose it seems as fair as it could be. But costs seem high to me.
- I have no idea. I have asked during an open house, and was not able to get an answer from any of the officials I talk to you. They were either unprepared or uncommunicative
- Don't know enough to comment
- Not sure what the cost is

8. What issues or concerns do you have with how RDCO administered services are paid for? Other:

- Not qualified to answer!
- Over spending
- Over spending
- no opinion
- Don't know costs/services
- none
- Water asset fee - why so high? will this go away after the upgrade?
- my taxes seem to be reasonable
- Our community pays for services it does not want
- We pay very high taxes so I would hope this money stays in our area!
- i would like to see water charged by usage. I am not sure I can pull out of garbage/recycling
- No issues or concerns
- We pay for Kelowna. Should answer a FOIPPA. See 5 services for NWside communities depending on where you live, you only get 1 or 2.

- All of the above...transparency is not there. The feeling is that we do not receive fair services for monies paid...and voting representation at the Board level is skewed...higher populated areas veto any chance we have.
- Don't know
- No concerns. Need to educate myself better.
- not enough info to answer; only lived in area one year
- no issues or concerns
- no opinion
- see above
- Not aware of the purported services never mind costs of government to administer.
- how ARE they calculated?
- The lack of transparency
- None of the above
- None
- Don't know enough to comment
- I am under the impression that we pay more than we receive. Feel frustrated that the community for lack of better words.. brings volunteers together to place things within our community that are eye sores. I believe RDCO should provide the service for the essentials to a thriving community. (ex. up to date structures (firehall, play parks etc..)
- no issues
- it's the lack of service that's the problem, more than how they're paid for

8A. Why did you select the answer you did?

- Westshores water - we know RDCO inherited the water system here that was built by the developer. In other words - very little capital cost for this system. We know what we were paying before the RDCO took it over. The cost to us has skyrocketed since then. We can't help but wonder about how much of that money goes to direct costs for water and how much goes to high wages, benefits, new RDCO vehicles, letters, brochures, and questionnaires like this one. We all would like to know just how much RDCO is taking from the water revenue pie to provide us with water? This is a big reason for us to pursue self governance.
- Administrative overhead costs are too high.
- It seems inefficient for the number of RDCO employees that come to Fintry and beyond and the work that actually gets done in our area. I'm thankful that our community is NOT part of the water service of RDCO. We have good water service by one man passing by our house once or twice a week.
- we wanted the pole moved from beach area in Killiney beach. It hasn't been moved, but over $10,000 has been spent on this problem.
- Power pole at Killiney beach has cost over $10,000 when it could have been moved for $2,000
- Water price too high
- 1. Why should seasonal property users pay for services such as garbage disposal year round? 2. Why do I have to drive 15 km out of my way (south) when I typically use the road system to the north? "

- Our community does not receive our money worth in service for what we pay. It would seem that running the RDCO offices costs too much. They will tell you that it's the same everywhere so it's ok. Well it's time that changed.
- See previous plus specific examples below:
- Water assets taxes were used for over budget operational costs! RDCO promised us this would not ever happen. We have never received an accounting regarding over-budget operations costs.
- Killiney Beach park: A section of the beach was given to fire services. This paid for by fire service? It is irreplaceable land.
- Water dept has future plans to develop the KB water filtration plant on KB waterfront parkland. These plans are apparently internal at this time but why hasn't this been raised as a significant local issue? Filtration plant options include non-waterfront property the water district currently has. No way they have to use more than half of our only public local water access.
- We pay for all the services and receive very little.
- We pay for all services and get very little
- We pay for a lot of services we don't receive or receive very little of.
- These answers are slanted and not fair.
- RDCO services are priced accordingly. Fees for services ratio are in line with other communities."
- I have no comparison to other district costs to have an opinion
- We pay for services that don't apply to rural living.
- As before
- Drive time to our community - many RDCO vehicles
- Percentage of tax going to library is very high for what we have
- I don't believe the RDCO has any credibility
- I like the current system
- We have not received any facts to back up the costs of admin for many years.
- It's ok
- They announced they have been spending asset renewal funds for operations.
- They charge us to spend our money on things we don't want. We have no bylaw services.
- I see many RDCO vehicles in our area - all having specific jobs but many are just driving about. What about the Westside flood closures - where are the employees assembled? driving road closures.
- It is a fact!
- Water at Killiney Beach costs too much.
- RDCO does an abysmal job in explaining costs and services. The director does a poor job since he can't get information to pass on.
- the cost is too high - administrative overhead and high salaries at the rdco are taking all of our tax dollars.
- Having a summer "getaway"; living in Alberta 50%, why should I pay more taxes and most of all more water, etc, bills. There is a regulated amount and that only makes sense if you USE the residence for more than 2 months a year.
- Even though our water system is user pay and money for future capital expenditures is supposed to be banked through our forced "user fee", there is absolutely no financial accountability. Our director has repeatedly requested financial statements and gets nothing but trouble maker status.

- We pay our taxes and yet our beach remains closed still to this day (aug 29, 2017). Summer is one of our highlights of the year and we were not able to use our local beach due to cost to repair?? All other communities beachside have been repaired. Except for ours due to cost??
- I have a Vernon address, do most of my business in Vernon, I would go to hospital in Vernon, our kids go to school in Vernon. AND MY TAX DOLLARS GO TO KELOWNA!
- Community had to raise the money for Westshore park, when Kelowna's were funded
- We are not informed of the cost structure or why it is necessary or what options are.
- Our community pays for services that it doesn't receive or benefit from. I feel my neighbourhood does not benefit from some of the services we pay for, like policing and bylaw enforcement. Noise (from the dogs, people, vehicles, music, equipment), bylaws in my neighbourhood go unchecked, even when RDCO has been called. Persons riding unlicensed, unregistered, ATVs, motor bikes, on public paved roads and on laneways in a dangerous and unsafe manner.
- Got my first bill
- Being a small community we appear to have limited or no power . Not all services we pay for are really needed out here and some others should be enforced harder. We also need our local representatives to be more proactive on all issues and maybe more vocal on the bylaws such as those related to number of vehicles , trailers , state of yards , etc . Maybe the Regional Employees need to drive by and look on a regular basis and not just wait for complaints .
- On Fixed income so costs of water and garbage have to be kept in check
- Bylaws aren't enforced, Dog control?
- I just don't see our area getting a fair share
- Community Hall: cheque writing cost as previously mentioned above.
- Fire Department: costs again are too high for the service supplied.
- We pay taxes and do not get our tax dollars back in our community.
- When voting on the water projects we were told a cost of hooking up to the water, that amount has gone up significantly and we are not receiving more for our dollars.
- I do want to be separate from the regional district as I am wise enough to know that it comes with a huge bill for the taxpayer. The whole idea that Mr. Carson proposes is not well thought out and does not represent my thinking on the matter. Yes, you should not throw our money around and there should be controls on one representative calling the shots for the Westside.
- If you look at the costs incurred when West Kelowna went on their own, it surely did not save the taxpayer money and that is with a large population. I do not really want to reinvent the wheel on the Westside because of some people who do not have an idea how things work."
- I feel the majority of tax money is wasted in Canada and there should be a review of how the money is spent and lean down all employees who work for government. Currently in Canada 1/3 of the work force works for some sort of government (municipal, provincial and federal) that's too many people for the small Canadian private sector to support.
- Because I live here and know!
- We pay for services that are not provided. The services we really require is garbage pick and we have to drive all the way to ? to dispose of it ourselves.
- co-mingling of taxes collected and disproportionate funding of programs
- Because that's how I see it!

- We pay for RDCO to waste our money. They (RDCO) are too high priced for the value we get back.
- Parks money is put into parks out of our area, when our local parks need upgrading.
- Because we pay for dog control but I see no control of dogs whatsoever. RDCO won't come and catch a barking dog themselves so require more than one property owner to complain and nobody likes me for complaining, so nobody will complain but me. I have listened to hours of barking. RDCO even caught a dog barking once because they happened to be in the area and still the dog owner was not fined. There are dogs chasing and barking at wildlife most nights but there is no enforcement at anytime and not one ticket for barking has ever been written at my subdivision since 2009.
- Because I believe they are true. too many wasted high salaries and not enough give back in terms of services.
- I don't have serious issues or concerns with how RDCO administered services are paid for. I think costs may be a little high, but I cannot say "They are too high". I don't believe that our community is paying more than its share, nor do I believe that our community pays for services it doesn't receive or benefit from. If this was true, the representatives of our community should withdraw from participation in those services.
- see above
- i have made some assumptions and need to see what i need to pay
- We are extremely unhappy with the water services - year after year we have had to endure massive price increases for our water charges and with the past record this will probably continue into the future. Our water services have not improved at all. The justification given on our bills for the price increases is meaningless. It seems that RDCO is not accountable to anyone and so it seems they can charge what they like. We are treated with utter contempt - when we have complained we have received pointless replies. We would like to see RDCO to made accountable to an independent body so that they cannot carry on in this manner.
- I don't believe that costs are calculated equitably. While most of the North Westside is rural, most of the RDCO is urban. This means that money spent in the urban areas is less expensive than that provided to the North Westside and they get less service for their money.
- Paying for services that I don't know what for.
- I feel that to be cost-effective RDCO staff who come out every day to check on the pump statoin in Fintry Deltra. These staff could be checking on other things at the same time, e.g. dumped garbage, hazards on the road, dogs at large, and liaise with the appropriate persons responsible.
- We pay for services we do not receive or receive very little of. Where does our money go? What benefits do we receive? None in my opinion.
- It fits the situation
- It was best suited.
- shared services can sometimes get skewed towards the provision of the bulk of service to the more densely populated areas. some outlying areas might be contributing through a proportionally larger tax base than other outlying areas hence paying a larger portion of the cost of a service that is more directed at the core areas.
- From the services and amenities in the area compared to the taxes paid annually it is clear that far more is paid in than comes back and is spent in the communities. Our beach is a disaster, amenities at Westshore park were grossly expensive, the transfer site needs

upgrading we pay for dog , noise control, building inspection etc with little or no enforcement.

- "one classic example was a dog by law officer she was called over 50 times about a viscious dog she over 2 years never issued a ticket to the dog owner that dog has charged me 4 times that dog was finally shot by someone
- she came to my house on a chicken complaint i own two side by side properties so i get 2 times what single lot owners get i had 26 chickens i'm allowed 50 she inventoried everything on our property our cars and trucks our boats that was 4 hours spent 3 weeks later she called and told me she had spent 40 hours plus researching us no tickets were written all a huge waste of time spent and the kicker was her base pay was 92,500 a year and even took a paid leave at full pay that's just a total rip off of our taxes to me
- have no bench mark for right answer
- The increases have been crazy with our remote location suffering with less service.
- Question is too ambiguous
- Do not possess enough in-depth knowledge to answer that question
- Please see answer under ""other"".
- All of the above...transparency is not there. The feeling is that we do not receive fair services for monies paid...and voting representation at the Board level is skewed...higher populated areas veto any chance we have.
- I think services and fees should be equals to the North Westside community and they are not. I think contractos are paid too much
- Infrastructure for service supply should be an investment from the district, this tied up with the planning of development of rural areas, the cost of infrastructure installation and commissioning has to be recovered by other means, it seems that the price we pay for water fees is absorbing the payment of the infrastructure and the cost of changing to metered water
- i'm not sure if we are paying for too much for the services that we receive, except for two exceptions and that is our water rates and library. we can only access library books through the killeny beach library. if want a book that vernon has, we have to drive to vernon. we all live in the okanagan, so why aren't all libraries equal?
- Re: above responses of waste and water issues.
- Why are we paying for a fire boat when just a few residents will benefit from it. Other than that the areas outside of our community and Regional District will benefit.
- We are not being treated fairly - representation is only 1 vote and we are controlled by others.
- Unfamiliar with process
- All or some of these could be issues. The lack of transparency makes difficult to know for sure. I will say that paying the RDCO for the privilege of deciding how we should spend our own tax dollars is nuts. The situation with the Community Hall is a good example.
- Administration costs should be lowered considering the state of the economy.
- From information meeting in the community
- We always seem to be last for snow removal.
- The RDCO takes a hefty administrative overhead on every single thing they do, including approximately $3000 to give us one cheque for our community hall which is our tax dollars being returned to us - how does this make sense? They take our money then charge us to get it back. This adminstrative overhead is costing our community big bucks for projects we could be doing ourselves at a considerable cost savings. We pay for services that are

impossible for the RDCO to provide effectively because of the distance - if they happen to respond to a bylaw complaint it is several hours or day or days later...it's just too late.

- Don't even get me started on the money we are paying for the Kelowna Mountain fiasco which is not ours to be forced to pay."
- For the above mentioned reasons of no follow through of inspections for new homes and lack of protection of lake waters being free from pollutions that shouldnt be there, rebuilding of parks lost to high waters this spring I am surprised the taxes are so high. I dont mind paying for services that I feel we should get out here in the RDCO.
- The RDCO webside provides fairly abbreviated financial information.
- Just from what others tell me
- You can run a ""test"" budget - income from Westside and dedicated services provided to Westside
- Then run the current model - income from Westside, all services provide to all communities
- RDCO needs to tell the Westside community in $$ and value how our tax $$ are working for us and how RDCO is making that happen
- Compared to services in Kelowna the cost of services at Killiney Beach are high.
- Undeveloped property
- See answer to Question(s) in previous sections.
- we seasonally reside in La Casa resort, and deal with operational issues that impact us within the resort only.
- don't think its fair for one district to pay for another districts services and why would we fall under the Kelowna area (HIGHER COSTS) when we have a Vernon address. why not fall under the Vernon district
- Parks not usable.
- not enough info to answer; only lived in area one year
- I answered all of these in previous answer blocks.
- Again, we are being charged far more than the services we are actually receiving.
- see response
- "Due to the fact that we have a small community and few familys the cost per house hold is high.
- Perhaps as more familys move in the community the cost will be distributed amoung more"
- I am not currently living in the area but will be.
- We pay taxes and have no services except waste disposal
- no issue with how they are paid for at this date
- Again it is a frustration regarding cost allocation. Our tax dollars being used by other communities as a piggy bank to fund amenities and improvements outside of our community.
- I believe that if our tax dollars were to stay in our community that we could achieve a better level of service and or reduce service costs.
- I request that the scope of this service review be expanded to a financial audit of the services being provided and the benefit, by geographic area, of those services."
- taxes and services are too high ,garbage $220 no bin and I have too drive to a transfer
- station, we pay taxes to Kelowna we have Vernon phone # I had something shipped to me and said fintry Kelowna and Kelowna was crossed off and the shipper wrote Vernon, nice cash grab are we the GTA !

- Fire boat - that was never needed or used for much. Better to have other fire protection in place with these funds. It's used in other areas, so why is the cost mainly in the area that has never needed it?
- NW FD IS EXTREMELY HIGH. GREAT TO HAVE THIS BUT IT IS A VERY HIGH LEVEL OF SERVICE FOR A POC FD.
- Because I feel that is true.
- I just do not know enough about it at this time. I am hoping to learn more about the services, their cost and how they are paid for in the future.
- This is answered under question #6
- We don't need the overhead associated with RDCO to service our community. We would be better off as a stand alone.
- No knowledge
- That is self evident
- and certain salaries are too high and many times certain by law people waste a ton of expensive time
- Garbage pickup, as described.
- Not aware of services. I am aware of high taxes.
- No one has ever been able to justify the cost of water to Killiney residents as being higher than the cost to Kelowna residents.
- I am also unhappy how the usage and billing of water is calculated"
- Because that is how it is. We do not get a fair deal with the money we pay and the services we get back. Our needs and wants are not addressed, often ignored, and our taxes keep going up. We pay more and get less each year.
- Just look at the tax breakdown
- I do not have time to read the budget as it would take a while. I do know I pay for a beach and not a fire boat with a boat house on my beach and then a telephone pole as well!!!!!
- no concerns at this time
- Because I don't know.
- I understand user pay - people who use the library should pay for the library in this case. But that's not fair - since people who may not be able to pay for the library certainly would not be able to afford to buy books.
- As a seasonal user of this property - I never. NEVER. use the waste transfer station. Should I pay for it?
- Don't know what the answer is.
- Paying for a non delivered service.
- Example:
- For an asset one doesn't have any part of."
- living costs too high for this area
- the RDCO is to large for the board to handle and they are making whole area decisions for specific areas
- We are paying for something we really do not get.
- Most appropriate
- see my responses above
- I think they are all being delivered and costed fairly.
- Because it's true
- the answer is self explenatory

- Both from experience are responsibly monitoring the costs
- Due to the large varied area that the RDCO covers I question that the allocation of funds represent the money that is produced by the area. I also feel that some of the taxes should not be by property value but a parcel tax.
- See response on previous page
- Government, it does not really matter which level is incredibly inefficient because the scale at which they function is too large to look at the inefficiencies, problems causing the wasted funds and solve them.
- The taxes collected for "Parks" aren't fully spent on parks for us. The entire amount of taxes for parks in COW should be reserved for parks in COW.
- The administrative costs of running the RCDO is not very efficient when you see all the waste
- that occurs with RCDO marked vehicles travelling to the west side locations and workers
- standing a round with nothing to do because they left tools or ladders back home and now they have to send someone back to pick up the tools to do the job. Poor planning and lack
- of preparation costs local taxpayers money and very costly service. We don't need to spend
- tax money on seat time driving west side road because of lack of tools to do the job"
- Don't know enough to comment
- Where is the reference to Killiney Beach in the budget?
- Costs are too high- more funding needed
- Because I believe that they all apply to some extent
- The Evely camp ground area is poorly maintained and the waste disposal rules are poorly managed
- When our regional director puts forth a motion he is constantly out voted by directors who have absolutely no interest in our area. The RDCO is not fulfilling its mandate by denying elected directors the ability to service their community members.
- Water costs should not be higher than our taxes, especially when we have a stream running through our back yard. Contracting out water services would be a lot less expensive than having workers travel back and forth from Kelowna every work day. That is what La Casa does.
- I think the folks that live here full time can appreciate the rural aspects of our community. With that said, we often see members taking projects into their own hands or rallying volunteers to do things that our taxes should go for. It's frustrating because I'd like to live in an aesthetically pleasing rural community and not have shabby structures, storage bins, broken play structures, handmade signs etc... scattered all over my community.
- Please off the children a safe area to congregate for bus drop/pick up.
- Have no issues, thank you.
- There is no local control or guidance over costs or fees and no accountability over the funds collected.
- because we pay for other districts shortfalls
- Because of cost and failed promises
- Monies designated for Fintry Delta beach accesses was given to Killinney Beach due to neighbours of north beach access having too much say and pull. Rest of Delta residents wanted to clean up and fence the access for safety of beach users and swimmers. Many people from Fintry Delta, Upper Fintry and Valley of the Sun like to use both beach accesses and having only one useable now is very crouded.
- We pay our taxes and often do not see the best service in our area of Fintry.

- Nice try! Next question.
- See above answer.
- Too high of water bill
- not sure but costs are going up
- We are paying too much for water and garbage.
- As resident of Westshore Estates, we too often have power outages. "
- We have no policing,no sewer, no street lighting, schools all of which we pay for.
- "We do not know how costs are calculated or what staff are paid, there is obviously no benefit to the staff we pay for them to assist the public with financing questions.
- I fail to see where the water user fees go when you look at the operators & vehicles / equipment that should be required to run our systems. "
- I believe more funds should be going into our growing community. Schools
- Self explainetary.
- Property taxes are reasonable in my opinion, they are necessary. Feel that the water taxes and usage fees are too high. Would like to see that restructured somehow.
- The road we live on is not paved. Would like to see that happen, since our taxes are the same as all our neighboring communities."
- THERE IS NO INFORMATION ON COST OF ANY ONE OR ALL SERVICES OTHER THAN WHAT IS PRESENTED ON THE ANNUAL PROPERTY TAX BILL AND THE SEMI ANNUAL WASTE MANGEMENT SURCHARGES.
- Did not take the time to review the budget
- All previous narrative that I have provided apply to my answer to the above survey question
- As a lakeshore owner we pay huge tax and get zero services from RDCO. We pay a disproportionate amount
- Our revenue stream is collected and administered by RDCO. It is mingled with other jurisdictions to form the entire revenue stream. Decisions for program spend or direction are determined by vote. Our director's vote is overpowered by larger representation or alliances. The current system does not benefit nor represent the needs of these rural communities. It is a virtual taxation mugging and stripping of rights and needs.
- it seems we have incredibly bad service out here, hard to get service or info. High level of frustration in trying to get anything handled almost makes it not worthwhile. From permits to bylaw to water and a long list of other things, generally seems**.**

9. How satisfied are you with the decision-making process involved in local area services? Other:

- unable to comment
- no opinion
- not aware of services so I guess that means I am dissatisfied
- Don't know enough to comment

9A. Why did you select the answer you did?

- The revenue that the RDCO takes in is far too high for the services we get in return. We are not confident you are managing our money with integrity, that your spending habits are our of control - the same as most government bodies in this country. And we feel you are acting from a position of arrogance.

- This is the most concerning issue - our elected director is not able to voice our concerns and therefore is not able to represent us. How is this fair?
- Our director does not go to the city councils and vote on their issues. We need our rights restored! We need to be heard!"
- We are over represented. One administrator could do as well as all the board members.
- Won't make a change
- Unfamiliar with process, little homeowner communication, not invovled, live on the fringes
- needs to be regional governance to ensure equity and standards are upheld.
- but local areas are the best position to determine what they need/their voice needs to carry more
- case studies from other areas?
- reviews of systems every 2-5 years especially at beginning of implementation"
- Board members who do not live here should not control how our services are delivered or how cost is calculated. This is a flaw in the system and should be changed.
- EA west voted for our current director because of failure of RDCO to actually listen to local residents. Situation is at complete stalemate,,,?.. so this is not working and is worse than before. I believe that at this point the only solution is to put the responsibility where it belongs - the CAO and board of directors. Board is responsible for tolerating the attitude of the CAO which would never be acceptable outside the particular toxic situation. Whatever CAO thinks is trumped by the fact our current director is an elected official.
- Again too one-sided.
- Water rates
- Look at our beach, please it's embarrassing, who in their right mind voted to put a power pole in the middle of a beach to supply power to the boat house - WOW!"
- The big one at the moment is water rates but there is lots more.
- Once again it seems we have very little or no input into the decision making for our area. Our beach, dock, and boat launch is a complete disgrace. Who in their right mind would put the service power pole to the boat house in the middle of the beach - really?!?
- We have directors who are asking for what we want and are blocked at every vote; water rates all one side votes, they took over our beach and now its unusable and unkept.
- We get the impression that we (our area) exists only to benefit the larger communities and that our taxes help to keep those of Kelowna andWest Bank lower.
- Our regional director is over-ruled on issues that concern our community. Who decided we needed a bandstand? We were not consulted and the money might have been used for purposes closer to the hearts of community members. "
- mostly out votes
- I feel our community is overlooked far too often and our representative is not listened to.
- These who have no stake in an issue should not have the deciding vote which seems to happen more often than not.
- Only 2 board members are elected others appointed and therefore the elected ones tend to get outvoted and their issues dismissed.
- I have lived in this area for 24 years and participated in its development and am happy with the results.
- Because we seem to hit a brick wall and are out voted by other regional directors regardless of what the community wants.
- Don't know.

- We get no say on what happens in our area. Our elected rep. does not get to stand up for us.
- Our representative is out voted numerous times - our fight for our community is lost.
- Our regional director is out voted constantly. A major problem with the RDCO's mandate.
- Neither the former or the present director were satisfied with their role at the RDCO table. They were ineffective in representing their constituents.
- Our director does not get to represent us - he is always outvoted. This is not right.
- I don't know enough about it.
- Nobody tells us anything. Let's be independent cause then people care.
- Someone needs to do some forensic accounting on RDCO regarding financial statements on Westshore water system.
- We only have one vote from our community which always gets stomped out.
- We are a small community compared to Kelowna. Kelowna has more votes than we do on the board. they have control over all votes and naturally want to improve their community as well.
- Our director is ignored in the voting process.
- Our director is totally incompetent and lacks vision. Since he antagonizes everyone in RDCO we can get nothing done. I have to phone or write the staff directly sonce the director won't operate on my behalf.
- We should have a write-in ballot (mail in ppd) only 5% of eligible vote in november (change date to warmer month)"
- I am not aware of any conflicts apart from the usual politics.
- Our elected representative is not listened to
- I am dissatisfied with the decision process, who gets to decide if or when action will be taken when a resident calls in to the RDCO with an issue or grievance.
- New residents
- My concern is that we are too small to really have a strong place at table
- Decisions are being made you people who have no idea what they are deciding about. We live in a rural area.
- Our area always get out voted with any or all requests
- As stakeholders for our area, we are not heard. We elected a Director to get what we need in the area but (as per Provincial Local Government Act) the whole board votes. There has to be a way for the stakeholders to get what they want. This happened with our water supplies, parks and fire department. We want to be heard and our tax dollars spent where we want the to go. Referendums are too expensive and petitions are very time consuming with our communities spread over a large area.
- Anytime our elected official asks for help or support, he gets resistance and no support.
- I have not attended many board meetings but understand that our director is increasingly frustrated at not being able to get services for our area because of the voting system.
- I know that we are small but it also has to be put in perspective how much the people on the regional system can afford to pay. The fact people are afraid to turn on their taps is very disturbing to me. It does shut down wasteful consumption but perhaps a little higher ceiling for the extra costs kicking in. The extra money going towards future fixing of the system which is new at the moment seems to be another flashpoint for the water utilities under the regional direction. I have to also mention the staff issues of 2 or 3 trucks sitting while they wait to go back to Kelowna at the Fintry water building that serves Upper Fintry/Salal Rd. and Valley of the Sun. How many staff are really required to check things on a daily basis.

Perhaps some savings could be acquired with more investigation into the employees activities once out of Kelowna.

- So far they haven't really effected me.
- because that's how I feel.
- Our dock at Fintry was wrecked in February. We are still waiting for a replacement. It was not damaged in the flood.
- How do we have a voice if we only have 1 vote?
- Representative (elected) easily outvoted by other alliances who have similar demographics and issues
- No one seems to listen to us or care and we only have one vote.
- Because that's how it is. I've been to meetings and we're voted out before we're even given a chance to discuss anything. "
- I feel we do not have enough say in how our tax dollars are spent.
- Again, our tax dollars are not 100% spent in our community. "
- Because other areas out vote my director constantly. I did not vote for those other directors, nor did I vote for RDCO CAO who seems to rule my director as well as chair Gail Given!
- the majority rules and we can never be a majority. Therefore our monies go to their projects and we get nothing, or very little.
- Now that we have a regional director who is not merely a puppet with no voice, like the last one, our director and our voice is not being listened to.
- I should receive the same services in West Shore estates as a resident receives in west Kelowna. I should not have to pay to take my own garbage away and also pay for garbage curb side pick up in Kelowna.
- I think it is natural for a small community to feel that they don't have enough of a voice when competing for services in a much larger Regional District. But weighted votes based on population size is fair.
- We don't want any services. We've managed without them for 60 years.
- Keep the idiots at Valley of the Sun away from matches."
- seems like there is a process
- We are extremely unhappy with the water services - year after year we have had to endure massive price increases for our water charges and with the past record this will probably continue into the future. Our water services have not improved at all. The justification given on our bills for the price increases is meaningless. It seems that RDCO is not accountable to anyone and so it seems they can charge what they like. We are treated with utter contempt - when we have complained we have received pointless replies. We would like to see RDCO to made accountable to an independent body so that they cannot carry on in this manner.
- It seems that North Westside is generally outvoted by the RDCO Directors.
- Cannot get up to our property to investigate services.
- When decisions are to be made for our area we are out numbered by other areas and too far away from RDCO to be bothered with.
- We have very little or no input in the decision making for our area. Our beach is a disaster. Our dock and boat launch is a complete joke. Parking is non-existent.
- Because we have no representation. Our regional director is cut out through the whole "it's operational" excuse. Because we have no say and no elected official with a VOICE!

- Decisions for our area are made in a boardroom in Kelowna by people that have no vested interest in our area. Our regional director has no say as he is only on vote out of 10 or 12.
- Decisions for our area are made by people who do not live anywhere near the area and do not have any vested interest in it. This way makes no sense as it means that our regional director has no say in the way our area is run.
- The stakeholder voting privileged used by the RDCO Board was determined by a legal opinion of an RDCO Board lawyer. That decision was used to remove the existing stakeholder vote that had the two electoral areas directors deciding on behalf of all six systems. This was how it worked prior to the decision to increase the water rates in 2015 on all six RDCO water systems but only after the EA Directors requested financial accountability for operational losses and were denied. Both Stakeholder elected board members did not support the increase and were out voted by appointed non stakeholder board members.
- my representative's voice is not consequential
- No changes to requests made
- Unsure how anything flows our way as our voting representation is far lower than other denser populated areas. The understanding is that voting is limited to only certain issues as well, and when voting IS allowed, other areas (APPOINTED Directors vs elected) veto or overshadow or overrule any attempt by our representation. Again, a losing game.
- I have never been involved in voting
- Our community has been claiming that the cost of the services provided by the district are excessive with no response, It is good that we are doing this survey.
- why did the directors vote to put in a hydro pole right in the middle of the beach. and, when we asked that it be placed in a different area, we were told no. i think the cost would have been 2000.00. also, most of us from killiney beach, west shores do our shopping etc in vernon. we have a closer connection to vernon that we do to kelowna.
- Hence.... as stated before.... why a fire boat and why a tax levy for the maintenance of the community hall. This is examples of extremely poor decision making by the Regional Board.
- Same as previous answer
- Unfamiliar
- Though I do not always agree with the decisions our director makes I do feel he tries to inform the community prior to making a vote. However, he does not have enough power at the RDCO to make any real difference. If we had more power over our own tax dollars with more transparency our leaders would have to have more accountability.
- I need more information to make an assessment
- Our director has no power under this system
- We live in Upper Fintry and need street lights and paving.
- Our elected director sits on a board with one other elected director, the rest are appointed by their municipalities. He is continually outvoted by a Kelowna dominated board that neither pays for or uses our services. Our ELECTED director has no ability to govern us in this so called ""democratic"" model. He has no stakeholder vote. We elected Carson because we believe in him and under the current governance model our stakeholder vote has effectively been taken from us by people who were not elected to represent us.
- I am a part time citizen in this area (summer) so I have attended a few public meetings but really am not sure how decision making is done. As I understand it our representative has one vote on the board of the RDCO in contrast to multiple votes held by the other members of the RDCO so it holds no weight in decision making.

- The previous Director was weak and easily manipulated so was unable to properly represent our interests to the RDCO. The present one is psychopathic in that he attacks any one who disagrees with him including the RDCO, thus is unable to work with ANYONE! Both are liars.
- I don't know
- No transparency
- Only 1 vote on council
- Needed to access Freedom of Information to find out why a hydro pole was put into the middle of the beach and what the consultant who changed their tune actually cost and about the RDCO manager responsible had a poor employment record and ultimately was removed from his post
- Meanwhile the hydro pole is still there
- I don't really know enough about the topic.
- Don't know enough about this process.
- Undeveloped property
- It's unfair.
- not able to provide input at this time.
- don't feel its fair that the whole board who votes does not participate in the local area service such as the water utilities in the North Westside
- I feel we have good representation. Less "Politics" than 3 years ago
- For example, how much did you pay to have this survey created?
- I understand governance, and when it is done properly it works.
- I have sat in on many RDCO meetings. They spend far too much time repeating questions already asked by another director.
- I totally disagree with the province allowing non stakeholders to vote on a service they have no financial stake in.
- The only way I see to eliminate that issue is for our community to incorporate.
- There is documented evidence of RDCO staff going against the wishes of not just the local citizens by also provincial departments."
- This is completely criminal. We have a director that represents us. Yet each time he votes on items just pertaining to our community, he is ALWAYS outvoted. The aim was to take away the possibility of our director would have too much say in decisions, I'm sure. But now the very opposite situation has occurred...our director has absolutely no input in these decisions.
- We brought in meters to pay for water used and to make people conserve more yet we still get charged a flate fee with or without water use and then charged unto of that for water used. Double billing.
- I am unaware of any problems or gaps
- Not currently living in the area but will be.
- We have one director that represents the whole Westside rd area and we are lumped in with areas that have more representatives and totally different issues
- We are fine with the current process based on what we know at this time.
- APPEARS THE POWERS KNOW AND DONT TELL THE PEASANTS EVERYTHING,HIDDEN AGENDA !
- I'm never involved in this as I live overseas and there is no facility in place to know this is or isn't working other than hearsay.
- REGIONAL DISTRICTS ARE A FLAWED GOVERNANCE MODEL BUT THERE IS NOT ONE BETTER.

- It does not meet our specific needs when 19 board members are making decisions regarding our area and they do not have any idea about what the issues are.
- I strongly feel my representative is not being heard, or able to stand up to the rest of the board and the way they out weigh his vote.
- I do not know enough about the decision-making process and how it impacts the local area services. I hope to learn more.
- No weighing to our area of 400 when we are part of RDCO....wish to opt out and have our own voluntary board.
- no knowledge
- Please read my answer
- We are unfairly represented
- We often get out voted on the issues important to us.
- There are services in our area that we had virtually no input into, this is bad when Kelowna decides what we in the North Westside should have or not have.
- We need control over our services.
- I don't really know much about it.
- Our representative's voice is in neligible minority in RD CO decision making
- things that should be done aren't BUT we get charged for on taxes
- because I'm not happy with the services and if you localize the area you may be able to get better service
- Because other people making decisions in our area who do not even live here.
- Council does not know what we need our voice is not heard
- My concern is either the board is purposely blocking out Wayne Carson for political reasons, or Wayne Carson has alienated himself from everyone he has to deal with with his belligerent behaviour. Either way, westside is not getting our concerns addressed
- We need the financial help and advice from the Municipalities to share the load.
- Because it isn't fair
- again, each area should be charge for costs only used, by the region, and NOT pro rated
- with everybody else, as is in our case here in Killiney Beach are, where our costs are skyrocketing to subsidize Kelowna !!!!! "
- This system insures that emotional unreasoned voting does not occur and that local services are maintained at a sustainable level
- Electoral Area West Director is representing a large, sparsely populated area.
- The Director has different agendas from the other board members who represent a string of small cities with big city problems.
- The Director only has 1 vote against the other 11 board members."
- I prefer that all the Directors vote on services and no Director have a weighted vote. A single Director can be unduly influenced by a few, especially if he or she is weak. All the Directors should be informed on all the services they vote on and make the right choice. When we had the "fireboat" controversy I heard one Director say he would vote for it even though he thought it was a bad idea, because HIS district didn't have to pay for it. And our local director voted for it because he was browbeaten by the firechief at the time, even tho' he knew the majority of the residents were opposed to it.
- The CORD is an archaic and basically undemocratic structure which does not meet the needs of taxpayers or residents when there is an obvious disparity in representation by matching large urban population against a smaller rural population which anyone can see that needs are entirely diverse between the two groups. A governance unit that uses a severly unequal

and diverse pool of representatives to share in the governance of a diverse area will not and cannot honestly provide fair and democratic governance. In short it is close to or acts entirely as a dictatorial body or a dictatorship. In terms of CORD there is no democratic decision making because there is no balance of voting power that can defeat the interests of the pro Kelowna establishment.

- I have lived here for less than 5 years. I am still familiarizing myself with the RDCO and all that they offer and have oversight on. I felt that they handled the change in how we pay for our water fairly. They sought public input into the decision of the final outcome.
- Don't know enough to comment
- Our interests are continually out voted by other directors without taking into account what we want
- Answered in previous question
- We need to have a voice in matters that affect onlu us. With the present arrangement, out elected representative doesn't have that.
- The process is what it is...
- Water costs are too high and increased too much too fast
- I am satisfied.
- I am not informed enough about the decision-making process to properly answer this question.
- Decisions for our area are made by people from other communities that base decisions are their needs and best interests.
- we are outnumbered for services rendering to our needs
- Our representative at e table is not treated with respect and he is ganged up on
- Fintry Delta Upper Fintry and Valley of the Sun, does not have enough coverage
- not sure about the process of decision making
- This is becoming a pain. Is this all you want to ask in a survey?
- Decisions are being made for Killiney Beach by people who are not connected to the community. These decisions lead to unbalanced contributions for general services. In essence Killiney residents pay more for lesser services. This means other communities are paying less and receiving greater services.
- People who know nothing about Killiney Beach are making decisions for us
- A very small group is trying to make decisions that will cost all of us higher tax rates.
- I don't feel we are represented proportionately to our population
- Our RDCO representative Wane Carson works hard on our behalf but I feel his opinion is often ignored by other board members with other agenders.
- It has been stated that all board members must vote on policies affecting only our area. It seems apparent that the Kelowna area directors would rather vote for anything that suits the RDCO.
- There is too much influence from particular community members on the Regional Director. Such behaviour affects planned projects on public lands. It's the old ""who you know"" problem, not open, transparent, and intelligent decision making.
- Weighted voting system on the Board.
- THE ELECTED DIRECTOR FOR THE ENTIRE NORTHWESTSIDE IS CONSTANTLY AND CONTINUOUSLY DENIED ACCESS TO INFORMATION HE REQUESTS FROM BOTH THE ENTIRE RDCO BOARD AND/OR SPECIFIC RDCO DEPARTMENTS. I HAVE WITNESSED THIS WHILE ATTENDING RDCO BOARD MEETINGS. THE OTHER ELECTED DIRECTOR FOR CENTRAL OKANAGAN EAST ALSO HAS CONSIDERABLE DIFFICULTY IN OBTAINING INFORMATION

FROM THE BOARD. THIS IS DUE TO THE FACT THAT 10 OF 12 DIRECTORS ARE APPOINTED AND NOT ELECTED. THE ENTIRE BOARD SHOULD BE COMPOSED OF 100% ELECTED DIRECTORS ACCOUNTABLE TO THEIR CONSTITUENTS ON A MAXIMUM 2 YEAR RENEWABLE CYCLE - FOR 3-4 DIRECTOR POSITIONS UP FOR RENEWAL ON A ROTATIONAL BASIS "

- Currently the end decision is with west kelowna
- In the case of all directors having to vote where stakeholders are only represented by one director,it depends on those directors perspective when voting. If they are adopting the perspective as a representative of the members within the district for which the decision impacts - this would be a satisfying outcome. If they vote negatively because not voting for a decision will impact their own stakeholders more positively - this would be an undesired outcome.
- I have written to the RDCO about my concerns with the rapid rise in water rates to no avail. The elected Director for North Westside has not been able to get a cost justification or analysis. I have attended RDCO Board meetings with other citizens of West Shore, Killiney Beach and Fintry and watched our spokesperson be dismissed and humiliated.
- The system stinks (like our water)! "
- Directors from other area's are not concerned about issues in my area nor am I concerned about there issues.
- Previously answered - powerless, constantly ou-tvoted. Unable to represent the needs of the communities in a fair and equitable body.
- It seems to take a long time then even longer time for decisions to be implemented
- doesn't seem like we're well represented

10. Which issues with the current governance and services are you most concerned about? Select your top three concerns in order of priority by dragging and dropping the item into one of the three boxes. Other:

- ALL of the above
- None
- Stakeholder Voting Privilege
- None
- We support our director, it is the board's response to local concerns
- All of the above.
- no opinion
- None
- Involvement / fairness
- Don't know enough to comment

10A. Please comment on one or all of your choices:

- Concerning the cost of water - we will not be happy until we know much of the water revenue pie RDCO is taking our to provide this service. Once we determine that, we can then sort out our feelings about water costs. Do you have the courage to share this information with us? We want absolute transparency concerning any water costs, AND it should be given to us system by system (i.e. Westshores should have their own set of numbers).

- 2- We look after our own sewage and water systems and recycling and garbage. ?? internal reloads, storm drainage and snow removal. There are 100 developed lots! Are each paying their fair share of services we receive?
- costs of services too high
- I could have checked all the above. My number 1 pick is because they do not respond at all to local concerns - if they did we would not have a power pole on the beach and the beach would be open. All beaches in Kelowna are open and none have a power pole in the middle.
- We get no representation of our interests because nobody at the RDCO listens to us or our director.
- People that live in rural communities usually look after themselves, and if they can't move to town. So it's dumb to have a majority of the board being city or town based to have a say in the services we get in the rural areas. We get to decide what services we get but not how to run them.
- Our tax money is being spent but on what? (Transparency)
- We would like to know what our tax money is being spent on (transparency)
- Everything seems to cost more because we are located on Westside Road.
- not satisfied with costs feel like I pay for Kelowna
  1. Seasonal users should only pay have to pay garbage disposal fees during the summer only
  2. Why do I have to drive 15 km south when in fact I typically travel north and drive right by another transfer station whose use I am denied?
  3. It seems that seasonal users don't get a fair and equitable deal.
- RDCO is not forthcoming with information, only what they want to tell you. Our area director has expressed frustrations time and time again on how they won't provide information requested - not transparent. Our power pole issue and not repairing flood damage to our beach, other communities have done their repairs. Shows a lack of responsiveness.
- Am also very concerned with transparency, communications, etc. This is the most dysfunctional jurisdiction I have ever had the misfortune to live in. I am not a political person nor am I active in local politics, but I am fairly informed and care enough to answer this questionnaire. I have hopes that this survey might possibly bring some change.
- 1. our concerns are ignored
  2. service costs are way too high
  3. No one from RDCO is accountable for anything"
- 1. Concerns are ignored
  2. Service costs are unrealistic
  3. No one is held accountable"
- For the most part our concerns are ignored. Our service costs for our area are way too high and it seems no one from RDCO wants to be accountable for anything.
- "I think some RDCO board members have their own agenda and not enough knowledge.
- ...?
- I think communications are good.
- 1. They ignore the locals and don't even respond
- 2. Costs are way too high and they are not above board with dollars they spend.
- 3. RDCO isn't accountable for anything because they block all votes and don't disclose information fully. "
- We have noticed many occasions where 2 trucks each with 2 men sit around here in their trucks and do 5 min of work only to return to their base in west bank.

- We have had several issues ongoing several years that have not been taken care of:
    - Power pole at Killiney Beach
    - Water fountain @ westshores park
- Greatly concerned amalgamating fire services will take away trucks/equipment that our communities paid for.
- I don't believe the citizens have any control over any decisions due to our directors being outvoted.
- These factors support healthy community functioning.
- Move the power pole on the beach by the boathouse!
- We have no info re: accountability.
- They do not care what we say or want or what the cost is. We are forced to pay for things we should not pay for - I heard all about the thousands wasted on the electric pole in the freedom of info.
- ???
- the district does what they want, not what we want. They don't listen to us or our director.
- We pay a lot for the services we receive out here like water and garbage. We are restricted on how much we can throw away and then people end up tossing it in the bush. Water asset fees are high we pay more than in town. We have a beautiful park that we can't use because the dock is broke. Our designated school is over an hour away on one of the worst roads in BC and we have to pay extra for a bus,, when Vernon is only 20 minutes away on a good road.
- Seriously?! Just care, understand us and let us be independent. This is the most beautiful place and the government listens to us last.
- Why do we pay over $1,200 per year for water fees BEFORE we even get a drop of water?
- We live in a fire interface area of high risk. We need water in order to keep the fire hazard down. "
- Petitions are ignored, RDCO does whatever they want not caring what our community wants.
- I have lived in this community for 25+ years and have been lied to by the regional district numerous times. They always blame the previous CEO and continue.
- We are for self-governance or north westside to traders cove
- We are for self-governance of North Westside to traders cove.
- Need transparency for the cost of services and their communication to us. We should have a referendum for expensive service projects and a list of options.
- How can I respond with a 2 or 3 when I don't have the communication unless I go looking online?
- Regarding responsiveness to local concerns: RDCO enforcement of bylaw infractions is seriously lacking.
- Regarding communications: What does a resident have to do to get a RDCO to listen to issues that concerns safety and privacy.
- Regarding effectiveness of service delivery: Service is not being delivered in my neighbourhood. "
- as long as the services that are being provided are beneficial and cost effective
- 1. Accountability: The RDCO can do what they want and if we are not happy with what they are doing there is no one to hold the RDCO accountable for their actions.
  2. Transparency: All paperwork is posted on the website but it is what goes on underneath the paperwork that we do not see. Too many in camera meetings.

3. Service Costs: We are told what we pay for services. There is no discussion that we ever hear about. There are too many RDCO workers that drive out here and do next too nothing but we are charged for the vehicle to come out here and the operator. Do we really need to have four RDCO vehicles out here checking on the water upgrades. "

- Transparency
  Accountability
  Responsiveness to our needs
- I think we have a problem because of the size of our area, the population and our distance from RDCO. If someone has a bylaw complaint from one neighbourhood in order to make it cost effective bylaw needs to visit all neighbourhoods, but if your neighbourhood has a person who likes to complain about everything, they put the costs up for our whole area.
- I think you can see that if these concerns are always met then the local concerns are also met. The accountability will also include transparency, communications, equality and responsiveness to the local concerns. I am not an unreasonable individual so I understand that services cost money unlike some in the community that have a strange idea of how things are done in a government model. I do not enjoy seeing a total waste of money for a service that causes the user to pay more that they should because of this.
- I want taxes to remain low.
- I want to know what we are paying for every position of the RDCO, what we are paying those employees
- I want to know if you have a lean process in place and what the RDCO is doing to optimize business processes to save the taxpayer money.
- I want services to improve, while not increase the taxes to do so. "
- Well I pay enough for the services so I want it, so that answers 1 & 2 and 3.
- We have a very serious problem at Fintry provincial park due to the access to the parking lot for boats being blocked by trees. Boats cannot get through with the masts up so are forced to disassemble in front of the boat ramp. This could cause an accident if in a storm more than one boat needs to get off the lake in a hurry.
- I don't know how much say the RDCO has about Fintry provincial park but the people running the gate house and park are ignorant, obtrusive, inconsiderate, power tripping, and unfriendly. There have been many letters written regarding them. They should not be allowed to work with the public.
- Transparency is good, i.e. what a good governance provides - we have invisibility with the exception of collection of taxes. Also minimal service, no accountability ....?.
- #1 - I want to see where the money is spent
  #2 - RDCO does not have North Westsides local interests in mind
  #3 - The most recent issue at hand, the Killiney Beach park is still closed. But yet Kelowna city park was dealt with and opened in a timely fashion after the floods. "
- RDCO overrules my director and local issues all the time because there are more directors voting than just my director and the other electoral area director.
- The other directors have their interests at stake over my area's interests, so they rule and why do I even have a director other than to get us out of this mess and incorporate, so we can get out of at least part of the mess anyway. "
- #3 - there is no accountability or transparency. I want to know where they get their figures by using facts not on proposed forecasts or guessing. If you can't supply these don't don't hold a meeting and resign.
- Our director and our wishes not being listened to at regional director meetings.

- Water costs excessive for 1 single person in a home with minimal consumption"
- My selections speaks for themselves. Too much useless overpaid twits at the top. No one looking after the tax payer.
- Some service delivery occurs only weekly (for example, Building Inspection). While periodic service delivery can be worked around, it can be disruptive to work schedules and cost community members money. Again, I think small communities will always feel that their local concerns are not the highest priority both in responsiveness and representation.
- see previous comments
- just need to find out more about services
- We are extremely unhappy with the water services - year after year we have had to endure massive price increases for our water charges and with the past record this will probably continue into the future. Our water services have not improved at all. The justification given on our bills for the price increases is meaningless. It seems that RDCO is not accountable to anyone and so it seems they can charge what they like. We are treated with utter contempt - when we have complained we have received pointless replies. We would like to see RDCO to made accountable to an independent body so that they cannot carry on in this manner.
- Responsiveness to local concerns.
- There has been a ground water problem in Killiney Beach for at least two years. This has been reported to the North Westside Director, RDCO and the Provincial Highways Department. No one will provide any assistance. At least the North Westside Director has explained some of the reasons for the problems we have had. All the RDCO and Highways Deparment do is say that it is not their problem. There has been much work on roads and water mains in the area in the past two years and these ground water problems have resulted. There needs to be study done on the problem before it becomes a much more widespread issue as it has at least doubled in a year."
- Don't know what is being done by the district in our area and what we are paying for in Fintry area.
- We have been residents of the Fintry Delta area for approx 10 years. Over the last couple of years we have had increasing concerns with limited services to this area. The lack of policing whether it be RDCO or issues with unlicensed ATVs and dirtbikes. Signage is very poor and no clear direction when significant changes are being made in our community.
- Our concerns are ignored. Our services cost too much for our area for what we receive. No one from RDCO wants to be accountable for anything.
- same as before costs too high, local interests represented by people from other areas, therefore non response to local concerns.
- There is a tendency to focus the bulk of time and effort of governance to solving issues and delivering service to the more densely populated areas.
- The loss of the Stakeholder Voting Privilege removed the voice and any oversight by the elected officials therefore the community in the size, scope, cost and quality of the services being provided exclusively by the RDCO
- local interests are ignored
- already commented on previous questions
- Given the choices - ALL apply to Concern #1. This area, through poor previous representation (our current representative has been the most active and the most transparent with us as a community), has been horribly neglected.

- Again service cost are very high at Killiney Beach, specially water. I do not think I should be paying for water it should be free, it is esencial to live.
- No comment
- "there are about 12 people making decisions for our area, but only one is accountable. that doesn't look like democracy to me!
- i want someone to represent my interests from our area. and not someone who has no idea about us and our needs/wants.
- we need to know if we are getting the best bang for our buck. our water rates are sky rocketing and we are left to pick up the pieces. where were the previous directors when this occurred? and when you ask them, they find an excuse to deny accountability. also, we were told that our rates would not really increase once we had paid our last increase, but this is not so. there is going to be further increases in our water rates.do any of the other communities that are part of the rdco care? i think not."
- Transparency.... During the Terrace Mountain wildfire, there were fire fighters arrested in our area for ignoring the evacuation order. The information on this was quashed by the Regional District.
- Effectiveness of service delivery... for years the fire department never managed to save a stick of lumber of the houses that burnt down. In fact, the joke around the community was, that if you wanted to rebuilt your house, just throw a match in, because the fire department would see that nothing was left except the foundation. The last few years have been getting better."
- We are controlled by others with attitude
- Ya, I know I put them all in there but it is the first box that is a problem.
- This is the first time since I have owned property in the area that I have had any communication or information.
- Why does it take so long to engage the public?"
- Our director asks put dose not receive!
- I believe I have covered this in my other comments.
- I would like to see more local input taken seriously with all levels of rural governing bodies.
- Service costs are not transparently revealed to us so we cannot determine if we really need them. When a major expenditure is planned we should have a referendum so the RDCO will have to vigorously defend it's proposal and have an option if it is defeated.
- No opinion to share
- I have typed this section 3 times now and the website has gone off line twice. This is a much truncated version of the comments I started with.
  Service Costs: We pay to much in Administrative Fees for the little administration we require. We are charged Rate Class #1 in the ""tiered"" system the RDCO enacted several years ago - same as the Fire Department - for the Killiney Beach Community Hall. If there are 3 Tiers, why are we all lumped together under Tier 1?
  The Hall is owned and operated by the North Westside Communities Association (NWCA) who budgets and manages the funds as per the results of the referendum. The NWCA prepares the budget, the retrospective Budget-to-Actual and the 5 -year-Financial Plan. Why are we charged top dollar for them doing nothing but passing tax-payer approved funds through to the Community Association when that is the sum-total of their involvement?
  Those funds were approved by the North Westside voters/ratepayers in a Referendum supported and promoted by the NWCA and the funds were specifically targeted for the

upkeep, maintenance and future growth of the Killiney Beach Community Hall and Library. NOT for the RDCO cash drawer!!
Responsiveness to Local Concerns: Review Westshores Park Implementation Plan, Water Rate charges, Park upkeep and repairs.

- communications includes both active listening as well as speaking.
- they are self explanatory
- Do not have any concerns. These would be what would be most important to me.
- Read previous comments.
- not enough info to answer; only lived in area one year
- I expect to pay to play. I DO NOT want to pay for things I do not use... like children's parks, school-related stuff (buses), etc.
- I commented on all of these issues in previous answers.
- I fail to understand why Regional District refuses to work with our community and our director. How can they state that they represent our best interest when it's so clear that we have been totally ostracized?
- knowing what is happening is important to me, followed by the ability to locate information on line (transparency), and always accountability - which ties mostly back to accessible transparency.
- No additional comments needed
- Our community wants control of its spending. We want control of our destiny. Stop spending our tax dollars to fund amenities in other communities. Give us the respect to expand the scope of this Services report to what was requested by our director.
- taxes for services, I pay more tax than a person with an unfinished house and I have power and septic
- Already explained in previous answers to questions.
- All of these values are necessary in any situation where a group makes decisions on behalf of a larger whole. I do not know how to prioritize them and I notice that the website for this District makes reference to them all.
- I already have commented
- No involvement with the RDCO
- not aware of the services you provide.
- As a full taxpayer who is a seasonal resident, I do not get action to our concerns from Kelowna.
- We want our needs addressed at a reasonable cost over a reasonable amount of time.
- AGAIN, as I don't live on this land full time, I feel that I am unaware of a lot of what goes on.
- There must be a way, in this day and age of mass communications, to let others like myself know why the road is being torn up, why the beach is still closed, when the dock will re-open and so on."
- The as above the applies.
- no comment !!!
- #1 & 3 the board overrides our representative and I believe it is dislike of our representative by certain board members due to previous situations
- Not a satisfied resident, answer to my choices.
- "Our voice is not heard
- The council and staff are not deciding in our best interest
- The staff has lied to us and we have been called liers"

- I have already communicated my position
- I have no problem with the delivery of services. I think it is fair.
- As above
- Concern #1
- Here we pay Rural Area Tax which is lower then Urban Area Tax; however, we pay outrageous water bills! My water bill contains monthly service charges for an empty, unserviced, waterless lot that ""could be"" a serviced lot."
- Some service costs are becoming unaffordable for us. For instance Interior Health demands our water system adhere to very high standards, maybe unrealistically high. We should have more say on the timing of improvements. Do we need a $1,000,000 water intake today, or can it be put off for a few years? Do we need two bigger reservoirs at Westshores at once, today, or can they be built at different times to spread the cost over time. Westshores has 520 lots half of which are occupied Should not future residents bear the cost of the infrastructure needed to serve them? Maybe I'm naive, but when I first moved out here I got unlimited clean water for $24 per quarter. Now I pay $424 for water that smells like a swamp, so I have to drink bottled water. For transparency, I find it hard to fine the costs for our water system on the RDCO website since 2006. For communications-I can never see or talk to anyone at RDCO 'cause they're "in a meeting".
- I think that my previous comments suffice to comment on responsiveness to local concern
- namely representation of local interests and equality. Once you have identified these concerns
- it is clear that all the other concerns fall into line because they result from the inherent self
- interest is serving the locale of the majority and their interest and ambitions."
- Don't know enough to comment
- More communication- current not after the fact,no more buck padding we need to keep on track,too high for costs- we pay enough in our fees, the pier at Killenay is a disaster since the flood, who will cover the costs for the repairs?
- All of the above.
- They speak for themselves.
- 1. Accountability, it's always necessary. Saves speculation.
  2. Service Costs, I appreciate the First Medical Responders and Firefighters. Please keep this service top level.
  3. Representation of local interests, The watch-dogs of our community can create a high level of stress for the government. But please factor legitimate concerns with grace and respect. Peaceful relationship with each other should be a goal. "
- n/a
- we need to do what is right for the interest of our community
- too few people control
- Nope! Thanks for asking.
- I don't receive any information via news letters regarding our local representation and what they are doing for our community. I very rarely get response to my concerns from RDCO. I feel that as a newer resident of this area, I don't receive any communication about the structure and future plans for this area.
- Governance of removed and remote communities by means of an urban model is ineffective and unfair. Service requirements are unique and many homes are seasonally used. Property taxes already provide enough revenue to fund massive infrastructure projects.

Municipalities and the utilities associated with them should not be gouging all residents for upgrades.
- Water bill too high
- People not associated with the North Westside are making decisions for us"
- Promises and commitments made but nobody is held responsible for delays in delivery of commitments j
- As per reasons above.
- The current RD director is the focus of my choices. His election slogan stated, "It's all about community", is limited at best, and mostly related to the Killiney Beach area where he resides.
- PLEASE REFER TO EARLIER COMMENTS
- previous narratives apply to my concerns shown above
- I have phoned Murray Kopp about the park not being opened . Left a message about my concerns and that any contractor could get the park open . No one expected the dock to be open should of had barrier fencing put in place. People used the dock used the park . No phone call from Mr Kopp . The people that work at RDCO forget they are employees of the tax payer and should never forget that.
- The efficiency of the water pressure on my property has not been addressed properly
- please could we get better service and more responsive actions, including bylaw enforcement and better communications

11. Do you have anything else you would like to tell us about RDCO services provided to North Westside communities?

- Give more respect to our elected representatives. They represent us, the people, the tax payers who pay your wages...When you treat our elected reps with arrogance, you treat us with arrogance. When you don't hear and acknowledge them, you do the same to us.
- I want a study that actually does something for us, i.e. how much will it cost us to go on our own or join Vernon.
- I think I've said enough.
- Our local beach (Killiney Beach) has been closed all summer. All other parks have been fixed and open. We have no boat launch. Why has this one not been opened?
- Our local beach (Killiney Beach) has not been open all summer. This is not acceptable! All other beaches and parks in Kelowna have been. Why?
- Killiney Beach has been closed all summer. Why?
- If we pay this much we should have better services better snow removal in winter do all streets in one day not 2
- Our area has poor road conditions
- Our area has no telephone cable or internet services. It would be nice if RDCO would assist their land owners to join modern society. "
- I think the RDCO treats us like the federal government treats western canada. Send your tax money and don't bother us.
- The RDCO has the votes, our director has no vote, very fishy.
- Funny we pay for the services but we have no vote. RDCO pays nothing they have the votes. How does that work?"
- Why does RDCO have all the votes they don't live here. We pay for all the services yet no vote, not sure how that works. Seems like dictatorship to me.

- Apparently the RDCO in all its infinite wisdom has taken our directors vote away. So now we have no say about the services provided or not provided in our area. I find this strange that the RDCO has all the power and we have no say, there is something wrong in this picture.
- I am concerned about the water quality in the Westshores estates system,
- I don't know if road maintenance comes under RDCO but it needs improvements (highways)
- Bylaw enforcement needs improvement"
- RDCO has all the votes, my tax dollars should go to where I live, I think RDCO has way too much power and/or control over voting systemall Kelowna people. RDCO is very shady.
- This survey is great example, waste of money, they made it way too complicated and knowinf that people may not fill it out. "
- No
- I am very interested in the results of the self governance study.
- The transparency of costs and taxes appear to be in question"
- I am greatly concerned that with the amalgamation of the fire services we will lose equipment paid for by our community to another area.
- No
- I want to see alternatives to the RDCO and the cost of those alternatives.
- we are being led down a garden path where there is no garden at the end.
- NW community can be best serviced by incorporation.
- Give the director the access and information he needs to represent his constituents and to inform his constituents.
- I want to be part of Vernon.
- School distrct border needs to be addressed pronto! Our kids' safety is at stake!
- We need schools, help on the shorelines ASAP!!! PLEASE LISTEN!
- RDCO is arrogant and self serving. They see no need whatsoever to communicate with the people they are supposed to be serving and should remember that we are not walking wallets. We are all humans and should treat all with dignity and respect.
- I really hope this governance review will make a difference. It would be welcomed by all the residents.
- Beach access to Killiney Beach from Killarney way is over grown and you can not access. This has always been maintained in previous years. I realize the beach is closed but this was not maintained before the closure.
- I have not been happy with our services from the RDCO for many years but there seems to be nothing we can do or say to change anything!
- Trash collection seems onerous, i.e. distance for some people to travel
- Some residents do not respect the privacy and property of their neighbours. Noise levels continually disrupt residents. Security lighting and video surveillance repeatedly interferes with the enjoyment of my home and property.
- Off-road vehicles, which are not registered or licensed, are persistently driven dangerously and in unsafe ways.
- Vehicles are regularly driven and parked on laneways or roadways, often time blocking access to lanes, water mains, and private property. Residents use the roadways to park their vehicles instead of their own property, causing unsafe driving conditions especially in winter.
- Dogs that habitually bark and are not contained to the owners property. Threatening people and other animals. Tormenting and attacking other pets in their own yards.

- Residents who are not accountable for their actions. Routinely damaging and destroying private property, access roads, and laneways. Making my neighbourhood unpleasant, and unsafe to live in.
- What service is in place to help neighbours resolve disputes? What is RDCO going to do to rectify these concerns and make my neighbourhood safe?
- I pay for services such as crime prevention, RCMP victim services, business licenses, noise bylaw enforcement. Services, which I feel, are not being implemented in my neighbourhood.
- Thank you for the opportunity to voice my concerns, and issues regarding services available to the residents of North Westside communities. "
- Water service is way too expensive. The water pressure in non-existent and we are paying for water we are not using all winter then charged extra when we are here in the summer.
- Would like a stronger voice than just one vote. Nothing will ever get done here. Kelowna votes win all. Not right
- This survey is mainly about Services. The services, for the most part, are acceptable. The charges for these services appear high.
- The problems we have, which are not covered in this survey are with management. As stakeholders, we have no say in how our communities are run.
- Having worked in private sector management my whole working life, it is easy to see the RDCO is overstaffed and poorly run.
- The RDCO are even in control of this survey by limiting the parameters of the survey. We wanted the survey as shown by the petition presented to the board and it should be our questions.
- The school catchment area needs to be changed back to Vernon as an option of school choice. We are loosing too many young families because they are now told they can't send their kids to school there.
- My family, who has been here for over 50 yrs is disappointed and upset with the RDCO. We have lost all respect for the municipality and its poor personnel who continually pass off our communities concerns. And the actions which were supposed to be in place the last few years have not been done! We are tired of the lies and lack of commitment!
- Sometimes after a heavy snowfall it takes longer than it use to get neighbourhoods plowed. I am not sure why that is but it can be distressing for people who need to get out to work.
- I want to say that I am totally against any separation from the RDCO and the services provided to North Westside communities. It is an absolutely ill thought out idea that will save not one taxpayer any money. It will however end up causing our property to be worth much less by the area being run by total incompetent individuals. I also want to say that the library that receives money on the North Westside is a wonderful community facility that is run by volunteers. It is separate from ORL but receives funding through the taxes and has a great selection and is well run. I hope there are more sensible people filling out the survey that also support my thinking or am I a voice in the wilderness.
- No
- I believe there needs to be more monitoring on building permits and have a completion dates with a more check on these property as this effects other neighboring property values for unsightly premises, unlivable homes.
- The firer fighters need to be more aware of how to get into each and every property as my neighbor had a bbq grill on fire that was out of control and I came running with baking soda in hand and it took fire fighter 15 mins to find the property and then did not know how to get into the property, they had no idea of where the road was to get into that property until

I gestured it to them and by the way the property is just up the hill from fire dept. Scary for a neighbor look at flames then scared to get to that bbq wondering if propane tank is going to blow!! My neighbor also had a hard time getting through to the fire dept??? "

- We could really use an access to the beaches. It is impossible for people in wheelchairs to get to water as it is.
- The way you ignored the Killiney beach and boat launch after the flood was pathetic. You did nothing but disappoint many, many residents.
- Disrespectful of tax payer's money
- "F"" grade. Solicit tax payers input and disregard it. Why is RDCO conducting this survey? It should be conducted by an independent third party!"
- 1. We could have signs such as ""No smoking, take your buts home!"", ""Clean up after your dogs""
  2. Drive north from Fintry to the Way 91 and look at all the cactus growing - mostly on the reserve. Do something about it or we'll look like Mexico.
  3. Line shorts creek with rocks or cement. This year we have ...?... of mud on lake. Bottom and the field behind us is disappearing into the lake. How do the fish like that?!"
- Give us transparency. Pretty simple to do. Where does the money go?
- RDCO needs to change its ways and provide a proper and effective dog control service if it wants to see the North Westside stay with the RDCO and not incorporate. RDCO needs to catch the dog barking themselves instead of pitting neighbour against neighbour in court and home. Courts are full enough, and most people can't afford court - like me who has listened to barking since 2009when I started to complain.
- I want dog control to be effective in my area and cost less. Fines need to go up and tickets need to be issued, All my neighbours' got were warnings. Fraser Valley RD attended twice as many complaints (dogs) as RDCO with half the money.
- As a single person living alone my water bill is enormous. I also have a garden with raised beds and pots. I am afraid to lookat my next water bill. I may have to give up gardening which is something I thought I could afford being on a disability, but I am really questioning that now. "
- There are so few services (necessities), you should be ashamed to ask.
- I feel that I the RDCO services provided to my community are adequate/satisfactory for our location and the amount of my property taxes.
- Everything should be on a user pay basis. Why should people who are only in the area on a temporary basis pay for the costs of services used by permanent residents.
- appreciate the review
- The must be made accountable!!!!
- I feel, perhaps unreasonably, that North Westside is ignored by RDCO. A quick read of the website of RDCO has little mention of North Westside except for items that are of an emergent nature (flooding, fire warnings, service closures (Killiney Beach boat launch, for example)). It seems (but that may be through my jaundiced eye) that there are reports of things that are happening in other areas of the District to the exclusion of North Westside.
- The biggest concern of all - there are three different water systems in our area. Fintry utilities, BC parks, and the new RDCO system. Wouldn't it not be cost effective to limit it to one or two systems?
- I do want to commend the local fire service. The volunteer firemen do a tremendous job of keeping the community safe.
- This is a very biased survey against the RDCO.

- "Why has our director's vote been taken away?
- No we have no say about the services provided, etc. This seems strange. Basically take our vote and our voices away and basically shut up and take it and deal with whatever the RDCO says - dictatorship???"
- Here's an example:
  Building inspection: I have code violations all over my house that were ignored.
  Parks: ridiculous. They put an electric power pole in the water on a public beach, even when the province demanded they did not.
- why did the amount we pay for water increase by 300% between 2012 and 2016 and continue to be out of line with other small communities such as Armstrong and Enderby. If the rates for many years prior to 2012 were to low to maintain the system that is the fault of poor administration, not of the people paying the high rates we are forced to pay now, its like we are being penalized for something that happened years ago.
- The cost of services due to the distance between those tasked to provide the services and the North Westside where the services are make the RDCO model of delivery cost prohibitive.
- We don't need another bureaucracy
- They have met our expectations
- If you have read all of the comments, then I'd be redundant. Kudos to our current representative, even though it appears he is limited by a larger vortex.
- please keep service cost low as it will be imposible to keep living at Killiney Beach community.
- Please reach out to all the demographics of the communities on the District, be more involved and represent the interest of the community.
- trust is a big issue for me and i have to tell you that i don't have trust in this system.
- i had also heard the chairperson of the rdco speak about one of our requests, and it wasn't very respectfull. however, we have only one person to speak on our behalf, so we are stuck with her.
- How are you insuring that each residence submits only one questionnaire?
- The roads are terrible.
- We want better service for our TAX dollars!
- We need better services in the Fintry area as we are last for road improvements where there is a 500 feet drop into Lake Okanagan since there are no guards.Same story for snow removal.
- There is simply a total lack of professional and personal integrity to live up to the RDCO Mission Statement where the North Westside is concerned.
- Killeny Park is the only public beach and boat launch for the neighbourhood and neighbouring neighbourhoods. Due to the lack of public interest from the RDCO to open and fix the damage done to the park many of the residents are going beyond the barriers and using the park irregardless of personal risk to themselves and others because it is the only park out here with water access. Surely a higher priority should be given to this as the number of people who live out here is lower but it is the only park with water access. If more members of the RDCO were aware of this they may have ranked it higher on the priorities list than they did.
- Try to have us vote online. 5% of eligible votors voting is a farce. They get what they deserve.
- Zero trust in RDCO and I would be very interested in self governance for this reason

- Surveys are great, but they did not open Killiney beach this season.
- No
- Parks Services are ignored at this end of the lake with preferential treatment given to those parks closer to Kelowna. When repairs are needed, we appear to always be at the end of the line regardless of the seriousness of the work required. Example, Killiney Beach REGIONAL Park has been closed for the whole summer season due to required road repairs resulting from early wash-outs this Spring.
- Westshores Park had a picnic gazebo included in the original Park Plan. This failed to materialize until a small shelter was recently put in place which is totally inadequate for the number of users that frequent the park (and, not in keeping with the original plan)."
- not at this time
- 1. Most seasonal Home Owners live there for maybe 6 month of the year. Often the waste management Station times of operation and rules for when Spring Burning and Clean-up do not occur when they are staying at their Seasonal home. Therefore they have to rely on out of District Waste facilities and pay out of pocket. There for it is like double dipping. Wouldn't it be much fairer to do what the Water and Electric Co. do - only pay for what you use ??.
  2. Do to the worst Wild Fires BC is encuring this year we are more concerned than usual. It's not the Property Owners that live here but the Abcentee Owners that leave all of the combustible debri ,deadfall, dry grass, weeds etc. to build up year after year, that put the rest of the community at risk."
- yes, we have had the road dug up in front of our house for a water pipe to be installed to a new development across the road however the road has not been fixed and this lack of consideration for residents affected is more than a little annoying having cars/trucks kick up dust as they speed over the sand and gravel patching the dug up road
- I live in La Casa Resort and have been on council for 6 years. This area has seen the highest growth of any areas on the West side. We have nurtured a solid working relationship with the RD. As we now approach 75% capacity we will be required to enhance or expand services and infrastructure (pools, marina etc). We look forward to working with the RDCO on future projects
- not enough info to answer; only lived in area one year
- hopefully you keep it fair
- Due to the distant nature of RDCO in relation to North Westside in mileage as well as attitude, the service delivery is extremely substandard.
- I sincerely hope that this survey is indeed independent and changes are implemented that are fairer to our community.
- No, it is running just fine as it is
- Water cost are my biggest concern.
- I do not like your description of 'services' as many are governance, administration, or decison-making functions. I would rather see direct service delivery (fire protection, road maintainence, policing, and so on) seperate from these others categories. We in fact get very few direct services - which may be fine - but I do not like the suggestion that we get 30 plus services... when most are functions and not services. Honesty is in there with transparency and accountability... and clear communications.
- Dump hours or days open could be extended, or if not feasible, I would also suggest more weight on a user pay system, pay as you go vs $85 bill a few times a year. if not popular, a reduction in the garbage fees and small dump fee for users would suffice.

- We fine the hours are not convenient nor is the location from where we are, so we pack our garbage down to Vancouver most times..
- Thanks again to the Fire Departments for their support in the flood!
- It makes no sense how the district goes all the way North to westshore estates yet some of us have a vernon address and some have a kelowna address. This changed many years ago with the post office changing from rural routes to street numbers. It used to be vernon address' s all the way to fintry!
- Continue to lobby with any suasion RDCO may have in getting the road improvements completed. While outside of your administration the RDCO can have a voice in pushing the need to get this done.
- garbage transfer tax
  property tax
  dog barking
  immature resident blowing horns inciting poor neighborly conduct
- GREAT COMMUNITY. ROADS AND DRAINAGE PROVIDED BY MOTI ARE AN ABSOLUTE DISASTER THEY ARE SO SUBSTANDARD. THIS NEGLECT DOES NOT BODE WELL FOR THE AREA
- I don't feel like we are heard or able to be represented fairly. Not because of our representative but because of the way the RDCO is managed.
- It's overmanaged by people who are overpaid and seem to only care about the larger districts. "
- I have an impression from discussion with other owners in the area that there is a problem with communication between owners/taxpayers and the entities that provide the services. This surprises me and may only be a mistaken perception but even perceptions may result in poor decisions.
- I would point out that the boat launch at Killiney Beach is the source of significant safety concerns. The available land for the launch is inadequate because the beach is not very big. In addition, the launch is not sufficiently isolated from the general foot and vehicle traffic. The boat launch results in considerable strain on nearby Hodges Road which is used for parking many large vehicles and boat trailers a good way up the hill, resulting in unsafe conditions for pedestrians and other users of the road. Boat launch traffic generally exceeds safe speeds while traveling up and down Hodges Road causing considerable safety concerns for pedestrians and other vehicles. Overall, the boat launch at this site results in significant safety risks.
- Maybe the Board and the Senior Staff of RDCO should actually drive and walk through some of the communities they represent and vote on (at least annually) so they can see the degradation of the services and infrastructure they ignore.
- My RDCO knowledge is a garbage payment made twice a year, thats it.
- Get Westside Road driveable
- no
- I only wish I made notes about all the things I learned when this review process was being discussed amongst the residents and our elected official.
- It seems there were many different community concerns depending on exactly where you lived in the district. We all did not have the same concerns but we all felt we weren't being heard at the RDCO. We all felt let down and somewhat ripped off by the way things were done. I hope that the result of this process is better planning, better use of funds, better services and less trouble getting a fair deal.

- I believe our services along the Westside should be managed by us living there not wools living else where. It's our money. For the whole Okanagan valley these different boards should focus on:
- Providing safe biking routes along the major roads and walking routes. On Westside there are none, sad for the RDCO.?
- not at this time
- Ever since we lost Westbank in the Reginal District we are paying way too much for our sevices that we do not receive
- who determines where the results of this survey are used
- We would be better off without the RDCO. We can govern ourselves and services will be cheaper, since there will be no union bargaining neither gold plated salaries, bonuses and benefits.
- Said it all
- I am definitely not in favour of independent management of Westside from the RDCO. I do not believe we have the population density, and I do not have confidence in the people that seem positioned to take over the responsibilities.
- They don't actively enforce bylaws and zoning rules - building is whatever they decide case by case - they only react if called and even then...we have tons of unsightly properties and nonfunctioning cars and nothing done unless a person complains and then neighbor is pitted against neighbor - you build a gorgeous home beside a hillbilly dump - need to clean westshore estates up
- Perhaps a "quarterly report" of Regional District business conducted on behalf of the Central Okanagan West would help citizens be more informed and aware of all that the Regional District does on their behalf.
- No
- LISTEN to the local concerns !! and reduce our costs !!!
- It definitely bothers me that so much weight is given to the local misinformation generated by certain local people which feeds on the emotions of those who take this misinformation as the truth. Very thankful for the balancing the Board, and thus the staff, provide even as this occurs
- Maybe our elected director could hold town halls as promised so we could tell him or her about services we need, and ask questions. It's difficult for me to find figures and costs at RDCO myself, but my Director can sure do it.
- The governance structure of RCDO is archaic and should not be the governance body that looks after the governance, service needs, and welfare of residents of the Northwest side area and to continue this is a denial of the ability of residents of the area to look after their own needs and services. Continuing with RDCO would be as welcome and realistic as having Canada suddenly start governing the Province of BC as if it knows what is needed in the area. RCDO is out of touch with the West side of the Okanagan Lake as evident in the move made by Westbank/West Kelowna. Since that move our services have been down graded because that separation reduced revenue to the RCDO
- I should have commented before on services and costs, worried about back tracking, this was to take 5 minutes! We pay a lot for water! I feel some of my tax dollars should go to making our roads more user friendly, such as being able to safely walk/bike along Westside Road! "
- Yes please keep us informed prior to any decisions being made. We seem to her the news after the fact.

- This level of government has outlasted it's usefulness and a more localized form needs to be instated that is more accountable to this community
- Ive already stated in one of the questions, poor waste disposal management, if there was better rules and usage rights may prevent people from illegal dumping of refuse.
- Poor management at Evely camp ground, garbage always full, road needs to be grated, horrible road maintenance
- We need direct control over services that affect only us, and we need an equal voice on matters that affect all board participants.
- Water charges unfair . We try to make our yard look attractive and pay heavily ..some neighbors yards look lice crap and they pay little for water. What message are you sending here?
- I cannot express enough gratitude for keeping us safe in our community. That is whats most important. Fire/Medical Responders, Water Quality, Communal Areas and perhaps some street lighting.
- Would love to be a community that people would know where it is. Currently we are Vernon? But RDCO? I have lived here for over 15 years, this factor is one of the most confusing for so many folks. Especially, first response! Can we change that?
- When making decisions around such things as water restrictions - rules should be responsive to ongoing situations not controlled by dates set and used year after year. When a rule does not make sense rather than encouraging people to change their behaviour you instead make them angry and create an attitude that encourages people to ignore regulations. Dates should be changed to reflect current conditions such as are usually done with fire restrictions.
- Please leave things alone.
- i feel we do not have a voice with the current board and we cant move forward as a community
- We want the north beach access between lots 9 and 10 on north Shorts rd. to be surveyed, and fenced. Local residents are willing to help with cleanup and fencing.
- We hope that we can always depend on the services of the RDCO. We have had some good response from you and appreciated the sand bags during the flooding , the forest fire fighting, and the general cleaning up of parks. Just the communication could be better to all residents on any concerns. Thank you!
- I think I've said enough.
- None.
- We need more local representation. People who barely know where the North Westside is are making crucial decisions for us.
- It is important that people in power not use this to further their own ambitions.
- Please provide more public space on okanagan for families to enjoy beaches and boating
- No
- No thank you for the opportunity to give you our concerns
- Yes. Inspections, Planning, and Bylaw Enforcement are departments needing more staff. Development in rural areas requires a proactive vision, and I don't see this with the current employee structure.
- Water. Poor
- Beach access. Poor
- Road maintenance. Poor
- Policing. Poor

- Children travel to far to go to school, with the growing numbers in the community I believe a pre K -8 school should be built or we should be able to choose which school district our children go to and that they are able to attend any school in the district. "
- The existing structure of the RDCO (specifically) appointment of majority vs election of all members by representative communities is one of the fundamental flaws of current system. There is zero accountability by any person currently on the board. Each and every one of them has their own agenda for the benefit of no one except people who believe they are entitled to some service or amenity .
- I have seen on numerous occasions, RDCO vehicles taking the longer route north through Vernon to get to West Shore Estates and Killiney Beach and Fintry. I have observed these vehicles going in both directions. That's over an hour each way! There have been road closures 0930 to 1130 am and 1230 to 230 pm 5 days a week for the past 3 years for road construct north of West Kelowna. Residents here have to work around those closure times if they commute to Kelowna. RDCO staff apparently don't work around the closures so are charging us over 2 hours of travel time. That's got to add up.
- Dictatorship
- Garbage dump is a joke the hours are very short and not open during times you can dump your trash why there is so much illegal dumping going on the garbage system is a joke we pay for a service we can't even use and limited to only one dump it's a joke I haul and dump my trash at work because I cannot make it to dump on the few hours it open so our house pays garbage service but cannot even use the service we pay for the garbage system we have is pathetic joke
- For the out rages amount that I pay for water the RDCO should be making sure that I have adequate water pressure for my house. I deserve the same satisfaction that every other customer gets for paying for this Resorts. I pay my fair share and get in adequate return for my money.
- High taxes with very little services
- thank you for undertaking the study. i truly hope it will result in better service, increased communications/engagement and more bylaw enforcement.

12. Are you a permanent or seasonal resident of the review area? Other:

- No residency
- property owner and developer
- For over 50 yrs
- We have a cabin which we use occasionally.
- We visit our property
- Have been "seasonal" (5-6 months of the year) since 1972.
- Overseas

13. In what community in the review area do you own property? Other:

- Nahun fringeland between la casa and caesar's landing
- in both valley of the sun and west shore estates
- Traders Cove
- Wainman Cove
- Estamont (apenshores near Killiney)

- Aspen Shores
- Estamont
- Estamont Beach
- Ewings Landing
- Between Fintry and Killiney Beach
- Waiman Cove
- Cinnabar Creek
- near Estamount
- Estamont beach

Appendix 3: Regional District Service Descriptions

Service	Mandate/description	Cost recovery method (excluding grants, provincial reimbursements, etc.)	Stakeholder Votes
Shared with all member areas			
Regional Board		Assessed taxes	Entire Board
Regional Rescue Services	Provides fire dispatch, disaster and emergency response services, community awareness and education	Assessed Taxes, Central Okanagan Ratepayers, Westbank First Nation Services Contract, PEP Claims	Entire Board
9-1-1-Emergency Call Centre	Provides a call centre that allows 24 hour access to emergency service responses to RDCO and 8 other Regional Districts.	Assessed Taxes, Westbank First Nation Services Contract, Service contracts with 8 other Regional Districts	Entire Board
Crime Stoppers	Provides a proactive program for citizens to assist the police anonymously to stop, solve and prevent crime	Assessed Taxes, Westbank First Nation Services Contract,	Entire Board
Victim Services	Provides information, practical assistance and emotional support to victims and witnesses of crime and/or trauma	Assessed Taxes, Westbank First Nation Services Contract, the Ministry of Justice	Entire Board
Dog Control	Works with dog owners to help them understand, and holds them accountable for, fulfilling their responsibility to promote healthy human-dog interactions	Assessed taxes, Dog license fees, Impounding fees, and Municipal Ticket or Bylaw Offense Notice fines, contract service fees from Westbank First Nation Taxation from service area participants (Central Okanagan West and Central Okanagan East Electoral Areas, City of Kelowna, City of West Kelowna, District of Peachland, and District of Lake Country), Contract service fees from Westbank First Nation	Entire Board

Service	Mandate/description	Cost recovery method (excluding grants, provincial reimbursements, etc.)	Stakeholder Votes
Effluent Disposal	Provides effective and efficient management of septic wastes and wastewaters collected from properties in the RDCO	Assessed taxes if necessary, Tipping Fees, and Westbank First Nation Service Contract	Entire Board
Solid Waste Management & Recycling Program	Part of Overall SWM Service: Manages and oversees the regional operational aspects of the garbage, recycling and yard waste collections programs	Cost collection for the depot, recycling program based on service contract, parcel taxes, utility billing, processing rebates	Entire Board
Okanagan Water Basin Water Board	Contributes funding to OBWB to participate in water quality enhancement programs and ensuring adequate water supply	Assessed taxes, Westbank First Nation Services Contract	Entire Board
Air Quality Service	Works with partners to protect and improve air quality	Assessed taxes, District of Lake Country Service Agreement, Westbank First Nation service contract, Grant	Entire Board
Regional Planning	Promotes coordinated planning, addressing issues affecting municipal/electoral jurisdictions within the Central Okanagan	Assessed taxes, Federal / Provincial Agency Grants	Entire Board
Electoral Planning	Provides planning services, including development and implementation of land use policies, and evaluation of development applications	Assessed taxes from electoral areas, application fees, external funding agencies, Fringe Area Agreement participation by Kelowna, Peachland, Lake Country, West Kelowna	Entire Board
Sterile Insect Release	Transfers taxation funding to participate in and support the SIR Program - applying nature-friendly technology to control the codling moth	Assessed taxes, parcel taxes	Entire Board

Service	Mandate/description	Cost recovery method (excluding grants, provincial reimbursements, etc.)	Stakeholder Votes
Economic Development Commission	Works in partnership to facilitate and encourage the development of a healthy and dynamic sustainable community economy for the region	Assessed taxes, Westbank First Nation services contract, Federal government Community Investment program, Provincial partnerships, Private sector partnerships, post-secondary institution partnerships	Entire Board
Regional Parks	Provides a network of regional parks and trails, including programs that provide opportunities for experiences and activities	Assessed taxes, Westbank First Nation Services Contract, Rental Fees, Grants	Entire Board
Transportation Demand Management	Participates in Transportation Demand Management for the Electoral Area to meet the demands of regional growth	Assessed taxes	Participating members
Shared with one or multiple communities			
Electoral Areas – Gen. Government	Tracks shared Electoral Area specific expenses and manages election polls	Assessed taxes	Participating members
Electoral Area Fire Prevention	Provides Electoral Areas with regulation and ways to increase fire prevention. Note: Includes areas that do not have fire protection service	Assessed taxes	Participating members
Regional Crime Prevention	Provides crime prevention advice, support and leadership	Assessed taxes, Share of Alarm Control Program Net Revenue	Participating members
Building Inspections & General Bylaw Enforcement	Provides building inspection services & general bylaw enforcement for land use, sign and animal control enforcement and compliance with applicable bylaws for Electoral Areas	Building Permit Fees, Assessed taxes, bylaw fees, taxation in 2013, tax requisition for other bylaw enforcement	Participating members
Prohibited Animal Control	Reacts to resolve complaints about violations of the Prohibited Animal Bylaw	Assessed taxes	Participating members

Service	Mandate/description	Cost recovery method (excluding grants, provincial reimbursements, etc.)	Stakeholder Votes
Enforcement of Noise Bylaws	Provides Noise Bylaw Violation Enforcement services for the Electoral Areas	Assessed taxes	Participating members
Enforcement of Unsightly/Untidy Premises Bylaw	Provides unsightly/untidy premises bylaw violation enforcement services for the Electoral Areas	Assessed taxes, Recovery of the costs of clean up from the various property owners	Participating members
Insect Control	Provides enforcement services for Noxious Insect and Pest Control Bylaws	Assessed taxes, cost recovery of direct enforcement charges	Participating members
Okanagan Regional Library		Assessed taxes	Participating members
Shared among Central Okanagan West communities			
Central Okanagan West Electoral Area	Separates costs relating to expenses for Electoral Area West	Assessed taxes	Entire Board
Grants – Area Westside	Provides grants to organizations providing community services to the Central Okanagan West	Assessed taxes	Entire Board
Westside Community Parks	Provide developed and managed park space to residents	Assessed taxes	Entire Board
North Westside Communities Only			
North Westside Volunteer Fire/ Rescue Department	Provides the North Westside Fire Protection District with cost effective, high levels of service, for the protection of lives, property and environment	Assessed taxes (Fintry, Westshores, Ridgeview, and Killiney Beach)	Entire Board
Killiney Community Hall	Provides annual core operational and capital asset financial support to assist in the successful long-term operation of the Killiney Community Hall	Assessed Taxes, Local services within Central Okanagan	Entire Board
Killiney Beach Water System	Provides water treatment and distribution to customers of the Killiney Beach Water System	LSA water fees, User and Asset Renewal Fees for Killiney Beach Water System Users, Gas Tax Grant	Entire Board

Service	Mandate/description	Cost recovery method (excluding grants, provincial reimbursements, etc.)	Stakeholder Votes
Westshore Water System	Provides water treatment and distribution to utility customers of the Westshore Water System	LSA water fees, User and Asset Renewal Fees for Killiney Beach Water System Users, Gas Tax Grant	Entire Board
Fintry/ Shalal Valley of the Sun Water System	Provides water treatment and distribution to customers of the Upper Fintry/Shalal Road/Valley of the Sun Water System	LSA water fees, User and Asset Renewal Fees for Killiney Beach Water System Users, Gas Tax Grant	Entire Board

Appendix 4: Resources

The information about regional districts administration and governance in this report has been drawn from the following publicly available resources.

Voting Rules

- *Regional District Tool Kit* (2005), Fact Sheet 5: Regional District Voting Rules (p.22).
- *Local Government Act*, Part 6, Division 3- Voting and Voting Rights

Service Costing and Taxation:

- *Regional District Tool Kit* (2005), Fact Sheet 6: Regional District Finance (p. 27)

Comprehensive Overview:

- *Regional District Tool Kit*, Union of B.C. Municipalities and Ministry of Community Services (2005).

Summary Overviews:

- *A Primer on Regional Districts in British Columbia,* Ministry of Community Services (2006).
- *A Path Forward: A resource guide to support Treaty First Nation, regional district and local government collaboration and planning,* Ministry of Aboriginal Relations and Reconciliation (2012).
- Homepage of the Local Government Department of the Ministry of Community, Sport and Cultural Development: www.cscd.gov.bc.ca/lgd

Service Reviews:

- *Reaching Agreement on Regional Service Review and Withdrawal Disputes*, Ministry of Community Services (2006).
- *Regional Service Reviews: An introduction*, Ministry of Community Services (2006).

Legal Framework:

- *The Local Government Act*

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Prepared by: