BIG WHITE MOUNTAIN COMMUNITY ISSUES ASSESSMENT

FINAL REPORT

August 31, 2021

Regional District of Kootenay Boundary

PREPARED FOR: REGIONAL DISTRICT OF KOOTENAY BOUNDARY

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EXECUTIVE SUMMARY

The Big White Mountain Community Issues Assessment is a joint effort between the Regional District of Kootenay-Boundary (RDKB), the Province of British Columbia (the Province), and Urban Systems Ltd. The project was funded by the Province in an effort to better understand the challenges pertaining to amenity and service provision in the Big White Mountain Community (the Mountain). The objective of this assessment is to determine what actions can be taken by the RDKB and the Province to improve the overall quality of life at the Mountain.

A similar assessment was previously conducted for the community by the Big White Mountain Community Development Association (BWMCDA) in 2019, which prompted the need for the RDKB to complete this project to formally determine what steps can be taken as a means of improving the quality of life at Big White Mountain for all.

The assessment details existing community profile statistics pertaining to population, household income, housing supply, labour force, and development trends to provide an overview of the community's characteristics in section 2.0 Community Context.

There are a number of managing agencies that have decision-making authority for the Mountain, including the Province, the RDKB, Big White Ski Resort (the Ski Resort), Interior Health Authority, and School District 51. Section 3.0 Governance Structure and Service Provision provides context on the services and amenities that each of these agencies provide to the Mountain and the costs associated with their provision.

A community engagement process was undertaken in late 2020 and early 2021 to collect feedback from managing agencies, organizations, community groups, property owners, business owners, and residents. An online survey was distributed during this timeframe on the RDKB's Join the Conversation communications platform. A total of 261 responses were received with 242 respondents identifying as Big White Mountain property owners. This equates to a property owner response rate of 10.9%. In addition, feedback was collected from stakeholders through hosting two virtual workshops for resident and local business groups and another for managing agencies. Key findings from this community engagement process are discussed in section 4.1, with all feedback collected provided in Appendix A.

The services and amenities provided in Village municipalities with a similar population size as the Mountain were observed, in addition to three Resort municipalities. This information was collected to determine if the current level of service and amenity provision at the Mountain is adequate in comparison to what is being provided in other communities that are similar in size or structure. The findings of this research are discussed in section 4.2.

A series of recommended considerations and actions for the Mountain community were compiled into Table 5.1 as shown in section 5.1. The recommendations detail how service and amenity provision on the Mountain can be improved, the rationale for doing so, the action lead, and any potential partners. This section found that most of the identified actions and considerations pertaining to government-provided services and amenities can be completed by the RDKB and the Province. Some of the recommendations identified will require action from other agencies such as the Ski Resort, Interior Health Authority, and Canada Post. The RDKB and the Province can work together to address many of the recommendations identified to improve service and amenity provision for the Big White Mountain community.

Photo: Big White Website

1. PROJECT OVERVIEW

1.1. PURPOSE

This Community Issues Assessment project for the Big White Mountain community located in Electoral Area 'E' was led by the Regional District of Kootenay Boundary in partnership with the Government of British Columbia. The Kelowna branch of Urban Systems Ltd. was retained to complete this project which commenced in early March 2020 but was quickly halted due to the COVID-19 pandemic. The project recommenced in November 2020.

The assessment was completed as a mechanism to gain feedback from the community pertaining to the level of services currently provided by the RDKB. The community and stakeholders were engaged to determine where gaps and deficiencies currently exist in service provision and what level of service expansion and amenities the community would like to see in the future to improve the quality of life for year-round residents, property owners, and local businesses at Big White Mountain.

A similar assessment was previously conducted for the community by the Big White Mountain Community Development Association (BWMCDA) in 2019, which prompted the need for the RDKB to complete this project to formally determine what steps can be taken as a means of improving the quality of life at Big White Mountain for all.

The current governance model was reviewed and evaluated to better understand the number of players involved with service provision on the Mountain, as well as identify what changes may be possible for the RDKB to implement moving forward. Research was also conducted on the service provided in other North American mountain resort communities for context on what improvements may be possible for Big White Mountain community under the current governance model, and what may be possible if a shift in jurisdiction were to occur.

This report outlines recommendations for the RDKB on how to improve service provision to the Big White Mountain Community and identifies areas of improvement that are outside of the RDKB's jurisdiction that may require further review and action from the Province.

1.2. PROCESS

There are four sections of this report in addition to the introductory section, each of which comprises the steps that were taken to complete this Community Issues Assessment. They are as follows:

1. **Community Context**
2. **Governance Structure and Service Provision**

3. **Key Findings: Engagement and Comparative Communities Research**
4. **Recommendations**

This section provides an overview of the work that was completed in each step, with further details provided in their respective sections of the report.

1.2.1. Community Context

At the beginning of the project, background information on the Big White Mountain community was collected to better understand the characteristics and traits of community members, as well as the current governance model for decision-making and service provision. Key community demographic and socioeconomic statistics are outlined in section 2 and the Mountain's governance model in section 3.

1.2.2. Community Engagement

Initially, the RDKB had intended to conduct much of the community engagement in-person, however as a result of the pandemic, virtual methods were adapted instead. An 82-question survey was used as the primary tool for collecting feedback from the community, including business owners and property owners who may not reside on the Mountain. Virtual workshops were employed to host discussions with managing agencies, organizations, and community groups.

The feedback collected through both of these engagement channels is provided in full in Appendix A of this report, with the key findings that inform the recommendations of this report outlined in section 4.

Survey

A community survey was hosted on the RDKB's Join the Conversation page from December 21st, 2020 to January 31st, 2021. All individuals owning property at Big White Mountain (a total of 2,236) were mailed an invitation to participate in the survey. The survey was also promoted on the RDKB's Facebook and Twitter social media channels. A total of 261 responses were received with 242 respondents indicating that they own property at Big White Mountain, therefore equating to approximately 10.9% of property owners.

Stakeholder Workshops

In addition, the project team hosted two virtual invitation-only workshops for community stakeholders. The two groups and a description of attendees for each are as follows:

1. **Residents and Local Businesses** - Big White Mountain Community Development Association, Big White Chamber of Commerce, and Big White Fire Chief
2. **Managing Agencies** – Interior Health Authority, Ministry of Transportation and Infrastructure, Big White Chamber of Commerce, Big White Community School / School District 51, and Big White Ski Resort.

Note that a representative from Big White Ski Resort was unable to attend. The Big White Mountain Community's Area Director, Vicki Gee, was in attendance at both meetings.

These workshops were hosted on Wednesday, January 20th, 2021 using Zoom and MURAL, an online engagement platform.

1.2.3. Research

In the assessment conducted by the BWMCDA, research was conducted on North American ski communities that are similar in size and structure to Big White. In addition, municipalities with a small population of ~300 residents were observed to compare servicing levels, as Big White's full-time population is around this scale. This research compared the service and amenity offerings of the observed communities to those offered at Big White Mountain.

In this 2021 assessment, the previously conducted research was updated to reflect the current context, as well as expanded to include other mountain resort communities such as Whistler and Revelstoke. The inclusion of these larger ski communities was as a result of comments received from the community during the engagement phase in regards to the level and scale of amenities that they would like to see in the Big White Mountain community in the future. Including these larger mountain resort communities will provide good context to the RDKB and the Big White Mountain community on the amount of tax dollars and population base that would be necessary to support a higher caliber of services and amenities.

The findings of the research are outlined in section 4.2 of this report.

1.2.4. Recommendations

Upon review of all the aforementioned information collection and from informed discussions with RDKB staff and the Area Director, a series of recommendations were formulated for how to improve service provision levels, and ultimately, the quality of life at the Big White Mountain community. The recommendations are outlined in section 5 of this report.

2. COMMUNITY CONTEXT

2.1. OVERVIEW

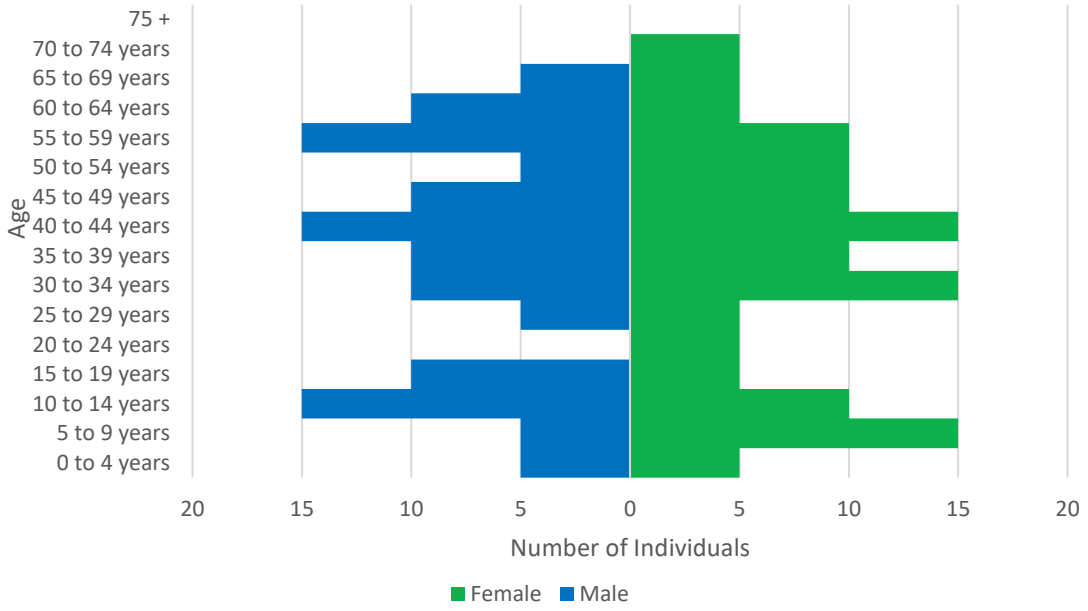
Big White Mountain is located approximately 1 hour southeast of Kelowna by vehicle in Electoral Area 'E' of the RDKB. The community is unincorporated and was settled largely as a result of the growth and development of Big White Ski Resort, founded in 1963. The easy access to recreational activities and amenities, and the geographic situation of the community on Big White Mountain, surrounded by miles of untouched alpine wilderness, making the community an appealing place to live and recreate.

The Ski Resort holds a Master Development Agreement with the Province which is further detailed in section 3.2. This agreement significantly contributes to the level of growth and development that the Mountain community experiences.

2.2. POPULATION

According to Statistics Canada Census data from 2016, the total population of the Big White Unincorporated Area was 251 in 2016. The age distribution of the population of Big White Mountain is illustrated below in **Figure 2:1**. Big White Mountain's population distribution is quite unique, as it is highly influenced by Ski Resort activity. The data indicate that most full-time residents at Big White Mountain are likely families, given that most residents are 19 years or younger (28%), or between 30 and 59 years of age (52%). Compared to the regional population age distribution, Big White Mountain tends to have a higher proportion of children (19 years and younger) and middle-aged adults (30 to 59), than seniors (65+).

Figure 2:1: Population Age Distribution by Sex (2016)



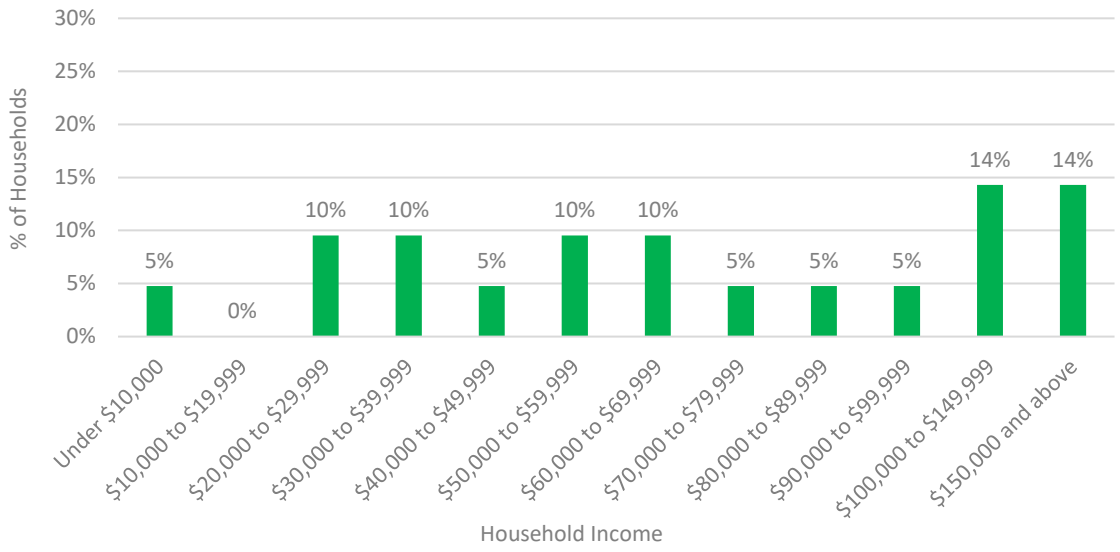
It is important to note that a slight shift in population may have occurred since the last Census period (2016) as 22% of the population at the time was between the ages of 45 and 59, therefore it is possible that a higher proportion of individuals in their late career and early retirement years may have taken up full-time residency at Big White Mountain. In addition, there may now be a lower youth population on the Mountain as 6% of the population in 2016 was between the ages of 15 to 19 and it is highly likely that this demographic group has since relocated to pursue post-secondary education or early career opportunities. The 2021 Census data collection was underway at the time of writing this report.

2.3. HOUSEHOLD INCOME

Almost half (46%) of all full-time residents at Big White Mountain have a household income of $100,000 or more, according to Census data that represents 2015 household incomes as shown below in **Figure 2:2.**

This data shows that the household income of Big White Mountain residents tends to be higher than that of Area E as a whole. 28% of Big White Mountain households earn an annual household income of greater than $100,000 compared to 19% of all Area E households. It is important to note that a large proportion of the Area E households earning greater than $100,000 likely comprises Big White Mountain residents. Furthermore, Big White Mountain has fewer households earning less than $30,000 per year than Area E, with only 15% of households earning less than this amount compared to 37% of Area E households.

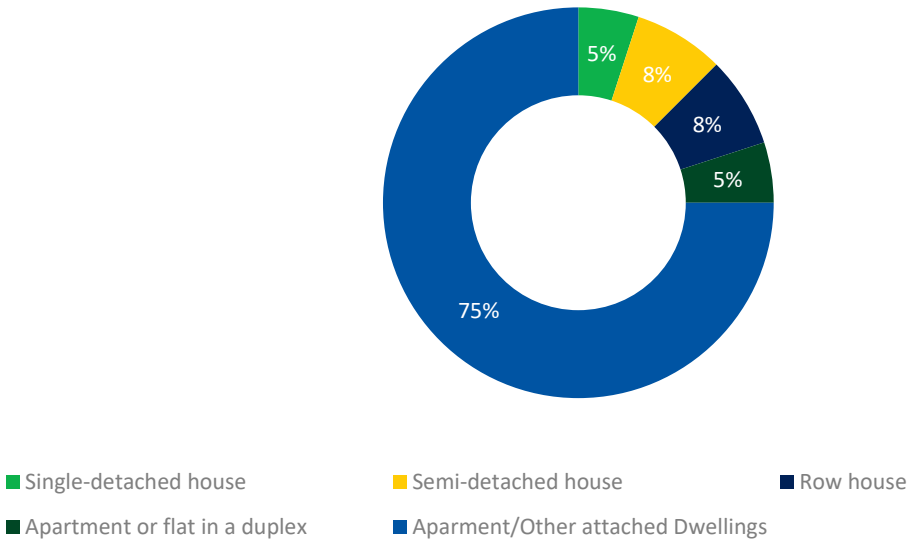
Figure 2:2: Household Income (2015)



2.4. HOUSING

The Ski Resort results in a large influx of tourists and short-term residents in the winter season on the Mountain. Therefore, most housing options at Big White Mountain consist of apartment or condo-style residences. Unsurprisingly, 75% of housing provided on the Mountain is apartments or other attached dwellings (e.g. duplexes, townhouses), as shown below in **Figure 2:3**. In 2016, only 13% of Big White Mountain housing was in the form of a single- or semi-detached house.

Figure 2:3: Housing Characteristics (2016)

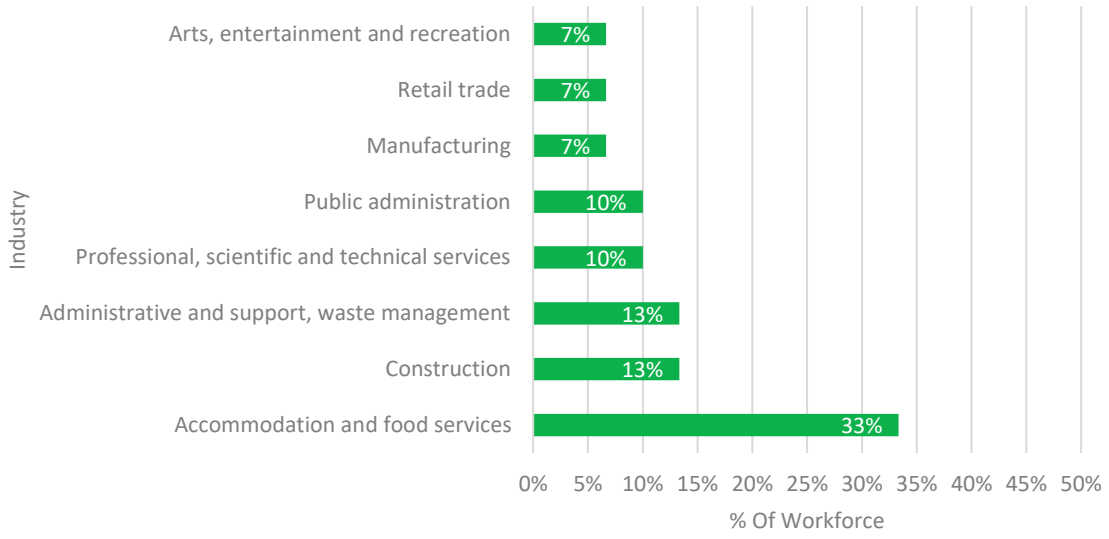


2.5. INDUSTRY

According to the 2016 Census, 33% of the Mountain's labour force population works in the accommodation and food services industry, as shown below in **Figure 2:4**. It is likely that Big White Ski Resort employs a large proportion of those working in this industry as the Ski Resort owns many of the businesses on the Mountain. The second most common industries are construction and waste management administration and support, both employing 13% of the labour force. It is possible that a significant proportion of the 10% working in the professional, scientific and technical services industry work remotely within their own homes. We can assume that the 2021 Census will likely show an increase in this number as a result of the COVID-19 pandemic and an increase in the population choosing to work remotely or pursue careers that allow them to do so, such as those in the professional, scientific and technical services industry.

Notably, no full-time residents indicated that they work in the health care, social assistance, or educational service industries. Additionally, no Big White Mountain residents indicated that they work in the agricultural, forestry, fishing and hunting industry which was found to be the top industry for Area E, employing 27% of the labour force. That being said, since a medical clinic and school are provided on the Mountain, and there is active logging nearby, those working in these industries must hold residence outside of the Mountain community.

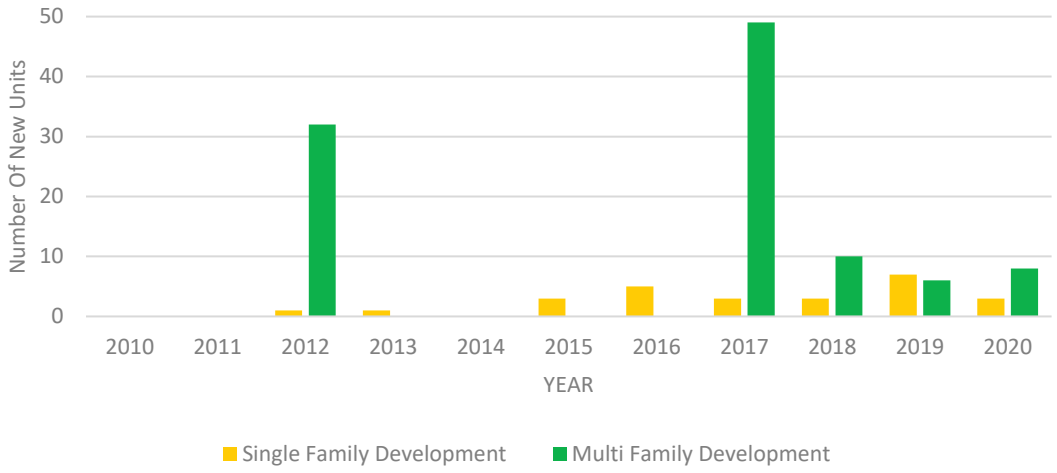
Figure 2:4: Labour Force by Industry (2016)



2.6. DEVELOPMENT

Figure 2:5 below shows the total number of new residential units that were built between 2010 and 2020, based on building permit data collected by the RDKB for the Mountain. In general, more multi-family units were built over the 11-year period compared to single-family residences. 2012 and 2017 saw a spike in multi-family development, however, no units were built in the interim years. Since 2015, single-family development has been fairly consistent with between three and seven new units per year. While these numbers are low, it is important to note that these new single-detached units are largely being constructed in a new subdivision for higher-income households and are therefore generating high building permit revenues. The higher proportion of multi-family residential units is likely a result of the market demand for short-term accommodations and seasonal vacation homes.

Figure 2:5: New Residential Units (2010-2020)

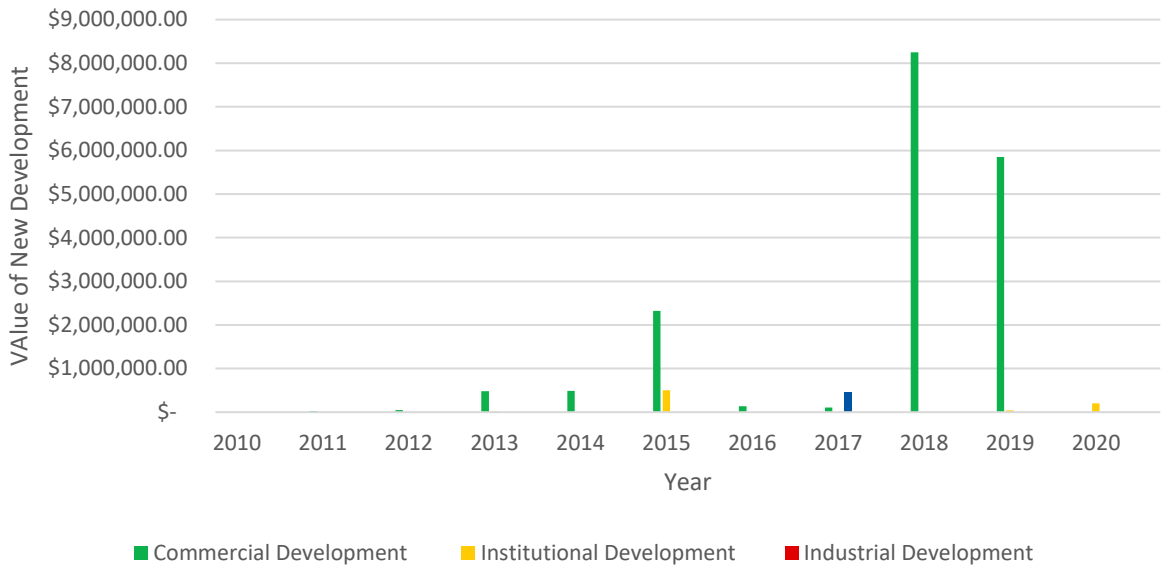


Similarly, **Figure 2:6** shows the amount of institutional, commercial, and industrial (ICI) development activity on the Mountain between 2010 and 2020. Unsurprisingly due to the community's large focus on tourism and related commercial activities, most ICI development has been for commercial purposes, with this form of development exceeding $5 million construction values in both 2018 and 2019. 2015 was also a notable year, with commercial development construction values exceeding $2 million. All other commercial development that has occurred within this 11-year period has been less than $500,000 in value. The notable development years are likely a result of high value commercial development construction by the Ski Resort.

There are few institutional land uses on the Mountain, with the Big White Community School, the Waste Transfer Station, and the Fire Department being the only existing developed institutional uses. The parcel where the BC Ambulance Service Station was located is also designated as Institutional. There is a vacant parcel on Big White Road directly south of the Snow Pines residential area that is owned by the RDKB and is reserved for future expansion of the Fire Department All institutional development that has occurred during the 11-year period has been valued at $500,000 or less with the largest development occurring in 2015 which was the fire hall expansion.

Similar to institutional, there are few parcels on the Mountain designated for Industrial use. Only two permits for industrial development were issued during the 11-year period which was in 2017 for $450,000 upgrades to the Big White Sewage Treatment Plant.

Figure 2:6: Commercial, Industrial, and Institutional Development (2010 - 2020)



2.7. FUTURE CONSIDERATIONS

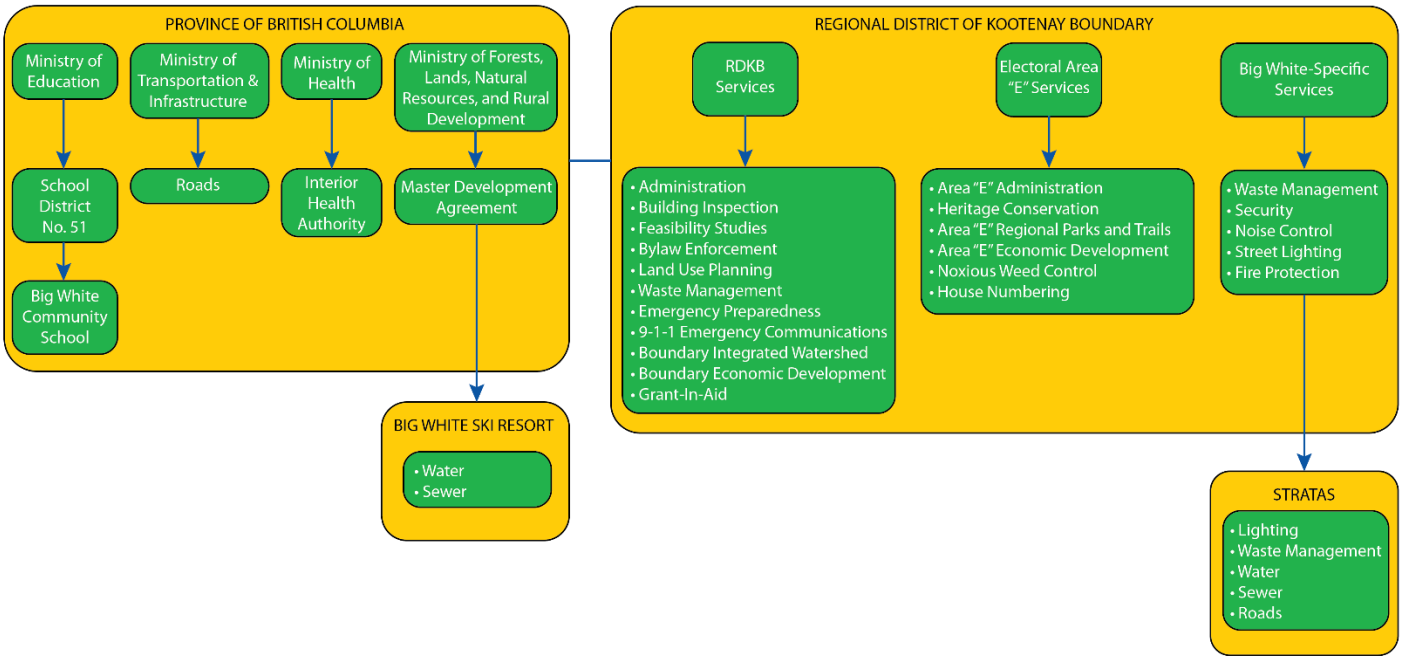
Future growth and development on the Mountain is difficult to predict due to the nature of the economy, particularly the Ski Resort relying heavily on international workers and visitors traveling from out-of-province or outside of Canada. Many individuals who own property on the Mountain live out of the country so there could be a decrease in new development within the next couple of years as a result depending on the state of the COVID-19 pandemic. However, the Ski Resort's new master plan released in December 2020 for public review proposes many new facilities and therefore activities, with the goal of drawing more people to the Mountain. As such, an increase in development activity could occur as a result, though this is largely dependent on when approval of the master plan occurs and the Ski Resort's proposed timeline for expansion.

3. GOVERNANCE STRUCTURE AND SERVICE PROVISION

3.1. OVERVIEW

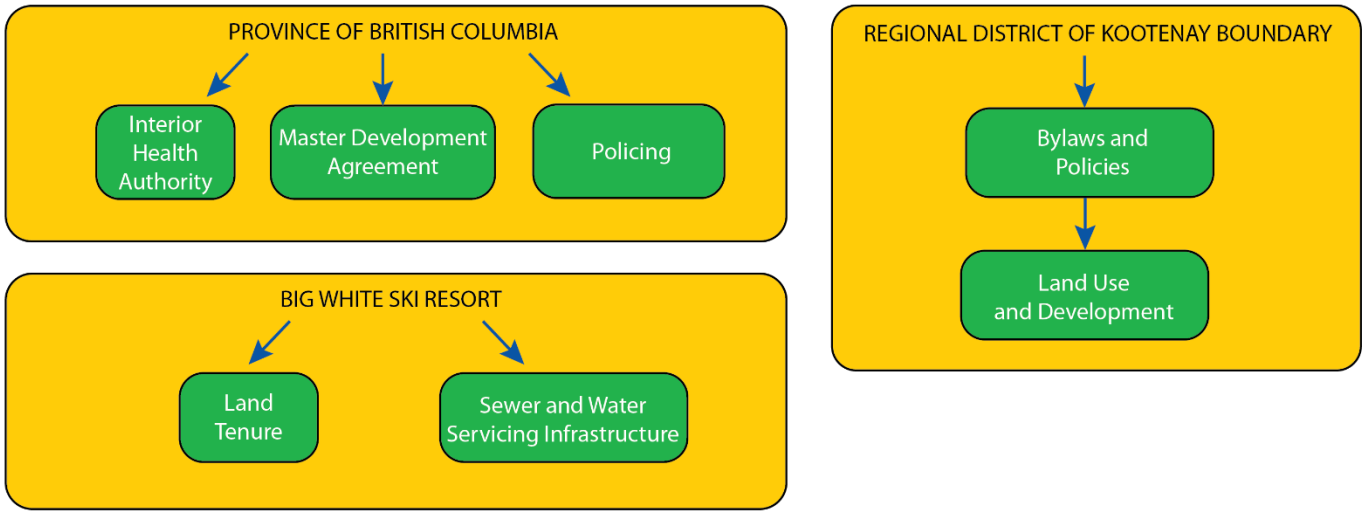
The Big White Mountain community is subject to shared jurisdiction from the Province and the Regional District of Kootenay-Boundary, with other major players in the delivery of services including Big White Ski Resort, Interior Health Authority, School District No. 51, MOTI, and individual strata corporations. **Figure 3:1** below provides an overview of the service provision framework for the Mountain community. It is important to note that the parks and trails service listed excludes recreational service offerings.

Figure 3:1: Service Provision Framework for Mountain Community



The decision-making and enforcement framework implemented on the Mountain is outlined in **Figure 3:2**. This section provides further detail on the roles of all of the managing agencies at Big White Mountain, the services they provide and their associated costs.

Figure 3:2: Jurisdiction and Accountability for Approval, Monitoring, and Enforcement



3.2. PROVINCE

3.2.1. Controlled Recreation Area and Master Development Agreement

The Big White Mountain community is located within a provincially Controlled Recreation Area (CRA) that largely comprises of Crown land. Any development that occurs within this CRA is subject to a contractual agreement, known as the Master Development Agreement (MDA), between the Province and Big White Ski Resort. The MDA gives Big White Ski Resort priority acquisition of Crown lands and the ability to service these lands. Parcels that the Ski Resort is not interested in acquiring may be listed for private sale. All land that is acquired by the Ski Resort and other private landowners is subject to Regional District bylaws, plans, and policies.

The existing MDA has a 50-year term with an expiration date of November 1, 2039. The Ski Resort has applied for an All-Seasons Resort MDA that would replace the existing MDA if approved. This MDA would expire 60 years from the data of approval by the Province. It would allow for the Ski Resort to focus on providing all-season recreation rather than solely alpine skiing and winter recreation, which is the focus of the current agreement. In addition, an All-Seasons Resort MDA would provide the Ski Resort with the ability to authorize independent operators.

The updated MDA application has been submitted to the Mountain Resorts branch of the Ministry of Forests, Lands, Natural Resources, and Rural Development (FLNRD) along with a new Resort Master Plan that was drafted in late 2020. The plan was available for public review and comment during the months of December 2020, through to the end of February 2021. Once the Province has completed its review process of the master plan submission, a new agreement may be issued.

3.2.2. Service Provision

The Province is responsible for providing or funding the following services in Electoral Area communities such as Big White Mountain:

- **Road infrastructure** - The Ministry of Transportation and Infrastructure (MOTI) provides and maintains publicly-owned roads. Note that any strata developments with road infrastructure are responsible for their own maintenance and upgrades.
- **Land development approvals** - MOTI provides Approving Officer powers for any land development applications in the community that are subject to the *Land Title Act*
- **Policing** - The Province has an agreement with the RCMP detachments located in the Regional District of Central-Okanagan for the provision of police services to the Mountain.
- **Schools –** The Ministry of Education is responsible for funding School District No. 51 which manages the operation of the Big White Community School.

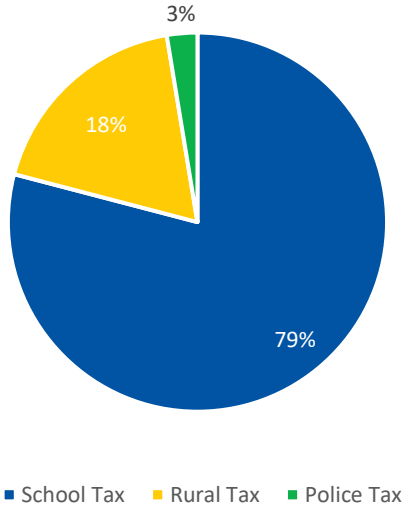
3.2.3. Cost Verification

The Province provides the aforementioned services to the Big White Mountain community through the collection of tax dollars. This is the only cost recovery mechanism at the Province's disposal to provide these services and amenities to the community. **Table 3.1** and **Figure 3:3** below outlines the amount of tax dollars that were collected from property owners at Big White Mountain in 2019 from the Province.

Table 3.1: Provincial Residential Property Tax Rates (2019).

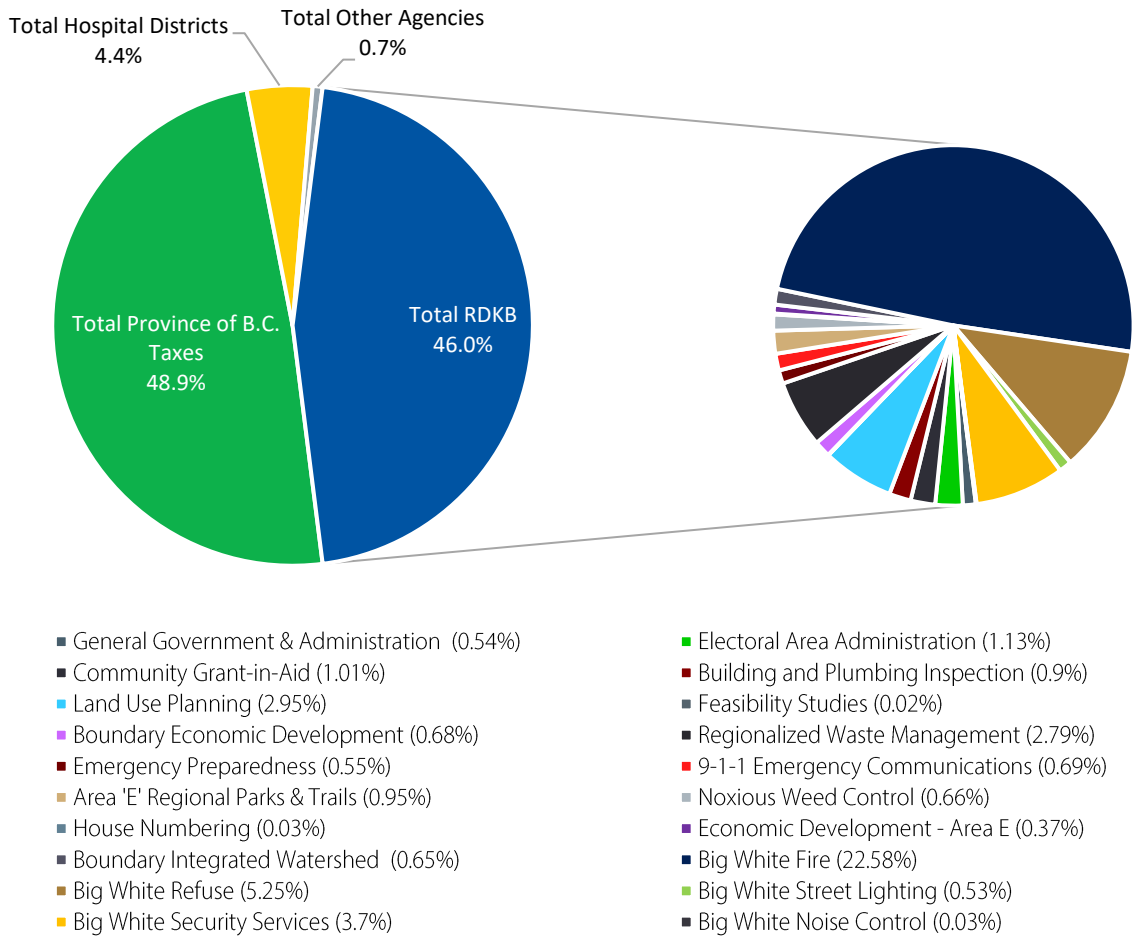
Provincial Tax	Amount of Property Tax Paid per $100,000 of Assessed Value
School Tax	$234.58
Rural Tax (funds services provided by MOTI and FLNRD)	$47.00
Police Tax	$7.58

Figure 3:3: Distribution of Provincial Property Taxes (2019).



It is important to note that in 2019, as shown in **Figure 3.4**, 48.9% of taxes collected from Big White Mountain property owners were distributed to the Province, with the remainder distributed to the RDKB (46%), BC Assessment Authority and Municipal Finance Authority (0.66%), and the West Kootenay-Boundary and Kootenay Boundary Hospital Districts (4.4%).

Figure 3:4: Distribution of Residential Property Taxes in Electoral Area 'E' (2019)



3.3. REGIONAL DISTRICT OF KOOTENAY BOUNDARY

The Big White Mountain community is located within Electoral Area 'E' of the RDKB. All land that is acquired by the Ski Resort and other private landowners is subject to Regional District bylaws, plans, and policies.

3.3.1. Service Provision

The RDKB provides a number of municipal services to the Big White Mountain community, as outlined in **Table 3.2.**

Table 3.2: Big White Mountain Service Provision.

Regional Services	Electoral Area 'E' Services	Big White Specific Services
• **Land Use Planning** - review of applications for development variance permits, development permits, subdivisions, etc., in addition to the creation of long-term planning documents (e.g. official community plans, housing needs reports). • **Community Grant-In-Aid** – funds are available by application to local non-profit organizations on the mountain such as the Community Development Association, Ski Patrol, the Tourism Society, and People in Motion. • **Building and Plumbing Inspection** - review and inspection of proposed construction work to ensure it complies to the BC Building Code and RDKB Building Bylaws. • **9-1-1 Emergency Communications** - answers calls for police, fire and ambulance services. • **Boundary Integrated Watershed Service** – coordinates projects to benefit all watersheds in the Boundary region, including the West Kettle and Kettle Rivers, Boundary Creek, the Granby River, Christina Lake, and portions of Electoral Area 'E' that are in the Okanagan watershed. The Service implements the Kettle River Watershed Management Plan and reviews planning	• **Economic Development** - Community Development Officer assists the Big White Mountain Community Development Association to meet their community development goals by supporting and facilitating a range of initiatives such as health and wellness programming, collaboration with organizations and agencies on the mountain, and provision of an early learning centre, amongst others. • **Regional Parks and Trails** - funds are set aside annually for future purchase of parkland in Area 'E'. The Boundary Society is working on establishing Rail Trail connections in the area. Note that this service does not include recreational offerings, such as facilities and programming. • **Noxious Weed Control -** treatment of invasive species on the mountain and education on types of noxious weeds growing locally. • **Electoral Area Administration** – includes administrative services, such as provisions of public hearings and committee meetings.. • **Feasibility Studies** – the completion of studies to determine how to improve service and amenity provision across the Regional District.	• **Regional Waste Management** - includes an unstaffed Express & GO Recycling Station. Property owners at Big White Mountain do not pay for curbside garbage and recycling collection. • **Security** - Paladin Security is contracted to provide patrol services and respond to security challenges. They may respond to noise complaints but are not a regulated authority to uphold Regional District bylaws. The level of service provided differs in the winter months from the summer months due to the seasonal fluctuations (e.g. more visitors to the mountain in the winter, therefore more patrols). • **Street Lighting**- provision and maintenance of lights on public roads, not on strata- or Resort-owned properties. • **Noise Control** - provision of Noise Bylaw. • **Fire** - includes first responders, road rescue, public safety (e.g. fire prevention education and building inspections), local fire protection, and response to wildland fires. The Fire Department also offers a Work Experience Program for training new firefighters. Staff are involved with the provision of street lighting and collaboration with the Province on wildfire fuel mitigation projects.

Regional Services	Electoral Area 'E' Services	Big White Specific Services
applications to identify any potential impacts of new development on the watersheds and ensure that appropriate action is taken to mitigate or eliminate these. • **Emergency Preparedness**- prevention of and response to natural hazards and disasters, as well as public health challenges. • **Government Legislative and Administrative Services** – includes the general administration of the Regional District government, including the management of infrastructure and operations, communications, sustainability, and finance. • **Bylaw Enforcement** – a limited service with the legal authority to enforce existing and enact future bylaws.	• **House Numbering** – provision of property addressing numbers.	

3.3.2. Cost Verification

In order to provide the aforementioned services to the community, the Regional District must generate sufficient revenues to cover the expenditures associated with their provision. Property taxes are the primary cost recovery method utilized, or primary revenue generator, with 58% of revenues coming from this source (see **Figure 3.5** below). Other common revenue sources include federal and provincial government grant funding, municipal reserves, and surpluses from the previous year's budget. In addition, some services such as land use planning and noxious weed control generate revenues that are specific to their service. In the case of these two services, land use planning generates revenue form collecting fees for development application review and noxious weed control from partnering with Fortis BC and community utility or service providers to control noxious weeds on their parcels or rights-of-way.

Figure 3:5: RDKB Cost Recovery Methods at Big White Mountain

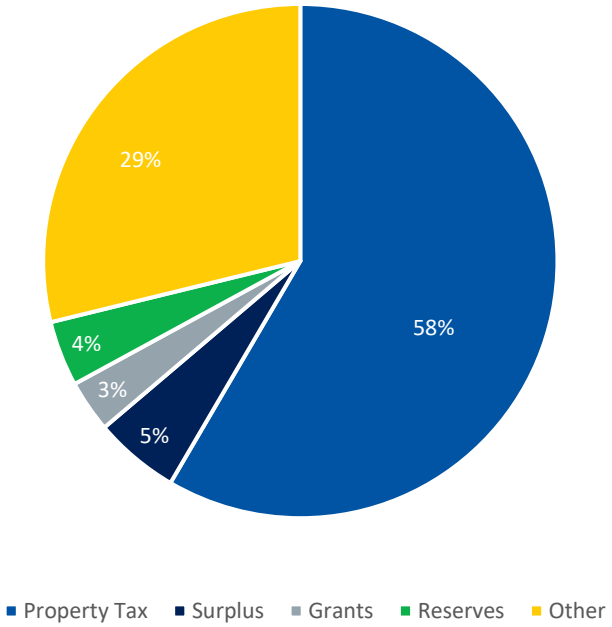


Table 3.3 below outlines the costs associated with providing services to the Big White Mountain community.

Table 3.3: RDKB Services and Associated Budgets in 2021.

	2021 Budget	Cost Recovery Methods
Fire Services	$1,927,214.00	• Property taxes • Surplus • Fuel Recovery from Paladin Security • Borrowing of ladder truck
Regional Waste Management	$7,878,779.00	• Property taxes • Surplus • Materials recycling • Equipment sales
Security Services	$248,965.00	• Property taxes • Grants • Surplus
Land Use Planning Services	$996,992.00	• Property taxes • Grants • Reserves • Surplus • Development Application Fees • Document Sales
Boundary Economic Development Services	$299,087.00	• Property taxes • Grants • Surplus
Community Grant-in-Aid Services	$437,490.00	• Property taxes • Surplus
Regional Parks & Trails	$77,892.00	• Property taxes
Building and Plumbing Inspection Services	$1,135,969.00	• Property taxes • Reserves • Surplus
9-1-1 Emergency Communications	$383,369.00	• Property taxes • Surplus
Noxious Weed Control Services	$255,215.00	• Property taxes • Grants • Surplus • Industry partner funding
Boundary Integrated Watershed Services	$953,121.00	• Property taxes • Grants • Reserves • Surplus

	2021 Budget	Cost Recovery Methods
Emergency Preparedness Services	$585,055.00	• Property taxes • Grants • Reserves • Surplus
Street Lighting	$22,494.00	• Property taxes • Surplus
Noise Control Services	$1,492.00	• Property taxes
Government / Legislative & Administrative Services	$4,562,622.00	• Property taxes • Grants • Reserves • Surplus
Area Administration (including Bylaw Enforcement)	$644,831.00	• Property taxes • Reserves • Surplus
Feasibility Studies	$76,492.00	• Property taxes • Grants • Surplus
Area E Economic Development	$1,306,992.00	• Property taxes • Miscellaneous projects
Refuse Disposal	$312,540.00	• Property taxes • Surplus • Encorp contribution to maintenance of Express and Go facility
House Numbering	$3,000.00	• Property tax
Heritage Conservation (new 2021 service)	$0.00	• Property tax
TOTALS	$18,109,611.00	

3.4. BIG WHITE SKI RESORT

3.4.1. Service Provision

The Big White Mountain community is unique from other Electoral Area communities as community water and wastewater infrastructure is provided by the Ski Resort, not the RDKB. Property owners are billed monthly utility charges based on their level of consumption, as outlined in **Table 3.4**. Both of these systems are required to adhere to Provincial health guidelines enforced by Interior Health Authority. The Ski Resort has plans to expand the capacity of the current wastewater treatment facility to accommodate an additional ~12,000 bed units by relocating the facility to another site.

Table 3.4: Big White Monthly Utility Charges.

Land Use	Charge Type	Sewer	Water
Residential	Consumption	n/a	$0.84 / Cubic Meter
	Demand	$5.00 / Service Factor	$0.87 / Service Factor
	Replacement Reserve		$0.88/ Service Factor
Commercial	Consumption	$2.00 / Cubic Meter	$0.84 / Cubic Meter
	Demand	$3.25 / Service Factor	$0.88 / Service Factor
	Replacement Reserve		$0.88 / Service Factor

Source: Big White Ski Resort Utilities, 2021: *https://www.bigwhite.com/utilities*

In addition, the Ski Resort works closely with the Regional District and the Province to manage and reduce solid waste through the implementation of solid waste management initiatives (e.g. reduction in single use plastics use) across their commercial businesses.

3.5. OTHER SERVICE PROVIDERS

3.5.1. Interior Health Authority

The Big White Mountain community is located within the Interior health region, governed by Interior Health Authority. There is one medical clinic located on the Mountain providing a range of family health and acute care services. However, there are no other health care facilities, therefore residents are required to travel to Kelowna or other communities to receive health care, such as those services offered in a hospital or medical laboratory.

Interior Health offers home medical and care support for those suffering from life limiting illnesses, as a preventative measure from having to be admitted to hospital, and for those who have just been released from the hospital.

In addition, Interior Health has standards that must be adhered to for the provision of community and/or private sewer and water systems. Upgrades to and expansions of existing systems must conform to these standards, as well as construction of new systems.

3.5.2. BC Ambulance

A BC Ambulance service station was previously located on Big White Mountain but was removed in 2012. If paramedic services are required, the closest ambulance station to Big White is located in downtown Kelowna. This poses significant challenges for emergency response teams and those in need of this service due to the time associated with dispatching an ambulance from Kelowna up to the Mountain.

3.5.3. Strata Developments

There are several private residential strata developments located on the Mountain. These strata developments provide and maintain their own roads and street lighting, and may also provide waste management services and water and sewer servicing infrastructure. Stratas are responsible for ensuring that there is sufficient space available for offering waste management facilities and the service is effective. Those owning property in these strata developments are subject to paying strata fees in addition to the property taxes paid to the RDKB. Strata fees are collected to maintain the aforementioned services that may be provided in the development.

Photo: Big White Website

4. KEY ISSUES & CHALLENGES

Key issues and challenges on the Mountain were identified through community engagement findings, best practices research, and a review of the community's current service provision structure. This section discusses these findings and highlights those that are addressed in section 5 of this report.

4.1. COMMUNITY ENGAGEMENT FINDINGS

As discussed in section 1, the RDKB hosted a community survey on their Join the Conversation page in late December 2020 and throughout the month of January 2021. The survey was open to the public but all property owners were mailed an invitation to participate. A total of 261 responses were received with 242 respondents indicating that they own property on the Mountain, equating to 10.9% of property owners participating. That being said, the engagement findings presented in this section and in Appendix A are a largely representative of the sample of the total population of Big White Mountain property owners as a whole.

In addition, two virtual invitation-only workshops for community stakeholders were hosted in mid-January 2021. The two groups and a description of attendees for each are as follows:

1. **Residents and Local Businesses** - Big White Mountain Community Development Association, Big White Chamber of Commerce, and Big White Fire Chief
2. **Managing Agencies** – Interior Health Authority, Ministry of Transportation and Infrastructure, Big White Chamber of Commerce, Big White Community School / School District 51, and Big White Ski Resort.

Both of these engagement channels provided the project team with constructive feedback that will provide solid direction for the recommendations formulated in this report.

4.1.1. Top Challenges

Many of the key themes that emerged during the engagement period relate to two challenges that the Big White Mountain community is currently experiencing:

1. The **lack of year-round services, amenities, and businesses** and therefore a small year-round, full-time resident population
2. The **Ski Resort's rights to all land** on the Mountain as per the Master Development Agreement. This poses land distribution challenges and as a result generates less economic competition.

Ultimate Objective

The overarching objective of these two challenges that was consistently re-iterated throughout the engagement process in many of the comments received is the desire *to see Big White Mountain become a year-round community with a diverse array of services, amenities, and businesses*. The two challenges are directly related as the potential for business and population growth is limited so long as the Ski Resort continues to have primary control of land on the Mountain. The community's current focus on winter recreation is the cause of a lack of year-round amenities and services, as well as businesses. In return, many property owners do not desire to reside on the Mountain on a full-time basis. In addition, many community members have rated the Mountain's quality of life as "average" because of the limited access to amenities and services.

Related comments that emerged during the engagement process are as follows:

- More community programming and gathering space is needed. This could in part be achieved through a shared-use agreement with the school.
- The community should have a network of parks and trails that are provided and maintained by the RDKB. The current outdoor recreation amenities are all owned by the Ski Resort, creating a user cost barrier.
- The Mountain needs more retail and food businesses that are not owned by the Ski Resort.
- Increased off-season (non-winter) activities for the community is desirable.
- Affordable housing options are required for both seasonal workers and full-time residents.
- A post office or outlet on the Mountain is desirable, in addition to a postal code separate from Kelowna.

Service Improvements

In order to improve the quality of life offered on the Mountain, engagement participants indicated a number of services that require improvement, particularly:

- Security Services – community members would like to see an RCMP detachment located on the Mountain or improvements to the services currently provided by Paladin
- Regional Parks & Trails – community members would like to see public parks and trails provided in the community since a portion of property tax dollars are being paid to provide this service
- Emergency Preparedness – community members identified particular concerns in regards to wildfires and flooding on the Mountain. Many indicated that they are satisfied with the recent measures that have been taking, such as the additional forest clearing, however additional measures should be considered for extra precaution.
- Street Lighting – community members indicated that the lighting is poor on non-strata maintained roads. Due to the number of individuals who go for recreational walks and the lack of walking paths and sidewalks, proper lighting is integral for pedestrian safety.
- 9-1-1 Emergency Services – community members consistently mentioned that law enforcement on the Mountain is poor as Paladin Security does not have authority to enforce bylaws and laws, only monitor, therefore an RCMP detachment would be beneficial, as also stated previously. In addition, community members posed concerns over the distance of the Mountain from the nearest BC Ambulance Service Station which is located in downtown Kelowna. Due to the number of emergency situations that occur as a result of sports activities, many community members indicated that they would like to see a BC Ambulance Station re-open on the Mountain.

- Bylaw enforcement – community members indicated that bylaw enforcement on the Mountain is poor, with particular reference given to the inability of Paladin Security to enforce noise control regulations.
- Economic development – the community would like to see more economic development support provided to businesses that are not owned by the Ski Resort and for prospective business owners looking to locate on the Mountain. Competition from the Ski Resort is a major concern and factor impacting the success of local businesses.
- Water infrastructure – community members mentioned that the water servicing infrastructure provided by the Ski Resort requires significant attention, as many repairs are needed and water quality levels are often poor.
- Road maintenance – the recent improvements to Big White Road made by MOTI were largely well-received by the community, however community members would like to see continued upkeep and maintenance of all MOTI roads on the Mountain.
- Healthcare clinic – community members indicated that the level of service provided at the Whitefoot Medical Clinic is satisfactory, however the extent of services provided is not sufficient to meet their needs. The community would like to see expanded access to health care and recreation services on the Mountain.

Communications and Education

Those who participated in the community engagement process also identified some challenges pertaining to education and the level of understanding that community members have about the services that are provided by the RDKB. A number of respondents to the community survey indicated that they were unaware of noxious weed and noise control services. In addition, many survey respondents mentioned that they are unclear on what some services entail, including:

- Land use planning
- Community Grant-in-Aid
- Economic development
- Regional parks and trails
- Boundary Integrated Watershed
- Emergency preparedness

Improved communications and education materials were identified by survey respondents as possible solutions to provide enhanced clarity and understanding for community members on the types of services that the RDKB provides to the Mountain.

4.2. COMMUNITY COMPARISON RESEARCH

The amenities and services provided in village municipalities and ski resort municipalities in British Columbia were observed to determine how amenity and service provision in these communities compares to Big White Mountain's current situation. Both types of municipalities were observed because the Big White Mountain community has traits similar to both a village and a resort municipality.

These communities have been categorized according to their municipal jurisdiction (Village vs. Resort Municipality). A total of 7 communities were observed, with 3 being resort municipalities and 4 villages.

The following amenities and services were observed:

- Ambulance
- Affordable housing development (publicly funded or by a non-profit)
- Recreation centre or Gym
- Public washrooms
- Electric charging stations
- Gas station
- Schools
- Fire stations
- Post offices
- Libraries
- Medical clinics
- Policing
- Community halls
- Recycling
- Swimming
- Parks and trails
- Place of worship

It is important to note that while the Big White Mountain community does not offer all of these amenities and services currently. These are all potential offerings that the RDKB may wish to consider providing in the future.

The presence of the aforementioned amenities and services was observed for each of the following communities:

Villages

- Lytton, BC
- Slocan, BC
- Granisle, BC
- Hazelton, BC

Ski Resort Municipalities

- Whistler, BC
- Revelstoke, BC
- Sun Peaks, BC

4.2.1. Villages

The observed villages were selected due to their similar population size to the Big White Mountain community, which has a year-round population of roughly 250. **Table 4.1** outlines the services and amenities that are provided in each of the observed villages. It is important to note that at the time of writing this report, the Village of Lytton had not yet been impacted by the catastrophic June 2021 fire that destroyed much of the community.

The least common services and amenities provided in the village communities surveyed are: police services, affordable housing developments, recreation centers, electric vehicle charging stations, and public washrooms.

The most common services and amenities provided include: schools, fire service, recycling services, and medical services.

4.2.2. Resort Municipalities

Three resort municipalities were observed to better understand the differentiation in service and amenity provision between Big White Mountain and other popular ski areas in the province. Big White Ski Resort is the second largest ski resort in British Columbia and therefore has potential to expand in size and become more competitive with its size competitor, Whistler. The comparison to Whistler, Sun Peaks, and Revelstoke is also advantageous in that it allows the community to have a grasp of what additional services and amenities may be provided at Big White Mountain if the community were to pursue resort municipality status. **Table 4.2** outlines the services and amenities that are provided in each of the observed villages.

Table 4.1: Comparison of services and amenities provided in village communities.

Municipality	Population (2016)	2020 Total Tax and Charges Revenue ($)	School	Fire Hall	Medical Clinic/ Office	Community Hall	Policing	Recycling	Recreation Areas	Library	Place of Worship	Post Office	Ambulance	Affordable housing	Recreation centre	Public washrooms	EV charging stations	Gas station
Big White	251	4,233,566	Y	Y	Y	N	N	Y	N	N	N	N	N	N	N	N	N	N
Lytton	228	673,000	Y	Y	Y	Y	Y	Y	N	Y	Y	Y	Y	N	N	Y	Y	Y
Slocan	289	479,489	Y	Y	Y	Y	N	Y	Y	Y	N	Y	N	N	N	N	N	Y
Granisle	303	689,983	Y	Y	Y	N	Y	Y	Y	Y	Y	Y	N	N	N	N	N	N
Hazelton /New Hazelton	313	560,574	Y	Y	Y	Y	N	Y	Y	Y	Y	Y	Y	Y	Y	N	N	Y

Table 4.2: Comparison of services and amenities provided in resort municipalities.

Municipality	Population (2016)	Total Tax and Charges Revenue ($)	School	Fire Hall	Medical Clinic/Office	Community Hall	Policing	Recycling	Recreation Areas	Library	Place of Worship	Post Office	Ambulance	Affordable housing	Recreation centre	Public washrooms	EV charging stations	Gas station
Big White	251	4,233,566	Y	Y	Y	N	N	Y	N	N	N	N	N	N	N	N	N	N
Sun Peaks	616	4,061,499	Y	Y	Y	N	N	Y	Y	N	Y	N	N	N	N	N	N	N
Revelstoke	7547	20,348,096	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Whistler	11854	75,001,400	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y

Whistler and Revelstoke, both larger and well-established resort municipalities with economic drivers aside from only their ski resorts, have all of the amenities and services observed. Big White and Sun Peaks are more similar as they have smaller full-time populations and primarily rely on tourism commercial activity for economic development. Both communities offer many of the same services and amenities, with the exception of a place of worship and government-provided recreation areas which are provided in Sun Peaks but not in Big White. In addition, both communities have schools that do not offer high school level education, however Sun Peaks does have a private alternative secondary school that is focused on outdoor education. The health clinics in both communities are also similar in that they focus on primary health care services, though Big White's Whitefoot Medical Clinic does offer a wider variety of medical services.

4.2.3. Considerations for Additional Amenities

Big White Mountain is similar to the Village communities in that the types of services and amenities provided are largely the same with the exception of a post office and a library, which are both provided in every Village community but not at the Mountain. Based on the amenities and services provided in Village communities, the following may be viable for Big White Mountain in addition to a post office and library, as these were provided in 3 out of the 4 observed villages: a community hall, place of worship, outdoor recreation areas, and a gas station. In addition, a place of worship and outdoor recreation space are also provided at Sun Peaks, which has similar characteristics to Big White Mountain. All of these amenities were identified during the engagement activities by community members and property owners as desirable for the Mountain.

It is important to note that despite the similarities in the types of amenities and services offered in the Village communities, the details of these offerings do vary by community, as indicated in **Table 4.3** below.

Table 4.3: Village School and Medical Clinic Offerings.

Community	School Details	Medical Clinic Details
Big White	• Big White Community School: K – 9	• Primary care • Pharmacy • Physiotherapy • Massage therapy • Ultrasounds
Lytton	• Lytton Elementary: K-7 • Kumsheen ShchEma-meet School: K-12	• Primary care • Emergency room (limited hours) • Lab and x-ray services • - Pharmacy
Slocan	• W.E. Graham Community School: K - 10	• - Primary care
Granisle	• Babine Elementary Secondary School: K – 12	• Primary care – Mental Health Counselling – Home Support Services – Dietician services • Physiotherapy

Community	School Details	Medical Clinic Details
Hazelton/New Hazelton	• Majagaleehl Gali Aks Elementary: K – 7 • New Hazelton Elementary: K – 7 • Hazelton Secondary School: 8 - 12	• Hospital

5. RECOMMENDATIONS & FINDINGS

5.1. SERVICE AND AMENITY IMPROVEMENTS

A number of improvements to the existing level of amenities and services provided to the Big White Mountain community were identified as a result of this assessment, particularly through review of the current services provided by the RDKB, the community engagement feedback collected, and the community comparison research. **Table 5.1** below highlights the amenities and services that were identified as priority items for consideration by the community during the engagement process. The table describes the rationale for addressing the amenity or service, the recommendation(s) for addressing the existing deficiency, the agency that must lead implementation of the recommendation, and any potential agency partners.

Table 5.1: Priority Amenity and Service Improvements for the Big White Mountain Community.

Amenities						
Amenity	**Currently Provided?**	**Recommendation(s)**	**Rationale**	**Challenges**	**Action Lead**	**Potential Partner(s)**
Community hall or gathering space	No	Explore potential for establishing a shared use agreement with the Big White Community School to host community meetings, events, and activities outside of school hours. Such an agreement may be explored with the Ski Resort as well.	The community identified during the engagement process that they would like to have a designated gathering space for hosting meetings and events. A community hall is a typical amenity provided in similar-sized village municipalities. It should be noted that a dedicated building offering community space may not be necessary for the community, but a shared space may suffice in the short- to medium-term.	• Possible coordination with School District No. 51 or the Ski Resort to determine an approach that works well for all parties involved	• RDKB	• SD51 • Big White Ski Resort
		Consider establishing a community amenity contribution model or density bonusing to promote provision of a public community hall or gathering space in the long-term by the development community, including the Ski Resort.		• Encouragement of the development community to offer a dedicated space	• RDKB	• Big White Ski Resort • Private developers

Amenities						
Amenity	**Currently Provided?**	**Recommendation(s)**	**Rationale**	**Challenges**	**Action Lead**	**Potential Partner(s)**
Parks and trails	No, however funding is collected	Consider establishing a community amenity contribution model, parks development cost charge, or parkland dedication process to acquire and provide parkland and trails.	All recreational spaces on the Mountain are operated and maintained by the Ski Resort and are therefore subject to user fees. The RDKB currently collects property taxes for the provision of a Regional Parks and Trails service. The community indicated during the engagement process that they would like to see public parks and trails for recreational use. Such amenities are provided in all of the observed Village and Resort municipalities with the exception of Lytton.	• Land acquisition	• RDKB	• Big White Ski Resort • Private developers
Place of worship	No	Advocate for community groups and non-profit agencies to provide a place of worship. This could be through construction of a dedicated building or through an agreement that allows groups to offer religious services in a community space such as at the school, fire hall, or a multi-purpose room at the Ski Resort. If a dedicated building is the preferred option, consider a rezoning application or a site-specific text amendment to permit a religious institution on the Mountain if necessary. Note that only 5 parcels on the Mountain have zoning that permits religious institutions.	A place of worship is provided in all of the observed Village and Resort municipalities with the exception of Slocan. This amenity would assist in generating an enhanced sense of community by providing members with an additional opportunity to connect.	• Lack of interest amongst community groups and organizations to lead this initiative	• Community groups • Non-profit organizations	• RDKB

Amenities						
Amenity	**Currently Provided?**	**Recommendation(s)**	**Rationale**	**Challenges**	**Action Lead**	**Potential Partner(s)**
Gas station	No	Encourage commercial land developers to construct a gas station. Include "service station" as a permitted use in the Village Centre zone of Zoning Bylaw No. 1166 or consider a site-specific text amendment to permit "service station" uses in other zones on the Mountain if market interest arises for a gas station use.	Community members identified a gas station as a business that would significantly benefit visitors and year-round residents. In addition, this business is available in all of the Village communities observed with the exception of Granisle.	• Lack of market uptake	• Chamber of Commerce	
Post office	No	Encourage existing or new retailers on the Mountain to consider opening a postal outlet in their store.	Community members that participated in the engagement process mentioned that not having a post office on the Mountain poses challenges for long-term residence and is a deficiency in the amenities provided that could be preventing others from choosing to reside on the Mountain on a more permanent basis. Having to use a Kelowna postal code impacts the community's ability to establish an identity for the Mountain that is separate from the Ski Resort. Post offices were provided in all of the Village and Resort municipalities observed with the exception of Sun Peaks.	• No businesses open year-round that have the space to host a post office service	• Chamber of Commerce	• RDKB
		Advocate to the federal government and Canada Post for establishment of a postal code for the Mountain.		• Extensive period of time associated with the Canada Post process for postal code changes	• RDKB	• Chamber of Commerce • Big White Mountain Community Developmen t Association

Amenities						
Amenity	**Currently Provided?**	**Recommendation(s)**	**Rationale**	**Challenges**	**Action Lead**	**Potential Partner(s)**
Affordable housing (including adequate short-term worker housing)	Yes, staff worker housing for the Ski Resort	Incorporate findings from the Regional Housing Needs Assessment into the Area 'E' OCP and Zoning Bylaw to encourage affordable housing and a diverse array of housing types (e.g. regulations that speak to housing agreements, density bonusing provisions for affordable units)	Community members who participated in the engagement process identified the lack of affordable housing options as a challenge. This largely pertains to the demographic of people that are able to own property and live at the Mountain, in addition to the ability to attract workers to the community since adequate worker housing is in short supply.	• Lack of market uptake to provide affordable housing units • Encouraging employers to provide adequate and affordable worker housing	• Big White Ski Resort • Private developers	• RDKB
Ambulance service station	No	Advocate for the BC Ambulance service previously terminated on the Mountain in 2012 to be renewed again.	Many community members identified that the removal of the ambulance service station from the Mountain poses many concerns pertaining to medical emergencies that may arise as a result of sports activity, as well as those within the home. The nearest ambulance service station is in Kelowna, resulting in increased response times, with the addition of the travel time required to reach Kelowna General Hospital. The lack of this amenity on the Mountain is a contributing factor for those deciding if they would like to take up permanent residence on the Mountain, particularly those in their retirement years who may be more susceptible to health challenges.	• Amount of time associated with decision-making process • Potential lack of funding to provide this service • Land acquisition	• Province	• RDKB • Big White Mountain Community Development Association • Big White Ski Resort

Amenities						
Amenity	**Currently Provided?**	**Recommendation(s)**	**Rationale**	**Challenges**	**Action Lead**	**Potential Partner(s)**
Medical offices and clinics	Yes – Whitefoot Medical Clinic	Advocate to Interior Health and the Province for provision of additional family healthcare services.	Whitefoot Medical Clinic is the only healthcare service currently provided on the Mountain. Property owners who participated in the engagement process mentioned that poor access to health care is a factor that may contribute to why they may not choose to reside on the Mountain year-round. Those who do live in the community year-round also indicated that the deficiency in the number of year-round amenities such as healthcare clinics impacts the overall quality of life in the community. As the Mountain community grows, particularly with approval of the new Resort Master Plan, additional medical services will need to be provided.	• Attraction of medical professionals to the community to provide services	• Interior Health Authority	• RDKB • Big White Ski Resort • Big White Mountain Community Development Association
		Encourage the provision of expanded healthcare services, such as massage therapy, naturopathic medicine, dental, etc.			• Chamber of Commerce	• RDKB • Big White Mountain Community Development Association
		Update the Zoning Bylaw to include "medical clinic" as a permitted use.			• RDKB	

Services						
Service	**Currently Provided?**	**Recommendation(s)**	**Rationale**	**Challenges**	**Action Lead**	**Potential Partner(s)**
Street Lighting	Yes	Increase the amount of property tax dollars collected for the provision of street lighting.	Property owners who participated in the community engagement process indicated that the existing street lighting is poor. This is of particular concern due to the number of individuals who pursue walking as a recreational activity. Since there is little pedestrian infrastructure, pedestrians are often walking alongside the road in close proximity to vehicles. Improved street lighting is therefore an important safety component to ensure that pedestrians are visible to motorists when walking at night.	N/A	• RDKB	• Strata corporations (to ensure that the standard of street lighting provided on privately-managed roads is sufficient)
Economic Development	Yes	Explore options for reducing the amount of economic control that the Ski Resort has on the community.	Community members who participated in the engagement process indicated that one of the primary challenges the community faces is the level of economic control that the Ski Resort has on the Mountain due to the Master Development Agreement and their right-of-first refusal on land tenure. It is challenging for new businesses to located on the Mountain as a result of this agreement as there is often little land or space available for private sale. In order to expand local business offerings and provide more businesses that may be desirable for those who wish to reside in the community on a year-round basis, options need to be explored for providing a more equitable distribution of economic control on the Mountain.	• Master Development Agreement gives the Ski Resort the right-of-first refusal on land tenure, as stated. RDKB has limited control over land tenure	• RDKB	• Chamber of Commerce • Province • Big White Ski Resort

Services						
Service	**Currently Provided?**	**Recommendation(s)**	**Rationale**	**Challenges**	**Action Lead**	**Potential Partner(s)**
Emergency preparedness and hazard prevention	Yes	Explore provincial and federal grant funding opportunities to better prepare the community for emergencies caused by natural hazards and mitigate any potential risks. A list of funding programs has been provided in Appendix C.	Community members that participated in the engagement process indicated that they while they are satisfied with recent measures that have been taken on the mountain to reduce wildfire risk. Additional precautionary measures can be taken to address this potential hazard, as well as flooding.	N/A	• RDKB	• Province
Bylaw enforcement	Yes	This service was recently added in 2020. Explore options to improve this service and reduce the need for security services, such as removing currently provided security services and redirecting funds to improve bylaw enforcement and pay taxes to the Province for provision of an RCMP service.	Community members that participated in the engagement process indicated that there is little presence of bylaw enforcement on the Mountain. A key challenge that exists is the ability of Paladin Security to enforce RDKB bylaws and policies.	• Only RDKB bylaws can be enforced	• RDKB	• Province
RCMP	No	Advocate to the Province for establishment of a detachment in the community.	Further to the challenges associated with bylaw enforcement, Paladin Security also cannot enforce provincial and federal criminal and traffic laws. Due to no RCMP presence on the Mountain, this has posed some safety issues in the community such as thefts and home break-ins. The nearest RCMP detachment is also in Kelowna which poses a response time challenge if there were an emergency.	• Land acquisition • Amount of time associated with decision-making process • Potential lack of funding to provide this service	• Province	• RDKB

Services						
Service	**Currently Provided?**	**Recommendation(s)**	**Rationale**	**Challenges**	**Action Lead**	**Potential Partner(s)**
Roads	Yes	Advocate to the Province for improved road maintenance.	Community members indicated that they are pleased with the recent maintenance and upgrades made to Big White Road, however they would like to see more frequent and consistent road improvements, especially due to the amount of traffic that this road receives during the winter months from visitors to the Resort.	• RDKB can only make recommendations on improvement, authority and resources lie with the Province to implement	• Province	• RDKB
Water servicing infrastructure	Yes	Advocate to Interior Health for improved maintenance of the water servicing infrastructure provided by Big White Ski Resort	Property owners mentioned that the quality of water and the service provided by the Ski Resort is poor. A number of challenges arose after watermain breaks in the recent years that have not been adequately addressed. Poor water servicing infrastructure poses both a health and safety risk.	• RDKB can only advocate on any actions or improvement, decision-making and authority are with the Ski Resort and Interior Health • Lack of funding to improve water infrastructure	• Interior Health Authority • Big White Ski Resort	• RDKB

5.2. ADDITIONAL ITEMS

There are other actions that the RDKB can take in addition to those outlined in **Table 5.1** to improve service and amenity provision at Big White Mountain, and ultimately the overall quality of life of residents and property owners. Such actions are:

1. **Education –** A number of community members who participated in the engagement process for this assessment mentioned that they were unfamiliar with many of the services that the RDKB and other managing agencies provide. There was also an evident level of confusion amongst engagement participants in regards to the decision-making framework that the Mountain community is subject to. For example, what services does the Province provide and what decisions are they responsible for? The RDKB may wish to explore educational opportunities for the community through use of the Join the Conversation platform, social media, and informational or Q&A public meetings with RDKB staff, amongst others, to share information in a manner that is clear and easy to understand. It is important to note that the RDKB already hosts annual Town Hall meetings to connect with the community on a number of issues, however participation in these events is typically low.

2. **Civic engagement and participation** – The Big White Mountain community has a very involved and vocal population with a strong vision for the future. Additional opportunities to involve community members on important projects or decision-making projects is beneficial to ensure that the perspectives and opinions of the many different stakeholders are adequately accounted for.

5.3. CONCLUSION

Table 5.2 below summarizes the recommended service improvements and amenity additions discussed in section 5.1 by clearly indicating the agency that is responsible for undertaking such improvement or addition. There are a number of actions that the RDKB can take to improve existing services and provide new amenities to the Mountain community. However, as shown in the table, there are also a number of items that require attention from other managing agencies on the Mountain, including the Province. The RDKB can advocate for these improvements and amenity additions to the community, as well as partner with the relevant agencies to help provide them as outlined in **Table 5.1**, yet the provision of these particular amenities and services is outside of the RDKB's jurisdiction at this time.

Moving forward, an incorporation study for the Big White Mountain community does not seem appropriate given the list of items identified as deficiencies. As shown in **Table 5.2**, most of these items can be addressed by the RDKB or the Province. Many of the remaining items that can be provided by other agencies are not services or amenities that an incorporated municipal government would be able to provide. For example, a gas station, worker housing, and affordable housing developments are all subject to market activity, as is a post office to some extent, as retail businesses may choose to open an outlet within their store. Community organizations typically provide religious institutions such as places of worship, Interior Health Authority would need to be involved to explore the potential for expanding healthcare services, and Canada Post, a federal government agency, is the decision-maker on which communities have their own postal code. While municipal governments typically provide their own water and sewer servicing infrastructure, it is difficult to determine at this time if this would be the case for the community if incorporation were to occur, as the Ski Resort currently provides all water and sewer servicing infrastructure to the Mountain.

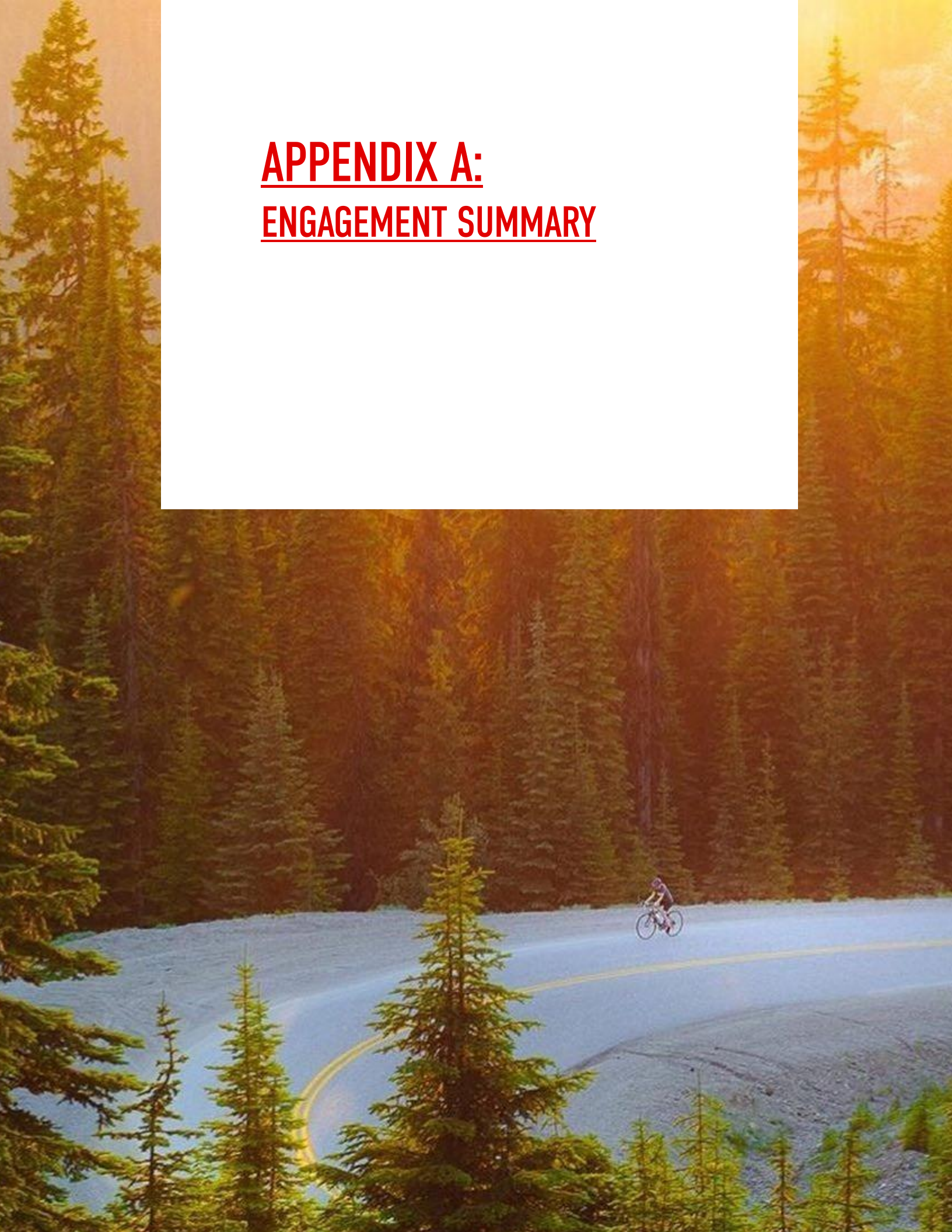
In conclusion, it is recommended that the RDKB and the Province work together with each other and other managing agencies on the Mountain to improve service and amenity provision.

Table 5.2: Agency Responsible for Recommended Improvements and Additions to the Big White Mountain Community.

Service or Amenity Provider	Service and Amenity Improvements or Additions
RDKB	• Bylaw enforcement • Emergency preparedness • Economic development • Street lighting • Affordable housing regulations • Postal code advocacy to Canada Post • Parks and trails • Community gathering space

Service or Amenity Provider	Service and Amenity Improvements or Additions
Province	• Ambulance service station • RCMP detachment • Roads maintenance
Other Agencies	• Place of worship • Gas station • Post office and postal code • Worker housing • Affordable housing developments • Expanded healthcare services (traditional and non-traditional) • Water servicing infrastructure improvements

APPENDIX A:
ENGAGEMENT SUMMARY



Regional District of
Kootenay Boundary

BIG WHITE COMMUNITY ISSUES ASSESSMENT: ENGAGEMENT SUMMARY

Regional District of Kootenay Boundary

PREPARED BY:

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APPENDIX B VERBATIM STAKEHOLDER WORKSHOP RESPONSES

PROJECT CONTEXT

Overview

The Regional District of Kootenay Boundary (RDKB) is undertaking a Community Issues Assessment in partnership with the Government of British Columbia. Urban Systems Ltd. was retained to complete this project which commenced in early March 2020 but was quickly halted due to the COVID-19 pandemic. The project recommenced in November 2020.

The purpose of this assessment is to gain feedback from the community about the level of services currently provided by the Regional District and consideration for future services and changes that owners and businesses may wish to see at Big White. The responses received and the nature of the feedback provided may help guide the future direction of services provided by the RDKB to the Big White community and how these are delivered.

Initially, the RDKB had intended to conduct much of the community engagement in-person, however as a result of the pandemic, virtual methods were adapted instead. This report summarizes the responses and feedback received during the engagement period for this project.

Survey

A community survey was hosted on the RDKB's Join the Conversation page from December 21st, 2020 to January 31st, 2021. All individuals owning property at Big White Mountain (a total of 2,236) were mailed an invitation to participate in the survey. The survey was also promoted on the RDKB's Facebook and Twitter social media channels. A total of 261 responses were received, equating to 11.7% of property owners.

Stakeholder Workshops

In addition, the project team hosted two virtual invitation-only workshops for community stakeholders. The two groups and a description of attendees for each are as follows:

1. ***Residents and Local Businesses*** *- Big White Mountain Community Development Association, Big White Chamber of Commerce, and Big White Fire Chief*
2. ***Managing Agencies*** *– Interior Health Authority, Ministry of Transportation and Infrastructure, Big White Chamber of Commerce, Big White Community School / School District 51, and Big White Ski Resort.*

Note that a representative from Big White Ski Resort was unable to attend. The Big White Mountain Community's Electoral Area Director, Vicki Gee, was in attendance at both meetings.

These workshops were hosted on Wednesday, January 20th, 2020 using Zoom and MURAL, an online engagement platform.

Methodology

The enclosed pages contain the feedback collected from the community survey and stakeholder workshops. Responses are organized by individual question and detailed verbatim comments are available in the Appendices.

It should be noted that some totals in this report may not add up to 100%. However, the numbers are correct, and the apparent errors are due to rounding.

Results for the survey were analyzed according to the type of question posed:

1. Multiple Choice Questions (Select One)

For these questions where answer choices were provided, the sum of the responses for each answer choice was divided by the total number of responses for that question to provide a percentage. All multiple-choice questions and answers are displayed in the form of a graph.

2. Multiple Choice Questions (Select All That Apply)

For these questions where respondents could select an answer from more than one answer choice, the sum of the responses for each answer choice was divided by the total number of survey respondents who answered that question to provide a percentage. All multiple-choice questions and answers are displayed in the form of a graph.

3. Open-Ended Questions & 'Other, Please Specify' Responses

For the open-ended questions where answer choices were not provided, where possible, responses were categorized into themes that emerged. After each response was categorized, the number of responses that correlated to each theme was then totalled and divided by the total number of responses for that question to provide a percentage. These themes and corresponding percentages are presented in the form of a graph. Responses that did not fit into a theme were classified as 'other.' Some themes did not represent a significant proportion (<5%) of the answers provided. In these cases, examples of responses have been provided.

The responses provided to questions with the answer choice 'Other, Please Specify' are listed in a table.

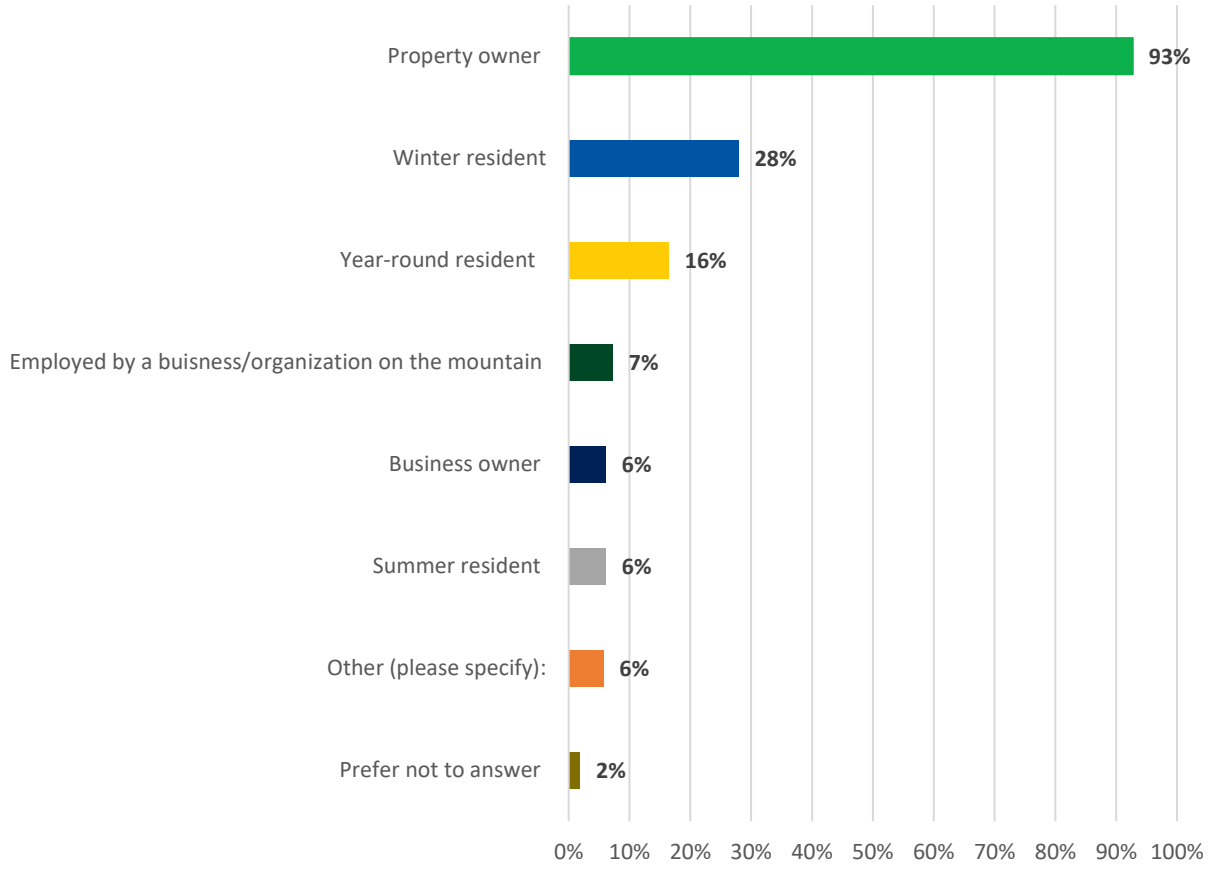
All verbatim responses to the survey questions are provided in Appendix A and verbatim responses to the stakeholder workshop questions in Appendix B.

SURVEY

Q1: What is your connection to the Big White Mountain community? Please select all that apply.

- *Property owner*
- *Winter resident*
- *Year-round resident*
- *Employed by a business/organization on the mountain*
- *Business owner*
- *Summer resident*
- *Other (please specify)*
- *Prefer not to answer*

Survey respondents were asked to describe their connection to the Big White Mountain community. A total of 261 respondents provided an answer to this question, with 93% indicating that they own property at Big White. 28% of respondents are winter residents and 16% live in the community year-round.



Other (please specify) Responses
Volunteer staff for Big White
Volunteer Big White Community Policing Office
Every weekend in the Winter, not sure about the summer yet, as we just purchased at Big White.

Part time resident mainly winter
seasons pass holder, resident of Joe Rich community on Hwy 33.
Property owner and resident of impacted neighbour community: Joe Rich
Property owner on hwy 33 which is directly impacted by traffic to big white
Seasons pass holder and resident of Joe Rich where we are impacted by traffic
Out of State Owner that recreates in both seasons
semi-retired, Student, POC firefighter
part time resident (summer and winter)
Weekend Resident
I live between whistler and big white . I own a condo here but there's not enough year round work or recreation to live here permanently
in between a few of these options

Q2, 5, 8, 11, 14, 17, 20, 23, 26, 29, 32, 35, 38, and 41: Based on the amount of tax dollars paid for RDKB services, how satisfied are you with each service?

Information was provided to survey participants on the amount of tax dollars paid to each of the services provided by the RDKB per $100,000 of assessed property value. Upon review of this information, respondents were asked to indicate their level of satisfaction for each service. A total of 261 respondents provided answers to these questions.

Respondents indicated that they are most satisfied with the following services:

- *Fire Services (a combined 68% indicated they are Very Satisfied or Satisfied)*
- *Garbage Disposal / Refuse and Recycling (a combined 60% indicated they are Very Satisfied or Satisfied)*
- *Street Lighting (a combined 45% indicated they are Very Satisfied or Satisfied)*

Respondents indicated they are least satisfied with the following services:

- *Security Services (a combined 33% indicated they are Unsatisfied or Very Unsatisfied)*
- *Regional Parks and Trails (a combined 31% indicated they are Unsatisfied or Very Unsatisfied)*
- *Noise Control (a combined 29% indicated they are Unsatisfied or Very Unsatisfied)*

	Very Satisfied	Satisfied	Neutral	Unsatisfied	Very Unsatisfied	Unsure
Garbage Disposal / Refuse and Recycling	19%	41%	21%	12%	3%	3%
Security Services	6%	25%	26%	20%	13%	10%
Land Use Planning	3%	14%	43%	14%	8%	17%
Building & Plumbing Inspection	5%	17%	46%	8%	3%	21%
Community Grant-In-Aid	2%	6%	41%	3%	3%	46%
Noxious Weeds Control	2%	16%	45%	5%	3%	30%
9-1-1 Emergency Communication Services	14%	30%	27%	9%	5%	15%
Economic Development	3%	10%	42%	14%	7%	25%
Noise Control	6%	16%	36%	14%	15%	13%

	Very Satisfied	Satisfied	Neutral	Unsatisfied	Very Unsatisfied	Unsure
Regional Parks and Trails	10%	25%	26%	18%	13%	9%
Street Lighting	8%	37%	25%	21%	7%	2%
Boundary Integrated Watershed	7%	27%	30%	3%	1%	31%
Emergency Preparedness	10%	32%	31%	5%	1%	21%
Fire Services	36%	32%	19%	3%	1%	10%

Q3, 6, 9, 12, 15, 18, 21, 24, 27, 30, 33, 36, 39, and 42: How important do you think each RDKB service is to the community?

Information was provided to survey participants on the amount of tax dollars paid to each of the services provided by the RDKB per $100,000 of assessed property value. Upon review of this information, respondents were asked to indicate the level of importance of each service. A total of 261 respondents provided answers to these questions.

Respondents indicated that they believe the following services are most important:

- *Fire Services (a combined 97% indicated this service is Very Important or Important)*
- *Garbage Disposal/Refuse and Recycling (a combined 97% this service is Very Important or Important)*
- *9-1-1 Emergency Communication Services (a combined 94% this service is Very Important or Important)*

Respondents indicated that they believe Noxious Weeds Control is the least important service (a combined 12% indicated that this service is Unimportant or Very Unimportant).

	Very Important	Important	Neutral	Unimportant	Very Unimportant	Unsure
Garbage Disposal / Refuse	70%	27%	3%	0%	0%	0%
Security Services	56%	36%	4%	2%	0%	1%
Land Use Planning	40%	39%	13%	2%	0%	6%
Building & Plumbing Inspection	33%	40%	19%	1%	0%	7%
Community Grant-In-Aid	12%	15%	30%	3%	3%	38%
Noxious Weeds	13%	33%	29%	7%	6%	13%
Emergency Communication Services	78%	16%	3%	0%	0%	3%
Economic Development	25%	39%	18%	4%	2%	13%
Noise Control	21%	48%	21%	3%	3%	4%
Regional Parks and Trails	50%	34%	9%	4%	2%	2%
Street Lighting	32%	50%	15%	2%	1%	0%
Boundary Integrated Watershed	30%	30%	16%	2%	1%	21%

	Very Important	Important	Neutral	Unimportant	Very Unimportant	Unsure
Emergency Preparedness	54%	30%	10%	0%	0%	5%
Fire Services	81%	16%	2%	0%	0%	0%

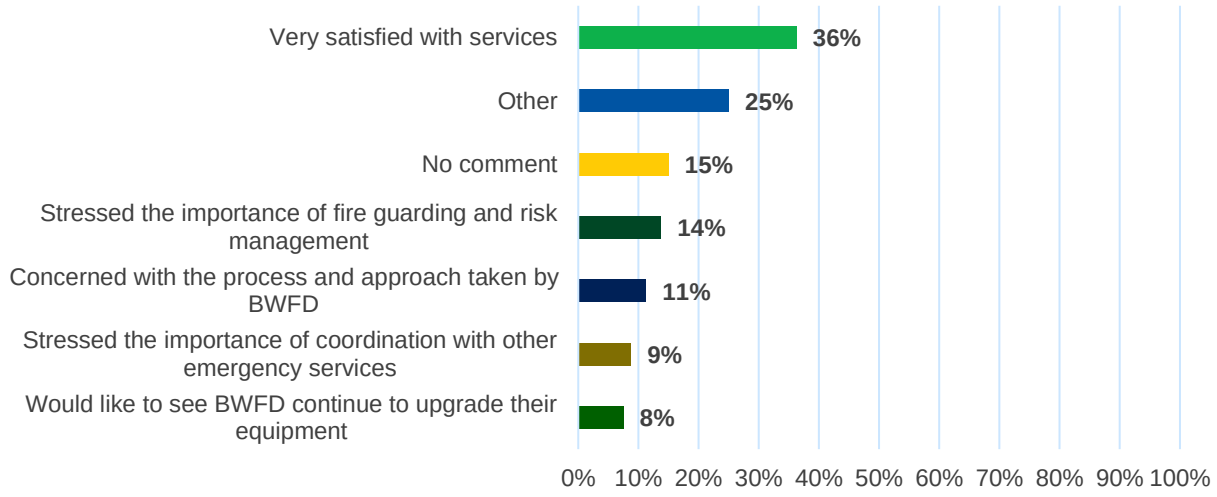
The following table illustrates the relationship between importance and satisfaction for RDKB services. The graph was generated by summing the total percentage of VERY IMPORTANT and IMPORTANT (plotted on the y axis) and VERY SATISFIED and SATISFIED (plotted on the x axis).

Q4, 7, 10, 13, 16, 19, 22, 25, 28, 31, 34, 37, 40, and 43: Do you have any comments on RDKB provided services that you would like to share?

Information was provided to survey participants on the amount of tax dollars paid to each of the services provided by the RDKB per $100,000 of assessed property value. Upon review of this information, respondents were asked to provide any comments on the quality of service provided for each. Answers to these questions were categorized into themes identified in the following charts.

Fire

A total of 80 respondents provided an answer to this question. 36% of respondents who answered this question indicated that they are very satisfied with the services provided by the Big White Fire department.

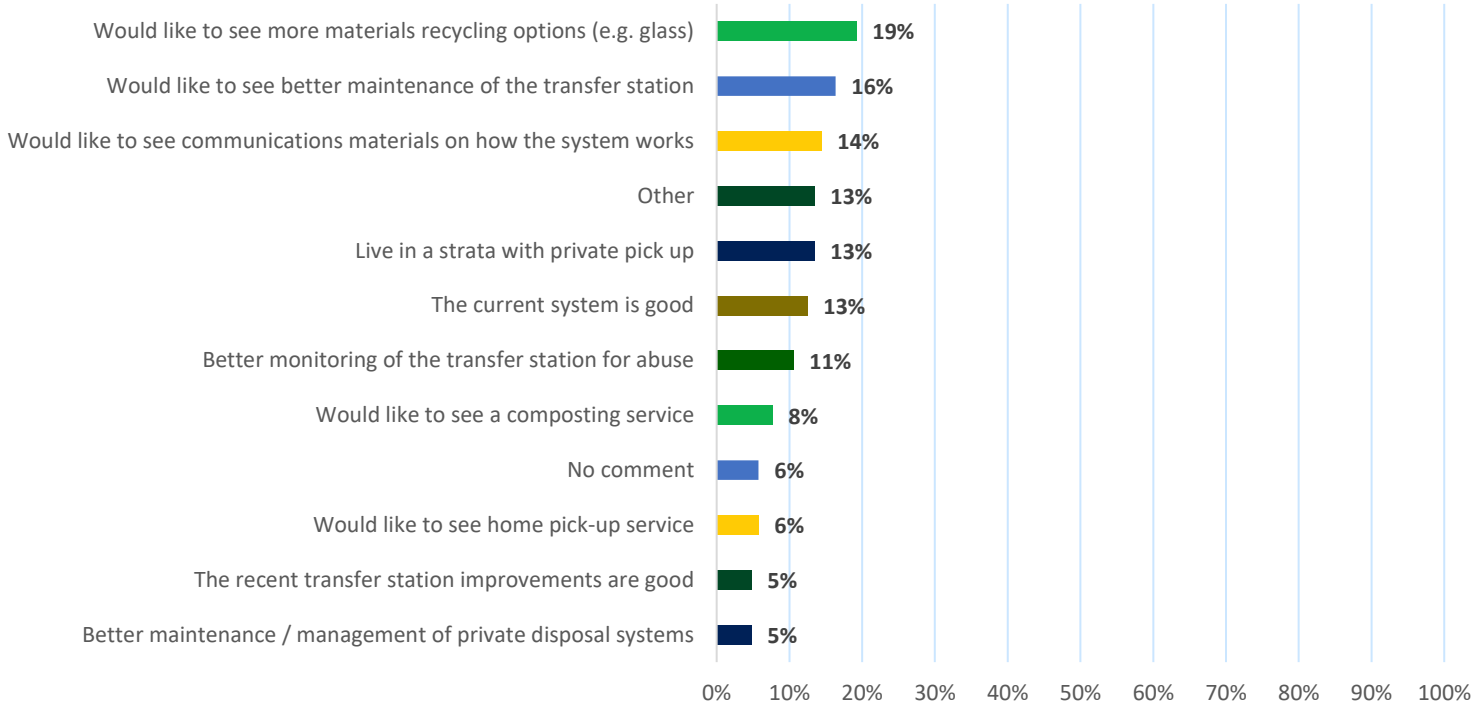


25% of the answers provided were categorized as "Other." Examples of "Other" responses include:

- *I teach at the community school and love that the fire firefighters are part of the school community. They are all personable and a great learning resource for the students!*
- *Extremely important for the future growth of Big White*
- *Although the FD is an important function I believe that 33% of my property taxes going to the fire department is an excessive amount of money and needs spending to be brought under control*

Garbage Disposal/Refuse and Recycling

A total of 104 respondents provided an answer to this question. 19% of respondents who answered this question indicated that they would like to see more materials recycling options at the transfer station, such as glass.

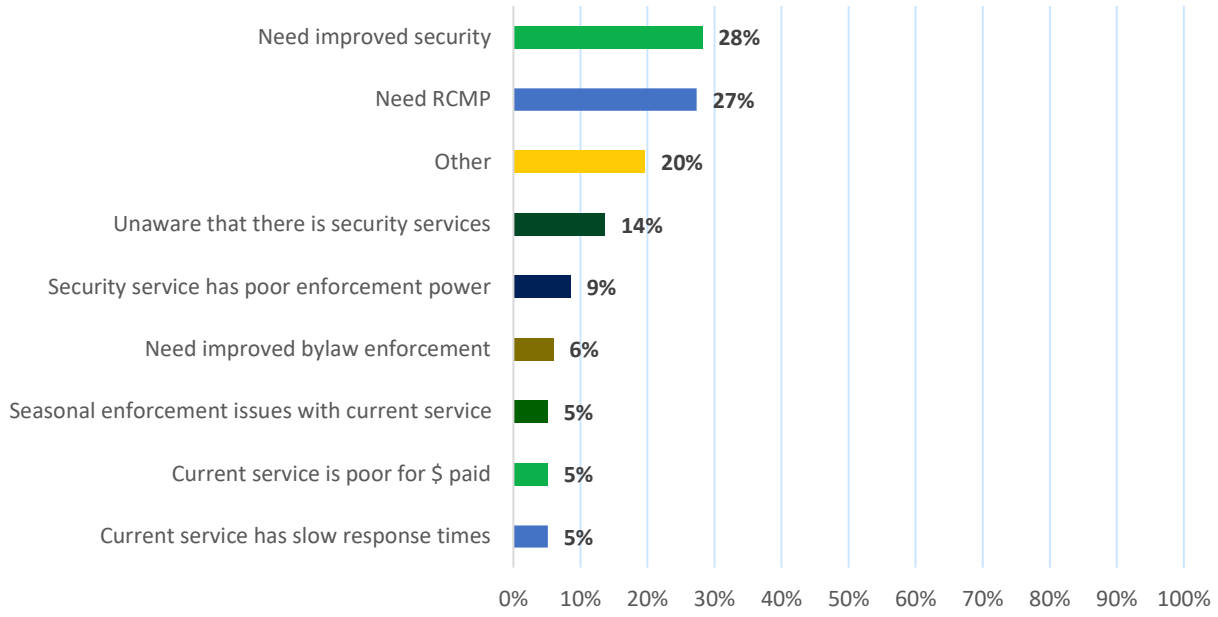


13% of the answers provided were categorized as "Other." Examples of "Other" responses include:

- *Think it's disappointing to see individuals take advantage of the transfer station and leave huge items behind, wondering if fines can be a way of deterring this poor behaviour. Seeing huge TV or couch just left behind?*
- *It would be nice to see more public bins in a fee strategic places.*
- *There should be a reuse it centre*

Security Services

A total of 117 respondents provided an answer to this question. 28% of respondents who answered this question indicated that the community needs a better security service, and 27% indicated that a full-time RCMP station is needed.

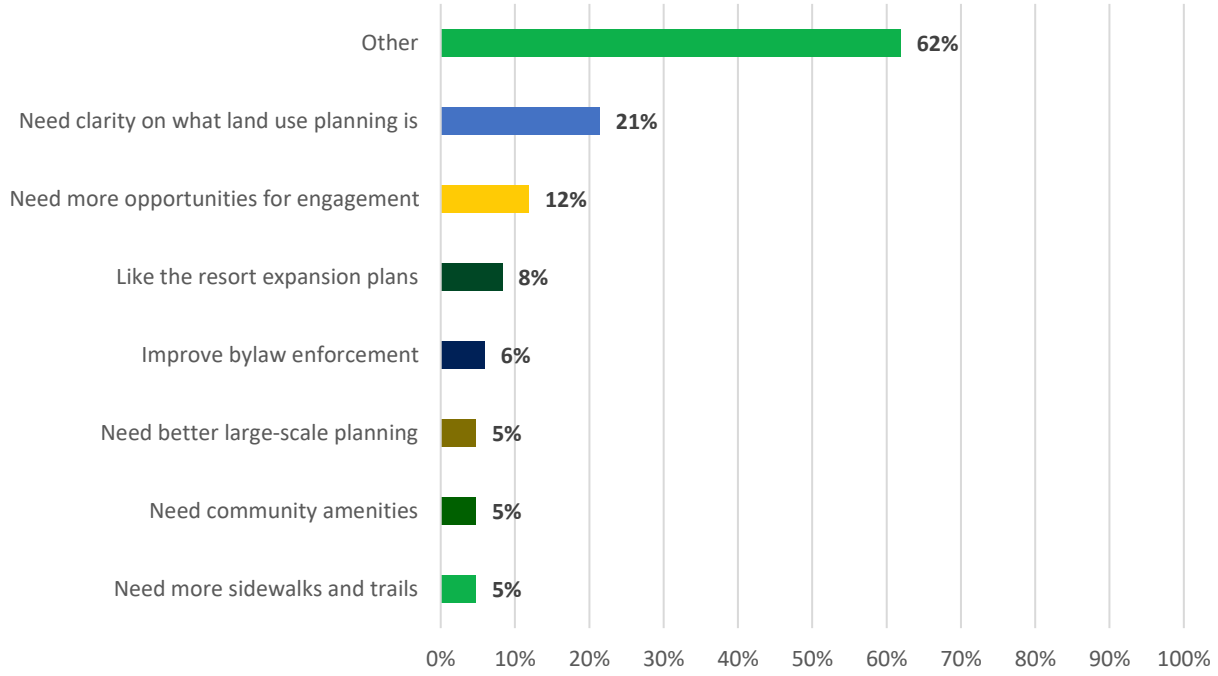


20% of the answers provided were categorized as "Other." Examples of "Other" responses include:

- *If we have a security concern we are not aware of how we would contact them*
- *I see private security vehicles patrolling around the mountain, I assumed these people are provided by Big White and not the RD? Please clarify what services the RD provides.*
- *Outdated and only provide a false security to absent householders, with increased all year ownership this provides no advantage to owners or residents at all.*

Land Use Planning

A total of 84 respondents provided an answer to this question. 21% of respondents who answered this question indicated that they need clarity on what land use planning is.

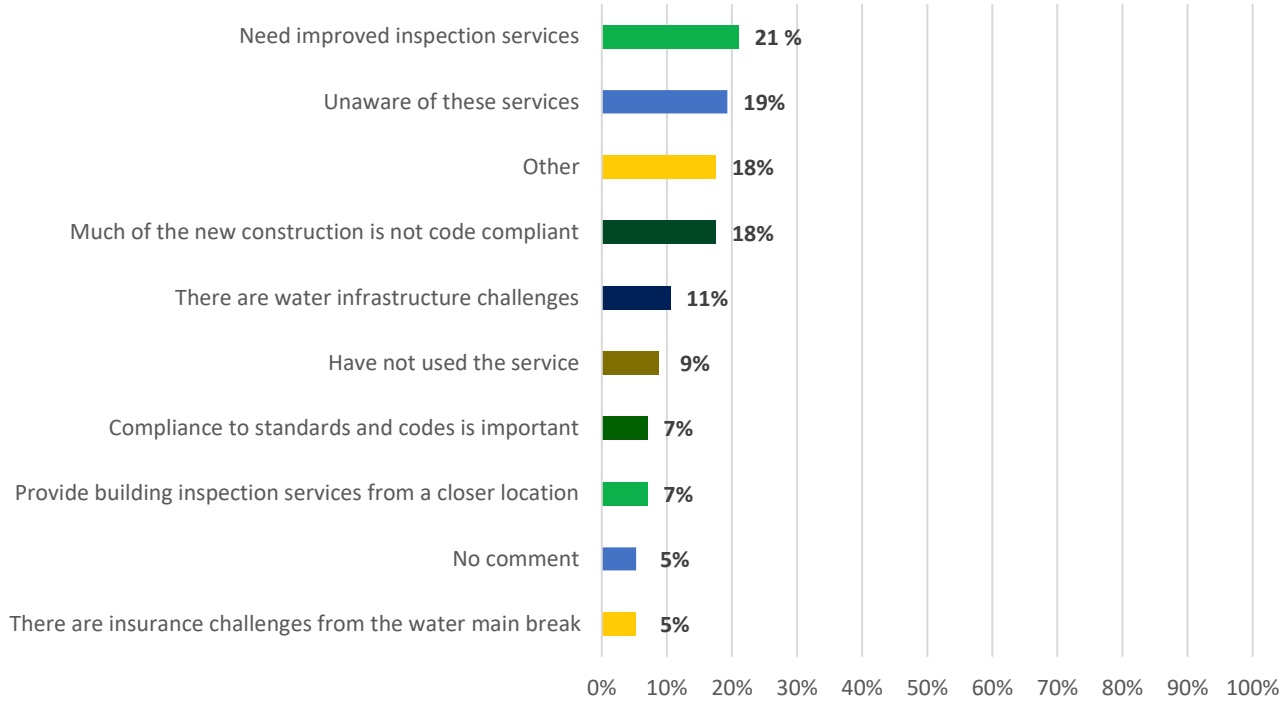


62% of the answers provided were categorized as "Other." Examples of "Other" responses include:

- *We need more low cost accommodation to be built. There is no value in constantly building 900k houses in Feathertop that get lived in for 3 months a year and then remain empty. We need affordable housing so we can grow our community and become a municipality.*
- *I hope land use planning involves attention to environmental and wildlife issues in addition to community services and residential planning.*
- *Owners in the community do not have access to crown land for motorized recreational activities as the Ski hill controls all available parking*

Building and Plumbing Inspection

A total of 57 respondents provided an answer to this question. 21% of respondents who answered this question indicated that improvements to the current inspection services are necessary.

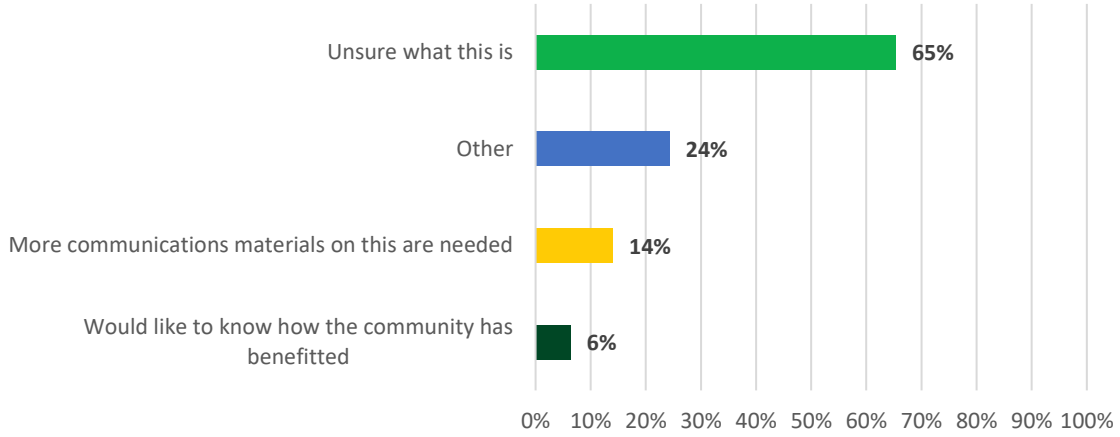


18% of the answers provided were categorized as "Other." Examples of "Other" responses include:

- *Make it more of a full user pay model*
- *I think regular communications with property owners on water pressure would be useful.*
- *For some contractors a once a week inspection schedule is not always respectful of the needs of contractors and vagaries of weather.*

Community Grant-In-Aid Program

A total of 78 respondents provided an answer to this question. 65% of respondents who answered this question indicated that they are unsure what the Community Grant-in-Aid program is.

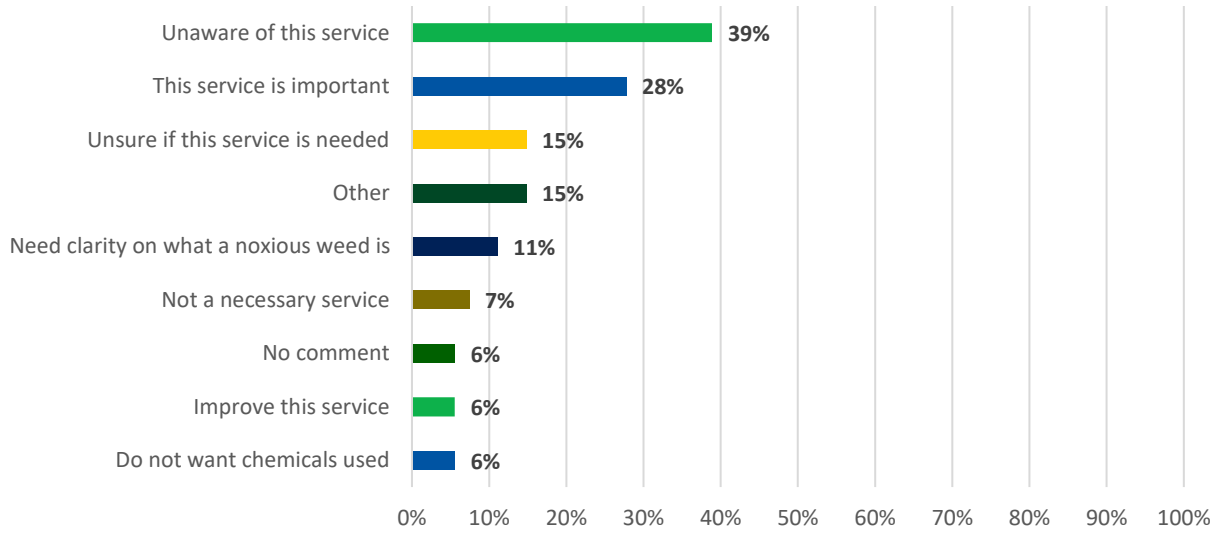


24% of the answers provided were categorized as "Other." Examples of "Other" responses include:

- *It is okay but considering the amount BW puts in, we get very little in return and have to go cap in hand to get the little we do*
- *I'm not in favour of governments giving grants period.*
- *this is a wealthy community. the local ski race and school charities do not need non-profit support.*

Noxious Weed Control

A total of 54 respondents provided an answer to this question. 39% of respondents who answered this question indicated that they are unaware of the noxious weed control service.

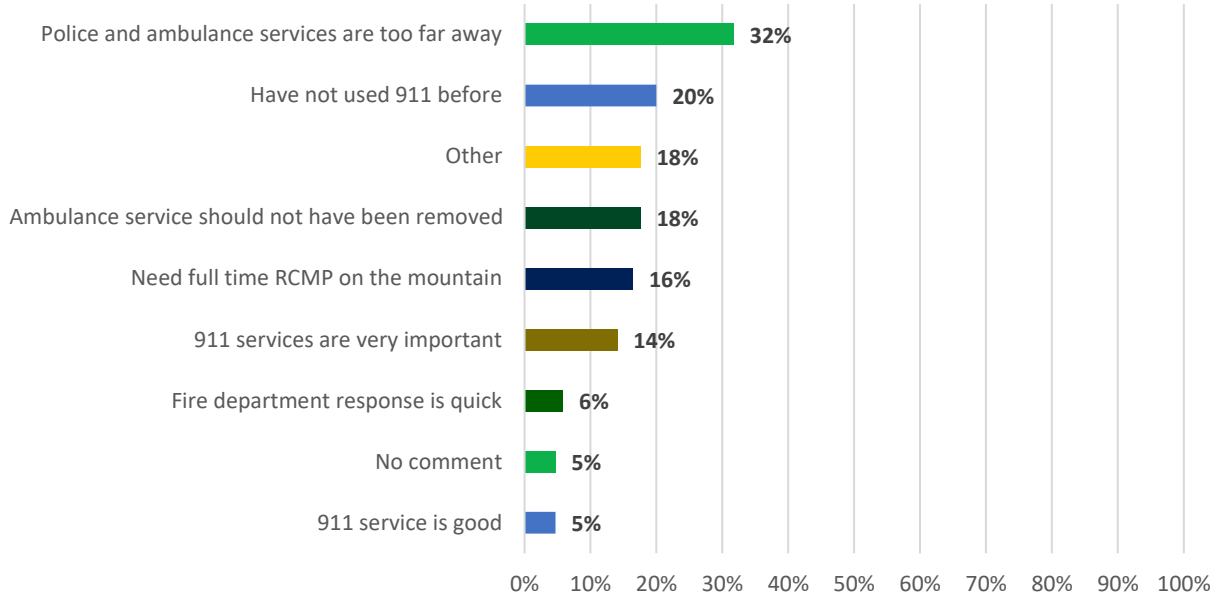


15% of the answers provided were categorized as "Other." Examples of "Other" responses include:

- *It's one of few services up here, but with horses and equipment on the mountain, noxious weeds will not be controlled.*
- *It would be nice if the district put regulations requiring buildings to control weeds on their respective properties*
- *I have seen summer information booths and have picked up handouts....great!!*

9-1-1 Emergency Communications Services

A total of 85 respondents provided an answer to this question. 32% of respondents who answered this question indicated that police and ambulance services are too far away from the mountain.

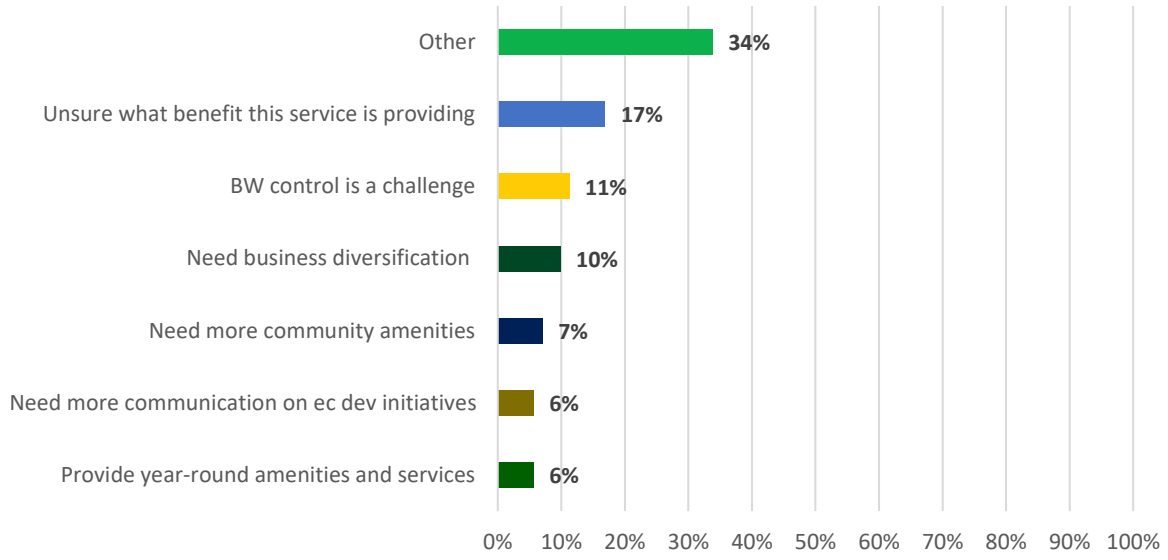


18% of the answers provided were categorized as "Other." Examples of "Other" responses include:

- *More direction to residents with emergency information. It seems unclear. There was an incident at big white that required authority and it became unclear as to who to get to help.*
- *BW 911 services come from Kelowna through JR and it's the JR Community that are the first responders yet we get no tax support from BW!!!!*
- *Not sure why it costs this much.*

Economic Development

A total of 71 respondents provided an answer to this question. 17% of respondents who answered this question indicated that they are unaware of the benefits the economic development service is currently providing to the community.

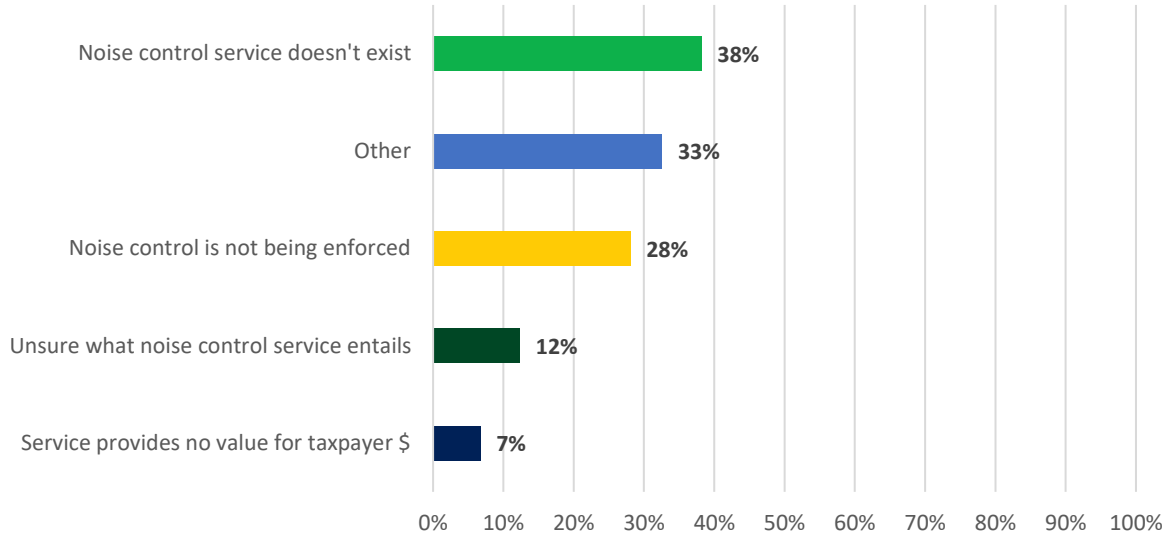


34% of the answers provided were categorized as "Other." Examples of "Other" responses include:

- *In the last couple of years there has been some changeover with the businesses on the mountain and during Covid some have not opened up again (Far and Wide Gift Shop has closed, Sessions Taphouse has not re-opened, the Bean Scene closed and was replaced with the Tea House and the Blarney Stone has changed ownership to Charlie Victoria's), In order to have a thriving resort in the winter, businesses need support especially in tough economic times like 2020/2021.*
- *This money must be spent somewhere else in the RDKB which, if true, is criminal.*
- *We need a large hotel to anchor the mountain*

Noise Control

A total of 89 respondents provided an answer to this question. 38% of respondents who answered this question indicated that they do not believe noise control services exist in the community.

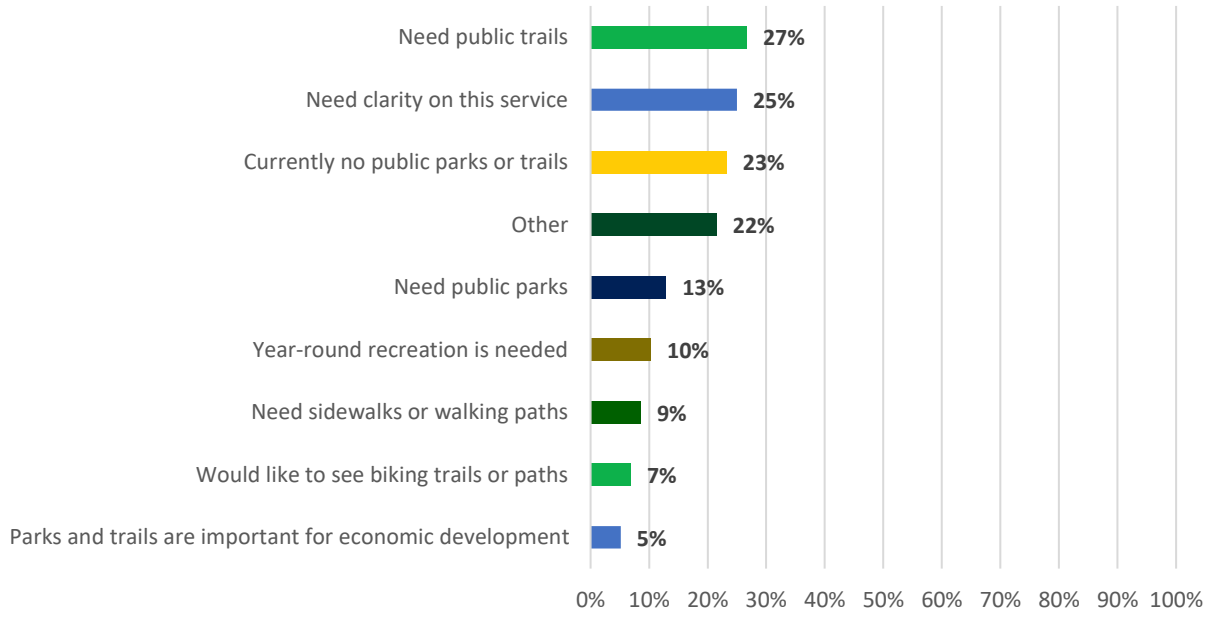


33% of the answers provided were categorized as "Other." Examples of "Other" responses include:

- *Personally our location at BW does not suffer from noise issues most of the time but we've heard about party horror stories.*
- *I've never had a problem with noise from parties etc and if I did, I would take it up with my Strata. However, in the summer there was significant noise pollution from a nearly construction site, which should have been abated by the authorities, but wasn't.*
- *I believe a certain amount of noise is to be expected while living on a ski resort.*

Regional Parks and Trails

A total of 116 respondents provided an answer to this question. 27% of respondents who answered this question indicated that more public trails are needed and 25% need clarity on what this service entails.

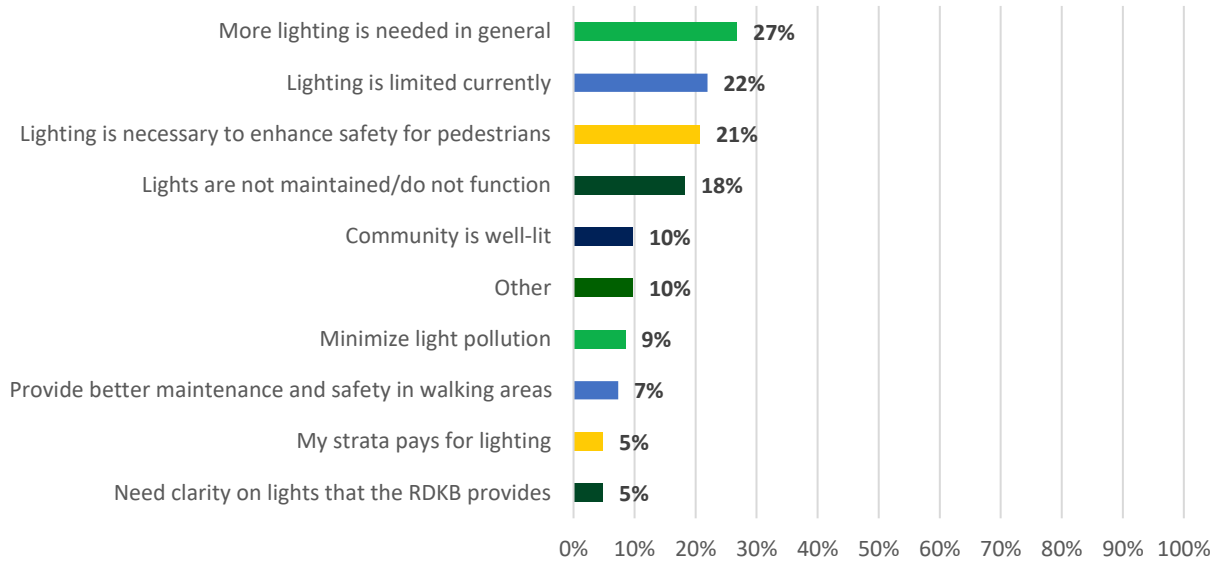


22% of the answers provided were categorized as "Other." Examples of "Other" responses include:

- *Need an app for snowshoeing and hiking in the winter.*
- *Nothing visible or tangible spent at Big White using our tax dollars*
- *Another example of why Big White should be in the RDCO*

Street Lighting

A total of 82 respondents provided an answer to this question. 27% of respondents who answered this question indicated that more lighting is needed throughout the community and 22% mentioned that lighting is currently limited.

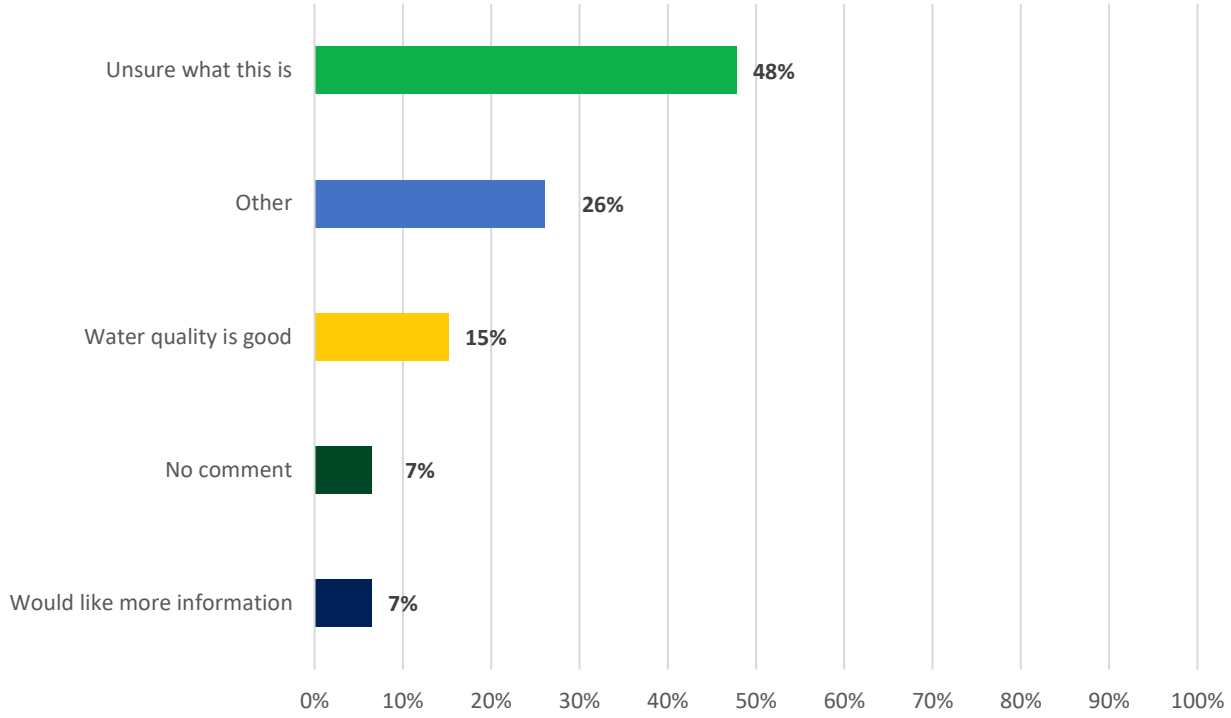


10% of the answers provided were categorized as "Other." Examples of "Other" responses include:

- *I think the lighting in the village is sufficient. However I would like to see upgrades to big white road- reflectors and some lights*
- *Depending on where street lights are, in town centres, very important, but out in the countryside, total waste of money*
- *Very basic lighting. Something in character with the mountain community profile would be more appropriate. Whistler has appropriate lighting.*

Boundary Integrated Watershed

A total of 46 respondents provided an answer to this question. 48% of respondents who answered this question indicated that they do not know what this service entails.

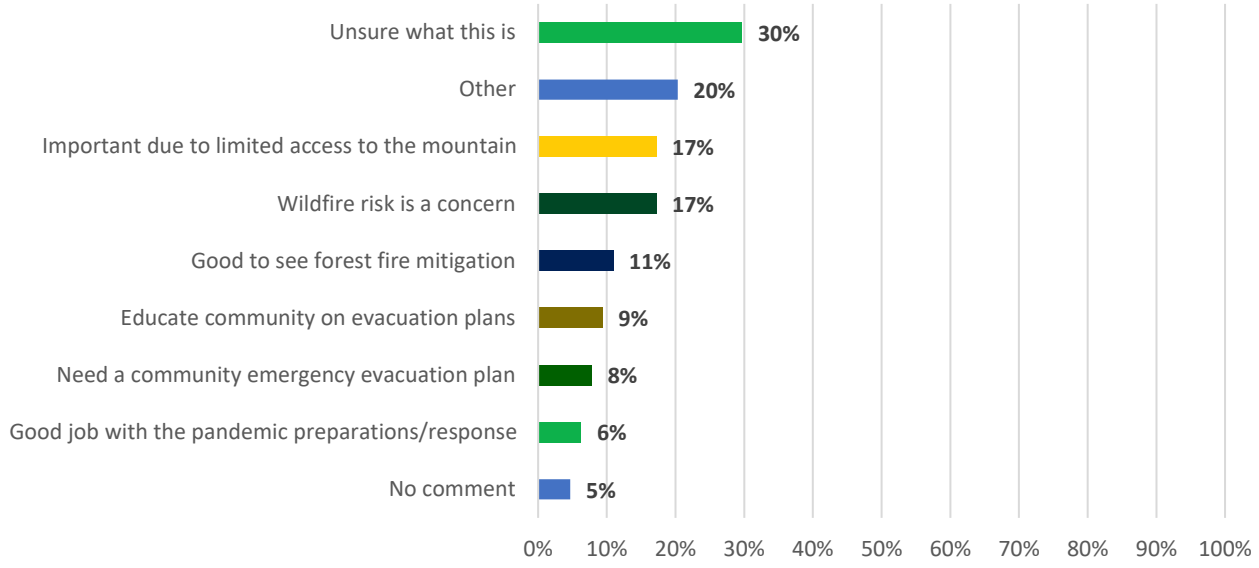


26% of the answers provided were categorized as "Other." Examples of "Other" responses include:

- *Poor water quality with low mineral value... test it!!!*
- *More information and greater awareness on water use within village and residential areas, and the importance of conservation due to growing impact of Big White on the local watershed and its fish and wildlife.*
- *Big white will need to find ways to save melting snow or water to preserve the declining health of kettle river As the community expands.*

Emergency Preparedness

A total of 64 respondents provided an answer to this question. 30% of respondents who answered this question indicated that they do not know what this service entails.



20% of the answers provided were categorized as "Other." Examples of "Other" responses include:

- *Should be emergency preparedness documents in all the residences.*
- *We need better more signage in cup de sacs and emergency services turn around areas to prevent people parking and obstructing emergency service vehicles. We also desperately need a full time Ambulance service and a bigger Medical clinic.*
- *Tax payer money should not be spent on clearing land that has been designated for housing under to premise that it is being cleared for fire prevention.*

Q44, 46, 48, 50, 52, and 54: How satisfied are you with services provided by Big White Ski Resort and other agencies?

Respondents were asked to indicate their level of satisfaction with each of the services provided by Big White Ski Resort and other agencies. A total of 261 respondents provided answers to these questions.

Respondents indicated that they are most satisfied with the following services:

- *Sewer Services (a combined 85% indicated they are Very Satisfied or Satisfied)*
- *Water Services (a combined 84% indicated they are Very Satisfied or Satisfied)*
- *Trails (a combined 66% indicated they are Very Satisfied or Satisfied)*

Respondents indicated that they are least satisfied with Trails (a combined 17% indicated they are Unsatisfied or Very Unsatisfied).

	Very Satisfied	Satisfied	Neutral	Unsatisfied	Very Unsatisfied	Unsure
Parks	16%	31%	18%	11%	5%	18%
Trails	22%	44%	15%	13%	4%	3%
BW Community School	5%	13%	34%	1%	1%	46%
Whitefoot Healthcare Clinic	12%	25%	28%	6%	3%	25%
Water Services	43%	41%	8%	4%	2%	2%
Sewer Services	34%	51%	9%	1%	0%	5%

Q45, 47, 49, 51, 53, and 55: How important do you think each service provided by Big White Ski Resort and other agencies is to the community?

Respondents were asked to indicate the level of importance of each service provided by Big White Ski Resort and other agencies. A total of 261 respondents provided answers to these questions.

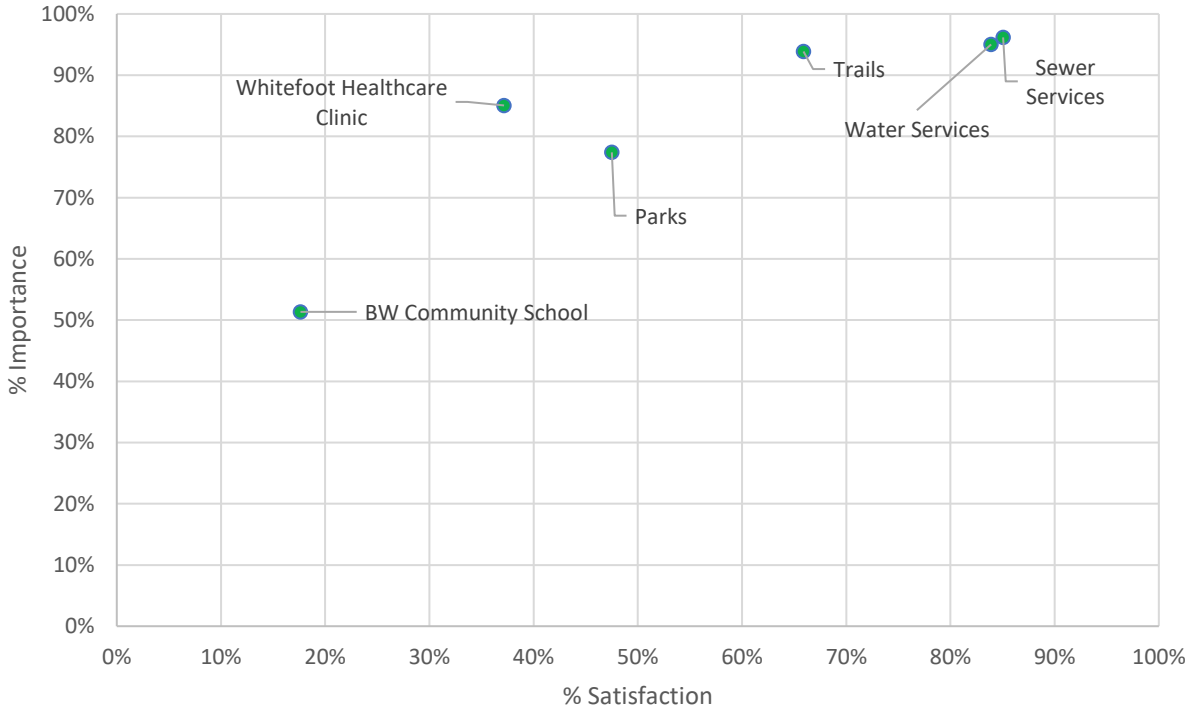
Respondents indicated that they believe the following services are most important:

- *Sewer Services (a combined 96% indicated this service is Very Important or Important)*
- *Water Services (a combined 95% indicated this service is Very Important or Important)*
- *Trails (a combined 94% indicated this service is Very Important or Important)*

Respondents indicated that they believe the Big White Community School is least important (a combined 10% indicated this service is Unimportant or Very Unimportant).

	Very Important	Important	Neutral	Unimportant	Very Unimportant	Unsure
Parks	43%	35%	10%	2%	1%	10%
Trails	62%	32%	3%	1%	0%	2%
BW Community School	25%	27%	26%	5%	6%	12%
Whitefoot Healthcare Clinic	54%	31%	9%	2%	1%	3%
Water Services	75%	20%	4%	0%	0%	1%
Sewer Services	70%	26%	3%	0%	0%	1%

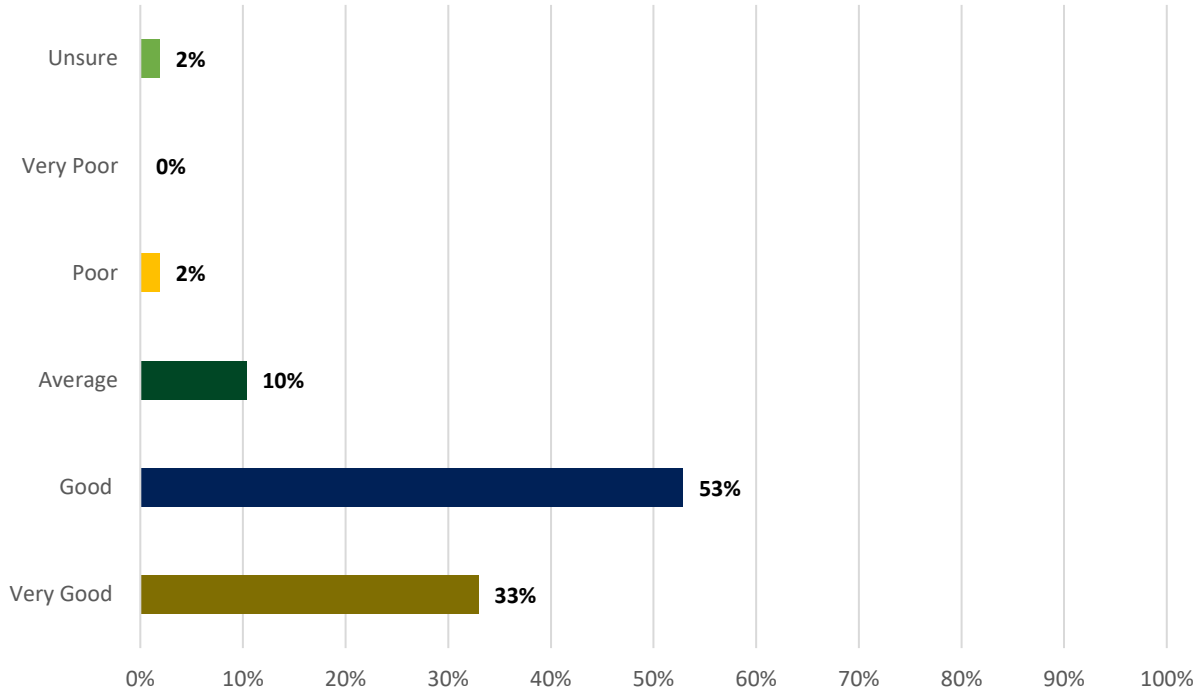
The following table illustrates the relationship between importance and satisfaction for services provided by Big White Ski Resort and other agencies. The graph was generated by summing the total percentage of VERY IMPORTANT and IMPORTANT (plotted on the y axis) and VERY SATISFIED and SATISFIED (plotted on the x axis).



Q56: How would you rate the overall quality of life at Big White Mountain?

- *Very Good*
- *Good*
- *Average*
- *Poor*
- *Very Poor*
- *Unsure*

Survey respondents were asked to rate the quality of life they experience at Big White Mountain community. A total of 261 respondents provided an answer to this question, with 53% indicating that they quality of life is Good and 33% indicating that it is Very Good.



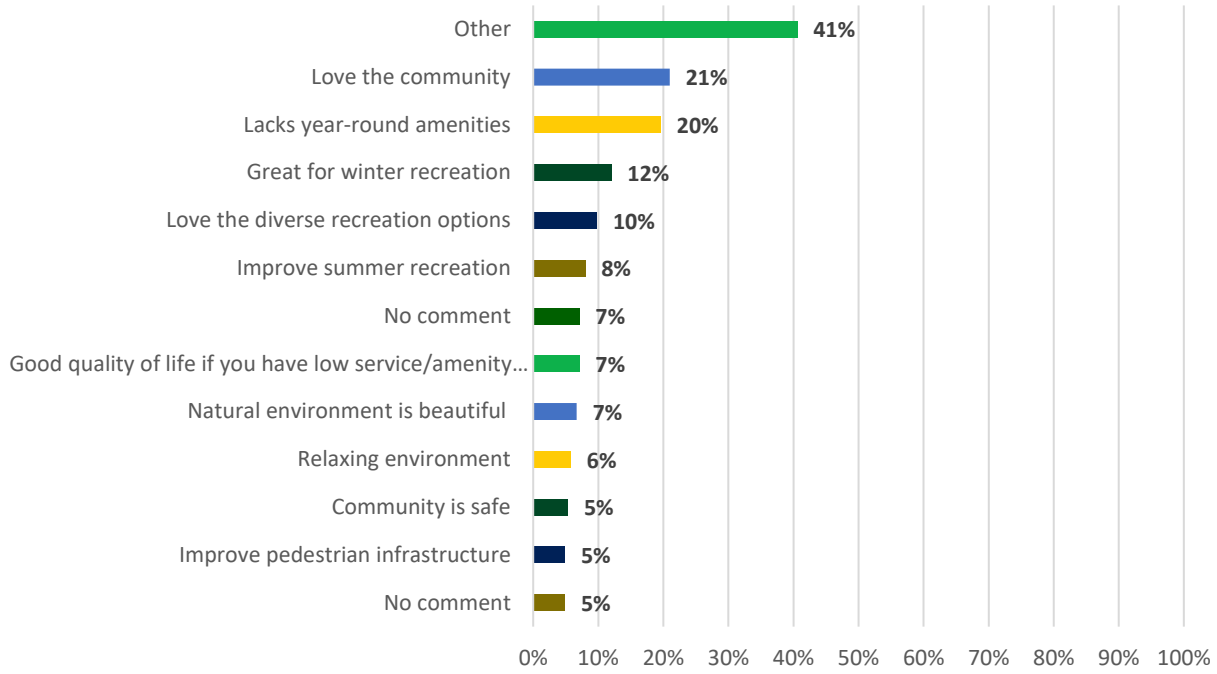
Q57: Please explain your answer to the previous question.

Survey respondents were asked to explain their answer choice to the previous question for the rating they provided for the quality of life at Big White Mountain. A total of 261 respondents provided an answer to this question. Responses to this question were categorized according to the rating that the respondent provided to the previous question.

Very Good or Good

A total of 224 respondents indicated that the quality of life at Big White Mountain is Very Good or Good. 21% of respondents who answered this question indicated that they selected one of these

answer choices because they love the community. 20% indicated that the community lacks year-round amenities.

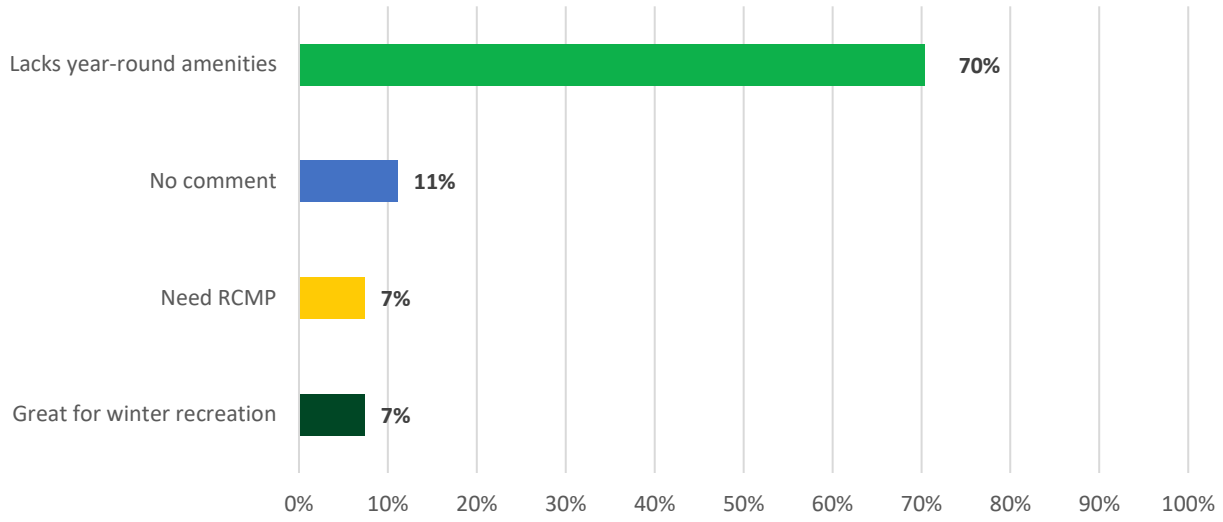


41% of the answers provided were categorized as "Other." Examples of "Other" responses include:

- *Overall it is good. There is a divide in the community between those who work for the resort company and those who hate the resort company (Don't know why they live here)*
- *I don't believe BW needs to be this all encompassing municipality. I think they a done a great job of trying to manage available services while controlling costs.*
- *Quality of life at Big White is all about the ski hill operator and what they provide as a business. It is the amenity. As owners we all talk about how ridiculous it is that we pay taxes to RDKB with little or no evidence of those dollars being spent back on us. Some of it obviously is but some of it likely is spent on other parts of the RDKB in one form or another. It's a total disconnect. At the very least make us a part of the RDCO where we at least have a chance of benefiting from our tax dollars. It really is bs that our taxes go to the RDKB. Seriously.*

Average

A total of 27 respondents indicated that the quality of life at Big White Mountain is Average. 70% of respondents who provided an answer to this question indicated that they selected this answer choice because the community lacks year-round amenities.



Very Poor and Poor

A total of 5 respondents indicated that the quality of life at Big White Mountain is Poor or Very Poor. 3 of these respondents indicated that they selected one of these answer choices because the community lacks year-round amenities. The other 2 respondents did not provide an explanation for their answer choice.

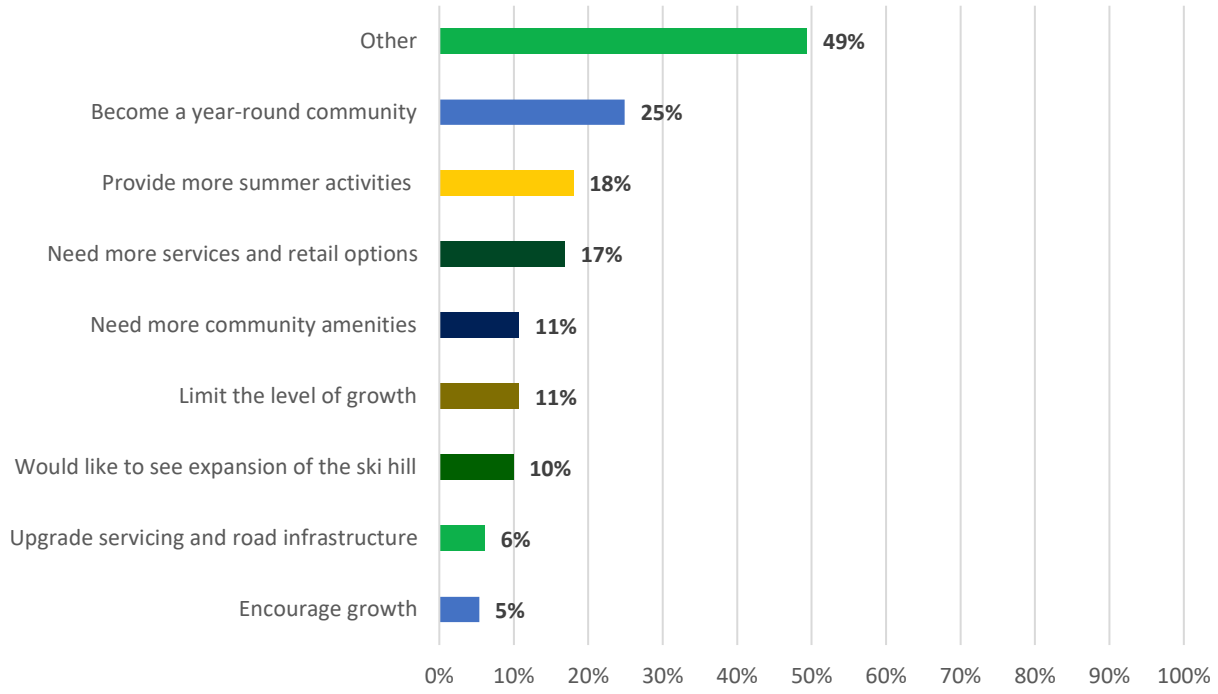
Unsure

A total of 5 respondents indicated that they are unsure how to rate the quality of life at Big White Mountain. 2 of these respondents indicated that they selected this answer choice because they have never lived in the community on a year-round basis. 1 respondent did not provide an explanation for their answer choice. "Other" responses provided to this question are:

- *It's an area in transition.*
- *Due to Covid, we haven't been able to spend any time at BW since purchasing a property there, hence all my responses "Unsure"*

Q58: What is your vision for the Big White Mountain community?

Survey respondents were asked to explain what they envision for the future of the Big White Mountain community. A total of 261 respondents provided an answer to this question. 25% of respondents who provided an answer to this question indicated that they would like to see Big White Mountain become a year-round community.



49% of the answers provided were categorized as "Other." Examples of "Other" responses include:

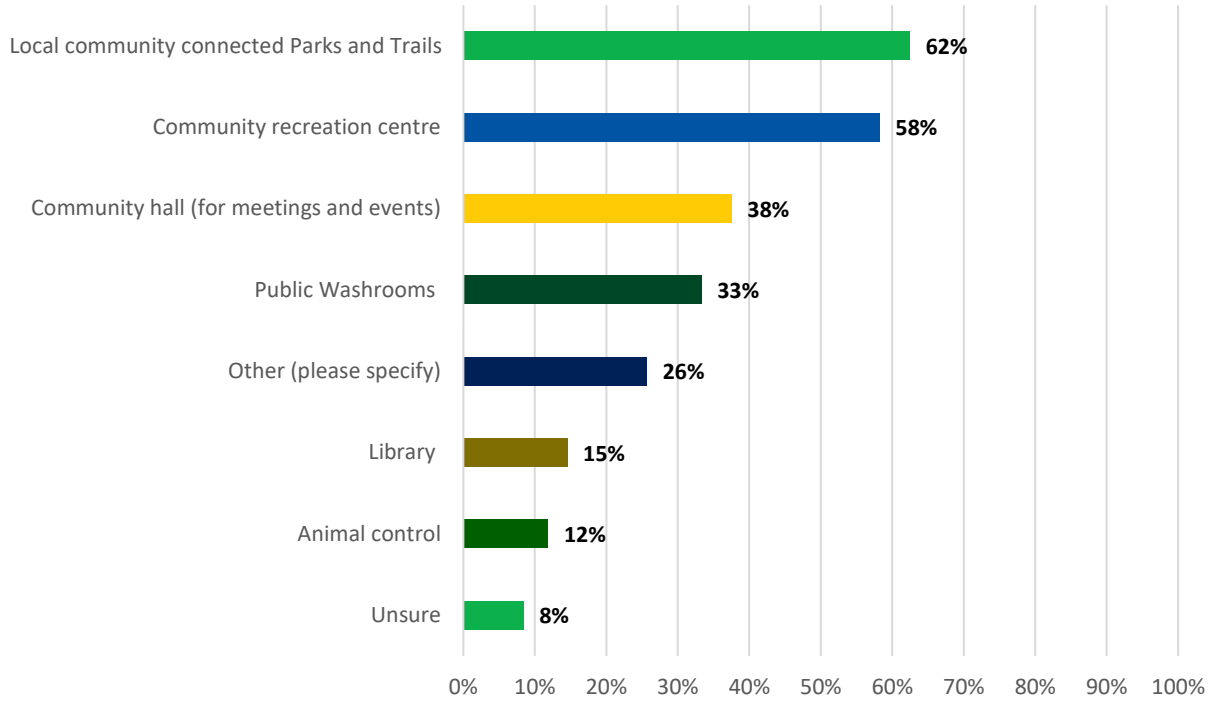
- *Become a municipality. Maybe build some more accommodation along one of the forestry roads. Create a competitive market. Somewhere where people can come and build up a business rather than just work for the companies on the hill for peanuts and leave.*
- *Some new things in the village and better planning. Older buildings in all the prime spots. No central area like most other resorts.*
- *Having a stronger say in tax spend and of the mountain as a mountain resort.*

Q59: Are there any services and/or facilities currently not offered to the Big White Mountain community by the RDKB that you would like to see in the next 5 to 10 years? Please select all that apply.

- *Animal control*
- *Library*
- *Community recreation centre*
- *Local community connected Parks and Trails*

- *Public Washrooms*
- *Community hall (for meetings and events)*
- *Unsure*
- *Other (please specify)*

Survey respondents were asked to indicate if there are any services or amenities currently not provided to the community by the RDKB that they would like to see in the next 5 to 10 years. A total of 261 respondents provided an answer to this question. 62% of respondents who provided an answer to this question indicated that they would like to see the community better connected by a parks and trails system. 58% indicated that they would like to see a community recreation centre.



Other (Please Specify) Responses
Swimming facility
Developer bylaws should include required to contribute to a fund to provide sidewalks, green space, art installations etc.
Police and mechanical assistant
Non denominational church
Skate park Parking for year round residents for trailers, campers etc.
Post office
Larger village with just generally more services and things to do.
Community gym. Gas station
Swimming pool, gym, side walks.
Grocery and other shopping. It current is a monopoly on the mountain. Competition is needed.
See above.
Gym High school
Epic dog park Weekly garbage disposal
Post office
Better emergency services, especially in the winter months. One major shortfall - lack of bus services throughout the resort.
Biking paths (not serviced by lifts), golfing, better quality dining etc that would follow if the resort area provided more draw to the public.
RCMP on hill.
A kids park (swings, slide etc).
RV parking, post office and new Medical Centre.
Not sure if this is the responsibility of the RDKB, but I think the following services would be well received at BW: gas station, car wash, self storage, more food options (maybe some franchises)
Local community connected Parks and Trails,litter cleaning especially in the village and enforcing the leash laws for dogs
Delivery of mail to residences, street lights, proper economic/business plan and an app for snowshoeing and walks.
Owner parking lot.
Swimming pool
Garbage and recycling
Post Office Health Centre Swimming Pool

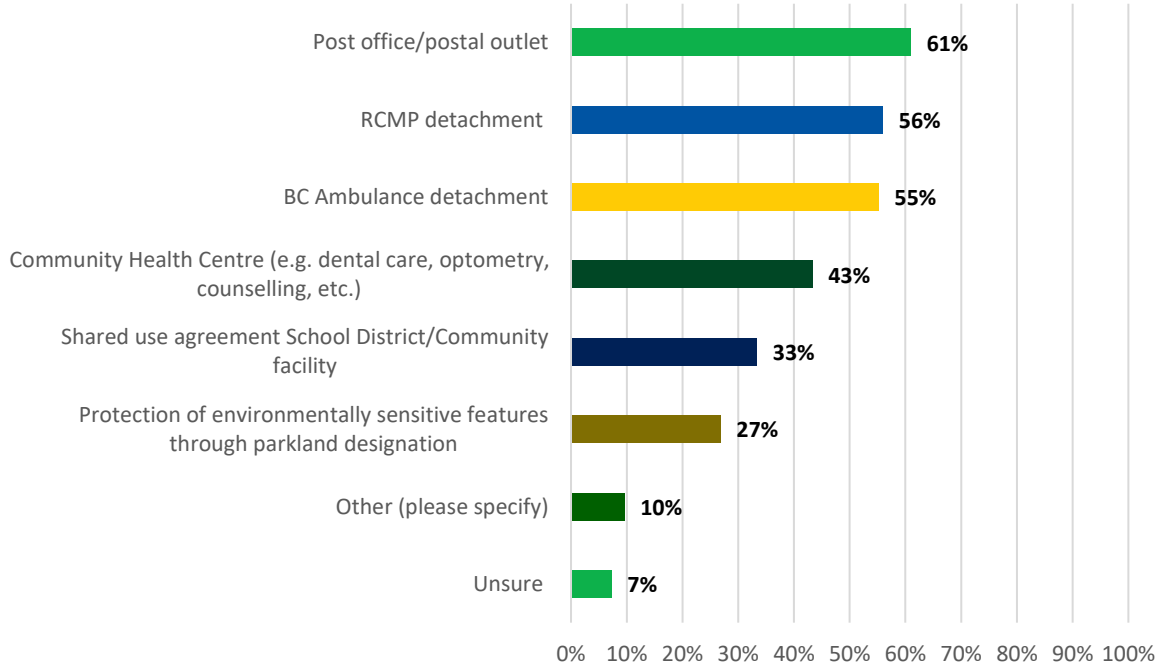
Summer coaster, golf course, community pool, casino, campground. Things to attract summer visitors
top notch spa
A community police station that is manned on evenings and especially weekends. The businesses and the owners are paying for this access and it is not provided.
Ev charging stations
Huge public pool; focus on summer time activities. There are a TON of lifeguards who would work there (our kids are guards in Kelowna). Have something unique so that summer travellers will come and spend some money here. Mini golf? Golf range? Roller coaster? Library with a view? Spa? Lake activities using the lake up there? Fish fed lake?
Gondola to summit
Community pool, indoor basketball/soccer/gymnasium court, cinema,
None
Mosquito control
Golf course, Pool, frisbee golf.
none of the things on this list are needed
Snowmobile connection trails to Graystoke area and surrounding terrain
Community recreation centre, Local community connected Parks and Trails,Grocery store, pharmacy, hardware store, appliance/furniture store
See comments above.
Open air workout zone
none
Golf course Public summer swimming pool
Mail service
Paved parking lot at medical Center
parking outside the resort to access backcountry ski areas.
Infrastructure for food trucks to set up, multiple ones at the base of the snow ghost express.
A gathering venue with a covered stage...just like Olympic Plaza in Whistler would be fantastic. Increased public art. More awareness of the Okanagan/Syilx People and their art and culture. (I know this is Big White not RDKB but if you can pass along a mountain top restaurant and facility with washrooms and outdoor space for hikers and mountain bikers would be awesome.)
rcmp on site
Improved RCMP presence
No additional services are needed. Again, Big White is a small ski resort and a small community. We can not afford community programs that are offered in larger centers. We need the basics... fire, water, sewer, garbage.
Pickle ball courts
postal, police, high school

Wellness medical centre
Cross country mountain bike trails.
Services are great as is
And many other to make a small town
None. Keep the cost of property taxes low.
More retail land for sale
Nature centre championing the local area and wildlife, together with safety messages and how to behave in the community.
Waterpark bowling alley zip lines rope course
Gym !
Public Washrooms ,Please could RKBD please facilitate with Governments a policing presence at BW, year round.
Not interested.

Q60: Are there any services and/or facilities currently not offered to the Big White Mountain community that you would like to see in the next 5 to 10 years that would be provided by other agencies and/or explored as a shared services model? Please select all that apply.

- *Protection of environmentally sensitive features through parkland designation*
- *Shared use agreement School District/Community facility*
- *Community Health Centre (e.g. dental care, optometry, counselling, etc.)*
- *BC Ambulance detachment*
- *RCMP detachment*
- *Post office/postal outlet*
- *Unsure*
- *Other (please specify)*

Survey respondents were asked to indicate if there are any services or amenities currently not provided to the community by agencies aside from the RDKB that they would like to see in the next 5 to 10 years. A total of 261 respondents provided an answer to this question. 61% of respondents who provided an answer to this question indicated that they would like to see a post office/outlet on the mountain. 56% indicated that they would like to see an RCMP detachment and 55% indicated that they would like to see a BC Ambulance detachment.



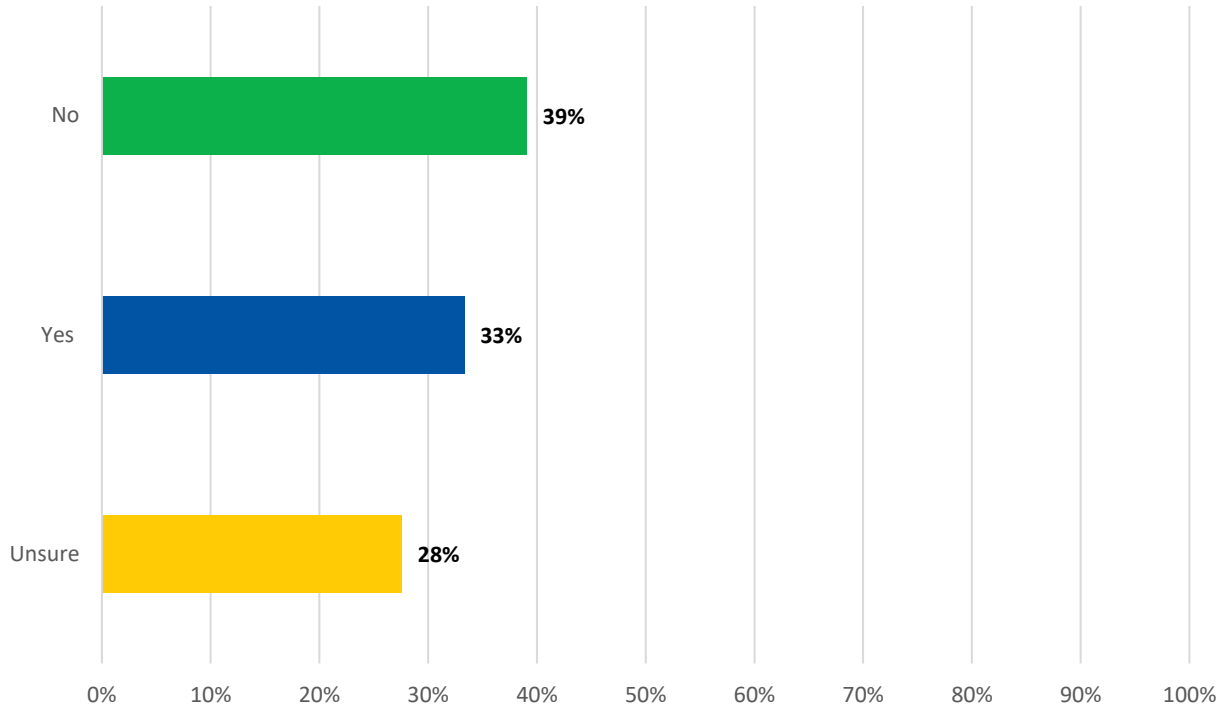
Other (Please Specify) Responses
Hairdresser and barbe
improved parking. opening of new terrain.

See above
For police and BCAS, id like to see stats for the number of calls during the season.
More reliable health care services.
Fat biking.
These last 2 questions are all the things that explain the wrong change for the mountain
High speed internet sevices
Gas and banking services
More choices in grocery items. Not having to go down to Kelowna for necessities.
I think all the options above are already adequately covered - need more summertime development to make it a year round mountain.
none of these are needed
Bank branch, pharmacy
none
Most of the above would be seasonal
More parking in the Village (short term for dinner/shopping etc.)
No additional services are needed. Again, Big White is a small ski resort and a small community. We can not afford community programs that are offered in larger centers. We need the basics... fire, water, sewer, garbage.
All good; if anything added in the future, BW may need more rcmp services
Centralized commercial area that isn't dominated by resort ownership.
Depends on how big the town gets.
Commercial grocery store with pharmacy and post office more restaurants with patios and retail along paved village stroll
Not interested.

Q61: Do you think you get value for money for the tax dollars you pay to the RDKB for the services as provided in the previous graphics?

- *Yes*
- *No*
- *Unsure*

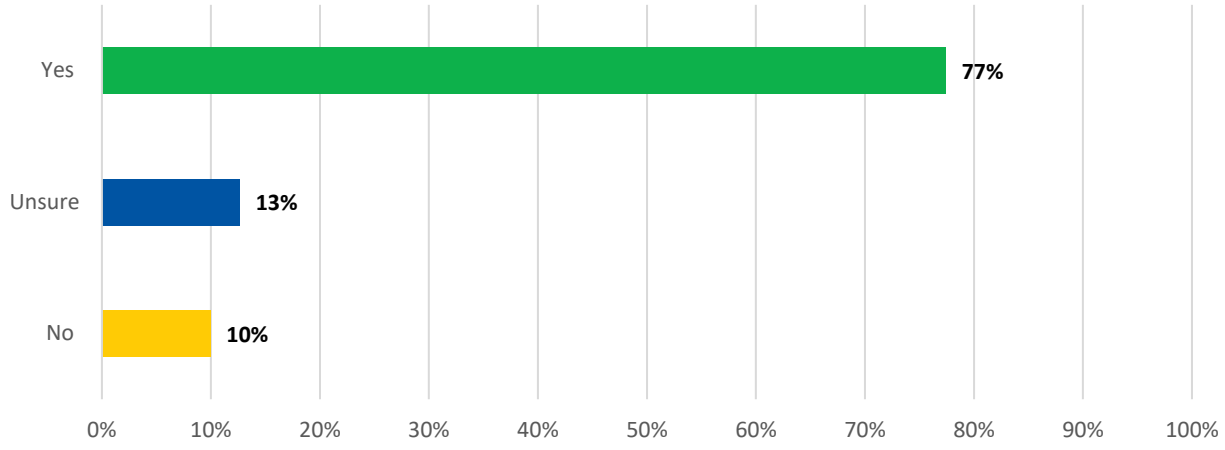
Survey respondents were provided information on the amount of taxes that are paid to the RDKB for services provided to Electoral Area 'E'. A total of 261 respondents provided an answer to this question. The answers provided to this question were relatively similar, with 39% of respondents indicating that they do not think they receive value for their tax dollars, and 33% indicating that they think they do receive value.



Q62: Increases in a community's population lead to demand for upgrades to existing infrastructure, as systems must be expanded to allow for increased capacity. Oftentimes, population growth also leads to demand for new services and amenities not previously offered. For example, an increased long-term resident population may increase the viability of opening a regional library branch on the mountain. Over the next 5-10 years, would you like to see growth in Big White Mountain's full-time resident population?

- *Yes*
- *No*
- *Unsure*

Survey respondents were asked to indicate if they would like to see the community's full-time resident population grow in the next 5-10 years. A total of 261 respondents provided an answer to this question. 77% of respondents who provided an answer to this question indicated that they would like to see the full-time population grow.

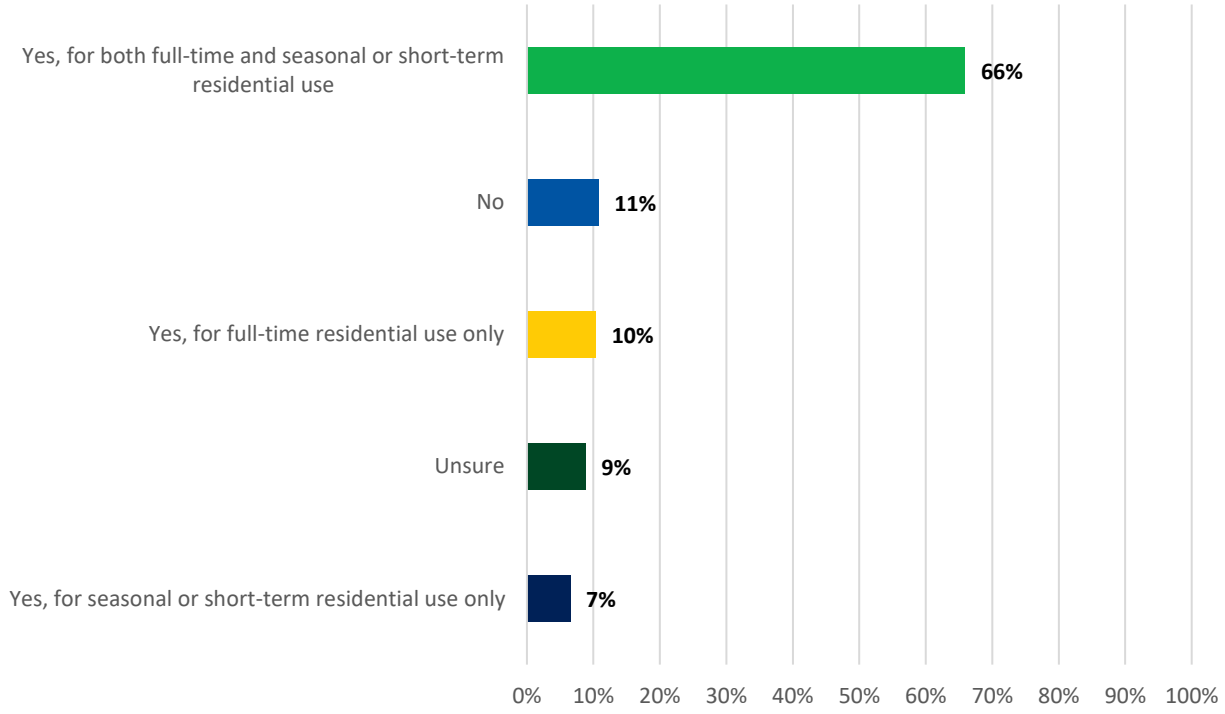


Q63: Keeping in mind the preamble to the previous question about the need for infrastructure upgrades and additional amenities as a result of growth, over the next 5-10 years, would you like to see growth in the number of residential units available in the Big White Mountain community?

- *Yes, for seasonal or short-term residential use only*
- *Yes, for full-time residential use only*
- *Yes, for both full-time and seasonal or short-term residential use*
- *No*
- *Unsure*

Survey respondents were asked to indicate if they would like to see growth in the amount of residential units in the community over the next 5 to 10 years. A total of 261 respondents provided an answer to this question. 66% of respondents who provided an answer to this question indicated

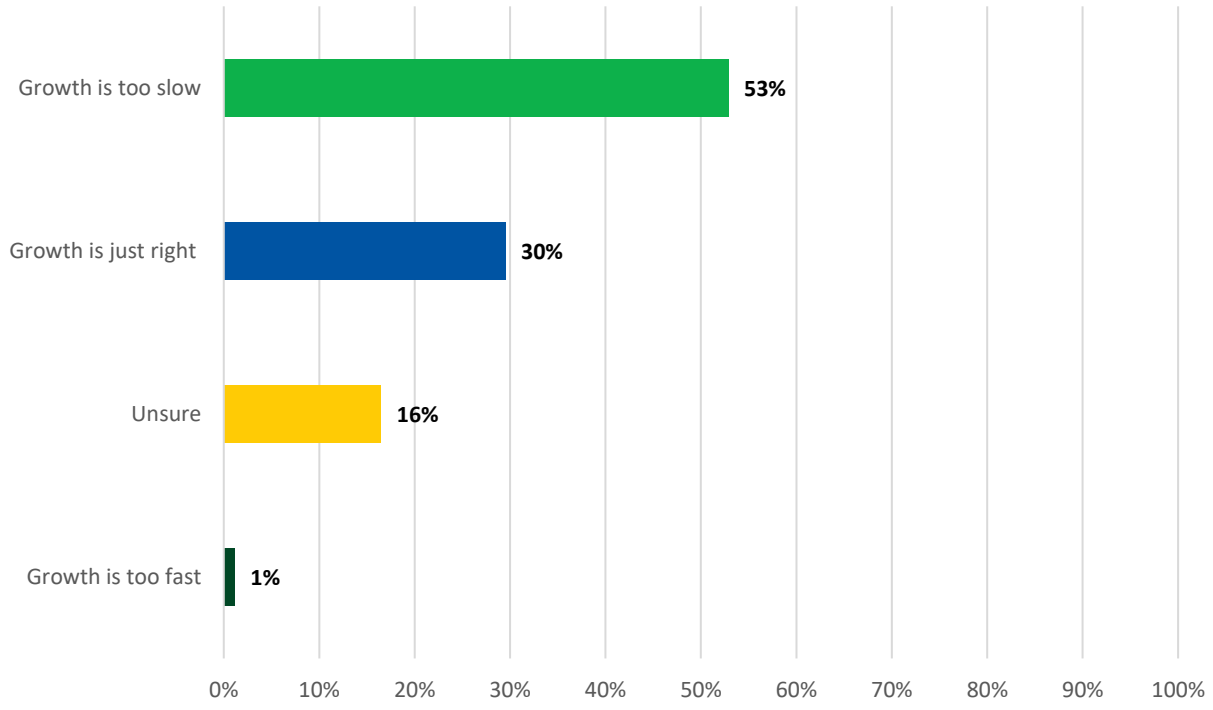
that they would like to see an increase in the number of residential units for both full-time and seasonal or short-term residential use.



Q64: What is your opinion on the current level of independent local business/economic growth at Big White Mountain outside of Big White Ski Resort?

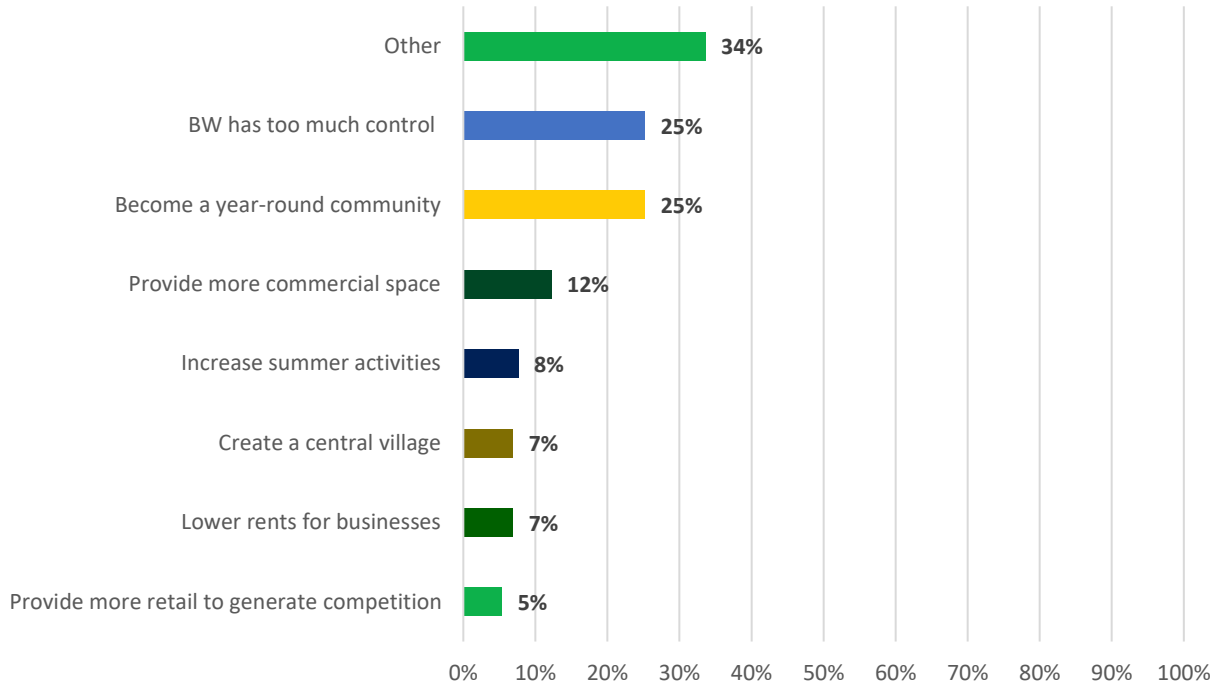
- *Growth is too fast*
- *Growth is too slow*
- *Growth is just right*
- *Unsure*

Survey respondents were asked to provide their opinion on the current level of growth in the community outside of the ski resort. A total of 261 respondents provided an answer to this question. 53% of respondents who provided an answer to this question indicated that the current level of growth is too slow, while 30% indicated that it is just right.



Q65: If you answered "Growth is too Slow", please explain how you think the community can attract more businesses and economic activity.

Survey respondents who indicated in response to the previous question that they believe the current level of growth to be too slow were asked to provide ideas on how the community may be able to increase growth. A total of 131 respondents provided an answer to this question. 25% of respondents who answered this question indicated that Big White Ski Resort has too much control over the community to be able to attract more economic activity. Another 25% indicated that the community needs to offer more year-round amenities and services to be more attractive to newcomers and potential investors.



34% of the answers provided were categorized as "Other." Examples of "Other" responses include:

- *Very difficult when land use is decided through the MDA.*
- *Increased marketing of the opportunities*
- *Wider audience- different services.*

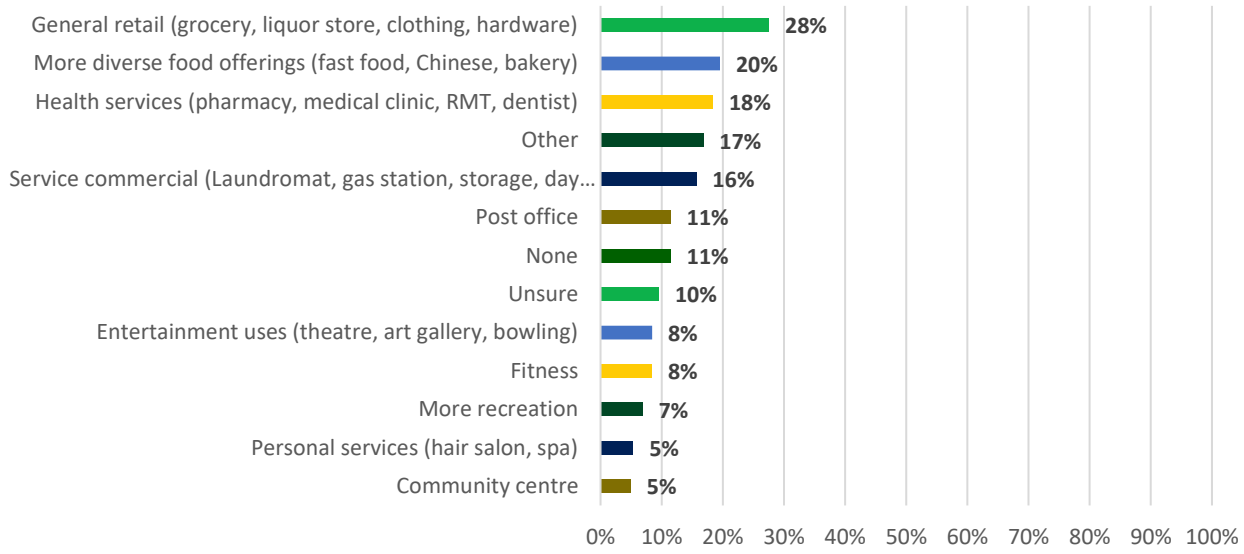
Q66: If you answered "Growth is too Fast", please explain why you think business/economic growth in the community is too fast.

Survey respondents who indicated in response to the previous question that they believe the current level of growth to be too fast were asked to explain why they believe this to be so. A total of 3 respondents provided an answer to this question. The responses are as follows:

- *We don't have the lifts to handle more skiers*
- *Highway leading to big white is already subpar and requires work. Increasing traffic prior to this being done would increase accidents, put strain on the highway and increase traffic control costs when the highway is brought up to standards*
- *BW is getting too big and does not support the communities it impacts and gets the bulk of its business from!*

Q67: Are there are any businesses that are missing from the community?

Survey respondents were asked to provide examples of businesses that they think are currently missing from the Big White Mountain community that they may like to see in the future. A total of 261 respondents provided an answer to this question. 28% of respondents who provided an 261 respondents provided an answer to this question. 28% of respondents who answered this question indicated that general retail stores such as grocery, liquor, hardware, clothing, and convenience stores are missing, while 20% indicated that it would be nice to see more diverse dining options on the mountain, such as fast food restaurants, ethnic cuisine, and a bakery.

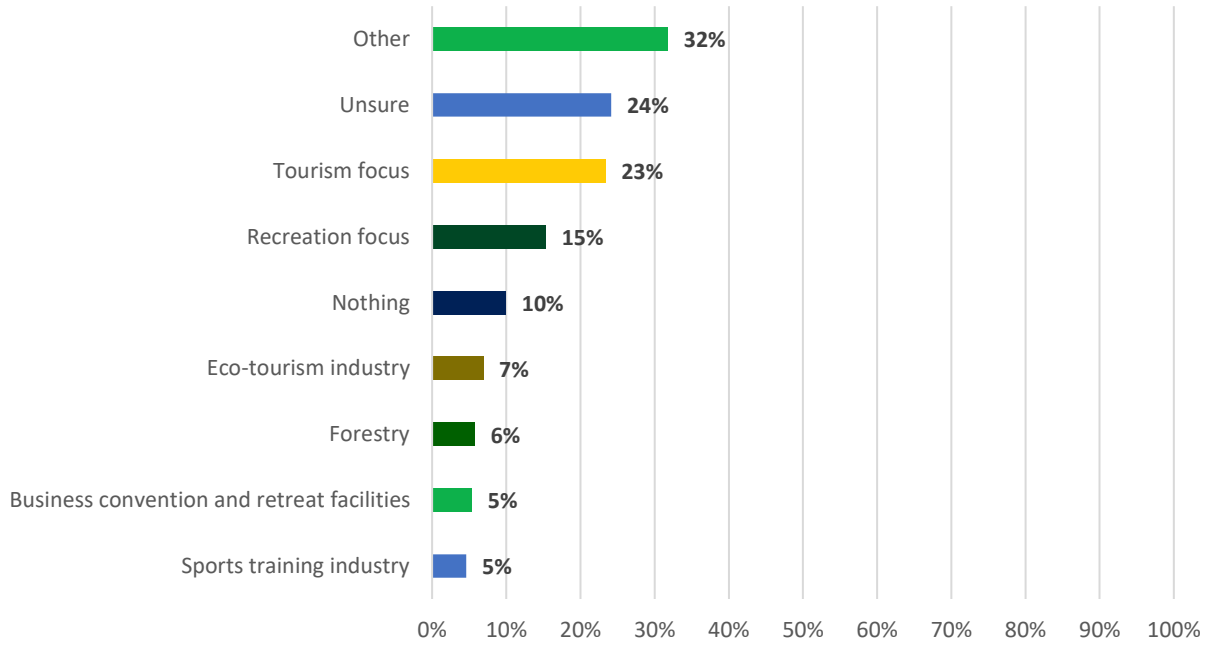


34% of the answers provided were categorized as "Other." Examples of "Other" responses include:

- *Many people would like a cannabis store but i have heard that big white have blocked that from happening.*
- *Courier/Delivery*
- *Luxury hotel - not just condos. A real village like sun peaks that is walkable would have been amazing, but it's too late now.*

Q68: If the tourism industry was not Big White Mountain's sole economic focus, what could the main industry be?

Survey respondents were asked to provide ideas on what the community's primary economic focus may be if not tourism. A total of 261 respondents provided an answer to this question. 24% of respondents who provided an answer indicated that they are unsure what the primary industry could be if not tourism, while 23% indicated that tourism *should* be the economic focus.



32% of the answers provided were categorized as "Other." Examples of "Other" responses include:

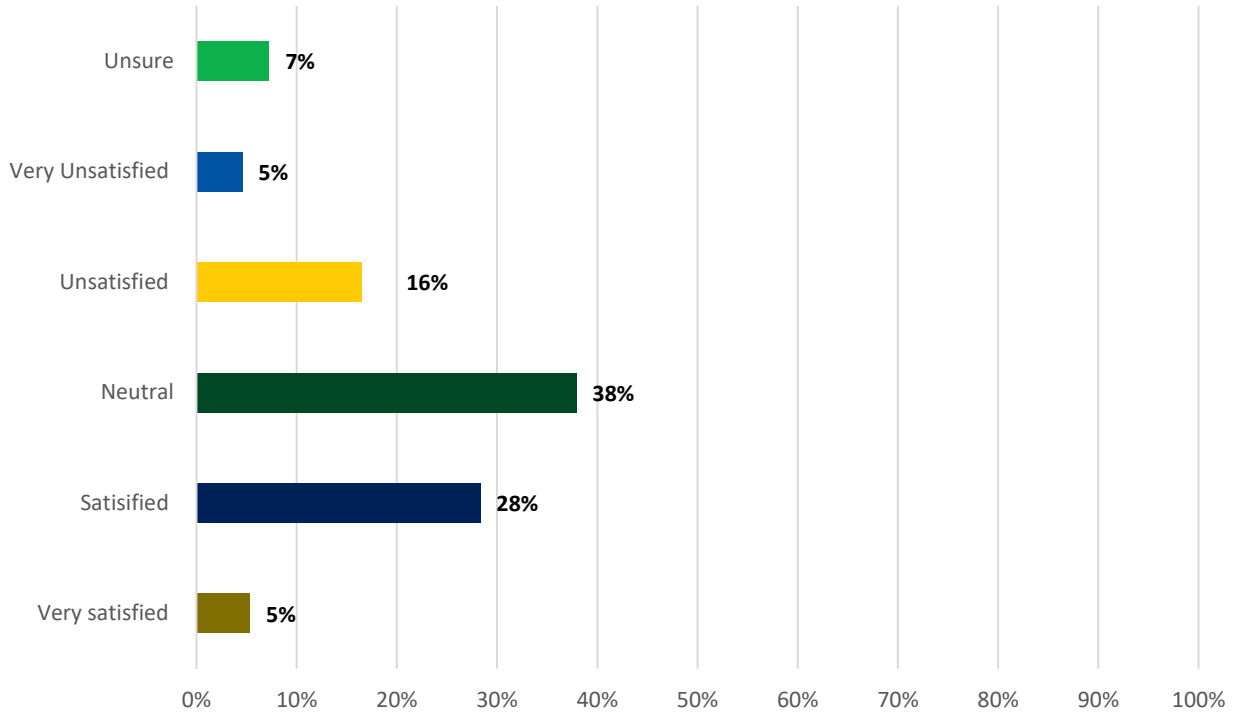
- *I'm not sure. Perhaps a hub for technology and cultural activities?*
- *Thats the question! Why else is Big White here? There is no other reason*
- *Lifestyle, Outdoor activities, Health and wellness, Yoga, Meditation*

Q69: What is your level of satisfaction as a Big White Mountain property owner with opportunities for community input into RDKB decisions impacting service and facility provision?

- *Ver y satisfied*
- *Satisfied*
- *Neutral*
- *Unsatisfied*
- *Very Unsatisfied*
- *Unsure*

Survey respondents were asked to indicate their level of satisfaction with opportunities to provide input on RDKB service provision. A total of 261 respondents provided an answer to this question. 38% of survey respondents who provided an answer to this question indicated that they have a Neutral level of satisfaction with the engagement opportunities provided. A combined 33% of

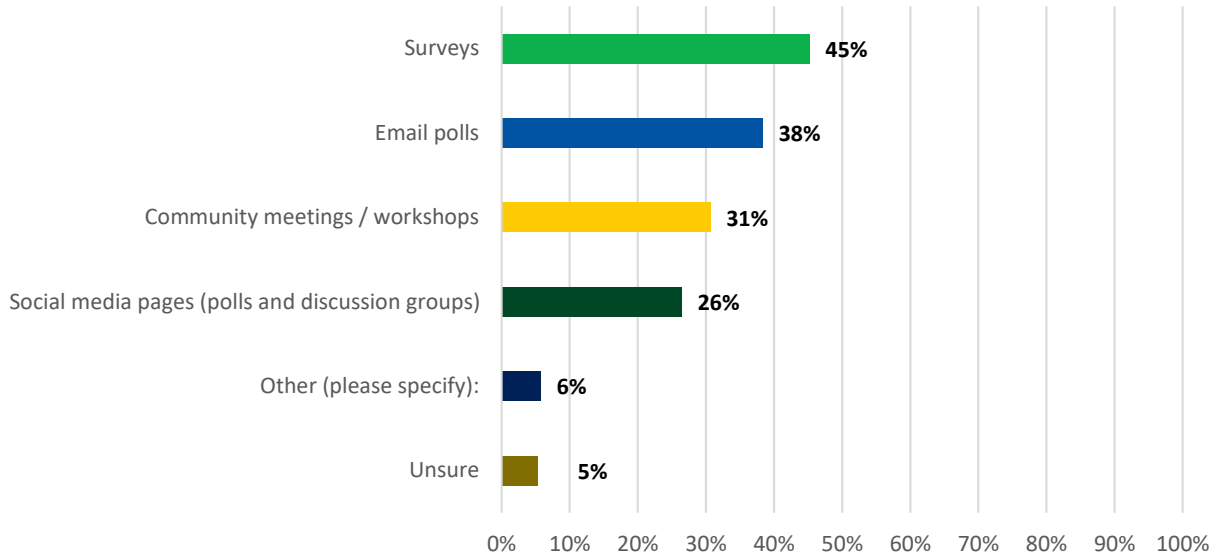
respondents indicated that they are satisfied or very satisfied with the opportunities to provide input.



Q70: If you answered, Very Unsatisfied, Unsatisfied, or Neutral, to the previous question, how would you like to be more involved in decision-making? Please select all that apply.

- *Social media pages (polls and discussion groups)*
- *Community meetings / workshops*
- *Email polls*
- *Survey*
- *Unsure*
- *Other (please specify)*

Survey respondents who indicated that their satisfaction levels with opportunities to provide input are low (very unsatisfied, unsatisfied, or neutral) were asked to specify how they would like to be more involved in decision-making. An error occurred in the posting of this question and as a result, this question was open to all survey respondents to provide an answer. As such, a total of 261 respondents provided an answer to this question. 45% of respondents indicated that they would like to provide input via surveys, 38% would like to see email polls, and 31% would like to participate in community meetings or workshops.



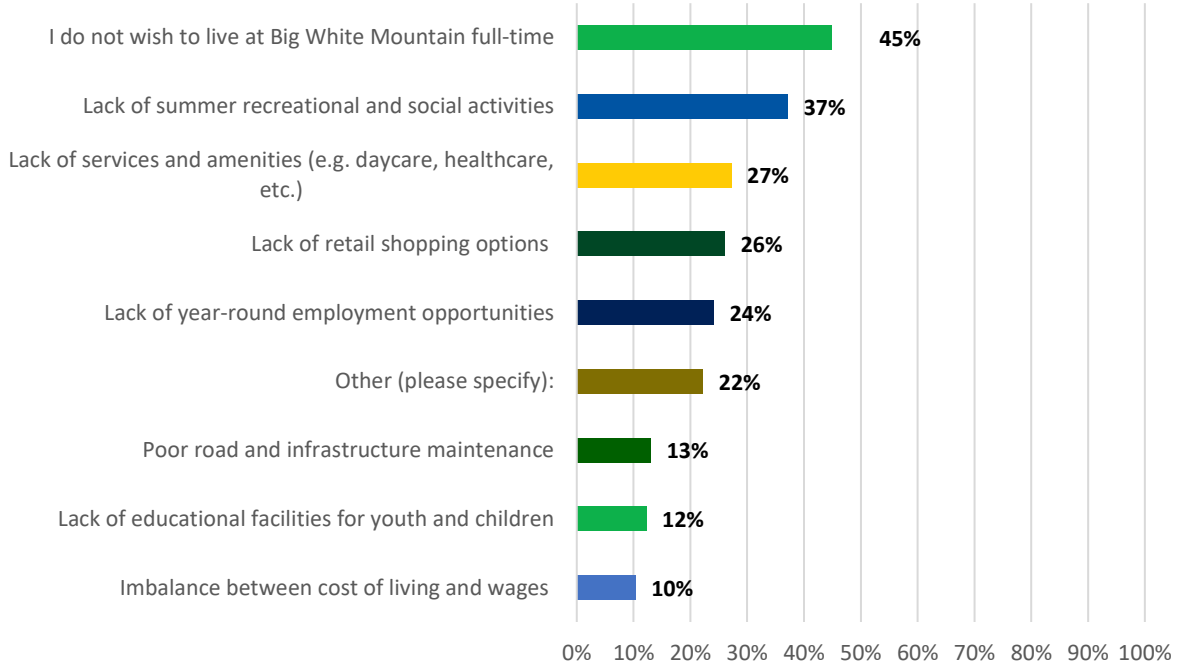
Other (Please Specify) Responses
Whatever it is, it needs to be very interactive both directions and transparent, with the least amount of bureaucratic process. Something like social media would be useful.
Stop with the fucking surveys and make decisions!
I would like to receive more information about the services and opportunities provided by RDKB.
Get the stuff we have been asking for for years done. Security, Ambulance, Lighting etc
We do far too many surveys but there seems to be very little action or follow up. Do not feel we get good value for the tax dollars we pay for.
I think you need to poll and survey non-owners as well as they are the potential for growth. Very important. We bought for the ski opportunities and that is all that was available at the time.
I found the card for this survey at my office. Otherwise I have never been invited to comment. this is a good start but in my opinion 3/4 of the questions were USELESS (how happy am I with the sewer & water???)
While not in your district the community of joe rich is greatly impacted by big white and should be included in any discussions regarding big white
More communication on what you are doing and how people can give feedback.
More visits from and notification about services RDKB allegedly provide -mental health well being and more community meeting than just the town hall for the WHOLE community
The problem isn't necessarily with RDKB. It stems more from our absentee ownership that fails to get involved. I think your efforts in the cannabis issue and this questionaire are steps in the right direction. I am not sure how the results are disseminated into action though.
better idea what is already planned or being discussed
Have input open to the public through a digital suggestion box open to visitors, property owners and businesses
local representation

WHEN CHANGES ARE HAPPENING TO GOVT SERVICES, IT WOULD BE NICE TO KNOW, WHEN BUILDINGS ARE BEING ADDED TO OR RELOCATED

Q71: If you don't currently live full-time at Big White Mountain, what barriers exist that prevent you from living there full time? Please select all that apply.

- *Imbalance between cost of living and wages*
- *Lack of educational facilities for youth and children*
- *Poor road and infrastructure maintenance*
- *Lack of year-round employment opportunities*
- *Lack of retail shopping options*
- *Lack of services and amenities (e.g. daycare, healthcare, etc.)*
- *Lack of summer recreational and social activities*
- *I do not wish to live at Big White Mountain full-time*
- *Other (please specify):*

Survey respondents were asked to indicate what barriers may exist that prevent them from living in the community on a full-time basis. A total of 261 respondents provided an answer to this question. 45% of respondents who answered this question indicated that they do not want to live full-time at Big White Mountain and 37% indicated that there is a lack of recreational and social activities in the summer months on the mountain that makes it less appealing.



Other (Please Specify) Responses

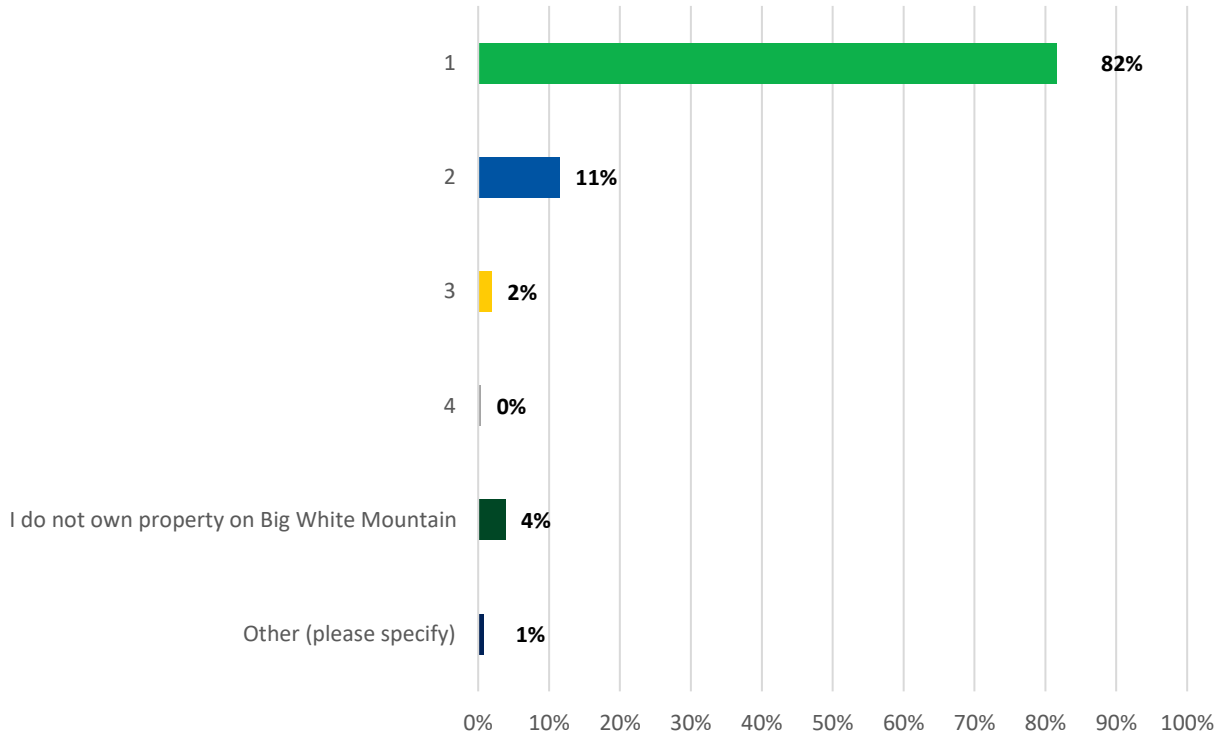
I live here full time
Lack of services and amenities (e.g. daycare, healthcare, etc.),too far from family
Already Full Time resident
I do live full time
We own a business in kelowna that we have to attend to. Don't want to commute.
I split my time between Kelowna and Big White year round
I do live here full time. But more retail
I do live here full time
I live here year round
/
I live here year round
I do live here full time
I live here
I wish to live at Big White for the winter season when I retire. If the community was more of a 4 season community, I might consider spending more of the year there.
You can not get mail/parcels up at the hill
Live at Big White full time
Family live elsewhere
I live here full time already
I am a permanent resident.
The need for rental income during the ski season. Other than that, I would love to live at BW full time
As an artist, I don't have studio facilities.
We work in town but spend almost all our leisure time at Big White in our property. Even in the "in-between" seasons such as spring and fall. Once we retire, we will spend more time at our property as we love the area and the residents.
I do not wish to live at Big White Mountain full-time,I work in kelowna. Not enough business/residents at big white
We live at Big White full time. Recently retired here, after many years as seasonal residents and weekend warriors from Kelowna.
Border closure
full time resident
Not citizen
Traffic, commuting
Poor road and infrastructure maintenance,I live on hwy 33
Electric heat is unaffordable in a mountain setting.
live elsewhere in summer

I do live here full time, there is a mistake in this as it would not let me leave the question blank as it is non applicable
We live full time on mountain.
Live and work in the US.
Current employment in Kelowna
I live abroad
it is called a border as we are from the USA
Live overseas
I do live here
Not quite ready work wise.
A lack of business diversity in general
Too far from all of our family activities here in Kelowna. Also, not to beat the dead horse but wildfires definitely deter us from living up there full time.
currently work full time
our career require us to be in a bigger City. Kids in French and no sports (except winter stuff)
For us it is a ski destination and winter getaway location, In the future summer activities might interest us
I do live at Big White full-time
We don't wish to live up there full time right now, but perhaps in the future near retirement. From what we can see, groceries and every day necesities are tough to get up there, and I'm not sure we'd want to be driving down to Kelowna and back all the time. What is parcel delivery like timeliness wise? (Amazon Prime, etc). That could help with a lot of things.
I normally reside in Australia and Big White is my winter home for a few months each year. I will never live there permanently.
I live at big white question is n/a
We live here full time.
We live in another area
I do live here year round
My work is in lower mainland. and my kids go to school in lower mainland.
Non Canadian passport
Visa - currently live in Australia
The environment can not take more people making Big White a full time home

Q72: If you own property on Big White Mountain, how many properties do you own?

- *1*
- *2*
- *3*
- *4*
- *Other (please specify)*
- *I do not own property on Big White Mountain*

Survey respondents were asked to indicated how many properties they own at Big White Mountain. A total of 261 respondents provided an answer to this question. 82% of respondents indicated that they own one property. 4% of respondents do not own property in the community.

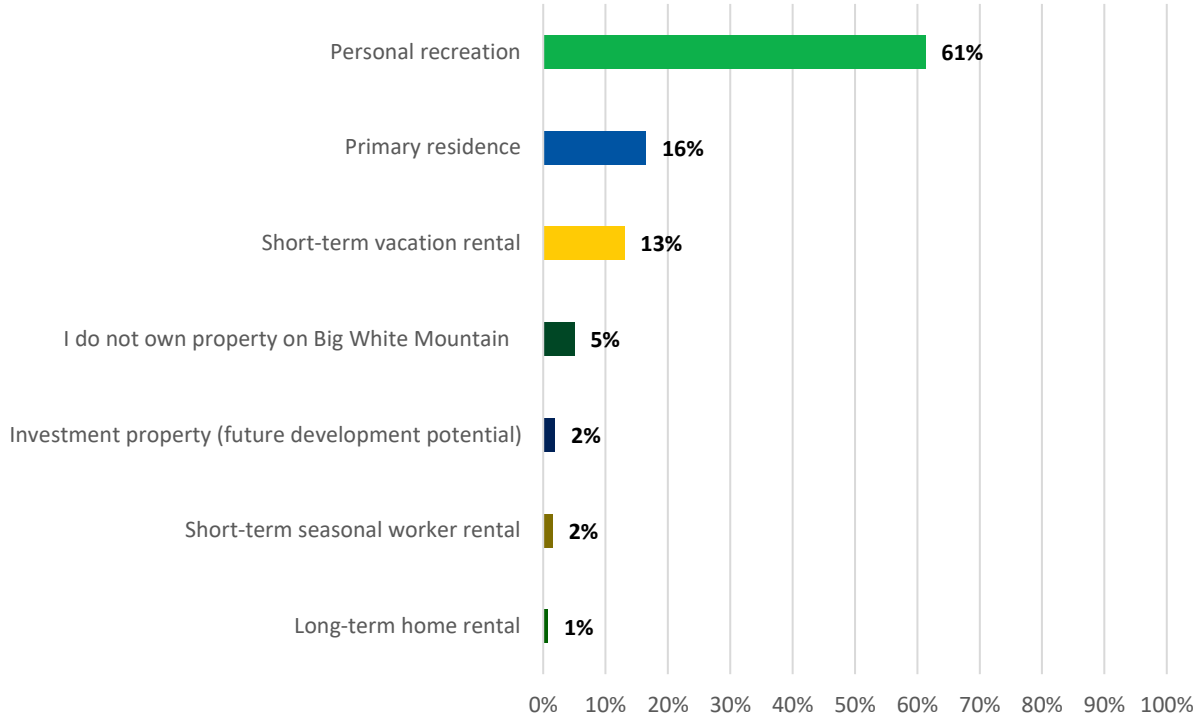


Other (Please Specify) Responses
1 nearby
'Do not currently own property on Big White Mountain', but in the process now.

Q73: If you own property on Big White Mountain, what is the primary use of these properties? Please select all that apply.

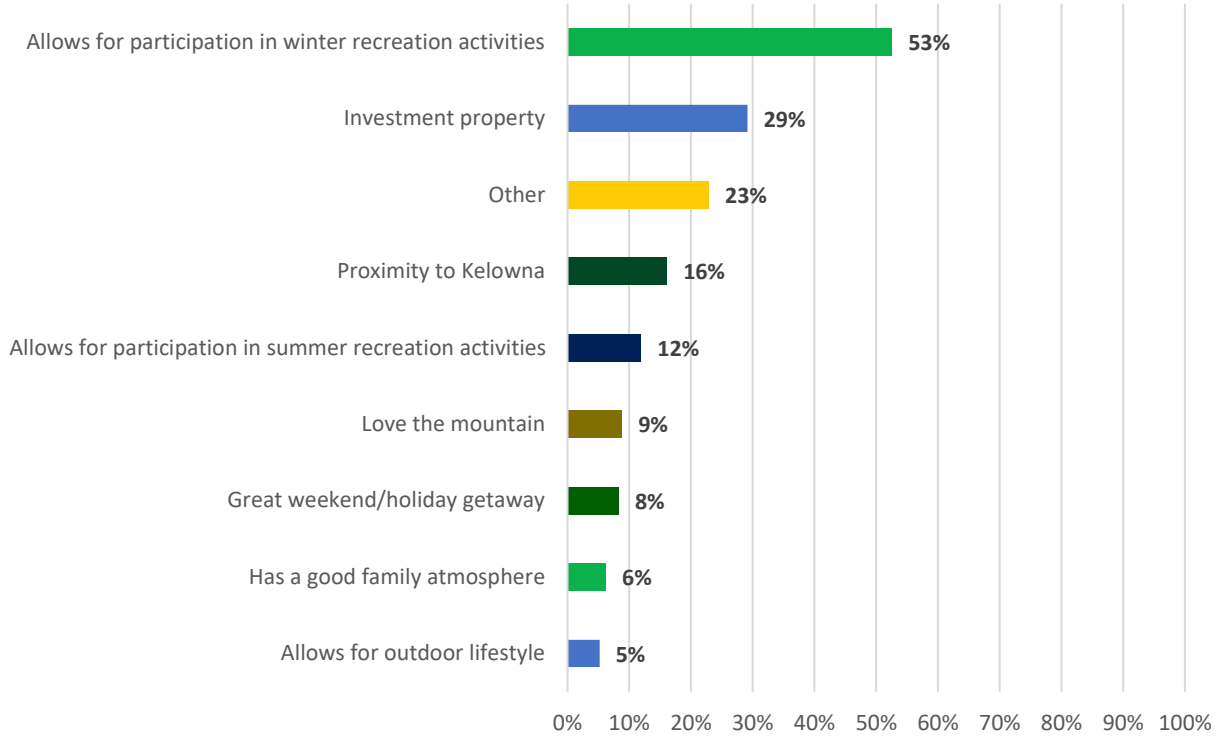
- *Long-term home rental*
- *Short-term seasonal worker rental*
- *Investment property (future development potential)*
- *Short-term vacation rental*
- *Primary residence*
- *Personal recreation*
- *I do not own property on Big White Mountain*

Survey respondents were asked to indicate what the primary use of their Big White property is. A total of 261 respondents provided an answer to this question. 61% of respondents who provided an answer indicated that they use their property for personal recreation purposes. 16% of respondents use their property as a primary residence.



Q74: If you own property at Big White Mountain and it is not used as a primary residence, why did you choose to purchase an additional property on Big White Mountain in particular?

Survey respondents were asked to indicate why they chose to purchase property in the community if they do not use it as a primary residence. A total of 192 respondents provided an answer to this question. 53% of respondents who answered this question indicated that their property on the mountain allows them to easily participate in winter recreation activities and 29% indicated that they purchased the property for investment purposes.



23% of the answers provided were categorized as "Other." Examples of "Other" responses include:

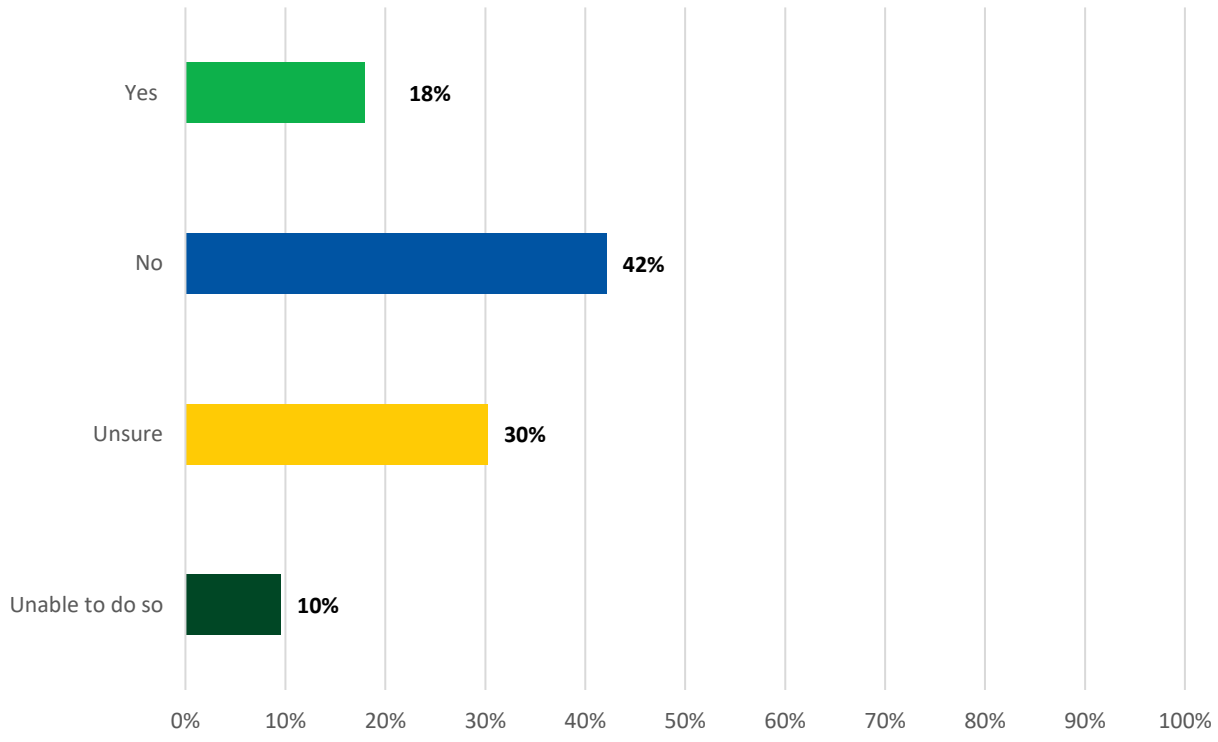
- *Wanted good ski in/out.*
- *It was more affordable than Whistler*
- *To live at BW during the off season and to eventually retire at BW*

Q75: If you own property at Big White Mountain but do not consider the property to be your primary residence, do you have plans to make the property your primary residence at some time in the future?

- *Yes*
- *No*
- *Unable to do so*
- *Unsure*

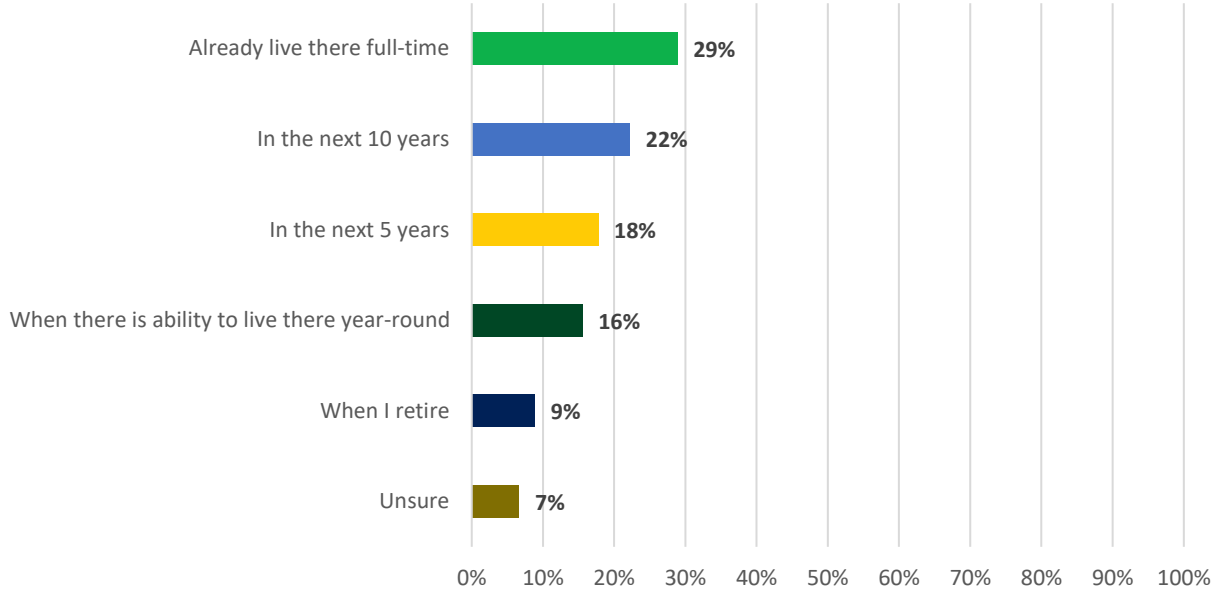
Survey respondents were asked to indicate if they intend to make their property on the mountain a primary residence in the future (if it is not already so). There was an error that occurred in the posing of this question on the survey platform, as a total of 261 respondents provided an answer to this question. That being said, it is difficult to discern how existing full-time residents may have answered this question, however because 16% of, or 43, respondents to Q73 indicated that Big White is their primary residence currently, it has been assumed that a portion of the 47 respondents to this question who answered "Yes" are currently full-time residents. This is further eluded in the response to Q76, 78, and 79, where 13, 8, and 7 respondents indicated that they live on the mountain full-time already, respectively.

42% of respondents indicated that they do not intend to make their property on the mountain a primary residence in the future and 30% indicated that they are unsure.



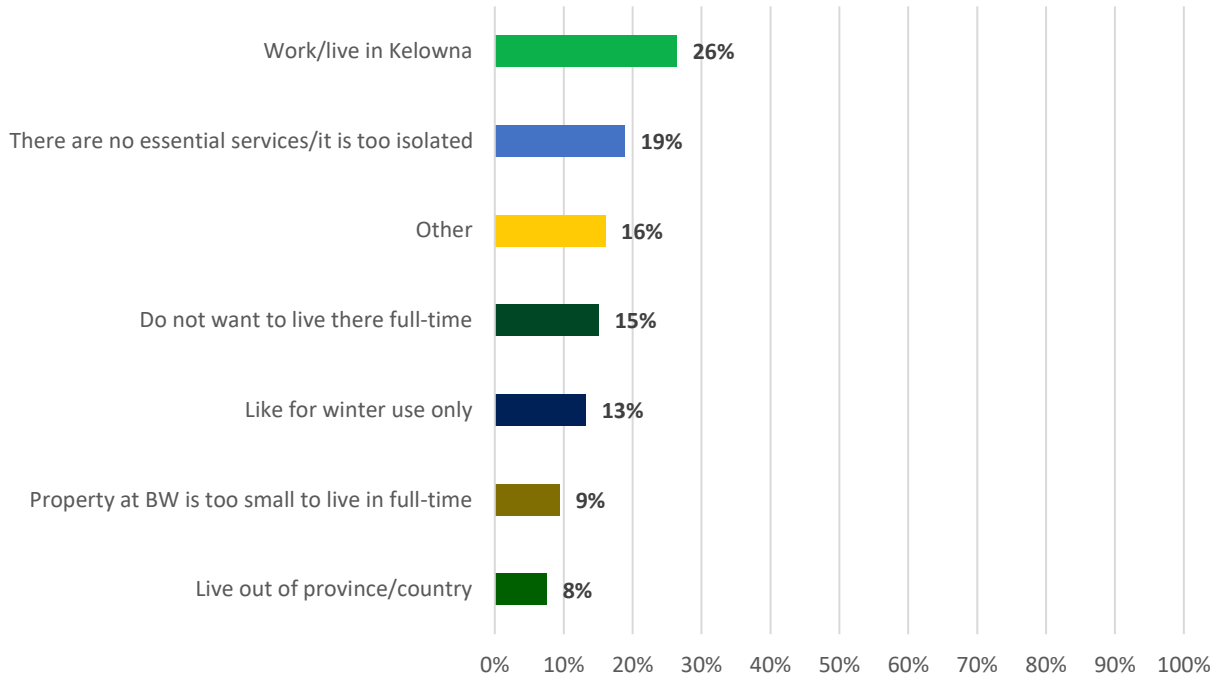
Q76: If you answered, "a) Yes" to the previous question, please indicate when you intend to make Big White Mountain your primary residence.

Survey respondents who indicated in response to the previous question that they intend to make their Big White property a primary residence in the future were asked to indicate at what point in the future they hope to do so. A total of 45 respondents provided an answer to this question. 29% of respondents indicated that they already live on the mountain on a full-time basis. 22% indicated that they intend to the make their property at Big White a primary residence in the next 10 years.



Q77: If you answered, "b) No,", to the previous question, please explain your answer.

Survey respondents who indicated in response to Q75 that they do not intend to make their Big White property a primary residence in the future were asked to explain why this is so. A total of 106 respondents provided an answer to this question. 26% of respondents who answered this question indicated that they currently live or work in Kelowna and do not wish to move or relocate. 19% indicated that there are no essential services in the community and it is too isolated to easily access them.

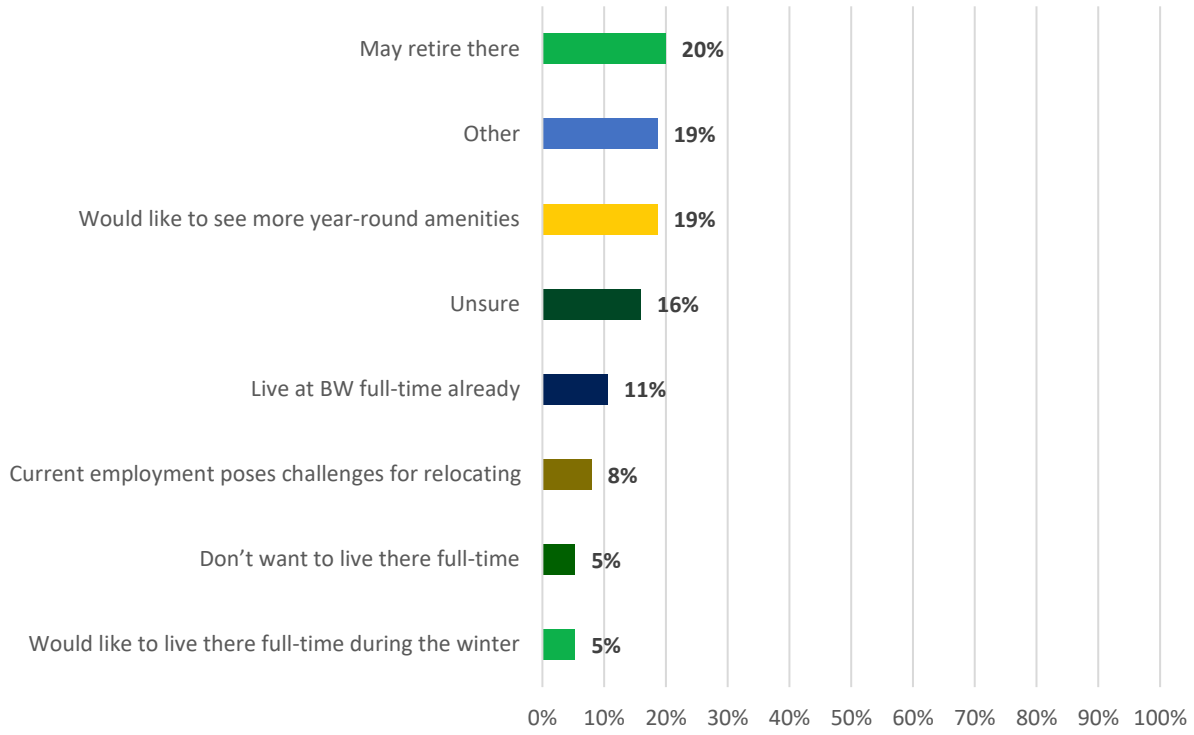


16% of the answers provided were categorized as "Other." Examples of "Other" responses include:

- *We share the residence with another family, so can't access it full time.*
- *We are leaving Big White*
- *I travel. I travel in the winter to warm countries and do like to visit Big White in the off season for a relaxing get away.*

Q78: If you answered, "c) Unsure", to the previous question, please explain your answer

Survey respondents who indicated in response to Q75 that they are unsure if they will make their Big White property a primary residence in the future were asked to explain why this is so. A total of 75 respondents provided an answer to this question. 20% of respondents who answered this question indicated that they may retire at Big White in the future but are currently uncertain.

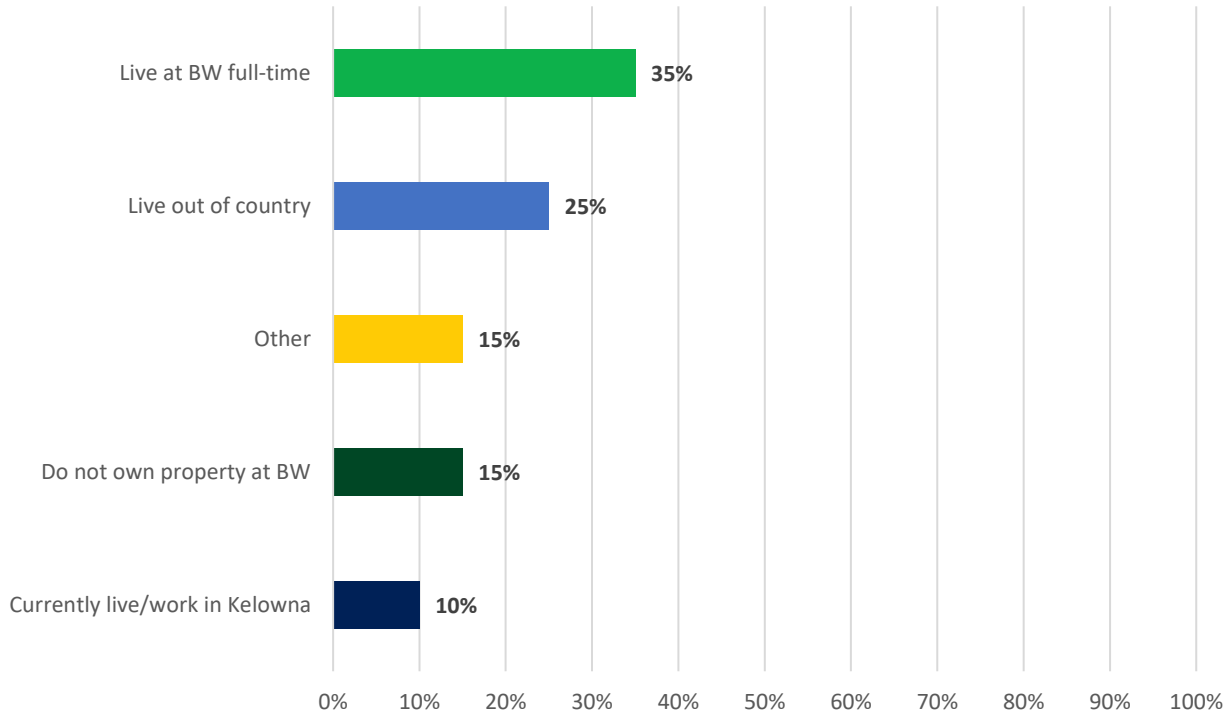


19% of the answers provided were categorized as "Other." Examples of "Other" responses include:

- *We would live at the mountain full time if possible, but not in our condo (too small). We would likely look to build a new home at a future date.*
- *BW needs to clean up their act.. the mountain lacks class and needs to be modeled after a classier resort, less staff that don't care and are professional, ban drugs and police it on the mountain.*
- *Proximity to majority of family in Ontario at present*

Q79: If you answered, "d) Unable to do so,", to the previous question, please explain your answer.

Survey respondents who indicated in response to Q75 that they are unable to make their Big White property a primary residence in the future were asked to explain why this is so. A total of 20 respondents provided an answer to this question. 35% of respondents indicated that they already live on the mountain full-time and 25% of respondents indicated they live outside of Canada.



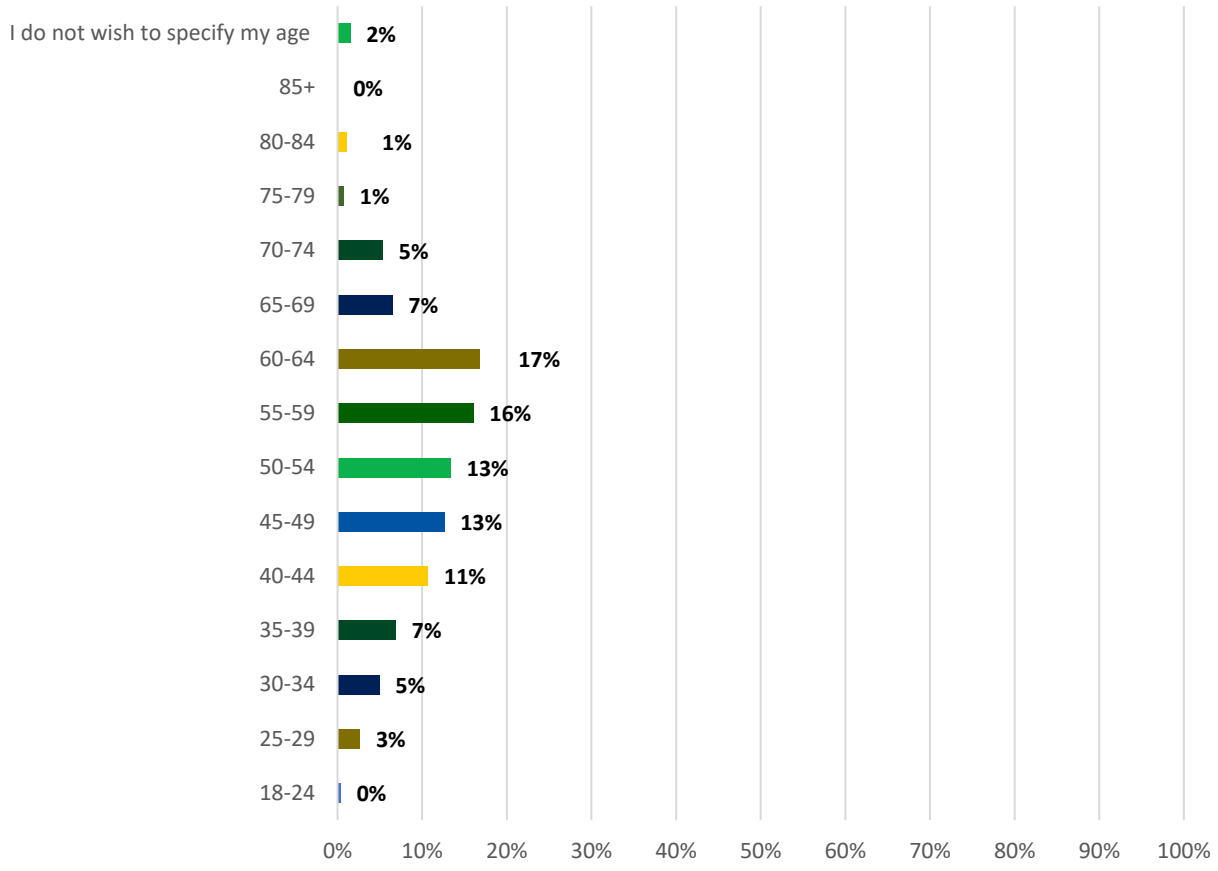
15% of the answers provided were categorized as "Other." Examples of "Other" responses include:

- *We have family responsibilities and obligations elsewhere*
- *I have purchased property in Greenwood to live in*
- *The property provides a specific use which does not meet my overall lifestyle requirements*

Q80: What is your age?

- *18-24*
- *25-29*
- *30-34*
- *35-39*
- *40-44*
- *45-49*
- *50-54*
- *55-59*
- *60-64*
- *65-69*
- *70-74*
- *75-79*
- *80-84*
- *85+*
- *I do not wish to specify my age*

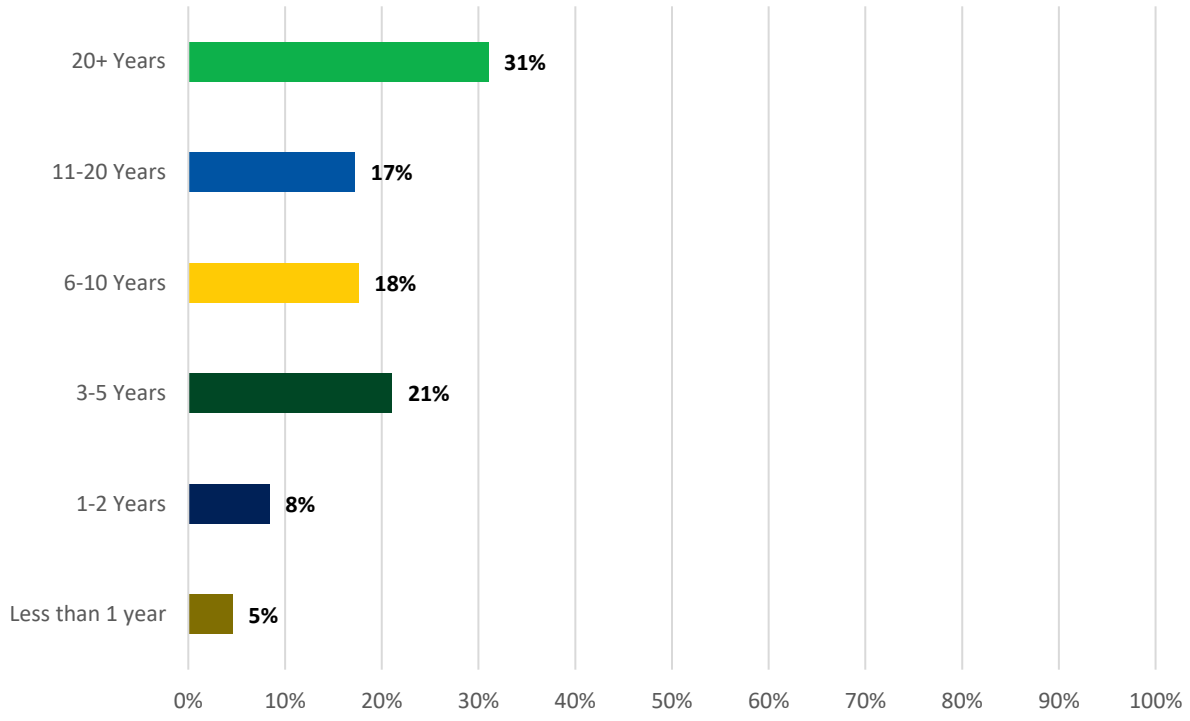
Survey respondents were asked to indicate their age. A total of 261 respondents provided an answer to this question. 46% of respondents are in the pre- and early retirement age demographic of 50 – 64 years, with 14% falling within the retirement age category (65+ years).



Q81: How long have you been associated with the Big White Mountain community?

- *Less than 1 year*
- *1-2 Years*
- *3-5 Years*
- *6-10 Years*
- *11-20 Years*
- *20+ Years*

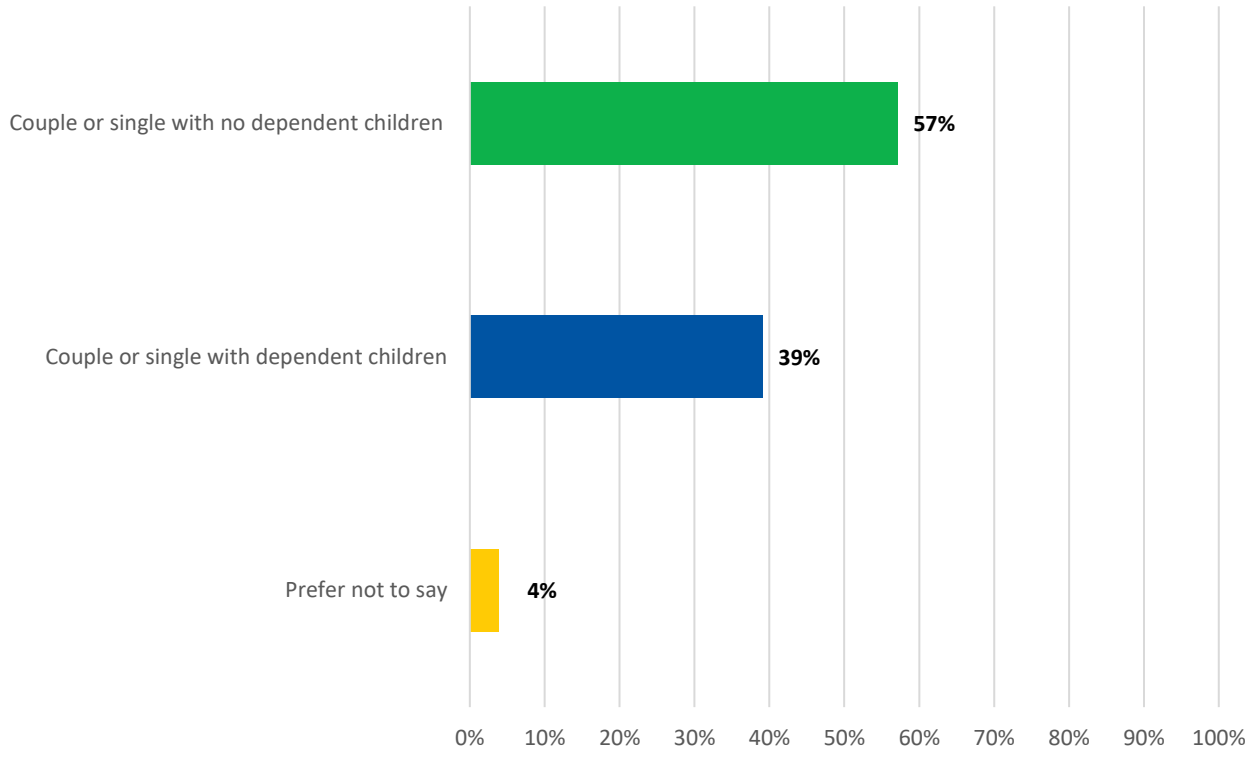
Survey respondents were asked to indicate how long they have been associated with the community. A total of 261 respondents provided an answer to this question. 31% of respondents indicated that they have been involved with the community for more than 20 years. 24% of respondents have been involved in the community for 5 years or less.



Q82: Which of the following best describes your household situation at this time?

- *Couple or single with no dependent children*
- *Couple or single with dependent children*
- *Prefer not to say*

Survey respondents were asked to indicate their household situation. A total of 261 respondents provided an answer to this question. 57% of respondents indicated that they belong to a couple or single household that does not have dependent children, while 39% of respondents indicated that they do have dependent children.


Couple or single with no dependent children
57%
Couple or single with dependent children
39%
Prefer not to say
4%
0%
10%
20%
30%
40%
50%
60%
70%
80%
90%
100%

STAKEHOLDER WORKSHOPS

Managing Agencies

Q1: What is your vision for the Big White Mountain community?

Workshop participants were asked to indicate using virtual sticky notes their vision for the future of the community. A total of 16 sticky notes were filled in, with some participants marking others' sticky note responses with heart or thumbs-up stickers to demonstrate agreement. In summary, the participants indicated that they would like to see Big White as a sustainable, year-round community that is socially, economically, and environmentally prosperous.

Activity Responses:
accessible transportation to service outside of the community (likely in Kelowna)
diversity of businesses
A connected and vibrant community for all community members (x2)
Create a sustainable, year round community (x2)
relationship with indigenous partners
Economic stability
Accessibility for a diversity of community members (ages, backgrounds, etc.)
fair business opportunities for all community members (x2)
proactive view to the future by learning from other larger resorts
connection with the natural environment
development that includes requirements for beautification, park space, art installations, etc.
more businesses open all year round
a defined name to identify the mountain community and geographical location
sidewalks
development that takes environment into account (e.g. golf course would need a lot of fertilizer and does that make sense when we are headwaters for RDKB)
a lot of people who choose to live year-round don't often stay longer than 5 years

Q2: What challenges do you face with providing services or amenities to the community? What are some potential solutions to these challenges?

Workshop participants were asked to identify using virtual sticky notes challenges associated with service and amenity provision and potential solutions. Challenges were outlined on blue sticky notes and solutions to the challenges were outlined on green sticky notes. A total of 20 sticky notes were filled in, with some participants marking others' sticky note responses with heart or thumbs-up stickers to demonstrate agreement. The challenges and solutions identified are outlined in the table below.

Challenges	Solutions
Having a one company town is an obstacle to moving forward with municipality	Allow other operators to offer services on controlled rec land like Revelstoke does
BWSR dominates all businesses because of the trademark and exclusive land agreement	Rename the community, work to expunge the trademark
Need more community controlled land	
Need status to have more economic growth opportunities	If we don't quality for municipality, explore resort association model like Silver Star
We are almost solely based in tourism which is very fragile and that is a huge risk for community sustainability	need a way to purchase land from the resort (x2)
	we need to explore other economic models that could attract other business - remote workers in other industries, etc
Not having a geographical name to identify with from business side	
School challenge having kids in our community stay longer within our school program not losing them to kelowna	offer schooling to grade 12
	online model?
Though Big White is within the RDKB, more connected to services in Kelowna which can cause confusion with jurisdictional coverage which sometimes leads to gaps in service	Coordination between the Divisions of Family Practice for KB and CO to deliver primary care
Tourism society does not support majority of businesses	Cross-regional district communication - that is, RD to RD to ensure bordering RDs and munis are aware of what each RD is doing
	all businesses should be offered membership, Tourism society should be a DMO like Whistler, Sun Peaks etc.
Affordable housing	housing authority?
	staff worker housing

Q3: What challenges do you face with providing services or amenities to the community? What are some potential solutions to these challenges?

Workshop participants were asked to describe any expansion of existing services/amenities or addition of new ones in the future using virtual sticky notes. A total of 16 sticky notes were filled in with some participants marking others' sticky note responses with heart or thumbs-up stickers to demonstrate agreement. Many of the responses provided were in regards to the main challenge that the managing agencies face in regards to service provision and expansion which is that the Ski Resort's control of land limits the ability to provide more community amenities, services, and new businesses. Participants mentioned that they would like to see community land for recreation purposes, expansion of the school, and a visitor centre.

Activity Responses:
Create Visitor Service Centre at Big White and collaborate with other centres across Boundary
RD has an existing service & reserve funds with which we can purchase land
Area E Economic Development has funds for an Economic Development Manager who has worked across the West Boundary over the last 6 years
Involve Big White Community with Food Hub across the Boundary
There are food security challenges
Create new Recreation Service with shared use agreement with SD51 (x2)
School expansion would only happen with more children at school (x2)
As a teacher and community member I'd love to keep local kids at school and at Big White and will have to hope parents make the case to keep pushing expansion. We have many kids from K-Gr 12 that could give us the #s to expand (x2)
Not unless we can address the dominant position of BWSR in terms of land, etc.
School has the same problem with land related to BWR (x2)
Increasing opportunity for virtual services - health care etc.
Virtual is great but doesn't always benefit economic sustainability if the local community isn't benefitting
Community centre? May be covered elsewhere
land sales go to the highest bidder - BWSR. If we don't have land, we can't provide services
this changes the demographic of the people who choose to live here - not as many year-round residents and therefore services
families would stay longer if we attract young families as then we can have smaller class divisions - for most people that's why they move

Q4 & 5: Do you require support from any of the following to ensure that service and amenity provision is effective, efficient, and sustainable?

Workshop participants were asked to fill out two tables using virtual sticky notes to indicate which agencies they require support from to enhance their service provision and the type of support that is needed. 18 sticky notes were filled in in with some participants marking others' sticky note responses with heart or thumbs-up stickers to demonstrate agreement. A table with all responses is provided below. In summary, participants indicated that they require the following:

- *community independence/separation from the Ski Resort*
- *increased communications between and amongst all parties*
- *more community services and amenities*

Agency	Support Required
RDKB	guidance, a voice to balance the resort
	lots of communications contact options from the community - sharing our social media and other forms of communications widely. Subscribing to our online engagement platform
Province	to enable more than just BWSR
	Same as RDKB, funding
	clearer communication about where and how to access services
	to require competitive economic development plan as part master plan
	to address the trademark (x2)
Ski Resort	identify land for RDKB to purchase
	ski resort looks through their lens first and foremost…never consider the community until last
	need to see the win/win, not be so adversarial and anti-competitive
	need to remember that they are a business and think about themselves at the end of the day first
	should not be the 'official' voice for our community
Interior Heath	review current medical services and provide road map requirements depending on growth of community
	collaborate to create a community health centre on RDKB owned land
Chamber of Commerce	communicate and engage/encourage business community to get involved
School District	continuity of service, year-round, virtual services for remote learning, quick easy growth and contract during seasons?

	shared services agreement with RDKB. Can do even before land acquisition
RDKB and Ski Resort	trail plans for connectivity

Q6: How can we improve communication amongst and between stakeholders?

Workshop participants were asked to brainstorm how communication can be improved between and amongst the stakeholders on the mountain. 10 sticky notes were filled in. The responses outlined in the table below indicated that communication appears to be a challenge for the community as a whole, in terms of how community members and stakeholders are engaged in decision-making processes and the level of understanding associated with certain processes and governance functions.

Activity Responses
A platform/website where all info feeds to for community members
like a shared calender/info page
roadmap of how concurrent engagement processes are or aren't related
we need something that clearly shows how the RDKB, BWSR, and Province processes are all connected and how the community can be engaged in each process
we should consider getting back to regular invitations to our representatives to present to our community
How many people know that there has been a rep from Big White community on Trails to the Boundary Society for 6 years? Or that you have reps on Agricultural Advisory, Food Security and now Food Hub
Sometimes we struggle with too much communication funnily enough, between Resort, Chamber, Community and Social platforms…confusing
I really appreciate how accessible Vicki is
any legal issues that pertain to our community as a whole, has to be bourne by our stakeholders which is very onerous. For example, understanding the legal issues regarding the trademark
The RDKB has a good online platform in our jointheconversation site and there are options for creating forums, ongoing stakeholder discussions and such should the RDKB be needed or asked to support such things. Those discussions can be open, or restricted to a specific group. Lots of options

Residents and Local Businesses

Q1: Would you like to see a higher proportion of tax dollars go to any of these services?

Workshop participants were asked to participate in a polling session to indicate if they would like to see a higher proportion of their tax dollars go to any of the services provided by the RDKB. Participants were given information on the amount of tax dollars paid to each service per every $100,000 of assessed property value. Each participant was given a total of 14 votes that could be distributed across the services in whichever way they chose. For example, a participant could allocate all 14 of their votes to one service or perhaps divide up their votes more equally. A total of 61 votes were received out of a possible 112 votes (8 workshop participants X 14 votes per person = 112).

Participants indicated that they would like to see a higher proportion of their tax dollars paid to:

- *Economic Development (11 votes)*
- *Land Use Planning (8 votes)*
- *Noise Control and Regional Parks and Trails (7 votes each)*

Voting Repsonses

Service	Number of Votes
Building and Plumbing Inspection	0
Boundary Integrated Watershed	0
Noxious Weed Control	0
Fire Services	2
Community Grant-in-Aid	2
9-1-1 Emergency Communications	4
Emergency Preparedness	4
Security Services	5
Street Lighting	5
Garbage Refuse and Recycling	6
Regional Parks and Trails	7
Noise Control	7
Land Use Planning	8
Economic Development	11

Q2: Which services are most important to you?

Workshop participants were asked to participate in a polling session to indicate which services provided by the RDKB are most important to them individually. Participants were given information on the amount of tax dollars paid to each service per every $100,000 of assessed property value. Each participant was given a total of 14 votes that could be distributed across the services in whichever way they chose. For example, a participant could allocate all 14 of their votes to one service or perhaps divide up their votes more equally. A total of 64 votes were received out of a possible 112 votes (8 workshop participants X 14 votes per person = 112).

Participants indicated that they think the following services are most important:

- *Land Use Planning (14 votes)*
- *Economic Development (10 votes)*
- *Noise Control (7 votes)*

Voting Responses

Service	Number of Votes
Boundary Integrated Watershed	0
Noxious Weed Control	0
Building and Plumbing Inspection	1
9-1-1 Emergency Communications	1
Fire Services	2
Emergency Preparedness	2
Street Lighting	5
Garbage Refuse and Recycling	5
Regional Parks and Trails	5
Community Grant-in-Aid	6
Security Services	6
Noise Control	7
Economic Development	10
Land Use Planning	14

Q3: What challenges do you experience with accessing services and amenities?

Workshop participants were asked to fill out a table using virtual sticky notes that outlined the challenges they experience with accessing services provided by the RDKB, Big White Ski Resort, and

other agencies. A total of 28 sticky notes were filled in with some participants marking others' sticky note responses with heart or thumbs-up stickers to demonstrate agreement. A summary table of the responses is provided below.

Challenges with Services		
Provided by RDKB	Provided by Big White Ski Resort	Provided by Other Agencies
• *Poor bylaw enforcement* • *Overcrowding in buildings* • *No government-provided Recreation service*	• *Water infrastructure and quality issues* • *Access to Crown lands is not free because largely managed by the Resort* • *Land control issues and inability to outbid the Resort*	• *Lack of policing and other emergency response services* • *Road maintenance can be poor at times*

Q4 & 5: What services and facilities currently not offered in the community would you like to see? Rank these services and facilities in the order in which you would like to see them provided, with 1 being the first thing you would like to see.

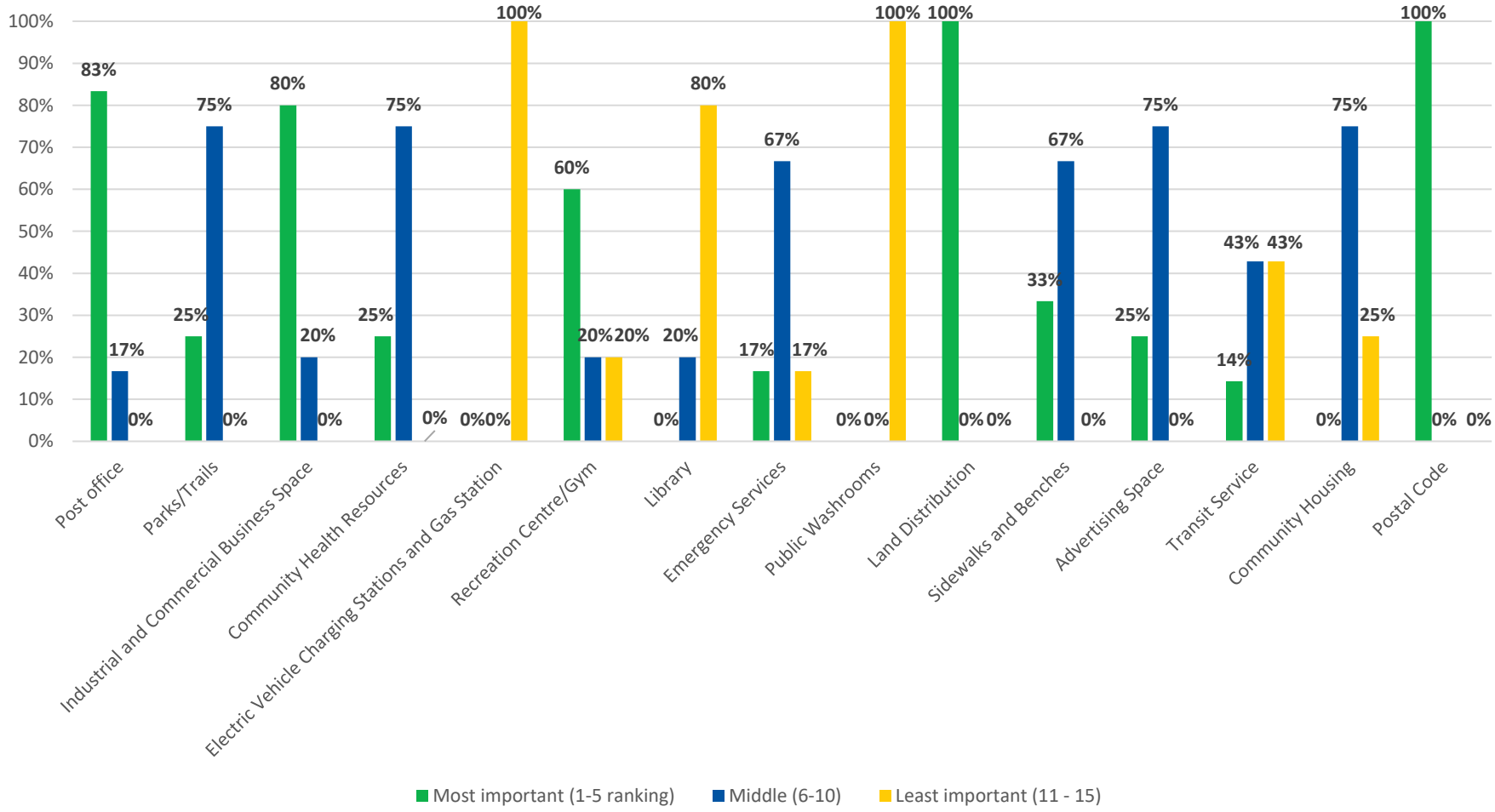
Workshop participants were asked to list any services and facilities currently not offered to the community that they would like to see in the future using virtual sticky notes. A total of 26 sticky notes were filled in with some participants marking others' sticky note responses with heart or thumbs-up stickers to demonstrate agreement. Participants were then asked to prioritize each of these items by indicating which ones they would like to see in the community the most, with 1 being the most important and 15 being the least important.

Participants indicated that the services and amenities they would like to see in their community the most are:

- *Equal land distribution (100%)*
- *A unique postal code (100%)*
- *A post office (83%)*
- *Industrial and commercial business space (80%)*
- *A recreation centre/gym (60%)*

Participants indicated the following potential services as least important (but still desirable to have in the future):

- *Public washrooms (100%)*
- *Electric vehicle charging stations and gas station (100%)*
- *Library (80%)*



Q6: What challenges do business owners face? What support is needed?

Workshop participants were asked to complete a table using virtual sticky notes that outlines the challenges that business owners (outside of the resort) experience and support that they require. A total of 24 sticky notes were filled in with some participants marking others' sticky note responses with heart or thumbs-up stickers to demonstrate agreement. The responses are included in the following tables.

Some of the primary challenges that business owners experience include:

- *Monopoly of the local economy created by the Ski Resort and their trademark*
- *The lack of commercial and industrial space to open a business*
- *The lack of accommodations for workers*

Challenges
Province through the MDA essentially forces a monopoly (x2)
Attracting diversity in industry - not just tourism
Anti competition behaviour by BWSR
BW Trademark (x4)
Dominance of BWSR
Lack of tourism society support
Space to have a business
Lack of commercial/industrial space (x2)
BWSR has special covenants on exisitng commercial space or they are the owner
Staff accommodation (x2)

Some examples of support that business owners require include:

- *The community to have municipal status*
- *Shared land use planning/agreements with the Ski Resort*
- *Updates to the OCP to address land use challenges*
- *Better collaboration with the Province and RDKB to represent local needs*

Support
Shared land use agreements with BWSR
Need status, municipal or association or…
Gov required shared decision making with BWSR planning
focus on gov initiatives for business devel
A strong OCP (x2)
OCP could address broader land uses, like need for commercial, industrial
Oversight/audit of MRDT tax use
OCP could address housing issues
Provincial due diligence of the BWSR MDA e.g. call out the golf course (x3)
Balanced leadership from BW
Oversight of tourism and limit over representation by Big White (x3)
Anonymity for issues with Big White, RDKB/Province to take lead…we don't have a voice? Especially business owners (x2)

APPENDIX A: VERBATIM SURVEY RESPONSES

Q4 Do you have any comments on fire services that you would like to share?
Wish they were more proactive with fire guarding suggestions and management around residence homes. I feel there is much more that could be done
We went thru a fire at the Monashee Inn a few years ago and if it wasn't for some lifts being there the fire department had no way to get to the fire in the roof. I see now that over Christmas this year there seems to be a new ladder truck which would be my recommendation if this is not a permanent one.
We need to update the equipment and get a ladder truck
We continue to have problems with code violations all due to the fact that the building occupancy permit was issued without a Fire Dept review. So we are always learning something that is out of code and required to fix them....all because the builder was allowed to get away with this. Make this review mandatory for all new biuildings.!!!!
very satisfied
Useful to have right at Big White but very expensive.
Took 12 minutes to respond to the fire at the monashee Inn and it is just across the road
Three fires in five years that were all mishandled.
Think the fire department is to accommodating to Big White; the company, and not the community.
They should Noah allow construction fires and put them out and fine the property owners
They seem to be an integral part of and do a lot for the Big White Community. They are able to offer the level of service they do because of the Work Experience Program. If it were not for this program, I do not think they would be able to maintain the level of staffing that they currently do. So the Fire Department solely relies on a program there the members of the WEP program are volunteering for the experience they will gain during the year they are part of Big White Fire Department.
They do a great job
they are great
the sprinkler rules are excessive. flooding due to sprinklers have caused $10s of millions in damages up here. that many could have saved or spent on other fire protection measures.
The high annual turn over and level of experience is concerning
The fire services do a fantastic job mopping up the bad job that the roads people do.
The fire dept go above and beyond for the community.
The building structure next to us caught on fire last year and the fire department saved our home.
Thankful for the volunteers and their professionalism.
Thank you for all you do. They should receive more benefits as they're always helping people on the roads.
Takes a high proportion of tax spend and is only 911 service on the Mountain and provides services that companies should be paying for to run a resort.
So far, so good.
should be more proactive on unsafe conditions/dwellings
Services appear to be Excellent

Seems like a huge fire hall and staff for limited fires there but I also do not know the full staffing and budget details.
Reducing roadside fuel such as overgrown cottonwoods should be addressed.
push harder with the seasonal safety messages, such as wildfire safety, gas safety CO detectors, smoke detectors.
Purge the fire hydrants after a water main break
Not sure how much we need them, but glad they're there just in case.
Not really sure what the fire service full capability or weaknesses may be.
None at this time, we became fulltime residents only very recently.
None
None
none
no. Never needed it.
No.
No that’s great
No coordination between FD and emergency services in summer fire season. No escape route in 2019. They seem to exist to protect empty property rather than live residents.
No comments to add
No
no
No
No
move the fire hall or at least address the snow removal and the dumping of snow onto Graystokes
Just happy to have a fire hall on the hill. And one at Joe Rich.
It would be great if owners could register contact info with the fire department, so if there was a callout and they needed info, they could get a hold of the owner.
Is there a FireSmart plan to reduce risks of wild fires?
If we are not able to have police representation in town maybe the fire department could recieve training and be called out for police issues? For example my partner called the police non emergency line for a large party occurring against covid restrictions and was told the police would not be able to attend for at least 2 hours. I feel the fire department could be trained to deal with these kinds of issues and called out
I’m a career firefighter. Always willing to be of assistance while I’m at my Big White property should the BWFD want my help.
I think a good clean up around the resort could help prevent fire, there is a ton of old construction wood and so that has been lying around for years.
I teach at the community school and love that the fire firefighters are part of the school community. They are all personable and a great learning resource for the students!
I like that we are a training centre. I have had several dealings with the fire hall and its members and they have all been very positive.

I fell at Big White during the summer 2 1/2 years ago. I am eternally greatful to our BWFD. Without their assistance, I would have been in serious jeapardy.
Having the Big White Fire Dept staffed with fire fighters fully trained as first responders for medical emergencies is critical given the time/distance to support from BC Ambulance services and paramedics.
have little experience except for one fire alarm needing evacuation. Prompt response from fire services. That was several years ago.
Great team, very very nice to have some first responders up here
great on mountain to have fire services
Great job
Great crew and chief
Great bunch of people
Good work!
Glad to see they finally have a ladder truck - move in the right direction
Given the lack of other emergency services, fire service should have more authority i.e. paramedics, transportation to hospital or meet ambulance services coming up from Kelowna.
Forest fires are the biggest threat and second, snowpack loads
For the most part in winter I believe the service is for accidents on the road. in summer it would be to prevent forrest fires getting to building envelopes. I have no first hand experience with the team but hear they are professional at what they do.
Extremely important for the future growth of Big White
Due to climate change, the inevitable significant forest fire event that will occur eventually within the near proximity of the Big White community it is imperative that the Big White Fire Department is within the community. This is magnified with the unfortunate fact that there is only one access road in and out of the community.
Certainly appreciate emergency services available on mountain.
Big White's fire services seems to be well run and involved in the community and well respected by the community.
Big white should be very careful as to how much they access big white in the summer. I think we need far more immediate fire resources if we are to continue promoting summer activities.
Big White effects the Joe Rich Community FD and First Responders!!! We get no funding or support from BW yet we are significantly impacted by BW visitors and residents.
As far as I am aware, the fire hall is well-equipped.
AS a 15 year member of the fire department my opinion is of a service that is growing with the demands of the community. A dedicated helicopter landing site would be of great benefit and low cost. Recently car parks have been full most days and this is our normal landing zone.
Any contact with fire service providers has been positive.
Ambulance would be a great addition! Its terrifying knowing that it would take 2 hours to get to the hospital.
Amazing response by BWFD to many incidents.

although the FD is an important function i believe that 33% of my property taxes going to the fire department is an excessive amount of money and needs spending to be brought under control
Very important role, as they are the only on-site first responders.

Q7 Do you have any comments on garbage disposal/refuse and recycling services that you would like to share?
Would like to see more recycling options and information / advertising to encourage recycling
Would like to see compost options
Would like to have the opportunity to recycle more items... plastic bags, syrofoam etc
Weekly house pick up
We require an area where larger items can be disposed of.
We need better recycling practices. Compost collection has become the norm in a lot of areas of bc but is not available here. Many Condo garbage collections do not have any way of collecting glass recycling. This is crazy as glass is endlessly recyclable.
We live in a multi-unit building on the mountain that has access to a large garbage and recycling bin that we believe is managed by Big White. It is typically emptied on a weekly basis. There are consistent issues with contamination of the recycling, the bins are often overflowing before they are emptied, and there are issues with people parking around the bins. Not sure what the solution is here. We really appreciate having this service and would not prefer to drive our waste and recycling to the transfer station. Perhaps providing information to the strata's of all of the buildings to share with the owners/renters to make sure people are using the bins properly? Or ensuring they are emptied more promptly.
We do not use the facility as our building has private garbage collection so we are funding the use of others.
We do not get garbage pick up, we have to drop off our garbage yet business owners pay no extra tax, and get direct pick up as do a number of other residents. It should be pick up for all
We are not aware of any location on the mountain to dispose of garbage. We bring it back to Kelowna with us. We are aware of the recycling depot.
Unsure as garbage and recycling is handled by strata. I like that recycling has seemingly more things that can be recycled than say the RDCO.
Uneven service, with no kirb site pickup many residents have to drive to the waste station, while others get pickup direct from Condos and most of these include commercial properties.
Unclear what recycling items are dealt with. In Kelowna plastic has to be taken to the recycling depot whereas at Big White unsure if can add plastic to the blue box.
Transfer station should be monitored 24hrs by video camera to ensure people are not abusing the facility
Though the waste transfer station is fantastic, it does not work for those renting our property that do not have a vehicle. Would prefer more community based garbage drop off points
Think it’s disappointing to see individuals take advantage of the transfer station and leave huge items behind, wondering if fines can be a way of deterring this poor behaviour. Seeing huge TV or couch just left behind?

There would be significantly less litter if there was garbage pick up service. Yes a transfer station is great, however there are a ton of lazy a-holes that have a disregard to decency, if there was a weekly garbage pick up (as it is in any city) it would significantly lessen the garbage around this beautiful mountain and the ravens wouldn't have a hay day from these lazy ones. I'm sure what the locals & property owners pay in strata is more than enough to fund weekly garbage pickup. Welcomed to prove me wrong. :)
There should be glass recycling There should be a reuse it centre
There should be composting and better recycling available, especially no plastic bags, straws allowed in Big White. Someone should create a Ridwell.com program that takes Styrofoam and other things that waste companies don't.
There recently has been some upgrades for recycling at the depot on the mountain. I have not used the services there as we usually pack down refundable containers and deal with them in Kelowna. It has come to my attention that this can now be done on the mountain which I believe is important.
There needs to be more surveillance of garbage offenders who do not control the garbage disposal near their buildings. Some condo sites are really disgusting at busy times of the year. Also, the ravens get too easy access to some disposal bins.
There appears to be a disconnect between mandated garbage disposal facilities and documented usage (as per waste management contractors and strata council input)
The waste transfer station needs to be maintained better, starting off with the road access
The waste transfer station is often overflowing/full. It needs better upkeep, more regular emptying. It also used as a dump area for large items like TVs, sofas, mattresses very often. People should be pulled up on this, there are meant to be cameras so fine people and put the funds back into the facility
The system is too complicated for visitors to understand. Many of whom aren't from BC or even Canada. The awareness of how to separate garbage amongst residence is poor. Visitors, it's non-existent. the addition of the return-it depot is great I have used it. Private stratas struggle with the services they employ as the amount of garbage varies so much depending on the time of year. Many bins are overflowing in busy times, causing health hazards and those are witnessed by visitors to the detriment of their experience.
The state of the Transfer Station has improved but in general it is badly kept and garbage is often strewn around the site outside in the spring and blows further out into the forest. It is a disgrace to Big White and the regional District.
The recycling bin is often overflowing as these days there is more recycling than garbage. Lists of acceptable and not acceptable items should be much larger, as I often see contaminants in there based on peoples home habits.
The new refund Depot has negatively impacted the communities fundraising for our community programs and the school programs. It would have been nice to communicate with the community and work together
The improvements at the transfer station were much needed. Good job.
System seems to work fine
STAFF IS VERY GOOD. THE ONLY THING THEY DO NOT CARRY ALOT OF IS MATERIAL TO PUT IN THE BINS TO REDUCE SMELLS... HAVE TO ASK CONSTANTLY AND THEN THE TRUCK DOES NOT REGULARLLY CARRY IT..

So very pleased with new recycle depot in town. Well done!!!
seems fine.
Seems as though there has been some dumping around the transfer station by people leaving the transfer station untidy.
recycling should be improved
Recycling program is not organized and directed. Kelowna is the same. It's a poor program. have no idea how rest of RDKB is but I'm not hopeful. Look at City of Vancouver as an example of how to do it better.
Recycling is complicated
Really happy to see bottle recycling set up
Poorly organized and monitored need bigger facility
place is always a mess
People putting large items (couches, TV's, etc) should either have a 30 day period with a large open bin dumpster or area where this can happen and should be fined or stronger regulations of just dumping in the drive through section
Over the past three years, the state of the refuse and recycling depot has significantly degraded, and rules have changed regarding recycling, potentially creating confusion and contamination (i.e. you used to be able to put plastic bags in the recycling, but now you can't, and it is unclear what to do with glass and 'return-for-refund' type recycling). I believe with increase maintenance/cleaning/organizing/signage of the facility and an increased education effort (flyers or e-mails delivered to property owners) explaining how and what to dispose, we could vastly improve this facility without having to resort to a fully staffed facility. I am an owner of a property at Big White, which my family of 5 uses for recreation rather than full time living, and I don't like the idea of a full staffed facility because I believe it will create delay and, after packing up, I just want to be able to drop off my garbage and recycling in the most efficient, quickest and cleanest manner possible, while correctly adhering to the rules to avoid recycling contamination. When we first bought into the community, I was quite impressed with the simplicity and yet effectiveness of the refuse depot. But something has changed over the past 3 years and the facility no longer seems to be as effective or clean as it once was. I will say that having to adhere to business hours for disposal and having to wait in line-ups to dispose of our refuse/recycling due to a manned/staffed depot will only increase the amount of non adherence, in my opinion. To get the best compliance, make it clear and easy for people to comply, be clear about the rules and give suggestions (via an e-mail flyer or short video) on the best ways to dispose of garbage/recycling, and educate people. For example, am I best to collect my recycling in a cardboard box during my stay and then toss the entire box into the compactor, since we can no longer toss in plastic bags? Or perhaps I should collect it in a large garbage bag, empty the contents into the compactor and then dispose of the garbage bag in a soft plastics recycling bin, if one were provided. Property Owners at Big White are often from other jurisdictions with equally stringent (if not more stringent) recycling/deposal practices and are generally affluent, educated and care about the environment and will likely comply well if disposal practices are made clear and the facility is clean and easy to use. I also think Big White should also implement a green waste program, similar to those present in many other parts of the province.
Our strata has to pay for its own garbage collection so not impressed we get nothing from our tax dollars
our specific building does not have collection of any kind but the location on mountain for disposal are extremely beneficial so we can access disposal on mountain.

Our garbage disposal/refuse is done through our strata & private company, nothing to do with Big White.
Our building's strata council has recently looked in to the types of materials that can be recycled according to information from the RDKB. We modified a posted published by the RDKB on what types of materials can and can't be recycled in order to improve awareness and compliance by owners/guests in our building and reduce contamination in the recycling process. I was very surprised to learn that we can't recycle glass, nor soft plastics (e.g., plastic grocery bags), as these are materials that are accepted for recycling in many other municipalities. It is not convenient to stock pile one's soft plastics and glass containers and transport them down to Kelowna to be recycled, yet we don't want to throw them in the garbage and have the plastics end up in the landfill.
Our building has its own contractors/bins, a reduction in rates when a building has this facility. More public bins when walking are required.
One pager document for property owners to put up in their rental units so short term renters know how to get to the garbage area. I'm picturing this as a laminated graphic that is "friendly" looking (cartoonish) to explain where to go / what to do
None to add
none
None
None
No
No
New Express Refundable service is wonderful!!
needs to be picked up more often. Outdoor bins always full. Transfer station is a mess.
My building pays for private garbage pick up.
More supervision and actual monitoring to penalize those dumping items that are not accepted. Need more signage so people unfamiliar with the system do not throw garbage on top of the bins
More readily available info on locations, what's recyclable etc.
more provision is needed, and needs to have better more strident oversight of guests and residents of what and how they dispose of rubbish.
Monitoring and cleaning of the drive through transfer station needs improvement.
Many items that are recyclable in other communities are not recyclable at Big White. Not sure why.
Love the transfer station we currently have. And the return it station newly installed
Locals are confused about what recycling is available. My boss: head chef at the Bullwheel told me there was no recycling for anything but cardboard available in the building we are located in. The building I live in has mixed recycling but he said he was heard that it all ends up in landfill. If this is true or not 2 things irk me more 1) inability to recycle non refundable glass- glass is the most endlessly recyclable material and doesn't degrade with each cycle like plastic does. 2) no compost/ food waste facility/ collection. Compost in my eyes is the single best way to reduce the amount going into landfill and ensure the natural cycle of decomposition and fertilization. In whistler the mini collects compost and then sells it back to residents and landscapers also making money from the process

I've not had the opportunity to use the new recycling service as yet. Typically I find that if I go to the garbage disposal site after a weekend, the trash site is a mess. There doesn't seem to be the facilities available to handle the added use of weekenders
It's okay. Nothing bad nothing amazing.
It would be very beneficial for the community, and the environment if there were composting facilities.
It is horrible. The fact the we can not even recycle glass is a disgrace.
Include Organic waste
In winter months isn't big enough
I would recommend adding an additional recycling bin splitting plastic items & paper/cardboard. People tend to dump everything in our locals ie: bottles, mattresses, electronics....
I would like our recycling to take glass.
I would like more recycling options
I would like glass recycle on the mountain - not just glass refundables.
I wish people would respect the rules and use the facilities as they are intended. Too Many abuse the waste depot.
I think there should be better recycling services for mattresses, appliances etc. There can be an additional disposal fee but there should be an on-mountain facility.
I think the current facility serves the community well. As a member of our regional solid waste commission here in Washington State, I know the issues surrounding recycling and we are working through the reality of a changing marketplace vs the public perception of recycling. I think the current set-up at Big White is well suited to handle changes as a drop zone vs a pick-up service.
I think more provisions should be made for larger dumping so that it’s not being abandoned
I think it would be ok if people didn't abuse the facilities, so perhaps more security or penalties for abuse.
I pay for garbage removal through my strata fees and through the taxes. So I'm not overly happy to be paying twice.
I own a strata in a high building. I would like to have more information made available to owners and short term renters so that they know what is recyclable and can properly sort recyclables.
I didn't think there was community garbage pick up?
I believe we pay a private contractor for waste removal through our condo fees. Not sure we get any value from our tax expenditure.
I believe our complex has a private garbage pick up
I believe my condos garbage disposal is paid for by my condo fees
I assume that we pay our strata for garbage and recycling services for our condo building that are not provided by the District. We do not use any such services otherwise.
i AM IN A CONDO BUILDING, SO I DO NOT KNOW IF BIG WHITE PROVIDES THE SERVICE, OR IS DONE BY PRIVATE CONTRACTORS
I always take garbage to the garbage machine on the way out of big white, so never use the garbage services in town. Didn't know they existed.
Have an area where you can dispose of large items like beds / furniture. This will aid in illegal dumping

Great system
Good to see steps in the right direction with the recycling station. It would be nice to see more public bins in a fee strategic places.
Good job!
Good job trying to clean up the site. We need pick up a few more times a week as it overflows onto the landing. ...the mountain is growing...
Glass recycling would be a nice addition
Glass recycling and an electronics bin to periodically empty would be good
Garbage and recycling is included in our complex
Enforce no parking on street to ensure bins get emptied.
BW garbage goes to the Kelowna...RDCO...landfill!!!!
Bins and roadside pick up required in snow season
although some people get confused how the system works overall it is a well looked after service
Although I wouldn't mind garbage pick up in theory - I really appreciate the system we have. In reality with vacation rental properties - this is a better fit to have it emptied after each guest and it would be difficult to get renters to put out regular garbage. Having a well maintained disposal site like we have is really appreciated. I especially enjoy the drive thru system and how well maintained it is.
Add more itemsinto rececle station
a greenwaste program would be great!
Garbage and recycling needs improving as there are times when our building's bins are overflowing.

Q10 Do you have any comments on security services that you would like to share?
Would be nice to have more bylaw officers visit the mountain
When the winter opens and the reports population explodes...people tend to go to BW to hide...they know that BW security can't do anything if not on BW property and there is no RCMP or BYLAW enforcement up there.
What security? Joking a bit but I only see BW's security officer.
What security services were provided?
We need RCMP services all year round irregardless of not having 5000 permanent residents. There needs to be a dispensation on that.
We need more security since we have zero police presence up here. We've had several break ins and thefts.
We need more RCMP presence on the hill
We need full time police at big white.
We need an RCMP officer here especially in the winter as the community grows to a small town.
We have virtually no policing on the mountain. Response time is extremely slow.

We have seen more security cars this year than other years. It is important during the shoulder season to have security around so many vacant homes. However it is also up to owners to do regular property checks and with technology it is easy to install cameras. I'm not sure if the security people we see are funded by our taxes or the ski hill.
We have security? It' is extremely important. Should we be registered as owners?
We have not been at Big White to encounter any unfortunate events requiring security (yet). However, when the time comes for needing security I hope it is there as RCMP is far away.
We don't get much bang for our $$$ spent. Security is a lip-service joke at Big White.
We could use a greater police presence to deter crime.
We aren't aware of what exactly they do. It would be nice to have more of an idea of their role.
We also need a larger police presence.
Waste of tax money. Community is to big to have a vehicle that move around on a set schedule and is to easy to spot and avoid.
Was recently made aware that there is no RCMP coverage at big white during the night. I feel that there should be some access to police should the need arise.
Was not aware of any "security services"?
Very rarely see RCMP at Big White. They need to be there at least daily during ski season.
Very poor response to complaints about noise and parties.
Very important outside of the ski season, it's important that those who come to the hill have a sense that activity is being monitored.
Very friendly and always patrolling
To my knowledge, BW security only provides services to BW facilities and they have limited authority. There needs to be more police presence on the mountain.
They should be RCMP up here year round. More roads side traffic stops. Loads of drunk driving and thief's. Bylaws in forced, visitors of the hill take advantage of no rules and regulations.
THEY DO NOT KNOW THE STRATA RULES FOR EACH BUILDING AND ON ONE OCCASSION TRIED TO REMOVE A TRAILER FROM OUR LOT AND IT WAS ALLOWED BY OUR BYLAWS... OFFICER WAS NOT GOOD... EVEN THOUGH WE TOLD HIM WE WERE ON THE STRATA COUNCIL....
They do not have enough power
They are no substitute for a constant RCMP presence.
There should be a full time police presence during the ski season at least in the afternoon/evenings and on the weekends. You cannot get police to respond to issues at Big White such as unruly/bad behaviour or out of control parties. What is the point of paying for security services when none are available??? There is no value at all for the money spent. A police presence should be permanent during the busy season, end of story..
There is only Big White Security and Paladin, neither of whom can really stop crime or deal with it, and by the time the RCMP would get here, the situation could have ended or become very nasty.
There is no Regional Security presence visible at Big White. If there are issues, it takes an hour or more to get an RCMP or equivalent to the mountain. The local, private security, or Commisionaires, are not able to enforce policy enough to deal with problems of violence or abusive behaviour.

There doesn't seem to be much in the way of security services.
The village relies on private security. There is no local police presence.
The very limited RCMP staffing at Big White and general lack of police presence and availability is a real concern, not only for things like noise complaints, but also for personal safety and property safety. It doesn't seem like residents can call upon Paladin for assistance with noise complaints or personal safety issues, and that even if they were called, what authority would they have to actually assist? As security guards they don't have the authority to arrest anyone so it's kind of a joke. Additionally, it seems that each year when the hill shuts down in April there are a number of break ins at properties because the community becomes a ghost town.
The security vehicles are not all that visible...they used to be more visible, but now seem to be plain black trucks with small markings. They used to make visible rounds, but that has decreased and the one time I went out to the street to find them, I couldn't. Perhaps Each building could be provided with a large sign including the contact number of the security vehicle on duty and the security agent should have a valid contact number of each building manager or strata manager for larger buildings.
The security I have witnessed is comprised of somebody driving past my property ~twice/day and having the security car parked on the main road to the entrance of BW. I do not see much value in this service. It is too easy for properties to be broken into in between the security drive by and I don't see how the security parked at the entrance is providing any practical security. Having said that, I don't know what else can be done affordably.
The amount of people breaking big white rules around smoking, drugs, alcohol, parking, theft... Seems to be increasing every year. I've owned property at big white since 1988 so I have been around a long time. Big White has grown so much, and we need proper security on the mountain, or RCMP presence in the winter. I think the COVID problems Big White has experienced is partly due to the lack of security on the mountain. A lot of us residents had been complaining since October around young staff members rule breaking with large parties, but there was no one to notify who would actually do anything. It's partly your fault Big White.
Support from the RCMP when it comes to security and having a presence
Summer security is awesome, we see them patrolling all the time. They know when something doesnt look right in our area. We dont see them much in the winter so not sure whats going on in winter
Since the community is virtually vacant from mid April to dec 1 it is critical to have reliable well trained security here in the summer
Seldom do we see police in the area on regular patrol. Not unusual as Big White is at the "end of the road" ad a patrol to the mountain removes police from the centre of their patrol area.
Security services are minimal and should be re-examined both as to purpose and efficiency.
Security service very hard to find, and are unwilling to direct people in violation of res. Real law enforcement presence is the only real answer. Millions of dollars of infrastructure, families, and a school, would suggest a much stronger statement than a basically powerless security force with no real back up.
Security service that is proactive and does something
Security levels need to increase as the population surges. Are security funded through KBRD and BWSR or just KBRD?

Security is non existent on the mountain. Our property was broken into and the only security available was west Kelowna rcmp.
Security in our condo is primarily provided by the managers. Little security in summer.
RCMP or bylaw officer would be a much better use of taxpayer dollars
RCMP is necessary as Security Services don't provide the same service.
rarely a police presence on the hill
Police and ambulance services are often very limited outside of weekends in the winter.
Patrollers don't always notice suspicous behaviour
Palladin serves the community well, far better than RCMP ever could.
Outdated and only provide a false security to absent householders, with increased all year ownership this provides no advantage to owners or residents at all.
Only seem to provide security for Big White ski resort property. When crime does happen, they are nowhere to be found. When other events happen, they do nothing. We need police presence!
Not sure what the parameters of security service at Big White are? Would appreciate that information.
not sure what is offered.
Not even aware of the security services and I have owned property for >15 years, spending most of winter there.
Not enough security patrols in the area
Not aware as to what the security services are! communication of these would be helpful.
Not a huge amount of crime it seems. Never seen any type of security at hill
None to add
None
No rcmp presence
No issues since that bad new years around 20 years ago. However as a property owner I don't have proof of stay or receipts if I drive up on new years eve.
No enforcement of traffic rules, illegal parking and noise complaints
Need RCMP presence on the mountain
more visible and robust security for law breakers of noise littering and empty properties in the summer period.
More police presence is needed.
More are required, physical presence is vital
Lots of theft in summer months. In winter noise complaints/disturbing the peace etc are impossible to report
Lori cares deeply for the local residents.
It's a pointless service. The money would be better spent going to RCMP. Who are providing much better coverage now. The security service cannot actually enforce any security.

It’s not clear what paladin are here for. They drive around all day and nap in their cars. If someone is breaking into a home do we call paladin? Where do we find there number? What can they actually do?
It seems pretty non existant. We need a year round RCMP officer.
It is sad we find the protection of property more important than the protection of people. Drugs, lawlessness, thefts drunk driving all rampant due to no law enforcement makes us fearful
In the past couple of years there has been incidents of theft on the mountain and unfortunately there is no police presence on or anywhere near the mountain. The private security (Paladin) can only do so much and has not been that effective in reducing incidents of break-ins or property theft. With a lot of units vacant in the off-season, more needs to be done to ensure that there are not opportunities for crime when the mountain is less populated.
I'm confused on what security services means. Police?
If we have a security concern we are not aware of how we would contact them
If there is a problem, there is virtually no security services that can promptly attend a crime or assault in progress. It's the wild west up there. The security up there have no teeth or willingness to intervene. We need an on site staffed RCMP office up there.
If there are publicly available security services that should be contacted instead of RCMP for things like noise complaints, contact information should be more readily available.
I'd like to see their presence more visible.
I was unaware that we had security services.
I think security is extremely important, especially given that the community is primarily recreational in nature and therefore properties may stand vacant for prolonged periods of time, particularly in the summer months. We have fortunately not yet had any incidences with theft or vandalism to our property - a stand alone cabin in a strata development - and, consequently, I feel the level of security on the mountain is good and we feel safe. But it is possible that we've just been lucky. I'd be willing to pay more for security if it is deemed necessary, simply because I feel it is important. My observation from this survey is that the cost of fire service is much higher than the cost of security ($133.44 vs $21.85) and yet they are equally important to me. This leads me to wonder if there could be some sharing of duties between the two functions, in an effort to achieve economies of scope.
i see private security vehicles patrolling around the mountain, I assumed these people are provided by Big White and not the RD? Please clarify what services the RD provides.
I own a small condo in a building. At times there has been issues with rowdy/violent people and security required. They are slow to attend and seem to have limited abilities/powers when dealing with these types of problem people.
I know full time policing services are expensive and I would want to see what the would cost vs the current incident records to give better input. I also know that there are other funding options beyond property tax assessments to help defray the costs. Head tax on rentals or voted allocations to sales tax increases are ways we allocate specific funds to projects are services.
I haven't had much experience but don't notice a presence. Would not know what number to call. Do Big White staff all know what number to call?
I have seen security services in the summer months only, never in the winter. We have had items stolen off our patio on multiple occasions and unauthorized people use our hot tub.
I have never encountered a Security Service person at Big White.

I have had numerous thefts from my property, and all they seem to do is take down license plate numbers
I feel like BW is a community that you could leave your doors unlocked at night and during the day and be safe. I really appreciate that. Having said that I usually lock the doors out of practice. Police presense on the weekend at bars/clubs restaurants to let parties know there is a police presence is a good way to go.
I do not think there is adequate security services at the resort. Due to Covid 2020-2021 season is quieter but this is not usually the case. Often times there are large parties and some property damage
I believe that there needs to be a better solution and have the RCMP on the mountain.
I am not aware of what security services are available. With the recent COVID outbreak at Big White there has been much discussion about by-law, policing etc. It seems to me the message that has been communicated is that there is no by-law or police presence. If there is some sort of security service at the resort I have not seen it.
Having a police presence, especially Friday to Sunday and holidays would greatly improve the 'security' of residents and visitors alike.
Having a police presence in BW would improve security and safety of residents.
Having a Paladin Vehicle driving around the mountain has not and does not provide us any security at all. They are here to observe not to take action.
Full time police service
Feels pretty wild west up here in the off season with little deterrence . I see a lot of drink driving, and illegal cars driving about the place. I wouldnt mind paying more taxes for better policing services.
During ski season a permanent RCMP detachment should be manned.
During season at least we need a police presence at all times.
don't believe they provide any quantifiable service to the resort... not even sure what their role or purpose is...
Does not apply to me. We have no security services
didn't know that there was any security service
Could react more quickly to disruptive activity.
Community security isn't enough need rcmp
Can they really provide security when it comes down to it? Most of them are old gaffers wanting something to get them out of the house, and that's great we're employing them, however, if someone were to break into my house, they most certainly won't be scared of security and their radio skills, and would continue doing what they are doing.
BW is under serviced with regards to unruly behavior. Families are left to just put up with disrespectful behavior that diminishes the enjoyment of the hill.
As mentioned previously police presence is non existent and they are reluctant to attend events up here. Private security are less than useless
Am currently not really aware of this service. would like to know what is currently being offered!
Always makes me smile to see the security patrols
Almost non existent. There is only one real security service - RCMP

All they really do is sit their cars , quite lacklustre at times
Again important for the future growth
Adding cameras to each strata lot

Q13 Do you have any comments on land use planning services that you would like to share?
You should be consulting neighboring areas for large upgrades, mostly highway 33
Would love to take surveys on any land use proposals so we can get our opinion in.
Would love to be in on the conversation, actually vote on what's good use of the land and what's not to develop the big white community. It can be so much more than what it is.
Would like to see expansion plans realized. Golf course, lifts to east peak, etc.
would like to see continued improvements to the road, and more lit pathways for walking.
Where are the results or product of this service found?
What?
What planning ?
We think so far things seem to be going well for land use planning. One item that is questionable is the large condo building in the Ridge Rocket parking area. Otherwise, happy with service and encourage land use planner to think long term for planning and how the ecological integrity of the area (impacts on wildlife, water, introduction and spread of invasive species) will be mitigated as the community grows.
We need transparency in what the future of big white will look like. More isn't always better.
We need more parking in Village!
We need more low cost accommodation to be built. There is no value in constantly building 900k houses in Feathertop that get lived in for 3 months a year and then remain empty. We need affordable housing so we can grow our community and become a municipality.
Water main blew last season resulting in huge claim in our complex and now we can't get insurance. RDKB taking zero responsibility.
VERY RARELY DO YOU SEE ANYTHING ON LAND USE PLANNING SERVICES
Very complex issue I know little about.
Until now i didn't realize there was a plan in place
Unaware of what exactly land services does.
This should be, in my opinion, more important than paying for security, at this time.
This question may confuse some... over the heads of anyone not in the development business. Please plan for more access to snowmobiling. Do trail passes or what ever but another amenities
This is not clear is it paying for land and planning enforcement or land and planning development. Enforcement is essential development has been poor in reflecting community needs.
This is a good start.
There are properties that have built outside o the allowable set backs but there is no checking to ensure houses are built according to approved plans. There are also houses that are occupied without occupancy permits.

There appears to be no land use planning other than what the resort does, which is inthe resorts interest, not the citizens.
The village is a hodge podge. We all live with it because it's always been that way but it holds very little charm like Silver Star or Sun Peaks. More importantly, uses should be grouped so that short term rentals are not allowed in long term neighbourhoods. It's a huge conflict for owners who use their homes only to have their time there destroyed by adjacent or nearby renters. This is a major topic and bone of contention. Big White isn't going to want to hear it because short term rentals are so important to them. However it's not fair to the taxpaying owners of homes. This must be addressed by the RDKB!! Also, a better pedestrian network is needed, especially next to Big White Road. Someone is going to get hurt, or worse.
The planner do not seem to know that we are in a high snow area, and do not include that factor in planning decisions
The area is completely controlled by the Resort company and no land is available for Community needed services
RENOVATIONS ARE DONE WITHOUT MUCH CONCERN FOR PERMITS.. EVEN THOUGH STRATA 'S INDICATE RENOVATIONS MUST HAVE A PERMIT... MANY DO NOT AND OFTEN ARE SUB PAR IN WORK..
Pleased with direction of Big White Expansion but disappointed in the failed golf course plans years earlier that never came to fruition.
Parking has become an issue. During the winter there is no on street parking. The regional district should have some sort of parking lot for property owners to be able to use as we pay taxes for roads we can’t park on.
Owners in the community do not have access to crown land for motorized recreational activities as the Ski hill controls all available parking
Only BWSR seems to decide how land is developed on this mountain.
Not enough communication
None.
no idea where this spend goes, no public areas no walkways list goes on then most builds are not to any standard with minimal build inspections.
no
NO
Needs to be better Environment planning. Wildlife corridors in place. To much road kill. More walking/biking trails not on ski runs so everyone can use. Better fire mitigation not more clear cutting; just spacing. Safer for animals and humans.
Need to set up areas to provide community services like post office boxes, ambulance etc
Need to be based on the community and not on the amount of tax money the RDKB will get.
Need more on the ground analysis of construction and planning challenges faced by developers.
Municipal planners have way too much power over what a person can do with their private property. There are too many rules and regulations.
More robust system is required to maintain the current feel of the resort.
More community involvement needed in PLANS for expansion and development of the resort. Now there is a proposed plan but no previous request for community input into creating that plan.

More community development (dog park, walking tails, skate park)
More affordable condos for workers and a large hotel name to anchor the mtn
Make Big White Resort pay for these services, not the residents.
Let people walk on crown land. Stop the NDP from giving it away by way of letting BW control the entire area all year long.
larger scale planning should be done so its all more planned and not so sprawling random, mismash roads
Lack of adequate Parking
It would seem that there are plots of vacant commercial land, and residential land that have yet to be developed. Big White also has a Master Plan that I think most would like to see come to some fruition. There is currently an abandoned build site at the foot of the Ridge owned by the Berezan Group that needs to be either developed or removed. Big White has halted their building of the new Central Reservations building in Happy Valley and I know there was talk about two more lifts being built to the east of the Black Forrest area on the mountain. If the mountain is to develop and continue to grow, these projects need to be completed, and there needs to be proper land use that compliments the mountain.
It appears all land use decisions are done by Big White Ski Resort. Not sure anyone else has anything to do with planning.
In order to make Big White a greater draw for summer time tourism, I think it would be beneficial to include a golf course near the village to draw more visitors in the summer.
I'm unclear what value we are receiving for the $17.45/$100k, as residence of Big White. Is this just making sure builders build to code, or are more comprehensive planning efforts (other than this survey) in the works. We are going to need a lot more attention to sewer and water services if Big White starts to implement the expansion plans it has proposed to the government.
Im not 100% what this is BUT i do think it is important to seriously consider that Big White has a growing community of young families and with a number of middle to high income families moving out of the city to live & work remotely, Big White is poised to grow. Its pretty obvious that currently, Big Whites infrastructure is poor for the current size residents, let along more. If you want long term, sustainable growth for Big White, land zoning and planning must adapt.
I’m don’t really know what that means
I’d like to see Big White expanded faster for year round activities.
I’d like there to be a plan for big white where residents have access to what is being planned
I would just like more information on what exactly land use entails. Is this for future building ideas, gardens, playgrounds?
I think that they have gotten better, but I think things were a little loose in the past.
I think more readily accessible communication about land planning would be great
I think in-fill should be completed before expansion. I know this can be difficult due to land ownership.
I think BW has big development plans. I'm not a developer but a facilities user. as a user and owner on the mountain I really would like to see further development of summer activities (golf especially). New ski lifts are great too but to make BW the new Family Whistler the summer activities need to be built out. (community pool/waterpark). Perhaps a Wine outlet mall for tastings - people can walk to a farmers market (keep the car at home/cabin).

I hope land use planning involves attention to environmental and wildlife issues in addition to community services and residential planning.
I have owned property at Big White for more than 25 years and I cannot ever recall being asked for input.
I feel that the main Village has capability to expand or to create a new village for a second location would be beneficial.
I didn't know taxes went to this and have never had any information on this service so I don't know what the money is paying for. We need land management for the community up here as Big White act like they own everything
I am unaware of any future planning or an ocp.
I am glad that BW is becoming a dual season, and hoping the momentum continues with summer activities.
Hwy 33 is the only way in or out of big white. Serious improvements need to be done before any more development.
Having more public access facilities (parks, trails, community facilities)
Everything proposed is tourist centric and nothing appears to develop the full time living community at Big White.
Due to proximity, it would make for our govt. services to be located in Kelowna
Does Big White Ski corp not control most of this?
Create commercial area for business to operate from
consultation is not great. no resident association for the owners!
BW really needs to build and provide staff housing so the youthful nature of its employees are contained to their own accommodations.
BW is a gem; careful growth and planning are ver important
Builders seem to be able to do what they want as no-one apparently checks them, I have been given to understand builders are supposed to put money or services back in to the community eg: pavements, I have not known any of that to happen
Big White needs to promote and educate backcountry activities such as back country skiing instead of policing it as a crime. Designated areas and educational and skills practice needs to be addressed.
Big white needs to convert the lower village by the Ridge rocket to a few foot lanes of shops and restaurants like Whistler but smaller in scale which can expand. Also by the top of the gondola it needs to be more like Whistler but smaller with shops restaurants and other amenities vs old condos above a ski school and only 3 restaurantsand 1 wine shop
Big White is developing wherever they can and cutting off ski-in, ski-out access near our condo.
Better road signage, walking paths for summer, street lights and I for cement of 'no motorized' zone in winter.
Are planning services decisions routinely shared with Property Owners? We have no idea what decisions are being made.
Appears to have taken an unnecessarily long time to get some repairs authorized in 2019 after a flood in March. Also seems to have been unnecessarily beauracratic.

Q16 Do you have any comments on building and plumbing inspection services that you would like to share?
What services? Lived here a number of years, never heard of them
WE RELY ON APPROVED PLUMBING AND ELECTRICAL FIRMS TO DO WORK... NEVER HAVE WE HAD ANY INTERFERENCE FROM THE REGIONAL DISTRICT
We my place was inspect, I was required to upgrade some supports for my deck above and beyond what code required. The place beside me with the same loading factor was not required to upgrade. Their parking lot has been rebuild 4 times and keeps falling apart because they don't have the correct slope stabilization,
Water main is old and over stressed for the build volume up here. We were victimes of the blow out.
Unaware of inspection. Fire hydrants could be better maintained
Too much stuff gets built that is not code compliant
Too little codes for Big White. Buildings have been plagued with poor construction and not enough inspection.
This service seems detached from the community. Should be provided out of Kelowna
There have been major pipe bursts in the past few years not only in homes and strata buildings but also in community infrastructure. The pressure coming down the hill from the reservoir is needs better pressure control to stop homes and strata's from having very high pressure coming into the buildings. At some point, insurance companies are going to get wise to this and there may be a risk of legal action.
The water infrastructure has had massive issues due to lack of maintenance by the Resort controlled Water Company
The collapse of the roof in the Session Pub building is of grave concern. How did this happen when it was new construction? This collapse seems to indicate that a mistake was made somewhere, either in the engineering or the construction, and clearly was not picked up in the building inspection. This is a concern.
Stone gate and stone bridge have both suffered catastrophic water damage. Not sure if inspections could have helped but feel it’s important to ask.
Standards and codes are important, making sure good practices in place will benefit entire community
Some pretty shoddily constructed buildings up at the mountain.....
Some buildings constructed in the last 20 years appear to have plumbing deficiencies which I would expect have been caught during an inspection.
Snowloads, hot water tanks and services turned on in mid November should be monitored more closely to avoid unnecessary damage and accidents.
Similarly, these services should be located in Kelowna
Seeing the state/deficiencies of brand new structures in my strata over the last few years it is clear that a building inspector isn't doing the proper job
Our property was severely impacted by a recent flood that was the result of the Big White water system failure. Water from the failed pipe flooded the bottom level of the property causing millions in damage. This was a no fault claim that has resulted in insurance complications and we are currently unable to insure out property. The KBRD should take some responsibility for the failure of their infrastructure.

Our entire building was affected by a water main exploding under the roadway. Extreme damage had happened to our buildings units dues to failure in the Big White water main, no cause of the building owners yet we are at risk of no coverage from insurance due to this and Big White holds no responsibility in the damages incurred. Very Difficult situation. If this happens to other buildings and they all remain uninsured as we are at the moment then I would assume this will severely affect new owners wanting to become a part of the community. I feel inspection should be done on these main areas as well as there have been a few breaks in the past few years creating damage.....nervous if things are being kept to prevent further damage to owners....Sad to have others have to scramble to repair damages and then be left with no insurers wanting to be involved.
Our build shut off was paved over
not sure what this is and how I would use it.
Not sure what inspections this is referencing. To my knowledge Big White resort owns the water and sewer systems and run them as they see fit.
Not really aware of these activities
None
No actual experience in which to give comment
No
Need a inspector to actually come to Big White and conduct inspections.
More scheduled appointments to avoid expensive repairs.
Make it more of a full user pay model
little to no enforcement of building permits/codes. When unauthorized/illegal structures are brought to the attention of the RD, they do nothing. This only emboldens people to ignore the rules.
I've been in a few buildings over the years and it seems that building code is more of a weak guideline than the law. Builders have gotten away with too many deficiencies and poor inspections over the years.
It’s widely known on the mountain that building inspections are a joke. Just build what you like.
Is there one?
Inspections are almost non existent, many buildings have been built not up to building codes. As a strata owner we have found work not done to code on our balconies and our sprinkler systems.
Inspection and enforcement on non permitted construction needs to be tougher. The same with permitted construction, loads of poor practices.
I’ve not had personal experience with building up here but know from friends that have, getting inspections done is very hard and time consuming, it can delay projects costing people money
I’m sure these exist but I’ve seen no evidence of these services
I was unaware that there were building and plumbing inspection services.
I think regular communications with property owners on water pressure would be useful.
I think lots of add ones happen that are never inspected
I haven't had any direct dealings with building and plumbing inspection services.
I have noticed some back gas smell once In a while at my place on feathertop. It resolves itself, and the developer has told me at times there can be a back gas for smell. Last time that happened was June of 2020
i have not used these services

I have heard from local builders that they are dissatisfied with the inspectors having to come from Grand Forks.
I didn’t know that we had that service or paid for it.
I consider the enforcement of the BC building Code very important.
I am oblivious to any of these services so I assume they are working well.
HAVEN'T had the opportunity to use this service to my knkowlegde
Getting inspectors to come to BW is expensive due to the distance they have to travel. I don’t understand why BW is in the Boundary Kootenay district when Kelowna is much closer, more inspectors and easier to travel to BW to do the inspections.
For some contractors a once a week inspection schedule is not always respectful of the needs of contractors and vagaries of weather.
Does this even happen.....
Does not apply to me
do not spend more.
Because many of the buildings are getting quite old, it needs to be higher on the priority.
As we have not undertaken and building, and have not needed these services I cannot comment on the importance of them.
I don’t live in a condo, so my opinion is neutral here. But regular maintenance and inspection and going above and beyond always goes a long way.

Q19 Do you have any comments on Community Grant-in-Aid services that you would like to share?
YOU GOT TO APPLY TO GET THEM... KNOWING WHAT IS AVAILABLE IS KEY..... MORE INFORMATION NEEDED IN THIS AREA..
Where to start on this.... certainly, the amount of money paid by taxpayers does not come back into the community. So many reasons why, but let's start with the fact that there are very few projects that qualify. We are desperate for community land and infrastructure first and foremost. IF this existed, we could have all sorts of eligible projects.
Where can we find information about the community grant-in-aid services? (where are the funds going?)
What's Grant in Aid ?
What?
What is this?
What is that?
What is it?
What is Grant in Aid? Never heard of it.
What Big White organisation has received a grant?
What are these? Communication would be helpful!
What are Community Grant-in-Aid services and how are they dispersed in the community?
What are Community Grant-in-Aid services

We have no idea what these services are, so can’t really comment.
was there any for the big white community over the past 10 years as opposed to other communities in the RDKB?
Unsure what this service is. More common language would be helpful.
Unsure what this actually means?
This survey would be better supported if there was a link to further define this service.
This is the first time I'm hearing of it.
this is a wealthy community. the local ski race and school charities do not need non-profit support.
the community needs a focal point to understand what the grants are bringing to Big White
Some of the projects seem un-needed but idea is good. For instance who needed a $35000 sign at the school at BW?
Should be direct to community association for use as part of annual budget.
Please inform me of this grants. Would love to trail build. Make the community better for all, not just pass holders. Make it a real community would be nice. A regional park????
Our community has benefited very much with the grants we have received. Thank you
Only that we were not aware of this service before reading this survey. Would be great to engage more Big White residents in this process.
Not sure why people who are in need of special support would choose to be in a winter resort community?
Not sure what this is?
not sure what this is
not sure what grant in is
Not really sure what this is
not needed
Not even sure what this is. Should have given more explanation on what these services are.
Not aware of this service
Not aware of this program or what it achieves
Not aware of it happening
not aware of any grand in aid services
None to add
None
no idea what this is
No idea what this involves; who applies for Grant in Aid and who gets what for what reason. Would like more information.
No idea what that is
No idea what that does.
Need street lights at night, create proper walking paths so people can walk in evenings when lifts are closed or if elderly visitors come. Have poop bag receptacles and garbage pails for people to dispose of dog poop.

Know idea what this is
It's not clear to me who in the community is in need, given that the community is recreational in nature and one has to have incremental disposable income to partake in these recreational activities.
It is okay but considering the amount BW puts in, we get very little in return and have to go cap in hand to get the little we do
Im not sure what this is or would relate to up here?
I'm not in favour of governments giving grants period.
I'm not familiar enough with what these services or provisions are to be able to provide comment.
I'm not aware of any at Big White that as a property owner.
I was unaware that there were community grant-in-aid services.
I have no knowledge of what this service is
I have no idea what this money goes toward and would love more clarity.
I have no idea what these are or who benefits.
I have no clue what this is. Sorry.
I don't know what this is
I don’t know what this is or how it works.
I don’t know what this is
I DO NOT KNOW ANYTHING ABOUT GRANT-IN-AID
I believe that we are starting to see some grant money coming into the community, but it has been very limited to this point
I am unsure of what this is exactly.
have no idea what grant-in-aid services are?
Have never tried to access.
Don't understand what this is.
Don't even know what this is.
Don’t know what that means.
Don’t know what it is / what it does.
Does not apply
do not know what this is
Do not even know what this is. Please explain
depending on who the grants are going to, but unsure of who or what volunteer functions are occurring in the community, there is almost no notifications about who is doing what...
Based on tax base the community should probably receive more.
Again, more readily accessible info would be great.
Again no idea what this is and seen no sign of it’s existence
Again I think more information to home owners about which grants have come to this community would be great
????

Don’t fully understand how this benefits residents and business owners

Q22 Do you have any comments on noxious weed control services that you would like to share?
Why would we even pay for this? This is a natural habitat and the nature is appreciated, even weeds!
Who defines what a noxious weed is?
What noxious weed control..... never seen any
What is being done? How does our strata learn about these?
What is being done, info needs to be shared more clearly.
what are the noxious weeds that are serviced?
We have a noxious weed control service? Had no idea we did.
We don’t want chemicals used on the mountain.
Waste of money, a pink ribbon on the side of a road on a mountain isn't really much use - as if weeds don't spread
Waste of money as we are surrounded by forest and crown land
Was unaware of any control services - nothing visible
Was not aware of this. It is important
Noxious weeds include invasive species?
not sure if this is an issue
Not sure how big a problem noxious weeds Are but if so happy it’s being controlled
not aware of the control services being used. Prefer to keep chemicals out of the mix and leave mother nature to her own devices.
Not aware if it being done
None to add
no one has done this service around our home
No knowledge of this program.
Never seen any work being done in the community
Never seems to be a long enough growing season
More attention paid to it and more funding, weeds provide fuel for fires and choke out natives.
MANY BUILDINGS LOOK VERY UNKEPT IN THE OFF SEASON AND NO EVIDENCE OF ROAD WAY WEED CONTROL IS EVIDENT... SURE WOULD HELP IN THE LOOK OF THE VILLAGE
Managing invasive species is very important and should be a higher priority for the community. Big White spans a large area, with many rights of ways, development areas, trails, etc. More development and visitors are going to introduce more invasive species. There should be annual surveys and treatments planned at the mountain.
KNOW NOTHING ABOUT THE NOXIOUS WEED
Its a mountain but this covers a few road side areas only.....waste of cash unless noxious weeds only grow along some village road areas?

It’s one of few services up here, but with horses and equipment on the mountain, noxious weeds will not be controlled.
It’s like fighting a battle you know you can’t win but you’ve already invested too much to stop now.
It would be nice if the district put regulations requiring buildings to control weeds on their respective properties
I’ve seen no sign of noxious weeds here so I’m guessing it’s working…
I’ve never seen anyone doing plant/tree work up here. In fact, within snow pines estates we pay for our own weed control and fire smarting
I was unaware that there were noxious weed control services.
I have seen summer information booths and have picked up handouts....great!!
I have no idea if any of this is being used, although it isn't a lot. I also don't know how needed it may or may not be.
I have never seen any noxious weed control in 15 years on Big White.
i had no idea that this occurred here.
I had no idea
I am seldom in the Big White area except in winter. Has the area been affected by noxious weeds? If it has then control is very important.
I am not well versed in the weeds and how they impact the environment.
Have no seen evidence of this activity
have never noticed any control of noxious weeds being undertaken
Given the alpine environment that this community is in, it is very important to keep invasive species out.
Get after the invasive weeds.
Don’t kill unnecessary plant life 🤗
Does not apply to me
Do they deal with noxious weeds?
didn't know we had this service, or if it is a problem.
Didn't know this was happening.
Cases in point where we pay very high property taxes that mostly support everything BUT Big White
As a winter resident - and everything is covered in snow - this is not as important to me
Am not aware of the extent of concern.
Again, I'm not familiar enough with this area to provide comment.
95% Winter use area-weeds are not an issue-waste of taxpayer $$

Q25 Do you have any comments on 9-1-1 emergency communications services that you would like to share?
With no response due to no services doesn't matter how good the call center is. Police dispatch is 1hr and Ambulance the same, fires service can really provide limited medical assistance at present, and cannot carry out patient transfer.
Wish ambulances and RCMP were closer- or better yet - stationed here
Why was the Ambulance Service removed from the mountain? When they were here they did more calls than 4 other stations combined. We are outside the golden hour. Having a station here would help the highway (we are having more and more traffic on HWY 33 with it due to increase., as well having them here during the summer now is important.
What about bylaws. Noice complaints. Feeding bears
Well the ambulance service has been decreased and police is basically non existent so thanks fully we have contact with the fire dept.
We need full time true police services at Big White, not just a volunteer rcmp part time.
We need an ambulance based at Big White 24/7 during the ski season. We used to and it was removed to save money. It needs to be replaced - at least for every ski season. Not sure about police services. I understand come from West Kelowna. Seems ridiculous if there is an issue, but ambulance is likely the priority.
We lost our ambulance that was stationed on the hill, and for a winter community of our size their should be an RCMP office onhill.
Very pleased in many levels. I fell in a tree well and 911 stayed with me for 45 minutes while waiting to be found. Also they have assured in other matters. Thanks 911!!! You are appreciated!!!
Timely and professional
There is no ambulance station at Big white anymore and the closest police are generally coming from Kelowna.
The one time I had to call 911 there (the man next door was hittting his partner), it took over an hour for someone to arrive from Kelowna. From this experience, I would like it if police were closer.
The fire department does well with what they have. I believe having the RCMP and bringing BCAS back to the community is important. BCAS is already here on Friday's to Sunday's and over holiday periods. They don't have anywhere to go, especially this year with COVID.
Thank goodness I haven’t had to use 911
slow police response.
should always have rcmp and ambulance on the hill
RCMP response is from west Kelowna. This makes no sense.
RCMP are an hour away. Crime can happen with no fear given they have an hour to escape. We are sitting ducks
Quicker turnaround up on the hill

Police are too far away during the high occupancy/busy season. There should be a posted police presence in the community during high season for evenings and especially weekends. This year was a prime example, unchecked parties disrupt the community and cause discourse amongst the residents. This year, those parties resulted in a massive Covid outbreak, but the parties are yearly. Police do not respond to noise/nuisance complaints because its too far to come from the city. The town is left to fend for itself for fights, conflicts, alcohol fueled bad behaviour and noise nuisance complaints. What exactly are we paying for with our taxes for security services when they never respond???
Often it is a one hour wait for medical services or an ambulance
Not sure why it costs this much.
Not sure what emergency communications services actually are. Police related 911 calls are not responded to with any haste given the distance from West Kelowna Police Dept to Big White.
None to add
None
No on site police or ambulance service. They travel from Kelowna which is outside of the district.
No experience.
No
Never used the service so can't really comment
Never used the 9-1-1 service nor do I know anyone who has. However, it can be of value if it isn't mis-used.
Never tried to use it
Never had to use it but it’s very necessary for a remote community especially when forest fires are an issue.
Needs more priority, since no police attachment up there.
Need to restore winter ambulance serves when the population grows
Necessary
My understanding is to call the local fire department first, and if they cannot assist, then call it 911.
Most important as sports here are extreme and can produce extreme injuries.
More direction to residents with emergency information It seems unclear. There was an incident at big white that required authority and it became unclear as to who to get to help.
More access to policing response is important for any community
Many people don't know their addresses at big white. We go by building name and sometimes include road. For example, I'd say up at tamarack, or (name of cabin) on feathertop
luckily have not had to use this service but sure want to have it available.
I've not had to use the 911 service. I'm aware that Rogers cellular service was spotty on the mountain a couple years ago. Sure whether that was corrected or not. I know there are dead zones on the Big White Road as well.
I've fortunately never had to call 911 at Big White, but if I did, I would like to think I would receive timely assistance.

It's difficult to find a location by address at big white, I worry about the ability of emergency services to find the call locations easily
It’s great having a fire department, but the RCMP have zero presence up here and are not interested when you contact them. And what about ambulance services! It take 2 hrs to get a response
It would be nice to have enforcement at the resort...if for nothing else than optics and to make people feel safe.
It would be good to have police and all emergency services located on the hill
It is great for the fire service but not much use for anything else, ambulance, police which are over an hour a way.
If you call 911 it will be hours before anyone comes, but I guess you have to have the service to get the ball rolling.
If you call 911 it is an emergency and the police and ambulance are too far away to be effective
If the mountain is open there should be an ambulance on the hill.
I’ve luckily never called 911 but the fire department seem quick to respond to calls
I think that our area of coverage can make theses services less than ideal at times. During winter and peak summer operations the 911 service area should be reduced to the ski area and village only.
I marked unsure as I have no reference of use. I am glad we have that service though.
I know there are issues with response times for police and other services that are provide by entities outside of Big White. Communication is only 1/2 of the call so I would need to see more info on call volumes and response times to give you a better answer.
I haven't had to call 9-1-1 personally so I can only hope/assume that the service works in a manner that is similar to other municipalities. However, if police and paramedics/ambulance services are nearly an hour away in Kelowna that is quite concerning.
I have used the DR on the mountain and ske patrol and the medical clinic - excellent care.
I have not used the 911 services to date so can't comment on them. I think response times are important but do not know what they are for our area.
I have not required this service but think it is very important
I have never needed to use 911 while at Big White but consider it very important, esp as there is no onsite policing and/or ambulance to my knowledge.
I don't feel if I were to have a medical emergency that required me to go to the hospital I would be adequately transported
Having permanent or semi permanent to 9-1-1 services on the mountain (ambulance) fire services is fantastic, having an ambulance available would save lots of time waiting for ambulances to arrive
haven't had to call 911. However have heard from others that it is not provided @ BW
HAVE NOT USED IT
Had had no experience with this service.
Good Job!
Fire response is good however ambulance and policing is very poor.
Fire and Paramedic response is good as there is a station here at the mountain, but security and people control (disorderly conduct, drunks, etc.) does not have good coverage here.
Fire and medical response is good, police response not good if officers not on hill.

Expansion of the ambulance and fire services needed if you plan on growing big white further. it is already understaffed and serviced at the current rate
During ski season, 2 ambulances should be located full time to Big White
Doesn't matter if the communications are great, but there is no service. We need ambulance and police services on the mountain.
Considering how long it will take emergency services to arrive at BW, I am not sure how valuable the service is without a local service to intervene until emergency services arrive.
Communicating with 911 is great. Getting RCMP response? Not so great.
BW 911 services come from Kelowna through JR and it's the JR Community that are the first responders yet we get no tax support from BW!!!!
Big White needs a first aid outpost as part of the fire department.
Big White is not serviced by local police, and medical emergencies are redirected to Kelowna hospitals. This is outside the RDKB, and we should not be paying for these services.
Because of the nature of emergencies at Big White, I can't think of a more important service. I'm very concerned that the ambulance services have been removed from Big White.
AS WE LIVE IN A RENTAL ENVIRONMENT AND PEOPLE COME TO PARTY OR ENJOY THEMSELVES TO THE FULLEST .. THERE IS NO RESPECT FOR BY LAWS OR THE COMMON AREAS OF THE VILLAGE.. KNOWING WHO TO CALL IS IMPORTANT FOR NOISE RELATED ISSUES.. AS BIG WHITE DOES NOT DEAL WITH ANY BUILDINGS NOT OWNED BY THEM... PALADIN WILL TAKE THE CALL AND ASSIST A LITTLE... WHEN WE CALL RCMP. THEY COME FROM WEST KELOWNA... A GOOD HOUR AWAY IF THEY COME AT ALL..... MORE ASSISTANCE TO THOSE OF US LIVING HERE FULL TIME IS NEEDED TO DEAL WITH THESE SITUATIONS..
As far as I understand, BW relies on the BW funded and volunteer ski patrol for winter emergencies. In the off season, there isn't much up there and there is a growing population base.
Although 911 is very important, the community is quite far from most 911 services so I don't think people use them much unless the need is great. There are many areas along Big White Road that are very dangerous and do not have cellular service. Maybe this is something the money could go towards improving to help people have access to 911 where/when they need it.
although 911 is an important service other than fire department response the rest of the emergency system fails with over an hr wait for BCAS and sometimes almost no response time from RCMP
Actual emergency services stationed up at big white would be great in growing the community.
Access to emergency service needs to be available when needed.
2 hours from 911 call to hospital arrival is very long, dangerous in many situations- especially with the addition of downhill mountain biking. ... the on mountain health service's are insufficient and I would not access care at the Whitefoot Clinic.

Q28 Do you have any comments on economic development services that you would like to share?
would love to see the BW 60 year plan built out. especially the summer activities as a priority.

would like to see more economic opportunities in big white; could have way more services and entertainment venues to bring more tourism in plus to have more for home owners to see and do up there.
Would like more economic development at Big White, but not sure what. It's really not a great summer destination given it's at high altitude and theres tons and tons of bugs. Also summer weather is so spotty...
Would like more communication on it. Also don’t think it’s fair that big white controls most of the rentals
With the amount of taxes that Big White property owners contribute towards the tax base of the RDKB, it does not seem like there is very much growth in economic development at Big White. It feels disproportionate. Big White would benefit greatly from the development of a community center and library services, even if only open/staffed seasonally. Big White also needs better safety infrastructure for pedestrians (e.g., sidewalks, trails, crosswalks). We also need the 30km/hr speed limit WAY better enforced on Big White Road from Copper Kettle Lodge through the village.
Why do we pay for this service in our taxes for Big White. I doubt any of it is spent there, and I doubt that any of it needs to be spent there. It's a one horse town run by the ski hill. This money must be spent somewhere else in the RDKB which, if true, is criminal.
What?
What role does the RDKB play?
What is being done?
what economic development service. Big White Ski Resort have a monopoly and don't allow competition.
We need the parking lot my the medical office paved....full of potholes!
We need a large hotel to anchor the mountain
Waste of taxpayer $$
Very difficult when BWSR Ltd control commercial space through the MDA and most development is controlled in the MDA for the resort.
This mountain is desperate for commercial land, industrial land, community land and corresponding infrastructure. It also needs an agreed upon, official identity not subject to legal action. Also, there needs to be oversight of the Tourism Society. They operate as a shadow organization without any communications (AGM's, minutes, budgets etc) made public. They do not operate as a DMO for all tourism businesses on the mountain, in fact, there isn't even a website. The board and its decisions are continually controlled by one business.
This is key to the master plan. It seems like the economic plan is an after thought and not something that could assist local businesses through this pandemic.
This feels like a Company town (Big White Ski Resort), not a town managed as a local jurisdiction with input from the community.
This activity appears to be driven by Big White ski co. not regional district
Stronger diversification of business
Often only Big White business. The community needs support for other development
not relevant to resort
None

Non ski season development needs attention. There’s been a cement block of a building on the hill forever, undeveloped. Just a giant eye sore of what was supposed to be a convention centre.
NO.. NOT MUCH LAND LEFT
No post office or adequate mail boxes for residents
No
never noticed any evidence of economic development services at big white
Maybe a monthly update to the community if not in place already
KNOW NOTHING ABOUT THIS
It seems all of this is part of the ski resort and independent of the community as I don't see any economic development outside the resort. It seems more could be spent on this.
Incentives for small businesses, food trucks and restaurants wouod be good to boost activity
In the last couple of years there has been some changeover with the businesses on the mountain and during Covid some have not opened up again (Far and Wide Gift Shop has closed, Sessions Taphouse has not re-opened, the Bean Scene closed and was replaced with the Tea House and the Blarney Stone has changed ownership to Charlie Victoria's), In order to have a thriving resort in the winter, businesses need support especially in tough economic times like 2020/2021.
If you plan any large expansions, traffic must be considered and dealt with
I'd love to see the mountain continue to be developed for 2 season use. Services are too minimal/ lacking to make that truly happen.
I’ve seen no evidence of any economic development services here and many businesses seem to fail and constantly change hands due to the lack of year round opportunity
I’d like to see Big White develop faster and bigger.
I would like to know more about economic development services at Big White.
I would expect that the Big White Corporation does most of this.
I think it’s important but don’t know what’s involved.
I think Big White businesses are totally ignored (except by the profit driven resort). Other than the resort, there does not seem to be any economic development
I support economic development of the Big White Community and the expansion plans for the mountain. I'd like to see more services and recreational opportunities on the mountain, but I'm not convinced that these economic development services and their costs should be borne by community taxes. It should be driven by businesses itself, and only facilitated/regulated by Gov.
I know nothing about these services or benefits.
I haven't noticed these services are in effect
I have no information on this service
I have no idea what I am receiving for this tax.
i have never heard of this service
I feel the Regional District should lobby the highways department to improve sections of highway 33 to provide some passing lanes, especially on the long winding hill coming up to the Big White turn off! Highway 33 is so busy during the winter season that it is becoming dangerous.
I doubt that Big White receives this service.
I don’t see a lot of evidence of this at Big White.

I am unaware of any such services
I am unaware of any funding being directed at the community of Big White. Typically, I prefer to keep public money away from economic development. The schemes funded seldom work in the long run.
I am not aware of economic development efforts?
I am not aware of any economic development that the RD has done for Big White.
Haven't seen any work
Haven't heard of anything in this area.
Expanding services at the base of the mountain as well as expanding mountain amenities are important.
Economic development services- seriously?
don't know who they are or what they do. comms strategy needed to publicise.
Does not seem to be any
do not know what this is
Didn't know this was happening.
BW is corporate so not sure how this applies
BW is a growing community. More localized businesses will be needed going forward, at least at some point.
Businesses and business people are threatened and bullied out of existence if the resort company feel threatened by them
Big white ski resort drives economic development without their approval/ support no businesses can survive. They own most leases.
based in Grand Forks I don't think Big White is part of the plan except as a bank
As with planning....take it slowly and carefully.
As mentioned above, increased year round tourism (golf course, spa, etc.)
AS a business owner for 13 years in Big White I never was aware of this service.
All economic development has been done by Big White, i have not seen any development by the RDKB
??

Q31 Do you have any comments on noise control services that you would like to share?
With noise control I can’t see how anything is enforced , the security firms are powerless and police are 90 minutes drive away
With no recourse large parties are allowed to disturb the whole neighbourhood
With COVED, this year is different then past years as it relates to noise since after hours activity is being discouraged this year. Right now it is good but this could change once the pandemic restrictions are lifted. The noise issues usually occur during the hours of 10pm and about 1am.
Who do you even call when there are noise complaints. It's important to balance the party atmosphere with residents who live there year-round with children.
Whenever there is a noise issue, there is generally little or no action and certainly little action taken in a timely manner so how are noise control services working?

When a complaint is made do something about it. I hate dealing with drunks!
What services are you providing for this at Big White?
What service?
What noise control????
What noise control??
What noise control? Who gets these funds?
What noise control services??
What noise control services ?
What is being done?
What are some examples of noise control services currently provided?
We saw this item in our taxes and we're very curious about what it is!
We live outside of the village and are less impacted by noise.
We gave no noise control services as we don't have a bylaw officer to enforce them.
Waste of taxpayer $$
very little noice control services ever done. Should be more
This year has not been an issue due to less crowds and one less bar open on the mountain.
This would fall under security
This survey is becoming a joke
This is very subjective dependent on where you live in the village. And it IS a holiday resort, not a retirement home.
This is just a meaningless line item that we pay for. There should be so much money in this fund!
This is a waste of taxpayer money.
There is no noise/nuisance control
There is no noise control, the security services can't do much about it unless it is Big White Staff on BW property. There is no By Law officer or police force to ticket.
There is no noise control service on the mountain.
There is no noise control provided by our security service at Big White
There doesn’t seem to be any noise control in place.
The Sessions bar notoriously make unbearable noise (when it was open). No enforcement provided by the RD
summer time construction crews can be noisy but at this point it's needed to get the construction done. not great but I would rather see improvements to the mountain.
See comments above re renters. There is no enforcement of noise bylaws at Big White. Again these funds are being spent elsewhere in the RDKB. Give us our money back.
Resident noise control is not required. Snow mobiles however are obnoxious and are often interrupting evenings
Personally our location at BW does not suffer from noise issues most of the time but we've heard about party horror stories.
Per prior comments: RCMP are over an hour away, and for crowd / people issues, that is too far away.
Parties are allowed to go on at all hours of the night

Our family has had it's life on the hill turned upside down for the past three years because of neighbours that don't care and are providing short term rentals. The owners/investors don't care about us family's that are trying to use the resort for good clean family fun. We are at a point now that we'll likely sell and not return to Big White after 50 years of enjoyment. Between the people illegally parked in our yard and loud parties all night we're about done. Sorry for the rant.
Not sure what noises are being controlled. If referencing man made, we need a larger police presence.
Not seen evidence of this in action
Not really sure what those services are and if they provide value for the money.
Not quite satisfied with this service based on our experiences and those of people we know up here. Early this season we have heard many of our family friends speaking of complaints of noisy parties (even with COVID19). In the past have had issues with nearby pubs having noisy patrons outside. But also know this is challenging to improve.
Not needed
not aware of noise control services and have not had noise control needs in my 43 years of ownership up here @ Big White, other than the Bar @ Snowshoe Sams which is quite noisy when it empties out on a weekend night (but not this year!!)
None to add
non issue
non existant
Noise control is non existent in my opinion, I've never seen anyone address the issue of sessions at Big White
Noise control in what context?
No support for noise control... must call police 1 hour away
No one up there to enforce this!
NO ONE IS ACCOUNTABLE FOR NOISE... STRATAS TRY TO ENGAGE OWNERS.. OFTEN THEY ARE NOT ON THE MOUNTAIN.. BEING SO ISOLATED BRINGS WITH IT NO INTERVENTION WHEN YOU NEEDED IT THE MOST.
never see any evidence of noise control ie fireworks!!
more work needs in this area or more funds to enable to the work to be carried out
More signage for 'quiet times' and more security drive by.
More police presence would help with noisy parties.
Loud music from the Village Centre and lift bases detracts from the quality of experience for many residents and visitors, both summer and winter.
Lots of noise and very little enforcement
KNOW NOTHING ABOUT THIS
I've never had a problem with noise from parties etc and if I did, I would take it up with my Strata. However, in the summer there was significant noise pollution from a nearly construction site, which should have been abated by the authorities, but wasn't.
It is like the Wild West. Big white pays plenty of money in taxes but gets no services in return. There is no policing in the evening when the partying takes place and the noise disturbances happen.
In a resort this is critical as lots of late night parties, never seen or heard of anyone taking any action on this large issue.

I've seen no evidence of any noise control services
I wonder how this would be enforced without said bylaw officer? Isn't this the responsibility of the Strata's/owners?
I was unaware that there were noise control services at Big White.
I think this is important to year round residents and I know there are issues with fireworks, which could be dangerous. However this seems very tied to security in my opinion.
I have had little success when I have called about noise issues!
I don't think we have any noise control service at Big White.
I don't think we get any value from any services provided
I don't see evidence of this on weekends particularly. My kids are constantly woken by revellers sledding down the hills after the bars close (pre-covid)
i called RDKB about this concern and was told that there is no enforcement at Big White. why are we paying for this?
I believe a certain amount of noise is to be expected while living on a ski resort.
I am not aware of the impact? Thought we were to contact the RCMP.
how do they deal with noise issues? what specific noise issues?
Having a bylaw or the RCMP would take care of this issue
Fines for excessive noise should be imposed in conjunction with respect bylaws of buildings.
due to the lack of RCMP or bylaw enforcement within the community visitors to the resort can act like they are in the old west knowing that there will likely be no response or consequence for their actions
Does not apply to me
Could be controlled better in the winter. Renters need most monitoring in winter months.
Condo owners should not pay for this, as stratas usually have on-site caretakers that handle noise complaints.
Big White management appear to be the ones dealing with this - not the RD
Big White is very quiet. No complaints here!
Better policing/security
As a property owner for over three years, I am not even aware of what noise control services the RDKB provides!?
As a family living here year round noise can be a huge issue. We have no bylaw officer who comes here so there's no control over noise issues and Big White have no interest in helping even though it's usually visitors and staff making the noise
Again BW is a corporate entity with no ByLaw or police service which back this up so the question is moot with out service to back it up
Additionally security services to enforce guidelines
A bylaw officer is not provided for us on the mountain.

Q34 Do you have any comments on regional parks and trails that you would like to share?
Would love to see more parks and walking trails around BC
Would love more Public access trails and parks for residents and visitors to use
would like to see more trails for sure
Would like to see more summer parks and family friendly trails

With a young family, recreation is very important. The only park here is on the school grounds and not accessible when school is in session. We have no green space dedicated to the community for play/sports and no trails other than those for hiking maintained by big white. Out of season big white don't want anyone using them
Whole mountain is a park
where is this money spent? i have never seen or heard of any public spaces at Big White.
where are the regional parks and trials?
What parks and trails????
What Parks and trails??
What parks and trails? Aren't they owned by Big White?
what parks and trails other than what BW Ski Resort manages? so are we paying taxes to the resort to manage these trails?
What park or trail, we have no paths between the village or area outside the school. BWSR Ltd controls mountain access for hiking etc so no recreational ground outside that controlled by BW. So no idea again where this spend goes.
What exactly does the RDKB do?
We would like to see more
We use the hiking trails all the time, am unaware of the regional districts impact.
We need side walks and more trails in the summer
We need nature trails or ability to have a society to build trails. Only current trails or "on mountain". Wold love to have a XC bike trail network around happy valley as an example.
We need mountain bike trails - not just downhill (although the downhill is very good).
We need a paved parking lot where medical building is. Full of potholes!
We don't have any public parks and trails. What are we paying for?
We don't have an actual park. A nice sitting are and water fountain somewhere in a garden park would be nice.
We are unsure of what is being done regionally vs just Big White Resort alone.
Walking trails in the resort would be nice, currently very limited and dangerous, people must walk on the roads.
Very evident during Covid as the "off season" was so long- when the resort was closed it felt like we had nowhere to go for a walk or spend time outside. Maybe up and down the one road shared with cars with no specific sidewalk. Or around a dirt car park. Considering how many dog owners there are, im surprised there isnt some kind of park land they can use.
unsure there are any expenditures---maybe the bike trail up to BW
Trails are important so we can enjoy our beautiful surroundings
This is a safety issue. People are forced to walk along the narrow roads in winter because of the lack of adequate walking trails.
There's no parks in close probity to big white. That would be nice.
There should be maintained trails that can be used year-round for hiking
There should be better information available. There should definitely be better marked trails for walking in the summer. I'm not sure why there isn't a well marked hiking trail to the lake, but it seems like a missed summer opportunity.
There is nowhere to recreate that isn't private property. I try and go for walks and runs year round and end up either on the road which is unsafe or being told I'm trespassing on mountain trails

There is none up here. I don’t want drive to enjoy the outdoors let’s build some in the area. There’s a few small lakes that we could make better access to, then we could even swim. There’s great opportunities to make some awesome trails
There could be more freely accessible parks and trails that are not part of the big white ski hill that are around the community where can walk and bike outside.
There aren't any..... I think some walking trails would be a great addition.
There are none, other than what is provided by the resort (for profit).
There are none up here
There are no parks or trails provided by Rdkb.
The trails are all made and maintained by the resort not the regional district.
The recreation trails are very nice. I would like to see more investment into a functional trail System that supports people moving safely about the resort 12 months a year. Lit paths, Sidewalks, multipurpose pathways for bikes and walkers.
The Big White Corp. seems to be providing all the hiking and biking trails we use.
summer trails and parks are the main summer activity - my family uses them in the summer - would like to see more summer activities built out (regular golf) (frisbee golf course) (water park) bike paths, etc.
Should be a priority, summer too.
Regional parks don't exist. Trails - I think there is one trail, which is basically logging roads and a couple signs designating them as a trail.
RDKB should immediately allocate a section/piece of land next to the school for a park. The park would be the starting point for a community center. This should be a priority for the RDKB and not a question to Big White; the company.
Put three season trails around Big White, but not controlled by BW. The patrollers are bullies who like to get in your face and yell at you to get off the mountain.
Parks and trails are built an d operated by the ski hill operator. Why are our taxes going toward this. AGAIN these funds must be being spent elsewhere in the RDKB. This is so wring it is criminal.
Only big White trails...
Nothing visible or tangible spent at Big White using our tax dollars
Not really applicable at Big White which is mostly leased resort property.
Not aware that we are receiving anything for this tax
Not aware of any regional parks and trails up at Big White so no value for owners up there.
not aware of any parks or trails that are not the property of the Big white corporation?
None to add
non existant
No trails that I've seen
No parks at Big White and the trails are only open when the resort says so. On Crown Land. Outrageous.
NO LAND AVAILABLE
NEVER SEEN ANYTHING ON THIS
Need an app for snowshoeing and hiking in the winter.
Much more could be done to make Big White an appeal place for summer recreation. Walking and hiking trails could be used by many and would help businesses in the community.

Most amenities seem to be provided by Big WhIte resort, and are charged for. Are there Regional District trails here?
More signage / maps of the trails (notwithstanding regular ski trails - in regards to hiking and snow shoeing)
More parks and trails would be great
More needs to be done for summer and year round residents.
Love the trails! Keep up the development! It's an important part of the valued recreation!
Lacking, other than what Big White provide which is not much.
Its seems to me that there is not enough and the ones there seemed to be closed or Big White doesn't want you on them. There should be a backcountry ski area, more walking and shoe shoe trails.
It's my understanding that everything around Big White is resort property, and has limitations on what individuals can do on it.
its a main driver to tourism and to the mountain. Competition is stiff... Silver star has world class Cross Country trails... Note how busy the snow shoe trails are this year...
It would be nice to see further development of a trail network to be utilized in Summer & Winter for Xcountry skiing, xcountry mtb biking, etc. Better than what is already there, which is almost nothing.
It would be nice to have a few parks at BW, especially in the summer. More developed trails would enhance the community especially if there were trails that people could use instead of walking on the road.
Important in normal municipalities but not sure what it does for big white
I was not aware that there are regional parks and trails at Big White?
I think more could be done to build tails in around the resort to appeal to summer visitors. Some park space near the mountain may also be nice.
I think a trail and park in the big white community would be great
I have not seen ANY trails administered by the Region in BW so why do we pay the Region for paths that BW administers?
I have heard there are trails you here that Big White resort didn't make, but not a lot of information on them.
I don't personally know of any regional parks or trails that are not part of the resort.
I didn't realize there were any parks and trails at Big White.
I believe limited trails and services suit this mountain. Not extensive services.
i assumed these were all owned by Big White
I am very disappointed that mountain bikes have taken over the mountain in the summer. I used to be able to walk to top of bullet chair in the summer and do a loop around Rhonda lake forrest chair. I think there needs to me more consideration for hikers although I know it does not bring in the same money. I have a dog and do not feel safe taking dog on the chair. As well I should be able to hike from my home.
I am unaware of any parks or trails at Big White that are not built and maintained by Big White Corp
I am unaware of any parks at Big White.
I am not aware of any regional parks/trails at big white
I am concerned about the priority of downhill bike trails at Big White. In particular, trails I have seen are not well-designed in terms of environmental impacts such as erosion. I worry that the mountain will not limit building of more downhill bike trails. Not everyone wants to do that sport and much more care needs to be provided to preservation of the alpine flora and fauna, and peaceful hiking trails. It's irresponsible for Big White to support only income generating recreation.

Hiking trails are limited and could be built upon. We are not mountain bikers, but have heard the trails are satisfactory and bring more visitors during the summer. Not sure about the regional parks.
He hike/bike many of the trails and kayak many of the lakes. While most access is primitive, I will be shellfish here and say that helps to reduce overcrowding and degradation of the area
Having access to local recreational opportunities, 'right outside your door', is essential at the resort.
good work in this area
Further development needed for more ability types
Fire safety is extremely important.
feel there could be more available for year round use
Does the money we contribute here even go towards any parks or trails??? come on, its a ski/mountain bike resort, they deal with the trails. This is a cash grab.
Continue expanding summer trails and activities to drive traffic year-round.
Can’t wait to see even more and easy access
BW does a great job
BW do not allow anyone to walk on the mountain outside ski season and in ski season only on the snow shoes trails.
Brochures would be helpful as to what is available-other than bike trails?
Big White should have a park and a playground, and trails for family walks, not just for avid hikers.
Big white needs to go four season with more amenities in the summer !!
Better year-around access to village community paths with night time lights (solar?). Paths to different neighborhoods (not trail paths)
Better access and designation of trails both in and out of BWSR operations boundary and less harassment by resort staff towards trail and hiking enthusiasts.
At Big White, I don't think there are any regional parks and trails. It is all controlled by Big White?
As the focus of Big White is outdoor activities - skiing and mountain biking - the majority of people at the resort are interested in outdoor activities. I would like to see more trails and am interested in a bike trail that links to the rail trail.
As noted previously - winter access to the area for motorized vehicles (snowmobiles etc) is extremely limited
Are there any?
Are there any?
are there any regional parks/any upkeep
Are their any regional trails or parks near big white?
Apart from the playground at the school, I'm not aware of ANY regional parks or trails on the hill. Yes there are the snowshoe trails but my understanding is that those were built by Big White Ski Resort and are patrolled by the resort's ski patrol (e.g., responding if a hiker is injured on a snowshoe trail).
Another example of why Big White should be in the RDCO
Always room for more trails !
Again, I seldom go to this area except in the winter.
Adding hiking or bicycle trails to the area is always a good thing and a good attraction for visitors & locals!

Q37 Do you have any comments on street lighting that you would like to share?
You need lighting on roads and trails in the village for safety reasons.
With no sidewalks for safe movement between various areas on the mountain street lighting is very important, but even within snow pine estate most of the lights don't work and are not maintained
With lack of sidewalks lifts are important.
When possible use 'downward' lighting...too much light in many areas.
What street lighting...very limited and frequently those lights they are aren't working.
Well lit
We paid for our street lighting through our strata. It was not provided by the district
We need lighting on pedestrian trails as walking on the road is dangerous and the resort does not turn the trail lights on until the resort is open.
We have tax paid street lighting? Where? Our subdivision is bare land strata and built and maintains it's own street lighting. The ski hill operator has there own street lighting. What lighting does the RDKB provide and maintain? the lights on the power poles?
We don't have many street lights here
We don't have enough and many residents and visitors use our unlit roadways as walkways. It's very dangerous for both pedestrians and drivers
we could really use more street lights in and around the village roads and at the switchback close to the village. Anywhere that pedestrians walk.
We bring this up every year and nothing changes. For instance, the lighting up the hill to Tree Tops is just horrible and very dangerous at night with lots of dark areas with no lights.
We are going to have a major incident here at bigwhite with people walking home at night.
very limited lighting
Very few of them. Often inoperative.
Very basic lighting. Something in character with the mountain community profile would be more appropriate. Whistler has appropriate lighting.
usually don't seem to be working
unacceptable street lighting for traffic and pedestrians. Sidewalks and snow clearing so that people aren't forced to walk on the road.
To often pathway lighting isn't working properly
This has been an ongoing concern for us, and the owners in our building. There is inadequate street lighting at the Big White Resort on the roads. There needs to be more lighting specifically around the Bullet corridor and other areas where pedestrians cross the street to access resort facilities. Controlled crosswalks would also be a welcomed addition where residential areas need to cross the street to access the resort. It is unreasonable to expect some of the developments to detour to a much longer route when crossing Big White Road is the most logical route to travel.
They're constantly burned out (or not working)
There needs to be more street lights on big white road. At least at every hair pin to avoid the insane amid crashes
There needs to be more lighting on Big White road between Snowpines and the village to protect pedestrians
THere do not appear to be ANY

There are some lights that seem to turn off and on constantly
There are no lights on many of the streets.
There are a few spots where street lighting could be better. All intersections should have street lighting.
There are a few lights not working. Or working sporadically
The road up the mountain could do with more lighting but the town itself is well lit at night
The lighting is not adequate nor safe for people walking at night.
The light on Kettleview Rd has been out for over a year. It fell over and wasn't replaced.
Street lighting would be helpful for walking the road at night. Either street lights or sidewalks and I think sidewalks are out of the question. Speed limits on the roadways maybe helpful, but again, not sure how they would be enforced?
Street lighting only contributes to night sky pollution, not necessary.
Street lighting is provided by Big White, what lighting do you provide.
Street light closest to our home hasn't worked in over a year.
Special Kudos to the lit walkways!!
Safety is very important, but light pollution also needs to be considered.
Road system up to the village is very poorly lit!
People walk their dogs at night and lighting can be poor on the snow path between feathertop and the volunteer fire department cutting across to the Telus park
Our street light has been burnt out for a year. Will they be replaced with LED?
Our street is lit up which is great. However our building lights are a bit unnecessary in the snowbird Lodge.
our strata (snow pine) pays and operates our own costs for lighting and there is almost zero other street lighting in place except near the village and this is almost all on BWSR properties?
Only the main road areas are lit, we have none
Not too many lights up at big white , lots of dark spots
None to add
No street lighting and a lack of walking paths and road crossing locations is a recipe for disaster and continued insecurity of residents and visitors.
No additional street lighting is required.
No
Need way more lighting up big white road
More lights so walking is safer after dark
More lights at the dangerous curves would be an asset
more lights are needed
More lighting for on summer months would be great
Many streets have poor lighting (Whitehorse Lane end of street is dark) and the street sign for Rockridge isn't near the start of the street because the last light post isn't near the street. Just one example
Many areas without sufficient lighting
Mainatin pedestian lighting for safety purposes
Lights in snow pines have been out for 2 months. I called the district and haven't they are still out
Lights are often out and not maintained
Lights and sidewalks please before someone gets hit.

Lets actually see some lights. Not enough.
It's okay as it is.
Its not obvious which lighting we pay for, individual development shave street lightingthis, Big White resort Lift Company has lighting. What lighting is this paying for?
It;'s not like I don't take a flashlight with me while out and about.
It would be nice to employ the "Dark Skies" model for lighting in the community to reduce unnecessary light pollution. We need more ability to see and learn from our wonderful night sky.
It takes too long to have problems repaired creating unsafe situations for pedestrians
I think we should be very aware of our lighting footprint and be innovative and progressive in how we light our community. There are many destination communities that have adopted outdoor lighting ordinances to promote a Dark Sky environment. IDA and IESNA have a model lighting ordinance that you might look to for applications that could work at big white.
I think the lighting in the village is sufficient. However I would like to see upgrades to big white road- reflectors and some lights
I prefer to have a dark sky.
I live in the White Forest Estates neighborhood in the winter and the street lighting in this area is good.
For the most part it is unnecessary here.
Due to change of NO shuttle buses running at Big White the roads need to be better lit.
Depending on where street lights are, in town centres, very important, but out in the countryside, total waste of money
Cross walk is needed from back of sams towards underground pizza
Could be more
Could be improved on main road through the village and up the hill
BW is nice and bright and safe.
BW is a developing community situated miles away from other light sources. Night time lighting is required for night skiing and other activities, but keeping the environmental needs in mind when choosing lighting sources should be a priority. Committing to protecting the nighttime environment and implementing dark sky rules is my preference.
Big white needs more street lights
better assessment of areas of importance for Big White needs to be carried out. some areas good, but some areas have good lighting that don't require it. and vice versa.
At Big White there is a serious lack of street lighting - not sure if this falls under RDKB though.
A lot of lights are out, especially in snowpines.

Q40 Do you have any comments on Boundary Integrated Watershed services that you would like to share?
Would like to see more signage encouraging water conservation.
What?
What is this?
what does the regional district do that we don't already pay big white for with respect to water?
What are you talking about? What Integrated Watershed Services?

We have no idea what this is.
Water quality seems to be quite good.
VW has great water...love to see it stay that way.
unsure what this is.
Unsure of what services are provided
Unaware of what such services entail
There are some major issues with water flow at BW that should be addressed.
The tap water at Big White tastes better than anywhere else!
sorry have no idea what this is.
Somehow I doubt that you provide Big White with this service.
Seems good
Quality water is essential to the reports appeal
Poor water quality with low mineral value... test it!!!
our water is billed directly through BWSR for usage and consumption as a private business entity, unsure what RDKB role is in this service?
Now you have stumped me!
Not sure what this entails
Not sure what interpreted means here but we used to be extremely satisfied with water quality and now verY dissatisfied As our water is yellow and doesn’t taste good, this fall new piping went into our lane and since then water is horrible
None to add
None
No
More information and greater awareness on water use within village and residential areas, and the importance of conservation due to growing impact of Big White on the local watershed and its fish and wildlife.
It impacts RDC and Joe Rich too!!!!!
It does not really affect us living at BW so why should we be putting money into it
If you don't have water you die. BW water is some of the best tasting I have had the pleasure to consume. Please keep it up!
I understand Big White has its own water supply, so I'm not sure this is applicable.
I don't know anything about this.
I don’t know anything about this service
I am not sure what this involves
Huh!
Does big white use its own watershed for the community water?
does anyone know what this is about?
Do not know about this
Culverts on Lower Snow Pine Road need major attention.

Consider downstream impacts for summer water levels and fire safety
Communication on this would be very helpful.
Big white will need to find ways to save melting snow or water to preserve the declining health of kettle river As the community expands.
BIG WHITE OWNS THE WATER AND SEWER.. DOING A GOOD JOB
Big white has great water
Again not sure of any details
???????????
A couple of studies completed but what is the impact? and what has changed/implemented?

Q43 Do you have any comments on emergency preparedness services that you would like to share?
You could include pandemics in your emergency preparedness service.The Big White community has done a fabulous job of preparing for that, thank goodness.
Without Police or Ambulance how prepared is the Region making BW?
Wildfire would be devastating to the community.
What does the RDKB do for emergency preparedness for us as homeowners at Big White? Nothing that I have ever heard of or know of. AGAIN this is likely being spent on other municipalities in the RDKB.
What are services?
We need medical and wellness services.
We need better more signage in cup de sacs and emergency services turn around areas to prevent people parking and obstructing emergency service vehicles. We also desperately need a full time Ambulance service and a bigger Medical clinic.
We have one road in and out. Having a emergency plan that the whole community knows about is important. The 2003 fires in Kelowna demonstrated that.
We have one road in and out of here. If it is impassable due to forest fires, it would be nice to know what the plan is to get people safely off the mountain.
We are in a serious fire zone and we need to be prepared for the eventuality of a major event. There have been several very close by BW.
Unaware of any such services
Twice we have not been able to easily access our property. The Hwy 33 washout should have been caught if there was proper emergency preparedness.
This is an ongoing issue that requires attention throughout the year and always needs upgrading to ensure the safety of the community. Having one road in and out of BW and distance from other communities complicates resident's safety during emergencies. I think household emergency preparedness education would be advanteous.
the main big white road needs overtaking lanes which would provide bigger fire breaks
Tax payer money should not be spent on clearing land that has been designated for housing under to premise that it is being cleared for fire prevention.

Should be emergency preparedness documents in all the residences.
Seriously .... some of these questions are for municipal planners not the general population
Seems to be dealt with well
seem to have a good grasp of this area, with good comms around it.
See comment on fire escape route being blocked in summer of 2019
Our second way out, if the road is blocked, was been out for over a year, not very comforting
other than a local FD not sure what other services being organized and or prepared for...
ONE WAY IN... NEED ANOTHER WAY OUT IF A FOREST FIRE CLOSES THE ROAD...
Not too sure what it entails.
None to add
None
No
Nice to see KBRD involved in supporting the Covid response.
Need to have a well-prepared response plan. Quick action is required to things like forest fire in the area in light of the damaging forest fire seasons we have had in the last number of years.
Make sure the back roads are grated and bridges back in place so we can escape.
Main secondary exit had bridge down, so no evacuation route, this should be checked by Fire department on regular basis.
Like any other province, the emergency preparedness services are probably well planned out however the public may not be privy to the entire plan for security reasons.
I've never read of any provided by RDKB.
it was nice to see the fire breaks being cut this summer. This is a vibrant, busy community and a forest fire would be devastating. Emergency preparedness is critical.
It was great to see a speedy response with the Covid outbreak
Is there any? How is this information shared with residents?
im a new owner, still getting to know the workings
If there is a major fire I'm not sure how you drive out of the village to safety and what are the emergency routes. I have never been set any kind of instructions of what to do for any kind of emergency as a property owner.
If there are any plans i do not think the community is aware of them
I'd need to know more....
I would like to know more about emergency preparedness services.
I think forest fires present the largest risk to our community and we need to be vigilant in maintaining buffer areas around and within the community.
I have not seen any evidence of this

I have no idea what the emergency preparedness plan is for this area. Only one main road in and out of BW. What would happen if there was a major fire blocking that road? Very poor communication on this or any emergency preparedness services.
I don't know the present level of preparedness. However, forest fire prevention and control are very important to a ski mountain.
I am unaware of any emergency plans
I am pleased with the fire remediation that was done in 2020
I am not familiar with the emergency preparedness services at Big White
Haven't needed it ever...hopefully never will.
Good job handling COVID outbreak
Given the fire risk in the summer, and Big White having only only emergency exit route, this is critically important.
Forest fires need more attention
Fire smart seems good floods not a huge issue
Fire department does an amazing job... love the fire break around the community
Ensuring that Big white is a fire smart community is very important to me.
Critical services for this remote location
Cleaning the forest around the resort was brilliant.
BW relies on Joe Rich and RDCO for Emergencies....where's the funding!?!
As mentioned previously I am greatly concerned about the effects of climate change and the devastation to the Big White community if there was indeed a forest fire there. Those images this past year of the California forest fires and the committees that were destroyed will forever be with me. I am not aware of any emergency preparedness/plans if such immense fires happened in the community and what the plan is if Big White road was closed/inaccessible and people could not evacuate.
appears to be improving with all the logging being done close to the ski hill
all part of the BW fire dept. What do we get for the money?
Again, I doubt that you do anything for Big White. We should be part of the RDCO
Again, I don't know anything about this service
??????????

Q57 Please explain your answer to the previous question.
I enjoy going there for relaxing. A few days a year hopefully
I love Big White. It could be better with a summer park with a flat lawn for sports and games.
We love what BW has to offer recreationall.
Access to healthy outdoor activities, in a mostly uncrowded environment.
aBig White is an awesome place to live and love
Lacking year round resources, security, policing
This place is great if you are only here for the outdoor recreation. Otherwise, it is completely lacking in all the necessities that make this a sustainable, year round community.

Good
Allows us to participate in winter activities we enjoy.
Mainly due to lifestyle and community spirt, but services are very very poor making long term living on mountain very difficult.
More services, summer outdoor trails parks are needed for year round residents. Parking for year round residents could be improved.
Amazing community
It’s a great community
We stay at Big White only during the winter and have been satisfied with all amenities. Not sure what it would be like if I was there year round, or had kids in the school.
The location and community is amazing and simply being in these surrounding provides a great quality of life
Improvements are continuing year by year
Nice surroundings and nature but services are lacking, especially in the non winter season.
It would be vastly improved if big white would relinquish some of their control on the village centre and let some more independent companies start up. Looking at Sun peaks village centre as a great example. Competition breeds quality. Currently we have a bunch of big white owned retail shops and rentals which don’t need to give more than a mediocre service as there is no one else to go to.
Overall it is good. There is a divide in the community between those who work for the resort company and those who hate the resort company (Don't know why they live here)
Its great living here except Big White as a ski resort refuses to work with the community and fight us every step of the way.
X
Love quiet life however, in shoulder season, there are zero resources and it is a fear that we have many who live alone and may need help
Never lived here year round but are planning for full winter seasons as of next year.
We live in a resort community that gives us the opportunity to spend quality time doing what we love.
It is an amazing lifestyle already though making it a year round destination would raise the bar
Looks ugly in summer
I believe we need to have our own postal code noted as Big White - not Beaverdell This would help many tourist arrive at the correct destination. This would definitely assist those who live here to receive parcels and products easier. .
Its good
I think there is a lot of opportunity to develop the community to a year round community. I would love to live at Big White year round, but the lack of services (gym, etc) prevents that from happening
Still work in progress
This year 2020 is a bit ridiculous. Previous years, much more happiness amongst fellow mountaineers. Hopeful for the following years get back to that.
Beautiful setting, but lacking some services, especially policing . Seasonal nature of affordable housing prevents population growth.

We’ve not lived at big white for elongated periods, but when we do visit we find the community to be well organized.
Access to regular services such as banking, postal and affordable groceries are a challenge. There are very few community services in the off season. It is difficult to get around the village in the off season and summer without a vehicle. improved sidewalks, street lighting and crosswalks would greatly improve liveability.
We go there to relax and have fun.
Great place to live during the winter season but big white like to control everything. I would like to open my own business here one day but know it would not be easy as they would do their best to stop it getting off the ground.
It is a good place to live if you don’t expect too much. Residents need to understand they are pretty much in their own and 45 minutes from anything except fire services.
I live a modest life, dont earn much dont spend much, live for being outside and the mountain lifesyle. So for me, i like that i could afford a small apartment and i have generally low cost of living while still having community convenience, but get to live on a mountainside. I know though that if i wanted a family i would have to move on, as i wouldnt be able to afford bigger housing.
I live in a ski and mountain bike resort. What a stupid question.
Could be much better
Exactly how I want it
A
I would like to see more opportunities for 4 season activities at Big White and see the community grow.
For our family and friends this is a local retreat in the winter that allows us to enjoy winter and quality time
They keep the lifts spinning and the grooming done communication to guests should be better
It is safe and quiet and beautiful. It would be nice to have a few more services like a post office or small hardware store or dollar store or an ice cream shop or a second hand shop or an outdoor public pool or a community gym or bike paths for casual bikers or may be a tourist attraction like a luge or a zip line. It was mentioned to me recently that although the residential community has grown, the actual village has not. Build it and they will come.
Having more public access facilities such as a gym, swimming pool, playground, more trails, multi purpose buildings along with ambulance services located here would be extremely helpful in furthering our development into our own community/municipality
So many wonderful people on the mountain! Many wonderful things offered to do.
Very community centered.
We enjoy the use of our property at Big White
We are condo owners at Big White. We really enjoy coming up to the mountain. With that being said, we think it would be beneficial to see some housing development, commercial development and growth of mountain services to appeal to more visitors and to be able to see the mountain grow properly and thrive in future years.
If they could fix the curbing from streets (ie water runoff into properties and as sidewalks) it would be amazing. As it stands all property at risk for flooding, soil erosion etc.

I think the quality of life would be better if there were more year-round services. For example, a post office and better grocery access.
Our water quality has gone down since the road at Snow Pine Way entrance was pulled up in summer 2020 for a new development to connect to services. The hiking trails from Big White used to be better but when biking started hiking took a back seat and one of the best routes to Rhonda lake got taken away. Speeding cars make it scary for my young kids to be out playing, and lack of safe sidewalks means driving our kids to friends houses instead of letting them walk. Many dogs are often off leash and there is a big dog poo problem especially with the snow melt in spring. No bylaw officer means no accountability for owners. We have nowhere to gather as a community, no space to have classes and activities that would help bring the community together and promote wellness
There should be some community centered facilities for example: community center, aquatic center, indoor skating rink etc.
BW is a beautiful resort community that offers a variety of things for families and tourists. There are some things that should be better addressed by the RD - security, emergency services, emergency preparedness, walking trails around the village etc.
I love living here full time because of the community itself, because of the beauty and because I can keep healthy outdoors a good deal of the time even though there isn't much indoor activity we can access.
Great winter getaway
The mountain has the necessary infrastructure to make living there comfortable. However, it is still very much a winter only area. I would like to see a golf course or two nearby and more summer activities.
We need more community recreational services beyond what Big White provide.
I feel safe and secure. There are a few things to do year round.
Happy...and LOVE it here...but if the resort is to grow they need to put money into looking after the humans on the hill.
Big mountain with small community feel.
Everything needed is available. I would highly recommend a park and easier access to the lake.
I am not a full time resident, but very much enjoy the quality of life I am able to enjoy there when I am at our condo
The lack of local ambulance and police is an ongoing concern, as is the size and age of the Medical Clinic. Better user group management both within and outside resort boundaries is needed to avoid further conflict, and the road management ie parking, walking paths, street lighting etc, and the current state and management of the Transfer Station all detract from what is a valuable, vibrant and growing community and resort.
There are no community services provided by Rdkb. Everything provided on the hill is provided by big white ski resort. This is not the most effective use of community resources. Security and ambulance services need to be provided in this community.
I love the natural surroundings and the peace and quiet that BW provides. All the services to live comfortably are available (electricity, plumbing, internet) while still living "remote".

We enjoy skiing and snowboarding
It's a great place to be in the winter. Only a few issues: Snow clearing in Snowpines and Feathertop is very marginal. There needs to be more land put aside to dump the snow. It's fairly ridiculous in Feathertop, for example, that Big White didn't retain any land on that road to pile snow. We had the same issue in Snowpines and it was a huge problem, and still is. The other issue is the market: Is there any way to expand it, and bring down the prices a bit?
Too much dog crap all around and litter in the village especially cig butts from snowshoe sam's smoking area is disgusting
Need the ability to order products to be delivered to residences. As someone who works from home 10+ hours a day, one needs proper delivery. I would also like to see pop up shops that solve a need not real estate offices that take up frontage in the village that could be used for something better.
It’s a great place. Although growing quickly
Basically explained by my previous answers. Walking the road after dark is not particularly safe; RCMP too far away; no on mountain BCAS; I'm not sure of the hours of the Whitefoot Clinic.
Not enough devices for non skiers.
For us, Big White offers us all we knew as skiers, and occasional summer hikes.
Love the peace and quiet up there
Such a family-centred place, which is why we love it
If the loud parties all night, parking issues are not improved it's going to be a disaster, short term rentals in residential neighbourhoods has to be stopped please.
Very safe, well run resort with a high quality of life and balance of services.
Although there is a lot of room for improvement, it appears BW is making effort to continually improve.
Very good sense of community, but difficult to tell what is being done by the resort, vs what is being done by the regional district
in normal years there are more activities available to residents and guests other then just skiing. The mountain needs better amenities in addition to skiing.
Limited access to services
Not enough resources to allow the Community to grow well within a Resort owned and run by a family intent on not allowing other businesses to survive.
Nice neighbours, community feel.
Limited services
The water quality in Snowpines has deteriorated dramatically this year. We have coloured water that we never had before.
The ski track we have used in the past to get to our condo is not well maintained and is slated for development (we'll have to walk much further)
Great environment. Wonderful community of people.
Wonderful resort

Overall, we have had a very good experience owning property and recreating here. We have been BW patrons since the 1980's and always boast it as the best family resort and place to spend time over the winter. BW seems to truly care about the experience of its residents and patrons, and that has continued through the pandemic. Additional comments: - when we visit here in the summer, the weeds (invasive plants) and garbage from construction or left over from winter debris are unsightly and could use more resources. - having access to emergency services, health clinic, etc. are fantastic and have proven to be consistent and valued.
Need more year round amenities to attract summer visitors and reasons for owners to come up in summer
Big White is awesome, love it as a new owner! I would like to see a wider variety of stores, first class spa and restaurants in the village. Some buildings look like they need serious updating. I don't understand why the ski trails lead through the village which is very dangerous. I would feel more comfortable with on-site emergency services. I do wish there was a more extensive hiking trail system from the top. (I didn't understand the previous questions in relation to summer or winter trails?!) I do wish the blue ski trails were bettered marked from the top of the Ridge Express. And the grooming is fantastic. Bus system is great and the daycare are bonuses. Wish the tubing was open because our whole family loved that. I think the staff that work the lifts are very welcoming and friendly which makes a big difference (although I sometimes wish they were a bit more on the ball when lines are long, someone is jamming the line by not getting through the gate and when people aren't wearing masks)! I would move the skating rink so that people could park at the bottom of the gondola.
We love the fresh mountain air and the quality of life generally. However, there is a lot of mischief on the mountain during high capacity season, and there is no recourse within the community to solve it. trouble makers can cause discourse at bay since they know that there is no police presence and that the police will not respond for nuisance issues. This affects the quality of life at Big White and is a serious issue in the community. The police will not drive up to the resort unless there is a serious issue and the trouble makers know this. they take full advantage of this which directly affects families and other more respectful owners/users of the mountain. Big White has that "free for all party" reputation, and that is really sad.
Good
The community in itself is fantastic , the lack of other amenities granted to other small villages/ towns is strikingly sparse. There really is nothing else .
Everything comes at cost plus
Strange relationships of locals and local businesses with big White Ski Resort. Wish there were more options for locals for activities and entrepreneurial ventures
Strong community, lots to do,
The community tends to be transient so sometimes better than other timesi
While there are always improvements, it’s a good quality of life, amenities are good (at least in winter)
great winter ski facilities
Needs to diversify offerings.

Needs significantly more businesses and things to do at night time; needs summer activities too. A TON of potential, with disappointing results. Very very boring after a ski day. We are in our 50's, and wish there was atleast stores to browse in, or more eateries around.
N/a
I wonder about the advantages of becoming a resort municipality? I don’t know enough about the pros and cons and decision making process to make an informed opinion.
I love life at Big White but it needs help to become ayear round community
BW is a good community where people look after each other.
typically there is quite a bit to do in a friendly, family atmosphere.
Love the village. But could be safer to walk the main roads at night
It has enough services to make it a good getaway place
We are part timers on mountain for many years and have seen increased Services offered year round and believe this trend to be a positive one for community
Family friendly
We are here for quality of life... its ok. Glad you are stepping it up on summer activities but need to move the needle on non downhill stuff (snowshoe, groom snowmobile trails ect.)
All the basic necessities are up there, just would like to see more police presence or better security, even off season.
Great for resort related activities. Other basic community infrastructure is lacking. Community Center, health services etc.
Most of the amenities are available on the mountain, groceries, liquor, many restaurants, trails, etc.
It's a beautiful setting. I don't live there full time, so I can't really comment on this. I would say that there's not a lot that would make me WANT to live full time at BW.
Lack of safe walking paths in the community. No crosswalks
A very pleasant place to live, the great outdoors ,close to Kelowna and Okanagan lake and all it has to offer.
.
The village is nice.
Not able to visit at this time
I don't live there. Just tolerate the traffic and the carnage passing by my place.
We used to own a condo there and enjoyed our time on the hill. All important services are provided
There are many aspects of a community that are missing that are normally provided for citizens. Library, parks, trails, community events, etc. These are the responsibility of the entity to which we pay taxes to : RDKB. Not the ski resort.
Winter life on the mountain is very good, but other than that it is below average (but is showing signs of improving).
Again I'm not a resident up there but a nearby resident and frequent traveler. Whats not to enjoy living in the hills. Try to keep that mountain/cabin feel. Keep the escape feeling, once to big the city problems follow

n/a
No
No opinion
Dont live in big white. I am rural. I am worried about the impact to traffic and the highway leading up to hig white. Currently accidents are high. People are drinking at big white and driving home. Hwy is sub standard. If the plans proceed than these impacts will increase while the hwy is not wholly in your district I would like to know how the impacts to the hwy will be addressed.
many services for a small community but most are only during times Big White corporation offers services
Great place for outdoor recreation in the winter.
The overall quality is fantastic but it would be great to have some more conveniences as well. Access to conference and sports facilities, banking, gas and other services would be of benefit to future residents.
I don't spend enough time there to answer
I'm just a property holder
Any outdoor activity is good for your sole and family life.
Active, healthy lifestyle
Great skiing and activities- would be better if there were more year round activities
Pleasant place to spend time. Infrastructure seems to be adequate.
Lots of amenities overall
Love it!
I would like it to be more of an all season resort Nothing stays open in the summer so it’s tough to live there in the summer.
love being part of the community
Safe, secure family mountain, great wifi, lots of activities (normally without COVID). Best way to make the mountain better is summer time activity development - anchored with golf course and other options to generate more year round use.
We love being up at the mountain. It has good, clean water, good sewer, wonderful skiing, and the right amount of retail and restaurants. I'd like to see more summertime recreational services/amenities, and more public amenities such as a park/playground, public washrooms, more family friendly trails that are stroller friendly, and a public outdoor pool or waterpark. I'd also like to see a larger sized grocery store with better priced food. I love the Saturday fireworks, the community skating pond, the live music at Happy Valley, and all the wonderful activities for kids/families (carnival nights, tube park, bonfires, free hot chocolate and popcorn for kids at Happy Valley, etc.) . I appreciate the kids ski school and day care, allowing kids to learn to ski and for adults to be able to ski while their children are being cared for.
Big White has everything I need: restaurants, market, clinic, fire hall, security, good air, water
Fantastic mountain resort with everything one needs.
It's still just a ski hill - not much commercial development.
Very fine place

I use it as a vacation residence and don't need any more services
Our family comes to enjoy the views, skiing, fresh mountain air but most importantly just to gather and spend quality family time.
there are no real choices for amenities in the community and those that are available are expensive for an average family
It's quiet in the summer bustling with fun skiing activity in the winter - exactly what we are seeking.
It would be even better if we had the facility to use the mountain in the summer without getting shouted at by Big White staff. More medical and community facilities would also improve life eg meeting place, facilities for the retired community year round
Winters are excellent (barring COVID issues). Would like to see more summer services provided to encourage more summer usage
A good community atmosphere with residents living on the mountain.
Surrounded by nature and physical activity are important. Some amenities, however, are not available without going to Kelowna.
I generally feel safe (our condo has been broken into and property stolen) and feel the public services are reliable.
My family and I always have a very enjoyable time at Big White.
I don't believe BW needs to be this all encompassing municipality. I think they a done a great job of trying to manage available services while controlling costs.
I like it there
Only live at Big White on weekends but quality of life is good.
Big white is an amazing place to spend our time. We are very fortunate to have this option.
It is a beautiful and well maintained community where we enjoy the outdoors and feel safe.
It’s a group of lost souls looking for a place to call home but BW doesn’t want them. No amenities, too much alcohol consumption. Until RDKB supports the community, it’s a sad place, unfit for year round residents. Tax distribution is unfair and undermines the spirit of the dreamers. It’s deeply depressing.
Very nice community. Would prefer to have more summer and shoulder activities (golf, xcountry biking trails, coffee shop)
Walking paths need to be improved someone is going to get hurt walking on the roads
I don't live here, only come for vacations
There are no services, no recreation and in my opinion, the resort wants it that way as they really don’t want people living on the mountain.
Over all good
The mountain provides excellent winter recreation. There are good business services during the winter which make it feel like a community.
I love love love living at Big White. Been coming here for 21 years and kids grew up here. Owned 3 places at our peak. Very pleased with expansion of summer activities but needs golf course (as promised years ago) to keep us here as full time residents. I seriously believe Big White, with amazing snow and dry summers, could rival Whistler. Hope this happens in my lifeline but in our 60s now.

It is such a wonderful place and little things tend to be overlooked based on this experinece. To me we pay way to much for schools and the fire Dept but understand they are necessary. How an so much be spent on 30 kids in a school?
have owned here for 43 years and lived her in winter for 10. I have seen great progress in all areas, esp during pandemic management...am truly grateful for that. One area for improvement is the occasional sewage odour during the spring. The other bigger one I would like to see is more "NO Idling" signs and a no idling policy with their work vehicles. That is a tough one I know, but the idling that takes place esp. in front of the Whitefoot as people try to keep their car warm while inside doing their purchase or waiting for someone is huge. Every bit helps. A third goal that I would like to see, which is almost impossible, would be the total elimination of fireplaces. When you walk around on a low cloud day, the trapped air from fireplaces...even outdoor ones like At the Woods, is dreadful.
It is really great, and relaxing
It's a wonderful winter resort. Great for recreation.
Could use a bit more commercial/retail.
I think Big White should not have taken the rink/ tubing/ night skiing, etc away this year. I get it... it's a different year for everyone but this can not all be blamed on COVID, that's just an excuse. It also was very concerning for Big White to make a decision to pretty much eliminate ALL rentals without communicating with home owners first. Horrible move. Lost a TON of respect.
We are up on the mountaing apprxomately 60 nights of the year. It is a great get away.
Big White is a small, friendly, family oriented resort which is generally well run. It suits our Australian family needs for winter holidays.
Excellent ski resort.
Feel the mountain has much potential to become much larger than it currently is. We are grateful but still do feel that there are leaps and bounds to comparing it for example to Whistler bc which our family likes to visit even though we own property at Big White. any steps in that direction would definitely help if it could grow in that direction and attract more owners/ residents.
Lack of a rec space to enjoy for those living in the village or snow pines that is not a ski run.
Love Big White, medical office parking lot needs paving and we need more parking in the village.
living in Big White is very pleasant as long as you remember its a Ski hill operator that controls everything and nothing is done just for the benefit of the community and some things are done not for the benefit of communty
It is a great place to get away for everyday life and enjoy the outdoors.
more year round would be nice
There's always room for improvement. It will be better in the future as the mountain gets busier in the summer as well with biking, hiking, coaster, etc... and that will attract more pubs, restaurants, shops, etc....
Good balance of services and cost.
We are not living there all the year. However; when we are there in general the quality of life is good
More shop diversity in the main village and lower village would be good. Soemthing a smaller strip version of Whistler or other mountains. The main comment I get from friends and family is the village is nice, but if you're not going to a restaurant there is nothing to visit or do

nice place more amenity would be good e.g restaurants, hotels
Overall Big White is fantastic. I wish that there was better pedestrian connectivity (sidewalks, more village trails and connections, better lighting, way-finding, etc.). I know it's tough with the amount of snowfall and the abuse snowplows have on improvements like sidewalks but I've been to other ski resort towns and they all have a fantastic pedestrian network. Maybe you should look at expanding the network of magic carpets around the Village! ;)
great ski area
I feel more private business are needed in the community. It's not just about skiing.
Big White needs to be more transparent with what they do and communicate better.
It’s fun in the winter
Resources limited in summer.
need some amenities such as public library access
Living the retirement dream !
The pedestrian connection to the village should be enhanced. If one has to walk along the road it is very unsafe!!and dark!!
Enjoy getting away from town to a healthy environment during winter!
People respect the environment there
Quality of life at Big White is all about the ski hill operator and what they provide as a business. It is the amenity. As owners we all talk about how ridiculous it is that we pay taxes to RDKB with little or no evidence of those dollars being spent back on us. Some of it obviously is but some of it likely is spent on other parts of the RDKB in one form or another. It's a total disconnect. At the very least make us a part of the RDCO where we at least have a chance of benefiting from our tax dollars. It really is bs that our taxes go to the RDKB. Seriously.
It's a ski resort. The services provided are fine. If other services are required, residents can go to a larger center.
Need more year round infrastructure.
Summer still needs to expand, that will make it very good.
As a property owner I feel Big White provides all the necessary amenities for me to live up there on a full time basis.
Excellent lifestyle
We really enjoy spending time up at big white. I would like to see an increased push to have more activities in the summer that are both on mountain as a part of big white and that are part of the regional district, this includes biking, walking and hiking trails.
Due to Covid, we haven't been able to spend any time at BW since purchasing a property there, hence all my responses "Unsure"
Good management and healthy lifestyle
good
We have only owned property there for a month or so.

BIG WHITE CONTOLS SO MUCH OF OUR SERVICES AND REGIONAL DISTRICT IS NOT A MAJOR PLAYER EVEN THOUGH THEY GET ALL OUR TAX REVENUE.... GETTING THINGS DONE LIKE ROAD MAINTENACE IS SO SLOW AND LEFT UNDONE FOR SO LONG.. THE POT HOLES ON PORCUPINE ROAD WERE THERE FOR YEARS UNTIL THE RECENT ROAD RESURFACING... EVEN THEN, THE END OF THE PORCUPINE ROAD WAS STILL LEFT UNDONE... SNOW REMOVAL IN THIS AREA IS SO SLOW... HAMPERS THE FIRE DEPT TURNING AROUND AND NARROWS THE ROAD DANGEROUSLY..
We are new owners, very good impression of a friendly community.
Great community, though would love to see more walking trails. More commercial services.
More information sharing between the resort and the community. Need to work together to build a future
Even though there is much room for improvement, especially as we are totally dependent on Big White Resort for all decisions. It is a beautiful magical place to live with many amazing full time residents. Our visitors from all over the world add something other places don't have, a diverse cultural experience.
I find staying up a Big White for extended periods of time very relaxing and have very little to sorry about....everything I need can be found up there.
This is a lovely place to live in the winter when the resort is open although there are frustrations- no public transport and less than adequate mail services are the main issues. The lack of a gas station or any kind of mechanical services for vehicles is also a huge problem. This could be a thriving year round community with just a bit of love put into it such as the creation of provincial park land with some kind of access. It’s hard for businesses to succeed here. I have tried living here in summer spring and fall and it’s almost impossible with no work or recreational services and barely any shops or restaurants open
Love my time up there
BW meets my needs for skiing, social time (except this COVID year), and quiet summer and winter outdoor enjoyment. I love the environment there.
We are new owners, so it is difficult to gauge quality of life in the COVID era.
The community is great, it just feels like Big White Ski Resort is trying to gain a monopoly and bullies people about trademark issues. They try to claim that the location Big White is not a location but a name trademarked by them. It’s not a nice feeling to be bullied by the biggest company on the hill.
It's an area in transition.
BEAUTIFUL PEACEFUL
Meets my needs for a ski resort
The basic services required are delivered. I was unaware that there are any parks or trails at BW, and thought that they are all part of the commercial resort. I would like better info on what is parks are being foundered by the RDKB and what BW is charging people to use.
I like to ski.

We have been recreational users (skiing) for many years and more recently the development of bike trails are being enjoyed by our family and are increasing in importance. As noted earlier we have become fulltime residents recently, because of the quality of life experience we have enjoyed here. My wife and I are at point in our lives where we can make the choice to locate here and it is the quality of life that has made it so attractive to us. We are enjoying both the skiing but also the non-ski activities available here. We look forward to the outdoor amenities we can enjoy outside the ski season. The development of year-round activities and supporting amenities are really important to us.
You live here for a reason. Lifestyle not making money
The lifestyle that comes with living at Big White in the winter is amazing from the perspective of outdoor recreation (in a normal, non-pandemic year especially). But there are concerns with the distance to police and paramedics in case of emergencies. We'd also like to see improved pedestrian infrastructure developed (e.g. trails, sidewalks), safety provisions (lighted crosswalks), and much needed enforcement of the 30km/hr speed limit on Big White Road from Copper Kettle Lodge through the village. We have nearly been run over trying to cross with young kids at the bottom of the Bullet chair on MULTIPLE occasions, including once by someone driving the Whitefood Medical Clinic vehicle.
Great!
Blessed to have this community in the mountains to enjoy the best Canada has to offer!
Big White is only a short drive from our home in Kelowna and always a pleasant place to spend time while taking part in outdoor activities.
Great place
Need an actual postal code for Big White
Lucky to be able to afford to own property there, surrounded by nature and gorgeous views. Havent explored all there is to do there yet. Big White is great if you like a more quiet atmosphere. But I do wish there was a little more "action" in the village for when I feel like I want more to do. I like to people watch but there isnt a very long village stroll or many patios to sit and hang out in. There isnt any retail at all, which I'd like sometimes. Market has no fresh produce. But BW is great for walking your dog off leash, no traffic, quiet when you want it, hiking, skiing. Its great
Generally pleasant place to live.
overall Big White is pretty good, but can on occasions be and feel isolated from the rest of Kelowna if owners or guests don't have their own transport.
The quality of life would be very good if there were more retail services during off-peak season
We love winter here besides covid restrictions but understand the reasons behind them. We would love more activities for kids (summer parks, golf, mini put course, zip lines, coaster, and pool would be wonderful.) We stayed up here for one summer but ended up going to Kelowna very often and are thinking of purchasing a place in town now as there is more to do.
As belonging to the group property owners that spend the entire winter (5 months plus) Big White is part of our life and future.
relaxiing
A great place to enjoy the snow and summer walks etc.
Great mountain with lots to do. Good people that want to see the area kept in a pristine state.
Love the winter activities and variety

It’s a community mountain. I don’t like the promotion of dog friendly as now we have a mountain full of shit and we the villagers are scrapping with the visitors who basically don’t give a s... where the dogs go.
I own a condo at Big White. I am pleased with skiing in the winter but as I mentioned earlier I am not pleased with how Big White seems to cater to the mountain bikers and not the hikers. There could be many hiking trails developed
I ONLY AM THERE IN THE WINTER TO GO SKIING, SO HARD TO ANSWER
Quality of life is good but could be improved with proper policing and the provision of a community centre offering.
What’s to add.
Nice to have a quite outdoor environment
Lovely mountain environment
We have a great visit each time
Service levels need to be improved as part of the overall growth strategy for the Mountain
My worry is that the community will be overdeveloped with luxury properties, many of which are vacation homes. Big White prides itself on providing a family experience but it seems to be at risk of becoming an exclusive resort like Whistler. That would be a real shame.

Q58 What is your vision for the future of the Big White Mountain community?
hopefully some more lifts and runs
I don't want it to become Whistler. I like the village atmosphere. More summer activities would make year round life more enjoyable.
Keep it affordable and moderate growth. Don't try to be Whistler
Additional summer services and activities.
Resort Municipality
Thriving year round community
To have an actual, thriving community that is not under the control of a single business, so if that business were to fail, there would still be a reason to live here! This pandemic and its economic impact on tourism businesses has shone a direct spotlight on the fragility of this unsustainable dynamic.
We need to create more business for the summer and shoulder season. Once more people are coming to the resort year round then businesses can start to profit up here.
Increased year round outdoor activities. Increased downhill skiable terrain. Increased cross skiing and hiking easily accessible from all areas of the community similar to the structure at Silverstar Mountain
Having a stronger say in tax spend and of the mountain as a mountain resort.
That it will grow and Big white will start working with the community instead of against it. Michael J has been quoted as saying his only priority is his customers. No big white without the year round residents.

More services on the mountain and retail shops.
Would love to have a little downtown village like Sun Peaks
Would love to see Big White grow to become a full season resort
More year round services and facilities. More year round residents.
Community meeting places
Summer season just as strong / successful as the winter season.
Become a municipality. Maybe build some more accommodation along one of the forestry roads. Create a competitive market. Somewhere where people can come and build up a business rather than just work for the companies on the hill for peanuts and leave.
A community that is outdoor sport focused. With high altitude training facilities. A community that is accessible to all. Right now the community isn't great for those with mobility issues
For Big White ski resort to work together to build a beautiful place to live.
Expansions for the resort and increased parking. Perhaps a parking garage
Grow the community. Grow the school to include grade 10-12. This is critical to grow the community! Most move off mountain so kids can attend high school
Would like more mountain biking Hotel options such as Sundance resort in the summer open year round with all the amenities..more restaurants and more grocery and retail store options.
It would be great to see growth of the mountain preceded by upgrades to the roads and services
Additional restaurants, multisports center (pool, fitness...),movie theatre....
Year round rural community
My vision is to see Big White as an amazing community to live - with a pool/community hall/curling rink/ ambulance services / bike trails to ride on without having to be on the mountain. Snowmobile tracks/ quad tracks to use.
Growth
A year round mountain town. With so many people now having an opportunity to work remotely, services that allow residence to live year round would be crucial
Needs to expand the ski experience to compete with other resorts.
Growth (community, resort, small businesses, etc.,) acceptance
Resort towns are often seasonal, but the resort benefits from a stable year round population. An increase in a few services would make it much more livable.
I would love to see more commercial services like a gas station and more outside food and beverage options. Would like to have more summer activities. Indoor community space would be lovely as well.
Year round essential services as listed above. More economic diversity. Affordable housing that is designed for the community up here. Generally people that live in this environment require more space than a small condo with ski storage and a shared parking space. There is very little diversity in the housing market.
More four-season activities.
There is a great sense of community up here but we need to be more than just a ski resort, a full community

Would love to see it have more independence from the the resort company.
A young-professional, old-creative and “outdoor lifestyle” community. A suburb of Kelowna as the city grows up the valley.
More trails more skiing more mountain biking
A more vibrant year round community
More summer activity
A
It would be good to have more retail rather than one of each type of store - one market, one sports store, etc.
Maintain the current quiet style
East peak ski area developed and new housing area. More parking in Happy Valley
That more people will want to live here full time and more people will contribute to its growth and beauty and that more attractions here will bring more people here.
More public access utilities and features for community and visitors to Big White to have access to. Address issues such as parking, lighting, sidewalks, crosswalks.
Expansion of the ski runs
Expansion of summer activities.
I think the district should continue to use tax dollars in conjunction with Big White for the betterment of the community
I would like to see more lifts being built, it would be nice to see a growth of the mountain biking and summer activities, and it would be amazing is more commercial space was able to be offered. Finally, I think it is very important that the site of the Berezan Property Group be purchased by the mountain or a local developer and a proper hotel/ condo/ convention center with amenities be built that would compliment the mountain and make them competitive with other resorts like Whistler and Sun Peaks that have the same facilities. By doing all of this, I think Big White can still maintain it's family friendly and family owned reputation but also attract the type of economic growth.
Make it safer for residents and fix problem areas where roads are right above property (ie sand and soil erosion/curbs etc).
I would like to see Big White Mountain community continue to grow and gain recognition as an independent community
To have more facilities, like a community centre, for classes/workshops/afterschool activities and care. We need a dedicated postal code, more post boxes, a post office! The RCMP need to be present! A strong start program for the littlest kids and to help young families connect up here.
More to do in the community other than skiing. Would be assisted by some of the above facilities.
I think it will continue to expand and will need more basic services.
I would like to see 4 seasons open for use up here. I would also like to see school going to grade 12.
Expanded ski terrain and lifts
It needs to become more year-around.

Community hall/recreation/pool facility is paramount. RCMP presence on the hill. Service station and more store facilities. (The true village experience) Post office.
More businesses and things to do year round.
For it to grow into a year round sustainable safe resort.
More summer activities and more winter activities for those who don't ski...painting class, yoga, cooking class etc
Arts integration is important. It seems very seperated, but it can co-exist perfectly. It is why people who don't ski go to Whistler.
A community which offers a wide array of outdoor recreational pursuits (down hill skiing, cross country skiing, snow shoeing, hiking, biking, walking), and also feels like a place you'd like to just be - to enjoy the views, wander the village, take a ride on the gondola, read a good book, go out for a drink or a good meal.
Something more like Sun Peaks or Jackson Hole, a year round environmentally conscious and state of the art mountain resort community with a healthy & sustainable local economy and an extreme deference for its impact on its biosphere including the wildlife and the watershed, and respect for its high value to outdoor recreation enthusiasts of all kinds.
The Rdkb needs to provide more community services. We pay into a system that does not look after this community.
Hopefully more business services will become available, for the benefit during both the ski season and off season.
Add more lifts
Would love to see the growth happen for the winter activities. More housing, condos, etc.
A cleaner environment
Growth for the summer season, more efficiencies in processes, better and more unique service offerings. Be sure not to let any chains in and be strict on the design of buildings. The new condo proposed at the bottom of Ghost - is not aligned with the ambience of Big White. Change the look of the building to fit with the feel. (I am all about growth and prosperity but do not want it to go the way of Whistler where there is no soul left.)
Year round activities. More mountain biking. Perhaps even golf.
The previous needs to be addressed as well as making Big White a full 4 season community for outdoor activities.
More ski terrain and lifts.
Would not want to see grow much bigger, if at all.
More amenities (gas station, car wash); post office
More activities for kids like swimming in summer and winter is great already!
I would be please to see good quality sustainable growth for all to enjoy and respect. I think the owners/management have done a great job since they purchased the resort 25 years ago. Our family's only complaint which is a big one is the short term rental issue in the residential neighbourhoods.
I do not mind a well-planned expansion so long as the infrastructure and environment can support it.
More of a year round community.

More year round activities, growing access to terrain, diverse activities. Moving towards a resort municipality
Would like to see at least it becoming a 2 season resort community. Presently there really is only the winter season.
I think it needs to be more of a family resort..less partying, no drugs, more amenities for kids. Family friendly.
A healthy vibrant small municipality with services available to all age groups.
More summer activities options. More cross country biking. Lower hiking trails. Disk golf, road hockey, basketball.
Retail and commercial services without the involvement of Big White Resort.
Would like to see more summer activities like there would be at Whistler. Paved biking trails, waterfront activites, golf etc
continued focus on family oriented ski resort. Maintain ski-in/out access. build summer activities -- eg. more and better hiking trails
More summer activities. Shoulder seasons are tough here due to weather / elevation / snow factors, but still, more summer activities can be added, along with options during shoulder seasons.
More year round
Overall, we think BW has grown in a positive way over the last 40 years. Development of the resort infrastructure as well as the community that has taken place has been well planned and has benefited residents and visitors. We appreciate that the footprint has remained relatively concentrated and consistent - meaning that we have similarly sized structures (individual dwelling and condos that are around 4 or 5 stories high) that are spaced out appropriately. A large high-rise would not be consistent with the general theme up here and would not be consistent with past planning. We know BW will continue to grow. Concerns as residents and as a family that cares about the mountain and the environment, we hope that it will continue to grow in a way that mitigates environmental impacts and that takes into consideration things like wildlife, waste management, access to water and sewer treatment, etc. We imagine that more people will opt to spend time up here year round, in which case we hope the investment in the school system and in summer recreational trails will continue. We hope the BW community can also plan with adjacent land managers - i.e., the Province and the RDKB to make sure that interface issues are addressed (ie invasive species, wildfire mitigation, etc.).
Four seasons activities. More year round residents. Rental accommodations available direct to the consumer not controlled by big white
To continue to develop Big White into a world class 4 season resort destination! I would LOVE to see the opening up of the East Peaks and the golf courses...sooner rather than later!!
Continue to grow, expand offerings for winter and summer such as more lifts and trails in winter and more mountain biking trails/access in summer. We love the lift accessed hiking and take advantage of it in summer. But as we grow, we really need better access to police services. That is severely lacking in our community and we are left to fend for ourselves sadly.
Moderate growth

To become a municipality and have more control of where allocated money goes to.
To become a hamlet/ village
More infrastructure- and support plans for safe pedestrian travel
Some new things in the village and better planning. Older buildings in all the prime spots. No central area like most other resorts.
I like the way it continues to grow but I don't want it to get too large. It needs to remain family owned so that the interest of the community is really taken into account in its decision making, not just profit oriented.
Satisfied with current community, but always interested in growth, no specific comments.
more of the same. More retail competition
Grow to include other outdoor activities- capture a wider audience.
Develop by Happy Valley. Use the mountain to its full potential FOR SUMMERS: at the very least, provide something like Revelstoke has.... the roller coaster carts. Hiking and biking is not enough. Or how about a large public pool? A spa? Get the visitors coming year round... win win situation. We drive to Whistler every summer, and wish you'd offer something fun to do in summers. Also, again... develop happy valley. Make it FUN for evenings. The rink is beautiful, you've got tons of land to work with... make it a place not just for children, but adults too. Let us have some fun even to just gather and have coffees, or shop around. It can stay a family resort, but we know so many people selling their places once their kids grow up because there's nothing to do!
More year round amenities - more trails, swimming, etc
A 4 season community, focused on a healthy active lifestyle, that cares about community members in all stages of life.
Make it possible for people to live at the mountain with ambulance, improved mail service and more boxes, sidewalks and more Year round trails. I would love to live at Big White year round but it is not feasible right now
BW needs a community center
year round fun. more trails. more shops. PARKING. how is it that I pay quite a bit in property taxes, yet have no where to park a 2nd car for free?? This is outlandish RDKB!!!
Need a large name hotel to anchor the mountain
I don't know
More of the same, continual offering of more services to grow community
Stay small
finally better questions... create more all season amenities. Trail systems for biking, snowshoeing ...
Hopefully only limited growth as there is a limit to what can be supported up there.
Year round community. Would be open to becoming a resort municipality. Would also be okay with transitioning to CORD rather than KBRD. The community is more connected to COK than Kootenay Boundary
A golf course would be a nice addition for another summer time activity.

I would leave that to better informed people, but maybe informing people MORE often would be a start. The letter for this survey is the FIRST communication we have received about Big White, other than a property tax notice every year (since 2011).
Better infrastructure
Needs to be its own entity.
Fat biking please. Continue the access for snowmobiles to the Graystone.
Continued stable growth without over-development (maintaining character), more year round opportunities for recreation
Don't forget the impact future development may have on the environment and your neighbors.
More trails and summer activities
The property owners at Big White pay a good chunk of tax money to the RDKB each year, and other than street lights, I do not see much that is provided back to us, the tax paying property owners.
More year round activity and population, with greater emphasis on overall economic activity. Would love to see an emphasis on single family homes and more families living on the mountain.
Community not city
n/a
Less vehicles on the highway
Start thinking about the impact BW has on its neighbouring communities and the district that actually supports it!!!!!
I am fine with the growth but the infrastructure leading to big white from kelowna needs to be brought up to standards to accommodate the increased traffic that would be a result of these plans
more access to hiking during off season. More transportation options into and out of town and around the community. No resort transport this season and rumours of it not being continued in earlier years as well. think the region should sponsor some part of it not just big white
Gradual expansion of amenities
A larger town with more services.
I'd like to see it as a true 4 Season resort with year round tourism and the activities that would attract those tourists.
Have more to offer so we would want to spend more time up there.
Right now let’s get rid of covid and start enjoying being a community again.
Grow the mountain with additional lifts and downhill terrain. Grow the village amenities with more shops and eateries. Add to summer activities with cross country mountain bike trails. Golf would not be in my vision, the season is too short and there are lots of courses in the valley.
A year round community
Would love to see it growing into a broader local community. I might live here if it grew just a bit!
More restaurants and a central hub to make it feel more like a village/town
A full year round
Turn it into an all season resort Golf course, water park, zip-lining, better roads, more lit up trails
more services so that you don't have to go to kelowna for as much

Safe, secure family mountain, great wifi, lots of activities (normally without COVID). Best way to make the mountain better is summer time activity development - anchored with golf course and other options to generate more year round use.
A year round community with a base number of full time residents and a large number of vacationers for all seasons. I'd like it to model after Whistler, but with less focus on posh retail and for it to maintain its family friendly focus, which differentiates it from Whistler.
leave it as is, it is quaint which is what I like
Steady improvements and expansion of resort, but not so big it's another Whistler, value the small community feel.
Make it like Sun Peaks. A real village, paved streets, real hotels, shops/restaurants etc. Maybe move the whole village down to Happy Valley?
To continue to improve and expand the winter and summer activities
decrease spending in order to keep taxes down
For it to grow at a sustainable rate of about 3% per year.
Growth, services, amentities
Just enjoying the ride for whatever is becomes.
A thriving community from cradle to grave, good facilities for all, not just based on what a ski resort decides to provide
Some expansion of summer activities and later further expansion of winter activities (more lifts and ski runs, more snow shoe trails).
Growth and prosperity. Residents taking pride in their property upkeep and general appearance. Cleanliness of common areas.
Golf course; expanded mountain biking; ski expansion into East Peak, Black Forest, Gem; increased number of restaurants; better shopping
I hope growth to include a fuel station and proper grocery store.
I envision Big White as the fun quaint mountain community that is as enjoyable to stay in the summer as it is in the winter. I feel it would be a pristine setting for a golf and spa resort type get away. I believe this could be achieve using sustainable and socially responsible practices.
Population growth will continue to add increased use to the facilities at BW. I know they have provisions in the master plan to expand and I hope to see them move in that direction. I hope we can stay competitive with other areas in the region while maintaining our family values and less commercial nature.
Let it grow
Golf course would be a great addition. The village and surrounding areas looking more appealing in the summer months when snow has melted
I would like to see it continue to grow and support the resort.
As more people discover this resort attention will be required to limit the congestion and continue to offer a safe, family friendly resort.
There is no way forward until government works for the people and not just Big White.
Add golf course and more single family homes
Separation from the business and community. More walking paths safety for guest and community members

It is an important hub, where people can have a good work/life balance
A continued rag-tag group of residents with no direction or particular plan. My personal vision of the future is to leave.
Expand on the village - more retail options , small hardware store and more outdoor shops
more of the same. i don't want taxpayer $ to develop recreation. the resort company provides that to those who choose to buy it.
Keep doing what your doing. Love the expansion plans. Expand east peak and more development but not without expanding summer activities. It's VERY expensive paining at big white and paying condo fees finance fees and property tax. Expanding Summer options is a game changer. Biking expansion is a good start. Let's keep some senior here too by at least a nine hole golf course. That would be an amazing next start!!
like to see it as a village similar to Sun Peaks
Continued expansion as it is obviously a huge growing base of users keen to access the outdoors.
Turn in to all year round resort. More provided activities and more terrain accessible for outdoors enthusiasts. Public pool will be nice addition
To be a four seasons recreation opportunity for the central interior residents. But I would also like to see it draw tourists from around the globe.
To grow in a sustainable manner.
Zip Lines, Better Bike Trails to compete with SilverStar, Roller Coaster, Better Night Life and keep attractions open.
More trails and year round activities and services
I would like the summer options expanded to attract more renters in the summer and the village retail / restaurant options increased to enhance the small village atmosphere.
Slight growth of the community.
Comparable to Whister BC would be our future hopes for visions. We have more snow so it would surpass what they have and be above them in ranking.
Add more parks for residents and dog park area.
Good
create real community infrastructure, work with the lift company to grow a sustainable ski
To grow and follow the new master plan up for approval.
to be a more all season destination
More ski lifts to new areas, more shops, pubs etc in the village, better parking areas away from happy valley, more summer activities like mountain coaster, gravity feed go-carts, etc.
Year round small community.
More activities year round and more services locally offered
A lower village which grows to include more hotels and shops, the main village by the top of the gondola to replace the older condo buildings with hotels, more shops, restaurants and local businesses integrated into a ski village... People waiting for lessons while others are shopping at a few More shops or at restaurants
thriving village style resort year round

That Big White would be incorporated into its own Resort Municipality like Whistler. I feel the master plan that was recently submitted to the Province is great vision. As I mentioned above a secondary route in and out of the Village would be fantastic, even if it is for emergency purposes only. I'm not if it is as simple as an overall building scheme but it would be great if planning was more cohesive. Big White has such a long history of ad-hoc development dependent on the swings of the real estate cycle and a developer willing to take the risk.
more private businesses
sidewalks, private businesses. Big White Ski Resort has too much control and monopoly
small village feel...not a whistler.
Continue to develop in an organized manner
A large world class resort ASAP.
As it evolves more into a year round resort it needs better landscaping, storm water drains, library access, regular police presence etc.
A true 'community' with facilities for the local, year-round residents.
A community that is safe and healthy and has lots of activity available for families.
More parking in the Village (short term for dinner/shopping etc.)
Continue to grow in a sustained menner
The ski hill is number one - always. Without it we are a bunch of chalets in the woods. Whatever can happen in terms of support and improvement for the ski hill is most important. We've been on the hill since 1973 and have some perspective. We have all been fortunate with the current ownership of the ski hill. They have been excellent owners and operators. However, as the village grows it needs better planning and, most importantly, bylaw control.
A ski resort
A year round resort snd community
Continue developing into more of a 12 month operation
I would like to see Big White continue to grow. I love the resort for lifestyle.
Continuation of the present lifestyle and a return to pre covid policies!
I would like to see more development in the areas of roads, improved accessibility around the village and more outdoor activities including trails for access both on the mountain and in the regional district. Developing a thriving local community would be a nice bonus.
Expand, Expand, Expand!
To continue to grow in environmentally safe manner
4 season resort community. Seek to be whistler.
?
LESS DEPENDENCE ON RENTALS BY OWNERS.... NO RESPECT FOR BUILDINGS THAT COST STRATA'S THOUSANDS TO KEEP UP DUE TO INATTENTION OF RENTERS... PARKING ENHANCEMENTS IS VERY EVIDENT THIS YEAR AND OFTEN CAR OWNERS HAVE NO RESPECT FOR PARKING IN AREAS THAT ARE ON PRIVATE PROPERTY AND NO TOWING SERVICE UP HERE TO DEAL WITH THEM...

I would like to see expanded summertime activities. Ie zip line, mountain coaster like Revy, pickle ball courts, hiking club.
A larger community with more services but without becoming a ‘Whistler’ meaning unaffordable
More services (postal, police, high school, rec center etc). With more services it will become. Year around community
It would be nice to become a resort municipality with outside businesses brought in to make the business community more diverse and competitive.
Year round recreation resort.
Year round resort town where businesses can thrive- recreation land which isn’t restricted by private ownership or logging endeavours, enough services to reduce the need for locals to drive an hour for standard lifestyle chores and security from some kind of adequate police presence
More amenities offered
Not much change....for me anyway...happy to see more ski lifts and ski terrain. More parking of course!
Build more chairlifts to access east peak terrain, expand the village to offer more shops and restaurants, grow summer time activities to make Big White more vibrant in the summer. We enjoyed trips to our cabin in August and September, but other than men biking and a few hiking trails, there wasn’t that much to do (part of that I’m sure is due to Covid).
More local businesses are allowed on the hill, some form of competition in terms of what’s on offer to the community on the hill.
Growing, year round community, and the services needed to sustain that. Increased local representation. Increased need for certain building codes or community standards (in some cases, developers have seemingly developed in an improvised way), parking requirements, inter-community movement corridors (ex. routes to get to and from Village, stairwells instead of climbing around buildings, etc), ... Increased understanding of what is 'Big White Resort's obligations, and what is left to 'the Community', ex. parking is a 'thorny' issue that needs addressing in a unified manner.
IT WOULD BE NICE FOR IT TO BECOME A 4 SEASON TOWN WITH FOOD STORE AND BAR/DINING YEAR ROUND
It would be nice if it felt more like a community say like Sun Peaks BW feels like a ski resort while Sun Peaks has a community village feel
Slow, controlled, smart growth that is sustainable for the community. Not Michael J’s pipe dream.
The community needs a community center. This year has truly shown the need at BW for a post office, medical center and just a site where the community can meet. Unless the RDKB stands up and tells BW that a piece of land will be designated for this nothing will happen. BW talks a good story, provides statements to the effect of community development but thats all they do TALK. Once these services are available I would think that more and more people would make BW a location for living all year and fully develop into a year around community.
A year-round place for people to enjoy and experience nature and community. A place where people want to be.

More of a well rounded full time community
A community that is able to grow a bit more in order to support the option for more people to be able to live year round and still have some options for recreation, activities and jobs when the lifts are closed. Other outdoor sports options for the shoulder seasons (cross country biking trails, soccer turf, tennis courts?), community/conference center, library, grocery store, a few more restaurants. We wouldn't want it to become as massive as Whistler, but having a bit more infrastructure than is currently available would be great.
Growing the bike park and continue to offer a great family place for all seasons.
I would love to freeze it just as it is, as more development would really impact the 'feel' I love. I know this is totally unrealistic however.
That Big White Corp. continues to expand skiing, snow shoeing, cross country skiing, hiking, and biking facilities.....also restaurants and shops.
World class resort paved walking loop around village and more commercial retail outdoor swimming pool or lake
Community Hall. Commercial space for business. Walking paths between the snow pines, happy valley etc. In the summer more gentrification of road sides. Walking paths.
Would love to have more to do in a larger village. Would like more retail shops and small businesses. A little pet store, fresh market, post office/pharmacy, clothing store, a gift shop with cool, unique items. How about some music festivals with bigger name bands so it attracts more people up to the mountain in summer. Definitely need more patio restaurants; people watching and socializing is so important. Id like to see big white have more of a village stroll like whistler but just not as big. But it would definitely attract more people in the summer which means more rental business and more restaurant/retail business, plus locals and home owners would have more places to walk to and spend money at. Golf course, casino maybe...
Careful expansion keeping it a smaller feel community.
better transport links to and from Kelowna during the day and night. Better retail choices especially grocery provision at an affordable price. Better landscaping and infrastructure for the summer period. The resort does look untidy during the summer months.
for it to become a small town where you could get almost everything needed year-round
A place to live year round. Functioning waterpark, summer activities. Less expensive grocery store perhaps.
Permanent residents increase , with attendant community services .
to come together as one, have a indoor sports facility that can be used all year round
More restaurants and services would be nice as it grows.
Expansion of the east peak ASAP and improve the security, ie police presence on the mountain.
To be its own municipality.
Again, I don’t think more development and more people make for a better atmosphere. Careful planning is needed for this very beautiful mountain.

I know it will continue to grow. I would like to see BW have a vison that includes hiking trails that do not intersect with biking trails , that are well marked so one can clearly see the route and people able to hike from their accomodations.
NOT REALLY SURE, LIKE NATURE PROTECTED
See comment in 57 above.
Best left small, more development can only harm the resources.
do think Big White needs a community centre possibly attached to school
Continued development of housing, amenities and resort infrastructure.
I like the updated plan that Big White is proposing it will move the community towards a multiseason resort
Service Focused and promoted as part of the Big White offer
We have the opportunity to be an attractive, affordable mountain town. I understand the ski hill and DH biking are important for revenue generation, but we must retain natural spaces and ensure we are excellent stewards of the mountain environment. And I would not want it to become an exclusive community for the wealthy.

Q65 If you answered "Growth is too Slow", please explain how you think the community can attract more businesses and economic activity.
Year round opportunity and services. I bought a place here and planned on living here year round but found the reality of that unrealistic
Year round draw
Year round community.
Year round activities to allow businesses to flourish beyond the ski season.
Wider audience- different services.
We need to have a larger year round population that could support sustainable economic activity, not just during the ski season.
We need an anchor hotel to expand tourism
Very difficult when land use is decided through the MDA.
Too much control by BW on who can start a business and if you want business you need to be in bed with BW
This is challenging, but I think primarily by offering lower-cost year-round housing for staff and employees.
There needs to be space allocated to retail/business. There’s no where for anyone to have a business unless it’s run from their home
There needs to be lower rental costs offered for business’ even if subsidies have to be introduced.
There needs to be a push for businesses to open up that offer activities that are not seasonal. This would create a resort that can attract guests all year round and give more work to the local population. This would then mean that big white is a more attractive place to live full time. And also increase the use of the hotels and restaurants up here. The best options that I hear getting thrown around are- indoor climbing gym, indoor ice hockey rink and pool, axe throwing(and other stag party/hen party/ staff party sports).

There is a need for more commercial spaces for this to happen.
there are very few amenities, restaurants or shops...more of a village community feel would benefit the area
The village area is underdeveloped and the limited summer activity makes it near impossible to attract more businesses.
The summer season needs to be expanded rapidly with more attractions and draws. Parks and things other than mountain biking should be the focus. Business will come with opportunity but currently there's too little to do May through November to have a very profitable business.
The resort does well with families and Aussie tourists in winter but "better" restaurants, spas etc. need a larger base of visitors, with disposable income for dining and entertainment. To get more of these people Big White needs to make it easy to get there, offer more year-around activities and cater to a more affluent segment.
The new 60 year plan is a good way to attract investment.
The hotel at the bottom of the ridge is such an eye sore and such a needed amenity. The developer should be required to proceed with completion or clear the land to its original state.
The focus should be on attracting more full time residence by providing services needed to people
The current retail standard for food is very poor
Stores are currently owned and controlled by BWSR. Need more stores, competition in groceries ski products and clothing etc.
Small work spaces for rental, having areas for businesses to work from that are not directly related to skiing. With covid working from home is growing having ways to get people to live in big white and work remotely would be good.
Simply needs to be open and vibrant 365 days a year. Businesses can't survive with only 4-5 month season. The beginning of mountain biking is a good start.
RENTAL SPACE IS CONTROLED SO MUCH BY BIG WHITE.. MORE RETAIL SPACE BY OTHERS IS NEEDED
reduce their rent
Put in more commercial space. It seems like Big White resort owns almost all of the commercial space. There is also a huge surplus of buyers and little new inventory of affordable recreation properties. More units=more people=more businesses. Mixed use condo buildings would be great.
Provide more options.
Provide business with a district to develop in that has parking at a reasonable cost.
Provide additional summer activities
opening up land to accommodate business growth and expansion
Open up Big Whites monopoly. Tims, Star Bucks,
Offering more essential services
Offer more summer and fall activities, which will attract more visits and make it viable for businesses to remain open during summer and fall.
Offer incentives to grow the year round population and retail
Not enough "all season" activities to encourage any economic growth. I would not invest in business here yet... (I currently employ over 1400 ppl in hospitality & health care). Need all season
Need to increase the year round resident population to support more retail services.

Need reasons for families to make this a year round home. And, this community cannot be controlled by just one business, particularly land use.
Need more summer activities, must be very hard for businesses to survive a short season with uncertain employee base.
Most businesses on the mountain are owned by big white ski resort. There needs to be more privately owned businesses.
More year round facilities, recreation and businesses.
More year round events.
More support from the resort - less suppression
More summer activity options and facilities
More space is needed in village for business
More retail space in the village for "take away" type food services. Perhaps some more retail...
More options for land or building lease in close proximity, without having to go through BWSR.
More emphasis on a year round recreational destination would allow more businesses to be viable on the mountain.
More emphasis on 4 season destination
More commercial space , some commercial/light Industrial units and storage.
More attractive for year round visitors and residents
More activities needed for non skiers or skiers on day off, recovery...
More accommodations More parking Keep Businesses open all season Open more attractions during the summer Better shuttle and bus service Offer shuttles/guided tours into Kelowna
More 12 month/year operations. A golf course would go a long way towards this IMO (I don't realy play golf, but good addition to the MTN biking)
Many businesses are bound to lease property from big white resort, if they control the land, they control the types of businesses that can open on their land. Having private businesses creates competition and ups the game for all businesses. IE retail... it’s all Resort run.
Many business are restricted by not having access to clients - due to lack of accessible and affordable places for businesses.
Make more commercial industrial land for sale within big white community
Lower rent for non corporate/snall business owners
Lower cost to lease space Incentives to open new business
Less involvement from Big White Resort.

Larger exposure to international markets: Australia, NZ, Europe. Ideally direct flights to Kelowna, once/twice a week, packages vacations. More visitors would result in need of additional businesses/visitor facilities
It's hard being a seasonal resort. With an increase in summer activity it will take care of it's self. I see small retail spaces being included in future development as long as it is profitable for developers to build it will be all good. I don't want government getting involved in business.
It's a bit of a "chicken and egg situation", it would be good to see some expansion of supporting businesses but for that to happen there needs to be some growth in the full-time population on the hill. Continued emphasis on the "multi-season" activities should help bring the economic activity to the hill that can attract businesses to locate here. There probably needs to be some focus provide some retail and other services area(s) where businesses could locate and create a hub of activity.
It’s almost impossible for private businesses to thrive and operate. Too much disconnect between BW and community
It is very difficult for any small business to start with limited locations and super high rent on mountain
It is difficult for business to expand and grow as big white resort drives this as they have the monopoly of land ownership and even strata ownership. They drive all decisions, a very smart business plan on their side, frustrating fir those who would luv to work and live up here.
It cant in a Monopoly situation
Infrastructure for food trucks to set up easily, lower heating/power rates to build the market for these food trucks, areas of ground where markers can set up during busy times of year. Kind of like Christmas markets in Europe.
Independent businesses that aren't controlled by Big White Ski Resort. It seems like Big White either owns the business or controls the lease.
Increased marketing of the opertunities
Increase in year round use of facilities and outdoor options so that visitor numbers increase and are spread throughout the year. This will make businesses more viable. More social options / facilities for longer term residents to foster community social networks. P
In order to encourage more businesses there needs to be more people living here when the lifts are closed. It's a bit cyclical in that more jobs are needed in order for more people to be drawn to live here. But also having more infrastructure with activities and things to do that are independent and able to run without the ski lifts running (e.g. golf, tennis, soccer turf, cross country biking trails) when the lifts are closed would really help
Improve services, add more commercial space (second village at Happy Valley and provide incentives.
If the ski resort didn’t scare businesses from other places or resorts off the hill. More welcoming on behalf of the resort.
If land could be purchased for busines (non BW) use and development it would help growth. Currently is is all about BW so it is hard for small business outside of corp BW
Id like to see more investment in amenity

I wonder if the owners keep too much control on land and business? And, if so, are they financially limited in how fast they can grow? Or, is their vision status quo?
I think town designation will help to establish Big White businesses outside of the main resort. Space for business to operate. For trades, this would be an industrial area and a centralised shopping area near the village rather than one-off retail locations under condo buildings, these very rarely succeed.
I think the only way you attract more businesses is be increasing the amount of housing and population of the resort. You don't necessarily need year-round residents. Increasing the winter population by 25% would create opportunities for more restaurants, and the expansion of other businesses.
I think that the resort probably charges an arm and a leg for people to start businesses up their. I'm not sure what their % take is but I'm Sure it's high
I think that increased initiatives to bring in other businesses and programs to support varied businesses would be helpful.
I mentioned quite a bit in a previous question. Need a larger village with more retail shops, services and patio restaurants. Then more paved and unpaved trails/sidewalks leading to the village, like a village stroll. More patios and live band outdoor venues in the summer would attract more people, who would spend on retail, food, accommodation, biking, horse back riding. In winter, people on vacation like to spend money so have a hair and nail salon. Have way more RMTs (registered massage therapists) available in the winter, as people have these covered by their benefits and would pay to have this service come to their accommodation. I could go on and on. Think Whistler but not as big...quiet is nice once in a while too but BW definitely needs more action.
I know of many people who have proposed new businesses and then felt they had been pushed out by the resort.
I have heard that rents are quite high and, being seasonal, likely puts a lot of small businesses off.
I believe businesses are often too scared to start up because they know big white only wants things done their way and if that business isnt to big whites liking they will do everything they can to get them out of the way.
I believe big white has done a good job of keeping up with balancing residential growth, current retail growth and new housing And ski capacity. It's very unfortunate however, that sUch an amazing place to live is so under utilized in summer with lack of activities and opportunities. Kudos for the good start but a very long way to go before more residential growth will sustain demand without creating a more full season or at least winter summer resort activists before more occupancy and new housing is considered
I am not fully up to speed of what BWSR controls and what is or isn't allowed to operate. But from what I am hearing from others BWSR makes it difficult...
Hire me and I'll tell you. Focus on the need, the produces and services that sustain through recessions, pandemics and emergencies. There are loads of local businesses that are serving through a FB page notification. Better websites, opportunities to showcase their goods and services, remove the real estate office in prime village location, enable businesses to to advertise strategically yet cleanly. Eg. the population of dogs here in Big White - a small shop or even a tent with toys, collars, food etc. would take off. A kitchen store, a bakery. At the moment the village is disjointed you need to bring it together as a community.
have light industrial units to buy or rent for trade services. Have retail units available for stores.
Growth is OK, but it just seems like there is a lot of turnover for private businesses outside of BWSR. Is there a way to support existing businesses?

Grow mountain into year round destination. Invest in trails outside the mountain to attract the XC bike community like revelstoke does.
Getting to be a multiseason resort
Get Big White Corp to allow competing retail outlets like at Sun Peaks
Extended seasons, diversity in activities attracting more people To the mountain.
Explained above: so much potential!!! Could become a world class resort, but it will never be unless major development takes place
Expansion of off season facilities and attractions
expanded village and pleasure areas would attract day visitors and vacationers for sure. Options are low for variety of interests.
Everything seems controlled by the resort. I don't believe it is easy for businesses to set up if outside of resort control.
Encourage more tax incentives, reduce property taxes, bring in Natural Gas services
don't have owners of big white squeeze them out
Difficult question, there is definitely a need to attract more retail and business to B White. More all year round activities are needed to attract people away from Kelowna and surrounding areas. Golf maybe some how, better and more mountain biking, trails, music and other festivals.
Develop year round activities.
Creating commercial areas for business to operate from
Create more of a village which would be a destination for even non-skiers.
Continue to build the summer business so it's a true 4 seasons resort, and totally rebuild the village so it's more like Sun Peaks.
By removing the resort’s restrictions on competing business.
By providing services that a community needs.
By being more open and willing to think outside the box. Also getting some land available from BW to facilitate new businesses such as an IT park, get some cheaper facilities ie getting chains (eg: A&W Tim Hortons)up here for food outlets, a hotel chain, which would also provide more summer employment, for families that may want to move here. Same for independent businesses, get rid of the monopoly of a ski report for all year round activities
BW can allow independent businesses to find and keep their niche, without replicating it themselves. I find it so disheartening when a business folds. It is also lack of commercial space in village centre that does not lend to the ease of setting up a new and viable business
Businesses are not centrally located and prime real estate is dominated by the resort, making it difficult for businesses to survive.
Build a function junction industrial area
Bring some attractions to the hill. I mentioned a luge or a zip line or car show or music - lots of live music, possibly an arcade or skateboard park or an outdoor pool or waterpark or local fruit and vegetable stands, or outdoor Saturday market with local residents selling their homemade trinkets or community dances.

Big White restricts growth: ie; applied for and received a license for a pot shop only to sit on it. They don't want it on "their" hill, so they will just sit on it. They've done the same with real estate.
Big White needs to stop being a company town and let other retail operate
Big white needs help, especially in their marketing department. Why is big white busier in the winter than in the summer? Yes it started as a ski resort, but it's no longer just a ski resort. It's a full time resort and needs to be treated as so. Work with the current businesses and restaurants that are in the community to promote certain things like contests, give-a-ways, etc., to not only attract more customers but to grow and attract more businesses. Nothing worse thAn having too many businesses and not enough clients and customers...
Big White need to stop buying up potential retail space just to prevent other businesses from starting up. We need to create a more competitive environment for new businesses to be able to compete against the select few people on the mountain who have essentially a monopoly on certain businesses.
Big White must be more open to allowing businesses that they don't own in.
big white monopoly...almost
Big White holds a large monopoly when it comes to buildings and spaces making it hard for small businesses to get space, or keep space due to such high rent prices. Having more ability to publicly annouce your business without being removed from platforms, or with Big White coming up with a similar idea.
Big White has too much control - it feels like an old mining town.
Better infrastructure. No great "shopping" area on the hill. Redesign of village
Allow more popup businesses to start. Provide a community market.
Allow more independent businesses to open up on the mountain. Big white doesnt seem open to this. I think this limits the number of tourists since there are very few shops and restaurants on the mountain. There needs to be more upscale amenities
Allow entrepreneurs reminisced in business, rather than be forced out/bought out by the BW owners
Again, more security/ police, and better infrastructure. Also, a greater variety of businesses, not so dependent upon the resort to draw guests.
Actively attract businesses, create business cases for businesses to start up or expand into BW area.
A better road to the mountain
7 months of the year we are forgotten that we are a community. Can't always drive to Kelowna
2020 (pandemic year aside) there is not enough growth on the mountain.
? RENT CHARGED BY BIG WHITE FOR STORES AND DINING

Q66 If you answered "Growth is too Fast", please explain why you think business/economic growth in the community is too fast.
We don't have the lifts to handle more skiers
Highway leading to big white is already subpar and requires work. Increasing traffic prior to this being done would increase accidents, put strain on the highway and increase traffic control costs when the highway is brought up to standards
BW is getting too big and does not support the communities it impacts and gets the bulk of its business from!

Q67 Are there are any businesses that are missing from the community?
not for me. besides in summer there is usually no grocery store open
Hobbies and games
Retail sector.
It pains me to say this, but it would be nice to have a Tim Hortons. :-)
Chinese food. Laundromat.
Post office, gym, pool, community centre, Retail stores (private from BW), gas station, more privately owned restaurants, storage facility
Health services - dentist, pharmacy, mental health, etc., industrial businesses - car service and repair, gas station etc, retail - hardware, grocery, etc., postal service for shipping and receiving packages, laundromat, personal care services - hair salon, etc., daycare / after school care / programs, professional services - immigration, legal, notary etc., financial services - bank, investment etc., business services - printer, advertising, etc.,
Many see above answer. Plus a mechanic and towing service
Pharmacy, Garage, trades.
Tech Growth business, non aligned resort business to grow a community that is independent form the resort so can support community growth in the longer term.
Post office
Animal day care. Storage sheds urgently needed.
Nice chain hotels like Sandman, Coast, Sheraton, Hilton, Ramada or more upscale like Fairmont or Four Seasons
Fitness center, post office
Luxury hotel - not just condos. A real village like sun peaks that is walkable would have been amazing, but it’s too late now.
Post office
Recreational activities.
Gyms. A convenience store in snow pines. Gas station. Independent rental shop.
A Doctor's office
Appliance repairmen, more plumbers (we have one)
Postal service. Groceries, Hairdresser, Bank, car rental, Physio, chiropractic
Postal outlet, movie theatre, fitness gym, library, pool or rec centre
Pharmacy, post office and delivery services such as Amazon and online shopping services and more retail choices.
Bakery, pharmacy
Apres ski activities: clubs, shows
Post office
A gas station
Full grocery store. Lcbo. Pharmacy (lonfon drugs)

A true grocery store Gym
Gym/ yoga studio/ art studio/ bigger medical clinic
See above answer, start treating and marketing big white as a full time resort and offer full time amenities, and even offer an exclusive hotel/building (similar (but not) to sparkling hill) that gives people an experience other than the mountain. Yes it's a resort but there is a huge market that loves to go to the resort without skiing at the resort.
Many businesses that are currently offered only by the resort could be offered by the community.
Gas station, hardware store or general store, picnic area with shelter and washroom, parking.
Physio/chiro/mental health services Diversity in dining and retail options seperate to the resort Gas station
Post office
Many people would like a canabis store but i have heard that big white have blocked that from happening.
Post office
Car mechanic, diy store, dentist,
All
Hardware store
More summer activities. RCMP
A
Services that support repairs and maintenance for buildings at Big White.
no as it is a regular commuting distance to Kelowna
Laundry, long term parking, gas station, public gym, taxi/uber,
Maybe a fast food or food trucks or hardware store
Gym
Need more restaurants and retail
Need more comprehensive health services.
Unsure
fitness and recreation (I know the yoga studio exists and also personal training) but it could be expanded, other types of eco-tourism, as of right now the brewery has been shut down
No.
Post office
Affordable grocery store, restaurants open year round, post office
Bakery, other retail shops not owned by Big White.
Bakery. I hope the brewery comes back after the building is repaired. Retail shops not owned by Big White (although this likely requires more growth to support it)
Post Office for sure.

Gas station
Good restaurants.
Filling station/garage. Decent grocery store. Post office.
community centre
It all depends on what BW wants to be when it grows up
cooking classes, wine bar and appies that are affordable,
Many folks accompany skiers on trips and there are few entertainment options available. Bookstore or library; arts center or community centre; bowling or pretty much anything that opens up entertainment options for non-winter sports. The lake provides a lot of options in the summer...
local artisan/craft
Many. More food and take out, coffee shops & bistros, art galleries, large health and wellness day spa, all licensed, and a butcher/grocer with seafood.
See above
Gas station, car wash, self storage, more food & drink options
No
More casual cafe type options. There is also an opportunity to expand winter sports. Think drammatically enhanced snowmobiling, ice fishing, etc, etc.
unsure
See above.
Unsure
No sure at this time...
Fast service food. Activities beyond skiing.
Not for us.
Postal, dental, paramedical
Handicrafts, kids things like games, craft supplies. Activity offerings like locked room or pottery painting, paint nights etc...
Fitness Center
With online shopping and the relative close proximity of Kelowna we seem well-served. On my list would be a supermarket and hardware store.
Essential services
Full size liquor store, conference centre
need services for individuals who don't want to ski. We have yoga classes that are expensive and inconsistent. There is no movie theatre or community meeting place in the after hours.
Fitness center Coffee shops Deli Hair salon Chiropractor Church (not United)
Gas Station, Storage, Recreation, Grocery store, Pet store,

Coffee shop, bowling alley, mini golf, Zip line, mountain coaster,
Gas station Pharmacy Retail shops independant from Big White Resort
Indoor recreation
don't know
More Retail Options. Hardware, clothing, additional food / grocery, as the population expands.
Pickle ball
Pharmacy
More restaurants. Golf course. Casino. Concert bowl. Dirt bike trails More mountain bike trails
Shops other than for just ski stuff.
Also barber/hair dresser unit though small and available during the peak seasons. Take away "food to go" options that aren't just pizza. IE: Sushi, BBQ etc...
Unsure
Gas station , post office , bank , gym
Auto Service/ Gas station, Year round doctors, Convention co-ordinator,
Pharmacy, post office, storage facility
Marijuana distributer. Small hardware store or section
Bakery, butcher, hair salon
Many, trips to Kelowna are required weekly.
no
Gym, para-medical, indoor family entertainment
tons
General store
Post office, pharmacy, hair salon,
Too many to list... pharmacy, post office,
Community health care. Post Office. Gym. Counselling services.
affordable daycare, dog daycare. I think some sort of an indoor kids play centre would be fantastic and would be a draw for tourists
Grocery stores and more restaurants
Don't know
Community building or rec facility would aid in the health of the population therefore some form of community rec services would be beneficial
Candy store
hummm.... I can't fairly answer this as I don't come up in the summer. That may change now that biking has been added

Maybe a handyman connection type of business. It's super difficult to get someone up there to do any sort of trades work or minor repairs.
Health services. Grocery store could be improved
Indoor pickle ball.
No, but the existing ones could be enhanced.
Bakery, pharmacy, post office
Post office
Physical & natural therapies, counselling,
No
Unsure
No
Unsure
Fuel.
Market demands will dictate... not for me to say.
Feels accommodating as is
n/a
No
Security
Unsure
retail, many of the restaurants are looking to sell with owners retiring so concerns for the future
No
Gas station, banking, clothing, independent sporting goods, more family-friendly service activities
dk
bike repair shop, not just rentals.
Cannabis
Think mini-Vail for the village offering.
Chiropractor RMT
Ethnic/oriental food, bakery, esthetics/hair salon, thrift/consignment/second hand store (esp. for used ski/bike clothing/equipment)
More coffee bars; pubs/cafes, bakery
Ramen noodles, golf course, zip line. Things to keep the area going in the summer. Year round resort = year round business = true expansion

Golf course Sushi restaurant Gym Rec centre Shuttle and bus service Zip lining Water park Events/concerts Hot springs
more restaurants and grocery options
Summer activities (especially golf course) Pool / playground / community medical / more food options
Golf. Ties to the wine industry - satellite tastings rooms/retail or bus tours to local wineries.
pharmacy, physio, x-ray
Bakery
More variety of restaurants. Maybe a bike shop.
Massage/spa services, retail gift and clothing stores
none
No
fuel station, post office, drug/pharmacy, convenience store, fast food service,
Unsure
Any business not related to winter sport but also businesses Communities are used to, opticians, dentists, post office, pharmacy, library, retail shops selling eg: underwear swimsuits, non ski and bike clothing
Retail, gas station
Gas station, Swim pool, Children's activity centre, hockey area/gymnasium
Grocery store, pharmacy, hardware store, appliance/furniture store
Larger grocery store and gas station
My family visits Big White for recreation purposes only at this time. We love the community and would like to see the community grow to a place we could enjoy similar amenities on a year round basis as we do in the winter.
Business is driven by profits and you need sufficient traffic to support those business. I think market demands should drive expansion.
Sauna
Golf Course
Not at this time but more would be appreciated
Bakery
Silly question. Big White is the business. A few restaurants and cleaning companies and baby sitters are the only businesses, so of course their are businesses missing.

Pharmacy, golf course, year round coffee shop, dentist, optometrist, sushi restaurant, bbq restaurant, Indian restaurant, Thai, bakery, butcher shop
Pharmacy
no idea
It’s exactly the way the resort wants it.
Hardware store , local gallery (art) for retail purchase
no
Pharmacy
Hardware store, gas station and small eateries like Subway etc.
Bakery
Dental, pharmacy, full size grocery store,
No - it has everything we need for a family get away.
back country ski tours independent of BW, other businesses independent of BW
More Grocery, lunch & coffee and reasonably priced liquor store
Pharmacy
Dentist / pharmacy.
No
eg. compare to Whistler's businesses. feel the grocery store could be improved
Alternative health service and healing modalities. RMT, holistic health, physio.
Gym, dog sitting, golf, rec center.
Any business not directly owned and needed by the lift company for their benefit. ie its needed to complete a ski vacation. All other services and businesses have nowhere to operate from. What those businesses are would be discovered by making spaces available for entrepreneurs to rent and see if they can sucsceed.
Gas station, another grocery store.
shops, boutiques, restaurants, ice cream parlour, gallery of local talent, maybe movie theater, what makes a village
Movie theatre room, bigger reasonable grocery store, could have a library room where people give a book, take a book.....
Can't immediately think of any -= but driving and hour to Home Depot gets on my nerves!
More restaurants, bakery, pharmacy
More diverse shops, retail outlets, variety of restaurants, etc.
nicer hotels
Spa (I think there used to be one?). Night Club(s). Franchise's that people recognize (I know this is controversial up there but international tourists find comfort in brands that they know). Hotel. I'd love to own a cannabis store up there! ;)
retail shops

Bike Rentals, Independent ski store, Independent Food and Beverage. Events center that could be rented or have concerts besides the VCM
hardware store
Maybe a gas station.
A micro brewery. A good coffee shop. Bakery. Zip lines.
pharmacy and supermarket
Lottery Sales, Cannabis Sales, Courier/Delivery
Movie theatre, children's indoor climbing/play area
???????
More restaurant options / not solely owned by NW
fuel, towing
No
Dollar store
Spa (massage, etc), more cozy coffee shops, public gym (even privately owned)
As demand increases for businesses this will look after itself
No
more summer programs/businesses. Also a physiotherapy clinic.
Unsure, haven't spent enough time there yet in recent years to know other than to go snowboarding
Pharmacy
Local ski/snowboard manufacturer
?
DRUG STORE,, GOOD GROCERY STORE, BAKERY,
Hair dresser, dog groomer, dog daycare
More affordable groceries with better selection. More retailers for shoppers (tourists). Sun peaks village is an example in terms of tourist shops
PRIVATE retail and more private owned restaurants. Also physio, massage, other medical services. Maybe more than one doctor? A hair salon?
Wellness, holistic health, meeting places for business retreats, post office, gym, retail, gas station
Unsure
Mechanics, hardware store, ethnically diverse culinary offerings, post office, thrift shop
dental, massage, workout
No
Perhaps a golf course, although I’m not sure how viable that is given the short amount of time the ground isn’t covered with snow. An expanded grocery store (the current store does a great job for the tiny space they’re in but a bigger location would be nice). A bakery with store front offering fresh breads, pastries, and excellent coffees and espresso drinks (not a Starbucks, but something more European). Expand mtn biking and add more hiking trails.

Bakery, Independent ski/board shop, independent ski school
Anything that reduces the need to make 'trips to town', and increases the ability to get things delivered there. It may take a collective/co-op approach in the short term, at the very least. i.e. instead of having '100 people driving to town' every day ... 'General'/hardware store. Spray and wash. 'Junk removal', for renovations , etc. i.e. 'replace dishwasher' doesn't mean hours worth of driving around Food trucks. A way to get grocery prices down, and selection up.
YEAR ROUND GROCERY AND DINING/BAR
Gym available to public
Don’t know what the market demands year round
Post office Medical clinic
No suggestions at the moment
Year round opportunity for the ones that are here. But need people for that. Veteran Auto shop Rec centre Post office
Bank, bigger grocery store, physiotherapist (licensed!), hair dresser, child care/daycare
No
Not from my perspective
No
Commercial and retail of any kind
No,
Retail shops offering unique gifts, kitchen stuff, kids stuff, pet stuff, clothes, accessories, etc. Hair and nail salon. More registered massage therapists! People have benefits that cover RMTs but you need to have lots available all winter that will come to someones accommodation. People on vacation like to spend money! Also need way more patio restaurants. Think of whistler and how many patios they operate year round. People like to sit and people watch and hear music and socialize. This means they spend money!!! Both visitors and locals like to do this...year round!!!
Unsure
More Clothing and equipment, more grocery, entertainment facilities.
Postal counter. More fullsome grocery
Post office,

A gymnasium , that residents need not drive to kelowna.
Storage facility for bikes, camping facility
Not sure
Probably a full time Bakery
More/better coffee choices. Fitness facilities
No
A few ethnic restaurants but that may come.
BOOK STORE
Cant think of any
No
Bakery
Competition in general to the Big White Resort monopoly
Hardware store Gas station
Supermarket rather than convivence store as currently offered
unsure

Q68 If the tourism industry was not Big White Mountain's sole economic focus, what could the main industry be?
i don't think anything but tourism can survive up there
Because of its location, it can only be recreation
nothing
Business meeting resort destination?
lumber
Tourism
Technology incubation, remote working destination, food processing, sports training, outdoor education, biotech.
Nothing we are kinda all in on tourism
Forestry
Tech and lifestyle Industries.
Recreation
Unsure
No other
Big White only exists because of tourism, so I don't see the relevance of this
Service
retreats, business retreats, small conventions,
Nothing, it won't exist.

I feel it would struggle to find a niche outside of tourism. Which is why we need to create competition.
Tourism is the main focus.....
Nothing that's what we're all here for. Without the ski resort we wouldn't live here.
Twiddling thumbs
Recreation
Recreation.
Not sure
Corporate retreats.
Recreation
There would not be anything
Film
Marijuana production Brewery
Good question!? Little late to change now. Build a hockey arena?
Mountain biking in summer Skiing/snowboarding/snowmobiling in winter.
Forestry and non timber forest products. Artisan products.
Tourism.
Great question
We have no idea. Don’t want to see widescale development of another industry.
I couldn't see any other option. They rely so heavily on tourists and have suffered this year with covid
No idea.
Thats the question! Why else is Big White here? There is no other reason
None
Logging
No idea
A
I think tourism will always be the focus for Big White.
there is no obvious alternative
Training??????
I can't think of anything else except the tourism industry.
unsure
Not sure
Retail and dining.
Unsure
Service, hospitality and recreation

More focus on eco-tourism and take advantage of the access to “backcountry” in both summer and winter.
logging
Unsure
An indoor ice rink could lead to a demand for a summer hockey school/camp.
Tourism is my first choice along with recreation. There was some discussion about a hockey camp to enhance tourism in the summer. I would support this.
Creating a viable community.
Has to be tourism
Tourism is the right focus but add to the variety. Look at Whistler for zip lining, guided fishing, canoe and rafting trips, lots of cycling styles and golfing.
technology sector.
outdoor recreation for Kelowna residents.
People...the main industry should be people and families
conventions for other industries, CE,
Art. It would be very easy to co-exist with summer art retreats, whether it be music, visual arts, dance, pretty much anything. Kelowna is building their arts amenities quite a lot at the moment and would complement Big White well.
I don't think there would be an industry if not tourism
Recreation, and health & wellness. As well as tourism, why either or?!
Other recreation. Bowling, public swimming pool, trampoline gym, water ski lake.
Unsure
Unsure
unsure.
unsure
Technology. Now that FB, Microsoft, Google etc. have all implemented a WFA you could attract tech workers here, however you would need to up the fiber abilities.
Outdoor recreation for locals and nearby residents
Good Question?
Conservation.
None
Not sure
Eco, Conservation, Kids camps
The resort would be closed if BW didn't existing in my opinion
I’m not sure. Perhaps a hub for technology and cultural activities? But enjoying and respecting the outdoors is a great focus.

Resort type get always. Conferences. Mental health rest area.
Forest management
there would not be Big White if there was no tourism industry
Conference center for professionals
Recreation
Nothing
Forestry
no idea
don't know
Recreation adventure.
Hiking ?
Not sure
High altitude training facility
Good question. I do think Big White could be better for tourism industry by developing summer activities and creating a village/town that becomes a destination onto itself.
The main industry is tourism. But you can build a vibrant community around that. Especially with the introduction and development of the summer business model. I truly hope that they continue to expand that offering to create a more "summer/winter" resort. Also, more ski terrain. Lastly, I really hope that Big White remains an independent operation and does not affiliate with any of the multi-resort pass networks.
Unsure
Pretty tough one as it only exists as a ski/mountain resort
Technology- online
Environment, fine arts creation and sales
Dumb question. Skiing/mountain use is purely tourism. I cannot even think of 1 thing.
Don't know
I doubt there would be one. Tourism for skiing, biking and hiking are the sole attractions
Weird question, like if my dog was not a pet, what would it be?
eco-adventure
Beautiful place to LIVE
Work from home enterpreneur
I think it will always be tourism
Forest, wellness
Not sure
nil. without tourists BW won't make enough revenue. almost all my short term booking requests are from Vancouver area.
Not sure if anything else would be it

Don't know
No idea, unless recreation is considered different from tourism
Entertainment
??? Understand Tourism. That's the answer.
let's face it, up there Tourism is the only focus.
High altitude athlete development.
Forestry
It has to be tourism, what else is there? Be realistic.
Sport training?
It is a ski and biking resort. that's it. A mountain ideally suited to it.
Environmental conservation/education, habitat regeneration,
Nothing
Unsure
Not sure
Unsure
Sports training facilities (ie summer hockey schools)
As a resort location, there really is no viable alternative. If not for tourism, it would likely be limited to logging & alternative resource extraction activities.
Location like that would only support tourism, logging or mining....
n/a
No
Nothing...leave our forests alone!
None
arts community
Sorry, I have no magic answer for this question.
I do not think the area would thrive any industry besides tourism. That said, it is still close enough to Kelowna to house satellite families.
dk
Don't know
Hiking, biking, cross country skiing.
Nothing
Logging
I think tourism will always be the main industry.
Restaurants?
Health and wellness

Lifestyle Outdoor activities Health and wellness Yoga Meditation
?
Mountain retreat / training center. also could play up the wine industry more but definitely make it a golf destination like whistler.
This is a great question. Very thought provoking. Perhaps a focus on business space, conference facilities and tax breaks for tech companies, maybe with a specific focus on BC Clean Tech. People could also work remotely provided they have access to strong/uninterrupted communication signals and power.
arts and crafts, wilderness exploration
not sure
conventions if it had a convention facility.
Not sure
it should only be tourism
No comment
development and construction
With remote work opportunities increasing, it could be a wonderful place to promote remote at-home offices + wilderness living to increase connection with nature in a very digital world. This would certainly increase a need for more basic services like increased grocery stores options, drugstores, expansion of walk-in clinic.
IT park, art work, people working from home, Wellbeing
Without significant growth the current year round population, can't see anything other than tourism/recreation that could survive and be sustainable
Local population recreational playground.
Unsure
Outdoor and indoor recreation and arts
Not sure.
Tourism should be our focus. I would hate to see logging are mining become a focus.
Recreation
Not sure
I don't think the community is viable without the resort
Health and wellness.... How about adding an adult racer program....
Brilliant question! Without BW, you’re left with nothing. So, you have to please them first. That’s what makes it a difficult place to live. It’s a one horse town.
Unsure
Remote working

wilderness. Whole point of Big White was and is tourism, otherwise revert to planting trees and let go back to nature and dismantle all buildings
Local skiing as it is this winter.
Recreational trails / outdoor education center
none
Since Covid has people working from home and more and more enjoying the work life balance big white offers during the pandemic, other than tourism, I would say big white could offer a great opportunity for tech services that currently do not exist.
It is the main industry
no idea
Educational, camps and outdoor schools
I feel that with its climate and the high altitude environment, it's sole focus should be a recreation area. There needs to some permanent residents to service the recreation industry, but I would be disappointed to see large scale development and a push to grow the permanent resident population. I don't want to see Big White turn into Whistler. People from the coast love Big White because of it's friendly low - key vibe.
education
Logging? Not sure. I think tourism should be the ONLY focus
not sure
Conferences, sport training, outdoor survival training. NOT Casino
N/a
unsure
Sustainable outdoor recreation.
Retirement town, sooo beautiful up there!
Education, wellness, remote working, adventure tours.
only tourism
the mountain is the attraction, but beyond skiing....biking, hiking, tennis, golf, outdoor ed
I think Big White could expand on tourism ideas, like summer fishing guides, coasters/ gravity go-carts etc... but it is a resort destination so that means tourism only... Some people are working from the mountain over the internet that creates cyber business from the mountain.
Remote workers (like me!)
Don’t know
That really isn't possible
hard to know
It has to be the sole focus.Look to any model resort town from Whistler to Breckinridge, Telluride to Aspen. It all started with recreation tourism and the growth in the local economy spun off from there.
unknown
not sure
not sure what anyone could do as not allowed to be anywhere else

There would be nothing
Farmers markets.
no idea
Retirement Resort
Environmental research- working with the university and college and hosting conferences and workshops
???????
Tourism is it !
What a stupid question. The tourism industry and anything related to the ski hill is the only reason for Big White to exist. If the ski hill went away tomorrow then obviously so would the need for the community go away.
It is a ski resort, tourism is the main focus.
Unsure
Tourism - not sure I see anything else that makes sense without natural resource exploitation
Further develop recreational activities for the locals to support.
It would always be tourism oriented
not sure.
Tourism
Recreational lifestyle
recreation
?
SUMMER ACTIVES SUCH AS A RV SITE TO BE DONE WITH THE BIKING AND HIKING CROWD
Retreats, corporate events
No idea!
Industry? Really?
Environmental, government, holistic health
Unsure
I think recreation and tourism is the way to go, it just needs to be more year round and varied
unknown
Outdoor activities. Low environmental impact
Year round leisure activities for locals (from Penticton to Vernon).
Mountain Biking, professional snow sports camps
Good question. I am not sure there is one answer, ex. 'logging', or something, or 'technology'. More likely, it is that a growing community adds a service, that necessitates the need for the next service, and so on.

TOURISM
Nothing - it wouldn't exist
Don’t know.
Hiking
Forest industry support of services comes to mind. There is forestry activity in the area, perhaps making provision for supporting services, closer to the activity could make sense. It would mean creating some type of industrial area in an appropriate area keeping that kind activity away from the recreational activities and residential areas.
Eco learning. Adventure school Build a indoor and outdoor pool and training centre, track and field, (A sports centre). High altitude training Fire fighters training zone
Outdoor recreation, health and wellness...but I guess that's still pretty heavily tied to tourism.
Not sure
No suggestion
No idea
Tech, wind power and indigenous museum
Tourism is the main focus, it needs for year round business and infrastructure for local business to grow
Everything I think of leads back to tourism....
Outdoor activity
difficult to answer this one. I'm not sure if there is another viable option.
n/a
Unsure.
As now BW is and should remain winter and summer activity for the Okanagon.
what a daft question
Not sure, maybe remote conference center with additional summer services and activities.
Possibly set up an area for Conferences and Training in a Mountain environment. Ecological management training possibly .
Recreation
College for Forestry education and protection.
No idea
NO COMMENT
If the tourism industry is not the economic focus, I cant see what else could be.
Who came up with this question
There wouldn't be a resort
Not much
Mosquito research in the summers

Residential and Golf
don't know

Q74 If you own property at Big White Mountain and it is not used as a primary residence, why did you choose to purchase an additional property on Big White Mountain in particular?
winter ski condo for weekends and holidays
Winter recreation plus we plan on moving full time in the next five years.
Winter and summer activities. Family investment
We would like to 'seasonally' semi-retire there, (summer and winter months) or live there eventually with a full time 'hobby job'. Until then, we bought a property to rent out/visit ourselves
We want to be able to spend time on a mountain that has a good range of difficulty levels for all skiers in the winter. As we get closer to retirement, we will increase the time there until we retire and then spend the full winter at Big White. Big White is also close to Kelowna and the Okanagan wine region with good restaurants and interesting bike trails.
We spend all weekends and breaks here in the winter and sometimes spend larger chunks of time in the winter. It's great owning the property and leaving all of our winter gear up here. Sometimes visit in summer.
We owned a condo in Whistler, and needed a bigger space. Given the cost of a bigger place in Whistler and 6.5 hour drive (each way) we decided it made more sense to sell Whistler and buy Big White. A mountain getaway for us is an important part of our lifestyle.
We owned 3 properties at big white priory to Covid. We started small but now have our dream home. We had to sell our investment properties due to covid. We Are strong advocates of big white And being a valued citizen and community partner. We just wish we could live here year round. Need more summer activities but very much value the opportunity to participate in this survey.
We mostly wanted it for our own personal use, but rent it out for Christmas, New Years and March break to help pay for it. We wanted our kid to have access to a different way of life that is more integrated with being outside.
We love this resort!! So far, the improvements have been well received and have increased the value in the whole resort. We love the variety of outdoor activities available....fun for the whole family, even the non skiers.
We love being at BW for the winter. Great mountain, great family atmosphere.
WE LIVE ON VANCOUVER ISLAND AND SPEND 5 MONTHS AT BIG WHITE AND 7 ON THE ISLAND
We live in Kelowna and spend a lot of time at big white. So we purchased a property there for our family and friends to enjoy
We live here for the winter now that we are retired, skiing most every day. We bought years ago and watched our kids grow up skiing most every weekend during winters when they were young
We live close by and the condo is used by our whole family for recreational purposes.
We like the mountain and have long term relationships with friends
We have holidayed at Big White from the UK for over 10 years, and the Canadian people and Big White workers and owners are the friendliest we have had the pleasure of meeting. The resort is safe

family friendly and not too big as to be impersonal. The resort is excellent for snow and winter activities.
we have a second residence that is a rental (either short term or seasonal...we do both). Other property is our home away from home and we use it all year long.
We go up so often on the weekends during ski season that we wanted to build equity, since we were spending money to stay up there in the first place. And prices were cheap when we bought.
We enjoy the winter recreation
We enjoy skiing and the outdoors with our family
we enjoy living on the hill during the winter to ski, snow shoe etc
We are a family of avid skiers who use our property for recreation during the winter and in addition rent it out for 2 to 3 weeks to short term renters
Wanted good ski in/out.
Walking distance to village and cost of property
To spend more time there
To ski
To rent it out short term and use it as a recreation property when not rented. I would like to live full time at Big White in the next 5-10 years
To live at BW during the off season and to eventually retire at BW
to have a place to stay while vacationing and skiing
To have a place on the mountain
TO BE ABLE TO STAY ON THE MOUNTAIN DURING SKI SEASON
The ski resort.
The people are friendly
The mountain
The family friendly atmosphere, great skiing, wonderful extras provided by the resort such as fireworks, live music at Happy Valley. We also have a number of friends who vacation at Big White, making a minim community for ourselves. We also love that there are enough restaurants, but not too many to make it overwhelming, like it is at Whistler. I think Big White could use a little more in the way of commercial/retails stores, but should not be as retail focused as Whistler. A local spa and local satellite wine tasting rooms from local wineries would be nice.
Son works on mountain in winter
Something to do in the winter
Soemwhere I want to spend significant time at in the future once better developed. Whistler is too expensive, and don't really like Sun Peaks. For now we rent as much as we can and use it in the interstitial periods, but can see spending entire winters up there eventually.
snow conditions
Skiing.
Skiing with the family at a great mountain close to Kelowna.
Skiing ⛷⛷ I've skied at BW for over 50 years

Skiing
Ski-in/Ski-out, relatively easy to get to from Ontario
Ski resort
Ski in, ski out luxury accomadations
ski hill
Short term rental investment Personal recreation
see 71.
Seasonal recreation
Seasonal recreation
Retirement for winter season and perhaps other seasons if more was ordered.
Rental pool income and ability to use units myself periodically. Investment.
Rental investment
Recreational skiing and great snow, good Okanagan location and income generating accommodation
Recreational ...skiing, hiking
Recreational
Recreation, investment
Recreation and future residence
Recreation
Recreation
recreation
recreation
recreation
Purchased for winter activities - skiing
Proximity to Kelowna, and the snow conditions - but mountain needs to grow
Proximity to Kelowna and great skiing.
Proximity to kelowna
Primary residence was the initial intent. Lack of community and health services put us back in kelowna.
Possible future full time residence, part winter residence and limited short term rental.
Personal recreation for our family, to ski and snowboard and enjoy other winter activities. We also enjoy using the property occasionally in the summer for hiking as a family. I mountain bike. We have enjoyed the the summer activities in the past when they have been offered. We also choose to rent out our condo when we are not using it to help pay for the expenses of running it and our mortgage.
Personal recreation & lifestyle
passion for skiing, passion for family play together
Outdoor recreation, proximity to family that resided in Kelowna

Our kids are involved with the ski club. It’s close to kelowna so an easy location to get to for weekend getaways.
Only own 1
NICE SKI MTN
nice place
na
N/A
N/A
N/a
My wife and children primarily live at Big White throughout the winter, but I am there on a part-time basis as I need to work out of Kelowna.
My son worked at the Big White Wine and Beer store when it first opened and stayed for 2 years. It was cheaper to own than rent.
My parents bought a condo here in the 1970's and the family has been coming here summer and winter for decades. I bought this property to keep it in the family. We have had many happy times here.
My father bought a unit in tamarack in 1987, I've been at big white Every winter since I was 6, buying and building at feathertop was a natural expansion
My family wants to visit Bog White occasionally for recreation and vacation. To help afford the property, we rent it out on a short term basis.
My family loves Big White and we purchased a property there as a long term investment and a legacy to leave our children for years to come.
Michael J
Love winter sports with the family
Love to ski here
Love the skiiing and friendly atmosphere here. Great winter recreation for us and extended family.
Love the ski season. Looking forward to biking and hiking
love the resort
Love the resort
Love the mountains and small communities
love the mountain, prefer to have a place to stay instead of having to rent, pay towards equity instead of into the landlord's pocket
Love the income opportunity and chance to stay there during off season
Love skiing for my family from Alberta
Love for skiing
Lots were affordable at the time we were looking for a rec property. The drive from the lower mainland is just long enough, not too long. And BW is close enough to the lake in Kelowna if you want a beach day. Big White lets us be able to walk our dog off leash without running into too many people. And then the skiing is amazing of course.
location to Kelowna. Elevation of the ski hill. Really like big white as a ski community.

Location and ski in ski out accommodation - you can't get what we have in Banff
location
Local access to world-class outdoor activities. And to build family memories.
Living on-mountain, 'recreation from your doorstep'. At one time, at least, it was great value. Prices have since exploded. I am not sure Big White has the development mix for future needs, ex. parking, a house with a 'rental suite' / simply a better mix of real estate options ...
Like the mountain for skiing
Lifestyle, health and recreation.
Lifestyle
Lifestyle
Keep active during winters, hoping it expands to summer activities too
I've been skiing here since the '70s
Its the snow...
It's the snow!!
Its our version of a 'cottage'. When we arrive at our property at Big White, all our worries and stress melts away. We come to our property not only to enjoy the resort when its operating but to "get away" from everything else and relax. We are always at our property when we are not working. It is our retreat and we find peace and contentment when we are there.
It's a great resort and close to Kelowna, where I live.
It's a great place for us to come in the winter with our family and friends.
It was more affordable than Whistler and more conducive to family life with young children.
It is our retirement home for the ski season
It is our main ski mountain and it is close to our primary residence in Kelowna
It is our family get away. We use it all year round.
It has a great return on investment, while also allowing us to use it as we enjoy the resort and are season passholders. Plus as a pet owner it is easier to own than rent and board our pet. Owning vacation rentals, while with their downsides, provide us with a bit more piece of mind than the current residential tenancy act.
Investment opportunity to rent to big white staff or extra space for my family members.
investment opportunity
Investment opportunities Opportunity to live there full-time in my future
Investment for future
Investment and rental oppertunity
Investment
Investment
Investment

Investment
investment
Investment
Investment
Income potential vs cost, emotional connection to big white, proximity to YLW
Income
I wanted to have a place on the mountain as I love skiing in winter and hiking in the summer. My place is small so I would not live there full time
I wanted ski in ski out and not deal with the Gondola
I live in one place and rent the other to subsidize my life
I live in Kelowna and enjoy the winter lifestyle for my family.
I like the skiing. The snow is good and the mountain is far less crowded than Whistler/Blackcomb.
I had a business there and I love to ski
I did not
I can't work full time at BW
I believe managed properly there is an opportunity for year round growth which would make my property for valuable
I am a property developer and builder and have been a property owner at Big White since the mid 1980’s
Have skied here since the early 70's, and now I am retired and can enjoy more than weekends up here!
Have skied at BW since 1970. Opportunity for purchase came along and we bought a condo for out last years of skiing.
Have rented seasonally here for 10 years
Growth potential of Okanagan Valley
Great skiing.
Great place to enjoy our passion for skiing and outdoors activities.
for the recreation ability
For recreation opportunities near the city of Kelowna
For recreation for our own family, but renting it short term when we are not using it helps to pay the bills.
For investment and some personal use
For family use and rental use.
For access to ski hill
Family to ski
family summer/winter recreation. we do not vacation anywhere else...just access the mountain all year for our recreation and getaway. Have a family of 8 and everyone loves it but wishes it were more and larger and more developed.
Family recreation

Family quality of life. Something to do in the winter to get away from town in Kelowna.
Family and Long Term Investment
diversify income stream.
Determined to ski out the pandemic.
Convenience for skiing at BW
Closest ski hill to Kelowna
Closest hill to home in kelowna. Great hill, good family spot
Close to primary residence
close to Kelowna, good for skiing and family recreation
Close to Kelowna and for recreation use- primarily at this time in the winter.
CLose to home. Love to be outdoors
Close proximity to our home in Kelowna. We stay up here for the winter season.
children live in Kelowna, love of skiing
Cheap to buy
best skiing in the interior of BC
Best family resort
Because of how close it is to Kelowna and that it has the best snow in the Okanagan.
Because I grew up skiing at Bigwhite
Because i enjoy living at Big White, both in Winter and summer.
Because big white is a fantastic family ski resort
At the time, the bike park was opening and we saw this as a great investment property with access to family fun
as an investment
Affordability of ski in ski out property
Access to the resort in summer and winter
Access to mountain on regular basis and our second home.
Access ease cost compared to other resorts Prime ski conditions
A good value purchase enabling me to come to Big White to ski for long periods.
A good family ski area
A beautiful location for my family to use and visit.
75% of our family skis and it it close to Kelowna where our primary residence is

Q76: If you answered, “a) Yes” to the previous question, please indicate when you intend to make Big White Mountain your primary residence.
Within 10 years
When there’s actually any draw to living here year round
When summer activists are expanded.

When services improve.
When I no longer need to work and can ski full time.
We are primary residents now.
Unsure at this time
unsure and dependent upon additional services such as health and recreation being available
Unsure
Unfortunately its not up to us, its up to the Canadian government if they would except us as residents. Not too confident but will use our property as much as possible as visitors if we can't reside in Big White.
Primary residence
Pharmacy , healthcare facility, more retail and grocery options . Post office and delivery company service, rental car company.
Not until kids are grown at minimum (8 yrs)
Next 4-5 years
Live here now.
its likely that we will make it our primary residence when we retire. but we are at least 15 years away from that. Still, its a goal.
it will be our primary residence, winter only, once i retire within the next 10years.
It is, I couldn’t skip the question
It is my primary residence
It is
It is
In the next several years
In the next 5 years.
In the next 5 years
In retirement, many years away.
In a few years’ time
In 5 to 10 years.
Ideally starting in 2025
I do live in Big White
I do already. It wouldn’t let me leave the question blank
I already am but that wasn’t an option
Have always wanted to live in a mountain community
Depending on how the summers develop, we plan to spend a minimum of our winters there when the home is paid off and our children finish school. If there summer services don't develop enough, we will stay in Kelowna where there is the hot weather and lake.
Big white is my primary residence
Before 2030.

As soon as there are appropriate services available. My biggest gap is no access to a gym and the only grocery store is a small market with insanely high prices
As soon as possible. Within the next year even, hopefully ... although there's a lot of headwinds against that ...
Approximately in five years.
already my primary residence
Already have as of September 2020.
5-10 years as a semi-retirement
5 years
5 to 10 years from now.
10-15 years
~5 - 10 years

Q77: If you answered, “b) No,”, to the previous question, please explain your answer.
Would rather have principle residence in Kelowna
Work is the primary factor, followed by general services and size of community. We live in Kelowna and like living in a larger community.
Work in Kelowna and would not commute every day - too long.
Work in Kelowna and Big White condo isn't big enough for full-time family home for our household
Work in Kelowna
Winter only
While there are people that might believe that BW is a great place for a fulltime residence, I am not one of them. Effective municipalities need to rely on neighboring municipalities to cover some of the essential services. This is especially true in the areas of policing, fire/EMS and healthcare. Trying to support such efforts on a small tax base like BW would either elevate the taxing levels to a detrimental level, provide substandard services or both. BW has a great master plan, but they are far from reaching that vision. Expansion needs to come on the vision and risk/reward of the private sector and not on the backs of the tax payer.
We work in Kelowna
We will probably continue to have a home somewhere else. Currently our home is in Ontario.
We use our property as a recreation base for winter activities. We travel to other places outside of winter.
We share the residence with another family, so can’t access it full time.
We love big white and would like to spend more and more time up there over the years, however will likely call Kelowna home.
We live in Kelowna full-time, so not likely to live at BW. We will come up during the summer when there are events.
We live in Kelowna area and come to BW for winter sports.

WE LIVE IN A PARADISE ON VANCOUVER ISLAND FOR 7 MONTHS.. WE DO NOT TRAVEL AND ENJOY SKING IN WINTER... SO WE HAVE BEEN HERE OF 45 PLUS YEARS
We live full-time in Kelowna, in a house. To have a comparable property at Big White would be currently unaffordable.
We live and work in Kelowna
We have a primary residence in Kelowna that we are happy with.
We have a primary residence at big white and a small rental unit that’s too small for our family to live in
We have a home in kelowna, work in kelowna.
We have a family business in Winnipeg.
We both work in Kelowna and do not intend to relocate our jobs
We are retired and enjoy summer activities like boating, biking, tennis and golf in Kelowna.
We are leaving Big White
We aim to spend more time at big white every year but it likely never be a permanent residence just seasonal.
US citizens
Unsure on the direction of the hill and in this mail order age I can not get the shopping delivered. Can not fill up on fuel after a fishing trip
Too small, too many flies
too small of a "town"; too far away from other things to do
Too isolated for me to live there full time.
Too far from city. Not year round. Not enough services, shopping.
To live in a studio condo throughout the year is too small
This is only for recreation. We do like the valley / water sports in the summer.
The mountain is too remote and small for a permanent home.
the condo is small and would not be somewhere we'd want to be full time
The community just lacks "everything" required to make it home. The grocery store is adequate, at best, there are no good restaurants, no medical/dental, no nearby amenities like theatre, sports venues etc. etc.
Summer is spent in Kelowna, golfing, boating etc.
spend summers at cottage
See answer to question #70...and I'm 60 yrs. old and not sure how much longer I'll be able to ski.
see answer to 72
see 72
Recreational property only
Primary Residence in home country.
Prefer to live elsewhere, and enjoy the mountain at times.
Our primary residence is in kelowna
Our home base is kelowna and we use Big White as our vacation property

Once we retire and our kids leave home, we will definitely want to spend more time at Big White (2 or 3 weeks at a time, instead of just weekends), but probably wouldn't move there full-time because Kelowna has lots to offer in the summer that we'd miss if we were full time Big White residents.
Nothing there. No little village or cute downtown
Not interested in living at Big White full time.
Not a Canadian resident
None of your business
no desire to live there full time
no
Live in Kelowna and only wish to have big white as my recreational property
Lack of work The village area is very unattractive once the snow is gone
Lack of facilities at Big White, ie medical, shopping etc.
Lack of 4 season amenities
Kelowna is our home and we are happy living there. Big White would not offer the summer activities and amenities of the larger city
Just recreational property
It's really not liveable in the summer. Once my wife and I retire, we'd like to travel and be close with our kids. Our kids live in Vancouver.
It's not a viable place to live year round. I have multiple compression fractures in my spine, and Big White isn't super accessible.
Its my winter ski place
It's deserted and boring up there outside of ski season. I think very few people live up there that have a choice.
It's for recreation only
It's as seasonal ski operation
it would be to isolated in the non ski season for us
it will be a winter residence but summers are nice in Ontario where our family reside
It was purchased for a recreation property period.
It is to small to be my principal residence. I also love being in kelowna for a majority of the time. I do not enjoy BW in the summer months except to visit for the occasional night
It is not a viable place to raise a young family. There is limited services, education opportunities. Plus its cold. We own in Big White because of winter recreation and have never entertained making it our permanent home.
It is an investment for probably my family to enjoy in the future
It is a winter recreational property while the ski hill is operating. Love it in the winter but would rather be in the valley the rest of the year.
It is a relatively small condo and I my permanent address is in Australia
It is a one season community. Nothing to do the rest of time.
It does not offer enough, it will always be an investment property for us.

I'm a skier - it meets my personal needs in the winter but not other seasons
If we answered Personal Recreation in question 71 why are you asking us this question? We live in Kelowna. This is our ski chalet.
I will own many properties and when I retire I'll reside in each one depending on the season.
I travel. I travel in the winter to warm countries and do like to visit Big White in the off season for a relaxing get away.
I own nearby, not on the mountain
I own a primary residence and a rental unit.
I live in Kelowna
I like in Kelowna
I like access to the city.
I have one full time residence and one that is empty as investment only
I have no desire to live there. too busy, not enough services
I HAVE NO DESIRE TO LIVE ON THE MOUNTAIN FULL TIME
I have a home in Canmore, with friends and family close by and surrounded by mountains that I spend a lot of time in. The Canmore Nordic Centre is world class for skiing and biking. I also have access to health care in Canmore and Calgary.
I enjoy summer recreation choices in the Valley.
I dont own property.
I don't own property there
i don't like the climate once the ski season closes
I do not wish to live here year round. There is nothing to do for 7 months.
I do life full time at big white
I am based overseas
Have a big home in Kelowna, and we just have a studio unit at BW, so too small for full time living....
Happy at home
good as a winter get-away only. Plenty of other things to do in Kelowna, BC & the rest of the world for that matter, in the other 3 seasons
Family live elsewhere
Do not own property
currently still working elsewhere, not sure there would be enough to do all year
Business commitments are in Kelowna, and in the off season the climate in Kelowna is preferable
As of right now, our jobs are in Kelowna. We would not want to commute. At a later date when in retirement living at Big White could be an option.
As noted above. We use Big White as a recreation / vacation destination. Our family visits there many times but we don't want to live there permanently. We absolutely need short term rentals to other vacationers to help us afford the residence.
As I have stated several times, until the short term rental problem has been removed from the residential neighbourhood we would not consider this an option because of the poor quality of life it promotes with all night parties and junk everywhere.

220 square feet is too small to live in full-time

Q78: If you answered, “c) Unsure”, to the previous question, please explain your answer.
Would perhaps make this our primary residence if we decide to downsize.
Work may not permit. We need true fibre internet
Will decide upon retirement.
When we retire we may, but this is a future consideration
When retiring, we may decide to do that.
We've considered living at Big White more permanently as part of our retirement plan, but would like it to have more year round community activities and amenities in order to do so.
We’d like to live at BW full-time during the winter season.
We would live at the mountain full time if possible, but not in our condo (too small). We would likely look to build a new home at a future date.
We would like to, however we are missing a few things to make it work. Mainly opportunities for our kid, access to garden space.
We spend most of the winter up there and enjoy the warmth of the summer in Kelowna.
We might but haven’t decided
We may want to retire there but only live part-time and travel the rest
We may in retirement, even seasonally.
We live here full time at the moment while we build a house in Kelowna. One never knows if this would become our primary residence again
We have considered living there 6 months of year
We are full time residents, the survey wouldn't let me continue without answering the question.
Waiting to see if the community grows or stays the same
Unsure
Thought about it just worried about boredom in off season
This IS our primary residence already...
There is not enough things to do other than ski
There is a possibility, but have not committed yet.
The spring and fall seasons are better in Kelowna
That time is too far in future to know what Big White will offer and what we will desire.
see 69.
Season of life we are currently at
Retirement!
retirement maybe
Retirement in next 5 years. Yet to decide final location.
Proximity to majority of family in Ontario at present
property is too small to live there fulltime, jobs are elsewhere

Possibly in the future if the mountain was to have growth
Possibly at retirement time.
Possible retirement residence
Perhaps in a few years when retirement is an option, it may become our primary residence.
Per previous answer, it IS my primary residence
Our jobs are currently tied to bigger cities and we're not sure if/when we could change that.
Not sure if we want to live there full time when we retire. Will decide when we get to that phase.
not sure if i will be able or want to live full time up there. maybe in the future for 1-2 winters
Not applicable
No idea what the future will bring
Medical Services
Maybe for retirement.
Maybe
Long shoulder seasons with little or no activies
live elsewhere in summer
LIKELY HAVE A HOME IN ARIZONA
Lack of services
kids need to go to school and be close to other family members. could potentially retire there.
Just retired but would be unsure about staying full time at Big White as like the city amenities of Kelowna and the nearness to the lake and great summer weather.
It's likely we'd continue to split time between West Kelowna and Big White, but with more presence up there in the winter for skiing. Maybe more for hiking/camping/golf in the summer when it develops.
It would be difficult to leave family and friends, and move full time to BC/Big White
It is my primary residence
It depends if I can get the infrastructure to support it. More diverse business retail, hospitality etc and the improved internet bandwidth to support working remotely
In the back of my mind is that I might live up here one day and teach, snow host, but still more likely to be my only residence as I'm in the real estate investment business.
I'm not clairvoyant
If there were a few more social things to do off season, maybe move up full time.
I'd love to one day. If/when my career allows
I would never own property up there
I would like to live up on the hill through the winter months but don't know if I could ever just live at Big White all year round
I may want to live there more in the summer and spouse may want to live there more in the future. However for our age group its not feasible (work in Kelowna)
I live here year round
I live at big white the question is not applicable
I dont own at big white. I own on hwy 33

I don’t know what will happen in the future
I do not own at big white but it wouldn't let me not answer. I rent year round for the past 5 years. Hoping to buy in a few years when we can afford it. No affordable housing currently on the mountain
I do consider big white my home
I am already a permanent resident.
Depends on how the community does or does not evolve.
Depends on future growth
Depends on employment
BW needs to clean up their act.. the mountain lacks class and needs to be modeled after a classier resort, less staff that don’t care and are professional, ban drugs and police it on the mountain.
As the resort grows and amenities become more available, it may become our full time residence
as retirees we live here for the winter. There is a Small possibility that in future we would give up Kelowna home and live here full time.
Already Full time resident

Q79: If you answered, “d) Unable to do so,”, to the previous question, please explain your answer.
We own a business in kelowna and don’t want to commute
We have family responsibilities and obligations elsewhere
USA citizen
The property provides a specific use which does not meet my overall lifestyle requirements
Not a citizen
Not a canadian citizen
My career is in Kelowna. I will have some clients at big white but not all of my portfolio (property management)
live in Australia
It’s my primary residence
It is already my primary residence.
it is already my primary residence
I live here? Who writes these stupid surveys?
I live here
I have purchased property in Greenwood to live in
I don't own property.
I don't live there
I do live here full time, there is a mistake in this as it would not let me leave the question blank as it is non applicable
I am an overseas resident. This ski season is the first one we have not been to BW in 22 years due to covid obviously.
I already live here full time 😊

Do not own.

APPENDIX B: VERBATIM STAKEHOLDER WORKSHOP RESPONSES

Managing Agencies

Big White Community

What is your vision for the Big White Mountain Community?

- diversity of businesses
- Accessible transportation to services outside of the community (likely in Kelowna)
- Create a sustainable, year round community
- Relationship with Indigenous partners
- Accessibility for a diversity of community members (ages, backgrounds etc.)
- proactive view to the future by learning from other larger resorts
- economic stability
- Fair business opportunities for all community members
- A connected and vibrant community for all community members development that includes requirements for beautification, park space, art installations etc.
- more businesses open all year round
- Connec with th natur environr
- **COMMUNITY VISION**
- A defined name to identify the mountain community and geographical location
- Side walks
- development that takes environment into account eg. golf course would need a lot of fertilizer and does that make sense when we are headwaters for RDKB
- Other parts of the region are more aware of the community and vitality of the businesses and residential presence
- Seers the RDKB as a valuable regional government that supports residents with services that they request/need.
- a lot of people who choose to live year-round don't often stay longer than 5 years

What challenges do you face with providing services or amenities to the community?

What are some potential solutions to these challenges?

- Having a one company town is an obstacle to moving forward with municipality
- Allow other operators to offer services on controlled rec land like Revelstoke does
- BWSR dominates all businesses because of the trademark and exclusive land use agreement
- Rename the community, work to expunge the trademark.
- Need more community controlled land
- !!! Need a way to purchase land from the resort
- Need status to have more economic growth opportunities
- If we don't qualify for municipality, explore resort association model like silverstar
- Not having a geographical name to identify with from business side
- CHALLENGE
- SOLUTION
- School challenge having kids in our community stay longer within our school program rn losing them to Kelowna
- Online model ?
- Offer schooling to grade 12
- Affordable housing is a challenge
- housing authority? (eg. Whistler)
- staff worker housing
- Difficult to reach some residents with RDKB information at times due to the postal code setup for mail-outs, and the geographic expanse of where residents may live aside from Big White.
- Tourism Society does not support majority of businesses
- All businesses should be offered membership, Tourism society should be a DMO like Whistler, Sun peaks etc
- We are almost solely based in tourism which is very Fragile and that is a huge risk for community sustainability
- We need to explore other economic models that could attract other business - remote workers in other industries etc
- Coordination between the Divisions of Family practice for KB and CO to deliver primary care
- Though Big White is within the RDKB, more connected to services in Kelowna which can cause confusion with jurisdictional coverage which sometimes leads to gaps in service
- Cross-regional district communication - that is, RD to RD to ensure bordering RD's and munis are aware of what each RD is doing.

Do you anticipate expansion of the existing services/amenities that you provide, or addition of new ones, to the community in the future? Please desc

- RD has an existing service & reserve funds with which we can purchase land
- Create Visitor Service Centre at Big White and collaborate with other centres across Boundary
- Area E Economic Development has funds for an Economic Development Manager who has worked across the West Boundary over the lat 6 years
- Create new Recreation Service with shared use agreement with SD51.
- Involve Big White Community with Food Hub work across the Boundary
- There are food security challenges
- School expansion would only happen with more children at school
- As a teacher and community member I'd love to keep the local kids at school and at Big White and will have to hope parents make the case to keep pushing expansion. We have many kids from K-gr 12 that could give us the ☝ to expand
- Community Centre? may be covered elsewhere
- School has the same problem with land related to big white resort
- Not unless we can address the dominant position of BWSR in terms of land etc.
- Increasing opportunity for virtual services - health care etc.
- virtual is great but doesn't always benefit economic sustainability if the local community isn't benefiting
- land sales go to the highest bidder - BWSR. If we don't have land, we can't provide services
- this changes the demographic of the people who choose to live here - not as many year-round residents and therefore services
- Families would stay longer if we attract young families as then we can have smaller class divisions - for most people that's why they move

How can we improve communication amongst and between stakeholders?

- A platform/ website where all info feeds to for community members
- The RDKB has a good online platform in our jointhecconversation site, and there are options for creating forums, ongoing stakeholder discussions and such should the RDKB be needed or asked to support such things. Those dicussions can be open, or restricted to a specific group. Lots of options.
- sometimes we struggle with too much communication funnily enough, between Resort, Chamber, Community and Social Platforms ... confusing
- Like a shared calander/info page
- We need something that clearly shows how the RDKB, BWSR, and Province processes are all connected and how the community can be engaged in each process
- Roadmap of how concurrent engagement processes are or aren't related
- I really appreciate how accessible Vicki is
- We should consider getting back to regular invitations to our representatives to present to our community
- Or that you have reps on Agriculture Adivsory, Food Security & now Food Hub
- Any legal issues that pertain to our community as a whole, has to be bourne by our stakeholders which is very onerous. For example, understanding the legal issues regarding the trademark
- How many people know that there has been a rep from Big White community on Trails to the Boundary Society for 6 years? Currently it's David Webb

Trails plan for connectivity

Agency	What support do you need?
RDKB	Guidance, a voice to balance the resort Lots of communications contact: Lots of communications contact: Lots of communications contact: via social media and other forms of communications widely. Subscribing to our online engagement platform https://jointhecconversation.rdkb.com/
Province	to enable more than just BWSR Same as RDKB, funding Clearer communication about where and how to access services To require competitive economic development as part master plan To address !!! the trademark Should require BWSR to have a formal process for issues raised in community that are BWSR controlled
Ski Resort	Identify land for RDKB to purchase Ski resort tools, resources, staff, dollars first and foremost, never consider the community until last Need to see the win/win, not be so adversarial and anti-competitive → Need to remember that they are a business and think about themselves at the end of the day first Should not be the 'official' voice for our community
Interior Health	Review current medical services and provide road map for requirements depending on growth of comunity Colaborte to create a Community Health Centre on RDKB owned land
Chamber of Commerce	Communicate and engage/encourage business community to get involved
School District	Continuity of service, year round, virtual services for remote learning, quick easy growth and contract during seasons?
	Shared services agreement with RDKB. Can do even before land acquisition

Do you require support from any of the following to ensure that service and amenity provision is effective, efficient, and sustainable? Indicate "Yes" or "No".

Agency	Support Required
RDKB	
Province	
Ski Resort	
Interior Health	
Chamber of Commerce	
School District	

Local Businesses and Residents

Big White Mountain Community

Property Tax Dollars Paid

per $100K of property tax

- Fire Services = $133.44
- Garbage Refuse and Recycling = $47.48
- Security Services = $21.85
- Land Use Planning = $17.45
- Economic Development = $6.18
- Community Grant-in-Aid = $5.98
- Regional Parks & Trails = $5.60
- Building and Plumbing Inspection = $5.32
- 9-1-1 Emergency Communications = $4.08
- Boundary Integrated Watershed = $3.83
- Emergency Preparedness = $3.26
- Street Lighting = $3.12
- Noxious Weed Control = $3.93
- Noise Control = $0.17

Which services are most important to you?

Services that Benefit Big White Only

- Fire Services = $133.44
- Security Services = $21.85
- Street Lighting = $3.12
- Noise Control = $0.17

Services that Benefit all of Area E

- Garbage Refuse and Recycling = $47.48
- Land Use Planning = $17.45
- Economic Development = $6.18
- Community Grant-in-Aid = $5.98
- Regional Parks & Trails = $5.60
- Building and Plumbing Inspection = $5.32
- 9-1-1 Emergency Communications = $4.08
- Noxious Weed Control = $3.93
- Boundary Integrated Watershed = $3.83
- Emergency Preparedness = $3.26

What challenges do you experience with accessing services and amenities?

Provided by the RDKB

- Noise bylaw has never been used - redirect funds to increasing Paladin patrols after hours to enforce
- Non conforming businesses exist with stop work orders / lack of permits and resolution is slow
- Developers dont provide enough parking for their condo buildings
- By-law enforcement
- Actual By-laws
- By-Law enforcement
- RDKB could provide regional parks & trails ✔
- Garbage is Strata dependent not related to property
- Very limited medical emergency response, Fire service has limits
- Municipality/Regional districts often put on activities for their citizens but we don't have anything like that
- RDKB could go to referendum to create a Recreation service
- Overcrowding in buildings ✔
- STR accommodations for private landlords are over capacity

Provided by Big White Ski Resort

- No access without BW permission even out of season
- PARKING!!!!
- Need free access to trails
- Water quality issues
- Questionable infrustructure plumbing , lots of community flooding, pipes burst etc Very high pressures coming into buildings
- Could sell land to RDKB
- Interior Health regulates health & safety standards for infrastructure provision
- MDA makes it very difficult to gain land for alternative business

Provided by Other Agencies

- Lack of RCMP
- RCMP
- RCMP ✔
- Road maintanance issues (hopefully no longer issue moving forward)
- 911 services outsdie Fire
- Many electrical outages due to blown transformers
- Road maintenance has been hit and miss. The paving was a long time coming and so appreciated!

What forms of civic participation and engagement tactics would the community like to partake in?

What challenges do business owners face? What support is needed?

Challenges

- Province through the MDA essentially forces a monopoly
- Attracting tourism industry - not just tourism
- Anti competition behavior by BWSR
- Trademark
- Lack of Tourism Society support
- Trademark of a geographical name
- BW Trademark and rights to be sole operator
- Dominance of BWSR
- BWSR has special convenants on existing commercial space or they are the owner
- SPace to have a business
- lack of commercial / industrial space
- Staff accomodation

Support

- shared land use agreements with BWSR
- Need status, municipal or association or ...
- Gov required representation in making with BWSR planning
- focus on gov initiatives for business devel
- A Strong OCP
- OCP could address broader land uses, like need for commercial, industrial
- Oversight / audit of MRDT tax use
- OCP could address housing issues
- Provincial due diligence of the BWSR MDA e.g. C-Cell out the e.g. C Course
- Balanced leadership from BW
- Oversight of tourism, and limit over representation by Big White
- Anonymity for issues with Big White, RDKB,Province to take lead ... we don't have a voice? Especially business owners

Rank these services and facilities in the order in which you would like to see them provided, with 1 being the first thing you would like to see.

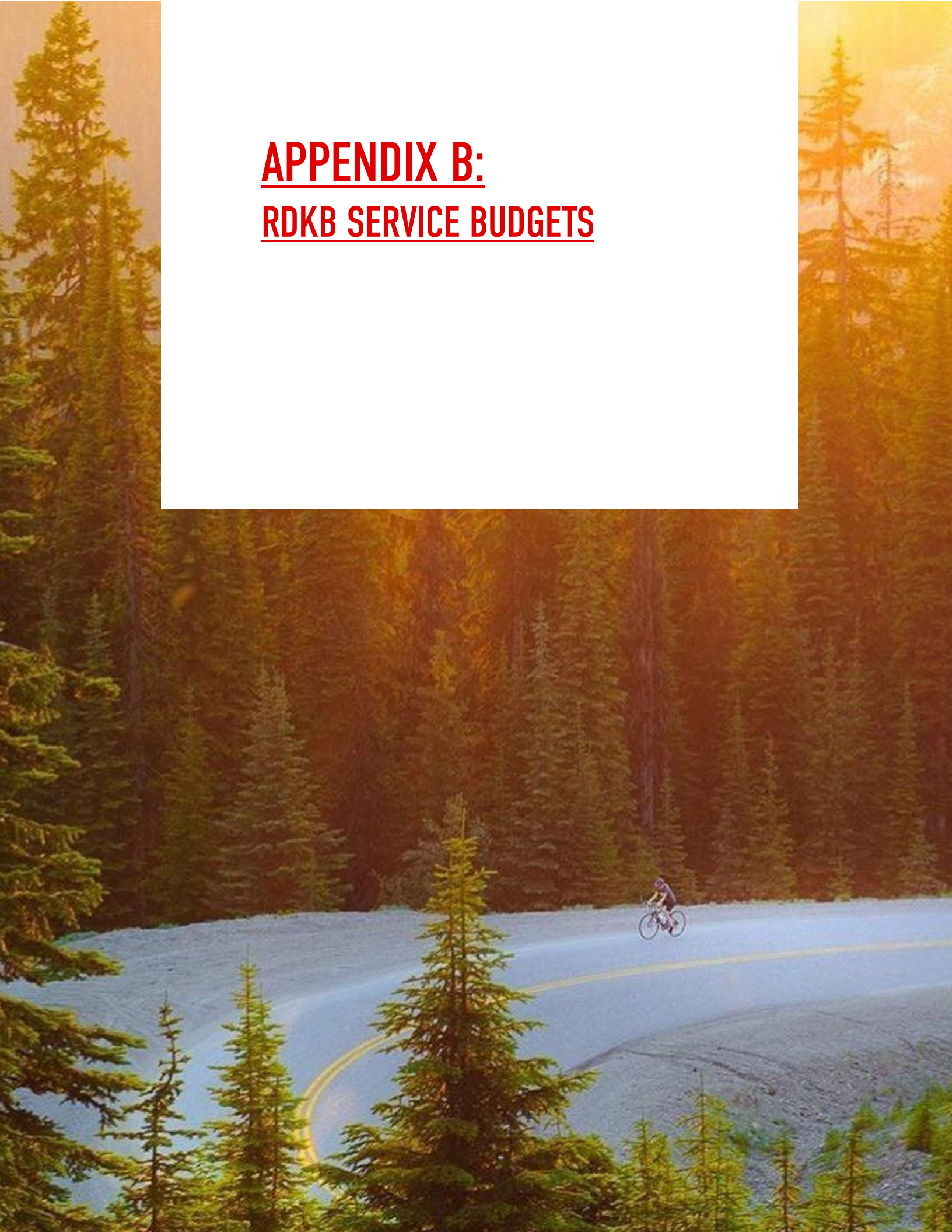
Ranking	Item	Ranking	Item
1 2 3 4 5 6	Post Office	1 2 3 4 5 6	Sidewalks and Benches
7 8 9 10	Parks / Trails	8 9 10	Advertising space
1 2 3 4 5 6 7	Industrial and Commercial Business Space	1 2 3 4 5 6 7 8 9 10 11	Transit Service
1 2 3 4 5	Community Health Resources	1 2 3 4 5 6	Community Housing
1.1 1.2 12 12	Electric Vehicle Charging Stations / Gas Station	1 2 3 4 5 6 7 8	Postal Code
1 1.2 2 3 4	Recreation Centre / Gym		
1 1.1 1.3 1.4 14	Library		
1.5 1 2 13 3	Emergency Services		
1.6 15	Public Washrooms		
1 2 3 4 5 1	Land distribution		

What services and facilities currently not offered in the community would you like to see?

- Community Space (Hall etc)
- Golf Course (jokes)
- Paramedic Ambulance service
- Community Health Centre
- IT business park/alternative to ski/hike
- public bathrooms
- Post Office
- POST OFFICE
- Electric Vehicle Charging stations
- Library
- park space
- our own postal code
- Sidewalks
- Public Gym Space
- laundromat
- community trails for hiking biking
- Pharmacy
- available land
- Community housing/low cost housing
- More commercial space
- gas station
- Advertising spaces for community and non BWSR businesses
- Optician/dental service
- industrial commercial space and storage
- Billboard space/ benches/bus stop etc.
- Dog Park
- Someone else to have the ability to issue lands
- A BUS

APPENDIX B:

RDKB SERVICE BUDGETS



REGIONAL DISTRICT OF KOOTENAY BOUNDARY
SUMMARY INFORMATION
GENERAL GOVERNMENT / LEGISLATIVE & ADMINISTRATIVE SERVICES
SERVICE NO 001

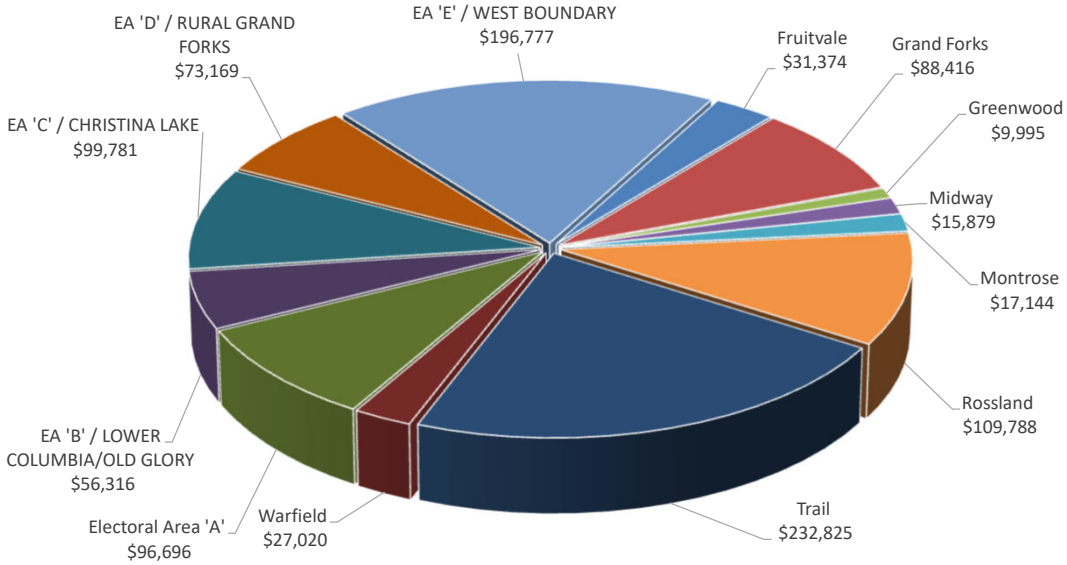
PARTICIPANTS: Grand Forks, Greenwood, Rossland, Trail, Fruitvale, Midway, Montrose, Warfield, Electoral Areas 'A','B','C','D' & 'E'

Regional District of Kootenay Boundary

	PAGE	2020 BUDGET	2021 BUDGET	Increase(Decrease) Between 2020 BUDGET and 2021 BUDGET $	%	PRIMARY DRIVERS FOR CHANGE
REVENUE:						
Property Tax Requisition	4	549,420	**560,866**	11,446	2.08	
Miscellaneous Revenue	12	193,001	**738,067**	545,066	282.42	Grants - Asset Management, Energy Efficiency, COVID Safe Restart
Previous Year's Surplus	23	153,639	**17,265**	(136,374)	(88.76)	
Transfer from Reserve	24	628,000	**1,110,000**	482,000	76.75	Administartion building upgrades, IT projects, Taxation offset (smoothing), Climate action & energy efficiency projects
EXPENDITURE:						
Director Travel	27	54,060	**25,000**	(29,060)	(53.76)	Reduced due to COVID restrictions on travel
Directors Expenses	28	27,540	**18,900**	(8,640)	(31.37)	Reduced due to less in person meetings
Salaries and Benefits	30-31	1,855,848	**2,066,371**	210,522	11.34	Negotiated wage Increases, overlap of Corp Admin, HR position
Travel Expense	33	20,400	**10,000**	(10,400)	(50.98)	Reduced due to COVID restrictions on travel
Information Technology	40	260,201	**216,257**	(43,944)	(16.89)	Reduced operating costs
Office Equipment	41	7,700	**25,000**	17,300	224.68	Office furniture replacement program
Bank Service Charge	47	51,434	**64,264**	12,830	24.94	Increase merchant fees
Consultants Fees	50	226,612	**321,384**	94,772	41.82	Big White community service review; RDI; Projects covered by grants (asset management, climate action, energy efficiency)
Liability Insurance	52	50,148	**59,903**	9,754	19.45	Municipal Insurance Association general increase
Contingencies	63	20,560	**382,500**	361,940	1,760.41	COVID Safe Restart Grant

KEY FACTS	
Establishment Bylaw No.	1549; 2014
Max Requisition	No Maximum
Last Increase Requisition Limit	Not Applicable
Next Review Requisition Limit	Not Applicable
Reserve Balance	$4,613,703.18
(@ December 31, 2020)	
Summary of Reserve Balances:	
Self Insurance Fund	515,459.50
Management ERIP Fund	145,562.00
Carbon Offset Fund	306,647.44
Education Committee	22,829.39
Information Technology	301,726.13
Taxation Offset (Smoothing)	1,386,373.51
Climate Action Fund	200,484.58
Audio Visual	104,026.30
Unrestricted	1,630,594.33

2021 Property Tax Requisition (Projected)

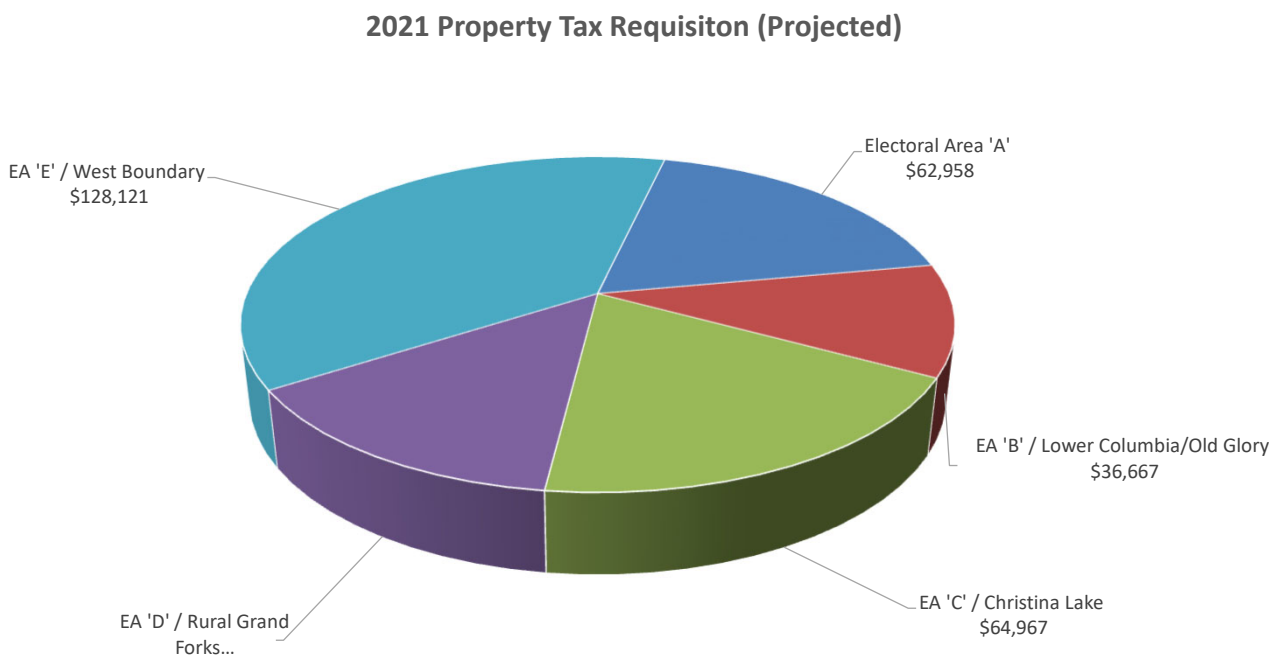


REGIONAL DISTRICT OF KOOTENAY BOUNDARY
SUMMARY INFORMATION

SERVICE NO 002
ELECTORAL AREA ADMINISTRATION

	PAGE	2020 BUDGET	2021 BUDGET	Increase(Decrease) between 2020 BUDGET and 2021 BUDGET $	%	PRIMARY DRIVERS FOR CHANGE
REVENUE						
Property Tax Requisition	3	272,982	**284,175**	11,193	4.10	
Previous Year's Surplus	10	80,438	**69,956**	(10,482)	(13.03)	
EXPENDITURE						
Salaries & Benefits	11	116,162	**94,760**	(21,402)	(18.42)	Corporate Communication Officer Distribution Changed
Director's Travel	13	16,137	**12,000**	(4,137)	(25.64)	Decreased Travel Due to COVID restrictions
Director's Expenses	14	14,280	**7,000**	(7,280)	(50.98)	Decreased in person meetings due to COVID restrictions
UBCM/FCM Conferences	16	34,880	**21,200**	(13,680)	(39.22)	FCM Expected to be Cancelled Due to COVID
Contingencies	43	15,700	**15,000**	(700)	(4.46)	Contingency for travel if COVID restrictions are lifted

KEY FACTS	
Establishment Bylaw No.	1050; 1999
Max Requisition	No Maximum
Last Increase Requisition Limit	Not Applicable
Next Review Requisition Limit	Not Applicable
Reserve Balance	$ 44,608.62
(@ December 31, 2020)	



REGIONAL DISTRICT OF KOOTENAY BOUNDARY
FIVE YEAR FINANCIAL PLAN

SERVICE NO 003
ELECTORAL GRANT-IN-AID

PARTICIPANTS: Electoral Areas 'A','B','C','D',& 'E'

		PAGE	2019 ACTUAL	2020 BUDGET	2020 ACTUAL	(OVER) UNDER	2021 BUDGET	Increase(Decrease) between 2020 BUDGET and 2021 BUDGET $	%	-32.47% 2022 BUDGET	0.05% 2023 BUDGET	0.05% 2024 BUDGET	0.05% 2025 BUDGET
REVENUE													
	Property Tax Requisition	2	240,353	275,453	269,740	5,713	**297,854**	22,401	8.13	295,427	295,575	295,726	295,880
11 210 100	Federal Grant in Lieu	3	0	0	0	0	**0**	0	0.00	0	0	0	0
11 911 100	Previous Year's Surplus	4	90,445	89,614	89,614	1	**139,636**	50,022	55.82	0	0	0	0
	Total Revenue		**330,798**	**365,067**	**359,354**	**5,714**	**437,490**	**72,423**	**19.84**	**295,427**	**295,575**	**295,726**	**295,880**
EXPENDITURE													
12 191 230	Board Fee	5	9,453.00	9,642	9,642	0	**9,835**	193	2.00	7,408	7,556	7,707	7,861
12 191 701	Grants In Aid - Electoral Area 'A'	6	29,662	45,949	28,620	17,329	**56,377**	10,428	22.69	44,635	44,635	44,635	44,635
12 191 702	Grants In Aid - EA 'B' / Lower Colun	7	18,520	30,137	23,242	6,895	**40,213**	10,076	33.43	33,326	33,326	33,326	33,326
12 191 703	Grants In Aid - EA 'C' / Christina La	8	70,205	72,214	36,818	35,396	**107,976**	35,762	49.52	72,698	72,698	72,698	72,698
12 191 704	Grants In Aid - EA 'D' / Rural Grand	9	36,113	71,145	46,450	24,695	**78,654**	7,510	10.56	53,960	53,960	53,960	53,960
12 191 705	Grants In Aid - EA 'E' / West Bound	10	77,232	135,981	74,945	61,035	**144,435**	8,454	6.22	83,400	83,400	83,400	83,400
12 191 999	Contingencies	11	0	0	0	0	**0**	0	0.00	0	0	0	0
	Total Expenditure		**241,185**	**365,067**	**219,718**	**145,350**	**437,490**	**72,423**	**19.84**	**295,427**	**295,575**	**295,726**	**295,880**
	Surplus(Deficit)		89,614		139,636		-			-	-	-	-

REGIONAL DISTRICT OF KOOTENAY BOUNDARY
SUMMARY INFORMATION

SERVICE NO 004
BUILDING INSPECTION

PARTICIPANTS: Electoral Areas 'A','B','C','D',& 'E',
CONTRACTS: Grand Forks, Greenwood, Midway, Warfield, Montrose, Fruitvale, Trail

	PAGE	2020 BUDGET	2021 BUDGET	Increase(Decrease) between 2020 BUDGET and 2021 BUDGET $	%	PRIMARY DRIVERS FOR CHANGE
REVENUE:						
Tax Requisition - Municipalities	3	394,422	**395,085**	663	0.17	Combined Tax Requistion for Municipalities Line Item 3 and Electoral Areas + Line Item 4 for a total increase of 2.00%
Tax Requisition - Electoral Areas	4	607,185	**626,597**	19,413	3.20	
Transfer from Reserve	8	42,000	**46,000**	4,000	9.52	New Electric Vehicle Cost Difference up to $4000.
Previous Year's Surplus	9	141,852	**63,786**	(78,065)	(55.03)	
EXPENDITURE:						
Salaries & Benefits	10	805,373	**833,615**	28,242	3.51	
Building Expense	15	47,284	**48,576**	1,292	2.73	
Office Equipment	16	50,116	**40,614**	(9,502)	(18.96)	New Archive Record Storage Units in GF office to provide Worksafe Compliant shelving for our staff to access.
Office Supplies	17	25,925	**28,533**	2,608	10.06	
Vehicle Maintenance	18	24,579	**29,849**	5,270	21.44	
Capital/Amortization	20	54,000	**46,000**	(8,000)	(14.81)	
Equipment Reserve	21	104,250	**30,700**	(73,550)	(70.55)	Our Goal is $50,000 annually. The difference between the Previous Year's Surplus and a $30,700 contribution to Reserve was used to offset the Tax Requistion, or the increase would have exceeded 5% in the Electoral Areas.

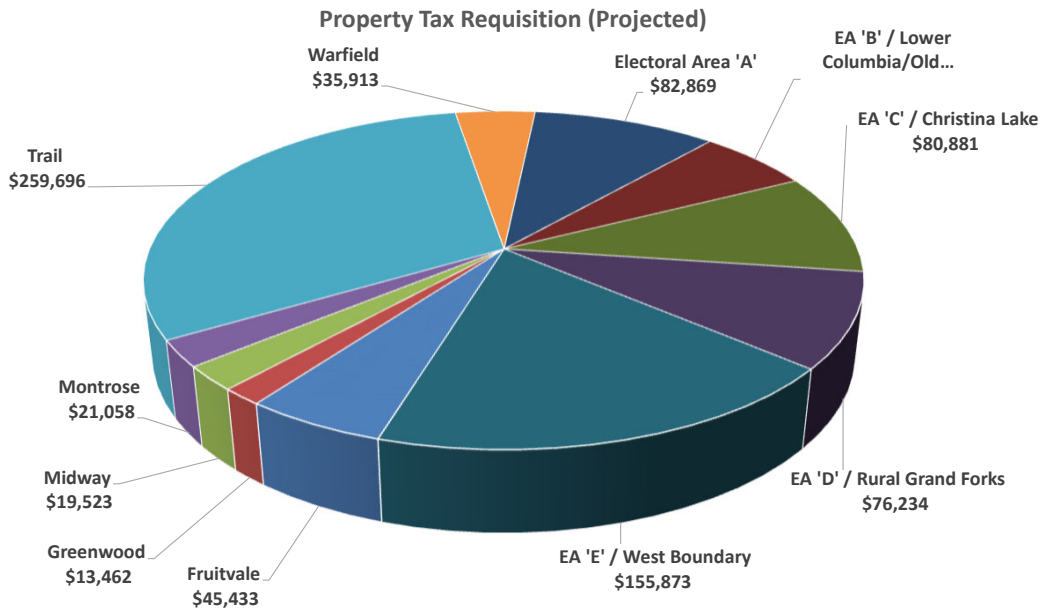
KEY FACTS

Establishment Bylaw No.	619; 1989
Max Requisition:	No Maximum
Last Increase Requisition Limit	Not Applicable
Next Review Requisition Limit	Not Applicable
Reserve Balance	#########
(@ December 31, 2020)	

ELECTORAL AREA REPATRIATION - NET REQUISITION

ELECTORAL AREA	(A) 2021 REQ	(B) 2020 REV	(C) NET 2021 REQ
'A'	$ 116,149	-33,279	$ 82,869
'B' / Lower Columbia/Old Glory	$ 70,214	-19,382	$ 50,832
'C' / Christina Lake	$ 115,222	-34,341	$ 80,881
'D' / Rural Grand Forks	$ 101,416	-25,182	$ 76,234
'E' / West Boundary	$ 223,597	-67,723	$ 155,873
Total	$ 626,597	-179,907	$ 446,690

(A) - TOTAL BEFORE REPATRIATION OF REVENUE
(B) - LESS: 2020 REVENUE RECOGNIZED IN 2021 (PERMITS & SEACH)
(C) -TOTAL REQUISITION FROM MINISTRY 2021



REGIONAL DISTRICT OF KOOTENAY BOUNDARY
FIVE YEAR FINANCIAL PLAN

SERVICE NO 005
PLANNING & DEVELOPMENT

PARTICIPANTS: Grand Forks, Greenwood, Rossland, Trail, Fruitvale, Midway, Montrose, Warfield, Electoral Areas 'A','B','C','D' & 'E'

		PAGE	2019 ACTUAL	2020 BUDGET	2020 ACTUAL	(OVER) UNDER	2021 BUDGET	Increase(Decrease) between 2020 BUDGET and 2021 BUDGET $	%	-7.48% 2022 BUDGET	1.93% 2023 BUDGET	1.93% 2024 BUDGET	1.94% 2025 BUDGET
REVENUE:													
Electoral	Taxes - Management Development Servic	2	587,134	596,371	596,371	0	**607,915**	11,544	1.94	658,119	671,209	684,560	698,178
All Participants	Taxes - Regional Development Services	3	195,711	198,790	198,790	0	**202,638**	3,848	1.94	219,373	223,736	228,187	232,726
11 210 100	Federal Grant In Lieu	4	1,393	1,000	334	666	**1,000**	0	0.00	1,000	1,000	1,000	1,000
11 460 100	Rezoning Fees	5	14,640	15,300	10,100	5,200	**15,606**	306	2.00	15,918	16,236	16,561	16,892
11 460 200	ALR Commission Appeal Fees	6	900	2,040	1,800	240	**2,081**	41	2.00	2,122	2,165	2,208	2,252
11 460 300	House Numbering Recovery	7	15,000	15,000	15,000	0	**15,000**	0	0.00	15,000	15,000	15,000	15,000
11 460 400	Map & Report Sales	8	0	1,020	5	1,015	**1,040**	20	2.00	1,061	1,082	1,104	1,126
11 590 159	Miscellaneous Revenue	9	20,125	231,359	218,975	12,384	**83,160**	(148,199)	(64.06)	1,000	1,000	1,000	1,000
11 911 100	Previous Year's Surplus	10	22,314	55,765	53,784	1,981	**45,311**	(10,453)	(18.75)	0	0	0	0
11 921 205	Transfer From Reserve	11	0	6,000	0	6,000	**14,400**	8,400	140.00	0	0	0	0
	Planning Agreements	12	8,840	8,840	8,840	0	**8,840**	0	0.00	8,840	8,840	8,840	8,840
	Total Revenue		**866,057**	**1,131,485**	**1,103,999**	**27,486**	**996,992**	**(134,493)**	**(11.89)**	**922,434**	**940,269**	**958,460**	**977,015**
EXPENDITURE:													
12 610 111	Salaries and Benefits	13	582,159	680,703	639,765	40,938	**665,216**	(15,486)	(2.28)	663,515	676,785	690,321	704,127
	Total Salaries & Benefits		582,159	680,703	639,765	40,938	**665,216**	(15,486)	(2.28)	663,515	676,785	690,321	704,127
12 610 210	Travel Expense	14	7,891	13,260	3,700	9,560	**6,583**	(6,677)	(50.36)	13,524	13,795	14,071	14,352
12 610 220	Public Participation Program	15	6,294	10,200	1,500	8,700	**7,083**	(3,117)	(30.56)	10,324	10,531	10,742	10,956
12 610 223	Report Reproduction	16	0	0	0	0	**0**	0	0.00	0	0	0	0
12 610 229	Maps	17	0	500	40	460	**1,511**	1,011	202.10	521	531	542	553
12 610 230	Board Fee	18	46,972	47,825	47,825	0	**44,350**	(3,475)	(7.27)	109,456	111,645	113,878	116,156
12 610 232	Legal Fees	19	3,442	12,000	16,093	(4,093)	**12,252**	252	2.10	12,497	12,747	13,002	13,262
12 610 234	Library & Research	20	6,104	7,863	4,700	3,163	**8,028**	165	2.10	8,189	8,353	8,520	8,690
12 610 235	Operating Contract	21	54,168	233,051	214,578	18,473	**152,710**	(80,341)	(34.47)	47,987	48,433	48,888	49,351
12 610 239	Advisory Planning Commission	22	5,021	6,120	4,300	1,820	**6,249**	129	2.10	6,373	6,501	6,631	6,764
12 610 243	Office Building Expense	23	59,864	61,269	61,269	(0)	**62,198**	929	1.52	32,381	33,029	33,689	34,363
12 610 247	Office Equipment	24	9,757	8,000	16,500	(8,500)	**8,168**	168	2.10	8,331	8,498	8,668	8,841
12 610 251	Office Supplies	25	3,521	4,162	5,100	(938)	**4,249**	87	2.10	4,334	4,421	4,509	4,599
12 610 253	Vehicle Operation	26	13,012	13,133	13,133	(1)	**13,395**	263	2.00	0	0	0	0
	Total Operating		216,047	417,382	388,738	28,644	**326,775**	(90,607)	(21.71)	253,919	258,484	263,139	267,888
12 610 610	Capital/Amortization	27	0	6,000	0	6,000	**0**	(6,000)	(100.00)	0	0	0	0
	Total Capital		0	6,000	0	6,000	**0**	(6,000)	(100.00)	0	0	0	0
12 610 741	Contribution To Reserve	28	5,000	27,400	27,400	0	**5,000**	(22,400)	(81.75)	5,000	5,000	5,000	5,000
12 610 990	Previous Year's Deficit	29	0	0	0	0	**0**	0	0.00	0	0	0	0
12 610 999	Contingencies	30	7,086	0	2,784	(2,784)	**0**	0	0.00	0	0	0	0
	Total Other		12,086	27,400	30,184	(2,784)	**5,000**	(22,400)	(81.75)	5,000	5,000	5,000	5,000
	Total Expenditure		**810,293**	**1,131,485**	**1,058,687**	**72,797**	**996,992**	**(134,493)**	**(11.89)**	**922,434**	**940,269**	**958,460**	**977,015**
	Surplus(Deficit)		55,765		45,311		-			-	-	-	-
	Reserve Balance						39,477			44,477	49,477	54,477	59,477

REGIONAL DISTRICT OF KOOTENAY BOUNDARY
FIVE YEAR FINANCIAL PLAN

SERVICE NO 006
FEASIBILITY STUDIES

PARTICIPANTS: Grand Forks, Greenwood, Rossland, Trail, Fruitvale, Midway, Montrose, Warfield, Electoral Areas 'A','B','C','D' & 'E'

	PAGE	2019 ACTUAL	2020 BUDGET	2020 ACTUAL	(OVER) UNDER	2021 BUDGET	Increase(Decrease) between 2020 BUDGET and 2021 BUDGET $	%	-1.19% 2022 BUDGET	0.02% 2023 BUDGET	0.02% 2024 BUDGET	0.02% 2025 BUDGET
REVENUE												
Property Tax Requisition	2	8,867	14,443	14,443	(0)	**17,470**	3,027	20.96	75,478	75,490	75,501	75,513
11 210 100 Federal Grant In Lieu	3	28	100	22	78	**100**	0	0.00	100	100	100	100
11 590 159 Miscellaneous Revenue	4	14,060	20,000	20,000	0	**0**	(20,000)	(100.00)	0	0	0	0
11 911 100 Previous Year's Surplus	5	57,620	56,073	56,073	0	**58,922**	2,849	5.08	0	0	0	0
Total Revenue		**80,575**	**90,616**	**90,538**	**78**	**76,492**	**(14,124)**	**(15.59)**	**75,578**	**75,590**	**75,601**	**75,613**
EXPENDITURE												
12 821 230 Board Fee	6	1,587	1,616	1,616	0	**1,492**	(124)	(7.67)	578	590	601	613
12 821 233 Consultant Fees	7	0	0	0	0	**75,000**	75,000	0.00	75,000	75,000	75,000	75,000
Total Operating		1,587	1,616	1,616	0	**76,492**	74,876	4,633.42	75,578	75,590	75,601	75,613
12 821 990 Prior Year Deficit	8	0	0	0	0	**0**	0	0.00	0	0	0	0
12 821 999 Contingencies	9	22,914	89,000	30,000	59,000	**0**	(89,000)	(100.00)	0	0	0	0
Total Other		22,914	89,000	30,000	59,000	**0**	(89,000)	(100.00)	0	0	0	0
Total Expenditure		**24,501**	**90,616**	**31,616**	**59,000**	**76,492**	**(14,124)**	**(15.59)**	**75,578**	**75,590**	**75,601**	**75,613**
Surplus (Deficit)		56,073		58,922		-			-	-	-	-

REGIONAL DISTRICT OF KOOTENAY BOUNDARY
FIVE YEAR FINANCIAL PLAN

SERVICE NO 008
BOUNDARY ECONOMIC DEVELOPMENT

PARTICIPANTS: **Grand Forks, Greenwood, Midway, Electoral Areas 'C', 'D', & 'E'**

		PAGE	2019 ACTUAL	2020 BUDGET	2020 ACTUAL	(OVER) UNDER	2021 BUDGET	Increase(Decrease) between 2020 BUDGET and 2021 BUDGET $	%	-47.08% 2022 BUDGET	-37.85% 2023 BUDGET	0.09% 2024 BUDGET	0.09% 2025 BUDGET
REVENUE													
	Property Tax Requisition	2	115,809	132,314	132,314	0	**132,400**	86	0.06	93,174	33,260	33,347	33,436
11 210 100	Federal Grant In Lieu	3	358	100	304	(204)	**100**	0	0.00	100	100	100	100
11 210 172	Government/Agency Grants	4	373	0	0	0	**0**	0	0.00	0	0	0	0
11 590 159	Miscellaneous Revenue	5	113,768	121,000	89,053	31,947	**121,000**	0	0.00	65,000	65,000	65,000	65,000
11 911 100	Previous Year's Surplus	6	0	0	0	0	**45,587**	45,587	0.00	0	0	0	0
11 921 205	Revenue From Reserve	7	20,000	0	0	0	**0**	0	0.00	0	0	0	0
	Total Revenue		**250,309**	**253,414**	**221,671**	**31,743**	**299,087**	**45,673**	**18.02**	**158,274**	**98,360**	**98,447**	**98,536**
EXPENDITURE													
12 698 210	Travel & Conference & Admin	8	0	0	201	(201)	**0**	0	0.00	0	0	0	0
12 698 226	Contracted Services	9	93,362	65,000	82,009	(17,009)	**65,000**	0	0.00	65,000	65,000	65,000	65,000
12 698 229	B.E.D.C. Projects	10	143,204	157,000	62,459	94,541	**177,000**	20,000	12.74	82,000	22,000	22,000	22,000
12 698 230	Board Fee	11	4,409	4,497	4,497	0	**4,587**	90	2.00	4,274	4,360	4,447	4,536
12 698 239	Memberships	12	12,750	23,500	23,500	0	**23,500**	0	0.00	7,000	7,000	7,000	7,000
12 698 570	Community Tourism Prgm Projects	13	0	0	0	0	**0**	0	0.00	0	0	0	0
	Total Operating		253,726	249,997	172,667	77,330	**270,087**	20,090	8.04	158,274	98,360	98,447	98,536
12 698 741	Contribution To Reserve	14	0	0	0	0	**8,500**	8,500	0.00	0	0	0	0
12 698 990	Previous Year's Deficit	15	0	3,417	3,417	(0)	**0**	(3,417)	(100.00)	0	0	0	0
12 698 999	Contingencies	16	0	0	0	0	**20,500**	20,500	0.00	0	0	0	0
	Total Other		0	3,417	3,417	(0)	**29,000**	25,583	748.69	0	0	0	0
	Total Expenditure		**253,726**	**253,414**	**176,084**	**77,330**	**299,087**	**45,673**	**18.02**	**158,274**	**98,360**	**98,447**	**98,536**
	Surplus (Deficit)		(3,417)		45,587		-			-	-	-	-
	Reserve Balance						14,996			14,996	14,996	14,996	14,996

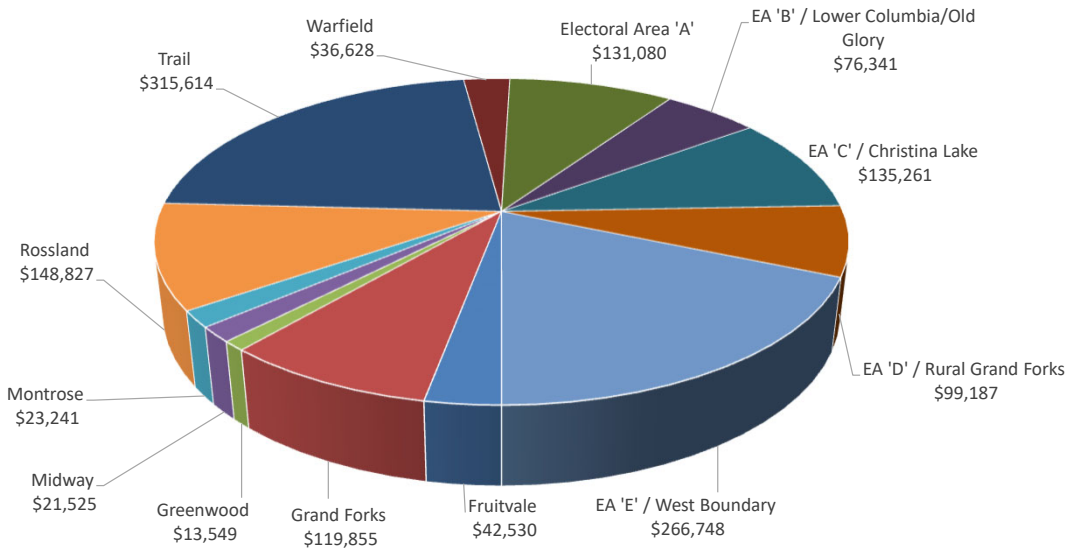
REGIONAL DISTRICT OF KOOTENAY BOUNDARY
SUMMARY INFORMATION
SERVICE NO 010
REGIONALIZED WASTE MANAGEMENT SERVICES

PARTICIPANTS: Grand Forks, Greenwood, Rossland, Trail, Fruitvale, Midway, Montrose, Warfield, Electoral Areas 'A','B','C','D' & 'E'

	PAGE	2020 BUDGET	2021 BUDGET	Increase(Decrease) between 2020 BUDGET and 2021 BUDGET $	%	PRIMARY DRIVERS FOR CHANGE
REVENUE						
Property Tax Requisition	5	1,402,108	**1,430,387**	28,279	2.02	
Tipping Fees	7	2,443,000	**2,469,000**	26,000	1.06	Adjusted to reflect 5 yr averages, increases to tipping fees starting Jan 1, 2021
Materials Recovery	13	39,000	**27,000**	(12,000)	(30.77)	Adjusted to reflect actuals and less revenue from scrap metal and commercial PPP
Miscellaneous Revenue	17	220,300	**2,129,624**	1,909,324	866.69	Reflects grant monies for Grand Forks Compost Upgrade Project
Previous Year's Surplus	18	453,721	**293,461**	(160,260)	(35.32)	
Revenue From Capital Fund	19	186,000	**0**	(186,000)	(100.00)	Reflects no planned borrowing in 2021
Transfer From Reserve	20	562,700	**1,129,307**	566,607	100.69	Completion of Grand Forks Compost Upgrade Project and required contribution from RDKB
EXPENDITURE						
Salaries and Benefits	21	1,361,444	**1,464,699**	103,254	7.58	Increases to attendant hours at Grand Forks Landfill, Collective Agreement, McKelvey Sch
Consulting Fees	26	85,000	**215,000**	130,000	152.94	Reflects Planned work in 2021
Recycling Contract - Boundary	29	194,500	**228,107**	33,607	17.28	Increases reflect additional costs for scrap metal and commercial PPP
Recycling Contract - East	30	167,500	**115,000**	(52,500)	(31.34)	Represents transition out of provision of business recycling in Rossland and Beavery
Equipment Operations	37	131,022	**119,465**	(11,556)	(8.82)	Cost of use of RDKB fleet vehicles reduced
Technology Equipment & Supplies	38	21,963	**40,140**	18,178	82.77	Incresed cost associated with new computer purchase for scale software upgrade project
Capital - Recycling	49	185,000	**3,097,686**	2,912,686	1,574.42	Reflects completion of Grand Forks Compost Upgrade Project
Capital - Landfills	50	561,000	**189,020**	(371,980)	(66.31)	Reflects planned capital work in 2021
Debt Interest	52	66,621	**33,561**	(33,060)	(49.62)	Reflects completion of payment for MFA #116 in April 2021
Equipment Reserves	58	1,017,000	**397,500**	(619,500)	(60.91)	Less contributed to reserves to minimize taxation increase. Future use of reserves will be influenced by grant success.

KEY FACTS	
Establishment Bylaw No.	1090; 1999
Max Requisition	$ 3,550,553
Last Increase Requisition Limit	November 1999
Next Review Requisition Limit	Available
Reserve Balance	$ 2,848,543.85
(@ December 31, 2020)	
Projected Landfill Tipping Fee Revenue	$ 2,579,000.00
Projected Property Tax Requisition	$ 1,430,386.92
Ratio of Tipping Fees to Tax Requisition	1.8

2021 Property Tax Requisition (Projected)



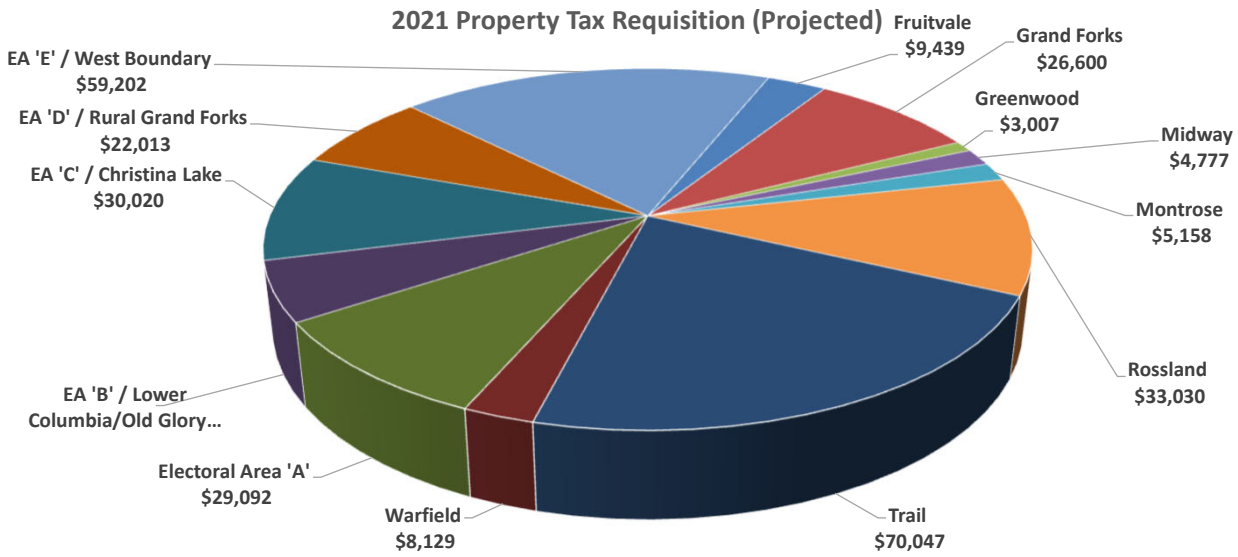
REGIONAL DISTRICT OF KOOTENAY BOUNDARY
SUMMARY INFORMATION

SERVICE NO 012
EMERGENCY PREPAREDNESS

PARTICIPANTS: Grand Forks, Greenwood, Trail, Fruitvale, Midway, Montrose, Warfield, Rossland, Electoral Areas 'A', 'B', `C', 'D`, & 'E'

	PAGE	2020 BUDGET	2021 BUDGET	Increase(Decrease) between 2020 BUDGET and 2021 BUDGET $	%	PRIMARY DRIVERS FOR CHANGE
REVENUE						
Property Tax Requisition	3	266,894	**317,458**	50,564	18.95	
EMBC Grants	6	179,209	**100,000**	(79,209)	(44.20)	
Previous Year's Surplus	8	0	**64,061**	64,061	0.00	
Revenue From Reserve	10	143,679	**102,736**	(40,943)	(28.50)	50% of the EPC Poistion, EOC Flooring
EXPENDITURE						
Salaries & Benefits	11	232,005	**300,925**	68,919	29.71	50% of the New EPC Position
Wages - Recovery	13	79,209	**0**	(79,209)	(100.00)	
Consulting Fees	22	5,000	**25,105**	20,105	402.10	Consulating During EOC Activation Not EMBC Fundable. Will be maintained at $20,000.
Staff Education & Training	23	10,513	**5,513**	(5,000)	(47.56)	Increase for additions EOC staff training for member Municipalities
EOC Center Site Costs	25	57,300	**31,552**	(25,748)	(44.94)	New GIS supplier.
SPU - Maintenance & Repairs	26	39,100	**5,597**	(33,503)	(85.69)	
Contribution To Reserve	30	0	**64,061**	64,061	0.00	

KEY FACTS	
Establishment Bylaw No.	1613; 2016
Max Requisition	No Maximum
Last Increase Requisition Limit	Not Applicable
Next Review Requisition Limit	Not Applicable
Reserve Balance	$ 199,964.15
(@ December 31, 2020)	



REGIONAL DISTRICT OF KOOTENAY BOUNDARY
SUMMARY INFORMATION

SERVICE NO 015

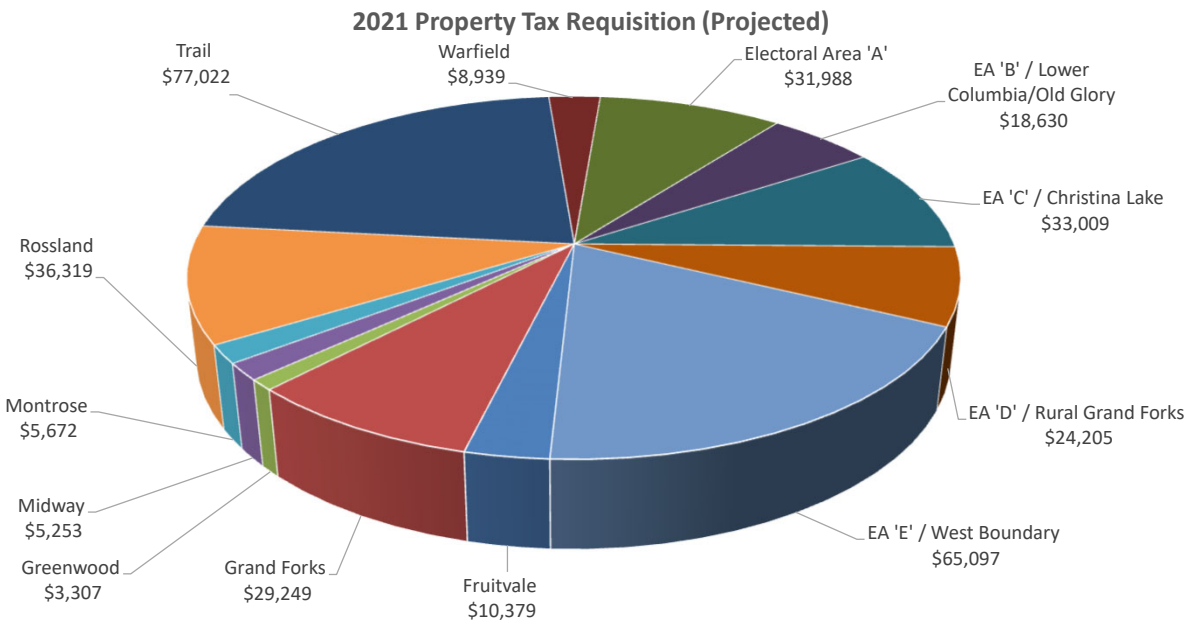
9-1-1 EMERGENCY COMMUNICATIONS

911

PARTICIPANTS: Grand Forks, Greenwood, Rossland, Trail, Fruitvale, Midway, Montrose, Warfield, Electoral Areas 'A','B','C','D' & 'E'

	PAGE	2020 BUDGET	2021 BUDGET	Increase(Decrease) between 2020 BUDGET and 2021 BUDGET $	%	PRIMARY DRIVERS FOR CHANGE
REVENUE						
Property Tax Requisition - RDKB	3	340,735	**349,069**	8,333	2.45	
Previous Year's Surplus	6	32,722	**21,301**	(11,421)	(34.90)	
EXPENDITURE						
Salaries & Benefits	7	43,448	**40,762**	(2,686)	(6.18)	Redistribution of Public Safety Salary's
Telephone	9	16,000	**18,392**	2,392	14.95	Increase to ROIP (Radio Over Internet Protocol)
Board Fee	12	17,411	**16,095**	(1,316)	(7.56)	New cost allocations policy
Consultant Fees	13	10,000	**31,000**	21,000	210.00	Fire dispatch network radio coverage assessment
Operating Contracts	15	213,357	**224,914**	11,557	5.42	Contracted cost inreases
Capital/Amortization	18	10,000	**0**	(10,000)	(100.00)	
Equipment Replacement Reserve	19	32,722	**21,301**	(11,421)	(34.90)	Equipment Replacement Reserve - Prior Year Surplus

KEY FACTS	
Establishment Bylaw No.	1152; 2001
Max Requisition:	No Maximum
Last Increase Requisition Limit	Not Applicable
Next Review Requisition Limit	Not Applicable
Reserve Balance	$ 34,403.32
(@ December 31, 2020)	



REGIONAL DISTRICT OF KOOTENAY BOUNDARY
FIVE YEAR FINANCIAL PLAN

SERVICE NO 048
HERITAGE CONSERVATION - AREA 'E'

PARTICIPANT: Electoral Area 'E'

	PAGE	2019 ACTUAL	2020 BUDGET	2020 ACTUAL	(OVER) UNDER	2021 BUDGET	Increase(Decrease) between 2020 BUDGET and 2021 BUDGET $	%	#DIV/0! 2022 BUDGET	0.00% 2023 BUDGET	0.00% 2024 BUDGET	0.00% 2025 BUDGET
REVENUE												
11 830 905 Property Tax Requisition	2	0	0	0	0	**0**	0	0.00	10,000	10,000	10,000	10,000
11 210 100 Federal Grant in Lieu	3	0	0	0	0	**0**	0	0.00	0	0	0	0
11 590 159 Miscellaneous Revenue	4	0	0	0	0	**0**	0	0.00	0	0	0	0
11 921 205 Revenue From Reserves	5	0	0	0	0	**0**	0	0.00	0	0	0	0
11 911 100 Previous Year's Surplus	6	0	0	0	0	**0**	0	0.00	0	0	0	0
Total Revenue		**0**	**0**	**0**	**0**	**0**	**0**	**0.00**	**10,000**	**10,000**	**10,000**	**10,000**
EXPENDITURE												
12 724 230 Board Fee	7	0	0	0	0	**0**	0	0.00	109	111	113	115
12 724 237 Property Insurance	8	0	0	0	0	**0**	0	0.00	0	0	0	0
12 724 239 Operating Contracts	9	0	0	0	0	**0**	0	0.00	5,000	5,000	5,000	5,000
12 724 553 Utilities	10	0	0	0	0	**0**	0	0.00	0	0	0	0
Total Operating		0	0	0	0	**0**	0	0.00	5,109	5,111	5,113	5,115
12 724 610 Capital	11	0	0	0	0	**0**	0	0.00	0	0	0	0
Total Capital		0	0	0	0	**0**	0	0.00	0	0	0	0
12 724 741 Contribution To Reserves	12	0	0	0	0	**0**	0	0.00	0	0	0	0
12 724 990 Previous Year's Deficit	13	0	0	0	0	**0**	0	0.00	0	0	0	0
12 724 999 Contingencies	14	0	0	0	0	**0**	0	0.00	4,891	4,889	4,887	4,885
Total Other		0	0	0	0	**0**	0	0.00	4,891	4,889	4,887	4,885
Total Expenditure		**0**	**0**	**0**	**0**	**0**	**0**	**0.00**	**10,000**	**10,000**	**10,000**	**10,000**
Surplus(Deficit)		0		0		-			-	-	-	-
Reserve Balance						0			0	0	0	0

NEW SERVICE FOR 2021

REGIONAL DISTRICT OF KOOTENAY BOUNDARY
FIVE YEAR FINANCIAL PLAN

SERVICE NO 054
FIRE PROTECTION AREA 'E' / WEST BOUNDARY - BIG WHITE

PARTICIPANT: Big White Fire Protection Specified Area

		PAGE	2019 ACTUAL	2020 BUDGET	2020 ACTUAL	(OVER) UNDER	2021 BUDGET	Increase(Decrease) between 2020 BUDGET and 2021 BUDGET $	%	0.47% 2022 BUDGET	-10.59% 2023 BUDGET	30.62% 2024 BUDGET	-31.81% 2025 BUDGET
REVENUE													
11 830 905	Property Tax Requisition	2	1,130,330	1,285,426	1,285,426	0	**1,383,701**	98,275	7.65	1,824,350	1,719,337	1,499,416	1,530,051
11 210 100	Federal Grant in Lieu	3	0	0	0	0	**0**	0	0.00	0	0	0	0
11 590 159	Miscellaneous Revenue	4	40,288	7,000	63,159	(56,159)	**5,500**	(1,500)	(21.43)	7,000	7,000	7,000	7,000
11 590 185	Fuel Recoveries	5	8,752	5,000	4,061	939	**2,000**	(3,000)	(60.00)	5,000	5,000	5,000	5,000
11 911 100	Previous Year's Surplus	6	99,014	222,633	222,520	113	**124,903**	(97,730)	(43.90)	0	0	0	0
11 920 002	Revenue From Capital Fund	7	700,958	651,100	0	651,100	**411,111**	(239,989)	(36.86)	0	0	350,000	0
11 921 205	From Equipment Reserve	8	0	0	60,000	(60,000)	**0**	0	0.00	100,000	0	400,000	0
	Total Revenue		**1,979,342**	**2,171,159**	**1,635,166**	**535,993**	**1,927,214**	**(243,945)**	**(11.24)**	**1,936,350**	**1,731,337**	**2,261,416**	**1,542,051**
EXPENDITURE													
12 241 110	Salaries - Officers	9	369,369	404,886	389,509	15,377	**416,129**	11,243	2.78	424,452	432,941	441,600	450,432
12 242 124	Wages & Benefits - Volunteers	10	130,778	120,069	116,499	3,570	**127,474**	7,405	6.17	130,023	132,624	135,276	137,982
12 242 126	Work Experience Program	11	38,175	37,760	33,600	4,160	**38,516**	755	2.00	39,286	40,072	40,873	41,691
12 242 159	Uniform Allowance	12	13,055	11,500	10,500	1,000	**10,500**	(1,000)	(8.70)	10,500	10,500	10,500	10,500
12 242 233	First Responder Program	13	17,908	17,475	17,832	(357)	**17,825**	350	2.00	18,181	18,545	18,916	19,294
12 242 234	Training/Seminars	14	26,278	39,975	45,021	(5,046)	**40,715**	740	1.85	41,469	42,238	43,023	43,823
	Total Salaries & Benefits		595,563	631,666	612,961	18,705	**651,158**	19,492	3.09	663,911	676,920	690,188	703,722
12 241 213	Telephone	15	9,761	11,526	10,315	1,211	**11,768**	242	2.10	12,003	12,243	12,488	12,738
12 241 235	Fire Prevention	16	5,066	7,650	4,600	3,050	**7,811**	161	2.10	7,967	8,127	8,289	8,455
12 241 237	Insurance	17	4,567	4,658	5,054	(396)	**6,329**	1,671	35.86	6,456	6,585	6,716	6,851
12 241 248	SCBA Tests and Repairs	18	19,075	18,282	15,245	3,037	**18,666**	384	2.10	19,039	19,420	19,808	20,205
12 241 251	Office Supplies	19	12,989	13,410	10,752	2,658	**13,692**	282	2.10	13,965	14,245	14,530	14,820
12 242 210	Travel/Mileage	20	3,273	8,416	1,030	7,386	**8,593**	177	2.10	8,765	8,940	9,119	9,301
12 242 212	Meetings	21	11,203	13,085	7,900	5,185	**13,360**	275	2.10	13,627	13,900	14,178	14,461
12 242 230	Board Fee	22	13,662	13,912	13,912	0	**15,246**	1,334	9.59	116,415	118,743	121,118	123,540
12 242 239	Membership & Reference Materials	23	1,145	2,040	1,724	316	**2,083**	43	2.10	2,124	2,167	2,210	2,255
12 242 717	Contracted Services	24	0	2,538	0	2,538	**2,591**	53	2.10	2,643	2,695	2,749	2,804
12 248 561	Shop Supplies	25	3,288	6,120	6,131	(11)	**6,249**	129	2.10	6,373	6,501	6,631	6,764
12 247 551	Utilities - Water & Sewer	26	3,062	4,000	3,300	700	**4,084**	84	2.10	4,166	4,249	4,334	4,421
12 247 553	Utilities - Electricity	27	33,972	38,760	38,320	440	**39,574**	814	2.10	40,365	41,173	41,996	42,836
12 247 243	Building Maintenance	28	35,153	32,416	32,716	(300)	**33,097**	681	2.10	33,759	34,434	35,123	35,825
12 248 215	Communication Equipment R&M	29	7,023	10,251	9,110	1,141	**10,466**	215	2.10	10,676	10,889	11,107	11,329
12 247 247	Safety Equipment	30	28,684	34,170	48,400	(14,230)	**36,188**	2,018	5.91	36,912	37,650	38,403	39,171
12 248 253	Vehicle Maintenance	31	96,053	90,391	78,099	12,292	**99,711**	9,320	10.31	101,706	103,740	105,815	107,931
12 247 618	Hydrant Maintenance Fees	32	82,145	97,404	97,767	(363)	**94,449**	(2,955)	(3.03)	96,338	98,265	100,231	102,235
	Total Operating		370,122	409,029	384,375	24,653	**423,956**	14,927	3.65	533,299	543,965	554,844	565,941
12 247 610	Capital/Amortization	33	705,258	921,100	330,000	591,100	**421,111**	(499,989)	(54.28)	275,000	50,000	750,000	0
	Total Capital		705,258	921,100	330,000	591,100	**421,111**	(499,989)	(54.28)	275,000	50,000	750,000	0
12 241 840	Vehicle Financing	34	4,743	0	0	0	**0**	0	0.00	0	0	0	0
12 242 820	Debt - Interest	35	0	27,518	13,208	14,309	**14,076**	(13,442)	(48.85)	9,400	4,668	5,229	3,556
12 242 830	Debt - Principal	36	0	139,718	139,718	(0)	**304,542**	164,824	117.97	312,121	312,913	148,026	155,440
	Total Debt		4,743	167,235	152,926	14,309	**318,618**	151,383	90.52	321,521	317,581	153,255	158,996
12 242 741	Contribution To Reserve	37	80,000	30,000	30,000	0	**100,000**	70,000	233.33	130,000	130,000	100,000	100,000
12 242 990	Previous Year's Deficit	38	0	0	0	0	**0**	0	0.00	0	0	0	0
12 242 999	Contingencies	39	1,023	12,129	0	12,129	**12,371**	243	2.00	12,619	12,871	13,129	13,391
	Total Other		81,023	42,129	30,000	12,129	**112,371**	70,243	166.73	142,619	142,871	113,129	113,391
	Total Expenditure		**1,756,710**	**2,171,159**	**1,510,263**	**660,896**	**1,927,214**	**(243,945)**	**(11.24)**	**1,936,350**	**1,731,337**	**2,261,416**	**1,542,051**
	Surplus(Deficit)		222,633		124,903		-			-	-	-	-
	Reserve Balance						**448,837**			478,837	608,837	308,837	408,837

REGIONAL DISTRICT OF KOOTENAY BOUNDARY
SUMMARY INFORMATION

PARTICIPANT: Big White Refuse Specified Area

SERVICE NO 064

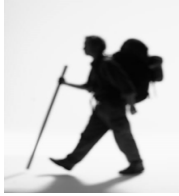
REFUSE DISPOSAL SPECIFIED AREA - BIG WHITE

	PAGE	2020 BUDGET	2021 BUDGET	Increase(Decrease) between 2020 BUDGET and 2021 BUDGET $	%	PRIMARY DRIVERS FOR CHANGE
REVENUE						
Property Tax Requisition	3	271,055	**271,055**	(0)	(0.00)	
Miscellaneous Revenue	4	0	**2,300**	2,300	0.00	New Revenue Stream from Hosting of Encorp "Express and Go"
Previous Year's Surplus	6	28,376	**39,185**	10,809	38.09	
EXPENDITURE						
Operating Contracts (Transfer)	15	146,000	**148,877**	2,877	1.97	Waste Hauling & Site Maintenance Contract Increases
Tipping Fees - Kelowna	16	79,000	**80,659**	1,659	2.10	
Debt Principal	20	10,000	**0**	(10,000)	(100.00)	Reflects borrowing payment for overhead door replacment completed at end of 2020
Contribution to Reserve	21	5,000	**20,545**	15,545	310.90	Building reserves for future projects and unexpected contractor cost increases.

KEY FACTS

Establishment Bylaw No.	330; 1981 & 1587; 2015
Max Requisition:	$ 436,460
Last Increase Requisition Limit	October 2015
Next Review Requisition Limit	Available
Reserve Balance *(@ December 31, 2020)*	$ 5,000.00

2021 Property Tax Requisition (Projected)



REGIONAL DISTRICT OF KOOTENAY BOUNDARY
FIVE YEAR FINANCIAL PLAN

SERVICE NO 065
ELECTORAL AREA 'E' / WEST BOUNDARY - REGIONAL PARKS & TRAILS SERVICE

	PAGE	2019 ACTUAL	2020 BUDGET	2020 ACTUAL	(OVER) UNDER	2021 BUDGET	Increase(Decrease) between 2020 BUDGET and 2021 BUDGET $	%	9.35% 2022 BUDGET	0.00% 2023 BUDGET	0.00% 2024 BUDGET	0.00% 2025 BUDGET
REVENUE												
11 830 905 Property Tax Requisition	2	81,231	81,462	81,462	(0)	**77,892**	(3,570)	(4.38)	85,172	85,175	85,179	85,182
11 210 100 Federal Grant in Lieu	3	2	0	0	0	**0**	0	0.00	0	0	0	0
11 590 159 Miscellaneous Revenue	4	0	0	0	0	**0**	0	0.00	0	0	0	0
11 921 205 Revenue From Reserves	5	0	0	0	0	**0**	0	0.00	0	0	0	0
11 911 100 Previous Year's Surplus	6	3	5,001	5,001	0	**0**	(5,001)	(99.99)	0	0	0	0
Total Revenue		**81,235**	**86,463**	**86,463**	**(0)**	**77,892**	**(8,571)**	**(9.91)**	**85,172**	**85,175**	**85,179**	**85,182**
EXPENDITURE												
12 723 230 Board Fee	7	1,434	1,463	1,463	0	**1,492**	29	1.98	172	175	179	182
12 723 239 Operating Contracts	8	24,800	35,000	35,000	0	**26,400**	(8,600)	(24.57)	35,000	35,000	35,000	35,000
Total Operating		26,234	36,463	36,463	0	**27,892**	(8,571)	(23.51)	35,172	35,175	35,179	35,182
12 723 741 Contribution To Reserves	9	50,000	50,000	50,000	0	**50,000**	0	0.00	50,000	50,000	50,000	50,000
12 723 990 Previous Year's Deficit	10	0	0	0	0	**0**	0	0.00	0	0	0	0
12 723 999 Contingencies	11	0	0	0	0	**0**	0	0.00	0	0	0	0
Total Other		50,000	50,000	50,000	0	**50,000**	0	0.00	50,000	50,000	50,000	50,000
Total Expenditure		**76,234**	**86,463**	**86,463**	**0**	**77,892**	**(8,571)**	**(9.91)**	**85,172**	**85,175**	**85,179**	**85,182**
Surplus(Deficit)		5,001		0		**-**			**-**	**-**	**-**	**-**
Reserve Balance						**290,414**			340,414	390,414	440,414	490,414

REGIONAL DISTRICT OF KOOTENAY BOUNDARY
FIVE YEAR FINANCIAL PLAN

SERVICE NO 074
BIG WHITE SECURITY SERVICES

		PAGE	2019 ACTUAL	2020 BUDGET	2020 ACTUAL	(OVER) UNDER	2021 BUDGET	Increase(Decrease) between 2020 BUDGET and 2021 BUDGET $	%	-3.52% 2022 BUDGET	1.93% 2023 BUDGET	1.93% 2024 BUDGET	1.93% 2025 BUDGET
REVENUE													
11 831 074	Property Tax Requisition	2	185,112	220,367	220,367	0	**243,963**	23,596	10.71	240,101	244,723	249,437	254,246
11 210 100	Federal Grant In Lieu	3	0	106	0	106	**108**	2	2.00	110	113	115	117
11 911 100	Previous Year's Surplus	4	19,641	13,248	13,248	0	**4,894**	(8,354)	(63.06)	0	0	0	0
	Total Revenue		**204,753**	**233,721**	**233,615**	**106**	**248,965**	**15,244**	**6.52**	**240,211**	**244,835**	**249,552**	**254,363**
EXPENDITURE													
12 760 230	Board Fee	5	4,833	4,919	4,919	0	**4,497**	(422)	(8.58)	2,305	2,351	2,398	2,446
12 760 241	Security Accommodation	6	2,735	3,000	3,000	0	**3,063**	63	2.10	3,124	3,187	3,250	3,315
12 760 239	Operating Contracts	7	179,937	216,802	216,802	0	**221,355**	4,553	2.10	225,782	230,298	234,904	239,602
	Total Operating		187,505	224,721	224,721	0	**228,915**	4,194	1.87	231,211	235,835	240,552	245,363
12 760 990	Previous Year's Deficit	8	0	0	0	0	**0**	0	0.00	0	0	0	0
12 760 999	Contingencies	9	4,000	9,000	4,000	5,000	**20,050**	11,050	122.78	9,000	9,000	9,000	9,000
	Total Other		4,000	9,000	4,000	5,000	**20,050**	11,050	122.78	9,000	9,000	9,000	9,000
	Total Expenditure		**191,505**	**233,721**	**228,721**	**5,000**	**248,965**	**15,244**	**6.52**	**240,211**	**244,835**	**249,552**	**254,363**
	Surplus(Deficit)		13,248		4,894		**-**			**-**	**-**	**-**	**-**

REGIONAL DISTRICT OF KOOTENAY BOUNDARY
FIVE YEAR FINANCIAL PLAN

SERVICE NO 075
BIG WHITE NOISE CONTROL SERVICE

		PAGE	2019 ACTUAL	2020 BUDGET	2020 ACTUAL	(OVER) UNDER	2021 BUDGET	Increase(Decrease) between 2020 BUDGET and 2021 BUDGET $	%	-100.00% 2022 BUDGET	#DIV/0! 2023 BUDGET	#DIV/0! 2024 BUDGET	#DIV/0! 2025 BUDGET
REVENUE													
11 831 070	Property Tax Requisition	2	1,434	1,463	1,463	0	**1,492**	29	1.98	0	0	0	0
11 159 159	Miscellaneous Income	3	0	0	0	0	**0**	0	0.00	0	0	0	0
11 911 100	Previous Year's Surplus	4	0	0	0	0	**0**	0	0.00	0	0	0	0
11 921 205	Transfer From Reserves	5	0	0	0	0	**0**	0	0.00	0	0	0	0
	Total Revenue		**1,434**	**1,463**	**1,463**	**0**	**1,492**	**29**	**1.98**	**0**	**0**	**0**	**0**
EXPENDITURE													
12 762 230	Board Fee	6	1,434	1,463	1,463	0	**1,492**	29	1.98	0	0	0	0
12 762 239	Operating Contracts	7	0	0	0	0	**0**	0	0.00	0	0	0	0
	Total Operating		1,434	1,463	1,463	0	**1,492**	29	1.98	0	0	0	0
12 762 741	Transfer To Reserves	8	0	0	0	0	**0**	0	0.00	0	0	0	0
12 762 990	Previous Year's Deficit	9	0	0	0	0	**0**	0	0.00	0	0	0	0
12 762 999	Contingencies	10	0	0	0	0	**0**	0	0.00	0	0	0	0
	Total Other		0	0	0	0	**0**	0	0.00	0	0	0	0
	Total Expenditure		**1,434**	**1,463**	**1,463**	**0**	**1,492**	**29**	**1.98**	**0**	**0**	**0**	**0**
	Surplus(Deficit)		0		0		**-**			**-**	**-**	**-**	**-**
	Reserve Balance						**67,017**			67,017	67,017	67,017	67,017

REGIONAL DISTRICT OF KOOTENAY BOUNDARY
FIVE YEAR FINANCIAL PLAN

SERVICE NO 079
ECONOMIC DEVELOPMENT - ELECTORAL AREA 'E'

PARTICIPANTS: **Electoral Area 'E' / West Boundary**

		PAGE	2019 ACTUAL	2020 BUDGET	2020 ACTUAL	(OVER) UNDER	2021 BUDGET	Increase(Decrease) between 2020 BUDGET and 2021 BUDGET $	%	-98.15% 2022 BUDGET	0.01% 2023 BUDGET	0.01% 2024 BUDGET	0.01% 2025 BUDGET
REVENUE													
	Property Tax Requisition	2	31,434	36,812	36,812	0	**56,992**	20,180	54.82	24,172	24,175	24,179	24,182
11 210 100	Federal Grant In Lieu	3	1	0	0	0	**0**	0	0.00	0	0	0	0
11 210 172	Government/Agency Grants	4	0	0	0	0	**0**	0	0.00	0	0	0	0
11 590 159	Miscellaneous Revenue	5	0	0	0	0	**1,250,000**	1,250,000	0.00	0	0	0	0
11 911 100	Previous Year's Surplus	6	0	4,651	4,651	0	**0**	(4,651)	(100.00)	0	0	0	0
11 921 205	Revenue From Reserve	7	0	0	0	0	**0**	0	0.00	0	0	0	0
	Total Revenue		**31,435**	**41,463**	**41,463**	**0**	**1,306,992**	**1,265,529**	**3,052.19**	**24,172**	**24,175**	**24,179**	**24,182**
EXPENDITURE													
12 698 210	Travel & Conference & Admin	8	0	0	0	0	**0**	0	0.00	0	0	0	0
12 698 226	Contracted Services	9	25,350	40,000	40,000	0	**55,500**	15,500	38.75	24,000	24,000	24,000	24,000
12 698 229	E.D.C. Projects	10	0	0	0	0	**1,250,000**	1,250,000	0.00	0	0	0	0
12 698 230	Board Fee	11	1,434	1,463	1,463	0	**1,492**	29	1.98	172	175	179	182
12 698 239	Memberships	12	0	0	0	0	**0**	0	0.00	0	0	0	0
12 698 570	Community Tourism Prgm Projects	13	0	0	0	0	**0**	0	0.00	0	0	0	0
12 698 716	Other Grants	14	0	0	0	0	**0**	0	0.00	0	0	0	0
	Total Operating		26,784	41,463	41,463	0	**1,306,992**	1,265,529	3,052.19	24,172	24,175	24,179	24,182
12 698 741	Contribution To Reserve	15	0	0	0	0	**0**	0	0.00	0	0	0	0
12 698 990	Previous Year's Deficit	16	0	0	0	0	**0**	0	0.00	0	0	0	0
12 698 999	Contingencies	17	0	0	0	0	**0**	0	0.00	0	0	0	0
	Total Other		0	0	0	0	**0**	0	0.00	0	0	0	0
	Total Expenditure		**26,784**	**41,463**	**41,463**	**0**	**1,306,992**	**1,265,529**	**3,052.19**	**24,172**	**24,175**	**24,179**	**24,182**
	Surplus (Deficit)		4,651		(0)		**-**			**-**	**-**	**-**	**-**
	Reserve Balance						**0**			0	0	0	0

REGIONAL DISTRICT OF KOOTENAY BOUNDARY
FIVE YEAR FINANCIAL PLAN

PARTICIPANTS: Electoral Areas 'D' & 'E'

SERVICE NO 092
NOXIOUS WEED CONTROL EA 'D' / RURAL GRAND FORKS & EA 'E' / WEST BOUNDARY

		PAGE	2019 ACTUAL	2020 BUDGET	2020 ACTUAL	(OVER) UNDER	2021 BUDGET	Increase(Decrease) between 2020 BUDGET and 2021 BUDGET $	%	-2.15% 2022 BUDGET	0.80% 2023 BUDGET	0.81% 2024 BUDGET	0.82% 2025 BUDGET
REVENUE:													
	Property Tax Requisition	2	78,070	79,622	79,622	0	**79,851**	228	0.29	98,159	102,161	104,204	106,287
11 210 100	Grant In Lieu	3	45	20	42	(22)	**20**	0	0.00	20	20	20	20
11 210 096	Federal Govt Weed Grant	4	0	0	0	0	**0**	0	0.00	0	0	0	0
11 590 159	Miscellaneous Income	5	4,000	50	1,000	(950)	**50**	0	0.00	50	50	50	50
11 759 092	Prov of BC Weed Control Grant	6	14,500	14,500	14,500	0	**14,500**	0	0.00	14,500	14,500	14,500	14,500
11 759 093	Ministry of Transport	7	70,000	70,000	70,000	0	**70,000**	0	0.00	70,000	70,000	70,000	70,000
11 759 094	Other Provincial Agency	8	43,017	39,500	46,786	(7,286)	**40,000**	500	1.27	38,500	38,500	38,500	38,500
11 759 095	Industry Partners	9	26,500	26,500	26,500	0	**26,500**	0	0.00	26,500	26,500	26,500	26,500
11 759 100	Province of BC - JOP Grant	10	0	0	0	0	**0**	0	0.00	0	0	0	0
11 921 205	Transfer From Reserve	11	0	0	0	0	**0**	0	0.00	2,000	0	0	0
11 911 100	Previous Year's Surplus	12	21,662	35,938	35,938	0	**24,295**	(11,644)	(32.40)	0	0	0	0
	Total Revenue		**257,793**	**266,131**	**274,388**	**(8,258)**	**255,215**	**(10,915)**	**(4.10)**	**249,729**	**251,731**	**253,774**	**255,857**
EXPENDITURE:													
12 643 111	Salaries & Wages	13	6,008	6,324	6,332	(7)	**6,724**	399	6.32	6,858	6,995	7,135	7,278
	Total Salaries & Benefits		6,008	6,324	6,332	(7)	**6,724**	399	6.32	6,858	6,995	7,135	7,278
12 643 230	Board Fee	14	1,434	1,463	1,463	0	**1,492**	29	1.98	2,875	2,933	2,992	3,051
12 643 239	Operating Contracts	15	214,413	256,643	242,299	14,344	**245,300**	(11,344)	(4.42)	238,295	240,103	241,947	243,828
	Total Operating		215,847	258,106	243,762	14,344	**246,792**	(11,315)	(4.38)	241,171	243,036	244,939	246,880
12 643 741	Contribution to Reserve	16	0	0	0	0	**0**	0	0.00	0	0	0	0
12 643 990	Previous Year's Deficit	17	0	0	0	0	**0**	0	0.00	0	0	0	0
12 643 999	Contingencies	18	0	1,700	0	1,700	**1,700**	0	0.00	1,700	1,700	1,700	1,700
	Total Other		0	1,700	0	1,700	**1,700**	0	0.00	1,700	1,700	1,700	1,700
	Total Expenditure		**221,855**	**266,131**	**250,094**	**16,037**	**255,215**	**(10,915)**	**(4.10)**	**249,729**	**251,731**	**253,774**	**255,857**
	Surplus (Deficit)		35,938		24,295		**-**			**-**	**-**	**-**	**-**
	Reserve Balance						**10,808**			8,808	8,808	8,808	8,808

REGIONAL DISTRICT OF KOOTENAY BOUNDARY
FIVE YEAR FINANCIAL PLAN

SERVICE NO 101
BIG WHITE STREET LIGHTING

		PAGE	2019 ACTUAL	2020 BUDGET	2020 ACTUAL	(OVER) UNDER	2021 BUDGET	Increase(Decrease) between 2020 BUDGET and 2021 BUDGET $	%	2022 BUDGET	2023 BUDGET	2024 BUDGET	2025 BUDGET
REVENUE													
11 831 101	Property Tax Requisition	2	26,444	26,444	26,444	0	**16,258**	(10,186)	(38.52)	16,439	16,768	17,103	17,445
11 921 205	Revenue From Reserves	3	0	0	0	0	**0**	0	0.00	0	0	0	0
11 911 100	Previous Year's Surplus	4	5,930	4,757	4,757	0	**6,236**	1,479	31.09	0	0	0	0
	Total Revenue		**32,374**	**31,201**	**31,201**	**0**	**22,494**	**(8,707)**	**(27.91)**	**16,439**	**16,768**	**17,103**	**17,445**
EXPENDITURE													
12 325 230	Board Fee	5	1,434	1,463	1,463	0	**1,494**	31	2.12	119	122	124	126
12 325 553	Utilities	6	13,994	20,600	14,364	6,236	**16,000**	(4,600)	(22.33)	16,320	16,646	16,979	17,319
	Total Operating		15,428	22,063	15,827	6,236	**17,494**	(4,569)	(20.71)	16,439	16,768	17,103	17,445
12 325 610	Capital/Amortization	7	1,249	0	0	0	**0**	0	0.00	0	0	0	0
	Total Capital		1,249	0	0	0	**0**	0	0.00	0	0	0	0
12 325 741	Contribution to Reserve	8	10,940	9,138	9,138	0	**5,000**	(4,138)	(45.28)	0	0	0	0
12 325 990	Previous Year's Deficit	9	0	0	0	0	**0**	0	0.00	0	0	0	0
12 325 999	Contingencies	10	0	0	0	0	**0**	0	0.00	0	0	0	0
	Total Other		10,940	9,138	9,138	0	**5,000**	(4,138)	(45.28)	0	0	0	0
	Total Expenditure		**27,617**	**31,201**	**24,965**	**6,236**	**22,494**	**(8,707)**	**(27.91)**	**16,439**	**16,768**	**17,103**	**17,445**
	Surplus(Deficit)		4,757		6,236		**-**			**-**	**-**	**-**	**-**
	Reserve Balance						**54,637**			54,637	54,637	54,637	54,637

REGIONAL DISTRICT OF KOOTENAY BOUNDARY
FIVE YEAR FINANCIAL PLAN

SERVICE NO 123
HOUSE NUMBERING - AREA 'E' / WEST BOUNDARY

	PAGE	2019 ACTUAL	2020 BUDGET	2020 ACTUAL	(OVER) UNDER	2021 BUDGET	Increase(Decrease) between 2020 BUDGET and 2021 BUDGET $	%	3.62% 2022 BUDGET	0.07% 2023 BUDGET	0.07% 2024 BUDGET	0.07% 2025 BUDGET
REVENUE:												
11 830 905 Property Tax Requisition	2	2,999	3,000	3,000	0	**3,000**	(0)	(0.00)	3,109	3,111	3,113	3,115
11 210 100 Federal Grant in Lieu	3	0	0	0	(0)	**0**	0	0.00	0	0	0	0
11 911 100 Previous Year's Surplus	4	1	0	0	0	**0**	0	0.00	0	0	0	0
Total Revenue		**3,000**	**3,000**	**3,000**	**0**	**3,000**	**(0)**	**(0.00)**	**3,109**	**3,111**	**3,113**	**3,115**
EXPENDITURE:												
12 326 230 Board Fee	5	0	0	0	0	**0**	0	0.00	109	111	113	115
12 326 239 Consultant Fees	6	2,250	2,250	2,250	0	**2,250**	0	0.00	2,250	2,250	2,250	2,250
Total Operating		2,250	2,250	2,250	0	**2,250**	0	0.00	2,359	2,361	2,363	2,365
12 326 990 Previous Year's Deficit	7	0	0	0	0	**0**	(0)	(16.67)	0	0	0	0
12 326 999 Contingencies	8	750	750	750	0	**750**	0	0.00	750	750	750	750
Total Other		750	750	750	0	**750**	(0)	(0.01)	750	750	750	750
Total Expenditure		**3,000**	**3,000**	**3,000**	**0**	**3,000**	**(0)**	**(0.00)**	**3,109**	**3,111**	**3,113**	**3,115**
Surplus(Deficit)		(0)		(0)		**-**			**-**	**-**	**-**	**-**

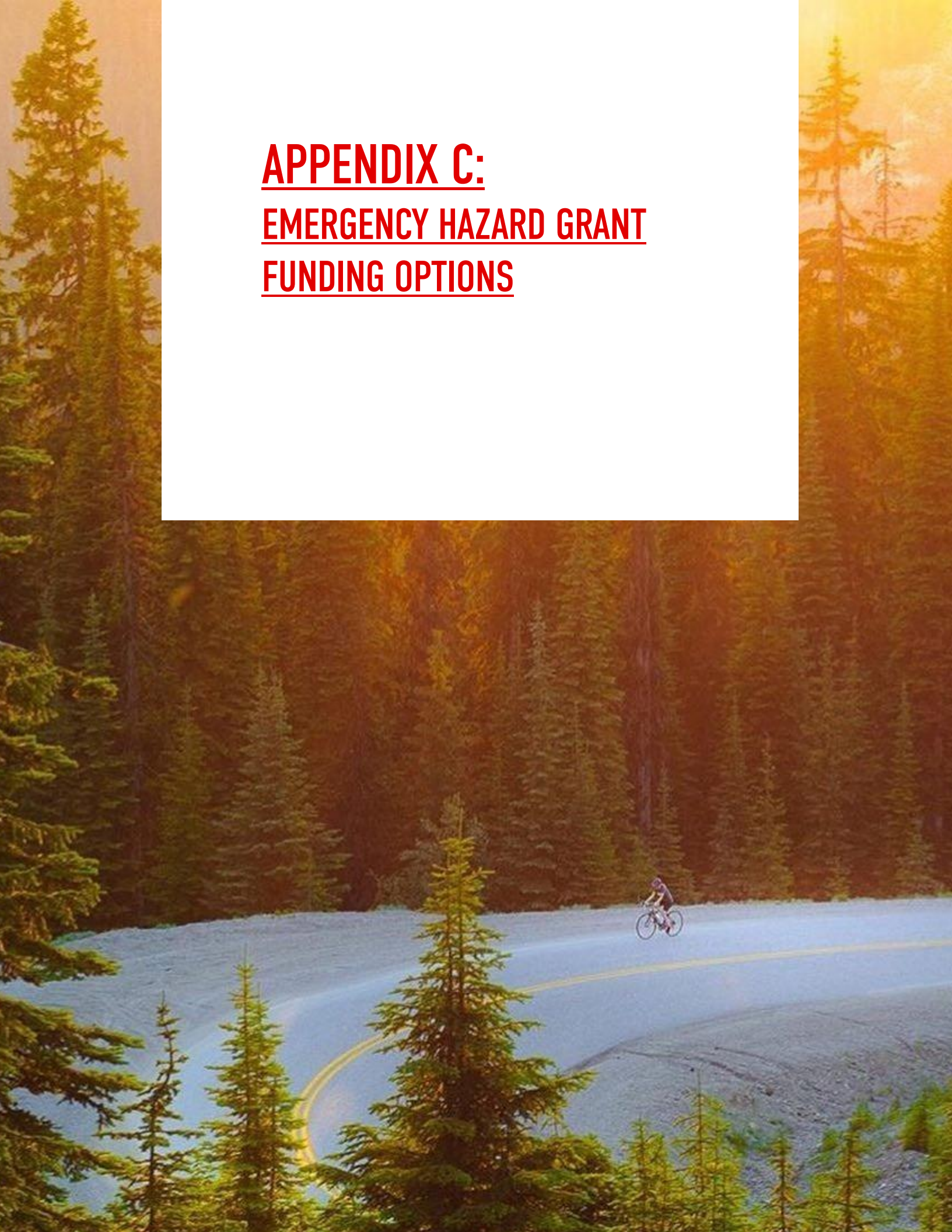
REGIONAL DISTRICT OF KOOTENAY BOUNDARY
FIVE YEAR FINANCIAL PLAN

SERVICE NO 170
BOUNDARY INTEGRATED WATERSHED

PARTICIPANTS: Grand Forks, Greenwood, Midway, Electoral Areas 'C', 'D', & 'E'

		PAGE	2019 ACTUAL	2020 BUDGET	2020 ACTUAL	(OVER) UNDER	2021 BUDGET	Increase(Decrease) between 2020 BUDGET and 2021 BUDGET $	%	-82.91% 2022 BUDGET	0.39% 2023 BUDGET	1.64% 2024 BUDGET	1.65% 2025 BUDGET
REVENUE:													
	Property Tax Requisition	2	140,836	152,522	152,522	(0)	**155,186**	2,664	1.75	155,842	155,972	159,555	160,392
11 210 100	Federal Grant In Lieu	3	436	0	351	(351)	**0**	0	0.00	0	0	0	0
11 590 159	Miscellaneous Revenue	4	0	120,000	144,739	(24,739)	**779,737**	659,737	549.78	0	0	0	0
11 911 100	Previous Year's Surplus	5	0	56,219	55,825	395	**13,198**	(43,021)	(76.52)	0	0	0	0
11 921 205	Transfer From Reserve	6	0	0	0	0	**5,000**	5,000	0.00	7,000	7,500	6,600	8,500
	Total Revenue		**141,272**	**328,741**	**353,436**	**(24,695)**	**953,121**	**624,380**	**189.93**	**162,842**	**163,472**	**166,155**	**168,892**
EXPENDITURE:													
12 610 111	Salaries and Benefits	7	64,796	113,733	113,992	(259)	**118,059**	4,326	3.80	120,421	122,829	125,286	127,791
	Total Salaries & Benefits		64,796	113,733	113,992	(259)	**118,059**	4,326	3.80	120,421	122,829	125,286	127,791
12 610 210	Travel Expense	8	1,426	3,060	135	2,925	**3,124**	64	2.10	3,187	3,250	3,315	3,382
12 610 220	Public Participation Program	9	1,484	6,000	2,065	3,935	**6,000**	0	0.00	6,000	6,000	6,000	6,000
12 610 230	Board Fee	10	1,434	1,463	1,463	0	**1,492**	29	1.98	7,910	8,068	8,229	8,394
12 610 234	Library & Research	11	0	625	490	135	**625**	0	0.00	625	625	625	625
12 610 235	Operating Contract	12	10,480	145,000	165,400	(20,400)	**809,737**	664,737	458.44	20,000	20,000	20,000	20,000
12 610 243	Office Building Expense	13	0	8,160	8,160	0	**8,323**	163	2.00	0	0	0	0
12 610 247	Office Equipment	14	2,723	2,000	1,386	614	**1,000**	(1,000)	(50.00)	3,000	1,000	1,000	1,000
12 610 251	Office Supplies	15	629	700	147	553	**700**	0	0.00	700	700	700	700
12 610 253	Vehicle Operation	16	1,000	3,000	3,000	0	**3,060**	60	2.00	0	0	0	0
	Total Operating		19,177	170,008	182,246	(12,238)	**834,061**	664,053	390.60	41,421	39,643	39,870	40,100
12 610 610	Capital/Amortization	17	0	0	0	0	**0**	0	0.00	0	0	0	0
	Total Capital		0	0	0	0	**0**	0	0.00	0	0	0	0
12 610 741	Contribution To Reserve	18	0	44,000	44,000	0	**0**	(44,000)	(100.00)	0	0	0	0
12 610 990	Previous Year's Deficit	19	0	0	0	0	**0**	0	0.00	0	0	0	0
12 610 999	Contingencies	20	1,080	1,000	0	1,000	**1,000**	0	0.00	1,000	1,000	1,000	1,000
	Total Other		1,080	45,000	44,000	1,000	**1,000**	(44,000)	(97.78)	1,000	1,000	1,000	1,000
	Total Expenditure		**85,053**	**328,741**	**340,238**	**(11,497)**	**953,121**	**624,380**	**189.93**	**162,842**	**163,472**	**166,155**	**168,892**
	Surplus(Deficit)		56,219		13,198		**-**			**-**	**-**	**-**	**-**
	Reserve Balance						**39,000**			32,000	24,500	17,900	9,400

APPENDIX C:
EMERGENCY HAZARD GRANT FUNDING OPTIONS



Grant Name	Provider	Description	Available Funding
Evacuation Route Planning	UBCM	The intent of this funding stream is to support eligible applicants to develop Evacuation Route Plans for communities that would otherwise be challenged to successfully undertake an evacuation operation during an emergency. This is a planning stream - funding cannot be used for construction work.	Maximum $25,000
Structural Flood Mitigation	UBCM	The intent of this funding stream is to support eligible applicants to prevent, eliminate or reduce the impacts of hazards through construction of structural flood mitigation projects. Ongoing operational costs are not eligible.	Maximum $750,000
National Disaster Mitigation Program (NDMP)	Government of Canada	Identifying increasing disaster risks and costs, Budget 2014 earmarked $200 million over five years, from 2015 to 2020, to establish the National Disaster Mitigation Program (NDMP) as part of the Government of Canada's commitment to build safer and more resilient communities. The Economic and Fiscal Snapshot 2020 announced a renewal of the NDMP and earmarked $25 million over two years beginning in fiscal year 2020-2021. $5 million in funding is available until March 31, 2021, and a further $20 million is available for the period from April 1, 2021 to March 31, 2022.	Varies
Adaptation, Resilience and Disaster Mitigation Program	BC Government	Canada and B.C. governments are investing up to $56.25 million in this Adaptation, Resilience & Disaster Mitigation (ARDM) intake to support infrastructure projects in communities across the province. This intake of ARDM is administered as part of the newly developed COVID-19 Resilience Infrastructure Stream (CVRIS) under the broader Investing in Canada Infrastructure Program (ICIP). The focus of this program is to fund structural and natural infrastructure projects that address the impacts of flooding and flood-related hazards up to a value of up to ten-million dollars ($10,000,000). The program targets shovel-ready projects that have a construction start date of no later than September 30, 2021, and that can be completed by December 31, 2021, or by December 31, 2022 in remote communities.	Varies
2021 Emergency Support Services	UBCM	The intent of this funding stream is to support eligible applicants to build local capacity to provide emergency support services through volunteer recruitment, retention and training, including in-house training, and the purchase of ESS equipment. The focus of the ESS funding stream for the 2021 intake continues to be support of the modernization of local ESS programs in order to move toward digital registration and reporting through the Evacuee Registration & Assistance (ERA) Tool. Additionally, focus will also be on local ESS programs that prepare to act as host communities.	Varies