

Community Needs Assessment

Big White Mountain Community Needs Assessment



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EXECUTIVE SUMMARY

Big White Mountain Community Development Association (BWMCDA) retained Urban Systems Ltd. to conduct a study that aimed to identify the existing gaps in the service offerings on Big White Mountain and determine the overall future vision for the Mountain. This study will be used by the BWMCDA to inform community stakeholders about demands for community services and facilities. Recommendations are provided for the community association on steps they can take to address these gaps.

Research was conducted as a preliminary step to observe what services are being provided in other North American ski communities that are similar in size and structure to Big White Mountain. Due to Big White Mountain's small population of ~300 residents, municipalities with similar population sizes were also observed. Amenity and service offerings in the following communities were compared to Big White Mountain:

- Lytton, BC
- Slokan, BC
- Granisle, BC
- Hazelton, BC
- Sun Peaks, BC
- Olympic Valley, California
- Mountain Village, Colorado

The research concluded that Big White Mountain already benefits from a number of municipal services and amenities, however one potential area where the community is lacking is the provision of parks, trails, and other recreational facilities such as sports fields and courts.

Community engagement was the key component of this project, as two tools were used to identify and understand the issues existing within the Big White Mountain community. An online and hardcopy survey was distributed to the community in March 2019 that generated a total of 188 responses. The results of this survey were used to guide the discussion of the stakeholder workshop that was held in late April. Members from the following community groups attended:

- Big White Mountain Community Development Association
- Regional District of Kootenay Boundary
- Chamber of Commerce
- Big White Ski Resort
- Independent business owners
- Residents

The engagement results were analyzed to determine key items that are important to consider when identifying community issues and needs to address in the future. The key highlights of the community engagement are as follows:

- Residents are dissatisfied with indoor recreation opportunities, recreational and leisure services provided aside from mountain biking and skiing, roads infrastructure, RCMP services, ambulance services
- Residents think that trails, community, roads infrastructure, providing recreational services aside from mountain biking and skiing, and increasing indoor recreation opportunities are most important
- 65% of survey respondents think that economic growth is too slow at Big White

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- Barriers that are preventing people from living at Big White full-time include: lack of year-round employment, high cost of living, lack of summer activities, lack of general services and facilities (healthcare, food)
- Communication between community groups, residents, and businesses is one of the top issues that needs to be addressed
- Emergency services and enforcement are another issue that are impacting health and safety on the mountain

These engagement results should be key considerations that are incorporated into future decision-making processes for the BWMCDA and other community stakeholder groups. Based on these key findings, it is recommended that the BWMCDA:

1. Maintain and strengthen existing partnerships;
2. Advocate for additional services and facilities; and
3. Improve communications amongst community groups and residents.



1.0 Project Context

The Big White Mountain Community Development Association (BWMCDA) is conducting a community needs assessment to better understand the needs of the residents and businesses on Big White Mountain. This assessment will look at the community overall, community needs and the business needs. The research and feedback gained from this assessment will be used to inform the Regional District of Kootenay Boundary and wider statutory stakeholders about the future funding demands for this community and what areas are already delivering well. The BWMCDA can use this information to lobby and advocate for services and facilities required to ensure our community is sustainable into the future.

Research was conducted as a preliminary step to observe what services are being provided in other North American ski communities that are similar in size and structure to Big White Mountain. Due to Big White Mountain's small population of ~300 residents, municipalities with similar population sizes were also observed. This research compared the service and amenity offerings of each of these communities to Big White Mountain to identify possible areas for improvement. The findings of this research will be discussed in Section 2.0 Comparable Communities Research.

An online and hardcopy survey was distributed to the Big White Mountain community from March 9th – 31st, 2019. This survey asked a series of questions focussed on determining the key needs of the community. A total of 188 responses were received to the online survey. It is important to note that while most survey participants answered all of the questions, not every participant answered each question. The total number of responses that was received to each question is indicated in Section 3.0 Survey Results.

The BWMCDA used the results of this survey to guide discussion at a workshop with community stakeholders hosted at the Fire Hall on April 29th from 5:00 pm – 7:00 pm. A total of 12 stakeholders attended the workshop, with participants from the following groups:

- Big White Mountain Community Development Association
- Regional District of Kootenay Boundary
- Chamber of Commerce
- Big White Ski Resort
- Independent business owners
- Residents

Themes that arose from this workshop are discussed in this report as well.

The purpose of this engagement summary is to provide an overview of the input received during the engagement period. Verbatim comments for each question are included in Appendices B and C. The findings of the engagement will provide guidance for the BWMCDA's future decision-making.



2.0 Comparable Communities Research

Members of the Big White Community Mountain Community Development Association previously conducted research on all municipalities in British Columbia. This research included information such as population statistics, tax revenues, and the presence of community service offerings such as schools, police services, and medical clinics. Due to Big White Mountain's small population of ~300 residents, only municipalities with similar population sizes were observed for the purpose of this assessment. A total of 4 village municipalities will be discussed.

Research was also conducted on other ski resort communities in British Columbia. However, very few of these communities are comparable with Big White as many of them are located directly adjacent to a municipality, while others have very few to zero residential dwellings. For this reason, ski communities in the western United States were also observed. A total of 3 ski resort communities will be discussed.

The amenities and services that are of key interest for this project include:

- Schools
- Fire stations
- Medical clinics
- Policing
- Community halls
- Recycling
- Swimming
- Recreation areas
- Libraries
- Places of worship
- Post offices

The Big White Mountain community does not have all of these amenities and services currently, but would like to expand their offerings in the future based on the results of the Community Needs Assessment. Big White Mountain has a school, fire station, medical clinic, and recycling services.

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

- Lytton, BC – located in the Thompson-Nicola Regional District where the Thompson River meets the Fraser River. Lytton is the “River Rafting Capital of Canada” and largely relies on tourism for economic stability.
- Slocan, BC – located in the West Kootenay region at the southern end of Slocan Lake. Slocan is situated at the gateway to Valhalla Provincial Park.
- Granisle, BC – situated on Babine Lake in the Buckley-Nechako Regional District. Granisle is largely a retirement town with tourism as the main industry. The primary tourist attraction is the skeleton of a Columbian Mammoth on display at the Village's museum.
- Hazelton, BC – located at the junction of the Bulkley and Skeena Rivers, it was the original gateway for the Omineca Gold Rush in the 1800s.
- Sun Peaks, BC – a mountain resort municipality built around Sun Peaks Resort, just north of Kamloops.

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- Olympic Valley, California – located northwest of Tahoe City on the banks of the Truckee River. Squaw Valley Ski Resort is located in Olympic Valley and was the host of the 1960 Winter Olympics.
- Mountain Village, Colorado – located in the San Juan Mountains adjacent to Telluride Ski Resort.

The tables below indicate which services and amenities are provided in each of the observed communities. Full tables with notes on the services and amenities are included in Appendix A. The most common services provided in both types of communities are fire protection and recycling. The Regional District of Kootenay Boundary currently provides fire protection and recycling services to Big White Mountain. Policing, which is not offered at Big White Mountain as they rely on the Kelowna RCMP, was the least common service provided in the observed communities, with only 1 ski resort community and 2 villages having police stations. The most common amenity to be provided in both types of communities are recreation areas such as parks and trails, with these being present in all of the villages and 2 of the resort communities. Community halls were the least common amenity to be provided in the communities observed, with 0 ski resort communities providing community halls and 3 villages providing these facilities.

Table 1. Service and amenity offerings in villages.

Municipality	Population	Total Tax and Charges Revenue (\$)	School	Fire Hall	Medical Clinic/Office	Community Hall	Policing	Recycling	Recreation Areas	Library	Place of Worship	Post Office
Lytton	228	673,000	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Slocan	289	479,489	Y	Y	Y	Y	N	Y	Y	Y	N	Y
Granisle	303	689,983	Y	Y	Y	N	Y	Y	Y	Y	Y	Y
Hazelton	313	560,574	Y	Y	Y	Y	N	Y	Y	Y	Y	Y
TOTALS			4	4	4	3	2	4	4	4	3	4

Table 2. Service and amenity offerings in ski resort communities.

Municipality	Population	Total Tax and Charges Revenue (\$)	School	Fire Hall	Medical Clinic/Office	Community Hall	Policing	Recycling	Recreation	Library	Place of Worship	Post Office
Sun Peaks	616	4,061,499	Y	Y	Y	N	N	Y	Y	N	Y	N
Olympic Valley	823	7,444,000	Y	Y	Y	N	N	Y	N	N	Y	Y
Mountain Village	1393	15,553,634	N	Y	N	N	Y	Y	Y	N	N	N
TOTALS			2	3	2	0	1	3	2	0	2	1

Based on the research, Big White Mountain community already benefits from a number of municipal services and amenities. One potential area of interest or expansion of servicing offerings that the community could consider advocating for with the Regional District would be the provision of parks, trails, or other recreation areas such as sports fields and courts.

3.0 Survey Results

The total number of responses received to each question is indicated in the analysis, as well as in Appendix B - the verbatim survey comments.

The following sections provide an overview of the responses provided in the survey.

Question 1: Indicate how important each issue is to you. Please also indicate how satisfied you are with the provision of these amenities.

	Very Unsatisfied	Unsatisfied	Neutral	Satisfied	Very Satisfied		Very Unimportant	Unimportant	Neutral	Important	Very Important
Community											
Parks											
Trails											
Meeting Spaces											
Increasing year-round indoor recreation opportunities											
Providing recreational and leisure services aside from mountain biking and skiing											
Providing community cultural events and activities											
Improving ambulance services											
Improving fire department services											
Improving RCMP services											
Improving roads infrastructure											
Improving water infrastructure											
Improving sewer infrastructure											
Improving municipal services – waste management											
Providing financial support services											
Increasing year-round employment opportunities											
Developing a diverse local economy											
Providing a health care clinic											
Increasing social services for seniors											
Increasing social services for those with special needs											
Providing counselling services											
Improving child/youth education opportunities for pre-school to kindergarten											
Improving child/youth education opportunities for 6-9 years old											

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Improving child/youth education opportunities for 10-15 years old											
Providing a range of housing opportunities											
Enhancing tourism services (i.e. wayfinding, visitors centre)											
Increasing population growth											

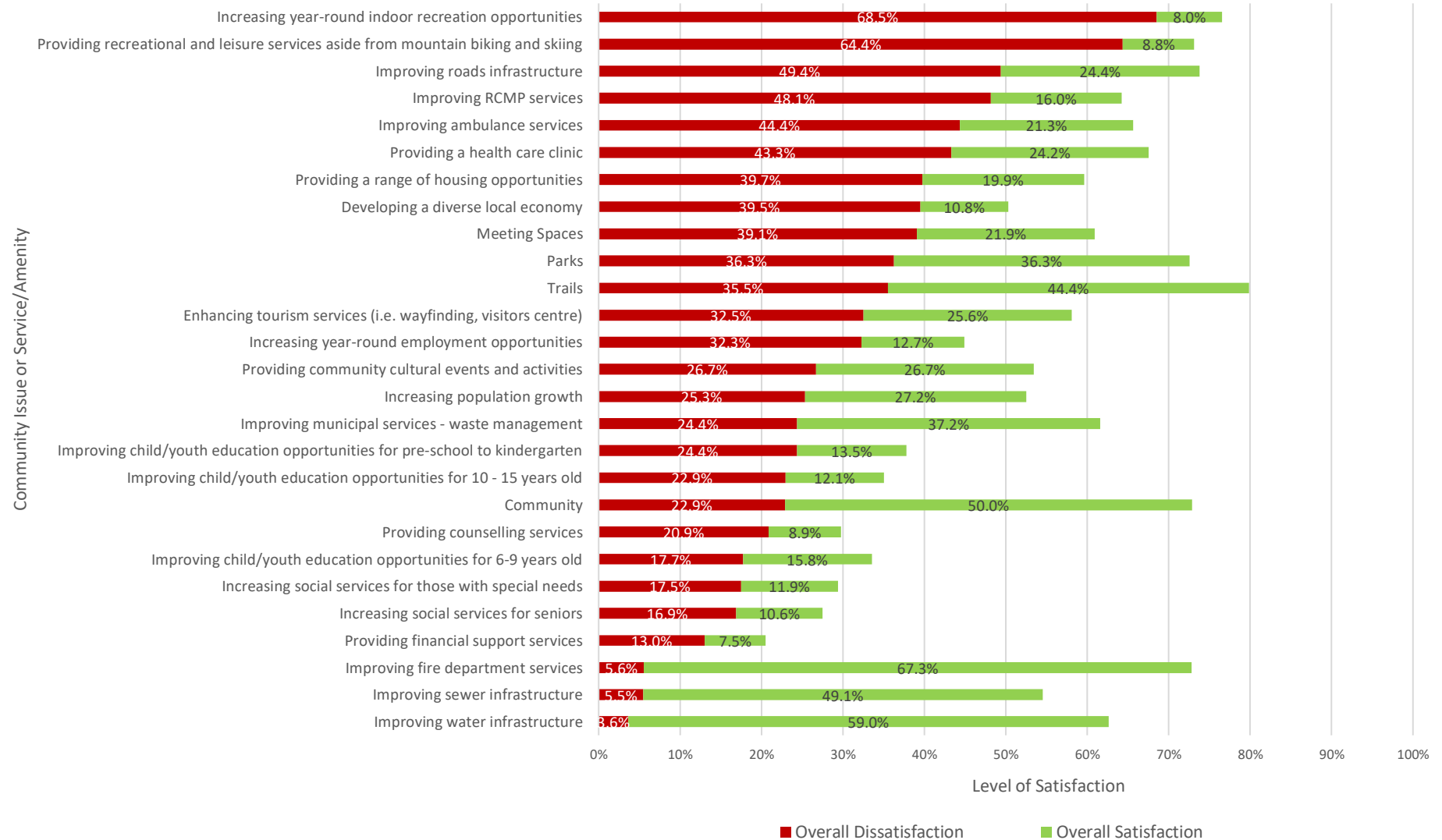
Survey respondents were asked to indicate their current level of satisfaction with the provision of each of the above amenities and services at Big White Mountain, as well as the level of importance of improving each of these items. The responses to this question were analyzed by combining the results for “Very Unsatisfied” and “Unsatisfied” into one “Overall Dissatisfaction” category. This approach was also used for the “Overall Satisfaction” category which derives from the results for “Satisfied” and “Very Satisfied”. That being said, the results shown in the figure below do not add up to 100% because the “Neutral” responses have not been included and not all 188 respondents answered each part of this question. Respondents indicated that they are most satisfied with:

- Improving fire department services (67.3%)
- Improving water infrastructure (59.0%)
- Community (50.0%)
- Improving sewer infrastructure (49.1%)
- Trails (44.4%)

Respondents indicated that they are most dissatisfied with:

- Increasing year-round indoor recreation opportunities (68.5%)
- Providing recreational and leisure services aside from mountain biking and skiing (64.4%)
- Improving roads infrastructure (49.4%)
- Improving RCMP services (48.1%)
- Improving ambulance services (44.4%)

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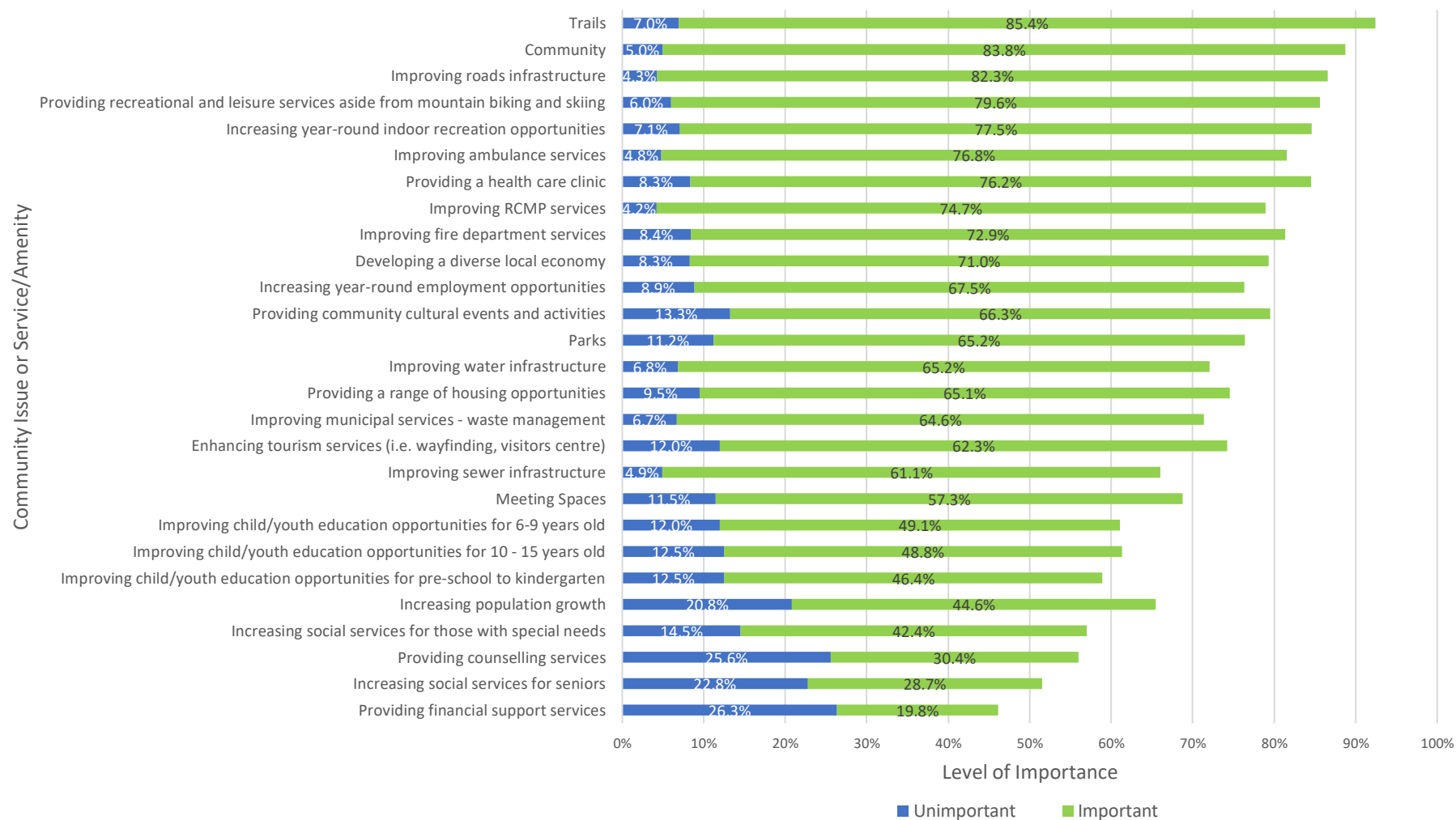
Similar to the approach used above to categorize the survey results, responses stating that an issue was “Very Unimportant” or “Unimportant” were combined into one “Unimportant” category, and responses stating that an issue was “Very Important” or “Important” were combined into an “Important” category. That being said, the results shown in the figure below do not add up to 100% because the “Neutral” responses have not been included and not all 188 respondents answered each part of this question. Respondents indicated that the following items are most important to them:

- Trails (85.4%)
- Community (83.8%)
- Improving roads infrastructure (82.3%)
- Providing recreational and leisure services aside from mountain biking and skiing (79.6%)
- Increasing year-round indoor recreation opportunities (77.5%)

Respondents indicated that the following items are least important to them:

- Providing financial support services (26.3%)
- Providing counselling services (25.6%)
- Increasing social services for seniors (22.8%)
- Increasing population growth (20.8%)
- Increasing social services for those with special needs (14.5%)

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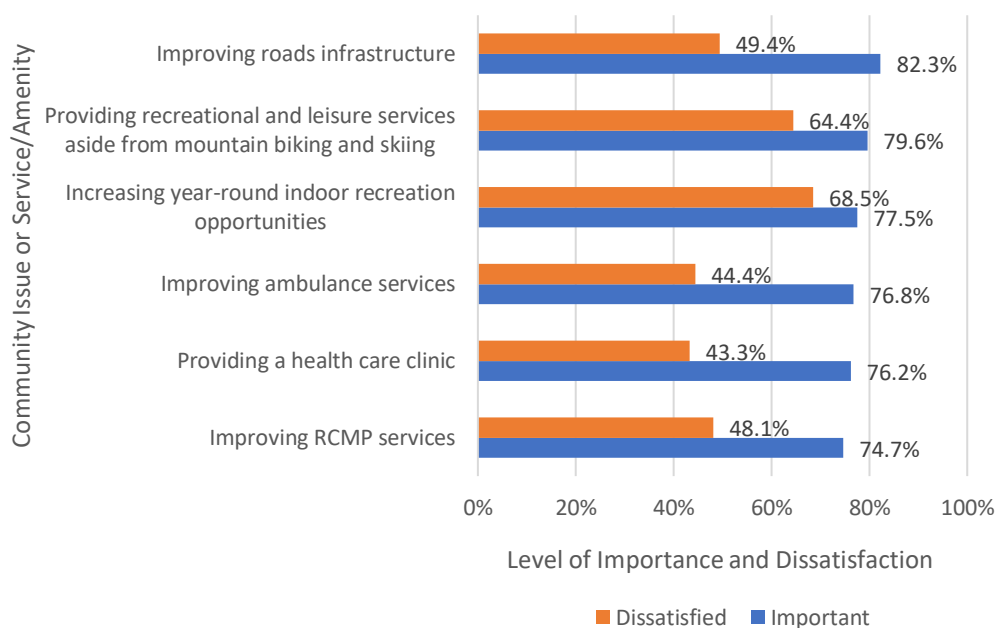


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Further to the results discussed above for the overall level of satisfaction and importance pertaining to the community issues, services, and amenities in the Big White Mountain Community, these results have been further analyzed to provide a breakdown of the top 6 issues and services that were deemed to be most important by the survey respondents while also having the highest levels of dissatisfaction. These are:

- Improving roads infrastructure – 82.3% indicated Important/Very Important and 49.4% indicated Unsatisfied/Very Unsatisfied
- Providing recreational and leisure services aside from mountain biking and skiing – 79.6% indicated Important/Very Important and 64.4% indicated Unsatisfied/Very Unsatisfied
- Increasing year-round indoor recreation opportunities – 77.5% indicated Important/Very Important and 68.5% indicated Unsatisfied/Very Unsatisfied
- Improving ambulance services – 76.8% indicated Important/Very Important and 44.4% indicated Unsatisfied/Very Unsatisfied
- Providing a health care clinic – 76.2% indicated Important/Very Important and 43.3% indicated Unsatisfied/Very Unsatisfied
- Improving RCMP services – 74.7% indicated Important/Very Important and 48.1% indicated Unsatisfied/Very Unsatisfied



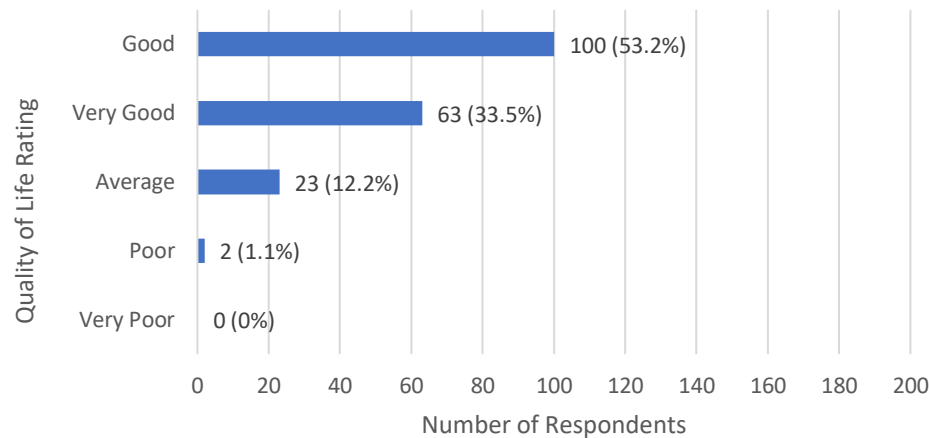
Question 2: How would you rate your overall quality of life at Big White Mountain?

Very Good
Good
Average
Poor
Very Poor

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Survey respondents were asked to rate the quality of life they experience from living, working, or recreating in the Big White Mountain community. Of the 188 respondents to this question, 53.2% indicated that their overall quality of life at Big White Mountain is good.



Question 3 a): What does *community* mean to you? Please explain the key things that comprise this term in your opinion.

Survey respondents were asked to explain how they define community. Recurring themes that arose in response to this question include:

- Sense of belonging, pride, connection, and being supported
- Inclusion of different people and making sure their needs are answered
- Sense of identity
- Safety
- Counting on support in times of need and willingness to offer support in return
- A welcoming environment that enables a healthy lifestyle and socialization
- Knowing your neighbour and living in the kind of place where a person can just say hi
- Creating a legacy for future generations
- Sharing a common vision and goals
- Communication, cooperation, and compromise
- Sharing experiences with others and having spaces and areas to safely do so
- Being surrounded by like-minded people
- Need for regional government support
- Access to services year-round
- Taking responsibility for the impact on the environment



Question 3 b): What does Big White community mean to you?

Survey respondents were asked to specifically explain what community in the Big White Mountain context means to them. Recurring themes that arose in response to this question include:

- Developing relationships between locals, guests, and businesses
- A meeting place for people from all walks of life
- A place that needs infrastructure investment
- Tension between full-time residents and the BW ski resort
- Need for funding of year-round activities
- A safe environment that promotes healthy living and healthy lifestyle
- A feeling that 'everything' revolves around business rather than community
- Differing goals amongst community members including full-time residents, visitors, and property owners
- A happy and secure environment
- Need for safety
- A love for the outdoors and life-long friendships
- An escape from all the urban culture 'busy/rush'
- An outdoor community of like-minded people
- Heavy reliance on the BW company
- Nature, fresh air, and views
- Need for places to gather as a community
- A community that is 'more than skiing'

Question 4: What is your future vision for the Big White community?

Survey respondents were asked to explain what they would like to see in the Big White community in the future. Recurring themes that arose in response to this question include:

- Becoming a municipality
- Having a year-round resort
- Having a community centre
- Balancing local needs and tourism
- Making activities in the mountain more accessible
- Encouraging more businesses to exist
- Offering more activities beyond skiing
- Remaining a close-knit community while growing
- Being more than a 'company town'
- Having a conference centre
- Investing in infrastructure and community needs
- Diversifying activities and investing in generating year-round activities
- Having more police presence, access to ambulances, medical clinics, and affordable housing
- Taking lessons learned from Whistler and applying what makes sense to BW
- Being accessible year-round
- Investing in improvements in the community such as an exercise gym, walking trails, lighting, sidewalks, and a community center

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- Gaining more autonomy when it comes to the relationship with RDKB and BWSR
- Being the community's own tax base
- Having more schooling opportunities for resident families

Question 5: Are there any services and/or facilities currently not offered to the Big White community that you would like to see in the next 5 to 10 years?

Survey respondents were asked to indicate if they would like to see an increased service offering and/or more community facilities in the Big White Mountain community in the future. Recurring themes that arose in response to this question include:

- Community centre
- Grocery store with more fresh food options
- Gym
- Pool
- Golf
- Gas station
- Post office
- Conference centre
- Mental health support services
- Full time/year-round RCMP, fire. and ambulance services
- Weddings and large gatherings
- Community level programs at an affordable price
- More cultural events available to everyone
- Medical facilities including a year-round walk-in health clinic and urgent care services
- Sushi bar
- Marijuana shop
- Trails
- Better sidewalks and safe walking paths
- Theatre
- Hardware store
- Hair salon
- Laundromat
- Clothing stores
- Year-round shuttle service to Kelowna
- Wheelchair access to the main buildings in BW
- Preschool and high school; school right through grade 12
- A disc golf course
- Better signage of roads, bus stops, etc
- Basketball and pickleball courts
- A paved walking path to keep bikes, joggers & walkers off the road
- Library
- Proper lighting
- Increase in adventure eco-tourism all year round
- Legitimate ride hailing to, from, and on mountain
- Indoor ice rink



Question 6: Do you think you get value for money for the tax dollars you pay to the Regional District?

Survey respondents were asked to specify if the amount of tax dollars paid to the Regional District is valuable in terms of the services provided to Big White Mountain residents. There was general dissatisfaction illustrated in the responses to this question. Recurring themes that arose in response to this question include:

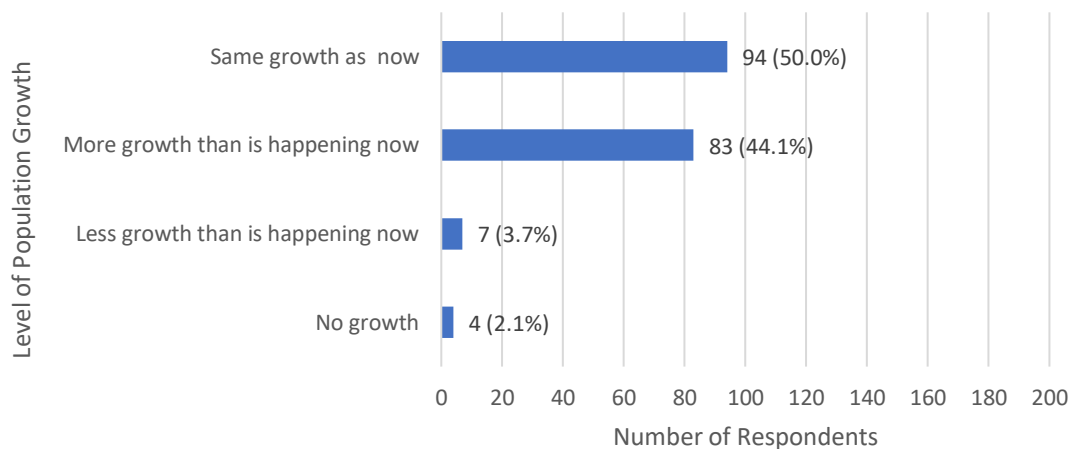
- Need for better road maintenance
- Need for a thriving educational system is very important.
- Need for a full-time RCMP officer
- Unclear understanding of how much investment is destined to BW
- Sense that the level of service provided does not correspond to the taxes paid
- Lack of police presence and year-round services
- Need to emphasize people's safety vs property safety
- Insufficient government support for waste disposal, medical care, and snow removal
- Need to improve walking paths
- Need for postal delivery and garbage/recycling collection
- Need for better police, fire, and emergency services

Question 7: Over the next 5-10 years, which level of population growth do you prefer to see in the Big White Mountain community?

No growth
Less growth than is happening now
Same growth as now
More growth than is happening now

Survey respondents were asked to indicate the level of population growth that they would like to see in the Big White Mountain community in the future. Of the 188 respondents to this question, 50% indicated that they would like to see the same level of growth as what is happening now in the future.

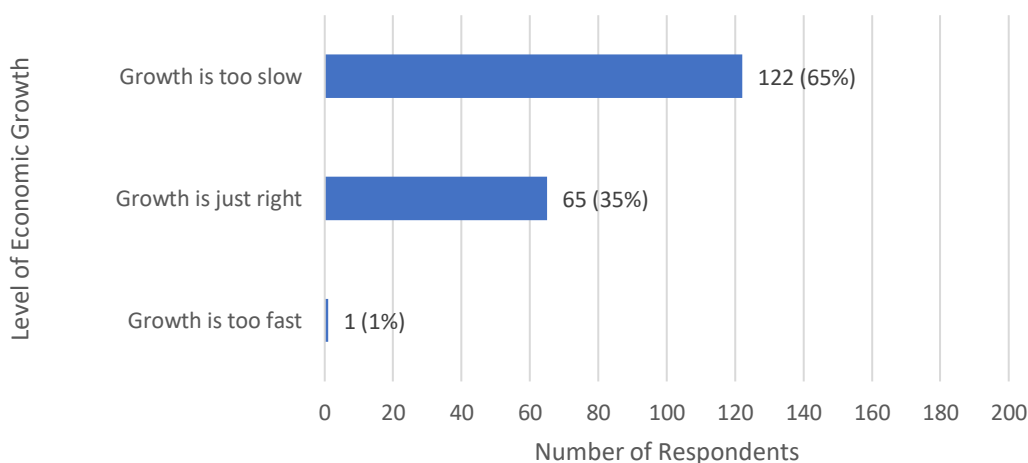
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Question 8 a): What is your opinion on the current level of independent local business/economic growth at Big White Mountain outside of Big White Ski Resort Ltd.?

Growth is just right
Growth is too slow
Growth is too fast

Survey respondents were asked to comment on the speed of economic growth at Big White Mountain. Of the 188 respondents to this question, 65% indicated that economic growth on the mountain is too slow.





Question 8 b): If you answered b), please explain how you think the community can attract more businesses and economic activity.

Survey respondents were asked to explain how more economic activity can be attracted to the Big White Mountain community. Recurring themes that arose in response to this question include:

- Participation by BW in the community growth plan and participation by the community in the BW growth plan
- Become a year-round 4 season destination
- Become a four-season resort
- Consider how provincial or regional initiatives can encourage decentralization to smaller communities such as Big White
- Provide tax incentives for private enterprise to consider establishing in Big White
- Create incentives to bring events
- Offer a high-altitude sports facility
- Build more retail space and restaurant spaces
- Build a concert venue and hotel
- Build a bigger grocery store
- Build a movie theatre and bowling alley
- Offer conference/meeting facilities
- Increase restaurant variety
- Have skating/hockey rinks, public pool/rec center, and other public facilities
- Develop future economic tax base reliefs such as golf courses
- Improve water management
- Provide a year-round environment for businesses
- Developing all season activities (ie: biking and hiking)
- Encourage tech space
- Offer more accommodations and affordable housing
- Need more commercial space

Question 8 c): If you answered c), please explain why you think business/economic growth in the community is too fast.

Survey respondents were asked to explain why economic growth is occurring at too fast of a pace for the Big White Mountain community. Recurring themes that arose in response to this question include:

- Not wanting condo prices to fall with over-expansion
- Crowds are 'out of control' on holidays
- Too many people littering on the mountain



Question 8 d): Are there are any businesses that are missing from the community?

Survey respondents were asked to specify if any specific types of businesses are missing from the community. Suggestions provided from respondents include:

- Food and beverage (i.e. grocery stores, restaurants, bakeries)
- Personal services (i.e. hair salons, wellness clinics)
- Medical clinics and facilities (i.e. pharmacies, massage therapy, dentist offices)
- Entertainment opportunities (i.e. movie theatre, art gallery, bowling)
- General facilities and services (i.e. post office, library, bank, garbage disposal centre)
- Recreational opportunities (i.e. swimming pool, tennis courts, gym, golf course, climbing wall)

Question 8 e): 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 possible economic industries that Big White Mountain should explore. Suggestions provided from respondents include:

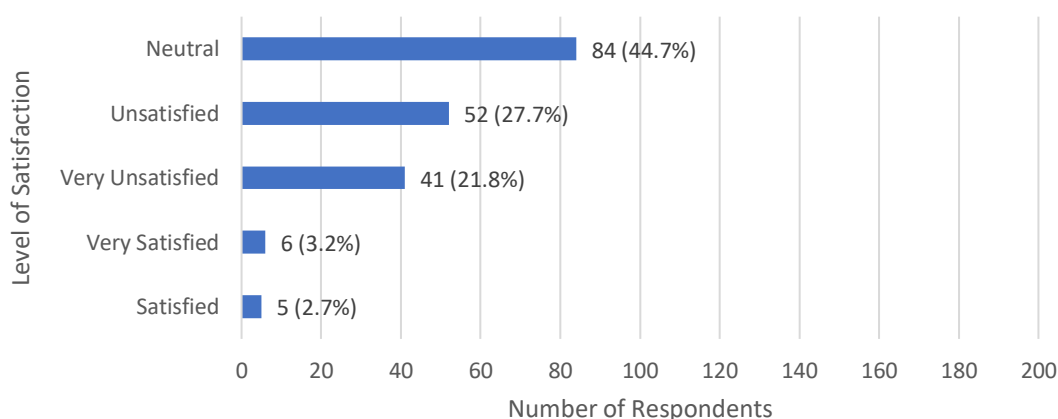
- Environmental tours, retreats, business meetings/teambuilding
- Children's camps and retreats
- Logging
- Tech hub/computer and technology industry
- Environmental tourism
- Health and fitness
- Snow removal
- High altitude training camps
- Adventure centre
- Survival education
- Rescue services
- Gambling
- Conventions
- Living Green
- Spirituality retreats for all religions
- Education in the arts - art academy
- Hospitality
- Business parks
- Cannabis
- Hockey
- Golf
- Conferences
- Leadership Education
- Low-cost-of-living Kelowna commuter village
- Food and wine from the region

Question 9: What is your level of satisfaction with the number of land development opportunities for Light Industrial Uses?

Very Unsatisfied
Unsatisfied
Neutral
Satisfied
Very Satisfied

Survey respondents were asked to indicate how satisfied they are with the current number of opportunities on Big White Mountain for light industrial development. Of the 188 respondents to this

question, 44.7% indicated a neutral level of satisfaction. It is important to note that 27.7% of respondents indicated that they are unsatisfied, and another 21.8% are very unsatisfied.

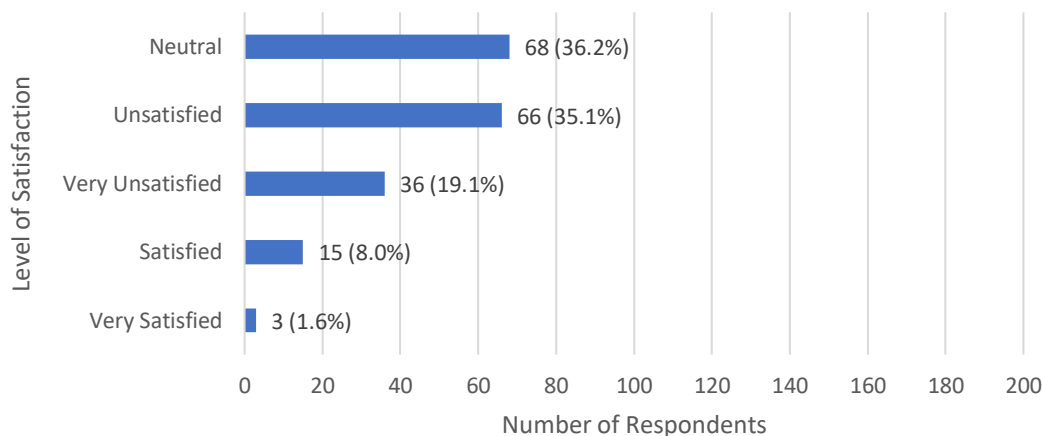


Question 10: What is your level of satisfaction with the number of land development opportunities for Commercial Uses?

Very Unsatisfied
Unsatisfied
Neutral
Satisfied
Very Satisfied

Survey respondents were asked to indicate how satisfied they are with the current number of opportunities on Big White Mountain for commercial development. Similar to the results of the previous question, of the 188 respondents to this question, 36.2% indicated that they have a neutral level of satisfaction with the number of commercial development opportunities. It is important to note that 35.1% of respondents are unsatisfied and another 19.1% are very unsatisfied.

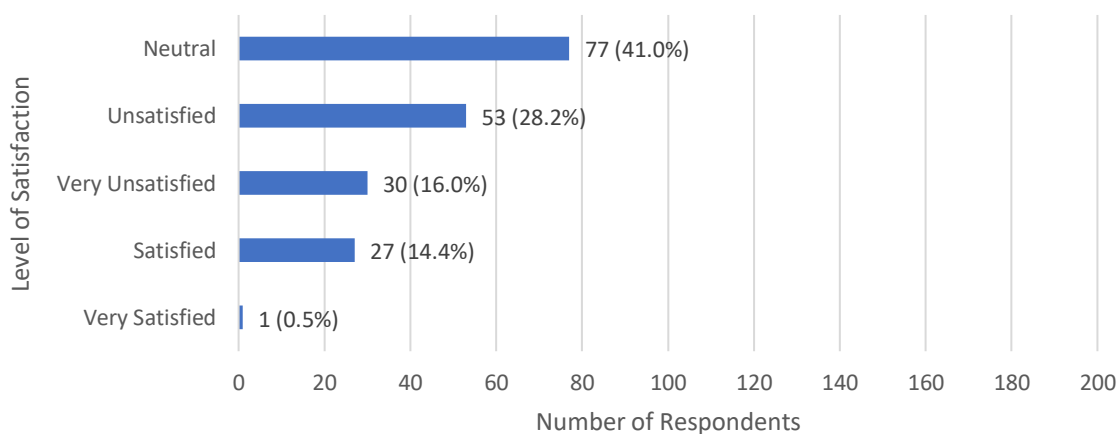
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Question 11 a): What is your level of satisfaction as a Big White resident with opportunities for community input into Regional District of Kootenay Boundary decisions impacting service and facility provision?

Very Unsatisfied
Unsatisfied
Neutral
Satisfied
Very Satisfied

Survey respondents were asked to indicate their level of satisfaction with opportunities to provide input to the Regional District on decisions that impact the provision of facilities and services to the Big White Mountain community. Of the 188 respondents to this question, 41% indicated a neutral level of satisfaction. It is important to note that 28.2% of respondents indicated that they are unsatisfied with opportunities to provide input to the Regional District.

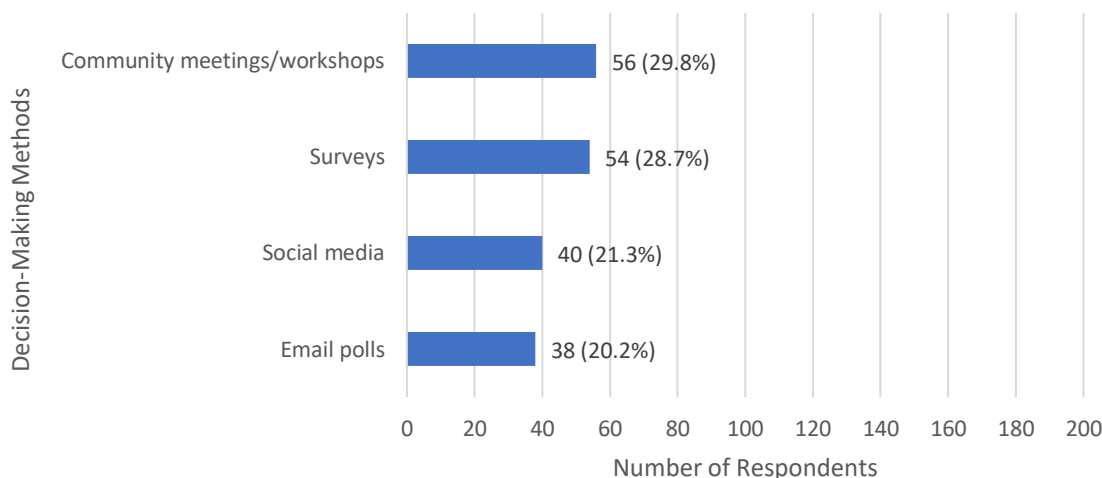


Question 11 b): If you answered a), b), or c), how you would like to be more involved in decision making?

Surveys
Community meetings/ workshops
Email polls
Social media pages
Other, please specify

Survey respondents were asked to indicate the best strategies for residents to provide input during the decision making process. Of the 188 respondents to this question, 29.8% specified community

meetings/workshops. However, as displayed in the figure below, the response rates to this question were very close, with surveys being the second most popular choice.



Survey respondents had the option to answer 'other'. In this case, some of their responses included:

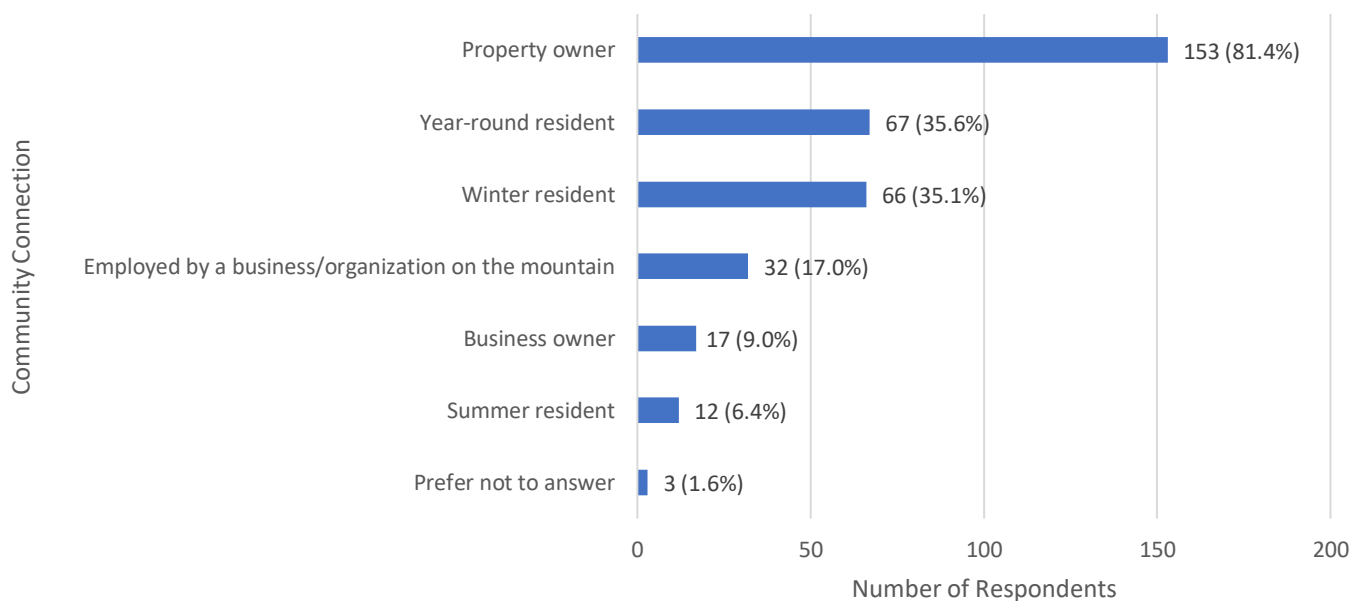
- Need to be heard within the decision-making process
- Need to understand tax allocation in the community
- Need to better understand how decision-making takes place at the leadership level
- Community association memberships, newsletters, email blasts
- Town hall meetings
- Surveys followed by action



Question 12: What is your connection to the Big White community? Please select all that apply.

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

Survey respondents were asked to indicate how they are connected to the Big White Mountain community. Of the 188 respondents to this question, 81.4% indicated that they are property owners on the mountain. It is interesting to note that 35.6% indicated that they are year-round residents, while 35.1% indicated that they are winter residents only.



Survey respondents had the option to answer 'other'. In this case, some of their responses included:

- Temporary to 3 months stay in the winter
- Visitor
- Vacations
- 20-year owner
- Winter weekends and holidays, occasional summer
- Looking to make BW home in retirement

Question 13: If you don't currently live full time at BW what barriers currently exist that would stop you from moving there full time?

Survey respondents were asked to indicate what barriers currently exist that may prevent them from living at Big White Mountain as a full-time resident. Respondents outlined the following barriers:

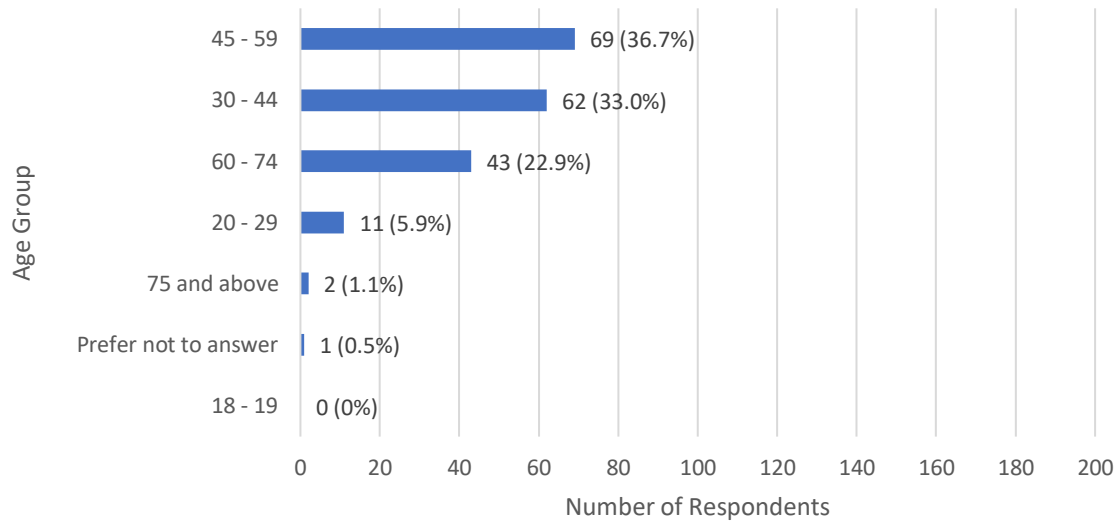
- Lack of strong academic programming and schooling for different age groups
- Lack of year-round employment opportunities
- Immigration/visa restrictions
- Not at full retirement stage
- A stronger connection to winter activity than summer activity
- Living in Kelowna
- Limited services
- High cost of rent compared to low pay
- No tennis courts or lake to swim in during the summer months
- No golf
- Roads need work, safety barriers and lighting
- Lack of activity in the shoulder season
- Lack of summer employment
- Vacation home ownership instead of permanent residence
- Lack of year-round daycare
- Lack of transportation services
- Limited healthcare services
- Lack of grocery shopping options
- Cost of housing

Question 14: What is your age?

18 – 19	60 – 74
20 – 29	75 +
30 – 44	Prefer not to answer
45 - 59	

Survey respondents were asked to indicate which age demographic they belong to. Of the 188 respondents to this question, 36.7% are between the ages of 45 and 59, with 33% between the ages of 30 and 44.

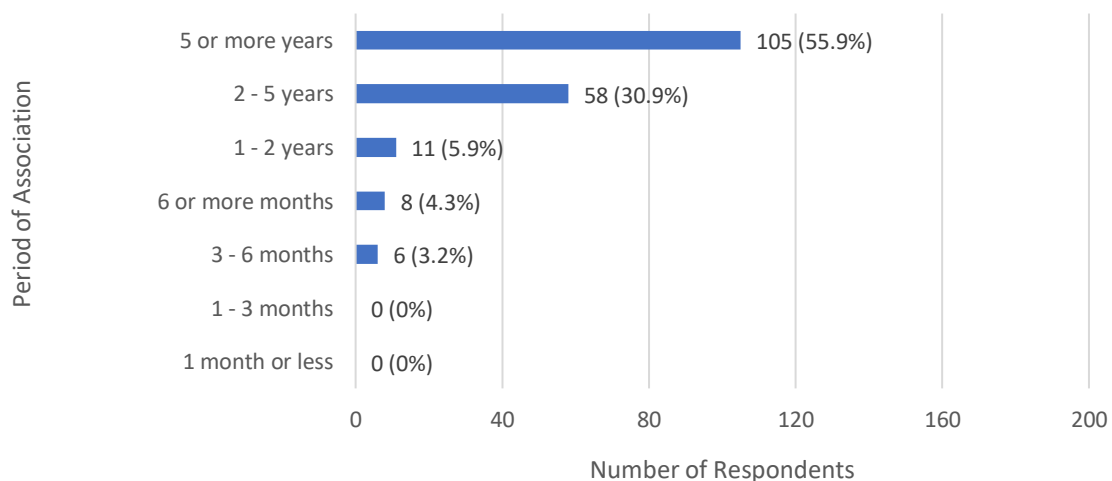
COMMUNITY NEEDS ASSESSMENT



Question 15: How long have you been associated with the Big White community?

1 month or less	1 – 2 years
1 – 3 months	2 – 5 years
3 – 6 months	5 + years
6 + months	

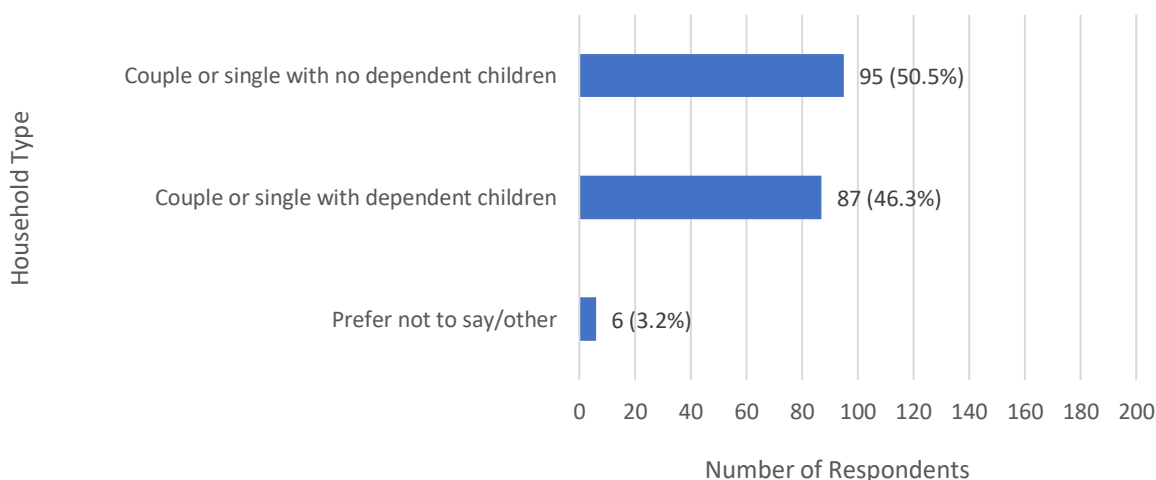
Survey respondents were asked to indicate the period of time that they have been associated with the Big White Mountain community. Of the 188 respondents to this question, 55.9% indicated that they have been associated with the community for 5+ years.



Question 16: 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/other

Survey respondents were asked to provide context on their household situation. Of the 188 respondents to this question, 50.5% indicated that they belong to a household comprising of a couple or single individual with no dependent children.



Question 17: Please provide any additional comments you may have on the Big White community.

Survey respondents were asked to provide any further comments they may have pertaining to the Big White community. Many of the comments resonate with the recurring themes previously mentioned. Recurring themes that arose in response to this question include:

- Need for more diversity and accessibility
- Tension exists between those who want a cannabis store and those who do not want this to be a part of the community
- Tension exists between Big White and small businesses and community members
- Community spaces are necessary to foster a sense of belonging
- Unclear understanding of how taxes are invested back in community services
- Need for better amenities such as sidewalks, trails, and recycling
- Need for infrastructure investment

4.0 Stakeholder Workshop Feedback

A stakeholder workshop was held with key community groups to discuss the results of the survey (see Section 2) and identify potential future actions. There were two activities that led the discussion in this workshop. This section provides an overview of those discussions with verbatim comments included in Appendix C.

Activity 1: The following services and amenities yielded a high level of dissatisfaction amongst survey respondents:

- Improving roads infrastructure
- Providing recreational and leisure services
- Increasing year-round indoor recreation opportunities
- Improving ambulance services
- Providing a health care clinic
- Improving RCMP services

Why are people dissatisfied with these services and amenities? What are the actions that BWMCDA can take to improve these?

Stakeholder Workshop attendees were asked to list the reasons why they believe Big White Mountain residents are dissatisfied with the aforementioned services, as well as indicate what actions the community can take in the future to increase satisfaction levels. The following chart provides a summary of the answers provided by the workshop attendees. Due to the similarity in responses, recommendations for providing recreational and leisure services and increasing indoor recreation opportunities have been merged into one category.

Service / Amenity	Reasons for Dissatisfaction	Actions
Roads	• Poor wayfinding and speed limit signage • Lack of sidewalks • Narrow roads and blind corners • Cows crossing the road in some spots • Pot holes / poor summer maintenance	• Better communication between the public and the Ministry of Transportation and Infrastructure on road maintenance and speed limits • Better communication to new residents about the best and safest walking routes • Connect with community groups to lobby to the RDKB, RCMP, and MOTI for more control over rules and enforcement • Work together with strata corporations to ensure contractors of new developments are not contributing to the existing road issues

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Recreation (indoor and outdoor)	• Limited trail options • The long winter and short summer months limits options outside of winter activities • No indoor facilities or options • No aquatic facilities • The school could be used as an indoor recreation facility but use is restricted • No alternative outdoor recreation activities (i.e. golf) • Existing community spaces are not barrier-free	• Lobby the School District to open the school for use by community groups after hours • Explore funding options to subsidize the salary of school caretaker to address any union issues with working after hours • Work with the RDKB to create a community recreation service that has a modest budget for a staff person (i.e. library) • Create a map of all recreational trails on the mountain • BWMCDA to work with the Chamber to attract other tourism activities and business to the mountain • Lobby the RDKB for more land for recreational facilities • Work with the RDKB to buy land for parks or recreation buildings now instead of paying higher market rates in the future • Organize fundraising activities to subsidize the cost of recreational facilities • Create a committee that organizes community events
Ambulance services	• Ambulance service does not exist on the mountain • Long response times for ambulance service • Transportation costs to the hospital are high for out-of-province users • There are many incidents that occur on the mountain that would require fast emergency medical attention such as injuries associated with winter activities, drug abuse, and chronic illnesses of senior citizens	• Work with the Fire Department to explore the option of having fire fighters trained to transport non-critical patients to the hospital • Explore the option of hiring a commercial ambulance service • Work with the RDKB to direct tax dollars to providing better emergency health services on the mountain
Health care clinic	• Many people don't know about the existing medical clinic on the mountain • There are no additional health services available such as dental, optometry, massage therapy, counselling, etc.	• Provide better communication to residents about the services that the existing medical clinic offers • Work with Interior Health Authority to provide space for a medical clinic offering expanded services • Have additional medical services available on the

		mountain on a part-time basis (i.e. dentist available 1-2 days per week)
RCMP service	- The response time is poor - The efficacy of Palladin Security is poor because they cannot enforce anything - There is confusion about whether or not to call the RCMP detachment or Palladin Security if an incident occurs - There are no bylaw officers to enforce regional district bylaws - There are no consequences for disobeying the law because lack of police presence	Lobby the RCMP to have at least one police officer present at all times

Activity 2: How can we start to prioritize the services that are lacking in the community? What level of investment is appropriate for delivering these services? What is BWMCDA's role in advocating for increased services?

Stakeholder Workshop attendees were asked to consider the items that are currently lacking in the community and determine the level of investment that is appropriate to deliver or improve these items, as well as identify how the BWMCDA can advocate for these improvements. The first two questions were originally separated as a different activity from the third question, however due to similarity in answers, these responses were merged into one activity during the workshop. Workshop attendees did not provide clear answers on the level of investment that is appropriate for delivering services or addressing the items that are lacking. The following chart provides an overview of the answers provided.

Item	Level of Investment and Advocacy
Post office	Investment and advocacy levels should be high because this service would benefit most of the community and could act as a hub location
Public spaces	The community has land that is owned by the RDKB but a high level of investment is necessary to make these lands viable for park use due to the topography constraints. There is also poor access and no servicing to the lot. Grant opportunities should be explored.
Communication	- Have quarterly meetings with the Big White Ski Resort, BWMCDA, and the Chamber of Commerce with a facilitator to ensure discussions stay on track - Discuss with the RDKB the barriers associated with obtaining grant funding for community projects - BWMCDA can act as the lead point of contact and distributor of community information for the mountain

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	• Encourage the provincial government to provide sessions on Resort Development Agreements so residents and community stakeholders can better understand the types of development permitted on the mountain • Discuss with the RDKB the potential for hiring a long-term full-time Community Development Officer for the mountain
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5.0 Next Steps

The discussions at the stakeholder workshop were able to provide additional insight into the reasons why the needs and issues identified by survey respondents exist in the Big White Mountain community, as outlined in Section 4.0. Having a better understanding of these needs and issues will allow the Big White Mountain Community Development Association to work towards addressing the root causes of the issues and prevent them for recurring in the future.

There were a number of actions that were discussed at the stakeholder workshop that the BWMCDA can take to address these needs and issues based on their current level of influence within the community. Moving forward, in order to enhance the overall satisfaction of Big White Mountain residents and provide increased levels of service, it is recommended that the BWMCDA consider the following:

- **Maintain and strengthen existing partnerships:** Many of the services offered on Big White Mountain are provided by organizations outside of the BWMCDA. For example, Big White Ski Resort owns and maintains many of the trails and restaurants, the Ministry of Transportation and Infrastructure maintains the roads, the Regional District of Kootenay Boundary provides fire and rescue services, and School District No. 51 operates the community school. It is therefore key that the BWMCDA and community members maintain strong relationships with these organizations in order to ensure that a high level of service is provided. This will also allow for easier advocacy efforts from the BWMCDA to expand existing services or ask for new services.
- **Advocate for additional services and facilities.** In order to completely address the concerns that were raised by survey respondents and stakeholder workshop participants, it is key that the Big White Mountain community improves its service offerings. However, since the BWMCDA does not provide any of the service needs that were identified, advocating to the necessary organizations for these services and facilities is required. The BWMCDA and community members should consider advocating the following organizations:
 - Regional District of Kootenay Boundary for:
 - Improved bylaw enforcement
 - Indoor recreational facilities
 - Improved ambulance services
 - Funding for a Community Development Officer position that will be dedicated to liaising with stakeholder groups on the Mountain and coordinating community activities
 - Ministry of Transportation and Infrastructure for:
 - More speed limit and wayfinding signage
 - Better road maintenance
 - Interior Health Authority for:
 - An additional medical clinic
 - School District No. 51 for:
 - Increased usage of the school for after hours and weekend indoor recreation activities
 - RCMP for:
 - Improved policing services or an RCMP detachment
- **Improve communication amongst community groups and residents.** The lack of communication between groups on the Mountain is a significant barrier that needs to be addressed if service offerings and quality of life are to be improved. Having quarterly meetings amongst key community stakeholders with a facilitator to guide the discussion would be a good first step. Key stakeholders who should attend these meetings are the BWMCDA, Big White Ski Resort, and the Chamber of Commerce. The BWMCDA may also wish to consider being the lead spokesperson for the Mountain community in terms of communicating events, maintaining partnerships, and advocating for improved services.

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Appendix A: Comparable Communities Research

Ski Resort Communities

Name	Status	Population (2016)	Population (2011)	Change	No. of Private Dwellings - 2016 Census	Private Dwellings occupied by usual residents - 2016 Census	No. of Private Dwellings - Home Owner Grant - Taxation Data	Current Tax Levy	Total Taxes & Charges	Land area (km²)	Population density	School	Fire Hall	Medical	Policing	Community Hall	Recycling	Swimming	Recreation Areas	Library	Place of Worship	Post Office	Others
Sun Peaks, BC	Mountain resort	616	371	66.00%	1146	290	183	3,946,572	4,061,499	40.86	15.1/km2	Yes; K-12 (8-12 distributed learning at the school)	Yes; 3 FT + volunteer	Yes; 9-4 year round	No; Kamloops		Yes	Yes; community pool	Sport&Aquatic Centre just received 7M for upgrade (6M Federal, 1M Sun Peaks Resort)		Yes; small chapel and resort offered prayer services	No	Plans for skate park
Olympic Valley, California	Unincorporated community, Squaw Valley Public Service District	823						3,436,000	7,444,000	147.1	5.6/km2	Yes, 2 schools ; K-8 (private school) and 9-12 (boarding school)	Yes	Yes; 10-5 ski season only	No; Tahoe City	No; only facilities owned by the resort	Yes; free and collected by Tahoe Truckee Sierra Disposal Company	No	No	No	Yes; Catholic church	Yes	Tahoe Truckee Transit Service
Mountain Village, Colorado	Town	1393						7,660,046	15,553,634	8.75	159.2/km2	No; closest in Telluride	Yes	No; closest in Telluride	Yes	No; but Telluride Conference Centre	Yes	No	• Disc golf course • outdoor bouldering rock • 2 playgrounds • Paddle tennis courts • Uncompahgre National Forest hiking and biking trails	No	No	No; but post boxes	

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Villages

Name	Status	Population (2016)	Population (2011)	Change	No. of Private Dwellings - 2016 Census	Private Dwellings occupied by usual residents - 2016 Census	No. of Private Dwellings - Home Owner Grant - Taxation Data	Current Tax Levy	Total Taxes & Charges	Land area (km ²)	Population density	School	Fire Hall	Medical	Policing	Community Hall	Recycling	Swimming	Recreation Areas	Library	Place of Worship	Post Office	Others
Lytton	Village	228	9.20%	139	121	70	563,828	756,178	6.73	37.0/km ²	Yes; K-12; plus childcare	Yes; Volunteer	Yes; Ambulance, medical clinic, health center, pharmacy	Yes	Yes - Legion hall		Yes; Summer only		Yes	Yes	Yes	Museum; Bank; Post Office; Visitor center; Village office	
Slocan	Village	289	296	-2.4%	183	140	124	346,348	479,489	0.78	370.5/km ²	Yes; K-10	Yes; Volunteer	Yes; medical clinic. 30 mins to 24/7 Emergency Unit, residential facility	No; 30 mins away	Yes - Legion hall, available for rental and community use	Yes; Open 2 days/week	Yes; beach with wharf	Yes; Community park, boat ramp, rock climbing, hiking	Yes	No	Yes	Youth Centre (2 nights/week at school)
Granisle	Village	303	303	0.00%	284	176	156	504,257	689,983	41.86	7.2/km ²	Yes; K-12	Yes; Volunteer	Yes; medical clinic; plus in-home assistance	Yes	No; arena	Yes	Yes; lake	Yes; community park, hiking trails, picnic, boat ramps, hockey rink, curling rink	Yes	Yes	Yes	Museum/ Visitor Centre; Historic Sites, National Park
Hazelton	Village	313	300	4.30%	149	127	68	331,314	560,574	2.89	108.3/km ²	Yes; K-12; plus daycare; community college campus	Yes; Volunteer	Yes; hospital; community/mental health services; ambulance	No; 11 mins away	Yes	Yes; at New Hazelton 11 mins away	Yes; lake/river	Yes; hiking trails, community park, ice arena, provincial parks (Shared with Gitanmaax village)	Yes	Yes	Yes	Visitor Centre

Appendix B: Raw Data and Verbatim Survey Comments

Question 1: Indicate how important each issue is to you. Please also indicate how satisfied you are with the provision of these amenities.

	Very Unsatisfied	Unsatisfied	Neutral	Satisfied	Very Satisfied	TOTAL
Community	7	31	45	75	8	166
Parks	19	51	53	60	10	193
Trails	19	41	34	57	18	169
Meeting Spaces	27	39	66	25	12	169
Increasing year-round indoor recreation opportunities	46	65	38	9	4	162
Providing recreational and leisure services aside from mountain biking and skiing	42	61	43	11	3	160
Providing community cultural events and activities	11	32	75	40	3	161
Improving ambulance services	37	34	55	31	3	160
Improving fire department services	2	7	44	66	43	162
Improving RCMP services	37	41	58	25	1	162
Improving roads infrastructure	21	60	43	37	3	164
Improving water infrastructure	2	4	62	77	21	166
Improving sewer infrastructure	1	8	75	66	15	165
Improving municipal services - waste management	9	31	63	58	3	164
Providing financial support services	6	15	128	8	4	161
Increasing year-round employment opportunities	10	41	87	19	1	158
Developing a diverse local economy	14	48	78	15	2	157
Providing a health care clinic	29	39	51	33	5	157
Increasing social services for seniors	9	18	116	15	2	160
Increasing social services for those with special needs	10	18	113	15	4	160
Providing counselling services	6	27	111	10	4	158
Improving child/youth education opportunities for pre-school to kindergarten	15	23	97	17	4	156
Improving child/youth education opportunities for 6-9 years old	5	23	105	22	3	158
Improving child/youth education opportunities for 10 - 15 years old	7	29	102	17	2	157
Providing a range of housing opportunities	18	44	63	26	5	156
Enhancing tourism services (i.e. wayfinding, visitors centre)	10	42	67	36	5	160
Increasing population growth	7	33	75	34	9	158

Question 2: How would you rate your overall quality of life at Big White Mountain?

Very Poor	0
Poor	2
Average	23
Very Good	63
Good	100
	188

Question 3 a): What does *community* mean to you? Please explain the key things that comprise this term in your opinion.

- Connection between business, local, and tourism. Bringing them all together.
- Community really does not apply to owners who are only at Big White to ski.
- Opportunity for activities ... also indoor ... meeting places other than pubs and restaurants
- Being a part of a group of people, like a second family.
- Community needs togetherness and cooperation. It means that everybody in the community is included and has appropriate activities, responsibilities, and happiness.
- Beyond the resort 'company town' to embrace a wide range of residents and activities living in Big White enjoying a variety of experiences and participation opportunities or solace
- Common values: Inclusion, Opportunity, Expression
- Community is a sense of belonging, being actively engaged in the activities, sharing experiences, and together making the community a more inclusive and better place to reside
- A group of people wanting to work together. Good communication, helping others, common goals, overall improvement of shared space.
- A community is a close-knit group of people who care about the welfare of one another and who thinks about the impacts upon their neighbours before acting in their own self-interest.
- Identity, social connections, cultural events, trust, neighbors, group gatherings.
- Opportunities to interact with other community members in a variety of ways
- Connecting with others in various casual settings and activities. A feeling of being supported and cared about, along with a sense of pride that I want to support and help care for the people around me.
- ?
- Sense of belonging and identity.
- For us it is a winter leisure environment only
- Diverse group is people living together and interacting with one another year-round.
- Community means having a sense of belonging. Key things include events to build community pride and having places to gather.
- Know your neighbor, have a public meeting/ activity site on the hill.
- Being able to have a say and shape the future plans for big white.
- People living and working in harmony. All participants engaged and valued.
- Friendly people living around you, and a place to meet up with them all at all times of year.

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- Many opportunities to gather people together. I have been to many outside activities at Big White and there is rarely much seating outside. Some of the restaurants have seating but not many.
- More picnic tables for public use or even plastic deck chairs for summer use. I was up there at spring break and during the sunny afternoons it was so nice out but really nowhere to go to sit outside.
- Local activities, gatherings, caring for each other
- A place to be safe at.
- Family lifestyle
- a large welcoming not blood related Family
- Support
- Opportunities to do things with others on the mountain
- Community is when people you barely know would step up and help in bad situations. And step up for good situations and collectively make the community better. I like when people wave back and forth and say hello to each other on a regular basis. It's important for everyone's mental health.
- People working together to enjoy social interaction, helping others when in need, providing support services for everyone. A welcome and safe and beautiful environment for people to grow and flourish. Create a legacy for future generations.
- group of like-minded people
- gathering places, community sponsored events, involvement by all members of the area
- Friendships, socialisation, inclusion
- Engagement; interaction; pride
- Friendly people Group activities for families Taking care of the mountain.
- A healthy safe welcoming environment that is self sustaining.
- Activities/services that are available to those living up at the hill full-time as well as for those who are visiting. To provide a sense of belonging for all. Knowing that the staff and visitors are being respected.
- Safe friendly environment.
- Gathering of friends with no cliques. Everybody helping everybody and not looking out for themselves
- Community something that forms from places to socialize, facilities to promote wellness and getting people out the house to meet their 'community'. Events and facilities that bring people together.
- Indoor recreation and pool facility....where families can enjoy leisure and athletic activities during non skiing days and hours
- involvement, sharing, being good neighbours
- Respect healthy lifestyle and involvement
- It means being a part of a group of people who have a common cause or goal or living area. Key things include the ability to meet in public places such as parks or recreation/senior centres; or work together on various public projects; to have a vision of how the community wants to live together.
- Opportunities to meet and interact with others. Good support services. Information to access services
- Looking out for each other, a variety of options to engage and come together with those who live near
- Should be inclusive
- Looking out of others, awareness of what's happening around where you live
- Neighbours helping neighbours. Supporting one another. Benefiting as a whole. Being part of something bigger for my daughter to learn from and take part in herself.
- Support and connections and affordable housing

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- Activities to create a feeling of community and a place to do so
- Activities and common areas for meeting and developing relationships
- Having an economy that function for all 4 seasons would make this a strong mountain environment. Helping anyone that is truly interested in making this what it can be. Helping your neighbours and sharing what you have learned from wherever you are from to make it great. Help your neighbour respect the mountain lifestyle. We could have less me and more us in the world. We love big white.
- A group of people willing to share knowledge and skills, who build and grow adventures while accepting each other's differences
- Centralized services, common goals, cooperation and compromise. Communication amongst members regarding common issues.
- Events
- Not being concerned about my vehicle being broken into or gear stolen.
- A group of people working together to make the place we live the best it can be.
- sharing. Involvement
- People helping people.
- People actively involved in improving the place they live.
- Unnecessary use of tax dollars
- A place where everyone is supported and welcomed
- Inclusive group of people all pulling in the same direction with a common goal of improving daily living and working conditions/facilities/amenities.
- To enhance, developed and maintain people in a healthy and safe way in our geographical location
- respectful residents that support each other to enable a great quality of life
- No comment
- Our ability to share our experiences with the people we live with in a pleasant, cooperative, legally-compliant and safe environment.
- Friends
- Amenities, viable, safe walking paths
- Sense of belonging, group of people working towards a common goal Supports in place for all members
- Family friendly
- a sense of belonging to a common cause
- Communities should lookout for each other and work together to make living at BW better for all. We like the sense of being a BW "local".
- Having the facilities and opportunities to meet other residents, support from common services that benefit all residents, and the ability for private enterprise to flourish.
- Living together with like minded people who care about each other and the place they live.
- People engaging with one another, working together to improve quality of life, helping and serving one another
- Great friends like Jude Brunt made easily. Love Michael J's Facebook posts.
- A community gathering hall and community events
- A group of people within the same area with similar interests
- Support local businesses, offer local residents special rates.
- Together with everyone that is important and has the same values and vision
- A group of people that are social, live around each other, and support one another.
- Our mountain home could be a true community if resident Big White employees and Big White Fire Dept joined us as community members. We are divided. There is conflict during the off season that is very off putting and insulting. That is what a community is NOT. Employed bullies make this a divided community. The stress begins as soon as the ski season ends because we

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can't walk in our own back yard. Comprise is calling 911 to report verbal assault and harassment. Phone camera set to video on April 22. Patrollers should advise hikers if potential danger in the area and ask if the hiker is prepared or at least offer the weather forecast. Yelling helps no one and is unnecessary.

- A community should be more than a small group pushed around by a bullying corporation. Without the means and the will to push back, a true community will not thrive.
- Community events
- Community is everyone coming together
- Community is having shared experiences and places to engage and interact with others. Gather places, opportunity to people to stay long term and succeed, healthy activities to engage in and build relationships through.
- The community should be supportive of each other, facilities to meet and hire rooms or halls for fitness or social events. There should be another option to buy groceries other than from one location, the quest for the mighty dollar should be scaled back and concentrate on the overall community identity. Transport shuttle once or twice a week to buy groceries and just visit Kelowna should be offered during the non ski periods as well. Not everyone wants to drive every time down to Kelowna.
- Better community based centre that can hold some community events. Currently totally dependent on Big White.
- Neighbors getting along and helping each other out
- Small rural communities are awesome, we rely on each other as neighbors and it shows with our year round residents, at the end of the day we make a difference in each others lives.
- Services and amenities Events, cultural & sporting, responsibility, for impact on local environment and visitor/resident experience
- Friends, family, a diverse culture with opportunities to grow emotionally and physically. Most important safety and having boundaries for residences currently there are none, no police means chaos
- A group of likeminded people who have a mutual respect and understanding for one another's needs and comfort
- Having a place to go to meet or congregate with neighbors, and having a variety of organized activities to do with them at reasonable costs, whether it be a basketball league, a knitting class or organized social.
- Relaxation
- this is difficult to describe without context. i find an excellent ski community with like-minded families. However I understand that others may look for something broader. we find that bigger experience at our home in kelowna.
- Meeting places, parks and trails
- Strong local helping each other
- It is where I live year-round so it is my responsibly to be part of it
- Infrastructure supports community, events, jobs & tourism
- Fellowship. People with roots, Canadian values, and a sense of commitment. More than just a resort community full of transient workers from outside of Canada.
- Having a way to connect in person and online and knowing each other and having some social activities to deepen that relationship
- Shared interest and resources for personal and social development
- Self contained cohesion.
- Group of people that work together to make the place they live great
- amenities, events, people
- People that care about each other and help each other.
- There needs to be year-round activities and options for the community to use and participate in as well as safe and medically sound responses to health issues including Drs.

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- A place where the people who visit and live there share the same interests
- support, helpfulness, consideration of others, lack of crime
- Everyone working together for a common goal
- Friends and Family
- N/a
- A group of people that help and support each other. A group that has the same overall interests.
- living harmoniously together as a group of people
- People who work together to keep their place of living a clean, healthy, happy place to live. Communication throughout the community, a place where you feel safe
- Pass
- The BW community would benefit greatly with more support from the Regional gov't to consult with, plan and initiate community growth projects. Over the next decade there will be a substantial increase in the number of families, semi retired and retired individuals moving to the mountain.
- Connected and shared values and experiences
- LIVING AND WORKING IN A COMMUNITY
- Community to me means knowing my neighbours, knowing there are events where we can all come together and knowing we are all there to help and support each other
- Help, support, partnership, village, family, friends, life, home
- Safety. Cleanliness. Social.
- Working, living and playing together
- Building foundations of togetherness, looking for a similar vision for the future, constantly achieving goals for the future.
- Central area to gather
- Access to services on a 24/7 basis
- Supportive local people physically, socially and emotionally from cradle to grave
- A geographic location that can sustain a population by providing Industry, recreation, education, health, and security to maintain and grow this population.
- No
- Community has a say in how the community develops
- friends family support
- Knowing your neighbours
- Community activities
- Social activity and multi-use recreational facilities for year-round use.
- people being together...remember the olympic send off!!! That!
- people, safety, opportunity, choices
- Unity and interaction
- Full-service amenities year-round ie gas station, ambulance service, RCMP, community centre for shows etc
- Common goals friendship working together to improve life, events together, social opportunities,
- Community is where all stakeholders, business people, property owners, mountain guests and anyone who live or visit the mountain feel included, welcome and safe. A few things need improvement at the resort such as pedestrian accessibility and safe passage ways from residences and accommodation to the various activity hubs on the mountain.
- People engaging with and looking out for others. Lack of meeting place (community centre) compromises this.
- Belonging and knowing everyone is really nice
- Helping each other out. Keeping an eye on our neighbors in their absence
- Helping each other, creating a nice space for everyone, getting to know people. A rec centre!!

COMMUNITY NEEDS ASSESSMENT



- you cannot build a community 4 months out of a year. Today it is either a transient population or "old boys" club on the mountain, I wouldn't call it a community.
- Togetherness. There is no focal point in the community. **Most communities have a community center that allows or serve as a meeting place or focal point. The RDKB is not interested in providing the leadership necessary to make this happen in our community.** They are now focused on Rock Creek where they are developing just such a facility. I would think using our (BIG WHITE) tax dollars to ensure that this happens.
- Connection... Biggie lacks in connecting within the community
- Knowledge and open communication
- A Dynamic, Diverse and Engaged Group of people in a determined Area.
- Belonging, activities, sustainability
- Having own tax base that stays in big white to build infrastructure like community centre pool etc
- Support, recreation, sharing, caring, diversity, inclusion
- A group of people living in the same place with a shared responsibility to ensure that being part of the community is a positive experience.
- A group of people invested in supporting each other
- safety where you live, opportunities to grow personally, support emotionally and physically for those that live there such as policing, social activities, a diverse community, health care and a clean environment. Focus on people not just infrastructure or bottom line profits.
- Trust in people around you, the ability for people to teach each other and grow as a collective.
- Infrastructure, neighbours, services, a voice in decisions, welcoming to others, transportation around it, freedom
- Everyone getting along and supporting each other as we grow into the future. Saying hello to one another as we go about our day.
- Locals helping locals, living in harmony,
- People supporting other people whether it be mentally emotionally physically financially - community is the coming together - oneness. Knowing everyones best interests are important.
- Facilities for social, housing, wellbeing, entertainment and support
- A group of individuals who come together to show support for one another, their home and the area they live in! A diverse group who can share experiences, learn from one another and help one another.
- People working together to either improve services on the mountain, or people coming together for social events.
- People helping people.
- Knowing your neighbor. Year round facilities
- Having facilities where the community can come together
- Community space, involvement, coming together
- support, facilities, friendship
- The networks of people around you. Do people work together or is there infighting.
- Sharing common goals and attitudes and lifestyle with a group of people
- Basic systems in place - infrastructure, education, thriving business and employment opportunities, opportunities to connect with others over healthy activities.
- a group of people with diverse characteristics who are linked by social ties, share common perspectives, and engage in joint action in geographical locations or settings.
- Skiing with friends, support functions like CPO, water&sewer and winter functions
- We are a community where everyone knows and, in times of need helps each other, any future development should take this into account by ensuring that the infrastructure is built to ensure that Big White is developed primarily with this in mind
- Facilities to meet others, recreational opportunities, library, health care centre, post office.
- A group of people who have similar interests in making a good life with common goals

COMMUNITY NEEDS ASSESSMENT



- A place where people can live year-round and engage in activities, events, employment, education opportunities.
- Economic and social growth and interaction. Education and activities year-round.
- A place where groups of people are living together and practicing common ownership, sharing the same community goals and have certain attitudes towards those goals. Providing a safe and drug free zone that allows for families, staff and visitors to enjoy our Community. Work towards a greater presence from RCMP and BCAS, that will in turn provide a better quality of life.
- Community to me means the ease of living that the government supplies basic community needs such as community hall school recreation public washrooms a place to conduct religious services etc. etc. etc.
- A
- Community means leaving my house and saying hi to the first person I see. Community means not thinking twice about giving a helping hand to someone in need.

Question 3 b): What does Big White community mean to you?

- Developing relationships between locals, guests, and businesses
- A place where we meet friends from around the world who gather to ski.
- Physical activities, social activities.
- The people that come and visit year-round to enjoy what Big white has to offer. Being a tourist place, the community of people is forever changing.
- It means lifelong friendships and meaningful interaction.
- as above in 3 with a snow season focus but beyond the activity on the lifts and hill. Encouraging visitors and residents from all walks of life and from far and wide to share a love for the winter and summer potential in a small village environment.
- Inter-generational Friends and family.
- The friendships of both owners and regularly returning winter visitors (from all around the globe), along with the commercial and retail operators providing services and supporting the seasonal community.
- A safe place to spend time with my family and friends
- Skiing. But it could be so much more. I know that BW management are trying to encourage more all year-round experiences, which is great but I think more could be done to enhance people's assets on the hill and the year round beauty that it has. But we need more infrastructure to remain open in the off-season.
- Family, Wilderness, Events, Group Gatherings, Amenities, Safety, Security.
- Families having fun in the great outdoors
- Engaging with others in recreational activities ranging from very physically active to passive.
- ?
- Being able to associate with others.
- a comfortable winter space with adequate services.
- The people that are there year-round or year after year. Not just full-time residents, but also part time residents that spend a lot of time there.
- Big White community means a group of active and vibrant people and families looking to improve the quality of life and attract more people to the area.
- Right now it is only a winter community, with minimal summer interaction.
- A place you can get to know your neighbours
- A happy and secure environment.
- full time residents trying to make a life for themselves, clashing a bit with BW ski resort who are trying to control everything

COMMUNITY NEEDS ASSESSMENT



- Similar to above. People getting to know each other, central location to meet and socialize. Variety of organized events.
- Year round activities
- Place to be safe and have fun!
- .
- Family memories
- A big Family
- Nothing, I don't feel community here
- Family
- It's my happy place and I just wanna help make it better.
- Home
- group of friends/colleagues
- The Big White community is small. This community at its core has an understanding of what it is. It is lead by a small group of very caring residence most of whom reside here full time. The disconnect in the Big White Community is the misunderstanding by most real estate owners and skiers is that Big White "the lift company" controls the mountain and is the de facto local government controlling the area know as Big White. I believe a lot more people and owners would become more involved in "Community" if they understood the governance
- Meeting new people, creating a home away from home,
- A unique, smaller community where people take pride in the mountain and where they live/work/stay
- Being together Open to visitors
- A seasonal village that seems to be boom or bust with a few key locals that are the movers and shakers. I know his is rapidly changing but that's what pops into mind.
- See above. To include a positive educational program for those living on the hill. Does Big White offer bursaries for the graduating students? Are the students encouraged to volunteer on the hill?
- Seeing my ski friends, enjoying the wonderful safe environment.
- Not the above.
- There is no community facilities. So other than bumping into people on the odd movie not a lot of community structure.
- Same as above
- freedom, healthy living, friendships
- Relaxing, kindness, healthy lifestyle
- At the moment very disjointed. It's divided by people who live on the mountain year round and absentee owners. Their goals r different. The community very much revolves around big white resort not around "big white village". Poor planning has not allowed for a central location where people can congregate and meander for a stroll. The village centre is congested with the ski schools, it's part of a run from one part of the ski resort to another so there are tons of ski throughs. For senior or disabled people this is a detriment as there is a real fear of getting run over. There is no "shopping plaza" which would augment the stroll in the village. Everything revolves around the ski resort and drinking/eating establishments. Gift shops and clothing shops r hidden in the basement of the main building. The prime location in the village houses the ski school...there is no cohesion for community because at the moment everything revolves around a business. Specifically the resort.
- All on mountain people and services
- Celebrating the outdoors
- -
- Not inclusive
- Happy friendly safe place

COMMUNITY NEEDS ASSESSMENT



- A new adventure with more play and less work. Family time with outdoor activities. Finding people with the same goals, like minded and enjoying this piece of heaven. Escaping from busy paced life and slowing down to enjoy nature.
- A place where people can go and know they will have support if needed and housing that is affordable and a family dynamic that provides for all ages of children
- Skiing and biking. There should be more activities for after skiing.
- Winter friends and fun
- I love the fact my sons feel freedom here in a world that really has changed. I feel if you need help someone would help and that's what we all want.
- A small community with struggles. However, the community is determined to forecast a greater quality of life for themselves and their children.
- Part of the business community, home for my family. A tough community to define as residents issues are often different, or perceived as different from business interests. The ski corporation is really the reason we are all here, one way or another.
- More events in the village. Winter Nd summer.
- Friendly
- A place where like-minded people are here to live a simpler life.
- village life
- An amazing place to raise our family
- The property owners and year-round inhabitants.
- For big white it means nothing. But sounds expensive. Not for my tax dollars.
- Ski resort
- Currently a small group of people with community aspirations, not aligned with or assisted by BW Corp, struggling to get traction on community status and improvements.
- It is lacking key infrastructure to enable people to function to optimal lifestyle
- I am grateful to have this place for all the memories it gives my family
- No comment
- That there are people we like to spend time with and others who we trust to share values that bring about a better living place for all.
- Friends & people working towards a common goal
- Not sure
- Big White means Home...and we would like to see it become more of a safe place. It is not a secret that there are a lot of drugs on the mountain and as well a lot of break ins.
- Outdoor living, family friendly
- a sense of belonging to a common cause
- Working together to keep BW safe for full time residents, seasonal residents and staff as well as tourists. A sense of belonging, even though we are not there full time
- Having a local hub where people can socialize, meet for recreation, obtain their local services support local business (not BWSR) and BWSR, and have all the services people of all ages need in their daily lives.
- A place for my children to grow up learning to ski and belonging to a community they can feel proud of. Learning to love the outdoors and building lifelong memories.
- No comment at the moment, haven't had the opportunity to get involved though we hope that will change in the not too distant future
- A condo with warm sauna, shared hot tub and friendly owners & renters in the Great Room @ Grizzly Lodge. People to chat and dine with after skiing. Fun at Ladies Day lunches.
- Friends and family
- A group of people who want the best environment for their families
- Support and offer great value.
- People who are all on the same page, fit in and get along

COMMUNITY NEEDS ASSESSMENT



- a place to relax.
- It's my home. It means long drives to the post office to pick up a package. Living under a corporate shadow is frustrating. There is much work to be done to thin the shadow. I think our BWM community deserves better. I hope RDKB in listening.
- A community of residents rather than a business-first direction. The existing community has seriously split loyalties.
- Social bonding
- Everything
- More than just a bar. The BW community is the real spirit of the mountain, its more than the resort its the people who live there and work there, who truly make it great.
- The same friendly faces all year round and support if needed.
- More services and shops, a better village centre, year round community.
- Like folks sharing like activities
- See above
- Being able to enjoy the mountain with friends and family knowing that your voice is heard, your kids are safe and you have taken responsibility for the impacts you have on the local environment.
- The most amazing friends, a place for my family to relax and enjoy all nature has for us. We support each other as its the wild wild west with no law and order
- Family, respect and cooperation
- Everything, I live and own a business here. I want it to flourish as a community not just a commercial resort.
- Unwind
- outdoor recreation
- Friendly sports minded people with places to meet
- N/a
- I live here
- A community with the same in mind, an ability to live a healthy, physical life
- Work in progress! Seems the same few names do a lot of the heavy lifting.
- Same as above
- See previous
- Recreational community would love to see a real grocery store and gas station
- Awesome group of people who make life on the mountain great all year round.
- second home
- A place to call home.
- A group of individuals and families who enjoy the outdoors, fresh air, opportunities and each other in our own uniqueness.
- Families, being outdoors, escape from all the urban culture 'busy/rush' and strict stipulations and rule
- Friendship, enjoyment of skiing, beautiful environment
- A place of fun and adventure with great people
- Ditto
- N/a
- seeing familiar faces
- The permanent residents, owners and visitors
- People who love skiing and adventure sports sharing the beauty of this mountain all year round. The community grows and shrinks but it depends on the year round community
- Pass
- An opportunity to be part of the ground floor development of a unique mountain community.
- Small BW town values and experiences
- A COMMUNITY I LIVE IN

COMMUNITY NEEDS ASSESSMENT



- Big White community is like a big extended family. I notice it more in summer, when it's quite and love things like the summer potluck we had last year. That's the best!
- My new home, new family
- Fun, family,
- An outdoor community of like-minded people
- Growth, development and potential for all ages
- Diverse people from around the world
- I don't participate often but I like that through social media is available
- It means my home with people who have common interests not just skiing
- A group of individuals struggling with poor services and a Single company attitude that is focused on growing its business and not a community to support that long term.
- No
- Big White owns and runs everything like a mining camp.
- Everything
- Being part of something special
- Meeting people that live here. Joining in with activities
- Same as above
- see above
- Everything its my primary home, where I spend all my time and where I socialize
- Not sure
- At this time community doesn't fit Big White. It's a for profit business and most people are here to make money only. With guests here to party and disturb actual homeowners.
- Healthy active and social outlet
- A caring and committed group of people who want to see the mountain thrive as well as a family friendly location.
- Friendliness, open-ness and the willingness of people to communicate.
- As above
- A nice quiet place to live with a healthy lifestyle
- Fun
- a rec center, fours seasons services, and social activities
- see above
- Snob travellers and weirdos
- Friends and activities
- A strong year-round population
- Lifestyle
- Quality of life
- Diverse individuals enjoying the outdoor environment year-round with healthy lifestyles
- See 3.
- A place to go that is welcoming and able enjoy different activities
- It's my home, it's very important
- home, family and friends.
- All of before plus nature, fresh air, views etc
- It's important to see things continually improve but more support is needed from Big White itself.
- Friends, peaceful, beautiful,
- Nothing.
- A lot!
- Friends who I am able to call family, though we are not related! People I can rely on and call on to help when needed. Friends who I can share with and laugh with.
- People who live or work here year round
- Year-round activities including the off seasons. Diversity in stores shopping facilities etc

COMMUNITY NEEDS ASSESSMENT



- Home
- Everything
- friendship, freedom for children,
- Everyone on the mountain
- A community that is together for more than just skiing!
- Safe and wonderful outdoor activities to share with family and friends.
- a group of people at Big White with diverse characteristics who are linked by social ties and a ski resort, share some common perspectives, and engage in joint action in geographical locations or settings.
- Complete spectrum of activities and support like a library, postal service
- Everything, otherwise we wouldn't have lived here for as many years as we have!
- see above.
- Home
- Diverse lifestyle choice to be a part of a growing community within nature and away from city
- Very important. My family lives here year round.
- Everything
- The community Comes together at certain times of the year, but you soon realize without the benefits of public space there is no place to gather as a community
- A
- Big White community means a lot to me as I came here all by myself. If the Big White community was non-existent I would have left and gone to another mountain.

Question 4: What is your future vision for the Big White community?

- To balance the needs of locals with those of tourism and business
- A year-round resort like Blackcomb
- A community centre ...
- An outdoor pool, being not just a winter resort, but a summer one too.
- A greater sense of togetherness and activities for everyone on the mountain not just isolated groups.
- continuous population growth on a sustainable basis, a broader base of activity beyond the ski hill core, ideally introduce new focal points for the village/community that brought more full time roles. Could Big White be considered for any municipal or provincial departments to have permanent offices or similar? Encourage new enterprises to consider Big White as a place to start their business or expand into taking advantage of good infrastructure and services with a healthy lifestyle
- Prosperity with common sense and a common goal without resorting to ideas such as cannabis stores in the VCM. A vision that's more creative than the obvious.
- A larger year-round resident population, with a shared vision of active adventure activities, in a pristine environment. Supported by better infrastructure - better roads, more facilities on mountain to encourage a larger more permanent population to support the community and provide employment
- A year-round resort where I can come up and spend my rec time having fun.
- A place that is as busy in off season as it is in ski season. But not like Whistler. We need to maintain our close-knit family friendly environment.
- Less partying at night, more security and police presence, year-round events, stronger academic school k-12, more ethnic restaurants, more shopping, rec centre for indoor activities e.g. YMCA, all day day camps for kids in the summer, eco-friendly lifestyle.
- Same as previous answer

COMMUNITY NEEDS ASSESSMENT



- Year round. Not just a 'company town' (driven solely by the Schuman family). More than just skiing biking and real estate.
- ?
- Better trail system for walking and biking throughout the village and snow pines to connect the people better.
- to continue to be a family friendly village
- A conference centre to improve year-round events and create a wedding destination. A public gym and pool, even if it is part of a hotel. A larger village with more shopping options.
- My future vision for the Big White community includes more housing and better infrastructure.
- More true year round activity, with more community events on hill in the community center.
- A year-round resort. We are in desperate need to give people a reason to visit in the summers. Things like a year-round water attraction with indoor and outdoor facilities available to all who visit not just dome of the hotels. A golf course would also help get people to visit.
- A place that is safe, healthy and happy.
- more access to the mountain particularly in the off season. big white working with the locals rather than against
- Some what closer to a mini Whistler.
- Farmers markets with local crafts and products and flea market
- The same!
- .
- Expansion, growth and year-round activities for family
- becoming a municipality
- Less white, rich people. It becoming more accessible to less advantaged populations
- Maintain close family feel but increase international presence
- A place where families can be raised with options to keep the kids busy other than just hiking, skiing, and biking. I want to see a gym built for everyone to use especially the kids. What an absolute travesty that we don't have this yet.
- For the community to grow into what I would call a proper village/ small town which has a functional community structure. Not just a seasonal resort structure.
- to have hockey rinks, public swimming pools, parks, schools, street lights, sidewalks, etc.
- A locally run municipality, taxing and providing services to its residence with Big White "the lift company" a stakeholder in this municipality to provide synergies benefitting all
- Resort continues to invest and grow, whilst looking for opportunities to diversify on mountain activities all year round. May become more significant as the effects of climate change create less snow certainty.
- Organic growth of the ski hill with faster growth of summer activities like biking
- More all year-round activities and services
- A year thriving, welcoming community with diverse opportunities for business, recreation and affordable housing.
- To have a community that is self-sufficient. To have a good fire hall, school, medical clinic as well as a policing office.
- None
- I do not know.
- Leisure centre and indoor activities year-round! More shops owned by non-big white company. A high street (small) would be amazing and golf course or even just more trails not up the mountain for walking biking. Less extreme sports options and more activities that cater to more people
- Same as above... more athletic amenities other than skiing or snowboarding
- A community centre, exercise gym, walking paths, family bike trails
- Keeping it friendly social activities for the kids and provides emergency services and affordable accommodations

COMMUNITY NEEDS ASSESSMENT



- Unless big white community gets their municipal status and can begin planning for a well laid out village plan with centres to congregate I think big white will remain much the same.
- Like to see growth and development of snow sports infrastructure, accommodations and support activities and services. Likewise for biking, hiking and other summer activities b
- Numerous ways to actively engage with the outdoors
- Growth
- Barrier free for all, wheelchair accessible
- Keep doing what the community is doing, by adding activities all year round, providing more staff housing so staff r somewhat out of neighbourhoods which will reduce noise issues from staffers pulled in one home. Keep the village feel, hopefully not too many bylaws and bunch of regulations to govern the ppl that live on the mountain. We do need street signs replaced when missing ppl constantly lost in snowpines and don't blame them roads not marked
- Lifting one another up. Creating a safe and inviting place for our kids to grow and learn. Lots of areas for the kids to partake in activities outside of skiing and biking such as a community pool!! Horseback riding. So far we are enjoying what big white has to offer and hope to continue enjoying. We love the small feel community and are enjoying slower paced life up here. A community pool would be amazing to help our little ones learn to swim.
- Keeping heading in the direction of continued growth in the police and fire and ambulance and medical clinic and affordable housing. Child care is very important as well.
- There should be community spaces and trails. Perhaps an indoor multi-purpose gym and bowling.
- Year-round friends and fun
- To visit my sons when that time comes and I can't ski anymore. If I get to see my great grandchildren skiing that's good enough for me hopefully with friends, grandchildren too.
- To be more unified with the resort. All seems a divided pie.
- A more year-round community, with a slightly larger population and a few more businesses and services
- Growth
- Increase in year-round activity
- A community that works together to make it the best it can be. To constantly be growing and improving our way of living
- improved village life
- More residential housing. Outside space when there is no snow... Homes with yards. Single homes for family's living here year-round.
- Small community/rec center with space to host local events during off season (independent of private operators). Center could also provide space for health care and police.
- Sidewalks and streetlights
- To develop into a year-round community
- same as community, with BW taking a larger role in the community success...will only serve to make the resort better.
- Growing and thriving environment for all members
- diverse livable, extremely pedestrian friendly community with more steep skiable terrain.
- No comment
- To see both the numbers in the community and the services available to it grow.
- Something where the RDKB steps up and helps provide. Our tax money going towards improvements in the community such as walking trails, lighting, sidewalks, community center.
- Year round hopefully
- More of a smaller year-round village
- Family friendly
- a thriving resort with year round

COMMUNITY NEEDS ASSESSMENT



- BW's charm is it's small community feel and family focus. While we recognize BW needs to mature in certain areas, we do not want BW to grow to a commercialized resort like Whistler.
- Proper coordination with BWSR and RDKB to establish a completely joined-up vision for the future, which allows BWSR and all residents to mutually benefit.
- To stay a small close-knit community that is accessible year-round promoting all outdoor activities and year round cultural events. Hiking, biking, and horseback riding could be supplemented by a spa and golf course (one can dream).
- To continue to develop as a place to be all year around, more services and opportunities for engagement so it becomes a growing place to be and live for more people.
- A Swiss-like village with a big swimming pool for the summer, a retirement community with good health services and a gondola to the very top for sightseers and restaurant at the very top. A quiet place. Outward bound challenge courses for summer fun.
- A community hall close to the village with kids play area and garden
- A community hall, lots of trails that people can get around safely and a school with a proper gym/place to play
- Year-round destination for tourist and locals ie: Whistler
- A pleasant quiet place to live amongst like-minded people
- to slowly evolve into more of a year-round community. With the amenities and vibrancy that brings
- post office community centre zero waste incinerator increased school population (baccalaureate school)
- One not controlled by the ski resort but rather by elected representatives.
- Growth, more events, more facilities, year-round activity
- Some growth and more amenities
- A year-round community where people can live healthy vibrant lives. A rural existence away from the busyness of city life, but with access to healthy activities, able to buy simple things like vegetables on the resort, maybe even some gas so people do not have to go into town for the basic supplies. Having things other than ski/bike/drink to do for fun will go a looooong way.
- A village that grows with TLC and not driven by money lenders.
- A central core better developed with more shops and restaurants concentrated in a central area.
- Same
- That will depend on so many aspects, growth is natural, but i'd rather not rush headfirst into it, lets adapt as it happens organically
- A vibrant community geared around a year-round resort that is safe, fun loving and environmentally responsible and progressive, and that provides an avenue to high quality outdoor pursuits and cultural events that represent the diversity of the Okanagan, BC and Canada in general.
- Growth of the community as it is an unknown gem that most visiting do not know exist. More opportunities for residences to broaden their knowledge and a safe place to live. More young families finding our gem of a place to live
- To continue to offer family focused events, a safe community and respect for one another's personal space
- A place for outdoor enthusiasts of all ages to live or visit year round.
- A resort town
- stay the same, small village feel. we don't need to become whistler.
- More year-round activities More landscaping around buildings More people Better roads with sidewalks
- Na
- I have none, you can't "drive" a community's direction.
- Better roads, sidewalks, market competition, growth

COMMUNITY NEEDS ASSESSMENT



- All season community with activities for all ages.
- Year round!
- Autonomous resident-focused and independent from RDKB directors and BWSR.
- Growth
- Continued, sustainable growth with an increased presence on the mountain
- more development on the mountain
- Me gaining residency so I can stay and become fully involved in the community.
- I want to see the mountain open year round with restaurants, market, stores and new activities available for residents and customers. Although we are higher than other mountains that offer year round activities we can still find innovative golf options for example.
- Year-round access to amenities. Increased amenities, hardware store, gas station, healthcare
- Maintaining the current balance, but understanding that the town will grow
- A strong community that look out for each other
- None none
- Rec center - gym, pool
- A hall, more children in the school. A safe and happy place. Less tourist.
- for things to be going on more outside the ski season
- To hopefully have better infrastructure to have an indoor location that has the ability to be used for recreation, meetings, having a place for people to hang out. Developing more activities to do that don't cost money or lots of money
- Pass
- A community comprised of like-minded individuals...many of whom will bring significant abilities forward to help grow and secure the future. In the 70's no one thought Whistler was a good investment...BW is way ahead of Whistlers start.
- Year-round industry and infrastructure. sensible growth
- WHISTLER
- It would be nice to get a community centre built, somewhere for the kids to have Brownies or Guides, a place where Mark and Lynn could offer Tai Chi, a place for community yoga that wasn't \$25 a class plus tax, a place where we could do art.
- Growing stronger, closer and bigger
- More Social activities and community centers.
- Hopefully growth and expansion into a proper year-round town with better community facilities
- A cohesive successful year-round operation
- Central place for community gathering and recreation
- I would like to see more year-round activities and services
- A thriving group all year round with good facilities for all age groups
- A growing community that has more services and control of its own future independent of BWSR Ltd and RDKB.
- No
- A village with a real community
- prospering city
- To grow to a year-round resort.
- Community centre, activities
- A year-round recreational community
- more things to do.
- Growth, diverse cultural opportunities and a place that supports full time all season residents
- More amenities. To be more like a self-contained town that is alive all year round
- Don't see any real changes that will improve this community in the near future from a guest community to a family community
- Year round events access for all, utilizing the surroundings for things other than skiing related.
- A resort that continues to grow and provide a variety of activities for everyone in all seasons.

COMMUNITY NEEDS ASSESSMENT



- A meeting place including a gym would be great additions to and for the community.
- Not sure
- to become recognized as a ski village
- Rec centre, people picking up their dog poo within the village.
- a four season small town atmosphere, today it is a winter season resort with a few days of mnt. biking in the summer. But everything is essentially shut down in the summer.
- Bleak
- It would be great to see the whole village center rebuilt, its an ages old disaster that resembles a train wreck... Stunned people wandering across the path of the tunnel, the main road with herds of pedestrians, the mall isn't really suitable for commercial enterprises, parking in happy valley makes me sad... I have more but its sunny and I am here for the terrain
- Get together and being informed of events and plans
- A Strong full time year round population
- Village stats for representational use of tax dollars
- Have big population and own tax base and more net to build infrastructure
- Growth as a year round resort municipality with community amenities.
- As a home where I can raise my family and give them the best start in life, with the necessary skills to succeed, whether they decide to stay at Big White or travel the world.
- A year round community with activities for everyone to enjoy
- Growth and more focus on the people that live there not just the business of the mountain. People have no idea there is a full time community here
- More diverse business' in the village, cohesiveness towards an actual village centre and amenities that give options for residents and tourists alike
- 3000 year round residents, a thriving community centre with community led programming, and a K-12 school
- A full sized gymnasium for our kids...
- To maintain a pleasant, quiet lifestyle .
- People supporting people and families to be connected and thrive
- To get bigger and better
- To grow, to offer more recreation opportunities, to support growing families with children of all ages catered for in terms of play spaces, early education and after school activities.
- Pushing for better on mountain services, hopefully to include a public gym
- More community trails for walking and biking.
- Year-round destination ie Whistler
- A true year-round community with policing full-time fire fighters and community space
- Growth
- Increased facilities, improved/increased educational opportunities, greater cooperation and communication between the Ski Resort, the regional district, visitors, seasonal staff/visitors and community members
- Better collaborations and easier movement around the community
- A space and group of others who share a common attitude, where it's easier to be social and not just in an alcohol fuelled way
- More summer activities
- A place where I can live, enjoy recreation, patronize businesses and do business without complete dependance on BWSR to ensure the longevity and continuity of the community.
- Services similar to a village
- We would like to see more permanent residents building on the existing community see above.
- A strong community with many opportunities for all
- Year-round sustainability with education and employment for families

COMMUNITY NEEDS ASSESSMENT



- Growth to a small village size with diverse business opportunities outside of Big White ownership.
- A positive, healthy and enriched lifestyle that attracts families who can raise their children in a safe environment and enjoy the outdoors. A future that is sustainable, livable and attracts those who can share the same vision.
- There really needs to be much more investment of public funds and basic public community needs
- A
- Being able to know almost everyone you run into, whether that be when you're grabbing a coffee or sitting on a lift with a local. More activities and events, so we can get to know each other more.

Question 5: Are there any services and/or facilities currently not offered to the Big White community that you would like to see in the next 5 to 10 years?

- Public space with kitchen for large groups to use/rent. Weddings and large gatherings
- More skiable terrain, development of a village similar to Blackcomb
- More post office boxes ... community level programs at an affordable price
- Outdoor pools and more outdoor summer activities. Maybe a ranch and horses.
- More cultural events available to everyone, more things geared to our burgeoning community and not just temporary tourists.
- Improved medical centre with better ambulance facilities, a pharmacy to supplement the doctor already there. A gym for the staff and residents, especially in the winter months, conference facilities that can also be used for community events
- Better food options. The food and food offerings on the hill are dated and singularly mono cultural and not representative of how most people who frequent Big White would choose to eat.
- Better medical facilities particularly in the winter season. High altitude ice rink/arena to attract elite sports training, interpretive or cultural centre focussing on local indigenous heritage
- Establish nordic skiing facility
- Sushi bar, marijuana shop, cross country trails for MTN biking.
- A chapel for church services. A gym. A larger supermarket.
- YMCA rec centre with community indoor swimming pool, more shopping, more ethnic restaurants, more community group events, more concerts with a concert venue, better school for kids, more walking trails, more sidewalks, 24/7 RCMP patrolling, 24/7 medi clinic, bowling alley, library, art gallery with family workshops and events, park with an outdoor playground for kids and a water/splash park in the summer.
- Access to healthy local food supplied
- Community theatre. Gas station.
- ?
- More offseason amenities such as adventure park, golf, off road motorized vehicle park. Open more terrain on the hill such as back side and east peak in season.
- Free skiing for people over 70
- Pool, gym, conference centre, playground, bank, pharmacy. Parking
- I think a community center, park, and outdoor playground would be a boon to the community and its growth. I would also like to see improved roads, parking, and an adequate sidewalk or trail system provided.
- Community Center, year round medical clinic, conference facilitates
- Golf course, community pools/water slides
- Visitor information and an extension of labelled trails at all levels of ability.
- POST! not just a PO box address, but an actual post service where you can get parcels delivered.

COMMUNITY NEEDS ASSESSMENT



- Rec Center with a pool and exercise facility
- More shops for outdoor gear, the village is too small
- I would like to see an indoor workout area!
- Gas
- Year round amenities, fitness / pool centre
- 25 meter SWIMMING POOL
- Mental health support services
- Conference facilities and theatre
- I want to see a full sized or bigger gymnasium and a proper swimming pool for the kids and everyone else. I think this would serve us better than a community center. There are tons of empty buildings around during the off season to use for community functions.
- I would like to see a light industrial/commercial business park so that businesses can develop and have proper work places. Meeting places for teenagers.
- hockey/skating rinks, public pools/rec center, parks, public facilities
- Community Parks both linear and active for use by local residence. a community hall for indoor sports, meeting, and a gathering place.
- Recreation centre - gym, cinema, book exchange/library, etc.
- More hotels, shops and amenities for tourists and guests
- More indoor fitness More outdoor groups waking etc
- Indoor recreation facilities. Hardware store.
- A permanent RCMP officer. I am not interested in having a cannabis shop up there as Big White prides itself in being a non-smoking and non-vaping ski hill. A family resort does not need to have cannabis made available.
- No
- There are hardly any community facilities up here
- Pool, gym, indoor recreation ie. trampoline park, bowling, rock climbing or turn lap pool area into a pool recreation place as well for kids to enjoy. Fun kid/ family friendly activities.
- See above...I door rec centre with pool
- Gym, Pool for locals, walk in year round health clinic,
- Dog park
- Yes, there are many year round operations which r needed, but difficult to earn a living in the off months. Rents r high and payable year round so difficult to attract. Services such as hair or salon; laundromat; clothing stores (not selling mountain gear), jewellery, etc. Community centre which would accommodate senior and disabled programs as well as youth sports/arts programs. Everyone needs something to do other than ski and hike. Youth especially need to be kept busy in order to deter from the very real drug problem at big white. Full time/year round rcmp, fire and ambulance services; and a year round medical clinic. All these services would encourage people to stay over the summer months. The more people who stay and make big white their home means more people for businesses to survive.
- More shops and services for visitors and residents. More transportation options to and from Kelowna. A gym.
- Yes: weight room, length pool, rehab facilities,
- A gym, post office, casino
- Wheelchair access to the main buildings in BW, no access to all of the lodges.
- Conference centre or casino with large hotel wud b a game changer for the mountain. I have mixed feelings on growth, it's been fun to watch the mountain develop but also really enjoy the small village feel
- Community pool and swimming lessons. A library that may put on some special events for the kids.
- Medical clinic and staff housing that is affordable

COMMUNITY NEEDS ASSESSMENT



- Bowling. Indoor basketball court. Policing and ambulance services. I don't see any money being spent in this community other than Big White's investment. Where is Grand Forks making investment in this community and spending our tax dollars?
- Dog park Bylaw enforcement Summer activities.
- I would like to see a indoor outdoor water park pool like at jay peak here. And I would think we could have a golf course as well. I would like to see a gondola up to the east peak and I would like to see a mountain top restaurant and hot pools at the top. Above all though I would like to see this mountain smoke free and drug free.
- Indoor recreational facility basketball, badminton, pickle-ball, etc
- Small community centre, offering gov't services, health care and recreational opportunities (pool, gym, lessons etc)
- Gas station. More grocery.
- Gym
- Preschool, community centre, public gym and pool
- additional events to help bring the members of the permanent community together
- Gas station. Community center Gym
- Community center (see 4).
- Postal services
- Public gym and swimming pool, garbage collection,
- Indoor recreational facility-pool, gym, meeting
- Emergency services Trails Community centre
- A disc golf course would be an awesome activity for families that would be very affordable to install and maintain. More consistent glading mountain wide.
- No comment
- A community hall, a local library and a greater police presence to assist in developing a greater quality of life for all.
- a proper interior health medical facility with BCAS. (I know its a pipe dream)
- You have to provide safe walking paths, not just on ski runs but through the community.
- Pool (outdoor in the summer) POLICING AMBULANCE
- High school
- better signage of roads, bus stops, etc
- A cafe or restaurant on the slopes, for example at the base of the t-bar. Expansion into East Peak opening up new terrain
- Meeting spaces for social events and clubs. Leisure facilities especially for older adults and older youths, e.g. basketball and pickleball courts.
- Golf course and full service spa
- Recreational center including a pool and fitness facilities. More services throughout the year.
- Big swimming pool - indoor with glass doors that can open in the summer. Replace Falcon chair. Snowcat rides. Maybe mountain top viewing restaurant like at Palm Springs gondola.
- Post office
- Community hall, more trails, more places for children to play
- Local swimming pool, indoor movie theatre.
- Nothing
- an events venue for indoor markets, plays, kids events, etc.
- see above response
- A community centre would be the glaring need. Proper pathways, some recreational opportunities
- Fitness center. Business park, storage facilities, gas station.
- A community hall/centre to be built
- Community fitness/rec centre for all guests, staff, and residents is the biggest thing. More options that don't involve alcohol for evening activities.

COMMUNITY NEEDS ASSESSMENT



- Recreational facilities, indoors and outside courts in summer. Year-round shuttle service to Kelowna.
- A community gym and family type indoor pool along with a community centre.
- No
- A more permanent police presence, not unlike the American sheriff model would probably serve us well for the time.
- Community centre. Skateboard mini ramp and park. Pool and gym. Medical centre and two full time ambulances. State of the art Transfer Station and Recycling Centre.
- POLICE, post office, recreational and meeting facilities. More focus on community and not the ski hill. Transparency of things going on so they can be addressed. Issues are now hidden from the public
- More doctors on hill, more transportation to and from Kelowna/airport, better snow removal and more accountability from people who provide services such as cleaning companies, property management, stratas
- A community center/building, a paved walking path to keep bikes, joggers & walkers off the road, a postal outlet or at least postal code, an ambulance, a larger police presence and an off leash dog area/park.
- A proper urgent care health clinic
- sushi?
- Man-made lake or swimming pools
- Postal service. Gyms
- Town hall
- A community centre
- Gym, meeting place or "community hall", indoor skating rink(s)
- Increases shuttles from Kelowna
- Public basketball and soccer spaces.
- Hardware store gas station and full grocery store
- Gym/recreational facilities
- No
- A gym.
- Community Hall, Doctors, Ambulance, RCMP presence, school right through grade 12, bank, hairdresser, greenhouses, activities that customers will come for and pay for, pin ball centre for residents, pool for residents.
- Library, health services, gas station, general store
- 24-hour emergency medical service
- Gymnasium and weight room for community use
- A grocery store that does not gouge.
- Gym and pool
- New and improved roads, a hall, a cheaper grocery store and way more commercial space
- an outdoor/indoor swimming pool, park with play equipment
- Swimming pool, gym, indoor activity space
- More summer recreation
- Fuel station. Opportunity for independent business to grow. Increased resort trail Network to separate foot traffic and vehicles. Proper lighting.
- A fitness centre would be awesome...
- SHOPPING, GAS STATION, COMMUNITY HALL,
- Yes. It would be great to have a community centre, as per my answer to question 5, a gathering place. It would also be great to get our own post office and to have regular police presence. I would also love to see a used book store. A gas station would be helpful, especially if there was a mechanic and service garage.
- Gym, xc biking trails, more hiking trails, swimming pool, dog park

COMMUNITY NEEDS ASSESSMENT



- More Indoor activities (bowling, or energy plex-Kelowna). Movie Theater. Gym, multi sport/basketball court
- High School Community recreation centre Walking paths along the roads
- RCMP, more housing, gas station
- Community recreation facility with a swimming pool, areas for fitness classes, and exercise equipment
- A drop-in gym and pilates classes
- Post Office, medical (including dental and optical), library, community centre, kerbside garbage collection
- Increased Health services (covering all services), Local controlled meeting place with indoor facilities and access to outdoor recreation outside BWSR Ltd control.
- public recreation facilities
- More stores, community centre and a gas station.
- community centre / business opportunity for non "Big White" businesses
- Preschool/kindergarten services, indoor community center with a gym and a pool
- Activities which do not involve drinking liquor
- Multi use recreational facility with aquatic and physical services.
- gym, community centre, pool
- Police, post office, alternate health and wellness care, recreation facilities, fitness facilities
- More businesses
- Full time fuel station and full time ambulance services
- Summer events, concerts, golf, festivals
- Increased mountain biking terrain, a variety of family friendly events during all seasons, more events in the spring and summer as well as an increase in adventure eco-tourism all year round.
- A meeting place and a gym
- A gym would be good
- A gym and indoor climbing wall
- Rec centre with gym, pool?
- a convention center that allows for four season activity, a golf course as was promised in the master plan when bought in 10+ yrs ago. Summers should really strive to have a festival atmosphere, music, wine, food, etc...
- Post Office, Medical Center, Meeting Place, etc
- Ya, lots
- A pharmacy. A hardware store. A mail outlet for all. More year round activities for a 4 seasons resort. More attractive landscaping in village for non-skiing seasons.
- Convention Center, Sports Fields with Support infrastructure, Mountain Spa (Scandinavian Type Winter/Mountain Spa like Whistler), More Summer Activities to bring about more Summer Tourism. Golf Course, Driving Range,
- Walking side walk infrastructure
- Community centre pool hockey rink bigger school etc
- Indoor recreation facilities (ie gym, pool etc...).
- Swimming pool, gym, better equipped school, supermarket that doesn't charge a premium (open year round), gas station
- Community Center with a pool and fitness Center.
- police, health care, recreation other than skiing, social activities facilities
- medical center, sports/swimming center post office bank
- Community centre Policing Trail Network for year round use
- A full-sized gymnasium for our kids and the community. It will serve everyone more than a community centre
- More post office boxes very very soon!!, maybe a post office next year, parcel delivery service next year

COMMUNITY NEEDS ASSESSMENT



- Swimming pool! Rec center. Library.
- Pharmacy, drop in clinic, waste management service (subscribe), taxi hailing service, postal and package delivery service, property security check service
- A community recreation space that could be used for fitness, art, dance, cookery etc! A preschool for the younger children that feeds into the BWCS.
- Gym Indoor sports pitch
- Post office. General store. Barber. Gym. Community center.
- Provincial medical clinic. Access to pharmacy. Open up opportunities for other restaurants etc
- A community hall/sports and fitness centre
- Gym town hall
- Post office (or at least a postal code), community facilities, a park, year-round access to medical services, indoor recreation
- Conference space. A real hotel.
- Desperately needs a gym and more things for people to do in the evening that isn't just going out!
- Better postal services
- Legitimate ride hailing to, from, and on mountain. RCMP. Indoor recreational space available to everyone. Post office.
- Library, post office, community center
- YES. Big white has several local service companies, unfortunately there are no commercial facilities for those companies for small workshops or storage
- recreational facilities (gymnasium, pool, outdoor courts) health care facility, meeting rooms/multi-use rooms, library, post office.
- Yes. A indoor swimming pool available for all to use (user pay) and a gym
- Preschool education Community center Parks Outdoor washroom facilities
- Community Hall. Ambulance station. School for the older kids or a bus from the village to Kelowna.
- Medical Center with an ambulance bay and heli pad A community center
- Indoor ice rink and other public facilities that you would find in most communities of this size in British Columbia in Canada
- A
- A public gym and a public spa.

Question 6: Do you think you get value for money for the tax dollars you pay to the Regional District?

- Could be improved
- No...Big White properties supply a great portion of the budget but get little in return.
- No
- No
- Not sure
- No
- Yes
- No, not at all, my understanding is most of tax dollars are diverted away from Big White to more urban centres in the RD. That is not equitable.
- Yes
- Definitely not.
- No, still lacking basics: need 24/7 RCMP, need better snow removal on highway roads, need more shops, cultural activities/centre.

COMMUNITY NEEDS ASSESSMENT



- Fair
- Not enough. Need better road maintenance, better ambulance service, more sidewalks or pedestrian only pathways.
- No
- No
- not sure
- Yes and no as we don't live there full time and get more value at our permanent residence
- Unsure
- Never
- No, it could and should go further.
- N/a
- Not really. I pay for snow removal from the Condo, I don't see a lot of road repairs going which should be more of a focus.
- Yes
- Sure
- Yes
- Yes
- No, have you seen the roads!
- No
- Yes
- Not a chance. Fix the roads.
- We could always do better
- NO, NOT EVEN CLOSE!!!!
- Simply NO. Very little to no value
- Yes
- Yes
- Yes
- Yes
- I would like to see better road maintenance. Having a thriving educational system is very important. A full-time RCMP officer would be helpful.
- Not really
- Not at all.
- Nope, I feel government does not help community up here only in Kelowna.
- No
- I think we could do better
- Yes
- No
- Ok
- No
- No
- NO - brand new Black Forest Day Lodge allowed to be built without an elevator, this day and age is unbelievable. When I called RD I was told accessibility is open to interpretation and no wheelchair users at a ski resort - BC Adaptive Snowsports runs programs at 14 resorts in BC! Its a new building how was it allowed to be built without an elevator
- Think the taxes r expensive for what we get!
- We are new to the community to too early to say. Snow removal has been great through winter season. Not sure if this is taken care of regionally. I believe we could have more park equipment for kids.
- Yes
- Definitely not
- No

COMMUNITY NEEDS ASSESSMENT



- Yes I do
- Generally, I would like more value. I believe more could be done
- Not really. No police, no services.
- Yes
- Yes
- No
- not really
- Neutral
- Not at all.
- Absolutely not
- No
- Not even close!
- No
- Yes
- The road maintenance is lacking, not the winter clearing, but the repairs to the pavement during the summer.
- No
- No. My taxes on my other property in Kelowna are only slightly less than what I pay here. There are way more facilities in Kelowna.
- Not sure
- Yes
- Unsure
- Difficult to answer as we pay full taxes but are only there part time.
- No, We do not receive services from RDKB in proportion to the amount we pay.
- Not sure
- It's okay.
- Yes
- No
- No, I think we pay tons of tax and it goes to other communities
- Not sure
- No
- No
- lol 🤔 no
- Not at all! We keep the lights on all over the RDKB and only have a bloated fire department to show for our contributions.
- Nope
- Sometimes
- N/A
- No, not at all, the roads off the highway should be widened a few inches more so, near misses can be avoided and to lessen ending up in the ditch.
- No
- Yes
- Yes, the value is visible, that being said there is always room for improvement, i feel we could see more from our tax dollars
- No.
- in some respects but more emphasis should be on peoples safety vs property safety
- No. Seems we get no government support for waste disposal, medical care, snow removal yet we pay taxes. For what?
- Not really, haven't seen the actual numbers but considering the home values and taxes we pay seems like we have to apply for a lot of grants and do a lot of fundraising ourselves in an effort to get things or get plans in motion.

COMMUNITY NEEDS ASSESSMENT



- ?
- Yes
- No
- No
- Yes
- No, I can hardly wait until Big White is its own entity.
- Nope
- Yes
- No
- No
- Not really, the services that I am provided/use, for the most part, come from my Strata, the community association, or Big White resort
- who knows
- Yes
- No
- Yes
- Yes
- Minimally
- Don't increase services not needed so it increases taxes paid
- No
- Yes
- No
- Yes
- No
- Marginal
- Yes - global comparatively the value is awesome
- YES
- We require a ridiculous amount of snow removal up here and so that's a tough question. I know snow removal is expensive but other than that, I'm not sure what more we get.
- Yes
- Yes
- Not at all
- For the most part...
- No
- Not sure. Nothing to compare it to
- No
- No
- Yes
- Nope
- NO. NO. NO
- Yes
- No
- No
- No
- No
- Neutral
- No not at all
- Not sure
- Yes

COMMUNITY NEEDS ASSESSMENT



- No. The road to Big White needs improving. RCMP presence needs to be lifted. Need a second road in/out of Big White in case fire closes the only road (a road south through to Kettle valley/Beaverdell)
- Neutral
- NO
- Yes
- Not until the district and mountain can sort out the walkability (lack there of) around the mountain. Better crosswalks, overpasses, staircases in the residential areas etc...
- No
- Maybe
- Yes. But I resent paying the highest amount of taxes as someone who owns in BW and lives in Ontario. One flat taxation rate for all Canadians.
- Average.
- No
- No not at all. I do at whistler though. And sun peaks
- Yea
- I don't know
- No
- yes property values will increase
- No it seems my money goes to other regions of the district, I don't have children so for me as an Individual I don't have a clear idea of where my dollars go.
- No
- No
- No way,
- Yes
- Not really in that there's no postal delivery and no garbage / recycle collection
- In terms of there being a school on the mountain and a great fire service, yes, but we desperately need a RCMP presence. Just having Big White security is of no use to an actual local community, as they are a service to the Big White business only.
- No
- Not really, no.
- No
- No
- Nope
- Yes
- No
- No
- No. Taxes are too high for the services we receive - especially emergency services e.g. fire, ambulance, police response
- I think more money should come back to the community for things like purchasing public land, having some RCMP presence, having public transport, creating more safe walking areas, and developing recreational areas outside of BW controlled boundaries. That said, I am generally satisfied.
- No
- cannot answer this question
- I definitely think there is room for improvement.
- No
- No, more tax dollars need to remain in our area as we pay substantial percentage
- Fairly
- YES

COMMUNITY NEEDS ASSESSMENT



- No there really is no other answer because there's very few tax dollars spent in and around the Big White community
- No
- No response

Question 7: Over the next 5-10 years, which level of population growth do you prefer to see in the Big White Mountain community?

No growth	4
Less growth than is happening now	7
More growth than is happening now	83
Same growth as now	94
	188

Question 8 a): What is your opinion on the current level of independent local business/economic growth at Big White Mountain outside of Big White Ski Resort Ltd.?

Growth is too fast	1
Growth is just right	65
Growth is too slow	122
	188

Question 8 b): If you answered b), please explain how you think the community can attract more businesses and economic activity.

- Create incentives to bring events and businesses
- For business to grow BW has to become a 4 season destination. There has to be more attractions than just skiing. Installing a monorail coaster ride, a casino, a film festival, music festival, upscale night club and dining and a village with shops, restaurants accessible like you would find a Blackcomb.
-
- X
- More opportunities for independent and private businesses.
- consider how provincial or regional initiatives can assist encourage decentralisation to smaller communities such as Big White. Establish services based at Big White that can be sustained from this sized community and that will attract other businesses required to support the increased employment. i.e. the growth needs to be seeded but local authority initiatives or by providing incentives for private enterprise to consider establishing in Big White. Also is there an opportunity for a small UBC Campus being established at Big White for a subject or two that is in sync with the Big White environment? If something like a hospitality school?

COMMUNITY NEEDS ASSESSMENT



- Offer a greater range of food options. Cater better to 30-40 year age category with social events (like Masters for a younger age bracket. Or broaden the Masters programme. Opening up other sections of the park will attract a different genre of skier.
- The community needs to offer a year round business model that will support year round employment, and economic activity. my idea of a purpose built high altitude sports facility would tick the box, to be a point of difference from other alpine/ski resort communities
- Expand mountain bike scene as long as possible. Have MTN open before lifts starts and have XC trails, pump tracks and the like to get riders up a little earlier and later in the season.
- There appears to be a cultural issue with Kelowna locals deserting the hill from mid March, when there is so much skiing and other activities left to be enjoyed. I think you need to encourage locals to do more than bike ride. Hiking etc. Look to what they do at Whistler, but don't become a little Whistler. Look at what they are doing well and not so well. Maintain the family connection. Important to maintain friendly staff.
- Build more retail space and restaurant spaces, build a concert venue and hotel, build a bigger grocery store, build a movie theatre and bowling alley.
- There seems to be a monopoly of just a few restaurant owners controlling most of the coffee/food/beverage industry
- Not managed/ limited only by Schuman family. More visible Master Plan
- More year round amenities. More alpine ski terrain
- Must continue to strive in becoming a four season resort.
- Na
- The commercial feels limited to the small village with no parking.
- Development of new commercial spaces with adequate parking.
- Become a four season resort with full conference/ meeting facilities.
- Year-round activities and year-round living. It's dead in the summers.
- Better health and safety of the area would help. The layout of the area has a lack of design planning and is not as welcoming as it could be. Information centres and a focus on welcoming tourists could be developed, especially in the summer months.
- more commercial property available. more investment into the resort and terrain as well as resort facilities. more things to do other than skiing
- More media coverage during the offseason. I think there has been great coverage during the winter season, KelownaNow, and Castanet report very positive ski season coverage. I don't think I have seen much that shows the beauty of the alpine hiking . The other thing I don't believe people are aware of is the air quality at Big white is much better than in the valley. The air quality index is recorded at a number of stations in the valley. If Big White had an index number that would promote visitors.
- Small business support/tax cuts/ marketing
- Need more year around events that attract more people to come to big white.
- .
- N/a
- n/a
- N/a
- N/a
- There is no commercial space for people to grow, expand, or start up new business. This needs to change.
- N/A
- by having skating/hockey rinks, public pool/rec center, other public facilities
- More business will be attracted by allowing a Governance structure that defines the difference between Big White "the lift company" and the community. many potential investors are nervous as they don't know who is in charge on the mountain

COMMUNITY NEEDS ASSESSMENT



- Not applicable
- Continue to invest in the hill, the mountain, the activities to bring in more guests and with it, more business
- Better tax incentives More outdoor summer activities for tourists to stay all year
- I'm not sure how you would do it but make high visibility/traffic properties available for businesses
- ?
- I did not answer b
- /
- Provide buildings and easier leases for companies starting a business in prime locations. Provide lower rates for them in first 5 years to help start their company.
- By allowing more retail development other than from the owners of big white
- open up a competitive stores Utilize Happy Valley more Run gondola year round Storage, Inside Bike lockers to rent.
- No
- More people need to think of big white as their home. In order to accomplish that services are needed to keep them there year round . Daycare, youth programs, senior /disabled programs: medical clinic, year-round grocery store. Amenities that r needed on a regular basis. The more people who live at the village full time will ensure businesses can survive in the off season.
- Not sure
- More year-round activities would help businesses stay open through the summer
- Big white can stop buying up spaces just to prevent new businesses opening
- Pass
- Nil
- NA
- By providing year-round activities and places to shop and stay
- Make mandatory rentals for units directly in the village and encourage less empty units in the village during the weekdays.
- Less restrictions by big white.
- The mountain has to allow insight from community leaders to develop future economic tax base reliefs such as golf courses. Mountain biking people don't drink and they don't stay long stays.
- I answered growth is just right for the level of residential growth we are experiencing
- I answered growth is just right. I say that because we see new businesses come and go, it takes special people to make things work up here, often with huge sacrifice.
- More summer activities to draw visitors.
- Improve runoff and water management. Reduce standing water and mosquito growth
- No idea
- encourage entrepreneurs to move to Big White. Provide a year-round environment for businesses.
- /
- NA
- Skip
- Na
- Participation by BW in the community growth plan and participation by the community in the BW growth plan.
- By removing barriers to entry by lift operating company
- expand great skiable terrain and do not replace more lifts with fixed grip lifts.
- Shoulder season recreation, we need to find a way to make Big White a 4 seasons recreation destination.
- A lesser influence exerted by Big White Ski Resort Ltd could well allow individual businesses to enter the market and see a growth in economic activity in the area.
- -

COMMUNITY NEEDS ASSESSMENT



- More year-round opportunity to bring more people to support those businesses!
- I don't know
- .
- somehow find a way to improve access to the hill during the off season,
- offer more year-round attractions and amenities to draw tourists
- LAND. There are no opportunities for local business because land use is completely controlled by BWSR, and unfortunately BWSR do not seem to realize that encouraging private enterprise will also benefit them.
- By focusing on year-round opening
- Developing all season activities (biking and hiking is a good start, development needs to continue). More people need to want to come in the non-winter seasons to make provide the stimulus and opportunity for more businesses to be successful.
- Have a consignment store for folk to buy and sell gear. Music festival. Thinking retreat like the Aspen Institute.
- Have more central locations for 'opportunities' for businesses that are not BW Corp
- I think big white resort needs to be more open to other businesses and not want all the profits to themselves. The community people work and live here, we are just as important to this community as the people that work directly for the resort
- Expand the resort with activities and infrastructures ie: Sun Peaks.
- Growth is not too slow
- the independent business footprint at big white is small for its winter population
- Let retailers open shops because competition is good. Increase restaurant variety. Too much old white man food isn't healthy. Variety is the spice of life and food.
- Again, the stranglehold that BWSR has over the community and commerce means that only approved-by-them growth will occur.
- The mountain and community cannot support business growth without support, services and land. Ancillary business to support the community, current businesses and future businesses. A business park, land, storage and gas station. All on mountain business drive back and forth from Kelowna multiple times a week because there are no options, opportunities, commercial real estate, land etc.. for businesses to move to BW or new ones to start here.
- With more people in the community and the build-up of summer
- I think BW as a resort needs to allow these businesses to thrive. Often I hear of owners being blocked or pushed out of their locations so BW can open a competing product. More year round guests will help attract businesses.
- N/a
- A higher population base that is here with year-round employment that will attract more businesses.
- Didn't
- I answered growth is just right
- More opportunity for individual business owners and more leasable retail space.
- We have one entity that drives all decisions here and they don't always are about the residences the care about bottom line.
- Stop letting big white buy up all the businesses and let independent businesses get a chance to thrive in the heart of the village or happy valley rather than always being pushed to the peripheral areas. Feels like BW is becoming a monopoly of all business and therefore the level of service seems to be deteriorating (the Woods, VCM coffee shop, underground bakery-all BW now- and worse off for it)
- I didn't answer too slow because current growth has a lot to do with housing as there is very little affordable housing for staff. Faster business growth would be hampered by lack of staff and could create unsafe living experiences for minimum wage employees.

COMMUNITY NEEDS ASSESSMENT



- ?
- ?
- More summer activities such as golf
- Big white has too much say on who or how people may come in.
- A
- Better roads, sidewalks, public places. A community with less red tape from all levels of government and local politics or interests.
- Need a wider scope of things to do, reasons to come here and stay here. Indoor rink, gym, multiplex facility would help but it needs to be booked and busy to pay the upkeep.
- More population and year round opportunities
- Tech incubator space, similar on hosted with government funds at just about every other ski community of the province.
- More daily amenities. Long hike to town for simple daily requirements
- n/a
- N/A
- Just right
- Hire someone who can reasonably be able to make those types of decisions for the community and for Big White.
- I'm not sure
- offer more summer activities. More on mountain accommodation for staff
- N/a
- C
- N/a
- Get big white ski resort to chill the eff out and to actually allow more independent businesses. Need more commercial space ..
- more available outside the ski season
- Having more private/independently owned operations instead of big white owned operations
- Pass
- Lay out a clear short and long-term plan for the community growth. Work to encourage the resort to grow independent business. Business will come with community growth. The math will show that it can grow. Numbers need to be supported with the plan.
- Good question... Make sure Vail doesn't buy the resort!!
- MORE RETAIL, LIGHT INDUSTRIAL SPACES,
- That was a tough question to answer as None of the above would have been my choice. Big White does not have room to grow businesses due to the way the village is set up. Where would you propose a business expand to? There is literally no more real estate for business development to be had in the village core area.
- Maybe developing snow pines with a few businesses
- More year-round attractions.
- N/A
- It would be challenging for potential business owners to find a location, plus with only seasonal work it may be less attractive to business plans, unless their key focus is the winter ski season. From the food and beverage stand point - everyone is in the same pool of clientele, but there are more possibilities to steer from the basics currently offered. We are looking for fresh and new, not the same old.
- Year-round attraction to the area
- N/A
- By being a bigger community we could attract more services but the monopoly of BWSR has to be broken to facilitate this
- Less monopoly of business as all is currently controlled by BWSR Ltd. From land use to competitive alternative business offerings on a ski resort.

COMMUNITY NEEDS ASSESSMENT



- No
- Need more commercial space that is not owned and monopolized by Big White (eg competition)
- allowing business opportunities
- By making the resort a year-round community
- Gym
- Be a year-round resort
- year round with better roads and things to do
- Tax breaks, promote the environment, nature and the highly skilled residents
- More marketing, better exposure
- Year-round community and more value for your dollar businesses Businesses that target community population not just guest/visitors There are no family friendly or affordable eating establishments
- Be open year round
- I think partnerships with Kelowna businesses and sponsors could elevate some of the events that are currently being held and could offer more exposure to new ones that are being planned
- Lower rents on Premises. More year-round activities would increase the opportunities for local businesses. More business premises are also probably needed.
- It's not attracting them, they're here, it's just big white want the monopoly
- I would love to see more retail spaces become available. None skiers become board quickly.
- Na
- until there is an effort to make it truly a 4 season resort it is difficult if not impossible to attract viably business. a 4-5 month season simply won't sustain most businesses.
- Ok
- Riddle me this... I have a brilliant idea for a shop at biggie, where do you suggest I lease commercial space?
- Open up business to outside investors
- More Summer Amenities, Summer community Plans, Real Estate Development Marketing to Kelowna, Tax breaks and strong Leases to entrepreneurs
- Lifestyles
- By having tax base to build infrastructure and services to attract more permanent residents which generates new businesses and jobs
- Year-round facilities/ activities& diverse sustainable residence population growth.
- We need a business park or something similar. Currently there is no room or ability for businesses to grow in the village. Many other types of business (trades) are being run from private homes. There are no other options.
- The community needs to be a resort municipality so that those living in the area and owing property have a voice on development and amenities
- There us a monopoly and they run our little town dictate everything we need to appreciate them but focus on our town not just the ski hill. Government needs to take us seriously
- Allow more freehold properties and create more of a village hub that consists of more than predominantly bars and restaurants.
- Post Office Trademark clarification on Big White for new business ventures Community / commercial land availability
- Offer more options to kids
- I ticked it wrong
- Tough question as there isn't a lot of commercial space and the resort doesn't seem to be interested in more businesses and economic activity
- More year-round activities are required to increase occupancy and therefore growth during the summer season

COMMUNITY NEEDS ASSESSMENT



- Big White needs to allow people with business ideas the chance to set them up and try them out. They cannot block competition, if someone has a great business idea they should be allowed to run with it.
- Support for prospective business owners battling the monopoly of BWSR
- .
- Get a handle on year-round rentals to accommodate full time residents
- Work with big white ski resort to allow other business
- More year-round jobs and places to live
- I don't believe that this is something that the community can attract - access to commercial land is the key issue. There is a need for greater access to commercial land, both within and outside of the resort's CRA.
- Big White doesn't need to buy out small businesses just to make more money.
- X
- Don't know
- For now, supply and demand are fairly balanced. But keep in mind, our population has been growing exponentially and in 6-10yrs time, business growth would need to explode to keep pace. Our population doubled over the past 3 years. Our current year round population is approx 300. Our population growth at that pace could conceivably be: NOW: 300 people 2022: 300x2=600 2025: 600x2=1200 2028: 1200x2=2400 This would require significantly more business / services to support these numbers. And, where the heck are all these people going to live?! I think there are roughly 2200 residential units on the mountain now.
- I do not see major growth until more lifts are opened
- by becoming more of a year round resort growth will naturally occur PROVIDING the Ski Resort doesn't monopolize, they MUST allow for competition in retail and services
- More lot availability for retail development.
- Give incentives maybe tax breaks or low rental rates for new businesses to set up here.
- More year-round businesses vs seasonal
- Community will struggle due to Big White having control of all spaces available for retail.
- Allow others to open businesses like clothing, ski, subway, cheap and healthy lunch options more retail.
- More public recreational facilities
- A
- Nil

Question 8 c): If you answered c), please explain why you think business/economic growth in the community is too fast.

- N/a
- I did not answer too fast
-
- X
- N/a
- I don't think growth is too fast, I think its too slow
- ?
- n/a
- N/a
- Not applicable
- N/a
- Answered just right
- Don't think I answered "c" on question 9

COMMUNITY NEEDS ASSESSMENT



- N/a
- I answered growth was too slow
- N/a
- No
- N/A
- N/A
- N/a
- N/a
- n/a
- Not really too fast. My concept of growth may be different. I don't like the term development when it relates strictly to a whole bunch of rich people building more large condos. I think of development more in terms of the community and the growth of more activities and events. Summer concerts, more hiking trails, lifts running more often. There is a lot of potential in the offseason. Offer companies like MEC to have conferences, or demo weeks for outdoor gear companies. etc.
- N/A
- Okay
- .
- N/a
- n/a
- N/a
- N/a
- n/a
- N/A
- i don't
- please refer to question 10
- Not applicable
- N/A
- I didn't
- I didn't answer growth is too fast to question nine.
- ?
- Did not answer c
- /
- .
- Too slow!
- chose to slow
- No
- N/A
- Did not think it was too fast
- N/a
- -
- No cannabis store
- Nil
- N/A
- N/a
- N/a
- N/a
- You don't want to have dead retail space it doesn't look good to investors.
- I answered growth is just right for the level of residential growth we are experiencing
- I answered growth is just right
- N/a

COMMUNITY NEEDS ASSESSMENT



- Growing accommodations further from the village without upgrading infrastructure.
- N/a
-
- /
- N/A
- Growth will respond to need. We can't subsidize business. If there is demand and adequate commercial space opportunities it will sort itself out.
- N/a
- growth is too slow
- N/a
- would like to see the mountain and lines to stay quaint
- No comment
- N/A
- -
- N/a
- n/a
- .
- No
- N/A
- N/A
- Not applicable
- Not applicable
- We don't want condo prices to fall with over expansion.
- I did not answer that question so no answer was provided
- N/a
- N/a.
- It is not too fast
- .
- 😊
- Didn't answer this
- I meant it's too slow.
- N/a
- N/A
- N/a
- N/A
- Didn't
- ...
- It's not too fast, it's too slow.
- n/a
- BW over promoting hill but not providing an increase in services. Crowds r out of control on holidays and staff never increased or doing a great job of managing it. Too many weekend warriors who don't care about leaving litter, skiing safely. Stores r always out of stock, appointments for most services overbooked or unavailable. Pushing growth without providing infrastructure, staff, security or services.
- N/A
- ?
- ?
- It's not too fast
- N/a
- A

COMMUNITY NEEDS ASSESSMENT



- n/a
- Don't think growth is too fast. Just ensure the infrastructure is keeping up.
- N/a
- N/A
- I believe it's on trend
- n/a
- N/A
- Just right
- N/A
- See above
- n/a
- N/a
- C
- N/a
- n/a
- n/a
- N/a
- Pass
- N/a
- -
- DID NOT SAY GROWTH WAS TO FAST
- I didn't answer too fast
- N/A
- N/A
- N/A
- N/A
- Not apply
- N/A
- N/A
- N/A
- no
- Growth is too slow
- n/a
- N/a
- Don't want any more people to live up here
- N/a
- n/a
- not applicable
- It's not too fast
- Didn't say this one
- I did t answer that way
- n/a
- Not applicable
- N/a
- I am satisfied with growth at this time
- N/a
- did not answer c) so this shouldn't be a required answer
- ok
- Too fast?... Lol, no biggie is not going too fast.

COMMUNITY NEEDS ASSESSMENT



- I don't think it's growing too fast. I wish others were allowed to develop in Big White making it more than a one season resort.
- N/A
- I don't
- N/a
- N/a
- .
- Buildings / units are being built with no vision for year-round community. A proper community Center, grocery store non- ski related shopping. Medical Center
- not applicable
- x
- It's not too fast!
- N/a
- Growth is fine
- N/a
- N/a
- N/A
- N/a
- .
- It's too slow. Should have an arena or ball fields
- No
- N/a
- n/a
- N/a
- X
- Don't know
- D
- Did not answer
- didn't answer too fast
- N/a
- I did not answer c
- N/a
- N/a
- N/a
- There needs to be more public funds available for recreational facilities
- A
- Nil

Question 8 d): Are there are any businesses that are missing from the community?

- Would like to see some commercial business in snow pines area in the future
- Movie Theatre, Kids Arcade, Carnival rides...business that will draw youth to the mountain and make BW different from other ski resorts.
- Unsure
- A Bakery
- Affordable grocer, Drugstore.
- Pharmacy Gym Mixed service store - Bank/Post Office/Govt Services Storage facilities
- A decent variety of food options. Try putting a noodle bar in where the proposed Cannabis shop is to go. It's really not that hard!

COMMUNITY NEEDS ASSESSMENT



- I would like to see more competition in the commercial spaces in Big White. I feel its very much a 'company town' with Big White Ski Resort dictating and controlling too much, at the expense of competitive economics. I'd like to see: 1. Cat skiing operation operate from big White to back country leases nearby 2. Family restaurant like a Cactus Club or Joeys that operates year round 3. Ancillary medical services - better offering for physio, chiropractor, etc. 4. Public gymnasium
- Sushi and marijuana shop.
- Answered above.
- Shopping, ethnic restaurants, library, art gallery, concert venue, hotel, post office, bigger grocery store, pharmacy, bowling alley, campsites, outdoor community swimming pool, tennis courts.
- Indoor gym facility
- Chicken / egg issue. Need more year round people and then need small hardware, gas station, hair salon, post office, etc
- ?
- Kat and heli skiing, an enthusiasm for off-road vehicles (there's a vast network of trails and people that like to spend money on these adventures), zip line would be interesting, more independent business offerings.
- car fuel station
- Pharmacy, bank, Rec centre
- Lack of trades. Wait times for electricians, plumbers, etc. can be excessive.
- Post Office, Bakery, Drug store/ Doctor, Year-round clinic, Gas station, Mechanic,
- Tim Hortons, more options for groceries
- Fresh food stores.
- post office. take-away food
- More tour companies to take people off site to Nordic in the winter, KVR in the summer, etc.
- Better grocery store - I think a farmers market is a good idea, with booths for butchers, local products, baked good, etc
- Indoor gym. Workout equipment!
- Sandwich shop
- Fitness / aquatic
- Italian Restaurant! Reasonably priced grocery store!
- Affordable food
- More options for take out food
- Storage space. Perhaps base buildings for companies to operate their businesses outside of the communities but not in Kelowna
- Hardware Store, Gasoline Station, Auto Repairs
- Many
- Pharmacy, Social services
- Some more variety in restaurants / cafes. Eg. Asian, seafood, etc. Similar offerings at most places - burgers, fries, steak, etc.
- More shops and groceries stores
- Gas station More local arts
- hardware/general store type place. Post Office.
- There is only one grocery store which tends to be very expensive. Perhaps another one for competition.
- Not that comes to mind
- General Store
- Retail not big white related. Recreation facilities gym, pool, climbing etc companies.
- Yes....independently owned businesses....and lots of them!!!
- Chinese Food Pharmacy Gas Station (highway 33 and Big white Road)
- Pet food store

COMMUNITY NEEDS ASSESSMENT



- Yes tons! barber or hair salon or esthetician's services; laundromat; gift shops (not owned by mountain and not in basements); bakery who makes their own product; dentist; massage or physio therapist; . Things that r needed on s day to day basis so the villager doesn't have to drive down the hill everyday for some appointment.
- More retail options for clothing gear and food
- Gym, pool, ski racing equipment/clothes store, more restaurants
- Gym, post office
- No
- Nothing comes to mind
- Community pool, library, things to do during the summer spring/ summer season.
- More then one grocery. Pharmacy ...additional wellness clinics, mechanics etc
- More non big white owned businesses. Retail shops. Bakery.
- Yes
- There is a lot of cars here a gas station with a garage would be good . A small hardware store would be good too . A community needs a rec centre gym .
- classes that inspire more curiosity for adults and children
- Maybe a few more that aren't owned by the mountain
- Gas station.
- Gym
- More clothing shops, shop where the community can buy supplies at a reasonable price
-
- Gym. Gas station. Storage
- NA
- Sushi restaurant, mail service, larger grocery, taxi, local bcaa help, small hardware store,
- Post office
- Greater choice in affordable dining, grocery. Area to wash vehicles,
- Health care
- difficult but possibly more grocery options
- No comment
- A car wash, a gym, petrol station and restaurants with a variety of quality food.
- I think businesses will come as the needs of the community justify them.
- Gym, drug store
- I don't know
- Larger convenience store/drugstore
- pharmacy
- while we feel BW offers the majority of services required, it can be difficult to find reputable trades to perform maintenance and upkeep
- Recreation outside of BWSR, e.g. swimming, bowling, cinema; Shops outside of those provided by BWSR, e.g. supermarket, clothing, mountain equipment; Youth activity services outside of those provided by BWSR, e.g. rope climbing, rock wall, day camps; Camping/RV site outside of that provided by BWSR. Auto repair/general workshop facilities; Art workshops/galleries. IT/Tech hub. Do you need any more?...
- Not sure
- There isn't an overabundance of services, particularly during the off-season.
- Consignment store for 2nd hand goods. Locksmith, DIY store or hardware store. More electric vehicle charging get Tesla to make a fast charging station. Need a very close General Aviation airport maybe where golf course was planned for jetsetters.
- Post office, Laundry, Gas Station, Storage
- A proper gym, a preschool
- Pool, theatre, bank

COMMUNITY NEEDS ASSESSMENT



- Bakery
- bike storage
- post office
- Better selection overall
- Fitness center, storage facilities, gas station, post office , commercial laundry, hardware store, business park ,
- A gas station
- movie theatre, climbing/fitness facility, pot shop, somewhere that carries good quality veggies.
- grocery store competition
- A pharmacy, gym, postal outlet, bakery, financial services.
- A few more eating opportunities/shops in the summer
- Nothing urgent comes to mind, its been my experience at BW over the last 8 years that the entrepreneurial spirit tends to fill voids as they become viable
- Many. More varied restaurants, a gym, pot store, deli, newsagent etc.
- recreation, post office, year round grocery store and gas station and tow company.
- Proper health clinic - more than 1 dr, Fitness club, first class spa (not one in a basement) retail outlets, fast food options, all inclusive garbage disposal- large items, electronics, appliances,
- A post office, a public gym and a bank.
- Maybe
- No
- Need more reasons for people to come before needing more businesses to service them
- Gym, fair groceries
- Silly question. Business is not a community issue it's a commercial one.
- n/a
- Repairs, quality repairmen/contractors are rare up here. Can bring trades people from town but it's risky as they have less vested interest in doing a good job.
- Gas and propane
- Garage & gas, Bus
- Gas station
- Cannabis store, I would rather people have a place to get cannabis legally
- None
- Fitness- I'm wanting to develop a fitness business.
- N/A
- See above
- Pharmacy - but do not want Cannabis to be sold in Big White
- Gym memberships and preschool
- Pot shop
- Broader range of restaurants. Gym.
- Yes,
- more open during the summer months
- Gym, financial location
- Pass
- Hardware, gas station, proper pharmacy, independent retailers
- Almost everything in summer!
- YES, RETAIL IN GENERAL, TIM HORTONS OBVIOUSLY, SERVICES, MECHANICS, GAS STATION, NIGHT CLUB
- Lots! It would be nice to see a health food store, better clothing stores, a gas station, an art gallery, a bookstore, storage place and a laundromat
- .
- Pharmacy. Asian/Japanese food. Hardware store.
- Leisure centre Post office

COMMUNITY NEEDS ASSESSMENT



- gas station, auto repair, health food store, thrift store,
- Fitness center. More complete grocery store. Gas station
- I would like to see a fresh bakery with artisan breads
- Laundry, bank, post office, dentist, optician, regular medical services, more supermarkets, more independent restaurants, a hotel chain, independent ski school, ski hire etc(to break the monopoly of BWSR), garage - for gas and auto repairs, fast food outlets
- Alternative business to ski resort, Possible Storage and warehousing, Independent resort business, covering hotel, restaurant, ski hire etc.
- postal outlet
- Gas station, independent hotels, independent restaurants, independent stores and a rink.
- tons - nowhere for them to start
- Gym
- Gym
- Gym social meeting area
- business centre
- police, healthcare, wellness, fitness, library, post office, community or recreation hall
- Need better grocery store and hardware store
- Service station, affordable convenience store, sandwich shops Gift stores for other than big white paraphernalia
- More Craft gift shops, clothing stores that aren't ski wear
- Maybe other multi-purpose recreation facilities.
- Auto/gas station. Commercial Laundry
- Not really, bit more choice might be good
- An art gallery, a bakery, a post office, more shopping in general. A more diverse restaurant selection.
- Bakery
- more of everything
- Post office, Medical Center, Gas Station, Storage Facility, Proper Recycling Center. Meeting Place
- Yes
- Drug store.
- Golf Course, Driving Range, Mountain/Winter Spa, Rink Training Facility (Hockey Etc.) Convention Center, Casino, Dispensary, Brewery, LP, Summer Park Infrastructure, Different Types of Restaurants, ATV Tours, Zipline
- Postal, reasonable grocery
- Yes lots of opportunity everything that is offered when u have a town
- Retail clothing, recreation diversity, year round groceries.
- Yes there are many businesses missing. Some more important, others not. Of the ones we do have we have a limited selection, e.g. plumbers, electricians.
- There no non-tourist stores. Electronics, pharmacy,
- police, there are no rules....drugs are rampant, recreational facilities other than skiing, health care and a post office
- post office , bank, gym bakery
- Storage, gas station, hardware store, summer recreation programs
- Daycare year round. Inside play areas for kids which could double as a movie theater when the weather is bad.
- Post office , and delivery service
- Sushi restaurant!!! Somewhere to go inside during winter w kids ie. Climbing wall
- Garbage collection, postal / package delivery, taxi, gas appliance maintenance, property security check service
- In home catering, a preschool rather than a winter only drop in daycare, hair dressing, mechanic

COMMUNITY NEEDS ASSESSMENT



- Gym
- .
- Pharmacy banking proper medical clinic more diversity in cafes shopping etc
- Independent shops
- Shopping
- year-round medical, banking, petrol station, post office, larger grocery service, co-op working space/tech hub, storage space
- Gym
- Little shop fronts with local gifts, and more normal shops! People seem to forget that people actually live on this mountain and to go to Kelowna so you don't have to buy ridiculously overpriced items and groceries is a joke
- Bakery - still miss the previous one in the lower level of the VCM
- Certainly. But, business is not created in a vacuum. A business has to make money if it is going to be attracted to open shop... supply and demand is pretty balanced at this point in time. We may need a post office, but with the current demand and community size, it is not financially feasible for someone to make money at. If it were, it would have opened by now... This same logic applies to all business growth.
- More competition with the current businesses. Also a auto repair and gas station
- visitors come on vacation when visiting Big White with, as when I used to travel to other Ski Resorts, spending money, where are the variety of retail outlets?
- Yes. Many.
- Fitness gym; pool, gas station,
- Preschool, childcare, groceries
- Post Office. Pet Store. Economically viable food store Pharmacy
- Laundry facilities Quick and healthy lunch options Tim Hortons
- Public facilities
- A
- I think we should have a make your own sandwich/salad bar, like subway but on the mountain. It's really hard to get fresh produce up here and I think that would be great as a quick lunch stop will skiing or on your lunch break.

Question 8 e): If the tourism industry was not Big White Mountain's sole economic focus, what could the main industry be?

- Help create more events for locals.
- Logging
- Am not sure
- A ranch or some kind of farming.
- Educational Center —place for a think tank. Or a tech Mecca
- Limited
- ?
- That's a tough question - adventure activities for millennials is the future. hiking, biking, wellness, high altitude sports training
- Na
- Likely that it will always be.
- Music Concerts, both outdoor and indoors. Open up a winery.
- Recreation. Education Ecological Education
- Tech hub. Resources. Altitude fitness training.
- ?

COMMUNITY NEEDS ASSESSMENT



- A vibrant culture
- no idea
- It should stay tourism, just branch out with more services and activities for that industry
- Services, but this question seems irrelevant and unproductive.
- Business Conventions,
- This is a difficult question as tourism is likely going to be the main industry for decades to come. If there is anything else then it would likely need to leverage the imported work force but there are likely immigration issues I'm not aware of that could prevent this. Not sure.
- No idea
- leisure / outdoor activities
- Not really sure. Big white bottled water?
- ...
- Skiing
- Snow removal?
- Local
- Doomsday Survival Services!
- N/a
- Unsure
- There's nothing without the tourist industry.
- This is a very difficult question as we all live in a ski resort which is located in an environmentally sensitive area. I would answer that a computer and technology industry would suit the Big White Community
- high altitude training camps
- Tech, hospitality beyond skiing and biking, retreats
- Think tourism is and should be the main business.
- Excellent question ;)
- Training for sports
- ?
- ?
- No idea
- I can see nothing really.
- Adventure centre, nature. Similar to Myra canyon, Knox mountain. Recreation parks
- Don't know
- High altitude training: fitness, skiing, biking.....
- Green technology
- There wouldn't be anything. Everything revolves around the resort. Forgot to mention in previous question, a pharmacy is also needed at mountain.
- Not much!
- No idea
- -
- No idea
- Supporting community all year round would naturally create stronger economy
- Preschool, outdoor education model, survival education, logging....
- Rescue services
- Don't know
- Na
- Unless there's gold in them there hills we need tourism .
- more art focused i.e. an arts retreat
- Quite likely Forestry.
- Tech, gambling, conventions
- Technology

COMMUNITY NEEDS ASSESSMENT



- No clue
- tourism will always be the biggest economic factor for Big White.
- ?
- NA
- Prostitution?
- Logging
- Healthy lifestyle living for a larger group of residents.
- There isn't land available and a reasonable cost
- anything recreational but tourism is what big white is.
- No comment
- There's no reason Big White shouldn't be a satellite living area for Kelowna as well as introducing ecotourism and education industries.
- It's tourism. We certainly don't want Natural Resource development. Possibly internet based or computer based.
- ?
- Living Green...living in beauty.
- ?
- no idea
- We feel that without tourism, BW would not be sustainable
- Silly question. Tourist will always be the driver, but it does not need to be all provided by BWSR, they will never be able to grow quick enough to meet the full potential of the mountain and deliver all the services on their own.
- Not sure
- I don't have an answer for this question.
- Growing crocuses for saffron - see Mund in Switzerland. Maybe bears would eat them on 2nd thoughts. Spirituality retreats for all religions think Keswick or Sedona. Education in the arts - art academy. Sports training facility at altitude.
- I do not think it would be here without tourism
- Recreation and fun
- N/a.
- There is no choice
- Services
- industrial park indoor storage company bike track
- Hard to imagine recreation and tourism being overtaken by another.
- None other
- Not sure
- To me that will always be number one, without that tourism why would people go to Big White?
- It is a natural showpiece. It has to be tourism
- Can't think of anything else. Perhaps a couple of sheets of indoor ice for hockey schools during the off season that could also operate in the shoulder seasons.
- ?
- I'm not sure that there is the possibility for a strong economic focus beyond tourism at big white, we're not exactly geography located with any advantages that are obvious to me
- Not realistic to be anything else.
- Environmental tours, retreats, business meetings/teambuilding
- tourism should always be the number one, but responsible tourism. Family focused world class skiing. Even Pride day should be family focused for FAMILIES of LGBT etc not hard core singles raves and dance club type of parties. Big white should focus on family activities that include all so we all can take part and show mutual respect.
- No idea!
- Bugs

COMMUNITY NEEDS ASSESSMENT



- I have no idea
- Sport and leisure
- wtf ??
- Not much !? Suburb to Kelowna and the valley?
- Children's camps and retreats.
- Bedroom community of Kelowna
- I believe tourism is the draw
- Health and fitness. They could look at attracting high-level athletes to come and train at altitude. We already have a professional cyclist, they could also attract other athletes depending on the recreation facilities.
- Forestry
- ?
- Tourism should be the main focus.
- I'm not sure
- I don't think there is a realistic alternative to tourism
- Tourism brings in the \$\$
- Idk
- Not a realistic question
- i do not know
- ?
- N/a
- Pass
- High altitude training center, convention center, Kraft industries...ski manufacturing, nich industries
- IT probably!
- TEC, BUT NOT EVERY GOING TO BE BIGGER THAN TOURISM
- There are a lot of artists living on the hill, but tourism is the only reason we are all able to live here. Without it, we really have nothing to offer.
- Not sure
- ?
- Hospitality
- Entertainment, construction,
- Not sure
- Not applicable
- IT, environmental
- AT present would be zero, alternative IT or life choice business sector, for high skill business eg business parks working with UBC.
- Nothing
- No clue
- View
- Food/drink
- Not sure
- Fishing camping
- outdoor activities
- Environmental tourism
- Nothing. ☹️
- It's the reason this community exists
- Not sure
- Restaurants and retail
- logging and possibly mining?
- Don't know

COMMUNITY NEEDS ASSESSMENT



- Real estate and revenue from utilities
- No idea
- it should be tourism, but not only winter focused.
- Retirement, Suburb of Kelowna, High Tec/computer Service
- Tech sector, work at home opportunities, you can't open a shop without a shop to open so thats out...
- Nothing
- Cannabis, Sustained Logging Pulp & Paper
- Only tourism
- Sports like hockey golf conferences. If conf centre was built in happy valley would bring in professional conf groups like whistler. People want to get away when their learning.
- Resort municipality with active lifestyle focus.
- No idea. We live on a mountain in the middle of nowhere. The only reason people are here at all is because of the snow.
- Office / retail
- Environmental tourism.
- there isn't any industrial space nor resources that we could use as of yet
- Technology perhaps Health & Wellness Food & Beverage Leadership Education
- Logging?
- None
- That is hard cause it seems like tourism is it
- Dunno
- I'm not sure
- Low-cost-of-living Kelowna commuter village
- Real estate
- Look to Squamish and their outdoor activities and change from logging community to outdoor playground. Baseball tournaments. Hockey arena for tournaments
- Construction
- Nothing
- Remote work of any kind
- It's a mountain resort. Tourism is the business
- Food and wine from the region
- Don't know
- real estate development ;) But seriously, there are a ton of government grants and incentives to build Canadian tech businesses. Check out what Kelowna has been doing to encourage tech growth. Also, we should focus on bringing outside income into our community. Retirees, online workers, lone wolf workers, artists etc. Also, focus on attracting shoulder season businesses that could take advantage of winter labour pool and cheaper accommodations. BWSR is interested in reviving the indoor ice rink idea to attract hockey camps to the mountain. This could be a great shoulder season/summer business that brings revenue to other local businesses that otherwise would choose to remain closed.
- No other
- not a main industry, but full time residential
- Tourism is just fine.
- harvest pine sap for medicinal creams
- N/a
- Not sure
- Tourism is fine
- No idea
- A
- Not sure.

Question 9: What is your level of satisfaction with the number of land development opportunities for Light Industrial Uses?

Satisfied	5
Very Satisfied	6
Very Unsatisfied	41
Unsatisfied	52
Neutral	84
	188

Question 10: What is your level of satisfaction with the number of land development opportunities for Commercial Uses?

Very Satisfied	3
Satisfied	15
Very Unsatisfied	36
Unsatisfied	66
Neutral	68
	188

Question 11 a): What is your level of satisfaction as a Big White resident with opportunities for community input into Regional District of Kootenay Boundary decisions impacting service and facility provision?

Very Satisfied	1
Satisfied	27
Very Unsatisfied	30
Unsatisfied	53
Neutral	77
	188

Question 11 b): If you answered a), b), or c), how you would like to be more involved in decision making?

Email polls	38
Social media	40
Surveys	54
Community meetings/workshops	56
	188

Question 12: What is your connection to the Big White community? Please select all that apply.

Prefer not to answer	3
Summer resident	12
Business owner	17
Employed by a business/organization on the mountain	32
Winter resident	66
Year-round resident	67
Property owner	153
	188

Question 13: If you don't currently live full time at BW what barriers currently exist that would stop you from moving there full time?

- Work and family
- Limited activities, social life after ski season ends.
- We have a business at home and can't continue that business in Big White
- Immigration restrictions
- A stronger connection to winter activity than summer activity. And currently not at full retirement stage to spend more time there, other commitments elsewhere at this time.
- Residency
- Not a Canadian citizen - visa restrictions
- Jiu Jitsu and fitness center
- Work
- A school with a strong academic focus for my children and a lack of year-round employment opportunities.
- Employment
- Lack of services and activities in shoulder seasons.
- Schooling, work, swimming, year-round stores and restaurants
- Employment
- just not interested. We live in Kelowna

COMMUNITY NEEDS ASSESSMENT



- Limited services and schools. We will likely move when we are older and don't have young children.
- N/A
- Work
- Nothing yo do in summer
- Distance and the climate. We visit family.
- n/a
- Work, plan on moving up within 2 years, once retired.
- Summer activities, restaurants
- I have a job!
- We hope to be full time within the next 12 months
- Year-round amenities, fall and spring
- PR
- Rent too high, pay too low
- Distance from Kelowna for work
- n/a
- N/A
- Year-round facilities
- lack of services
- Not a Canadian resident
- Job opportunities in the region
- Employment in my field
- Lack of a RDKB noise bylaw and low summer population. Limited recreational opportunities as BWSR seems to have put up so many barriers to utilizing the mountain. i.e.: no uphill travel in the winter.
- No tennis courts or lake to swim in during the summer months.
- No golf.
- /
- .
- Roads need work, safety barriers and lighting
- Day to day services.
- Live elsewhere and don't plan to move.
- Education for my 12 year old
- Visas
- Growth
- We currently live here!
- Child activities and stores for groceries and more Pharm items. A mechanic shop and More parking??!!
- Kids go to school in Kelowna
- Lack of year-round grocery, not enough activities in the off season. Lack of medical/health care.
- I work in Vancouver that's my home base of employment in the film industry.
- doesn't apply
- Employment/wages
- Lack of activity in the shoulder season. Groceries in the summer.
- I live full time
-
- We live here full time
- N/A
- Retirement
- Lack of summer employment
- price of real estate and education for older kids.

COMMUNITY NEEDS ASSESSMENT



- No programs for kids, such as dance, gymnastics, swimming etc... I am a special needs teacher and as far as I know there is not a position for a special needs teacher at Big White School.
- N/A
- Employment, opportunities for my children year round
- school only goes to grade 9
- High school, my Dad would like pickle ball
- Husband
- We work full time outside of BW
- Already live here.
- None- we own as a vacation home
- We hope to move to the hill in a couple of years. Barriers have been the lack of services in the off-season however there are a few more services available now. We expect that regular trips will be part of life on the hill for now.
- Not a Canadian citizen, too far from the seaside.
- No on hill postal service for Packages, Amazon. No gas station. Transition for season to season is quite with few if any businesses being open.
- Year-round employment and year-round daycare
- Work.
- Live here full time
- Big White is a secondary residence. To move full time would require, 2 full time jobs comparable to Kelowna and all levels of schooling for our children.
- :-)
- N/a
- N/a
- Work opportunities, quality of life concerns, having to drive to town all the time for simple things, shoulder season there is nothing open or available to do, what future does a young professional have up there?
- The need for transport.
- Weather in the shoulder seasons, lack of services and shops.
- Just associating with friends living downtown
-
- Access to groceries and services.
- The community is not self sufficient
- Lack of schooling, lack of medical care, lack of external transportation, lack of anything the day after hill closes
- N/A
- Convenient
- Climate
- Medical. Things to do in summer That arose with sidewalks in Centre
- Year-round employment
- n/a
- I'm a Senior, like to be closer to more facilities and services without the drive.
- Grocery and gas stations in the summer.
- N/A
- Amenities
- working in Kelowna
- Residency or a work permit
- N/A
- See above
- Im a non-resident and am too old to emigrate to Canada

COMMUNITY NEEDS ASSESSMENT



- I have a beautiful place in Kelowna
- Roots in Ontario
- N/a
- n/a
- lack of jobs/activities in the mid season
- Pass
- Want to know a community plan is taking shape.
- I ask that all the time!
- I cannot stand the horrific amount of dust in the air end of April, all of May and until they finally sweep the streets in June. Also, Big White's restrictions on us using "their" mountain in between seasons.
- I live here full time
- Big White is not 100% self sufficient yet. You'd still be required to drive into Kelowna for certain things.
- N/a
- N/A
- Employment for occupation
- Life in another province family obligations
- N/A
- None
- lack of decent paying wages compared to the cost of my home @ big white
- Not enough work in my field
- Not enough businesses open 12 months a year, no swimming pool or gym on mountain
- kids in FI, no lawyers to work for
- not applicable
- Work
- Nothing is open. Nothing to do there in the summer
- We work in Kelowna.
- I have a home elsewhere. I am a non-resident of Canada
- Rental accommodation is very difficult to get. Can't afford a property
- I would feel isolated with my kids. Better healthcare, ambulance, unless there is one, and it would be nice to have a rec centre with an outdoor park for the kids. I really miss both of those when we spend time here
- there simply is not enough/anything available in the off season
- n/a
- Lack of grocery shopping... This is the reason to go to Kelowna
- Only 1 season resort.
- Job Opportunities, Summer Amenities
- Services year round
- Services and infrastructure for community like pool rec centre arena gym etc
- Lack of employment opportunities
- .
- Employment for myself and education for my kids
- not applicable
- lack of decently paid employment
- Infrastructure & services Lack of summer weather consistency
- Finding a house to buy big enough for my family without breaking the bank.
- I live here full time
- The in between seasons where there is nothing to do
- Work elsewhere and children in school
- N/A

COMMUNITY NEEDS ASSESSMENT



- N/a
- .
- I Live full time
- I live here full time
- Cost
- There's not much to do and transport on and off the mountain is shocking. Majority of jobs available are low paid minimum wage
- N/a
- Foreign Citizen so only allowed 6 months
- Lack of facilities. Not a true community - yet.
- I do live here full time
- N/A
- N/A
- N/A
- Cost of housing
- A
- N/a

Question 14: What is your age?

18 - 19	0
Prefer not to answer	1
75 and above	2
20 - 29	11
60 - 74	43
30 - 44	62
45 - 59	69
	188

Question 15: How long have you been associated with the Big White community?

1 month or less	0
1 - 3 months	0
3 - 6 months	6
6 or more months	8
1 - 2 years	11
2 - 5 years	58
5 or more years	105
	188

Question 16: Which of the following best describes your household situation at this time?

Prefer not to say/other	6
Couple or single with dependent children	87
Couple or single with no dependent children	95
	188

Question 17: Please provide any additional comments you may have on the Big White community.

- Would like to see big white grow, but hope it doesn't become unaffordable
- There is a vast difference in the needs between permeant residents and ski condo owners. Residents want schools etc...condo owners want great ski conditions and entertainment.
- It is not to be a place just for the rich
- I would love to see more opportunities for revenue in the summer.
- It is a beautiful place but needs more diversity
- The growth to date is all about the ski hill. Until a new opportunity arrives there is likely to be little change and creeping growth. Seeding growth could come through the province or region establishing a base in Big White (that has to make sense for sustainability purposes) providing year round activity and employment that will then spur new thinking by commercial business players once they see this lead.
- A Cannabis Store in the VCM or anywhere in the village flies in the face of marketing the hill as Canada's Premier Family Resort. If Copper Kettle want it there then put it there. Big White may have more success selling Cannabis to those who otherwise would find buying it at the VCM 'too public'.
- Thanks for taking this initiative. My only comment is you need to advertise this survey (and future surveys) more extensively. Consider contact all strata councils on the hill to get to more owners,
- I absolutely love Big White. Hope to see it grow into something where people can spend time up here all year round.
- No
- Safety at night is an issue when all you hear are intoxicated partiers outdoors at all hours of the night. I am amazed Big White doesn't have RCMP onsite 24/7. If Big White continues to attract those who drink and use drugs then there should be RCMP and medical staff onsite 24/7. This would help create a better culture of safety, family-friendliness, and prevent drug overdoses and crime.
- Nothing else to add
- Thanks for this opportunity and conversation!!
- ?
- Hard to answer these questions since we only use our condo for skiing time
- I would love to see more commercial and a wedding industry. I think that could really grow the community.
- Why is question 17 requiring an answer when I did not respond very unsatisfied, unsatisfied, or neutral to question 16? Please disregard my answer to 17.
- We did a survey about the community center , and heard nothing back about it.

COMMUNITY NEEDS ASSESSMENT



- Nothing else yo provide
- The area is beautiful but some areas seem messy and untidy. Health and safety standards re buildings are lax.
- n/a
- Great place to be if you are active. There needs to be more walking paths in the summer vs walking on the road. Even in winter, easiest access is walking on the road. Snow shoe trails are limited. If you compare with Telemark, there are a lot more visitors to Telemark. Big white should take over Nordic and shuttle people there for cross country skiing.
- ...
- Do not put in a place we're you can buy marijuana!
- We love the mountain and the community!
- Nope!
- n/a
- N/a
- N/a
- It seems like Big White really doesn't care about small business or community members. I think they'd rather keep us in the stone ages than build the community up a little.
- Buildings and spaces for Business and Community use are very important at this time in our mountain community development, I would like to see some kind if immediate action on this.
- why don't we have a public payed for arena/rec center/pool/park/streetlight/sidewalk/police station/library/community center/ etc. every other town in this country with half the property tax \$ has many of these things.
- I believe their is a big disconnect between the owners of real estate/skiers/part time residence and the small group of caring full time residence about what Big White is. Most real estate owner/skiers/part time residence believe Big White is run and operated by the lift company including what they see as a municipality. The Regional District must do a better job in communicating with the owners (tax payers) to better define Big White the community and ensure owners understand the difference. The regional district should send out a fact sheet with all tax notices explaining there role and encouraging owners to get involved in the Big White community. A way to do this is to provide a one year free membership in the Big White community association
- Nil
- N/A.
- Thanks
- I would love to see a noise bylaw in place for Big White.
- I would love to see a tennis court/pickleball court to use in the summer months.
- Nothing to add
- I don't feel like its a community. There are core people that appear to want to get what they want.
- Looking for a place to start family, slow growth, no community facilities really only big white operations.
- None at this time
- Love the community as full time living. Great healthy living.
- So much potential for a vibrant eclectic community. I can't see it happening unless biggy gets its own municipal status. If jumbo mountain can get it without any residents, why can't big white? The resort is a big influence on what goes on at the mountain, and a few people control the various businesses and they don't make room for those they consider competitors...
- -
- Pass
- Even having this survey is the kind of things that are happening at big white that show responsible forward looking and I sincerely hope these initiatives help shape a smart community plan.

COMMUNITY NEEDS ASSESSMENT



- We love Big White so far just moved here in September. We are enjoying the slow paced life and quiet. But have loved seeing the change as tourists come through and enjoy guests on vacation. We are looking forward to experiencing the spring/ summer season for the first time.
- It's a wonderful community and pills like this will only help it get better
- N/a
- I would like to see this mountain stay smoke free and drug free . I enjoy the fact that peter and MICHAEL have interacted with my comments on social media . This shows they are community minded . This is a great place that's why we bought a place here to share with our kids . Family is the most important thing you have in life and we feel a family community feeling here .
- Be inclusive of all ideas (everyone has something to say) Patience and wisdom in decision making
- The potential is here to have an amazing community and relationship with Big White, that can be mutually beneficial.
- N/a
- Get rid of that monstrosity of a partial building foundation next to the snow ghost.
- N/a
-
- Nothing
- N/A
- We need sidewalks and streetlights ASAP. Visibility turning left into snowpines is bad. 15 min Parking for the VCM should be improved. Public restrooms needed upper VCM level. Look into grocery sleds to rent/borrow with GPS trackers for return (like Kelowna's 'drop bikes') improve food/ washroom services at the Telus park and leave it open for day passes until later in spring. Downhill riding is outrageously expensive for equipment renters did it once. Never again. Expand food services outside at gem lake or happy valley ie outdoor bbq and beer pit, for gem have a shuttle bus back to village.
- N/a
- BW can continue to be a good resort, or aspire to be a great resort-healthy lifestyle living community.
- N/a
- would love to see more off road fully integrated pathway system. Please glade to open up the ever tightening small tree growth.
- No comment
- There is a point in time when the interests of the community at Big White need to be considered by the RDKB as more important than just complying with the wishes of Big White Ski Resort Ltd.
- -
- More garbage/recycling bins! The garbage strewn all over the mountain is horrible. Make businesses responsible for cleaning up around their businesses to a certain periphery (ie. Sessions!!!). By law officers to fine people for not picking up dog waste.
- I would like to see bylaws at the very least up here...people are pigs on the mountain and are literally destroying what we have. You can't go for a walk without picking up cigarettes or garbage...and for GOD SAKES pick up their DOG POO!!!!
- Schooling is very important for us.
- going in the right direction, but could use more help from the regional district
- We look forward to more opportunities to stay involved and provide feedback
- We need proper coordination, joined-up thinking with BWSR, and a jointly developed community plan. Anything else cannot work within the current master development agreement.
- We really enjoy the time we can come to Big White. It is becoming more attractive to us as my wife and I are nearing retirement years. We have grandchildren and feel positive that they the

COMMUNITY NEEDS ASSESSMENT



Big White community will be a place where they will want to come and to visit, and to enjoy what it has to offer.

- Love the community spirit. Please share survey summary - great to see you doing it.
- If I had a comment i would have left it here but I didn't so it was left blank and now I have to put something here so here is something. COMMENT: Survey is poorly worded in areas, the scale 'very to very' tick box banner does not go down as the boxes are marked so I am not sure If I clicked the correct one
- Even though I haven't been here long, I've grown to love the people in this community. They want us to be happy and continue to grow
- Offer locals Better value
- Big white permanent population is too small to expect to have any influence over policies of RDKB Or Big White Ski Resort
- .
- great job thanks for your efforts
- Good to see this assessment being done.
- Nine
- Nothing
- Keep up the good work. Positive changes in the past few years continue making it a better place to be.
- Its about community.
- Looking forward to more development of the ski hills and infrastructure.
- This is great, i hope we are able to gather some helpful information that guides us along and helps with proactive development
- We need to engage and liaise with Big White Management more and develop a 5, 10 and 15 year plan for infrastructure and services that support the community and a year round resort (without the word 'ski' in it).
- n/a
- As an owner I find the small number of service providers such as property maintenance, cleaners, managers etc leads to wide spread laziness and neglect. The attitude seems to b if u don't like my crappy services too bad there's nowhere else to turn. BW staff such as lift operators seem to do nothing. Hill is becoming over crowded on holidays and attitude becoming very selfish due to crowding. Whistler attitudes without Whistler infrastructure
- Obviously our community success relies on the ski resort and its success however it would be good if the community had an equal balance of power, or at least slightly higher than it currently does to work with BWSR to achieve change that is beneficial to everyone.
- Thanks
- ?
- Better access to Village Centre area and parking lots
- Na
- All is right in the world up here, it is a self levelling thing and will go in the direction circumstance dictates.
- Thanks for the survey
- I appreciate the work done by volunteers. We exist in a place run by a family business, it's only sort of well run, but still a family business for skiing and some biking. Need to convince the 'family business' there is more needed to make this a destination spot. Would also lessen their risk in case something big happens, like a change in visa's for foreign workers or a real bad snow year, or competitors continue to outstrip us in attractive developments!! Can't stand still.
- Focus on Summer. Maybe a man made lake
- N/A
- N/a
- n/a

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- none
- My husband and I want to become full time residents of Big White. One of us needs a full time job offer to get a work permit and then we can stay. We feel the community is very welcoming.
- Needs to be much more cooperation between Big White and the community and decisions need to be made much quicker and resolutions to issues/needs need to be fast tracked if they can be.
- I appreciate having input and being surveyed
- Please do not open a retail store to sell cannabis - it flies in the face of the Resort declaring itself family-friendly
- Preschool and community gym should be top priority
- X
- N/a
- n/a
- n/a
- It would be great to have more places that are open year-round for people to go socialize at, hang out and have activities to do.
- Pass
- Love the MTN
- -
- NONE
- The first part of this survey was extremely confusing.
- I love being part of it
- Looking forward to the future!
- N/a
- n/a
- BWSR and RDKB need to take us seriously and BWSR also needs to remember we are not staff and to treat us with respect
- Important that community growth is seen as a priority by Provenance and RDKB.
- No
- Nope
- n/a
- We love Big White, but we would love for it to become a year round resort
- Pace of development will dictate growth
- n/a
- Thank you and the community for reaching out to residents
- -
- Have already voiced opinion
- Please don't allow franchise businesses to take away from locals. Keep it unique and specialized.
- We have moved up to Kelowna with in the last year and a half and are condo owners for a year now. We would love the family atmosphere and mountain experience that is offered. We would like to see Big White become more of a year-round destination with more events all year long. We want to continue to spend lots of time at the mountain and support stakeholders, businesses and the community at large in the many years to come.
- Regional district of Kootenay Boundary should be more open to suggestions from Non residents who own property at Big White.
- More affordable rentals. Sort the drug problem out. Weed is fine but there's too many chemical drugs here. Not a good look for a family resort
- Bylaw enforcement is HUGELY needed during winter months especially. Main issues being noise complaints, dogs and speeding in residential areas.
- The dog poo all over the village is disgusting. People just let their dogs poo everywhere without picking it up. I love dogs but they need to be responsible owners. In the summer when we visit, it

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all melts in big piles in the parking lot. So gross. I'd also love to see a rec centre with gym and outdoor playground

- why would "additional comments" be a required field in this questionnaire?
- None
- At least you are finally trying to grow up... That's encouraging
- Keep the village car free.
- Big White has a great core community, it needs investment and year round vision to become a national mountain town
- Pls push for tax base \$ to stay in big white and become a municipality. I saw it happen in Whistler and it was a game changer. Lived thru the process there. It's a must for growth.
- Prefer sustainable investment that gradually sees the community grow.
- I fear that as a community we are at odds with Big White Ski Resort's remit to turn a profit. Everything feels like a battle ...
- No additional comments
- Please put people first not property
- X
- Love it ... full of real people with interesting backgrounds Wish it was easier to live there and raise teens there Easier in Kelowna
- We need a gymnasium. Big time.
- We need more post boxes, ASAP!
- Would love to feel more connected
- Let's make things happen!
- N/a
- .
- Open up the stranglehold Big White has. They inhibit growth. Their social media is horrible. Provincial government should improve roads Explore opportunities for year round outdoor activity centre
- N/a
- Big White is an amazing place to live. One of the biggest challenges for the community is that is growing inside a corporation inside crown land. The other is communication. Overall I feel that there needs to be greater communication between the resort, the community, property owners and RDBK. We can all benefit each other, communication is just needed to realise this.
- N/a
- When you can find the right people they seem great but it's very hard to meet the community or get involved. Especially if you don't have kids or much money!
- No additional comments
- Thanks for all you do BWMCD!
- We used to have a Master Strata Council to discuss things but that was dissolved. Excellent place for all Strata's to input into needs
- Lets get things going! 1) have a FULL time maintenance person cleaning up the village. 2) Post Ski Season, have road sweepers to clear ALL areas, not just the roads - including ALL strata's 3) Have grass mowing the same as Sun Peaks Cleaning and maintenance of Big Whites Buildings so as to attract visitors, everything looks good when covered in snow but when the snow melts the village looks run down
- Lots of room for improvement. Tons of potential. Perhaps Village status with elected council would help.
- This is a terrific community with a few very strong individuals and a few of us need to be more involved
- Community center and learning focus on young children are top priorities
- It is a vibrant small community but it has some needs that are difficult to meet due to the Big White hold over almost everything.

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- All good
- There needs to be more public funds made available for recreational facilities
- A
- N/A



Appendix C: Verbatim Stakeholder Workshop Comments

Activity 1: The following services and amenities yielded a high level of dissatisfaction amongst survey respondents:

- Improving roads infrastructure
- Providing recreational and leisure services
- Increasing year-round indoor recreation opportunities
- Improving ambulance services
- Providing a health care clinic
- Improving RCMP services

Why are people dissatisfied with these services and amenities? What are the actions that BWMCDA can take to improve these?

	<u>Why they are dissatisfied:</u>	<u>Actions:</u>
1. Roads	• poor signage and sidewalks • speeding • narrow roads (safety issues, blind corners) • cows • contractors forget people live here after lifts stop running in the summer • pot holes	• better communications between the public and MOTI • newcomers need to learn best walking routes • not much control in the community over rules - connect with other groups to lobby • work with stratas to ensure contractors are doing their jobs
2. Recreation (indoor and outdoor)	• climate limits options • limited trails • no indoor options / facilities • no public aquatic facilities • school could be used better • the existing community spaces are not designed for barrier-free users • no alternative activities such as golf	• lobby School District to open school to more groups - they usually say no because their employees cannot work after hours, could subsidize school caretaker salary • create a recreation service that has a modest budget for a staff person (i.e. library) • have a resource map for available trails for use • BWMCDA to work with the Chamber to attract other tourism activities / businesses to Big White • lobby for land • act now to buy land for parks or other buildings instead of paying market rates in 10 years

COMMUNITY NEEDS ASSESSMENT



		• work with Big White Ski Resort on getting more access to the mountain • fundraising for facilities • have a community committee that organizes community events
3. Ambulance services	• no ambulance on the mountain • long response time • high transport cost for out-of-province visitors • issues with drug abuse on the mountain • there are lots of major injuries associated with skiing, snowboarding, etc. • there is an increased number of seniors with chronic illnesses	• lower level of care because not everyone needs an ambulance, so allow Fire Dept to take non-critical patients to the hospital or have a commercial ambulance service (there are union and provincial legislation barriers to this) • pay property taxes that provide for better health service (tax dollars currently go to Trail and Greenwood hospitals but if there is ever an issues, patients are transported to Kelowna)
4. Health care clinic	• there is a clinic on the mountain that many people don't know about • alternative health options are not available (i.e. counselling, massage therapy) • no dentist, optometrist	• need to better communicate to residents that the clinic is available • work with IHA to provide space for clinic - advocacy and continued partnership with IHA • have an ortho surgeon available on the mountain for 1-2 days per week

5. RCMP service	• response time and effectiveness are poor (especially since Palladin security cannot enforce anything) • there is confusion about whether or not to call the RCMP detachment or Palladin security if an incident occurs • there are no bylaw officers to enforce regional district legislation • there are no consequences for disobeying the law because there is no enforcement or police presence • drug abuse activity is high on the mountain • cases of drunk driving	• need to have an RCMP officer present • lobbying for police presence is a challenge
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Activity 2: How can we start to prioritize the services that are lacking in the community? What level of investment is appropriate for delivering these services? What is BWMCDA's role in advocating for increased services?

1. Post office	• this would benefit most people • could act as a community hub
2. Local / public space	• the community has land owned by RDKB but needs \$300,000 to do something with it (to make it viable because the topography is not appropriate for park use currently) • there is no access or service to the lot - this is contingent on subdivision happening • explore grants • the RD is not at a point where they don't need land for a fire hall
3. Recreation	
4. Communication	• need to improve communication between the ski resort and community - perhaps have a quarterly meeting between the resort, community association and the Chamber with a facilitator • there are barriers associated with obtaining grants that the community association and RDKB need to discuss • commitment is needed from all parties to be more informed • the community association is in a great position to share information from different groups • the Ministry should provide an education session regarding Resort Development Agreements so residents are aware of who and what types of development are permitted • secure funding for a long-term Community Development Officer for the mountain from RDKB - this needs to be a full-time position