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2009 Citizen Survey Results

DISTRICT OF SAANICH

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Executive Summary

On January 7, 2009, an 8 page survey was mailed to 1,500 randomly selected Saanich residents, asking them to share their ideas and opinions about Saanich as a community, and the District of Saanich as their municipal government. Respondents had the choice of filling out a paper copy of the survey, or completing an electronic copy online. By the January 27, 2009 response deadline, 489 completed surveys had been received, providing a good response rate of 33%, and a low sampling error of $\pm 4\%$, 19 times out of 20.

The main body of this report contains a brief narrative analysis of each significant section of the survey, followed by selected figures and tables showing the most relevant or interesting segments of the available data. For all sections of the survey, more complete figures, including results broken down into demographic sub-groups such as age or area, are available in Appendix III. The actual wording and presentation of questions used in the original survey can be found in Appendix V.

The most significant results from each section of this report are briefly summarized here:

Quality of Life

- Over 95% of respondents describe the quality of life in Saanich as good or very good, up from 93% in 2006 and 87% in 2003.
- The aspects of Saanich that are most enjoyed by residents include the central location, the quiet and friendly neighbourhoods and the extensive system of parks and trails in the district.
- The most commonly noted dislikes involved transportation issues such as traffic congestion in specific areas and a lack of sidewalks in some Saanich neighbourhoods.
- 84% of survey participants reported feeling safe or very safe in their neighbourhoods

Service Delivery

- Municipal garbage collection received the highest satisfaction rating of all municipal services offered followed by fire fighting, residential recycling and the quality of drinking water. The services highlighted as most important are the quality of drinking water, fire fighting and police services.
- Residents reported that the municipal services they used most as visiting a Saanich park or nature trail, using the Galloping Goose or Lochside Trail, using Saanich recreation centres and visiting public libraries.

Local Government

- 67% of participants reported they agree or strongly agree that the District of Saanich government is doing a good job.
- Results indicate that survey participants feel revenue sources should come firstly from government grants, then from user fees, reserves or savings, property taxes and lastly from borrowing.
- 63% of survey respondents want Saanich Council to maintain the current levels of property taxation while offering the same or reduced levels of municipal services.
- Residents ranked the three highest capital project priorities as roads and traffic control, the sanitary sewer and storm drainage systems and the water system.

Background, Objectives & Methodology

Near the end of 2002, the District of Saanich embarked on a process to renew its strategic direction. The Mayor, Council and staff recognized the importance of citizen and business input to this process. The first Saanich Citizen Survey was completed in 2003 and the results of a second survey were published in 2006.

This third citizen's survey follows the same methodology as the previous two. Readers are encouraged to read all surveys for their own interest; however caution should be exercised when comparing the results of the 2003 and 2006 Citizen Survey with the current survey results. The differences among these three studies have not been statistically tested to determine whether they are significant. A comparative analysis to provide trend data is planned in **June, 2009**.

Survey Objectives

1. Obtain a statistical assessment of citizen perceptions of service delivery availability and quality.
2. Provide citizen input to financial planning.
3. Gather citizen feedback on public involvement processes.
4. Provide citizen input to the district's annual strategic planning process.
5. Obtain comparative statistics for the district's annual progress reporting process.

Methodology

The eight-page 2009 Citizen Survey was mailed to 1,500 randomly selected Saanich residences on January 7, 2009. Of those surveys mailed out, 38 were returned as undeliverable giving a total of 1,462 valid survey recipients. Responses were due by January 27, at which time 489 completed surveys had been returned, translating to a 33.4% response rate.

Based on a sample size of 489, the sampling error (also called "margin of error") is plus or minus 4.3%, 19 times out of 20, which means that 95% of the time, our survey results will vary $\pm 4.3\%$ from the results obtained if every citizen in the District of Saanich were surveyed. Subgroups like age groups, place of residence or gender can be analyzed, although because they contain fewer respondents than the total, the size of the sampling error may increase.

Although responses to many of the evaluative questions were made on a 5 point scale with 5 representing the best rating and 1 the worst, most of the results in this summary are reported on a common scale where 0 is the worst possible rating and 100 is the best possible rating.

No statistical reweighing of results was done to precisely match the demographic characteristics of survey respondents with those of the population. Demographic differences between the sample and the population were judged to be not significant enough to warrant the additional time and expense required for statistical reweighing. In almost all questions, results are provided for each demographic group, allowing survey readers to make their own judgements on the differences present between sub-groups.

The sample is underrepresented by respondents under the age of 44, and by respondents who are renters. Please see Appendix I for demographic data.

Presentation of Results

The main body of this report contains a brief narrative analysis of each section of the survey, followed by selected figures and tables showing the most relevant or interesting segments of the available data. For all sections of the survey, more complete figures, including results broken down by demographic data, are available in Appendix III. The actual wording and presentation of questions used in the original survey can be found in Appendix V.

Acknowledgements

The 2009 Citizen Survey would not have been successfully completed without the special efforts and gratefully received assistance from:

- District of Saanich staff, especially members of the Strategic Planning Team, Finance Staff, Wayne Regan in the Print Shop, Maureen Connelly, Debra Hopkins, Nicole Potter and Kathy Orr during data entry and report production, Brian Vatne during database design
- Dr. Steven Glover from the Faculty of Management at Royal Roads University during data analysis and results verification,
- and most importantly, those citizens who took the time to carefully complete and return their surveys.

Survey Results

Brief survey results are presented in this part of the report. Each section begins with an explanation of the components included and a summary of the findings is included for each figure or table within the following sections:

- Quality of Life
- Service Delivery
- Local Government

Quality of Life

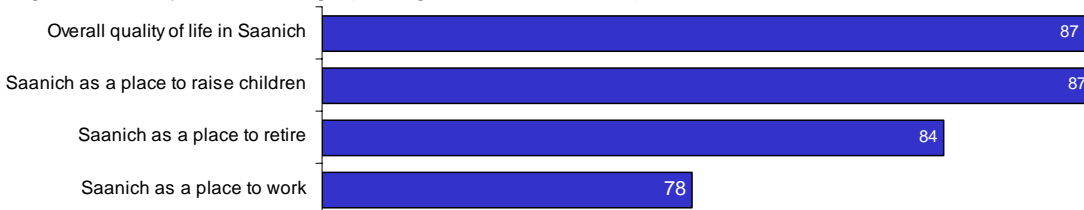
Measuring quality of life is complex, and involves many different indicators. The three groupings of results presented below – “a place to live”, “safety and security” and “likes and dislikes” – provide a reasonable indication of the perceived quality of life in Saanich.

The responses to these three groupings of questions suggest a very positive perception of quality of life in Saanich. Residents are happy living here, generally feel safe, appreciate the amenities, environment and location, and plan to stay. When asked what they dislike most about Saanich, a significant percentage of residents cite traffic and transportation – a theme that runs throughout the survey. Clearly this issue is one which residents feel strongly about as a problem and its impact on quality of life.

A Place to Live (Question #1)

When asked their perceptions of quality of life in Saanich, survey respondents were very positive about Saanich as a community in which to live. These questions received some of the most positive ratings in the survey (see App. III for all data). Residents assigned an average rating of 87% to the quality of life in Saanich. Quality of life ratings improved from 2003 in 2006 and remain consistently high in 2009. The average scores for 2009 are shown in Figure 1 below.

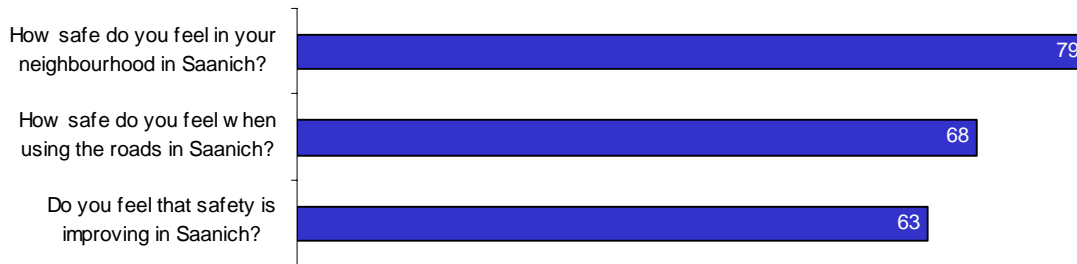
Figure 1: Quality of Life Ratings (average score - out of 100)



Safety & Security (Question #4)

Perceptions of safety and security remain consistent with 2006 results. Safety in Saanich neighbourhoods received a high score (average of 79), with only 3% indicating they felt unsafe or very unsafe. Not surprisingly, safety when using Saanich roadways received a lower average rating which is consistent with 2006. The perception that safety is improving was somewhat lower with an average score of 63 out of 100.

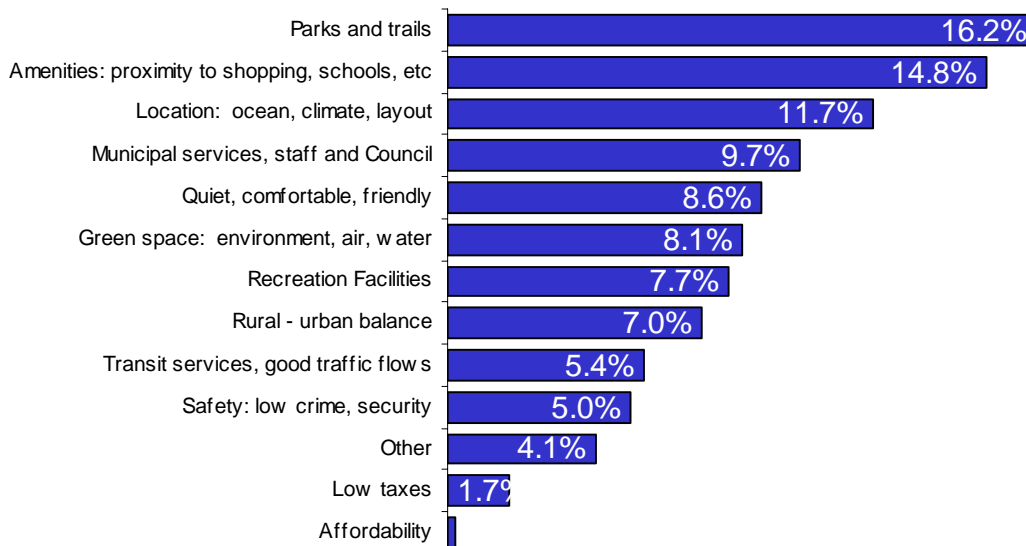
Figure 2: Perception of Safety (average score - out of 100)



Likes & Dislikes (Question #2 & #3)

Survey respondents were asked to list up to three things that they liked most about Saanich, and three things they dislike the most. Their responses were categorized into similar groupings or themes and are reported in aggregate form. Verbatim responses are available in Appendix IV.

Figure 3: Like Most About Saanich (% of respondents)



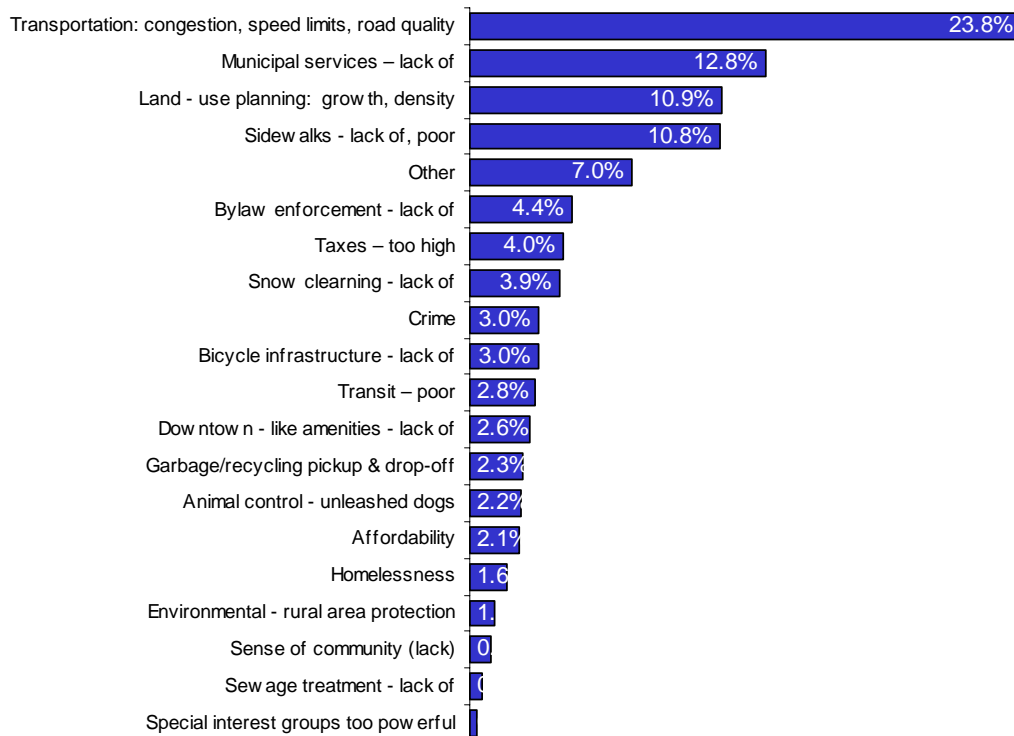
The survey results indicate that residents continue to place a high value on the municipality's parks and trails, excellent amenities (shopping, hospitals, schools, etc.) and small-town feel with quiet, friendly neighbourhoods and close proximity to rural areas. Municipal services and recreation facilities also figure prominently in the list of things citizens like most about Saanich. In 2009, residents place a slightly greater emphasis on location than they did in 2006.

Likes & Dislikes (Question #2 & #3 - Continued)

When asked to name up to three things they dislike most about living in Saanich, the largest proportion continue to mention traffic congestion and road quality. The 2009 transportation rating is down slightly from 28% in 2003 and consistent with the 23% rating in 2006. Other prominent issues mentioned are municipal services, growth pressures and the lack of sidewalks.

The survey results indicate that residents continue to stress traffic volume, congestion and road quality as the main areas that impact quality of life in Saanich. In 2009, residents place a slightly greater emphasis on the lack of municipal services such as sidewalks and street lighting. Lack of snow clearing and road condition comments may have been influenced by the unusual winter conditions during the survey period.

Figure 4: Dislike Most About Saanich (% of respondents)



Service Delivery

Several components are used to evaluate local government services: an assessment of the perceived quality and importance of a particular service; the citizen usage rate of a service; and finally a more general assessment of the customer service provided by Saanich employees. Results are very positive, although certainly exhibit a wide range in all three components. Saanich residents value excellent local government services, and appear generally satisfied with the selection and quality.

Quality vs. Importance of Local Government Services (Question #5)

The survey results provide a detailed assessment of 58 local government services. Each question provides slightly different information, one on service quality, and the other on service availability and appropriate resource allocation. The 2009 Citizen Survey asked respondents to rate each local government service by both satisfaction and importance. These two ratings can then be plotted onto a graph which shows four quadrants:

QUADRANT #1 (lower left): Low Satisfaction – Low Importance: Services in this quadrant may suffer from low awareness of their availability or benefits by the general population, or may offer the opportunity for resource reallocation.

QUADRANT #2 (lower right): High Satisfaction – Low Importance: These services may require little attention or may even offer an opportunity for resource reallocation.

QUADRANT #3 (upper left): Low Satisfaction – High Importance: These services may require more municipal resources, better management of existing resources or a new approach to service delivery.

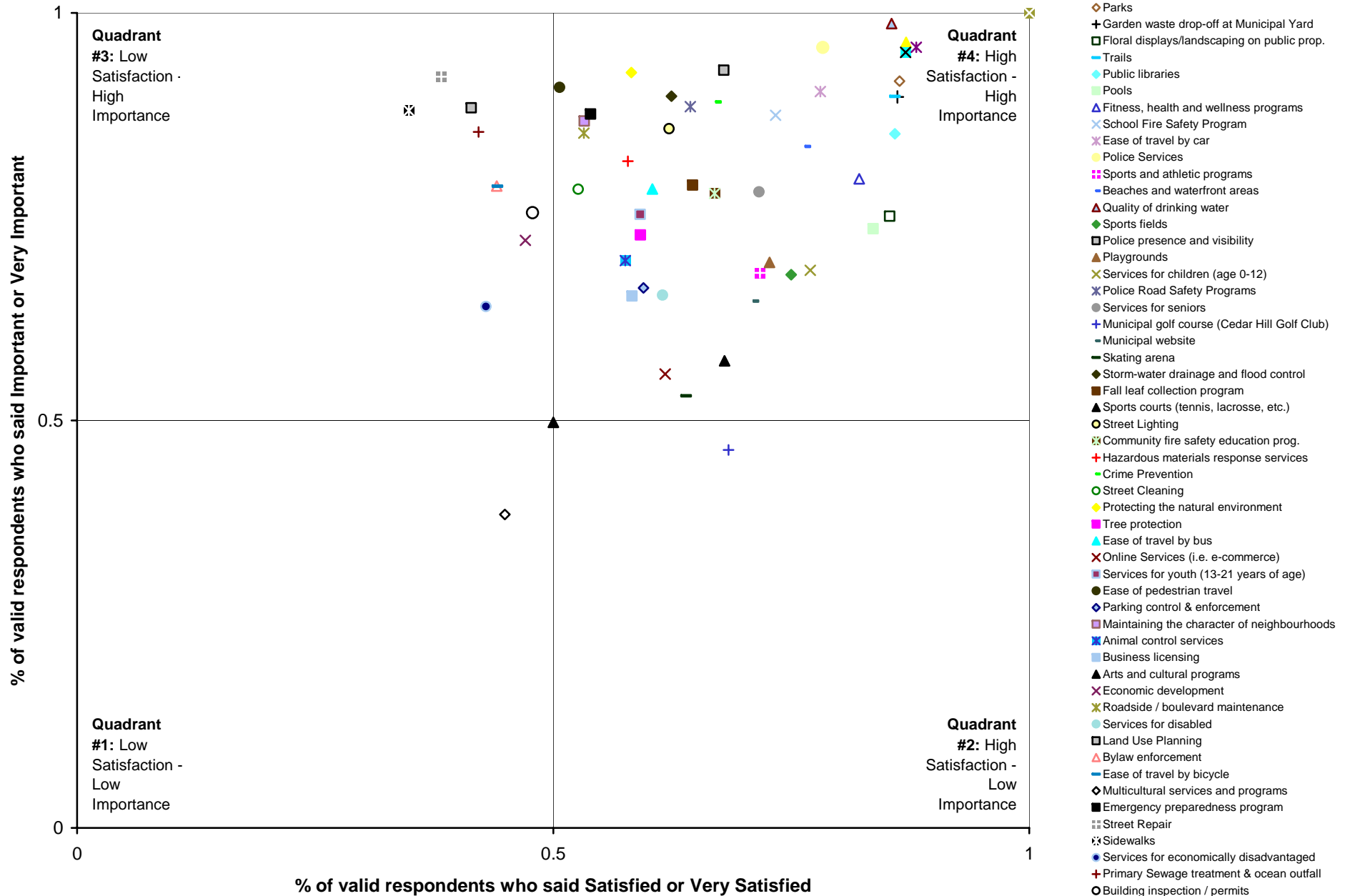
QUADRANT #4 (upper right): High Satisfaction – High Importance: Services in this quadrant largely meet current taxpayer expectations, both in terms of quality and resource allocation.

The satisfaction and importance results are shown in Figure 5 on the next page, indicating that 48 of the 58 (83%) listed services are in quadrants 1 and 4. Therefore the majority of local government services are meeting or exceeding taxpayer expectations in terms of quality and resource allocation.

There are 9 services in quadrant 3 with a low satisfaction/high importance rating. These services are: Sidewalks, street repair, primary sewage treatment and ocean outfall, bylaw enforcement, building inspection / permits, ease of travel by bicycle, land use planning, economic development and services for the economically disadvantaged. These services could be reviewed to determine if more municipal resources, better management of existing resources or a new approach to service delivery is required.

The only service rated in quadrant 2 (high satisfaction/low importance) is the Municipal Golf Course. This service may offer an opportunity for resource reallocation.

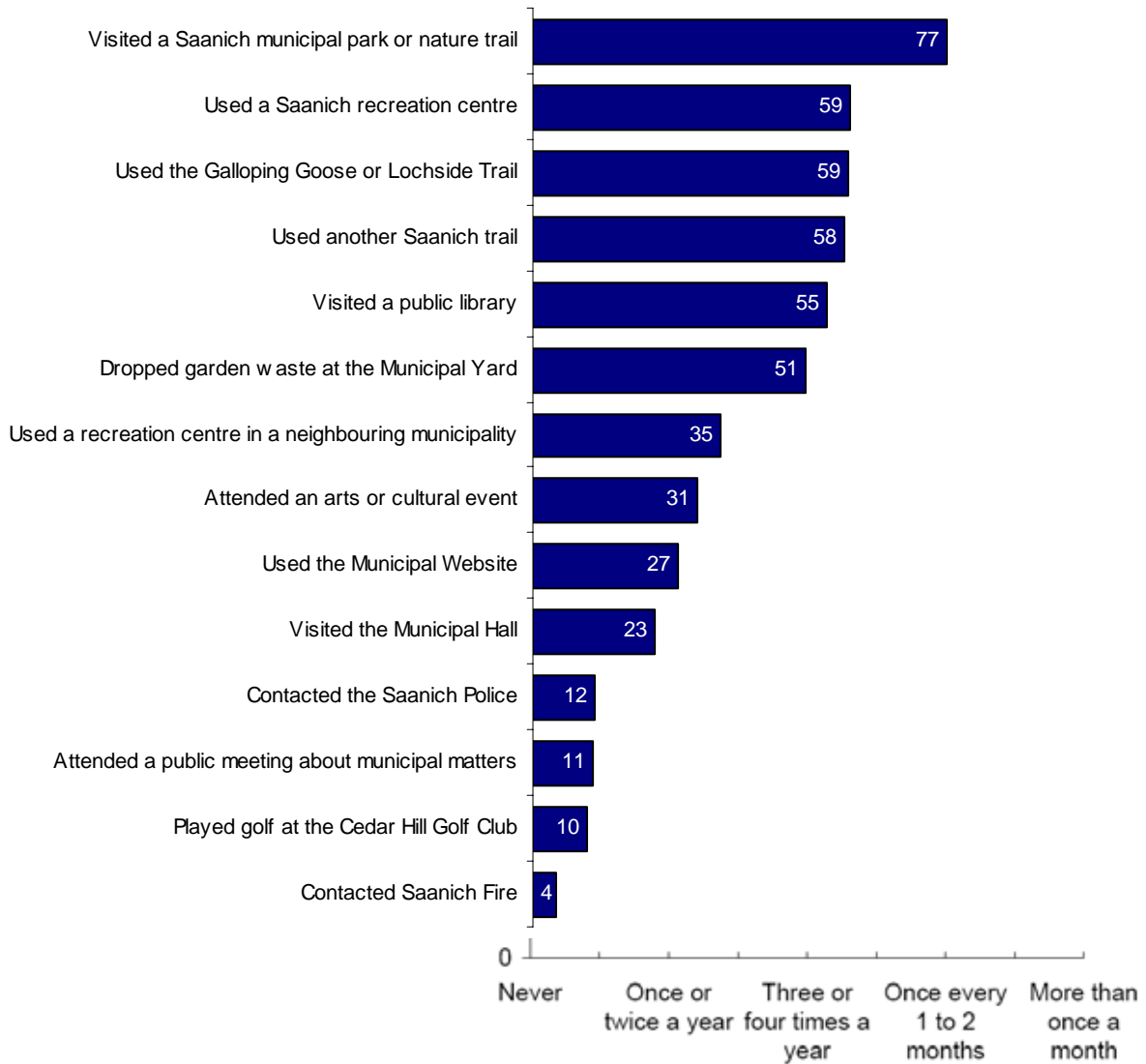
Figure 5: Satisfaction vs. Importance of Local Government Services



Citizen Usage Rates of Selected Services (Question #6)

Use of the available services by citizens varies tremendously. Not surprisingly, leisure-type activities are used at a significantly higher frequency than other services (the exception being the golf course). A large segment of the population uses Saanich’s recreation centres, libraries, parks and trails several times per year or more as shown in Figure 6 below:

Figure 6: Average Participation Rating During the past 12 months



Customer service (Question #11-15)

Over 50% of survey respondents report having had a personal contact with a Saanich employee in the past 12 months. The two most common ways to interact with Saanich employees are: by telephone (79% of all reporting interactions), and in person at a Municipal facility (59%).

Those respondents who have had a personal contact with an employee were then asked to rate the customer service provided by that employee in five standard customer service evaluation criteria: were they treated fairly, were staff knowledgeable and competent, whether staff went the extra mile to make sure they got what they needed, did the customer wait a reasonable amount of time and were they informed of everything they had to do to get the service.

Survey respondents report high levels of satisfaction with the customer service provided by Saanich employees. Average scores of 74 to 84 are consistent with the scores of other local governments. Of greater relevance to customer service evaluation is the “performance gap” between the customer’s satisfaction with the level of service they receive and the importance the customer places on that service level. Staff will be reviewing these performance gaps to determine appropriate actions plans to address them.

Figure 7: Customer service satisfaction and importance

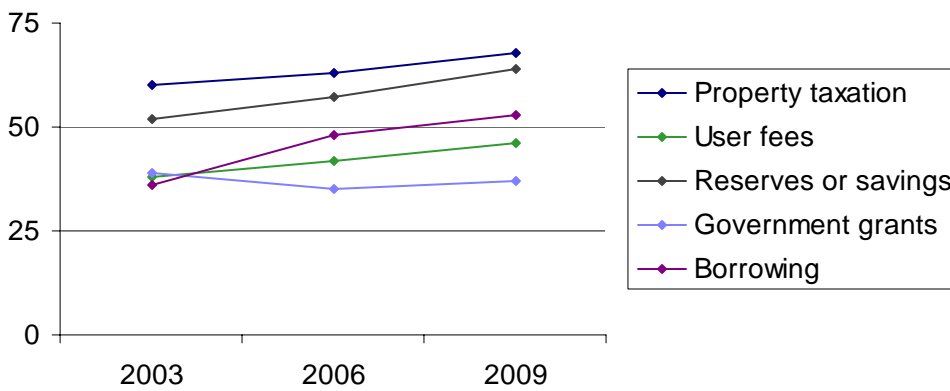


Local Government

Revenue Sources (Question #7)

Currently, a large majority of respondents continue to support the same level of reliance on property taxation as a source of revenue. The comparative chart below supports a return to the trend to place an increased reliance on government grants. Survey trend data indicates a steady increasing trend toward maintaining the same levels of reliance on property taxation and user fees.

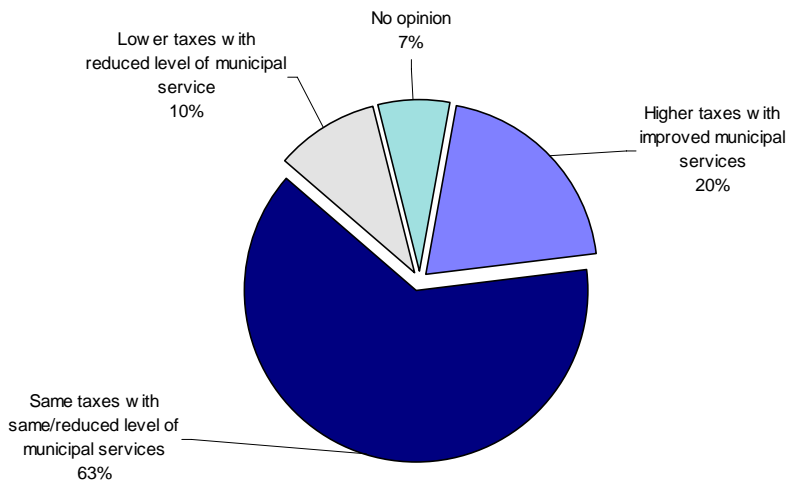
Figure 8a: % Respondents saying "Stay the Same" on Revenue Sources



Taxes and Service Levels (Question #8)

Results show that a majority of taxpayers are satisfied with the current level of services and appear unwilling to trade a tax increase for increased services.

Figure 8b: If faced with the following choices, which would you prefer?

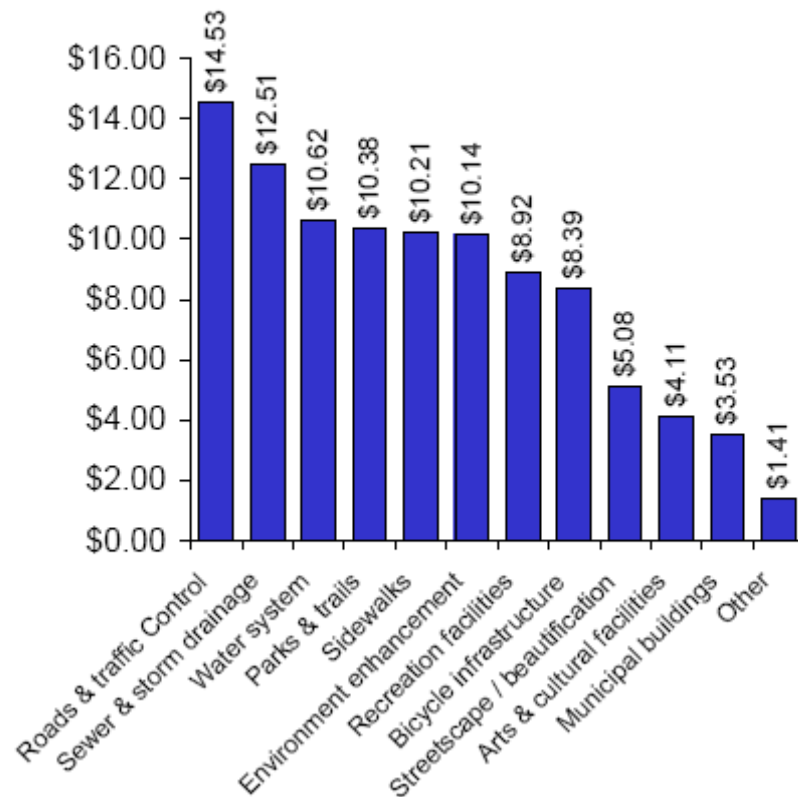


Capital Projects Spending (Question #9)

When asked how they would spend \$100 on a list of capital projects, survey respondents say that they would spend the most on transportation infrastructure, mirroring concerns raised in earlier sections. Followed closely behind transportation are the water, sewer and storm drainage systems then parks and trails along with sidewalks and environmental protection.

“Soft” recreation infrastructure such as parks and trails appears to be more favoured than “hard” recreation infrastructure such as recreation or arts/cultural centres, again mirroring a previous question showing that citizens use parks and trails more often than other forms of municipally supplied leisure infrastructure.

Figure 9: Capital Projects (if \$100 available to spend)



Economic Conditions (Question #10)

When citizens were asked to provide specific actions that the Municipality could take, recognizing uncertain global and local economic conditions, a wide variety of responses were received. The suggested actions ranged from “control costs” to “upgrade infrastructure”. A thematic analysis of the comments shows that the top three suggestions were:

| Action recommended | % of respondents | # of respondents |
|------------------------------------|------------------|------------------|
| Control costs / improve efficiency | 20.6% | 180 |
| Promote green initiatives | 13.2% | 115 |
| Upgrade infrastructure | 10.8% | 94 |

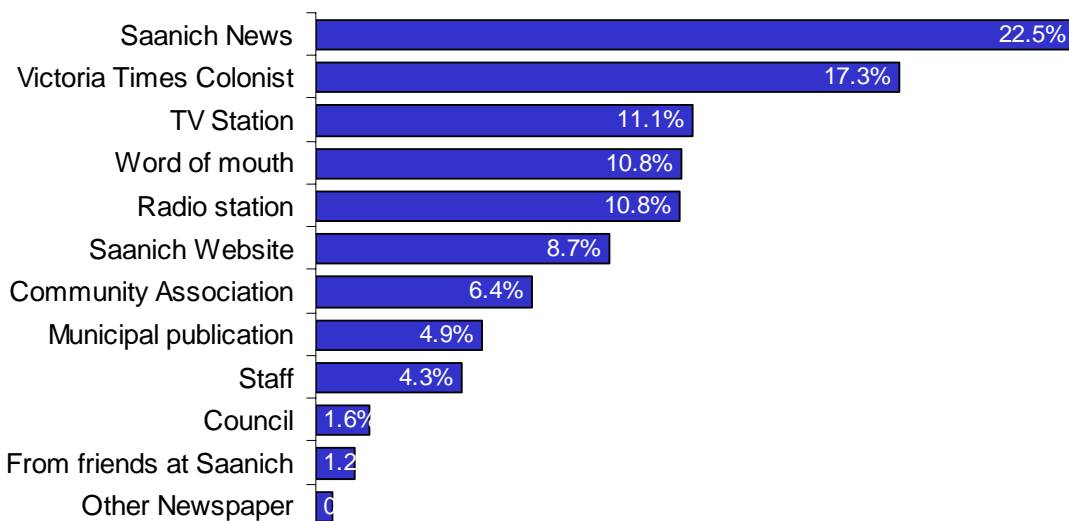
A complete listing of the comments by category is located in Appendix IV: Responses to Open-ended questions.

Citizen engagement (Question #16-17)

The survey asked respondents about their existing and preferred methods of access to municipal information, how they would like to be involved in the decision making process, and if the District of Saanich is receptive and responsive to citizen engagement.

Respondents identified the Saanich News (22% of respondents) and the Victoria Times-Colonist (17%) as the two most important ways they wish to access information about municipal issues. Word of mouth, TV and radio are the next most important, but lag the top two significantly in the 11% range. Municipal publications (such as brochures) and the Saanich website are favoured by less than 9% of respondents. See Appendix III for complete list of responses.

Figure 10: Most Important Ways Citizens Access Municipal Information



Finally, respondents were asked to rank citizen engagement practices of the District of Saanich – how well does Saanich welcome and listen to citizens. These rankings for 2009 show a return to 2003 results perhaps a reflection of the increased citizen involvement in events during the Saanich Centennial in 2006.

| Comparative ranking of citizen engagement practices in Saanich | Average Score (out of 100) | | |
|---|----------------------------|------|------|
| | 2003 | 2006 | 2009 |
| #11b. The District of Saanich government welcomes citizen involvement | 63 | 68 | 62 |
| #11c. The District of Saanich government listens to citizens | 55 | 61 | 56 |

E-Government and E-Commerce (Question #5, #6, #16 and #17)

Citizen use, satisfaction with, and perceived importance of the existing municipal website show a steady increase when compared to the 2003 and 2006 surveys. The addition of on-line services such as recreation class registrations and online payments for municipal services have been very well received according to our actual web site visitation statistics. See Appendix III for a complete summary of results to these questions.

| Comparative ranking of municipal website and on-line services | 2003 | 2006 | 2009 |
|---|------|------|------|
| #5 Municipal website (% satisfied or very satisfied) | 57% | 69% | 71% |
| #6 Service usage – Used the Municipal website (average score out of 100) | 10 | 17 | 27 |
| #16 Ways citizens learn about municipal government issues – Saanich website (%) | 4% | 5% | 8.7% |
| #17 Ways the municipality can involve citizens more in decision-making – Internet discussion board (average score out of 100) | 35 | 35 | 43 |

Overall value (Question #11)

Respondents were asked three questions related to overall value and satisfaction with the governance of Saanich. The trend remains consistent when comparing the current ratings with those from 2003 and 2006 as shown below:

| Comparative ranking of citizen perception of overall value and satisfaction | Average Score (out of 100) | | |
|--|----------------------------|------|------|
| | 2003 | 2006 | 2009 |
| #11a. I receive good value for the municipal taxes I pay | 62 | 65 | 67 |
| #11d. I am pleased with the overall direction that the District of Saanich is taking | 64 | 67 | 65 |
| #11e. In general, I believe the District of Saanich government is doing a good job | 67 | 71 | 70 |

Appendices

Detailed demographics, methodologies and full results, reported in stratified statistical table format, are presented within the following sections:

- Appendix I: Respondent Characteristics
- Appendix II: Survey Methodology
- Appendix III: Statistical Tables
- Appendix IV: Responses to Open-ended questions
- Appendix V: Survey Instrument

Appendix I: Respondent Characteristics

| | Survey Sample (#s) | Survey Sample (%) | Actual Population | Difference |
|-----------------------------------|--------------------|-------------------|-------------------|------------|
| Locational Characteristics | | | | |
| Cadboro Bay | 21 | 4.3% | 3.5% | 0.8% |
| Gordon Head | 88 | 18.0% | 19.4% | -1.4% |
| Shelbourne | 52 | 10.6% | 10.7% | 0.0% |
| Saanich Core | 21 | 4.3% | 4.8% | -0.5% |
| Quadra | 43 | 8.8% | 10.0% | -1.2% |
| North Quadra | 21 | 4.3% | 7.0% | -2.8% |
| Tillicum | 48 | 9.8% | 9.1% | 0.8% |
| Carey | 44 | 9.0% | 15.4% | -6.4% |
| Royal Oak | 63 | 12.9% | 7.3% | 5.6% |
| Cordova Bay | 32 | 6.5% | 7.1% | -0.6% |
| Rural Saanich | 13 | 2.7% | 4.6% | -1.9% |
| Blenkinsop | 22 | 4.5% | 1.2% | 3.3% |
| Owned home | 449 | 91.8% | 73.0% | 18.8% |
| Rented home | 24 | 4.9% | 27.0% | -22.1% |
| No response | 16 | | | |
| Personal Characteristics | | | | |
| Female | 240 | 49.1% | 52.0% | -2.9% |
| Male | 222 | 45.4% | 48.0% | -2.6% |
| No response | 27 | | | |
| 18 to 24 years old | 1 | 0.2% | 12.8% | -12.6% |
| 25 to 44 | 83 | 17.0% | 29.9% | -12.9% |
| 45 to 54 | 111 | 22.7% | 20.0% | 2.7% |
| 55 to 64 | 122 | 24.9% | 16.0% | 8.9% |
| 65 to 74 | 83 | 17.0% | 10.1% | 6.9% |
| 75 to 84 | 59 | 12.1% | 8.2% | 3.9% |
| 85+ years old | 13 | 2.7% | 2.9% | -0.3% |
| No response | 17 | | | |

¹ Notes – 2006 Census Results used for Personal Characteristics and Owned/Rented data; Population data for Location Characteristics uses data available in Local Area Plans prepared by Saanich's Planning Department (note that population percentages for local areas do not total 100% due to inconsistencies in original data – these figures are approximate only).

Appendix II: Survey Methodology

Survey Development and Administration

The Centre for Public Sector Studies (CPSS) at the University of Victoria, Council, Saanich's Management Group and all municipal departments collaborated to design this survey. This combination of internal and external input to the survey design has provided us with expert-level knowledge and objectivity from CPSS survey methodologists, as well as the detail and focus that only Council and staff can provide.

For the most part, the standards for local government citizen surveys established by the US-based International City/County Management Association (ICMA) in their resource manual, *Citizen Surveys*, were used in the development of this survey. Sections of the survey also adapted the guidelines for customer service measurement established in the Institute for Citizen-Centred Service *Common Measurements Tool*.

The 2009 Citizen Survey was updated to reflect operational changes with the kind assistance of representatives from all municipal departments and is based on the 2003 and 2006 methodologies. The 2009 project was guided by Debby Harris, Corporate Projects Coordinator for the District of Saanich. The 2009 survey results were reviewed by Dr. Steven Glover of the Faculty of Management at Royal Roads University.

On January 7, 2009, citizen surveys were mailed to 1,500 households in Saanich, accompanied by a cover letter signed by the Mayor and a postage-paid return envelope (see Appendix V for survey instrument).

Households were selected using the Saanich Municipal Property Database. A randomized selection method was used. The algorithm took into account the number of households required to achieve statistically significant results (sample size), and the number of households within each local area to be geographically representative of the entire Saanich population based on the 2006 Census. The advantage of using addresses generated from the Saanich Municipal Property Database over the Yellow Pages Group List Services (as was used in previous surveys) is that all Saanich addresses are included, including those without a telephone directory listing.

Although surveys were not addressed to individual household members – the word “Resident” was used as the addressee - actual survey respondents within the household were selected through the unbiased “birthday method” sampling procedure. The birthday method requests that the respondent in the household be the adult (age 18 years old or older) who most recently had a birthday, irrespective of the year of birth.

Of the 1,500 surveys mailed out, the following were received by invalid survey recipients: 38 were returned as undeliverable, 25 due to lack of an occupied dwelling, while the remaining 13 addresses did not include the suite number within the condominium complex.

Subtracting invalid survey recipients leaves a total of 1,462 valid survey recipients. Responses were due by January 27, 2009, at which time 489 completed surveys had been returned, translating to a 33.4% response rate. Response rates for municipal surveys of this kind are typically between 25% and 40%.

Sampling Error & Statistical Reweighting

Sampling Error

Sampling error is a statistical estimate of how much the sample results are expected to differ from results obtained if every person in the municipality was sampled. The overall maximum sampling error (sometimes called “margin of error”) for the 489 individuals who responded is plus or minus 4 percent at a 95 percent confidence interval. In other words, in 19 out of 20 such samples, survey results will differ by no more than 4% from results obtained if every individual in the District of Saanich were surveyed. Subgroups like age groups, place of residence or gender can be analyzed, although because they contain fewer respondents than the total, the size of the sampling error may increase.

Statistical Reweighting

No statistical reweighting of results was done to attempt to better match the demographic characteristics of survey respondents with those of the population. Demographic differences between the sample and the population were judged to be not significant enough to warrant the additional time and expense required for statistical reweighting. In almost all questions, results are provided for each demographic group, allowing survey readers to make their own judgements on the differences present. The sample is underrepresented by respondents under the age of 44, and by respondents who are renters. *See Appendix I for demographics.*

“No opinion” / “Not Sure” Responses

On many of the questions in the survey, respondents may answer “no opinion” or “not sure”. The proportion of respondents giving this reply is shown in the full set of responses included in Appendix I. However, these responses have been removed from the analyses presented in the body of the report. In other words, most tables and graphs display only the responses from respondents who had an opinion.

For several questions (#7, #11, #17), “no opinion / not sure” responses were not removed. These questions had unusually high rates of “no opinion / not sure” responses compared to other questions. The “no opinion” numbers are provided, but not included in the calculation of the averages for these questions. It appeared that in these questions, a “no opinion / not sure” response may be relevant to a report reader.

Putting Evaluations onto a 100-Point Scale

Although responses to many of the questions were made on a 5 point scale with 5 representing the best rating and 1 the worst, many results in this summary are reported on a common scale where 0 is the worst possible rating and 100 is the best possible rating. If everyone reported “very good” then the result would be 100 on the 100-point scale. Likewise, if all respondents gave a “very poor” rating, the result would be 0 on the 100-point scale. If the average rating was “good,” then the result would be 75 on a 100-point scale; “neutral” would be 50 on the 100-point scale; and, “poor” would be 25 on the 100-point scale. In most cases ratings have been rounded to the nearest whole number for reporting purposes.

Appendix III: Statistical Tables

Question #1: Quality of life

1a. How would you describe the quality of life in Saanich?

| Average Score (out of 100) | Average score | Very poor | Poor | Neutral | Good | Very Good | Total |
|-------------------------------|---------------|-----------|-----------|-----------|------------|------------|-------------|
| All Respondents | 87 | 0% | 1% | 5% | 40% | 55% | 100% |
| Female | 86 | 0% | 0% | 7% | 42% | 51% | 100% |
| Male | 88 | 0% | 1% | 3% | 38% | 58% | 100% |
| 18 to 24 years of age | 85 | 0% | 0% | 0% | 0% | 100% | 100% |
| 25 to 44 | 100 | 0% | 0% | 1% | 49% | 49% | 100% |
| 45 to 54 | 87 | 0% | 1% | 6% | 41% | 52% | 100% |
| 55 to 64 | 86 | 0% | 2% | 6% | 36% | 56% | 100% |
| 65 to 74 | 87 | 0% | 0% | 7% | 37% | 56% | 100% |
| 75 to 84 | 87 | 0% | 0% | 3% | 34% | 62% | 100% |
| 85 years of age an up | 90 | 0% | 0% | 0% | 31% | 69% | 100% |
| Owner | 87 | 0% | 1% | 4% | 40% | 55% | 100% |
| Renter | 80 | 0% | 0% | 21% | 29% | 50% | 100% |
| Cadboro Bay | 90 | 0% | 0% | 5% | 29% | 67% | 100% |
| Gordon Head | 86 | 0% | 2% | 2% | 44% | 52% | 100% |
| Shelbourne | 87 | 0% | 0% | 4% | 43% | 53% | 100% |
| Saanich Core | 82 | 0% | 0% | 14% | 43% | 43% | 100% |
| Quadra | 88 | 0% | 2% | 5% | 31% | 62% | 100% |
| North Quadra | 83 | 0% | 0% | 10% | 48% | 43% | 100% |
| Tillicum | 88 | 0% | 0% | 4% | 40% | 56% | 100% |
| Carey | 87 | 0% | 0% | 7% | 39% | 54% | 100% |
| Royal Oak | 90 | 0% | 0% | 2% | 35% | 63% | 100% |
| Cordova Bay | 87 | 0% | 0% | 3% | 47% | 50% | 100% |
| Rural Saanich | 79 | 0% | 0% | 17% | 50% | 33% | 100% |
| Blenkinsop | 86 | 0% | 0% | 9% | 36% | 55% | 100% |
| <i>Valid responses</i> | <i>480</i> | | | | | | |
| <i>"No opinion" responses</i> | <i>1</i> | | | | | | |
| <i>Did not respond</i> | <i>8</i> | | | | | | |

1b. How would you rate Saanich as a place to raise children?

| Average Score (out of 100) | Average score | Very poor | Poor | Neutral | Good | Very Good | Total |
|-------------------------------|---------------|-----------|-----------|-----------|------------|------------|-------------|
| All Respondents | 87 | 0% | 0% | 5% | 39% | 55% | 100% |
| Female | 86 | 0% | 0% | 11% | 37% | 53% | 100% |
| Male | 89 | 0% | 1% | 5% | 46% | 48% | 100% |
| 18 to 24 years of age | 100 | 0% | 0% | 0% | 0% | 100% | 100% |
| 25 to 44 | 89 | 0% | 0% | 4% | 38% | 58% | 100% |
| 45 to 54 | 87 | 0% | 1% | 3% | 42% | 54% | 100% |
| 55 to 64 | 86 | 0% | 1% | 7% | 40% | 52% | 100% |
| 65 to 74 | 86 | 0% | 0% | 9% | 40% | 51% | 100% |
| 75 to 84 | 90 | 0% | 0% | 0% | 42% | 58% | 100% |
| 85 years of age and up | 95 | 0% | 0% | 0% | 18% | 82% | 100% |
| Owner | 87 | 0% | 1% | 5% | 40% | 55% | 100% |
| Renter | 80 | 0% | 0% | 13% | 30% | 57% | 100% |
| Cadboro Bay | 91 | 0% | 0% | 0% | 38% | 63% | 100% |
| Gordon Head | 88 | 0% | 1% | 5% | 36% | 58% | 100% |
| Shelbourne | 86 | 0% | 0% | 9% | 40% | 51% | 100% |
| Saanich Core | 84 | 0% | 0% | 16% | 32% | 53% | 100% |
| Quadra | 88 | 0% | 3% | 6% | 29% | 63% | 100% |
| North Quadra | 86 | 0% | 0% | 5% | 47% | 47% | 100% |
| Tillicum | 87 | 0% | 0% | 2% | 47% | 51% | 100% |
| Carey | 86 | 0% | 0% | 6% | 46% | 49% | 100% |
| Royal Oak | 90 | 0% | 0% | 2% | 36% | 62% | 100% |
| Cordova Bay | 84 | 0% | 0% | 7% | 48% | 45% | 100% |
| Rural Saanich | 84 | 0% | 0% | 9% | 45% | 45% | 100% |
| Blenkinsop | 90 | 0% | 0% | 5% | 32% | 64% | 100% |
| <i>Valid responses</i> | <i>431</i> | | | | | | |
| <i>"No opinion" responses</i> | <i>49</i> | | | | | | |
| <i>Did not respond</i> | <i>9</i> | | | | | | |

1c. How would you rate Saanich as a place to retire?

| Average Score (out of 100) | Average score | Very poor | Poor | Neutral | Good | Very Good | Total |
|-------------------------------|---------------|-----------|-----------|------------|------------|------------|-------------|
| All Respondents | 84 | 0% | 3% | 11% | 33% | 53% | 100% |
| Female | 82 | 0% | 2% | 11% | 41% | 45% | 100% |
| Male | 86 | 0% | 4% | 10% | 26% | 61% | 100% |
| 18 to 24 years of age | 100 | 0% | 0% | 0% | 0% | 100% | 100% |
| 25 to 44 | 81 | 0% | 4% | 12% | 38% | 46% | 100% |
| 45 to 54 | 82 | 0% | 4% | 13% | 37% | 47% | 100% |
| 55 to 64 | 82 | 1% | 3% | 14% | 29% | 52% | 100% |
| 65 to 74 | 86 | 1% | 2% | 7% | 30% | 59% | 100% |
| 75 to 84 | 91 | 0% | 0% | 2% | 33% | 65% | 100% |
| 85 years of age and up | 92 | 0% | 0% | 0% | 31% | 69% | 100% |
| Owner | 84 | 0% | 10% | 10% | 20% | 60% | 100% |
| Renter | 83 | 0% | 3% | 10% | 34% | 53% | 100% |
| Cadboro Bay | 89 | 0% | 0% | 10% | 25% | 65% | 100% |
| Gordon Head | 83 | 3% | 3% | 6% | 37% | 51% | 100% |
| Shelbourne | 85 | 0% | 2% | 12% | 31% | 56% | 100% |
| Saanich Core | 77 | 0% | 10% | 14% | 33% | 43% | 100% |
| Quadra | 82 | 0% | 7% | 12% | 29% | 52% | 100% |
| North Quadra | 81 | 0% | 5% | 5% | 52% | 38% | 100% |
| Tillicum | 85 | 0% | 4% | 7% | 35% | 54% | 100% |
| Carey | 86 | 0% | 0% | 15% | 26% | 59% | 100% |
| Royal Oak | 86 | 0% | 2% | 8% | 33% | 57% | 100% |
| Cordova Bay | 83 | 0% | 3% | 10% | 40% | 47% | 100% |
| Rural Saanich | 81 | 0% | 0% | 25% | 25% | 50% | 100% |
| Blenkinsop | 84 | 0% | 0% | 20% | 25% | 55% | 100% |
| <i>Valid responses</i> | 460 | | | | | | |
| <i>"No opinion" responses</i> | 19 | | | | | | |
| <i>Did not respond</i> | 10 | | | | | | |

1d. How would you rate Saanich as a place to work?

| Average Score (out of 100) | Average score | Very poor | Poor | Neutral | Good | Very Good | Total |
|-------------------------------|---------------|-----------|-----------|------------|------------|------------|-------------|
| All Respondents | 78 | 0% | 3% | 17% | 43% | 37% | 100% |
| Female | 75 | 0% | 6% | 13% | 31% | 50% | 100% |
| Male | 81 | 0% | 4% | 19% | 50% | 27% | 100% |
| 18 to 24 years of age | 100 | 0% | 0% | 0% | 0% | 100% | 100% |
| 25 to 44 | 77 | 0% | 3% | 14% | 55% | 28% | 100% |
| 45 to 54 | 76 | 0% | 5% | 21% | 41% | 34% | 100% |
| 55 to 64 | 77 | 1% | 4% | 16% | 44% | 34% | 100% |
| 65 to 74 | 81 | 0% | 0% | 18% | 40% | 42% | 100% |
| 75 to 84 | 86 | 0% | 0% | 10% | 34% | 55% | 100% |
| 85 years of age and up | 89 | 0% | 0% | 9% | 27% | 64% | 100% |
| Owner | 79 | 0% | 10% | 20% | 30% | 40% | 100% |
| Renter | 78 | 0% | 3% | 16% | 45% | 36% | 100% |
| Cadboro Bay | 88 | 0% | 0% | 8% | 31% | 62% | 100% |
| Gordon Head | 76 | 0% | 8% | 15% | 43% | 34% | 100% |
| Shelbourne | 71 | 2% | 7% | 24% | 34% | 32% | 100% |
| Saanich Core | 81 | 0% | 0% | 25% | 25% | 50% | 100% |
| Quadra | 82 | 0% | 3% | 13% | 38% | 47% | 100% |
| North Quadra | 75 | 0% | 0% | 27% | 47% | 27% | 100% |
| Tillicum | 81 | 0% | 0% | 18% | 43% | 40% | 100% |
| Carey | 78 | 0% | 0% | 17% | 55% | 28% | 100% |
| Royal Oak | 81 | 0% | 2% | 12% | 47% | 39% | 100% |
| Cordova Bay | 78 | 0% | 0% | 9% | 68% | 23% | 100% |
| Rural Saanich | 67 | 0% | 11% | 33% | 33% | 22% | 100% |
| Blenkinsop | 79 | 0% | 0% | 18% | 47% | 35% | 100% |
| <i>Valid responses</i> | 366 | | | | | | |
| <i>"No opinion" responses</i> | 110 | | | | | | |
| <i>Did not respond</i> | 13 | | | | | | |

Question #2 & 3: Likes & Dislikes

List up to three things that you like and dislike about living in Saanich.

A complete listing of the comments by category is located in Appendix IV: Responses to Open-ended questions.

| Likes | % of respondents | # of respondents |
|--|-------------------------|-------------------------|
| Parks and trails | 16.2% | 209 |
| Amenities: proximity to shopping, schools, etc | 14.8% | 191 |
| Location: ocean, climate, layout | 11.7% | 151 |
| Municipal services, staff and Council | 9.7% | 126 |
| Quiet, comfortable, friendly | 8.6% | 111 |
| Green space: environment, air, water | 8.1% | 105 |
| Recreation Facilities | 7.7% | 99 |
| Rural - urban balance | 7.0% | 90 |
| Transit services, good traffic flows | 5.4% | 70 |
| Safety: low crime, security | 5.0% | 64 |
| Other | 4.1% | 53 |
| Low taxes | 1.7% | 22 |
| Affordability | 0.2% | 3 |
| Totals | 100.20% | 1294 |

| Dislikes | % of respondents | # of respondents |
|--|-------------------------|-------------------------|
| Transportation: congestion, speed limits, road quality | 23.8% | 233 |
| Municipal services – lack of | 12.8% | 126 |
| Land - use planning: growth, density | 10.9% | 107 |
| Sidewalks - lack of, poor | 10.8% | 106 |
| Other | 7.0% | 69 |
| Bylaw enforcement - lack of | 4.4% | 43 |
| Taxes – too high | 4.0% | 39 |
| Snow clearing - lack of | 3.9% | 38 |
| Bicycle infrastructure - lack of | 3.0% | 29 |
| Crime | 3.0% | 29 |
| Transit – poor | 2.8% | 27 |
| Downtown - like amenities - lack of | 2.6% | 26 |
| Garbage/recycling pickup & drop-off | 2.3% | 23 |
| Animal control - unleashed dogs | 2.2% | 22 |
| Affordability | 2.1% | 21 |
| Homelessness | 1.6% | 16 |
| Environmental - rural area protection | 1.1% | 11 |
| Sense of community (lack) | 0.9% | 9 |
| Sewage treatment - lack of | 0.5% | 5 |
| Special interest groups too powerful | 0.3% | 3 |
| Totals | 100.00% | 982 |

Question #4: Safety & Security

4a. How safe do you feel in your neighbourhood in Saanich?

| Average Score (out of 100) | Average score | Very unsafe (Score: 0) | Unsafe | Neutral | Safe | Very Safe (Score: 100) | Total |
|-------------------------------|---------------|------------------------|--------|---------|------|------------------------|-------------|
| All Respondents | 79 | 1% | 2% | 14% | 48% | 36% | 100% |
| Female | 80 | 0% | 0% | 27% | 45% | 27% | 100% |
| Male | 79 | 1% | 1% | 14% | 47% | 37% | 100% |
| 18 to 24 years of age | 50 | 0% | 0% | 100% | 0% | 0% | 100% |
| 25 to 44 | 79 | 0% | 2% | 17% | 45% | 36% | 100% |
| 45 to 54 | 80 | 1% | 1% | 16% | 43% | 39% | 100% |
| 55 to 64 | 81 | 1% | 2% | 10% | 49% | 39% | 100% |
| 65 to 74 | 76 | 1% | 1% | 18% | 52% | 28% | 100% |
| 75 to 84 | 80 | 0% | 3% | 10% | 50% | 36% | 100% |
| 85 years of age and up | 81 | 0% | 0% | 8% | 62% | 31% | 100% |
| Owner | 79 | 1% | 2% | 14% | 48% | 35% | 100% |
| Renter | 80 | 0% | 0% | 17% | 46% | 38% | 100% |
| Cadboro Bay | 81 | 0% | 0% | 19% | 38% | 43% | 100% |
| Gordon Head | 76 | 2% | 2% | 15% | 49% | 31% | 100% |
| Shelbourne | 80 | 0% | 2% | 13% | 48% | 37% | 100% |
| Saanich Core | 80 | 5% | 0% | 10% | 43% | 43% | 100% |
| Quadra | 79 | 0% | 2% | 19% | 40% | 38% | 100% |
| North Quadra | 82 | 0% | 0% | 10% | 52% | 38% | 100% |
| Tillicum | 78 | 0% | 2% | 15% | 52% | 31% | 100% |
| Carey | 77 | 0% | 2% | 17% | 50% | 31% | 100% |
| Royal Oak | 79 | 0% | 3% | 15% | 47% | 35% | 100% |
| Cordova Bay | 84 | 0% | 0% | 13% | 38% | 50% | 100% |
| Rural Saanich | 75 | 0% | 0% | 17% | 67% | 17% | 100% |
| Blenkinsop | 75 | 0% | 0% | 18% | 64% | 18% | 100% |
| <i>Valid responses</i> | <i>484</i> | | | | | | |
| <i>"No opinion" responses</i> | <i>0</i> | | | | | | |
| <i>Did not respond</i> | <i>5</i> | | | | | | |

4b. Do you feel that safety is improving in Saanich?

| Average Score (out of 100) | Average score | Very unsafe | Unsafe | Neutral | Safe | Very Safe | Total |
|-------------------------------|---------------|-------------|--------|---------|------|-----------|-------------|
| All Respondents | 63 | 2% | 9% | 36% | 40% | 13% | 100% |
| Female | 60 | 3% | 10% | 42% | 36% | 10% | 100% |
| Male | 66 | 2% | 7% | 31% | 44% | 16% | 100% |
| 18 to 24 years of age | 25 | 0% | 0% | 40% | 50% | 10% | 100% |
| 25 to 44 | 63 | 0% | 100% | 0% | 0% | 0% | 100% |
| 45 to 54 | 59 | 2% | 12% | 33% | 42% | 12% | 100% |
| 55 to 64 | 60 | 3% | 9% | 46% | 34% | 9% | 100% |
| 65 to 74 | 65 | 4% | 11% | 37% | 36% | 12% | 100% |
| 75 to 84 | 71 | 2% | 7% | 32% | 47% | 12% | 100% |
| 85 years of age and up | 70 | 0% | 5% | 24% | 52% | 19% | 100% |
| Owner | 62 | 2% | 10% | 36% | 39% | 13% | 100% |
| Renter | 74 | 0% | 0% | 22% | 61% | 17% | 100% |
| Cadboro Bay | 65 | 0% | 17% | 25% | 42% | 17% | 100% |
| Gordon Head | 61 | 6% | 11% | 28% | 41% | 14% | 100% |
| Shelbourne | 63 | 3% | 9% | 34% | 43% | 11% | 100% |
| Saanich Core | 61 | 6% | 13% | 31% | 31% | 19% | 100% |
| Quadra | 62 | 6% | 9% | 29% | 44% | 12% | 100% |
| North Quadra | 64 | 0% | 0% | 55% | 36% | 9% | 100% |
| Tillicum | 63 | 0% | 12% | 42% | 27% | 18% | 100% |
| Carey | 61 | 0% | 11% | 44% | 33% | 11% | 100% |
| Royal Oak | 68 | 0% | 4% | 33% | 48% | 15% | 100% |
| Cordova Bay | 67 | 0% | 0% | 46% | 42% | 13% | 100% |
| Rural Saanich | 58 | 0% | 8% | 50% | 42% | 0% | 100% |
| Blenkinsop | 56 | 0% | 15% | 50% | 30% | 5% | 100% |
| <i>Valid responses</i> | 352 | | | | | | |
| <i>"No opinion" responses</i> | 123 | | | | | | |
| <i>Did not respond</i> | 14 | | | | | | |

4c. How safe do you feel when using the roads in Saanich?

| Average Score (out of 100) | Average score | Very unsafe | Unsafe | Neutral | Safe | Very Safe | Total |
|-------------------------------|---------------|-------------|--------|---------|------|-----------|-------------|
| All Respondents | 68 | 2% | 7% | 27% | 45% | 19% | 100% |
| Female | 68 | 2% | 5% | 29% | 46% | 18% | 100% |
| Male | 69 | 2% | 8% | 24% | 46% | 20% | 100% |
| 18 to 24 years of age | 75 | 8% | 8% | 46% | 23% | 15% | 100% |
| 25 to 44 | 71 | 0% | 0% | 0% | 100% | 0% | 100% |
| 45 to 54 | 65 | 4% | 6% | 18% | 48% | 24% | 100% |
| 55 to 64 | 69 | 2% | 8% | 34% | 40% | 16% | 100% |
| 65 to 74 | 67 | 0% | 8% | 26% | 47% | 19% | 100% |
| 75 to 84 | 72 | 4% | 6% | 27% | 48% | 16% | 100% |
| 85 years of age and up | 65 | 0% | 2% | 28% | 49% | 21% | 100% |
| Owner | 68 | 2% | 7% | 26% | 46% | 19% | 100% |
| Renter | 65 | 0% | 4% | 48% | 30% | 17% | 100% |
| Cadboro Bay | 73 | 0% | 5% | 24% | 48% | 24% | 100% |
| Gordon Head | 66 | 5% | 6% | 28% | 46% | 16% | 100% |
| Shelbourne | 69 | 2% | 8% | 26% | 42% | 23% | 100% |
| Saanich Core | 68 | 5% | 5% | 33% | 29% | 29% | 100% |
| Quadra | 70 | 2% | 7% | 24% | 40% | 26% | 100% |
| North Quadra | 73 | 0% | 10% | 14% | 52% | 24% | 100% |
| Tillicum | 67 | 0% | 7% | 33% | 48% | 13% | 100% |
| Carey | 66 | 2% | 5% | 29% | 51% | 12% | 100% |
| Royal Oak | 67 | 0% | 6% | 35% | 44% | 15% | 100% |
| Cordova Bay | 71 | 0% | 13% | 19% | 41% | 28% | 100% |
| Rural Saanich | 56 | 0% | 25% | 33% | 33% | 8% | 100% |
| Blenkinsop | 68 | 5% | 5% | 27% | 41% | 23% | 100% |
| <i>Valid responses</i> | <i>480</i> | | | | | | |
| <i>"No opinion" responses</i> | <i>1</i> | | | | | | |
| <i>Did not respond</i> | <i>8</i> | | | | | | |

Question #5: Satisfaction with and importance of Saanich services

5. How do you rate your satisfaction with and the importance of the following local government services:

| Average Score (out of 100) | % Satisfied or Very Satisfied | % Important/ Very Important | % Difference | Mean: Satisfaction | Mean: Importance | Response Rate: Satisfaction | Response Rate: Importance |
|--|-------------------------------|-----------------------------|--------------|--------------------|------------------|-----------------------------|---------------------------|
| AVERAGE - All Services | 64% | 78% | -14% | 68.8 | 78.8 | 76% | 81% |
| Recreation and Community Services | | | | | | | |
| Arts and cultural programs | 50% | 50% | 0% | 64 | 61 | 73% | 83% |
| Beaches and waterfront areas | 76% | 84% | -7% | 76 | 83 | 92% | 91% |
| Fitness, health & wellness programs | 82% | 80% | 2% | 80 | 81 | 90% | 90% |
| Multicultural services and programs | 45% | 38% | 6% | 61 | 52 | 52% | 69% |
| Municipal golf course (Cedar Hill) | 68% | 46% | 22% | 72 | 52 | 54% | 67% |
| Parks | 86% | 92% | -5% | 82 | 89 | 94% | 93% |
| Playgrounds | 73% | 69% | 3% | 74 | 72 | 70% | 75% |
| Pools | 84% | 74% | 10% | 80 | 75 | 84% | 86% |
| Services for children (age 0-12) | 77% | 68% | 9% | 75 | 69 | 44% | 55% |
| Services for disabled | 61% | 65% | -4% | 67 | 71 | 33% | 53% |
| Services for economically disadvantaged | 43% | 64% | -21% | 57 | 68 | 38% | 58% |
| Services for seniors | 72% | 78% | -6% | 73 | 78 | 59% | 73% |
| Services for youth (age 13-21) | 59% | 75% | -16% | 66 | 75 | 43% | 57% |
| Public libraries | 86% | 85% | 1% | 83 | 86 | 91% | 91% |
| Skating arena | 64% | 53% | 11% | 68 | 61 | 56% | 68% |
| Sports and athletic programs | 72% | 68% | 4% | 74 | 72 | 69% | 76% |
| Sports courts (tennis, lacrosse, etc.) | 68% | 57% | 11% | 71 | 65 | 62% | 70% |
| Sports fields | 75% | 68% | 7% | 75 | 72 | 66% | 73% |
| Trails | 86% | 90% | -4% | 83 | 88 | 91% | 92% |
| Transportation | | | | | | | |
| Ease of pedestrian travel | 51% | 91% | -40% | 59 | 89 | 91% | 89% |
| Ease of travel by bicycle | 44% | 79% | -35% | 57 | 80 | 75% | 77% |
| Ease of travel by bus | 60% | 78% | -18% | 67 | 80 | 80% | 81% |
| Ease of travel by car | 78% | 90% | -12% | 77 | 88 | 92% | 91% |
| Parking control & enforcement | 59% | 66% | -7% | 65 | 69 | 79% | 81% |
| Public Safety | | | | | | | |
| Animal control services | 58% | 70% | -12% | 66 | 74 | 69% | 77% |
| Community fire safety education | 67% | 78% | -11% | 71 | 79 | 72% | 83% |
| Crime Prevention | 67% | 89% | -22% | 70 | 86 | 81% | 88% |
| Emergency preparedness program | 54% | 88% | -34% | 63 | 86 | 78% | 87% |

| Average Score (out of 100) | % Satisfied or Very Satisfied | % Important/ Very Important | % Difference | Mean: Satisfaction | Mean: Importance | Response Rate: Satisfaction | Response Rate: Importance |
|--|-------------------------------|-----------------------------|--------------|--------------------|------------------|-----------------------------|---------------------------|
| Public Safety (continued) | | | | | | | |
| Fire fighting services | 87% | 96% | -9% | 83 | 93 | 82% | 90% |
| Hazardous materials response services | 58% | 82% | -24% | 67 | 82 | 49% | 73% |
| Police presence and visibility | 68% | 93% | -25% | 70 | 91 | 92% | 93% |
| Police Road Safety Programs | 64% | 89% | -24% | 69 | 86 | 84% | 89% |
| Police Services | 78% | 96% | -17% | 77 | 93 | 88% | 92% |
| School Fire Safety Program | 73% | 87% | -14% | 76 | 88 | 50% | 70% |
| Planning & Development | | | | | | | |
| Building inspection / permits | 48% | 75% | -28% | 59 | 77 | 52% | 65% |
| Business licensing | 58% | 65% | -7% | 67 | 72 | 36% | 36% |
| Bylaw enforcement | 44% | 79% | -35% | 58 | 58 | 65% | 75% |
| Economic development | 47% | 72% | -25% | 60 | 74 | 60% | 72% |
| Land Use Planning | 41% | 88% | -47% | 54 | 86 | 74% | 81% |
| Maintaining neighbourhood character | 53% | 87% | -33% | 61 | 86 | 88% | 91% |
| Preserving rural/agricultural land | 52% | 89% | -37% | 60 | 88 | 85% | 90% |
| Protecting the natural environment | 58% | 93% | -34% | 65 | 91 | 90% | 92% |
| Municipal Infrastructure and Services | | | | | | | |
| Fall leaf collection program | 65% | 79% | -14% | 70 | 79 | 84% | 87% |
| Floral displays/landscaping on public prop. | 85% | 75% | 10% | 84 | 75 | 93% | 93% |
| Garbage collection | 88% | 96% | -8% | 87 | 94 | 95% | 92% |
| Garden waste drop-off at Municipal Yard | 86% | 90% | -4% | 85 | 88 | 86% | 87% |
| Municipal website | 71% | 65% | 6% | 74 | 70 | 59% | 66% |
| Online Services (i.e. e-commerce) | 62% | 56% | 6% | 70 | 64 | 37% | 48% |
| Primary Sewage treatment & ocean outfall | 42% | 85% | -43% | 53 | 85 | 83% | 87% |
| Quality of drinking water | 86% | 99% | -13% | 84 | 97 | 95% | 93% |
| Residential recycling | 87% | 95% | -8% | 85 | 92 | 94% | 93% |
| Roadside / boulevard maintenance | 53% | 85% | -32% | 63 | 82 | 92% | 91% |
| Sidewalks | 35% | 88% | -53% | 49 | 85 | 91% | 90% |
| Storm-water drainage & flood control | 62% | 90% | -27% | 68 | 87 | 88% | 90% |
| Street Cleaning | 53% | 78% | -26% | 63 | 78 | 93% | 93% |
| Street Lighting | 62% | 86% | -24% | 68 | 83 | 94% | 92% |
| Street Repair | 38% | 92% | -54% | 53 | 86 | 96% | 94% |
| Tree protection | 59% | 73% | -14% | 65 | 76 | 88% | 91% |

Note: "No opinion" or blank responses are not considered "valid responses" or included in any of the above calculations.

Note 2: "Response Rate" includes only those who registered a valid response; response rate calculated as % of total completed surveys (514)

Question #6: Service Usage

6. In the past 12 months, approximately how often, if ever, did you participate in each of the following activities:

| Average Score (out of 100) | Average Score | Never | Once or twice | Three to four times | Once every 1 to 2 months | More than once a month | Total | Valid responses | "Not sure" responses |
|--|---------------|-------|---------------|---------------------|--------------------------|------------------------|-------|-----------------|----------------------|
| a. Visited a public library | 55 | 18% | 20% | 15% | 17% | 30% | 100% | 476 | 4 |
| b. Attended an arts or cultural event | 31 | 33% | 33% | 17% | 12% | 6% | 100% | 457 | 14 |
| c. Used a Saanich recreation centre | 59 | 17% | 18% | 15% | 10% | 40% | 100% | 469 | 5 |
| d. Used a recreation centre in a neighbouring municipality | 35 | 40% | 22% | 11% | 9% | 18% | 100% | 463 | 7 |
| e. Played golf at the Cedar Hill Golf Club | 10 | 78% | 12% | 5% | 3% | 3% | 100% | 474 | 2 |
| f. Visited a Saanich municipal park or nature trail | 77 | 4% | 8% | 16% | 19% | 53% | 100% | 472 | 3 |
| g. Used the Galloping Goose or Lochside Trail | 59 | 22% | 12% | 13% | 15% | 38% | 100% | 473 | 3 |
| h. Used another Saanich trail | 58 | 20% | 13% | 15% | 18% | 34% | 100% | 462 | 12 |
| i. Attended a public meeting about municipal matters | 11 | 70% | 18% | 8% | 2% | 1% | 100% | 467 | 5 |
| j. Visited the Municipal Hall | 23 | 35% | 44% | 15% | 4% | 1% | 100% | 474 | 0 |
| k. Dropped garden waste at the Saanich Municipal Yard | 51 | 24% | 14% | 16% | 22% | 22% | 100% | 472 | 4 |
| l. Contacted Saanich Fire | 4 | 85% | 13% | 2% | 0% | 0% | 100% | 471 | 4 |
| m. Contacted the Saanich Police | 12 | 60% | 33% | 6% | 1% | 0% | 100% | 473 | 4 |
| n. Used the Municipal Website | 27 | 44% | 24% | 16% | 10% | 6% | 100% | 470 | 3 |

Question #6: Citizen usage of selected activities, as originally identified in previous data table: demographically stratified

| Average scores (out of 5) | Saanich Rec. Centre | Other Rec. Centre | Cedar Hill Golf Club | Saanich Parks | Goose or Lochside | Yard Waste | Website |
|---------------------------|---------------------|-------------------|----------------------|---------------|-------------------|------------|------------|
| All Respondents | 3.4 | 2.4 | 1.4 | 4.1 | 3.4 | 3.0 | 2.1 |
| Female | 3.2 | 2.4 | 1.5 | 4.1 | 3.4 | 3.0 | 2.1 |
| Male | 3.5 | 2.5 | 1.3 | 4.1 | 3.3 | 3.0 | 2.0 |
| 18 to 24 years of age | 4.0 | 2.0 | 1.0 | 4.0 | 4.0 | 4.0 | 2.0 |
| 25 to 44 | 3.9 | 3.0 | 1.6 | 4.4 | 3.6 | 2.7 | 2.8 |
| 45 to 54 | 3.6 | 2.5 | 1.3 | 4.2 | 3.6 | 2.9 | 2.3 |
| 55 to 64 | 3.3 | 2.0 | 1.3 | 4.1 | 3.1 | 3.3 | 2.0 |
| 65 to 74 | 3.1 | 2.6 | 1.4 | 4.0 | 2.5 | 3.2 | 1.8 |
| 75 to 84 | 3.0 | 2.0 | 1.9 | 3.8 | 2.3 | 3.2 | 1.4 |
| 85 years of age and up | 2.8 | 2.4 | 1.4 | 4.1 | 3.4 | 2.2 | 1.1 |
| Cadboro Bay | 3.1 | 1.7 | 1.3 | 4.1 | 3.2 | 2.8 | n/a |
| Gordon Head | 3.4 | 2.2 | 1.3 | 4.1 | 3.2 | 3.0 | n/a |
| Shelbourne | 3.5 | 2.7 | 1.4 | 4.2 | 3.6 | 3.1 | n/a |
| Saanich Core | 3.2 | 2.4 | 1.2 | 4.2 | 3.0 | 3.0 | n/a |
| Quadra | 3.0 | 2.4 | 1.4 | 3.9 | 3.2 | 3.5 | n/a |
| North Quadra | 3.1 | 2.5 | 1.6 | 4.0 | 3.5 | 3.3 | n/a |
| Tillicum | 3.4 | 2.6 | 1.3 | 4.1 | 3.5 | 2.9 | n/a |
| Carey | 3.7 | 2.4 | 1.5 | 4.2 | 3.4 | 2.5 | n/a |
| Royal Oak | 3.5 | 2.6 | 1.5 | 4.0 | 3.3 | 3.2 | n/a |
| Cordova Bay | 3.1 | 2.1 | 1.7 | 4.2 | 3.5 | 3.6 | n/a |
| Rural Saanich | 3.8 | 2.9 | 1.4 | 4.3 | 3.3 | 2.3 | n/a |
| Blenkinsop | 3.5 | 2.5 | 1.4 | 4.0 | 3.3 | 2.5 | n/a |

Question #7 to #9: Budget & Taxes

7. In the future, which of the following revenue sources do you feel Saanich should rely on:

| | Avg. Score (out of 3) | Rely Less (Score: 1) | Same | Rely More (Score: 3) | No opinion | Total | Valid Responses |
|------------------------|--------------------------|-------------------------|------|-------------------------|------------|-------|--------------------|
| a. Property taxation | 1.9 | 16% | 68% | 10% | 6% | 100% | 471 |
| b. User fees | 2.3 | 9% | 46% | 39% | 6% | 100% | 470 |
| c. Reserves or savings | 2.0 | 13% | 64% | 12% | 11% | 100% | 464 |
| d. Government grants | 2.6 | 1% | 37% | 54% | 8% | 100% | 467 |
| e. Borrowing | 1.7 | 32% | 53% | 5% | 10% | 100% | 469 |

8. If faced with the following realistic choices, what would you advise Council to do?

| Choices | % |
|---|-------------|
| a. Higher taxes with improved municipal services | 20% |
| b. Same taxes with same/reduced level of municipal services | 63% |
| c. Lower taxes with reduced level of municipal service | 10% |
| d. No opinion | 7% |
| Total | 100% |
| Valid responses | 465 |

9. Imagine that you have \$100 to spend on the following capital projects. How would you spend it?

| | Average \$ | \$0 | \$1 to \$10 | \$11 to \$20 | \$21 to \$30 | \$31 to \$40 | \$41 to \$50 | \$51 to \$60 | \$61 to \$100 |
|--|------------|---|----------------|-----------------|-----------------|-----------------|-----------------|-----------------|------------------|
| Roads and Traffic Control | \$14.53 | 6% | 41% | 38% | 9% | 3.2% | 1.6% | 0.2% | 0.5% |
| Sewer and Storm Drainage system | \$12.51 | 6% | 51% | 33% | 6.5% | 2.1% | 0.9% | 0.0% | 0.0% |
| Water System | \$10.62 | 9% | 57% | 28.6% | 5% | 0.9% | 0.2% | 0.0% | 0.0% |
| Parks and Trails | \$10.38 | 8% | 63% | 25% | 3% | 0.2% | 0.7% | 0.0% | 0.0% |
| Sidewalks | \$10.21 | 11% | 64% | 18% | 4.1% | 1.1% | 0.7% | 0.5% | 0.9% |
| Environment protection and enhancement | \$10.14 | 9% | 60% | 25% | 4% | 1.6% | 0.5% | 0.0% | 0.0% |
| Recreation Facilities | \$8.92 | 12% | 63% | 21% | 2% | 0.7% | 0.5% | 0.0% | 0.2% |
| Bicycle infrastructure | \$8.39 | 19% | 55% | 20% | 4% | 0.7% | 0.5% | 0.0% | 0.0% |
| Streetscape / Beautification Projects | \$5.08 | 22% | 73% | 5.0% | 0% | 0.2% | 0.0% | 0.0% | 0.0% |
| Arts and cultural facilities | \$4.11 | 31% | 63% | 5% | 0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Municipal Buildings | \$3.53 | 34% | 63% | 3% | 0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Other | \$1.41 | 74% | 21% | 2.8% | 0% | 0.0% | 1.8% | 0.0% | 0.0% |
| Total | \$100 | Note 1: funding allocations from respondents who allocated more than the \$100 max. are included in the average calculations | | | | | | | |
| Valid Responses | 467 | | | | | | | | |
| Did not respond | 22 | | | | | | | | |
| Responses totaling >\$100 | 10 | Note 2: % frequency figures do not include those who did not answer any of this question | | | | | | | |

9. Citizen preferences on selected capital project funding allocation: stratified by demographics

| | Arts & Cultural | Bicycle Infrastructure | Environmental Protection | Municipal Buildings | Parks & Trails | Recreation Facilities | Roads & traffic | Sewer/Storm Drainage | Sidewalks | Streetscape & beautification | Water System | Other |
|------------------------|-----------------|------------------------|--------------------------|---------------------|----------------|-----------------------|-----------------|----------------------|----------------|------------------------------|----------------|---------------|
| All respondents | \$4.11 | \$8.39 | \$10.14 | \$3.53 | \$10.38 | \$8.92 | \$14.53 | \$12.51 | \$10.21 | \$5.08 | \$10.62 | \$1.41 |
| 18 to 24 | \$0.00 | \$40.00 | \$5.00 | \$0.00 | \$5.00 | \$5.00 | \$16.00 | \$10.00 | \$5.00 | \$0.00 | \$10.00 | \$0.00 |
| 25 to 44 | \$4.51 | \$10.02 | \$10.07 | \$3.27 | \$11.81 | \$9.77 | \$20.00 | \$10.94 | \$12.16 | \$4.93 | \$10.47 | \$0.67 |
| 45 to 54 | \$4.15 | \$11.25 | \$10.24 | \$3.33 | \$10.45 | \$9.32 | \$11.07 | \$11.42 | \$9.52 | \$5.19 | \$10.21 | \$2.05 |
| 55 to 64 | \$3.92 | \$7.60 | \$10.08 | \$3.91 | \$10.57 | \$8.04 | \$12.85 | \$12.91 | \$9.50 | \$5.21 | \$11.04 | \$1.22 |
| 65 to 74 | \$4.23 | \$5.80 | \$10.87 | \$3.27 | \$10.56 | \$7.73 | \$15.06 | \$14.75 | \$9.76 | \$4.28 | \$10.16 | \$1.62 |
| 75 to 84 | \$4.54 | \$6.14 | \$9.96 | \$4.29 | \$7.32 | \$11.41 | \$17.47 | \$12.13 | \$10.57 | \$6.00 | \$13.08 | \$1.57 |
| 85+ | \$4.12 | \$4.85 | \$8.23 | \$2.15 | \$13.46 | \$7.46 | \$16.36 | \$11.92 | \$10.69 | \$5.00 | \$10.62 | \$0.38 |
| Cadboro Bay | \$2.35 | \$9.50 | \$10.50 | \$3.75 | \$11.25 | \$8.05 | \$14.75 | \$12.10 | \$8.40 | \$4.85 | \$10.70 | \$4.05 |
| Gordon Head | \$4.46 | \$8.33 | \$7.89 | \$3.13 | \$8.94 | \$9.23 | \$14.44 | \$13.65 | \$13.25 | \$4.82 | \$10.89 | \$0.65 |
| Shelbourne | \$4.02 | \$8.78 | \$11.84 | \$3.18 | \$10.94 | \$10.20 | \$11.82 | \$12.06 | \$7.46 | \$4.48 | \$10.80 | \$3.14 |
| Saanich Core | \$2.86 | \$6.19 | \$11.52 | \$4.71 | \$9.71 | \$9.14 | \$14.81 | \$12.33 | \$11.81 | \$4.90 | \$11.57 | \$0.90 |
| Quadra | \$3.27 | \$7.05 | \$11.10 | \$3.59 | \$9.54 | \$9.44 | \$17.05 | \$16.22 | \$8.61 | \$4.51 | \$11.71 | \$0.24 |
| North Quadra | \$4.56 | \$7.50 | \$9.72 | \$3.61 | \$10.83 | \$8.67 | \$16.39 | \$13.89 | \$7.39 | \$4.61 | \$9.90 | \$3.06 |
| Tillicum | \$4.04 | \$9.31 | \$10.50 | \$3.06 | \$10.17 | \$7.98 | \$13.23 | \$12.67 | \$9.52 | \$6.48 | \$10.24 | \$1.92 |
| Carey | \$5.45 | \$6.62 | \$9.12 | \$3.71 | \$11.74 | \$8.59 | \$15.98 | \$11.21 | \$11.29 | \$6.57 | \$10.08 | \$0.74 |
| Royal Oak | \$4.93 | \$8.88 | \$11.85 | \$3.58 | \$10.90 | \$9.78 | \$14.00 | \$11.78 | \$10.44 | \$4.71 | \$11.47 | \$0.29 |
| Cordova Bay | \$3.84 | \$10.38 | \$8.00 | \$3.47 | \$10.63 | \$7.73 | \$12.78 | \$9.53 | \$10.38 | \$5.09 | \$10.91 | \$2.53 |
| Rural Saanich | \$3.36 | \$11.45 | \$9.59 | \$1.36 | \$11.36 | \$8.55 | \$13.82 | \$8.91 | \$16.64 | \$5.09 | \$10.91 | \$1.36 |
| Blenkinsop | \$4.18 | \$7.50 | \$10.11 | \$4.36 | \$10.59 | \$8.82 | \$17.14 | \$13.09 | \$8.64 | \$4.36 | \$10.66 | \$0.68 |

10: Recognizing uncertain global and local economic conditions, please list three specific actions the Municipality could take:

A complete listing of the suggestions by category is located in Appendix IV: Responses to Open-ended questions.

| Action recommended | % of respondents | # of respondents |
|--|------------------|------------------|
| Control costs / improve efficiency | 20.6% | 180 |
| Promote green initiatives | 13.2% | 115 |
| Upgrade infrastructure | 10.8% | 94 |
| Fiscal responsibility - reduce debt | 8.7% | 76 |
| Other Ideas and Suggestions | 8.5% | 74 |
| Promote mobility (non-automobile) | 5.5% | 48 |
| Integrate services / provide services to other communities | 4.5% | 39 |
| No new projects or delay projects | 3.8% | 33 |
| Encourage business & development | 3.1% | 27 |
| Don't know | 2.9% | 25 |
| Do nothing / keep things the same / maintain services | 2.9% | 25 |
| More low-cost housing / homeless shelters / allow secondary suites | 2.8% | 24 |
| Encourage local food production | 2.4% | 21 |
| Increase employment / create jobs | 2.3% | 20 |
| Request more government grants | 1.8% | 16 |
| Engage in public awareness / consultation | 1.7% | 15 |
| Treat sewage at source / implement sewage treatment | 1.6% | 14 |
| Increase user fees | 1.1% | 10 |
| Do run a deficit / increase taxes and spending or debt | 1.0% | 9 |
| Do not treat sewage | 0.5% | 4 |
| No more bike lanes | 0.3% | 3 |
| Totals | 100.00% | 872 |

Question #11: Overall Assessment of Local Government

11a. I receive good value for the municipal taxes I pay:

| Average Score (out of 100) | Average score | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | No opinion | Total |
|----------------------------|---------------|-------------------|-----------|------------|------------|----------------|------------|-------|
| All Respondents | 67 | 2% | 7% | 28% | 45% | 16% | 3% | 100% |
| Female | 64 | 4% | 7% | 28% | 44% | 12% | 4% | 100% |
| Male | 70 | 0% | 6% | 26% | 44% | 21% | 3% | 100% |
| 18 to 24 years of age | 50 | 0% | 0% | 100% | 0% | 0% | 0% | 100% |
| 25 to 44 | 64 | 2% | 9% | 28% | 43% | 12% | 6% | 100% |
| 45 to 54 | 65 | 1% | 8% | 30% | 42% | 13% | 6% | 100% |
| 55 to 64 | 63 | 3% | 10% | 29% | 42% | 14% | 2% | 100% |
| 65 to 74 | 73 | 1% | 2% | 23% | 51% | 22% | 0% | 100% |
| 75 to 84 | 75 | 0% | 2% | 23% | 47% | 25% | 4% | 100% |
| 85 years of age and up | 75 | 0% | 0% | 25% | 50% | 25% | 0% | 100% |
| Owner | 67 | 2% | 6% | 29% | 46% | 16% | 1% | 100% |
| Renter | 71 | 0% | 13% | 0% | 25% | 17% | 46% | 100% |
| Cadboro Bay | 60 | 0% | 10% | 50% | 30% | 10% | 0% | 100% |
| Gordon Head | 66 | 1% | 6% | 30% | 46% | 12% | 5% | 100% |
| Shelbourne | 68 | 0% | 12% | 25% | 40% | 19% | 4% | 100% |
| Saanich Core | 74 | 0% | 5% | 25% | 40% | 30% | 0% | 100% |
| Quadra | 65 | 7% | 5% | 27% | 37% | 20% | 5% | 100% |
| North Quadra | 71 | 0% | 5% | 14% | 57% | 10% | 14% | 100% |
| Tillicum | 69 | 0% | 4% | 22% | 65% | 7% | 2% | 100% |
| Carey | 71 | 2% | 7% | 17% | 50% | 21% | 2% | 100% |
| Royal Oak | 69 | 2% | 5% | 27% | 44% | 20% | 2% | 100% |
| Cordova Bay | 66 | 0% | 3% | 41% | 44% | 13% | 0% | 100% |
| Rural Saanich | 70 | 0% | 0% | 36% | 36% | 18% | 9% | 100% |
| Blenkinsop | 64 | 9% | 14% | 18% | 32% | 27% | 0% | 100% |
| Valid responses: | 469 | | | | | | | |

11b. The District of Saanich government welcomes citizen involvement:

| Average Score (out of 100) | Average score | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | No opinion | Total |
|----------------------------|---------------|-------------------|-----------|------------|------------|----------------|------------|-------|
| All Respondents | 62 | 3% | 7% | 27% | 30% | 11% | 21% | 100% |
| Female | 61 | 3% | 9% | 30% | 30% | 11% | 17% | 100% |
| Male | 63 | 3% | 6% | 25% | 30% | 11% | 25% | 100% |
| 18 to 24 years of age | 100 | 0% | 0% | 0% | 0% | 100% | 0% | 100% |
| 25 to 44 | 63 | 0% | 6% | 30% | 28% | 9% | 27% | 100% |
| 45 to 54 | 62 | 5% | 6% | 25% | 29% | 12% | 23% | 100% |
| 55 to 64 | 59 | 5% | 11% | 25% | 31% | 10% | 18% | 100% |
| 65 to 74 | 62 | 4% | 5% | 33% | 30% | 11% | 18% | 100% |
| 75 to 84 | 68 | 0% | 7% | 25% | 35% | 16% | 18% | 100% |
| 85 years of age and up | 53 | 9% | 9% | 18% | 36% | 0% | 27% | 100% |
| Owner | 62 | 3% | 7% | 28% | 31% | 11% | 20% | 100% |
| Renter | 57 | 0% | 17% | 17% | 17% | 8% | 42% | 100% |
| Cadboro Bay | 59 | 0% | 14% | 33% | 24% | 10% | 19% | 100% |
| Gordon Head | 61 | 6% | 6% | 26% | 31% | 12% | 19% | 100% |
| Shelbourne | 61 | 8% | 6% | 23% | 25% | 15% | 23% | 100% |
| Saanich Core | 64 | 10% | 5% | 14% | 29% | 19% | 24% | 100% |
| Quadra | 62 | 2% | 5% | 32% | 39% | 5% | 17% | 100% |
| North Quadra | 61 | 0% | 10% | 24% | 29% | 5% | 33% | 100% |
| Tillicum | 67 | 0% | 4% | 27% | 31% | 11% | 27% | 100% |
| Carey | 58 | 5% | 10% | 34% | 29% | 10% | 12% | 100% |
| Royal Oak | 66 | 0% | 12% | 23% | 35% | 15% | 15% | 100% |
| Cordova Bay | 68 | 0% | 3% | 28% | 34% | 13% | 22% | 100% |
| Rural Saanich | 55 | 0% | 18% | 36% | 36% | 0% | 9% | 100% |
| Blenkinsop | 63 | 0% | 5% | 29% | 33% | 5% | 29% | 100% |
| Valid responses: | 464 | | | | | | | |

11c. The District of Saanich government listens to citizens:

| Average Score (out of 100) | Average score | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | No opinion | Total |
|----------------------------|---------------|-------------------|------------|------------|------------|----------------|------------|-------|
| All Respondents | 56 | 5% | 10% | 32% | 28% | 6% | 20% | 100% |
| Female | 55 | 6% | 11% | 33% | 27% | 5% | 18% | 100% |
| Male | 57 | 4% | 10% | 31% | 27% | 6% | 23% | 100% |
| 18 to 24 years of age | 100 | 0% | 0% | 0% | 0% | 100% | 0% | 100% |
| 25 to 44 | 57 | 1% | 10% | 35% | 27% | 2% | 25% | 100% |
| 45 to 54 | 58 | 4% | 9% | 28% | 26% | 7% | 25% | 100% |
| 55 to 64 | 53 | 9% | 8% | 34% | 28% | 4% | 16% | 100% |
| 65 to 74 | 50 | 6% | 16% | 37% | 23% | 2% | 16% | 100% |
| 75 to 84 | 64 | 2% | 9% | 26% | 37% | 12% | 14% | 100% |
| 85 years of age and up | 53 | 9% | 18% | 18% | 27% | 9% | 18% | 100% |
| Owner | 56 | 5% | 10% | 33% | 28% | 6% | 18% | 100% |
| Renter | 50 | 8% | 13% | 17% | 21% | 4% | 38% | 100% |
| Cadboro Bay | 47 | 0% | 29% | 38% | 19% | 0% | 14% | 100% |
| Gordon Head | 57 | 6% | 11% | 28% | 30% | 7% | 18% | 100% |
| Shelbourne | 55 | 8% | 14% | 24% | 29% | 8% | 18% | 100% |
| Saanich Core | 62 | 10% | 0% | 24% | 24% | 14% | 29% | 100% |
| Quadra | 55 | 5% | 7% | 34% | 29% | 2% | 22% | 100% |
| North Quadra | 58 | 0% | 5% | 33% | 24% | 0% | 38% | 100% |
| Tillicum | 61 | 2% | 7% | 30% | 30% | 7% | 25% | 100% |
| Carey | 53 | 7% | 10% | 38% | 26% | 5% | 14% | 100% |
| Royal Oak | 56 | 3% | 12% | 39% | 24% | 8% | 14% | 100% |
| Cordova Bay | 60 | 0% | 9% | 34% | 34% | 3% | 19% | 100% |
| Rural Saanich | 50 | 9% | 9% | 36% | 27% | 0% | 18% | 100% |
| Blenkinsop | 53 | 10% | 10% | 30% | 30% | 5% | 15% | 100% |
| Valid responses: | 472 | | | | | | | |

11d. I am pleased with the overall direction that the District of Saanich is taking:

| Average Score (out of 100) | Average score | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | No opinion | Total |
|----------------------------|---------------|-------------------|-----------|------------|------------|----------------|------------|-------|
| All Respondents | 65 | 2% | 9% | 28% | 42% | 14% | 5% | 100% |
| Female | 63 | 2% | 12% | 28% | 44% | 12% | 3% | 100% |
| Male | 67 | 2% | 7% | 28% | 40% | 17% | 6% | 100% |
| 18 to 24 years of age | 50 | 0% | 0% | 100% | 0% | 0% | 0% | 100% |
| 25 to 44 | 66 | 0% | 7% | 30% | 41% | 12% | 9% | 100% |
| 45 to 54 | 62 | 1% | 13% | 31% | 41% | 9% | 5% | 100% |
| 55 to 64 | 62 | 3% | 10% | 31% | 41% | 10% | 4% | 100% |
| 65 to 74 | 65 | 5% | 8% | 24% | 46% | 16% | 1% | 100% |
| 75 to 84 | 76 | 2% | 4% | 16% | 46% | 32% | 2% | 100% |
| 85 years of age and up | 65 | 0% | 17% | 33% | 25% | 25% | 0% | 100% |
| Owner | 65 | 2% | 9% | 28% | 43% | 14% | 4% | 100% |
| Renter | 66 | 0% | 17% | 21% | 21% | 25% | 17% | 100% |
| Cadboro Bay | 57 | 10% | 5% | 43% | 33% | 10% | 0% | 100% |
| Gordon Head | 64 | 4% | 10% | 24% | 42% | 13% | 8% | 100% |
| Shelbourne | 61 | 4% | 15% | 27% | 37% | 13% | 4% | 100% |
| Saanich Core | 69 | 0% | 0% | 43% | 33% | 19% | 5% | 100% |
| Quadra | 64 | 0% | 14% | 29% | 38% | 14% | 5% | 100% |
| North Quadra | 68 | 5% | 5% | 15% | 55% | 15% | 5% | 100% |
| Tillicum | 66 | 2% | 2% | 39% | 41% | 13% | 2% | 100% |
| Carey | 65 | 0% | 17% | 19% | 52% | 12% | 0% | 100% |
| Royal Oak | 71 | 2% | 3% | 22% | 45% | 18% | 10% | 100% |
| Cordova Bay | 69 | 0% | 9% | 22% | 50% | 16% | 3% | 100% |
| Rural Saanich | 66 | 0% | 9% | 27% | 55% | 9% | 0% | 100% |
| Blenkinsop | 61 | 0% | 18% | 36% | 27% | 18% | 0% | 100% |
| <i>Valid responses:</i> | 471 | | | | | | | |

11e. In general, I believe the District of Saanich government is doing a good job:

| Average Score (out of 100) | Average score | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | No opinion | Total |
|----------------------------|---------------|-------------------|-----------|------------|------------|----------------|------------|-------|
| All Respondents | 70 | 0% | 8% | 22% | 47% | 20% | 2% | 100% |
| Female | 69 | 0% | 11% | 21% | 49% | 18% | 0% | 100% |
| Male | 72 | 0% | 5% | 23% | 46% | 23% | 3% | 100% |
| 18 to 24 years of age | 75 | 0% | 0% | 0% | 100% | 0% | 0% | 100% |
| 25 to 44 | 70 | 0% | 5% | 23% | 54% | 15% | 4% | 100% |
| 45 to 54 | 68 | 0% | 10% | 23% | 51% | 14% | 2% | 100% |
| 55 to 64 | 67 | 1% | 8% | 29% | 44% | 17% | 2% | 100% |
| 65 to 74 | 70 | 1% | 8% | 23% | 46% | 22% | 0% | 100% |
| 75 to 84 | 82 | 0% | 5% | 9% | 40% | 46% | 0% | 100% |
| 85 years of age and up | 73 | 0% | 17% | 8% | 42% | 33% | 0% | 100% |
| Owner | 70 | 0% | 8% | 22% | 49% | 20% | 1% | 100% |
| Renter | 70 | 0% | 13% | 25% | 21% | 33% | 8% | 100% |
| Cadboro Bay | 67 | 0% | 14% | 24% | 43% | 19% | 0% | 100% |
| Gordon Head | 69 | 0% | 13% | 17% | 47% | 19% | 4% | 100% |
| Shelbourne | 66 | 4% | 8% | 27% | 40% | 17% | 4% | 100% |
| Saanich Core | 77 | 0% | 5% | 19% | 38% | 38% | 0% | 100% |
| Quadra | 69 | 0% | 5% | 32% | 44% | 17% | 2% | 100% |
| North Quadra | 70 | 0% | 14% | 5% | 67% | 14% | 0% | 100% |
| Tillicum | 73 | 0% | 0% | 30% | 46% | 22% | 2% | 100% |
| Carey | 71 | 0% | 7% | 19% | 55% | 19% | 0% | 100% |
| Royal Oak | 74 | 0% | 5% | 22% | 43% | 28% | 2% | 100% |
| Cordova Bay | 71 | 0% | 6% | 22% | 53% | 19% | 0% | 100% |
| Rural Saanich | 68 | 0% | 9% | 18% | 64% | 9% | 0% | 100% |
| Blenkinsop | 68 | 0% | 14% | 18% | 50% | 18% | 0% | 100% |
| Valid responses: | 469 | | | | | | | |

Question #12-15: Customer Service

12. Have you had any personal contact with a municipal employee over the past 12 months?

| | Yes | No |
|-----------------------------|------------|------------|
| All Respondents (%) | 59% | 41% |
| All Respondents (#s) | 271 | 185 |
| Female | 63% | 37% |
| Male | 55% | 45% |
| 18 to 24 years of age | 0% | 100% |
| 25 to 44 | 54% | 46% |
| 45 to 54 | 59% | 41% |
| 55 to 64 | 0% | 0% |
| 65 to 74 | 0% | 0% |
| 75 to 84 | 0% | 0% |
| 85 years of age and up | 0% | 0% |
| Owner | 59% | 41% |
| Renter | 52% | 48% |
| Cadboro Bay | 60% | 40% |
| Gordon Head | 60% | 40% |
| Shelbourne | 55% | 45% |
| Saanich Core | 60% | 40% |
| Quadra | 61% | 39% |
| North Quadra | 58% | 42% |
| Tillicum | 64% | 36% |
| Carey | 62% | 38% |
| Royal Oak | 56% | 44% |
| Cordova Bay | 65% | 35% |
| Rural Saanich | 45% | 55% |
| Blenkinsop | 68% | 32% |
| <i>Valid responses:</i> | 456 | |

13. What method(s) did you use to contact the municipal employee?

| | % |
|---|------------|
| In person at a Municipal facility | 59% |
| In person in the community (at home, on the street, etc.) | 28% |
| Telephone | 79% |
| Mail | 12% |
| E-mail | 1% |
| Other | 25% |
| Valid Responses (answered "yes" to #12) | 271 |
| No response (answered "no" to did not respond to #12) | 218 |

Note: % column totals more than 100% because respondents could check up to three methods

14a. What was your impression of the municipal employee in your most recent contact:

"I was treated fairly"

| Average Score (out of 100) | Avg. Score | Strongly disagree | Disagree | Neutral | Agree | Strongly Agree | Total | No Opinion |
|----------------------------|------------|-------------------|----------|---------|-------|----------------|-------|------------|
| Agreement | 84 | 2% | 3% | 9% | 29% | 57% | 100% | 4 |
| Importance | 93 | 0% | 0% | 4% | 18% | 77% | 100% | 6 |
| Difference | -9 | | | | | | | |

14b. What was your impression of the municipal employee in your most recent contact:

"Staff were knowledgeable and competent"

| Average Score (out of 100) | Avg. Score | Strongly disagree | Disagree | Neutral | Agree | Strongly Agree | Total | No Opinion |
|----------------------------|------------|-------------------|----------|---------|-------|----------------|-------|------------|
| Agreement | 82 | 1% | 2% | 12% | 34% | 51% | 100% | 6 |
| Importance | 93 | 0% | 0% | 3% | 22% | 76% | 100% | 5 |
| Difference | -11 | | | | | | | |

14c. What was your impression of the municipal employee in your most recent contact

"Staff went the extra mile"

| Average Score (out of 100) | Avg. Score | Strongly disagree | Disagree | Neutral | Agree | Strongly Agree | Total | No Opinion |
|----------------------------|------------|-------------------|----------|---------|-------|----------------|-------|------------|
| Agreement | 74 | 4% | 7% | 19% | 28% | 42% | 100% | 27 |
| Importance | 88 | 0% | 0% | 7% | 32% | 61% | 100% | 16 |
| Difference | -14 | | | | | | | |

14d. What was your impression of the municipal employee in your most recent contact:

"I waited a reasonable amount of time"

| Average Score (out of 100) | Avg. Score | Strongly disagree | Disagree | Neutral | Agree | Strongly Agree | Total | No Opinion |
|----------------------------|------------|-------------------|----------|---------|-------|----------------|-------|------------|
| Agreement | 79 | 3% | 1% | 13% | 39% | 43% | 100% | 64 |
| Importance | 86 | 1% | 0% | 8% | 35% | 55% | 100% | 45 |
| Difference | -7 | | | | | | | |

14e. What was your impression of the municipal employee in your most recent contact:

"I was informed of everything I had to do"

| Average Score (out of 100) | Avg. Score | Strongly disagree | Disagree | Neutral | Agree | Strongly Agree | Total | No Opinion |
|----------------------------|------------|-------------------|----------|---------|-------|----------------|-------|------------|
| Agreement | 80 | 3% | 3% | 13% | 33% | 49% | 100% | 50 |
| Importance | 90 | 0% | 0% | 5% | 28% | 67% | 100% | 33 |
| Difference | -10 | | | | | | | |

Question #16-17: Citizen Involvement & Engagement

16. Please identify up to 3 of the most important ways you learn about municipal government issues?

| | % | #s |
|-------------------------|-------------|-------------|
| Saanich News | 22.5% | 307 |
| Victoria Times Colonist | 17.3% | 236 |
| TV Station | 11.1% | 152 |
| Radio station | 10.8% | 147 |
| Word of mouth | 10.8% | 148 |
| Saanich Website | 8.7% | 119 |
| Community Association | 6.4% | 87 |
| Municipal publication | 4.9% | 67 |
| Staff | 4.3% | 59 |
| Council | 1.6% | 22 |
| From friends at Saanich | 1.2% | 16 |
| Other Newspaper | 0.5% | 7 |
| Other | 0.0% | 0 |
| No opinion | 0.0% | 0 |
| Totals | 100% | 1367 |

17. Please rate the importance of the following ways the municipality can involve you more in decision- making:

| Average Score (out of 100) | Avg. Score (out of 100) | Not at all Important | Somewhat Important | Neutral | Important | Very Important | No opinion | Total |
|------------------------------|-------------------------|----------------------|--------------------|---------|-----------|----------------|------------|-------|
| Community newspaper | 73 | 4% | 5% | 20% | 33% | 33% | 4% | 100% |
| Public opinion surveys | 71 | 2% | 7% | 23% | 35% | 27% | 5% | 100% |
| Community meetings | 68 | 3% | 6% | 26% | 36% | 22% | 7% | 100% |
| Public meetings / hearings | 67 | 4% | 7% | 26% | 33% | 22% | 8% | 100% |
| Referenda | 63 | 7% | 10% | 25% | 22% | 24% | 12% | 100% |
| Community Association | 61 | 6% | 12% | 27% | 27% | 18% | 11% | 100% |
| Contact with municipal staff | 61 | 5% | 10% | 33% | 27% | 16% | 9% | 100% |
| Open-line radio/TV program | 53 | 15% | 15% | 21% | 20% | 18% | 11% | 100% |
| Advisory Committees | 52 | 10% | 15% | 31% | 19% | 11% | 15% | 100% |
| Council Meetings | 51 | 11% | 18% | 29% | 18% | 12% | 12% | 100% |
| Internet discussion board | 43 | 20% | 18% | 22% | 17% | 8% | 15% | 100% |

Question #18-21: Demographics

Note: See Appendix I for responses to demographic questions.

Question #20, #22 and #24 to #27: Lifestyle Questions

20. Type of residence?

| | Survey Sample (#s) | Survey Sample (%) |
|-----------------------|--------------------|-------------------|
| Single Family house | 388 | 82.2% |
| Townhouse | 42 | 8.9% |
| Apartment/Condominium | 42 | 8.9% |
| No Response | 17 | |
| Total | 489 | |

22. Does your household include a pet?

| | Survey Sample (#s) | Survey Sample (%) |
|------------------|--------------------|-------------------|
| Yes – a dog | 106 | 22.5% |
| Yes – a cat | 122 | 25.9% |
| Yes – other pets | 26 | 5.5% |
| No pets | 261 | 55.4% |
| No response | 18 | |
| Total | 471 | |

24. How many children (under 18 years old) are living in the household?

| | Survey Sample (#s) | Survey Sample (%) |
|------------------------|--------------------|-------------------|
| One child | 54 | 11% |
| Two children | 57 | 11% |
| Three or more children | 15 | 3% |
| No children | 363 | 74% |
| <i>No Response</i> | 0 | |
| <i>Total</i> | 489 | 100% |

25. Do you ride a bike?

| | Survey Sample (#s) | Survey Sample (%) |
|--------------------|--------------------|-------------------|
| Yes – to school | 1 | 0.2% |
| Yes – to work | 48 | 10.3% |
| Yes – frequently | 64 | 13.8% |
| Yes – occasionally | 190 | 40.9% |
| No – never | 197 | 42.4% |
| <i>No Response</i> | 24 | |
| <i>Total</i> | 489 | 100% |

26. During the last 7 days, on how many days did you walk for at least ten minutes at a time?

| | Survey Sample (#s) | Survey Sample (%) |
|--------------------|--------------------|-------------------|
| Did not walk | 21 | 4.5% |
| Walked on 1 day | 22 | 4.7% |
| Walked on 2 days | 45 | 9.7% |
| Walked on 3 days | 64 | 13.8% |
| Walked on 4 days | 60 | 12.9% |
| Walked on 5 days | 72 | 15.5% |
| Walked on 6 days | 28 | 6.0% |
| Walked on 7 days | 153 | 32.9% |
| <i>No Response</i> | 24 | |
| <i>Total</i> | 489 | 100% |

27. During the last 7 days, on how many days did you do physical activities like playing sports, exercising, or bicycling for at least 10 minutes at a time?

| | Survey Sample (#s) | Survey Sample (%) |
|---------------------|--------------------|-------------------|
| Did not exercise | 109 | 32% |
| Exercised on 1 day | 32 | 9% |
| Exercised on 2 days | 46 | 13% |
| Exercised on 3 days | 39 | 11% |
| Exercised on 4 days | 37 | 11% |
| Exercised on 5 days | 16 | 5% |
| Exercised on 6 days | 16 | 5% |
| Exercised on 7 days | 46 | 13% |
| <i>No Response</i> | 41 | |
| <i>Total</i> | 382 | |

Appendix IV: Responses to Open-ended Questions

Note: The answers provided below are exactly as submitted by the survey respondent. Only perfectly identical responses have been summarized with a number (e.g. (3)) to indicate the total number of identical responses – only very minor editing and combining of individual responses has taken place.

Question #2: Things that are most liked about living in Saanich

Affordability (3 Comments)

- cheaper
- more reasonably priced housing than Victoria
- reasonably affordable housing compared to region

Amenities (central location, shopping, hospitals, schools, university) (191 comments)

- access
- access to business
- access to necessities like food etc.
- access to schools & universities
- access to services
- access to services (groceries, etc)
- access to shopping (2)
- access to things like shopping areas, ferries & airport
- accessibility to a wide range of facilities here or in other municipalities
- accessibility to amenities (2)
- accessibility to services
- accessible wide spread to shopping
- across to good shopping
- activities are close ie - mall, theater, arena, shopping
- all shops and doctors are in walking distance
- amenities (3)
- amenities such as shopping, medical services, etc
- amount of libraries
- amount of schools
- anything I need can be found in Saanich
- availability of all types of businesses in Saanich
- availability of amenities without excessive density

- availability of shopping, recreation, church, doctors, etc.
- availability to bus, schools & shopping
- being central close to downtown
- broadmead centre & royal oak centre - don't have to go to town
- central
- central and close to town
- central location (2)
- central location to amenities
- central location to downtown/up island/ferries
- choice of restaurants / grocery stores
- close access to ambulance and hosp.
- close amenities, shopping services
- close enough to town
- close proximity hospital, doctor, dentist
- close proximity to all amenities
- close proximity to ammenities
- close proximity to shopping (2)
- close shopping & stores
- close to all amenities (2)
- close to all facilities
- close to amenities
- close to ammenities-schools, shopping, recreation centre, hospital etc.
- close to city - shopping center
- close to downtown
- close to everything (5)
- close to everything - centralized
- close to grocery shop
- close to hospitals
- close to malls
- close to medical facilities, Dr., dentist, hospital
- close to most services

- close to schools & rec centre
- close to schools and grocery stores
- close to schools, shopping, bus routes
- close to shopping mal
- close to shopping (3)
- close to shopping centres
- close to shopping etc
- close to things
- close to Uvic
- closeness to all ammenities
- closeness to parks & shops
- closeness to shopping and Victoria city centre
- convenience
- convenience - shopping, eating out, etc.
- convenience of businesses ie. grocery stores and malls
- convenience of retail
- convenience of shopping
- convenience to retail outlets
- convenience to services
- convenience to services and shopping
- convenience to shopping
- convenient access to downtown, ferries, airport, shopping
- convenient shopping
- convenient shopping within walking distance
- convenient to all shopping
- convenient to everything a retired couple wants
- convenient to shopping (2)
- convieniance to all amenities
- cultural amenities
- distance to shopping
- each day - bank hospital - schools, stores
- easy & close access to all amenities - shopping, groceries, rec centre
- easy & quick access to most amenities in neighbourhood

- easy access to all services
- easy access to airport & ferry & hospital & amenities
- easy access to all amenities < all within 20-30 minute drive
- easy access to everything we need
- easy access to food stores
- easy access to shops
- educational facilities are good
- everything's close by
- excellent private school nearby
- friendly retailers
- good access to services
- good school
- good school system
- good schools (5)
- good selection of businesses
- good services
- great location, convenient, central
- handy to most things
- has all the amenities I need
- hospital and recreation availability
- hospitals are close
- I can walk to downtown
- in my area is close to shopping, downtown & highway
- it is close to all the amenities of a small city
- it's close to all shops and recreation.
- library (2)
- living in the panhandle we are close to all amenities
- living within a region with excellent cultural & educational opportunities
- living within a region with excellent cultural and educational opportunities
- local retail businesses (eg. lack of 'big box stores' allows this)
- location - centrally located
- location - convenience to amenities
- location and shopping
- location to most things
- location/proximity to schools, shopping, etc.
- many libraries
- most amenities available

- near most facilities - shopping - highway
- near to everything
- number of libraries & rec centres
- Peppers & "village" community atmosphere
- proximity to "big city" events
- proximity to all services
- proximity to amenities
- proximity to downtown Victoria
- proximity to downtown Victoria
- proximity to retail outlets
- proximity to services
- proximity to services downtown
- proximity to services, shopping
- proximity to the hospital
- proximity to the university
- quality of Saanich neighbourhoods and shopping centres
- readily available shopping and recreational facilities
- Saanich Centennial Library
- school and university close
- school availability is good
- schools (7)
- schools are good (2)
- shopping
- shopping centres (2)
- shopping is convenient
- shopping on Saturday and Sunday
- short distance to medical, dental, and all services
- small town feel and all the amenities
- store
- the area- I'm far enough and close enough to everything
- the convenience to bus line; Tillicum Mall for shopping & grocery store (Safeway) - also the medical clinic on Burnside
- the library
- the library system
- the present malls are nice size for our shopping needs
- the schools are accessible
- the University
- Tillicum Mall

- tremendous variety of retail outlets
- variety of shopping
- walking proximity to variety of markets, cinema, schools including UVIC
- we live close to all the things we need

Green space: environment, air, water (105 comments)

- ability to interact with nature & wild animals
- above average amount of green space/parks
- access to ocean areas
- adequate green spaces
- air seems clean
- amount of greenspace and parks, geographical nature of Saanich
- appropriate density-green spaces for population
- being healthy
- clean
- clean & healthy area to live
- clean air (6)
- clean air and space
- clean and healthy environment
- clean environment
- cleanliness
- environment (3)
- environment environment - parks, recreation facilities
- few highrises which block views - light
- fresh air (2)
- good environment, lots of parks, trails, beach
- good fishing
- gorge waterway
- green areas
- green everywhere - parks, trails, water
- green space (8)
- green space - nature
- green space (Swan Lake, Elk Lake, Lochside Trail)
- green space / parks
- green space and parks
- green spaces (9)
- green spaces and paths
- green spaces ie parks, beaches
- green/blue spaces

- greenness, parks, (goose, playfair)
- greenspace
- greenspace/parks
- greenspace/parks in general
- lots of green space
- lots of green space & parks
- lots of green space, trails
- lots of green spaces and clean everywhere
- lots of open spaces
- lots of trees (2)
- lovely environment
- low density (could be ruined by overdevelopment!)
- many nice walks
- my neighbourhood's balance between green/natural space & proximity to services
- my neighbourhood's green/natural space and proximity to services
- natural beauty
- natural beauty and parks
- natural environment
- nice and clean
- nicely treed areas and cleanliness
- open
- open areas (around Lambrick school)
- open space (4)
- open spaces & beautiful plantings by roads
- open, treed environment
- overall environment incl. nature and parks
- parks, ocean, lakes, hiking & cycling. Access to natural environment.
- pleasant green environment and well kept properties
- quality environment - tree's / lake
- rural forests and lakes
- scenic - lots of trees
- space (2)
- the fresh air and open spaces
- the green spaces
- the greenspace in the community.
- the proximity of nature: parks and sea, lots of gees
- trees (2)
- trees left to grow
- trees still exist here

- trees, plants along the roadways
- we have lots of green space
- wide open spaces
- wonderful landscape

Location: ocean, climate, layout (151 comments)

- access to beaches
- access to ocean (2)
- access to public beach
- access to services eg. downtown, airport, etc
- access to the beach
- accessible to city amenities
- away from downtown core hustle and problems
- beach access
- beach walks
- beaches (2)
- beautiful
- beauty
- being near water
- being so close to water
- central (2)
- central area
- central location (4)
- central location (convenient)
- central location = easy access to town, ferry & West Shore
- central location to all amenities & ferries
- central to a lot of things that we like to do; walking & driving
- central to all areas
- central to everything
- centrally located
- centrally located so everything close by - airport, ferry, downtown, etc
- climate (13)
- climate (xmt winter)
- climate / weather
- climate and mostly friendly people
- close proximity to elk/bever lake and ocean
- close to airport and ferry
- close to downtown/central location
- close to ferries, airport and Victoria downtown
- close to Gorge water, good facilities, friendly area

- close to Island Hwy
- close to my job
- close to ocean
- close to ocean/lakes
- close to transportation routes - ferries - town - up island
- close to Victoria, etc. amenities
- close to work (2)
- close to work - ride bike back and forth from work in 20 mins
- closeness to all facilities
- closeness to work & school (easy travel)
- closeness to work & schools
- convenience to downtown
- convenience to ferry & airport
- convenient location
- distance to walk to downtown
- ease of access to all of Greater Victoria
- easy access to all regions
- easy access to downtown
- far from work
- geographic variety
- I can walk to the Gorge Waterway
- if we lived in Saanich for 20 years and would not be willing to live anywhere else
- it is central to everything
- It's an intermediate zone between the downtown core & more rural areas
- it's beautiful
- it's close and easy to get to the country side
- lakes & beaches
- local beaches
- location (8)
- location - central location allows for convenient travel by car or bus to downtown & ferries & airport
- location re: distance to city-beach
- location to everything in Victoria
- mild climate (3)
- moderate weather
- my location - very few rental units - none transit population
- natural environment
- newer, high quality homes
- nice area

- ocean (Gyro Park) 5 min walk
- oceanview at my place
- parks and beach access
- parks, ocean/lakes, hiking & cycling trails. access to natural environment
- physical beauty, scenery of area
- pleasant climate at most times
- proximity to airport/ferry
- proximity to beaches
- proximity to Blenkinsop Valley
- proximity to city, ferries and airport
- proximity to downtown
- proximity to downtown and other communities
- proximity to downtown core
- proximity to downtown without usual city issues
- proximity to everything
- proximity to facilities
- proximity to farm produce
- proximity to Mt Doug Challenge Program
- proximity to my workplace(s)
- proximity to ocean
- proximity to parks, rural areas, bike/walking paths, lakes
- proximity to the city w/o city problems & lots of access to trails and parks
- proximity to the water
- proximity to town & Sidney, etc. - centrally located is ideal
- proximity to Victoria
- quick access to downtown, ferries, airport
- quick access to highways
- reasonable size
- Rithet's Bog
- scenery (2)
- size
- Swan Lake, Rithet's Bog, Elk & Beaver Lake, Christmas Hill
- the central location
- the central location to all other municipalities
- the climate
- the climate suits me well
- the climate, but not this year
- the Gorge, Colquitz area
- the ocean (2)

- the proximity to the beautiful Gorge Wilkinson & its gardens
- the temperate climate
- the weather (3)
- very close to the city
- views
- weather (3)

Municipal services, staff and council (126 comments)

- activities of Saanich
- adequate facilities
- beautification projects in neighbourhoods
- beautiful street dividers/boulevards
- bike lanes
- bike paths
- bike paths & routes
- boulevard beds of flowers & shrubs
- brancj pick-up
- city services
- civic infrastructure
- clean (4)
- clean municipality
- clean neighbourhood. appreciate the leaves taken away
- clean streets
- clean up road service
- cleanliness (3)
- compost centre at McKenzie
- continuous upgrad of roads, planters, etc
- council with well-thought-out priorities, local community support
- crosswalk lights new ones done well
- District of Saanich website very user friendly
- excellent garbage men
- excellent garbage pick up
- excellent Mayor & Council
- excellent municipal services
- excellent tap water
- feel growth is kept with residents involved
- floral displays, landscaping is excellent
- flower beds at intersections & trails

- flowers and gardening on Saanich roads and intersections
- flowers/gardens planted on city property are lovely (eg along the Gorge)
- garbage & recycling pick-up
- garbage pickup (2)
- garbage/recycling service
- garden areas - special plantings in municipality
- garden recycling
- garden waste depot on McKenzie
- garden waste drop off
- general care of our buildings, parks, etc.
- generally pro-cyclist (at least more than Victoria)
- good communication of what's going on
- good fire department
- good garbage & recycling services
- good local government
- good maintenance - roads; parks; all public buildings
- good mayor
- good Mayor -Council & municipal staff
- good municipal services
- good police and fire departments
- good police, fire & other emergency services
- good refuse service
- good road sinage
- good roads
- good services - recreation - police
- good services and maintenance
- good services from council when required
- good size of many lots
- helpful staff at hall
- infrastructure (2)
- it has great garbage pick-up service
- it is a very well managed municipality
- landscaping/flowers in public areas
- local government
- lot sizes, well maintained roads

- magnificent public gardens
- maintained streets
- maintenance
- maintenance of flower beds and parks
- most bylaws make sense
- mtce of services
- municipal services (2)
- municipal services such as garbage, recycling
- municipality is well-administered
- no parking meters
- no parking problem re oversized vehicles
- overall decent level of infrastructure services
- pick-up of garbage at house
- planted up medians (flowers)
- pleased with the ("Councils") over the years
- plenty of off leash areas for dogs
- police & fire
- police & fire services
- police, fire department, ambulance services - great!
- quality of municipal services ie garbage collection, yard waste
- reasonable services
- recycle depot for garden-grass waste
- recycling & garbage
- recycling pickup
- recycling program (2)
- recycling yard a great benefit
- respected & responsive police & fire depts, and public works people
- responsiveness of city hall e.g. street lights, dead trees
- Saanich flower gardens
- Saanich has good bylaws and laws in place it is a good way to live
- Saanich is a well run, well maintained municipality (resident for 45 years)
- safe sidewalks, good street lighting, crosswalks controlled
- satisfaction with Public Works Yard on McKenzie
- services - easy access to bus, ferry, airports, good garbage and recycling etc.

- services provided
- several council members are environmentally progressive
- the ability to communicate with "movers 'n shakers"
- the committed municipal workers and the beautiful results ie. garden beds
- the ever-present cleanliness
- the flowering islands around the streets in summer
- the garden refuse drop off at McKenzie & Quadra
- the Parks Board maintenance and beauty of environment
- the solid, responsible leadership
- the staff are very hard working (need more staff - less management)
- there is cleanliness and good parking
- traffic calming in my neighbourhood
- water cheaper than other places
- water quality high
- water service & qulaity
- well maintained
- well managed
- well run community with sports facilities, libraries etc.

Parks and trails (209 comments)

- access to good parks/trails
- access to parks and Gorge Walkway
- access to parks like Mt Doug or Swan Lake
- access to parks, trails
- access to trails
- access to trails and park facilities
- accessibility to running trails in Cedar Hill Golf Course
- accessible wide spread to parks/recreation
- addition of bike trails - Lochside trail
- all the parks, playgrounds & green space
- and hiking trails
- availability of parks/recreation
- Available hiking trails
- beautiful parks (2)

- being close to Lochside trail system
- bicycle trails
- bike lanes
- bike trail (4)
- bike trails and paths
- biking and hiking trails
- Cedar Hill Golf Course trail
- close proximity to hiking / lakes
- close to beautiful parks
- cycle trails
- cycling
- development of parks, facilities for minor sports
- easy access to Galloping Goose and Lochside Trails
- easy access to parks & trails
- Elk/Beaver Lake park areas
- Elk/Beaver Lake, Mount Doug Park/ all parks
- excellent parks and recreation facilities
- facilities & parks
- Galloping Goose (2)
- Galloping Goose / Lochside trails / bike route
- Galloping Goose and other bike trails
- Galloping Goose Trail (5)
- Galloping Goose Trail - need more trails
- gardens, parks, and bicycle trails
- Glendale Gardens
- good parks (2)
- good parks and trails for walking and bike riding
- good parks but not enough
- good trails, parks etc.
- good walking trails
- good walking/recreation areas
- goose is close
- goose trail
- great parks & trails - recreation centres
- great trails
- great walkways and parks
- Gyro Beach/Park
- hiking trails close by
- I like all the parks
- I like the short trails (walking & biking) that connect streets and parks, so I don't need to walk on streets with heavy

- traffic (exhaust fumes aggravate my asthma!)
- it's parks
- kid's parks
- living close to Beckwith Park
- Lochside Trail
- lots of attractive places to walk
- lots of great walking areas
- lots of parks (4)
- lots of parks & trails for walking & biking
- lots of parks & wetlands
- lots of parks and trails for walking and biking
- lots of places to walk dogs
- lots of recreational sites
- many hiking trails- especially Centennial Trail
- many parks
- many parks for people with different interests
- many walking/hiking trails
- Mount Doug Park
- Mt Tolmie
- Mt.Tolmie & Mt.Doug
- multitude of parks and walking trails, libraries and sport facilities
- municipal parks, Sierra Park perennial garden
- Mystic Vale
- natural beauty - high density of forested & trail areas
- nature trails\parks
- nice parks
- outdoor opportunities
- park & other open spaces
- Park and walking trails
- park space
- parkland, including walking trails
- parklands being kept that way
- park-like setting - I love the deer and wild animals
- parks (25)
- parks - green space
- parks - lots of them so close at hand
- parks & green spaces
- parks & the recreation facilities
- parks & trails (3)
- parks & trails & greenspace
- parks & walking trails
- parks (particularly Mt. Doug)

- parks / beaches
- parks /green spaces
- parks and green areas - esp Christmas Hill / Swan Lake
- parks and lakes
- parks and playgrounds (2)
- parks and recreation (2)
- parks and trails (3)
- parks are good, with walking trails
- parks are great & kept clean
- parks areas
- parks in Saanich
- parks near-by
- parks nearby ie. mount doug
- parks, especially natural spaces like Mt. Doug
- parks, trails
- parks, trails, beaches
- parks, trails, bike routes
- peace and quiet neighbourhood
- Playfair Park
- plentiful parks
- prks and green space
- proximity to nature (parks)
- proximity to parks, especially Mt Douglas
- proximity to parks, rural areas / walking paths, lakes
- recreation and park areas are well situated and offer an abundant opportunity for many interests to be followed
- running around Elk Lake
- the beautiful Rutledge Park near my home
- the beauty of parks and golf courses
- the many parks
- the many well-maintained parks
- the parks
- the parks (esp Mt Doug)
- the parks and green spaces
- the parks/trails and beaches
- the Saanich Parks
- the trails available for walking through parks and greenspace
- there are a couple of parks within walking distance of my home & lots within driving distance
- trail systems
- trail systems & parks

- trails (3)
- trails & parks
- trails (connected) walking & cycling opportunities
- trails for cycling, walking & running
- trails for walking & biking
- very good parks systems
- walking
- walking in bever lake park
- walking in parks
- walking path (4)
- walking routes
- walking trails (10)
- walking trails - Galloping Goose
- walking trails & parks
- walking trails & rural proximity / atmosphere on those trails
- walking/riding trails
- well kept parks & flower beds
- well maintained parks

Quiet, comfortable, friendly

(111 comments)

- "community" - sense of
- area we live in quiet
- calm, friendly residents, very passive though
- calmness and serene surroundings
- community (3)
- community living
- community pride
- community spirit
- community spirit/connectedness
- community/family friendly
- easy lifestyle
- fairly quiet
- fairly quiet at nights
- friendliness (2)
- friendly community
- friendly neighbourhood (2)
- friendly neighbours (2)
- friendly people (5)
- friendly people live in Saanich
- friendly people/neighbours
- friends are here
- generally good neighbourhoods
- good neighbors (2)
- good neighbourhood (2)
- good neighbours
- great neighbours
- great people

- I like the peace & quiet
- I love living in Cadboro Bay!
- it is a quiet place to live in
- it's relatively quiet
- it's residential nature
- like my neighbors, whether it be personal or business
- many nice neighborhoods
- most home owners take care and pride in their homes & yards
- most people look after their houses and yards
- my area - ten mile point
- my house, lot, ambience
- my neighbourhood
- my neighbours
- my neighbours, the one's who have been here like me some for up to 45 years
- my quiet neighbourhood
- neighbourhood
- neighbourhood relations
- neighbourhood, neighbours, block watch
- neighbourhoods
- neighbours
- nice & quiet & clean
- nice neighbourhood
- nice neighbourhoods (3)
- nice people
- pace of life
- pace of life is good
- peace (2)
- peacefulness
- peaceful, no noise
- people
- pleasant neighbours
- pleasant residential areas (2)
- quality of life
- quality of residents
- quiet (8)
- quiet and not too busy a street
- quiet and pretty
- quiet most of the time in my area
- quiet neighborhood most of the time
- quiet neighbourhood & close to services
- quiet neighbourhoods (2)
- quiet residential living
- quiet street
- quiet streets
- quietness

- quite and peaceful
- relative peace & quiet
- relative peace and quiet of area
- relatively quiet (2)
- residential focus
- residents are friendly and without major problems
- spirit in the community
- the feeling of community
- the good mix of people of various ages and cultural backgrounds
- the people (3)
- the quiet and peacefulness in residential neighbourhoods.
- the roads, tree's and the community feel
- very quiet neighbourhood

Rural / urban balance

(90 comments)

- a rural feeling (but it isn't)
- agricultural land reserve eg Blenkinsop Valley
- architectural variety (not a cookie-cutter suburb)
- away from the city
- balance & urban & rural
- balance between rural & urban developments
- close to town and to country
- combination rural / urban
- controlled building
- convenience that you are close yet far enough away to enjoy quiet life
- country areas mingled
- country life style
- country like areas
- diversity of areas - urban-rural
- diversity of landscape (residential, farming)
- diversity of neighbourhoods-rural farms, beaches, shopping etc.
- great community living - not big city
- I can have a rural feel close to amenities
- it is a rural, yet semi-urban place
- it is not a crowded place to live in
- it still has a bit of rural character
- it's a large diverse area
- lack of density in developments - but that is changing
- large lots
- largely suburban density
- lots of low-density housing - not a crowded feeling - housing more concentrated in areas to protect farms/greenspace
- low density of housing
- low population
- low-rise buildings
- mix of rural and residential
- mix of rural and urban areas
- mixture of urban & rural
- more rural than urban
- mostly a housing area with wonderful gardens
- near the city but with a country "feel"
- nice rural areas
- no high rise apts, or office blocks
- non congested rural-like atmosphere
- not overly developed
- not too ritzy not too drab
- great floral displays
- open space atmosphere
- parks, green space, mix of housing & agriculture
- preservation of rural/agricultural areas (urban containment boundary)
- rural
- rural ambience
- rural areas (2)
- rural areas are not crowded
- rural areas nearby
- rural aspects -farmland agriculture (ex.panama flats)
- rural atmosphere (5)
- rural atmosphere but close proximity to Victoria
- rural character
- rural environment
- rural farms
- rural feel (2)
- rural like atmosphere
- rural nature of northern portion of the municipality
- rural regions

- rural setting
- rural setting - space!!
- rural spaces
- rural-like atmosphere
- scenic drives
- semi rural
- semi rural areas
- semi-rural atmosphere in many areas of Saanich
- semi-rural setting
- small, not like a big city
- spaciousness
- still able to see some country settings
- still fairly rural
- still maintains some rural character - lots of greenery and parks
- the rural "feel"
- the rural parts
- there are no high rise condo/apartment buildings close to me
- there are very few highrise apartments
- there is still close proximity to rural living
- treed surroundings
- urban conveniences in a semi-rural setting
- urban forest - the skyline
- variety of environment: farm to urban
- variety of neighbourhoods - urban / rural
- we are in the city and outside of thick
- well balanced for residential and commercial

Safety: low crime, security

(64 comments)

- clean & safe community
- degree of safety for seniors
- effective police force
- effective policing
- emergency responds time is good
- excellent police & fire dept
- excellent police force
- feeling of security/personal safety
- feeling safe in the community
- general safety of Gordon Head

- good neighbourhood, low crime rate
- good police
- good police force (no scandals)
- high security-low crime
- law & order
- like the feeling of safety and lawfulness
- little crime (low)
- lo crime
- low crime - high personal safety
- low crime rate (5)
- low crime/safe neighbourhoods
- police presence & response
- police programs for youth
- policing (2)
- proliferation of blockwatch & management of BW
- relatively safe
- relatively safe neighbourhood
- relatively safe place to be
- safe (6)
- safe - good fire and police
- safe environment (2)
- safe neighborhood
- safe neighbourhoods
- safe place to live
- safe, calm place to live
- safer than downtown victoria
- safety (9)
- safety and security
- secure feeling
- security (3)
- security, lower crime rate
- the quiet suburbs that are safe and well maintained
- well policed

Transit services, good traffic flows (70 comments)

- access to bus route to downtown
- access to highways to Oak Bay and Island mouth
- access to other facilities, ie airport, ferries etc
- bus access to downtown
- bus exchange
- bus routes (4)
- bus service
- bus service (from Royal Oak Interchange)
- bus service is excellent

- bus transport
- central - Gordon Head
- central to all areas of Greater Victoria
- close to airport, ferry, galloping goose
- close to bus stop/grocery shopping
- close to Victoria downtown
- convenient location to ferries, downtown & up island
- convenient to work-downtown
- convenient transit bus schedules
- ease of getting around
- easy access to airport, ferries, and Victoria
- easy access to ferries
- easy access to highways and down town
- easy access to major routes from our home
- easy driving
- easy to get around by vehicle or bus
- excellent bus service
- frequent bus service in my area
- generally easy traffic flow
- good bus routes
- good bus service (4)
- good bus services - easy access to food stores / liquor / nuts & bolts services / theatres etc
- good road system
- good transportation access
- I like the minimum travel time to get around
- I love the traffic circles in residential neighbourhoods
- less congested than downtown
- less congested than downtown
- less congestion
- less road congestion than downtown or Colwood or Langford
- limited traffic
- little traffic on our street
- location; easy access to downtown, highway, trails, hospital
- low traffic congestion

- main roadways, close to or easy access to all other areas.
- mobility features ie handy dart, bus service
- my location affords easy access to highways - airport - ferry
- no traffic concerns
- not more than 15/20 minute drive to any day to day things
- proximity to downtown, parks
- proximity to work and amenities
- public transport schedule
- quick acces to main roads
- reliable bus service
- short travel time to the downtown area and ferry terminal
- smooth traffic flow
- the access to downtown (on the bus)
- the lack of congestion
- traffic
- traffic moves slower than mainland
- transit (2)
- transit is decent
- transporation very good
- transportation

Recreation facilities

(99 comments)

- access to quality parks & recreation centers
- access to recreation centres and trails
- accessibility to Commonwealth Place
- activities
- ammenities such as rec centers & libraries
- amount of gyms, etc.
- available programs
- Cedar Hill Golf Course
- close proximity to recreation from almost anywhere
- close to commonwealth pool & library
- close to excellent recreation centre and library
- commonwealth center - recreation programs
- commonwealth centre
- commonwealth place

- commonwealth pool (2)
- commonwealth recreation centre
- community centres offer a lot of programs
- excellent recreation facilities
- excellent recreation facilities and libraries
- fairly good recreation programs (especially for young children)
- family support (programs, recreation etc.)
- golf
- golf courses
- good recreation facilities
- good recreation options
- good recreational facilities (2)
- great rec centres
- great recreation centres
- great recreational centres
- great recreational facilities
- handyness & quality of rec centres
- has good parks & recreation facilities
- it has several recreation centres to choose from
- leisure centres & libraries
- lots of liesure and health based centers
- lots of recreation centres
- many recreation facilities
- nice recreation centres
- parks & recreation facilities
- parks and recreation ie. Pool - Elk Lake - Swan Lake
- playgrounds
- programs available to children
- programs in rec
- proximity to Commonwealth Centre
- rec centers
- rec centres (6)
- rec centres & tennis courts - several available is ideal
- rec centres close by
- rec centres, libraries etc.
- rec centres-especially cedar hill
- recreation (6)
- recreation and sports facilities
- recreation centers (2)
- recreation centers great investment in well being!

- recreation centres (7)
- recreation centres/programs
- recreation facilities (6)
- recreation facilities, libraries
- recreation opportunities
- recreation services
- recreation/sports fields
- recreational activities
- recreational activities (Hiking, parks etc)
- recreational areas
- recreational facilities (2)
- recreational facilities / schools
- sports
- sports programs
- the rec centres facilities
- the recreation centre
- the recreation centres for the public.
- the recreational and activity programs, centres and parks and trails
- variety rec centres, library, services
- well-run recreation centres

Low taxes (22 comments)

- acceptable municipal taxes
- control of amount of property taxes we pay
- decent taxes
- good services for the taxes we pay
- good value for taxes
- low taxes
- lower taxes
- lower taxes than other places
- property tax is reasonable
- reasonable taxes (6)
- reasonable taxes for services provided
- stable property tax charges, year to year
- taxes are reasonable (2)
- taxes are relatively reasonable
- taxes less than Oak Bay
- taxes not too high

Other (53 comments)

- appears to value heritage property/trees
- beautiful areas within the District
- becoming more dog friendly
- being alive

- building height low
- commitment of people to the environment
- communities (sports ex: Lakehill Soccer)
- community groups
- concern for environment
- convenience
- diversity
- diversity of building structures - not cookie-cutter like many cities
- has not been over developed
- healthy living program support including "green initiatives"
- it isn't in the city
- it's not right downtown
- large, diverse area with many interesting neighbourhoods
- larger lot sizes
- less costly than Oak Bay
- like the variety of neighborhoods and architecture
- local food and local farms
- locally grown vegetables
- lot less "street people"
- more privacy

- multifamily dwellings -(2-4 stories max).
- music in parks
- my home
- my location - each home is different and fairly new
- no high rises
- no parking meters
- not as uptight and "bylaw crazy" as Oak Bay
- not close to downtown Victoria; away from social problems; safety
- not really busy
- not using pesticides in public gardens
- nothing anymore (we live in Saanich 43 years) our children went to Prospect Lake, Beaver Lake, Royal Oak and Claremont School / it was safe then - it is a disaster today - overcrowded smaller properties
- population density low
- quality of homes and neighbourhoods
- reasonable restrictions on dogs in parks and beaches

- relative freedom from street related problems (homeless)
- relatively low population density
- residential
- residential areas not all being swallowed by developers
- residential lot sizes (bigger than most communities)
- single family dwellings -some duplexes/suites
- social support programs
- the CRD overall is a beautiful place to live
- the OCP's focus on smart growth
- the wild life and flower gardens at intersections
- traditional single family neighbourhoods
- variety of housing
- variety of neighbourhood styles
- very few bars pubs
- we love it here but our address is victoria and so is yours

Question #3: Things that are most disliked about living in Saanich

Note: The answers provided below are exactly as submitted by the survey respondent. Only perfectly identical responses have been summarized with a number (e.g. (3)) to indicate the total number of identical responses – only very minor editing and combining of individual responses has taken place.

Affordability (21 comments)

- affordability for young people, families, elders. diversity of future pop.
- cost of housing
- cost of living (2)
- expensive
- expensive real estate-hard for young families to buy
- ferry costs
- gas prices aren't very competitive
- hard to find acceptable places to rent/buy
- hi cost of owning or buying a house
- high cost of housing
- high house prices
- high rents
- housing costs high
- not enough low cost housing
- price of houses too high
- retail pricing on most everything, exceeding that on mainland
- the cost of living.
- to expensive
- unaffordable rents
- very expensive to live in

Bicycle infrastructure- lack of (29 comments)

- bike lanes on major roads ie Shelbourne
- bike paths inconsistent - they just "end" without logic - need bike route as a serious transport option
- central biking and walking trails to central services
- cyclists on Blenkinsop
- few bicycle lanes
- few bike paths
- few bike routes

- increasing bikes on the roads
- I would ride my bike if there were more consistent bike lanes
- lack of bicycle lanes
- lack of bike access
- lack of bike lanes
- lack of bike lanes on roads
- lack of connecting cycling trails
- lack shoulders on roads for bicycles
- more bike lanes eg. north & south near Shelbourne eg. McKenzie from Cedar Hill X Rd to Shelbourne
- narrowing of lanes traffic calming obstructions bike lanes
- need more bikepaths
- not enough bicycle infrastructure
- not enough bike lanes (2)
- not enough cycle trails
- not enough safe biking routes
- not safe for bike commuters
- safe cycling
- separate bike lane and pedestrian lane in parks
- separate bike lane and pedestrian lane in parks
- Shelbourne St. too narrow for four lanes of traffic as well as bicycles
- some dangerous bike routes

Bylaw enforcement-lack of (43 comments)

- also our neighbour refuses to keep her side of hedging trimmed back from lane which is our driveway and won't allow us to do so (nightmare!)

- avoidance of dealing with issue of illegal "in law suites" and ensuring parking, etc problems.
- bad night-time air quality from wood stoves
- basement suites
- bicycles speeding on Lochside Trail
- businesses being run out of the "family" dwelling
- bylaw enforcement (Neighbour uses Saanich to harrass me)
- bylaws very strict
- excessive number of vehicles parking on roads, not in driveways
- Halloween Night disturbances
- illegal rental suites (with no parking for some)
- illegal suites (3)
- kids & students partying & littering in parks " Gyro"
- lack of Bylaw enforcement (clearing sidewalks & parking lots - from snow)
- lack of enforcement on illegal suites
- lack of noise bylaw (vehicles without mufflers)
- lack of noise pollution controls adjacent to Pat Bay Highway
- lack of strict bylaws re tree cutting
- lambrick skate board park - very noisy, a lot of damages
- laws need to be more strictly enforced
- lengthy delays in action by Saanich on complaints by property owners re:

- neighbours unlawful building or activities
- no legal secondary suites
- no rules for the upkeep of private property - ex. neighbours yards with trash, garbage and abandoned cars that are an eyesore.
- noise (2)
- noise from leaf blowers and outside hot tubs
- noise from Pat Bay Hwy - no barriers near Haliburton
- noise level is high - especially teenagers from nearby college & univ
- noise pollution (dogs barking & constant sirens)
- not allowing suites
- not doing anything about drug dealers across street
- old furniture left along streets
- over regulated ByLaws
- residential street parking
- Saanich's inability to curtail non-conforming businesses ie MacNutt's Composting
- slum landlords (don't maintain yards or buildings or care about being neighbourly).
- some people's messy yards (they are garbage dumps)
- the sometimes "loose" monitoring of development
- the vacant/unkept buildings/houses on Inverness
- too many cars parked on public streets
- vehicles allowed to be parked in travel lanes

Sense of community- lack of (9 comments)

- a sense of community identity apart from Victoria
- could use more community spirit
- lack of distinctive neighbourhoods
- loss of small community feel
- low intensity of community & neighbourhood interaction / relations

- nimby attitude re sewer and/or other needed services
- no city centre, no central meeting place for community
- Saanich has no identity. people say "I live in Oak Bay" or "I live in Victoria" Nobody says "I live in Saanich" we are known as the "cut through" neighbourhood
- sense of community

Sewage treatment- lack of (5 comments)

- sewage disposal (for the whole of Victoria & districts)
- sewage issues
- sewage treatment (2)
- would like sewer

Animal control- unleashed dogs, animal waste pickup, dangerous dogs (22 comments)

- check the pet park
- deer management needs to become an actioned issue
- dog droppings from homeowners not cleaning it up
- excessive deer population
- high fees if your dog is impounded
- horse droppings on trails and dogs off leash on trails
- lack of wildlife control, deer and geese
- large number of deer that eat my flowers, garden
- more dog excrement pickup stations (bags, etc.)
- no abatement program for uncontrolled populations of deer, crows.
- no goose control at Elk or Beaver Lakes
- no plan for wildlife control deer huge problem now bunnies
- pitt bull dogs
- too few dog allowances (leash free parks/beaches)
- too lenient about dogs = roaming free on streets
- too many cats that wander free. we licence our dog &

- pick up after her & have her leashed
- too many deer
- too many deer - culling should be done
- too many deer eating our vegetables
- too many dogs running loose & droppings everywhere
- too much litter & dog droppings (2)

Downtown – like amenities- lack of (26 comments)

- coffee shops limited to major corridors.
- commercial services - sparser than nearby communities
- distance from downtown activities
- far from Costco, Superstore
- lack of a "core" (~Uptown??)
- lack of bookstores
- lack of city centre for Saanich
- lack of cultural amenities (and we don't support those in the city - Victoria- to the extent we use them)
- lack of good shopping centres
- lack of quality restaurants
- lack of shopping strip and associated parking
- limited good restaurants locally
- local music/entertainment centres
- more communities with walkin distance amenities - store, etc
- need a bowling alley
- need more funky restaurants
- need more independent coffee places open in evening
- no CIBC close by
- no good shopping centre in Gordon Head. University Highs is too boring
- no heart or central core
- no town centre (2)
- not easy to shopping if on foot
- not enough good restaurants
- not enough good resaturants around
- public entertainment

Garbage /recycling pickup schedule and yard drop-off hours- poor (23 comments)

- biweekly garbage & recycling pickup
- bi-weekly garbage pick-up causes unpleasant summer smells
- bi-weekly recycling/garbage program
- constantly changing garbage pickup day of the week
- garbage (2)
- garbage collection
- garbage collection (should be every week)
- garbage collection needs to expand
- garbage pickup, bi-weekly in July & August (would like weekly)
- garden waste program
- incomplete recycling program
- infrequent garbage pickup- once every 2 weeks is too little
- litter all over especially on recycle days
- limited garbage pick up
- more days for leaf pickup
- need for more frequent garbage pick up
- need improved recycling program (like Oak Bay)
- no including more recycle items to be picked up
- no yard waste pickup several times per year
- slow pickup of leaves
- the leaves don't get picked up!!! - It's January PLS
- too infrequent garbage pickup in summer

Sidewalks (lack of)

(106 comments)

- & some cutdown at corners are difficult
- Cedar Hill Rd. no curbing on walkway to Doncaster School
- condition or lack of sidewalks
- deplorable state of some sidewalks (Burnside at Tillicum weeds growing)
- few sidewalks

- few sidewalks - poor walkability
- few sidewalks in residential area
- lack of adequate sidewalks
- lack of proper sidewalks on some roads
- lack of sidewalks (20)
- lack of sidewalks - eg. Cedar Hill, Carey
- lack of sidewalks & dangerous intersections
- lack of sidewalks and cross walks in some areas
- lack of sidewalks and very uneven sidewalks
- lack of sidewalks for pedestrians (2)
- lack of sidewalks for safe walking on busy roads
- lack of sidewalks in areas
- lack of sidewalks in certain areas (Maplewood/Blenkinsop)
- lack of sidewalks in Gorge area
- lack of sidewalks in low income areas or rural
- lack of sidewalks in many areas
- lack of sidewalks in neighborhoods; not safe to walk with children
- lack of sidewalks in neighbourhoods
- lack of sidewalks in some areas
- lack of sidewalks in some areas, poor street crossing
- lack of sidewalks in some areas, poor street crossing areas
- lack of sidewalks in some busy routes (this is improving!)
- lack of sidewalks on side roads
- lack of sidewalks on side streets
- lack of sidewalks on small streets
- lack of sidewalks, especially in 40-yr-old subdivisions
- lack of walkable neighbourhoods

- lack of walking (sidewalks), hiking areas
- limited sidewalks on streets
- limited sidewalks
- many areas aren't pedestrian friendly (no side-walks)
- minimal sidewalks
- more sidewalks
- more sidewalks need to be constructed
- more sidewalks on side streets
- more sidewalks!
- narrow roads, no sidewalks, no street lighting on 10 mile point
- need better sidewalks - improve some of the existing ones and add more of them
- need for more sidewalks
- need more sidewalks
- need sidewalks
- no sidewalk on our street/neighbouring street
- no sidewalks (6)
- no sidewalks - even on busy streets
- no sidewalks in many areas
- no sidewalks in some areas - bad for children & economy (ie Tudor Ave)
- no sidewalks on most side roads
- no sidewalks on most side streets
- no sidewalks, dangerous
- not at all pedestrian-friendly - too dangerous to walk in many places.
- not enough good side walks!! (on connector roads - not necessary on side roads)
- not enough side walks (4)
- not enough sidewalks on busy streets
- not enough sidewalks or controlled x-walks.
- open ditches, no sidewalks
- other streets get new sidewalks except Claremont between Wesley and Cordova Bay Rd
- overgrown sidewalks (rose bushes) etc
- poor / no sidewalks

- poor or non-existing sidewalks
- poor sidewalks
- poor sidewalks ***roads***
- poor sidewalks and or safe walking lanes or paths
- poor sidewalks on Harriet Rd. (Gordge end)
- roads-sidewalks
- side walks (2)
- sidewalks - need more
- sidewalks are in constant disrepair
- sidewalks are missing on some streets
- sidewalks are uneven between sections
- sidewalks often lacking are in poor shape
- sidewalks on busy streets not well maintained (Blenkinsop for example)
- unconnected or no sidewalks in certain areas

Special interest groups -too powerful (3 comments)

- the input of community associations to council when it does not reflect the neighborhood wishes
- too much community association dominance in decision making
- too much power rests with neighbourhood associations

Taxes (too high) (39 comments)

- high mill rate
- high property taxes (2)
- high taxes (6)
- high taxes yet limited services
- high taxes, no contributions from illegal suites
- high taxes, too many CUPE workers
- introduction of waste water tax
- property tax (2)
- property tax levels
- property tax too high
- property taxes (2)
- property taxes (too many fire & police expenses)
- property taxes are too high
- taxes (11)

- taxes - policing costs too high
- taxes (high)
- taxes are high
- taxes high
- taxes too high (2)
- taxes, price of rent

Transit (poor) (27 comments)

- bus routes are good, later hours of service appreciated
- bus routes needs expanding
- bus service
- bus service #21 & 22 poor (both bus pass by within minutes of each other)
- bus service could be improved
- bus service on elk lake drive
- bus service to my area is somewhat poor
- buses in my area are bad
- cancelled bus routes and elimination of parking at nearest bus stop (Royal Oak Exchange)
- could have more bus routes
- goofy public transit
- insufficient transit
- lack of bus schedules and bus routes at the bus stops
- lack of bus service
- lack of bus service on Cedar Hill X Rd. (BC Transit)
- lack of bus shelters
- lack of transportation
- longer walk to bus stops
- lousy bus shedule for Emily Carr residents
- no rapid transit
- not enough bus routes
- not enough public transit
- not enough smaller transit and more regular service
- poor bus service
- poor public transportation
- poor sunday bus service
- Saanich rec centres accessibility not easy by bus and living on Quadra bus route without a car makes esquimalt and crystal easier to get to, Commonwealth and Pearkes are dark and distant, cedar hill rare bus transportation service

Transportation: traffic volume, congestion, speed limits, light sequencing, road quality (233 comments)

- a couple more lights
- a traffic light is needed at the bottom of Claremont in order to turn left on Cordova Bay Rd
- Admirals and McKenzie intersection
- Admirals highway Mckenzie bottleneck
- all the island being constructed in roadways
- amount of traffic
- awful traffic congestion
- bad roads (potholes)
- better road maintenance
- better transportation system
- building silly dividers on roads
- busier traffic (more cars)
- busy traffic on small streets (& speeders)
- busy traffic on small streets (& speeders)
- car drivers
- cars in general speed during congestion of traffic
- chaotic traffic patterns
- Colwood crawl (need a rail line)
- Colwood Crawl traffic congestion on secondary streets
- condition of road surfaces
- condition of road surfaces (prior to winter/snow conditions)
- congestion - mainly along McKenzie & Wilkinson (inadequate infrastructure)
- Corner of Hwy 1 and McKenzie
- crowded traffic on Pay Bay Hwy
- dangerous intersections for pedestrians (Shelbourne at Cedar Hill X) turning traffic is bad.
- depend on vehicle to get to shopping, recreation, library, theatre etc.
- dependence on cars (3)
- drivers that ignore pedestrians

- driving Shelbourne corridor - too many lights, poor flow, cyclist un-friendly
- during snowfalls hard to get around on side streets
- East-West travel can be difficult especially at busy times
- excessive time taken for any road work projects
- extremely heavy traffic on Mackenzie, Quadra, Hwy 17
- ferry traffic can be tiresome at times otherwise I do not have many dislikes.
- general poor condition of roads
- getting busier with through traffic
- high speed of traffic on Cordova Bay Rd
- high volume of traffic on Cordova Bay Rd
- highway pot holes
- hydroplaning issues on pat bay
- I don't like all the potholes
- impediments to traffic on McKenzie, particularly through Uvic
- increase of traffic problems, inadequate provision for traffic
- increased traffic (3)
- increasing congestion of traffic
- increasing traffic (2)
- increasing traffic snarls
- inferior road material-repairs
- Interurban-Wilkinson traffic jams
- lack of a highway patrol
- lack of attention to traffic planning, outdated
- lack of commuter rail service
- lack of coordinated traffic signals
- lack of density on main roads
- lack of left turn lanes on major streets & intersections
- lack of maintenance (ie pot holes) snow removal
- lack of traffic control (eg. speeding) in residential areas

- large amount of traffic travelling towards the highway
- layout of traffic control - lights, lanes - straight ahead lanes should not be combined with left turn lanes
- lights at Marigold and Interurban, need left turning lane, and the highway traffic on Interurban
- lights put in odd places (slows traffic flow)
- line painting - extremely difficult driving when the lines and painted turn arrows can't be seen
- many roads need repaving
- median on Mckenzie & glanford (stupid new jut-outs for parking!!!) oops that's probably Victoria City
- more speed limit SIGNS! We have complained many times. no sign from Cad Bay to Cordova Bay (what about in between ie: ASH RD!
- more walkways/trail connections to transit
- narrow roads (2)
- narrow size of most medium used streets
- need traffic lights in some areas
- needs roadwork done
- North Road, Hastings fiasco. typical idiocy. block roads before improving intersection at Interurban and Wilkinson
- not enough traffic light
- our geography precludes us as being an integrated community. Living next to an "elitist" community called Oak Bay.
- overemphasis on bicycle lanes
- pat bay hwy
- pat bay highway at saanich road - traffic jams here
- patched & bumpy streets
- people don't know how to use "traffic calming" ie traffic circles
- people who has no idea how to drive in snow

- poor condition of some roads
- Poor reflective paint on road lines-curbs-night visibility poor
- poor road condition in general
- poor road quality
- poor roads (2)
- poor roads - more spent on paving than prettiness - re W. Saanich Road
- poor roads and traffic flow
- poor traffic management - Wilkinson - Interurban area
- poor traffic planning ie expansion to Camosun College adverse affect on traffic congestion
- poorly marked roadways
- pot hole / street repair
- pot holes (3)
- pot holes from tough winter
- pot holey roads - no sidewalks & curbs
- potholes (8)
- potholes in roads
- potholes in the roads
- potholes!
- present road conditions
- problem traffic areas - Wilkinson and Interurban
- road conditions
- road conditions - ie snowplowing, potholes
- road conditions - too many large potholes
- road construction delays
- road improvement needed
- road maintenance (2)
- road network, ie. Royal Oak Transit Exchange
- road repair and rehabilitation is poor, often in neglect.
- road repairs
- road resurfacing promised in 1994 - still waiting
- road surfaces are rough
- road surfacing
- roads (2)
- roads in poor condition
- roads not kept up in winter
- rush hour traffic
- several very dangerous traffic intersections
- Shelbourne could be widened
- Shelbourne traffic

- side streets are not plowed enough in snow season
- slow repaving of some roads - 29 years.
- some busy roads- mckenzie/gordon head rd
- some crosswalk not clear
- some of the roads-in poor shape.
- some road is not wide enough
- some roads need pot holes fixed
- some roads need re-paving (sidewalks)
- speed bumps
- streets having too many built in barriers
- sweeping roads
- the "traffic calming" efforts that in the end cause traffic jams
- the congestion on the main thoroughfares-I.e. McKenzie lights at intersection not synchronized with the next light.
- the deteriorating roads.
- the heavy traffic in McKenzie-Quadra area
- the intersection where elk lake & royal oak rd meet
- the poor condition of the median along McKenzie
- the poor quality of many roads
- the pot holes in the roads
- the potholes / roads / property taxes
- the roads are too "FAST" for communities and should have a speed limit decreased
- the traffic
- the traffic (a real car culture)
- too many new traffic lights
- too many roundabouts on side streets
- too many traffic lights
- too much construction (residential)
- too much traffic
- too much traffic enforcement
- too much traffic now
- too much traffic between Wilkinson/Pay Bay/#1
- too much traffic Interurban

- traffic (12)
- traffic - especially Wilkinson Rd.
- traffic - Richmond Road (2)
- traffic - speeders
- traffic - too much and too fast
- traffic (vehicular) congestion on some roads
- traffic (Wilkinson/Interurban)
- traffic along McKenzie @ Quadra
- traffic at rush on McKenzie
- traffic bottlenecking (congestion) due to road narrowing
- traffic calmers / new meridians in roads eg. Carey Rd opps Wilkinson or Tatersall
- traffic calming speed bumps
- traffic congesting on major routes
- traffic congestion (6)
- traffic congestion @ peak hours - Admirals / Gorge / across bridge lineups
- traffic congestion on main Gordon Head Roads - Shelbourne, McKenzie
- traffic congestion with rising population
- traffic density
- traffic is congested & getting worse
- traffic is getting busier
- traffic is getting congested
- traffic is heavy
- traffic jams (admirals/McKenzie - McKenzie/Quadra)
- traffic jams at Wilkinson and Interurban
- traffic noise & volume
- traffic on Gorge
- traffic on Helmken / Wilkinson Rds
- traffic on Mckenzie
- traffic on West Saanich & Wilkinson
- traffic on Wilkinson Road
- traffic snags
- traffic too heavy. need long range planning
- traffic. McKenzie - Wilkinson Rd. Interurban Rd. Traffic control very poor.

- traffic on Admirals Road at peak times
- transit frequency in Cordova Bay is not good
- university drivers
- unsafe/too-fast drivers in residential/rural areas
- unsynchronized traffic lights
- vehicle noise sometimes
- virtually no road sweeping (Ten Mile Point)
- Walmart
- Walmart!
- we believe that the islands are a hazzard, especially driving in the rain and in evening
- when we first moved here in 1979 Midgard was a dead end street (one reason for choosing this location). Now it has so much university traffic. I did not want a sidewalk.
- Wilkinson Rd & Burnside Rd bottleneck traffic getting worse a.m. and p.m.
- Wilkinson Rd / Interurban Rd sector is a disgrace
- Wilkinson Rd. and Royal Oak(new curbs at Broadmead)
- with all the growth going on, and more vehicles on the roads, the roads are being narrowed by putting boulevards at intersections etc. we need wider roads not narrower

Land-use planning: growth, density (107 comments)

- access to higher buildings for access in disaster relief/fire limited
- a council that is ver pro development
- a council which favours development over rural/park areas
- a lot of development that is sprawling
- a lot of ugly shopping areas
- a number of new developments that are ugly & undesirable - Tuscany Village

- all the new housing especially on Wilkinson Rd which will not leave enough room for bikes or sidewalks whenever someone decides to put that access in!
- balance between facilitating vehicle traffic and neighbourhood quality of life is shifted much too far towards vehicles - no creative or visionary thought on transportation issues
- BC Hydro land (Haultain/Kings) may become Ambulance Site
- becoming too high density
- being considered only as a "bedroom community" for Victoria
- buildings higher than 4 stories - We are
- city planning - development oriented and lack of unification/standards of design (lrg homes on pan-handle lots, Town & Country mall, etc)
- concerned about infilling
- continual removal of natural space to build on
- current council decisions that reduced parking stall requirement at Uptown ex.
- designed for driving not walking
- developers not all paying into DCCs
- development
- development - green spaces disappearing for cheesy housing development
- don't like all the new huge houses in my area with 2 suites in their single family houses!
- encroachment of ALR
- enough shopping centres - please no more
- excessive suburban sprawl (eg. subdivisions everywhere rather than areas of mixed use diversification)
- extreme amount of residential development
- fragmented development - no large area vision to steer change
- getting less open spaces
- growth
- high density growth becoming more of the norm
- huge houses being built which doesn't fit in with Cordova Bay
- increased density of housing and commercial activity
- increased density will less parking
- increasing commercial focus
- increasing density of population due to new developments
- increasing density within existing neighbourhoods should not be encouraged/rezoned to allow multiple family dwellings in single family neighborhoods
- increasing number of smaller lots & tighter housing
- infil development in residential areas
- infrastructure (road capacity; drainage systems) has not kept up with increased development / population
- just a bit too suburban -parts of it should become denser in population
- lack of mental housing for friends
- lack of a more regional planning focus
- lack of business opportunities
- lack of building of new homes & townhouses
- lack of genuine interest of citizens for local development by developers & municipal government
- lack of green space
- lack of long term planning for improvements
- lack of proper planning for big projects (roads impact on area) eg Town & Country
- lack of walking pathways between residential streets
- lacks shade trees on walkways
- large homes on too small lots
- lesser curbappeal
- limited childrens parks
- living in panhandle ignored
- local gov't letting (encouraging??) big business to put small businesses out of business
- long straight roads that encourage speeding
- loss of agricultural land (2)
- loss of green space
- loss* of arable land (*development)
- lots of new condos etc, but no thought to improving infrastructure
- must use car to get to shopping
- need more rancher (no step) houses for seniors
- not a clear balance between business and human needs
- no hospitals
- not at all in favour of allowing 31 storey buildings to be built on the Town and Country site
- over sized homes on new lots
- overdevelopment in certain areas
- pan handle lots
- parking
- planning seems random
- poor new development (eg. Tuscany Village)
- progressive urbanization
- Provincial gov't's interference, with municipal govts apparent acceptance, in local land-use e.g. agriculture tax assessment, implications for local tax payers / governance in Jordan River area development, etc.
- putting second house on old properties
- residential areas need visual upgrades *wiring - rain gutters - no uniformity
- school properties being sold off for development school boards should be forced to keep them
- seeing rural areas taken for development

- some lack of good planning such as treatment of Shelbourne - should have left more plane trees & boulevard
- sprawl
- tendency to over develop
- the "care" of the people seems to be lacking - consider them at every proposal, every chance
- the bottle depot with access to Quadra at the "trail"
- the disgusting, vacant white house on Quadra near "White Spot"
- the McKenzie / Admirals / Highway / Interchange
- the number of houses in the process of being rezoned
- the process of development occurring @ corner of Glendenning & Mt Doug X Rd - (Geoffrey Hughes Property)
- the proposed number of new highrise apartments
- too many condominiums in Royal Oak
- too many new condos
- too many new condos/townhouses
- too many unattractive buildings & houses allowed
- too much development (2)
- too much new development
- too much push for more development (building)
- too close to downtown
- too many elderly, not enough young families
- too many traffic lights in Gordon Head
- too much - too fast - push towards alternate energy
- too much construction
- too much emphasis on affordable housing
- ugly housing stock, architectural disaster
- unfinished cul-de-sac
- urban planning is haphazard
- UVic on my doorstep
- Uvic student rental housing
- watching agricultural land being developed

Municipal services (poor)

(126 comments)

- accessibility to rec centres with disability
- arbitrary road closure on north street-bad council decision
- bad attitude of Saanich senior managers
- better soccer fields, so my son can play in the winter
- bike lanes & shoulders always full of debris, stones, nails, glass etc
- boulevard maintenance does not exist
- changing of garbage day year to year
- cleaning to leaves and mowing the lawn area belonging to municipality
- condition of Cedar Hill Golf Course
- could be a lot cleaner
- council beauracracy (More political aspirations than serving)
- ditch in front of my property - always full of garbage
- doesn't take community input seriously - Saanich strikes committees holds meetings documents everything but doesn't actually DO anything to respond to citizen pressure
- drainage
- drainage maintenance
- emergency response
- engineering dept. traffic safety
- gardening all public spaces (lack of)
- have to get rid of garden leaves - branches ect.
- home building red tape
- I consider Gary Oaks trees, weeds! & object to their protection
- inadequate public participation service
- inefficiency of municipal crews doing larger projects = costs!
- infrastructure (2)
- infrastructure maintenance
- lack of booking times at Cedar Hill Golf Course
- lack of burning (outside) windfalls - once per year please!
- lack of info about, and citizen input into, regional issues: sewage, transportation, land-use, etc.
- lack of info/citizen input on regional issues: sewage, transport, land use, etc.
- lack of leadership on regional issues (eg affordable housing, homelessness, light rail)
- lack of leadership regarding the mistake of a new waste treatment plant
- lack of police presence at times
- lack of restorative justice (conflict resolution) process
- lack of senior's services
- lack of sewerage and municipal water to many areas
- lack of street lighting
- leaf pick up could be better
- leaf pick-up program (unnecessary)
- leaf removal in the fall was slow or not at all
- leaves from oak trees on Saanich property - does not get properly cleared in fall.
- living in Saanich West, a number of us feel that more attention goes to other areas of Saanich
- local government has slipped from democracy to oligarchy (Developers are the oligarchs)
- low interest rate on pre-payment of property taxes
- McKenzie boulevards need clean up for weeds, noise & garbage. And needs a noise fence.
- messy between roads & sidewalks (or no sidewalks)
- more park street lights for pedestrian crossings
- more police

- municipal work projects that take forever
- need more community events/festivals
- need more leaf pickups
- no composting program
- no garden pickup for pruning and branches (2 a year would be nice)
- no garden waste collection
- no outdoor swimming pools
- no pickup of garden waste
- no pool in Tillicum area
- no recycling of organic kitchen waste
- no services combined with high taxes
- no street lighting in our area
- no support on council for amalgamation
- no turf field or inside soccer fields
- not enough lighted crosswalks
- not enough street cleaning after wind storms
- not enough teen activities
- only one ice rink in Saanich
- open ditches (3)
- open drainage ditches
- our open culverts - (we have had several floods)
- outside lights not on a timer and left on all night
- overhead power lines
- park maintenance
- partisan councillors
- pathways need trimming earlier and more often
- paved Centennial Trail
- piles of leaves on the streetside for weeks on end in the autumn
- planning speed (Too long for permit issuance)
- police attitude and dealings very poor
- police treating innocent citizens like bank robbers
- poor garbage pick up, no complaints with the men that pick up the garbage, it should be every week
- poor hours for Nellie McLung Library
- poor lit streets

- poor maintenance of parks (Mt. Doug trails muddy or soggy)
- poor municipal service with drainage
- poor policing
- poor quality of some of the playgrounds
- poor tree protection bylaw which allows the removal of trees
- poor weed control must cut before flowering & seeds form
- power and telephone poles above ground
- present condition of Panama Flats
- putting islands/flowers in the middle of roads
- restrictions on signage at our church - Christ Community Church on Holland Ave
- restrictive by-laws governing trees on private property
- rigidity of tree policies
- Saanich won't let me cut a branch off a large oak tree
- slow to adapt to community recreation/service needs ie rec centre upgrade
- some streets have very limited street lighting
- stormwater system
- street cleaning and maintenance
- subsidizing recreation facilities & programs (we are non-users)
- support for those in rural saanich
- swings in playgrounds are very uncomfortable
- tall standalone trees are high risk to homes
- tardiness in replacing old asbestos water lines
- the lack of city cleanup. (ex. roadways)
- the open ditches still in existence
- the very limited hours of childminding at the rec centres
- the way streets change name!!

- there is not a will to try new things (if there is, it seems to come from the people that do it & not from our elected officials)
- too left wing council
- too little "police" = need to be more "visible" police appearance
- too many levels of local government!!
- too much bureaucracy - just like all governments!
- too much top management
- traffic lights - not coordinated
- traffic signal control
- tree bylaw as it applies to "large" Douglas Firs on small (< 1/2 ac) lots
- unfair environment fee for septic fields
- very slow completion of capital projects-roads
- waiting times too long for building permits
- wasted money - high wages on firemen!
- we live beside a lane (Lesle Dr) which is not maintained ie. pavement is buckling due to a very large cherry tree & the tree is taking over.
- weed control, including maintenance of vegetation along highways
- would be nice to have street grass mowed more often in summer

Environmental – rural area protection (11 comments)

- cannot burn in a barrel in backyard
- cannot obtain info from burial gardens/crematorium and I am concerned as I live in this area and have black deposits on evergreen broad leafed plants
- could do more in the environment arena - e.g. improve storm sewer, drainage ditches system
- cutting down trees that look healthy on individual lots
- H2O pollution (Gyro Park)

- increasing light pollution
- lack of trees to screen highway from urban residential
- need more trees planted on land adjacent to road - noise – wilkinson
- no outdoor burning
- poor response to climate change (shameful)
- the lack of naturscaping and use of native species in ornamental beds

Snow clearing – lack of

(38 comments)

- a better plan for snow removal when it happens
- clean when snowing
- in times of heavy snow: removal on side streets has been unacceptably slow or not done at all!
- in winter no side streets are plowed (or perhaps only once)
- inadequate snow removal service
- lack of snow clearance in cul-de-sac
- lack of snow clearing
- lack of snow removal and leaf pickup in some areas (Mine for example!)
- lack of snow removal equipment
- lack of snow-clearing on side streets
- not enough snow ploughs
- not enough snow removal or salting
- poor handling of snow
- poor road conditions need better snow removal
- poor sidewalk mtce & snow clearing
- poor snow or no snow plowing (Ten Mile Point)
- poor snow removal service
- preparation for snow
- problems with snow removal
- shovelling snow
- shoving the snow on the road and pathways to have to snowplow come along and plow over it - not enough

- residents and tenants cleaning snow and #4. The homelessness.
- sidewalk issues especially during snow&ice
 - sidewalk snow clearing
 - sidewalks not clean during snow & ice, making it difficult to walk anywhere but I disagree that home owners should shovel in front of their house as not all are able to
 - slow response after heavy snowstores to sanding/salting of side streets where there are hills
 - slow snow clearing (for normal snowfalls)
 - snow clearing (2)
 - snow plowing bad
 - snow removal (5)
 - snow removal (lack)
 - the failure to get side-streets ploughed / salted after snow
 - the plowing
 - very poor snow removal during the snow storm

Crime (29 comments)

- believe there is a shortfall in the amount of police for the size of Saanich
- crime (2)
- crime & vandalism
- crime / drugs
- crime and disturbances along East Gorge Rd.
- crime and vandelsim increase
- crime rate
- cyclists who don't obey traffic signs
- diregard for others for our beauty ie:vandals; graffiti
- drug problems, police not able to cope
- drunks and rowdies in parks
- gangs
- graffitti
- graffity - tagging
- high crime rate in my area
- house break-ins / noisy, all night house parties
- idiot drivers - especially those with the green 'N' - Novices? nobody monitors those fools.
- increasing crime

- it appears the crime rate is rising
- other people "using" our roads as a highway and not respectfull
- speeders
- speeding (on Pat Bay Highway)
- speeding teenagers at night time
- the crime rate = serious crimes
- the grafitti evident everywhere you look
- the increase in vandalism and graffiti.
- theft should be reduced
- to large for policing

Homelessness / Panhandlers / Street People (16 comments)

- beggars and bums
- homeless people in wooded park areas
- homeless street people
- homelessness
- homelessness, prostitutes, drugdealers close by
- increasing evidence of homelessness, drug use (needles)
- lots of streetpeople
- low housing trouble makers
- street people
- street people, panhandlers and vagrants.
- panhandlers @ Fairways, liquor store, Tillicum mall
- Richmond school may become transitional housing
- Saanich abdicates responsibility for homelessness in Greater Victoria
- the number of street people all over town needing help
- vagrants in Cuthbert Homes Park - unsafe now to walk there alone
- violent panhandlers

Other (69 comments)

- after 18 years, and happy, it's hard to think of 3 least items
- being cut off from the mainland

- can't think of anything
- community meeting centres
- convenience
- cost of ferry travel should be reduced to highway mileage equivalent
- council listened to me re parking along Shelbourne - curb was painted yellow soon after
- duplication of services - should be amalgamation of some services like fire & police
- expense
- happy with everything else
- have to cross ferry to get to mainland
- haven't found any yet!
- having to take ferries off island!
- I am a proponent of amalgamation- too many levels of local government
- I can't think of any
- I have lived on the same street since I was born 72 yrs ago. My parents lived in the same area as my grandparents did. If I did not like Saanich I would have moved.
- I would like an option not to receive the Saanich newspaper
- I would like someone available to talk to about taking the politics out of minor sports
- insufficient government grants to municipality

- irregular delivery of Saanich new paper
- it is a large municipality so takes times for things to get done
- it rains no enough
- it rains too much
- lack of ? or ambition for renewal or renaissance - everything seems tired, worn out, except the plantings
- lack of access to childcare - long waitlist
- lack of resources
- light
- living up on the ridge not for winter
- misunderstanding on mainland and US that we don't live on "Victoria" Island
- nil (3)
- no problems or issues
- no sense of cooperation with other municipalities in area
- no well paid jobs
- none (2)
- none - lived all our lives here - in the same neighbourhood!
- not enough sunshine
- not impressed with C.R.D. decisions
- not sure I have any
- not the weather this year
- nothing (2)
- nothing I can think of
- Oak Bay Police more visible in our neighbourhood
- paved sections of Galloping Goose Trail; slippery when rains
- power outages

- proposed sewer treatment plan!
- rain
- rainy days
- Saanich faces an emerging food crisis, but is apathetic (shameful)
- salt spray from the ocean
- static council and mayor
- still thinking
- that's all I have to complain about
- the deer droppings in my yard - lol
- the Garry Oak Society - They obviously don't own any of the Damn nusances!
- the ridiculous speed of many cyclists on the Goose
- there aren't any...I love living in Saanich!!
- vulnerable to earthquakes! and
- want to live here forever
- water treatment
- we are very happy living in Saanich and it is difficult to find anything to really complain about)
- we have only lived here for 7 months so I can't complain yet!
- we just love it here
- we like everything
- winter power outages
- youth that have nothing to do but gather in groups

Question #10: Actions the municipality could take in response to uncertain global and local economic conditions:

Note: The answers provided below are exactly as submitted by the survey respondent. Only perfectly identical responses have been summarized with a number (e.g. (3)) to indicate the total number of identical responses – only very minor editing and combining of individual responses has taken place.

Upgrade infrastructure

(94 comments)

- (some) more snow removal from side streets
- *do what langford did and buy up the land along wilkinson rd. they put in the veterans parkway and it's great.
- add a motorcycle commuter lane to encourage their use during high traffic periods
- add sidewalks and/or bike lane along north portion of shelbourne into mount doug park, to connect with cordova bay road/ash road
- be proactive in planning very carefully for development & infrastructure future requirements
- better maintenance of roads and making wider where needed
- better prepared for snow - sidewalks cleared
- better sidewalks - senior accessible without hazards - allowing people to walk to shopping centers
- better snow removal
- blenkinsop - get rid of the open ditches, make roads
- borrow money to fund capital spending increase
- build more sidewalks
- build sidewalks
- buy another snow plow
- capital infrastructure spending
- capital projects for sports activities
- consolidate municipal yard away from mckenzie and develop site

- continue with community enhancements to create a sense of community in saanich.
- continue working on important capital projects
- coordinate traffic lights (fix interurban & marigold)
- create more storage capacity for water system
- curbs & sidewalks on all streets both sides
- direct more funds and improvements to local infrastructure
- do not privatize the bus system
- do something about traffic on wilkinson during rush hour
- ensure safety of water supply
- fits roads, parking spaces
- flood control in low lying areas
- free transit
- i would like to see some of the main busy street improved
- improve emergency response system
- improve infrastructure
- improve lines on roads - hard to see in dark & rain
- improve sewer & storm drainage system
- improve sidewalks (both sides of busy streets)
- improve sidewalks (both sides of busy streets)
- improve wilkinson rd for through traffic - weather we like it or not it's a thoroughfare. east-west traffic flow difficult - mackenzie is backed up too. no park & ride sites here. even the galloping

- goose trail has nowhere you can leave your car while you bike or walk
- improving traffic flow
- increase land drainage to preserve agricultural lands and clean ditches
- increase lighting on the streets
- infrastructure: road conditions, sidewalk condition
- invest in infrastructure
- invest in integrated resource recovery system instead of mere
- keep infrastructure as upgraded as possible
- keeping residents safe & protected (all safety concerns)
- maintain and/or upgrade storm sewers
- maintain the roads
- maintain water system
- make improvements to our sewage treatment facility
- make the cedar hill golf course club facilities more user friendly for golfers!
- more and better sidewalks in the area
- move sidewalks
- move to curbside garbage collection (except for handicapped)
- parks and trails
- pave the area of harriet between burnside and gorge instead of just filling pot holes -do the whole thing properly
- pit money into district infrastructure - roads, sidewalks, etc
- plan and implement measures to replace

- deteriorating infrastructure- sewers, sidewalks, etc.
- public transportation
- put in more sidewalks
- road & traffic control
- road improvements (i.e. overpass at mckenzie & douglas)
- road repairs and ungrades involving labour intensive activities
- roads (3)
- roads and traffic control
- roads, traffic control
- sewage treatment
- sewer and storm drainage system
- sewer, drainage system
- sidewalk repair eg blenkinsop ave
- snow clearing equipment purchase
- speed up traffic on mckenzie through uvic
- spend on infrastructure - creating jobs
- storm prevention for our power supply(hydro)
- sustainability of drinking water
- synchronize all traffic lights
- tattersall drive
- try and alleviate open ditches that flood if clogged with leaves
- update sewer and storm drainage system
- upgrade infrastructure thereby creating jobs
- upgrade roads
- upgrade sewer and storm drainage system
- upgrade strom & sanitary sewage systems
- water - sewer storm drainage upgrading
- water & waste systems
- water system (2)
- water system upgrade
- widen the bridge on wilkinson in the hollow area.
- widen wilkinson road to 4 lanes, so that all the traffic can move faster, especially during rush hours, right now it's a mess. the commuters

- are using it instead of going to mckenzie ave, to get to sidney etc.
- wider roads (3)

Delay new projects

(33 comments)

- capital expenditures should concentrate on essential projects such as roads, water etc. vs. arts, parks etc. during poor economic conditions.
- consider delaying some capital projects that are non-essential
- cut back on capital expenditures -new buildings etc.
- delay "nice but not necessary" projects
- delay completion of major projects for 2 years (hoping for more financial stability)
- delay non-urgent capital projects
- delay other capital projects until economic situation more favourable
- delay sewer treatment plant
- delay spending on the proposed sewer system - except for needed property acquisition
- do not overbuild
- do not spend money that we don't have on capital projects
- don't start new capital projects unless essential
- freeze new developments
- freeze new initiatives
- hold off on large projects
- hold the line on capital projects
- hold the line with new expensive projects
- limit "special heritage" projects
- minimize long term projects requiring borrowing/loans
- moratorium on sewage treatment
- no large, new capital projects undertaken
- no new buildings
- not starting expensive projects

- place limits on population densities
- postpone large capital projects
- postpone or suspend non-essential projects and services eg beautification projects
- prioritize capital projects spending only when necessary
- put a hold on any new construction/renovation
- slow development
- slow down timetable for new sewage system
- slow growth
- stop "calming circles" & expensive floral gardens
- stop building unneeded traffic roundabouts, centre dividers on small streets

Integrate services

(39 comments)

- "life" program allowed for "programs"/"courses" at other rec centres - change to be courses in recreation at other municipals ie: drop in for exercise or sport
- *amalgamate with surrounding municipalities
- 13 municipalities and capital regional district is overkill
- amalgamate (3)
- amalgamate the municipalities, fire, police
- amalgamate the whole south island
- amalgamate w/ other municipalities on programs / services & governance
- amalgamation
- amalgamation of police with other municipalities
- be aware and cooperate with other municipalities and levels of government
- be flexible in considerations of area amalgamations
- co-located municipal resources - schools & rec facilities,
- combine recycling and garbage in one truck

- combine services ie. arts and rec facilities between municipalities
- consider some amalgamation of services with other municipalities - i know this is happening to a degree already! build on that.
- create networking programs that unite different aspects of the community.
- establish sewer treatment process with other municipalities
- improving efficiencies by partnering (but not selling out!)
- manage police/fire wisely- regionalize if necessary
- merge with victoria and other municipalities in crd to reduce costs
- merge with victoria/esquimalt police forces to reduce costs
- more integration of services between municipalities
- promote and resource sharing of tools,skills programmes
- reduce number of councillors
- revenue by provided services to other communities...
- services of greater victoria should be integrated
- share services with other municipalities
- should amalgamate instead of 11 municipality
- stopped-up co-ordination (if not amalgamation) of services with other crd municipalities
- telling the local sports organizations to cooperate more closely!!
- unite all these municipalities into one!
- use any closed schools for other activities. ie. do not sell school lands but turn them into municipal enterprises
- use non-union labour
- use school buildings for arts and cultural recreation and outside groups

- work closer with other regional municipalities to provide services for residents eg reduce duplication of require facilities
- work with other municipalities to resolve street people crisis so that tourists will be more encouraged to make the victoria area their destination
- work with uvic on arts and cultural facilities

Maintain current levels of service (25 comments)

- avoid staff reductions - no cuts to base services
- continue to support recreation centres
- i don't think the municipality needs to do anything
- infrastructure important to maintain
- keep taxes/services at current levels
- less floral displays (too many)
- maintain basic programs - arts & recreation
- maintain current fire and police staffing levels
- maintain current level - sewer system / water/ garbage
- maintain current tax level
- maintain present level of services
- maintain present tax structure
- maintain public safety and policing.
- maintain quality of life
- maintain roads
- maintain sewer and storm drain system
- maintain the quality of what we have-especially our parks, green spaces, agricultural land.
- maintain water and sewer infrastructure
- maintain what we have
- none directly related to the conditions
- stay the course
- stop building the "downtown" - it's not needed
- try and maintain present level of service

- use volunteer work parties
- whatever you are doing now is great

Control costs / Improve efficiency (180 comments)

- "reduce"
- "reduce" taxes
- 0% raises for elected officials
- assess the number of leased vehicles
- assess the requirements for numbers of municipal employees (except fire & police)
- avoid duplication of efforts/work and coordinate and plan works to reduce/avoid unnecessary costs eg repairing of raods to be coordinated with other works that involve digging up the roads like sewer pipe replacement, gas line laying etc
- be careful & not raise taxes
- be more efficient within municipality; ie. you don't need 5 pw staff to repair a water meter leak all standing around; could be done by 1 maybe 2 staff
- better refuse disposal so lazy/cheap
- bike the bullet & prioritize - some areas may need to be left for a year or two
- budget \$ spend on useful project
- cap or reduce all unnecessary expenditures
- cap salaries
- collect garbage from the curb instead of driving up driveway.
- consider outsourcing & improved management of resources
- contract out services
- control expenses
- control policing costs & aggressively utilize resources
- cost of living
- cost reductions
- curb spending on unnecessary projects.

- cut back on all levels of spending
- cut back on arts and cultural spending
- cut back on changing the street lanes from two to one
- cut costs wherever possible for seniors
- cut down on luxuries
- cut out less important
- cut spending on anything not necessary
- cut the "fat" from your civil service - start with the chiefs! - keep the indians
- cut unnecessary items from budget.
- decrease crime rate
- decrease lesser priority programmes
- decrease municipality employment benefits costs
- decrease number of times flower beds are changed; put in fewer annuals, make them more permanent
- developers pay real cost of development
- do not fill non-critical staff vacancies
- do not increase budget
- do not raise property tax
- do not raise taxes / user fees
- do not raise taxes/ if possible drop
- don't get involved with frivolous/non essential spending on events solely for people's enjoyment
- don't spend money on beautification ie. royal oak project, when money could be spent on replacing old water and sewer pipes
- don't spend money on useless rounds in middle of road or sidewalks that take away parking areas
- don't waste
- education and or enforcement of dog bylaws on public beaches & parks
- electronic (web, gis, e-forms, e-applications/permits...)
- eliminate all municipal unions. privatize all but police and

- fire. make those two essential services.
- ensure management to worker ratio is workable and not over at the top
- exercise fiscal prudence
- fix potholes.
- force land developers to finish what they start instead of leaving an eye-sore.
- forget planting intersections like blenkinsop/cedar hill
- freeze employees wages
- freeze administration wages and/or reduce
- freeze wages
- fund high use programs/activities more and cut poorly used or underperforming programs/activities
- get police to change emphasis from radar traps to highway patrol
- give an incentive to volunteers for doing surveyings in residential areas
- go more private for saanich service ie. hire private companies - district employees are paid too high.
- good management
- have less upper management
- have the staff work for free - or the politically elected
- have we been benefitting from development - have/are we giving away too much already for development
- hiring freeze
- if zero-based budgeting isn't used, start
- important projects = life supporting
- improve cleanup of trash in parks & near schools
- improve cleanup of trash in parks & near schools
- improve efficiencies in existing programs/services (departments plan together & holistically)
- improve policing, especially youth crime apprehension and speeding infractions

- improve workmanship
- increase efficiencies in municipal operations
- increase productivity of current staff
- job sharing to accommodate persons displaced as below
- keep costs down
- keep operating costs down
- keep salaries down
- keep staff salaries in line with private sector
- keep tax rate level
- keep taxes the same
- keep wages reasonable
- lean management (run like a business)
- less bureaucratic waste
- less managers (high salaries)
- less money spent on July 1st celebrations etc
- less people on jobs - i see lots of men standing around watching machinery do the job.
- let the wants go but keep the needs list active
- let volunteers to help more - eg with park cleanups, planting etc
- limit increases for staff, mayor & councillors to inflation rate
- limit non-essential spending
- look carefully at spending
- look for ways to save \$ spent on low priority items
- look into areas where money can be saved. i often see municipal work crews parked and sleeping in lanes.
- lower taxes
- lower taxes on property
- maintain current taxes
- maintain roads
- maintain taxes (don't increase)
- make developers more accountable for repair of damage to roads & landscaping
- make sure employees are efficient in their jobs
- make sure employees of saanich take vacation in winter so that they are available to work in the

- | | | |
|--|---|--|
| <p>summer, the busiest season for parks and gardens/trails etc.</p> <ul style="list-style-type: none"> • make sure no overtime is allowed • make sure water meters are accurate • make use of volunteers in other areas & projects to save tax dollars where possible eg beautification flower projects • manage budgets to contain costs and prevent excess tax increases • minimize borrowing • no increase in police or fire budgets • no new hiring • no new taxes • no raises for elected officials! • no raises for mayor or non-union staff • no salary changes (increases other than inflation) for councilors • no strikes • no wage increases • not raise taxes • not to waste money • outdoor municipal staff should be seen to be working harder!! rather than standing around with shovels in their hands, discussing the weather. too many municipal workers on one job site-witnessing lately 10-13 workers on one small job - why has the royal oak "y" intersection taken 2 years to fix? • park maintenance • please hold the line on spending - apart from what is needed - we're all having to lighten our spending!! • promote good work ethics • proper maintenance of recreation and sports facilities • property tax rebate that is contingent on household income • prove less spending will get same services. • put all capital projects out to tender | <ul style="list-style-type: none"> • raise spirit of workers, fire not productive ones • recycling could be once a month • reduce • reduce administrative expenses • reduce costs • reduce employees • reduce expensive projects per year • reduce internal administration reporting • reduce make-work projects for municipal employees like changing the traffic flow on royal oak ave in broadmead • reduce overtime costs • reduce recreation capital spending • reduce recreation costs • reduce services (non essential) • reduce spending • reduce spending on non-essential programs • reduce spending where possible • reduce staff and services • reduce staff salaries and benefits (or increase hours of work) • reduce streetscape and purely decorative expenditures • reduce taxes and put more money in the pockets of tax payers • reduce the size of municipal crews & start using contractors • reduce time it take municipale workers to complete road work etc so they can complete more projects in the same time • reduce underutilized services / programs. reduce staff • reduce wastage :spending • reduce wastefull spending • reduce week day hour times, increase sat hours • reduce/eliminate streetscape flower gardens • reduction of services across the board | <ul style="list-style-type: none"> • remove 30% of all traffic lights and synchronize the rest. • reorganize staff resources to reduce \$ • repair rather than replace (temporarily) • repair roads quicker • req citizens volunteer to assist with certain projects • review "necessities" versus "wants" in the budget • set priorities (not everyone will be happy with the results) • slashing/cutting all frills = frugal and difficult times ahead • slow down on spending • slow down spending • spend less on cultural and recreational projects • spend less on fire & police-not cost effective • spend no dime before its time • stay within budget • stop spending money needlessly • tight control of salaries, travel & hiring • to be very frugal with salaries and "fluff" like unnecessary expenses • to maintain staff levels appropriate to level of activity @ recreation facilities • train workers to do multi tasking • try to extend life of equipment, trucks, etc. • using keen working staff • wages • watch prices in stores, gasstations, bus • watch spending • watch your spending, kept to budgets • when a noise complaint is lodged, to fix it • work four days a week longer hours • work within what you have ie(why can't parks water the trees in the summer - these trees the people have planted at the tree appreciation days etc. it would mean a change |
|--|---|--|

of rotation in the summer but maybe staff would work from 0600 - ?

Promote green initiatives

(115 comments)

- "reduce"
- add more to the recycling program - eg. milk cartons eg. whiterock south surrey
- add styrofoam to the recycle list
- affordable green initiatives ie solar/wind power
- allow electric cars on all saanich roads
- allow electric vehicles
- allow houses with inground meter systems to regulate their own watering
- allow people to have clothes lines outside to save energy
- approve electric vehicles that don't meet speed limit regulations
- be more environmentally friendly-businesses. rec centres & municipal hall
- beautify the environment
- better water conservation on boulevards, etc.
- check use of automatic watering
- composite recycles program
- compost service
- continue compost drop off to decrease residential burning
- continue leaf pickup to decrease residential burning
- continue to protect the natural environment
- continue watering restrictions
- continue with "no pesticides" policy
- continue with the sustainable saanich programs
- control wood burning with penalties and enforcement
- curbside composting
- develop and implement a plan for sustainable quality living
- educate citizens to conserve resources, natural x financial

- educate public regarding environmental and global warming
- encourage (perhaps drop off leaves more to residents wanting the leaves) residential composting
- encourage composting
- encourage more green options
- encourage recycling (2)
- encourage recycling in every conceivable form
- encourage specific mixed-use developments within selected areas for densification only if these meet high environmental standards (eg leed gold or platinum) and community needs. these must have transit, services, parks and public service enhancements connected with them.
- encourage tree planting and gardening
- encouraging economic diversity - green energy
- energy conservation in buildings and fleet vehicles
- energy efficiency with tax breaks
- ensure green spaces
- ensure the safety of citizens from environmental pollution
- environment protection and enhancement
- environmental protection and enhancement
- expand recycling
- fast food ie. starbucks and tim hortons paper cups to recycle not garbage etc.
- focus on environmental sustainability
- fund green projects (wind power, solar etc.)
- get older vehicles off saanich streets
- get your municipal staff working harder on environmental issues
- go green
- go green with all decisions
- implement ride share program to lessen cars, &

- reward bike users, & 3 in a car commuters with reduced parking fees & or passes to recreational facilities.
- improve energy efficiency systems
- improve environmental controls
- improve environmental program
- improve livability of saanich by reducing (unwanted) noise & controlling air/water quality & parks
- improve water conservation through building permits
- include more materials in recycling program
- incorporate natural systems in land-use planning
- increase alternative energy infrastructure
- increase the number of children's parks
- information partnerships with energy efficient municipalities
- invest in alternative energy sources (solar, etc.)
- invest in green infrastructure
- invest in modern sewage system that generates power.
- invest in ocean current generators, wind & other alt power sources **start major projects on the scale of the Hoover dam; planning for the future
- investigate wind power and solar power for practical usage
- invigorate the recycling program even more
- leaning towards separating water systems to divide grey waste water & black water, grey water recycled once in home to flush toilets then out for treatment
- leave more green space
- less water waste
- look at biofuel for municipal trucks or hybrid vehicles?
- looking into grants for homeowners to go green
- maintain tree & environmental programs

- maintain water and air cleanliness
- make sewage use of leechate line from hartland
- more awareness on plastics put in landfills
- more community involvement in park maintenance
- more fuel efficient (smaller) municipal vehicle fleet
- more garden refuse pickup
- more green space - parks - tree planting
- more green, no plastic bags, more solar, garbage bins
- more recycling (2)
- more trees
- offer garden waste pickup to reduce congestion
- pick up composting from houses
- place a higher priority on sustainability
- preserve green spaces
- promote and resource local/municipal gardens
- promote community networks to enhance services, facilitate environmental action and community involvement.
- promote more recycling
- promote the economic development of businesses that are developing "green" technology - there is considerable expertise in this right here in saanich. eg. partnerships with uvic to support economic development in this. this is a great time for government to lead the way, borrowing costs have never been lower and demand is increasing for products/services that are sustainable and reduce energy needs and CO2 emission.
- protect environment
- provide curbside compost pick up
- public recycling bins beside garbage cans
- pollution

- recognize good environmental citizens you can't afford not to
- recycle
- recycling
- recycling containers on wheels
- reduce dccc, permit fees & taxes for greenbuildings
- reduce waste in landfills
- reduce watering on municipal properties same as residential restrictions
- replace saanich vehicles, when necessary with more fuel efficient ones
- resist temptation to overbuild or allow piecemeal development. the land and environment will retain its value if preserved for quality uses or non use!
- reuse
- roadside composting program
- saving tips on your website (for local facilities/services)
- seriously engage residents in generating their own clean energy
- seriously engage residents in anti-climate change actions
- smarter water use in summer (e.g. less or wiser sprinkler use on public land)
- stricter environmental protection of trees & controls of developers in glendenning/mt douglas x road areas
- times as the x2 a week regulation has increased my water consumption
- unwavering commitment to zero emissions
- use more green energy ie hydro car, hybrids
- watch use of water

No more bicycle lanes

(3 comments)

- don't cater to bike lanes too much / too much money spent
- forget putting more bike lanes in

- no more bicycle lanes - the cost far outweighs % of cyclist users

Promote mobility alternatives to the automobile (48 comments)

- add bicycle lanes
- additional bike paths
- bicycle lanes
- bike lanes on some major roads ie shelbourne - to access areas that are not connected to the trails
- build more bike lanes on major routes (cedar hill road, shelbourne, richmond, etc)
- build separate bike lanes on main roads
- bus service improvement to doors of commonwealth, cedar hill, pearkes, and gordon head rec centres
- community bus for seniors in broadmead & elk lake district (like they have in langford)
- continue support for pedestrian and bicycle safety
- create more bike lanes on commuting routes such as quadra st
- do proper studies to see how changes will effect peoples living, how they will travel to & from work. how many people really use bike lanes before putting them in place!
- employer subsidized transit passes for staff
- encourage bikes
- encourage bus use
- encourage pedestrians
- find a way to reduce speed of some cyclists on goose or provide alternate routes
- improve and promote biking
- improve bicycle & pedestrian infrastructure
- improve public transit
- improve the sidewalk system
- increase # of bike lanes
- increase accessibility via bicycle
- increase bus service times.
- increase the number of sidewalks
- increase walking trails

- invest with other districts into rapid transit to sidney; duncan
- light rail to airport, ferries, downtown
- maintain parks and trails
- make biking network a priority
- more and safer bicycle lanes
- more bicycle lanes
- more bike lanes to reduce wear on roads
- more bike trails/paths & safe bike lockups
- more bikeways running parallel to streets
- more sidewalks
- more sidewalks so that its easier and safer to walk
- partner with victoria to lobby hard for lrt with senior gov't
- planning for village concept. encourage pedestrian access (shopping services, less dependence on cars, less wear and tear on roads).
- proper bike lanes that do not end randomly!
- run smaller more effective buses or transit vans
- sidewalks
- so few routes for bike riders (richmond/shelbourne)
- specific bike lanes
- specific bus lanes
- take money away from roads and put it into public transit that works for people
- when planning new projects or upgrades allow space, etc for trail, bike lanes, sidewalks, parks etc. even if can't be offered during initial stages.
- widen shelbourne street for bike lanes
- work to change the "car is king" driving culture

Promote affordable housing / Homeless shelters / Secondary suites (24 comments)

- address issue of homeless people along goose so that they are safe and cyclists are safe too

- affordable housing including legalizing conforming secondary suites
- allow secondary suites (big shortage of housing)
- develop more low cost housing for those who need it.
- ease up on (allow) adding more living space to existing homes, suites etc.
- emergency shelters
- encourage small scale higher density housing near busy streets and shopping
- future residential developments: create incentives to provide 1 or 2 low-cost or rental units per building. possibly saanich might purchase these units to provide affordable rental housing
- help homeless
- higher density housing
- homeless
- homelessness - use unused school buildings
- housing is a big problem for people - make secondary suites legal
- infrastructure: b.c. housing (affordable)
- infrastructure: senior assistant living housing
- invest in social housing
- look at housing solutions to accommodate all income levels
- low cost housing initiatives
- low income housing
- more public housing
- proper policy on "in law suites" so that guidelines are created and followed, parking is addressed, rental fees controlled etc. let's do it and do it correctly.
- provide low-cost housing
- provide shelters for the homeless
- structure a plan to better meet the needs of the "homeless"

Increase employment

(20 comments)

- create employment by improving municipal infrastructure
- create jobs (2)
- create jobs by infrastructure projects
- create jobs in environmental restoration and maintenance for parks, creeks, rivers, etc
- employ more people (students and full timers)
- enlist the help of volunteers for beautification
- identify at-risk job groups and find infrastructure projects to employ them. use the money already earmarked by fed government.
- improve salaries
- increase services at recreation facilities
- increase staff if needed, not anymore managers
- job creation
- keep employment level up
- pick up junk once or twice per yr
- preserve (and expand) services to citizens
- provide more job
- recreation facility upgrades involving construction business and labour
- stimulate economy
- support job creation
- try to keep the number of personnel

Fiscal responsibility / Reduce debt (76 comments)

- * do not go into further debt. the gov grants my dry up
- balance budget
- be extremely prudent re: borrowing / ncreasing municipal debt load
- be very careful - re spending habits
- borrow less if possible
- budgeting
- build up reserve funds
- contingency/reserve increase
- control spending with better planning

- cut back spending
- cut spending in non-essential services
- decrease borrowing
- decrease discretionary spending
- defer tax program & keep taxes unchanged
- defer unnecessary spending
- do not borrow money
- do not borrow more money
- do not increase spending for 12 months
- don't borrow
- don't borrow money
- don't borrow money for frivolous reasons
- don't incur any more debt
- don't increase taxes
- don't take on huge debt
- don't use up reserves & savings
- ensure affordability for landowners
- ensure full value for every tax dollar spent!
- fiscal responsibility - no debt
- freeze prop. taxes at current levels
- get out of debt!
- have a financial reserve fund
- have a substantial contingency fund for emergencies
- invest in principle protected investments
- invest wisely
- just consider various options when decisions required
- keep capital reserve
- keep tax increase to at or below cost of living increase
- keep taxes low
- limit borrowing for major projects
- limit crd buget (they ask we give). we should tell them how much they have once saanich has funded what we need.
- lower property taxes
- maintain balanced budget
- maintain or increase reserves (\$)
- make some hard choices to reduce spending.

- make sure savings are secure
- modest tax increases
- monitor investments
- needs to be a contingency fund for winter conditions
- no deficit spending
- no new borrowing
- no new debt
- not borrow unless necessary
- pay off debt
- pay off the debt with highest interest rate first
- pay your bills (no deficits)
- possibility of some tax relief
- prioritize demands on finances
- prioritized spending
- reduce property tax
- reduce property taxes for residents
- re-examination of capital spending
- remain conservative in spending
- review & monitor expenditures to eliminate waste & overspending
- salary freeze for 2 years
- save
- spend more on maintenance and less on arts
- spend responsibly
- spend wisely, tread softly
- stay out of debt - ie stay within budget
- stay within budget
- stick to a budget - demonstrate frugality
- tighten the budget
- to not take on more debt
- try to keep taxes at an affordable level
- watch the tax increases
- zero based budgeting

Request more government grants (16 comments)

- apply for federal money for infrastructure maintenance - creating extra jobs & reducing municipal costs - per the announced initiative from the conservatives
- apply for new 2009 infrastructure grants - federal

- ask for more money from the feds (transfer payments)
- enhance senior government grant searches, for infrastructure projects
- government funding for sustainability projects
- lobby for provincial & federal infrastructure money
- lobby provincial and federal governments to fund social services
- looks like the feds will create capital spending projects - while i disagree with this approach, saanich should try to get our share of these funds
- municipal (financial) tax reform imperative eg cost sharing w/ fed & prov govts
- plan upgrades of deteriorating sewer, water services & roads ready for govt grants
- pressure federal/provincial govts for more financial support as above
- pursue grants
- push very hard for federal infrastructure grants
- request more government grants (re 100% of fines returned)
- spend on capital projects using government grants
- work closer with provincial & federal govt to secure \$

Improve sewage treatment

(14 comments)

- approve and implement secondary sewage treatment
- be an active and vocal supporter for improved sewage treatment
- finalize sewage system
- improve sewage disposal
- improve waste treatment process
- it needs a sewage system here
- plan sewage secondary treatment right now for govt grants
- put in sewage treatment secondary level

- sewage treatment (2)
- sewage treatment facilities which include energy recovery
- stop dumping raw sewage into ocean
- treat sewage
- treatment of sewage at source (residence)

Do not change sewage treatment (4 comments)

- do not change the sewer treatment system!
- increase education in proper use of current excellent sewer treatment system
- refuse to support the proposed sewage treatment plant
- tell provincial min. of environment and crd to go to hell! we don't need a new sewer system. the one we have works. hundreds of experts that are way smarter than any politician have repeatedly stated this fact.

Increase spending / Run a deficit (9 comments)

- consider running deficit & increase infrastructure spending
- continue to spend otherwise you exasperate the problem
- increase borrowing to keep up infrastructure upgrade
- increase taxes (2)
- increase taxes in homes that have rental suites
- make efforts to stimulate the local economy
- no secondary sewage treatment (not necessary)
- run a deficit

Increase user fees / Fines (10 comments)

- bikes should have licences / money going to fix sidewalks / roads
- charge for employee parking
- charge illegal suite dwellers for service. change policy to:

- those that receive more service, pay more.
- charge minimum charge @ composting facility & extend saturday hours past 1:00
 - charge more for commercial development
 - increase enforcement and fines for speeding and other traffic violations in saanich
 - increase user fees
 - perhaps a small charge for drop-off at municipal yard
 - temporarily add some user fees to certain services to generate revenue
 - user fees for secondary suites

Encourage local food production (21 comments)

- develop more garden plots - use farms to rent land - be creative!
- develop more local food production
- do more to connect "city folk" to our abundant local food sources
- drop some of the hoops for home builders
- encourage home businesses & increased density through bylaw change while not compromising quality of life - including support for farmers through encouraging use of land for farming/business purposes - as opposed to creating barriers to retention of land for this purpose
- encourage local agriculture growth
- encourage residents to grow own food and allow chickens
- food sustainability is a real issue - focus on ways to encourage or support local agriculture
- i am growing food in my neighbours yards but due to municipal rules and regs i cannot sell in front of my home. i would like to see a fruit or vegetable stand on

- every street. much more effective use of our lovely back yards. beats cutting grass!
- improve farming-produce more of our own food
 - increase grants to urban farms=increase local produce
 - keep agricultural land safe!
 - promote more local foods
 - promote saanich businesses
 - protect green spaces/encourage city gardens for the production of food
 - protection of agricultural land
 - provide more space for individual gardens
 - renewal of urban / local agriculture for job creation, food independence
 - seriously engage residents in growing their own food
 - support local food producers
 - support more farming in saanich

Encourage local business and development (27 comments)

- add funds to small business - for borrowing
- be sure to buy and use locally
- beautify shopping areas to encourage consumers
- casino
- educate citizens with entrepreneurial spirit thinking - from constraints into opportunities
- encourage business by minimizing taxes
- encourage business by minimizing unnecessary regulation
- encourage business development
- encourage business investment
- encourage good development
- find ways to keep the residents of saanich employed
- improve tourism-specialized tourism- sports,arts,nature,etc...

- incentives for agricultural and environmental business and services to establish here. link climate change, alternative transportation networks and food security challenges to saanich's need for a broader tax base and strong local economy. invest in and encourage others to make saanich a solutions centre
- increase density near uvic and encourage more business development close to the university
- invest in attracting businesses to saanich
- invest in attracting more events & activities with economic benefits to saanich
- local purchasing & enhancing local economic network ie. keep \$ local
- more flexible land use in urban centres
- more organic food stores
- move ahead with neighbourhood centers such as quadra mckenzie
- planning approval for developments that create a better living environment
- promote commercial investment instead of forcing to langford
- promote local businesses
- promote local tourism
- promote saanich's agriculture and cottage industries instead of slapping laws that hurt the little people.
- small business program for e-business ventures. ie. joint operation of a tech park, the municipality has lots of knowledge it can offer such a venture.
- support arts and culture to attract tourists

Other ideas and suggestions

(74 comments)

- a lottery (type of revenue building)

- ask viha to ensure more e.r. facilities
- be aware of what is directly effect us worldwide
- be honest
- build a mini hospital/health centre so emergencised don't always have to go to vgh or royal jubilee
- cancel amount for low income housing (temporarily)
- conduct a plebiscite - sewage control
- continue saanich police policy of reacting to house alarms and attack on graffitti
- continue to prepare for the future
- cut back on street beautification
- cut back on streetscape and arts and cultural facilities
- do not place emphasis on growth as they have done with monstrosities like the big box stores and bear mountain developments in langford.
- domestic wood smoke abatement
- don't allow big business to dictate policy to saanich
- earthquake prep
- encourage an open season on deer hunting
- encourage citizens to help one another
- encourage community building activities
- enriching values in the community
- fix that new standard on what is and isn't farmland.
- focus more attention on improving education opportunities to retrain and create skills for those affected by job loss.
- focus on resident's quality of life
- food banks
- get control - over pricing (gasoline) - no competition in victoria
- have contests for ideas for things like streetscapes -

- there are very talented people living in saanich
- hold on tight
- improve police training and education to rookies
- incentive programs for businesses to keep property & nearby areas clean & attractive (eg. tim horton's results in a lot of trash in the area)
- increase free and low-cost services(eg. library, recreation) for low income citizens
- increase home owner taxes
- increase the hours for garden waste at the municipal hall during the winter, one evening a week
- increase time for traffic turning left from quadra, onto mckenzie (heading towards uvic). often 2-3 light changes before you get thru & this promotes people running red lights.
- investigate issuing municipal bonds in lieu of borrowing
- keep quality of education high
- keep the camers out of the public eye.
- less abstract art
- lines of supply for food services
- listen to concerns of constituents
- listen to residents more before making decisions
- listen to wishes of taxpayers
- look after people, kids, schools
- look at other regions to see how people resolve their problems and if the resolutions can be applied to our problems
- maintain / prune / remove trees from public lanes used as access d/ways
- maintain consideration of the whole community
- making police & fire protection a priority
- market - recreational facilities, library, bus schedule etc

- more consultation with residences and residents
- more education
- more time for disposing of toxic substances at the dump
- n/a
- neighbourhood protection-get rid of homelessness, prostitutes, drug dealers
- no driving one day a week unless emergency
- pay a higher rate of interest on prepaid taxes to get money in sooner
- planning
- pray!!
- prevent over-development
- raise funds by increasing tax on properties greater than \$1,000,000 value
- remove so called traffic calming to produce more traffic capacity on roads
- re-prioritizing and highlighting activities that are free or in expensive but still enriches the quality of life of residents
- residents stop dumping mattresses, computers, household garbage etc in our neighbourhood.
- safety (reduce crime)
- scale back on all the gardens (ie. curbside gardens).
- set up centres/schools to be a focal point for improving neighbourhood relationships & family connections so we are not so isolated if our economic stability declines and we need to support each other in hard times.
- stay within its mandate (leave prov. & fed matters alone)

- stop giving big business large tax breaks at the expense of the small guy.
- stop left hand turns from cedar hill x rd onto mckenzie
- study what other european countries are doing
- support a 3rd world city of similar size with basic sewer/water
- support non-profit societies to allow them to do their projects, when they have raised the money
- taxes higher for high (over \$200,000) income earners
- tell the real affect to the municipality
- use our natural beauty at low cost for a healthy lifestyle
- work to recognize the staff you have & appreciate them (not with bonuses etc. but in kindness - have coffee with them, find out about them etc.
- youth programs

No opinion / Unsure

(25 comments)

- ? (6)
- blank
- don't have enough info
- i really am not sure of my specific actions
- n/a (3)
- no (2)
- no idea
- no opinion (6)
- this question doesn't seem to make sence. not sure how to answer.
- unable to comment
- unsure (2)

Engage in public awareness / Consultation

(15 comments)

- ask each municipal councillor in his/her area of responsibility or expertise, to list 10 items for constituents to follow for the next year - publicize the project as your contribution to the local and global community. as a sort of "pride of saanich" or "pride of canada" initiative.
- clear and concise information to the residents
- communicate more, ask more of residents, use the web!
- communication with residents!
- easier access to info re: cultural, sporting, gov't meetings events in a newspaper &/or internet
- educate the public
- educate themselves
- education
- get citizens more involved in civic issues/elections
- have public involved more in council meetings
- increase level of public/resident consultation
- provide more information how to overcome the condition
- public awareness
- public education
- set up public meetings / hearings regarding certain situations

General Comments

Note: The answers provided below are exactly as submitted by the survey respondent. Only perfectly identical responses have been summarized with a number (e.g. (3)) to indicate the total number of identical responses – only very minor editing and combining of individual responses has taken place.

- #26&27 - do not apply as I have just come home from hosp after major operation. However I usually walk at least 1/2 - 1 hr 5-7 times per week & play 18 holes of golf at least twice during the week in summer. 2- could you please send me a hard copy of the results to 4246 Panorama Drive Victoria V8X2M7. I realize this is supposed to be anonymous, but I'm not bothered. Thanks.
- #3 more garden waste drop off points or use of neighbouring municipal drop offs
- #NAME?
- (In reference to question 9) This "exercise" presupposes all costs are equal and all items are at starting point. A more successful question would indicate (approximate) budget division now operating in Saanich and asking reaction to those allocations --even still using the \$100 scale my choices would not be realistic.
- *I am concerned about poor driving habits, speeding, running red lights etc. *Preserve our agricultural land. Save Madrona farm! *The municipality should continue to enable people to use alternate forms of transportation - walking (sidewalks), riding (bike lanes and trails), and public transit (more buses).
- 1. Building permit wait times need to be decreased. 2. Firefighter should be skeleton staff on site and the rest paid on call. Too many have outside jobs around their work schedule where at work they sleep all night etc.. 3. Saanich yard should more accurately identify Saanich residents dropping off yard waste. Many other residents from other municipalities drop off their yard waste in Saanich at our expense. 4. Increase recycling services curbside.
- 1-Stop sign at Penrhyn St & Cadboro Bay Rd is very often ignored by both cyclists & motorists. 2-Gyro Park is a real EYESORE & there are far too many LOGS on the beach itself. 3-Many cyclists in groups do not cycle behind each other-but take up the full width of the road & some do not pull over!
- 43 years ago Saanich was beautiful. We had a hobby farm on Quayle Rd and later on Townsend Dr. - Today Royal Oak is terribly too many big houses, streets are bad, no sidewalks, open ditches(Pipeline) Traffic bad - Streets have not changed in over 40 years
- A better job could be done cleaning road shoulders and bike lanes for cyclists. As of Jan. 16, the shoulder of Cloverdale is still full of debris, long after the snow melted. View Royal is doing much better.
- -a blueberry farm on Panama Flats? - No way! It's a flood plain. "Don't mess with Mother Nature!" -though age now limits our participation in many things, it does not lessen our interest in the affairs of Saanich -three generations have enjoyed the amen
- A curling facility would be a good addition to the parks & recreation facilities already present in Saanich
- After moving from Central Saanich almost 5 years ago where there are no municipal services such as garbage and leaf collection and taxes were equivalent to Saanich rates, I am thankful to live in a municipality that actually seems to care about its residents and offer value for tax dollars paid. Keep up the excellent work.
- Although I have lived in Saanich for almost forty years, I consider myself a "Victorian". Even though it is a touchy subject, I believe that amalgamation is the way of the future. The Capital Regional District has to become Victoria. The time for parochialism is over. Enter the 21st century, work as a community (Victoria), and increase our visibility and importance. We have relied on "Capital City", "Butchart Gardens" and "Tourist Bureau" too long.
- As a Royal Oak resident, I have experienced intense development over the last few years - and it continues - despite residents' input! The decision to rezone & sell the R Oak schoolhouse was VERY disappointing & unethical as it was a property donation. I hope 2009 brings wiser & more sensitive decision making by Council. 2) Keep up the surveys to stay in touch with citizens.
- As a small business owner who is disabled - the \$100 business license is onerous. A sliding scale according to tax return would be fairer. -

Bicycling is extremely dangerous as bike paths on streets full of debris, and lanes start & stop in middle of route -Nasty threats of fines if bus. License not paid for even tho business hasn't even commenced is unwarranted and dictatorial - Amend the height of fencing to fight noise pollution - Fences could be a lot higher.

- As property assessment & double occupancy houses with the side effects of strain on facilities & neighbourhoods it is becoming increasingly difficult for low-income families & seniors to compete with these existing circumstances. Regular & frequent in home assessments may boost permit income for Saanich.
- As you can see we enjoy living in Saanich. We do not want the motor "ban" on Elk Lake. Fishing dock on Prospect Lake "please." P.S. Please fix the soundsystem in the gym at Cedar Hill Rec. Thank you
- At crosswalks install traffic lights red, amber green. "do not install flashing amber lights"
- Bad air quality in moist weather after 5pm in the winter is a problem all over Saanich and makes being outdoors very unpleasant. This air gets in our homes, too! The municipality is NOT pedestrian-friendly enough.
- Bare land stratas - homeowners pay same taxes yet don't have same services on "private" roads, especially snow clearing, road maintenance, utility lines etc.
- Before you allow one more condo to be built, you must improve roads and intersections. VITP is planning a huge expansion into beautiful greenspace and fields, yet the roads around there are in gridlock and the municipality is doing nothing to improve it.
- Better road service (cleaning roads) in wintertime / snow and ice - must include small roads! More than 5 small chickens would be nice. Check safety of the young ones to and from school.
- Building & Inspection. Second hand information indicates there is often a difference between Inspectors, and also there are demands made that are not required by the building code. Overall it does require a review of procedures. It is often less costly for contractors to do the extra work than request a review of requirements. This of course makes it necessary to add extra costs for all Saanich projects.
- Consider a composting pick up system large item garbage pickup - once or twice a year
- Consolidate Saanich - Oak Bay - Victoria - Langford - View Royal Municipalities! Support E-N railway upgrade Introduce "composting waste" pick-up program Provide direction in

"green" technologies utilization (ECO Buildings, waste mgmt, solar, wind)

- Cordova Bay area is a "gem" of Saanich Municipality, traffic is becoming a major safety concern, sidewalks must be addressed. Put control on beaches - must be addressed. Large vehicular traffic on the beach and beach accesses must be curtailed.
- Create bike lanes next to sidewalk on Shelbourne. Want to avoid riding bike on Shelbourne. And it is too narrow to fit a 'normal' bike lane on the road.
- Don't like block voting on Council! Susan Brice should quit, leave, retire, etc.
- Don't send staff (which includes policemen and firefighters) on "training" trips to Vegas, etc. It looks like a paid vacation. The decrease in the # of lanes on Gordon Head Road has messed up the flow of traffic in the mornings. This adds to commute time. Also not good for the environment.
- Dr. John Todd of ocean Arks international has designed a sewage system that is being used in Harwich, Massachusetts. His system would work well here and create jobs. Various municipalities could each have their own sewage treatment plant. Dr. John Todd (biologist) Check out Greenhouse treatment plant, cape cod (paragraph on webpage). I've seen them on videop, very good treatment.
- Educate the police, training, their judgements and attitude, behavior, we don not want police rookies with no education and judgement of people and with bully behaviour, also poor attitude in public. (As Saanich Police). No bullism.
- Emergency response is very important for Saanich and yet I have not heard about any action to be taken with respect to Public Work Yard. The yard is essential during an emergency, and yet the buildings look like tin cans that can come down in an earthquake. I also believe that parts of it is situated in a bog. Some action is needed soon to ensure the safety of Public Works employees and equipment.
- Fire inspection tend to bully
- Firemen - seem to be hanging out a lot @ coffee shops, houses? How can they justify hour long coffee breaks two hour lunch breaks
- For some unknown reason victoria municipalities use vancouver as the model for most things they do-services, pay scales, etc. Sannich is a small town-use small canadian towns with a limited economic base as the model for financial administration. Vancouver should be the last major north american city to use-look how they are screwing up on managing olympic projects.

- Generally happy with Saanich. Would like to see Saanich explain how Layritz turf was funded and show all the costs associated with that project!! Would like more transparency around the Borden/Cedar Hill X Rd proposal.
- Generally very satisfied with Saanich (14 years in this municipality). Main areas of concern are pedestrian safety, including issues re:increased car traffic; recreation facilities, infrastructure and appropriate density
- Glendenning Road has been highly impacted by development of ALR - Mr Geoffrey Hughes with tree removal & clear cutting - high noise pollution & large trucks damaging trails & perimeters of yards. This has been of much concern to long-time residents re Hughes' environmental damage
- Great place to live
- I am co-chair of Block Watch on our street - a great programme
- I am concerned about the number of cars that run through red lights. The other day while driving north on Shelbourne street five cars went through red lightswith one having a near mess. Real or imitation cameras with posted signs might help to reduce this dangerous practice.
- I am new to the city of Victoria - district of Saanich which explains why I couldn't comment on some of the questions and why I am renting as I do not yet know which neighborhood I want to buy a home.
- I am of the opinion that the District of Saanich needs to amalgamate with Victoria and other municipalities of the CRD. It would save costs and do away with the bureaucratic issues around licensing and zoning differences. We in Saanich would have a say in how the real core of our city (i.e. Victoria downtown) is developed. The persistence of the existence of Saanich is just an example of NIMBY enshrined.
- I appreciate your effort in getting citizen feedback Thank You
- I did not agree with the sale of the school house and property on West Saanich Rd and how it was done. We need green space.
- I feel Saanich Council is becoming too political - trying to save the environment much too quickly - listening to the self appointed experts whom have gained their limited knowledge from what "Al Gore" and company has told them through movies and television. Don't move to fast in providing housing for some types of street people - especially the ones whom have had no intentin or desire to change their lifestyle - but instead to constantly try our weak polical system (tents in parks) -etc etc

- I feel that Saanich is not developing in a sustainable way taking into account our changing climat & the impact this is having on the future of available clean water.
- I feel that the TV ads concerning Bylaw enforcement of snow clearing was a waste of taxpayer money as nothing was done in the way of performing these duties. On the street I live on the only sidewalks that were cleared were my own, my next door neighbors and the one across the street. It made it very unsafe to even walk my dog. Also, in plazas, the store owners made an extremely good job of keeping sidewalks clear, while mall owners did nothing for parking lots.
- I found sections of this questionnaire (survey) very difficult to answer. But it helps to reinforce the reality that governing a municipality is not an easy task!!! My main hobby at present is emailing journalists at the T.C. When I think they are "on track" with their articles. I am 81 - lost my wife of 54 years in Oct/08 - so my major project for 09 is learning new survival skills.
- I hate questionnaires & prefer discussing specific problems or future actions face to face with people involved / in charge
- I have become more cynical as I age. Too many people & regulations. Life used to be a lot simpler & easier. Too many people (Burecrats) telling you what to do.
- I know bike lanes are a good idea, but when you make bike lanes and disregard parking for residential homes, then there's a problem. On Interurban, when bike lanes were put in, people who catch buses for downtown park their cars in cul de sacs where residents can't even park their own cars. Speed bumps for cul de sacs with apartments at the end would be a good idea also. Thanx
- I love Saanich!
- I love the space & the trails, even the shot ones connecting streets. Also the added pedestrian crosswalks are a great help in supporting walkers. I would use my bike alot if I felt it was safe - Most roads do not feel safe for passing cyclists or riding my bike ** Recent pedestrian crosswalk signals @Reynolds & Cedar Hill Cross is an excellent location BUT impossible for pedestrian to see flashing lights so I am always hesitant to trust the button.
- I rated streetlights low, because there are too many! I think you could walk safely at night with 50% of the lights in my neighbourhood.
- I think Greater Victoria should listen to the scientific experts on the current issue of a new sewer treatment system & realize that the system we have is the RIGHT system

- I think people still don't have the confidence in municipal government we should have. If a service is performed by the city, neighbors feel like you were fortunate, not entitled. Loved the service I received when basement flooded and needed new pipes from road to hookup. Exceptional!!! This is the motivating factor to do this survey.
- I think this type of survey is very cool. My guess is 50% of the people could receive just an email instead of paperwork (i.e. Eliminate paper if you can)
- I truly appreciate the lovely flower gardens at roadside intersections. They give me a lot of pleasure.
- I use an electric scooter to go to the park and around the neighbourhood. I find the sidewalks very uneven and jar my whole body while riding on them.
- I very much enjoy living in Saanich!
- I walk around the Cedar Hill Golf course many times in a week. I often walk alone and will avoid this walk frequently because it does not feel safe in the heavily bushed areas. I am aware of some safety issues in the past there, so I always enter these areas with discomfort ** I would like to request the bushy areas (not trees) be thinned a little to make the area a little more open and safe. 2- Also in my walks, I often go thru the paths ending up crossing Blenkinsop where Judge intersects, leading to more paths. There are often other people crossing at this location and it is not safe as it is very difficult to see cars coming in one of the directions and it is very busy. There are no crosswalks close by to use. ** I would like to request a pedestrian crosswalk, with lights that can be activated, be placed across Blenkinsop at Judge.
- I want change. I want the LIFE program to include recreation courses to be allowed to be taken at interchangeable municipalities such as drop ins are allowed for exercise classes, swimming, sports
- I was pleasantly surprised to see our road was plowed. first time ever.
- I would appreciate Saanich cutting the thistles on the berm tops of Rainbow Park before they come into flower as well as dandelions.
- I would appreciate sidewalk access on Wilkinson Road also-the poor like riders there's no room for them on Wilkinson Road which is a major road.
- I would like to see Saanich adopt a bylaw such as the one in View Royal & City of Victoria for legalizing secondary suites. There is a shortage of rental units in Saanich. Thank you.
- I would like to see the speed limit on Reynolds Rd., between Cedar Hill X Rd. And Reynolds Court, reduced to 40 kmh. Then reduced to 30 kmh from Reynolds Court to Quadra. There is Reynolds Park near Cedar Hill X Rd. And a school crossing at Borden St.
- I'd like to see car drivers held more accountable for their actions. When walking on the sidewalk or crossing in a cross-walk becomes a life or death event something needs to be done.
- If my survey answers are not complete it is because I am 82 years of age and I have recently had a complete knee replacement and have had to curtail some activities. I have been in Saanich 22 1/2 years and I consider it the last best place on earth.
- If snow is predicted get on the ball faster!
- If suites are to be tolerated owners should be required to provide off street parking. If not a municipal parking permit should be required at a cost.
- If we reduced our yard and garden waste at home in our own yards, we could save money overall. I have noticed many people on Saturdays dumping lawn clippings and other easily compostable debris. Perhaps an educational brochure put out on Saturday at the landscape dump to reduce yard waste dumping can save Saanich money.
- I'm extremely concerned about the possibility of a sewage treatment plant in my "backyard." This is not the solution, Haro Woods should be a protected natural greenspace which we have only limited amounts.
- In my opinion the urban containment boundary requires review and extension. Certain developments such as Camosun College, Pacific Sport Institute and Vancouver Island Tech have been approved with little improvement to road/traffic pattern planning and improvement. These developments have had a negative impact on residential neighbourhoods creating traffic congestion.
- In recent years there has been an increase in the number of deer in our residential neighbourhoods that has resulted in a devastation of our carefully planted and manicured gardens. We ask that there be more control taken in the maintenance of animal populations within the city limits.
- Increase number of buses to reduce commuter congestion on buses especially during peak hours - collect fall leaves & clear snow
- Increase use of solar powered (low light pollution) street lights. Thank you for the sustainable Saanich workshops. Increase self sufficiency for food - community gardens. Ensure new buildings are alternative energy

ready. Increase the construction of traffic circles instead of 4 way stops to decrease pollution. Keep up the good work with the schools, continuing education partnerships.

- Instead of having 1 man working with 6 men watching, have them all working to much wasted time on my tax money
- It would be great to see Shelbourne made into a three-lane street with proper left-hand turn lanes and bike lanes (ie Esquimalt Rd). Parks like the Blair St. Park could use some enhancements such as a native plant garden.
- It's high time that the poor excuse of a temporary sidewalk installed on the 900 block of Claremont Ave down to Cordova Bay Road 40 years ago is replaced by the permanent one not withstanding what the C.B. Assoc says are the priorities.
- Keep taxes down.
- Living in the panhandle of Saanich we feel you don't think we exist. For example, in 1994 the Mayor Murray Coell promised to attend to the road conditions on our street. The heavy traffic of buses that commuted in both directions during the Commonwealth Games. The numerous bus traffic not only caused need of repair to the road. House interior wall cracks, outside sidewalks and stairways sinking. We the homeowners had to repair themselves. After 14 years the road has not been resurfaced. Leaf removal sporadic, salting, sanding, plowing of roads nil. Why when the request for fire, police or ambulance does Oak Bay show up first and Saanich second?? Your letter dated July 22, 2008 to homeowners re notice of Increase in Water Pressure, which was received Aug 4, 2008. Surely a project of this size was planned well in advance. Do you think it fair to homeowners we were given only one month to have this valve installed???
- More sidewalks and improve the website. Adding RSS feeds was a good move. Would like to see Saanich engage more in social networking - Twitter, Facebook and other ways to engage community in a time and manner that is comfortable to the constituents. Streamed and archived video of council meetings, creating transparency of process and generally making it easier using technology for me to engage with the municipality.
- More walking, bike trails, recreation, we need to capitalize on our natural beauty and connect trail systems for hikers, bikers, joggers etc. Connect uvic, to Mt Doug, to Royal Oak to Elk Lake etc. LESS MAYORS, less bureaucraties, more trails
- My comments concern tree preservation bylaws. I applied to remove an obviously

diseased Arbutus tree that originated in my yard but which grew over the fence into my neighbours yard. I was forced to pay \$400 for a report by a consulting arborist for which the conclusion that it was dangerous and should be removed ASAP was blatantly obvious. My greatest concern was the safety of my neighbours and my legal liability. If a permit is denied then Saanich must assume liability.

- My grateful thanks to everyone that contributes to make our community and world a better place, especially those that take away the garbage and recycling.
- My late husband and I have lived in Saanich for 30 years and raised three children here. It is a wonderful place to call home.
- My street Inlet Ave, is too narrow. I believe it needs to be widened for the safety of the residents.
- Need more discipline in the budgeting process- emphasis on long-term planning & essential services - holding tax increases to < or = to 2% /ann. With clear categorization of expenses as A: essential B: nice to have Quality & quantity of services is now more than adequate in the nice to have category
- Need road improvements, and street lights.
- Need to focus on water, sewer, drain, roads. Less on flowers, parks, trails. No engineering budget cuts this will only add to infrastructure deficit. CRD has too much unaccounted budget. Saanich should have a fixed percentage of tax base that goes to CRD. From this amount they should then form budget. Currently they tell us what they want and we increase tax to give it to them. Saanich then has no room for an increase for their projects.
- New development- curb and sidewalks are put in, your policy seems to be to never come back to that block. Upgrade the remaining block curbing or sidewalk?
- Nice place to live.
- No comments
- No more farm land lost to housing / sprawl
- Noted in question 4c - also circled '2' and wrote 'drag racing at night'
- On Davida Ave where a sidewalk and curb was put in on top of the hill, I understood that it was going to be on both sides. I think it makes it impossible to get out of the way if another car comes over the hill without enough room to pass. Also there's no room for extra cars to park.
- Overall good area to live in - really no complaints but would like to see services (leaf cleaning) equal for all neighbourhoods. And while I realize basement suites are here to stay, parking bylaws should be required, ie. 2

spots on the property for each suite and no relic or commercial vehicles.

- Pacific Sport opening and their growth is making congestion at Interurban-Wilkinson even more intolerable for local residents. It is irresponsible to approve such growth without first fixing that intersection. 2. There is a pattern of invading quiet residential areas with commercial and industrial, while putting new homes in the noisy areas where the industrial should have gone. 3. Staff tell us that our problems stem from council decisions-we write Mayor and Council and the Mayor passes the buck back to staff!
- Perhaps 3 years ago i complained that cars "for sale" were parked on our streets- especially near the cedar hill rec centre, which area became a regular car lot. The response i received was not a satisfying one and the problem persists.
- Personally I could take a more active role in my community and its development 2. Keep the police road blocks going (and the radar) 3. The environment and its preservation are of utmost importance. Without it, everything else discussed here will be of little importance in the future.
- Please continue to promote responsible ownership of dogs and cats. I am very tired of cats using my yard as a toilet! Do appreciate dog owners who pick up after their pets.
- Please don't put parking jut-outs along sidewalks & medians as Victoria city has. They make the streets too narrow which makes difficulty in backing into the spaces & big jut outs. It also decreases # of spots available. They are dangerous to drive around
- Please fix pot holes asap. (Colquitz bridge dangerous) Police panhandlers in Cuthbert Holmes Park & Fairways & liquor store Need light to turn left from Cowper onto Admirals Keep up the good work on keeping the Gorge waterway beautiful!!
- Please keep bicycles OFF sidewalks. Some control of bicycles on the Galloping Goose. Often it seems pedestrians are an after thought eg. Crummy "sidewalk" on Arbutus Rd. Pedestrian lights that are slow to change floral display in many "islands" are a waste of money
- Please licence bicycles for those over 16 years of age.
- Please look into raising revenue from suites such as Langford. I see my taxes increasing to a point I can no longer afford while all residents of suites everywhere are accessing services for free. Eg. Schools, bus, etc. Please look into this matter seriously. Thanks.
- Please please please do something about light synchronization and the intersection at

Wilkinson and Interurban Rd. Traffic in the last 2 years at this location is now almost out of control.

- Please reassess the traffic circle on Cedar Hill X Rd & Nicholson - every day there are near misses, horns honking & people skirt around it (in front of the circle) rather than going around it to turn left. Lots of cases of road ragers well-witnessed people almost getting into fist fights there. *a four way stop would be much preferred & safer.
- Please work with senior governments to get infrastructure grants to build an interchange at mckenzie / Admirals Thanks for a good survey
- Police campaigns or educational ads to promote personal responsibility (courteous driving, responsible pedestrians, etc). Community plans should not take precedence over a master land use plan (more global thinking-don't compromise major developments, i.e Tuscany Village is a real disappointment.)
- Promote Saanich website on cover of Saanich News. Send your own bi-monthly municipal 1 to 2 page update/flyer delivered to all houses, news and upcoming events.
- Provide better access to Royal Oak Transit Exchange: there is no drop-off/pick-up location due to layout - link to surrounding neighbourhoods, difficult access for cyclists, public washrooms. Improve: safety of Sayward intersection, Wilkinson Interurban intersection and Blanchard @ East Saanich.
- Provide better notice of issues which will be considered by Council and by committees.
- Q8 Improve municipal services with higher user fees Q9 allocate \$10 to savings Q14 You have wonderful staff Q16 Other - postings on bulletin boards Q17 Other - newsletter
- Q9 - Barriers along Pat Bay to shelter residences from traffic noise & from sight of traffic.
- Quality of life good. Service satisfied. Everything else ok, not bad, not good, is ok.
- Question 24 was not completed because zero was not an option
- Question 7 Borrowing - pay 2-2.5% on prepaid taxes - be competitive for the money Government Grants - Province & Federal Governments should pay for fiscal needs User Fees - rec centre fees should not increase - which user fees are you talking about - I don't want privatized garbage pick up General taxes - should be on hold for a few years Reserves and Savings - these are two different things -assigned to specific purpose savings - we all have a savings account Developers Fees - they can go up

- Re Cedar Hill Golf Course. The "players" room on the ground floor; should be kept open year round. By not having user friendly facilities it is no wonder the season pass holders, and numbers of golfers in general have dropped!!
- Re Shelbourne / Cedar Hill Intersection -- we urgently need an advance green to turn left, east to north onto Shelbourne
- Remove or update the hideous shrub running down the middle of mckenzie (between Carey and Douglas St) My garbage-man (or men) are amazing, they do a fantastic job!
- Road closure on north street shows a weakness/ flaw in council. Too much reliance was placed on the squeaky-wheel neighbourhood association. Road closure should never have occurred. This public street has now become a private parking lot.
- Saanich and all other local municipalities should pro-actively promote and support efficient light rail. To solve urban transportation/problems and to maintain an economy during these times of global economic crisis. This would go a long way to encouraging higher urban densities too.
- Saanich has the worst reputation in the Greater Victoria area for the state of its roads & sidewalks. Can we please increase the relative importance of these two items and commit to a significant annual capital increase in each area. We need to at least provide sidewalks on all roads that have scheduled bus service.
- Saanich is a fabulous place to live with a stunning environment. It is critical for council and citizens to continue working hard to protect and enhance the quality of life that exists here. Well planned land use projects that look at the long term are essential rather than short-sighted reactionary change that does not serve our citizens and our future. Thank you!
- Saanich is doing a good job and is a good place to live. The Gorge Waterway Park is fantastic! Please balance the budget and do not borrow money. Please also focus on crime and help give Saanich and greater Victoria back to the hardworking taxpayers. Saanich's garbage collection team is excellent!
- Saanich is over staffed! Many services can be supplied by private contractors at a fraction of the cost. Why have a Saanich Municipal Yard? Certain developers and certain lobby groups have too much to say at council meetings. Party politics too present at all levels.
- Saanich needs to become a leader in sustainability & retain its character & livability. The recent proposal to build a 32 story building

at Uptown would have ruined the character of the development & the area and should never be allowed. Retaining green space, encouraging local organic agriculture, cycling /walking trails should be a priority.

- Saanich needs to have a long term plan to curb & sidewalk all streets with drainage to catch rain water to be stored & filtered before disposition. Road surface pollution is a disaster
- School street need to be plowed. McKenzie elementary was plowed after neighbour shoveled road.
- See 10D
- Separation of lochside trail - 1 for cyclists, 1 for pedestrians - it is dangerous & more people would cycle if they could commute quicker. Pave sections of lochside trail that runs in Blenkinsop Valley, it is a bicycle destroyer!
- Still royally peeved about the lack of action by Saanich in creating a safe pedestrian crossing at Grange and Interurban while putting controlled crossings within 100 ft of Marigold and West Saanich Rd.
- Subsidized housing for the working is OK- housing for the homeless/non working NOT ok
- Survey is too big - simplify
- Thank you for sending out this written survey. I do not always answer questions like these over the telephone anymore due to telephone frauds and scams. I love living in Saanich, my area is so close to all the amenities I like and need.
- Thank you for sending this survey. I appreciate the fact that Saanich values its residences input. I have lived in Saanich for most of my life and have enjoyed many of its amenities and resources.
- Thank you for surveying. Tried to respond on line 5x & survey "crashed" each time. Concern that many respondents may not have sufficient information to make informed comment on Survey's financial questions - would you consider including councillor or staff contact info in future surveys so respondents can get info to a) make a more informed response, and b) use survey as a way to become civically informed/engaged?
- Thank you for the opportunity to provide feedback and comments. One other area I think the saanich government could improve is better integration with other municipalities-for instance, oak bay and victoria do a great job of building bike lanes -these just end when they reach saanich municipal boarder. Same with roads- planning and development should be better integrated with other municipalities.
- Thanks for allowing me to complete this survey - hope it helps with future planning

- Thanks for asking. I appreciate the opportunity to be more involved. Overall I'm very satisfied with living in Saanich - this can easily lead to complacency - I need to be prodded to be aware of major issues facing the municipality. In my view affordable housing and secondary suites are important issues, along with sewage treatment done in an economically viable and ecologically responsible way are important issues.
- The car is King in Saanich. We're choking! Saanich needs to become more pedestrian friendly. Major intersections require traffic calming due to poor municipal planning in the past. Saanich has outgrown traffic control system, deal w/ Mckenzie! Hire expert like Dan Burdu to plan w/ citizens and design pedestrian friendly solutions. Don't allow anymore Tuscan Villages with surface parking. Make it easy to walk, even when it snows! Great Survey! Thanks for asking!
- The department that looks after the floral displays and landscape plantings for Saanich should be commended. Throughout the community they are greatly enjoyed. Bravo!
- The last council vote that gave the Uptown developers permission to reduce parking without giving back to the community was short sighted. It seemed to be based on fear of economic uncertainty. Now is the time for Saanich (and Canada) to take a strong leadership stance that what is best for the economy has to be in-line with our communities & environment.
- The Rec Centers are great facilities but something needs to be done about the filthiness of them. Gordon Head in particular. On street parking shouldn't be allowed on residential streets such as Mann Ave & Wilkinson
- This survey should have asked opinion relating to amalgamation in Greater Victoria. I am lifelong resident of Greater Victoria (70 years in Saanich) and satisfied with services received BUT are the residents of Greater Victoria being as well serviced as they should be with all the councils and bureaucracy in place
- This survey, I appreciate the opportunity to fill it out but it was way too long. Perhaps in the future specific topics could be requested & the people respond. *a way to start to appreciate the need to care for the people. Thanks you!
- Very Important implies to just about all aspects of municipal duties, if not to me, but to someone. Sorting out priorities is a difficult task and I am pleased. Generally with the sense of the Council in this respect.

- We appreciate the opportunity to participate in the survey
- We are a garden city Plants make better air for us to breath and improve the environment The deer are eating everything. Address this problem. How about some education for bike lanes, rules responsibilities licence bikes (for motorist & bikes) Education for walkers (because there are so few sidewalks) bikers and motorists to share the roads safely
- We are very concerned that Royal Oak does not have a community centre and park (green space) near the business centre. The proposed development on the old school house property is not considering the needs and wants of the community. It is evident that at all public hearings and council meetings most of the councillors under the strong influence of the mayor, and developers, come to the meetings, having already decided how they will vote on many issues. Regardless of the number of residents who express concerns about quality of life in Saanich, especially over-development, they are not being respected for their opinions and ideas. An effective council must have a sense of vision and comprehensive planning for today and for the future. Council, please consult with, and listen to, the profound concerns of the people who live in the many Saanich neighbourhoods.
- We are very unhappy with 2 major issues that directly affect us: 1. Saanich contemplating interurban as a truck route and failing to notify us & failing to enforce traffic -allowing trucks on the road every day in contravention of the existing road designation. 2. Lack of municipal water and sewer services with no accompanying property tax reduction.
- We enjoy living in saanich and feel we are being looked after quite well. But, you need to always strive to do better! (so do we!)
- We have recently moved back to canada after a 10 year absence. Some of the answers we gave are what we anticipate in doing and also have been affected by the recent weather conditions.
- We live in a townhouse on wilkinson road. The traffic is noisy even into the night. Would be good to have more evergreens planted next to sidewalk to deaden noise and keep pollution away from house.
- We moved to this community for scenery and for ease of access to highways, airport & city. This is a great place for family and for outdoor activities. We like the semi rural atmosphere. Thanks for asking my opinion!
- We need to reduce traffic congestion and one way to do this would be to build an "overpass" at mckenzie Ave and Hwy One. With both

provincial and federal governments willing to spend on "infrastructure" during the current economic situation, it may be a good time to seek their cooperation.

- We saw adjacent roadways in china parallel to roads for vehicles. Those narrower roadways were separate but running parallel for bicycles, donkeys, horses - usually separated by boulevard (rather than painted white line) Bicycle ways were always paved and less stressful for vehicle drivers and bicycles to not share same road. I commend Saanich Mayor and Council for running everything so well. In my perfect world I would like -separate bikeways (less stressfurl for bikers and vehicle drivers) -noise bylaw (cars without mufflers and motorcycles) - mandatory vehicle checks - animal control operating every weekday.

Thank you

- We understand that mckenzie is a provincial roadway, but please put pressure on the BC government to clean, weed the boulevards, pick up garbage & pick up cigarette butts (corner of mckenzie & Glanford is a median ashtray). Garbage is bad between Pat Bay & Glanford on mckenzie. Build a freeway noise fence along mckenzie.
- We would like to receive the Saanich News more often than once every 2 weeks (or so) felt very isolated during the snow season - the street was not ploughed or sanded for over a week thank you
- We would use bike lots if lanes were like Holland & Sweden
- When are you starting to work towards amalgamation?
- With the number of cars parked on the streets in residential areas... Maybe you could charge

for parking as in some kind of yearly ticket/sticker. It would generate income and/or maybe get cars off the street and into garages. Our street is often a bottleneck especially down near Burnside where parked cars block visibility & are a dangerous nuisance. Q 16 - Other: Pamphlets

- Would be happy to see our roads maintained to a higher level of safety - less little roundabouts & dividers. Waste of taxpayers money. In my opinion a "make work" project. ALSO when projects - Lochside Trail are landscaped - maintained to keep weeds, etc. Out!!!
- Would it be possible to redistribute some of the police force from traffic enforcement to where it would be better used?
- You'll notice my less than great ratings for Saanich's rec centres. I've found that Esquimalt - pool, rec & Archie Browning are shining examples of great places for recreation. Saanich's might be "bigger & better", but Esquimalt has a more "people pleasing" atmosphere. Suggest your rec centres check out what Esquimalt is doing so much better than they are.
- Youth crime and vandalism are a plague in Saanich. Much more effort needs to be made policing the streets, apprehending young offenders, and as well ticketing speeders. It is not acceptable for police to say they will not enforce speed limits in our area because we don't have enough accidents!

Appendix V: Survey Instrument



THE CORPORATION OF THE DISTRICT OF SAANICH

January 07, 2009

Dear Saanich Resident,

Saanich Council wants to know what you think about your local government. You have been randomly selected to participate in the Saanich 2009 Citizen Survey.

Your answers to the survey questions will help Saanich Council set budget priorities, evaluate programs and improve services. **Your response will remain completely anonymous.**

Please spend a few minutes answering all the questions and return the survey in the postage-paid envelope by **January 27, 2009**. If you wish to complete an **on-line version** of this survey, please go to www.saanich.ca/2009cs and enter the password: **770SCS**.

All respondents are eligible to enter the free draw (see back for details.)

Your household is one of a few being surveyed and your participation is very important. If you have any questions, please call Debby Harris, Corporate Projects Coordinator at 250-475-5494 extension 3488.

Please help us shape the future of the District of Saanich. We look forward to sharing survey results by March 2009. Thank you for your time and participation.

Yours truly,

A handwritten signature in cursive script that reads "Frank Leonard".

Frank Leonard
Mayor

FREE DRAW

Thank you for taking the time to complete the 2009 Citizen Survey!

Draw prizes and eligibility:

To show our appreciation, **we welcome all survey respondents to enter a free draw** for a chance to win one of the following 9 prizes:

- \$100 gift certificate for dinner at a Saanich restaurant (1 prize)
- Ten complimentary admission passes to any Saanich Recreation facility (2 prizes)
- Round of golf for two at Cedar Hill Golf Club (2 prizes)
- Two hours of free tennis court time and one hour of free squash court time (2 prizes)
- "Taste of Recreation" pass valid at any inter-municipal recreation facility (2 prizes)

Instructions for entering:

Please return the top portion of the two part numbered ticket with your completed survey, for your chance to win a prize. Keep the other part of the numbered ticket. It contains your random, anonymous number for the draw. **Only those who send the ticket in with a completed survey will be eligible for the draw.**

If you are completing the **on-line version** of the survey, type your ticket number in the space provided in the on-line survey or return the ticket in the enclosed postage paid envelope.

Winning tickets:

Winning numbers will be published in the Saanich News on the following dates:

- ✓ **Early-Bird Draw:** Wednesday, January 21, 2009
- ✓ **Final Draw:** Wednesday, February 4, 2009

Thank you for completing the 2009 Citizen Survey:

Please detach this cover page and return your completed questionnaire in the enclosed postage paid envelope **by January 27, 2009.**



District of Saanich
Finance Department
770 Vernon Ave
Victoria BC V8X 2W7
Tel.: (250) 475-5494 ext. 3488



DISTRICT OF SAANICH 2009 CITIZEN SURVEY

Please complete this questionnaire if you are the adult (age 18 or older) in the household who most recently had a birthday. The adult's year of birth does not matter. Your responses are anonymous and will be reported in group form only.

If you have any questions about completing this survey, please contact Debby Harris at the District of Saanich at 475-5494 extension 3488.

Quality of Life in Saanich:

1. On a scale of 1 (very poor) to 5 (very good), please circle the number that comes closest to your opinion for each of the following questions:

| | Very Poor | ←-----> | | | | Very Good | No Opinion |
|---|-----------|---------|---|---|---|-----------|------------|
| a. How would you rate the overall quality of life in Saanich? | 1 | 2 | 3 | 4 | 5 | 6 | |
| b. How would you rate Saanich as a place to raise children? | 1 | 2 | 3 | 4 | 5 | 6 | |
| c. How would you rate Saanich as a place to retire? | 1 | 2 | 3 | 4 | 5 | 6 | |
| d. How would you rate Saanich as a place to work | 1 | 2 | 3 | 4 | 5 | 6 | |

2. List the three things you like most about living in Saanich:

✓

✓

✓

3. List the three things you like least about living in Saanich:

✓

✓

✓

4. On a scale of 1 (very unsafe) to 5 (very safe), please circle the number that comes closest to your opinion for each of the following questions:

| | Very Unsafe | ←-----> | | | | Very Safe | No opinion |
|---|-------------|---------|---|---|---|-----------|------------|
| a. How safe do you feel in your neighbourhood in Saanich? | 1 | 2 | 3 | 4 | 5 | 6 | |
| b. Do you feel that safety is improving in Saanich? | 1 | 2 | 3 | 4 | 5 | 6 | |
| c. How safe do you feel when using the roads in Saanich? | 1 | 2 | 3 | 4 | 5 | 6 | |



Saanich Services:

5. How do you rate each of the following Saanich services?

Please circle a number to show:

- First, how satisfied you are with the service, and then,
- How important this service is to you.

| | Satisfaction | | | | | | Importance | | | | | |
|---|----------------------|---|---|---|---|----------------|----------------------|---|---|---|---|----------------|
| | Not at all Satisfied | | | | | Very Satisfied | Not at all Important | | | | | Very Important |
| Parks and Recreation Services | ←-----→ | | | | | | ←-----→ | | | | | |
| Arts and cultural programs | 1 | 2 | 3 | 4 | 5 | N/A | 1 | 2 | 3 | 4 | 5 | N/A |
| Beaches, beach accesses & waterfront areas | 1 | 2 | 3 | 4 | 5 | N/A | 1 | 2 | 3 | 4 | 5 | N/A |
| Fitness, health and wellness programs | 1 | 2 | 3 | 4 | 5 | N/A | 1 | 2 | 3 | 4 | 5 | N/A |
| Multicultural services and programs | 1 | 2 | 3 | 4 | 5 | N/A | 1 | 2 | 3 | 4 | 5 | N/A |
| Municipal golf course (Cedar Hill Golf Club) | 1 | 2 | 3 | 4 | 5 | N/A | 1 | 2 | 3 | 4 | 5 | N/A |
| Parks | 1 | 2 | 3 | 4 | 5 | N/A | 1 | 2 | 3 | 4 | 5 | N/A |
| Playgrounds | 1 | 2 | 3 | 4 | 5 | N/A | 1 | 2 | 3 | 4 | 5 | N/A |
| Pools | 1 | 2 | 3 | 4 | 5 | N/A | 1 | 2 | 3 | 4 | 5 | N/A |
| Programs for children (0-12 years of age) | 1 | 2 | 3 | 4 | 5 | N/A | 1 | 2 | 3 | 4 | 5 | N/A |
| Programs for disabled | 1 | 2 | 3 | 4 | 5 | N/A | 1 | 2 | 3 | 4 | 5 | N/A |
| Programs for economically disadvantaged residents | 1 | 2 | 3 | 4 | 5 | N/A | 1 | 2 | 3 | 4 | 5 | N/A |
| Programs for seniors | 1 | 2 | 3 | 4 | 5 | N/A | 1 | 2 | 3 | 4 | 5 | N/A |
| Programs for youth (13-21 years of age) | 1 | 2 | 3 | 4 | 5 | N/A | 1 | 2 | 3 | 4 | 5 | N/A |
| Public libraries | 1 | 2 | 3 | 4 | 5 | N/A | 1 | 2 | 3 | 4 | 5 | N/A |
| Skating arena | 1 | 2 | 3 | 4 | 5 | N/A | 1 | 2 | 3 | 4 | 5 | N/A |
| Sports and athletic programs | 1 | 2 | 3 | 4 | 5 | N/A | 1 | 2 | 3 | 4 | 5 | N/A |
| Sport courts (tennis, lacrosse, etc.) | 1 | 2 | 3 | 4 | 5 | N/A | 1 | 2 | 3 | 4 | 5 | N/A |
| Sports fields | 1 | 2 | 3 | 4 | 5 | N/A | 1 | 2 | 3 | 4 | 5 | N/A |
| Trails | 1 | 2 | 3 | 4 | 5 | N/A | 1 | 2 | 3 | 4 | 5 | N/A |
| Transportation | ←-----→ | | | | | | ←-----→ | | | | | |
| Ease of pedestrian travel | 1 | 2 | 3 | 4 | 5 | N/A | 1 | 2 | 3 | 4 | 5 | N/A |
| Ease of travel by bicycle | 1 | 2 | 3 | 4 | 5 | N/A | 1 | 2 | 3 | 4 | 5 | N/A |
| Ease of travel by bus | 1 | 2 | 3 | 4 | 5 | N/A | 1 | 2 | 3 | 4 | 5 | N/A |
| Ease of travel by car | 1 | 2 | 3 | 4 | 5 | N/A | 1 | 2 | 3 | 4 | 5 | N/A |
| Parking control and enforcement | 1 | 2 | 3 | 4 | 5 | N/A | 1 | 2 | 3 | 4 | 5 | N/A |
| Public Safety | ←-----→ | | | | | | ←-----→ | | | | | |
| Animal control services | 1 | 2 | 3 | 4 | 5 | N/A | 1 | 2 | 3 | 4 | 5 | N/A |
| Community fire safety education program | 1 | 2 | 3 | 4 | 5 | N/A | 1 | 2 | 3 | 4 | 5 | N/A |
| Crime prevention programs | 1 | 2 | 3 | 4 | 5 | N/A | 1 | 2 | 3 | 4 | 5 | N/A |



| | Satisfaction | | | | | | Importance | | | | | |
|--|----------------------|---|---|---|---|----------------|----------------------|---|---|---|---|----------------|
| | Not at all Satisfied | | | | | Very Satisfied | Not at all Important | | | | | Very Important |
| Public Safety (continued) | ←-----→ | | | | | | ←-----→ | | | | | |
| Emergency preparedness program | 1 | 2 | 3 | 4 | 5 | N/A | 1 | 2 | 3 | 4 | 5 | N/A |
| Fire fighting services | 1 | 2 | 3 | 4 | 5 | N/A | 1 | 2 | 3 | 4 | 5 | N/A |
| Hazardous materials response services | 1 | 2 | 3 | 4 | 5 | N/A | 1 | 2 | 3 | 4 | 5 | N/A |
| Police presence and visibility | 1 | 2 | 3 | 4 | 5 | N/A | 1 | 2 | 3 | 4 | 5 | N/A |
| Police road safety programs | 1 | 2 | 3 | 4 | 5 | N/A | 1 | 2 | 3 | 4 | 5 | N/A |
| Police services | 1 | 2 | 3 | 4 | 5 | N/A | 1 | 2 | 3 | 4 | 5 | N/A |
| School fire safety program | 1 | 2 | 3 | 4 | 5 | N/A | 1 | 2 | 3 | 4 | 5 | N/A |
| Planning & Development | ←-----→ | | | | | | ←-----→ | | | | | |
| Building inspection / permits | 1 | 2 | 3 | 4 | 5 | N/A | 1 | 2 | 3 | 4 | 5 | N/A |
| Business licensing | 1 | 2 | 3 | 4 | 5 | N/A | 1 | 2 | 3 | 4 | 5 | N/A |
| Bylaw enforcement | 1 | 2 | 3 | 4 | 5 | N/A | 1 | 2 | 3 | 4 | 5 | N/A |
| Economic development | 1 | 2 | 3 | 4 | 5 | N/A | 1 | 2 | 3 | 4 | 5 | N/A |
| Land use planning | 1 | 2 | 3 | 4 | 5 | N/A | 1 | 2 | 3 | 4 | 5 | N/A |
| Maintaining the character of neighbourhoods | 1 | 2 | 3 | 4 | 5 | N/A | 1 | 2 | 3 | 4 | 5 | N/A |
| Preserving rural/agricultural land | 1 | 2 | 3 | 4 | 5 | N/A | 1 | 2 | 3 | 4 | 5 | N/A |
| Protecting the natural environment | 1 | 2 | 3 | 4 | 5 | N/A | 1 | 2 | 3 | 4 | 5 | N/A |
| Municipal Infrastructure and Services | ←-----→ | | | | | | ←-----→ | | | | | |
| Fall leaf collection program | 1 | 2 | 3 | 4 | 5 | N/A | 1 | 2 | 3 | 4 | 5 | N/A |
| Floral displays/landscaping on public property | 1 | 2 | 3 | 4 | 5 | N/A | 1 | 2 | 3 | 4 | 5 | N/A |
| Garbage collection | 1 | 2 | 3 | 4 | 5 | N/A | 1 | 2 | 3 | 4 | 5 | N/A |
| Garden waste drop-off at Municipal Yard | 1 | 2 | 3 | 4 | 5 | N/A | 1 | 2 | 3 | 4 | 5 | N/A |
| Municipal website | 1 | 2 | 3 | 4 | 5 | N/A | 1 | 2 | 3 | 4 | 5 | N/A |
| Online services (i.e. e-commerce) | 1 | 2 | 3 | 4 | 5 | N/A | 1 | 2 | 3 | 4 | 5 | N/A |
| Primary sewage treatment & ocean outfall | 1 | 2 | 3 | 4 | 5 | N/A | 1 | 2 | 3 | 4 | 5 | N/A |
| Quality of drinking water | 1 | 2 | 3 | 4 | 5 | N/A | 1 | 2 | 3 | 4 | 5 | N/A |
| Residential recycling | 1 | 2 | 3 | 4 | 5 | N/A | 1 | 2 | 3 | 4 | 5 | N/A |
| Roadside / boulevard maintenance | 1 | 2 | 3 | 4 | 5 | N/A | 1 | 2 | 3 | 4 | 5 | N/A |
| Sidewalks | 1 | 2 | 3 | 4 | 5 | N/A | 1 | 2 | 3 | 4 | 5 | N/A |
| Storm-water drainage and flood control | 1 | 2 | 3 | 4 | 5 | N/A | 1 | 2 | 3 | 4 | 5 | N/A |
| Street cleaning | 1 | 2 | 3 | 4 | 5 | N/A | 1 | 2 | 3 | 4 | 5 | N/A |
| Street lighting | 1 | 2 | 3 | 4 | 5 | N/A | 1 | 2 | 3 | 4 | 5 | N/A |
| Street repair (i.e. condition of roads) | 1 | 2 | 3 | 4 | 5 | N/A | 1 | 2 | 3 | 4 | 5 | N/A |
| Tree protection | 1 | 2 | 3 | 4 | 5 | N/A | 1 | 2 | 3 | 4 | 5 | N/A |



6. In the past 12 months, approximately how often did you participate in each of the following activities? (Please circle the ranking that most closely applies for each activity.)

| | Never | Once or twice | Three or four times | Once every 1 to 2 months | More than once a month | Not sure |
|--|-------|---------------|---------------------|--------------------------|------------------------|----------|
| a. Visited a public library | 1 | 2 | 3 | 4 | 5 | 6 |
| b. Attended an arts or cultural program or activity | 1 | 2 | 3 | 4 | 5 | 6 |
| c. Used a Saanich recreation centre | 1 | 2 | 3 | 4 | 5 | 6 |
| d. Used a recreation centre in a neighbouring municipality | 1 | 2 | 3 | 4 | 5 | 6 |
| e. Played golf at Cedar Hill Golf Club | 1 | 2 | 3 | 4 | 5 | 6 |
| f. Visited a Saanich park | 1 | 2 | 3 | 4 | 5 | 6 |
| g. Used the Galloping Goose or Lochside Trail | 1 | 2 | 3 | 4 | 5 | 6 |
| h. Used another Saanich trail | 1 | 2 | 3 | 4 | 5 | 6 |
| i. Attended a public meeting about municipal matters | 1 | 2 | 3 | 4 | 5 | 6 |
| j. Visited the Municipal Hall | 1 | 2 | 3 | 4 | 5 | 6 |
| k. Dropped off garden waste at the Saanich Municipal Yard | 1 | 2 | 3 | 4 | 5 | 6 |
| l. Contacted Saanich Fire | 1 | 2 | 3 | 4 | 5 | 6 |
| m. Contacted the Saanich Police | 1 | 2 | 3 | 4 | 5 | 6 |
| n. Used the Municipal website | 1 | 2 | 3 | 4 | 5 | 6 |

Financial Questions:

7. The District of Saanich relies on the following sources of revenue to fund municipal services, infrastructure and other financial obligations:

- property taxation: 47%
- user fees: 27%
- reserves or savings: 16%
- government grants: 7%
- borrowing: 3%

In the future, what revenue sources do you feel the District should rely on? (Please circle the number ranking that most closely matches your opinion for each listed revenue source.)

| | Rely less | Same | Rely more | No opinion |
|------------------------|-----------|------|-----------|------------|
| a. Property taxation | 1 | 2 | 3 | 4 |
| b. User fees | 1 | 2 | 3 | 4 |
| c. Reserves or savings | 1 | 2 | 3 | 4 |
| d. Government grants | 1 | 2 | 3 | 4 |
| e. Borrowing | 1 | 2 | 3 | 4 |



8. If faced with the following realistic choices, what would you advise Council to do? (Please check only one box indicating your preferred choice from this selection.)

- a. Improve municipal services with higher taxes
- b. Same or reduced level of municipal services with taxes unchanged
- c. Reduced level of municipal service with lower taxes
- d. No opinion

9. The District of Saanich spends a portion of its yearly budget on large projects, known as capital projects. Imagine that you have \$100 to spend on the following capital projects. How would you spend it?

Please divide \$100 among the 10 listed capital projects according to their importance to you. Please fill all the spaces with dollar amounts ranging from \$0 to \$100.

| Capital Projects (listed in alphabetical order) | \$ |
|---|-------------------------|
| Arts and cultural facilities | \$ _____ |
| Bicycle infrastructure (bike lanes, etc.) | \$ _____ |
| Environment protection and enhancement | \$ _____ |
| Municipal buildings | \$ _____ |
| Parks and trails | \$ _____ |
| Recreation facilities | \$ _____ |
| Roads and traffic control | \$ _____ |
| Sewer and storm drainage system | \$ _____ |
| Sidewalks | \$ _____ |
| Streetscape / beautification projects | \$ _____ |
| Water system | \$ _____ |
| Other: _____ | \$ _____ |
| TOTAL | \$ <u>100.00</u> |

| EXAMPLE | |
|-------------------|---------------|
| Capital Project A | \$ 20 |
| Capital Project B | \$ 25 |
| Capital Project C | \$ 15 |
| Capital Project D | \$ 0 |
| Capital Project E | \$ 40 |
| Total | \$ 100 |

10. Recognizing uncertain global and local economic conditions, please list three specific actions the Municipality could take:

- ✓ _____
- ✓ _____
- ✓ _____



Service Satisfaction:

11. On a scale of 1 (strongly disagree) to 5 (strongly agree), please rate the following statements by circling the number that most clearly represents your opinion:

| | Strongly disagree | ←-----> | | | Strongly agree | No opinion |
|---|-------------------|---------|---|---|----------------|------------|
| a. I receive good value for the municipal taxes I pay | 1 | 2 | 3 | 4 | 5 | 6 |
| b. The District of Saanich government <u>welcomes</u> citizen involvement | 1 | 2 | 3 | 4 | 5 | 6 |
| c. The District of Saanich government <u>listens</u> to citizens | 1 | 2 | 3 | 4 | 5 | 6 |
| d. I am pleased with the overall direction that the District of Saanich is taking | 1 | 2 | 3 | 4 | 5 | 6 |
| e. In general, I believe the District of Saanich government is doing a good job | 1 | 2 | 3 | 4 | 5 | 6 |

12. Have you had any personal contact (in-person, by phone, email or fax) with a municipal employee over the last 12 months? (Please check the box that applies.)

- Yes No [skip to question #16]

13. What method(s) did you use to contact the municipal employee? (please check all the boxes that apply)

- a. In person at a Municipal facility
- b. In person in the community (at home, on the street, at a community meeting, etc.)
- c. Telephone
- d. Mail
- e. Fax
- f. E-mail
- g. Other: _____

14. What was your impression of the service provided by the Saanich employee in your most recent contact during the last 12 months? Please circle a number to show:

- First, how satisfied you were with the service, and then,
- How important this service is to you

| | Agreement | | | | | | Importance | | | | | | | | | | | | | | |
|---|-------------------|---|---|---|---|----------------|----------------------|---|---|---|---|----------------|--|--|--|--|--|--|--|--|--|
| | Strongly Disagree | | | | | Strongly Agree | Not at all Important | | | | | Very Important | | | | | | | | | |
| | ←-----> | | | | | | | | | | | ←-----> | | | | | | | | | |
| a. I was treated fairly | 1 | 2 | 3 | 4 | 5 | N/A | 1 | 2 | 3 | 4 | 5 | N/A | | | | | | | | | |
| b. Staff were knowledgeable and competent | 1 | 2 | 3 | 4 | 5 | N/A | 1 | 2 | 3 | 4 | 5 | N/A | | | | | | | | | |
| c. Staff went the extra mile to make sure I got what I needed | 1 | 2 | 3 | 4 | 5 | N/A | 1 | 2 | 3 | 4 | 5 | N/A | | | | | | | | | |
| d. I waited a reasonable amount of time at the service location | 1 | 2 | 3 | 4 | 5 | N/A | 1 | 2 | 3 | 4 | 5 | N/A | | | | | | | | | |
| e. I was informed of everything I had to do to get the service | 1 | 2 | 3 | 4 | 5 | N/A | 1 | 2 | 3 | 4 | 5 | N/A | | | | | | | | | |



15. What type of service were you seeking at that time?

Service: _____

Communications:

16. Please identify up to 3 of the most important ways you learn about municipal government issues? (Please check a maximum of three boxes.)

- | | |
|--|---|
| <input type="checkbox"/> Contact member of Saanich staff | <input type="checkbox"/> Word of mouth: neighbours, friends |
| <input type="checkbox"/> Contact member of Saanich Council | <input type="checkbox"/> From friends who work for municipality |
| <input type="checkbox"/> Community Association | <input type="checkbox"/> Saanich News |
| <input type="checkbox"/> District of Saanich website | <input type="checkbox"/> Victoria Times Colonist |
| <input type="checkbox"/> Municipal publication | <input type="checkbox"/> Other newspaper |
| <input type="checkbox"/> Radio station | <input type="checkbox"/> Other, please specify: _____ |
| <input type="checkbox"/> TV station | <input type="checkbox"/> No opinion |

17. On a scale of 1 (very unimportant) to 5 (very important), please rate the importance of the following ways the District of Saanich can involve you more in policy making, development planning and the municipal budget process. (Circle the number ranking that comes closest to your opinion for each item listed.)

| | Not at all Important | ←-----> | | | Very important | No opinion |
|---------------------------------|-------------------------|---------|---|---|-------------------|---------------|
| a. Council Meetings | 1 | 2 | 3 | 4 | 5 | 6 |
| b. Advisory Committees | 1 | 2 | 3 | 4 | 5 | 6 |
| c. Contact with municipal staff | 1 | 2 | 3 | 4 | 5 | 6 |
| d. Public meetings / hearings | 1 | 2 | 3 | 4 | 5 | 6 |
| e. Referenda | 1 | 2 | 3 | 4 | 5 | 6 |
| f. Public opinion surveys | 1 | 2 | 3 | 4 | 5 | 6 |
| g. Community meetings | 1 | 2 | 3 | 4 | 5 | 6 |
| h. Internet discussion board | 1 | 2 | 3 | 4 | 5 | 6 |
| i. Community newspaper | 1 | 2 | 3 | 4 | 5 | 6 |
| j. Community Association | 1 | 2 | 3 | 4 | 5 | 6 |
| k. Open-line radio/TV program | 1 | 2 | 3 | 4 | 5 | 6 |

l. Other(s) (please specify): _____

DEMOGRAPHIC INFORMATION:

Our last questions are about you and your household. As a reminder, **your responses to this survey are anonymous** – we have no way of identifying specific respondents.

18. In what area of Saanich do you live?

(Map available at www.saanich.ca/business/development/laps/lapmap.html)

- | | | |
|---------------------------------------|--------------------------------------|--|
| <input type="checkbox"/> Blenkinsop | <input type="checkbox"/> Cadboro Bay | <input type="checkbox"/> Carey |
| <input type="checkbox"/> Cordova Bay | <input type="checkbox"/> Gordon Head | <input type="checkbox"/> North Quadra |
| <input type="checkbox"/> Quadra | <input type="checkbox"/> Royal Oak | <input type="checkbox"/> Rural Saanich |
| <input type="checkbox"/> Saanich Core | <input type="checkbox"/> Shelbourne | <input type="checkbox"/> Tillicum |



19. Do you own or rent your residence?
 Own Rent
20. Type of residence?
 Single family house Townhouse Apartment / Condominium
21. Are you male or female?
 Female Male
22. Does your household include a pet?
 Dog Cat No Other: _____
23. In which age group are you
 18 to 24 years 55 to 64 years 85 years or older
 25 to 44 years 65 to 74 years
 45 to 54 years 75 to 84 years
24. How many children (under 18 years old) are living in the household?
 1 2 3 or more
25. Do you ride a bike ?
 To school To Work Frequently Occasionally Never
26. During the **last 7 days**, on how many days did you **walk** for at least ten minutes at a time?
 0 1 2 3 4 5 6 7
27. During the **last 7 days**, on how many days did you do **physical activities** like playing sports, exercising, or bicycling for at least 10 minutes at a time? (Do not include walking)
 0 1 2 3 4 5 6 7

If you have any further comments or suggestions you wish to add, please feel free to write them below. Add additional pages as needed.

Thank you for completing this survey. Please detach the Mayor's cover letter and return the completed survey in the self-addressed, stamped envelope to the District of Saanich prior to January 27, 2009.

We expect to publish the survey results on our website at www.saanich.ca by March 2009





Eco-Audit

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