

Saanich Council wants to know what you think about your local government. Your answers will help Council set budget priorities, evaluate Saanich programs and improve services. Please spend 15 to 20 minutes answering this survey by **Friday, April 13, 2012 at 4:00 pm**. Your responses will remain completely anonymous.

Prizes

All respondents will be entered into a draw to win one of the following 6 prizes

- Apple iPad - Generation 3 (value \$600)
- Annual Saanich Recreation Pass (value \$400)
- \$100 gift certificate for a Saanich restaurant (2 prizes)
- Ten complimentary admission passes to any Saanich Recreation facility

To enter the Early-Bird Draw - complete your survey before April 6, 2012

Winning ticket numbers will be posted on the Saanich website (saanich.ca) on:

Early Bird winners on Friday, April 6, 2012.

All winners on Friday, April 20, 2012.

All prizes must be claimed by 4:00 pm on Thursday, May 31, 2012

Help us shape the future of the District of Saanich. We look forward to sharing survey results on the Saanich website in May 2012. If you have any questions about the survey, please call Debby Harris, Corporate Projects Coordinator at 250-475-5494 Extension 3488 - thank you for your time and participation.

***Please enter your unique ticket number to begin the survey.**

1. On a scale of very poor to very good, please select the rating that comes closest to your opinion for each of the following questions:

	Very Poor	<	---	>	Very Good
a. How would you rate the overall quality of life in Saanich?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. How would you rate Saanich as a place to operate a business?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. How would you rate Saanich the health of Saanich's local economy?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

2. Identify 3 things that the Municipality of Saanich could do to improve your ability to conduct business in Saanich.

Saanich Services

3a. What was your impression of the service provided by the Saanich employee in your most recent contact? Please indicate your level of agreement with each of the following statements.

	Strongly Disagree	<	-----	>	Strongly Agree
a. I was treated fairly	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Staff were knowledgeable and competent	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. Staff went the extra mile to make sure I got what I needed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. I waited a reasonable amount of time at the service location	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. I was informed of everything I had to do to get the service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f. I can easily access any Saanich service that I need for my business	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

3b. What was your impression of the service provided by the Saanich employee in your most recent contact? Please indicate your level of importance for each of the following statements.

	Not at all Important	<	-----	>	Very Important
a. I was treated fairly	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Staff were knowledgeable and competent	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. Staff went the extra mile to make sure I got what I needed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. I waited a reasonable amount of time at the service location	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. I was informed of everything I had to do to get the service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f. I can easily access any Saanich service that I need for my business	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Transportation

4a. As a business owner in Saanich please rate each of the following: On a scale of "Not at all Satisfied" to "Very Satisfied", how satisfied are you with these services?

Transportation for your customers and staff, to and from your place of business:

	Not at all Satisfied	<	-----	>	Very Satisfied	N/A
Ease of pedestrian travel	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ease of travel by bicycle	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ease of travel by bus	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ease of travel by car	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Parking control and enforcement	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

4b. On a scale of "Not at all Important" to "Very Important", how important are these same services to you?

	Not at all Important	<	-----	>	Very Important	N/A
Ease of pedestrian travel	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ease of travel by bicycle	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ease of travel by bus	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ease of travel by car	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Parking control and enforcement	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Public Safety

5a. On a scale of "Not at all Satisfied" to "Very Satisfied", how satisfied are you with these services?

Public Safety of your customers and staff at your place of business:

	Not at all Satisfied	<	-----	>	Very Satisfied	N/A
Crime prevention programs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Police services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Police presence and visibility	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Fire services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Fire safety inspections for businesses	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Emergency preparedness program

Hazardous materials response services

5b. On a scale of "Not at all important" to "Very important", how important are these services to you?

Public Safety of your customers and staff at your place of business:

	Not at all Important	<	-----	>	Very Important	N/A
Crime prevention programs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Police services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Police presence and visibility	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Fire services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Fire safety inspections for businesses	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Emergency preparedness program	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hazardous materials response services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

6. From a business perspective, what do you think are the three biggest challenges that Saanich will face in the next 5 years?

Paying for Services

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: 30%**
- Reserves or savings: 15%**
- Government grants: 5%**
- Borrowing: 3%**

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

	Rely Less	Same	Rely More
a. Property taxation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. User fees	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. Reserves or savings	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. Government grants	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. Borrowing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Service Satisfaction

8. On a scale of "Strongly Disagree" to "Strongly Agree", please rate the following statements by indicating the selection that most clearly represents your opinion:

	Strongly Disagree	<	---	>	Strongly Agree
a. I receive good value for the municipal taxes I pay	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. The District of Saanich government <u>welcomes</u> business involvement	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. The District of Saanich government <u>listens</u> to businesses	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. I am pleased with the overall direction that the District of Saanich is taking	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. In general, I believe the District of Saanich government is doing a good job	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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?

EXAMPLE:

Capital project A.....30
Capital project B.....25
Capital project C.....5
Capital project D.....0
Capital project E.....40

Total.....100

Please divide \$100 among the listed capital projects according to their importance to you. Please fill the applicable spaces with whole dollar amounts ranging from 0 to 100. The sum should equal 100.

Do not use decimals or the dollar symbol (\$).

Arts and cultural facilities	<input type="text"/>
Bicycle infrastructure	<input type="text"/>
Environment protection and enhancement	<input type="text"/>
Municipal buildings	<input type="text"/>
Parks and trails	<input type="text"/>
Recreation facilities	<input type="text"/>
Roads and traffic control	<input type="text"/>
Sanitary sewer system	<input type="text"/>
Sidewalks	<input type="text"/>
Streetscape/beautification projects	<input type="text"/>
Storm water drainage system	<input type="text"/>
Water distribution system	<input type="text"/>
Other	<input type="text"/>

10. If faced with the following realistic choices, what would you advise Council to do? (Please select only one response indicating your preferred choice.)

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

Computer Technology for your business

11. What types of computer technology products and services do you currently use for your business? Please select all that apply from the list below:

- Have a website
- Use ecommerce (selling, ordering)
- Use the Internet to research business related information
- Provide WIFI to customers at no charge
- Provide WIFI to customers for a fee
- Use WIFI on premises to conduct business
- Use Social Media (Facebook, Twitter, etc) to communicate with our customer base
- Use online map services (Google Maps, Saanich GIS)
- Use mobile devices (tablets, smartphones, etc) and mobile apps
- Use collaboration tools (email, Video Chat, Instant Messenger, Skype, etc.)
- Other (please specify)

12. In the next 18 months, how important will the following be to the success of your business?

	Not at all Important	<	-----	>	Very Important	N/A
a. Connection to the Internet	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Providing WIFI access to customers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. Mobile computing (with laptops, tablets, smartphones,	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

etc.)

d. Access to local business related online resources (Saanich website, Google calendars, etc.)

e. Using technology for marketing and communications (eg. Web, Social Media, Groupon, etc.)

f. Online Business Directory

g. Business and computer technology guidance

13. What are the 3 greatest challenges, with respect to computer technology, that your business will face in the next 2 to 3 years?

14. Please identify up to 3 things in the area of technology that Saanich could do to help your business.

15. Do you operate a home based business?

Yes No

16. How many employees does your business have (please include yourself)?

1 10 to 19 100 to 199
 2 to 4 20 to 49 200 or more
 5 to 9 50 to 99

17. What type of business do you operate?

- | | | |
|---------------------------------------|--|--|
| <input type="radio"/> Agriculture | <input type="radio"/> Information and Cultural | <input type="radio"/> Accommodations and Food Services |
| <input type="radio"/> Manufacturing | <input type="radio"/> Real Estate, Rental and Leasing | <input type="radio"/> General Administration, Support, Waste Management and Remediation Services |
| <input type="radio"/> Construction | <input type="radio"/> Educational Services | <input type="radio"/> Professional / Technical Services |
| <input type="radio"/> Wholesale Trade | <input type="radio"/> Arts, Entertainment and Recreation | <input type="radio"/> Public Administration |
| <input type="radio"/> Health Services | <input type="radio"/> Finance and Insurance | |
| <input type="radio"/> Retail Sales | <input type="radio"/> Transportation and Warehousing | |

Other (please specify)

18. Please indicate your level of interest in each of the following:

	Not Very Interested	<	-----	>	Very Interested	Don't Know
a. Information on Green Computing practices	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Connecting with other businesses for cost sharing or bulk group purchasing of products and services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. Connecting with other businesses for the purpose of cross-selling or cross-promoting products and services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. Sharing business experience and knowledge within the local community	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. Publishing information about local community events (Business Event calendar)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f. Connecting with local educational organizations on student work placement	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

19. Would you be interested in working with SaanichIT on some of the initiatives arising from this survey?

- Yes, you may contact me as shown below No thanks

Contact Info:

Name:

Email Address:

Phone:

Information about your business

Our last questions are about your business. As a reminder, your responses to this survey are anonymous - we will not identify specific respondents.

20. In what area of Saanich do you operate your business? (Map available at www.Saanich.ca)

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

21. Please provide us with your six digit postal code. This information will remain completely confidential. We only use it for classification purposes.

Postal Code:

Conclusion and Feedback

**Thank you for completing this survey. We expect to publish survey results on our website at www.Saanich.ca during June 2012. For more information please contact The District of Saanich: Telephone: 250-475-5494 extension 3488
Email: Debby.Harris@saanich.ca**

22. If you have any further comments or suggestions you wish to add, please feel free to write them below.