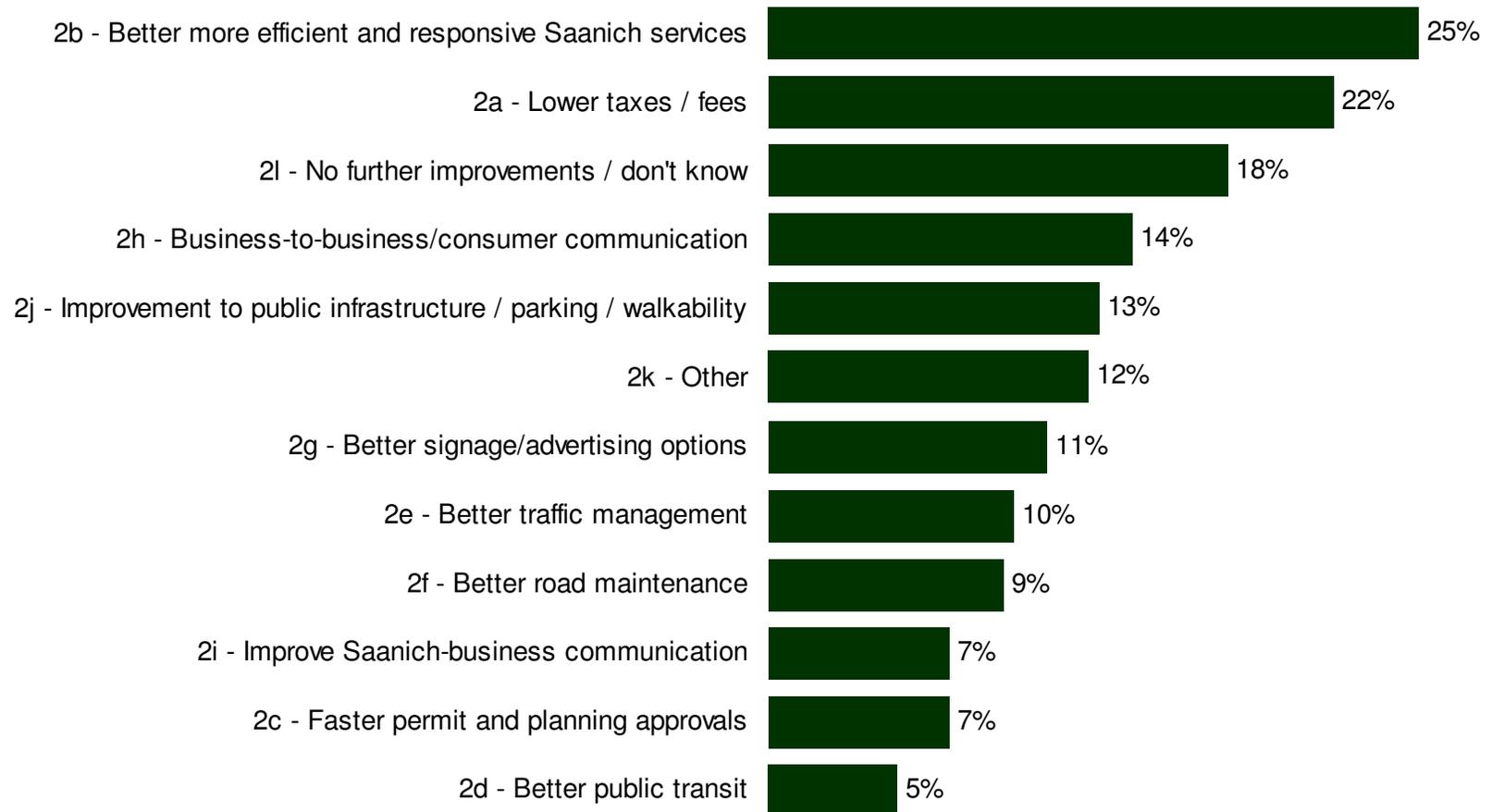


Appendix IV: Responses to Open-ended Questions

Question #2: The answers provided below are exactly as submitted by the survey respondent – no editing has taken place. Respondents were asked to provide an open ended response to the question “identify 3 things that the Municipality of Saanich could do to improve your ability to conduct business in Saanich”. After the surveys were complete, the answers were reviewed and themes were identified. Each response is provided in the table below, along with the response category indicated by an X that it was given to complete the summary analysis presented earlier in the report. The categories include:



Appendix IV: Responses to Open-ended Questions

Identify 3 things that the Municipality of Saanich could do to improve your ability to conduct business in Saanich.	2a	2b	2c	2d	2e	2f	2g	2h	2i	2j	2k	2l
Less red tape & more support for home based businesses, particularly signage and restrictions for operations.		X					X					
1. Allowance of more street signage for advertising 2. Don't allow transit bus stops so close to parking lot entrance/exits 3. More red mail box locations					X		X				X	
•Provide easier and more fluid communication between contractors different municipal departments. •Speed up the approval of building permits. •Provide better flexibility of removal of trees on a tree by tree basis, as opposed to adhering to broad policies.		X	X								X	
Nothing comes to mind...												X
1- Ensure municipal contracts (bid winning company) are using products from businesses within the municipality. 2- address the traffic blocking line ups that are caused by public yard waste drop offs(borden st/mckenzie st intersection) 3- 2-					X						X	
reduce regulation give the free market a chance use common sense		X										
IMPROVE ROADS REZONE MORE COMMERCIAL SPACE IMPROVE TRANSPORTATION					X					X		
keep taxes low; our rent is terribly high can't think of any other things	X											
Keep taxes low. Don't increase fees. Hold the course.	X											
get with Langfords business friendly program-you have stood in the way of development too long. Improve traffic flow-realize that the driving public does so because there are no viable options, so don't punish those who do drive by sloooooowing the traffic flow with all kinds of traffic calming shit. Moving traffic causes less GHG than slow or standing traffic-use your heads, not your asses when thinking about this stuff. Use 3 lanes into town on the TCH in the am and 3 lanes outbound in the afternoon-minimal cost and significant benefit, and no building new lanes-why is this so hard to figure out? Just shoot the damned deer already. No need for citizen imputs here on yet another dumb committe, you've been elected to lead, so just get on with it already! Hope that is enough to start.		X			X							
Lower home taxes, Better transportation planning, better roads	X			X	X							
Saanich Business Week								X				
Somehow provide advertising opportunities so we can become more widely accessible to the entire municipality							X	X				
Foster a business association. Facilitate business networking sessions. Establish a Saanich web network for business								X				
more bike lanes; get rid of open ditches; more pedestrian only areas					X					X		
lower business license fees support the arts pay for damage done by broken municipal services	X										X	
when working on road construction or ie. water mains it would be nice to have notice 2 weeks prior to work starting. (suffient notice to let patients know ahead of time rather than finding out the same day). when given a time line for road construction or water main job was to be completed in approx 8 weeks time. This was not the case it took months after the 8 weeks to complete job and i (being a business owner) would have liked to have been informed that the project was taking longer so that i could explain this to my clients.		X										

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Identify 3 things that the Municipality of Saanich could do to improve your ability to conduct business in Saanich.	2a	2b	2c	2d	2e	2f	2g	2h	2i	2j	2k	2l
Amalgamate		X										
The following 2 ideas won't directly affect my business necessarily but I would love road signs and road markings to always be kept in good order for people to drive knowing how to safely manouver our roads especially on rainy dull days. Clear, clean road markings show a sign of respect that we are trying to direct our traffic safely about as residents and guests go about doing business. I think employing young people upgrading road markings continuously would give good employment and excellent training for future responsible work - the training must be thorough. I think it is a way the community can show respect to its citizens and guests even though it is a cost - I believe it is cost effective infrastructure care that should be ongoing. I note that lane markings are not clear and on rainy days people do not see these markings and don't hold to lanes etc. I also think there should be better signage for addresses. I note that it is sometimes difficult for people to see addresses. I would like an idea of universal address numbers so people don't have to search for a number as they drive to a destination. We should feel confident that we can read a number sign without searching too much as we have to drive safely. I think these are my strongest interests in improving conditions so people feel safe. I like communities that are not car focused yet, we are a car community. If we can build villages where people can walk and feel comfortable they will then not feel the need to venture to large box stores. The savings when not having to drive distances to be enticed by too much choice could be spent in our villages where we can appreciate service and have less dependency on the vehicle. My business is small and intimate and therefore I enjoy the same in how I do business. I enjoy community.						X						
?												X
improve bus services in my area				X								
1 - Offer web based listing of Saanich based companies. 2 - Provide a no cost waste disposal and recycling. 3 - Set up a business barter bank that companies could register for.								X			X	
Road Construction gets in the way more parking more parking						X				X		
don't know												X
more parking bike racks improve traffic					X							
signs on the road for artisans, buy local campaigns/awareness							X	X				
Traffic management on major arteries. Quicker response to road repairs, eg: potholes. Sufficient parking for new business developments.					X	X						
faster building permit applications better access to building inspectors some staff members don't seem to have a good public relations attitude		X	X									
Sorry, I don't have any suggestions												X
I have no suggestions given the nature of my business.												X
none come to mind.												X
Lower taxes More leniency towards advertising (eg, such as sandwich boards)	X						X					
lower property taxes	X											
Roads , lower tax, build a bigger shopping mall	X										X	
Provide an electronic business directory given that all businesses must be licensed,								X				
1. Better traffic control/transportation options 2. increased public transportation 3. Sidewalks in some areas are poor				X	X	X				X		
I am satisfied, nothing more comes to mind.												X
I am the sole proprietor of a small business. I work by and for myself and so far the municipality has not impeded in the operation or growth of my business in any way so I do not have any suggestions for improvement at this time												X
lower business taxes	X											

Appendix IV: Responses to Open-ended Questions

Identify 3 things that the Municipality of Saanich could do to improve your ability to conduct business in Saanich.	2a	2b	2c	2d	2e	2f	2g	2h	2i	2j	2k	2l
reduce property taxes reduce and remove many of permit fees amalgamate with other municipalities to align and coordinate the red tape required to get anything done	X	X										
lower license fees, host network events, advertisement options	X						X		X			
-Streamline development permit processes to be as efficient as possible. -Encourage density to support local business -			X								X	
- decrease turn-around times for planning approvals - set guidelines for the conduct of residents associations to ensure that they truly reflect the opinions of the community - reduce development fees	X		X						X			
Lower Taxes	X											
1. Bike Lanes! There needs to be access to businesses on bike, especially along Shelbourne Street. 2. More community events that could be sponsored by local businesses 3. Bike Lanes!					X						X	
streamline building permit application process continue roadway maintenance			X			X						
faster building permit turn around building inspectors that have field experience			X									
advertising regulations, business unions/associations, business/consumer fairs							X	X				
Make conference/ meeting once or twice a year to know each other's business. It'll something pop up.								X				
a webpage for just Saanich Businesses nothing else i can think of								X				
Change rules for signage.							X					
No issues at this time												X
1. Enforce nuisance bylaws in a timely fashion. 2. Streamline the efficiency of municipal services and bureaucracy for the purpose of saving money and lowering taxes. I know in many cases that this will be a difficult endeavour, but nevertheless a worthwhile one to pursue. 3. Run training programs for Saanich civil servants to eliminate the god complex (for lack of a better wording) that some employees have towards the application of municipal rules and regulations. For example, not putting up artificial barriers for the issuance of a permit where no such barriers actually exist. Rules obviously need to be enforced, but should not be done so in an obstructionist or antagonistic fashion.		X										
Shortened length of time to process requests and applications A greater "customer service" attitude and approach by many municipal staff. A reduction of outdated rules and red tape		X										
Stay the course.												X
1. Allow more road signage for tucked away businesses like myself. 2. Better policing and security for vandalism. 3. less overly onerous requirements for contractors in rec centres. You have lost most of your general interest courses in rec centres because the contractors have taken their business elsewhere. I get treated better by Oak Bay and Panorama (CRD)		X					X				X	
1. Lower or eliminate the annual business fees for sole proprietorships. 2. Continue strong policing policies to ensure that businesses are not harassed by loiterers or street persons. 3. Allow the businesses continued reasonable free access to mayor and council to voice their concerns.	X								X			
1. Lower taxes 2. Allow better visibility of my property 3. Faster police response to calls	X	X					X					
1. increase percentage that I receive teaching at the rec centers from 60/40 to 70/30 2. More healthy foods at concessions at rec centers 3. renewal of yoga mats at rec centers		X										
- More incentives for home businesses - Availability of Mentorship programs - Networking programs		X						X				
Can't think of anything												X
shorten building permit processing time.			X									
improve roads advertise educate						X	X				X	

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Do not allow Haro Woodlands to be a sewage treatment area and do not swap the land with the CRD											X	
speed up approvals			X									
streamline building permit process reduce red tape and bureaucracy Give prop tax break for home businesses to encourage them	X	X	X									
road improvements, cleanliness						X						
Signage for residential business							X					
Not too much restriction of signage, or street sign board for small business. Support for new business.							X					
lower <input type="checkbox"/> Saanich <input type="checkbox"/> license fee allow residential sidewalk signage	X						X					
Road improvements Land developing Lowering taxes	X					X						
flexibility to increase client base business registry with <input type="checkbox"/> Saanich for clients to find business								X				
1)open a free recycling depot for yard waste and blue box items that is open to businesses 2)open a free hazardous waste disposal for household items like CFL's and various paints/batteries/tires etc. – open to businesses 3) offer a rebate program to hauling businesses for the removal of old appliances –which we can pass along to the customer											X	
I have found my dealings with Saanich exceptional sorry, nothing I can think of that needs improving!												X
no Comment												X
1. Post your office business hours in the local newspapers around holidays.		X										
1. Fix the traffic snarls based at the Mckenzie/Island Hwy intersection 2. Fix the traffic snarls based at the Mckenzie/Island Hwy intersection 3. Fix the traffic snarls based at the Mckenzie/Island Hwy intersection					X							
roads, crime, lower taxes ☺	X					X					X	
I can't think of anything.												X
Allow people more freedom to operate a small business from their homes. Size of the business and noise restrictions would be needed. Allowing employees in a home based business.		X										
more parking areas on sides of streets										X		
1. improve traffic flow on McKenzie going to UVIC early in morning. Many waits at light before reaching intersection at Quadra and McKenzie. 2. Improve bike lanes on McKenzie so it is safe to ride bike on McKenzie to decrease number of cars. 3. Continue with improvements to sidewalks and new bus stops				X	X					X		
promotion, seminars, advertising							X					
Lower Taxes Reduce Red tape- paper work Speed up the permit or decision making – Example - A side walk at Uptown taking 4 weeks to complete while the flow of traffic is affected	X	X				X						
we have a very small business so don't need any improvements												X
improve traffic flow on McKenzie Ave from Quadra to UVIC; improve cycling lanes on McKenzie; allow left turns on Quadra St. where four lanes exist , into businesses					X	X						
1. Make available for a fee a weekly list of new granted building and renovation permits with applicants names, address and project information. (This way I don't have to roam the city street with my van looking for prospective clients; and how else do my painting business know who is doing renovation in their home and needs a painter?) 2. Offer a free session for new business owners to introduce the city departments and services explaining how to apply for contracts with the city. Do not put up a flyer but have a live session; this way the city gets a real direct input from business owners true questions and answers and shared concerns or hopes from those who conduct business in Saanich. 3. Differentiate small business owners form larger companies									X			
am happy with things the way they are												X

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Identify 3 things that the Municipality of Saanich could do to improve your ability to conduct business in Saanich.	2a	2b	2c	2d	2e	2f	2g	2h	2i	2j	2k	2l
1. parking at our business is not suffice 2. too many policemen are on the road for speeding finding which is not priority task for them. We spend too much tax money on that kind of policing 3. Without much investment, the bottle neck of traffic around #1 highway and Admiral Rd can be easily improved, say a bridge crossing or tunnel crossing, why not do it?		X								X		
More affordable Rec Centre programs. More affordable housing. More washrooms in public parks		X										
get construction related permits quicker and in an orderly fashion property taxes to high No garbage pick up quit taking away street parking, services need it Tougher approval of shopping centres, especially for access, parking. Poor planning for newer ones (ieTuscany Village) Avoid pet projects with roadwork, intersections.	X		X							X		
Complaints by neighbours Allow 1 complaint Charge for the rest of the complaints, so are tax payers dollars are better spent		X										
Have an online business directory Take better care of the streets Start a shop local program						X		X			X	
Speed up building permits, Langford can do them in 2 days and □business takes up to 8 days			X									
Make the busy roads more walk friendly and safer. And have more water parks for kids to enjoy. And have an outdoor pool for kids in the summer.										X	X	
a break on property taxes if a business is run out of the home.	X											
we are engineering consultants, offering our services to all of BC and even Europe, i.e. we're not so much relying on projects in Saanich												X
more parking at the municipal hall,										X		
have a guide to □business that includes home businesses can't think of any others								X				
1. Ensure plenty of free parking 2. Easy bus transportation 3. Produce a monthly event flyer or newspaper				X				X		X		
Lower municipal taxes for businesses.	X											
- improve transportation to rural □business (have the bus route extend beyond VITP and Camosun). – Create more community connections to places like VITP – who, what is there. How can I do business with them and other similar places? - Speed up permit process					X			X				
Allowances for signage with home based businesses. More bylaw control.....ticketing people breaking parking laws by schools..ie....stopping and parking in "NO" zones and driveway blockage. Can't think of 3 rd thing.		X						X				
Actually, I have no complaints about my conducting a business in Saanich. I have had no problems with the municipality and find the staff very helpful and pleasant.												X
1. think about vehicle parking prior to developing high density. 2. design a city transit (bus) service that works, makes sense, and doesn't leave kids stranded at bus stops for up to an hour while full off schedule buses pass by.				X						X		
N/A												X
CAN'T THINK OF ANY												X
traffic.potholes.parking					X					X		
My business is home based, not store based so I'm not that dependant on the municipality as most □businesses! Most businesses would favour tax concessions for business operations so as to lower their overhead! I have no overhead to speak of other than the single business licence rate to operate in all municipalities of which I'm happy with!	X											
Provide a sidewalk or pathway from Hemcken Road. As of now, we do not even have shoulders(since they widen the road last year and people speed like crazy here now), just pavement and then a deep ditch. Dreadful and unsafe. No one even walk to walk from the bus stop down to see me. 2) I would like a Artisan sign on Hemlcken and West Burnside to show I am down here. 3) Encourage more people to shop in Saanich. Consider have a directory of business's in Saanich that citizens of Saanich could view on line(perhaps linked to your website) That would also help to create a sense of community as well.								X		X	X	
1. make obtaining permits quicker 2. make obtaining permits easier 3. reduce business taxes	X		X									

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Identify 3 things that the Municipality of Saanich could do to improve your ability to conduct business in Saanich.	2a	2b	2c	2d	2e	2f	2g	2h	2i	2j	2k	2l
1.Streamline the system when dealing with permitting issues.The current system is far to time consuming and the steps that are now part of the system have become ridiculous.We had to hire a consultant to deal with our consultants who couldn't agree with certain interpretations of different codes that were actually quite trivial but they held up the project unreasonably and added time and costs to the project that were unnecessary and by any reasonable standard just not fair. 2. Stop working on the principal that tax increases, even if kept to 3-4% are acceptable.They put a huge burden on the businesses that must operate profitably if there is to be any kind of stability in a community.We all like the look of our beautification projects...in front of the Municipal Building, boulevards etc. but they are expensive and examples of how spending never seems to stop at the point where it would in a regular household.If we don't have money in our household income, we stop spending. The fallback position of JUST RAISE THE TAXES is becoming very hard to deal with as it is coming at business from every level of Government.	X	X										
none that I can think of												X
No major improvements come to mind.												X
Can't of anything as it is fine												X
In my opinion it is pretty good as is. Can't think of any areas that require improvement												X
Speed up permit processes. When one staff member is off sick have another returning their phone calls. and performing their job duties			X									
Manage road construction traffic for flow. Home based office so I don't really deal or need services from Saanich						X						
lower taxes less regulations	X	X										
They could legalize in-law suites if they aren't already.											X	
1. Increase the take-home percentage for contractors to 70%. 2. Provide more covered bus-stops, and enforce stricter measures to curb graffiti and vandalism around Saanich. 3. More accessible online information, submission, review, payment for signage.	X				X				X			
lower taxes improve signage better access to properties	X						X			X		
allow more density in residential areas, suites. more and better monitored bus service in cordova bay.				X							X	
1. Encourage the performance arts 2. More free advertising opportunities 3. More ability to cross Cedar Hill Crossroad between Shelbourne and Richmond					X		X				X	
I have a service-related business that crosses municipal boundaries. I have no problems conducting business here.		X										X
1. Use local business as contractor 2. Provide legal and business advice 3. Allow more feedbacks to the Municipality									X			
1-Lower business property taxes. 2-Support small and mid size businesses to start and develop 3-To develop a better way of communication and consultation between the Municipality and the business groups.	X	X							X			
1. lower commercial & industrial property tax rates 2. zone more industrial land 3. lower DCCs and Building Permit rates	X											
Allow recreation centres and other public facilities in Saanich to post poster/flyers regarding upcoming events that are run by Saanich businesses. Provide an online site to post advertisements or announcements about businesses/events owned/run by Saanich businesses. Hold an annual tradeshow about Saanich businesses where local businesses can apply to take part and are provided with or rent (for a small fee) a booth. Invite the public to it (for free or by donation) as an opportunity to meet and find out about locally owned businesses in their town.								X	X			
1. Have the plumbing inspector Rick Panther fired. 2. Become more efficient by pursuing amalgamation of greater Victoria municipalities and police forces. 3. Work to minimize increases or reduce business property taxation. 3.	X	X										
Can't think of any.												X
More grants for a small business, incentive to grow or expand. To allow a small business in an accessory or agriculture building in A1 Rural zone. A new bylaw requiring two neighbors within 100 metres with any formal complaints.	X										X	
Allow product to be sold from homebased business such as mine, which is the beauty business. Add home based business to a resident flyer Allow product to be sold through home based business.											X	

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get permits more easily better road conditions reduce red tape		X	X			X						
let me know garbage pick up days reduce cost of business licence for a very small business nothing else	X	X										
1/ traffic design, 2/ street maintenance, 3/ recycling collection - restriction on the bin size		X			X					X		
more sidewalks better parking keep taxes at inflation	X									X		
At the risk of removing the "anonymous" nature of the response, allowing an enhanced adult gaming presence.		X										
1. Work with property managers (malls, strip malls, office spaces) to make available to the public a list of space for lease. 2. provide public work spaces for mobile workers (home based workers)		X						X				
1.check on storm drains in Cadboro Bay Village more regularly in rainy season - to prevent large areas of water collecting 2.enhance commercial parking areas around Cadboro Bay during business hours (when residential need is low)		X								X		
we seldom hear anything about business services in Saanich. We pay our annual Business Licence fee and that is it. period. It would be nice to know that Saanich appreciates having our business here. Maybe it does not matter but I think we add quite a bit to our local economy and the wellness of life in our community just be being a small business which operates and provides professional services in Saanich. Let me know you care if you do?								X				
Honestly can't think of any.												X
Cannot think of anything. Existing conditions seem to be ok.												X
We are over regulated in everything we do, we are over taxed and municipal workers are over paid. Unskilled jobs starting at \$25 per hour. Some journeymen carpenters are making that.		X										
a directory of saanich businesses to refer to incentives to use transit for employees a connection with small business victoria for business start up				X				X				
Stop raising taxes. Keep Biz Licenses Low cost. Instead of endless Parks & Rec expansion, do some pro business actions Support a Muni Online jobs & Biz directory for Saanich residents.	X	X							X			
Continue to improve recycling systems for demolition material. Continue to improve road maintenance. Maintain quality of building inspection services.		X				X						
have better parking allow lighted signs										X		
less red tape. better infrastructure(roads and sidewalks). amalgamation with all other fiefdoms		X								X		
Increase trendy residential areas. Maintain town cleanliness and quality of facilities. Renovate building structures and mall designs.										X		
Advertise home based businesses? I do not know I did not find it hard to get a business license							X					
more efficient snow clearing more side walks more bike paths		X								X		
- generic building codes should be able to be adapted to an individual business.		X										
I am already happy with everything I don't see any things to work on												X
less regulation		X										
1. have a lower taxation rate for those businesses that are locally owned and operated to promote an unique nature in Saanich	X											
Make sure people are certified before handing out licences. Regular Health inspections. I would love a job in this area or help set things out for this		X										
ease up on the strident new business requirements more support for new business ease of taxes for new business	X	X										
Design a dedicated website where businesses could register and advertise what they have to offer and who might benefit by using their business. Businesses would need to be grouped by category.								X				
condition of road surfaces traffic flow at Quadra/McKenzie						X						

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Less regulation/bylaws Sub out all infrastructure work Privatize the services		X										
Mine is a small home-based business so I can't think of anything Saanich could do to improve my ability to conduct business.												X
I can't think of anything specific that local could / should do to facilitate my business. It is more a matter of the condition of the local economy.												X
our business has a steady flow of customers and is largely due to our easily accessible office in Saanich.												X
give incentives for more commercial space to become available. Allow more mixed use of properties in selected areas Focus on high tech professional rather than big box store development		X										
lower cost on licences and taxes can't think of anything else	X											
1. Free advertising on District of Saanichs website 2. discounted business license fee for having two or more locations 3. protect existing businesses by limiting competitor locations, ie: opening a flower shop right beside a flower shop	X							X			X	
free business advertising in Saanich paper or similar periodical lower the cost of a business license publish lists of new business starts							X					
Find ways to do business with Saanich-based businesses, such as this web-based survey tool which could have been created and hosted by a local web company.											X	
The Municipality of Saanich does not directly affect my ability to conduct business in Saanich other than the fact that does allow me to obtain a business license.												X
More networking for family daycares/free workshops								X				
Lower property taxes for businesses. Improve the efficiency of the planning and building departments. Decrease wait times for building permit application and plan checking.	X	X	X									
Maybe a free column in the Saanich News dedicated to small local businesses? Discount cards for local businesses from major suppliers? Maybe more tax breaks?	X						X					
building permits take too long obtaining a business licence could be streamlined taxes could be lower	X	X										
improve transit routes; allow for ample road signage; more available street parking				X			X			X		
Don't know												X
Taking commercial loads at the saanich municipal yard for a fee, Ease of location for dumping.		X										
Already Saanich has a Gordon Head Studio Tour. I cant think of anything else they could do except promote artists in Saanich Hall as well as shopping malls perhaps.							X					
continue police presence removal of graffiti enforcement of speed limits		X										
Saanich does an excellent job of promoting small businesses however compared to other regions we draw our clients from a much smaller market.												X
While our office is in Saanich, most of our business is done elsewhere. Finding office rental space that is reasonably priced is our main challenge. Good transportation for employees (buses, bike paths) to the office is important.				X								
It all seems to work well for us. We don't have any suggestions.												X
All is good												X
1. Improve road conditions on West Saanich Rd. and around Tillicum/Cadillac 2. More on street parking or less restricted around Glanford/Vanalman business area 3. More communication with businesses re: bylaws/regulations that affect businesses in the area that we may not be aware of. Communication is key.							X		X	X		
Improve flow of traffic on the Pat Bay Hwy, Have left turn lanes on the Pat Bay highway with yellow flashing lights once the initial green has finished so we don't sit for 10 minutes with no other traffic around.							X					
1. have a small business fair, providing businesses opportunities to profile their services - keep the fee free or nominal to encourage participation 2. link non-profits w/business through municipal website 3. encourage business through community gatherings to link with educators and potential employers/employees 2.								X	X			

Appendix IV: Responses to Open-ended Questions

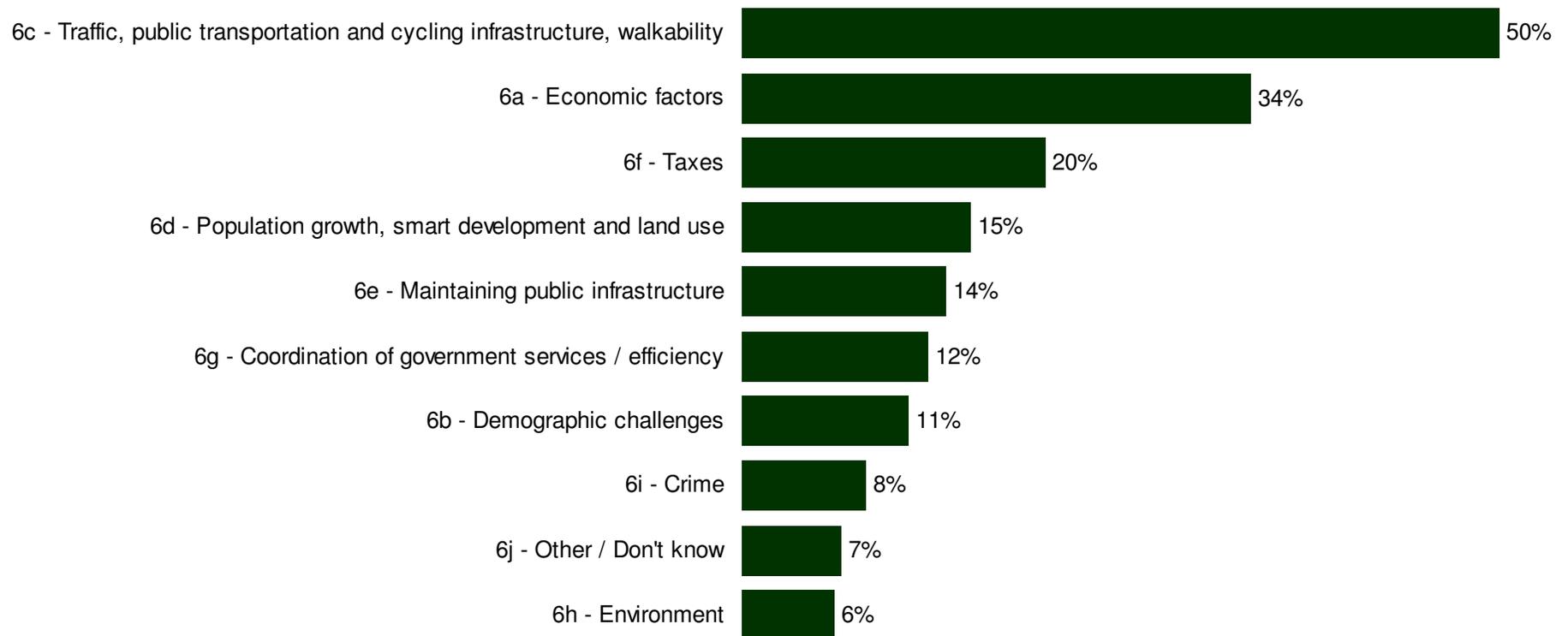
Identify 3 things that the Municipality of Saanich could do to improve your ability to conduct business in Saanich.	2a	2b	2c	2d	2e	2f	2g	2h	2i	2j	2k	2l
better traffic flow					X							
Lower taxes Improve road conditions More urban gardening to increase food production	X					X					X	
faster paperwork clearer website cheaper business license	X	X										
More flexibility with outdoor signage. We are currently extremely limited by bylaws when surrounding businesses have grandfathered.							X					
A small business cooperative. Less fees attached to permits. Better roads for traffic patterns.	X		X					X				
Allow home-based businesses to have an employee or two, provided it doesn't disturb neighbours. Improve the traffic situation on Wilkinson!!!											X	
As my business is through home sales, I cannot suggest anything that the municipality could help me with at this time.												X
don't know												X
n/a can't think of anything .												X
No answer												X
1. Repair potholes in roads. 2. Allow businesses to apply for permits to do retail sale of flowers at roadside stands in residential areas. (non-farm status) 3. Address the issue of overpopulation of deer.		X				X					X	
have a place for utility tailors to park.											X	
Act as an advocate for smaller IT companies to lobby govt (provincial and federal) against large, long term deals (eg Telus deal with GovBc and Shared Services Canada)		X										
Keep property taxes competitive and reasonable Police begging at intersections Encourage restaurants to locate in uptown centre	X	X							X			
Beautify the common areas. Far too much cars in the neighbourhood area, plugging up the street from rental units. More police presence checking out neighbourhoods.					X					X		
Set up a business link on website to promo small business's Other than that it is just the common struggles of running a business and I think that Saanich is doing a great job.								X				
Fix the traffic snarl at wilk and interurban, Fix potholes, fix the traffic snarl at the hwy and admirals/mckenzi					X							
1) Business networking events 2) Synced traffic lights.					X			X				
Fix the potholes on the roads. Especially on Douglas and boleskine.						X						
1. Make obtaining building permit less onerous 2. Hire an ombudsman 3. Help rather than hinder	X	X										
Lower property taxes. Faster development process. Lower building fees.	X		X									
Reduce or eliminate the business licence requirement (cost) for home businesses.	X	X										
Help connect the businesses. I am not sure who does business here but through The Chamber I know who does business in Victoria proper. If we had opportunities to meet each other it would benefit the local economy.								X				
more affordable business locations better outdoor fitness facilities integrated fitness and playground for families		X										
Offer business deals to purchase IPads in bulk. Offer computer upgrade education to businesses									X			
really can't think of any												X
Not relevant to our business as our market is global												X
more parking for home based businesses										X		
Encourage a more diversified business approach other than the retail sector.								X				

Appendix IV: Responses to Open-ended Questions

Identify 3 things that the Municipality of Saanich could do to improve your ability to conduct business in Saanich.	2a	2b	2c	2d	2e	2f	2g	2h	2i	2j	2k	2l
Parking										X		
Local Business Directory for licensed businesses (online, print) etc Business Fair Opportunities (@ Rec centres etc) Discount sharing system for local businesses who would like to participate								X				
Offer small business courses Tax benefits Networking meetings								X	X			
funding for small business public ads for small business Business exhibition									X			
Improved sidewalks Increased accessibility for persons with disabilities										X		
make it easier to develop property - Saanich has a reputation for being the most difficult municipality to deal with if you want to get a property rezoned or apply for a building permit, or establish a new business that requires development		X										
More commercial buildings for company to move into saanich to shape saanich as a second choice to locate a business in.											X	
Making the commercial areas more accessible, bring more foot traffic										X		
business loans for small businesses with a good track record when net worth is only in the business and not recognized as wealth at a lending institution											X	
I'm not sure as I am just starting my business.												X
Improve driving/bus access to my place of business Introduce voluntary incentives to reduce business property taxes (perhaps based on customer counts or average annual sales) Free Wifi to encourage eCommerce development	X			X							X	
Improve parking on my street,										X		
Networking events at city hall Better communication with business owners Strong web and social media presence								X	X			
Nothing, its great conducting a business here!												X
reduce taxes	X											
Options for landscapers to use dump sites for residential clients Rewards for those using efficient tools Incentives for those who obide by pesticide regulation		X										
reduce costs reduce waste reduce red tape	X	X										
I can't think of anything... my apologies												X
Promotion of business licensed in the municipality, maybe small feature stories on local business on your web page								X				
Solve some traffic issues around Uptown,					X							
Peace and order Community friendly Accessibility to the resources		X										
Allowing residential signage, free advertising							X					
- put money toward bike paths not golf courses (my transport is by bike or bus) (by the way the golf course ought to be micro-farmers) - add trash pick-ups for unusual trash that is outside of regular garbage/ recycling, 2 or 3 times/year (not having a car this would be excellent) - add cameras to traffic intersections & charge those who disobey the laws, to reduce bad driving		X		X								
Improve on-street parking in front of businesses. Reduce business red tape. Reduce business tax.	X	X								X		
local business fair								X				
I don't think Saanich as a government has much to do with the improvement of my business												X
1. Offer business workshops for information and networking. 2. Keep sending these questionnaires out once a year or more to check on how businesses are feeling.								X	X			
Percent of total responses	22	25	7	5	10	9	11	14	7	13	12	18

Appendix IV: Responses to Open-ended Questions

Question #6: The answers provided below are exactly as submitted by the survey respondent – no editing has taken place. Respondents were asked to provide an open ended response to the question “From a business perspective, what do you think are the three biggest challenges that Saanich will face in the next 5 years?”. After the surveys were complete, the answers were reviewed and themes were identified. Each response is provided in the table below, along with the response category indicated by an X that it was given to complete the summary analysis presented earlier in the report. The categories include:



Appendix IV: Responses to Open-ended Questions

From a business perspective, what do you think are the three biggest challenges that Saanich will face in the next 5 years?	6a	6b	6c	6d	6e	6f	6g	6h	6i	6j
Economy, traffic flow, pedestrian access	X		X							
X. More traffic congestion, need a better plan - overpasses? 2. more homeless people 3. more crime			X						X	X
•Growing population and construction vs size of bureaucracy •Confusion of differing construction bylaws with surrounding municipalities •Lack of flexibility with regard to construction bylaws on a case by case basis.		X		X			X			
tax increases debt unfunded liabilities					X	X				
KEEPING PROPERTY TAXES DOWN ROAD REPAIRS SERVICES,SEWER,LIGHTING ETC					X	X				
cost of services, taxation, crime prevention						X	X		X	
Debt service costs and revenue generation that won't kill new business starts.						X				
slowing traffic flow even further not amalgamating			X				X			
Transportation, Access, Economy	X		X							
more home based businesses parking at the various stip malls			X							
Will run out of room to develop, may require more transit as it is such a student/senior population		X	X							
Coordination with neighbouring jurisdictions. Coordination with Province Tight economic environment	X						X			
economic growth traffic along major roads maintaining infrastructure	X		X		X					
growth, transportation, crime			X	X					X	
Traffic! Traffic! Traffic!			X							
helping business to stay in business with a lot of people heading to what they think are cost effective places - big box stores - the tax base needs to be healthy. too much dependence on the car when we are meant to be lessening our dependence. Keeping farmland available and healthy. Infrastructure deterioration.				X	X					
- growth of infrastructure with population growth - demographic shifts - adapting to new technology		X	X							X
X - Traffic flow 2 - Warehouse space			X							X
population growth higher taxes infrastructure				X	X	X				
don't know										X

Appendix IV: Responses to Open-ended Questions

From a business perspective, what do you think are the three biggest challenges that Saanich will face in the next 5 years?	6a	6b	6c	6d	6e	6f	6g	6h	6i	6j
traffic!!!!!!!!!!!!!!!			X							
people shopping locally & not at big box stores. making the rurals areas more accessible by bike & bus.	X		X							
Lack of commercial land. Traffic congestion. Infrastructure.	X		X		X					
taxes infrastructure development					X	X				
People have less disposable income; increased cost of hydro; increased cost of water	X									
Affordability -- keeping property taxes down so that people can afford to live here and support the businesses that are here. Business attraction Business retention	X									
Transportation, expanded property crime			X						X	
- More businesses not being able to stay competitive and closing shop. - Minor crimes	X								X	
infrastructure costs, property taxes increases					X	X				
property tax too high, not enough job, people don't want to spen						X				
Managing population growth. Transportation, increasing vehicle traffic Managing bicycles and vehicles finding the right balance		X	X							
Traffic congestion. Increased density. Road upgrades			X							
X. Competition between similarly based businesses within such a small geographical area 2. Handling traffic congestion (travelled along Cedar Hill X Rd during rush hour lately?) 3. Keeping business here that might otherwise leave in pursuit of "greener pastures"	X		X							
traffic congestion			X							
public transit pedestrian safety cyclist safety			X							
growth, public transit, parking			X							
-keeping economy strong -attracting more residents (how to achieve with high housing prices vs West Shore_ -how to retain charm of Saanich while balancing the need for density from an environmental and economic standpoint.	X			X						
- lack of suitable land for development - loss of institutional memory of Saanich staff due to retirements - traffic pressures	X	X								
Moving people around the district affordable housing creating jobs	X									
X. Putting plans into action e.g the Shelbourne Bike Lane 2. Deciding what to spend budget on e.g Shelbourne Bike Lane 3. Dealing with those businesses that feel they will be negatively affected during construction of the Shebourne Bike Lane, compensating businesses for disruption of service etc...			X							
population growth pressure congested roadways		X	X							
traffic funding for education extra resources for police			X						X	
job creation inflation real estate prices	X									
Increased Traffic Need for parking Break/Enters- increase in daytime only businesses			X						X	
To make business freindly environment. To adjust very fluctuating Canadian currency.	X									
traffic,			X							
roads-congestion-its hard to get to places in the afternoon density of developments-need to work on increasing the density of existing business areas to allow for more businesses to come in (avoid sprawl) Encourage these developments to have smarter layouts with consideration for transit and pedestrian needs (ps Tuscany Village and Uptown are both terrible for pedestrians and cars!)Basically, I think many existing developments need to be "smarter" and upgraded.			X	X						

Appendix IV: Responses to Open-ended Questions

From a business perspective, what do you think are the three biggest challenges that Saanich will face in the next 5 years?	6a	6b	6c	6d	6e	6f	6g	6h	6i	6j
preventing waterways from pollution finding solutions to traffic congestion affordable housing	X							X		
X. Competition for businesses locating in Saanich 2. Attracting businesses with high wage paying capacities 3. Encouraging environmental responsibility	X							X		
Unemployment. Parking. Traffic Congestion	X		X							
traffic management deer population street parking	X		X					X		
X. Population growth and the corresponding need for improved infrastructure. 2. Continued economic uncertainty. (Heavily influenced by larger provincial/national/international forces.) 3. The local housing bubble and corresponding correction/crash that should happen within the next 5 years.	X	X		X						
Competing with the growing communities in the Westshore. The aging of the population and the changes economically that occur with this The lack of housing for younger residents and the lack of affordable options for home ownership	X	X								
traffic congestion parking			X							
Expanding space for more business property. Vandalism	X								X	
losing money because of poor management, bureaucracy instead of big picture thinking, knee jerk decisions							X			
Reduction of access for motor vehicles due to the presence of too many bicycles			X							
X. Low taxes for business owners 2. Reduction of services (Fire, Police, emergency preparedness) with government cutbacks. 3. Garbage collection - staying green						X	X	X		
X. finances due to the ongoing recession 2. population density 3. aging population	X	X		X						
land availability people moving out of saanich cost to buy a home in saanich	X									
- Growth and development - Competition from large box store companies - infrastructure	X			X	X					
Transportation Roads Small businesses	X		X							
infrastructure elder care		X	X							
Attracting business-savvy councillors to run for Saanich Council. Keeping up with technology change. Making cuts where too much "fat" in Saanich Municipal staffing.							X			
public transportation			X							
Fallout if Saanich allows Haro Woodlands to be a sewage treatment area and do not swap the land with the CRD				X						
traffic			X							
traffic, taxation, growth			X	X		X				
keep taxes down, crime, traffic flow			X			X			X	
traffic			X							
amount of increasing population.		X								
controlling taxes maintain business services						X	X			
Road Traffic improvement land developing Crime prevention			X	X					X	
traffic on mckenzie parking at swann lake bird sanctuary			X							
X) lack of expansion 2) lack of development 3) restrictions on zoning				X						

Appendix IV: Responses to Open-ended Questions

From a business perspective, what do you think are the three biggest challenges that Saanich will face in the next 5 years?	6a	6b	6c	6d	6e	6f	6g	6h	6i	6j
Slow recovery of the economy Aging population Interest rates likely to increase	X	X								
Car traffic			X							
X Rising Taxes 2 Aging Workers 3. Infrastructure renewal/replacement		X			X	X				
X. Growing traffic issues 2. Recycling and garbage disposal 3. Adoption of green energy systems			X				X	X		
keeping costs down, greener alternatives and incentives for businesses, keeping things fresh and inviting						X	X	X		
Traffic flow. Population growth.			X	X						
The biggest challenges are: Balancing land development with farm preservation. Providing good access roads that don't impinge upon and spoil the rural nature of Saanich. Controlling the sprawl of development, retaining or increasing density only in existing locations.				X						
transport parking			X							
X. Traffic Flow on McKenzie and Shelbourne 2. Need for more bike lanes 3. More local stopping/gathering places			X	X						
business growth, customer loyalty, convenience	X									
The economy and transportation	X		X							
Traffic flow Crime Cost of doing Business- taxes / over spending			X			X	X			
traffic on McKenzie legalization of suites in private homes is needed drug/gang enforcement			X	X						
traffic control,taxation increases;construction planning			X			X				
X. Attract more businesses to fill the empty spaces in shopping malls. Maybe it is getting too expensive to rent store space in shopping malls now? What to do to address that problem? 2. Be better at becoming a green city (by also involving businesses in environmental responsibilities.) 3.Find ways to invite various companies to choose Saanich as their place to move to do business on Vancouver Island. 2. Make regulations for businesses to use environmental friendly cleaning products . or example	X							X		
infrastructure,budget, transportation			X		X	X				
need more business operating to support the municipal budget, high energy costs, traffic and parking control	X		X			X				
Growing to fast Lack of School spaces Cost of living	X			X						
economy population land use	X	X		X						
make neighbourhoods attractive to people to move to, hence good business					X					
Taxes Upkeep of services Maintance of roads			X		X	X				
Competition from different areas Growing costs for maintenance Global economy	X				X					
keeping the competitive market even, not to raise costs, and speeding things up.	X									
X)price of land 2) the economy 3) loss of agricultural land	X			X						
traffic, the garbage dump filling up. More taxes with the same amount of services.			X			X		X		
X. Traffic congestions 2. Public Transportation 3. Crime Prevention			X						X	
traffic congestion, tax hikes			X			X				
Sorry, no idea.										X

Appendix IV: Responses to Open-ended Questions

From a business perspective, what do you think are the three biggest challenges that Saanich will face in the next 5 years?	6a	6b	6c	6d	6e	6f	6g	6h	6i	6j
- Survival of the small business owner - transportation - surviving the cost of doing business	X		X							
Providing required services. Having enough enforcement officers. Having enough money to cover required services.							X			
-Keeping property taxes at an affordable rate in order to appeal to newcomers and keep the homeowners that are current residents. -The lack of affordable housing - home buyers will look outside the municipality for more affordable housing/taxes. -Maintaining it's own Police and Fire Departments.	X					X	X			
X. parking for businesses (forget the idea that people will travel by foot or bicycle) 2. narrow roads and higher traffic (density) will result in congestion. 3. city transit (buses) if someone doesn't start now making real plans.			X							
Growth of industry without compromising current systems or buisnesses	X									
Population is scattered, this makes advertising and informing costly and hard.	X									
traffic			X							
Traffic control at rush hour at certain corridors! Business access for store fronts that can't depend on bus services alone (Thinking of the intended rapid transit sceme envisioned for the Douglas Street corridor through to the Western communities limiting parking on Douglas or adjacent streets) Not all businesses can work on a carry-out sales program. They would then have to deliver goods in lieu of pick-up via personal vehicles.			X							
Pressure from Langford, who have lower development taxes.2) Lack of building space for single family homes, which will mean younger families will buy a home in Langford which means that is where they will shop. 3) As a result of the above two answers, Saanich will face pressure to increase taxes, as families and business's will move to Langford, which in my opinion is the MOST business friendly community in greater Victoria Area. Having all the X3 different 'fifedoms' amalgamated would be the way to address this problem. One community plan for all of these area so everyone is on the same playing field.	X					X				
Traffic snarls, taxes, infrastruture failiures			X		X	X				
X. traffic control 2. accessibility 3. taxes			X			X				
X.Keeping costs down 2. streamling regulations 3. Keeping services at acceptable levels							X			
Increased growth; unemployment and increased costs	X			X						
X. Traffic congestion 2. Upgraded interchange at McKenzie/Highway X 3. Increasing cost of services			X		X					
budgets infrastructure upgrades					X	X				
encouraging building traffic concerns from westshore area			X							
Can think of only one and that is growth. What impact will growth have on the infrastrcture				X	X					
growth, impact on services, ie sewer roads setting aside park land sports fields are there enough?					X					
Affordable light industrial space Traffic mangement and flow Keeping a lid on labour services costs	X						X			
employees pay							X			
Keeping up with need for accomodation. Slow down traffic on rural streets. Sidewalks where safety is an issue.			X							
X. A more diverse community.. 2. Rising costs of living, and keeping it affordable with the increase of a graduate population and young families. 3. Addressing the homeless and addicts that affect the hygiene and environment of business property and parks (vandalism, theft, human waste and excrement, needles/drugs), with potential harm to children.	X								X	
Infrastructure Repair and maintenace of roads Too much "ex[ert]" advice from high priced "experts"					X		X			
draw from big box retails centres outside saanich. pressure from landowners to build on air. say no to a money guzzling LRT transportation experiment.	X			X						

Appendix IV: Responses to Open-ended Questions

From a business perspective, what do you think are the three biggest challenges that Saanich will face in the next 5 years?	6a	6b	6c	6d	6e	6f	6g	6h	6i	6j
X. Declining economy 2. Price of housing 3. Price of commercial space	X									
Traffic flow frustration on Wilkinson-Interurban!!! Traffic management in many areas of the municipality - this seems to be a major challenge for Saanich. Uniform provision of road and boulevard maintenance and services in all regions. Where I live there is virtually no boulevard maintenance - this at a major entrance to the Municipality.			X							
X. Change of customers - senior moving out of area 2. Increase in traffic 3. Provide enough recreational facilities for younger		X	X				X			
X-effects of past few years of economical problems in local economic developments 2-introduce a more efficient and environmental friendly programs and reducing waste. 3-Finding resources other than increasing taxes and fees to finance services.	X					X		X		
X. property taxes 2. provision of industrial and commercial zoned land 3. amalgamation				X		X	X			
Keeping businesses going due to financial strains, keeping a fresh appearance, upgrading old real estate.	X									
X. Establishing and maintaining a competitive business environment. 2. Controlling business taxation from spiralling to unsustainable or uncompetitive levels. 3. Attracting new business due to challenges from X and 2.	X					X				
traffic congestion			X							
Traffic , parking & business growth			X							
Services that are walkable in all neighbourhoods. Availability of essential services close to homes. Parking for new services.			X							
All municipalities should be amalgamated to stream line staffing level. There are far to many public employees overall in the Victoria area.							X			
Increase in trafic, Not adequate street design, Aging infrastrucure (streets, pipelines etc.)			X		X					
keeping taxes low maintaining the infrastruture transit			X			X				
People moving, taxes, encouraging business growth & relocation to Saanich				X		X				
X. Garnering more participation and/or input from local residents such as at community meetings 2. Keeping residents well informed of local issues 3. integrating #2 at educational level to schools										X
increased population density necessitating innovations in transportation, environmental protection (preserving trees, air quality), and ease of access (ideally by walking/cycling) to business "villages" Integrating services to serve temporary high influx of students in Gordon Head business zones keeping small business alive without becoming a "mall" culture		X		X						
perception of the municipality being too big and cumbersome. providing efficient and cost effective programs in public works and City Hall. proving that the work being done is required and effective							X			
Can't think of any at this time.										X
Traffic movement, controlling taxes			X			X				
Municipal Wages, taxes, residents expectations						X	X			
transportation degrading infrastructure spending priorities			X		X	X				
Stop raising taxes! road maintainence crime			X			X			X	
Traffic. Maintaining services. Housing Density.			X	X			X			
vehicle traffic cycle traffic road congestion			X							
economy. capable employees cost of doing business	X						X			
Business closure/change of owners. Slow economy growth. Shortage on knowledgeable/skilled workers.	X		X							
Congestion on McKenzie Avenue Keeping property taxes down			X			X				

Appendix IV: Responses to Open-ended Questions

From a business perspective, what do you think are the three biggest challenges that Saanich will face in the next 5 years?	6a	6b	6c	6d	6e	6f	6g	6h	6i	6j
traffic, road construction and maintenance and managing public transport			X							
-street people -graffiti -movement of traffic			X						X	
it is very hard to grow a business in saanich	X									
I am not sure										X
population growth traffic congestion taxes		X	X			X				
X.competition from outside the municipality 2.land cost 3. staying focused on the type of Saanich that complements the the entire lower Island	X									
Traffic, (I am on Shelbourne and it's a speedway) There needs to be greater police force for speeding out there. and Im not sure of the others at this time			X							
supporting small business, infrastructure, creative revenue generation	X				X					
Ensuring smaller businesses are not 'consumed' by the big box stores. Transportation and ability to move without excessive congestion. Adequate policing to ensure safety within the community and for its businesses.	X		X						X	
Housing for Students	X									
Cost, regulation, space										X
property taxes value for our tax dollars roads and infrastructure			X		X	X	X			
Even though I am a home based business, I think a couple of challenges other businesses might face are companies leaving the core to do business in outer communities where rents are cheaper and traffic congestion or parking is not so much of an issue. The other may be high taxes may force some companies to move their business to a cheaper location.	X		X			X				
The biggest challenge will be the constantly increasing volume of car traffic on our roads.			X							
global economy and it's effect on Canadian economy taxing to support Saanich infrastructure	X				X					
growing population public transit Uptown Development increased density		X		X						
affordable/timely transportation attracting/retaining businesses Taxes			X			X				
Smart growth Climate change Peak oil Population aging Poverty		X		X						
sorry do not have ideas for this question										X
slow economy traffic mckenzie/trans canada hwy	X		X							
X. keeping up with envirnmental issues; 2. helping homeowners recycle more/garbage less; 3. community growth				X				X		
health of small businesses in Saanich; economic prosperity; growth	X			X						
Cost of living Traffic Public perception of 'down' economy	X									
X) How the local economy is affected by the larger picture economy (national and global) 2) Providing services without increasing taxes	X					X	X			
Traffic congestion Aging population Out of control taxation		X	X			X				
too many cars/need lower bus fees			X							
Reducing the proportion of property tax paid by businesses.						X				
Traffic, infrastructure, affordable housing			X		X					

Appendix IV: Responses to Open-ended Questions

From a business perspective, what do you think are the three biggest challenges that Saanich will face in the next 5 years?	6a	6b	6c	6d	6e	6f	6g	6h	6i	6j
population boost, traffic, more police			X	X					X	
population growth but no incremental growth in funding land use budget management		X		X						
Proof reading their surveys; controlling traffic growth; upgrading roads			X		X					
traffic.....population....		X	X							
Parking			X							
Don't know										X
Cost related to gas prices Jobs Environmental changes	X							X		
Definitely an increase of cars inspite of an excellent bus service. Care of trees if global warming continues to deprive us of water. Policing of neighbourhoods.			X					X	X	
staying competitive regionally providing appropriate services to ageing population reasonable business and housing prices	X	X								
Changing needs of consumers based on an older population Lack of qualified, educated youth to take their place in the workforce	X									
Attracting new business, especially high tech. Keeping people shopping in Saanich. Making space available for business.	X									
costs, infrastructure					X					
X. Providing sustainable options to businesses that are affordable 2. Overdevelopment of land - reducing valuable farm land and availability of locally grown food, increasing prices on everything 3. tax rate increases 3.	X			X		X				
dealinf with increased population, increased traffic and age related issues for seniors		X	X							
X. further division between rural and urban needs 2. conflicts between demographics, those who have and those who live in poverty (businesses will increasingly struggle to meet own needs as well as those who are marginalized) 3. too much growth in some areas of municipality while others languish under too much bureaucracy		X		X						
Homelessness due to the cost of living Job security Social security	X									
bike lanes increase in traffic population density			X							
Increase in lease prices with a decrease in revenue due to economic situations.	X									
Traffic Sustainability			X							
Commercial space, parking and public transportation	X		X							
don't know										X
Rising costs of housing/ more young families moving to other municipalities, box stores edging out locally owned businesses, aging population	X	X								
X. Loss of arable land. 2. Closing of schools. 3. Shortage of family doctors.	X									X
public transportation infrstructure-road sidewalk and bike paths			X							
Traffic Changing demographics Tax burden			X			X				
Increase of taxes and fees						X				
Growing economy Housing increased population Crime rate	X								X	
growth, traffic, pollution			X	X				X		
X) traffic 2) affordable housing 3) jobs	X		X							

Appendix IV: Responses to Open-ended Questions

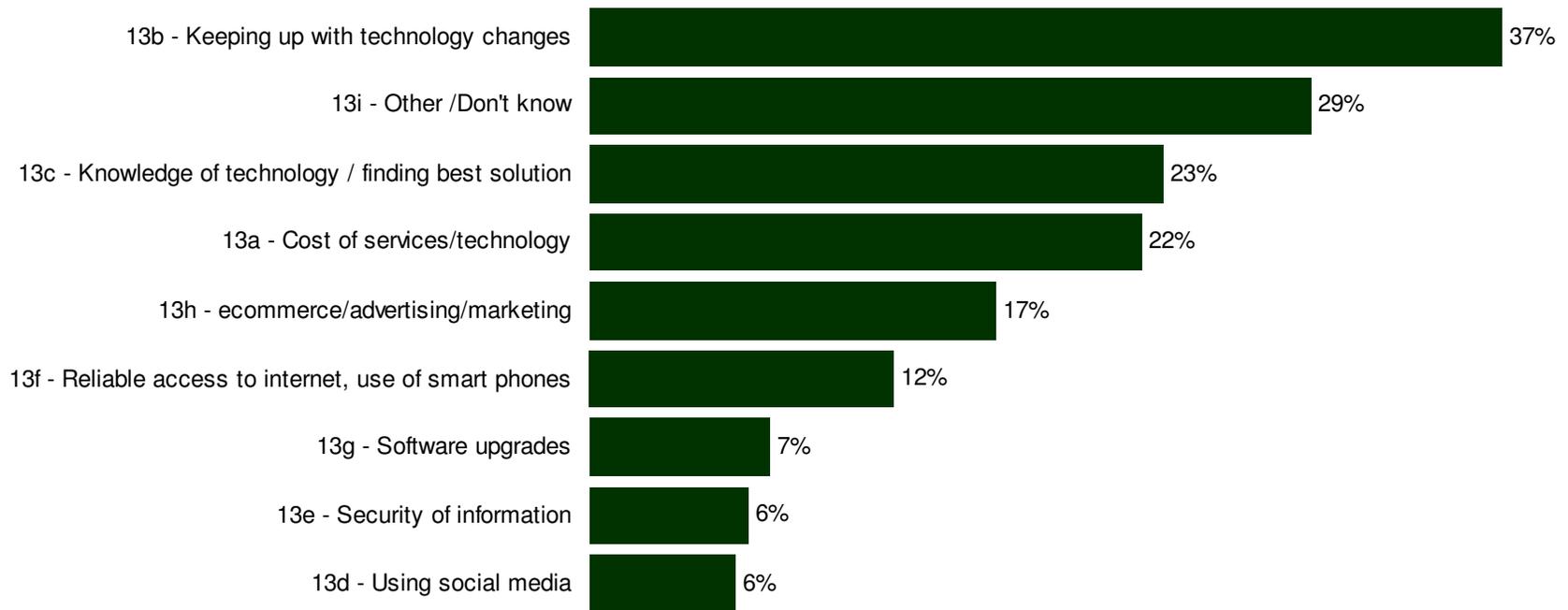
From a business perspective, what do you think are the three biggest challenges that Saanich will face in the next 5 years?	6a	6b	6c	6d	6e	6f	6g	6h	6i	6j
Bus routes that stop at UPTOWN only on certain runs #26. Transportation like a train or streetcar down douglas. Making room on Burnside for Bikes.			X							
Tax rate. Infrastructure maintenance. Attracting new businesses.	X				X	X				
Car congestion, environmental sustainability and good leadership			X				X	X		
Developing the Saanich brand. It has little personaility or spirit like some of the other municipalities.							X			
Allowing for local business to thrive and be competitive with the big box stores	X									
X) Cost Containment of Services provided by Saanich and CRD. 2) Road Maintenance issues IE) Burnside Road 3) Keeping property taxes increases to the Cost of Living Increases Property Taxes Increase for			X			X				
Lack of adequate parking in residential areas as many homes have 4-5 cars. Lack of main arterial roads to handle increased traffic			X							
don't know										X
Less home based businesses Parking / traffic			X							
Competition from Langford Keeping the interest of the consumer Finding and keeping diverse businesses	X									
Bus routes Parking spaces			X							
Traffic congestion at major intersections (McKenzie/Hwy X, Shelbourne/Hillside, Shelbourne/McKenzie) Increasing demands on transit Keeping up with services and amenities for families and residents (Langford is movin on up in livability!)			X				X			
Businesses closing due to high cost of space High cost of living has consumers tightening belts Our dollar creates issues for cross border business	X									
to attract more company to move there office to Saanich	X									
Competing with downtown and westshore	X									
Lack of spending from an aging population not sure of others..		X								
Infrastructure upgrading to match increased density in my area Large Capital projects requiring huge tax-payer investments Financial devolvement from higher levels of government			X							
Traffic, parking, expense of distribution of products			X							
Attracting new business Communication with business and residences Revenue	X									
Space, parking, roads			X							
Promoting a more sustainable community Transit need increased Preservation of parks and wooded areas Emphasis on community gardens for food production								X		
competition from the West Shore traffic congestion increased taxes due to mega projects (sewage treatment system)			X			X				
maintaining roads, keep enough green space, and dealing with flooding.			X		X					
Infrastructure and road maintenance			X		X					
development, traffic and crime			X	X					X	
Crime and emergency preparedness, traffic			X						X	X
aging infrastructure, increase in traffic			X		X					
Focus on being an all-in-X community where people can live AND work, meaning keeping up and improving the quality of life - bike paths & lanes - bus service - attracting the kind of businesses that people want to have	X		X							

Appendix IV: Responses to Open-ended Questions

From a business perspective, what do you think are the three biggest challenges that Saanich will face in the next 5 years?	6a	6b	6c	6d	6e	6f	6g	6h	6i	6j
Population growth. Engineering roadways to compensate for growth instead of making them worse to navigate. Easy access and parking for businesses		X	X	X						
uncertain										X
Keeping services at top levels while satisfying labor demands of union jobs Replacing needed infrastructure Review of possibility of merging with other municipalities					X		X			
Not sure.										X
Percent of total responses	34	11	50	15	14	20	12	6	8	7

Appendix IV: Responses to Open-ended Questions

Question #13: The answers provided below are exactly as submitted by the survey respondent – no editing has taken place. Respondents were asked to provide an open ended response to the question “What are the 3 greatest challenges, with respect to computer technology, that your business will face in the next 2 to 3 years?” After the surveys were complete, the answers were reviewed and themes were identified. Each response is provided in the table below, along with the response category indicated by an X that it was given to complete the summary analysis presented earlier in the report. The categories include:



Appendix IV: Responses to Open-ended Questions

What are the 3 greatest challenges, with respect to computer technology, that your business will face in the next 2 to 3 years?	13a	13b	13c	13d	13e	13f	13g	13h	13i
keeping up with advances in purchasing technology, knowledge of how to use it, safety of information		X	X		X				
•Cost of services •Keeping up with on line demands (website maintenance, e-mails etc.) •Cost of hardware and software	X								X
switching to a online ordering system/pos system upgrading website Using technology to aid in teaching/training retail and wholesale clients			X					X	
redendent services poor cell coverage			X			X			
EDUCATION SEMINARS NEW COMPUTERS & EQUIPMENT		X	X						
need internet to do business can't think of anything									X
Info glut ...congested market surplus/duplicated messaging.....info 'white noise'			X						
not being able to afford to kkeep up with the newer technologies	X								
Cost, upgrades, new changes	X	X							
Unsure									X
Keeping pace with developments. Keeping uptodate on knowledge of systems. Deciding which systems to select		X	X						
constant change ADVERTISING LOCALLY		X						X	
it is exhausting to keep up - I always find I do better with guidance from a person I want to have paperless technology but always find the learning step takes too much time to go in that direction. there are sometimes areas that are not able to support the cellular signals			X			X			
- adapting to new technology - affording new software and updates - taking the time to learn new technology	X	X					X		
1 - Develop web site 2 - Upgrade system 3 - Increase knowledge		X	X					X	
no opinion									X
none									X
getting up to speed with social networking				X					
N/A									X
na									X

Appendix IV: Responses to Open-ended Questions

What are the 3 greatest challenges, with respect to computer technology, that your business will face in the next 2 to 3 years?	13a	13b	13c	13d	13e	13f	13g	13h	13i
No challenges anticipated									X
None									X
maintaining a stable connection,						X			
Downtime to the internet						X			
changes/improvements to technology		X							
possible charge to the web site use, not enough cover area not enough volume,	X		X						
Keeping pace with change Finding the most appropriate technology for the business Everyone being on the same page		X							
N/A									X
Competing with the big names even though we can usually provide better pricing for similar or better products								X	
1. Myself as owner. I'm not a real computer person and I need to change that. 2. Create a website for my business that actually increases my business 3. Use computer technology to save me time with respect to operating my business			X						
I am sorry, but this question is very suspect. Is Saanich looking for yet another source of fees?									X
online advertising, cost, sales	X							X	
-identifying best solutions -getting the most out of our technology investments -consistent and reliable service		X	X						
- lack of cell phone reception in Cadboro Bay - keeping up with tech changes - meeting clients communication needs		X				X		X	
communication advertising availability								X	
None									X
off site storage of data wider network for technology access			X						
keeping up with technology extra cost to up grade	X	X							
costs knowledge access	X		X						
costs,	X								
n/a									X
keeping up and understanding new technology affording it	X	X	X						
Remaining current		X							
Going paperless			X						
NA									X
1. Maintenance of existing hardware. We're a tech company, so our answers to this question would probably be entirely different from the average company. Accordingly, I'll leave the last two points out to avoid skewing the data.		X							
Keeping up with trends and technology Computer security		X			X				
Normal speed of change		X							
Keeping advertising costs down. Keeping our on line customers and appealing to new. Up grades		X						X	

Appendix IV: Responses to Open-ended Questions

What are the 3 greatest challenges, with respect to computer technology, that your business will face in the next 2 to 3 years?	13a	13b	13c	13d	13e	13f	13g	13h	13i
keeping technology skills current, updating hardware, setting up a website		X	X						
Maintinace of computers, making sure that they are protected from viruses.		X			X				
none									X
1. staying educated 2. purchasing equipment 3. web design	X	X	X						
building a website geeting business from the website			X					X	
-keeping up with trends (marketing social media) -cost of new programs -upgrading equipment	X	X							
upgrading computer programs internet fees	X						X		
finding time to exploit available technology cost of internet and devices	X		X						
Speed of internet connection. Ability to access large computer databases of prospective customers. Staying up to date in a changing technological world.		X				X			
e commerc competition								X	
keeping current, keeping up to date programs, keeping up to date hardware		X	X						
system upgrades, reliability, speed of acquiring information		X					X		
n/a									X
1. easy photographic / video software for customer 2. cheaper / easer devices 3. ?	X		X						
access to WIFI						X			
Wi-Fi technology Business information economy reasirch						X			X
1)maintaining an online presence at a minimal cost 2) N/A 3) N/A								X	
Keeping pace with changing technology Teaching new technology to customers Managing social media		X		X					
I dont know									X
1. best use of social media for marketing purposes 2. fast upload/download speeds 3 evolving image standards		X		X		X			
keeping up with technology, online sales, more customer awareness		X						X	
Compatibility and upgrade problems as newer devices and products emerge.		X					X		
building new web site			X						
n/a									X
not for a daycare									X
The ability to text / write or say anything on social media without consequence. Home base business				X					
dead spots or poor reception on smart phones phones roaming to U.S.						X			
maintaining client contact; updating systems regularly; billing processing								X	
1. Get into social media by learning how to do that 2.Get most needed up-to-date gadgets to connect remotely to computer 3. Find better ways to use my website to promote the business		X		X				X	

Appendix IV: Responses to Open-ended Questions

What are the 3 greatest challenges, with respect to computer technology, that your business will face in the next 2 to 3 years?	13a	13b	13c	13d	13e	13f	13g	13h	13i
possible own web site, e-commerce, customer communications.		X	X					X	
n/a									X
none									X
N/A									X
Can't afford to keep up with all the changes.	X								
Computer upgrades		X							
keeping up with new technology		X							
I don't use the computer technology very much									X
none									X
1. replacing 'old' technology versus 'new' 2. Software upgrades 3. enhanced internet & e-mail traffic		X					X		X
not sure									X
Upgrading our dispatching software to improve efficiency in delivery service to our customers. Finding a cost effective way to communicate with our fleet of trucks wirelessly. Have our fleet monitored using GPS technology.		X	X				X		
- cost of upgrades - staying up to date - cost of technology	X	X							
update website communication - social media costs	X		X						
The rapidly, ever changing computer technology will be a challenge to us who are aging just as rapidly.		X							
we are ahead of the curve and foresee no challenges staying ahead.		X							
Cost Downtime	X								X
N/A									X
invoices,phones	X								
Online support information and stock availability.			X						X
Technology is changing so quickly that I will have to upgrade. No other issues.		X							
Just day to day operating of the system									X
1. Cost of hardware upgrades 2. Cost of software upgrades 3. Keeping abreast of technological advancements	X	X					X		
n/a									X
n/a									X
Finding the time to keep up with the pace of change Building and maintaining a webb site		X	X						
Hoping that my hard drive does not crash					X				
None really as it is used mainly as a communication portal; easily adaptable.									X
Page one onGoogle Page one on Google Page 2 on google									X

Appendix IV: Responses to Open-ended Questions

What are the 3 greatest challenges, with respect to computer technology, that your business will face in the next 2 to 3 years?	13a	13b	13c	13d	13e	13f	13g	13h	13i
staying updated. cable price going up.	X	X							
Maintaining web exposure. Ecommerce security High speed web access						X		X	
1. Making a cheap informative website 2. Getting web presence 3. Keeping up with email	X		X						
Keeping current with technology and software		X					X		
1. internet security 2. WIFI coverage 3. upgrade computer & software		X			X	X			
1-cost of equipment and software and updating	X								
1. access to fibre optic network 2. free Wi-Fi - provided by Municipality 3. power & internet outages						X			
Expense of keeping current, expense of supplying growing infrastructure needed, expense of mobile device costs.	X								
1. Maintaining current position within our industry. 2. Training as technology changes. 3. Affording the technology.	X	X						X	
1. Adequate network speed 2. Networking costs 3. Hardware and software costs	X					X			
na									X
No service in our area						X			
n/a									X
n/a									X
none									X
n/a									X
Budgeting alongside tech changes; maintaining and improving tech knowledge (software, social media); adapting more to online presence and interaction of business	X			X				X	
N/A									X
the dreaded occasional user! making the computers more user friendly keeping data safe					X				
-Infrastructure improvements -Keeping up to speed with online deliverables/services -Security		X			X				
Keeping up with fast computers, updating software programs		X					X		
cost, education, keeping up with the times	X	X	X						
upgrading software upgrading hardware training on software			X				X		
upgrade hardware support mobile support Social Media profile		X		X		X			
New software. Expansion. Possibly hiring employees.			X				X		
access to internet						X			
update4 equipment. update knowledge of equipment, providing web site for customers		X	X					X	
Heavy online competitions. Shift of customers from walk-ins to the Internet. Coming up with a better deal that customers have searched online.								X	
I have a service based business so nothing really computer related other than Groupon competition.								X	

Appendix IV: Responses to Open-ended Questions

What are the 3 greatest challenges, with respect to computer technology, that your business will face in the next 2 to 3 years?	13a	13b	13c	13d	13e	13f	13g	13h	13i
becoming a paperless office learning the technology purchasing the equipment			X						
none for now									X
I don't know yet									X
Changing online visits to store visits								X	
a better website with more information, and slicker format.			X					X	
Very small business, so requirement is minimal.									X
Advertising and Marketing								X	
cell reception, software cost, hardware ruggedness						X	X		
Not really applicable being a small home based business other than having to replace my computer every few years									X
no answer									X
outdated equipment			X						
information security reliable access					X	X			
Keeping up with change		X							
no changes probaly									X
1. keeping current with the changes 2. being ablet o offer and support changes to our customers 3. disposing of outdated computers, printers ect in an envirnmentally friendly way that fit with our company ethics		X						X	X
cost of upgrading equipment; backup disk space; navigating social media for advertising purposes	X		X	X					
Cost Reliability	X		X						
Unknown impact of cloud services Keeping up with demand of mobile technology Identifying businesses that are willing to spend the necessary budget on technology	X		X						
Updates Cost Training.	X		X						
None									X
N/A									X
More wi fi hot spots lack of technology Expensive rates	X		X			X			
don't know									X
equipment being outdated;maintenance cost;ce course demands	X	X	X						
making a web site								X	
keeping up with changing technology affording the changing technology	X	X							
updating expensive equipment		X							
Falling behind- out of date		X							
If things stay the same that would work for my business.									X

Appendix IV: Responses to Open-ended Questions

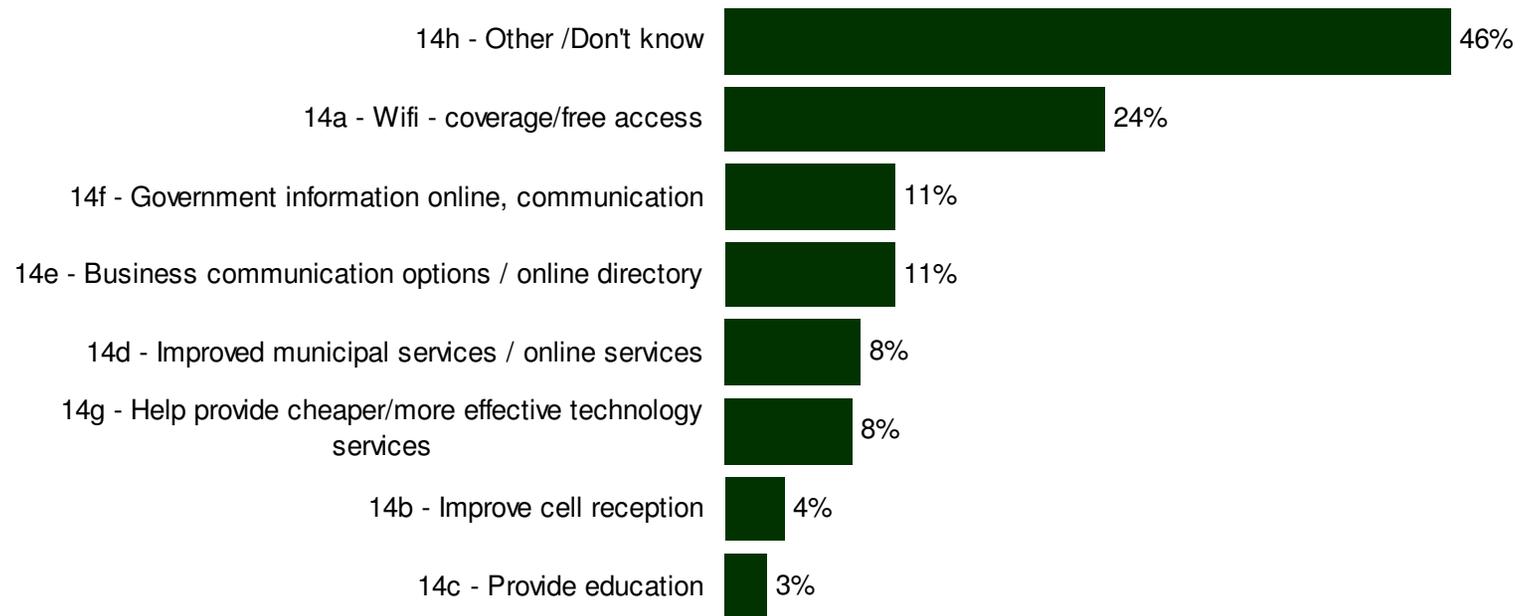
What are the 3 greatest challenges, with respect to computer technology, that your business will face in the next 2 to 3 years?	13a	13b	13c	13d	13e	13f	13g	13h	13i
Maintaining support for technology Keeping down the cost of technology Having reliable computer services in the community	X	X				X			
Keeping up with social media trends and managing our online presence.				X					
none									X
1.Keeping equipment up to date with changing technology 2.Designing programs/customer interation that suit all OS (iOS, Android, Microsoft, etc) 3.Keeping employees knowledge up to date (young vs older generations)		X	X				X		
remaining up to date with all the new technology, having the funds to constantly upgrade.	X	X							
1. access to internet/smartphone in timely fashion - eg no gaps in service 2. need to upgrade existing technology - increased cost to me 3. incompatible technology resulting in conflicts when conducting business		X	X			X			
cost of advertising maintaining technological advances ISP cost		X						X	
costs of keeping up with hardware and software		X							
expansion to web based commerce internet security internet speed/coverage					X	X		X	
none									X
Not sure									X
Creating a database of plant information relevant to the local micro-climates. Budgeting enough money to purchase software. Working with clients who are not comfortable with computer technology.	X		X						X
networking									X
Bandwidth Changing standards Price vs. other markets	X		X						
Constant upgrading of programs. Difficult to keep up with changing technology. Cost of technology & software.	X	X					X		
Keeping up with the change in technology for smart homes Security for smart homes		X			X				
wifi, ruggidness of computers.			X			X			
1) keeping in up with technology. 2) designing information for mobile technology		X				X			
Not sure yet.									X
Keep up with changing technology. Secure storage. Costs.	X	X			X				
Keeping costs down and keeping up with the changes.	X	X							
Keeping pace with tech developments.		X							
keeping up with technology keeping current with social media cost of upgrading technologies	X	X		X					
Poor reception in the Prospect Lake area						X			
Purchasing the new equipment that keeps changing and updating. Keeping up to date with the computer and technology changes	X	X							
upgrading, switching back to the pst		X							X
staying out ahead of our competators		X							
knowledge of whats available			X						
Keeping up with the latest technology.		X							

Appendix IV: Responses to Open-ended Questions

What are the 3 greatest challenges, with respect to computer technology, that your business will face in the next 2 to 3 years?	13a	13b	13c	13d	13e	13f	13g	13h	13i
replacing the older computers with the new ones purchasing I pad 3		X							
Promoting website traffic Keeping up-to-date social media pages Keeping website fresh and making improvements				X				X	
Affording equipment updates Keeping up with technology Training worker I outsource to	X	X							
Keeping up to date with ongoing hardware changes Networking		X		X					
combining all systems so they are integrated automating marketing keeping up with new technology			X					X	
NA									X
Advertising								X	
driving business to the internet and away from stores resulting in lower staff levels								X	
Speed of computer Organizing suppliers and sales		X						X	
I do not view any computer-related challenges									X
none									X
Infrastructure affordable hosting scalability			X						
None									X
Speed of social networking as a strategy				X					
epublishing (at the moment we are a paper based magazine), Website maintainance, ecommerce			X					X	
keeping up with technology changes, cost and accessibly	X	X							
cost of upgrading, website development	X		X						
Getting complecated and lots of competenced		X							
cost for services	X								
- keeping up to date on software - keeping up to date on online marketing - storing information					X		X	X	
Keeping up to date. Updating equipment and hardware. Updating software.		X					X		
n/a									X
securing data keeping up with new technology		X			X				
Keeping current with ecommerce technology. Keeping it safe from hackers. Ability to use safe and secure mobile billing devices.					X	X		X	
Percent of total responses	22	37	23	6	6	12	7	17	29

Appendix IV: Responses to Open-ended Questions

Question #14: The answers provided below are exactly as submitted by the survey respondent – no editing has taken place. Respondents were asked to provide an open ended response to the question “Please identify up to 3 things in the area of technology that Saanich could do to help your business” After the surveys were complete, the answers were reviewed and themes were identified. Each response is provided in the table below, along with the response category indicated by an X that it was given to complete the summary analysis presented earlier in the report. The categories include:



Appendix IV: Responses to Open-ended Questions

Please identify up to 3 things in the area of technology that Saanich could do to help your business.	14a	14b	14c	14d	14e	14f	14g	14i
be a resource of information, offer wifi throughout Saanich,	X					X		
•Provide property measurements on gis map. •Provide free wifi across Saanich •Provide more detailed information on different residential zoning areas on website.	X					X		
Have your parks employees look up proper turf installation and maintenance and learn!								X
IMPROVE CELLULAR RECEPTION (CADBORO BAY AREA) ACTUALLY YOU ARE DOING A GOOD JOB		X						
nothing i can think of								X
WIFI at all points...no dead zones. Good directory with good Google search results for Saanich Businesses. Keep systems up to date.	X					X		
don't know								X
Community WiFi, Access,	X							
Nothing yet								X
Sponsor a trade fair on systems for small business. Create a web portal for local small businesses.					X			
don't know								X
give me free night course that could get me running more efficiently That is all I can think of. Thank you			X					
- provide courses for new technology - provide discounts on new software for Saanich businesses - having WiFi coverage throughout Saanich for small businesses	X		X				X	
1 - Offer courses 2 - Small business loans	X							X
no opinion								X
nothing								X
N/A								X
compatibility with Mac systems								X
No technology related issues so no help required								X
None								X
none come to mind.								X
Free WIFI in Municipal buildings if not already available	X							

Appendix IV: Responses to Open-ended Questions

Please identify up to 3 things in the area of technology that Saanich could do to help your business.	14a	14b	14c	14d	14e	14f	14g	14i
N/A								X
Purchase products and services from our local business								X
None								X
iphone apps, advertising, wireless	X					X		
-I don't really think this is Saanich's job. Saanich should have a good website (which they do) to help find information on municipal services and support technology providers in the region.								X
- improve cell phone reception in Cadboro Bay - place cell tower in Cadboro Bay - ensure cell reception is improved throughout the municipality		X						
Improving GIS mapping permits online inspection notifications via email				X		X		
Nothing								X
WiFi service throughout the area integrated CRD services	X			X				
free wifi information on projects coming up	X							
don't know								X
n/a								X
I'm not very technology savvy so i can't answer this question								X
Keep Shaw under control Keep Telus under control							X	
NA								X
1. Leverage technology internally to improve efficiency and lower operating costs. You have to be careful though to not simply implement a technological solution to a problem for technology's sake. We always preach to our clients to think about how best to efficiently operate their businesses; be it a digital or analog solution. 2. Digitally archive information for efficient retrieval; be it for employee use or general public access. 3. Have as much publicly available information as possible on your website. Bylaws, rules, regulations, applications, meeting minutes, etc. (You may already be doing all of these.)				X		X		
Saanich's current online services are good								X
Continue with on-line access to services						X		
Install free WiFi	X							
nothing I can think of								X
I can't think of any.								X
offer free Wifi	X							
as a yoga teacher this is not a key item for my business								X
? approve permits faster not exactly sure how saanich could help my business?				X				
-better internet provision -leasing computer equipment programs							X	
n/a								X
Host a one-day workshop for Saanich business owners to introduce them to services available by Saanich.			X					
better call before you dig information with gps measurements, streamline/remove traffic lights to increase traffic flow						X		

Appendix IV: Responses to Open-ended Questions

Please identify up to 3 things in the area of technology that Saanich could do to help your business.	14a	14b	14c	14d	14e	14f	14g	14i
n/a								X
n/a								X
1. free wifi 2. more resident	X							
install WIFI	X							
No opinion								X
1) provide a free (to the businessowner and user) online business directory that is user friendly 2) N/A 3) N/A					X			
Have WiFi throughout the municipality free of charge	X							
Street signs								X
None								X
links and promoting local businesses					X			
I can't think of anything Saanich would need to do in this area.								X
Ensuring internet connections.							X	
not much								X
n/a								X
not for a daycare								X
Business directory / lower taxes / Crack Down on Home Base Business, If you would like to do business lease a store front pay your taxes and compete on a level playing field. or we will end up like Nanaimo - underground businesses					X			
need a cell tower so Cadboro Bay and Mt. Doug area are not dead zones		X						
wifi availability in public locales; moreonline services; online contacts expanded	X			X		X		
Make some specific lists regarding construction & renovation available online.						X		
free wifi	X							
sales and marketing, market research (statistics)						X		
Education, Easy websites, regular online info						X		
nothing								X
Online business directory					X			
Online directory					X			
keep things simple				X				
Not applicable.								X
when there is work to be done in Saanich, they should hire Saanich business tax payers to do the job.								X
1. Provide FO to the home for fast internet connections							X	
not sure								X

Appendix IV: Responses to Open-ended Questions

Please identify up to 3 things in the area of technology that Saanich could do to help your business.	14a	14b	14c	14d	14e	14f	14g	14i
Unknown.								X
- keep it fast - less down-time of services - more free wi-fi areas	X							
online directory					X			
use computers to track where the city buses are.						X		
N/A								X
I'm personally semi-retired but for those in full swing, a Saanich business directory would be helpful!					X			
More free Wi-Fi	X							
FREE WiFi ?	X							
free wifi	X							
n/a								X
WIFI access	X							
n/a								X
Free wifi hot spots	X							
business directory for tourists					X			
1. Flexible and versatile technical and organisational infrastructure to accommodate bandwidth and evolving technologies. 2. Transmission towers to enable redundancies to provide more robust signals. 3. Secure online services to ensure continued e-commerce and interaction between clients, business owners and the government/municipality.					X	X	X	
Encourage competition in ISPs							X	
Free wi-fi in my studio space	X							
wifi blanketing is helpful but not essential	X							
1. free WIFI 2. more online services 3. crate a online business network	X			X	X			
???								X
1. free public Wi-Fi 2. put all power, tel, internet underground 3. provide fibre optic network	X						X	
Provide wireless access to public at no cost, provide free wired internet connections at your event rental facilities.	X							
1. I do not believe this is an area that Saanich should focus beyond the technological services already offered. Maintain what is in place, ensure what is in place remains current but do not expand as the risk is information overload where the volume of information and associated infrastructure becomes burdensome and nefarious.								X
I don't think should be in the business of offering tech services to businesses.								X
na								X
Mapping for my business on google maps						X		
n/a								X
n/a								X

Appendix IV: Responses to Open-ended Questions

Please identify up to 3 things in the area of technology that Saanich could do to help your business.	14a	14b	14c	14d	14e	14f	14g	14i
none								X
n/a								X
I would love to see open public work spaces where "laptop hobos" could go and do work, to get out of the house and meet people; sort of like being at the library, but not that or a cafe either. Tables, couches, Wifi and internet hook-up access in such spaces would be a great assets to solopreneurs! Having Saanich support modern business mobility is key to a prosperous local economy that is so globally dependent.							X	
online payment of business licence fee				X				
keep the mapping GIS up to date						X		
Can't think of any								X
Free wifi spots,	X							
Keep a good website that is user friendly for older people				X				
i cannot think of anything in this regard								X
Online jobs & Biz Directory for Saanich residents					X			
Continue to improve building GIS information and access. Continue to improve access to Building services. Create a search-able anonymous database of Building Inspection 'problems' to permit contractors to occasionally review changes to Saanich's building inspection requirements and/or recurring issues.						X		
wi fi everywhere	X							
wi-fi hot spots with business directory online access made easier hi speed internet usage	X							
Smartphone apps, social media network and/or websites that list and update Saanich businesses.						X		
Identify/Advertise Home Based Businesses.					X			
unsure								X
none for now								X
Not sure								X
business dir					X			
N/A								X
Need more WiFi Hotspots	X							
don't try and help, less bylaws, no fees,								X
online directory to businesses registered in Saanich					X			
no answer								X
Promote competition between ISP							X	
District could become a client help to influence BC Hydro to provide stable electric power and to prevent outages							X	
free wifi hotspots	X							
1. promote Saanich businesses					X			

Appendix IV: Responses to Open-ended Questions

Please identify up to 3 things in the area of technology that Saanich could do to help your business.	14a	14b	14c	14d	14e	14f	14g	14i
n/a								X
Buy local web services Promote local companies							X	
None								X
More access to Saanich services on-line. Reduce red-tape by granting digital access to services for regular users. Improve navigability of the district's website				X				
More Wi fi hot spots fiber optic cables cheaper rates	X						X	
don't know								X
nothing								X
keeping up with the times competition is good and brings growth								X
Don't know								X
Unsure.								X
Cannot give any useful information								X
Provide free wifi in all areas of Saanich.	X							
1. Unflinching cell reception everywhere 2. Public WiFi access in business areas	X	X						
provide WiFi at all recreation centres, allow cell phone towers in hard to access areas, provide for profectors and like tools in ares rented out for professional use.	X	X						
provide wifi like downtown Langford provide a marketing based website for businesses allow easier business applications to be done online	X			X				
Permit more cell towers for greater coverage		X						
nothing								X
Not sure								X
Make more specific information available online about the locations and regulations of waste disposal places. Make more specific information available online about soil quarantine areas in Central Saanich. Make more specific information available online about road closures.						X		
?								X
Encourage competition amongst bandwidth vendors Provide assistance for trade shows (display equips etc.) Collaborate with federal trade initiatives							X	
Unknown at this time.								X
Create a links page for small business's or create a business directory for local business					X			
free wifi,	X							
for my customers to schedule appointments using mobile technology				X				
Not sure yet.								X
More access on-line. Apply, pay fees on-line. Inquiries electronically with quick replies.				X		X		
Connect us all through directories and web-based (or in person) course to help strengthen our businesses.					X			
not sure								X

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Please identify up to 3 things in the area of technology that Saanich could do to help your business.	14a	14b	14c	14d	14e	14f	14g	14i
Work with telecoms to improve mobile reception		X						
Provide bulk purchasing for computer equipment such as iPads which would make them cheaper. Provide education for updating into new technology							X	
don't know								X
provide more parking for that is free or more affordable label foods that contain GMO's to help								X
N/A								X
Online directory to increase website traffic Increased WiFi access around the city	X				X			
User friendly online service Live chat operator Free wifi				X				
A local forum for business owners in Saanich					X			
N/a								X
lend small business money to grow if business has proven to be competent								X
None that I can think of right now...								X
Free Wifi Grow eServices to reduce staff overheads	X			X				
allow to pay property taxes on line				X				
Improve infrastructure Tax incentives for investment create a incubator								X
None								X
I can't think of one								X
more wifi access	X							
Maybe offer free courses in computer tech. for businesses			X					
Not very concerned								X
umbrella wi-fi	X							
- WiFi -	X							
uncertain								X
none come to mind								X
Provide workshops. Provide a secure WIFI network.	X		X					
Percent of total responses	24	4	3	8	11	11	8	46