



March 15, 2012

Citizen Survey Results ~ 2012

DISTRICT OF SAANICH
770 Vernon Avenue
Victoria, BC V8X 2W7
(250) 475-1775
www.saanich.ca

Table of Contents

Executive Summary 3

Background, Objectives & Methodology 5

Survey Results..... 7

Service Delivery 9

Local Government..... 13

Appendix I: Respondent Characteristics 18

Appendix II: Survey Methodology 19

Appendix III: Statistical Tables 21

Appendix IV: General Comments 48

Appendix V: Survey Instrument 61

Executive Summary

On January 3, 2012, a survey invitation was mailed to 2,100 randomly selected Saanich residents, asking them to share their ideas and opinions about Saanich as a community, and the District of Saanich as their municipal government. Respondents had the choice of completing an electronic survey online or providing their answers to a telephone attendant. By the January 19, 2012 response deadline, 607 completed surveys had been received, providing a good response rate of 29%, and a low sampling error of $\pm 4\%$, 19 times out of 20.

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

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

Quality of Life

- Over 92 % of residents describe the quality of life in Saanich as good or very good compared to 95% in 2009, 93% in 2006 and 87% in 2003.
- Of those responding, over 89% reported that Saanich was a good place to raise children and close to 84% rated it a good place to retire.
- More than 87% of survey participants reported feeling safe or very safe in their Saanich neighbourhoods, up from 84% in 2009.

Service Delivery

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

Local Government

- 69% of participants reported they agree or strongly agree that the District of Saanich government is doing a good job, up from 67% in 2009.
- Survey participants feel revenue sources should come firstly from government grants, then from user fees, property taxes, reserves or savings and lastly from borrowing.
- 62% of survey respondents want Saanich Council to maintain the current levels of property taxation while offering the same or reduced levels of municipal services.
- Residents ranked the three highest capital project priorities as roads and traffic control, parks and trails and recreation facilities.

Lifestyles

- 35% of participants reported they have a vegetable garden, while less than 1% currently keep poultry.
- Many Saanich households, 77% , are prepared to take care of themselves for 3 days or more in the event of a local disaster - over 23% of them for a full 7 days.
- During an average week, 46% of respondents spend 1 to 5 hours in group leisure activities or community events such as recreation, arts, culture, heritage or sports.

Background, Objectives & Methodology

Near the end of 2002, the District of Saanich embarked on a process to renew its strategic direction. The Mayor, Council and staff recognized the importance of citizen and business input to this process. At the same time, they were also very interested in increasing the amount and diversity of feedback received from residents on the quality and importance of services provided and on budget planning – information that is used to improve services and provide input to the budget process.

Saanich's first citizen survey was completed in 2003, a second in 2006 and the third in 2009. Results are available for review on our website at: www.saanich.ca/services/docs/citizen.html

This fourth survey of Saanich citizens follows the same methodology as in previous years. Readers are encouraged to read all surveys for their own interest; however caution should be exercised when comparing the results of prior surveys with the current survey results. The differences between these studies have not been statistically tested to determine whether they are significant.

Survey Objectives

1. Obtain a statistical assessment of citizen perceptions of service delivery availability and quality.
2. Determine perceived value for taxes and preferred funding options.
3. Gather citizen feedback on municipal public involvement processes.
4. Provide citizen input to the municipality's annual strategic planning process.
5. Determine the level of citizens' emergency preparations.

Sampling Plan

For the 2012 Citizen Survey a total of 2,100 (1,500 to owner households and 600 to renter households) residents of Saanich were selected at random to receive a survey by mail. Each household selected to receive an invitation to participate in the research was mailed a single letter from the Mayor with a uniquely numbered ticket attached and a description of the prizes available to be won by respondents.

Households chosen to participate in the survey were given the choice of completing the survey on-line or by telephone. The on-line survey was password protected to ensure that only those households that received an invitation could access the survey.

A separate self-selecting survey was conducted in parallel for comparison purposes. This separate on-line survey allowed any resident to access the questionnaire. A paper-based copy was available at recreation centres. The option of completing the self-selecting survey by telephone was not offered.

Methodology

The 2012 Citizen Survey was mailed to selected Saanich residences on January 3, 2012. Responses were due by January 19, 2012. The expected response rate was between 25% and 40%.

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

No statistical reweighing of results will be done to precisely match the demographic characteristics of survey respondents with those of the population.

In previous surveys the survey sample was underrepresented by respondents under the age of 44, and by respondents who rent rather than own their residence. To improve the representation of these groups an additional 600 surveys were mailed to randomly selected tenants in Saanich households. There are over 12, 000 tenant occupied dwellings in Saanich.

The sample is underrepresented by respondents under the age of 39, and by respondents who are renters. Please see Appendix I for demographic data.

Presentation of Results

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

Acknowledgements

The 2012 Citizen Survey would not have been successfully completed without the special efforts and gratefully received assistance from:

- Saanich staff, especially members of the Corporate Projects Team, David Izard in Planning, Wendy Gibbs in the Print Shop, Donna Sorrie, Noella May and Kathy Orr during data collection and report production, Brian Vatne during database design.
- Dr. Steven Glover from the Faculty of Management at Royal Roads University during data analysis and results verification,
- and most importantly, those citizens who took the time to carefully complete and return their surveys.

Survey Results

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

- Quality of Life
- Service Delivery
- Local Government

Quality of Life

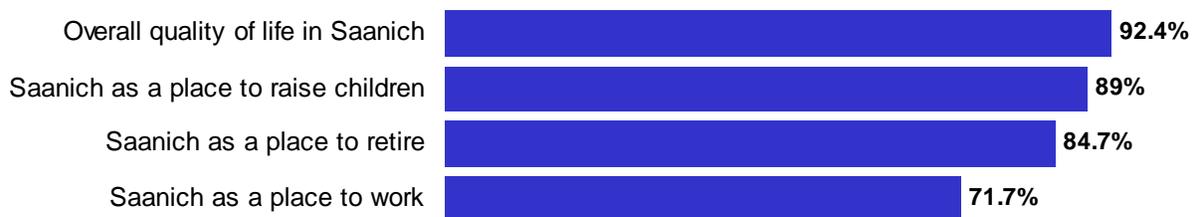
Measuring quality of life is complex, and involves many different indicators. The three groupings of results presented below – “a place to live”, “safety and security” and “voting in the 2011 municipal election” – provide a reasonable indication of the perceived quality of life in Saanich.

The responses to these groupings of questions suggest a very positive perception of quality of life in Saanich. Residents are happy living here, generally feel safe, appreciate the amenities, environment and location, and plan to stay.

A Place to Live (Question #1)

When asked their perceptions of quality of life in Saanich, survey respondents were very positive about Saanich as a community in which to live. These questions received some of the most positive ratings in the survey (see App. III for all data). Residents assigned an average rating of 84% to the quality of life in Saanich. Overall quality of life ratings were down slightly from 2009 and 2006. The 2012 scores for Good or Very Good are shown in Figure 1 below.

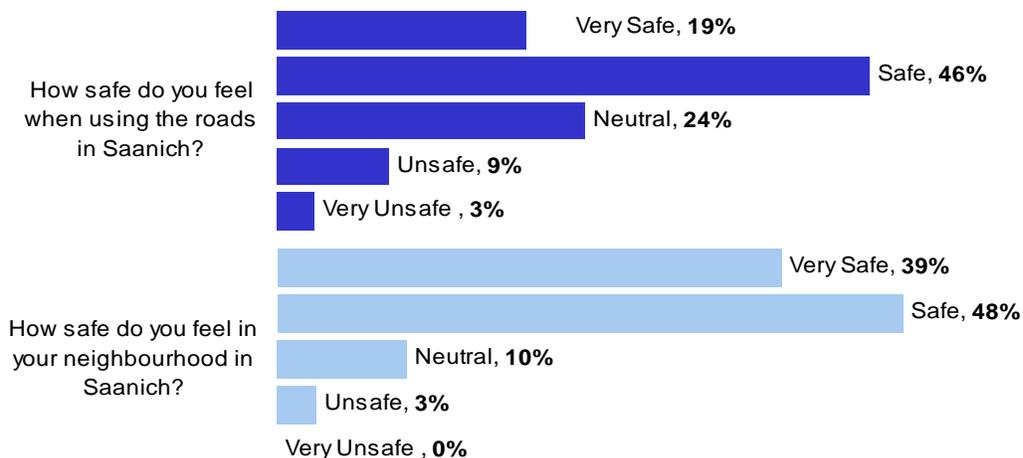
Figure 1: Quality of Life Ratings (% Good or Very Good)



Safety & Security (Question #2)

Perceptions of safety and security remain consistent with 2009 results. Safety in Saanich neighbourhoods received a higher score (over 87% feel safe or very safe), with only 3% indicating they felt unsafe. Not surprisingly, safety when using Saanich roadways received a lower average rating which is consistent with 2009. The perception that safety is improving was somewhat lower with 58% of respondents reporting a positive answer. Full details are shown in Figure 2 below.

Figure 2: Perception of Safety (% of respondents)



Voting in the 2011 Municipal Election (Question #3 & #4)

When asked whether they had voted in the 2011 municipal election, 43% of respondents said no. Of those who did not vote, the top three reasons were too busy (57%), unfamiliar with voting locations (19%) or they felt their vote would not affect the outcome of the election (14%).

These survey results will help inform a Saanich strategic initiative planned for 2013, the “Elections Future Strategy,” a review of voting opportunities and new technologies for local government elections.

Figure 3: Voted in the 2011 municipal election (% of respondents)

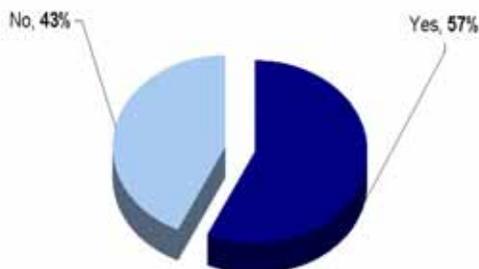
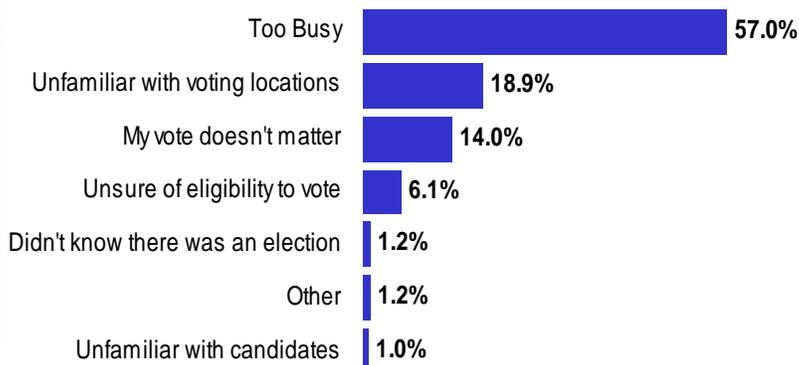


Figure 4: Reasons for not voting in the 2011 municipal election (% of respondents)



Service Delivery

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

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

The survey results provide a detailed assessment of 58 local government services. Each question provides slightly different information, one on service quality, and the other on service availability and appropriate resource allocation. The 2012 Citizen Survey asked respondents to rate each local government service by both satisfaction and importance. These two ratings can then be plotted onto a graph which shows four quadrants:

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

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

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

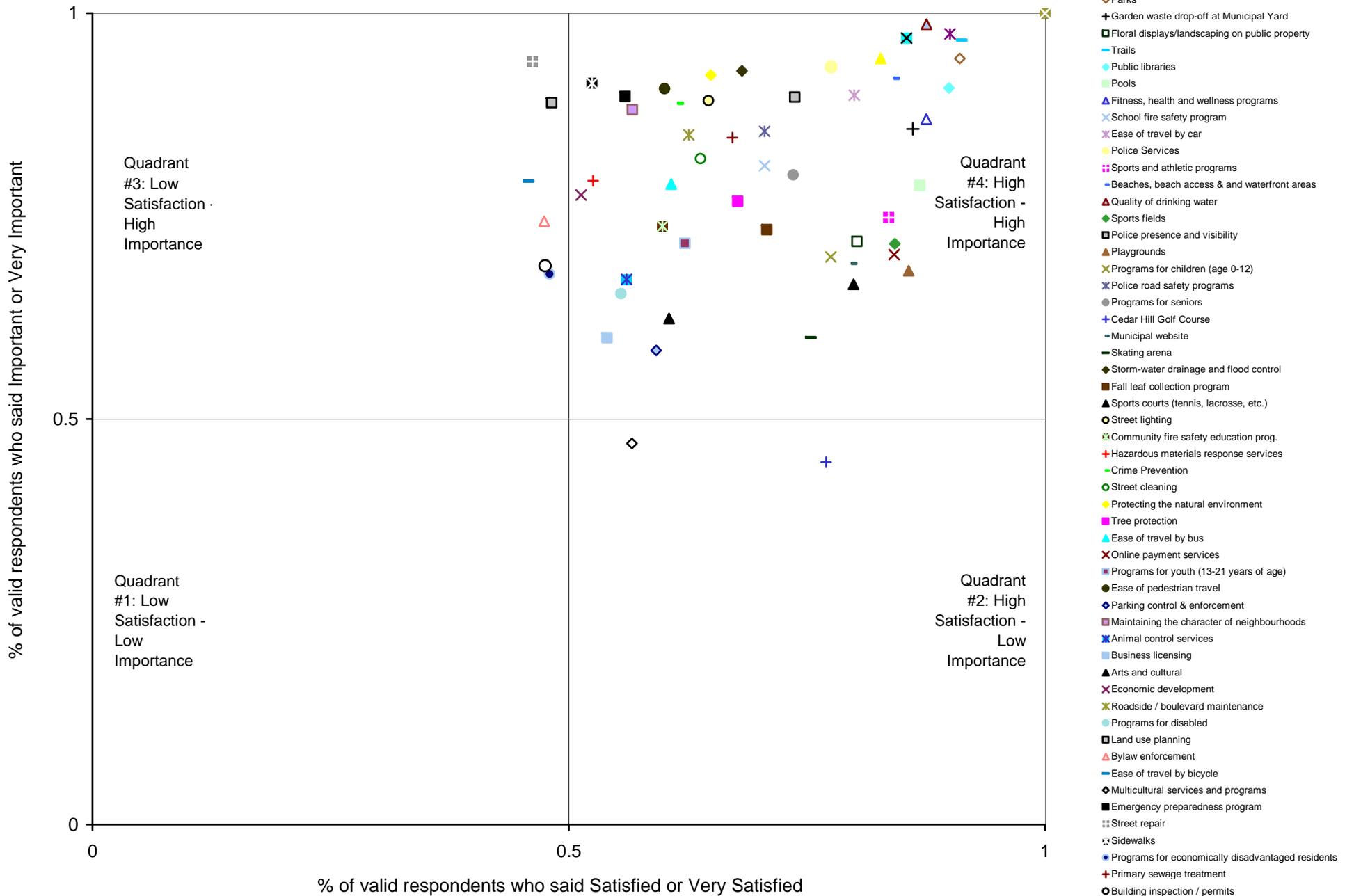
QUADRANT #4 (upper right): High Satisfaction – High Importance: Services in this quadrant largely meet current taxpayer expectations, both in terms of quality and resource allocation.

The satisfaction and importance results are shown in Figure 5 on the next page, indicating that 50 of the 58 (86%) listed services are in quadrant 4. Therefore the majority of local government services are meeting or exceeding taxpayer expectations in terms of quality and resource allocation.

There are 6 services in quadrant 3 with a low satisfaction / high importance rating. These services are: Street repair, bylaw enforcement, building inspection / permits, ease of travel by bicycle, land use planning and services for the economically disadvantaged. These services could be reviewed to determine if more municipal resources, better management of existing resources or a new approach to service delivery is required.

Only 2 services were rated in quadrant 2 with a high satisfaction / low importance rating. These services are Cedar Hill Golf Course and multicultural services and programs. These services may offer an opportunity for resource reallocation.

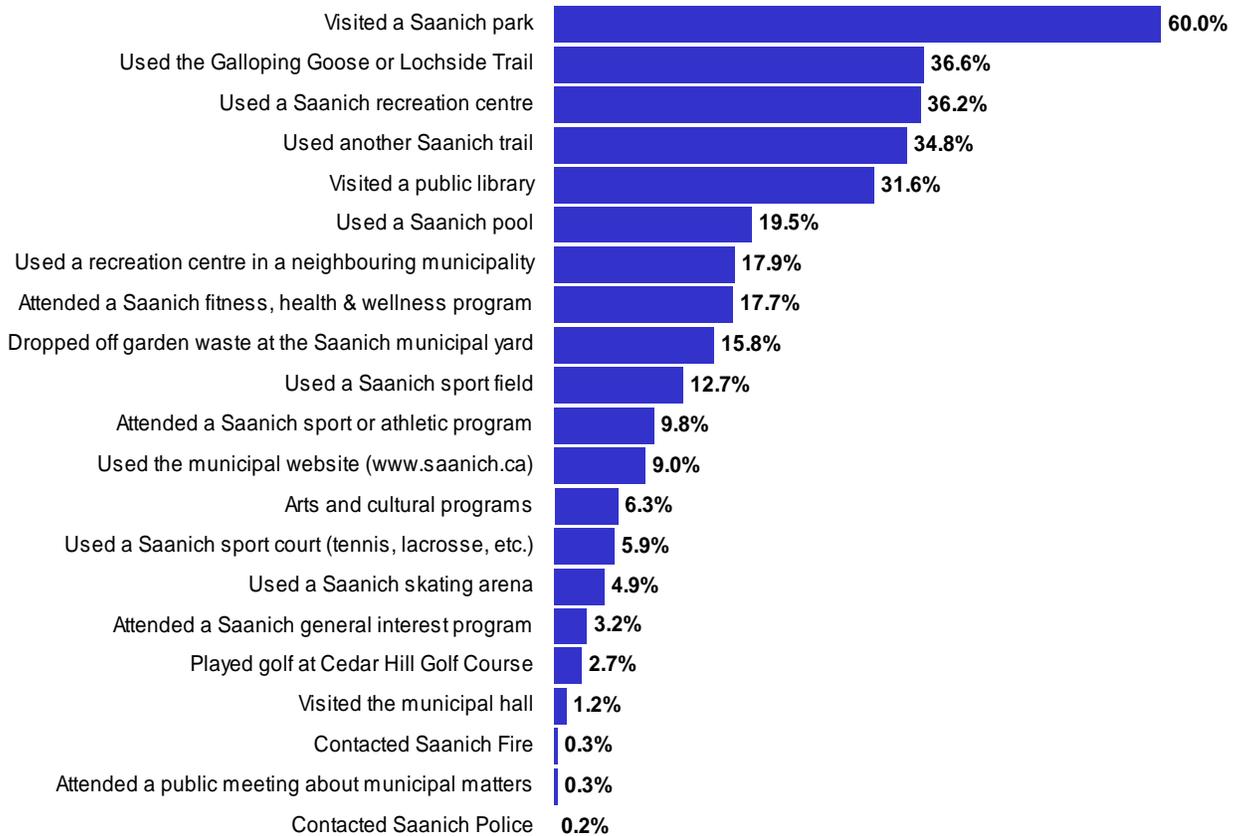
Figure 5: Satisfaction vs. Importance of Local Government Services



Citizen Usage Rates of Selected Services (Question #6)

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

Figure 6: Using a facility or participating in activity more than once a month (% of respondents)



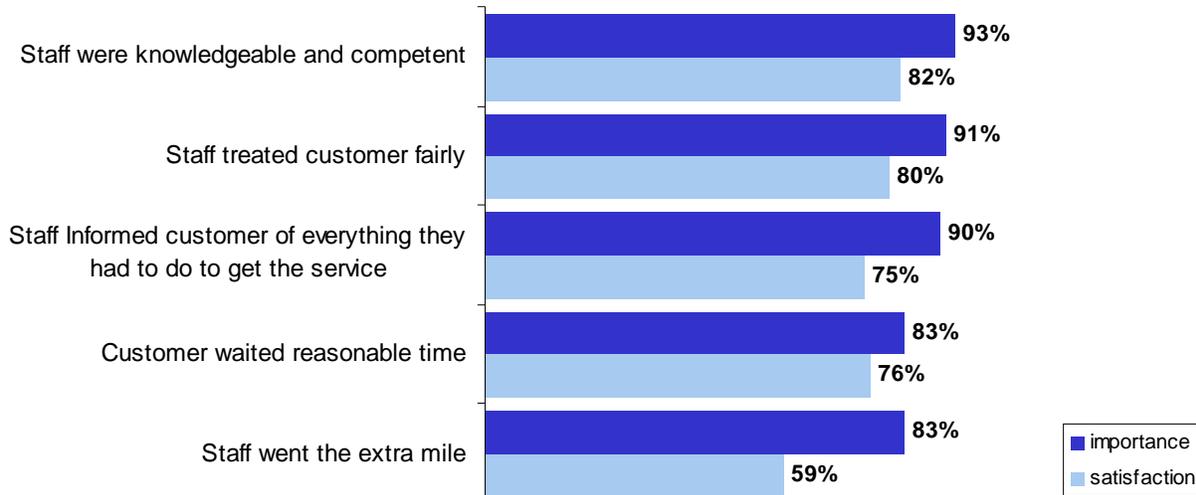
Customer service (Question #11-14)

Over 54% of survey respondents report having had a personal contact with a Saanich employee in the past 12 months. The two most common ways to interact with Saanich employees are: by telephone (79% of all reporting interactions), and in person at a Municipal facility (64%).

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

Survey respondents report high levels of satisfaction with the customer service provided by Saanich employees. Customer satisfaction scores between 80% and 90% are consistent with the scores of other local governments. Of greater relevance to customer service evaluation is the “performance gap” between the customer’s satisfaction with the level of service they receive and the importance the customer places on that service level. Staff will be reviewing these performance gaps to determine appropriate actions plans to address them.

Figure 7: Customer service satisfaction and importance (% agree or strongly agree)

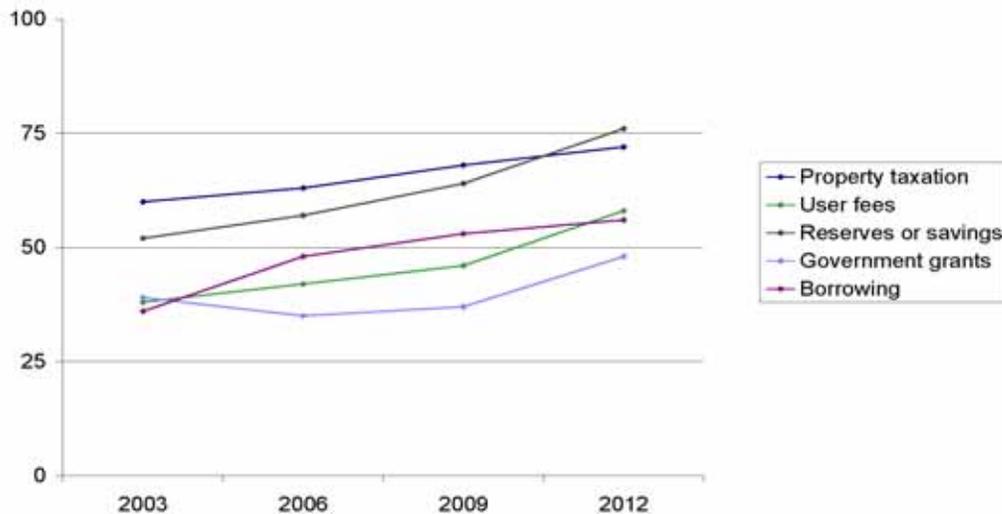


Local Government

Revenue Sources (Question #7)

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

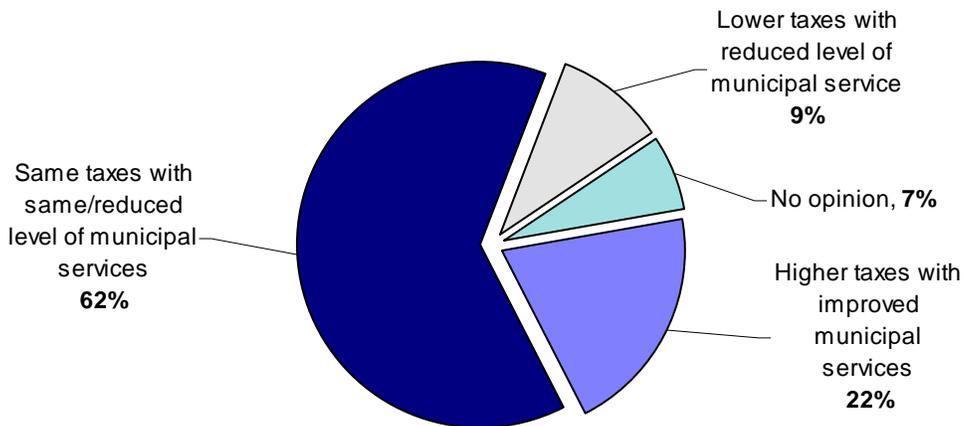
Figure 8a: % of Respondents saying “Stay the Same” on Revenue Sources



Taxes and Service Levels (Question #8)

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

Figure 8b: Citizen preferences on future tax options (% of respondents)



Capital Projects Spending (Question #9)

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

Figure 9: Capital Projects (out of \$100 of to spend)



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

Citizen perception of municipal governance (Question #10)

Respondents were asked to rank citizen engagement practices of the District of Saanich – how well does Saanich welcome and listen to citizens. These rankings for 2012 continue to improve.

Comparative ranking of citizen engagement practices in Saanich	% Agree or Strongly Agree		
	2006	2009	2012
The District of Saanich government welcomes citizen involvement	55%	41%	54%
The District of Saanich government listens to citizens	41%	34%	40%

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

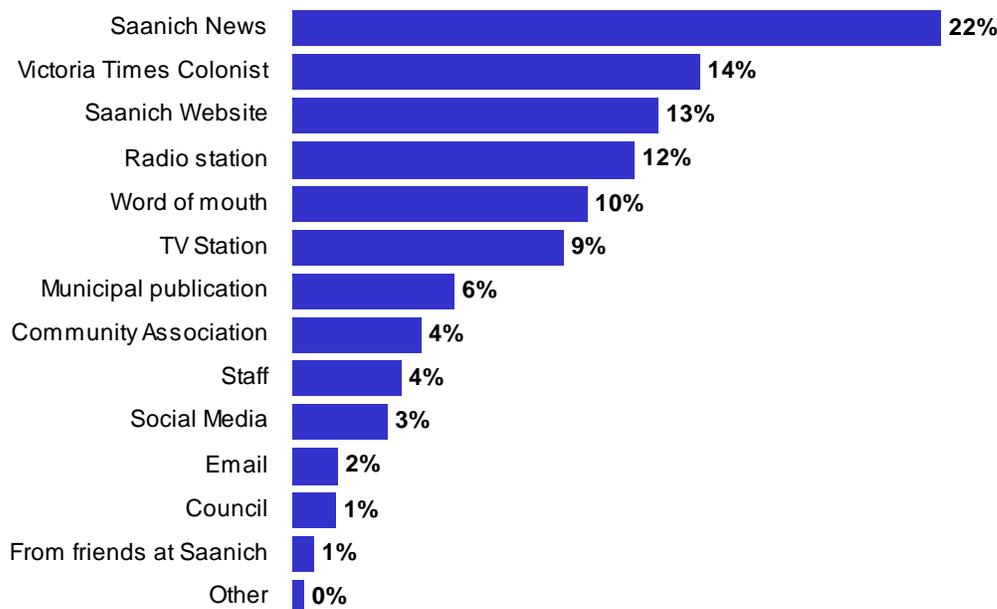
Comparative ranking of citizen perception of overall value and satisfaction	% Agree or Strongly Agree		
	2006	2009	2012
I receive good value for the municipal taxes I pay	57%	61%	63%
I am pleased with the overall direction that the District of Saanich is taking	61%	56%	61%
In general, I believe the District of Saanich government is doing a good job	70%	67%	69%

Communications and Public Engagement (Question #15-16)

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

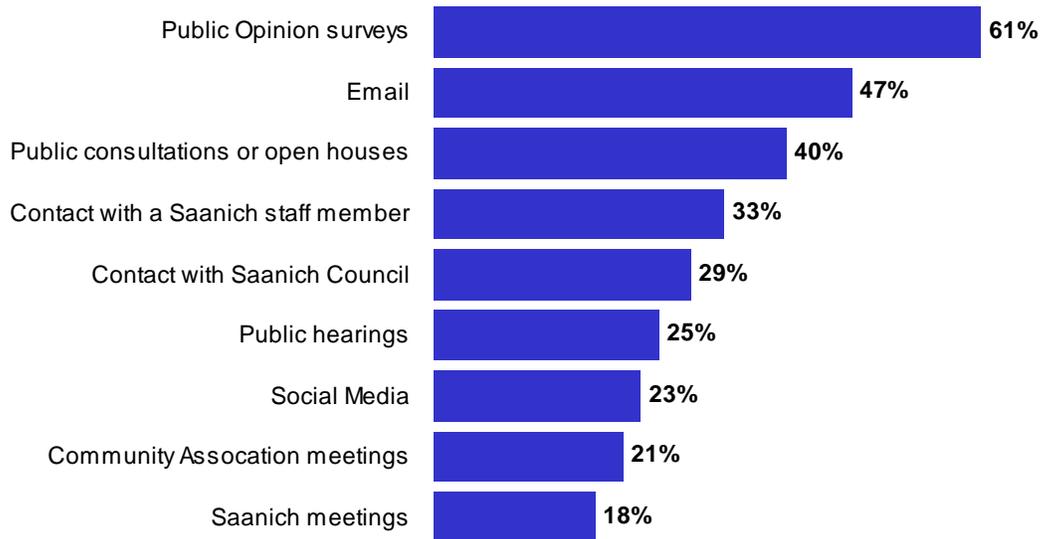
Respondents identified the Saanich News (22% of respondents) and the Victoria Times-Colonist (14%) as the two most important ways they wish to access information about municipal issues. The Saanich website (13%) and the radio (12%) are also popular choices. A complete list of responses is shown below in Figure 10.

Figure 10: Ways citizens access municipal information (% of respondents)



When asked how they want to provide input to Council, respondents preferred public opinion surveys (61% of respondents), e-mail (47%) and public consultation or open houses (40%) as the three most important ways they wish to provide that information. A complete list of responses is shown below in Figure 11.

Figure 11: Preferences on how Citizens want to be involved in municipal issues
(% interested or very interested)



Appendices

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

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

Appendix I: Respondent Characteristics

	Survey Sample (#s)	Survey Sample (%)	Actual Population ¹	Difference
Locational Characteristics				
Cadboro Bay	27	4.4%	3.5%	0.9%
Gordon Head	108	17.8%	19.4%	-1.6%
Shelbourne	46	7.6%	10.7%	-3.1%
Saanich Core	22	3.6%	4.8%	-1.2%
Quadra	45	7.4%	10.0%	-2.6%
North Quadra	22	3.6%	7.0%	-3.4%
Tillicum	45	7.4%	9.1%	-1.7%
Carey	53	8.7%	15.3%	-6.6%
Royal Oak	51	8.4%	7.3%	1.1%
Cordova Bay	39	6.4%	7.1%	-0.7%
Rural Saanich	25	4.1%	4.6%	-0.5%
Blenkinsop	11	1.8%	1.2%	0.6%
<i>No response</i>	113			
Owned home	434	71.5%	73.0%	-1.5%
Rented home	57	9.4%	27.0%	-17.61%
<i>No response</i>	116			
Personal Characteristics				
Female	272	44.8%	52.0%	-7.2%
Male	240	40.0%	48.0%	-8.0%
<i>No response</i>	95			
18 to 39 years old	108	17.8%	34.5%	-16.7%
40 to 59 years old	203	33.4%	32.7%	0.7%
60 years or older	201	33.1%	32.8%	0.3%
<i>No response</i>	95			

¹ Note – 2006 Census results used for Personal Characteristics and Owned/Rented data; Population data for Location Characteristics uses data available in Local Area Plans prepared by Saanich's Planning Department - these figures are approximate only).

Appendix II: Survey Methodology

Survey Development and Administration

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

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

The 2009 Citizen Survey was updated to reflect operational changes with the kind assistance of representatives from all municipal departments and is based on the 2003 and 2006 methodologies. Since 2006, survey projects have been guided by Debby Harris, Corporate Projects Coordinator for the District of Saanich. The 2009 and 2012 survey results were reviewed by Dr. Steven Glover of the Faculty of Management at Royal Roads University.

On January 3, 2012, a citizen survey invitation was mailed to 2,100 randomly selected Saanich residents, asking that they share their ideas and opinions about Saanich as a community, and the District of Saanich as their municipal government. Respondents had the choice of completing an electronic survey online or providing their answers to a telephone attendant (see Appendix V for survey instrument). By the January 19, 2012 response deadline, 609 completed surveys had been received, providing a good response rate of 29%, and a low sampling error of $\pm 4\%$, 19 times out of 20.

Households were selected using the Saanich Municipal Property Database. A randomized selection method was used to select 1,500 home owners and 600 tenants. The algorithm took into account the number of households required to achieve statistically significant results (sample size), and the number of households within each local area to be geographically representative of the entire Saanich population based on the 2006 Census. The advantage of using addresses generated from the Saanich Municipal Property Database over the Yellow Pages Group List Services (as was used in surveys prior to 2009) is that all Saanich addresses are included, including those without a telephone directory listing.

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

Of the 2,100 surveys mailed out, the following were received by invalid survey recipients: 13 were returned as undeliverable.

Subtracting invalid survey recipients leaves a total of 2,087 valid survey recipients. Responses were due by January 19, 2012, at which time 607 completed surveys had been returned, translating to a 29.1% response rate. Response rates for municipal surveys of this kind are typically between 25% and 40%.

Sampling Error & Statistical Reweighting

Sampling Error

Sampling error is a statistical estimate of how much the sample results are expected to differ from results obtained if every person in the municipality was sampled. The overall maximum sampling error (sometimes called “margin of error”) for the 607 individuals who responded is plus or minus 4 percent at a 95 percent confidence interval. In other words, in 19 out of 20 such samples, survey results will differ by no more than 4% from results obtained if every individual in the District of Saanich were surveyed. Subgroups like age groups, place of residence or gender can be analyzed, although because they contain fewer respondents than the total, the size of the sampling error may increase.

Statistical Reweighting

No statistical reweighting of results was done to attempt to better match the demographic characteristics of survey respondents with those of the population. Demographic differences between the sample and the population were judged to be not significant enough to warrant the additional time and expense required for statistical reweighting. In almost all questions, results are provided for each demographic group, allowing survey readers to make their own judgements on the differences present. The sample is underrepresented by respondents under the age of 39, and by respondents who are renters. Please see Appendix I for demographics.

“No opinion” / “Not Sure” Responses

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

Putting Evaluations onto a 100-Point Scale

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

Appendix III: Statistical Tables

Question #1: Quality of life

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

Average Score (out of 100)	Average score	Very poor	Poor	Neutral	Good	Very good	Total
All Respondents	86	0.0%	0.2%	7.5%	41.6%	50.8%	100%
Female	86	0%	0%	9%	40%	51%	100%
Male	86	0%	0%	6%	45%	49%	100%
18 to 39 years	84	0%	0%	6%	52%	42%	100%
40 to 59 years	85	0%	0%	10%	41%	49%	100%
60 years or older	88	0%	0%	6%	38%	57%	100%
Owner	86	0%	0%	8%	41%	51%	100%
Renter	84	0%	0%	11%	42%	47%	100%
Blenkinsop	75	0%	0%	27%	45%	27%	100%
Cadboro Bay	84	0%	0%	11%	41%	48%	100%
Carey	86	0%	0%	4%	47%	49%	100%
Cordova Bay	88	0%	0%	8%	33%	59%	100%
Gordon Head	86	0%	0%	7%	42%	51%	100%
North Quadra	90	0%	0%	5%	32%	64%	100%
Quadra	82	0%	0%	9%	52%	39%	100%
Royal Oak	85	0%	0%	10%	39%	51%	100%
Rural Saanich	92	0%	0%	8%	17%	75%	100%
Saanich Core	88	0%	0%	9%	32%	59%	100%
Shelbourne	84	0%	0%	7%	50%	43%	100%
Tillicum	84	0%	0%	9%	44%	47%	100%
Valid responses	604						

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

Average Score (out of 100)	Average score	Very poor	Poor	Neutral	Good	Very good	Total
All Respondents	85	0.2%	0.8%	10.0%	38.7%	50.3%	100%
Female	85	0%	1%	11%	36%	52%	100%
Male	84	0%	1%	8%	43%	47%	100%
18 to 39 years	79	0%	2%	15%	47%	36%	100%
40 to 59 years	84	0%	0%	11%	38%	49%	100%
60 years or older	87	0%	1%	6%	35%	58%	100%
Owner	85	0%	0%	18%	36%	45%	100%
Renter	84	0%	0%	11%	43%	46%	100%
Blenkinsop	82	0%	0%	18%	36%	45%	100%
Cadboro Bay	80	0%	4%	19%	31%	46%	100%
Carey	86	0%	0%	8%	40%	53%	100%
Cordova Bay	81	0%	3%	21%	28%	49%	100%
Gordon Head	85	1%	1%	6%	42%	50%	100%
North Quadra	85	0%	0%	14%	32%	55%	100%
Quadra	85	0%	0%	7%	47%	47%	100%
Royal Oak	85	0%	0%	12%	37%	51%	100%
Rural Saanich	88	0%	4%	8%	21%	67%	100%
Saanich Core	84	0%	0%	14%	36%	50%	100%
Shelbourne	85	0%	0%	11%	39%	50%	100%
Tillicum	86	0%	0%	7%	42%	51%	100%
Valid responses	600						

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

Average Score (out of 100)	Average score	Very poor	Poor	Neutral	Good	Very good	Total
All Respondents	81	0.2%	1.8%	13.3%	41.8%	42.9%	100%
Female	83	0%	0%	14%	40%	46%	100%
Male	80	0%	3%	12%	45%	39%	100%
18 to 39 years	75	0%	4%	22%	47%	28%	100%
40 to 59 years	79	0%	1%	14%	48%	35%	100%
60 years or older	87	0%	1%	8%	34%	58%	100%
Owner	82	0%	1%	12%	45%	42%	100%
Renter	81	0%	2%	19%	33%	46%	100%
Blenkinsop	77	0%	0%	27%	36%	36%	100%
Cadboro Bay	85	0%	0%	8%	46%	46%	100%
Carey	77	0%	0%	19%	55%	26%	100%
Cordova Bay	79	0%	0%	23%	36%	41%	100%
Gordon Head	82	1%	2%	10%	44%	43%	100%
North Quadra	84	0%	0%	5%	55%	41%	100%
Quadra	84	0%	2%	7%	42%	49%	100%
Royal Oak	85	0%	0%	16%	27%	57%	100%
Rural Saanich	81	0%	8%	4%	42%	46%	100%
Saanich Core	81	0%	5%	9%	45%	41%	100%
Shelbourne	83	0%	0%	13%	43%	43%	100%
Tillicum	81	0%	2%	11%	48%	39%	100%
Valid responses	601						

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

Average Score (out of 100)	Average score	Very poor	Poor	Neutral	Good	Very good	Total
All Respondents	73	0.8%	4.8%	22.8%	43.3%	28.4%	100%
Female	74	1%	5%	22%	41%	30%	100%
Male	72	0%	6%	26%	43%	26%	100%
18 to 39 years	68	1%	10%	25%	45%	19%	100%
40 to 59 years	72	1%	6%	27%	41%	27%	100%
60 years or older	77	0%	3%	21%	41%	35%	100%
Owner	74	1%	5%	21%	44%	29%	100%
Renter	70	0%	6%	33%	37%	24%	100%
Blenkinsop	61	0%	27%	27%	18%	27%	100%
Cadboro Bay	80	0%	4%	19%	31%	46%	100%
Carey	74	0%	2%	28%	42%	28%	100%
Cordova Bay	71	0%	5%	28%	46%	21%	100%
Gordon Head	74	0%	4%	26%	41%	30%	100%
North Quadra	75	0%	0%	32%	36%	32%	100%
Quadra	77	0%	2%	16%	52%	30%	100%
Royal Oak	72	0%	10%	22%	40%	28%	100%
Rural Saanich	74	8%	0%	13%	46%	33%	100%
Saanich Core	71	0%	10%	29%	29%	33%	100%
Shelbourne	74	0%	4%	20%	51%	24%	100%
Tillicum	72	4%	2%	18%	53%	22%	100%
Valid responses	589						

Question #2: Safety & Security

2a. How safe do you feel in your neighbourhood in Saanich?

Average Score (out of 100)	Average score	Very unsafe (Score: 0)	Unsafe	Neutral	Safe	Very Safe (Score: 100)	Total
All Respondents	81	0.0%	3.0%	9.9%	48.2%	38.9%	100%
Female	80	0%	3%	12%	45%	40%	100%
Male	81	0%	3%	8%	48%	42%	100%
18 to 39 years	77	0%	4%	13%	50%	34%	100%
40 to 59 years	79	0%	3%	13%	46%	38%	100%
60 years or older	84	0%	2%	6%	46%	48%	100%
Owner	80	0%	3%	10%	47%	40%	100%
Renter	79	0%	2%	16%	46%	37%	100%
Blenkinsop	82	0%	0%	9%	55%	36%	100%
Cadboro Bay	82	0%	4%	4%	52%	41%	100%
Carey	81	0%	0%	9%	58%	32%	100%
Cordova Bay	78	0%	0%	13%	53%	34%	100%
Gordon Head	81	0%	3%	10%	47%	40%	100%
North Quadra	78	0%	9%	14%	32%	45%	100%
Quadra	81	0%	4%	13%	36%	47%	100%
Royal Oak	81	0%	6%	6%	45%	43%	100%
Rural Saanich	77	0%	8%	13%	25%	54%	100%
Saanich Core	80	0%	0%	18%	45%	36%	100%
Shelbourne	80	0%	2%	13%	48%	37%	100%
Tillicum	81	0%	2%	11%	49%	38%	100%
Valid responses	604						

2b. How safe do you feel when using the roads in Saanich?

Average Score (out of 100)	Average score	Very unsafe	Unsafe	Neutral	Safe	Very safe	Total
All Respondents	67	2.8%	8.7%	23.7%	45.7%	19.2%	100%
Female	68	2%	8%	24%	46%	20%	100%
Male	65	3%	9%	24%	46%	18%	100%
18 to 39 years	66	3%	9%	24%	44%	20%	100%
40 to 59 years	66	3%	9%	23%	49%	15%	100%
60 years or older	68	2%	8%	25%	43%	22%	100%
Owner	67	3%	10%	21%	46%	20%	100%
Renter	59	4%	14%	37%	35%	11%	100%
Blenkinsop	57	0%	27%	36%	18%	18%	100%
Cadboro Bay	69	4%	15%	19%	30%	33%	100%
Carey	72	4%	4%	13%	60%	19%	100%
Cordova Bay	60	10%	10%	21%	46%	13%	100%
Gordon Head	68	2%	10%	18%	56%	15%	100%
North Quadra	66	0%	9%	32%	45%	14%	100%
Quadra	67	0%	11%	33%	33%	22%	100%
Royal Oak	66	4%	14%	22%	37%	24%	100%
Rural Saanich	60	13%	4%	25%	33%	25%	100%
Saanich Core	68	5%	5%	23%	50%	18%	100%
Shelbourne	68	0%	9%	22%	49%	20%	100%
Tillicum	59	2%	12%	33%	37%	16%	100%
Valid responses	600						

2c. Do you feel that safety is improving in Saanich?

	Yes	No
All Respondents	58%	42%
Female	62%	38%
Male	54%	46%
18 to 39 years	62%	38%
40 to 59 years	57%	44%
60 years or older	58%	42%
Owner	59%	41%
Renter	53%	47%
Blenkinsop	36%	64%
Cadboro Bay	46%	54%
Carey	58%	42%
Cordova Bay	62%	38%
Gordon Head	55%	45%
North Quadra	57%	43%
Quadra	55%	45%
Royal Oak	66%	34%
Rural Saanich	67%	33%
Saanich Core	64%	36%
Shelbourne	69%	31%
Tillicum	52%	48%
Valid responses	595	

Question #3 and #4: Voting in Municipal Elections

3. Did you vote in the 2011 municipal election?

	Yes	No
All Respondents	57%	43%
Female	60%	40%
Male	56%	44%
18 to 39 years	34%	66%
40 to 59 years	58%	42%
60 years or older	71%	29%
Owner	56%	44%
Renter	53%	47%
Blenkinsop	82%	18%
Cadboro Bay	59%	41%
Carey	47%	53%
Cordova Bay	38%	62%
Gordon Head	57%	43%
North Quadra	59%	41%
Quadra	56%	44%
Royal Oak	61%	39%
Rural Saanich	71%	29%
Saanich Core	73%	27%
Shelbourne	48%	52%
Tillicum	56%	44%
Valid responses	605	

4. Why didn't you vote in the last election?

	Too Busy	Unfamiliar with candidates	Unfamiliar with voting locations	Unsure of eligibility to vote	Didn't know there was an election	My vote doesn't matter	Other
All Respondents	57%	1%	19%	6%	1%	14%	1%
Female	60%	0%	20%	5%	2%	11%	2%
Male	56%	2%	18%	8%	0%	14%	1%
18 to 39 years	32%	2%	41%	9%	3%	8%	2%
40 to 59 years	59%	0%	20%	6%	1%	13%	1%
60 years or older	71%	1%	7%	5%	0%	14%	1%
Owner	56%	1%	19%	7%	1%	15%	1%
Renter	53%	0%	25%	4%	2%	12%	4%
Blenkinsop	82%	0%	9%	0%	9%	0%	0%
Cadboro Bay	59%	0%	19%	15%	0%	7%	0%
Carey	47%	2%	30%	4%	2%	13%	2%
Cordova Bay	36%	5%	23%	5%	5%	18%	3%
Gordon Head	57%	1%	19%	8%	1%	13%	1%
North Quadra	59%	0%	18%	9%	0%	14%	0%
Quadra	56%	0%	18%	4%	0%	18%	4%
Royal Oak	61%	2%	14%	0%	0%	22%	0%
Rural Saanich	72%	0%	16%	0%	0%	12%	0%
Saanich Core	73%	0%	14%	9%	0%	5%	0%
Shelbourne	48%	0%	22%	15%	0%	15%	0%
Tillicum	58%	0%	18%	7%	4%	13%	0%
Valid responses	261						

Question #5: Saanich Services

5. How do you rate your satisfaction with and the importance of the following Saanich services?

	% Satisfied/ very satisfied	% Important/ very important	% Difference	Average Score (out of 100)	
				Mean: Satisfaction	Mean: Importance
AVERAGE - All Services	69%	79%	-11%	72.0	79.8
Recreation and Community Services					
Arts and cultural	61%	62%	-2%	67	68
Beaches, beach access & and waterfront areas	84%	92%	-8%	80	88
Fitness, health and wellness programs	88%	87%	1%	83	85
Multicultural services and programs	57%	47%	10%	67	56
Cedar Hill Golf Course	77%	45%	32%	77	54
Parks	91%	94%	-3%	86	91
Playgrounds	86%	68%	17%	81	74
Pools	87%	79%	8%	83	79
Programs for children (age 0-12)	78%	70%	8%	77	71
Programs for disabled	55%	65%	-10%	65	68
Programs for economically disadvantaged residents	48%	68%	-20%	60	69
Programs for seniors	74%	80%	-7%	75	79
Programs for youth (13-21 years of age)	62%	72%	-9%	67	73
Public libraries	90%	91%	-1%	87	89
Skating arena	75%	60%	15%	76	66
Sports and athletic programs	84%	75%	9%	80	75
Sports courts (tennis, lacrosse, etc.)	80%	67%	13%	77	70
Sports fields	84%	72%	13%	79	74
Trails	91%	97%	-5%	87	93
Transportation					
Ease of pedestrian travel	60%	91%	-31%	66	90
Ease of travel by bicycle	46%	79%	-33%	56	80
Ease of travel by bus	61%	79%	-18%	65	80
Ease of travel by car	80%	90%	-10%	78	88
Parking control & enforcement	59%	58%	1%	65	65
Public Safety					
Animal control services	56%	67%	-11%	64	73
Community fire safety education prog.	60%	74%	-14%	69	78
Crime Prevention	61%	89%	-27%	69	86
Emergency preparedness program	56%	90%	-34%	67	87
Fire fighting services	83%	94%	-12%	81	92
Hazardous materials response services	53%	79%	-27%	66	81
Police presence and visibility	74%	90%	-16%	75	87
Police road safety programs	71%	85%	-15%	74	84
Police Services	78%	93%	-16%	77	91
School fire safety program	71%	81%	-11%	77	82

	% Satisfied/ very satisfied	% Important/ very important	% Difference	Average Score (out of 100) Mean: Mean:	
				Satisfaction	Importance
Planning & Development					
Building inspection / permits	48%	69%	-21%	60	72
Business licensing	54%	60%	-6%	66	67
Bylaw enforcement	47%	74%	-27%	59	59
Economic development	51%	78%	-26%	63	78
Land use planning	48%	89%	-41%	60	86
Maintaining the character of neighbourhoods	57%	88%	-31%	64	87
Preserving rural/agricultural land	59%	86%	-27%	66	86
Protecting the natural environment	65%	92%	-27%	68	91
Municipal Infrastructure and Services					
Fall leaf collection program	71%	73%	-2%	73	76
Floral displays/landscaping on public property	80%	72%	8%	82	73
Garbage collection	90%	97%	-7%	88	94
Garden waste drop-off at Municipal Yard	86%	86%	0%	85	85
Municipal website	80%	69%	11%	78	72
Online payment services	84%	70%	14%	83	74
Primary sewage treatment	67%	85%	-17%	73	84
Quality of drinking water	88%	99%	-11%	86	97
Residential recycling	85%	97%	-11%	83	93
Roadside / boulevard maintenance	63%	85%	-22%	67	82
Sidewalks	52%	91%	-39%	60	88
Storm-water drainage and flood control	68%	93%	-25%	70	88
Street cleaning	64%	82%	-18%	69	80
Street lighting	65%	89%	-25%	69	86
Street repair	46%	94%	-48%	57	89
Tree protection	68%	77%	-9%	71	78
Fall leaf collection program	71%	73%	-2%	73	76
Floral displays/landscaping on public property	80%	72%	8%	82	73

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

Question #6: Service Usage

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

Average Score (out of 100)	Average Score	Never	Once or twice	Three to four times	Once every 1 to 2 months	More than once a month	Total
a. Visited a public library	55	19.1%	19.0%	15.6%	14.7%	31.6%	100%
b. Arts and cultural programs	30	34.1%	33.2%	18.5%	8.0%	6.3%	100%
c. Used a Saanich recreation centre	58	18.3%	16.1%	16.8%	12.6%	36.2%	100%
d. Attended a Saanich fitness, health & wellness program	31	49.2%	17.1%	11.2%	4.8%	17.7%	100%
e. Attended a Saanich general interest program	14	66.1%	20.6%	7.5%	2.6%	3.2%	100%
f. Used a Saanich pool	38	40.8%	16.3%	11.5%	11.9%	19.5%	100%
g. Used a Saanich skating arena	15	70.7%	12.9%	6.4%	5.1%	4.9%	100%
h. Attended a Saanich sport or athletic program	22	59.6%	17.8%	8.6%	4.2%	9.8%	100%
i. Used a Saanich sport court (tennis, lacrosse, etc.)	19	65.3%	13.1%	8.5%	7.3%	5.9%	100%
j. Used a Saanich sport field	26	58.1%	12.4%	9.5%	7.3%	12.7%	100%
k. Played golf at Cedar Hill Golf Course	10	77.7%	11.4%	6.0%	2.2%	2.7%	100%
l. Used a recreation centre in a neighbouring municipality	35	40.8%	21.9%	13.0%	6.4%	17.9%	100%
m. Visited a Saanich park	79	3.1%	6.1%	16.8%	20.8%	53.2%	100%
n. Used the Galloping Goose or Lochside Trail	61	15.8%	13.8%	19.0%	14.8%	36.6%	100%
o. Used another Saanich trail	58	17.8%	15.4%	19.6%	12.5%	34.8%	100%
p. Attended a public meeting about municipal matters	9	73.5%	18.6%	5.2%	2.4%	0.3%	100%
q. Visited the municipal hall	21	38.4%	44.3%	11.8%	4.2%	1.2%	100%
r. Dropped off garden waste at the Saanich municipal yard	44	32.7%	13.9%	15.1%	22.4%	15.8%	100%
s. Contacted Saanich Fire	4	87.9%	10.2%	1.2%	0.3%	0.3%	100%
t. Contacted Saanich Police	10	65.8%	28.3%	4.6%	1.2%	0.2%	100%
u. Used the municipal website (www.saanich.ca)	43	17.3%	26.8%	32.1%	14.8%	9.0%	100%

Questions #7 to #9: Paying for Services

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

	Rely less	Same	Rely more	Total	Valid responses
a. Property taxation	17%	72%	11%	100%	590
b. User fees	8%	58%	34%	100%	588
c. Reserves or savings	14%	76%	10%	100%	589
d. Government grants	3%	48%	48%	100%	588
e. Borrowing	40%	56%	4%	100%	590

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

Choices	%
a. Higher taxes with improved municipal services	22%
b. Same taxes with same/reduced level of municipal services	62%
c. Lower taxes with reduced level of municipal service	9%
d. No opinion	7%
Total	100%
Valid responses	588

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

	Average \$	\$0	\$1 to \$10	\$11 to \$20	\$21 to \$30	\$31 to \$40	\$41 to \$100
Roads and Traffic Control	\$13.57	15%	42%	30%	8%	2%	3%
Parks and Trails	\$12.68	11%	59%	22%	4%	1%	3%
Recreation Facilities	\$9.97	20%	54%	20%	3%	0%	2%
Environment protection & enhancement	\$9.15	21%	57%	17%	4%	1%	1%
Sanitary sewer system	\$9.06	22%	53%	22%	3%	0%	0%
Sidewalks	\$8.81	22%	62%	9%	3%	1%	2%
Bicycle infrastructure	\$8.27	27%	55%	12%	3%	2%	1%
Water distribution system	\$7.51	25%	58%	15%	1%	0%	0%
Storm water drainage system	\$7.44	23%	64%	11%	1%	0%	1%
Streetscape / Beautification Projects	\$4.46	36%	60%	3%	1%	0%	0%
Municipal Buildings	\$3.99	40%	57%	2%	0%	0%	0%
Arts and cultural facilities	\$2.55	68%	28%	2%	1%	0%	0%
Other	\$2.44	75%	21%	3%	1%	0%	1%
Total	\$100						
Valid Responses	572						

Note 1: funding allocations from respondents who allocated more than the \$100 max. are included in the average calculations

Note 2: % frequency figures do not include those who did not answer any of this question

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

	Arts & Cultural	Bicycle Infrast.	Environ. Protect.	Munic. Build	Parks & Trails	Rec Facilities	Roads/ traffic	Sanitary sewer	Sidewalks	Streetscape & beautif.	Storm water drainage system	Water distrib. System	Other
All respondents	\$2.55	\$8.27	\$9.15	\$3.99	\$12.68	\$9.97	\$13.57	\$9.06	\$8.81	\$4.46	\$7.44	\$7.51	\$2.44
18 to 39 years	\$2.30	\$9.74	\$9.90	\$4.35	\$12.03	\$10.46	\$12.62	\$8.67	\$8.71	\$4.69	\$6.94	\$7.48	\$2.91
40 to 59 years	\$2.29	\$8.89	\$9.47	\$4.19	\$12.21	\$9.87	\$12.91	\$9.61	\$8.60	\$4.43	\$7.77	\$7.92	\$1.95
60 years or older	\$2.93	\$6.55	\$8.78	\$3.79	\$12.89	\$10.14	\$15.03	\$8.62	\$9.14	\$4.38	\$7.24	\$6.85	\$2.82
Blenkinsop	\$6.55	\$5.36	\$8.36	\$3.00	\$17.45	\$8.09	\$8.36	\$5.73	\$14.64	\$3.27	\$6.09	\$6.45	\$1.64
Cadboro Bay	\$2.92	\$6.73	\$7.23	\$4.12	\$13.88	\$8.62	\$11.77	\$9.46	\$11.81	\$4.96	\$8.62	\$7.19	\$2.73
Carey	\$1.72	\$9.70	\$9.74	\$3.68	\$13.21	\$8.55	\$14.51	\$8.66	\$9.92	\$4.57	\$7.00	\$7.00	\$1.38
Cordova Bay	\$2.80	\$10.09	\$10.54	\$3.23	\$10.89	\$7.94	\$16.14	\$10.66	\$8.03	\$3.54	\$7.09	\$6.97	\$1.89
Gordon Head	\$2.95	\$9.02	\$8.47	\$4.11	\$10.74	\$10.56	\$12.65	\$8.99	\$9.44	\$4.53	\$7.63	\$6.93	\$3.77
North Quadra	\$1.43	\$9.29	\$11.24	\$4.57	\$11.43	\$9.29	\$11.62	\$9.24	\$8.86	\$5.05	\$7.67	\$9.10	\$1.90
Quadra	\$2.67	\$11.31	\$8.57	\$3.76	\$16.48	\$9.95	\$13.45	\$8.50	\$6.45	\$4.14	\$6.43	\$6.57	\$1.48
Royal Oak	\$3.12	\$6.52	\$8.14	\$6.32	\$12.70	\$10.36	\$13.14	\$10.00	\$7.80	\$4.24	\$6.92	\$8.10	\$1.90
Rural Saanich	\$2.61	\$5.35	\$7.22	\$2.65	\$12.22	\$9.39	\$22.17	\$6.57	\$10.26	\$4.65	\$6.78	\$7.30	\$2.74
Saanich Core	\$1.77	\$7.50	\$12.91	\$2.45	\$15.64	\$9.05	\$14.68	\$6.23	\$7.09	\$6.82	\$6.36	\$4.86	\$4.64
Shelbourne	\$1.93	\$5.85	\$8.48	\$4.65	\$13.40	\$13.93	\$15.55	\$10.58	\$7.10	\$4.70	\$7.03	\$7.70	\$1.13
Tillicum	\$2.67	\$6.28	\$7.37	\$5.05	\$9.91	\$9.79	\$14.86	\$9.81	\$8.33	\$4.40	\$8.72	\$9.30	\$3.37

Question #10 to #14: Service Satisfaction

10a. I receive good value for the municipal taxes I pay:

Average Score (out of 100)	Average score	Strongly disagree	Disagree	Neutral	Agree	Strongly agree	Total
All Respondents	67	2%	8%	27%	46%	17%	100%
Female	68	1%	7%	31%	41%	20%	100%
Male	65	3%	9%	26%	47%	14%	100%
18 to 39 years	61	4%	10%	34%	42%	10%	100%
40 to 59 years	63	3%	9%	31%	43%	13%	100%
60 years or older	72	1%	6%	24%	45%	26%	100%
Owner	67	1%	8%	29%	45%	17%	100%
Renter	66	4%	7%	27%	46%	16%	100%
Blenkinsop	64	0%	9%	36%	45%	9%	100%
Cadboro Bay	67	4%	7%	26%	44%	19%	100%
Carey	65	2%	13%	23%	44%	17%	100%
Cordova Bay	68	0%	5%	27%	57%	11%	100%
Gordon Head	65	1%	10%	31%	44%	14%	100%
North Quadra	66	0%	5%	36%	50%	9%	100%
Quadra	72	0%	5%	27%	45%	23%	100%
Royal Oak	66	2%	8%	29%	47%	14%	100%
Rural Saanich	66	8%	4%	21%	50%	17%	100%
Saanich Core	66	5%	9%	32%	27%	27%	100%
Shelbourne	72	0%	0%	35%	42%	23%	100%
Tillicum	66	0%	16%	20%	45%	18%	100%
Valid responses	590						

10b. The District of Saanich government welcomes citizen involvement:

Average Score (out of 100)	Average score	Strongly disagree	Disagree	Neutral	Agree	Strongly agree	Total
All Respondents	64	2%	7%	36%	41%	13%	100%
Female	65	2%	6%	38%	41%	14%	100%
Male	61	3%	10%	37%	39%	11%	100%
18 to 39 years	63	1%	5%	45%	42%	7%	100%
40 to 59 years	61	3%	8%	43%	35%	11%	100%
60 years or older	66	3%	8%	28%	44%	17%	100%
Owner	64	2%	8%	37%	41%	13%	100%
Renter	61	5%	7%	38%	39%	11%	100%
Blenkinsop	57	0%	27%	36%	18%	18%	100%
Cadboro Bay	54	4%	15%	44%	37%	0%	100%
Carey	64	2%	6%	42%	36%	15%	100%
Cordova Bay	63	3%	8%	37%	42%	11%	100%
Gordon Head	64	3%	7%	32%	45%	13%	100%
North Quadra	65	5%	0%	36%	50%	9%	100%
Quadra	71	0%	7%	25%	45%	23%	100%
Royal Oak	60	4%	12%	31%	45%	8%	100%
Rural Saanich	65	4%	4%	38%	38%	17%	100%
Saanich Core	66	0%	14%	32%	32%	23%	100%
Shelbourne	64	0%	2%	42%	53%	2%	100%
Tillicum	64	0%	7%	50%	25%	18%	100%
Valid responses	592						

10c. The District of Saanich government listens to citizens:

Average Score (out of 100)	Average score	Strongly disagree	Disagree	Neutral	Agree	Strongly agree	Total
All Respondents	57	4%	10%	46%	32%	8%	100%
Female	58	4%	8%	49%	31%	9%	100%
Male	55	5%	13%	45%	31%	6%	100%
18 to 39 years	55	3%	7%	58%	29%	3%	100%
40 to 59 years	54	5%	13%	48%	29%	5%	100%
60 years or older	61	4%	8%	40%	33%	14%	100%
Owner	57	4%	10%	47%	31%	8%	100%
Renter	55	7%	11%	45%	30%	7%	100%
Blenkinsop	43	9%	36%	36%	9%	9%	100%
Cadboro Bay	49	7%	15%	56%	19%	4%	100%
Carey	56	2%	9%	58%	23%	8%	100%
Cordova Bay	56	8%	8%	47%	26%	11%	100%
Gordon Head	57	5%	11%	42%	35%	7%	100%
North Quadra	56	5%	9%	45%	41%	0%	100%
Quadra	65	0%	7%	39%	41%	14%	100%
Royal Oak	54	8%	10%	45%	31%	6%	100%
Rural Saanich	60	4%	8%	38%	42%	8%	100%
Saanich Core	60	0%	23%	32%	27%	18%	100%
Shelbourne	63	0%	0%	56%	37%	7%	100%
Tillicum	56	2%	11%	52%	30%	5%	100%
Valid responses	592						

10d. I am pleased with the overall direction that the District of Saanich is taking:

Average Score (out of 100)	Average score	Strongly Disagree	Disagree	Neutral	Agree	Strongly agree	Total
All Respondents	66	2%	8%	30%	48%	13%	100%
Female	67	1%	7%	31%	46%	15%	100%
Male	64	3%	9%	29%	47%	12%	100%
18 to 39 years	65	1%	7%	30%	55%	7%	100%
40 to 59 years	62	2%	9%	33%	47%	8%	100%
60 years or older	69	1%	7%	27%	41%	23%	100%
Owner	66	1%	8%	31%	46%	14%	100%
Renter	66	4%	7%	23%	55%	11%	100%
Blenkinsop	55	0%	27%	36%	27%	9%	100%
Cadboro Bay	64	4%	7%	30%	48%	11%	100%
Carey	67	2%	4%	32%	47%	15%	100%
Cordova Bay	64	3%	8%	32%	45%	13%	100%
Gordon Head	64	1%	11%	32%	41%	15%	100%
North Quadra	63	5%	0%	38%	52%	5%	100%
Quadra	71	0%	5%	25%	52%	18%	100%
Royal Oak	64	4%	8%	25%	53%	10%	100%
Rural Saanich	67	4%	4%	29%	46%	17%	100%
Saanich Core	70	0%	5%	27%	50%	18%	100%
Shelbourne	72	0%	2%	28%	49%	21%	100%
Tillicum	64	0%	11%	30%	52%	7%	100%
Valid responses	591						

10e. In general, I believe the District of Saanich government is doing a good job:

Average Score (out of 100)	Average score	Strongly disagree	Disagree	Neutral	Agree	Strongly agree	Total
All Respondents	69	1%	7%	23%	52%	17%	100%
Female	69	0%	8%	23%	50%	18%	100%
Male	68	2%	7%	24%	54%	14%	100%
18 to 39 years	68	0%	8%	24%	59%	9%	100%
40 to 59 years	65	2%	10%	24%	55%	9%	100%
60 years or older	73	0%	5%	23%	44%	27%	100%
Owner	69	0%	7%	24%	50%	18%	100%
Renter	69	0%	13%	16%	55%	16%	100%
Blenkinsop	64	0%	18%	27%	36%	18%	100%
Cadboro Bay	70	0%	7%	26%	44%	22%	100%
Carey	69	0%	9%	19%	58%	13%	100%
Cordova Bay	68	0%	8%	24%	55%	13%	100%
Gordon Head	68	1%	8%	26%	47%	18%	100%
North Quadra	69	0%	5%	27%	55%	14%	100%
Quadra	74	0%	7%	16%	52%	25%	100%
Royal Oak	68	0%	14%	14%	58%	14%	100%
Rural Saanich	66	4%	8%	25%	46%	17%	100%
Saanich Core	77	0%	5%	14%	50%	32%	100%
Shelbourne	72	0%	2%	26%	53%	19%	100%
Tillicum	68	0%	5%	36%	43%	16%	100%
Valid responses	591						

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

	Yes	No
All Respondents	54%	46%
Female	57%	43%
Male	65%	35%
18 to 39 years	50%	50%
40 to 59 years	61%	39%
60 years or older	66%	34%
Owner	54%	46%
Renter	58%	42%
Blenkinsop	40%	60%
Cadboro Bay	56%	44%
Carey	58%	42%
Cordova Bay	54%	46%
Gordon Head	50%	50%
North Quadra	55%	45%
Quadra	55%	45%
Royal Oak	57%	43%
Rural Saanich	52%	48%
Saanich Core	44%	56%
Shelbourne	54%	46%
Tillicum	62%	38%
Valid responses	555	

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

	%
Telephone	79%
In person at a Municipal facility	64%
Email	28%
In person in the community (at home, on the street, etc.)	24%
Mail	9%
Fax	1%
Facebook	1%
Other	1%
Twitter	0%
Answered "Yes" to question 11	298

Note: Respondents could answer indicate more than one answer, so percentages add up to more than 100%

13a. What was your impression of the municipal employee in your most recent contact: "I was treated fairly"

Average Score (out of 100)	Avg. score	Strongly disagree	Disagree	Neutral	Agree	Strongly agree	Total
Agreement	80	3%	5%	12%	30%	50%	100%
Importance	89	1%	1%	7%	23%	68%	100%
Difference	-9						

13b. What was your impression of the municipal employee in your most recent contact: "Staff were knowledgeable and competent"

Average Score (out of 100)	Avg. score	Strongly disagree	Disagree	Neutral	Agree	Strongly agree	Total
Agreement	79	3%	6%	9%	35%	47%	100%
Importance	90	0%	0%	7%	23%	70%	100%
Difference	-11						

13c. What was your impression of the municipal employee in your most recent contact: "Staff went the extra mile"

Average Score (out of 100)	Avg. score	Strongly disagree	Disagree	Neutral	Agree	Strongly agree	Total
Agreement	68	7%	8%	26%	25%	34%	100%
Importance	82	1%	1%	14%	33%	50%	100%
Difference	-14						

13d. What was your impression of the municipal employee in your most recent contact: "I waited a reasonable amount of time"

Average Score (out of 100)	Avg. score	Strongly disagree	Disagree	Neutral	Agree	Strongly agree	Total
Agreement	77	4%	5%	16%	31%	45%	100%
Importance	82	3%	1%	13%	32%	51%	100%
Difference	-5						

13e. What was your impression of the municipal employee in your most recent contact: "I was informed of everything I had to do to get the service"

Average Score (out of 100)	Avg. score	Strongly disagree	Disagree	Neutral	Agree	Strongly agree	Total
Agreement	76	5%	6%	14%	31%	44%	100%
Importance	88	1%	0%	8%	27%	63%	100%
Difference	-12						

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

	%	#s
Property taxes	13.8%	52
Garbage, Recycling or Leaf pickup	12.8%	48
Bylaw enforcement	8.5%	32
Permits	6.9%	26
Recreation	6.6%	25
Utility Billing	5.6%	21
Planning & Development	5.1%	19
Trees	4.5%	17
Business Licence or Dog Licence	4.5%	17
Roads & Sidewalks	4.5%	17
General Information	6.9%	26
Police	3.7%	14
Cashier / payments	3.5%	13
Website	2.9%	11
Traffic	2.4%	9
Parks	2.4%	9
Drains & Flooding	2.4%	9
Fire	1.1%	4
Inspections	1.1%	4
Sewers	0.8%	3
Totals	100%	376

Question #15 to 17: Communications and Public Engagement

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

	%	#s
Saanich News	22.4%	347
Victoria Times Colonist	14.1%	218
Saanich Website	12.7%	196
Radio station	11.8%	183
Word of mouth	10.2%	158
TV Station	9.4%	145
Municipal publication	5.6%	87
Community Association	4.5%	69
Staff	3.8%	58
Social Media	3.3%	20
Email	1.6%	24
Council	1.5%	23
From friends at Saanich	0.8%	12
Other	0.4%	6
Totals	100%	1546

16. Please rate how interested you would be in providing your input to Council through each of the following methods

Average Score (out of 100)	Avg. Score (out of 100)	Not at all interested	Somewhat interested	Neutral	Interested	Very interested
Saanich meetings	34	31%	25%	26%	13%	5%
Public hearings	42	20%	25%	30%	19%	6%
Public consultations or open houses	50	16%	18%	27%	28%	11%
Public Opinion surveys	64	7%	10%	22%	43%	19%
Email	53	19%	12%	22%	31%	16%
Social Media	33	42%	16%	19%	15%	8%
Community Association meetings	39	23%	22%	33%	16%	6%
Contact with a Saanich staff member	48	15%	20%	32%	24%	8%
Contact with Saanich Council	45	19%	20%	32%	21%	7%
Saanich meetings	34	31%	25%	26%	13%	5%
Public hearings	42	20%	25%	30%	19%	6%

17. Saanich is establishing a Citizens' Panel to gather feed back on how residents feel about a wide range of issues. Can we count you in?

	Yes	No	No response
All Respondents	187	328	92

Question #18 to #20: Demographics

Note: See Appendix I on page 18 for locational and personal characteristics

Question #21, #23, #24 and #26 to #28: Lifestyle Questions

21. Do you have a vegetable garden or keep poultry?

	%	#
Vegetable garden	35.3%	214
Poultry	0.7%	4

Question #22: Demographics

Note: See Appendix I on page 18 for locational and personal characteristics

23. In the event of a local disaster, for many days is your household prepared to take care of itself without outside assistance?

	0 days	1 day	2 days	3 days	4 days	5 days	6 days	7 days	Total
All Respondents	1%	7%	14%	28%	14%	11%	2%	23%	100%
Female	1%	9%	14%	28%	13%	12%	1%	21%	100%
Male	1%	4%	15%	27%	15%	10%	2%	26%	100%
18 to 39 years	4%	11%	21%	22%	16%	14%	2%	10%	100%
40 to 59 years	1%	8%	16%	28%	12%	12%	1%	20%	100%
60 years or older	1%	3%	8%	29%	15%	9%	2%	34%	100%
Owner	2%	7%	13%	27%	14%	12%	2%	23%	100%
Renter	0%	6%	18%	26%	16%	6%	2%	26%	100%
Blenkinsop	0%	22%	11%	22%	0%	0%	0%	44%	100%
Cadboro Bay	0%	9%	9%	23%	14%	9%	0%	36%	100%
Carey	0%	10%	10%	31%	15%	17%	0%	17%	100%
Cordova Bay	3%	11%	17%	11%	17%	25%	3%	14%	100%
Gordon Head	1%	4%	15%	29%	15%	10%	1%	25%	100%
North Quadra	0%	6%	11%	33%	22%	11%	0%	17%	100%
Quadra	5%	0%	23%	33%	10%	3%	0%	26%	100%
Royal Oak	0%	8%	8%	20%	10%	22%	6%	24%	100%
Rural Saanich	4%	13%	13%	17%	9%	9%	4%	30%	100%
Saanich Core	0%	0%	19%	33%	14%	5%	0%	29%	100%
Shelbourne	2%	7%	12%	27%	22%	10%	2%	17%	100%
Tillicum	0%	6%	8%	42%	11%	3%	0%	31%	100%
Valid responses	7	35	72	139	72	57	9	118	509

24. During an average week, how many hours do you spend in group leisure activities or events in the community – recreation, arts, culture, heritage or sports?

	0 days	1 to 5 hours	6 to 10 hours	11 to 15 hours	16 to 20 hours	21 or more hours	Total
All Respondents	20%	46%	25%	6%	2%	1%	100%
Female	20%	51%	23%	5%	1%	0%	100%
Male	20%	40%	28%	8%	3%	1%	100%
18 to 39 years	20%	52%	21%	5%	2%	0%	100%
40 to 59 years	19%	44%	27%	6%	2%	0%	100%
60 years or older	20%	44%	25%	8%	3%	2%	100%
Owner	21%	46%	24%	6%	2%	1%	100%
Renter	22%	39%	31%	6%	2%	0%	100%
Blenkinsop	22%	22%	44%	0%	0%	11%	100%
Cadboro Bay	36%	41%	9%	9%	5%	0%	100%
Carey	23%	38%	29%	6%	4%	0%	100%
Cordova Bay	11%	53%	31%	3%	3%	0%	100%
Gordon Head	19%	56%	19%	2%	2%	1%	100%
North Quadra	16%	47%	26%	11%	0%	0%	100%
Quadra	23%	43%	28%	5%	3%	0%	100%
Royal Oak	14%	51%	20%	14%	0%	0%	100%
Rural Saanich	30%	39%	30%	0%	0%	0%	100%
Saanich Core	38%	33%	19%	5%	5%	0%	100%
Shelbourne	22%	46%	27%	5%	0%	0%	100%
Tillicum	11%	39%	31%	8%	6%	6%	100%
Valid responses	101	233	127	33	12	4	510

Question #25: Demographics

Note: See Appendix I on page 18 for locational and personal characteristics

26. How many people live in the household?

	Survey sample (%)	Survey sample (#)
One	17.5%	90
Two	40.9%	210
Three or more	41.6%	214
Valid responses		514

27. How long have you been a Saanich resident?

	Survey Sample (%)	Survey Sample (#)
10 years or less	33.3%	171
11 to 20 years	22.0%	113
More than 20 years	44.7%	230
Valid responses		514

28. During the last 7 days, on how many days did you do physical activities like playing sports, exercising or bicycling for at least 10 minutes at a time? (Do not include walking)

	Survey Sample (%)	Survey Sample (#)
0 days	18.4%	94
1 day	8.2%	42
2 days	11.3%	58
3 days	19.3%	99
4 days	12.5%	64
5 days	11.5%	59
6 days	5.5%	28
7 days	13.3%	68
Valid responses		512

Appendix IV: General Comments

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

- A strong effort should be made to convince the higher levels of government to recognize the financial benefits of a fit population in reducing the burden of health costs. Recreation and fitness related activities should be heavily subsidized by the Province. This would save money and result in a happier population.
- About the government services and taxing, we should have more options, for example, The District of Saanich should find ways to use money wisely.
- Ages 77 and 81, with minor health problems and so cannot currently participate as we would like.
- Although I personally do not use the services for younger age groups, I do think it important for children and youth to have programmes available to them. Likewise the arts, libraries and cultural events are VERY important and there must be funding to support these. I enjoy the clubhouse restaurant at Cedar Hill Golf Course even though I do not golf. Society must work to maintain our environment, farmland and local food sources - I believe that our future life depends on it. Thanks for the opportunity to give my input via this survey.
- Anonymous? phone number, postal code, email. Feel traffic calming obstacles are becoming too extreme and are dangerous to children in some circumstances.
- Arbordale and Shelbourne could use a sidewalk - Not at all happy STILL with a decision that was made 4 years ago by council. We had all the planning done and approved for the Church that we wanted to build. Council did NOT approve the re-zoning and we ended up having to sell the land.
- As a life long Saanich resident who has lived in my neighbourhood prior to Tattersall being connected from Savannah to Saanich Road(50 years), I am very disappointed that Council would not upgrade Tattersall until funding was added by the Uptown Group. As a neighbourhood, we have worked together for many years without positive feedback from Council. It is wonderful that we now have a beautified and safer entrance to our neighbourhood. Thank you to Uptown Group for making this possible.
- As lovely as it is, I feel we spend too much money on changing the flower beds around our neighbourhood (corner of Blenkinsop road and Cedar Hill Road for example). I would suggest shrubs that need minimal maintenance and care.
- Bike lanes are desperately needed on Shelbourne.
- Bike lanes in narrow paths are not safe Stick to a tighter budget Carnarven and Richmond does not drain properly because the drain in the road isn't in the right place.
- Bikes go way too fast on the trails in Saanich -We need a longer light crossing for seniors at the cross walks - Please no development in the Blenkinsop Valley area - Wilkinson has WAY too much traffic, it really needs to have 4 lanes, is there any consideration to having this road widened so that it doesn't get backed up as much.
- Bylaw enforcement is lacking. Parking enforcement is lacking Building inspections department is the best in the CRD Fire Department is the best in the CRD

- Bylaw on new house building codes on distance & heights from neighbours line of property
- Bylaw- please change the allowable amount of unlicensed vehicles in rural Saanich to more than one. Over the years I have had many dealings with Bylaw officers and the need to be a bit more flexible with the citizens.
- Cleaning sidewalks along McKenzie during snow fall is impossible, as road clearing trucks continually replace shovelled snow. Homeowners need some definition of what is expected of them?
- Complaint: Burnside McKenzie Marigold road crew doesn't fill in potholes after working.
- Complex must pay for services like garbage & leaf collection, should be free like single family dwelling. Not happy with Uptown structure. Destroyed suburban feel of area.
- Council increasing their wage by 6% a year is outrageous, should be no more than the rate of inflation. The widow of a man shot a few years back was awarded some compensation after the courts decided that the Saanich police were at fault in his shooting. Saanich council appealed this decision which I think is morally wrong! If the courts ruled that the police were at fault then why would the money awarded to her be withdrawn?
- Creating traffic calming boulevards is an extreme waste of taxpayers money that only adds to traffic congestion and creates dangerous driving situations.
- Cubby Holes on the deck at commonwealth pool would be a great idea for those people that don't put their things in lockers.
- Cull the deer-way too many and too many accidents as well as gardens ruined
- Curb pay increases for municipal employees
- During election time I would like to see more candidates out meeting the people I had 2 come to my house this year, some I never heard from at all, I had to go look for the information and relied on other associations for recommendations and information.
- Ferndale could use some more sidewalks. Tyndall intersection is really confusing. Weed

Control needs to be seriously looked at in some areas. Tydemen Place needs more street cleaning.

- Frank is doing a great job No complaints :)
- Frank Leonard is doing a great job!
- Guard rails are important on busy corners, thank you for helping us with ours. The workers in Saanich particularly the Engineers and building depts have always gone above and beyond in our dealings with them and we really appreciate them.
- Get rid of some deer.
- Glad I had the opportunity to do this
- Glanford Road DESPERATELY needs upgrading - the sidewalks are ATROCIOUS and it is such a busy road with schools and elderly people. The upgrade done to Helmken Road with roundabouts would work GREAT on Glanford Avenue. You can't even push a stroller or a wheelchair because the sidewalks are so beat up. You can't cross the road anywhere except ONE area. This needs attention ASAP! Upgrade Glanford Avenue PLEASE.
- Great place to live.
- Heritage is also something I really value in Saanich.
- I am 92 yrs old and very much appreciate the services of the Saanich Volunteers. I used to use all of the facilities.
- I am a care giver to my husband and have very limited time for activities. I have been an active volunteer for a boating education program and have served for many years on the Strata Council for my condominium. During this survey I realise how little I know about my community services and needs.
- I am an avid Library supporter. I did not know which budget category in this survey which would include libraries so I put 10 percent of the capital budget in Other to support libraries.
- I am not sure why you excluded walking as exercise. It is my primary fitness activity. As a result, sidewalks, trails, parks, traffic enforcement and safety are all important to me.

- I am so happy with Saanich as a municipality, I think they are doing a wonderful job. I believe Saanich employees do a great job and I don't ever want to see jobs within Saanich being contracted out to save money.
- I appreciate the steps that Saanich has taken recently to improve the walkability of our neighbourhood and traffic calming steps. Keep up the good work.
- I believe the services provided by the municipalities would be much more cost effective if the municipalities amalgamated. We could have more services and pay less for them!
- I do not like the tree removal that is going on in this municipality. The tree removal in Mt Douglas Park should be stopped now. Business development should take place in specified areas only. New houses should be made to conform to an extent with the surrounding houses and neighbourhood. Saanich should stop forcing air through sewer lines and causing sewage backups into bathrooms. Water system should be vastly improved ours at times is foul, please get on with it.
- I do not like the way the residential recycling is done with the great big trucks constantly stopping and starting at each house.
- I don't like to see old furniture left at the side of the road and on the grass medium
- I don't think it's necessary to have plants in the landscaping in the centre medians ... not helpful to drivers.
- I don't think survey should necessarily be anonymous but understand why you do it. Feel people should stand behind their opinions and beliefs. Thanks.
- I don't think that the people working for Saanich are willing to actually DO anything, they seem to just pass the buck when there is anything of real importance to do. No one is receptive to complaints from the citizens and nothing is ever done to resolve the issues. There needs to be some traffic control at Viewmont and West Saanich Rd, it is

impossible to get out from Viewmont with all the traffic on West Saanich.

- I feel that something needs to be done with the number of Municipal governments we have in the Greater Victoria area. I feel better services can be provided at the same or lower costs to the citizens. I also feel this is the right way to go in order to give people living in the area a voice in what happens in all the areas which we live in. For example, I live in Saanich, but I go downtown (I'd like a voice in what happens there), I visit parks in Esquimalt and Oak Bay (I'd like a voice about that too). Greater Victoria isn't that big, and most people travel outside of there Municipality often. I know this will never happen because it would take someone in power to puts the needs of the many over their own personal/professional needs....thank you.
- I feel very strongly about the issue of the over population of deer in Saanich and throughout Victoria. The apparent lack of concern which the municipality has to the problem is very concerning.
- I found staff arrogant and unhelpful. I am disturbed that bylaws are not enforced re parking on boulevards and the building of private parking pads on boulevards. I'll be surprised if I get any response to this.
- I have lived as a home owner in View Royal, Victoria, Oak Bay and now Saanich. I find it amazing that we can have so many governments in such a small city. Amalgamation is the only answer. I think it will only happen if provincial government legislates it. Otherwise I strongly believe the taxpayers funds are being wasted with all the duplication in our archaic municipal structure.
- I have other residences in other areas and thus at present not a full time resident in Saanich, hence some of the odd answers.
- I just moved to this neighbourhood but I do think Saanich has been doing a great job and I look forward to being a part of this community for a long time to come.
- I live in a condo, and near to the border to Victoria, and felt that as a result, many of the

questions did not apply. Also, the questions about community planning did not allow me to indicate what kind of development I was for or against (I am for increased density so that park land and rural areas are maintained).

- I live on Shorncliffe Rd South, which has a very steep curving hill and is extremely difficult to get up in snow, ice conditions. Plowing and ice control should be improved, especially in an emergency. Thank you,
- I love Saanich
- I moved here from Ontario in October 2011 so have limited knowledge of services. Recreation excellent.
- I really feel that Saanich must work harder to manage its expenses to reduce the taxes that citizens' pay, property taxes should not increase at a rate much greater than inflation (like they have been)
- I think that it would be helpful if when the garbage pick up day is changing - let residence know OTHER than in the news paper - not everyone reads it and if they do they might not read it right away and miss that announcement - either a flyer or a sticker for the garbage can would be a lot of money but better coverage
- I thought this was a very good survey covering a wide range of topics. I would have liked to see more questions on alternatives to car and roads but rather more emphasis on public transportation and using the rail system to connect Saanich with other municipalities. We are also a urban Aboriginal family and would have liked to see a field were we were able to self identify and what languages we speak and what capacity for emergency purposes such as first aid we have in the household. There are a lot of Aboriginal families in Saanich which I think would have been important to capture since the Native Friendship Centre is looking to increase their programs for rural Aboriginal people.
- I truly feel that the drug activity in Saanich should be more centered on. Particularly in Condo living.

- I would like roadside pickup for compost. Currently I take my compost to UVic by bicycle, but most people aren't willing to do this, and much compostable waste is thrown out. I would also like recycling for soft plastics, plastics numbered 1-7, Styrofoam, milk cartons, and tetra packs. Again, this service is provided at UVic, but I feel that it's necessary for the community. Not everyone is willing to make the commute to UVic, particularly if he/she isn't a student. For me, ease of recycling and compost is a number one priority. I would also be excited to see more bike lanes, and possibly some education about biking in traffic for both cyclists and drivers. There are times when I don't feel safe because drivers don't respect that I have the right to be on the road, and I'm cut off, or drivers don't yield right-of-way. I would also suggest a tax on vehicle gas like Vancouver has. I think this would be an excellent source of revenue and encourage people to cycle or use public transit to get around. More street lighting on some of the darker roads would make me feel a little safer. I don't think homelessness is a huge problem, but there's a guy who pushes a shopping cart around on Shelbourne street and hangs out in the parking lots of buildings.
- I would like to express my thanks for the Saanich LIFE pass for the use of our Rec Centres. For families that go through a difficult year this is an amazing resource to enable us to take our children to be involved in the community. From us and all the other families you help we thank you, and our two kids that love to just be kids they thank you too!
- I would like to see a pedestrian activated cross walk at Braefoot and McKenzie Ave. Too many close calls between pedestrians and vehicles at that intersection. - Going east on McKenzie Ave, a left turn arrow at McKenzie and Blenkinsop, just like the one that goes west on that intersection. - Paved sidewalks on Blenkinsop from McKenzie Ave. to Royal Oak Drive.

- I would like to see a playground installed on the empty lot on Pearce Crescent and a safe sidewalk running the length of Blenkinsop Road between McKenzie and Royal Oak Drive. There are farms and businesses I would like to safely walk to along this route. Thank you.
- I would like to see bike lanes on Shelbourne St. I think the rules on basement suites should be the same everywhere in Saanich.
- I would like to see Glanford Ave. north of McKenzie completely redone with sidewalks, turn lanes, wider pavement and beautification.
- I would like to see improved off leash dog access in parks/trails
- I would REALLY like Saanich to investigate curbside composting.
- I would strongly oppose any tax increase to fund a LRT project that would benefit Langford and downtown with no benefit to the general Saanich population whatsoever. If money is to be spent on the regional transit system I would suggest more routes and higher frequencies and later times would better serve Saanich and the CRD as a whole. I'd like to see property tax payers receive discounts on services such as recreation admission fees and bus fares. I pay thousands of dollars in property taxes each year yet almost everyone I know is a renter and pays no property taxes at all. I've planted my roots here, I pay taxes to subsidize these programs, yet everyone in the CRD including non-tax payers and non-Saanich residents get to pay the same admission fees for many services. There are seniors discounts and student discounts, why shouldn't there be a tax-payer discount? I can't afford an annual pass for the rec centre, yet an out of town student would pay almost half price for the few years that they live here before moving away again! Perhaps residents would use more services or make more healthy/environmentally friendlier decisions if they received a break. Why wouldn't a Saanich tax payer receive some sort of incentive to use a Saanich service vs. another municipalities service (for example going to a

Saanich rec centre rather than Oak Bay rec centre)?

- I would walk more if Saanich provided sidewalks in many rural areas. I would also cycle more if we had shoulders or cycling lanes. Sometimes I am terrified to do either due to lack of a shoulder/sidewalk. Thank you.
- I'd like to suggest that Saanich planning staff drive on West Saanich Road at night, and continue past the Red Barn to near the Central Saanich border near Durrance Road. The lighting is inadequate and there are no sidewalks. It is completely unsafe for people to be out past 5 p.m. People speed and take the corner far too fast. I encourage staff to visit this area and speak to residents about our concerns. There could be some simple solutions to improve safety.
- If the economy is bad why should anyone at the municipal services get a raise. Only when the economy is good.
- intersections are too fast and too busy, we need longer cross walk lights - We need have adequate parking in new buildings so that people aren't forced to park on the road. - Sidewalks needed on both sides of feltham, and not needed on San Juan.
- It felt strange to be asked to rate programs or aspects of government in which I am not consciously involved or that I don't use -- my opinion about these aspects is completely uninformed. I think there should have been an "uninformed" column instead of a "N/A" column.
- It is incredibly frustrating that there are very few sidewalks in my neighbourhood. I walk a lot and I'm absolutely sick of feeling like I'm being run off the road. There also seems to be very little enforcement of traffic laws by police. People don't stop at pedestrian crosswalks, people speed through narrow residential streets at 70 kph, etc. Also, in all my dealings with the municipality when I've complained about bylaws that are being broken, there has been basically no enforcement of the bylaw. This ranges from

people who have chicken coops that do not meet the standards set by the bylaw to noisy neighbours with barking dogs or people illegally parking RVs on the street for weeks or months on end. Every time I've complained about these problems, nothing happens, nothing is enforced, and no tickets are issued. It often takes days to get anyone to respond to a complaint.

- It might be an idea to select 10 or so citizens WHO HAVE NEVER BEFORE BEEN INVOLVED WITH CIVIC POLITICS to follow a councillor around for a day or so...much like the police take media representatives etc., along with for a ride-a-long.
- It's time to rein in municipal staff wages and benefits. Please check statistics of public versus private wages and benefits. You will find that public employees have far outstripped others and production has dropped. The most important issue in the next election will be finances and unjustified staff increases will be at the forefront. There is a direct correlation between wages and unacceptable property tax increases.
- Keep up the good work by getting feed back from those of us who care about our corner of the planet.
- Many of my answers lie in the "mid-range" because I have not had enough experience to be more decisive. Would love to see a Tai Chi program at the Cedar Hill rec centre. Not just an introductory one, but an ongoing one.
- Maybe suggest car pooling for seniors so that they can go to programs within Saanich that they would like to get to, but can't get out.
- Municipal politics has the most direct impact on our lives yet it is the most ignored-except at property tax time! I have made a vow to pay more attention to what happens in my own community.
- My \$30 in the "other" category was for increased recycling to include other items such as Styrofoam and plastic bags.
- My concerns with roadside maintenance relate to the stretch of road from Camosun College to the intersection of Wilkinson and

Interurban. The hillside is slumping and needs to be reinforced. Heavy rainfall is bound to create safety issues for cyclists and perhaps drivers. A wall and sidewalk would be ideal. Thanks for the opportunity :)

- My current "bone of contention" is the proliferation of the suites in single family home areas and the explosion of on street parking due to these suites. In my area of the Cordova Bay ridge there are many cars permanently parking on two lane streets causing congestion and potentially dangerous situations. Other wise Saanich is a great place to live!
- My greatest concern is infrastructure and in particular road condition and rush hour traffic flow. Poor traffic flow and an inability to intelligently deal with traffic problems (fix Interurban and Wilkinson.. this costs everyone time and money). And stop treat motorcyclists like criminals... crack down on drug houses, not people who ride a bike.
- My largest frustration is the number of municipalities in the Greater Victoria area. I would like to see our council actively working with other counsels to eliminate duplication of services and, in actuality, duplication of government. It's ridiculous, given our population.
- My top priorities for Saanich would be the elimination of all open ditches and proper sidewalks on at least one side of well traveled roads, NOT an asphalt curb portioning off the edge of the roadway. (e.g.: Carey Road between Marigold and Judah is extremely dangerous for pedestrians.)
- Next enclose a calculator app. To make it easier to do the math on smaller screens.
- Over the years we have had contacts with the Saanich police department and have been very pleased with their service.
- Overall I am very pleased with the municipality of Saanich and the great achievements they have accomplished in the past. I look forward to what comes ahead in 2012.
- Overall I am very satisfied with the District of Saanich. However, I only have one complaint

and that is my street's safety (Agnes St). It is used as a thoroughfare to Pacific Christian School and many cars speed to get their kids to/from school. I believe the Police services are operating at full capacity now and would be unable to patrol everyday. A long term solution and cost effective measure could be 2 speed bumps to slow vehicles down. There are a number of young families in this area and we would hate to see someone injured or worse killed.

- Parking on the streets is too congested in my area and we need more weed control.
- Pipeline Road off of Royal Oak Drive needs more sidewalks and street lighting
- Please consider some outdoor adult fitness equipment in parks similar to those in Nelson, BC.
- Please enforce the no parking in residential area rules. We live near UVic and our street is frequently unsafe because of all the cars parked where they shouldn't be.
- Please explore police regionalization. Although things are good in Saanich, we need to become part of the larger community solution to crime prevention and law enforcement.
- Please install a proper sidewalk on Grange Road - so many children walk to school on that road, and the traffic travels way too fast for the type of sidewalk that is there to keep kids safe.
- Please keep taxes down and reduce the number of civil servants.
- Please let all areas of Saanich have rental suites in homes. Interurban sidewalks need repair beside where the new power poles were put in. The holes are dangerous. Also there are some trees over hanging in the same areas that need to be trimmed back as they are hanging on the sidewalk.
- Please remove Lombardy Poplar trees from the Protected Trees bylaw. These trees do not belong in residential areas and provide a significant threat of damage due to falling limbs and branches. I hope I never have to

sue Saanich and my neighbour when they damage my home.

- Property tax increase should stay within the inflation
- Rec centers needs improvement, equipment more UTD. GH rec center. Have a super rec center like The mainland, they have several. langley sports complex, coquitlam etc. Biking is unsafe. Need more bike paths. Shelbourne is very unsafe b/w cedar hill x rd and hillside. Put in sidewalks on the major roads eg: not piecemeal small pieces.
- Royal Oak Exchange is too spread out for people with walking disabilities. Needs a park & ride
- Saanich continues to avoid the issue of regional and fire which in our opinion and others we have spoken to appears to be cost and operationally effective way of doing business
- Saanich is a fine place to live. The fractured nature of our area politics is unhelpful however. Some degree of amalgamation would be very helpful in the long term I believe. To have 13 political entities in such a small area is foolish and a waste of money. Examples from Europe might be followed.
- Saanich is encouraging higher density housing while apparently doing nothing to ensure that roads can handle the increased traffic.
- Saanich needs obvious sign regarding dogs: off leash rules, feces pick up etc at parks. It's disgusting and unfair to those of us who don't appreciate being jumped on or navigating all the waste in parks.
- Saanich needs to look within at ways to save costs rather than increasing taxes and fees. They need to hire qualified staff and let them do their jobs .At this time staff cannot make decision because council is too concerned with opinions of small vocal groups
- Saanich should look at reducing costs rather than raising taxes
- Saanich should put out a survey asking residences if they would like to amalgamate with other municipalities and remove the CRD.

I feel the redundancy of government positions is costing tax payers a lot of money which could be better used on reducing taxes.

- Saanich should stop wasting tax money on traffic calming measures. They cause nothing but frustration and inconvenience. I do not believe they add to safety, in fact I think they become a hazard. Money would be better spent maintaining roads/filling pot holes.
- Saanich's infrastructure priority must address sidewalks!!! It is pathetic we cannot walk safely in one of the richest city in the capitol region and one of the richest provinces. Surely there must be green provincial and federal money available. Why is Saanich not aggressively pursuing this funding?
- Safety in the area of bike lanes needs to be addressed. We need more of them. I have had a few permit issues with the new build that we are doing to our house in Cordova Bay, we kept getting different answers from different people. We spent too much money to have different opinions jeopardize the building process.
- Savoy Place needs better sidewalks
- Seniors on fixed income cannot afford regular use of recreation facilities, or transit. Walking, biking and use of outdoor facilities became important to us,\.
- Sidewalks are important to me. It is too dangerous to negotiate the roads especially at night. I used the boulevard to avoid being hit by traffic in the dark and fell over a pile of discarded concrete on the boulevard . I also consider it unwise, from the point of liability, for the municipality to allow oil delivery trucks to park on the road overnight. It is against the municipal bylaws which the bylaw officer should have known. I have a dog and expect to do remove its droppings for disposal. The attitude seems to have developed that bagging the droppings and throwing the result into tree branches is acceptable. 35 years of removing droppings before mowing the boulevard is too much.
- Sidewalks are too narrow. It makes walking with kids, especially on Quadra, harrowing.

Our address is on Quadra, and I would give up part of my front yard for better sidewalks, and wider boulevards. Overall, you are doing an excellent job.

- Sidewalks are very important to our family especially on narrow streets in the Cordova Bay ridge area.
- Sidewalks between Grange and Wilkinson on Burnside are non existent and should be installed. Thanks
- Some comment fields would be nice along side the questions
- Some of your questions are difficult to answer on a survey like this. I would suggest you put a comment section at the bottom of each page. For example "maintaining the character of the neighbourhood" can mean different things to different people. There should be a place right there to add what I'm thinking. Thanks for asking.
- Something needs to be done about the number of deer in our community.
- STOP raising property taxes!
- Take funding from street floral displays and put it into invasive species control in parks. Put more emphasis on bike infrastructure, especially bike lanes (without gaps), and improved pedestrian infrastructure such as lighted crosswalks. Do more speed limit enforcement -- excessive speeding and aggressive driving on residential streets and arterials such as Cook Street and Quadra street is an increasing problem. Thanks for the opportunity to participate in the survey.
- Thank you for allowing me the chance to provide feedback, it is important for citizens to feel they have a voice and be able to express their opinions, not just on election day. I feel that Saanich is going in the right direction, but must be ever mindful of keeping spending under control in these uncertain economic times. I would like to see more discussion on a Deer Cull, this is becoming a real problem, not only the economic damage to gardens & crops, but the very real possibility of someone being injured in their yard.

- Thank you for doing this - I look forward to seeing the results!
- Thank you for listening :o)
- Thank you for sending out this survey. It's nice to have one's opinion solicited as a method of feedback. The survey was well written (I appreciate that greatly!) and easy to fill in.
- Thank you for the opportunity
- Thank you for the opportunity to participate. I would have liked to participate further with the citizen panel however my family and I will be moving from Saanich sometime in the near future. This will be a difficult move as we've lived in Saanich for more than 30 + years and the decision was a difficult one. Saanich is a great community it has many pluses and is great for raising a family, working in and recreational use. Like all communities there is always room for improvement. This is a good process to reach out to the community and the citizens I hope that the feedback you receive is positive and that Council will continue the dialogue and embrace the suggestions of the citizens of Saanich. Thank you
- Thank you for the opportunity to provide input. (The prizes are what got me sitting down in the first place, but I do appreciate being asked for my opinion!)
- Thank you for your time and services to Saanich. One comment I would like to make in regards to the flower boulevards; they are lovely but i don't think they are worth the \$, and seeing the workers planting them then pulling them out and replanting them a few weeks./months later seems wasteful to me. If they could be more 'sustainable' plants and bushes and grasses, I think we could save a lot in tax dollars. Thanks! (fingers crossed a prize! lol)
- Thank you, keep up the good work Saanich
- Thanks for giving us the opportunity for feedback!
- Thanks for listening! :)
- Thanks for the opportunity to respond! :)
- Thanks for the opportunity to provide feedback. It's commendable that Saanich is

looking for this kind of feedback to improve services for taxpayers. It's interesting that Saanich is obtaining feedback on services that are provided by the CRD, such as recycling, sewage treatment (we have preliminary not primary) and water quality. This is likely to be confusing for residents.

- Thanks.
- The \$ 20 amount in the capital projects section is for the culling of deer and other pests like rabbits.
- The \$10 amount in the "other" section for Capital projects is for culling of the deer. We really need to do something about these deer, they are a hazard and ruin my yard that I pay good money to maintain. I am very unhappy with Saanich as well for not letting me take down 2 sick trees in my yard, they are an eye sore.
- The \$50 in the "other" column is for the Pound that Saanich has, in protection and safety for animals.
- The 100 dollars was for libraries Thank you for doing a good job.
- The deer are destroying most vegetation in our gardens. It is become out of control over the past 10-15 years. Never a problem previously. - Sewage treatment is unnecessary. Not a single benefit has been demonstrated by the proposal to spend a billion dollars. - We do not need (expensive) sidewalks on both sides of every street. Ridiculous waste of resources. - We need one police force in Victoria. Saanich's lack of co-operation has been a farce. - Council members used to get paid for 'expenses' only. The huge salaries have now made it a full time income opportunity for marginal candidates. Experienced successful people will not run anymore. - All council positions should have a max. of 2 consecutive terms. People are making a life-time career out of holding office. - Saanich should lead the way on exploring amalgamation. We need a maximum of 3-4 municipalities, not 13 !!
- The issue of traffic congestion seriously needs to be addressed. All other major cities have

efficient transit services as well as some sort of light rail service this is something that should be considered for our city as well. More and more condos being built mean more people in a condensed area thus increasing traffic...there needs to be a solution!

- The Pat Bay Hwy could use better drainage in really wet conditions, it seems to really get flooded in certain areas.
- The phrasing of questions could have been better. It is important to recognize that respondents are not only individuals but also family members. Hence questions that may not affect me directly may be of importance to my children and grandchildren. The phrasing of the questions excludes this possibility and are mainly directed at a limited, personal self-interest perspective and don't adequately allow for a reasoned assessment of Saanich budgetary allocations. The Survey also doesn't inform the respondent of any predisposing factors; for example, are municipal buildings in need of repair and renovation? If they are, my answer to limiting funding for municipal bldgs might be different.
- The physical activity survey would get better answers if it was sent out in the summer time. I spend a lot more time outdoors when it is warm and dry. I felt this was a good survey, however, I would have liked to have added some comments directly associated with the questions. I find that it is getting very difficult to drive around Saanich. The beautification that is going on with the streets has created a lot of choke points. Before hand a car could be turning and another car could pass them, now as this is not possible, I am viewing a lot of frustration in drivers as it wastes up time. When San Juan had its work done and the bike chevrons were in place, I thought to myself, there will be a time when cars are parked on both sides of the street, a car will be driving, and there will be no room for a cyclist to go by. I nearly got hit by a car, later on on San Juan because I was the cyclist. Even though I was aware of what could happen, it still happened. The street used to

be not nice looking, but wide enough to accommodate all traffic on it. Now it looks pretty, but is not functional.

- The street lighting in our area could be better and there is a big, big pothole on Hyacinth Road
- There is a lot of littering on the sides of the roads, that is not being picked up for months. that is mainly in the main roads. during winter, after bushes are low, there is lots of visible litter, which will be hidden again at spring, if not collected soon
- There should be a consistent designated easy to locate (e.g.. back page or inside front cover)poster/newsletter style page in every issue of Saanich News for Municipal information only. This should include a brief summary of the council meeting, what's new this week, upcoming events, upcoming surveys, have the links to the website and specific links within the website to frequently used services typed out along with a contact phone number of a person you could talk to instead. This weekly page should be duplicated on the website in the same format and a link to it included in the Saanich News where you go to print off this page.
- This is a good survey but the response can sometimes only be an opinion. Residents can't use or need all the available resources, because of location, time or other constraints.
- This is a good survey. My wife and I like to walk, ride bikes and play tennis. If we would like to see any money sent it would be on tennis courts.
- Too many supervisors and not enough workers on the Saanich job sites.
- Too many tax dollars are going to multi cultural programs. I am a landed immigrant myself and I believe that if you want to come to Canada you should become Canadian and adopt Canadian customs. If you don't want to assimilate, stay where you are! Police are underfunded, they are doing an amazing job with the resources that they have but they could do so much more if they had the funding. Maintaining the infrastructure that we

already have is far more important than developing new ones. Otterwood and Emily Carr needs a clean up in the park/pass through area. People are dumping stuff in this area.

- Too much development I don't like the guard rail at the municipal yard waste drop off area, we have to now haul our stuff over it and it hurts our old backs.
- Traffic congestion at McKenzie and Trans Canada Hwy...overpass much needed. Traffic congestion at Quadra & McKenzie...this intersection needs some remedy. Bike lanes required on Shelbourne but not at the expense of one lane vehicle traffic, as this road is already congested.
- Traffic is a major issue in a handful of Saanich neighbourhoods. It is concerning to me that very dense development is being encouraged without proper upgrading of infrastructure. Developments are given more rights than citizens living in the immediate areas. Cannot a compromise be struck on sensible criteria? A formula for allowing 1.resident distance from development activity/traffic 2. # of workers/residents affected 3. noise/filth level of development site and roads used. Physical appearance of some neighbourhoods could use some new features such as shrubs lamp posts and curbs.
- Traffic lights in Emily Carr area please Has come from Oak Bay to Saanich and would never think of going back :)
- Unhappy with the look & congestion at Uptown. Pear St: street parking on both sides makes it difficult to manoeuvre through street.
- Uptown mall development is an eyesore and a traffic nightmare (once on site)! What are you doing to mitigate this architectural/parking abomination? It was a flat open piece of land. How could anybody conceive of such a complex, pedestrian unfriendly and overbearing (at street level, e.g. on Blanshard) behemoth. This was not inevitable. There are many, many examples of mixed residential developments, in Europe of course and increasing in N. America. Uptown and

Tuscany Village are the best Saanich can do?? Really? You couldn't find better examples as a standard to which you could hold the developers of both projects? I don't buy it and I avoid both sites like the plague.

- Very happy with Saanich services
- Very poor bus service to and from Cordova Bay to Ferry Terminal. Community bus schedule is rarely in synch with the 70 bus at Royal Oak. It would be a vast improvement if the two schedule can work together.
- Very unhappy about the changes to Gordon Head Road. bike lanes on both sides not necessary - especially when countless people still ride on the sidewalk! Causes huge problems for the residents when people park too close to the driveway & we can not safely get onto the street. Need no parking signs on one side of the road. People park there & infringe on the roadway. Come have a look at it!
- Very worried re: cumulative legacy costs of municipal employees and amalgamation with spend thrift, poorly run municipalities, like Victoria or Central Saanich.
- We could move to bigger refuse can sizes on wheels like the have in OakBay
- We have lived 53 years in Saanich. We are both handicapped, Saanich fire and police departments should know this in the event of an emergency.
- We live in a fantastic municipality. It's a great place to call home thanks, in large part, to great work you all do.
- We need an outdoor summer swimming pool as well as more indoor pools. Current pools are too crowded for fitness lap swimmers. Too many swimmers, too few lanes.
- We need more culling of the deer in Saanich, they have ruined too many gardens and trees and we are becoming completely over run by them.
- We need more sidewalks on Richmond, the drainage is not working on the corner and even after a little rain there is a huge puddle that is dangerous to both drivers and

pedestrians. Too many reckless drivers on the roads.

- We need more traffic circles - as a traffic engineer I know that they have been proven to reduce accidents and save lives (and gasoline too -win, win, win!)
- We need sidewalks in Cadboro Bay Village. It is very dangerous for seniors and families with children to get around the village safely.
- We need sidewalks in Saanich. we also need to streamline our building permit process similar to Langford. thanks
- We need the stadium at lambrick Park that was promised to us. Also, please more signs to remind those riding bikes to slow down while sharing the trails with pedestrians.
- We need to focus on not overloading with too much infrastructure in order to protect the water and sewage systems that we have. The unemployed in Saanich need more assistance The deer population needs to be controlled.
- We need to kill more of the deer in Saanich More sidewalks are needed in the Cedar Hill xrd area Please maintain the ditches more in this area Limit the rental suites in the area to maintain the quality of the neighbourhood
- We need to pay more attention to environmental issues. We should start up a composting service and reduce our garbage going into the landfill.
- We really love all of the large plant/flower displays!
- We should be tightening our belts. When the only thing govts can come up with to raise funds is to raise taxes and charge fees, maybe the wrong people are in power. We need to get creative and cut all levels of govt and maybe some programs as well. larger govt doesn't equal better services. I as a homeowner and taxpayer feel that I am constantly punished for owning a home as my taxes constantly go up and up. Why can we not charge the new developments higher rates? OR AT LEAST get new developers to do extras if they want to build the projects, such as side walks, sewer upgrades in the area, and other neighbourhood

improvements.(I believe Langford have done this for years).Also our main vision should be to grow our economy! An airport extension should be #1 priority. Local food should also be an economy we should try and build. I would like to feel like I am getting my monies worth for the taxes I pay. But sadly I not. When people cannot afford things they want they have to make choices and budget and cut extras out. It would be nice for once if govts cut services and lowered taxes.

- We think garbage should be picked up twice a week, at least during the summer months.
- We waited for years to have our road fixed, then when it was resurfaced it looked good at first but the surface was so thin it is now cracking - check out Ambassador Ave. Very disappointing.
- We would like shoulders on both sides of our road. We like to walk and every since the road was made wider, we are taking our life in our hands when we go for a walk. Why can we not have something like Holland Ave has, which is a sidewalk along the ditch. Thank you.
- Well done!!
- What as well run municipality, Frank is doing a great job! We need to make the sidewalks safer.
- Why don't they put sidewalks on Torrington st. area. with all the parked cars one can't even walk safely in the neighbourhood. we need them so much!!!!
- Why don't you just legalize suites everywhere since they already exist everywhere. Just because they become legal does not mean all of the sudden there will be 100s of new suites popping up. So why not make them legal so that people don't have to hide it anymore. Follow colwood and get people to register them verifying they meet some minimum codes for safety and then allow them to be had by everyone not just a small area.
- Wish for better parks, trails, not feeling safe on galloping goose, don't see any police especially at night time or evenings, not feeling safe with homeless situation and

especially with new facility being build at the field -old mt. view school

- With regard to your very last question, I felt silly saying "0" exercise daily, when I walk at a good pace twice a day up in Mt.Doug or other neighbourhood parks for 1 to 1.5 hrs in the morning and 30-45 min.in the evening with our dog. But you survey said "Don't include walking."
- Work towards becoming the greenest municipality. Start by banning the use styrofoam in the food industry across the municipality
- Would definitely like to see a change in residential zoning to prevent building of houses over a certain square footage (eg. 5000sf) on smaller lots
- Would like separation of bikes and pedestrians on trails, and better signage where bikes are not allowed. Current signs are tiny.
- Would like to see the council not spend on beautification of the road ways, spend more

on traffic safety, we live on feltham. the traffic speed is horrendous and there is never any police presence...

- Yes I would like to know when they will fix Foul Bay Rd properly,& have my house stop shaking from passing trucks & bus's . They fixed a couple of holes out front, but there was considerable wash out along the pipes in Foul Bay & I wonder what danger our house is in, I see Saanich roadwork signs at Landsdowne & Foul Bay, where there is an obvious leak in the water pipes coming up to the surface & I wonder if this is rolling down hill & eroding the earth beneath the center of Foul Bay, perhaps the cause of the traffic shaking our house & maybe the erosion I saw when Saanich crew dug up in front of our place to fix a supposedly small hole. It turned out to be a large amount of erosion,& the hole it created could have caused a serious car accident or perhaps killed a cyclist.
- You should include walking in your last question.

Appendix V: Survey Instrument



THE CORPORATION OF THE DISTRICT OF SAANICH

January 3, 2012

Dear Saanich Resident,

Saanich Council wants to know what you think about your local government. You have been randomly selected to participate in the Saanich 2012 Citizen Survey.

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

Please spend a few minutes answering the questions over the **phone (250-475-5478) Monday through Friday 9:00am – 4:00pm**, or if you wish to complete an **on-line version** of this survey, please go to www.saanich.ca/2012cs and enter the attached ticket number to get started.

All respondents are eligible to win great prizes in the free draw (see back for details).

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

Please help us shape the future of Saanich. We look forward to sharing survey results on the website by March 2012. Thank you for your time and participation.

Yours truly,

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

Frank Leonard
Mayor

FREE DRAW

Thank you for taking the time to complete the 2012 Citizen Survey!

Draw prizes and eligibility:

To show our appreciation, we welcome all survey respondents to enter a free draw for a chance to win one of the following 6 prizes:

- Apple iPad 2 (value \$600)
 - Annual Recreation Pass (value \$400)
 - \$100 gift certificate for dinner at a Saanich restaurant (2 prizes)
 - Ten complimentary admission passes to any Saanich Recreation facility (2 prizes)
-
- ✓ **Early-Bird Draw deadline:** 4:00 pm, January 13, 2012
 - ✓ **Final Draw deadline:** 4:00 pm, January 19, 2012

Instructions for entering:

Please enter the attached ticket number to access the online survey or give the ticket number to the survey reception clerk on the phone, for your chance to win a prize. Keep the numbered ticket to claim your prize, it contains your random, anonymous number for the draw. **Only those who complete a survey will be eligible for the draw.**

Winning tickets:

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

- ✓ **Early-Bird Draw:** Wednesday, January 18, 2012
- ✓ **Final Draw:** Wednesday, February 1, 2012

Thank you for completing the 2012 Citizen Survey:

Please complete your questionnaire by **4:00 pm on January 19, 2012** to be eligible for the prize draws.

District of Saanich
Corporate Services
770 Vernon Ave.
Victoria BC V8X 2W7
Tel.: (250) 475-5478





District of Saanich 2012 Citizen Survey

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

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

Quality of Life in Saanich:

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

	Very Poor	←————→			Very Good
a. How would you rate the overall quality of life in Saanich?	1	2	3	4	5
b. How would you rate Saanich as a place to raise children?	1	2	3	4	5
c. How would you rate Saanich as a place to retire?	1	2	3	4	5
d. How would you rate Saanich as a place to work	1	2	3	4	5

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

	Very Unsafe	←————→			Very Safe
a. How safe do you feel in your neighbourhood in Saanich?	1	2	3	4	5
b. How safe do you feel when using the roads in Saanich?	1	2	3	4	5
c. Do you feel that safety is improving in Saanich?	<input type="checkbox"/> Yes			<input type="checkbox"/> No	

Voting in Municipal Elections:

3. Did you vote in the 2011 municipal election? (Please check the box that applies.)
 Yes [please skip question #4] No

4. Why didn't you vote in the election? (Please choose one of the following answers or write in your response in the space provided below):

- a. Too busy
- b. Unfamiliar with candidates
- c. Unfamiliar with voting locations
- d. Unsure of eligibility to vote
- e. Didn't know there was an election
- f. My vote doesn't matter
- g. Other



Saanich Services:

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

Please circle a response to show:

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

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



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



6. In the past 12 months, approximately how often did you attend a facility or participate in any of the following activities? (Please circle the ranking that most closely applies.)

	Never	Once or twice	Three or four times	Once every 1 to 2 months	More than once a month
a. Visited a public library	1	2	3	4	5
b. Arts and cultural programs	1	2	3	4	5
c. Used a Saanich recreation centre	1	2	3	4	5
d. Attended a Saanich fitness, health & wellness program	1	2	3	4	5
e. Attended a Saanich general interest program	1	2	3	4	5
f. Used a Saanich pool	1	2	3	4	5
g. Used a Saanich skating arena	1	2	3	4	5
h. Attended a Saanich sport or athletic program	1	2	3	4	5
i. Used a Saanich sport court (tennis, lacrosse, etc.)	1	2	3	4	5
j. Used a Saanich sport field	1	2	3	4	5
k. Played golf at Cedar Hill Golf Course	1	2	3	4	5
l. Used a recreation centre in a neighbouring municipality	1	2	3	4	5
m. Visited a Saanich park	1	2	3	4	5
n. Used the Galloping Goose or Lochside Trail	1	2	3	4	5
o. Used a Saanich trail other than the Galloping Goose or Lochside Trail	1	2	3	4	5
p. Attended a public meeting about municipal matters	1	2	3	4	5
q. Visited the municipal hall	1	2	3	4	5
r. Dropped off garden waste at the Saanich municipal yard	1	2	3	4	5
s. Contacted Saanich Fire	1	2	3	4	5
t. Contacted Saanich Police	1	2	3	4	5
u. Used the municipal website (www.saanich.ca)	1	2	3	4	5

Paying for Services:

7. The District of Saanich relies on the following sources to fund municipal services, infrastructure and other financial obligations:
- property taxation: 47%
 - reserves or savings: 15%
 - borrowing: 3%
 - user fees: 30%
 - government grants: 5%

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

	Rely less	Same	Rely more
a. Property taxation	1	2	3
b. User fees	1	2	3
c. Reserves or savings	1	2	3
d. Government grants	1	2	3
e. Borrowing	1	2	3



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

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

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

Please divide \$100 among the listed capital projects according to their importance to you.

Capital Projects (listed in alphabetical order)	\$
Arts and cultural facilities	\$ _____
Bicycle infrastructure (bike lanes, etc.)	\$ _____
Environment protection and enhancement	\$ _____
Municipal buildings	\$ _____
Parks and trails	\$ _____
Recreation facilities	\$ _____
Roads and traffic control	\$ _____
Sanitary sewer system	\$ _____
Sidewalks	\$ _____
Streetscape / beautification projects	\$ _____
Storm water drainage system	\$ _____
Water distribution system	\$ _____
Other: _____	\$ _____
TOTAL	\$ 100.00

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

Service Satisfaction:

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

	Strongly Disagree	←————→			Strongly Agree
a. I receive good value for the municipal taxes I pay	1	2	3	4	5
b. The District of Saanich government <u>welcomes</u> citizen involvement	1	2	3	4	5
c. The District of Saanich government <u>listens</u> to citizens	1	2	3	4	5
d. I am pleased with the overall direction that the District of Saanich is taking	1	2	3	4	5
e. In general, I believe the District of Saanich government is doing a good job	1	2	3	4	5



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

- Yes No [please skip to question #15]

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

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

13. What was your impression of the service provided by the Saanich employee in your most recent contact? Please circle a response to show:

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

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

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

Description of Service: _____



Communications and Public Engagement:

15. Please identify up to 3 of the most preferred ways you learn about municipal government issues? (Please choose a maximum of 3 methods.)

- Contact with member of Saanich staff
- Contact with member of Saanich Council
- Community association
- District of Saanich website
- Municipal publication
- Radio station
- TV station
- Word of mouth: neighbours, friends
- From friends who work for Saanich
- Saanich News
- Victoria Times Colonist
- Email
- Social media (i.e. Facebook, Twitter)
- Other, please specify: _____

16. There are a number of different ways Saanich can consult with residents on important local issues. Please rate how interested you would be in providing your input to Council through each of the following methods. On a scale of 1 (Not at all interested) to 5 (very interested), please circle the number ranking that comes closest to your opinion for each item listed.

	Not at all Interested	←-----→			Very Interested
a. Saanich meetings including Council meetings, Advisory Committees, etc.	1	2	3	4	5
b. Public hearings	1	2	3	4	5
c. Public consultations or open houses where residents can observe and comment on information posted on display boards	1	2	3	4	5
d. Public opinion surveys	1	2	3	4	5
e. Email	1	2	3	4	5
f. Social media	1	2	3	4	5
g. Community Association meetings	1	2	3	4	5
h. Contact with a Saanich staff member	1	2	3	4	5
i. Contact with a member of Saanich Council	1	2	3	4	5

17. Saanich is establishing a Citizens' Panel to gather feedback on how residents feel about a wide range of issues. Can we count you in?

- Yes *Contact info:* _____ No thanks
- Email* _____ *Phone number:* _____

Information about you:

Our last questions are about you and your household. As a reminder, **your responses to this survey are anonymous – we will not identify specific respondents.**

18. In which area of Saanich do you live?

(Map available at www.saanich.ca/living/pdf/ocp/apr2308ocpmap22.pdf)

- Blenkinsop
- Cadboro Bay
- Carey
- Cordova Bay
- Gordon Head
- North Quadra
- Quadra
- Royal Oak
- Rural Saanich
- Saanich Core
- Shelbourne
- Tillicum





*For more information or for copies of this report,
please contact **District of Saanich:***

Telephone: (250) 475-5494 ext 3488
Fax: (250) 475-5429
E-mail: debby.harris@saanich.ca

*Electronic version (in PDF format) available on the
District of Saanich website at:*

Internet: www.saanich.ca

© The Corporation of the District of Saanich 2012