

The Corporation of the District of Saanich

2015 Citizen Survey

KEY FINDINGS REPORT





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Background and Methodology

The District of Saanich is the most populous municipality on Vancouver Island and the largest of core municipalities making up the Greater Victoria area. Known for its diversity of culture and natural scenery, Saanich continues to grow and strengthen as a place to live, work and play. Citizen surveys have been conducted by the District of Saanich since 2003 in order to assess citizen satisfaction with services provided by the municipality, prioritize issues and improve quality of life overall.

The objectives of the 2015 Citizen Survey are to:

- Determine overall impressions toward quality of life in Saanich
- Determine level of satisfaction and importance of services provided by the District of Saanich (i.e. gap analysis)
- Determine residents' perceptions when it comes to taxation, services, and the allocation of future municipal funding
- Determine how residents prefer to receive communication from the municipality
- Benchmark the results of the 2015 Citizen Survey with those from 2006, 2009 and 2012; and
- Benchmark key performance indicators (KPIs) with comparable municipalities/areas in the province of British Columbia

Questions and Analysis

There are 12 indicator questions that have been asked in Citizen Surveys for the District of Saanich historically; these remained unchanged for benchmarking purposes. However, the reporting and analysis of these indicator questions were altered. For the 2015 Citizen Survey, all neutral, 'don't know' and 'no opinion' responses were removed from the analysis. As well, the data from 2006, 2009 and 2012 was re-tabulated to be consistent with reporting in 2015, and to allow for results to be benchmarked.

Forum Research also introduced 'derived importance' to help determine strategic priorities for the District of Saanich moving forward. For this reason, stated importance questions asked in previous years were removed for 2015.

In order to gauge where satisfaction and quality of life in the District of Saanich stands compared to the normative benchmark, Forum Research conducted 469 interviews via Interactive Voice Response (IVR) with residents in 8 different regions of the province of British Columbia. These regions were: City of Abbotsford, City of Coquitlam, District of Delta, City of Kelowna, City of Nanaimo, District of North Vancouver, City of Richmond, and City of Victoria.

Derived Importance

Derived importance is a statistical calculation based on the correlation between the input variables (i.e. satisfaction with individual services and programs) and an outcome variable (i.e. satisfaction overall). Specifically for this study, the question trying to be answered was: How much impact does a change in satisfaction of a particular service / program have on satisfaction with the job the District of Saanich is doing overall? This correlation reveals the extent to which various service items are related to or drive

overall satisfaction.¹ Ultimately, driver analysis relies on a statistical predictive model to determine priorities for the District of Saanich moving forward and can help inform the allocation of municipal funding.

Significance testing

Forum research applied statistical significance testing to compare survey results for 2015 with previous years. Statistical significance testing tells us whether or not differences between the observed percentages are reflective of real differences in the population, or are merely a chance occurrence. It is important to note that significance testing takes into account difference in percentage points and other factors such as sample size, distribution, percentage etc. For this reason, it may be found given two sets of variables with the same percentage point difference- one reveals a statistically significant difference in the population, while the other does not.

Field Dates and Margin of Error

This research was conducted via live agent Computer-Assisted-Telephone-Interviewing (CATI) of residents in the District of Saanich. Respondents were called between 5:00pm to 9:15pm from January 12th to January 17th. A total of 603 interviews were conducted, each approximately 20 minutes in length. The margin of error is +/-3.9, at the 95% confidence level.

¹ It is generally regarded in marketing research that stated importance- that is asking respondent to state how important a service item is to them, is not a reliable measure of the degree to which any service impacts the outcome variable being measured (i.e. satisfaction with services overall, quality of life, etc.). This is because people tend to over- or under-state the importance of attributes for a variety of reasons.

Results Summary

The results of the 2015 Citizen Survey conducted in the District of Saanich were very positive:

- Nearly all respondents (99%) said quality of life in Saanich is either “good” or “very good”
- 89% of respondents either strongly or somewhat agree that they receive good value for their tax dollars
- 81% either somewhat or strongly agree that they are happy with the overall direction the District of Saanich is taking; and
- 86% of respondents agree that the Saanich government is doing a good job

Service delivery in the District of Saanich is improving as satisfaction ratings continue to increase from 2006, 2009 and 2012. Since 2012, a statistically significant increase in satisfaction was recorded for: ease of travel by bicycle, ease of travel by bus, services for the economically disadvantaged, bylaw enforcement, building inspection/permits, land use planning, animal control services, crime prevention programs and ease of pedestrian travel. As well, many of the services offered in Saanich had significantly higher satisfaction ratings than the normative benchmark.

When Saanich residents were asked about their most recent contact with municipal personnel, an overwhelming majority said they were satisfied with all aspects of the service delivery. Specifically, a majority of respondents either somewhat or strongly agreed that the staff was knowledgeable and competent (94%), the staff informed them of all they had to do to get the service (92%), were treated fairly (92%), received the service in a reasonable amount of time (92%), and the staff went the extra mile to make sure they got what they needed (86%).

When it comes to financial sustainability in Saanich, the majority of respondents (74%) would most prefer to keep the same level of services with taxes remaining unchanged. However, given the current sources of funding, respondents feel more reliance should be put on government grants (currently 5%). Top priority items amongst residents for which they believe Saanich should allot a portion of its yearly budget are: the water distribution system (50%), sanitary sewer system (49%), environment protection and enhancement (47%), storm water drainage system (46%) and roads and traffic control (46%).

In order to improve resident satisfaction with the job the District of Saanich is doing overall, derived importance revealed top priorities moving forward. These are: condition, lighting and maintenance of streets and sidewalks; Design of streets, public places and boulevards; Land use planning; Building inspections and permits; Ease of pedestrian travel; Fall leaf collection program; Bylaw enforcement for issues such as noise, parking and property; Ease of travel by bicycle; Storm water drainage and flood control.

In order to track satisfaction with services moving forward, as well as compare resident satisfaction in Saanich with the normative benchmark, future Citizen Surveys will be important to finding opportunities for improvement and guiding future allocation of funding.

Quality of Life in Saanich

Assessment of Quality of Life in Saanich

How do residents rate quality of life in the District of Saanich? Almost all respondents (99%) say that quality of life in Saanich is either “good” or “very good” (47% and 52% respectively). Approximately 1% of respondents say quality of life is “poor” or “very poor”. Despite overall ratings for quality of life in Saanich remain very positive, there seems to be an emerging trend whereby the proportion of respondents who say quality of life is “very good” is decreasing (*down 9pp since 2006*), and the proportion of respondents who say quality of life is “good” is increasing (*up 9pp since 2006*).

Quality of Life in Saanich (n=601)



	2006	2009	2012	2015
Top 2 Box %	99%	99%	100%	99%

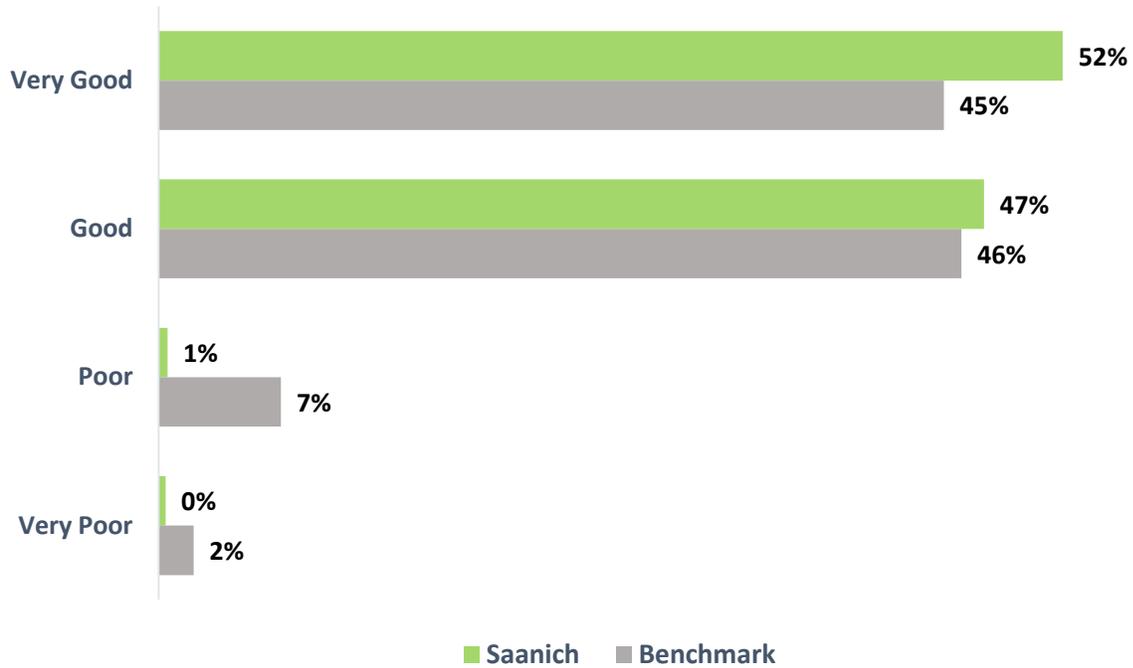
Q1. How would you rate the overall quality of life in Saanich? Would you say...



Quality of Life in Saanich compared to the Normative Benchmark

When looking at top 2 box response (good/very good) for quality of life ratings in Saanich compared to the normative benchmark, residents rate Saanich significantly higher (99% compared to 91%, respectively). As well, a significantly larger proportion of Saanich residents said that quality of life is “very good” (52% in Saanich vs. 45% norm).

Quality of Life in Saanich vs. Comparative Areas (n=601)



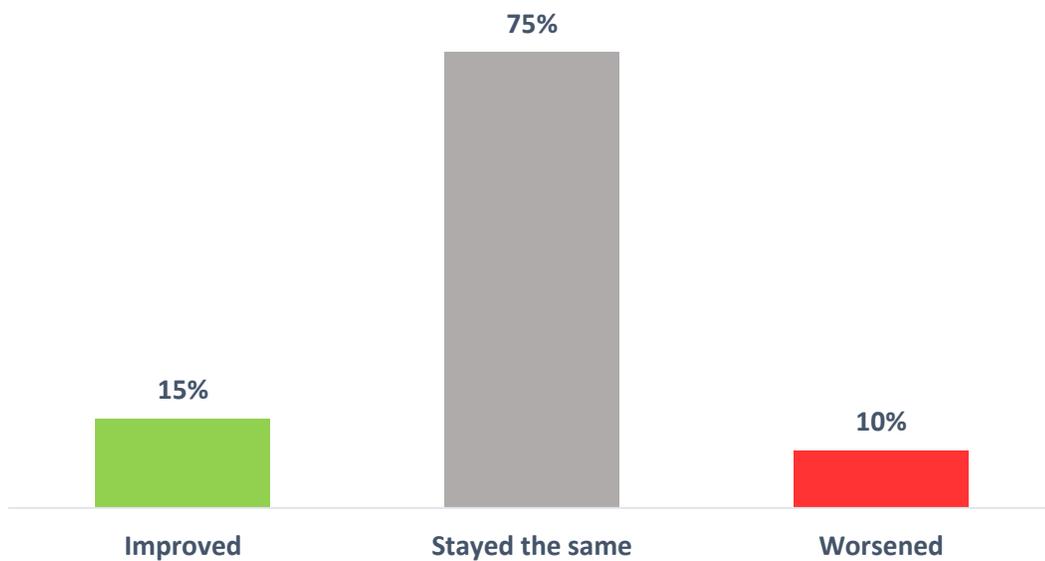
	Saanich	Benchmark
Top 2 Box %	99%	91%
n	601	466



Improvement of Quality of Life

When respondents were asked whether or not quality of life in Saanich has improved, worsened or stayed the same in the past 3 years, the majority of respondents (75%) said that it has stayed the same. 15% of respondents said that quality of life has improved, and only 10% said it has worsened. Residents who said quality of life has improved attributed this to the following: improvement in infrastructure (particularly road improvements and road repairs), better management of the municipality (i.e. good staff, good council), improved parks and greenspace, improved recreational activities and facilities, new bike lanes, reduced traffic congestion and an improvement in services overall. Contrastingly, residents who believe that quality of life in Saanich has worsened blame it on a poor local economy, too much traffic, the condition of roads, rise in crime and cost of living, rapid new development and construction, and governance.

Quality of Life in the Past 3 Years (n=583)



Q2. Do you feel that the quality of life in Saanich in the past three years has...

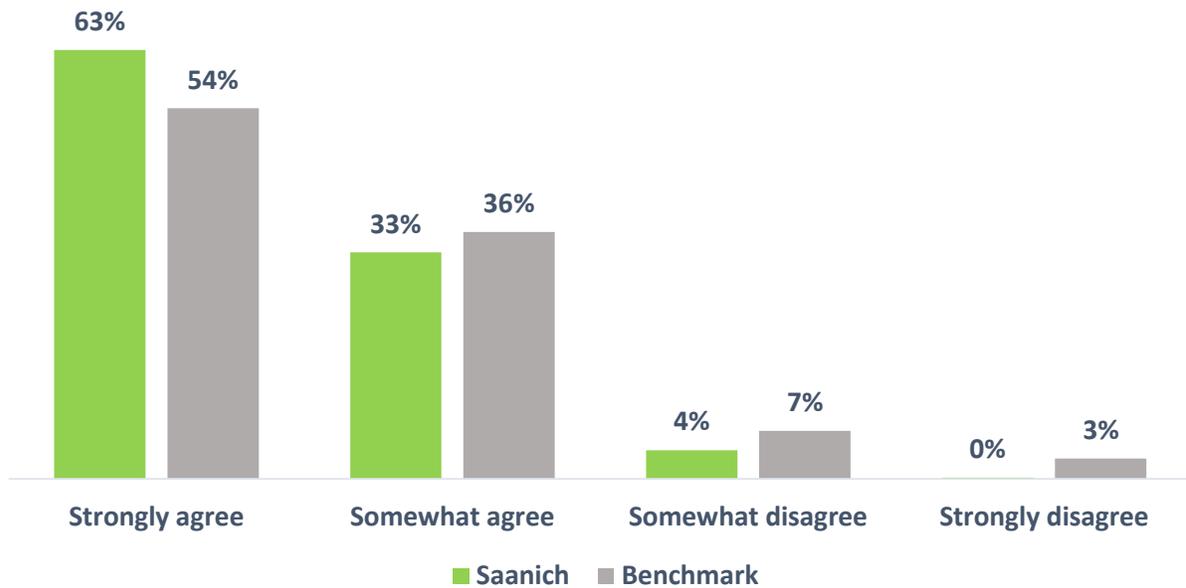
(A) Why do you think quality of life has improved?

(B) Why do you think quality of life has worsened?

Neighborhood Safety

Respondents were asked to rate the degree to which they agree with the statement “I feel safe in my neighborhood”. An overwhelming majority (96%) said they either somewhat or strongly agree (33% and 63% respectively). The remaining 4% of respondents somewhat disagreed. When comparing top 2 box responses (strongly/somewhat agree) for neighborhood safety with the normative benchmark, a significantly larger proportion of residents in Saanich agree that they feel safe in their neighborhood as compared to other regions (96% vs. 90% respectively).

Neighbourhood Safety in Saanich (n=603)



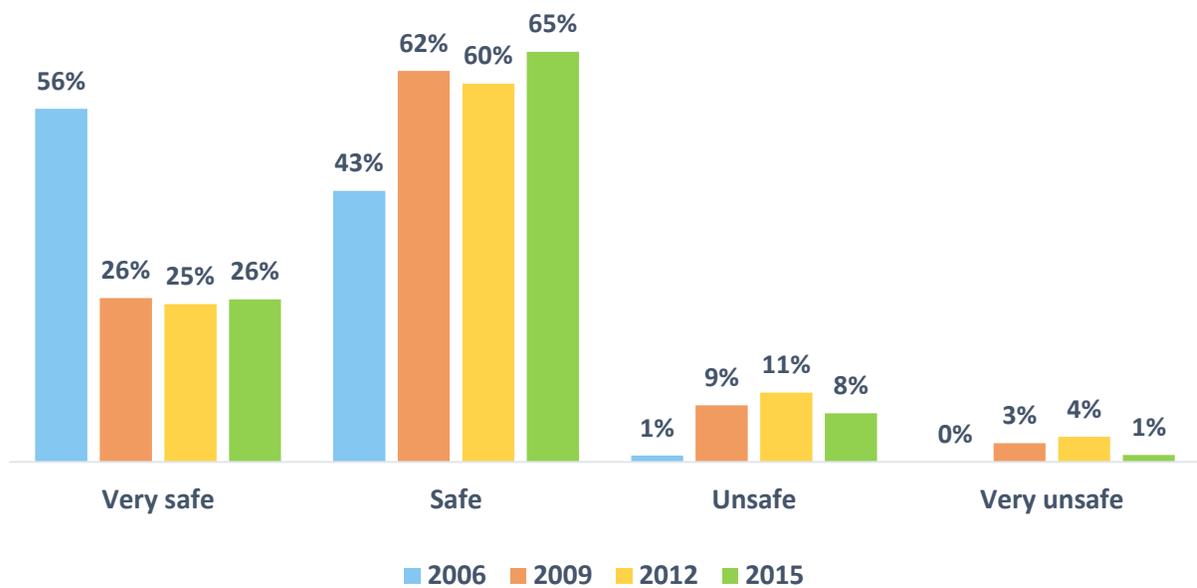
	Saanich	Benchmark
Top 2 Box	96%	90%
n	603	463

Q3. Please tell me what comes closest to your opinion for each of the following statements:
(A) I feel safe in my neighborhood.

Road Safety

Respondents were also asked to rate how safe they feel using the roads in Saanich. A majority of respondents (91%) said they feel 'safe' or 'very safe' (65% and 26% respectively). Less than 10% of respondents said they feel 'unsafe' or 'very unsafe' (8% and 1% respectively). Overall, resident perceptions of road safety are improving as the proportion of residents who rate the safety of roads in the top 2 box (very safe/safe) has grown since 2012 (up 6pp).

Perceptions of Road Safety in Saanich (n=592)



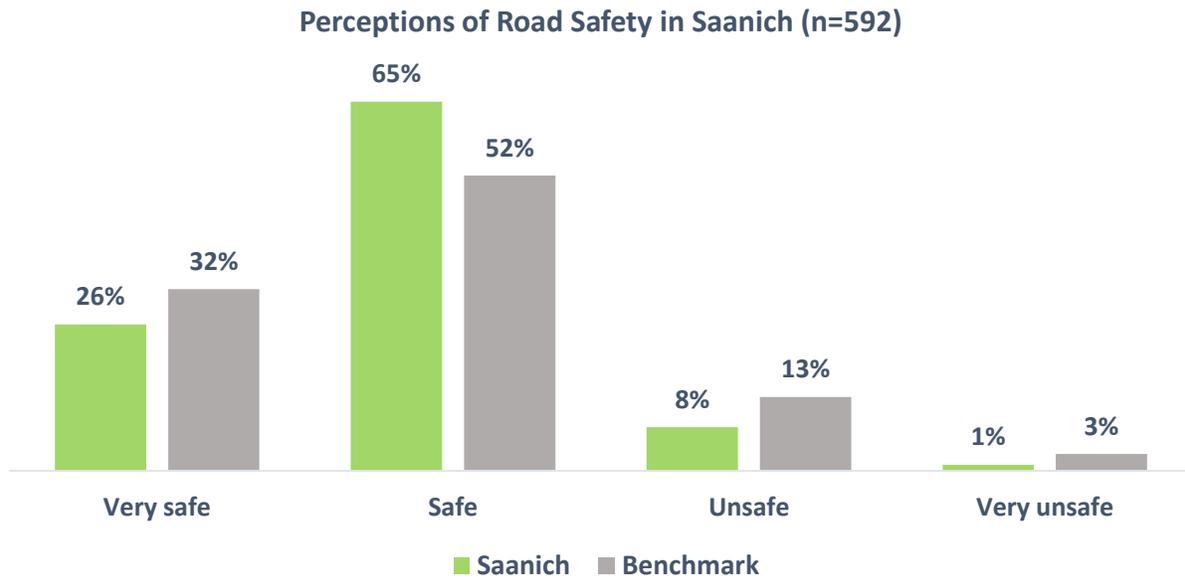
	2006	2009	2012	2015
Top 2 Box %	99%	88%	85%	91%

Q3. Please tell me what comes closest to your opinion for each of the following statements:
(B) I feel safe when using the roads in Saanich



Road Safety compared to the Normative Benchmark

When comparing road safety ratings in Saanich with the normative benchmark, a significantly larger proportion of Saanich residents feel either 'safe' or 'very safe' (91% compared to 84% respectively).



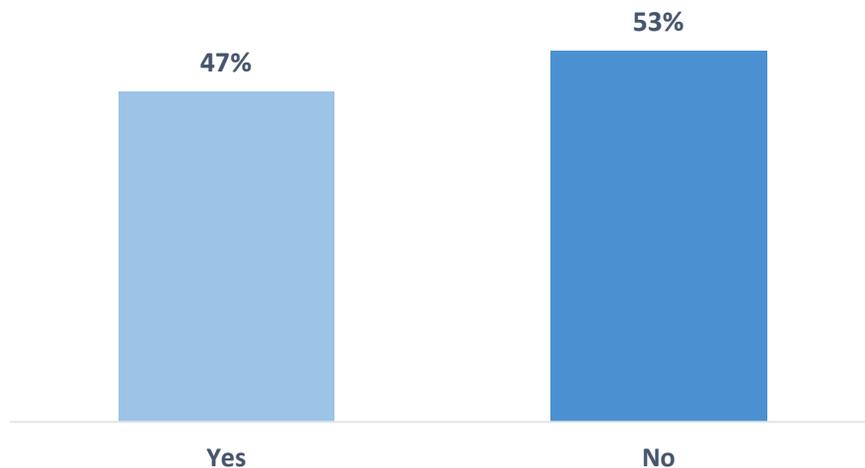
	Saanich	Benchmark
Top 2 Box	91%	84%
n	592	469

Q3. Please tell me what comes closest to your opinion for each of the following statements:
(B) I feel safe when using the roads in Saanich

Improvement of Safety

Thinking about safety in the District of Saanich in general, close to half of respondents (47%) say that safety is improving. The small majority (53%), however, say that safety is not improving. Some anecdotal feedback provided by residents about safety in Saanich surrounded safety in terms of getting around. Residents feel Saanich needs to improve pedestrian and traffic awareness, input more/longer signals at intersections, and add more bike lanes. As well, residents feel police need to crack down more heavily on speeders and cyclist who do not obey traffic laws. The overall sentiment is that faster police response, police presence and enforcement of traffic laws could improve safety in Saanich and decrease the number of accidents on the roads.

Safety Improvement in Saanich (n=604)



Q3. (C) Do you feel safety is improving in Saanich?

Q3. (D) Do you have any comments about safety in Saanich that you'd like to share with the District?

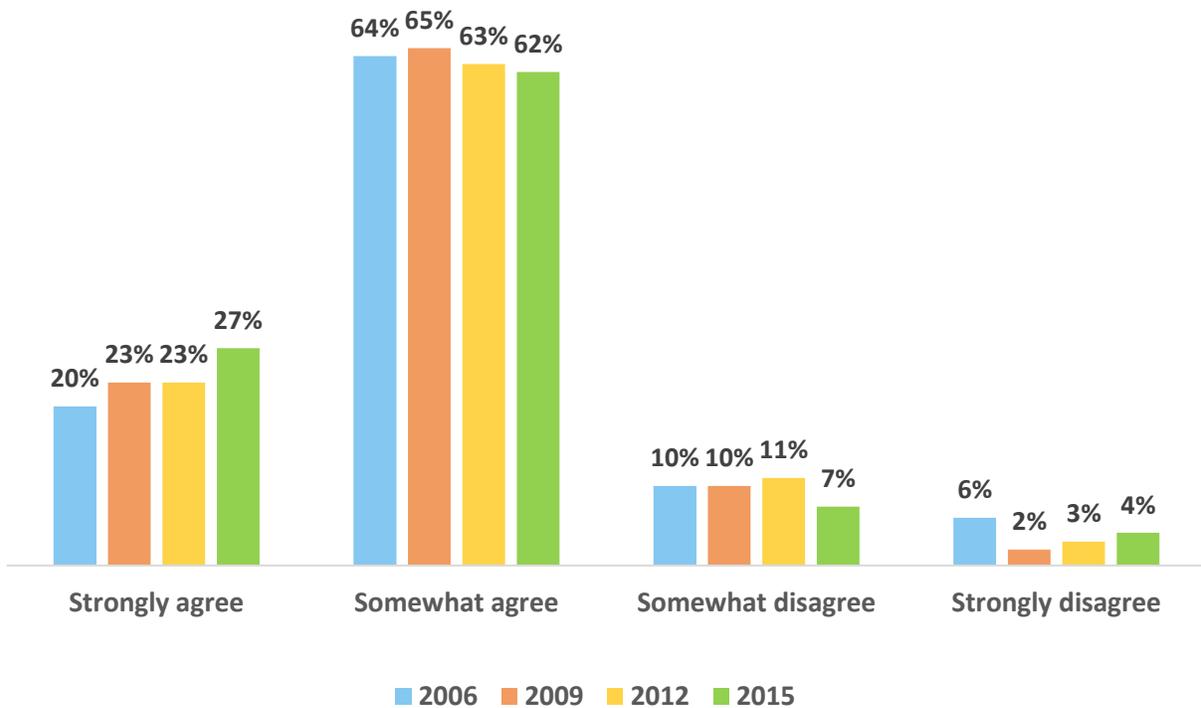


Service Satisfaction

Value for Tax Dollars

Do residents feel they receive good value for their tax dollars? A strong majority of Saanich residents (89%) either strongly or somewhat agree that they receive good value for their tax dollars (27% and 62% respectively). Although the greatest proportion of residents said they 'somewhat agree', this proportion continues to decrease since 2009 (down 3pp) as the proportion of residents who say they 'strongly agree' increases (up 4pp since 2009). Only 11% of residents either strongly or somewhat disagree (4% and 7% respectively).

Value for Tax Dollars (n=565)



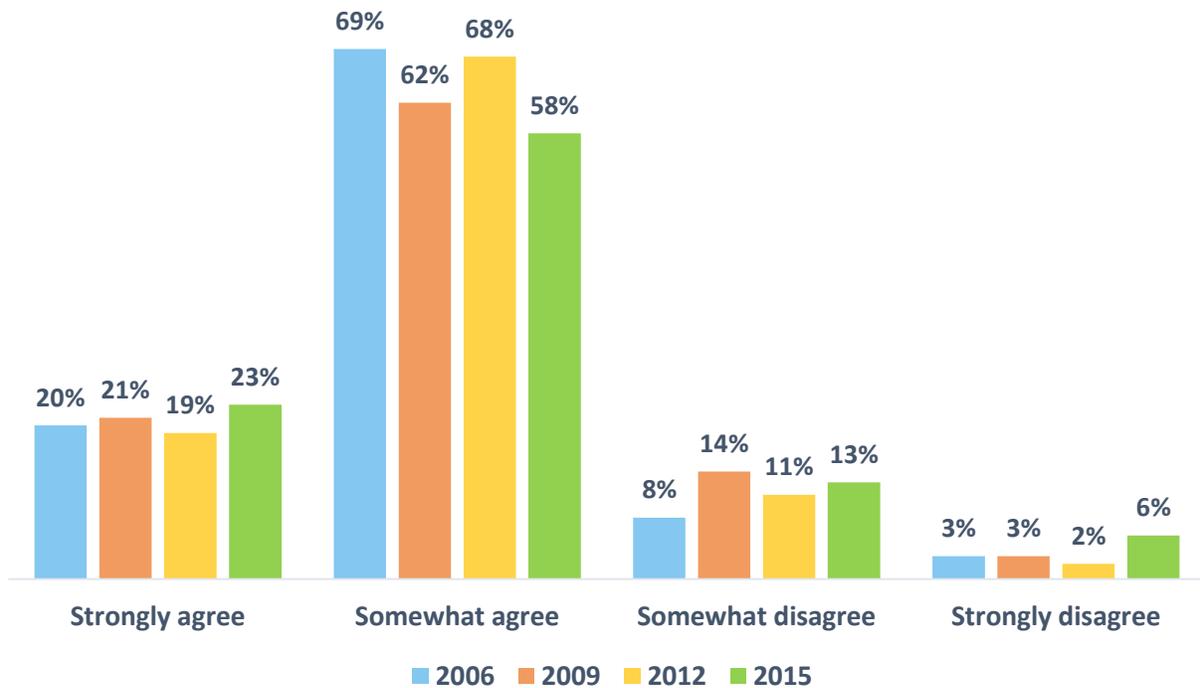
	2006	2009	2012	2015
Top 2 Box %	84%	88%	86%	89%

Q11. For each of the following statements I'd like you to tell me how much agree you agree or disagree with following statements: I receive good value for the municipal taxes I pay

Overall Direction Saanich is taking

Are residents pleased with the overall direction Saanich is taking? A majority of residents (81%) either strongly or somewhat agree that they are pleased with the overall direction Saanich is taking (23% and 58% respectively).

Overall Direction Saanich is taking (n=568)



	2006	2009	2012	2015
Top 2 Box %	89%	83%	87%	81%

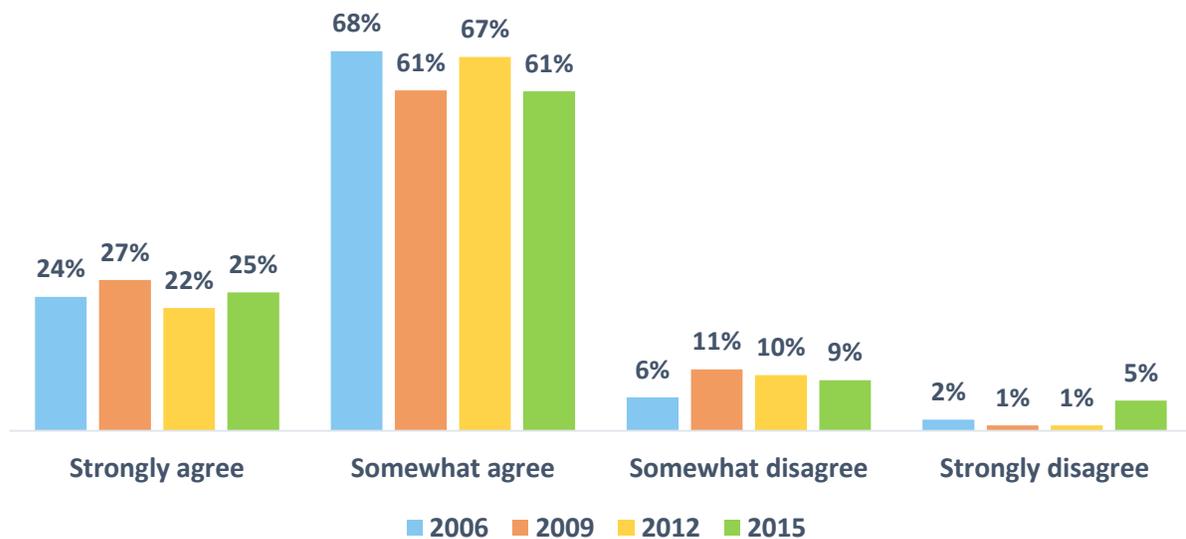
Q11. For each of the following statements I'd like you to tell me how much agree you agree or disagree with following statements: I am pleased with the overall direction that the District of Saanich is taking.



District of Saanich Government is doing a Good Job

Do Saanich residents feel the District of Saanich government is doing a good job in general? Overall, most residents either strongly or somewhat agree that government in Saanich is doing a good job (25% and 61% respectively). The most significant change since 2012 has been a decrease in the proportion of residents who 'somewhat' agree (down 6pp), and an increase in the proportion of residents who 'strongly disagree' (up 4pp). Despite these changes, overall support that the District of Saanich government is going a good job remains very positive.

Saanich Government is doing a Good Job (n=578)



	2006	2009	2012	2015
Top 2 Box %	92%	88%	89%	86%

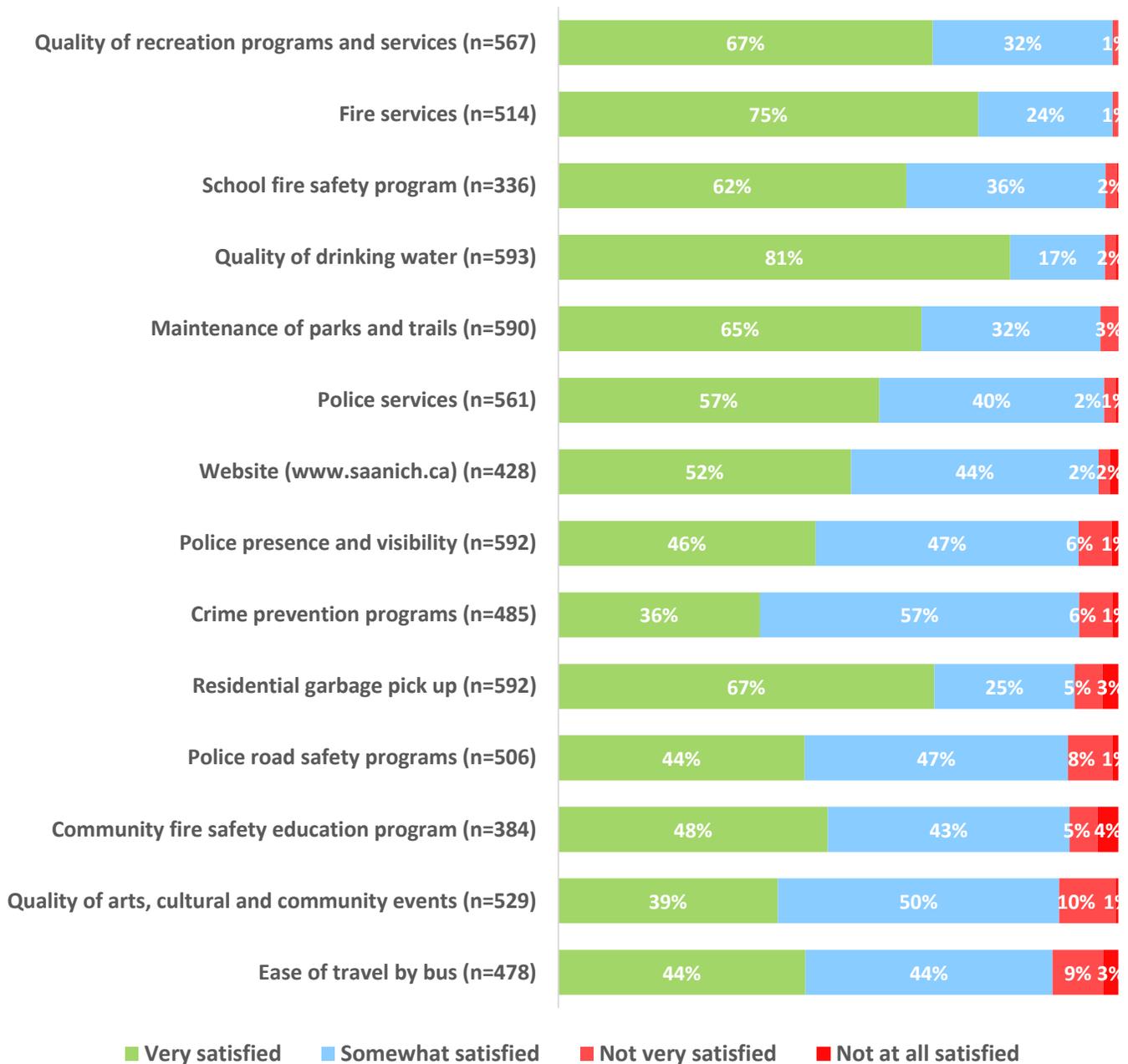
Q11. For each of the following statements I'd like you to tell me how much agree you agree or disagree with following statements: In general, I believe the District of Saanich government is doing a good job



Satisfaction with Services in Saanich

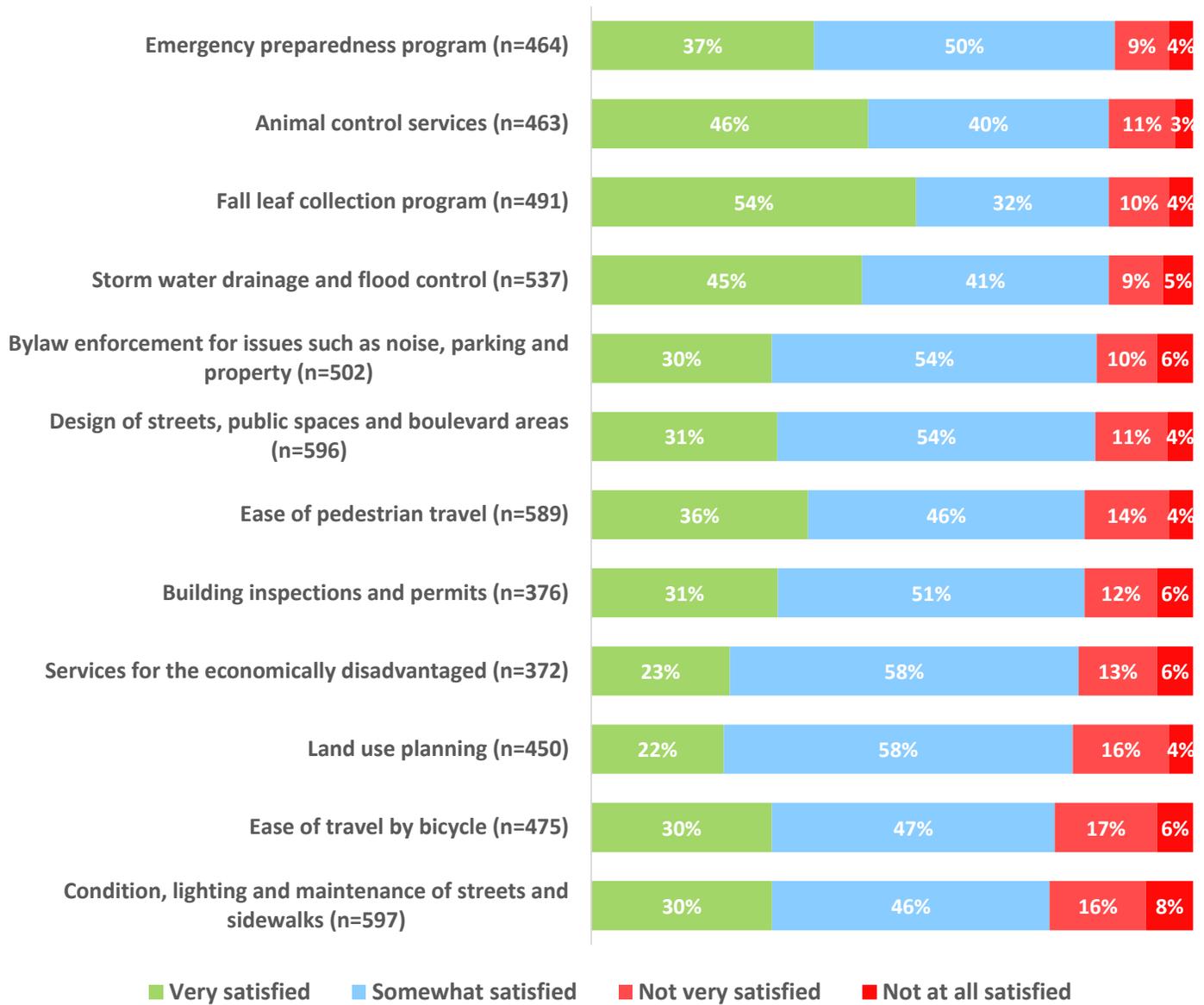
Respondents were asked to rate their level of satisfaction with various services offered by the District of Saanich. A majority of respondents were either very or somewhat satisfied for each and every service item. Highest satisfaction ratings were recorded for the quality of recreation programs and services (99%), fire services (99%), school fire safety program (98%), quality of drinking water (98%), maintenance of parks and trails (97%), police services (97%), and the Saanich website (96%). Services with the lowest satisfaction ratings include: condition, lighting and maintenance of streets and sidewalks (76%), ease of bicycle travel (77%), and land use planning (80%).

Satisfaction with Services





Satisfaction with Services Cont...





Historical Comparison

The following chart presents top two box responses (very/somewhat satisfied) for services offered by the District of Saanich for 2015 compared to 2006, 2009, 2012. Specifically, the performance gap presents change in satisfactions ratings since 2012. Despite some drops in satisfaction since 2012, there seems to be an upward trend in satisfaction for nearly all service items that have been asked in Citizen Surveys historically.

Service Item	2006	2009	2012	2015	Performance Gap 2012 - 2015
Ease of travel by bicycle	73%	67%	63%	77%	14%*
Ease of travel by bus	81%	84%	77%	88%	11%*
Services for the economically disadvantaged	72%	71%	70%	81%	11%*
Bylaw enforcement	78%	70%	75%	84%	10%*
Building inspection/permits	73%	72%	72%	82%	10%*
Land use planning	75%	62%	73%	80%	7%*
Crime prevention programs	89%	91%	87%	93%	6%*
Animal control services	82%	87%	81%	86%	5%*
Ease of pedestrian travel	81%	69%	77%	82%	5%*
Police services	95%	95%	94%	97%	3%
Fall leaf collection program	84%	82%	84%	86%	2%
Quality of arts, cultural and community events	87%	89%	87%	89%	2%
Emergency preparedness program	76%	80%	85%	87%	2%
Community fire safety education program	92%	93%	89%	91%	2%
Fire services	99%	98%	97%	99%	2%
Quality of drinking water	92%	98%	97%	98%	1%
School fire safety program	97%	98%	97%	98%	1%
Police presence and visibility	93%	90%	92%	93%	1%
Police road safety programs	92%	91%	91%	91%	0%
Maintenance of parks and trails	97%	97%	97%	97%	0%
Municipal website (www.saanich.ca)	92%	95%	96%	96%	0%
Storm water drainage and flood control	89%	89%	88%	86%	-2%
Residential garbage pick up	95%	97%	97%	92%	-5%*
Quality of recreation programs and services	-	-	-	99%	N/A
Condition, lighting and maintenance of streets and sidewalks	-	-	-	76%	N/A
Design of streets, public spaces and boulevard areas	-	-	-	85%	N/A

Satisfaction ratings since 2012 have improved for 18 of the 23 services offered by the District of Saanich.

- A statistically significant increase (*) in satisfaction was recorded for ease of travel by bicycle (up 14pp), ease of travel by bus (up 11pp), services for the economically disadvantaged (up 11pp), bylaw enforcement (up 10pp), building inspection/permits (up 10pp), land use planning (up 7pp), crime prevention programs (up 6pp), animal control services (up 6pp), and ease of pedestrian travel (up 5pp)
- The only item where there was a statistically significant decrease (*) in satisfaction was for residential garbage pickup (down 5pp). Though satisfaction ratings went down for storm water drainage and flood control (down 2pp), these drops were not statistically significant
- Satisfaction remained unchanged for police road safety programs (91%), maintenance of parks and trails (97%) and the municipal website (96%).

Service Satisfaction compared to the Normative Benchmark

When comparing top 2 box responses (very/somewhat satisfied) with the normative benchmark, satisfaction with services in Saanich is statistically significantly higher (*) for 8 of the 11 services. This includes land use planning (27pp higher), local government website (13pp higher), quality of recreation programs and services (11pp higher), ease of travel by bicycles (10pp higher), bylaw enforcement (8pp higher) and police services (8pp higher). Overall, satisfaction ratings in the District of Saanich are ahead of the pack when compared to the normative benchmark.

Service Satisfaction (Top 2 Box: very/somewhat satisfied)	Saanich	Benchmark	Performance Gap
Fire Services	99%	98%	+1
Quality of recreation programs and services	99%	88%	+11*
Police Services	97%	89%	+8*
Maintenance of parks and trails	97%	91%	+6*
Local Government Website	96%	83%	+13*
Quality of arts, cultural and community events	89%	83%	+6*
Bylaw enforcement for issues such as noise, parking and property	84%	76%	+8*
Ease of pedestrian travel	82%	80%	+2
Land use planning	80%	53%	+27*
Ease of travel by bicycle	77%	67%	+10*
Condition, lighting and maintenance of streets and sidewalks	76%	73%	+3



Priorities for Improving Satisfaction in the District of Saanich

Derived importance for each service is based on the correlation between satisfaction with each service and overall satisfaction with the job the District of Saanich is doing. Performance is the top two box satisfaction score (very satisfied / satisfied). The priorities below take into account the opportunity for improvement on each service and the extent to which each service drives (has a high correlation with) overall satisfaction. Our analysis reveals that top priorities to improve resident satisfaction overall are: Condition, lighting and maintenance of streets and sidewalks; Design of streets, public spaces and boulevard areas; Land use planning; Building inspections and permits; Ease of pedestrian travel; Fall leaf collection program; Bylaw enforcement for issues such as noise, parking and property; Ease of travel by bicycle; Storm water drainage and flood control.

Service / Program	Importance	Performance	Priority
Condition, lighting and maintenance of streets and sidewalks	.248	76	1
Design of streets, public spaces and boulevard areas	.370	85	2
Land use planning	.274	80	3
Building inspections and permits	.277	82	4
Ease of pedestrian travel	.244	82	5
Fall leaf collection program	.303	86	6
Bylaw enforcement for issues such as noise, parking and property	.247	84	7
Ease of travel by bicycle	.159	77	8
Storm water drainage and flood control	.251	86	9
Emergency preparedness program	.233	87	10
Quality of arts, cultural and community events	.255	89	11
Animal control services	.184	87	12
Ease of travel by bus	.190	88	13
Crime prevention programs	.281	93	14
Residential garbage pick up	.217	92	15
Community fire safety education program	.180	91	16
Services for the economically disadvantaged	.074	81	20
Police road safety programs	.154	91	17
Website (www.saanich.ca)	.258	96	18
Police presence and visibility	.142	93	19
Maintenance of parks and trails	.194	97	21
Police services	.184	97	22
Quality of drinking water	.148	98	23
Fire Services	.176	99	24
School fire safety program	.143	98	25
Quality of recreation programs and services	.206	99	26

High
Medium
Low

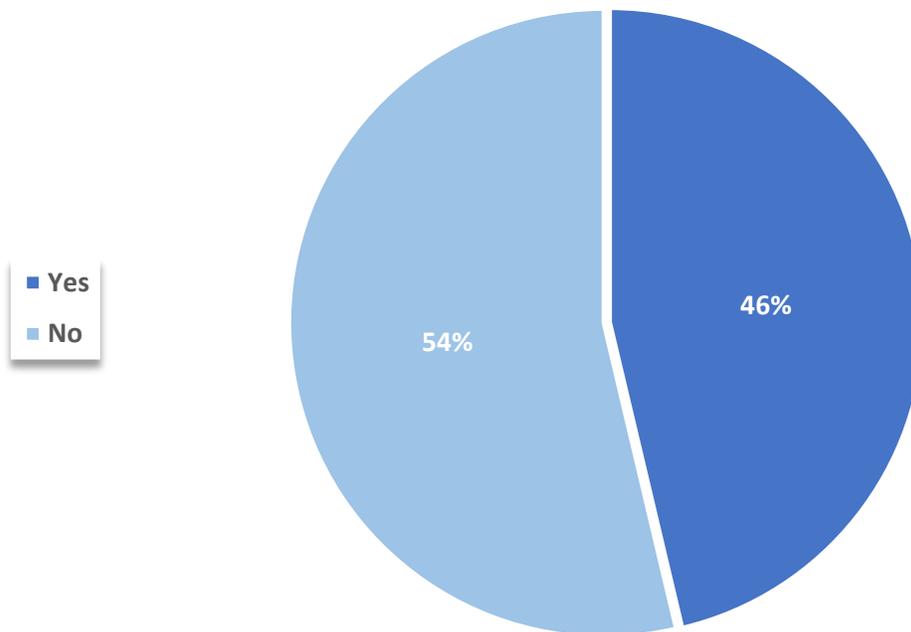


Contact with Municipal Personnel

Contact within 12 months

When respondents were asked whether or not they have had any personal contact (in-person, by phone, email or fax) with a municipal employee over the last 12 months, 46% said they have had contact.

Personal contact with a Saanich Municipal employee (n=604)



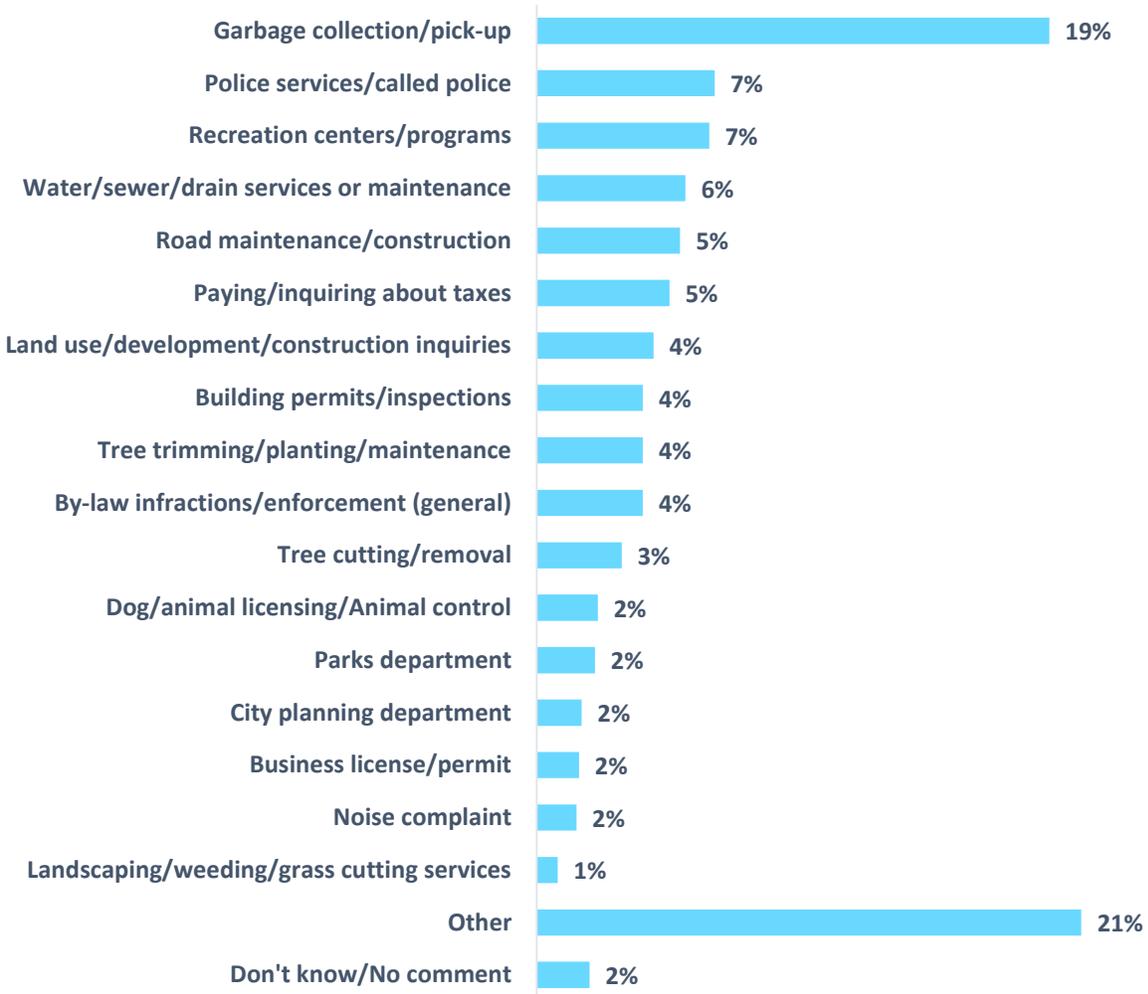
Q12. Have you had any personal contact (in-person, by phone, email or fax) with a municipal employee over the last 12 months?



Services being sought by Residents most recently

Respondents were asked what service they were seeking most recently. Top mentions include: Garbage collection/pick-up (19%), police services (7%), recreation centres/programs (7%), as well as water/sewer/drain services or maintenance (6%).

Service Respondents were seeking most Recently (n=279)



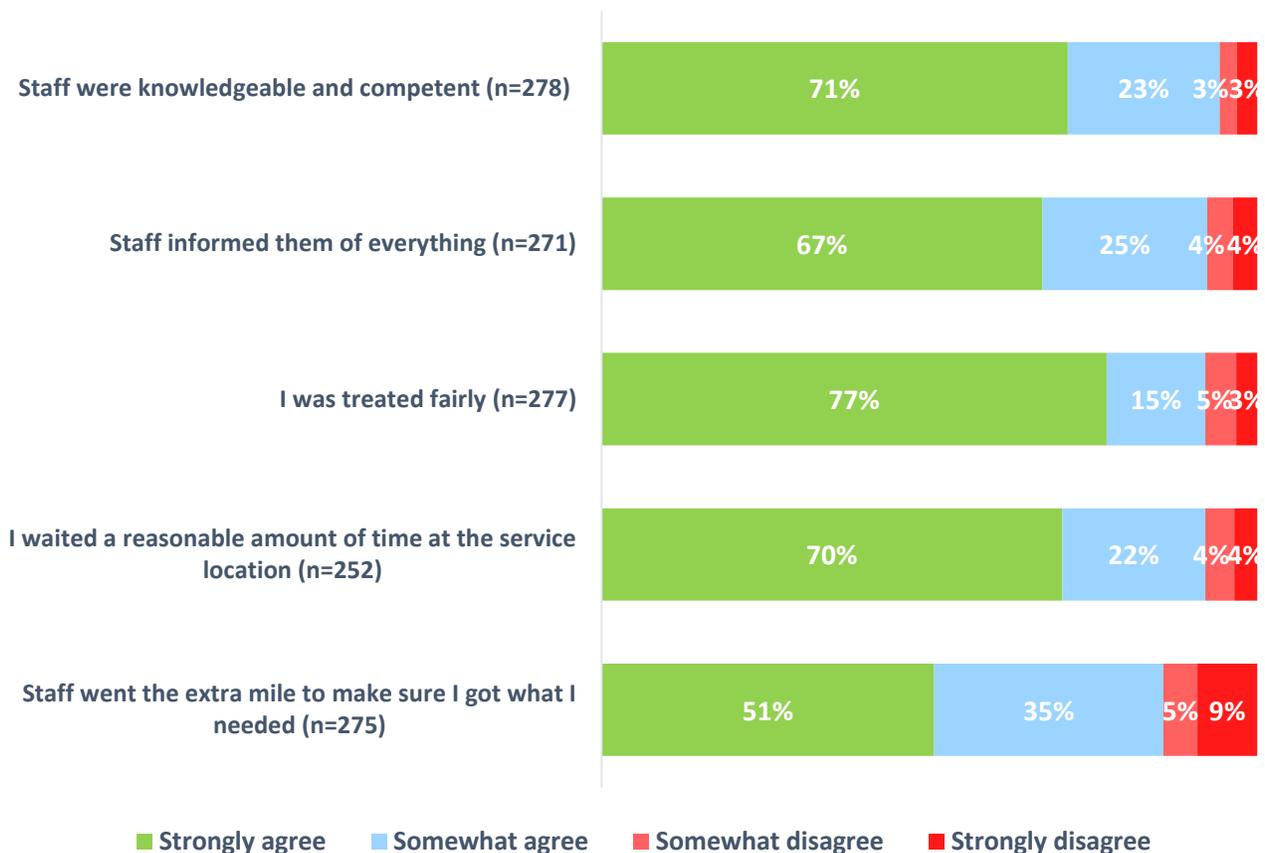
Q13. What type of service were you seeking most recently?



Satisfaction with Service Delivery

Based on their most recent experience with a municipal employee, respondents were asked to provide feedback regarding various aspects of the service delivery. Looking at top 2 box responses (strongly/somewhat agree), an overwhelming majority of respondents were satisfied with all aspects of service delivery provided by municipal staff. As well, the largest proportion of residents to “strongly agree” was for the statements: I was treated fairly (77%), staff were knowledgeable and competent (71%) and I waited a reasonable amount of time at the service location (70%).

Respondent Satisfaction with Saanich Municipal Personnel



Q14. What was your impression of the service provided by the Saanich employee with your most recent contact?

Satisfaction with Service Delivery compared to the Normative Benchmark

When comparing top 2 box response (somewhat/strongly agree) in Saanich with the normative benchmark, a larger proportion of residents said that staff went the extra mile (86% vs. 68% respectively), staff informed them of everything (92% vs. 75% respectively), and staff was knowledgeable and competent (94% vs. 80% respectively).

Key Indicators for Service Delivery Benchmarked (Top 2 Box-somewhat/strongly agree)

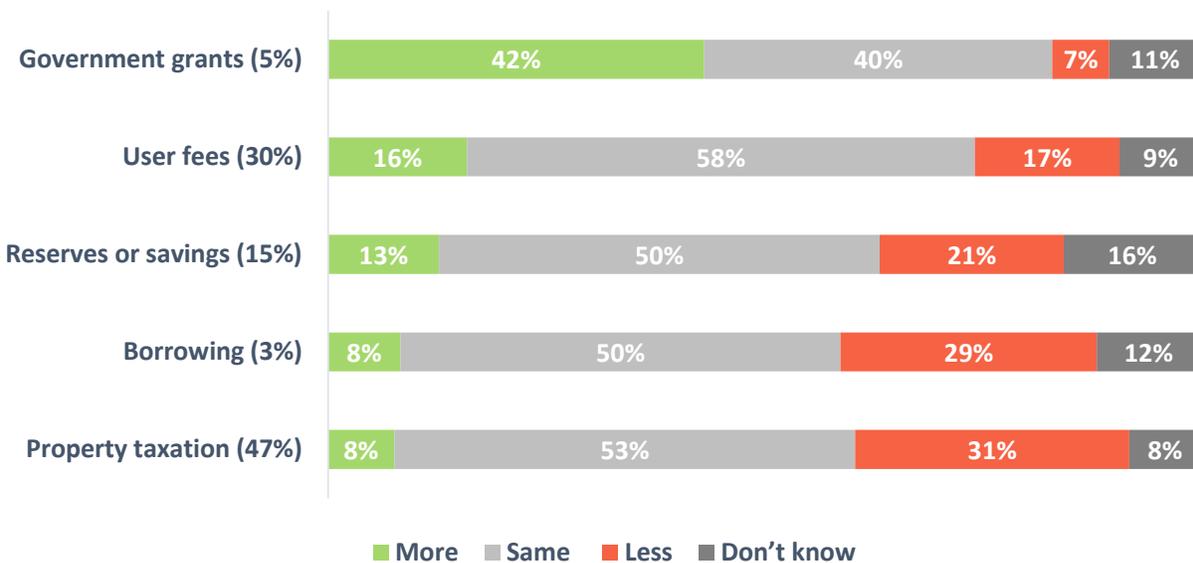


Financial Sustainability

Paying for Services

Saanich relies on the following sources to fund municipal services, infrastructure and other financial obligations: Property taxation (47%), user fees (30%), reserves or savings (15%), government grants (5%) and borrowing (5%). Respondents were asked whether each of these sources of funding should be relied on more, less, or the same moving forward. A majority of respondents believe that the current reliance on funds should remain the same for user fees (58%) and property taxation (53%). 1 in 2 respondents say reliance on funding from borrowing and reserves and savings should also stay the same. However, when it comes to government grants, the largest proportion of respondents feel that more reliance on this funding source is needed (42%).

Respondent Attitude toward relying on Various Sources to Fund Municipal Services, Infrastructure and Financial Obligations (n=604)

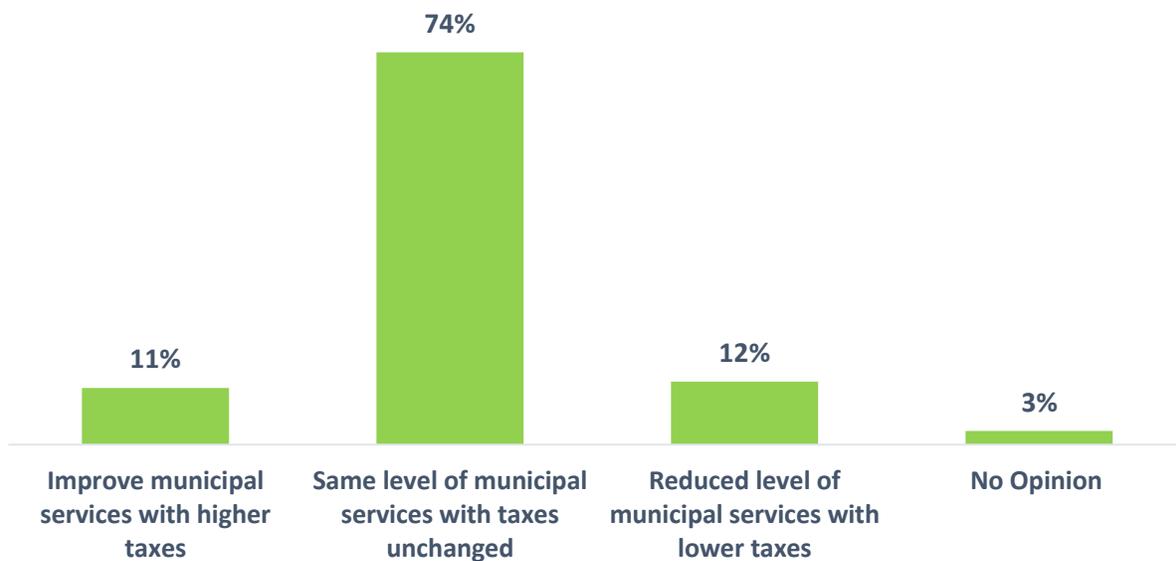


Q8. Do you feel Saanich should rely on [READ FUNDING SOURCE]... less, the same, or more.

Taxation and Services

In order for the District of Saanich to understand perceptions held by residents when it comes to services and taxation, Council wanted to know which of the following realistic choices were preferred: To improve municipal services through an increase in taxes, keep the same level of municipal services and keep taxes unchanged, or reduce the level of municipal services by lowering taxes. If faced with the choice, a strong majority of respondents (74%) would most prefer to keep the same level of municipal services with taxes unchanged.

Respondent Perception around Taxation and Services (n=604)

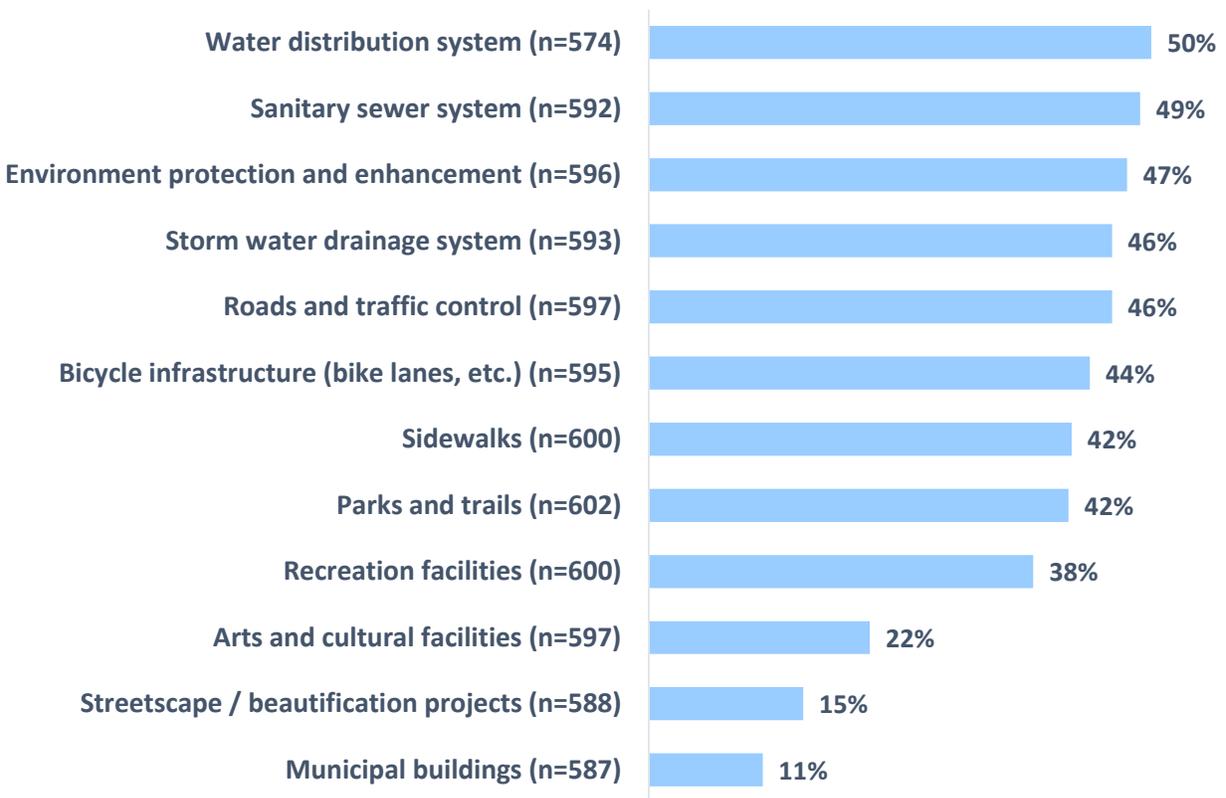


Q9. If faced with the following realistic choices, what would you advise Council to do?

Spending Priorities

Saanich spends a portion of its yearly budget on large projects, known as capital budgets. Given a list of possible projects, respondents were asked to prioritize each project for future spending on 10-point scale (where 1 is the lowest priority and 10 is the highest priority). Top priority items for budget spending, where respondents gave a rating of 8, 9 or 10 included the water distribution system (50%), sanitary sewer system (49%) as well as environment protection and enhancement (47%). Projects that were not a top priority for spending amongst respondents included municipal buildings (11%), streetscape/beautification projects (15%) and arts and culture facilities (22%).

Top Priority Items (Rated 8,9,10)



Q10. On a scale of 1 to 10 where 1 is the lowest priority and 10 is a very high priority, please indicate how much of a priority each project would be to you?

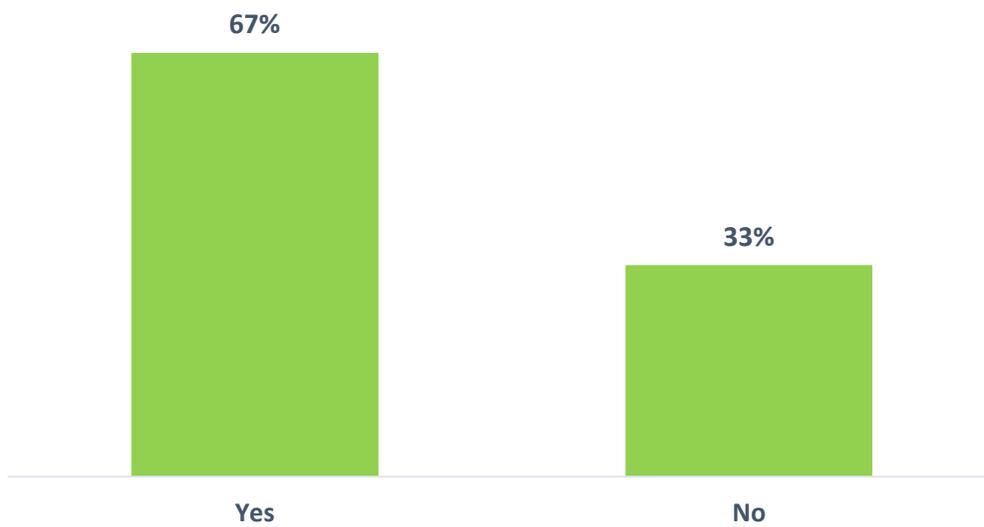


Citizen Engagement

Voting in Municipal Elections:

Respondents were asked whether or not they had voted in the 2014 Municipal election. A majority of respondents (67%) said they had.

Respondent who voted in 2014 Municipal Election (n=604)

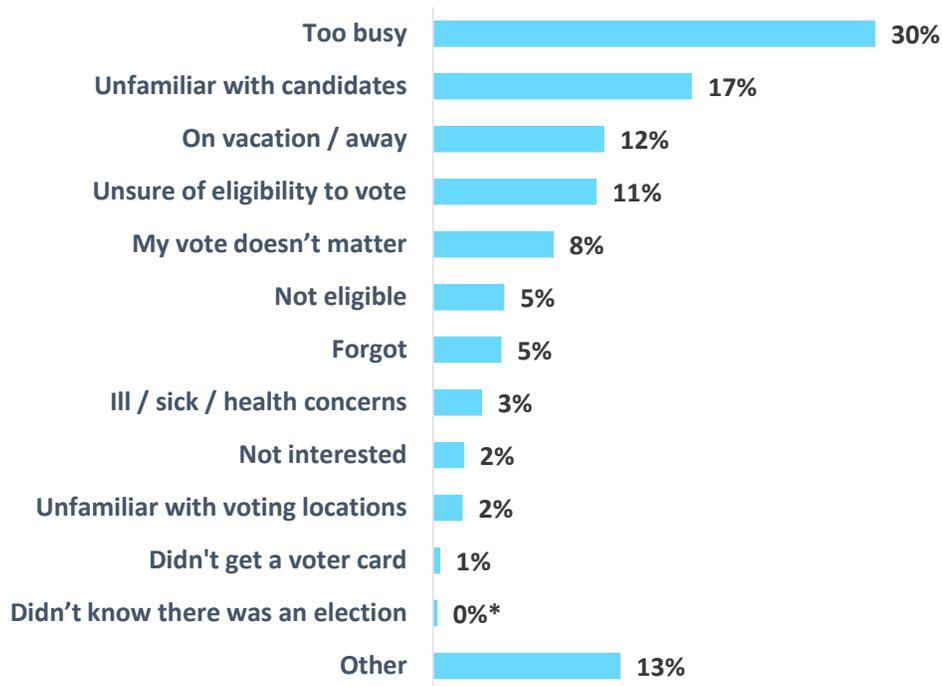


Q4. Did you vote in the 2014 municipal election?

Reasons for not Voting:

Respondents who said they did not vote were then asked to provide feedback as to why. Top responses include: Too busy (30%), unfamiliar with the candidates (17%), on vacation (12%) and unsure of eligibility to vote (11%).

Reasons for not Voting (n=201)



*Less than 1%

Q5. Why didn't you vote in the election? (Record all that apply)

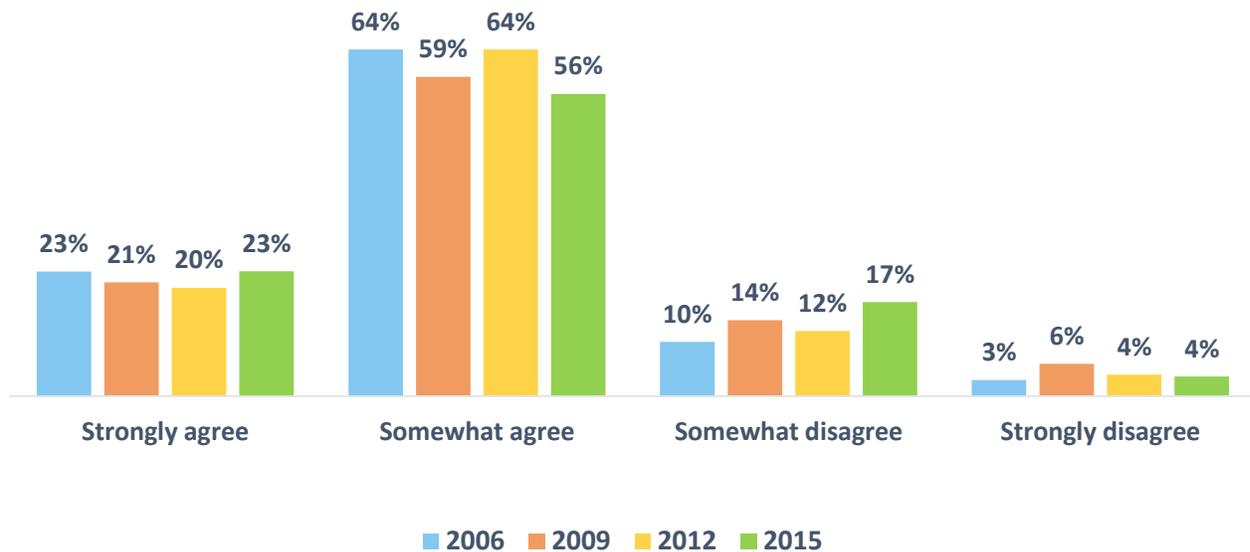


Public Engagement

Opportunity for Citizen Involvement

Respondents were asked to rate the level to which they agree that Saanich welcomes citizen involvement. A majority of respondents (79%) either strongly or somewhat agreed that citizen involvement is welcomed in Saanich (23% and 56% respectively). This is a decrease from 2012 (down 5pp).

Saanich welcomes Citizen Involvement (n=546)



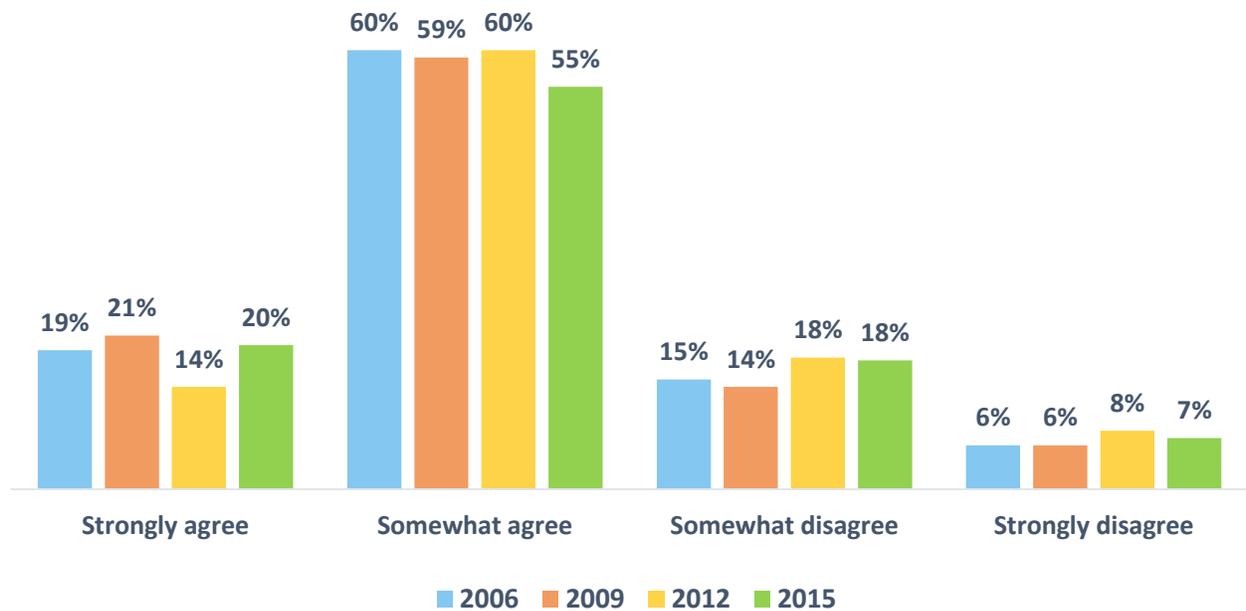
	2006	2009	2012	2015
Top 2 Box %	87%	80%	84%	79%

Q17. I'm going to read out several statements and would like to know how much you agree or disagree with each: Saanich welcomes citizen involvement.

Saanich Listens to its Citizens

Do residents feel the District of Saanich listens to its citizens? 3 out of 4 residents either strongly or somewhat agree that the District of Saanich listens to its citizens (20% and 55% respectively); this is up 1pp since 2012. When looking at the proportion of respondents who do not feel that Saanich listens to its citizens, 18% of residents somewhat disagree and 7% strongly disagree.

Saanich Listens to its Citizens (n=542)



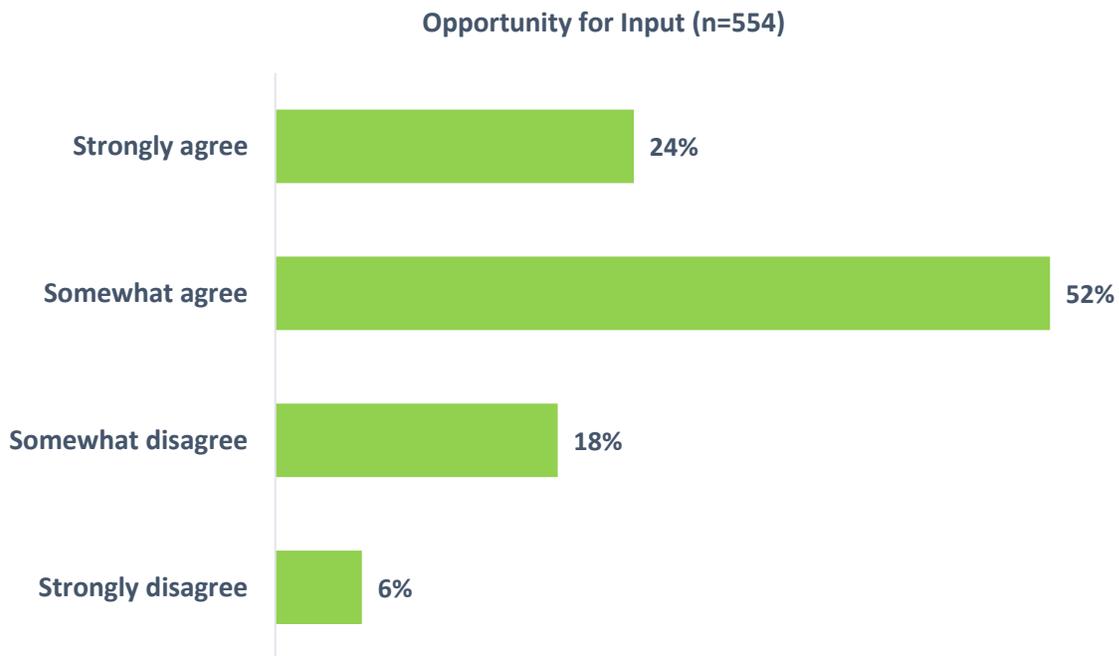
	2006	2009	2012	2015
Top 2 box %	79%	80%	74%	75%

Q17. I'm going to read out several statements and would like to know how much you agree or disagree with each:
Saanich listens to its citizens.



Input into Decision Making

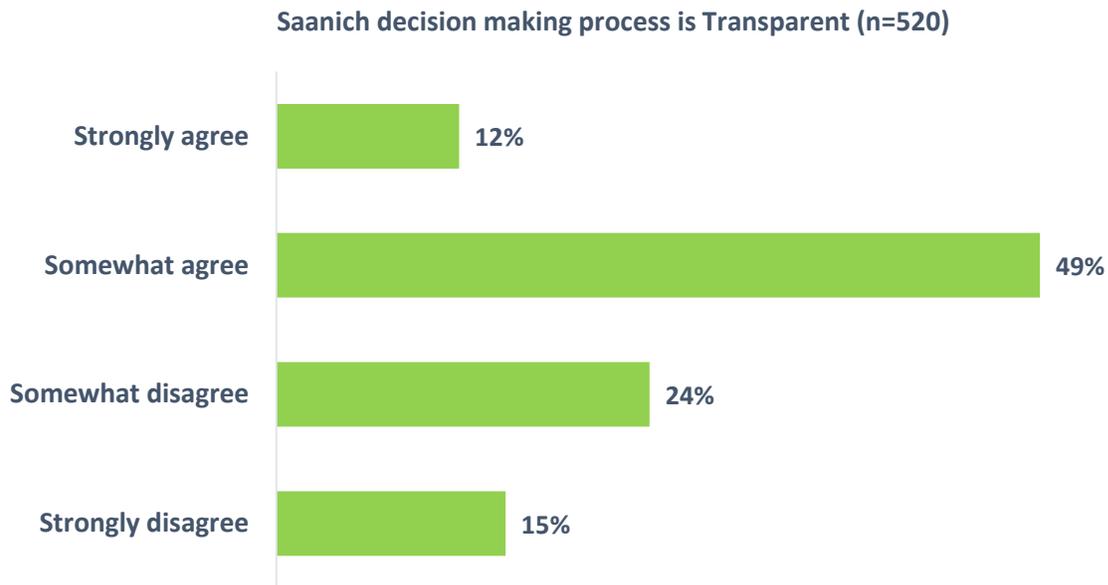
When residents were asked to rate the level to which they agree that they feel they have the opportunity to provide input into decision making in Saanich, a majority of respondents (75%) either strongly or somewhat agree (24% and 51% respectively). Contrastingly, nearly 1 in 5 somewhat disagreed and only 6% strongly disagreed.



**Q17. I'm going to read out several statements and would like to know how much you agree or disagree with each:
Citizens have opportunities to provide input into decision making.**

Transparency of the Decision Making Process

How transparent do residents feel the government of Saanich is when it comes to the decision making process? A majority of respondents (61%) either somewhat or strongly agree that the decision making process is transparent (49% and 12% respectively). However, 4 in 10 respondents either 'somewhat disagree' or 'strongly disagree' (24% and 15% respectively). This may be an area of opportunity for the government of Saanich to address moving forward, and an important indicator to be tracked in future citizen surveys.

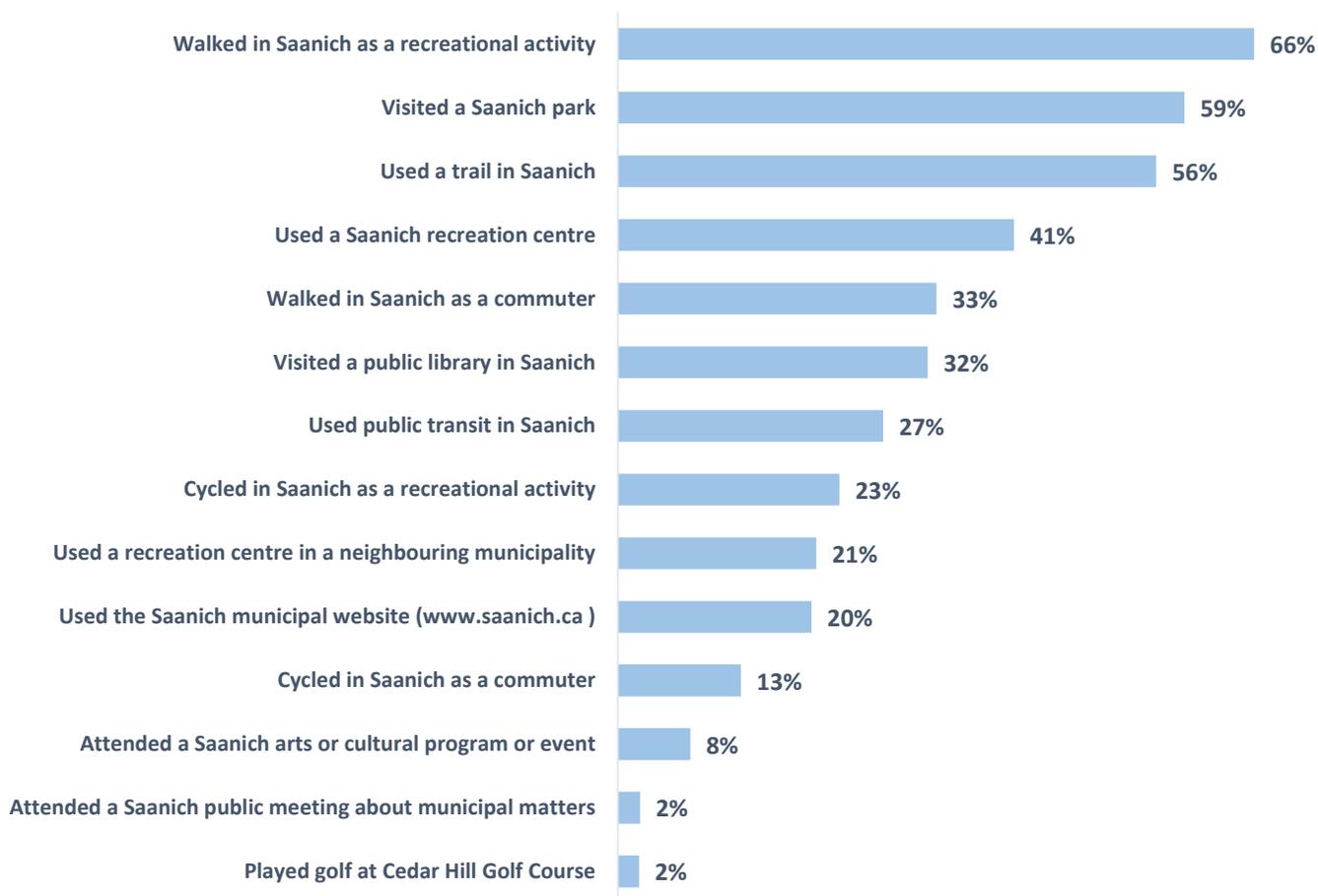


**Q17. I'm going to read out several statements and would like to know how much you agree or disagree with each:
Saanich's decision making process is transparent.**

Facilities/Activities most regularly used/participated in by Residents

Respondents were asked approximately how often they attended a facility or participated in various municipal activities within the past 12 months. Facilities or activities that a majority of Saanich residents either used or participated in most regularly (i.e. at least once a month) were: Walked in Saanich as a recreational activity (66%), visited a Saanich park (59%) and used a trail in Saanich (56%). Facilities or activities where regular public engagement was lowest was for: played golf at Cedar Hill Golf Course (2%), attended a Saanich public meeting about municipal matters (2%) and attended a Saanich arts and culture program/event (8%).

Respondents who used or participated in the following facilities / activities at least once a month (n=604)



Q7. In the past 12 months, approximately how often did you attend a facility or participate in any of the following activities?

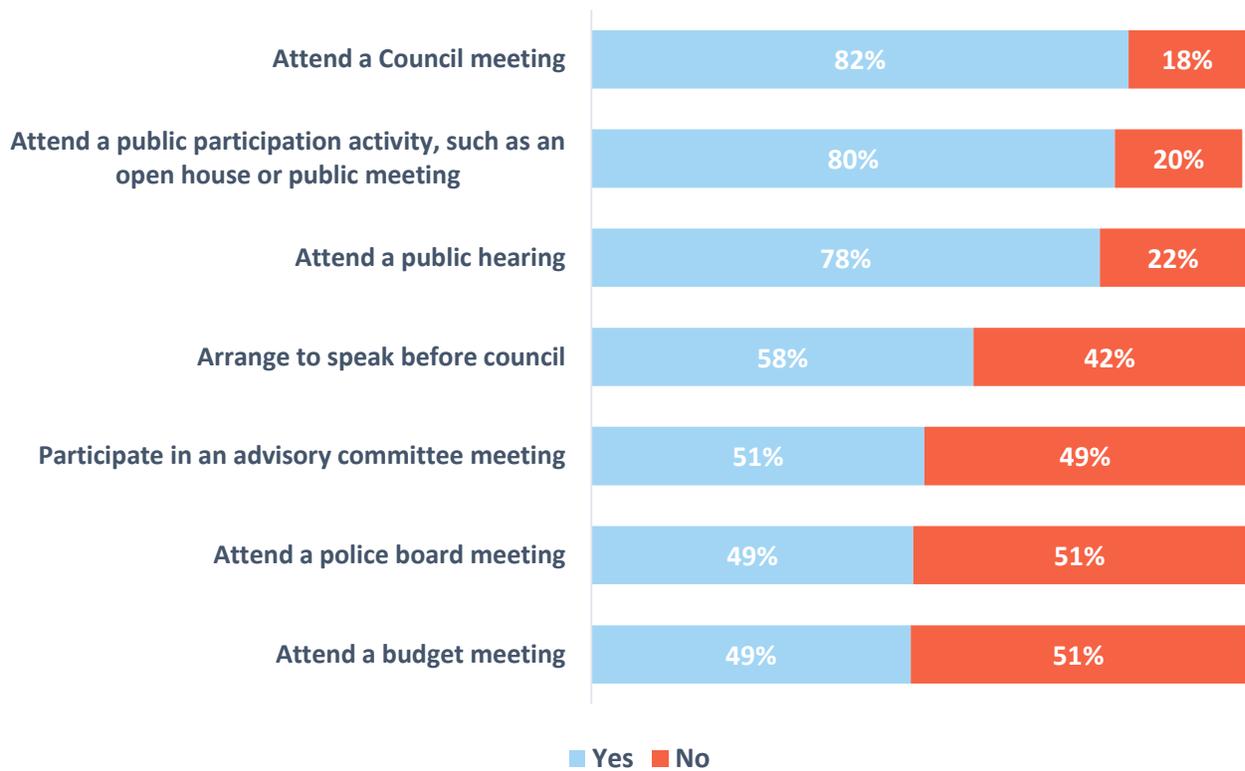


Communication

Communication and Public Engagement

Do Saanich residents have information about how to get involved and engaged in municipal activities? A large majority of respondents say they feel they can find the information they need to attend a Council meeting (82%), attend a public participation activity such as an open house or public meeting (81%) and attend a public hearing (78%). Public engagement activities for which a large proportion of respondents say they feel they would not find information to get involved were for: attending a budget meeting (51%), attend a police board meeting (51%) and participate in an advisory committee meeting (49%).

Knowledge in Finding Information to Participate in various activities in Saanich (n=604)

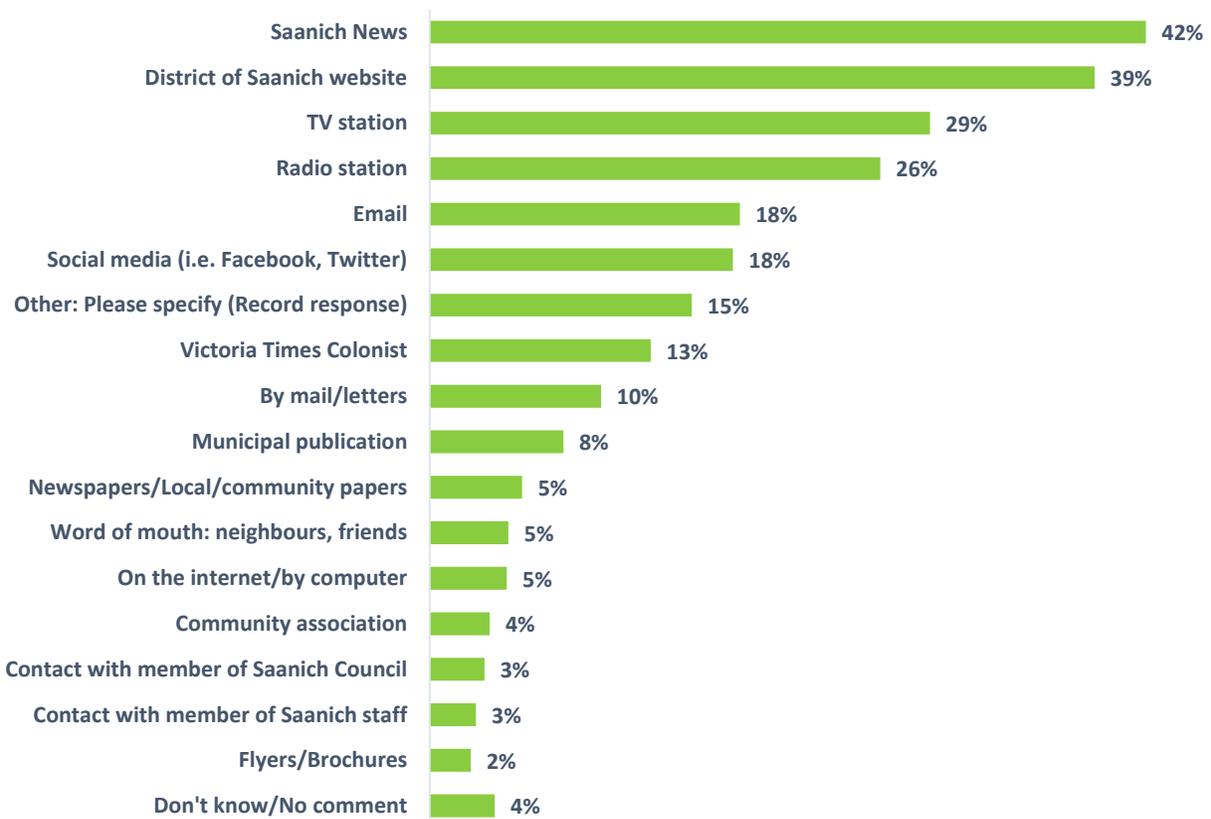


Q15. Do you feel you can find information about how to participate in the following activities?

Preferred Methods of Communication

How do residents of Saanich prefer to learn about local government issues? The most preferred platforms of communication from which residents would like to learn about local issues include: Saanich News (42%), the District of Saanich website (39%), TV (29%) and Radio (26%). Least preferred method of communication was: Flyers or brochures (2%), contact with a member of Saanich staff (3%), and contact with a member of Saanich Council (3%).

Preferred Ways to Learn about Local Government Issues (n=604)



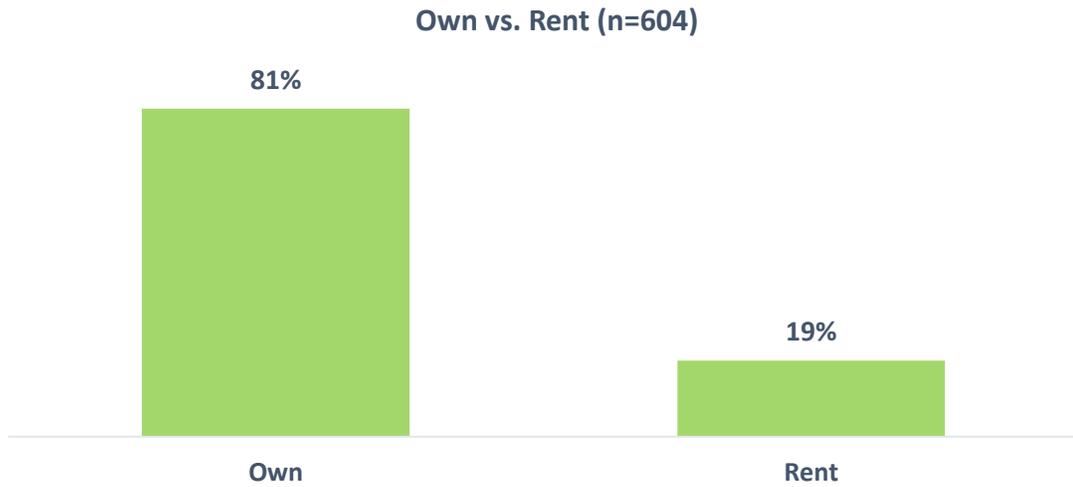
Q16. Please identify up to 3 of the ways you prefer to learn about local government issues?



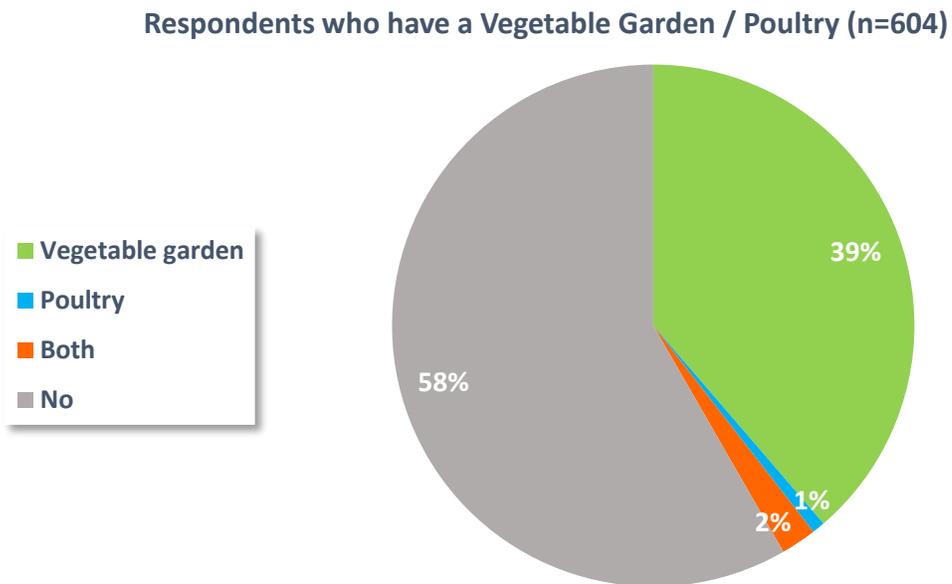
Appendix

Respondent Profile:

Residents who own vs. Rent:



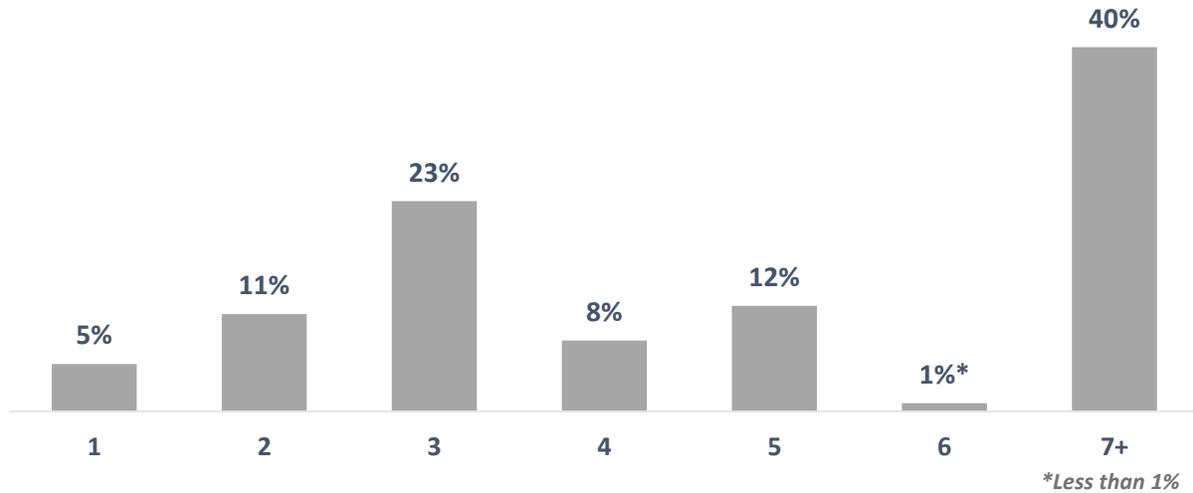
Residents who have a vegetable garden or keep poultry:





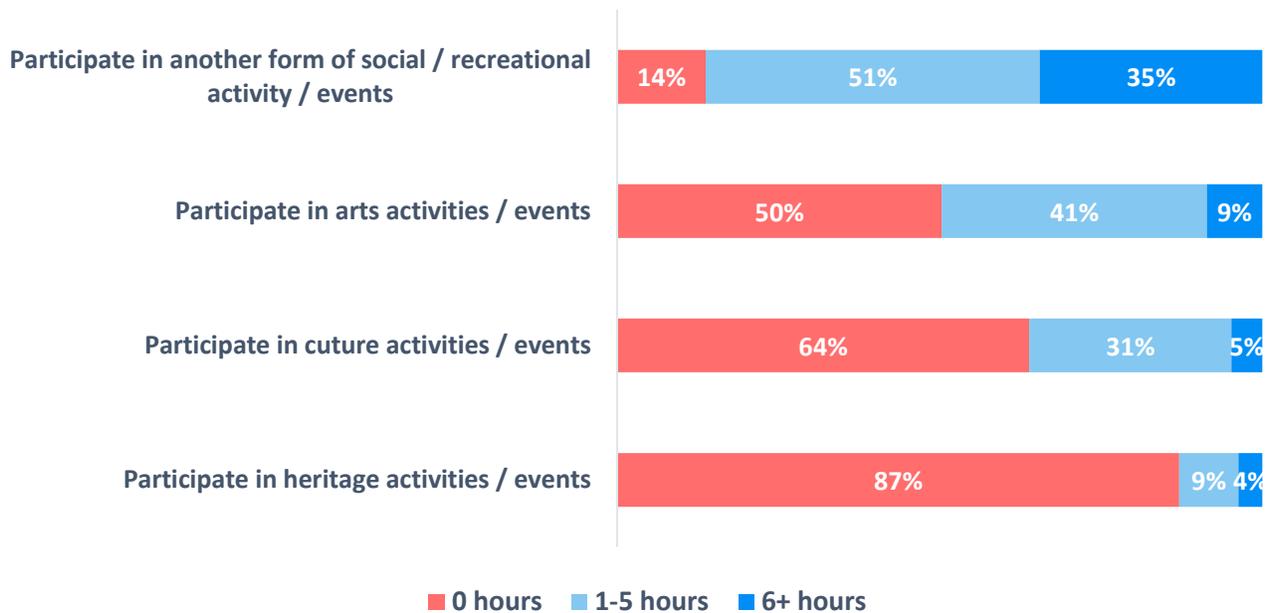
Number of Days Households are prepared for in the Event of a Local Disaster

**Number of Days household can take care of itself in event of local disaster
(n=604)**



Number of Hours Spent in an average week participating in various activities or events.

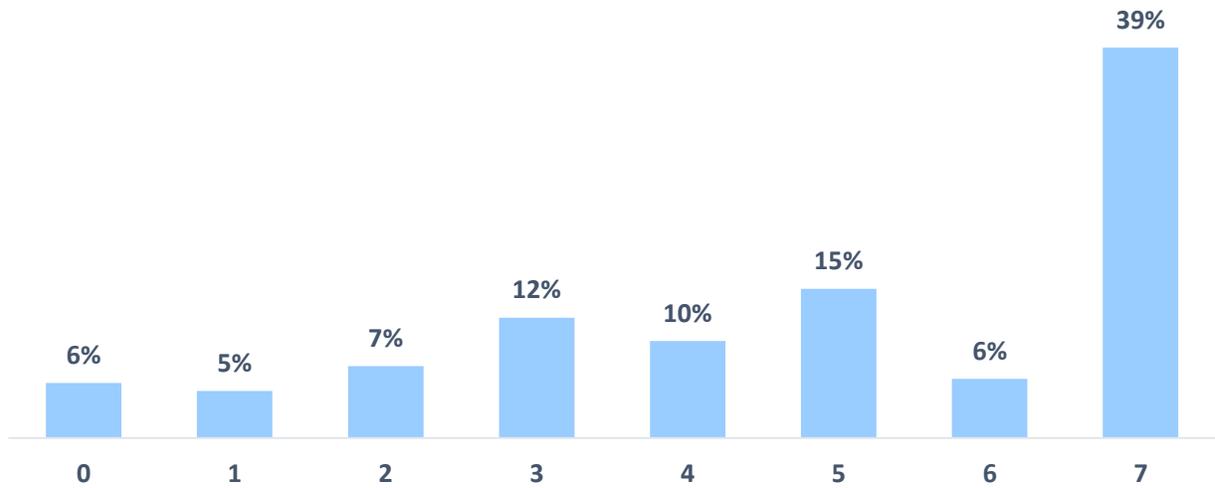
Resident Participation in Various Activities and Events per week (n=604)





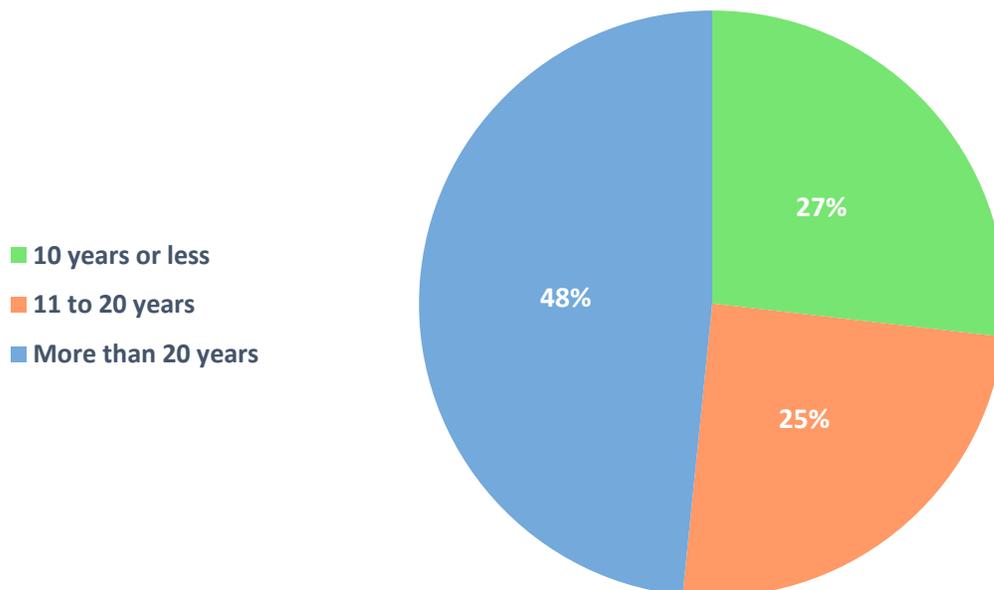
Number of Days doing Physical Activity (sports, walking, bicycling, etc.)

Number of days doing physical exercise in past 7 days (n=604)



Number of Years a Saanich Resident

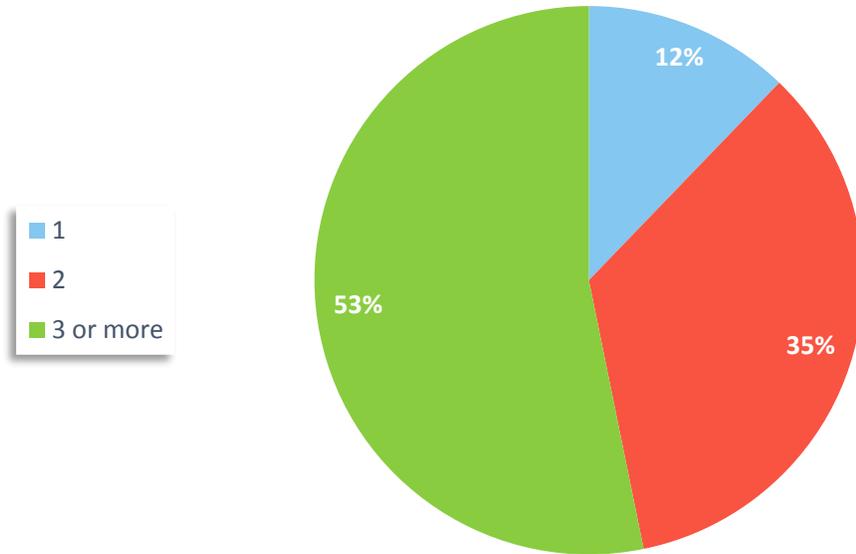
Number of Years Lived in Saanich (n=604)





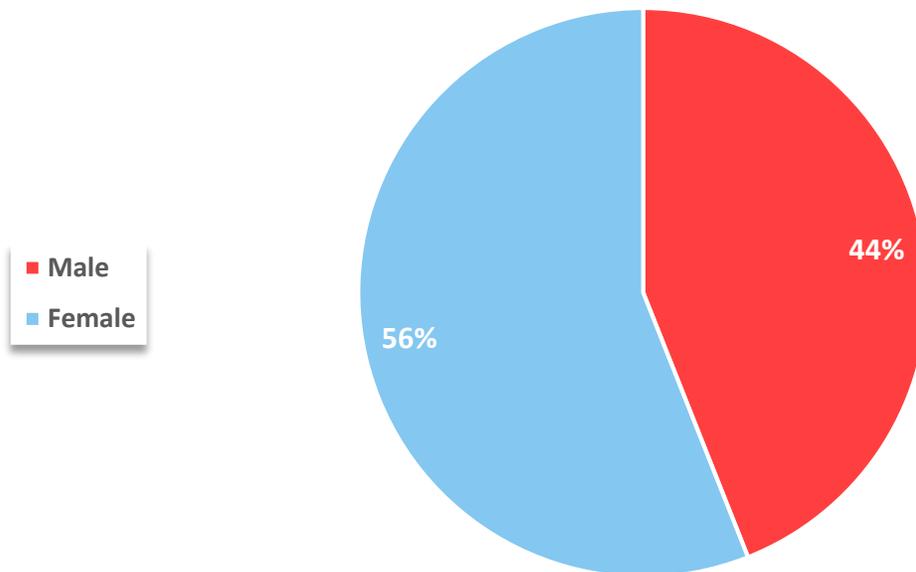
Number of Respondents per Household

Number of Persons per Household (n=604)



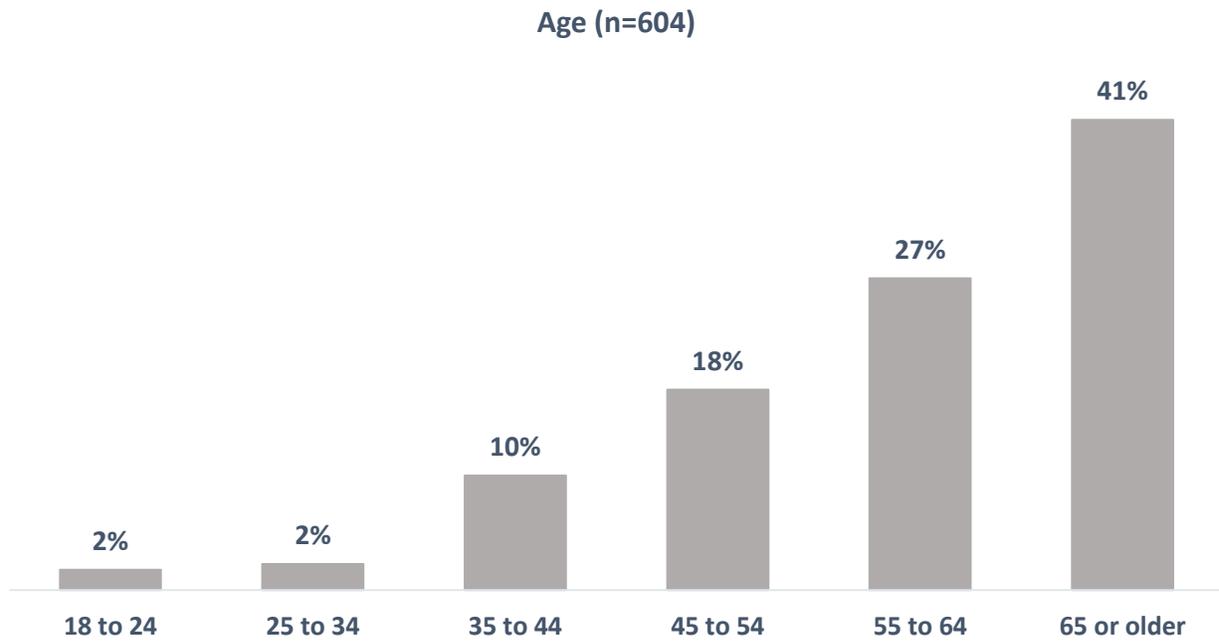
Respondent Gender

Respondent Gender (n=604)





Respondent Age



2015 Citizen Survey

Section One: Quality of Life in Saanich

Q1. How would you rate the overall quality of life in Saanich? Would you say... *(read out scale)*

Very good	Good	Poor	Very poor	No opinion (Do not read out)
4	3	2	1	9

Q2. Do you feel that the quality of life in Saanich in the past three years has... *(read out scale)*

Improved	Stayed the same	Worsened	No opinion (Do not read out)
3	2	1	9

Q2A. If Q2 = 3: Why do you think the quality of life has improved? *(Record 1st response, record 2nd response, record 3rd response)*

Q2B. If Q2 = 1: Why do you think the quality of life has worsened? *(Record 1st response, record 2nd response, record 3rd response)*

Q3. Please tell me the choice that comes closest to your opinion for each of the following statements: *Read out statement and then read out scale.*

	Strongly agree	Somewhat agree	Somewhat disagree	Strongly disagree	No opinion
A) I feel safe in my neighborhood	4	3	2	1	9
	<i>Very safe</i>	<i>Safe</i>	<i>Unsafe</i>	<i>Very unsafe</i>	<i>No opinion</i>
B) I feel safe when using the roads in Saanich	4	3	2	1	9

Q3C: Do you feel safety is improving in Saanich?

Yes	1
No	0

Q3D: Do you have any comments about safety in Saanich that you'd like to share with the District? *(Record response)*

Voting in Municipal Elections

Q4. Did you vote in the 2014 municipal election?

Yes	1	Skip to Q6
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2015 Citizen Survey

No	0	Proceed to Q5
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Q5. Why didn't you vote in the election? *(Read out all and record all that apply)*

Too busy	1
Unfamiliar with candidates	2
Unfamiliar with voting locations	3
Unsure of eligibility to vote	4
Didn't know there was an election	5
My vote doesn't matter	6
Other: Please specify	7

2015 Citizen Survey

Saanich Services

Q6. I'm going to read out a list of services provided by the District of Saanich. Please tell me how satisfied you are with each one. Read and Rotate. Repeat scale for the first few and then as necessary.

	<i>Very satisfied</i>	<i>Somewhat satisfied</i>	<i>Not very satisfied</i>	<i>Not at all satisfied</i>	<i>No opinion (Do not read out)</i>
Fire services	4	3	2	1	9
Community fire safety education program	4	3	2	1	9
Emergency preparedness program	4	3	2	1	9
School fire safety program	4	3	2	1	9
Police services	4	3	2	1	9
Crime prevention programs	4	3	2	1	9
Police presence and visibility	4	3	2	1	9
Police road safety programs	4	3	2	1	9
Maintenance of parks and trails	4	3	2	1	9
Quality of recreation programs and services	4	3	2	1	9
Quality of arts, cultural and community events	4	3	2	1	9
Website (www.saanich.ca)	4	3	2	1	9
Residential garbage pick up	4	3	2	1	9
Fall leaf collection program	4	3	2	1	9
Condition, lighting and maintenance of streets and sidewalks	4	3	2	1	9
Design of streets, public spaces and boulevard areas	4	3	2	1	9
Bylaw enforcement for issues such as noise, parking and property	4	3	2	1	9
Animal control services	4	3	2	1	9
Building inspections and permits	4	3	2	1	9
Quality of drinking water	4	3	2	1	9
Storm water drainage and flood control	4	3	2	1	9
Land use planning	4	3	2	1	9
Ease of travel by bicycle	4	3	2	1	9
Ease of pedestrian travel	4	3	2	1	9
Ease of travel by bus	4	3	2	1	9
Services for the economically disadvantaged	4	3	2	1	9



2015 Citizen Survey

Q7. In the past 12 months, approximately how often did you attend a facility or participate in any of the following activities? (Read out item from list and then scale)

	<i>Never</i>	<i>Once or twice</i>	<i>Three or four times</i>	<i>Once every 1 to 2 months</i>	<i>At least once a month</i>
Visited a public library in Saanich	1	2	3	4	5
Attended a Saanich arts or cultural program or event	1	2	3	4	5
Used public transit in Saanich	1	2	3	4	5
Walked in Saanich as a recreational activity	1	2	3	4	5
Walked in Saanich as a commuter	1	2	3	4	5
Cycled in Saanich as a recreational activity	1	2	3	4	5
Cycled in Saanich as a commuter	1	2	3	4	5
Used a Saanich recreation centre	1	2	3	4	5
Played golf at Cedar Hill Golf Course	1	2	3	4	5
Used a recreation centre in a neighbouring municipality	1	2	3	4	5
Visited a Saanich park	1	2	3	4	5
Used a trail in Saanich	1	2	3	4	5
Attended a Saanich public meeting about municipal matters	1	2	3	4	5
Used the Saanich municipal website (www.saanich.ca)	1	2	3	4	5

2015 Citizen Survey

Paying for Services

Q8. Saanich relies on the following sources to fund municipal services, infrastructure and other financial obligations: Property taxation (47%), user fees (30%), reserves or saving (15%), Government grants (5%), and borrowing (3%). Do you feel Saanich should rely on (*read and rotate*)... less, the same, or more. Repeat for ALL items.

	<i>Less</i>	<i>Same</i>	<i>More</i>
Property taxation (47%)	1	2	3
User fees (30%)	1	2	3
Reserves or savings (15%)	1	2	3
Government grants (5%)	1	2	3
Borrowing (3%)	1	2	3

Q9. If faced with the following realistic choices, what would you advise Council to do? (*Read out and select one response only*)

Improve municipal services with higher taxes	1
Same level of municipal services with taxes unchanged	2
Reduced level of municipal services with lower taxes	3
No Opinion (Don't read out)	4

Q10. Saanich spends a portion of its yearly budget on large projects, known as capital projects. On a scale of 1 to 10 where 1 is the lowest priority and 10 is a very high priority, please indicate how much of priority each project would be to you. (*Read and Rotate*)

Item	Scale										DK
	1	2	3	4	5	6	7	8	9	10	
Arts and cultural facilities	1	2	3	4	5	6	7	8	9	10	99
Bicycle infrastructure (bike lanes, etc.)	1	2	3	4	5	6	7	8	9	10	99
Environment protection and enhancement	1	2	3	4	5	6	7	8	9	10	99
Municipal buildings	1	2	3	4	5	6	7	8	9	10	99
Parks and trails	1	2	3	4	5	6	7	8	9	10	99
Recreation facilities	1	2	3	4	5	6	7	8	9	10	99
Roads and traffic control	1	2	3	4	5	6	7	8	9	10	99
Sanitary sewer system	1	2	3	4	5	6	7	8	9	10	99
Sidewalks	1	2	3	4	5	6	7	8	9	10	99
Streetscape / beautification projects	1	2	3	4	5	6	7	8	9	10	99
Storm water drainage system	1	2	3	4	5	6	7	8	9	10	99
Water distribution system	1	2	3	4	5	6	7	8	9	10	99

2015 Citizen Survey

Service Satisfaction

Q11. For each the following statements I'd like you to tell me how much you agree or disagree with each. (Read and Rotate and read out scale)

	Strongly agree	Somewhat Agree	Somewhat disagree	Strongly disagree	No Opinion
I receive good value for the municipal taxes I pay	4	3	2	1	9
I am pleased with the overall direction that the District of Saanich is taking	4	3	2	1	9
In general, I believe the District of Saanich government is doing a good job	4	3	2	1	9

Q12. Have you had any personal contact (in-person, by phone, email or fax) with a municipal employee over the last 12 months?

Yes	1	Proceed to Q13
No	0	Skip to Q15

Q13. What type of service were you seeking most recently? Please describe. (Record Response)

Q14. What was your impression of the service provided by the Saanich employee with your most recent contact? (Read and Rotate and read out scale)

	Strongly agree	Somewhat Agree	Somewhat disagree	Strongly disagree	No Opinion
I was treated fairly	4	3	2	1	9
Staff were knowledgeable and competent	4	3	2	1	9
Staff went the extra mile to make sure I got what I needed	4	3	2	1	9
I waited a reasonable amount of time at the service location	4	3	2	1	9
I was informed of everything I had to do to get the service	4	3	2	1	9

2015 Citizen Survey

Communication and Public Engagement

Q15. Do you feel you can find information about how to participate in the following activities?

	Yes	No
Attend a Council meeting	1	0
Attend a police board meeting	1	0
Arrange to speak before council	1	0
Participate in an advisory committee meeting	1	0
Attend a public hearing	1	0
Attend a budget meeting	1	0
Attend a public participation activity, such as an open house or public meeting	1	0

Q16. Please identify up to 3 of the ways you prefer to learn about local government issues? (*Do not read out, accept up to 3 methods*)

Contact with member of Saanich staff	1
Contact with member of Saanich Council	2
Community association	3
District of Saanich website	4
Municipal publication	5
Radio station	6
TV station	7
Word of mouth: neighbours, friends	8
From friends who work for Saanich	9
Saanich News	10
Victoria Times Colonist	11
Email	12
Social media (i.e. Facebook, Twitter)	13
Other: Please specify (Record response)	14

Q17. I'm going to read out several statements and would like to know how much you agree or disagree with each. (*Read and Rotate and Read out Scale after each*)

	Strongly agree	Somewhat Agree	Somewhat disagree	Strongly disagree	No Opinion
Saanich <u>welcomes</u> citizen involvement.	4	3	2	1	9
Saanich <u>listens</u> to citizens.	4	3	2	1	9
Citizens have opportunities to provide input into decision making.	4	3	2	1	9
Saanich's decision making process is transparent.	4	3	2	1	9

Q17B: Please let me know if you have any comments about public engagement in Saanich (Record all)

2015 Citizen Survey

Respondent Information

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...*

Q18. Do you own or rent your residence?

Own	1
Rent	2

Q19. Do you have a vegetable garden or keep poultry?

Yes- Vegetable garden	1
Yes- Poultry	2
No	0

Q20. Record Gender Automatically (Do not ask)

Male	1
Female	2

Q21. In the event of a local disaster, for how many days is your household prepared to take care of itself without outside assistance? (food, water, first aid, warm clothing, medications, etc.)

1	2	3	4	5	6	7+
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Q22. During an average week, how many hours do you spend participating in arts activities or events? (such as attending a performance or art display)

0 hours	1-5 hours	6-10 hours	11-15 hours	16-20 hours	21+ hours
0	1	2	3	4	5

Q23. During an average week, how many hours do you spend participating in cultural activities or events? (such as an inter-cultural event or activity that has a cultural identity)

0 hours	1-5 hours	6-10 hours	11-15 hours	16-20 hours	21+ hours
0	1	2	3	4	5

Q24. During an average week, how many hours do you spend participating in heritage activities or events? (such as a heritage walk or bus tour)

0 hours	1-5 hours	6-10 hours	11-15 hours	16-20 hours	21+ hours
0	1	2	3	4	5

2015 Citizen Survey

Q25. During an average week, how many hours do you spend participating in some other form of social or recreational activities or events?

0 hours	1-5 hours	6-10 hours	11-15 hours	16-20 hours	21+ hours
0	1	2	3	4	5

Q26. During the last 7 days, on how many days did you do physical activities like playing sports, exercising, walking or bicycling for at least 10 minutes at a time?

1	2	3	4	5	6	7
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Q27. Saanich is interested in hearing from a broad cross-section of the public, including representation from all age groups. Which of the following age categories do you fall into?

18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 or older
1	2	3	4	5	6

Q28. How long have you been a Saanich resident?

10 years or less	11 to 20 years	More than 20 years
1	2	3

Q29. How many people, including yourself, live in your household?

1	2	3 or more
1	2	3

Thank you for your time. If you would like to see the results of this survey, Saanich anticipates that it will be posted to its website at www.saanich.ca in March 2015.

Tables

	Q1. Assessment of Quality of Life in Saanich					
	Very poor	Poor	Good	Very good	Bottom Two	Top Two
Male	0%	0%	48%	51%	1%	99%
Female	0%	1%	46%	53%	1%	99%
18 to 24	0%	0%	66%	34%	0%	100%
25 to 34	0%	0%	51%	49%	0%	100%
35 to 44	0%	0%	46%	54%	0%	100%
45 to 54	2%	0%	47%	51%	2%	98%
55 to 64	0%	2%	47%	51%	2%	98%
65 or older	0%	1%	38%	61%	1%	99%
Blenkinsop	0%	5%	5%	90%	5%	95%
Cadboro Bay	0%	0%	33%	67%	0%	100%
Carey	3%	0%	55%	42%	3%	97%
Cordova Bay	0%	1%	44%	54%	1%	99%
Gordon Head	0%	1%	47%	52%	1%	99%
North Quadra	0%	0%	69%	31%	0%	100%
Quadra	0%	1%	35%	64%	1%	99%
Royal Oak	0%	0%	28%	72%	0%	100%
Rural Saanich	0%	0%	33%	67%	0%	100%
Saanich	0%	0%	54%	46%	0%	100%
Shelbourne	0%	0%	53%	47%	0%	100%
Tillicum	0%	0%	62%	38%	0%	100%
Total	0%	0%	47%	52%	1%	99%

	Q2. Do you feel that the quality of life in Saanich in the past three years has...		
	Worsened	Stayed the same	Improved
Male	10%	76%	14%
Female	9%	76%	15%
18 to 24	11%	69%	20%
25 to 34	7%	80%	14%
35 to 44	3%	80%	17%
45 to 54	12%	72%	16%
55 to 64	14%	79%	7%
65 or older	8%	76%	16%
Blenkinsop	0%	84%	16%
Cadboro Bay	0%	96%	4%
Carey	11%	69%	20%
Cordova Bay	7%	83%	10%
Gordon Head	7%	81%	13%
North Quadra	9%	81%	10%
Quadra	1%	70%	29%
Royal Oak	15%	71%	14%
Rural Saanich	8%	80%	12%
Saanich	10%	78%	12%
Shelbourne	22%	71%	8%
Tillicum	11%	71%	18%
Total	9%	76%	15%
Note: Q2A and Q2B anecdotal feedback begins on page 130			

	Q3. A) I feel safe in my neighborhood					
	Strongly disagree	Somewhat disagree	Somewhat agree	Strongly agree	Bottom Two	Top Two
Male	0%	5%	26%	69%	5%	95%
Female	0%	4%	40%	56%	4%	96%
18 to 24	0%	0%	52%	48%	0%	100%
25 to 34	0%	15%	27%	58%	15%	85%
35 to 44	0%	3%	28%	68%	3%	97%
45 to 54	0%	3%	36%	61%	3%	97%
55 to 64	1%	2%	33%	64%	2%	98%
65 or older	0%	4%	28%	68%	4%	96%
Blenkinsop	0%	0%	39%	61%	0%	100%
Cadboro Bay	0%	0%	11%	89%	0%	100%
Carey	0%	8%	32%	60%	8%	92%
Cordova Bay	0%	0%	36%	64%	0%	100%
Gordon Head	0%	0%	26%	74%	0%	100%
North Quadra	2%	6%	34%	58%	8%	92%
Quadra	0%	1%	38%	61%	1%	99%
Royal Oak	0%	0%	25%	75%	0%	100%
Rural Saanich	0%	2%	15%	83%	2%	98%
Saanich	0%	6%	52%	42%	6%	94%
Shelbourne	1%	11%	39%	49%	12%	88%
Tillicum	0%	12%	55%	33%	12%	88%
Total	0%	4%	33%	63%	4%	96%

	Q3. B) I feel safe when using the roads in Saanich					
	Very unsafe	Unsafe	Safe	Very safe	Bottom Two	Top Two
Male	1%	8%	65%	26%	10%	90%
Female	1%	7%	66%	26%	8%	92%
18 to 24	0%	11%	89%	0%	11%	89%
25 to 34	0%	0%	64%	36%	0%	100%
35 to 44	3%	10%	56%	31%	13%	87%
45 to 54	1%	12%	65%	22%	13%	87%
55 to 64	1%	7%	63%	29%	8%	92%
65 or older	1%	6%	64%	30%	6%	94%
Blenkinsop	0%	5%	40%	54%	5%	95%
Cadboro Bay	0%	6%	71%	23%	6%	94%
Carey	0%	9%	59%	32%	9%	91%
Cordova Bay	0%	25%	39%	36%	25%	75%
Gordon Head	1%	3%	72%	24%	3%	97%
North Quadra	2%	8%	79%	12%	9%	91%
Quadra	0%	4%	73%	23%	4%	96%
Royal Oak	0%	4%	55%	41%	4%	96%
Rural Saanich	9%	13%	57%	21%	22%	78%
Saanich	0%	4%	84%	12%	4%	96%
Shelbourne	2%	8%	71%	20%	10%	90%
Tillicum	3%	8%	68%	21%	12%	88%
Total	1%	8%	65%	26%	9%	91%

	Q3C. Do you feel safety is improving in Saanich?	
	Yes	No
Male	41%	59%
Female	53%	47%
18 to 24	62%	38%
25 to 34	63%	37%
35 to 44	42%	58%
45 to 54	41%	59%
55 to 64	42%	58%
65 or older	45%	55%
Blenkinsop	94%	6%
Cadboro Bay	46%	54%
Carey	43%	57%
Cordova Bay	27%	73%
Gordon Head	55%	45%
North Quadra	37%	63%
Quadra	50%	50%
Royal Oak	64%	36%
Rural Saanich	39%	61%
Saanich	64%	36%
Shelbourne	35%	65%
Tillicum	41%	59%
Total	47%	53%
<i>Anecdotal feedback about safety in Saanich (Q3D) can be found on page 139</i>		

	Q4. Did you vote in the 2014 municipal election?	
	Yes	No
Male	69%	31%
Female	65%	35%
18 to 24	36%	64%
25 to 34	58%	42%
35 to 44	50%	50%
45 to 54	72%	28%
55 to 64	79%	21%
65 or older	80%	20%
Blenkinsop	46%	54%
Cadboro Bay	89%	11%
Carey	65%	35%
Cordova Bay	59%	41%
Gordon Head	60%	40%
North Quadra	62%	38%
Quadra	79%	21%
Royal Oak	71%	29%
Rural Saanich	65%	35%
Saanich	83%	17%
Shelbourne	58%	42%
Tillicum	78%	22%
Total	67%	33%

Note: See chart on page 31 for results of Q5: Why didn't you vote in the general election?

	Q6. Fire Services					
	Not at all satisfied	Not very satisfied	Somewhat satisfied	Very satisfied	Bottom Two	Top Two
Male	0%	0%	21%	79%	0%	100%
Female	0%	2%	27%	71%	2%	98%
18 to 24	0%	0%	27%	73%	0%	100%
25 to 34	0%	9%	9%	81%	9%	91%
35 to 44	0%	0%	32%	68%	0%	100%
45 to 54	0%	0%	30%	70%	0%	100%
55 to 64	0%	1%	21%	78%	1%	99%
65 or older	0%	1%	20%	80%	1%	99%
Blenkinsop	0%	0%	17%	83%	0%	100%
Cadboro Bay	0%	0%	14%	86%	0%	100%
Carey	0%	0%	20%	80%	0%	100%
Cordova Bay	0%	0%	26%	74%	0%	100%
Gordon Head	0%	0%	24%	76%	0%	100%
North Quadra	0%	0%	35%	65%	0%	100%
Quadra	0%	0%	16%	84%	0%	100%
Royal Oak	0%	0%	18%	82%	0%	100%
Rural Saanich	0%	0%	36%	64%	0%	100%
Saanich	0%	0%	20%	80%	0%	100%
Shelbourne	0%	13%	20%	67%	13%	87%
Tillicum	0%	0%	36%	64%	0%	100%
Total	0%	1%	24%	75%	1%	99%

	Q6. Community fire safety education program					
	Not at all satisfied	Not very satisfied	Somewhat satisfied	Very satisfied	Bottom Two	Top Two
Male	3%	8%	44%	46%	10%	90%
Female	5%	4%	42%	49%	8%	92%
18 to 24	0%	11%	29%	60%	11%	89%
25 to 34	12%	0%	50%	38%	12%	88%
35 to 44	7%	2%	43%	48%	9%	91%
45 to 54	3%	9%	45%	43%	12%	88%
55 to 64	2%	9%	49%	40%	12%	88%
65 or older	1%	1%	43%	55%	2%	98%
Blenkinsop	0%	0%	89%	11%	0%	100%
Cadboro Bay	0%	0%	35%	65%	0%	100%
Carey	6%	14%	40%	40%	20%	80%
Cordova Bay	0%	2%	40%	57%	2%	98%
Gordon Head	2%	4%	40%	54%	6%	94%
North Quadra	5%	0%	28%	67%	5%	95%
Quadra	13%	1%	54%	32%	14%	86%
Royal Oak	3%	6%	27%	64%	9%	91%
Rural Saanich	0%	7%	18%	75%	7%	93%
Saanich	5%	18%	32%	45%	23%	77%
Shelbourne	1%	6%	59%	33%	8%	92%
Tillicum	2%	6%	63%	29%	8%	92%
Total	4%	6%	43%	48%	9%	91%

	Q6. Emergency preparedness program					
	Not at all satisfied	Not very satisfied	Somewhat satisfied	Very satisfied	Bottom Two	Top Two
Male	2%	9%	51%	37%	11%	89%
Female	6%	9%	47%	37%	15%	85%
18 to 24	0%	26%	28%	46%	26%	74%
25 to 34	27%	0%	27%	47%	27%	73%
35 to 44	0%	8%	60%	32%	8%	92%
45 to 54	3%	11%	57%	30%	13%	87%
55 to 64	3%	7%	54%	36%	10%	90%
65 or older	3%	3%	54%	40%	6%	94%
Blenkinsop	0%	13%	67%	20%	13%	87%
Cadboro Bay	0%	0%	85%	15%	0%	100%
Carey	0%	17%	48%	35%	17%	83%
Cordova Bay	0%	6%	67%	27%	6%	94%
Gordon Head	2%	8%	41%	48%	11%	89%
North Quadra	2%	9%	56%	33%	12%	88%
Quadra	15%	3%	47%	35%	18%	82%
Royal Oak	0%	2%	61%	37%	2%	98%
Rural Saanich	5%	0%	30%	65%	5%	95%
Saanich	11%	4%	60%	25%	15%	85%
Shelbourne	13%	13%	35%	39%	26%	74%
Tillicum	0%	23%	49%	28%	23%	77%
Total	4%	9%	49%	37%	13%	87%

	Q6. School fire safety program					
	Not at all satisfied	Not very satisfied	Somewhat satisfied	Very satisfied	Bottom Two	Top Two
Male	0%	3%	39%	59%	3%	97%
Female	1%	0%	32%	67%	1%	99%
18 to 24	0%	0%	29%	71%	0%	100%
25 to 34	0%	0%	16%	84%	0%	100%
35 to 44	0%	5%	40%	55%	5%	95%
45 to 54	1%	2%	37%	59%	3%	97%
55 to 64	0%	0%	42%	58%	0%	100%
65 or older	0%	0%	41%	59%	0%	100%
Blenkinsop	0%	0%	71%	29%	0%	100%
Cadboro Bay	0%	0%	30%	70%	0%	100%
Carey	0%	0%	37%	63%	0%	100%
Cordova Bay	3%	0%	43%	54%	3%	97%
Gordon Head	0%	3%	29%	67%	3%	97%
North Quadra	0%	0%	31%	69%	0%	100%
Quadra	0%	0%	21%	79%	0%	100%
Royal Oak	0%	0%	26%	74%	0%	100%
Rural Saanich	0%	0%	51%	49%	0%	100%
Saanich	0%	11%	39%	50%	11%	89%
Shelbourne	0%	0%	33%	67%	0%	100%
Tillicum	0%	0%	65%	35%	0%	100%
Total	0%	1%	36%	63%	2%	98%

	Q6. Police services					
	Not at all satisfied	Not very satisfied	Somewhat satisfied	Very satisfied	Bottom Two	Top Two
Male	0%	2%	43%	56%	2%	98%
Female	1%	4%	37%	59%	5%	95%
18 to 24	0%	0%	49%	51%	0%	100%
25 to 34	0%	0%	51%	49%	0%	100%
35 to 44	0%	2%	49%	49%	2%	98%
45 to 54	1%	3%	39%	57%	4%	96%
55 to 64	2%	4%	33%	61%	6%	94%
65 or older	0%	4%	31%	65%	4%	96%
Blenkinsop	0%	0%	32%	68%	0%	100%
Cadboro Bay	0%	3%	22%	75%	3%	97%
Carey	1%	2%	53%	44%	3%	97%
Cordova Bay	0%	0%	52%	48%	0%	100%
Gordon Head	0%	1%	38%	61%	1%	99%
North Quadra	0%	6%	59%	35%	6%	94%
Quadra	0%	0%	29%	71%	0%	100%
Royal Oak	1%	4%	13%	81%	6%	94%
Rural Saanich	0%	4%	22%	73%	4%	96%
Saanich	0%	15%	32%	53%	15%	85%
Shelbourne	1%	1%	46%	52%	2%	98%
Tillicum	1%	4%	45%	49%	5%	95%
Total	0%	3%	40%	57%	3%	97%

	Q6.Crime prevention programs					
	Not at all satisfied	Not very satisfied	Somewhat satisfied	Very satisfied	Bottom Two	Top Two
Male	1%	5%	60%	34%	5%	95%
Female	1%	9%	53%	38%	10%	90%
18 to 24	0%	0%	56%	44%	0%	100%
25 to 34	0%	19%	60%	21%	19%	81%
35 to 44	2%	4%	69%	26%	5%	95%
45 to 54	2%	7%	54%	37%	9%	91%
55 to 64	0%	6%	58%	36%	6%	94%
65 or older	0%	6%	50%	44%	6%	94%
Blenkinsop	0%	0%	95%	5%	0%	100%
Cadboro Bay	0%	4%	80%	17%	4%	96%
Carey	5%	3%	54%	38%	8%	92%
Cordova Bay	0%	8%	69%	22%	8%	92%
Gordon Head	0%	1%	49%	50%	1%	99%
North Quadra	0%	20%	57%	23%	20%	80%
Quadra	0%	0%	59%	41%	0%	100%
Royal Oak	0%	4%	54%	42%	4%	96%
Rural Saanich	0%	3%	56%	41%	3%	97%
Saanich	0%	21%	39%	40%	21%	79%
Shelbourne	0%	17%	45%	39%	17%	83%
Tillicum	0%	8%	68%	24%	8%	92%
Total	1%	7%	56%	36%	7%	93%



	Q6. Police presence and visibility					
	Not at all satisfied	Not very satisfied	Somewhat satisfied	Very satisfied	Bottom Two	Top Two
Male	1%	6%	46%	47%	7%	93%
Female	1%	6%	48%	45%	7%	93%
18 to 24	0%	0%	62%	38%	0%	100%
25 to 34	0%	15%	41%	44%	15%	85%
35 to 44	2%	6%	42%	50%	8%	92%
45 to 54	2%	5%	45%	48%	7%	93%
55 to 64	1%	5%	49%	44%	7%	93%
65 or older	2%	5%	47%	47%	7%	93%
Blenkinsop	0%	0%	100%	0%	0%	100%
Cadboro Bay	0%	6%	30%	63%	6%	94%
Carey	2%	4%	42%	52%	7%	93%
Cordova Bay	1%	1%	63%	34%	3%	97%
Gordon Head	0%	7%	47%	46%	7%	93%
North Quadra	3%	11%	51%	35%	14%	86%
Quadra	0%	13%	37%	49%	13%	87%
Royal Oak	0%	3%	30%	68%	3%	97%
Rural Saanich	0%	2%	59%	38%	2%	98%
Saanich	4%	0%	53%	43%	4%	96%
Shelbourne	3%	7%	46%	44%	10%	90%
Tillicum	0%	6%	53%	42%	6%	94%
Total	1%	6%	47%	46%	7%	93%



	Q6. Police road safety programs					
	Not at all satisfied	Not very satisfied	Somewhat satisfied	Very satisfied	Bottom Two	Top Two
Male	1%	7%	50%	42%	8%	92%
Female	2%	9%	44%	46%	10%	90%
18 to 24	0%	0%	58%	42%	0%	100%
25 to 34	0%	24%	45%	31%	24%	76%
35 to 44	3%	2%	51%	44%	5%	95%
45 to 54	2%	12%	41%	45%	14%	86%
55 to 64	1%	6%	52%	42%	6%	94%
65 or older	0%	3%	43%	54%	4%	96%
Blenkinsop	0%	5%	79%	15%	5%	95%
Cadboro Bay	0%	0%	40%	60%	0%	100%
Carey	5%	5%	50%	41%	9%	91%
Cordova Bay	0%	4%	67%	29%	4%	96%
Gordon Head	0%	10%	41%	50%	10%	90%
North Quadra	0%	12%	38%	51%	12%	88%
Quadra	2%	10%	50%	37%	12%	88%
Royal Oak	0%	2%	39%	59%	2%	98%
Rural Saanich	0%	5%	35%	59%	5%	95%
Saanich	0%	17%	42%	41%	17%	83%
Shelbourne	2%	17%	34%	47%	19%	81%
Tillicum	0%	3%	65%	32%	3%	97%
Total	1%	8%	47%	44%	9%	91%



	Q6. Maintenance of parks and trails					
	Not at all satisfied	Not very satisfied	Somewhat satisfied	Very satisfied	Bottom Two	Top Two
Male	0%	2%	38%	60%	2%	98%
Female	0%	4%	27%	69%	4%	96%
18 to 24	0%	0%	48%	52%	0%	100%
25 to 34	0%	7%	7%	86%	7%	93%
35 to 44	0%	0%	36%	64%	0%	100%
45 to 54	0%	3%	38%	60%	3%	97%
55 to 64	1%	4%	32%	63%	6%	94%
65 or older	0%	2%	33%	65%	2%	98%
Blenkinsop	0%	0%	24%	76%	0%	100%
Cadboro Bay	0%	0%	54%	46%	0%	100%
Carey	1%	4%	32%	64%	4%	96%
Cordova Bay	0%	4%	27%	69%	4%	96%
Gordon Head	0%	1%	30%	69%	1%	99%
North Quadra	0%	6%	23%	72%	6%	94%
Quadra	0%	2%	25%	73%	2%	98%
Royal Oak	0%	1%	24%	75%	1%	99%
Rural Saanich	0%	0%	32%	68%	0%	100%
Saanich	0%	0%	26%	74%	0%	100%
Shelbourne	0%	9%	46%	45%	9%	91%
Tillicum	1%	2%	52%	45%	3%	97%
Total	0%	3%	32%	65%	3%	97%



	Q6. Quality of recreation programs and services					
	Not at all satisfied	Not very satisfied	Somewhat satisfied	Very satisfied	Bottom Two	Top Two
Male	0%	0%	32%	67%	0%	100%
Female	0%	1%	32%	67%	1%	99%
18 to 24	0%	0%	54%	46%	0%	100%
25 to 34	0%	0%	41%	59%	0%	100%
35 to 44	0%	0%	24%	76%	0%	100%
45 to 54	0%	1%	26%	73%	1%	99%
55 to 64	0%	1%	31%	68%	1%	99%
65 or older	0%	1%	28%	71%	1%	99%
Blenkinsop	0%	0%	11%	89%	0%	100%
Cadboro Bay	0%	0%	58%	42%	0%	100%
Carey	0%	1%	39%	61%	1%	99%
Cordova Bay	0%	0%	33%	67%	0%	100%
Gordon Head	0%	1%	24%	75%	1%	99%
North Quadra	0%	0%	31%	69%	0%	100%
Quadra	0%	0%	26%	74%	0%	100%
Royal Oak	0%	2%	25%	73%	2%	98%
Rural Saanich	0%	0%	39%	61%	0%	100%
Saanich	0%	3%	39%	59%	3%	97%
Shelbourne	0%	1%	34%	65%	1%	99%
Tillicum	0%	0%	38%	62%	0%	100%
Total	0%	1%	32%	67%	1%	99%

	Q6. Quality of arts, cultural and community events					
	Not at all satisfied	Not very satisfied	Somewhat satisfied	Very satisfied	Bottom Two	Top Two
Male	1%	8%	51%	40%	9%	91%
Female	0%	12%	50%	39%	12%	88%
18 to 24	0%	10%	44%	46%	10%	90%
25 to 34	0%	26%	45%	30%	26%	74%
35 to 44	0%	11%	52%	37%	11%	89%
45 to 54	1%	11%	56%	32%	12%	88%
55 to 64	1%	7%	50%	42%	8%	92%
65 or older	0%	3%	50%	47%	4%	96%
Blenkinsop	0%	0%	95%	5%	0%	100%
Cadboro Bay	0%	0%	97%	3%	0%	100%
Carey	2%	5%	59%	34%	7%	93%
Cordova Bay	0%	7%	52%	41%	7%	93%
Gordon Head	0%	17%	36%	46%	18%	82%
North Quadra	0%	19%	44%	37%	19%	81%
Quadra	0%	13%	43%	44%	13%	87%
Royal Oak	0%	6%	41%	53%	6%	94%
Rural Saanich	0%	7%	64%	29%	7%	93%
Saanich	0%	9%	50%	42%	9%	91%
Shelbourne	0%	10%	44%	46%	10%	90%
Tillicum	2%	4%	61%	33%	6%	94%
Total	0%	10%	50%	39%	11%	89%

	Q6. Website (www.saanich.ca)					
	Not at all satisfied	Not very satisfied	Somewhat satisfied	Very satisfied	Bottom Two	Top Two
Male	2%	1%	50%	47%	3%	97%
Female	1%	4%	39%	56%	5%	95%
18 to 24	0%	18%	59%	23%	18%	82%
25 to 34	0%	0%	28%	72%	0%	100%
35 to 44	2%	0%	42%	56%	2%	98%
45 to 54	2%	1%	50%	47%	3%	97%
55 to 64	1%	1%	47%	51%	2%	98%
65 or older	2%	4%	42%	52%	6%	94%
Blenkinsop	0%	0%	79%	21%	0%	100%
Cadboro Bay	0%	0%	76%	24%	0%	100%
Carey	0%	2%	58%	40%	2%	98%
Cordova Bay	2%	0%	33%	65%	2%	98%
Gordon Head	1%	2%	42%	56%	2%	98%
North Quadra	9%	2%	46%	43%	11%	89%
Quadra	1%	0%	23%	76%	1%	99%
Royal Oak	0%	0%	43%	57%	0%	100%
Rural Saanich	0%	2%	48%	49%	2%	98%
Saanich	0%	0%	27%	73%	0%	100%
Shelbourne	2%	2%	42%	55%	3%	97%
Tillicum	3%	22%	50%	24%	26%	74%
Total	1%	3%	44%	52%	4%	96%

	Q6. Residential garbage pick up					
	Not at all satisfied	Not very satisfied	Somewhat satisfied	Very satisfied	Bottom Two	Top Two
Male	2%	8%	25%	65%	10%	90%
Female	3%	4%	24%	69%	7%	93%
18 to 24	0%	0%	36%	64%	0%	100%
25 to 34	0%	0%	14%	86%	0%	100%
35 to 44	2%	14%	22%	63%	15%	85%
45 to 54	7%	6%	24%	63%	13%	87%
55 to 64	4%	8%	27%	61%	12%	88%
65 or older	2%	5%	26%	68%	7%	93%
Blenkinsop	0%	0%	27%	73%	0%	100%
Cadboro Bay	3%	10%	26%	62%	12%	88%
Carey	5%	3%	30%	62%	8%	92%
Cordova Bay	0%	15%	14%	71%	15%	85%
Gordon Head	1%	7%	25%	67%	8%	92%
North Quadra	6%	4%	31%	59%	10%	90%
Quadra	1%	0%	22%	77%	1%	99%
Royal Oak	1%	5%	18%	75%	7%	93%
Rural Saanich	4%	2%	38%	55%	6%	94%
Saanich	0%	0%	18%	82%	0%	100%
Shelbourne	5%	7%	12%	75%	13%	87%
Tillicum	5%	7%	36%	52%	12%	88%
Total	3%	6%	25%	67%	8%	92%

	Q6. Fall leaf collection program					
	Not at all satisfied	Not very satisfied	Somewhat satisfied	Very satisfied	Bottom Two	Top Two
Male	4%	7%	32%	56%	11%	89%
Female	2%	14%	32%	52%	16%	84%
18 to 24	0%	10%	55%	35%	10%	90%
25 to 34	0%	17%	9%	74%	17%	83%
35 to 44	2%	13%	37%	49%	15%	85%
45 to 54	7%	13%	33%	47%	20%	80%
55 to 64	5%	7%	28%	60%	12%	88%
65 or older	3%	6%	34%	57%	9%	91%
Blenkinsop	0%	20%	44%	36%	20%	80%
Cadboro Bay	0%	5%	32%	63%	5%	95%
Carey	7%	6%	45%	41%	13%	87%
Cordova Bay	0%	17%	35%	49%	17%	83%
Gordon Head	3%	3%	32%	63%	6%	94%
North Quadra	4%	6%	27%	62%	11%	89%
Quadra	0%	7%	17%	77%	7%	93%
Royal Oak	0%	25%	26%	48%	25%	75%
Rural Saanich	13%	0%	63%	24%	13%	87%
Saanich	5%	0%	22%	73%	5%	95%
Shelbourne	7%	18%	29%	47%	24%	76%
Tillicum	2%	30%	31%	37%	32%	68%
Total	3%	10%	32%	54%	14%	86%

	Q6. Condition, lighting and maintenance of streets and sidewalks					
	Not at all satisfied	Not very satisfied	Somewhat satisfied	Very satisfied	Bottom Two	Top Two
Male	5%	14%	43%	37%	19%	81%
Female	10%	19%	47%	24%	29%	71%
18 to 24	0%	0%	70%	30%	0%	100%
25 to 34	14%	14%	42%	30%	27%	73%
35 to 44	11%	24%	35%	29%	36%	64%
45 to 54	12%	25%	33%	29%	38%	62%
55 to 64	4%	18%	53%	25%	22%	78%
65 or older	5%	13%	47%	36%	17%	83%
Blenkinsop	0%	15%	35%	49%	15%	85%
Cadboro Bay	0%	13%	72%	15%	13%	87%
Carey	8%	16%	50%	25%	25%	75%
Cordova Bay	4%	22%	28%	47%	25%	75%
Gordon Head	4%	18%	41%	36%	22%	78%
North Quadra	6%	17%	54%	23%	23%	77%
Quadra	9%	22%	44%	24%	32%	68%
Royal Oak	6%	5%	40%	49%	11%	89%
Rural Saanich	15%	4%	64%	17%	20%	80%
Saanich	4%	22%	42%	32%	26%	74%
Shelbourne	20%	12%	47%	21%	32%	68%
Tillicum	12%	21%	42%	25%	33%	67%
Total	8%	17%	45%	30%	24%	76%

	Q6. Design of streets, public spaces and boulevard areas					
	Not at all satisfied	Not very satisfied	Somewhat satisfied	Very satisfied	Bottom Two	Top Two
Male	4%	13%	52%	31%	16%	84%
Female	5%	10%	54%	31%	15%	85%
18 to 24	0%	0%	62%	38%	0%	100%
25 to 34	0%	0%	70%	30%	0%	100%
35 to 44	9%	7%	51%	32%	16%	84%
45 to 54	8%	21%	41%	30%	29%	71%
55 to 64	4%	16%	49%	30%	21%	79%
65 or older	2%	12%	55%	31%	14%	86%
Blenkinsop	0%	5%	46%	49%	5%	95%
Cadboro Bay	0%	17%	66%	17%	17%	83%
Carey	10%	9%	55%	25%	20%	80%
Cordova Bay	1%	11%	50%	37%	13%	87%
Gordon Head	3%	11%	45%	40%	14%	86%
North Quadra	5%	14%	61%	20%	19%	81%
Quadra	2%	2%	62%	33%	4%	96%
Royal Oak	5%	8%	60%	27%	13%	87%
Rural Saanich	9%	18%	50%	23%	27%	73%
Saanich	4%	8%	48%	40%	12%	88%
Shelbourne	3%	13%	50%	34%	16%	84%
Tillicum	3%	22%	52%	23%	25%	75%
Total	4%	11%	53%	31%	16%	85%

	Q6. Bylaw enforcement for issues such as noise, parking and property					
	Not at all satisfied	Not very satisfied	Somewhat satisfied	Very satisfied	Bottom Two	Top Two
Male	8%	8%	54%	29%	17%	83%
Female	4%	10%	54%	31%	15%	85%
18 to 24	0%	0%	59%	41%	0%	100%
25 to 34	11%	9%	53%	28%	19%	81%
35 to 44	4%	9%	51%	36%	13%	87%
45 to 54	12%	12%	55%	21%	24%	76%
55 to 64	5%	12%	53%	30%	16%	84%
65 or older	4%	11%	54%	31%	15%	85%
Blenkinsop	0%	18%	27%	54%	18%	82%
Cadboro Bay	8%	7%	42%	44%	14%	86%
Carey	2%	11%	59%	27%	13%	87%
Cordova Bay	9%	5%	68%	19%	14%	86%
Gordon Head	11%	7%	51%	30%	18%	82%
North Quadra	15%	10%	64%	11%	25%	75%
Quadra	5%	17%	46%	32%	21%	79%
Royal Oak	0%	2%	62%	36%	2%	98%
Rural Saanich	5%	8%	37%	50%	13%	87%
Saanich	11%	17%	31%	41%	28%	72%
Shelbourne	4%	9%	48%	39%	13%	87%
Tillicum	2%	10%	74%	15%	12%	88%
Total	6%	9%	54%	30%	16%	84%

	Q6. Animal control services					
	Not at all satisfied	Not very satisfied	Somewhat satisfied	Very satisfied	Bottom Two	Top Two
Male	4%	10%	45%	42%	14%	86%
Female	3%	10%	35%	52%	13%	87%
18 to 24	0%	11%	14%	75%	11%	89%
25 to 34	0%	10%	33%	56%	10%	90%
35 to 44	0%	5%	52%	43%	5%	95%
45 to 54	9%	9%	40%	42%	18%	82%
55 to 64	5%	9%	50%	36%	14%	86%
65 or older	2%	14%	40%	44%	16%	84%
Blenkinsop	0%	0%	89%	11%	0%	100%
Cadboro Bay	11%	7%	39%	43%	18%	82%
Carey	5%	4%	51%	40%	9%	91%
Cordova Bay	2%	14%	37%	47%	15%	85%
Gordon Head	4%	6%	24%	66%	10%	90%
North Quadra	10%	11%	55%	24%	21%	79%
Quadra	2%	22%	27%	50%	23%	77%
Royal Oak	1%	7%	37%	55%	8%	92%
Rural Saanich	0%	7%	28%	65%	7%	93%
Saanich	0%	0%	34%	66%	0%	100%
Shelbourne	2%	13%	58%	28%	14%	86%
Tillicum	2%	26%	44%	27%	28%	72%
Total	3%	10%	40%	47%	14%	86%

	Q6. Building inspections and permits					
	Not at all satisfied	Not very satisfied	Somewhat satisfied	Very satisfied	Bottom Two	Top Two
Male	5%	12%	47%	36%	17%	83%
Female	6%	13%	57%	24%	19%	81%
18 to 24	0%	0%	46%	54%	0%	100%
25 to 34	0%	0%	62%	38%	0%	100%
35 to 44	5%	16%	64%	16%	20%	80%
45 to 54	12%	20%	45%	24%	31%	69%
55 to 64	8%	12%	49%	31%	20%	80%
65 or older	4%	14%	50%	31%	19%	81%
Blenkinsop	13%	45%	42%	0%	58%	42%
Cadboro Bay	0%	11%	43%	47%	11%	89%
Carey	5%	10%	60%	25%	14%	86%
Cordova Bay	8%	10%	46%	35%	19%	81%
Gordon Head	5%	11%	45%	39%	16%	84%
North Quadra	16%	11%	55%	17%	28%	72%
Quadra	5%	10%	62%	23%	15%	85%
Royal Oak	0%	23%	38%	38%	23%	77%
Rural Saanich	3%	8%	69%	20%	11%	89%
Saanich	8%	21%	45%	27%	29%	71%
Shelbourne	6%	4%	50%	39%	11%	89%
Tillicum	3%	31%	45%	22%	34%	66%
Total	6%	12%	51%	31%	18%	82%

	Q6. Quality of drinking water					
	Not at all satisfied	Not very satisfied	Somewhat satisfied	Very satisfied	Bottom Two	Top Two
Male	0%	1%	19%	79%	1%	99%
Female	1%	1%	14%	84%	2%	98%
18 to 24	0%	0%	18%	82%	0%	100%
25 to 34	0%	0%	7%	93%	0%	100%
35 to 44	2%	0%	19%	79%	2%	98%
45 to 54	1%	2%	23%	74%	3%	97%
55 to 64	0%	3%	14%	83%	3%	97%
65 or older	0%	1%	16%	83%	1%	99%
Blenkinsop	0%	0%	5%	95%	0%	100%
Cadboro Bay	0%	3%	0%	97%	3%	97%
Carey	0%	1%	24%	76%	1%	99%
Cordova Bay	0%	3%	5%	92%	3%	97%
Gordon Head	0%	2%	9%	89%	2%	98%
North Quadra	0%	0%	32%	68%	0%	100%
Quadra	0%	1%	9%	90%	1%	99%
Royal Oak	0%	0%	10%	90%	0%	100%
Rural Saanich	5%	0%	29%	66%	5%	95%
Saanich	0%	2%	35%	63%	2%	98%
Shelbourne	0%	1%	13%	86%	1%	99%
Tillicum	3%	1%	32%	64%	4%	96%
Total	0%	1%	17%	82%	2%	98%

	Q6. Storm water drainage and flood control					
	Not at all satisfied	Not very satisfied	Somewhat satisfied	Very satisfied	Bottom Two	Top Two
Male	2%	7%	38%	53%	9%	91%
Female	8%	11%	44%	38%	18%	82%
18 to 24	10%	0%	10%	80%	10%	90%
25 to 34	0%	14%	34%	52%	14%	86%
35 to 44	4%	6%	46%	45%	9%	91%
45 to 54	8%	10%	44%	39%	18%	82%
55 to 64	4%	12%	48%	36%	16%	84%
65 or older	5%	8%	48%	39%	13%	87%
Blenkinsop	0%	11%	73%	17%	11%	89%
Cadboro Bay	8%	22%	36%	33%	31%	69%
Carey	7%	11%	37%	45%	18%	82%
Cordova Bay	3%	0%	50%	46%	3%	97%
Gordon Head	2%	4%	35%	59%	6%	94%
North Quadra	2%	8%	41%	49%	10%	90%
Quadra	0%	12%	38%	50%	12%	88%
Royal Oak	6%	18%	38%	39%	23%	77%
Rural Saanich	5%	0%	47%	47%	5%	95%
Saanich	9%	7%	30%	54%	16%	84%
Shelbourne	4%	17%	46%	34%	20%	80%
Tillicum	19%	5%	53%	24%	24%	76%
Total	5%	9%	41%	45%	14%	86%

	Q6. Land use planning					
	Not at all satisfied	Not very satisfied	Somewhat satisfied	Very satisfied	Bottom Two	Top Two
Male	3%	14%	59%	23%	18%	82%
Female	4%	18%	57%	21%	22%	78%
18 to 24	0%	13%	71%	16%	13%	87%
25 to 34	0%	14%	41%	45%	14%	86%
35 to 44	2%	18%	59%	21%	20%	80%
45 to 54	4%	19%	57%	20%	23%	77%
55 to 64	6%	20%	59%	16%	26%	74%
65 or older	6%	11%	59%	24%	17%	83%
Blenkinsop	0%	0%	100%	0%	0%	100%
Cadboro Bay	0%	17%	60%	22%	17%	83%
Carey	3%	8%	66%	23%	11%	89%
Cordova Bay	6%	20%	39%	35%	26%	74%
Gordon Head	2%	25%	53%	20%	27%	73%
North Quadra	4%	17%	64%	16%	20%	80%
Quadra	1%	8%	65%	26%	9%	91%
Royal Oak	3%	4%	74%	20%	6%	94%
Rural Saanich	10%	7%	63%	21%	17%	83%
Saanich	0%	25%	46%	29%	25%	75%
Shelbourne	3%	16%	55%	26%	18%	82%
Tillicum	13%	32%	44%	11%	45%	55%
Total	4%	16%	58%	22%	20%	80%

	Q6. Ease of travel by bicycle					
	Not at all satisfied	Not very satisfied	Somewhat satisfied	Very satisfied	Bottom Two	Top Two
Male	5%	14%	48%	33%	19%	81%
Female	7%	21%	46%	26%	28%	72%
18 to 24	0%	20%	60%	20%	20%	80%
25 to 34	9%	35%	26%	30%	44%	56%
35 to 44	9%	17%	41%	33%	25%	75%
45 to 54	5%	11%	57%	26%	16%	84%
55 to 64	3%	14%	49%	34%	17%	83%
65 or older	9%	15%	43%	33%	24%	76%
Blenkinsop	7%	11%	81%	0%	19%	81%
Cadboro Bay	12%	7%	68%	14%	18%	82%
Carey	4%	14%	39%	42%	18%	82%
Cordova Bay	4%	9%	55%	32%	13%	87%
Gordon Head	5%	18%	45%	32%	23%	77%
North Quadra	6%	25%	38%	32%	30%	70%
Quadra	12%	19%	53%	16%	31%	69%
Royal Oak	1%	2%	52%	45%	3%	97%
Rural Saanich	5%	14%	73%	8%	19%	81%
Saanich	0%	21%	55%	24%	21%	79%
Shelbourne	10%	27%	35%	28%	36%	64%
Tillicum	6%	35%	36%	23%	40%	60%
Total	6%	17%	47%	30%	23%	77%

	Q6. Ease of pedestrian travel					
	Not at all satisfied	Not very satisfied	Somewhat satisfied	Very satisfied	Bottom Two	Top Two
Male	2%	13%	48%	37%	15%	85%
Female	6%	15%	45%	35%	20%	80%
18 to 24	0%	8%	46%	46%	8%	92%
25 to 34	0%	15%	41%	44%	15%	85%
35 to 44	8%	19%	44%	29%	27%	73%
45 to 54	8%	17%	47%	29%	24%	76%
55 to 64	4%	14%	51%	31%	18%	82%
65 or older	3%	10%	48%	40%	13%	87%
Blenkinsop	0%	10%	40%	49%	10%	90%
Cadboro Bay	0%	6%	52%	42%	6%	94%
Carey	8%	7%	52%	34%	15%	85%
Cordova Bay	2%	18%	60%	20%	20%	80%
Gordon Head	1%	18%	42%	39%	19%	81%
North Quadra	2%	6%	44%	49%	8%	92%
Quadra	3%	11%	51%	35%	14%	86%
Royal Oak	0%	8%	43%	49%	8%	92%
Rural Saanich	18%	22%	18%	42%	40%	60%
Saanich	0%	13%	66%	21%	13%	87%
Shelbourne	6%	11%	42%	40%	18%	82%
Tillicum	9%	33%	41%	18%	42%	58%
Total	4%	14%	46%	36%	18%	82%

	Q6. Ease of travel by bus					
	Not at all satisfied	Not very satisfied	Somewhat satisfied	Very satisfied	Bottom Two	Top Two
Male	1%	9%	47%	42%	10%	90%
Female	4%	10%	43%	43%	14%	86%
18 to 24	0%	0%	51%	49%	0%	100%
25 to 34	0%	16%	58%	26%	16%	84%
35 to 44	7%	12%	46%	36%	18%	82%
45 to 54	2%	12%	52%	34%	15%	85%
55 to 64	4%	10%	34%	53%	13%	87%
65 or older	3%	6%	36%	55%	9%	91%
Blenkinsop	5%	23%	19%	52%	29%	71%
Cadboro Bay	0%	17%	26%	57%	17%	83%
Carey	5%	4%	51%	39%	9%	91%
Cordova Bay	3%	13%	51%	33%	16%	84%
Gordon Head	0%	10%	41%	49%	10%	90%
North Quadra	5%	6%	51%	38%	11%	89%
Quadra	1%	23%	44%	32%	24%	76%
Royal Oak	0%	6%	33%	61%	6%	94%
Rural Saanich	13%	19%	64%	3%	32%	68%
Saanich	3%	6%	38%	54%	9%	91%
Shelbourne	1%	4%	56%	39%	5%	95%
Tillicum	3%	3%	39%	54%	6%	94%
Total	3%	10%	45%	43%	12%	88%

	Q6. Services for the economically disadvantaged					
	Not at all satisfied	Not very satisfied	Somewhat satisfied	Very satisfied	Bottom Two	Top Two
Male	2%	15%	55%	28%	17%	83%
Female	9%	12%	60%	19%	22%	78%
18 to 24	0%	0%	41%	59%	0%	100%
25 to 34	11%	0%	54%	35%	11%	89%
35 to 44	5%	21%	54%	20%	26%	74%
45 to 54	7%	15%	63%	15%	22%	78%
55 to 64	7%	13%	65%	15%	20%	80%
65 or older	4%	22%	59%	15%	26%	74%
Blenkinsop	0%	28%	59%	13%	28%	72%
Cadboro Bay	0%	27%	51%	22%	27%	73%
Carey	1%	12%	78%	10%	13%	87%
Cordova Bay	4%	18%	35%	43%	23%	77%
Gordon Head	9%	11%	41%	39%	21%	79%
North Quadra	4%	14%	77%	6%	17%	83%
Quadra	7%	13%	54%	25%	21%	79%
Royal Oak	7%	14%	49%	29%	21%	79%
Rural Saanich	0%	12%	84%	3%	12%	88%
Saanich	0%	19%	68%	13%	19%	81%
Shelbourne	9%	4%	62%	25%	13%	87%
Tillicum	13%	25%	39%	22%	38%	62%
Total	6%	14%	57%	23%	19%	81%



	Q7. Visited a public library in Saanich				
	Never	Once or twice	Three or four times	Once every 1 to 2	At least once a
Male	27%	24%	12%	7%	29%
Female	29%	11%	16%	9%	35%
18 to 24	10%	30%	34%	8%	18%
25 to 34	51%	8%	14%	0%	27%
35 to 44	12%	12%	10%	7%	59%
45 to 54	29%	20%	14%	12%	25%
55 to 64	33%	13%	13%	9%	32%
65 or older	29%	20%	9%	10%	33%
Blenkinsop	66%	11%	0%	0%	23%
Cadboro Bay	21%	11%	3%	14%	51%
Carey	28%	24%	13%	11%	24%
Cordova Bay	33%	20%	4%	10%	32%
Gordon Head	20%	23%	21%	4%	32%
North Quadra	49%	11%	3%	6%	30%
Quadra	10%	15%	21%	11%	43%
Royal Oak	36%	12%	16%	10%	26%
Rural Saanich	19%	3%	24%	12%	43%
Saanich	44%	17%	11%	2%	26%
Shelbourne	36%	14%	14%	2%	34%
Tillicum	19%	16%	13%	21%	30%
Total	28%	17%	14%	8%	32%



	Q7. Attended a Saanich arts or cultural program or event				
	Never	Once or twice	Three or four times	Once every 1 to 2	At least once a
Male	52%	28%	11%	4%	5%
Female	38%	34%	14%	4%	9%
18 to 24	66%	26%	8%	0%	0%
25 to 34	42%	36%	15%	0%	7%
35 to 44	25%	33%	18%	8%	15%
45 to 54	48%	33%	10%	2%	6%
55 to 64	39%	35%	11%	8%	6%
65 or older	47%	25%	13%	6%	10%
Blenkinsop	27%	49%	18%	5%	0%
Cadboro Bay	75%	17%	8%	0%	0%
Carey	49%	27%	15%	4%	4%
Cordova Bay	52%	37%	9%	1%	1%
Gordon Head	40%	38%	10%	6%	7%
North Quadra	47%	29%	12%	3%	8%
Quadra	36%	25%	11%	8%	21%
Royal Oak	42%	28%	18%	5%	7%
Rural Saanich	47%	31%	9%	2%	11%
Saanich	51%	33%	9%	2%	6%
Shelbourne	49%	19%	22%	3%	7%
Tillicum	32%	44%	7%	7%	10%
Total	45%	31%	12%	4%	8%



	Q7.Used public transit in Saanich				
	Never	Once or twice	Three or four times	Once every 1 to 2	At least once a
Male	33%	22%	13%	5%	26%
Female	35%	14%	11%	10%	29%
18 to 24	0%	20%	10%	0%	70%
25 to 34	30%	14%	14%	14%	29%
35 to 44	26%	23%	12%	14%	25%
45 to 54	39%	19%	9%	6%	28%
55 to 64	34%	18%	17%	7%	24%
65 or older	51%	17%	12%	7%	11%
Blenkinsop	32%	54%	0%	0%	13%
Cadboro Bay	41%	9%	34%	6%	11%
Carey	35%	17%	15%	5%	29%
Cordova Bay	47%	34%	5%	1%	12%
Gordon Head	31%	18%	12%	6%	33%
North Quadra	26%	28%	6%	29%	12%
Quadra	34%	8%	23%	10%	25%
Royal Oak	40%	20%	15%	6%	20%
Rural Saanich	41%	13%	7%	5%	33%
Saanich	29%	19%	7%	4%	40%
Shelbourne	30%	11%	5%	10%	43%
Tillicum	33%	15%	13%	7%	32%
Total	34%	18%	12%	8%	27%



	Q7. Walked in Saanich as a recreational activity				
	Never	Once or twice	Three or four times	Once every 1 to 2	At least once a
Male	6%	13%	16%	4%	61%
Female	7%	7%	12%	4%	70%
18 to 24	10%	20%	10%	0%	60%
25 to 34	7%	15%	24%	0%	54%
35 to 44	3%	3%	12%	7%	75%
45 to 54	4%	7%	10%	2%	77%
55 to 64	2%	9%	13%	7%	68%
65 or older	13%	10%	13%	6%	58%
Blenkinsop	0%	5%	17%	0%	78%
Cadboro Bay	5%	30%	9%	3%	53%
Carey	6%	6%	18%	1%	68%
Cordova Bay	8%	5%	20%	3%	64%
Gordon Head	2%	14%	14%	5%	65%
North Quadra	6%	4%	15%	4%	71%
Quadra	4%	13%	10%	5%	68%
Royal Oak	2%	4%	21%	1%	72%
Rural Saanich	0%	11%	6%	4%	78%
Saanich	28%	19%	4%	7%	41%
Shelbourne	17%	7%	7%	4%	65%
Tillicum	10%	10%	12%	7%	62%
Total	7%	10%	14%	4%	66%



	Q7.Walked in Saanich as a commuter				
	Never	Once or twice	Three or four times	Once every 1 to 2	At least once a
Male	48%	10%	12%	3%	27%
Female	39%	11%	9%	3%	38%
18 to 24	10%	10%	28%	0%	52%
25 to 34	30%	29%	7%	0%	34%
35 to 44	33%	12%	8%	7%	40%
45 to 54	42%	7%	11%	5%	35%
55 to 64	50%	9%	8%	2%	31%
65 or older	66%	6%	7%	2%	19%
Blenkinsop	22%	54%	0%	0%	23%
Cadboro Bay	54%	0%	33%	0%	13%
Carey	50%	6%	20%	4%	20%
Cordova Bay	60%	15%	4%	0%	21%
Gordon Head	36%	15%	8%	3%	38%
North Quadra	50%	12%	1%	3%	34%
Quadra	40%	14%	3%	7%	36%
Royal Oak	46%	8%	16%	0%	30%
Rural Saanich	46%	9%	28%	3%	14%
Saanich	46%	5%	2%	4%	43%
Shelbourne	24%	10%	5%	4%	57%
Tillicum	45%	3%	9%	2%	41%
Total	43%	11%	10%	3%	33%



	Q7. Cycled in Saanich as a recreational activity				
	Never	Once or twice	Three or four times	Once every 1 to 2	At least once a
Male	41%	11%	11%	12%	26%
Female	53%	9%	10%	7%	20%
18 to 24	38%	18%	8%	20%	16%
25 to 34	36%	22%	22%	7%	14%
35 to 44	28%	10%	13%	10%	39%
45 to 54	37%	6%	9%	16%	33%
55 to 64	55%	9%	8%	5%	24%
65 or older	71%	5%	8%	3%	13%
Blenkinsop	17%	16%	49%	0%	18%
Cadboro Bay	82%	0%	3%	0%	15%
Carey	47%	6%	14%	17%	16%
Cordova Bay	32%	12%	9%	20%	27%
Gordon Head	37%	18%	10%	13%	22%
North Quadra	45%	19%	10%	3%	23%
Quadra	37%	14%	8%	7%	34%
Royal Oak	45%	0%	20%	12%	22%
Rural Saanich	52%	6%	7%	15%	21%
Saanich	85%	0%	4%	0%	11%
Shelbourne	68%	6%	7%	0%	19%
Tillicum	51%	4%	3%	2%	40%
Total	47%	10%	10%	9%	23%



	Q7. Cycled in Saanich as a commuter				
	Never	Once or twice	Three or four times	Once every 1 to 2	At least once a
Male	68%	7%	7%	5%	13%
Female	72%	9%	4%	2%	12%
18 to 24	46%	18%	0%	10%	26%
25 to 34	49%	20%	24%	0%	7%
35 to 44	54%	7%	6%	5%	27%
45 to 54	68%	8%	5%	7%	13%
55 to 64	83%	3%	2%	1%	11%
65 or older	93%	1%	1%	1%	4%
Blenkinsop	46%	49%	0%	0%	5%
Cadboro Bay	92%	0%	3%	3%	3%
Carey	73%	12%	9%	3%	4%
Cordova Bay	83%	7%	2%	3%	5%
Gordon Head	55%	4%	14%	6%	21%
North Quadra	78%	7%	3%	5%	7%
Quadra	54%	24%	0%	5%	17%
Royal Oak	82%	12%	0%	2%	5%
Rural Saanich	69%	0%	4%	14%	13%
Saanich	87%	0%	0%	0%	13%
Shelbourne	82%	1%	2%	0%	15%
Tillicum	65%	3%	2%	0%	30%
Total	70%	8%	5%	4%	13%



	Q7. Used a Saanich recreation centre				
	Never	Once or twice	Three or four times	Once every 1 to 2	At least once a
Male	20%	12%	21%	8%	39%
Female	21%	20%	10%	6%	43%
18 to 24	0%	0%	38%	18%	44%
25 to 34	22%	29%	15%	0%	34%
35 to 44	3%	14%	10%	7%	66%
45 to 54	20%	15%	15%	7%	44%
55 to 64	26%	21%	9%	8%	37%
65 or older	36%	16%	14%	4%	31%
Blenkinsop	17%	49%	18%	5%	10%
Cadboro Bay	30%	6%	43%	5%	17%
Carey	17%	18%	25%	3%	38%
Cordova Bay	15%	14%	17%	8%	47%
Gordon Head	14%	16%	12%	13%	45%
North Quadra	33%	18%	9%	5%	35%
Quadra	15%	11%	10%	3%	61%
Royal Oak	34%	8%	22%	6%	31%
Rural Saanich	8%	13%	15%	0%	63%
Saanich	31%	39%	5%	5%	19%
Shelbourne	25%	11%	15%	5%	44%
Tillicum	28%	23%	3%	9%	37%
Total	21%	16%	15%	7%	41%



	Q7. Played golf at Cedar Hill Golf Course				
	Never	Once or twice	Three or four times	Once every 1 to 2	At least once a
Male	86%	5%	5%	0%	2%
Female	89%	5%	2%	2%	2%
18 to 24	100%	0%	0%	0%	0%
25 to 34	86%	7%	0%	7%	0%
35 to 44	86%	5%	7%	0%	2%
45 to 54	83%	8%	6%	0%	4%
55 to 64	80%	8%	7%	1%	4%
65 or older	92%	4%	2%	0%	2%
Blenkinsop	100%	0%	0%	0%	0%
Cadboro Bay	94%	3%	3%	0%	0%
Carey	86%	6%	6%	0%	2%
Cordova Bay	88%	3%	7%	1%	1%
Gordon Head	87%	6%	5%	0%	2%
North Quadra	96%	0%	4%	0%	0%
Quadra	82%	13%	4%	1%	0%
Royal Oak	73%	7%	4%	12%	4%
Rural Saanich	97%	3%	0%	0%	0%
Saanich	92%	6%	0%	0%	2%
Shelbourne	88%	6%	1%	0%	5%
Tillicum	89%	4%	2%	0%	6%
Total	87%	5%	4%	1%	2%



	Q7. Used a recreation centre in a neighbouring municipality				
	Never	Once or twice	Three or four times	Once every 1 to 2	At least once a
Male	51%	10%	15%	6%	17%
Female	40%	23%	9%	3%	24%
18 to 24	58%	24%	10%	0%	8%
25 to 34	29%	29%	15%	0%	27%
35 to 44	23%	17%	27%	11%	22%
45 to 54	43%	11%	12%	9%	26%
55 to 64	47%	19%	9%	4%	22%
65 or older	62%	12%	6%	4%	16%
Blenkinsop	32%	49%	13%	0%	5%
Cadboro Bay	84%	3%	8%	0%	6%
Carey	35%	13%	22%	10%	19%
Cordova Bay	60%	10%	8%	13%	8%
Gordon Head	47%	18%	9%	0%	26%
North Quadra	62%	21%	4%	0%	13%
Quadra	27%	28%	4%	4%	36%
Royal Oak	33%	21%	6%	4%	36%
Rural Saanich	44%	18%	14%	0%	24%
Saanich	64%	8%	2%	8%	18%
Shelbourne	40%	8%	29%	8%	15%
Tillicum	48%	25%	12%	3%	13%
Total	46%	17%	12%	5%	21%



	Q7. Visited a Saanich park				
	Never	Once or twice	Three or four times	Once every 1 to 2	At least once a
Male	9%	8%	17%	8%	58%
Female	5%	9%	20%	7%	59%
18 to 24	10%	10%	46%	0%	34%
25 to 34	8%	7%	22%	8%	54%
35 to 44	0%	6%	11%	9%	74%
45 to 54	5%	6%	11%	7%	71%
55 to 64	2%	8%	17%	12%	60%
65 or older	11%	13%	17%	8%	51%
Blenkinsop	0%	0%	71%	0%	29%
Cadboro Bay	6%	6%	36%	0%	53%
Carey	7%	6%	24%	7%	57%
Cordova Bay	9%	2%	20%	15%	53%
Gordon Head	13%	11%	5%	11%	60%
North Quadra	1%	11%	15%	0%	73%
Quadra	4%	9%	15%	4%	68%
Royal Oak	3%	3%	44%	5%	45%
Rural Saanich	4%	9%	32%	7%	48%
Saanich	2%	31%	10%	10%	46%
Shelbourne	8%	3%	12%	9%	67%
Tillicum	0%	13%	13%	8%	66%
Total	6%	9%	19%	8%	59%



	Q7. Used a trail in Saanich				
	Never	Once or twice	Three or four times	Once every 1 to 2	At least once a
Male	16%	10%	14%	11%	50%
Female	13%	8%	13%	5%	61%
18 to 24	20%	18%	20%	10%	32%
25 to 34	8%	0%	15%	15%	61%
35 to 44	8%	7%	18%	6%	60%
45 to 54	7%	9%	8%	6%	69%
55 to 64	15%	8%	12%	6%	59%
65 or older	24%	10%	12%	7%	46%
Blenkinsop	0%	6%	16%	0%	78%
Cadboro Bay	6%	12%	34%	6%	43%
Carey	14%	8%	21%	4%	52%
Cordova Bay	20%	12%	6%	17%	45%
Gordon Head	16%	13%	7%	15%	50%
North Quadra	10%	10%	11%	2%	67%
Quadra	4%	3%	11%	2%	80%
Royal Oak	11%	14%	28%	0%	48%
Rural Saanich	9%	5%	12%	2%	72%
Saanich	19%	8%	6%	23%	44%
Shelbourne	29%	5%	11%	7%	48%
Tillicum	15%	4%	13%	6%	63%
Total	14%	9%	13%	8%	56%



	Q7. Attended a Saanich public meeting about municipal				
	Never	Once or twice	Three or four times	Once every 1 to 2	At least once a
Male	75%	19%	3%	1%	2%
Female	77%	16%	3%	2%	2%
18 to 24	74%	18%	8%	0%	0%
25 to 34	100%	0%	0%	0%	0%
35 to 44	81%	16%	0%	2%	2%
45 to 54	75%	18%	2%	2%	4%
55 to 64	67%	24%	6%	1%	2%
65 or older	68%	21%	3%	4%	4%
Blenkinsop	82%	18%	0%	0%	0%
Cadboro Bay	80%	11%	8%	0%	0%
Carey	72%	24%	1%	2%	1%
Cordova Bay	79%	17%	1%	0%	3%
Gordon Head	81%	14%	1%	2%	2%
North Quadra	73%	21%	3%	2%	2%
Quadra	78%	16%	3%	0%	3%
Royal Oak	73%	18%	5%	3%	1%
Rural Saanich	70%	19%	2%	4%	5%
Saanich	81%	8%	5%	2%	4%
Shelbourne	76%	17%	2%	3%	2%
Tillicum	63%	15%	15%	3%	4%
Total	76%	17%	3%	2%	2%



	Q7. Used the Saanich municipal website (www.saanich.ca)				
	Never	Once or twice	Three or four times	Once every 1 to 2	At least once a
Male	32%	16%	21%	10%	21%
Female	24%	24%	20%	12%	19%
18 to 24	56%	28%	16%	0%	0%
25 to 34	30%	27%	22%	14%	7%
35 to 44	12%	21%	21%	12%	34%
45 to 54	16%	13%	24%	16%	31%
55 to 64	17%	19%	26%	13%	26%
65 or older	41%	18%	16%	11%	15%
Blenkinsop	6%	16%	60%	5%	13%
Cadboro Bay	11%	44%	18%	15%	12%
Carey	21%	28%	20%	9%	21%
Cordova Bay	27%	7%	19%	26%	21%
Gordon Head	43%	9%	21%	9%	17%
North Quadra	15%	31%	24%	9%	22%
Quadra	17%	22%	14%	21%	26%
Royal Oak	31%	14%	28%	6%	21%
Rural Saanich	9%	11%	33%	16%	32%
Saanich	32%	40%	11%	6%	10%
Shelbourne	44%	13%	15%	7%	21%
Tillicum	28%	28%	16%	12%	17%
Total	28%	20%	21%	12%	20%



	Q8. Reliance on: Property taxation			
	Less	Same	More	Don't Know
Male	37%	51%	8%	5%
Female	26%	55%	7%	11%
18 to 24	46%	36%	0%	18%
25 to 34	37%	36%	14%	14%
35 to 44	25%	59%	12%	5%
45 to 54	35%	54%	8%	4%
55 to 64	29%	56%	8%	7%
65 or older	24%	63%	5%	8%
Blenkinsop	56%	44%	0%	0%
Cadboro Bay	58%	36%	3%	3%
Carey	25%	63%	7%	4%
Cordova Bay	40%	50%	8%	1%
Gordon Head	26%	55%	7%	13%
North Quadra	28%	44%	13%	14%
Quadra	31%	63%	2%	4%
Royal Oak	30%	64%	2%	5%
Rural Saanich	46%	37%	12%	4%
Saanich	38%	23%	11%	28%
Shelbourne	32%	47%	16%	6%
Tillicum	25%	61%	4%	10%
Total	31%	53%	8%	8%



	Q8. Reliance on: User fees			
	Less	Same	More	Don't Know
Male	18%	58%	18%	6%
Female	16%	58%	14%	12%
18 to 24	10%	72%	0%	18%
25 to 34	7%	73%	14%	7%
35 to 44	12%	54%	29%	6%
45 to 54	16%	53%	24%	7%
55 to 64	27%	45%	17%	11%
65 or older	20%	60%	10%	10%
Blenkinsop	12%	83%	0%	5%
Cadboro Bay	17%	55%	25%	3%
Carey	17%	69%	8%	7%
Cordova Bay	14%	57%	23%	6%
Gordon Head	16%	60%	8%	15%
North Quadra	24%	53%	20%	3%
Quadra	8%	63%	25%	4%
Royal Oak	13%	56%	12%	18%
Rural Saanich	14%	75%	7%	4%
Saanich	18%	54%	17%	11%
Shelbourne	27%	32%	33%	8%
Tillicum	14%	53%	18%	15%
Total	17%	58%	16%	9%



	Q8. Reliance on: Reserves and savings			
	Less	Same	More	Don't Know
Male	24%	51%	13%	12%
Female	18%	50%	12%	19%
18 to 24	10%	44%	18%	28%
25 to 34	44%	36%	7%	14%
35 to 44	27%	52%	12%	9%
45 to 54	20%	54%	15%	11%
55 to 64	18%	52%	14%	15%
65 or older	15%	56%	11%	19%
Blenkinsop	12%	78%	5%	5%
Cadboro Bay	28%	34%	6%	33%
Carey	27%	50%	12%	12%
Cordova Bay	18%	68%	7%	7%
Gordon Head	20%	54%	5%	21%
North Quadra	21%	54%	9%	16%
Quadra	44%	37%	8%	11%
Royal Oak	10%	61%	8%	21%
Rural Saanich	9%	71%	15%	4%
Saanich	15%	28%	24%	33%
Shelbourne	19%	38%	32%	11%
Tillicum	12%	45%	29%	14%
Total	21%	50%	13%	16%



	Q8. Government grants			
	Less	Same	More	Don't Know
Male	7%	41%	44%	8%
Female	7%	39%	42%	13%
18 to 24	10%	36%	36%	18%
25 to 34	7%	42%	44%	7%
35 to 44	6%	42%	46%	6%
45 to 54	7%	41%	47%	6%
55 to 64	4%	37%	46%	13%
65 or older	7%	40%	39%	13%
Blenkinsop	0%	68%	27%	5%
Cadboro Bay	36%	26%	36%	3%
Carey	5%	37%	49%	9%
Cordova Bay	6%	62%	28%	5%
Gordon Head	2%	46%	36%	16%
North Quadra	7%	30%	55%	8%
Quadra	5%	42%	47%	6%
Royal Oak	5%	30%	46%	19%
Rural Saanich	4%	51%	38%	7%
Saanich	10%	28%	52%	11%
Shelbourne	16%	31%	47%	6%
Tillicum	0%	34%	49%	16%
Total	7%	40%	43%	10%



	Q8. Borrowing			
	Less	Same	More	Don't Know
Male	35%	45%	9%	10%
Female	24%	55%	7%	13%
18 to 24	18%	54%	10%	18%
25 to 34	42%	36%	7%	15%
35 to 44	26%	60%	8%	6%
45 to 54	36%	48%	7%	9%
55 to 64	25%	48%	13%	14%
65 or older	27%	55%	7%	11%
Blenkinsop	0%	95%	0%	5%
Cadboro Bay	55%	43%	0%	3%
Carey	34%	47%	8%	11%
Cordova Bay	31%	60%	6%	3%
Gordon Head	20%	52%	6%	23%
North Quadra	32%	57%	8%	2%
Quadra	38%	38%	15%	9%
Royal Oak	10%	71%	4%	15%
Rural Saanich	24%	59%	13%	4%
Saanich	46%	28%	8%	17%
Shelbourne	30%	45%	17%	8%
Tillicum	37%	42%	6%	14%
Total	29%	50%	8%	12%



	Q9. If faced with the following realistic choices, what would you advise Council to do?			
	Improve municipal services with higher taxes	Same level of municipal services with taxes unchanged	Reduced level of municipal services with lower taxes	No Opinion
Male	11%	72%	14%	3%
Female	11%	77%	10%	2%
18 to 24	0%	72%	28%	0%
25 to 34	7%	86%	7%	0%
35 to 44	21%	75%	5%	0%
45 to 54	15%	67%	14%	4%
55 to 64	10%	71%	14%	5%
65 or older	10%	79%	8%	3%
Blenkinsop	0%	100%	0%	0%
Cadboro Bay	6%	82%	12%	0%
Carey	11%	74%	14%	1%
Cordova Bay	4%	70%	23%	3%
Gordon Head	12%	80%	7%	1%
North Quadra	7%	78%	11%	5%
Quadra	13%	81%	2%	3%
Royal Oak	10%	82%	6%	2%
Rural Saanich	10%	64%	24%	2%
Saanich	11%	73%	10%	6%
Shelbourne	14%	54%	26%	5%
Tillicum	16%	73%	7%	3%
Total	11%	75%	12%	3%

	Q10. Indicate priority for: Arts and cultural facilities												
	1 - lowest priority	2	3	4	5	6	7	8	9	10 - very high	Low Importance	Moderate	High Importance
Male	6%	6%	9%	8%	27%	12%	14%	13%	1%	5%	55%	26%	19%
Female	3%	4%	6%	6%	26%	19%	12%	16%	4%	5%	45%	30%	25%
18 to 24	0%	0%	0%	0%	28%	18%	20%	16%	8%	10%	28%	38%	34%
25 to 34	0%	0%	0%	7%	29%	27%	0%	30%	0%	7%	36%	27%	37%
35 to 44	7%	3%	7%	5%	25%	13%	14%	18%	2%	7%	46%	27%	27%
45 to 54	10%	9%	17%	6%	27%	8%	14%	7%	1%	2%	69%	21%	9%
55 to 64	6%	8%	6%	11%	22%	16%	11%	12%	3%	5%	53%	27%	19%
65 or older	1%	4%	8%	9%	27%	15%	17%	12%	3%	3%	49%	32%	19%
Blenkinsop	0%	0%	0%	13%	16%	56%	5%	10%	0%	0%	29%	61%	10%
Cadboro Bay	13%	7%	14%	8%	43%	3%	8%	3%	0%	0%	86%	12%	3%
Carey	7%	9%	13%	1%	24%	22%	10%	10%	1%	3%	54%	32%	14%
Cordova Bay	0%	4%	16%	8%	38%	10%	20%	1%	2%	1%	66%	30%	4%
Gordon Head	4%	2%	3%	5%	23%	14%	13%	28%	6%	3%	37%	27%	36%
North Quadra	3%	10%	9%	8%	29%	8%	13%	20%	1%	0%	59%	20%	21%
Quadra	4%	4%	4%	14%	15%	30%	20%	6%	1%	0%	42%	51%	7%
Royal Oak	3%	2%	6%	10%	51%	10%	7%	5%	0%	7%	71%	17%	12%
Rural Saanich	10%	0%	13%	0%	21%	7%	14%	26%	5%	4%	45%	20%	35%
Saanich	0%	7%	7%	8%	10%	7%	16%	29%	4%	11%	32%	23%	45%
Shelbourne	2%	2%	6%	5%	19%	9%	17%	10%	4%	26%	35%	26%	40%
Tillicum	6%	9%	1%	13%	31%	21%	3%	13%	1%	2%	60%	24%	16%
Total	4%	5%	7%	7%	26%	15%	13%	15%	3%	5%	50%	28%	22%

	Q10. Indicate priority for: Bicycle infrastructure (bike lanes, etc.)												
	1 - lowest priority	2	3	4	5	6	7	8	9	10 - very high priority	Low Importance	Moderate	High Importance
Male	6%	6%	5%	5%	18%	7%	11%	16%	7%	21%	39%	17%	44%
Female	6%	4%	5%	5%	12%	11%	14%	21%	5%	17%	32%	25%	43%
18 to 24	0%	10%	0%	8%	20%	0%	16%	0%	10%	36%	38%	16%	46%
25 to 34	0%	0%	0%	0%	7%	7%	7%	42%	7%	30%	7%	14%	80%
35 to 44	5%	6%	2%	0%	8%	8%	13%	21%	9%	27%	22%	21%	57%
45 to 54	6%	4%	7%	6%	21%	12%	13%	16%	4%	11%	44%	25%	31%
55 to 64	7%	6%	10%	4%	15%	12%	12%	15%	4%	14%	42%	24%	34%
65 or older	10%	4%	6%	8%	15%	9%	14%	17%	5%	12%	43%	23%	34%
Blenkinsop	6%	0%	0%	0%	5%	0%	34%	49%	0%	5%	12%	34%	54%
Cadboro Bay	13%	41%	6%	6%	12%	9%	0%	8%	3%	3%	77%	9%	14%
Carey	3%	6%	11%	5%	20%	12%	8%	17%	3%	14%	45%	20%	34%
Cordova Bay	4%	4%	5%	2%	20%	0%	10%	20%	16%	18%	36%	10%	55%
Gordon Head	5%	1%	2%	7%	14%	4%	11%	20%	5%	31%	30%	15%	55%
North Quadra	9%	5%	9%	3%	26%	4%	14%	19%	3%	9%	51%	18%	31%
Quadra	2%	2%	3%	3%	8%	11%	17%	27%	13%	13%	19%	28%	53%
Royal Oak	5%	2%	7%	0%	16%	23%	18%	11%	6%	13%	30%	41%	30%
Rural Saanich	9%	4%	2%	7%	4%	17%	22%	21%	3%	12%	26%	38%	36%
Saanich	12%	0%	4%	4%	25%	5%	13%	24%	6%	6%	46%	18%	36%
Shelbourne	4%	5%	2%	7%	6%	12%	12%	9%	5%	38%	24%	23%	52%
Tillicum	8%	4%	3%	5%	16%	7%	13%	18%	3%	22%	36%	20%	43%
Total	6%	5%	5%	5%	15%	9%	13%	19%	6%	19%	35%	21%	44%

	Q10. Indicate priority for: Environment protection and enhancement												
	1 - lowest priority	2	3	4	5	6	7	8	9	10 - very high priority	Low Importance	Moderate	High Importance
Male	2%	3%	4%	5%	15%	9%	19%	20%	8%	15%	29%	27%	44%
Female	1%	2%	3%	2%	13%	11%	18%	24%	8%	19%	21%	28%	51%
18 to 24	0%	0%	0%	0%	18%	0%	20%	26%	8%	28%	18%	20%	62%
25 to 34	0%	0%	0%	0%	0%	22%	20%	36%	0%	22%	0%	42%	58%
35 to 44	2%	5%	6%	0%	18%	6%	11%	21%	7%	23%	31%	17%	52%
45 to 54	0%	4%	9%	7%	15%	7%	15%	17%	12%	14%	35%	22%	43%
55 to 64	3%	2%	2%	6%	16%	11%	20%	20%	8%	14%	29%	30%	41%
65 or older	3%	3%	0%	5%	14%	12%	22%	20%	10%	11%	25%	34%	41%
Blenkinsop	0%	0%	0%	0%	5%	0%	5%	85%	0%	5%	5%	5%	90%
Cadboro Bay	0%	3%	0%	15%	9%	8%	42%	17%	3%	3%	28%	50%	22%
Carey	1%	2%	5%	3%	15%	8%	16%	24%	6%	20%	26%	24%	50%
Cordova Bay	1%	0%	1%	6%	26%	13%	7%	15%	11%	21%	35%	19%	46%
Gordon Head	3%	3%	0%	2%	15%	15%	16%	20%	12%	13%	24%	31%	46%
North Quadra	3%	6%	6%	6%	10%	8%	30%	20%	5%	6%	31%	38%	31%
Quadra	0%	2%	2%	4%	10%	20%	13%	31%	10%	9%	18%	33%	49%
Royal Oak	0%	0%	0%	8%	20%	8%	32%	12%	7%	14%	28%	39%	33%
Rural Saanich	0%	13%	0%	0%	18%	0%	6%	44%	4%	15%	31%	6%	63%
Saanich	4%	0%	8%	0%	4%	6%	27%	20%	13%	18%	16%	33%	51%
Shelbourne	1%	4%	5%	1%	5%	4%	11%	26%	3%	39%	16%	15%	68%
Tillicum	2%	3%	10%	1%	13%	4%	26%	6%	9%	27%	29%	30%	41%
Total	1%	3%	3%	4%	14%	10%	18%	22%	8%	17%	25%	28%	47%

	Q10. Indicate priority for: Municipal buildings												
	1 - lowest priority	2	3	4	5	6	7	8	9	10 - very high priority	Low Importance	Moderate	High Importance
Male	7%	6%	5%	12%	39%	10%	10%	8%	1%	3%	69%	20%	11%
Female	4%	6%	9%	12%	32%	15%	12%	6%	2%	3%	63%	26%	11%
18 to 24	11%	0%	0%	29%	42%	9%	0%	0%	9%	0%	82%	9%	9%
25 to 34	0%	0%	14%	7%	44%	7%	7%	7%	0%	15%	64%	14%	22%
35 to 44	12%	4%	12%	12%	26%	13%	9%	10%	0%	2%	66%	22%	12%
45 to 54	4%	11%	6%	12%	33%	16%	15%	2%	0%	1%	67%	31%	3%
55 to 64	6%	9%	5%	10%	30%	17%	14%	6%	1%	2%	60%	31%	9%
65 or older	3%	5%	7%	8%	38%	9%	13%	12%	2%	1%	62%	23%	15%
Blenkinsop	0%	0%	0%	5%	62%	17%	10%	5%	0%	0%	68%	27%	5%
Cadboro Bay	10%	17%	6%	39%	17%	6%	0%	5%	0%	0%	88%	6%	5%
Carey	7%	6%	8%	13%	32%	14%	10%	7%	0%	3%	66%	25%	10%
Cordova Bay	2%	8%	1%	23%	44%	7%	10%	5%	0%	0%	78%	17%	5%
Gordon Head	2%	3%	11%	4%	41%	13%	8%	6%	6%	7%	61%	21%	19%
North Quadra	4%	5%	3%	5%	44%	11%	26%	1%	1%	0%	61%	36%	3%
Quadra	1%	5%	11%	9%	44%	10%	12%	8%	0%	0%	70%	22%	8%
Royal Oak	0%	4%	12%	20%	40%	3%	10%	4%	3%	4%	76%	13%	11%
Rural Saanich	15%	11%	6%	0%	27%	26%	5%	9%	0%	0%	60%	31%	9%
Saanich	4%	9%	4%	6%	21%	21%	15%	21%	0%	0%	44%	35%	21%
Shelbourne	18%	5%	5%	10%	18%	18%	10%	7%	0%	10%	56%	27%	17%
Tillicum	6%	6%	3%	26%	32%	6%	14%	5%	2%	0%	73%	21%	7%
Total	5%	6%	7%	12%	35%	12%	11%	7%	2%	3%	66%	23%	11%

	Q10. Indicate priority for: Parks and trails												
	1 - lowest priority	2	3	4	5	6	7	8	9	10 - very high priority	Low Importance	Moderate	High Importance
Male	1%	3%	3%	5%	17%	11%	23%	18%	8%	11%	28%	34%	37%
Female	1%	2%	2%	2%	13%	18%	16%	25%	6%	15%	20%	35%	46%
18 to 24	0%	10%	0%	0%	20%	18%	8%	26%	0%	18%	30%	26%	44%
25 to 34	0%	0%	0%	0%	7%	20%	15%	20%	0%	37%	7%	36%	58%
35 to 44	2%	0%	3%	3%	12%	9%	25%	19%	12%	13%	21%	34%	45%
45 to 54	0%	2%	3%	4%	15%	14%	26%	22%	8%	6%	24%	40%	36%
55 to 64	1%	2%	3%	6%	14%	14%	20%	23%	8%	10%	26%	34%	40%
65 or older	1%	2%	3%	6%	18%	15%	19%	19%	10%	7%	30%	34%	36%
Blenkinsop	0%	0%	0%	0%	0%	5%	24%	60%	5%	6%	0%	29%	71%
Cadboro Bay	0%	31%	6%	12%	8%	0%	22%	15%	3%	3%	58%	22%	20%
Carey	0%	2%	2%	5%	12%	18%	19%	22%	7%	13%	22%	37%	42%
Cordova Bay	0%	1%	3%	7%	19%	16%	17%	25%	5%	7%	29%	33%	37%
Gordon Head	2%	1%	1%	3%	15%	12%	22%	19%	9%	17%	21%	34%	45%
North Quadra	0%	1%	0%	2%	18%	9%	32%	26%	7%	6%	21%	41%	38%
Quadra	0%	1%	3%	2%	17%	16%	15%	31%	10%	5%	23%	31%	46%
Royal Oak	1%	0%	0%	2%	15%	21%	16%	15%	3%	28%	18%	37%	45%
Rural Saanich	0%	0%	8%	5%	12%	15%	29%	15%	3%	13%	25%	44%	31%
Saanich	4%	4%	0%	4%	20%	35%	9%	13%	6%	6%	32%	44%	25%
Shelbourne	1%	0%	6%	2%	6%	16%	18%	15%	11%	25%	15%	34%	51%
Tillicum	0%	3%	2%	4%	26%	9%	17%	26%	6%	7%	34%	27%	39%
Total	1%	2%	2%	4%	15%	15%	20%	21%	7%	13%	24%	35%	42%

	Q10. Indicate priority for: Recreation facilities												
	1 - lowest priority	2	3	4	5	6	7	8	9	10 - very high	Low Importance	Moderate	High Importance
Male	1%	4%	2%	5%	16%	10%	23%	27%	4%	10%	27%	32%	41%
Female	1%	1%	2%	3%	15%	18%	23%	16%	7%	12%	23%	41%	36%
18 to 24	0%	10%	0%	0%	18%	16%	10%	18%	0%	28%	28%	26%	46%
25 to 34	0%	0%	0%	0%	7%	20%	36%	24%	7%	7%	7%	56%	37%
35 to 44	3%	2%	2%	2%	10%	13%	17%	27%	10%	15%	18%	30%	52%
45 to 54	1%	2%	7%	6%	16%	13%	22%	20%	5%	8%	32%	35%	33%
55 to 64	1%	4%	1%	4%	16%	11%	25%	24%	4%	10%	27%	36%	38%
65 or older	1%	1%	0%	7%	21%	14%	24%	19%	7%	6%	30%	37%	32%
Blenkinsop	0%	0%	0%	0%	0%	24%	54%	12%	0%	10%	0%	78%	22%
Cadboro Bay	0%	31%	9%	12%	9%	16%	14%	5%	3%	0%	61%	31%	8%
Carey	2%	1%	4%	4%	9%	12%	35%	18%	6%	9%	20%	47%	33%
Cordova Bay	0%	0%	4%	1%	26%	12%	15%	20%	2%	19%	31%	27%	42%
Gordon Head	1%	0%	2%	2%	22%	6%	14%	30%	12%	10%	27%	21%	53%
North Quadra	0%	0%	3%	1%	18%	20%	29%	23%	0%	6%	21%	49%	29%
Quadra	0%	4%	0%	5%	10%	17%	37%	13%	5%	10%	19%	54%	27%
Royal Oak	0%	0%	0%	1%	15%	21%	18%	35%	0%	9%	17%	39%	44%
Rural Saanich	4%	3%	8%	8%	7%	5%	16%	41%	0%	8%	31%	20%	49%
Saanich	2%	11%	0%	7%	11%	25%	19%	9%	11%	6%	31%	44%	26%
Shelbourne	0%	1%	0%	5%	13%	13%	18%	18%	4%	27%	19%	31%	50%
Tillicum	5%	3%	0%	8%	20%	24%	16%	13%	7%	3%	36%	40%	23%
Total	1%	3%	2%	4%	16%	14%	23%	22%	6%	11%	25%	37%	38%

Q10. Indicate priority for: Roads and traffic control													
	1 - lowest priority	2	3	4	5	6	7	8	9	10 - very high	Low Importance	Moderate	High Importance
Male	1%	2%	2%	5%	12%	11%	28%	16%	11%	14%	21%	38%	41%
Female	1%	2%	1%	3%	11%	14%	17%	23%	13%	15%	18%	31%	51%
18 to 24	0%	0%	0%	10%	10%	0%	36%	16%	8%	20%	20%	36%	44%
25 to 34	0%	7%	0%	7%	7%	27%	17%	7%	15%	14%	20%	44%	36%
35 to 44	2%	2%	5%	0%	13%	14%	15%	21%	13%	15%	23%	29%	48%
45 to 54	1%	3%	3%	0%	15%	15%	22%	14%	14%	15%	21%	37%	42%
55 to 64	1%	1%	1%	4%	10%	10%	23%	26%	10%	15%	16%	33%	50%
65 or older	0%	1%	0%	4%	12%	10%	20%	28%	11%	12%	19%	30%	51%
Blenkinsop	0%	0%	0%	0%	5%	49%	0%	30%	15%	0%	5%	49%	46%
Cadboro Bay	3%	7%	0%	0%	9%	12%	46%	14%	3%	7%	18%	59%	23%
Carey	0%	1%	1%	1%	12%	6%	29%	18%	16%	16%	15%	35%	50%
Cordova Bay	2%	0%	0%	3%	11%	6%	28%	29%	4%	18%	16%	34%	50%
Gordon Head	1%	5%	2%	7%	16%	7%	15%	22%	18%	7%	31%	22%	47%
North Quadra	0%	2%	3%	0%	8%	13%	16%	14%	17%	27%	13%	28%	58%
Quadra	0%	0%	1%	10%	9%	30%	13%	20%	11%	6%	21%	42%	37%
Royal Oak	0%	1%	0%	3%	18%	5%	28%	17%	8%	20%	22%	34%	45%
Rural Saanich	0%	0%	0%	8%	16%	3%	39%	13%	3%	18%	24%	42%	34%
Saanich	0%	5%	0%	0%	11%	30%	22%	15%	9%	9%	16%	52%	32%
Shelbourne	0%	2%	5%	0%	5%	15%	14%	14%	10%	34%	12%	29%	58%
Tillicum	2%	1%	3%	4%	7%	17%	26%	28%	6%	7%	17%	42%	40%
Total	1%	2%	2%	4%	12%	12%	22%	19%	12%	15%	20%	34%	46%

Q10. Indicate priority for: Sanitary sewer system													
	1 - lowest priority	2	3	4	5	6	7	8	9	10 - very high	Low Importance	Moderate	High Importance
Male	7%	3%	2%	3%	19%	7%	14%	17%	10%	18%	34%	21%	45%
Female	2%	2%	2%	3%	14%	11%	15%	20%	13%	20%	22%	25%	52%
18 to 24	10%	18%	0%	0%	30%	8%	8%	8%	0%	18%	58%	16%	26%
25 to 34	8%	0%	0%	0%	20%	7%	14%	14%	14%	24%	29%	20%	51%
35 to 44	0%	0%	2%	5%	16%	8%	13%	22%	16%	18%	23%	21%	56%
45 to 54	3%	1%	3%	6%	11%	12%	19%	15%	13%	17%	24%	31%	46%
55 to 64	1%	1%	1%	2%	13%	9%	13%	31%	11%	16%	19%	23%	58%
65 or older	5%	0%	3%	3%	15%	7%	16%	19%	12%	20%	26%	23%	51%
Blenkinsop	0%	0%	6%	0%	0%	5%	0%	21%	49%	18%	6%	5%	88%
Cadboro Bay	16%	30%	0%	12%	12%	5%	3%	5%	3%	14%	70%	8%	22%
Carey	8%	1%	2%	3%	18%	10%	9%	20%	11%	17%	33%	19%	47%
Cordova Bay	4%	0%	0%	1%	21%	7%	33%	10%	11%	13%	26%	40%	34%
Gordon Head	6%	0%	0%	5%	13%	8%	10%	20%	14%	23%	26%	17%	57%
North Quadra	2%	2%	6%	6%	25%	4%	14%	18%	17%	7%	40%	18%	43%
Quadra	2%	0%	1%	0%	20%	7%	19%	29%	8%	14%	24%	26%	51%
Royal Oak	1%	0%	1%	0%	5%	30%	22%	14%	8%	18%	8%	52%	40%
Rural Saanich	0%	0%	3%	5%	14%	12%	28%	14%	6%	19%	22%	39%	39%
Saanich	4%	0%	0%	0%	31%	4%	19%	18%	12%	13%	34%	23%	42%
Shelbourne	0%	1%	4%	2%	8%	6%	7%	21%	9%	42%	15%	12%	73%
Tillicum	3%	13%	3%	0%	21%	4%	18%	18%	9%	11%	40%	22%	38%
Total	4%	3%	2%	3%	16%	9%	15%	19%	11%	19%	28%	23%	49%

	Q10. Indicate priority for: Sidewalks												
	1 - lowest priority	2	3	4	5	6	7	8	9	10 - very high	Low Importance	Moderate	High Importance
Male	2%	3%	2%	11%	22%	10%	17%	14%	5%	13%	40%	27%	32%
Female	1%	1%	3%	3%	14%	9%	19%	18%	15%	18%	22%	28%	51%
18 to 24	0%	0%	0%	20%	36%	0%	18%	8%	8%	10%	56%	18%	26%
25 to 34	0%	0%	0%	0%	8%	7%	20%	29%	20%	15%	8%	27%	64%
35 to 44	0%	0%	3%	6%	10%	11%	16%	22%	12%	19%	19%	28%	53%
45 to 54	2%	3%	6%	6%	16%	11%	20%	9%	12%	16%	32%	31%	37%
55 to 64	3%	2%	2%	11%	16%	10%	20%	15%	6%	16%	34%	29%	37%
65 or older	3%	4%	2%	5%	20%	11%	15%	18%	6%	15%	34%	27%	39%
Blenkinsop	0%	0%	0%	0%	12%	0%	24%	49%	10%	5%	12%	24%	65%
Cadboro Bay	3%	16%	5%	37%	18%	13%	3%	3%	0%	3%	79%	16%	5%
Carey	0%	1%	4%	9%	28%	9%	12%	15%	4%	18%	42%	21%	37%
Cordova Bay	3%	4%	7%	18%	18%	18%	34%	7%	2%	8%	31%	51%	18%
Gordon Head	0%	2%	1%	11%	21%	7%	11%	15%	17%	14%	35%	18%	46%
North Quadra	5%	0%	4%	5%	4%	8%	43%	12%	17%	2%	17%	51%	32%
Quadra	1%	1%	2%	4%	10%	10%	22%	19%	19%	12%	17%	32%	51%
Royal Oak	0%	2%	0%	7%	12%	10%	27%	8%	15%	20%	20%	37%	43%
Rural Saanich	3%	0%	0%	7%	20%	2%	6%	48%	2%	13%	30%	8%	62%
Saanich	5%	0%	0%	0%	16%	7%	23%	32%	2%	15%	21%	30%	49%
Shelbourne	3%	1%	3%	2%	9%	8%	14%	15%	7%	36%	19%	22%	59%
Tillicum	3%	0%	4%	6%	26%	12%	11%	10%	8%	19%	39%	23%	37%
Total	2%	2%	3%	7%	18%	9%	18%	16%	10%	15%	31%	27%	42%

	Q10. Indicate priority for: Streetscape / beautification projects												
	1 - lowest priority	2	3	4	5	6	7	8	9	10 - very high	Low Importance	Moderate	High Importance
Male	8%	9%	7%	15%	22%	11%	15%	9%	2%	2%	61%	26%	13%
Female	3%	8%	13%	7%	23%	13%	17%	9%	3%	5%	54%	29%	17%
18 to 24	0%	20%	0%	22%	40%	9%	0%	0%	9%	0%	82%	9%	9%
25 to 34	0%	7%	20%	7%	15%	0%	29%	15%	0%	7%	49%	29%	22%
35 to 44	9%	7%	11%	7%	24%	11%	22%	7%	2%	2%	57%	33%	10%
45 to 54	11%	10%	12%	10%	19%	17%	8%	9%	1%	3%	63%	25%	13%
55 to 64	9%	6%	9%	13%	18%	17%	15%	7%	2%	3%	55%	33%	12%
65 or older	3%	5%	7%	9%	24%	12%	20%	12%	4%	5%	47%	32%	21%
Blenkinsop	0%	0%	6%	0%	5%	18%	65%	0%	5%	0%	12%	83%	5%
Cadboro Bay	13%	38%	8%	10%	20%	0%	8%	3%	0%	0%	89%	8%	3%
Carey	7%	6%	10%	15%	26%	7%	19%	6%	1%	4%	64%	25%	11%
Cordova Bay	4%	3%	10%	24%	33%	9%	10%	4%	1%	2%	73%	18%	8%
Gordon Head	5%	10%	3%	10%	22%	13%	16%	11%	7%	2%	50%	30%	20%
North Quadra	9%	12%	6%	8%	24%	7%	20%	8%	4%	1%	59%	27%	13%
Quadra	1%	13%	13%	12%	15%	14%	12%	18%	2%	0%	54%	26%	20%
Royal Oak	4%	3%	21%	8%	22%	9%	16%	10%	2%	6%	58%	25%	17%
Rural Saanich	13%	2%	20%	6%	12%	29%	9%	6%	0%	3%	54%	38%	9%
Saanich	9%	2%	23%	2%	19%	20%	8%	10%	0%	7%	55%	28%	17%
Shelbourne	1%	5%	11%	8%	14%	17%	18%	11%	2%	12%	38%	36%	26%
Tillicum	11%	10%	5%	7%	32%	8%	16%	6%	2%	3%	66%	23%	10%
Total	6%	8%	10%	11%	22%	12%	16%	9%	3%	4%	57%	28%	15%

	Q10. Indicate priority for: Storm water drainage system												
	1 - lowest priority	2	3	4	5	6	7	8	9	10 - very high	Low Importance	Moderate	High Importance
Male	4%	0%	2%	5%	16%	13%	18%	19%	9%	14%	27%	31%	42%
Female	1%	2%	1%	2%	13%	9%	22%	23%	11%	16%	19%	31%	50%
18 to 24	10%	0%	0%	10%	26%	10%	8%	0%	8%	28%	46%	18%	36%
25 to 34	0%	7%	0%	0%	8%	7%	27%	29%	8%	14%	15%	34%	51%
35 to 44	2%	0%	4%	4%	19%	12%	16%	18%	13%	13%	28%	28%	44%
45 to 54	0%	1%	3%	6%	9%	13%	24%	21%	10%	13%	19%	37%	44%
55 to 64	2%	1%	1%	1%	18%	11%	19%	25%	10%	12%	22%	30%	48%
65 or older	2%	0%	0%	3%	13%	13%	19%	25%	10%	14%	19%	32%	49%
Blenkinsop	0%	0%	0%	0%	12%	0%	18%	60%	10%	0%	12%	18%	70%
Cadboro Bay	3%	0%	0%	40%	8%	6%	16%	18%	0%	8%	52%	22%	26%
Carey	0%	0%	3%	0%	17%	18%	18%	24%	10%	11%	20%	35%	45%
Cordova Bay	1%	0%	0%	1%	15%	10%	30%	14%	7%	21%	18%	40%	42%
Gordon Head	6%	0%	0%	1%	22%	10%	10%	17%	19%	15%	30%	20%	51%
North Quadra	0%	2%	3%	3%	7%	20%	28%	19%	7%	10%	15%	49%	37%
Quadra	2%	0%	2%	1%	6%	8%	23%	40%	7%	10%	11%	31%	58%
Royal Oak	0%	12%	0%	1%	24%	14%	14%	14%	9%	12%	37%	28%	35%
Rural Saanich	6%	4%	3%	7%	13%	7%	39%	10%	2%	9%	33%	46%	21%
Saanich	0%	0%	0%	5%	6%	2%	49%	14%	9%	14%	12%	51%	37%
Shelbourne	1%	1%	3%	6%	5%	10%	11%	24%	9%	31%	15%	21%	64%
Tillicum	2%	0%	1%	6%	17%	10%	19%	17%	7%	20%	26%	30%	44%
Total	2%	1%	1%	4%	15%	11%	20%	21%	10%	15%	23%	31%	46%

	Q10. Indicate priority for: Water distribution system												
	1 - lowest priority	2	3	4	5	6	7	8	9	10 - very high	Low Importance	Moderate	High Importance
Male	2%	1%	3%	2%	17%	9%	20%	22%	12%	12%	25%	29%	46%
Female	1%	1%	1%	2%	14%	6%	21%	22%	11%	20%	20%	27%	53%
18 to 24	0%	0%	0%	0%	29%	11%	29%	11%	0%	20%	29%	40%	31%
25 to 34	0%	0%	0%	0%	8%	7%	22%	29%	20%	14%	8%	29%	63%
35 to 44	2%	3%	4%	3%	16%	5%	14%	16%	17%	20%	28%	19%	52%
45 to 54	2%	1%	4%	3%	16%	7%	26%	17%	11%	14%	25%	33%	41%
55 to 64	1%	2%	1%	3%	15%	5%	18%	27%	10%	19%	21%	23%	56%
65 or older	1%	1%	1%	3%	15%	9%	16%	26%	11%	16%	21%	25%	53%
Blenkinsop	0%	0%	0%	0%	0%	0%	70%	12%	5%	13%	0%	70%	30%
Cadboro Bay	9%	3%	3%	3%	9%	44%	0%	18%	3%	8%	27%	44%	29%
Carey	0%	0%	4%	5%	15%	9%	21%	22%	9%	16%	23%	30%	47%
Cordova Bay	0%	1%	0%	4%	9%	8%	33%	27%	9%	8%	15%	42%	44%
Gordon Head	1%	1%	2%	2%	22%	3%	18%	20%	11%	21%	27%	21%	52%
North Quadra	2%	0%	3%	0%	11%	5%	23%	25%	22%	9%	16%	28%	56%
Quadra	1%	3%	0%	0%	15%	12%	10%	32%	19%	7%	20%	22%	58%
Royal Oak	0%	0%	0%	0%	17%	6%	32%	19%	8%	18%	17%	38%	45%
Rural Saanich	6%	0%	5%	2%	21%	0%	35%	20%	0%	11%	34%	35%	32%
Saanich	0%	5%	0%	2%	26%	2%	12%	9%	32%	12%	33%	14%	53%
Shelbourne	2%	0%	4%	2%	10%	9%	5%	21%	11%	35%	18%	14%	67%
Tillicum	0%	4%	2%	2%	17%	4%	26%	19%	6%	21%	24%	30%	46%
Total	1%	1%	2%	2%	16%	7%	21%	22%	12%	17%	22%	28%	50%



	Q11. I receive good value for the municipal taxes I pay					
	Strongly disagree	Somewhat disagree	Somewhat agree	Strongly agree	Bottom Two	Top Two
Male	5%	10%	60%	26%	14%	86%
Female	3%	5%	62%	29%	9%	91%
18 to 24	0%	0%	86%	14%	0%	100%
25 to 34	0%	0%	85%	15%	0%	100%
35 to 44	8%	8%	56%	28%	17%	83%
45 to 54	7%	11%	51%	31%	18%	82%
55 to 64	6%	12%	58%	24%	18%	82%
65 or older	1%	7%	55%	36%	8%	92%
Blenkinsop	5%	0%	95%	0%	5%	95%
Cadboro Bay	0%	28%	67%	5%	28%	72%
Carey	4%	11%	60%	25%	15%	85%
Cordova Bay	0%	10%	64%	26%	10%	90%
Gordon Head	6%	4%	72%	17%	10%	90%
North Quadra	2%	15%	57%	26%	17%	83%
Quadra	1%	2%	40%	57%	3%	97%
Royal Oak	0%	2%	70%	29%	2%	98%
Rural Saanich	16%	6%	53%	24%	22%	78%
Saanich	5%	8%	42%	45%	13%	87%
Shelbourne	6%	5%	48%	41%	11%	89%
Tillicum	5%	7%	76%	12%	12%	88%
Total	4%	7%	61%	27%	12%	88%



	Q11. I am pleased with the overall direction that the District of Saanich is taking					
	Strongly disagree	Somewhat disagree	Somewhat agree	Strongly agree	Bottom Two	Top Two
Male	6%	11%	61%	22%	17%	83%
Female	6%	14%	57%	23%	20%	80%
18 to 24	0%	18%	62%	20%	18%	82%
25 to 34	0%	7%	78%	15%	7%	93%
35 to 44	3%	11%	64%	22%	14%	86%
45 to 54	10%	13%	54%	23%	23%	77%
55 to 64	10%	16%	54%	20%	26%	74%
65 or older	6%	11%	53%	30%	17%	83%
Blenkinsop	0%	0%	95%	5%	0%	100%
Cadboro Bay	0%	18%	79%	3%	18%	82%
Carey	10%	6%	61%	23%	16%	84%
Cordova Bay	6%	11%	71%	12%	17%	83%
Gordon Head	6%	15%	55%	24%	21%	79%
North Quadra	3%	13%	61%	23%	16%	84%
Quadra	3%	2%	66%	28%	5%	95%
Royal Oak	7%	5%	60%	27%	13%	87%
Rural Saanich	4%	46%	24%	26%	50%	50%
Saanich	4%	5%	77%	13%	9%	91%
Shelbourne	5%	10%	47%	38%	15%	85%
Tillicum	5%	32%	49%	14%	37%	63%
Total	6%	13%	59%	23%	18%	82%



	Q11. In general, I believe the District of Saanich government is doing a good job					
	Strongly disagree	Somewhat disagree	Somewhat agree	Strongly agree	Bottom Two	Top Two
Male	5%	9%	62%	24%	14%	86%
Female	6%	9%	60%	26%	15%	85%
18 to 24	0%	0%	89%	11%	0%	100%
25 to 34	0%	7%	56%	37%	7%	93%
35 to 44	3%	8%	70%	19%	11%	89%
45 to 54	7%	14%	59%	20%	21%	79%
55 to 64	7%	15%	56%	21%	23%	77%
65 or older	9%	6%	52%	33%	15%	85%
Blenkinsop	0%	0%	46%	54%	0%	100%
Cadboro Bay	3%	9%	80%	8%	12%	88%
Carey	7%	14%	59%	20%	21%	79%
Cordova Bay	10%	7%	75%	9%	16%	84%
Gordon Head	6%	6%	62%	26%	12%	88%
North Quadra	4%	18%	51%	28%	22%	78%
Quadra	3%	6%	61%	30%	9%	91%
Royal Oak	3%	15%	54%	28%	18%	82%
Rural Saanich	9%	8%	67%	16%	17%	83%
Saanich	0%	2%	52%	46%	2%	98%
Shelbourne	6%	10%	52%	31%	17%	83%
Tillicum	7%	3%	75%	15%	10%	90%
Total	5%	9%	61%	25%	14%	86%

Note:

- See chart on page 23 for results to Q12: Have you had any personal contact (in-person, by phone, email or fax) with a municipal employee over the last 12 months?

- See chart on page 23 for results to Q13: What type of service were you seeking most recently?

	Q14. I was treated fairly					
	Strongly disagree	Somewhat disagree	Somewhat agree	Strongly agree	Bottom Two	Top Two
Male	2%	2%	20%	76%	4%	96%
Female	5%	8%	9%	79%	12%	88%
18 to 24	0%	0%	36%	64%	0%	100%
25 to 34	0%	0%	0%	100%	0%	100%
35 to 44	3%	17%	14%	66%	20%	80%
45 to 54	0%	4%	13%	83%	4%	96%
55 to 64	8%	3%	15%	74%	11%	89%
65 or older	5%	2%	17%	76%	8%	92%
Blenkinsop	0%	0%	0%	100%	0%	100%
Cadboro Bay	4%	4%	15%	77%	8%	92%
Carey	9%	6%	29%	55%	15%	85%
Cordova Bay	3%	0%	17%	80%	3%	97%
Gordon Head	3%	9%	9%	80%	12%	88%
North Quadra	0%	2%	5%	93%	2%	98%
Quadra	0%	2%	11%	88%	2%	98%
Royal Oak	0%	0%	13%	87%	0%	100%
Rural Saanich	0%	10%	15%	75%	10%	90%
Saanich	7%	15%	0%	78%	22%	78%
Shelbourne	0%	5%	13%	82%	5%	95%
Tillicum	9%	0%	30%	61%	9%	91%
Total	3%	5%	15%	77%	8%	92%



	Q14. Staff were knowledgeable and competent					
	Strongly disagree	Somewhat disagree	Somewhat agree	Strongly agree	Bottom Two	Top Two
Male	1%	2%	27%	71%	3%	97%
Female	6%	3%	19%	72%	9%	91%
18 to 24	0%	0%	36%	64%	0%	100%
25 to 34	0%	0%	25%	75%	0%	100%
35 to 44	6%	3%	25%	66%	9%	91%
45 to 54	3%	0%	20%	78%	3%	97%
55 to 64	5%	7%	22%	66%	12%	88%
65 or older	2%	3%	24%	71%	5%	95%
Blenkinsop	0%	0%	0%	100%	0%	100%
Cadboro Bay	0%	8%	71%	21%	8%	92%
Carey	9%	3%	14%	74%	12%	88%
Cordova Bay	3%	0%	17%	80%	3%	97%
Gordon Head	4%	4%	15%	78%	8%	92%
North Quadra	0%	2%	9%	88%	2%	98%
Quadra	0%	0%	28%	72%	0%	100%
Royal Oak	0%	0%	24%	76%	0%	100%
Rural Saanich	3%	3%	26%	68%	7%	93%
Saanich	7%	0%	15%	78%	7%	93%
Shelbourne	0%	4%	29%	67%	4%	96%
Tillicum	6%	4%	40%	50%	9%	91%
Total	3%	3%	23%	71%	6%	94%



	Q14. Staff went the extra mile to make sure I got what I needed					
	Strongly disagree	Somewhat disagree	Somewhat agree	Strongly agree	Bottom Two	Top Two
Male	5%	6%	44%	46%	10%	90%
Female	14%	5%	25%	56%	19%	81%
18 to 24	0%	0%	36%	64%	0%	100%
25 to 34	0%	0%	25%	75%	0%	100%
35 to 44	14%	7%	40%	39%	21%	79%
45 to 54	12%	4%	36%	48%	16%	84%
55 to 64	12%	7%	35%	46%	18%	82%
65 or older	6%	8%	34%	52%	14%	86%
Blenkinsop	0%	0%	72%	28%	0%	100%
Cadboro Bay	8%	5%	31%	56%	13%	87%
Carey	15%	6%	38%	41%	21%	79%
Cordova Bay	10%	3%	48%	38%	14%	86%
Gordon Head	8%	7%	46%	39%	15%	85%
North Quadra	5%	2%	10%	82%	7%	93%
Quadra	2%	0%	28%	71%	2%	98%
Royal Oak	0%	6%	35%	59%	6%	94%
Rural Saanich	7%	11%	16%	66%	18%	82%
Saanich	23%	0%	29%	47%	23%	77%
Shelbourne	9%	14%	27%	49%	23%	77%
Tillicum	22%	0%	58%	20%	22%	78%
Total	9%	5%	35%	51%	14%	86%



	Q14. I waited a reasonable amount of time at the service location					
	Strongly disagree	Somewhat disagree	Somewhat agree	Strongly agree	Bottom Two	Top Two
Male	2%	2%	27%	69%	4%	96%
Female	5%	7%	16%	71%	13%	87%
18 to 24	0%	0%	50%	50%	0%	100%
25 to 34	0%	0%	0%	100%	0%	100%
35 to 44	7%	10%	19%	65%	16%	84%
45 to 54	4%	5%	19%	73%	9%	91%
55 to 64	5%	3%	25%	68%	8%	92%
65 or older	3%	4%	26%	67%	7%	93%
Blenkinsop	0%	0%	72%	28%	0%	100%
Cadboro Bay	4%	0%	10%	85%	4%	96%
Carey	4%	6%	29%	61%	10%	90%
Cordova Bay	0%	7%	21%	72%	7%	93%
Gordon Head	4%	4%	20%	72%	8%	92%
North Quadra	6%	0%	17%	77%	6%	94%
Quadra	0%	2%	14%	85%	2%	98%
Royal Oak	0%	0%	37%	63%	0%	100%
Rural Saanich	4%	11%	12%	73%	15%	85%
Saanich	0%	9%	0%	91%	9%	91%
Shelbourne	4%	3%	34%	59%	7%	93%
Tillicum	11%	14%	22%	54%	25%	75%
Total	4%	4%	22%	70%	8%	92%



	Q14. I was informed of everything I had to do to get the service					
	Strongly disagree	Somewhat disagree	Somewhat agree	Strongly agree	Bottom Two	Top Two
Male	2%	1%	30%	66%	3%	97%
Female	6%	7%	19%	68%	12%	88%
18 to 24	0%	0%	36%	64%	0%	100%
25 to 34	0%	0%	25%	75%	0%	100%
35 to 44	3%	7%	24%	66%	10%	90%
45 to 54	1%	5%	23%	70%	6%	94%
55 to 64	6%	5%	30%	58%	12%	88%
65 or older	6%	2%	21%	70%	9%	91%
Blenkinsop	0%	0%	0%	100%	0%	100%
Cadboro Bay	4%	4%	25%	67%	8%	92%
Carey	8%	5%	29%	57%	14%	86%
Cordova Bay	0%	3%	33%	64%	3%	97%
Gordon Head	3%	6%	29%	62%	9%	91%
North Quadra	0%	6%	9%	86%	6%	94%
Quadra	2%	2%	13%	84%	3%	97%
Royal Oak	0%	0%	19%	81%	0%	100%
Rural Saanich	7%	3%	21%	69%	10%	90%
Saanich	9%	0%	18%	73%	9%	91%
Shelbourne	4%	7%	36%	53%	11%	89%
Tillicum	7%	0%	39%	54%	7%	93%
Total	4%	4%	25%	67%	8%	92%

	Q15. Attend a Council meeting	
	Yes	No
Male	81%	19%
Female	83%	17%
18 to 24	90%	10%
25 to 34	71%	29%
35 to 44	83%	17%
45 to 54	83%	17%
55 to 64	85%	15%
65 or older	80%	20%
Blenkinsop	95%	5%
Cadboro Bay	94%	6%
Carey	76%	24%
Cordova Bay	91%	9%
Gordon Head	84%	16%
North Quadra	81%	19%
Quadra	73%	27%
Royal Oak	87%	13%
Rural Saanich	86%	14%
Saanich	75%	25%
Shelbourne	83%	17%
Tillicum	78%	22%
Total	82%	18%

	Q15. Attend a police board meeting	
	Yes	No
Male	53%	47%
Female	46%	54%
18 to 24	56%	44%
25 to 34	42%	58%
35 to 44	58%	42%
45 to 54	47%	53%
55 to 64	48%	52%
65 or older	47%	53%
Blenkinsop	40%	60%
Cadboro Bay	36%	64%
Carey	42%	58%
Cordova Bay	76%	24%
Gordon Head	53%	47%
North Quadra	46%	54%
Quadra	36%	64%
Royal Oak	41%	59%
Rural Saanich	70%	30%
Saanich	46%	54%
Shelbourne	61%	39%
Tillicum	35%	65%
Total	49%	51%

	Q15. Arrange to speak before council	
	Yes	No
Male	62%	38%
Female	55%	45%
18 to 24	72%	28%
25 to 34	51%	49%
35 to 44	60%	40%
45 to 54	61%	39%
55 to 64	58%	42%
65 or older	54%	46%
Blenkinsop	40%	60%
Cadboro Bay	41%	59%
Carey	55%	45%
Cordova Bay	78%	22%
Gordon Head	60%	40%
North Quadra	50%	50%
Quadra	60%	40%
Royal Oak	48%	52%
Rural Saanich	80%	20%
Saanich	54%	46%
Shelbourne	67%	33%
Tillicum	45%	55%
Total	58%	42%

	Q15. Participate in an advisory committee meeting	
	Yes	No
Male	52%	48%
Female	50%	50%
18 to 24	90%	10%
25 to 34	49%	51%
35 to 44	49%	51%
45 to 54	48%	52%
55 to 64	48%	52%
65 or older	40%	60%
Blenkinsop	34%	66%
Cadboro Bay	65%	35%
Carey	39%	61%
Cordova Bay	61%	39%
Gordon Head	52%	48%
North Quadra	52%	48%
Quadra	50%	50%
Royal Oak	42%	58%
Rural Saanich	67%	33%
Saanich	48%	52%
Shelbourne	55%	45%
Tillicum	56%	44%
Total	51%	49%

	Q15. Attend a public hearing	
	Yes	No
Male	79%	21%
Female	77%	23%
18 to 24	100%	0%
25 to 34	78%	22%
35 to 44	70%	30%
45 to 54	71%	29%
55 to 64	80%	20%
65 or older	76%	24%
Blenkinsop	90%	10%
Cadboro Bay	89%	11%
Carey	73%	27%
Cordova Bay	86%	14%
Gordon Head	77%	23%
North Quadra	68%	32%
Quadra	83%	17%
Royal Oak	79%	21%
Rural Saanich	84%	16%
Saanich	75%	25%
Shelbourne	77%	23%
Tillicum	71%	29%
Total	78%	22%

	Q15. Attend a budget meeting	
	Yes	No
Male	51%	49%
Female	46%	54%
18 to 24	66%	34%
25 to 34	49%	51%
35 to 44	55%	45%
45 to 54	42%	58%
55 to 64	49%	51%
65 or older	44%	56%
Blenkinsop	35%	65%
Cadboro Bay	32%	68%
Carey	48%	52%
Cordova Bay	63%	37%
Gordon Head	52%	48%
North Quadra	51%	49%
Quadra	51%	49%
Royal Oak	27%	73%
Rural Saanich	61%	39%
Saanich	33%	67%
Shelbourne	61%	39%
Tillicum	39%	61%
Total	49%	51%

	Q15. Attend a public participation activity, such as an open house or public meeting	
	Yes	No
Male	82%	18%
Female	79%	21%
18 to 24	92%	8%
25 to 34	78%	22%
35 to 44	79%	21%
45 to 54	80%	20%
55 to 64	81%	19%
65 or older	77%	23%
Blenkinsop	100%	0%
Cadboro Bay	94%	6%
Carey	79%	21%
Cordova Bay	89%	11%
Gordon Head	80%	20%
North Quadra	88%	12%
Quadra	73%	27%
Royal Oak	81%	19%
Rural Saanich	81%	19%
Saanich	73%	27%
Shelbourne	83%	17%
Tillicum	67%	33%
Total	80%	20%

Note: See chart on page 38 for results to Q16: Please identify up to 3 of the ways you prefer to learn about local government issues?



	Q17. Saanich welcomes citizen involvement.					
	Strongly disagree	Somewhat disagree	Somewhat agree	Strongly agree	Bottom Two	Top Two
Male	3%	16%	57%	25%	19%	81%
Female	4%	19%	55%	22%	23%	77%
18 to 24	0%	18%	62%	20%	18%	82%
25 to 34	0%	15%	53%	33%	15%	85%
35 to 44	2%	15%	71%	12%	16%	84%
45 to 54	7%	19%	47%	27%	26%	74%
55 to 64	6%	18%	58%	18%	24%	76%
65 or older	4%	18%	54%	24%	22%	78%
Blenkinsop	0%	7%	93%	0%	7%	93%
Cadboro Bay	3%	18%	76%	3%	21%	79%
Carey	8%	8%	61%	23%	16%	84%
Cordova Bay	5%	17%	62%	16%	22%	78%
Gordon Head	2%	23%	51%	23%	25%	75%
North Quadra	3%	23%	48%	26%	26%	74%
Quadra	1%	8%	65%	26%	9%	91%
Royal Oak	1%	23%	59%	16%	25%	75%
Rural Saanich	0%	27%	52%	22%	27%	73%
Saanich	0%	13%	50%	36%	13%	87%
Shelbourne	4%	11%	42%	44%	14%	86%
Tillicum	7%	31%	48%	14%	39%	61%
Total	4%	17%	56%	23%	21%	79%



	Q17. Saanich listens to citizens.					
	Strongly disagree	Somewhat disagree	Somewhat agree	Strongly agree	Bottom Two	Top Two
Male	7%	14%	58%	21%	21%	79%
Female	7%	21%	53%	19%	28%	72%
18 to 24	0%	18%	53%	29%	18%	82%
25 to 34	0%	15%	52%	33%	15%	85%
35 to 44	2%	18%	73%	7%	20%	80%
45 to 54	11%	19%	48%	22%	30%	70%
55 to 64	13%	20%	58%	10%	33%	67%
65 or older	9%	16%	55%	20%	25%	75%
Blenkinsop	5%	12%	82%	0%	18%	82%
Cadboro Bay	6%	17%	64%	13%	23%	77%
Carey	10%	15%	61%	15%	25%	75%
Cordova Bay	17%	16%	52%	15%	33%	67%
Gordon Head	5%	24%	50%	21%	29%	71%
North Quadra	12%	16%	58%	14%	28%	72%
Quadra	2%	4%	76%	17%	7%	93%
Royal Oak	4%	23%	65%	8%	27%	73%
Rural Saanich	7%	16%	44%	33%	23%	77%
Saanich	2%	19%	41%	37%	21%	79%
Shelbourne	4%	16%	40%	40%	20%	80%
Tillicum	12%	23%	51%	14%	35%	65%
Total	7%	18%	56%	20%	25%	75%



	Q17. Citizens have opportunities to provide input into decision making.					
	Strongly disagree	Somewhat disagree	Somewhat agree	Strongly agree	Bottom Two	Top Two
Male	4%	21%	48%	27%	25%	75%
Female	7%	16%	56%	20%	24%	76%
18 to 24	0%	22%	43%	35%	22%	78%
25 to 34	7%	8%	54%	30%	15%	85%
35 to 44	2%	23%	60%	15%	25%	75%
45 to 54	7%	18%	48%	27%	25%	75%
55 to 64	8%	23%	55%	14%	31%	69%
65 or older	7%	19%	52%	23%	25%	75%
Blenkinsop	0%	18%	30%	52%	18%	82%
Cadboro Bay	3%	9%	35%	54%	11%	89%
Carey	5%	31%	46%	18%	36%	64%
Cordova Bay	13%	20%	49%	18%	32%	68%
Gordon Head	4%	14%	60%	21%	19%	81%
North Quadra	7%	15%	55%	23%	22%	78%
Quadra	2%	7%	72%	19%	9%	91%
Royal Oak	13%	12%	58%	16%	25%	75%
Rural Saanich	4%	19%	34%	43%	23%	77%
Saanich	0%	19%	48%	34%	19%	81%
Shelbourne	5%	12%	53%	30%	17%	83%
Tillicum	6%	44%	35%	15%	50%	50%
Total	6%	19%	52%	24%	24%	76%

	Q17. Saanich's decision making process is transparent.					
	Strongly disagree	Somewhat disagree	Somewhat agree	Strongly agree	Bottom Two	Top Two
Male	13%	22%	52%	13%	35%	65%
Female	17%	26%	47%	10%	43%	57%
18 to 24	0%	0%	75%	25%	0%	100%
25 to 34	9%	37%	44%	11%	46%	54%
35 to 44	12%	25%	58%	5%	37%	63%
45 to 54	18%	27%	44%	12%	45%	55%
55 to 64	20%	28%	43%	9%	48%	52%
65 or older	18%	22%	48%	13%	39%	61%
Blenkinsop	0%	12%	88%	0%	12%	88%
Cadboro Bay	18%	22%	28%	32%	40%	60%
Carey	13%	26%	49%	12%	39%	61%
Cordova Bay	20%	25%	50%	5%	45%	55%
Gordon Head	13%	23%	53%	12%	35%	65%
North Quadra	12%	31%	45%	12%	43%	57%
Quadra	8%	35%	45%	11%	44%	56%
Royal Oak	23%	20%	48%	9%	43%	57%
Rural Saanich	19%	11%	61%	9%	30%	70%
Saanich	28%	19%	43%	9%	48%	52%
Shelbourne	13%	18%	54%	15%	31%	69%
Tillicum	16%	27%	41%	16%	43%	57%
Total	15%	24%	49%	12%	39%	61%
<i>Anecdotal Feedback about Citizen Engagement in Saanich (Q17B) can be found on page 139.</i>						

Note: See charts on pages 39 to 43 for results to questions 18 to 29



Anecdotal Feedback

Q2A: Why do you think quality of life has improved?

Q2A: Why do you think quality of life has improved? (First Response)
BOUGHT MORE PARK LAND
ADDITIONAL GREEN SPACE
ALL OUR SERVICES- WE GET THEM REGULARLY
A LOT OF GOOD WORK DONE IN TERMS OF INFRASTRUCTURE
ATTRACTING PEOPLE, NEW BUILDINGS AND NEW BUSINESSES, NEW HOUSING DEVELOPMENTS
BECAUSE I WAS TOLD THE OTHER DAY THAT THE MUNICIPALITY OF SAANICH WAS THE NUMBER ONE WELL RUN MUNICIPALITY
BETTER ROADS
BETTER SECURITY
CRIME HAS GONE DOWN
DEVELOPMENT OF ROADS HAS BEEN EVIDENT
BETTER ROAD TRAFFIC CONTROLS
EASIER TO GET AROUND
ECONOMY IS IN A DECENT STATE
EVERYONE SEEMS TO BE DOING THE SAME THINGS
EVERYTHING IS CLOSE BY (EX. MEDICAL)
HOUSING
FOR ME, IT'S THE PARKS; IN THE SUMMERTIME WE HAVE MUSIC IN THE PARKS AND PEOPLE GET TOGETHER
GARBAGE PICKUP
GARBAGE HAS IMPROVED
GOOD ACCESS TO RECREATION AND IMPROVED MALLS
GOOD MANAGEMENT
GOOD MUNICIPAL STAFF
I AM A VERY INVOLVED IN MY MUNICIPALITY- THERE IS NO OTHER MUNICIPALITY THAT HAS MET THE SAME STANDARD AS SAANICH
I FEEL WE'RE IN GOD'S COUNTRY AND THE PEOPLE HERE ARE AMAZING
I KNOW THAT THEY'VE ADDED SOME PARKS AND TRAILS AND THE MUNICIPALITY HAS BEEN WORKING ON MAKING THINGS BETTER
I LIKE BIKE LANES
THE WORK DONE ON THE ROADS
I RIDE MY BIKE A FAIR AMOUNT AND SO, THE CONTINUING IMPROVEMENTS OF BIKE LANES AND THE LOCHSIDE TRAIL
I THINK THE CHANGES IN INFRASTRUCTURE. I FEEL THE MAYOR AND COUNCIL ARE DOING A GREAT JOB OF IT



I THINK THE GREEN SPACE HAS IMPROVED IN THE LAST FEW YEARS
I THINK WE HAD A GOOD COUNCIL- WHEN YOU ARE MANAGED RIGHT YOU ARE GOOD
I THINK WE HAVE STABLE GOVERNMENTS
WE HAVE BETTER SIDEWALKS
IMPROVEMENTS TO INFRASTRUCTURE SUCH AS IMPROVING WALKING PATHWAYS / IMPROVING THE RECREATION CENTRE
INCREMENTAL CHANGES IN THE ENVIRONMENT ARE GOOD. THE PARKS ARE TAKEN CARE OF AND I LIKE THE WAY THAT CITY HALL RESPONDS TO CITIZENS
INFRASTRUCTURE
INFRASTRUCTURE
IT'S IMPROVED BECAUSE OF UPTOWN
JUST A PERSONAL OPINION
LARGE WORK DONE BY THE PARKS AND RECREATION DEPARTMENT AND URBAN FORESTRY
MORE DEVELOPEMENT, WHICH MEANS MORE FACILITIES FOR CERTAIN GROUPS. ABOVE AVERAGE COMPARED TO OTHER CITIES AND SMALLER TOWNS
MORE PARKS
MORE TREES
MUNICIPALITY IS DOING GREAT
NO CRIME AND SERVICES ARE GOOD
PEOPLE TRIED TO MAKE IT A BETTER PLACE. PEOPLE ARE SERIOUS ABOUT WHAT THEY ARE DOING PLANIFICATION
RENEWING BRIDGES
ROAD REPAIRS
ROADS
SAANICH FOCUSES ON EXCERCISES
SATISFIED WITH THINGS GOING ON OVER THE PAST FEW YEARS
SEE SOME IMPROVEMENT COUNCIL HAS MADE OVER THE LAST FEW YEARS
SERVICES ARE A LITTLE BETTER
SOME OF THE MAKING OF THE INFRASTRUCTURE
SPENDING THE BUDGET ON BIKE TRAILS
TAKING MORE GREEN INITIATIVE
THE BUS SERVICE HAS BEEN BETTER FOR STUDENTS, AND I FEEL VERY SAFE IN THE NEIGHBOURHOOD
THE CITY IS VERY EFFICIENT, THEY TAKE CARE OF TRAFFIC PROBLEMS, PARKS, INFRASTRUCTURE IMPROVEMENT
THE COMMUNITY SERVICE IS GOOD
THE MAYOR OVER THE PRESENT YEARS- I LIKE WHAT HE'S BEEN DOING IN THE COMMUNITY AND THE POLICE FORCE IS EXCELLENT AND ALL THE RECREATION FACILITIES COULDN'T BE BETTER



THE NEW RESIDENCES AND THE SERVICES AVAILABLE TO PEOPLE / MORE BUILDING / SERVICE SEEMS TO PROVIDE EVERYTHING THAT'S NEEDED
THE RECREATIONAL FACILITIES HAVE GOTTEN A BIT BETTER
THE WEATHER IS BETTER
THERE ARE NEW SHOPS AND MORE STREETS
THERE IS MORE PARK THAT THEY'VE FIXED UP. THE ROADS LOOK BETTER AND HAVE BEEN UPGRADED
THERE'S MORE STUFF FOR US TO DO- WALKING TRAILS, BIKE TRAILS, RECREATION CENTRES, AND GOLF COURSES
THERE'S LESS CRIME / GENERAL LIVES / IMPROVED SPORTS FACILITIES, ROAD WORK, GENERAL BROKEN WATER MAINS
THEY ALWAYS SEEM TO BE FIXING SOMETHING AND DOING SOMETHING AND SOMETIMES THE PROGRESS WAS A LITTLE ANNOYING. BUT AT LEAST THEY WERE DOING THINGS--AND THAT PART TO ME IS PROGRESS
THEY ARE GRADUALLY ADDING MORE WALKING TRAILS
THEY HAVE BEEN FIXING ALL OF THE ROADS AND THE HIGHWAY
THEY HAVE BEEN ABLE TO KEEP TAXES IN LINE
THEY SEEM TO BE WORKING ON THE ROADS AND GREENSPACE AND IT JUST SEEMS BRIGHTER
TRAFFIC IS IMPROVED
TREE PROGRAM
WE HAD A GOOD MAYOR AROUND THE DISTRICT
WE'RE BEING A LITTLE MORE PROACTIVE ABOUT THE PLANET WITH THE GARDEN PROGRAM AND RECYCLING

Q2A: Why do you think quality of life has improved? (Second Response)
A LOT OF GOOD WORK AROUND PROTECTING GREEN SPACES
THE SAANICH COMMUNITY PLAN
BECAUSE I SEE IT FOR MYSELF, AND IT'S WHERE I LIVE WITH MY FAMILY
BETTER ELEMENTARY SCHOOL AND STAFF
BETTER GARBAGE PICKUPS
BUS STOPS
CONCERNS ABOUT THE ENVIRONMENT
COUNCIL IS DOING WELL
DECREASED ROAD ACCIDENTS
EMPHASIS ON PEDESTRIAN AND CYCLIST INFRASTRUCTURE
FEELING VERY SECURE AND COMMUNITY INVOLVEMENT IS GREAT
GOOD CAPITAL PROJECTS COMPLETED
GOOD DEVELOPEMENT OF GOOD BUILDINGS



GOOD GOVERNMENT HAS ALWAYS HELPED IN THE PAST. I DON'T KNOW ABOUT NOW.
GOT A LITTLE OLDER AND ENJOYING LIFE MORE
GREENSPACE FOR RECREATIONAL PURPOSES
I LIKE THE NEW GARBAGE SERVICES
I LIKE THE NEW GARBAGE SYSTEM
I WILL SAY THAT THE MUNICIPALITY IS LOOKING AFTER THE INTERESTS AND CONCERNS OF SAANICH RESIDENTS
IMPROVEMENT TO INFRASTRUCTURE AS IS NEEDED
INCREMENTAL CHANGES IN THE ENVIRONMENT ARE GOOD / THE PARKS ARE TAKEN CARE OF AND THE WAY CITY HALL RESPONDS TO CITIZENS / ALSO THE STREETS ARE TAKEN CARE OF
KEEPING UP WITH EVERYTHING
LOOKS BETTER AND FEELS BETTER
MORE BUILDINGS
MORE STORES AND RESTAURANTS
MORE STORES OPENING IN CONVENIENT LOCATIONS
PARK SYSTEM- ACCESS IS IMPROVED AND THE FREE WALKS AND TALKS
PEOPLE IN SAANICH SEEM TO HAVE THE SAME FRAME OF MIND BECAUSE WE LIKE THINGS TO GO SMOOTH
PLANTING ALONG THE ROADS- FLOWERS AND TREES
PLEASED WITH THE MAINTENANCE OF INFRASTRUCTURE
SIDEWALKS
SPORTS FACILITIES ARE GOOD BUT I DON'T KNOW IF THEY HAVE IMPROVED
STORES ARE CLOSE
THE DEVELOPMENT HAS HELPED, UPTOWN HAS CHANGED, NEW BUSINESSES, SEEMS MORE ALIVE AND THINGS TO DO, THE QUALITY OF LIFE IS GOOD
THE ROADS- THEY'VE DONE GOOD MAINTAINACE; AND BIKE-WISE, THEY HAVE A PLACE WHERE THEY CAN GO
THE SERVICES ARE GOOD
THE SERVICES ARE GOOD. I GET IN CONTACT WITH CITY HALL AND SERVICES. CITY HALL IS RESPONSIVE TO THE TAXPAYERS.
THE STREET IMPROVEMENTS HAVE WORKED OUT REALLY WELL
THERE IS A VERY GOOD RECYCLING PROGRAM
TRAFFIC PATTERNS
TRAILS
VERY SAFE
WAKE UP IN THE MORNING FEELING GOOD
WE HAVE EXCELLENT PARKS
WE SEEM TO BE TAKEN CARE OF
WEATHER IS FANTASTIC AND PEOPLE ARE HAPPIER



Q2A: Why do you think quality of life has improved? (Third Response)
BETTER PARKS
BICYCLE LANES
BLUE BOX / PEOPLE ARE WONDERFUL
CITY IS WELL KEPT
CLEANER
CLEANER THEN THREE OR FIVE YEARS AGO
EDUCATION IS EXCEPTIONAL
EXCELLENT POLICE FORCE
GARBAGE PICKUP AND RECYCLING HAVE IMPROVED
GARBAGEMEN ARE DOING WELL
GOOD PARKS
HAPPY WITH THE ENVIRONMENTAL CHANGES AT CITY HALL- IMPROVING GREEN FOOT PRINT
IMPROVEMENTS IN TRAFFIC LIGHTS
IMPROVEMENTS IN THE QUALITY OF PARKS AND ROADS
MAKING SAANICH INTO DIFFERENT NEIGHBOURHOODS AS OPPOSED TO JUST A BIG MUNICIPALITY
MORE RECREATIONAL PARKS
PARKS ARE GOOD
PUBLIC TRANSIT HAS GOTTEN BETTER
PUBLIC TRANSPORT FOR PEOPLE
SIDEWALKS
THE THINGS THAT HAVE ALWAYS BEEN HERE: THE AMENITIES, THE REC CENTRES, GOOD LIBRARY ACCESS
WE HAD GOOD GOVERNMENT



Q2B: Why do you think quality of life has worsened?

Q2B: Why do you think quality of life has worsened? (First Response)
ATTITUDES
BECAUSE OF THE MAYOR- HE NEEDS TO ACT LIKE A MAYOR. I DON'T CARE WHAT HE DOES DURING HIS PRIVATE LIFE AND HE NEEDS TO STOP TALKING ABOUT IT
BECAUSE I THINK THE PEOPLE WHO HAVE BEEN RUNNING IT FOR THE PAST 3 YEARS HAVE THEIR OWN AGENDA AND THEY DON'T LISTEN TO THE PUBLIC
BECAUSE IT IS GETTING TOO EXPENSIVE. TAXES AND THE GENERAL LIVING / MAINLY TAXES- WELL IT COSTS MONEY
BECAUSE OF THE HIGH TRAFFIC LEVEL
BECAUSE OF THE POLICE – I'VE BEEN IN SAANICH FOR 10 YEARS AND THE POLICE HERE ARE BULLIES
BECAUSE OF THE SECONDARY SUITE (RENTALS)
BECAUSE OF TRAFFIC ISSUES
BECAUSE THE COUNCIL HASN'T BEEN DOING THEIR BUSINESS PROPERLY / GARBAGE / SEWERS / HAVING TO RENT PAILS
BECAUSE THERE HAVE BEEN TIMES I'VE TRIED TO UNDERSTAND HOW THE RULES APPLIED TO ME. I HAD TROUBLE GETTING MY LEAVES PICKED UP. IT'S BEEN VERY CONFUSING. LAST YEAR, I HAD TO TAKE THEM TO THE DUMP MYSELF. AND THEN, THERE WAS ANOTHER TIME THERE I WAS CUTTING OFF MY TREE. I WAS TOLD I NEEDED A PERMIT. I FOUND LATER, THAT MY NEIGHBOUR COULD DO IT WITHOUT A PERMIT
THE CITY HALL OF SAANICH ISN'T DOING ENOUGH FOR THE PEOPLE OF SAANICH- THEY LOWERED THEIR STANDARD, GARBAGE PICKUP, TAXES INCREASED AND LESS BANG FOR YOUR BUCK
COUNCIL BASES ITS DECISIONS ON IDOLEOGLY, NOT RATIONAL DECISIONS
CRIME- BREAKING INTO CARS, HOUSES
EXPENSIVE
HUGE INCREASE IN TRAFFIC AND LACK OF CONTROL
I CAN SEE THERE HASN'T BEEN ANYTHING DONE TO PUT IN THE MACKENZIE INTERCHANGE
I DON'T KNOW ANYBODY THAT IS MAKING MORE MONEY THAN THEY DID 5 YEARS AGO
I FIND THE TRANSPORTATION I LIKE ON MACKENZIE AND CHANGING TO 2 LANE IS MAKING IT MORE DIFFICULT FOR ME
I HAD A MAJOR DEVELOPMENT NEXT TO ME THAT INVOLVED MAJOR DESTRUCTION OF THE TREE CANOPY ALL AROUND ME AND THAT WAS DEVASTATING AND SAANICH WAS USELESS ABOUT IT- THE PERSON JUST GOT FINES. NOW HE'S GONE AND SO ARE THE TREES
I THINK IT'S BECAUSE OF THE ECONOMY
I'M CONCERNED WITH SECONDARY SUITES AND I FIND WITH THE RISE OF THE POPULATION IT MAKES IT HARDER TO DRIVE
INCREASE IN TAXES AND LESS SERVICES
INEFFECTIVE MAYOR AND COUNCIL



IT HAS BEEN A COMPLACENT ATMOSPHERE AND NOT THINKING OUTSIDE THE BOX
IT'S COSTING ME MORE
MORE BUMPS ON THE STREET
JUST BECOME VERY POPULATED AND MORE TRAFFIC. POOR DEVELOPMENT PLANNING. HAVE NOT PAID A LOT OF ATTENTION TO MAINTAINING THE RURAL PART OF SAANICH. NOT PLANNED WELL ENOUGH TO MAINTAIN GREENSPACE AND FARMLAND VERY WELL
MY GOLF FEES ARE UP / TAXES ARE UP
NEW MAYOR IS DOING NOTHING GOOD
NOT AS MUCH ATTENTION PAID TO GARBAGE COLLECTION
OUR ROADS MAINTENANCE AND UPGRADES HAVE NOT BEEN KEPT UP
POOR TRAFFIC PLANNING
ROADS
SOME OF THE COUNCILLORS DO NOT LISTEN TO THE PEOPLE OF SAANICH
TAX
THE AREA IS NOT PRIVILEGED AREA
THE ECONOMY IS NOT DOING TOO WELL
THE NEW MAYOR- HE LIES AND IS UNTRUSTWORTHY
THE OVERALL ATMOSPHERE
THE PROPERTY TAXES ARE GOING UP WHEN THEY SHOULD BE GOING DOWN, AND THE COMPOST OF THE ORGANICS AND THE GARBAGE- IT COSTS DOUBLE AND YOU GET LESS. MEANING YOU CAN DISPOSE OF LESS
THE QUALITY FROM THE MUNICIPALITY IS NOT GOOD
THE ROADS NEED REPAIRS (POTHOLE)
THE SERVICE FACTOR ISN'T THERE- DEBRIS LEFT ON THE SIDE OF THE ROAD
THE SERVICES WE PAY FOR, THE COLLECTION IS LACKING. ALWAYS HAVE TO SEND EMAIL MEMOS AND LETTERS. BECAUSE THEY CHANGE REGULATION ON GARBAGE AND DON'T TELL YOU OR THEY JUST DON'T PICK IT UP
THE SIDEWALKS ARE NOT GOOD AND SHOULD BE MADE BETTER
THE WAY COUNCIL HAS APPROACHED TRANSPORTATION. THE BIKE LANES THAT ARE HINDERING MOTOR VEHICLES. FOR EXAMPLE MACKENZIE BETWEEN GORDONHEAD AND SHELBOURNE. IM NOT OPPOSED TO BIKE LANES, JUST WHERE THEY ARE.
THERE USE TO BE A GOOD MEXICAN PLACE AT FERNWOOD SQUARE BUT NOW IT'S GONE
THERE HAS BEEN TOO MUCH DEVELOPMENT AND TOO MANY INFILL HOUSING
THEY DON'T LOOK AFTER THE ROADS VERY WELL
TOO MUCH TRAFFIC
TOO MUCH TRAFFIC FROM THE WEST SHORE
TRAFFIC
TRAFFIC CONDITIONS
TRAFIC ISSUES AND ALMAGMATION ISSUES



VANDALISM INCREASED SLIGHTLY. FOR EXAMPLE, AT A BUS STOP THERE USUALLY IS SOME SORT OF GRAFFITI
WE NEED TO IMPROVE MENTAL HEALTH SERVICES, THEY ONLY LAST 3 WEEKS AND THEN THEY ARE BACK ON THE STREETS AGAIN
YOUNG PEOPLE OUT OF CONTROL ON OUR STREETS, DRUNKNESS, OUT OF CONTROL PARTIES

Q2B: Why do you think quality of life has worsened? (Second Response)

A TWO WAY ROAD THEY MADE A ONE WAY ROAD. THEY CREATED A NIGHTMARE FOR ME. THEY PUT A DRIVEWAY ON A BLIND HILL
A LOT OF CONDOS BUT THEY DONT FIX INFRASTRUCTURE AND THERE IS NO MORE ROAD SPACE BUILDING IN AREA I THINK IS SLIPPING AT THE FOUNDATION-UNHAPPY WITH RESPONSE FROM ENGINEERING DEPT.
COST OF FOOD
COST OF LIVING
GENERAL CLEAN UP- CLEAN THE STREETS MORE OFTEN
GRAFFITI, VANDALISM
HIGH TAXES
LESS SECURE AND SAANICH DOESN'T ALLOW PESTICIDES
MOSTLY BECAUSE OF THE THINGS I JUST SAID. I VALUED THE DIVERSITY. THERE WAS MORE SPACE. THE DEVELOPMENT WAS NOT PLANNED AS WELL, BUT YOU COULD PLAN IT A LOT BETTER TO INCLUDE THE TRAFFIC SYSTEM AS WELL AS THE HOUSES. THEY HAVEN'T KEPT UP WITH THE ROAD INFRASTRUCTURE. THEY DIDN'T ANTICIPATE THE NUMBER OF CARS ON THE ROAD
NEW FEES: STORM DRAIN FEES
NEW MAYOR
OUR NEW MAYOR MUST GET HIS ACT TOGETHER
PEOPLE WANDERING AROUND
POPULATION IS GROWING
PRICES GOING UP
ROADS
SAANICH IS NOT VERY KIND TO MY NEIGHBOURHOOD, BECAUSE THEY DON'T DEAL WITH OUR ISSUES. (I.E. PARKING)
TAXES ARE UP
TAXES ARE SO HIGH
THE INCREASE IN HOMELESSNESS, THEFT, DAMAGES
THE PROPERTY TAXES ARE GOING UP WHEN THEY SHOULD BE GOING DOWN; THE COMPOST FOR THE ORGANICS AND THE GARBAGE (YOU'RE PAYING DOUBLE WHEN YOU'RE RECEIVING LESS)
THE ROADS ARE CONGESTED
THE ROOTS FROM THE TREES SHOULD ALSO BE TAKEN CARE OF



THE SERVICES HAVE GONE DOWN A LITTLE BIT
THE SERVICES THEY ARE PROVIDING HAVE GONE DOWN IN QUALITY. THE COMMUNICATION IS POOR WITH THE CITY HALL, AND THE TAXES ARE TOO HIGH
THE STAFF SERVICE AT THE MUNICIPAL HALL IS NOT ACCESSIBLE OR HELPFUL AS THEY WERE A FEW YEARS AGO
THERE USE TO BE A GREAT ARCADE PLACE BESIDE THE ODEON THEATRE
THERE HAS NOT BEEN ENOUGH RESPECT FOR NATURE; FOR PRESERVING THE TREES WE HAVE AND REPLANTING THEM
THERE IS CATTLE IN THE MIDDLE OF A RESIDENTIAL AREA
THEY ARE NOT TREATING US FAIRLY
THEY TAKE PERFECTLY GOOD ROADS AND THEY NARROW THEM, AND MAKE THEM INTO ONE LANE PER SIDE. SO WE HAVE UNNECESSARY TRAFFIC BACKUP. THEY TALK ABOUT THE URBAN FOREST- SOMEONE SHOULD NOT HAVE TO OBTAIN A PERMIT FOR SOMEONE TO TAKE DOWN A BRANCH LESS THAN 4 INCHES ON THEIR PROPERTY
YOU GET NO PEACE OF MIND LIVING IN SAANICH

Q2B: Why do you think quality of life has worsened? (Third Response)

THEY'RE NOT ENFORCING BYLAWS, TRAILERS NOT ON THE DRIVEWAY
COUNCIL IS NOT RESPONDING EFFECTIVELY- I HAVE BEEN WAITING 3 YEARS FOR MY LONG RESPONSES
INRASTRUCTURE IS FINE, BUT THE FINANCIAL FREEDOM HAS REDUCED THE OPTIONS PEOPLE HAVE ON A DAY-TO-DAY BASIS
LOTS OF TRAFFIC
NO CHANGE IN THE ROADWORK - NO IMPROVEMENTS. IT'S NOT ANY BETTER WITH A HUGE PAYMENT IN TAX PAYER MONEY
RENTAL ISSUES, NO END TO ISSUES CAUSED BY RENTALS. THERE IS EMPTY SPACE, WHICH IS USED AS A GARBAGE RUN DOWN
TAXES, GARBAGE, AND THE MAYOR
THE BOULEVARDS AND ROADS ARE NOT KEPT CLEAN
THE MAYOR
I THINK THE MAYOR
TRAFFIC
WE LIVE IN RURAL SAANICH AND WE DO NOT HAVE SIDEWALKS AND THERE IS LOTS OF KIDS AND ANIMALS AND IT IS NOT SAFE TO GO FOR WALKS ON THE ROAD
WE NEED MORE REASONABLE COST OF HOUSING. I WORK FULL-TIME AND MAKE A GOOD WAGE AND HALF OF MY INCOME GOES TO MY RENT, FOR A TWO BEDROOM APARTMENT. THE COSTS ARE OUTRAGEOUS



Q3D: Do you have any comments about safety in Saanich that you'd like to share with the District?

Respondent Feedback	Percent
NEED MORE BIKE LANDS / SIDEWALKS	9%
NEED TO IMPROVE PEDESTRIAN SAFETY/AWARENESS	7%
NEED FASTER POLICE RESPONSE/MORE POLICE PRESENCE	6%
NEED TO CRACK DOWN ON SPEEDING / SPEED LIMITS SHOULD BE ENFORCED	5%
TOO MANY BAD DRIVERS / ACCIDENTS	5%
SAANICH IS A SAFE PLACE / GOOD PLACE TO LIVE / EVERYTHING IS FINE	4%
NEED MORE / LONGER SIGNALS AT INTERSECTIONS / SAFER INTERSECTIONS	4%
ROADS ARE IN BAD SHAPE / POOR ROAD MAINTENANCE	4%
ROADS ARE UNSAFE FOR BICYCLES / BIKE LANES ARE NOT SAFE	3%
TRAFFIC CONGESTION IS TOO HIGH / NEED TO IMPROVE TRAFFIC FLOW	3%
LIKE OUR POLICE FORCE / POLICE ARE DOING A GOOD JOB	3%
NEED MORE STREET LIGHTS / BETTER-LIT ROADS	2%
BIKE LANES ADDING TO CONGESTION / CROWDING OUT CARS	2%
DISLIKE THE MAYOR / MAYOR SHOULD RESIGN	1%
CYCLISTS DON'T OBEY TRAFFIC LAW / ENFORCE CYCLING LAWS*	1%
OTHER	9%
DON'T KNOW / NOT SURE / NO COMMENTS	52%

**Less than 1%*

Q17B: Please let me know if you have any comments about public engagement in Saanich

RESPONDENT FEEDBACK	Percent
PUBLIC ENGAGEMENT IS GOOD OVERALL / SATISFIED WITH OPPORTUNITIES	4%
PROVIDE MORE CHANCES / OPPORTUNITIES FOR THE PUBLIC TO PARTICIPATE / ENGAGE	3%
EMBARRASSED BY NEW MAYOR / MAYORAL SCANDAL	3%
COUNCIL DOES NOT LISTEN TO THE PUBLIC / AREN'T SERIOUS ABOUT TAKING OUR SUGGESTIONS	3%
COUNCIL SHOULD BE MORE OPEN / TRANSPARENT	2%
PUBLICIZE OPPORTUNITIES TO PARTICIPATE / ENGAGE	2%
COUNCIL IS NOT DOING THEIR JOB*	1%
ENGAGEMENT SHOULD BE IMPROVED IN GENERAL*	1%
NOT ENOUGH PEOPLE GETTING INVOLVED*	1%
COUNCIL LISTENS TO SPECIAL INTEREST GROUPS MORE THAN CITIZENS**	0%
I LIKE / APPRECIATE COMMUNITY ASSOCIATIONS / OPEN HOUSES**	0%
COUNCIL IS ARROGANT / SMUG / BULLYING**	0%
HOPING FOR CHANGE WITH NEW COUNCIL / MAYOR**	0%
OTHER	8%
DON'T KNOW / NOT SURE / NO COMMENTS	78%

**Less than 1%*

***Less than .5%*