

Appendix III: Statistical Tables

Question #1: Quality of life

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

	Average score	(Score: 0) Very poor	(Score: 25) Poor	(Score: 50) Neutral	(Score: 75) Good	(Score: 100) Very Good	Total
All Respondents	82	0%	0%	12%	45%	42%	100%
Female	85	0%	0%	9%	42%	49%	100%
Male	80	0%	0%	15%	48%	36%	100%
18 to 24 years of age	74	0%	0%	24%	57%	19%	100%
25 to 44	79	0%	1%	14%	54%	31%	100%
45 to 54	82	0%	0%	12%	48%	40%	100%
55 to 64	85	0%	0%	9%	42%	49%	100%
65 to 74	83	0%	0%	15%	38%	48%	100%
75 to 84	88	0%	0%	5%	37%	59%	100%
85 years of age and up	83	0%	0%	23%	23%	54%	100%
Owner	84	0%	0%	12%	43%	46%	100%
Renter	77	0%	1%	15%	58%	26%	100%
Cadboro Bay	87	0%	3%	3%	37%	57%	100%
Gordon Head	83	0%	0%	11%	46%	43%	100%
Shelbourne	82	0%	0%	12%	46%	42%	100%
Saanich Core	82	0%	0%	12%	48%	40%	100%
Quadra	80	0%	0%	18%	44%	38%	100%
North Quadra	84	0%	0%	8%	46%	46%	100%
Tillicum	77	0%	0%	21%	49%	30%	100%
Carey	82	0%	0%	15%	42%	44%	100%
Royal Oak	83	0%	0%	15%	38%	48%	100%
Cordova Bay	84	0%	0%	6%	52%	42%	100%
Rural Saanich	83	0%	0%	4%	58%	38%	100%
Not sure	79	0%	0%	17%	50%	33%	100%
<i>Valid responses</i>	507						
<i>"No opinion" responses</i>	6						
<i>Did not respond</i>	1						

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

	Average score	Very poor	Poor	Neutral	Good	Very Good	Total
All Respondents	82	0%	0%	13%	44%	43%	100%
Female	84	0%	0%	12%	40%	48%	100%
Male	81	0%	0%	13%	48%	38%	100%
18 to 24 years of age	68	5%	0%	26%	53%	16%	100%

	Average score	Very poor	Poor	Neutral	Good	Very Good	Total
25 to 44	79	0%	2%	14%	52%	32%	100%
45 to 54	83	0%	0%	12%	46%	43%	100%
55 to 64	86	0%	0%	8%	42%	50%	100%
65 to 74	82	0%	0%	16%	38%	46%	100%
75 to 84	87	0%	0%	12%	29%	59%	100%
85 years of age and up	86	0%	0%	0%	56%	44%	100%
Owner	83	0%	0%	12%	42%	45%	100%
Renter	77	1%	1%	14%	53%	30%	100%
Cadboro Bay	84	0%	3%	7%	38%	52%	100%
Gordon Head	85	0%	0%	10%	43%	48%	100%
Shelbourne	80	0%	0%	16%	48%	36%	100%
Saanich Core	76	0%	0%	25%	45%	30%	100%
Quadra	77	2%	0%	17%	48%	33%	100%
North Quadra	86	0%	0%	0%	55%	45%	100%
Tillicum	76	0%	3%	23%	40%	34%	100%
Carey	82	0%	0%	16%	42%	42%	100%
Royal Oak	85	0%	0%	12%	37%	52%	100%
Cordova Bay	86	0%	0%	6%	42%	52%	100%
Rural Saanich	85	0%	0%	4%	52%	43%	100%
Not sure	85	0%	0%	0%	60%	40%	100%
<i>Valid responses</i>	447						
<i>"No opinion" responses</i>	67						
<i>Did not respond</i>	0						

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

	Average score	Very poor	Poor	Neutral	Good	Very Good	Total
All Respondents	81	0%	4%	16%	34%	46%	100%
Female	83	0%	4%	12%	31%	52%	100%
Male	78	0%	3%	19%	38%	39%	100%
18 to 24 years of age	69	6%	11%	11%	44%	28%	100%
25 to 44	75	0%	9%	16%	41%	34%	100%
45 to 54	76	0%	3%	22%	44%	31%	100%
55 to 64	81	0%	3%	17%	31%	49%	100%
65 to 74	86	0%	0%	14%	28%	58%	100%
75 to 84	90	0%	2%	6%	23%	69%	100%
85 years of age and up	91	0%	0%	9%	18%	73%	100%
Owner	81	0%	3%	16%	34%	47%	100%
Renter	75	1%	8%	17%	38%	36%	100%
Cadboro Bay	85	0%	3%	11%	29%	57%	100%
Gordon Head	80	0%	3%	17%	36%	43%	100%
Shelbourne	79	0%	6%	17%	33%	44%	100%
Saanich Core	86	0%	0%	13%	29%	58%	100%

	Average score	Very poor	Poor	Neutral	Good	Very Good	Total
Quadra	76	2%	4%	19%	36%	38%	100%
North Quadra	76	0%	4%	26%	30%	39%	100%
Tillicum	76	0%	10%	15%	35%	40%	100%
Carey	82	0%	4%	11%	38%	47%	100%
Royal Oak	83	0%	2%	13%	38%	48%	100%
Cordova Bay	80	0%	3%	24%	21%	52%	100%
Rural Saanich	85	0%	0%	5%	50%	45%	100%
Not sure	85	0%	0%	20%	20%	60%	100%
<i>Valid responses</i>	480						
<i>"No opinion" responses</i>	34						
<i>Did not respond</i>	0						

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

	Average score	Very poor	Poor	Neutral	Good	Very Good	Total
All Respondents	73	1%	6%	23%	42%	28%	100%
Female	75	1%	5%	18%	41%	34%	100%
Male	71	1%	6%	27%	42%	25%	100%
18 to 24 years of age	67	6%	6%	22%	50%	17%	100%
25 to 44	72	0%	5%	26%	44%	24%	100%
45 to 54	74	1%	7%	20%	40%	32%	100%
55 to 64	75	0%	4%	24%	40%	32%	100%
65 to 74	72	2%	8%	22%	38%	30%	100%
75 to 84	74	0%	3%	26%	41%	29%	100%
85 years of age and up	81	0%	0%	11%	56%	33%	100%
Owner	74	0%	5%	23%	40%	31%	100%
Renter	67	3%	8%	23%	49%	17%	100%
Cadboro Bay	75	0%	14%	11%	36%	39%	100%
Gordon Head	72	0%	10%	21%	41%	29%	100%
Shelbourne	72	0%	5%	28%	43%	25%	100%
Saanich Core	75	0%	8%	15%	46%	31%	100%
Quadra	73	0%	5%	30%	32%	32%	100%
North Quadra	76	0%	6%	17%	44%	33%	100%
Tillicum	75	0%	0%	27%	46%	27%	100%
Carey	72	3%	3%	24%	46%	24%	100%
Royal Oak	69	6%	3%	26%	40%	26%	100%
Cordova Bay	69	0%	5%	33%	43%	19%	100%
Rural Saanich	78	0%	0%	22%	43%	35%	100%
Not sure	50	0%	50%	0%	50%	0%	100%
<i>Valid responses</i>	372						
<i>"No opinion" responses</i>	140						
<i>Did not respond</i>	2						

Question #2 & 3: Likes & Dislikes

2. & 3. List up to three things that you like and dislike most about living in Saanich

LIKES	%	DISLIKES	%
Amenities (shopping, central location, etc.)	22%	Transportation (congestion, etc.)	28%
Quiet, comfortable, friendly	15%	Municipal Services (poor)	10%
Parks and trails	14%	Land-use planning (growth, density, etc.)	8%
Municipal services, staff and Council	10%	Sidewalks (lack of)	7%
Climate and landscape	9%	Bylaw enforcement	7%
Recreation facilities	7%	Taxes (too high)	6%
Green space	6%	<i>Other</i>	6%
Rural-urban mix	5%	Animal control	4%
Safety	5%	Garbage & Yard Waste schedule	4%
<i>Other</i>	2%	Transit (poor)	4%
Transit services	2%	Crime	3%
Affordability	0.8%	Environmental/rural area protection	3%
Low taxes	0.8%	"Downtown"-like amenities (lack of)	2%
Total	100%	Bicycle infrastructure	1.5%
Valid responses	406	Sense of community (lack)	1.5%
Did not respond	108	Interest groups (too powerful)	1.3%
		Water quality or restrictions	1.1%
		Affordability	0.9%
		Climate	0.1%
		Total	100%
		Valid responses	406
		Did not respond	108

NOTE: See [Appendix IV](#) for verbatim responses to question #2 and #3.

3. Selective list of things (taken from results above) that citizens dislike about living in Saanich: by respondent location

	Sample Population	Transportation	Urban Planning	Sidewalks	Garbage Schedule
All Respondents (%)	<i>n/a</i>	27%	8%	7%	5%
All Respondents (#s)	<i>n/a</i>	239	69	62	41
Cadboro Bay	7%	3%	13%	2%	12%
Gordon Head	19%	15%	25%	19%	34%
Shelbourne	11%	14%	12%	19%	5%
Saanich Core	5%	8%	6%	5%	0%
Quadra	10%	13%	7%	8%	7%
North Quadra	5%	7%	4%	0%	5%
Tillicum	9%	10%	3%	5%	12%
Carey	9%	11%	4%	19%	7%
Royal Oak	12%	8%	13%	13%	7%
Cordova Bay	7%	6%	7%	8%	7%
Rural Saanich	5%	5%	4%	2%	2%
	% Total	100%	100%	100%	100%

Question #4: Safety & Security

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

	Average score	(Score: 0) Very unsafe	(Score: 25) Unsafe	(Score: 50) Neutral	(Score: 75) Safe	(Score: 100) Very Safe	Total
All Respondents	88	0%	1%	7%	33%	60%	100%
Female	89	0%	0%	7%	30%	63%	100%
Male	88	0%	0%	6%	35%	58%	100%
18 to 24 years of age	93	0%	0%	0%	27%	73%	100%
25 to 44	87	0%	0%	9%	35%	57%	100%
45 to 54	88	0%	1%	6%	36%	57%	100%
55 to 64	91	0%	0%	4%	28%	68%	100%
65 to 74	88	0%	1%	7%	31%	60%	100%
75 to 84	87	0%	2%	6%	33%	59%	100%
85 years of age and up	83	0%	0%	15%	38%	46%	100%
Owner	88	0%	0%	7%	33%	60%	100%
Renter	89	0%	0%	5%	33%	62%	100%
Cadboro Bay	89	0%	0%	6%	34%	60%	100%
Gordon Head	88	0%	1%	7%	29%	63%	100%
Shelbourne	87	0%	2%	7%	33%	58%	100%
Saanich Core	83	0%	4%	16%	24%	56%	100%
Quadra	89	0%	0%	4%	38%	58%	100%
North Quadra	85	0%	0%	4%	50%	46%	100%
Tillicum	85	0%	0%	14%	33%	53%	100%
Carey	88	0%	0%	8%	33%	58%	100%
Royal Oak	90	0%	0%	2%	39%	60%	100%
Cordova Bay	93	0%	0%	3%	23%	74%	100%
Rural Saanich	93	0%	0%	0%	28%	72%	100%
Not sure	96	0%	0%	0%	17%	83%	100%
<i>Valid responses</i>	510						
<i>"No opinion" responses</i>	4						
<i>Did not respond</i>	0						

4b. How safe do you feel in your neighbourhood at night?

	Average score	Very unsafe	Unsafe	Neutral	Safe	Very Safe	Total
All Respondents	71	1%	6%	25%	43%	24%	100%
Female	69	1%	9%	24%	43%	23%	100%
Male	73	0%	3%	27%	45%	25%	100%
18 to 24 years of age	68	5%	5%	32%	32%	27%	100%
25 to 44	68	1%	8%	31%	39%	21%	100%
45 to 54	74	0%	3%	23%	50%	24%	100%
55 to 64	76	0%	3%	20%	47%	30%	100%

	Average score	Very unsafe	Unsafe	Neutral	Safe	Very Safe	Total
65 to 74	69	1%	5%	30%	44%	20%	100%
75 to 84	68	3%	10%	21%	41%	25%	100%
85 years of age and up	65	0%	25%	8%	50%	17%	100%
Owner	71	1%	6%	26%	44%	24%	100%
Renter	70	1%	9%	23%	44%	24%	100%
Cadboro Bay	71	0%	9%	20%	49%	23%	100%
Gordon Head	72	1%	5%	24%	45%	24%	100%
Shelbourne	70	0%	7%	33%	33%	26%	100%
Saanich Core	60	4%	29%	13%	29%	25%	100%
Quadra	68	2%	6%	24%	51%	16%	100%
North Quadra	71	0%	0%	33%	50%	17%	100%
Tillicum	66	0%	9%	35%	37%	19%	100%
Carey	72	0%	4%	21%	56%	19%	100%
Royal Oak	70	3%	3%	27%	45%	22%	100%
Cordova Bay	78	0%	0%	23%	43%	34%	100%
Rural Saanich	84	0%	0%	12%	40%	48%	100%
Not sure	83	0%	0%	17%	33%	50%	100%
<i>Valid responses</i>	506						
<i>"No opinion" responses</i>	8						
<i>Did not respond</i>	0						

4c. How safe do you feel your home is from burglary?

	Average score	Very unsafe	Unsafe	Neutral	Safe	Very Safe	Total
All Respondents	66	2%	7%	33%	43%	15%	100%
Female	66	3%	6%	32%	43%	16%	100%
Male	65	2%	8%	33%	44%	14%	100%
18 to 24 years of age	57	9%	14%	27%	41%	9%	100%
25 to 44	63	4%	6%	34%	45%	11%	100%
45 to 54	63	1%	11%	35%	42%	11%	100%
55 to 64	67	0%	6%	35%	42%	17%	100%
65 to 74	67	2%	4%	33%	43%	17%	100%
75 to 84	73	2%	2%	24%	49%	24%	100%
85 years of age and up	73	0%	0%	30%	50%	20%	100%
Owner	65	2%	7%	33%	44%	14%	100%
Renter	65	4%	8%	31%	39%	19%	100%
Cadboro Bay	68	3%	3%	32%	44%	18%	100%
Gordon Head	65	1%	9%	30%	50%	10%	100%
Shelbourne	63	2%	9%	36%	41%	13%	100%
Saanich Core	65	0%	13%	35%	30%	22%	100%
Quadra	67	4%	4%	29%	45%	18%	100%
North Quadra	64	0%	4%	50%	33%	13%	100%

	Average score	Very unsafe	Unsafe	Neutral	Safe	Very Safe	Total
Tillicum	65	2%	9%	33%	37%	19%	100%
Carey	64	4%	6%	28%	51%	11%	100%
Royal Oak	64	3%	8%	26%	52%	10%	100%
Cordova Bay	66	0%	3%	46%	34%	17%	100%
Rural Saanich	72	4%	4%	25%	33%	33%	100%
Not sure	85	0%	0%	20%	20%	60%	100%
<i>Valid responses</i>	499						
<i>"No opinion" responses</i>	14						
<i>Did not respond</i>	1						

Question #5: Satisfaction with and importance of services

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

	% Satisfied or Very Satisfied	% Important or Very Important	% Difference	Mean: Satisfaction	Mean: Importance	Standard Deviation: Satisfaction	Standard Deviation: Importance	Response Rate: Satisfaction	Response Rate: Importance
AVERAGE - All Services	63%	77%	-14%	69.1	78.7	0.94	0.96	72%	79%

(note: std. deviation calc. on 5-point scale)

Quadrant #4: High Satisfaction – High Importance

	% Satisfied or Very Satisfied	% Important or Very Important	% Difference	Mean: Satisfaction	Mean: Importance	Standard Deviation: Satisfaction	Standard Deviation: Importance	Response Rate: Satisfaction	Response Rate: Importance
Fire fighting services	89%	96%	-7%	85	94	0.73	0.57	82%	88%
Parks	85%	91%	-5%	80	87	0.79	0.76	93%	88%
Residential recycling	84%	94%	-9%	82	89	0.86	0.70	95%	92%
Trails	84%	85%	-1%	81	84	0.78	0.88	90%	86%
Public libraries	83%	86%	-2%	82	85	0.81	0.89	86%	85%
Pools	83%	73%	10%	80	75	0.81	1.08	80%	79%
Fitness, health and wellness programs	81%	80%	1%	79	79	0.81	0.94	84%	83%
School fire safety program	80%	88%	-8%	79	87	0.81	0.90	45%	68%
Garden waste drop-off at Municipal Yard	80%	82%	-2%	81	83	0.93	0.96	76%	80%
Floral displays and landscaping on public prop.	80%	68%	13%	80	73	0.94	1.08	95%	92%
Garbage collection	79%	91%	-12%	80	89	1.00	0.68	95%	92%
Quality of drinking water	78%	97%	-20%	75	96	0.92	0.50	95%	93%
Ease of travel by car	78%	88%	-10%	77	85	0.85	0.85	95%	89%
Law enforcement	74%	94%	-20%	74	92	0.83	0.69	90%	90%
Maintenance of water distribution system	73%	91%	-19%	73	89	0.87	0.70	75%	82%
Beaches and waterfront areas	73%	81%	-8%	74	81	0.84	0.90	90%	87%
Fire safety inspections for businesses	73%	77%	-4%	75	79	0.83	1.07	38%	64%
Sports and athletic programs	73%	66%	7%	74	69	0.79	1.15	63%	71%
Playgrounds	72%	70%	2%	74	73	0.81	1.15	69%	72%
Sports fields	72%	66%	6%	73	69	0.89	1.16	66%	74%
Crime prevention	70%	95%	-25%	71	92	0.84	0.66	89%	90%
Services for seniors	70%	80%	-10%	72	79	0.90	0.99	61%	73%
Maintenance of sewage collection system	67%	92%	-25%	70	89	0.96	0.73	69%	79%
Fall leaf collection program	67%	70%	-3%	71	75	1.07	1.04	79%	83%
Hazardous materials response services	66%	76%	-9%	71	78	0.85	1.06	33%	61%

	% Satisfied or Very Satisfied	% Important or Very Important	% Difference	Mean: Satisfaction	Mean: Importance	Standard Deviation: Satisfaction	Standard Deviation: Importance	Response Rate: Satisfaction	Response Rate: Importance
Marine and technical rescue services	66%	73%	-7%	70	77	0.80	1.10	41%	63%
Services for children (age 0-12)	66%	70%	-4%	70	71	0.94	1.32	38%	52%
Tree protection	65%	78%	-13%	69	79	1.06	1.00	89%	90%
Community fire safety education prog.	64%	82%	-18%	70	82	0.90	0.93	53%	74%
Ease of travel by bus	64%	78%	-14%	69	78	1.08	1.07	84%	84%
Storm-water drainage and flood control	62%	88%	-26%	68	87	0.95	0.72	82%	87%
Police presence and visibility	61%	91%	-30%	67	88	0.99	0.78	94%	90%
Street lighting	61%	84%	-23%	67	82	1.01	0.80	95%	92%
Ease of pedestrian travel	58%	87%	-29%	65	85	1.05	0.79	93%	88%
Street cleaning	58%	73%	-14%	66	77	1.02	0.89	94%	93%
Services for disabled	58%	71%	-13%	67	73	0.92	1.18	37%	54%
Protection of natural environment	57%	91%	-34%	66	90	1.01	0.72	87%	89%
Emergency preparedness program	57%	86%	-29%	65	84	0.95	0.83	67%	82%
Police traffic enforcement	55%	82%	-27%	64	83	1.03	0.94	91%	89%
Street repair (i.e. condition of roads)	54%	86%	-32%	62	83	1.02	0.80	96%	90%
Parking control and enforcement	53%	54%	-1%	63	64	1.03	1.26	80%	83%
Business licensing	52%	60%	-8%	65	68	0.87	1.17	41%	60%
Arts and cultural programs	52%	51%	1%	64	61	0.91	1.16	65%	75%

Quadrant #3: Low Satisfaction – High Importance

Protection of rural/agricultural land	49%	84%	-35%	61	85	1.08	0.90	80%	83%
Protecting character of neighbourhoods	48%	84%	-36%	61	84	1.06	0.89	88%	88%
Sidewalk repair	48%	78%	-31%	59	80	1.11	0.82	89%	90%
Animal control services	47%	67%	-20%	61	73	1.06	1.02	72%	80%
Bylaw enforcement	46%	72%	-26%	59	76	1.03	0.99	72%	82%
Land-use planning	45%	87%	-43%	58	85	1.04	0.78	74%	79%
Services for youth (13-21 years of age)	45%	73%	-28%	59	74	0.98	1.14	45%	61%
Building inspection	45%	73%	-28%	60	77	1.08	0.99	59%	75%
Economic development	45%	73%	-29%	60	76	0.88	1.01	57%	69%
Primary sewage treat. & ocean outfall	41%	92%	-51%	52	89	1.25	0.77	80%	87%
Ease of travel by bicycle	41%	75%	-34%	57	78	1.07	1.13	72%	72%
Services for economically disadvantaged	38%	59%	-21%	55	65	0.96	1.25	36%	57%

	<i>% Satisfied or Very Satisfied</i>	<i>% Important or Very Important</i>	<i>% Difference</i>	Mean: Satisfaction	Mean: Importance	Standard Deviation: Satisfaction	Standard Deviation: Importance	Response Rate: Satisfaction	Response Rate: Importance
Quadrant #2: High Satisfaction – Low Importance									
Skating arena	57%	50%	7%	65	59	0.98	1.25	52%	62%
Municipal website	57%	46%	11%	67	59	0.98	1.22	28%	45%
Municipal golf course	68%	40%	28%	73	50	0.92	1.43	50%	64%
Quadrant #1: Low Satisfaction – Low Importance									
Multicultural services and programs	49%	39%	10%	62	52	0.90	1.31	44%	62%

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

Question #6: Service Usage

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

	Avg. Score (out of 5)	(Score: 1) Never	Once or twice	(Score: 3) Three to four times	Once every 1 to 2 months	(Score: 5) More than once a month	Total	Valid responses	"Not sure" responses
a. Visited a public library	3.2	17%	19%	18%	20%	26%	100%	500	10
b. Attended an arts or cultural event	2.2	31%	36%	17%	12%	4%	100%	486	26
c. Used a Saanich recreation centre	3.2	20%	21%	15%	12%	33%	100%	493	18
d. Used a rec. centre in a neighbouring municipality	2.3	45%	21%	11%	7%	17%	100%	488	24
e. Played golf at the Cedar Hill Golf Club	1.3	83%	9%	3%	2%	2%	100%	500	15
f. Visited a Saanich municipal park or nature trail	3.9	5%	13%	14%	19%	48%	100%	500	8
g. Used the Galloping Goose or Lochside Trail	3.1	28%	14%	14%	12%	32%	100%	500	11
h. Attended a public meeting about municipal matters	1.4	68%	24%	6%	1%	0%	100%	500	14
i. Visited the Municipal Hall	2.0	34%	45%	14%	4%	2%	100%	500	11
j. Dropped off garden waste at the Saanich Municipal Yard	2.6	39%	16%	13%	15%	18%	100%	500	8
k. Contacted the Saanich Fire Department	1.2	86%	12%	2%	0%	0%	100%	500	10
l. Contacted the Saanich Police Department	1.5	60%	32%	7%	0%	1%	100%	500	8
m. Visited the Municipal website	1.4	76%	13%	6%	2%	3%	100%	500	18

Question #7 to #9: Budget & Taxes

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

	Average Score (out of 3)	(Score: 1) Rely Less	(Score: 2) Same	(Score: 3) Rely More	No opinion	Total	Valid Responses
a. Property taxation	1.8	22%	60%	7%	11%	100%	511
b. User fees	2.4	10%	38%	41%	11%	100%	511
c. Reserves or savings	2.0	15%	52%	15%	18%	100%	511
d. Government grants	2.4	5%	39%	43%	14%	100%	511
e. Borrowing	1.5	45%	36%	3%	15%	100%	510

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

	%
a. Higher taxes with improved municipal services (Score: 1)	18%
b. Same taxes with same/reduced level of municipal services (2)	62%
c. Lower taxes with reduced level of municipal service (3)	11%
d. No opinion	8%
Total	100%
Average Score (out of 3)	2.1
Valid responses	509

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

	Average \$	\$0	\$1 to \$10	\$11 to \$20	\$21 to \$30	\$31 to \$40	\$41 to \$50	\$51 to \$60	\$61 to \$100
Roads and traffic control	\$14.34	14%	42%	29%	10%	1.8%	1.9%	0.0%	0.6%
Municipal water system	\$13.74	11%	42%	39%	6%	1.4%	0.6%	0.0%	0.2%
Municipal sewer and drainage system	\$12.64	15%	43%	35%	5%	0.8%	1.0%	0.0%	0.2%
Environment protection and enhancement	\$10.88	17%	56%	21%	4%	0.6%	1.0%	0.2%	0.0%
Parks and trails	\$10.60	14%	61%	21%	3%	0.8%	0.4%	0.0%	0.0%
Pedestrian infrastructure (paths, sidewalks)	\$9.91	16%	62%	18%	4%	0.0%	0.8%	0.2%	0.0%
Bicycle infrastructure (bike lanes, etc.)	\$9.35	23%	56%	15%	4%	1.8%	0.6%	0.2%	0.0%
Recreation facilities	\$9.17	22%	56%	19%	2.1%	0.4%	0.2%	0.0%	0.2%
Arts and cultural facilities	\$5.23	42%	50%	7%	1.4%	0.0%	0.0%	0.0%	0.2%
Municipal buildings	\$4.32	41%	57%	1.8%	0%	0.2%	0.0%	0.0%	0.0%
Total	\$100								
Valid Responses	493	Note 1: funding allocations from respondents who allocated more than the \$100 max. are included in the average calculations							
Did not respond	21								
Responses > \$100	15	Note 2: % frequency figures do not include those who did not answer any of this question							

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

	Roads & Traffic	Water System	Sewer System	Enviro Protection	Parks & Trails	Pedestrian Infra.	Bicycle Infra.	Recreation Facilities	Arts & Culture
All respondents	\$14.34	\$13.74	\$12.64	\$10.88	\$10.60	\$9.91	\$9.35	\$9.17	\$5.23
18 to 24 years of age	\$15.64	\$16.14	\$9.91	\$13.09	\$8.95	\$8.32	\$6.05	\$11.32	\$9.45
25 to 44	\$12.65	\$12.20	\$11.03	\$10.58	\$11.20	\$9.69	\$12.07	\$10.30	\$5.13
45 to 54	\$13.30	\$12.77	\$12.32	\$11.04	\$12.43	\$10.02	\$9.84	\$9.32	\$4.66
55 to 64	\$14.33	\$14.65	\$13.85	\$11.01	\$10.79	\$9.46	\$7.29	\$8.96	\$4.59
65 to 74	\$13.70	\$13.88	\$13.64	\$10.84	\$10.48	\$9.69	\$8.03	\$8.78	\$6.51
75 to 84	\$17.11	\$15.02	\$13.67	\$10.31	\$8.31	\$11.00	\$7.72	\$8.16	\$5.18
85 years of age and up	\$24.31	\$16.54	\$13.46	\$11.92	\$4.08	\$7.31	\$12.46	\$3.08	\$1.31
Cadboro Bay	\$11.82	\$12.50	\$13.88	\$12.79	\$12.56	\$9.44	\$8.50	\$8.88	\$5.38
Gordon Head	\$12.78	\$13.03	\$12.49	\$10.07	\$11.43	\$10.04	\$10.54	\$10.26	\$5.07
Shelbourne	\$15.31	\$12.98	\$14.55	\$8.82	\$10.24	\$9.49	\$9.71	\$8.56	\$7.27
Saanich Core	\$15.13	\$14.33	\$13.00	\$9.04	\$10.04	\$12.04	\$8.33	\$8.79	\$5.08
Quadra	\$13.86	\$15.92	\$11.68	\$12.28	\$10.06	\$9.26	\$9.34	\$9.08	\$4.72
North Quadra	\$15.43	\$14.13	\$12.26	\$8.48	\$11.74	\$10.91	\$8.17	\$10.35	\$4.70
Tillicum	\$13.33	\$13.02	\$13.56	\$12.16	\$9.12	\$8.35	\$10.12	\$7.98	\$5.30
Carey	\$14.53	\$12.45	\$9.83	\$12.36	\$9.98	\$11.09	\$10.32	\$9.11	\$3.45
Royal Oak	\$18.18	\$14.73	\$11.48	\$11.27	\$10.42	\$8.93	\$6.88	\$8.32	\$5.68
Cordova Bay	\$13.09	\$12.85	\$12.39	\$8.88	\$11.00	\$10.82	\$10.18	\$12.55	\$4.03
Rural Saanich	\$13.08	\$15.92	\$14.71	\$13.21	\$11.38	\$8.25	\$5.96	\$7.67	\$6.33
Not sure	\$11.67	\$12.50	\$18.33	\$9.17	\$5.83	\$8.33	\$14.17	\$5.00	\$5.00
Valid responses:	493	493	493	493	493	493	493	493	493

Question #10: Overall Assessment of Local Government

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

	Average score	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	No opinion	Total
All Respondents	62	2%	10%	33%	35%	12%	9%	100%
Female	61	0%	22%	44%	11%	0%	22%	100%
Male	63	2%	8%	36%	31%	10%	13%	100%
18 to 24 years of age	52	5%	14%	32%	18%	5%	27%	100%
25 to 44	56	3%	12%	38%	32%	4%	12%	100%
45 to 54	60	2%	10%	35%	43%	4%	6%	100%
55 to 64	61	1%	11%	35%	40%	8%	5%	100%
65 to 74	69	5%	4%	29%	27%	29%	6%	100%
75 to 84	70	2%	5%	27%	39%	21%	6%	100%
85 years of age and up	75	0%	15%	0%	23%	31%	31%	100%
Owner	62	3%	10%	34%	37%	13%	3%	100%
Renter	63	1%	4%	25%	30%	5%	35%	100%
Cadboro Bay	63	3%	9%	31%	40%	11%	6%	100%
Gordon Head	62	2%	10%	32%	34%	12%	11%	100%
Shelbourne	64	2%	10%	24%	40%	12%	12%	100%
Saanich Core	67	0%	12%	28%	28%	24%	8%	100%
Quadra	65	0%	4%	42%	34%	14%	6%	100%
North Quadra	65	0%	4%	35%	43%	9%	9%	100%
Tillicum	63	0%	9%	34%	34%	9%	14%	100%
Carey	63	4%	8%	35%	29%	19%	4%	100%
Royal Oak	61	5%	8%	31%	44%	8%	5%	100%
Cordova Bay	54	6%	14%	40%	23%	9%	9%	100%
Rural Saanich	56	4%	20%	20%	40%	4%	12%	100%
Not sure	50	0%	17%	67%	17%	0%	0%	100%
<i>Valid responses:</i>	511							

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

	Average score	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	No opinion	Total
All Respondents	63	1%	9%	25%	29%	11%	26%	100%
Female	62	1%	7%	26%	25%	9%	31%	100%
Male	64	1%	10%	24%	32%	12%	20%	100%
18 to 24 years of age	58	5%	9%	18%	32%	5%	32%	100%
25 to 44	61	1%	9%	27%	31%	6%	26%	100%
45 to 54	62	0%	8%	30%	31%	6%	25%	100%
55 to 64	61	1%	10%	30%	31%	9%	19%	100%
65 to 74	65	1%	13%	20%	23%	18%	24%	100%
75 to 84	72	2%	3%	18%	27%	20%	30%	100%

85 years of age and up	83	0%	0%	8%	15%	23%	54%	100%
Owner	63	1%	9%	26%	29%	12%	23%	100%
Renter	63	1%	5%	23%	29%	6%	36%	100%
Cadboro Bay	63	0%	11%	23%	37%	9%	20%	100%
Gordon Head	59	3%	9%	26%	21%	9%	33%	100%
Shelbourne	64	0%	9%	26%	33%	9%	24%	100%
Saanich Core	65	0%	4%	28%	32%	8%	28%	100%
Quadra	64	2%	6%	22%	32%	8%	30%	100%
North Quadra	68	0%	9%	13%	26%	13%	39%	100%
Tillicum	69	0%	0%	34%	20%	16%	30%	100%
Carey	67	0%	6%	27%	38%	13%	17%	100%
Royal Oak	62	2%	13%	24%	27%	13%	21%	100%
Cordova Bay	55	3%	20%	20%	29%	6%	23%	100%
Rural Saanich	70	0%	4%	28%	32%	20%	16%	100%
Not sure	60	0%	17%	17%	50%	0%	17%	100%
Valid responses:	511							

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

	Average score	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	No opinion	Total
All Respondents	55	3%	14%	28%	23%	6%	26%	100%
Female	56	2%	11%	31%	19%	6%	32%	100%
Male	56	4%	16%	26%	28%	7%	20%	100%
18 to 24 years of age	46	9%	9%	18%	18%	0%	45%	100%
25 to 44	51	2%	16%	33%	11%	5%	32%	100%
45 to 54	56	0%	12%	37%	25%	4%	23%	100%
55 to 64	54	3%	13%	35%	26%	4%	19%	100%
65 to 74	56	4%	17%	16%	24%	9%	30%	100%
75 to 84	65	5%	8%	18%	38%	14%	18%	100%
85 years of age and up	56	0%	23%	8%	23%	8%	38%	100%
Owner	56	3%	15%	28%	24%	7%	23%	100%
Renter	56	3%	6%	30%	18%	4%	40%	100%
Cadboro Bay	57	0%	17%	26%	26%	6%	26%	100%
Gordon Head	53	6%	11%	26%	24%	3%	30%	100%
Shelbourne	59	0%	14%	29%	28%	7%	22%	100%
Saanich Core	57	4%	8%	32%	20%	8%	28%	100%
Quadra	52	4%	10%	34%	20%	2%	30%	100%
North Quadra	56	4%	17%	13%	35%	4%	26%	100%
Tillicum	56	0%	11%	27%	18%	5%	39%	100%
Carey	63	0%	10%	35%	25%	15%	15%	100%
Royal Oak	53	2%	24%	21%	26%	5%	23%	100%
Cordova Bay	43	9%	20%	29%	11%	3%	29%	100%
Rural Saanich	68	0%	4%	36%	20%	20%	20%	100%
Not sure	54	0%	0%	83%	17%	0%	0%	100%
Valid responses:	511							

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

	Average score	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	No opinion	Total
All Respondents	64	2%	7%	33%	37%	12%	9%	100%
Female	63	2%	6%	35%	34%	10%	13%	100%
Male	64	2%	9%	31%	42%	13%	4%	100%
18 to 24 years of age	57	5%	14%	27%	27%	9%	18%	100%
25 to 44	59	1%	7%	42%	32%	4%	14%	100%
45 to 54	62	2%	4%	40%	44%	4%	7%	100%
55 to 64	63	3%	7%	36%	41%	12%	1%	100%
65 to 74	66	2%	9%	24%	35%	18%	11%	100%
75 to 84	74	2%	5%	18%	41%	27%	8%	100%
85 years of age and up	68	0%	15%	15%	23%	23%	23%	100%
Owner	64	2%	7%	33%	38%	13%	7%	100%
Renter	61	1%	8%	31%	36%	5%	19%	100%
Cadboro Bay	64	3%	9%	31%	37%	14%	6%	100%
Gordon Head	60	2%	10%	32%	32%	9%	16%	100%
Shelbourne	66	0%	3%	38%	40%	12%	7%	100%
Saanich Core	70	0%	0%	32%	40%	16%	12%	100%
Quadra	63	2%	4%	34%	44%	4%	12%	100%
North Quadra	67	0%	9%	26%	52%	13%	0%	100%
Tillicum	66	0%	2%	36%	32%	11%	18%	100%
Carey	66	4%	4%	29%	44%	17%	2%	100%
Royal Oak	65	3%	16%	15%	45%	18%	3%	100%
Cordova Bay	52	3%	11%	57%	20%	3%	6%	100%
Rural Saanich	63	4%	4%	40%	36%	12%	4%	100%
Not sure	55	0%	0%	67%	17%	0%	17%	100%
<i>Valid responses:</i>	<i>511</i>							

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

	Average score	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	No opinion	Total
All Respondents	67	1%	5%	32%	40%	17%	4%	100%
Female	67	1%	4%	33%	39%	16%	7%	100%
Male	68	1%	7%	30%	41%	19%	2%	100%
18 to 24 years of age	64	5%	5%	27%	50%	9%	5%	100%
25 to 44	63	0%	5%	39%	42%	5%	9%	100%
45 to 54	66	1%	4%	35%	48%	10%	2%	100%
55 to 64	65	1%	7%	40%	37%	15%	0%	100%
65 to 74	71	2%	6%	24%	35%	27%	5%	100%
75 to 84	79	2%	3%	14%	38%	41%	3%	100%
85 years of age and up	68	0%	8%	31%	15%	23%	23%	100%
Owner	68	1%	6%	31%	41%	19%	3%	100%
Renter	64	1%	4%	38%	38%	10%	10%	100%

Cadboro Bay	67	3%	6%	31%	40%	20%	0%	100%
Gordon Head	66	1%	7%	29%	41%	13%	9%	100%
Shelbourne	68	0%	3%	34%	43%	16%	3%	100%
Saanich Core	73	0%	0%	36%	32%	28%	4%	100%
Quadra	67	2%	2%	32%	50%	12%	2%	100%
North Quadra	70	0%	9%	26%	43%	22%	0%	100%
Tillicum	69	0%	0%	39%	34%	16%	11%	100%
Carey	71	2%	2%	29%	40%	23%	4%	100%
Royal Oak	69	2%	10%	21%	44%	21%	3%	100%
Cordova Bay	59	3%	9%	49%	26%	11%	3%	100%
Rural Saanich	66	0%	12%	32%	36%	20%	0%	100%
Not sure	58	0%	0%	67%	33%	0%	0%	100%
Valid responses:	511							

Question #11-14: Customer Service

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

	Yes	No
All Respondents (%)	66%	34%
All Respondents (#s)	335	175
Female	63%	37%
Male	69%	31%
18 to 24 years of age	55%	45%
25 to 44	75%	25%
45 to 54	75%	25%
55 to 64	66%	34%
65 to 74	63%	37%
75 to 84	51%	49%
85 years of age and up	31%	69%
Owner	68%	32%
Renter	56%	44%
Cadboro Bay	74%	26%
Gordon Head	63%	37%
Shelbourne	71%	29%
Saanich Core	60%	40%
Quadra	66%	34%
North Quadra	63%	38%
Tillicum	70%	30%
Carey	71%	29%
Royal Oak	64%	36%
Cordova Bay	57%	43%
Rural Saanich	68%	32%
Not sure	33%	67%
Valid responses:	510	

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

	%
Telephone	66%
In person at the Municipal Hall	48%
In person at a municipal recreation centre or park	40%
In person at the Municipal Public Works Yard	36%
In person in the community (at home, on the street, etc.)	26%
In person at the Saanich Police Station	21%
Mail	16%
E-mail	9%
In person at a Saanich Fire Hall	7%
Fax	4%
Other	1%
Valid Responses (those who answered "yes" to question #11)	335
Did not respond (answered "no" or did not respond to #11)	179

Note: The total is more than 100% because respondent could make 3 selections.

13a. & 14. What was your impression of the municipal employee in your most recent contact: "Easy to reach"

	Avg. Score	Very Poor	Poor	Neutral	Good	Very Good	Total	"No opinion"	Valid responses
All Respondents	77	1%	6%	15%	41%	37%	100%	15	254
<i>Stratified by Department indicated:</i>									
Mayor and Council	75	0%	0%	0%	100%	0%	100%	0	2
Administration	50	0%	0%	100%	0%	0%	100%	0	1
Corporate Projects	83	0%	0%	0%	67%	33%	100%	0	3
Corporate Services	100	0%	0%	0%	0%	100%	100%	0	2
Clerks	80	0%	0%	20%	40%	40%	100%	2	5
Receptionist	86	0%	0%	0%	57%	43%	100%	0	7
Engineering	75	0%	13%	0%	63%	25%	100%	0	8
Bylaw Enforcement	74	0%	5%	24%	43%	29%	100%	1	21
Building Inspections	64	9%	18%	18%	18%	36%	100%	0	11
Finance	85	0%	0%	18%	26%	56%	100%	2	39
Fire Department	86	0%	0%	11%	33%	56%	100%	0	9
Parks Department	63	7%	13%	20%	40%	20%	100%	0	15
Public Works Dept.	76	0%	7%	14%	46%	32%	100%	5	56
Planning	81	0%	6%	17%	28%	50%	100%	2	18
Police Dept.	72	5%	11%	5%	46%	32%	100%	2	37
Purchasing	100	0%	0%	0%	0%	100%	100%	0	1
Recreation	75	0%	0%	21%	58%	21%	100%	1	19

**13b. & 14. What was your impression of the municipal employee in your most recent contact:
"Responsiveness"**

	Avg. Score	Very Poor	Poor	Neutral	Good	Very Good	Total	"No opinion"	Valid responses
All Respondents	77	3%	3%	15%	40%	38%	100%	7	261
<i>Stratified by Department indicated:</i>									
Mayor and Council	50	0%	0%	100%	0%	0%	100%	0	2
Administration	75	0%	0%	0%	100%	0%	100%	0	1
Corporate Projects	83	0%	0%	0%	67%	33%	100%	0	3
Corporate Services	100	0%	0%	0%	0%	100%	100%	0	2
Clerks	64	14%	0%	29%	29%	29%	100%	0	7
Receptionist	86	0%	0%	0%	57%	43%	100%	0	7
Engineering	75	0%	13%	0%	63%	25%	100%	0	8
Bylaw Enforcement	67	9%	9%	14%	41%	27%	100%	0	22
Building Inspections	61	0%	18%	45%	9%	27%	100%	0	11
Finance	85	0%	0%	13%	34%	53%	100%	3	38
Fire Department	89	0%	0%	11%	22%	67%	100%	0	9
Parks Department	73	0%	7%	20%	47%	27%	100%	0	15
Public Works Dept.	78	3%	2%	12%	45%	38%	100%	2	58
Planning	84	0%	0%	11%	42%	47%	100%	1	19
Police Dept.	71	8%	5%	18%	32%	37%	100%	1	38
Purchasing	100	0%	0%	0%	0%	100%	100%	0	1
Recreation	83	0%	0%	5%	60%	35%	100%	0	20

**13c. & 14. What was your impression of the municipal employee in your most recent contact:
"Knowledge"**

	Avg. Score	Very Poor	Poor	Neutral	Good	Very Good	Total	"No opinion"	Valid responses
All Respondents	78	1%	4%	15%	41%	40%	100%	16	252
<i>Stratified by Department indicated:</i>									
Mayor and Council	75	0%	0%	0%	100%	0%	100%	0	2
Administration	75	0%	0%	0%	100%	0%	100%	0	1
Corporate Projects	83	0%	0%	0%	67%	33%	100%	0	3
Corporate Services	100	0%	0%	0%	0%	100%	100%	0	2
Clerks	71	0%	14%	14%	43%	29%	100%	0	7
Receptionist	86	0%	0%	0%	57%	43%	100%	0	7
Engineering	75	0%	13%	0%	63%	25%	100%	0	8
Bylaw Enforcement	68	5%	0%	35%	40%	20%	100%	2	20
Building Inspections	70	0%	9%	27%	36%	27%	100%	0	11
Finance	82	0%	5%	13%	29%	53%	100%	3	38
Fire Department	89	0%	0%	0%	44%	56%	100%	0	9
Parks Department	73	0%	7%	27%	33%	33%	100%	0	15
Public Works Dept.	80	2%	0%	13%	46%	38%	100%	8	52
Planning	87	0%	5%	5%	26%	63%	100%	1	19
Police Dept.	72	5%	8%	16%	35%	35%	100%	2	37
Purchasing	100	0%	0%	0%	0%	100%	100%	0	1
Recreation	84	0%	0%	5%	55%	40%	100%	0	20

13d. & 14. What was your impression of the municipal employee in your most recent contact:

	Avg. Score	Very Poor	Poor	Neutral	Good	Very Good	Total	"No opinion"	Valid responses
All Respondents	82	2%	3%	12%	34%	50%	100%	7	261
<i>Stratified by Department indicated:</i>									
Mayor and Council	38	50%	0%	0%	50%	0%	100%	0	2
Administration	100	0%	0%	0%	0%	100%	100%	0	1
Corporate Projects	83	0%	0%	0%	67%	33%	100%	0	3
Corporate Services	100	0%	0%	0%	0%	100%	100%	0	2
Clerks	82	0%	0%	14%	43%	43%	100%	0	7
Receptionist	89	0%	0%	0%	43%	57%	100%	0	7
Engineering	81	0%	0%	13%	50%	38%	100%	0	8
Bylaw Enforcement	71	5%	5%	19%	43%	29%	100%	1	21
Building Inspections	66	9%	9%	18%	36%	27%	100%	0	11
Finance	91	0%	0%	8%	20%	73%	100%	1	40
Fire Department	86	0%	11%	0%	22%	67%	100%	0	9
Parks Department	80	0%	0%	13%	53%	33%	100%	0	15
Public Works Dept.	84	2%	2%	9%	34%	53%	100%	2	58
Planning	87	5%	0%	0%	32%	63%	100%	1	19
Police Dept.	74	5%	5%	16%	32%	41%	100%	2	37
Purchasing	100	0%	0%	0%	0%	100%	100%	0	1
Recreation	83	0%	0%	15%	40%	45%	100%	0	20