



Results of the 2006

Citizen Survey

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SAANICH**

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REVISED

May 2006



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Executive Summary

On February 28, 2006, an 8 page survey was mailed to 1200 randomly selected Saanich residents, asking them to share their ideas and opinions about Saanich as a community, and the District of Saanich as their municipal government. By the March 15, 2006 response deadline, we had received 382 completed surveys, giving us a good response rate of 33%, and low sampling error of $\pm 5\%$, 19 times out of 20.

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

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

Quality of Life

- ✓ Residents give very high ratings to quality of life measures, such as the rating of Saanich as a place to live, as a place to raise children, as a place to retire or as a place to work. Over 93% rated quality of life as good or very good, up from 87% in 2003.
- ✓ Over 84% of residents generally feel safe or very safe and secure in their neighbourhoods.
- ✓ When asked to list things they like about Saanich, residents most frequently identify its central location, its quiet, friendly, safe neighbourhoods, its great parks and trails network.
- ✓ When asked to list things they dislike about Saanich, residents most frequently identify transportation issues such as congestion.

Service Delivery

- ✓ Of the 58 different local government services that residents were asked to rate, 50 of them, or 86% percent, met or exceeded citizen expectations.
- ✓ Residents give an overall score of 66 out of 100 to municipal government services.
- ✓ Residents give particularly high praise to Saanich's fire fighting, parks, trails, recreation facilities and programs, and landscaping of public property.
- ✓ Conversely, services that residents are the least satisfied with and most concerned about include, ease of travel by bicycle, sidewalk repair, building inspection / permits and by-law enforcement. These themes are consistent with those reported in 2003.
- ✓ Over 84% of residents use a Saanich municipal park or trail several times per year or more. Contacting Saanich Fire, attending a public meeting and the municipal golf course are used the least frequently of services listed.

Local Government

- ✓ Residents continue to strongly prefer lower property taxes and limited or no increase in services, preferring instead that a greater percentage of revenue be raised through user fees.
- ✓ When asked to allot an imaginary \$100 to a selection of 10 capital projects, residents choose to allot the largest portion, \$13.02, to roads and traffic control, followed closely by parks and trails at \$11.15, the municipal water system at \$10.81 and the sewer and drains system at \$10.53.
- ✓ Saanich residents clearly value their community newspaper and their local daily newspaper as the two most important ways they access, and engage in, municipal decision making processes.
- ✓ When asked to give overall ratings of the performance and direction of the District of Saanich, residents gave high marks of over 70%, with less than 2% to 6% giving negative responses.

Introduction: Background, Objectives & Methodology

Near the end of 2002, the District of Saanich embarked on a process to renew its strategic direction. The Mayor, Council and staff recognized the importance of citizen and business input to this process. At the same time, they were also very interested in increasing the amount and diversity of feedback received from residents on the quality and importance of services provided and on budget planning – information that is used to improve services and provide input to the budget process. The first survey was completed in 2003.

This second citizen's survey follows the same methodology as the 2003 survey. Readers are encouraged to read both surveys for their own interest; however **caution should be exercised when comparing the results of the 2003 Citizen Survey with the current survey results. The differences between these two studies have not been statistically tested to determine whether they are significant.** Also, trends cannot be established with only two years of data. Comparative analysis is planned for the next citizen survey.

Survey Objectives

1. Obtain a statistical assessment of citizen perceptions of service delivery availability and quality.
2. Provide citizen input to municipal financial planning.
3. Gather citizen feedback on municipal public involvement processes.
4. Provide citizen input to the municipality's annual strategic planning process.

Methodology

The 2006 Citizen Survey was mailed to 1200 randomly selected Saanich residences on February 28, 2006. Of those surveys mailed out, 10 were returned by recipients who did not live within the boundaries of Saanich, 12 were returned as undeliverable, and a further 14 were not able to respond, giving us a total of 1164 valid survey recipients. Responses were due by March 15, at which time 382 completed surveys had been returned, translating to a 32.8% response rate. Response rates of this kind are typically between 25% and 40%.

Based on a sample size of 382, our sampling error (also called "margin of error") is plus or minus 5%, 19 times out of 20, which means that 95% of the time, our survey results will vary $\pm 5\%$ from the results obtained if every individual in the District of Saanich were surveyed. Subgroups like age groups, place of residence or gender can be analyzed, although because they contain fewer respondents than the total, the size of the sampling error may increase.

Although responses to many of the evaluative questions were made on a 5 point scale with 5 representing the best rating and 1 the worst, most of the results in this summary are

reported on a common scale where 0 is the worst possible rating and 100 is the best possible rating.

No statistical reweighing of results was done to precisely match the demographic characteristics of survey respondents with those of the population. Demographic differences between the sample and the population were judged to be not significant enough to warrant the additional time and expense required for statistical reweighing. In almost all questions, results are provided for each demographic group, allowing survey readers to make their own judgements on the differences present between sub-groups.

The sample is underrepresented by respondents under the age of 44, and by respondents who are renters. Please see Appendix I for demographic data.

Presentation of Results

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

Acknowledgements

The 2006 Citizen Survey would not have been successfully completed without the special efforts and gratefully received assistance from:

- District of Saanich staff, especially members of the Strategic Planning Team, Finance Staff, Wayne Regan in the Print Shop, Noella May, Rebecca Pimental-Furtado, Marnie Ferguson and Kathy Orr during data entry and report production, Brian Vatne during database design
- Dr. Brent Mainprize from the Faculty of Management at Royal Roads University
- and most importantly, those citizens who took the time to carefully complete and return their surveys.

SURVEY RESULTS

Survey results are presented within the following sections:

Quality of Life

Service Delivery

Local Government

Quality of Life

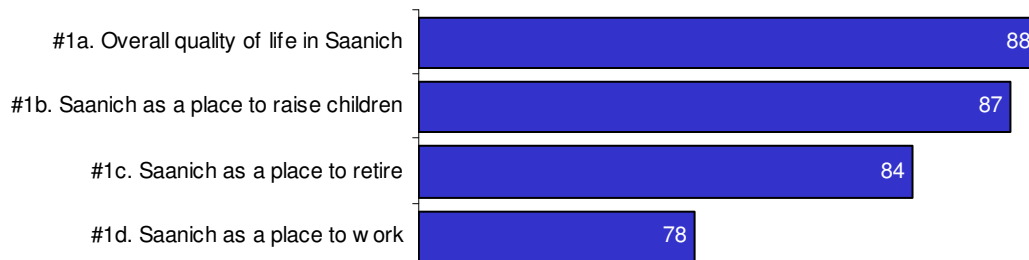
Measuring quality of life is complex, and involves many different indicators. The three groupings of results presented below – “a place to live”, “safety and security” and “likes and dislikes” – provide a reasonable indication of the perceived quality of life in Saanich.

The responses to these three groupings of questions suggest a very positive perception of quality of life in Saanich. Residents are happy living here, generally feel safe, appreciate the amenities, environment and location, and plan to stay. When asked what they dislike most about Saanich, a significant percentage of residents cite traffic and transportation – a theme that runs throughout the survey. Clearly this issue is one which residents feel strongly about as a problem and its impact on quality of life.

A Place to Live (Question #1)

When asked their perceptions of quality of life in Saanich, survey respondents were very positive about Saanich as a community in which to live. These questions received some of the most positive ratings in the survey (see App. III for all data). Over 93% describe the quality of life in Saanich as good to very good, up from 87% in 2003.

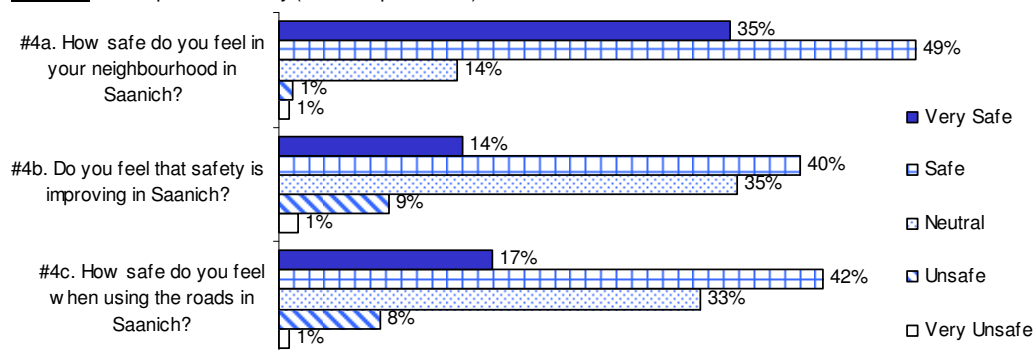
Figure 1: Quality of Life Ratings (average score - out of 100)



Safety & Security (Question #4)

Perceptions of safety and security scored lower on average than the other quality of life measures. Although safety in Saanich neighbourhoods received a high score (average: 79), safety when using Saanich roadways, and the perception that safety is improving were somewhat lower (but with still over 50% of respondents feeling “safe” or higher), with average scores of 64 and 66 respectively.

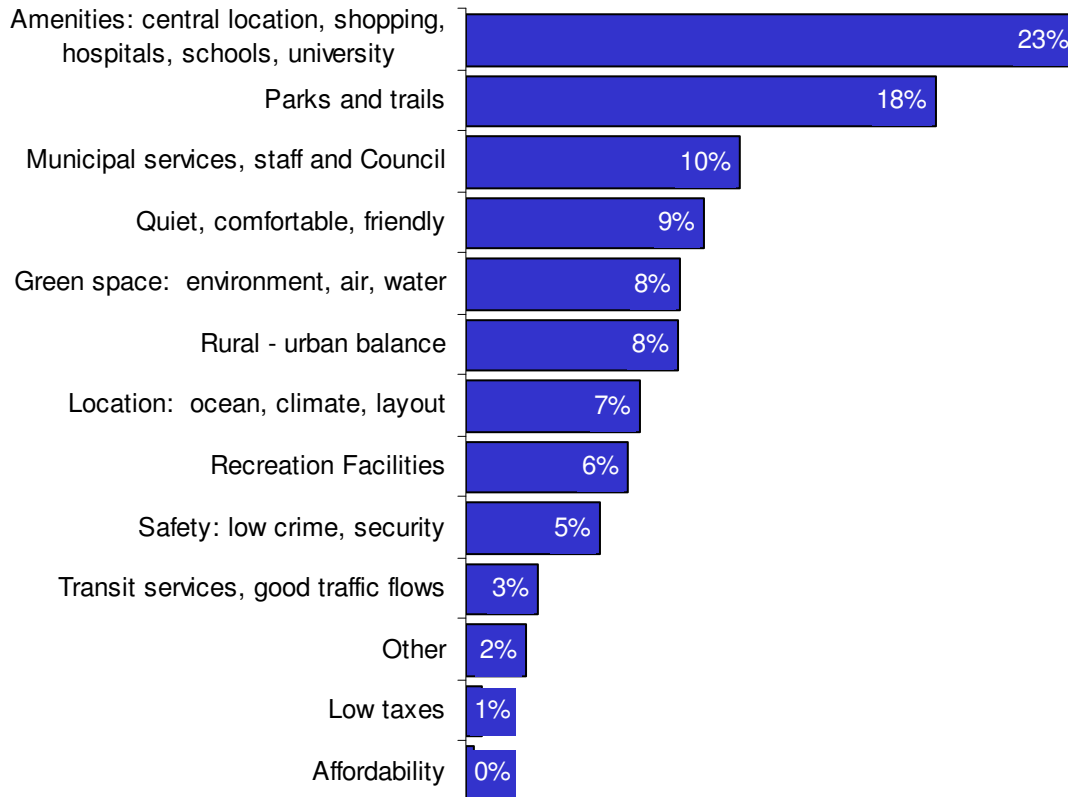
Figure 2: Perception of Safety (% of respondents)



Likes & Dislikes (Question #2 & #3)

Survey respondents were asked to list up to three things that they liked most about Saanich, and three things they dislike the most. Their responses were categorized into similar groupings or themes and are reported in aggregate form. Verbatim responses are available in Appendix IV.

Figure 3: Like Most About Saanich (% of respondents)

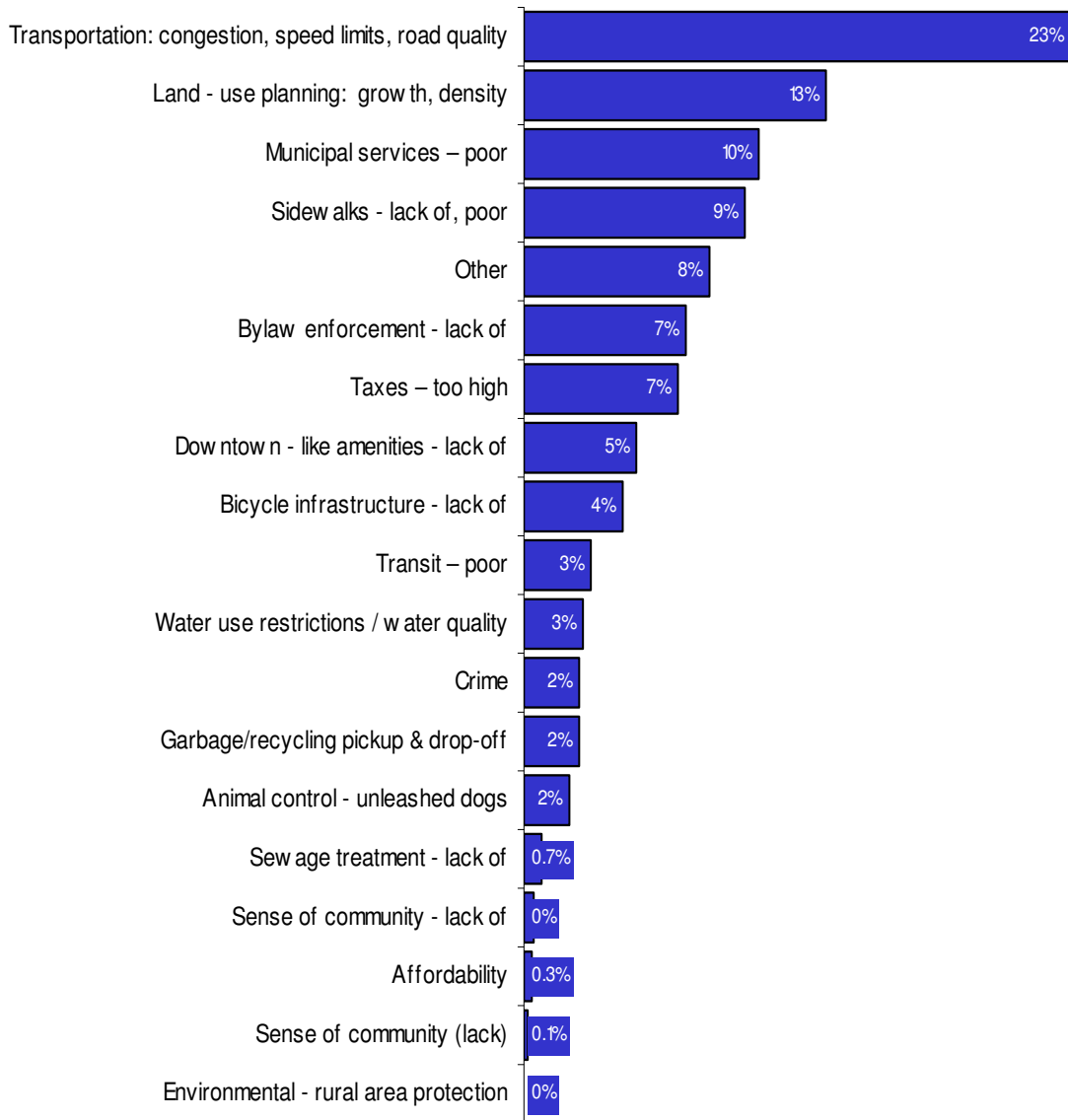


The survey results indicate that residents continue to place a high value on the municipality's central location, excellent amenities (shopping, hospitals, schools, etc.) and small-town feel with quiet, friendly neighbourhoods and close proximity to rural areas. The natural environment and recreation also figure prominently in the list of things citizens like most about Saanich.

Likes & Dislikes (Question #2 & #3 - Continued)

When asked to name the two or three things they dislike most about Saanich, the largest proportion mention traffic congestion. Two other prominent issues mentioned that are particularly likely to impact on quality of life are growth pressures and the lack of sidewalks.

Figure 4: Dislike Most about Saanich (% of respondents)



Service Delivery

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

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

The survey results provide a detailed assessment of 58 local government services. Traditionally, citizen surveys will ask respondents to rank either their level of satisfaction with a particular service, or less commonly, their rating of the importance of a service. Each question provides slightly different information, one on service quality, and the other on service availability and appropriate resource allocation. The 2006 Citizen Survey asked respondents to rate each local government service by both satisfaction and importance. These two ratings can then be plotted onto a graph which shows four quadrants:

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

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

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

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

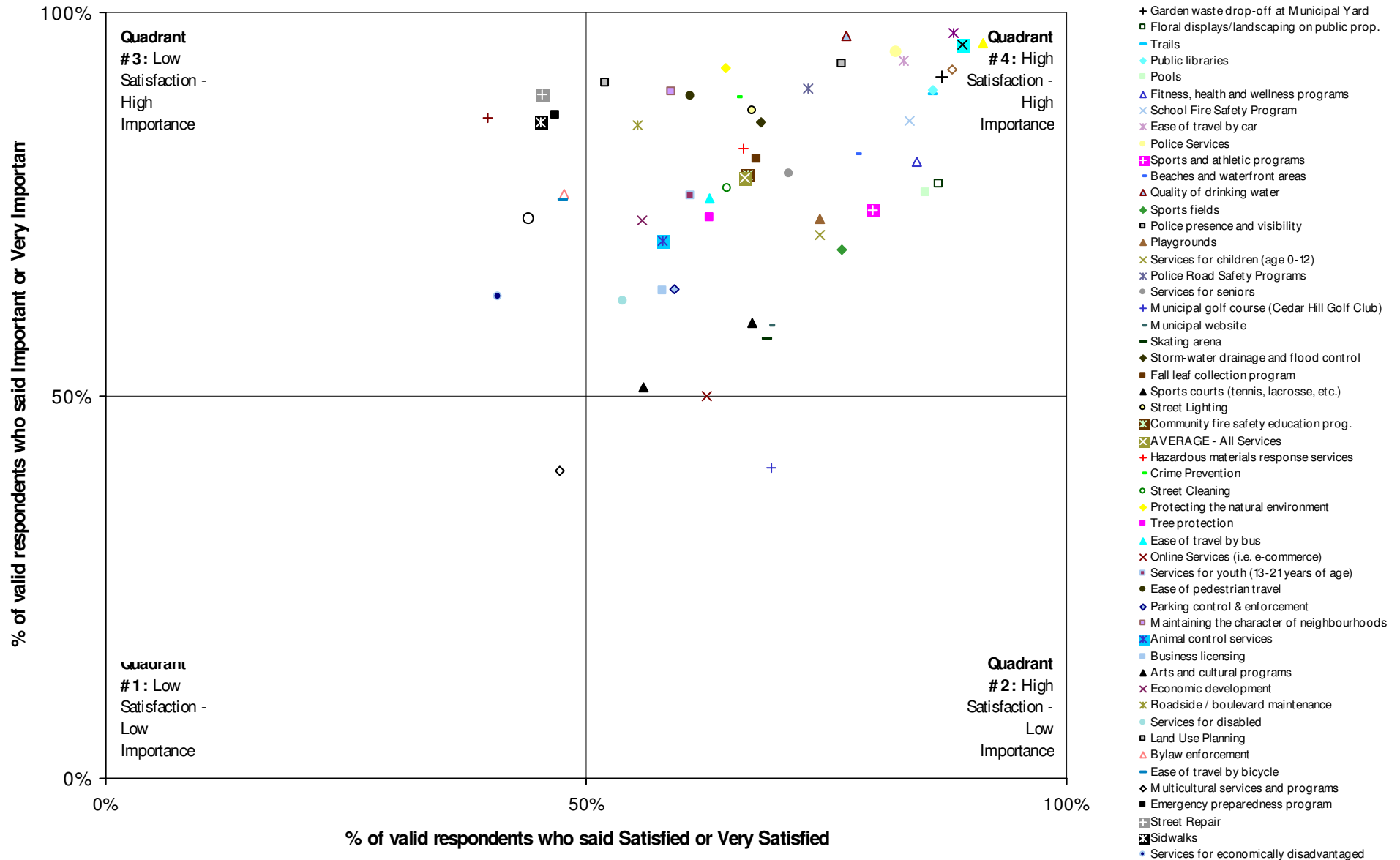
Plotting the satisfaction and importance rating results as has been done in Figure 5 on the next page, shows that 50 of the 58 (86%) listed services are in quadrants 1, 2 or 4. **Therefore the majority of local government services are meeting or exceeding taxpayer expectations.**

There are 8 services in quadrant 3 (low satisfaction/high importance) that are most in need of individual examination to determine:

- how to improve their quality, or,
- whether to provide them at all, or whether to continue providing them at their existing service levels, or
- whether other factors (such as a low awareness of the nature or benefits of a service) are influencing citizen perceptions.

These services are: Sidewalks, street repair, primary sewage treatment and ocean outfall, bylaw enforcement, building inspection / permits, emergency preparedness program, ease of travel by bicycle and services for the economically disadvantaged.

Figure 5: Satisfaction vs. Importance of Local Government Services



Citizen Usage Rates of Selected Services (Question #6)

Use of services by citizens varies tremendously. Not surprisingly, leisure-type activities are used at a significantly higher frequency than other services (the exception being the golf course). Over 60% of the population uses Saanich's recreation centres, libraries, parks and trails several times per year or more – an extremely high rate of use from such a large proportion of the population.

Selected Services	Average Score	Never	Once or twice a year	Three to four times per year	Once every 1 to 2 months	More than once a month
f. Visited a Saanich municipal park or nature trail	75%	5%	11%	18%	13%	53%
c. Used a Saanich recreation centre	58%	17%	21%	14%	10%	37%
a. Visited a public library	56%	19%	18%	13%	19%	31%
h. Used another Saanich trail	55%	20%	20%	14%	11%	34%
g. Used the Galloping Goose or Lochside Trail	52%	28%	14%	12%	12%	33%
k. Dropped off garden waste at the Saanich Municipal Yard	45%	33%	12%	16%	21%	19%
d. Used a recreation centre in a neighbouring municipality	35%	41%	23%	10%	8%	18%
b. Attended an arts or cultural event	32%	35%	30%	15%	12%	7%
j. Visited the Municipal Hall	23%	36%	44%	15%	5%	1%
n. Visited the Municipal website	17%	60%	22%	9%	6%	3%
m. Contacted the Saanich Police Department	11%	64%	28%	7%	1%	0%
e. Played golf at the Cedar Hill Golf Club	10%	80%	9%	6%	2%	3%
i. Attended a public meeting about municipal matters	9%	72%	21%	4%	2%	1%
l. Contacted the Saanich Fire Department	4%	88%	11%	1%	1%	0%

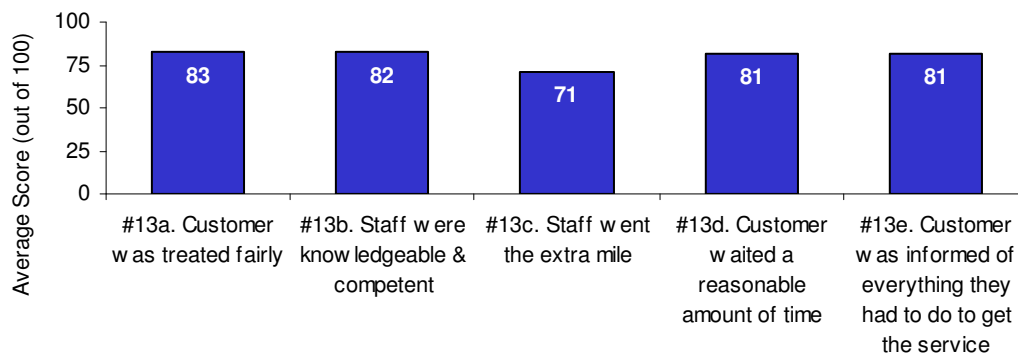
Customer service (Question #11-14)

Over 60% of survey respondents report having had a personal contact with a Saanich employee in the past 12 months. The two most common ways to interact with Saanich employees are: by telephone (73% of all reporting interactions), and in person at the Municipal Hall (56%).

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

Survey respondents report high levels of satisfaction with the customer service provided by Saanich employees. Average scores of 71 to 83 are some of the highest in the survey. Of greater relevance to customer service evaluation are the percentage of respondents giving negative (“poor” or “very poor”) scores – the results are also positive, with generally fewer than 12% of respondents giving negative rankings to customer service by Saanich employees. It is in those areas that our improvement of services will be targeted.

Figure 7: Customer impression of municipal employees



Local Government

Taxes & Spending (Question #7-8)

Results show that a majority of taxpayers are satisfied with the current level of services and appear unwilling to trade a tax increase for increased services. A plurality suggests that they are willing to support increased user fees. A large majority supports the same or decreased reliance on borrowing.

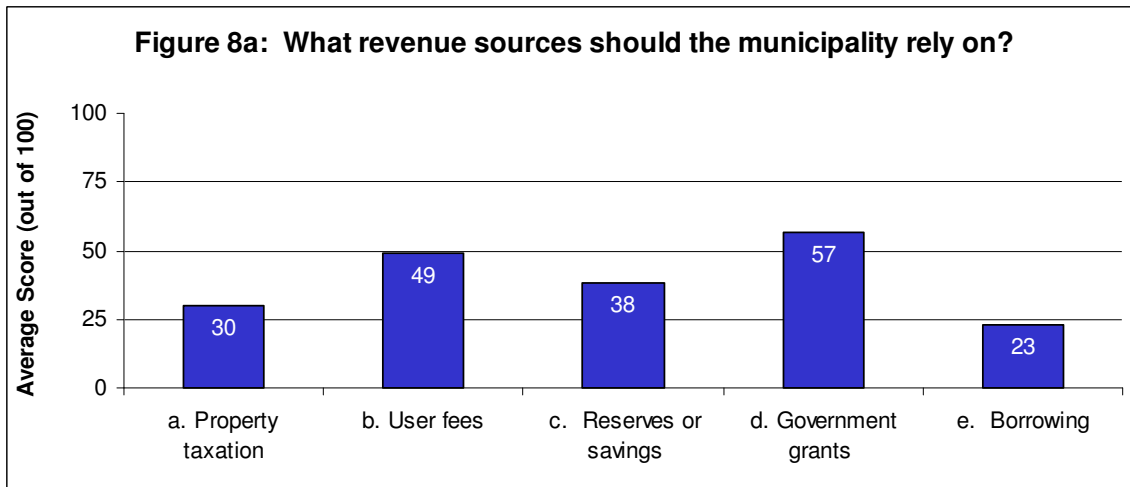
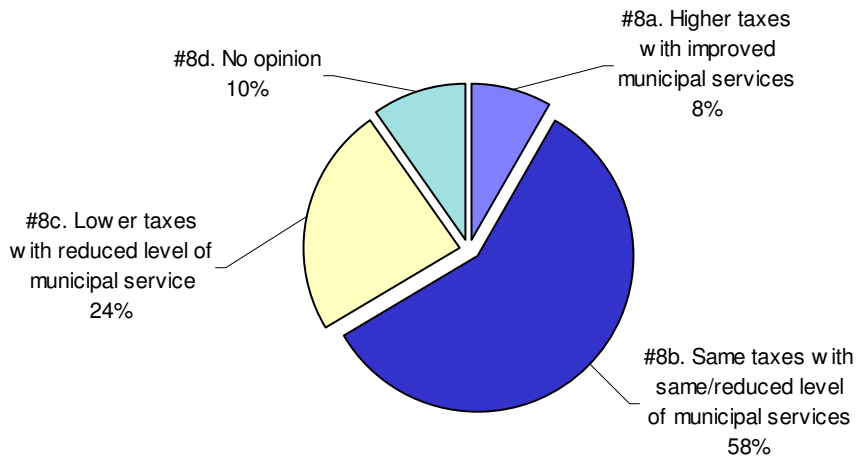


Figure 8b: If faced with the following choices, which would you prefer?

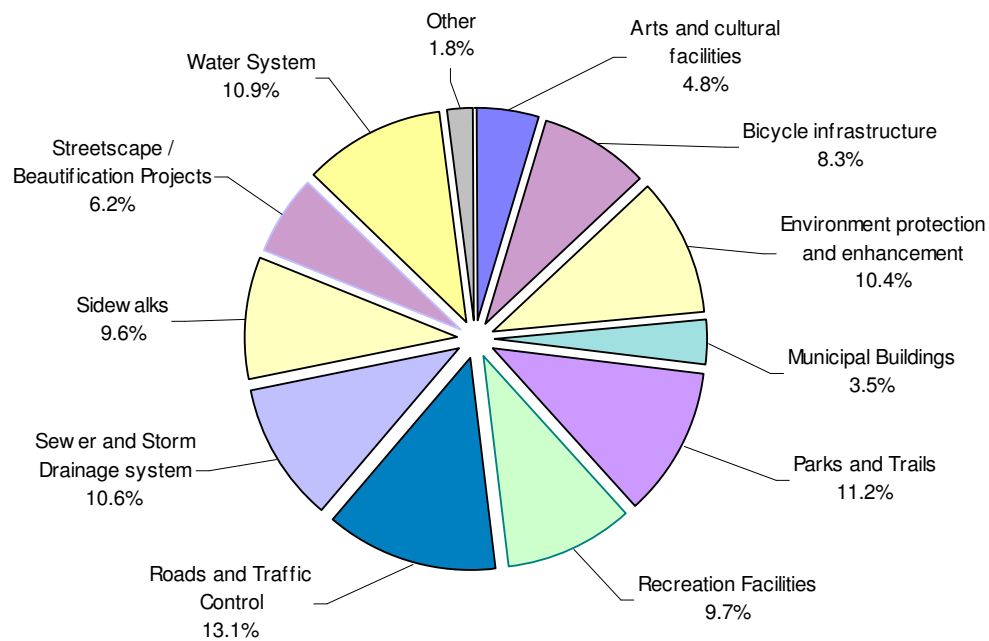


Capital Projects (Question #9)

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

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

Figure 9: Capital Projects (% of a "\$100 pie" of available resources)



Citizen engagement (Question #15-16)

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

Respondents identified the Saanich News (22% of respondents) and the Victoria Times-Colonist (19%) as the two most important ways they wish to access information about municipal issues. Word of mouth, TV and radio are the next most important, but lag the top two mediums significantly. Municipal publications (such as brochures) and the Saanich website are favoured by only 5% of respondents. See Appendix III for complete list of responses.

Finally, respondents were asked to rank the citizen engagement practices of the District of Saanich – how well does Saanich welcome and listen to citizen involvement. These rankings, shown below, are somewhat lower than most other sections of the survey. These results also show an unusually high percentage of “No opinion” responses, perhaps reflecting a limited understanding of the nature of citizen engagement.

Ranking of citizen engagement practices in Saanich	Avg. Score (out of 100)	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	No opinion
#10b. The District of Saanich welcomes citizen involvement	68%	2%	6%	21%	40%	15%	16%
#10c. The District of Saanich listens to citizens	61%	3%	9%	29%	31%	10%	17%

E-Government and E-Commerce (Question #5, #6, #15 and #16)

Citizen use, satisfaction with and perceived importance of the existing municipal website show an increasing trend when compared to the 2003 survey. The addition of on-line services such as recreation class registrations and online payments for municipal services have been very well received according to our actual web site visitation statistics. Survey data may not truly reflect the actual experience in this area because the sample is underrepresented by respondents under the age of 44 – thought to be the most frequent users of website services. See Appendix III for a complete summary of results to these questions.

Overall value (Question #10)

Respondents were asked three questions related to overall value and satisfaction with the governance of Saanich. The results are generally positive.

	Avg. Score	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	No opinion
#10a. I receive good value for the municipal taxes I pay	65%	4%	7%	28%	43%	14%	4%
#10d. I am pleased with the overall direction that the District of Saanich is taking	67%	2%	6%	27%	47%	14%	5%
#10e. In general, I believe the District of Saanich government is doing a good job	71%	2%	5%	21%	51%	19%	2%

APPENDICES

Appendix I: Respondent Characteristics

	Survey Sample (#s)	Survey Sample (%)	Actual Population	Difference
Locational Characteristics				
Cadboro Bay	20	5.6%	3.9%	1.7%
Gordon Head	74	20.8%	17.1%	3.7%
Shelbourne	33	9.3%	12.4%	-3.2%
Saanich Core	7	2.0%	5.0%	-3.0%
Quadra	36	10.1%	10.7%	-0.6%
North Quadra	23	6.5%	5.7%	0.7%
Tillicum	32	9.0%	9.8%	-0.8%
Carey	25	7.0%	14.7%	-7.7%
Royal Oak	39	11.0%	7.1%	3.9%
Cordova Bay	34	9.6%	6.5%	3.1%
Rural Saanich	16	4.5%	3.0%	1.5%
Blenkinsop	17	4.8%	1.2%	3.6%
Owned home	338	91.4%	73.7%	17.6%
Rented home	32	8.6%	26.3%	-17.6%
No response	12			
Personal Characteristics				
Female	174	47.0%	53.1%	-6.0%
Male	196	53.0%	46.9%	6.0%
No response	12			
18 to 24 years old	5	1.3%	12.2%	-10.9%
25 to 44	82	21.8%	33.2%	-11.4%
45 to 54	67	17.8%	20.1%	-2.2%
55 to 64	87	23.1%	12.6%	10.5%
65 to 74	62	16.5%	10.8%	5.7%
75 to 84	60	16.0%	8.5%	7.4%
85+ years old	13	3.5%	2.6%	0.8%
No response	6			

¹ **Notes** – 2001 Census Results used for Personal Characteristics and Owned/Rented data; Population data for Location Characteristics uses data available in Local Area Plans prepared by Saanich's Planning Department (note that population percentages for local areas do not total 100% due to inconsistencies in original data – these figures are approximate only).

Appendix II: Survey Methodology

Survey Development and Administration

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

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

The 2006 Citizen Survey was updated to reflect operational changes with the kind assistance of representatives from all municipal departments and is based on the 2003 methodology. The 2006 project was guided by Debby Harris, Corporate Projects Coordinator for the District of Saanich. The 2006 survey results were reviewed by Dr. Brent Mainprize of the Faculty of Management at Royal Roads University.

On February 28, 2006, citizen surveys were mailed to 1200 households in Saanich, accompanied by a cover letter signed by the Mayor and a postage-paid return envelope (see Appendix V for survey instrument).

Households were selected by the *Yellow Pages Group* Company using the n^{th} select systematic sampling method and stratified by postal code area to ensure proportionate geographic distribution. The advantage of using addresses generated by *Yellow Pages Group* over those available from the municipal property tax database is that the *Yellow Pages Group List Services* lists include both renters and owners, and are updated monthly.

Although surveys were addressed to individual household members – those in whose name the telephone account was registered – actual survey respondents within the household were selected through the unbiased “birthday method” sampling procedure. The birthday method requests that the respondent in the household be the adult (age 18 years old or older) who most recently had a birthday, irrespective of the year of birth.

Of the 1200 surveys mailed out, the following were received by invalid survey recipients:

- 10 were returned by recipients who did not live in Saanich (the mailing list boundaries slightly overlapped the boundaries of adjacent municipalities);
- 12 were returned as undeliverable; and
- a further 14 were not completed because physical disabilities prevented the recipients from completing the survey

Subtracting invalid survey recipients leaves a total of 1164 valid survey recipients. Responses were due by March 15, 2006, at which time 382 completed surveys had been returned, translating to a 32.8% response rate. Response rates for municipal surveys of this kind are typically between 25% and 40%.

Sampling Error & Statistical Reweighting

Sampling Error

Sampling error is a statistical estimate of how much the sample results are expected to differ from results obtained if every person in the municipality was sampled. The overall maximum sampling error (sometimes called “margin of error”) for the 382 individuals who responded is **plus or minus 5 percent at a 95 percent confidence interval**. In other words, in 19 out of 20 such samples, survey results will differ by no more than 5% from results obtained if every individual in the District of Saanich were surveyed. Subgroups like age groups, place of residence or gender can be analyzed, although because they contain fewer respondents than the total, the size of the sampling error may increase.

Statistical Reweighting

No statistical reweighting of results was done to attempt to better match the demographic characteristics of survey respondents with those of the population. Demographic differences between the sample and the population were judged to be not significant enough to warrant the additional time and expense required for statistical reweighting. In almost all questions, results are provided for each demographic group, allowing survey readers to make their own judgements on the differences present. **The sample is underrepresented by respondents under the age of 44, and by respondents who are renters.** See Appendix I for demographics.

“No opinion” / “Not Sure” Responses

On many of the questions in the survey, respondents may answer “no opinion” or “not sure”. The proportion of respondents giving this reply is shown in the full set of responses included in Appendix I. However, these responses have been removed from the analyses presented in the body of the report. In other words, **most tables and graphs display only the responses from respondents who had an opinion**. For several questions (#7, #10, #16), “no opinion / not sure” responses were not removed. These questions had unusually high rates of “no opinion / not sure” responses compared to other questions. It appeared that in these questions, a “no opinion / not sure” response may be relevant to a report reader.

Putting Evaluations onto a 100-Point Scale

Although responses to many of the questions were made on a 5 point scale with 5 representing the best rating and 1 the worst, many results in this summary are reported on a common scale where 0 is the worst possible rating and 100 is the best possible rating. If everyone reported “very good” then the result would be 100 on the 100-point scale. Likewise, if all respondents gave a “very poor” rating, the result would be 0 on the 100-point scale. If the average rating for quality of life was “good,” then the result would be 67 on a 100-point scale; “neutral” would be 50 on the 100-point scale; and, “poor” would be 33 on the 100-point scale.

Appendix III: Statistical Tables

Question #1: Quality of life

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

	Average score	Very poor	Poor	Neutral	Good	Very Good	Total
All Respondents	88	0%	1%	6%	35%	58%	100%
Female	87	1%	1%	6%	35%	58%	100%
Male	88	0%	1%	6%	36%	58%	100%
18 to 24 years of age	85	0%	0%	0%	60%	40%	100%
25 to 44	83	1%	2%	5%	46%	45%	100%
45 to 54	87	0%	0%	8%	35%	57%	100%
55 to 64	91	0%	0%	5%	28%	67%	100%
65 to 74	87	0%	0%	7%	39%	54%	100%
75 to 84	91	0%	0%	3%	31%	66%	100%
85 years of age and up	90	0%	0%	17%	8%	75%	100%
Owner	88	0%	0%	5%	36%	58%	100%
Renter	84	0%	6%	9%	28%	56%	100%
Cadboro Bay	89	0%	0%	5%	35%	60%	100%
Gordon Head	89	0%	0%	4%	37%	59%	100%
Shelbourne	92	0%	0%	6%	21%	73%	100%
Saanich Core	82	0%	0%	14%	43%	43%	100%
Quadra	87	0%	3%	3%	38%	56%	100%
North Quadra	91	0%	0%	0%	35%	65%	100%
Tillicum	77	3%	3%	16%	38%	41%	100%
Carey	83	0%	0%	12%	44%	44%	100%
Royal Oak	84	0%	0%	8%	46%	46%	100%
Cordova Bay	89	0%	0%	0%	42%	58%	100%
Rural Saanich	97	0%	0%	0%	13%	88%	100%
Blenkinsop	93	0%	0%	6%	18%	76%	100%
Valid responses	374						
"No opinion" responses	1						
Did not respond	7						

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

	Average score	Very poor	Poor	Neutral	Good	Very Good	Total
All Respondents	87	1%	0%	6%	38%	55%	100%
Female	87	1%	0%	6%	39%	54%	100%
Male	87	1%	1%	5%	38%	56%	100%
18 to 24 years of age	94	0%	0%	0%	25%	75%	100%
25 to 44	83	3%	0%	4%	50%	44%	100%
45 to 54	87	0%	0%	7%	36%	56%	100%
55 to 64	90	0%	0%	4%	35%	62%	100%
65 to 74	85	0%	0%	7%	44%	49%	100%
75 to 84	89	0%	2%	7%	24%	67%	100%
85 years of age and up	89	0%	0%	9%	27%	64%	100%
Owner	87	0%	0%	4%	40%	56%	100%
Renter	80	4%	0%	18%	29%	50%	100%
Cadboro Bay	91	0%	0%	0%	35%	65%	100%
Gordon Head	86	0%	1%	7%	39%	52%	100%
Shelbourne	91	0%	0%	7%	21%	72%	100%
Saanich Core	85	0%	0%	0%	60%	40%	100%
Quadra	86	0%	0%	3%	50%	47%	100%
North Quadra	94	0%	0%	0%	24%	76%	100%
Tillicum	76	7%	0%	13%	43%	37%	100%
Carey	86	0%	0%	0%	57%	43%	100%
Royal Oak	85	0%	0%	9%	44%	47%	100%
Cordova Bay	89	0%	0%	3%	38%	59%	100%
Rural Saanich	90	0%	0%	0%	38%	62%	100%
Blenkinsop	95	0%	0%	0%	20%	80%	100%
Valid responses	335						
"No opinion" responses	35						
Did not respond	12						

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

	Average score	Very poor	Poor	Neutral	Good	Very Good	Total
All Respondents	84	1%	2%	11%	33%	53%	100%
Female	86	0%	1%	11%	31%	57%	100%
Male	82	2%	2%	10%	37%	49%	100%
18 to 24 years of age	85	0%	0%	20%	20%	60%	100%
25 to 44	79	3%	0%	19%	36%	42%	100%
45 to 54	78	0%	5%	17%	40%	38%	100%
55 to 64	87	0%	2%	8%	28%	61%	100%
65 to 74	86	0%	0%	7%	42%	52%	100%
75 to 84	91	0%	0%	3%	28%	69%	100%
85 years of age and up	81	8%	8%	0%	17%	67%	100%
Owner	85	0%	1%	12%	35%	53%	100%
Renter	81	7%	7%	3%	23%	60%	100%
Cadboro Bay	91	0%	0%	5%	25%	70%	100%
Gordon Head	83	0%	4%	13%	30%	54%	100%
Shelbourne	91	0%	0%	6%	22%	72%	100%
Saanich Core	79	0%	0%	17%	50%	33%	100%
Quadra	81	0%	0%	19%	35%	45%	100%
North Quadra	86	5%	0%	0%	36%	59%	100%
Tillicum	78	3%	0%	17%	40%	40%	100%
Carey	72	4%	0%	24%	48%	24%	100%
Royal Oak	83	0%	3%	11%	36%	50%	100%
Cordova Bay	87	0%	0%	6%	39%	55%	100%
Rural Saanich	92	0%	0%	0%	31%	69%	100%
Blenkinsop	88	0%	0%	6%	35%	59%	100%
Valid responses	359						
"No opinion" responses	14						
Did not respond	9						

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

	Average score	Very poor	Poor	Neutral	Good	Very Good	Total
All Respondents	78	1%	4%	17%	39%	39%	100%
Female	78	1%	4%	17%	38%	40%	100%
Male	77	1%	4%	18%	39%	38%	100%
18 to 24 years of age	55	20%	20%	20%	0%	40%	100%
25 to 44	74	1%	3%	20%	49%	27%	100%
45 to 54	75	0%	8%	23%	33%	37%	100%
55 to 64	82	0%	3%	15%	34%	49%	100%
65 to 74	81	0%	0%	12%	51%	37%	100%
75 to 84	80	0%	6%	18%	26%	50%	100%
85 years of age and up	80	0%	9%	9%	36%	45%	100%
Owner	78	0%	4%	18%	38%	40%	100%
Renter	72	7%	4%	15%	41%	33%	100%
Cadboro Bay	70	0%	13%	25%	31%	31%	100%
Gordon Head	77	2%	2%	22%	37%	38%	100%
Shelbourne	84	0%	4%	8%	36%	52%	100%
Saanich Core	75	0%	0%	40%	20%	40%	100%
Quadra	77	0%	0%	25%	43%	32%	100%
North Quadra	80	7%	0%	7%	36%	50%	100%
Tillicum	77	0%	9%	13%	39%	39%	100%
Carey	72	0%	5%	21%	53%	21%	100%
Royal Oak	74	0%	3%	26%	42%	29%	100%
Cordova Bay	74	0%	12%	16%	36%	36%	100%
Rural Saanich	93	0%	0%	0%	29%	71%	100%
Blenkinsop	81	0%	0%	17%	42%	42%	100%
Valid responses	290						
"No opinion" responses	74						
Did not respond	18						

Question #2 & 3: Likes & Dislikes

List up to three things that you like and dislike about living in Saanich.

LIKES	%
Amenities: central location, shopping, etc.	23%
Parks and trails	18%
Municipal services, staff and Council	10%
Quiet, comfortable, friendly	9%
Green space: environment, air, water	8%
Rural - urban balance	8%
Location: ocean, climate, layout	7%
Recreation Facilities	6%
Safety: low crime, security	5%
Transit services, good traffic flows	3%
Other	2%
Low taxes	1%
Affordability	0.31%
Valid Responses	84%
No response	16%

DISLIKES	%
Transportation: congestion, etc.	23%
Land - use planning: growth, density	13%
Municipal services – poor	10%
Sidewalks - lack of, poor	9%
Other	8%
Bylaw enforcement - lack of	7%
Taxes – too high	7%
Downtown - like amenities - lack of	5%
Bicycle infrastructure - lack of	4%
Transit – poor	3%
Water use restrictions / water quality	3%
Garbage/recycling pickup & drop-off	2%
Animal control - unleashed dogs	2%
Crime	2%
Sewage treatment - lack of	0.74%
Sense of community - lack of	0.44%
Affordability	0.30%
Special interest groups - too powerful	0.15%
Valid Responses	89%
No response	11%

Question #4: Safety & Security

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

	Average score	Very unsafe (Score: 0)	Unsafe	Neutral	Safe	Very Safe (Score: 100)	Total
All Respondents	79	1%	1%	14%	49%	35%	100%
Female	79	1%	1%	17%	43%	38%	100%
Male	80	1%	1%	11%	54%	33%	100%
18 to 24 years of age	80	0%	20%	0%	20%	60%	100%
25 to 44	76	2%	0%	17%	52%	28%	100%
45 to 54	77	1%	3%	15%	46%	34%	100%
55 to 64	81	0%	1%	13%	48%	38%	100%
65 to 74	82	0%	0%	11%	51%	38%	100%
75 to 84	80	0%	0%	14%	53%	33%	100%
85 years of age an up	85	0%	0%	8%	46%	46%	100%
Owner	80	0%	1%	13%	49%	36%	100%
Renter	72	6%	0%	22%	44%	28%	100%
Cadboro Bay	89	0%	0%	5%	35%	60%	100%
Gordon Head	82	0%	0%	11%	50%	39%	100%
Shelbourne	80	0%	3%	12%	45%	39%	100%
Saanich Core	71	0%	0%	43%	29%	29%	100%
Quadra	79	0%	3%	11%	51%	34%	100%
North Quadra	82	0%	0%	4%	65%	30%	100%
Tillicum	64	9%	0%	31%	44%	16%	100%
Carey	75	0%	4%	16%	56%	24%	100%
Royal Oak	79	0%	3%	14%	49%	35%	100%
Cordova Bay	85	0%	0%	6%	50%	44%	100%
Rural Saanich	81	0%	0%	6%	63%	31%	100%
Blenkinsop	78	0%	0%	18%	53%	29%	100%
Valid responses	375						
"No opinion" responses	2						
Did not respond	5						

4b. Do you feel that safety is improving in Saanich?

	Average score	Very unsafe	Unsafe	Neutral	Safe	Very Safe	Total
All Respondents	64	1%	9%	35%	40%	14%	100%
Female	63	3%	10%	33%	37%	16%	100%
Male	65	0%	7%	39%	41%	13%	100%
18 to 24 years of age	69	0%	0%	50%	25%	25%	100%
25 to 44	61	2%	10%	38%	41%	9%	100%
45 to 54	55	6%	13%	45%	28%	9%	100%
55 to 64	64	0%	10%	38%	39%	13%	100%
65 to 74	71	0%	4%	28%	47%	21%	100%
75 to 84	68	0%	8%	30%	48%	15%	100%
85 years of age and up	81	0%	0%	11%	56%	33%	100%
Owner	65	1%	8%	37%	39%	15%	100%
Renter	59	5%	14%	32%	41%	9%	100%
Cadboro Bay	77	0%	0%	18%	55%	27%	100%
Gordon Head	62	0%	12%	44%	30%	14%	100%
Shelbourne	63	4%	8%	40%	28%	20%	100%
Saanich Core	50	0%	40%	40%	0%	20%	100%
Quadra	64	4%	0%	48%	30%	17%	100%
North Quadra	69	0%	0%	31%	63%	6%	100%
Tillicum	56	7%	14%	25%	54%	0%	100%
Carey	61	0%	17%	33%	39%	11%	100%
Royal Oak	72	0%	4%	25%	50%	21%	100%
Cordova Bay	67	0%	8%	36%	36%	20%	100%
Rural Saanich	69	0%	8%	25%	50%	17%	100%
Blenkinsop	67	0%	0%	47%	40%	13%	100%
Valid responses	268						
"No opinion" responses	96						
Did not respond	18						

4c. How safe do you feel when using the roads in Saanich?

	Average score	Very unsafe	Unsafe	Neutral	Safe	Very Safe	Total
All Respondents	66	1%	8%	33%	42%	17%	100%
Female	66	2%	7%	33%	40%	18%	100%
Male	67	0%	8%	31%	46%	15%	100%
18 to 24 years of age	90	0%	0%	0%	40%	60%	100%
25 to 44	64	0%	10%	37%	41%	12%	100%
45 to 54	65	3%	11%	23%	51%	12%	100%
55 to 64	67	1%	6%	35%	40%	19%	100%
65 to 74	68	0%	7%	31%	46%	16%	100%
75 to 84	63	0%	9%	44%	35%	13%	100%
85 years of age and up	84	0%	0%	18%	27%	55%	100%
Owner	67	1%	8%	30%	45%	15%	100%
Renter	66	3%	0%	55%	14%	28%	100%
Cadboro Bay	63	5%	5%	40%	35%	15%	100%
Gordon Head	67	0%	11%	30%	38%	21%	100%
Shelbourne	67	0%	9%	34%	34%	22%	100%
Saanich Core	68	0%	0%	43%	43%	14%	100%
Quadra	69	0%	6%	28%	50%	16%	100%
North Quadra	68	0%	0%	30%	65%	4%	100%
Tillicum	59	3%	6%	50%	31%	9%	100%
Carey	69	0%	8%	24%	52%	16%	100%
Royal Oak	65	3%	6%	36%	42%	14%	100%
Cordova Bay	64	0%	12%	32%	44%	12%	100%
Rural Saanich	70	0%	13%	20%	40%	27%	100%
Blenkinsop	75	0%	6%	6%	71%	18%	100%
Valid responses	368						
"No opinion" responses	6						
Did not respond	8						

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/Very Important	% Difference	Mean: Satisfaction	Mean: Importance	Standard Deviation: Satisfaction	Standard Deviation: Importance	Response Rate: Satisfaction	Response Rate: Importance
AVERAGE - All Services	66%	78%	-12%	69.9	78.6	1.68	1.82	74%	76%
						(note: standard deviation calculated on 5-point scale)			
Recreation and Community Services									
Arts and cultural programs	56%	51%	5%	66	61	1.60	1.71	76%	81%
Beaches and waterfront areas	78%	81%	-3%	76	82	1.33	1.57	90%	87%
Fitness, health and wellness programs	84%	80%	4%	80	80	1.55	1.76	82%	82%
Multicultural services and programs	47%	40%	7%	62	51	1.89	2.01	53%	66%
Municipal golf course (Cedar Hill Golf)	69%	41%	29%	72	52	1.86	2.07	51%	66%
Parks	88%	93%	-4%	82	89	1.32	3.06	92%	87%
Playgrounds	74%	73%	1%	75	74	1.62	1.90	69%	71%
Pools	85%	76%	9%	82	78	1.50	1.76	80%	79%
Services for children (age 0-12)	74%	71%	3%	75	74	1.80	2.08	44%	51%
Services for disabled	54%	62%	-9%	66	69	1.95	2.10	35%	49%
Services for economically disadvantaged	41%	63%	-22%	59	68	2.01	2.08	37%	52%
Services for seniors	71%	79%	-8%	72	78	1.80	1.91	58%	68%
Services for youth (13-21 years of age)	61%	76%	-15%	67	76	1.96	2.02	43%	57%
Public libraries	86%	90%	-4%	84	87	1.34	1.61	89%	85%
Skating arena	69%	57%	11%	72	64	1.80	1.94	58%	66%
Sports and athletic programs	80%	74%	6%	76	75	1.66	1.84	66%	72%
Sports courts (tennis, lacrosse, etc.)	67%	60%	8%	71	67	1.79	1.92	58%	66%
Sports fields	77%	69%	8%	75	74	1.73	1.94	64%	69%
Trails	86%	89%	-3%	82	88	1.39	1.61	89%	86%
Transportation									
Ease of pedestrian travel	61%	89%	-28%	66	86	1.50	1.62	88%	86%
Ease of travel by bicycle	48%	76%	-28%	60	78	1.77	1.86	69%	70%
Ease of travel by bus	63%	76%	-13%	67	77	1.66	2.32	79%	78%
Ease of travel by car	83%	94%	-11%	79	89	1.34	1.58	91%	87%
Parking control & enforcement	59%	64%	-5%	67	69	1.58	1.77	81%	79%

	% Satisfied or Very Satisfied	% Important/Very Important	% Difference	Mean: Satisfaction	Mean: Importance	Standard Deviation: Satisfaction	Standard Deviation: Importance	Response Rate: Satisfaction	Response Rate: Importance
Public Safety									
Animal control services	58%	70%	-12%	65	74	1.74	1.86	68%	71%
Community fire safety education prog.	67%	79%	-12%	71	80	1.69	1.78	70%	75%
Crime Prevention	66%	89%	-23%	70	88	1.61	1.71	79%	82%
Emergency preparedness program	47%	87%	-40%	59	86	1.67	1.73	77%	84%
Fire fighting services	91%	96%	-5%	86	93	1.42	1.63	84%	85%
Hazardous materials response services	66%	82%	-16%	71	82	1.96	1.89	54%	69%
Police presence and visibility	77%	93%	-17%	75	90	1.38	1.57	92%	89%
Police Road Safety Programs	73%	90%	-17%	73	87	1.60	1.65	81%	84%
Police Services	82%	95%	-13%	79	92	1.46	1.59	87%	86%
School Fire Safety Program	84%	86%	-2%	80	87	1.92	1.88	48%	63%
Planning & Development									
Building inspection / permits	44%	73%	-29%	60	76	2.02	2.06	52%	58%
Business licensing	58%	64%	-6%	66	68	2.05	2.21	35%	35%
Bylaw enforcement	48%	76%	-29%	61	61	3.16	1.91	66%	69%
Economic development	56%	73%	-17%	63	74	1.86	1.89	65%	71%
Land Use Planning	52%	91%	-39%	60	87	1.77	1.81	74%	78%
Maintaining the character of neighbourhoods	59%	90%	-31%	65	87	1.58	1.70	84%	84%
Preserving rural/agricultural land	58%	89%	-31%	63	87	1.63	1.76	83%	83%
Protecting the natural environment	64%	93%	-28%	68	90	1.51	1.68	88%	86%
Municipal Infrastructure and Services									
Fall leaf collection program	68%	81%	-13%	71	80	3.04	1.76	77%	76%
Floral displays/landscaping on public prop.	87%	78%	9%	85	78	1.42	1.63	90%	87%
Garbage collection	88%	97%	-9%	85	92	1.39	1.57	91%	87%
Garden waste drop-off at Municipal Yard	87%	92%	-5%	84	89	1.60	1.75	76%	75%
Municipal website	69%	59%	10%	72	65	2.01	2.09	49%	56%
Online Services (i.e. e-commerce)	63%	50%	13%	69	60	2.12	2.26	31%	41%
Primary Sewage treatment & ocean outfall	40%	86%	-46%	53	85	1.79	1.79	80%	80%
Quality of drinking water	77%	97%	-20%	76	95	1.43	1.59	90%	88%
Residential recycling	89%	96%	-7%	85	93	1.36	1.56	92%	88%
Roadside / boulevard maintenance	55%	85%	-30%	63	82	2.12	1.56	89%	87%
Sidewalks	45%	86%	-40%	54	83	1.49	1.56	90%	88%

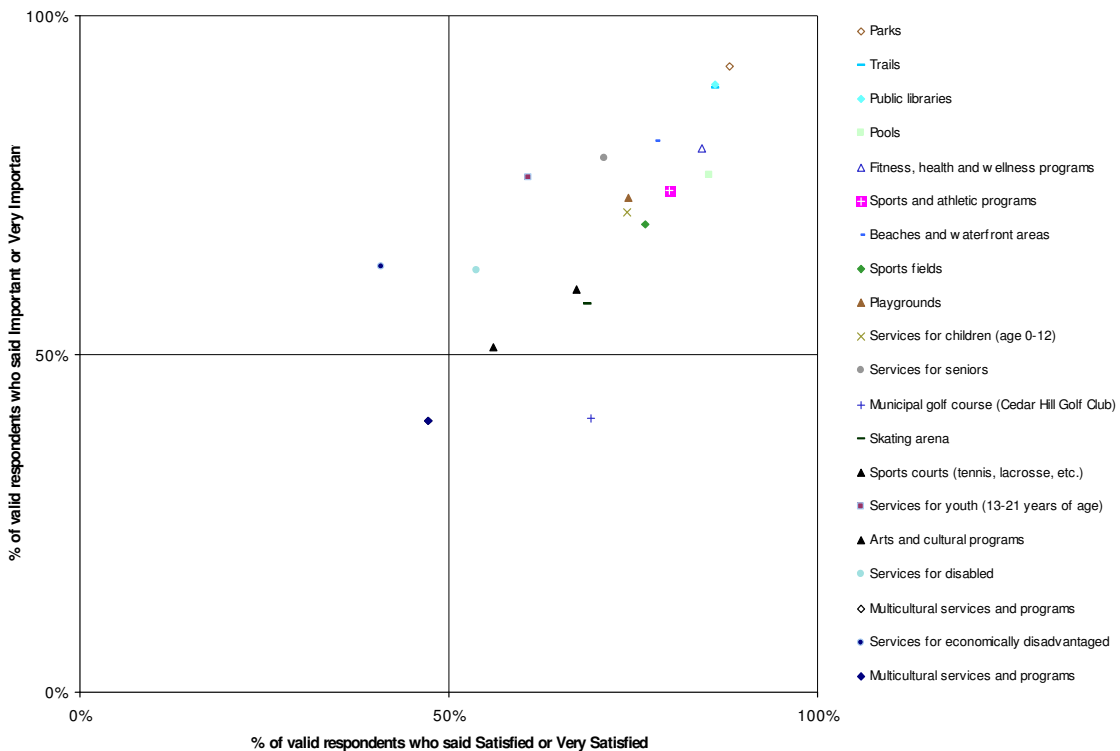
	% Satisfied or Very Satisfied	% Important/Very Important	% Difference	Mean: Satisfaction	Mean: Importance	Standard Deviation: Satisfaction	Standard Deviation: Importance	Response Rate: Satisfaction	Response Rate: Importance
Municipal Infrastructure and Services (Continued)									
Storm-water drainage and flood control	68%	86%	-17%	69	83	1.58	1.65	82%	82%
Street Cleaning	65%	77%	-12%	66	77	1.39	1.54	90%	88%
Street Lighting	67%	87%	-20%	69	83	1.39	1.52	92%	89%
Street Repair	45%	89%	-44%	58	84	1.29	1.47	92%	90%
Tree protection	63%	73%	-10%	66	75	1.48	1.62	87%	86%

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

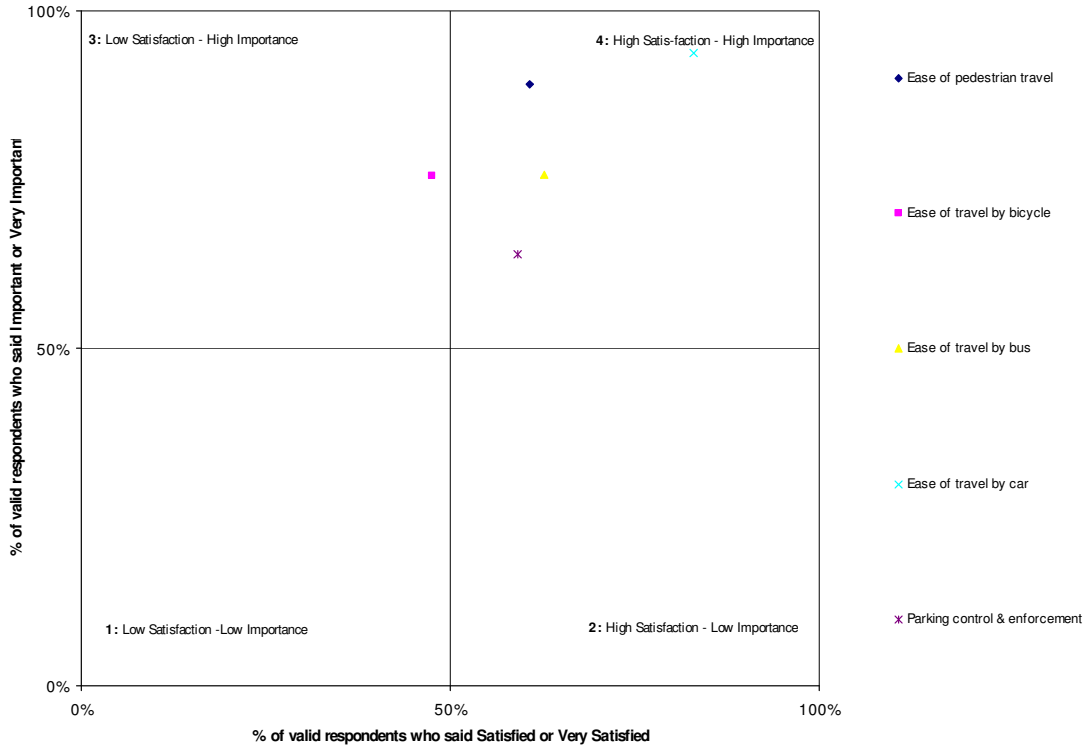
Note 2: "Response Rate" includes only those who registered a valid response; response rate calculated as % of total completed surveys (514)

Plotting the satisfaction and importance rating results from the local government services listed above as has been done in the charts on the next few pages, showing that 50 of the 58 (86%) listed services are in quadrant 4. The majority of local government services are meeting or exceeding taxpayer expectations.

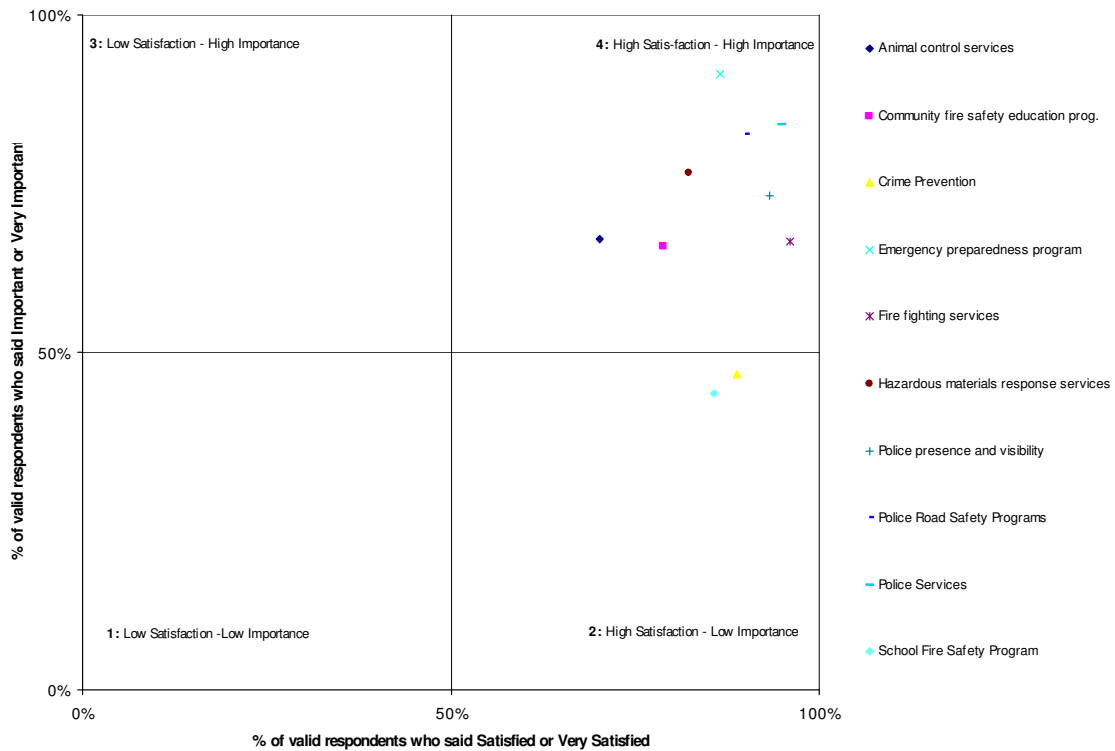
Satisfaction vs. Importance of Parks and Recreation Services



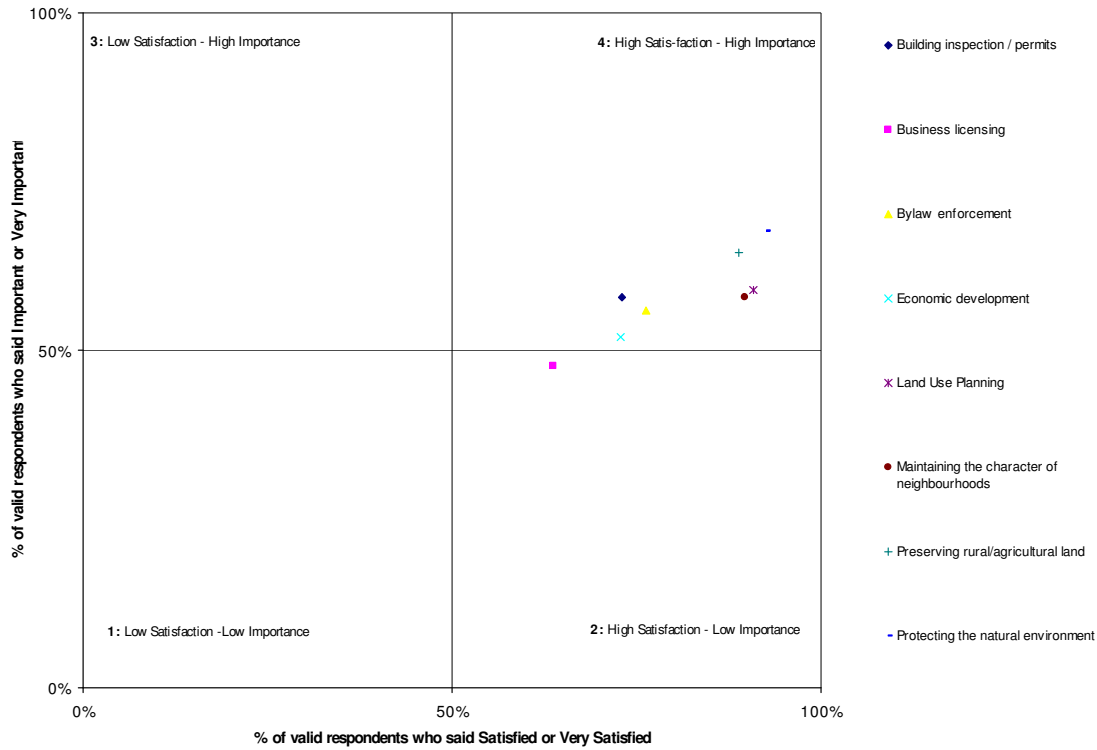
Satisfaction vs. Importance of Transportation Services



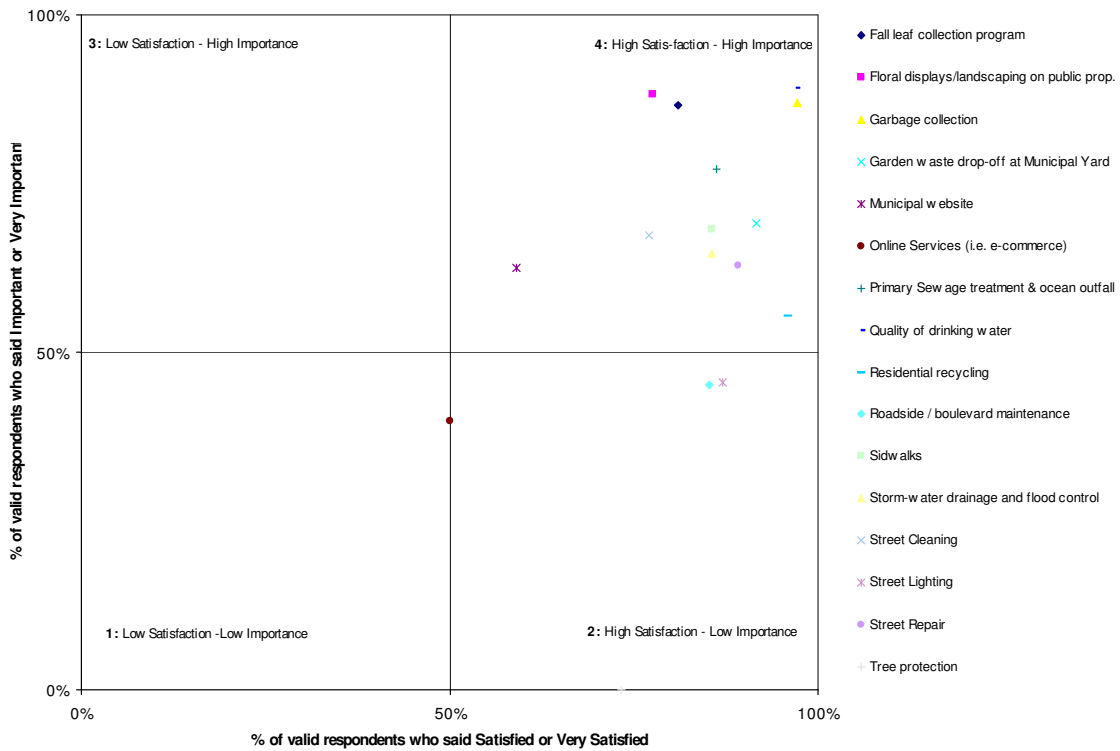
Satisfaction vs. Importance of Public Safety Services



Satisfaction vs. Importance of Planning and Development Services



Satisfaction vs. Importance of Municipal Infrastructure and Services



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 100)	Never (Score : 1)	Once or twice	Three to four times	Once every 1 to 2 months	More than once a month (5)	Total	Valid responses	"Not sure" responses
a. Visited a public library	64%	19%	18%	13%	19%	31%	100%	369	4
b. Attended an arts or cultural event	46%	35%	30%	15%	12%	7%	100%	355	8
c. Used a Saanich recreation centre	66%	17%	21%	14%	10%	37%	100%	359	5
d. Used a recreation centre in a neighbouring municipality	48%	41%	23%	10%	8%	18%	100%	360	4
e. Played golf at the Cedar Hill Golf Club	28%	80%	9%	6%	2%	3%	100%	368	2
f. Visited a Saanich municipal park or nature trail	80%	5%	11%	18%	13%	53%	100%	365	2
g. Used the Galloping Goose or Lochside Trail	62%	28%	14%	12%	12%	33%	100%	370	4
h. Used another Saanich trail	64%	20%	20%	14%	11%	34%	100%	362	7
i. Attended a public meeting about municipal matters	28%	72%	21%	4%	2%	1%	100%	366	3
j. Visited the Municipal Hall	38%	36%	44%	15%	5%	1%	100%	372	3
k. Dropped garden waste at the Saanich Municipal Yard	56%	33%	12%	16%	21%	19%	100%	366	4
l. Contacted Saanich Fire	22%	88%	11%	1%	1%	0%	100%	371	2
m. Contacted the Saanich Police	30%	64%	28%	7%	1%	0%	100%	367	3
n. Used the Municipal Website	34%	60%	22%	9%	6%	3%	100%	366	5

Question #6: Citizen usage of selected activities, as originally identified in previous data table: demographically stratified

Average scores (out of 5)	Saanich Rec. Centre	Other Rec. Centre	Cedar Hill Golf Club	Saanich Parks	Goose or Lochside	Yard Waste	Website
All Respondents	3.3	2.4	1.4	4.0	3.1	2.8	1.7
Female	3.4	2.4	1.3	4.1	3.2	2.7	1.7
Male	3.2	2.3	1.5	3.9	3.0	2.9	1.7
18 to 24 years of age	1.4	1.6	1.4	3.0	2.4	1.0	2.0
25 to 44	4.1	3.0	1.3	4.4	3.7	2.6	2.1
45 to 54	3.5	2.7	1.5	4.3	3.2	3.0	1.9
55 to 64	3.0	2.2	1.4	4.2	3.2	3.0	1.7
65 to 74	3.1	2.3	1.2	4.1	2.1	3.1	1.5
75 to 84	2.9	1.9	1.8	2.8	1.5	2.4	1.2
85 years of age and up	2.4	2.4	1.4	4.0	3.1	2.4	1.0
Cadboro Bay	3.4	2.2	1.5	4.4	2.6	2.9	n/a
Gordon Head	3.2	2.5	1.3	3.7	2.5	3.1	n/a
Shelbourne	3.0	2.0	1.6	3.5	2.3	2.9	n/a
Saanich Core	2.9	2.4	1.0	4.6	4.4	3.9	n/a
Quadra	3.1	2.3	1.4	4.1	3.8	2.1	n/a
North Quadra	4.1	2.2	1.2	4.5	3.8	3.6	n/a
Tillicum	3.5	2.8	1.3	4.2	3.4	2.5	n/a
Carey	3.6	2.5	1.5	4.1	3.2	3.1	n/a
Royal Oak	2.8	2.1	1.2	4.0	3.0	2.8	n/a
Cordova Bay	3.8	3.1	1.5	4.1	3.8	2.9	n/a
Rural Saanich	3.1	1.2	1.0	4.2	2.2	1.0	n/a
Blenkinsop	3.5	2.0	1.8	3.6	3.2	3.5	n/a

Question #7 to #9: Budget & Taxes

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

	Avg. Score (out of 3)	Rely Less (Score: 1)	Same	Rely More (Score: 3)	No opinion	Total	Valid Responses
a. Property taxation	1.8	23%	63%	7%	7%	100%	367
b. User fees	2.3	11%	42%	39%	8%	100%	365
c. Reserves or savings	2.0	14%	57%	15%	13%	100%	362
d. Government grants	2.5	4%	35%	53%	8%	100%	368
e. Borrowing	1.6	38%	48%	3%	11%	100%	364

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

Choices	%
a. Higher taxes with improved municipal services (Score: 1)	8%
b. Same taxes with same/reduced level of municipal services (2)	58%
c. Lower taxes with reduced level of municipal service (3)	24%
d. No opinion	10%
Total	100%
Valid responses	367

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	
Arts and cultural facilities	\$4.77	42%	53%	5%	1%	0.0%	0.0%	0.0%	0.0%	
Bicycle infrastructure	\$8.24	29%	52%	13%	5%	0.5%	0.5%	0.0%	0.0%	
Environment protection and enhancement	\$10.38	20%	51%	23%	4%	0.5%	0.5%	0.0%	0.0%	
Municipal Buildings	\$3.51	52%	45%	3%	0%	0.0%	0.0%	0.0%	0.0%	
Parks and Trails	\$11.15	16%	56%	23%	5%	0.3%	0.3%	0.0%	0.3%	
Recreation Facilities	\$9.69	23%	53%	20%	3%	0.5%	0.0%	0.0%	0.0%	
Roads and Traffic Control	\$13.02	17%	44%	30%	6%	1.0%	1.3%	0.0%	0.5%	
Sewer and Storm Drainage system	\$10.53	20%	54%	19%	3.4%	1.6%	1.0%	0.0%	0.0%	
Sidewalks	\$9.54	21%	58%	16%	3.7%	0.5%	1.3%	0.0%	0.3%	
Streetscape / Beautification Projects	\$6.15	34%	58%	6.3%	2%	0.0%	0.3%	0.0%	0.0%	
Water System	\$10.81	21%	51%	21.7%	4%	0.8%	0.8%	0.0%	0.3%	
Other	\$1.82	86%	10%	2.9%	1%	0.0%	0.0%	0.0%	0.0%	
Total	\$100	Note 1: funding allocations from respondents who allocated more than the \$100 max. are included in the average calculations								
Valid Responses	363									
Did not respond Responses totalling >\$100	19									
			Note 2: % frequency figures do not include those who did not answer any of this question							

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

	Arts & Cultural	Bicycle Infrastructure	Environmental Protection	Municipal Buildings	Parks & Trails	Recreation Facilities	Roads & traffic	Sewer/Storm Drainage	Sidewalks	Streetscape & beautification	Water System	Other
All respondents	\$4.77	\$8.24	\$10.38	\$3.51	\$11.15	\$9.69	\$13.02	\$10.53	\$9.54	\$6.15	\$10.81	\$1.82
18 to 24	\$7.00	\$4.00	\$13.00	\$6.00	\$9.91	\$14.00	\$8.00	\$10.00	\$6.00	\$10.00	\$7.00	\$0.00
25 to 44	\$3.83	\$11.05	\$9.51	\$2.73	\$10.74	\$11.01	\$11.66	\$8.33	\$12.44	\$6.80	\$10.06	\$1.19
45 to 54	\$4.29	\$8.28	\$9.83	\$3.45	\$12.09	\$10.09	\$12.03	\$11.84	\$8.70	\$5.25	\$11.95	\$3.37
55 to 64	\$4.49	\$7.41	\$10.23	\$3.26	\$13.29	\$9.28	\$14.75	\$10.35	\$9.19	\$6.47	\$11.48	\$1.15
65 to 74	\$4.88	\$8.19	\$11.40	\$3.40	\$12.80	\$9.51	\$12.25	\$11.39	\$9.39	\$5.98	\$10.00	\$2.54
75 to 84	\$2.08	\$6.47	\$10.09	\$5.47	\$12.64	\$7.87	\$15.25	\$10.13	\$8.21	\$5.85	\$14.58	\$1.42
85+	\$4.74	\$5.83	\$15.42	\$2.08	\$13.46	\$6.25	\$12.50	\$15.83	\$37.08	\$5.00	\$10.84	\$2.08
Cadboro Bay	\$7.37	\$8.42	\$10.79	\$2.89	\$10.26	\$8.16	\$15.00	\$12.37	\$6.58	\$3.42	\$5.26	\$8.95
Gordon Head	\$5.22	\$9.29	\$8.36	\$3.65	\$9.61	\$9.36	\$13.84	\$11.99	\$8.92	\$6.18	\$11.06	\$2.44
Shelbourne	\$4.52	\$9.52	\$11.29	\$3.77	\$8.87	\$11.94	\$10.48	\$10.00	\$9.74	\$5.00	\$12.42	\$1.61
Saanich Core	\$5.86	\$11.71	\$7.86	\$6.14	\$8.57	\$10.71	\$8.29	\$9.14	\$13.57	\$9.57	\$8.57	\$0.00
Quadra	\$4.08	\$9.44	\$10.33	\$3.39	\$12.22	\$11.00	\$11.53	\$10.47	\$10.75	\$5.56	\$9.86	\$1.25
North Quadra	\$3.50	\$11.14	\$8.73	\$3.73	\$13.05	\$7.93	\$12.95	\$8.84	\$7.68	\$7.50	\$10.83	\$0.55
Tillicum	\$4.03	\$6.00	\$12.50	\$2.97	\$8.83	\$10.24	\$12.10	\$8.77	\$14.47	\$9.23	\$13.80	\$1.50
Carey	\$3.28	\$6.64	\$10.68	\$2.84	\$10.76	\$7.29	\$13.20	\$9.00	\$12.36	\$4.60	\$8.20	\$1.80
Royal Oak	\$6.49	\$7.26	\$13.43	\$3.89	\$12.06	\$11.03	\$14.29	\$9.77	\$9.74	\$6.74	\$12.41	\$1.29
Cordova Bay	\$4.71	\$5.06	\$10.00	\$2.74	\$10.82	\$7.43	\$15.59	\$11.82	\$7.87	\$5.93	\$9.71	\$1.06
Rural Saanich	\$6.79	\$7.71	\$8.94	\$2.64	\$14.64	\$12.35	\$15.50	\$12.21	\$5.71	\$7.64	\$13.53	\$0.71
Blenkinsop	\$4.86	\$8.00	\$10.27	\$6.59	\$11.47	\$9.79	\$10.59	\$11.18	\$5.29	\$7.88	\$10.70	\$0.53

Question #10: Overall Assessment of Local Government

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

<i>(Average score out of 100)</i>	Average score	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	No opinion	Total
All Respondents	65	4%	7%	28%	43%	14%	4%	100%
Female	66	3%	7%	28%	41%	16%	5%	100%
Male	64	5%	6%	29%	45%	11%	4%	100%
18 to 24 years of age	63	0%	0%	20%	20%	0%	60%	100%
25 to 44	62	0%	14%	30%	47%	6%	4%	100%
45 to 54	62	6%	9%	32%	32%	18%	3%	100%
55 to 64	63	6%	6%	35%	38%	15%	0%	100%
65 to 74	63	7%	3%	25%	52%	7%	7%	100%
75 to 84	74	2%	3%	19%	45%	28%	3%	100%
85 years of age and up	73	0%	0%	17%	58%	8%	17%	100%
Owner	65	4%	7%	29%	44%	14%	2%	100%
Renter	63	0%	7%	24%	38%	3%	28%	100%
Cadboro Bay	67	5%	10%	15%	40%	20%	10%	100%
Gordon Head	61	1%	16%	30%	39%	11%	3%	100%
Shelbourne	72	3%	3%	26%	35%	29%	3%	100%
Saanich Core	54	14%	0%	57%	14%	14%	0%	100%
Quadra	70	0%	3%	19%	58%	8%	11%	100%
North Quadra	73	0%	0%	23%	64%	14%	0%	100%
Tillicum	59	6%	3%	41%	38%	6%	6%	100%
Carey	61	8%	0%	40%	36%	12%	4%	100%
Royal Oak	68	3%	0%	28%	53%	11%	6%	100%
Cordova Bay	58	9%	15%	29%	29%	18%	0%	100%
Rural Saanich	58	13%	0%	27%	60%	0%	0%	100%
Blenkinsop	69	0%	6%	24%	59%	12%	0%	100%
Valid responses:	372							

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

	Average score	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	No opinion	Total
All Respondents	68	2%	6%	21%	40%	15%	16%	100%
Female	68	2%	3%	25%	39%	13%	18%	100%
Male	68	2%	9%	18%	41%	16%	15%	100%
18 to 24 years of age	50	0%	20%	20%	20%	0%	40%	100%
25 to 44	64	1%	6%	27%	43%	6%	16%	100%
45 to 54	63	3%	6%	27%	36%	9%	18%	100%
55 to 64	68	3%	5%	18%	43%	15%	16%	100%
65 to 74	69	0%	10%	16%	48%	15%	11%	100%
75 to 84	77	2%	4%	14%	32%	33%	16%	100%
85 years of age and up	69	0%	9%	18%	27%	18%	27%	100%
Owner	125	2%	6%	22%	38%	15%	16%	100%
Renter	125	0%	7%	14%	55%	10%	14%	100%
Cadboro Bay	68	0%	10%	20%	25%	20%	25%	100%
Gordon Head	64	1%	8%	27%	42%	8%	12%	100%
Shelbourne	72	3%	3%	16%	32%	23%	23%	100%
Saanich Core	60	0%	0%	43%	29%	0%	29%	100%
Quadra	67	0%	6%	25%	39%	11%	19%	100%
North Quadra	70	0%	5%	18%	55%	9%	14%	100%
Tillicum	66	0%	16%	19%	34%	19%	13%	100%
Carey	61	4%	8%	20%	40%	4%	24%	100%
Royal Oak	70	3%	3%	19%	50%	17%	8%	100%
Cordova Bay	74	6%	3%	9%	32%	29%	21%	100%
Rural Saanich	73	0%	0%	13%	73%	7%	7%	100%
Blenkinsop	64	6%	0%	41%	29%	18%	6%	100%
Valid responses:	369							

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

	Average score	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	No opinion	Total
All Respondents	61	3%	9%	29%	31%	10%	17%	100%
Female	60	4%	9%	28%	32%	8%	19%	100%
Male	62	3%	8%	30%	31%	12%	16%	100%
18 to 24 years of age	58	0%	0%	40%	20%	0%	40%	100%
25 to 44	55	1%	14%	38%	21%	5%	21%	100%
45 to 54	57	6%	11%	27%	33%	6%	17%	100%
55 to 64	62	2%	8%	33%	30%	12%	15%	100%
65 to 74	63	5%	8%	20%	47%	10%	10%	100%
75 to 84	70	2%	3%	24%	31%	21%	19%	100%
85 years of age and up	66	10%	0%	20%	30%	20%	20%	100%
Owner	61	3%	8%	29%	30%	11%	18%	100%
Renter	60	4%	11%	26%	41%	7%	11%	100%
Cadboro Bay	57	0%	15%	35%	30%	5%	15%	100%
Gordon Head	57	3%	10%	44%	28%	6%	10%	100%
Shelbourne	61	6%	6%	29%	16%	19%	23%	100%
Saanich Core	50	0%	14%	57%	14%	0%	14%	100%
Quadra	67	0%	6%	26%	40%	11%	17%	100%
North Quadra	65	0%	5%	27%	41%	5%	23%	100%
Tillicum	56	6%	16%	22%	28%	9%	19%	100%
Carey	46	12%	20%	20%	24%	4%	20%	100%
Royal Oak	67	3%	0%	22%	50%	6%	19%	100%
Cordova Bay	69	6%	3%	18%	26%	24%	24%	100%
Rural Saanich	66	0%	7%	27%	53%	7%	7%	100%
Blenkinsop	66	0%	6%	41%	29%	18%	6%	100%
Valid responses:	374							

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	67	2%	6%	27%	47%	14%	5%	100%
Female	67	1%	6%	25%	50%	12%	6%	100%
Male	66	3%	5%	28%	45%	15%	4%	100%
18 to 24 years of age	63	0%	0%	40%	40%	0%	20%	100%
25 to 44	64	0%	9%	31%	51%	5%	5%	100%
45 to 54	63	3%	5%	35%	47%	6%	5%	100%
55 to 64	65	3%	8%	26%	46%	13%	3%	100%
65 to 74	72	3%	5%	15%	48%	23%	7%	100%
75 to 84	74	2%	2%	21%	47%	26%	3%	100%
85 years of age and up	70	0%	0%	42%	25%	25%	8%	100%
Owner	67	2%	6%	25%	48%	14%	4%	100%
Renter	67	0%	3%	35%	39%	13%	10%	100%
Cadboro Bay	63	0%	5%	40%	40%	5%	10%	100%
Gordon Head	64	4%	4%	32%	46%	9%	4%	100%
Shelbourne	70	3%	3%	25%	41%	22%	6%	100%
Saanich Core	54	14%	14%	29%	29%	14%	0%	100%
Quadra	67	0%	6%	28%	56%	8%	3%	100%
North Quadra	74	0%	0%	14%	73%	9%	5%	100%
Tillicum	67	0%	6%	29%	39%	13%	13%	100%
Carey	58	4%	12%	32%	44%	4%	4%	100%
Royal Oak	68	3%	5%	19%	62%	11%	0%	100%
Cordova Bay	69	3%	15%	12%	38%	26%	6%	100%
Rural Saanich	75	0%	0%	27%	47%	27%	0%	100%
Blenkinsop	72	0%	0%	29%	47%	18%	6%	100%
Valid responses:	375							

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	71	2%	5%	21%	51%	19%	2%	100%
Female	71	1%	4%	22%	56%	17%	100%	200%
Male	71	3%	5%	19%	52%	21%	100%	200%
18 to 24 years of age	69	0%	0%	25%	75%	0%	100%	200%
25 to 44	68	0%	6%	24%	63%	8%	100%	200%
45 to 54	66	3%	5%	28%	52%	13%	100%	200%
55 to 64	69	3%	6%	21%	52%	18%	100%	200%
65 to 74	74	2%	7%	13%	50%	28%	100%	200%
75 to 84	79	2%	0%	14%	46%	38%	100%	200%
85 years of age and up	75	0%	0%	33%	33%	33%	100%	200%
Owner	71	2%	4%	21%	54%	19%	100%	200%
Renter	71	0%	11%	18%	46%	25%	100%	200%
Cadboro Bay	67	0%	5%	32%	53%	11%	100%	200%
Gordon Head	66	3%	7%	25%	53%	13%	100%	200%
Shelbourne	76	3%	0%	19%	45%	32%	100%	200%
Saanich Core	61	14%	14%	14%	29%	29%	100%	200%
Quadra	75	0%	3%	14%	64%	19%	100%	200%
North Quadra	75	0%	0%	14%	73%	14%	100%	200%
Tillicum	69	0%	10%	23%	47%	20%	100%	200%
Carey	66	4%	0%	36%	48%	12%	100%	200%
Royal Oak	68	3%	8%	16%	62%	11%	100%	200%
Cordova Bay	74	3%	9%	9%	45%	33%	100%	200%
Rural Saanich	80	0%	0%	13%	53%	33%	100%	200%
Blenkinsop	75	0%	0%	18%	65%	18%	100%	200%
Valid responses:	372							

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 (%)	61%	39%
All Respondents (#s)	221	141
Female	56%	44%
Male	65%	35%
18 to 24 years of age	20%	80%
25 to 44	72%	28%
45 to 54	63%	38%
55 to 64	65%	35%
65 to 74	50%	50%
75 to 84	53%	47%
85 years of age and up	67%	33%
Owner	62%	38%
Renter	52%	48%
Cadboro Bay	60%	40%
Gordon Head	59%	41%
Shelbourne	58%	42%
Saanich Core	71%	29%
Quadra	57%	43%
North Quadra	57%	43%
Tillicum	69%	31%
Carey	54%	46%
Royal Oak	66%	34%
Cordova Bay	72%	28%
Rural Saanich	50%	50%
Blenkinsop	65%	35%
Valid responses:	362	

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

	%
In person at a Municipal facility	56%
In person in the community (at home, on the street, etc.)	29%
Telephone	73%
Mail	13%
E-mail	2%
Other	14%
Valid Responses (answered "yes" to #11)	221
No response (answered "no" to did not respond to #11)	161

Note: % column totals more than 100% because respondents could check up to three methods

13a. & 14. What was your impression of the municipal employee in your most recent contact: "I was treated fairly"

Agreement								
	Avg. Score	Strongly disagree	Disagree	Neutral	Agree	Strongly Agree	No Opinion	Total
All Respondents	83	5%	1%	9%	27%	57%	2%	
<i>By Department:</i>								
Mayor and Council	92	0%	0%	0%	33%	67%	0%	100%
Administration	50	0%	0%	100%	0%	0%	0%	100%
Corporate Services	88	0%	0%	0%	50%	50%	0%	100%
Clerks	88	0%	0%	0%	50%	50%	0%	100%
Receptionist	100	0%	0%	0%	0%	100%	0%	100%
Engineering	75	0%	0%	0%	100%	0%	0%	100%
Bylaw Enforcement	75	0%	33%	0%	0%	67%	0%	100%
Fire Department	63	0%	33%	0%	0%	33%	33%	100%
Parks Department	67	33%	0%	0%	0%	67%	0%	100%
Public Works	88	0%	0%	0%	33%	33%	33%	100%
Planning	100	0%	0%	0%	0%	100%	0%	100%
Purchasing	100	0%	0%	0%	0%	100%	0%	100%
Recreation	63	0%	0%	50%	50%	0%	0%	100%

Importance								
	Avg. Score	Strongly disagree	Disagree	Neutral	Agree	Strongly Agree	No Opinion	Total
All Respondents	94	0%	0%	3%	19%	77%	0%	
<i>By Department:</i>								
Mayor and Council	100	0%	0%	0%	0%	100%	0%	100%
Administration	100	0%	0%	0%	0%	100%	0%	100%
Corporate Services	88	0%	0%	0%	50%	50%	0%	100%
Clerks	75	0%	0%	0%	100%	0%	0%	100%
Receptionist	100	0%	0%	0%	0%	100%	0%	100%
Engineering	75	0%	0%	0%	100%	0%	0%	100%
Bylaw Enforcement	100	0%	0%	0%	0%	100%	0%	100%
Building Inspections	100	0%	0%	0%	0%	100%	0%	100%
Finance	100	0%	0%	0%	0%	100%	0%	100%
Fire Department	100	0%	0%	0%	0%	67%	33%	100%
Parks Department	100	0%	0%	0%	0%	100%	0%	100%
Public Works	92	0%	0%	0%	33%	67%	0%	100%
Planning	100	0%	0%	0%	0%	100%	0%	100%
Police Dept.	0	0%	0%	0%	0%	0%	0%	0%
Purchasing	100	0%	0%	0%	0%	100%	0%	100%
Recreation	88	0%	0%	0%	50%	50%	0%	100%

13b. & 14. What was your impression of the municipal employee in your most recent contact: "Knowledgeable and Competent"

Agreement								
	Avg. Score	Strongly disagree	Disagree	Neutral	Agree	Strongly Agree	No Opinion	Total
All Respondents	82	3%	3%	9%	32%	52%	1%	
<i>By Department:</i>								
Mayor and Council	83	0%	0%	0%	67%	33%	0%	100%
Administration	75	0%	0%	0%	100%	0%	0%	100%
Corporate Services	100	0%	0%	0%	0%	100%	0%	100%
Clerks	88	0%	0%	0%	50%	50%	0%	100%
Receptionist	100	0%	0%	0%	0%	100%	0%	100%
Engineering	75	0%	0%	0%	100%	0%	0%	100%
Bylaw Enforcement	67	33%	0%	0%	0%	67%	0%	100%
Fire Department	75	0%	0%	33%	0%	33%	33%	100%
Parks Department	67	33%	0%	0%	0%	67%	0%	100%
Public Works Department	58	33%	0%	0%	33%	33%	0%	100%
Planning	88	0%	0%	0%	50%	50%	0%	100%
Purchasing	100	0%	0%	0%	0%	100%	0%	100%
Recreation	63	0%	0%	50%	50%	0%	0%	100%

Importance								
	Avg. Score	Strongly disagree	Disagree	Neutral	Agree	Strongly Agree	No Opinion	Total
All Respondents	93	0%	0%	2%	21%	75%	2%	
<i>By Department:</i>								
Mayor and Council	92	0%	0%	0%	33%	67%	0%	100%
Administration	75	0%	0%	0%	100%	0%	0%	100%
Corporate Services	88	0%	0%	0%	50%	50%	0%	100%
Clerks	75	0%	0%	0%	100%	0%	0%	100%
Receptionist	100	0%	0%	0%	0%	100%	0%	100%
Engineering	75	0%	0%	0%	100%	0%	0%	100%
Bylaw Enforcement	100	0%	0%	0%	0%	100%	0%	100%
Building Inspections	100	0%	0%	0%	0%	100%	0%	100%
Finance	100	0%	0%	0%	0%	100%	0%	100%
Fire Department	100	0%	0%	0%	0%	67%	33%	100%
Parks Department	100	0%	0%	0%	0%	100%	0%	100%
Public Works Department	92	0%	0%	0%	33%	67%	0%	100%
Planning	88	0%	0%	0%	50%	50%	0%	100%
Purchasing	100	0%	0%	0%	0%	100%	0%	100%
Recreation	88	0%	0%	0%	50%	50%	0%	100%

13c. & 14. What was your impression of the municipal employee in your most recent contact: "Staff went the extra mile"

Agreement								
	Avg. Score	Strongly disagree	Disagree	Neutral	Agree	Strongly Agree	No Opinion	Total
All Respondents	71	7%	5%	17%	24%	35%	12%	
<i>By Department:</i>								
Mayor and Council	75	0%	0%	33%	33%	33%	0%	100%
Administration	25	0%	100%	0%	0%	0%	0%	100%
Corporate Services	100	0%	0%	0%	0%	100%	0%	100%
Clerks	75	0%	0%	0%	100%	0%	0%	100%
Receptionist	75	0%	0%	0%	100%	0%	0%	100%
Engineering	75	0%	0%	0%	100%	0%	0%	100%
Fire Department	58	0%	33%	33%	0%	33%	0%	100%
Parks Department	58	33%	0%	0%	33%	33%	0%	100%
Public Works Department	50	33%	0%	33%	0%	33%	0%	100%
Planning	63	0%	0%	50%	50%	0%	0%	100%
Purchasing	100	0%	0%	0%	0%	100%	0%	100%
Recreation	25	50%	0%	50%	0%	0%	0%	100%

Importance								
	Avg. Score	Strongly disagree	Disagree	Neutral	Agree	Strongly Agree	No Opinion	Total
All Respondents	88	0%	0%	9%	25%	58%	7%	
<i>By Department:</i>								
Mayor and Council	92	0%	0%	0%	33%	67%	0%	100%
Administration	50	0%	0%	100%	0%	0%	0%	100%
Corporate Services	75	0%	0%	0%	100%	0%	0%	100%
Clerks	88	0%	0%	0%	50%	50%	0%	100%
Receptionist	100	0%	0%	0%	0%	100%	0%	100%
Engineering	75	0%	0%	0%	100%	0%	0%	100%
Bylaw Enforcement	100	0%	0%	0%	0%	100%	0%	100%
Building Inspections	75	0%	0%	0%	100%	0%	0%	100%
Finance	100	0%	0%	0%	0%	100%	0%	100%
Fire Department	92	0%	0%	0%	33%	67%	0%	100%
Parks Department	100	0%	0%	0%	0%	100%	0%	100%
Public Works Department	83	0%	0%	33%	0%	67%	0%	100%
Planning	88	0%	0%	0%	50%	50%	0%	100%
Purchasing	100	0%	0%	0%	0%	100%	0%	100%
Recreation	88	0%	0%	0%	50%	50%	0%	100%

13d. & 14. What was your impression of the municipal employee in your most recent contact: "I waited a reasonable amount of time"

Agreement								
	Avg. Score	Strongly disagree	Disagree	Neutral	Agree	Strongly Agree	No Opinion	Total
All Respondents	81	1%	4%	9%	27%	38%	20%	
<i>By Department:</i>								
Mayor and Council Administration	83	0%	0%	0%	67%	33%	0%	100%
Corporate Services	50	0%	0%	100%	0%	0%	0%	100%
Clerks	75	0%	0%	0%	50%	0%	50%	100%
Receptionist	50	0%	0%	100%	0%	0%	0%	100%
Engineering	75	0%	0%	0%	100%	0%	0%	100%
Bylaw Enforcement	75	0%	33%	0%	0%	67%	0%	100%
Finance	75	0%	0%	0%	100%	0%	0%	100%
Fire Department	75	0%	0%	0%	33%	0%	67%	100%
Parks Department	67	0%	33%	0%	33%	33%	0%	100%
Public Works Department	100	0%	0%	0%	0%	67%	33%	100%
Planning	88	0%	0%	0%	50%	50%	0%	100%
Purchasing	100	0%	0%	0%	0%	50%	50%	100%
Recreation	0	0%	0%	0%	0%	0%	100%	100%

Importance								
	Avg. Score	Strongly disagree	Disagree	Neutral	Agree	Strongly Agree	No opinion	Total
All Respondents	86	0%	0%	8%	31%	46%	15%	
<i>By Department:</i>								
Mayor and Council Administration	92	0%	0%	0%	33%	67%	0%	100%
Corporate Services	50	0%	0%	100%	0%	0%	0%	100%
Clerks	63	0%	0%	50%	50%	0%	0%	100%
Receptionist	50	0%	0%	100%	0%	0%	0%	100%
Engineering	100	0%	0%	0%	0%	100%	0%	100%
Bylaw Enforcement	75	0%	0%	0%	100%	0%	0%	100%
Building Inspections	75	0%	0%	0%	100%	0%	0%	100%
Finance	50	0%	0%	100%	0%	0%	0%	100%
Fire Department	100	0%	0%	0%	0%	100%	0%	100%
Parks Department	100	0%	0%	0%	0%	67%	33%	100%
Public Works Department	100	0%	0%	0%	0%	100%	0%	100%
Planning	100	0%	0%	0%	0%	67%	33%	100%
Purchasing	75	0%	0%	50%	0%	50%	0%	100%
Recreation	100	0%	0%	0%	0%	50%	50%	100%
Recreation	0	0%	0%	0%	0%	0%	100%	100%

13e. & 14. What was your impression of the municipal employee in your most recent contact: "I was informed of everything I had to do"

Agreement								
	Avg. Score	Strongly disagree	Disagree	Neutral	Agree	Strongly Agree	No Opinion	Total
All Respondents	81	2%	4%	11%	29%	44%	11%	
<i>By Department:</i>								
Mayor and Council	83	0%	0%	0%	67%	33%	0%	100%
Administration	50	0%	0%	100%	0%	0%	0%	100%
Corporate Services	75	0%	0%	0%	100%	0%	0%	100%
Clerks	75	0%	0%	0%	100%	0%	0%	100%
Receptionist	75	0%	0%	0%	100%	0%	0%	100%
Engineering	75	0%	0%	0%	100%	0%	0%	100%
Bylaw Enforcement	75	0%	33%	0%	0%	67%	0%	100%
Fire Department	75	0%	0%	33%	33%	33%	0%	100%
Parks Department	58	33%	0%	0%	33%	33%	0%	100%
Public Works	50	33%	0%	0%	0%	33%	33%	100%
Planning	88	0%	0%	0%	50%	50%	0%	100%
Purchasing	100	0%	0%	0%	0%	100%	0%	100%
Recreation	75	0%	0%	0%	100%	0%	0%	100%

Importance								
	Avg. Score	Strongly disagree	Disagree	Neutral	Agree	Strongly Agree	No Opinion	Total
All Respondents	90	0%	0%	5%	27%	60%	9%	
<i>By Department:</i>								
Mayor and Council	100	0%	0%	0%	0%	100%	0%	100%
Administration	50	0%	0%	100%	0%	0%	0%	100%
Corporate Services	75	0%	0%	0%	100%	0%	0%	100%
Clerks	75	0%	0%	0%	100%	0%	0%	100%
Receptionist	100	0%	0%	0%	0%	100%	0%	100%
Engineering	75	0%	0%	0%	100%	0%	0%	100%
Bylaw Enforcement	75	0%	0%	0%	100%	0%	0%	100%
Building Inspections	100	0%	0%	0%	0%	100%	0%	100%
Finance	100	0%	0%	0%	0%	100%	0%	100%
Fire Department	92	0%	0%	0%	33%	67%	0%	100%
Parks Department	100	0%	0%	0%	0%	100%	0%	100%
Public Works Department	100	0%	0%	0%	0%	67%	33%	100%
Planning	100	0%	0%	0%	0%	100%	0%	100%
Purchasing	100	0%	0%	0%	0%	100%	0%	100%
Recreation	100	0%	0%	0%	0%	50%	50%	100%

Question #15-16: Citizen Involvement & Engagement

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

	%	#s
Saanich News	22%	245
Victoria Times Colonist	19%	209
Word of mouth: neighbours, friends	12%	134
TV station	13%	142
Radio station	10%	117
Community Association	5%	55
Contact member of Saanich staff	3%	39
Municipal publication	5%	57
District of Saanich website	5%	51
Contact member of Saanich Council	1%	15
From friends who work for municipality	2%	25
<i>No opinion</i>	1%	6
Other newspaper	2%	18
Other	1%	10
Totals	100%	1123

16. Please rate the importance of the following ways the municipality can involve you more in decision-making:

	Avg. Score (out of 100)	Not at all Important (Score: 1)	Somewhat Important	Neutral	Important	Very Important (Score: 5)	No <i>opinion</i>	Total
Community newspaper	74	1%	7%	17%	35%	32%	8%	100%
Public meetings / hearings	68	3%	7%	24%	33%	22%	11%	100%
Public opinion surveys	68	3%	11%	21%	31%	26%	8%	100%
Community meetings	63	4%	11%	26%	32%	17%	11%	100%
Community Association	62	5%	13%	24%	25%	18%	15%	100%
Contact with municipal staff	58	5%	15%	26%	27%	13%	14%	100%
Referenda	62	7%	12%	21%	27%	19%	14%	100%
Council Meetings	50	11%	21%	25%	18%	12%	12%	100%
Advisory Committees	49	9%	20%	27%	19%	7%	17%	100%
Open-line radio/TV program	49	18%	17%	18%	21%	14%	12%	100%
Internet discussion board	35	24%	20%	19%	13%	4%	21%	100%

Question #17-20: Demographics

Note: See [Appendix I](#) for responses to demographic questions.

Question #19, #21 and #23 to #26: Lifestyle Questions

19. Type of residence?

	Survey Sample (#s)	Survey Sample (%)
Single Family house	309	84%
Townhouse	31	8%
Apartment/Condominium	30	8%
No Response	12	
Total	382	

21. Does your household include a pet?

	Survey Sample (#s)	Survey Sample (%)
Yes – a dog	86	23%
Yes – a cat	78	20%
Yes – other pets	14	4%
No pets	203	53%
No response	1	
Total	382	

23. How many children (under 18 years old) are living in the household?

	Survey Sample (#s)	Survey Sample (%)
One child	36	9%
Two children	48	13%
Three or more children	18	5%
No children	277	73%
No Response	3	
Total	382	

24. Do you ride a bike?

	Survey Sample (#s)	Survey Sample (%)
Yes – to school	0	0%
Yes – to work	21	6%
Yes – frequently	32	9%
Yes – occasionally	146	40%
No – never	164	45%
No Response	19	
Total	382	

25. During the last 7 days, on how many days did you walk for at least ten minutes at a time?

	Survey Sample (#s)	Survey Sample (%)
Did not walk	32	9%
Walked on 1 day	19	5%
Walked on 2 days	29	8%
Walked on 3 days	46	13%
Walked on 4 days	40	11%
Walked on 5 days	28	8%
Walked on 6 days	28	8%
Walked on 7 days	142	39%
No Response	18	
Total	382	

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

	Survey Sample (#s)	Survey Sample (%)
Did not exercise	109	32%
Exercised on 1 day	32	9%
Exercised on 2 days	46	13%
Exercised on 3 days	39	11%
Exercised on 4 days	37	11%
Exercised on 5 days	16	5%
Exercised on 6 days	16	5%
Exercised on 7 days	46	13%
No Response	41	
Total	382	

Appendix IV: Responses to Open-ended Questions

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

Question #2: Things that are most liked about living in Saanich

Affordability

- affordable housing
- Affordable property taxes
- cost
- value for money

Amenities (central location, shopping, hospitals, schools, university)

- access - two minutes to Pat Bay Highway
- 20 minutes from Victoria
- access to airport and ferry
- access to airport, ferries, downtown Victoria & up Island
- access to downtown, airport, ferries
- access to services (shopping, financial, medical)
- access to services and hospital
- access to town and country
- accessibility to farm markets
- accessibility to surrounding areas
- accessibility
- all services I need - stores, medical, dental, recreation close by
- amenities
- being able to walk to shopping
- being close to downtown
- being close to Galloping Goose & Lochside Trail
- being close to the cultural events and movies at the University of Victoria
- Cadboro Bay Village(2)
- central(2)
- central location(2)

- central location (quick to downtown, ferry, etc)
- central location: all amenities are close by (shopping, schools, hospital)(2)
- central to all amenities
- central to other municipalities
- central-close to everywhere
- climate
- close proximity to all services & shops
- close proximity to clinics, shopping, et al
- close proximity to downtown & ferries
- close to all amenities(3)
- close to city & rural areas
- close to city and university
- close to doctors, shopping centers
- close to downtown (2)
- close to downtown – shopping, harbour, etc
- close to downtown Victoria and ferry
- close to everything(2)
- close to ferry/town/up island/airport
- close to hospital(2)
- close to major facilities
- close to my children's schools
- close to my grocery store
- close to schools & parks
- close to schools etc
- close to shopping(2)
- close to shopping centre(3)
- close to shopping malls
- close to shopping of all kinds
- close to the City of Victoria
- close to town - central - close to major exits to city

- close to town-centrally located
- close to two very good hospitals
- close to UVic and Royal Jubilee Hospital
- close to work(4)
- closeness to all amenities
- closeness to amenities in CRD
- closeness to schools
- commitment to citizen input & community planning
- convenience
- convenience of amenities
- convenience of shopping & recreational facilities
- convenience to everything(2)
- convenience to shopping
- convenience to shopping & recreation
- convenient
- convenient to amenities
- convenient to work, downtown, the ocean
- dog-friendly
- ease of access to: businesses, green space, recreation centre
- easy access to all areas of Victoria & Peninsula
- easy access to grocery stores
- easy access to other amenities
- easy access to schools & university
- easy approach to the ferries
- easy to get out of town
- easy to get to work in Victoria
- easy to shop for food
- everything is close to home (work, shopping, schools)

- accessibility
- facilities available
- farms/fresh produce
- Galloping Goose Trail
- good access to services
- good balance of residential, retail & transportation
- good bus routes and services(2)
- good libraries
- good library system
- good recreation centers
- good schools(2)
- good Services(2)
- good services close by
- great parks
- great recreation services
- having a movie theatre nearby
- interacting with the people in Saanich
- it is so rural, but close to all amenities
- it's close to where I work
- it's not too far from City Centre
- libraries(2)
- local area communities
- location in Greater Victoria
- location is central
- location to other areas of the City of Victoria
- lots of good places to walk
- lots of green space
- lots of recreational facilities
- main road snow removal is very good
- many good eateries
- minutes away from all amenities (driving)
- mixture of Topography
- most things are within a 15 minute drive
- municipal services
- near school
- near shopping centers
- near to Victoria, ferries, airport
- neighbourhood malls are very handy
- no big box store invading obviously even though they are here
- not far away from most needs

- not living in downtown Victoria area
- not too big - yet big enough to have all the things I desire.
- not too far from city centre
- nothing is far away
- Okay services, buses, shops, grocery: I miss the EI office
- parks, fields, libraries nearby
- park(2)
- plenty of shopping
- preservation of green space (so far)
- proximity
- proximity of recreation centers/library
- proximity to airport/ferry
- proximity to all necessary amenities - transportation, etc.
- proximity to amenities, ie shopping, recreation centers
- proximity to amenities, shopping, etc
- proximity to city center
- proximity to down town area(2)
- proximity to downtown, airport, ferry
- proximity to downtown, several facilities, villages
- proximity to everything
- proximity to other areas - #1 highway/ferry/airport/downtown
- proximity to pretty much everything
- proximity to south island
- proximity to schools
- proximity to shopping & recreation
- proximity to shopping in most areas
- proximity to shopping/needs
- proximity to shores & places of business so that it is rarely necessary to drive "downtown"
- proximity to Swartz Bay & downtown Victoria
- Proximity to UVic and Camosun

- proximity to Victoria
- proximity to Victoria center, hospital, ferries, airport & Hwy 1
- proximity to work
- reasonable as to activities & education activities for youth
- reasonable services
- recreation, library facilities & programming
- recreation Opportunities
- recycling program is great
- rural get close to the world's best venues
- rural living yet close to city
- rural yet close to downtown
- Saanich Commonwealth Centre & libraries
- Safe(2)
- Safety
- Schools(6)
- Schools - good I think
- SCP and other recreation centers
- shopping
- shopping and medical services close by
- shopping areas are close by
- shopping centers
- shopping complexes
- shopping facilities
- shopping, schools
- starting to develop
- stores easy to access
- this community helps raise great children
- University of Victoria(2)
- Urban planning - recently moved from Langford as there was no planning - doing good things in Langford, but it's a good place to visit, not to live
- various shop choices
- very good neighbours
- where I live I am an equal distance from anywhere in Victoria

Green space: environment, air, water

- a beautiful place
- abundance of green space

- agricultural land and green spaces
- air
- air quality
- all the parks/green space
- ALR
- availability of green space ie: gorge waterway, etc
- beautiful neighbourhoods
- beauty (2)
- beauty of land
- being close to Gorge Waterway
- being close to nature
- clean air (4)
- commitment to reducing waste & improving environmental quality
- concern for the environment, greenspace, parks, etc
- countryside
- decent residential areas
- deer
- environment (air, water, sewer)(2)
- good environment
- great environment(green space)
- green
- green areas
- green space (5)
- green space - parks, trails
- green space & environment, recreation at your fingertips
- green spaces (2)
- green spaces & nearby beaches (natural parks)
- green spaces & walking trails for healthy lifestyles
- green spaces and trails
- green spaces/parks/trails/beaches
- greenery (3)
- green space(2)
- healthy environment
- it is spacious
- living - lovely
- lots of green space
- lots of green space (3)
- lots of resources
- lots of trees
- natural areas

- natural beauty
- natural features of the area
- natural inhabitants (eg wildlife, birds, etc)
- nature (2)
- nice natural environment
- Oak trees
- open green spaces
- open space
- parks - green space
- plenty of green space - parks etc
- preservation of green space (so far)
- rural feeling - green spaces e.g. parks, Rithets Bog, etc
- still fairly well treed
- Swan Lake
- the environment
- the green space
- the lower density in older neighbourhoods like Maplewood
- things of nature
- trees & gardens & general environment
- what's left of the woodlands

Location: ocean, climate, layout

- access to beaches (3)
- beaches/ocean
- beautiful (ocean, mountain views, mild climate)
- being close to the ocean (Cadboro Bay and Beach)
- Broadmead area is very beautiful
- central location
- climate (7)
- climate (goes without saying); the mix of housing, semi-rural & rural
- close to beaches
- close to the ocean
- close to water
- coastline/beaches
- God's country
- good climate
- location (4)
- location easy access to up island and ferries
- location in Greater Victoria

- location to...closeness to the sea
- moderate climate
- moderate temperature
- near ocean(2)
- near waters
- ocean (3)
- overall beauty of the Peninsula
- perfect blend of neighbourhood, people, location, climate, beauty, rural & urban, safety
- proximity to ocean
- proximity to sandy beach
- proximity to sea
- sea
- spacious
- summer climate
- Swan Lake
- the climate
- the panoramic view
- the weather
- the weather (mild weather)
- traveled a lot wouldn't live anywhere else
- view location (2)
- warm summers
- water views
- weather (5)
- weather & the Galloping Goose
- weather + outdoors
- weather is to my liking

Municipal services, staff and Council

- an effective Mayor & Council
- and especially the outstanding Police Force
- as business owner, most times a fair process
- availability of police, fire & emergency services
- awesome attention to gardens & boulevard flower
- beautiful municipal garden area
- boulevard gardens
- city hall excessiveness
- clean (4)
- cleanliness (6)

- cleanliness of Saanich
- commitment to citizen input & community planning
- community services
- concern for pedestrians (eg crossing lights on Gorge Rd)
- council does a good job - especially Mayor Leonard (well informed)
- emphasis on gardens at municipal hall/intersection islands, etc
- excellent "governance": Saanich council (listens to the people), Police & Fire (community oriented)
- excellent municipal and transit services
- excellent police force
- excellent services
- facilities for all ages
- facilities/services very good
- family-oriented events
- floral displays by Saanich on streets
- flower beds all over Saanich
- garbage & recycling very good
- garbage pickup
- garden waste drop off
- gardens at street intersections
- generally a very clean district
- good administration
- good ambulance/fire/police
- good garbage & leaf pickup! Also the public works yard for dropping off garden waste.
- good municipal services & staff
- good police & fire service(2)
- good roads
- good services (3)
- good services - water - garbage - recycle
- good sized lots
- great trash guys (super service)
- has a good Mayor and Council
- have a good Mayor in Leonard; once spoke to him

- helpful & friendly police - a big change from 30 yrs ago
- how it looks after seniors
- improving bike lanes
- infrastructure
- it is a fairly clean place
- it's clean and beautiful
- land use planning
- landscaping of municipal pieces of land
- litter free streets
- lovely floral displays at every intersection
- main road snow removal is very good
- maintenance of public grounds
- Mayor & council seem to be fair
- Mayor and council foster good community development and planning
- municipal services (2)
- municipal services and employees who deliver them
- municipal services
- municipal yard - garden waste facilities
- our clean streets
- overall cleanliness of street, building, waterway accessibility
- police & fire Protection
- police department's humanity-approach to people with disabilities
- police service
- progressive stance on many issues
- reasonable as to streets kept clean & regulations
- reasonable services
- recreation centre
- recycling program (2)
- responsive local government
- responsive municipal employees
- roads in rural areas
- roads mostly maintained with exceptions
- Saanich Police
- services

- services (garbage pick-up - no need to haul garbage to corner)
- streetscape
- that it doesn't have all the rules of Oak Bay ie - no boats or motor homes in driveways; garbage taken to the curb; matching garbage cans
- the gorgeous flower gardens (municipal ones) planted each year in various locations
- the public floral displays
- typically clean, well kept
- very clean place to live
- water System
- we seem to have more process and planning than the hodge podge called Langford
- well run municipality
- wonderful police and fire departments

Parks and trails

- abundance of walking trails
- access to Galloping Goose trails
- access to parks
- access to parks & hiking trails
- access to parks, especially for apartment/condominium dwellers
- access to trails for walking or riding my horse
- all the parks
- areas to walk
- availability of parks & playgrounds
- availability of parks to take children
- beaches/ocean
- being close to trails and parks
- being near to Playfair Park & Swan Lake
- bicycle Trails - ie Galloping Goose - etc
- bike
- bike paths

- bike trail (Lochside)
- Cadboro Bay shopping center-Peppers
- central location: close to city, but easy to leave
- cleanliness of Saanich
- close to all amenities
- close to and has many large parks
- close to Beaver Lake Park
- close to UVic chip trail, etc. - walking
- Cordova Bay Beach
- cost
- council does a good job - especially Mayor Leonard (well informed)
- easy access to parks, trails, cycling trails
- emphasis on outdoor recreation activities (more parks & beaches, bike trails), tree conservation environment (parks)
- excellent municipal and transit services
- facilities/services very good
- feel safe here
- fresh-water fishing
- friendly people
- Galloping Goose Trail (5)
- good parks
- good parks & trails
- good roads
- great parks
- great place to raise kids
- green space/parks/beaches
- healthy environment
- how it looks after seniors
- improved park system (including flower landscaping)
- improvements done to make it accessible to walking
- improving bike lanes
- less traffic
- Lochside Trail
- Lochside Trail access
- lots of great parks, playgrounds, trails
- lots of parks
- lots of parks and green space

- lots of parks and place to go for a walk
- lots of parks for my children to play in
- lots of trails & parks (2)
- lots of trails for walking
- lots of trails to walk/ride bikes, etc
- lots of trees
- lots of trees, parks & beaches
- lots of walking places
- low density development
- many hiking trails
- many Parks (outdoors)
- many Parks well kept
- many walks
- Mayor and council foster good community development and planning
- miscellaneous parks
- Mt Douglas/Mt Tolmie/parks in general
- Mt. Douglas Park
- municipal yard - garden waste facilities
- nature/trails for walking
- neighbourhood trails & pathways
- nice variety of places to walk/parks
- nice walking trails
- our house, yard & street: convenient, "warm & cozy", great neighbours, beautiful place to live & garden.
- our park maintenance
- park access for walking our dogs
- park facilities
- parks (25)
- parks - beautiful & diverse
- parks - Elk Lake, John Dean
- parks - especially dog friendly parks
- parks & bicycle trails
- parks & recreation
- parks & trails (2)
- parks + libraries are very good
- parks & trails
- parks and green spaces
- parks, lakes, beaches
- parks, recreational facilities

- parks, trails and hilltops
- parks, well-treed neighborhoods, cul-de-sacs, etc.
- parks, trails ,lake, ocean
- parks/trails (2)
- places to go for a walk/hike
- pleasant neighbours
- police service
- quality of numerous walking trails
- quiet, private safe, services easily accessible but not on your doorstep
- roads in rural areas
- safe place to live
- sea
- shopping malls
- Swan Lake
- taxes are reasonable
- the library
- the parks & beaches
- the parks and trails
- the parks/playgrounds
- the well kept parks, trails & beaches
- trails (4)
- trails & parks
- trails & wooded areas (2)
- trails for recreation
- trails, parks, recreation
- transportation good, especially bus service
- trees
- very clean place to live
- walking paths (2)
- walking trails (4)
- walking trails & parks(3)
- walking trails/green space
- water System

Quiet, comfortable, friendly

- affordable housing
- all amenities nearby
- beautiful
- being close to the ocean (Cadboro Bay and beach)
- born & raised here
- clean (4)
- cleanliness
- cleanliness of municipality
- community atmosphere
- community living

- easy living
- environment and friendly neighbours
- family oriented
- family-oriented events
- fantastic people
- friendly
- friendly neighbours (2)
- friendly people
- friendly, safe neighbourhoods
- good area to raise children
- good neighbors (4)
- good parks
- good people
- good urban lifestyle
- improving concern for homeless people with disabilities
- it has a small town feeling
- It is a quiet neighborhood
- it's where I grew up so am at home in Saanich
- lots of Recreation
- lots of young people
- many parks and natural areas
- neighborhood feel
- neighbourhood
- neighbourly feeling
- nice neighbours
- old neighbourhoods with trees
- overall, neighborhoods are clean
- pace of moderate traffic
- peaceful
- peaceful ambience
- people
- people are very friendly
- playground facilities
- quiet (7)
- quiet & friendly neighborhoods
- quiet & peaceful nature of the community
- quiet & relatively safe (Sunnymead)
- quiet / peaceful (2)
- quiet areas
- quiet neighborhood(3)
- reasonable as to quiet enjoyment of premises

- recreation
- recreational facilities
- relaxed atmosphere
- residential environment
- rural life (my neighbourhood)
- rural quality
- Saanich is uniquely beautiful
- sense of community
- still good areas to walk or ride a bike.
- strong neighbourhood community spirit
- super community

Rural / urban balance

- a good variety of homes
- attempt to keep rural flavour of community: local produce etc; local lakes stocked with trout
- city living in rural atmosphere
- close to rural areas
- close to rural areas and farmland
- combination of agricultural areas & residential
- combination of urban and rural areas
- commitment to maintaining rural land
- country living
- country living in the city
- diverse scenery, buildings & overall choices
- excellent balance between residential & business
- farms
- farms/fresh produce
- feels like living in country
- Good mix of business & residential property (2)
- I like seeing the remaining rural areas
- integration with the community
- it's not a city
- large lot sizes, excellent bus services
- less housing density (development plan)
- like the urban setting

- live on quiet cul de sac
- low density development
- low population density compared to Victoria
- mainly single family dwellings
- mix of rural and urban
- mixture of topography
- nice mixture of rural and suburban environment
- nice neighbourhoods - with space
- no dense downtown (skyscrapers)
- no hustle & bustle
- no sidewalks (my neighbourhood)
- not a lot of businesses in Saanich mostly residential
- not crowded
- open farm lands
- open spaces & mostly single family houses
- proximity to rural living, close enough to buy groceries
- quiet, uncrowded city plan with excellent green spaces
- reasonable population density
- rural ambience
- rural areas
- rural atmosphere(2)
- rural Character
- rural feeling
- rural life (my neighbourhood)
- Rural life style
- Rural living in an urban environment
- rural living in the city
- rural qualities but close to everything
- rural quality
- rural setting(2)
- rural/urban ambience
- semi- rural
- semi- rural atmosphere(2)
- small town
- some rural atmosphere
- still somewhat rural
- suburban nature of Saanich
- the city itself-many types homes/districts

- the diversity of land use
- the mix of urban & rural areas
- the rural-like atmosphere
- the slightly rural atmosphere.
- urban areas
- urban containment boundary & positive effect that has on green & open space in Saanich
- urban Containment Boundary keeps Rural Saanich rural
- urban planning - recently moved from Langford as there was no planning - doing good things in Langford but it's a good place to visit, not to live
- urban/rural ambience
- urban-rural mix
- variety of housing
- we do not, and hopefully will not, pursue the density of places like Victoria & Esquimalt
- well planned / controlled commercial business locations

Safety: low crime, security

- crime is low
- crime prevention programs
- feel safe here
- feel safe with police presence
- feels safe
- I feel generally safe
- I feel very safe here
- kids walk to school
- less crime
- less crime in most areas
- low crime rate compared to Vancouver
- low crime
- my involvement in Block Watch - safety
- neighbourhood (Block Watch)
- not having to lock doors
- not too much crime
- relatively safe

- relatively safe area
- safe (8)
- safe for walking
- safe healthy environment
- safe neighborhoods(2)
- safe parks and play areas
- safe place to live
- safe, low crime
- safer (9)
- safety & security
- safety/close to town
- save neighbourhoods
- security
- security check ups, here and there
- the relatively quiet, safe neighborhoods

Transit services, good traffic flows

- bicycle lanes and trails
- bus service
- bus service - great
- bus service good
- bus service is pretty good
- bus stop
- bus transportation
- close to bus
- controlled traffic flow
- convenience of transportation
- convenient Facilities, Public transport
- easy access to buses
- good bus routes and services
- good bus service(2)
- good transportation
- good transportation - public + private
- great Bus routes
- less traffic
- low traffic
- not bad for traffic jams
- not too congested (traffic)
- public transportation including Handy Dart
- traffic less congested
- transit services
- transportation good, especially bus service

Recreation facilities

- access to recreational facilities
- activity fields
- Saanich Commonwealth Pool(2)
- community centers
- community facilities
- fitness facilities
- golf
- good access to recreation centers
- good recreation centers(2)
- good recreation centers and parks
- good recreation centers with programs for children
- good recreation programs
- good recreation facilities(2)
- good recreational things to do: Galloping Goose, swim pool, Gorge Waterway
- great recreation facilities(2)
- lots of recreation centers (2)
- lots of recreation
- many areas for recreation
- other recreation facilities - Cedar Hill Golf Course
- parks & Recreation
- pools
- programs available for Kids
- recreation centers (14)
- recreation centre programs (variety)
- recreation centre & activities
- recreation facilities are excellent (parks/recreation centers)
- recreation opportunities
- recreational activities - large number available
- recreational facilities(5)
- recreational opportunities and centers
- recreational programs and facilities
- Saanich Commonwealth Place and other recreation centers
- sports programs for children
- super facilities
- the many activities at the recreation centre

- the parks & recreational facilities

Low taxes

- stable housing market
- taxes
- taxes are not that high
- taxes are reasonable

Other

- born here
- diverse cultures (2)

- diversity of homeowners, ie ages, races and incomes
- dog-friendly
- everything!
- feel like a lot of different levels of income
- fine(3)
- good cultural facilities
- good lighting
- have lived in Saanich many, many years
- improving concern for homeless, people with disabilities
- it is fairly multicultural

- lots of young people
- no street lights (my neighbourhood)
- opportunity to get involved at any level you desire
- property maintenance is good
- quite happy here
- support for art
- tax payers here are against condominiums & apartments even if Saanich Council is not!

Question #3: Things that are most disliked about living in Saanich

Affordability

- affordable housing
- cost of housing(2)
- expensive house
- high cost of land & housing
- high cost of living/real estate
- high housing cost
- high rental rates
- house prices are going so high it is hard for young families to buy
- housing costs
- housing prices
- inconvenience & expenses traveling to & from
- lack of affordable housing
- the cost of rent

Bicycle infrastructure- lack of

- bicycle lanes (not enough)
- bicycle paths
- bicycles should be allowed to travel on sidewalks.
- bicycling to work is still harder than it should be
- bike lanes
- bike lanes - I realize cyclists are a good thing & have their rights but they make me very nervous when I am driving.
- coping with cyclists, as a pedestrian, driver & equestrian (not confined to Saanich only)
- cycling lanes need to extend all of McKenzie and other main roads
- few bike paths - but getting better!
- inadequate bicycle lanes
- lack of bicycle lanes on Shelbourne
- lack of bicycle laws on major roads(Shelbourne St)
- lack of bicycle paths
- lack of bike paths(especially on major streets)

- lack of safe cycling on Shelbourne & thru Mt.Doug Park
- more bike lanes needed on busiest streets, ie all McKenzie; Quadra St
- more bike paths needed
- need more bike lanes on busy streets
- need more walking paths & bike routes or park areas
- no safe bike routes for downtown travel/community
- not enough bicycles
- not enough bike lanes(2)
- not enough bike lanes on McKenzie
- relative lack of bike lanes
- Some roads are not friendly for cyclists(eg Shelbourne)
- we need more bike lanes on the main roads

Bylaw enforcement-lack of

- aggressive SUV drivers and too many SUV's
- bad driving in Quadra/McKenzie/Borden/R Reynolds area
- bicycles not obeying rules
- certain personnel's driving conditions (road rages)
- crazy drivers (then again, it is BC after all)
- dealing with Saanich municipal bylaws
- illegal suites
- illegal suites and rented homes with no maintenance
- insufficient enforcement of bikers (helmets, lights, sidewalks)
- lack of by-law enforcement/water treatment plants
- lack of enforcement of bylaws concerning illegal suites and rooming houses.
- lack of enforcement of illegal parking

- lack of policing of cyclists eg helmet rule
- litter
- lot of bad drivers out there
- near park where people like to party
- noise
- no control/enforcement of illegal suites in SF dwellings (Hatfield Road prime example)
- parks being used at night for parties
- people speed too much
- police responding slowly to calls
- poor by-law enforcement - single family area
- rental house noise control
- speeding bikers that don't stop at red lights & stop signs
- speeding on Emily Carr Drive
- speeding vehicles(2)
- the bad drivers (whether I'm walking, cycling, or driving)

Sense of community- lack of

- boring neighborhood
- death of community social events
- lack of sense of community/community spirit
- no "village" atmosphere (like Cook Street village)

Sewage Treatment- lack of

- lack of proper sewage treatment
- lack of sewage treatment
- no sewage system (my neighbourhood)
- no sewage treatment
- sewage outfall - want treatment

Animal control- unleashed dogs, dog feces pickup, dangerous dogs

- barking dogs (constant)
- deer out of control
- deer problems (2)
- dog restrictions
- no restrictions for cats
- poor enforcement of some by-laws eg. dogs loose on beaches
- the deer population increasing
- too many cats running loose
- too many cats running wild & dogs off leash
- too many dogs on the loose (Doggie Doo)
- too many dogs poo on beaches & parks
- too many grey squirrels

Downtown – like amenities- lack of

- "strip mall" atmosphere at Shelbourne/UVic Mall
- Cordova Bay to have village like Cadboro Bay
- decent eating establishments
- far from town
- fast food outlets
- lack of a nearby post office and/or mailbox
- lack of arts facilities - both visual and performing
- mall only shopping - needs villages like Oak Bay/Cook St
- need new facility for over 55 age
- no cultural centre
- no downtown area
- no squash courts
- not enough restaurants
- not enough stuff ie. skate boarding areas
- not many coffee shops/restaurants near our house
- not terribly appealing strip malls (updated is great)
- places to shop

- poor choice of restaurants & pubs
- poor pedestrian-friendly shopping
- quality restaurants close to home
- reliance on Victoria for cultural enrichment
- Saanich Centre too congested, Town and Country needs upgrades, lack of plazas
- Tennis courts

Garbage /recycling pickup schedule and yard drop-off hours- poor

- don't like that we only get garbage pickup every two weeks
- garbage & recycling pick up could possibly be every week instead of every two weeks - it really piles up
- garbage & recycling service too frequent
- garbage collection limited to two cans/ two week period; no annual heavy items collection
- garbage pick up (only one can per family? There are seven of us in the house.)
- garbage pick up twice a month instead of weekly
- garbage schedule too long
- garbage/recycle pickup only every two weeks
- inconvenient garden waste disposal
- lack of adequate garbage cans in public places
- more leaf pickups when leaves are falling
- no community yearly pick up of used & unwanted items
- no garden refuse pick up
- poor garbage collection schedules + rules - can size
- Public Works drop off hours of operation are too restrictive on weekends; expansion to 9 am - 5:00

- pm would help; or, operate on Sunday as well
- restricted garbage collection

Sidewalks (lack of)

- a lot of major road don't have proper sidewalks
- condition of some sidewalks, or even absence of them
- could have more sidewalks & rural lighting
- few good sidewalks
- few sidewalks
- lack of crosswalks, sidewalks
- lack of curbs & sidewalks
- lack of safe, proper sidewalks on school routes
- lack of sidewalks - safety concern, must walk on road with traffic
- lack of sidewalks (8)
- lack of sidewalks (Finnerty Road - need both sides)
- lack of sidewalks in key areas
- lack of sidewalks on busy streets
- lack of sidewalks on many well-used streets
- lack of sidewalks on some busy roads
- lack of sidewalks or poor sidewalks: lack of curbs(2)
- more sidewalk maintenance needed
- more sidewalks in subdivisions to encourage walking rather than always relying on automobiles
- need better sidewalks (ie: Tattersall)
- need more sidewalks
- need more street lights
- no curbs/sidewalks
- no sidewalks
- no sidewalks - lived here for 30 years
- no sidewalks (cement & gutter) in front of Marigold/Spectrum School

- no sidewalks at 10 mile point
- no sidewalks in many areas(2)
- no sidewalks in some neighbourhoods
- no sidewalks on most streets
- no sidewalks on side streets
- no sidewalks on some busy roads (ie. Saanich Rd)
- not enough sidewalks on side streets
- not enough sidewalks(5)
- older neighbourhoods(we have no sidewalks...)
- poor sidewalks
- poor sidewalks making dangerous walking
- poor sidewalks, inconvenient for pedestrians.
- roads without sidewalks/or narrow sidewalks
- should have more sidewalks, underground services
- sidewalk access
- sidewalk on Lochside needed
- sidewalks (not enough)
- sidewalks are quite poor
- sidewalks could be better
- some pretty poor sidewalks
- the apparent policy of avoiding the construction of actual CEMENT sidewalks at any & all cost (?!)
- unsafe to walk on roadways - no sidewalks
- use a scooter, would like more slopes at crossings.
- we have no sidewalk

Special Interest groups -too powerful

- over regulation by environmental maniacs

Taxes (too high)

- "taxes"

- also too many families living or renting in the same homes and not paying extra taxes
- building permits expensive and hard to obtain
- continually increasing taxes
- cost of services/taxes/fees by Saanich & CRD
- expensive property taxes
- financial help for home owners
- high property taxes(2)
- high property taxes(then again, I would complain wherever I lived)
- high taxes(7)
- higher taxes than comparable house down street in Oak Bay and we don't have a sidewalk!
- increase in tax to support increase in population in Saanich; illegal suites
- increase in taxes
- increasing real estate values/property taxes
- mind boggling bureaucracy - over taxed & governed
- paying taxes (applies wherever one lives)
- property tax too high
- rate of increase of taxes over past 6 years
- rural areas are taxed at the same rate as urban but don't use/have the services e.g. sewer, water, sidewalks, buses, etc.
- school taxes
- simply assume taxes must go up - need to downsize taxation (BC)
- taxes(5)
- taxes - property
- taxes relatively high
- taxes rise much faster than my income
- taxes rising too quickly
- taxes too high(2)
- taxes too high - no snow removal - bad roads
- too much money spent on Children's parks

- users should pay for "total " cost of recreational facilities
- with unprecedented home building & tax revenue, taxes still increase

Transit (poor)

- bus service(2)
- bus system could be better - more frequent
- buses on residential roads
- difficulty of making bus connections
- inadequate bus service
- infrequent transit service in our area
- lack of public bus service in some area
- Layritz area needs a bus service to town
- no bus along West Saanich Rd - disgraceful
- no bus service handy on Royal Oak Ave
- no bus service within walking distance
- not a lot of bus service
- poor bus service
- poor bus services (on Interurban Rd. especially at night & weekends)
- public transportation to downtown poor from Cordova Bay
- the bus service is not good enough
- transit is not frequent enough and do not connect to other routes
- transit system is pretty pathetic

Transportation: traffic volume, congestion, speed limits, light sequencing, road quality

- removal of snow on side streets
- a little noisy living near a highway

- Admirals Rd to Highway hard to breathe - too much traffic
- all the traffic congestion
- becoming too slowdown
- blocked off side road
- blocked off streets and their continuity to neighbourhoods
- blocking Roads off
- bumpy roads & streets
- certain road patterns eg McBriar, Nicholson, extra 3 speed bumps
- clogged arterials (eg Shelbourne St) due to on-street parking
- commercial parking in front of residences.
- congested motorways (McKenzie & Quadra)
- congested traffic
- congestion
- congestion (east/west) Cedarhill and Blenkinsop roads
- control of school zones at school hours
- dangerous traffic zones difficulty in parking at times
- difficulty of getting onto Royal Oak Drive from Emily Carr (left turn)
- dirty streets & walkways
- drivers
- ever increasing traffic
- extra traffic from new development
- hard to cross roads; no sounder at Admirals & McKenzie
- heavy truck traffic on Gordon Head-Grandview Drive-Ash corridor
- high traffic Interurban/Burnside because commuters to Western Communities using these roads
- highway noise
- home-care nursing services:
- icy conditions on residential side streets

- increase in traffic in Burnside/McKenzie area
- increasing automobile traffic
- increasing traffic as density increases
- increasing traffic combined with lack of traffic flow planning
- increasing traffic congestion
- increasing traffic(3)
- in-effective traffic flow
- inequity of improvements to West Saanich as opposed to East Saanich
- It's busy
- lack of advance turns at Royal Oak/Elk Lake
- lack of proper lighting on public roads
- lack of speed bumps on Vanalman Avenue
- lack of street lights for safety (in areas like Arbutus)
- lack of traffic light coordination
- Langfordization of our main roads (eg. Shelbourne, Cordova Bay);blocking access to side streets (dumb)
- living on Quadra St. noise of police sirens & ambulance
- lots of traffic
- major streets very busy - traffic wise
- McKenzie Highway noise
- messy roadsides, too many cars parked in front of residences on both sides of street
- move parking at Colquitz School, at Interurban and Dumeresq and where there is a traffic light
- narrow roads with cars parked on them
- navigating main thoroughfares eg Shelbourne St - McKenzie Ave are quite a challenge any time of day
- need crosswalk at Interurban & Grange Rd

- need for 4-way stops or traffic bumps on some residential streets - Palmer for example
- neighbourhood pub traffic
- not enough lights on our street
- not nearly enough emphasis on traffic flow ie Interurban & Wilkinson
- on a dead end street where people don't pay heed to the "No Parking" sign
- overpass at Haliburton & Pat Bay
- overpass at Sayward & Pat Bay
- Pat Bay Highway
- pedestrian safety needs improvement
- personal safety/vehicle safety exiting hwy to residence
- poor condition of roads in old neighbourhoods
- poor level of public transportation
- poor road construction/traffic calming
- poor road maintenance in places
- poor side road conditions
- poor street lighting (Blenkinsop Road)
- poor traffic control (Rogers & Quadra)
- potholes (2)
- property access to/from Pat Bay Highway
- public transportation - accessibility & frequency
- rental suites - tenants should be made to park on their own property not in front of my house.
- residential parking encroachments upon throughway
- restricted traffic flow in some streets
- road maintenance
- road maintenance in some areas slow to repair potholes

- road repairs - especially Marigold area/West Saanich side streets
- roads - low lighting at night
- roads (poorly built)
- roads are in poor condition
- roads are not kept in good repair
- roads inadequate
- roads need maintenance - potholes
- roads need to be cleaned more often
- roads without curbs or proper drainage
- rush hour traffic
- Sayward light
- seems like a lot of emergency vehicles on McKenzie?
- slowly increasing density of traffic
- some intersections, traffic
- some residential streets not wide enough for street parking
- some roads have no shoulder(narrow road)
- some roads in need of repair
- some roadside boulevards are a mess
- some streets have no access from Lansdowne Rd anymore
- sometimes coming up the hill it's like threading the needle especially on corners
- sometimes heavy traffic
- speed & volume of traffic on country roads as a result of use by commuters from outside Saanich
- speed and noisy heavy trucks
- speed bumps on Nicholson, McBriar & Ambassador
- speed limits of 30 and 50 km are too low and unrealistic; would increase them to 40 and 60 respectively ;garbage and recycling pick-up every two

weeks. Would prefer once a week

- speeding cars
- still no parking at Saanich hall
- stop lights on highway (outside Saanich -I know exactly)
- streets are getting busier
- streets not cleaned often enough
- streetside litter
- the amount of cars parked in my neighbourhood
- the approach taken towards traffic flow - every time there is a problem a traffic light is installed; Use round-a-bouts; they speed up traffic, not hinder traffic flow
- the neglect of upgrading traffic intersections to match volume
- the schools are getting too large & too many children in school which creates more traffic in one area
- the street conditions are poor eg potholes, poor line quality
- they have been working on a light on our street for six months & it still doesn't work. Workers are slow
- too many cars at same residences
- too many cars on the street
- Too many cars overnight in residential areas
- too much on street parking allowed
- too much traffic
- too much traffic - volume & speed
- too much traffic after 2:30 P.M. I fear what McKenzie will be like when Tuscan Village goes in
- too much traffic; too many one passenger vehicles
- traffic
- traffic (8)
- traffic calming(2)
- traffic congestion

- traffic congestion - Hwy 17 & Hwy 1
- traffic congestion (3)
- traffic corridors
- traffic flow on some thoroughfares - ie Wilkinson Rd - Sidney Hwy to Island Hwy
- traffic in certain areas
- traffic is getting heavier each year - don't blame Saanich District - just a sign of the times
- traffic light timing causes traffic congestion resulting in excessive tailpipe emissions and environmental damage
- traffic lights go from green to red too quickly (orange should be much longer as in other cities)
- traffic lights systems on McKenzie
- traffic on highway
- traffic on McKenzie
- traffic on McKenzie between Borden & Pat Bay Hwy
- traffic on McKenzie between Borden & Pat Bay Hwy
- traffic on Quadra
- traffic on Wilkinson Rd
- traffic planning
- traffic problems getting in & out of where I live
- traffic speed on most streets
- traffic with the late night noise
- traffic X 3
- traffic-too many cars
- transportation
- unfinished roads (top of Tillicum/Saanich to Tattersall)
- universal complaint: to many cars
- UVic parking is too cheap & encourages students to drive
- very poor co-ordination of traffic lights (also too many lights)
- zero boulevard maintenance

Land-use planning: growth, density

- big homes on small lots
- building on unstable slopes (eg. Sandy hillsides, steep slopes, etc)
- can't walk to get groceries
- community planning/housing
- continued subdivision of existing lots
- density is increasing
- don't like having Wilkinson Road Jail in middle suburbia; move it farther out.
- forest
- getting more people
- gun range needs to be moved
- high density (small lots) of new developments
- home run businesses (eg construction 410 & 435 Montcalm)
- huge houses built on tiny lots
- I have to drive a lot more now
- increased focus on higher density for residential neighbourhoods
- increasing density
- increasing over-development
- infill housing not enough sidewalks
- integration of green space with development
- it seems there are pockets of community with sprawl in between
- lack of access to water views.
- lack of mixed neighbourhoods (eg. Cook St. village)
- lack of proper East/West arterials
- law against rental suites in single family dwellings
- mega (multi-family?) homes
- "monster" homes on small lots

- "monster" houses with no yards/gardens for wildlife
- new construction-destruction of green space
- new housing construction
- one of the homes approved by Saanich Council has resulted in our neighborhood being divided
- over crowding of housing
- over development(2)
- overdevelopment of water front (Gordon Point)
- panhandle lots-have a multitude of problems
- people buying small single family homes, bulldozing them & building huge houses with 2 or 3 suites in them
- planning too lenient with developers
- population densities too low to stop sprawl at the edges notwithstanding the containment boundary
- potential for over development and infill
- rate of growth
- rental suites are not allowed
- roads and street lights seem to keep up the growth
- schools aren't always in walking distance
- seeing developers build unsuitable & crowded developments
- seeing every empty space/lot being rezoned for development
- shopping malls - prefer small shops
- slow development
- small building lots
- some developments are not suitable
- the approval of a liquor outlet near Gyro Park which has resulted in more parties, broken glass & more noise (especially in summer)
- the school should have been built like that plan said

- too fast increasing in population
- too few walk able urban villages
- too many condo's being built
- too many food chains in congested areas.
- too many houses being built
- too many people in Cordova Bay
- too many subdivisions being allowed
- too many ugly new houses & condos/townhouses
- too much "infill" ruining single family dwelling neighbourhoods
- too much development puts green space at risk
- too much, poor design of development
- Trio gravel pit & Food Forum plaza
- unsightly ghetto like areas i.e. Tillicum Road, Burnside
- urban plan is long out of date
- weak long-term planning for transport
- Wilkinson Road has become a major artery; needs to be straightened and widened

Water quality and/or restrictions

- poor water pressure
- water from Sooke reservoir
- water restrictions
- water restrictions in summer & cost of water

Municipal services (poor)

- all the regulations about everything
- awful storm water management
- be careful in using sidewalks at night
- better street cleaning especially in Winter

- boulevard maintenance is poor in Tyndall/Gordon Head area
- bureaucracy
- can't pay taxes with credit card
- cleanup better in terms of branches/leaves/garbage along ditches on Feltham or near schools. Less trees or clearing of branches that go onto one's property's trees make it too dark & branches lean onto one's property so one needs to rake. Also roots going onto one's property; branches also going into power lines
- closure of recycling centre at municipal yard
- Cordova Bay needs some beautification
- council needs to improve the speed of the permitting process for building & renovating; timelines are ridiculous. Building inspectors & the rules Saanich puts in place for building are too strict & not keeping up with the times.
- council procedure (at the Hall) dysfunctional
- dealing with Saanich municipal employees
- drainage bad in some low parts
- grass clippings can't be easily disposed
- inefficiency for local government service
- It takes way too long to get things done in Saanich...too many hoops to jump through
- it would be great if Saanich collected tree trimmings
- lack of info to citizens as to overall future planning scheme
- lengthy bureaucratic building process
- no library in Tillicum area
- no pickup after heavy storms (trees)

- no sewage system (my neighbourhood)
- no sewers in our area (Elk Lake)
- open ditches
- open ditches for drainage
- open ditches need attention
- open ditches: "rat heaven"; there should be none in a modern municipality
- open draining ditches
- over zealous fire & police dept - too many for the little work they do
- poor results with calling to have boulevard cleaned up
- poor street lights in places
- recreational & other focus on families with children versus other residents & lifestyles
- Saanich engineering overrides all other considerations
- sections of rural Saanich have no sewers/water!
- Seeing two public workers works while others watch
- shabby parks: entrance to city on #1 is awful looking & needs "beautification"
- some services can be a bit bureaucratic - building permits, public works
- the condition of the roads
- the condition of the walkways
- the large amount of litter on highway
- Too many by-laws & restrictive covenants
- too many municipal agendas
- too many open ditches
- too much spending on trails for adults & not enough for family-type recreation
- trees & shrubbery obstructing vision on corners
- unreasonable city bylaws
- upkeep in certain areas, highway meridians

Crime

- crime
- crime does seem to be on the rise(theft)
- crime is prevalent
- criminal activity
- drugs in schools are easily purchased
- getting robbed (by people using the Galloping Goose?)
- illegal drug accessibility
- lack of policing at many levels (traffic, vandalism, etc.)
- official tolerance of drug use
- safety is becoming more of an issue
- some crime
- the drug houses & 'animal' element moving in
- theft
- theft and other crime (eg vandalism)
- unruly youth in the parks at night
- vandalism

Other

- 3255 Harriet Rd !!! (3)
- access to mainland
- aerial gypsy moth spraying
- allowing people to hang signs & banners on overpasses
- as a newer resident, it's difficult to meet people
- backyard burning
- being on a 'flight path'
- can't think of any
- Christmas decorations at Municipal Hall - please change to celebrate 100 years
- construction
- corruption in residents associations
- cost of ferries to get off island and the long waits
- cost of travel to the mainland.
- cutting down old trees for subdivisions

- cyclists in dark clothing
- destruction of natural habitat
- destruction of natural landscape
- dog licenses for housebound pets
- don't think native plantings are fair in some situations
- early morning police siren testing
- earthquake zone - how good is emergency preparation?
- entertainment
- excess use of sirens on emergency vehicles
- failure of some building inspectors - leaky condos
- frequent power failures
- garbage left on roadsides by people driving through Saanich
- graffiti
- graffiti on fences - mail & hydro boxes
- graffiti all around
- green space is reducing
- green spaces
- Home Depot
- homelessness
- increasing urbanization
- insular attitude on Greater Victoria issues
- lack of all-weather fields
- lack of economic diversity leading to smugness
- Lack of enough seniors facilities
- lack of entertainment
- lack of information during municipal election
- lack of local supply of a variety of things
- lack of proper sewage treatment
- lack of sewage treatment
- lack of support & outdoor off-leash area for dog owners
- limitations on my own property/cutting trees
- Limited live/work opportunities

- limited public art
- litter around bus stops(cigs)
- mail service in rural areas
- major road through Mt.Doug Park is destroying the park & it's ambience
- messy driveways
- middle school re-configuration - bad, oh well can't have everything!
- milk cartons not being recycled
- need to use car
- needs more Galloping Goose connections
- neighbours who rent illegal suites & pay no taxes for infrastructure
- no least about living in Saanich.
- no outside burning ever
- no sewage treatment
- noise volumes
- not being able to burn at times
- not being able to burn garden refuse
- not being able to burn trash (garden)
- not enough dog friendly areas
- not enough green spaces
- not enough resident input
- not enough trees on boulevards
- not everyone is friendly but this changes as you get to know them better
- nothing at all
- overhead cables
- overhead power lines
- overhead services (hydro, phone, cable, etc)
- petty regulations – eg trees, circuses
- play equipment in play parks is pretty old in some places
- power outages
- presence of rats
- real estate billboards on every corner-ugly
- recycling program - current program is poor since they

- miss pick up and it is out by 7am
- reluctance to encourage progress
- ridiculous, constant turfing of soccer field on Tyndall – should be artificial turf
- Saanich Council doesn't listen (passed “monster condo” on North Dairy at Browning St even after every local citizen said no.
- Saanich remains part of the problem of too many municipalities.
- scarcity of any forms of animal life in neighbourhoods
- school boards- weak opportunities for students
- school catchments are not well planned - ie: a school less than a block away is not necessarily in the school catchment; ours would be across town!
- school system needs improvement
- schools (elementary)
- senile old codgers on council
- sewage outfall - want treatment
- shopping facilities
- sirens in the wee hours
- some areas could be modernized
- some council are quite ineffective
- Tattersall Road between Quadra & Saanich Rd (ugly!!)
- the obstinate refusal to amalgamate
- the politics seem reasonably sensible compared to some nearby areas.
- the rain & cold weather - more Arizona like weather please
- the way some people have to jump thru hope & others don't

- too few parks/green space still available
- too many ditches
- too many easy court sentences
- too much automobile dependence
- too much green land becoming subdivisions
- ugly signage & above-ground wiring
- uneven allocation of resources
- unkempt residences/businesses

- unresolved contaminated site (old gas station) Cordova Bay
- unsightly & dirty & dusty business operations of Trio
- unwillingness to contribute to downtown
- varieties of foods
- Victoria's growing homelessness and fighting amalgamation
- we need more children
- winter weather (can you change that? :))
- work can be difficult to find

- would like more bathrooms on Galloping Goose
- yard drainage issues
- you lied at where the school was to be build and where the sidewalk on both side of the road
- youth vandalism

General Comments

- "Goose Trail" is not friendly for walkers. The cyclists think they own it. ...rename it the G.G. Speedway. I like to take my granddaughter to ride her bike but it is not safe most times. ...
- ... I have been retired 18 yrs & my taxes have gone up many times, but my income is static. I get no better service than I did 20 years ago. Why do Municipal costs always exceed the cost of living index increases? Some of your planning is very poor. Housing development ... without regard for congestion. ...
- ... I would like to see increased library funding and increased commercial growth...increasing density in existing commercial areas. Maintain the existing character of neighbourhoods. ... services to families with kids are important but I would like to see balance in adult-oriented activities & dog friendly public spaces ...
- ... The deer are a major problem in Gordon Head... The corner where Gordon Head Road meets Ferndale Road is very dangerous. There is a deer crossing, hidden drive ways and there is not a clear view of the road from either direction. Garden waste disposal is an invaluable service. ...
- ... to not drop houses in the back yards of existing homes. ... Tuscany Village will be a traffic nightmare! We must update our official Community Plan for the entire Municipality! Identify and legalize proper suites. Crack down on ones that do not have: proper plumbing, electrical, windows & escapes/exists, ceiling height, etc. ...
- ... very concerned about the lack of sidewalks. Particularly around Strawberry Vale Elementary & the route from Strawberry Vale to Glanford School. The Wilkinson/Interurban intersection proposal is not great - I do not want more traffic going through our residential areas... I do not see a police presence along Interurban to Tillicum Mall very often where people pass me going at least 70 km/hr while children are walking to school! ... tree trimming collection would be a great service although I wouldn't want \$\$ directed to this at the cost of sidewalks, safety, etc. Thank you for this opportunity.
- ... We walk our dog through Gyro Park and come out onto Cadboro Bay Road. There is a sidewalk and then no crosswalk to get across a busy road ... There's a bus stop on the edge of the busy road with no sidewalk or safe way to get to it. We asked for a crosswalk years ago along with other people and nothing has happened. Other than this complaint, we are very happy with all the work Saanich does. Pear Street between Richmond & Shelbourne really needs a sidewalk.
- ... would like to see an online voting process for all major budget/funding issues. I don't always feel that council's opinions reflect the majority's opinion ... I appreciate this survey ... Full marks to you, the staff at Municipal Hall!
- ...all cars should go through air pollution control system; too many old stinky cars...
- ...better sidewalks for inline skating or bike lanes wide enough for skating....
- ...Council & Mayor doing a good job. It's too bad so much attention is put on mistakes made instead of the good elected members do. I have a commercial property in Elk Lake District and do not see much visible tax return for our area yet taxes keep going up. ... Do not like CRD's water restriction policies. Why not start calling it "Smart Watering for 21st Century"? ...
- ...every home should be required to have house numbers highly visible for police/emergency services...
- ...excellent & opportune survey, continue annually; do not overdo centennial, resources to permanent projects...
- ...For future surveys, I could answer more meaningfully if some definitions were provided. For example, what is included in "Arts & Cultural Activities"? I have no idea & therefore don't know if I have experience with these. Who is a municipal employee? - library staff? Recreation centre staff? workshop leaders? ...is a program Saanich, CRD, BC Government, etc.? We don't receive Saanich News so how will I know when I win the draw?
- ...huge Douglas Fir on the corner of our lot was partially on the boulevard... Our gardener suggested we see about having the branches thinned to reduce sail effect. Two employees came out and did a proper job. Fortunate, too, after all the wind we've had these past few months.
- ...I suffered a head injury and found it difficult to get services...I would not like to see others in my situation...it is impossible to make

teenager see the consequences for their actions.

- ...I wish to express my thanks to municipal employees for their kindness and consideration...
- ...I wish to make some suggestions that I know most politicians won't like, as it means challenging the electorate for their vote. Upon enquiry at the municipal offices, I ... have received assurances from your staff that unregistered suites and single family homes that have become multiple family homes are few in number. As intelligent and observant residents, please don't insult us by trying to wave off the obvious. ... count the number of cars regularly parks in yards or parked on the street in front of these homes. From my own yard, I can see 16 homes in which, I know for certain, there are unregistered suites. ...these home owners are not shouldering their fair share of the cost of running the services of the municipality ... for many, having a suite is the only way people can afford to purchase a home ...must accept multiple family dwellings and suited houses, but these home owners must also pay for the added expenses incurred at the municipal, provincial and federal level for the extra people ... It is time to look at how we collect taxes for public services. The more people per house, the more taxes you should pay ...major traffic flow problems are not associated with residents going shopping, but rather with those travelling to and from work or the university. ... There should be no on-street parking on Shelbourne at anytime. Wilkinson Road has got to be widened to 4 lanes. Secure the required land now between Interurban and West Saanich Road before it is too late and the land is developed for building ... volume of traffic through Mt.Doug is far beyond what the ecological system of the park can handle...Whatever happened to the plans to have Feltham Road become a major east-west traffic arterial? ...Is Saanich willing to be a leader in beginning the process for a new and fairer taxation plan?
- ...I would like to see plastic pick up bags in parks for dog owners....
- ...intersections Quadra/Mckenzie and Hillside/Shelbourne not always safe for pedestrians...
- ...it takes two months to get a building permit in Saanich and two days in Langford! We need to get all of the municipalities to act as one city to work together and move forward. This is the #1 reason why facilities such as the new arena are inadequate. ...

- ...light at Nelthorpe and Mckenzie is run at very high speeds, very dangerous...
- ...map of Saanich...lived on the peninsula all my life but don't know exact boundaries. Re: this survey - putting two and three at the end might be better...might have had different, more accurate answers...other questions make you think of other things.
- ...monitor Tillicum and Highway 1 intersection re: right of ways...
- ...push towards amalgamation. Concern over safety in Broadmead ... trees diseased & posing a hazard ...
- ...street signs sometimes are not visible enough. Often times you can't see the sign until you are right at the street, leaving you no time to signal the driver behind you, therefore, driving past the street & looking for a spot to turn around. ...lane markings are barely visible...McKenzie Avenue by the University Heights Mall. ...it would be great if dog excrement bags were more available & made of biodegradable material.
- ...strongly recommend that Saanich develop a policy of moving hydro lines, etc. underground when doing major work in an area. It boggles the mind that you would do the current work on Cordova Bay Road and not move the services underground. ...no new development should allow overhead services...it costs a little extra but it's worth it. Look how nice Cook Street is south of Finlayson which Victoria moved underground 15 or so years ago. Start now and in 50 years it will be done!
- ...the greatest problem is over-development; one must say NO to destruction for construction...
- ...white lines on streets and at crosswalks desperately need to be repainted, especially on McKenzie.
- ...why Saanich Municipality allows a rental property classified as a single family dwelling, the right to convert that dwelling to a multiple family unit bypassing all permits and inspections? ... feel as a long-term Saanich tax paying homeowner very frustrated as these "slumlords" continue to make money at the cost of my pain, suffering, safety and depreciation of my home ...
- all weather fields & new track...accessible to everyone.
- Am handicapped so use a walker & a scooter.
- As a cyclist I find there is too much broken glass on the shoulders of roads. Especially Saanich Rd, Burnside Rd. E, the Galloping Goose trail between Quadra & the Selkirk

Trestle. 2) Why can't retail operations be made responsible for their shopping carts? ... How about a fine for every cart the municipality has to pick up ...

- Because of my age most of this survey is of little interest to me and I cannot fairly fill it in.
- Better bus service to B.C. Ferries and coming in to town from the Ferry.
- Bicycles should be licensed (fee). I have observed two cars damaged & a pedestrian seriously hurt. The cyclists merely rode away. Deer problem is compounding...up to eleven at one time in the garden... Do we need to paint lines on the Galloping Goose ... This tax dollar expenditure is absurd.
- Bicycling up hills such as on Quadra from Chatterton to Caen is a challenge- need bike lane or a sign saying one can legally use the sidewalk on such portions. This prevents driver frustration & pressure on cyclist.
- Bylaw traffic enforcement non-existent in Royal Oak.ie. Large vehicles on roads with weight limits, excessive speed, etc. Not enough traffic lights ie. Mann & Glanford. Garbage limits too strict...Street cleaning rarely done in my neighbourhood.
- Charge user fees for services such as the municipal garden waste yard. If you close it people will go back to dumping garden waste in parks, etc. ... Council should improve the speed with which they make decisions. Take a look at Langford's example, they have a good model to follow. Saanich is a great place to live. I wouldn't live anywhere else.
- Consider a branch pruning pickup during the spring. It would reduce the long line ups often experienced at the waste drop-off at the municipal yard.
- Could a trail or a portion of a trail be restricted to horseriders ONLY. It is dangerous to mix horses and bikes. Bikes have lots of choices now and have taken over the Goose & Lochside trails.
- Day care subsidy; water saving measures; regular publication to residents
- deer problems; cougars follow them into city:too much money wasted on flowers
- Dislike a political party trying to take over council & individual members not working with the Mayor and rest of council. We must be prepared to pay for sewage treatment - all of us! No more septic systems. NO bicycle trails anywhere near Ritetts Bog - ever! Tickets handed out for dogs off leash on shoreline.
- Excellent survey. A comment line at the end of each section would be useful.
- Fix McKenzie at Quadra and McKenzie at Borden intersections - too busy. Widen turn

lanes. When public works fixes something in the road, fix it and pave it. Don't leave it for weeks to finish.

- Garbage disposal - need better weekend service hours, as combination of long wait times & cost encourage illegal dumping. Garbage disposal - need more dropping facilities at yard. Re-introduce burning days.
- Get rid of traffic calming closures
- Great Mayor, keep up the good work!
- Great police & fire service; bureaucracy; downsize to reduce taxes
- I am happy to be a citizen of Saanich & realize I have every opportunity to voice my opinion on any issue either at council meetings or throughout the departments. I like the direction our municipality is steered responsibly.
- I am not fond of questionnaires - they are usually constructed to get the answer you want. This one is well constructed. I was born in Saanich in 1917 and have lived here for ...
- I am sure our park services would go further if used more efficiently. I watched as gravel was placed on Mt. Douglas trail: there were 5 men involved. ... Clearly there were too many people. ... Meanwhile, volunteers clear broom and invasive species and ivy chokes out mature trees ... Curbside pick-up of garden waste, like Victoria, would save trips to the waste site in cars.
- I believe there should be more sidewalks for several reasons: A. some sidewalks are unclear where they end suddenly and start again...B. Sidewalks ensure our children can get to where they need to go safely...C. Obed/Cowper between Admirals and Tillicum is unclear where people can park and sometimes no sidewalk....
- I came to Saanich to live with a married daughter and her family and I have never been happier.
- I enjoy being a resident of Saanich. It is a great place to live & work. The municipality is very well run. My only complaint is the high cost of land (...problem all over Greater Victoria)...keep housing affordable for young families...
- I enjoy walking the trails ... however, I find cyclists to be quite aggressive - coming up on you without proper warning. Large dogs walking free on the trails quite scary. I find the trails in excellent condition. Thank you.
- I had help with this as I am blind. I wish the Saanich District would do more and listen to people with problems. Going for a walk is life threatening on the "Goose", as well as crossing the highway with no sounders! We

all want to exercise. I have a white cane and still get run down. Thanks.

- I have been a happy camper in Saanich for over 25 yrs. Although I am no longer able to participate in the activities offered in this great municipality they have served my family well. As a Senior I enjoy benefits eg reduced fares and admission prices. But as a realist I know you cannot expect to increase services with an increase in taxes. It is long overdue that our senior governments paid more attention to helping the municipalities...
- I have lived all my life in Saanich except for thirteen years in Mill Bay. There is no doubt that Saanich offers more and does it better. I hope that in the present building boom Saanich will remember "people need some space."
- I live in an area where there is no street lighting or sidewalks. I can cope with this because I take care of safety concerns. It is my understanding that original residents of the area did not want street lighting or sidewalks. I wonder if it isn't time to reassess the light situation. It would be financially unreasonable to put in sidewalks.
- I really appreciate the efforts made in this district. The roads & sidewalks need to be looked at in the Gorge/Tillicum area. Too many vehicles parked on the grass.
- I strongly feel that Saanich should establish a proper sewage treatment facility. I am shocked that we still dump waste into the ocean. I have no objection to paying more tax money to this, as long as some other programs (park building) costs are modified. I believe we now have enough parks.
- I think it is ludicrous that a community the size of the CRD has 13 separate municipalities. Whoever works toward amalgamation gets the vote. Also note I have only lived here for two months so I don't have much experience with your services.
- I think it would be great to have a pick up service for bulky items once or twice a year, eg unwanted furniture, computers, styrofoam, etc. I have seen this done in Switzerland & Japan and it seems to work well as a swap shop.
- I think it's pathetic that a proper sidewalk (cement & gutter) is not in place in front of Spectrum/Marigold School on Burnside Rd. The tar walkway with gravel between it and the road leaves much to be desired...Also, beautification takes a back seat in Saanich West compared with Saanich East.
- I will not go to any more council meetings! Every citizen who attending meetings & lived

in area of Browning/North Dairy voted against this monster condo. There was no point in us going to your hearing or community meetings. You should build fast ferries. No one wanted them either.

- I would like Saanich to explore options to the ban on rental suites in single family dwellings. With the increase in real estate prices, it is difficult to carry a mortgage without the assistance of income from a suite. Saanich has a low vacancy rate and opening up more accommodation in already developed areas would prevent urban sprawl and development of green space. ... Does Saanich have a bylaw against the noise of loud motorcycles...? If so, please enforce it. ... Thank you.
- I would like to see more lighting on Roy Rd between Carey Rd & Wilkinson ... walking at night, I find the light very poor. Trail in Panama Flats park could use some work as it floods and I can't use it in the winter. ... bus service along Wilkinson (between Interurban & Mann) has no bus stops so it is difficult to get to Lambrick School & UVic ...
- I would like to see some control on cats ... keep them indoors ...
- I would walk more if we had decent sidewalks! My husband was almost killed by a speeding biker on the road shoulder as he stepped off the bus...not even paved or gravel, just mucky mud. Dog in house behind us barks all day long, how do we fix that? We need sidewalks on Richmond Road by Mt. Tolmie!
- If it were not for the presence of the university, Saanich would be completely bereft of cultural and arts venues...A community theatre would be an outstanding asset. Also, our library, Nellie McClung, is aging and over-used.
- Improve long lines into garden waste drop off at Municipal Yard.
- In 2003...I phoned public works with the request to (1) clear away weeds growing up in the cracks around the stone abutment that is situated in the center of the cul-de-sac round-about. (2) To repaint white parking lines... The weeds only were taken care of. In 2004 I again phoned the public works with the same request. The parks board removed the weeds but advised that the lines would have to be repainted by hand...this was not done. In 2005 I once again phoned with these requests to public works but, this time, was told that the only way to get anything done would be to write a letter to the Mayor! I said there must be a better approach so was put onto the engineering department.

They advised that upkeep of cul-de-sacs was not budgeted for and it was up to the developer who created the cul-de-sac - approx. 25 years ago! ... why cul-de-sacs receive no maintenance, whereas other streets receive roadside/boulevard maintenance, all are subject to same property tax rate. If the information given was correct then it is recommended (a) management guidelines established for staff so that all requests are not channelled to the Mayor ... (b) review of maintenance of cul-de-sacs to determine if they should be maintained or not ... If the information given by the Public Works and Engineering was not correct then advise as to the procedure we should follow to have this work completed on a yearly, as required, basis ...

- In favour of amalgamation of fire, police & municipal services in Greater Victoria.
- In my area (Tillicum-Burnside) there are houses with suites in basement and often 6 vehicles are parked on their lawn and road... no space for my visitors. I have made this known to your public works....
- In this survey I noticed there was nothing mentioned about the school district, which I think is very important to Saanich. It is our children's education; the children who will be our future. Some of our parks & playgrounds need washrooms.
- Interchange at McKenzie and Island Highway to alleviate traffic on Burnside Rd. 2. Pedestrian overpass at McKenzie and W. Burnside for school children walking to/from Spectrum, St. Joseph's, Marigold, and Colquitz schools.
- Is there a hazardous materials response team? If so, is the team equipped to deal with a Crystal; Meth lab?... Drug use, especially among teens, is a real concern. What detox and rehabilitation facilities are available for teens?
- It is past time the communities of the Greater Victoria area displayed some ecological maturity and responsibility for cleaning up our ever increasing excrement flow... into the ocean. We need tertiary treatment to return the water we use to the environment... rather than hoping Nature can clean up after us! ...
- Keep Saanich Commonwealth Place open later like Oak Bay Rec!
- Less reliance on property taxes, add more commercial base. There is no "heart" in Saanich, we need a "village" of some sort. Poor planning of residential neighbourhoods, should have a mix of residential & business. More surveys. Fewer public meetings where

special interests can set the agenda. Squash courts needed!

- Loved living in Saanich since 1952.
- Lower annual pass for golf course
- Lower Island needs a new performing arts centre. I would support Saanich going in with Victoria and other municipalities to fund a facility - even if located in Victoria. Support amalgamation of police and fire services. ... more effort to preserve the nature of single family zoned neighbourhoods... multiple unit developments are preferable to the present situation where we have unregulated and/or unenforced development.
- Many people own and/or ride a horse. Why is there only one public riding ring? There is a lack of off-road access to the parks we can ride in (Beaver, Elk, & Thetis Lakes). Roads in rural Saanich are becoming busier. We need safer shoulders on which we can ride... Thank you very much for the signs on Granville, which is where I ride, but we need some on Burnside in the same area. Then, of course, we must make drivers heed them!
- More frequent garbage collection.
- More garbage cans are needed at popular bus stops (McKenzie). Some dead-end turn arounds have become ... a mess ... ie: Ansell/McKenzie deadend.
- More money should be spent on sidewalks. Too much money is being spent on roads to accommodate bicycles.
- More sidewalks needed. Need a turning light off of Wilkinson and Interurban traffic very heavy from 3:30 pm - 6:00 pm. Need a turning light on the corner of Mann and Glanford. Mann should be carried through to Layritz especially during ball season.
- My biggest concern is sidewalks to keep everyone safe.
- Need to keep the trails, roads, and boulevards clean... Lots of ivy in Hutchison Park and have a broom problem. Urgently need a sidewalk on Douglas between Rogers and Lily.
- New goals: increase efficiency; encourage small business; work with BC Government to increase tax base
- Noticing potholes on road ie: Feltham close to Cedar Hill. Excited to see new development. Too much litter around bus stops. Gordon Head has nothing to define any character.
- Only on the prize draw - we received this survey Wed. March 8 - the day of the early bird draw!!!
- Overall I love this community, as I raised all four children in Cordova Bay... You do need more drug & alcohol prevention & bullying

prevention workshops at every level of schools ... and for parents/families. Thanks for the great youth centers. Keep up the good work :) !!

- Pat Bay Hwy residents have no sidewalks, streetlights, drainage protection...
- Please ban leaf & garden refuse burning all year ... all this could be taken to the Saanich yard. Traffic congestion: Hyw 17 & 1 - Lobby Prov. Govt to replace traffic lights with overpass/interchanges (less crashes, injury & death as a result).
- please check walkways for excessive litter/uneven pavement on sidewalks
- Please clean up the filthy footpaths between streets.
- Please do something about the unsafe curbs and the illegally parked cars on Judah Street. There are many kids that walk ... going to Northridge Elementary or Glanford Middle School ... Thank you.
- Please help group pulling ivy in Mt. Doug Park. It's invasive & taking over. Speeders on Ash need to be checked (on Sat. nights especially). My street will be canvassing for a speed bump.
- Please turn Gyro Park into a waterfowl habitat
- Please!Please!Get us some bicycle lanes on Shelbourne and also McKenzie. These are major arteries and are mostly perfectly flat and would definitely encourage more bicycle use. I would cycle to work regularly if I felt safe and it was easy and I know of many more people who feel the same way.
- Present bike lanes through Mt. Douglas Park are good but end abruptly at the start of Ash Road. This leaves a dangerous section on both Ash and Shelbourne with no bike lanes and no safe shoulder for cyclists. Please give high priority to extending the lanes! Many thanks.
- Property taxes in Saanich are too high and regressive in character (improvements should not be punished by higher taxes). The police and fire departments are over-manned and over-paid. Infrastructure (esp. electric services) should be up-graded (eg underground). Saanich is perhaps too big to function properly.
- Purchase Snake Rock
- Road safety: ...very few people yield for cars turning left off of Quadra onto Glanford. ...The Yield should be replaced with a Stop sign. As for Saanich trails I use these daily for walking and running. They are great. ... suggest signs be posted advising people to "Keep Right" and "Narrow Trail, single file only" ...real problem at Elk/Beaver Lake.

- Roads & traffic control should be done to established Canadian standards...some seem to be experimental solutions, which create uncertainty & confusion, e.g. sidewalks with no clear separation between road & sidewalks, pedestrian crossways painted and lighted in various ways.
- Rural feel with city convenience; please keep it affordable.
- Saanich has definitely improved bicycle transportation ... but we still have a ways to go. Travel from Cook & Quadra to the University still has hazards such as crossing Maplewood at Derby toward the golf course...Saanich should count the volume of bicycle & foot traffic that crosses Maplewood @ Derby during commuter hours especially. ...Pear & Shelbourne and Doncaster & North Dairy could use bicycle controlled lights. Not that we don't greatly appreciate the pedestrian light but it doesn't quite work for cyclists. Thanks.
- Saanich is a great place to live. My only complaint ... is that property taxes rise with assessed house values, but municipal government services/costs do not. Where does the extra money go?? Property tax should reflect the cost of municipal government, not the condition of the real estate market!
- Saanich is a very good place to live.
- Saanich needs to continue a strong commitment to green space. Protecting Haro Woods should be a high priority ... no development ... it's a jewel and other jewels have been protected to the life long appreciation of Saanich residents ...Keep up the great work on our behalf. Many thanks!!
- Saanich should push for amalgamation of the Greater Victoria municipalities. We live close to Oak Bay - we use cultural facilities and recreation facilities in Victoria, Oak Bay, less so Esquimalt, use roads and parks along Saanich Peninsula, etc. This should be a question for next survey.
- Saanich to totally regressive wanting to stagnate & not change. ...Too many police not going after criminals but ... a car going a few clicks over the speed limit. ...Too many rules & regulations dictating what a person can & cannot do with their property. ALR makes the value of the property next to nothing. ...
- Seniors have to take precaution in using sidewalks especially on Quadra St.
- Sewage is something missing in my neighbourhood. I think Saanich should be extending sewage lines to the rural areas. Septic fields are often antiquated & not

effective. City water is also available on a limited basis in my neighbourhood. Wells are increasingly dangerous given the number of inadequate septic fields. However, I love living in rural Saanich & don't plan on moving in the near future.

- Sidewalk on Finnerty between McKenzie and Arbutus
- Stick to ... ensuring citizens' safety & security; law & bylaw enforcement; infrastructure maintenance & improvement; basic recreation (parks, trails). Limit/reduce involvement in ... activities that could be done by private organizations. ...
- Stop overhead spraying. Have a water treatment plant. Improve car traffic in rush hours like McKenzie & Shelbourne & Quadra...better traffic light systems (stop signs, stop lights, speed bumps). More pedestrian crossings on Quadra St.
- Survey good idea and if it helps - good luck.
- Survey should be for household; my husband bikes to work
- Taxes are a significant concern as single family home values have increased...my dollar share of the overall share of taxes in Saanich have increased many hundreds of dollars over the past 6 yrs...Mine have increased by much more than the published increases for a modest home....I strongly support municipal services as best spent tax dollars. Please remember that incomes certainly have not kept pace.
- Thank you
- Thank you for the survey!
- The 30K traffic sign on Cedar Hill Road at Brodick Crescent is not obeyed. ... This is a daily thing. Since Home Depot opened there is more traffic on Cedar Hill Rd. ... It is useless to call the police about noise in Brodick Park because the cops are all busy elsewhere. In summer it is very bad with youth hanging around late at night yelling & generally disturbing the peace. ...
- The boulevard gardens in Saanich are spectacular. Thank you to the one lady gardener I always see. What a beautiful work of art she creates!
- The floral displays are wonderful. Kudos to the department responsible. Thank you! The recycling program is great - thank you!
- The idea of a citizen survey is a good one, however, I almost didn't end up doing it as it looked at a quick glance to be rather lengthy. I fear not many will have responded because of this even with the incentive of a draw. (Question 5 especially lengthy & I had a hard time answering it)

- The sidewalks on Burnside Road West near View Royal are dangerous and narrow. Many neighbours rent their basements and have illegal buildings on their property...
- The survey is a good idea. Why not post the winning number on the Saanich website in addition to the Saanich news.
- There are shortcomings but by & large Saanich is probably the best place in Victoria to live ... Please address: sewage treatment, street beautification, Cordova Bay Plaza reincarnation, Saanich schools ...
- There should be much more stringent control of municipal finances- aim to reduce expenditures every year- not increase them! Put a proper emergency plan into place with emergency damage insurance for householders.
- Third generation Saanich resident. Grandparents farmed from 1906 onwards. Love the area!!
- Too much litter on streets. Recycling guys are careless and leave too much loose material lying around. Garbage guys are great!
- Traffic calming please!! Traffic to Western Communities using Burnside, Marigold, Grant to avoid highway & Wilkinson Road making it unsafe!!...provide turn lane off Wilkinson to Interurban...clean up ugly property at Wilkinson, Interurban, Hastings: 5-way corner.
- Traffic: speed bumps have been added in my area. If police were doing a good job of talking to students...and patrolling at appropriate times...this should not have been necessary. Police putting speed traps in wrong place (ie. Church parking lot). Sidewalks: ...in bad shape. I tripped and fell due to an uneven sidewalk...hurt myself quite badly. Trails: Excellent! Thank you Council!
- we enjoy Saanich and are reasonably happy with all the facilities
- We feel the municipality has sadly neglected the problem of secondary suites. There is no reason why homeowners that have Secondary Suites should not pay for the additional costs of sewers, garbage and roads. ...nothing wrong with suites if the homeowner feels it necessary to supplement their income... However, the municipality should ensure the accommodation is safe, habitable and off street parking available. ...some of the places for rent are appalling. One over the top expenditure is our 'Tree Police'. ...
- We have a young child (4 1/2) & our streets have no sidewalks- cars travel very fast

through our neighbourhood- it is very dangerous. (we live in Broadmead).

- We love rural Saanich. We support the ALR as we live on 5 acres ...this is heaven and is what drew us to the District. Taxes are worth the expense. Our children ... grow up in the countryside yet close enough to enjoy the benefits of organized activities at community centers. Well done, Saanich.
- We love Saanich and have lived in the same house for over 34 years...we walk our dogs everyday to appreciate our surroundings.
- We need a better network of bicycle & pedestrian pathways.
- We need sidewalks to keep our children safe...Better sidewalks will encourage people to walk more bike lanes will encourage biking...The Royal Oak area is well maintained and nice to look at. With the extreme tax hike in Cordova Bay I expect to some beautification of this area also. Saanich Plaza is in desperate need of an overhaul!
- We need to amalgamate the core municipal governments: Victoria, Oak Bay, Saanich, Esquimalt, Colwood, Langford, View Royal.
- We need to perceive the greater costs of school closures, such as the increase in car traffic necessary to drive children to schools that are further away. The lack of safe sidewalks make it impossible for my young children to get the physical benefits of walking to school regularly. The cost of recreation activities can be prohibitive to a family with limited income. Tax rebates would be a welcome break (ie. for karate, soccer, swim lesson, etc.)
- We take advantage of libraries, Gordon Head Recreation Centre, walking trails & the garden recycling centre. Streets are safe & clean. Traffic is reasonable both in volume & manners.
- What about having community awareness days for things like earthquakes, and sell ready-made emergency preparedness kits... I like the signs marking the 100th celebration.
- Why no results in the Saanich News? Not everyone has a computer or access to one
- With approximately 100,000 inhabitants Saanich as a community is in need of a representative cultural centre as an equivalent to our wonderful Saanich Commonwealth Place. The use of the already existing building situated at the south end of the Cedar Hill golf Course could be expanded into cultural activities like musical and theatre performances....

Appendix V: Survey Instrument



The Corporation of the District of Saanich

February 28, 2006

Dear Saanich Resident,

Saanich Council wants to know what you think about our local government. You have been randomly selected to participate in the Saanich 2006 Citizen Survey.

Your answers to these survey questions will help Council set budget priorities, evaluate Saanich programs and improve services.

Please spend a few minutes to answer all the questions and return the survey in the postage-paid envelope by **March 15, 2006**. **Your response will remain completely anonymous.**

Your participation in this survey is very important – especially since your household is one of only a sample of households being surveyed. If you have any questions about the survey, please call Debby Harris, Corporate Projects Coordinator at 475-5494 extension 3488.

We ask that you complete this survey, and help us shape the future of the District of Saanich. We look forward to sharing survey results by May 12, 2006. Thank you for your time and participation.

Yours truly,

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

Frank Leonard
Mayor

FREE DRAW

Thank you for taking the time to complete the 2006 Citizen Survey!

Draw prizes and eligibility:

To show our appreciation, **we welcome all survey respondents to enter a free draw** for a chance to win one of the following 9 prizes:

- \$100 gift certificate for dinner at a Saanich restaurant (1 prize)
- Ten complimentary admission passes to any Saanich Recreation facility (2 prizes)
- Round of golf for two at Cedar Hill Golf Club (2 prizes)
- Two hours of free tennis court time and one hour of free squash court time (2 prizes)
- "Taste of Recreation" pass valid at any inter-municipal recreation facility (2 prizes)

Instructions for entering:

Please return the top portion of the two part numbered ticket (at the top left corner of this page) **with your completed survey**, for your chance to win a prize. Keep the other part of the numbered ticket. It contains your random, anonymous number for the draw. **Only those who send the ticket in with a completed survey will be eligible for the draw.**

Winning tickets:

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

- ✓ **Early-Bird Draw:** Wednesday, March 8, 2006
- ✓ **Final Draw:** Wednesday, March 15, 2006

Thank you for completing the 2006 Citizen Survey:

Please detach this cover page and return your completed questionnaire in the enclosed postage paid envelope **by March 15, 2006.**



District of Saanich
Finance Department
770 Vernon Ave
Victoria BC V8X 2W7
Tel.: (250) 475-5494 ext. 3488





DISTRICT OF SAANICH 2006 CITIZEN SURVEY

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

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

Quality of Life in Saanich:

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

	Very Poor	<----->			Very Good	No Opinion
a. How would you rate the overall quality of life in Saanich?	1	2	3	4	5	6
b. How would you rate Saanich as a place to raise children?	1	2	3	4	5	6
c. How would you rate Saanich as a place to retire?	1	2	3	4	5	6
d. How would you rate Saanich as a place to work	1	2	3	4	5	6

2. List up to three things you like most about living in Saanich?

✓ _____

✓ _____

✓ _____

3. List up to three things you like least about living in Saanich?

✓ _____

✓ _____

✓ _____

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

	Very Unsafe	<----->			Very Safe	No opinion
a. How safe do you feel in your neighbourhood in Saanich?	1	2	3	4	5	6
b. Do you feel that safety is improving in Saanich?	1	2	3	4	5	6
c. How safe do you feel when using the roads in Saanich?	1	2	3	4	5	6

Saanich Services:

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

Please circle a number to show:

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

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

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

6. In the past 12 months, approximately how often did you participate in each of the following activities? (Please circle the ranking that most closely applies for each activity.)

	Never	Once or twice	Three or four times	Once every 1 to 2 months	More than once a month	Not sure
a. Visited a public library	1	2	3	4	5	6
b. Attended an arts or cultural program or activity	1	2	3	4	5	6
c. Used a Saanich recreation centre	1	2	3	4	5	6
d. Used a recreation centre in a neighbouring municipality	1	2	3	4	5	6
e. Played golf at Cedar Hill Golf Club	1	2	3	4	5	6
f. Visited a Saanich park	1	2	3	4	5	6
g. Used the Galloping Goose or Lochside Trail	1	2	3	4	5	6
h. Used another Saanich trail	1	2	3	4	5	6
i. Attended a public meeting about municipal matters	1	2	3	4	5	6
j. Visited the Municipal Hall	1	2	3	4	5	6
k. Dropped off garden waste at the Saanich Municipal Yard	1	2	3	4	5	6
l. Contacted Saanich Fire	1	2	3	4	5	6
m. Contacted the Saanich Police	1	2	3	4	5	6
n. Used the Municipal website	1	2	3	4	5	6

Financial Questions:

7. The District of Saanich relies on the following sources of revenue to fund municipal services, infrastructure and other financial obligations:

- property taxation: 50%
- user fees: 26%
- reserves or savings: 14%
- government grants: 6%
- borrowing: 4%

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

	Rely less	Same	Rely more	No opinion
a. Property taxation	1	2	3	4
b. User fees	1	2	3	4
c. Reserves or savings	1	2	3	4
d. Government grants	1	2	3	4
e. Borrowing	1	2	3	4

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

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

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

Please divide \$100 among the 10 listed capital projects according to their importance to you. Please fill all the spaces with dollar amounts ranging from \$0 to \$100.

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

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

Service Satisfaction:

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

	Strongly disagree	<----->			Strongly agree	No opinion
a. I receive good value for the municipal taxes I pay	1	2	3	4	5	6
b. The District of Saanich government <u>welcomes</u> citizen involvement	1	2	3	4	5	6
c. The District of Saanich government <u>listens</u> to citizens	1	2	3	4	5	6
d. I am pleased with the overall direction that the District of Saanich is taking	1	2	3	4	5	6
e. In general, I believe the District of Saanich government is doing a good job	1	2	3	4	5	6

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

- Yes No [skip to question #15]

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

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

13. What was your impression of the service provided by the Saanich employee in your most recent contact during the last 12 months? Please circle a number to show:

- First, how satisfied you were with the service, and then,
- How important this service is to you

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

14. Do you recall the type of work this employee was responsible for in the municipality? (If so, please tell us what type of work.)

1. Yes Type of work: _____ No

Communications:

15. Please identify up to 3 of the most important ways you learn about municipal government issues? (Please check a maximum of three boxes.)

- Contact member of Saanich staff Word of mouth: neighbours, friends
- Contact member of Saanich Council From friends who work for municipality
- Community Association Saanich News
- District of Saanich website Victoria Times Colonist
- Municipal publication Other newspaper
- Radio station Other, please specify: _____
- TV station No opinion

16. On a scale of 1 (very unimportant) to 5 (very important), please rate the importance of the following ways the District of Saanich can involve you more in policy making, development planning and the municipal budget process. (Circle the number ranking that comes closest to your opinion for each item listed.)

	Not at all Important	<----->			Very important	No opinion
	1	2	3	4	5	6
a. Council Meetings	1	2	3	4	5	6
b. Advisory Committees	1	2	3	4	5	6
c. Contact with municipal staff	1	2	3	4	5	6
d. Public meetings / hearings	1	2	3	4	5	6
e. Referenda	1	2	3	4	5	6
f. Public opinion surveys	1	2	3	4	5	6
g. Community meetings	1	2	3	4	5	6
h. Internet discussion board	1	2	3	4	5	6
i. Community newspaper	1	2	3	4	5	6
j. Community Association	1	2	3	4	5	6
k. Open-line radio/TV program	1	2	3	4	5	6

l. Other(s) (please specify): _____

DEMOGRAPHIC INFORMATION:

Our last questions are about you and your household. As a reminder, **your responses to this survey are anonymous** – we have no way of identifying specific respondents.

17. In what area of Saanich do you live? (Map available at www.saanich.ca)

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

18. Do you own or rent your residence?

- Own Rent

19. Type of residence?

- Single family house Townhouse Apartment / Condominium

20. Are you male or female?

- Female Male

21. Does your household include a pet?

- Dog Cat No Other: _____

22. In which age group are you

- 18 to 24 years 55 to 64 years 85 years or older
- 25 to 44 years 65 to 74 years
- 45 to 54 years 75 to 84 years

23. How many children (under 18 years old) are living in the household?

- 1 2 3 or more

24. Do you ride a bike ?

- To school To Work Frequently Occasionally Never

25. During the **last 7 days**, on how many days did you **walk** for at least ten minutes at a time?

- 0 1 2 3 4 5 6 7

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

- 0 1 2 3 4 5 6 7

If you have any further comments or suggestions you wish to add, please feel free to write them below. Add additional pages as needed.

Thank you for completing this survey. Please detach the Mayor’s cover letter and return the completed survey in the self-addressed, stamped envelope to the District of Saanich prior to March 15, 2006.

Be sure to return your Draw ticket stub with the completed survey. Details on reverse of cover letter.

We expect to publish the survey results on our website at www.saanich.ca during May, 2006



*For more information or for copies of this report,
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