



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
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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
Public Safety (continued)	←-----→						←-----→					

	Satisfaction						Importance					
	Not at all Satisfied					Very Satisfied	Not at all Important					Very Important
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)

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

