



**2009
Citizen
Survey**
Part 1:
Executive
Summary

DISTRICT OF SAANICH

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Executive Summary

On January 7, 2009, an 8 page survey was mailed to 1,500 randomly selected Saanich residents, asking them to share their ideas and opinions about Saanich as a community, and the District of Saanich as their municipal government. Respondents had the choice of filling out a paper copy of the survey, or completing an electronic copy online. By the January 27, 2009 response deadline, 489 completed surveys had been received, providing a good response rate of 33%, and a low sampling error of $\pm 4\%$, 19 times out of 20.

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

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

Quality of Life

- Over 95% of respondents describe the quality of life in Saanich as good or very good, up from 93% in 2006 and 87% in 2003.
- The aspects of Saanich that are most enjoyed by residents include the central location, the quiet and friendly neighbourhoods and the extensive system of parks and trails in the district.
- The most commonly noted dislikes involved transportation issues such as traffic congestion in specific areas and a lack of sidewalks in some Saanich neighbourhoods.
- 84% of survey participants reported feeling safe or very safe in their neighbourhoods

Service Delivery

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

Local Government

- 67% of participants reported they agree or strongly agree that the District of Saanich government is doing a good job.
- Results indicate that survey participants feel revenue sources should come firstly from government grants, then from user fees, reserves or savings, property taxes and lastly from borrowing.
- 63% of survey respondents want Saanich Council to maintain the current levels of property taxation while offering the same or reduced levels of municipal services.
- Residents ranked the three highest capital project priorities as roads and traffic control, the sanitary sewer and storm drainage systems and the water system.