



Business Survey Results ~ 2012

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Executive Summary

On April 3, 2012, a survey invitation was sent to 1,500 randomly selected Saanich businesses, asking them to share their ideas and opinions about Saanich as a place to do business, and how their municipal government could best serve their needs. Invitations were distributed as 1,000 sent by mail and 500 by email. By the April 13, 2012 response deadline, we had received 331 completed surveys and 31 undeliverable notifications, giving us a response rate of 22.5%, and low sampling error of $\pm 5\%$, 19 times out of 20.

A similar survey sent to Saanich citizens in January, 2012 received a 29% response rate and has been reported separately and is available on www.saanich.ca. Both sets of results will be used to guide planning and decision making.

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 size of business 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:

Vision and Values

- Several central themes – the most important concerns and priorities of business – emerge from analysis of the entire survey: transportation concerns; the economy; a desire for low taxes and the desire to be involved in how Saanich addresses business concerns.
- When asked to list the three biggest challenges facing Saanich in the next five years, businesses identified transportation concerns and taxes above all others.

Doing Business in Saanich

- Business owners believe that Saanich is a good place to live and conduct business, despite concerns about the local economy.
- Transportation for customers and staff, as well as keeping taxes and fees low is seen as being challenges that Saanich will face.

Service Delivery

- Satisfaction with services provided by Saanich is high.
- Business owners would like easier access to services, an improvement in how Saanich involves business owners in governance decisions, and improved transportation systems for customers and staff.

Paying for Services

- Transportation, sanitary sewer system and environmental protection capital projects should be a focus for Saanich
- The level of services should be maintained, with either the same amount of taxes or a decrease in taxes.
- Government should rely less on property tax and borrowing, more on user fees and government grants.

Technology and Collaboration

- Business owners acknowledge that there will be technology challenges facing them over the next two to three years, and that having the knowledge about which technology options are the best for their business is their primary challenge.
- Business owners are interested in possibilities for collaboration with other business owners in Saanich.

Background, Objectives and Methodology

The 2012 survey project used a similar approach as that used in previous surveys targeted towards business and citizens in Saanich conducted in 2003, 2006, 2009 and earlier in 2012. Readers are encouraged to read all survey results for their own interest; however caution should be exercised when comparing the results of the previous reports with the current Business survey results. The differences among these studies have not been statistically tested to determine whether they are significant.

Survey Objectives

1. Obtain an assessment of business perceptions of service delivery availability and quality.
2. Provide business input to municipal financial planning.
3. Gather business owner feedback on municipal public involvement processes.
4. Provide business owner input to the municipality's annual strategic planning process.
5. Gather business owner feedback about current and future information technology issues.

Methodology

The 2012 Business Survey was sent to 1,500 randomly selected Saanich businesses on April 3, 2012. Of those surveys mailed out, 31 were returned as undeliverable, giving us a total of 1,469 valid survey recipients. Responses were due by April 13, 2012, by which time, 331 completed surveys had been returned. This translates to a 22.5% response rate. Response rates for surveys of this kind are typically between 25% and 40%.

Based on a sample size of 331, 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, these survey results will vary $\pm 5\%$ from the results obtained if every individual business in the District of Saanich were surveyed. Subgroups like number of employees or location of business 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 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 report the percentage of responses that indicate a positive response to the question – where respondents provided a score of either 4 or 5 on a scale of 5.

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 operating businesses with more than 4 employees. See Appendix I for demographic data.

For more information on methodology, see Appendix II.

Background, Objectives and Methodology

Acknowledgements

The 2012 Business Survey would not have been successfully completed without the special efforts and gratefully received assistance from:

- District of Saanich staff, especially Finance Staff during instrument development and David Izard during random sampling. Brian Vatne assisted with database design and statistical analysis.
- Dr. Brent Mainprize from the Faculty of Management at Royal Roads University guided the Business Survey work in 2006 upon which this methodology is consistently based.
- Most importantly, special thanks to those business owners who took the time to carefully complete and return their surveys.

Brief Survey Results

Vision and Values

A thematic analysis of the entire survey reveals a reasonable approximation of community vision and values. Several themes – issues or areas critical to businesses – emerge from the survey:

- transportation issues such as congestion, public transit, sidewalks and bike paths;
- concern over the pressures of an uncertain economy;
- a desire for low taxes; and
- a desire for business to be involved in government decision making.

Doing Business in Saanich (Question #1, #2 and #6)

This set of questions reveals that business owners perceive Saanich as a good place to live and do business, despite the percentage of business owners who believed that the local economy is not very strong. The survey did not reveal the nature of why business owners felt the local economy is not as healthy as it could be, but this result is not a surprise considering recent national and global economic instability. Despite the fact that some factors may be out of Saanich's control, respondents have indicated in question #2 that there are several things that Saanich could do to improve the business environment.

Survey respondents were asked to indicate on a five-point scale, their opinion on the business environment in Saanich. Results indicate that business owners believe that the overall quality of life in Saanich is good, but less than two-thirds of business owners believe the local economy is healthy as shown in the chart below.

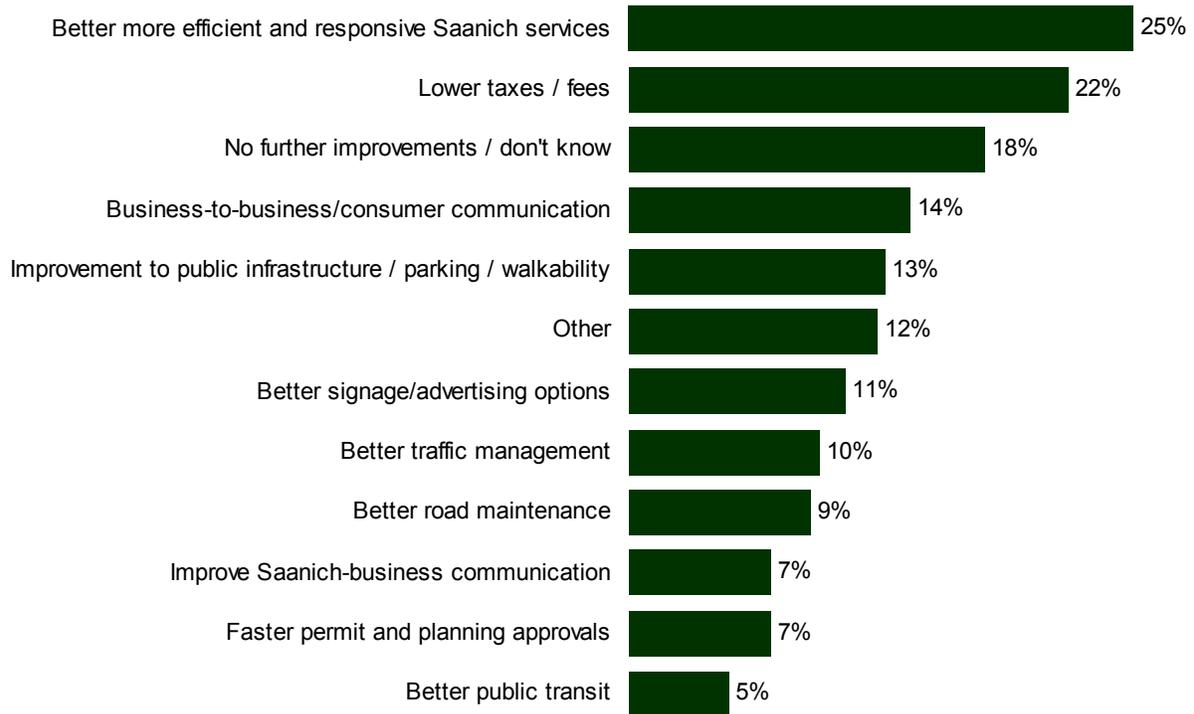
Quality of the Saanich business environment (% Good or Very Good)



Survey respondents were asked to indicate three things that Saanich could do to improve business owner's ability to conduct business in Saanich. Respondents were given an opportunity to provide an open-ended response to the question. Appendix IV at the end of the report shows how these responses were categorized for the following chart displayed. The results indicate that business owners believe that more efficient and responsive services from the District of Saanich and lower fees and taxes would be the most effective methods to improve the ability to conduct business. Other common responses indicated that Saanich could do more to promote effective transportation and improve Saanich-business and business-to-business communication.

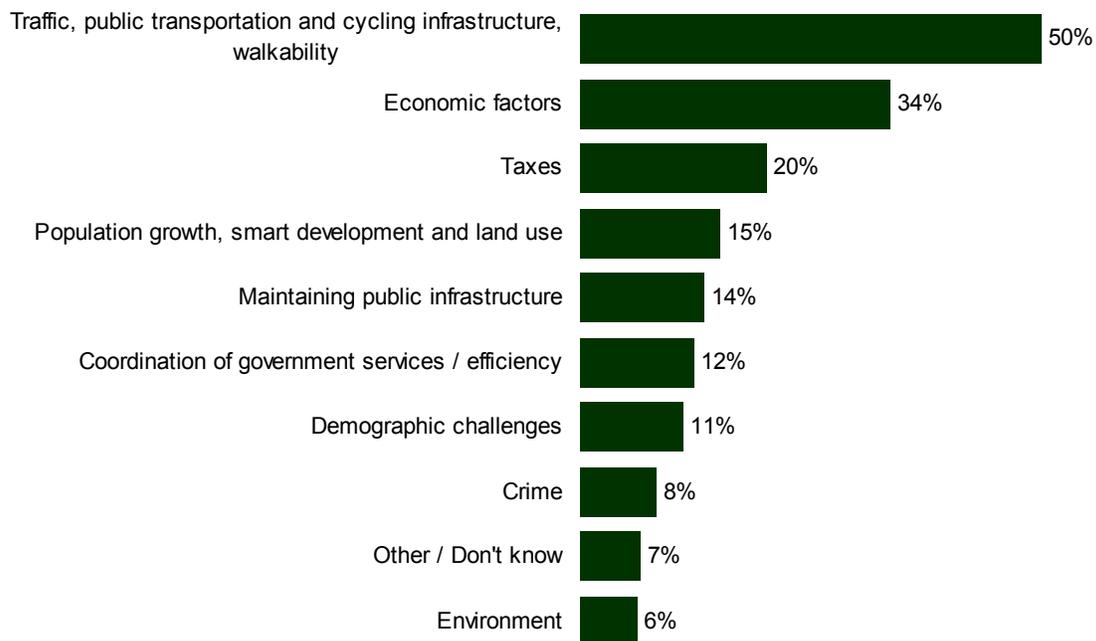
Brief Survey Results

Ways to improve the ability to conduct business in Saanich



When asked what challenges that business owners believe Saanich will face in the next five years from a business owner's perspective, results confirmed that the challenges will be transportation, taxes, and efficient government services.

Challenges facing Saanich in the next five years from a business perspective



Brief Survey Results

Service Delivery (Questions #3a, #3b, #4, #5 and #8)

The responses to this grouping of questions suggest very positive perceptions of the quality of service delivery in Saanich. Business owners are happy operating a business here, are satisfied with the services they receive from Saanich employees and are comfortable with the direction the local government is taking. However, there are a number of areas that could be addressed by Saanich that include, making it easier to access services, improving how Saanich involves business owners in governance decisions and in improving transportation for customers and staff.

Respondents were asked several questions about the most recent service experience they received from a Saanich employee. For each question, business owners were asked to respond on a 5-point scale, to what extent they agreed with a statement, and then how important this service was. For example, as shown in the chart below, 80% of respondents were satisfied while the importance level on the issue was 77%, for the statement, “When I last received service from Saanich I was treated fairly”.

Satisfaction with and importance of services provided by Saanich



Brief Survey Results

Perceptions of satisfaction with transportation for customers and staff scored lower than perceptions of public safety. Services such as policing, fire services and fire safety/inspections all are perceived as being important and respondents were satisfied with these services. However, there was a gap between the level of importance of crime prevention programs and satisfaction with these services. Respondents were satisfied with the ease of travel by car in Saanich, but just over half were satisfied with ease of travel by bicycle. In general, satisfaction with transportation in Saanich could be improved.

The survey results provide a specific detailed assessment of 12 local government services. Each question provides slightly different information, one on service quality, and the other on service availability and appropriate resource allocation. 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.

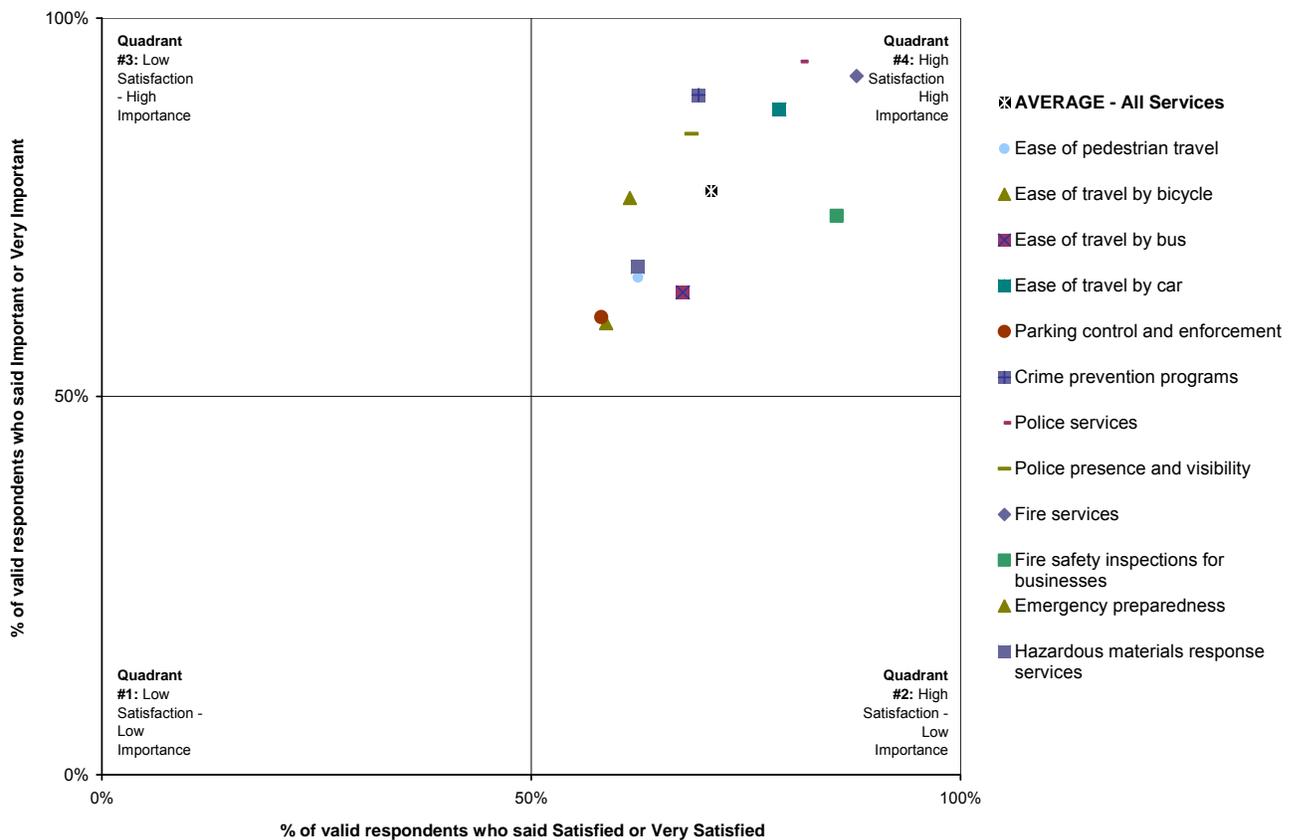
QUADRANT #2 (lower right): High Satisfaction – Low Importance: These services may require little attention or may even offer an opportunity for resource reallocation.

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.

The satisfaction and importance results are shown below, indicating that all listed services are in quadrant 4. Therefore the majority of local government services are meeting or exceeding taxpayer expectations in terms of quality and resource allocation. Detailed data is available on page 37.

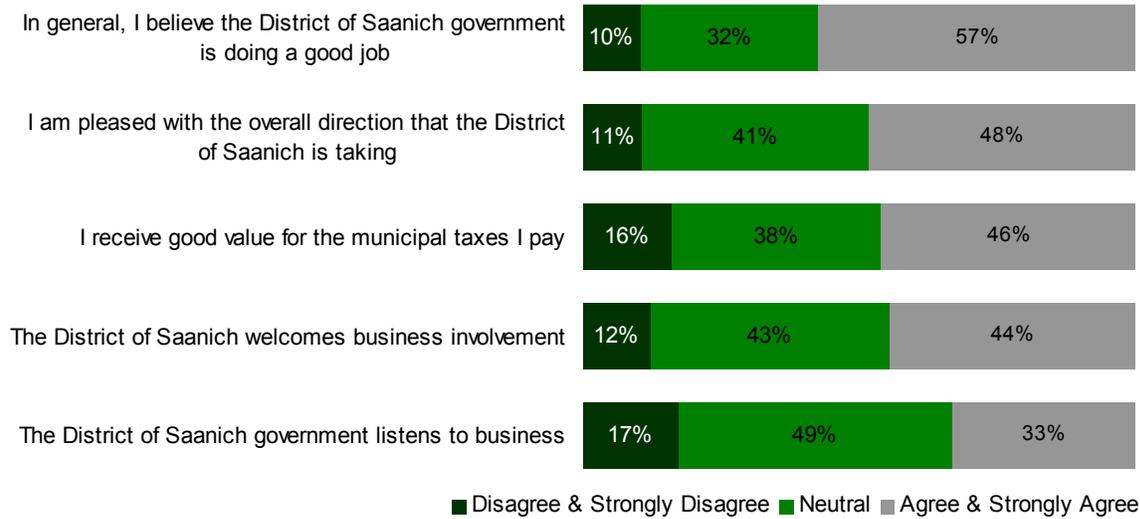
Satisfaction versus importance for transportation and public safety



Brief Survey Results

Survey respondents were asked to rate on a five-point scale whether they agree with the statements being presented about governance in Saanich. The chart below displays the percentage of respondents who chose the two highest points on the scale, the neutral point and the two lowest points on the scale.

Quality of municipal governance (% Good or Very Good)



These results indicate that while a majority of respondents believe that the government of the District of Saanich is doing a good job – there is more that can be done to listen to business and involve business owners in decision making.

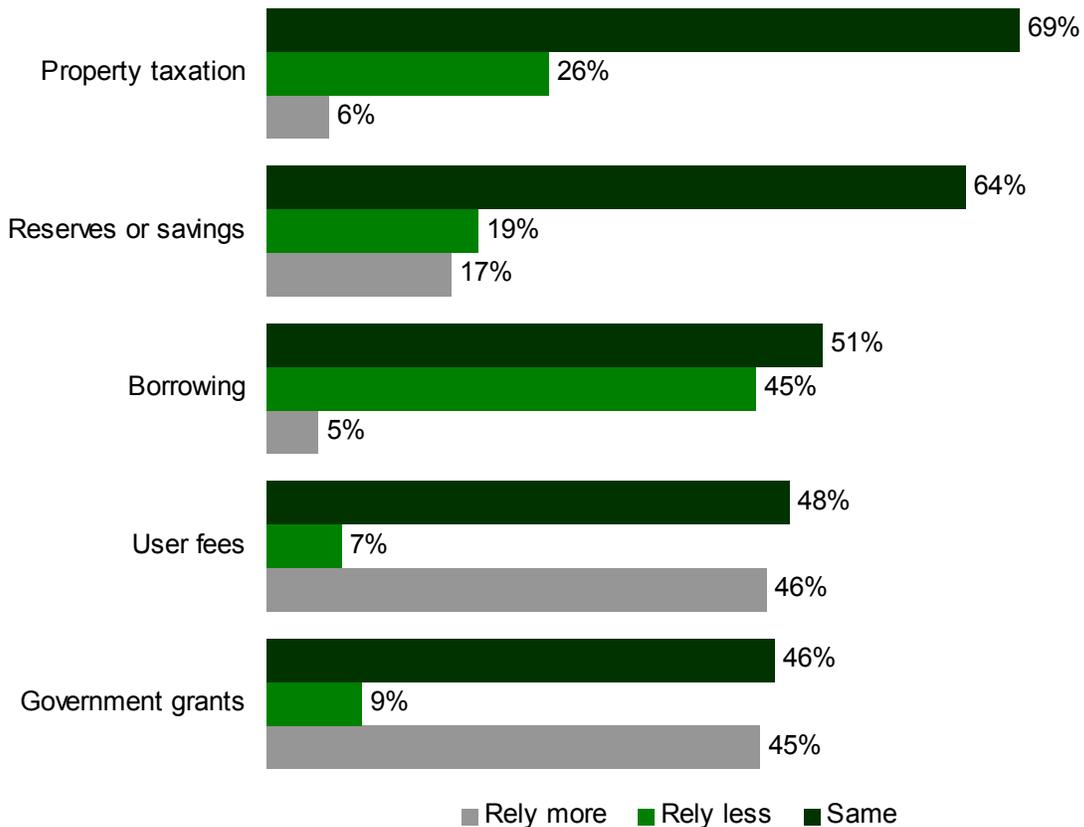
Brief Survey Results

Paying for Service Delivery (Questions #7, #9 and #10)

Three questions were used to get an indication of where Saanich's spending priorities should be and how these priorities should be funded. Respondents indicated that transportation, sanitary sewer system and environmental protection capital projects should be a focus, while the level of services should be maintained, with either the same amount of taxes or a decrease in taxes. Also, government should rely less on property tax and borrowing, more on user fees and government grants.

Businesses were asked to indicate whether Saanich should rely more, less or the same amount on five revenue sources.

Reliance on revenue sources (% respondents)

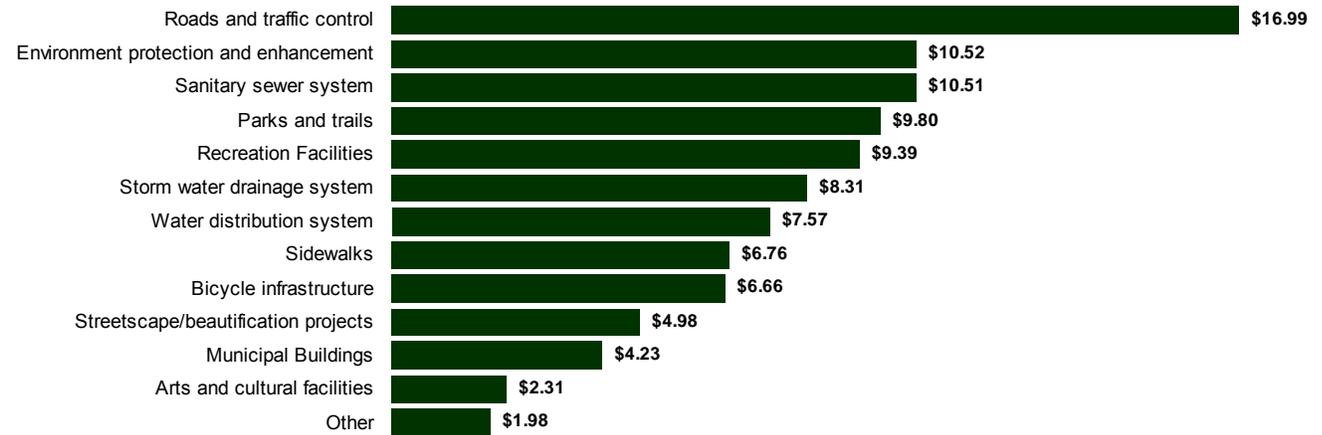


The results indicate that in general, respondents believe that Saanich should rely less on borrowing and property taxation and more on government grants and user fees.

Brief Survey Results

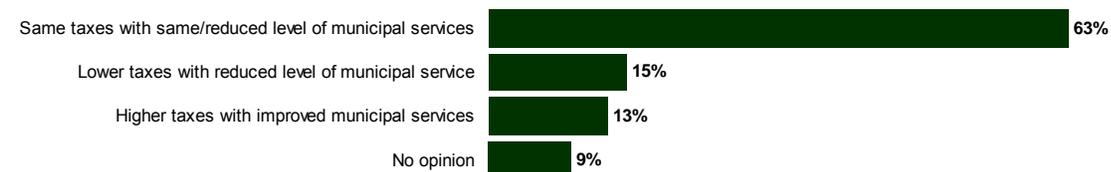
When asked how they would spend \$100 on a list of capital projects, businesses say they would spend the most on transportation infrastructure, the sanitary sewer system and on environmental protection and enhancement.

Where to spend \$100 on capital projects (Average \$)



Business owners were asked to indicate what they would advise Council to do if they had to choose three general policy options. Also, respondents were allowed to indicate that they had no opinion on this question.

If faced with realistic choices, what you advise Council to do? (% respondents)



Almost two-thirds of business owners indicated that they wanted to maintain the same or reduced level of services for the same amount of taxes. There were almost an equal percentage of respondents that either indicated they wanted less service and lower taxes, or more services and higher taxes.

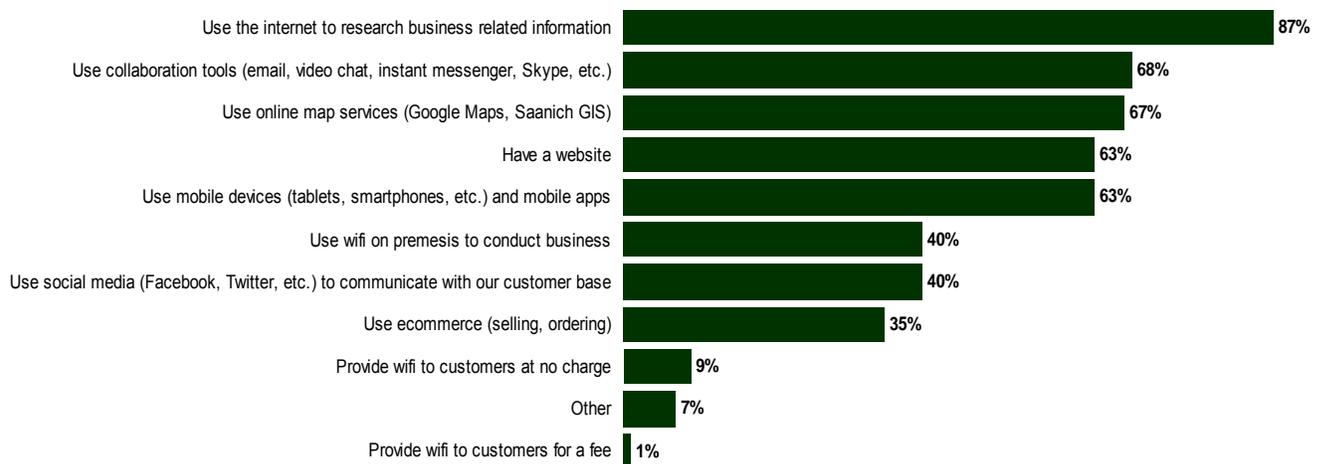
Brief Survey Results

Technology and Collaboration (Questions #11, #12, #13, #14 and #18)

Respondents were asked questions about the importance of computer technology to their business, and their level of interest in collaborating with other business owners in Saanich. The answers indicate that business owners acknowledge that there will be some technology challenges facing them over the next two to three years and that having the knowledge about which technology options are the best for their business is their primary challenge. The results are not conclusive that there is a big role for Saanich to play in addressing this challenge, other than to consider providing free WiFi services to the public.

Business owners have indicated that they are open to pursuing possibilities in communicating and collaborating with other business owners in Saanich.

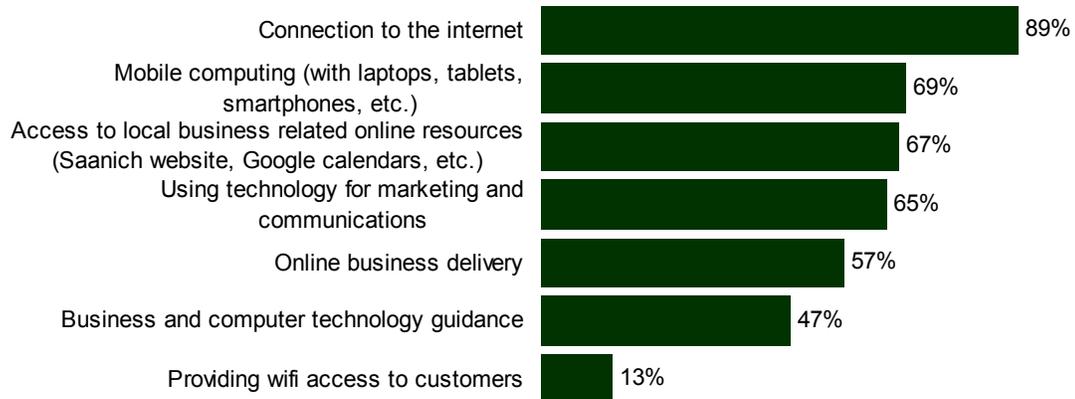
Technology products and services currently used by businesses



Brief Survey Results

Business owners were asked to indicate how important seven different computer technology options will be to their business over the next 18 months. With each option presented to respondents, except for one, about 50% or more indicated that they would be important to their business. Almost 90% of business owners indicated that connection to the internet will be important, and about two-thirds of respondents noted that mobile computing, access to local resources and using technology for marketing and communications would be important to their business.

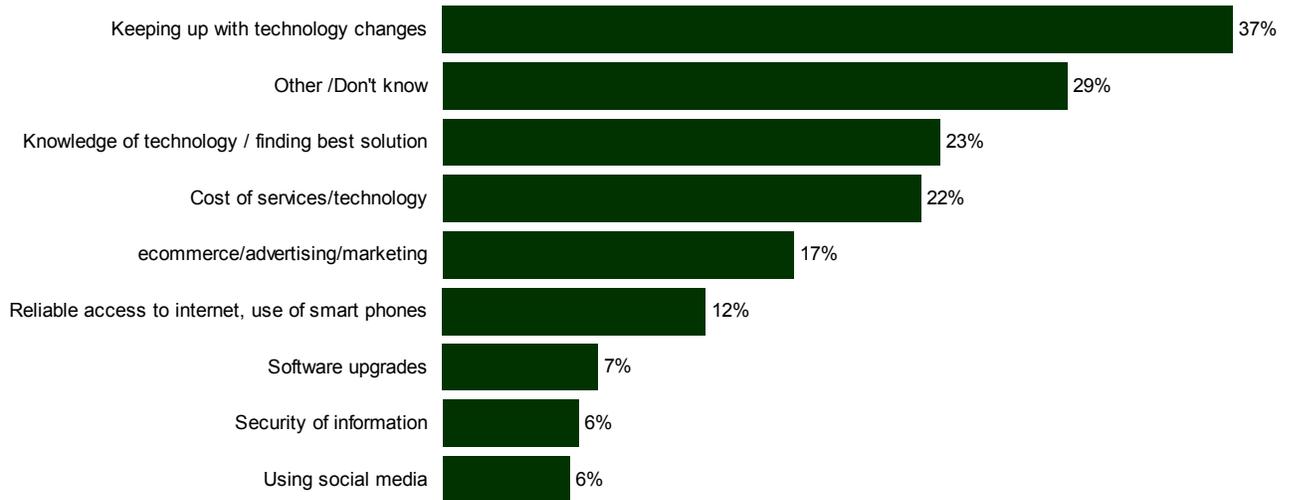
Technology importance to business in the next 18 month ratings (% Important or Very Important)



Brief Survey Results

Business owners were asked to provide an open-ended response about what they saw as being the three greatest challenges that their business will face in the next two to three years with respect to computer technology. Appendix IV at the end of the report shows how these responses were categorized for the chart displayed below.

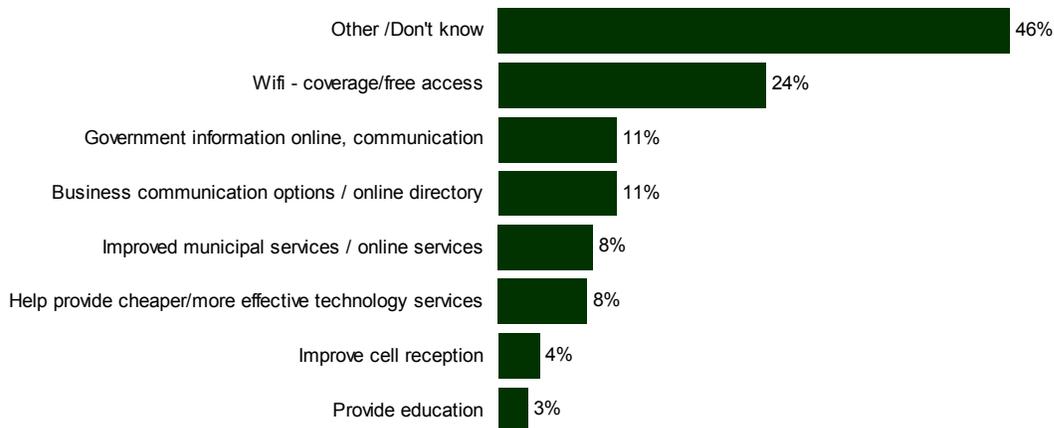
Three greatest challenges business will face with technology in the next 2-3 years



Business owners indicated that keeping up with technology, and being able to find the best solution to meet their needs will be the biggest change that they face.

Respondents were also asked about what Saanich could do in the area of technology to help business. Respondents were asked to provide up to three ideas, and were allowed to give an open-ended response to this question. Appendix IV at the end of the report shows how these responses were categorized for the chart displayed below.

What Saanich can do to help your business in the area of technology (% Respondents)



It is important to note that there were a high number of respondents who were unsure about what Saanich could do to help with technology, and others indicated that they felt that it should not be Saanich's role to help. The most commonly cited thing that Saanich could to help with technology is to provide free wifi access to the public.

Brief Survey Results

Business owners were asked to provide an indication on a 5-point scale about their level of interest in collaborating and communicating with other businesses in Saanich – and were asked about six different options.

Interest level in each of the following (% Interested or Very interested)



Appendices

Appendix I: Respondent Characteristics

Demographics

	Survey response (#s)	Survey response (%)	Actual Population %	Difference
20. Locational Characteristics				
Blenkinsop	12	3.6%	1.7%	2.1%
Cadboro Bay	14	4.2%	3.0%	1.5%
Carey	18	5.4%	12.8%	-6.2%
Cordova Bay	13	3.9%	5.6%	-2.0%
Gordon Head	39	11.8%	12.6%	-0.7%
North Quadra	10	3.0%	4.7%	-1.6%
Quadra	27	8.2%	10.7%	-2.3%
Royal Oak	37	11.2%	8.9%	2.5%
Rural Saanich	17	5.1%	7.1%	-2.0%
Saanich Core	31	9.4%	12.7%	-5.2%
Shelbourne	22	6.6%	9.7%	-4.6%
Tillicum	22	6.6%	9.2%	-2.6%
No Response	69	20.8%		
15. Business Characteristics				
Homebased business?				
Yes	172	52.0%	52.7%	2.0%
No	95	28.7%	47.3%	-21.3%
No response	64	19.3%		
16. Number of employees				
1	120	36.3%	27.8%	8.4%
2 to 4	84	25.4%	42.5%	-17.1%
5 to 9	26	7.9%	15.6%	-7.8%
10 to 19	15	4.5%	7.3%	-2.7%
20 to 49	10	3.0%	4.2%	-1.2%
50 to 99	6	1.8%	1.4%	0.4%
100 to 199	3	0.9%	0.8%	0.1%
200 or more	2	0.6%	0.4%	
No Response	65	19.6%		

Appendix I: Respondent Characteristics

17. Type of business		
	Survey (#s)	Survey (%)
Agriculture	8	3.8%
Manufacturing	3	1.4%
Construction	40	19.1%
Wholesale sales	1	0.5%
Health Services	30	14.4%
Retail sales	23	11.0%
Information and cultural	3	1.4%
Real estate, rental and leasing	7	3.3%
Educational services	9	4.3%
Arts, entertainment and recreation	21	10.0%
Finance and insurance	10	4.8%
Transportation and warehousing	0	0.0%
Accommodations and food services	4	1.9%
General administration, support, waste management and remediation services	1	0.5%
Professional / technical services	49	23.4%
Public administration	0	0.0%
Total	209	100.0%

Notes on stratification:

2006 census data was used to provide the statistics between homebased businesses as 52.7% and commercial businesses as 47.3%

Population data for location characteristics was used from local area plans prepared by Saanich's Planning Department.

Homebased business data was used from Saanich business licences.

Appendix II: Survey Methodology

Survey Development

The Centre for Public Sector Studies (CPSS) at the University of Victoria, Council, Saanich's Management Group and all municipal departments collaborated to design the original business survey conducted in 2003. This combination of internal and external input to the survey design provided expert-level knowledge and objectivity from CPSS survey methodologists, as well as the richness in detail and focus that only Council and staff can provide. A final draft of the survey underwent a "pilot test", involving the Saanich Economic Development Advisory Committee members test respondents from the community.

For the most part, the standards for local government Business 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.

Mike Buda, a Masters student at the School of Public Administration at the University of Victoria working temporarily at the District of Saanich, guided the 2003 Survey project. For the 2006 Business Survey, extensive updating was done by the Vibrant, Connected Economy theme group and a pilot test of the survey instrument was carried out by the Economic Development Advisory Committee of Council. The 2006 Survey project was guided by Debby Harris, Corporate Projects Coordinator for the District of Saanich. The 2006 survey results were independently reviewed by Dr. Brent Mainprize of the Faculty of Management at Royal Roads University.

For the 2012 Business Survey, additional questions were added by the Information Technology Division of Saanich. The 2012 survey project was guided by Debby Harris, Corporate Projects Coordinator for the District of Saanich. No independent review of the data was conducted in 2012.

Survey Administration

The 2012 Business Survey was sent to 1,500 randomly selected Saanich businesses on April 3, 2012. Of those surveys mailed out, 31 were returned as undeliverable, giving us a total of 1,469 valid survey recipients. Responses were due by April 13, 2012, by which time, 331 completed surveys had been returned.

Recipients were selected by using the nth select systematic sampling method using the Business Licence database maintained by the District of Saanich. The database which includes both home based and commercial business owners is updated daily.

Of the 1,500 surveys mailed out, the following were received by invalid survey recipients:

- none were returned by recipients who did not live in Saanich;
- 31 were returned as undeliverable

Sampling Error & Statistical Reweighting

Sampling Error - Estimates of the sampling error in the 2012 Business Survey were derived from the 311 individuals who completed and returned a survey. 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 311 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.

Appendix II: Survey Methodology

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 who operate a business with more than 5 employees. 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 III. 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.

Data Entry & Analysis

The surveys that were completed online were entered by business owners directly into an online survey service called Survey Monkey. The survey responses were downloaded from Survey Monkey and placed in the Microsoft Excel spreadsheet for analysis.

Reporting % of good/very good, important/very important

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 of the results in this summary are reported using a percentage of respondents who provided a response equal to a 4 or 5 on the 5 point scale.

Average scores have been reported on a common 100 point 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. If the average rating was “good”, then the result would be 75 on a 100-point scale; “neutral” would be 50 and “poor” would be 25. In most cases ratings have been rounded to the nearest whole number for reporting purposes.

Appendix III: Statistical Tables

Question #1: Doing Business in Saanich

On a scale of very poor to very good, please select the rating that comes closest to your opinion for each of the following questions:

1a. How would you rate the overall quality of life in Saanich?							
	Average score	Very Poor	Poor	Neutral	Good	Very Good	Total
All Respondents	86	0%	1%	6%	40%	53%	100%
Homebased business - yes	88	0%	0%	8%	33%	60%	100%
Homebased business - no	86	0%	1%	4%	45%	49%	100%
Number of employees							
1	88	0%	0%	6%	36%	58%	100%
2 to 4	88	0%	0%	8%	33%	58%	100%
5 to 9	91	0%	0%	4%	27%	69%	100%
10 to 19	80	0%	7%	0%	60%	33%	100%
20 to 49	80	0%	0%	10%	60%	30%	100%
50 to 99	83	0%	0%	0%	67%	33%	100%
100 to 199	92	0%	0%	0%	33%	67%	100%
200 or more	88	0%	0%	0%	50%	50%	100%
Blenkinsop	81	0%	0%	17%	42%	42%	100%
Cadboro Bay	93	0%	0%	0%	29%	71%	100%
Carey	86	0%	0%	6%	44%	50%	100%
Cordova Bay	92	0%	0%	0%	31%	69%	100%
Gordon Head	87	0%	0%	10%	31%	59%	100%
North Quadra	85	0%	0%	10%	40%	50%	100%
Quadra	95	0%	0%	0%	19%	81%	100%
Royal Oak	88	0%	0%	5%	38%	57%	100%
Rural Saanich	85	0%	0%	6%	47%	47%	100%
Saanich Core	84	0%	0%	10%	45%	45%	100%
Shelbourne	86	0%	0%	9%	36%	55%	100%
Tillicum	84	0%	5%	5%	41%	50%	100%
Valid responses	325						

Appendix III: Statistical Tables

1b. How would you rate Saanich as a place to operate a business?

	Average score	Very Poor	Poor	Neutral	Good	Very Good	Total
All Respondents	76	1%	3%	18%	46%	32%	100%
Homebased business - yes	79	1%	1%	16%	45%	37%	100%
Homebased business - no	74	1%	5%	20%	45%	28%	100%
Number of employees							
1	78	2%	3%	16%	41%	39%	100%
2 to 4	78	0%	4%	12%	54%	30%	100%
5 to 9	85	0%	0%	12%	38%	50%	100%
10 to 19	70	0%	0%	33%	53%	13%	100%
20 to 49	58	0%	10%	60%	20%	10%	100%
50 to 99	67	0%	0%	50%	33%	17%	100%
100 to 199	58	0%	33%	0%	67%	0%	100%
200 or more	88	0%	0%	0%	50%	50%	100%
Blenkinsop	67	8%	8%	8%	58%	17%	100%
Cadboro Bay	77	0%	7%	7%	57%	29%	100%
Carey	83	0%	0%	11%	44%	44%	100%
Cordova Bay	79	0%	8%	8%	46%	38%	100%
Gordon Head	75	3%	0%	21%	47%	29%	100%
North Quadra	78	0%	0%	30%	30%	40%	100%
Quadra	83	0%	4%	11%	33%	52%	100%
Royal Oak	73	0%	3%	30%	41%	27%	100%
Rural Saanich	75	0%	0%	24%	53%	24%	100%
Saanich Core	77	0%	6%	16%	39%	39%	100%
Shelbourne	82	0%	0%	14%	45%	41%	100%
Tillicum	74	0%	5%	18%	55%	23%	100%
Valid responses	323						

Appendix III: Statistical Tables

1c. How would you rate the health of Saanich's local economy?							
	Average score	Very Poor	Poor	Neutral	Good	Very Good	Total
All Respondents	69	0%	6%	30%	50%	15%	100%
Homebased business - yes	70	0%	5%	32%	41%	22%	100%
Homebased business - no	66	0%	4%	31%	60%	5%	100%
Number of employees							
1	69	0%	6%	33%	40%	22%	100%
2 to 4	70	0%	4%	30%	50%	17%	100%
5 to 9	67	0%	8%	23%	62%	8%	100%
10 to 19	65	0%	7%	27%	67%	0%	100%
20 to 49	58	0%	0%	70%	30%	0%	100%
50 to 99	63	0%	0%	50%	50%	0%	100%
100 to 199	67	0%	0%	33%	67%	0%	100%
200 or more	75	0%	0%	0%	100%	0%	100%
Blenkinsop	56	0%	8%	58%	33%	0%	100%
Cadboro Bay	70	0%	0%	29%	64%	7%	100%
Carey	68	0%	11%	17%	61%	11%	100%
Cordova Bay	75	0%	0%	23%	54%	23%	100%
Gordon Head	69	0%	8%	26%	49%	18%	100%
North Quadra	65	0%	10%	30%	50%	10%	100%
Quadra	75	0%	0%	30%	41%	30%	100%
Royal Oak	62	0%	11%	35%	49%	5%	100%
Rural Saanich	68	0%	0%	41%	47%	12%	100%
Saanich Core	69	0%	3%	35%	42%	19%	100%
Shelbourne	70	0%	5%	27%	50%	18%	100%
Tillicum	69	0%	0%	48%	29%	24%	100%
Valid responses	323						

Question #2: Doing Business in Saanich

Identify 3 things that the Municipality of Saanich could do to improve your ability to conduct business in Saanich.

Complete results presented in Appendix IV starting on page 50.

Appendix III: Statistical Tables

Question #3a and #3b: Saanich Services

What was your impression of the service provided by the Saanich employee in your most recent contact? Please indicate your level of agreement and importance with each of the following statements:

3a(a) I was treated fairly - AGREEMENT							
	Average score	Strongly disagree	Disagree	Neutral	Agree	Strongly Agree	Total
All Respondents	79	1%	4%	14%	39%	41%	100%
Homebased business - yes	80	1%	4%	12%	39%	44%	100%
Homebased business - no	75	2%	4%	20%	39%	34%	100%
Number of employees							
1	81	2%	5%	9%	36%	48%	100%
2 to 4	79	0%	2%	17%	42%	39%	100%
5 to 9	79	0%	4%	23%	27%	46%	100%
10 to 19	68	7%	7%	14%	50%	21%	100%
20 to 49	68	0%	0%	40%	50%	10%	100%
50 to 99	71	0%	17%	17%	33%	33%	100%
100 to 199	83	0%	0%	0%	67%	33%	100%
200 or more	75	0%	0%	0%	100%	0%	100%
Blenkinsop	59	9%	18%	18%	36%	18%	100%
Cadboro Bay	80	0%	7%	7%	43%	43%	100%
Carey	82	0%	0%	17%	39%	44%	100%
Cordova Bay	85	0%	0%	0%	58%	42%	100%
Gordon Head	83	0%	5%	8%	36%	51%	100%
North Quadra	78	0%	10%	10%	40%	40%	100%
Quadra	79	0%	7%	19%	26%	48%	100%
Royal Oak	72	3%	3%	25%	44%	25%	100%
Rural Saanich	75	0%	0%	35%	29%	35%	100%
Saanich Core	81	0%	0%	19%	39%	42%	100%
Shelbourne	83	0%	10%	5%	29%	57%	100%
Tillicum	76	9%	0%	9%	41%	41%	100%
Valid responses	296						

Appendix III: Statistical Tables

3b(a) I was treated fairly - IMPORTANCE							
	Average score	Strongly disagree	Disagree	Neutral	Agree	Strongly Agree	Total
All Respondents	77	4%	6%	12%	32%	45%	100%
Homebased business - yes	81	2%	5%	11%	31%	51%	100%
Homebased business - no	68	8%	12%	16%	29%	35%	100%
Number of employees							
1	81	2%	6%	11%	30%	52%	100%
2 to 4	77	6%	6%	10%	29%	49%	100%
5 to 9	59	12%	24%	12%	24%	29%	100%
10 to 19	71	0%	0%	43%	29%	29%	100%
20 to 49	75	0%	0%	33%	33%	33%	100%
50 to 99	75	0%	0%	0%	100%	0%	100%
100 to 199	75	0%	0%	0%	100%	0%	100%
200 or more	75	0%	0%	0%	100%	0%	100%
Blenkinsop	84	13%	0%	0%	13%	75%	100%
Cadboro Bay	89	0%	0%	14%	14%	71%	100%
Carey	83	0%	15%	0%	23%	62%	100%
Cordova Bay	91	0%	0%	0%	38%	63%	100%
Gordon Head	80	7%	7%	0%	29%	57%	100%
North Quadra	92	0%	0%	0%	33%	67%	100%
Quadra	63	17%	0%	17%	50%	17%	100%
Royal Oak	59	12%	6%	29%	41%	12%	100%
Rural Saanich	81	0%	0%	33%	11%	56%	100%
Saanich Core	72	0%	22%	17%	11%	50%	100%
Shelbourne	75	0%	15%	15%	23%	46%	100%
Tillicum	80	0%	0%	9%	64%	27%	100%
Valid responses	149						

Appendix III: Statistical Tables

3a(b) Staff are knowledgeable and competent - AGREEMENT							
	Average score	Strongly disagree	Disagree	Neutral	Agree	Strongly Agree	Total
All Respondents	76	2%	4%	18%	42%	34%	100%
Homebased business - yes	78	1%	4%	15%	41%	38%	100%
Homebased business - no	70	4%	3%	24%	46%	23%	100%
Number of employees							
1	78	1%	6%	15%	36%	42%	100%
2 to 4	77	0%	1%	18%	52%	29%	100%
5 to 9	76	4%	0%	23%	35%	38%	100%
10 to 19	59	14%	7%	14%	57%	7%	100%
20 to 49	68	0%	0%	40%	50%	10%	100%
50 to 99	67	0%	17%	33%	17%	33%	100%
100 to 199	75	0%	0%	0%	100%	0%	100%
200 or more	75	0%	0%	0%	100%	0%	100%
Blenkinsop	61	0%	18%	27%	45%	9%	100%
Cadboro Bay	80	0%	0%	14%	50%	36%	100%
Carey	79	0%	0%	24%	35%	41%	100%
Cordova Bay	81	0%	0%	8%	58%	33%	100%
Gordon Head	81	0%	5%	13%	36%	46%	100%
North Quadra	78	0%	10%	10%	40%	40%	100%
Quadra	72	7%	4%	19%	33%	37%	100%
Royal Oak	71	3%	3%	16%	65%	14%	100%
Rural Saanich	74	0%	0%	35%	35%	29%	100%
Saanich Core	77	0%	3%	23%	35%	39%	100%
Shelbourne	77	0%	10%	10%	43%	38%	100%
Tillicum	73	10%	0%	19%	33%	38%	100%
Valid responses	289						

Appendix III: Statistical Tables

3b(b) Staff are knowledgeable and competent - IMPORTANCE

	Average score	Strongly disagree	Disagree	Neutral	Agree	Strongly Agree	Total
All Respondents	81	1%	2%	14%	37%	46%	100%
Homebased business - yes	84	1%	3%	10%	33%	53%	100%
Homebased business - no	74	2%	2%	24%	39%	33%	100%
Number of employees							
1	82	2%	4%	10%	34%	50%	100%
2 to 4	80	2%	0%	16%	37%	44%	100%
5 to 9	78	0%	6%	19%	31%	44%	100%
10 to 19	78	0%	0%	38%	13%	50%	100%
20 to 49	75	0%	0%	33%	33%	33%	100%
50 to 99	81	0%	0%	0%	75%	25%	100%
100 to 199	75	0%	0%	0%	100%	0%	100%
200 or more	75	0%	0%	0%	100%	0%	100%
Blenkinsop	89	0%	0%	0%	44%	56%	100%
Cadboro Bay	83	0%	0%	0%	67%	33%	100%
Carey	67	0%	0%	67%	0%	33%	100%
Cordova Bay	82	0%	0%	14%	43%	43%	100%
Gordon Head	84	0%	0%	13%	38%	50%	100%
North Quadra	75	0%	0%	40%	20%	40%	100%
Quadra	80	10%	0%	10%	20%	60%	100%
Royal Oak	75	6%	6%	18%	24%	47%	100%
Rural Saanich	81	0%	0%	33%	11%	56%	100%
Saanich Core	85	0%	0%	6%	50%	44%	100%
Shelbourne	72	0%	11%	11%	56%	22%	100%
Tillicum	85	0%	0%	10%	40%	50%	100%
Valid responses	143						

Appendix III: Statistical Tables

3a(c) Staff went the extra mile to make sure I got what I needed - AGREEMENT

	Average score	Strongly disagree	Disagree	Neutral	Agree	Strongly Agree	Total
All Respondents	68	4%	9%	27%	31%	29%	100%
Homebased business - yes	70	4%	8%	23%	31%	34%	100%
Homebased business - no	63	4%	11%	35%	29%	21%	100%
Number of employees							
1	72	4%	9%	19%	30%	38%	100%
2 to 4	66	2%	10%	33%	33%	23%	100%
5 to 9	66	4%	8%	40%	16%	32%	100%
10 to 19	63	13%	0%	27%	40%	20%	100%
20 to 49	53	0%	20%	50%	30%	0%	100%
50 to 99	54	0%	33%	33%	17%	17%	100%
100 to 199	75	0%	0%	33%	33%	33%	100%
200 or more	75	0%	0%	0%	100%	0%	100%
Blenkinsop	48	18%	18%	18%	45%	0%	100%
Cadboro Bay	68	0%	14%	21%	43%	21%	100%
Carey	71	0%	6%	33%	33%	28%	100%
Cordova Bay	71	0%	8%	25%	42%	25%	100%
Gordon Head	74	3%	10%	21%	23%	44%	100%
North Quadra	73	0%	10%	20%	40%	30%	100%
Quadra	67	7%	7%	26%	30%	30%	100%
Royal Oak	62	3%	11%	39%	31%	17%	100%
Rural Saanich	65	12%	0%	35%	24%	29%	100%
Saanich Core	68	0%	7%	40%	27%	27%	100%
Shelbourne	70	5%	14%	14%	29%	38%	100%
Tillicum	69	9%	9%	18%	23%	41%	100%
Valid responses	282						

Appendix III: Statistical Tables

3b(c) Staff went the extra mile to make sure I got what I needed - IMPORTANCE

	Average score	Strongly disagree	Disagree	Neutral	Agree	Strongly Agree	Total
All Respondents	64	9%	10%	24%	30%	27%	100%
Homebased business - yes	66	8%	10%	24%	27%	31%	100%
Homebased business - no	59	10%	14%	24%	33%	18%	100%
Number of employees							
1	60	13%	9%	22%	35%	20%	100%
2 to 4	66	7%	13%	27%	18%	36%	100%
5 to 9	46	17%	25%	33%	8%	17%	100%
10 to 19	82	0%	0%	29%	14%	57%	100%
20 to 49	70	0%	0%	20%	80%	0%	100%
50 to 99	55	0%	20%	40%	40%	0%	100%
100 to 199	75	0%	0%	0%	100%	0%	100%
200 or more	75	0%	0%	0%	100%	0%	100%
Blenkinsop	79	0%	0%	33%	17%	50%	100%
Cadboro Bay	72	13%	0%	13%	38%	38%	100%
Carey	68	0%	14%	29%	29%	29%	100%
Cordova Bay	64	11%	11%	22%	22%	33%	100%
Gordon Head	62	24%	0%	12%	35%	29%	100%
North Quadra	65	0%	0%	40%	60%	0%	100%
Quadra	42	0%	46%	46%	0%	8%	100%
Royal Oak	59	6%	18%	24%	41%	12%	100%
Rural Saanich	60	20%	0%	30%	20%	30%	100%
Saanich Core	64	9%	9%	27%	27%	27%	100%
Shelbourne	63	17%	0%	17%	50%	17%	100%
Tillicum	73	0%	14%	21%	21%	43%	100%
Valid responses	133						

Appendix III: Statistical Tables

3a(d) I waited a reasonable amount of time at the service location - AGREEMENT

	Average score	Strongly disagree	Disagree	Neutral	Agree	Strongly Agree	Total
All Respondents	72	3%	4%	24%	41%	28%	100%
Homebased business - yes	75	3%	2%	19%	42%	33%	100%
Homebased business - no	66	3%	7%	33%	37%	21%	100%
Number of employees							
1	75	3%	3%	20%	38%	36%	100%
2 to 4	73	4%	2%	22%	45%	28%	100%
5 to 9	74	0%	0%	36%	32%	32%	100%
10 to 19	62	7%	7%	27%	53%	7%	100%
20 to 49	58	0%	10%	60%	20%	10%	100%
50 to 99	50	0%	33%	33%	33%	0%	100%
100 to 199	75	0%	0%	33%	33%	33%	100%
200 or more	75	0%	0%	0%	100%	0%	100%
Blenkinsop	64	9%	0%	18%	73%	0%	100%
Cadboro Bay	82	0%	0%	14%	43%	43%	100%
Carey	75	0%	0%	33%	33%	33%	100%
Cordova Bay	73	8%	8%	0%	50%	33%	100%
Gordon Head	75	3%	3%	23%	36%	36%	100%
North Quadra	75	0%	10%	20%	30%	40%	100%
Quadra	77	4%	0%	19%	41%	37%	100%
Royal Oak	65	6%	8%	28%	39%	19%	100%
Rural Saanich	75	0%	0%	29%	41%	29%	100%
Saanich Core	67	0%	3%	40%	43%	13%	100%
Shelbourne	73	0%	14%	19%	29%	38%	100%
Tillicum	69	9%	0%	27%	32%	32%	100%
Valid responses	287						

Appendix III: Statistical Tables

3b(d) I waited a reasonable amount of time at the service location - IMPORTANCE

	Average score	Strongly disagree	Disagree	Neutral	Agree	Strongly Agree	Total
All Respondents	58	11%	17%	21%	32%	20%	100%
Homebased business - yes	58	12%	18%	18%	30%	23%	100%
Homebased business - no	58	11%	13%	26%	36%	15%	100%
Number of employees							
1	52	17%	24%	12%	29%	19%	100%
2 to 4	62	5%	16%	26%	33%	21%	100%
5 to 9	64	13%	6%	13%	50%	19%	100%
10 to 19	53	20%	10%	30%	20%	20%	100%
20 to 49	33	0%	67%	33%	0%	0%	100%
50 to 99	50	25%	0%	25%	50%	0%	100%
100 to 199	50	0%	0%	100%	0%	0%	100%
200 or more	88	0%	0%	0%	50%	50%	100%
Blenkinsop	71	17%	0%	0%	50%	33%	100%
Cadboro Bay	60	0%	40%	0%	40%	20%	100%
Carey	57	29%	0%	14%	29%	29%	100%
Cordova Bay	71	0%	14%	29%	14%	43%	100%
Gordon Head	50	7%	33%	20%	33%	7%	100%
North Quadra	50	0%	50%	0%	50%	0%	100%
Quadra	48	14%	29%	14%	36%	7%	100%
Royal Oak	43	12%	29%	35%	24%	0%	100%
Rural Saanich	59	18%	9%	18%	27%	27%	100%
Saanich Core	68	7%	7%	29%	21%	36%	100%
Shelbourne	75	10%	10%	0%	30%	50%	100%
Tillicum	55	18%	0%	36%	36%	9%	100%
Valid responses	124						

Appendix III: Statistical Tables

3a(e) I was informed of everything I had to do to get the service - AGREEMENT

	Average score	Strongly disagree	Disagree	Neutral	Agree	Strongly Agree	Total
All Respondents	74	3%	5%	21%	36%	35%	100%
Homebased business - yes	76	2%	4%	19%	36%	39%	100%
Homebased business - no	68	3%	8%	29%	34%	26%	100%
Number of employees							
1	77	3%	5%	17%	31%	44%	100%
2 to 4	73	2%	5%	22%	41%	30%	100%
5 to 9	70	4%	0%	38%	29%	29%	100%
10 to 19	68	0%	13%	20%	47%	20%	100%
20 to 49	63	0%	0%	60%	30%	10%	100%
50 to 99	63	0%	33%	17%	17%	33%	100%
100 to 199	83	0%	0%	0%	67%	33%	100%
200 or more	75	0%	0%	0%	100%	0%	100%
Blenkinsop	68	9%	0%	18%	55%	18%	100%
Cadboro Bay	79	0%	7%	14%	36%	43%	100%
Carey	75	0%	6%	22%	39%	33%	100%
Cordova Bay	81	0%	8%	8%	33%	50%	100%
Gordon Head	77	0%	5%	23%	31%	41%	100%
North Quadra	70	10%	10%	10%	30%	40%	100%
Quadra	75	8%	4%	19%	19%	50%	100%
Royal Oak	67	0%	9%	34%	37%	20%	100%
Rural Saanich	63	6%	0%	41%	41%	12%	100%
Saanich Core	74	0%	7%	23%	37%	33%	100%
Shelbourne	76	0%	10%	14%	38%	38%	100%
Tillicum	74	9%	0%	18%	32%	41%	100%
Valid responses	285						

Appendix III: Statistical Tables

3b(e) I was informed of everything I had to do to get the service - IMPORTANCE

	Average score	Strongly disagree	Disagree	Neutral	Agree	Strongly Agree	Total
All Respondents	67	11%	11%	14%	29%	35%	100%
Homebased business - yes	65	10%	12%	17%	31%	31%	100%
Homebased business - no	71	9%	9%	15%	28%	40%	100%
Number of employees							
1	61	15%	8%	21%	32%	25%	100%
2 to 4	71	5%	14%	14%	26%	40%	100%
5 to 9	78	10%	10%	0%	20%	60%	100%
10 to 19	68	10%	10%	20%	20%	40%	100%
20 to 49	50	25%	25%	0%	25%	25%	100%
50 to 99	50	25%	0%	25%	50%	0%	100%
100 to 199	88	0%	0%	0%	50%	50%	100%
200 or more	75	0%	0%	0%	100%	0%	100%
Blenkinsop	69	0%	22%	11%	33%	33%	100%
Cadboro Bay	82	0%	0%	14%	43%	43%	100%
Carey	75	0%	17%	0%	50%	33%	100%
Cordova Bay	63	25%	0%	13%	25%	38%	100%
Gordon Head	64	10%	10%	19%	38%	24%	100%
North Quadra	44	50%	0%	0%	25%	25%	100%
Quadra	61	9%	27%	9%	18%	36%	100%
Royal Oak	61	25%	6%	13%	13%	44%	100%
Rural Saanich	72	0%	13%	25%	25%	38%	100%
Saanich Core	60	17%	17%	8%	25%	33%	100%
Shelbourne	73	10%	0%	10%	50%	30%	100%
Tillicum	70	0%	10%	30%	30%	30%	100%
Valid responses	126						

Appendix III: Statistical Tables

3a(f) I can easily access any Saanich service that I need for my business - AGREEMENT

	Average score	Strongly disagree	Disagree	Neutral	Agree	Strongly Agree	Total
All Respondents	72	2%	5%	28%	34%	31%	100%
Homebased business - yes	72	2%	4%	29%	33%	32%	100%
Homebased business - no	69	1%	8%	32%	34%	25%	100%
Number of employees							
1	74	3%	3%	27%	30%	37%	100%
2 to 4	70	1%	2%	34%	39%	24%	100%
5 to 9	76	0%	0%	31%	35%	35%	100%
10 to 19	60	7%	13%	27%	40%	13%	100%
20 to 49	53	0%	30%	40%	20%	10%	100%
50 to 99	58	0%	33%	17%	33%	17%	100%
100 to 199	67	0%	33%	0%	33%	33%	100%
200 or more	75	0%	0%	0%	100%	0%	100%
Blenkinsop	56	8%	17%	33%	25%	17%	100%
Cadboro Bay	77	0%	0%	29%	36%	36%	100%
Carey	75	0%	0%	28%	44%	28%	100%
Cordova Bay	83	0%	0%	17%	33%	50%	100%
Gordon Head	71	3%	10%	31%	15%	41%	100%
North Quadra	83	0%	0%	20%	30%	50%	100%
Quadra	71	0%	4%	33%	37%	26%	100%
Royal Oak	63	3%	11%	33%	39%	14%	100%
Rural Saanich	68	6%	0%	35%	35%	24%	100%
Saanich Core	74	0%	3%	26%	42%	29%	100%
Shelbourne	74	0%	10%	24%	29%	38%	100%
Tillicum	68	5%	0%	36%	36%	23%	100%
Valid responses	291						

Appendix III: Statistical Tables

3b(f) I can easily access any Saanich service that I need for my business - IMPORTANCE

	Average score	Strongly disagree	Disagree	Neutral	Agree	Strongly Agree	Total
All Respondents	72	7%	6%	19%	28%	39%	100%
Homebased business - yes	73	8%	6%	14%	28%	44%	100%
Homebased business - no	71	3%	6%	28%	28%	34%	100%
Number of employees							
1	74	5%	8%	19%	23%	45%	100%
2 to 4	68	11%	5%	15%	38%	31%	100%
5 to 9	87	0%	0%	13%	27%	60%	100%
10 to 19	71	0%	8%	38%	15%	38%	100%
20 to 49	70	20%	0%	20%	0%	60%	100%
50 to 99	63	0%	17%	33%	33%	17%	100%
100 to 199	75	0%	0%	33%	33%	33%	100%
200 or more	75	0%	0%	0%	100%	0%	100%
Blenkinsop	82	0%	0%	29%	14%	57%	100%
Cadboro Bay	68	10%	0%	20%	50%	20%	100%
Carey	88	0%	0%	8%	33%	58%	100%
Cordova Bay	67	0%	22%	22%	22%	33%	100%
Gordon Head	70	4%	11%	19%	33%	33%	100%
North Quadra	85	0%	0%	20%	20%	60%	100%
Quadra	68	20%	5%	5%	25%	45%	100%
Royal Oak	76	0%	0%	29%	38%	33%	100%
Rural Saanich	71	8%	8%	31%	0%	54%	100%
Saanich Core	70	5%	10%	24%	24%	38%	100%
Shelbourne	80	0%	7%	14%	29%	50%	100%
Tillicum	62	13%	7%	27%	27%	27%	100%
Valid responses	182						

Appendix III: Statistical Tables

Questions #4a, #4b, #5a and #5b: Transportation and Public Safety

As a business owner in Saanich, how do you rate your satisfaction and importance of the following local government services:

	% Satisfied or Very Satisfied	% Important or Very Important	% Difference	Mean: Satisfaction (out of 100)	Mean: Importance (out of 100)	Response Rate: Satisfaction*	Response Rate: Importance*
AVERAGE - All Services	71%	77%	-6%	75	80	93%	93%
4a & 4b Transportation of your customers and staff, to and from your place of business							
Ease of pedestrian travel	62%	66%	-3%	71	71	95%	94%
Ease of travel by bicycle	59%	60%	-1%	68	66	95%	94%
Ease of travel by bus	68%	64%	4%	71	71	94%	94%
Ease of travel by car	79%	88%	-9%	79	89	94%	94%
Parking control and enforcement	58%	60%	-2%	66	69	94%	94%
5a & 5b Public safety of your customers and staff at your place of business							
Crime prevention programs	69%	90%	-20%	74	89	93%	92%
Police services	81%	94%	-13%	80	91	93%	92%
Police presence and visibility	69%	85%	-16%	74	85	92%	91%
Fire services	88%	92%	-4%	85	91	93%	92%
Fire safety inspections for businesses	86%	74%	12%	84	77	92%	92%
Emergency preparedness	62%	76%	-15%	71	79	93%	91%
Hazardous materials response services	62%	67%	-5%	72	72	93%	91%

* Response rates include N/A responses

Appendix III: Statistical Tables

Question #6: From a business perspective, what do you think are the three biggest challenges that Saanich will face in the next 5 years? Complete results presented in Appendix IV starting on page 54.

Question #7: Sources of Revenue

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)	Total	Valid Responses
a. Property taxation	1.8	26%	69%	6%	100%	280
b. User fees	2.4	7%	48%	46%	100%	279
c. Reserves or savings	2.0	19%	64%	17%	100%	279
d. Government grants	2.4	9%	46%	45%	100%	276
e. Borrowing	1.6	45%	51%	5%	100%	276

Question #8 – Overall Value

8a. I receive good value for the municipal taxes I pay:

	Average score	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Total
All Respondents	58	5%	12%	38%	38%	8%	100%
Homebased business - yes	61	4%	8%	36%	44%	8%	100%
Homebased business - no	55	5%	16%	40%	32%	7%	100%
Number of employees							
1	63	3%	7%	37%	43%	10%	100%
2 to 4	57	6%	12%	37%	40%	5%	100%
5 to 9	65	0%	15%	23%	46%	15%	100%
10 to 19	48	0%	20%	67%	13%	0%	100%
20 to 49	30	30%	30%	30%	10%	0%	100%
50 to 99	63	0%	0%	67%	17%	17%	100%
100 to 199	58	0%	33%	0%	67%	0%	100%
200 or more	63	0%	0%	50%	50%	0%	100%
Blenkinsop	58	8%	0%	42%	50%	0%	100%
Cadboro Bay	54	14%	21%	14%	36%	14%	100%
Carey	67	0%	11%	22%	56%	11%	100%
Cordova Bay	54	8%	0%	62%	31%	0%	100%
Gordon Head	62	3%	10%	38%	36%	13%	100%
North Quadra	60	0%	20%	20%	60%	0%	100%
Quadra	59	8%	8%	35%	42%	8%	100%
Royal Oak	53	3%	19%	46%	27%	5%	100%
Rural Saanich	56	6%	12%	35%	47%	0%	100%
Saanich Core	53	10%	13%	45%	19%	13%	100%
Shelbourne	68	0%	5%	32%	50%	14%	100%
Tillicum	60	0%	9%	45%	41%	5%	100%
Valid responses:	265						

Appendix III: Statistical Tables

8b. The District of Saanich welcomes business involvement

	Average score	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Total
All Respondents	60	2%	10%	43%	34%	11%	100%
Homebased business - yes	62	1%	8%	43%	36%	12%	100%
Homebased business - no	56	4%	13%	46%	28%	10%	100%
Number of employees							
1	63	3%	7%	40%	36%	14%	100%
2 to 4	59	2%	11%	43%	36%	7%	100%
5 to 9	63	0%	8%	50%	23%	19%	100%
10 to 19	43	0%	33%	60%	7%	0%	100%
20 to 49	58	0%	10%	60%	20%	10%	100%
50 to 99	58	0%	17%	33%	50%	0%	100%
100 to 199	42	33%	0%	33%	33%	0%	100%
200 or more	75	0%	0%	0%	100%	0%	100%
Blenkinsop	52	18%	0%	45%	27%	9%	100%
Cadboro Bay	63	0%	14%	36%	36%	14%	100%
Carey	64	0%	6%	44%	39%	11%	100%
Cordova Bay	54	0%	15%	62%	15%	8%	100%
Gordon Head	65	3%	8%	36%	36%	18%	100%
North Quadra	60	0%	10%	50%	30%	10%	100%
Quadra	60	4%	12%	38%	35%	12%	100%
Royal Oak	59	0%	11%	51%	30%	8%	100%
Rural Saanich	66	0%	0%	50%	38%	13%	100%
Saanich Core	56	6%	16%	35%	29%	13%	100%
Shelbourne	63	0%	5%	50%	36%	9%	100%
Tillicum	57	0%	19%	38%	38%	5%	100%
Valid responses:	269						

Appendix III: Statistical Tables

8c. The District of Saanich listens to business							
	Average score	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Total
All Respondents	54	4%	13%	49%	27%	6%	100%
Homebased business - yes	56	3%	11%	51%	29%	6%	100%
Homebased business - no	52	6%	16%	48%	24%	5%	100%
Number of employees							
1	57	3%	11%	49%	29%	8%	100%
2 to 4	55	5%	12%	46%	32%	5%	100%
5 to 9	59	0%	15%	46%	27%	12%	100%
10 to 19	38	13%	20%	67%	0%	0%	100%
20 to 49	45	0%	30%	60%	10%	0%	100%
50 to 99	50	0%	20%	60%	20%	0%	100%
100 to 199	42	33%	0%	33%	33%	0%	100%
200 or more	75	0%	0%	0%	100%	0%	100%
Blenkinsop	50	18%	0%	55%	18%	9%	100%
Cadboro Bay	55	0%	21%	43%	29%	7%	100%
Carey	65	0%	6%	39%	44%	11%	100%
Cordova Bay	52	0%	15%	69%	8%	8%	100%
Gordon Head	55	3%	10%	59%	21%	8%	100%
North Quadra	55	0%	20%	40%	40%	0%	100%
Quadra	53	8%	19%	38%	23%	12%	100%
Royal Oak	53	5%	11%	54%	27%	3%	100%
Rural Saanich	59	0%	0%	63%	38%	0%	100%
Saanich Core	53	6%	16%	39%	35%	3%	100%
Shelbourne	51	10%	14%	43%	29%	5%	100%
Tillicum	56	0%	18%	50%	23%	9%	100%
Valid responses:	264						

Appendix III: Statistical Tables

8d. I am pleased with the overall direction that the District of Saanich is taking							
	Average score	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Total
All Respondents	61	1%	9%	41%	41%	8%	100%
Homebased business - yes	63	1%	8%	40%	41%	10%	100%
Homebased business - no	59	1%	12%	41%	41%	4%	100%
Number of employees							
1	63	0%	7%	47%	36%	10%	100%
2 to 4	62	2%	10%	32%	49%	7%	100%
5 to 9	65	0%	8%	35%	46%	12%	100%
10 to 19	52	7%	13%	47%	33%	0%	100%
20 to 49	50	0%	30%	40%	30%	0%	100%
50 to 99	54	0%	17%	50%	33%	0%	100%
100 to 199	50	0%	33%	33%	33%	0%	100%
200 or more	75	0%	0%	0%	100%	0%	100%
Blenkinsop	57	0%	18%	36%	45%	0%	100%
Cadboro Bay	64	0%	14%	36%	29%	21%	100%
Carey	67	0%	6%	33%	50%	11%	100%
Cordova Bay	56	0%	8%	69%	15%	8%	100%
Gordon Head	60	3%	5%	50%	34%	8%	100%
North Quadra	58	0%	0%	70%	30%	0%	100%
Quadra	69	0%	8%	27%	46%	19%	100%
Royal Oak	60	3%	11%	32%	51%	3%	100%
Rural Saanich	59	6%	6%	41%	41%	6%	100%
Saanich Core	58	0%	23%	32%	35%	10%	100%
Shelbourne	64	0%	5%	41%	50%	5%	100%
Tillicum	59	0%	9%	50%	36%	5%	100%
Valid responses:	272						

Appendix III: Statistical Tables

8e. In general, I believe the District of Saanich government is doing a good job							
	Average score	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Total
All Respondents	64	1%	9%	32%	45%	12%	100%
Homebased business - yes	66	2%	8%	31%	44%	15%	100%
Homebased business - no	63	0%	12%	34%	46%	8%	100%
Number of employees							
1	67	0%	7%	32%	46%	15%	100%
2 to 4	64	4%	10%	30%	43%	14%	100%
5 to 9	72	0%	8%	12%	65%	15%	100%
10 to 19	53	0%	20%	47%	33%	0%	100%
20 to 49	55	0%	10%	60%	30%	0%	100%
50 to 99	50	0%	17%	67%	17%	0%	100%
100 to 199	50	0%	33%	33%	33%	0%	100%
200 or more	75	0%	0%	0%	100%	0%	100%
Blenkinsop	57	9%	9%	27%	55%	0%	100%
Cadboro Bay	61	0%	21%	29%	36%	14%	100%
Carey	71	0%	6%	17%	67%	11%	100%
Cordova Bay	65	0%	0%	54%	31%	15%	100%
Gordon Head	63	3%	10%	31%	44%	13%	100%
North Quadra	70	0%	10%	20%	50%	20%	100%
Quadra	68	0%	8%	31%	42%	19%	100%
Royal Oak	64	0%	8%	32%	54%	5%	100%
Rural Saanich	66	6%	0%	35%	41%	18%	100%
Saanich Core	61	0%	23%	29%	29%	19%	100%
Shelbourne	70	0%	0%	32%	55%	14%	100%
Tillicum	63	0%	9%	41%	41%	9%	100%
Valid responses:	273						

Appendix III: Statistical Tables

Question #9: Taxes and Spending

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	\$2.31	66%	31%	2%	0%	0.0%	0.0%	0.0%	0.0%
Bicycle infrastructure	\$6.66	24%	62%	12%	2%	0.4%	0.0%	0.4%	0.0%
Environment protection and enhancement	\$10.52	10%	65%	19%	4%	1.1%	1.1%	0.0%	0.0%
Municipal Buildings	\$4.23	33%	64%	3%	0%	0.0%	0.0%	0.0%	0.0%
Parks and trails	\$9.80	9%	66%	20%	3%	0.8%	0.4%	0.0%	0.0%
Recreation Facilities	\$9.39	14%	65%	17%	3%	0.4%	0.4%	0.0%	0.0%
Roads and traffic control	\$16.99	7%	36%	36%	14%	3.4%	2.3%	0.8%	0.4%
Sanitary sewer system	\$10.51	12%	58%	25%	3.0%	1.1%	0.4%	0.0%	0.0%
Sidewalks	\$6.76	18%	72%	7%	2.3%	0.4%	0.0%	0.0%	0.0%
Streetscape/beautification projects	\$4.98	29%	65%	5.7%	0%	0.0%	0.0%	0.0%	0.0%
Storm water drainage system	\$8.31	15%	71%	11.7%	3%	0.4%	0.0%	0.0%	0.0%
Water distribution system	\$7.57	20%	68%	10.9%	1%	0.0%	0.4%	0.0%	0.0%
Other	\$1.98	78%	17%	4.2%	1%	0.0%	0.0%	0.0%	0.0%
Total	\$100								
Valid Responses	265								
Did not respond	66								
Responses totalling >\$100	0								

Note: % frequency figures include those who did not answer any of this question

Appendix III: Statistical Tables

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

	Arts & Cultural	Bicycle Infr.	Environ. Protect.	Munic. Build	Sewer/ Storm Drains	Water System	Street-scapes & beautif.	Parks & Trails	Sidewalks	Recreation Facil.	Roads and Traffic	Other
All respondents	\$2.31	\$6.66	\$10.52	\$4.23	\$9.80	\$9.39	\$16.99	\$10.51	\$6.76	\$4.98	\$8.31	\$7.57
Homebased business - yes	\$2.07	\$6.38	\$11.14	\$4.08	\$9.46	\$9.25	\$16.73	\$10.72	\$6.88	\$4.99	\$8.53	\$7.65
Homebased business - no	\$2.84	\$7.33	\$9.30	\$4.67	\$10.57	\$9.66	\$17.23	\$10.14	\$6.56	\$5.07	\$7.66	\$7.27
Number of employees												
1	\$2.00	\$6.92	\$11.04	\$3.92	\$9.77	\$8.58	\$16.19	\$11.20	\$7.08	\$5.00	\$9.31	\$7.34
2 to 4	\$2.41	\$5.63	\$10.72	\$4.34	\$9.70	\$11.32	\$16.29	\$10.29	\$6.28	\$5.00	\$7.35	\$8.49
5 to 9	\$1.67	\$9.17	\$9.33	\$5.38	\$10.54	\$7.00	\$17.54	\$8.83	\$7.33	\$7.54	\$6.96	\$6.17
10 to 19	\$3.07	\$8.87	\$9.47	\$4.67	\$12.60	\$11.33	\$16.53	\$9.53	\$5.40	\$3.33	\$7.47	\$5.40
20 to 49	\$3.00	\$4.20	\$9.00	\$3.20	\$8.50	\$10.00	\$31.80	\$8.00	\$4.20	\$3.50	\$6.00	\$6.00
50 to 99	\$5.00	\$3.33	\$9.17	\$3.83	\$7.50	\$7.50	\$15.00	\$11.67	\$10.83	\$2.83	\$10.83	\$9.17
100 to 199	\$3.67	\$7.33	\$5.00	\$7.67	\$8.33	\$7.67	\$11.33	\$13.00	\$7.00	\$3.67	\$11.33	\$13.00
200 or more	\$8.00	\$8.00	\$15.00	\$6.00	\$8.00	\$8.50	\$17.50	\$7.50	\$5.00	\$2.50	\$4.00	\$7.50
Blenkinsop	\$1.92	\$6.75	\$15.17	\$6.00	\$10.58	\$7.17	\$15.67	\$11.92	\$3.83	\$3.17	\$9.00	\$8.83
Cadboro Bay	\$2.69	\$7.85	\$9.15	\$3.23	\$8.46	\$7.62	\$19.00	\$9.62	\$6.69	\$4.85	\$8.31	\$6.31
Carey	\$1.50	\$5.83	\$12.00	\$3.28	\$10.56	\$10.11	\$16.67	\$8.78	\$8.06	\$4.44	\$7.94	\$8.72
Cordova Bay	\$0.92	\$6.08	\$7.54	\$4.08	\$8.69	\$6.92	\$17.77	\$15.31	\$5.69	\$4.00	\$12.23	\$10.08
Gordon Head	\$2.49	\$5.85	\$11.03	\$2.74	\$10.26	\$13.85	\$16.31	\$11.10	\$6.46	\$5.97	\$7.72	\$5.33
North Quadra	\$1.40	\$7.10	\$12.00	\$4.90	\$11.50	\$9.60	\$17.30	\$10.50	\$3.80	\$5.50	\$6.40	\$7.10
Quadra	\$1.04	\$5.38	\$9.88	\$4.46	\$8.54	\$8.27	\$14.92	\$11.58	\$10.15	\$5.42	\$9.65	\$8.50
Royal Oak	\$2.69	\$7.66	\$8.91	\$4.66	\$9.66	\$9.43	\$18.54	\$9.80	\$4.97	\$4.40	\$8.14	\$8.54
Rural Saanich	\$3.75	\$9.00	\$12.38	\$3.31	\$12.38	\$8.00	\$15.94	\$8.25	\$6.00	\$4.94	\$5.94	\$9.25
Saanich Core	\$2.59	\$6.03	\$9.86	\$5.14	\$9.24	\$7.93	\$22.52	\$8.76	\$6.52	\$5.76	\$7.28	\$7.10
Shelbourne	\$1.59	\$8.14	\$10.68	\$3.68	\$8.64	\$9.77	\$15.00	\$11.59	\$10.45	\$5.32	\$8.41	\$5.91
Tillicum	\$3.90	\$6.71	\$10.05	\$6.38	\$10.67	\$8.62	\$12.29	\$9.86	\$5.62	\$4.76	\$9.10	\$7.67

Appendix III: Statistical Tables

10. If faced with realistic choices, what would you advise council to do?

	Improve municipal services with higher taxes	Same or reduced services taxes unchanged	Reduced level of services lower taxes	No opinion
All Respondents	13%	63%	15%	9%
Homebased business - yes	15%	62%	14%	9%
Homebased business - no	8%	64%	18%	9%
Number of employees				
1	13%	65%	13%	9%
2 to 4	10%	64%	17%	10%
5 to 9	23%	54%	15%	8%
10 to 19	13%	53%	20%	13%
20 to 49	0%	50%	40%	10%
50 to 99	0%	83%	17%	0%
100 to 199	33%	67%	0%	0%
200 or more	0%	100%	0%	0%
Blenkinsop	17%	67%	17%	0%
Cadboro Bay	0%	64%	29%	7%
Carey	17%	56%	17%	11%
Cordova Bay	8%	85%	8%	0%
Gordon Head	10%	64%	23%	3%
North Quadra	10%	80%	10%	0%
Quadra	19%	35%	31%	15%
Royal Oak	11%	65%	14%	11%
Rural Saanich	6%	76%	6%	12%
Saanich Core	13%	61%	10%	16%
Shelbourne	18%	64%	5%	14%
Tillicum	18%	68%	9%	5%
Valid Responses: 272				

11. Types of computer technology products and services currently used

	%
Have a website	63%
Use ecommerce (selling, ordering)	35%
Use the internet to research business related information	87%
Provide wifi to customers at no charge	9%
Provide wifi to customers for a fee	1%
Use wifi on premises to conduct business	40%
Use social media (Facebook, Twitter, etc.) to communicate with our customer base	40%
Use online map services (Google Maps, Saanich GIS)	67%
Use mobile devices (tablets, smartphones, etc.) and mobile apps	63%
Use collaboration tools (email, video chat, instant messenger, Skype, etc.)	68%
Other	7%
Valid responses	268

Appendix III: Statistical Tables

12. Importance of the following in the next 18 months:

	Avg. Score (out of 5)	Strongly Disagree (Score: 1)	Disagree (2)	Neutral (3)	Agree (4)	Strongly Agree (5)	Total	Valid Responses
a. connection to the internet	4.6	5%	2%	4%	5%	84%	100%	270
b. Providing wifi access to customers	1.5	60%	10%	17%	5%	9%	100%	262
c. Mobile computing (with laptops, tablets, smartphones, etc.)	3.7	13%	4%	14%	19%	49%	100%	266
d. Access to local business related online resources (Saanich website, Google calendars, etc.)	3.8	9%	5%	19%	26%	41%	100%	269
e. Using technology for marketing and communications	3.7	11%	9%	16%	21%	44%	100%	267
f. Online business delivery	3.4	10%	9%	24%	27%	30%	100%	266
g. Business and computer technology guidance	3.0	16%	10%	27%	24%	23%	100%	263

Questions #13 and #14 are included in the open-ended response Appendix IV.

Questions #15, #16 and #17 data was used to produce statistical tables – demographic results are shown in Appendix I: Respondent Characteristics.

18. Interest level in each of the following:

	Avg. Score (out of 5)	Strongly Disagree (Score: 1)	Disagree (2)	Neutral (3)	Agree (4)	Strongly Agree (5)	Total
a. Information on green computing practices	2.7	29%	11%	21%	20%	19%	100%
b. Connecting with other businesses for cost sharing or bulk group purchasing of products and services	2.3	41%	15%	17%	11%	16%	100%
c. Connecting with other businesses for the purpose of cross-selling or cross-promoting products and services	2.9	28%	10%	21%	19%	22%	100%
d. Sharing business experience and knowledge within the local community	2.9	21%	12%	28%	19%	19%	100%
e. Publishing information about local community events (Business Event calendar)	2.9	25%	14%	21%	21%	18%	100%
f. Connecting with local educational organizations on student work placement	2.4	38%	14%	19%	16%	12%	100%

19. Contact information requested from those businesses interested in working on initiatives arising from this survey. The number of responses was 52.

20. Area of operation information was used to produce statistical tables.

21. Postal code information was used to verify business operation area.

22. Comments

Note: The comments provided below are exactly as submitted by the survey respondent with the exception of personal information data – no editing has taken place unless it was to remove names, phone numbers and addresses.

- All my work is done in clients home or place of work, my office is for administration only. Clients very rarely visit my office. It's the nature of my work.
- Coming from Municipal Government there were far too many typos in this survey. Once section of the survey did not accept the check marks.
- Do a spell check. Question 3 - unable to flag same rating - not asked to prioritize.
- Do not allow Haro Woodlands to be a sewage treatment area and do not swap the land with the CRD
- excellent cell phone coverage is critical to our business.
- Good job on this informative survey!
- How will we know if we won anything?
- I am pleased that we have a garden waste disposal at no cost to Saanich residence; no fees for garbage collection that Victoria residence has to pay; like the recycling depot on Glanford. Saanich is great place to live.
- I find this questionnaire a most worthwhile initiative.
- I have been impressed with my dealing with Saanich so far. I hope it continues as I grow my business.
- I think by in large Frank has been a good leader for Saanich; but I do think that the Greater Victoria municipalities do need to amalgamate to serve the people of GV to the highest and most cost efficient manner.
- I think this survey is a very good idea, however I was at a loss to come up with some suggestions. I am a home based business with a very specific specialized focus and a lot of the questions did not apply to me. Thank you for including me in the survey.
- I would like it if all councils (not just Saanich, but provincial and federal) would look for ways to STOP spending money and reduce taxes - not just looking for more ways to spend more money and how to flummox the taxes through to pay for it all. Everybody should take a pay cut and a reduction of their pension and benefits plans. The people that you sent this survey to don't have those cushy pensions. Amalgamation with the surrounding communities should be high on the agenda of things to remedy. It is ridiculous to have such duplication for an area the size of Greater Victoria. Imagine what savings could be had from implementing that idea!!!!
- Interested in seeing if Saanich will explore alternative modern-day educational possibilities for Saanich students. Current classroom/school learning is badly out of date! Saanich could be a leader in this. Parents and property owners alike could save huge amounts if we got rid of current school set up.
- KEEP TAXES DOWN TO ENCOURAGE BUSINESS' TO CHOOSE TO OPERATE IN SAANICH

Appendix III: Statistical Tables

- Make all department heads responsible for cost any overruns. Losing \$500,000 on the Golf Course restaurant would have resulted in management being fired in the private sector. Keep all costs in line and deal with any potential pensions issues (shortfalls) by having employees contribute more.
- My overall dealings with this municipality have been very good.
- n/a
- Nice to see that you are interested in us, we are a small but powerful part of your tax base.
- No
- No thank you
- none
- One of the question pages could not be answered with anything but ranking 1 to 5. This did not agree with the question. I did not answer that page. Your IT should proof the questions before sending them out.
- One of the questions didn't work because each time I clicked on a field it deleted the line above it.
- One of your questions was broken (level of importance of saanich services) so I answered what I could. Thanks for the survey.
- Our family has lived in Saanich for over 100 years. It is a great place to live and work!
- overall quality of life in Saanich is very good. why saanich has to rely on borrowing for budget expenses, if it also has savings?
- Please build the bike lane on Shelboune. Getting to the Shebourne/McKenzie area on bike is totally inaccessible to commuters who bike from Downtown, Oak Bay, Fairfield and fernwood. Biking is huge in Victoria and it's a disgrace to Saanich that we don't provide the general population with an alternative to cars and buses to get to our area and use our businesses. As a business owner who bikes to work I start my day nervous and anxious from dangerously biking the Sheboune Corridor in morning traffic. I have had numerous altercations with motorists who do not understand how to share the road with cyclists. It's scary and unnecessary. The future is green! Build the bike lane and people will use it! It's a win/win situation for everyone. Single person transportation in vehicles is ridiculous , out dated and totally un-sustainable long term.
- Question 3 did not seem to behave apporpriately... there were 5 options and 6 questions, and each option could only be selected for one question... so we had to rate the 6 questions from not important to very important, and one question had to receive no score... Perhaps this is the way you wanted it to behave, but we found it a little confusing. Thanks!
- question 3 has a glitch, can only choose a particular answer once
- Question 3 in this survey doesn't work; only 1 checkmark appears and it disallows entry for others responses.
- Saanich is a great place to do business. We are paritcularly impressed with the emergency services (Police,Fire).(luckily we have not had to use the ambulance service yet) The roads are geting a wee bit like the road to Bamfield. Reducing workers is not the answer. Reducing wages IS! From top to bottom. (same as the non union business comunity has had to do in the last few years)
- Saanich Council shows no leadership on re-zoning process. There is little if any planning done by the Planning Department and neighborhood groups inevitably control the entire outcome. This is only marginally better than what happens in most banana republics and is completely retrogressive to achieving a contemporary integrated community. An amalgamated city would more likely take a broader view of planning issues and actually allow our city to reach its full potential.
- Saanich has lost a lot of contractors who taught general interest courses, because of restrictive policies and the loss of teaching space... e.g. the rooms where I used to teach have been converted to arts, daycare, and yoga, and there is nowhere suitable for big bridge classes. Every rec centre renovation has eliminated space suitable for my classes.

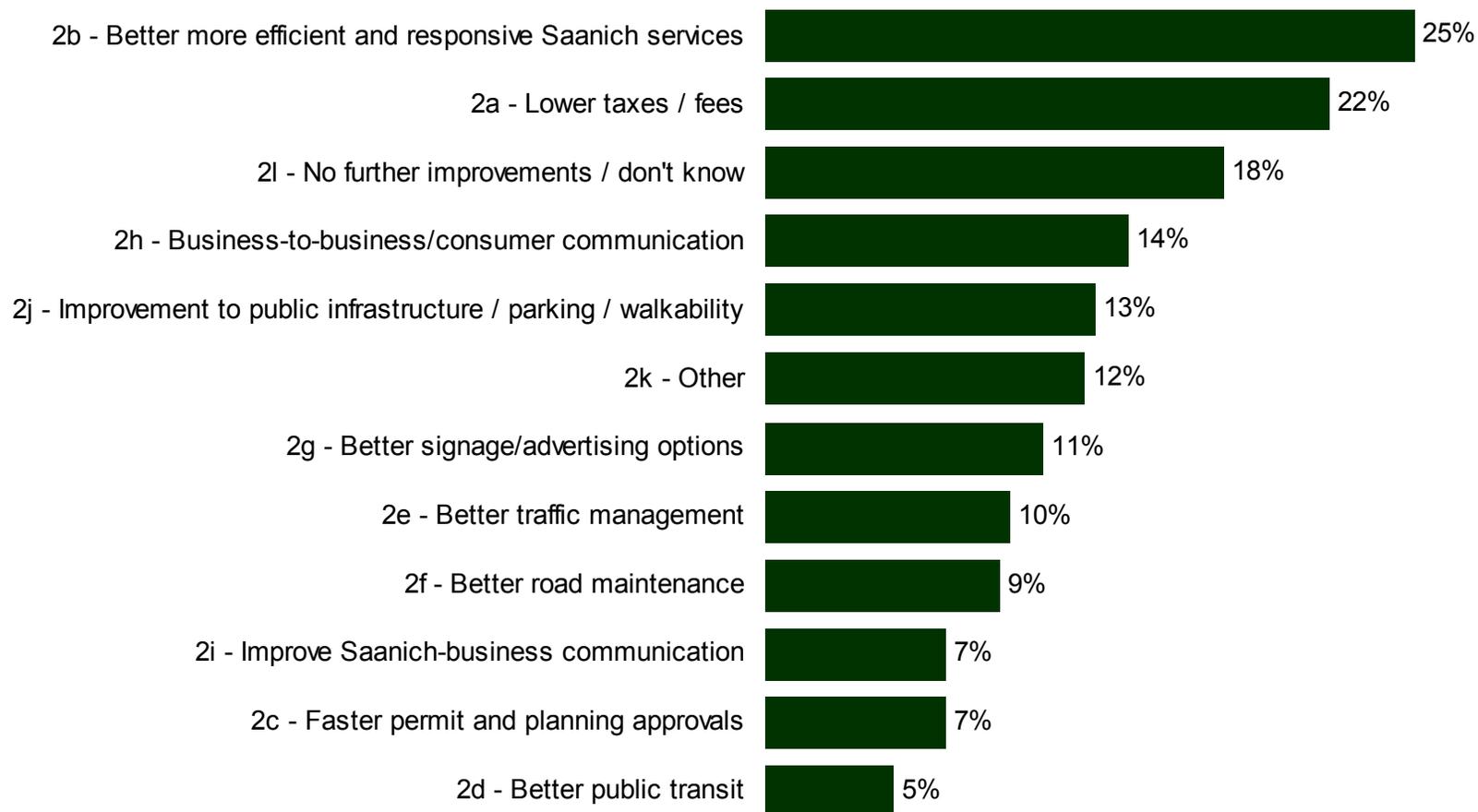
Appendix III: Statistical Tables

- Saanich is a great place to live. Tax dollars could be better spent on infrastructure rather than recent "traffic calming" measures that are dangerous and are stifling traffic for local residents and businesses.
- Saanich needs a more proactive approach to building, development, planning and inspections. Remove redundancy in the bureaucracy and improve electronic access to services to reduce costs thereby maintaining current tax levels and services. Savings can also be found by applying more user fees and a user pay structure to reduce overall tax burden on those not using services or using them less. Reduce business operating costs by reducing commercial property taxes and streamlining business services. The number one complaint I hear about Saanich, from a business point of view, is red tape and taxation.
- Side walk or pathway(or even a shoulder!!!) on our West Burnside Road . Why can we have what Holland has on the one side, which is an asphalt pathway along the right of way beside the ditch. PLEASE. Thank you.
- Surveys are forced opinions. Do not use them exclusively. Many of the questions have nothing to do with me or my concerns. Please use surveys very sparingly, listen to people and pay attention.
- Synchronize the traffic lights
- thank you for giing us business owners a chance to have a voice!
- Thank you for the opportunity to participate.
- thanks
- Thanks for asking
- Thanks for inviting me with this survey
- The idea of bringing community together in a practical way is what I see coming out in some of your questions. Thank you
- The previous question does not allow for more than one location in the municipality
- The resource of Saanich revenue does not seem very promising. We need to develop business as a main engine to generate revenue, and reduce the personal tax burden or rely on government grants. Can we explore novelty ways to make business booming?
- There was one page of the survey that, whenever I clicked an answer on one line, the response on the line above disappeared, so I wasn't able to answer all the questions.
- This survey is useful and intuitive, and more of these in the future are welcome.
- To me, this survey is nothing more than a tool to assist Saanich with finding new areas for the application of fees. Saanich needs to amalgamate with other municipalities to reduce taxes and produce a fair playing field across the virtual borders
- We do not have much contact with Saanich other than buying our business license and commercial parking permit.
- will you phone or e-mail winners? or is it up to me to check?
- Your question #3 did not work properly. Did not allow the same level of satisfaction in more than one category. Please review and correct.

Note: Questions #3 and #5 did not function correctly on the first day of the survey. Corrections were in place on the second day.

Appendix IV: Responses to Open-ended Questions

Question #2: The answers provided below are exactly as submitted by the survey respondent – no editing has taken place. Respondents were asked to provide an open ended response to the question “identify 3 things that the Municipality of Saanich could do to improve your ability to conduct business in Saanich”. After the surveys were complete, the answers were reviewed and themes were identified. Each response is provided in the table below, along with the response category indicated by an X that it was given to complete the summary analysis presented earlier in the report. The categories include:



Appendix IV: Responses to Open-ended Questions

Identify 3 things that the Municipality of Saanich could do to improve your ability to conduct business in Saanich.	2a	2b	2c	2d	2e	2f	2g	2h	2i	2j	2k	2l
Less red tape & more support for home based businesses, particularly signage and restrictions for operations.		X					X					
1. Allowance of more street signage for advertising 2. Don't allow transit bus stops so close to parking lot entrance/exits 3. More red mail box locations					X		X				X	
•Provide easier and more fluid communication between contractors different municipal departments. •Speed up the approval of building permits. •Provide better flexibility of removal of trees on a tree by tree basis, as opposed to adhering to broad policies.		X	X								X	
Nothing comes to mind...												X
1- Ensure municipal contracts (bid winning company) are using products from businesses within the municipality. 2- address the traffic blocking line ups that are caused by public yard waste drop offs(borden st/mckenzie st intersection) 3- 2-					X						X	
reduce regulation give the free market a chance use common sense		X										
IMPROVE ROADS REZONE MORE COMMERCIAL SPACE IMPROVE TRANSPORTATION					X					X		
keep taxes low; our rent is terribly high can't think of any other things	X											
Keep taxes low. Don't increase fees. Hold the course.	X											
get with Langfords business friendly program-you have stood in the way of development too long. Improve traffic flow-realize that the driving public does so because there are no viable options, so don't punish those who do drive by sloooooowing the traffic flow with all kinds of traffic calming shit. Moving traffic causes less GHG than slow or standing traffic-use your heads, not your asses when thinking about this stuff. Use 3 lanes into town on the TCH in the am and 3 lanes outbound in the afternoon-minimal cost and significant benefit, and no building new lanes-why is this so hard to figure out? Just shoot the damned deer already. No need for citizen imputs here on yet another dumb committe, you've been elected to lead, so just get on with it already! Hope that is enough to start.		X			X							
Lower home taxes, Better transportation planning, better roads	X			X	X							
Saanich Business Week								X				
Somehow provide advertising opportunities so we can become more widely accessible to the entire municipality							X	X				
Foster a business association. Facilitate business networking sessions. Establish a Saanich web network for business								X				
more bike lanes; get rid of open ditches; more pedestrian only areas					X					X		
lower business license fees support the arts pay for damage done by broken municipal services	X										X	
when working on road construction or ie. water mains it would be nice to have notice 2 weeks prior to work starting. (suffient notice to let patients know ahead of time rather than finding out the same day). when given a time line for road construction or water main job was to be completed in approx 8 weeks time. This was not the case it took months after the 8 weeks to complete job and i (being a business owner) would have liked to have been informed that the project was taking longer so that i could explain this to my clients.		X										

Appendix IV: Responses to Open-ended Questions

Identify 3 things that the Municipality of Saanich could do to improve your ability to conduct business in Saanich.	2a	2b	2c	2d	2e	2f	2g	2h	2i	2j	2k	2l
Amalgamate		X										
The following 2 ideas won't directly affect my business necessarily but I would love road signs and road markings to always be kept in good order for people to drive knowing how to safely manoeuvre our roads especially on rainy dull days. Clear, clean road markings show a sign of respect that we are trying to direct our traffic safely about as residents and guests go about doing business. I think employing young people upgrading road markings continuously would give good employment and excellent training for future responsible work - the training must be thorough. I think it is a way the community can show respect to its citizens and guests even though it is a cost - I believe it is cost effective infrastructure care that should be ongoing. I note that lane markings are not clear and on rainy days people do not see these markings and don't hold to lanes etc. I also think there should be better signage for addresses. I note that it is sometimes difficult for people to see addresses. I would like an idea of universal address numbers so people don't have to search for a number as they drive to a destination. We should feel confident that we can read a number sign without searching too much as we have to drive safely. I think these are my strongest interests in improving conditions so people feel safe. I like communities that are not car focused yet, we are a car community. If we can build villages where people can walk and feel comfortable they will then not feel the need to venture to large box stores. The savings when not having to drive distances to be enticed by too much choice could be spent in our villages where we can appreciate service and have less dependency on the vehicle. My business is small and intimate and therefore I enjoy the same in how I do business. I enjoy community.						X						
?												X
improve bus services in my area				X								
1 - Offer web based listing of Saanich based companies. 2 - Provide a no cost waste disposal and recycling. 3 - Set up a business barter bank that companies could register for.								X			X	
Road Construction gets in the way more parking more parking						X				X		
don't know												X
more parking bike racks improve traffic					X							
signs on the road for artisans, buy local campaigns/awareness							X	X				
Traffic management on major arteries. Quicker response to road repairs, eg: potholes. Sufficient parking for new business developments.					X	X						
faster building permit applications better access to building inspectors some staff members don't seem to have a good public relations attitude		X	X									
Sorry, I don't have any suggestions												X
I have no suggestions given the nature of my business.												X
none come to mind.												X
Lower taxes More leniency towards advertising (eg, such as sandwich boards)	X						X					
lower property taxes	X											
Roads , lower tax, build a bigger shopping mall	X										X	
Provide an electronic business directory given that all businesses must be licensed,								X				
1. Better traffic control/transportation options 2. increased public transportation 3. Sidewalks in some areas are poor				X	X	X				X		
I am satisfied, nothing more comes to mind.												X
I am the sole proprietor of a small business. I work by and for myself and so far the municipality has not impeded in the operation or growth of my business in any way so I do not have any suggestions for improvement at this time												X
lower business taxes	X											

Appendix IV: Responses to Open-ended Questions

Identify 3 things that the Municipality of Saanich could do to improve your ability to conduct business in Saanich.	2a	2b	2c	2d	2e	2f	2g	2h	2i	2j	2k	2l
reduce property taxes reduce and remove many of permit fees amalgamate with other municipalities to align and coordinate the red tape required to get anything done	X	X										
lower license fees, host network events, advertisement options	X						X		X			
-Streamline development permit processes to be as efficient as possible. -Encourage density to support local business -			X								X	
- decrease turn-around times for planning approvals - set guidelines for the conduct of residents associations to ensure that they truly reflect the opinions of the community - reduce development fees	X		X						X			
Lower Taxes	X											
1. Bike Lanes! There needs to be access to businesses on bike, especially along Shelbourne Street. 2. More community events that could be sponsored by local businesses 3. Bike Lanes!					X						X	
streamline building permit application process continue roadway maintenance			X			X						
faster building permit turn around building inspectors that have field experience			X									
advertising regulations, business unions/associations, business/consumer fairs							X	X				
Make conference/ meeting once or twice a year to know each other's business. It'll something pop up.								X				
a webpage for just Saanich Businesses nothing else i can think of								X				
Change rules for signage.							X					
No issues at this time												X
1. Enforce nuisance bylaws in a timely fashion. 2. Streamline the efficiency of municipal services and bureaucracy for the purpose of saving money and lowering taxes. I know in many cases that this will be a difficult endeavour, but nevertheless a worthwhile one to pursue. 3. Run training programs for Saanich civil servants to eliminate the god complex (for lack of a better wording) that some employees have towards the application of municipal rules and regulations. For example, not putting up artificial barriers for the issuance of a permit where no such barriers actually exist. Rules obviously need to be enforced, but should not be done so in an obstructionist or antagonistic fashion.		X										
Shortened length of time to process requests and applications A greater "customer service" attitude and approach by many municipal staff. A reduction of outdated rules and red tape		X										
Stay the course.												X
1. Allow more road signage for tucked away businesses like myself. 2. Better policing and security for vandalism. 3. less overly onerous requirements for contractors in rec centres. You have lost most of your general interest courses in rec centres because the contractors have taken their business elsewhere. I get treated better by Oak Bay and Panorama (CRD)		X					X				X	
1. Lower or eliminate the annual business fees for sole proprietorships. 2. Continue strong policing policies to ensure that businesses are not harassed by loiterers or street persons. 3. Allow the businesses continued reasonable free access to mayor and council to voice their concerns.	X								X			
1. Lower taxes 2. Allow better visibility of my property 3. Faster police response to calls	X	X					X					
1. increase percentage that I receive teaching at the rec centers from 60/40 to 70/30 2. More healthy foods at concessions at rec centers 3. renewal of yoga mats at rec centers		X										
- More incentives for home businesses - Availability of Mentorship programs - Networking programs		X						X				
Can't think of anything												X
shorten building permit processing time.			X									
improve roads advertise educate						X	X				X	

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Identify 3 things that the Municipality of Saanich could do to improve your ability to conduct business in Saanich.	2a	2b	2c	2d	2e	2f	2g	2h	2i	2j	2k	2l
Do not allow Haro Woodlands to be a sewage treatment area and do not swap the land with the CRD											X	
speed up approvals			X									
streamline building permit process reduce red tape and bureaucracy Give prop tax break for home businesses to encourage them	X	X	X									
road improvements, cleanliness						X						
Signage for residential business							X					
Not too much restriction of signage, or street sign board for small business. Support for new business.							X					
lower <input type="checkbox"/> Saanich <input type="checkbox"/> license fee allow residential sidewalk signage	X						X					
Road improvements Land developing Lowering taxes	X					X						
flexibility to increase client base business registry with <input type="checkbox"/> Saanich for clients to find business								X				
1)open a free recycling depot for yard waste and blue box items that is open to businesses 2)open a free hazardous waste disposal for household items like CFL's and various paints/batteries/tires etc. – open to businesses 3) offer a rebate program to hauling businesses for the removal of old appliances –which we can pass along to the customer											X	
I have found my dealings with Saanich exceptional sorry, nothing I can think of that needs improving!												X
no Comment												X
1. Post your office business hours in the local newspapers around holidays.		X										
1. Fix the traffic snarls based at the Mckenzie/Island Hwy intersection 2. Fix the traffic snarls based at the Mckenzie/Island Hwy intersection 3. Fix the traffic snarls based at the Mckenzie/Island Hwy intersection					X							
roads, crime, lower taxes ☺	X					X					X	
I can't think of anything.												X
Allow people more freedom to operate a small business from their homes. Size of the business and noise restrictions would be needed. Allowing employees in a home based business.		X										
more parking areas on sides of streets										X		
1. improve traffic flow on McKenzie going to UVIC early in morning. Many waits at light before reaching intersection at Quadra and McKenzie. 2. Improve bike lanes on McKenzie so it is safe to ride bike on McKenzie to decrease number of cars. 3. Continue with improvements to sidewalks and new bus stops				X	X					X		
promotion, seminars, advertising							X					
Lower Taxes Reduce Red tape- paper work Speed up the permit or decision making – Example - A side walk at Uptown taking 4 weeks to complete while the flow of traffic is affected	X	X				X						
we have a very small business so don't need any improvements												X
improve traffic flow on McKenzie Ave from Quadra to UVIC; improve cycling lanes on McKenzie; allow left turns on Quadra St. where four lanes exist , into businesses					X	X						
1. Make available for a fee a weekly list of new granted building and renovation permits with applicants names, address and project information. (This way I don't have to roam the city street with my van looking for prospective clients; and how else do my painting business know who is doing renovation in their home and needs a painter?) 2. Offer a free session for new business owners to introduce the city departments and services explaining how to apply for contracts with the city. Do not put up a flyer but have a live session; this way the city gets a real direct input from business owners true questions and answers and shared concerns or hopes from those who conduct business in Saanich. 3. Differentiate small business owners form larger companies									X			
am happy with things the way they are												X

Appendix IV: Responses to Open-ended Questions

Identify 3 things that the Municipality of Saanich could do to improve your ability to conduct business in Saanich.	2a	2b	2c	2d	2e	2f	2g	2h	2i	2j	2k	2l
1. parking at our business is not suffice 2. too many policemen are on the road for speeding finding which is not priority task for them. We spend too much tax money on that kind of policing 3. Without much investment, the bottle neck of traffic around #1 highway and Admiral Rd can be easily improved, say a bridge crossing or tunnel crossing, why not do it?		X								X		
More affordable Rec Centre programs. More affordable housing. More washrooms in public parks		X										
get construction related permits quicker and in an orderly fashion property taxes to high No garbage pick up quit taking away street parking, services need it Tougher approval of shopping centres, especially for access, parking. Poor planning for newer ones (ieTuscany Village) Avoid pet projects with roadwork, intersections.	X		X							X		
Complaints by neighbours Allow 1 complaint Charge for the rest of the complaints, so are tax payers dollars are better spent		X										
Have an online business directory Take better care of the streets Start a shop local program						X		X			X	
Speed up building permits, Langford can do them in 2 days and □business takes up to 8 days			X									
Make the busy roads more walk friendly and safer. And have more water parks for kids to enjoy. And have an outdoor pool for kids in the summer.										X	X	
a break on property taxes if a business is run out of the home.	X											
we are engineering consultants, offering our services to all of BC and even Europe, i.e. we're not so much relying on projects in Saanich												X
more parking at the municipal hall,										X		
have a guide to □business that includes home businesses can't think of any others								X				
1. Ensure plenty of free parking 2. Easy bus transportation 3. Produce a monthly event flyer or newspaper				X				X		X		
Lower municipal taxes for businesses.	X											
- improve transportation to rural □business (have the bus route extend beyond VITP and Camosun). – Create more community connections to places like VITP – who, what is there. How can I do business with them and other similar places? - Speed up permit process					X			X				
Allowances for signage with home based businesses. More bylaw control.....ticketing people breaking parking laws by schools..ie....stopping and parking in "NO" zones and driveway blockage. Can't think of 3 rd thing.		X					X					
Actually, I have no complaints about my conducting a business in Saanich. I have had no problems with the municipality and find the staff very helpful and pleasant.												X
1. think about vehicle parking prior to developing high density. 2. design a city transit (bus) service that works, makes sense, and doesn't leave kids stranded at bus stops for up to an hour while full off schedule buses pass by.				X						X		
N/A												X
CAN'T THINK OF ANY												X
traffic,potholes,parking					X					X		
My business is home based, not store based so I'm not that dependant on the municipality as most □businesses! Most businesses would favour tax concessions for business operations so as to lower their overhead! I have no overhead to speak of other than the single business licence rate to operate in all municipalities of which I'm happy with!	X											
Provide a sidewalk or pathway from Hemcken Road. As of now, we do not even have shoulders(since they widen the road last year and people speed like crazy here now), just pavement and then a deep ditch. Dreadful and unsafe. No one even walk to walk from the bus stop down to see me. 2) I would like a Artisan sign on Hemlcken and West Burnside to show I am down here. 3) Encourage more people to shop in Saanich. Consider have a directory of business's in Saanich that citizens of Saanich could view on line(perhaps linked to your website) That would also help to create a sense of community as well.							X			X	X	
1. make obtaining permits quicker 2. make obtaining permits easier 3. reduce business taxes	X		X									

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1.Streamline the system when dealing with permitting issues.The current system is far to time consuming and the steps that are now part of the system have become ridiculous.We had to hire a consultant to deal with our consultants who couldn't agree with certain interpretations of different codes that were actually quite trivial but they held up the project unreasonably and added time and costs to the project that were unnecessary and by any reasonable standard just not fair. 2. Stop working on the principal that tax increases, even if kept to 3-4% are acceptable.They put a huge burden on the businesses that must operate profitably if there is to be any kind of stability in a community.We all like the look of our beautification projects...in front of the Municipal Building, boulevards etc. but they are expensive and examples of how spending never seems to stop at the point where it would in a regular household.If we don't have money in our household income, we stop spending. The fallback position of JUST RAISE THE TAXES is becoming very hard to deal with as it is coming at business from every level of Government.	X	X										
none that I can think of												X
No major improvements come to mind.												X
Can't of anything as it is fine												X
In my opinion it is pretty good as is. Can't think of any areas that require improvement												X
Speed up permit processes. When one staff member is off sick have another returning their phone calls. and performing their job duties			X									
Manage road construction traffic for flow. Home based office so I don't really deal or need services from Saanich						X						
lower taxes less regulations	X	X										
They could legalize in-law suites if they aren't already.											X	
1. Increase the take-home percentage for contractors to 70%. 2. Provide more covered bus-stops, and enforce stricter measures to curb graffiti and vandalism around Saanich. 3. More accessible online information, submission, review, payment for signage.	X				X				X			
lower taxes improve signage better access to properties	X						X			X		
allow more density in residential areas, suites. more and better monitored bus service in cordova bay.				X							X	
1. Encourage the performance arts 2. More free advertising opportunities 3. More ability to cross Cedar Hill Crossroad between Shelbourne and Richmond					X		X				X	
I have a service-related business that crosses municipal boundaries. I have no problems conducting business here.		X										X
1. Use local business as contractor 2. Provide legal and business advice 3. Allow more feedbacks to the Municipality									X			
1-Lower business property taxes. 2-Support small and mid size businesses to start and develop 3-To develop a better way of communication and consultation between the Municipality and the business groups.	X	X							X			
1. lower commercial & industrial property tax rates 2. zone more industrial land 3. lower DCCs and Building Permit rates	X											
Allow recreation centres and other public facilities in Saanich to post poster/flyers regarding upcoming events that are run by Saanich businesses. Provide an online site to post advertisements or announcements about businesses/events owned/run by Saanich businesses. Hold an annual tradeshow about Saanich businesses where local businesses can apply to take part and are provided with or rent (for a small fee) a booth. Invite the public to it (for free or by donation) as an opportunity to meet and find out about locally owned businesses in their town.								X	X			
1. Have the plumbing inspector Rick Panther fired. 2. Become more efficient by pursuing amalgamation of greater Victoria municipalities and police forces. 3. Work to minimize increases or reduce business property taxation. 3.	X	X										
Can't think of any.												X
More grants for a small business, incentive to grow or expand. To allow a small business in an accessory or agriculture building in A1 Rural zone. A new bylaw requiring two neighbors within 100 metres with any formal complaints.	X										X	
Allow product to be sold from homebased business such as mine, which is the beauty business. Add home based business to a resident flyer Allow product to be sold through home based business.											X	

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get permits more easily better road conditions reduce red tape		X	X			X						
let me know garbage pick up days reduce cost of business licence for a very small business nothing else	X	X										
1/ traffic design, 2/ street maintenance, 3/ recycling collection - restriction on the bin size		X			X					X		
more sidewalks better parking keep taxes at inflation	X									X		
At the risk of removing the "anonymous" nature of the response, allowing an enhanced adult gaming presence.		X										
1. Work with property managers (malls, strip malls, office spaces) to make available to the public a list of space for lease. 2. provide public work spaces for mobile workers (home based workers)		X						X				
1.check on storm drains in Cadboro Bay Village more regularly in rainy season - to prevent large areas of water collecting 2.enhance commercial parking areas around Cadboro Bay during business hours (when residential need is low)		X								X		
we seldom hear anything about business services in Saanich. We pay our annual Business Licence fee and that is it. period. It would be nice to know that Saanich appreciates having our business here. Maybe it does not matter but I think we add quite a bit to our local economy and the wellness of life in our community just be being a small business which operates and provides professional services in Saanich. Let me know you care if you do?								X				
Honestly can't think of any.												X
Cannot think of anything. Existing conditions seem to be ok.												X
We are over regulated in everything we do, we are over taxed and municipal workers are over paid. Unskilled jobs starting at \$25 per hour. Some journeymen carpenters are making that.		X										
a directory of saanich businesses to refer to incentives to use transit for employees a connection with small business victoria for business start up				X				X				
Stop raising taxes. Keep Biz Licenses Low cost. Instead of endless Parks & Rec expansion, do some pro business actions Support a Muni Online jobs & Biz directory for Saanich residents.	X	X							X			
Continue to improve recycling systems for demolition material. Continue to improve road maintenance. Maintain quality of building inspection services.		X				X						
have better parking allow lighted signs										X		
less red tape. better infrastructure(roads and sidewalks). amalgamation with all other fiefdoms		X								X		
Increase trendy residential areas. Maintain town cleanliness and quality of facilities. Renovate building structures and mall designs.										X		
Advertise home based businesses? I do not know I did not find it hard to get a business license							X					
more efficient snow clearing more side walks more bike paths		X								X		
- generic building codes should be able to be adapted to an individual business.		X										
I am already happy with everything I don't see any things to work on												X
less regulation		X										
1. have a lower taxation rate for those businesses that are locally owned and operated to promote an unique nature in Saanich	X											
Make sure people are certified before handing out licences. Regular Health inspections. I would love a job in this area or help set things out for this		X										
ease up on the strident new business requirements more support for new business ease of taxes for new business	X	X										
Design a dedicated website where businesses could register and advertise what they have to offer and who might benefit by using their business. Businesses would need to be grouped by category.								X				
condition of road surfaces traffic flow at Quadra/McKenzie						X						

Appendix IV: Responses to Open-ended Questions

Identify 3 things that the Municipality of Saanich could do to improve your ability to conduct business in Saanich.	2a	2b	2c	2d	2e	2f	2g	2h	2i	2j	2k	2l
Less regulation/bylaws Sub out all infrastructure work Privatize the services		X										
Mine is a small home-based business so I can't think of anything Saanich could do to improve my ability to conduct business.												X
I can't think of anything specific that local could / should do to facilitate my business. It is more a matter of the condition of the local economy.												X
our business has a steady flow of customers and is largely due to our easily accessible office in Saanich.												X
give incentives for more commercial space to become available. Allow more mixed use of properties in selected areas Focus on high tech professional rather than big box store development		X										
lower cost on licences and taxes can't think of anything else	X											
1. Free advertising on District of Saanichs website 2. discounted business license fee for having two or more locations 3. protect existing businesses by limiting competitor locations, ie: opening a flower shop right beside a flower shop	X							X			X	
free business advertising in Saanich paper or similar periodical lower the cost of a business license publish lists of new business starts							X					
Find ways to do business with Saanich-based businesses, such as this web-based survey tool which could have been created and hosted by a local web company.											X	
The Municipality of Saanich does not directly affect my ability to conduct business in Saanich other than the fact that does allow me to obtain a business license.												X
More networking for family daycares/free workshops								X				
Lower property taxes for businesses. Improve the efficiency of the planning and building departments. Decrease wait times for building permit application and plan checking.	X	X	X									
Maybe a free column in the Saanich News dedicated to small local businesses? Discount cards for local businesses from major suppliers? Maybe more tax breaks?	X						X					
building permits take too long obtaining a business licence could be streamlined taxes could be lower	X	X										
improve transit routes; allow for ample road signage; more available street parking				X			X			X		
Don't know												X
Taking commercial loads at the saanich municipal yard for a fee, Ease of location for dumping.		X										
Already Saanich has a Gordon Head Studio Tour. I cant think of anything else they could do except promote artists in Saanich Hall as well as shopping malls perhaps.							X					
continue police presence removal of graffiti enforcement of speed limits		X										
Saanich does an excellent job of promoting small businesses however compared to other regions we draw our clients from a much smaller market.												X
While our office is in Saanich, most of our business is done elsewhere. Finding office rental space that is reasonably priced is our main challenge. Good transportation for employees (buses, bike paths) to the office is important.				X								
It all seems to work well for us. We don't have any suggestions.												X
All is good												X
1. Improve road conditions on West Saanich Rd. and around Tillicum/Cadillac 2. More on street parking or less restricted around Glanford/Vanalman business area 3. More communication with businesses re: bylaws/regulations that affect businesses in the area that we may not be aware of. Communication is key.							X		X	X		
Improve flow of traffic on the Pat Bay Hwy, Have left turn lanes on the Pat Bay highway with yellow flashing lights once the initial green has finished so we don't sit for 10 minutes with no other traffic around.							X					
1. have a small business fair, providing businesses opportunities to profile their services - keep the fee free or nominal to encourage participation 2. link non-profits w/business through municipal website 3. encourage business through community gatherings to link with educators and potential employers/employees 2.								X	X			

Appendix IV: Responses to Open-ended Questions

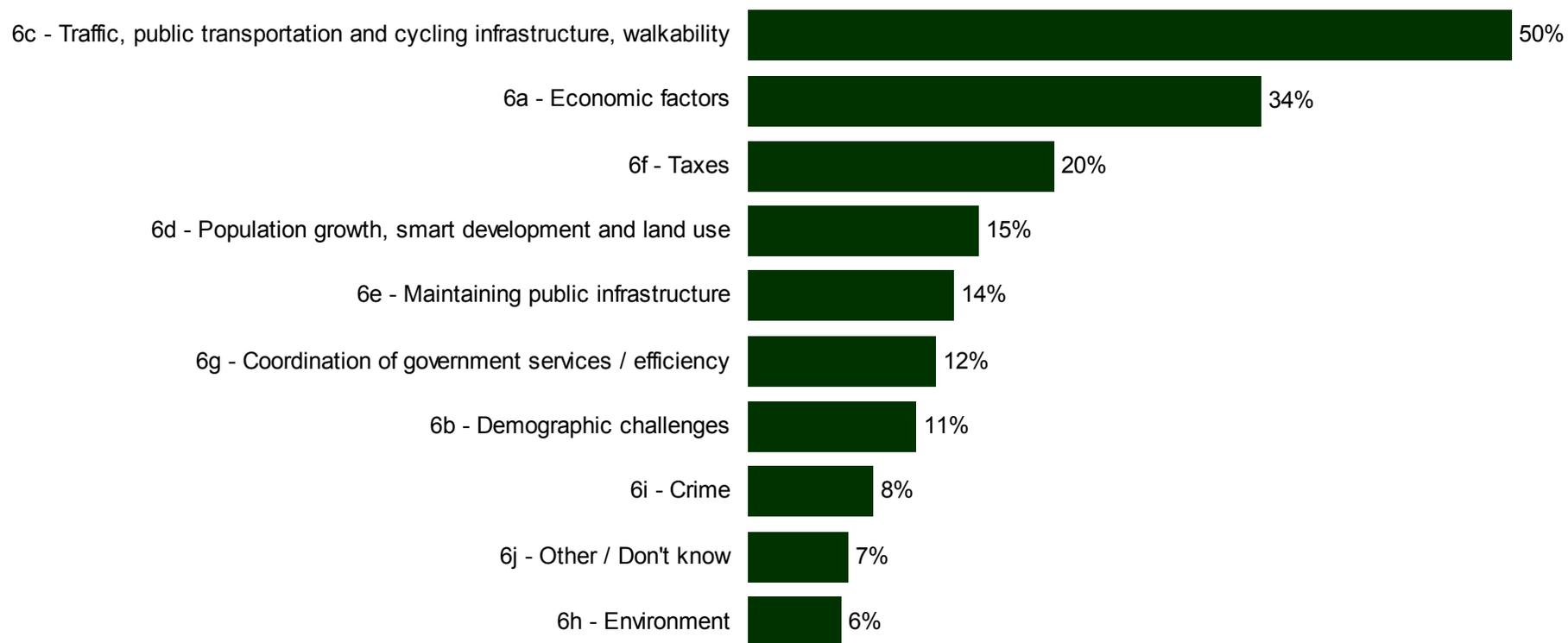
Identify 3 things that the Municipality of Saanich could do to improve your ability to conduct business in Saanich.	2a	2b	2c	2d	2e	2f	2g	2h	2i	2j	2k	2l
better traffic flow					X							
Lower taxes Improve road conditions More urban gardening to increase food production	X					X					X	
faster paperwork clearer website cheaper business license	X	X										
More flexibility with outdoor signage. We are currently extremely limited by bylaws when surrounding businesses have grandfathered.							X					
A small business cooperative. Less fees attached to permits. Better roads for traffic patterns.	X		X					X				
Allow home-based businesses to have an employee or two, provided it doesn't disturb neighbours. Improve the traffic situation on Wilkinson!!!											X	
As my business is through home sales, I cannot suggest anything that the municipality could help me with at this time.												X
don't know												X
n/a can't think of anything .												X
No answer												X
1. Repair potholes in roads. 2. Allow businesses to apply for permits to do retail sale of flowers at roadside stands in residential areas. (non-farm status) 3. Address the issue of overpopulation of deer.		X				X					X	
have a place for utility tailors to park.											X	
Act as an advocate for smaller IT companies to lobby govt (provincial and federal) against large, long term deals (eg Telus deal with GovBc and Shared Services Canada)		X										
Keep property taxes competitive and reasonable Police begging at intersections Encourage restaurants to locate in uptown centre	X	X							X			
Beautify the common areas. Far too much cars in the neighbourhood area, plugging up the street from rental units. More police presence checking out neighbourhoods.					X					X		
Set up a business link on website to promo small business's Other than that it is just the common struggles of running a business and I think that Saanich is doing a great job.								X				
Fix the traffic snarl at wilk and interurban, Fix potholes, fix the traffic snarl at the hwy and admirals/mckenzi					X							
1) Business networking events 2) Synced traffic lights.					X			X				
Fix the potholes on the roads. Especially on Douglas and boleskine.						X						
1. Make obtaining building permit less onerous 2. Hire an ombudsman 3. Help rather than hinder	X	X										
Lower property taxes. Faster development process. Lower building fees.	X		X									
Reduce or eliminate the business licence requirement (cost) for home businesses.	X	X										
Help connect the businesses. I am not sure who does business here but through The Chamber I know who does business in Victoria proper. If we had opportunities to meet each other it would benefit the local economy.								X				
more affordable business locations better outdoor fitness facilities integrated fitness and playground for families		X										
Offer business deals to purchase iPads in bulk. Offer computer upgrade education to businesses									X			
really can't think of any												X
Not relevant to our business as our market is global												X
more parking for home based businesses										X		
Encourage a more diversified business approach other than the retail sector.								X				

Appendix IV: Responses to Open-ended Questions

Identify 3 things that the Municipality of Saanich could do to improve your ability to conduct business in Saanich.	2a	2b	2c	2d	2e	2f	2g	2h	2i	2j	2k	2l
Parking										X		
Local Business Directory for licensed businesses (online, print) etc Business Fair Opportunities (@ Rec centres etc) Discount sharing system for local businesses who would like to participate								X				
Offer small business courses Tax benefits Networking meetings								X	X			
funding for small business public ads for small business Business exhibition									X			
Improved sidewalks Increased accessibility for persons with disabilities										X		
make it easier to develop property - Saanich has a reputation for being the most difficult municipality to deal with if you want to get a property rezoned or apply for a building permit, or establish a new business that requires development		X										
More commercial buildings for company to move into saanich to shape saanich as a second choice to locate a business in.											X	
Making the commercial areas more accessible, bring more foot traffic										X		
business loans for small businesses with a good track record when net worth is only in the business and not recognized as wealth at a lending institution											X	
I'm not sure as I am just starting my business.												X
Improve driving/bus access to my place of business Introduce voluntary incentives to reduce business property taxes (perhaps based on customer counts or average annual sales) Free Wifi to encourage eCommerce development	X			X							X	
Improve parking on my street,										X		
Networking events at city hall Better communication with business owners Strong web and social media presence								X	X			
Nothing, its great conducting a business here!												X
reduce taxes	X											
Options for landscapers to use dump sites for residential clients Rewards for those using efficient tools Incentives for those who obide by pesticide regulation		X										
reduce costs reduce waste reduce red tape	X	X										
I can't think of anything... my apologies												X
Promotion of business licensed in the municipality, maybe small feature stories on local business on your web page								X				
Solve some traffic issues around Uptown,					X							
Peace and order Community friendly Accessibility to the resources		X										
Allowing residential signage, free advertising							X					
- put money toward bike paths not golf courses (my transport is by bike or bus) (by the way the golf course ought to be micro-farmers) - add trash pick-ups for unusual trash that is outside of regular garbage/ recycling, 2 or 3 times/year (not having a car this would be excellent) - add cameras to traffic intersections & charge those who disobey the laws, to reduce bad driving		X		X								
Improve on-street parking in front of businesses. Reduce business red tape. Reduce business tax.	X	X								X		
local business fair								X				
I don't think Saanich as a government has much to do with the improvement of my business												X
1. Offer business workshops for information and networking. 2. Keep sending these questionnaires out once a year or more to check on how businesses are feeling.								X	X			
Percent of total responses	22	25	7	5	10	9	11	14	7	13	12	18

Appendix IV: Responses to Open-ended Questions

Question #6: The answers provided below are exactly as submitted by the survey respondent – no editing has taken place. Respondents were asked to provide an open ended response to the question “From a business perspective, what do you think are the three biggest challenges that Saanich will face in the next 5 years?”. After the surveys were complete, the answers were reviewed and themes were identified. Each response is provided in the table below, along with the response category indicated by an X that it was given to complete the summary analysis presented earlier in the report. The categories include:



Appendix IV: Responses to Open-ended Questions

From a business perspective, what do you think are the three biggest challenges that Saanich will face in the next 5 years?	6a	6b	6c	6d	6e	6f	6g	6h	6i	6j
Economy, traffic flow, pedestrian access	X		X							
X. More traffic congestion, need a better plan - overpasses? 2. more homeless people 3. more crime			X						X	X
•Growing population and construction vs size of bureaucracy •Confusion of differing construction bylaws with surrounding municipalities •Lack of flexibility with regard to construction bylaws on a case by case basis.		X		X			X			
tax increases debt unfunded liabilities					X	X				
KEEPING PROPERTY TAXES DOWN ROAD REPAIRS SERVICES,SEWER,LIGHTING ETC					X	X				
cost of services, taxation, crime prevention						X	X		X	
Debt service costs and revenue generation that won't kill new business starts.						X				
slowing traffic flow even further not amalgamating			X				X			
Transportation, Access, Economy	X		X							
more home based businesses parking at the various strip malls			X							
Will run out of room to develop, may require more transit as it is such a student/senior population		X	X							
Coordination with neighbouring jurisdictions. Coordination with Province Tight economic environment	X						X			
economic growth traffic along major roads maintaining infrastructure	X		X		X					
growth, transportation, crime			X	X					X	
Traffic! Traffic! Traffic!			X							
helping business to stay in business with a lot of people heading to what they think are cost effective places - big box stores - the tax base needs to be healthy. too much dependence on the car when we are meant to be lessening our dependence. Keeping farmland available and healthy. Infrastructure deterioration.				X	X					
- growth of infrastructure with population growth - demographic shifts - adapting to new technology		X	X							X
X - Traffic flow 2 - Warehouse space			X							X
population growth higher taxes infrastructure				X	X	X				
don't know										X

Appendix IV: Responses to Open-ended Questions

From a business perspective, what do you think are the three biggest challenges that Saanich will face in the next 5 years?	6a	6b	6c	6d	6e	6f	6g	6h	6i	6j
traffic!!!!!!!!!!!!!!!			X							
people shopping locally & not at big box stores. making the rurals areas more accessible by bike & bus.	X		X							
Lack of commercial land. Traffic congestion. Infrastructure.	X		X		X					
taxes infrastructure development					X	X				
People have less disposable income; increased cost of hydro; increased cost of water	X									
Affordability -- keeping property taxes down so that people can afford to live here and support the businesses that are here. Business attraction Business retention	X									
Transportation, expanded property crime			X						X	
- More businesses not being able to stay competitive and closing shop. - Minor crimes	X								X	
infrastructure costs, property taxes increases					X	X				
property tax too high, not enough job, people don't want to spen						X				
Managing population growth. Transportation, increasing vehicle traffic Managing bicycles and vehicles finding the right balance		X	X							
Traffic congestion. Increased density. Road upgrades			X							
X. Competition between similarly based businesses within such a small geographical area 2. Handling traffic congestion (travelled along Cedar Hill X Rd during rush hour lately?) 3. Keeping business here that might otherwise leave in pursuit of "greener pastures"	X		X							
traffic congestion			X							
public transit pedestrian safety cyclist safety			X							
growth, public transit, parking			X							
-keeping economy strong -attracting more residents (how to achieve with high housing prices vs West Shore_ -how to retain charm of Saanich while balancing the need for density from an environmental and economic standpoint.	X			X						
- lack of suitable land for development - loss of institutional memory of Saanich staff due to retirements - traffic pressures	X	X								
Moving people around the district affordable housing creating jobs	X									
X. Putting plans into action e.g the Shelbourne Bike Lane 2. Deciding what to spend budget on e.g Shelbourne Bike Lane 3. Dealing with those businesses that feel they will be negatively affected during construction of the Shebourne Bike Lane, compensating businesses for disruption of service etc...			X							
population growth pressure congested roadways		X	X							
traffic funding for education extra resources for police			X						X	
job creation inflation real estate prices	X									
Increased Traffic Need for parking Break/Enters- increase in daytime only businesses			X						X	
To make business freindly environment. To adjust very fluctuating Canadian currency.	X									
traffic,			X							
roads-congestion-its hard to get to places in the afternoon density of developments-need to work on increasing the density of existing business areas to allow for more businesses to come in (avoid sprawl) Encourage these developments to have smarter layouts with consideration for transit and pedestrian needs (ps Tuscany Village and Uptown are both terrible for pedestrians and cars!)Basically, I think many existing developments need to be "smarter" and upgraded.			X	X						

Appendix IV: Responses to Open-ended Questions

From a business perspective, what do you think are the three biggest challenges that Saanich will face in the next 5 years?	6a	6b	6c	6d	6e	6f	6g	6h	6i	6j
preventing waterways from pollution finding solutions to traffic congestion affordable housing	X							X		
X. Competition for businesses locating in Saanich 2. Attracting businesses with high wage paying capacities 3. Encouraging environmental responsibility	X							X		
Unemployment. Parking. Traffic Congestion	X		X							
traffic management deer population street parking	X		X					X		
X. Population growth and the corresponding need for improved infrastructure. 2. Continued economic uncertainty. (Heavily influenced by larger provincial/national/international forces.) 3. The local housing bubble and corresponding correction/crash that should happen within the next 5 years.	X	X		X						
Competing with the growing communities in the Westshore. The aging of the population and the changes economically that occur with this The lack of housing for younger residents and the lack of affordable options for home ownership	X	X								
traffic congestion parking			X							
Expanding space for more business property. Vandalism	X								X	
losing money because of poor management, bureaucracy instead of big picture thinking, knee jerk decisions							X			
Reduction of access for motor vehicles due to the presence of too many bicycles			X							
X. Low taxes for business owners 2. Reduction of services (Fire, Police, emergency preparedness) with government cutbacks. 3. Garbage collection - staying green						X	X	X		
X. finances due to the ongoing recession 2. population density 3. aging population	X	X		X						
land availability people moving out of saanich cost to buy a home in saanich	X									
- Growth and development - Competition from large box store companies - infrastructure	X			X	X					
Transportation Roads Small businesses	X		X							
infrastructure elder care		X	X							
Attracting business-savvy councillors to run for Saanich Council. Keeping up with technology change. Making cuts where too much "fat" in Saanich Municipal staffing.							X			
public transportation			X							
Fallout if Saanich allows Haro Woodlands to be a sewage treatment area and do not swap the land with the CRD				X						
traffic			X							
traffic, taxation, growth			X	X		X				
keep taxes down, crime, traffic flow			X			X			X	
traffic			X							
amount of increasing population.		X								
controlling taxes maintain business services						X	X			
Road Traffic improvement land developing Crime prevention			X	X					X	
traffic on mckenzie parking at swann lake bird sanctuary			X							
X) lack of expansion 2) lack of development 3) restrictions on zoning				X						

Appendix IV: Responses to Open-ended Questions

From a business perspective, what do you think are the three biggest challenges that Saanich will face in the next 5 years?	6a	6b	6c	6d	6e	6f	6g	6h	6i	6j
Slow recovery of the economy Aging population Interest rates likely to increase	X	X								
Car traffic			X							
X Rising Taxes 2 Aging Workers 3. Infrastructure renewal/replacement		X			X	X				
X. Growing traffic issues 2. Recycling and garbage disposal 3. Adoption of green energy systems			X				X	X		
keeping costs down, greener alternatives and incentives for businesses, keeping things fresh and inviting						X	X	X		
Traffic flow. Population growth.			X	X						
The biggest challenges are: Balancing land development with farm preservation. Providing good access roads that don't impinge upon and spoil the rural nature of Saanich. Controlling the sprawl of development, retaining or increasing density only in existing locations.				X						
transport parking			X							
X. Traffic Flow on McKenzie and Shelbourne 2. Need for more bike lanes 3. More local stopping/gathering places			X	X						
business growth, customer loyalty, convenience	X									
The economy and transportation	X		X							
Traffic flow Crime Cost of doing Business- taxes / over spending			X			X	X			
traffic on McKenzie legalization of suites in private homes is needed drug/gang enforcement			X	X						
traffic control,taxation increases;construction planning			X			X				
X. Attract more businesses to fill the empty spaces in shopping malls. Maybe it is getting too expensive to rent store space in shopping malls now? What to do to address that problem? 2. Be better at becoming a green city (by also involving businesses in environmental responsibilities.) 3.Find ways to invite various companies to choose Saanich as their place to move to do business on Vancouver Island. 2. Make regulations for businesses to use environmental friendly cleaning products . or example	X							X		
infrastructure,budget, transportation			X		X	X				
need more business operating to support the municipal budget, high energy costs, traffic and parking control	X		X			X				
Growing to fast Lack of School spaces Cost of living	X			X						
economy population land use	X	X		X						
make neighbourhoods attractive to people to move to, hence good business					X					
Taxes Upkeep of services Maintance of roads			X		X	X				
Competition from different areas Growing costs for maintenance Global economy	X				X					
keeping the competitive market even, not to raise costs, and speeding things up.	X									
X)price of land 2) the economy 3) loss of agricultural land	X			X						
traffic, the garbage dump filling up. More taxes with the same amount of services.			X			X		X		
X. Traffic congestions 2. Public Transportation 3. Crime Prevention			X						X	
traffic congestion, tax hikes			X			X				
Sorry, no idea.										X

Appendix IV: Responses to Open-ended Questions

From a business perspective, what do you think are the three biggest challenges that Saanich will face in the next 5 years?	6a	6b	6c	6d	6e	6f	6g	6h	6i	6j
- Survival of the small business owner - transportation - surviving the cost of doing business	X		X							
Providing required services. Having enough enforcement officers. Having enough money to cover required services.							X			
-Keeping property taxes at an affordable rate in order to appeal to newcomers and keep the homeowners that are current residents. -The lack of affordable housing - home buyers will look outside the municipality for more affordable housing/taxes. -Maintaining it's own Police and Fire Departments.	X					X	X			
X. parking for businesses (forget the idea that people will travel by foot or bicycle) 2. narrow roads and higher traffic (density) will result in congestion. 3. city transit (buses) if someone doesn't start now making real plans.			X							
Growth of industry without compromising current systems or buisnesses	X									
Population is scattered, this makes advertising and informing costly and hard.	X									
traffic			X							
Traffic control at rush hour at certain corridors! Business access for store fronts that can't depend on bus services alone (Thinking of the intended rapid transit sceme envisioned for the Douglas Street corridor through to the Western communities limiting parking on Douglas or adjacent streets) Not all businesses can work on a carry-out sales program. They would then have to deliver goods in lieu of pick-up via personal vehicles.			X							
Pressure from Langford, who have lower development taxes.2) Lack of building space for single family homes, which will mean younger families will buy a home in Langford which means that is where they will shop. 3) As a result of the above two answers, Saanich will face pressure to increase taxes, as families and business's will move to Langford, which in my opinion is the MOST business friendly community in greater Victoria Area. Having all the X3 different 'fifedoms' amalgamated would be the way to address this problem. One community plan for all of these area so everyone is on the same playing field.	X					X				
Traffic snarls, taxes, infrastruture failures			X		X	X				
X. traffic control 2. accessibility 3. taxes			X			X				
X.Keeping costs down 2. streamling regulations 3. Keeping services at acceptable levels							X			
Increased growth; unemployment and increased costs	X			X						
X. Traffic congestion 2. Upgraded interchange at McKenzie/Highway X 3. Increasing cost of services			X		X					
budgets infrastructure upgrades					X	X				
encouraging building traffic concerns from westshore area			X							
Can think of only one and that is growth. What impact will growth have on the infrastrcture				X	X					
growth, impact on services, ie sewer roads setting aside park land sports fields are there enough?					X					
Affordable light industrial space Traffic mangement and flow Keeping a lid on labour services costs	X						X			
employees pay							X			
Keeping up with need for accomodation. Slow down traffic on rural streets. Sidewalks where safety is an issue.			X							
X. A more diverse community.. 2. Rising costs of living, and keeping it affordable with the increase of a graduate population and young families. 3. Addressing the homeless and addicts that affect the hygiene and environment of business property and parks (vandalism, theft, human waste and excrement, needles/drugs), with potential harm to children.	X								X	
Infrastructure Repair and maintenace of roads Too much "ex[ert]" advice from high priced "experts"					X		X			
draw from big box retails centres outside saanich. pressure from landowners to build on alr. say no to a money guzzling LRT transportation experiment.	X			X						

Appendix IV: Responses to Open-ended Questions

From a business perspective, what do you think are the three biggest challenges that Saanich will face in the next 5 years?	6a	6b	6c	6d	6e	6f	6g	6h	6i	6j
X. Declining economy 2. Price of housing 3. Price of commercial space	X									
Traffic flow frustration on Wilkinson-Interurban!!! Traffic management in many areas of the municipality - this seems to be a major challenge for Saanich. Uniform provision of road and boulevard maintenance and services in all regions. Where I live there is virtually no boulevard maintenance - this at a major entrance to the Municipality.			X							
X. Change of customers - senior moving out of area 2. Increase in traffic 3. Provide enough recreational facilities for younger		X	X				X			
X-effects of past few years of economical problems in local economic developments 2-introduce a more efficient and environmental friendly programs and reducing waste. 3-Finding resources other than increasing taxes and fees to finance services.	X					X		X		
X. property taxes 2. provision of industrial and commercial zoned land 3. amalgamation				X		X	X			
Keeping businesses going due to financial strains, keeping a fresh appearance, upgrading old real estate.	X									
X. Establishing and maintaining a competitive business environment. 2. Controlling business taxation from spiralling to unsustainable or uncompetitive levels. 3. Attracting new business due to challenges from X and 2.	X					X				
traffic congestion			X							
Traffic , parking & business growth			X							
Services that are walkable in all neighbourhoods. Availability of essential services close to homes. Parking for new services.			X							
All municipalities should be amalgamated to stream line staffing level. There are far to many public employees overall in the Victoria area.							X			
Increase in trafic, Not adequate street design, Aging infrastrucure (streets, pipelines etc.)			X		X					
keeping taxes low maintaining the infrastruture transit			X			X				
People moving, taxes, encouraging business growth & relocation to Saanich				X		X				
X. Garnering more participation and/or input from local residents such as at community meetings 2. Keeping residents well informed of local issues 3. integrating #2 at educational level to schools										X
increased population density necessitating innovations in transportation, environmental protection (preserving trees, air quality), and ease of access (ideally by walking/cycling) to business "villages" Integrating services to serve temporary high influx of students in Gordon Head business zones keeping small business alive without becoming a "mall" culture		X		X						
perception of the municipality being too big and cumbersome. providing efficient and cost effective programs in public works and City Hall. proving that the work being done is required and effective							X			
Can't think of any at this time.										X
Traffic movement, controlling taxes			X			X				
Municipal Wages, taxes, residents expectations						X	X			
transportation degrading infrastructure spending priorities			X		X	X				
Stop raising taxes! road maintenance crime			X			X			X	
Traffic. Maintaining services. Housing Density.			X	X			X			
vehicle traffic cycle traffic road congestion			X							
economy. capable employees cost of doing business	X						X			
Business closure/change of owners. Slow economy growth. Shortage on knowledgeable/skilled workers.	X		X							
Congestion on McKenzie Avenue Keeping property taxes down			X			X				

Appendix IV: Responses to Open-ended Questions

From a business perspective, what do you think are the three biggest challenges that Saanich will face in the next 5 years?	6a	6b	6c	6d	6e	6f	6g	6h	6i	6j
traffic, road construction and maintenance and managing public transport			X							
-street people -graffiti -movement of traffic			X						X	
it is very hard to grow a business in saanich	X									
I am not sure										X
population growth traffic congestion taxes		X	X			X				
X.competition from outside the municipality 2.land cost 3. staying focused on the type of Saanich that complements the the entire lower Island	X									
Traffic, (I am on Shelbourne and it's a speedway) There needs to be greater police force for speeding out there. and Im not sure of the others at this time			X							
supporting small business, infrastructure, creative revenue generation	X				X					
Ensuring smaller businesses are not 'consumed' by the big box stores. Transportation and ability to move without excessive congestion. Adequate policing to ensure safety within the community and for its businesses.	X		X						X	
Housing for Students	X									
Cost, regulation, space										X
property taxes value for our tax dollars roads and infrastructure			X		X	X	X			
Even though I am a home based business, I think a couple of challenges other businesses might face are companies leaving the core to do business in outer communities where rents are cheaper and traffic congestion or parking is not so much of an issue. The other may be high taxes may force some companies to move their business to a cheaper location.	X		X			X				
The biggest challenge will be the constantly increasing volume of car traffic on our roads.			X							
global economy and it's effect on Canadian economy taxing to support Saanich infrastructure	X				X					
growing population public transit Uptown Development increased density		X		X						
affordable/timely transportation attracting/retaining businesses Taxes			X			X				
Smart growth Climate change Peak oil Population aging Poverty		X		X						
sorry do not have ideas for this question										X
slow economy traffic mckenzie/trans canada hwy	X		X							
X. keeping up with envirnmental issues; 2. helping homeowners recycle more/garbage less; 3. community growth				X				X		
health of small businesses in Saanich; economic prosperity; growth	X			X						
Cost of living Traffic Public perception of 'down' economy	X									
X) How the local economy is affected by the larger picture economy (national and global) 2) Providing services without increasing taxes	X					X	X			
Traffic congestion Aging population Out of control taxation		X	X			X				
too many cars/need lower bus fees			X							
Reducing the proportion of property tax paid by businesses.						X				
Traffic, infrastructure, affordable housing			X		X					

Appendix IV: Responses to Open-ended Questions

From a business perspective, what do you think are the three biggest challenges that Saanich will face in the next 5 years?	6a	6b	6c	6d	6e	6f	6g	6h	6i	6j
population boost, traffic, more police			X	X					X	
population growth but no incremental growth in funding land use budget management		X		X						
Proof reading their surveys; controlling traffic growth; upgrading roads			X		X					
traffic.....population....		X	X							
Parking			X							
Don't know										X
Cost related to gas prices Jobs Environmental changes	X							X		
Definitely an increase of cars inspite of an excellent bus service. Care of trees if global warming continues to deprive us of water. Policing of neighbourhoods.			X					X	X	
staying competitive regionally providing appropriate services to ageing population reasonable business and housing prices	X	X								
Changing needs of consumers based on an older population Lack of qualified, educated youth to take their place in the workforce	X									
Attracting new business, especially high tech. Keeping people shopping in Saanich. Making space available for business.	X									
costs, infrastructure					X					
X. Providing sustainable options to businesses that are affordable 2. Overdevelopment of land - reducing valuable farm land and availability of locally grown food, increasing prices on everything 3. tax rate increases 3.	X			X		X				
dealinf with increased population, increased traffic and age related issues for seniors		X	X							
X. further division between rural and urban needs 2. conflicts between demographics, those who have and those who live in poverty (businesses will increasingly struggle to meet own needs as well as those who are marginalized) 3. too much growth in some areas of municipality while others languish under too much bureaucracy		X		X						
Homelessness due to the cost of living Job security Social security	X									
bike lanes increase in traffic population density			X							
Increase in lease prices with a decrease in revenue due to economic situations.	X									
Traffic Sustainability			X							
Commercial space, parking and public transportation	X		X							
don't know										X
Rising costs of housing/ more young families moving to other municipalities, box stores edging out locally owned businesses, aging population	X	X								
X. Loss of arable land. 2. Closing of schools. 3. Shortage of family doctors.	X									X
public transportation infrstructure-road sidewalk and bike paths			X							
Traffic Changing demographics Tax burden			X			X				
Increase of taxes and fees						X				
Growing economy Housing increased population Crime rate	X								X	
growth, traffic, pollution			X	X				X		
X) traffic 2) affordable housing 3) jobs	X		X							

Appendix IV: Responses to Open-ended Questions

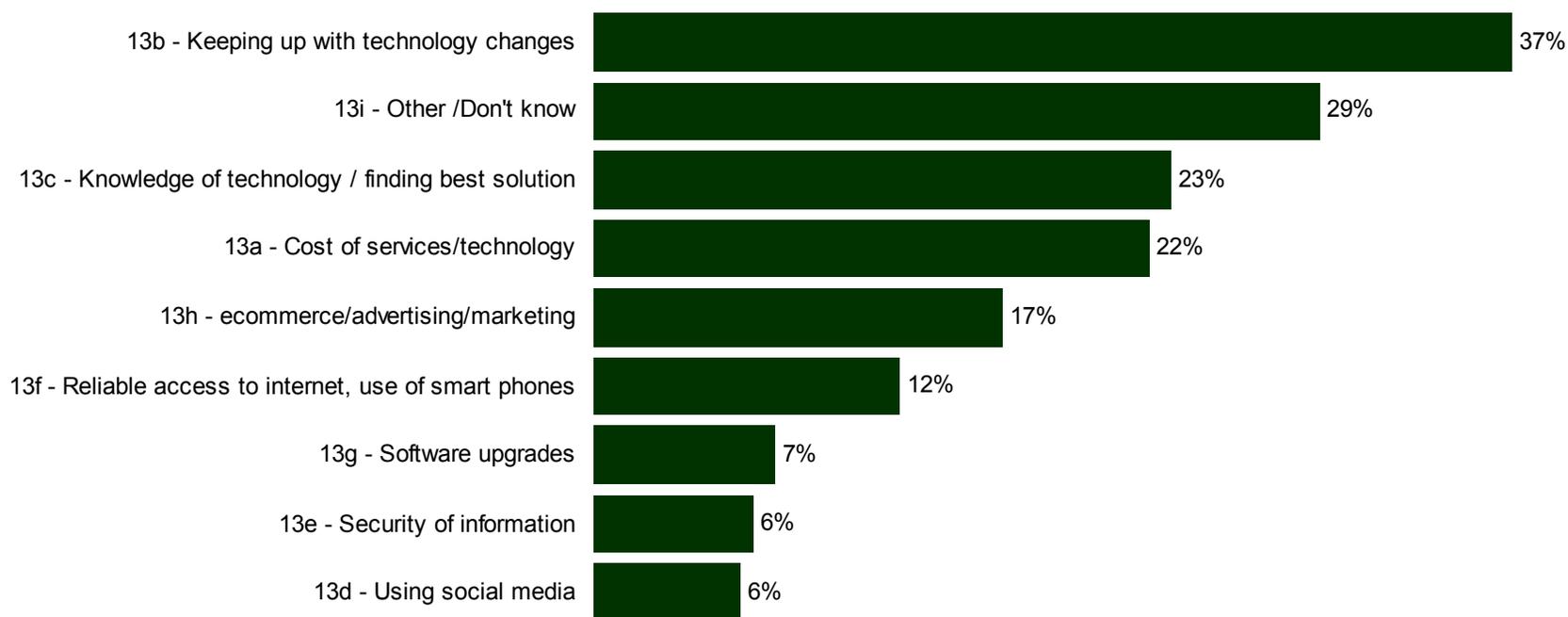
From a business perspective, what do you think are the three biggest challenges that Saanich will face in the next 5 years?	6a	6b	6c	6d	6e	6f	6g	6h	6i	6j
Bus routes that stop at UPTOWN only on certain runs #26. Transportation like a train or streetcar down douglas. Making room on Burnside for Bikes.			X							
Tax rate. Infrastructure maintenance. Attracting new businesses.	X				X	X				
Car congestion, environmental sustainability and good leadership			X				X	X		
Developing the Saanich brand. It has little personaility or spirit like some of the other municipalities.							X			
Allowing for local business to thrive and be competitive with the big box stores	X									
X) Cost Containment of Services provided by Saanich and CRD. 2) Road Maintenance issues IE) Burnside Road 3) Keeping property taxes increases to the Cost of Living Increases Property Taxes Increase for			X			X				
Lack of adequate parking in residential areas as many homes have 4-5 cars. Lack of main arterial roads to handle increased traffic			X							
don't know										X
Less home based businesses Parking / traffic			X							
Competition from Langford Keeping the interest of the consumer Finding and keeping diverse businesses	X									
Bus routes Parking spaces			X							
Traffic congestion at major intersections (McKenzie/Hwy X, Shelbourne/Hillside, Shelbourne/McKenzie) Increasing demands on transit Keeping up with services and amenities for families and residents (Langford is movin on up in livability!)			X				X			
Businesses closing due to high cost of space High cost of living has consumers tightening belts Our dollar creates issues for cross border business	X									
to attract more company to move there office to Saanich	X									
Competing with downtown and westshore	X									
Lack of spending from an aging population not sure of others...		X								
Infrastructure upgrading to match increased density in my area Large Capital projects requiring huge tax-payer investments Financial devolvement from higher levels of government			X							
Traffic, parking, expense of distribution of products			X							
Attracting new business Communication with business and residences Revenue	X									
Space, parking, roads			X							
Promoting a more sustainable community Transit need increased Preservation of parks and wooded areas Emphasis on community gardens for food production								X		
competition from the West Shore traffic congestion increased taxes due to mega projects (sewage treatment system)			X			X				
maintaining roads, keep enough green space, and dealing with flooding.			X		X					
Infrastructure and road maintenance			X		X					
development, traffic and crime			X	X					X	
Crime and emergency preparedness, traffic			X						X	X
aging infrastructure, increase in traffic			X		X					
Focus on being an all-in-X community where people can live AND work, meaning keeping up and improving the quality of life - bike paths & lanes - bus service - attracting the kind of businesses that people want to have	X		X							

Appendix IV: Responses to Open-ended Questions

From a business perspective, what do you think are the three biggest challenges that Saanich will face in the next 5 years?	6a	6b	6c	6d	6e	6f	6g	6h	6i	6j
Population growth. Engineering roadways to compensate for growth instead of making them worse to navigate. Easy access and parking for businesses		X	X	X						
uncertain										X
Keeping services at top levels while satisfying labor demands of union jobs Replacing needed infrastructure Review of possibility of merging with other municipalities					X		X			
Not sure.										X
Percent of total responses	34	11	50	15	14	20	12	6	8	7

Appendix IV: Responses to Open-ended Questions

Question #13: The answers provided below are exactly as submitted by the survey respondent – no editing has taken place. Respondents were asked to provide an open ended response to the question “What are the 3 greatest challenges, with respect to computer technology, that your business will face in the next 2 to 3 years?” After the surveys were complete, the answers were reviewed and themes were identified. Each response is provided in the table below, along with the response category indicated by an X that it was given to complete the summary analysis presented earlier in the report. The categories include:



Appendix IV: Responses to Open-ended Questions

What are the 3 greatest challenges, with respect to computer technology, that your business will face in the next 2 to 3 years?	13a	13b	13c	13d	13e	13f	13g	13h	13i
keeping up with advances in purchasing technology, knowledge of how to use it, safety of information		X	X		X				
•Cost of services •Keeping up with on line demands (website maintenance, e-mails etc.) •Cost of hardware and software	X								X
switching to a online ordering system/pos system upgrading website Using technology to aid in teaching/training retail and wholesale clients			X					X	
redendent services poor cell coverage			X			X			
EDUCATION SEMINARS NEW COMPUTERS & EQUIPMENT		X	X						
need internet to do business can't think of anything									X
Info glut ...congested market surplus/duplicated messaging.....info 'white noise'			X						
not being able to afford to kkeep up with the newer technologies	X								
Cost, upgrades, new changes	X	X							
Unsure									X
Keeping pace with developments. Keeping uptodate on knowledge of systems. Deciding which systems to select		X	X						
constant change ADVERTISING LOCALLY		X						X	
it is exhausting to keep up - I always find I do better with guidance from a person I want to have paperless technology but always find the learning step takes too much time to go in that direction. there are sometimes areas that are not able to support the cellular signals			X			X			
- adapting to new technology - affording new software and updates - taking the time to learn new technology	X	X					X		
1 - Develop web site 2 - Upgrade system 3 - Increase knowledge		X	X					X	
no opinion									X
none									X
getting up to speed with social networking				X					
N/A									X
na									X

Appendix IV: Responses to Open-ended Questions

What are the 3 greatest challenges, with respect to computer technology, that your business will face in the next 2 to 3 years?	13a	13b	13c	13d	13e	13f	13g	13h	13i
No challenges anticipated									X
None									X
maintaining a stable connection,						X			
Downtime to the internet						X			
changes/improvements to technology		X							
possible charge to the web site use, not enough cover area not enough volume,	X		X						
Keeping pace with change Finding the most appropriate technology for the business Everyone being on the same page		X							
N/A									X
Competing with the big names even though we can usually provide better pricing for similar or better products								X	
1. Myself as owner. I'm not a real computer person and I need to change that. 2. Create a website for my business that actually increases my business 3. Use computer technology to save me time with respect to operating my business			X						
I am sorry, but this question is very suspect. Is Saanich looking for yet another source of fees?									X
online advertising, cost, sales	X							X	
-identifying best solutions -getting the most out of our technology investments -consistent and reliable service		X	X						
- lack of cell phone reception in Cadboro Bay - keeping up with tech changes - meeting clients communication needs		X				X		X	
communication advertising availability								X	
None									X
off site storage of data wider network for technology access			X						
keeping up with technology extra cost to up grade	X	X							
costs knowledge access	X		X						
costs,	X								
n/a									X
keeping up and understanding new technology affording it	X	X	X						
Remaining current		X							
Going paperless			X						
NA									X
1. Maintenance of existing hardware. We're a tech company, so our answers to this question would probably be entirely different from the average company. Accordingly, I'll leave the last two points out to avoid skewing the data.		X							
Keeping up with trends and technology Computer security		X			X				
Normal speed of change		X							
Keeping advertising costs down. Keeping our on line customers and appealing to new. Up grades		X						X	

Appendix IV: Responses to Open-ended Questions

What are the 3 greatest challenges, with respect to computer technology, that your business will face in the next 2 to 3 years?	13a	13b	13c	13d	13e	13f	13g	13h	13i
keeping technology skills current, updating hardware, setting up a website		X	X						
Maintinace of computers, making sure that they are protected from viruses.		X			X				
none									X
1. staying educated 2. purchasing equipment 3. web design	X	X	X						
building a website geeting business from the website			X					X	
-keeping up with trends (marketing social media) -cost of new programs -upgrading equipment	X	X							
upgrading computer programs internet fees	X						X		
finding time to exploit available technology cost of internet and devices	X		X						
Speed of internet connection. Ability to access large computer databases of prospective customers. Staying up to date in a changing technological world.		X				X			
e commerc competition								X	
keeping current, keeping up to date programs, keeping up to date hardware		X	X						
system upgrades, reliability, speed of acquiring information		X					X		
n/a									X
1. easy photographic / video software for customer 2. cheaper / easer devices 3. ?	X		X						
access to WIFI						X			
Wi-Fi technology Business information economy reasirch						X			X
1)maintaining an online presence at a minimal cost 2) N/A 3) N/A								X	
Keeping pace with changing technology Teaching new technology to customers Managing social media		X		X					
I dont know									X
1. best use of social media for marketing purposes 2. fast upload/download speeds 3 evolving image standards		X		X		X			
keeping up with technology, online sales, more customer awareness		X						X	
Compatibility and upgrade problems as newer devices and products emerge.		X					X		
building new web site			X						
n/a									X
not for a daycare									X
The ability to text / write or say anything on social media without consequence. Home base business				X					
dead spots or poor reception on smart phones phones roaming to U.S.						X			
maintaining client contact; updating systems regularly; billing processing								X	
1. Get into social media by learning how to do that 2.Get most needed up-to-date gadgets to connect remotely to computer 3. Find better ways to use my website to promote the business		X		X				X	

Appendix IV: Responses to Open-ended Questions

What are the 3 greatest challenges, with respect to computer technology, that your business will face in the next 2 to 3 years?	13a	13b	13c	13d	13e	13f	13g	13h	13i
possible own web site, e-commerce, customer communications.		X	X					X	
n/a									X
none									X
N/A									X
Can't afford to keep up with all the changes.	X								
Computer upgrades		X							
keeping up with new technology		X							
I don't use the computer technology very much									X
none									X
1. replacing 'old' technology versus 'new' 2. Software upgrades 3. enhanced internet & e-mail traffic		X					X		X
not sure									X
Upgrading our dispatching software to improve efficiency in delivery service to our customers. Finding a cost effective way to communicate with our fleet of trucks wirelessly. Have our fleet monitored using GPS technology.		X	X				X		
- cost of upgrades - staying up to date - cost of technology	X	X							
update website communication - social media costs	X		X						
The rapidly, ever changing computer technology will be a challenge to us who are aging just as rapidly.		X							
we are ahead of the curve and foresee no challenges staying ahead.		X							
Cost Downtime	X								X
N/A									X
invoices,phones	X								
Online support information and stock availability.			X						X
Technology is changing so quickly that I will have to upgrade. No other issues.		X							
Just day to day operating of the system									X
1. Cost of hardware upgrades 2. Cost of software upgrades 3. Keeping abreast of technological advancements	X	X					X		
n/a									X
n/a									X
Finding the time to keep up with the pace of change Building and maintaining a webb site		X	X						
Hoping that my hard drive does not crash					X				
None really as it is used mainly as a communication portal; easily adaptable.									X
Page one onGoogle Page one on Google Page 2 on google									X

Appendix IV: Responses to Open-ended Questions

What are the 3 greatest challenges, with respect to computer technology, that your business will face in the next 2 to 3 years?	13a	13b	13c	13d	13e	13f	13g	13h	13i
staying updated. cable price going up.	X	X							
Maintaining web exposure. Ecommerce security High speed web access						X		X	
1. Making a cheap informative website 2. Getting web presence 3. Keeping up with email	X		X						
Keeping current with technology and software		X					X		
1. internet security 2. WIFI coverage 3. upgrade computer & software		X			X	X			
1-cost of equipment and software and updating	X								
1. access to fibre optic network 2. free Wi-Fi - provided by Municipality 3. power & internet outages						X			
Expense of keeping current, expense of supplying growing infrastructure needed, expense of mobile device costs.	X								
1. Maintaining current position within our industry. 2. Training as technology changes. 3. Affording the technology.	X	X						X	
1. Adequate network speed 2. Networking costs 3. Hardware and software costs	X					X			
na									X
No service in our area						X			
n/a									X
n/a									X
none									X
n/a									X
Budgeting alongside tech changes; maintaining and improving tech knowledge (software, social media); adapting more to online presence and interaction of business	X			X				X	
N/A									X
the dreaded occasional user! making the computers more user friendly keeping data safe					X				
-Infrastructure improvements -Keeping up to speed with online deliverables/services -Security		X			X				
Keeping up with fast computers, updating software programs		X					X		
cost, education, keeping up with the times	X	X	X						
upgrading software upgrading hardware training on software			X				X		
upgrade hardware support mobile support Social Media profile		X		X		X			
New software. Expansion. Possibly hiring employees.			X				X		
access to internet						X			
update4 equipment. update knowledge of equipment, providing web site for customers		X	X					X	
Heavy online competitions. Shift of customers from walk-ins to the Internet. Coming up with a better deal that customers have searched online.								X	
I have a service based business so nothing really computer related other than Groupon competition.								X	

Appendix IV: Responses to Open-ended Questions

What are the 3 greatest challenges, with respect to computer technology, that your business will face in the next 2 to 3 years?	13a	13b	13c	13d	13e	13f	13g	13h	13i
becoming a paperless office learning the technology purchasing the equipment			X						
none for now									X
I don't know yet									X
Changing online visits to store visits								X	
a better website with more information, and slicker format.			X					X	
Very small business, so requirement is minimal.									X
Advertising and Marketing								X	
cell reception, software cost, hardware ruggedness						X	X		
Not really applicable being a small home based business other than having to replace my computer every few years									X
no answer									X
outdated equipment			X						
information security reliable access					X	X			
Keeping up with change		X							
no changes probaly									X
1. keeping current with the changes 2. being ablet o offer and support changes to our customers 3. disposing of outdated computers, printers ect in an envirnmentally friendly way that fit with our company ethics		X						X	X
cost of upgrading equipment; backup disk space; navigating social media for advertising purposes	X		X	X					
Cost Reliability	X		X						
Unknown impact of cloud services Keeping up with demand of mobile technology Identifying businesses that are willing to spend the necessary budget on technology	X		X						
Updates Cost Training.	X		X						
None									X
N/A									X
More wi fi hot spots lack of technology Expensive rates	X		X			X			
don't know									X
equipment being outdated;maintenance cost;ce course demands	X	X	X						
making a web site								X	
keeping up with changing technology affording the changing technology	X	X							
updating expensive equipment		X							
Falling behind- out of date		X							
If things stay the same that would work for my business.									X

Appendix IV: Responses to Open-ended Questions

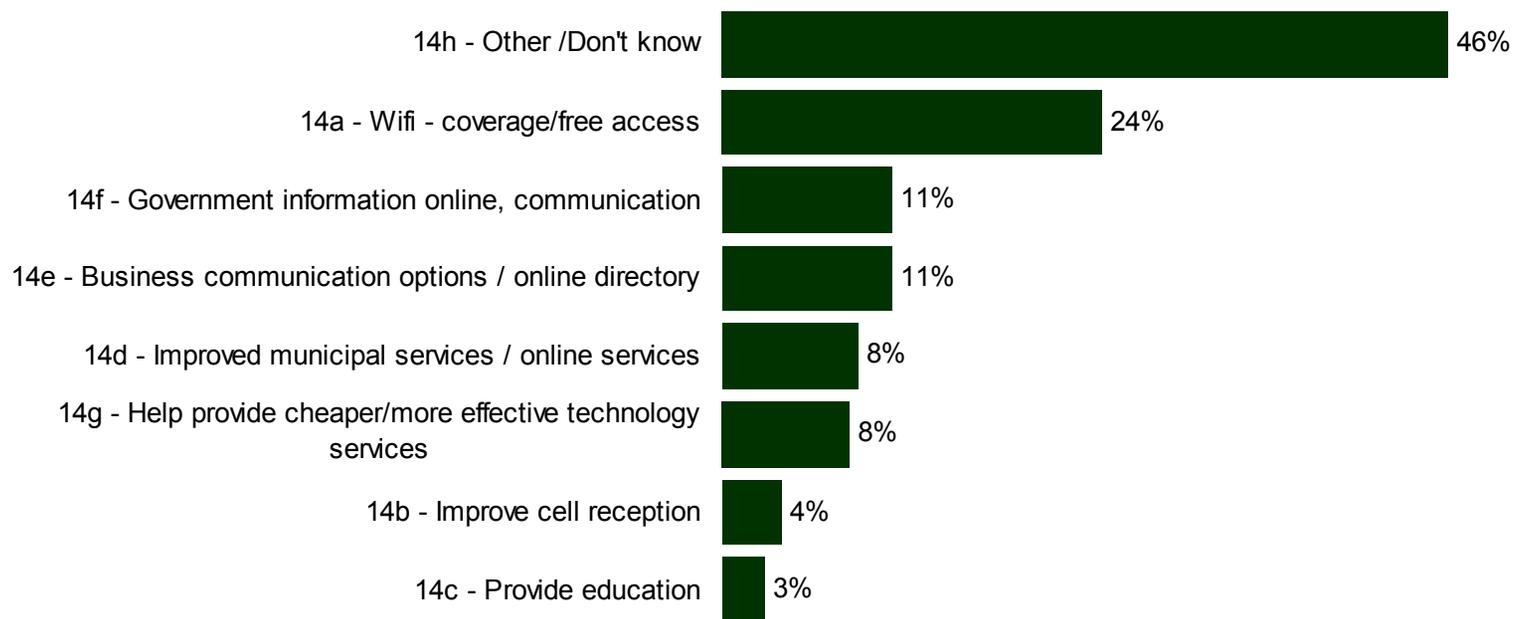
What are the 3 greatest challenges, with respect to computer technology, that your business will face in the next 2 to 3 years?	13a	13b	13c	13d	13e	13f	13g	13h	13i
Maintaining support for technology Keeping down the cost of technology Having reliable computer services in the community	X	X				X			
Keeping up with social media trends and managing our online presence.				X					
none									X
1.Keeping equipment up to date with changing technology 2.Designing programs/customer interation that suit all OS (iOS, Android, Microsoft, etc) 3.Keeping employees knowledge up to date (young vs older generations)		X	X				X		
remaining up to date with all the new technology, having the funds to constantly upgrade.	X	X							
1. access to internet/smartphone in timely fashion - eg no gaps in service 2. need to upgrade existing technology - increased cost to me 3. incompatible technology resulting in conflicts when conducting business		X	X			X			
cost of advertising maintaining technological advances ISP cost		X						X	
costs of keeping up with hardware and software		X							
expansion to web based commerce internet security internet speed/coverage					X	X		X	
none									X
Not sure									X
Creating a database of plant information relevant to the local micro-climates. Budgeting enough money to purchase software. Working with clients who are not comfortable with computer technology.	X		X						X
networking									X
Bandwidth Changing standards Price vs. other markets	X		X						
Constant upgrading of programs. Difficult to keep up with changing technology. Cost of technology & software.	X	X					X		
Keeping up with the change in technology for smart homes Security for smart homes		X			X				
wifi, ruggidness of computers.			X			X			
1) keeping in up with technology. 2) designing information for mobile technology		X				X			
Not sure yet.									X
Keep up with changing technology. Secure storage. Costs.	X	X			X				
Keeping costs down and keeping up with the changes.	X	X							
Keeping pace with tech developments.		X							
keeping up with technology keeping current with social media cost of upgrading technologies	X	X		X					
Poor reception in the Prospect Lake area						X			
Purchasing the new equipment that keeps changing and updating. Keeping up to date with the computer and technology changes	X	X							
upgrading, switching back to the pst		X							X
staying out ahead of our competators		X							
knowledge of whats available			X						
Keeping up with the latest technology.		X							

Appendix IV: Responses to Open-ended Questions

What are the 3 greatest challenges, with respect to computer technology, that your business will face in the next 2 to 3 years?	13a	13b	13c	13d	13e	13f	13g	13h	13i
replacing the older computers with the new ones purchasing I pad 3		X							
Promoting website traffic Keeping up-to-date social media pages Keeping website fresh and making improvements				X				X	
Affording equipment updates Keeping up with technology Training worker I outsource to	X	X							
Keeping up to date with ongoing hardware changes Networking		X		X					
combining all systems so they are integrated automating marketing keeping up with new technology			X					X	
NA									X
Advertising								X	
driving business to the internet and away from stores resulting in lower staff levels								X	
Speed of computer Organizing suppliers and sales		X						X	
I do not view any computer-related challenges									X
none									X
Infrastructure affordable hosting scalability			X						
None									X
Speed of social networking as a strategy				X					
republishing (at the moment we are a paper based magazine), Website maintenance, ecommerce			X					X	
keeping up with technology changes, cost and accessibility	X	X							
cost of upgrading, website development	X		X						
Getting complicated and lots of competenced		X							
cost for services	X								
- keeping up to date on software - keeping up to date on online marketing - storing information					X		X	X	
Keeping up to date. Updating equipment and hardware. Updating software.		X					X		
n/a									X
securing data keeping up with new technology		X			X				
Keeping current with ecommerce technology. Keeping it safe from hackers. Ability to use safe and secure mobile billing devices.					X	X		X	
Percent of total responses	22	37	23	6	6	12	7	17	29

Appendix IV: Responses to Open-ended Questions

Question #14: The answers provided below are exactly as submitted by the survey respondent – no editing has taken place. Respondents were asked to provide an open ended response to the question “Please identify up to 3 things in the area of technology that Saanich could do to help your business” After the surveys were complete, the answers were reviewed and themes were identified. Each response is provided in the table below, along with the response category indicated by an X that it was given to complete the summary analysis presented earlier in the report. The categories include:



Appendix IV: Responses to Open-ended Questions

Please identify up to 3 things in the area of technology that Saanich could do to help your business.	14a	14b	14c	14d	14e	14f	14g	14i
be a resource of information, offer wifi throughout Saanich,	X					X		
•Provide property measurements on gis map. •Provide free wifi across Saanich •Provide more detailed information on different residential zoning areas on website.	X					X		
Have your parks employees look up proper turf installation and maintenance and learn!								X
IMPROVE CELLULAR RECEPTION (CADBORO BAY AREA) ACTUALLY YOU ARE DOING A GOOD JOB		X						
nothing i can think of								X
WiFi at all points...no dead zones. Good directory with good Google search results for Saanich Businesses. Keep systems up to date.	X					X		
don't know								X
Community WiFi, Access,	X							
Nothing yet								X
Sponsor a trade fair on systems for small business. Create a web portal for local small businesses.					X			
don't know								X
give me free night course that could get me running more efficiently That is all I can think of. Thank you			X					
- provide courses for new technology - provide discounts on new software for Saanich businesses - having WiFi coverage throughout Saanich for small businesses	X		X				X	
1 - Offer courses 2 - Small business loans	X							X
no opinion								X
nothing								X
N/A								X
compatibility with Mac systems								X
No technology related issues so no help required								X
None								X
none come to mind.								X
Free WIFI in Municipal buildings if not already available	X							

Appendix IV: Responses to Open-ended Questions

Please identify up to 3 things in the area of technology that Saanich could do to help your business.	14a	14b	14c	14d	14e	14f	14g	14i
N/A								X
Purchase products and services from our local business								X
None								X
iphone apps, advertising, wireless	X					X		
-I don't really think this is Saanich's job. Saanich should have a good website (which they do) to help find information on municipal services and support technology providers in the region.								X
- improve cell phone reception in Cadboro Bay - place cell tower in Cadboro Bay - ensure cell reception is improved throughout the municipality		X						
Improving GIS mapping permits online inspection notifications via email				X		X		
Nothing								X
WiFi service throughout the area integrated CRD services	X			X				
free wifi information on projects coming up	X							
don't know								X
n/a								X
I'm not very technology savvy so i can't answer this question								X
Keep Shaw under control Keep Telus under control							X	
NA								X
1. Leverage technology internally to improve efficiency and lower operating costs. You have to be careful though to not simply implement a technological solution to a problem for technology's sake. We always preach to our clients to think about how best to efficiently operate their businesses; be it a digital or analog solution. 2. Digitally archive information for efficient retrieval; be it for employee use or general public access. 3. Have as much publicly available information as possible on your website. Bylaws, rules, regulations, applications, meeting minutes, etc. (You may already be doing all of these.)				X		X		
Saanich's current online services are good								X
Continue with on-line access to services						X		
Install free WiFi	X							
nothing I can think of								X
I can't think of any.								X
offer free Wifi	X							
as a yoga teacher this is not a key item for my business								X
? approve permits faster not exactly sure how saanich could help my business?				X				
-better internet provision -leasing computer equipment programs							X	
n/a								X
Host a one-day workshop for Saanich business owners to introduce them to services available by Saanich.			X					
better call before you dig information with gps measurements, streamline/remove traffic lights to increase traffic flow						X		

Appendix IV: Responses to Open-ended Questions

Please identify up to 3 things in the area of technology that Saanich could do to help your business.	14a	14b	14c	14d	14e	14f	14g	14i
n/a								X
n/a								X
1. free wifi 2. more resident	X							
install WIFI	X							
No opinion								X
1) provide a free (to the businessowner and user) online business directory that is user friendly 2) N/A 3) N/A					X			
Have WiFi throughout the municipality free of charge	X							
Street signs								X
None								X
links and promoting local businesses					X			
I can't think of anything Saanich would need to do in this area.								X
Ensuring internet connections.							X	
not much								X
n/a								X
not for a daycare								X
Business directory / lower taxes / Crack Down on Home Base Business, If you would like to do business lease a store front pay your taxes and compete on a level playing field. or we will end up like Nanaimo - underground businesses					X			
need a cell tower so Cadboro Bay and Mt. Doug area are not dead zones		X						
wifi availability in public locales; moreonline services; online contacts expanded	X			X		X		
Make some specific lists regarding construction & renovation available online.						X		
free wifi	X							
sales and marketing, market research (statistics)						X		
Education, Easy websites, regular online info						X		
nothing								X
Online business directory					X			
Online directory					X			
keep things simple				X				
Not applicable.								X
when there is work to be done in Saanich, they should hire Saanich business tax payers to do the job.								X
1. Provide FO to the home for fast internet connections							X	
not sure								X

Appendix IV: Responses to Open-ended Questions

Please identify up to 3 things in the area of technology that Saanich could do to help your business.	14a	14b	14c	14d	14e	14f	14g	14i
Unknown.								X
- keep it fast - less down-time of services - more free wi-fi areas	X							
online directory					X			
use computers to track where the city buses are.						X		
N/A								X
I'm personally semi-retired but for those in full swing, a Saanich business directory would be helpful!					X			
More free Wi-Fi	X							
FREE WiFi ?	X							
free wifi	X							
n/a								X
WIFI access	X							
n/a								X
Free wifi hot spots	X							
business directory for tourists					X			
1. Flexible and versatile technical and organisational infrastructure to accommodate bandwidth and evolving technologies. 2. Transmission towers to enable redundancies to provide more robust signals. 3. Secure online services to ensure continued e-commerce and interaction between clients, business owners and the government/municipality.					X	X	X	
Encourage competition in ISPs							X	
Free wi-fi in my studio space	X							
wifi blanketing is helpful but not essential	X							
1. free WIFI 2. more online services 3. crate a online business network	X			X	X			
???								X
1. free public Wi-Fi 2. put all power, tel, internet underground 3. provide fibre optic network	X						X	
Provide wireless access to public at no cost, provide free wired internet connections at your event rental facilities.	X							
1. I do not believe this is an area that Saanich should focus beyond the technological services already offered. Maintain what is in place, ensure what is in place remains current but do not expand as the risk is information overload where the volume of information and associated infrastructure becomes burdensome and nefarious.								X
I don't think should be in the business of offering tech services to businesses.								X
na								X
Mapping for my business on google maps						X		
n/a								X
n/a								X

Appendix IV: Responses to Open-ended Questions

Please identify up to 3 things in the area of technology that Saanich could do to help your business.	14a	14b	14c	14d	14e	14f	14g	14i
none								X
n/a								X
I would love to see open public work spaces where "laptop hobos" could go and do work, to get out of the house and meet people; sort of like being at the library, but not that or a cafe either. Tables, couches, Wifi and internet hook-up access in such spaces would be a great assets to solopreneurs! Having Saanich support modern business mobility is key to a prosperous local economy that is so globally dependent.							X	
online payment of business licence fee				X				
keep the mapping GIS up to date						X		
Can't think of any								X
Free wifi spots,	X							
Keep a good website that is user friendly for older people				X				
i cannot think of anything in this regard								X
Online jobs & Biz Directory for Saanich residents					X			
Continue to improve building GIS information and access. Continue to improve access to Building services. Create a search-able anonymous database of Building Inspection 'problems' to permit contractors to occasionally review changes to Saanich's building inspection requirements and/or recurring issues.						X		
wi fi everywhere	X							
wi-fi hot spots with business directory online access made easier hi speed internet usage	X							
Smartphone apps, social media network and/or websites that list and update Saanich businesses.						X		
Identify/Advertise Home Based Businesses.					X			
unsure								X
none for now								X
Not sure								X
business dir					X			
N/A								X
Need more WiFi Hotspots	X							
don't try and help, less bylaws, no fees,								X
online directory to businesses registered in Saanich					X			
no answer								X
Promote competition between ISP							X	
District could become a client help to influence BC Hydro to provide stable electric power and to prevent outages							X	
free wifi hotspots	X							
1. promote Saanich businesses					X			

Appendix IV: Responses to Open-ended Questions

Please identify up to 3 things in the area of technology that Saanich could do to help your business.	14a	14b	14c	14d	14e	14f	14g	14i
n/a								X
Buy local web services Promote local companies							X	
None								X
More access to Saanich services on-line. Reduce red-tape by granting digital access to services for regular users. Improve navigability of the district's website				X				
More Wi fi hot spots fiber optic cables cheaper rates	X						X	
don't know								X
nothing								X
keeping up with the times competition is good and brings growth								X
Don't know								X
Unsure.								X
Cannot give any useful information								X
Provide free wifi in all areas of Saanich.	X							
1. Unfaltering cell reception everywhere 2. Public WiFi access in business areas	X	X						
provide WiFi at all recreation centres, allow cell phone towers in hard to access areas, provide for profectors and like tools in ares rented out for professional use.	X	X						
provide wifi like downtown Langford provide a marketing based website for businesses allow easier business applications to be done online	X			X				
Permit more cell towers for greater coverage		X						
nothing								X
Not sure								X
Make more specific information available online about the locations and regulations of waste disposal places. Make more specific information available online about soil quarantine areas in Central Saanich. Make more specific information available online about road closures.						X		
?								X
Encourage competition amongst bandwidth vendors Provide assistance for trade shows (display equips etc.) Collaborate with federal trade initiatives							X	
Unknown at this time.								X
Create a links page for small business's or create a business directory for local business					X			
free wifi,	X							
for my customers to schedule appointments using mobile technology				X				
Not sure yet.								X
More access on-line. Apply, pay fees on-line. Inquiries electronically with quick replies.				X		X		
Connect us all through directories and web-based (or in person) course to help strengthen our businesses.					X			
not sure								X

Appendix IV: Responses to Open-ended Questions

Please identify up to 3 things in the area of technology that Saanich could do to help your business.	14a	14b	14c	14d	14e	14f	14g	14i
Work with telecoms to improve mobile reception		X						
Provide bulk purchasing for computer equipment such as iPads which would make them cheaper. Provide education for updating into new technology							X	
don't know								X
provide more parking for that is free or more affordable label foods that contain GMO's to help								X
N/A								X
Online directory to increase website traffic Increased WiFi access around the city	X				X			
User friendly online service Live chat operator Free wifi				X				
A local forum for business owners in Saanich					X			
N/a								X
lend small business money to grow if business has proven to be competent								X
None that I can think of right now...								X
Free Wifi Grow eServices to reduce staff overheads	X			X				
allow to pay property taxes on line				X				
Improve infrastructure Tax incentives for investment create a incubator								X
None								X
I can't think of one								X
more wifi access	X							
Maybe offer free courses in computer tech. for businesses			X					
Not very concerned								X
umbrella wi-fi	X							
- WiFi -	X							
uncertain								X
none come to mind								X
Provide workshops. Provide a secure WIFI network.	X		X					
Percent of total responses	24	4	3	8	11	11	8	46

Appendix V: Survey Instrument



THE CORPORATION OF THE DISTRICT OF SAANICH

March 30, 2012

Dear Saanich Business Owner,

Saanich Council wants to know what you think about your local government. Your business has been randomly selected to participate in the Saanich 2012 Business Survey.

Your answers to the survey questions will help Saanich Council set budget priorities, evaluate programs and improve services. **Your responses will remain completely anonymous.**

Please spend a few minutes answering the questions using the on-line version at www.saanich.ca/saanichbusiness and enter this ticket number XXXXXX to get started.

All respondents are eligible to win great prizes in the free draw if you complete the survey by **4:00 pm on Friday, April 13, 2012** (see back for details).

Your participation in this survey is very important – especially since your business is one of only a sample of businesses being surveyed. If you have any questions about the survey, please call Debby Harris, Corporate Projects Coordinator at 250-475-5494 extension 3488.

Please help us shape the future of Saanich. We look forward to sharing the survey results with you by posting on the Saanich website during June, 2012. Thank you for your time and participation.

Yours truly,

Frank Leonard
Mayor

Susan Brice
Chair of Planning, Transportation and Economic Development
Advisory Committee

FREE DRAW

Thank you for taking the time to complete the 2012 Business Survey!

Draw prizes and eligibility:

To show our appreciation for your time, we welcome all survey respondents to enter a free draw for a chance to win one of the following 5 prizes:

- Apple iPad 3rd Generation (value \$600)
- Annual Recreation Pass (value \$400)
- \$100 gift certificate for dinner at a Saanich restaurant (2 prizes)
- Ten complimentary admission passes to any Saanich Recreation facility (1 prize)

✓ Draw deadline: 4:00 pm, April 13, 2012

Instructions for entering:

Please enter your unique ticket number (shown on the other side of this invitation) to access the online survey and enter the prize draw. Keep this invitation with the ticket number to claim your prize, it contains your random, anonymous number for the draw. Only those who complete a survey will be eligible for the draw.

Winning tickets:

Winning numbers will be published on the Saanich website on the following dates:

- ✓ Early-Bird Draw: Friday, April 6, 2012
- ✓ Final Draw: Friday, April 20, 2012

All prizes must be claimed by 4:00 on May 31, 2012.

Thank you for completing the 2012 Business Survey.

District of Saanich
Corporate Services
770 Vernon Avenue
Victoria BC V8X 2W7



Telephone (250) 475-5494 extension 3488

2012 Business Survey

Saanich Council wants to know what you think about your local government. Your answers will help Council set budget priorities, evaluate Saanich programs and improve services. Please spend 15 to 20 minutes answering this survey by **Friday, April 13, 2012 at 4:00 pm**. Your responses will remain completely anonymous.

Prizes

All respondents will be entered into a draw to win one of the following 6 prizes

- Apple iPad - Generation 3 (value \$600)
- Annual Saanich Recreation Pass (value \$400)
- \$100 gift certificate for a Saanich restaurant (2 prizes)
- Ten complimentary admission passes to any Saanich Recreation facility

To enter the Early-Bird Draw - complete your survey before April 6, 2012

Winning ticket numbers will be posted on the Saanich website (saanich.ca) on:

Early Bird winners on Friday, April 6, 2012.

All winners on Friday, April 20, 2012.

All prizes must be claimed by 4:00 pm on Thursday, May 31, 2012

Help us shape the future of the District of Saanich. We look forward to sharing survey results on the Saanich website in May 2012. If you have any questions about the survey, please call Debby Harris, Corporate Projects Coordinator at 250-475-5494 Extension 3488 - thank you for your time and participation.

***Please enter your unique ticket number to begin the survey.**

Doing Business in Saanich

1. On a scale of very poor to very good, please select the rating that comes closest to your opinion for each of the following questions:

	Very Poor	<	—	>	Very Good
a. How would you rate the overall quality of life in Saanich?	<input type="radio"/>				
b. How would you rate Saanich as a place to operate a business?	<input type="radio"/>				
c. How would you rate Saanich the health of Saanich's local economy?	<input type="radio"/>				

2012 Business Survey

2. Identify 3 things that the Municipality of Saanich could do to improve your ability to conduct business in Saanich.

Saanich Services

3a. What was your impression of the service provided by the Saanich employee in your most recent contact? Please indicate your level of agreement with each of the following statements.

	Strongly Disagree	<	-----	>	Strongly Agree
a. I was treated fairly	<input type="radio"/>				
b. Staff were knowledgeable and competent	<input type="radio"/>				
c. Staff went the extra mile to make sure I got what I needed	<input type="radio"/>				
d. I waited a reasonable amount of time at the service location	<input type="radio"/>				
e. I was informed of everything I had to do to get the service	<input type="radio"/>				
f. I can easily access any Saanich service that I need for my business	<input type="radio"/>				

2012 Business Survey

3b. What was your impression of the service provided by the Saanich employee in your most recent contact? Please indicate your level of importance for each of the following statements.

	Not at all Important	<	-----	>	Very Important
a. I was treated fairly	<input type="radio"/>				
b. Staff were knowledgeable and competent	<input type="radio"/>				
c. Staff went the extra mile to make sure I got what I needed	<input type="radio"/>				
d. I waited a reasonable amount of time at the service location	<input type="radio"/>				
e. I was informed of everything I had to do to get the service	<input type="radio"/>				
f. I can easily access any Saanich service that I need for my business	<input type="radio"/>				

Transportation

4a. As a business owner in Saanich please rate each of the following: On a scale of "Not at all Satisfied" to "Very Satisfied", how satisfied are you with these services?

Transportation for your customers and staff, to and from your place of business:

	Not at all Satisfied	<	-----	>	Very Satisfied	N/A
Ease of pedestrian travel	<input type="radio"/>					
Ease of travel by bicycle	<input type="radio"/>					
Ease of travel by bus	<input type="radio"/>					
Ease of travel by car	<input type="radio"/>					
Parking control and enforcement	<input type="radio"/>					

4b. On a scale of "Not at all Important" to "Very Important", how important are these same services to you?

	Not at all Important	<	-----	>	Very Important	N/A
Ease of pedestrian travel	<input type="radio"/>					
Ease of travel by bicycle	<input type="radio"/>					
Ease of travel by bus	<input type="radio"/>					
Ease of travel by car	<input type="radio"/>					
Parking control and enforcement	<input type="radio"/>					

2012 Business Survey

Public Safety

5a. On a scale of "Not at all Satisfied" to "Very Satisfied", how satisfied are you with these services?

Public Safety of your customers and staff at your place of business:

	Not at all Satisfied	<	-----	>	Very Satisfied	N/A
Crime prevention programs	<input type="radio"/>					
Police services	<input type="radio"/>					
Police presence and visibility	<input type="radio"/>					
Fire services	<input type="radio"/>					
Fire safety inspections for businesses	<input type="radio"/>					
Emergency preparedness program	<input type="radio"/>					
Hazardous materials response services	<input type="radio"/>					

5b. On a scale of "Not at all important" to "Very important", how important are these services to you?

Public Safety of your customers and staff at your place of business:

	Not at all Important	<	-----	>	Very Important	N/A
Crime prevention programs	<input type="radio"/>					
Police services	<input type="radio"/>					
Police presence and visibility	<input type="radio"/>					
Fire services	<input type="radio"/>					
Fire safety inspections for businesses	<input type="radio"/>					
Emergency preparedness program	<input type="radio"/>					
Hazardous materials response services	<input type="radio"/>					

6. From a business perspective, what do you think are the three biggest challenges that Saanich will face in the next 5 years?

Paying for Services

2012 Business Survey

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

Property taxation: 47%

User fees: 30%

Reserves or savings: 15%

Government grants: 5%

Borrowing: 3%

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

	Rely Less	Same	Rely More
a. Property taxation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. User fees	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. Reserves or savings	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. Government grants	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. Borrowing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Service Satisfaction

8. On a scale of "Strongly Disagree" to "Strongly Agree", please rate the following statements by indicating the selection that most clearly represents your opinion:

	Strongly Disagree	<	—	>	Strongly Agree
a. I receive good value for the municipal taxes I pay	<input type="radio"/>				
b. The District of Saanich government <u>welcomes</u> business involvement	<input type="radio"/>				
c. The District of Saanich government <u>listens</u> to businesses	<input type="radio"/>				
d. I am pleased with the overall direction that the District of Saanich is taking	<input type="radio"/>				
e. In general, I believe the District of Saanich government is doing a good job	<input type="radio"/>				

2012 Business Survey

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?

EXAMPLE:

Capital project A.....30

Capital project B.....25

Capital project C.....5

Capital project D.....0

Capital project E.....40

Total.....100

Please divide \$100 among the listed capital projects according to their importance to you. Please fill the applicable spaces with whole dollar amounts ranging from 0 to 100. The sum should equal 100.

Do not use decimals or the dollar symbol (\$).

Arts and cultural facilities	<input type="text"/>
Bicycle infrastructure	<input type="text"/>
Environment protection and enhancement	<input type="text"/>
Municipal buildings	<input type="text"/>
Parks and trails	<input type="text"/>
Recreation facilities	<input type="text"/>
Roads and traffic control	<input type="text"/>
Sanitary sewer system	<input type="text"/>
Sidewalks	<input type="text"/>
Streetscape/beautification projects	<input type="text"/>
Storm water drainage system	<input type="text"/>
Water distribution system	<input type="text"/>
Other	<input type="text"/>

2012 Business Survey

**10. If faced with the following realistic choices, what would you advise Council to do?
(Please select only one response indicating your preferred choice.)**

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

Computer Technology for your business

11. What types of computer technology products and services do you currently use for your business? Please select all that apply from the list below:

- Have a website
- Use ecommerce (selling, ordering)
- Use the Internet to research business related information
- Provide WIFI to customers at no charge
- Provide WIFI to customers for a fee
- Use WIFI on premises to conduct business
- Use Social Media (Facebook, Twitter, etc) to communicate with our customer base
- Use online map services (Google Maps, Saanich GIS)
- Use mobile devices (tablets, smartphones, etc) and mobile apps
- Use collaboration tools (email, Video Chat, Instant Messenger, Skype, etc.)
- Other (please specify)

12. In the next 18 months, how important will the following be to the success of your business?

	Not at all Important	<	-----	>	Very Important	N/A
a. Connection to the Internet	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Providing WIFI access to customers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. Mobile computing (with laptops, tablets, smartphones, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. Access to local business related online resources (Saanich website, Google calendars, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. Using technology for marketing and communications	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

2012 Business Survey

(eg. Web, Social Media, Groupon, etc.)

f. Online Business Directory

g. Business and computer technology guidance

13. What are the 3 greatest challenges, with respect to computer technology, that your business will face in the next 2 to 3 years?

14. Please identify up to 3 things in the area of technology that Saanich could do to help your business.

15. Do you operate a home based business?

Yes

No

16. How many employees does your business have (please include yourself)?

1

10 to 19

100 to 199

2 to 4

20 to 49

200 or more

5 to 9

50 to 99

17. What type of business do you operate?

Agriculture

Information and Cultural

Accommodations and Food Services

Manufacturing

Real Estate, Rental and Leasing

General Administration, Support, Waste Management and Remediation Services

Construction

Educational Services

Professional / Technical Services

Wholesale Trade

Arts, Entertainment and Recreation

Public Administration

Health Services

Finance and Insurance

Retail Sales

Transportation and Warehousing

Other (please specify)

2012 Business Survey

18. Please indicate your level of interest in each of the following:

	Not Very Interested	<	---	>	Very Interested	Don't Know
a. Information on Green Computing practices	<input type="radio"/>					
b. Connecting with other businesses for cost sharing or bulk group purchasing of products and services	<input type="radio"/>					
c. Connecting with other businesses for the purpose of cross-selling or cross-promoting products and services	<input type="radio"/>					
d. Sharing business experience and knowledge within the local community	<input type="radio"/>					
e. Publishing information about local community events (Business Event calendar)	<input type="radio"/>					
f. Connecting with local educational organizations on student work placement	<input type="radio"/>					

19. Would you be interested in working with SaanichIT on some of the initiatives arising from this survey?

Yes, you may contact me as shown below

No thanks

Contact Info:

Name:

Email Address:

Phone:

Information about your business

Our last questions are about your business. As a reminder, **your responses to this survey are anonymous** - we will not identify specific respondents.

20. In what area of Saanich do you operate your business? (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

2012 Business Survey

21. Please provide us with your six digit postal code. This information will remain completely confidential. We only use it for classification purposes.

Postal Code:

Conclusion and Feedback

Thank you for completing this survey. We expect to publish survey results on our website at www.Saanich.ca during June 2012. For more information please contact The District of Saanich; Telephone: 250-475-5494 extension 3488 Email: Debby.Harris@saanich.ca

22. If you have any further comments or suggestions you wish to add, please feel free to write them below.

For more information
Please contact Valla Tinney, Finance Director

DISTRICT OF SAANICH
770 Vernon Avenue
Victoria, BC V8X 2W7
250-475-5521
valla.tinney@saanich.ca

