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## Appendices

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## Appendix I: Respondent Characteristics

### Demographics

	Survey response (#s)	Survey response (%)	Actual Population %	Difference
<b>20. Locational Characteristics</b>				
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%		
<b>15. Business Characteristics</b>				
Homebased business?				
Yes	172	52.0%	52.7%	2.0%
No	95	28.7%	47.3%	-21.3%
No response	64	19.3%		
<b>16. Number of employees</b>				
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

<b>17. Type of business</b>	<b>Survey (#s)</b>	<b>Survey (%)</b>
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%
<b>Total</b>	<b>209</b>	<b>100.0%</b>

### 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

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### 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

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**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:

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

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

## Appendix III: Statistical Tables

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

### 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:

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

## Appendix III: Statistical Tables

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

## Appendix III: Statistical Tables

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

## Appendix III: Statistical Tables

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

	Average score	Strongly disagree	Disagree	Neutral	Agree	Strongly Agree	Total
<b>All Respondents</b>	<b>81</b>	<b>1%</b>	<b>2%</b>	<b>14%</b>	<b>37%</b>	<b>46%</b>	<b>100%</b>
Homebased business - yes	<b>84</b>	1%	3%	10%	33%	53%	100%
Homebased business - no	<b>74</b>	2%	2%	24%	39%	33%	100%
<b>Number of employees</b>							
1	<b>82</b>	2%	4%	10%	34%	50%	100%
2 to 4	<b>80</b>	2%	0%	16%	37%	44%	100%
5 to 9	<b>78</b>	0%	6%	19%	31%	44%	100%
10 to 19	<b>78</b>	0%	0%	38%	13%	50%	100%
20 to 49	<b>75</b>	0%	0%	33%	33%	33%	100%
50 to 99	<b>81</b>	0%	0%	0%	75%	25%	100%
100 to 199	<b>75</b>	0%	0%	0%	100%	0%	100%
200 or more	<b>75</b>	0%	0%	0%	100%	0%	100%
Blenkinsop	<b>89</b>	0%	0%	0%	44%	56%	100%
Cadboro Bay	<b>83</b>	0%	0%	0%	67%	33%	100%
Carey	<b>67</b>	0%	0%	67%	0%	33%	100%
Cordova Bay	<b>82</b>	0%	0%	14%	43%	43%	100%
Gordon Head	<b>84</b>	0%	0%	13%	38%	50%	100%
North Quadra	<b>75</b>	0%	0%	40%	20%	40%	100%
Quadra	<b>80</b>	10%	0%	10%	20%	60%	100%
Royal Oak	<b>75</b>	6%	6%	18%	24%	47%	100%
Rural Saanich	<b>81</b>	0%	0%	33%	11%	56%	100%
Saanich Core	<b>85</b>	0%	0%	6%	50%	44%	100%
Shelbourne	<b>72</b>	0%	11%	11%	56%	22%	100%
Tillicum	<b>85</b>	0%	0%	10%	40%	50%	100%
<b>Valid responses</b>	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
<b>All Respondents</b>	<b>68</b>	<b>4%</b>	<b>9%</b>	<b>27%</b>	<b>31%</b>	<b>29%</b>	<b>100%</b>
Homebased business - yes	<b>70</b>	4%	8%	23%	31%	34%	100%
Homebased business - no	<b>63</b>	4%	11%	35%	29%	21%	100%
<b>Number of employees</b>							
1	<b>72</b>	4%	9%	19%	30%	38%	100%
2 to 4	<b>66</b>	2%	10%	33%	33%	23%	100%
5 to 9	<b>66</b>	4%	8%	40%	16%	32%	100%
10 to 19	<b>63</b>	13%	0%	27%	40%	20%	100%
20 to 49	<b>53</b>	0%	20%	50%	30%	0%	100%
50 to 99	<b>54</b>	0%	33%	33%	17%	17%	100%
100 to 199	<b>75</b>	0%	0%	33%	33%	33%	100%
200 or more	<b>75</b>	0%	0%	0%	100%	0%	100%
Blenkinsop	<b>48</b>	18%	18%	18%	45%	0%	100%
Cadboro Bay	<b>68</b>	0%	14%	21%	43%	21%	100%
Carey	<b>71</b>	0%	6%	33%	33%	28%	100%
Cordova Bay	<b>71</b>	0%	8%	25%	42%	25%	100%
Gordon Head	<b>74</b>	3%	10%	21%	23%	44%	100%
North Quadra	<b>73</b>	0%	10%	20%	40%	30%	100%
Quadra	<b>67</b>	7%	7%	26%	30%	30%	100%
Royal Oak	<b>62</b>	3%	11%	39%	31%	17%	100%
Rural Saanich	<b>65</b>	12%	0%	35%	24%	29%	100%
Saanich Core	<b>68</b>	0%	7%	40%	27%	27%	100%
Shelbourne	<b>70</b>	5%	14%	14%	29%	38%	100%
Tillicum	<b>69</b>	9%	9%	18%	23%	41%	100%
<b>Valid responses</b>	<b>282</b>						

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

## 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
<b>All Respondents</b>	<b>72</b>	<b>3%</b>	<b>4%</b>	<b>24%</b>	<b>41%</b>	<b>28%</b>	<b>100%</b>
Homebased business - yes	75	3%	2%	19%	42%	33%	100%
Homebased business - no	66	3%	7%	33%	37%	21%	100%
<b>Number of employees</b>							
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%
<b>Valid responses</b>	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
<b>All Respondents</b>	<b>58</b>	<b>11%</b>	<b>17%</b>	<b>21%</b>	<b>32%</b>	<b>20%</b>	<b>100%</b>
Homebased business - yes	<b>58</b>	12%	18%	18%	30%	23%	100%
Homebased business - no	<b>58</b>	11%	13%	26%	36%	15%	100%
<b>Number of employees</b>							
1	<b>52</b>	17%	24%	12%	29%	19%	100%
2 to 4	<b>62</b>	5%	16%	26%	33%	21%	100%
5 to 9	<b>64</b>	13%	6%	13%	50%	19%	100%
10 to 19	<b>53</b>	20%	10%	30%	20%	20%	100%
20 to 49	<b>33</b>	0%	67%	33%	0%	0%	100%
50 to 99	<b>50</b>	25%	0%	25%	50%	0%	100%
100 to 199	<b>50</b>	0%	0%	100%	0%	0%	100%
200 or more	<b>88</b>	0%	0%	0%	50%	50%	100%
Blenkinsop	<b>71</b>	17%	0%	0%	50%	33%	100%
Cadboro Bay	<b>60</b>	0%	40%	0%	40%	20%	100%
Carey	<b>57</b>	29%	0%	14%	29%	29%	100%
Cordova Bay	<b>71</b>	0%	14%	29%	14%	43%	100%
Gordon Head	<b>50</b>	7%	33%	20%	33%	7%	100%
North Quadra	<b>50</b>	0%	50%	0%	50%	0%	100%
Quadra	<b>48</b>	14%	29%	14%	36%	7%	100%
Royal Oak	<b>43</b>	12%	29%	35%	24%	0%	100%
Rural Saanich	<b>59</b>	18%	9%	18%	27%	27%	100%
Saanich Core	<b>68</b>	7%	7%	29%	21%	36%	100%
Shelbourne	<b>75</b>	10%	10%	0%	30%	50%	100%
Tillicum	<b>55</b>	18%	0%	36%	36%	9%	100%
<b>Valid responses</b>	<b>124</b>						



## 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
<b>All Respondents</b>	<b>74</b>	<b>3%</b>	<b>5%</b>	<b>21%</b>	<b>36%</b>	<b>35%</b>	<b>100%</b>
Homebased business - yes	76	2%	4%	19%	36%	39%	100%
Homebased business - no	68	3%	8%	29%	34%	26%	100%
<b>Number of employees</b>							
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%
<b>Valid responses</b>	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
<b>All Respondents</b>	<b>67</b>	<b>11%</b>	<b>11%</b>	<b>14%</b>	<b>29%</b>	<b>35%</b>	<b>100%</b>
Homebased business - yes	<b>65</b>	10%	12%	17%	31%	31%	100%
Homebased business - no	<b>71</b>	9%	9%	15%	28%	40%	100%
<b>Number of employees</b>							
1	<b>61</b>	15%	8%	21%	32%	25%	100%
2 to 4	<b>71</b>	5%	14%	14%	26%	40%	100%
5 to 9	<b>78</b>	10%	10%	0%	20%	60%	100%
10 to 19	<b>68</b>	10%	10%	20%	20%	40%	100%
20 to 49	<b>50</b>	25%	25%	0%	25%	25%	100%
50 to 99	<b>50</b>	25%	0%	25%	50%	0%	100%
100 to 199	<b>88</b>	0%	0%	0%	50%	50%	100%
200 or more	<b>75</b>	0%	0%	0%	100%	0%	100%
Blenkinsop	<b>69</b>	0%	22%	11%	33%	33%	100%
Cadboro Bay	<b>82</b>	0%	0%	14%	43%	43%	100%
Carey	<b>75</b>	0%	17%	0%	50%	33%	100%
Cordova Bay	<b>63</b>	25%	0%	13%	25%	38%	100%
Gordon Head	<b>64</b>	10%	10%	19%	38%	24%	100%
North Quadra	<b>44</b>	50%	0%	0%	25%	25%	100%
Quadra	<b>61</b>	9%	27%	9%	18%	36%	100%
Royal Oak	<b>61</b>	25%	6%	13%	13%	44%	100%
Rural Saanich	<b>72</b>	0%	13%	25%	25%	38%	100%
Saanich Core	<b>60</b>	17%	17%	8%	25%	33%	100%
Shelbourne	<b>73</b>	10%	0%	10%	50%	30%	100%
Tillicum	<b>70</b>	0%	10%	30%	30%	30%	100%
<b>Valid responses</b>	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
<b>All Respondents</b>	<b>72</b>	<b>2%</b>	<b>5%</b>	<b>28%</b>	<b>34%</b>	<b>31%</b>	<b>100%</b>
Homebased business - yes	72	2%	4%	29%	33%	32%	100%
Homebased business - no	69	1%	8%	32%	34%	25%	100%
<b>Number of employees</b>							
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%
<b>Valid responses</b>	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
<b>All Respondents</b>	<b>72</b>	<b>7%</b>	<b>6%</b>	<b>19%</b>	<b>28%</b>	<b>39%</b>	<b>100%</b>
Homebased business - yes	<b>73</b>	8%	6%	14%	28%	44%	100%
Homebased business - no	<b>71</b>	3%	6%	28%	28%	34%	100%
<b>Number of employees</b>							
1	<b>74</b>	5%	8%	19%	23%	45%	100%
2 to 4	<b>68</b>	11%	5%	15%	38%	31%	100%
5 to 9	<b>87</b>	0%	0%	13%	27%	60%	100%
10 to 19	<b>71</b>	0%	8%	38%	15%	38%	100%
20 to 49	<b>70</b>	20%	0%	20%	0%	60%	100%
50 to 99	<b>63</b>	0%	17%	33%	33%	17%	100%
100 to 199	<b>75</b>	0%	0%	33%	33%	33%	100%
200 or more	<b>75</b>	0%	0%	0%	100%	0%	100%
Blenkinsop	<b>82</b>	0%	0%	29%	14%	57%	100%
Cadboro Bay	<b>68</b>	10%	0%	20%	50%	20%	100%
Carey	<b>88</b>	0%	0%	8%	33%	58%	100%
Cordova Bay	<b>67</b>	0%	22%	22%	22%	33%	100%
Gordon Head	<b>70</b>	4%	11%	19%	33%	33%	100%
North Quadra	<b>85</b>	0%	0%	20%	20%	60%	100%
Quadra	<b>68</b>	20%	5%	5%	25%	45%	100%
Royal Oak	<b>76</b>	0%	0%	29%	38%	33%	100%
Rural Saanich	<b>71</b>	8%	8%	31%	0%	54%	100%
Saanich Core	<b>70</b>	5%	10%	24%	24%	38%	100%
Shelbourne	<b>80</b>	0%	7%	14%	29%	50%	100%
Tillicum	<b>62</b>	13%	7%	27%	27%	27%	100%
<b>Valid responses</b>	<b>182</b>						

## 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*
<b>AVERAGE - All Services</b>	<b>71%</b>	<b>77%</b>	<b>-6%</b>	<b>75</b>	<b>80</b>	<b>93%</b>	<b>93%</b>
<b>4a &amp; 4b Transportation of your customers and staff, to and from your place of business</b>							
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%
<b>5a &amp; 5b Public safety of your customers and staff at your place of business</b>							
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
<b>All Respondents</b>	<b>58</b>	<b>5%</b>	<b>12%</b>	<b>38%</b>	<b>38%</b>	<b>8%</b>	<b>100%</b>
Homebased business - yes	61	4%	8%	36%	44%	8%	100%
Homebased business - no	55	5%	16%	40%	32%	7%	100%
<b>Number of employees</b>							
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%
<b>Valid responses:</b>	<b>265</b>						

## Appendix III: Statistical Tables

### 8b. The District of Saanich welcomes business involvement

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

## Appendix III: Statistical Tables

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



## Appendix III: Statistical Tables

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

## Appendix III: Statistical Tables

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

## 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%
<b>Total</b>	\$100								
<b>Valid Responses</b>	265								
<b>Did not respond</b>	66								
<b>Responses totalling &gt;\$100</b>	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 Infrs.	Environ. Protect.	Munic. Build	Sewer/ Storm Drains	Water System	Street-scapes & beautif.	Parks & Trails	Sidewalks	Recreation Facil.	Roads and Traffic	Other
<b>All respondents</b>	<b>\$2.31</b>	<b>\$6.66</b>	<b>\$10.52</b>	<b>\$4.23</b>	<b>\$9.80</b>	<b>\$9.39</b>	<b>\$16.99</b>	<b>\$10.51</b>	<b>\$6.76</b>	<b>\$4.98</b>	<b>\$8.31</b>	<b>\$7.57</b>
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
<b>Number of employees</b>												
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
<b>All Respondents</b>	<b>13%</b>	<b>63%</b>	<b>15%</b>	<b>9%</b>
Homebased business - yes	15%	62%	14%	9%
Homebased business - no	8%	64%	18%	9%
<b>Number of employees</b>				
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%
<b>Valid Responses: 272</b>				

### 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%
<b>Valid responses</b>	<b>268</b>

## 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	<b>4.6</b>	5%	2%	4%	5%	84%	100%	270
b. Providing wifi access to customers	<b>1.5</b>	60%	10%	17%	5%	9%	100%	262
c. Mobile computing (with laptops, tablets, smartphones, etc.)	<b>3.7</b>	13%	4%	14%	19%	49%	100%	266
d. Access to local business related online resources (Saanich website, Google calendars, etc.)	<b>3.8</b>	9%	5%	19%	26%	41%	100%	269
e. Using technology for marketing and communications	<b>3.7</b>	11%	9%	16%	21%	44%	100%	267
f. Online business delivery	<b>3.4</b>	10%	9%	24%	27%	30%	100%	266
g. Business and computer technology guidance	<b>3.0</b>	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	<b>2.7</b>	29%	11%	21%	20%	19%	100%
b. Connecting with other businesses for cost sharing or bulk group purchasing of products and services	<b>2.3</b>	41%	15%	17%	11%	16%	100%
c. Connecting with other businesses for the purpose of cross-selling or cross-promoting products and services	<b>2.9</b>	28%	10%	21%	19%	22%	100%
d. Sharing business experience and knowledge within the local community	<b>2.9</b>	21%	12%	28%	19%	19%	100%
e. Publishing information about local community events (Business Event calendar)	<b>2.9</b>	25%	14%	21%	21%	18%	100%
f. Connecting with local educational organizations on student work placement	<b>2.4</b>	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

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- 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

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- 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.