



District of Saanich 2012 Citizen Survey

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

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

Quality of Life in Saanich:

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

	Very Poor	←————→			Very Good
a. How would you rate the overall quality of life in Saanich?	1	2	3	4	5
b. How would you rate Saanich as a place to raise children?	1	2	3	4	5
c. How would you rate Saanich as a place to retire?	1	2	3	4	5
d. How would you rate Saanich as a place to work	1	2	3	4	5

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

	Very Unsafe	←————→			Very Safe
a. How safe do you feel in your neighbourhood in Saanich?	1	2	3	4	5
b. How safe do you feel when using the roads in Saanich?	1	2	3	4	5
c. Do you feel that safety is improving in Saanich?	<input type="checkbox"/> Yes			<input type="checkbox"/> No	

Voting in Municipal Elections:

3. Did you vote in the 2011 municipal election? (Please check the box that applies.)
 Yes *[please skip question #4]* No

4. Why didn't you vote in the election? (Please choose one of the following answers or write in your response in the space provided below):

- a. Too busy
- b. Unfamiliar with candidates
- c. Unfamiliar with voting locations
- d. Unsure of eligibility to vote
- e. Didn't know there was an election
- f. My vote doesn't matter
- g. Other



Saanich Services:

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

Please circle a response to show:

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

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



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



6. In the past 12 months, approximately how often did you attend a facility or participate in any of the following activities? (Please circle the ranking that most closely applies.)

	Never	Once or twice	Three or four times	Once every 1 to 2 months	More than once a month
a. Visited a public library	1	2	3	4	5
b. Arts and cultural programs	1	2	3	4	5
c. Used a Saanich recreation centre	1	2	3	4	5
d. Attended a Saanich fitness, health & wellness program	1	2	3	4	5
e. Attended a Saanich general interest program	1	2	3	4	5
f. Used a Saanich pool	1	2	3	4	5
g. Used a Saanich skating arena	1	2	3	4	5
h. Attended a Saanich sport or athletic program	1	2	3	4	5
i. Used a Saanich sport court (tennis, lacrosse, etc.)	1	2	3	4	5
j. Used a Saanich sport field	1	2	3	4	5
k. Played golf at Cedar Hill Golf Course	1	2	3	4	5
l. Used a recreation centre in a neighbouring municipality	1	2	3	4	5
m. Visited a Saanich park	1	2	3	4	5
n. Used the Galloping Goose or Lochside Trail	1	2	3	4	5
o. Used a Saanich trail other than the Galloping Goose or Lochside Trail	1	2	3	4	5
p. Attended a public meeting about municipal matters	1	2	3	4	5
q. Visited the municipal hall	1	2	3	4	5
r. Dropped off garden waste at the Saanich municipal yard	1	2	3	4	5
s. Contacted Saanich Fire	1	2	3	4	5
t. Contacted Saanich Police	1	2	3	4	5
u. Used the municipal website (www.saanich.ca)	1	2	3	4	5

Paying for Services:

7. The District of Saanich relies on the following sources to fund municipal services, infrastructure and other financial obligations:
- property taxation: 47%
 - reserves or savings: 15%
 - borrowing: 3%
 - user fees: 30%
 - government grants: 5%

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

	Rely less	Same	Rely more
a. Property taxation	1	2	3
b. User fees	1	2	3
c. Reserves or savings	1	2	3
d. Government grants	1	2	3
e. Borrowing	1	2	3



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

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

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

Please divide \$100 among the listed capital projects according to their importance to you.

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

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

Service Satisfaction:

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

	Strongly Disagree	←————→			Strongly Agree
a. I receive good value for the municipal taxes I pay	1	2	3	4	5
b. The District of Saanich government <u>welcomes</u> citizen involvement	1	2	3	4	5
c. The District of Saanich government <u>listens</u> to citizens	1	2	3	4	5
d. I am pleased with the overall direction that the District of Saanich is taking	1	2	3	4	5
e. In general, I believe the District of Saanich government is doing a good job	1	2	3	4	5



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

- Yes No [please skip to question #15]

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

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

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

- First, how satisfied you are with the service, and then,
- how important this service was to you.

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

14. What type of service were you seeking at that time?

Description of Service: _____



Communications and Public Engagement:

15. Please identify up to 3 of the most preferred ways you learn about municipal government issues? (Please choose a maximum of 3 methods.)

- Contact with member of Saanich staff
- Contact with member of Saanich Council
- Community association
- District of Saanich website
- Municipal publication
- Radio station
- TV station
- Word of mouth: neighbours, friends
- From friends who work for Saanich
- Saanich News
- Victoria Times Colonist
- Email
- Social media (i.e. Facebook, Twitter)
- Other, please specify: _____

16. There are a number of different ways Saanich can consult with residents on important local issues. Please rate how interested you would be in providing your input to Council through each of the following methods. On a scale of 1 (Not at all interested) to 5 (very interested), please circle the number ranking that comes closest to your opinion for each item listed.

	Not at all Interested	←————→			Very Interested
a. Saanich meetings including Council meetings, Advisory Committees, etc.	1	2	3	4	5
b. Public hearings	1	2	3	4	5
c. Public consultations or open houses where residents can observe and comment on information posted on display boards	1	2	3	4	5
d. Public opinion surveys	1	2	3	4	5
e. Email	1	2	3	4	5
f. Social media	1	2	3	4	5
g. Community Association meetings	1	2	3	4	5
h. Contact with a Saanich staff member	1	2	3	4	5
i. Contact with a member of Saanich Council	1	2	3	4	5

17. Saanich is establishing a Citizens' Panel to gather feedback on how residents feel about a wide range of issues. Can we count you in?

- Yes *Contact info:* _____ No thanks
- Email* _____ *Phone number:* _____

Information about you:

Our last questions are about you and your household. As a reminder, **your responses to this survey are anonymous – we will not identify specific respondents.**

18. In which area of Saanich do you live?

(Map available at www.saanich.ca/living/pdf/ocp/apr2308ocpmap22.pdf)

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



- 19. Do you own or rent your residence?
 Own Rent
- 20. Please provide us with your six digit postal code: ____ _____. This information will remain completely confidential. We only use it for classification purposes.
- 21. Do you have a vegetable garden or keep poultry?
 Yes I/we have a vegetable garden Yes I/we keep poultry No
- 22. Are you male or female?
 Female Male
- 23. In the event of a local disaster, for how many days is your household prepared to take care of itself without outside assistance? (food, water, first aid, warm clothing, medications, etc.)
 0 1 2 3 4 5 6 7
- 24. During an average week, how many hours do you spend in group leisure activities or events in the community – recreation, arts, culture, heritage or sports ?
 0 1 to 5 6 to 10 11 to 15 16 to 20 21 or more
- 25. Saanich is interested in hearing from a broad cross-section of the public, including representation from all age groups. Which of the following age categories do you fall into?
 18 to 39 years 40 to 59 years 60 years or older
- 26. How many people, including yourself, live in your household?
 1 2 3 or more
- 27. How long have you been a Saanich resident?
 10 years or less 11 to 20 years More than 20 years
- 28. During the **last 7 days**, on how many days did you do **physical activities** like playing sports, exercising, or bicycling for at least 10 minutes at a time? (Do not include walking)
 0 1 2 3 4 5 6 7

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

Thank you for completing this survey. Please keep one of the attached tickets and return the completed survey to the District of Saanich prior to January 19, 2012.

We expect to publish the survey results on our website at www.saanich.ca in March 2012

