



# **BUSINESS SURVEY REPORT (2019)**

## **APPENDIX 1**

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**FORUM**  
RESEARCH INC.





**Q1A. HOW DO YOU RATE THE OVERALL QUALITY OF LIFE IN SAANICH?**

%	Total	BUSINESS TYPE: COMMERCIAL INTER-MUNICIPAL	BUSINESS TYPE: HOME-BUSINESS INTER-MUNICIPAL	BUSINESS TYPE: INTER-MUNICIPAL
Weighted sample	383	153	228	2
Very good	52	49	55	0
Good	48	51	45	100
Poor	0	0	0	0
Very poor	0	0	0	0
No opinion	0	0	0	0
Top 2 Box [3-4]	100	100	100	100

**Q1B. HOW WOULD YOU RATE SAANICH AS A PLACE TO OPERATE A BUSINESS?**

%	Total	BUSINESS TYPE: COMMERCIAL INTER-MUNICIPAL	BUSINESS TYPE: HOME-BUSINESS INTER-MUNICIPAL	BUSINESS TYPE: INTER-MUNICIPAL
Weighted sample	386	161	223	3
Very good	29	27	31	0
Good	64	62	66	84
Poor	6	9	3	16
Very poor	1	2	0	0
No opinion	0	0	0	0
Top 2 Box [3-4]	94	89	97	84

**Q2. DO YOU FEEL THAT SAANICH, AS A PLACE TO OPERATE A BUSINESS, IN THE PAST THREE YEARS HAS IMPROVED, WORSENERD, OR STAYED THE SAME?**

%	Total	BUSINESS TYPE: COMMERCIAL INTER-MUNICIPAL	BUSINESS TYPE: HOME-BUSINESS INTER-MUNICIPAL	BUSINESS TYPE: INTER-MUNICIPAL
Weighted sample	345	154	189	2
Improved	10	14	7	0
Stayed the same	84	79	88	80
Worsened	6	7	5	20
No opinion	0	0	0	0

## Q2A. WHY DO YOU THINK IT HAS IMPROVED?

%	Total	BUSINESS TYPE: COMMERCIAL INTER-MUNICIPAL	BUSINESS TYPE: HOME-BUSINESS INTER-MUNICIPAL	BUSINESS TYPE: INTER-MUNICIPAL
<b>Weighted sample</b>	<b>35</b>	<b>22</b>	<b>14</b>	<b>0</b>
Population growth/More people live here	24	24	23	0
More construction/new buildings	23	24	21	0
Growth in economy/businesses	17	15	20	0
My business is more profitable/growing revenue	13	20	3	0
More amenities (e.g., child care, fitness, etc.)	11	10	12	0
Low cost of living/low real estate costs	8	0	22	0
Improved transportation infrastructure	7	9	5	0
My business has more customers	<b>5</b>	<b>0</b>	<b>14</b>	<b>0</b>
Other (final)	22	25	18	0
Refuse/don't know/prefer not say	0	0	0	0

## Q2B. WHY DO YOU THINK IT HAS WORSENERD?

%	Total	BUSINESS TYPE: COMMERCIAL INTER-MUNICIPAL	BUSINESS TYPE: HOME-BUSINESS INTER-MUNICIPAL	BUSINESS TYPE: INTER-MUNICIPAL
Weighted sample	389	158	229	2
Government regulation/red tape	43	37	51	0
Poor economy/Business environment	32	13	49	100
High taxes/fees	21	9	35	0
High real estate costs	20	26	13	0
Crime/policing/security	16	10	24	0
Traffic (e.g., construction impact, too many cars, etc.)	12	17	7	0
Other (final)	6	0	13	0
Record response below:	0	0	0	0
Refuse/don't know/prefer not say	0	0	0	0

### Q3. PLEASE TELL ME HOW SATISFIED YOU ARE WITH EACH OF THE FOLLOWING:

#### BUSINESS LICENSING PROCESSING

%	Total	BUSINESS TYPE: COMMERCIAL INTER-MUNICIPAL	BUSINESS TYPE: HOME-BUSINESS INTER-MUNICIPAL	BUSINESS TYPE: INTER-MUNICIPAL
Weighted sample	389	158	229	2
Very satisfied	67	64	69	43
Somewhat satisfied	28	32	25	37
Not very satisfied	4	2	5	20
Not at all satisfied	1	2	1	0
No opinion	0	0	0	0
Top 2 Box [3-4]	94	96	94	80

#### STORM WATER DRAINAGE AND FLOOD CONTROL

%	Total	BUSINESS TYPE: COMMERCIAL INTER-MUNICIPAL	BUSINESS TYPE: HOME-BUSINESS INTER-MUNICIPAL	BUSINESS TYPE: INTER-MUNICIPAL
Weighted sample	356	144	209	3
Very satisfied	54	63	49	51
Somewhat satisfied	38	35	40	49
Not very satisfied	6	2	9	0
Not at all satisfied	1	0	2	0
No opinion	0	0	0	0
Top 2 Box [3-4]	92	97	89	100

#### RELIABILITY AND QUALITY OF DRINKING WATER

%	Total	BUSINESS TYPE: COMMERCIAL INTER-MUNICIPAL	BUSINESS TYPE: HOME-BUSINESS INTER-MUNICIPAL	BUSINESS TYPE: INTER-MUNICIPAL
Weighted sample	379	151	226	3
Very satisfied	81	79	82	100
Somewhat satisfied	15	17	15	0
Not very satisfied	3	4	3	0
Not at all satisfied	0	0	1	0
No opinion	0	0	0	0
Top 2 Box [3-4]	97	96	97	100

## RELIABILITY OF SANITARY SEWER COLLECTION SYSTEM

%	Total	BUSINESS TYPE: COMMERCIAL INTER-MUNICIPAL	BUSINESS TYPE: HOME-BUSINESS INTER-MUNICIPAL	BUSINESS TYPE: INTER-MUNICIPAL
Weighted sample	341	137	202	2
Very satisfied	68	66	70	0
Somewhat satisfied	27	26	28	100
Not very satisfied	3	7	1	0
Not at all satisfied	1	1	1	0
No opinion	0	0	0	0
Top 2 Box [3-4]	96	92	98	100

## WEBSITE (WWW.SAANICH.CA)

%	Total	BUSINESS TYPE: COMMERCIAL INTER-MUNICIPAL	BUSINESS TYPE: HOME-BUSINESS INTER-MUNICIPAL	BUSINESS TYPE: INTER-MUNICIPAL
Weighted sample	296	101	193	3
Very satisfied	49	48	49	0
Somewhat satisfied	46	49	43	100
Not very satisfied	4	2	4	0
Not at all satisfied	2	0	3	0
No opinion	0	0	0	0
Top 2 Box [3-4]	95	98	93	100

## FIRE SERVICES

%	Total	BUSINESS TYPE: COMMERCIAL INTER-MUNICIPAL	BUSINESS TYPE: HOME-BUSINESS INTER-MUNICIPAL	BUSINESS TYPE: INTER-MUNICIPAL
Weighted sample	351	146	202	3
Very satisfied	86	93	83	16
Somewhat satisfied	13	7	17	84
Not very satisfied	1	0	1	0
Not at all satisfied	0	0	0	0
No opinion	0	0	0	0
Top 2 Box [3-4]	99	100	99	100

## FIRE SAFETY INSPECTIONS FOR BUSINESSES

%	Total	BUSINESS TYPE: COMMERCIAL INTER-MUNICIPAL	BUSINESS TYPE: HOME-BUSINESS INTER-MUNICIPAL	BUSINESS TYPE: INTER-MUNICIPAL
Weighted sample	317	158	156	3
Very satisfied	69	73	66	0
Somewhat satisfied	29	27	31	77
Not very satisfied	2	0	3	23
Not at all satisfied	0	0	0	0
No opinion	0	0	0	0
Top 2 Box [3-4]	98	100	97	77

## EMERGENCY PREPAREDNESS PROGRAM

%	Total	BUSINESS TYPE: COMMERCIAL INTER-MUNICIPAL	BUSINESS TYPE: HOME-BUSINESS INTER-MUNICIPAL	BUSINESS TYPE: INTER-MUNICIPAL
Weighted sample	276	114	160	1
Very satisfied	46	52	42	0
Somewhat satisfied	47	43	49	100
Not very satisfied	6	5	8	0
Not at all satisfied	1	0	1	0
No opinion	0	0	0	0
Top 2 Box [3-4]	93	95	91	100

## HAZARDOUS MATERIALS RESPONSE SERVICES

%	Total	BUSINESS TYPE: COMMERCIAL INTER-MUNICIPAL	BUSINESS TYPE: HOME-BUSINESS INTER-MUNICIPAL	BUSINESS TYPE: INTER-MUNICIPAL
Weighted sample	202	98	103	1
Very satisfied	52	52	52	0
Somewhat satisfied	44	42	46	100
Not very satisfied	1	1	2	0
Not at all satisfied	3	5	0	0
No opinion	0	0	0	0
Top 2 Box [3-4]	96	94	98	100

## POLICE SERVICES

%	Total	BUSINESS TYPE: COMMERCIAL INTER-MUNICIPAL	BUSINESS TYPE: HOME-BUSINESS INTER-MUNICIPAL	BUSINESS TYPE: INTER-MUNICIPAL
Weighted sample	361	148	210	3
Very satisfied	67	65	68	44
Somewhat satisfied	30	30	29	56
Not very satisfied	2	3	2	0
Not at all satisfied	1	2	1	0
No opinion	0	0	0	0
Top 2 Box [3-4]	97	96	98	100

## CRIME PREVENTION PROGRAMS

%	Total	BUSINESS TYPE: COMMERCIAL INTER-MUNICIPAL	BUSINESS TYPE: HOME-BUSINESS INTER-MUNICIPAL	BUSINESS TYPE: INTER-MUNICIPAL
Weighted sample	298	121	175	2
Very satisfied	49	52	48	0
Somewhat satisfied	39	37	41	46
Not very satisfied	9	9	9	54
Not at all satisfied	2	3	2	0
No opinion	0	0	0	0
Top 2 Box [3-4]	88	88	89	46

## POLICE PRESENCE AND VISIBILITY

%	Total	BUSINESS TYPE: COMMERCIAL INTER-MUNICIPAL	BUSINESS TYPE: HOME-BUSINESS INTER-MUNICIPAL	BUSINESS TYPE: INTER-MUNICIPAL
Weighted sample	375	151	221	2
Very satisfied	57	58	56	0
Somewhat satisfied	37	38	36	57
Not very satisfied	5	2	6	43
Not at all satisfied	1	1	1	0
No opinion	0	0	0	0
Top 2 Box [3-4]	94	97	92	57

## BYLAW ENFORCEMENT FOR ISSUES SUCH AS NOISE, PROPERTY

%	Total	BUSINESS TYPE: COMMERCIAL INTER-MUNICIPAL	BUSINESS TYPE: HOME-BUSINESS INTER-MUNICIPAL	BUSINESS TYPE: INTER-MUNICIPAL
Weighted sample	311	125	186	1
Very satisfied	48	53	45	0
Somewhat satisfied	41	38	44	65
Not very satisfied	7	4	9	0
Not at all satisfied	4	5	3	35
No opinion	0	0	0	0
Top 2 Box [3-4]	89	91	88	65

## PARKING ENFORCEMENT

%	Total	BUSINESS TYPE: COMMERCIAL INTER-MUNICIPAL	BUSINESS TYPE: HOME-BUSINESS INTER-MUNICIPAL	BUSINESS TYPE: INTER-MUNICIPAL
Weighted sample	325	128	197	1
Very satisfied	46	45	47	0
Somewhat satisfied	41	42	41	35
Not very satisfied	8	6	8	65
Not at all satisfied	5	7	3	0
No opinion	0	0	0	0
Top 2 Box [3-4]	88	87	88	35

## EASE OF TRAVEL BY BICYCLE

%	Total	BUSINESS TYPE: COMMERCIAL INTER-MUNICIPAL	BUSINESS TYPE: HOME-BUSINESS INTER-MUNICIPAL	BUSINESS TYPE: INTER-MUNICIPAL
Weighted sample	295	112	181	2
Very satisfied	34	35	33	58
Somewhat satisfied	44	42	45	42
Not very satisfied	17	18	17	0
Not at all satisfied	5	6	5	0
No opinion	0	0	0	0
Top 2 Box [3-4]	77	76	78	100

## EASE OF PEDESTRIAN TRAVEL

%	Total	BUSINESS TYPE: COMMERCIAL INTER-MUNICIPAL	BUSINESS TYPE: HOME-BUSINESS INTER-MUNICIPAL	BUSINESS TYPE: INTER-MUNICIPAL
Weighted sample	379	150	227	2
Very satisfied	45	49	42	0
Somewhat satisfied	39	40	39	23
Not very satisfied	12	9	14	77
Not at all satisfied	4	2	5	0
No opinion	0	0	0	0
Top 2 Box [3-4]	84	89	81	23

## CONDITION, LIGHTING AND MAINTENANCE OF STREETS AND SIDEWALKS

%	Total	BUSINESS TYPE: COMMERCIAL INTER-MUNICIPAL	BUSINESS TYPE: HOME-BUSINESS INTER-MUNICIPAL	BUSINESS TYPE: INTER-MUNICIPAL
Weighted sample	392	163	226	3
Very satisfied	32	32	32	0
Somewhat satisfied	46	46	46	39
Not very satisfied	16	17	15	28
Not at all satisfied	7	5	8	33
No opinion	0	0	0	0
Top 2 Box [3-4]	78	78	77	39

### Q3B. NOW, HOW IMPORTANT ARE EACH OF THESE SERVICES TO YOUR BUSINESS?

#### BUSINESS LICENSING PROCESSING

%	Total	BUSINESS TYPE: COMMERCIAL INTER-MUNICIPAL	BUSINESS TYPE: HOME-BUSINESS INTER-MUNICIPAL	BUSINESS TYPE: INTER-MUNICIPAL
Weighted sample	393	163	228	3
Very important	61	60	61	33
Somewhat important	27	31	25	28
Not very important	9	8	10	16
Not at all important	3	1	4	23
No opinion	0	0	0	0
Top 2 Box [3-4]	88	91	86	61

#### STORM WATER DRAINAGE AND FLOOD CONTROL

%	Total	BUSINESS TYPE: COMMERCIAL INTER-MUNICIPAL	BUSINESS TYPE: HOME-BUSINESS INTER-MUNICIPAL	BUSINESS TYPE: INTER-MUNICIPAL
Weighted sample	379	158	218	3
Very important	52	51	53	28
Somewhat important	23	26	21	23
Not very important	17	22	14	16
Not at all important	8	1	12	33
No opinion	0	0	0	0
Top 2 Box [3-4]	75	77	74	51

## RELIABILITY AND QUALITY OF DRINKING WATER

%	Total	BUSINESS TYPE: COMMERCIAL INTER-MUNICIPAL	BUSINESS TYPE: HOME-BUSINESS INTER-MUNICIPAL	BUSINESS TYPE: INTER-MUNICIPAL
Weighted sample	379	156	221	3
Very important	70	79	64	44
Somewhat important	14	13	14	23
Not very important	9	6	11	0
Not at all important	7	2	10	33
No opinion	0	0	0	0
Top 2 Box [3-4]	84	92	79	67

## RELIABILITY OF SANITARY SEWER COLLECTION SYSTEM

%	Total	BUSINESS TYPE: COMMERCIAL INTER-MUNICIPAL	BUSINESS TYPE: HOME-BUSINESS INTER-MUNICIPAL	BUSINESS TYPE: INTER-MUNICIPAL
Weighted sample	362	146	213	3
Very important	58	69	52	0
Somewhat important	20	22	19	44
Not very important	11	7	14	23
Not at all important	10	3	15	33
No opinion	0	0	0	0
Top 2 Box [3-4]	79	91	71	44

## WEBSITE (WWW.SAANICH.CA)

%	Total	BUSINESS TYPE: COMMERCIAL INTER-MUNICIPAL	BUSINESS TYPE: HOME-BUSINESS INTER-MUNICIPAL	BUSINESS TYPE: INTER-MUNICIPAL
Weighted sample	363	149	211	3
Very important	23	19	25	0
Somewhat important	39	40	38	16
Not very important	24	24	24	84
Not at all important	14	17	13	0
No opinion	0	0	0	0
Top 2 Box [3-4]	62	59	64	16

## FIRE SERVICES

%	Total	BUSINESS TYPE: COMMERCIAL INTER-MUNICIPAL	BUSINESS TYPE: HOME-BUSINESS INTER-MUNICIPAL	BUSINESS TYPE: INTER-MUNICIPAL
Weighted sample	384	157	225	3
Very important	78	83	75	39
Somewhat important	16	15	16	61
Not very important	4	2	6	0
Not at all important	2	0	4	0
No opinion	0	0	0	0
Top 2 Box [3-4]	94	98	91	100

## FIRE SAFETY INSPECTIONS FOR BUSINESSES

%	Total	BUSINESS TYPE: COMMERCIAL INTER-MUNICIPAL	BUSINESS TYPE: HOME-BUSINESS INTER-MUNICIPAL	BUSINESS TYPE: INTER-MUNICIPAL
Weighted sample	381	161	218	3
Very important	57	65	52	39
Somewhat important	28	29	27	61
Not very important	10	6	13	0
Not at all important	4	0	7	0
No opinion	0	0	0	0
Top 2 Box [3-4]	86	94	79	100

## EMERGENCY PREPAREDNESS PROGRAM

%	Total	BUSINESS TYPE: COMMERCIAL INTER-MUNICIPAL	BUSINESS TYPE: HOME-BUSINESS INTER-MUNICIPAL	BUSINESS TYPE: INTER-MUNICIPAL
Weighted sample	373	152	219	3
Very important	56	56	57	16
Somewhat important	31	35	28	51
Not very important	9	9	9	0
Not at all important	4	0	6	33
No opinion	0	0	0	0
Top 2 Box [3-4]	87	91	85	67

## HAZARDOUS MATERIALS RESPONSE SERVICES

%	Total	BUSINESS TYPE: COMMERCIAL INTER-MUNICIPAL	BUSINESS TYPE: HOME-BUSINESS INTER-MUNICIPAL	BUSINESS TYPE: INTER-MUNICIPAL
Weighted sample	347	143	202	3
Very important	50	50	51	16
Somewhat important	27	33	22	28
Not very important	14	13	15	0
Not at all important	9	4	12	56
No opinion	0	0	0	0
Top 2 Box [3-4]	77	83	73	44

## POLICE SERVICES

%	Total	BUSINESS TYPE: COMMERCIAL INTER-MUNICIPAL	BUSINESS TYPE: HOME-BUSINESS INTER-MUNICIPAL	BUSINESS TYPE: INTER-MUNICIPAL
Weighted sample	380	156	221	3
Very important	71	80	65	44
Somewhat important	20	15	23	0
Not very important	6	4	6	33
Not at all important	4	0	6	23
No opinion	0	0	0	0
Top 2 Box [3-4]	91	96	88	44

## CRIME PREVENTION PROGRAMS

%	Total	BUSINESS TYPE: COMMERCIAL INTER-MUNICIPAL	BUSINESS TYPE: HOME-BUSINESS INTER-MUNICIPAL	BUSINESS TYPE: INTER-MUNICIPAL
Weighted sample	372	146	223	3
Very important	64	69	61	0
Somewhat important	28	28	29	44
Not very important	5	3	5	33
Not at all important	3	0	5	23
No opinion	0	0	0	0
Top 2 Box [3-4]	92	97	90	44

## POLICE PRESENCE AND VISIBILITY

%	Total	BUSINESS TYPE: COMMERCIAL INTER-MUNICIPAL	BUSINESS TYPE: HOME-BUSINESS INTER-MUNICIPAL	BUSINESS TYPE: INTER-MUNICIPAL
Weighted sample	385	157	225	3
Very important	62	70	58	0
Somewhat important	27	21	31	44
Not very important	6	7	6	33
Not at all important	4	2	6	23
No opinion	0	0	0	0
Top 2 Box [3-4]	89	91	88	44

## BYLAW ENFORCEMENT FOR ISSUES SUCH AS NOISE AND PROPERTY

%	Total	BUSINESS TYPE: COMMERCIAL INTER-MUNICIPAL	BUSINESS TYPE: HOME-BUSINESS INTER-MUNICIPAL	BUSINESS TYPE: INTER-MUNICIPAL
Weighted sample	376	154	220	3
Very important	40	45	37	16
Somewhat important	43	44	43	0
Not very important	12	10	14	28
Not at all important	5	2	6	56
No opinion	0	0	0	0
Top 2 Box [3-4]	83	88	80	16

## PARKING ENFORCEMENT

%	Total	BUSINESS TYPE: COMMERCIAL INTER-MUNICIPAL	BUSINESS TYPE: HOME-BUSINESS INTER-MUNICIPAL	BUSINESS TYPE: INTER-MUNICIPAL
Weighted sample	384	160	222	384
Very important	27	28	27	27
Somewhat important	45	47	43	45
Not very important	21	23	20	21
Not at all important	7	2	10	7
No opinion	0	0	0	0
Top 2 Box [3-4]	72	75	70	72

## EASE OF TRAVEL BY BICYCLE

%	Total	BUSINESS TYPE: COMMERCIAL INTER-MUNICIPAL	BUSINESS TYPE: HOME-BUSINESS INTER-MUNICIPAL	BUSINESS TYPE: INTER-MUNICIPAL
Weighted sample	365	156	207	3
Very important	37	38	37	16
Somewhat important	34	35	34	0
Not very important	18	19	16	51
Not at all important	11	8	13	33
No opinion	0	0	0	0
Top 2 Box [3-4]	71	73	71	16

## EASE OF PEDESTRIAN TRAVEL

%	Total	BUSINESS TYPE: COMMERCIAL INTER-MUNICIPAL	BUSINESS TYPE: HOME-BUSINESS INTER-MUNICIPAL	BUSINESS TYPE: INTER-MUNICIPAL
Weighted sample	391	163	225	3
Very important	55	60	51	16
Somewhat important	31	32	30	28
Not very important	8	5	11	23
Not at all important	6	2	9	33
No opinion	0	0	0	0
Top 2 Box [3-4]	85	93	81	44

## CONDITION, LIGHTING AND MAINTENANCE OF STREETS AND SIDEWALKS

%	Total	BUSINESS TYPE: COMMERCIAL INTER-MUNICIPAL	BUSINESS TYPE: HOME-BUSINESS INTER-MUNICIPAL	BUSINESS TYPE: INTER-MUNICIPAL
Weighted sample	393	161	229	3
Very important	72	72	74	0
Somewhat important	20	24	16	100
Not very important	5	3	7	0
Not at all important	2	1	3	0
No opinion	0	0	0	0
Top 2 Box [3-4]	92	96	90	100

**Q4. IF FACED WITH THE FOLLOWING REALISTIC CHOICES, WHAT WOULD YOU ADVISE COUNCIL TO DO?**

%	Total	BUSINESS TYPE: COMMERCIAL INTER-MUNICIPAL	BUSINESS TYPE: HOME-BUSINESS INTER-MUNICIPAL	BUSINESS TYPE: INTER-MUNICIPAL
<b>Weighted sample</b>	<b>395</b>	<b>163</b>	<b>229</b>	<b>3</b>
Improve municipal services with higher taxes	8	6	10	0
Introduce new user fees for some municipal services that currently have no user fees	18	21	17	0
Increase user fees for municipal services that currently have fees	7	6	7	0
Retain the same level of municipal services with a managed tax increase	37	33	39	16
Reduced level of municipal services with lower taxes	19	23	15	61
No Opinion	12	11	12	23

**Q5. ON A SCALE OF 1 TO 10 WHERE 1 IS THE LOWEST PRIORITY AND 10 IS THE HIGHEST PRIORITY, PLEASE INDICATE HOW MUCH OF A PRIORITY EACH PROJECT WOULD BE TO YOU.**

### ARTS AND CULTURAL FACILITIES

%	Total	BUSINESS TYPE: COMMERCIAL INTER-MUNICIPAL	BUSINESS TYPE: HOME-BUSINESS INTER-MUNICIPAL	BUSINESS TYPE: INTER-MUNICIPAL
<b>Weighted sample</b>	<b>394</b>	<b>163</b>	<b>228</b>	<b>3</b>
<b>10 - Highest priority</b>	7	5	8	0
<b>9</b>	4	5	3	0
<b>8</b>	13	13	13	0
<b>7</b>	17	18	15	39
<b>6</b>	13	12	14	0
<b>5</b>	24	23	26	28
<b>4</b>	7	6	8	0
<b>3</b>	5	3	6	0
<b>2</b>	5	6	3	33
<b>1 - Lowest priority</b>	7	9	5	0
<b>Don't know</b>	0	0	0	0
<b>Top 3 Box [8-10]</b>	23	23	24	0

### BICYCLE INFRASTRUCTURE (BIKE LANES, ETC.)

%	Total	BUSINESS TYPE: COMMERCIAL INTER-MUNICIPAL	BUSINESS TYPE: HOME-BUSINESS INTER-MUNICIPAL	BUSINESS TYPE: INTER-MUNICIPAL
<b>Weighted sample</b>	<b>391</b>	<b>163</b>	<b>225</b>	<b>3</b>
<b>10 - Highest priority</b>	14	16	13	0
<b>9</b>	6	5	6	0
<b>8</b>	13	14	11	0
<b>7</b>	11	11	11	39
<b>6</b>	10	7	12	0
<b>5</b>	15	16	13	28
<b>4</b>	5	2	7	0
<b>3</b>	5	6	5	0
<b>2</b>	6	8	4	0
<b>1 - Lowest priority</b>	16	15	16	33
<b>Don't know</b>	0	0	0	0
<b>Top 3 Box [8-10]</b>	32	36	31	0

## ENVIRONMENT PROTECTION AND ENHANCEMENT

%	Total	BUSINESS TYPE: COMMERCIAL INTER-MUNICIPAL	BUSINESS TYPE: HOME-BUSINESS INTER-MUNICIPAL	BUSINESS TYPE: INTER-MUNICIPAL
Weighted sample	392	163	227	3
10 - Highest priority	26	26	26	16
9	9	14	5	0
8	23	15	29	23
7	12	14	12	0
6	10	11	9	28
5	11	7	14	33
4	2	4	1	0
3	2	2	1	0
2	2	2	2	0
1 - Lowest priority	4	5	3	0
Don't know	0	0	0	0
Top 3 Box [8-10]	57	54	59	39

## MUNICIPAL BUILDINGS

%	Total	BUSINESS TYPE: COMMERCIAL INTER-MUNICIPAL	BUSINESS TYPE: HOME-BUSINESS INTER-MUNICIPAL	BUSINESS TYPE: INTER-MUNICIPAL
Weighted sample	381	161	217	3
10 - Highest priority	2	3	1	0
9	2	3	2	0
8	11	12	10	0
7	13	13	13	16
6	16	12	18	0
5	25	23	27	61
4	11	14	10	0
3	7	6	8	23
2	4	5	3	0
1 - Lowest priority	8	9	7	0
Don't know	0	0	0	0
Top 3 Box [8-10]	15	18	13	0

## PARKS AND TRAILS

%	Total	BUSINESS TYPE: COMMERCIAL INTER-MUNICIPAL	BUSINESS TYPE: HOME-BUSINESS INTER-MUNICIPAL	BUSINESS TYPE: INTER-MUNICIPAL
<b>Weighted sample</b>	<b>393</b>	<b>163</b>	<b>227</b>	<b>3</b>
<b>10 - Highest priority</b>	16	14	17	0
<b>9</b>	10	11	9	0
<b>8</b>	27	23	31	0
<b>7</b>	18	20	16	72
<b>6</b>	9	7	10	28
<b>5</b>	11	13	10	0
<b>4</b>	3	5	2	0
<b>3</b>	1	3	0	0
<b>2</b>	2	3	2	0
<b>1 - Lowest priority</b>	2	2	3	0
<b>Don't know</b>	0	0	0	0
<b>Top 3 Box [8-10]</b>	53	48	57	0

## RECREATION FACILITIES

%	Total	BUSINESS TYPE: COMMERCIAL INTER-MUNICIPAL	BUSINESS TYPE: HOME-BUSINESS INTER-MUNICIPAL	BUSINESS TYPE: INTER-MUNICIPAL
<b>Weighted sample</b>	<b>393</b>	<b>162</b>	<b>228</b>	<b>3</b>
<b>10 - Highest priority</b>	16	14	17	0
<b>9</b>	11	13	10	0
<b>8</b>	25	21	27	39
<b>7</b>	15	16	14	61
<b>6</b>	14	9	17	0
<b>5</b>	13	21	8	0
<b>4</b>	2	4	1	0
<b>3</b>	1	1	2	0
<b>2</b>	1	1	1	0
<b>1 - Lowest priority</b>	2	1	3	0
<b>Don't know</b>	0	0	0	0
<b>Top 3 Box [8-10]</b>	52	49	54	39

## ROADS AND TRAFFIC CONTROL

%	Total	BUSINESS TYPE: COMMERCIAL INTER-MUNICIPAL	BUSINESS TYPE: HOME-BUSINESS INTER-MUNICIPAL	BUSINESS TYPE: INTER-MUNICIPAL
<b>Weighted sample</b>	<b>394</b>	<b>163</b>	<b>228</b>	<b>3</b>
<b>10 - Highest priority</b>	26	27	25	33
<b>9</b>	11	12	10	0
<b>8</b>	25	23	27	16
<b>7</b>	18	15	20	28
<b>6</b>	5	7	5	0
<b>5</b>	10	11	9	23
<b>4</b>	2	2	1	0
<b>3</b>	2	2	2	0
<b>2</b>	0	1	0	0
<b>1 - Lowest priority</b>	1	0	2	0
<b>Don't know</b>	0	0	0	0
<b>Top 3 Box [8-10]</b>	62	62	62	49

## SANITARY SEWER SYSTEM

%	Total	BUSINESS TYPE: COMMERCIAL INTER-MUNICIPAL	BUSINESS TYPE: HOME-BUSINESS INTER-MUNICIPAL	BUSINESS TYPE: INTER-MUNICIPAL
<b>Weighted sample</b>	<b>387</b>	<b>161</b>	<b>224</b>	<b>3</b>
<b>10 - Highest priority</b>	30	27	33	0
<b>9</b>	12	14	10	0
<b>8</b>	20	20	19	16
<b>7</b>	13	15	11	28
<b>6</b>	7	7	8	23
<b>5</b>	12	13	11	0
<b>4</b>	1	0	2	0
<b>3</b>	2	3	1	33
<b>2</b>	1	0	2	0
<b>1 - Lowest priority</b>	2	0	4	0
<b>Don't know</b>	0	0	0	0
<b>Top 3 Box [8-10]</b>	61	61	62	16

## SIDEWALKS

%	Total	BUSINESS TYPE: COMMERCIAL INTER-MUNICIPAL	BUSINESS TYPE: HOME-BUSINESS INTER-MUNICIPAL	BUSINESS TYPE: INTER-MUNICIPAL
Weighted sample	393	163	228	3
10 - Highest priority	21	19	22	0
9	8	7	9	0
8	23	27	21	0
7	17	16	18	0
6	9	11	7	16
5	12	11	12	28
4	3	2	3	23
3	1	1	2	33
2	3	3	2	0
1 - Lowest priority	3	2	4	0
Don't know	0	0	0	0
Top 3 Box [8-10]	52	53	52	0

## STREETSCAPE / BEAUTIFICATION PROJECTS

%	Total	BUSINESS TYPE: COMMERCIAL INTER-MUNICIPAL	BUSINESS TYPE: HOME-BUSINESS INTER-MUNICIPAL	BUSINESS TYPE: INTER-MUNICIPAL
Weighted sample	393	163	227	3
10 - Highest priority	5	5	5	0
9	3	4	3	0
8	13	13	13	0
7	14	14	13	0
6	15	11	17	16
5	24	25	23	28
4	8	9	8	0
3	4	2	5	0
2	6	6	5	56
1 - Lowest priority	9	11	7	0
Don't know	0	0	0	0
Top 3 Box [8-10]	21	22	22	0

## STORM WATER DRAINAGE SYSTEM

%	Total	BUSINESS TYPE: COMMERCIAL INTER-MUNICIPAL	BUSINESS TYPE: HOME-BUSINESS INTER-MUNICIPAL	BUSINESS TYPE: INTER-MUNICIPAL
Weighted sample	394	163	228	3
10 - Highest priority	21	15	25	0
9	10	10	11	0
8	24	25	23	16
7	17	21	14	0
6	10	7	12	28
5	11	14	8	23
4	1	2	1	0
3	3	4	2	0
2	2	1	3	33
1 - Lowest priority	1	1	2	0
Don't know	0	0	0	0
Top 3 Box [8-10]	55	50	59	16

## WATER DISTRIBUTION SYSTEM

%	Total	BUSINESS TYPE: COMMERCIAL INTER-MUNICIPAL	BUSINESS TYPE: HOME-BUSINESS INTER-MUNICIPAL	BUSINESS TYPE: INTER-MUNICIPAL
Weighted sample	381	156	223	3
10 - Highest priority	30	29	31	0
9	11	13	9	16
8	21	26	18	23
7	12	9	14	28
6	7	6	8	0
5	12	10	13	33
4	3	4	2	0
3	3	4	2	0
2	1	0	2	0
1 - Lowest priority	2	0	3	0
Don't know	0	0	0	0
Top 3 Box [8-10]	62	68	58	39

**Q6. FOR EACH THE FOLLOWING STATEMENTS I'D LIKE YOU TO TELL ME HOW MUCH YOU AGREE OR DISAGREE WITH EACH.**

**I RECEIVE GOOD VALUE FOR THE MUNICIPAL TAXES I PAY**

%	Total	BUSINESS TYPE: COMMERCIAL INTER-MUNICIPAL	BUSINESS TYPE: HOME-BUSINESS INTER-MUNICIPAL	BUSINESS TYPE: INTER-MUNICIPAL
Weighted sample	359	136	220	3
Very important	22	14	27	0
Somewhat important	62	67	60	23
Not very important	10	12	9	77
Not at all important	6	7	5	0
No opinion	0	0	0	0
Top 2 Box [3-4]	84	81	87	23

**I AM PLEASED WITH THE OVERALL DIRECTION THAT THE DISTRICT OF SAANICH IS TAKING**

%	Total	BUSINESS TYPE: COMMERCIAL INTER-MUNICIPAL	BUSINESS TYPE: HOME-BUSINESS INTER-MUNICIPAL	BUSINESS TYPE: INTER-MUNICIPAL
Weighted sample	353	141	209	3
Very important	27	26	29	0
Somewhat important	62	62	61	56
Not very important	8	9	8	28
Not at all important	2	3	2	16
No opinion	0	0	0	0
Top 2 Box [3-4]	89	88	90	56

## IN GENERAL, I BELIEVE THE DISTRICT OF SAANICH IS DOING A GOOD JOB

%	Total	BUSINESS TYPE: COMMERCIAL INTER-MUNICIPAL	BUSINESS TYPE: HOME-BUSINESS INTER-MUNICIPAL	BUSINESS TYPE: INTER-MUNICIPAL
Weighted sample	380	154	223	3
Very important	32	31	32	0
Somewhat important	61	61	62	56
Not very important	4	4	4	44
Not at all important	2	4	2	0
No opinion	0	0	0	0
Top 2 Box [3-4]	93	93	94	56

## Q7. HAVE YOU HAD ANY PERSONAL CONTACT (IN-PERSON, BY PHONE, EMAIL OR FAX) WITH A MUNICIPAL EMPLOYEE OVER THE LAST 12 MONTHS?

%	Total	BUSINESS TYPE: COMMERCIAL INTER-MUNICIPAL	BUSINESS TYPE: HOME-BUSINESS INTER-MUNICIPAL	BUSINESS TYPE: INTER-MUNICIPAL
Weighted sample	395	163	229	3
Yes	53	52	54	100
No	47	48	46	0

## Q8. WHAT WAS YOUR IMPRESSION OF THE SERVICE PROVIDED BY THE SAANICH EMPLOYEE WITH YOUR MOST RECENT CONTACT?

### I WAS TREATED FAIRLY

%	Total	BUSINESS TYPE: COMMERCIAL INTER-MUNICIPAL	BUSINESS TYPE: HOME-BUSINESS INTER-MUNICIPAL	BUSINESS TYPE: INTER-MUNICIPAL
Weighted sample	208	84	121	3
Strongly agree	78	71	84	33
Somewhat agree	18	21	14	51
Somewhat disagree	2	3	1	16
Strongly disagree	2	4	1	0
No Opinion	0	0	0	0
Top 2 Box [3-4]	96	93	98	84

## STAFF WERE KNOWLEDGEABLE AND COMPETENT

%	Total	BUSINESS TYPE: COMMERCIAL INTER-MUNICIPAL	BUSINESS TYPE: HOME-BUSINESS INTER-MUNICIPAL	BUSINESS TYPE: INTER-MUNICIPAL
Weighted sample	207	84	122	2
Strongly agree	65	55	73	43
Somewhat agree	28	36	23	0
Somewhat disagree	4	5	2	57
Strongly disagree	2	4	1	0
No Opinion	0	0	0	0
Top 2 Box [3-4]	94	91	96	43

## STAFF WENT THE EXTRA MILE TO MAKE SURE I GOT WHAT I NEEDED

%	Total	BUSINESS TYPE: COMMERCIAL INTER-MUNICIPAL	BUSINESS TYPE: HOME-BUSINESS INTER-MUNICIPAL	BUSINESS TYPE: INTER-MUNICIPAL
Weighted sample	199	82	115	2
Strongly agree	49	41	54	43
Somewhat agree	38	39	37	0
Somewhat disagree	6	5	7	37
Strongly disagree	8	15	2	20
No Opinion	0	0	0	0
Top 2 Box [3-4]	86	80	91	43

## I WAITED A REASONABLE AMOUNT OF TIME AT THE SERVICE LOCATION

%	Total	BUSINESS TYPE: COMMERCIAL INTER-MUNICIPAL	BUSINESS TYPE: HOME-BUSINESS INTER-MUNICIPAL	BUSINESS TYPE: INTER-MUNICIPAL
Weighted sample	175	64	109	2
Strongly agree	62	52	68	63
Somewhat agree	30	38	26	37
Somewhat disagree	4	4	5	0
Strongly disagree	3	6	1	0
No Opinion	0	0	0	0
Top 2 Box [3-4]	93	90	94	100

## I WAS INFORMED OF EVERYTHING I HAD TO DO TO GET THE SERVICE

%	Total	BUSINESS TYPE: COMMERCIAL INTER-MUNICIPAL	BUSINESS TYPE: HOME-BUSINESS INTER-MUNICIPAL	BUSINESS TYPE: INTER-MUNICIPAL
Weighted sample	206	84	119	3
Strongly agree	65	62	69	0
Somewhat agree	25	25	25	56
Somewhat disagree	6	6	6	44
Strongly disagree	4	8	1	0
No Opinion	0	0	0	0
Top 2 Box [3-4]	90	86	93	56

## Q9. IN YOUR OPINION, WHAT IS THE SINGLE MOST IMPORTANT ISSUE FACING THE DISTRICT OF SAANICH? THAT IS, THE ONE ISSUE YOU FEEL SHOULD RECEIVE THE GREATEST ATTENTION?

%	Total	BUSINESS TYPE: COMMERCIAL INTER- MUNICIPAL	BUSINESS TYPE: HOME- BUSINESS INTER- MUNICIPAL	BUSINESS TYPE: INTER- MUNICIPAL
Weighted sample	395	163	229	3
Housing/cost of housing	9	6	11	23
Environment/enhanced green spaces	8	4	10	0
Infrastructure	8	7	9	0
Road construction/need more roads	7	9	5	33
Traffic/traffic congestion	7	9	6	0
Public safety/crime/policing	6	6	6	0
Development/sustainable development	5	4	6	0
Taxes/too high	5	6	4	28
Fiscal responsibility/less government waste	3	4	2	0
Communication/coordination/planning/vision	3	2	4	0
Bike lanes/bike trails	3	5	1	0
Cost of living	2	2	2	0
Enticing new businesses or attractions to Saanich	2	2	1	0
Parks and trails	2	1	2	0
Public services	2	0	4	0
Road safety	2	2	3	0
Population growth/sustainable growth	1	0	2	0
Public transit	1	0	2	0

Recreational programs	1	0	1	0
Amalgamation	1	0	2	0
Behaviour of city council/Mayor/municipal employees	1	2	1	16
Cannabis/legalization of cannabis stores	0	0	0	0
Downtown development	0	0	1	0
Jobs/more local jobs	0	1	0	0
Online services/more online services	0	0	0	0
Recreational facilities	0	0	1	0
Ride sharing/Uber/Lyft/more options to move instead of cars and transit	0	0	1	0
Nothing	5	3	6	0
Don't know/unsure	13	21	8	0

## Q10. DO YOU FEEL YOU CAN FIND INFORMATION ABOUT HOW TO PARTICIPATE IN THE FOLLOWING ACTIVITIES?

### ATTEND A COUNCIL MEETING

%	Total	BUSINESS TYPE: COMMERCIAL INTER-MUNICIPAL	BUSINESS TYPE: HOME-BUSINESS INTER-MUNICIPAL	BUSINESS TYPE: INTER-MUNICIPAL
Weighted sample	395	163	229	3
Yes	80	84	78	100
No	20	16	22	0

### ARRANGE TO SPEAK BEFORE COUNCIL

%	Total	BUSINESS TYPE: COMMERCIAL INTER-MUNICIPAL	BUSINESS TYPE: HOME-BUSINESS INTER-MUNICIPAL	BUSINESS TYPE: INTER-MUNICIPAL
Weighted sample	395	163	229	3
Yes	63	65	62	72
No	37	35	38	28

## PARTICIPATE IN AN ADVISORY COMMITTEE MEETING

%	Total	BUSINESS TYPE: COMMERCIAL INTER-MUNICIPAL	BUSINESS TYPE: HOME-BUSINESS INTER-MUNICIPAL	BUSINESS TYPE: INTER-MUNICIPAL
Weighted sample	395	163	229	3
Yes	54	53	55	56
No	46	47	45	44

## ATTEND A PUBLIC HEARING

%	Total	BUSINESS TYPE: COMMERCIAL INTER-MUNICIPAL	BUSINESS TYPE: HOME-BUSINESS INTER-MUNICIPAL	BUSINESS TYPE: INTER-MUNICIPAL
Weighted sample	395	163	229	3
Yes	78	78	79	72
No	22	22	21	28

## ATTEND A BUDGET MEETING

%	Total	BUSINESS TYPE: COMMERCIAL INTER-MUNICIPAL	BUSINESS TYPE: HOME-BUSINESS INTER-MUNICIPAL	BUSINESS TYPE: INTER-MUNICIPAL
Weighted sample	395	163	229	3
Yes	57	60	55	23
No	43	40	45	77

## ATTEND A PUBLIC PARTICIPATION ACTIVITY, SUCH AS AN OPEN HOUSE OR PUBLIC MEETING

%	Total	BUSINESS TYPE: COMMERCIAL INTER-MUNICIPAL	BUSINESS TYPE: HOME-BUSINESS INTER-MUNICIPAL	BUSINESS TYPE: INTER-MUNICIPAL
Weighted sample	395	163	229	3
Yes	81	80	81	72
No	19	20	19	28

## PARTICIPATE IN A MUNICIPAL SURVEY

%	Total	BUSINESS TYPE: COMMERCIAL INTER-MUNICIPAL	BUSINESS TYPE: HOME-BUSINESS INTER-MUNICIPAL	BUSINESS TYPE: INTER-MUNICIPAL
Weighted sample	395	163	229	3
Yes	78	77	79	72
No	22	23	21	28

## WATCH A COUNCIL WEBCAST

%	Total	BUSINESS TYPE: COMMERCIAL INTER-MUNICIPAL	BUSINESS TYPE: HOME-BUSINESS INTER-MUNICIPAL	BUSINESS TYPE: INTER-MUNICIPAL
Weighted sample	395	163	229	3
Yes	50	54	47	56
No	50	46	53	44

## ENGAGE WITH THE DISTRICT ON SOCIAL MEDIA

%	Total	BUSINESS TYPE: COMMERCIAL INTER-MUNICIPAL	BUSINESS TYPE: HOME-BUSINESS INTER-MUNICIPAL	BUSINESS TYPE: INTER-MUNICIPAL
Weighted sample	395	163	229	3
Yes	57	62	54	39
No	43	38	46	61

**Q11. PLEASE IDENTIFY UP TO THREE OF THE WAYS YOU PREFER TO LEARN ABOUT LOCAL GOVERNMENT ISSUES?**

%	Total	BUSINESS TYPE: COMMERCIAL INTER- MUNICIPAL	BUSINESS TYPE: HOME- BUSINESS INTER- MUNICIPAL	BUSINESS TYPE: INTER- MUNICIPAL
Weighted sample	395	163	229	3
Social media (i.e. Facebook, Twitter)	40	43	37	28
Saanich news	28	26	31	0
District of Saanich website	27	28	27	33
Radio station	24	23	25	51
Email	23	21	25	23
TV station	19	20	18	44
Mail/letter	14	15	14	0
Other internet website mentions	14	15	13	33
Other newspaper mentions	10	14	6	0
Word of mouth: neighbours, friends	7	5	9	0
Victoria times colonist	7	2	10	0
Municipal publication	3	2	4	0
Flyers/advertisements/leaflets	3	2	4	0
Contact with member of Saanich Council	2	2	2	0
By telephone	2	2	2	0
Notice boards/bulletin boards	2	3	1	0
Contact with member of Saanich staff	1	1	1	0
Community association	1	1	2	0
From friends who work for Saanich	1	2	1	0
Public meetings	1	0	2	23
Text message	1	1	1	0
Other (final)	3	1	4	0
No/none	1	1	1	0
Don't know/Refused	2	3	1	0

**Q12. I'M GOING TO READ OUT SEVERAL STATEMENTS AND WOULD LIKE TO KNOW HOW MUCH YOU AGREE OR DISAGREE WITH EACH.**

**SAANICH WELCOMES BUSINESS INVOLVEMENT**

%	Total	BUSINESS TYPE: COMMERCIAL INTER-MUNICIPAL	BUSINESS TYPE: HOME-BUSINESS INTER-MUNICIPAL	BUSINESS TYPE: INTER-MUNICIPAL
Weighted sample	332	136	193	3
Strongly agree	35	34	36	0
Somewhat agree	46	43	48	23
Somewhat disagree	13	12	13	61
Strongly disagree	7	11	4	16
No Opinion	0	0	0	0
Top 2 Box [3-4]	81	78	84	23

**SAANICH LISTENS TO BUSINESSES**

%	Total	BUSINESS TYPE: COMMERCIAL INTER-MUNICIPAL	BUSINESS TYPE: HOME-BUSINESS INTER-MUNICIPAL	BUSINESS TYPE: INTER-MUNICIPAL
Weighted sample	303	125	176	3
Strongly agree	19	19	19	23
Somewhat agree	55	52	57	33
Somewhat disagree	19	16	21	28
Strongly disagree	8	14	3	16
No Opinion	0	0	0	0
Top 2 Box [3-4]	74	70	76	56

## BUSINESSES HAVE OPPORTUNITIES TO PROVIDE INPUT INTO DECISION MAKING

%	Total	BUSINESS TYPE: COMMERCIAL INTER-MUNICIPAL	BUSINESS TYPE: HOME-BUSINESS INTER-MUNICIPAL	BUSINESS TYPE: INTER-MUNICIPAL
Weighted sample	315	137	176	3
Strongly agree	13	11	15	0
Somewhat agree	53	56	52	23
Somewhat disagree	22	19	25	61
Strongly disagree	11	13	9	16
No Opinion	0	0	0	0
Top 2 Box [3-4]	67	68	67	23

## SAANICH'S DECISION-MAKING PROCESS IS TRANSPARENT

%	Total	BUSINESS TYPE: COMMERCIAL INTER-MUNICIPAL	BUSINESS TYPE: HOME-BUSINESS INTER-MUNICIPAL	BUSINESS TYPE: INTER-MUNICIPAL
Weighted sample	321	131	188	3
Strongly agree	16	10	20	0
Somewhat agree	53	57	50	33
Somewhat disagree	24	21	26	51
Strongly disagree	8	13	4	16
No Opinion	0	0	0	0
Top 2 Box [3-4]	68	66	70	33

## Q13. DO YOU OWN OR LEASE YOUR BUSINESS SPACE?

%	Total	BUSINESS TYPE: COMMERCIAL INTER-MUNICIPAL	BUSINESS TYPE: HOME-BUSINESS INTER-MUNICIPAL	BUSINESS TYPE: INTER-MUNICIPAL
Weighted sample	395	163	229	3
Own	59	32	78	77
Lease	41	68	22	23

## Q14. DO YOU OPERATE A HOME-BASED BUSINESS?

%	Total	BUSINESS TYPE: COMMERCIAL INTER-MUNICIPAL	BUSINESS TYPE: HOME-BUSINESS INTER-MUNICIPAL	BUSINESS TYPE: INTER-MUNICIPAL
Weighted sample	395	163	229	3
Yes	59	13	93	0
No	41	87	7	100

## Q15. HOW MANY EMPLOYEES DOES YOUR BUSINESS HAVE (PLEASE INCLUDE YOURSELF)?

%	Total	BUSINESS TYPE: COMMERCIAL INTER-MUNICIPAL	BUSINESS TYPE: HOME-BUSINESS INTER-MUNICIPAL	BUSINESS TYPE: INTER-MUNICIPAL
Weighted sample	395	163	229	3
1	41	8	64	0
2 to 4	25	26	24	0
5 to 9	15	25	8	51
10 to 19	10	21	3	0
20 to 49	6	14	0	49
50 to 99	2	4	0	0
100 to 199	0	1	0	0
200 or more	0	0	0	0

## Q16. HOW MANY YEARS HAVE YOU OPERATED A BUSINESS IN SAANICH?

%	Total	BUSINESS TYPE: COMMERCIAL INTER-MUNICIPAL	BUSINESS TYPE: HOME-BUSINESS INTER-MUNICIPAL	BUSINESS TYPE: INTER-MUNICIPAL
Weighted sample	395	163	229	3
10 years or less	62	53	69	33
11 to 20 years	20	24	17	16
More than 20 years	18	23	14	51

## Q17. WHICH OF THE FOLLOWING BEST DESCRIBES YOUR TYPE OF BUSINESS?

%	Total	BUSINESS TYPE: COMMERCIAL INTER- MUNICIPAL	BUSINESS TYPE: HOME- BUSINESS INTER- MUNICIPAL	BUSINESS TYPE: INTER- MUNICIPAL
Weighted sample	395	163	229	3
Retail	15	30	5	0
Health services	13	15	12	0
Construction services	10	3	14	0
Professional/consulting/contracting Services (not specified)	9	1	15	0
Engineering/scientific/technical services	8	5	10	0
Commercial/office	6	7	5	28
Financial services	6	7	5	0
Educational services	5	4	5	23
Manufacturing	4	3	4	16
Individual/personal/family services	4	3	5	0
Services to buildings/dwellings	4	1	6	0
Restaurant/food services	3	6	1	0
Transportation/warehousing	3	2	3	33
Real estate services	2	4	0	0
Entertainment	1	2	1	0
Automotive services	1	1	1	0
Business services	1	0	1	0
Law/legal services	1	2	1	0
Arts/crafts	1	0	1	0
Distribution/wholesale	1	1	0	0
Sports/recreation/fitness	1	1	1	0
Information/cultural services	1	0	2	0
Services (unspecified)	1	1	1	0
Hotel	0	0	0	0
Security services	0	0	1	0
Other (final)	1	1	1	0
No none	0	0	0	0
Don't know Refused	0	0	0	0

**Q18. DO YOU HAVE ANY FURTHER QUESTIONS / COMMENTS RELATED TO BUSINESS IN SAANICH THAT WERE NOT COVERED IN THIS SURVEY FOR WHICH YOU WOULD LIKE TO SHARE?**

%	Total	BUSINESS TYPE: COMMERCIAL INTER- MUNICIPAL	BUSINESS TYPE: HOME- BUSINESS INTER- MUNICIPAL	BUSINESS TYPE: INTER- MUNICIPAL
<b>Weighted Sample</b>	<b>395</b>	<b>163</b>	<b>229</b>	<b>3</b>
Fees are too high/Cost too high	3	1	4	0
Taxes are too high	2	4	1	0
Traffic congestion/Improve road infrastructure	2	2	2	33
Improve communication with businesses	2	1	3	0
Not enough services/Services for businesses	2	1	2	0
Make Saanich more environmentally friendly	2	2	2	0
Improve management/Efficiency of government	2	2	2	0
Less restrictive zoning/More high-density development	1	0	1	0
Saanich is not business-friendly	1	2	1	0
More bike lanes/Fewer bike lanes	1	1	1	0
Improve parks	1	0	1	0
Improve by-laws/By-law enforcement	1	1	1	0
Improve permit process/Faster permit process	1	1	1	0
Satisfied with Saanich/District of Saanich services	1	0	1	0
Other improvements for businesses	1	0	1	0
Dissatisfied with survey length	1	0	2	0
Too much regulation	0	0	0	0
Not enough parking/Improve parking	0	0	0	0
Improve policing/Public safety	0	0	1	0
Yes, record response	0	0	0	0
Other (Final)	3	2	5	0
<b>No</b>	<b>85</b>	<b>89</b>	<b>82</b>	<b>67</b>