



CITIZEN SURVEY REPORT (2019)

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FORUM
RESEARCH INC.

Saanich

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Number of persons per household	54

PURPOSE

The purpose of the citizen survey (2019) was to carry out a statistically valid survey among respondents 18 years of age or older and living in the District of Saanich.

Topics to be covered included:

- perceptions of service delivery
- service availability
- quality of services
- municipal participation

The survey also gathered data for the District's planning and reporting processes.

EXECUTIVE SUMMARY

Overall, the 2019 citizen survey confirms that residents continue to be extremely satisfied with the District of Saanich.

Residents have a phenomenally high view of quality of life in the District, with almost 100 per cent of respondents having a positive opinion. It's an extremely high standard, which comparator communities aren't able to match, as Saanich's quality of life ratings are far, far higher than those communities in the normative benchmark.

Saanich residents also feel very safe in their community and on the roads, and they are satisfied with how their tax dollars are spent. While the proportion of those satisfied with how their tax dollars are spent is down slightly, it's still far, far higher than comparator communities, which suggests Saanich is still on the right track when it comes to providing value for money.

The District also received high scores on public engagement, securing high marks for citizen involvement, listening to citizens, and allowing opportunities for input. Not only did the District receive strong scores on public engagement, overall, those scores are well above the scores of comparator communities in these categories, where the District leads on public engagement by between six and seventeen percentage points.

When considering capital priorities, about half of residents see roads and traffic control as a high priority alongside environmental protection and enhancement. Just under half see the water distribution system, the sanitary sewer system, sidewalks, and parks and trails as high priorities.

Among those that had occasion to contact the District, a significant majority provided positive feedback on their experience, with about 9 in 10 reporting they were treated fairly, that staff were knowledgeable and competent, that residents were informed of everything they needed to do, and that they waited a reasonable amount of time for service.

Housing, and the cost of housing, was seen as the most important issue facing the District of Saanich, which actually mirrored the highest proportion response from the question that asked respondents for their one hope for Saanich over the next five years: affordable housing.

In addition to the telephone survey, the District commissioned a self-selected online survey, hosted on their website, to give residents a further opportunity to participate in the 2019 citizen survey, with just over 500 residents participating.

The online survey showed a combined quality of life score of within three points of the telephone survey, which is impressive considering drops of 10-20 points have been observed between concurrent municipal telephone surveys and online surveys in the past.

Self-selected respondents are less likely to report feeling safe in their neighbourhood or on the roads in Saanich but are more likely to opt for improved municipal services at a cost of higher taxes, and are slightly more likely to identify roads and traffic control as a capital priority.

A fairly consistent theme emerged throughout the 2019 citizen survey: excellence.

Saanich is performing extremely well according to most measures and is outpacing comparator communities in every respect tested in the 2019 comparator community benchmark survey.

The results confirm that Saanich is providing high quality service to its residents.

METHODOLOGY

The Saanich citizen survey (2019) was conducted amongst those 18 years of age or older and living in the District of Saanich.

Respondents were contacted at random by telephone, using Forum’s state of the art Computer Assisted Telephone Interviewing System (CATI).

Fieldwork dates	January 21 - February 1
Method	Computer Assisted Telephone Interviewing (CATI/Telephone)
Criteria for participation	18 years of age or older, and residing in the District of Saanich
Sample size	1022
Average length	28 minutes
Margin of error	±3.07%, 19 times out of 20

*Due to rounding, numbers presented throughout this document may not add up to the totals provided. For example, in some cases, the sum of all question values may add up to 101% instead of 100%. Similar logic applies to TOP2 and BTM2 groupings.

WHAT IS A “TOP BOX,” “BOTTOM BOX,” OR “TOP2” SCORE?

The top box score (also referred to as top 2 box % / top box % / TOP2) is a generally accepted research practice when using a 4 or 5-point scale. It is simply the net percentage of the highest categories on the rating scale.

For example, if the scale is: “very satisfied”, “somewhat satisfied”, “somewhat dissatisfied”, and “very dissatisfied”, then the combined number of respondents who answered either “very satisfied” or “somewhat satisfied” would be reported as (TOP2), or the top box score. Conversely, the bottom box score is the net percentage of respondents of the lowest categories of the rating scale. Using the same example, the combined number of respondents who answered “somewhat dissatisfied” or “very dissatisfied” would be grouped together to represent the bottom 2 (BTM2), or bottom box score.

WHAT IS N?

A standalone N represents an indication of the number of respondents in a given sample group.

For example, n=1022 means 1022 respondents answered a particular question.

MUNICIPAL NORMS AND NORMATIVE BENCHMARK

It is important to compare the results of Saanich's surveys to what is happening in other municipalities in BC. This comparison provides valuable context, a greater depth of analysis, and benchmarks against which to evaluate Saanich's performance.

Forum conducted this normative benchmarking survey with 400 residents from the below list of comparator communities. These residents were asked a subset of the questions asked to Saanich residents using the exact survey wording, order, and scales. Throughout this report, benchmark data is used to assess trends in performance over time and weight the performance of Saanich against other municipalities.

Comparator communities:

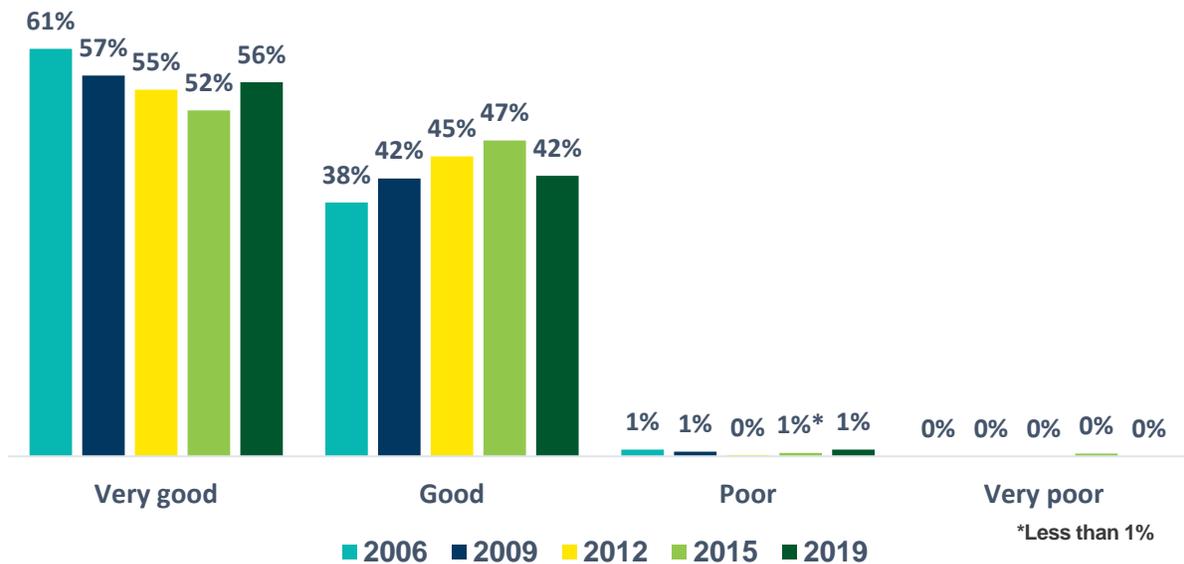
- City of Abbotsford
- City of Coquitlam
- District of Delta
- City of Kelowna
- City of Nanaimo
- District of North Vancouver
- City of Richmond
- City of Victoria

QUALITY OF LIFE IN SAANICH

Q1. ASSESSMENT OF QUALITY OF LIFE IN SAANICH

How do residents rate the quality of life in the District of Saanich? Almost all respondents (99%) say that quality of life in Saanich is either “good” or “very good” (42% and 56% respectively). Approximately 1% of respondents say quality of life is “poor” or “very poor”. It is worth noting that the 2019 study wave interrupts the trend of the decrease in the proportion of respondents who say that the quality of life is “very good” (increase of 4% compared to 2015).

Quality of life in Saanich (n=1018)

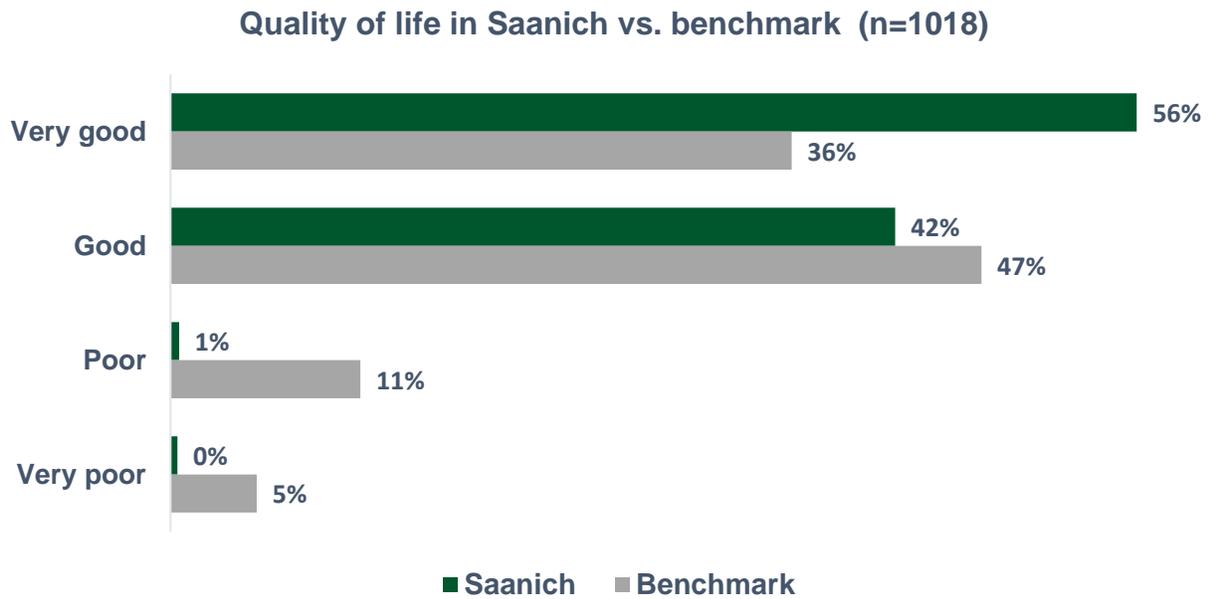


	2006	2009	2012	2015	2019
Top 2 %	99%	99%	100%	99%	99%

Q1. How would you rate the overall quality of life in Saanich? Would you say...

QUALITY OF LIFE IN SAANICH COMPARED TO THE NORMATIVE BENCHMARK

When looking at the responses (good/very good) for quality of life ratings in Saanich compared to the normative benchmark, residents rate Saanich significantly higher (99% compared to 84%, respectively). As well, a significantly larger proportion of Saanich residents said that quality of life is “very good” (56% in Saanich vs. 36% benchmark).



	Saanich	Benchmark
(TOP2)	99%	84%
n	1018	406

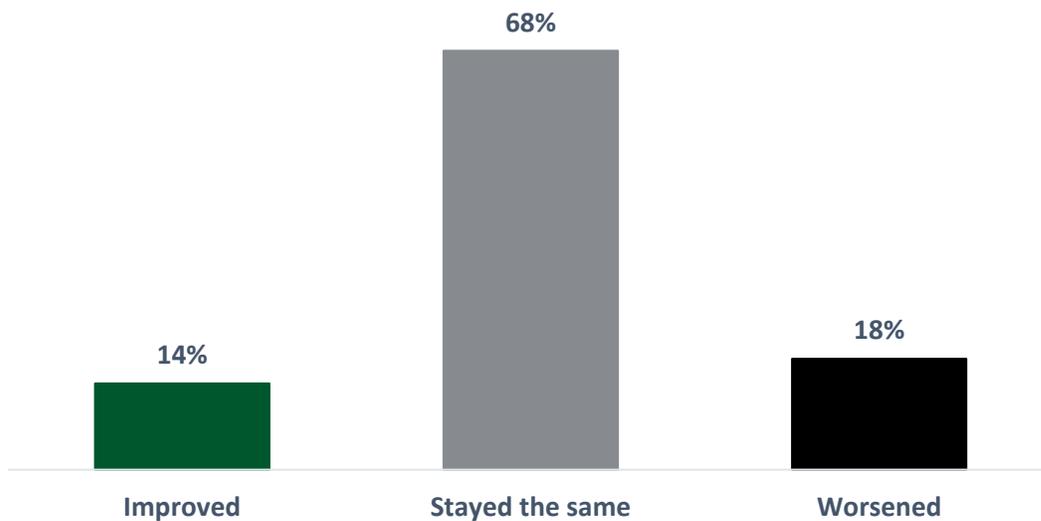
Q2. IMPROVEMENT OF QUALITY OF LIFE

When respondents were asked whether or not quality of life in Saanich has improved, worsened or stayed the same over the past three years, the majority of respondents 68% said that it has stayed the same. 14% of respondents said that quality of life has improved, while 18% said it has worsened.

Residents who said quality of life has improved attributed this to the following: improvement in road conditions, traffic conditions, transit, sidewalks, improvement in government services, and improvement in cycling infrastructure.

Contrastingly, residents who believe that quality of life in Saanich has worsened attribute it to: too much traffic, too much development, poor job by the Council/Mayor, environmental concerns, poor infrastructure, and high population density.

Quality of life in the past three years (n=965)



Q2. Do you feel that the quality of life in Saanich in the past three years has...

(A) Why do you think quality of life has improved?

(B) Why do you think quality of life has worsened?

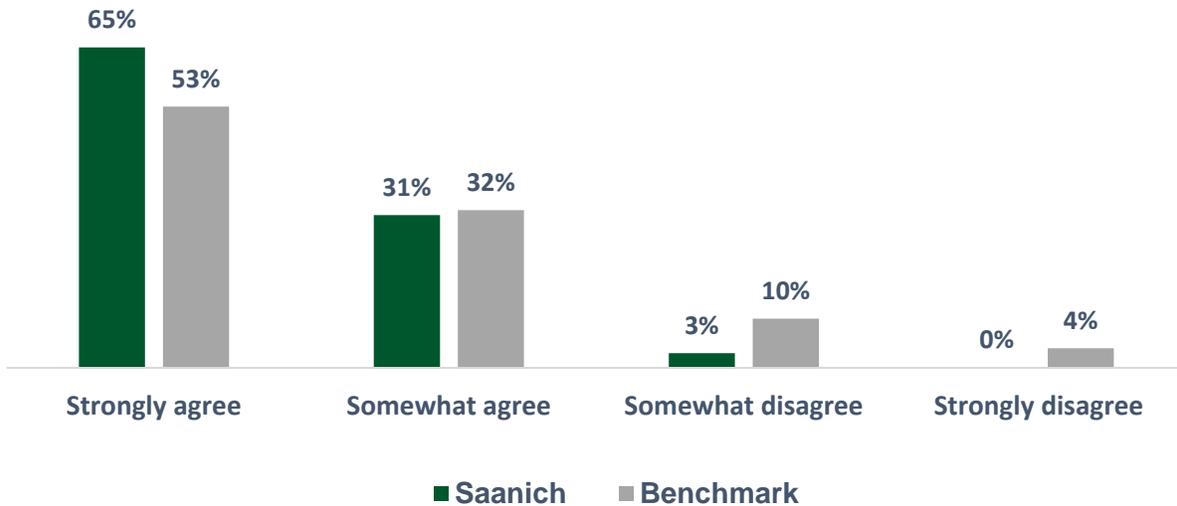
Q3A. NEIGHBORHOOD SAFETY

Respondents were asked to rate the degree to which they agree with the statement “I feel safe in my neighborhood”.

An overwhelming majority 97% said they either “somewhat agree” or “strongly agree” 31% and 65% respectively.

When comparing responses (strongly/somewhat agree) for neighborhood safety with the normative benchmark, a significantly larger proportion of residents in Saanich agree that they feel safe in their neighborhood as compared to other regions (97% vs. 86% respectively).

Neighbourhood safety in Saanich vs. benchmark(n=1022)



	Saanich	Benchmark
(TOP2)	97%	86%
n	1022	424

**Q3. Please tell me what comes closest to your opinion for each of the following statements:
(A) I feel safe in my neighborhood.**

Q3B. ROAD SAFETY

Respondents were also asked to rate how safe they feel using the roads in Saanich.

A majority of respondents (86%) said they feel “safe” or “very safe” (57% and 29% respectively). 14% of respondents said they feel “unsafe” or “very unsafe” (13% and 1% respectively). Overall, resident perceptions of road safety have worsened in 2019, as the proportion of residents who rate the safety of roads in the “very safe”/“safe” category has decreased from 2015 (down 5%).

Perceptions of road safety in Saanich (n=976)



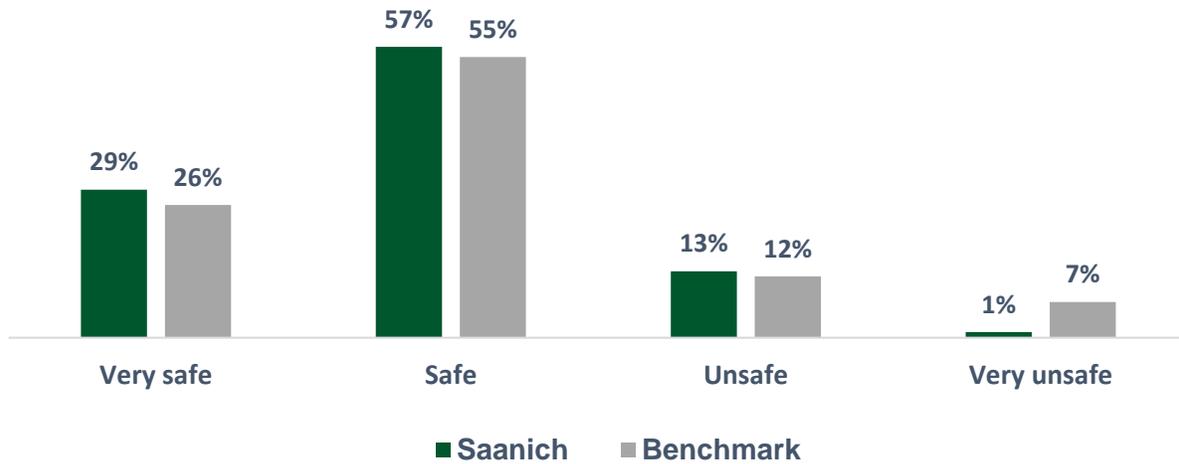
	2006	2009	2012	2015	2019
(TOP2)	99%	88%	85%	91%	86%

Q3. Please tell me what comes closest to your opinion for each of the following statements:
 (B) I feel safe when using the roads in Saanich

ROAD SAFETY COMPARED TO THE NORMATIVE BENCHMARK

When comparing road safety ratings in Saanich with the normative benchmark, a larger proportion of Saanich residents feel either “safe” or “very safe” (86% compared to 81% respectively).

Perceptions of road safety in Saanich vs. benchmark



	Saanich	Benchmark
(TOP2)	86%	81%
n	976	422

Q3C. IMPROVEMENT OF SAFETY

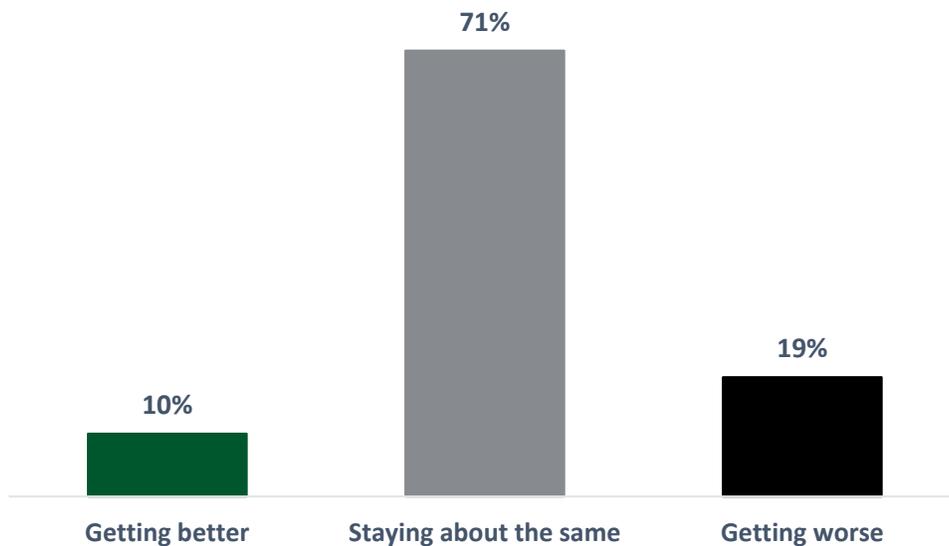
Thinking about safety in the District of Saanich in general, 10% of respondents say that safety is getting better. The majority (71%), say that safety is staying about the same, while 19% say that safety is getting worse.

Some respondents (n=198) answered an open-ended follow-up question about a reason for their perception of safety two main themes emerge: road infrastructure/traffic safety, and crime. Mentions related to road infrastructure and traffic safety include:

- 40% cite increase in traffic
- 36% have concerns about driving safety
- 14% mention lack of road infrastructure maintenance
- 13% see the need to improve pedestrian safety
- 12% cite problems with bike infrastructure

About a quarter of respondents (26%) provide mentions related to crime. These are focused on lack of policing, thefts, break-ins, and public drug use.

Safety improvement in Saanich (n=1022)



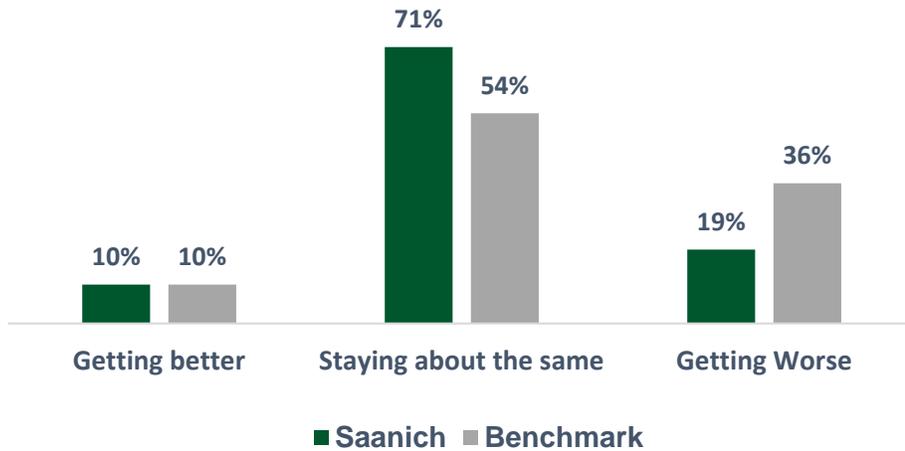
Q3. (C) In your opinion is safety in Saanich getting worse, getting better, or staying about the same?

Q3. (D) Do you have any comments about safety in Saanich that you'd like to share with the District?

IMPROVEMENT OF SAFETY COMPARED TO THE NORMATIVE BENCHMARK

Compared to the normative benchmark, a much smaller proportion of Saanich residents feel that safety is getting worse, and far more feel safety in the municipality is about the same.

Safety improvement in Saanich vs. benchmark



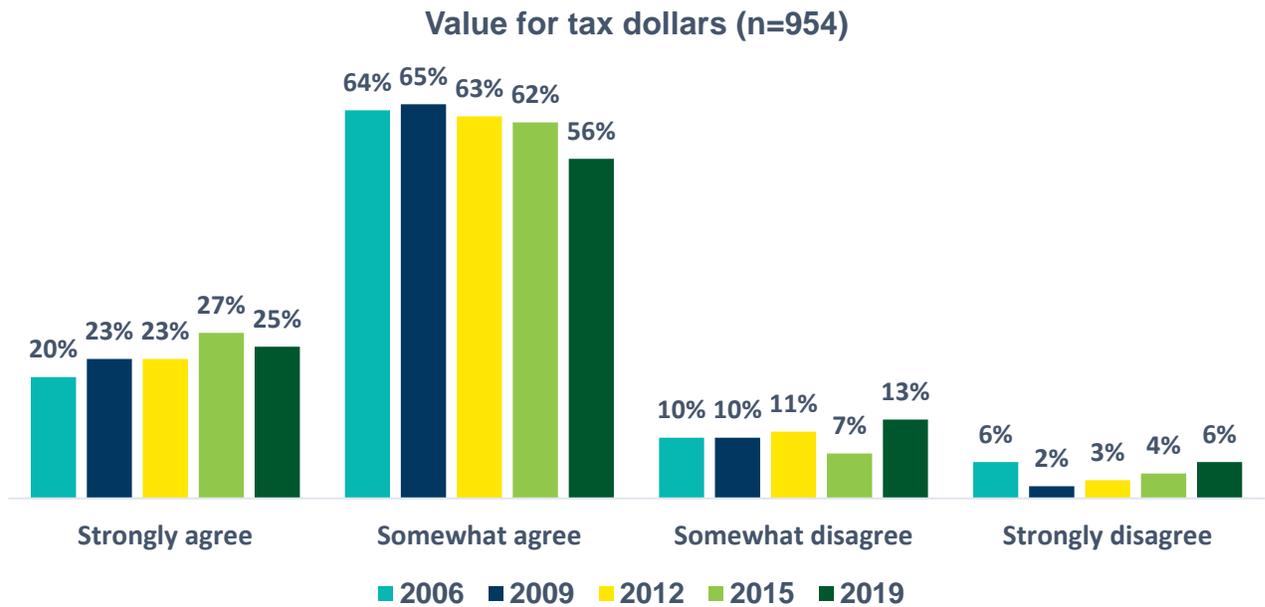
	Saanich	Benchmark
n	1022	429

SERVICE SATISFACTION

Q10A. VALUE FOR TAX DOLLARS

Do residents feel they receive good value for their tax dollars?

A strong majority of Saanich residents (81%) either strongly or somewhat agree that they receive good value for their tax dollars (25% and 56% respectively).



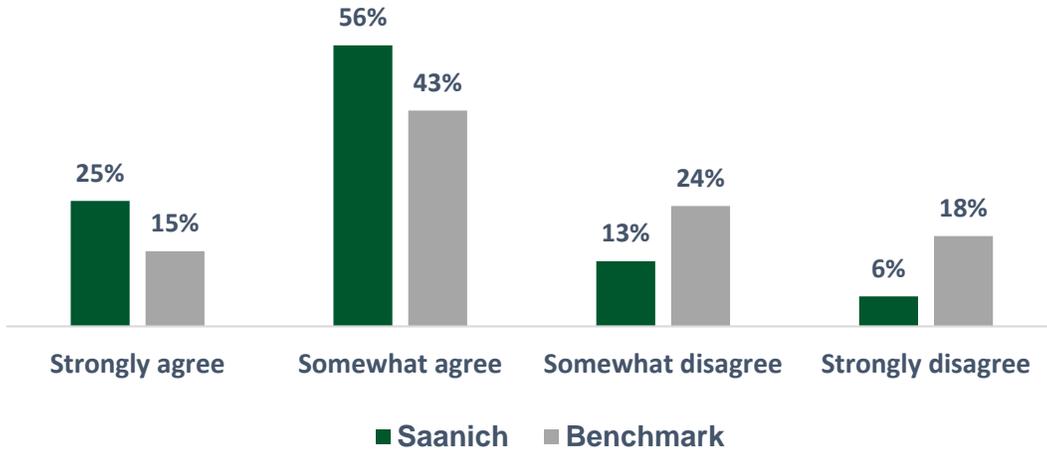
	2006	2009	2012	2015	2019
(TOP2)	84%	88%	86%	89%	81%

Q10A. For each of the following statements I'd like you to tell me how much agree you agree or disagree with following statements: I receive good value for the municipal taxes I pay

VALUE FOR TAX DOLLARS COMPARED TO THE NORMATIVE BENCHMARK

When comparing value for tax dollars ratings in Saanich with the normative benchmark, a much larger proportion of Saanich residents either “somewhat agree” or “strongly agree” (81% compared to 58% respectively) that they receive good value for the municipal taxes they pay.

Value for tax dollars vs. benchmark



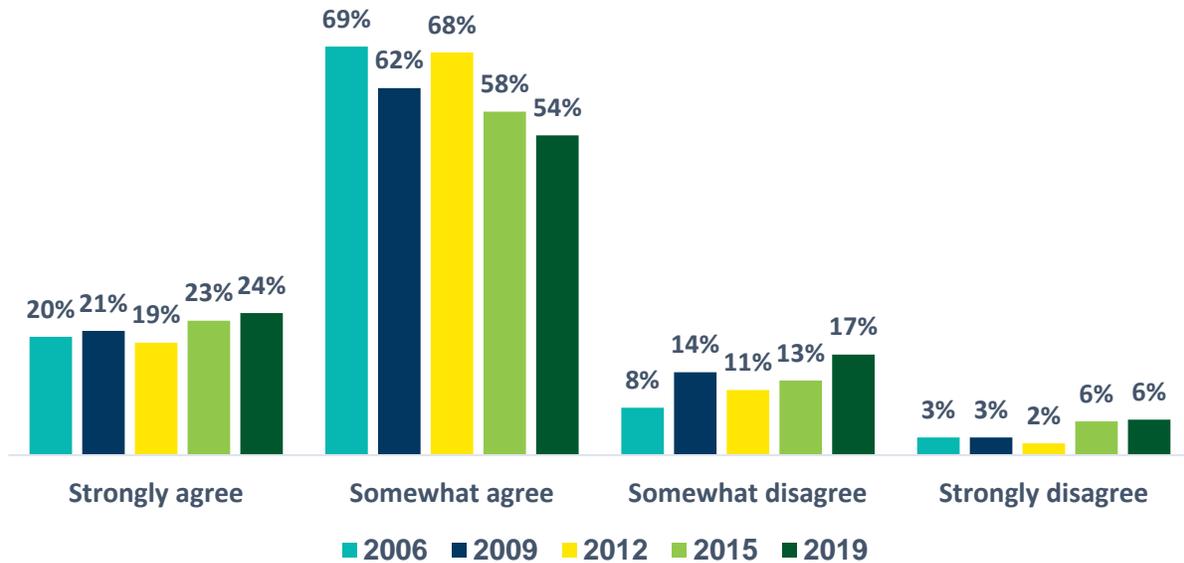
	Saanich	Benchmark
(TOP2)	81%	58%
n	954	411

Q10B. OVERALL DIRECTION SAANICH IS TAKING

Are residents pleased with the overall direction Saanich is taking?

A majority of residents (78%) either “somewhat agree” or “strongly agree” that they are pleased with the overall direction Saanich is taking (54% and 24% respectively).

Overall direction Saanich is taking (n=973)



	2006	2009	2012	2015	2019
(TOP2)	89%	83%	87%	81%	78%

Q10B. For each of the following statements I'd like you to tell me how much agree you agree or disagree with following statements: I am pleased with the overall direction that the District of Saanich is taking.

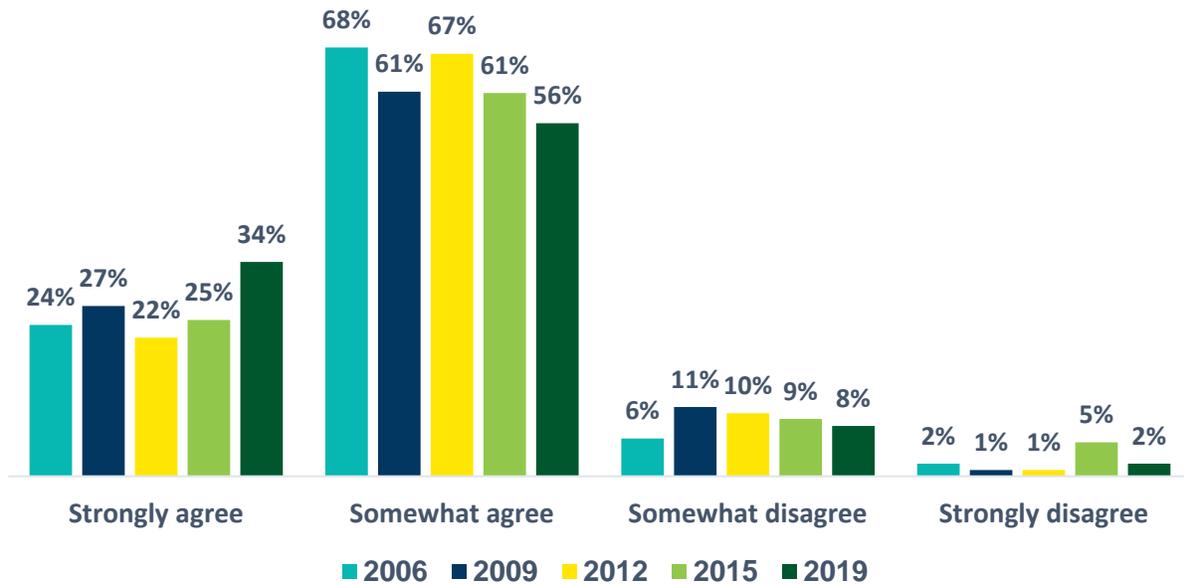
Q10C. DISTRICT OF SAANICH IS DOING A GOOD JOB

Do Saanich residents feel the District of Saanich is doing a good job in general?

Overall, most residents either “somewhat agree” or “strongly agree” that the District of Saanich is doing a good job (56% and 34% respectively). The most noteworthy change since 2015 has been an increase in the proportion of residents who “strongly agree” (up 9%).

The amount of residents that agree Saanich is doing a good job increased four percentage points since 2015.

Saanich is doing a good job (n=1010)



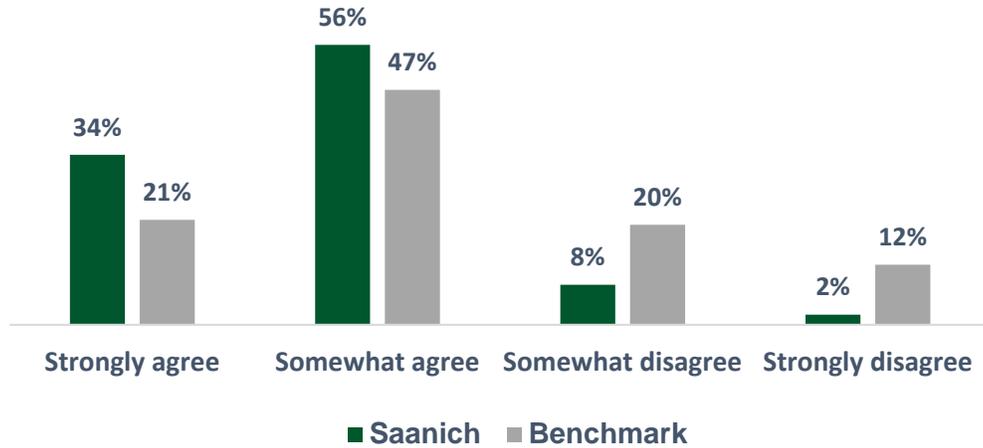
	2006	2009	2012	2015	2019
(TOP2)	92%	89%	90%	86%	90%

Q10C. For each of the following statements I'd like you to tell me how much agree you agree or disagree with following statements: In general, I believe the District of Saanich is doing a good job

DISTRICT OF SAANICH IS DOING A GOOD JOB COMPARED TO THE NORMATIVE BENCHMARK

Compared to the normative benchmark, a larger proportion of Saanich residents either “somewhat agree” or “strongly agree” that the District of Saanich is doing a good job (90% compared to 68% respectively), which is a significant difference.

Saanich is doing a good job vs. benchmark



	Saanich	Benchmark
(TOP2)	90%	68%
n	1010	415

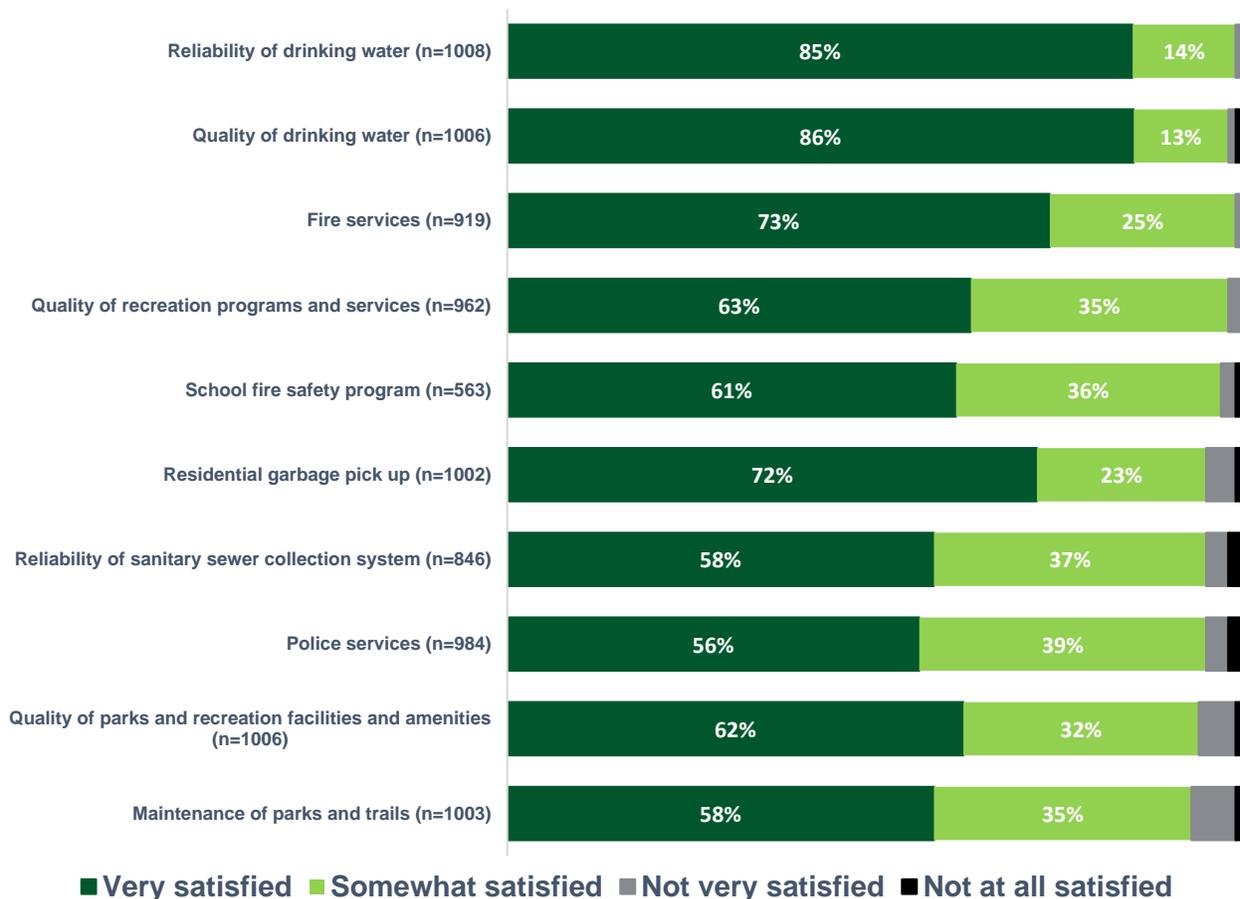
Q6. SATISFACTION WITH SERVICES IN SAANICH

Respondents were asked to rate their level of satisfaction with various services offered by the District of Saanich.

A majority of respondents were either very or somewhat satisfied for each and every service item. Highest satisfaction ratings were recorded for the reliability of drinking water (99%), quality of drinking water (98%), fire services (98%), quality of recreation programs and services (98%), school fire safety program (98%), residential garbage pick-up (95%), reliability of sanitary sewer collection system (95%), and police services (95%).

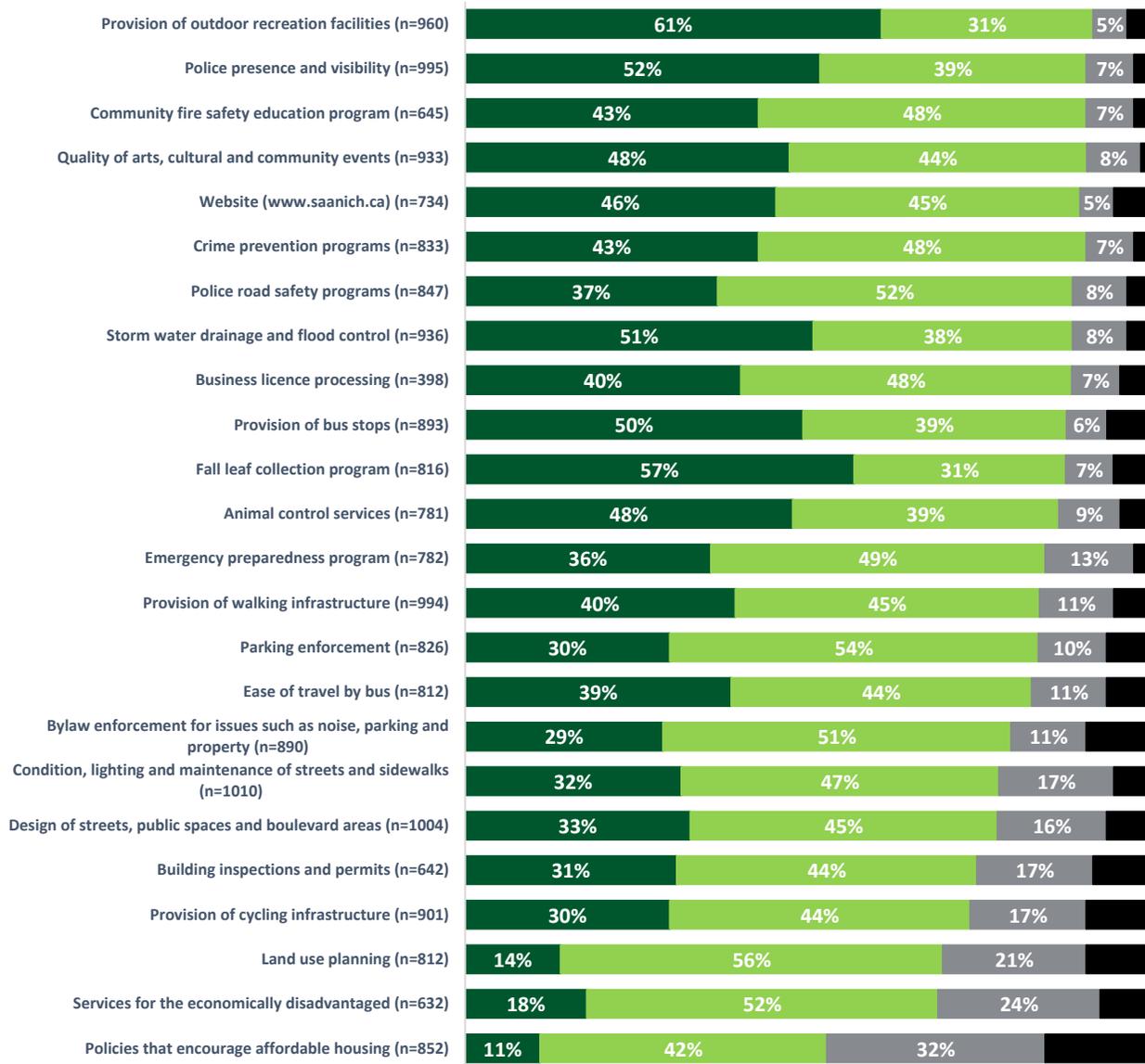
Services with the lowest satisfaction ratings include: policies that encourage affordable housing (53%), services for the economically disadvantaged (69%), land use planning (70%), provision of cycling infrastructure (74%), building inspections and permits (75%).

Satisfaction with services (Top 10)



Q6. I am going to read out a list of services provided by the District of Saanich. Please tell me how satisfied you are with each one.

Satisfaction with services (remaining)



■ Very satisfied ■ Somewhat satisfied ■ Not very satisfied ■ Not at all satisfied

Q6. I am going to read out a list of services provided by the District of Saanich. Please tell me how satisfied you are with each one.

HISTORICAL COMPARISON

The following chart presents responses (very/somewhat satisfied) for services offered by the District of Saanich for 2019 as compared to 2006, 2009, 2012, and 2015. Specifically, the performance gap presents change in satisfaction ratings since 2015. Changes that are outside the margin of error, and resemble a noteworthy change are highlighted in orange. The majority of services remain on trend compared to 2015. Services that show a decline in satisfaction include: services for the economically disadvantaged, land use planning, building inspection/permits, design of streets, public spaces and boulevard areas, ease of travel by bus, bylaw enforcement, municipal website, and maintenance of parks and trails.

Service item	2006	2009	2012	2015	2019	Performance Gap 2015 - 2019
Residential garbage pick up	95%	97%	97%	92%	95%	3%
Condition, lighting and maintenance of streets and sidewalks	-	-	-	75%	78%	3%
Storm water drainage and flood control	89%	89%	88%	86%	89%	3%
Quality of arts, cultural and community events	87%	89%	87%	89%	91%	2%
Fall leaf collection program	84%	82%	84%	86%	88%	2%
Community fire safety education program	92%	93%	89%	91%	91%	1%
Animal control services	82%	87%	81%	87%	87%	0%
Fire services	99%	98%	97%	99%	98%	-1%
Quality of drinking water	92%	98%	97%	99%	98%	-1%
School fire safety program	97%	98%	97%	99%	98%	-1%
Quality of recreation programs and services	-	-	-	99%	98%	-1%
Police presence and visibility	93%	90%	92%	93%	91%	-2%
Emergency preparedness program	76%	80%	85%	87%	85%	-2%
Police services	95%	95%	94%	97%	95%	-2%
Police road safety programs	92%	91%	91%	91%	89%	-2%
Crime prevention programs	89%	91%	87%	93%	90%	-3%
Maintenance of parks and trails	97%	97%	97%	97%	93%	-4%
Municipal website (www.saanich.ca)	92%	95%	96%	96%	91%	-5%
Bylaw enforcement	78%	70%	75%	85%	80%	-5%
Ease of travel by bus	81%	84%	77%	88%	83%	-5%
Design of streets, public spaces and boulevard areas	-	-	-	85%	78%	-6%
Building inspection/permits	73%	72%	72%	82%	75%	-7%
Land use planning	75%	62%	73%	80%	70%	-10%
Services for the economically disadvantaged	72%	71%	70%	80%	69%	-11%

PRIORITIES FOR IMPROVING SATISFACTION IN THE DISTRICT OF SAANICH

Derived importance for each service is based on a regression analysis between satisfaction with each service and overall satisfaction with the job the District of Saanich is doing. Performance is the (TOP2) satisfaction score (very satisfied / satisfied). The priorities below adhere to the following classification:

- Opportunity – services that have a high impact on the overall satisfaction, but have low performance
- Improvement – services that have either a combination of medium performance and high importance, or low performance and medium importance
- Maintain – services that have either a combination of high performance and high importance, or high performance and medium importance
- Monitor – services have high performance and low importance

Our analysis reveals that top opportunities to improve resident satisfaction overall are: Land use planning, building inspections and permits, provision of cycling infrastructure, design of streets, public spaces and boulevard areas.

Attribute	Performance	Importance	Classification
Land use planning	70%	0.661	Opportunity
Building inspections and permits	75%	0.613	
Provision of cycling infrastructure	74%	0.398	
Design of streets, public spaces and boulevard areas	78%	0.376	
Business licence processing	89%	0.501	Improvement
Ease of travel by bus	83%	0.403	
Storm water drainage and flood control	89%	0.431	
Animal control services	87%	0.415	
Bylaw enforcement for issues such as noise, parking and property	80%	0.338	
Provision of walking infrastructure	84%	0.361	
Parking enforcement	84%	0.306	
Policies that encourage affordable housing	53%	0.240	
Services for the economically disadvantaged	69%	0.236	
Condition, lighting and maintenance of streets and sidewalks	78%	0.222	
Quality of parks and recreation facilities and amenities	94%	0.761	Maintain
Website (www.saanich.ca)	91%	0.432	
Community fire safety education program	91%	0.381	
School fire safety program	98%	0.431	
Fall leaf collection program	88%	0.287	
Police road safety programs	89%	0.229	
Police services	95%	0.360	
Fire services	98%	0.364	
Crime prevention programs	90%	0.266	
Residential garbage pick up	95%	0.315	
Emergency preparedness program	85%	0.186	
Quality of drinking water	98%	0.279	
Provision of outdoor recreation facilities	92%	0.212	

Provision of bus stops	88%	0.166	
Quality of arts, cultural and community events	91%	0.197	Monitor
Reliability of drinking water	99%	0.276	
Maintenance of parks and trails	93%	0.172	
Reliability of sanitary sewer collection system	95%	0.172	
Police presence and visibility	91%	0.078	
Quality of recreation programs and services	98%	0.083	

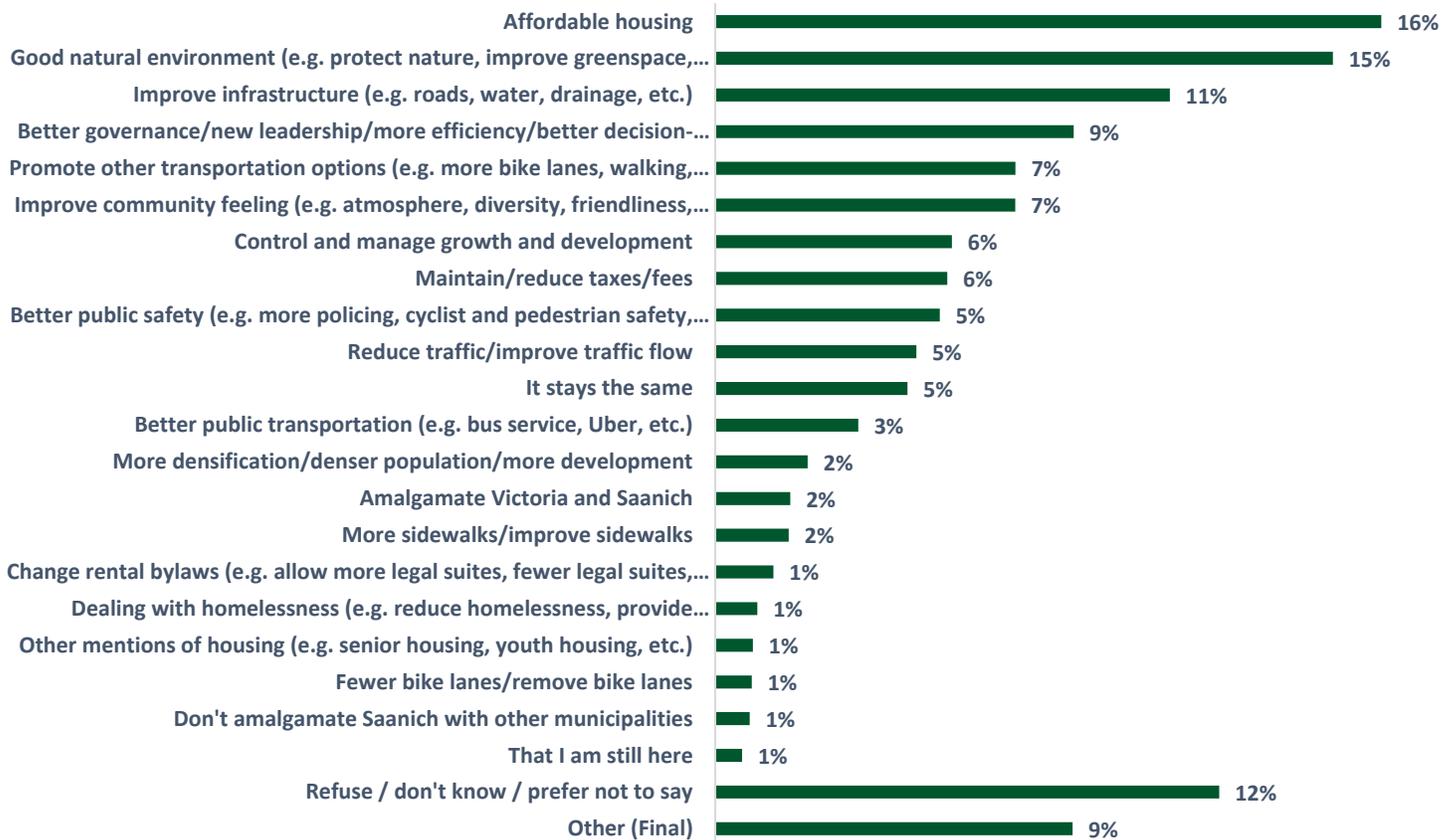
Q16C. THE FUTURE OF SAANICH

District Council wanted to get an understanding of the hopes residents have for the future of Saanich, so residents were asked just that.

Residents were given an open-ended opportunity to let Council know what their hopes for Saanich are, over the next five years.

Many different answers were provided by residents, but the most mentioned included affordable housing (16%) or good environment (15%).

One hope for Saanich (n=1022)



Q16c. Over the next five years, what's one hope you have for Saanich?

Q13. MOST IMPORTANT ISSUE FACING SAANICH

Residents were asked what, in their opinion, was the most important issue facing the District of Saanich, the one they felt deserved the greatest attention from Council.

The most common answer was housing or the cost of housing (22%).

9% identified the environment or green spaces, while the same proportion (9%) identified traffic or congestion, bike trails/lanes (8%), road safety (7%), or infrastructure (7%) as the biggest issue facing the District.

What is the single most important issue facing Saanich? (n=1022)



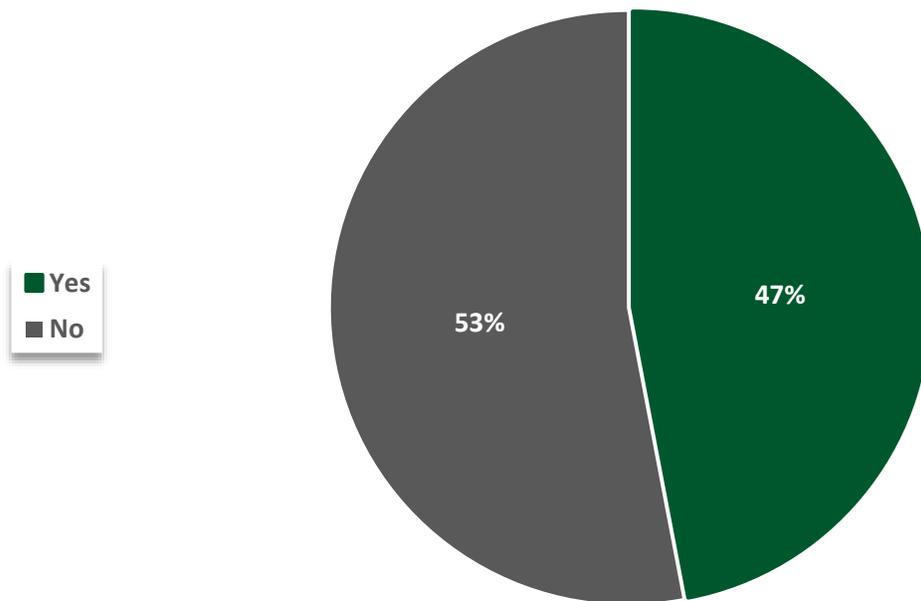
Q13. In your opinion, what is the single most important issue facing the District of Saanich? That is, the one issue you feel should receive the greatest attention?

Q11. CONTACT WITH SAANICH EMPLOYEE

Respondents were asked if they'd had any personal contact with a Saanich employee in the previous 12 months.

The result is roughly even: about half 47% of respondents said yes, they had contact with a Saanich employee over the past 12 months, while a similar proportion 53% said they had not.

Personal contact with a Saanich employee (n=1022)



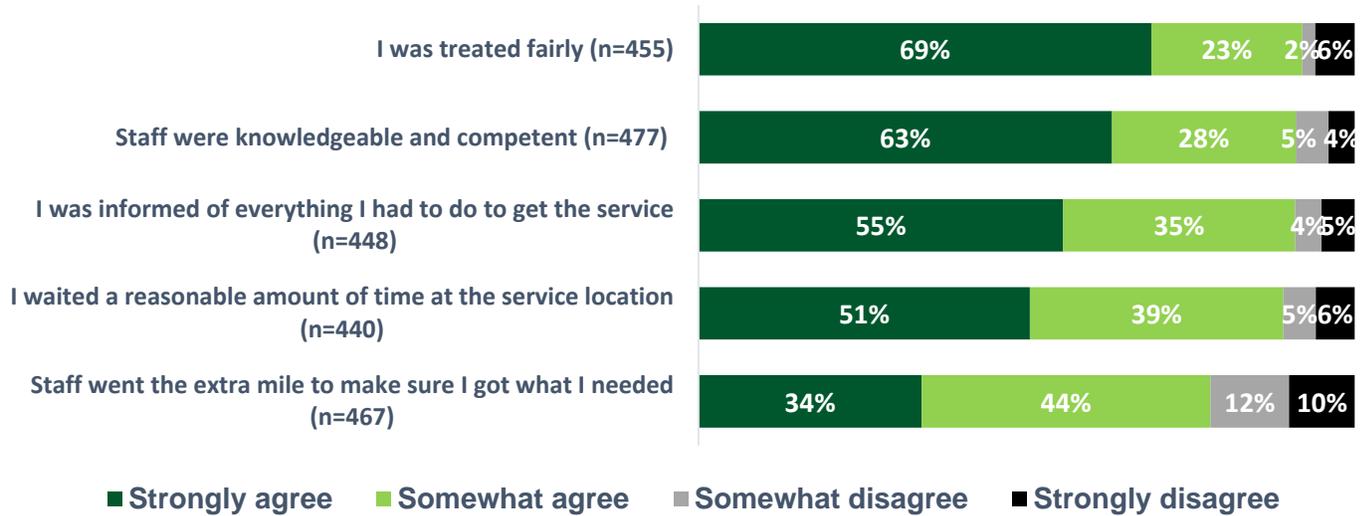
Q11. Have you had any personal contact (in-person, by phone, email or fax) with a Saanich employee over the last 12 months?

Q12. SATISFACTION WITH SERVICE DELIVERY

Residents that confirmed they had personal contact with a Saanich employee in the past 12 months were asked a series of follow up questions on that encounter, including whether they were treated fairly, whether staff was knowledgeable, and how long they were required to wait.

Citizens found employees to be knowledgeable and competent (TOP2: 91%), were treated fairly (TOP2: 92%), and were informed of everything they needed to do to receive the service (TOP2: 90%).

Respondent satisfaction with Saanich employees



	Fairness	Knowledgeable	Informative	Wait-time	Extra mile
Top 2 Box %	92%	91%	90%	89%	79%

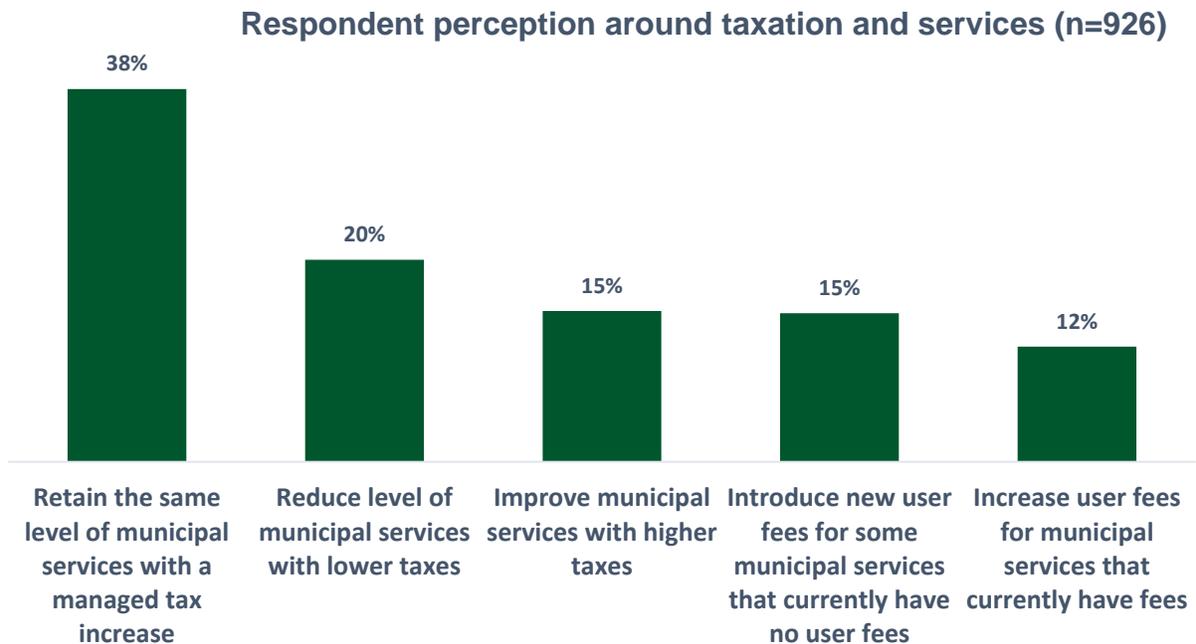
Q12. What was your impression of the service provided by the Saanich employee with your most recent contact...

Q8. TAXATION AND SERVICES

In the 2019 survey, the District of Saanich wanted to understand residents' opinion on taxation versus levels of service.

Residents were asked if they would prefer improved municipal services with a cost of higher taxes, to introduce new user fees for some municipal services that have no user fees, to increase user fees on existing services that charge user fees, retain the same level of services with a managed tax increase, or see a reduced level of municipal services with a reduction in taxes.

38% said they would choose to retain the same level of municipal services, with a managed tax increase, while 20% say they prefer a reduced level of municipal services and lower taxes.



Q8. If faced with the following realistic choices, what would you advise Council to do?

This question was asked in previous years, but because answer options were revised, and others added, it cannot be trended to past results.

Q9. SPENDING PRIORITIES

Capital projects are those that improve, renovate, or build new infrastructure in the District of Saanich.

Respondents were provided a list of projects on which the District could focus and asked to rate each project on a scale of 1 to 10, where 1 represents the lowest priority, and 10 represents the highest priority.

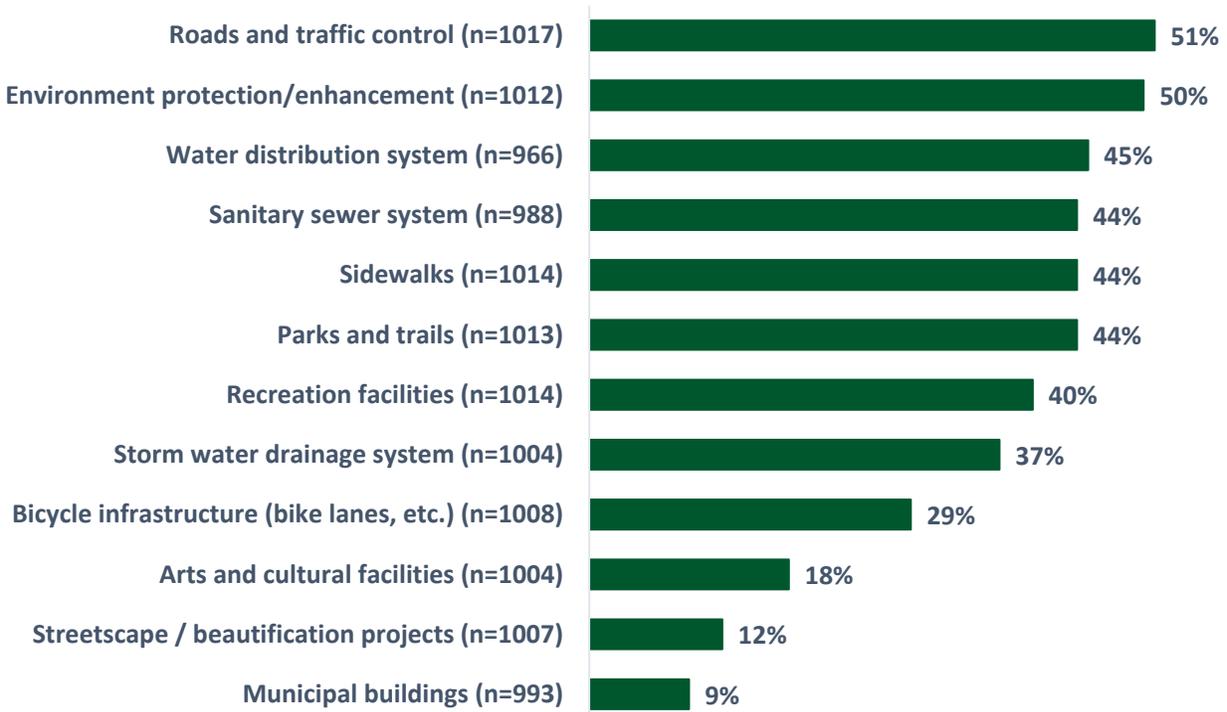
A rating of 8, 9, or 10 is considered high priority, and the graph below includes only these scores.

In 2019, about half of District residents said roads and traffic control (51%) was a high priority for them, while a similar proportion (50%) said environmental protection or enhancement was a high priority.

Clustered behind the top two selections are the water distribution system (45%), the sanitary sewer system (44%), sidewalks (44%), and parks and trails (44%).

This year, municipal buildings (9%) and streetscape/beautification projects (12%) were the least prioritized choices.

Top priority items (Rated 8,9,10)



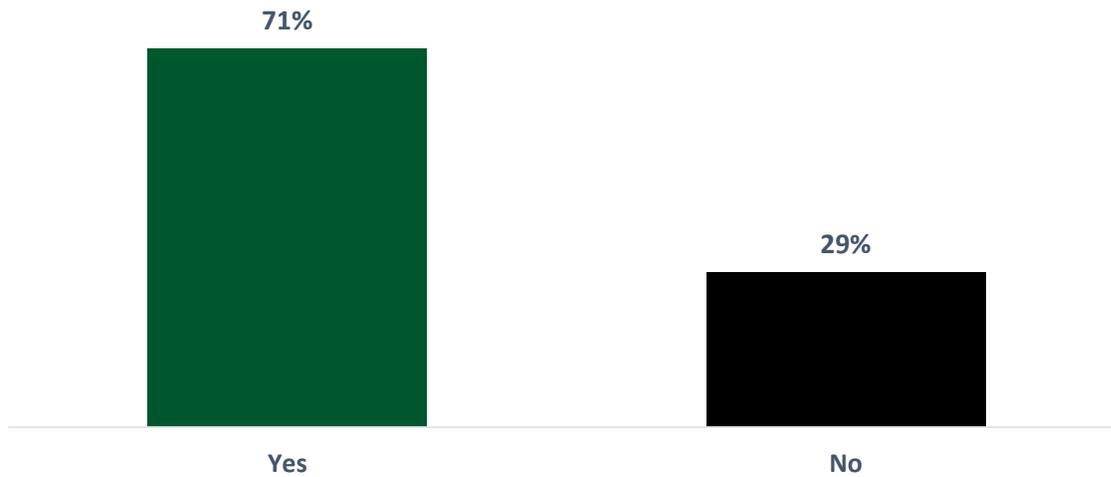
Q9. On a scale of 1 to 10 where 1 is the lowest priority and 10 is a very high priority, please indicate how much of a priority each project would be to you?

CITIZEN ENGAGEMENT

Q4. VOTING IN MUNICIPAL ELECTIONS

Respondents were asked if they voted in the 2018 municipal election in the District.

Respondent who voted in 2018 municipal election (n=1022)



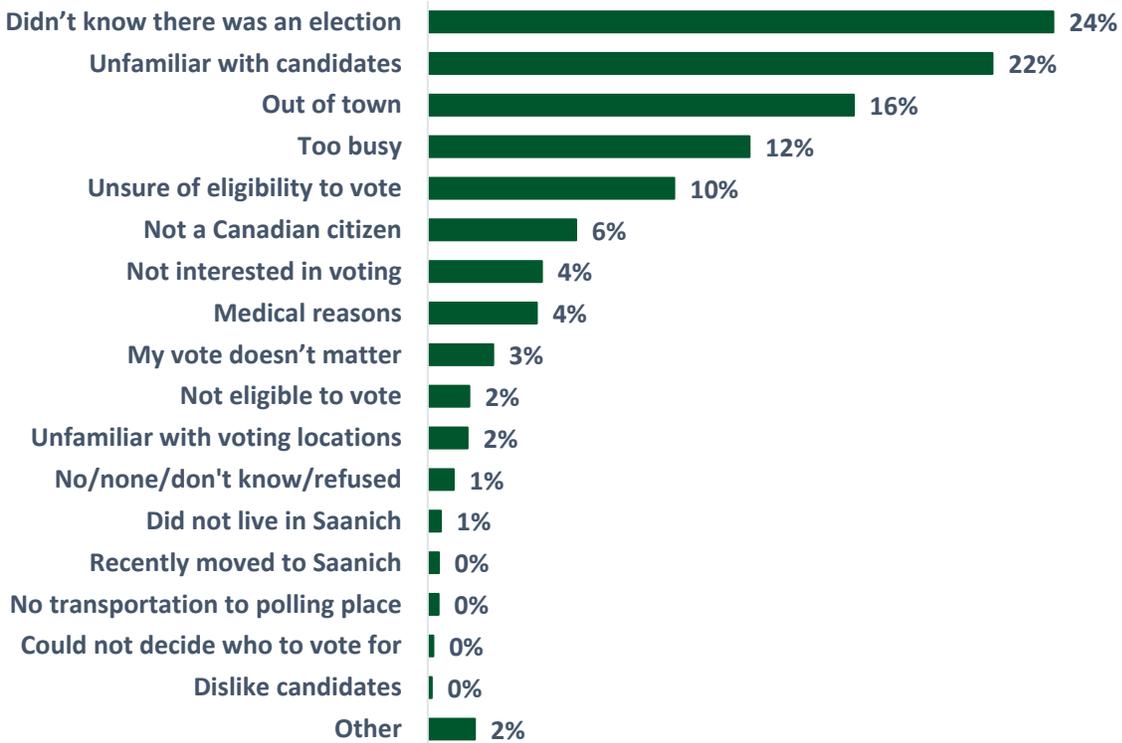
Q4. Did you vote in the 2018 municipal election?

Q5. REASONS FOR NOT VOTING

Those respondents that said they hadn't voted in the 2018 municipal election were asked an additional question that sought to determine why they hadn't vote.

Of the respondents who said they didn't vote in the 2018 municipal elections, 24% said they didn't vote because they didn't know there was an election.

Reasons for not voting (n=299)



Q5. Why didn't you vote in the election? (Record all that apply)

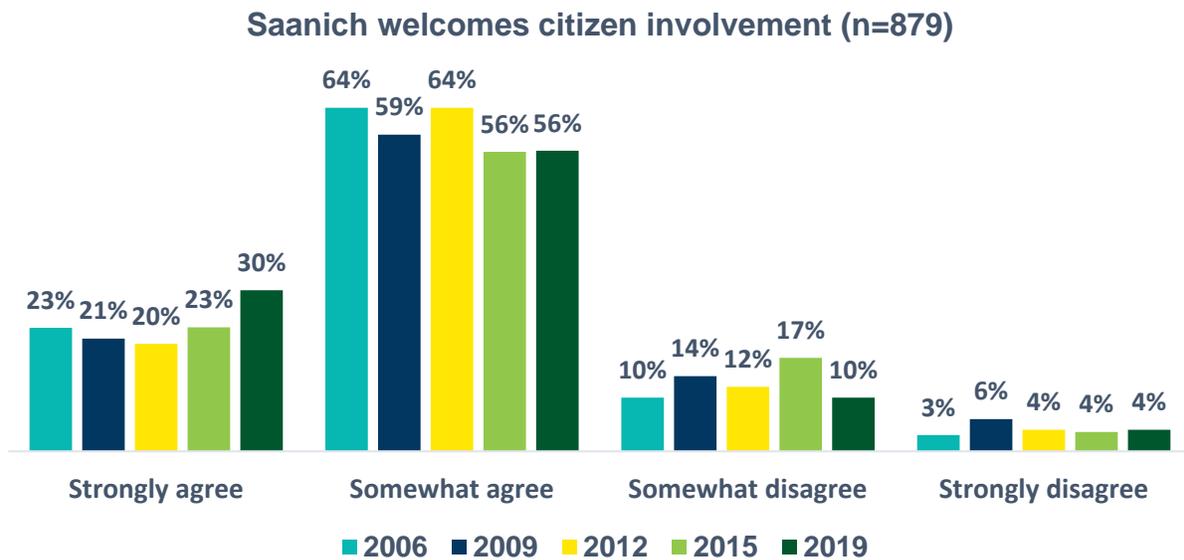
PUBLIC ENGAGEMENT

Q16. OPPORTUNITY FOR CITIZEN INVOLVEMENT

As a part of its commitment to public engagement, the District asked residents whether Saanich welcomes citizen involvement.

Respondents were asked whether they agree or disagree (and the degree of their opinion) with the following statement: Saanich welcomes citizen involvement.

86% said they agree (TOP2) that Saanich welcomes citizen involvement, with 30% saying they agree strongly. Strong agreement has increased by approximately seven percentage points since 2015.



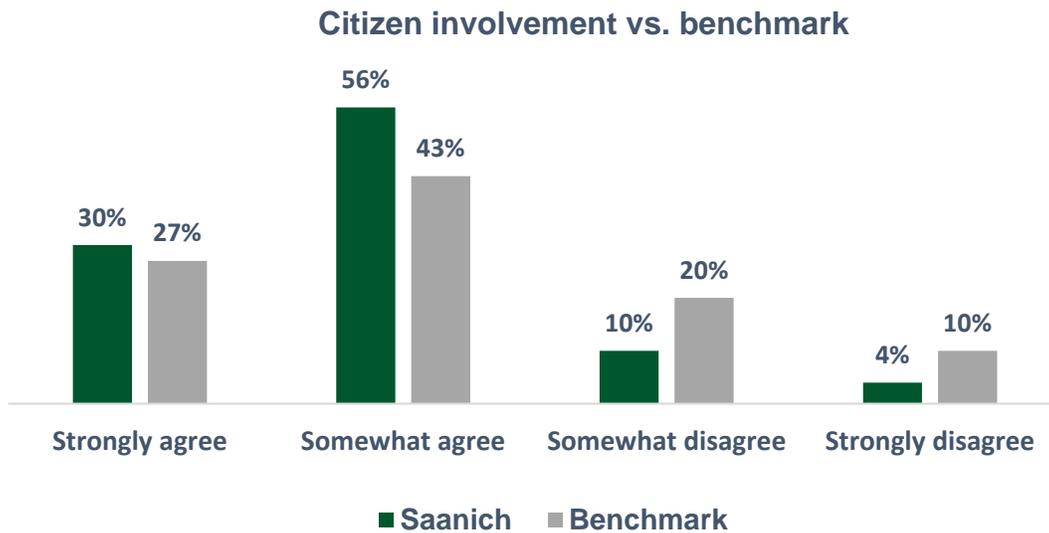
	2006	2009	2012	2015	2019
Top 2 %	87%	80%	84%	79%	86%

**Q16. I'm going to read out several statements and would like to know how much you agree or disagree with each:
Saanich welcomes citizen involvement.**

CITIZEN INVOLVEMENT COMPARED TO THE NORMATIVE BENCHMARK

On citizen involvement, Saanich compares favourably to the normative benchmark.

Saanich's citizen involvement is 16% higher than that of the normative benchmark, which is a considerable difference, and suggests that Saanich's citizens see its efforts on citizen engagement in a positive light.



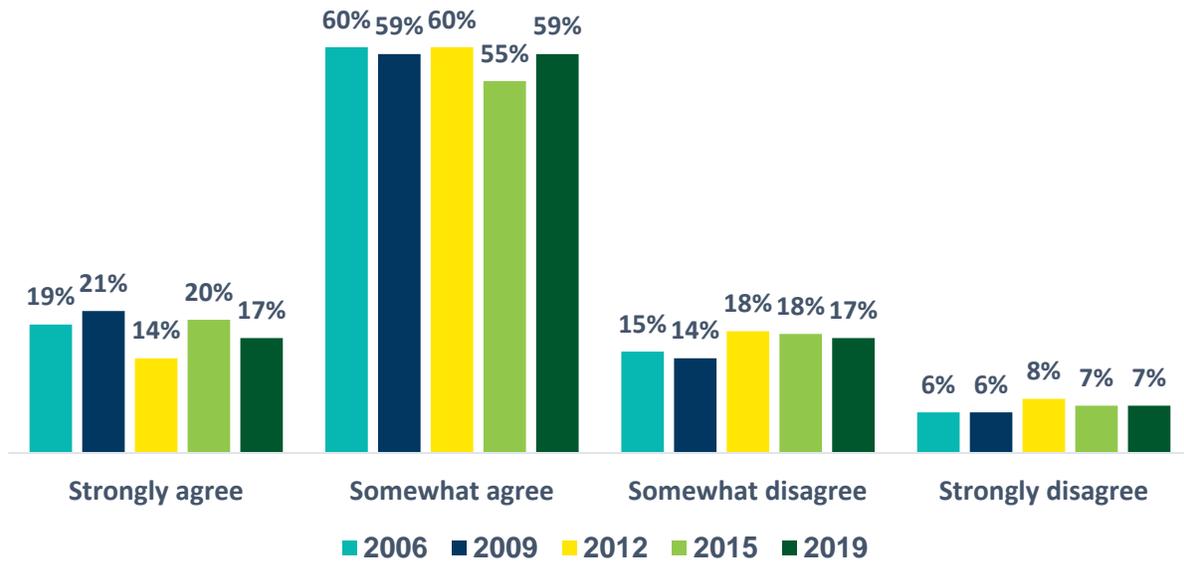
	Saanich	Benchmark
(TOP2)	86%	70%
n	879	420

Q16. SAANICH LISTENS

Governments are keen to ensure their residents feel they're being heard, and that the will of the people is being respected. Respondents were asked whether they agree or disagree (and the degree of their opinion) with the following statement: Saanich listens to its citizens.

76% (TOP2) agree that Saanich listens to its citizens.

Saanich listens to its citizens (n=910)



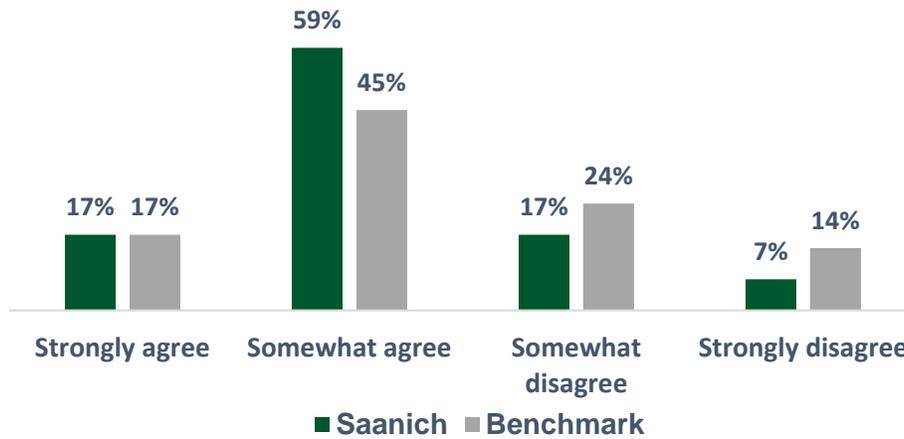
	2006	2009	2012	2015	2019
(TOP2)	79%	80%	74%	75%	76%

Q16. I'm going to read out several statements and would like to know how much you agree or disagree with each: Saanich listens to its citizens.

LISTENING TO CITIZENS COMPARED TO THE NORMATIVE BENCHMARK

Saanich also compares very well to the benchmark on listening to citizens. Saanich's score on this measure exceeds the benchmark by 14%.

Listening to citizens vs. benchmark

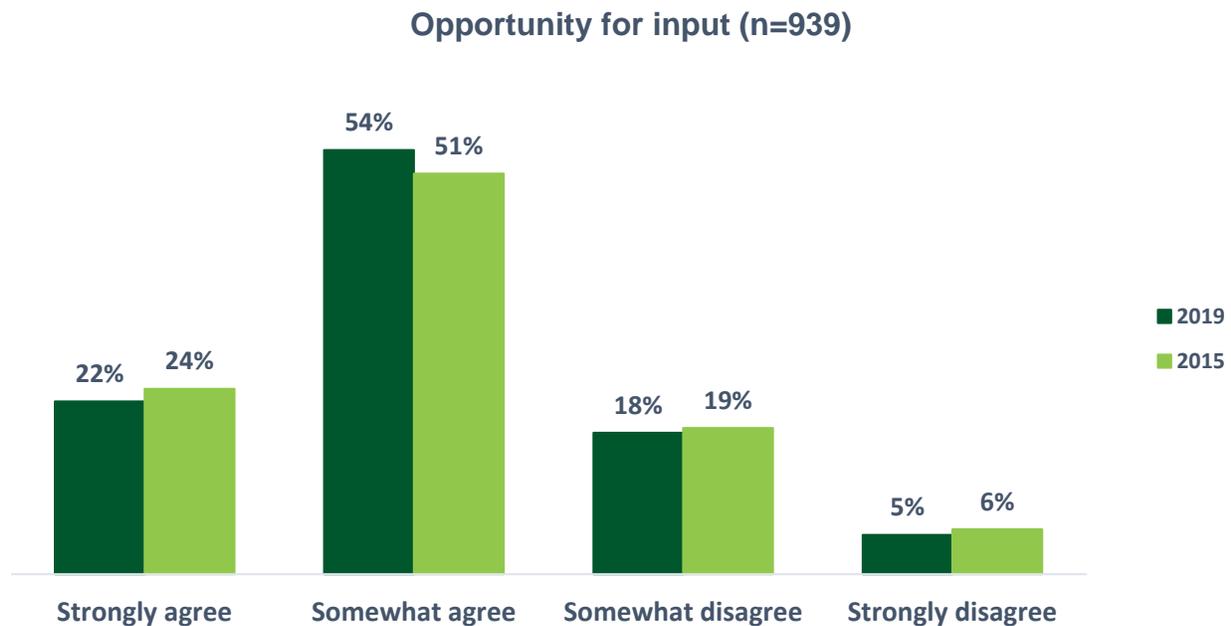


	Saanich	Benchmark
(TOP2)	76%	62%
n	910	388

Q16. INPUT INTO DECISION MAKING

Residents were asked to rate whether they agree or disagree that citizens have opportunities to provide input into decision making, and to what degree.

77% (TOP2) said they agree that citizens have opportunities to provide input into decision making.



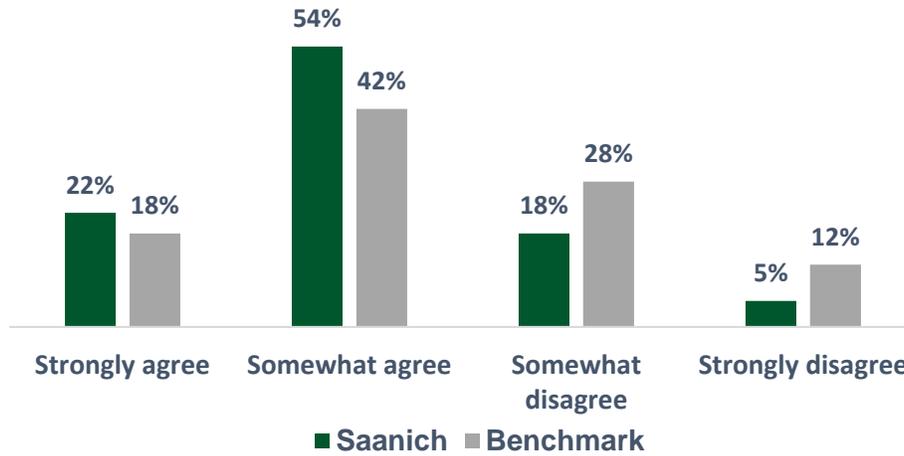
	2015	2019
(TOP2)	75%	77%

Q16. I'm going to read out several statements and would like to know how much you agree or disagree with each: Citizens have opportunities to provide input into decision making.

OPPORTUNITY FOR INPUT COMPARED TO THE NORMATIVE BENCHMARK

Saanich residents are particularly inclined to suggest that the District provides opportunity to provide input, as the score on this measure is 17% higher than the normative benchmark.

Opportunity for input vs. benchmark



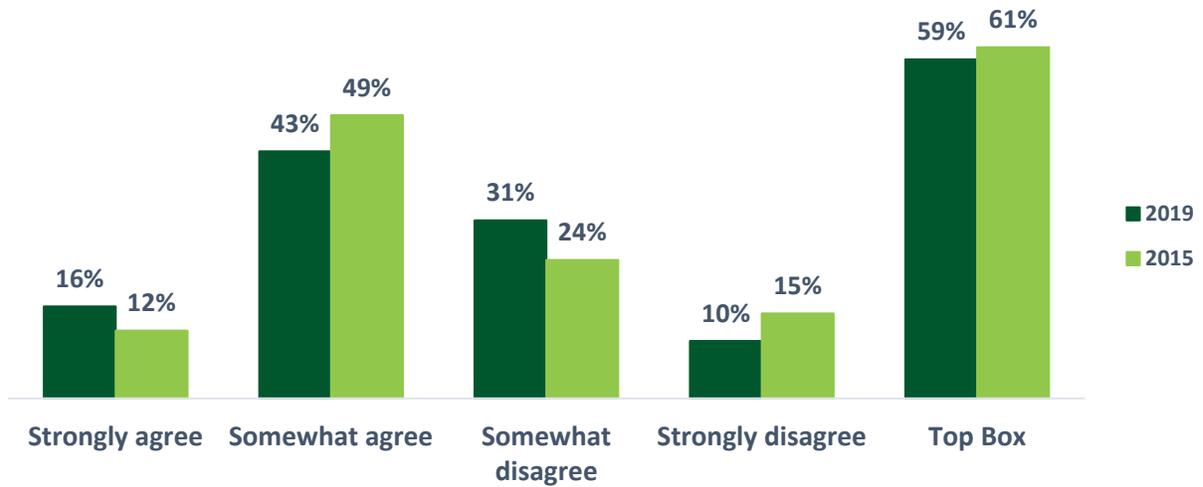
	Saanich	Benchmark
(TOP2)	77%	60%
n	939	402

Q16. TRANSPARENCY OF THE DECISION-MAKING PROCESS

Residents were asked whether they agree or disagree that Saanich’s decision-making process is transparent, and to what degree.

59% (TOP2) said they agree that the decision-making process is transparent.

Saanich decision making process is transparent (n=882)



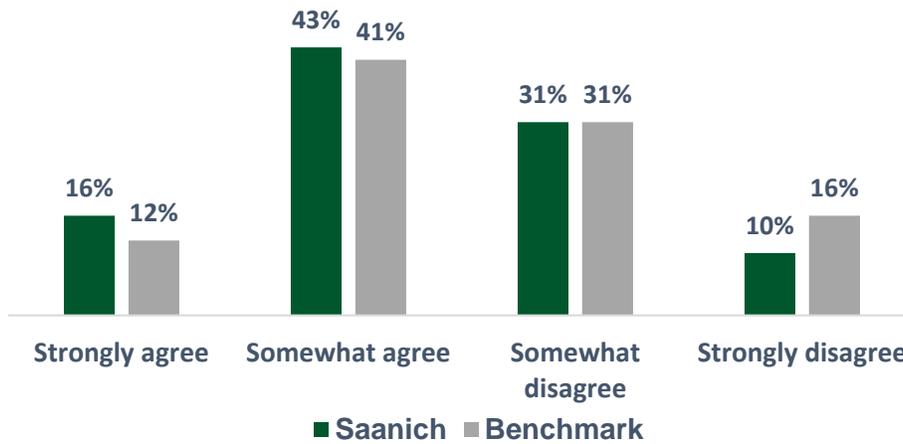
	2015	2019
Top 2 %	61%	59%

Q16. I'm going to read out several statements and would like to know how much you agree or disagree with each: Saanich’s decision-making process is transparent.

TRANSPARENCY COMPARED TO THE NORMATIVE BENCHMARK

Residents of Saanich see the transparency of the District more favourably than comparator communities, as the District's score on transparency is 6% higher than the normative benchmark.

Saanich transparency vs. benchmark



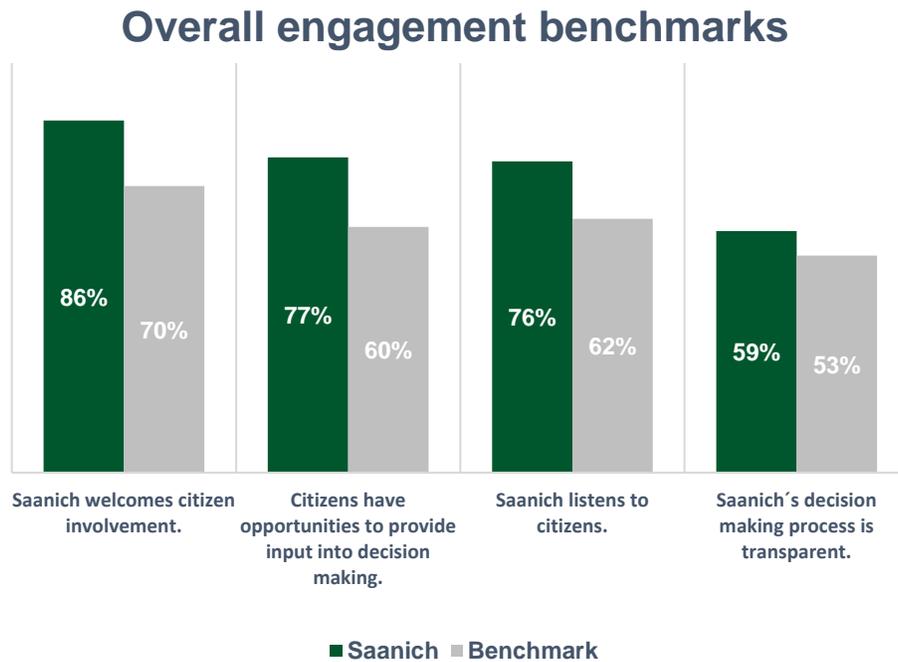
	Saanich	Benchmark
Top 2 %	59%	53%

OVERALL PUBLIC ENGAGEMENT BENCHMARKS

Overall, Saanich is exceeding comparator communities in every public engagement category that was tested.

From citizen involvement to transparency, Saanich exceeds the normative benchmark from similar communities by between nine and seventeen percentage points across the four questions tested.

On public engagement, it's clear, that Saanich has a wide lead over comparator communities.



Q7. REGULAR USE OF FACILITIES/ACTIVITIES

Residents were asked how often, if at all, they used District facilities or participated in a specific list of activities in the past year.

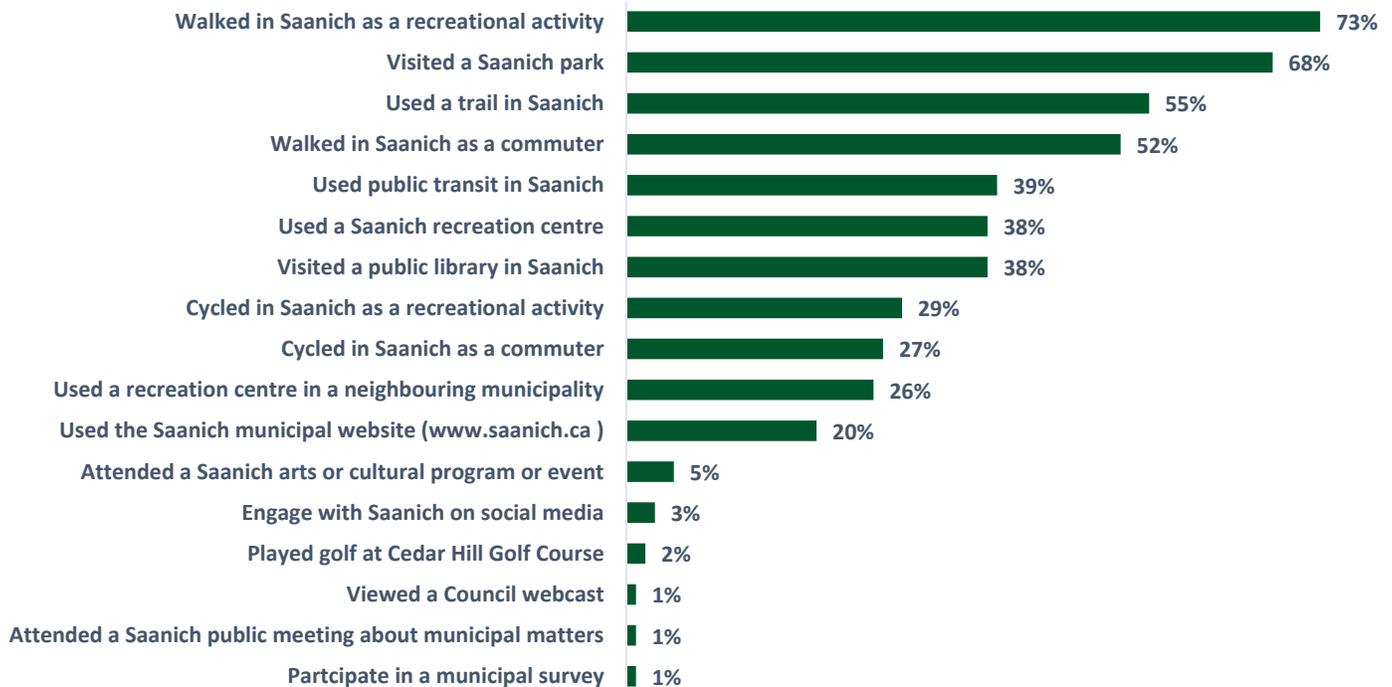
The lowest point on the scale was “never” and the highest point on the scale was “at least once per month.”

The list below contains only the activities which were mentioned most regularly (answered at least once per month.)

A majority of Saanich residents identified walking as a recreational activity (73%), visiting a park (68%), or using a trail (55%) as the activities on the list they participate in most regularly.

Viewing a Council webcast (1%), taking a municipal survey (1%), and attending a Saanich public meeting (1%) were rarely identified as a regular activity.

Facilities/activities most regularly used or participated in by Saanich residents (n=1022)



Q7. In the past 12 months, approximately how often did you attend a facility or participate in any of the following activities?

COMMUNICATION

Q14. COMMUNICATION AND PUBLIC ENGAGEMENT

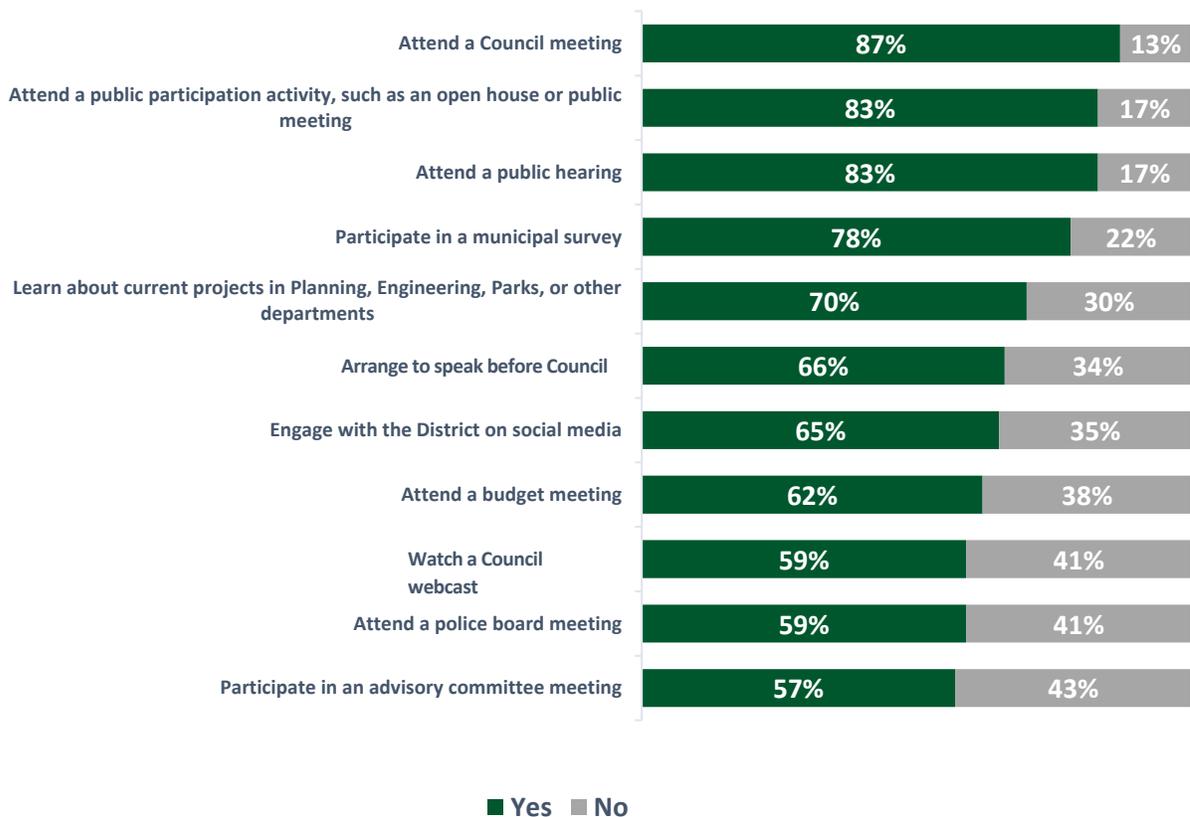
An informed community is an engaged community, so residents were asked whether they thought they were able to find information they need to participate in a list of District activities.

Residents would be able answer yes, if they felt they would be able to find the information they needed, or no, if they did not.

The vast majority think they would be able to find the information they need to attend a Council meeting (87%), attend a public open house or public meeting (83%), or attending a public hearing (83%).

A lower proportion of respondents think they can find information to watch a Council webcast (59%), attend a police board meeting (59%), and participate in an advisory committee meeting (57%).

Knowledge in finding information to participate in various activities in Saanich (n=1022)



Q14. Do you feel you can find information about how to participate in the following activities?

Q15. PREFERRED METHODS OF COMMUNICATION

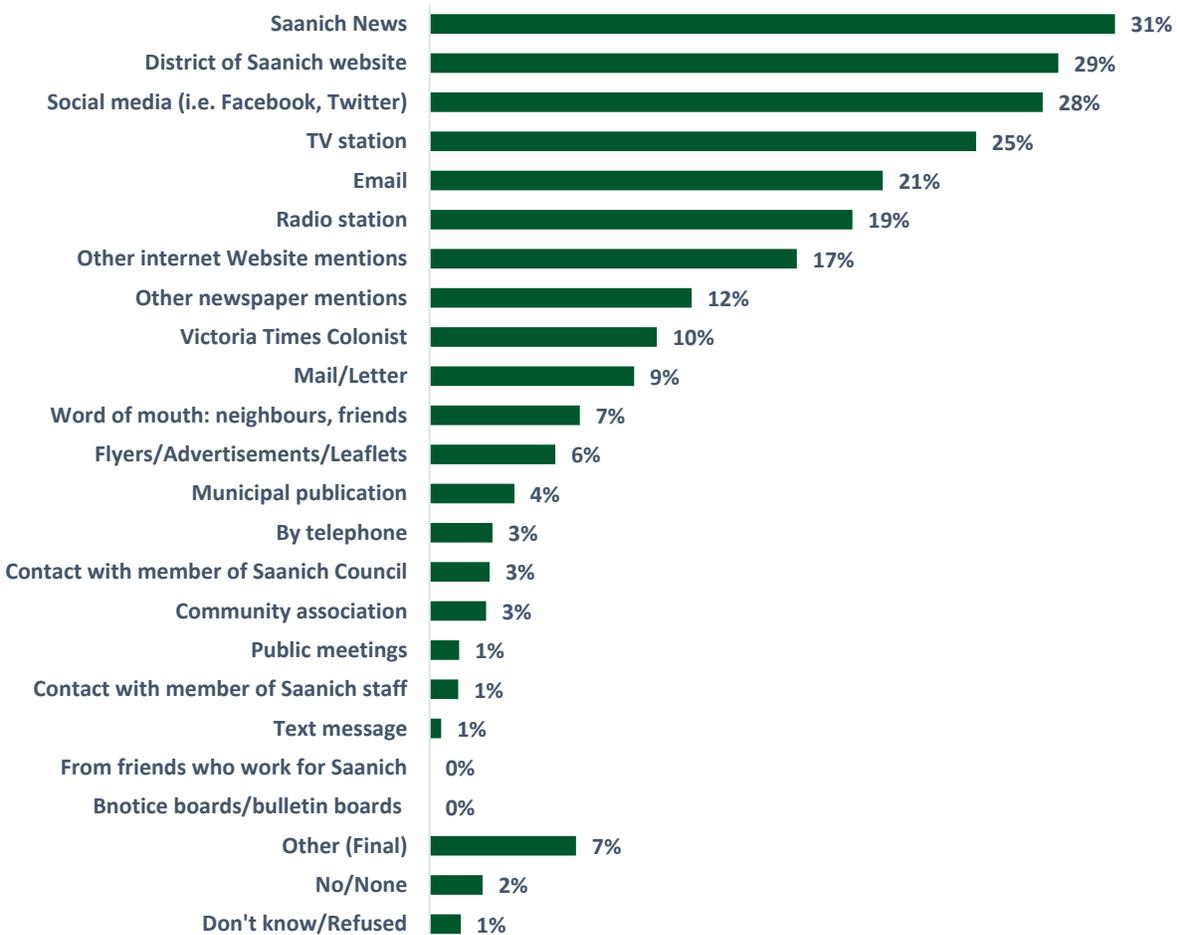
How the District communicates, is almost as important, as what it communicates. Ensuring that all residents have an opportunity to learn about District programs is crucial to the District’s commitment to exemplary public service.

Therefore, residents were asked their preferred method of learning about local government issues.

They had the opportunity to provide up to three, unprompted, open-ended responses. The list below identifies the methods that residents identified.

(31%) say they prefer to receive information about local issues through the Saanich News. Similar proportions prefer District of Saanich website (29%), and social media (28%).

Preferred ways to learn about local government issues (n=1022)

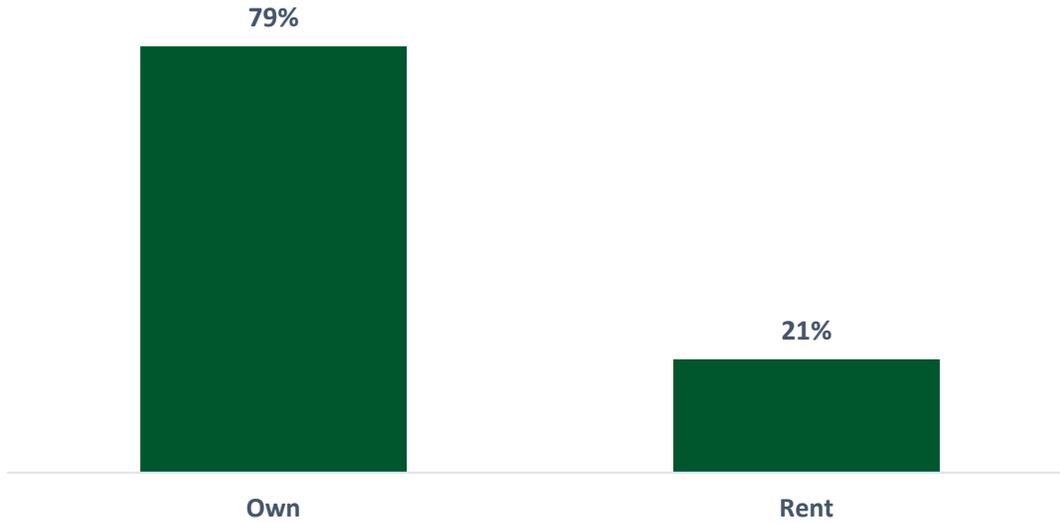


Q15. Please identify up to three of the ways you prefer to learn about local government issues?

RESPONDENT PROFILE

Q17. RESIDENTS WHO OWN VS. RENT

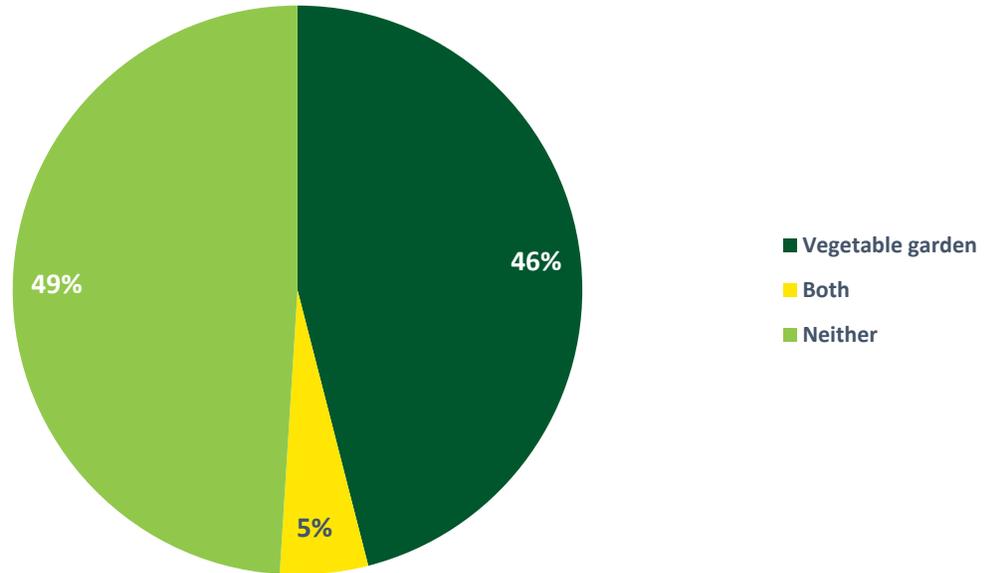
Own vs. rent (n=1022)



Q17. Do you own or rent your residence?

Q18. RESIDENTS WHO HAVE A VEGETABLE GARDEN OR KEEP POULTRY

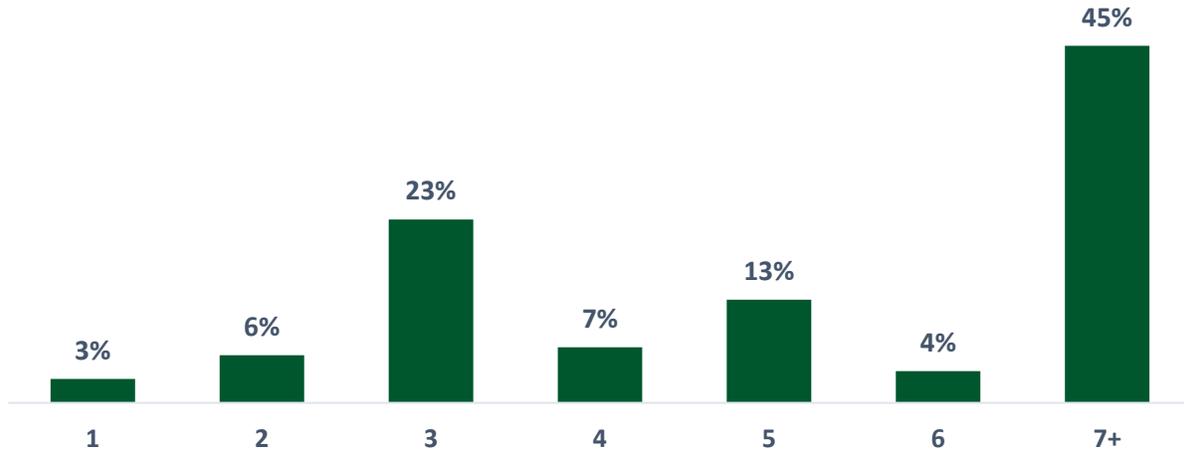
Respondents who have a vegetable garden/poultry (n=1022)



Q18. Do you have a vegetable garden, keep poultry, have both, or do neither?

Q19. NUMBER OF DAYS HOUSEHOLDS ARE PREPARED FOR IN THE EVENT OF A LOCAL DISASTER

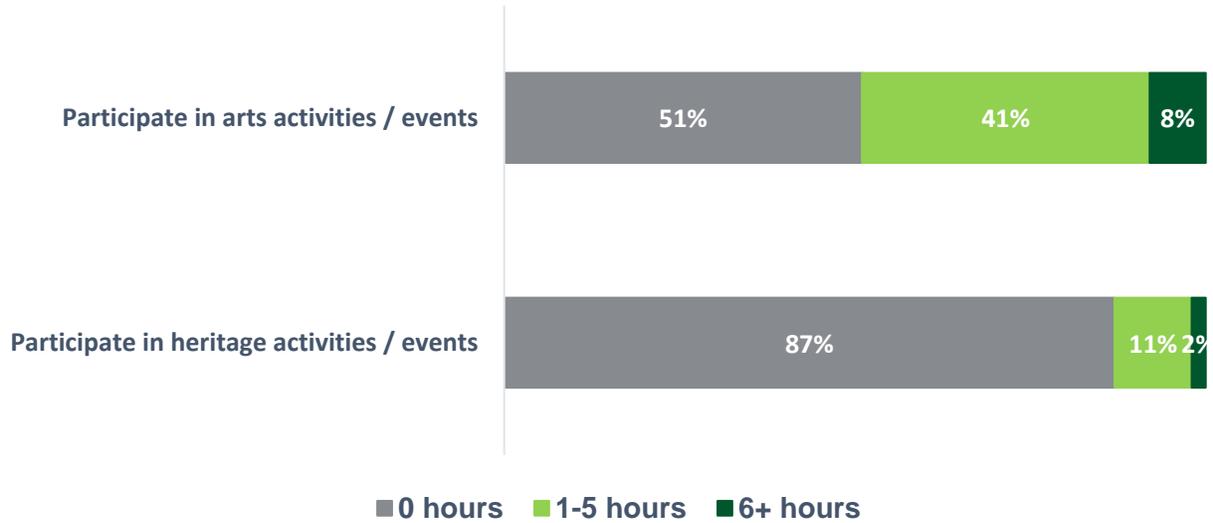
Number of days household can take care of itself in event of local disaster (n=1022)



Q19. 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.)

Q20-21. NUMBER OF HOURS SPENT IN AN AVERAGE WEEK PARTICIPATING IN VARIOUS ACTIVITIES OR EVENTS

Resident participation in various activities and events (n=1022)



Q20. During an average week, how many hours do you spend participating in arts activities or events? (such as attending a performance or art exhibit)

Q21. During an average week, how many hours do you spend participating in heritage activities or events? (such as a heritage walk or bus tour)

Q22. NUMBER OF DAYS DOING PHYSICAL ACTIVITY (SPORTS, WALKING, BICYCLING, ETC.)

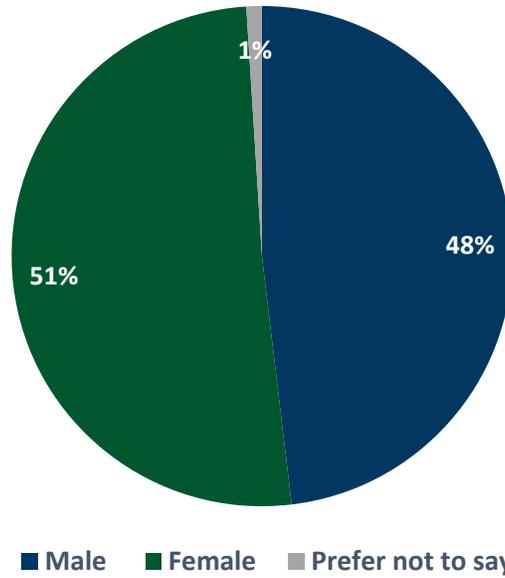
Number of days doing physical exercise in past seven days
(n=1022)



Q22. During the last seven days, on how many days did you do physical activities like playing sports, exercising, walking or bicycling for at least 10 minutes at a time?

Q23. RESPONDENT GENDER

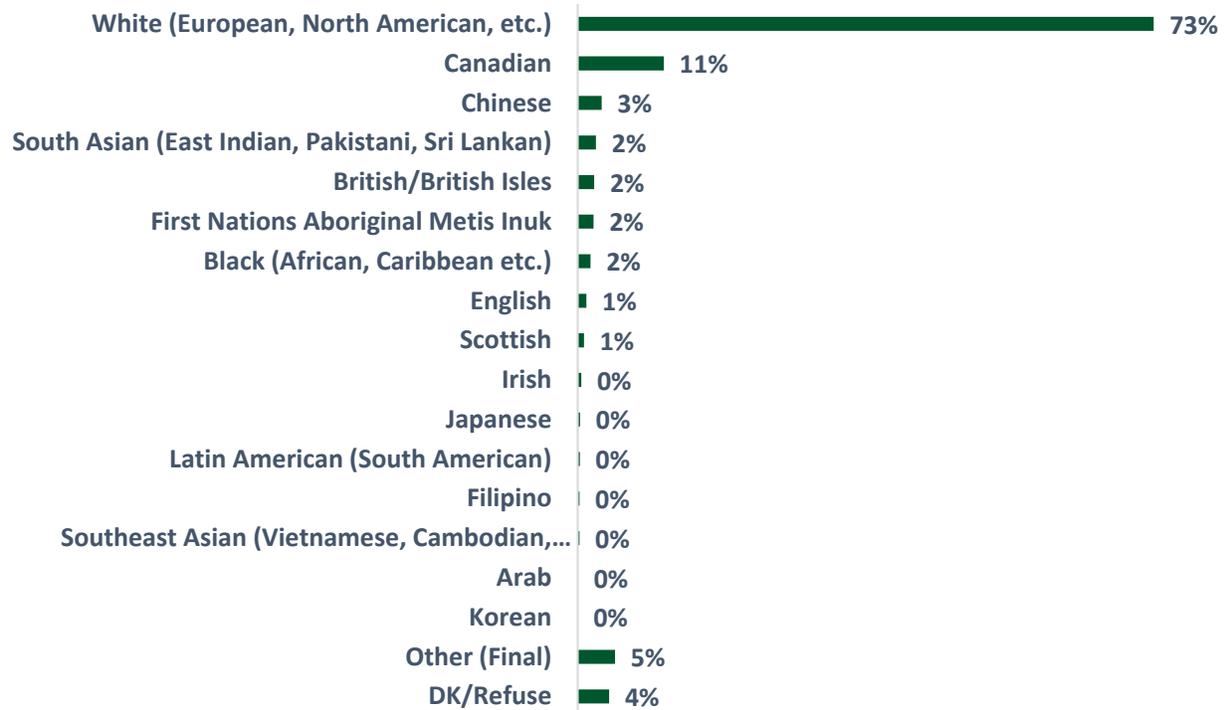
Respondent gender (n=1022)



Q23. How would you describe your gender?

Q24. ETHNICITY

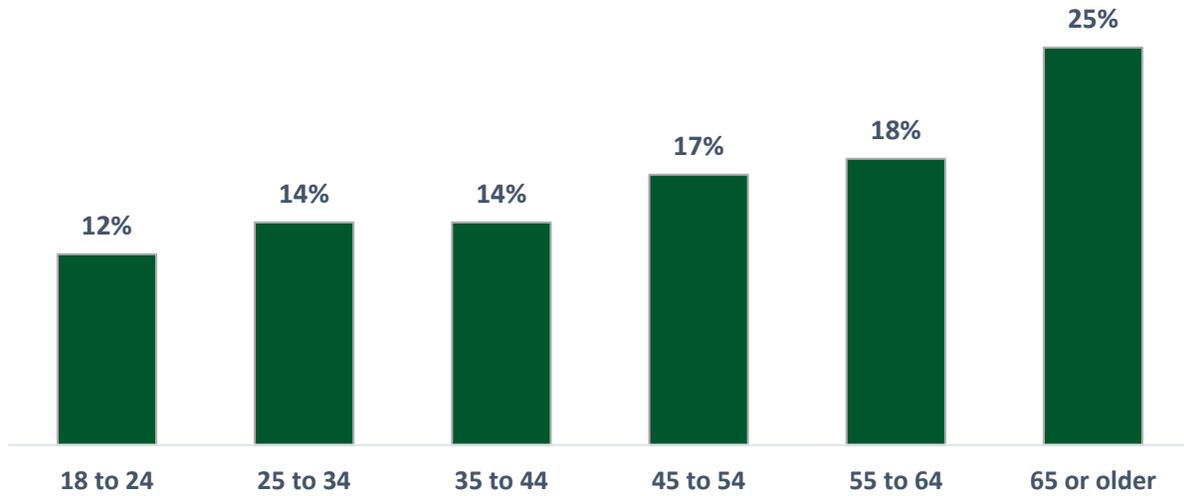
Ethnicity (n=1022)



Q24. How would you describe your cultural background or ethnicity?

Q25. RESPONDENT AGE

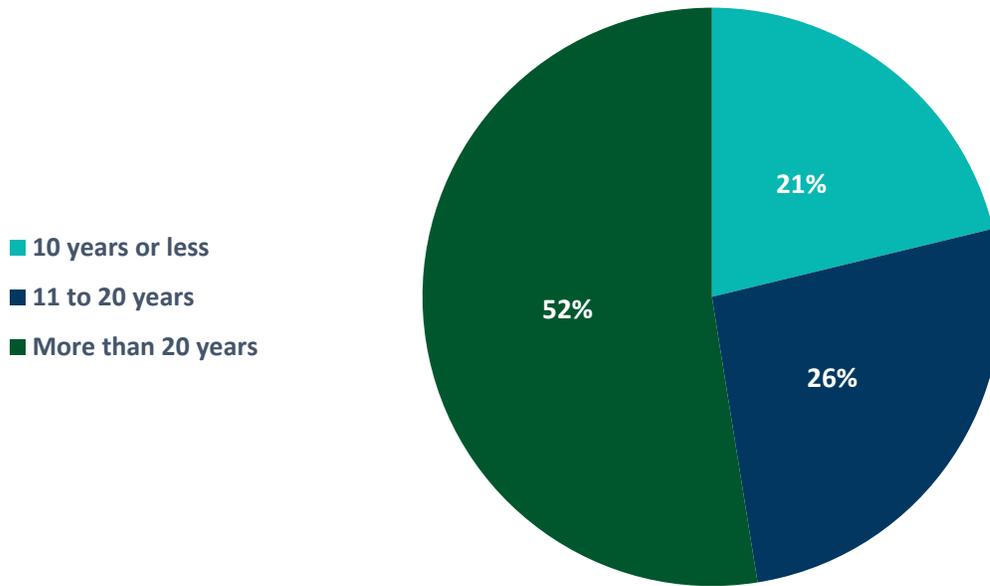
Age (n=1022)



Q25. 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?

Q26. NUMBER OF YEARS AS A SAANICH RESIDENT

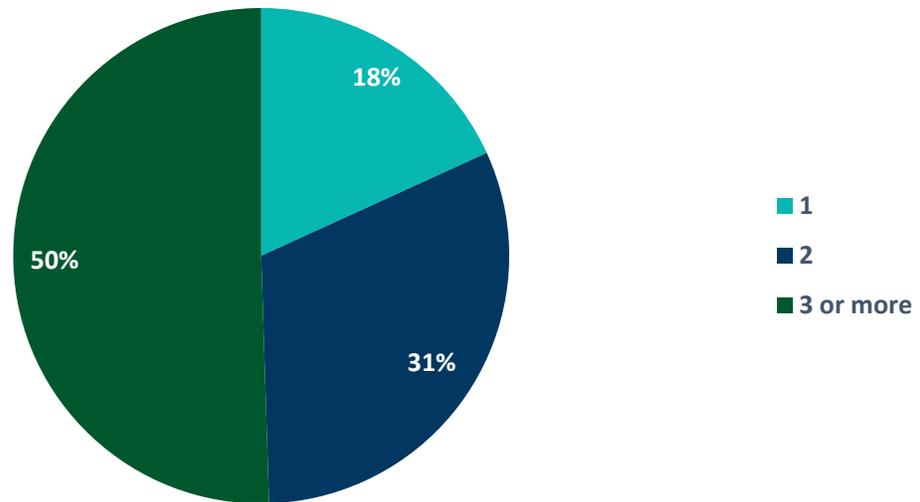
Number of years lived in Saanich (n=1022)



Q26. How long have you been a Saanich resident?

Q27. NUMBER OF PERSONS PER HOUSEHOLD

Number of persons per household (n=1022)



Q27. How many people, including yourself, live in your household?