

Resident and Business Survey Frequently Asked Questions

What are the Resident and Business Surveys?

The District of Saanich is asking residents and local businesses to share what matters most. Your feedback will help shape future services, priorities, and communications.

Why is Saanich conducting these surveys?

To hear directly from the people who live and work in Saanich. Your input helps us understand what is working well, what needs attention, and where to focus next.

Who can complete the surveys?

Resident Survey: Saanich residents who are 18 years or older.

Business Survey: People who own or operate a business in Saanich and are 18 years or older.

How long will the survey take?

The survey should take just under 15 minutes. Every response makes a difference.

When are the surveys open?

The surveys open October 19 and closes November 30 at midnight. We look forward to receiving your feedback before the deadline.

How can I complete the survey?

If you are a resident of Saanich, look for your own unique survey invitation in your mailbox today! Postcard invitations include a link to the survey with your own unique code.

Business owners should keep an eye out on their email inbox to complete the survey, or a letter or phone call in November.

I didn't receive an invitation in the mail. Can you send me one?

Contact Pivotal Research at feedback@pivotalresearch.ca or call 1-855-421-1199 (toll-free) to request one.

Will my individual responses be shared publicly?

No. Your survey answers are confidential. Results will be shared only as overall themes and summaries. Individual responses will not be publicly identified.

How will Saanich protect my privacy?

We will handle personal information securely and in accordance with applicable Freedom of Information and Privacy Protection requirements. Only authorized staff and service providers will access it when needed. Please avoid including any personal information about yourself or others in your responses. Any identifying information that is provided will be removed from the analysis and reporting.

What information about me is being collected?

The survey may ask optional questions such as your neighbourhood, age range, or business type. This helps us understand whether we are hearing from a diverse range of perspectives.

Will the results be made public?

Yes. We will share key findings and overall themes after the results are analyzed, without identifying individual participants. Look for more information in early 2027.

What if I have questions, technical issues, or need help completing the survey?

Contact our survey partner, Pivotal Research, for help with questions, technical issues, or participation support.

If you encounter any technical issues while completing the survey, please contact the survey administrator, Pivotal Research (a third party independent Canadian-owned market research firm), at feedback@pivotalresearch.ca or call 1-855-421-1199 (toll-free). Please reference “Saanich Resident and Business Survey” in your message.

Is the survey accessible?

We do our best to make engagements as accessible for our population as possible. The survey is designed to be easily accessed online and is compatible with a screen-reader, along with alternate text descriptions for images where appropriate. To complete the survey on the phone, please call Pivotal Research at 1-855-421-1199 (toll-free) to request a team member to walk through the survey with you. If you wish to complete the survey by hand, please reach out to Pivotal Research at feedback@pivotalresearch.ca or call 1-855-421-1199 (toll-free) and a team member will confirm steps to issue a copy to you.

Can I complete the survey more than once?

No. Please submit one response per eligible resident or business. This helps ensure the results are fair and reliable. If you are a resident and other individuals in your household wish to contribute, contact Pivotal Research for an individual survey link.

Can several people from one household or business participate?

Yes. Residents can share their own views, and a business may respond through an owner, operator, manager, or authorized representative. For extra unique codes or links to the survey, please reach out to Pivotal Research at feedback@pivotalresearch.ca or call 1-855-421-1199 (toll-free). Please reference “Saanich Resident and Business Survey” in your message.

Is participation voluntary?

Yes. Taking the survey is your choice; however, we highly encourage you to have your voice heard through the form. You may skip optional questions or stop at any time before submitting.

Are there prizes for completing the survey?

Yes. Eligible residents may choose to enter a draw for local business gift cards after completing the resident survey.

How will prize winners be selected?

Winners will be selected at random from eligible entries after the survey closes. Only Pivotal Research will have access to your contact information, and will reach out to winners on behalf of Saanich. Winners will be contacted by December 7, 2026.

Why are the prizes local business gift cards?

Gift cards thank participants for their time while helping support local businesses and keeping spending in our community. Gift cards will be chosen at random from eligible local businesses that meet Saanich’s prize criteria.