Results of the 2003 Citizen Survey

May 2003
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Executive Summary

On March 10, an 8 page survey was mailed to 1181 randomly selected Saanich residents, asking them to share their ideas and opinions about Saanich as a community, and the District of Saanich as their municipal government. By the April 4 response deadline, we had received 514 completed surveys, giving us a very high response rate of 43%, and low sampling error of ±4%, 19 times out of 20. A similar survey mailed to Saanich businesses did not receive a sufficient response to be statistically reported, although the results will be used to guide focus groups planned for June.

The main body of this report contains a brief narrative analysis of each significant section of the survey, followed by selected figures and tables showing the most relevant or interesting segments of the available data. For all sections of the survey, more complete figures, including results broken down into demographic sub-groups such as age or area, are available in Appendix III. The actual wording and presentation of questions used in the original survey can be found in Appendix V.

The most significant results from each section of this report are briefly summarized here:

Vision & Values

✓ Several central themes – the most important concerns and priorities of residents – emerge from analysis of the entire survey:
  - the importance of quiet, safe, friendly neighbourhoods;
  - the priority on a clean, healthy environment and lifestyle;
  - worry over growth pressures;
  - transportation concerns; and
  - a desire for low taxes.

✓ When asked to list the three biggest challenges facing Saanich in the next five years, residents clearly identify growth pressures, transportation concerns, financial issues and environmental protection above all others.

✓ Over 69% of residents state that would prefer to see Saanich remain largely the same over the next 10 years, while only 31% say they would like to see it quite different.

Quality of Life

✓ Residents give very high ratings to quality of life measures, such as the rating of Saanich as a place to live, as a place to raise children, as a place to retire or as a place to work.

✓ Residents generally feel very safe and secure, although marginally less so at night or from home burglary.

✓ When asked to list things they like about Saanich, residents most frequently identify its central location, its quiet, friendly, safe neighbourhoods, its great parks and trails network and its outstanding municipal services.

✓ When asked to list things they dislike about Saanich, residents most frequently identify transportation issues such as congestion.
Service Delivery

- Of the 59 different local government services that residents were asked to rate, 43 of them, or 73% percent, met or exceeded citizen expectations.
- Residents give an overall score of 69 out of 100 to municipal government services.
- Residents give particularly high praise to Saanich's fire fighting, parks, trails, recreation facilities and programs, and landscaping of public property.
- Conversely, services that residents are the least satisfied with and most concerned about include sewage treatment, the management of growth, the protection of agricultural lands and sidewalk availability and repair.
- Over 70% of residents use Saanich recreation centres, libraries, parks or trails several times per year or more. The municipal website and the municipal golf course are used the least frequently of services listed.
- Residents give extremely high praise to the customer service provided by Saanich employees – an average score of over 78 out of 100. Fewer than 6% of residents give negative ratings to their interactions with Saanich employees – a very low proportion.

Local Government

- Residents strongly prefer low property taxes and limited or no increase in services, preferring instead that a greater percentage of revenue be raised through user fees.
- When asked to allot an imaginary $100 to a selection of 10 capital projects, residents choose to allot the largest portion, $14.34, to roads and traffic control, following closely by the municipal water system at $13.74 and the municipal sewer and drains system at $12.64.
- Saanich residents clearly value their community newspaper and their local daily newspaper as the two most important ways they access, and engage in, municipal decision making processes.
- Residents give scores ranging from 55 to 63 out of 100 to the openness and responsiveness of the District of Saanich to citizen involvement in municipal decision making processes.
- Saanich's e-government (or electronic-government) capability is not well received or rated by residents, who give very low scores to the existing municipal website.
- The potential for improvements to e-government at Saanich are strong given that 31% to 58% of Saanich residents under the age of 55 use the internet for intensive e-commerce activities such as on-line banking and on-line bill payment.
- When asked to give overall ratings of the performance and direction of the District of Saanich, residents give generally high marks, with less than 6% to 12% giving negative responses.
Introduction: Background, Objectives & Methodology

Near the end of 2002, the District of Saanich embarked on an energetic process to renew its strategic direction. The Mayor, Council and staff recognized the importance of citizen and business input to this process. At the same time, Council and staff were also very interested in increasing the amount and diversity of feedback they receive from residents on the quality and importance of services provided and on budget planning – information that is used to improve services and provide input to the budget process.

So, in early 2003, the Administrator launched the 2003 Citizen Survey as a pilot project. Working with support from the BC Ministry of Community, Aboriginal and Women’s Services, and the Center for Public Sector Studies at the University of Victoria, the municipality sought to design and implement a first-class survey of its citizens based upon prevailing standards in local government survey methodology. It is intended that this survey process become an annual or biannual activity of the municipality.

In addition to this Citizen Survey, a survey was distributed to a random selection of Saanich businesses; however the response rate (24%) and subsequent sample size (57) were not high enough to provide statistically meaningful results. The results obtained from the business survey will be used to inform the planning for, and resultant report from, a series of citizen and business focus groups scheduled for early summer 2003.

Survey Objectives

1. Obtain a statistical assessment of citizen and business-owner perceptions of service delivery availability and quality.
2. Provide citizen and business-owner input to the municipal financial planning.
4. Provide citizen and business-owner input to the municipality's recently launched corporate planning project.

Methodology

The 2003 Citizen Survey was mailed to 1250 randomly selected Saanich residences on March 10, 2003. Of those surveys mailed out, 39 were returned by recipients who did not live within the boundaries of Saanich, 9 were returned as undeliverable, and a further 15 were not completed due to physical disabilities preventing the recipient from completing the survey, giving us a total of 1187 valid survey recipients. Responses were due by April 4, at which time 514 completed surveys had been returned, translating to a 43.3% response rate. Response rates for citizen surveys of this kind are typically between 25% to 40%.

Based on a sample size of 514, our sampling error (also called “margin of error”) is plus or minus 4%, 19 times out of 20, which means that 95% of the time, our survey results will vary ±4% from the results obtained if every individual in the District of Saanich were surveyed.
Subgroups like age groups, place of residence or gender can be analyzed, although because they contain fewer respondents than the total, the size of the sampling error may increase.

Although responses to many of the evaluative questions were made on a 5 point scale with 5 representing the best rating and 1 the worst, most of the results in this summary are reported on a common scale where 0 is the worst possible rating and 100 is the best possible rating.

No statistical reweighing of results was done to precisely match the demographic characteristics of survey respondents with those of the population. Demographic differences between the sample and the population were judged to be not significant enough to warrant the additional time and expense required for statistical reweighing. In almost all questions, results are provided for each demographic group, allowing survey readers to make their own judgements on the differences present between sub-groups. The sample is underrepresented by respondents under the age of 44, and by respondents who are renters. See Appendix I for demographic data.

For more information on methodology, see Appendix II.

Presentation of Results

The main body of this report contains a brief narrative analysis of each section of the survey, followed by selected figures and tables showing the most relevant or interesting segments of the available data. For all sections of the survey, more complete figures, including results broken down by demographic data, are available in Appendix III. The actual wording and presentation of questions used in the original survey can be found in Appendix V.

Acknowledgements

The 2003 Citizen Survey would not have been successfully completed without the special efforts and gratefully received assistance from:

- District of Saanich staff, especially members of the Corporate Plan Project Team, Wayne Regan in the Print Shop, and Wendy Chang and Tanya Boone during data entry
- Dr. Pierre-Olivier Pineau from the School of Public Administration at the University of Victoria
- Jim Zaffino at the City of Penticton
- Andrew Tucker and Lenore Mitchell at the City of Kamloops
- and most importantly, those citizens and businesses who took the time to carefully complete and return their surveys.

Survey Design & Report Author

Mike Buda, a Masters student at the School of Public Administration at the University of Victoria working temporarily at the District of Saanich, guided the Citizen Survey project in collaboration with representatives from every municipal department, and with the expert advice of researchers at the University of Victoria and at other BC municipalities.
Survey results are presented within the following sections:

- Quality of Life
- Service Delivery
- Local Government
- Vision & Values
Quality of Life

Measuring quality of life is complex, and involves many different indicators. The three groupings of results presented below – “a place to live”, “safety and security” and “likes and dislikes” – provide a reasonable indication of the perceived quality of life in Saanich.

The responses to these three groupings of questions suggest a very positive perception of quality of life in Saanich. Residents are happy living here, generally feel safe, appreciate the amenities, environment and location, and plan to stay. When asked what they dislike most about Saanich, a significant percentage of residents cite traffic and transportation – a theme that runs throughout the survey. Clearly this issue is one which residents feel strongly about as a problem and its impact on quality of life.

A Place to Live (Question #1)

When asked their perceptions of quality of life in Saanich, survey respondents were very positive about Saanich as a community in which to live. These questions received some of the most positive ratings in the survey (see App. III for all data).

Safety & Security (Question #4)

Perceptions of safety and security scored lower on average than the other quality of life measures. Although daytime safety received an extremely high score (average: 88), safety at night, and perceived security from burglary were somewhat lower (but with still over 50% of respondents feeling “safe” or higher), with average scores of 71 and 66 respectively.

**Figure 1: Quality of Life Ratings (average scores)**

<table>
<thead>
<tr>
<th>Question</th>
<th>Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>#1a. Overall quality of life in Saanich</td>
<td>82</td>
</tr>
<tr>
<td>#1b. Saanich as a place to raise children</td>
<td>82</td>
</tr>
<tr>
<td>#1c. Saanich as a place to retire</td>
<td>81</td>
</tr>
<tr>
<td>#1d. Saanich as a place to work</td>
<td>73</td>
</tr>
</tbody>
</table>

**Figure 2: Perception of Safety (% of respondents)**

<table>
<thead>
<tr>
<th>Question</th>
<th>Very Safe</th>
<th>Safe</th>
<th>Neutral</th>
<th>Unsafe</th>
<th>Very Unsafe</th>
</tr>
</thead>
<tbody>
<tr>
<td>#4a. How safe do you feel in your neighbourhood in daytime?</td>
<td>1%</td>
<td>7%</td>
<td>33%</td>
<td>24%</td>
<td>43%</td>
</tr>
<tr>
<td>#4b. How safe do you feel in your neighbourhood at night?</td>
<td>1%</td>
<td>6%</td>
<td>25%</td>
<td>43%</td>
<td>15%</td>
</tr>
<tr>
<td>#4c. How safe do you feel your home is from burglary?</td>
<td>2%</td>
<td>7%</td>
<td>33%</td>
<td>43%</td>
<td>15%</td>
</tr>
</tbody>
</table>
Likes & Dislikes (Question #2 & #3)

Survey respondents were asked to list up to three things that they liked most about Saanich, and three things they dislike the most. Their responses were categorized into similar groupings or themes and are reported in aggregate form. Verbatim responses are available in Appendix IV.

The survey results indicate that residents place a high value on the municipality’s central location, excellent amenities (shopping, hospitals, schools, etc.) and small-town feel with quiet, friendly neighbourhoods and close proximity to rural areas. The natural environment and recreation also figure prominently in the list of things citizens like most about Saanich.

When asked to name the two or three things they dislike most about Saanich, the largest proportion mention traffic congestion. Two other prominent issues mentioned that are particularly likely to impact on quality of life are growth pressures and the lack of sidewalks (especially noted by the residents of Shelbourne and Carey).

### Figure 3: Like Most About Saanich (% of respondents)

- Amenities / Central to region: 22%
- Quiet, comfortable, friendly: 15%
- Parks and trails: 14%
- Municipal services, staff and Council: 10%
- Location: ocean, climate, layout: 9%
- Recreation Facilities: 7%
- Green space: 6%
- Rural-urban balance: 5%
- Safety: low crime, security: 5%
- Transit services: 2%
- Low taxes: 1%
- Affordability: 1%
- Other: 2%

### Figure 4: Dislike Most about Saanich (% of respondents)

- Transportation (congestion, etc.): 28%
- Municipal Services (poor): 10%
- Land-use planning (growth, density): 8%
- Sidewalks (lack of): 7%
- Bylaw enforcement: 7%
- Taxes (too high): 6%
- Garbage & Yard Waste schedule: 4%
- Animal control: 4%
- Transit (poor): 4%
- Crime: 3%
- Environmental/rural area protection: 3%
- ‘Downtown’-like amenities (lack): 2%
- Sense of community (lack): 1.5%
- Bicycle infrastructure: 1.5%
- Interest groups (too powerful): 1.3%
- Water quality or restrictions: 1.1%
- Affordability: 0.9%
- Climate: 0.1%
- Other: 6%
Service Delivery

Several components are used to evaluate local government services: an assessment of the perceived quality and importance of a particular service; the citizen usage rate of a service; and finally a more general assessment of the customer service provided by Saanich employees. Results are generally very positive, although certainly exhibit a wide range, in all three components. Saanich residents value excellent local government services, and appear generally satisfied with the selection and quality of these services.

Quality vs. Importance of Local Government Services (Question #5)

The survey results provide a detailed assessment of 59 local government services. Traditionally, citizen surveys will ask respondents to rank either their level of satisfaction with a particular service, or less commonly, their rating of the importance of a service. Each question provides slightly different information, one on service quality, and the other on service availability and appropriate resource allocation.

The 2003 Citizen Survey, following the emerging citizen survey standard, asked respondents to rate each local government service by both satisfaction and importance. These two ratings can then be plotted onto a graph which shows four quadrants:

- **Quadrant #1** (lower left): Low Satisfaction – Low Importance: Services in this quadrant may suffer from low awareness of their availability or benefits by the general population, or may offer the opportunity for resource reallocation.
- **Quadrant #2** (lower right): High Satisfaction – Low Importance: These services may require little attention or may even offer an opportunity for resource reallocation.
- **Quadrant #3** (upper left): Low Satisfaction – High Importance: These services may require more municipal resources, better management of existing resources or a new approach to service delivery.
- **Quadrant #4** (upper right): High Satisfaction – High Importance: Services in this quadrant largely meet current taxpayer expectations, both in terms of quality and resource allocation.

Plotting the satisfaction and importance rating results from the local government services listed in the Saanich Citizen Survey, as has been done in Figure 5 on the next page, shows that 43 of the 59 (73%) listed services are in quadrant 4. The majority of local government services are meeting or exceeding taxpayer expectations.

The 12 services in quadrant 3 are most in need of individual examination to determine:

- how to improve their quality, or,
- whether to provide them at all, or whether to continue providing them at their existing service levels, or,
- whether other factors (such as a low awareness of the nature or benefits of a service) are influencing citizen perceptions.
Figure 5: Satisfaction vs. Importance of Local Government Services

- **Quadrant #3: Low Satisfaction - High Importance**
  - Fire fighting services
  - Parks
  - Residential recycling
  - Trails
  - Public libraries
  - Pools
  - Fitness, health and wellness programs
  - Floral displays/landscaping on public prop.
  - School fire safety program
  - Garden waste drop-off at Municipal Yard
  - Garbage collection
  - Ease of travel by car
  - Quality of drinking water
  - Law enforcement
  - Fire safety inspections for businesses
  - Beaches and waterfront areas
  - Maintenance of water distribution system
  - Sports and athletic programs
  - Sports fields
  - Playgrounds
  - Crime prevention
  - Services for seniors
  - Fall leaf collection program
  - Maintenance of sewage collection system
  - Hazardous materials response services
  - Services for children (age 0-12)
  - Marine and technical rescue services
  - Tree protection
  - Services for disabled
  - Street cleaning
  - Street lighting
  - Police presence and visibility
  - Services for youth (13-21 years of age)
  - Services for economically disadvantaged
  - Arts and cultural programs
  - Protection of rural/agricultural land
  - Protecting character of neighbourhoods
  - Sidewalk repair
  - Animal control services
  - Bylaw enforcement
  - Building inspection
  - Services for youth (13-21 years of age)
  - Land-use planning
  - Economic development
  - Primary sewage treatment & ocean outfall
  - Ease of travel by bicycle
  - Services for economically disadvantaged
  - Skating arena
  - Municipal website
  - Municipal golf course
  - Multicultural services and programs

- **Quadrant #2: High Satisfaction - Low Importance**
  - Skating arena
  - Municipal website
  - Municipal golf course
  - Multicultural services and programs

- **Quadrant #4: High Satisfaction - High Importance**
  - High satisfaction - high importance services

- **Quadrant #1: Low Satisfaction - Low Importance**
  - Low satisfaction - low importance services
Citizen Usage Rates of Selected Services (Question #6)

Service usage rates vary tremendously. Not surprisingly, leisure-type activities are used at a significantly higher frequency than other services (the exception being the golf course). Over 70% of the population uses Saanich’s recreation centres, libraries, parks and trails several times per year or more – an extremely high rate of use from such a large proportion of the population.

**Figure 6:** Frequency of use in the past 12 months

<table>
<thead>
<tr>
<th>Service</th>
</tr>
</thead>
<tbody>
<tr>
<td>#6a. Visited a public library</td>
</tr>
<tr>
<td>#6b. Attended an arts or cultural event</td>
</tr>
<tr>
<td>#6c. Used a Saanich recreation centre</td>
</tr>
<tr>
<td>#6d. Used a rec. centre in a neighbouring municipality</td>
</tr>
<tr>
<td>#6e. Played golf at the Cedar Hill Golf Club</td>
</tr>
<tr>
<td>#6f. Visited a Saanich municipal park/trail</td>
</tr>
<tr>
<td>#6g. Used the Goose or Lochside Trail</td>
</tr>
<tr>
<td>#6h. Attended a public meeting about municipal matters</td>
</tr>
<tr>
<td>#6i. Visited the Municipal Hall</td>
</tr>
<tr>
<td>#6j. Dropped off garden waste at the Municipal Yard</td>
</tr>
<tr>
<td>#6k. Contacted the Fire Department</td>
</tr>
<tr>
<td>#6l. Contacted the Police Department</td>
</tr>
<tr>
<td>#6m.Visited the Municipal website</td>
</tr>
</tbody>
</table>

% of respondents, by how often in the past 12 months they have used each local gov’t service.
Customer service (Question #11-14)

Over 66% of survey respondents report having had a personal contact with a Saanich employee in the past 12 months. The two most common ways to interact with Saanich employees are: by telephone (66% of all reporting interactions), and in person at the Municipal Hall (48%).

Those respondents who have had a personal contact with an employee were then asked to rate the customer service provided by that employee in four standard customer service evaluation criteria: how easy it is to reach the employee in question; their responsiveness; their knowledge of the service provided; and their courtesy.

Survey respondents report extremely high levels of satisfaction with the customer service provided by Saanich employees. Average scores of 77 to 82 are some of the highest in the survey. Of greater relevance to customer service evaluation are the percentage of respondents giving negative (“poor” or “very poor”) scores – it is these “upset” customers who are likely in greatest need of service. In this regard, the results are also very positive, with generally fewer than 6% of respondents giving negative rankings to customer service by Saanich employees.

Analysis of responses to these questions broken out by department can be found in Appendix III. Several departments stand out with negative scores much higher than the average: engineering, bylaw enforcement, building inspections and the police department. Customer service interactions in these areas may need to be examined in more detail to uncover the specific issues of concern (if any).

Figure 7: Customer impression of municipal employees

![Chart showing customer impression](image-url)
Local Government

Taxes & Spending (Question #7-8)

Results show that a majority of taxpayers are satisfied with the current level of services and appear unwilling to trade a tax increase for increased services. A plurality suggest that they are willing to support increased user fees. A large majority supports the same or decreased reliance on borrowing.

Figure 8a: What revenue sources should the municipality rely on?

- #7a. Property taxation
  - Rely Less: 22%
  - Same: 60%
  - Rely More: 7%
  - No opinion: 11%

- #7b. User fees
  - Rely Less: 10%
  - Same: 38%
  - Rely More: 41%
  - No opinion: 11%

- #7c. Reserves or savings
  - Rely Less: 15%
  - Same: 52%
  - Rely More: 15%
  - No opinion: 18%

- #7d. Government grants
  - Rely Less: 5%
  - Same: 39%
  - Rely More: 43%
  - No opinion: 14%

- #7e. Borrowing
  - Rely Less: 45%
  - Same: 36%
  - Rely More: 3%
  - No opinion: 15%

% of respondents

Figure 8b: If faced with the following choices, which would you prefer?

- #8a. Higher taxes with improved municipal services: 18%
- #8b. Same taxes with same/reduced level of municipal services: 63%
- #8c. Lower taxes with reduced level of municipal service: 11%
- #8d. No opinion: 8%
Capital Projects (Question #9)

When asked how they would $100 on a list of capital projects, survey respondents say that they would spend the most on transportation infrastructure, mirroring concerns raised in earlier sections. Followed closely behind transportation are water and sewer systems, and then more distantly, environmental protection and parks and trails.

“Soft” recreation infrastructure such as parks and trails appears to be slightly more favoured than “hard” recreation infrastructure such as recreation or arts/cultural centres, again mirroring a previous question showing that citizens use parks and trails more often than other forms of municipally supplied leisure infrastructure.

Significantly, residents ages 18-24 spend almost twice the average ($9.45 versus $5.23) compared to all age groups on arts and cultural facilities, indicating potential unmet or unique demands from this age group.

Citizen engagement (Question #15-16)

The survey asked respondents about their existing and preferred methods of access to municipal information, how they would like to be involved in the decision making process, and finally how they perceive the District of Saanich to be receptive and responsive to citizen engagement.

Respondents identified the Saanich News (23% of respondents) and the Victoria Times-Colonist (18%) as the two most important ways they wish to access information about municipal issues. Word of mouth, TV and radio are the next most important, but lag the top two mediums.
significantly. Municipal publications (such as brochures) and the Saanich website are favoured by only 4-5% of respondents. See Appendix III for complete list of responses.

When asked how they would like to be involved in municipal decision-making, respondents gave the highest average scores (out of 100) to community newspapers, mirroring the preference for community newspapers like the Saanich News as an important medium for accessing municipal information. See results table at right for complete list of responses.

Finally, respondents were asked to rank the citizen engagement practices of the District of Saanich – how well does Saanich welcome and listen to citizen involvement. These rankings, shown below, are somewhat lower than most other sections of the survey. These results also show an unusually high percentage of “No opinion” responses, perhaps reflecting a limited understanding of the nature of citizen engagement.

<table>
<thead>
<tr>
<th>Ranking of citizen engagement practices in Saanich</th>
<th>Avg.</th>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>Neutral</th>
<th>Agree</th>
<th>Strongly Agree</th>
<th>No opinion</th>
</tr>
</thead>
<tbody>
<tr>
<td>#10b. The District of Saanich government welcomes citizen involvement</td>
<td>63</td>
<td>1%</td>
<td>9%</td>
<td>25%</td>
<td>29%</td>
<td>11%</td>
<td>26%</td>
</tr>
<tr>
<td>#10c. The District of Saanich government listens to citizens</td>
<td>55</td>
<td>3%</td>
<td>14%</td>
<td>28%</td>
<td>23%</td>
<td>6%</td>
<td>26%</td>
</tr>
</tbody>
</table>

### E-Government (Question #5, #6 & #25-26)

As has been discussed, citizen use, satisfaction with and perceived importance of the existing municipal website is low. Several survey questions asked respondents about their current internet usage behaviour to provide guidance to municipal website designers on citizen internet capabilities and preferences. See Appendix III for a complete summary of results to these questions.

Results show that 67% of residents have internet access at home. This figure is significantly higher for those under 55 (71% to 82%), than it is for those residents over the age of 55. When asked about how they actually use the internet, specifically about activities most related to interactive e-government, 39% of respondents report that they use it to conduct on-line banking, 23% have used it to purchase goods, and 37% have used it to pay bills.

Importantly, young people appear to use the internet for these activities at a much higher rate than these averages: 50-58% of those under the age of 55 conduct on-line banking; 31-37% of those under the age of 55 use the internet to purchase goods; and 55-56% of those under the age of 55 use the internet to pay bills.
Overall value (Question #10)

Respondents were asked three questions related to overall value and satisfaction with the governance of Saanich. The results are generally positive, although scored somewhat lower than other questions in the survey.

The local area of Cordova Bay returned averages well below the municipal average for all three of these questions; in particular, 12-20% of respondents from this area registered “disagree” or “strongly disagree” responses – much higher than in any other area of the municipality.

<table>
<thead>
<tr>
<th>Question</th>
<th>Avg. Score</th>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>Neutral</th>
<th>Agree</th>
<th>Strongly Agree</th>
<th>No opinion</th>
</tr>
</thead>
<tbody>
<tr>
<td>#10a. I receive good value for the municipal taxes I pay</td>
<td>62</td>
<td>2%</td>
<td>10%</td>
<td>33%</td>
<td>35%</td>
<td>12%</td>
<td>9%</td>
</tr>
<tr>
<td>#10d. I am pleased with the overall direction that the District of Saanich is taking</td>
<td>64</td>
<td>2%</td>
<td>7%</td>
<td>33%</td>
<td>37%</td>
<td>12%</td>
<td>9%</td>
</tr>
<tr>
<td>#10e. In general, I believe the District of Saanich government is doing a good job</td>
<td>67</td>
<td>1%</td>
<td>5%</td>
<td>32%</td>
<td>40%</td>
<td>17%</td>
<td>4%</td>
</tr>
</tbody>
</table>
Vision & Values

A thematic analysis of the entire survey reveals a reasonable approximation of community vision and values. Several themes – issues or areas critical to residents – emerge from the survey:

- the importance of quiet, friendly, safe neighbourhoods;
- a clean, healthy environment and lifestyle;
- concern over the pressures of a growing population and economy;
- transportation issues such as congestion, public transit, sidewalks and bike paths; and,
- a desire for low taxes.

When asked to think ahead ten years, 69% of respondents said they would prefer to see Saanich much the same as it is now, while only 31% said they would like to see it quite different. Clearly, although Saanich residents have concerns over the present and future of the municipality, generally they are very satisfied with and clear about what Saanich means to them, what is important about it to them, and why they choose to live here.

Biggest Challenges

Survey respondents were asked to list the three biggest challenges that they think Saanich will face in the next five years. The results confirm the emergent themes: growth pressures, and related transportation concerns clearly lead the list of challenges identified by citizens.

Following growth and transportation, respondents identify financial issues, especially the importance of maintaining existing taxation levels, and environmental protection including the protection of green spaces, rural and agricultural land and environmental quality as challenges facing the municipality.

In a third tier of responses somewhat below those already discussed comes issues such as crime, water quality, sewage treatment and infrastructure maintenance – all of which are related to the central themes identified above.
Changes to Saanich

Among the small number of residents who said they would like to see Saanich quite different in ten years, when asked what one or two changes they would most like to see, the responses appear quite similar to the list of the biggest challenges facing Saanich: growth pressures and transportation concerns. A desire to see improved municipal services received a significantly higher proportion of responses than the earlier question about the challenges Saanich faces.

It should be noted that although “amalgamation/integration of services” was identified by 6% of respondents, this issue received sustained, high profile media coverage through the survey process and as such, may have influenced the results here.

**Figure 11: Changes most like to see (% of respondents)**

- Transportation issues: 24%
- Growth pressures: 17%
- Improve municipal services: 12%
- Environmental protection: 6%
- Amalgamation/integration of services: 6%
- Financial issues (taxes, budget): 4%
- Economic development: 4%
- Affordability: 4%
- Sewage treatment: 2%
- Aging population: 2%
- Infrastructure maintenance: 2%
- Declining citizen/neighborhood values: 2%
- Crime: 2%
- Education funding/quality: 1%
- Water quality: 1%
- Other: 10%
# Appendix I: Respondent Characteristics

<table>
<thead>
<tr>
<th>Location Characteristics</th>
<th>Survey Sample (#s)</th>
<th>Survey Sample (%)</th>
<th>Actual Population¹</th>
<th>Difference</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cadboro Bay</td>
<td>35</td>
<td>6.9%</td>
<td>3.9%</td>
<td>3.0%</td>
</tr>
<tr>
<td>Gordon Head</td>
<td>95</td>
<td>18.7%</td>
<td>17.1%</td>
<td>1.6%</td>
</tr>
<tr>
<td>Shelbourne</td>
<td>58</td>
<td>11.4%</td>
<td>12.4%</td>
<td>-1.0%</td>
</tr>
<tr>
<td>Saanich Core</td>
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<td>5.0%</td>
<td>-0.1%</td>
</tr>
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<td>Quadra</td>
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<td>-0.6%</td>
</tr>
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<td>North Quadra</td>
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<td>5.7%</td>
<td>-1.0%</td>
</tr>
<tr>
<td>Tillicum</td>
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<td>9.8%</td>
<td>-1.2%</td>
</tr>
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<td>Carey</td>
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<td>-5.3%</td>
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<tr>
<td>Royal Oak</td>
<td>62</td>
<td>12.2%</td>
<td>7.1%</td>
<td>5.2%</td>
</tr>
<tr>
<td>Cordova Bay</td>
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<td>6.9%</td>
<td>6.5%</td>
<td>0.4%</td>
</tr>
<tr>
<td>Rural Saanich</td>
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<td>4.9%</td>
<td>3.0%</td>
<td>1.9%</td>
</tr>
<tr>
<td>Not sure</td>
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<td>1.2%</td>
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<td>n/a</td>
</tr>
<tr>
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<td>n/a</td>
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<tr>
<td>Outside UCB</td>
<td>53</td>
<td>10.4%</td>
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<td>n/a</td>
</tr>
<tr>
<td>Not Sure</td>
<td>32</td>
<td>6.3%</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>No response</td>
<td>6</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Owned residence</td>
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<td>73.7%</td>
<td>10.0%</td>
</tr>
<tr>
<td>Rented residence</td>
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<td>26.3%</td>
<td>-10.0%</td>
</tr>
<tr>
<td>No response</td>
<td>10</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Personal Characteristics</th>
<th>Survey Sample (#s)</th>
<th>Survey Sample (%)</th>
<th>Actual Population¹</th>
<th>Difference</th>
</tr>
</thead>
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<tr>
<td>Female</td>
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<td>49.1%</td>
<td>53.1%</td>
<td>-3.9%</td>
</tr>
<tr>
<td>Male</td>
<td>257</td>
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<td>46.9%</td>
<td>3.9%</td>
</tr>
<tr>
<td>No response</td>
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<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>18 to 24 years old</td>
<td>22</td>
<td>4.4%</td>
<td>12.2%</td>
<td>-7.9%</td>
</tr>
<tr>
<td>25 to 44</td>
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<td>33.2%</td>
<td>-10.4%</td>
</tr>
<tr>
<td>45 to 54</td>
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<td>20.1%</td>
<td>1.4%</td>
</tr>
<tr>
<td>55 to 64</td>
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<td>12.6%</td>
<td>6.8%</td>
</tr>
<tr>
<td>65 to 74</td>
<td>82</td>
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<td>10.8%</td>
<td>5.5%</td>
</tr>
<tr>
<td>75 to 84</td>
<td>66</td>
<td>13.1%</td>
<td>8.5%</td>
<td>4.6%</td>
</tr>
<tr>
<td>85+ years old</td>
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<td>2.6%</td>
<td>-0.1%</td>
</tr>
<tr>
<td>No response</td>
<td>10</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

¹ **Notes** – 2001 Census Results used for Personal Characteristics and Owned/Rented data; Population data for Location Characteristics uses data available in Local Area Plans prepared by Saanich’s Planning Department (note that population percentages for local areas do not total 100% due to inconsistencies in original data – these figures are approximate only).
Appendix II: Survey Methodology

Survey Development

The Centre for Public Sector Studies (CPSS) at the University of Victoria, Council, Saanich’s Management Group and all municipal departments collaborated to design this survey. This combination of internal and external input to the survey design has provided us with both expert-level knowledge and objectivity from CPSS survey methodologists, as well as the richness in detail and focus that only Council and staff can provide. A final draft of the survey underwent a “pilot test”, involving 29 test respondents from the community.

For the most part, the standards for local government citizen surveys established by the US-based International City/County Management Association (ICMA) in their resource manual, Citizen Surveys, were used in the development of this survey. Sections of the survey also adapted the guidelines for customer service measurement established in the Canadian Centre for Management Development’s Common Measurements Tool.

Mike Buda, a Masters student at the School of Public Administration at the University of Victoria working temporarily at the District of Saanich, guided the Citizen Survey project.

Survey Administration

On March 10, 2003, citizen surveys were mailed to 1250 households in Saanich, accompanied by a cover letter signed by the Mayor and a postage-paid return envelope (see Appendix V for survey instrument). A reminder letter, again signed by the Mayor, was mailed to all recipients on March 21. Survey respondents were offered the opportunity to enter a draw to win one of 9 prizes (see Appendix V for sample of the draw prize information sheet).

Households were selected by the Dominion/SuperPages List Services company using the nth select systematic sampling method and stratified by postal code area to ensure proportionate geographic distribution. The advantage of using addresses generated by Dominion/SuperPages List Services over those available from the municipal property tax database is that the Dominion/SuperPages List Services lists include both renters and owners, and are updated monthly.

Although surveys were addressed to individual household members – those in whose name the telephone account was registered – actual survey respondents within the household were selected through the unbiased “birthday method” sampling procedure. The birthday method requests that the respondent in the household be the adult (age 18 years old or older) who most recently had a birthday, irrespective of the year of birth.

Of the 1250 surveys mailed out, the following were received by invalid survey recipients:

- 39 were returned by recipients who did not live in Saanich (the mailing list boundaries slightly overlapped the boundaries of adjacent municipalities);
9 were returned as undeliverable; and
a further 15 were not completed because physical disabilities prevented the recipients from completing the survey.

Subtracting invalid survey recipients leaves a total of 1187 valid survey recipients. Responses were due by April 4, at which time 514 completed surveys had been returned, translating to a 43.3% response rate. Response rates for municipal surveys of this kind are typically between 25% and 40%.

Sampling Error & Statistical Reweighing

Sampling Error

Estimates of the sampling error in the 2003 Citizen Survey were derived from the 514 individuals who completed and returned a survey. Sampling error is a statistical estimate of how much the sample results are expected to differ from results obtained if every person in the municipality was sampled.

The overall maximum sampling error (sometimes called “margin of error”) for the 514 individuals who responded is plus or minus 4 percent at a 95 percent confidence interval. In other words, in 19 out of 20 such samples, survey results will differ by no more than 4% from results obtained if every individual in the District of Saanich were surveyed. Subgroups like age groups, place of residence or gender can be analyzed, although because they contain fewer respondents than the total, the size of the sampling error may increase.

Statistical Reweighing

No statistical reweighing of results was done to attempt to better match the demographic characteristics of survey respondents with those of the population. Demographic differences between the sample and the population were judged to be not significant enough to warrant the additional time and expense required for statistical reweighing. In almost all questions, results are provided for each demographic group, allowing survey readers to make their own judgements on the differences present. The sample is underrepresented by respondents under the age of 44, and by respondents who are renters. See Appendix I for demographics.

“No opinion” / “Not Sure” Responses

On many of the questions in the survey, respondents may answer “no opinion” or “not sure”. The proportion of respondents giving this reply are shown in the full set of responses included in Appendix I. However, these responses have been removed from the analyses presented in the body of the report. In other words, most tables and graphs display only the responses from respondents who had an opinion.

For several questions (#7, #10, #16), “no opinion / not sure” responses were not removed. These questions had unusually high rates of “no opinion / not sure” responses compared to other questions. It appeared that in these questions, a “no opinion / not sure” response may be relevant to a report reader.
Data Entry & Analysis

Responses from completed surveys were manually entered into a Microsoft Access database by a District of Saanich staff member. Survey data was exported into Microsoft Excel, where it was collated, analysed and formatted for this report.

Putting Evaluations onto a 100-Point Scale

Although responses to many of the evaluative questions were made on a 5 point scale with 5 representing the best rating and 1 the worst, many of the results in this summary are reported on a common scale where 0 is the worst possible rating and 100 is the best possible rating. If everyone reported “very good” then the result would be 100 on the 100-point scale. Likewise, if all respondents gave a “very poor” rating, the result would be 0 on the 100-point scale. If the average rating for quality of life was “good,” then the result would be 67 on a 100-point scale; “neutral” would be 50 on the 100-point scale; and, “poor” would be 33 on the 100-point scale.
# Question #1: Quality of life

1a. How would you describe the quality of life in Saanich?

<table>
<thead>
<tr>
<th></th>
<th>Average score</th>
<th>(Score: 0)</th>
<th>(Score: 25)</th>
<th>(Score: 50)</th>
<th>(Score: 75)</th>
<th>(Score: 100)</th>
<th>Total</th>
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<tbody>
<tr>
<td>All Respondents</td>
<td>82</td>
<td>0%</td>
<td>0%</td>
<td>12%</td>
<td>45%</td>
<td>42%</td>
<td>100%</td>
</tr>
<tr>
<td>Female</td>
<td>85</td>
<td>0%</td>
<td>0%</td>
<td>9%</td>
<td>42%</td>
<td>49%</td>
<td>100%</td>
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<tr>
<td>Male</td>
<td>80</td>
<td>0%</td>
<td>0%</td>
<td>15%</td>
<td>48%</td>
<td>36%</td>
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<tr>
<td>18 to 24 years of age</td>
<td>74</td>
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<td>24%</td>
<td>57%</td>
<td>19%</td>
<td>100%</td>
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<td>25 to 44</td>
<td>79</td>
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<td>1%</td>
<td>14%</td>
<td>54%</td>
<td>31%</td>
<td>100%</td>
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<td>45 to 54</td>
<td>82</td>
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<td>0%</td>
<td>12%</td>
<td>48%</td>
<td>40%</td>
<td>100%</td>
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<tr>
<td>55 to 64</td>
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<td>0%</td>
<td>9%</td>
<td>42%</td>
<td>49%</td>
<td>100%</td>
</tr>
<tr>
<td>65 to 74</td>
<td>83</td>
<td>0%</td>
<td>0%</td>
<td>15%</td>
<td>38%</td>
<td>48%</td>
<td>100%</td>
</tr>
<tr>
<td>75 to 84</td>
<td>88</td>
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<td>0%</td>
<td>5%</td>
<td>37%</td>
<td>59%</td>
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<tr>
<td>85 years of age and up</td>
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<td>0%</td>
<td>23%</td>
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<tr>
<td>Owner</td>
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<td>12%</td>
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<td>46%</td>
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<td>15%</td>
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<td>3%</td>
<td>37%</td>
<td>57%</td>
<td>100%</td>
</tr>
<tr>
<td>Gordon Head</td>
<td>83</td>
<td>0%</td>
<td>0%</td>
<td>11%</td>
<td>46%</td>
<td>43%</td>
<td>100%</td>
</tr>
<tr>
<td>Shelbourne</td>
<td>82</td>
<td>0%</td>
<td>0%</td>
<td>12%</td>
<td>46%</td>
<td>42%</td>
<td>100%</td>
</tr>
<tr>
<td>Saanich Core</td>
<td>82</td>
<td>0%</td>
<td>0%</td>
<td>12%</td>
<td>48%</td>
<td>40%</td>
<td>100%</td>
</tr>
<tr>
<td>Quadra</td>
<td>80</td>
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<td>0%</td>
<td>18%</td>
<td>44%</td>
<td>38%</td>
<td>100%</td>
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<td>North Quadra</td>
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<td>8%</td>
<td>46%</td>
<td>46%</td>
<td>100%</td>
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<tr>
<td>Tillicum</td>
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<td>0%</td>
<td>21%</td>
<td>49%</td>
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<td>42%</td>
<td>44%</td>
<td>100%</td>
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<td>0%</td>
<td>15%</td>
<td>38%</td>
<td>48%</td>
<td>100%</td>
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<td>Cordova Bay</td>
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<td>0%</td>
<td>6%</td>
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<td>42%</td>
<td>100%</td>
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<td>0%</td>
<td>4%</td>
<td>58%</td>
<td>38%</td>
<td>100%</td>
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<tr>
<td>Not sure</td>
<td>79</td>
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<td>0%</td>
<td>17%</td>
<td>50%</td>
<td>33%</td>
<td>100%</td>
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</tbody>
</table>

1b. How would you rate Saanich as a place to raise children?

<table>
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<tr>
<th></th>
<th>Average score</th>
<th>Very poor</th>
<th>Poor</th>
<th>Neutral</th>
<th>Good</th>
<th>Very Good</th>
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<td>0%</td>
<td>13%</td>
<td>44%</td>
<td>43%</td>
<td>100%</td>
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<td>Female</td>
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<td>0%</td>
<td>0%</td>
<td>12%</td>
<td>40%</td>
<td>48%</td>
<td>100%</td>
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<td>Male</td>
<td>81</td>
<td>0%</td>
<td>0%</td>
<td>13%</td>
<td>48%</td>
<td>38%</td>
<td>100%</td>
</tr>
<tr>
<td>18 to 24 years of age</td>
<td>68</td>
<td>5%</td>
<td>0%</td>
<td>26%</td>
<td>53%</td>
<td>16%</td>
<td>100%</td>
</tr>
<tr>
<td>Average score</td>
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<td>Poor</td>
<td>Neutral</td>
<td>Good</td>
<td>Very Good</td>
<td>Total</td>
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<td>-----------</td>
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<td>---------</td>
<td>------</td>
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<td>-------</td>
<td></td>
</tr>
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Valid responses 447
’No opinion’ responses 67
Did not respond 0

1c. How would you rate Saanich as a place to retire?

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### Results of the 2003 Citizen Survey

#### 1d. How would you rate Saanich as a place to work?

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**Valid responses**: 480

**"No opinion" responses**: 34

**Did not respond**: 0

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**Valid responses**: 372

**"No opinion" responses**: 140

**Did not respond**: 2
Question #2 & 3: Likes & Dislikes

2. & 3. List up to three things that you like and dislike most about living in Saanich

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<td>Quiet, comfortable, friendly</td>
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<td>Parks and trails</td>
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<td>Municipal services, staff and Council</td>
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<tr>
<td>Climate and landscape</td>
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<td>Recreation facilities</td>
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<td>Green space</td>
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<td>Safety</td>
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<tr>
<td>Municipal Services (poor)</td>
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<td>Land-use planning (growth, density, etc.)</td>
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<tr>
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<td>Bylaw enforcement</td>
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<td>Other</td>
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<td>Animal control</td>
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<td>Garbage &amp; Yard Waste schedule</td>
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<td>Sense of community (lack)</td>
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Total 100%
Valid responses 406
Did not respond 108

NOTE: See Appendix IV for verbatim responses to question #2 and #3.

3. Selective list of things (taken from results above) that citizens dislike about living in Saanich: by respondent location

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% Total 100% 100% 100% 100%
### Question #4: Safety & Security

#### 4a. How safe do you feel in your neighbourhood in daytime?

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**Valid responses** 510

**"No opinion" responses** 4

**Did not respond** 0

#### 4b. How safe do you feel in your neighbourhood at night?

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Valid responses: 506
"No opinion" responses: 8
Did not respond: 0

4c. How safe do you feel your home is from burglary?

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| Valid responses | 499 |
| "No opinion" responses | 14 |
| Did not respond    | 1 |
Question #5: Satisfaction with and importance of services

5. How do you rate your satisfaction with and the importance of the following local government services:

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<th>% Important</th>
<th>% Difference</th>
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<th>Mean: Importance</th>
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<td>Fitness, health and wellness programs</td>
<td>81%</td>
<td>80%</td>
<td>1%</td>
<td>79</td>
<td>79</td>
<td>0.81</td>
<td>0.94</td>
<td>84%</td>
<td>83%</td>
</tr>
<tr>
<td>School fire safety program</td>
<td>80%</td>
<td>88%</td>
<td>-8%</td>
<td>79</td>
<td>87</td>
<td>0.81</td>
<td>0.90</td>
<td>45%</td>
<td>68%</td>
</tr>
<tr>
<td>Garden waste drop-off at Municipal Yard</td>
<td>80%</td>
<td>82%</td>
<td>-2%</td>
<td>81</td>
<td>83</td>
<td>0.93</td>
<td>0.96</td>
<td>76%</td>
<td>80%</td>
</tr>
<tr>
<td>Floral displays and landscaping on public prop.</td>
<td>80%</td>
<td>68%</td>
<td>13%</td>
<td>80</td>
<td>73</td>
<td>0.94</td>
<td>1.08</td>
<td>95%</td>
<td>92%</td>
</tr>
<tr>
<td>Garbage collection</td>
<td>79%</td>
<td>91%</td>
<td>-12%</td>
<td>80</td>
<td>89</td>
<td>1.00</td>
<td>0.68</td>
<td>95%</td>
<td>92%</td>
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<tr>
<td>Quality of drinking water</td>
<td>78%</td>
<td>97%</td>
<td>-20%</td>
<td>75</td>
<td>96</td>
<td>0.92</td>
<td>0.50</td>
<td>95%</td>
<td>93%</td>
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<tr>
<td>Ease of travel by car</td>
<td>78%</td>
<td>88%</td>
<td>-10%</td>
<td>77</td>
<td>85</td>
<td>0.85</td>
<td>0.85</td>
<td>95%</td>
<td>89%</td>
</tr>
<tr>
<td>Law enforcement</td>
<td>74%</td>
<td>94%</td>
<td>-20%</td>
<td>74</td>
<td>92</td>
<td>0.83</td>
<td>0.69</td>
<td>90%</td>
<td>90%</td>
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<tr>
<td>Maintenance of water distribution system</td>
<td>73%</td>
<td>91%</td>
<td>-19%</td>
<td>73</td>
<td>89</td>
<td>0.87</td>
<td>0.70</td>
<td>75%</td>
<td>82%</td>
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<tr>
<td>Beaches and waterfront areas</td>
<td>73%</td>
<td>81%</td>
<td>-8%</td>
<td>74</td>
<td>81</td>
<td>0.84</td>
<td>0.90</td>
<td>90%</td>
<td>87%</td>
</tr>
<tr>
<td>Fire safety inspections for businesses</td>
<td>73%</td>
<td>77%</td>
<td>-4%</td>
<td>75</td>
<td>79</td>
<td>0.83</td>
<td>1.07</td>
<td>38%</td>
<td>64%</td>
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<tr>
<td>Sports and athletic programs</td>
<td>73%</td>
<td>66%</td>
<td>7%</td>
<td>74</td>
<td>69</td>
<td>0.79</td>
<td>1.15</td>
<td>63%</td>
<td>71%</td>
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<tr>
<td>Playgrounds</td>
<td>72%</td>
<td>70%</td>
<td>2%</td>
<td>74</td>
<td>73</td>
<td>0.81</td>
<td>1.15</td>
<td>69%</td>
<td>72%</td>
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<td>Sports fields</td>
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<td>66%</td>
<td>6%</td>
<td>73</td>
<td>69</td>
<td>0.89</td>
<td>1.16</td>
<td>66%</td>
<td>74%</td>
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<tr>
<td>Crime prevention</td>
<td>70%</td>
<td>95%</td>
<td>-25%</td>
<td>71</td>
<td>92</td>
<td>0.84</td>
<td>0.66</td>
<td>89%</td>
<td>90%</td>
</tr>
<tr>
<td>Services for seniors</td>
<td>70%</td>
<td>80%</td>
<td>-10%</td>
<td>72</td>
<td>79</td>
<td>0.90</td>
<td>0.99</td>
<td>61%</td>
<td>73%</td>
</tr>
<tr>
<td>Maintenance of sewage collection system</td>
<td>67%</td>
<td>92%</td>
<td>-25%</td>
<td>70</td>
<td>89</td>
<td>0.96</td>
<td>0.73</td>
<td>69%</td>
<td>79%</td>
</tr>
<tr>
<td>Fall leaf collection program</td>
<td>67%</td>
<td>70%</td>
<td>-3%</td>
<td>71</td>
<td>75</td>
<td>1.07</td>
<td>1.04</td>
<td>79%</td>
<td>83%</td>
</tr>
<tr>
<td>Hazardous materials response services</td>
<td>66%</td>
<td>76%</td>
<td>-9%</td>
<td>71</td>
<td>78</td>
<td>0.85</td>
<td>1.06</td>
<td>33%</td>
<td>61%</td>
</tr>
<tr>
<td>Service</td>
<td>% Satisfied or Very Satisfied</td>
<td>% Important or Very Important</td>
<td>% Difference</td>
<td>Mean: Satisfaction</td>
<td>Mean: Importance</td>
<td>Standard Deviation: Satisfaction</td>
<td>Standard Deviation: Importance</td>
<td>Response Rate: Satisfaction</td>
<td>Response Rate: Importance</td>
</tr>
<tr>
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<td>----------------------------------</td>
<td>-------------------------------</td>
<td>-----------------------------</td>
<td>---------------------------</td>
</tr>
<tr>
<td>Marine and technical rescue services</td>
<td>66%</td>
<td>73%</td>
<td>-7%</td>
<td>70</td>
<td>77</td>
<td>0.80</td>
<td>1.10</td>
<td>41%</td>
<td>63%</td>
</tr>
<tr>
<td>Services for children (age 0-12)</td>
<td>66%</td>
<td>70%</td>
<td>-4%</td>
<td>70</td>
<td>71</td>
<td>0.94</td>
<td>1.32</td>
<td>38%</td>
<td>52%</td>
</tr>
<tr>
<td>Tree protection</td>
<td>65%</td>
<td>78%</td>
<td>-13%</td>
<td>69</td>
<td>79</td>
<td>1.06</td>
<td>1.00</td>
<td>89%</td>
<td>90%</td>
</tr>
<tr>
<td>Community fire safety education prog.</td>
<td>64%</td>
<td>82%</td>
<td>-18%</td>
<td>70</td>
<td>82</td>
<td>0.90</td>
<td>0.93</td>
<td>53%</td>
<td>74%</td>
</tr>
<tr>
<td>Ease of travel by bus</td>
<td>64%</td>
<td>78%</td>
<td>-14%</td>
<td>69</td>
<td>78</td>
<td>1.08</td>
<td>1.07</td>
<td>84%</td>
<td>84%</td>
</tr>
<tr>
<td>Storm-water drainage and flood control</td>
<td>62%</td>
<td>88%</td>
<td>-26%</td>
<td>68</td>
<td>87</td>
<td>0.95</td>
<td>0.72</td>
<td>82%</td>
<td>87%</td>
</tr>
<tr>
<td>Police presence and visibility</td>
<td>61%</td>
<td>91%</td>
<td>-30%</td>
<td>67</td>
<td>88</td>
<td>0.99</td>
<td>0.78</td>
<td>94%</td>
<td>90%</td>
</tr>
<tr>
<td>Street lighting</td>
<td>61%</td>
<td>84%</td>
<td>-23%</td>
<td>67</td>
<td>82</td>
<td>1.01</td>
<td>0.80</td>
<td>95%</td>
<td>92%</td>
</tr>
<tr>
<td>Ease of pedestrian travel</td>
<td>58%</td>
<td>87%</td>
<td>-29%</td>
<td>65</td>
<td>85</td>
<td>1.05</td>
<td>0.79</td>
<td>93%</td>
<td>88%</td>
</tr>
<tr>
<td>Street cleaning</td>
<td>58%</td>
<td>73%</td>
<td>-14%</td>
<td>66</td>
<td>77</td>
<td>1.02</td>
<td>0.89</td>
<td>94%</td>
<td>93%</td>
</tr>
<tr>
<td>Services for disabled</td>
<td>58%</td>
<td>71%</td>
<td>-13%</td>
<td>67</td>
<td>73</td>
<td>0.92</td>
<td>1.18</td>
<td>37%</td>
<td>54%</td>
</tr>
<tr>
<td>Protection of natural environment</td>
<td>57%</td>
<td>91%</td>
<td>-34%</td>
<td>66</td>
<td>90</td>
<td>1.01</td>
<td>0.72</td>
<td>87%</td>
<td>89%</td>
</tr>
<tr>
<td>Emergency preparedness program</td>
<td>57%</td>
<td>86%</td>
<td>-29%</td>
<td>65</td>
<td>84</td>
<td>0.95</td>
<td>0.83</td>
<td>67%</td>
<td>82%</td>
</tr>
<tr>
<td>Police traffic enforcement</td>
<td>55%</td>
<td>82%</td>
<td>-27%</td>
<td>64</td>
<td>83</td>
<td>1.03</td>
<td>0.94</td>
<td>91%</td>
<td>89%</td>
</tr>
<tr>
<td>Street repair (i.e. condition of roads)</td>
<td>54%</td>
<td>86%</td>
<td>-32%</td>
<td>62</td>
<td>83</td>
<td>1.02</td>
<td>0.80</td>
<td>96%</td>
<td>90%</td>
</tr>
<tr>
<td>Parking control and enforcement</td>
<td>53%</td>
<td>54%</td>
<td>-1%</td>
<td>63</td>
<td>64</td>
<td>1.03</td>
<td>1.26</td>
<td>80%</td>
<td>83%</td>
</tr>
<tr>
<td>Business licensing</td>
<td>52%</td>
<td>60%</td>
<td>-8%</td>
<td>65</td>
<td>68</td>
<td>0.87</td>
<td>1.17</td>
<td>41%</td>
<td>60%</td>
</tr>
<tr>
<td>Arts and cultural programs</td>
<td>52%</td>
<td>51%</td>
<td>1%</td>
<td>64</td>
<td>61</td>
<td>0.91</td>
<td>1.16</td>
<td>65%</td>
<td>75%</td>
</tr>
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</table>

**Quadrant #3: Low Satisfaction – High Importance**

<table>
<thead>
<tr>
<th>Service</th>
<th>% Satisfied or Very Satisfied</th>
<th>% Important or Very Important</th>
<th>% Difference</th>
<th>Mean: Satisfaction</th>
<th>Mean: Importance</th>
<th>Standard Deviation: Satisfaction</th>
<th>Standard Deviation: Importance</th>
<th>Response Rate: Satisfaction</th>
<th>Response Rate: Importance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Protection of rural/agricultural land</td>
<td>49%</td>
<td>84%</td>
<td>-35%</td>
<td>61</td>
<td>85</td>
<td>1.08</td>
<td>0.90</td>
<td>80%</td>
<td>83%</td>
</tr>
<tr>
<td>Protecting character of neighbourhoods</td>
<td>48%</td>
<td>84%</td>
<td>-36%</td>
<td>61</td>
<td>84</td>
<td>1.06</td>
<td>0.89</td>
<td>88%</td>
<td>88%</td>
</tr>
<tr>
<td>Sidewalk repair</td>
<td>48%</td>
<td>78%</td>
<td>-31%</td>
<td>59</td>
<td>80</td>
<td>1.11</td>
<td>0.82</td>
<td>89%</td>
<td>90%</td>
</tr>
<tr>
<td>Animal control services</td>
<td>47%</td>
<td>67%</td>
<td>-20%</td>
<td>61</td>
<td>73</td>
<td>1.06</td>
<td>1.02</td>
<td>72%</td>
<td>80%</td>
</tr>
<tr>
<td>Bylaw enforcement</td>
<td>46%</td>
<td>72%</td>
<td>-26%</td>
<td>59</td>
<td>76</td>
<td>1.03</td>
<td>0.99</td>
<td>72%</td>
<td>82%</td>
</tr>
<tr>
<td>Land-use planning</td>
<td>45%</td>
<td>87%</td>
<td>-43%</td>
<td>58</td>
<td>85</td>
<td>1.04</td>
<td>0.78</td>
<td>74%</td>
<td>79%</td>
</tr>
<tr>
<td>Services for youth (13-21 years of age)</td>
<td>45%</td>
<td>73%</td>
<td>-28%</td>
<td>59</td>
<td>74</td>
<td>0.98</td>
<td>1.14</td>
<td>45%</td>
<td>61%</td>
</tr>
<tr>
<td>Building inspection</td>
<td>45%</td>
<td>73%</td>
<td>-28%</td>
<td>60</td>
<td>77</td>
<td>1.08</td>
<td>0.99</td>
<td>59%</td>
<td>75%</td>
</tr>
<tr>
<td>Economic development</td>
<td>45%</td>
<td>73%</td>
<td>-29%</td>
<td>60</td>
<td>76</td>
<td>0.88</td>
<td>1.01</td>
<td>57%</td>
<td>69%</td>
</tr>
<tr>
<td>Primary sewage treat. &amp; ocean outfall</td>
<td>41%</td>
<td>92%</td>
<td>-51%</td>
<td>52</td>
<td>89</td>
<td>1.25</td>
<td>0.77</td>
<td>80%</td>
<td>87%</td>
</tr>
<tr>
<td>Ease of travel by bicycle</td>
<td>41%</td>
<td>75%</td>
<td>-34%</td>
<td>57</td>
<td>78</td>
<td>1.07</td>
<td>1.13</td>
<td>72%</td>
<td>72%</td>
</tr>
<tr>
<td>Services for economically disadvantaged</td>
<td>38%</td>
<td>59%</td>
<td>-21%</td>
<td>55</td>
<td>65</td>
<td>0.96</td>
<td>1.25</td>
<td>36%</td>
<td>57%</td>
</tr>
<tr>
<td>Quadrant #2: High Satisfaction – Low Importance</td>
<td>Quadrant #1: Low Satisfaction – Low Importance</td>
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</tr>
<tr>
<td><strong>Skating arena</strong></td>
<td><strong>Multicultural services and programs</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
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<td></td>
</tr>
<tr>
<td>57% Satisfied / Very Satisfied</td>
<td>49% Satisfied / Very Satisfied</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>50% Important / Very Important</td>
<td>39% Important / Very Important</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
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<td>7% Difference</td>
<td>10% Difference</td>
<td></td>
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</tr>
<tr>
<td>65 Mean: Satisfaction</td>
<td>62 Mean: Satisfaction</td>
<td></td>
<td></td>
<td></td>
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<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>59 Mean: Importance</td>
<td>52 Mean: Importance</td>
<td></td>
<td></td>
<td></td>
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<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>0.98 Standard Deviation: Satisfaction</td>
<td>0.90 Standard Deviation: Satisfaction</td>
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<td></td>
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<td></td>
</tr>
<tr>
<td>1.25 Standard Deviation: Importance</td>
<td>1.31 Standard Deviation: Importance</td>
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<td></td>
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<td></td>
</tr>
<tr>
<td>52% Response Rate: Satisfied</td>
<td>44% Response Rate: Satisfied</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>62% Response Rate: Important</td>
<td>62% Response Rate: Important</td>
<td></td>
<td></td>
<td></td>
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<td></td>
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<td></td>
</tr>
</tbody>
</table>

| **Municipal website**                          | **Municipal golf course**                     |
| 57% Satisfied / Very Satisfied                 | 68% Satisfied / Very Satisfied                |
| 46% Important / Very Important                 | 40% Important / Very Important                |
| 11% Difference                                  | 28% Difference                                  |
| 67 Mean: Satisfaction                         | 73 Mean: Satisfaction                         |
| 59 Mean: Importance                           | 50 Mean: Importance                           |
| 0.98 Standard Deviation: Satisfaction         | 0.92 Standard Deviation: Satisfaction         |
| 1.22 Standard Deviation: Importance           | 1.43 Standard Deviation: Importance           |
| 28% Response Rate: Satisfied                  | 50% Response Rate: Satisfied                  |
| 45% Response Rate: Important                  | 64% Response Rate: Important                  |

**Note:** “Response Rate” includes only those who registered a valid response; therefore, response rate calculated as % of total completed surveys (514)
**Question #6: Service Usage**

6. In the past 12 months, approximately how often, if ever, did you participate in each of the following activities:

<table>
<thead>
<tr>
<th>Activity Description</th>
<th>Avg. Score (out of 5)</th>
<th>(Score: 1)</th>
<th>(Score: 3)</th>
<th>(Score: 5)</th>
<th>Total</th>
<th>Valid responses</th>
<th>Not sure responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. Visited a public library</td>
<td>3.2</td>
<td>17%</td>
<td>19%</td>
<td>18%</td>
<td>20%</td>
<td>26%</td>
<td>100%</td>
</tr>
<tr>
<td>b. Attended an arts or cultural event</td>
<td>2.2</td>
<td>31%</td>
<td>36%</td>
<td>17%</td>
<td>12%</td>
<td>4%</td>
<td>100%</td>
</tr>
<tr>
<td>c. Used a Saanich recreation centre</td>
<td>3.2</td>
<td>20%</td>
<td>21%</td>
<td>15%</td>
<td>12%</td>
<td>33%</td>
<td>100%</td>
</tr>
<tr>
<td>d. Used a rec. centre in a neighbouring municipality</td>
<td>2.3</td>
<td>45%</td>
<td>21%</td>
<td>11%</td>
<td>7%</td>
<td>17%</td>
<td>100%</td>
</tr>
<tr>
<td>e. Played golf at the Cedar Hill Golf Club</td>
<td>1.3</td>
<td>83%</td>
<td>9%</td>
<td>3%</td>
<td>2%</td>
<td>2%</td>
<td>100%</td>
</tr>
<tr>
<td>f. Visited a Saanich municipal park or nature trail</td>
<td>3.9</td>
<td>5%</td>
<td>13%</td>
<td>14%</td>
<td>19%</td>
<td>48%</td>
<td>100%</td>
</tr>
<tr>
<td>g. Used the Galloping Goose or Lochside Trail</td>
<td>3.1</td>
<td>28%</td>
<td>14%</td>
<td>14%</td>
<td>12%</td>
<td>32%</td>
<td>100%</td>
</tr>
<tr>
<td>h. Attended a public meeting about municipal matters</td>
<td>1.4</td>
<td>68%</td>
<td>24%</td>
<td>6%</td>
<td>1%</td>
<td>0%</td>
<td>100%</td>
</tr>
<tr>
<td>i. Visited the Municipal Hall</td>
<td>2.0</td>
<td>34%</td>
<td>45%</td>
<td>14%</td>
<td>4%</td>
<td>2%</td>
<td>100%</td>
</tr>
<tr>
<td>j. Dropped off garden waste at the Saanich Municipal Yard</td>
<td>2.6</td>
<td>39%</td>
<td>16%</td>
<td>13%</td>
<td>15%</td>
<td>18%</td>
<td>100%</td>
</tr>
<tr>
<td>k. Contacted the Saanich Fire Department</td>
<td>1.2</td>
<td>86%</td>
<td>12%</td>
<td>2%</td>
<td>0%</td>
<td>0%</td>
<td>100%</td>
</tr>
<tr>
<td>l. Contacted the Saanich Police Department</td>
<td>1.5</td>
<td>60%</td>
<td>32%</td>
<td>7%</td>
<td>0%</td>
<td>1%</td>
<td>100%</td>
</tr>
<tr>
<td>m. Visited the Municipal website</td>
<td>1.4</td>
<td>76%</td>
<td>13%</td>
<td>6%</td>
<td>2%</td>
<td>3%</td>
<td>100%</td>
</tr>
</tbody>
</table>
## Question #7 to #9: Budget & Taxes

### 7. In the future, which of the following revenue sources do you feel Saanich should rely on:

<table>
<thead>
<tr>
<th>Revenue Source</th>
<th>Average Score</th>
<th>(Score: 1)</th>
<th>(Score: 2)</th>
<th>(Score: 3)</th>
<th>No opinion</th>
<th>Total</th>
<th>Valid Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. Property taxation</td>
<td>1.8</td>
<td>22%</td>
<td>60%</td>
<td>7%</td>
<td>11%</td>
<td>100%</td>
<td>511</td>
</tr>
<tr>
<td>b. User fees</td>
<td>2.4</td>
<td>10%</td>
<td>38%</td>
<td>41%</td>
<td>11%</td>
<td>100%</td>
<td>511</td>
</tr>
<tr>
<td>c. Reserves or savings</td>
<td>2.0</td>
<td>15%</td>
<td>52%</td>
<td>15%</td>
<td>18%</td>
<td>100%</td>
<td>511</td>
</tr>
<tr>
<td>d. Government grants</td>
<td>2.4</td>
<td>5%</td>
<td>39%</td>
<td>43%</td>
<td>14%</td>
<td>100%</td>
<td>511</td>
</tr>
<tr>
<td>e. Borrowing</td>
<td>1.5</td>
<td>45%</td>
<td>36%</td>
<td>3%</td>
<td>15%</td>
<td>100%</td>
<td>510</td>
</tr>
</tbody>
</table>

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

- a. Higher taxes with improved municipal services (Score: 1) | 18%
- b. Same taxes with same/reduced level of municipal services (2) | 62%
- c. Lower taxes with reduced level of municipal service (3) | 11%
- d. No opinion | 8%

<table>
<thead>
<tr>
<th>Total</th>
<th>100%</th>
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</thead>
<tbody>
<tr>
<td>Average Score (out of 3)</td>
<td>2.1</td>
</tr>
<tr>
<td>Valid responses</td>
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</table>

### 9. Imagine that you have $100 to spend on the following capital projects. How would you spend it?

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<th>Project</th>
<th>Average $</th>
<th>$0</th>
<th>$1 to $10</th>
<th>$11 to $20</th>
<th>$21 to $30</th>
<th>$31 to $40</th>
<th>$41 to $50</th>
<th>$51 to $60</th>
<th>$61 to $100</th>
</tr>
</thead>
<tbody>
<tr>
<td>Roads and traffic control</td>
<td>$14.34</td>
<td>14%</td>
<td>42%</td>
<td>29%</td>
<td>10%</td>
<td>1.8%</td>
<td>1.9%</td>
<td>0.0%</td>
<td>0.6%</td>
</tr>
<tr>
<td>Municipal water system</td>
<td>$13.74</td>
<td>11%</td>
<td>42%</td>
<td>39%</td>
<td>6%</td>
<td>1.4%</td>
<td>0.6%</td>
<td>0.0%</td>
<td>0.2%</td>
</tr>
<tr>
<td>Municipal sewer and drainage system</td>
<td>$12.64</td>
<td>15%</td>
<td>43%</td>
<td>35%</td>
<td>5%</td>
<td>0.8%</td>
<td>1.0%</td>
<td>0.0%</td>
<td>0.2%</td>
</tr>
<tr>
<td>Environment protection and enhancement</td>
<td>$10.88</td>
<td>17%</td>
<td>56%</td>
<td>21%</td>
<td>4%</td>
<td>0.6%</td>
<td>1.0%</td>
<td>0.2%</td>
<td>0.0%</td>
</tr>
<tr>
<td>Parks and trails</td>
<td>$10.60</td>
<td>14%</td>
<td>61%</td>
<td>21%</td>
<td>3%</td>
<td>0.8%</td>
<td>0.4%</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>Pedestrian infrastructure (paths, sidewalks)</td>
<td>$9.91</td>
<td>16%</td>
<td>62%</td>
<td>18%</td>
<td>4%</td>
<td>0.0%</td>
<td>0.8%</td>
<td>0.2%</td>
<td>0.0%</td>
</tr>
<tr>
<td>Bicycle infrastructure (bike lanes, etc.)</td>
<td>$9.35</td>
<td>23%</td>
<td>56%</td>
<td>15%</td>
<td>4%</td>
<td>1.8%</td>
<td>0.6%</td>
<td>0.2%</td>
<td>0.0%</td>
</tr>
<tr>
<td>Recreation facilities</td>
<td>$9.17</td>
<td>22%</td>
<td>56%</td>
<td>19%</td>
<td>2.1%</td>
<td>0.4%</td>
<td>0.2%</td>
<td>0.0%</td>
<td>0.2%</td>
</tr>
<tr>
<td>Arts and cultural facilities</td>
<td>$5.23</td>
<td>42%</td>
<td>50%</td>
<td>7%</td>
<td>1.4%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.2%</td>
</tr>
<tr>
<td>Municipal buildings</td>
<td>$4.32</td>
<td>41%</td>
<td>57%</td>
<td>1.8%</td>
<td>0%</td>
<td>0.2%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
</tbody>
</table>

| Total                       | $100      |    |           |             |            |            |            |            |             |
| Valid Responses             | 493       |    |           |             |            |            |            |            |             |
| Did not respond             | 21        |    |           |             |            |            |            |            |             |
| Responses >$100             | 15        |    |           |             |            |            |            |            |             |

**Note 1:** Funding allocations from respondents who allocated more than the $100 max. are included in the average calculations.

**Note 2:** % frequency figures do not include those who did not answer any of this question.
Citizen preferences on selected capital project funding allocation: **stratified by demographics**

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>All respondents</td>
<td>$14.34</td>
<td>$13.74</td>
<td>$12.64</td>
<td>$10.88</td>
<td>$10.60</td>
<td>$9.91</td>
<td>$9.35</td>
<td>$9.17</td>
</tr>
<tr>
<td>18 to 24 years of age</td>
<td>$15.64</td>
<td>$16.14</td>
<td>$9.91</td>
<td>$13.09</td>
<td>$8.95</td>
<td>$8.32</td>
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<td>$11.32</td>
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<td>25 to 44</td>
<td>$12.65</td>
<td>$12.20</td>
<td>$11.03</td>
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<td>$11.20</td>
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<td>$10.02</td>
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<td>$9.32</td>
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<td>85 years of age and up</td>
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<td>$11.92</td>
<td>$4.08</td>
<td>$7.31</td>
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<td>$12.78</td>
<td>$13.03</td>
<td>$12.49</td>
<td>$10.07</td>
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<td>$10.26</td>
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<td>$12.98</td>
<td>$14.55</td>
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<td>$10.24</td>
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<td>Saanich Core</td>
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<td>$13.00</td>
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<tr>
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<tr>
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</tbody>
</table>

**Valid responses:**

493 493 493 493 493 493 493 493 493
### Question #10: Overall Assessment of Local Government

#### 10a. I receive good value for the municipal taxes I pay:

<table>
<thead>
<tr>
<th></th>
<th>Average score</th>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>Neutral</th>
<th>Agree</th>
<th>Strongly Agree</th>
<th>No opinion</th>
<th>Total</th>
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</thead>
<tbody>
<tr>
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<td>62</td>
<td>2%</td>
<td>10%</td>
<td>33%</td>
<td>35%</td>
<td>12%</td>
<td>9%</td>
<td>100%</td>
</tr>
<tr>
<td>Female</td>
<td>61</td>
<td>0%</td>
<td>22%</td>
<td>44%</td>
<td>11%</td>
<td>0%</td>
<td>22%</td>
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<td>2%</td>
<td>8%</td>
<td>36%</td>
<td>31%</td>
<td>10%</td>
<td>13%</td>
<td>100%</td>
</tr>
<tr>
<td>18 to 24 years of age</td>
<td>52</td>
<td>5%</td>
<td>14%</td>
<td>32%</td>
<td>18%</td>
<td>5%</td>
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<tr>
<td>25 to 44</td>
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<tr>
<td>45 to 54</td>
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<td>5%</td>
<td>27%</td>
<td>39%</td>
<td>21%</td>
<td>6%</td>
<td>100%</td>
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<tr>
<td>85 years of age and up</td>
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<td>15%</td>
<td>0%</td>
<td>23%</td>
<td>31%</td>
<td>31%</td>
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<tr>
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<td>9%</td>
<td>31%</td>
<td>40%</td>
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<td>100%</td>
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<tr>
<td>Gordon Head</td>
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<td>10%</td>
<td>32%</td>
<td>34%</td>
<td>12%</td>
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<td>Shelbourne</td>
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<td>9%</td>
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<td>9%</td>
<td>14%</td>
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<td>35%</td>
<td>29%</td>
<td>19%</td>
<td>4%</td>
<td>100%</td>
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<tr>
<td>Royal Oak</td>
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<td>5%</td>
<td>8%</td>
<td>31%</td>
<td>44%</td>
<td>8%</td>
<td>5%</td>
<td>100%</td>
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<tr>
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<td>6%</td>
<td>14%</td>
<td>40%</td>
<td>23%</td>
<td>9%</td>
<td>9%</td>
<td>100%</td>
</tr>
<tr>
<td>Rural Saanich</td>
<td>56</td>
<td>4%</td>
<td>20%</td>
<td>20%</td>
<td>40%</td>
<td>4%</td>
<td>12%</td>
<td>100%</td>
</tr>
<tr>
<td>Not sure</td>
<td>50</td>
<td>0%</td>
<td>17%</td>
<td>67%</td>
<td>17%</td>
<td>0%</td>
<td>0%</td>
<td>100%</td>
</tr>
</tbody>
</table>

**Valid responses:** 511

#### 10b. The District of Saanich government welcomes citizen involvement:

<table>
<thead>
<tr>
<th></th>
<th>Average score</th>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>Neutral</th>
<th>Agree</th>
<th>Strongly Agree</th>
<th>No opinion</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>All Respondents</td>
<td>63</td>
<td>1%</td>
<td>9%</td>
<td>25%</td>
<td>29%</td>
<td>11%</td>
<td>26%</td>
<td>100%</td>
</tr>
<tr>
<td>Female</td>
<td>62</td>
<td>1%</td>
<td>7%</td>
<td>26%</td>
<td>25%</td>
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*Valid responses: 511*
10d. I am pleased with the overall direction that the District of Saanich is taking:

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Valid responses: 511

10e. In general, I believe the District of Saanich government is doing a good job:

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### Question #11-14: Customer Service

11. Have you had any personal contact with a municipal employee over the past 12 months?

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<td>Carey</td>
<td>71%</td>
<td>29%</td>
</tr>
<tr>
<td>Royal Oak</td>
<td>64%</td>
<td>36%</td>
</tr>
<tr>
<td>Cordova Bay</td>
<td>57%</td>
<td>43%</td>
</tr>
<tr>
<td>Rural Saanich</td>
<td>68%</td>
<td>32%</td>
</tr>
<tr>
<td>Not sure</td>
<td>33%</td>
<td>67%</td>
</tr>
</tbody>
</table>

Valid responses: 510
12. What method(s) did you use to contact the municipal employee?

<table>
<thead>
<tr>
<th>Method</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Telephone</td>
<td>66%</td>
</tr>
<tr>
<td>In person at the Municipal Hall</td>
<td>48%</td>
</tr>
<tr>
<td>In person at a municipal recreation centre or park</td>
<td>40%</td>
</tr>
<tr>
<td>In person at the Municipal Public Works Yard</td>
<td>36%</td>
</tr>
<tr>
<td>In person in the community (at home, on the street, etc.)</td>
<td>26%</td>
</tr>
<tr>
<td>In person at the Saanich Police Station</td>
<td>21%</td>
</tr>
<tr>
<td>Mail</td>
<td>16%</td>
</tr>
<tr>
<td>E-mail</td>
<td>9%</td>
</tr>
<tr>
<td>In person at a Saanich Fire Hall</td>
<td>7%</td>
</tr>
<tr>
<td>Fax</td>
<td>4%</td>
</tr>
<tr>
<td>Other</td>
<td>1%</td>
</tr>
</tbody>
</table>

Valid Responses (those who answered "yes" to question #11) | 335
Did not respond (answered "no" or did not respond to #11) | 179

Note: The total is more than 100% because respondent could make 3 selections.

13a. & 14. What was your impression of the municipal employee in your most recent contact: "Easy to reach"

<table>
<thead>
<tr>
<th></th>
<th>Average Score</th>
<th>Very Poor</th>
<th>Poor</th>
<th>Neutral</th>
<th>Good</th>
<th>Very Good</th>
<th>Total</th>
<th>&quot;No opinion&quot;</th>
<th>Valid responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>All Respondents</td>
<td>77</td>
<td>1%</td>
<td>6%</td>
<td>15%</td>
<td>41%</td>
<td>37%</td>
<td>100%</td>
<td>15</td>
<td>254</td>
</tr>
</tbody>
</table>

Stratified by Department indicated:

<table>
<thead>
<tr>
<th>Department</th>
<th>Average Score</th>
<th>Very Poor</th>
<th>Poor</th>
<th>Neutral</th>
<th>Good</th>
<th>Very Good</th>
<th>Total</th>
<th>&quot;No opinion&quot;</th>
<th>Valid responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mayor and Council</td>
<td>75</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
<td>100%</td>
<td>0%</td>
<td>100%</td>
<td>0</td>
<td>2</td>
</tr>
<tr>
<td>Administration</td>
<td>50</td>
<td>0%</td>
<td>0%</td>
<td>100%</td>
<td>0%</td>
<td>0%</td>
<td>100%</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>Corporate Projects</td>
<td>83</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
<td>67%</td>
<td>33%</td>
<td>100%</td>
<td>0</td>
<td>3</td>
</tr>
<tr>
<td>Corporate Services</td>
<td>100</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
<td>100%</td>
<td>100%</td>
<td>0</td>
<td>2</td>
</tr>
<tr>
<td>Clerks</td>
<td>80</td>
<td>0%</td>
<td>0%</td>
<td>20%</td>
<td>40%</td>
<td>40%</td>
<td>100%</td>
<td>2</td>
<td>5</td>
</tr>
<tr>
<td>Receptionist</td>
<td>86</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
<td>57%</td>
<td>43%</td>
<td>100%</td>
<td>0</td>
<td>7</td>
</tr>
<tr>
<td>Engineering</td>
<td>75</td>
<td>0%</td>
<td>13%</td>
<td>0%</td>
<td>63%</td>
<td>25%</td>
<td>100%</td>
<td>0</td>
<td>8</td>
</tr>
<tr>
<td>Bylaw Enforcement</td>
<td>74</td>
<td>0%</td>
<td>5%</td>
<td>24%</td>
<td>43%</td>
<td>29%</td>
<td>100%</td>
<td>1</td>
<td>21</td>
</tr>
<tr>
<td>Building Inspections</td>
<td>64</td>
<td>9%</td>
<td>18%</td>
<td>18%</td>
<td>18%</td>
<td>36%</td>
<td>100%</td>
<td>0</td>
<td>11</td>
</tr>
<tr>
<td>Finance</td>
<td>85</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
<td>26%</td>
<td>56%</td>
<td>100%</td>
<td>2</td>
<td>39</td>
</tr>
<tr>
<td>Fire Department</td>
<td>86</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
<td>11%</td>
<td>33%</td>
<td>56%</td>
<td>100%</td>
<td>9</td>
</tr>
<tr>
<td>Parks Department</td>
<td>63</td>
<td>7%</td>
<td>13%</td>
<td>20%</td>
<td>40%</td>
<td>20%</td>
<td>100%</td>
<td>0</td>
<td>15</td>
</tr>
<tr>
<td>Public Works Dept.</td>
<td>76</td>
<td>0%</td>
<td>7%</td>
<td>14%</td>
<td>46%</td>
<td>32%</td>
<td>100%</td>
<td>5</td>
<td>56</td>
</tr>
<tr>
<td>Planning</td>
<td>81</td>
<td>0%</td>
<td>6%</td>
<td>17%</td>
<td>28%</td>
<td>50%</td>
<td>100%</td>
<td>2</td>
<td>18</td>
</tr>
<tr>
<td>Police Dept.</td>
<td>72</td>
<td>5%</td>
<td>11%</td>
<td>5%</td>
<td>46%</td>
<td>32%</td>
<td>100%</td>
<td>2</td>
<td>37</td>
</tr>
<tr>
<td>Purchasing</td>
<td>100</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
<td>100%</td>
<td>100%</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>Recreation</td>
<td>75</td>
<td>0%</td>
<td>0%</td>
<td>21%</td>
<td>58%</td>
<td>21%</td>
<td>100%</td>
<td>1</td>
<td>19</td>
</tr>
</tbody>
</table>
13b. & 14. What was your impression of the municipal employee in your most recent contact: "Responsiveness"

<table>
<thead>
<tr>
<th></th>
<th>Avg. Score</th>
<th>Very Poor</th>
<th>Poor</th>
<th>Neutral</th>
<th>Good</th>
<th>Very Good</th>
<th>Total</th>
<th>&quot;No opinion&quot;</th>
<th>Valid responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>All Respondents</td>
<td>77</td>
<td>3%</td>
<td>3%</td>
<td>15%</td>
<td>40%</td>
<td>38%</td>
<td>100%</td>
<td>7</td>
<td>261</td>
</tr>
</tbody>
</table>

Stratified by Department indicated:

- Mayor and Council: 50
- Administration: 75
- Corporate Projects: 83
- Corporate Services: 100
- Clerks: 64
- Receptionist: 86
- Engineering: 75
- Bylaw Enforcement: 67
- Building Inspections: 61
- Finance: 85
- Fire Department: 89
- Parks Department: 73
- Public Works Dept.: 78
- Planning: 84
- Police Dept.: 71
- Purchasing: 100
- Recreation: 83

13c. & 14. What was your impression of the municipal employee in your most recent contact: "Knowledge"

<table>
<thead>
<tr>
<th></th>
<th>Avg. Score</th>
<th>Very Poor</th>
<th>Poor</th>
<th>Neutral</th>
<th>Good</th>
<th>Very Good</th>
<th>Total</th>
<th>&quot;No opinion&quot;</th>
<th>Valid responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>All Respondents</td>
<td>78</td>
<td>1%</td>
<td>4%</td>
<td>15%</td>
<td>41%</td>
<td>40%</td>
<td>100%</td>
<td>16</td>
<td>252</td>
</tr>
</tbody>
</table>

Stratified by Department indicated:

- Mayor and Council: 75
- Administration: 75
- Corporate Projects: 83
- Corporate Services: 100
- Clerks: 71
- Receptionist: 86
- Engineering: 75
- Bylaw Enforcement: 68
- Building Inspections: 70
- Finance: 82
- Fire Department: 89
- Parks Department: 73
- Public Works Dept.: 80
- Planning: 87
- Police Dept.: 72
- Purchasing: 100
- Recreation: 84
13d. & 14. What was your impression of the municipal employee in your most recent contact:
"Courtesy"

<table>
<thead>
<tr>
<th></th>
<th>Avg. Score</th>
<th>Very Poor</th>
<th>Poor</th>
<th>Neutral</th>
<th>Good</th>
<th>Very Good</th>
<th>Total</th>
<th>&quot;No opinion&quot;</th>
<th>Valid responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>All Respondents</td>
<td>82</td>
<td>2%</td>
<td>3%</td>
<td>12%</td>
<td>34%</td>
<td>50%</td>
<td>100%</td>
<td>7</td>
<td>261</td>
</tr>
</tbody>
</table>

Stratified by Department indicated:

- Mayor and Council: 38
- Administration: 100
- Corporate Projects: 83
- Corporate Services: 100
- Clerks: 82
- Receptionist: 89
- Engineering: 81
- Bylaw Enforcement: 71
- Building Inspections: 66
- Finance: 91
- Fire Department: 86
- Parks Department: 80
- Public Works Dept.: 84
- Planning: 87
- Police Dept.: 74
- Purchasing: 100
- Recreation: 83

District of Saanich
**Question #15-16: Citizen Involvement & Engagement**

15. Please identify up to 3 of the most important ways you learn about municipal government issues?

<table>
<thead>
<tr>
<th>Method</th>
<th>%</th>
<th>#s</th>
</tr>
</thead>
<tbody>
<tr>
<td>Saanich News</td>
<td>23%</td>
<td>312</td>
</tr>
<tr>
<td>Victoria Times Colonist</td>
<td>18%</td>
<td>244</td>
</tr>
<tr>
<td>Word of mouth: neighbours, friends</td>
<td>12%</td>
<td>167</td>
</tr>
<tr>
<td>TV station</td>
<td>11%</td>
<td>154</td>
</tr>
<tr>
<td>Radio station</td>
<td>10%</td>
<td>140</td>
</tr>
<tr>
<td>Community Association</td>
<td>5%</td>
<td>75</td>
</tr>
<tr>
<td>Contact member of Saanich staff</td>
<td>5%</td>
<td>69</td>
</tr>
<tr>
<td>Municipal publication</td>
<td>4%</td>
<td>57</td>
</tr>
<tr>
<td>District of Saanich website</td>
<td>4%</td>
<td>52</td>
</tr>
<tr>
<td>Contact member of Saanich Council</td>
<td>2%</td>
<td>25</td>
</tr>
<tr>
<td>From friends who work for municipality</td>
<td>2%</td>
<td>25</td>
</tr>
<tr>
<td>No opinion</td>
<td>2%</td>
<td>23</td>
</tr>
<tr>
<td>Other newspaper</td>
<td>1%</td>
<td>13</td>
</tr>
<tr>
<td>Other</td>
<td>1%</td>
<td>11</td>
</tr>
<tr>
<td><strong>Totals</strong></td>
<td><strong>100%</strong></td>
<td><strong>1367</strong></td>
</tr>
<tr>
<td><strong>Did not respond:</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Valid responses:</strong></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

16. Please rate the importance of the following ways the municipality can involve you more in decision-making:

<table>
<thead>
<tr>
<th>Method</th>
<th>Avg. Score</th>
<th>Very Poor</th>
<th>Poor</th>
<th>Neutral</th>
<th>Good</th>
<th>Very Good</th>
<th>No opinion</th>
<th>Total</th>
<th>Valid Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Community newspaper</td>
<td>71</td>
<td>4%</td>
<td>5%</td>
<td>17%</td>
<td>32%</td>
<td>24%</td>
<td>18%</td>
<td>100%</td>
<td>508</td>
</tr>
<tr>
<td>Public meetings / hearings</td>
<td>67</td>
<td>3%</td>
<td>7%</td>
<td>21%</td>
<td>29%</td>
<td>18%</td>
<td>22%</td>
<td>100%</td>
<td>508</td>
</tr>
<tr>
<td>Public opinion surveys</td>
<td>66</td>
<td>5%</td>
<td>7%</td>
<td>21%</td>
<td>26%</td>
<td>20%</td>
<td>21%</td>
<td>100%</td>
<td>508</td>
</tr>
<tr>
<td>Community meetings</td>
<td>63</td>
<td>3%</td>
<td>7%</td>
<td>25%</td>
<td>28%</td>
<td>11%</td>
<td>25%</td>
<td>100%</td>
<td>508</td>
</tr>
<tr>
<td>Community Association</td>
<td>57</td>
<td>6%</td>
<td>9%</td>
<td>23%</td>
<td>22%</td>
<td>10%</td>
<td>29%</td>
<td>100%</td>
<td>508</td>
</tr>
<tr>
<td>Contact with municipal staff</td>
<td>57</td>
<td>7%</td>
<td>10%</td>
<td>22%</td>
<td>22%</td>
<td>11%</td>
<td>27%</td>
<td>100%</td>
<td>508</td>
</tr>
<tr>
<td>Referenda</td>
<td>55</td>
<td>9%</td>
<td>11%</td>
<td>21%</td>
<td>22%</td>
<td>10%</td>
<td>28%</td>
<td>100%</td>
<td>508</td>
</tr>
<tr>
<td>Council Meetings</td>
<td>51</td>
<td>8%</td>
<td>17%</td>
<td>22%</td>
<td>16%</td>
<td>10%</td>
<td>28%</td>
<td>100%</td>
<td>508</td>
</tr>
<tr>
<td>Advisory Committees</td>
<td>50</td>
<td>7%</td>
<td>16%</td>
<td>20%</td>
<td>17%</td>
<td>7%</td>
<td>32%</td>
<td>100%</td>
<td>508</td>
</tr>
<tr>
<td>Open-line radio/TV program</td>
<td>50</td>
<td>13%</td>
<td>14%</td>
<td>19%</td>
<td>17%</td>
<td>12%</td>
<td>26%</td>
<td>100%</td>
<td>505</td>
</tr>
<tr>
<td>Internet discussion board</td>
<td>35</td>
<td>18%</td>
<td>18%</td>
<td>15%</td>
<td>9%</td>
<td>3%</td>
<td>38%</td>
<td>100%</td>
<td>508</td>
</tr>
</tbody>
</table>
**Question #17: Biggest challenges facing Saanich**

17. What do you think are the three biggest challenges that Saanich will face in the next five years?

<table>
<thead>
<tr>
<th>Challenge</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Growth pressures</td>
<td>21%</td>
</tr>
<tr>
<td>Transportation: planning, congestion, maintenance</td>
<td>18%</td>
</tr>
<tr>
<td>Financial issues: maintain tax levels; do more with less</td>
<td>13%</td>
</tr>
<tr>
<td>Environmental protection: green spaces, agricultural lands, pollution</td>
<td>8%</td>
</tr>
<tr>
<td>Crime</td>
<td>5%</td>
</tr>
<tr>
<td>Water quality</td>
<td>5%</td>
</tr>
<tr>
<td>Sewage treatment</td>
<td>4%</td>
</tr>
<tr>
<td>Infrastructure maintenance (non-transportation)</td>
<td>4%</td>
</tr>
<tr>
<td>Other</td>
<td>4%</td>
</tr>
<tr>
<td>Improve municipal services</td>
<td>3%</td>
</tr>
<tr>
<td>Amalgamation/integration of municipalities and/or services</td>
<td>3%</td>
</tr>
<tr>
<td>Economic development</td>
<td>3%</td>
</tr>
<tr>
<td>Education funding/quality</td>
<td>2%</td>
</tr>
<tr>
<td>Provincial downloading / declining financial support</td>
<td>2%</td>
</tr>
<tr>
<td>Affordability</td>
<td>2%</td>
</tr>
<tr>
<td>Aging population: services, housing, health care, etc.</td>
<td>2%</td>
</tr>
<tr>
<td>Declining citizen/neighborhood values</td>
<td>1%</td>
</tr>
</tbody>
</table>

| Totals                                                                 | 100% |

| Valid Responses | 414  |
| Did not respond | 100  |

17. (cont’) Citizen perceptions of selected biggest challenges (taken from list above) facing Saanich in next 5 years: by respondent location

<table>
<thead>
<tr>
<th>Location</th>
<th>Sample Population</th>
<th>Growth Pressures</th>
<th>Transportation Planning</th>
<th>Financial Issues</th>
<th>Environmental Protection</th>
</tr>
</thead>
<tbody>
<tr>
<td>All Respondents (%)</td>
<td>n/a</td>
<td>21%</td>
<td>18%</td>
<td>13%</td>
<td>8%</td>
</tr>
<tr>
<td>All Respondents (#s)</td>
<td>n/a</td>
<td>227</td>
<td>189</td>
<td>145</td>
<td>91</td>
</tr>
<tr>
<td>Cadboro Bay</td>
<td>7%</td>
<td>8%</td>
<td>6%</td>
<td>8%</td>
<td>8%</td>
</tr>
<tr>
<td>Gordon Head</td>
<td>19%</td>
<td>22%</td>
<td>15%</td>
<td>16%</td>
<td>18%</td>
</tr>
<tr>
<td>Shelbourne</td>
<td>11%</td>
<td>9%</td>
<td>12%</td>
<td>9%</td>
<td>10%</td>
</tr>
<tr>
<td>Saanich Core</td>
<td>5%</td>
<td>3%</td>
<td>8%</td>
<td>3%</td>
<td>0%</td>
</tr>
<tr>
<td>Quadra</td>
<td>10%</td>
<td>10%</td>
<td>11%</td>
<td>9%</td>
<td>10%</td>
</tr>
<tr>
<td>North Quadra</td>
<td>5%</td>
<td>6%</td>
<td>7%</td>
<td>6%</td>
<td>3%</td>
</tr>
<tr>
<td>Tillicum</td>
<td>9%</td>
<td>7%</td>
<td>9%</td>
<td>6%</td>
<td>9%</td>
</tr>
<tr>
<td>Carey</td>
<td>9%</td>
<td>11%</td>
<td>10%</td>
<td>11%</td>
<td>12%</td>
</tr>
<tr>
<td>Royal Oak</td>
<td>12%</td>
<td>12%</td>
<td>14%</td>
<td>17%</td>
<td>16%</td>
</tr>
<tr>
<td>Cordova Bay</td>
<td>7%</td>
<td>8%</td>
<td>6%</td>
<td>10%</td>
<td>7%</td>
</tr>
<tr>
<td>Rural Saanich</td>
<td>5%</td>
<td>4%</td>
<td>3%</td>
<td>5%</td>
<td>8%</td>
</tr>
</tbody>
</table>

| Totals            | 100%             | 100%             | 100%                    | 100%             |

**Note:** See Appendix IV for verbatim responses to question #17.
Question #18-19: Saanich Ten Years from now

18. Thinking ahead ten years from now, would you like to see Saanich be...

<table>
<thead>
<tr>
<th></th>
<th>Much the same</th>
<th>Quite different</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>All Respondents</strong></td>
<td>69%</td>
<td>31%</td>
<td>100%</td>
</tr>
<tr>
<td>Female</td>
<td>70%</td>
<td>30%</td>
<td>100%</td>
</tr>
<tr>
<td>Male</td>
<td>67%</td>
<td>33%</td>
<td>100%</td>
</tr>
<tr>
<td>18 to 24 years of age</td>
<td>68%</td>
<td>32%</td>
<td>100%</td>
</tr>
<tr>
<td>25 to 44</td>
<td>68%</td>
<td>32%</td>
<td>100%</td>
</tr>
<tr>
<td>45 to 54</td>
<td>70%</td>
<td>30%</td>
<td>100%</td>
</tr>
<tr>
<td>55 to 64</td>
<td>69%</td>
<td>31%</td>
<td>100%</td>
</tr>
<tr>
<td>65 to 74</td>
<td>65%</td>
<td>35%</td>
<td>100%</td>
</tr>
<tr>
<td>75 to 84</td>
<td>73%</td>
<td>27%</td>
<td>100%</td>
</tr>
<tr>
<td>85 years of age and up</td>
<td>46%</td>
<td>54%</td>
<td>100%</td>
</tr>
<tr>
<td>Owner</td>
<td>68%</td>
<td>32%</td>
<td>100%</td>
</tr>
<tr>
<td>Renter</td>
<td>70%</td>
<td>30%</td>
<td>100%</td>
</tr>
<tr>
<td>Cadboro Bay</td>
<td>57%</td>
<td>43%</td>
<td>100%</td>
</tr>
<tr>
<td>Gordon Head</td>
<td>69%</td>
<td>31%</td>
<td>100%</td>
</tr>
<tr>
<td>Shelbourne</td>
<td>79%</td>
<td>21%</td>
<td>100%</td>
</tr>
<tr>
<td>Saanich Core</td>
<td>60%</td>
<td>40%</td>
<td>100%</td>
</tr>
<tr>
<td>Quadra</td>
<td>63%</td>
<td>37%</td>
<td>100%</td>
</tr>
<tr>
<td>North Quadra</td>
<td>71%</td>
<td>29%</td>
<td>100%</td>
</tr>
<tr>
<td>Tillicum</td>
<td>75%</td>
<td>25%</td>
<td>100%</td>
</tr>
<tr>
<td>Carey</td>
<td>69%</td>
<td>31%</td>
<td>100%</td>
</tr>
<tr>
<td>Royal Oak</td>
<td>70%</td>
<td>30%</td>
<td>100%</td>
</tr>
<tr>
<td>Cordova Bay</td>
<td>60%</td>
<td>40%</td>
<td>100%</td>
</tr>
<tr>
<td>Rural Saanich</td>
<td>68%</td>
<td>32%</td>
<td>100%</td>
</tr>
</tbody>
</table>

*Valid responses: 508*

19. (of those who answered "much different in q#18) What are one or two changes that you would most like to see?

<table>
<thead>
<tr>
<th>Changes</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Transportation: planning, congestion, maintenance</td>
<td>24%</td>
</tr>
<tr>
<td>Growth pressures</td>
<td>17%</td>
</tr>
<tr>
<td>Improve municipal services</td>
<td>12%</td>
</tr>
<tr>
<td>Other</td>
<td>10%</td>
</tr>
<tr>
<td>Environmental protection: green spaces, agricultural lands, pollution</td>
<td>6%</td>
</tr>
<tr>
<td>Amalgamation/integration of municipalities and/or services</td>
<td>6%</td>
</tr>
<tr>
<td>Economic development</td>
<td>4%</td>
</tr>
<tr>
<td>Financial issues: maintain tax levels; do more with less</td>
<td>4%</td>
</tr>
<tr>
<td>Affordability</td>
<td>4%</td>
</tr>
<tr>
<td>Sewage treatment</td>
<td>2%</td>
</tr>
<tr>
<td>Declining citizen/neighbourhood values</td>
<td>2%</td>
</tr>
<tr>
<td>Infrastructure maintenance (non-transportation)</td>
<td>2%</td>
</tr>
<tr>
<td>Aging population: services, housing, health care, etc.</td>
<td>2%</td>
</tr>
<tr>
<td>Crime</td>
<td>2%</td>
</tr>
</tbody>
</table>
Results of the 2003 Citizen Survey

DISTRICT OF SAANICH

<table>
<thead>
<tr>
<th>Changes</th>
<th>%</th>
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</thead>
<tbody>
<tr>
<td>Education funding/quality</td>
<td>1%</td>
</tr>
<tr>
<td>Water quality</td>
<td>1%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>100%</strong></td>
</tr>
</tbody>
</table>

**Valid responses** 150

**Did not respond** 364

Note: See Appendix IV for verbatim responses to question #19.

Question #20-26: Demographics

Note: See Appendix I for responses to demographic questions.

Question #25-26: Internet Usage

25. Do you have Internet access at your residence?

<table>
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<tr>
<th></th>
<th>Access</th>
<th>No Access</th>
<th>Total</th>
</tr>
</thead>
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<td>36%</td>
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<tr>
<td>Male</td>
<td>70%</td>
<td>30%</td>
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<tr>
<td>18 to 24 years of age</td>
<td>76%</td>
<td>24%</td>
<td>100%</td>
</tr>
<tr>
<td>25 to 44</td>
<td>71%</td>
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<tr>
<td>45 to 54</td>
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<tr>
<td>55 to 64</td>
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<tr>
<td>65 to 74</td>
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<td>100%</td>
</tr>
<tr>
<td>75 to 84</td>
<td>33%</td>
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<td>100%</td>
</tr>
<tr>
<td>85 years of age and up</td>
<td>8%</td>
<td>92%</td>
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</tr>
<tr>
<td>Owner</td>
<td>70%</td>
<td>30%</td>
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</tr>
<tr>
<td>Renter</td>
<td>49%</td>
<td>51%</td>
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</tr>
<tr>
<td>Cadboro Bay</td>
<td>87%</td>
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<tr>
<td>Gordon Head</td>
<td>72%</td>
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<tr>
<td>Shelbourne</td>
<td>56%</td>
<td>44%</td>
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<tr>
<td>Saanich Core</td>
<td>48%</td>
<td>52%</td>
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<tr>
<td>Quadra</td>
<td>59%</td>
<td>41%</td>
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<tr>
<td>North Quadra</td>
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<td>38%</td>
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<tr>
<td>Tillicum</td>
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<td>40%</td>
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<tr>
<td>Carey</td>
<td>62%</td>
<td>38%</td>
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<tr>
<td>Royal Oak</td>
<td>73%</td>
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<tr>
<td>Cordova Bay</td>
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<td>100%</td>
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<tr>
<td>Rural Saanich</td>
<td>76%</td>
<td>24%</td>
<td>100%</td>
</tr>
</tbody>
</table>

**Valid responses:** 497
<table>
<thead>
<tr>
<th></th>
<th>Conduct on-line banking</th>
<th>Purchase Goods</th>
<th>Pay Bills</th>
<th>None of these things</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>All Respondents (%)</strong></td>
<td>39%</td>
<td>23%</td>
<td>37%</td>
<td>55%</td>
</tr>
<tr>
<td><strong>All Respondents (#s)</strong></td>
<td>198</td>
<td>118</td>
<td>189</td>
<td>285</td>
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<tr>
<td>Female</td>
<td>40%</td>
<td>21%</td>
<td>39%</td>
<td>56%</td>
</tr>
<tr>
<td>Male</td>
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<td>75 to 84</td>
<td>11%</td>
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<td>11%</td>
<td>85%</td>
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<tr>
<td>85 years of age and up</td>
<td>0%</td>
<td>0%</td>
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</tr>
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<td>37%</td>
<td>20%</td>
<td>35%</td>
<td>59%</td>
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<tr>
<td>Shelbourne</td>
<td>28%</td>
<td>16%</td>
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<td>Saanich Core</td>
<td>32%</td>
<td>12%</td>
<td>20%</td>
<td>68%</td>
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<tr>
<td>Quadra</td>
<td>43%</td>
<td>31%</td>
<td>43%</td>
<td>57%</td>
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<td>North Quadra</td>
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<td>Tillicum</td>
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<td>31%</td>
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<tr>
<td>Rural Saanich</td>
<td>48%</td>
<td>28%</td>
<td>44%</td>
<td>52%</td>
</tr>
</tbody>
</table>
## Appendix IV: Responses to Open-ended Questions

**Note:** The answers provided below are exactly as submitted by the survey respondent. Only perfectly identical responses have been summarized with a number (e.g. (3)) to indicate the total number of identical responses – only very minor editing and combining of individual responses has taken place.

### Question #2: Things that are most liked about living in Saanich

#### Affordability
- affordable housing (2)
- housing and tax affordability
- its becoming better as affordable housing and services have improved over the last few years
- less expensive than other areas
- more affordable
- price range of houses
- semi-affordable housing market

#### Amenities (shopping, central location, etc.)
- Access to services
- a lot of amenities
- access to shops, schools and recreational facilities
- accessibility (2)
- accessibility of shopping (8)
- accessibility to excellent restaurants, shopping, libraries, gardens, parks, ferries and airport
- accessibility to good highways
- accessibility to greater Victoria
- accessibility to services
- accessibility to shopping and entertainment
- activities
- all amenities close
- all the flowers in your parks
- amenities (3)
- availability of services (2)
- availability of shops and doctors
- availability/access to parks
- away from downtown life but not too far out of town
- bank nearness
- being central to most things
- being central to shopping and all other municipalities
- being in close proximity to everything we use
- being out of the city
- center of peninsula
- central location (7)
- central location - easy to get around
- central location to BC ferries and Victoria
- central to all amenities
- central to all areas of Victoria
- centrally located - diverse neighbourhoods
- centrally located - from Victoria to Saanich peninsula and island highway
- centrally located for my lifestyle
- centrally located to downtown, Colwood, ferries, etc.
- clean
- close enough to the downtown Victoria area
- close proximity to Broadmead and Royal Oak shopping
- close proximity to business and services
- close proximity to city centre
- close proximity to schools which have been uniformly excellent
- close proximity to town, ferries, airport, etc.
- close to stores
- close to airport
- close to all amenities (9)
- close to all amenities i.e. malls, parks, schools, rec center, etc.
- close to all conveniences and university
- close to all schools, elementary, junior high, high schools
- close to all shopping areas
- close to Camosun college
- close to city (downtown)
- close to clinic, dentists, etc.
- close to downtown (5)
- close to downtown and peninsula (very central)
- close to downtown but far enough to feel safe
- close to everything (3)
- close to everything (town, malls, work)
- close to everywhere, downtown, ferry, airport, and golf course
- close to facilities - shops, recreation centres
- close to ferries
- close to grocery stores
- close to hospitals
- close to library, shopping, banking and bus service
- close to major highways (pay bay and #1) and roads (within 15 minutes to other city centres)
- close to major transportation routes (2)
- close to open roads
- close to school and university
- close to schools
- close to schools and downtown
- close to services i.e. Mall, doctors, but not commercial
- close to shopping and entertainment
- close to shopping facilities / water park at Beckwith
- close to stores and other needs
- close to the university
- close to town (6)
- close to town - on the bus route
- close to town and shopping
- close to university
- close to Victoria city centre (3)
- close to Victoria…but far enough away
- closeness to city, without the negative aspects (pan-handlers, obvious drug dealing and/or paraphernalia etc.)
- closeness to parks and university
- contains all services and facilities that I require
- convenience (2)
- convenience to both south and north of greater Victoria
- convenience to downtown, university
- convenience to everything (shops, downtown, airport)
- convenience to shopping (6)
- convenient for travel (central)
- convenient location (stores, highways, downtown)
- convenient location for shopping
- convenient to airport, ferries and downtown Victoria
- convenient to all amenities
- convenient to malls, recreation, hospitals
- convenient to town, airport, ferry, farm markets
• convenient, central location to almost everything
• country living with easy access to shopping, ferries and hospitals
• cultural activities including concerts of outstanding performance
• diverse options available
• ease of access to other areas
• ease of transportation
• ease of travel
• ease to pat bay highway
• easier parking in shopping centres
• easy access to airport; ferries and downtown
• easy access to downtown
• easy access to downtown, ferries, island highway
• easy access to downtown, ferry terminal via Quadra
• easy access to everything
• easy access to major traffic arteries
• easy access to services
• easy access to services, library, doctor’s, stores, etc.
• easy access to stores and medical offices
• easy accessibility to businesses, restaurants, etc.
• easy shopping (2)
• easy shopping to downtown, highway, and other municipalities
• everything you need is here
• excellent schools, libraries, recreation centres
• geographically convenient
• good amenities (2)
• good distribution between residential and commercial
• good doctors (healthcare)
• good mix of residential and commercial
• good public schools (Hillcrest, Arbutus, Mt. Doug)
• good retirement facilities
• good schools (5)
• good shopping (3)
• good transportation routes
• good variety of stores, markets
• great school
• handy services
• handy to all areas
• handy to transportation
• has all services (ie. Sewer, water, gas)
• have good shops for most things
• I am close to everything (re: ferry, airport, Victoria, elk lake, hospital etc.)
• I’m close to any store or service I need
• Its central location to all important services and amenities (4)
• its centralized
• its convenient
• k-12 education, university and continuing education
• libraries
• living close to work
• location - access to airport, up island, ferries, shopping (2)
• location (easy access to ferries, airport, up island - but fairly quiet)
• location to beaches, recreation centres and shopping centres
• location, easy access to other parts of town
• lots of close and accessible shopping areas
• lots of shops (2)
• medical and dental availability
• medical help
• near downtown Victoria, but with villages such as Cadboro bay and with the university so that one can stay away from the city if one prefers
• near to all grocery shopping
• near university
• nearby shopping
• not as much traffic as town
• not far from city center
• other services (quality and availability)
• our amenities and services
• part of greater Victoria region which together offers a range of cultural and leisure activities
• perfectly spread out shopping locations
• plenty of malls (variety of shopping)
• proximity to downtown
• proximity of services
• proximity to amenities
• proximity to city center (6)
• proximity to health care, shopping, transportation, etc.
• proximity to malls
• proximity to many services
• proximity to other areas
• proximity to services (2)
• proximity to services & good bus transportation
• proximity to shopping
• quick access to everything - centralized
• reasonably close proximity to various amenities
• relative ease of transportation
• retail stores
• schools (5)
• schools close to home
• selection of business
• shopping (14)
• shopping malls within walking distance (Broadmead, royal oak)
• short distance to Sidney for boating/entertaining
• smaller, local shopping areas - convenient to most areas
• still close to stores and recreation centres
• stores
• stores in local area
• the availability to banks, malls, and recreation centre
• the proximity to most facilities - ferries, downtown etc.
• the shopping convenience
• the university
• the village shops Cadboro Bay Pharmacy & Peppers Food Store
• there are good services and shopping facilities close by
• university
• variety of shops, banks
• very central - for going up island or to the mainland
• walking distance to many facilities/shopping/entertainment
• walking distance to stores
• we live close to downtown and close to Sidney, ferries, airport
• we’re close to schools, churches, shopping centres
• yet with all services - bus, etc.
• you live far enough away from downtown but not too far to commute to work each day

Green space

• and attention to green space; gardens; provision for the outdoor naturalist
• aesthetics - lots of trees, parks, greenery
• beautiful gardens
• beautiful trees and gardens
• clean and green
• clean with lots of trees and parks
• environment
• environment
• friendly people and open spaces
• gardening
• good water
• great places to walk
• green lines streets (trees)
• green space (15)
• green space - lochside trail
• green space - tree and natural area protection
• green space and parks (4)
• green space and parks and recreation facilities for all ages
• green space preservation
• green spaces, no overcrowding
• green spaces, trails
• greenery
• greenery - trees and grass
• hiking trails
• lots of trees
• low pollution
• more green space
• Mount Douglas Park
• natural beauty (environment) (2)
• natural beauty areas
• nature
• nice landscaping
• number and location of green spaces
• open space (3)
• open spaces (which are fast disappearing)
• open spaces, parks and trails
• open spaces, parks, lakes
• openness
• overall landscape and parks
• park & green space
• parks and open spaces
• parks, green spaces, flower gardens in intersections
• parks, green spaces, gardens
• parks/green spaces (2)
• parks/green spaces/waterfront (gorge)
• retention of green space
• Saanich still has wide open spaces
• surviving natural ecosystems
• the green spaces, especially the gorge walkway
• the natural boulevards; flowers, trees, etc.
• the remaining green space
• trailways/green spaces
• trees (2)
• trees and greenery
• upkeep at public areas (parks, boulevards, etc.)
• water, unspoiled land, parks, farms give a country atmosphere

Climate and landscape

• access to stores is good
• access to the ocean
• area
• area size
• beach and waterfront area close by
• beaches
• beaches/parks
• beautiful place to live
• beautiful surroundings
• breathing fresh looking air
• cadboro bay beach
• central location
• clean air (7)
• clean environment
• climate (14)
• close to the ocean (5)
• close to the university
• close to work
• convenient location
• excellent view
• general atmosphere of area
• good air
• great weather
• I was born here
• in my area clean fresh air
• it is close to my work
• locality
• locality to work
• location (13)
• location/climate
• Love that I can play soccer year round
• love the Saanich peninsula
• lovely district in all respects
• mild climate
• my roots have been here for over 100 years
• nice clean parks and streets
• nice properties
• ocean
• ocean/elm and beaver lake
• outdoors, hiking etc.
• overall layout
• pleasing area botanically - nice garden areas (clean)
• proximity to water
• relatively clean air
• safe place
• scenery (4)
• spring and summer gardens in residential areas
• sunny
• the area
• the beauty
• the clean air
• the climate & beauty of this area with mountains, ocean and forests
• the gorge waterway
• the natural beauty
• the ocean
• the scenery
• the views
• the walks and waterfront accessibility
• the water
• the weather (2)
• very pleasing to the eye
• walking across the beach (on gyro park) to go to the store
• walking in area
• weather (8)
• where I live

Municipal services, staff and Council

• a mayor who listens to the people
• a sensible mayor and council
• a very well run municipality
• access to staff at municipal offices
• approachability of council and staff
• attractive municipal gardens
• beautification of islands, boulevards and road medians
• city appearance
• clean (10)
• clean paved roads well maintained
• clean streets (45)
• competent police force
• consistent good non partisan local government
• cooperative personnel at the hall council
• council decisions appear firm and just
• emergency services
• excellent and friendly police staff
• excellent emergency response from police and fire department
• excellent municipal services, parks, roads, trails, etc.
• excellent police and fire and ambulance service (6)
• excellent roadside service from our garbage men
• excellent trash pickup provided
• facilities for children
• fairly clean
• fire protection
• floral displays at many street intersections and municipal hall (kudo's to the gardener)
• floral plantings at intersections (especially blenkinsop/cedar hill) and general cleanliness
• friendly staff with knowledge of the community and its services
• garbage pickup
• garden waste depot at Saanich yard (7)
• gardening assistance (tree advice)
• general good services
• good facilities
• good government administration
• good infrastructure
• good management by municipality
• good mayor and council
• good municipal government
• good municipal infrastructure and services
• good municipal services (2)
• good public services nearby
• good road maintenance
• good roads (2)
• good roads and transportation
• good service
• good service by municipal departments
• good services
• good services ie. Garbage, municipal, police, etc.
• good sewers and drainage
• good waste pickup - burning bylaw
• good water
• how well cared for the boulevards are
• how your trying to correct problem traffic areas
• I am very proud of our floral displays
• I appreciate the existing services for the most part
• infrastructure
• It is very clean
• location of municipal hall to pay taxes
• location of municipal yard to dispose of my garden weeds
• low tax
• maintenance of streets, sidewalks, etc.
• mayor responsive to citizens
• municipal services (3)
• municipal services (government)
• Saanich police very helpful
• Saanich gardeners and their work
• roads are in good shape
• questions/requests
• response to a residents
• roads are in good shape
• Saanich gardeners and their work to make roadways attractive
• Saanich police very helpful
• service (government)
• service from police department
• services - fire, police, municipal services
• small community feel with large community facilities
• speed with which the firefighters arrived at our house fire
• the great work of the police
• the mayor
• the official community plan - it sets the tone
• the police and fire departments
• they are very approachable at the municipal hall

• very clean, buildings on vemen avenue beautifully landscaped
• viability of the police force
• visually pleasing thoroughfares - great horticultural efforts by parks and recreation
• walking trails and paths
• waste disposal
• we are trying our best
• well cared for parks, streets, etc.

Parks and trails

• access to beaches and parks
• access to galloping goose trail (2)
• access to parks and places to walk
• available parks and recreation
• beaches and trails
• beautiful parks (2)
• beautiful parks (government)
• good parks (2)
• good parks to walk in
• great parks, libraries and recreational facilities
• good parks/trails
• good trails and parks
• good walking area (2)
• good walking/biking trails
• great parks/walkways
• great places to walk and play
• gyro park
• I enjoy the many Saanich parks around the area
• improvement of the bicycle corridors
• landscaping
• like the access to parkland for walking
• local parks
• Lochside trail (3)
• Lochside trail and the whole trail system
• lots of park areas
• lots of parks (4)
• lots of parks - make more
• lots of parks (tennis courts etc.)
• Beaver Lake park
• lots of parks for children
• lots of parks, playgrounds, recreation facilities
• lots of places to ride a bike, walk, jog
• lots of places to walk
• lots of walking trails (2)
• lovely parks and walkways
• many parks
• mount douglas park
• mystic pond and mystic vale best ever for walking
• nature trails
• neighbourhood paths
• nice parks (3)
• nice parks and recreation centres (2)
• nice parks/pathway system. A real gem.
• number of parks
• numerous walking paths and trails
• park kept up
• park space
• parklands
• parks (29)
• parks & trail system
• parks (government)
• parks and flowering boulevards - greenspaces
• parks and green space (2)
• parks and hiking trails
• parks and recreation (3)
• parks and recreation activities
• parks and recreational facilities
• parks and their maintenance
• parks and trail infrastructure (well maintained parks)
• parks and trails (9)
• parks and trees
• parks and waterways
• parks for kids
• parks, beaches within walking distance to home
• parks, gardens, green space
• parks, trails and outdoor amenities are very good
• parks, trails for walking and hiking
• parks, trails, recreation facilities
• parks/galloping goose
• parks/green space
• parks; walk trails
• proximity to parks and ocean
• quality of parks
• regional parks and lakes
• small parks and walking areas
• sports availability
• superb parks and walking trails
• the goose
• the great trails
• the many parks and walking trails
• the number of parks
• the number of walking places
• the park across the street
• the parks
• the parks and green spaces
• the parks and trails
the variety of parks and walking trails 
trails (8) 
walking on the galloping goose trail 
walking paths and green spaces, galloping goose 
walking trails (5) 
walking trails and cycling paths 
walking trails and parks 
walking trails are well maintained 
wakes, trails 
we like your parks

Quiet, comfortable, friendly

- a comfortable area to live 
- ability to work in Saanich also 
- ambiance 
- beautiful 
- character of neighbourhoods and excellent services 
- clean 
- clean and quiet 
- clean and respectable 
- community activities 
- community character is important 
- community involvement 
- community resources 
- community spirit 
- easy traffic 
- fairly slow pace as compared to Victoria 
- freedom from congested traffic 
- friendliness of people 
- friendly 
- friendly community 
- friendly neighbours 
- friendly people (10) 
- friendly society 
- friendly, a caring mayor 
- general cleanliness of most areas 
- generally attractive neighbourhoods 
- generally peaceful 
- generally quiet and peaceful 
- good balance of residential and commercial 
- good community spirit 
- good neighborhood (2) 
- good neighbourhood watch organization 
- good neighbours (2) 
- good people 
- good retirement atmosphere 
- good standard of living 
- great community 
- great neighbourhood to live in 
- healthy 
- I have good neighbours and block watch 
- in my area very little traffic 
- it is quiet, neighbours friendly, rural, close to town 
- its clean (2) 
- its comfortable and family oriented lifestyle 
- its quiet most of the time 
- its very clean 
- lack of traffic 
- large lot sizes (2) 
- large lot sizes (privacy) 
- large lots - not too high density 
- larger lot sizes - not so crowded 
- less controversial than Victoria 
- little population 
- living in a pleasant urban environment 
- low density housing 
- low traffic volume 
- most people keep their property neat 
- neighbourhood 
- neighbourhood feel 
- nice communities 
- nice neighbours (2) 
- nice neighbourhood, quiet and safe 
- nice people 
- nice quiet building 
- nice residents 
- no casinos 
- no downtown 
- not as much traffic problems as larger areas 
- not crowded (2) 
- not overcrowded 
- not overly populated 
- not too big or crowded 
- not too busy 
- not too crowded 
- not too much traffic, overall quiet 
- not very busy on streets 
- not very populated 
- organized and clean 
- our neighbourhood 
- overall quality of life 
- pace of life 
- peace and quiet 
- peace and quiet 
- peaceful (4) 
- peaceful neighbourhood - feel safe 
- people (6) 
- people starting to take pride in their yards/gardening 
- pleasant area 
- pleasant atmosphere 
- pleasant mix of town & country - not overly built up 
- privacy (4) 
- quality and care of homes 
- quality and diversity of residential planning 
- quality of the neighbourhood 
- quiet (12) 
- quiet and nice atmosphere 
- quiet and stable neighbourhood, good neighbours 
- quiet areas (2) 
- quiet atmosphere 
- quiet compared to downtown 
- quiet established neighbourhood 
- quiet neighbourhoods (2) 
- quiet setting in a city 
- quiet, peaceful yet close enough to downtown 
- quietness 
- quietness (in our area) 
- reasonable control of development 
- reasonable traffic 
- reasonably quiet 
- recreation - life style 
- relative absence of noise 
- relatively quiet (2) 
- removed from city life 
- residential layout 
- residents respect their environment, show pride in their homes and municipality at large 
- safe and friendly place to live - low crime area 
- safe and peaceful 
- safe, clean 
- safe, friendly environment 
- seems development projects are carefully monitored 
- sense of community (3) 
- single family dwelling 
- single family housing not too many apartments 
- space (2) 
- spacious lot sizes 
- still a good residential area but this too is depleting 
- strong sense of community 
- style of housing 
- the block watch programs 
- the mostly residential atmosphere (non-city) 
- the quiet, peaceful, slow-paced atmosphere (in Cadboro bay) 
- the quietness of living in a cul de sac 
- their understanding of peoples economic standing 
- traffic 
- upper middle class standard of living 
- variety of housing
Results of the 2003 Citizen Survey

District of Saanich

• variety of neighbourhoods
• very nice neighbours
• we have a good 'ethnic mix' of folks in our neighbourhood
• well maintained public spaces e.g. medians, bus shelters, public buildings
• well-kept, attractive homes and neighbourhoods

Rural / urban balance
• a feeling of rural living
• a rural atmosphere
• area we are in (gordon head) still has rural feeling
• combination of rural and urban settings (2)
• control over urban sprawl
• country
• country atmosphere (3)
• country living but near the city
• current land use - multi functional
• ease of access to rural and beach areas
• farmland
• feels like country living
• fresh air, semi-rural atmosphere, recreational facilities, natural attractions
• has a mixture of rural and urban settings
• has rural areas as well as city living
• having rural areas scattered throughout
• I live in rural Saanich, and love the "small community" feel next to the city
• it is still somewhat rural in many areas
• keeping lots sizes large, reducing the encroachment of suburbia (rural Saanich)
• like to buy from local farms and growers in Saanich - everything I like is right at the doorstep
• lots of rural space
• lovely farmlands
• mix of rural and urban
• natural/agricultural land in Blenkinsop valley
• non-urban environment
• not overly developed
• our location gives a quiet rural setting
• our rural environment (around our home)
• out of the city
• parks and farms
• proximity to rural areas
• quiet rural area
• quite rural surroundings/parks

• rural ambience
• rural ambience - city service
• rural area (6)
• rural areas/parks
• rural atmosphere (2)
• rural environment outside urban containment boundary
• rural feel
• rural quality
• rural setting (2)
• rural settings (minimum apartments, several treed areas)
• semi rural areas
• semi-rural character
• short distance to rural areas
• somewhat rural aspect of a lot of Saanich
• still a bit rural in areas
• still some rural parts
• the area I live in has a rural ambiance
• the blend of urban and rural
• the mix of agricultural and urban areas
• the mixture of city living and rural living
• the rural atmosphere
• urban rural mix
• urban/sub-division (close to both)

Safety: low crime, security
• a reasonable feeling of safety
• appears to be less crime in our area
• being retired and being secure
• crime rate reasonably low
• efficient police department
• fairly safe neighbourhood with fairly good police drive by patrol
• feel fairly safe
• feel safe
• feeling of safety (2)
• good fire protection
• good police force
• good police protection
• good policing
• good safe neighbourhoods
• high personal safety
• I feel safe (2)
• in my area very safe feeling
• its safe
• lack of crime and/or careful attention to keeping young people occupied coupled with excellent police patrol make this a safe haven. Excellent fire and public works as well.
• law and order
• low crime (2)
• no apparent risk of crime or other danger
• peace and order
• peaceful, with good police protection
• police and fire protection
• police are doing a very good job
• police control
• pretty safe so far
• public safety
• relatively crime free (2)
• relatively safe
• responsive police
• safe (9)
• safe community
• safe environment in which to live
• safe neighbourhood
• safe, pleasant streets
• safety (7)
• safety (personal and property)
• safety/cleanliness
• security (2)

Transit services
• bus route
• bus service (6)
• bus service easy to use
• bus system is good (12)
• close to bus route
• close to buses
• excellent bus service
• near bus stop

Recreation facilities
• access to recreation (outdoor)
• availability of libraries
• availability of public recreation
• availability of recreation centres
• bus transportation
• cedar hill golf course (2)
• cedar hill recreation centre (2)
• children playing facilities
• childrens recreational facilities
• close to recreation centres
• close to recreational facilities, eg. Trails, tennis courts, fields, etc.
• commonwealth Place (7)
• easy access to recreational areas
• excellent recreation and parks
• excellent recreation centres (particularly commonwealth)
• excellent recreation services and facilities
• facilities - recreation/churches, etc.
• good availability of recreation opportunities
• good community centres
• good recreation (2)
• good recreation centre programs available
• good recreation centres (5)
• good recreation facilities - make more
• good recreation facilities (parks, trails and centres)
• good recreational facilities (3)
• good recreational facilities, good shopping plazas and stores scattered around - but hopefully no more
• good recreational opportunities
• great recreation and community services
• its numerous parks and recreational facilities
• library
• lots of choices for recreation centres, library and without having to pay for parking
• lots of parks and recreation
• lots of recreation (parks, hiking, etc)
• lots of sports fields, recreation centres for those requiring them and parks
• municipality supports minor sports
• near swimming pool
• open spaces and recreation facilities
• parks
• parks, recreation centres, libraries
• Pearkes arena
• recreation (3) recreation and other medical offices
• recreation and outdoor opportunities
• recreation centers (9)
• recreation centres/beach access
• recreation facilities (10)
• recreation services
• recreation sports

• recreational activities
• recreational facilities for adults
• senior citizen activities
• swimming and library facilities
• there are good recreational facilities
• well kept parks and recreation areas

Low taxes
• fair taxes
• low taxes (2)
• lower tax base
• lower taxes than other municipalities
• no parking fees
• no parking meters
• not as many rules and regulations as some - but then I also don’t want my taxes raised
• reasonable taxes
• taxes are lower than Oak bay, etc.

Other
• clean streets
• compost program (free drop off at municipal yard)
• development in harmony with natural features (winding streets)
• good roads
• libraries
• lot size control
• no burning
• not as many restrictions in developing your property
• quality of schools

• Really like the flashing amber lights at crosswalks
• reasonable bylaws
• reasonable water and sewer charges
• recreation facilities
• residents and district officials that always want to improve Saanich (like this survey)
• Saanich trail system especially Lochside trail system
• school with large playing area
• schools (7)
• schools and middle school idea
• silver threads
• size of residential lot size
• smoke-free facilities
• smooth traffic flow
• strawberry festival
• The ocean and beaches - good planning.
• the weather
• traffic lights and patterns promote keeping vehicles moving
• transportation
• very good bus service
• we bought our house 53 years ago because it was the right size and it was on the 3 mile limit which was as far as the buses ran out from town. As we had no car we needed to be near transportation. At the time we didn’t really give what municipality it w
Question #3: Things that are most disliked about living in Saanich

Affordability
- as a young adult (27 yrs), I want to buy a nice little house in a nice neighborhood. Needless to say affordable housing is hard to find.
- cost as a single parent with three children (rent $1,100 per month)
- cost of living
- cost of real estate
- deterioration of motel strip (SROs)=
- high cost of land
- high property prices
- still some low income housing that could use help with a little support for a face lift

Bicycle infrastructure
- bike lanes stop and start for no reason
- lack of bike lanes (3)
- lack of bike trails that there is not a rubbish pick up
- lack of commuter cycling paths
- lack of necessary bike lanes
- lack of safe bike routes on major roads eg. Quadra street
- lack of sidewalks/bike lanes
- no bike lane on Quadra and too many cyclists
- no bike lanes
- still lacking adequate safe bicycling routes
- too many traffic lights bikes can't trip

Bylaw enforcement
- air quality (outdoor leaf burning)
- appearance of some houses - mess and junk in front of houses
- building code
- bylaws are not severe enough to deter developers
- by-laws not enforced evenly
- contradictions in by-laws when talking to different people at municipality
- design of these smaller homes unattractive
- do not agree with all the current tree bylaws
- do not allow suites in homes
- failing to remove a horse chestnut tree that makes a terrible mess in our yard every year
- far too many illegal suites
- fence has been frozen for months (last year)
- illegal suites (3)
- limit on height of fences or walls should be changed
- lot on ferndale, broken fence, weeds - nice if it was cleaned up
- no follow-up on over weight vehicles using restricted side roads
- no outdoor burning in chimneas
- no place to let your dog run free
- noise (2)
- noisy kids
- noisy traffic - fire trucks, ambulances, traffic
- not being able to burn on weekends (bonfire, yard)
- not consistent zoning laws. Properties that are not looked after and it gives the appearance of no pride in living.
- old cars, garbage, furniture etc. stored around some homes are eyesores and fire hazards
- old run down houses
- over-regulation into private property
- parking tickets
- people using wood burning fireplaces daily to heat their homes
- residents should be required to trim shrubs away from sidewalks
- restrictions on disposing of old, moth filled, leaf dripping Garry Oaks
- restrictions on property while paying very high taxes
- run down look of neighbourhoods
- should have stronger building restrictions
- some areas are getting run down
- some unkept houses (especially vacant ones)
- stupid bylaws that tend to take basic freedoms away
- tearing down older small homes for apartments, condos, multi unit & shopping mini malls like one to be on McKenzie Ave. - not needed (another thriftys as we have safeway & shell and macs.
- the building bylaws are too outdated
- the fact that council won't legalize secondary suites
- the number of single family homes with suites in them
- too many basement apartments
- too many building/property regulations for homeowners
- too many cars parked on street
- too many Garry Oak trees - high maintenance
- too many illegal suites causing parking problems
- too many illegal suites in single family dwellings
- too many illegal suites in single family dwellings bylaw enforcement a sham
- too many signs on the telephone poles, people should have to take their signs down
- too many trees that cannot be cut down
- too many unlicenced cars on boulevards
- too much construction
- too much large development on small lots
- tree bylaws - cutting trees down should be allowed
- tree preservation bylaw
- uncontrolled housing styles
- uncontrolled in-law suites
- visibility in leaving our driveway - height of shrubbery on public pull in (broadmead) a safety issue
- weak enforcement of bylaws - noise, pollution, parking of rigs

Climate
- rain

Sense of community (lack)
- a bit quiet
- generic buildings/shops - all private
- lack of a performing arts center for the city of Victoria
- lack of community/public places eg. Gardens
- lack of quality retail
- no central shopping area (too spread out)
- no neighbourhood pub in our area
- no new commercial places to keep residents shopping in the area
- no sense of community identity
- not a great sense of community
- the quiet, peaceful, slow-paced atmosphere
- true sense of community
- we need an identity

Animal control
- a lot of dog poo left around
- animal control division - unhelpful and rude
- control of dogs in nature reserves (along colquitz river)
- cougar sightings
• cougar sightings with no action taken
• deer
• deer problem
• dog control and noise control
• dog excrement in parks - what happened to the bags?
• dog feces on sidewalks
• dog owners
• dog owners that do not pick up their dog feces
• dog owners who let their animals off leash in our trails and parks and refuse to pick up the poop
• dog poop in the street
• dog pound
• dog rules
• dogs
• dogs on beach/parks not on leashes
• dogs running free in parks and walking trails
• dogs running off leash on elk lake - beaver lake trails
• Idiotic dog rules in parks
• in my area too many dogs roaming free
• increase of deer in area
• lack of dog catcher
• local wildlife grazing through my flower garden
• more teeth into bylaws for dogs and cats
• no dog walk park
• owners not taking responsibility for their dogs
• people not keeping their pets on a leash (I have small children and dogs running loose are a large concern)
• people with dangerous dogs ie. Rotweillers/pit bulls
• raccoons and cats in my garden
• rats
• too many animals - overabundance of loose cats
• too many cats
• too many crows - they kill the small birds
• too many deer eating flower, bushes and gardens
• too many loose dogs
• unleashed dogs in parks
• unleashed dogs walked along the road
• very few areas to walk dogs off leash

Downtown amenities, urban villages – lack
• away from good restaurants/shops, etc.
• doesn't have resources of downtown
• improvement needed in street signs - more. Need identifiable town centre.
• job availability
• lack of a central core
• lack of big box type stores (we have to drive too far to shop)
• lack of community hubs, walkable centres
• lack of economic development
• lack of employment in businesses to attract newcomers and to keep educated younger people in community
• no 'village' environment (close to our home)
• no casino or amusement centre
• no central 'heart' of Saanich
• no small town atmosphere
• not enough facilities/amenities close to my house
• not enough good restaurants and cafés
• not enough great ethnic restaurants
• not enough outlets for youth and young people
• not enough restaurants in cadboro bay
• shopping centres too far apart
• too far to go for a beer

Garbage and yard waste schedule
• 2 week garbage service (especially in the summer)
• byweekly garbage pickup (should be weekly)
• garbage collection (too infrequent, no large items)
• garbage collection of once every 2 weeks is not enough
• garbage days should be once a week
• garbage pick up (2)
• garbage pickup every other week (6)
• garbage pickup only every two weeks in summer (2)
• garden refuse disposal
• infrequent garbage pick up (in summer)
• infrequent garbage pickup
• insufficient summer garbage collection
• lack of yearly 'large items' garbage collection (5)

• limited garbage pickup and no yearly big item pick up
• limited recycling depot hours
• no branch (tree branch) curb pickup like in Victoria (once/twice seasonally)
• no burning - large property entailing multiple work to yard garden refuse
• no garden refuse pickup
• no spring roadside pickup for pruning, etc.
• pick up of garbage in summer would like July, August and September - willing to pay more for better service weekly
• poor garbage
• recycle (2)
• recycle on Saturday should not be closed at 1 pm should be open all day
• restrictions on burning - especially leaves in the fall
• summer garbage pick up should be weekly
• that burning of branches is outlawed
• unreliability of garbage pick up recently
• would be nice to have recycling weekly

Environmental and rural-area protection
• could use more green space (ie. Parks, trees, and less apartments)
• decline in green space due to development and lot in-filling
• destruction of natural habitat
• destruction of property on Mt. Doug road
• developing and reduction of green spaces
• development pressures re: urban containment boundary ie. Royal oak - too much building
• disappearing green and open spaces
• lack of care of some neighbourhoods - maplewood cook/quadra area between cook and tattersall
• losing too much land to development
• loss of agriculture land
• new housing areas in "rural like" spots
• not enough green spaces - pedestrian sidewalks
• not enough little intimate parks (green space)
• observing loss of natural areas to development
• part of a system dumping raw sewage into the ocean
• pollution of water
• possible loss of wild or rural areas
• reduction in viable agricultural land due to development
• removal of parkland for dwellings
• residents destruction of large trees (i.e. Garry Oak) and Saanich not enforcing the bylaws
• rezoning of agricultural land
• sewage dumped in the ocean
• some rural roads are getting very congested (interurban/west Saanich)
• steady loss of green space
• the loss of habitat for animals/birds
• the loss of uncommitted green space
• vulnerability of wooded and farm areas as population increases
• would like to see a park nearby

Sidewalks (lack of)

• better lighting needed along torquay road by park
• condition of sidewalks are poor or non existent
• condition of some sidewalks - royal oak area especially
• condition of the sidewalks
• discontinuous curbs/sidewalks/road safety
• finish re-curbing remainder of street
• in my area no sidewalks and ditches
• inadequate sidewalks - west Saanich road
• lack of crosswalks
• lack of curbs and sidewalks
• lack of good sidewalks
• lack of pedestrian sidewalks on main roads (tattersal/mckenzie)
• lack of residential sidewalks
• lack of safe walking path for students to clarement - this means pedestrian traffic on the highway and a safety issue
• lack of sidewalks (20)
• lack of sidewalks - gravel or otherwise - wilkinson, roy road etc.
• lack of sidewalks (in good repair)
• lack of sidewalks down to pat bay to catch bus
• lack of sidewalks on cordova bay
• lack of sidewalks/condition
• lack of sidewalks/condition of roads
• no sidewalks in many areas, makes walking hazardous
• no sidewalks in residential areas
• no sidewalks on femdale
• no sidewalks on some main roads

• not enough street lights or crosswalk road lights
• pedestrian cross walks often inadequate
• pedestrian unfriendly (no sidewalks)
• poor sidewalks
• poor sidewalks
• poor sidewalks
• poor sidewalks (glenford and area)
• poor sidewalks on busier side and main streets (concrete)
• poor sidewalks or none on side streets
• poor to no sidewalks
• poor walking safety (sidewalks)
• poor walking school routes
• quality and/or lack of sidewalks/too close to road
• rough asphalt sidewalks
• side streets lacking sidewalks
• some boardwalks
• some fairly major roads have no sidewalks
• some intersections not pedestrian friendly
• unsafe sidewalks

Interest groups (too powerful)

• approach of unions
• budget issues
• CRD interference
• developers given too much leeway
• developers have too much influence on council
• faction in cadboro bay who want to join oak bay
• far too powerful CRD
• mayor's refusal to objectively consider rationalization of services with other municipalities - like creation of a new greater Victoria police service
• over-emphasis of sports activities and facilities with added cost to taxpayers
• political correctness
• some public interest groups are too strong

Transit (poor)

• 2 km away from a bus stop, so need a car
• bus accessibility (one am and one pm)
• bus service (3)
• bus service especially requiring two buses
• bus service is bad where I live as a senior I can't get to shops, bus service. I find this bad as I need to replenish my supplies
• bus service is infrequent in my area
• bus service not request enough (#28 majestic)
• bus times
• disgustedly dirty bus shelters
• I have to take a transfer to get right downtown (bus)
• inadequate public transportation
• lack of a bus on the west Saanich road to reach unitarian church, red barn and horticultural centre of the pacific - a gem and better than butchart gardens
• lack of alternate transportation opportunities
• lack of transit (3)
• limited bus service to uvic and downtown
• limited transit options in cordova bay
• lousy bus service in gordon head
• no pull out for busses
• poor bus service (3)
Transportation (congestion, etc.)

- access to Pat Bay Highway
- aggressive drivers
- amount of traffic and congestion at some intersections and on some streets
- at times...traffic congestion
- automobile break-ins
- bad drivers
- blocked intersections on secondary streets due to traffic back ups
- blocked off streets
- blocking off side streets for no reason good for the whole community
- busy london drugs intersection
- busy streets and intersections
- can't speed
- cars parked all day on royal oak drive
- cars parking on both sides of roads
- commuting
- condition of roads
- congestion - driving along quadra street
- congestion of traffic on Mc Kenzie avenue
- cyclists who disregard traffic
- dangerous streets for children
- dark narrow roads at night
- drive through traffic
- drivers drive fast on rural roads (70 km +)
- excessive speed used on some roadways
- excessive traffic infractions - no police presence (traffic)
- failure of police to ticket 4 way stop violators
- fast moving cars within school zones
- fast traffic on cadboro bay road
- flow of traffic
- flow of traffic (especially down our street)
- reduce low speed limits - 10km increase needed
- resultant traffic increase stemming from development
- richmond street too narrow for volume of traffic
- road closures only serve to congest other roads
- road conditions
- road maintenance - partial fixing of streets, instead of entire strip
- road maintenance and road closures
- road signs not clear
- roads (2)
- roads - maintenance is very bad
- roads could be improved
- roads in poor shape (most)
- roads need more maintenance
- roads not being upkept
- roads to narrow (like shelbourne) for bicycles and cars
- roads without curbs and proper drainage
- roads, sidewalks etc. not upgraded
- rush hour traffic at admirals road between craigflower and island highway
- rush hour traffic on mckenzie
- Saanich plaza a 'zoo' for parking
- shelbourne street - way too busy
- shelbourne street too narrow
- shopping malls - traffic flow in and out, etc.
- should have more police patrol for speeders on the street - more lights installed (traffic lights)
- side roads
- so large; need to drive to everything
- some areas develop as throughways for traffic
- some congested roadways
- some drivers go too fast (along arbutus from wedgepoint)
- some side roads never get repaired - others do more than once
- some street signs are obstructed by trees
- some streets badly need upgrading
- some streets in poor condition (2)
- some traffic areas (congestion)
- some traffic bottlenecks - (Quadra/McKenzie for example)
- some traffic congestion at rush hours
- some traffic lights are not intelligently set
- some traffic lights are too long mckenzie and shelbourne
- some traffic patterns
- sometimes traffic
- speed
- speed humps and pillars on residential streets
- speed limit not enforced on cordova bay road
- speeders (4)
- speeders and inconsiderate drivers
- speeding motorists along quadra street
- speeding traffic in residential areas
- stop sign on bodega from pearkes arena not necessary
- street lights (esp. blanshard)
- street needs repaving, open ditches on glanford need work (mosquitoe breeding ground)
- street needs to be dea end - traffic too fast
- streets congested at times (cars)
- the amount of traffic on cedar hill cross road
- the amount of traffic on cedar hill road
- the bottle neck at the lights cedar hill and north dairy roads
- the disorganized stretch of road of tillicum from gorge to obed
dangerous and very busy (traffic turning into plaza)
- the driving diverters off of landsdowne
- the heavy traffic on mckenzie avenue
- the high number of discourteous cyclists and more reflective clothing
- the light at McKenzie & Saanich - even at night it takes 2-3 minutes with no traffic
- the lack of enforcement of speed limits in residential areas
- the removal of the center lane on mckenzie
- the smaller streets need better paving
- the traffic flow
- this street taking the brunt for streets cut off below us
- too little parking available at Saanich centre (quadra and mckenzie)
- too many cars parked on residential streets
- too many cars parked on street, not on driveways
- too many stop signs where they are not needed
- too many use quadra street (as a short cut to the city and to the ferry route)
- too much traffic (25)
- too much traffic on my street
- too much traffic on small roads
- traffic - speed and tailgating
- traffic - very busy
- traffic at admirals and island highway
- traffic at some main intersections
- traffic calming hasn't worked
- traffic caused by thru traffic from other municipalities
- traffic congestion (2)
- traffic congestion along mckenzie (bordens - quadra to highway)
- traffic congestion burnside west
- traffic congestion helmcken
- traffic congestion on McKenzie Avenue
- traffic control (2)
- traffic control (speeding, unsafe driving)
- traffic control on quadra, beckwith avenue
- traffic flow is poor (not because of too much traffic but because of the arrangement and timing of traffic lights)
- traffic is becoming quite dense - traffic tunnelling/calming has created some problems while solving others. The maze of one way streets or blocked streets is irritating
- traffic is increasing on main streets
- traffic jams during rush hour
- traffic light (sensored)
- traffic light synchronization (example royal oak drive overpass)
- traffic mckenzie and Saanich road
- traffic noise
- traffic on Hillside between Shelbourne & Richmond (reinstate turns)
- traffic on major feeder routes (ex. McKenzie, Shelbourne)
- traffic on mckenzie
- traffic on mckenzie and at mckenzie and quadra
- traffic on residential streets
- traffic on shelbourne street
- traffic speed through subdivision
- traffic using the street to short cut transportation could be improved to lessen peak hour traffic
- trying to bicycle
- turnoff at tanner road
- Uvic traffic
- vehicle traffic congestion getting progressively worse
- volume of traffic
- walking and meeting cars with bright head lights which make it very unsafe to keep walking with the condition of our sidewalks
- We need more sidewalks
- wilkinson road being used as a bi-pass
- wilkinson road needs 4 lanes
Land-use planning (growth, density, etc.)

- "monster" houses especially on sea side of roads
- 7-11 store at Feltham and Shelbourne
- all the infilling with houses
- all the talk about illegal suites
- ALR in non arrible land
- antiquated zoning bylaws which restrict mixed use
- by aggressive development
- care must be given to development of urban shopping areas
- community care facilities in single family zones
- cost of land and houses
- decrease in lot sizes - especially in new housing areas
- developers moving in to Saanich
- developers pushing for more density
- development allowed in residential areas
- development of christmas hill
- distance from big box outlets that were blocked from Saanich
- encroachment of apartment blocks into single family areas
- excessive lot sub-division and pan handle lots in established neighbourhoods
- garish "chain" retailers
- getting busy - too much development
- growing size - including (monster size homes)
- growing too much
- growth
- high density areas - residential
- high density housing too close to single family/low density
- houses are being built too close together
- improper land zoning
- in fill of residential areas
- increase in multi-family dwellings
- increased population density, urbanization
- little attention paid to landscape
- losing some freedom and safety due to overcrowding, bigger population
- many trees coming down for big houses in queenswood
- need affordable townhouses or infill on some of the large lots
- new development place too many homes in small area
- on every decent sized piece of land is a building project going on - building huge houses
- over development
- over development - fill housing, sub-division of lots
- over development in certain areas
- overbuilt houses on small lots
- oversized houses on small lots
- oversized houses on small lots
- over-study of subdivisions
- people being allowed to subdivide their lots to very small lots with huge houses and no trees
- planning and zoning corruption
- poor land use planning
- poor mix of housing (only single family residences in gordon head)
- poor planning with development
- procrastination over Helen road improvement a low priority
- seeing large subdivisions with large homes
- shopping - ex. Langford for Costco, other big box stores
- size - too large
- skatepark at gordon head
- speed of building permit approval
- strip development on shelbourne
- strip malls
- subdivisions of small lots - too many houses/lot
- the character of the neighbourhood is being adversely affected by the erecting of monster homes
- the terrible urban planning of 4 lane roads, ugly shopping areas, etc.
- the threat of development and growth
- too many "malls"
- too many bed and breakfast places not enough hotels
- too many large houses on small lots
- too much suburban sprawl
- ugly new "developments"
- ugly urban sprawl (subdivisions and strip malls)
- university of Victoria doing it's own development without public consultation
- unsustainable development
- west Saanich road - development of strip malls, plow share - beaver lake offices

Water quality and/or restrictions

- chlorine taste in water
- water problems
- water quality
- water restrictions (3)
- water restrictions (capital region concern - new dam should solve problem)
- water restrictions causing our yard to deteriorate badly
- water restrictions every summer (hard to keep plants alive)
- watering prohibitions attributable to poor planning policies

Municipal services (poor)

- area in front of my home where many trucks stop (refuse, mail, recycling, etc.) has been kept up by me - weed control, providing gravel etc. with no compensation
- as a senior I have not found a senior centre
- bad drainage
- build a skating arena on elk lake drive beside commonwealth pool - old hotel property
- building department used to say how can I help you - now all they want to do is make your life miserable, obstructive
- calumet avenue is a neglected street
- cannot use my recreation 6 month pass when I choose at commonwealth
- can't think of anything except we should have a proper sewage disposal treatment place - not the ocean.
- cut back in keeping up grass cutting and upkeep of boulevards and fields
- cutting trees or shrubs by Saanich workers without notifying the resident
- dirty unmaintained streets
- distance between recreation centres
- ditches
- due process and council could move faster
- garbage pickup along goose trail, especially under blanshard
- graffiti
- growing population
- having to employ the workers in the road repair/side walk department. They focus more on job creation than quality work.
- in the last few years power outage (wrong side of burnside)
- inconsistent street maintenance
- increase in governing
- inefficient services
- lack of amalgamation of police, fire and ambulance service with rest of Victoria
- lack of an arena for sports events
- lack of attention to curb side maintenance - side streets (many)
are narrow (reasonably so) but landscaping and proper drainage could improve - if it is the responsibility of the home owner - then enforce restrictions

- lack of extra curricular parks 
  (softball/soccer/football)
- lack of performing arts theatre
- lack of street sweeping
- landscaping - elk lake drive
  (unkept especially near bus stop, road at side untidy, sign to Victoria terrible, no flowers, etc.
- langford is starting to look better than saanich..why?
- libraries closed on sundays
- litter along roads - very bad, highway 17
- littering
- lots of broken glass
- maintenance of foot path on gordon head estate park on vanteight drive. It becomes overgrown in the summertime
- many open ditches
- minimum correspondence between your departments
- municipal bureaucracy
- municipal workers
- need for more outdoor facilities; trails, parks
- no beach (sandy)
- no city theme (like Victoria or sidney)
- No dislikes but a question, why the 10 plus municipal governments? Although the CRD tries to provide cohesion, I cannot believe the current system is effective or efficient.
- no one is taking care of the problem with the Garry Oaks
- no public pool warm enough for arthritic adult people to exercise (at least 88-90 F)
- no recycle yard on McKenzie
- no seniors centre in cordova bay area
- no sewage treatment
- no sewers
- not enough lacrosse facilities
- not enough referendals or opinion polls so the people can comment on major items
- not enough supervised youth facilities
- not on municipal water and sewer
- only 1 ice facility for skating, hockey, etc.
- open ditches (3)
- over staffing in some areas
- parochialism
- pettyness of authority
- poor parking laws on streets like Cedar Hill X Rd
- poor street lighting (3)
- poor water drainage in parks
- records for property are incomplete
- recreation activities/facilities for all ages
- red tape
- rural Saanich needs better snow removal when it happens
- rutledge park expansion is good but has no services - tennis, no parking
- snow removal when required
- some seniors police calls to 911 considered nuisance calls
- some side roads need repair
- sorry to say that you can can not keep up with park upkeep. Take a look at Gorge park. The ripped up rodeo's 3 years replaced by garbage - try walking while on the pathways
- street litter and posters on utility poles
- street sweeping is very seldom
- surface of tillicum parks pathway need more gravel or mulch - boggy & soggy
- that our sewer goes into the ocean - disgusting.
- the open ditch in front of our house
- the recycle at McKenzie and bordon street stopped
- the unitl (or poorly) lighted residential areas
- too much municipal administration
- top heavy expensive municipal beuracracy
- trash on sidewalks, parks, and beaches
- unequal level of services to areas ie. 10 mile point and broadmead compared to glanford/obed avenue. It goes from ghetto to excellent services depending on what side of the track you are on.
- we dump our sewage in the ocean
- would like to see a recreational complex like (with library, swimming, curling, golf, skateboard, etc) not scattered in various places - new auditorium
- gang style attitude among some teenagers
- graffiti
- graffiti and vandalism
- graffiti along royal oak
- high preponderence of crime in my neighbourhood
- increase of illegal marijuana growers
- kids are becoming a bit destructive sometimes
- lack of police education programs for teenagers
- lack of policing
- lots of household break and enters
- more drug and alcohol problems in neighbourhood
- not enough police patrolling local neighbourhoods especially at night
- not enough police presence in the tillicum mall area or on the goose t
- police harassment of young people
- police radar sirens by royal oak/quadra overpass in the middle of the night - surely lights would do the trick
- poorer people at times means bad element - lots of vandalism
- presence of rowdy teenaged youths in parks during a.m. hours
- rat racing on side streets
- rising crime rates
- rowdy kids with firecrackers
- sirens - too loud, not necessary and certainly not at 3am
- sketchy neighbours
- theft
- too much street racing on interurban road
- undesirable teens in parks and walkways
- vandalism and lack of replacement of vandalized items in parks and schools
- vandalism of public and private property e.g. bus shelters, street signs, graffiti
- vandals not punished enough for damage

Other
- 1600 block earlston and mortimer near stamboul - come and have a look. Would you like to look at them every day.
- Don't have any dislikes (6)
- earthquake possibility
- hustle and bustle
- I find it dark at night
- I haven't lived here long enough to not like anything.
• lack of alternative education for children
• lack of jobs for teens with Saanich
• lack of recreation options for teenagers
• lack of teaching positions
• lavish lifestyle choices
• lighting - some areas too dark to walk
• needs more flexibility
• no xray service in broadmead area
• not enough post boxes
• not many places for entertainment for youth
• our view from window to Haro strait is looking through 18 power lines

• overcrowded schools (classroom sizes too large)
• overhead power lines
• proximity to downtown Victoria
• rich teenage drivers
• school closures (2)
• school location/boundaries
• school vandalism
• schools
• social assistance
• sometimes a lack of support for youth (and adult) sport
• tall grass and debris on pat bay highway
• tar strips on roads dangerous for motorcycles
• the dump next door

• the exposed hydro wires (particularly in new areas)
• the imposition of trail status to lochside drive (cordova bay)
• the increase in deer population
• too few job opportunities for youth
• too many high trees (views)
• too many logs on cadboro bay beach
• too many needy people without supervision =
• traffic noise, sirens, etc.
### Question #17: Three biggest challenges facing Saanich in the next five years

**Affordability**
- accommodations
- affordable housing (7)
- affordable housing and adequate housing for seniors
- building affordable housing for first time buyers
- can saanich retain the rural/suburban qualities, and keep housing costs for young families and seniors at an affordable level?
- higher cost of living
- housing (3)
- housing/supervision for needy people (mental disorders/disabilities and drug and alcohol related issues)
- not overtaxing retirees on property
- price raise

**Amalgamation/integration of municipalities/services**
- amalgamation (3)
- amalgamation - Police (4)
- amalgamation - municipal (7)
- amalgamation - emergency services (police, fire) (9)
- attempting to lessen red tape and integrate services with other municipalities
- combining police, fire department, municipal services
- consultation with other municipalities
- downsize
- getting on with amalgamation - in all departments

**Crime**
- adequate policing
- crime (13)
- crime - especially drug control including grow ops
- crime control
- crime enforcement and prevention
- crime prevention (2)
- dealing with crime as my first comment goes with this
- grow ops - legislation which will enable seizure of all properties
- increase in crime (break and enters)
- increased crime (4)
- increasing crime because of limp wristed courts - drugs, break and enters etc.
- keeping it safe to live in
- law enforcement - drugs, grow ops, etc.

**Economic development**
- bicycle paths
- commercial proliferation
- dealing with economic decline/residents are suffering - not on the municipal level, but on the provincial, federal and world level
- developing smart business growth
- economic
- economic - paying for services
- economic development (2)
- economic development - quality, quantity

**Declining citizen/neighbourhood values**
- community involvement may fall
- community places
- create community spaces
- improvements to run down areas
- increasing apathy of the citizens with the municipal political process
- involving residents in having pride in the saanich operations
- keeping neighbourhood character intact (pressure from development & monster houses)
- making people proud to be a citizen of saanich
- more block watch and involvement of people
- neighbourhood deterioration
- retaining a proportionate mix of age groups

**Education funding/quality**
- creating free and healthy environments for children of all ages to play
- declining enrolment in education
- decrease in quality of k-12 education
- education (2)
- keeping or increasing funds for school programs (ie. Music)
- keeping schools from becoming too over-populated (along side school board)
- lack of school funding
- maintaining educational structure
- parks and schools
- quality education
- school capacities
- school closures (2)
- school closures/restructuring - walking, biking for children
- school funding (3)
- school funding and development of middle school program
- school improvement
- school overcrowding
- schools (4)
- schools and education

**Question #17:** Three biggest challenges facing Saanich in the next five years
<table>
<thead>
<tr>
<th>Environmental protection: Green spaces, agri. lands, pollution</th>
</tr>
</thead>
<tbody>
<tr>
<td>• agricultural land being developed</td>
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<tr>
<td>• balancing the growth - rural/agriculture decision</td>
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<tr>
<td>• climate change</td>
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<tr>
<td>• clean up all streams, rivers, etc.</td>
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<tr>
<td>• conflict of interest in environmental issues e.g. water</td>
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<tr>
<td>• dealing with environmental issues</td>
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<tr>
<td>• decreasing green space (2)</td>
</tr>
<tr>
<td>• encroachment on green spaces</td>
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<td>• environment (2)</td>
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<td>• environment issues</td>
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<td>• environmental</td>
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<tr>
<td>• environmental concerns</td>
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<td>• environmental impact of growth</td>
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<tr>
<td>• environmental issues (3)</td>
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<tr>
<td>• environmental issues (pesticides, etc.)</td>
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<td>• environmental protection</td>
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<tr>
<td>• environmentally acceptable waste</td>
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<tr>
<td>• disposal facilities to handle population and light industrial growth</td>
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<tr>
<td>• expanding facilities (ie. Recreation centres) while preserving environment and landscapes</td>
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<tr>
<td>• growing pollution</td>
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<tr>
<td>• growing while keeping the rural feel</td>
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<tr>
<td>• increasing general populations knowledge of and commitment to recycling and reducing pesticide waste</td>
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<td>• increasing pollution</td>
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<tr>
<td>• keep some rural properties</td>
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<tr>
<td>• keeping agricultural areas for agriculture</td>
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<td>• keeping development within urban containment boundary</td>
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<td>• keeping growth in rural and faming districts to a minimum</td>
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<td>• keeping natural vegetation for wild life corridors</td>
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<td>• keeping rural areas as opposed to subdivisions</td>
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<td>• keeping saanich rural (3)</td>
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<tr>
<td>• keeping the environment intact with increasing population</td>
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<td>• keeping the somewhat rural feel of saanich</td>
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<td>• keeping/preserving greenspaces and ALR</td>
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<tr>
<td>• land use - parks, green areas, etc</td>
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<td>• land use planning vs. agricultural land</td>
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<td>• landfill and recycling</td>
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<tr>
<td>• leave agricultural land alone</td>
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<tr>
<td>• leaving land in ALR</td>
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<tr>
<td>• limiting development, preserving natural areas</td>
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<tr>
<td>• loss of agriculture land</td>
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<td>• loss of green space due to population growth</td>
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<td>• loss of trees</td>
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<tr>
<td>• maintain natural environment</td>
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<td>• maintain openness and green spaces</td>
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<td>• maintaining agricultural land</td>
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<td>• maintaining clean safe environment</td>
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<td>• maintaining environmental standards</td>
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<td>• maintaining green space</td>
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<tr>
<td>• maintaining green space (parks, trails, etc) as population grows</td>
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<td>• maintaining green space related to continued development pressures/growth</td>
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<td>• maintaining green spaces, parks and gardens</td>
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<td>• maintaining rural - urban nature of our city</td>
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<tr>
<td>• maintaining the current mix of ALR and urban areas</td>
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<td>• maintaining/improving environment (2)</td>
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<tr>
<td>• making roads more bicycle friendly to meet kyoto targets</td>
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<td>• move the U.C.B. to accommodate us now</td>
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<tr>
<td>• no green spaces left</td>
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<tr>
<td>• not losing the rural areas of saanich</td>
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<tr>
<td>• over building on existing green space areas</td>
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<tr>
<td>• parks</td>
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<td>• parks pollution (2)</td>
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<tr>
<td>• preservation of agricultural land</td>
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<td>• preservation of environment</td>
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<tr>
<td>• preservation of green space</td>
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<tr>
<td>• preservation of green space and mature trees and agricultural land</td>
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<tr>
<td>• preserving agricultural (rural) lands</td>
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<tr>
<td>• preserving vs. building on our natural spaces</td>
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<tr>
<td>• pressure on green land</td>
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<tr>
<td>• pressure on green spaces</td>
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<tr>
<td>• pressure to develop in rural areas</td>
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<tr>
<td>• pressure to move land out of ALR</td>
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<tr>
<td>• protect environment</td>
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<tr>
<td>• protecting environmental quality</td>
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<tr>
<td>• protecting green areas from potential housing development</td>
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<tr>
<td>• protecting parks - green space from development</td>
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<tr>
<td>• protecting rural areas</td>
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<tr>
<td>• protecting the natural environment</td>
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<tr>
<td>• protecting wilderness areas and rural areas</td>
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<tr>
<td>• protection of rural areas</td>
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<tr>
<td>• retaining farm land for parks and open areas</td>
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<tr>
<td>• retaining green spaces</td>
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</tbody>
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<table>
<thead>
<tr>
<th>Growth pressures</th>
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<tbody>
<tr>
<td>• ability to maintain existing ambience</td>
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<tr>
<td>• allowing too much growth - too much development - no more pan handle lots - stop crowding more and more homes into small spaces - no more condos or townhouses either. Keep saanich for families and land - save some land</td>
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<tr>
<td>• an ever growing population</td>
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<tr>
<td>• balance development demand with quality of area</td>
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<tr>
<td>• balancing growth with maintaining a rural community feel</td>
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<tr>
<td>• building construction</td>
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<td>• building lots</td>
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<tr>
<td>• changing residential land/pace residential housing</td>
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<tr>
<td>• closure of more suburbia illegal suites</td>
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<tr>
<td>• containing development</td>
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<tr>
<td>• containing growth and preserve open spaces/park land</td>
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<tr>
<td>• continued development pressures/growth</td>
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<tr>
<td>• control growth, bigger is not better</td>
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<tr>
<td>• control of development wherever possible to maintain rural character of residential areas while recognizing possible need for additional light industrial development and allocating appropriate areas for this development</td>
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<td>• control of unauthorized rentals</td>
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<tr>
<td>• controlling development (2)</td>
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<tr>
<td>• controlling development and land abuse</td>
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<tr>
<td>• controlling development appropriately</td>
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<tr>
<td>• controlling growth (2)</td>
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<tr>
<td>• controlling housing density</td>
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<tr>
<td>• controlling infilling - subdivision with no aesthetic values considered</td>
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<td>• controlling property development</td>
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<td>• controlling redevelopment</td>
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<tr>
<td>• controlling urban development</td>
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<tr>
<td>• coping with new construction</td>
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<tr>
<td>• create a better “big box” commercial environment</td>
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<tr>
<td>• creating growth to help offset future</td>
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<tr>
<td>• creating more residential housing</td>
</tr>
</tbody>
</table>

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DISTRICT OF SAANICH
• dealing with the increasing young families
• demand for housing
• dense population - strain on infrastructure
• dense population & growth density development (2)
• development (good planning)
• development and building
development of agricultural land/green space
• development of properties for business and residents (water and sewer systems)
• development planning
• development pressures
• developmental pressures/increased population
• ensure quality, well planned development
• erosion problems/flooding due to developments
• excepting changes without losing uniqueness of saanich
• expanding population and need for affordable housing
• expansion (2)
• expansion as home condos & apartments are built - influx of people
• expansion in line with population growth
• getting best use out of remaining available land in urban districts
• government management
• growing population (2)
• growth (14)
• growth - changing agriculture land to residential
• growth (housing)
• growth (population)
• growth (residents)
• growth and development
• growth and homebased business
• growth change way of life of those of us who live here
• growth in the residential area from single homes to condo's and townhouses
• growth is too rapid (not enough long term planning)
• growth, infill housing. Owners sub-dividing their property for profit.
• growth, spaces for students in schools
• high density structures and "monster homes" being constructed (gordon head)
• housing
• housing density
• housing development (3)
• housing growth
• illegal basement suites - control and burden on neighbourhood
• illegal suites (2)
• increased growth creating increased traffic problems
• increased number of citizens
• increased traffic from population growth
• increasing residential density in urban areas
• infill housing may destroy our neighbourhoods
• In-filling large lots
• infilling of lots (subdivisions)
• in-filling to lessen urban sprawl
• investigating the illegal suite problem and penalizing same
• keep growth under control
• keep saanich a desirable place to live
• keeping a handle on development
• keeping control of growth
• keeping house spacing more realistic ie. More townhouses and less houses 10-15 feet apart.
• keeping it a nice place to live
• keeping uvic growth under control
• lack of land for new housing
• land development (5)
• land development zoning
• land infill development - zoning
• land rezoning
• land usage, rezoning, more housing on smaller lots
• land use (3)
• land use planning - property subdivisions/business development
• legalize in-law suites
• limit development in community
• limiting housing developments
• local neighbourhood planning
• localize development
• maintain, enhance quality of life
• maintaining agricultural lands
• maintaining rural atmosphere despite increased growth
• maintaining the beauty of our community
• managing density development
• managing population growth
• managing regional population growth
• more coherent development (shelbourne is ghastly)
• more housing
• more housing development
• more people
• new housing development and land use planning
• not bulldozing down homes to make room for apartments
• not having enough land for housing
• over population
• over development (2)
• over development at uvic
• over development of "multiple" dwellings
• over population (2)
• over population (gordon head)
• overcrowding (housing)
• overcrowding in core area
• over-development in certain areas
• planning
• planning - better balance of development protection of communities
• planning and development - land use and protecting neighbourhoods
• planning for growth and managing the associated issues
• population (2)
• population explosion
• population growth (24)
• population growth and consequent increase in service expenses
• population growth and pressure for increased services
• population growth, congestion
• potential for higher crime, and drugs (how victoria deals with the red zone with have an impact)
• preserving present quality of life
• pressure created by new residents retiring to "paradise"
• pressure from speculators for infill and sprawl
• pressure to develop rural areas
• prevent the spread of ugly development
• reigning in greedy developers (that will be the day…)
• residential density will greatly increase - will service levels keep pace?
• residential development
• resisting pressure from developers and contractors to build on every square inch of green space
• resisting pressure on ALR & green spaces
• resisting zoning for "monster" houses
• responsible development
• resulting decrease in rental availability (legal apartments, etc)
• resulting increase in illegal rental suites
• retaining the same quality of life in municipality ie. Not saturating
• room to grow
• say no to land developers
• services for increased population
• shrinking land base
• stagnation (good development)  
• supplying water due to increased population growth  
• sustainable development (2)  
• the growth of saanich  
• the indifferent attitude that will result as saanich moves from small neighbourhood city to big city crowding  
• the negative effect of "in fill" development and how this effects the neighbourhood  
• to keep the community from being too over populated  
• too many condominiums - causing traffic to congest  
• too many large infill houses  
• too many people  
• trying to maintain status quo  
• uncontrolled development by aggressive developers  
• urban density  
• urban development  
• urban expansion  
• urban planning  
• urban sprawl (2)  
• urbanization - too much growth  
• uvic growth  
• what kind of neighbourhoods we should have  
• zoning

**Improve municipal services**

<table>
<thead>
<tr>
<th>access to services</th>
<th>animal control</th>
<th>better and more park facilities for other sports besides soccer</th>
<th>better and more park facilities for other sports besides soccer</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>bring in new services</td>
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<td>cleaning up the lakes for recreation (goose crap)</td>
<td>cleaning up the lakes for recreation (goose crap)</td>
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<td>community recreation facilities</td>
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<td>contributing to &quot;metro&quot; arts facilities/replace royal theatre</td>
<td>contributing to &quot;metro&quot; arts facilities/replace royal theatre</td>
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<td></td>
<td>create a field dedicated to youth football in gordon head</td>
<td>create a field dedicated to youth football in gordon head</td>
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<td>equalize improvements to all areas of saanich not just the spots the saanich council and staff live in</td>
<td>equalize improvements to all areas of saanich not just the spots the saanich council and staff live in</td>
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<td>expanded need for seniors services</td>
<td>expanded need for seniors services</td>
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<td>expanding the trail system</td>
<td>expanding the trail system</td>
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<td>garbage and landfill overflow</td>
<td>garbage and landfill overflow</td>
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<td>improvements</td>
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<td>increased recreation use by public</td>
<td>increased recreation use by public</td>
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<td>increasing garbage collection</td>
<td>increasing garbage collection</td>
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<td>keep an active police force</td>
<td>keep an active police force</td>
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<td>keeping around here better landscaping - elk lake road at bus stop disgrace, ends of cigarettes all around</td>
<td>keeping around here better landscaping - elk lake road at bus stop disgrace, ends of cigarettes all around</td>
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<tr>
<td></td>
<td></td>
<td>keeping parks open to public and dogs</td>
<td>keeping parks open to public and dogs</td>
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<td>maintain or trim staff levels</td>
<td>maintain or trim staff levels</td>
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<td></td>
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<td>more parks and recreation facilities</td>
<td>more parks and recreation facilities</td>
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<table>
<thead>
<tr>
<th>more parks with off-leash areas for dogs</th>
<th>more playing fields and trails</th>
<th>more recreation services</th>
<th>more skating facilities</th>
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<td>more recreation services</td>
<td>more skating facilities</td>
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<table>
<thead>
<tr>
<th>Infrastructure maintenance (non-transportation)</th>
<th>creating and maintaining a viable infrastructure - buildings, etc. sidewalks</th>
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<tbody>
<tr>
<td></td>
<td>facility repairs and maintenance</td>
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<td></td>
<td>failure to keep infrastructure abreast of development</td>
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<td></td>
<td>fixing - repairing residential streets - bad potholes, open holes</td>
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<td></td>
<td>funding infrastructure maintenance</td>
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<td></td>
<td>improving existing infrastructure</td>
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<td>infrastructure (3)</td>
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<td>infrastructure - maintaining high standard with view of continuing growth</td>
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<td>infrastructure (eg. Roads)</td>
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<td>infrastructure (esp. water and sewer)</td>
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<td>infrastructure improvements</td>
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<td>infrastructure maintenance and improvement</td>
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<td>infrastructure maintenance related to continued development pressures/growth</td>
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<td></td>
<td>infrastructure replacement without increasing taxes</td>
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<td>maintaining infrastructure (4)</td>
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<td></td>
<td>maintaining infrastructure (sewers, water, roads)</td>
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<td></td>
<td>maintaining some streets (cook from bay to quadra)</td>
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<td></td>
<td>maintenance and replacement of aging infrastructure</td>
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<td>maintenance of infrastructure</td>
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<td>maintenance of public areas</td>
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<td>more road repair</td>
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<td>park upkeep</td>
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<td></td>
<td>renewing/replacing aging sewer/water/and road infrastructure</td>
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</tbody>
</table>

**Financial issues: maintain tax levels; do more with less**

<table>
<thead>
<tr>
<th>&quot;more bang for the buck&quot;</th>
<th>able to keep assessments down</th>
<th>adequate funding</th>
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<tbody>
<tr>
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<td></td>
<td>balance budget (3)</td>
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<td>balancing budget</td>
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<td></td>
<td>balancing the budget with rising costs and keeping tax increases at a minimum</td>
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<td></td>
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<td>be able to keep order - good police and fire departments</td>
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<td>be frugal</td>
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<td>better value for tax dollars received</td>
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<td>budget (2)</td>
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<td>budget allocation</td>
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<td>budget for police</td>
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<td>budget shortages</td>
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<td>budget shortfalls</td>
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<td>budget strain with over-population</td>
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<td>challenge to balance the municipal budget</td>
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<td>competing needs of the community with increasing costs</td>
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<td>control of taxes and expenses</td>
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<td>control spending</td>
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<td>controlling CRD tax grabs</td>
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<td>controlling finances and budgets</td>
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<td>cost control</td>
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<td>delivering efficient services without tax increase</td>
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<td>demand for more services</td>
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<td>dwindling tax base</td>
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<td>efficiency</td>
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**DISTRICT OF SAANICH**

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**Results of the 2003 Citizen Survey**

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- expanded infrastructure from population growth
- finances (2)
- financial - hold tax rates for 2 years then limit increases to no more than cost of living
- financial ability to pay to sustain and develop
- financial shortfalls
- financing
- fiscal responsibility
- funding (2)
- funding for infrastructure costs; roads/water
- funding issues for road maintenance
- funding necessary spending
- higher efficiency and less taxes on property
- higher taxes
- hold on property tax
- holding down taxes, fees and accommodating reasonable business and residential growth
- how to keep increasing the size of municipal government given the limited population and residential land base
- improving programs/facilities without overcharging the user
- increase services with less money
- increased demand on municipal services
- increased growth creating increased demands on limited police and fire personnel
- increasing costs
- keep a lid on spending
- keep municipal employee wages frozen
- keep taxes at a reasonable level
- keep taxes same
- keeping a good infrastructure (police, fire, etc.)
- keeping property taxes at acceptable levels
- keeping property taxes at an affordable level
- keeping real estate taxes affordable for home owners
- keeping services up to today’s level
- keeping taxes at a reasonable level
- keeping taxes at affordable levels for families and seniors
- keeping taxes down (6)
- keeping taxes from skyrocketing
- keeping taxes low (2)
- keeping taxes low - giving good return on dollar to citizens
- keeping taxes reasonable
- keeping within budget
- lack of money
- learning to accommodate to your size
- learning to live with a cost-conscious government
- less money to work with
- maintain present parks & roads
- maintain services
- maintaining a beautiful place with rising costs
- maintaining level of services without large tax increases
- maintaining levels of service
- maintaining present high standard in the community
- maintaining present lifestyle
- maintaining reasonable tax rates
- maintaining residential taxes at a reasonable level - those of us who have had virtually no pay increases (or have been cut from provincial government jobs) resent yearly increases - from 1996 to 2002 our taxes increased by 25% (from $3634 to $4535)
- maintaining service levels without big increase in taxes
- maintaining service levels without significant tax increases
- maintaining services in the face of rising costs
- maintaining services while limiting tax increases
- maintaining services while managing costs
- maintaining services with money available
- maintaining services without major increases in taxes
- maintaining services without undue increases in property taxes
- maintenance of all services as needs increase
- managing budget for services
- managing public demands and expectations
- meeting the needs of a growing population with less resources (financial)
- minimizing taxes
- money
- need for more tax dollars - big box stores for more tax dollars
- not borrowing money
- not getting bound up in red tape
- ongoing challenge to make efficient use of public funds for basic services and levels of services through realistic assessment of demographic forecasts.
- operating within the budget
- Paying for everything
- paying for expansion
- paying for infrastructure and improvements
- priorities - back to basics
- prioritizing the needs of all saanich residents
- property tax limits
- property taxes
- providing excellent service without raising taxes
- providing same level of service
- raise of inflation - taxes, prices (houses, goods & services etc... gas)
- raising the funds to provide the required infrastructure
- reduce taxes
- reducing bureaucracy - less bylaws
- reducing tax dollars
- reducing unnecessary staff revenue
- rising cost of running the district
- rising costs in public services, maintenance etc.
- service delivery with reduced resources
- services
- soaring interest rates
- support for police department
- tax base
- tax debt
- tax increase
- taxation
- taxes (3)
- the willingness to cut back on services and lower taxes
- to hold the line on taxes
- to keep spending under tight control
- to not reduce community service without inflating property taxes
- trying to do more with less
- trying to keep property taxes down
- upkeep of essential services
- use of facilities ie. Schools to the fullest
- working smarter to maintain services without big tax increases

<table>
<thead>
<tr>
<th>Provincial downloading / declining financial support</th>
</tr>
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<tbody>
<tr>
<td>• Balancing community needs with government (provincial cut backs)</td>
</tr>
<tr>
<td>• competition for tax dollars</td>
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<tr>
<td>• decreased funding from the province</td>
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<td>• decreased provincial government grants</td>
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<tr>
<td>• economic instability in relation to provincial cutbacks</td>
</tr>
<tr>
<td>• effects of legislative changes, especially the community charter</td>
</tr>
</tbody>
</table>
• getting financial support from provincial government
• government cut backs (federal)
• increasing property taxes/government offloading onto municipalities
• keeping higher government bodies participating financially
• lack of support from provincial government
• less government dollars
• maintaining services in light of provincial downloading
• maintaining tax levels with provincial government cutbacks and downloading
• managing downloading and changes in responsibilities (province/municipal)
• off loading of provincial government responsibilities to municipality
• property taxes
• province down loading responsibility onto the municipality
• provincial government off load to municipality (2)
• revenue cuts by provincial government
• shrinking government transfers and raising taxes

Transportation: planning, congestion, maintenance

• better bus service
• better paving of roads and better use of side roads (wider paving, space, etc)
• better roads (2)
• bicycle traffic re: cars
• bigger and better transit service
• bike lanes
• build sidewalks
• building an overpass to improve traffic flow at blanshard and verno at saanich road
• busy streets
• car traffic from outside saanich boudaries
• congestion (2)
• congestion on shelborne into gordon head
• controlling increasing traffic problems
• cycling paths
• dealing with traffic
• developing sidewalks and bike paths
• encourage bicycle commuting
• encouraging alternate forms of transportation
• finding money for roads
• finding money for street lighting
• growing traffic
• highways - traffic
• hopefully building sidewalks
• improve Quadra street - get rid of the eye sores and noise coming from the bottle depot next to the galloping goose trail
• improved conditions for cyclists
• improvements to pat bay highway
• improving and maintaining roads & traffic density
• improving pat bay highway
• improving roads (2)
• increase in traffic (17)
• increase vehicles on the road
• increased traffic - volume - transportation problems and solutions
• increased traffic due to population growth
• increased traffic on “cut through streets”
• increasing traffic congestion (a result of infill and sprawl)
• intersection of McKenzie & Burnside
• keep up a good road system
• keeping our streets safe in all ways - re: traffic, too many (fast drivers); making it safe for children walking to and from school; some cross walks are lit up - more would be better
• keeping up with traffic flow and proper traffic lights
• Lengthen the walk signals at controlled crossings
• maintain and improve traffic flow
• making public transportation self-sustaining
• making the roadways commute friendly for cars, cyclists and pedestrians
• manage growth, traffic managing traffic
• more bike lanes needed
• more demand on bicycle road
• more policing of traffic violators
• more roads
• more sidewalks
• moving people around efficiently
• need for more buses on route
• parking
• poor transit facilities
• public transit
• public transportation - rapid transit is essential
• public transportation issues
• repair of roads (2)
• road and transportation improvements
• road improvement
• road improvement
• road infrastructure
• road maintenance (3)
• road repair
• road safety
• road structure and maintenance
• roads (9)
• roads and traffic control
• roads, bicycle lanes
• safe bicycle routes
• safety of roads and streets with more traffic
• sidewalks (2)
• stricter control over traffic speed: less accidents and human harm
• too much traffic
• traffic (31)
• traffic - terrible drivers
• traffic and road upgrading
• traffic congestion (12)
• traffic congestion - streets are narrow in some areas
• traffic congestion and speeding in residential areas
• traffic congestion from too much infill development
• traffic control (11)
• traffic control - especially alternate means of transportation
• traffic control - research at intersections e.g. left hand turning lights
• traffic control and flow
• traffic control as density increases
• traffic control/road infrastructure
• traffic flow (2)
• traffic flow - haliburton and pat bay highway
• traffic flow and control
• traffic flow in all areas of saanich
• traffic flow/control
• traffic ie. Transportation problem
• traffic jams and maintaining roads
• traffic management - uvic
• traffic on mckenzie and quadra intersection
• traffic patterns
• traffic planning
• traffic problems (3)
• traffic problems - congestion
• traffic safety
• traffic volume
• traffic, cycling and pedestrian
• transit service
• transport
• transportation (2)
• transportation and congestion
• transportation needs of an aging population
• upgrading busy intersections - mckenzie and quadra
• widening major roads (Glanford Avenue)
The document contains several sections discussing various issues and potential solutions. Here is a breakdown of the content:

**Aging population**
- Aging population (3)
- Aging population (demographics)
- Dealing with the increasing elderly
- Dispirited elders
- Early retirement of old sods, or job sharing in order to provide job opportunities for youth in order to keep them here
- Housing and care of seniors
- Leisure opportunities for an aging population
- More facilities for seniors
- More low rental housing for seniors
- Providing for increased number of seniors without degrading services for young families
- Providing good health care for the rapidly aging population
- Providing seniors homes
- Satisfy both young and ages populations of Saanich
- Senior living
- Senior needing help medical and financial
- Seniors - increasing numbers and the cost in services for them
- Seniors housing i.e. Townhomes, independent/personal care facilities
- Services for seniors
- There will be a lack of extended care/retirement/assisted-living facilities, but a growing population in the 60+ age group

**Water quality**
- Adequate water supply
- Clean abundant water
- Demands on water services, sewer enough water
- Good water supply for growing community needs
- Increasing demand on finite supply of water (a result of infill and sprawl)
- Keeping water supply constant
- Lack of drinking water
- Maintaining water quality
- Proper sewage treatment
- Quality of water
- Regulate water supplies
- Saving water and teaching how to recycle water for vegetable gardens
- Water (6)

**Sewage treatment**
- Adequate sewer and water infrastructure
- Change water and sewage pipes
- Do away with open ditches in west Saanich
- Environmental protection - water and sewer
- Finally doing something real about sewage
- Finding money for sewers
- Improve sewage (though it will cost us more)
- Pollution
- Proper sewage treatment services - water/sewage, roads, schools for new homes
- Sewage (6)
- Sewage and drainage
- Sewage control and renew
- Sewage disposal
- Sewage disposal & garbage
- Sewage disposal most important
- Sewage disposal/treatment
- Sewage improvement
- Sewage outfall into ocean - disgusting
- Sewage problems
- Sewage treatment (5)
- Sewage treatment upgrade
- Sewage/water for new development areas
- Sewer management

**Other**
- Arts
- Being a kinder/gentler government than the Liberal provincial government
- Brighter street lights
- Communication
- Cost control
- Dealing effectively with our young adults
- Drought
- Finding a way to set up solar heating for the home at a reasonable price
- Garbage disposal (2)
- Hydro maintenance
- Increase of services
- Justice system that reflects fairness to victims
- Keeping up with public sector layoffs
- Leading figures in office
- Leaky condo lawsuits
- Less government in the face of residents
- Need for long term care beds
- New elections
- Noise control - loud cars/lack of policing
- Outside government support
- Pleasing all interest groups eg. Business and environmental who are often opposed
- Political opportunities and astuteness
- Public uprising
- Rabies spread
- Viruses/other health issues
- What to do with empty playgrounds
- Youth discontent
- Youth involvement
- Youth problems
- Youth violence
General Comments

- 1) royal oak drive/chatterton way intersection dangerous. Needs hill reduced or greenery and median removed. 2) widen wilkinson road and have safe bike path. 3) safe bike routes to claremont school. 4) somehow improve parking at lochside park.
- 1) treat existing neighbourhoods with more respect and stop permitting monster, monolith homes with multi-families to be built as lot development occurs. Change bylaw codes if necessary. 2) cut down on population density and traffic problems in some area
- 1) we need more enforcement for bike laws - keep bikes off the sidewalks, 2) animal laws enforced - cats run loose all the time owners should have them on leashes like dogs, 3) municipal yard for garden waste should be open all day saturdays, 3) flashing
- A big issue to me is the complete lack of mountain bike facilities in saanich. As long as this goes unaddressed, bikers will continue to ride wherever they please as mt. Work is too far for many of them to travel.
- A good survey.
- A sidewalk on midgard is needed - especially near gordon head road. This road is one of the main pedestrian and bicycle arteries to uvic. Walking along this road over the blind hill is very dangerous. Do something before a pedestrian is killed.
- A traffic light at Beckwith Avenue & Quadra. The increase of traffic from residential on Beckwith and the Beckwith Park, especially in the summer months.
- Advance left turn signals at Elk Lake Road & Royal Oak Avenue are needed. Pedestrian 'walk' signals at Royal Oak; Pat Bay Highway overpass should be fine tuned for pedestrian use.
- Again - please get a hold on the illegal suites. They clutter my area with car parking - usually on the sidewalk, (thus blocking foot traffic) and the owners of these suites have a healthy income without paying for the extra amenities ie. Taxes, water us
- Allow no private homes on the malahat. Keep our rural areas green and unspoiled.
- amalgamation of services - good idea. Especially fire and police.
- Amalgamation of some services between municipalities needs to take place. Since people from several municipalities access amenities only available in one municipality a great deal of cooperative planning and funding is indicated. Sometimes municipal wor
- Any application for development within a residential area should have signatures of approval from adjacent property owners at time of application this being the responsibility of the developer.
- As a resident who has lived in the same house for over 30 years - I have seen many changes in my neighbourhood. Urban development is becoming a huge issue, monster size homes etc. Protect our agriculture land.
- As an 11 year resident of this city, I have lived in esquimalt, metchosin, langford and saanich. I have rented/owned in the municipality of saanich since 1999. My responses to question 2 of this survey outline why I enjoy being a resident of saanich and
- As gas prices increase and because of pollution etc. I think cycling should be encouraged in saanich. We have such a central municipality. The galloping goose is great for cyclists but if major roads like quadra & mckenzie could give room for a bike lan
- Basically, I think council is doing a good job.
- Before increasing any more bike lanes/trails bicycles should be required to have a licence for a nominal fee and the funds obtained should be applied to bike lanes. The roads that are damaged by buses should be and need to be repaired. Also some of the
- Better system of street cleaning - posting notices. Eliminate parking along Quadra between Tolmie and Kings (on street). Eliminate parking along Cook - between finlayson - south past Hillside. More sidewalks. More traffic bylaw enforcement in high de
- Bike lanes should not be developed on already narrow busy roads. Use side roads which have little traffic. Council will have to solve the problem of extra huge trailer trucks carrying groceries etc, and gradually destroying local roads.
- buy out union workers in the road/sidewalk department and get rid of them. It took a month to construct 2-3 blocks of sidewalk on a nearby street. Waste of money. Contract this work out to a private company who could do it in a fraction of the time. E
- Closer attention to road repair.
- Collection of household garbage could be more than once every two weeks, especially in summer months.
- Continue to provide good services to rural areas (roads maintenance, water, policing and garbage collection) at fair and reasonable tax rates.
- Council should be more business oriented.
- Council should listen to and act more on the advise of their professional staff rather than 'wanna be' designers and planners of the various rate payer associations.
- Despite the tree bylaw, why are development lots still completely cleared and excavated for building to take place?
- Do not ruin our area with sewer/water or force a bylaw on septic.
- Do not think I should have to pay school taxes forever. Don't send another survey.
- Due to the hike in property value I expect that you will get 10 to 15% more taxes this year. I hope you will invest this extra money because I don't think that we need any more spending. Thank you, keep on the good work.
- Elk lake drive upsets me, men of saanich don't do a good job, never clean up property after cutting grass and cigarette ends everywhere; again sign "welcome to victoria" disgrace should have flowers like Oak Bay - not nice for visitor coming in from ferry
• Everytime we go for a walk we take our life in our hands because of aggressive drivers and no or crumbling sidewalks. We trip on old tree roots in sidewalks and some narrow down so a walker would never get through.
• Excellent detailed survey. I am happy to be a resident in saanich.
• Find a way to collect taxes from illegal suites. The street I live on has about 40 to 50 percent. Quite a few of them are rentals up and down.
• For question 7 I entered no opinions, not because I have no opinion but I do no have the information to properly answer the question. I do not pay property tax, I rent, so I don't know what amount people pay.
• Garbage collection - occasionally an extra tag pick-up is needed. There should be unlimited leaf and grass collection in clear plastic bags just as there is in the lower mainland. Driving to the dump is not an option.
• Garbage collection notices: Day change without notice - better communication required. Survey too long - break it up to a bi-annual set of short questions that pertain to specific categories.
• Generally speaking we are satisfied with our life in saanich. We would however like to see the municipality promote a "keep your city clean" program and lead by example with a strong presence in reference to street cleaning and garbage clean up, street,
• get rid of the CRD, amalgamate the police and fire departments.
• Had first call to fire department in March 2003, in response to my call about what might have been a serious problem within 6 minutes the trucks and personnel arrived ready for anything. They quickly and professionally identified the source (not a hazard
• I am a hockey fan and am pleased saanich helped victoria council for their multiplex arena. Extra garbage pickup during summer months. More people involved with Saanich planning (local planning council)
• I am glad to see such a fine survey come for me to respond to. I am interested in the final results of all the surveys.
• I am new to the city so I'm not sure what a lot of issues are.
• I appreciate the council seeking my feedback. This is a great idea to seek feedback - kudos to the staff.
• I appreciate the opportunity to comment. I think English Ivy on Oak trees should be illegal under the Tree Protection Bylaw. As a noxious weedy invader, it can kill the trees. As such the Bylaw should be adjusted to require landowners to kill it on the
• I appreciate the opportunity to give my opinions! Thanks…
• I did not feel confident answering most of this questionnaire as really I have no opinion of many of the issues because I have never read up on them or even considered them before.
• I feel the municipality should have assisted seniors on a fixed income with a monetary amount towards repairs on our "leaky condos".
• I find going to place my blue box on the sidewalk is quite an effort for me at 84 especially if the weather is bad. Chance of slipping or even falling - it would be more convenient to place it beside garbage can close to house and under cover. This is ju
• I find most saanich employees to be courteous and helpful.
• I had weed inspector come out - I was satisfied by the promptness but would have liked a follow up the following year. At the block watch meeting - several had a concern about no sidewalks on femdale.
• I have had my car vandalized 3 times in 3 weeks by different teens, the police need to make it easier to charge them with their crimes.
• I have lived here for nine years and my taxes have increased every year, but nothing seems to improve.
• I have lived here for twenty five years and some items are surprisingly important, due to visiting children and grandchildren, and some surprisingly unimportant. The Internet grows in importance for information but for twenty five years I have been convin
• I have lived in saanich since 1947 and enjoyed it. Thanks!
• I have lived in this neighbourhood for almost 12 years both as a renter and owner. The issue that bothers me the most which comes up over and over again is that the municipality doesn't seem to have the will to keep our area beautiful. Each new neighbour
• I have noticed more homeless and pan handlers in my area of saanich. I fear downtown's problems will be in my neighbourhood, we need a strong community to deal with it instead of pushing through to the next municipality.
• I have resided in my home on blenkinsop for 41 years. I am now a senior, but I have raised my children here and we always wished for a bus route on blenkinsop and I still do. It would be so convenient. I have also heard other people say the same.
• I like living in saanich.
• I like where we live in country style, right next to the forest lab off burnside, plenty of open and bush property and 10 acres. Plus colquitz park down the little bridge close to tillicum shopping centre, but above all very fast response from fire depa
• I live on Glendenning road - on septic tank - no sewers - no sidewalks - poor road - unfair tax exemptions (people who do not qualify get agricultural exemption) poor assessment re: taxes.
• I moved here from view royal, what a mickey mouse municipality. Saanich seems to be pretty well run, I attend a lot of council meetings and think the process works quite well. I am quite happy living in saanich.
• I think homes with suites should be identified and be taxed more than single family dwellings.
• I think overall, you are doing a good job. I would not like to see saanich change too much. Its going in a pretty good direction now.
• I think saanich government and staff in all departments are very aware of residents needs and demonstrate a caring conscientious attitude.
• I was unsure how to answer some of the questions as I don't know much about the areas of question ie) business development.
• I wish bylaw enforcement were more rigorous regarding people who don't keep lawns under control ie. Dandelions, etc. Also more enforcement re: their yards full of boats and rubbish of all sorts, etc. As well as parking several vehicles on the street in
• I wish garbage collection would go back to once a week for the summer months. I don't receive enough information about the fall leaf collection program.
• I wish to thank you for giving me the opportunity to tell you how very much I enjoy the quality of life one enjoys in saanich.
• I would like to see bi-weekly garden waste collection in the summer.
• I would like to see longer walk signs crossing the roads.
• I would like to see more "lights" on south end of lochside drive. I live on willow street in a townhouse complex, north of sub-station. On the whole I am well satisfied. I applaud the leadership and vision of Mayor Leonard. Happy to see water back in
• If further extensive surveys like this are projected I suggest they 1) are not timed to coincide with income tax preparation chores and 2) be realistic about the time necessary to complete such a survey. Taking just a few minutes is ludicrous.
• If growth and development continues the way it is, are you (the municipality) prepared for all the future challenges? This municipality does not seem to spend enough time looking into the future - or preparing for consequences after hasty decisions have b
• I'm a little disappointed that saanich has to close school fields in the fall and winter for soccer. Kids come first - grass can grow back.
• I'm a student renting a basement suite - I don't pay municipal taxes or have much contact with municipal services - that's why I've circled so many N/A's.
• Improve Cedar Hill golf course ie. Drainage, level tee-off areas
• Improved coordination of traffic flow between municipalities - ie. Traffic lights coordinated between victoria, oak bay and saanich on major routes.
• In general saanich is governed satisfactory considering many people have many opinions and demands.
• Integrated police force to provincial force or RCMP would help improve efficiency. Bylaw 303 would/could help also.
• Is it possible to mark playground zones more clearly e.g. speed bumps or painted (fluorescent) transverse lines on road itself.
• I've had only one interaction with Saanich municipal employees. I was inquiring about the height of the townhomes at tolmie and glasgow avenue, my experience was disappointing. Almost every individual was short, rude and left me feeling like a pest.

• I've lived in Saanich for over forty years, and I like what I see - keep it up.
• keep up the good work - stay out of politics
• Lights needed at lambrick baseball park. Skateboard/BMX park. Lower golf fees for residents and youths. If not lower fees than at least priority to saanich residents for golf/recreation activities.
• Like the idea of being asked for an opinion. Thanks for the survey. More inclusive government at the local level is a very good idea. Don't more too fast towards on-line involvement. Many older residents don't have it but are very interested still in
• Mackenzie/quadra intersection requires immediate change - too congested, blanshard/cloverdale intersection requires left turn light - now, too high density housing developments - ie. Quadra & lily, high traffic crosswalks - consistent system - quadra/palm
• Many roads in the sunnymead area do not have stop signs (ie. Sloan and mcmorran place). I have seen many people not stop and sooner or later a serious accident will occur. Let's better be safe than sorry. Thanks.
• Many thanks for allowing me to blow off steam. One point often ignored - saanich is under no obligation, legal, moral, or otherwise to accept so many outsiders as to degrade or destroy its god-given natural heritage.
• Merge with other municipalities. Develop sewage treatment facility. Tell building inspectors to use common sense/not require petty changes... call me if you want examples and names. Barbara Cameron 477-0174.
• More parks, green spaces, ice areanas, pools, recreation facilities.
• More resources (money, time, effort) to the following areas: multi and intercultural learning in schools; promoting ideas of entrepreneurship, leadership, internationalism from high school; promoting political involvement.
• Municipalities and the city of victoria need to combine capital and plan on better sewage treatment, separate water use from drinking and other (treated and untreated). Everyone wants to continue to have clean, healthy beaches and adequate drinking water
• My answers might not be accurate as I find I don't pay much attention to some of these things anymore.
• Neighbourhood quality of life is decreasing due to overcrowding, illegal suites and far too many vehicles.
• Not sure where this belongs - but as an introduction to our city - the meridian land space along the pat bay highway last year was appalling. Although garbage was kept cleaned up the grass was not kept trimmed down.
• Overall saanich is doing a good job. Keep up the good work. Lived at elk lake and cordova avenue for 35 years.
• Overall, I feel the quality of living is quite good. I do believe however, that education and sense of community are areas that require tranformation both locally and globally and are not necessarily specific to saanich district. Also would like parks a
Overall, my husband and I are quite happy living in Saanich. This is the second time we've chosen to live here. About a year ago we spoke to someone at the municipal hall about the intersection of wilkinson/interurban/hastings - we were asking if there

- Plant more native plants in public areas, continue with restoration of Garry Oak areas, encourage public to conserve water all year.
- Please add sidewalks/widen trail along lochside - dangerous as it is. Well run municipality.
- Please continue your commitment to boulevard enhancement - I look forward with anticipation to my drives around Saanich wondering what the next boulevard will look like. Please keep this commitment even in the face of water restrictions.
- Please do not over tax us.
- Please do something about the traffic flow around royal oak shopping centre, especially down greelea - people are cutting off the lights by cutting through the street - traffic is very fast and people are not observing residential speed zones.
- Please publicize public processes that will be undertaken further in formulating a saanich strategic plan.
- Quite happy to support continued increase of parks, trails, and maintenance via dedicated tax levy.
- Roads in west saanich need improvement, also better lighting. Parks need more parking space for people who use it regularly.
- Saanich has the potential to be one of the best municipalities in BC. Many things are well done including park and trail development, core services (water, sewage, waste, composting). More emphasis is needed in bylaw enforcement, transportation infrastr
- saanich is a wonderful place to live. The mixture of urban and rural living is unique however change must come, I just hope saanich can grow and keep up with time without changing much.
- Saanich is rapidly losing any character and quality of life it had. Construction of more cookie-cutter shopping areas and apartments is turning saanich into the Surrey of Vancouver Island. Need thoughtful urban planning that considers environmental conc
- saanich should construct a new running track to take the place of the great warm-up track that uvic destroyed. Council should also send out a survey/petition to see how much interest would be in supporting a uvic CIS hockey team. I enjoy many varsity sp
- Saanich should focus on younger families. Subsidies to seniors should be based on seniors income (ie. Property taxes). Many seniors have investment income that significantly exceeds my income although I am working full time. Expenses for these individu
- Services - refuse collection, leaves, municipal maintenance. Recycle both regularly and cheerfulness are outstanding.
- Smaller surveys - less non applicable and more applicable need an encyclopedia to understand.

So far saanich is a pretty good place to live. Other districts do not tempt me.

- so many problems - drugs; the homeless; cyclists who will ride the while line instead of bike lanes; rising costs of services etc. While coordination of services and communication between municipalities in order to improve efficiency is commendable, don'
- Sorry I can't think of any suggestions that could be of better use to you. You are doing a fine job.
- Stop the building of small strip malls starting to look like east los angeles. Say no to 7-11’s. Get the police to do more bicycle patrols day and evening. Close in the open ditches where are the sidewalks on glanford/obed avenue.
- Suggest better communication with other municipal governments re: roadways - there are some poor boundaries.
- survey results mailed to all saanich residents (ie. With taxes or water bill)
- Traffic calming is approved for our area, however on our street which has a childrens park on it with an unenforced speed restriction beside it, we are told that any future measures to slow traffic would be a sidewalk at our expense - not a speed bump.
- Thank you for asking my opinion.
- Thank you for conducting this survey. Urban environments need care and protection as any natural environment. Careful spending of our taxes is necessary as we have an aging population (fixed incomes).
- Thank you for making us involved.
- Thank you to all saanich employees for their hard work at keeping our beautiful municipality a wonderful place to live.
- Thank you.
- Thanks for asking us for our beliefs. Good luck with your survey, I look forward to hearing the results.
- The answers to questions 17 and 19 above will determine quality of life.
- The cost of living - rent is too high for single functioning families to survive.
- The council and more so the mayor are doing a good job.
- The council should try to be more respectful to citizens who make an effort to attend council meetings and offer comments on proposals before council.
- The entire region needs to provide more long term care facilities for the population as it ages.
- The municipality should strive for same taxes with equal or improved services! Encourage opportunities to improved seniors/retired lifestyles. Keep saanich affordable.
- The services that I have direct contact with provide excellent service. Examples are: garbage collection, leaf collection, maintenance of Cedar Hill recreation trail, Cedar Hill recreation centre.
- The streetlights in our area of gordon head are inconsistent in their pattern of illumination - they flicker,
go out - sometimes several at a time, then turn on again???

- The survey questions are thought-provoking. Thanks for asking for my opinion.
- This is an excellent way of accessing residents thoughts and opinions.
- This survey is probably a waste of paper and money.
- This survey was a worthwhile endeavor, obviously Saanich is attempting to meet the needs of the community - thanks.
- Three pet peeves. 1) Danger from cyclists on quadra north to pat bay entrance. 2. Difficulty taking all garden refuse from 1/2 acre to the yard. Please one day to burn a year. 3. We keep the boulevard - saanich never sweeps the street making our stree
to keep cars off the road. We need bicycle paths.
- Too many green spaces/wild lands are disappearing to single family townhouses all through saanich. This is hard to watch when saanich has been one's home for most of one's life. But love all facilities, Beaver/elk lakes etc - should stop power boats (hi
- Too many illegal in-law suites that use up municipal resources. Plus areas are not made for this purpose. Do you really think the landlords pay taxes on this income?
- Too much bureaucracy of CRD bylaws.
- Traffic coming out of Monkey Tree Pub & Saanich Centre do not pay attention to pedestrians on sidewalk. At both locations pedestrians have been hit. Signs should be posted.
- Traffic management on mckenzie - lights are bizarre ie. Nelthorpe
- Wasting by public works of tax dollars - example: paint road signs today, pave within weeks, fix sidewalks and rip out next year for same. Have 5 trucks and 5 employees for one job.
- We all need to think outside the present economic model and pay more attention to the human dimension of living e.g., smarter use of building space, smart materials, encouragement of human interaction - use example of Belo Horizonte town planning in Brazi
- We appreciate this survey.
- We are concerned about the effects of unfair high taxes with very restricted development rights in the blenkinsop valley. Limiting development for the benefit of other citizens aesthetic desires while taxes continue rising is unfair for those on limited
- We have lots of recreational/parks. Don't need more right now. Great job of floral display on green spaces. Roads are pretty good. Walk areas need working on. Don't need cement - gravel ok for sidewalks. Some problem vehicle accidents areas need wor
- We have to do a better job of sewage treatment, the population will grow in the future and we can't expect the ocean to absorb our present form of sewage.
- We need fewer municipalities in this region.
- We need people to pick up dog poo. There is also a lot of trash everywhere.
- We should be allowed to burn leaves and other compost material in the autumn.
- We would like to see a crackdown on cyclists - especially on lochside drive (goose trail) riding with no regard for pedestrians and car 3 abreast etc. Better bus service especially at night. Beautification of cordova bay road and the shopping centre reb
- We would like to see the U.C.B. moved to accommodate our property. We have sewer and have been on hold for many years. We wish to make 4 lots only. Maybe we can make a trade for the Colquitz Creek property we own that you wish to make a trail alongside
- What is your internet address? You should show it on your various statements (ie. Tax notices, water bills, etc.).
- When are we going to do something concrete about our sports facilities in saanich - more parks a must.
Dear Saanich Resident,

Saanich Council wants to know what you think about our local government. You have been randomly selected to participate in the Saanich 2003 Citizen Survey.

Your answers to these survey questions will help Council set budget priorities, evaluate Saanich programs and make decisions about our strategic directions.

To help us get a representative sample of Saanich residents, we ask that the adult in your household (anyone 18 years of age or older) who most recently had a birthday should complete this survey. The adult’s year of birth does not matter.

**Note to non-residents:** We have endeavoured to send this survey only to Saanich residents. However, if you have received this survey, but you are not currently a resident of Saanich, please go to question #20 on page 8 and check the box “I do not live within the boundaries of Saanich”, and return the survey. We apologize for the error.

Please have the appropriate member of the household spend a few minutes to answer all the questions and return the survey in the postage-paid envelope by April 4. Your responses will remain completely anonymous.

To show our appreciation, we are offering a chance to win one of 9 draw prizes to those who complete and return the survey. Please return your ticket stub with your completed survey (draw prize details are on the reverse of this page).

Your participation in this survey is very important – especially since your household is one of only a sample of households being surveyed. If you have any questions about the survey, please call Mike Buda, Corporate Planning Assistant at 475-5494 extension 3488.

We ask that you complete this survey, and help us shape the future of the District of Saanich. We look forward to sharing survey results with all residents by May. Thank you for your time and participation.

Yours truly,

Frank Leonard
Mayor
Thank you for taking the time to complete the 2003 Citizen Survey!

Draw prizes and eligibility:

To show our appreciation, we welcome all survey respondents to enter a free draw for a chance to win one of the following 9 prizes:

- $100 gift certificate for dinner at a Saanich restaurant (1 prize)
- Ten complimentary admission passes to any Saanich Recreation facility (2 prizes)
- Round of golf for two at Cedar Hill Golf Club (2 prizes)
- Two hours of free tennis court time and one hour of free squash court time (2 prizes)
- “Taste of Recreation” pass valid at any inter-municipal recreation facility (2 prizes)

Instructions for entering:

Please return the ticket that says “Ticket” (at the top left corner of this page) with your completed survey, for your chance to win a prize. Keep the ticket that states “Keep this coupon”. It contains your random, anonymous number for the draw. Only those who send the ticket in with a completed survey will be eligible for the draw.

Winning tickets:

Winning numbers will be published in the Saanich News on the following dates:

- **Early-Bird Draw:** Wednesday, March 26
- **Final Draw:** Wednesday, April 9

Thank you for completing the 2003 Citizen Survey:

Please detach this cover page and return your completed questionnaire in the enclosed postage paid envelope by April 4, 2003.

The Corporation of the District of Saanich
Administration Department
770 Vernon Ave
Victoria BC   V8X 2W7

Tel.: (250) 475-5494 ext. 3488
Please complete this questionnaire if you are the adult (age 18 or older) in the household who most recently had a birthday. The adult's 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 Mike Buda at the District of Saanich at 475-5494 extension 3488.

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:

<table>
<thead>
<tr>
<th></th>
<th>Very poor</th>
<th></th>
<th>Very good</th>
<th>Undecided / No opinion</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. How would you describe the overall quality of life in Saanich?</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>b. How would you rate Saanich as a place to raise children?</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>c. How would you rate Saanich as a place to retire?</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>d. How would you rate Saanich as a place to work</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
</tbody>
</table>

2. List up to three things you like most about living in Saanich?

✓

✓

✓

3. List up to three things you like least about living in Saanich?

✓

✓

✓

4. 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:

<table>
<thead>
<tr>
<th></th>
<th>Very unsafe</th>
<th></th>
<th>Very safe</th>
<th>Undecided / No opinion</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. How safe do you feel in your neighbourhood in daytime?</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>b. How safe do you feel in your neighbourhood at night?</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>c. How safe do you feel your home is from burglary?</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
</tbody>
</table>
5. **How do you rate each of the following local government services:**

(Please circle a number rating under “Satisfaction” and a number rating under “Importance” for each service listed)

<table>
<thead>
<tr>
<th>On a 5-point scale, rate your satisfaction with this service.</th>
<th>On a 5-point scale, rate the overall importance to you of this service.</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 = Very dissatisfied</td>
<td>1 = Very unimportant</td>
</tr>
<tr>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>3</td>
<td>3</td>
</tr>
<tr>
<td>4</td>
<td>4</td>
</tr>
<tr>
<td>5 = Very satisfied</td>
<td>5 = Very important</td>
</tr>
<tr>
<td>N/A = No opinion</td>
<td>N/A = No opinion</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Recreation and Community Services</th>
<th>Satisfaction</th>
<th>Importance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Arts and cultural programs</td>
<td>1 2 3 4 5 N/A</td>
<td>1 2 3 4 5 N/A</td>
</tr>
<tr>
<td>Beaches and waterfront areas</td>
<td>1 2 3 4 5 N/A</td>
<td>1 2 3 4 5 N/A</td>
</tr>
<tr>
<td>Fitness, health and wellness programs</td>
<td>1 2 3 4 5 N/A</td>
<td>1 2 3 4 5 N/A</td>
</tr>
<tr>
<td>Multicultural services and programs</td>
<td>1 2 3 4 5 N/A</td>
<td>1 2 3 4 5 N/A</td>
</tr>
<tr>
<td>Municipal golf course (Cedar Hill Golf Club)</td>
<td>1 2 3 4 5 N/A</td>
<td>1 2 3 4 5 N/A</td>
</tr>
<tr>
<td>Parks</td>
<td>1 2 3 4 5 N/A</td>
<td>1 2 3 4 5 N/A</td>
</tr>
<tr>
<td>Playgrounds</td>
<td>1 2 3 4 5 N/A</td>
<td>1 2 3 4 5 N/A</td>
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<tr>
<td>Pools</td>
<td>1 2 3 4 5 N/A</td>
<td>1 2 3 4 5 N/A</td>
</tr>
<tr>
<td>Public libraries</td>
<td>1 2 3 4 5 N/A</td>
<td>1 2 3 4 5 N/A</td>
</tr>
<tr>
<td>Services for children (0-12 years of age)</td>
<td>1 2 3 4 5 N/A</td>
<td>1 2 3 4 5 N/A</td>
</tr>
<tr>
<td>Services for disabled</td>
<td>1 2 3 4 5 N/A</td>
<td>1 2 3 4 5 N/A</td>
</tr>
<tr>
<td>Services for economically disadvantaged residents</td>
<td>1 2 3 4 5 N/A</td>
<td>1 2 3 4 5 N/A</td>
</tr>
<tr>
<td>Services for seniors</td>
<td>1 2 3 4 5 N/A</td>
<td>1 2 3 4 5 N/A</td>
</tr>
<tr>
<td>Services for youth (13-21 years of age)</td>
<td>1 2 3 4 5 N/A</td>
<td>1 2 3 4 5 N/A</td>
</tr>
<tr>
<td>Skating arena</td>
<td>1 2 3 4 5 N/A</td>
<td>1 2 3 4 5 N/A</td>
</tr>
<tr>
<td>Sports and athletic programs</td>
<td>1 2 3 4 5 N/A</td>
<td>1 2 3 4 5 N/A</td>
</tr>
<tr>
<td>Sports fields</td>
<td>1 2 3 4 5 N/A</td>
<td>1 2 3 4 5 N/A</td>
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<tr>
<td>Trails</td>
<td>1 2 3 4 5 N/A</td>
<td>1 2 3 4 5 N/A</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Transportation</th>
<th>Satisfaction</th>
<th>Importance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ease of pedestrian travel</td>
<td>1 2 3 4 5 N/A</td>
<td>1 2 3 4 5 N/A</td>
</tr>
<tr>
<td>Ease of travel by bicycle</td>
<td>1 2 3 4 5 N/A</td>
<td>1 2 3 4 5 N/A</td>
</tr>
<tr>
<td>Ease of travel by bus</td>
<td>1 2 3 4 5 N/A</td>
<td>1 2 3 4 5 N/A</td>
</tr>
<tr>
<td>Ease of travel by car</td>
<td>1 2 3 4 5 N/A</td>
<td>1 2 3 4 5 N/A</td>
</tr>
<tr>
<td>Street repair (i.e. condition of roads)</td>
<td>1 2 3 4 5 N/A</td>
<td>1 2 3 4 5 N/A</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Public Safety</th>
<th>Satisfaction</th>
<th>Importance</th>
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</thead>
<tbody>
<tr>
<td>Crime prevention</td>
<td>1 2 3 4 5 N/A</td>
<td>1 2 3 4 5 N/A</td>
</tr>
<tr>
<td>Law enforcement</td>
<td>1 2 3 4 5 N/A</td>
<td>1 2 3 4 5 N/A</td>
</tr>
<tr>
<td>Police presence and visibility</td>
<td>1 2 3 4 5 N/A</td>
<td>1 2 3 4 5 N/A</td>
</tr>
<tr>
<td>Police traffic enforcement</td>
<td>1 2 3 4 5 N/A</td>
<td>1 2 3 4 5 N/A</td>
</tr>
<tr>
<td>Parking control and enforcement</td>
<td>1 2 3 4 5 N/A</td>
<td>1 2 3 4 5 N/A</td>
</tr>
</tbody>
</table>
(Please circle a number rating under “Satisfaction” and a number rating under “Importance” for each service listed)

<table>
<thead>
<tr>
<th>Service</th>
<th>Satisfaction</th>
<th>Importance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Animal control services</td>
<td>1 2 3 4 5</td>
<td>N/A</td>
</tr>
<tr>
<td>Fire fighting services</td>
<td>1 2 3 4 5</td>
<td>N/A</td>
</tr>
<tr>
<td>Marine and technical rescue services</td>
<td>1 2 3 4 5</td>
<td>N/A</td>
</tr>
<tr>
<td>Hazardous materials response services</td>
<td>1 2 3 4 5</td>
<td>N/A</td>
</tr>
<tr>
<td>Fire safety inspections for businesses</td>
<td>1 2 3 4 5</td>
<td>N/A</td>
</tr>
<tr>
<td>School fire safety program</td>
<td>1 2 3 4 5</td>
<td>N/A</td>
</tr>
<tr>
<td>Community fire safety education program</td>
<td>1 2 3 4 5</td>
<td>N/A</td>
</tr>
<tr>
<td>Emergency preparedness program</td>
<td>1 2 3 4 5</td>
<td>N/A</td>
</tr>
<tr>
<td><strong>Planning &amp; Development</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Land-use planning</td>
<td>1 2 3 4 5</td>
<td>N/A</td>
</tr>
<tr>
<td>Protecting character of neighbourhoods</td>
<td>1 2 3 4 5</td>
<td>N/A</td>
</tr>
<tr>
<td>Protection of rural/agricultural land</td>
<td>1 2 3 4 5</td>
<td>N/A</td>
</tr>
<tr>
<td>Protection of natural environment</td>
<td>1 2 3 4 5</td>
<td>N/A</td>
</tr>
<tr>
<td>Bylaw enforcement</td>
<td>1 2 3 4 5</td>
<td>N/A</td>
</tr>
<tr>
<td>Building inspection</td>
<td>1 2 3 4 5</td>
<td>N/A</td>
</tr>
<tr>
<td>Business licensing</td>
<td>1 2 3 4 5</td>
<td>N/A</td>
</tr>
<tr>
<td>Economic development</td>
<td>1 2 3 4 5</td>
<td>N/A</td>
</tr>
<tr>
<td><strong>Municipal Infrastructure and Services</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Quality of drinking water</td>
<td>1 2 3 4 5</td>
<td>N/A</td>
</tr>
<tr>
<td>Primary sewage treatment &amp; ocean outfall</td>
<td>1 2 3 4 5</td>
<td>N/A</td>
</tr>
<tr>
<td>Storm-water drainage and flood control</td>
<td>1 2 3 4 5</td>
<td>N/A</td>
</tr>
<tr>
<td>Maintenance of water distribution system</td>
<td>1 2 3 4 5</td>
<td>N/A</td>
</tr>
<tr>
<td>Maintenance of sewage collection system</td>
<td>1 2 3 4 5</td>
<td>N/A</td>
</tr>
<tr>
<td>Sidewalk repair</td>
<td>1 2 3 4 5</td>
<td>N/A</td>
</tr>
<tr>
<td>Street lighting</td>
<td>1 2 3 4 5</td>
<td>N/A</td>
</tr>
<tr>
<td>Street cleaning</td>
<td>1 2 3 4 5</td>
<td>N/A</td>
</tr>
<tr>
<td>Floral displays/landscaping on public property</td>
<td>1 2 3 4 5</td>
<td>N/A</td>
</tr>
<tr>
<td>Tree protection</td>
<td>1 2 3 4 5</td>
<td>N/A</td>
</tr>
<tr>
<td>Garbage collection</td>
<td>1 2 3 4 5</td>
<td>N/A</td>
</tr>
<tr>
<td>Residential recycling</td>
<td>1 2 3 4 5</td>
<td>N/A</td>
</tr>
<tr>
<td>Fall leaf collection program</td>
<td>1 2 3 4 5</td>
<td>N/A</td>
</tr>
<tr>
<td>Garden waste drop-off at Municipal Yard</td>
<td>1 2 3 4 5</td>
<td>N/A</td>
</tr>
<tr>
<td>Municipal website</td>
<td>1 2 3 4 5</td>
<td>N/A</td>
</tr>
</tbody>
</table>
6. In the past 12 months, approximately how often, if ever, did you participate in each of the following activities? (Please circle the ranking that most closely applies to you for each activity.)

<table>
<thead>
<tr>
<th>Activity</th>
<th>Never</th>
<th>Once or twice</th>
<th>Three or four times</th>
<th>Once every 1 to 2 months</th>
<th>More than once a month</th>
<th>Not sure</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. Visited a public library</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
</tr>
<tr>
<td>b. Attended an arts or cultural event</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
</tr>
<tr>
<td>c. Used a Saanich recreation centre</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
</tr>
<tr>
<td>d. Used a recreation centre in a neighbouring municipality</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
</tr>
<tr>
<td>e. Played golf at the Cedar Hill Golf Club</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
</tr>
<tr>
<td>f. Visited a Saanich municipal park or nature trail</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
</tr>
<tr>
<td>g. Used the Galloping Goose or Lochside Trail</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
</tr>
<tr>
<td>h. Attended a public meeting about municipal matters</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
</tr>
<tr>
<td>i. Visited the Municipal Hall</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
</tr>
<tr>
<td>j. Dropped off garden waste at the Saanich Municipal Yard</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
</tr>
<tr>
<td>k. Contacted the Saanich Fire Department</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
</tr>
<tr>
<td>l. Contacted the Saanich Police Department</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
</tr>
<tr>
<td>m. Visited the Municipal website</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
</tr>
</tbody>
</table>

7. In 2002, the District of Saanich relied on the following sources of revenue to fund municipal services, infrastructure and other financial obligations:
   - property taxation: 54%
   - user fees: 26%
   - reserves or savings: 12%
   - government grants: 5%
   - borrowing: 3%

   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 revenue source.)

<table>
<thead>
<tr>
<th>Revenue Source</th>
<th>Rely less</th>
<th>Same</th>
<th>Rely more</th>
<th>No opinion</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. Property taxation</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>b. User fees</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>c. Reserves or savings</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>d. Government grants</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>e. Borrowing</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
</tbody>
</table>
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. Higher taxes with improved municipal services
   b. Same taxes with the same or reduced level of municipal services
   c. Lower taxes with reduced level of municipal service
   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 10 listed capital projects according to their importance to you. Please fill all the spaces with dollar amounts ranging from $0 to $100.

   Capital Projects (listed in alphabetical order) $  
   Arts and cultural facilities $ ______  
   Bicycle infrastructure (bike lanes, etc.) $ ______  
   Environment protection and enhancement $ ______  
   Municipal buildings $ ______  
   Municipal sewer and drainage system $ ______  
   Municipal water system $ ______  
   Parks and trails $ ______  
   Pedestrian infrastructure (paths, sidewalks) $ ______  
   Recreation facilities $ ______  
   Roads and traffic control $ ______  

   TOTAL $ 100.00

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:

<table>
<thead>
<tr>
<th>Statement</th>
<th>Strongly disagree</th>
<th>Strongly agree</th>
<th>No opinion</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. I receive good value for the municipal taxes I pay</td>
<td>1</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>b. The District of Saanich government welcomes citizen involvement</td>
<td>1</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>c. The District of Saanich government listens to citizens</td>
<td>1</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>d. I am pleased with the overall direction that the District of Saanich is taking</td>
<td>1</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>e. In general, I believe the District of Saanich government is doing a good job</td>
<td>1</td>
<td>2</td>
<td>3</td>
</tr>
</tbody>
</table>
11. Have you had any personal contact (in-person, by phone, email or fax) with a municipal employee over the last 12 months? (Check the box that applies.)

☐ Yes [go to question #12]  ☐ No [skip to question #15]

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

- a. In person at the Municipal Hall
- b. In person at the Municipal Public Works Yard
- c. In person at a municipal recreation centre or park
- d. In person at the Saanich Police Station
- e. In person at a Saanich Fire Hall
- f. In person in the community (at home, on the street, at a community meeting, etc.)
- g. Telephone
- h. Mail
- i. Fax
- j. E-mail
- k. Other: _______________________

13. On a scale of 1 (very poor) to 5 (very good), what was your impression of the municipal employee in your most recent contact? (Circle a number ranking for each item listed.)

<table>
<thead>
<tr>
<th>Item</th>
<th>Very poor</th>
<th></th>
<th>Very good</th>
<th>No opinion</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. Easy to reach</td>
<td>1 2 3 4 5</td>
<td></td>
<td>5</td>
<td>6</td>
</tr>
<tr>
<td>b. Responsiveness</td>
<td>1 2 3 4 5</td>
<td></td>
<td>5</td>
<td>6</td>
</tr>
<tr>
<td>c. Knowledge</td>
<td>1 2 3 4 5</td>
<td></td>
<td>5</td>
<td>6</td>
</tr>
<tr>
<td>d. Courtesy</td>
<td>1 2 3 4 5</td>
<td></td>
<td>5</td>
<td>6</td>
</tr>
</tbody>
</table>

14. Do you recall the type of work this employee was responsible for in the municipality? (If so, please tell us what type of work.)

☐ Yes: ________________________  ☐ No

15. Please identify up to 3 of the most important ways you learn about municipal government issues? (Please check a maximum of three boxes.)

☐ Contact member of Saanich staff  ☐ Word of mouth: neighbours, friends
☐ Contact member of Saanich Council  ☐ From friends who work for municipality
☐ Community Association  ☐ Saanich News
☐ District of Saanich website  ☐ Victoria Times Colonist
☐ Municipal publication: ________________________  ☐ Other newspaper: ________________________
☐ Radio station: ________________________  ☐ Other, please specify: ________________________
☐ TV station: ________________________  ☐ No opinion
16. On a scale of 1 (very unimportant) to 5 (very important), please rate the importance of the following ways the District of Saanich can involve you more in policy making, development planning and the municipal budget process. (Circle the number ranking that comes closest to your opinion for each item listed.)

<table>
<thead>
<tr>
<th></th>
<th>Very unimportant</th>
<th>........................................</th>
<th>Very important</th>
<th>No opinion</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. Council Meetings</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>b. Advisory Committees</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>c. Contact with municipal staff</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>d. Public meetings / hearings</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>e. Referenda</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>f. Public opinion surveys</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>g. Community meetings</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>h. Internet discussion board</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>i. Community newspaper</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>j. Community Association</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>k. Open-line radio/TV program</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>l. Other(s) (please specify):</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

17. What do you think are the three biggest challenges that Saanich will face in the next five years?
   ✔
   ✔
   ✔

18. Thinking ahead ten years from now, would you like to see Saanich to be...
   (Please check one box only.)

   a. Much the same as it is now
   b. Quite different from what it is now
   [skip to question #20, on the next page]
   [go to question #19]

19. What are one or two changes that you would most like to see?
   ✔
   ✔
   [once you have completed this question, continue on to question #20 on the next page]
DEMOGRAPHIC INFORMATION

Our last questions are about you and your household. As a reminder, your responses to this survey are anonymous – we have no way of identifying specific respondents.

20. In what area of Saanich do you live? (Refer to attached map, if required)
   - Cadboro Bay
   - Quadra
   - Royal Oak
   - Gordon Head
   - North Quadra
   - Cordova Bay
   - Shelbourne
   - Tillicum
   - Rural Saanich
   - Saanich Core
   - Carey
   - I do not live within the boundaries of the District of Saanich
   - I am not sure

21. Do you live inside or outside the Urban Containment Boundary? (Refer to attached map)
   - Inside
   - Outside
   - I am not sure

22. Do you own or rent your residence?
   - Own
   - Rent

23. Are you male or female?
   - Female
   - Male

24. In which age group are you? (Check just one box that applies.)
   - 18 to 24 years
   - 25 to 44 years
   - 45 to 54 years
   - 55 to 64 years
   - 65 to 74 years
   - 75 to 84 years
   - 85 years or older

25. Do you have Internet access at your residence?
   - Yes
   - No

26. Do you use the Internet to: (Check all boxes that apply)
   - Conduct on-line banking
   - Pay bills
   - Purchase goods
   - None of these things / not applicable

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 detach the Mayor’s cover letter and the map, and then return the completed survey in the self-addressed, stamped envelope to the District of Saanich prior to April 4, 2003.

Be sure to return your Draw ticket stub with the completed survey. Details on reverse of cover letter.
March 21, 2003

Dear Saanich Resident,

Last week, you should have received a copy of the District of Saanich 2003 Citizen Survey. **If you completed the survey already, and sent it back, thank you for your time** – please disregard this notice.

**If you have not yet had a chance to complete the survey, we would appreciate your response.** Saanich Council wants to know what you think about our local government. Your answers to the survey questions will help Council set budget priorities, evaluate Saanich programs and make decisions about our strategic directions.

Please refer to the survey package we originally mailed to you for instructions on how to complete the survey. **Please return the survey in the postage-paid envelope by April 4.** Your responses will remain completely anonymous.

To show our appreciation, we are offering a chance to win one of 9 draw prizes to those who complete and return the survey. Remember to return your ticket stub for this free draw with your completed survey (draw prize details in the original survey mailout package).

**Your participation in this survey is very important** – especially since your household is one of only a sample of households being surveyed. If you have any questions about the survey, please call Mike Buda, Corporate Planning Assistant at 475-1775 (extension 3488).

We ask that you complete this survey, and help us shape the future of the District of Saanich. We look forward to sharing survey results with all residents by May. Thank you for your time and participation.

Yours truly,

Frank Leonard
Mayor
For more information or for copies of this report, please contact The Corporation of the District of Saanich:

**Telephone:** (250) 475-5510  
**Fax:** (250) 475-5440  
**E-mail:** mayor@gov.saanich.bc.ca

Electronic version (in PDF format) available on the District of Saanich website at:

**Internet:** [www.gov.saanich.bc.ca/government/citizensurvey.htm](http://www.gov.saanich.bc.ca/government/citizensurvey.htm)

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