

## 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 work
- 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 lane
- 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 advice 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 not 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, s
- 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 - kudo's 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 ferndale.
- 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 neighbou
- 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 forrest 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 move 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. Lets 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 arenas, 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 transformation 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 white 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)
- Taffic 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, maintainance 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. Nelthorp
- 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 Brazil

- 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.

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## **Appendix V: Survey Instrument**

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## THE CORPORATION OF THE DISTRICT OF SAANICH

770 Vernon Avenue, Victoria, British Columbia V8X 2W7  
Phone (250) 475-1775 Internet [www.gov.saanich.bc.ca](http://www.gov.saanich.bc.ca)

**Monday, March 10, 2003**

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,

A handwritten signature in blue ink that reads "Frank Leonard".

**Frank Leonard**  
Mayor



Draw  
ticket  
stapled  
here

# FREE DRAW

**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

# District of Saanich 2003 Citizen Survey

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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.

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

	Very poor	.....	.....	.....	.....	Very good	Undecided / No opinion
a. How would you describe the overall quality of life in Saanich?	1	2	3	4	5	6	6
b. How would you rate Saanich as a place to raise children?	1	2	3	4	5	6	6
c. How would you rate Saanich as a place to retire?	1	2	3	4	5	6	6
d. How would you rate Saanich as a place to work	1	2	3	4	5	6	6

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:**

	Very unsafe	.....	.....	.....	.....	Very safe	Undecided / No opinion
a. How safe do you feel in your neighbourhood <u>in daytime</u> ?	1	2	3	4	5	6	6
b. How safe do you feel in your neighbourhood <u>at night</u> ?	1	2	3	4	5	6	6
c. How safe do you feel your home is from burglary?	1	2	3	4	5	6	6

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)*

On a 5-point scale, rate **your satisfaction** with this service.

- 1 = Very dissatisfied
- 2 ↓
- 3 ↓
- 4 ↓
- 5 = Very satisfied
- N/A = No opinion

**Satisfaction**

On a 5-point scale, rate the **overall importance to you** of this service.

- 1 = Very unimportant
- 2 ↓
- 3 ↓
- 4 ↓
- 5 = Very important
- N/A = No opinion

**Importance**

	Satisfaction						Importance					
<b>Recreation and Community Services</b>												
Arts and cultural programs	1	2	3	4	5	N/A	1	2	3	4	5	N/A
Beaches and waterfront areas	1	2	3	4	5	N/A	1	2	3	4	5	N/A
Fitness, health and wellness programs	1	2	3	4	5	N/A	1	2	3	4	5	N/A
Multicultural services and programs	1	2	3	4	5	N/A	1	2	3	4	5	N/A
Municipal golf course (Cedar Hill Golf Club)	1	2	3	4	5	N/A	1	2	3	4	5	N/A
Parks	1	2	3	4	5	N/A	1	2	3	4	5	N/A
Playgrounds	1	2	3	4	5	N/A	1	2	3	4	5	N/A
Pools	1	2	3	4	5	N/A	1	2	3	4	5	N/A
Public libraries	1	2	3	4	5	N/A	1	2	3	4	5	N/A
Services for children (0-12 years of age)	1	2	3	4	5	N/A	1	2	3	4	5	N/A
Services for disabled	1	2	3	4	5	N/A	1	2	3	4	5	N/A
Services for economically disadvantaged residents	1	2	3	4	5	N/A	1	2	3	4	5	N/A
Services for seniors	1	2	3	4	5	N/A	1	2	3	4	5	N/A
Services for youth (13-21 years of age)	1	2	3	4	5	N/A	1	2	3	4	5	N/A
Skating arena	1	2	3	4	5	N/A	1	2	3	4	5	N/A
Sports and athletic programs	1	2	3	4	5	N/A	1	2	3	4	5	N/A
Sports fields	1	2	3	4	5	N/A	1	2	3	4	5	N/A
Trails	1	2	3	4	5	N/A	1	2	3	4	5	N/A
<b>Transportation</b>												
Ease of pedestrian travel	1	2	3	4	5	N/A	1	2	3	4	5	N/A
Ease of travel by bicycle	1	2	3	4	5	N/A	1	2	3	4	5	N/A
Ease of travel by bus	1	2	3	4	5	N/A	1	2	3	4	5	N/A
Ease of travel by car	1	2	3	4	5	N/A	1	2	3	4	5	N/A
Street repair (i.e. condition of roads)	1	2	3	4	5	N/A	1	2	3	4	5	N/A
<b>Public Safety</b>												
Crime prevention	1	2	3	4	5	N/A	1	2	3	4	5	N/A
Law enforcement	1	2	3	4	5	N/A	1	2	3	4	5	N/A
Police presence and visibility	1	2	3	4	5	N/A	1	2	3	4	5	N/A
Police traffic enforcement	1	2	3	4	5	N/A	1	2	3	4	5	N/A
Parking control and enforcement	1	2	3	4	5	N/A	1	2	3	4	5	N/A

*(Please circle a number rating under "Satisfaction" and a number rating under "Importance" for each service listed)*

On a 5-point scale, rate **your satisfaction** with this service.

- 1 = Very dissatisfied
- 2 ↓
- 3 ↓
- 4 ↓
- 5 = Very satisfied
- N/A = No opinion

**Satisfaction**

On a 5-point scale, rate the **overall importance to you** of this service.

- 1 = Very unimportant
- 2 ↓
- 3 ↓
- 4 ↓
- 5 = Very important
- N/A = No opinion

**Importance**

Animal control services	1 2 3 4 5 N/A	1 2 3 4 5 N/A
Fire fighting services	1 2 3 4 5 N/A	1 2 3 4 5 N/A
Marine and technical rescue services	1 2 3 4 5 N/A	1 2 3 4 5 N/A
Hazardous materials response services	1 2 3 4 5 N/A	1 2 3 4 5 N/A
Fire safety inspections for businesses	1 2 3 4 5 N/A	1 2 3 4 5 N/A
School fire safety program	1 2 3 4 5 N/A	1 2 3 4 5 N/A
Community fire safety education program	1 2 3 4 5 N/A	1 2 3 4 5 N/A
Emergency preparedness program	1 2 3 4 5 N/A	1 2 3 4 5 N/A
<b>Planning &amp; Development</b>		
Land-use planning	1 2 3 4 5 N/A	1 2 3 4 5 N/A
Protecting character of neighbourhoods	1 2 3 4 5 N/A	1 2 3 4 5 N/A
Protection of rural/agricultural land	1 2 3 4 5 N/A	1 2 3 4 5 N/A
Protection of natural environment	1 2 3 4 5 N/A	1 2 3 4 5 N/A
Bylaw enforcement	1 2 3 4 5 N/A	1 2 3 4 5 N/A
Building inspection	1 2 3 4 5 N/A	1 2 3 4 5 N/A
Business licensing	1 2 3 4 5 N/A	1 2 3 4 5 N/A
Economic development	1 2 3 4 5 N/A	1 2 3 4 5 N/A
<b>Municipal Infrastructure and Services</b>		
Quality of drinking water	1 2 3 4 5 N/A	1 2 3 4 5 N/A
Primary sewage treatment & ocean outfall	1 2 3 4 5 N/A	1 2 3 4 5 N/A
Storm-water drainage and flood control	1 2 3 4 5 N/A	1 2 3 4 5 N/A
Maintenance of water distribution system	1 2 3 4 5 N/A	1 2 3 4 5 N/A
Maintenance of sewage collection system	1 2 3 4 5 N/A	1 2 3 4 5 N/A
Sidewalk repair	1 2 3 4 5 N/A	1 2 3 4 5 N/A
Street lighting	1 2 3 4 5 N/A	1 2 3 4 5 N/A
Street cleaning	1 2 3 4 5 N/A	1 2 3 4 5 N/A
Floral displays/landscaping on public property	1 2 3 4 5 N/A	1 2 3 4 5 N/A
Tree protection	1 2 3 4 5 N/A	1 2 3 4 5 N/A
Garbage collection	1 2 3 4 5 N/A	1 2 3 4 5 N/A
Residential recycling	1 2 3 4 5 N/A	1 2 3 4 5 N/A
Fall leaf collection program	1 2 3 4 5 N/A	1 2 3 4 5 N/A
Garden waste drop-off at Municipal Yard	1 2 3 4 5 N/A	1 2 3 4 5 N/A
Municipal website	1 2 3 4 5 N/A	1 2 3 4 5 N/A

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.)

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

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.)

	Rely less	Same	Rely more	No opinion
a. Property taxation	1	2	3	4
b. User fees	1	2	3	4
c. Reserves or savings	1	2	3	4
d. Government grants	1	2	3	4
e. Borrowing	1	2	3	4

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.*

<b>Capital Projects</b> (listed in alphabetical order)	<b>\$</b>
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	\$ _____
<b>TOTAL</b>	<b>\$ <u>100.00</u></b>

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

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

	Strongly disagree	.....	Strongly agree	No opinion		
a. I receive good value for the municipal taxes I pay	1	2	3	4	5	6
b. The District of Saanich government <u>welcomes</u> citizen involvement	1	2	3	4	5	6
c. The District of Saanich government <u>listens</u> to citizens	1	2	3	4	5	6
d. I am pleased with the overall direction that the District of Saanich is taking	1	2	3	4	5	6
e. In general, I believe the District of Saanich government is doing a good job	1	2	3	4	5	6

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.)

	Very poor	.....	Very good	No opinion		
a. Easy to reach	1	2	3	4	5	6
b. Responsiveness	1	2	3	4	5	6
c. Knowledge	1	2	3	4	5	6
d. Courtesy	1	2	3	4	5	6

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.) ←

- |  |   |
|--|---|
| <input type="checkbox"/> Contact member of Saanich staff   | <input type="checkbox"/> Word of mouth: neighbours, friends     |
| <input type="checkbox"/> Contact member of Saanich Council | <input type="checkbox"/> From friends who work for municipality |
| <input type="checkbox"/> Community Association             | <input type="checkbox"/> Saanich News                           |
| <input type="checkbox"/> District of Saanich website       | <input type="checkbox"/> Victoria Times Colonist                |
| <input type="checkbox"/> Municipal publication: _____      | <input type="checkbox"/> Other newspaper: _____                 |
| <input type="checkbox"/> Radio station: _____              | <input type="checkbox"/> Other, please specify: _____           |
| <input type="checkbox"/> TV station: _____                 | <input type="checkbox"/> 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.)

	Very unimportant	.....	.....	.....	Very important	No opinion
a. Council Meetings	1	2	3	4	5	6
b. Advisory Committees	1	2	3	4	5	6
c. Contact with municipal staff	1	2	3	4	5	6
d. Public meetings / hearings	1	2	3	4	5	6
e. Referenda	1	2	3	4	5	6
f. Public opinion surveys	1	2	3	4	5	6
g. Community meetings	1	2	3	4	5	6
h. Internet discussion board	1	2	3	4	5	6
i. Community newspaper	1	2	3	4	5	6
j. Community Association	1	2	3	4	5	6
k. Open-line radio/TV program	1	2	3	4	5	6

l. Other(s) (please specify): \_\_\_\_\_

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  [skip to question #20, on the next page]
- b. Quite different from what it is now  [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)

- |  |                                       |  |
|--|---------------------------------------|--|
| <input type="checkbox"/> Cadboro Bay   | <input type="checkbox"/> Quadra       | <input type="checkbox"/> Royal Oak     |
| <input type="checkbox"/> Gordon Head   | <input type="checkbox"/> North Quadra | <input type="checkbox"/> Cordova Bay   |
| <input type="checkbox"/> Shelbourne  | <input type="checkbox"/> Tillicum     | <input type="checkbox"/> Rural Saanich |
| <input type="checkbox"/> Saanich Core  | <input type="checkbox"/> Carey        |  |
| <input type="checkbox"/> I do <u>not</u> live within the boundaries of the District of Saanich |                                       | <input type="checkbox"/> 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.)

- |   |   |  |
|---|---|--|
| <input type="checkbox"/> 18 to 24 years | <input type="checkbox"/> 55 to 64 years | <input type="checkbox"/> 85 years or older |
| <input type="checkbox"/> 25 to 44 years | <input type="checkbox"/> 65 to 74 years |  |
| <input type="checkbox"/> 45 to 54 years | <input type="checkbox"/> 75 to 84 years |  |

25. **Do you have Internet access at your residence?**

- Yes       No

26. **Do you use the Internet to:** (Check all  boxes that apply)

- |  |  |
|--|--|
| <input type="checkbox"/> Conduct on-line banking | <input type="checkbox"/> Pay bills                             |
| <input type="checkbox"/> Purchase goods          | <input type="checkbox"/> 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.**

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**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.*



THE CORPORATION OF THE DISTRICT OF SAANICH

770 Vernon Avenue, Victoria, British Columbia V8X 2W7  
Phone (250) 475-1775 Internet [www.gov.saanich.bc.ca](http://www.gov.saanich.bc.ca)

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,

A handwritten signature in cursive script that reads "Frank Leonard".

**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  
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*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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