

District of Saanich 2003 Citizen Survey

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:**

	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	
b. How would you rate Saanich as a place to raise children?	1	2	3	4	5	6	
c. How would you rate Saanich as a place to retire?	1	2	3	4	5	6	
d. How would you rate Saanich as a place to work	1	2	3	4	5	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	
b. How safe do you feel in your neighbourhood <u>at night</u> ?	1	2	3	4	5	6	
c. How safe do you feel your home is from burglary?	1	2	3	4	5	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					
Recreation and Community Services												
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
Transportation												
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
Public Safety												
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
Planning & Development		
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
Municipal Infrastructure and Services		
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.

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	\$ <u>100.00</u>

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

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.

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.*