

2025 Municipal Facility Replacement Project

Survey Findings Report

October 2025



Central Saanich

Background and methodology

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Project background and methodology

The goals of the 2025 Municipal Facility Replacement Survey were to...



**Evaluate resident awareness
about the project**



**Gauge community support for
facility replacement options**



**Evaluate awareness and
communication effectiveness**

Survey Methodology

- A census-style mail-to-web survey was conducted for the District of Central Saanich's 2025 Municipal Facility Survey. Postcards were mailed to every household within the District, each containing a unique PIN code for survey participation.
- Each household received one survey code, with the option to request a second code if another household member wished to participate; a total of 40 additional codes were requested in this manner.
- This approach was designed to ensure that survey feedback reflected the household as a whole, similar to the census, where one individual completes the survey on behalf of all residents in the home. Allowing up to two responses per household enabled the survey to capture a broader range of perspectives while preventing any single household from disproportionately influencing the results, thereby supporting fairness and representativeness.
- Residents who received the mail invitation but preferred not to participate online were given the option to provide their contact information and complete the survey by telephone.
- In addition to the mail-to-web survey, a randomized phone survey was conducted using random digit dialing (RDD) of both landlines and cellphones.
- This methodology resulted in a total of 845 completed responses, including 102 from the phone survey and 743 from the mail-to-web survey. Responses from both the phone and mail-to-web surveys were included in the final dataset to ensure a well-rounded representative sample of residents.
- To ensure the survey results accurately reflected the community's demographic makeup, all data were weighted to match the exact proportions of age and gender based on the 2021 Statistics Canada census data for the District of Central Saanich.

Project familiarity

Project Familiarity (1/2)

Project description

Several key municipal buildings—including the Central Saanich Police Station, Fire Station 2, and Municipal Hall—are nearing the end of their useful lives.

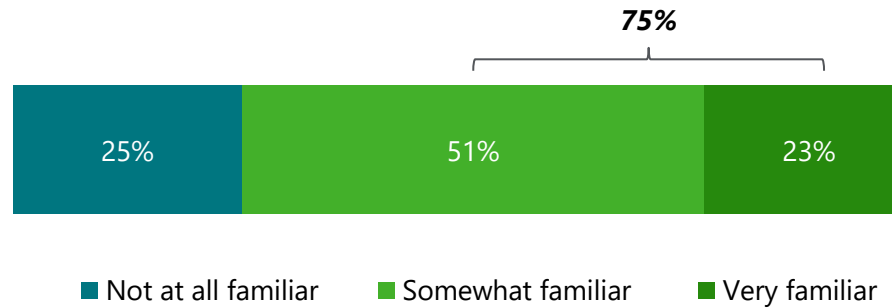
The District’s plan to replace these facilities, originally postponed in 2013, is now part of the Asset Management and Financial Plan.

Thanks to early planning, the District is in a strong financial position to proceed.

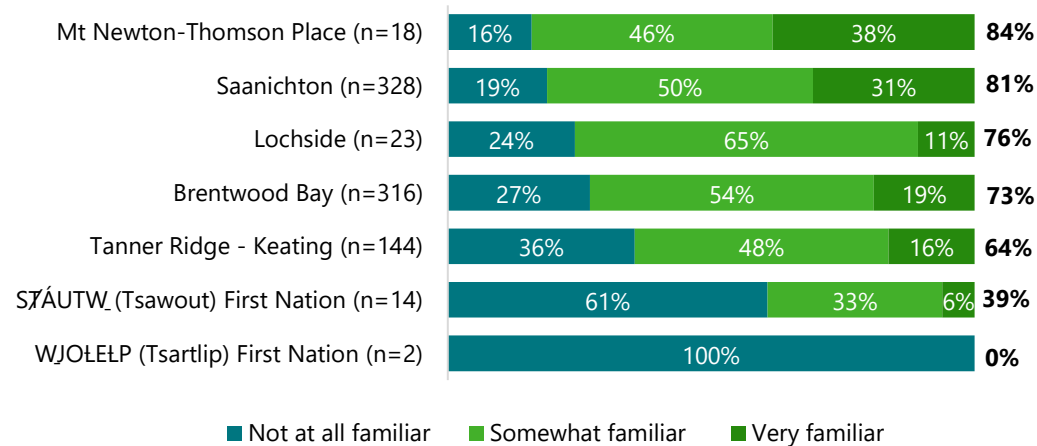
The project will be funded through reserves and debt, with no new property tax increases.

Each option includes a 30% contingency, and construction is planned to begin soon to avoid rising costs.

Familiarity with Municipal Facility Replacement project



Familiarity by neighbourhood



Key Insights

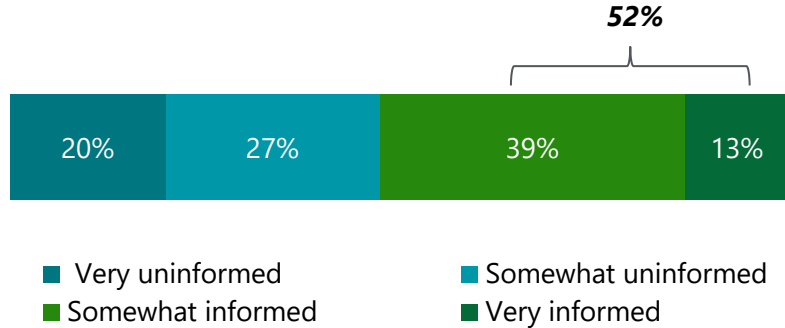
Overall, most respondents report being at least somewhat familiar with the project, but familiarity is significantly lower among First Nations communities, with the majority indicating they are not at all familiar.

In contrast, areas such as Mt Newton-Thomson Place and Saanichton exhibit the highest levels of familiarity, likely reflecting the heightened interest in these neighbourhoods as they are most directly impacted by the project.

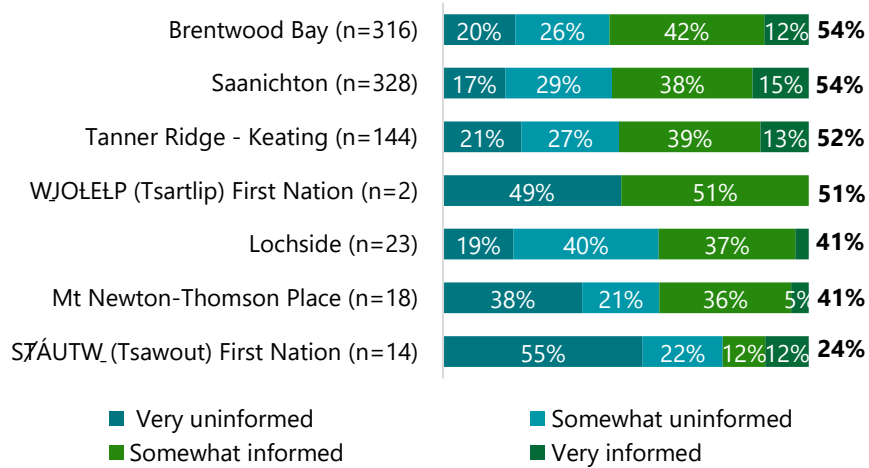
Q: How familiar are you with the Municipal Facility Replacement Project that was just described? (n=845)

Project Familiarity (2/2)

Level of awareness



Awareness by neighbourhood



Public perception of the District's communication on Facility Replacement project

Reasons the District has done a good job

- Media coverage
- Public meetings & open houses
- Direct mail & newsletters
- Signage & public notices
- Online information

Reasons the District has not done a good job

- Lack of awareness
- Insufficient communication
- Limited transparency
- Perceived bias
- Access to information
- Poor engagement methods

Key Insights

52% of residents felt at least somewhat informed about the proposed Municipal Facility Replacement Project, but 47% still reported feeling at least somewhat uninformed.

Of those who felt informed about the topic, residents highlighted several effective communication channels used by the District, including media coverage, public meetings and open houses, direct mail and newsletters, signage, and online information.

Among those who did not feel informed, residents cited a lack of awareness about the project, insufficient communication from the District, limited transparency, perceived bias, lack of access to information, and ineffective engagement methods as key concerns.

Q: To what extent do you feel informed about the proposed Municipal Facility Replacement Project? (n=845)

Q: Please explain why you feel the District [has / has not] done a good job of informing the public about the proposed Municipal Facility Replacement Project. (n=845)

Concept assessment

Concept assessment | New Facility on Hovey Road (1/5)

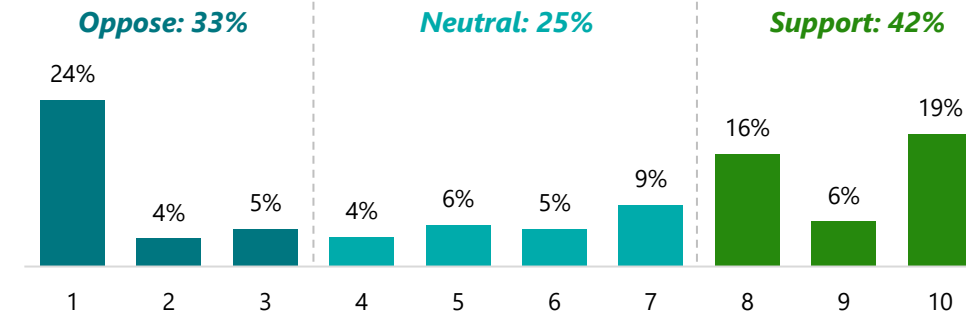
Concept A description

This option proposes a 2- or 3-storey building on Hovey Road that would bring Municipal, Fire, and Police services together, with community meeting rooms and the potential for recreation space managed by an external provider. The facility would provide 100 surface parking spaces, preserve the cherry trees, and allow for future expansion.

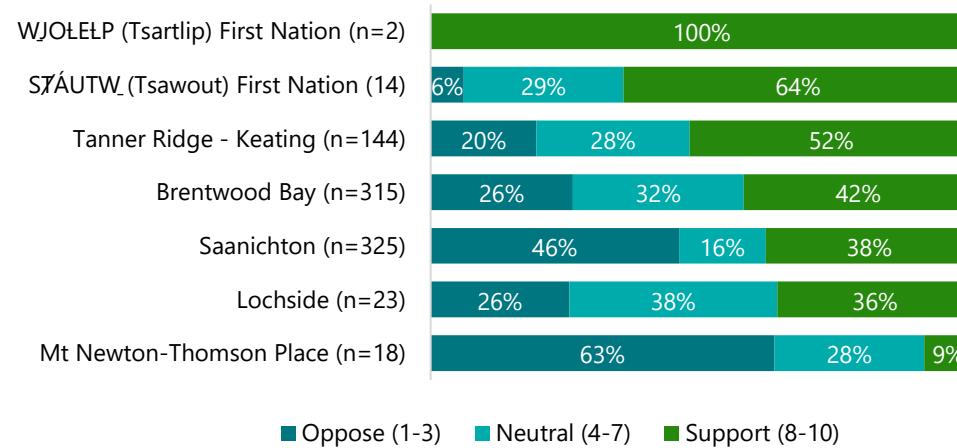
Moving civic services to Hovey Road would allow the current site at 1903 Mount Newton Cross Road to be sold and developed based on a development deemed acceptable to the District and would go through a public development process with Council. This would potentially add commercial spaces including medical offices, greenspaces and 400 new homes.

It is the most cost-effective option at a net cost of \$45.6 million, with the lowest financial risk and highest estimated long-term return, generating an estimated \$750,000 per year in additional tax revenue.

Support for Concept A



Support by neighbourhood



Key Insights

Overall, support for Concept A is mixed, with 42% of respondents indicating strong support (ratings 8–10), 33% expressing opposition (ratings 1–3), and 25% remaining neutral (ratings 4–7).

Support varies significantly by community: SʔÁUTW (Tsawout) and WJOLELP (Tsartlip) First Nations show the highest support, at 64% and 100% respectively, while Mt Newton-Thomson Place has the highest opposition, with 63% opposed and only 9% supportive.

Q: On a scale of 1 to 10, where 1 means "Strongly Oppose" and 10 means "Strongly Support," how supportive would you be of Concept A? (n=841)

Concept assessment | New Facility at Current Site (2/5)

Concept B description

This concept involves building new facility at the current 1903 Mt Newton site, similar to what is proposed on Hovey, but with both surface and underground parking.

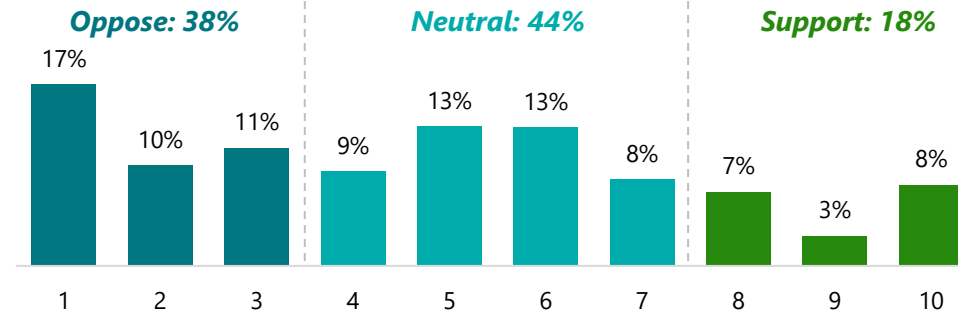
The front two acres of the site would be sold for mixed-use development, allowing for commercial space, about 250 homes, and greenspace.

There would be no recreation facility or room for future expansion due to value of the land and parking limitations.

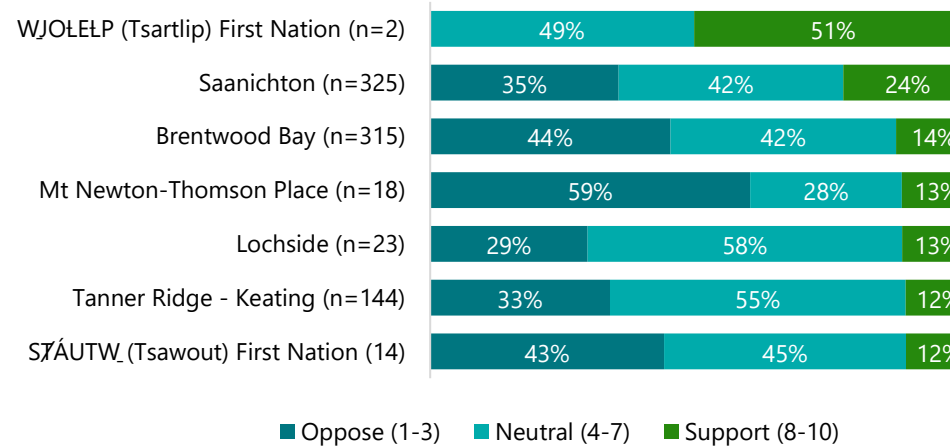
It is the most expensive option at a net cost of \$50.1 million because of the land value.

It is low risk and has moderate return estimated to generate approximately \$480,000 per year in additional tax revenue.

Support for Concept B



Support by neighbourhood



Key Insights

Support for Concept B is generally lower with only 18% of respondents expressing strong support (ratings 8–10), while 38% oppose (ratings 1–3) and 44% remain neutral (ratings 4–7).

Across communities, opposition is highest in Mt Newton-Thomson Place (59%) and Brentwood Bay (44%).

The majority of respondents in most communities fall into the neutral category, indicating uncertainty toward Concept B.

Q: On a scale of 1 to 10, where 1 means "Strongly Oppose" and 10 means "Strongly Support," how supportive would you be of Concept B? (n=842)

Concept assessment | Renovate and Expand the Current Facility (3/5)

Concept C description

This option would involve an extensive renovation and an expansion.

It would see the current site used entirely for a single-storey facility that meets modern codes and standards and a parking lot.

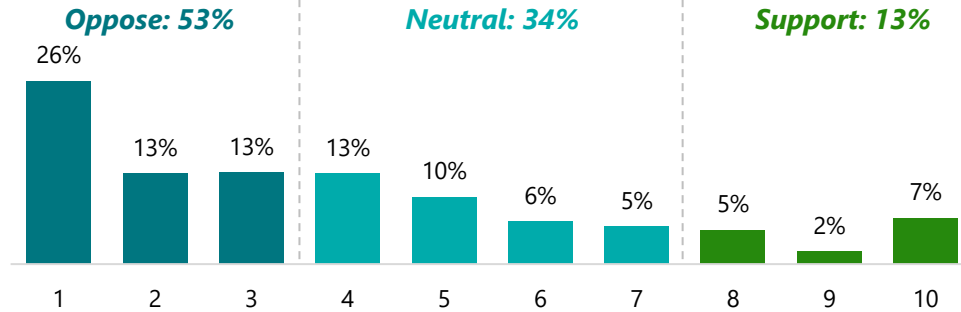
There would be less community meeting space, no potential recreation space and no new amenities through private development.

There would be no room for further expansion.

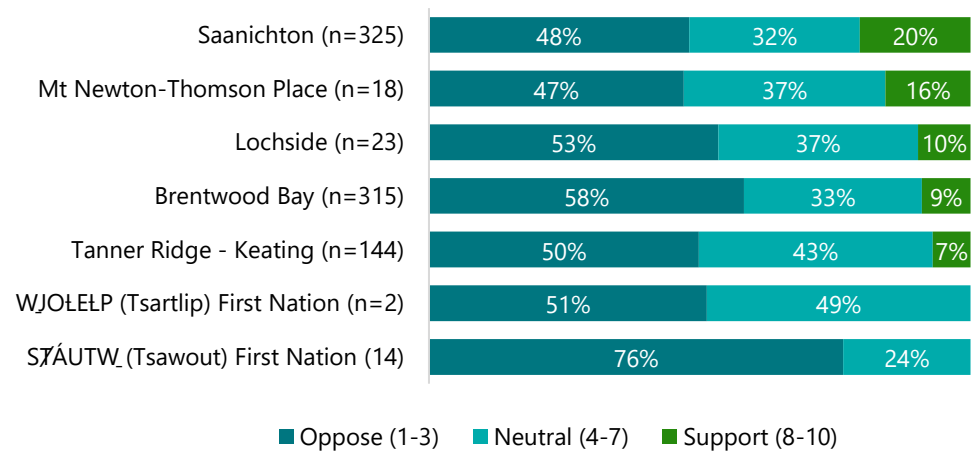
It is the second highest cost at \$47.4 million and has the longest timeline and the highest risk of cost overruns.

This concept would not provide any new additional tax revenues, economic or housing benefits.

Support for Concept C



Support by neighbourhood



Key Insights

Support for Concept C is low, with just 13% of respondents indicating strong support (ratings 8–10), while a majority (53%) are opposed (ratings 1–3), and 34% remain neutral (ratings 4–7).

Opposition is particularly high in S7AUTW_ (Tsawout) First Nation (76%) and Brentwood Bay (58%), with both S7AUTW_ (Tsawout) and WJOLELP (Tsartlip) First Nations reporting no strong supporters.

Across all communities, support is limited, and neutrality is moderate.

Q: On a scale of 1 to 10, where 1 means "Strongly Oppose" and 10 means "Strongly Support," how supportive would you be of Concept C? (n=843)

Concept assessment | No action (4/5)

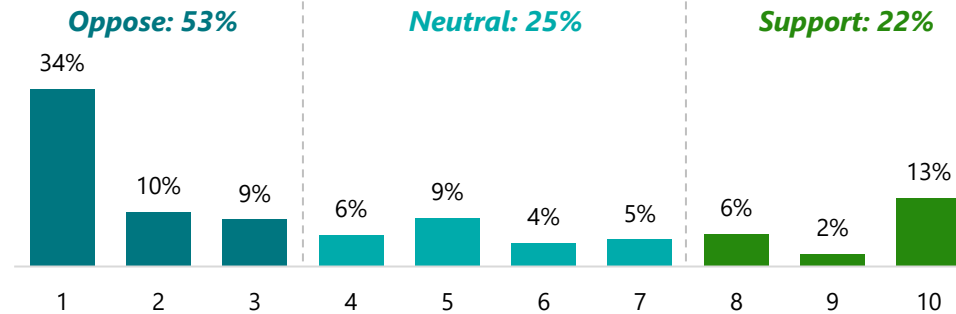
Concept D description

This option would involve not replacing or upgrading the current facility, resulting in higher annual maintenance costs.

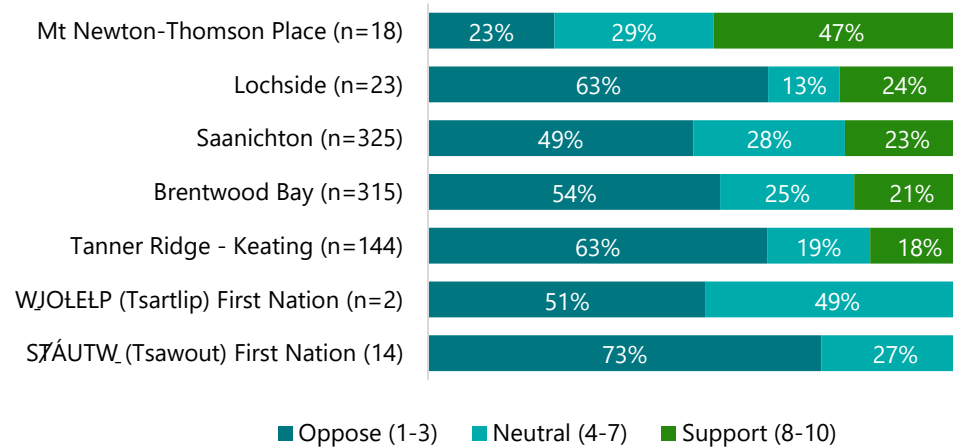
It does not address major safety or seismic issues and has the potential to lead to higher costs in the future.

This option would result in lower short-term costs but risks compromising safety, service delivery, and the District's long-term financial health.

Support for Concept D



Support by neighbourhood



Key Insights

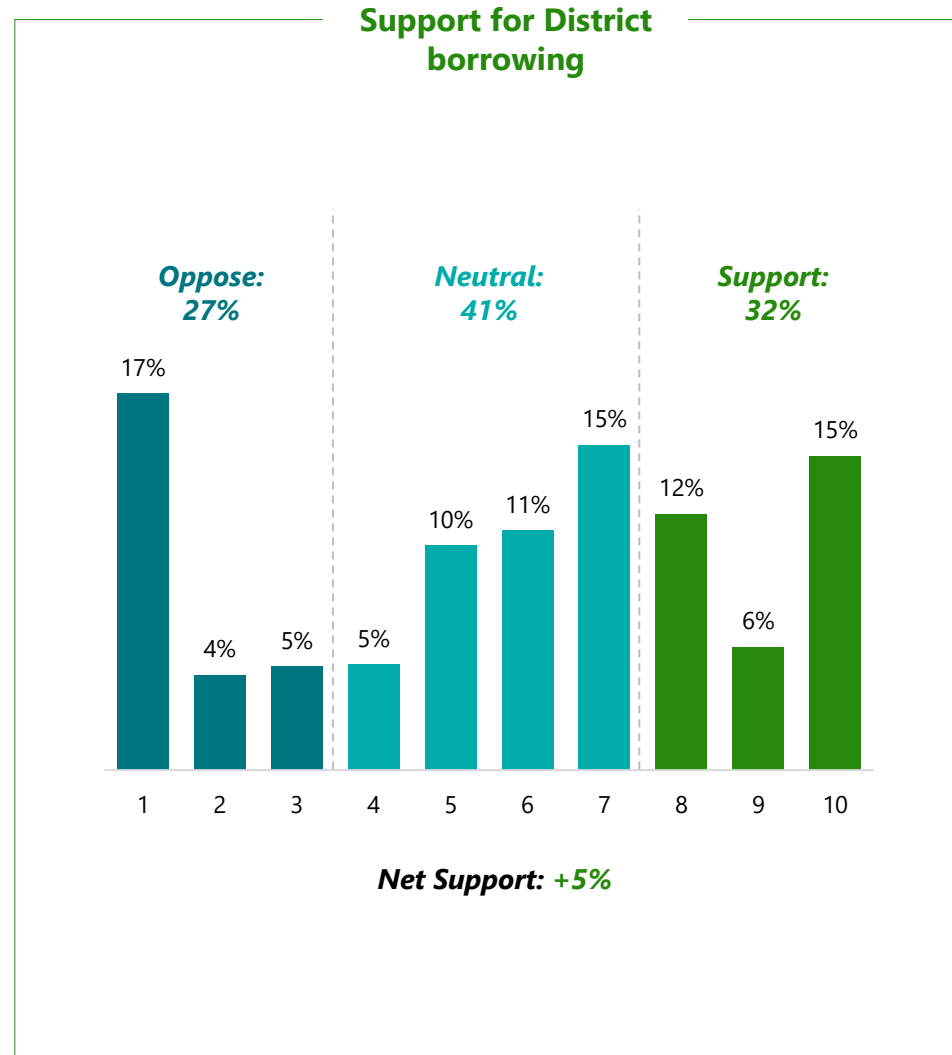
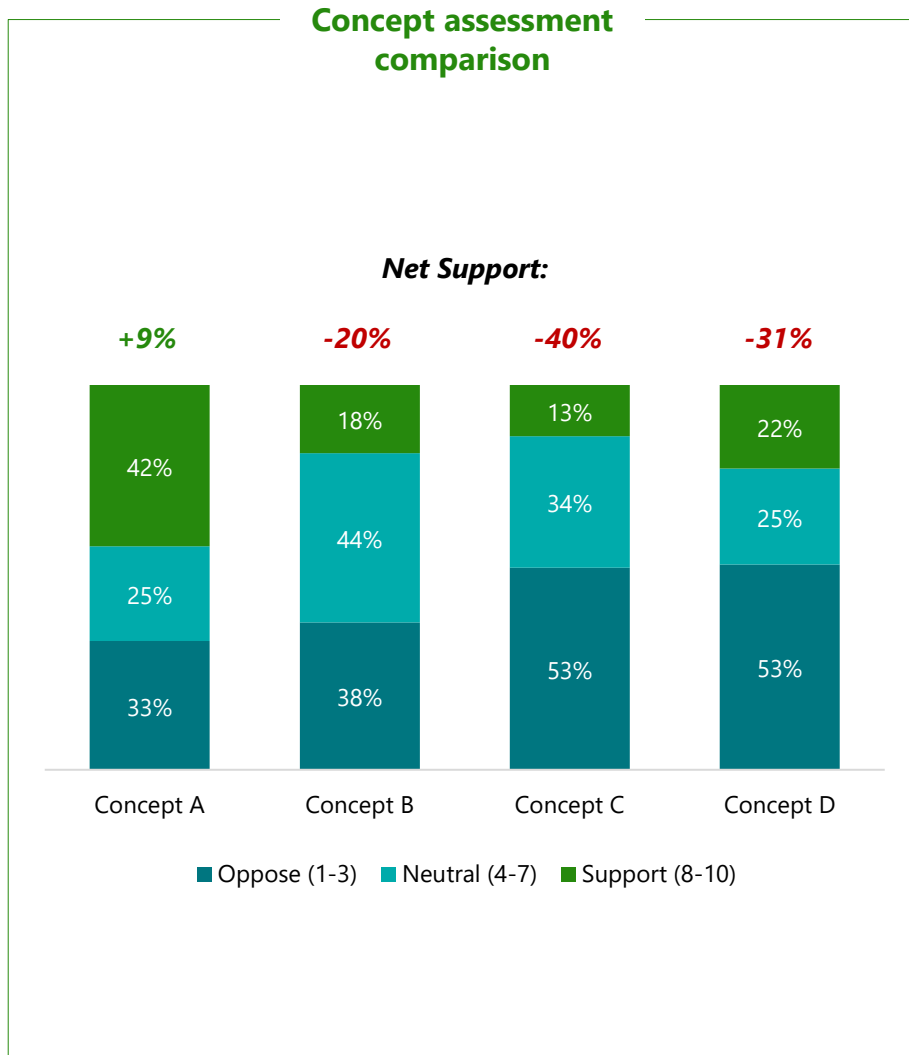
Support for Concept D remains low overall, with only 22% of respondents indicating strong support (ratings 8–10), while a majority (53%) are opposed (ratings 1–3) and 25% are neutral (ratings 4–7).

Opposition is especially high in STÁUTW (Tsawout) First Nation (73%), Tanner Ridge - Keating (63%), and Lochside (63%).

The only area with a relatively higher level of support is Mt Newton-Thomson Place, where 47% are supportive and only 23% are opposed.

Q: On a scale of 1 to 10, where 1 means "Strongly Oppose" and 10 means "Strongly Support," how supportive would you be of Concept D? (n=842)

Concept assessment (5/5)



Key Insights

Concept A stands out as the most favored, with 42% indicating strong support and the lowest level of opposition (33%). It is the only concept with a positive net support (+8%), reflecting a generally favorable reception.

Concepts B, C, and D all have negative net support, indicating more opposition than support.

When asked about the District borrowing \$33.5 million to proceed with Concepts A, B, or C, respondents were divided: 32% expressed strong support (ratings 8–10), 27% opposed (ratings 1–3), and the largest group (41%) remained neutral (ratings 4–7), indicating a cautious but generally balanced perspective on the proposed borrowing.

Q: To proceed with Concepts A, B or C, the District would need to borrow \$33.5 million. The District's debt would still be affordable and sustainable. On a scale of 1 to 10, where 1 means "Strongly Oppose" and 10 means "Strongly Support", how supportive are you of the District borrowing this amount? (n=841)

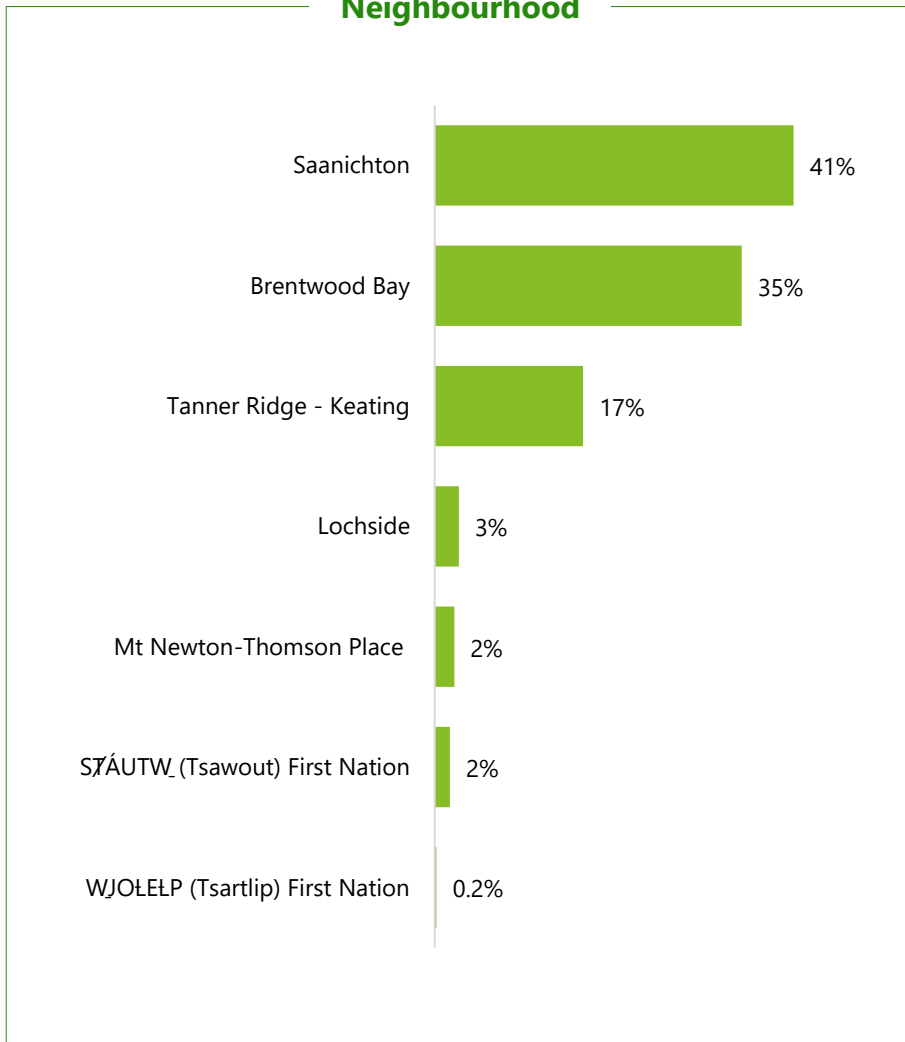
Demographics

Demographics

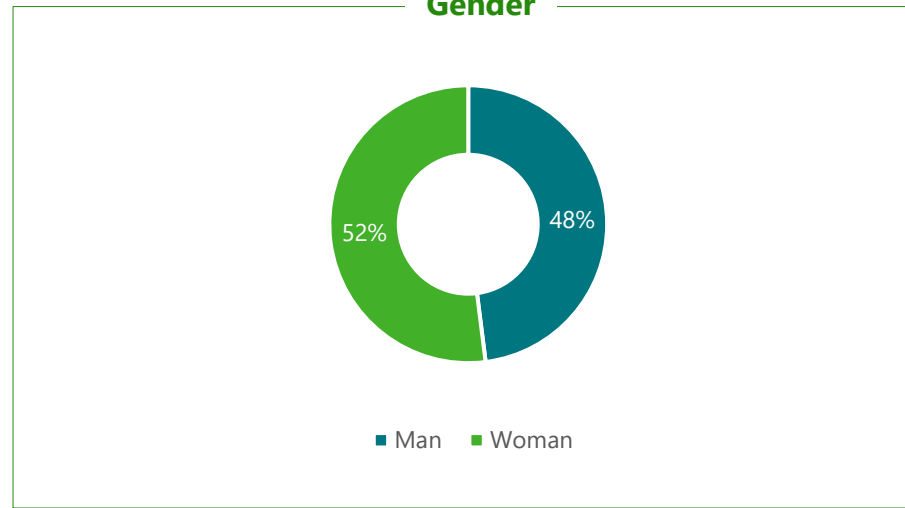
Key Insights

The survey data was weighted to match the exact proportions of the population by age and gender, based on the 2021 Statistics Canada census data, ensuring that the results accurately reflect the demographic makeup of the community.

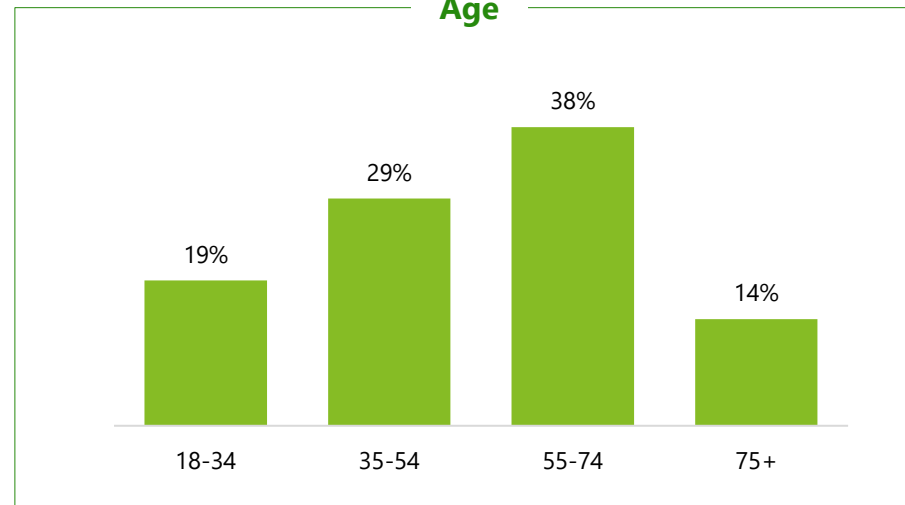
Neighbourhood



Gender



Age



Q: Which of the following neighbourhoods in the District of Central Saanich best describes where you live? (n=845)

Q: Which of the following best describes your gender? (n=845)

Q: Can you please tell me which of the following age groups you are in? (n=845)



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Contact

Chris Bandak

Economic Advisory, Managing Director

 cbandak@deloitte.ca

 +1 (416) 607-6747

Simon Webb

Economic Advisory, Manager


 swebb@deloitte.ca

 +1 (613) 299-3776

Ivana Bjelakovic

Economic Advisory, Senior Consultant

 ibjelakovic@deloitte.ca

 +1 (647) 532 4407