



District of Saanich 2015-2018 Strategic Plan

Adopted: October 26, 2015

Updated: June 15, 2017

Updated: July 9, 2018

Introduction

Saanich strives to make information relevant and easy for you to access.

Within the updated 2015-2018 Strategic Plan you will find targets and initiatives that are used to measure our performance. The results of annual, mid-range and long-range indicators will also gauge progress from 2018 through the year 2036.

The Strategic Plan is available on saanich.ca and is also available in printed form at the Municipal Hall, Recreation Centres and Saanich libraries.

Your comments are welcome via the Corporate Services Department in person, by telephone at 250-475-1775 or through email to strategicplan@saanich.ca.

MUNICIPAL COUNCIL

Mayor:

Richard Atwell

Councillors:

Susan Brice
Judy Brownoff
Karen Harper
Fred Haynes
Dean Murdock
Colin Plant
Vicki Sanders
Leif Wergeland

MUNICIPAL SENIOR STAFF

Chief Administrative Officer:

Paul Thorkelsson

Director of Building, Bylaw, Licensing, and Legal Services:

Brent Reems

Director of Corporate Services:

Laura Ciarniello

Director of Engineering:

Harley Machielse

Director of Finance:

Valla Tinney

Fire Chief:

Mike Burgess

Director of Parks and Recreation:

Suzanne Samborski

Director of Planning:

Sharon Hvozdanski

Police Chief Constable:

Bob Downie

POLICE BOARD

Mayor Richard Atwell
Mary Collins
Glen Crawford
Bruce Hallsor, QC
Irwin Henderson
Tim Kane
Lori Staples, QC

AUDITORS

KPMG LLP

BANKERS

HSBC Bank Canada

Message from Saanich Council



Mayor Richard Atwell

We are pleased to present the District of Saanich's updated 2015-2018 Strategic Plan. This plan is firmly grounded in the spirit of the Saanich Vision, Mission and Values and provides direction for the current term of office while maintaining a long term perspective for the District.

The coming years will bring opportunities and challenges and we will move forward with the resolve and focus to build on our past accomplishments and look to our current and future priorities. Through collaboration, informed decision-making and a commitment to action, we will continue to make steady progress toward the Saanich Vision and advance the interests of our citizens within the capital region.

We welcome your input and comments on the strategic priorities we have set out in this Plan at mayor@saanich.ca or council@saanich.ca.

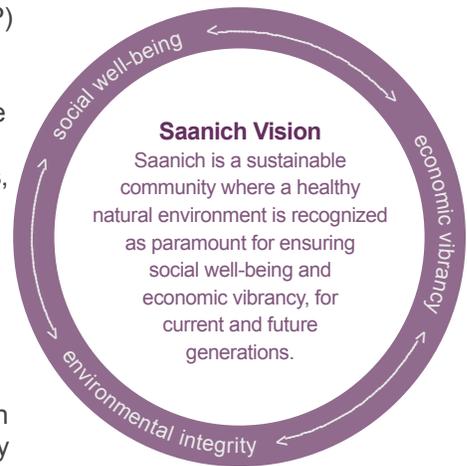


Top (left to right): Councillors Vicki Sanders, Leif Wergeland, Colin Plant, Dean Murdock, Judy Brownoff, Fred Haynes
Bottom (left to right): Councillor Susan Brice, Mayor Richard Atwell, and Councillor Karen Harper

Achieving the Vision

The policies adopted by Saanich Council in the Official Community Plan (OCP) express the fundamental values and goals of the community and establish a direction to reach the collective vision. The OCP embraces three themes that Council and the community identified as core focus areas for Saanich over the next 20 years: environmental integrity, social well-being and economic vibrancy. To ensure that the Strategic Plan remains focused on these priorities, six corporate themes are aligned to the community themes: sustainable environment, balanced transportation, healthy community, safe community, vibrant connected economy, and service excellence.

The six corporate themes remain as a key strategic focus. Each initiative identified in the 2015-2018 Strategic Plan is grounded in the Saanich vision, related to an OCP policy, aligned with one of the six corporate themes, and linked to one of the corporate objectives. While the initiatives do not provide an exhaustive list of municipal activities, they were carefully chosen as key priority actions to advance toward the Saanich vision.



Saanich Vision from OCP

Community Themes



Corporate Themes



Corporate Objectives

Citizen Perspective

- Protect and enhance air, water and land quality
- Manage growth
- Enhance transportation alternatives
- Strengthen the physical, social, and cultural participation of citizens
- Enhance public safety
- Support economic development
- Foster liveable neighbourhoods

Financial Perspective

- Sustain community infrastructure
- Maintain comparable taxes and fees
- Build new partnerships for funding and services
- Diversify revenue resources

Internal Process Perspective

- Implement sustainability principles
- Continue community engagement
- Provide best value for money
- Monitor and report progress

Learning & Growth Perspective

- Develop and retain a skilled municipal workforce
- Enhance use of information technology
- Foster corporate excellence

Mission and Values

Mission

Our Latin motto “Populo Serviando” means, “Serving the People”. We aim to enhance the quality of life for citizens, visitors and future generations in the municipality and the region. We strive to live in harmony with each other and the environment and further Saanich citizens’ economic, physical and social well-being.

Values

The following values guide Council and staff decisions and actions:

Honesty - We tell the truth, follow through on commitments, are trustworthy and never accept favours nor misuse public time or property.

Acceptance - We treat everyone equally and justly.

Diligence - We are competent, industrious, creative and resourceful in accomplishing our tasks and we promote a safe and healthy workplace.

Consideration - We have the courage to express our feelings and convictions tempered with a genuine sensitivity toward the feelings and convictions of others. We seek first to understand, then to be understood.

Respect - We hold each other and those we serve in high regard and have a modest sense of our own importance.

Service Excellence - We keep close contact with our customers and continually strive to provide effective service.

Responsibility - We take responsibility for our attitude, actions and behaviour, refusing to blame others or circumstances.

Loyalty - We are dedicated to the District of Saanich, its citizens and our fellow employees.

Stewardship - We are stewards of the environment and community assets, using the principles of sustainable development to ensure our ecological, social and economic future is not compromised.

An Evolving Process

The Saanich Strategic Plan process has evolved steadily, with successive Councils adding many progressive elements to improve corporate direction and accountability.

Every initiative is always aligned with one or more OCP policies, however the majority of the initiatives are also informed by other master plans, processes, programs, strategies or public bodies.

Environmental integrity

Long-range indicators

CLIMATE CHANGE

tCO₂e

GREENHOUSE GAS (GHG) EMISSIONS: TONNES OF CARBON DIOXIDE EQUIVALENT UNITS (tCO₂e) PER YEAR
- MUNICIPAL OPERATIONS:
2015 actual - 4,713 tonnes
2036 target - 2,178 tonnes

tCO₂e

GREENHOUSE GAS (GHG) EMISSIONS: TONNES OF CARBON DIOXIDE EQUIVALENT UNITS (tCO₂e) PER YEAR
- COMMUNITY WIDE:
2010 actual - 409,241 tonnes
2036 target - 176,333 tonnes

MOBILITY



MODAL SHARE - PERCENTAGE OF ALL TRIPS TRAVELLING BY WALKING:
2011 actual - 8.5%
2036 target - ≥ 12%



MODAL SHARE - PERCENTAGE OF ALL TRIPS TRAVELLING BY AUTOMOBILE:
2011 actual - 81%
2036 target - ≤ 64%

GROWTH MANAGEMENT



PERCENTAGE OF CITIZENS LIVING INSIDE CENTRES AND VILLAGES (ASSUMPTION: 75% OF NEW RESIDENTS WILL LIVE INSIDE CENTRES AND VILLAGES):
2015 actual - 55.6%
2036 target - ≥ 58.0%



PARKS, NATURAL AREAS AND OPEN SPACES AS A PERCENTAGE OF THE TOTAL LAND AREA IN THE MUNICIPALITY:
2015 actual - 26.8%
2036 target - ≥ 28%

Vision of environmental integrity

Saanich is a model steward working diligently to improve and balance the natural and built environments. Saanich restores and protects air, land and water quality; the biodiversity of existing natural areas and eco-systems; and the network of natural areas, open spaces and urban forests.

Saanich responds to climate change challenges. Centres, villages and primary corridors accommodate the majority of future growth using green building practices.

Vibrant, distinct neighbourhoods provide a high quality of life for individuals and families. A variety of travel modes connect neighbourhoods and businesses, allowing for the effective, efficient and safe movement of people, goods and services. Walking, cycling and transit are viable and popular travel options, resulting in less car dependence. Rural and farm land is protected by adherence to the Urban Containment Boundary.



STORM EVENTS - NUMBER OF RESIDENCES AT RISK OF FLOODING (SALT OR FRESHWATER) DURING A MAJOR STORM EVENT:

2015 actual - 400 residences
2036 target - no residences at risk



URBAN FOREST COVERAGE - PERCENTAGE OF TOTAL LAND COVER:

2009 actual - 37.8%
2036 target - $\geq 37.8\%$



RATIO OF KMs OF ROADS TO TRAILS, BIKE LANES AND SIDEWALKS:

2015 actual - 1.34:1
2036 target - 1:1
(requires additional 150 km of trails, bike lanes and sidewalks)



MODAL SHARE - PERCENTAGE OF ALL TRIPS TRAVELLING BY TRANSIT:

2011 actual - 6.2%
2036 target - $\geq 14\%$



MODAL SHARE - PERCENTAGE OF ALL TRIPS TRAVELLING BY BICYCLE:

2011 actual - 3%
2036 target - $\geq 10\%$

Sustainable environment

ANNUAL INDICATORS



NUMBER OF PROPERTIES THAT QUALIFY FOR FARM TAX STATUS:

2015 - 406
2016 - 411
2017 - 398
2018 target \geq 410



RESIDENTIAL GARBAGE CART COLLECTION PER YEAR (TONNES):

2015 - 8,286
2016 - 8,614
2017 - 8,867
2018 target \leq 9,300

MID-RANGE INDICATORS



NUMBER OF HECTARES IN SAANICH WITHIN THE AGRICULTURAL LAND RESERVE (ALR):

2009 - 1,872
2012 - 1,872
2015 - 1,843
2018 target \geq 1,872

2018+ ACTION AREAS

STORM WATER MANAGEMENT



INVASIVE SPECIES



WASTEWATER PLANNING PROJECT



Objective:

Complete a Drainage Master Plan.

Implement the Invasive Species Management Strategy.

Support the Capital Regional District (CRD) team on the Core Area Wastewater Treatment project.

Owner:

Engineering

Parks & Recreation

Engineering

Measure:

Completed by Q4 2018

Partially implemented by Q4 2018

Completed by 2020

OCP policy:

4.1.2.16

4.1.2.3, 4.1.2.27

4.2.10.18

Funded:

Capital budget

Operating budget

Operating budget

Informed by:

Capital infrastructure replacement

Invasive Species Management Strategy

CRD

Saanich is a model sustainable community and steward of the environment.



RESIDENTIAL ORGANICS CART COLLECTION PER YEAR (TONNES):

2015 - 8,490
2016 - 9,151
2017 - 8,967
2018 target \geq 9,200



LITRES OF POTABLE WATER USED (AVERAGE PER RESIDENT/PER DAY):

2015 - 249
2016 - 244
2017 - 242
2018 target \leq 250



NUMBER OF ADDITIONAL MULTI-FAMILY UNITS:

2009 - 0
2012 - 220
2015 - 526
2018 target \geq 475

PARK LAND AND OPEN SPACES



CLIMATE ACTION



BIODIVERSITY STRATEGY



IMPLEMENT THE URBAN FOREST STRATEGY



Plan for the use and management of major parks and open spaces.

Implement key initiatives from the Climate Change Adaptation Plans.

Biodiversity Strategy

Implement the Urban Forest Strategy

Parks & Recreation

Planning

Planning

Parks & Recreation

Three plans completed by Q4 2019

Completed by 2020

Report to Council by Q4 2018

Partially implement recommendations by Q4 2018

4.2.8.12

4.1.2.28

4.1.2.3, 4.1.2.7

4.1.2.9

Operating budget

Operating budget

Operating budget

Operating budget

Parks, Recreation and Culture Master Plan

Climate Action Plans

OCP

Urban Forest Strategy

Balanced transportation

ANNUAL INDICATORS



NEW SIDEWALKS (KM):

2015 - 5.7
2016 - 3.0
2017 - 4.5
2018 target ≥ 3



NEW BIKE LANES (KM):

2015 - 7.3
2016 - 3.9
2017 - 3.8
2018 target ≥ 4

MID-RANGE INDICATORS



AVERAGE DAILY AUTOMOBILE TRAFFIC VOLUME:

2009 - 144,500
2012 - 140,000
2015 - 135,400
2018 target $\leq 134,000$

2018+ ACTION AREAS

TRANSPORTATION SAFETY



ACTIVE TRANSPORTATION



MOBILITY



Objective:

Collaborate with the Ministry of Transportation to identify safety improvements as part of the Trans-Canada Highway / McKenzie Avenue and Admirals Road intersection.

Active Transportation Plan - Moving Saanich Forward Initiative.

Design and re-construct Shelbourne Street.

Owner:

Engineering

Engineering

Engineering

Measure:

Saanich interests included by Q4 2019

Initiatives completed by Q2 2018

Initiatives implemented by Q4 2021

OCP policy:

5.1.4.4

4.2.4.1, 4.2.9.6, 4.2.9.11, 4.2.9.15

4.2.9.6, 4.2.9.18

Funded:

Operating budget

Capital budget

Future capital budget

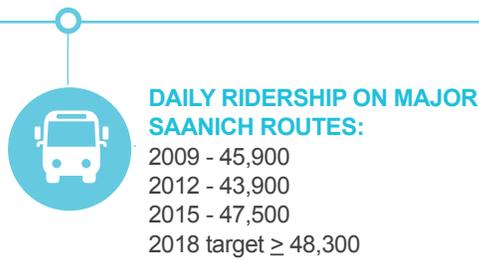
Informed by:

Federal/Provincial Governments

Capital infrastructure upgrade

Shelbourne Valley Action Plan

Saanich: People in motion!



Support BC Transit initiatives.

Develop a Strategic Plan to protect or relocate Cordova Bay Road within Mount Douglas Park.

Engineering

Engineering

Saanich interests included by Q4 2018

Plan completed by Q4 2018

4.2.9.17, 4.2.9.23

5.1.4.4

Operating budget

Capital budget

BC Transit

Capital infrastructure upgrade



Social well-being

Long-range indicators

FOOD SECURITY



TAXABLE COMMERCIAL FARMLAND:

2011 actual - 2,222 hectares
2036 target - 2,335 hectares



BACKYARD VEGETABLE GARDEN OR POULTRY KEEPING:

2015 actual - 42% of residents
2036 target - 60% of residents

HOUSING



30% OR MORE OF FAMILY INCOME REQUIRED FOR HOUSING - PERCENTAGE OF RENTERS:

2011 actual - 44.5%
2036 target - ≤ 35%



30% OR MORE OF FAMILY INCOME REQUIRED FOR HOUSING - PERCENTAGE OF OWNERS:

2011 actual - 19.5%
2036 target - ≤ 15%

PUBLIC SAFETY



MUNICIPAL CRIME RATE (NUMBER OF INCIDENTS PER 1,000 RESIDENTS):

2015 actual - 39 per 1,000
2036 target - < 51 per 1,000



PERCENTAGE OF CITIZENS WHO AGREE THAT SAANICH NEIGHBOURHOODS ARE SAFE:

2015 actual - 96%
2036 target - ≥ 97%

COMMUNITY PARTICIPATION / VITALITY



PERCENTAGE OF CITIZENS WHO AGREE THAT SAANICH WELCOMES CITIZEN INVOLVEMENT:

2015 actual - 79%
2036 target - ≥ 85%



PERCENTAGE OF CITIZENS WHO RATE THE QUALITY OF LIFE IN SAANICH AS GOOD OR VERY GOOD:

2015 actual - 99%
2036 target - ≥ 99%

Vision of social well-being

Saanich offers opportunities for balanced, active and diverse lifestyles. Housing, public services and amenities are affordable, accessible and inclusive. Residents enjoy food security through the safeguarding of agricultural land and the promotion of community gardens and urban farming. The community's heritage is valued and promoted. Residents take advantage of various recreational, educational, civic, social, arts and cultural services.

Community activities and events generate intergenerational and intercultural interest, participation and social integration. Land-use planning, infrastructure design and service delivery continue to address public safety issues. Citizen awareness, education and collaborative involvement promote a shared responsibility and ownership of community development.



COMMUNITY GARDENS:

2015 actual - 3
2036 target - ≥ 12



PEOPLE ON REGIONAL WAIT-LIST FOR SUPPORTIVE HOUSING (GREATER VICTORIA COALITION TO END HOMELESSNESS MISSION/CRD) :

2015 actual - 1,502
2018 target - $< 1,502$



PERCENTAGE OF HOUSEHOLDS PREPARED FOR A SEVEN DAY EMERGENCY DISASTER EVENT:

2015 actual - 40%
2018 target - $\geq 60\%$
2036 target - $\geq 90\%$



PERCENTAGE OF FIRE DEPARTMENT EMERGENCY INCIDENT RESPONSES WITHIN EIGHT MINUTES:

2015 actual - 91%
2036 target - $\geq 90\%$



CRITICAL INFRASTRUCTURE ASSESSMENT:

2006 actual - C-
2036 target - $\geq B$

Healthy community

ANNUAL INDICATORS



DWELLINGS WITHIN 500M OF A CENTRE OR VILLAGE:

2015 - 58.6%
 2016 - 58.8%
 2017 - NEW DATA AVAILABLE Q3 2018
 2018 target \geq 59.4%

MID-RANGE INDICATORS



SHELTER BED USE BY UNIQUE INDIVIDUALS IN GREATER VICTORIA:

2009 - 1,943
 2012 - 1,615
 2015 - 1,725
 2018 target $<$ 1,725



PERCENTAGE OF SUPPORTIVE HOUSING UNITS IN CENTRES AND VILLAGES:

2009 - new for 2012
 2012 - 12.5%
 2015 - 11.1%
 2018 target \geq 12%

2018+ ACTION AREAS

LOCAL AGRICULTURE AND FOOD SECURITY



AFFORDABLE HOUSING



Objective:

Develop a Local Agriculture and Food Security Action Plan.

Develop inclusionary zoning guidelines and provide an affordable housing summary.

Owner:

Planning

Planning

Measure:

Report to Council by Q3 2018

Completed by Q4 2018

OCP policy:

5.1.1.1

5.1.2.14

Funded:

Operating budget

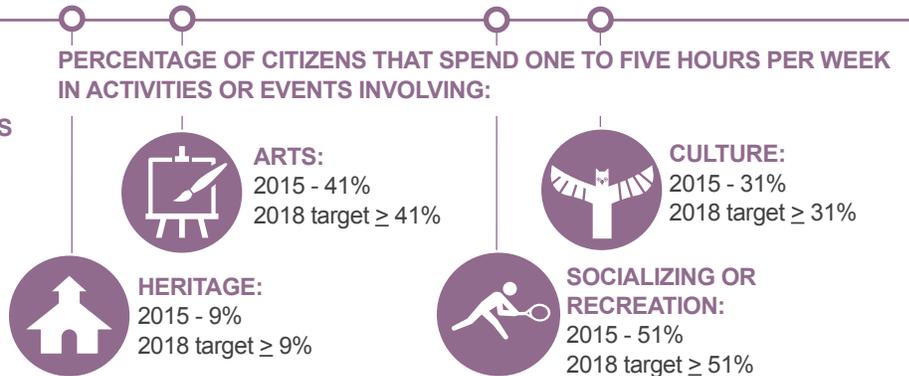
Operating budget

Informed by:

OCP

OCP

Saanich is a community of choice offering an active balanced, secure lifestyle: live well and enjoy life!



AFFORDABLE HOUSING



LOCAL AREA PLANS



Develop options for secondary detached suites.

Commence multi-year program to update the 12 Local Area Plans.

Planning

Planning

Options completed by Q4 2018

Program completed by Q4 2024

5.1.2.10

5.2.1.7

Operating budget

Operating budget

OCP

OCP



Safe community

ANNUAL INDICATORS



VEHICLE COLLISIONS INVOLVING A PEDESTRIAN:

2015 - 48
 2016 - 59
 2017 - 46
 2018 target < 50



VEHICLE COLLISIONS INVOLVING A BICYCLE:

2015 - 86
 2016 - 69
 2017 - 68
 2018 target < 71

MID-RANGE INDICATORS



PERCENTAGE OF CITIZENS SATISFIED WITH POLICE SERVICES:

2009 - 95%
 2012 - 94%
 2015 - 97%
 2018 target ≥ 97%

2018+ ACTION AREAS

PUBLIC SAFETY



OPTIMIZE RESOURCES



TRANSPORTATION SAFETY



Objective:

Migrate to Industry Canada's dedicated public safety radio frequencies.

Conduct research to support programming.

Continue to improve transportation safety.

Owner:

Fire

Police

Police

Measure:

Transition completed by Q4 2018

Review completed by Q4 2018

Locations identified and mitigation measures developed by Q4 2018

OCP policy:

5.1.4.9

5.1.4.6

5.1.4.4

Funded:

Operating budget

Operating budget

Capital and operating budgets

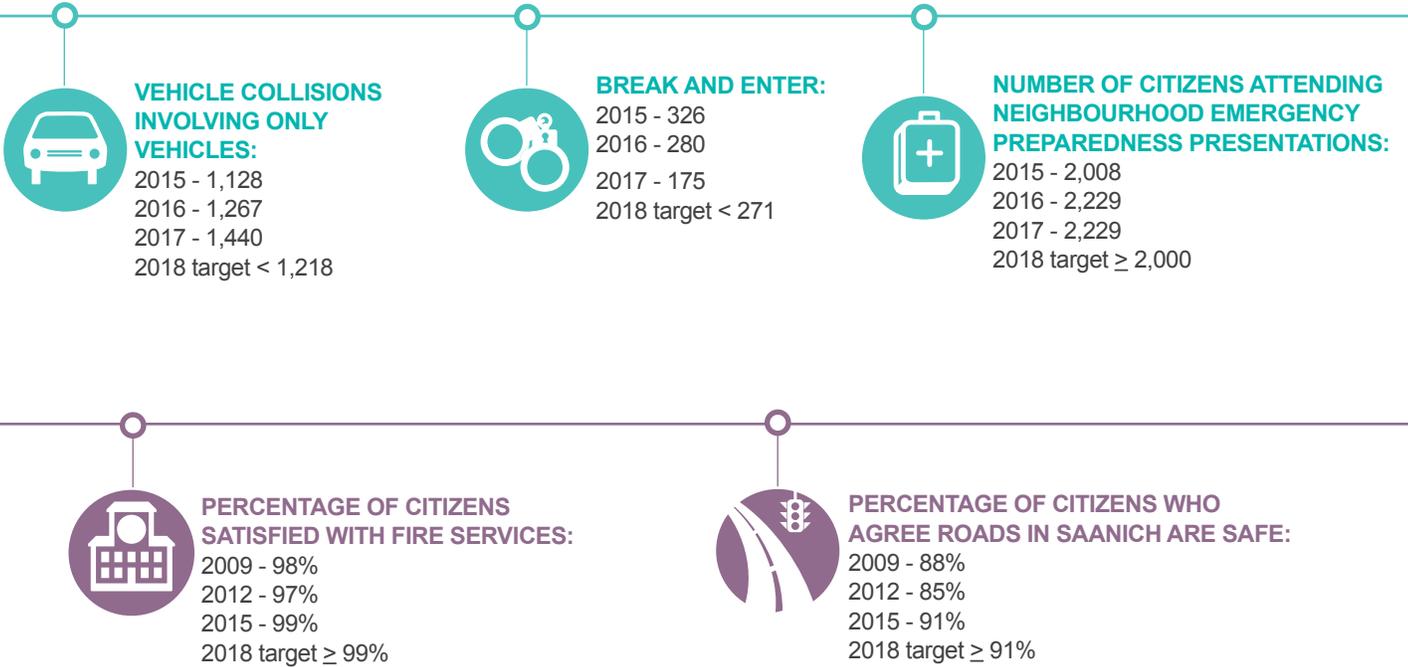
Informed by:

CREST

Police Strategic Plan

Police Strategic Plan

Saanich is a safe community for all citizens.



DISASTER PREPAREDNESS



EMERGENCY COMMUNICATIONS



Increase disaster preparedness using Departmental Operations Centre (DOC) Plans.

Increase municipal emergency communication capabilities.

Fire

Fire / Corporate Services

Plans completed by Q4 2018

Plan implemented by Q4 2018

5.1.4.8

5.1.4.8

Operating budget

Operating budget

Emergency Preparedness Improvements

Emergency Preparedness Improvements

Economic vibrancy

Long-range indicators

LONG-TERM FINANCIAL SUSTAINABILITY



MUNICIPAL DEBT SERVICING PER CAPITA:
2015 actual - \$21
2036 target - ≤ \$109



PERCENTAGE OF REVENUE GENERATED FROM PROPERTY TAX SOURCE:
2015 actual - 44%
2036 target - ≤ 55%

COMMUNITY INFRASTRUCTURE



ANNUAL INFRASTRUCTURE GAP: *
2015 actual - \$6.26 million
2016 target - \$6 million
2019 target - no infrastructure gap
* calculated from five-year Financial Plan



CONDITION ASSESSMENT BY LETTER GRADE:
2012 actual - C
2036 target - ≥ B

DIVERSIFIED ECONOMIC BASE



EMPLOYMENT BY INDUSTRY INDEX:
2012 actual - 0.71
2036 target - ≥ 0.75



PERCENTAGE OF COMMERCIAL, INDUSTRIAL AND INSTITUTIONAL AREA TO RESIDENTIAL PROPERTY AREA IN SAANICH:
2015 actual - 28.3%
2036 target - ≥ 35%

Vision of economic vibrancy

Saanich's economy is connected locally, regionally and globally, providing diverse economic opportunities, ranging from high technology to agriculture. Our economy and labour force is responsive and has the ability to adapt to change. Saanich's clean environment, skilled workforce, responsive public services and excellent community infrastructure make it an ideal location to live, work and conduct business.

Implementation of strategic economic development strategies sustains and enhances the economy and ensures long-term financial sustainability, while meeting social and environmental commitments. Saanich ensures sustainability through the provision of efficient, affordable, accessible and reliable public services, programs and utilities that meet community expectations and are achieved through careful management, fiscal responsibility, innovation, progress monitoring, community involvement and meaningful consultation.



PERCENTAGE OF CITIZENS WHO ARE SATISFIED WITH THE QUALITY OF PUBLIC SERVICES PROVIDED BY SAANICH:

2015 actual - 85%
2036 target - \geq 85%



PERCENTAGE OF BUSINESSES WHO ARE SATISFIED WITH THE SERVICES PROVIDED BY SAANICH:

2015 actual - 93%
2036 target - \geq 93%

Vibrant, connected economy

ANNUAL INDICATORS



BUSINESS GENERATED PROPERTY TAX REVENUE:

2015 - 22.7%
 2016 - 22.8%
 2017 - 23.01%
 2018 target \geq 23%

MID-RANGE INDICATORS



AVERAGE ANNUAL CAPITAL INFRASTRUCTURE REPLACEMENT FUNDING:

2009 - \$15,971,800
 2012 - \$24,396,000
 2015 - \$32,219,700
 2018 target \geq \$40,466,400

2018+ ACTION AREAS

COMMUNITY AMENITY CONTRIBUTIONS



DOUGLAS CORRIDOR / UPTOWN CENTRE



Objective:

Review options related to community amenity contributions.

Complete the Douglas Corridor / Uptown Centre Planning Study.

Owner:

Planning

Planning

Measure:

Report to Council by Q4 2018

Plan completed, background work and plan development by Q2 2019

OCP policy:

6.2.4

6.1.2

Funded:

Operating budget

Operating budget

Informed by:

OCP

OCP

Saanich is a community supported by a vibrant, diverse and connected regional economy.



VALUE OF COMMERCIAL AND INDUSTRIAL BUILDING PERMITS:

2015 - \$51,924,000
 2016 - \$28,500,000
 2017 - \$28,436,000
 2018 target \geq \$40,000,000



BUSINESS LICENCES ISSUED:

2015 - 4,508
 2016 - 4,600
 2017 - 4,738
 2018 target \geq 4,750

APPLICATION PROCESS REVIEW



SUSTAINABLE INFRASTRUCTURE



Review building permit and development application process.

Achieve sustainable infrastructure replacement levels.

Building, Bylaw, Licensing & Legal Services / Planning

Finance

Completed by Q4 2018

Sustainable levels reached by Q4 2019

6.1.1

4.2.10.4, 6.2.1

Operating budget

Capital budget

Foundational / OCP

Capital infrastructure replacement

Service excellence

ANNUAL INDICATORS



RECREATION COURSE REGISTRATIONS PROCESSED ONLINE:

2015 - 27%
 2016 - 29.6%
 2017 - 32%
 2018 target \geq 35%

MID-RANGE INDICATORS



CITIZENS WHO AGREE THAT SAANICH IS DOING A GOOD JOB IN GENERAL:

2009 - 88%
 2012 - 89%
 2015 - 86%
 2018 target \geq 89%



CITIZENS WHO AGREE THEY RECEIVE GOOD VALUE FOR THE MUNICIPAL TAXES THEY PAY:

2009 - 88%
 2012 - 86%
 2015 - 89%
 2018 target \geq 89%

2018+ ACTION AREAS

ELECTRONIC RECORDS



ASSET MANAGEMENT



Objective:

Integrate and improve the management of electronic records.

Develop an asset management road map.

Owner:

Administration

Administration

Measure:

Implementation completed by Q4 2024

Implementation completed by Q4 2019

OCP policy:

6.2.1

6.2.1

Funded:

Future operating budget - currently unfunded and unresourced

Current and future operating and capital budgets

Informed by:

Foundational

Foundational / Gas Tax Agreement

The heart of service excellence is people.



FIRE SAFETY - PUBLIC BUILDING INSPECTIONS:
2015 - 3,180
2016 - 3,200
2017 - 3,176
2018 target \geq 3,000



POLICE CALLS RESPONDED TO:
2015 - 28,571
2016 - 29,486
2017 - 30,828



CITIZENS WHO AGREE THEY RECENTLY RECEIVED GOOD SERVICE FROM SAANICH STAFF:
2009 - 93%
2012 - 88%
2015 - 91%
2018 target \geq 91%



CITIZENS WHO ARE SATISFIED WITH THE MUNICIPAL WEBSITE:
2009 - 92%
2012 - 95%
2015 - 96%
2018 target \geq 96%

INFORMATION TECHNOLOGY



Multi-year initiative to strengthen IT infrastructure.

Corporate Services

Implemented by Q4 2023

6.2.1

Capital budget

Foundational

BUSINESS TECHNOLOGY



Multi-year initiative to upgrade key business applications and programs.

Corporate Services

Implementation completed by Q4 2023

6.2.1

Capital budget

Foundational

The District of Saanich is an urban and rural municipality on Vancouver Island in British Columbia. Saanich is located north of Victoria, the provincial capital. It is the largest municipality in the Greater Victoria Region with an area of 103 square kilometres (40 square miles) and is a member municipality of the Capital Regional District.

The District was incorporated on March 1, 1906. The word Saanich means “emerging land” or “emerging people.” Saanich had a population of 115,864 citizens in 2017, making it the most populated municipality on Vancouver Island, and the eighth most populated in the province.

**For information or copies of this report,
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