

# Saanich service delivery



## Where do my tax dollars go?

Canada's federal, provincial and municipal governments all share a responsibility to ensure a high quality of life for Canadians but it is the municipal level of government that is most accessible and closest to citizens. Saanich provides an extensive array of services ranging from legislated and traditional services that we consider essential, to discretionary services—those that serve the needs and desires of Saanich citizens.

### Did you know?

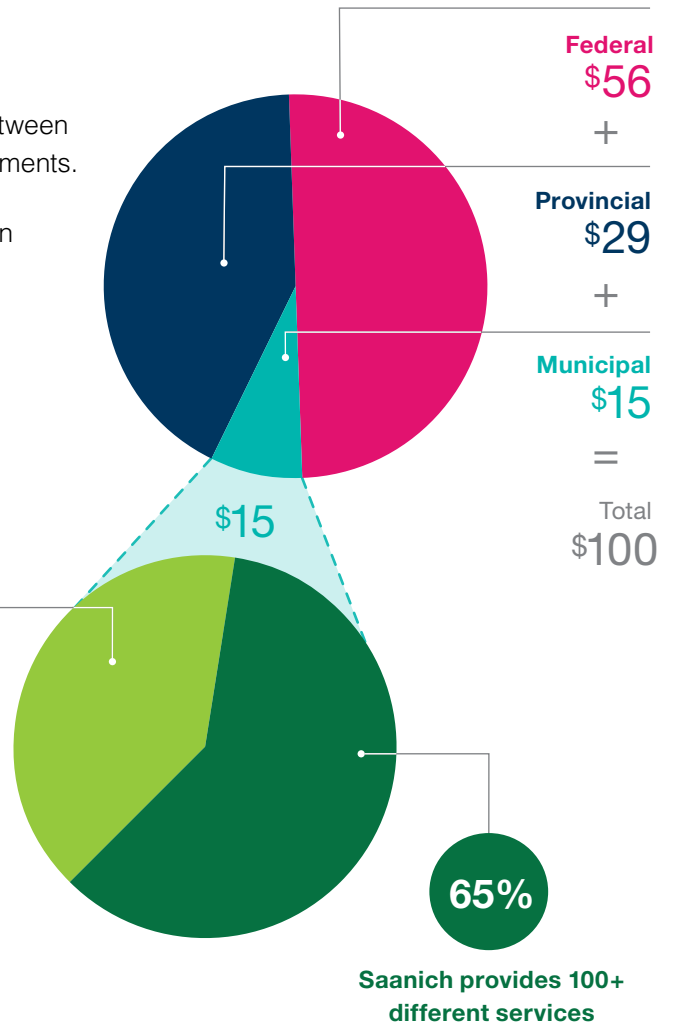
Every **\$100** the average household pays in taxes is divided between the federal (**\$56**), provincial (**\$29**) and municipal (**\$15**) governments.

- 65% of property tax that you pay to Saanich is for more than 100 different services provided directly by the municipality
- 35% is collected on behalf of other levels of government and organizations such as school districts, transit and the Capital Regional District (CRD).

### How do your municipal property taxes get distributed?

**35%** Other service providers:

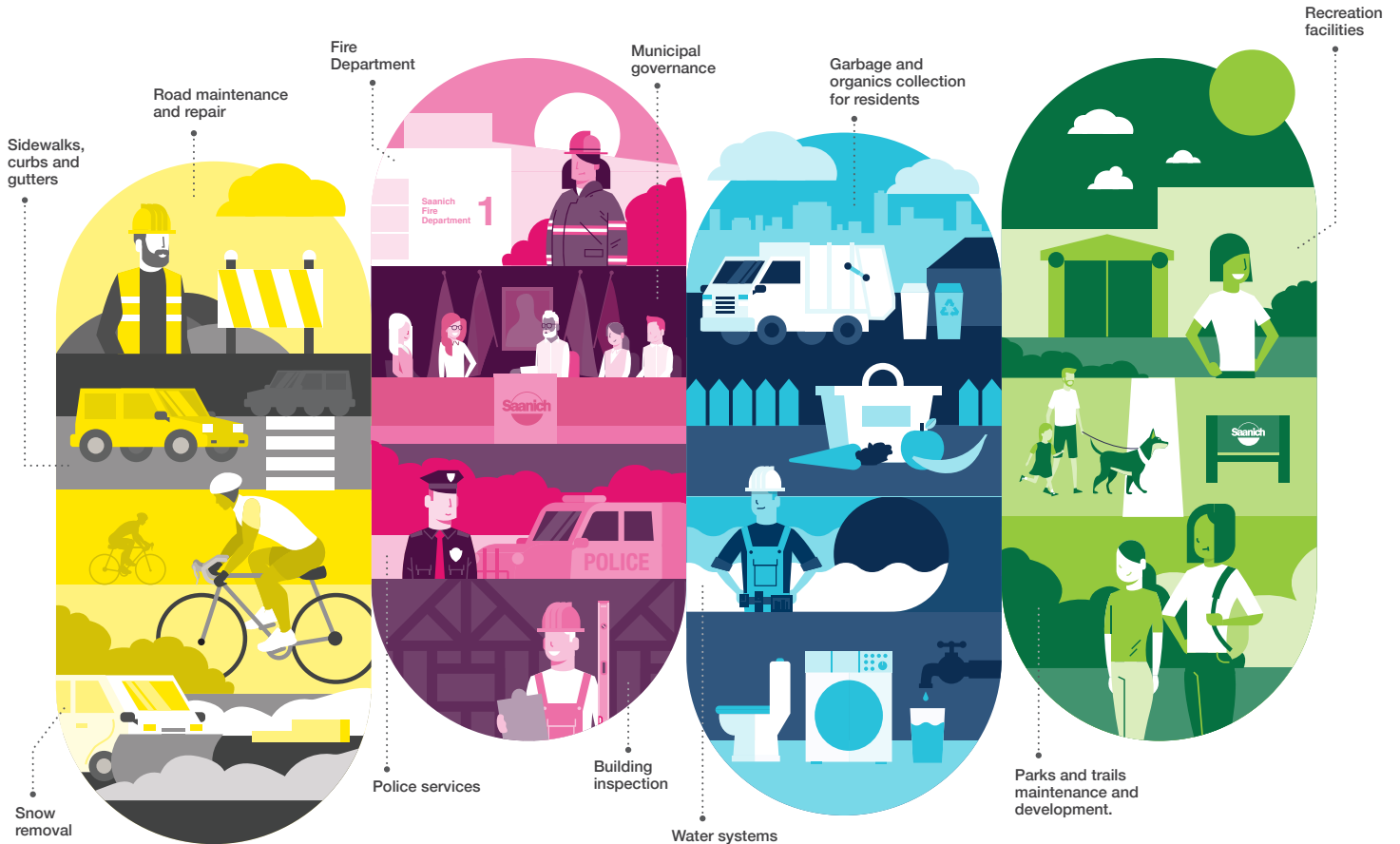
- BC Assessment Authority
- B.C. Government (School District)
- BC Transit
- Capital Regional Hospital District
- CRD
  - Affordable housing
  - Regional parks (such as Elk-Beaver Lake)
  - Regional trails (such as Galloping Goose)
  - Regional recycling and the Hartland landfill



# Delivering services in Saanich

## Services Saanich provides

A municipality plays an essential role in helping citizens and businesses enjoy and contribute to a vibrant, livable and sustainable region. This means providing the right level of services at the right cost for a diverse and growing region. These include:



## Saanich provides these services to a diverse community including:



- Homeowners
- Renters
- Developers
- Business owners
- Older adults
- Youth
- Children & families



## Legislated, traditional and discretionary services

Municipalities are required to provide many “legislated” services under the Community Charter, Labour Code, WorkSafe BC or other statutes. Some of the services Saanich provides are “traditional” – services that are generally provided by municipalities because there is public expectation they will be provided. Others are “discretionary” – services Saanich has chosen to provide which may or may not be commonly provided by local government.

### Legislated services

- Employee services (labour relations, payroll, disability and injury management, WorkSafe compliance and training)
- Property and utility tax collection
- Budgeting, accounting and financial reporting
- Purchasing
- Council meetings and minutes
- Records management and FOI
- Land and risk management
- Fire inspections
- Emergency Preparedness
- Community and current planning
- Development servicing
- Parks, trails and open spaces

### Traditional services

- Policing
- Fire services
- Recreation centres
- GIS services
- Building inspections
- Bylaw enforcement
- Website

### Discretionary services

- Golf course
- Public engagement
- Environmental services
- Social media
- Sustainability planning

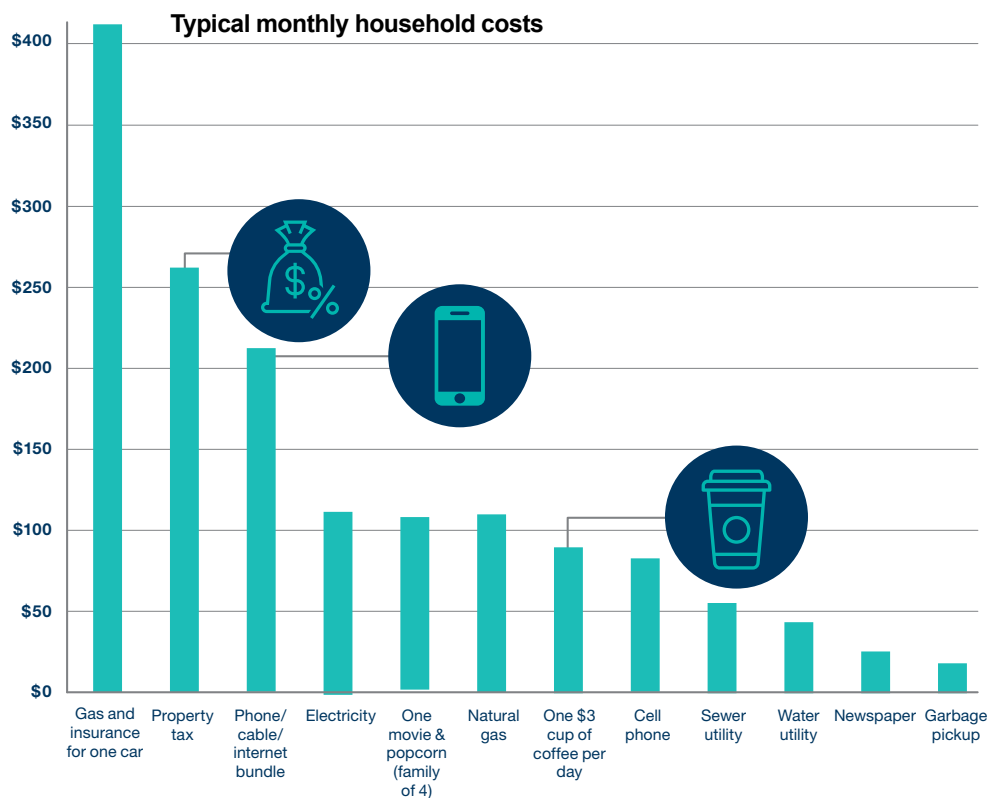




## Getting great value for your money

Saanich is a vibrant municipality where tax dollars help create an active, inclusive and safe community; a strong economy; a clean, healthy environment; and resilient, well-managed infrastructure. In Saanich, according to the 2021 Citizen Pulse Survey, 88% of residents say their overall quality of life in Saanich is good or very good. Only 51% of respondents agreed they receive good value for the municipal taxes they pay; however, 85% would recommend Saanich as a good place to live. Similarly 98% of businesses say their quality of life is good or very good, 94% of business owners indicate that Saanich is a good or very good place to operate a business and 83% say they receive good value for their taxes (2019 Saanich Business Survey results).

When considering value for money, remember that many municipal services are available 24/7. Municipal employees are always on call to deal with a wide variety of emergencies from fires and accidents to blocked drains and fallen trees.



## It's all about balance

Saanich Council and staff must balance the need to provide services, facilities, and infrastructure with the need to keep property tax and utility rate increases at manageable levels for businesses and residents.



## Dealing with rising costs

Each year, costs increase due to internal and external factors. Saanich must be able to cover increased costs to maintain the current level of services provided to residents. Some rising costs are beyond our control and are similar to what you experience in your own home: the cost of electricity, gas, phone and internet connections.

For the municipality, these costs also include wage increases for staff, the cost of asphalt for paving roads, computer system licensing and insurance for fleet vehicles. Our biggest challenge is striving to provide services in a fiscally responsible way leading to financial stability for Saanich over the long term.

## Taking care of assets

We need to continually invest in assets to support service delivery.



**Existing infrastructure maintenance and upgrades**

**New capital projects**



## Saanich's unique services

Services and features unique to Saanich include:

- More than 171 parks—from neighbourhood parks to multi-sport athletic parks to natural areas and open spaces—cover over 825 hectares with more than 100 kilometres of trails to explore.
- Signature parks known throughout the region and beyond include: Mount Douglas, Mount Tolmie, Gorge, Cuthbert Holmes, Cedar Hill, Prospect Lake and Swan Lake.
- Local area plans – 12 neighbourhood plans developed with extensive community consultation
- Public engagement – many opportunities for citizens to get involved on matters and projects that affect them and their community
- Village centres rather than a main downtown
- Urban containment boundary – specific council decisions made over the years not to expand the urban into the rural and to keep Saanich's unique blend of urban and rural lands
- Variety in our recreation facilities – four full-service community recreation centres and an 18-hole golf course





There are many services and activities that happen in and around Saanich that are the responsibility of other levels of government. In some cases, the initiatives that Saanich wants to achieve are impacted by the decisions or actions of these organizations. Saanich Council and staff participate and collaborate with other levels of government to ensure that these services and activities align with the Saanich Strategic Plan and add to the quality of life of Saanich residents. Some of our partners and their services include:

**Public transit**

BC Transit

**Education**

Province of B.C.  
and School Districts

**Health care**

Province of B.C.

**Highways**

Province of B.C.

**Recycling**

CRD

**Regional water supply**

CRD

**Solid waste**

**(Garbage/Hartland)**

CRD

**Wastewater treatment**

CRD

**Housing**

(providing affordable rental units)  
Province of B.C. and CRD

**911 services**

Province of B.C. and CRD



**Questions about the services that we deliver?**

Contact us at 250-475-5419, email [strategicplan@saanich.ca](mailto:strategicplan@saanich.ca) or visit [saanich.ca](http://saanich.ca)

View our [Draft Financial Plan 2023-2027](#)

