

Regional Water Supply 2025 Strategic Plan

What We Heard Report
May 2025

Agenda

1. Draft Strategic Plan Overview
2. Engagement Process
3. Survey Highlights
4. Summary
5. Next Steps



Mission Statement

“Together we provide reliable, high-quality drinkable water to help ensure the health and sustainability of the growing communities we serve today and in the future”



Commitments

CRD REGIONAL WATER SUPPLY 2025 STRATEGIC PLAN UPDATE

The draft plan outlines proposed strategic priorities that are intended to ensure the Regional Water Supply Service is responsive to challenges and opportunities facing the system while maintaining focus on the three long term commitments:



Provide high quality,
safe drinkable water



Provide an adequate, reliable,
long-term supply of drinkable water



Provide efficient, effective
and innovative operations of our
water system infrastructure

Strategic Plan Components

The **Mission Statement** lays out our overarching purpose, intention and objectives.

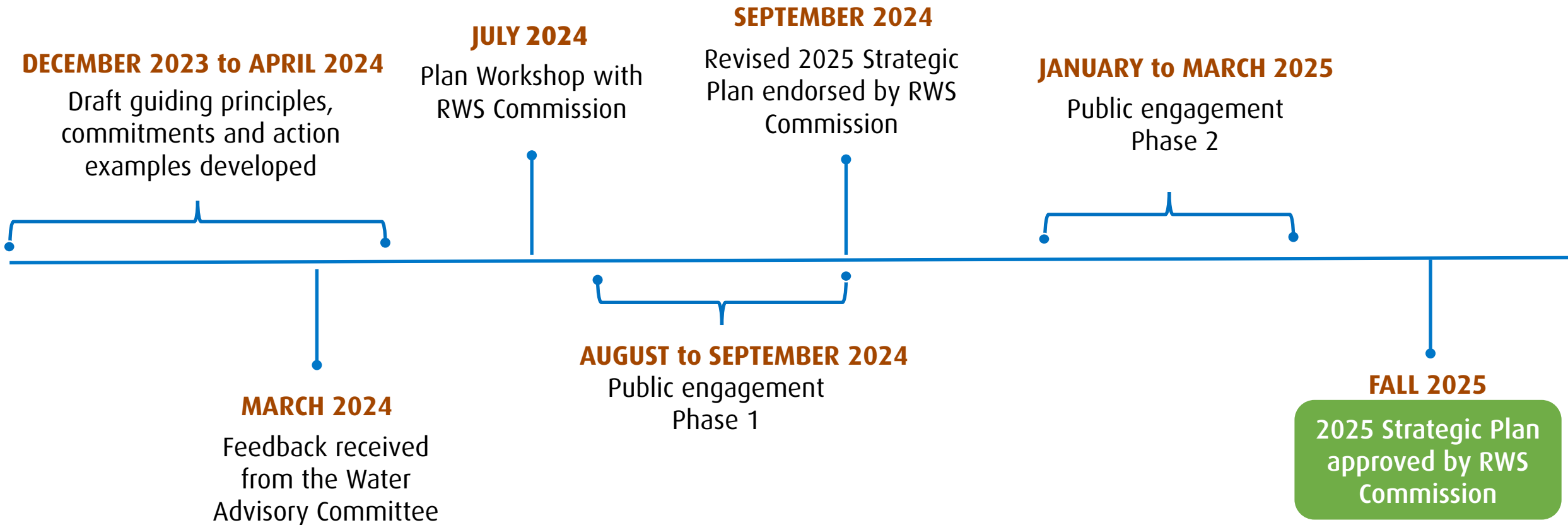
Guiding Principles reflect the current context and the factors we consider when we make decisions about all actions we take.

Commitments are three long-term promises that are foundational to achieving our service mandate. They remain stable across plans.

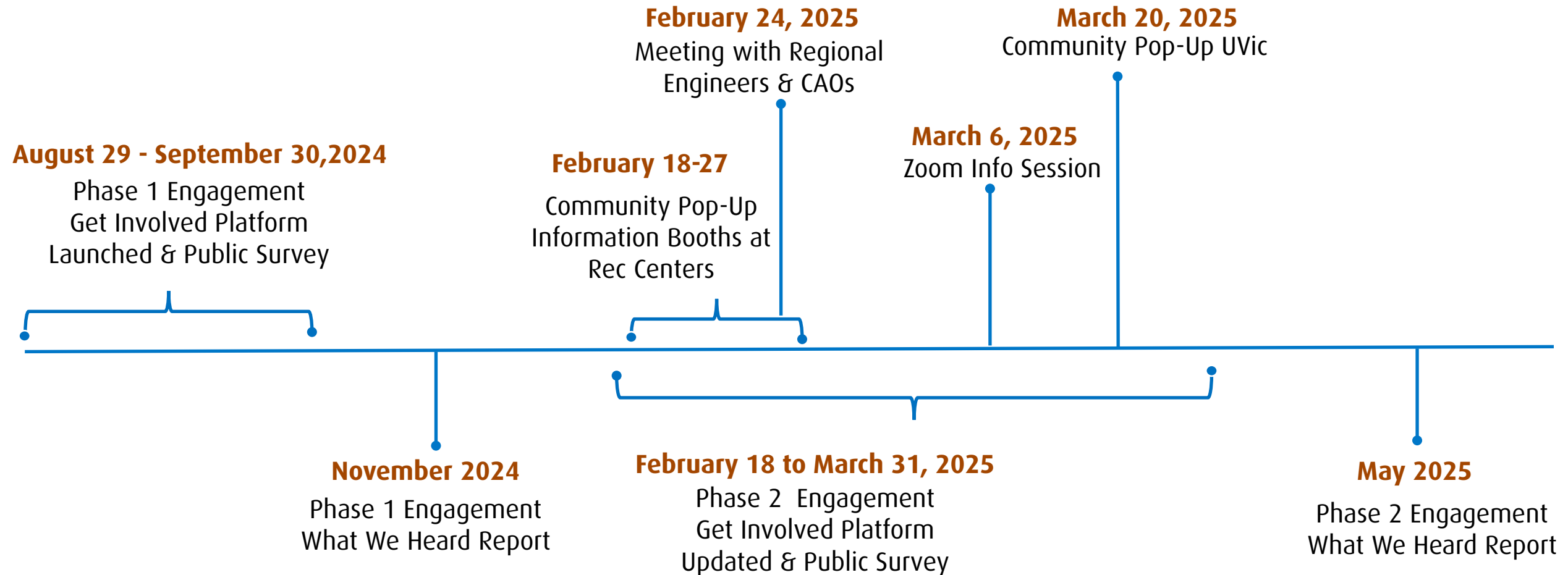
Each commitment is supported by Priorities and Actions which are reviewed every five to 10 years.



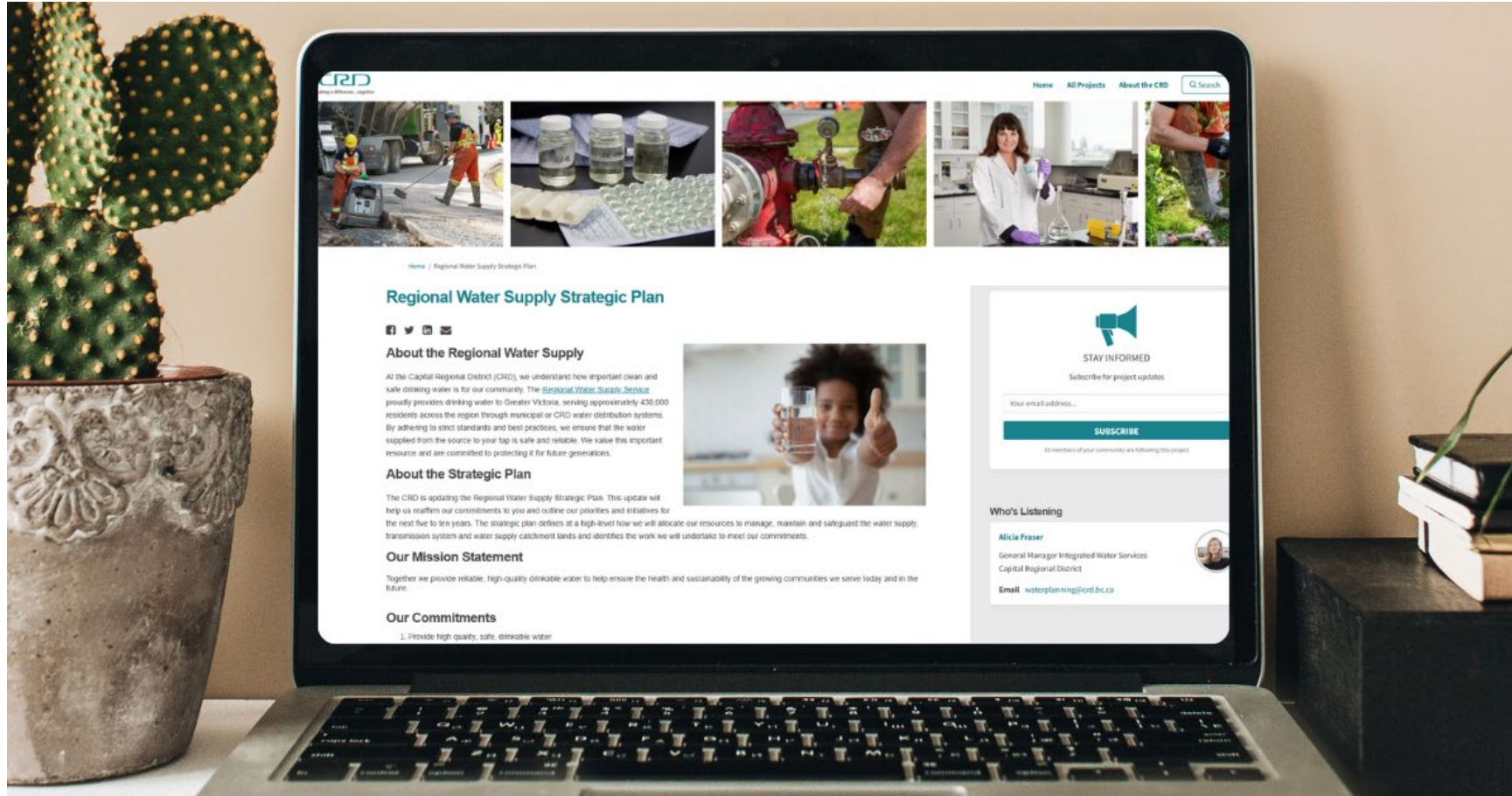
Strategic Plan Development Timeline



Overview of Engagement Process



Engagement Platform



Engagement Numbers



1,580

Visits to project webpage



450

Completed surveys



253,677

Impressions through paid posts on social media



130 – 200*

Approximate people reached through community information booths



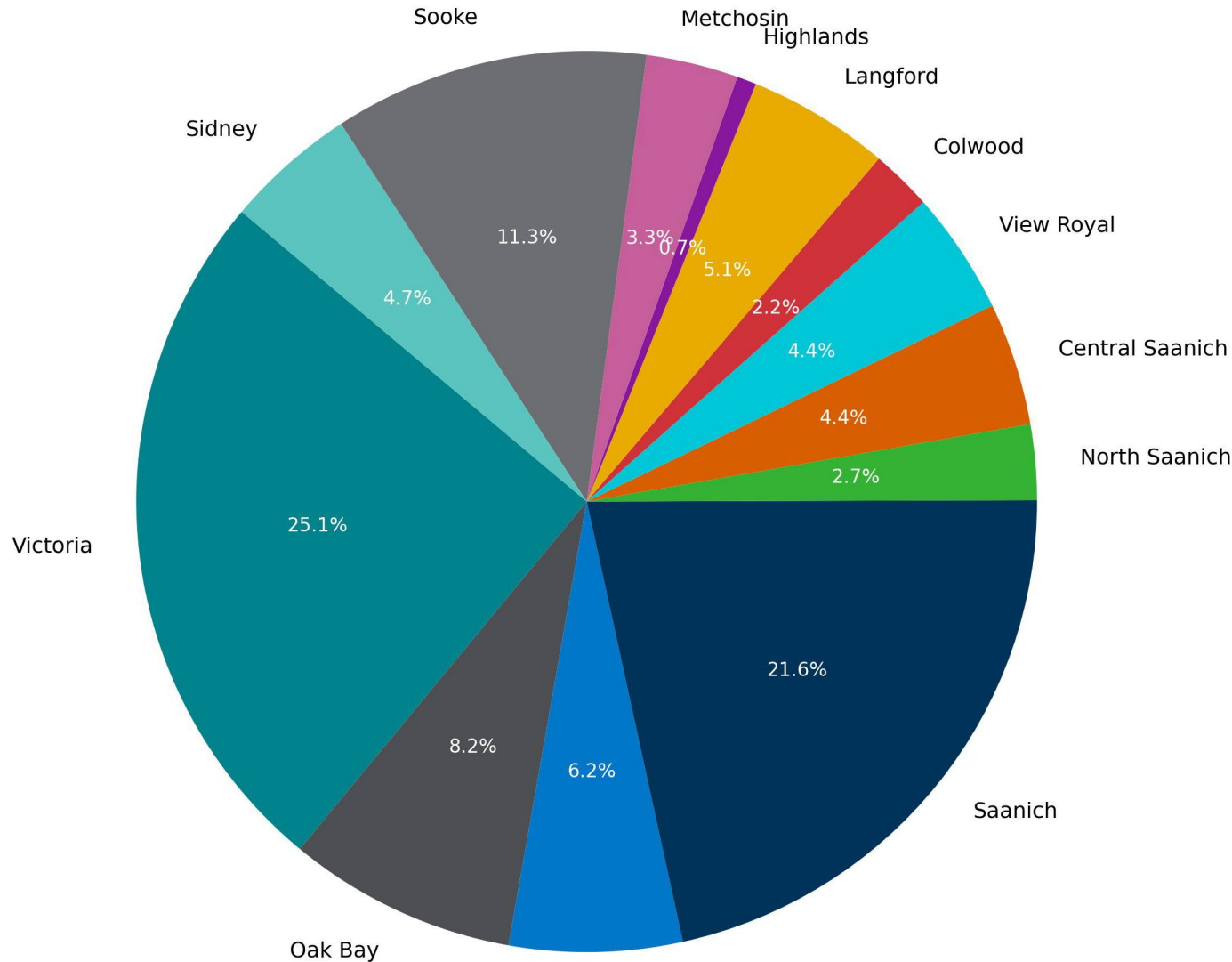
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Attendants to online information session
(session was recorded and posted online)



Survey Highlights

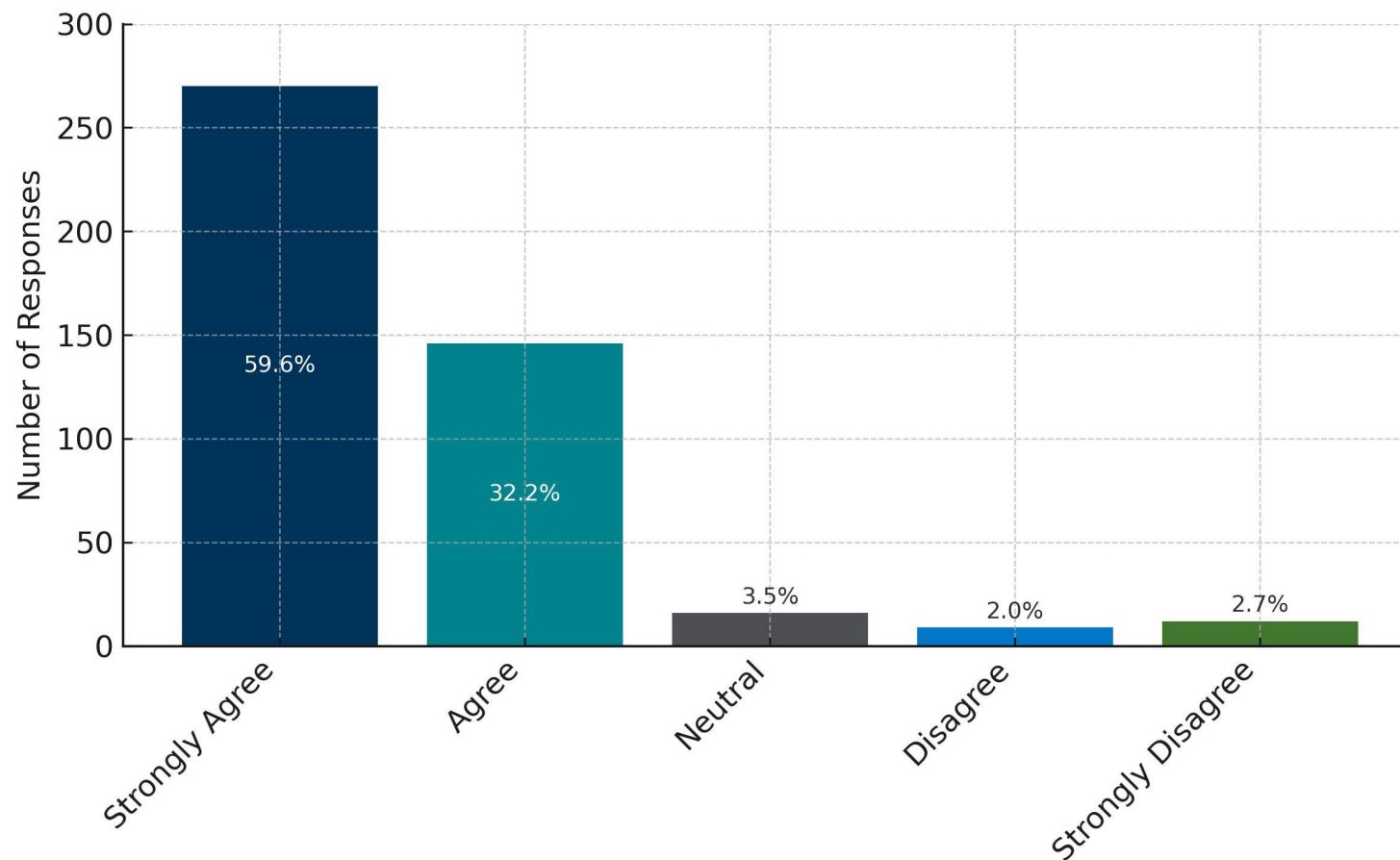
Community Participation



Community	# Responses	% Responses
Central Saanich	20	4.4%
Colwood	10	2.2%
Esquimalt	28	6.2%
Langford	23	5.1%
Metchosin	15	3.3%
North Saanich	12	2.7%
Oak Bay	37	8.2%
Saanich	97	21.6%
Sidney	21	4.7%
Sooke	51	11.3%
Victoria	113	25.1%
View Royal	20	4.4%
Highlands	3	0.7%

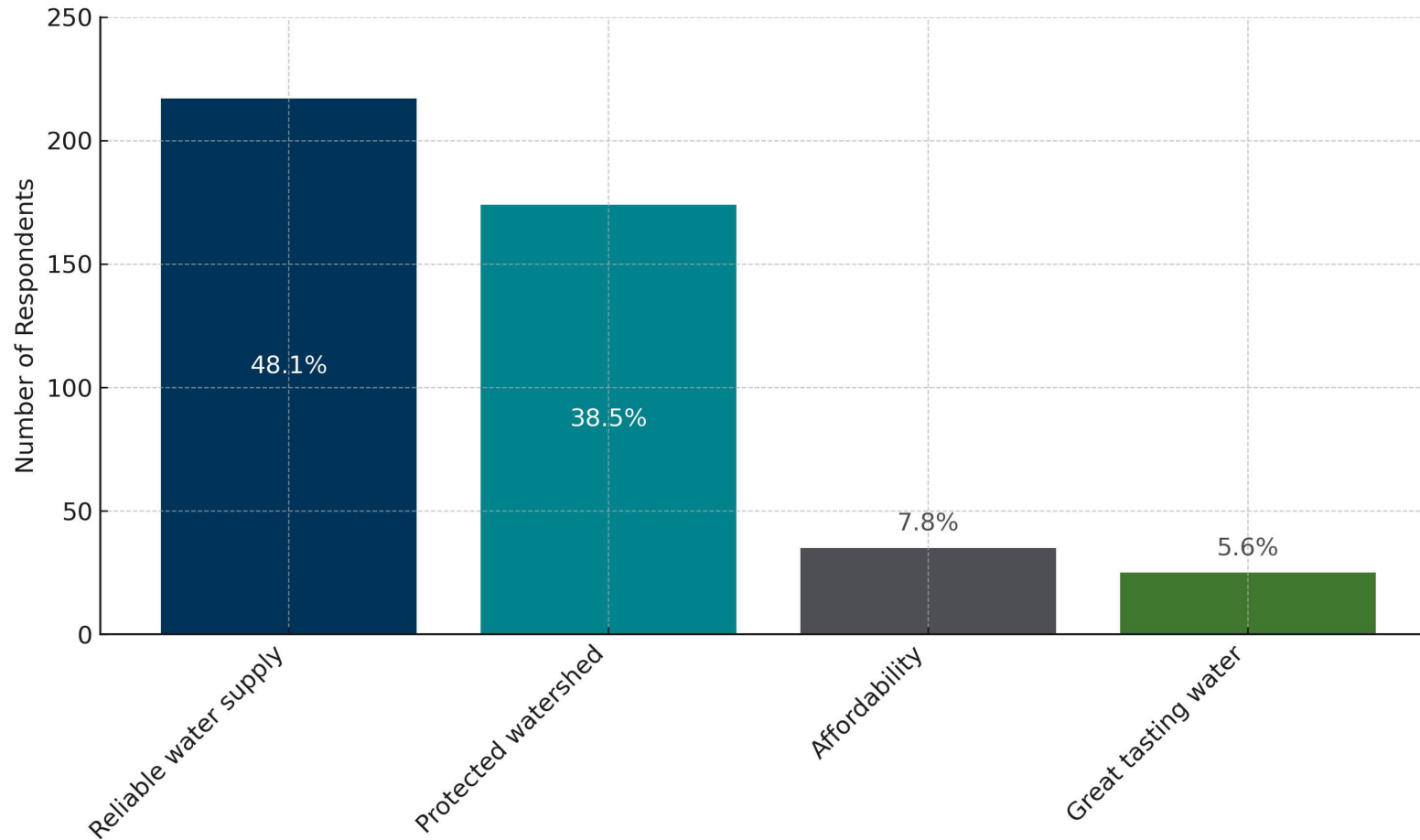
Meeting Expectations

Rate your level of agreement or disagreement with the statement below:
“Historically, the Regional Water Supply Service has met my expectations.”



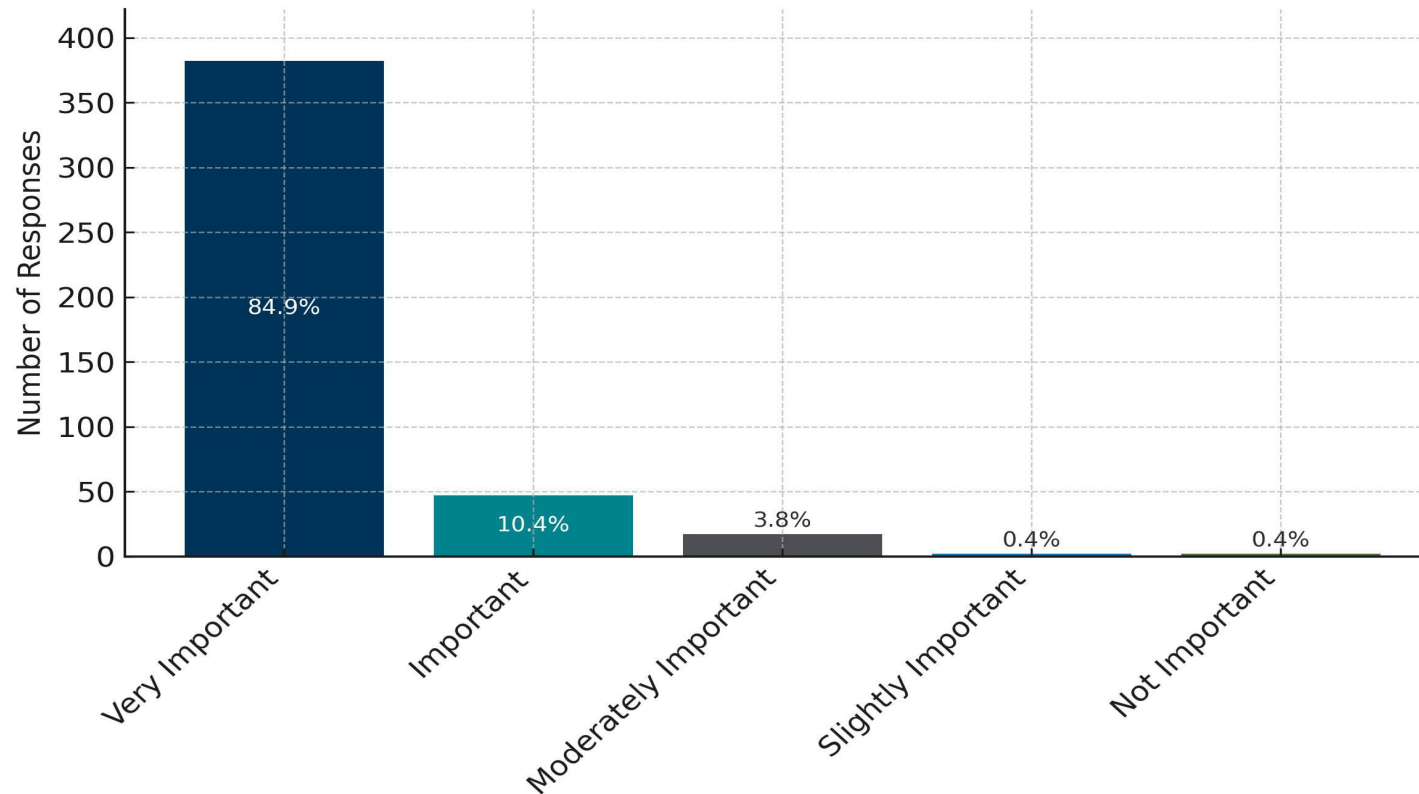
What Do You Value Most

Rank what aspect of the Regional Water Supply Service you value the most.



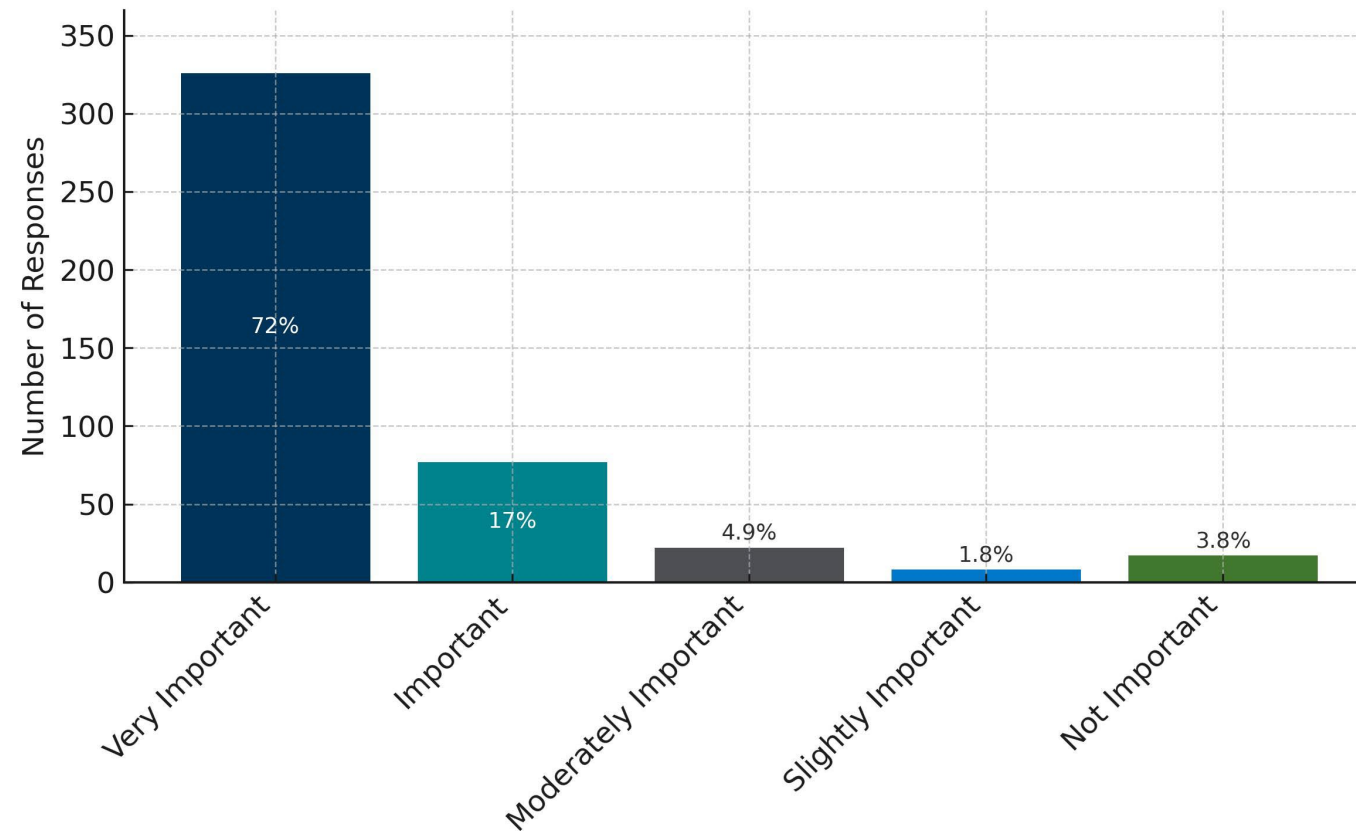
Investment in High Quality, Safe & Reliable Drinkable Water

Reflecting on our current water supply and future water needs, how important is it that the CRD continues to invest in high quality, safe and reliable drinkable water?



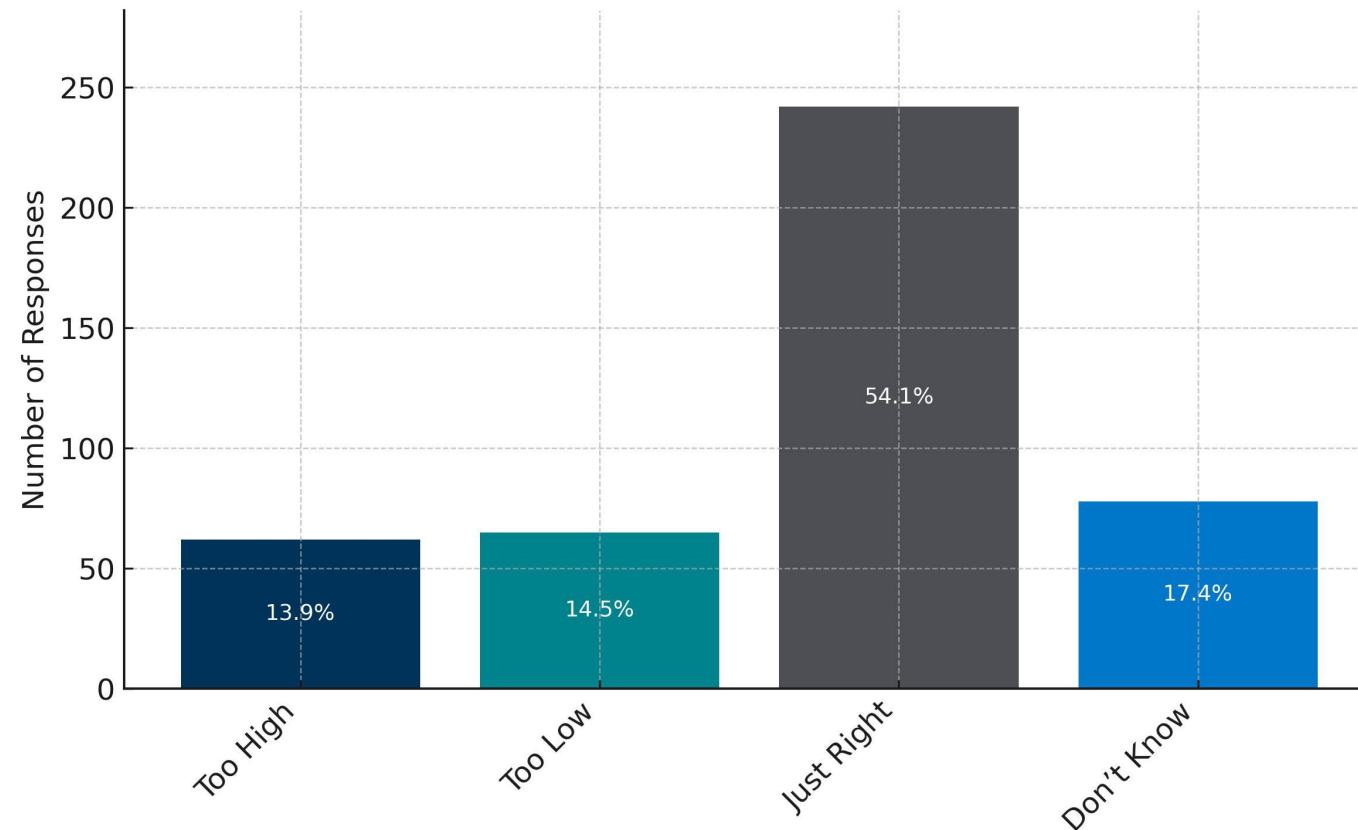
Environmental Impacts

Changing weather patterns, warming temperatures and a growing population are changing the supply, demand and usage of water. How important is it to you that the CRD adapts to climate change and prioritizes investments in long-term strategies to ensure a reliable water supply for future generations?



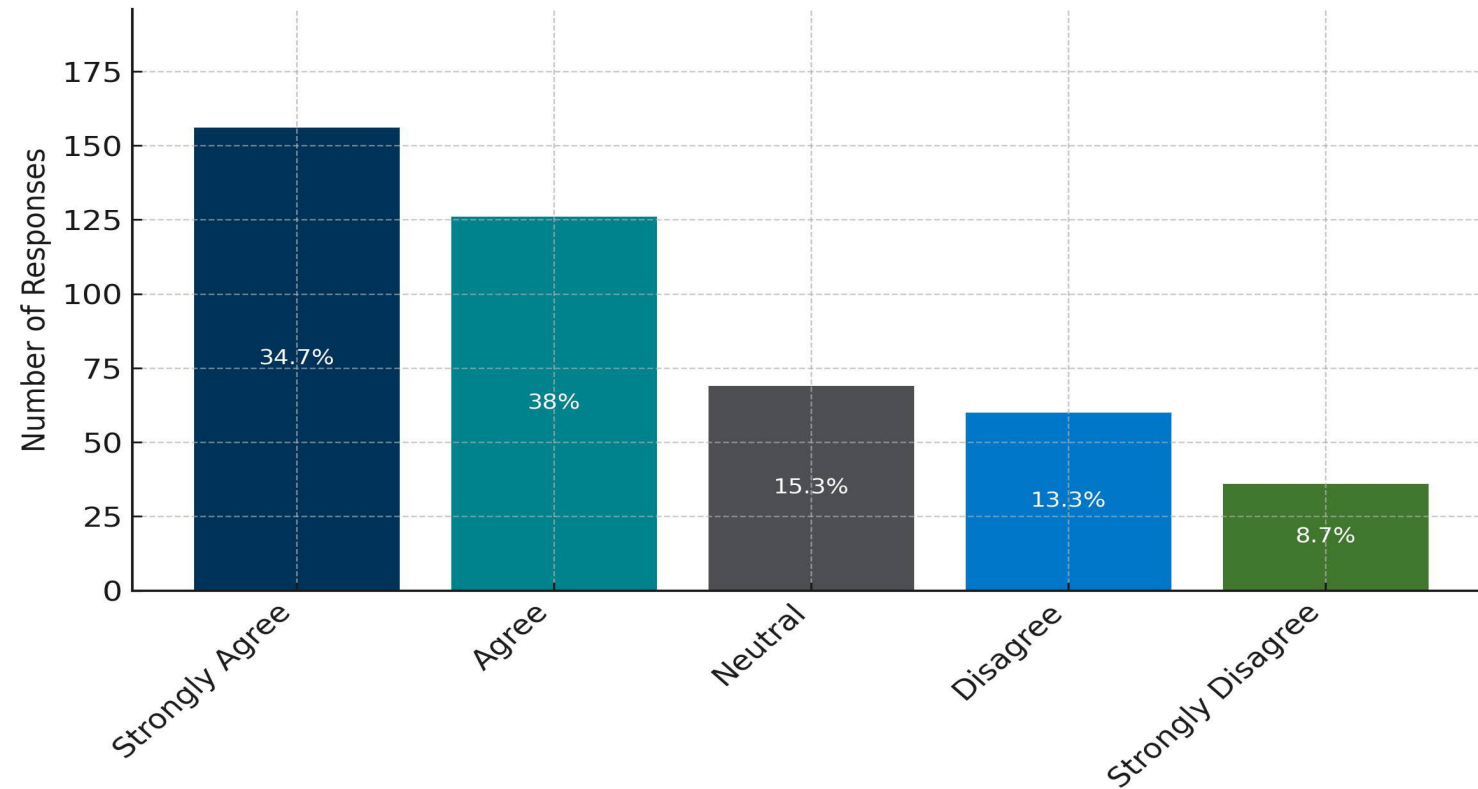
Affordability

To keep costs affordable, the draft Strategic Plan balances infrastructure investments and continuous innovation with fiscal responsibility and efficiency. When you consider the value, importance and benefit of clean, drinkable water, would you say the current costs for your home or business are:



Water Conservation

Please rate your level of agreement or disagreement with the following statement: "The CRD should promote and enforce year-round water conservation, even when water shortages are not expected."



Areas for Growth

If there were something you could improve about the Regional Water Supply Service, what would it be?

Summary of Themes

1. Planning for Growth and Future Demand
2. Emergency Preparedness and Resilience
3. Accountability and Oversight of Development Impacts
4. Transparency and Public Communication
5. Innovation and Infrastructure Investment



Summary

1

91.8% of respondents expressed confidence in the historical performance of the Regional Water Supply Service which aligns with CRD's Regional Resident Experience Survey that showed 92.4% of respondents rated CRD water service delivery as moderately to highly effective

2

Strong public support for all commitments

3

Strong public support for the direction of the 2025 Strategic Plan in terms of investments in:

- infrastructure, clean, safe and reliable water
- watershed management
- affordability of water rates





Next Steps

Final revisions to the 2025 Regional Water Supply Strategic Plan will incorporate:

- Public feedback
- First Nation input
- Staff expertise

Final draft will be presented to the Regional Water Supply Commission for review and approval in the Fall of 2025.



Questions?



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Capital Regional District



CRDVictoria