

# What We Heard Report

## Regional Water Supply 2025 Strategic Plan: Community Engagement (Phase 1)

Capital Regional District | November 12, 2024

### Background

An online survey was made available for public input from August 29 to September 30, 2024. The survey was designed to understand public interest in the Regional Water Supply Strategic Plan's commitments and how they prefer to be engaged for future engagement.

The survey consisted of nine questions asking about age and location demographics, support levels for the commitments, how people want to stay informed about the Strategic Plan and how people want to provide feedback about the Strategic Plan. Participants also had the opportunity to provide comments as part of the survey. 297 individual responses were received. A summary is provided below.

### Response Summary

#### Demographic questions

##### Question 1: Where do you live?

Responses were received from all 13 municipalities, rated as a percentage of total responses received and ranked greatest to least. Please note that 2 of the 297 respondents chose to skip this question.

1. Victoria (21.0%)
2. Saanich (20.0%)
3. Sooke (13.6%)
4. Langford (12.2%)
5. Oak Bay (5.8%)
6. View Royal (5.1%)
7. Colwood (4.7%)
8. Esquimalt (4.1%)
9. Central Saanich (3.7%)
10. North Saanich (3.7%)
11. Sidney (3.4%)
12. Metchosin (1.4%)
13. Highlands (1.4%)

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### Question 2: What is your age range?

Responses were received from six of the seven age groups, rated as a percentage of total responses received and ranked greatest to least. Please note that 6 of the 297 respondents chose to skip this question.

1. 65+ years old (41.6%)
2. 55-64 years old (19.2%)
3. 35-44 years old (18.6%)
4. 45-54 years old (12.4%)
5. 25-34 years old (6.9%)
6. 19-24 years old (1.4%)
7. Under 18 (0%)

**Note:** 60.8% of total survey respondents were aged 55+ and 39.3%% of respondents were aged 19-55.

### Questions about the Commitments

#### Question 3: Reflecting on our water supply and future needs, how important are the following commitments to you?

Respondents were given a Likert Scale to rate how important each commitment was to them. The scale had five selection options: **Not Important, Neutral, Somewhat Important, Important and Very Important**. Overall, all three commitments resonated with the majority of respondents, with most respondents indicating the commitments were Very Important or Important to them. See chart below for detailed responses to each commitment.

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Commitment	Not Important	Neutral	Somewhat Important	Important	Very Important	Total Responses
Provide high quality, safe, drinkable water	0	3	3	9	282	297
Provide an adequate, long-term supply of drinkable water	2	3	4	20	267	296
Provide efficient, effective and innovative operations of water system infrastructure	6	6	24	72	186	294

Question 4: Do the above commitments meet your needs as a customer? If no, why not? (Question 5)

Respondents were given an option of Yes or No. If respondents clicked No, a secondary question of **Why Not** was asked (**Question 5**). 81% of respondents said the commitments met their needs as customers and 19% of respondents said the commitments did not meet their needs.

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For those who said the commitments did not meet their needs, comments focused on the following topics:

- Emergency preparedness
- Food security
- Agricultural use
- Climate change
- Watershed ecosystems
- Affordability
- Population trends
- Water conservation
- Sustainable service delivery
- Transparency
- Treated water use
- Safety
- Education (how the Regional Water Supply works)

### Question 6: What is the best way to keep you informed about the Strategic Plan? (check all that apply)

Preference responses were noted in all seven categories, rated as a percentage of total responses received and ranked greatest to least. Please note that 11 of the 297 respondents chose to skip this question.

1. Email (29%)
2. Social Media (19%)
3. CRD Website (17%)
4. Newspaper (14%)
5. Radio (10%)
6. TV News (9%)
7. Other (1%)

**NOTE:** Percentages above are calculated on the total number of responses provided (637), (remembering that respondents could select more than one response), divided by the total number of responses per category.

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### Question 7: How do you prefer to provide feedback about the Strategic Plan? (check all that apply).

Preference responses were noted in all eight categories, rated as a percentage of total responses received and ranked greatest to least. Please note that 16 of the 297 respondents chose to skip this question.

1. Online Survey (38%)
2. Email (29%)
3. Online/Virtual Open House (14%)
4. In person open house (9%)
5. Written letter (4%)
6. Paper survey (drop off or mail in) (4%)
7. Phone survey (1%)
8. Other (less than 1%)

**NOTE:** Percentages above are calculated on the total number of responses provided (537), (remembering that respondents could select more than one response), divided by the total number of responses per category.

### Question 8: Is there anything more you would like to know about the Regional Water Supply Services and our commitments?

91 responses were received. Comments varied and included several comments related to services beyond the Regional Water Supply. Of the comments related to the drinking water service, respondents indicated a desire to learn more about the following topics:

- Emergency preparedness
- Environmental protection
- Population growth
- Drought management
- Sustainability
- Cost
- Safety
- Filtration and the future treatment plant
- Risk
- Logging within the watershed

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- Watershed management
- Affordability
- Planning and project management for Regional Water Supply
- Demand management
- Water quality
- Education about the Regional Water Supply
- Grey water use
- Rainwater use
- Water conservation

### Question 9: Do you have anything else you would like to share with us about the Regional Water Supply Strategic plan?

104 responses were received. Comments varied and included several comments related to services beyond the Regional Water Supply. Of the comments related to the strategic plan, comments focused on the following topics:

- Emergency preparedness
- Environmental protection
- Water access (including equitable access to water)
- Watershed ecosystems
- Population growth
- Drought management
- Sustainability
- Cost
- Affordability
- Support for current water management
- Filtration and the future treatment plant
- How to stay informed about the Strategic Plan
- Watershed management
- Demand management
- Water quality
- Watershed tours

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- Grey water use
- Rainwater use
- Water conservation

### Conclusions

Overall, the commitments resonated with the majority of respondents, with 94% of respondents indicating the commitments were Very Important or Important to them.

Responses from the Phase 1 Strategic Plan engagement indicate Phase 2 engagement for the Regional Water Supply Strategic Plan should use digital tools to share information or collect feedback. This includes but is not limited to providing online surveys, virtual information sessions/open houses, social media and an email address where people can provide unscripted responses.

Education and learning about the water supply were also common themes amongst the survey comments. Many respondents noted a lack of understanding of how the water system works, where their water comes from, how the watershed is managed and how all the pieces connect to one another. These inputs will be used to inform phase 2 engagement materials and aligns with proposed actions in the Strategic Plan under commitment #2 - Enhance public connection and confidence of the water supply and value of water.

The survey also revealed less uptake from younger age categories. This could be due to lack of awareness as well as various day-to-day realities of competing for time and attention. To reach a broad range of participants, phase 2 engagement activities will include digital advertising on social channels as well as planned displays or information booths at community locations such as recreation centres or libraries.

### Appendices

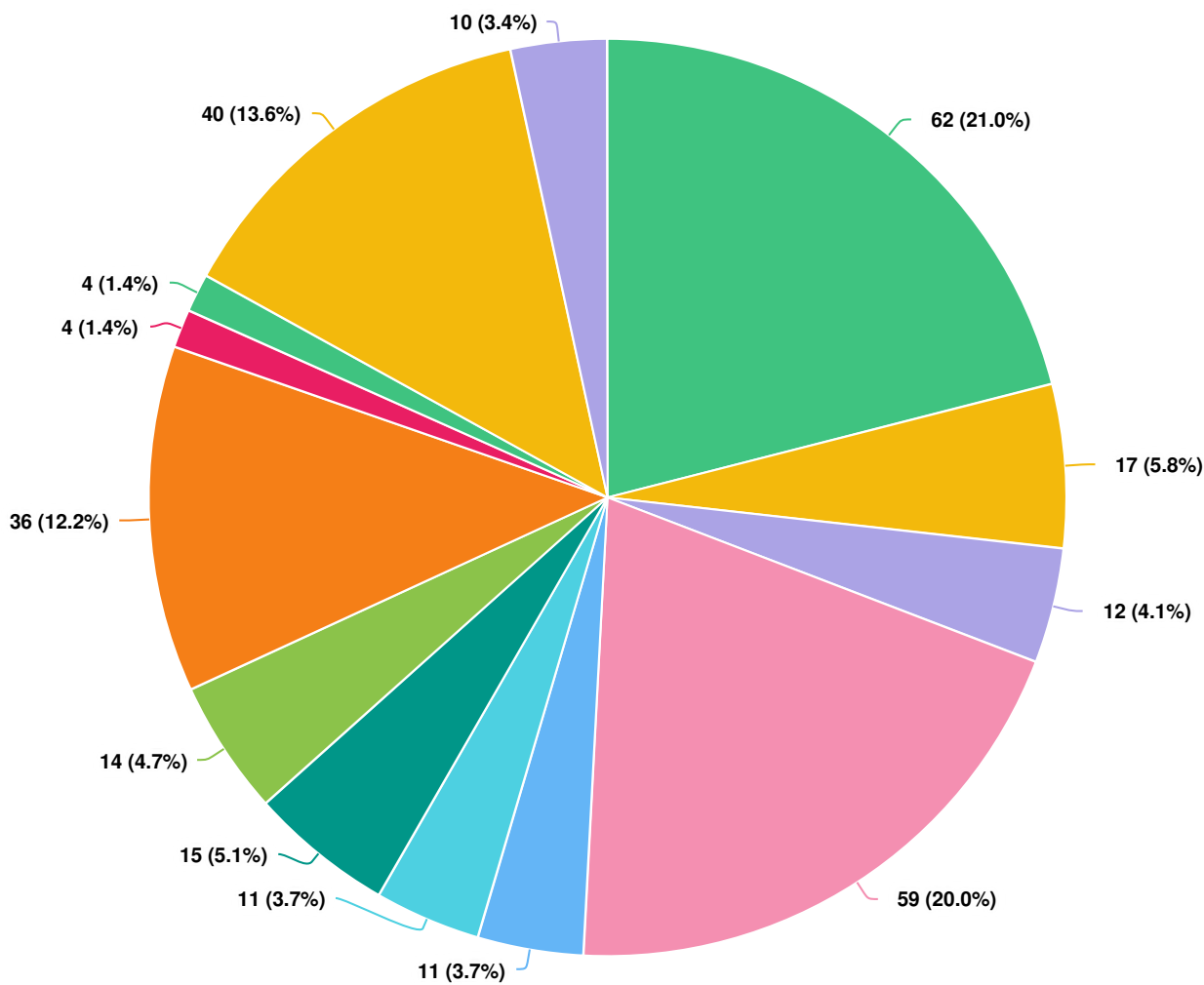
Survey Results

ENGAGEMENT TOOL: SURVEY TOOL

Integrated Water Services - Strategic Plan 2025

Visitors	390	Contributors	289	CONTRIBUTIONS	297
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Where do you live?



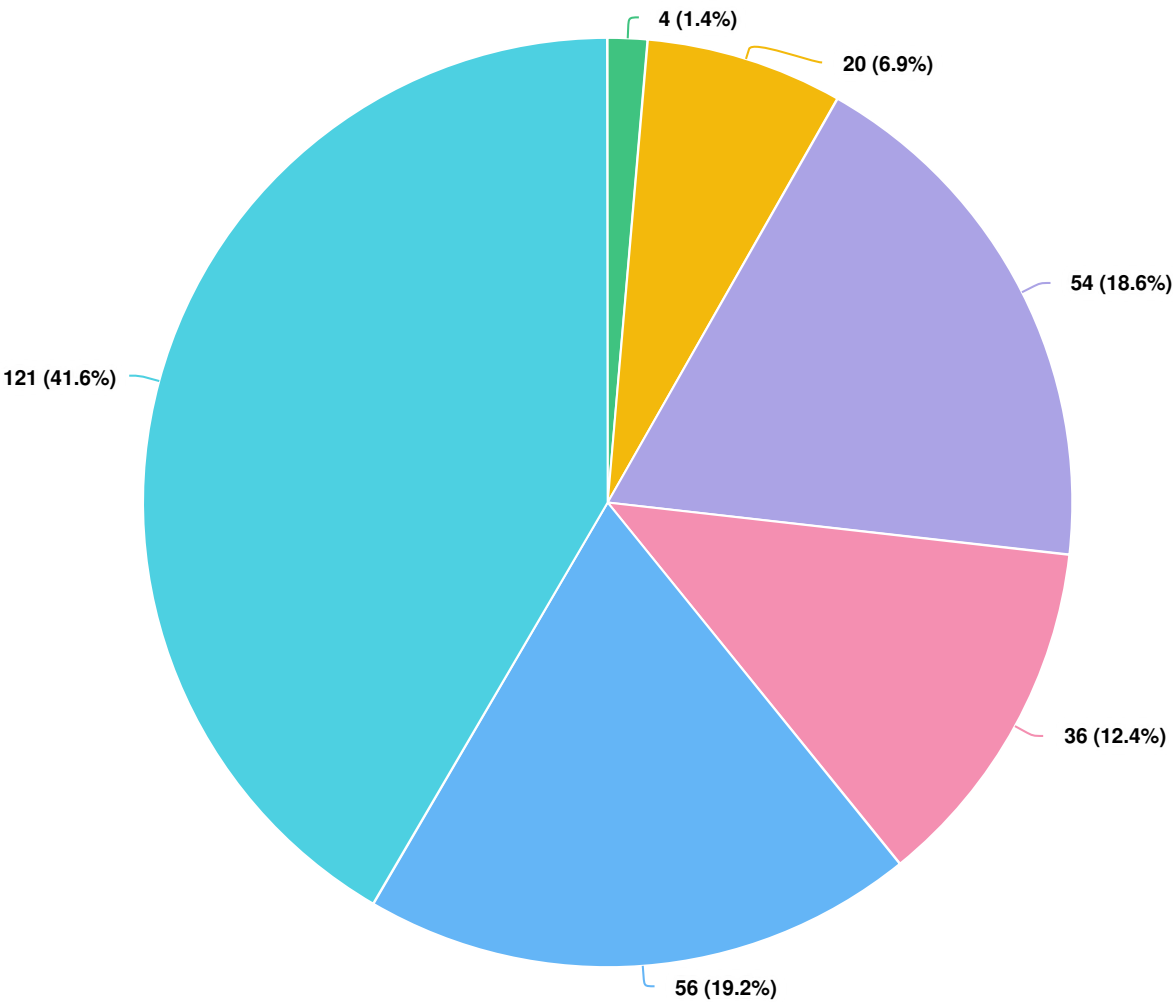
- Question options**
- Victoria
  - Oak Bay
  - Esquimalt
  - Saanich
  - North Saanich
  - Central Saanich
  - View Royal
  - Colwood
  - Langford
  - Highlands
  - Metchosin
  - Sooke
  - Sidney

Optional question (295 response(s), 2 skipped)

Question type: Radio Button Question



What is your age range?



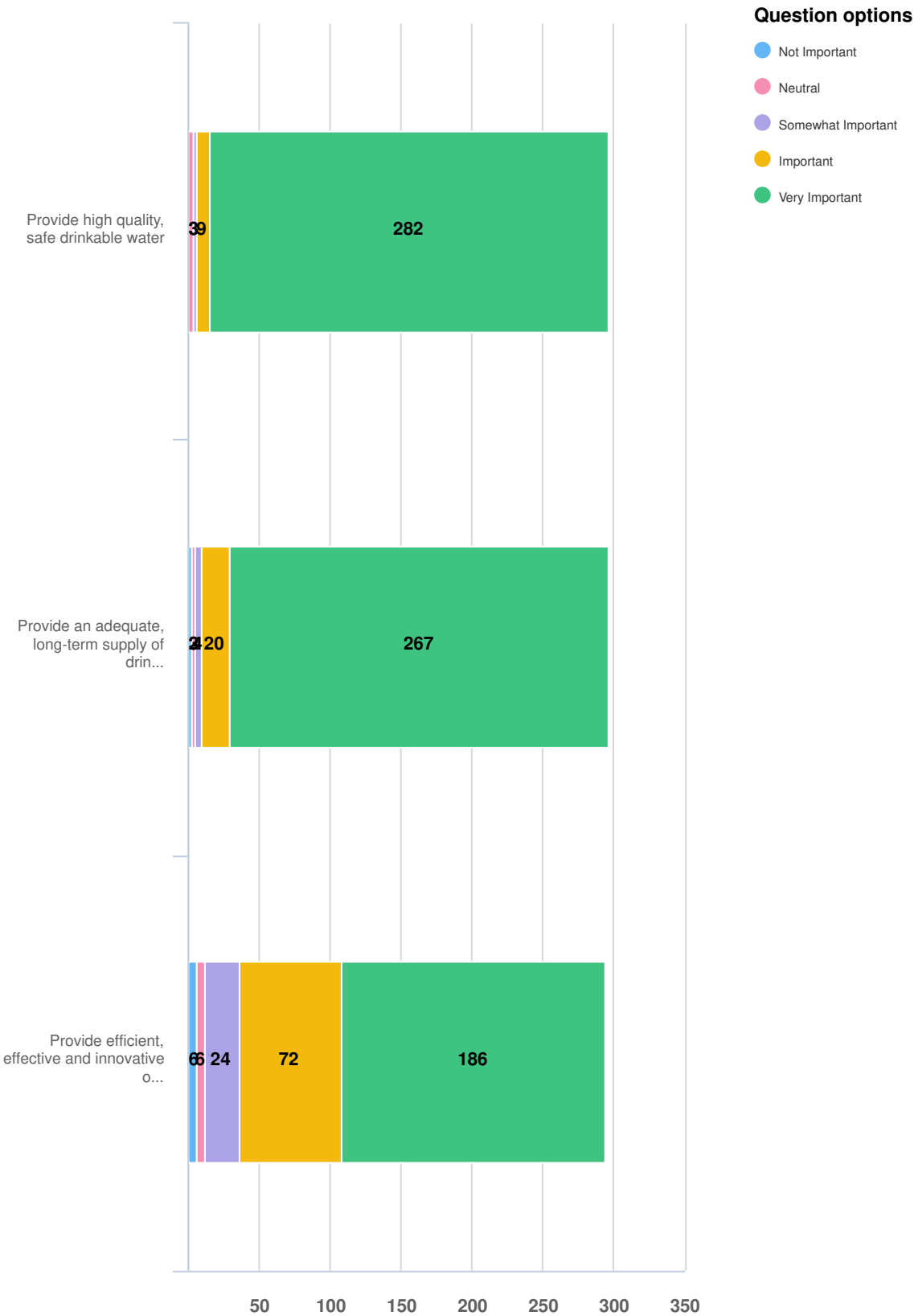
Question options

19-24 25-34 35-44 45-54 55-64 65+

Optional question (291 response(s), 6 skipped)

Question type: Radio Button Question

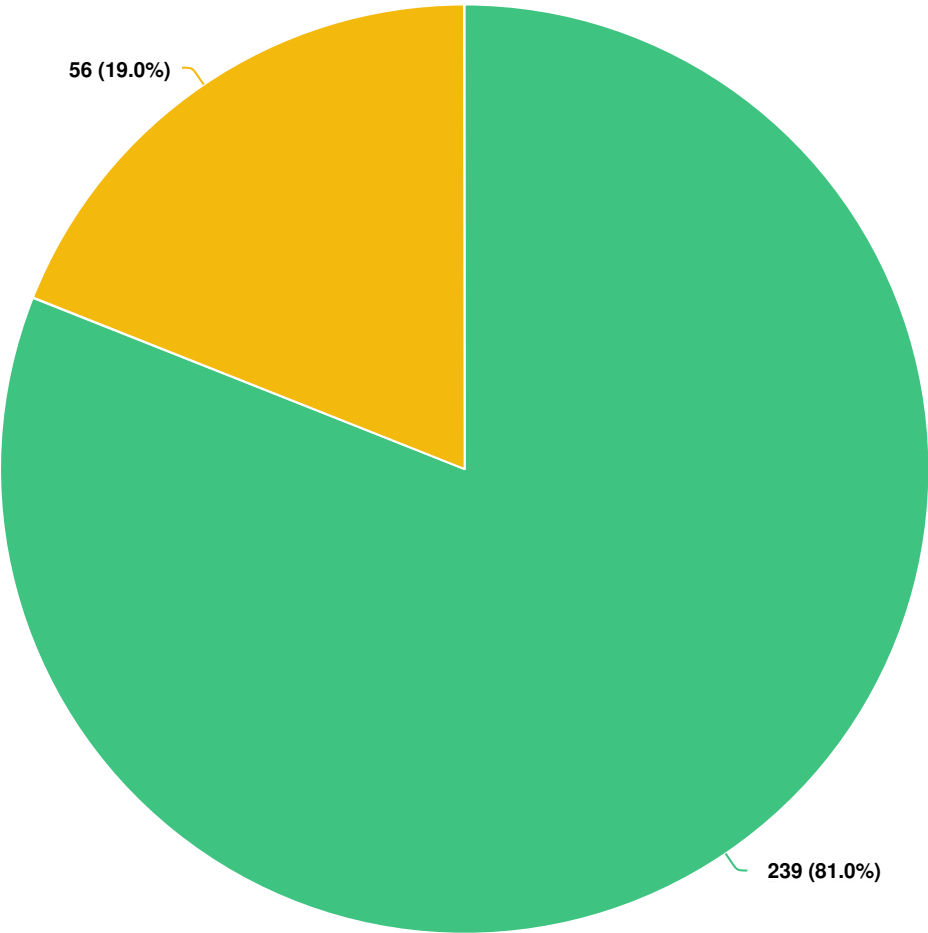
Reflecting on our water supply and future needs, how important are the following commitments to you?



Optional question (297 response(s), 0 skipped)

Question type: Likert Question

Do the above commitments meet your needs as a customer?

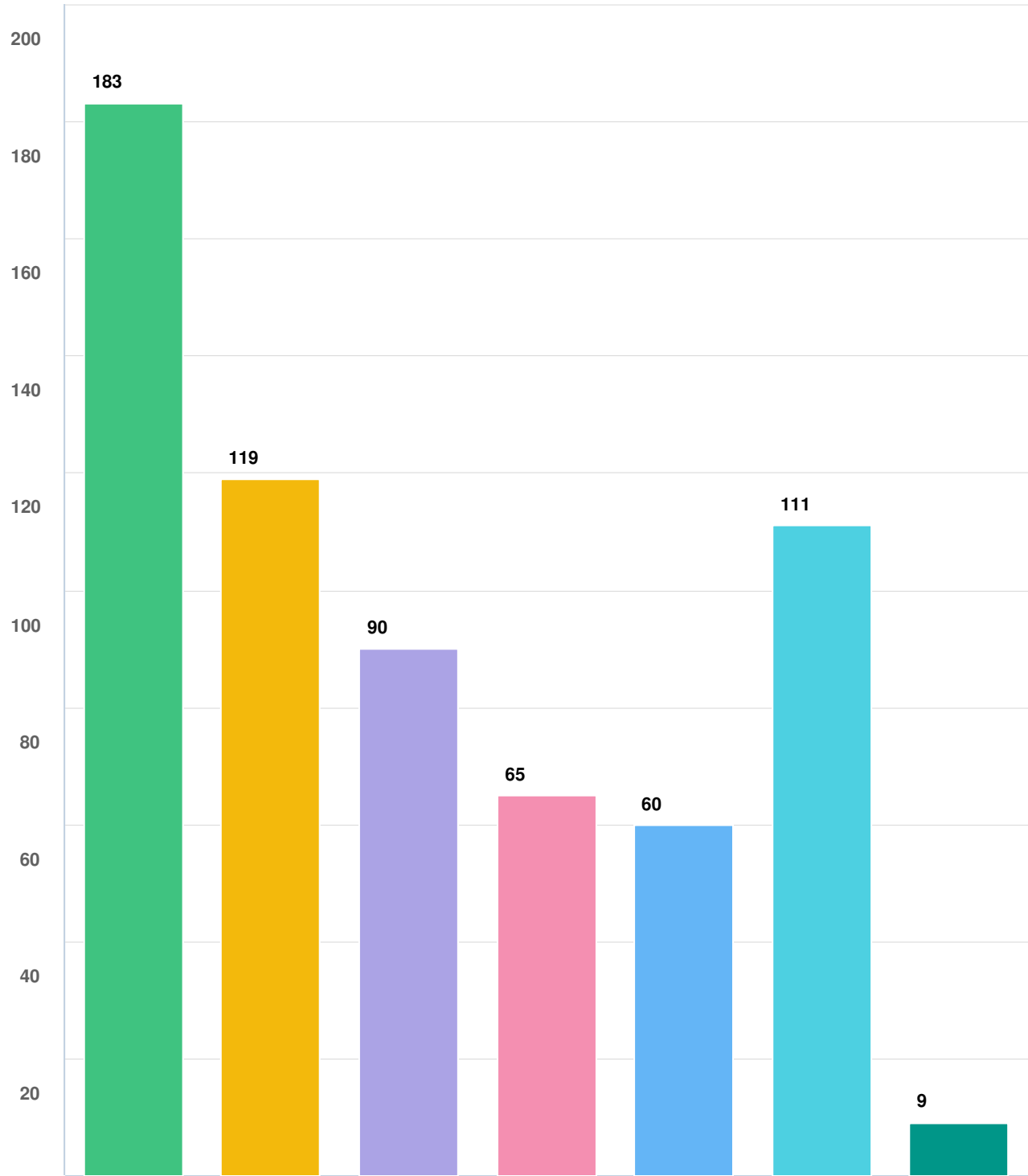


Question options

- No
- Yes

Optional question (295 response(s), 2 skipped)  
Question type: Radio Button Question

What is the best way to keep you informed about the Strategic Plan? (check all that apply)



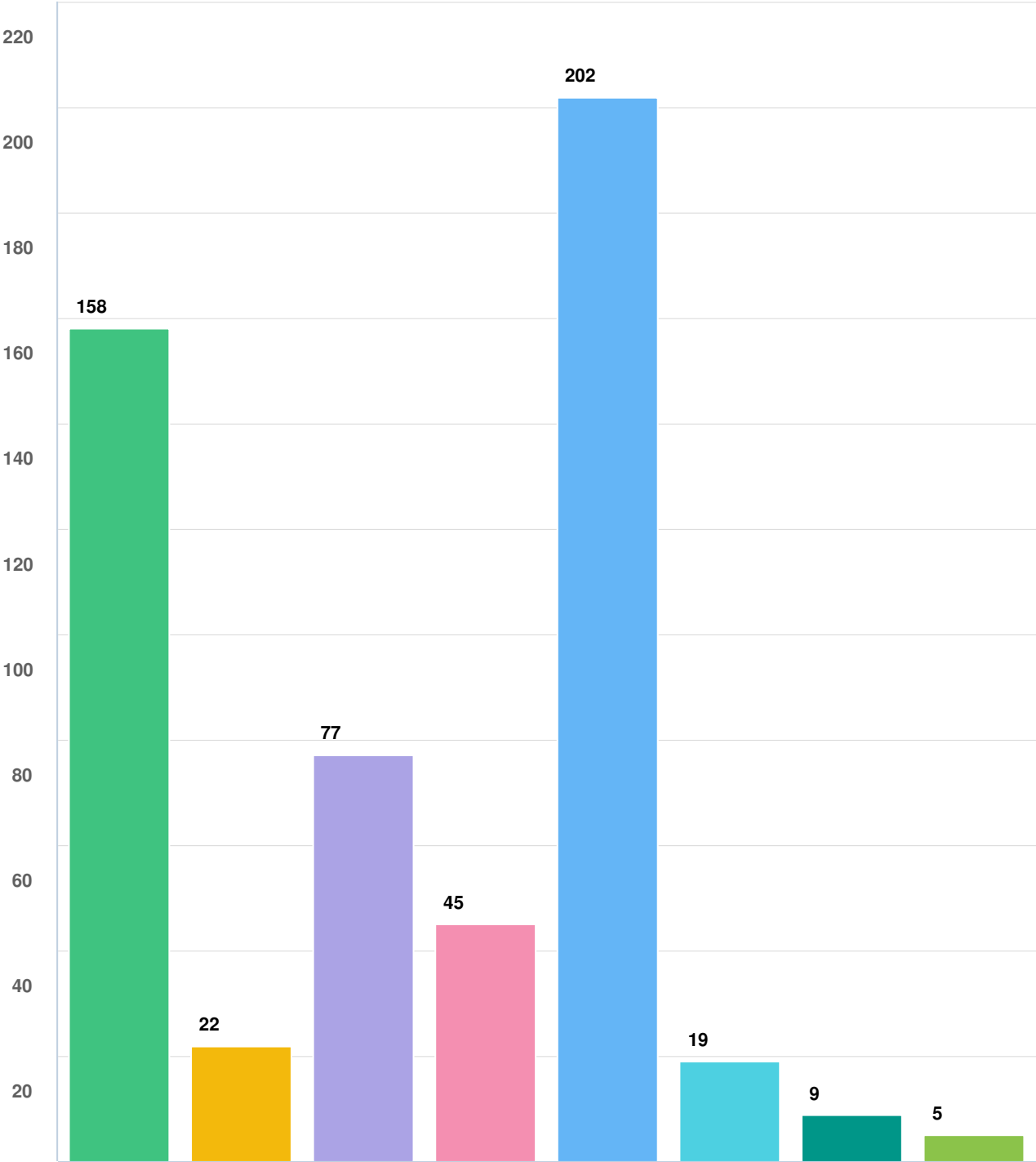
Question options

Other (please specify) Website TV News Radio Newspaper Social media Email

Optional question (286 response(s), 11 skipped)

Question type: Checkbox Question

How do you prefer to provide feedback about the Strategic Plan? (check all that apply)



Question options

- Other (please specify)
- Survey (by phone)
- Survey (paper drop off or mail-in)
- Survey (online)
- In person open house
- Online/virtual open house
- Written letter
- Email

Optional question (281 response(s), 16 skipped)

Question type: Checkbox Question