



TOWN OF VIEW ROYAL COUNCIL REPORT

TO: Council

DATE: September 11, 2026

FROM: E. Bolster, Director of Corp. Admin.

MEETING DATE: September 22, 2026

2026 COMMUNITY SATISFACTION SURVEY – FINAL REPORT

RECOMMENDATION:

THAT Council receive Leger's Final Report for the 2026 Community Satisfaction Survey.

PURPOSE:

To present the final report on the findings from the Town's 2026 Community Satisfaction Survey.

BACKGROUND/DISCUSSION:

Leger conducted the Town's 2026 Community Satisfaction Survey to hear directly from residents about their experiences living in View Royal, their satisfaction with municipal services, and the issues and priorities that matter most to them. This survey builds on the Town's previous Community Satisfaction Survey conducted in 2019 and provides an updated understanding of residents' views.

The final survey report is provided as Attachment "A", and verbatim responses to the open-ended survey questions are provided as Attachment "B".

Residents were mailed postcards containing a unique PIN to participate in an online survey hosted by Leger. Additional PINs were provided, upon request, to confirmed View Royal addresses. Residents who were unable to access the online survey could also complete the survey by telephone or obtain a paper copy from Town Hall.

The survey was conducted from June 15 to August 8, 2026. A total of 5,635 postcards were mailed, with 334 residents completing the survey, including 14 telephone interviews. The overall response rate was 5.9%.

The survey findings are intended to provide Council and the Town with a current "check-in" on residents' perspectives and to help inform ongoing planning, service delivery and decision-making.

Overall, the results present a very positive picture of life in View Royal, with residents expressing strong satisfaction with quality of life and municipal services.

The results also identify areas where residents would like to see continued attention, particularly traffic congestion, road safety and road maintenance, as well as communication and transparency regarding planning and decision-making.

The survey provides a valuable baseline for Council as it considers future priorities and service delivery.

ANALYSIS:

Impacts and implications can be summarized as follows:

Community Impact:	The Community Satisfaction Survey provides Council with current information on residents' experiences, satisfaction with municipal services, and priorities for the future. The findings will provide a useful context for the incoming Council as it considers future priorities, service delivery and community needs.
Financial Implication:	There are no direct financial implications.
Inter-governmental Relations Impact:	None. Findings are intended primarily to inform the Town's local planning, service delivery and decision-making.

ALIGNMENT:

The recommended option aligns with the Town's following core guiding documents as follows:

Strategic Plan:	Good Governance – The survey provides an opportunity for the Town to hear directly from residents and supports transparent, informed and accountable decision-making by incorporating community perspectives into municipal planning and priority-setting. Service Excellence – the survey provides information on residents' satisfaction with municipal services and identifies areas where residents feel continued attention is warranted. The findings can help inform ongoing efforts to maintain and improve delivery of core municipal services.
-----------------	--

PUBLIC PARTICIPATION GOAL:

The desired level of public participation for the recommended option is:

- ☐ Inform
 ☐ Consult
 ☐ Involve
 ☐ Collaborate
 ☐ Empower
☒ N/A

TIME CRITICAL:

As this is the final meeting of the current Council, receiving the survey findings at this time will ensure the information is available to inform the incoming Council and its future priority-setting.

CONCURRENCE:	Initials	Comments
Chief Administrative Officer	SS	I concur with the recommendation.

REVIEWED BY:	Initials
Director of Corporate Administration	EB
Director of Finance	n/a
Director of Development Services	n/a
Director of Engineering	n/a
Director of Protective Services	n/a

ATTACHMENTS:

Attachment “A” – 2026 Community Satisfaction Survey Final Report

Attachment “B” – 2026 Community Satisfaction Survey Verbatim Responses



Final Report

2026 Community Satisfaction Survey

Town of View Royal



September 16, 2026



Table of Contents

1	Background & Methodology	3
2	Executive Summary	6
3	Detailed Findings	10
	3.1 Community Satisfaction and Services	11
	3.2 Communications and Engagement	19
	3.3 Future Priorities	29
4	Respondent Profile	34

1

Background & Methodology



Background and Objectives



Background

The Town of View Royal, in partnership with Leger, conducted the 2026 Community Satisfaction Survey to hear directly from residents about their experiences living in View Royal, their satisfaction with municipal services, and the issues and priorities that matter most to them.

Building on the Town's previous survey conducted in 2019, the research provides an updated understanding of residents' views. The survey explores quality of life, municipal services, value for taxes, communications and engagement, and priorities for the future.

The findings will help inform the Town's ongoing planning, service delivery and decision-making, ensuring resident perspectives are considered as View Royal continues to evolve.

Objectives

Key Metrics:

- **Measure community satisfaction and quality of life:** Assess overall quality of life and satisfaction with municipal services, including strengths and areas for improvement.
- **Understand resident priorities and emerging issues:** Identify the issues residents believe should receive the greatest attention and explore current community concerns and priorities.
- **Assess value for taxes and service priorities:** Understand how residents view the value they receive for their tax dollars and their preferences for balancing taxation and service levels.
- **Understand communications, engagement and customer experience:** Measure experiences with Town staff, information needs, preferred communication channels, and perceptions of public engagement and decision-making transparency.
- **Explore future priorities and community development:** Assess resident views on growth, transportation, housing, economic development, climate action, future service needs, and approaches to funding major projects.
- **Track change since 2019 and identify differences across residents:** Examine shifts in key measures over time and identify meaningful differences across demographic and other resident groups.

Methodology

Methodology

Town of View Royal residents were sent a postcard and unique six-digit PIN to participate in an online survey hosted by Leger. Additional PINs were provided upon request by Leger to confirmed Town of View Royal addresses. A small number of surveys (n=14) were completed by telephone interviewing. The survey took place from June 15 to August 8, 2026.

Response Rate

A total of 5,635 postcards were mailed to residents, with 334 residents providing responses to the survey, resulting in a response rate of 5.9%.

Statistical Reliability

As participation in the survey was self-selected, the resulting sample is not a probability sample and a margin of error is therefore not reported (margin of error accounts for sampling error). Had these data been collected using a probability sample, the margin of error would be $\pm 5.2\%$ 19 times out of 20. Results were weighted according to **age, gender, and region** in order to ensure a sample of the Town of View Royal that is representative based on those factors.

Analysis

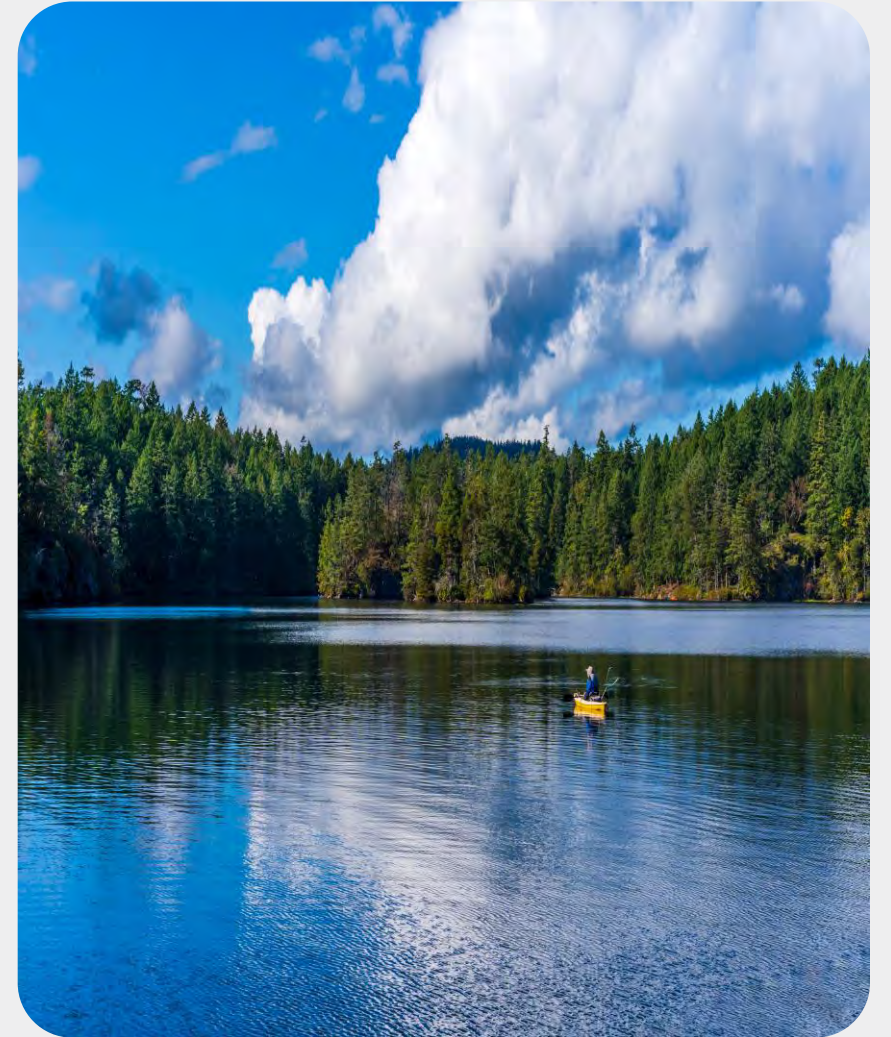
Results from the 2019 (n=400) Community Satisfaction Survey are shown throughout the report where applicable. Due to a change in methodology (phone in 2019, mail to web in 2026), and the length of time between surveys, results cannot be directly compared between 2019 and 2026 but can provide meaningful context.

Benchmark

Where available, results are compared to a British Columbia-wide benchmark survey of 1,000 residents, who were asked some of the same questions about their own municipality. The benchmark provides context for how Town of View Royal residents' views compare with those of residents across British Columbia.

2

Executive Summary



Executive Summary



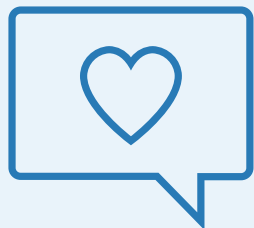
The 2026 Community Satisfaction Survey presents a very **positive picture of life in View Royal**. Residents continue to express a strong sense of quality of life, and overall satisfaction with municipal services is well above the BC benchmark. Most also feel they receive good value for their tax dollars. Taken together, the results suggest that **the Town is operating from a position of strength rather than responding to widespread dissatisfaction**.

At the same time, residents are clear about where they feel greater attention is needed. Traffic congestion and road safety dominate the community agenda, and road maintenance emerges as the service area with the greatest potential to influence overall satisfaction. Other core services, particularly parks and trails, garbage collection, and Fire/Rescue, are performing well and appear to be important elements of the positive overall service experience. **This points to a relatively focused service challenge: maintaining established strengths while directing attention toward transportation and road-related concerns.**

The findings also show that residents' relationship with the Town extends beyond service delivery. There is **considerable interest in information about community planning and development, yet participation in public engagement is limited and awareness is a commonly cited barrier**. Perceptions of how clearly Town decisions are explained are also mixed. Importantly, the analysis suggests that decision-making transparency is linked to residents' overall satisfaction, indicating that how the Town communicates decisions and demonstrates the role of public input can meaningfully shape broader perceptions of municipal performance.

Looking ahead, residents appear cautious but pragmatic about future service and investment decisions. There is somewhat greater willingness to increase taxes than reduce services, while preferences for funding major projects favour saving over time or using a mix of approaches rather than relying on a single source. At the same time, no single new service or program emerges as an obvious unmet need. **For Council, the overall story is therefore one of targeted improvement rather than broad expansion: protect the services residents already value, address persistent transportation and road concerns, strengthen communication and transparency around planning and decisions, and take a measured approach to future investment.**

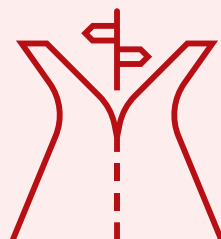
Key Insights



Quality of life remains a clear strength

Residents continue to feel very positive about living in View Royal. Nearly all (96%) rate their quality of life as good or very good, while 73% are satisfied with the overall level and quality of Town services. Perceptions of value are also positive, with 65% saying they receive good value for their tax dollars.

These results provide a strong overall foundation, even as residents identify specific areas where service delivery and communication could improve.



Traffic and road maintenance are the clearest pressure points

Transportation issues stand out across multiple measures. Two-thirds (66%) identify traffic congestion, traffic flow or road safety as a top community issue, and 92% agree that traffic congestion is a problem within View Royal.

Road maintenance also emerges as the clearest priority for improvement in the key driver analysis, combining comparatively lower satisfaction with a strong influence on residents' overall satisfaction with Town services.



Core services perform well overall

Residents are generally positive about Town services, with overall service satisfaction (73%) well above the BC benchmark (50%). Satisfaction is especially strong for parks and trails (89%), garbage collection (88%) and Fire/Rescue services (86%).

At the same time, satisfaction is comparatively lower for road maintenance (63%), RCMP services (65%) and sewer services (70%), pointing to more targeted opportunities for improvement rather than broad dissatisfaction with service delivery.

Key Insights



Residents want timely information on planning and development

There is strong appetite for information about how View Royal is changing. Community planning (67%) and land development proposals (66%) are the topics residents most want to hear about, followed by taxes (60%) and upcoming events (57%).

The Town's website is already the dominant information source (72%), while email is residents' most preferred way to receive information in the future (36%). This points to an opportunity to prioritize clear, proactive planning and development communications through established channels.



Engagement and decision-making transparency are important opportunities

Residents show relatively limited engagement with the Town, with awareness appearing to be an important barrier. Less than two-in-five (38%) are satisfied with engagement opportunities and 23% participated in a public engagement opportunity in the past year. Among non-participants, lack of awareness is the most commonly identified barrier (30%).

Decision-making transparency also stands out: just 33% agree that Town decisions are clearly explained, compared with 27% who disagree. Key driver analysis identifies this as an important influence on overall satisfaction, suggesting value in more consistently communicating what was heard, how input was considered and why decisions were made.



Residents favour a measured approach to future investment

Residents lean toward maintaining services and planning ahead for major investments. When faced with rising service costs, increasing taxes to maintain current service levels is the most preferred approach (24%), followed by increasing taxes to enhance services (17%). Reducing services is less favoured overall, whether to maintain current tax levels (16%) or reduce taxes (12%), while one in five (20%) prefer none of these approaches.

For major projects, residents strongly favour longer-term funding approaches: 47% prefer a combination of funding methods and 42% favour setting aside funds each year, while very few prefer relying solely on borrowing (2%) or an immediate tax increase (1%).

3

Detailed Findings



3.1

Detailed Findings

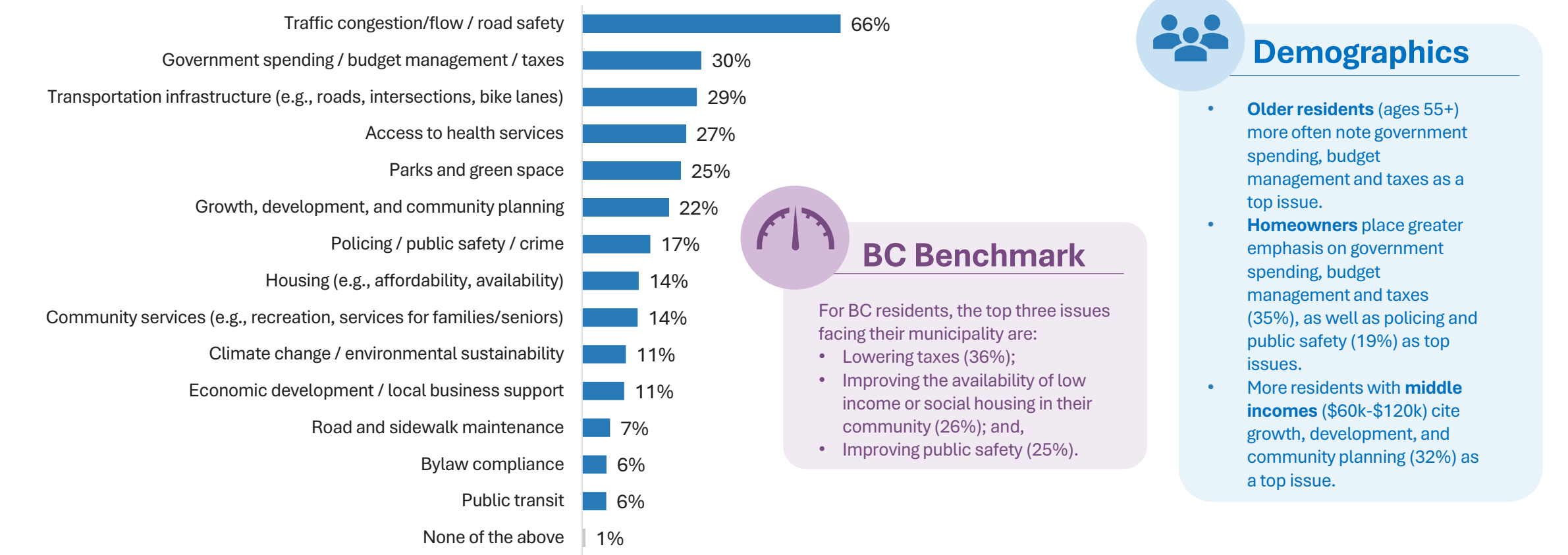
3.1 Community Satisfaction and Services

3.2 Communications and Engagement

3.3 Future Priorities

Top Priorities for Residents

The top issue for Town of View residents is traffic congestion and road safety, with two-thirds (66%) noting this as one of their top issues. This is consistent with 2019, where traffic stood out as the top priority for residents. More distantly, residents also identify government spending and taxes (30%), transportation infrastructure (29%) and access to health services (27%) as top issues, among others.



Q1a. In your view, as a resident of the Town of View Royal, what are the top 3 most important issues facing your community; that is, the top 3 issues you feel should receive the greatest attention from your local leaders?
Base: Town of View Royal Residents (n=334)
Trending not available due to change in questionnaire wording

Quality of Life in the Town of View Royal

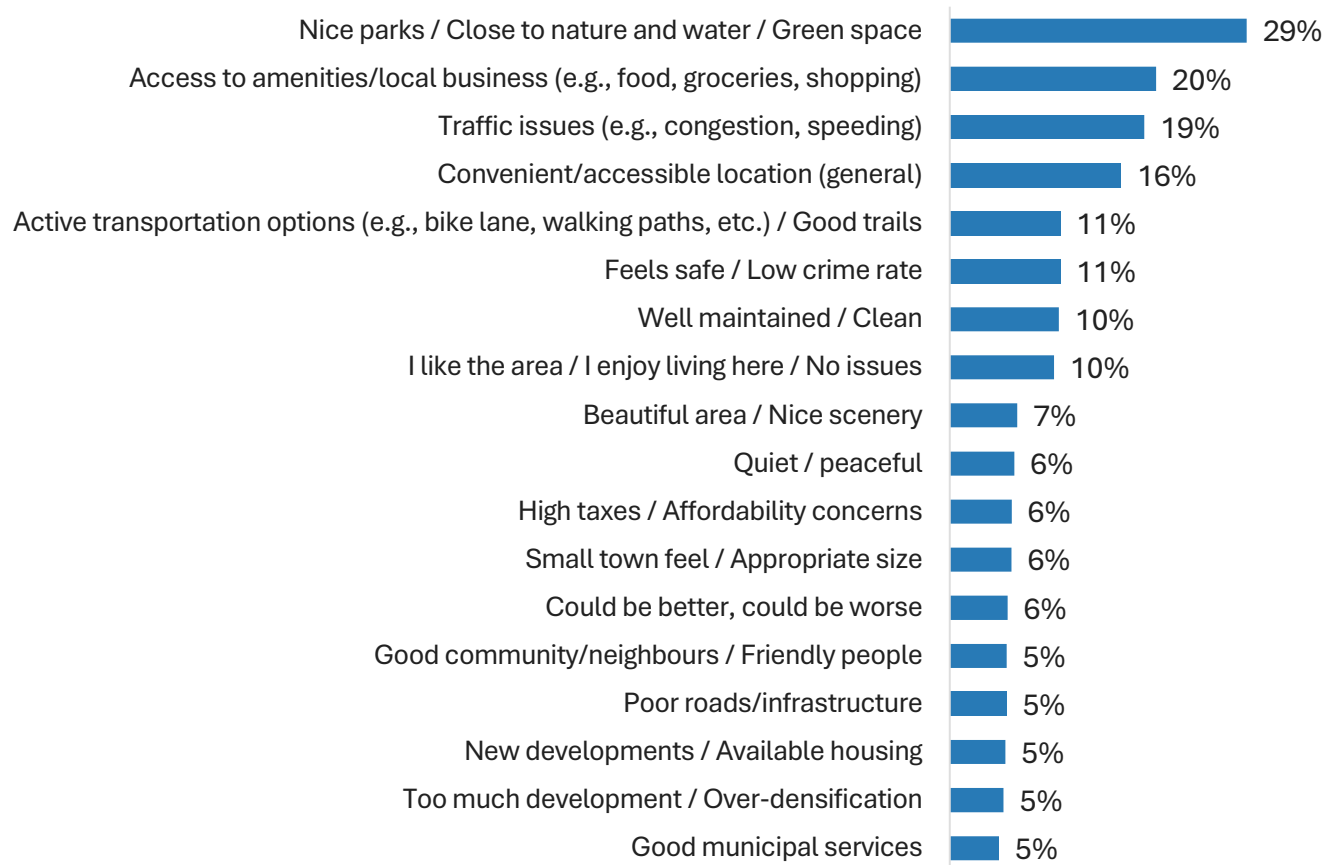
Overall quality of life in the Town of View Royal is very high, with nearly all (96%) residents noting their quality of life is good or very good.



Q2. How would you rate the overall quality of life in the Town of View Royal today?
Base: Town of View Royal Residents (n=334)

Reasons Quality of Life is Good

Among residents who believe their quality of life in the Town of View Royal is good, reasons for believing so are varied. Most often, residents mention nice parks, the green space and being close to natural amenities (29%), followed by access to amenities and local businesses (20%). Despite identifying quality of life as good, a notable proportion (19%) still identify traffic issues within the town.



I like the peace and serenity of View Royal and yet close to hospitals, firehalls and recreational facilities. I also like that being a small municipality , people in the government and officials are extra kind and patient.

Great access to parks and beaches, clean and well-kept sidewalks and public roads, good access to bus for transportation, lots of greenery, nice new housing developments.

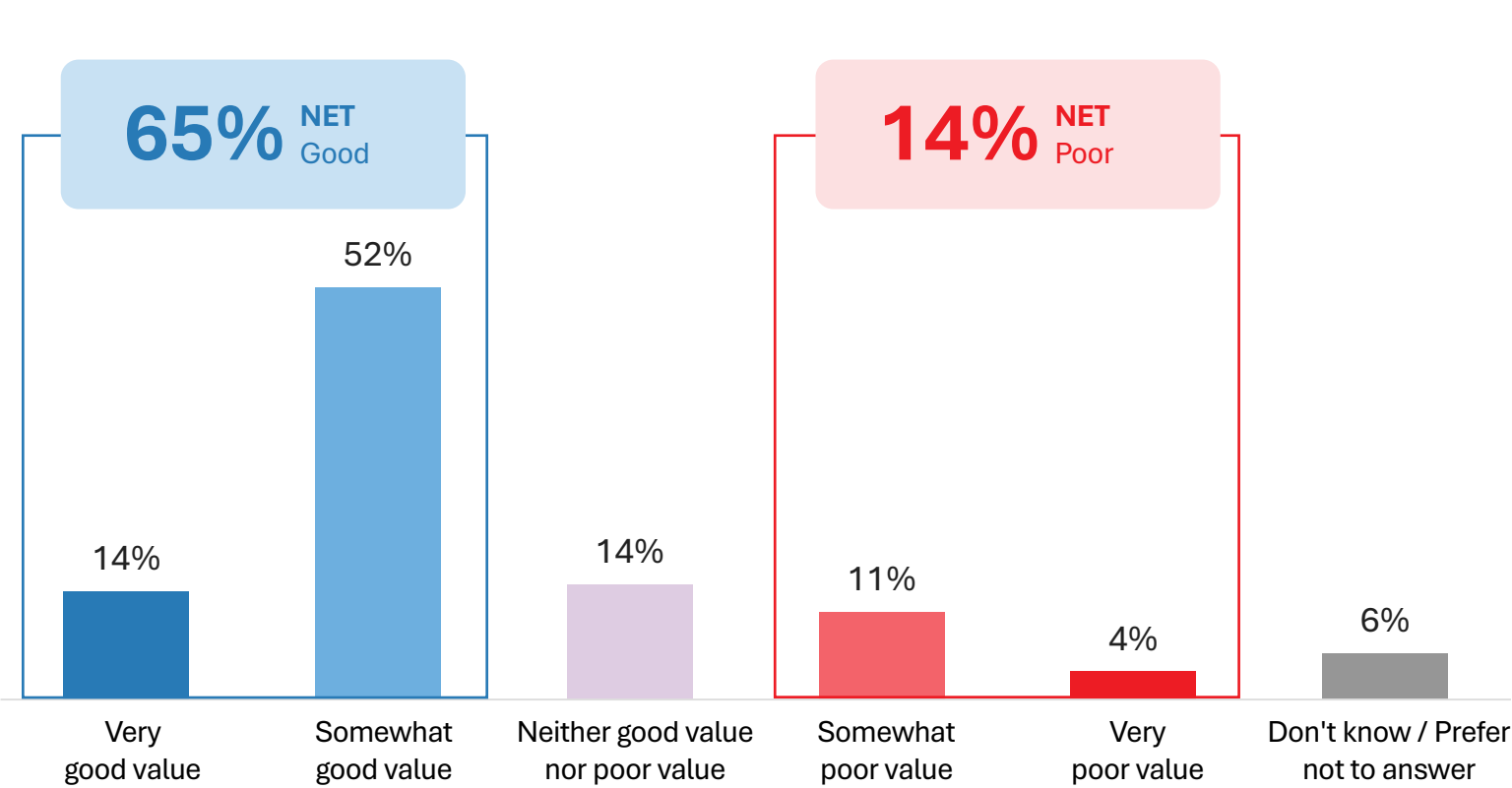
The town takes care of our community. I feel very proud when friends and family come to visit, the community is very crisp and presentable.



Q3. Why do you say the overall quality of life in the Town of View Royal is [Good or Very good]?
Base: Residents who think the quality of life in View Royal is Good or Very good, excluding 'Don't know (5%) and :Prefer not to answer' (17%) (n=150)
Responses 4% or less and 'Other' (11%) not shown.
Open-ended question with coded responses. Results may not add to 100%.

Value for Tax Dollars

Overall, Town of View Residents are more likely to feel they have good value for taxes, rather than poor. Nearly two-thirds (65%) feel they get good value for their taxes, with most (52%) thinking they get somewhat good value, rather than very good (14%). Fewer residents feel they get poor value for their taxes (14%), with very few thinking they receive very poor value (4%).



Demographics

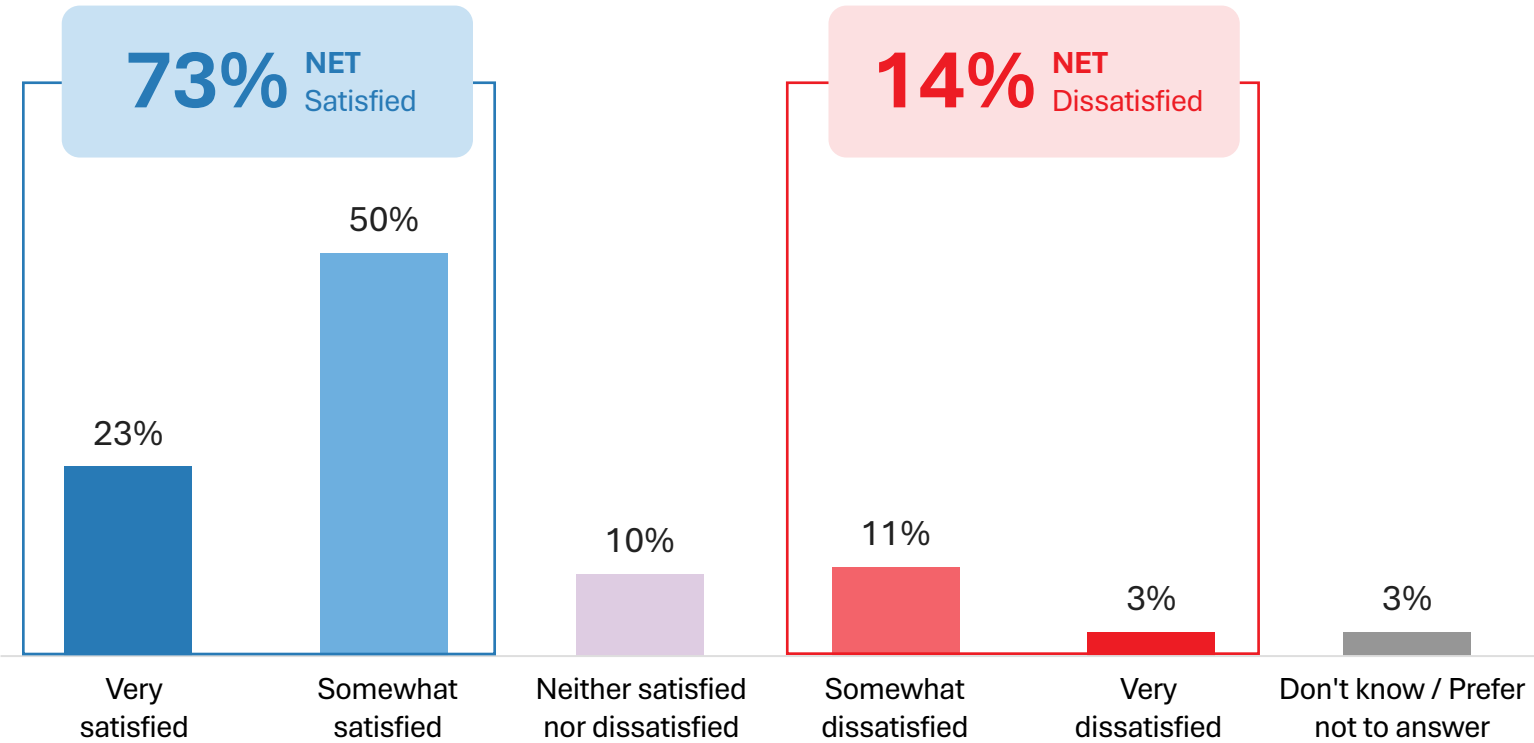
More residents with **middle incomes** (\$60k-\$120k) feel they receive good value for taxes (75%).

Otherwise, value for taxes is relatively consistent across demographics.

Q6. Thinking about all the programs and services you receive from the Town of View Royal, would you say that overall you get good value or poor value for your tax dollars?
Base: Town of View Royal Residents (n=334)

Overall Service Satisfaction

Overall satisfaction with the level and quality of services provided by the Town of View Royal is high, with nearly three-quarters (73%) of residents being satisfied, compared to only 14% who are dissatisfied. Almost one-quarter (23%) of residents are very satisfied while half (50%) are somewhat satisfied. While service satisfaction has decreased somewhat since 2019, it remains well above the BC benchmark of 50%.



Trending

90% of residents were satisfied in 2019.

Demographics

Employed residents are more often satisfied with the overall quality and level of services provided (78%).

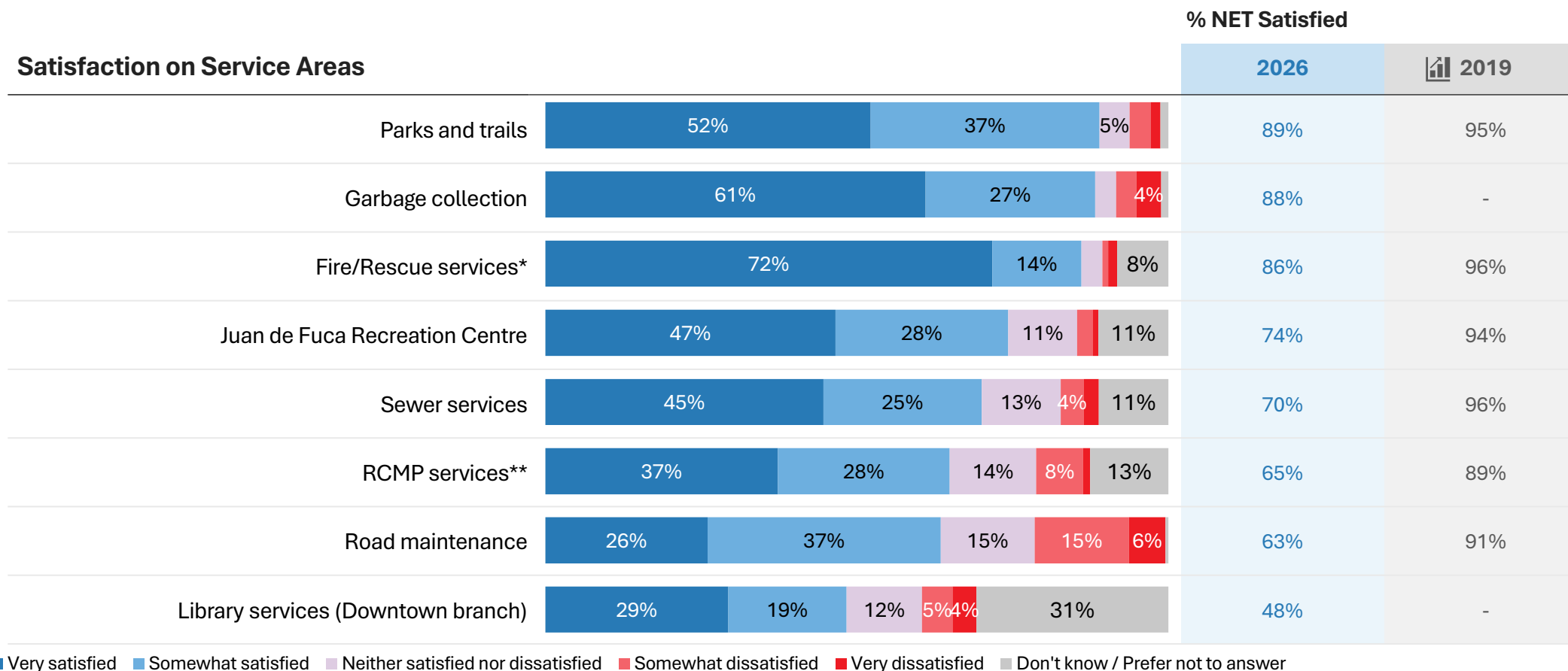
BC Benchmark

50% of BC residents are satisfied with the quality and level of services in their municipality.

Q4. How satisfied are you with the overall level and quality of services provided by the Town of View Royal?
Base: Town of View Royal Residents (n=334)

Satisfaction on Services

Overall, satisfaction with service areas among Town of View Royal residents is high, with more residents being satisfied than dissatisfied. Residents are most satisfied with parks and trails (89%), garbage collection (88%) and fire and rescue services (86%). Seven-in-ten (70%) residents are satisfied with sewer services, despite it being tied for the highest rated area in 2019 (96%). Residents are least satisfied with library services (48%), but this is driven by a higher share who were unsure (31%), rather than dissatisfaction. Service satisfaction is relatively consistent across demographics.



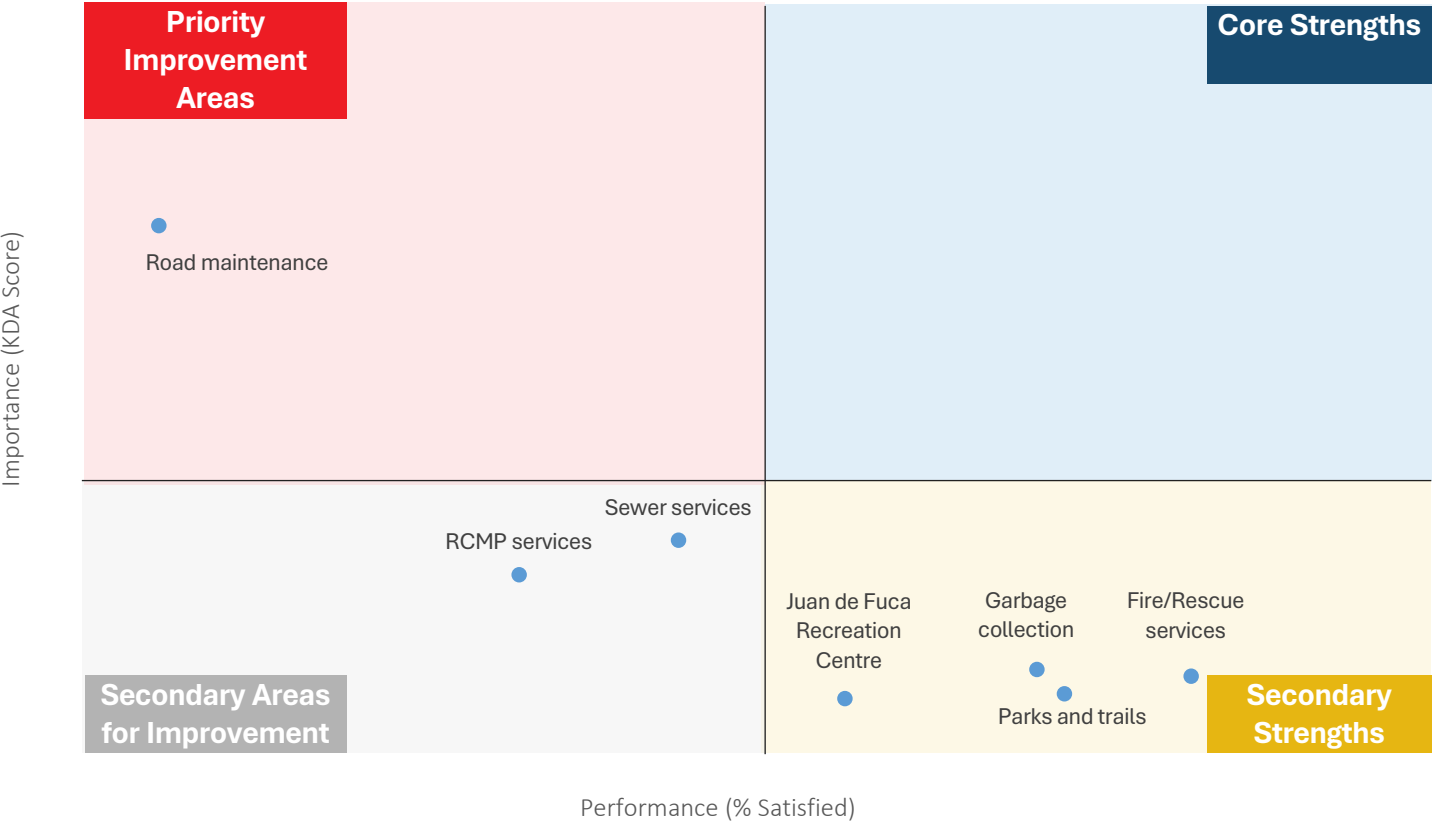
Q5. How satisfied are you with each of the following services provided by the Town of View Royal.

Base: Town of View Royal Residents, excluding 'Not applicable' (n=232-333)

*Note wording change in 2026 from 'Fire services' (2019) **Note wording change in 2026 from 'Police services' (2019)

Importance vs. Satisfaction of Services

Road maintenance stands out as the clearest priority for improvement, combining high importance to overall satisfaction with comparatively lower satisfaction. Sewer and RCMP services are secondary opportunities for improvement. While satisfaction is relatively lower, these services have less influence on overall satisfaction. Parks and trails, garbage collection, and Fire/Rescue services are relative strengths, with higher satisfaction levels and less influence on overall satisfaction.



- Legend**
- Priority Improvement Areas:** High importance, lower satisfaction. These are the highest priorities for improvement.
 - Core Strengths:** High importance, high satisfaction. Maintain current performance.
 - Secondary Areas for Improvement:** Lower importance, lower satisfaction. Improvements may be worthwhile but are a lower priority.
 - Secondary Strengths:** Lower importance, high satisfaction. Performing well but less influential on overall satisfaction.

KDA. Q4. How satisfied are you with the overall level and quality of services provided by the Town of View Royal? **Q5.** How satisfied are you with each of the following services provided by the Town of View Royal.
Base: Town of View Royal Residents with valid responses (n=176)
NOTE: 'Library services' not used in analysis due to low valid responses, and low overall importance.
R-squared: 0.2471. R² indicates how strongly satisfaction with each service is related to overall satisfaction. An R² of 0.2471 means that satisfaction with the service accounts for approximately 24% of the differences in overall satisfaction.

3.2

Detailed Findings

3.1 Community Satisfaction and Services

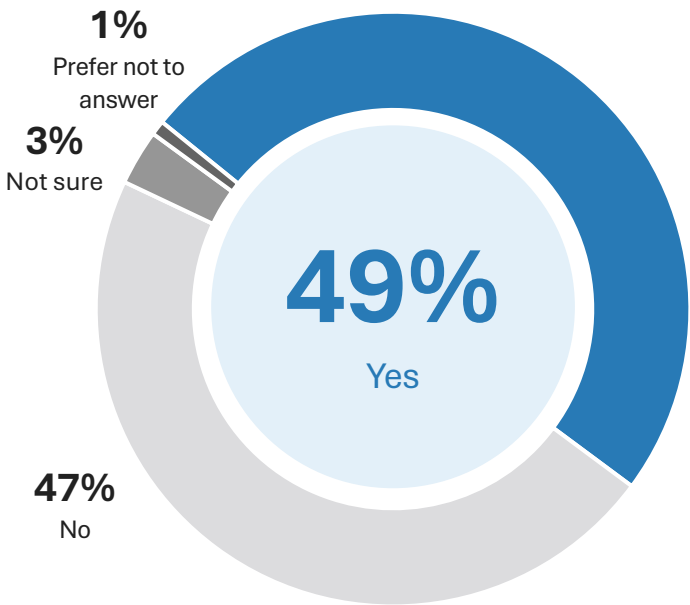
3.2 Communications and Engagement

3.3 Future Priorities

Contact with Town of View Royal Employees

Nearly half (49%) of residents have personally contacted or dealt with a Town of View Royal employee in the past year. Among those who have, the most common methods of contact include in-person (49%), email (43%) or telephone (36%).

Contacted or Dealt with a Town of View Royal Employee in Past Year



Trending

68% of residents contacted or dealt with a Town of View Royal employee in the past year in 2019.

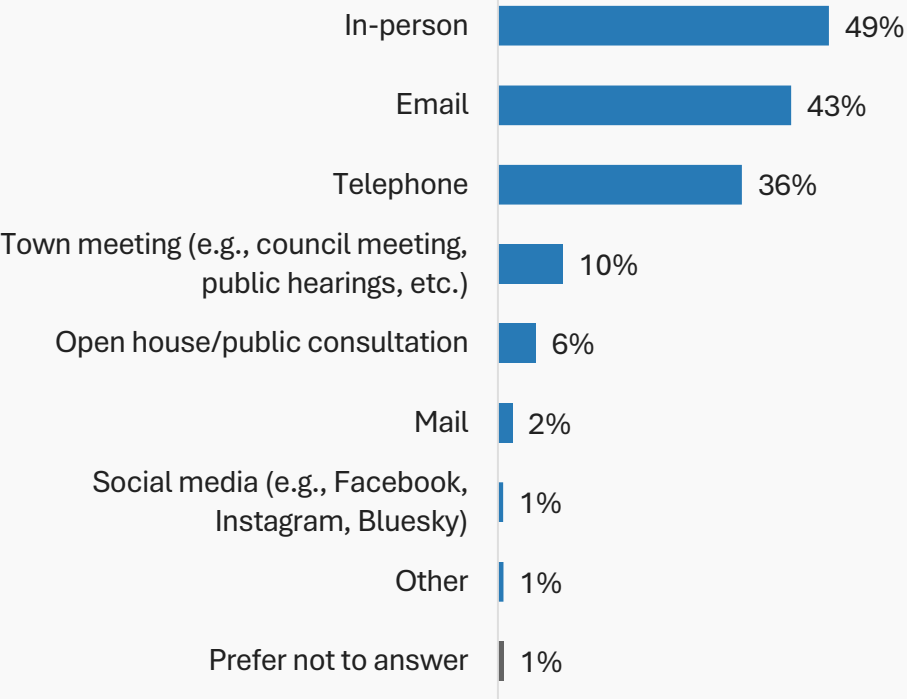


Demographics

Those more likely to have contacted or dealt with a Town of View Royal employee in the past year include:

- Women (56%);
- Older residents (ages 55+) (56%); and,
- Homeowners (55%).

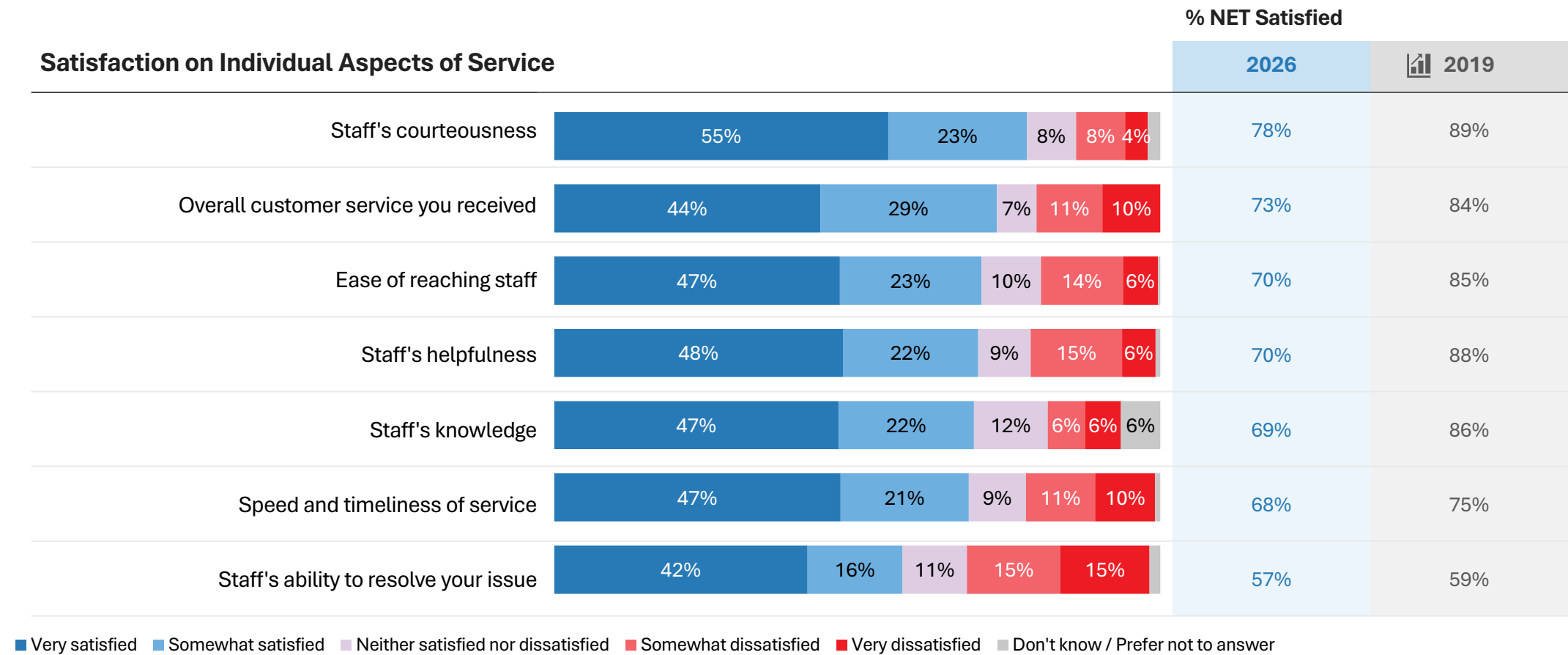
Method of Contact*



Q7. Have you personally contacted or dealt with a Town of View Royal employee within the past year? Q8. How did this contact occur?
Base: Town of View Royal Residents (n=334) *Base: Residents who had contact with the Town of View Royal (n=174)

Customer Service Satisfaction

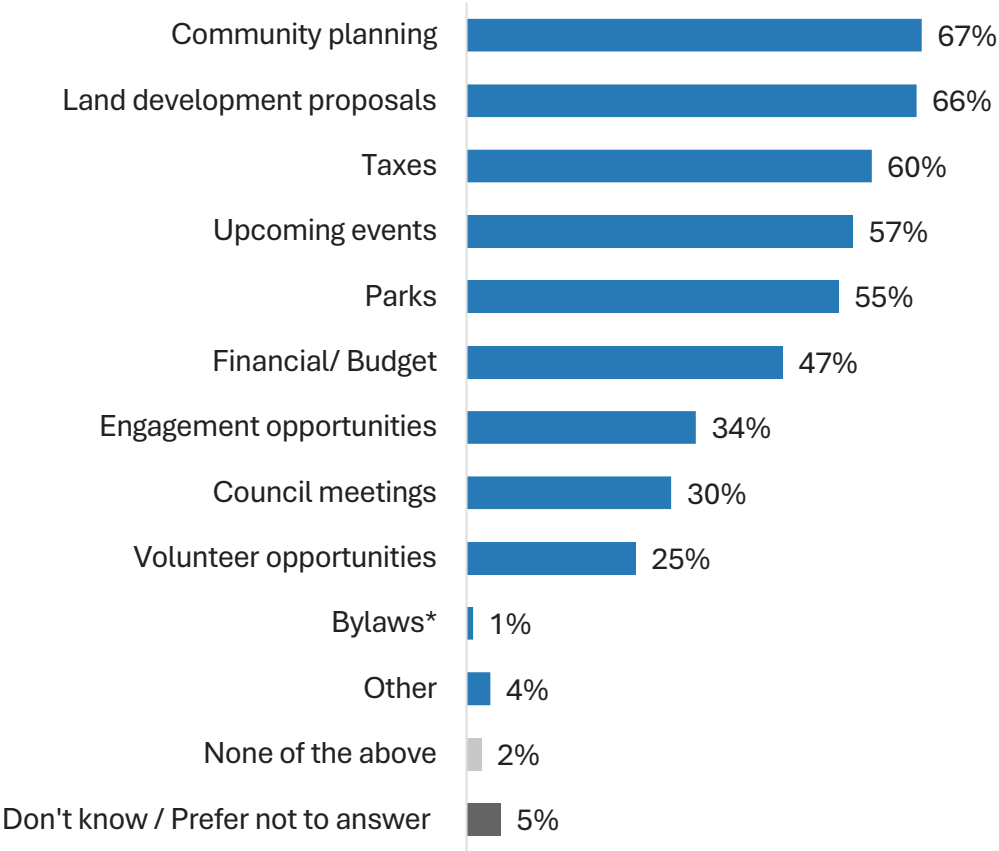
Among those who have dealt with Town of View Royal employees in the past year, residents are generally satisfied with service. Residents who are most satisfied with staff’s courteousness (78%), and the overall customer service they received (73%). Residents are relatively less satisfied with staff’s ability to solve their issue, although over half are still satisfied (57%). Customer service satisfaction is generally consistent across demographics.



Q9. Thinking about the last time you contacted or dealt with the Town of View Royal, how satisfied are you with...
Base: Residents who had contact with the Town of View Royal (n=174)
Responses 2% or less not labelled.

Information Needs for Residents

Town of View Royal residents are interested in receiving information from the Town on a variety of topics. Most commonly, residents are interested in information on community planning (67%) and land development proposals (66%), followed by information on taxes (60%), upcoming events (57%) and parks (55%).



Demographics

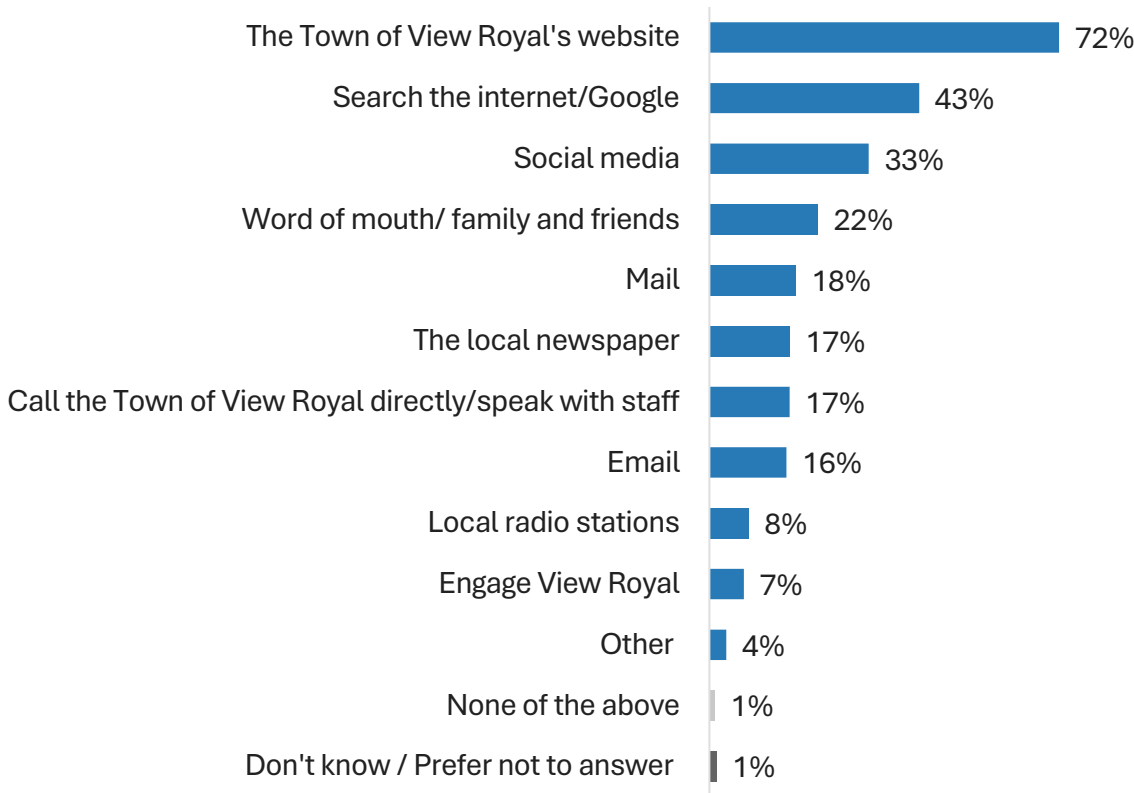
- Women** are more interested in being provided information on upcoming events (64%).
- Those living in the Town of View Royal for **5 years or less** are more interested in information on upcoming events (68%) and parks (66%), while those living in the town for **21+ years** are more interested in financial information and budgets (56%).

Q11. Thinking about your information needs, what kinds of information do you want the Town of View Royal to provide you with?
Base: Town of View Royal Residents (n=334)
*Coded mention from 'Other, specify'.

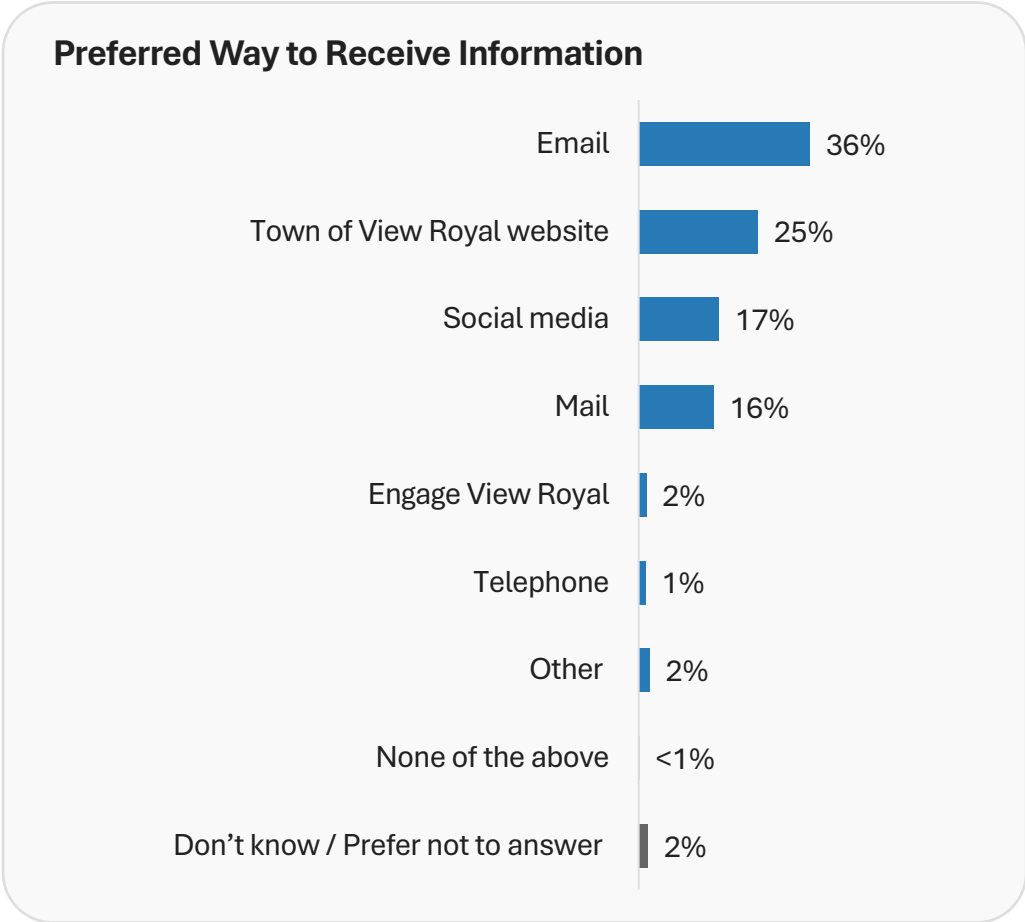
Main Information Sources and Preferences

The most common source of information residents use for information on the Town of View Royal is the Town’s website directly (72%), followed more distantly by general internet searches (43%) and social media (33%). The website also remains a preferred source of information (25%), in addition to email (36%), social media (17%) and mail (16%).

Main Information Sources



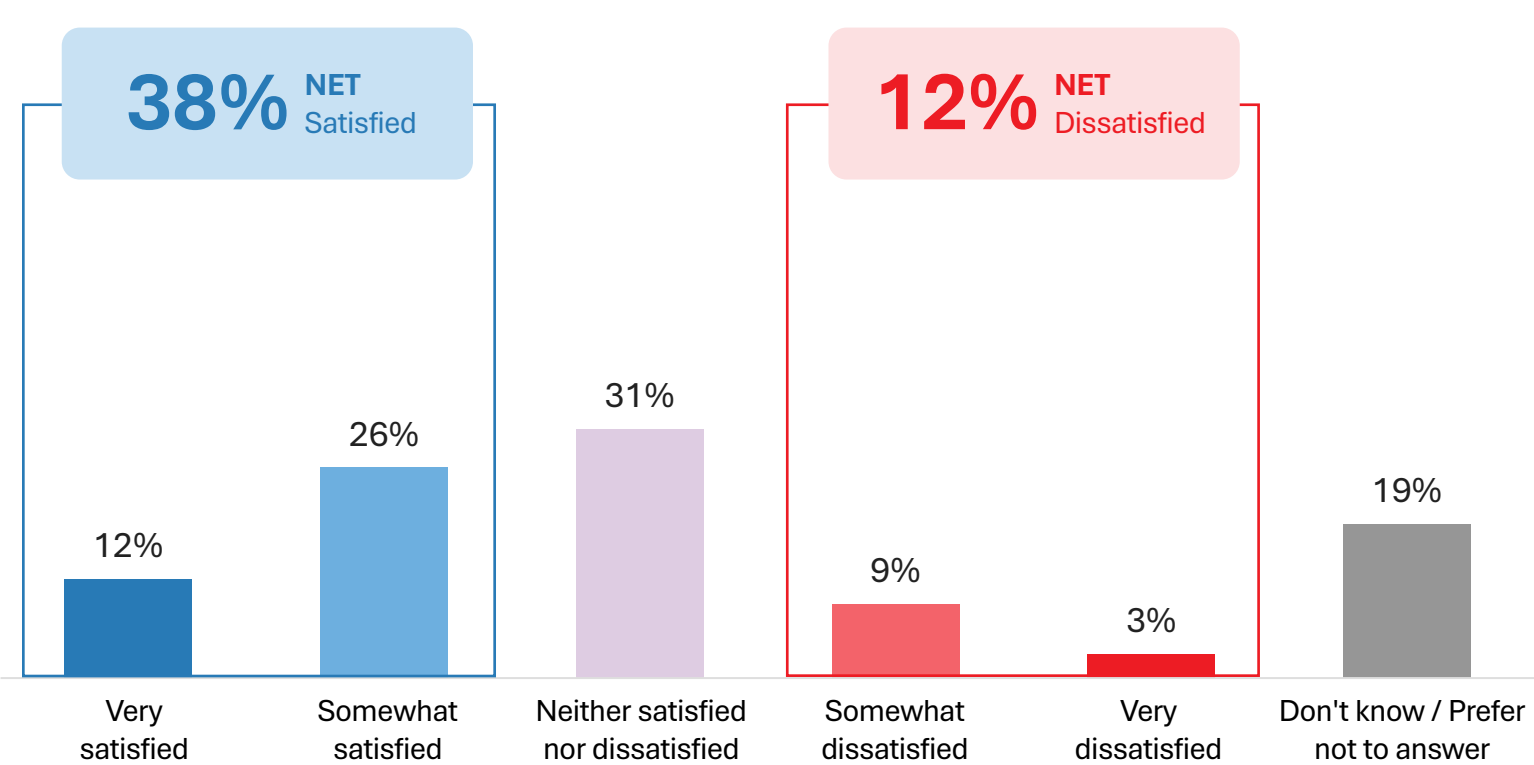
Preferred Way to Receive Information



Q12a. When looking for information on the Town of View Royal, what are the main sources of information you use?
Q13. Of the following options, how would you most prefer to receive information from the Town of View Royal in the future?
Base: Town of View Royal Residents (n=334)

Satisfaction with Engagement Opportunities

Less than two-in-five (38%) residents are satisfied with the opportunities to engage the town on matters regarding land use, community and strategic planning, and the Official Community Plan. Given land use and community planning are the top areas residents wish to receive information on, there may be opportunity to promote and strengthen engagement opportunities on these topics.



Trending

62% of residents were satisfied in 2019.

Demographics

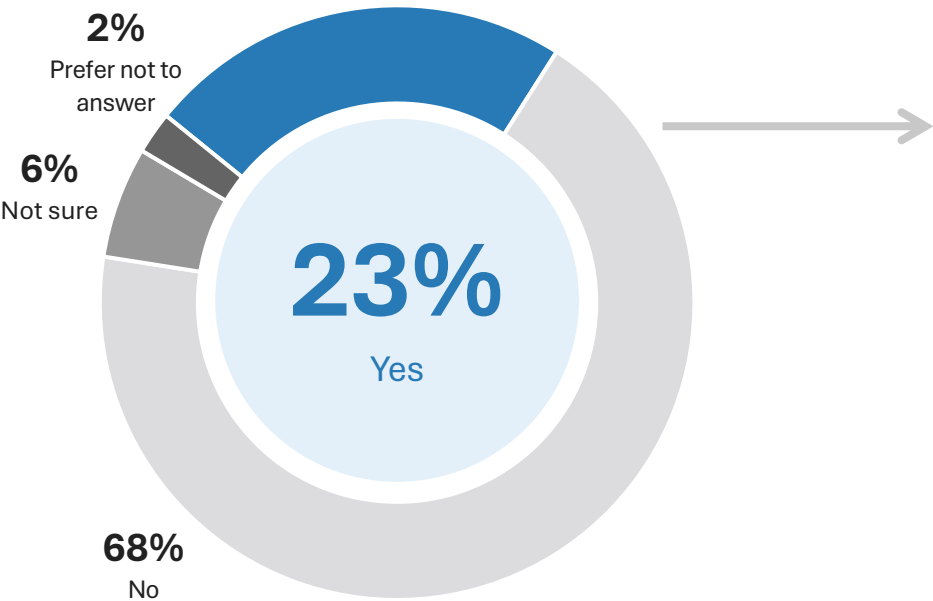
Residents **living in the Town for over 21 years** are more satisfied with engagement opportunities (48%), compared to those living in the town fewer years, particularly those living in the town for **five years or less** (26%).

Q14. How satisfied are you with the opportunities to engage with the Town of View Royal on matters regarding land use, community and strategic planning, and the Official Community Plan?
Base: Town of View Royal Residents (n=334)

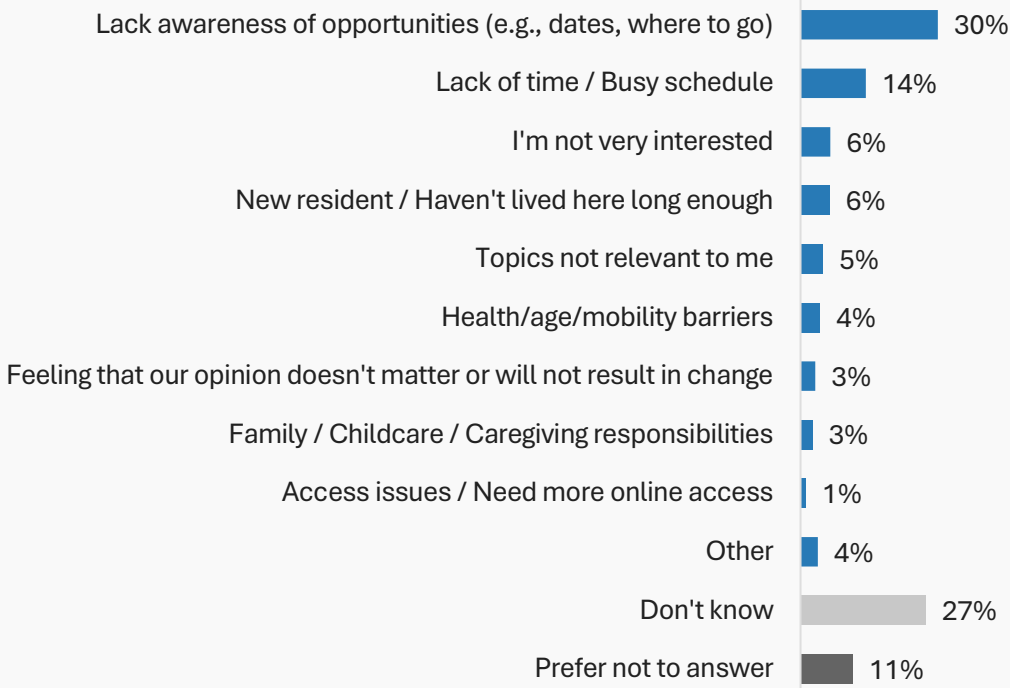
Public Engagement Participation

Nearly one-quarter (23%) of residents have participated in a Town of View Royal Public Engagement in the past year. Among those who have not, reasons vary – but most commonly, residents report a lack of awareness (30%) and lack of time (14%).

Participated in a Town of View Royal Public Engagement in Past Year



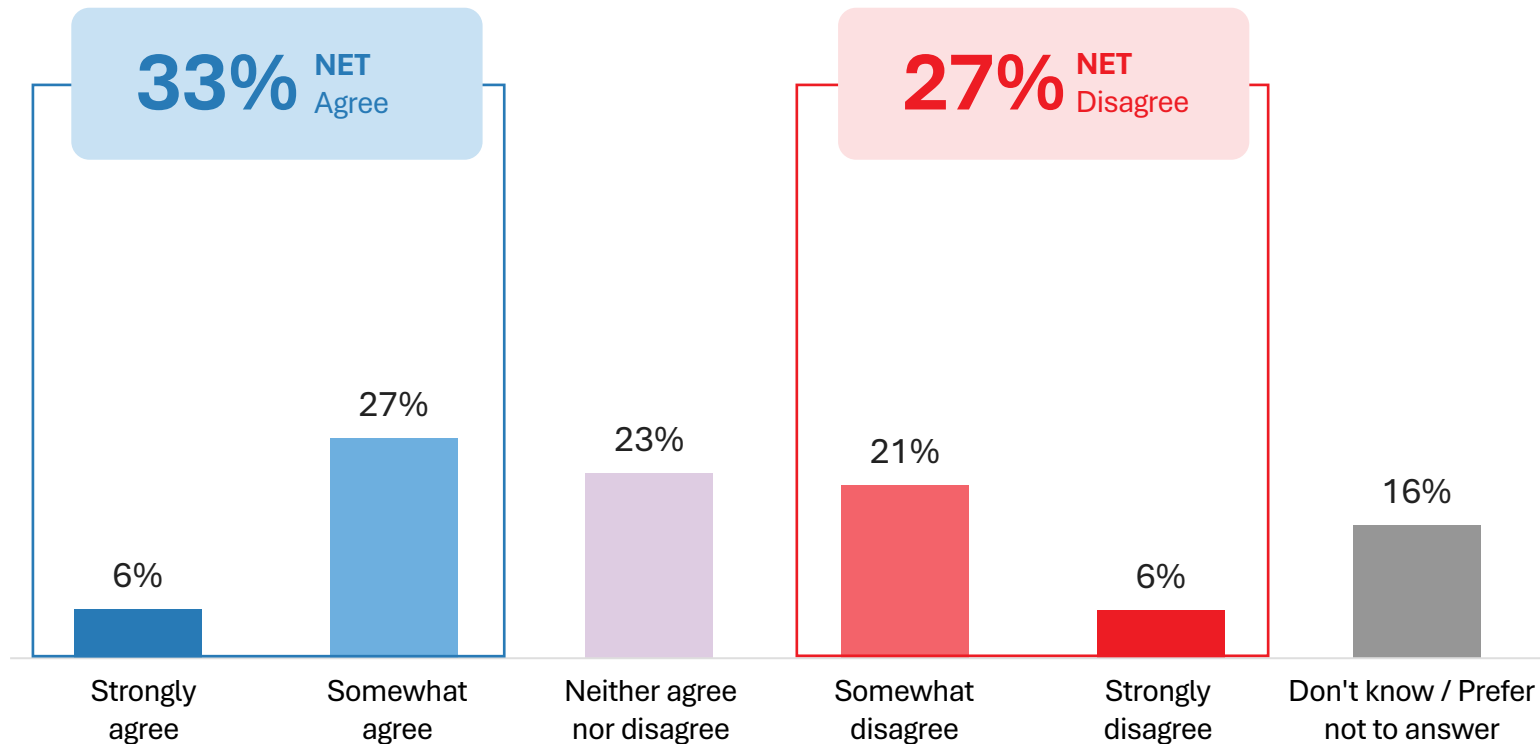
Reasons for Not Participating in Public Engagement*



Q14a. In the past 12 months, have you participated in a Town of View Royal public engagement opportunity?
Q14b. What are the main reasons you have not participated in a Town of View Royal public engagement opportunity in the past 12 months?
Base: Town of View Royal Residents (n=334) *Base: Residents who have not participated in public engagement in the past 12 months (n=234)
Responses less than 1% not shown.
*Open-ended question with coded responses. Results may not add to 100%.

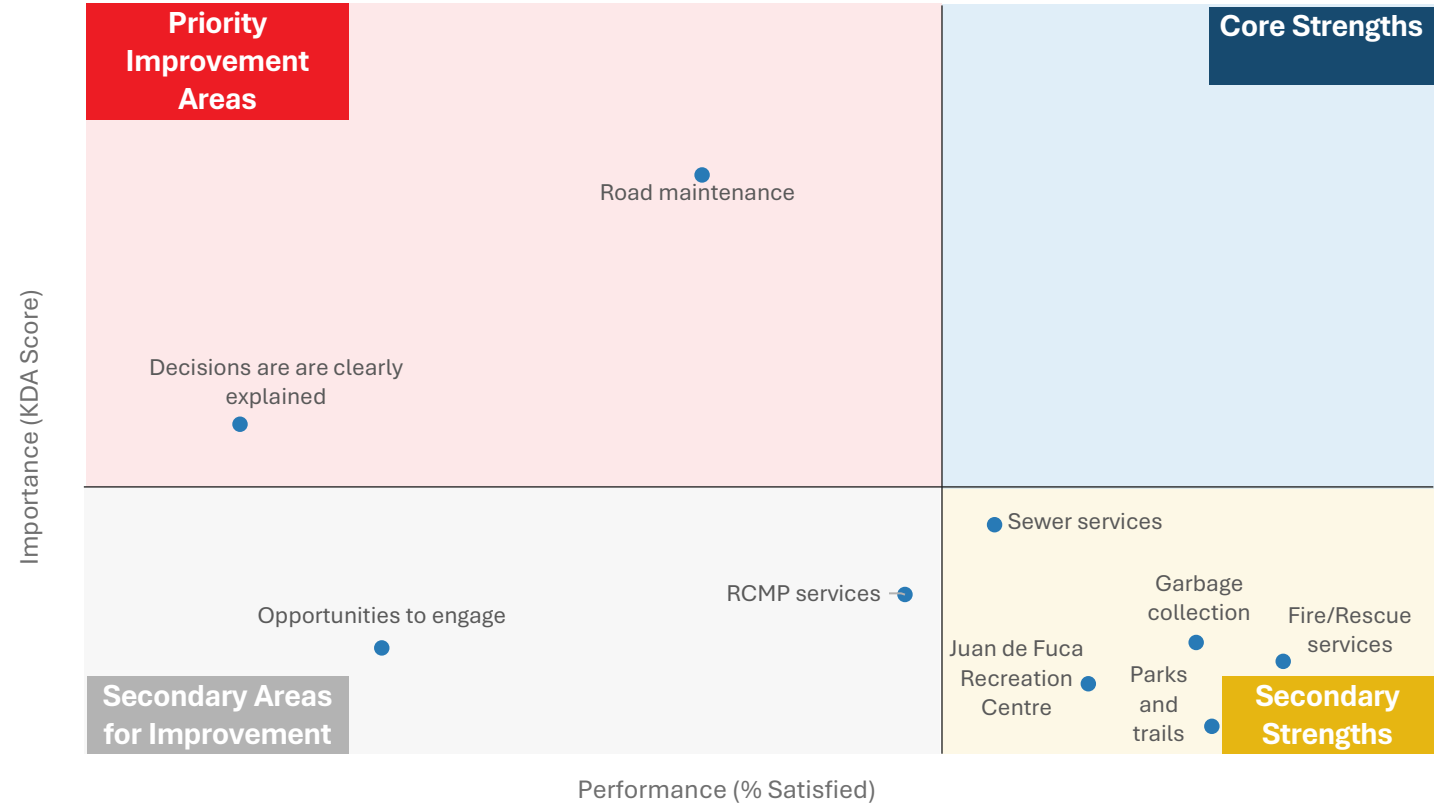
Perceptions of Decision-Making Transparency

Residents are somewhat split on if they feel decisions made by the Town are clearly explained to residents. One-third (33%) agree they are, while 27% feel they are not, and a further 23% are neutral. There may be opportunity to strengthen transparency around Town decision-making by closing the loop with residents. For example, clearly communicating what was heard through public engagement, how resident input was considered, and the rationale behind key decisions. This could help residents better understand how and why decisions are made, particularly where the outcome differs from community feedback.



Importance vs. Satisfaction of Services and Engagement

Road maintenance remains the clearest service priority, while decision-making transparency also emerges as an important driver of overall satisfaction. Residents’ perceptions that Town decisions are clearly explained combine relatively high importance with lower performance, highlighting transparency as an additional opportunity for improvement. Opportunities to engage, while also lower performing, have less influence on overall satisfaction and represent a secondary area for attention.



- Legend**
- **Priority Improvement Areas:** High importance, lower satisfaction. These are the highest priorities for improvement.
 - **Core Strengths:** High importance, high satisfaction. Maintain current performance.
 - **Secondary Areas for Improvement:** Lower importance, lower satisfaction. Improvements may be worthwhile but are a lower priority.
 - **Secondary Strengths:** Lower importance, high satisfaction. Performing well but less influential on overall satisfaction.

KDA. Q4. How satisfied are you with the overall level and quality of services provided by the Town of View Royal? **Q5.** How satisfied are you with each of the following services provided by the Town of View Royal. **Q14.** How satisfied are you with the opportunities to engage with the Town of View Royal on matters regarding land use, community and strategic planning, and the Official Community Plan?

Q14c. When decisions are made by the Town, to what extent do you agree or disagree that they are clearly explained to residents?

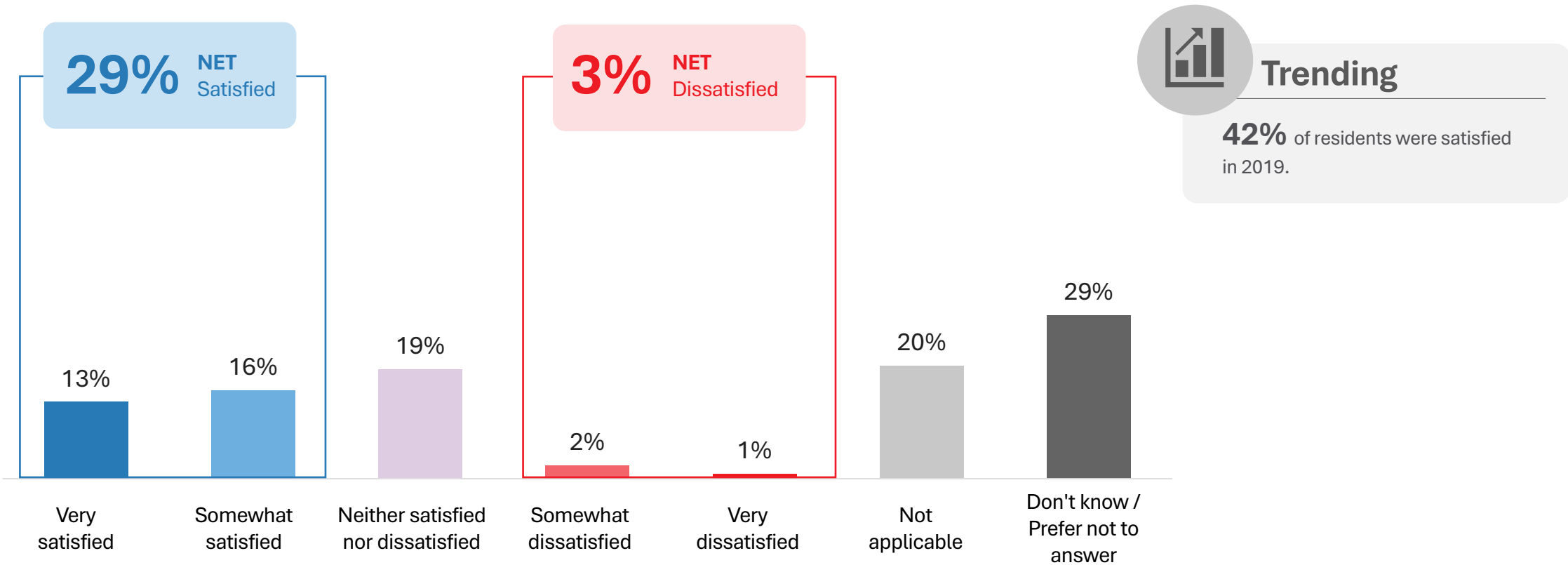
Base: Town of View Royal Residents with valid responses (n=149)

NOTE: 'Library services' not used in analysis due to low valid responses, and low overall importance.

R-squared: 0.3079. R² indicates how strongly satisfaction with each service is related to overall satisfaction. An R² of 0.3079 means that satisfaction with the service accounts for approximately 31% of the differences in overall satisfaction.

Satisfaction with Volunteer Opportunities

While 29% of residents are satisfied with opportunities to volunteer at Town events, very few (3%) are dissatisfied. Nearly half either say the question is not applicable (20%) or are unsure (29%), suggesting relatively low awareness or familiarity with volunteer opportunities. There may be an opportunity to increase the visibility and promotion of ways residents can get involved.



Q15. Occasionally, the Town of View Royal requires the assistance of volunteers to help with community events. How satisfied are you with the opportunities to volunteer for these Town events?
Base: Town of View Royal Residents (n=334)

3.3

Detailed Findings

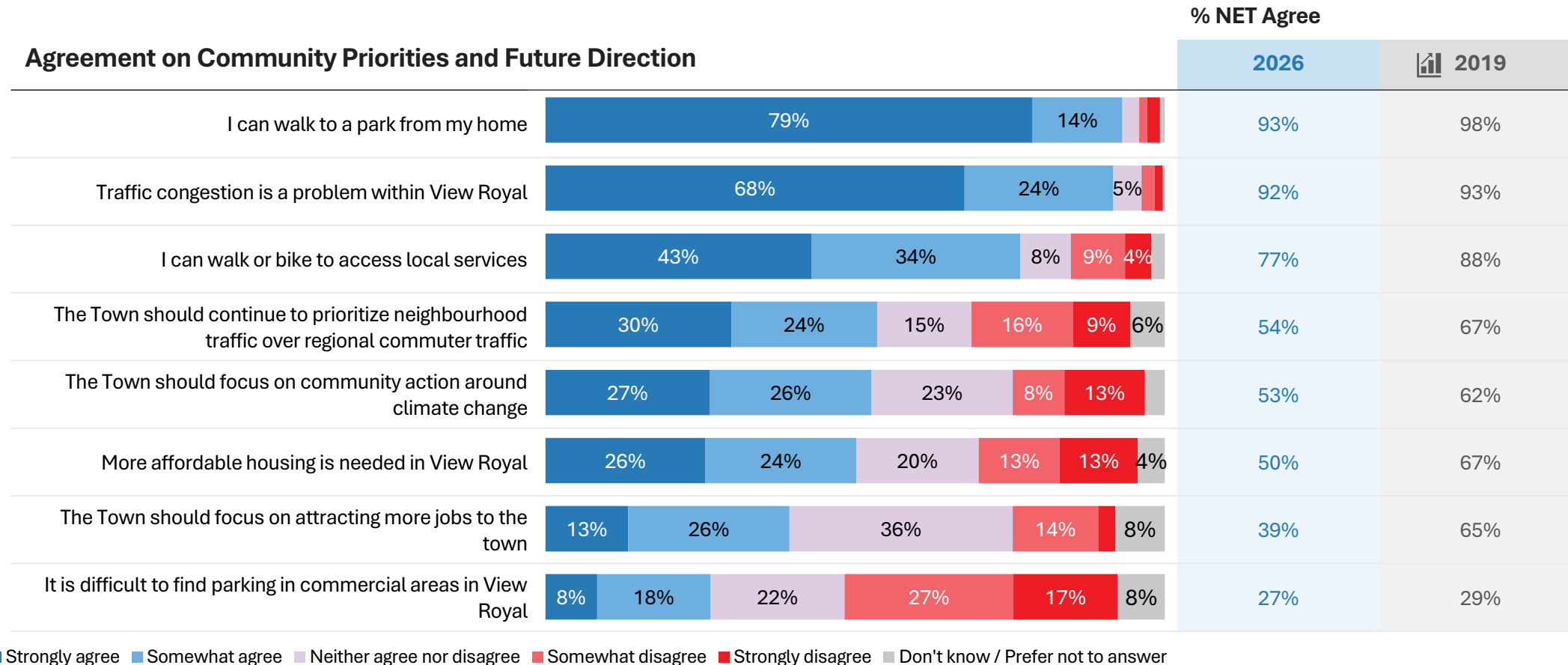
3.1 Community Satisfaction and Services

3.2 Communications and Engagement

3.3 Future Priorities

Views on Community Priorities

Traffic and community accessibility remain prominent themes, with more than nine in ten residents agreeing that traffic congestion is a problem (92%) and that they can walk to a park from home (93%). Views are more mixed on specific future priorities, including neighbourhood traffic, climate action, affordable housing and attracting jobs. Residents appear less likely than in 2019 to prioritize growth-related issues, including needing more affordable housing, and attracting more jobs to the town.



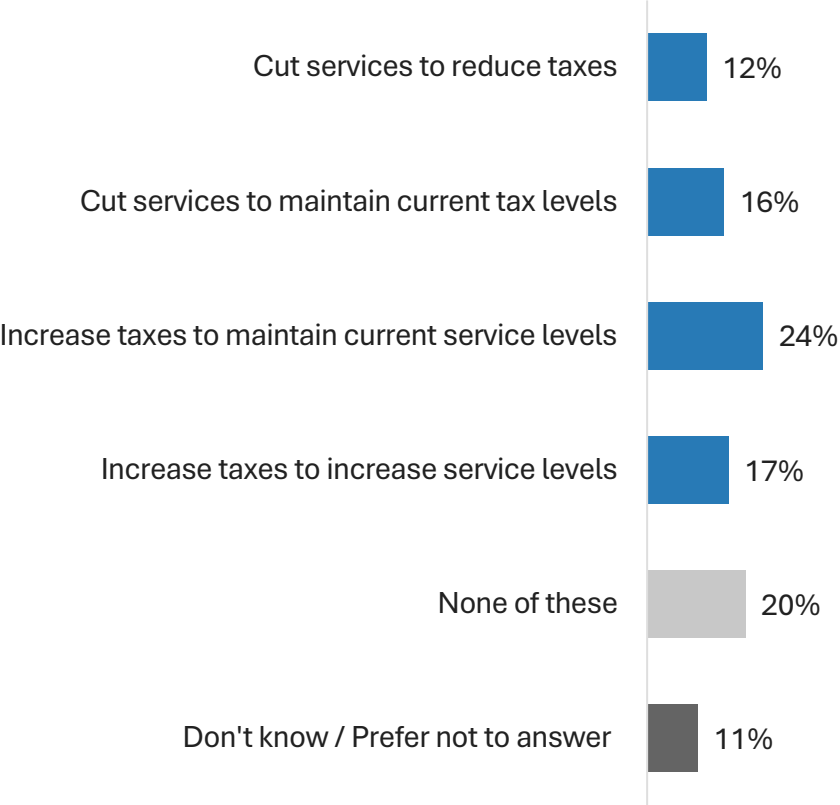
Q16. Please rate your agreement with each of the following statements about the Town of View Royal.

Base: Town of View Royal Residents (n=334)

Responses 3% or less not labelled.

Preference for Taxation and Service Delivery Levels

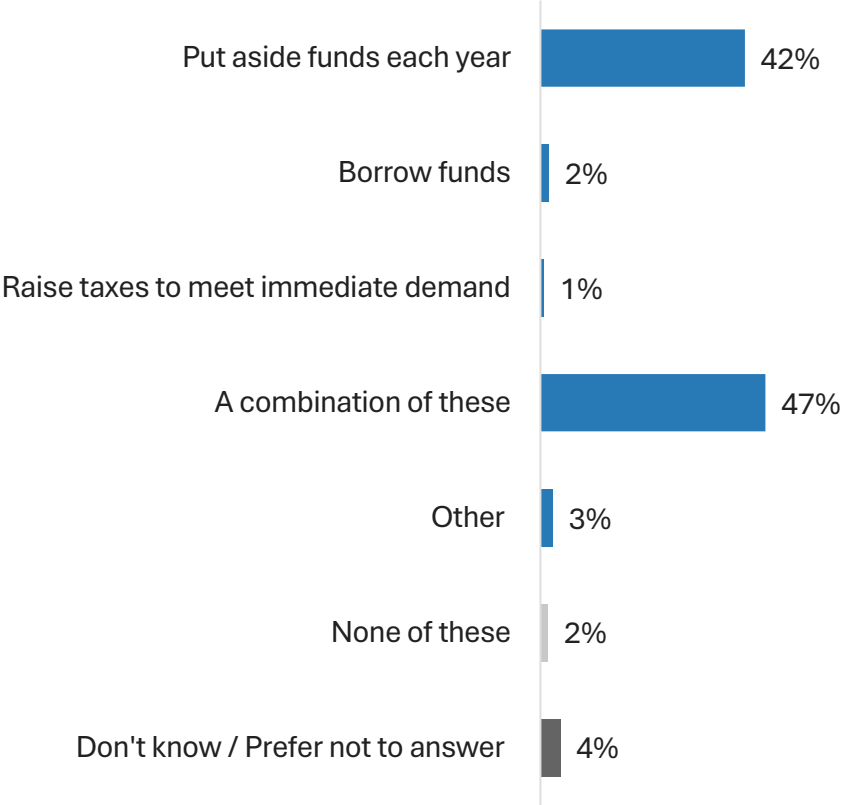
When it comes to taxation and service levels, increasing taxes to maintain current service levels is the most preferred approach (24%). This is followed by increasing taxes to enhance services (17%), cutting services to maintain current tax levels (16%), and cutting services to reduce taxes (12%). One in five (20%) select none of these approaches.



Q18. Property taxes are the primary way to pay for municipal services. With increasing costs of services, the Town must balance taxation and service delivery levels. When thinking about current service levels and property taxes, which one of the following approaches would you most prefer the Town to take?
Base: Town of View Royal Residents (n=334)

Preference on Future Funding Approaches for Large Projects

Town of View Royal residents favour a planned, longer-term approach to funding large projects. Nearly half (47%) prefer using a combination of funding approaches, while 42% favour setting aside funds each year until sufficient funding is available. Very few prefer relying solely on borrowing (2%) or raising taxes to meet immediate demand (1%).



Q20. In general, which of the following funding approaches would you prefer the Town of View Royal use to fund future large projects? Would you rather they borrow funds, put aside funds in a savings account until sufficient funds are available to undertake the project, or raise taxes to meet the immediate demand?
Base: Town of View Royal Residents (n=334)

Suggestions for Services, Programs or Activities

Suggestions for improving liveability are varied, although transportation and public spaces emerge as recurring themes. Traffic control and safety is the most common suggestion (13%), alongside improvements to parks and trails (8%), roads and infrastructure (7%), and active transportation (5%). However, one-third (33%) are unsure what else they would like The Town to offer and 13% say nothing additional is needed, suggesting there is no clear standout unmet service need.



Q21. What services, programs or activities would you like the View Royal to offer that would make the Town more liveable for you?

Base: Town of View Royal Residents (n=334)

Responses 2% or less and 'Other' (6%) not shown.

Open-ended question with coded responses. Results may not add to 100%.

Respondent Profile



Respondent Profile

Base: Town of View Royal Residents (n=334)

Number of People in Household

1	13%
2	42%
3-4	35%
5+	3%

Home Ownership

Own	82%
Rent	14%
Live with family	1%
Don't know / Prefer not to answer	2%

Children in Household

Yes	25%
No	71%
Prefer not to answer	4%

Gender

Man	43%
Woman	52%
Prefer not to answer	4%

Years Living in the Town of View Royal

0-5	31%
6-10	18%
11-20	21%
21+	28%
Don't know / Prefer not to answer	3%

Household Income

Under \$60K	9%
Between \$60K and \$120K	29%
Over \$120K	40%
Don't know / Prefer not to answer	22%

Age

25-34	16%
35-54	37%
55+	46%

Respondent Profile

Base: Town of View Royal Residents (n=334)

Employment Status

NET Employed	58%
Self-employed	10%
Employed full-time	42%
Employed part-time	6%
Retired	33%
Not currently working (includes unemployed, at home, on leave)	5%
Other (please specify)	1%
Don't know/Prefer not to answer	3%

Occupation

Base: Employed residents (n=150)

Public sector/ Government employee	30%
Professional or managerial role	22%
Teaching or health care role	23%
Technical or trades role	14%
Service, retail, or tourism role	7%
Other	2%
Don't know/Prefer not to answer	2%

Education

Some high school	3%
Graduated high school	8%
Some college or university	17%
Graduated college or university	45%
Postgraduate or professional degree (e.g., Master's, PhD, law or medical degree)	23%
Don't know/Prefer not to answer	4%

Leger

The Science of People.

leger360.com

Report

2026 Community Satisfaction Survey

Verbatim Responses

Town of View Royal



Prepared by Leger

September 9, 2026

TABLE OF CONTENTS

BACKGROUND	3
VERBATIM RESPONSES	4
Q3. Why do you say the overall quality of life in the Town of View Royal is [Very poor / Poor / Good / Very good]?	4
Q14b. What are the main reasons you have not participated in a Town of View Royal public engagement opportunity in the past 12 months?	19
Q21. What services, programs or activities would you like the Town of View Royal to offer that would make View Royal more liveable for you? Please be as specific as possible... ..	24
Q11. Thinking about your information needs, what kinds of information do you want the Town of View Royal to provide you with?	36
Q12a. When looking for information on the Town of View Royal, what are the main sources of information you use?	36
Q13. Of the following options, how would you most prefer to receive information from the Town of View Royal in the future?	37
Q20. In general, which of the following funding approaches would you prefer the Town of View Royal use to fund future large projects?	37
D6. Which of the following best describes your employment status?	37
D7. Which of the following best describes your occupation?	38
Q8. For the next few questions, please think about the last time you contacted or dealt with the Town of View Royal. How did this contact occur?	38

BACKGROUND

This report presents the verbatim responses collected through the 2026 Town of View Royal Community Satisfaction Survey. Minor spelling, spacing and obvious grammatical errors have been corrected for readability, while the original wording and meaning of each response have been preserved. To protect respondent anonymity, any direct identifying information has been removed.

VERBATIM RESPONSES

Q3. Why do you say the overall quality of life in the Town of View Royal is [Very poor / Poor / Good / Very good]?

Convenient/accessible location (general) (n=23)

- Good design and accessibility.
- Location, environment.
- I reside in a good spot, close to all conveniences, the town is a reasonable size, close to health care. The graffiti however, is out of control and some maintenance has deteriorated.
- Location.
- Good location between Downtown, Esquimalt and Westshore.
- Close to lot of things don't have to drive the Colwood crawl.
- Convenient location to up island and downtown - Close to nature - Relatively clean neighborhood.
- Because I am happy in my community. I love living close to our kids school, and the E&N and the water and a park for my kid as well as the 4 mile pub and iluka.
- The location is the best in Victoria BC!
- Accessible and convenient to and from all areas of greater Victoria. Friendly neighborhoods. Good amenities, but more would be nice.
- It has close proximity to both downtown and the west shore, Sooke, etc. and has great parks, beaches that provide quick access to nature. However it is a major thoroughfare for daily commuters from all over the CRD and the traffic congestion starting at 2pm until 6pm is a major deterrent for leaving my house. The transportation network is not resilient and one accident on Island Highway or the Trans Canada creates chaos for hours.
- Easy access to all parts of Victoria. Usually good politics but in the last few years it's been to money driven vs people driven. [REDACTED]
- The Town is easy to get about in and provides a complete range of services. Streets are clean and traffic is tolerable. While we could do with more green space, there are a number of parks that are delightful.
- Convenient location, folks for the most part keep their homes and yards clean and tidy, been there since 1975, good general quality of life.
- Great location in between the West Shore and Victoria. Good parks and access to shopping.
- From where I live, there is good access to parks and green space, trails (cycling, walking) waterfront, recreation facilities, and a variety of other services (grocery, recreation, pharmacy, healthcare, transit).
- I have lived in View Royal 29 years. I have enjoyed the central proximity (access) to Victoria and the Westshore, semi rural feel, access to trails and parks. I also feel that the municipality has not been over developed like some areas of town.
- Close to downtown Victoria.
- It benefits from much of the shared positives of being part of the CRD - ready access to major urban centres, public transportation, walking & cycling trails - while being a bit quieter and with a bit more greenspace, though still fairly walkable and with enough daily amenities.

- It's a centrally located, nice suburb of Victoria. It has decent access to shopping, and parks but lacks in entertainment and restaurants/pubs, activities for adults and children/teens are always in other municipalities, which means driving which means traffic and the road infrastructure of View Royal is the worst.
- It's easy to get into town.
- I just really enjoy living here, it is a perfect location and we have a quiet neighborhood, it is a really big deal.
- I have lived almost all over Canada and think I can decide that lots of things are within walking distance.

Nice parks / Close to nature and water / Green space (n=28)

- There's a pretty good mixture of nature and development in most areas.
- Close proximity to water & good neighbours.
- I love access to Thetis Lake, our recycle, compost and garbage is part of the taxes and it's a good location to access groceries, fitness, and coffee shops.
- Great access to parks and beaches, clean and well kept sidewalks and public roads, good access to bus for transportation, lots of greenery, nice new housing developments.
- Access to Thetis Lake Park and the bicycle paths.
- Very pleasant "green" place to live, however traffic congestion and noise are serious and growing problems.
- Parks, bike/foot trails, clean.
- Green spaces. Mostly quiet.
- Lots of trees, water & parks.
- Good: Green leafy neighbourhoods not too dense. Nice people generally. Great parks. Bad: Tax increases out of control. Traffic terrible. Need to do something about congestion on Island Hwy.
- Parks, low growth, low development. LOW ADDICTIONS OVER RUNNING THE COMMUNITY.
- There's a lot of green space and landscaping, beautiful banners (love the new Pride design!), parks, and recreation. WE NEED PICKLEBALL COURTS in Centennial Park.
- The green space makes my family very comfortable.
- Green space, location, access to services (schools, hospital, shopping).
- Good parks, but could be better, fairly good bus routes. wonderful library and rec centre.
- Plenty of green space/natural surroundings.
- We've lived here since 2024, raising our family. Love the access to green spaces and beaches all within walking distance. Also great options for grocery stores, pharmacies and recreation (Thetis Lake) within walking distance or a quick car/bike ride.
- Public parks, E/N trail, ocean.
- Lots of parks. Generally well maintained boulevards. Courteous staff on road maintenance. We just got a sidewalk on Atkins!
- Plenty of Parks. Small neighbourhood feel. Access to amenities.
- Access to green spaces, opportunities to use alternative forms of transportation, ease of getting into the downtown core and out of town into more rural spaces, that we live in a safe and quiet neighbourhood. What's missing is the sense that we will be able to continue to afford to live here.
- Close to parks.

- We are elderly, own our home, and have made good choices in life. We live by the water and have been very lucky.
- I enjoy the nearby Portage Park.
- Generally speaking, it is well placed near many resources and green spaces. However, those green spaces and access points are poorly maintained (why good not very good).
- Parks, transportation access, bike paths, rec center, good mayor and council, safety, lots of trees, bike and walking paths improvements, lots of opportunities to participate or contribute to what's happening in View Royal from council meetings to habitat restoration, police service and fire service, access to hospital.
- Having parks and lake nearby and location not too far out of town, not crow wood we miss that part of it.
- Some of the parks available, green space, lesser construction.

Access to amenities/local business (e.g. food, groceries, shopping) (n=18)

- There's a good balance of school, business, residential, and resources.
- I still live here because it is a good location for many services though I really deserve to have a family doctor where I live.
- Proximity to amenities.
- Amenities are close, parks are beautiful and accessible, taxes are reasonable, housing density and variety is at a good balance.
- Close to amenities, fairly quiet.
- Basic services, such as garbage collection, hydro, gas etc. are reliable. Traffic congestion can be problematic. Small amount of petty crime. Bike was stolen. Otherwise fairly safe area. Good green spaces.
- Have everything I need.
- Excellent emergency services (Fire/Rescue, Police, Ambulance), close to Victoria General Hospital, safe quiet neighbourhoods especially Harbour Precinct where neighbours maintain their properties, speak to each other and are friendly to passers-by. Safe area to walk dogs. Eagle Creek shopping centre is a node for shopping and residential accommodation. Admirals Walk is another shopping node with residential and is close to First Nations Territory. Recent large residential developments have required underground parking so residential streets not "parking lots". Municipality is bisected by Hwy 1 (Trans Canada), Island Highway, and Admirals Road, all historical fixed arterials, serving downtown Victoria and CFB Esquimalt employees. Bike routes on E&N right-of-way and Galloping Goose ease some congestion for younger riders, especially in good weather! So far, Premier Eby's Residential Edicts with their ugly dense results have not yet appeared. Recently completed condominiums overpriced and not fully occupied. One had to be bought by the Canadian Military (Us, The Canadian Taxpayer) and is STILL not fully occupied.
- Town has provided access to Services and amenities; worked on parks and green spaces. However not excellent as council needs to consider housing affordability for EXISTING residents and allow more opportunities for residents to generate income such as allow short term rentals.
- Close access to amenities and natural areas but less congested than downtown.
- Shopping is in close proximity Close to green spaces and the galloping goose.
- I live within walking distance of many amenities, have great neighbours, and enjoy the green spaces in View Royal. I like the way View Royal strives to maintain a beautiful place to live.
- Central to many services and park land and bike trails.

- North View Royal has good access to shopping, hospital and trail system. Very walkable, good for young families that we are seeing more of the last few years. A person who could no longer drive could still get basic necessities and lots of buses.
- Shopping is good.
- We are central to Uptown and Langford and have VGH in our midst and am very happy having Eagle Creek shopping center close by.
- Easy access to grocery stores, green spaces, okay commute except for base traffic and Colwood crawl.
- We are getting more amenities and our taxes are reasonable.

Active transportation options (e.g. bike lane, walking paths, etc.) / Good trails (n=7)

- I live in an area where I can walk bike or take my car anywhere.
- The bike path access points are great. Absolutely love biking around.
- I reside on a street with sidewalks, which we never had sidewalks in Saanich. Garbage pickup is once a week and never missed a day. Snow removal and street cleaning very efficient. The fire ranger comes by and picks up branches to keep down fires in our area.
- Appreciate the biking infrastructure with the E&N and Galloping Goose. Close to Thetis Lake park. Good access to nature. Easy access to services and shopping.
- The location is next to several walking, biking and hiking trails. Living here feels like living in the country. The gardens and trees/shrubs are amazing.
- We live next to a dedicated bike/pedestrian path and a park, so that is great! However, we have to travel to a different municipality to access any services - library, healthcare, rec center etc. The congestion caused by the dockyard traffic means we can be cut off from either getting home or leaving home if we need to drive or take public transit. Admirals DESPERATELY needs a bike lane and sidewalk improvements between Craigflower bridge and Hallowell Rd - it is very dangerous for a cyclist or pedestrian.
- Very walkable very nice green space. Gardens are kept up. Just missing a town center.

Feels safe / Low crime rate (n=26)

- We love it here! It has been a safe community for us. I love the way the sidewalks and gardens around View Royal are kept and served. Well done! We have enjoyed the great attitude and helpfulness of our neighbours.

■ [REDACTED]

- I feel safe in my community, crime appears to be low, and overall there are enough resources for everyone. However, an increase in local food markets (root cellar and similar) as opposed to large grocery chains, would be something I'd like to see increase in the area.
- Safe, low visible homelessness, public disorder, open drug use.
- Safe, green spaces, small local businesses.
- Safe and reliable.
- Safe, clean, well maintained. That said, very disappointed with the reduced care and attention given to green spaces in 2026, it appears there is a new contractor. We're seeing trees dying and green spaces that used to be well maintained now full of weeds or drying out because the underground watering systems have not been turned on in 2026 (yet) - these issues can be seen in the green spaces within the Chilco Road Subdivision and other pockets of View Royal.

- Safe, reasonably quiet & uncongested except at rush hours, good access to parks, good access to other parts of town, reasonable taxes, no open drug use or scuzzy areas.
- Safe, great community of people, close to amenities, lots of green space.
- Overall it is a safe, quiet, nature filled community to live in.
- Safe walkable community.
- It's a safe place to live. Keeps country appeal.
- Great neighborhoods with a feeling of safety walking my neighborhood even late at night. I live with a beautiful view of the Esquimalt Harbour and it's such a blessing surrounded with the peaceful beauty of the area.
- We have relatively low crime; we have a hospital, extended medical services, retail stores, and parks and trails within a short car ride or walking distance.
- No major crime, pleasant neighborhood, green space.
- It's safe, walkable, neighbourly. Nice neighbourhoods.
- It is a great place to live. Feels safe. Close to things. Nice trails.
- It's a safe and generally friendly coastal town with good accessibility to recreation, retail and services. And a great climate.
- Safe, affordable (relatively), and centrally located while still being out of the way.
- I moved here from the Victoria-Saanich border. I appreciate how much safer it feels. I have yet to experience any trespassers, theft, or homeless people loitering near my property. That's the biggest difference.
- Limited crime, greenspace, Eagle Creek.
- I always wanted to live in View Royal. It is relatively safe.
- Mostly safe and clean.
- I feel safe in our community We are near the hospital and Eagle Creek Shopping mall Near schools for families Access to bike lanes convenient Concerns raised recently with increased traffic congestion at Helmcken Burnside Intersection and worsened with construction for bus lanes on highway.
- Feels safe, is beautiful, has access to what we need. Walkable, park nearby.
- Crime seems low, lots of trees with green space.

Quiet / peaceful (n=17)

- I like the peace and serenity of View Royal and yet close to Hospitals, Firehalls and Recreational facilities. I also like that being a small municipality, people and government officials are extra kind and patient. In winter times where I live with hills, the salt trucks come very early to prepare the roads, less worries with snot and icy roads.
- It's a relatively quiet area and reasonably located in the greater Victoria area. Nice parks/green space and it feels like a good place to raise a family.
- Generally quiet and safe with great walking options.
- Quiet, good walking neighborhood, good local community as the kids move through the school system.
- Comfortable community, easy access to getting around via car, walking, biking. Friendly neighbourhoods, feeling safe.
- Calm, relatively quiet, not overcrowded, lots of trees, nice parks.

- My neighborhood is quiet but I do see the impact of densification with not enough Parking stall being provided by the developers. This has an impact on residential side streets that were once a place to grow families.
- Quiet community with a significantly higher quality of life and a very low crime rate.
- I have most of what I need and now that a neighbour with 4 barking dogs has sold her house and moved, it's quite peaceful now. We complained about the noisy dogs but bylaw enforcement did nothing.
- Quite safe, shopping, recreation, trails and hospital nearby. Municipal services are good, such as waste and recycle collection. View Royal could benefit from its own recreation centre.
- Steady, not exciting. Calm.
- Quiet and peaceful.
- Quiet, not too many condos, safe, just a great place to live.
- Relaxed, minimal crime, no pollution.
- We live in a quiet friendly neighbourhood and feel relatively safe. Our council has been relatively proactive on addressing climate change issues.
- So far, View Royal, especially the area of it I reside in, offers a comfortable, neighbourly, community feel. We feel safe within View Royal. We also enjoy the parks & green spaces and E&N Rail Trail. We value the bus schedule & service along the routes we live near. As a result, our primary modes of transport are bicycle & bus, with our motor vehicle used on occasion as needed.
- Far enough out of town that it is quiet.

Small town feel / Appropriate size (n=14)

- Because of this size of the physical town, not too big.
- Still feels like a small town community without big city problems.
- A smaller community, excellent representatives (Mayor, etc.) for the Town of View Royal. We feel this is a close knit township and we feel comfortable living here. The Fire Hall is close, so is the Victoria General Hospital plus the other amenities (i.e. the schools) are within walking distances. The traffic may be busy but it isn't within the township itself. It is a beautiful place; I can hear the birds singing mostly in the morning.
- Small town feeling Good neighbours Beautiful area and park space Bike and walking trails Convenient shopping nearby.
- Small Town, easy access to most of the commodities for daily life.
- Smaller community and handy location to other areas of Victoria being central overall, close to water access and hospital nearby.
- Happy with the location and the smaller municipality, however I feel all municipalities are handcuffed by neighboring municipalities when trying to make any significant community changes.
- It is a small community, with easy access to council members. It is quiet, peaceful, with ample green space.
- Reasonable density, beautiful scenery, wildlife, natural areas, good transit, bike, driving options to shopping and other CRD communities.
- It still has a small town neighborhood feel. My neighborhood is close everyone is friendly and we feel safe for the most part.
- Small community. Access to services.
- Small community, friendly and helpful staff at town hall, amazing garbageman Mike, who gives treats to all of the neighbourhood dogs and everyone in the community knows him by name. He is the

biggest town ambassador. What other community can say that about their garbageman? I sure hope he will be maintained amid the rumours of a different service provider! To make it better, the town needs a "heart" that draws community members together. There doesn't seem to be such a place.

- Best of both worlds in country and city at same time.
- Population smaller growth patterns, they were able to stand up to the provincial government, and I think that is very important.

Low taxes / Good value for taxes (n=8)

- Taxes are low, services are very good, and town is very well maintained.
- So far residents are receiving fair treatment for amount of tax dollars collected.
- Taxes compared to other municipalities are good and I feel I get good value for the money.
- Overall satisfied with level of service for taxes paid but there is some room for improvement.
- Low property taxes in a safe area with good parks and nice roadways.
- Property taxes are low. Great trails E&N, location is ideal.
- Relatively low taxes, great service, local amenities.
- Taxes are reasonable, it is smaller area so it is easier to keep track of spending, community needs, and resources.

Well maintained / Clean (n=11)

- The community is well looked after and kept clean.
- Well-maintained in general with some serious exceptions.
- Still mostly kept up residential houses where we are located. Somewhat quiet. Easy access to the highway and hospital although traffic congestion is getting worse by the day.
- Well maintained and great neighbours.
- Generally all neighbourhoods in this municipality are well maintained, lawful, and aesthetically pleasing. It is a small municipality that seems pretty well organized and funded for its size.
- Overall services seem to be maintained, yet smaller streets and culdesacs get less attention.
- Clean and safe.
- Clean, green, close but not too close to the urban. We're really all so lucky to be here.
- Clean, well maintained, beautiful.
- View Royal does a great job maintaining green spaces. A good balance of development, and parks. It is a safe town.
- It is well-kept, there are many services available close to my home. It is not completely developed, leaving it green feeling more rural. It seems like a safe place to live so far.

Good community/neighbours / Friendly people (n=13)

- While it's a great community, increased traffic congestion, crime and higher taxes are making it more difficult to enjoy the area to its potential.
- We have nice neighbors.
- Great community, central to many businesses.
- Nice neighbourhood, parks near dog allowed off leash taxes not too bad.
- The town generally has a neighbourly feel, despite its proximity to a large urban centre.
- Friendly people, strong community feel.
- Good neighbourhood, neighbours.

- Lived in VR for 45 years and enjoy the people who live here, access to services is handy, transit service is handy, taxes are reasonable. Access to grocery shopping is great. I cycle a lot and all the bike trails to connect to the CRD Galloping Goose is perfect. And for driving access to Victoria and the rest of the island is convenient.
- We have a nice community. I appreciate the parks and the trails and the smaller town feel that View Royal has.
- Never hassled, quiet neighbours.
- Our neighbourhood is mostly friendly. There are more independent shops to choose for coffee, restaurants etc.
- More stable less transient population. Convenient location.
- Wonderful community. Close to amenities. Lots of parks. Could be great if taxes were in line with inflation and transportation infrastructure kept up with growth. Previous councils missed the mark with recent upgrades to Helmcken Road and Island Highway improvements.

Good roads/infrastructure (n=5)

- Municipality does a great job maintaining infrastructure. We suffer the same issues as other municipalities in terms of traffic but the town is beautiful and kept well. Need to decrease taxes somehow.
- Roads and parks seem well maintained. Taxes reasonable. Feel safe.
- Overall, roads and infrastructure are good. However traffic and transportation along with construction impacts are significant issues.
- Good infrastructure, well maintained parks and good library.
- Overall, its travel time to greater Victoria municipalities is generally good except for all the road infrastructure tie ups! Taxes reasonable at this point. I feel our community is safe and well cared for. Not happy about a couple of things - on the whole it's great.

Good municipal services (n=4)

- Feel that the town takes care of our community. Feel very proud when friends and family come to visit, community very crisp and presentable.
- City services seem adequate enough for day to day living.
- Everything works generally well. Garbage gets collected. Roads are fairly clean, except around Vic General and Spectrum school. Parks are nice. Only negative are lack of safe crossing of Helmcken between Burnside and Chancellor due to ongoing construction and lack of pedestrian crossing on Camden Avenue over Helmcken.
- They have maintained an open communication to get in touch if needed and have also maintained a corridor to get to the western community. View Royal is quick to eliminate graffiti and keep our streets and roads looking well, as well as a safety factor whereby the bylaw officers respond quickly if needed if there is a problem. It seems they welcome ongoing healthy rapport.

Good council/mayor (n=5)

- I feel VR municipality does a good job running things, the staff are always helpful. I do appreciate the upkeep of parks and public space. Keeping property taxes low seems like a priority. I'm still horrified at how the bus station was forced in by provincial gov, but it has not been as disruptive as I thought.
- The town runs reasonably well.
- I find the Municipal Hall handy and helpful. Re: Amalgamation it gives me the Heebie Jeebies to think about going to Victoria City Hall to deal with any of my issues!

- Competent and forward thinking and talented Mayor and Council Central location Access to parks and bike trails and bike commuting pathways View Royal focus on environmental stewardship Links to major transit (bus, roads) Lots of community input opportunities through in person and online engagements.
- Town Council and staff are all approachable. The setting of our Town is wonderful - lots of regional and local parks, shopping, VGH and 2 historic pubs to enjoy responsibly.

Public transit options (n=1)

- We have access to transit, expensive grocery store (sadly, and only one), our roadways are okay though too much through traffic and our crosswalks are not painted or give walk opportunity or length of time to cross the road enough! Our parks are good. Our environment is nice though our taxes keep going up to decrease our expendable income to ensure food, clothing and shelter... Too much money spent on boulevards (grass and plants).

New developments / Available housing (n=3)

- More development over the years, but hasn't kept up with the transportation infrastructure.
- Luckily found a rental barely in our budget for our young family of 4. The constant construction, vehicle collisions/accidents, and traffic congestion in the area is ridiculous.
- Different types of neighborhoods and housing, good schools. Parks. Proximity to larger parks and green space. Ocean views. Easy travel to downtown.

Beautiful area / Nice scenery (n=17)

- We live in the best country, best province, and VR is lovely. It's scattered, contained within some impressive boundaries and still feels lovely.
- It's the beauty of the area, the proximity of services and a small town feel.
- View Royal is a lovely community and we are very impressed by how well the parks and other facilities are maintained.
- I live in a beautiful home in a wonderful neighborhood.
- It is a beautiful place to live. As a long time resident I can say it is slipping fast.
- Yes, beautiful and quiet. Been here for 23 years and love it.
- Beautiful pocket of Victoria to live in, thanks to the many treed and forested areas, not many huge developments, and the community atmosphere.
- It is a beautiful location, taxes not too high, good amenities.
- It's a very beautiful peaceful place to live and we who live here are very lucky.
- Beautiful. Easy access to amenities, great schools and health care
- It's a beautiful place to live. People care.
- It's a beautiful area to live in. Shopping and transit is close by.
- View Royal is beautiful and is centrally located for all destinations in Greater Victoria. The town is well managed.
- Beautiful place with generally accessible services, businesses and green spaces
- It's a pretty area, safe, 15mins from everything in Victoria.
- We live in a beautiful part of greater Victoria. Most amenities are close.
- I live on the sea, my house is on the sea, and I am happy with my view.

Good recreational activities/facilities (n=1)

- Fairly good recreational opportunities. Great neighborhood.

Good weather (n=1)

- It's a lovely climate and area, close to downtown but far enough away. Property taxes are high, though. The roads could be kept up better, and the traffic is getting heavy where density has been added but services adjusted. Also, the protected trees may require more attention.

I like the area / I enjoy living here / No issues (n=21)

- Compared to some other places I have been in.
- My day to day experience is very positive.
- Relative to others of the 13 municipalities life is good.
- I am generally happy.
- It's good to live here, and not in the urban mess of Victoria or Saanich, however, the tax, tax, tax and spend council needs a lesson in representing taxpayer restraint from their horrible spending habits.
- It's a great place to live for me, good access to DT and also to surfing!
- I like living here over the other townships however a light rail transportation system to Victoria would be the best.
- No serious issues.
- We appear to be on the right track overall.
- Overall, I love living here. However, I hope traffic condition could be improved. The highway construction project is always going on since 2018.
- I like the area.
- I have no real issues with quality of life or township governance.
- Nice place to live. Good location. Most services available.
- We love living here but frustrated with heavy traffic.
- We chose to live in VR for many reasons when we were looking for a place to settle down.
- Nice place to live. Taxes relatively low but that's changing. Nice natural environment. Peaceful. Convenient.
- I enjoy living here.
- Not much to complain about.
- It is definitely a good place to live with good amenities, generally nice neighbourhoods, transportation options.
- I have lived in lots of other places and that gives me a good perspective. I have not lived anywhere better than this.
- You just can't think of anything bad.

Traffic issues (e.g. congestion, speeding) (n=11)

- View Royal is a great town but the ever-increasing traffic congestion is becoming unbearable. Better traffic flow (not more bus lanes or bike lanes) is essential especially since the traffic issue is not just a View Royal problem - we're impacted by the traffic coming from neighbouring communities.
- Traffic congestion can be a headache. We have so many kids in our community which is [wonderful] but the elementary schools are bursting at the seams! There will be 3 Kindergarten classes at Eagle View Elementary this year.

- Because it's neither bad nor good. Specifically because of horrendous traffic congestion on Island Highway between Admirals Road and Helmcken Road where it is worse but not limited to that section.
- Worsening of traffic congestion and obviously the accompanying pollution, due to rampant development with nothing being done to address the included increased traffic. Seems it is fashionable/politically expedient to claim to be concerned and "green", but actions speak louder than words. Moving traffic pollutes far less than the daily "Colwood Crawl" as a prime example, or vehicles sat at unnecessary traffic lights when roundabouts/traffic circles keep traffic moving, and have been shown to be safer. Apparently increased tax revenue via increased density is more important to View Royal than health, safety, the environment and quality of life.
- Traffic congestion makes it annoying to leave the town. With more and more people coming to high density areas the traffic problems will be getting worse. Real improvements need to happen to roads. Especially the island highway route.
- Except for the traffic, which View Royal doesn't have much control over with the highways, not much to complain about.
- Because getting around (traffic) makes it very difficult - cannot go out unless you want to sit in traffic in the afternoon or early morning.
- Could be very good if traffic was managed.
- It feels like a place people drive through, quickly. Island Highway is a dump. Six Mile Road sees high volumes of traffic accessing hwy's. Pedestrians and cyclists take their life in their hands on main arteries.
- I would have said great except for the traffic and congestion of new condo buildings going up. It's a great location in between town and Langford, it is attractive, safe, and well kept. But I do not believe the infrastructure is keeping up with the rate of development. The traffic is getting progressively worse and more condos are going up with nothing to address the increased traffic. I know it's a multi-municipality issue - but rapid transit people come on, can we please catch up to the rest of the modern world?! And don't talk to me about bike lanes! Bike lanes do not make non-bikers into bikers, and for a large percentage of the population, biking is just not an option.
- Very good. Would like to see improvements in traffic - specifically the intersection of Chancellor rd and Helmcken. There is no left turn only to join Helmcken road when turning left from Chancellor, which can make this incredibly dangerous and I personally have seen many close calls.

Poor roads/infrastructure (n=2)

- The road and road congestion coming off of Admirals Rd. merging onto Old Island Hwy is dreadful.
- It would be better if the one main road through View Royal wasn't always clogged with traffic.

High taxes / Affordability concerns (n=7)

- For a pensioner on a limited income, property tax increases are far too high. As a result, disposable income is getting lower and lower.
- Taxes have increased exponentially since I moved here. Projects chosen don't seem to be essential given the fiscal recession type economy right now. Council opinions don't seem to be reflective of the desires of people - for example constant changes to traffic flow. As population grows, without valid alternatives (biking is not one for an aging population, nor for young parents with full schedules of kid drop offs and other errands) there will be more cars on the road yet everywhere they are making changes to reduce traffic flow. Since housing targets have been met and View Royal has many new buildings not fully at capacity, slow the approvals of yet more building that is straining the infrastructure and services and resulting in tax increases.

- Taxes continue to increase despite income from the Casino & numerous condominiums being built increasing the property tax income/revenue received by TVR Major Traffic issues each week as a result of continuous new buildings in the town approved by the Council. Continuous Fire Rescue responders being sent to other municipalities as we have the best equipped fire hall on the west shore paid through taxes and revenue through the casino.
- Municipal taxes getting too high due to municipal spending. [REDACTED]
[REDACTED] I once worked for a Federal Government agency where the mantra was spend it or lose it. It certainly seems to me that attitude had seeped into View Royal.
- There are a few issues, number one: the sewer tax is a separate bill, which everybody knows is part of property tax but this is your way to state that View Royal is one of the lowest districts for property tax, but if you add that sewer tax, then the expenses are pretty much the same. Secondly, there's a lot of overgrowth for drivers in cars so there's no way to see the other lane for safety for example driving on Helmcken over the highway the bridge going towards Eagle Creek on the right side there is an exit for the highway I cannot see if there's traffic coming towards the light because it's completely blocked by overgrowth of shrubs and trees. I've had two occasions where somebody drove through that intersection while they had a red light and I was coming down the bridge and if I was 10 feet further up, I would've had a collision because I could not see them but if the shrub and bush was shaved and vision returned would have had plenty of time almost 50 feet back to witness that driver error. This isn't the only place, this is just one that I can think of right now but at all corners, there should be no shrubs higher than 2 feet. All roads and all lanes should be visible. It's very much just common sense. I don't know why no one thinks about that. Third On Chancellor Avenue at the light, turning left to go down Helmcken rd Chancellor ave is so offset from Watkiss way that when cars come towards you to make their left, they completely block my view of the other people on Watkiss way turning right onto Helmcken rd It is so dangerous and I have witnessed multiple close calls, and there should be no reason for this. People on Chancellor Avenue should have a left turn advance because of this safety issue. It feels to me that more concern and care are provided for bikes than for cars yet we pay for all the services. Do you see any bikes with license plates on it so that revenue could also feed into the share of bike lanes and so forth. Plus, having a license plate would make bike riders accountable.
- Nothing new happens here that benefits the citizens. My taxes have increased exponentially, while traffic has only worsened. Spending is on their own pet projects. For example - why bike lanes and narrowed roads at the same time (in front of Eagle Creek). It was always a nightmare coming down Burnside or Helmcken - now it is double the nightmare. I always thought VRoyal missed the Colwood Crawl - but now I want to move to Langford, because I'd rather be in that crawl and have things to do in my community, than the View Royal standstill and nothing to do in the community. There is nothing here - no restaurants, no venues. no sporting areas. It's a dead town to end up have the traffic jams. May as well live in Langford and enjoy all of the fun and stay in town and avoid traffic. The council is self-serving and so far behind the times. They want nothing to progress. So many items come to council, and they make decisions based on their own bias. I've heard them just dismiss any opinions of citizens.
- Happy to have a home but feeling increasing affordability pressures. It would be better if we were able to recoup some living expenses, including increased property taxes, through renting out space in my home, in line with Provincial short-term rental guidelines.

Not safe / Rising crime rate (n=1)

- View Royal has done many improvements to the town however, I still don't feel safe in our community.

Poor municipal spending (n=1)

- There was no option for "somewhat good". The municipal government needs to get back to the basics of running a small town, focusing only on those areas where it has direct responsibility and control. The town needs to rein in its spending, not rely on tapping the property owner for more and more revenue.
- [REDACTED]
- [REDACTED]
 - [REDACTED]

Too much development / Over-densification (n=3)

- Town is growing too fast and infrastructure does not keep up.
- I've owned here for 27 years. The rush to high density, never ending traffic noise, noise bylaws not being enforced, have steadily destroyed my quality of life, health, both physical and mental, as well as my property value. This is unsustainable.
- We enjoy the community for the most part, constant construction and road work tend to be our biggest pet peeves.

Need more amenities (n=1)

- Nice place to live but could use more amenities (proper coffee shop, bakery, small grocery or produce store etc.) in the center of town for those who don't live close to the 2 strip mall areas. Barely any community centered events, View Royal only has Canada Day and the 2 events the firehall puts on each year. Wish View Royal could be more community and family orientated instead of just catering to singles and retirees (all we seem to be building are 1 and 2 bedroom condos). Walking and cycling infrastructure could definitely improve outside of the E&N trail (which is amazing).

Lack of community hub (n=3)

- There's really not much to the Town. It really shouldn't be a separate community. There is no town centre or community identity. The town is a residential suburb of Saanich and Colwood. It should be amalgamated in my opinion.
- Very nice community. I feel the core of View Royal is over by VGH, Eagle Creek. Would like to see a nice Neighborhood pub, something like that for our community. Lived here 12 years and love it. Very central to everything.
- I like to be left alone, but neighbours matter. People used to be more friendly and community minded but people move to be with family elsewhere as they age, Newcomers do not mix and we have become isolated after 40 years in the same house! Quality of life has downgraded from very good. I blame some of this in the ignoring of single-family dwelling as density increases. Cramped apartments, noise, lack of green space and endless traffic destroys pleasure in surroundings. Noise, house shaking from bus lane work at night causes sleep deprivation - why? just to knock off a few

minutes for the Colwood crawl. Tell them to get up earlier and pay the price for the commute! Talk to "Highways". Reduce overnight work to alternate days to help us PLEASE.

Lack of bylaw enforcement (n=1)

- The bylaw compliance/enforcement is close to zero. Residents' concerns are not listen to: letters sent to the council or townhall departments are answered very late if they are answered at all. Most of the time residents concerns are rejected, not good reason given. Taxes are higher and higher every year.

Could be better, could be worse (n=8)

- It's good but needs improvement.
- It's not bad, it's not great.
- The quality of life should be measured between poor to good. For me, it's okay, good location to live but the public and social supports are limited. We have to rely on commute to Colwood, Langford and Victoria for lot of things.
- Choices went from good to poor - I would rate the quality of life as ok (average) if that was a choice. This rating is because View Royal is becoming unaffordable for folk on a fixed income.
- Is a great place, but community "feel" is still lacking.
- Because it isn't poor and there was no option for average.
- It's not great but not really bad. Moderate wasn't an option to choose.
- So far so good, but uncertain if future will get better or worse. The future growth and services could devalue the quality with so much infill, so much traffic I may move out of the town altogether. Worry the leaders will hand over too much control to staff, rather than represent the residents and control taxes.

Other (n=11)

- We have an awesome Fire Department, and the property tax is not as high as other municipalities.
- I prefer to focus on the positive aspects of living here There are many obstacles: Timely access to qualified health care professionals; road congestion; lack of sidewalks in many neighbourhoods; increasing pressures from unhoused and unwell people; lack of recreation facilities (pools); ever increasing property taxes; increased utility/water and sewer costs; ever increasing home maintenance costs; Ridiculous government controls Fed/Prov/ever increasing demands to go to www and do it myself reduce the amount of time remaining to enjoy retirement weather; location; family and friends are the mainstays.
- The actual town is great, but bureaucracy is slow and sometimes backwards.
- From where I live shops are not within walking distance.
- It's difficult for many people to live in a town where they feel their concerns are swept aside. Many residents have expressed serious concerns about everything from the ban on short-term rentals to the lack of wildlife attractant bylaw provisions and traffic concerns. When trying to speak to the town engineering department, many people report not receiving return calls and not having questions answered. When numerous residents appear before council on matters like short-term rentals, council members deem residents' views and their presented facts as unworthy of further investigation and fact checking. Instead of setting up a committee to further investigate, council decides to end discussion. There is lack of communication and lack of respect. Council and town staff should be working for residents, those who elected them.

- The town is lovely but I don't think there is a good sense of community identity. There are not a lot of services outside of the two shopping centres, few cafes and restaurants, etc. There really aren't walkable neighbourhood centres.
- We get good support from the Bylaw department which is important across from Park regarding non resident parking, however we need "Residential Parking" signs along Highland Road. We like the clean air initiatives which need to be continually reinforced. Until recently, taxes have been very favourable, always less than other jurisdictions, but are starting to climb at 3 times inflation with no real explanation.
- Because it is way too restrictive for a person to get a business license for a business that has no permanent location that customers would visit, such as a service business.
- Speed limits on major roads still 50 km/hr. Easy access to shopping and hospital services. Care for parks.
- By comparing 'quality of life in the Town of View Royal' with other places.
- Basically, there is a mixture of young people and elderly, the flow keeps the economy going, It is a good fit for everybody, Having the Galloping Goose bike and walking trail here and would like to see more businesses here instead of big box stores taking over.

Q14b. What are the main reasons you have not participated in a Town of View Royal public engagement opportunity in the past 12 months?

Lack awareness of opportunities (e.g. dates, where to go) (n=61)

- Not aware of when they are.
- Not aware of them.
- Didn't know about them.
- Have not heard of any being held. How is this communicated?
- Not aware of when they are. View Royal honestly does not feel like a town but more like a speed bump on the way to the Westshore, Esquimalt and downtown. Not even sure why View Royal is a town. Don't feel connected to it as a community.
- Unsure of how to effectively participate... would prefer options to engage that don't require speaking in a public forum.
- Haven't been informed that there was one occurring.
- Not aware.
- I'm not aware of opportunities.
- I never know when they are. Or if the topics affect us.
- Not aware of one.
- Unaware of meetings, work/life balance has us busy.
- I don't know when they happen!
- Was not aware of anything.
- Not made aware.
- Poorly advertised to the public.
- Didn't know about any.
- Don't know about them.
- Don't know about them.
- Didn't know what they were when they were happening.
- Not aware of them or if they are surveys, often they are too long, confusing or poorly designed surveys.
- Unaware of engagement sessions.
- Lack of knowledge of engagement.
- I don't know they're happening. Or it feels like there's no point. View Royal seems invisible. I've lived here 20 years and don't know where the Town Center is.
- Lack of information on opportunities.
- Wasn't aware of any, at least that we felt affected us...
- Where does one park to attend meeting? Taking a bus just isn't an option.
- Don't know when they are scheduled.
- Not sure what these are.
- I have not heard about them.
- Don't know when they are, new in town.
- Unaware of these meetings.

- I have no information about whether there were opportunities or when individuals can participate in public engagement.
- Was not aware that there was an engagement opportunity.
- Not aware of any engagement opportunity that would be of importance to me.
- Not knowing about them, lack of info.
- Don't know about them.
- Zero notification or missed event or conflicting schedule.
- Did not know there was such a thing.
- Didn't know about any, or if I did, they didn't seem pertinent to me.
- Wasn't aware of any that were relevant to me.
- Unaware.
- Do not recall an opportunity presented to me.
- Unaware of them.
- Didn't know about it.
- Wasn't aware of any.
- I had not heard of them. Never heard about Engage View Royal until this survey.
- Have not heard anything about them.
- I do things with Esquimalt as I know more about them than View Royal. I really don't know anything about what's happening in View Royal, even though I live here.
- Did not know about them.
- Wasn't aware of them.
- Not sure what is happening or where to find out. Don't check the Town's website unless I am looking for something I can't find.
- Lack of awareness.
- Was not aware of them, or was unavailable.
- The amount of notice and the time available.
- Didn't know about them.
- Might not have known about a meeting.
- Timing. Not knowing with enough time to plan.
- Just not know about it.
- Not aware of them and not looking.
- I don't know what it is you are mentioning.

Lack of time / Busy schedule (n=28)

- I have a very busy job that prevents me from participating.
- Out of town when meeting was on.
- Combination of busy schedule and not feeling like my participation would change anything.
- Time constraints.
- Usually too busy and to a degree don't really feel my input would change much.
- Too busy at work and at home.
- Busy with my own life.
- My work schedule.

- Timing.
- Busy with other things.
- Very busy life with little time for extras.
- Lack of time/interest.
- Time and issues that I don't feel strongly enough about.
- Timing has not worked.
- No time.
- Lack of time and lack of conviction that residents' opinions really matter. They do what they want to do, anyhow. What we got by increasing the number of local councilors? Higher taxes?
- Busy.
- I'm interested, but am often busy and don't make the time; also, I don't necessarily know about these opportunities and don't follow VR closely.
- Very busy work schedule and caring for my terminally ill husband.
- I work retail so my hours quite often don't allow me to attend.
- Lack of time.
- Time constraints due to work. Engagement needs to be online with my input given during a window of time. Ex. survey, online forum.
- Missed timelines.
- Too busy, but do enjoy the fire department collecting food for the Goldstream food bank.
- At this stage of my life I simply don't have the time.
- I have an incredibly busy work schedule. If I did, I would bring up the mess that the Burnside and Helmcken intersection is. I work 2 minutes away and it often takes 35-40 minutes to get home. That is if I use an alternate route where I can turn right onto Helmcken. There needs to be an advanced left turn light west onto Helmcken as well as a no right turn on the red light. At the very least, coordinate the lights on Helmcken so traffic moves.
- I am rarely home and way too busy.

I'm not very interested (n=13)

- It has not been my current interest or priority, but appreciate that VR does conduct communications well.
- I was not interested in the topics.
- Not interested in what they're doing.
- Not interested.
- Topics have not been of direct interest or unable to attend.
- Nothing of interest.
- Nothing that interested me.
- I haven't felt the need to.
- Nothing of interest came up.
- Not always interested.
- Easy going along with whatever the people want to have or see in VR.
- There was nothing that I was interested in.
- Just haven't found it absolutely necessary.

Topics not relevant to me (n=3)

- Not in areas that affect me.
- I feel those are more geared to homeowners. I rent.
- We engage when issues become serious and impact our community or well-being.

Feeling that our opinion doesn't matter or will not result in change (n=7)

- Not sure anything I have to say is of interest to anyone there. When I have emailed a concern there is not even acknowledgement of what I have provided or action considered.
- I don't believe that participating makes a difference.
- In the past I have engaged in consultation for a community plan that went nowhere. We still do not have a community plan and the endless consultation seems pointless.
- Town council and staff don't listen. The reason these exist is to tell taxpayers what they are going to do, and spend piles of money on. They don't exist for feedback, Council and Staff attitudes are Let Them Eat Cake!
- Often by the time the public is engaged, major decisions have been made so one feels they are "going-through-the-motions". Many matters have become complicated and plowing through staff's bureaucratic language is exhausting. When one does express concern or offer a different point of view, decision makers listen very nicely and then do what they originally wanted to do. Meetings/gatherings in the evening are not ideal for an aging senior but probably are good for working residents. Recent Provincial Government Edicts such as Prohibiting Public Hearings on land use matters is high handed and undemocratic. Families do NOT WANT TO LIVE IN 500 square foot closets with their children in a stacked box with minimal amenities. And now citizens are forbidden to express their opinion on this. Thus public engagement has been gagged.
- I don't feel they are listening to the public. There have been many people questioning why View Royal is not allowed to follow the Gov of BC's legislation regarding short term housing. Almost all other municipalities follow the provincial government ruling. Having a B&B is not viable as many of us are still working and could use extra income from short term rentals. What right does this council have to make these decisions on our behalf by not listening to our feedback? Each time they are questioned, the responses are condescending. No empathy.
- Seems to be little opportunity to make changes. Pro-development focus is against reasons I moved to V.R.

Health/age/mobility barriers (n=13)

- Mobility issues.
- Dealing with family health issues, and failing health.
- We are both not able to walk too far, busy with many other projects. We tend to not really participate; if I am interested, I will check online for the information.
- Health scheduling conflicts.
- Health issues.
- I am 98 and too old. But I did plenty in the past.
- Illness.
- Poor health.
- I'm limited by age, and the health conditions of my spouse, in terms of public engagements.
- At our age we are busy with our own lives.
- Age and bad health.

- Being past my best before date.

Family / Childcare / Caregiving responsibilities (n=3)

- At home with young kids.
- Childcare and evening time.
- Did not have childcare and did not want to bring toddler. Or not interested or did not know about event.

New resident / Haven't lived here long enough (n=5)

- Just moved here and still getting settled.
- New to View Royal.
- We just moved here. Unsure what opportunities there are.
- Been here less than 1 year. Not aware of any public matters affecting my neighbourhood.
- New resident - 3 months.

Access issues / Need more online access (n=2)

- I've tried to do the online attendance to meetings and it hasn't worked.
- I guess not invited.

Other (n=7)

- I have participated in the past years. In the past 12 months I haven't been as active in the process but I do read and learn about projects by reading the VR newsletter delivered in the mail and in VR emails. I do not participate in "social media" nor do I think it's fair for social media to be the main source for funneling information to the community.
- Main concern: trees planted rubber stamped 15 year ago and unable to thrive on property Should not have happened that way. Now replacements are very costly, and indeed necessary if a tree dies, View Royal fire department wants us to keep a fire smart area and yet the Council doesn't have a clue about fire smart. Having waited for three years to hear from Council, or more, changes in staffing being the main reason according to them- but interestingly, enough, one of the members originally on there came back years later or was always there. We are caught in the middle, can only mitigate fire to a certain degree, have no actual soil to support the trees that are already here... I think you get the picture.
- Time frame too short to respond. After receiving reminders (thank you!) the response time has usually ended before I am able to reply or make a plan to attend.
- I work for municipal government and the last thing I wanna do in my free time is engage in more municipal related business. It's also not enough pricing issues that are causing me to want to engage. That said, I should've answered yes because I contributed to the official community plan and the transportation plan.
- Very difficult to get honest/helpful information very difficult to get answers, even to safety concerns.
- I am awkward and have a hard time remembering people's names.
- I did write to the engineering department but did hear back.

Q21. What services, programs or activities would you like the Town of View Royal to offer that would make View Royal more liveable for you? Please be as specific as possible.

Improved roads/infrastructure (n=13)

- Stop the amount of intersection construction. There are too many intersections. Adding the lights at Atkins and Island Hwy makes bad traffic worse. Many lights are poorly timed. The Watkiss Way/Burnside Road W intersection is particularly bad during peak rush hour. Often times cars can be backed up all the way to Prospect lake Rd trying to get into Colwood. This entire intersection needs to be reworked. It takes 20 minutes to get through one light.
- Completion of the Island Highway project from Beaumont to Helmcken.
- You're funding a pathway and bus stop improvements along my road. That is the important improvement our neighbours and neighbourhood had been looking for for years! Thank you so much! You've also improved the Six Mile corridor by putting in a traffic circle. Thank you! You can continue limiting development along areas backing Millstream Creek and require development which provides proper drainage limiting pollutants entering the creek. A walking pathway and/or park by Millstream Creek would be very nice too.
- I don't support replacing vehicle lanes with bike lanes on major roads. My observation bike lanes are underused. This creates increased traffic congestion. I am concerned with Christie Point not being monitored closely enough, perhaps regular inspections preventing possible leakages into Gorge Waterway. Concerned with Shoreline students' safety at the pedestrian crosswalk.
- Maintenance of existing residential streets and roads, increased road capacity to match the increased building of condos and apartments, less traffic congestion.
- Finish Atkins Road sidewalk project.
- We need another speed bump on Highland Rd, just North of [street number removed] Highland Rd. The speeding around the bend in the road at [street number removed] Highland Rd is extremely dangerous. The current traffic engineering design with the stop signs that everyone ignores and low speed bumps is a total failure.
- More boulevard maintenance.
- Invest in raising quality of life level. Spend more in infrastructure across Town of View Royal. Not sure if Town gained anything in performance by 2 more councillors from 5 to 7.
- Improve transportation/road. Put island hwy back the way it used to be.
- Better road maintenance.
- Plan construction so that work isn't being done on multiple roads in the same area. It's too congested on feeder routes out of TCH between Thetis Lake and Helmcken. Something has to be done at intersection of Burnside and Helmcken.
- Keep strategic action on major infrastructure needed; planning and funding (water waste) Ease traffic congestion into Colwood corridor from downtown Centralized walking district/hub in future development Meet prov/federal housing targets if you must but don't do more Live the free tree program! Keep up focus on environmental stewardship.

Traffic control / Traffic safety (n=24)

- Reduce traffic congestion by removing these so-called "traffic calming" areas and opening up roads so traffic can flow.

- Traffic congestion is ridiculous. Sometimes takes me 10 minutes to get from my roadway on to Island Highway.
- Decreasing taxes will make the town more liveable. We have enough amenities, we have enough green space, we have too much traffic. I would like to find cost savings somehow; increase taxes to DEVELOPERS (rental vacancy rate is rising, fast enough) look to 3rd party contractors vs hiring Town staff, move away from annual plants to perennials (minor yes but seriously it's silly to plant all these annuals when there are so many nice perennials).
- There are so many condos and other multi-unit dwellings going up. This creates severe traffic delays. New building application approvals need to consider the added burdens on traffic and parking more realistically. I would like Engineering to review the length of left turn arrows in light of current traffic. I have waited through 3 lights to turn right onto Watkiss Way from Helmcken. Also Admirals and Craigflower. The arrows should last twice as long as they do now.
- Controlled traffic flow on 6 Mile Road with the use of speed bumps between Nursery Hill Drive and Prestley. Also, eliminate the bureaucracy when new businesses are trying to open, expedite the process.
- Traffic congestion is completely unacceptable. There is way too much focus on bike lanes. There are 10-20x as many people using cars. Focus on building more vehicle lanes. Not bike lanes. Not bus lanes. Other than fixing traffic congestion, the town should be looking to cut costs as much as possible. Focus on efficiency.
- Better traffic flow instead of persisting with maintaining a bottleneck. It is unreasonable and impractical to try and force everybody onto bicycles.
- Intersections that keep traffic moving, instead of more traffic idling at lights where you can't turn right on a red signal or get an advanced left to keep traffic moving behind you. Safety is key on the roadways, yet the upgrades have slowed down traffic which creates a greater environmental impact.
- Fix congestion, remove some bike lanes.
- A sign explaining to drivers how to conduct a zipper merge correctly at the bottom of Admirals and Island Highway. Many drivers merge at the end of the lane instead of the front where they are supposed to and this creates more traffic during rush hour and often blocks the intersection. More fun events in the parks, or community halls to meet other residents. (Outdoor Movie nights, Block Parties, community garage sales, etc) Indoor spaces to bring children (like a playroom).
- Traffic control, Nursery hill at six mile Rd 4 way stop dangerous lots of drivers on six mile drive right through stop signs, scary intersection, should have a flashing red light at all times. Get rid of the graffiti on all the E&N bridges, six mile, 4 mile, Burnside old Island highway makes View Royal ugly, feels unsafe, cheap, with the graffiti Widen the sidewalks along six mile Rd, add a boulevard between sidewalk and roadway. Increase lighting. No more development in View Royal, too much traffic, View Royal forgot about six mile Rd and Atkins why are decorative flags along old mile highway but not on six mile and Atkins, unfair spending and beautification Canada day festivities not inclusive, not everyone is Scottish, do something different Increase left turn times from six mile to old Island highway in the morning, too much traffic backs up six mile Rd. Turn light too short.
- Better traffic areas and more recreation facilities.
- Reduce the traffic congestion. Stop the high density population push until the infrastructure, especially medical care, is improved to meet the demand. Stop taking down trees.
- Traffic concerns on Island hwy.
- Reduce traffic congestion.
- Improve traffic flow, particularly in the two bottlenecks at Helmcken Road/Watkiss Way and the Island Highway/Admirals Road.

- Traffic, stupid roundabouts, that no law enforcement monitors, (chilco rd & 6 mile) 4-way stop someone is going to get killed, speeding 6 mile road get some help with enforcing the law.
- Traffic reduction and calming. Improving conditions for vulnerable road users. Park upgrades.
- To make more livable 1) Fix the traffic jams first or you can't get to the activities (never ever honestly is anyone in those bike lanes). It was someone's pet project 2) Lower taxes - and no - not by cutting services. Generate revenue by allowing some commerce in the sleepy town (stores, a bar, short term rentals, a festival) Anything.
- Dealing with traffic congestion and keeping up the roads would be beneficial.
- Please improve intersection safety at both Helmcken intersections for pedestrians and cyclists. Cars speed through and oftentimes do not stop when pedestrians are signaled to cross. It is terrifying. Would be awesome if there were garden starters like City of Victoria to encourage home farming.
- Reduce commuter traffic and speed travelled through the community. Senior services.
- Wouldn't mind less traffic and less congestion on highway.
- More access to vehicles like Modo, certain municipalities offer to go and get a vehicle to use downtown. It would reduce traffic congestion. Introduce Modo to View Royal.

More recreational activities/facilities (e.g. pickleball, basketball, splash pads, etc.) (n=10)

- I would like to see the tennis courts at Helmcken Centennial Park maintained better and have pickleball courts added.
- Additional recreation services such as more pickleball courts. Traffic calming measures to make roads safer for pedestrians and cyclists.
- Pickleball courts; food trucks at Centennial Park; fewer power failures; nice sit-down restaurants; a gift shop.
- Outside 50 meters pool bc as the best weather but no outside pool????? Lakes gets blue [algae] too early in summer now.
- I think the town needs to communicate with all of greater Victoria to build and support a hockey arena.
- As the population ages an updated rec centre as 4 -5 municipalities use Westshore Rec centre as well as the senior centre.
- Ocean swimming access with a dock or pier at Portage Park.
- Maybe add some GYM.
- Exercise classes, community gatherings, do something about the traffic congestion at Admirals and Craigflower/Old Island Highway; be a liaison between View Royal residents and the two First Nations near us.
- Better recreational center.

Healthcare access / Availability of healthcare professionals (n=10)

- Not aware of services available- certainly having a medical model like Colwood for family doctor access would be top priority.
- More health and urgent care access. More pickleball courts.
- The very best thing the Town could do would be to follow the Colwood model to attract doctors to our area and provide increased access to services available through a medical clinic. We should be leaders in this area.
- A town-run medical clinic such as the one created by Colwood.

- Municipality-run medical clinic sidewalk/path on the parking lot side of View Royal park for those who walk to the park.
- Access to health care, opportunities for local employment, more options around recreation.
- A doctor's clinic would be great.
- Accessible local health care.
- More available doctors.
- Digital Health development and optimization. Consider consolidating processes that are currently paper or manual via a more optimized use of the website. Consider billing as an example. Saanich (I realize is much larger with many resources, has developed a more robust and efficient approach). There are community members that would be happy to volunteer their time to support this type of project.

Community events/festivals (n=11)

- Community BBQ-Craft Festival.
- It would be nice if there were more family events organized in the community to promote meeting fellow residents and possibly inspire more community volunteering at the same time. If people enjoy the culture of the town they would probably be more likely to volunteer to improve certain aspects of it.
- More community building type of events where you meet your neighbors and make lasting relationships.
- An annual View Royal town event/bbq to meet others in the community! Or a View Royal fest or something similar to how they do Vic West fest or Fern fest Air BNBs in the community so my family can stay close by when they visit from out of town. More community building events and social activity. Like a community bike ride through the neighborhoods to see houses decorated for Halloween or Christmas.
- Planning in collaboration with neighbouring communities would help and mitigate frustration with all residents.
- More community events like Langford does (e.g. Sweet Street, cultural events at The Station, etc).
- Community events (fairs or festivals for families). Essential services in the center of town so not everyone has to drive or walk to the 2 strip malls on the edge of town.
- More family community events - fund school crossing guards - remove graffiti - better road & garden maintenance.
- Employ volunteers for events for the public and charge money that goes straight into saving tax dollars.
- More community events, and less traffic affected by construction zones.
- More community events on the VGH side of View Royal. Market nights in the summer. Entertainment/music in a park in the summer. Community picnics. Try to bring the View Royal community together more.

Neighbourhood hubs/venues (e.g. community garden, gathering spaces, social groups etc.) (n=11)

- A neighbourhood place like Saanich has Groups based on interests (hiking, walking, birding) A tool library. We need some sort of hub/location where people can meet up! Then anyone can host. It's more about the place, especially for the rainy winter season.
- Community garden.

- A town square. A place that identifies View Royal as an official Town, not just a way to get from Esquimalt to Colwood, or vice versa. Community events to bring residents together, which are advertised in a meaningful way. Not everyone uses social media! Stop catering to the outspoken few. Those of us residents from another generation aren't as loud, but we matter, too.
- I would like to see more neighbourhood hubs with walkable services. I would also like to see more coordination with other municipalities to improve traffic flows particularly commuter traffic. When road closures are required, I would like more consideration given to nighttime work to minimize impacts. It would be interesting to see if VR could initiate more community events, e.g., farm markets, etc.
- I don't personally need more services. I can access the recreation center and all forms of sports and arts relatively easily. We need a collective approach on increasing access to safe, third spaces for the most vulnerable people in our community, which includes youth, seniors, and newcomers. With the global crisis that's occurring with online harms, we need to find ways to bring people together, in person, more often. View Royal does an excellent job of this with community gardens and creating parks that provide more than just playground equipment (like the pump track and off leash multi use park/dog area, the ball fields, basketball and ball hockey nets). Planning of public spaces should take into consideration that young people and teenagers need safe spaces they can be, where they can increase their sense of belonging and face-to-face interactions.
- Local library, Outdoor farmers markets, family picnic areas.
- There isn't really a town centre, it's just a few long roads and a couple of shopping plazas. I don't feel any connection to View Royal as a place.
- It's a pretty small town with outside services available so increasing communication to make it friendly and welcoming.
- Community allotment gardens would be great. We have a huge green space in Chilco Park and a corner could be used for a dozen small plots. Children need to understand where food comes from. Plus, it's a great way to meet like-minded people.
- Programs for teens to keep them from harm and from engaging in risky behaviours.
- I miss having the local library. I used to visit about once a week. Now I don't go to the Public Library at all.

Town cleanliness/upkeep/beautification (n=15)

- Up until this year our boulevard was cut and maintained by the Town on a weekly basis. This year it wasn't and when I followed up, I found out the service was reduced to cutting half the boulevard once a quarter. It would have been nice if it was maintained or at least advised that the service was being essentially eliminated before it grew over a foot high. We now have to cut it and dispose of the grass.
- Informed tree maintenance in liaison with fire risk management resources. More streamlined protocols for residents.
- Provide better maintenance on the existing trails.
- Remove graffiti from the bridges and cut the grass on Six Mile Rd.
- Continue to clean the storm drains and maintain the boulevard.
- Graffiti removal.
- We need weekly household yard waste pick up like Saanich offers. I'm not sure why this isn't currently offered and driving 20 mins to Esquimalt navy base area to drop off loads isn't convenient, leaving many homes with piles left next to their homes which is a fire risk. One pick up every November isn't acceptable. I'm willing to pay more in tax to have this accommodation. Also,

neighborhood traffic out of Chilco road and six mile is ridiculous in the mornings, due to poor intersection design and the new crosswalk at Atkins. This needs to be changed to assist traffic flow.

- The boulevards along Island hwy, for the most part, have for years now looked poorly planned and not properly maintained. I know there was reference to savings by keeping the current company, being satisfied with their upkeep, and I strongly disagree with it being acceptable. I am actually embarrassed by their appearance and would rather pay more in taxes towards this service, if that is what it takes?
- Better maintenance of streets - vegetation and sweeping.
- Return to maintaining the boulevard. Trimming branches, grass & removal of invasive plants.
- Better landscape maintenance, weeds, etc.
- I would request that the town maintain the areas in front of ours and our neighbors house, there is a large amount of blackberry bushes that grow in front of our houses on municipal property that is not being cut back and the growth is too much for us to handle. We have tried to trim it back, however it grows back exponentially. Also, there is a large municipal Oak tree in front of our house that is not being maintained, it grows over our driveway and it is covered in ivy, which is probably killing the tree. We are not able to maintain these areas ourselves and we should not be expected to pay someone to do this work.
- 1. We understand the landscaping and road maintenance budget was cut by 2/3rds and given to a local firm to keep costs and taxes down. However, the current level of service is an embarrassment, and fire hazard. There has to be [trade] off between service and costs. Maybe View Royal can partner with other municipalities like we do with Garbage and recycling. 2. Areas adjacent to Thetis park, across from residential areas, need "Residential Parking" signs posted, to lessen the overnight camping and storage of large commercial vehicles. This would lessen the calls to View Royal Bylaw (who have been excellent) 3. View Royal Engineering should require the Fire Department to be more open-minded regarding wildfire prevention and mitigation, especially researching an alternative to the single WASP alternative which won't work on many houses. Other communities in the province are working with their fire departments and BC suppliers to come up with better solutions. Currently, our fire department won't go there, and dismiss ideas from residents out of hand. The areas around Thetis Park are the highest priority. We really need a more expansive look at this and decisions shouldn't reside with one person. 4. If a resident has a complicated question about taxation and wants to speak to the CFO, they shouldn't be stonewalled by the receptionist and not allowed to speak to someone who has the answers. If the CFO doesn't want to take their calls, then there should be an avenue to forward questions to the appropriate person with an expectation of a response.
- I want to talk about the tax questions that just went by, in the last 4 years there has been record new revenue from construction in the town. And YET we have seen large tax increases and the level of services in the Town go down. The Town begins to look shabby.
- Maintenance of Town property has fallen dramatically over the years. Park areas are well maintained but our streets are totally neglected making them unsightly but more importantly the long dry grass near highway property like ours creates a fire hazard in hot summers like we are experiencing. A discarded cigarette from a passing vehicle could ignite in a fire in seconds. Chancellor Park never received an upgrade after residents were asked a few years ago to write on yellow post-it notes and affix to a board for the Town to determine what residents would like added to the park. Disappointing to kids growing up in the area who were hopeful for more recreational features that never materialized.

Improved parks/trails/greenspaces (n=18)

- I enjoy using the parks. Anything that enhances park use and safety is important to me.

- I would love to see small parks upgraded. Like the Newstead Park. And more family focused activities.
- Have proper flush toilets in parks. Increase activities for kids in parks, basketball hoops, splash pads. More tables and benches, gazebos for gathering in the shade. Shade tarps over play equipment to keep kids playing when hot weather. Work on a plan for better traffic flow. Support walks on ferry from the Westshore to downtown Victoria. Support light rail. Family doctors, walk in clinic options. Ban fireworks for all occasions. They are being used for every holiday in View Royal Park and no bylaw is ever seen. Animals get scared, residents can't sleep. Wildlife is affected. They are dangerous and often lit very close to Helmcken Meadows complex.
- A children's Water Park in View Royal Park would be nice for the grand-kids.
- More parks and green spaces. Anything to reduce car traffic and traffic noise. Housing and programs to get homeless off the street permanently.
- I would like the city to maintain the garden and sidewalk boulevards. As the current level of neglect is not acceptable.
- Permanent, clean, fenced dog parks.
- Lighting on the goose. Planning should keep residents in mind NOT bikes! This is a family community and you are not going to see full families on a bike. Like it or not, we are going to be using vehicles, and when the bike lanes become the priority, it puts everybody in danger. Cyclists do not have insurance for the way they continue to ride. Being aggressively 'dinged' then whizzed by while walking on the goose or have cyclist choose to be a pedestrian, a cyclist or a vehicle, depending on how they want to adapt to the light cycle at the crosswalks. It's becoming completely unsafe and there's no accountability for the cyclist. I have seen many times when families walking have had to abruptly stop or console a child because they have been almost taken out by a cyclist. I've seen people walking their dogs being verbally attacked by cyclists because - unfortunately- dogs have lunged at the sudden bells of bikes or coming really close while aggressively passing. There has to be accountability and giving cyclists right of way is definitely not the best. We need to find a better solution.
- Additional accessible green space and walk/bike trails.
- Do not remove too much green space for affordable housing. Remove older, neglected homes.
- Improved parks and dog parks.
- More signage related to appropriate trail use. E.g., speed and stop sign use on regional trails. Possibly engage CRD enforcement team in an educational level.
- I'd like to see more tangible investments (e.g., parks etc.) or know more about them. I feel like I often only hear about planning processes and not updates on park improvements, new sidewalks etc.
- Better bicycle infrastructure.
- Water park would be lovely as well as some shade structures/sails at View Royal Park. Removal of invasive blackberry along the highway that creeps into the park and residents yards. When planting at parks, planting native/perennial edible plants for local foraging to help with food security.
- Update the Chancellor park pleeeeeeease!!!!
- More dedicated and secure off leash areas for my dog. More or better publicized community events. Better traffic management to reduce congestion for commuters and local travel.
- More parks with amenities (water fountains, toilets, shade, off leash dog areas). Lobby CRD/transit to improve bus frequency service before density overwhelms neighbourhoods. All residents should pay share of taxes/services. Bring downtown tourism to town and Westshore to help local businesses. Completely re-design town website with searches that work, events by month etc. Replicate successful, well trained advisory committees like other municipalities enjoy. Hire more bylaw

officers. Tailor road design standards to be both safe AND affordable... the new Atkins sidewalk should be done elsewhere where pedestrian safety is significantly substandard.

Improved active transportation/walkability (e.g. bike paths, walking paths, etc.) (n=9)

- Better sidewalks.
- Sidewalks beside narrow roads such as View Royal Avenue.
- I would like to suggest to build a secured bike locker at Six Mile bike stops (or one stop near the bike trail). People who live far away from highway can bike to the highway, leave their bikes (scooters) take buses to Downtown. Funding: private or public (user can pay to participate the program) Another one, can develop some food trucks or summer event, business opportunity to Six Mile empty lot.
- We always like more biking infrastructure. The more the better! It is a reason we moved to View Royal. Because you can bike easily.
- Improve pedestrian crossing. Many other municipalities (in my experience all have) in the CRD have implemented great improvements to make being a pedestrian more livable.
- Safe bicycling infrastructure.
- Better access to bike paths on busy corridors (protected lanes). Better recreational services.
- Think pedestrians around Helmcken and Burnside. Sidewalks are very uneven, narrow at times, missing at times, littered, not enough crosswalks over Helmcken or Burnside. Not nearly enough garbage bins. Need one on Chancellor/Helmcken and several more on Burnside, at least by bus stops. You need co-operation with Saanich.
- A bike lane on admirals between Hallowell Rd and Craigflower Bridge would make accessing Gorge Park, Admirals Walk, and the E&N trail so much safer and easier. A library branch in View Royal would be great.

Public transit improvements (n=11)

- Improved transit service especially on the route 53, also ensure that route 53 service is maintained along Atkins road corridor. Improvements to the road to permit larger buses to serve the area.
- Get the train running for commuters!
- Bring back the railway to get more cars off the road and it would help bring communities together. Too much money in cars and dealerships. Most of the main drag in Colwood is vehicle dealerships and there are too many.
- Advocate for amalgamation of Greater Victoria municipalities. Advocate for using the E&N corridor for rapid bus or light rail transit from Goldstream to downtown Victoria or Vic West roundhouse area. Remove as many traffic lights as practical and replace them with roundabouts. Advocate if you don't have the jurisdiction. Stop complaining that you don't have control of CRD, Provincial or Federal matters and use whatever influence you have.
- Get serious about rail or rapid transit or ferry from Westshore to Esquimalt to reduce traffic from Westshore/Sooke to downtown Victoria. Or, move some government offices and/or large employers from downtown Victoria core to Westshore where population growth is sky-rocketing.
- Light rail connecting other townships. Build restaurants and businesses in the empty lots on island hwy by 6 mile. Healthcare availability near 6 mile.
- Put in a bus stop to service the Watkiss Way/Highland Ave neighbourhood in the new bus lane.
- Rapid transit. Make the bus lane on the highway also an HOV lane A better community "hub", gathering space – i.e. a town square that is welcoming to gather and socialize but also shop. None of our retail spaces are very welcoming community spaces. Do you really want to hang out at admirals walk, Helmcken @ isl hwy, or Eagle Creek? It's mainly all just shopping.

- Free public transit for children, youth, and seniors free fruit and native trees more rigorous bylaw enforcement re: noise; work being done without permits; greater tree protection.
- I would prefer that View Royal was not just a transit corridor to other communities during the rush hours, have a route that is for local residents and a route designed for commuters to other communities.
- Better transportation.

Lower taxes / Affordability / Cost control (n=10)

- The Town should stick to its core mandate and not stray into areas where it has little or no direct impact or responsibility. It would also control administration and operating costs to minimize property tax increases - this will help with affordability and sustainability of the town budget.
- The Town of View Royal has very little ability to do anything to make living here more liveable. High taxes; high ferry costs; high transportation costs; lack of timely access to qualified health care; ever increasing costs of food/utilities/the necessities of life Government interference; lack of privacy; AI applications; speaking to robots; forcing everyone to download an app in order to function (parking/shopping/etc.) People are increasingly unhappy with the way things are Town of View Royal could at least maintain or reduce my taxes to make things a bit more affordable.
- Keep taxes low - that was my immediate attraction to looking for a home in View Royal. Keep things natural and higher end residential - no high rises and industrial buildings. Continue to prompt beauty of View Royal with things like the garden tours.
- Reduce property taxes for homeowners that live in Condominiums, townhomes or bare land strata. The town does little to nothing for these developments (street cleaning, street lighting, grass cutting etc.) yet our taxes are the same as if we lived in a single-family home.
- Nothing! Cut Services and Cut Taxes! Stop this tax and spend insanity! Pensioners are not receiving 10% increases in pensions, we can't afford the Town's insane tax increases, building monuments to themselves. This is a small town! Keep it SMALL! No more grandiose projects, [REDACTED]
- Don't charge owner to cut down dead trees! We didn't kill it. If it can fall on the house, don't charge.
- Consider cost savings through procurement opportunities and fee for services.
- Reduce the costs of replacing trees that did not live for 20 yrs after being planted by developer!
- View Royal is a residential suburb of Victoria and should join Saanich Victoria amalgamation talks.
- More affordable housing for more people or renting.

More local shops/groceries/restaurants (n=8)

- Increase in local food access, Root cellar or Red barn type business.
- more restaurants more stores like a Red Barn.
- More neighborhood shops similar to the area on Craigflower Rd across from Banfield park.
- Local grocery stores near the water/harborview Local coffee shops.
- More small businesses to shop locally. Not really a service per se, but perhaps a service to attract these businesses. At present, you drive to Langford, Saanich or Victoria for most shopping needs.
- Easier access to grocery stores or corner stores, coffee shops and local businesses that promote community. Allow short-term rentals in line with Provincial standards to improve affordability for residents and support local businesses/tourism/hospital staffing, etc.

- A proper restaurant or pub in north View Royal rather than more fast food establishments. We currently have nothing. An urgent care clinic.
- More businesses and they are working on that now.

Get rid of bike lanes (n=2)

- Get rid of bike lanes on main regional roads, like the Island Hwy. During rush hour traffic Ambulances have to turn off their sirens and wait in traffic because they cannot get through. I wonder how many lives have been affected by the delays caused by the roads blocked up with "rain gardens, bioswales" and bike lanes?
- I have seen neighborhoods implement bike lanes and they have negatively impacted towns such as increased traffic congestion, created visual poles that create a permanent construction like zone, destroyed all of the limited parking, taking valuable tax dollars away on essential services such as fire, healthcare, schools and libraries. No thank you to bike lanes that destroy the beautiful towns. Look at the destruction of the Gorge Waterway.

Development control / Less densification (n=4)

- Stop trying to put large/tall buildings into an area that cannot handle this. Stop trying to find another location for the Town of View Royal Town Hall; add to the current Town Hall instead of trying to demolish a beautiful Fort Victoria just to make the Town Hall more spectacular. The TVR is so nice the way it is. We do not have enough parking as it is; especially with the apartments/condos that have been put up. At least these buildings on the Old Island Highway (1A) are at a reasonable height. Near the Victoria General Hospital, there are many buildings that have been put up; they are on the outskirts. Parking is a problem everywhere. We do not need to encourage anyone to move to the TVR unless it is on the outskirts of the TVR. We are a township for a reason, it is small and there are great people/neighbours here. If it gets too big there is more potential for problems. Keep TVR small.
- SHORT TERM RENTALS THAT FOLLOW THE PROVINCIAL LEGISLATION GET RID OF THE BIKE LANE ON ERSKINE LANE STOP BUILDING BUILDINGS WITH NO PARKING NEW COUNCIL [REDACTED]
[REDACTED] A council that considers public opinion, makes decisions based on actual fact not speculation or hypothetical scenarios - council that actually understands the laws and the implications of the decisions they make. People who care about the citizens of the town more than moving forward with their own plans.
- Promote single family lots. Stop increasing density. Demand green space as part of developments. Make developers provide underground parking. Do not let developers "buy" reduced parking. Get the old reading centre back; it was better than the GVLS except for reference. Allow owners to rent suites to help with their mortgages. Stop inflicting rules and regulations over legal/illegal suites except for safety issues. This will assist affordability far better than "planners" think they can. Allow street parking.
- Long term investments such as building replacement, police and fire, climate planning, attract health care professionals, keep our parks great and accessible, designate more parks and keep our town full of healthy habitat.

Better governance (e.g. responsiveness, budget spending, etc.) (n=2)

- Offer more services with the same amount of taxes. I am 100% sure there are ways to save money running the Townhall. Digitalize as many services as possible. Even this survey should have been offered via email, not postcards sent to all households. Waste of money, sending postcards to all households. We are in 2026.
- Better expenditure for value. Often those positions are overpaid with little actionable work, it's the main detriment to community life and operation. [REDACTED]

Live stat data of years crime, proper classification and educational programs a development project to more intelligent critical thinking than trending media idiots that serve neither state or law. Absent mind operating is no good and antagonistic in all management so called leading. The town lacks the classical skill base to have freedom as it once did.

Improved parking (n=1)

- Returning to requirement that all new builds and all secondary suites have adequate off-street parking. Six Mile Road is a gong show because all of the people in the new apartments park along the street and in the overflow Thetis parking, which limits parking available to visitors to Thetis Lake from around the region. We bike and use public transit but also need to drive, as do most people. Not providing parking will not discourage car ownership, it will only encourage more street parking and blocking of driveways. Once requirement to provide adequate parking is removed it cannot be added in later, so absolutely need to be proactive on this. Fix access and egress from Price Road, as it is only a matter of time before someone dies there. The middle weird section of road has to become a legal waiting space to merge when turning left, as it is rare to make it across four lanes of traffic and be able to complete the turn without encountering traffic coming from town. People drift into the new bus lane at random places without signaling so turning right off of Price Road is also hazardous, necessitating not turning unless there is no oncoming traffic. Ideally pavement sensors at Price Road to turn off and on the street that will trigger the new light at the 6 Mile bus stop would provide greater safety for Price Road residents, visitors, delivery services, etc.

Bylaw enforcement (n=1)

- Garden waste pickup more often than once a year.

Environmental sustainability / Climate action (n=4)

- More electric car chargers, expanding Craigflower road to limit the Colwood crawl congestion.
- More efforts to co-exist with wildlife and better garbage solutions. Can't we have a yard waste drop off site in View Royal? Having it in Esquimalt encourages people to illegally dump it and contributes to traffic and greenhouse gases.
- Would like more trees protected and planted and distributed more equitably to address urban heat islands and need for shade. Would like more education and funding to get people to switch to heat pumps and better protect our air from pollution. Be better prepared to help our citizens cope with heat domes before they happen. Better transit services to get people out of their cars. Get high speed rail on the E&N corridor.
- Take better care of the trees you plant. Hundreds of dollars of trees are left to wither and die. Parks are left unattended with broken irrigation and unkempt. The parks workers seem to not monitor the health of the areas. I see most parks people seem disengaged and disinterested in their work. At least in Vic Gen area.

Improved waste/recycling services (n=4)

- Other municipalities offer the big green collection bins for grass and garden clippings, but in View Royal, we have to drive quite far to Esquimalt to dump them. Would these large green collection bins be offered to View Royal Residents so we don't have to drive miles to dump grass and garden clippings?
- I guess I wish all municipalities would provide the public services such as garbage, recycling, sewer, water, roads, health, and such. But stay out of interference with how we choose to live in-our-homes. And concentrate on servicing the population we have not increasing population size.

- A garbage day where you can put out junk too large for your car. And have them take it away. Also would be nice to be able to burn yard waste once or twice a year, because I don't have a truck and need to pay someone to take it away, or it stacks up for years and looks bad.
- We need our own garden waste collection facility within the town that is accessible. Driving to Esquimalt is a 15+ min drive for me in each direction (so at least 30 mins plus waiting in the inevitable lineup!) and when I have to take multiple trips in a day, it eats into my weekend and takes up all the time have to do things for myself and around my home. We also need pubs and restaurants that are actually good and affordable for both the customers and the business owners. Would love to see an outdoor event location for music in the park (maybe Centennial on Helmcken) the only thing I ever see happening there is a few baseball games. We need to diversify park uses. Not everyone wants to ride a bike or hike a trail.

More services/support for seniors (n=3)

- Seniors centre.
- A reach out for seniors living alone.
- More senior housing, less traffic congestion.

Other (n=17)

- Social housing.
- Banking, another grocery store, restaurants/Tim Hortons.
- Amalgamate with the Westshore or Esquimalt. Hospital side with Westshore and other side of highway with Esquimalt.
- Reduce waste and cost by, for and thru staff. reduce hiring of consultants for everything. [REDACTED]
- More interesting continuing education courses. Charge fee so revenue is neutral.
- Renovate the public schools.
- Public washrooms to be made available, place garbage cans in strategic places.
- Allow short term rentals to enable housing affordability for those that own their own home in View Royal. I have a legal suite in my home and need the flexibility to rent out temporarily on short term basis. This enables extra income to balance increasing costs. This is an area of short-sightedness/bias of existing council. I will NEVER rent my suite full time and it will NEVER be on the market for affordable housing for others. I need the income and flexibility of short-term rentals.
- Cultural activities.
- Make best city type not village.
- Assisted living facilities.
- Policing in parks, galloping goose. E&N. These areas are becoming attractive to illegal camping and loitering. It is becoming very unsafe to use these publicly funded areas. Policing needs to be dedicated to surveillance of these areas.
- Perhaps one can look at limiting the amount of vehicles/RV's and/or boats in one's driveway and along the outside of the street (in front of one's home). For example, we have a neighbour who has 10-plus vehicles in or around his immediate property. Safety issues are evident when the road visibility is obstructed with proper viewing such as when a vehicle approaches the turn in the road. If one drove by during the day, this problem does not seem as obvious with people working during the day, however the evening or night shows a different story with the vehicles parked for the night and likely View Royal staff would have finished their working day by this time to verify this email.
- Encourage performance of the arts. Walkable venues for music performances etc.

- The same life passes that Saanich has. They offer more than View Royal does at Juan de Fuca. Used to be the same across the municipalities.
- More signage.
- Community services.

Q11. Thinking about your information needs, what kinds of information do you want the Town of View Royal to provide you with?

Other (please specify) (n=14)

- Reduction of lawn care services.
- Fire safety and tree management.
- Electric Charger Growth.
- Definitely things that affect all people.
- Graffiti removal.
- Crime events.
- Doctor shortage. Told by a doctor that I was asking for the impossibility of finding a doctor in View Royal.
- Better notification of mobility delays due to construction etc.
- Anything that would destroy our treasure of a municipality.
- Engineering/tree safety.
- Road maintenance.
- Elections.
- Changes to parking allowances/variances.
- Info on any kind of decision the council makes.

Q12a. When looking for information on the Town of View Royal, what are the main sources of information you use?

Other (please specify) (n=10)

- Gemini (AI resource).
- Mayor's newsletter.
- VR Town seems non-existent. No hub. No events. Just a pass through.
- RSS.
- The Mayor's newsletter.
- Bulletin board at town hall.
- Visit Town hall.
- Check TV.
- Town of View Royal Newsletter.
- RSS feeds.

Q13. Of the following options, how would you most prefer to receive information from the Town of View Royal in the future?

Other (please specify) (n=8)

- Text messaging.
- Text message.
- Create a presence. I know all about Langford and Colwood, good and bad.
- Bluesky.
- Depends on the message.
- Text.
- RSS feeds.
- Newspaper.

Q20. In general, which of the following funding approaches would you prefer the Town of View Royal use to fund future large projects?

Other (please specify) (n=10)

- Look for efficiencies in staff pay and levels. Salaries are OUTRAGEOUS.
- Pursue provincial and federal funding along with special funding.
- Partnerships with developers.
- Projects should be visualized for the future. It's a political way to rush into things without thinking about the future and it becomes a rush and waste of money because common sense also does not prevail.
- Cut services to pay for grandiose political monuments, or don't do them at all! Politicians are out of touch. Pensioners cannot afford this hyper inflationary spending spree that politicians are ADDICTED to!
- Casino revenue.
- Same Langford?
- Generate Revenue. So many ways. Think like a business. Services and taxes aren't the only two things. You don't even have revenue generation as an option which shows exactly why the town is behind all other municipalities in the region. Never forward thinking.
- It's dependent on the use case and large projects. There is nuance required to answer these questions.
- Increase efficiency, reduce bloat and save for future projects.

D6. Which of the following best describes your employment status?

Other (please specify) (n=3)

- Semi-retired.
- Semi-retired.
- Semi-retired (<90 days per year).

D7. Which of the following best describes your occupation?

Other (please specify) (n=2)

- Administration.
- Private sector.

Q8. For the next few questions, please think about the last time you contacted or dealt with the Town of View Royal. How did this contact occur?

Other (please specify) (n=2)

- Via a contractor.
- Work related.