

# RESULTS SUMMARY

## District of Oak Bay

### 2025 Community Feedback Questionnaire

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August 18, 2025

*Note – charts and tables are generated automatically using the District's survey software. In some instances, where chart space is limited, percentage results may not appear in full. Please refer to the tables for complete results.*

## PREAMBLE

The District of Oak Bay is pleased to present the results of the 2025 Community Feedback Questionnaire. The questionnaire asked Oak Bay residents and business owners about their experiences with the District's services and staff, and priorities for the future. Responses help the District better understand the community's needs and how they can best be met.

This year, the District received 1,136 responses – this compares to 1,268 received in 2024, and 881 in 2023. For 2025, the number of responses may have been impacted by the concurrent, community-wide questionnaire for the Official Community Plan update. The District sincerely appreciates the time and effort taken by all respondents to share their thoughts and opinions.

### **Quick Facts About the 2025 Questionnaire**

- The questionnaire was launched May 12, 2025 with a deadline of July 2, 2025 - this timing once again leveraged an opportunity to promote the questionnaire through the annual property tax mailout
- As in previous years, the questionnaire was promoted in the Oak Bay News, the District's website, June Night Market, social media posts via the District's accounts (no paid advertising as per Council Resolution #2023-408 ), email to community associations and newsletter subscribers (connect.oakbay.ca), and references in the Mayor's remarks at Council meetings
- This year, staff made additional efforts to reach more renters, as well as youth in the 18-24 age group as both populations have, in recent years, been underrepresented in the Community Questionnaire results. Outreach included:
  - o a postcard mailout with distribution to 7,044 homes/apartments (Canada Post 'admail', at a cost of \$2280)
  - o posters at Oak Bay recreation centres
  - o outreach to local property management groups
  - o local school newsletters
- Paper copies of the 2025 questionnaire were available by request at all Recreation Centres and Municipal Hall
- A total of 1,136 valid responses (met the qualifications in the 'screening' question - Q1) were received, including 89 paper responses, which were subsequently entered in the online database
- The questionnaire was not a random-sample survey and cannot be considered statistically significant; however, it does provide an indication of the preferences of those who responded to the questionnaire

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## About the Respondents

- Respondent characteristics are nearly identical to the 2024 Questionnaire results
- 52% reside in North Oak Bay; 46% reside in South Oak Bay
- Most (72%) have lived in Oak Bay for 10 or more years
- The majority (85%) live in a house, and 93% own their home
- 73% are 55 or older and a similar portion (75%) do not have any children aged 18 and under living in their homes (refer to results for Question 29 for a comparison of respondent age categories to the 2021 census)
- Additional outreach efforts were met with only limited success, with a marginal increase in respondents who are renters (5.4% compared to 3.2% in 2024) and a slight decrease in youth respondents (.2% compared to .5% in 2024). Notably, a review of the 2024 District of Saanich community “pulse check” survey shows similar challenges reaching renters and youth, despite undertaking a closed, random-sample survey with a Financial Plan project budget of \$30,000. Of the 2024 closed survey respondents (1,791 in total), 1% were youth in the 18-24 age group, and 7% were renters

## Results Highlights - Quality of Life

- When asked about the overall quality of life in Oak Bay, just over 95% of respondents said the quality of life is good, including 67.3% who said it is very good. Only 1.5% of respondents said it was poor or very poor
- 87% of respondents reported feeling good about living in Oak Bay and 79% agreed that they feel a sense of belonging in Oak Bay
- Most respondents (66.3%) felt the quality of life in Oak Bay stayed the same over the last year, while 27% felt it had worsened – within this category of results, this particular statistic yielded the largest difference from 2024, when 23% felt the quality of life had worsened over the previous year

## Results Highlights - Municipal Services

- More than 7 in 10 respondents were satisfied with:
  - o parks (80.7% satisfaction)
  - o garbage pickup (80% satisfaction)
  - o design and maintenance of public spaces (79.6% satisfaction)
  - o green bin pick up (79.4% satisfaction)
  - o recreation facilities (74.6%) and
  - o policing (71.2% satisfaction)
- The highest levels of dissatisfaction were reported for road pavement maintenance (45.3% dissatisfied), road lines & markings (31.7% dissatisfied), and sidewalk maintenance (31.2% dissatisfied)

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- Solid waste services, including garbage, green bin, spring yard waste, fall leaf pick-up and the Elgin Rd transfer station all rated favourably, with satisfaction rates ranging from 65% to 80%
- Within emergency services, results suggest an opportunity to improve public awareness of the Fire Safety education program and Emergency Preparedness program (63.5% and 45.4% indicated 'don't know / no opinion', respectively)
- Over half (58%) of respondents reported that District services meet their needs

### **Results Highlights - Communicating & Interacting with the District**

- Communications: at 46% and 47% respectively, nearly half of respondents reported being satisfied with Communications (informing) and Community engagement (seeking input)
- Over the past year, respondents were most likely to have interacted with the District through the municipal website, with 15% reporting that they use the website at least one per month
- Nearly half (49%) indicated that they feel Oak Bay welcomes community involvement, and 52% reported they know who to contact if they have a question or comment about District services
- 70% of respondents indicated that email is the best method for the District to communicate information to them, while online communication (oakbay.ca / connect.oakbay.ca) was ranked a close second at 63% - these preferred methods of communication were also the top two preferred methods in the 2024 Community Questionnaire
- In terms of what type of information they'd like to receive, general Oak Bay news / Council updates topped the list at 84%, followed by infrastructure improvements/updates (79%) and housing/development at 77% - these information interests were also the top three in the 2024 Community Questionnaire

### **Results Highlights - Perceptions of Staff**

- During the past year, 6 in 10 respondents contacted the District with a question, problem or complaint. The most common reason they were in touch was regarding bylaws, a bylaw infraction or enforcement
- Thinking of their most recent contact, a majority of respondents agreed with positive statements about staff, with the highest levels of agreement for:
  - o 76% agreed staff treated me with courtesy
  - o 67% agreed I could easily find out who I needed to approach
  - o 64% agreed staff were knowledgeable
- These same three service statements also garnered the highest levels of agreement in the 2024 Community Questionnaire, albeit with slightly more favourable ratings

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- Recognizing that customers may not always receive the answer they were hoping for, results indicate an opportunity for improvement related to customer service training and tools, with 28% of respondents reporting they were dissatisfied with the service provided, 31% of respondents reporting they did not receive the service being sought and 35% reporting their main issue was not resolved

### **Results Highlights - Financial Value**

- 42% of respondents indicated they receive good or very good value for property taxes paid
- Respondents are fairly split on whether District services are delivered cost effectively with 18% agreeing, 25% neutral and 24% disagreeing
- 36% of respondents agree that District services are delivered on a timely basis and 25% agree that District services are evolving to meet changing needs
- Across the questions in this section, ratings are slightly lower / less favourable compared to 2024

### **Results Highlights - Projects & Priorities**

- 40% of respondents felt Oak Bay Council's priorities reflect their own; however, only 15% agree that Council is achieving their priorities – these results compared to 45% and 16% in 2024, respectively
- In terms of capital projects, respondents rated their top three most important as:
  - o Water, sewer and storm drain systems (91% somewhat or very important)
  - o Parks and playgrounds (85% somewhat or very important)
  - o Road reconstruction (82% somewhat or very important)
- Respondents then rated their top three most urgent capital projects as:
  - o Water, sewer and storm drain systems (80% somewhat or very urgent)
  - o Road reconstruction (64% somewhat or very urgent)
  - o Responding to coastal erosion (59% somewhat or very urgent)
- A majority of respondents (45%) would advise Council to limit tax and/or user fee increases and maintain current service levels over increases to expand services (received 24% support), implementing new user fees for services currently paid through taxes (received 17% support) and/ or decreasing with reduction in services (received 7% support)
- Walking/wheeling (includes wheelchairs / wheeled mobility aids, etc.) was reported as the most common form of transportation, with 60% of respondents indicating they walk or wheel at least once a day, followed by travel by passenger vehicle at 46%. Public transit had the lowest participation rate with 51% of respondents indicating they never take transit

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The remainder of this document contains the full results summary for the 2025 Community Feedback Questionnaire. The results will be forwarded to Council for formal receipt in open meeting during their annual 2025 Council Priorities Plan review session.

For questions, please contact Strategic Initiatives:

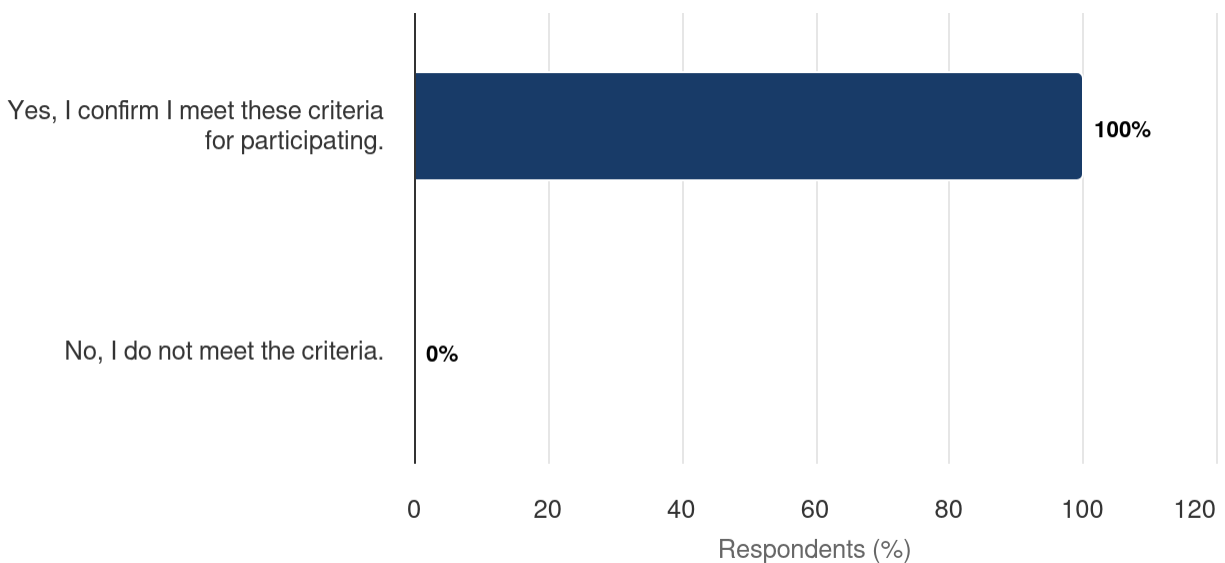
Signe Bagh, Director (250-598-3311 or [sbagh@oakbay.ca](mailto:sbagh@oakbay.ca)) or Sarah Morden, Deputy Director (250-598-3311 or [smorden@oakbay.ca](mailto:smorden@oakbay.ca))

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1) In order to answer this questionnaire, you must be over 18, live in, or own a business in Oak Bay, and affirm that any comments you add in response to open-ended questions can be included in questionnaire summaries that will be shared with Council and made available on the District's website.

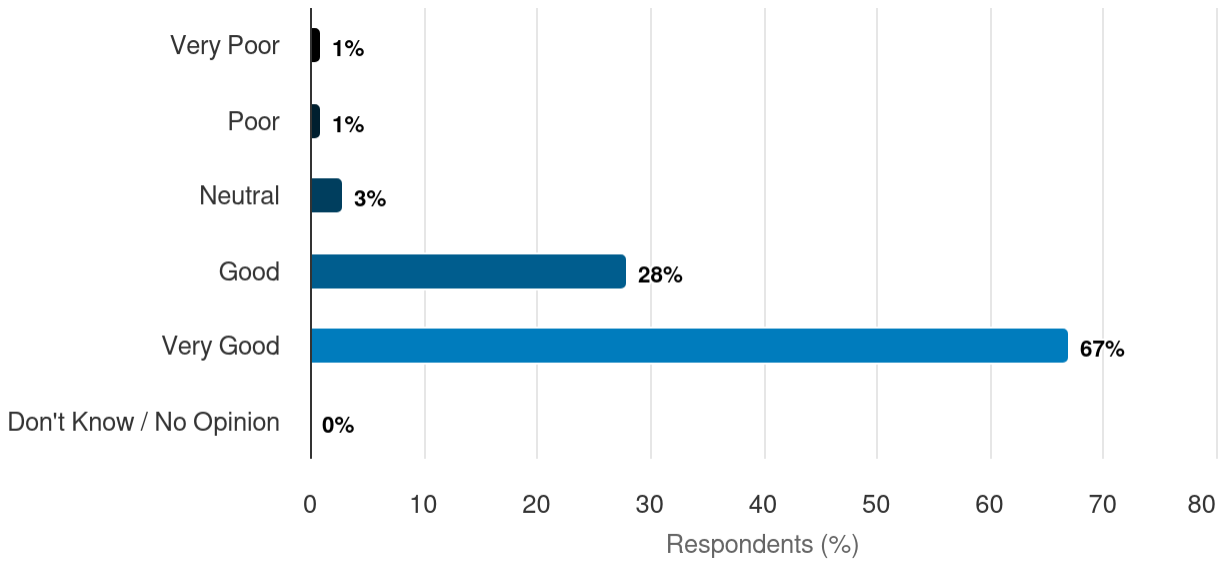
1141 respondents



	%	Frequency	
<b>Yes, I confirm I meet these criteria for participating.</b>	99.56%	1136	<div></div>
<b>No, I do not meet the criteria.</b>	0.44%	5	<div></div>
<b>Total</b>		1141	

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2) How would you rate the overall quality of life in the District of Oak Bay?  
1090 respondents

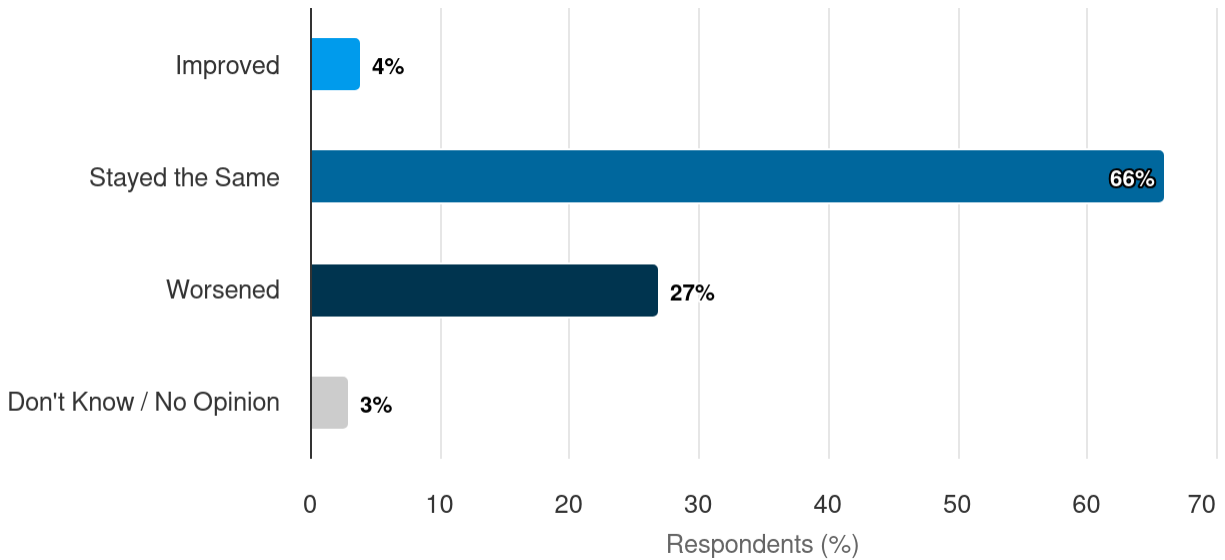


	%	Frequency	2024 %	2024 Frequency
Very Poor	0.6%	7	0.2%	3
Poor	0.9%	10	0.9%	11
Neutral	3.0%	33	4.5%	56
Good	28.0%	305	27.0%	335
Very Good	67.3%	734	66.9%	831
Don't Know / No Opinion	0.1%	1	0.6%	7
Total		1090		1243

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3) In the past year, do you feel that the quality of life in Oak Bay has . . .  
1087 respondents

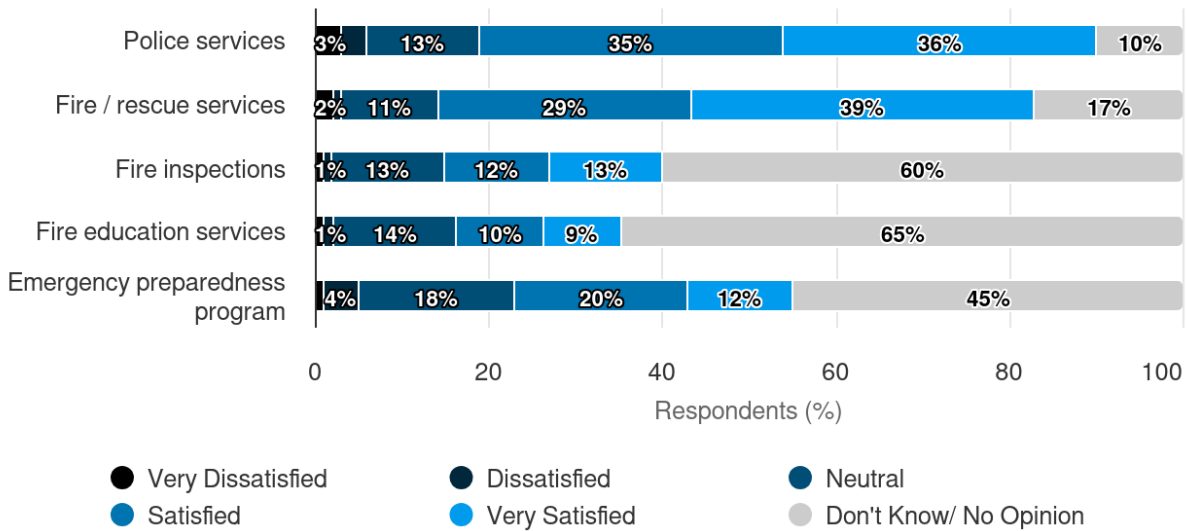


	%	Frequency	2024 %	2024 Frequency
Improved	4.0%	43	3.9%	48
Stayed the Same	66.3%	721	70.7%	878
Worsened	27.0%	293	22.8%	283
Don't Know / No Opinion	2.8%	30	2.6%	32
Total		1087		1241

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#### 4) How dissatisfied / satisfied are you with the following municipal services?

1025 respondents

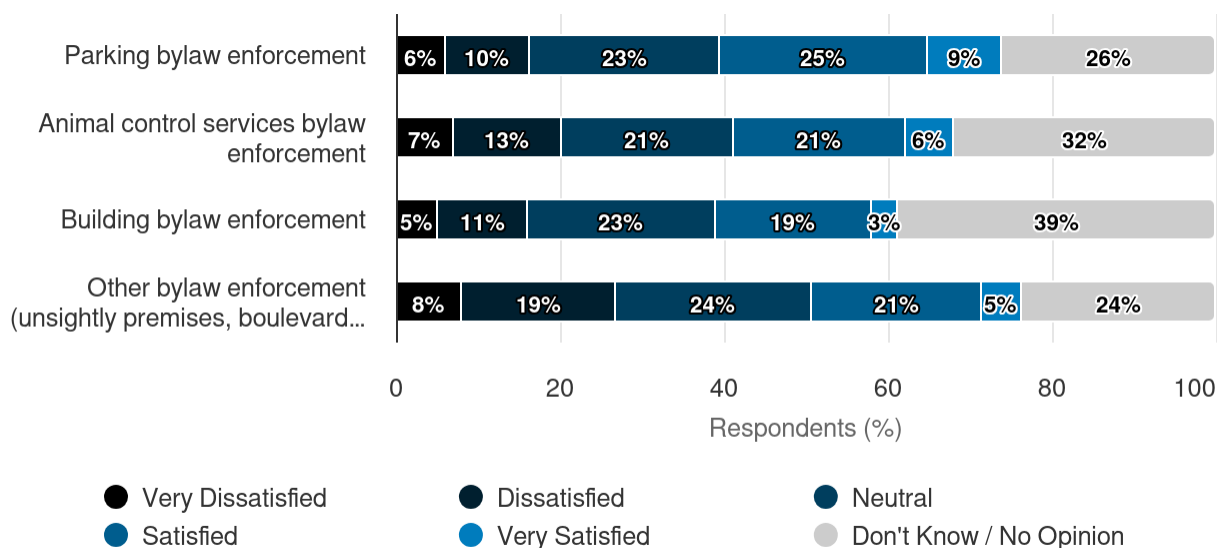


	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Don't Know/ No Opinion	Total
<b>Police services</b>	2.7% 28	3.0% 31	13.2% 135	35.2% 361	36.0% 368	10.0% 102	1025
<b>2024</b>	2.0% 22	3.2% 36	14.4% 163	33.1% 374	40.9% 463	6.4% 73	1131
<b>Fire / rescue services</b>	2.4% 25	0.7% 7	11.0% 113	29.3% 300	39.1% 401	17.5% 179	1025
<b>2024</b>	1.9% 21	0.7% 8	11.0% 124	30.4% 344	45.3% 512	10.7% 121	1130
<b>Fire inspections</b>	0.6% 6	1.0% 10	13.5% 138	12.4% 127	13.0% 133	59.6% 610	1024
<b>Did not ask in 2024</b>							
<b>Fire education services</b>	0.7% 7	1.5% 15	14.4% 148	10.4% 107	9.5% 97	63.5% 651	1025
<b>2024</b>	0.6% 7	2.0% 12	17.4% 197	14.6% 165	12.7% 144	52.7% 596	1131
<b>Emergency preparedness program</b>	0.8% 8	4.1% 42	18.2% 187	19.9% 204	11.5% 118	45.4% 466	1025
<b>2024</b>	0.9% 10	4.2% 47	20.1% 227	21.8% 246	13.3% 150	39.9% 451	1131

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## 5) How dissatisfied / satisfied are you with the following municipal services?

1024 respondents

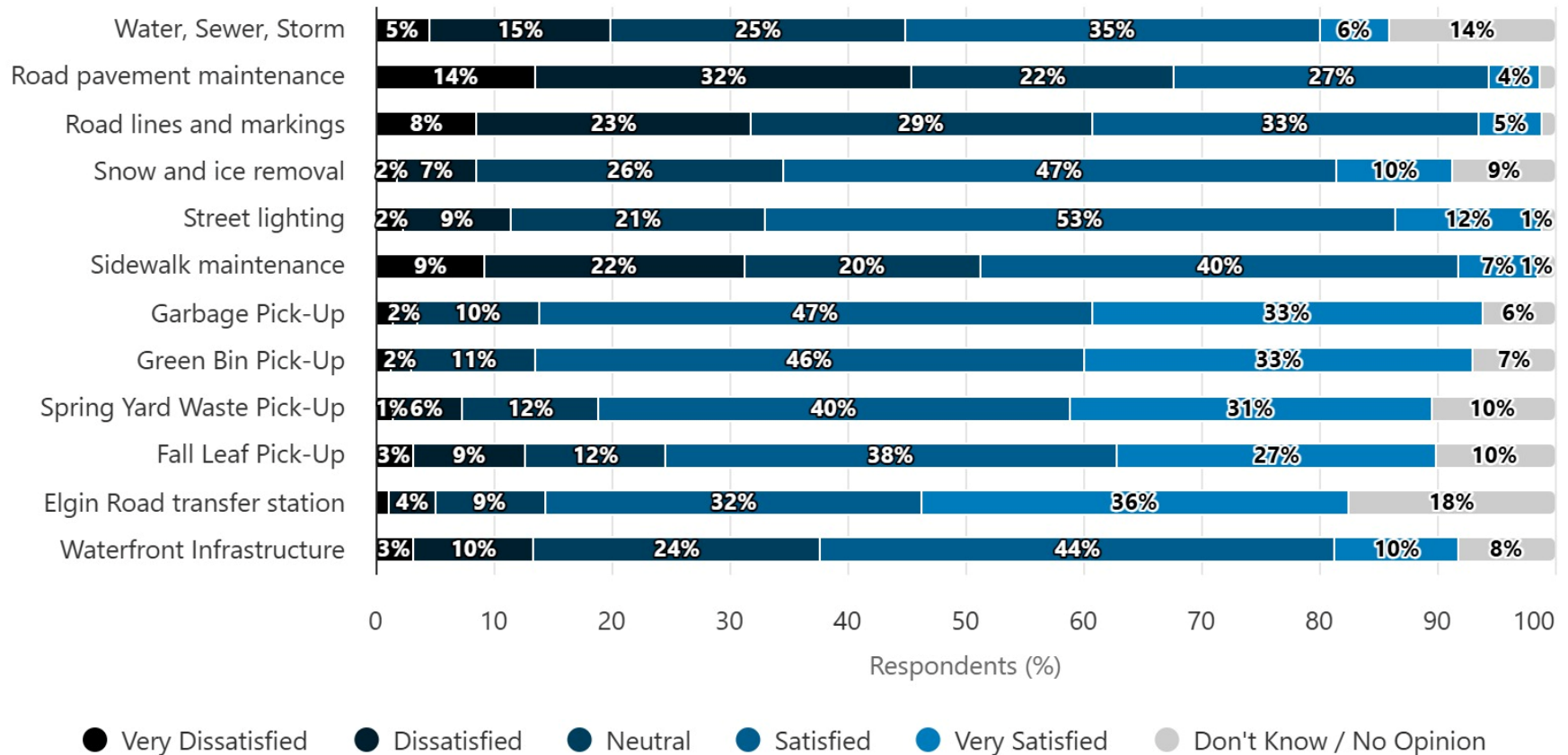


	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Don't Know / No Opinion	Total
<b>Parking bylaw enforcement</b>	6.5% 66	9.7% 9	23.2% 237	25.4% 260	9.1% 93	26.1% 267	1022
<b>2024</b>	5.7% 64	10.5% 119	27.6% 311	26.9% 304	6.6% 75	22.7% 256	1129
<b>Animal control services bylaw enforcement</b>	7.0% 71	12.8% 130	21.3% 217	21.0% 214	6.0% 62	31.8% 325	1019
<b>2024</b>	7.2% 81	12.8% 144	26.6% 300	21.6% 244	5.8% 66	26.0% 294	1129
<b>Building bylaw enforcement</b>	5.3% 54	11.4% 116	22.7% 231	18.7% 191	3.3% 34	38.7% 394	1020
<b>2024</b>	4.5% 51	11.1% 125	29.4% 332	18.8% 212	4.2% 47	32.0% 361	1128
<b>Other bylaw enforcement</b>	7.7% 79	18.5% 189	23.9% 244	20.9% 213	5.2% 53	23.8% 243	1021
<b>2024</b>	6.1% 69	21.0% 237	28.9% 326	18.3% 207	4.5% 51	21.2% 239	1129

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## 6) How dissatisfied / satisfied are you with the following municipal services?

1018 respondents



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	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Don't Know / No Opinion	Total
<b>Water, Sewer, Storm</b>	4.5% 46	15.4% 156	24.9% 252	35.2% 357	5.7% 58	14.1% 143	1012
<b>2024</b>	6.6% 75	22.0% 248	25.8% 291	28.3% 319	4.3% 49	12.9% 146	1128
<b>Road pavement maintenance</b>	13.6% 138	31.7% 322	22.3% 227	26.7% 271	4.2% 43	1.2% 13	1014
<b>2024</b>	14.8% 167	33.7% 380	23.8% 268	24.1% 272	2.5% 28	1.2% 13	1128
<b>Road lines and markings</b>	8.4% 86	23.3% 238	28.8% 294	32.8% 334	5.3% 54	1.1% 12	1018
<b>2024</b>	9.9% 112	23.6% 266	31.9% 360	29.3% 330	3.3% 37	2.0% 22	1127
<b>Snow and ice removal</b>	1.8% 19	6.6% 68	25.9% 264	46.8% 476	9.8% 100	8.7% 89	1016
<b>2024</b>	3.1% 35	9.2% 104	28.7% 324	46.3% 522	7.6% 86	5.0% 57	1128
<b>Street lighting</b>	2.2% 23	9.2% 94	21.4% 218	53.4% 544	12.5% 127	1.0% 11	1017
<b>2024</b>	2.4% 27	9.0% 101	21.6% 244	54.1% 610	11.8% 133	1.1% 12	1127
<b>Sidewalk maintenance</b>	9.2% 94	22.0% 224	20.0% 204	40.4% 412	6.8% 69	1.4% 15	1018
<b>2024</b>	11.0% 124	24.9% 281	23.5% 265	34.2% 386	4.7% 53	1.6% 18	1127
<b>Garbage Pick-Up</b>	1.4% 15	2.0% 21	10.3% 105	46.8% 477	33.2% 338	6.0% 62	1018
<b>2024</b>	1.4% 16	4.5% 51	11.0% 124	51.0% 576	26.9% 304	5.1% 58	1129
<b>Green Bin Pick- Up</b>	1.2% 13	1.7% 18	10.5% 107	46.4% 473	33.0% 336	6.9% 71	1018
<b>2024</b>	1.2% 13	3.9% 44	12.7% 143	48.9% 552	27.0% 305	6.4% 72	1129
<b>Spring Yard Waste Pick-Up</b>	1.3% 14	5.9% 61	11.5% 118	39.9% 407	30.7% 312	10.4% 106	1018
<b>2024</b>	1.9% 21	5.8% 65	13.5% 152	43.7% 493	26.4% 298	8.9% 100	1129
<b>Fall Leaf Pick-Up</b>	3.2% 33	9.3% 95	11.9% 121	38.2% 389	27.2% 276	10.0% 102	1016
<b>2024</b>	3.1% 35	10.0% 113	13.2% 149	42.3% 477	22.4% 253	9.0% 101	1128
<b>Elgin Road transfer station</b>	1.0% 11	3.9% 40	9.3% 95	31.9% 325	36.2% 368	17.5% 178	1017
<b>2024</b>	1.3% 15	3.1% 35	11.0% 124	33.2% 375	33.5% 378	17.8% 201	1128

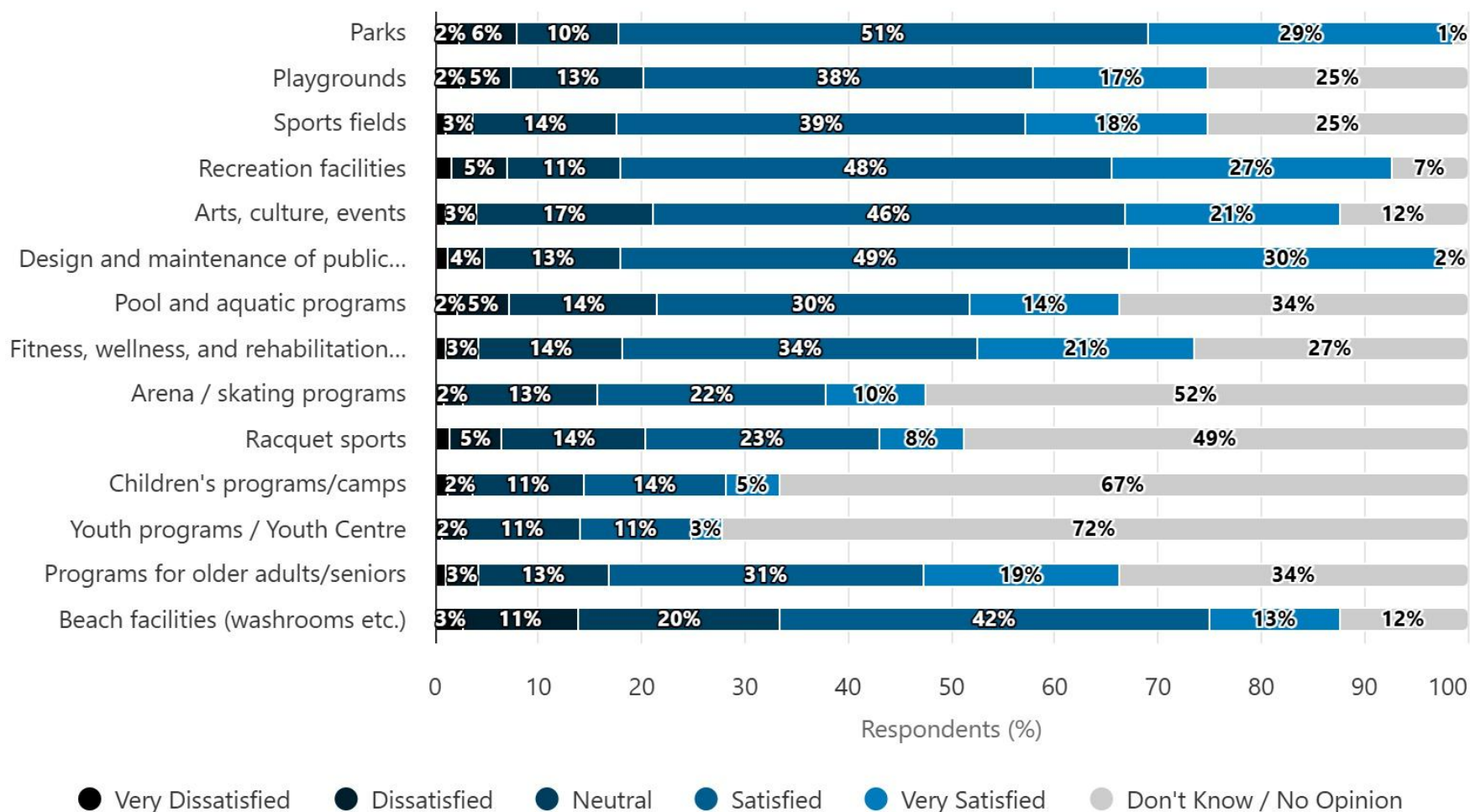
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<b>Waterfront Infrastructure</b>	3.1% 32	10.2% 104	24.2% 247	43.6% 444	10.4% 106	8.2% 84	1017
<b>2024</b>	2.4% 27	9.7% 110	26.5% 299	44.2% 499	9.0% 102	8.2% 92	1129

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# 7) How dissatisfied / satisfied are you with the following municipal services?

1017 respondents



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	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Don't Know / No Opinion	Total
<b>Parks</b>	2.3% 24	5.6% 57	9.7% 99	51.3% 521	29.4% 299	1.4% 15	1015
<b>2024</b>	1.6% 18	5.3% 60	12.3% 138	50.8% 572	28.2% 317	1.9% 21	1126
<b>Playgrounds</b>	2.4% 25	4.9% 50	12.8% 130	37.6% 381	16.8% 171	25.2% 256	1013
<b>2024</b>	1.8% 20	6.6% 74	16.4% 185	37.5% 423	15.5% 175	22.2% 250	1127
<b>Sports fields</b>	1.0% 11	2.5% 26	13.9% 141	39.4% 400	17.6% 179	25.2% 256	1013
<b>2024</b>	0.8% 9	2.9% 33	16.3% 184	41.0% 462	17.2% 194	21.8% 246	1128
<b>Recreation facilities</b>	1.5% 16	5.4% 55	10.9% 111	47.5% 481	27.1% 275	7.3% 74	1012
<b>2024</b>	0.9% 10	4.4% 50	14.0% 158	44.9% 506	27.4% 309	8.3% 94	1127
<b>Arts, culture, events</b>	0.9% 10	3.0% 31	17.1% 174	45.7% 464	20.7% 211	12.3% 125	1015
<b>2024</b>	0.6% 7	2.8% 31	20.3% 229	43.1% 486	22.0% 248	11.2% 126	1127
<b>Design and maintenance of public property</b>	1.2% 13	3.5% 36	13.1% 133	49.3% 500	30.3% 308	2.3% 24	1014
<b>2024</b>	0.7% 8	3.7% 42	17.8% 200	46.0% 519	28.3% 319	3.5% 39	1127
<b>Pool and aquatic programs</b>	2.1% 22	5.0% 51	14.3% 145	30.2% 307	14.4% 146	33.8% 343	1014
<b>2024</b>	1.2% 14	5.7% 64	13.3% 150	31.7% 357	15.4% 174	32.6% 368	1127
<b>Fitness, wellness, and rehabilitation programs</b>	0.9% 10	3.1% 32	13.9% 142	34.3% 349	20.9% 213	26.5% 269	1015
<b>2024</b>	0.5% 6	3.1% 35	12.4% 140	35.7% 403	19.0% 214	29.3% 330	1128
<b>Arena / skating programs</b>	0.8% 9	1.7% 18	13.0% 132	22.1% 224	9.7% 99	52.4% 531	1013
<b>2024</b>	0.4% 5	1.4% 16	14.8% 167	21.9% 247	11.0% 124	50.4% 569	1128
<b>Racquet sports</b>	1.3% 14	5.0% 51	13.8% 141	22.6% 230	8.2% 84	48.7% 495	1015

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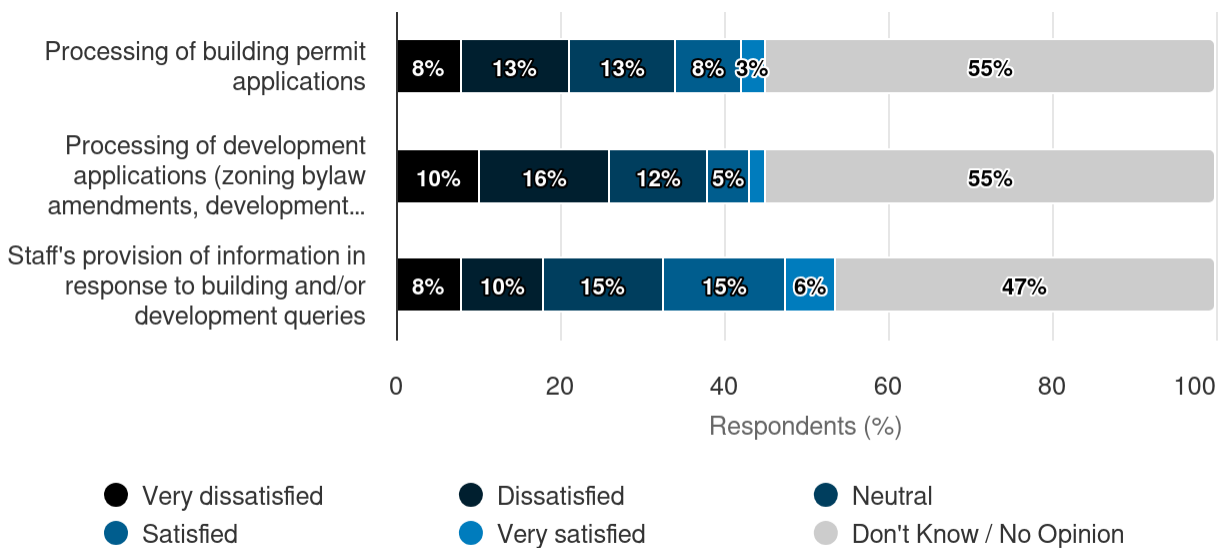


<b>2024</b>	1.2% 13	3.6% 41	16.7% 188	22.9% 258	10.8% 122	44.9% 506	1128
<b>Children's programs/camps</b>	1.2% 13	2.2% 23	10.8% 110	13.7% 140	5.2% 53	66.6% 677	1016
<b>2024</b>	1.0% 11	2.2% 25	12.6% 142	15.0% 169	9.0% 101	60.2% 679	1127
<b>Youth programs / Youth Centre</b>	0.6% 7	1.9% 20	11.4% 116	10.7% 109	2.9% 30	72.1% 732	1014
<b>Did not ask in 2024</b>							
<b>Programs for older adults/seniors</b>	1.0% 11	3.0% 31	12.6% 128	30.5% 310	19.0% 193	33.6% 342	1015
<b>2024</b>	0.3% 3	1.9% 21	13.7% 155	29.8% 336	16.1% 182	38.2% 431	1128
<b>Beach facilities (washrooms etc.)</b>	2.6% 27	11.1% 113	19.5% 198	41.6% 422	12.6% 128	12.3% 125	1013
<b>2024</b>	3.3% 37	9.6% 108	19.3% 218	41.5% 468	12.6% 142	13.7% 154	1127

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## 8) How dissatisfied / satisfied are you with the following municipal services?

1016 respondents

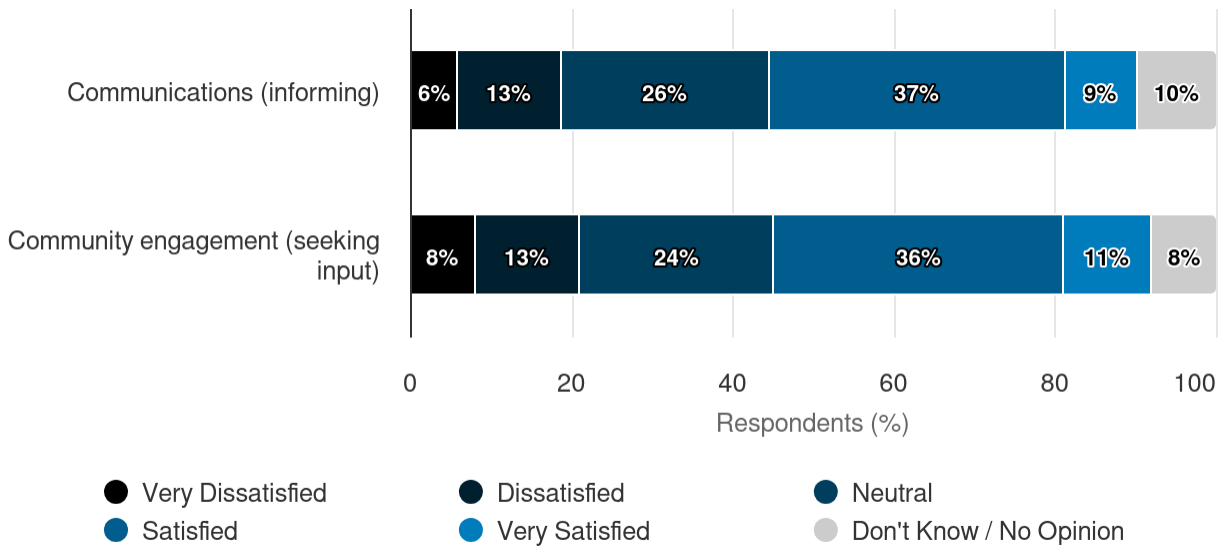


	Very dissatisfied	Dissatisfied	Neutral	Satisfied	Very satisfied	Don't Know / No Opinion	Total
Processing of building permit applications	7.5% 77	12.8% 130	13.1% 133	8.2% 84	2.7% 28	55.4% 563	1015
<i>Did not ask in 2024</i>							
Processing of development applications	9.6% 98	15.6% 159	12.4% 126	5.1% 52	1.6% 17	55.4% 562	1014
<b>2024</b>	5.0% 57	10.0% 113	13.6% 154	6.3% 71	1.8% 20	63.2% 713	1128
Staff's provision of information in response to building and/or development queries	7.7% 79	10.0% 102	15.0% 153	14.6% 149	5.5% 56	46.9% 476	1015
<b>2024</b>	4.3% 49	7.3% 82	13.9% 157	14.9% 168	6.7% 76	52.8% 596	1128

Note – charts and tables are generated automatically using the District's survey software. In some instances, where chart space is limited, percentage results may not appear in full. Please refer to the tables for complete results.

## 9) How dissatisfied / satisfied are you with the following municipal services?

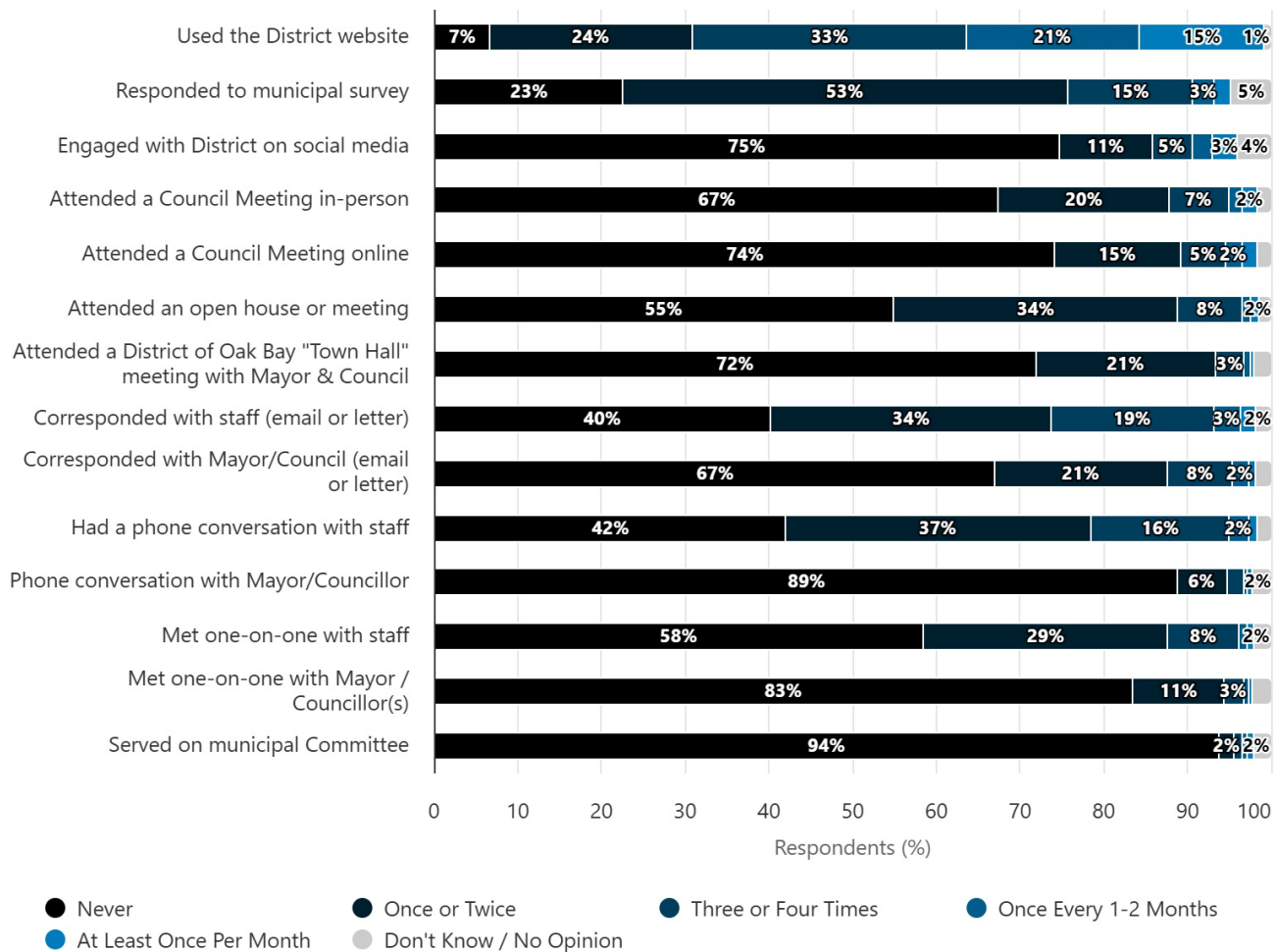
1018 respondents



	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Don't Know / No Opinion	Total
<b>Communications (informing)</b>	5.8% 59	12.9% 132	26.1% 266	36.8% 375	8.5% 87	9.7% 99	1018
<b>2024</b>	5.2% 58	10.1% 114	27.8% 313	37.5% 423	8.2% 93	11.2% 126	1127
<b>Community engagement (seeking input)</b>	8.2% 84	13.3% 136	24.1% 246	36.0% 367	10.5% 107	7.6% 78	1018
<b>2024</b>	6.1% 69	11.4% 129	26.3% 296	37.0% 417	9.8% 111	9.3% 105	1127

*Note – charts and tables are generated automatically using the District's survey software. In some instances, where chart space is limited, percentage results may not appear in full. Please refer to the tables for complete results.*

10) In the past year, how often did you participate in the following activities:  
996 respondents



*Note – charts and tables are generated automatically using the District's survey software. In some instances, where chart space is limited, percentage results may not appear in full. Please refer to the tables for complete results.*

	Never	Once or Twice	Three or Four Times	Once Every 1-2 Months	At Least Once Per Month	Don't Know / No Opinion	Total
Used the District website	6.5% 65	24.2% 241	32.6% 324	20.7% 206	14.8% 147	0.9% 9	992
2024	4.5% 49	25.4% 279	32.9% 361	18.8% 206	17.4% 191	1.0% 11	1097
Responded to municipal survey	22.5% 223	53.1% 527	14.9% 148	2.6% 26	1.8% 18	4.9% 49	991
2024	21.7% 238	52.6% 578	15.0% 165	2.8% 31	1.9% 21	5.9% 65	1098
Engaged with District on social media	74.6% 740	11.2% 111	4.7% 47	2.3% 23	2.9% 29	4.1% 41	991
2024	73.2% 805	11.7% 129	5.1% 56	2.3% 25	3.6% 39	4.1% 45	1099
Attended a Council Meeting in-person	67.3% 668	20.3% 202	7.1% 71	1.6% 16	1.9% 19	1.6% 16	992
2024	73.5% 808	18.4% 202	3.7% 41	1.6% 17	1.0% 11	1.8% 20	1099
Attended a Council Meeting online	74.1% 736	15.1% 150	5.2% 52	2.0% 20	1.8% 18	1.7% 17	993
2024	73.2% 805	17.3% 190	4.0% 44	1.7% 19	1.8% 20	1.9% 21	1099
Attended an open house or meeting	54.8% 545	33.9% 337	7.8% 78	0.9% 9	1.0% 10	1.5% 15	994
2024	63.4% 697	27.5% 302	5.5% 60	1.2% 13	0.6% 6	1.9% 21	1099
Attended a District of Oak Bay "Town Hall" meeting with Mayor & Council	71.9% 714	21.4% 213	3.3% 33	0.8% 8	0.5% 5	2.0% 20	993
<b>Did not ask in 2024</b>							
Corresponded with staff (email or letter)	40.1% 398	33.6% 333	19.4% 193	3.0% 30	1.9% 19	1.8% 18	991
2024	39.0% 428	34.0% 373	20.7% 227	3.3% 36	1.7% 19	1.4% 15	1098
Corresponded with Mayor/Council (email or letter)	66.8% 664	20.6% 205	7.8% 78	1.9% 19	0.8% 8	1.9% 19	993
2024	68.8% 756	20.9% 230	6.3% 69	1.4% 15	0.8% 9	1.8% 20	1099
Had a phone conversation with staff	42.0% 418	36.5% 363	16.3% 162	2.4% 24	1.1% 11	1.6% 16	994
2024	36.5% 401	40.3% 442	17.2% 189	3.2% 35	1.4% 15	1.5% 16	1098
Phone conversation with Mayor/Councillor	88.7% 880	5.9% 59	2.1% 21	0.4% 4	0.6% 6	2.2% 22	992

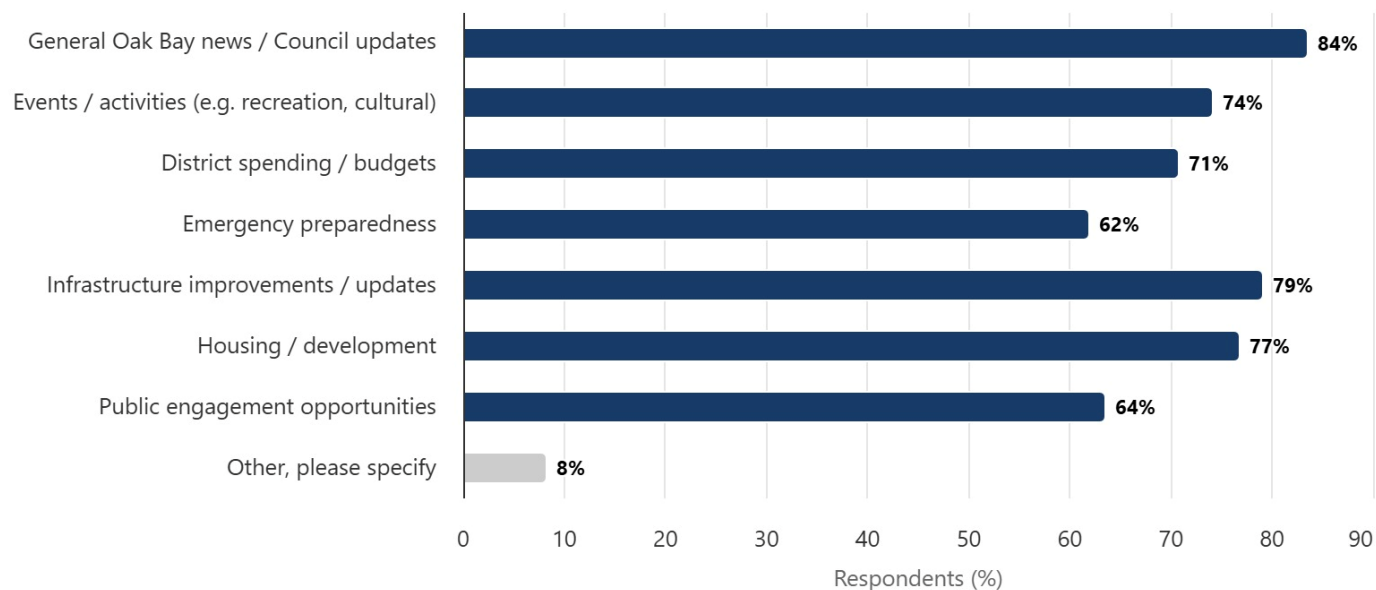
Note – charts and tables are generated automatically using the District's survey software. In some instances, where chart space is limited, percentage results may not appear in full. Please refer to the tables for complete results.

<b>2024</b>	86.9% 955	7.6% 84	2.0% 22	0.4% 5	0.6% 6	2.5% 27	1099
<b>Met one-on-one with staff</b>	58.4% 582	29.1% 290	8.4% 84	1.0% 10	0.9% 9	2.0% 20	995
<b>2024</b>	60.2% 661	27.5% 302	7.8% 86	2.1% 23	0.4% 4	2.0% 22	1098
<b>Met one-on-one with Mayor / Councillor(s)</b>	83.4% 829	10.8% 108	2.5% 25	0.6% 6	0.4% 4	2.2% 22	994
<b>2024</b>	86.4% 949	7.9% 87	2.0% 22	0.4% 5	0.6% 6	2.7% 30	1099
<b>Served on municipal Committee</b>	93.7% 930	1.7% 17	1.1% 11	0.6% 6	0.8% 8	2.0% 20	992
<b>2024</b>	94.6% 1040	1.4% 15	0.6% 7	0.4% 4	0.8% 9	2.2% 24	1099

*Note – charts and tables are generated automatically using the District’s survey software. In some instances, where chart space is limited, percentage results may not appear in full. Please refer to the tables for complete results.*

11) Thinking about your needs, what kind of routine information do you want the District of Oak Bay to provide you with? (check as many as apply)

989 respondents



	%	Frequency	2024 %	2024 Frequency
General Oak Bay news / Council updates	83.6%	827	81.3%	880
Events / activities (e.g. recreation, cultural)	74.2%	734	73.6%	797
District spending / budgets	70.7%	700	73.4%	795
Emergency preparedness	61.9%	613	Did not ask in 2024	
Infrastructure improvements / updates	79.1%	783	87.7%	950
Housing / development	76.8%	760	78.2%	847
Public engagement opportunities	63.5%	628	62.6%	678
Other, please specify	8.1%	81	9.7%	105
Total		989		1083

*Note – charts and tables are generated automatically using the District’s survey software. In some instances, where chart space is limited, percentage results may not appear in full. Please refer to the tables for complete results.*

Other, please specify

81 respondents

1	it a new house or multi housing will be built next to us so we can sell
2	when leaves will be collected
3	boulevards
4	boulevards
5	building development application process feedback opportunities
6	Work plans for parks and beaches
7	Updates on Bike Lane Plans/ results of survey/ pedestrain saftey upgrades
8	Future planning scenarios the community could engage with together
9	Progress on priorities list, OCP commitments
10	New Bike lanes
11	neighbourhood mtgs.
12	Road construction
13	Biking infrastructure, so embarrassing we are so behind other neighbouring municipalities in this regard.
14	road closures updates via email
15	this survey needs better spaces for answers. we have little community engagement for emergency preparedness. we are as a community poor at decision making and there is far to much emphasis on preserving the status quo. if we do not make real decisions, they will be thrust on us in the areas od housing and development
16	OCP Proposals
17	Council invites must have "add to calendar link"
18	deer control
19	Sidewalks sloping down onto the roads! Extremely dangerous for seniors with walkers and other mobility devices. Not like in the UK where both sides go downwards onto the driveway.

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20	very upset with provinces ruling not to allow public input to developments. Removing our rights to influence our environment which we have bought into. Disregarding the O.C.P and our property rights.
21	No bike lanes
22	method of requesting changes to stop signs, speed limits, parking restrictions, etc.
23	Bylaw and policy changes
24	With a 12% budget increase in hard times, you're just out of step, and fully out of touch. You need to do less, and communicate less, and get your spending under control, just like residents do. Or are trying to do until you level a wallop 12% tax increase. You're unbelievable.
25	Casualty collision events on district rights of way.
26	Crime reports
27	Definitely want to be alerted to any high-rise development
28	Ask for the public's permission before spending any money on anything that doesn't currently exist or is not currently in place
29	cancel bike lane for estevan
30	Police activities (crime, speeding etc.)
31	SIDEWALKS REPLACED!!!!
32	100 words weekly in Oak Bay News
33	Crime alerts; beach closures
34	Official Community Plan Review
35	childcare, kids programs
36	Anything affecting my immediate area
37	more opportunities to be consulted
38	Do not agree with allowing or even considering massive structures on small lots
39	Bike lanes- more please!
40	fire inspection + fire extinguishers

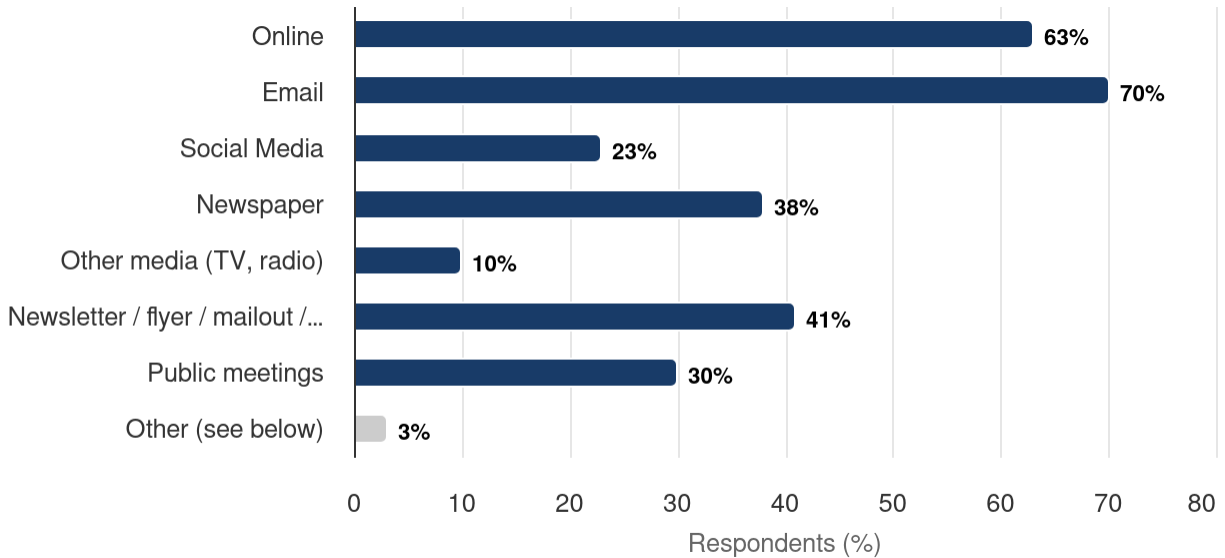
*Note – charts and tables are generated automatically using the District's survey software. In some instances, where chart space is limited, percentage results may not appear in full. Please refer to the tables for complete results.*

41	Reconciliation with Indigenous peoples
42	encouraging the community to clean catchments/gutters to prevent flooding and maybe clean up weedy patches near catch basins also reminders to shovel sidewalks if it snows (general good neighbour stuff)
43	Park updates
44	relevant CRD topics
45	climate change initiatives
46	Animal Control BYLAWS
47	parking amendments/enforcement
48	so little financial information is available online, that it is completely useless.
49	nothing more
50	I'd like to know how to have council get rid of the hideous street art scattered throughout the city- in particular the offensive wolf pack hunt in Queen's park on Beach Dr.

*Note – charts and tables are generated automatically using the District’s survey software. In some instances, where chart space is limited, percentage results may not appear in full. Please refer to the tables for complete results.*

12) What would be the best method for Oak Bay to communicate information to you? (check as many as apply)

990 respondents



	%	Frequency	2024 %	2024 Frequency
Online	62.6%	620	66.5%	727
Email	70.0%	693	67.7%	740
Social Media	23.0%	228	27.5%	301
Newspaper	37.6%	373	38.0%	415
Other media (TV, radio)	10.0%	99	10.2%	111
Newsletter / flyer / mailout / brochure	40.9%	405	34.6%	378
Public meetings	29.6%	293	24.4%	267
Other (see below)	3.0%	30	2.7%	29
Total		990		1093

Other (see below)

30 respondents

*Note – charts and tables are generated automatically using the District’s survey software. In some instances, where chart space is limited, percentage results may not appear in full. Please refer to the tables for complete results.*

1	mail me a letter please
2	Oak Bay News paper, Mayor Contact
3	Oak Bay News paper
4	Reply to resident letters rather than ignore them
5	Public meetings with opportunities to present/represent the community
6	In general, more transparency about what our well paid staff are accomplishing on our behalf.
7	available in rec centres
8	Public meetings that are accessible to families, i.e. on weekends, not during late supper time (4/5pm is a lot easier than 6/7pm for young families)
9	Text msg
10	Post
11	mail
12	Text
13	EMAIL [email address removed per Section 22 of FOIPPA – see Note to Reader covering Appendix 1]
14	Oak Bay News
15	Not X, no one follows it,
16	subscription service
17	Townhalls specific to areas ie South Oak Bay, Central Oak Bay, North Oak Bay
18	mail
19	Public meetings are bedrock of democracy
20	Text
21	A weekly email newsletter similar to CapitalDaily
22	Oak Bay News
23	We used to get a lot of information through BlockWatch but it seems to have disappeared

*Note – charts and tables are generated automatically using the District’s survey software. In some instances, where chart space is limited, percentage results may not appear in full. Please refer to the tables for complete results.*

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24

Email Newsletter

25

please do not assume that the Oak Bay News is adequate for informing local residents about events that will impact road access etc.

26

Personally

27

development info in mailbox

28

Text messages

29

Roadside advisory signs

30

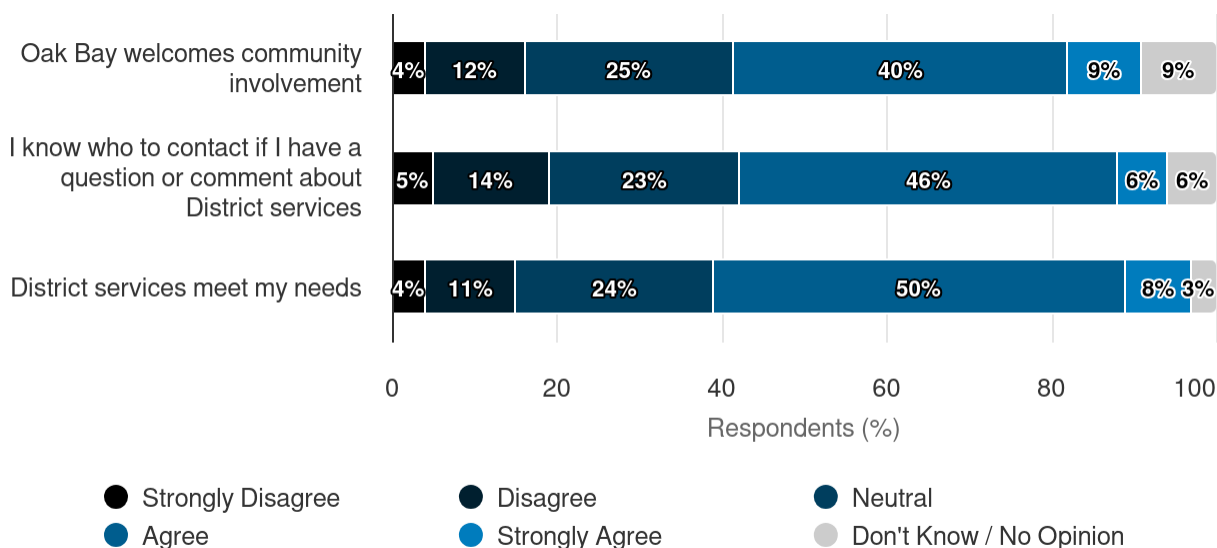
once a month have a street level meet-and-greet meeting with the mayor and councilors at a street level location in the OB village.

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13) Thinking about the work the District of Oak Bay has done over the past year and the services provided, please indicate your level of disagreement / agreement with the following statements:

993 respondents

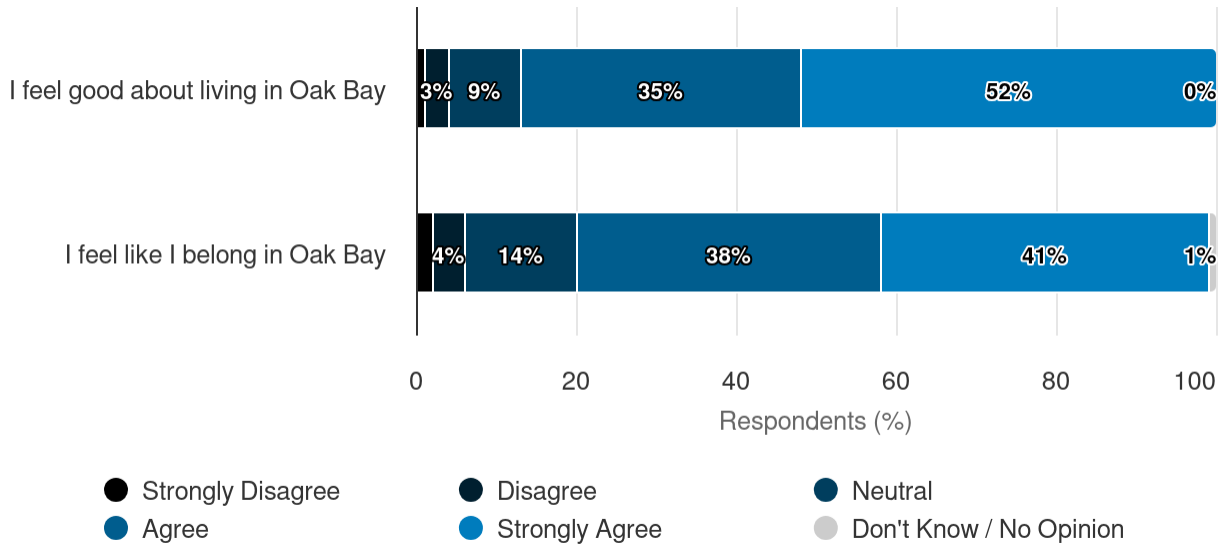


	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Don't Know / No Opinion	Total
<b>Oak Bay welcomes community involvement</b>	3.8% 38	12.2% 121	25.3% 251	40.3% 400	9.1% 91	9.0% 90	991
<b>2024</b>	3.7% 41	9.5% 104	26.5% 291	41.6% 457	8.6% 94	10.1% 111	1098
<b>I know who to contact if I have a question or comment about District services</b>	4.6% 46	14.1% 140	23.0% 229	46.1% 458	6.2% 62	5.8% 58	993
<b>2024</b>	2.6% 29	11.7% 128	25.9% 284	45.3% 497	8.6% 95	5.9% 65	1098
<b>District services meet my needs</b>	4.1% 41	11.2% 112	24.0% 239	50.0% 496	7.7% 77	2.7% 27	992
<b>2024</b>	3.0% 33	12.7% 139	24.9% 273	47.5% 522	7.7% 85	4.2% 46	1098

Note – charts and tables are generated automatically using the District's survey software. In some instances, where chart space is limited, percentage results may not appear in full. Please refer to the tables for complete results.

14) Thinking about your life in Oak Bay, please indicate your level of disagreement / agreement with the following statements:

993 respondents

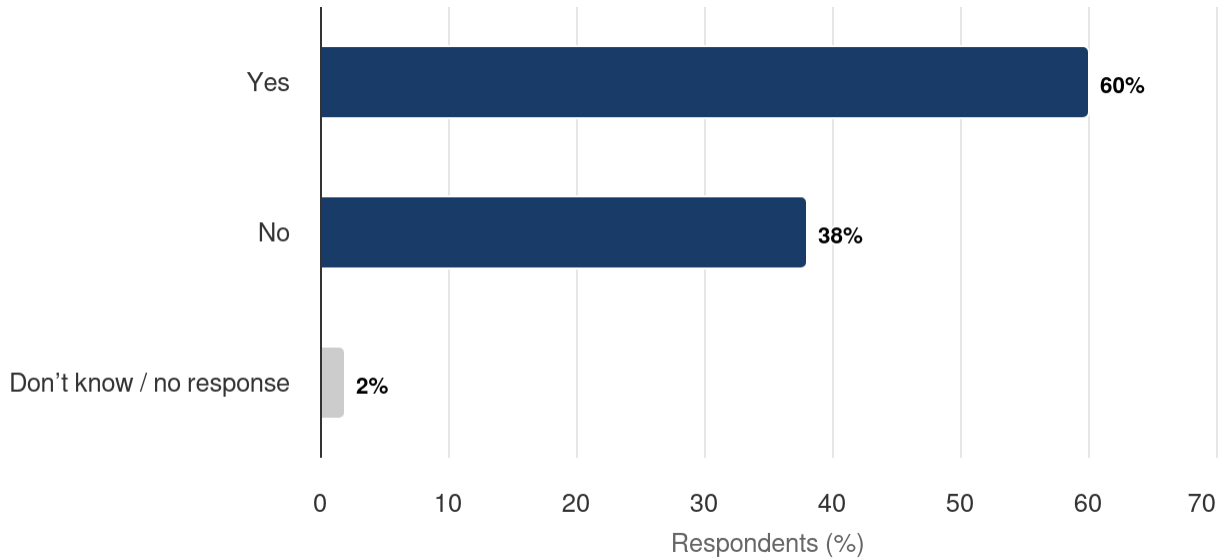


	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Don't Know / No Opinion	Total
I feel good about living in Oak Bay	1.2% 12	3.1% 31	8.9% 88	34.9% 347	51.6% 512	0.3% 3	993
2024	0.9% 10	3.2% 35	9.5% 104	36.6% 401	49.4% 542	0.5% 5	1097
I feel like I belong in Oak Bay	2.4% 24	4.4% 44	13.8% 137	37.8% 375	40.7% 404	0.9% 9	993
2024	1.5% 16	4.6% 50	16.7% 183	34.6% 379	41.7% 457	1.1% 12	1097

Note – charts and tables are generated automatically using the District's survey software. In some instances, where chart space is limited, percentage results may not appear in full. Please refer to the tables for complete results.

15) Have you contacted the District with a question, problem, or complaint during the past year?

989 respondents



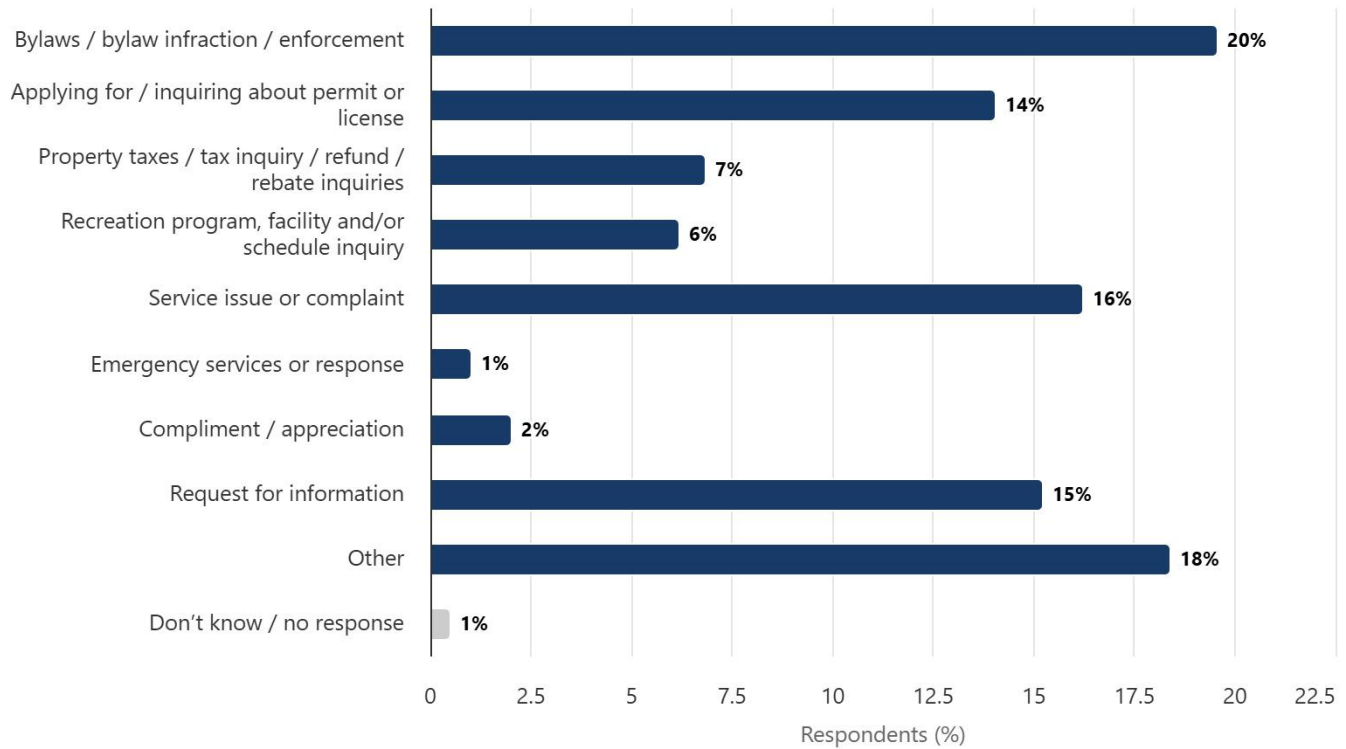
	%	Frequency	2024 %	2024 Frequency
Yes	60.5%	598	60.5%	660
No	37.9%	375	37.4%	408
Don't know / no response	1.6%	16	2.1%	23
Total		989		1091

*Note – charts and tables are generated automatically using the District's survey software. In some instances, where chart space is limited, percentage results may not appear in full. Please refer to the tables for complete results.*



## 16) What was the main purpose of your most recent contact with the District of Oak Bay?

598 respondents



*Note – charts and tables are generated automatically using the District's survey software. In some instances, where chart space is limited, percentage results may not appear in full. Please refer to the tables for complete results.*

	%	Frequency	2024 %	2024 Frequency
<b>Bylaws / bylaw infraction / enforcement</b>	19.6%	117	19.6%	129
<b>Applying for / inquiring about permit or license</b>	14.0%	84	11.9%	78
<b>Property taxes / tax inquiry / refund / rebate inquiries</b>	6.9%	41	10.2%	67
<b>Recreation program, facility and/or schedule inquiry</b>	6.2%	37	5.8%	38
<b>Service issue or complaint</b>	16.2%	97	16.3%	107
<b>Emergency services or response</b>	1.0%	6	<i>Did not ask in 2024</i>	
<b>Compliment / appreciation</b>	2.0%	12	0.8%	5
<b>Request for information</b>	15.2%	91	17.5%	115
<b>Other</b>	18.4%	110	17.5%	115
<b>Don't know / no response</b>	0.5%	3	0.6%	4
<b>Total</b>		598		658

## Other

110 respondents

1	Bylaws, applying for, property taxes, request for info all checked off
2	recreation program, compliment, and request for info
3	Economic development
4	noise complaint
5	Traffic Calming
6	out of school care/ daycare request for information
7	2 issues: development projects/density & bike lanes
8	PARKING PROBLEMS ON OAK BAY AVE

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9	Development permit variance
10	collapsed sewer drain on municipal land
11	Letter about disapproval of housing direction.
12	Development proposal
13	wanted to volunteer
14	bike infrastructure and letter to council regarding making community meetings more accessible to young families
15	I wasn't being notified of garbage schedule via email from an outside email anymore, and the garbage schedule doesn't seem to be working online.
16	new townhouses in uplands permit
17	Requested speed bumps on Florence St
18	Willows Beach access blocked by logs
19	sewer project
20	Reporting Vandalism
21	Utilities: Billing
22	Walkability for seniors
23	Request for traffic calming
24	Pickleball
25	tree pruning on Oak Bay property
26	inspect neighbours oak trees
27	Redevelopment in my area
28	Tree canopy destruction
29	Water bill
30	A utility bill issue

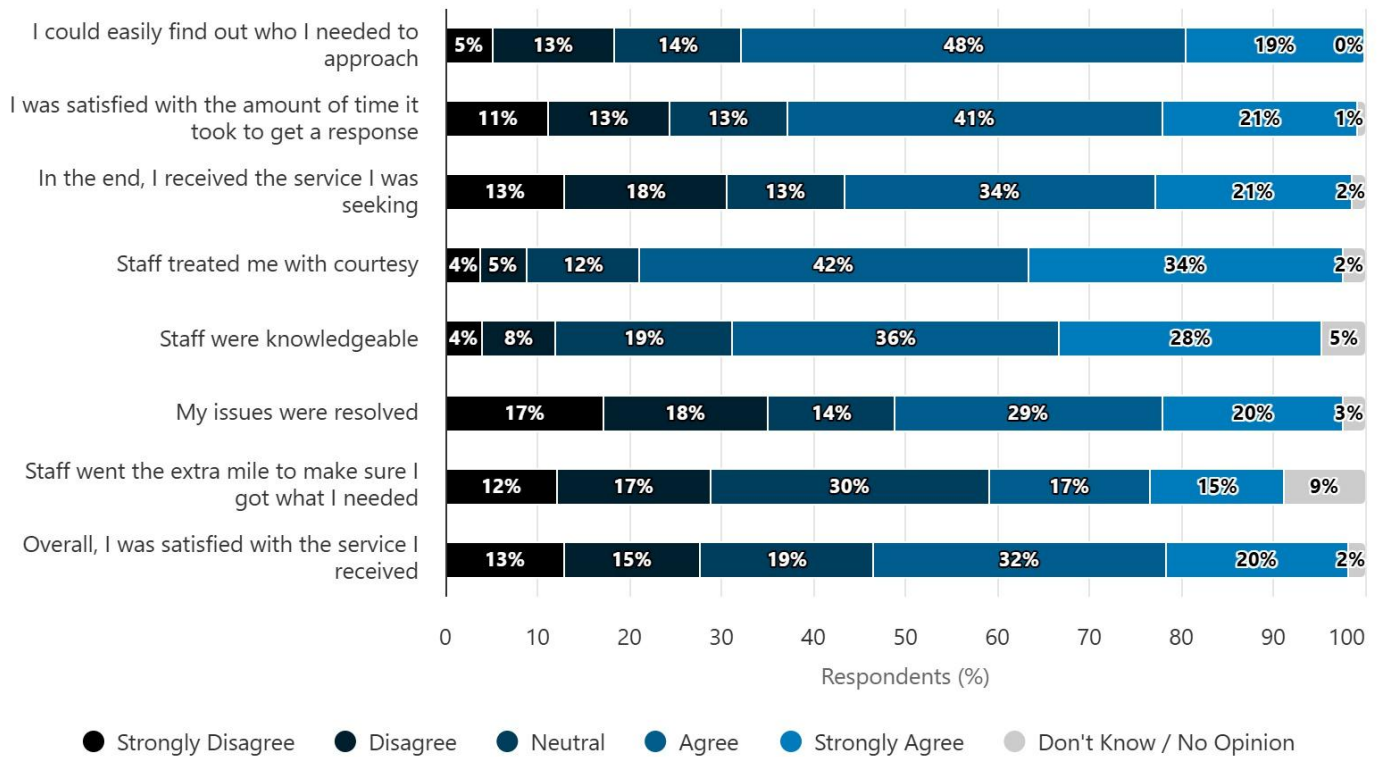
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31	[Name of individual removed per Section 22 of FOIPPA – see Note to Reader covering Appendix 1] to seek opinion on trees.
32	clean up of garbage in a city parking lot.
33	road safety extend yellow curb
34	request for lower speed limit or crosswalk
35	Tree removal
36	boulevard tree program
37	Bike route proposal
38	boulevard trees
39	Advice
40	Bike lanes
41	Safer infrastructure for pedestrians and cyclists.
42	infrastructure issue; property flooding
43	Noise from road crews
44	Extending parking lines for sight line safety
45	Issue with contract renewal changes
46	Builder blasting rock nearby
47	Against housing in Carnarvon Park
48	street paving query
49	Carnarvon Park option4
50	concerns over new bike lanes

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17) Thinking about your most recent contact with the District of Oak Bay, please indicate your level of agreement with the following statements:

597 respondents



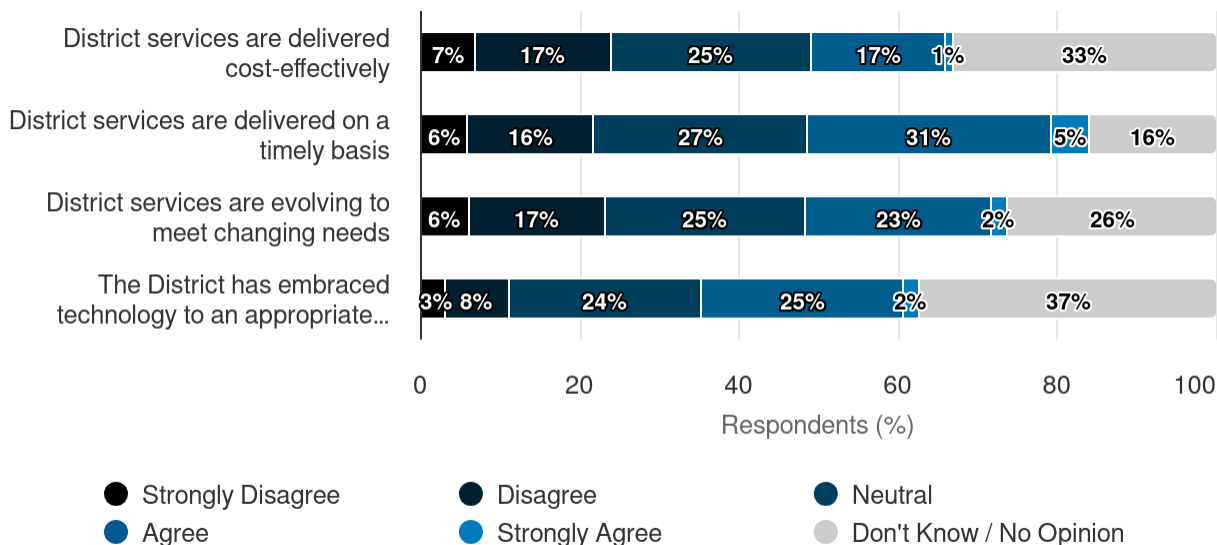
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	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Don't Know / No Opinion	Total
I could easily find out who I needed to approach	5.2% 31	13.1% 78	13.7% 82	48.4% 288	19.3% 115	0.1% 1	595
2024	3.0% 20	14.1% 93	13.5% 89	50.2% 331	18.2% 120	0.9% 6	659
I was satisfied with the amount of time it took to get a response	11.0% 66	13.2% 79	12.9% 77	40.7% 243	21.1% 126	0.8% 5	596
2024	7.3% 48	12.3% 81	12.6% 83	44.7% 295	22.0% 145	1.2% 8	660
In the end, I received the service I was seeking	12.9% 77	17.6% 105	12.7% 76	33.7% 201	21.3% 127	1.5% 9	595
2024	10.2% 67	16.1% 106	11.4% 75	39.6% 261	20.2% 133	2.6% 17	659
Staff treated me with courtesy	3.6% 22	5.2% 31	12.2% 73	42.2% 252	34.2% 204	2.3% 14	596
2024	1.5% 10	1.8% 12	14.1% 93	45.3% 299	35.3% 233	2.0% 13	660
Staff were knowledgeable	4.0% 24	7.9% 47	19.2% 114	35.5% 211	28.5% 169	4.7% 28	593
2024	1.2% 8	7.4% 49	17.0% 112	40.3% 265	29.3% 193	4.7% 31	658
My issues were resolved	17.0% 102	17.9% 107	13.7% 82	29.1% 174	19.6% 117	2.5% 15	597
2024	13.6% 89	18.3% 120	13.1% 86	32.0% 210	20.4% 134	2.7% 18	657
Staff went the extra mile to make sure I got what I needed	12.1% 72	16.6% 99	30.4% 181	17.4% 104	14.6% 87	8.7% 52	595
2024	10.0% 66	13.1% 86	32.7% 215	20.1% 132	16.0% 105	8.2% 54	658
Overall, I was satisfied with the service I received	12.9% 77	14.7% 88	18.7% 112	31.8% 190	19.8% 118	1.8% 11	596
2024	9.1% 60	14.2% 94	19.2% 127	33.9% 224	21.5% 142	2.0% 13	660

Note – charts and tables are generated automatically using the District’s survey software. In some instances, where chart space is limited, percentage results may not appear in full. Please refer to the tables for complete results.

18) Please indicate your level of disagreement / agreement with the following statements:

972 respondents



	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Don't Know / No Opinion	Total
District services are delivered cost-effectively	7.4% 72	16.5% 161	24.9% 242	16.6% 162	1.4% 14	32.9% 320	971
2024	6.4% 69	16.4% 175	25.6% 274	19.2% 205	2.7% 29	29.6% 317	1069
District services are delivered on a timely basis	6.2% 61	15.5% 151	26.7% 260	31.2% 303	4.5% 44	15.6% 152	971
2024	4.9% 52	15.7% 168	26.1% 279	33.2% 355	5.0% 54	15.1% 161	1069
District services are evolving to meet changing needs	6.3% 62	16.7% 162	25.0% 243	23.3% 226	2.3% 23	26.1% 254	970
2024	6.0% 64	14.4% 154	26.3% 281	25.6% 274	2.6% 28	25.1% 268	1069
The District has embraced technology to an appropriate extent	2.6% 26	8.2% 80	24.1% 234	25.3% 246	2.1% 21	37.3% 362	969
2024	2.0% 21	7.6% 81	25.5% 273	25.9% 277	2.7% 29	36.3% 388	1069

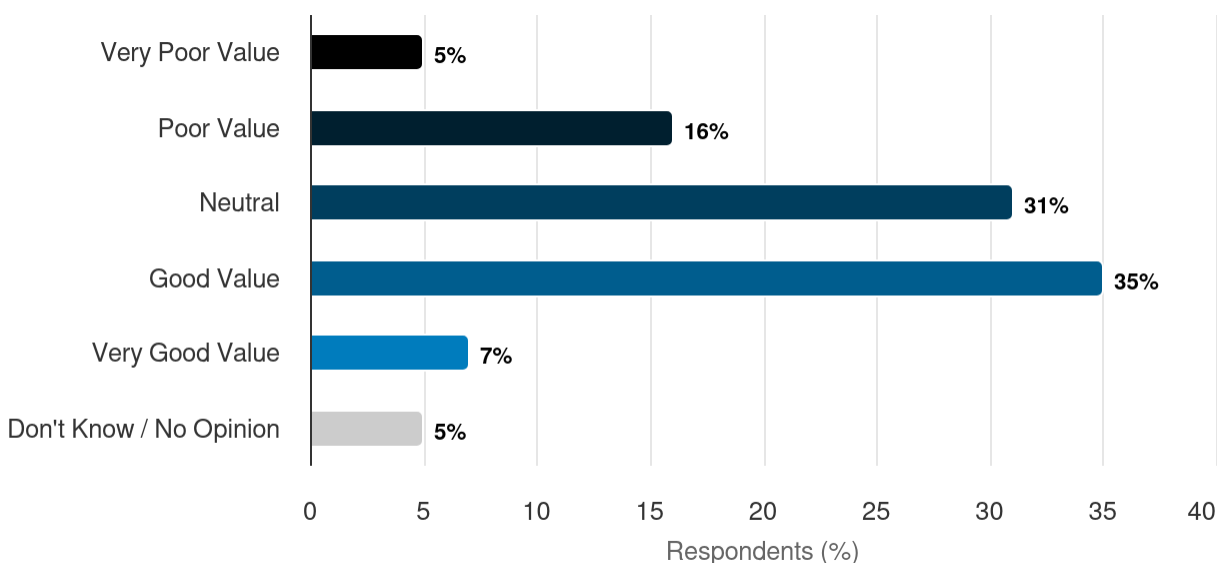
Note – charts and tables are generated automatically using the District's survey software. In some instances, where chart space is limited, percentage results may not appear in full. Please refer to the tables for complete results.

19) What improvements to Oak Bay services would you suggest?

**670 respondents – see Attachment 1 for full text results**

20) Please rate the value you feel you receive from your municipal tax dollars, taking into consideration the services you receive from the District of Oak Bay.

940 respondents



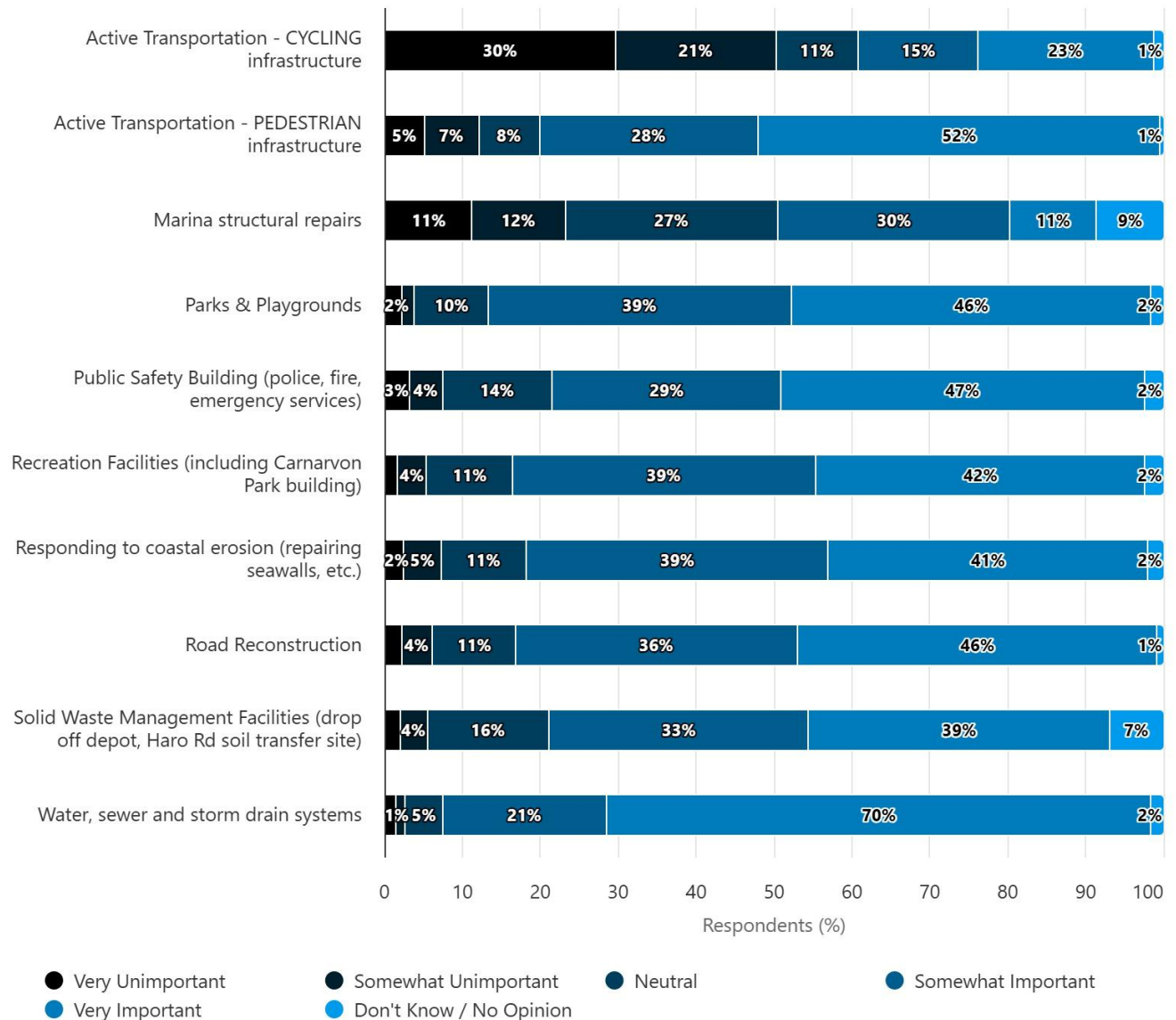
	%	Frequency	2024 %	2024 Frequency
Very Poor Value	4.8%	45	4.2%	44
Poor Value	16.4%	154	15.5%	163
Neutral	31.0%	292	30.5%	320
Good Value	35.5%	333	36.3%	381
Very Good Value	7.2%	68	5.9%	62
Don't Know / No Opinion	5.1%	48	7.6%	80
Total		940		1050

*Note – charts and tables are generated automatically using the District's survey software. In some instances, where chart space is limited, percentage results may not appear in full. Please refer to the tables for complete results.*



21) Oak Bay spends a portion of its yearly budget on large projects, known as capital projects. Please indicate how **unimportant / important** each of the following capital projects are to you:

945 respondents (Note – question was not asked in 2024)



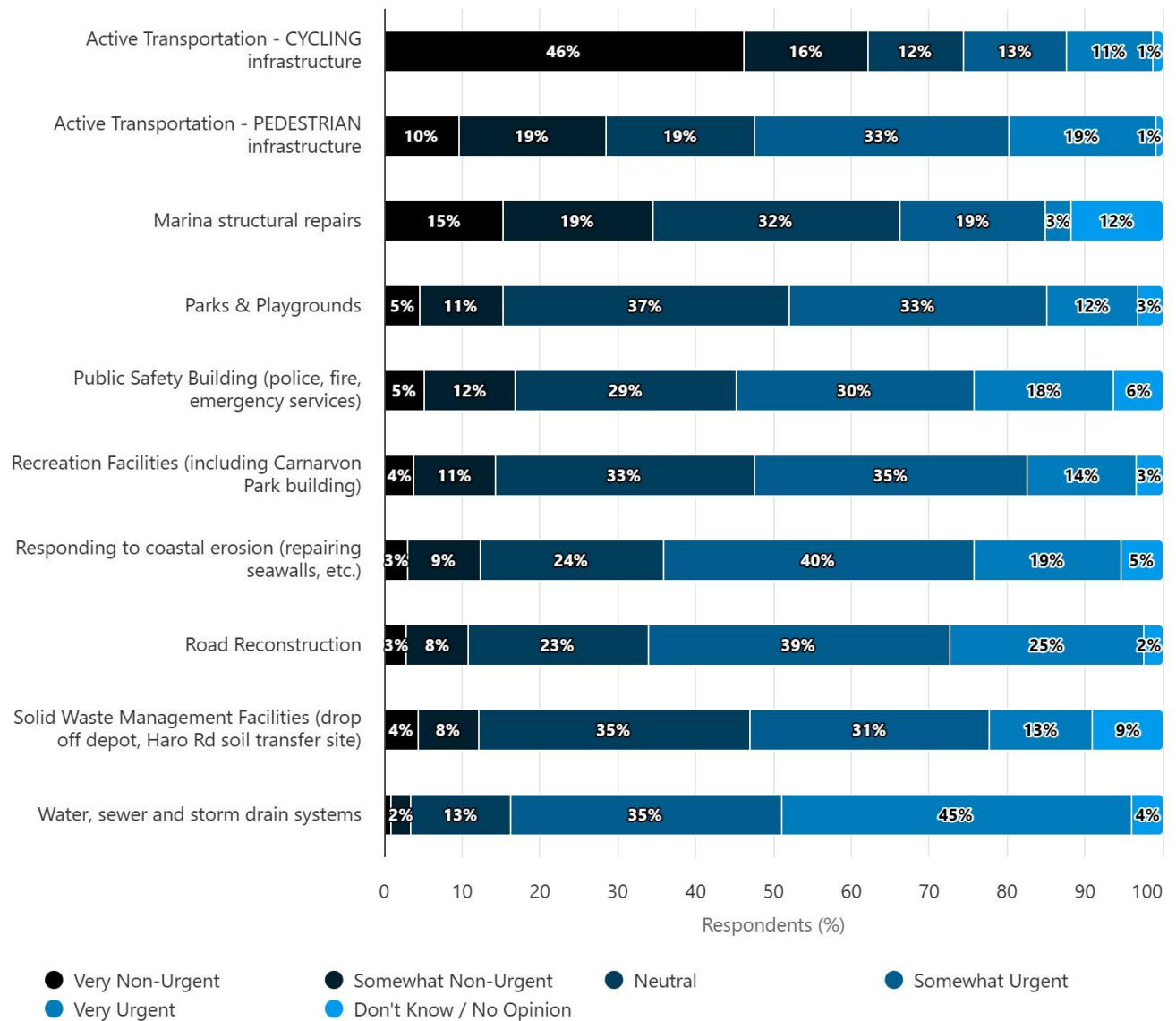
Note – charts and tables are generated automatically using the District's survey software. In some instances, where chart space is limited, percentage results may not appear in full. Please refer to the tables for complete results.

	Very Unimportant	Somewhat Unimportant	Neutral	Somewhat Important	Very Important	Don't Know / No Opinion	Total
<b>Active Transportation – Cycling infrastructure</b>	29.7% 280	20.6% 194	10.5% 99	15.3% 144	22.6% 213	1.3% 12	942
<b>Active Transportation - Pedestrian infrastructure</b>	5.1% 48	7.1% 67	7.8% 73	27.9% 262	51.5% 484	0.5% 5	939
<b>Marina structural repairs</b>	11.1% 104	12.2% 114	27.2% 255	29.8% 279	11.1% 104	8.6% 81	937
<b>Parks &amp; Playgrounds</b>	2.2% 21	1.5% 14	9.6% 90	38.9% 366	46.0% 433	1.7% 16	940
<b>Public Safety Building (police, fire, emergency services)</b>	3.2% 30	4.4% 41	14.0% 132	29.2% 275	46.9% 441	2.3% 22	941
<b>Recreation Facilities (including Carnarvon Park building)</b>	1.7% 16	3.6% 34	11.1% 104	38.9% 366	42.3% 398	2.3% 22	940
<b>Responding to coastal erosion (repairing seawalls, etc.)</b>	2.4% 23	4.8% 45	11.0% 104	38.7% 364	41.0% 386	2.0% 19	941
<b>Road Reconstruction</b>	2.2% 21	3.9% 37	10.7% 101	36.1% 340	46.1% 435	1.0% 9	943
<b>Solid Waste Management Facilities (drop off depot, Haro Rd soil transfer site)</b>	2.0% 19	3.5% 33	15.5% 146	33.4% 315	38.6% 364	6.9% 65	942
<b>Water, sewer and storm drain systems</b>	1.5% 14	1.2% 11	4.9% 46	20.9% 197	70.0% 660	1.6% 15	943

*Note – charts and tables are generated automatically using the District’s survey software. In some instances, where chart space is limited, percentage results may not appear in full. Please refer to the tables for complete results.*

22) For the same list of capital projects, please indicate how **non-urgent** / **urgent** each project is to you:

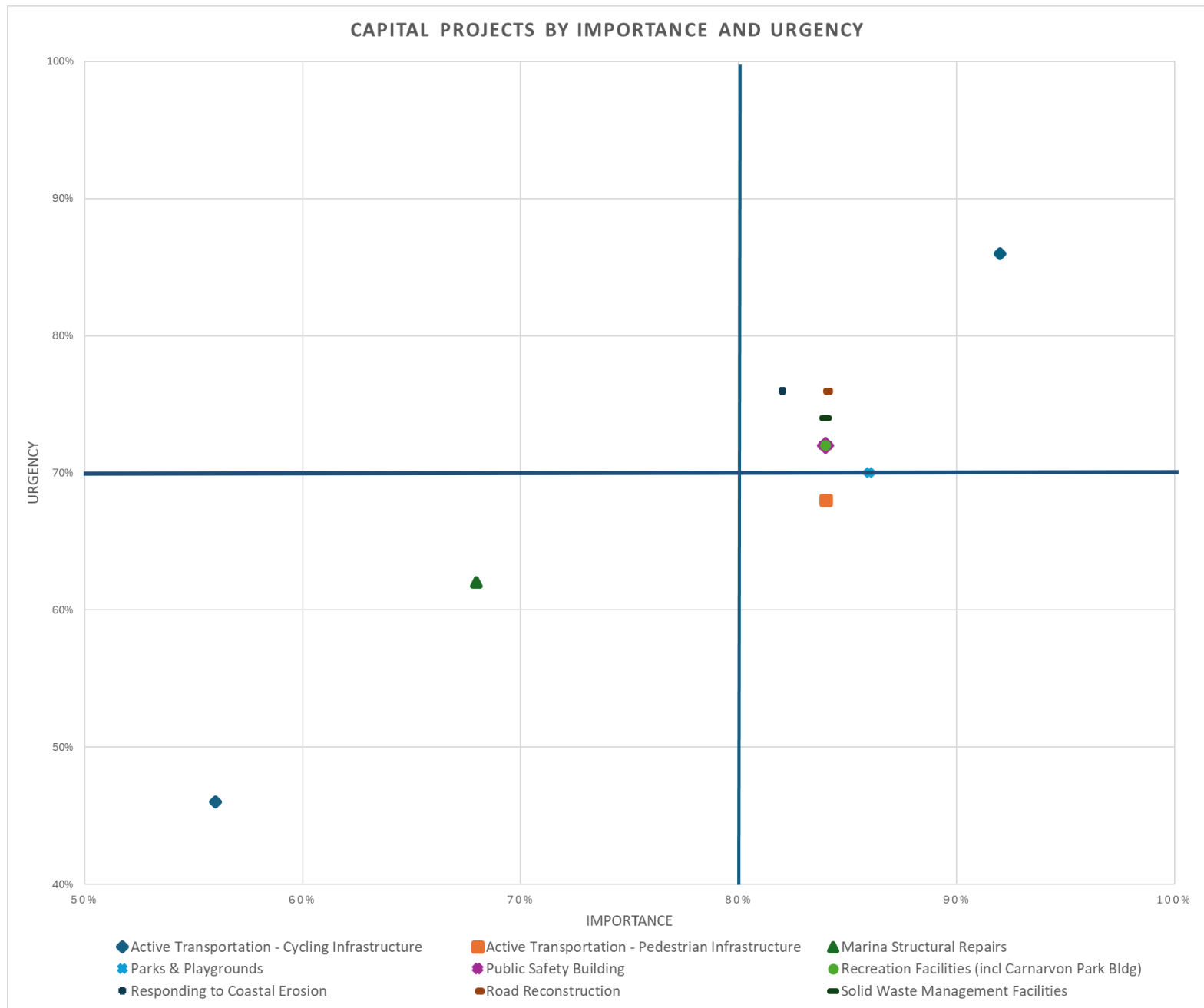
943 respondents (*Note – question was not asked in 2024*)



*Note – charts and tables are generated automatically using the District's survey software. In some instances, where chart space is limited, percentage results may not appear in full. Please refer to the tables for complete results.*

	Very Non- Urgent	Somewhat Non-Urgent	Neutral	Somewhat Urgent	Very Urgent	Don't Know / No Opinion	Total
<b>Active Transportation – Cycling infrastructure</b>	46.2% 434	15.9% 149	12.4% 116	13.2% 124	11.1% 104	1.3% 12	939
<b>Active Transportation - Pedestrian infrastructure</b>	9.6% 90	18.9% 177	19.1% 179	32.7% 307	18.9% 177	1.0% 9	939
<b>Marina structural repairs</b>	15.3% 143	19.3% 180	31.7% 296	18.7% 175	3.3% 31	11.8% 110	935
<b>Parks &amp; Playgrounds</b>	4.6% 43	10.8% 101	36.7% 345	33.1% 311	11.6% 109	3.2% 30	939
<b>Public Safety Building (police, fire, emergency services)</b>	5.1% 48	11.7% 109	28.5% 267	30.5% 285	17.9% 168	6.3% 59	936
<b>Recreation Facilities (including Carnarvon Park building)</b>	3.7% 35	10.6% 99	33.3% 312	35.1% 329	13.9% 131	3.4% 32	938
<b>Responding to coastal erosion (repairing seawalls, etc.)</b>	3.1% 29	9.2% 86	23.6% 221	39.9% 374	18.9% 178	5.3% 50	938
<b>Road Reconstruction</b>	2.9% 27	7.9% 74	23.3% 219	38.6% 363	24.9% 234	2.5% 23	940
<b>Solid Waste Management Facilities (drop off depot, Haro Rd soil transfer site)</b>	4.4% 41	7.8% 73	34.9% 327	30.6% 287	13.2% 124	9.1% 85	937
<b>Water, sewer and storm drain systems</b>	1.0% 9	2.5% 23	12.8% 120	34.9% 327	44.9% 422	3.9% 37	938

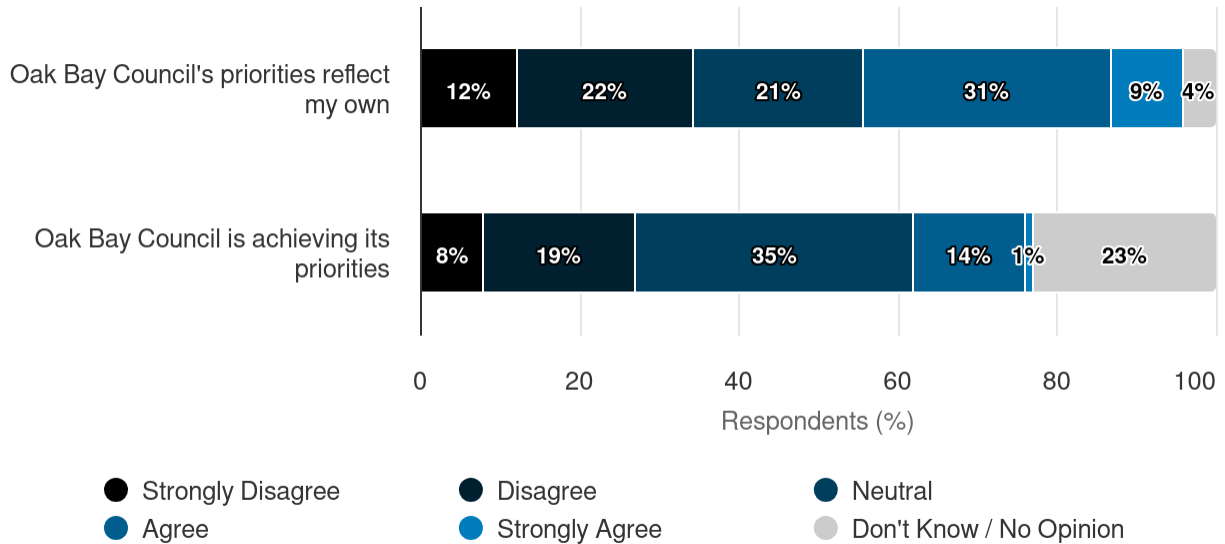
*Note – charts and tables are generated automatically using the District’s survey software. In some instances, where chart space is limited, percentage results may not appear in full. Please refer to the tables for complete results.*



*Note – charts and tables are generated automatically using the District’s survey software. In some instances, where chart space is limited, percentage results may not appear in full. Please refer to the tables for complete results.*

23) Thinking of Council's six priorities (provided within preamble), please indicate your level of agreement with the following statements:

950 respondents

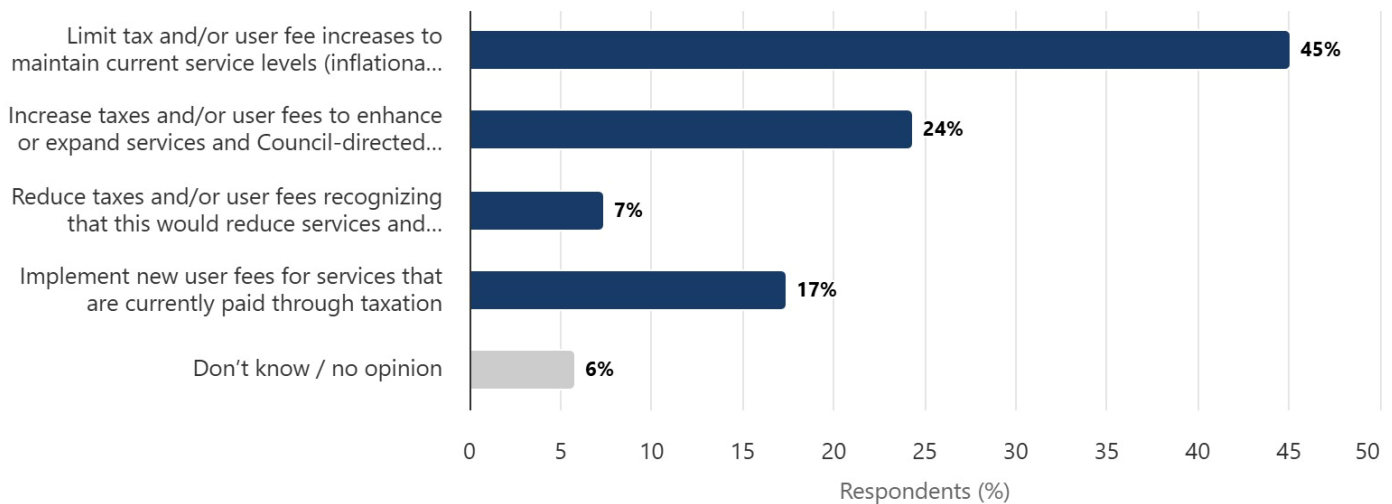


	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Don't Know / No Opinion	Total
<b>Oak Bay Council's priorities reflect my own</b>	12.1% 115	22.2% 211	21.1% 200	31.4% 298	9.4% 90	3.6% 34	948
<b>2024</b>	9.6% 100	20.3% 211	21.4% 222	34.0% 353	11.2% 116	3.5% 36	1038
<b>Oak Bay Council is achieving its priorities</b>	7.6% 72	18.5% 175	34.7% 327	14.4% 136	1.2% 12	23.3% 220	942
<b>2024</b>	7.0% 73	16.5% 171	37.7% 391	14.1% 146	1.9% 20	22.8% 237	1038

*Note – charts and tables are generated automatically using the District's survey software. In some instances, where chart space is limited, percentage results may not appear in full. Please refer to the tables for complete results.*

24) If faced with the following choices, what would you advise Council to do?

948 respondents

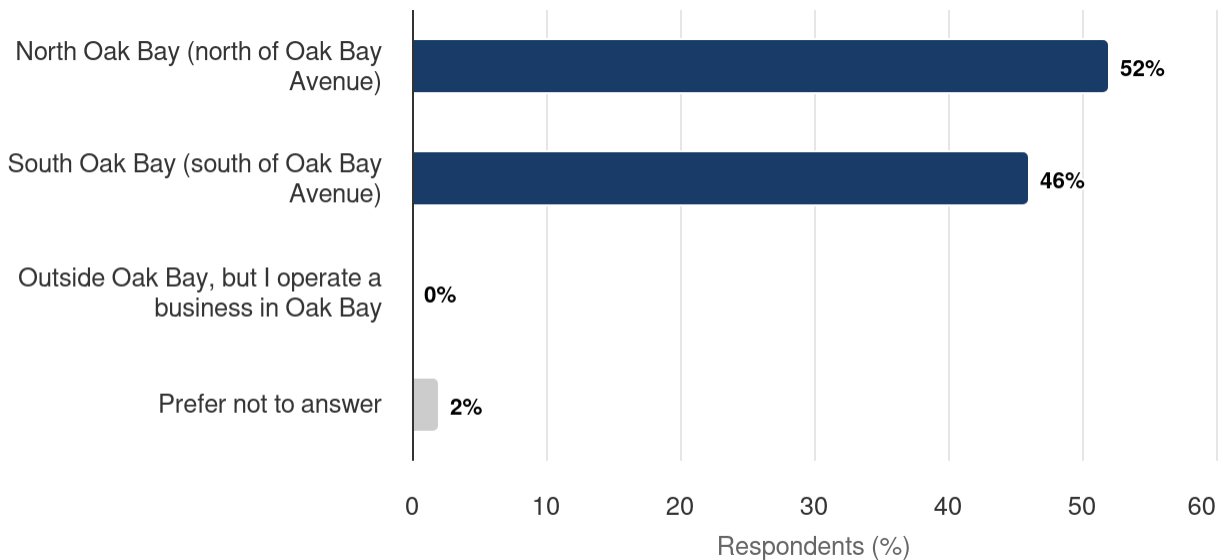


	%	Frequency	2024 %	2024 Frequency
Limit tax and/or user fee increases to maintain current service levels (inflationary increase only) and Council-directed infrastructure renewal projects	45.0%	427	43.5%	449
Increase taxes and/or user fees to enhance or expand services and Council-directed infrastructure renewal projects	24.4%	231	21.4%	221
Reduce taxes and/or user fees recognizing that this would reduce services and Council-directed infrastructure renewal projects	7.3%	70	8.4%	87
Implement new user fees for services that are currently paid through taxation	17.4%	165	19.1%	197
Don't know / no opinion	5.8%	55	7.6%	78
<b>Total</b>		<b>948</b>		<b>1032</b>

*Note – charts and tables are generated automatically using the District's survey software. In some instances, where chart space is limited, percentage results may not appear in full. Please refer to the tables for complete results.*

## 25) Where do you live?

950 respondents



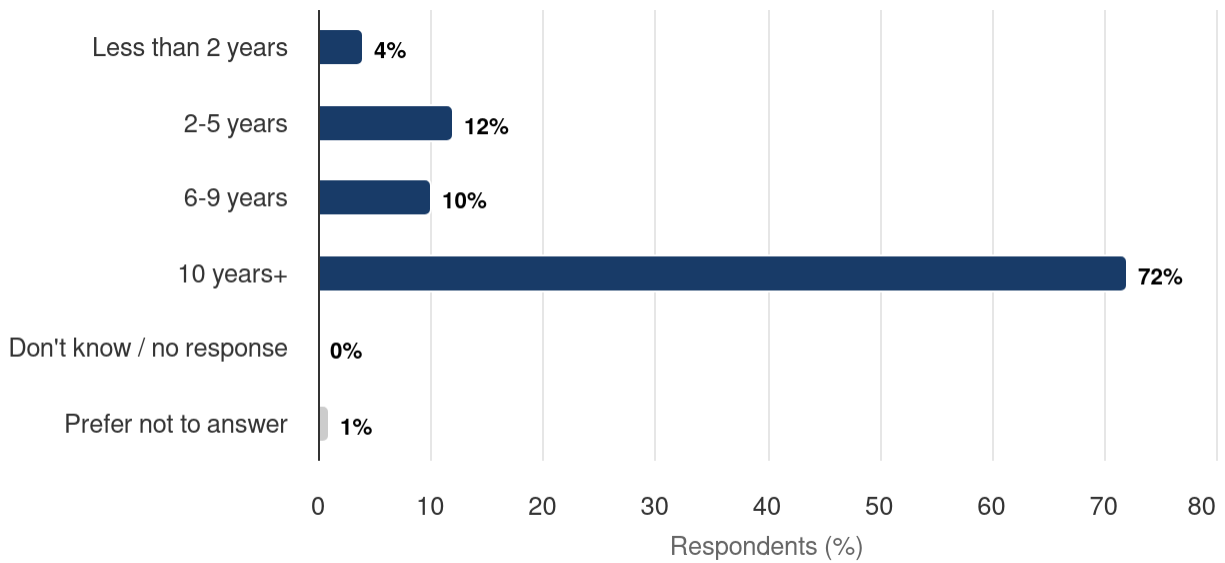
	%	Frequency	2024 %	2024 Frequency
North Oak Bay (north of Oak Bay Avenue)	51.7%	491	54.6%	565
South Oak Bay (south of Oak Bay Avenue)	45.7%	434	42.6%	441
Outside Oak Bay, but I operate a business in Oak Bay	0.3%	3	1.0%	10
Prefer not to answer	2.3%	22	1.7%	18
Total		950		1034

*Note – charts and tables are generated automatically using the District’s survey software. In some instances, where chart space is limited, percentage results may not appear in full. Please refer to the tables for complete results.*



## 26) How long have you lived in Oak Bay?

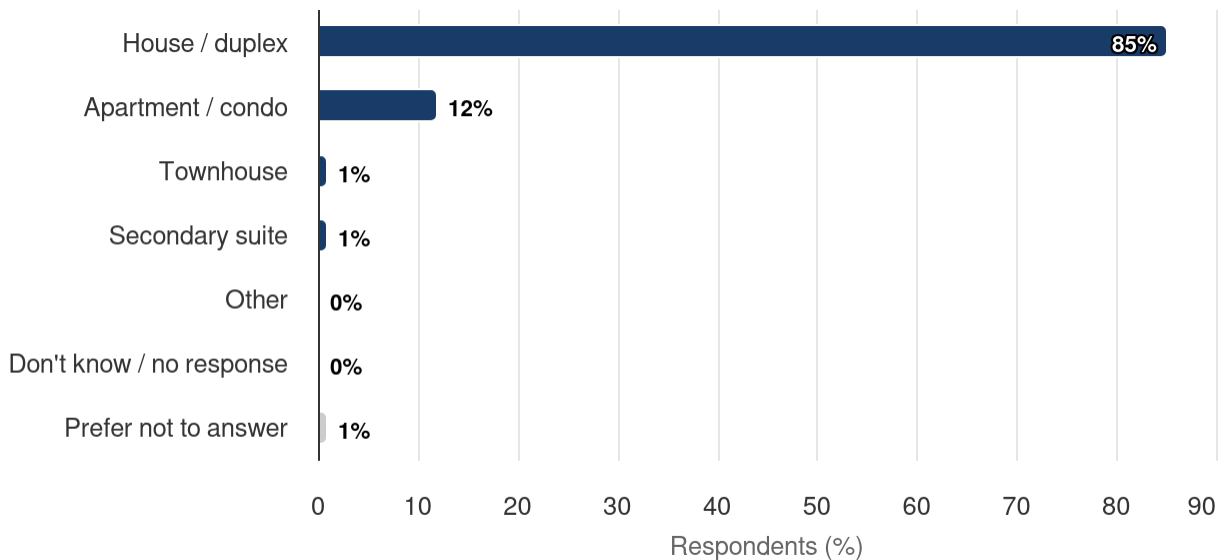
944 respondents



	%	Frequency	2024 %	2024 Frequency
Less than 2 years	4.5%	42	4.6%	48
2-5 years	12.1%	114	11.7%	121
6-9 years	10.4%	98	11.2%	116
10 years+	72.4%	683	70.8%	732
Don't know / no response	0.1%	1	0.1%	1
Prefer not to answer	0.6%	6	0.8%	8
Total		944		1026

*Note – charts and tables are generated automatically using the District's survey software. In some instances, where chart space is limited, percentage results may not appear in full. Please refer to the tables for complete results.*

27) Which of the following best describes your residence in Oak Bay:  
943 respondents



	%	Frequency	2024 %	2024 Frequency
House / duplex	85.3%	804	87.0%	900
Apartment / condo	11.9%	112	8.9%	92
Townhouse	1.5%	14	1.4%	14
Secondary suite	0.6%	6	0.2%	2
Other	0.2%	2	1.0%	10
Don't know / no response	0.0%	0	0.0%	0
Prefer not to answer	0.5%	5	0.8%	8
Total		943		1026

Other

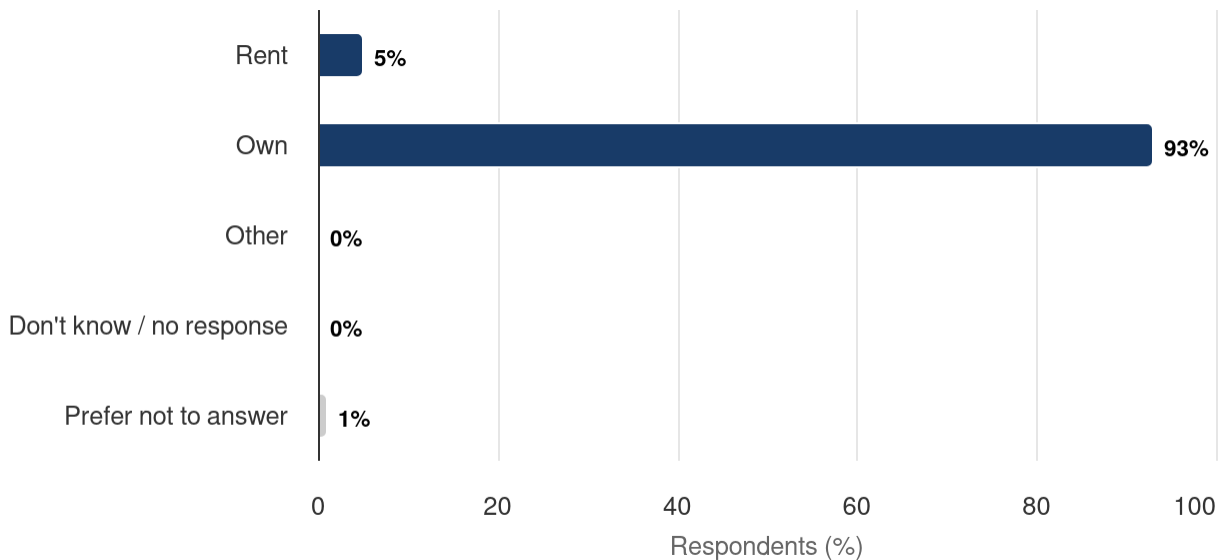
2 respondents

1	Co-Op apartment
2	CO-OP

*Note – charts and tables are generated automatically using the District's survey software. In some instances, where chart space is limited, percentage results may not appear in full. Please refer to the tables for complete results.*

28) Which of the following best describes your housing tenure in Oak Bay:

944 respondents



	%	Frequency	2024 %	2024 Frequency
Rent	5.4%	51	3.2%	33
Own	93.4%	881	94.5%	977
Other	0.4%	4	0.6%	6
Don't know / no response	0.1%	1	0.1%	1
Prefer not to answer	0.7%	7	1.0%	10
Total		944		1027

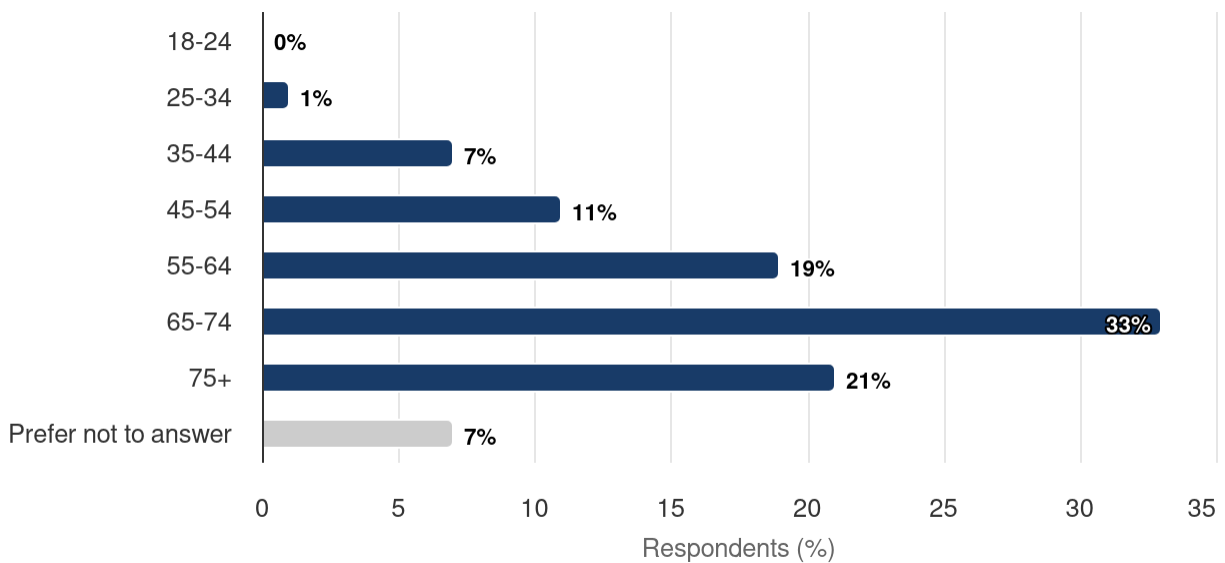
Other 4 respondents

1	coop
2	Co-Op rent
3	Co-op Housing
4	Co-own with family members

*Note – charts and tables are generated automatically using the District's survey software. In some instances, where chart space is limited, percentage results may not appear in full. Please refer to the tables for complete results.*

## 29) How old are you?

943 respondents

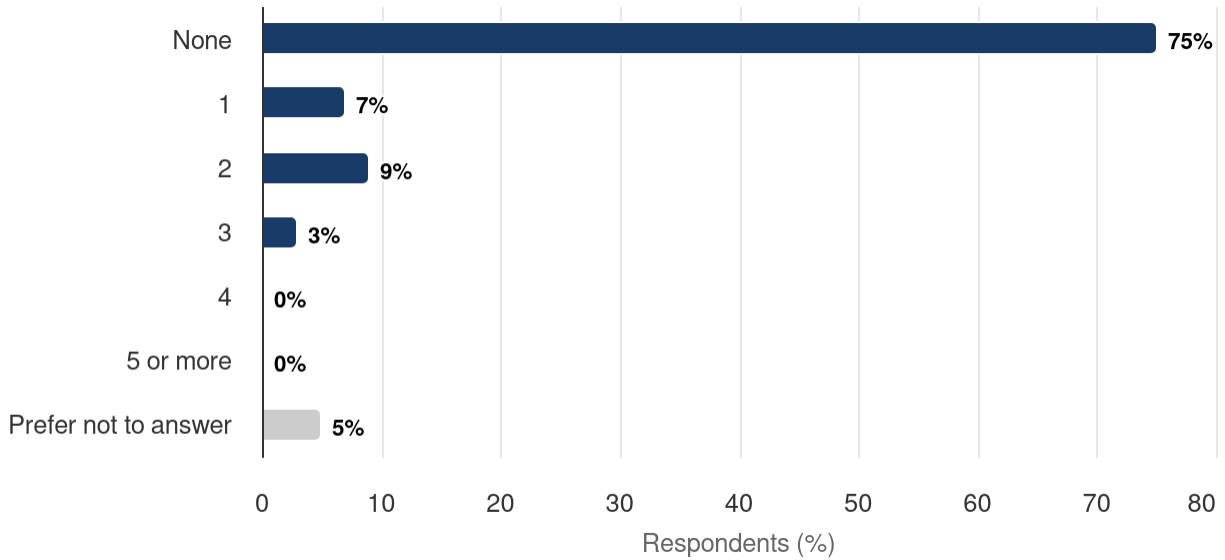


	%	Frequency	2021 Census	2024 %	2024 Frequency
<b>18-24</b>	0.2%	2	<b>8%</b>	0.5%	5
<b>25-34</b>	1.3%	12	<b>8%</b>	1.1%	11
<b>35-44</b>	6.8%	64	<b>10%</b>	7.8%	81
<b>45-54</b>	11.1%	105	<b>15%</b>	12.3%	127
<b>55-64</b>	18.8%	178	<b>18%</b>	23.4%	242
<b>65-74</b>	33.4%	315	<b>22%</b>	30.9%	320
<b>75+</b>	20.8%	197	<b>19%</b>	19.3%	200
<b>Prefer not to answer</b>	7.4%	70		4.6%	48
<b>Total</b>		943			1034

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30) How many children aged 18 and under live in your household (part-time or full-time)?

945 respondents

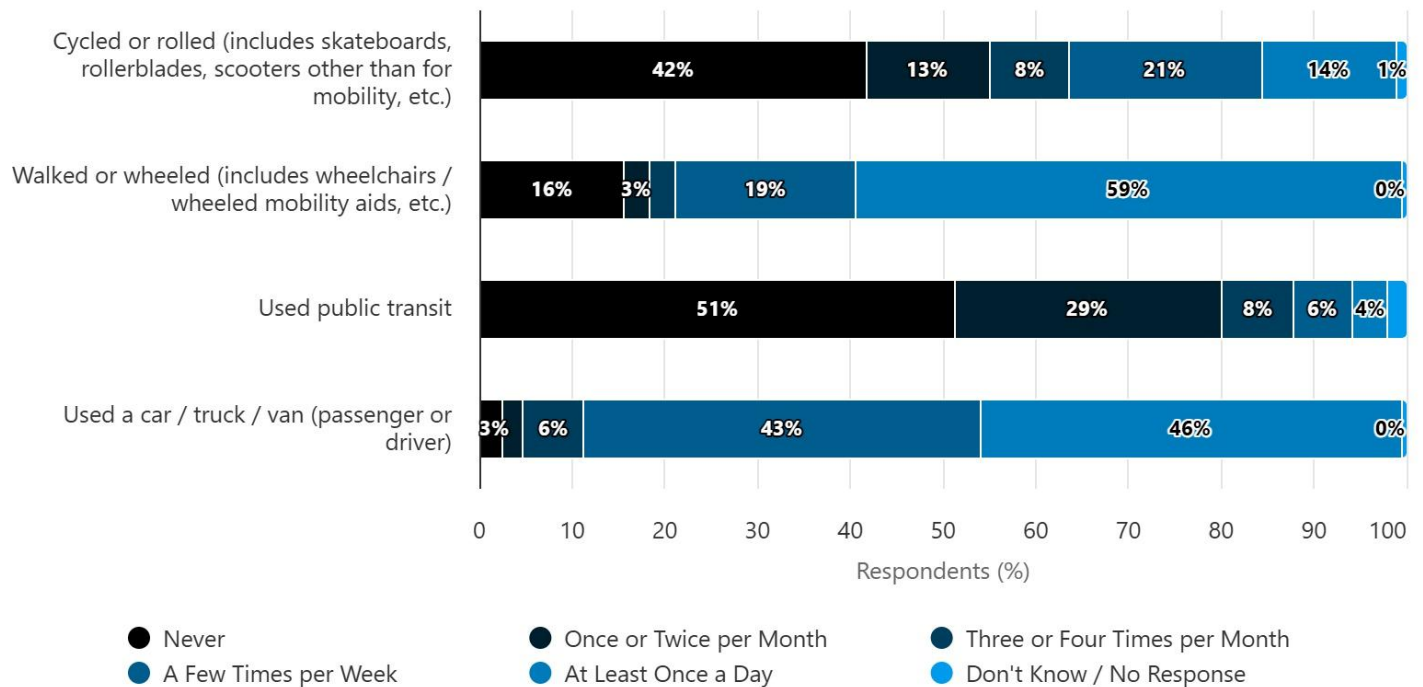


	%	Frequency	2024 %	2024 Frequency
None	75.1%	710	73.9%	764
1	7.3%	69	9.8%	101
2	9.3%	88	10.2%	105
3	2.8%	26	2.3%	24
4	0.1%	1	0.4%	4
5 or more	0.0%	0	0.1%	1
Prefer not to answer	5.4%	51	3.4%	35
Total		945		1034

*Note – charts and tables are generated automatically using the District’s survey software. In some instances, where chart space is limited, percentage results may not appear in full. Please refer to the tables for complete results.*

### 31) During the past year, approximately how often did your household participate in the following activities in Oak Bay?

946 respondents

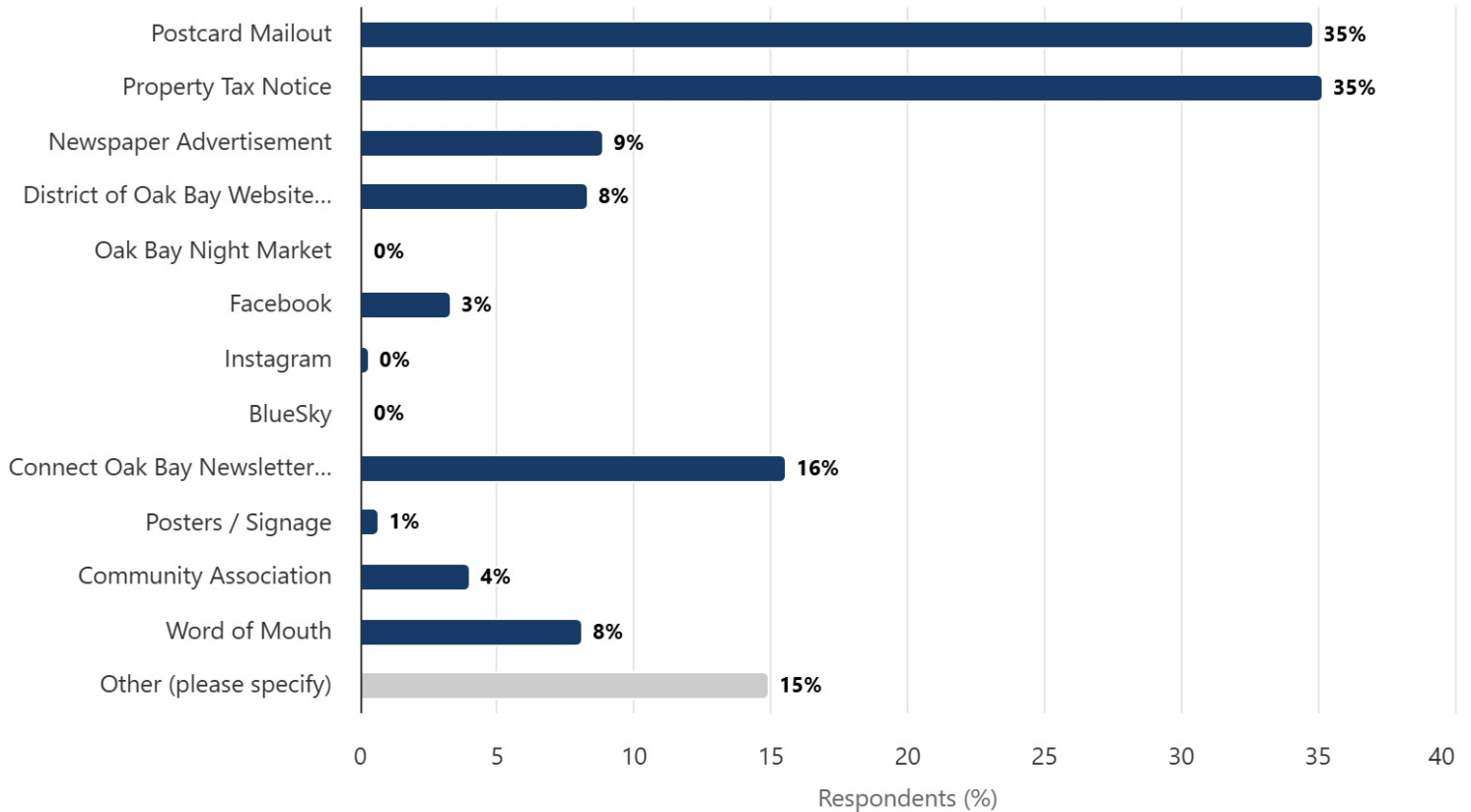


*Note – charts and tables are generated automatically using the District's survey software. In some instances, where chart space is limited, percentage results may not appear in full. Please refer to the tables for complete results.*

	Never	Once or Twice per Month	Three or Four Times per Month	A Few Times per Week	At Least Once a Day	Don't Know / No Response	Total
<b>Cycled or rolled (includes skateboards, rollerblades, scooters other than for mobility, etc.)</b>	41.8% 394	13.2% 125	8.4% 80	20.9% 197	14.4% 136	1.0% 10	942
<b>2024 (Asked: "Cycled")</b>	35.6% 368	17.2% 178	11.9% 123	21.0% 217	12.9% 133	1.4% 14	1033
<b>Walked or wheeled (includes wheelchairs / wheeled mobility aids, etc.)</b>	15.6% 147	2.7% 26	2.6% 25	19.4% 183	59.0% 556	0.4% 4	941
<b>2024 (Asked: "Walked")</b>	0.4% 4	2.2% 23	4.0% 41	22.9% 237	70.1% 724	0.4% 4	1033
<b>Used public transit</b>	51.2% 482	28.8% 271	7.8% 74	6.2% 59	3.8% 36	2.0% 19	941
<b>2024</b>	51.7% 534	27.2% 281	8.8% 91	7.1% 73	2.9% 30	2.3% 24	1033
<b>Used a car / truck / van (passenger or driver)</b>	2.5% 24	2.2% 21	6.4% 61	42.8% 405	45.5% 430	0.4% 4	945
<b>2024</b>	1.7% 18	1.6% 16	5.8% 60	44.5% 459	45.9% 474	0.5% 5	1032

*Note – charts and tables are generated automatically using the District’s survey software. In some instances, where chart space is limited, percentage results may not appear in full. Please refer to the tables for complete results.*

32) Please indicate how you found out about this survey (select as many as apply)  
 947 respondents (Note – question was not asked in 2024 Community Questionnaire)



Other (please specify)

141 respondents

1	Monterey Centre - lobby
2	display at Monterey Centre
3	Monterey Rec Centre
4	Monterey Centre foyer
5	at the rec centre on Bee
6	inside municipal hall
7	Rec centre display

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8	survey was available at Monterey Centre
9	Email
10	Email
11	Uplands Neighbourhood Association
12	UNA
13	Uplands Neighbourhood Association
14	Email
15	Email
16	For example, from participation in OCP Open Houses
17	picked up at Monterey center
18	email reminder
19	email from Oak Bay
20	picked up at Henderson Rec Centre
21	email
22	Found at Municipal Hall
23	On a table at OB REC
24	Available @ OB Rec Ctr.
25	email
26	Monterey Lobby
27	Monterey Center
28	at Monterey center
29	coming in to pay my taxes. It was on the table waiting
30	Mayor and council need to stand up to the housing minister and immediately halt 3/4 unit builds on

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small, single family lots. You are destroying Oak Bay and making 100 year decisions based on one minister's misguided mandate. Oak Bay can fit infill housing in appropriate areas, such as main corridors, or adjacent to existing large buildings. 3/4 unit builds plunked into small lots is horrendous and not the solution.

31

email

32

email notice

33

email

34

Council Member

35

EMAIL

36

email reminder

37

Email

38

email

39

email

40

Emailed to me

41

Email

42

email

43

Email

44

Rec'd email

45

Email

46

e-mail reminder

47

District Email Subscription

48

I'm on the contact list

49

online

50

email

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## OPEN-ENDED RESPONSES – Question 19

### *Note to Reader*

Please note that personal information, including responses identifying individuals by name or by employment status with the District of Oak Bay, are severed or partially severed (as noted within) in accordance with Section 22 of the *Freedom of Information and Protection of Privacy Act*.

Comments (or portions thereof) expressing opinions that, in staff's view, breach the District's Moderation Policy are also severed. These comments either:

- contained profanity or were defamatory, threatening, hateful, personally disparaging, harassing, indecent, vulgar, obscene, illegal, immoral or sexually explicit; or,
- endorsed, promoted, or perpetuated discrimination on the basis of race, creed, colour, age, religion, gender, marital status, status with regard to public assistance, national origin, physical or mental disability or sexual orientation.

Comments have not been edited for grammar or spelling.

*Note – charts and tables are generated automatically using the District's survey software. In some instances, where chart space is limited, percentage results may not appear in full. Please refer to the tables for complete results.*

## ATTACHMENT 1 – Q19 THEMATIC SUMMARY

### **Question 19 - What improvements to Oak Bay services would you suggest?**

The following thematic summary of open-ended responses to question 19 was generated with Microsoft Co-Pilot.

#### **Theme Frequency Summary**

These counts reflect how many individual comments touched on each theme. Many comments addressed multiple themes, so totals exceed the number of unique responses.

Theme	Number of Comments
Infrastructure	241
Waste Management	97
Bylaw Enforcement	122
Parks and Recreation	89
Active Transportation	134
Housing and Development	113
Environmental Concerns	78
Communication and Engagement	65

#### **1. Infrastructure Maintenance and Upgrades**

A dominant theme across responses was respecting the state of Oak Bay's infrastructure:

- **Roads and Sidewalks:** Widespread concern about potholes, uneven sidewalks, poor repaving quality, and lack of maintenance.
- **Street Lighting:** Requests for improved lighting, especially in pedestrian-heavy areas and intersections.

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- **Stormwater and Sewer Systems:** Perception of slow progress, improvements needed to communication on timelines, and coordination with other projects.
- **Construction Delays:** Frustration with prolonged or abandoned projects, need for more regular updates, and more efficient scheduling.

## 2. Waste Management and Leaf Collection

Many residents expressed concerns with:

- **Garbage Collection:** Missed pickups, a desire for more frequent service, and more communication about schedules.
- **Leaf Collection:** calls for scheduled, timely pickups.
- **Recycling Services:** Desire to maintain and improve the Elgin Road transfer station, including better staffing and clearer rules.

## 3. Bylaw Enforcement and Municipal Responsiveness

- **Bylaw Enforcement:** Perceived need for more proactive enforcement, especially regarding parking, off-leash dogs, noise, and property maintenance.
- **Staff Engagement:** Desire for more responsive communications and enhanced customer service
- **Transparency and Accountability:** Requests for clearer updates on project progress, budget allocations, and staff performance.

## 4. Parks, Recreation, and Public Amenities

Residents highlighted both appreciation and areas for improvement:

- **Recreation Facilities:** Calls for upgrades to the Rec Centre, Carnarvon Park, and Willows Beach amenities.
- **Public Washrooms:** Requests for more and better-maintained facilities, especially along popular walking routes.
- **Programming:** Desire for more youth and family programs, better registration systems, and equitable access.

## 5. Active Transportation and Traffic Management

Opinions were divided but strong:

- **Bike Infrastructure:** Strong support from some for expanded bike lanes and safer cycling routes; others opposed due to cost and impact on parking.
- **Pedestrian Safety:** Requests for more crosswalks, flashing lights, and sidewalk improvements.

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- **Traffic Calming:** Concerns about speeding, poor visibility, and unsafe intersections; suggestions included speed bumps and better signage.

## 6. Housing and Development

- **Densification:** Mixed views on multiplexes and infill housing; concerns about neighborhood character, parking, and infrastructure readiness.
- **Permit Processes:** Need for more clear, consistent application processes
- **Community Consultation:** Calls for earlier and more meaningful engagement with affected residents.

## 7. Environmental and Ecological Concerns

Residents raised issues about:

- **Deer and Wildlife Management:** Strong calls for deer population control and better enforcement of dog bylaws.
- **Tree Maintenance:** Concerns about excessive pruning and lack of species-specific care.
- **Beautification and Cleanliness:** Requests for better street sweeping, graffiti removal, and weed control.

## 8. Communication and Engagement

A recurring theme was the need for better communication:

- **Project Updates:** Desire for regular, clear updates via email, social media, and newsletters.
- **Public Input:** calls for genuine engagement and responsiveness.
- **Digital Services:** Suggestions for improved website usability, online booking systems, and automated alerts.

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## ATTACHMENT 2 – Q19 Full Text Responses

### Q19. What improvements to Oak Bay services would you suggest?

---

I would love to see bi-weekly pick up of garden waste because it encourages people to take care of their yards.

---

I would like to see more opportunity for input in what happens to building and development in OB.

---

More stress on infrastructure and less on frivolous projects like Carrick Corridor and inappropriate bike lanes. Better return on improvements for business, i.e. Penny Farthing give away.

---

Get the bus of Newport. Reroute do to congestion. Tell the bus drivers to stop parking in the middle of the road when they can't get through or get tell the passengers to go door to door looking for the lawfully parked car to move so the bus can pass - yes really!

---

Focus more on infrastructure needs and upgrades. Focus less on appeasing the small but loud bike lane contingent. If allowing/encouraging secondary suites/multi-home builds, ensure off-road parking is considered, or modify policies to enable impacted residents to adapt.

---

The infrastructure is really showing its age, and needs work. The municipality is planting more trees, particularly oaks. They do not have enough trucks to pick up all the leaves in a timely manner. Our leaves were not removed until late January.

---

There are multiple non residents who access the depot at 1771 Elgin Street to get rid of waste material. This is failure in Bylaw management. There are multiple non residents who have received Oak Bay vehicle decals. [Comment removed per District's Moderation Policy] I have had conversations with the Bylaw's officer, the Municipal CAO, the public works management, but non have taken steps to correct the problem. [www.obgt.ca](http://www.obgt.ca).

---

A staff more responsive to taxpayers' needs.

---

I plan to be more involved with library and community education through community programs, education to meet people with common interests.

---

I have submitted four reports since January through the Oak Bay Police regarding graffiti on seawall at McNeill Bay and subsequently followed up with email to district staff as to why no action is taken. I have not yet received a reply.

---

Quarterly updates on what staff have accomplished with respect to ongoing priorities, plans and achieving targets.

---

Clear bus stops of snow!

---

Our Farmer's Market could be improved on. Maybe moved to a grassier area?

---

It would be wonderful to have more garden allotments somewhere,

---

More transparency with current changes to upland housing development risks. We don't need multiplexes in this community. Develop the major arteries - Cadboro bay road, oak bay road, Estevan and foul bay. Not I social properties in our beautiful area - uplands, south okay bay, North oak bay, Estevan etc. Parking is already a challenge and we have

---

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**Q19. What improvements to Oak Bay services would you suggest?**

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infrastructure on the main arteries. Leave the single family homes as they are - not 4-6 plexes.

---

More public toilets

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Email notifications of garbage pickup

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1. Change OBEP focus from earthquake preparedness to climate change preparedness. Better value for the money spent.
  2. Reduce the food services bills for committees and other "social" events.
  3. Focus just on the core services stated in the community charter.
  4. Implement a government efficiency review to streamline services and make them more cost-effective.
- 

For example, remove the Ivy on the north side of Monterey Centre. That would reduce the rat problem. Also the laneways are overgrown and people need to be reminded to trim back their hedges encroaching on the lanes. I am not in favour of structured, concrete bike lanes on existing connecting pathways. Cyclists and pedestrians can share existing paths, using common sense. Do we really need more concrete? It'll destroy the feeling of walking a country lane in an urban environment.

---

I'd like to see more money in the Police budget. More car and bicycle patrols.

---

More attention to crumbling roads and sidewalks. Easier phone access to city engineering ,planning and bylaw departments. Better animal control and bylaw enforcement.

---

Sidewalks have, in several places, been partially overgrown by trees or shrubs. Why is this allowed?

---

Do we have a bylaw supervisor regarding parking violaters?

---

More visibility and accountability

---

Keep Uplands Park as "natural" as possible

---

Projects are started, holes are dug, and then nothing happens for long periods (ie. the hole left in the parking area at Trafalgar Park(April/May 2025); sewer work near Central and Oliver(in 2024, I believe)).

---

I would prefer that graffiti was removed more quickly from the seawall at McNeill Bay, and elsewhere. It can take many weeks to be removed (ie, painted over with grey paint).

---

The Haul-All truck, which picks up trash from bins does a great job. Thank you for this prompt service. When the bins are allowed to get nearly full or overflow, racoons and crows can spread the bin's contents (I have seen this happen).

---

Safety issues should be taken seriously and not ignored that is the main reason I am leaving oak bay. Raised crosswalks are a must in dangerous intersections. The streets and sidewalks need maintained. When ever we have snow it is never ploughed on time or efficiently. Police services need to be properly educated in certain departments, I was coned by an ex tenant and the cops couldn't comprehend the forged documents so they disregarded my case.

---

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**Q19. What improvements to Oak Bay services would you suggest?**

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Pay attention to the needs of all oak bay residences (ie. road maintenance & speed limit in residential streets) rather than catering only to Uplands community.

---

Do not ignore our concerns or complaints. Staff and council pretend to listen but hold to their own ideals and even when residents are 88% against something they move forward with the 12 %

---

Hire competent professional staff who we can respect and engage with, rather than be treated like peons to be swatted away when we seek engagement. Please fire those who bully and disrespect citizens of Oak Bay. You know of whom I speak. They have actively cultivated mis-trust and are a source of toxic culture at Municipal Hall. Re-train and suggest remediation for those who cannot write literate reports to Council. Their reports are agonizing for the literate citizens of Oak Bay to read.

---

Better upkeep of all our roads. My road, Deal St. and adjacent streets are a super bumpy ride. Ad-hock patching won't do the trick.

---

It is tricky to get an appropriate response to noise or fire safety violations when the business involved has personal ties to Oak Bay council. Staff then seem to assume that neighbours' complaints are simply NIMBYism rather than coming to actually check the violation. It shouldn't matter that a business owner has ties to council. Someone should come and check to see if the complaint is valid.

---

Asset and time monitoring, measuring and management for all resources. Undoubtedly better management of resources would improve efficiency and reduce costs. Union is likely too demanding and powerful at the public works which is costing the city dearly and should be renegotiated or operations separated into smaller non-union operations.

---

-to bring parking enforcement back to an oak bay employee, subcontracting is not working as [name removed per S 22 of FOIPPA] is not responsive

-decrease animal control bylaw officers presence (there is a cost saving to this)

-speed up building permit issuing and ensure consistent application of rules to all residents

---

Tree trimming to accomodate wires for electricity etc excessive , or so it seems. Will trees grow back faster if so severely pruned. Guess it depends on species but it seems to have been particularly hard on the chestnuts on Windsor, one of the glories of the municipality. My neighbour on St Louis having fits over what seems the unnecessarily severe pruning of a tree. Were tree varieties taken into consideration by the municipality in its contract with the company that did the pruning.

---

To have consultation with people (and LISTEN to people) affected by proposed projects in early stages , NOT the way it was done with cycle route on Haultain / Carrick trail . To put special interest groups agenda ahead of people living in the neighborhood. The number one priority MUST be people living in the neighborhood !

---

Keep working the way you are ... and don't become a Victoria

---

The Oak Bay Rec Centre needs an overhaul. The track is falling apart and the seating is inadequate. We should be considering an outdoor pool. Turkey Head is an eyesore, Carnarvon Park is disgraceful. We need to update the indoor pool . We have the space.

---

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**Q19. What improvements to Oak Bay services would you suggest?**

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There need to be a much greater emphasis on cost effectiveness to constrain the Oak Bay Budget. For instance and this is a simple example. Firmly encourage residents to dispense with mailed communications. Important documents can be retrieved from the website after an email warning. Most businesses have done this for years. Being a senior is no excuse.

---

Improvements to infrastructure (roads, sidewalks, street lighting, aging sewer and water mains)

Better deer control or elimination. Lower exorbitant property taxes on high end residence that get same or poorer services than others.

---

Sidewalks are often narrow and uneven and not friendly to people with mobility problems. There are too many road signs located in sidewalk travel paths.

Too much emphasis give to cars and parking.

---

Staff should be more obliging in helping you rather than trying to get rid of you by saying you that you should not be there or go to our website for your answer. For seniors, many of these people have dealt face to face all their lives and are not comfortable or unfamiliar with the computer ways. Staff are there on the taxpayers "nickel" and to serve the taxpayer rather than trying to avoid all personal interaction with the taxpayer.

---

More street signs at intersections are needed.

Street sweeping schedules should be organized to occur AFTER leaf pickup, not before. Signs should be placed a day ahead of time indicating "no parking" on roads to be swept, so that a decent job can be done.

---

Increase garbage collection frequency. Publicize how to get a broken aged garbage collection bin replaced. Streamline approvals for increased density. Improve efficiency/speed of having refund of bond for tree replacement.

---

Garbage collection.... 2 failures to collect in the last 4 collection periods.

---

Tall, dry grasses on the side of Cedar Hill Cross Road become a fire hazard. They should be mown short.

For road maintenance, finish a project before starting a new one so that the number of active sites underway and one time is minimized.

---

Oak Bay's failure to renew itself and grow - its population hasn't changed since the mid 1960's, and aside from older homes being torn down and replaced by new single family houses there's been minimal new public or private investment for seemingly, decades - means that the property tax base is incapable of meeting the District's clearly pressing needs. For example, street paving is literally crumbling across the municipality. Oak Bay should be a robust, dynamic community of 25,000 or 30,000.

---

I want to know on what money is spent?

---

Hi

---

**Q19. What improvements to Oak Bay services would you suggest?**

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Road Paving

Keep Elgin road recycling depot

preserve tree canopy

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More frequent street sweeping. Annual laneway maintenance.

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Pick up trash/litter in parks, enforce dog bylaws and parking issues better

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fewer bike lanes, more parking, better maintained roads, better bylaw enforcement - not complaint based

---

All of my feelings about living in Oak Bay are subject to change. If my neighbour's single family home is sold and between 4-13 new homes replace it, then I would be very dissatisfied. We, the homeowners in Oak Bay are not the architects of abysmal immigration planning leading to the loss of our property rights and densification of our neighbourhoods. You are ruining a neighborhood I have literally worked my whole life to afford. As Canada is a huge landmass, this densification plan is crazy.

---

Improvements to active transportation infrastructure that will enable the travel needs of ALL RESIDENTS, not just those who own cars

---

1) Being much more strategic when closing roads for construction and/or maintenance so that drivers can more efficiently and safely travel.

2) There is an increased amount, and extent to which concrete speed bumps, divides, bike safety buffers, and one-way road travel, to the extent that it has made roadways more constricted. These measures have in my opinion, often made travel less safe and efficient, simply because there are an increased amount permanent barriers, detours, signs, etc

---

I am concerned about the increased administrative costs within the district

---

Follow through on active transportation. Quit letting emotional and uninformed reactions halt needed improvements.

---

Council needs to start listening to staff and stop dragging their feet, on everything from the Carnarvon Park development to the Active Transportation plan to some kind of housing plan

---

Cancel fall leaf program

---

A better website and more services available via the web site.

---

Provide updates on projects delays, e.g. Windsor Park playground completion, on social media.

---

I've typically been very happy with the services I've accessed, and am especially happy with the Parks Dept. The permit processing time to prune trees was very fast, even with a site visit included in the process.

---

More community policing of bylaws e.g. parking, use of laneways for personal parking/storage

---

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**Q19. What improvements to Oak Bay services would you suggest?**

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Cycling infrastructure is seriously far behind.

Housing. The District should be showing leadership in building rent to income housing in the Municipality on municipal owned land.

The Refresh of Carnarvon Park is exceptionally slow.

Public Art is done well. A better job can be done by the committee- needs a more professional less amateur viewpoint.

---

Better basic pavement maintenance (sidewalks and roads) throughout the district. Much of the district needs repaving. However, when roads are torn up for new pipes etc the repaving eventually done is poor. Trenches are poorly filled or patched leaving roads bumpy and uneven creating hazards for cyclists and pedestrians.

---

Bike infrastrucutre (please get with the times).

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Getting rid of unnecessary services - e.g. watering the boulevard along our street - very wasteful.

---

We are tired of January pick up or non at all. Give leaf crews a schedule and advise community of week to expect pick up. We have witnessed crews hanging out in back lanes, avoiding main streets and [comment removed per District's Moderation Policy]. They need to be monitored; Fairfield pick up goes smoothly with efficiency by designating specific days for pick up. Otherwise, cancel it.

---

Bylaw enforcement of off leash dogs. All of Oak Bay appears to be leash optional.

Irresponsible dog owners have a complete disregard for the environment whether that's indigenous animals or native plants. Off leash dogs intimidate vulnerable people.

Furthermore, dog faeces are left in parks putting the health of our children at risk. Is the dog owner lobby more important than the environment, respecting indigenous peoples sacred spaces and the health and safety of our most vulnerable?

---

Get bylaw (parking etc) to actually do the job they are paid for

---

What do you mean by services? Maintenance/infrastructure seems to take too much time. Public parks/rec are fantastic services. Changes to parks - for example Carnarvon - are very poor. There are no bikelines (we don't need a lot), there is no recycling in public places (desperately need some).

---

More frequent yard and household waste removal.

More efficient contractors used for road repairs and other infrastructure projects.

---

Text codes to departments to notify of issues.

---

Staff numbers in Oak Bay have increased significantly along with the use of consultants. This must be leading to the very significant increase in municipal taxes. It would be encouraging to see those new staff complete work in house rather than manage consultants. I believe one area of staff that has not increased and perhaps should, is Bylaw Enforcement.

---

Some construction projects take a very long time.

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Infrastructure and road work seem to take place at a glacial pace, much more slowly and seemingly less efficiently than other jurisdictions we have lived in/visited.

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**Q19. What improvements to Oak Bay services would you suggest?**

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a) When a project is underway - e.g., separated sewer project in Uplands, it would be helpful to residents to know how far along the project is (i.e., percentage completion), whether it's on time and on budget, and what will happen in the coming 2-3 months

b) There is a perception that consultants are being hired to do the work residents might have reasonably expected to have been done by Oak Bay staff, who should have the necessary background and will be involved in future implementation

---

None to suggest at this time.

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Keep aquatics facility up to date

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More frequent green pick up. Garbage pick up every 2 weeks - stop using stat holidays to stretch out pick up dates. Try to coordinate new housing road closures with stormwater replacement work - very, very difficult to walk in our area let alone bike or drive.

---

Often documents (e.g.) PDFs don't have hyperlinks working in them, so when they refer to other District documents, plans, bylaws etc these have to be laboriously looked up separately and manually.

---

Better enforcement of residents to clean their yards and sidewalks

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Hire someone to cull deer

---

Not sure.

---

I cannot think of any at this moment.

---

Leaf collection needs improvement. Parks/Public Works should improve care and maintenance of verges with planting native plants including trees and shrubs. Less reliance on volunteers to remove invasive species from public parks and common areas

---

More school age programming, less catering to seniors, families live here too!

Remove the red bar that blocks the register button when using SimpleMind (camp registration)!!!

---

Suggest better fall leaf pickup to avoid hazards on road as this is where most leaves are piled in spite of the rule which is not enforced. Also the verge plantings could be improved and maintenance of parks and common areas around public walkways could have more native plants and trees etc. Volunteers who help with these areas are wonderful but staff needs to do more. Uplands Park - more control over pathways & dog rules. Willows Beach - dog rule enforcement & clarification

---

Please keep the transfer station at Elgin

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Keeping services for garden/garbage/recycling waste at Elgin station open long-term. It would help to add a camera to gauge wait times to help reduce traffic.

---

Improve the services at Willows beach, such as the more and better showers and foot wash stations.

---

Build bike lanes. Stop deferring the project and wasting tax dollars. Listen to your engineering group.

---

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**Q19. What improvements to Oak Bay services would you suggest?**

---

Bylaw enforcement is the only issue that affects me negatively every single day. It is marginally available despite an increasing need. Oak Bay has a great culture and atmosphere and is undeniably beautiful. So many aspects of living here are just the best.

For changes other than improving access to bylaw, budget transparency would be great and so would [comment removed per District's Moderation Policy]

---

Put hydro and cable lines underground or along back property lines

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BETter street lighting

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We pay the highest taxes and everything behind the “tweed curtain” is old and falling apart. Sidewalks, roadworks, and playgrounds take years to be worked on and updated. Truly sad after living in other municipalities my whole life.

---

More bylaw enforcement officers

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Consultation opportunities with key stakeholders who live in the area and will be directly impacted by the changes the municipality is making to please a handful of pervasive individuals who do not live in the area.

---

Also, commit and honour dates and timelines when municipality repair work or upgrades will be done that directly impact homeowners with regard to flooding and property value of their home.

---

None

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The Oak Bay Recreation Centre is enormously valuable to the community and needs ongoing investment to ensure it can meet the needs of a growing population. Willows Beach has had too many issues with water pollution. Whose responsibility is it to address this? How can we protect the beach and keep the water clean and safe?

---

That things (such as the hot tub at the Rec Centre) get fixed in a timeline manner, not closed for three months plus. It's ridiculous, and clearly done for the convenience of maintenance staff, not the paying public.

---

N/a

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We desperately need a shorefront washroom (maybe several) between Gonzales Bay and Turkey Point. It's a very popular walk in Victoria and there is nowhere for the (mostly adult) people to use. I've seen people pee in gardens and trees, Oak Bay Beach Hotel and Victoria Golf Course don't provide public access to bathrooms. Picnic and dog walkers at McNeil Bay routinely use the bushes along the shore, leaving behind paper, diapers and excrement.

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**Q19. What improvements to Oak Bay services would you suggest?**

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1. Fix Sidewalks
  2. Repaint crosswalks and install flashing lights. Many drivers do not stop
  3. Stop noise pollution- trucks, leaf blowers!
  4. get a new cork board (larger) at city hall
  5. Ban st. parking in the village area on oak bay
  6. more seating for the elderly in the village
  7. more affordable housing
  8. bike lanes
- 

Some of the roads are in terrible shape--patches and potholes everywhere (I cycle often, so I notice this). Way too many trees are being cut down. Noise bylaws need to be enforced; there is a steady stream of noisy motorcycles and cars along King George Terrace and Beach Drive every evening (especially fine evenings). I have given up on complaining about this (to police, to the mayor), but I really don't think residents should be exposed to explosive noise from cars.

---

Street parking, especially by construction related vehicles, needs to be addressed. Physical and visual obstruction are inconvenient and unsafe.

---

Get the streets smoothed out

Increase the number of handicapped parking spots and mark them clearly... and tidy up the few that do exist!

---

The upper section of Mitchell St. gets ignored alot when it needs snow clearing or leaf removing.

---

Line painting; especially crosswalks on Oak Bay avenue. King George Terrace street painting almost gone.

Monterey Avenue - from McNeil Bay towards the town area, feels like a gravel road, as do a few others in Oak Bay

Harling Point does not have any street maintenance.

No public washrooms from King George Terrace to Oak Bay marine in spite the number of people who walk along the water. The marines bathroom isn't really public.

---

You can provide better resources to support operating the Elgin transfer station - it often appears to be understaffed. That said, the staff that are available are typically very helpful.

---

Crosswalk from firehall park to Bowker creek

Fix sidewalks that have exposed ridges (ie., not smooth)

---

Three issues are of importance to me: road painting, water and sewage maintenance, bike lanes. I feel that road painted lane lines need to be upgraded much more frequently for safety reasons. I see that Oak Bay is maintaining water and sewage infrastructure, but I have no idea where we are in terms of the overall picture. As for bike lanes, I feel the current plan is unnecessary, BUT there is greater urgency elsewhere, esp. Cadboro Bay Rd, Oak Bay Ave and McNeil.

---

list who has a rental suite in thier home and verify that they are living in the home as per District guidelines.

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**Q19. What improvements to Oak Bay services would you suggest?**

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I report a road hazard condition on the bike lanes (both directions) on Henderson Rd near Avondale, 3 weeks ago, no action was taken to correct the problems which is very dangerous to cyclists. Hope something can be done soon!

---

Please resolve a block in the storm sewer in the 1900 block of Monteith St. to assure that there will not be a recurrence of a flood. The issue has been clearly documented; an attempt to resolve the issue has not been enacted.

---

More focus on walking and cycling. Enabling secondary suits and gardensuits. Have a continued commitment that Scouts, Guides, and the ball teams are part of the Monterey Road / Firemens Park.

---

Keep the Elgin Road drop off site.

Do not create bike lanes with a disregard for parking for the tax payers who reside in the immediate area - especially given the addition of infill housing

---

Services should include seniors needs. ie removing parking on Stn Ann St will not allow for care givers/repairmen, gardeners etc to have easily access to our house

---

Stop the insanity. the Mayor and Council are supposed to represent the views of Oak Bay citizens, not make decisions behind their backs. WE have lost the basic tenets of democracy, ie elected representatives who represent the views of their constituents, with opportunities for citizens to shape public policy. Densification approach is anathema to many -- if not most -- Oak Bay citizens. Unplanned communities are a disaster, as anyone who has read the basics of urban planning can tell you.

---

offer an indoor cycling class for seniors at the main rec centre

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NA

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From what I've seen, the population demographics are shifting younger - there aren't enough programs for families with children, and the competition for the programs is fierce. The district should consider shifting some of the senior programs to ones for families.

---

More control of costs.

---

Stop spending any money on net new ideas such as a haultain kings bike connector. Get carnarvon park finished, fix bathrooms at beach, pave my roads, fix my sewers. Nothing new - it's not forward thinking, it's wasteful with little ROI.

---

Oak Bay should hire an efficiency expert on a contract basis to do a time/motion study on how the district carries out its various services for residents. In particular, public works needs more accountability for time spent and results achieved. There should be an OB organization chart online. Annual zero based budgeting should be initiated to identify wasteful areas, eliminate them and find funds internally priority projects. All this BEFORE increasing property taxes on homeowners.

---

Better quality road repair and repaving

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Control the budget, property taxes are getting out of hand.

---

Bylaws as written should be enforced in a proactive manner.

---

We need more bike lanes and more housing.

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**Q19. What improvements to Oak Bay services would you suggest?**

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Clarity on what constitutes a home improvement of more than \$500 as stated in the by law. Is the point to require a building permit to replace a leaky faucet? Can a home owner replace a leaking roof without having to wait for permission from the building department? Perhaps OB could follow other jurisdictions which don't require home maintenance of any value to be subject to permission.

---

please pick a specific date for picking up fall leaves. It sat for 2 weeks or longer in the past and made hole and damaged our front lawn.

---

None

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District and counsel have no regard for resident cost of living and spend money based on their own beliefs and wishes. It a disgrace to watch municipal mayors and counsels waste so much money, on the backs of tax payers.

---

More active transportation options, there are so few.

More housing options like townhouses, duplexes, multiplexes etc. not exclusively single family homes.

Less parking on our public streets; if people insist charge a parking fee!

Parking partly on public sidewalks should be a violation ; these should for pedestrians.

---

More feedback from local communities in regards to bike lanes.

---

Quit taking on new capital projects such as bike infrastructure and boardwalk in Uplands Park until you have rebuilt the Carnarvon Park buildings

---

My block is constantly missed during Leaf Pickup, garbage and recycling pickup and garden waste damages the lawn every time.

---

Webcam of recycle transfer station on website (to gauge business).

---

Bylaw patrols at willows for off leash dogs between May and Sept. and young cyclist who power ride on the beach walkway without regard for walkers. Traffic monitoring at crosswalks, in particular at Windsor and Beach where the 4 spoke intersection poses safety risks to pedestrians as drivers are not attentive to the various crosswalks and their impatience presents hazards daily for walkers of all ages.

---

Ecology and ecosystem protection is top of mind for me. Responses are slow from Parks Department. Species are disappearing (without question) as habitat is degraded. Please devote more resources to our ecological heritage.

---

I encourage Oak Bay to strongly support and encourage appropriate development to meet housing needs. In addition, this additional tax base is strongly needed to stabilize tax increases. Oak Bay should be looking to creative strategies to encourage developers to upgrade public infrastructure and amenities in their development area.

---

More visible police patrols in the village. In a short period of time traffic (vehicles and bicycles) blow through crosswalks near pedestrians, vehicles perform a U-turn in the middle of the block. many vehicles without license plate, occassional aggressive driving, cyclist riding on the sidewalk/not walking their bicycle in the crosswalk, regular distracted (cellphone) drivers, fail to stop before proceeding on to the avenue, parking in the yellow lines obstructing vision to get on the avenue

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**Q19. What improvements to Oak Bay services would you suggest?**

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parks & recreation: chiptrails (around golf courses) should be better maintained ) new chips, better drainage to prevent flooding and pooling and muddiness, more 'no dogs allowed' signs - and enforcement (esp. walking dogs all over the golf course, e.g.).

---

I applied to be on a committee and I never heard from anyone about it. To say I was accepted or not. When I enquired i was told I would be contacted. I wasn't.

When I emailed [name of individual removed per Section 22 of FOIPPA] to ask about the soil management station on cedar hill cross road, he initially got back to me and then I followed up with a part that he didn't answer. I haven't heard from him since. That was Mar 25, 2025. I am very concerned about the truck traffic, lack of proper signage, poor sight lines.

---

Remember that not everyone is able to use "technology".

---

Pave the roads properly. Cull deer. Respond when city workers say something needs to be done, and then do it.

---

Recreation activities - improve swimming options for children

Outdoor gym like pull up and dip equipment

---

Mayor and Councillors - Acknowledgement of residents concerns in a timely fashion.

Councillors should be bipartisan, non aligned with development lobby. Work in best interest of residents, rather than personal agenda

Staff - Hire staff who are knowledgeable of community history. Less use of non resident consultants and more resident consultation for Oak Bay issues.

Consultants are very costly and often do not understand the underlying issues and history unique to Oak Bay.

---

Lower property tax. Stop spending on art and bike lanes. Spend Al your effort and budget on infrastructure. The job of municipal government is to make things run well. Let philanthropy deal with arts and culture. No bike lanes. Also hold contractors accountable to time and expense. You are getting gouged by millionaire contractors. I love Oak Bay but it now costs me more than 1000 per month in property tax alone. Crazy!

---

Control the deer population

---

Develop a program of road maintenance and reconstruction to deal with the modern axle loads of heavy vehicles such as transit busses that are rapidly destroying the roads that were never designed for the amount of traffic and axle loading. Suggest putting a tax on BC Transit depending on the size/weight of bus to encourage the use of smaller, lighter busses.

---

My most recent connection with Oak Bay was Heat Pump installation and noise limits. Recently, I learned that the code was upgraded to make it more restrictive. I believe the new law has noise limits during the day (<50 db) and night (<45 db) which are different. I've spoken to a supplier who indicates that there are no units that would meet these limits. I think further clarification and guidance on these new restrictions would be helpful.

---

Restrict building developments to 3 or 4 townhouses on a single building lot. Take into consideration the lot size & impact on the community. Preserve green spaces in Oak Bay.

---

---

**Q19. What improvements to Oak Bay services would you suggest?**

---

Not sure I understand exactly what "services" to comment on. The banks at McNeill Bay are falling to bits on one side - remedial action is needed to save the hedgerow and protect the cliff. Graffiti removal is pretty good, but constant need for that. Street parking could be addressed, it is a safety issue and a visual pollution, kinda - most of us have driveways, and should be using them, not just addressing personal convenience. Speeders - the radical ones - on Beach Drive's tempting curves .

---

Clear communication on the potential impact of changes to the Official Community Plan and Zoning Bylaw

---

The Carnarvon pickleball courts are in dire need of new nets - people have resorted to using tape across the top of the net in order to keep it from falling apart.

---

cycling infrastructure: dedicated lanes, bike-appropriate stop signals. The only east-west artery in south Oak bay is MacNeil. It needs improvement.

---

Improved bike infrastructure is extremely important. Improved frequency and accessibility of public transit is also crucial. As a cyclist i often feel unsafe due to drivers moving too close to me. Affordable housing is also critical. I want to see more messaging encouraging citizens to see our unhoused and precariously housed neighbours as part of our community rather than something to fear.

---

Regarding beautification: The large cement "planters" in the Estevan Village area are old fashioned & ghastly. So are the cement garbage cans. This area is always busy. Replace with simpler, yet efficient, receptacles that are more up to date and modern.

---

No

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It would be good to have a sign up for garbage day reminder email service. Since the garbage days are not on the same day every two week is this would be very helpful.

---

Replacement asphalt sidewalks. Many are very difficult to walk on as they are uneven

---

Build the Active Transportation projects identified in the Active Transportation Strategy. STOP all the talking, talking, talking and DO IT, BUILD IT. The strategy is over 10 years old.

---

Keep expenditures to a minimum in view of double digit tax increases.

---

All basic infrastructure BEFORE trying to CRAM more homes into small spaces, where there is already insufficient parking fo the people already on those properties. And where the streets are too narrow to safely park cars on both sides of the street.

---

More staff needed in bldg permit dept.

---

I would really like Oak Bay to move forward on improving cycling infrastructure, particularly in key areas to make cycling safer for youth and children. Everyone should be able to bike to school (or work) safely.

---

road upkeep

---

I have always been greeted nicely at Municipal Hall. Friendly staff.

I would like to see better engagement with police/block watch. Lots of turnover in this area it would seem and no continuity or touching base with Block Watch on a regular basis.

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**Q19. What improvements to Oak Bay services would you suggest?**

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(funding issues?).

Really like having the Municipal Transfer Station.

---

I live near a community park. I feel the needs of the local residents are either minimized or completely discounted when special events are planned. There needs to be MUCH more careful scrutiny of how these events will impact the local community. There is often NO advance warning for locals of what will be happening. In one instance there was an issue that should have been addressed by the municipality and I was told to address my concerns directly with the organizers - not appropriate

---

Better timeliness in completing works projects

---

Oak Bay needs to listen better. Oak Bay is largely seniors - most seniors do not use social media, so it is not a fair means of communication. Communication from staff/council is VERY biased and hidden. When staff/council states that matters have been communicated, the public is largely unaware. Community engagement is severely lacking. Seems most decisions are decided before they get to the public and input is not welcome. Input on OB infrastructure should come from residents, not activists.

---

As a senior on a fixed income, the Recreation Centre is unaffordable, because the LIFE form isn't updated. Victoria's is more inclusive and offers more.

The months of 6:30 am noisy construction and house shaking has been hard on my blood pressure and health. Request for help went unheeded.

---

Infrastructure upgrades done in a methodical, timely fashion with transparent timelines/plans.

---

Most parks in OB need updating, our roads are horrible, our rec center needs a renovation, our OBH turf field needs bathrooms for crying out loud AND we need a new turf field! To name a few from a long list... yet our taxes continue to go up every year! Where does our \$\$ go!?

---

Having recently built a house, and commiserating with many others going thru same process, it has left us with a v Negative view of the staff in this dep. if we, in the private sector did our jobs this poorly, inefficiently and without accountability we'd be fired. Encourage these people to take more pride in their jobs. Hire more staff, and make us feel like our tax dollars are working for us. The ridiculous rules and constraints against development is outdated and arbitrarily prohibitive.

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Hire efficient hard working employees

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Notices to neighbours of building permit requests, variance requests etc should be done in a manner that allows them to have 10 days with the information not 10 from the time the notices are mailed. This is a failure on the district's part and it feel deliberate. Staff should not be able to prevent residents from giving input by failing to notify residents of applications.

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**Q19. What improvements to Oak Bay services would you suggest?**

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- windsor field watering last year watering when the sun was shining bright enables evaporation
  - my interaction has been varied some staff go the extra mile, own a problem or just smile and others project some kind of agenda or pre conceived notions, inflexible thinking, or downright bad faith
  - when I moved to Oak Bay, the mayor knocked at my door, into himself and gave me a welcome package. [Comment removed per District's Moderation Policy]
- 

Pay attention to the requirements of Bill 44. It takes almost no manpower to copy and paste. Stop being institutionally obstructive.

---

I went to get a dump permit because I had my windshield replaced and with it my old one. I went to dump, only to be told I had to go city hall. It's hard for working people to get to city hall during its hours so I carved time out of my busy work and home schedule to go to city hall only to be told to go to the dump.

I went back to the dump and they said there is a disagreement between city hall and the dump about who is responsible for giving them out? I still don't have one.

---

road and street repairs

---

Easier conveyance to Council of concerns.

---

The service in Oak Bay is excellent. I wouldn't change a thing don't "improve" any more than necessary

---

Protection of parks and green spaces. Not giving up green spaces for housing or commercials. Solutions should be found within exiting houses without keeping eyes on limited parks and green spaces. Also new buildings should set back a bit and have green spaces in front of them. Latest buildings have their balcony literally just above walking path - especially in Victoria district area. I am hoping Oak Bay will pay attention to this while providing permits for multi store buildings.

---

Improve pedestrian infrastructure, like sidewalks & crosswalks. Retain paths through neighbourhoods, like Brighton Trail and Henderson trail.

Engage early & often when making changes, not just with a single user/lobby group (like with bike lanes consulting extensively with cyclists).

Come up with a housing attainability plan that will determine best & highest use without teardowns making way for multimillion-dollar homes. Ad hoc approvals are unpredictable. Protect/support renters.

---

Better access to arborist information

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AAA bike lane network. More patios/street dining. Sidewalks on all streets. More housing. Fenced off-leash dog park.

---

More bylaw and parking enforcement. Few motor homes, boats visible from the road, lots of vehicles parked for long periods, especially on weekends when there's no enforcement.

---

Na

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**Q19. What improvements to Oak Bay services would you suggest?**

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- stop wasting money with sculptures being placed through out OB
  - continue to have pianos in public spaces during the better weather
  - repair the roads. Newport is in horrible condition
  - small roundabouts are better than four-way stops; Victoria uses them
  - engage with Victoria to re-open roads closed for bikes like Richardson which has very low bike traffic
- 

Prioritize important infrastructure upgrades (e.g sewer water upgrades and road maintenance) over unnecessary upgrades (e.g bike lanes and new green spaces). Reduce staff complement and streamline operations.

---

No changes to the Oak Bay Dump with respect to accessibility.

---

1. More timely pickup of leaves. Too often they rot on my front yard.
  2. More timely repairs to potholes etc relating to our roads.
  3. Better coordination of road repairs throughout District so that not all major roads are clogged at the critical times of the day.
  4. Timely communications of possible multi family dwelling planning and construction in the neighbourhood on historically single family dwelling lot to all homeowners affected in a two block radius.
- 

Fix the sidewalks and spend less on decorations

---

improve communications within meetings in the Hall.

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speaker systems and connections for zoom attendance are disgraceful

---

I am very frustrated with the BlockWatch program. It was an excellent way to get information out to our neighbours and to foster a feeling of belonging. Although there was an intent to resurrect it after Covid, that never happened.

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None

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To answer your question "3761 new units... What might that look like?" I wish I were first informed by videos on successful densifications of towns in Europe recommended to the municipality by experts. Also we should be learning from rebuilding Pacific Palisades to be more fire resistant.

---

Can left turns from westward traffic on Cadboro Bay Rd to Bee St. be facilitated by wiring in a delayed or advance green if a motion detector shows no forward motion westward during a green light?

---

Enforcement of bylaws related to off leash dogs in our parks, streets and beaches

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Audit performance of Police and Fire Services in relation to allotted budgets, by an Independent third party.

---

No need to install bike paths

---

Please try to inform residences on arterial roads to clear their sidewalks. Its very dangerous when sidewalks become sheets of ice. I have contacted bylaw several times in the past plus members of council and the response usually is that its too dangerous to send staff out when its too icy....the irony....

---

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**Q19. What improvements to Oak Bay services would you suggest?**

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Include and respect the value of neighbourhood and individual involvement .

---

More staff to deal with the areas of service that are in high demand. Having a service standard that is assessed and adhered to.

---

More engagement and education of Bill 44 and its impact in our community

---

Improve infrastructure and fix up roads. Also increase density due to bill44 should be done within the essence of the area. Pathetic structures like the laneway duplex off island road are ugly and reduce the value of the properties adjacent to the structure.

---

Comment removed per District's Moderation Policy

---

Have one point of contact for approvals instead of multiple departments (I.e. parks, engineering) for permits.

---

More youth facilities and programs. More outreach when developing housing with time for people to plan/attend. More animal control so fields can be used by youth for sports. More indoor tennis / field spaces that are maintained and useable. As urbanization increases more work in community thinking and belonging (example dog poop, tenting...)

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Better hours oak bay dump

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Laneway and road conditions generally poor and slow road improvements when they actually occur

---

Be more aware of cost of living and what are wants vs needs

---

Infrastructure, focus on developing better communication when development is being proposed (a sign isn't sufficient), residential parking and addressing unsightly properties.

---

Enforce bylaws of no commercial trucks or vehicles parked in residential area at the Demitez coffee shop at Roslyn & McNeil. The restaurant here parks a commercial white truck in front of their property and 2 other gardening commercial trucks in front of the neighbours around them vs in their own allotted parking. This is against the bylaw but never enforced by the district. Not fair to the neighbours.

---

Please don't close the Elgin Road yard for resident use. In fact, more recyclables could be collected there.

---

If the Yard closes, I will have to stop recycling things not collected from the street. I have a car, but I drive less and less, and use public transit more. Now I can't walk or cycle in with items. Surely it was never a safety hazard! Then, give us some hours when cars are not allowed!

---

Closer supervision of permits (e.g. Prospect Place - removal of rock wall), also it appears developers are favored over neighbourhood concerns when a waiver is needed to allow something outside the building code), lack of enforcement of airbnb limits ( not sure if there's a policy but definitely there are folks who find them a nuisance in their neighbourhood for example up to 5 operate on Lincoln). Neighbours are reluctant to make complaints.

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### Q19. What improvements to Oak Bay services would you suggest?

I grew up in this neighborhood. And at 52, moved back last year, from Oaklands. This inability to recognize that everyone gets a home, and Oak Bay is somehow "above" it is offensive to my moral fibre. I'm deeply disappointed in how backwards and stuck in colonial times oak bay is. Where people are lauded for [comment removed per District's Moderation Policy] while our own local population also has local people who struggle and Oak Bay thinks that's just fine.

More initiative on providing housing that is affordable.

Garbage and green pickups should be made weekly. And water should be included in utilities.

Use of more environment friendly equipment.

Noise and speed limit enforcement, particularly along Crescent Rd and King George Terrace (noise detection devices with cameras).

Walk in access to staff at the municipal yard, eg. I was told I need an appointment to get a garbage schedule card.

increase PARKING ENFORCEMENT PLEASE ON OAK BAY AVE

DECREASE BICYCLE LANES. THIS IS DANGEROUS

STOP RESTAURANT PATIOS - YOU ARE HELPING RESTAURANTS INCREASE THEIR REVENUE AT THE COST OF OTHER BUSINESSES

A focus on continuing to upgrade and improve the infrastructure and services.

Deer. Oak Bay is becoming a fenced community..

Appreciate the continuing exploration for solutions

fix the sewers and roads stop wasting money for bike routes for less than 5 % of the population and fix the infrastructure 1st

None that I can think of

Oak Bay needs a derelict property bylaw - one of the only municipalities without one

No real comments

Online booking for tennis. Current system is from 1980s

The 2 new houses built on Granite Street this year were approved by Council despite unbearable torment to neighbours incl 2 1/2 months of breaking up rocky outcroppings (which should be protected geographical features). Not just noise, but the excruciating quality of noise: jack-hammering, blasting. It wasn't just the relentless noise but the horrific quality of noise (metal scraping stone, all day). No oversight by municipal staff who were responsible for this torture.

Permanent dog license tags so licenses can be renewed online

Improved beach front at willows, bathrooms at bowker end of beach,

Traffic circle at Estevan and musgrave! ( they're building one at Sinclair and Cadboro bay)



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**Q19. What improvements to Oak Bay services would you suggest?**

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- establishing bike lanes
  - supporting diversity of people in our community
  - support a diversity of housing and new multiplex builds
  - support more native plantings and insects (like not mowing grass)
  - support more off-leash areas for dog walking
- 

Improve walking, biking and public transportation infrastructure and services and de-emphasize automobile infrastructure.

Zone so that basic services are available within walking distance.

Increase density in selected areas where services are available, including housing suitable for seniors who want to exit SFH and don't want to leave OB.

The Public Library is a fantastic service. Increase hours.

---

Please remove the pink patio of the coffee shop on Oak Bay Ave or have it rebuilt to look more attractive. The Vis a Vis patio is beautiful and contributes to the look of the street but that pink one looks terrible and detracts from the avenue

---

Keep the works open, accessible and stable.

---

More access to children's swimming lessons

Better street lighting

Better road maintenance/repair

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- Need to increase the amount of affordable housing, especially rental & coop housing. End restrictive zoning practices that make it harder for this kind of program.
  - Improve public transit, work with BC Transit to increase bus times.
  - Continue to provide services for young families, such as affordable daycares & after school programming.
  - Instead of 55+ programming, encourage inter-generational connections
- 

Build townhouses or seniors housing on Oak Bay care home site

---

[comment partially severed per Section 22 of FOIPPA] was overly punitive in seeking bylaw infringements. Use bylaws for genuine safety hazards not to cause homeowners unnecessary aggravation.

Need to upgrade the parks for activities. Oak Bay tennis bubble has no adjacent washrooms.

Need better facilities for kids such as water parks, outdoor swimming pools etc.

---

Improved garbage collection. Bigger containers and weekly pickups like the rest of the civilized world. Oak Bay garbage collection is THIRD WORLD!!!! Very unsanitary.

Also - the deer population is out of control and any efforts to limit it have failed miserably.

They are a traffic hazard as well as a health hazard. There have been no serious, effective efforts to rid the community of excessive deer.

---

Change of leadership in the staff. The culture needs change.

---

Oak Bay should place a stronger emphasis on transit, along with bike paths and pedestrianization, to create a more accessible and enjoyable district (particularly for children and the elderly). Reduced car traffic has been shown to provide many benefits, not least of which is reduced road maintenance costs. The stronger a push Oak Bay can make

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**Q19. What improvements to Oak Bay services would you suggest?**

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for alternative forms of transit, the better - it's the only way to guarantee a strong, sustainable district in the future.

---

Oak Bay is moving too slow to increase the density on residential lots; the Province stepping in to force the issue is a clear indication.

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Fall leaf collection should be earlier. Leaves are being left in mucky piles for months.

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Public works very slow to respond to complaints. After two years still have not looked into the problem.

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The Calendar of events is not up dated to include lectures at Windsor Park Pavilion. The list of Registered Heritage properties is significantly out of date.

---

staff has too much control, politicians only rubber stamp what staff tell them.

---

I am satisfied so far. I have utilized the dump where staff are extremely friendly and helpful. I have had the arborist out for tree permits and have had a dead deer removed from the property. In all instances I was happy with the service.

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Better enforcement of dog leash requirements at the beaches.

---

Bring back having a positive and approachable police presence in our schools.

---

Leaf pick up in the fall needs HUGE improvement. The leaves are dangerous for pedestrians and cyclists when left for so long they are slimy and slippery on the road edges. (By-Law about piling on roads not reinforces) Also removal of registration growing on road edges and in sidewalks.

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High taxes with recent consistently high rate increases

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None

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upgrade of Willows beach bathroom

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Do not extend or build bike lanes along beach drive

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Several months ago, when the closure of the Richmond Road Medical Clinic was imminent, one of the medical team there wrote to the Oak Bay Council with a suggestion that the Council might provide a free-rent location for a couple of young doctors who were being displaced, ie. as Colwood has done. There has been NO reply to this request. Given the average age of OBay residents. this is a need & concern which should be addressed.

---

Online bill payment is good, should expand to do the property tax notices online too

---

Council and staff do not have the information they need, both from experts and the community affected, to make the decisions that they are making. Do your homework before making decisions.

---

Replace broken asphalt sidewalks with PC concrete sidewalks...Oakdowne Park is an off-leash dog area, and has a kids playground; put a fence around the playground to keep the dogs out...fix the roads...upgrade Carnarvon Park similar to Windsor Park.

---

Need to prioritize pedestrian safety especially around schools and parks

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**Q19. What improvements to Oak Bay services would you suggest?**

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I would love to see more proactive enforcement of parking bylaws. For example, the 700 block of Newport Avenue has numerous residences which park their cars 1- 2 feet onto the sidewalk. This makes it hazardous for any pedestrians with mobility challenges.

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Higher worker productivity for your road/sewer maintenance crews.

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Road repairs

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We need more parking in the village

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No bike lanes in the village

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Banning gas powered leaf blowers

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its surprising how long road repairs take to complete

---

The engagement with public in regards to communicating with residents directly impacted by major changes to their streets and neighborhood. The proposed cycling route information was shared as an abstract flyer with no street names and indicated just some painted lines to direct cyclists. Months and months later a plan emerged at a “90%” completion that was completely different and had major changes and huge costs to residents and local businesses. The route needs rethinking and adjustments.

---

Hire more staff to speed up permitting and by-law enforcement.

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Enforce street parking bylaws

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There is a VERY unpleasant sewer smell in many areas!

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Public Works has not responded to repeated reports of non-functioning street light.

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Have better kept roads where pavement is rough and crumbly.

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Update the bylaws for the use of electric scooters, skateboards and bicycles due to a rampant abuse of our public roadways that is hazardous/dangerous.

---

Change the bylaws that restrict desirable home-based businesses from operating in the district.

---

I would like to request a referendum or, at the very least, a survey to gauge taxpayers' opinions on the conversion of streets to bike lanes and the encroachment of bike lanes onto existing streets. This is particularly important for streets that provide access for emergency vehicles to hospitals, police, and fire services, as well as public transit.

---

Oak Bay needs to listen to the needs of younger residents and those with young families.

---

Don't make these surveys so long!

---

More notice of road closures and construction, signage for construction to prepare alternate route. The Oak Bay Marina is not well maintained and not inviting to residents or visitors.

---

Pedestrian crosswalks should all have amber flashing signals and ensure all are painted.

---

An indication of response time would be helpful.

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The roadwork being done all over Oak Bay especially the Uplands is an eyesore and very destructive. The boulevards, curbs and roads are destroyed. There is no management by Oak Bay municipality. Windley seems like they are over their head streets are torn up, filled up to be torn up again. It's absolutely ridiculous with no end in sight. Very unprofessional! It's a shame the tourists visiting Oak Bay this summer will be subjected to such a destruction. Just take a look at Beach Drive. Embarrassi

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**Q19. What improvements to Oak Bay services would you suggest?**

---

none at this time

---

MORE arts & culture services, facilities & events. Dedicated community art gallery run by an OB Community Arts Council. More youth/young adult oriented concerts in the summer at one of the parks. Community Arts Festival (like the Harmony Arts festival in West Van- with live music, craft tents, food trucks, beer garden, outdoor movies. Or, maybe an "Oak Festival" celebrating everything Oak: songs, tree tours & tales, oak-crafts etc. Less senior focus! (I'm 71 and its too OLD for me!)

---

Much faster notification of unusual water usage. We had a broken water line that resulted in a huge bill but weren't informed of it in a timely manner. We weren't aware of it for few months, resulting in a huge bill that was only partly reduced.

---

Would love to have more public outreach from the municipal government - what services can you provide, what do you spend your money on? I've learned a lot just from this survey and I feel advertising your public services and being transparent about decisions and spending would help me feel more connected to this community. I'd love to get more involved but meetings are advertised last minute in the oak bay news. Do you record these? If so where can I access? More outreach is needed!

---

-There are way too many municipal employees.

-It feels like District employees run our community, not our Mayor and Councillors.

-Don't discriminate against those who work '9-5' jobs for advisory committees.

-More accountability for Councillors. Trying to ram through ridiculous projects without proper public consultation. They have been poor at public engagement, bar [comment partially severed per Section 22 of FOIPPA]

-Bar said [comment partially severed per Section 22 of FOIPPA], the others enjoy listening to themselves speak.

---

Better active transportation infrastructure is needed. OB has fallen behind Victoria and Saanich in cycling infrastructure, especially bicycle lanes. OB is full of walkers yet many streets lack sidewalks.

---

OB micromanages building permits and is very slow or refuses to issue development permits. The fact that a new OCP is in preparation is used as an excuse not to issue development permits.

---

Better response to service requests/suggestions such as sidewalk maintenance, broken/burnt road illumination poles, road conditions.

Bring back the garbage collection website or an alert, the pdf is hard to access and keep track of.

---

Cull the deer

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**Q19. What improvements to Oak Bay services would you suggest?**

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Fix McNeil bay waterfront that is washing into ocean during big winter storms.

Plastic bag recycling at pickup.

Squash courts

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Allow rental suites in houses that have the old low basements - make permitting easier !

---

Given the massive amount of foliage it would be nice to have two rounds of leaf pick up.

---

Affordable housing, better public transportation, better public parking particularly along and around Oak Bay Avenue and other heavily used areas

---

It would be nice to have a single online location for current and future services in a rolled up summary format. This way if there are areas of interest or something that might have a direct effect then we can be informed appropriately

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More timely boulevard care

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bike lanes

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amalgamation! Ridiculous to have a municipality for 20,000 people, and ridiculous that a few voices can block any kind of progress.

---

Pickleball courts

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As a lay person it appears council acquiesces to increased costs from the province, regional authority , unions etc The population of Oak Bay has remained relatively flat. I sense staffing numbers and equipment /technology costs are increasing. Ai, improved technology, better equipment should result in reduced staffing and lower costs. I do not believe that the council is ensuring that efficiencies and effective cost saving are being perused,

---

More work on pedestrian and cyclist infrastructure. For example, Uplands neighbourhood is dangerous due to lack of sidewalks and poor streetlights. Dorset Rd at Midland and Beach Ave at Dorset are intersections that could use crosswalks. Safe cycling routes near transportation corridors like Oak Bay Ave and Cadboro Bay Rd would be an improvement for both residents and visitors.

---

Inappropriate stop sign proposed on Eastdowne/Estevan corner

---

Maintenance of sidewalks is lacking. There are weeds and grasses growing on sidewalks and curbs throughout the municipality. This causes tripping hazards and is unsightly. Simple application of cleaning vinegar can clear this up.

---

I never have the street sweeper on my street any more. I have to sweep my own curb all the time. Lack of street cleaning contributes to a more unkempt look.

---

High density housing permits and in-law suites appear to be approved without sufficient impact assessment on traffic and neighbourhoods. A new vision and road plan is required. Traffic calming/routing is useless and needless on many streets and creates more stress than calm. While on other streets that really need traffic calming and reduced speeds,

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**Q19. What improvements to Oak Bay services would you suggest?**

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nothing has happened. Speed limits need to be enforced and red light running needs to be addressed.

---

start paving the roads - they are a disgrace  
more bike lanes - i don't enjoy biking in Oak Bay and am glad to get out of the municipality where I can use the wonderful infrastructure in neighbouring municipalities.  
get rid of the oak bay marina - and restore the waterfront so that all can enjoy  
there are too many golf courses - the waterfront areas would make lovely parks.

---

Since we recently moved here we feel we can not give a comprehensive response to many of these questions. Our hope we can maintain the beauty of this area, the environment and the services.

---

We are very fortunate to be able to live in thus part of Canada, the World!

---

Improved cycling infrastructure for school children

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Increase housing density and look at ways to share resources with other municipalities.  
Taxes keep increasing and I don't see an equal improvement in services. The roads continue to deteriorate, parks like canarvon decline, and instead we get a huge fire truck that takes up space in an already crowded parking lot.

---

- move off leash dog parks
- enforcement of off leash by laws (eg Uplands parks May-July)
- expansion of exercise facilities such as Oak Bay Rec weight room. Current size of exercise area is too small for so many users.

---

Proper long term community plan in terms of residential density, building height and commercial village areas; Better control of development and sticking to OCP; Higher priority on infrastructure maintenance; Back off on gas engine equipment bylaw; Back off on separated bicycle lanes; Improve Elgin transfer station.

---

not sure

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A medical clinic and staff paid for by Oak Bay would be appreciated.

---

Ask citizens that lives in affected area for input before starting a project .

---

Spread out new housing development throughout the municipality and not just add more to already densely populated area as in Haultain Epworth, Florence Eastdown . The "not in my neighborhood "attitude as in south oak bay .

---

I would like to see more improvements to OB Avenue business district - less parking and more use of the street as a pedestrian walkway.

---

Honestly, I've lived in Oak Bay for 25 years. It's the best place on earth to live. Please let's keep it that way by not making any unnecessary changes.

Everyone who visits me from away are left thinking the same thing. And wishing they lived here too.

We love our neighbourhood. We care about it. We appreciate it and we want to support and

---

**Q19. What improvements to Oak Bay services would you suggest?**

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protect our community and our beautiful nature landscape.  
Let us know how we can help our community.

---

road maintenance, sidewalk (weeds) maintenance, communication and response time lagging,  
choosing to increase density in already denser areas of the community without involving the areas of the community most affected is irresponsible.

The very expensive waterfront space that is a parking lot. Ridiculous! Turkey head needs to be cared for!

Carnavon Park has been over a decade in the planning phase. The small percentage of lawn bowlers somehow take such immense precedence in this community.

---

Many roads and sidewalks need updating.

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Bike lanes

Better transit

Ban gas mowers and leaf blowers

Enforce speed limit and stop/ban noisy vehicles

---

List specifically where the 11.4% tax increase is going. Be open and transparent why you cant keep to last years budget

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Better service when community members call in for information. I have called a number of times with request for information and been told someone will call me back and no one ever does.

---

Insist council members answer questions clearly and honestly.

---

Why doesn't Oak Bay follow Saanich and Victoria in terms of aligning municipal animal control bylaws with Federal laws? Both Saanich and Victoria require dogs be leashed on beaches; Oak Bay does not. This means Animal Control Services has no jurisdiction on Oak Bay beaches. It is an embarrassment, and it is unconscionable.

---

Would like to see Bylaw enforce: RV Vehicles parked on residential property, marina parking lot (camping overnight), over grown yards. Bylaw needs to work shifts or hours to ensure over night camping is enforced.

---

My main problems are with the enforcement of the Bylaws of Oak Bay. As Oak Bay only has one Bylaw officer, he can't meet the needs of the community. There are no proactive measures taken - only reactive. We live on Gonzales Bay and we have had continual problems with noise. And as to the other bylaws - drinking, smoking, dogs on the beach, etc - these are never addressed. A bylaw presence on a regular rotation would help to mitigate these issues. As well as longer hours.

---

**Q19. What improvements to Oak Bay services would you suggest?**

---

Taxes should be cut, hiring should be frozen and staff cut, there should be better control on union staff who take holidays in summer when parks and infrastructure work is needed. Building permit oversight needs to be more reasonable and far less expensive, Roads and sidewalks that are in terrible shape (eg Monterey school, Hampshire Rd sidewalks south of OB Ave) need to be addressed, street lighting in south Oak Bay needs to be added. Traffic patterns need to be readdressed as OB Ave is clogged

---

no more bike lanes. Enough is enough, they are a traffic hazard to both cars and persons crossing the streets at the crosswalks or intersections.

---

Better road maintenance

---

reinstate single family unit zoning do not change our neighbourhood with multi-unit condos beside our homes

---

Progress on certain issues/improvements can be slow. ie: Secondary suite decision took forever, future of the Turkey Head space.

---

The transfer station on Elgin rd is a huge benefit to the population of Oak Bay. But over the last few years it has become a mess. Hard to use, rude staff, confusing rules for parking etc. The table for leaving perfectly good items seems to be going to the wayside. Which is a shame as we are in a place in the world where people should be able to upcycle usable things instead of having them thrown away. Please go back to the way it used to be .

---

Expand items for street-side recycling pickup, increase the frequency of leaf pickup (both business and residential areas), improve snow-removal on sidewalks (e.g. wider paths so pedestrians traveling in opposite directions can pass, make sure businesses and apartment buildings clear their sidewalks), improve sports fields and their facilities.

---

More direct communication with a resident on the current status of the resident's unanswered question i.e. why is it taking Staff so long to respond to an unanswered question?

---

establishment of a dog park or extended hours at Windsor

---

I can't think of any improvements needed.

---

Leaf pick up is always far behind schedule, and when it finally is done, it's done so poorly that the boulevards take until the following (late) spring to fully recover from the gouging of machinery and die-back from leaf piles left too long.

---

Quality of workmanship and materials being used is substandard, often a new sidewalk patch just cracks because of bad workmanship, often new pavement does not have the design to last and withstand, potholes are filled superficially which only survive a season, roads are massage boards and makes riding a bicycle very uncomfortable, for street markings we use simple paint whereas others use lasting marking material, I could go on .....

---

Solicitation of feedback from impacted public prior to decision-making large scale roadway/traffic changes. Better communication and cooperation on projects between Municipal Departments.

---

I think you are doing a splendid job!

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**Q19. What improvements to Oak Bay services would you suggest?**

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More efficiency, water bill keeps getting bigger? Taxes keep increasing but services don't?

---

Stop passing the buck, no my problem, not my problem with public works, we don't fix that, not my department and so on.

---

Faster turnaround on building permit requests

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Changes to services and required infrastructure needs to follow the community plan and involve citizens in decision making

---

comment noted above about encouraging 'good neighbour' things like checking gutters, weed wacking areas near gutters to keep gutters and road corners clear and shovelling snow for the few days a year.

---

also, does oak bay have a significant tree designation? there is bylaw protection but many jurisdictions globally have significant/historic trees identified.

---

Stop the addition of bike lanes which can interfere with emergency vehicle access.

---

Better enforcement of building occupancy and ongoing building permit inspections and confirmation what is built matches the plan submitted.

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Better enforcement of animal bylaws. Dogs off leash in beaches is a major issue and is not enforced.

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Get rid of CUPE and hire all non-union contractors.

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attention to high traffic areas - safety, repairs/maintenance/replacement of public fixtures

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Prioritize needs of the community (i.e, infrastructure) over wants of the community. Bylaw enforcement should be proactive and not reactive (not relying on complaints before action is taken).

---

My response reflects less of a concern about the cost of services, and more \*what\* services are being prioritized.

---

Infrastructure maintenance

---

Removal of and policing of graffiti

---

Licensing of electric bicycles(what is the difference between them and motorcycles?)

---

Stop commercial yard waste dumping at the Elgin location They should be checking for Oak Bay stickers

---

Community input should be allowed at all council meetings - neighbours should be able to comment on design , etc

---

Too many projects are started and left unfinished leaving roads, sidewalks, etc unusable for lengthy periods of time. Is this from poor planning, lack of workers, or low productivity from the workforce? The streets are in very poor condition and the "patching" of the roads is poorly done making them dangerous for cars and cyclist. Shrubbery encroaches on so many sidewalks making them narrow and sometimes impassable. Yellow paint on corners needs also needs attention.

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**Q19. What improvements to Oak Bay services would you suggest?**

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Servicing and paying for water mains between homes and the road.

---

Information about opportunities to volunteer or otherwise get involved in the community.

---

Getting in, out and around in Oak Bay has significantly worsened over the last two years. Better coordination of timing of construction-related traffic slowdowns and delays both within Oak Bay and with Victoria and Saanich at the borders would help.

---

improve the permitting for development to be much faster and streamlined

---

Make the public in Oak Bay aware that cats must be leash if they're outside or with you. There are many songbirds dying, and I see cats roaming around Oak Bay all the time and nobody seems to do anything about it.

---

Tait byelaws should be posted so people are aware of this.

---

Respond faster to concerns with appropriate information

---

And ongoing follow up with taxpayers who have a concern.

---

N/A

---

When you put up a sign saying there are changes coming, actually tell/show us what you are doing. Case in point. New intersection at Thompson and Cadboro Bay Rd. No idea you were closing the right turn lane to make a vastly inferior "New improved monster you built. Intersection is now totally confusing and trying to turn either direction has been greatly compromised. Nice work to the tune of probably \$1.5 million. What a waste of money.

---

Additional outdoor activity opportunities (outdoor gym, yoga etc)

---

Online surveys need guard rails to who can complete them. With the number of highly split issues (such as active transportation) where many of the people involved in discussions do not live in Oak Bay, only taxpayers within the District should be able to respond.

---

Considerations for this community must involve allowing people to maintain quality of life through aging in place. Terraforming communities for ideological priorities that take away access to homes is unacceptable.

---

Nil

---

Don't overrule the OCP so easily.

---

clear notice of new housing -building and demolition of current houses and areas affected

---

Would like more updates via email and social media

---

More housing stock, affordability.

---

perhaps better sidewalks, many people use walkers + require smoother services

---

Reduce the bureaucracy.

---

I wanted the position of lading concert band in Monterey Centre to be Union C.U.P.E.

---

Cross walks need to all have flashing lights.

---

sidewalks should be made wider like on Newport Ave- currently too narrow!

---

Lower speed limits - enforce law.

---

free bus pass for all

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---

**Q19. What improvements to Oak Bay services would you suggest?**

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Housing- height and density too much. do not pack-in housing ie.) Foul Bay + Quanaichise area development

---

Just before the last municipal elections, there were two all candidate townhouse meetings. I would have liked to attend one, but both were so badly advertised that I found out only afterwards. There needs to be a better communication of such public events.

---

Allow for rezoning to accommodate large Strata apartments and townhouses and so called coach houses and or second dwellings for in-law accommodation or rental suites. More solar energy collection would be a good thing. Also I asked for a tree that I could plant on my Oak Bay property and it was promptly delivered. Perhaps more promotion of this service is required to continue with the greening of Oak Bay.

---

better swimming facilities

more supervision of cricket at Windsor Park

---

Carnarvon park update

---

Limit traffic on Oak Bay avenue OR provide more parking spaces.

Look at junctions which need traffic lights especially now there are bike paths emerging.

Number of new townhouses should be limited in height and should restrict number built on an average lot size. eg only 4 townhouses should be allowed at the corner of Lansdowne Rd and Uplands Golf Course

No townhouses should be permitted to be built in parks.

Don't pretend Affordable housing is being built in Oak Bay.

---

I hope Oak Bay can keep our natural environment and not become over built.

---

Stop watering boulevards please. It's a waste of water and tax payer dollars. Thanks!

---

More public meetings in various locations. The current round of OCP meetings are a good idea. Oak Bay is not a homogeneous population so opinions may differ between neighbourhoods.

---

More access to off leash dog parks: certain parks are large enough to have permanent or time limited off leash dog areas (eg. outskirts of the Canarvon Park fields). This could be during early morning until 11am and evenings for example, in the way that Windsor Park allows off leash dogs until 11am outside of summertime.

---

Just keep up the good work.

---

Quarterly newsletter updating residents with Oak Bay affairs. Put in mailboxes

---

Change in the Provincial government

---

Recreation Center can no longer meet needs of community. Impossible to register for youth programs unless right in the opening minute.

Charges for infrastructure on city property to residents, unlike other municipalities, is unconscionable.

---

Sensitive infill, restoring historical buildings and protecting the charm and ambiance of Oak Bay.

---

It has taken district/council too long to address cycling and sidewalk infrastructure and address housing/permitting.

---

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**Q19. What improvements to Oak Bay services would you suggest?**

---

I recommend that Oak Bay council reconsider giving away precious parking spaces to individual businesses. This is blatant favoritism that gives certain businesses a leg up, and others, not. This especially is one that needs the income the least. I am speaking of [comment partially severed per Section 22 of FOIPPA], of course.

---

Customer service training for all staff, particularly exempt + management. Up the community engagement -> its called public consultation + should be a given; not an after-thought. Do your rec staff know what the community's rec needs + demands are. Similarly for cycling infrastructure- don't rely on attendance at council meetings by special interest groups. Ask the community eg. via focus groups, surveys, public meetings.

---

more bylaw officers to investigate graffiti vandalism and parking violations.

Less chiefs in the office and more boots on the ground out in the community.

The assessment on the golf courses is \$2.00 a sq. ft. The assessment on my property is 200.00 a sq. ft. The golf courses need to be revaluated regarding property taxation and use for housing quotes. The such have to pay their fair share. Even reducing 18 holes to 9 holes would be an improvement. A golf course does not have charity status.

---

weekly garbage collection in the summer, 2 weeks is ridiculous. Prompt collection of oak leaves in the fall. They burn the grass sitting for long. more opportunities to let our feelings be heard by mayor + council about zoning changes allowing buildings to replace older houses on the basis of maximum development with minimum cost to the builders and no consideration for aesthetics or neighbors. Shameful.

---

Road Maintenance.

---

More cultural community building events, of a various nature.

Appreciation/ celebration / education

Re: Oak Bay's history (peoples, places + things)

seems to be ignored now. so- more needs to be done to communicate it to us.

---

construction workers building homes restrict their hours to within 8-5.

---

Dog friendly hours at Carnarvon Pk please 1900 to 0900

---

We need greater emphasis on maintaining the character of Oak Bay and resisting pressure from the Province to manage our affairs for us.

---

grass cutting on the boulevard is abysmal. poorly + infrequently performed by young men who would rather be on a speedway.

---

Our road pavement is deplorable. Our house shakes when drivers drive over the indent in the road.

---

Lower property taxes

---

I find it difficult to find the minutes listed for the Town Hall or future council meetings, or when it is going to be posted. The website isn't very intuitive to find these things.

---

I support council and staff efforts to respond to provincial efforts to improve housing access.

---

more child care, swimming lesson spots

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---

**Q19. What improvements to Oak Bay services would you suggest?**

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Take better care of your deer! Decrease population. OB needs to find a solution because the current bleeding heart solutions are not working. I feel unsafe in parks during rutting season.

---

Cycling infrastructure in Oak Bay is almost non-existent!

---

Parks staff need to be more familiar with Oak Bay tree bylaws, and follow them.

---

Oak Bay isn't protecting its residents from Provincial housing mandates and Bill 44. The multiplexes being built are far too big for their lots and they are harming the community. Oak Bay already has very high population density by Canadian standards. We don't have the streets or parking to support densification like this. We're already in a major doctor shortage. This will only make it worse!

---

Pay contractors to do ALL road work improvements. Municipal employees take way too long and cost us way too much money. Stop spending money on unnecessary bike lanes when people have been cycling on the proposed streets safely for years.

---

I would like a smaller curbside green bin for kitchen waste. Walk/Don't Walk signals could be better for visually impaired, i.e.: audible verbal words rather than bird sounds. Development permit applications should require developers to clearly state neighbour impacts during construction, duration of construction and efforts to avoid damage to and devaluation of neighbouring property. We need an independent scientific health and safety study of deep rock blasting in confined residential areas.

---

Road construction excavations need to be much better/safer covered in off hours. Our road is ridiculously pot holed - up to three layers of hand patches. Not repaved for decades!

---

Respond to written communications from Oak Bay residents instead of ignoring them with no acknowledgement.

---

I would appreciate updates to some of Oak Bay's facilities. The women's change room at the pool could have more cribs for caregivers to use for the baby/infant sessions. The washrooms at Willows Beach park could also be better maintained. Additionally, it is disappointing to see the lack of progress with revamping Carnarvon Park. There was public engagement in 2019 and the park has become very run-down while waiting for the new plan and redevelopment.

---

Repave Eastdowne and Allenby Streets

---

Roads, dog parks

---

PLEASE REPLACE SIDEWALKS THROUGHOUT MOST OF DISTRICT. THE ONE IN FRONT OF MY HOUSE (ASHDOWNE ROAD) AND ESPECIALLY AREAS OF MIDDOWNE ARE APPALLING. I SPOKE TO DISTRICT ABOUT THIS TWO YEARS AGO AND THEY REASSURED BUT NOTHING SEEMS TO BE HAPPENING IN MY AREA OR OTHER AREAS. DO NOT TURN PARKS INTO HOUSING - NEVER.

---

The process to re-envision the marina area needs to move ahead with some urgency. I can't understand why the previous process which obtained lots of public input never went ahead. Time for leadership on this.

---

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**Q19. What improvements to Oak Bay services would you suggest?**

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- Have a more efficient schedule for road construction/facility work so that there are not so many roads being worked on all at the same time. Very frustrating!
  - Maybe less municipal employees scheduled to do a "on man job"
  - Better supervision on-site for employees/work being done.
- 

Knowledge about who to call when, prime example, our neighbours across the street shut our whole no-exit street down (Sattlelite St, by hotel) so they could have a huge crane deliver roofing materials, 2 days notice, but 70 people live on this street and it shouldn't be allowed. What if there were emergencies. We are all seniors!

---

Ongoing repaving of older streets, not the current piecemeal approach where egregious holes are more or less filled-in. For example, cycle up Margate Street from Newport to Beach Drive-pretty appalling maintenance.

Make at least some attempt at cycling infrastructure. Remove the raised flower boxes that protrude into Oak Bay avenue at Wilmot Place. They create unnecessary pinch points for cyclists.

---

Quicker response re: permit applications

---

Stormwater retention bylaw to protect Bowker Creek based on Saanich bylaw 7501 (schedule H) which has benefitted Oak Bay since 1996.

Form and character design guidelines must be included in new OCP the built "feel" of O.B. from insensitive and unskilled designs in upcoming wave of densification, and to give staff proper tools for evaluating applications.

Strengthen tree "protection" bylaw which still does not address trees on adjacent properties. Massive kudos to

[comment partially severed per Section 22 of FOIPPA] and his team for their dedication and effectiveness in tree matters. Engineering dept need to repair their reputation and embrace meaningful public consultation in order to properly & professionally gather relevant information to inform design process's eg shared transportation routes

---

The OCP needs to include form and character design guidelines!!!! to help maintain the unique residential and historical character of Oak Bay.

Maintain tree cover

Maintain constraints on massing-especially building heights and impact on neighbours light

---

A holistic approach to evaluating new multi-home building permit applications.

A process that respects community consultation, even for "minor" permit variance requests.

Require KPIs (to ensure not subjective to reviewer)

---

Garbage volume

Communication with development and community outreach - could be done better

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Recreation- separate swim pass?

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**Q19. What improvements to Oak Bay services would you suggest?**

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Elgin Road Recycling: Perhaps a more streamlined approach could be found from the current Covid era arrangement.

Speeding and noisy vehicles: It would be nice for law-abiding residents and surely the police, if the police could use speed cameras again to catch more speeders and enforce noise by-laws (if we have them) for excessively noisy vehicles (usually these are speeders)  
Hopefully I can address the changes to Official Community Plan & Zoning Bylaw later

---

Keep trucks off Granite St. It is a residential street. Process building permits quicker

---

Council has to make the decisions that they are elected to make and once made the decision is made it should not come up for review when the next council is elected. Politics is tough and no matter what decisions are made not everyone will like them but we cannot keep having previous council decisions overturned by the next incoming group.

---

Change the underlying bureaucratic philosophy from “it’s easier to just say no” to “find a way to yes”. Eliminate all municipal employees from working from home. Back in the office Monday to Friday. Our company, a large air transportation company, was a private sector industry leader in working from home 20 years ago. The data unequivocally proved that, at best, about 25% of workers have the same or better productivity working from home.

---

Work with the community you are there to serve instead of taking a “we know best what’s good for you” attitude.

---

More resources to support denser housing

---

Focus needs to be on resolving deferred infrastructure maintenance. Let's not waste time on the nice-to-haves like bike lanes but concentrate on the need-to-haves.

---

Is there any way to limit recreational users of facilities to avoid overcrowding? For example, the swimming pool for lane swimming gets so crowded it isn't possible some mornings. I have paid to use it but there isn't room in a lane to actually swim for more than a few strokes before running into others. I try to wait in the 'exercise' area on the left for people to leave but sometimes give up after 15 or 20 minutes. At least I can move around and do something in the exercise area.

---

Please improve, replace sidewalks. Very dangerous, especially for seniors.

Open library Sunday afternoons. Typically a family day and the library is closed; very unfriendly and short-sighted. O.B. encourages a healthy lifestyle then closes the library on Sundays.

---

Expand the "large print" selection in the library ie. respond to your demographics!!

---

N/A

---

Would like to see road improvements for both bikes and cars. Currently too many pot holes!  
Would like to see hedges trimmed back so that sidewalks are clear to be walked on (eg. east side of Hampshire, just north of McNeil.) Don’t allow cars to park close to intersections as it's dangerous (cannot see around them to get into the intersection safely.)

---

**Q19. What improvements to Oak Bay services would you suggest?**

---

Stop spending money on downgrades to existing infrastructure. Roads should not be changed. There have been no changes that have been an improvement, and I am not happy that our cars are forced onto side streets. No money should be spent on bicycle lanes especially since they are for the benefit of Saanich people. It was a continual dinner joke with all four of my kids about how stupid adults are that they build and ride in dangerous bike lanes when the kids find the many safer routes.

---

I'd like to see white lines painted on heavily used streets. Was pleased to see the lines at Monterey Centre parking lot were finally painted. These should be regularly maintained

---

After speaking to Oak Bay Police about the frequency of people (drivers) not stopping at STOP signs. Nothing has changed. There have been several times where I was almost hit by a car because they did not stop. This is a big problem.

---

-increase budget/staff for animal control

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-increase budget/staff for OB police

---

Have city garbage recycling depot accessible for people who don't have a vehicle!

---

More road maintenance - paving not patching

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We need more pool + arena space.

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1. Never again close the pool at the Rec Centre during the summer when children are out of school and families would enjoy the facility.

2. Have some sense of esthetics when considering property development. What type of structure actually fits into this community setting. This has been sadly lacking and we will be stuck with it for decades.

3. Pave the streets that look like logging roads.

---

The District indulges TOO MUCH community involvement in matters relating to transportation planning, zoning, development and the like. These are areas where research on best practices exists. Let staff act on that to serve the interests of the District as a whole instead of trying to listen to citizens who are motivated by selfish interest.

---

Dramatically improve communications with neighbourhoods, especially when individual neighbourhoods are going to be impacted by infrastructure work or by particular Council or staff decisions. Dramatically improve how senior staff at Mun Hall engage with residents. Improve opportunities for collaboration between residents and staff. Provide better training to members and Council on their roles on the ADP and APC Land Use. Improve registration and spaces for swimming lessons and after school care.

---

Oak Bay staff and Council members need to get out and talk to people where they live (and then listen when they do). It feels like they expect everyone to come as supplicants and maybe they'll deign to help. Parks is the big exception to this. They are great.

---

AMALGAMATE!!! So much waste because we have 13 fiefdoms instead of 1-3 coordinated cities. So much is haphazard. Also GET ON with the renovations to Carnarvon park and the cycling plan. Why is one of the most affluent districts the one with the worst cycling and parks infrastructure??

---



**Q19. What improvements to Oak Bay services would you suggest?**

Better communication regarding major infrastructure works impacting streets for months / years with no end in sight

Would love to see a running track around the perimeter of Windsor Park!

Increased bylaw enforcement and hours, especially in areas with evening and weekend noise and parking issues. Prioritizing citizens over lobby groups; this especially should be exercised by council members. Stop destroying pedestrian areas for other transport.

No comment

please make transit free for ALL YOUTH not just under 12 to promote clean air and less driving for parents and to make living here more affordable. Just like the City of Victoria does. We all need to consider climate change very seriously for sustainable future. Thanks, Council is weak -- or just NDP; it's a toss-up -- and has been captured by staff, who seem unlikely to live here, and seem not very appreciative of the people who do live here and pay the taxes. Cut staff. Set realistic targets for service and response, and deliver accountability when they're not met. And Council needs to start standing up to the NDP in Victoria civic government, and at the provincial level; they don't like Oak Bay and are set on ruining it. Oak Bay Council must stand up.

strongly agree with the Special Advisors report calling for minor development variances to be de-politicized and to remain with staff.

None

Cycling Infrastructure, safe routes to school, sidewalk improvements

I would ask that the Oak Bay Mayor and Council pay special attention to historic houses and structures, even if they are not Designated or on the Heritage Register. Too many older houses are being demolished when they could be renovated to incorporate suites within the existing houses. A time limit between an application for a demolition permit and granting the permit to publicize the structure and plans for it would be helpful.

Improve street lighting

Ensure residents trim hedges so sidewalks are not blocked

Consider more organic yard waste pickups

The fall waste pickup schedule takes too long

Better maintenance of street curbs and sidewalks. In many areas the curbs are full of weeds

Repair the sidewalks that are in terrible shape in some locations in South OB.

Rethink bike lanes. Only put them on major arterial routes.

Sweep residential streets more often

Mow laneways at least once a year

Greater public input to core budgeting and priorities.

Invest in proper valid public opinion surveys of Oak Bay, with randomly selected participants who represent the demographics of Oak Bay. These cost money, but are much much more reliable than the self-selected cohorts who participate in this kind of survey. The current approach is very vulnerable to bias and manipulation by single interest groups from both within and outside of Oak Bay.

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**Q19. What improvements to Oak Bay services would you suggest?**

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Loss of corporate memory due to staff turnover. Less use of consultants and hiring more knowledgeable staff. Local knowledge with past or present residency of community a huge asset sadly missing in the present staff

---

Geese - Deer! Response to dictatorship of current B.C. Government! Really - some areas are special and people pay for that! Stand up and demand respect for the level of taxes that come out of Oak Bay. Have lived here all my life and pay horrendous taxes to maintain this beautiful place called Oak Bay! To politically cave in to somewhat extreme Socialist conformity is just so sad!! Just back from Berlin - bleak, with Communist conformity. Please don't let this happen to our amazing Oak Bay.

---

More frequent servicing / cleaning of Willows Beach Bathrooms

Fixing the sidewalk near Beach & Transit (where it accumulates a large puddle to prevent crossing)

Better maintenance of municipal land near sidewalks / private homes - mowing lawn

---

Improve budget clarity; planned vs spent . Better understanding of costs capital vs operating , core services (water, sewer, drains, roads, parks, rec, fire, police, buildings and maintenance) separate from non core (administration, planning, growth strategy, legal). Update on sust. infrastructure spending and completions vs targets. DCC collected vs growth related infrastructure spending. Track with consistent formatting how many units added, what type, infrastructure, tree (age) added/removed

---

Better maintenance of sidewalks, enforce hedge clearing of hedges that impinge on sidewalks, ensure sidewalks are usable for people in wheelchairs and people with baby carriages, make sidewalks wider, and ideally remove slants on sidewalks.

---

**Q19. What improvements to Oak Bay services would you suggest?**

---

The municipality is falling apart

Roads in disrepair

Graffiti all over

Lights not lit

Light standards not painted

Parking on streets is awful

Parking in no parking spots not enforced on housed streets

Emails from staff not replied to in timely manner

I could go on and on

I use to work for the municipality and so did family

Things were much better back then

Need to get some people in staff who care and maybe live here

Attention to detail

Attention to cleanliness

---

X

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Stop studying and micro-managing issues. Support your professional staff. Stop listening to small minority self-interest NIMBY's and get on with actually building projects (Bike Routes and Carnarvon Park)

---

I think Oak Bay can do a much better job utilizing Turkey Head Point and Willow Beach. It's time for change. Offer the Kiwanis group a share of the revenue from a new venue at that location. The broader Oak Bay community does not want tea, popcorn or a boiled hot dog. We could have an unbelievable restaurant (eg Cactus Club in English Bay) or a restaurant that does fish tacos, draught beer, live music, paddle board rentals, etc. Same goes for Turkey Head Point. Show off these amazing venues!

---

Don't waste money on consultants or administration.

---

Have a off leash dog are where a dog can run 12 months a year. Uplands park is great but being closed for off leash 3 months a year which means I must drive daily to get my German Shepherd to a place she can run. Walking a large dog on leash is not really exercise. Also, there should be a spot for comments after each question. example: You asked about my driving. I have to drive to Mt. Doug daily during the summer for my dog and there are no services in Upper Henderson so a car is mandatory.

---

Don't send four people out to do a job when one can do it. le line painting. One to blow the dust, one to hold a 2x4 for a line, one to paint etc.

---

---

**Q19. What improvements to Oak Bay services would you suggest?**

---

Improve response to housing need , start following provincial housing and change the approach to a more cost effective global approach as opposed to case by case, ideal with infrastructure in a more timely manner, consider traffic calming used in other local districts (stop prioritizing cars over people), upgrade playgrounds which have been disintegrating...for example, Windsor Park has had two complete make-overs while Carnarvon and the Willows playground hasn't had anything done in years...

---

Too much time has been spent on bike lanes and will be spent if they go through when it will only serve a small percentage of Oak Bay residence.

---

Improving environment by vermin control, I.e. deer and rats.

---

Please listen to residents especially about our concerns about concrete structure on Monterey for bike path. It is not necessary, costs too much and money would be better used to improve sidewalks as more older people walk than cycle and the sidewalks are uneven and not wide enough

---

curbside pickup of flexible plastic packaging

---

more than one spring garden refuse pickup day (later than current one)

---

no comment

---

Traffic and noise restrictions. Our arteries of cadboro bay road and Oak bay avenue are becoming highways. We need to protect our community and prioritize the folks that walk. Value children and seniors and have wide good sidewalks. SLOW the SUV's. Our community should set the bar as to excellence when it comes to creating a community where people come first and our quality of life.

---

Prepare plan for expansion of seafront walkway (eg, at least 4 persons able to walk on sidewalk without one/two having to step into street) from McNeill Bay to Cattle Point!

---

Actually enforce bylaws

---

Not sure

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Improve waterfront walkways - Willows Beach looks shabby! The sidewalk that dissects the Victoria Golf Club needs to be widened - it is very busy and we always have to move over onto road to let oncoming foot traffic get by - it is very busy and the landscaping is atrocious for such a beautiful area. Oak Bay gardeners need to take a page from Saanich staff. Turkey Head..make a decision!! We need more restaurants and interesting things to do

---

Improve waterfront. Willows Beach is a precious inner city/Oak Bay Beach...needs a face lift. Bathrooms at Cattle point. Refresh parking lines etc..needs a refresh. Sidewalks along Victoria Golf course used a lot by walkers and dog walkers and there is no room to get by- always have to walk on street into oncoming cars AND bikes. When can this council make a decision on Turkey Head--- oak bay marina building needs a facelift...get on with it. Bring some vibrancy back into OB

---

More bike lanes; parking restrictions on residential streets (e.g., parking on one side of road; limit of one vehicle per household permitted to park on road; or permit required for parking any vehicle on road); close oak bay ave to cars between Monterey and Foul Bay.

---

no comment

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**Q19. What improvements to Oak Bay services would you suggest?**

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Street cleaning, more often

---

Feel there could be more resources provided to the development/building department

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1. Enforcement of by law on willows beach for no dogs/pets during the May to September period and possibly extending it to accommodate migrating birds. Often dog owners violate this by law especially in the early morning hours as they know the by law officers do not start their patrols until later in the morning. Spot checks and surprise patrols should curb this behaviour.

2. Fixing pot holes on side streets before they become bigger and dangerous.

3. Fewer bike lanes that impede traffic flow

---

Council should ensure there is adequate infrastructure eg water, sewer, electrical etc before approving new development/ housing as dictated by the Province and the new developers or Provincial Government should pay for the upgrades to the infrastructure not the existing property owners/tax payers.

---

Continue with replacing failing infrastructure eg. storm + sewer + water lines. Work on removing invasive plant species. More police presence with speeding drivers. Look for sidewalks with tripping hazards and repair them! Proper community input to the OB marina/Turkey Head plans, early in the process, not last minute. The Oak Bay Lodge property should be re-built as an age-in-place retirement to extended care facility with end-of-life care for Oak Bay residents so they don't have to leave their

---

Administrative staff costs need to be reduced.

---

Reduce staff at the Elgin Road Municipal Dump to one person. No need to have 3 persons directing vehicle traffic, answering questions and monitoring what people are disposing.

---

Less employees. It's a bloated workforce for the size of district. Can definitely streamline and be more effective.

---

4 way stop signs at the corner of Newport and Windsor

Improve washrooms and services to the washrooms at Willows beach.

---

Oak Bay has become too bureaucratic and is therefore operating inefficiently. The increase in staffing has been accompanied by a decrease in service levels. Oak Bay needs to slim down and also streamline the website to improve navigation. Ideally, there should be one general search box offering a multiple-choice of topics to enable redirection of queries to the correct persons. Currently, the website is a spiders-web of confusing information so it is impossible to know who to contact.

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Interdepartmental communication and knowledge of departmental affairs.

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We need to remove barriers to housing development (e.g. reduce parking requirements, actively facilitate inlaw suites development and remove house garage requirements for single detached homes). We also need to better support active transportation by providing way more protected cycling lanes to enhance safety and reduce climate impact.

---

Better support of active transportation, e.g., implement cycle lanes, wider sidewalks in busier parks and waterfront areas like the Esplanade and Cattle Point.

Traffic calming and greater use of traffic circles

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**Q19. What improvements to Oak Bay services would you suggest?**

---

Please focus on infrastructure and trim areas that are not high priority.

---

Focus on improving infrastructure. Audit activities to discern might be expendable and get rid of such programs.

---

Please stick to the national standards and guidelines for conservation of historic places in Canada

---

No more hard scape bike lanes.

---

Painted bike lanes OK.

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Treat all residents with the same measure of respect and courtesy as those living in the Uplands. Late last year, contacted the council to find out more information about development planned in my location. I got no response to my calls and e mails to staff and council. After almost a year, I still don't have a response.

---

Amalgamate with other greater Victoria cities.

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Getting balance on tree management - loss of trees for development and protecting residents/structures from failing Garry Oakes.

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Getting sound, sustainable plan for Marina parking for lot area with First Nations and community residents.

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Speed up process with YIHA on development of seniors housing/services at Oak Bay Lodge site.

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Sidewalks in my neighbourhood are scary/dangerous, cannot be navigated by wheelchairs/powerchairs (too many cracks + tree roots make pavement uneven) we have to drive to parts of Oak Bay, where sidewalks are in better shape (wider, no buckled pavement) for walking.

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More user friendly sign up process for recreational programs

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Deer continue to be a safety issue. Recently I was chased by a doe while walking my small dog one block from Oak Bay Avenue in the Village. My dog was ignoring the deer and did not provoke the interaction. Only an oncoming vehicle interrupted the situation. It is not easy to avoid these situations because one does not know where fawns are hidden and how to retreat away from them. Crossing the street can just amplify the danger.

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Provide more affordable housing and multi-unit housing instead of single family detached homes. Rezone all areas including Uplands to allow multi-unit housing instead of mansions.

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Bylaw should be more active in patrolling cars parked in residential roads. Our street (Epworth) is chalked-block full of cars, making it challenging to get from one end to the other without stopping multiple times to let other cars through.

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Improve efficiency and cutting red tape. Using citizen volunteers in meaningful ways. Adopt a culture of "yes and here's how we can do it" rather than "no way". Consider new and innovative ways rather than reverting to status quo because "it's always been done that way." Make citizens better aware of situation eg ongoing storm sewer repair due to age/deferred maintenance so projects/tax increases are better understood.

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**Q19. What improvements to Oak Bay services would you suggest?**

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Just the basics - have staff pick up phone and respond to emails. I am waiting for two months for a response. Pick up garbage and recycling everytime you are supposed. Fix the roads - the potholes are horrible. Replace lightbulbs in your streetlights.

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Bumpy roads. Pls fix

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Address the deer problem. Also an emerging rabbit problem. Re-examine your driveway bylaw. As I understand it, Oak Bay is the only municipality to require concrete driveways, and ban asphalt driveways. Asphalt is more cost effective and more durable. One need only to look around to see all the cracked concrete driveways.

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Please do not infill small lots on narrow streets with multiplexes. Put extra houses, condos, etc. on major through streets like Foul Bay, Oak Bay Avenue, etc

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painted bike lane on McNeill

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By law enforcement without needing two signatures.

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Larger play ground at Carnarvon Park.

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One concern is of the recycling depot in Oak Bay. I do hope that there will always be a recycling depot otherwise there will be Materials that can be recycled going into the garbage. If the recycling depot is stopped in Oak Bay then curb side pick up of recyclables such as soft plastics, needs to be added. The centre has been very convenient especially for small and large metal items, paint and battery recycling. The compostable recycling is well used and valued by the community.

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More publicly accessible medical clinics. Yes, it's not municipal jurisdiction, but I just wanted to register the complaint on the lack of medical services for those without a GP.

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What specifically is being achieved to meet Gov't housing requirements

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I have noticed at times that the Development Application Tracker does not always show addresses where I see work being done when I am out walking in Oak Bay. I am not sure if homeowners are failing to complete the required applications and the work is not known to the municipality, or if the app is not being updated with everything.

---

I'm not sure why there are often several Oak Bay trucks parked at a job site but only 1 or 2 people working while other staff members are standing around watching. This doesn't give me confidence that my very high tax dollars are being effectively used. Does every staff member have a truck of their own?

---

Be more proactive to find solutions for moving pickleball from Canarvon Park.

---

Oak Bay needs to take care of "the necessary" before spending on the "nice to have", so maintenance of aging infrastructure/construction of new infrastructure, especially to meet the Province's housing requirements, is a priority. Snow/ice removal from sidewalks, as required by the Community Charter and Oak Bay's bylaws, is inadequate. Deer control is woefully lacking. What about emergency preparedness, which is ... what? Bike lanes should NOT be a priority.

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**Q19. What improvements to Oak Bay services would you suggest?**

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Traffic calming.

There are places where quiet roads have excess traffic, poor visibility, city buses can't get through, poor signage with all the detours, multiple need for signs and getting people to slow down, just accidents waiting to happen!

Rutland road, multiple calls, a letter, a call, acknowledgement that someone is going to get hit and killed and these multiple calls will be hard to live with.

---

Second thing: the senior centre needs investment. It is a tired worn down depressing place

Keep an eye on developers - tearing down perfectly good bungalows to put up concrete blocks. (eyesores) and changing the feel of Oak Bay. Watch out for the old "bait and switch". Those bungalows are affordable to young families and have basements for rental housing. The concrete blocks do not and are too expensive for young families.

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-Washrooms at Cattle Point - not what's there

-Better sidewalks for seniors and no bike lanes

-Too many dogs in the stores

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Replace fire truck emergency responses to smaller vehicles and number of staff to a call.

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Walk time to cross the street @ Bee St + Cadboro Bay - too short! Improve walkability for all persons including people with physical challenges and various ages. Areas other than "the village" commerce section, are not at all amendable both in safety and achievable.

Personally, I would like to visit the shops near Oak Bay & Foul Bay, however there is no place to rest on street benches and the sidewalks are a tripping hazard. There are no benches at bus stops except in "The Village". Foul Bay a

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We wanted info on a lot being developed. Were told planning department was only available one hour each day. We had missed that hour. Wish someone were available to answer quick questions.

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amalgamate fire services, quicker repairs to underground infrastructure, clearer information on public amenities (washrooms) throughout the district

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More timely response with clear information to citizen concerns

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Need to expand Windsor Park rec services to allow pickleball to be played...this park is used more by dogs on a daily basis than people in Oak Bay. The technology exists to put sound dampening on the walls of any pickleball court!

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Update approvals for housing projects

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1. Dedicated Off-leash dog walking areas

2. Improve pickleball courts at Carnarvan Park

3. Ability to share the tennis courts with pickleball users during the fall and winter months in the tennis bubble

4. Keeping common walkways clear of encroaching vegetation (Beach Drive to Lincoln, Hero to Dunlevy)

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**Q19. What improvements to Oak Bay services would you suggest?**

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Better road maintenance, more crosswalks and sidewalk improvement, info on where money is being spent and why. more maintenance of Willow Beach area street lights, railings, stairs, washroom

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We are an ageing population, and for many of us, it is difficult to lift, vegetation matter and transport it to the municipal yard. As such it would be hugely beneficial if the municipality would either pick up yard, waste on a weekly basis or increase the size of the large green bins.

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More communication about meetings that are open to the public, particularly about emergency planning meetings.

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A second organics container would be very useful for us.

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I appreciate our Mayor and Council for their hard work on our behalf. Thank you.

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Pave the roads!!

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I cannot find an infrastructure plan on-line. I have lived here 7 years and the street in front of my house has not been repaved and i cannot find out when it is scheduled for paving (currently it is a patchwork of asphalt repairs). there is no side walk on my street and i can't find out when the Municipality plans to put one in (if it has such a plan).

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There is not enough street lighting. Please improve the lighting, pave the roads properly and put in sidewalks on streets with none. thank you

---

As a senior citizen on a fixed income and a homeowner I would like to make low cost repairs to my house without having to bring my old house up to date as per housing bylaws. The current process makes it difficult for me to keep my house in fit repair.

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Better pavement updates & better boulevard tree pruning to protect hydro & communications services from the street into the residences.

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Better lighting at crosswalks

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Light timing (pedestrian) at OB Ave + Monterey way too fast on the "don't walk"

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Some of the accesses to water piping, such as the Beach Drive/Sylvan staircase access, are a little bit unsightly and could be covered for aesthetics and safety.

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More systems should be automated.

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Communication about the sewer separation project in my neighbourhood is poor. Delays and disruption are excessive. In cases like these where the original plan that was sent out cannot be met, Oak Bay should go the extra step to directly communicate with affected households so we know what to expect and can plan accordingly. It is not appropriate to leave households searching for answers or directing them to the contractor who does not have an answer. Accountability rests with the District.

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N/A

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Better maintenance on the walkway and wall at Willows Beach, and remove logs on willows beach

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**Q19. What improvements to Oak Bay services would you suggest?**

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Poor organizing when we often witness many workers watching while one worker performs a task.

Why does by-law wait for two residents to complain before taking action? Be proactive, do rounds of neighbourhoods and initiate corrective action.

Start enforcing the bylaw that does not allow boats,RV's etc parked on property. I would like to see Oak Bay get together with other municipalities and commence legal action against the Province to stop any activities being forced on Oak Bay in respect to the housing initiative.

Merge with other municipalities

Eradicate the deer in Oak Bay. Have the weeds and growth removed on sidewalks , very unsightly

address the need for mixed housing

improve recreation facilities

If Oak Bay is committed to meet housing demand, we need a much more expedient building approval process. The bylaws also need to be revised to accommodate these needs (the answer is not to encourage basements). We also need more public transit and community recreation space to accommodate the increased population. We are in desperate need of bike lanes and wonder why this isn't happening in Oak Bay, when Victoria and Saanich have demonstrated how wonderful this is.

I think your website could be better organized. It's difficult to find the right department/person. I think in the spirit of open government, every staff persons' name, title, phone number and email should be listed. I also think if possible summarizing key decisions in a single place would be helpful, rather than making residents read through meeting minutes.

Willows Beach is the most popular in district. South end gets clean up of logs - but north end is completely ignored. Elderly and people with children teeter on logs trying to get to the beach. It is a matter of time before someone falls and is seriously injured. Access to all areas of beach from each of the stairs could be cleared every year.

Overall, I am very happy with the services provided by Oak Bay. I am concerned with the level of unnecessary intrusion into the running of our community by the provincial government.

Get garbage recycling reminders by email. Keep transfer station.

Too much emphasis on bike lanes etc and not enough on getting the basics sidewalks etc done right

Road repair needs to be given a higher priority.

Better traffic management. better pickleball facilities.

The focus and limited dollars needs to be on core infrastructure services and public safety. Everything else is an extra. Too many new staff costs that are taking away from the

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**Q19. What improvements to Oak Bay services would you suggest?**

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sewer/water/storm drain replacements. Firefighter and police salaries are too high, as are senior staff costs.

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Parking enforcement. Commissionaires only work Monday to Friday 8 to 4. Beyond these hours you have to make file a formal complaint with the police department. They state that your personal details could be divulged to the offender and that if the complaint isn't substantiated that you could be charged with wasting police time.

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Outdoor Municipal worker's schedules do not seem to be organized in a very cost effective, timely manner.

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Add flashing solar lights to all pedestrian crosswalks.

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Reduce expenses, contract out maintenance by using an RFP process.

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There are homeowners who are allowed to have trees, shrubs, hedges, etc. grow over the sidewalk, reducing the sidewalk width to single-file only. This is not safe for pedestrians, parents walking children or pushing strollers, people using mobility

Homeowners should be give warnings and allowed time to cut back their

plants/trees/hedges during the next appropriate pruning season. If homeowners do not

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less reliance on consultants (especially on those who don't live here

an understanding on council that we don't need to change the character or culture of oak bay to meet housing requirements. we need to think outside the box and to be genuinely helpful . staff is generally great- the council needs to take a thoughtful stance and then make a decision. there is far too much listening to single interest groups and far too little interest in helping the small businesses and services.

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I have no suggestions. Services seem fine to me and generally I feel value for the money spent on taxes and other fees.

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Many of the sidewalks in South OB are in terrible shape and need repair/replacement. Fix the sidewalks before building bike lanes, traffic "calming" etc.

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None come to mind

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Listen to the taxpayers

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safer biking infrastructure - so many young families and other populations that would benefit from safer biking infrastructure. It's really unfortunate seeing how many beautiful bike paths developed by neighbouring municipalities (Victoria, Saanich) end when entering Oak Bay.

Cadboro Bay road would be such a great candidate to implement a bike path especially because the elementary school is on this road (Willow's). Nottingham road would be an easy one, such a wide road already. Musgrave, etc.

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**Q19. What improvements to Oak Bay services would you suggest?**

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Customer feedback sheets available at the end of a recreation program.

Residents parking work vehicles on the street or highly visible is against your bylaws and neighbours shouldn't have to get a petition signed by other neighbours before Oak Bay will enforce their bylaws. Don't you see that we don't want to make enemies with our neighbours...we just want everyone follow the bylaws.

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summer schedule for garbage pickup should be once a week

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Designated contacts for services/departments be clearly available on the Municipal website.

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none

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Maybe some attention to bylaws to alleviate street parking for those who have driveways - personal convenience should not drive this issue. Even stronger commitment to protecting mature trees - let's start to think of these as a community possession/asset, not a personal thing. Administer those !@#\$% marathons more effectively - we want people to have fun doing their thing, but that should NOT mean closing down a residential community, our neighbourhood. Graffiti, arrgh, though you are well.

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N/A

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Email garbage/recycling alerts

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Budget analysis makes it impossible to compare staff/administration levels on a year over year basis. Not enough transparency on where the increased costs and taxes are going. Suspect unnecessary increase in administration at senior/mid levels and excessive use of consultants. No way to measure outputs against increasing staff level and costs. Bylaw enforcement staff not very helpful. Separately Contractor not in evidence at Beaches. did not know the different bylaw for South Willow Beach.

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Much faster turnaround on building permits!

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1. Parks and Rec Ctr., 2. Infrastructure, sewage, sidewalks and roads.

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Oak Bay could send more frequent progress updates on approved projects and conduct some Town Halls online.

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I have no recommendations

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I'm very satisfied

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roads

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Add speed bumps on roads that have seen significant increase in the speed and volume of traffic due to people avoiding traffic at lights.

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None come to mind. Aware that there are cost restraints as well as time. I think everyone is doing the best they can.

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I suggest changing the designation of Eastdowne Road from a "Collector Road" to a normal street, on which children ride bicycles to and from school. It's a neighbourhood street! Parents ride alongside little children learning to ride bikes. Many bicycle commuters (including children) use Eastdowne Rd. When I queried about installing speed bumps &/or lowering speed limits the response was "it's a collector road". Well, that designation should be changed! How does that happen???

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**Q19. What improvements to Oak Bay services would you suggest?**

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More opportunities for local, neighbourhood engagement on a more regular basis, planned annually. Town Hall meetings on specific topics. More significant messaging about the recent provincial government legislation that impacts density and local housing development.

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The district continues to kick the can down the road for infrastructure projects. We have the worst roads, sidewalks, and parks in the greater Victoria area. The district continues to claim budget responsibility while pushing massive expensive projects on to the next generation. When neighboring districts are doing improvement projects we should team up to reduce costs, not decline the updates and claim fiscal responsibly.

---

More bike lanes

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Re-think the rationale for charging and collecting boulevard watering fee as it currently is. Boulevard watering in the Summer months clashes with the notion of water conservation and landscaping best practices. It is fiscally unfair. Either charge all residents or incorporate into public works or parks and recreation budget. Status quo is no longer acceptable.

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Better street sweeping

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Get the bikeways finished.

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Oak bay seems to make decisions, with little to no community input, that affect residents negatively. When there's an actual problem, there's no response.

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Listen to oak bay citizens more. Stop doing whatever you feel like. You represent us don't forget! We do not want Oak bay being densities and filled with condos and suites.

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Strongly discourage development applications that do not meet Council bylaws and regulations.

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Encourage community engagement that embraces and promotes community.

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Do not undertake expensive bike way and bike lane developments (especially Foul Bay, Cadboro and Oak Bay Ave)

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Take down overly sentimental and disrespectful "art" ( whale bones in shape of a heart) at Oak Bays entrance. Also stop putting up "art" that interferes with the evidence based healing effect of purely natural experiences of our ocean sides and gardens.

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HIRE MORE PARKING ENFORCEMENT OFFICERS - I MENTION THIS EVERYTIME AND THERE IS 0 IMPROVEMENT

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WHY DO RESTAURANTS GET PATIOS ON THE STREET WHEN THEY HAVE THEIR PROPERTY TO DO BUSINESS WITH.

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MAKE STREET PATIOS AVAILABLE TO ALL BUSINESSES.

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Consultation with local residents regarding infill housing applications needed !!

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**Q19. What improvements to Oak Bay services would you suggest?**

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1. Oak Bay needs to focus more on maintaining/upgrading infrastructure:
    - roads and sidewalks are in very bad shape except Beach Drive, Oak Bay Ave. and St Ann St.
    - water mains are leaking through asphalt
  2. In case of major changes to bylaws (4plex), public should be informed ahead of time and have an input.
  3. The district should implement a plan that regulates density ( i.e., choose more density along main corridors instead of letting contractors decide and build 4plexes everywhere)
- 

More exploration of appropriate revenue-generating and cost-sharing opportunities with neighbouring municipalities, other levels of government, private sector and philanthropy

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It feels like a small town with bigger city challenges: infrastructure, density demands, strong opinions amongst residents.

It's a challenging time. I hope council and staff are accessing resources to make efficient, wise decisions that will serve the municipality well into the future.

A small example: partner with federal projects to plant trees. There is funding available.

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One thing I noticed taking this survey is that some of the questions were worded in such way to make it impossible to know what I was satisfied or unsatisfied with. As an example "Am I happy with animal control". If I say I'm dissatisfied am I dissatisfied because there is not enough animal control or too much animal control. Otherwise I think it's great that Oak Bay is asking our opinion.

---

From what I have read in the newspaper or heard from other residents, OB does not process building requests (even simple reno requests) very quickly, and at a much slower rate than other municipalities. I understand that changes to the review and approval process is underway (fewer things going to Council, allowing staff to make approvals, more staff, etc.) I would certainly support those changes.

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The new website is not as easy to navigate as the old one. Mayor and CAO do not always answer emails. There should be an automatic reply that they send out to say that your email has been received and then a follow-up response within two to three days.

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No comment

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Overhaul the before and after school care programmes at the Neighbourhood Learning Centre. There should be spaces available for every family who needs the service. If staff is needed, hire them. If higher pay is needed, charge more for the service and pay your workers. Operate it like a business and follow supply and demand rather than a focus on affordability. The impact this has on families in our community is immense if they can't get their kids into the program, which is the case currently.

---

Better upkeep of the limited bicycle safety infrastructure that exists. Better monitoring of off-leash dogs in areas where dogs are not allowed off leash.

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Transportation: provide a short left lane at Bee and Cadboro Bay Road. Terrible backups. There's room for it.

Provide a crosswalk and flashing lights with pedestrian crossing going from Bowker Creek trail end across to Fire Hall. This is a natural pedestrian crossing point and would slow down

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**Q19. What improvements to Oak Bay services would you suggest?**

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traffic on what is a blind corner approaching from the north.

Many sidewalk areas on Oak Bay Avenue are too narrow and obstructed by power poles, detracting from walkability.

---

Be more transparent on social media, website, etc. with updates.

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-side walks, curbs, especially as many older citizens are using (and must for stability) walking + wheeled mobility aids and 'protections'

-traffic noise, speed, size of vehicles, especially along Oak Bay Ave. Often heavy, large, almost empty buses.

- bikers 'take priority on the road' attitude especially Oak Bay Ave. which has so much automobile traffic

Other bike routes.

---

Staff at the Elgin Transfer station should be instructed no to refer to the people using the transfer station as "do... ba.." foul vulgar language. Male staff member uses this term when speaking to a female staff member, about a male user. It was loud and clear for me - a female - user to hear. Disgusting.

---

Improved hours at Elgin Rd. Transfer station. Having hours available Sunday.

Better planning and engagement on new housing developments - build multi family housing in the appropriate areas of oak bay.

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The only thing you should do is stand up to If this was a democracy the Auditor General of BC Public Accts would be requested to make public member wages of CRD Regional Disptal District & Victoria Transit. The CRD war on smoking was bizarre & we now have 2 vape shops on Avenue. My cousin, who once rav Oak Bay Lodge, a great nurse phoned me 2 days before she died last year to say "our medical system in BC isnt just bad it is EVIL" Doctors and nurses pushed to the limit!

---

Please, please clean the washroom at Willows beach more frequently.

Better street lighting (e.g., not much around my house [address removed])

Sidewalk maintenance needs to be improved (e.g., near crosswalk going from near Oak Bay Marina)

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Listen to the community/neighbourhood issues against OB allowing more density in their areas.

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More policing, more police patrols, more effort to stop theft and vandalism.

Start a health clinic as other municipalities have done.

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We want safety and doctors; not housing density nor free drugs to addicts.

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**Q19. What improvements to Oak Bay services would you suggest?**

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1: Pedestrian Safety: there needs to be Crosswalk on Monterey near the Fire Hall, so people can safely cross from Bowker Creek Pathway to Fireman's Pk. Every day countless citizens, including camp/after-school groups, children on bikes, adults, seniors with walkers, etc, take there life in their hands making this crossing. OB gives us wonderful access to green spaces along the Creek Pathway + at the Park, Allotment Gdns, Willows Beach, etc. But you need to connect them in a safe way. You have already lost a municipal worker, a young father with children, to this dangerous corner. I can see children riding to/from school every day attempting to make this crossing safely. Why has nothing been done? Please don't wat for another fatality (entirely preventable) Please install a crosswalk similar to the one on Hamshire. This needs to be a priority (along with safe crosssing at entrance to Windsor Park)

2. Bylaw enforcement: non smoking (and no druge use) bylaws need to be enforced at Willows Beach - there are people smoking marijuana up and down the beach every day, with children around and now I have seen drug users set up lean-to shelters too + use drugs, with no one stopping them. WHere are the police? They seem to only be in their vehicles, rarely on foot or bike, patrolling the actual beach. It is not fair for children to be exposed to drug use (or adults too, for that matter) when they are simply trying to enjoy being out in nature. If yuo don't stop it now, we will become known as a place where drug users can go + use drugs w/immunity because no one stops them. What is the point of having bylaws if they are not enforced? The police need to become a presence on the actual beach. Please don't let this community become anymore unsafe than it already is. It used to feel like the safest place to live. That is changing drastically. Thank you for taking action now to care about your citizens.

---

More daycare and out of school care options! We moved to oak bay a year ago and when I contacted the daycare (Paddington) I was told there was a 3 year waitlist. Our daughter will start school in Sept 26. no-one has been able to explain to me how I get her into the only out-of-school care for Willows. The website indicates preference is given to those already in the Daycare. We are worried that we aren't goin to get her in. We both work full time and there are no grandparents to help out.

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Permitting process needs to be more timely!  
Enormous wait times cause additional expense.  
Poor communication. Irrational decisions.

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Direct more spending to underground infrastructure, sidewalks and playgrounds (not bike lanes)

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I don't know if this comes under services, but I would like to see more infill development and more attention paid to seniors who have lived in Oak Bay for many years and may not be able to stay when downsizing - not enough condos/apartments/smaller developments.

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Don't limit public consultation to special interest groups.

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**Q19. What improvements to Oak Bay services would you suggest?**

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We need more pushed public announcements (via emails, newspaper ads, and posters/flyers) about opportunities for townhalls, information sharing, and the Official Community Plan Process. The OCP survey was deeply flawed and I understand was closed off early - before the July 2nd deadline? The displays regarding densification proposals & the new provincial laws re: blanket densification did not constitute consultation, and we not spread out to offer maximum opportunity for citizens to attend.

---

If the municipality is struggling financially., there needs to be greater Transparency demanded from service providers and not lame acceptance of ever increasing costs for service delivery. Our share of E-Comm 911 service is a good example. Where are the service stats? Can we justify the price per call? How many true emergency calls? We should demand accountability for cost of service across all departments.

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Complete infrastructure projects in a more timely way by working at night or on weekends. Businesses seem to have been adversely affected by the protracted Sinclair Rd and Cadboro Bay Rd rebuild.

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More email newsletters with updates about Oak Bay projects

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Keep helping police to remove suspicious people from the streets, monitor speed limits, limit density and size of new constructions.

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I use two totes for garbage each pickup. Having to put 5 stickers on the top garbage bag seems silly. Staff said, "We're working on it," but I've seen no sign that's correct.

---

Adhere to the leaf pick-up schedule more closely.

Examine better options for depositing recyclables and yard waste at the municipal yard. Current setup is awkward.

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Oak Bay needs to take a more progressive approach to traffic management and traffic calming. The competing interests of cyclists, pedestrians and cars need to be better addressed. In particular speed limits on local roads should be lowered to 30 km/h with more marked cross walks. Other areas such as Victoria and Saanich are doing a much better job. Need to do better!

---

the recent questionnaire about updating the OCP was impossible for me to complete and I scrapped any idea of filling it out. It was impossible to make a suggestion about what kind of housing I thought was appropriate for different areas in the municipality. the map was vague and the areas too big. I could not figure out how to respond so I did not respond.

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plans and expenditures to deal with rising sea levels now

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More public washrooms.

Railings/water access in beach areas are aging and needing updating - Sidney is a great example

Plantings in private garden encroaching side walk forcing people having to go on the road

High hedging at intersections blocking the view for drivers

Legal suites - update??

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**Q19. What improvements to Oak Bay services would you suggest?**

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I would like District of Oak Bay to initiate or support a Referendum to unite all the Districts and Municipalities under one "Greater Victoria City". This would see better designs, better decisions, more cost-effectiveness and quicker results.

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Leaf pick up in the fall is too slow. You don't want the leaves on the street but the piles are left on the lawns for up to two months which kills the area they cover.

Still too many deer and many without the necklace

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Sidewalks

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More information on activities

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Not quite sure where to put this but bike lanes! I'm tired of paying the same property taxes but still having to put my life in danger in my own neighbourhood streets

---

I am deeply concerned with the inclusion of lower Henderson as an area being targeted for densification. I do not believe the new OCP should allow disallow for public input on issues that impact neighbour character, and that negatively impact home owners / voters quality of life. I have not been satisfied with the level of notification from the District regarding issues of concern (e.g. potential development in Carnarvon park). I look forward to seeing the park rejuvenated as green space.

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Get Carnarvon playground upgraded. Its sadly falling apart and at the rate the redevelopment process is going my grandchildren will never get to play in the new one.

---

More sidewalks in South Oak Bay so we don't have to walk on the road.

Better street lighting.

More street garbage bins.

More crosswalks.

More traffic calming.

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Please keep us timely informed on when phase 2 of the Uplands infrastructure project is to commence and timetable to completion.

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Upland's Sewer Project. Identify approved contractors and negotiate fair pricing for each resident's requirements.

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Road repaving

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The highest importance is the continued planting of urban trees and bringing much more attention - newspapers, posters, social media - to what Oak Bay is doing and how residents can become involved. Thank you.

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I would urge the mayor and council to respond - even with a cursory acknowledgement - to correspondence addressed to them from resident electors. 30 of us wrote to the mayor and council in 2024 and have yet to receive a reply. The correspondence was delivered by hand but ignored.

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Council's inability to lead on housing and infill issues, and defer and deflect to the Province, is reprehensible.

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**Q19. What improvements to Oak Bay services would you suggest?**

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Please continue to improve by-law enforcement. The new proactive enforcement of short term rentals is appreciated. For building permits, we'd like to see a reasonable dollar figure for renovations requiring a permit and clear safety-based reasons for permits. (\$500 is ridiculous and seems to be ignored throughout the city.) We also see a need for municipal involvement in affordable housing (rental or owner occupied) in Oak Bay that is suitable for seniors living independently.

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Regarding the infill projects on Pentland (three story 4-plex), St Patrick (apparently a three story 3-plex) and Bowker (also three stories?)... I find those buildings horrendous and ridiculous solutions to densification. I know the municipality has been pressured by the housing minister but there must be something that council can do to stand up to the mandates. I would be incensed if I lived in an adjacent lot.

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The road surfaces are in very poor condition. Riding a bicycle on many of Oak Bay's streets can be quite uncomfortable since the surface can be very broken. You have to constantly watch that your bicycle wheels don't get caught in a crack that could cause you to fall off.

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Oak Bay is awesome. Please remedy the following: there is no sidewalk on the South side of Windsor. To take the bus, one must walk in the street. My 85 year old mother must walk in the street to get to her bus. Wheelchairs are not accommodated. Also, please widen the sidewalks on the north side of oak Bay Ave. Our narrow sidewalks are a glaring defect of the village. Thank you!

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1. Planning is poorly executed - too much construction
  2. Need signs posted outside every project briefly explaining what is being built.
  3. All buildings must fit existing neighborhoods, IE. No duplexes or 4 plexes in single home areas.
  4. No dogs running loose on public beaches and no loose dogs on Anderson Hill. Better Dog Control Enforcement.
  5. Stop raising property taxes
  6. Better repair work on roads and sidewalks
  7. more public benches
  8. better policing at pedestrian crosswalks
- 

I love Oak Bay! We are privileged to live here! My only complaint is a lack of thoughtful pedestrian amenities; specifically, the sidewalk on the avenue is too narrow to accommodate people passing each other, especially in wheelchairs. During COVID, The addition of temporary pedestrian space on the road was extremely welcome! I wish this could have been made permanent.

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n/a

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**Q19. What improvements to Oak Bay services would you suggest?**

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As far as DEI is concerned, remove this from the agenda as this should not be in Council's remit. Common sense should prevail, and the best person for a position should be hired, regardless of gender, colour or creed. DEI is already being abandoned in government and corporations in the US and the UK as being unnecessary, divisive and patronizing not to mention expensive. Ditto with respect to Truth and Reconciliation. Other than recognition and respect being maintained, this is an entity already dealt with at Federal and Provincial level and tax dollars and time being expended by our small Council is egregious. Further, and very importantly, Council should resist the bullying by the Provincial government to increase density in Oak Bay, when it makes no sense. How are a good number of extra residents to be accommodated without a huge decrease in livability? Anybody with a modicum of awareness can see that many streets in Oak Bay are increasingly dogged with vehicles of present residents, not to mention the concomitant and unacceptable strain on general infrastructure that a greater population density would inflict, as well as irrevocably destroying the beauty of this corner of the Island.

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- Improve sidewalk maintenance
  - Bylaw enforcement, ie. parking
  - Pedestrian crosswalk enforcement, including police presence and flashing red lights, specifically on Oak Bay Avenue between Monterey and Wilmont Place.
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Better sidewalk maintenance. Enforcement of parking bylaws. Pedestrian cross walk enforcement including police presence and flashing lights.

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Have a PDF copy of the questionnaire together with the "online" questionnaire so we can see all the questions before answering on the online site.

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Project priorities: roads maintenance.

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n/a

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Stop cutting boulevard grass. Some neighbors do not cut their Blvd grass and it is too long between cuttings so their front lawn is a mess. Redirect that labor to parks or other services. Please let us know when leaf pickup will happen. Maybe a week window. We sometimes miss the first pick up and we have 8 oak trees so it is a huge job that we need to plan for. And with no one behind our house all the leaves need to be brought to the front. Sometimes leaves sit out front for a month.

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1. Noise - from events esp from downtown and LT. Gov. House. way way too loud. we can hear the "words" and the buzz is very disturbing - goes too late and too long and way too loud.
2. dogs - please keep laws about barking dogs and on leash parks - enforcing it.
3. parks - please keep laws about no paid activity without a permit. please keep parks for the public - not private school extra playground nor public school - they take over the park and overwhelm it so only they are using it.
4. Drones - please keep policing these - see them more and more
5. Electronic Noise - please keep bylaw against citizens playing it outside.
6. Construction - please keep laws re: noise level + hours + enforce them + music off
7. Monitor airplanes + helicopters. Flying too low, shaking the buildings.
8. Traffic on 110 block Beach

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**Q19. What improvements to Oak Bay services would you suggest?**

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speeding constantly - traffic slowing measures 9. parking in front of houses not your own. Renters overcrowding.

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n/a

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n/a

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Save more Heritage. There was unfortunate removal of a number of heritage houses last year and now worsening with abominable BC housing plan. Reopen Richardson St to Downtown. Terrible increase in Oak Bay Avenue traffic from Foul Bay Road. Few bicycles seen using our vehicle route to downtown

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n/a

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- Off-leash dog parks
  - Sweeping road/sidewalk replacement & repair initiative
  - Invest in public housing

- 
- 1) district engineering takes responsibility for the safety of district public right of ways.
  - 2) Make concrete and steel improvements to district infrastructure to make transportation network safer for children, pedestrians and cyclists.

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Better advocacy for issues with recycling pickup when the contractor fails to meet requirements (don't leave it up to individual owners especially when it is a repeated issue)

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If the garbage date finder isn't working yet, get it back to how it was when an outside party would email us the day before to advise when garbage day was.

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Immediately halt building of 3/4 unit townhomes on small single family lots. Mayor, council, and staff are destroying Oak Bay and should stand up to the minister in charge with a better plan. There are appropriate locations in oak bay (albeit few) to densify with infill housing. Think of main corridors (cadboro bay/foul bay rd or adjacent to existing large condo/townhomes.

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More value for the significant tax increases over the past 4 years.

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No comment

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Remove actively growing weeds from sidewalks and roadside gutters. Consider restricting vehicle parking to one side only on narrow streets eg in South Oak Bay and Lansdowne slopes.

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Very gig

**Q19. What improvements to Oak Bay services would you suggest?**

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I think there are WAY too many holidays/cancellations/limited choices for exercise options at the Monterey Centre - there are not enough exercise teachers and apparently they are paid very poorly. The MWF 9am class is over-populated and the other later classes are for lesser intensity options so if you get to class later than 8:50am you are out of luck. Seniors must exercise! This should be the priority at the Monterey Centre, mobility is everything even over the social aspect!