

WHAT WE HEARD

Commercial/Industrial Zoning Review

2025



TABLE OF CONTENTS

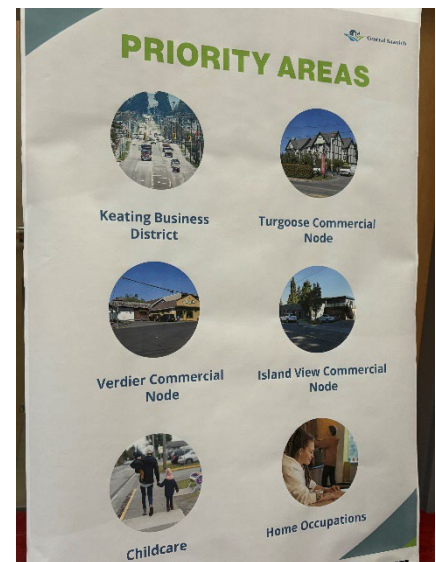
Engagement overview.....	3
Who we heard from.....	4
What we heard.....	5
Workshops.....	6
Open House.....	8
Small Community Nodes Survey.....	9
Childcare, Home Occupations and Commercial Activities in Parks Survey.....	10
Keating Business District Survey.....	11
Conclusion.....	11
Appendix – Survey Summaries.....	12

ENGAGEMENT OVERVIEW

In 2024 Central Saanich conducted a series of public engagement activities that were completed in order to inform the Targeted Land Use Bylaw Improvements related to Economic and Industrial Opportunities. The engagement blended in-person events and online opportunities to ensure broad participation. The main goals were to inform impacted parties about potential zoning updates and to incorporate their feedback into draft zoning recommendations.

The key issues in scope of the project include:

- **Childcare facilities** – increasing the availability of zoned sites to increase the opportunity to permit childcare facilities
- **Home occupation regulations** – potential changes to enable more in-home business opportunities
- **Keating Business District** – Review and potentially revise OCP policy related to residential development and revise the I-1 Light Industrial zoning to enhance the economic development potential of the District.
- **Small Commercial Nodes** – assess the potential to allow a greater diversity of small-scale business opportunities and mixed-use development that better meets the daily needs of communities
- **Commercial activities in parks** – assess the potential for allowing limited temporary commercial activities in parks.



The engagement process emphasized inclusivity and accessibility, offering multiple formats for participation, including in-person events, online surveys, and virtual meetings. Information about engagement opportunities was shared through direct emails, postcard mail-outs, social media, and the District's website.

The overall approach was designed to be responsive to the needs of residents and other community members who might be affected by the changes. Equity and accessibility were central to the process to ensure everyone who wished to participate had the opportunity to provide feedback.

WHO WE HEARD FROM

The District reached out to Keating Business District property owners, business owners of impacted properties and Central Saanich residents.

Date	Engagement Opportunity	Participation
January 11, 2024	Keating Business District owners meeting	7 people
June 13, 2024	Keating Business District owners meeting	5 people
June 26, 2024	Small Commercial owners meeting	7 people
September 3 to October 4, 2024	Online surveys	146 people
September 17, 2024	Open House	50 people

The online surveys, which were open between September 3 to October 4, received **146 submissions, broken down as follows:**

- **92 responses** to the Small Commercial Nodes survey
- **14 responses** to the Childcare, Home Occupations and Commercial Activities in Parks survey
- **40 responses** to the Keating Business District survey

Promotion - Commercial/Industrial Zoning Review



3 x Social Media Posts



Website News Item



Press Release



Direct email invitations to Keating Business, and property owners in Small Commercial Nodes



Postcards with a linked to the project site dropped off at all addresses within the Keating Business District boundary.

WHAT WE HEARD

Key Themes Across Engagement Activities

1. Industrial Land Protection and Zoning Clarity

- Strong support for protecting industrial lands in the Keating Business District (KBD) by removing residential uses.
- Endorsement of new zoning categories like **“General Industrial”** and **“Innovation Industrial”** to accommodate emerging industries.
- Mixed views on blending industrial and residential uses, with most preferring separation to avoid land use conflicts.

2. Building Heights and Design

- Support for increased building heights in industrial zones (up to 18m), especially for logistics and tech industries.
- In small commercial nodes, preferences vary: Verdier residents favor a four-storey limit, while Turgoose and Island View show more openness to six-storey mixed-use buildings.

3. Parking and Infrastructure

- Parking is a consistent concern across all areas. The preferred solution is **designated parking areas**, with support for underground and shared parking.
- Infrastructure limitations (e.g., sewer capacity, traffic congestion) are seen as barriers to redevelopment and growth.

4. Community Amenities and Local Business Support

- Strong interest in expanding local-serving businesses such as **food trucks, farmers markets, cafés, and childcare centers**.
- Calls for more flexible zoning to support **home occupations, artisan shops, and container businesses**.

5. Active Transportation and Transit

- Widespread support for improving **bike routes, sidewalks, and transit access** to reduce car dependency and enhance safety.
- Desire to create **15-minute communities** with services close to home.

6. Environmental and Quality of Life Considerations

- Concerns about noise, odours, and light pollution from industrial activity.
- Emphasis on preserving rural aesthetics through **landscaping, treed berms, and thoughtful design**.

7. Strategic Development and Community Character

- Keating is seen as a prime location for commercial expansion, especially post-flyover.
- Mixed views on expanding commercial nodes in semi-rural areas like Verdier, with some fearing loss of village charm due to new housing legislation.
- Suggestions to wait for completion of key projects (e.g., Keating gravel pit) before further expansion.

8. Transparency and Engagement

- Requests for clearer communication, including a **dashboard or map** of current development proposals.
- Continued interest in **community involvement** and **public info sessions** to ensure informed feedback.

WORKSHOPS

KEATING BUSINESS OWNERS MEETING, JANUARY 2024

District staff and project consultants facilitated a discussion about the current challenges and possible opportunities to improve the policy conditions that could help enhance operations and viability of the Keating Business District.

Strengths

Keating Industrial's strengths include proximity to the highway, ferries, and airport, making it ideal for logistics and servicing the Peninsula and Gulf Islands. The Keating Flyover is expected to improve access for vendors and customers. Risks include limited land availability, traffic congestion, and uncertainty around future development impacts.

Challenges

Businesses in the Keating Business District face challenges with parking shortages, poor transit, truck access, and limited staff amenities. Inadequate infrastructure, unclear zoning direction, and park-and-ride misuse further complicate operations. There's a strong desire for improved transportation options, better planning, and support for both industrial logistics and workforce needs.

Live/work

Permitting live/work residential in Keating Industrial raised mixed views. Some support flexibility and innovation, while others fear it could dilute industrial capacity or create land-use conflicts. Key concerns include preserving heavy industrial uses, avoiding commercial creep, and ensuring housing doesn't hinder operations. Worker housing remains a broader regional challenge.

There was general agreement that residential should be kept out of the industrial core to avoid land use conflicts and rising land values. Some support housing above commercial on Keating Cross Road or on the periphery. Caretaker units are seen as beneficial. Buffers and thoughtful planning are essential for compatibility.

Increased building height

Participants supported increasing building height in industrial zones but not for multi-storey industrial use, which is seen as impractical unless land becomes scarce. Flexibility in height limits is welcomed. Vertical agriculture and tech industries may benefit from added height. Concerns remain about construction costs and compatibility with existing zoning and uses.

KEATING BUSINESS OWNERS MEETING, JUNE 2024

District staff and consultants shared early findings and possible updates to the Official Community Plan (OCP) and Land Use Bylaw, and gathered feedback from stakeholders.

Policy Change 1: Residential Uses in Industrial Areas

Current Policy: Allows taller buildings in the Keating Cross Road commercial area to support rental housing above businesses. **Proposed Change:** Remove residential uses from industrial areas to protect industrial land and avoid land use conflicts.

Feedback: Industry reps agree residential uses cause long-term issues and prefer focusing on industrial/commercial development. Some support residential at the edges of the area.

Policy Change 2: Building Height in Industrial Zones

Current Limit: 11 metres. **Proposed Change:** Increase to 15 metres.

Feedback: General support for more height; 15m allows for three floors. Some asked if 18m would be better.

Policy Change 3: Permitted Uses in Industrial Zones

Part 1: Clarify Residential Restrictions

Proposed Change: Remove “residential” from permitted uses to prevent non-industrial rezonings, while allowing accessory uses that support industrial activity.

Part 2: New “General Industrial” Classification

Purpose: Create a flexible, inclusive category for industrial uses.

Benefits: Future-proofing, easier to accommodate new/emerging businesses, avoids long exclusion lists.

Part 3: New “Innovation Industrial” Classification

Purpose: Support STEM-based businesses and broader research and development activities.

Issue: Current definitions are too narrow.

Feedback: Industry supports inclusive zoning and restricting heavy industry, which typically locates near resources anyway.

Policy Change 4: Live/Work Buildings in Industrial Zones

Current Policy: Allows ground-oriented live/work buildings in industrial zones if they maintain livability and don’t reduce industrial/commercial capacity.

Proposed Change: Delete this policy.

Feedback:

- General agreement to remove the policy.
- One stakeholder is working with a family on a project near rural residential areas and feels removing this could limit options.
- Clarification that the policy refers to ground-oriented live/work, not live-above.
- Consultant suggested keeping “live-work” without specifying ground-oriented.
- Staff noted that without residential uses in the OCP, any live/work proposal would need a full review and rezoning.
- Industry supports removing the ground-oriented component.

Next Step: Remove the “ground-oriented” wording from the policy.

Concluding Comments

- **Parking:** Industry asked if parking is being considered. Staff said it’s not part of this process but will be addressed in follow-up work based on a previous study.
- **Traffic Circulation:** Industry asked about a circular traffic route discussed in a past meeting to improve access behind certain properties. No update was provided.
- **Community Awareness:** Industry noted that the broader community may not understand the importance of the Keating Business District (KBD). Suggested hosting an info session (e.g., at the fire hall) for property owners to share updates and gather informed feedback.

Small Commercial Nodes Owners Information Meeting – June 26, 2024:

District staff and consultants introduced the project and gathered feedback from property owners on potential zoning changes to support more local-serving businesses and mixed-use development. The discussion helped shape questions for an upcoming online survey.

Verdier Node

- Interest in allowing more types of businesses (e.g., café, market, corner store). Interest in preserving waterfront appeal and recreation. Interest in adding daycare as a permitted use.
- Uncertainty about maintaining enough customers year round and whether future density (e.g., from Bill 44) will bring enough customers.
- Suggestions to cascade building heights toward the water to reduce visual impact.
- Questions about infrastructure (e.g., sewer, lift stations, water table) and how the narrow lots can be developed given required setbacks.
- Potential for shared underground parking with adjacent developments.
- Strong agreement that underground parking is necessary due to high demand and ferry-related congestion. Regulations require many parking spots, which are hard to accommodate without variances.

OPEN HOUSE

On September 17, the District hosted an open house from 12:00 PM to 6:00 PM for industrial landowners, business owners, and residents. The event saw an attendance of 50 people.

Feedback

- **Moodyville Heights, Views, and Design:** Participants raised concerns about parking and potential impacts on views with increased building heights in the Moodyville area. There was also a strong desire to maintain the historic marine look and feel of the area. These issues were highlighted as key priorities for future planning.
- **Turgoose Neighbourhood:** Residents expressed a desire for a grocery store and additional community-serving businesses in the Turgoose area to better meet local needs.
- **Industrial Lands and Residential Uses:** Industrial landowners expressed support for removing residential uses from industrial lands, while residents were more uncertain, with mixed opinions on whether these uses should remain or be removed.
- **Need for Smaller Commercial Spaces:** Feedback indicated a need for smaller strata commercial spaces to support small local businesses and emerging businesses. This suggests demand for more flexible and accessible business options in the community.
- **Home Occupations:** The majority of participants supported leaving regulations for home occupations unchanged, expressing satisfaction with the current policies.
- **Commercial Activities in Parks:** There was concern on introducing commercial activities within parks. Attendees emphasized the importance of keeping parks focused on recreational and natural uses.

ONLINE SURVEYS

Three online surveys were conducted from September 3, 2024, to October 4, 2024. The findings and themes are summarized below.

Small Commercial Nodes Survey

In general, the survey participants expressed the desire to encourage a balanced approach for new development, while ensuring the current character of the neighborhood is preserved.

Themes:

- **Commercial and Residential Zoning:** Respondents express mixed feelings about zoning changes, with concerns about maintaining the small-town feel of areas like Verdier while allowing for new commercial developments and mixed-use buildings. **TAKE AWAY: Strong preference to remove automobile service stations in Verdier Node. Maintain existing uses at Island View and Turgoose Nodes.**
- **Parking and Infrastructure:** A significant concern is the need for more parking and improved infrastructure. There's a strong sentiment that any new development must adequately address traffic and parking issues through strategies such as creating designated parking areas. **TAKE AWAY: Respondents encourage solutions such as underground parking, shared parking agreements, and better cycling infrastructure.**
- **New Commercial Uses:** Many respondents support adding small businesses such as artisan shops, mobile food trucks, and breweries. However, some stress the need for maintaining the area's charm and avoiding over-commercialization. **Community Amenities:** Respondents highlight the desire for more community-centric services such as coffee shops, childcare centers, and farmers' markets to enhance local vibrancy. **TAKE AWAY: Mobile Food Trucks (61%) and Farmers Markets/Grocery Stores (64%) were the most supported additions.**
- **Height Restrictions:** There is a debate about increasing building heights in commercial areas, with many residents wary of allowing buildings taller than four stories. Some are concerned that taller buildings would obstruct views and change the community's aesthetic. **TAKE AWAY: Many favor limiting building heights to four stories to preserve the local character.**
- **Safety and Walkability:** Several comments reflect concerns about pedestrian and cyclist safety, with suggestions to improve sidewalks and create safer routes, especially near new developments. **TAKE AWAY: Ensure focus on active transportation infrastructure.**

Expanding Opportunities for Childcare, Home Occupations and Commercial Activities in Parks Survey

Overall, the participants expressed they are open to expanding childcare and home occupation operations and commercial operations in parks, while being mindful of zoning and community impact.

Themes:

- **Support for Childcare Expansion:** A majority of respondents support making childcare a permitted use across the district, excluding hazardous zones. Many also favor adding childcare services to specific zones like parks and tourist areas, though some prefer maintaining traditional settings such as schools. **Shared Spaces for Seniors and Childcare:** Some respondents proposed combining childcare and senior care facilities in shared spaces, seeing mutual benefits for both groups. **TAKE AWAY: Strong support (86%) for permitting childcare district-wide, excluding hazardous zones.**
- **Home Occupation Regulations:** Respondents generally support allowing home-based businesses with some flexibility regarding customer limits and staff regulations. Suggestions include allowing more than two customers at a time and accommodating additional on-site staff, but also ensuring that these businesses do not disturb neighbors with issues like parking or noise. **TAKE AWAY: Consider customer and staffing limits.**
- **Commercial Activities in Parks:** There is strong support for allowing food trucks, fitness classes, and other commercial activities in parks, though with some restrictions. Concerns include ensuring vendors clean up after themselves and maintaining clear regulations for dog walkers in parks. **Zoning and Licensing Concerns:** A few participants stressed the importance of ensuring zoning decisions comply with existing licensing regulations and expressed concern over taking up parklands for childcare purposes. **TAKE AWAY: Strong support for food trucks and fitness classes, in particular.**

Keating Business District (KBD) Survey

Themes:

- **Mixed Opinions on Growth:** While some support growth and the introduction of businesses like Costco, others express concern over increased traffic and the need for improved access and planning before further expansion. **KEY TAKEAWAY: Suggestions of stronger physical definition of residential areas from industrial and focus tall buildings in core of business park and to enhance road safety, active transportation and parking needs.**
- **Industrial Land Protection:** A majority support long-term protection of industrial land for commercial and industrial uses, but some suggest mixed-use options like residential units above industrial spaces. **KEY TAKEAWAY: Majority (55%) support removing residential uses to protect industrial land.**
- **Zoning Changes:** Many respondents are in favor of adding "general industrial" and "innovation industrial" land uses to the I1 zone, with considerations for environmental impacts and compatibility with residential areas. **KEY TAKEAWAY: Strong support (56%) for adding "general" and "innovation" industrial categories.**
- **Building Heights:** There is strong support for increasing the height of industrial buildings to better utilize space, though concerns exist about potential impacts on nearby residential areas. **KEY TAKEAWAY: Most (72%) support increasing industrial building heights. Preferred maximum height: 18 meters (5 storeys).**
- **Infrastructure and Safety:** Several respondents raised concerns about traffic, safety, and road infrastructure, particularly regarding heavy trucks and inadequate cycling lanes. Some suggest improvements like widening roads and adding safer bike routes. **KEY TAKEAWAY: Suggestions for bike lanes, interchanges, and separating industrial/residential zones.**
- **Commercial and Service Needs:** Many respondents feel the KBD lacks essential amenities like restaurants, coffee shops, and other services to support the large workforce in the area. **KEY TAKEAWAY:**
- **Environmental and Aesthetic Concerns:** Issues like light pollution, noise, and maintaining a clear boundary between industrial and residential areas were also mentioned as important factors to consider during development. Generally, the respondents expressed the desire to see a balanced approach between industrial growth, infrastructure for the community, and residential protection. **KEY TAKEAWAY: Desire for a more business-friendly approach and anchor tenants like Costco. Calls for landscaping, signage, and preserving rural aesthetics.**

Conclusion

The engagement process across workshops, surveys, and public events revealed a community that is deeply invested in shaping the future of Central Saanich's commercial and industrial areas. Participants expressed a desire for **balanced growth**, **clear zoning**, and **enhanced livability**, while preserving the district's unique character and economic viability.

Appendix A Small Commercial Nodes Survey

Summary

Question from survey	Highlights
Q1 Are there any uses in the below list that you feel no longer fit in well in the Verdier Node?	The most common response was the Automobile Service Station not fitting (47%)
Q2 Which of the additional below uses do you think should be allowed in the Verdier Node?	Majority of people felt that Mobile Food Concession/Food Truck should be allowed (61%)
Q3 Do you think increasing the allowable height of mixed-use buildings (with commercial ground-floor and residential above) to four storeys or higher fits within the Verdier node?	Majority of people (56%) disagreed with increasing the allowable height
Q4 What height do you think would be appropriate as a maximum for the area?	The most common response was supporting a maximum height of four storeys in the area (57%)
Q5 Redevelopment in this area will likely result in the need for additional parking. In addition to developers providing parking in the back, underground or inside of the building, what solutions would you support to address parking needs?	The preferred option was creating designated parking areas (61%)
Q6 Are there any uses in the below list that you feel no longer fit in well in the Island View node? Zoning of the commercial properties in the Island View node currently allow the following uses:	Majority of the responses include to keep things as is (53%)
Q7 Which of the additional below uses do you think should be allowed in the Island View node?	Most of the responses include the desire to allow Apartments/Mixed Use as an additional use (42%)
Q8 The current commercial designation covers a small area. Would you support expanding the commercial zoning designation further to the south and to the west across East Saanich Road to create a village corridor?	Majority of the people (52%) support the expansion of the commercial designation further south and west.
Q9 Do you think four to six storey buildings with commercial ground floor with residential floors above are suitable for the other commercial properties in the area?	A slight majority felt that the four-six storeys would fit in the area (51%)

Q10 What height do you think would be appropriate as a maximum for the area?	The most common response was for six storeys (37%)
Q11 Redevelopment in this area will likely result in the need for additional parking. In addition to developers providing parking in the back, underground or inside of the building, what solutions would you support to address parking needs?	The preferred option was creating designated parking areas (61%)
Q12 Are there any uses in the below list that you feel no longer fit in well in the Turgoose node? Zoning of the various properties in the Turgoose node currently allow for the following uses:	Most felt that the no changes are needed in the Turgoose Node (51%)
Q13 Which of the additional below uses do you think should be allowed in the Turgoose node?	Farmers Market/Grocery Store was most supported additional use (64%)
Q14 Based on the existing four and five storey apartments in Turgoose, would additional four to six storey buildings with commercial main floor and residential above fit into the area?	A majority agreed that four to six storeys with commercial components on the main floor would be preferred (63%)
Q15 What height do you think would be appropriate as a maximum for the area?	Majority of the people (60%) preferred a maximum of six storeys
Q16 Redevelopment in this area will likely result in the need for additional parking. In addition to developers providing parking in the back, underground or inside of the building, what solutions would you support to address parking needs?	Creating designated parking areas was once again the preferred option (64%)

Appendix B - Expanding Opportunities for Childcare, Home Occupations and Commercial Activities in Parks Survey Summary

Question from Survey	Responses in terms of metrics
Q1 Do you support Option 1, Adopting an approach that makes Childcare a permitted use throughout the District, but excluding it from incompatible/hazardous zones like industrial and marine zones?	Majority of the participants support making childcare a permitted use aside from the hazardous or non-compatible zones (86%)
Q2 Do you support Option 2, adding Childcare to zones listed below?	79% (11 responses) supported adding childcare as a principal use in the A3 (Fairground Agriculture) zone. 50% (7 responses) supported it in the C5 (Tourist Commercial) zone. 71% (10 responses) supported it in the P2 (Parks and Open Space) zone. 79% (11 responses) supported it as a home occupation accessory use in the RM-2 zone.
Q3 What alternatives if any, do you think we should consider?	"Drop in arrangements with stay-home moms" "Continue to add childcare centres closer to schools or on school grounds" "Allow childcare centres to have shared spaces with senior care facilities"

Question from Survey	Responses in terms of metrics
Q4 Do you have any other comments or concerns related to zoning for Childcare in Central Saanich?	"Ensure decisions follow licensing regulations prior to any time or money investments" "Do not use parkland for childcare uses. Combine childcare facilities with senior care"
Q5 What alternatives do you think we should consider?	Most responses include the preference of increasing the limit to 3 customers at a time in home occupations (43%)
Q6 What alternatives do you think we should consider?	Most popular option was to limit staffing to 2 members in total (36%)
Q7 What alternatives do you think we should consider?	Opinions were divided between allowing outdoor

	storage on lots over 0.4 ha and 1.0 ha (36%)
Q8 What alternatives do you think we should consider?	Half of the responses (50%) included support to allow up to 50% of an apartment floor area for home occupation use
Q9 Do you have any other comments or concerns related to home occupations in the District?	“There are already noise/parking bylaws in place. These are helpful to enforce when issues arise”
Q10 What do you think about allowing some of the following activities in parks?	The most supported activities in parks were: Food trucks and drink vendors (54% agreed or strongly agreed). Fitness classes and exercise groups (46% agreed).
Q11 Do you have any other comments or concerns related to commercial activities in parks?	See comments in Appendix B
Q12 Please choose the following statement that applies to you:	Majority of respondents live in Central Saanich (93%)
Q13 Which neighbourhood in Central Saanich are you from?	See comments in Appendix B
Q14 I am a member of a local First Nation:	See comments in Appendix B
Q15 Please indicate your age:	Majority of respondents are between the age of 40-64 years (57%)
Q16 To help us ensure we hear from underrepresented groups, do you identify as being part of any of the following groups?	See comments in Appendix B

Appendix C Keating Business District (KBD) Survey Summary

Question from Survey	Responses in terms of metrics
Q1 Given the low supply of industrial land and its important role in providing space for jobs and innovation, do you support policy that focuses on the long-term protection of these lands for industrial and commercial uses by removing residential uses in the Keating Business District?	Majority of people (55%) support focussing on protecting the industrial lands by removing the residential components
Q2 Do you support the change to add a "general industrial" and an "innovation industrial" land use to the I1 zone?	Majority of people (56%) support adding “general industrial” and “innovation industrial” to the land use of I1 Zone
Q3 Given the demand for taller buildings and interior spaces do you support increasing the height of industrial buildings in the KBD?	Most of the participants (72%) support increasing the heights of industrial buildings
Q4 What height do you think would be appropriate as a maximum for the area?	Most selected response (35%) supported maximum height of 18 meters (5 storeys)
Q5 Do you have any other comments or concerns related to zoning for industrial uses in the Keating Business District Area?	See comments in Appendix B
Q6 Please choose the following statement that applies to you:	Most of the respondents (81%) identified as residents of Central Saanich
Q7 Which neighbourhood are you from?	See comments in Appendix B
Q8 I am a member of a local first nation:	See comments in Appendix B
Q9 Please indicate your age:	Majority of participants (66%) were aged 40-64 years
Q10 To help us ensure we hear from underrepresented groups, do you identify as being part of any of the following groups?	Majority of participants (51%) did not identify as part of an underrepresented group.