Panorama RECREATION

Live well. Have fun.

ANNUAL REPORT 2025

Serving the Communities of

BOḰEĆEN | Central Saanich | North Saanich

Sidney | SȾÁUTW̱ | W̱SIKEM | W̱JOŁEŁP

Acknowledgement

The CRD conducts its business within the traditional territories of many First Nations, including but not limited to BOḰEĆEN (Pauquachin), MÁLEXEŁ (Malahat), P'a:chi:da?aht (Pacheedaht), Pune'laxutth' (Penelekut), Sc'ianew (Beecher Bay), Songhees, SȾÁUTW̱ (Tsawout), T'Sou-ke (Sooke), W̱JOŁEŁP (Tsartlip), W̱SIKEM (Tseycum), and xʷsepsəm (Esquimalt), all of whom have a long-standing relationship with the land and waters from time immemorial that continues to this day.

ABOUT PANORAMA RECREATION

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Mission Statement

Panorama Recreation promotes individual and community wellness by providing recreation opportunities in an effective and efficient manner reflecting the needs of our communities.

A service of the CRD

STRATEGIC PLAN

2022-2026 Strategic Plan

Panorama Recreation's Strategic Plan will help Commission members and staff prioritize future initiatives and optimize the delivery of recreation services. The plan identifies 13 strategies to guide the overall approach for infrastructure projects and service delivery, and 29 actions needed to implement the strategies.

Infrastructure Focus Areas

Strategy		Action Short Term (ST) = 0 to 3 Years Medium Term (MT) = 3 to 5 Years Long Term (LT) = 5+ Years Ongoing (O) = Continual practice embedded in service delivery	Progress 2022, 2023	2024	2025
S1 Modernize arena support spaces for equity & functionality.	**A1**	Proceed with design work and cost analysis for arena dressing room & support space enhancements. (ST)			
	A2	Engage with arena stakeholders on upgrades and opportunities that provide public benefit. (ST)			
S2 Explore viability and cost to expand recreation and related opportunities.	**A3**	Explore opportunities to meet identified gaps in Central Saanich (e.g. feasibility analysis, partnerships). (ST)			
	A4	Consider the feasibility of developing a multi-sport facility in Central Saanich. (ST/MT)			
	A5	Monitor program space use at Panorama. If capacity challenges persist/increase, investigate expansion. (MT)			
S3 Enhance Food Services @PRC.	**A6**	Develop a business case for the provision of food services at the Panorama Recreation Centre. (ST)			
S4 Leadership role in Pickleball Strategy.	**A7**	Conduct pickleball strategy to understand participation levels, trends, and future infrastructure needs. (ST)			
S5 Monitor pool utilization to inform long term actions and resource allocation.	**A8**	Ensure sufficient tracking and analysis of pool utilization, trends, preferences. (ST)			
	A9	Budget for pool expansion study @ 6-7 swims per capita over at least two consecutive years. (LT)			
	A10	Work with municipal partners to explore outdoor aquatics amenities like a splash pad/spray park. (MT/LT)			

Legend

Complete	In Progress	Ongoing/On Track	Future	Deferred/Delayed

STRATEGIC PLAN

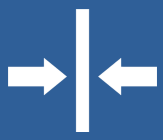
Service Delivery Objectives

Five Service Delivery Objectives have been identified to provide measurable pillars to further the mission statement, guide decisions and assess the impacts of future investment and actions.

Inclusive

For all residents regardless of ability or identity.

Aligned



With community need.

Quality-Focused

Driven by culture of excellence.

Collaborative

Maximize participation through partnerships.

Sustainable

Environmentally and financially.

Program & Service Delivery Focus Areas

Strategy	Action Short Term (ST) = 0 to 3 Years Medium Term (MT) = 3 to 5 Years Ongoing (O) = Continual practice embedded in service delivery	Progress 2022, 2023	2024	2025
S6 Commit to reconciliation, decolonization and meaningful work with Nations.	**A11** Work with First Nations communities on the Peninsula to identify opportunities for ongoing dialogue. (O)			
	A12 Identify opportunities to cross-promote recreation at local First Nations communities and at Panorama. (O)			
S7 Continue to focus on physical literacy.	**A13** Regularly audit the programming mix to ensure alignment with best practice in physical literacy. (O)			
	A14 Ensure staff have sufficient physical literacy and fundamental movement skill training and development. (O)			
S8 Continue to focus on youth programs.	**A15** Continue to engage children and youth in recreation, focusing on those not sufficiently active/involved in sport. (O)			
	A16 Continue to work with community organizations to reduce barriers and increase participation. (O)			
	A17 Investigate existing indoor climbing opportunities and engage with providers to reduce participation barriers. (O)			
S9 Focus on staff training, development, recruitment.	**A18** Provide existing staff with opportunities to grow and acquire new skills, competencies, certifications. (O)			
	A19 Enhance community outreach efforts to promote recreation as an employment opportunity. (O)			

STRATEGIC PLAN

Program & Service Delivery Focus Areas Continued...

Strategy	Action Short Term (ST) = 0 to 3 Years Medium Term (MT) = 3 to 5 Years Ongoing (O) = Continual practice embedded in service delivery	Progress 2022, 2023	2024	2025
S10 Ensure equity, inclusion and access across all areas of service delivery.	**A20** Continue to support and promote initiatives that address barriers to participation (e.g. LIFE and LAP Programs). (O)			
	A21 Continue to promote third-party programs that address barriers to participation (e.g. KidSport, JumpStart). (O)			
	A22 Regularly audit programming to ensure sufficient mix of low and no cost opportunities. (O)			
	A23 Continue to support and expand initiatives that promote inclusive recreation (e.g. Safe Spaces). (O)			
	A24 Review and, if necessary, refresh space allocations policies and practices to ensure equity and transparency. (ST)			
S11 Data-driven decision making.	**A25** Ensure staff have access to sufficient data and analysis tools to inform programming and scheduling. (ST/O)			
S12 Enhance communication & awareness.	**A26** Ensure that the Panorama Recreation brand, key messaging, and website remain current. (ST)			
	A27 Continue to evaluate and adapt communications, promotions and marketing tactics. (O)			
S13 Measure and report on service delivery success and plan implementation.	**A28** Establish key performance indicators (KPI's) to measure alignment with the five Service Delivery Objectives. (ST)			
	A29 Annually review and report on the implementation status of the individual actions contained in the strategy. (O)			

Legend

Complete	In Progress	Ongoing/On Track	Future	Deferred/Delayed

2025 HIGHLIGHTS

Facility Needs Assessment & Infrastructure Planning (S 1-3)

The Recreation Facility Needs Assessment was completed in 2025, providing recommendations to enhance recreation services on the Saanich Peninsula. Key outcomes include:

1. Updating the PRC Facility Allocation Policy to improve equity and encourage non-peak usage.
2. Advancing accessibility improvements within the arena complex.
3. Exploring opportunities for new multi-purpose recreation spaces as part of the District of Central Saanich's Municipal Facility Redevelopment project, which could include fitness areas, social gathering spaces, and co-location with other community services.

Centennial Park Sport Box Opens (A4)

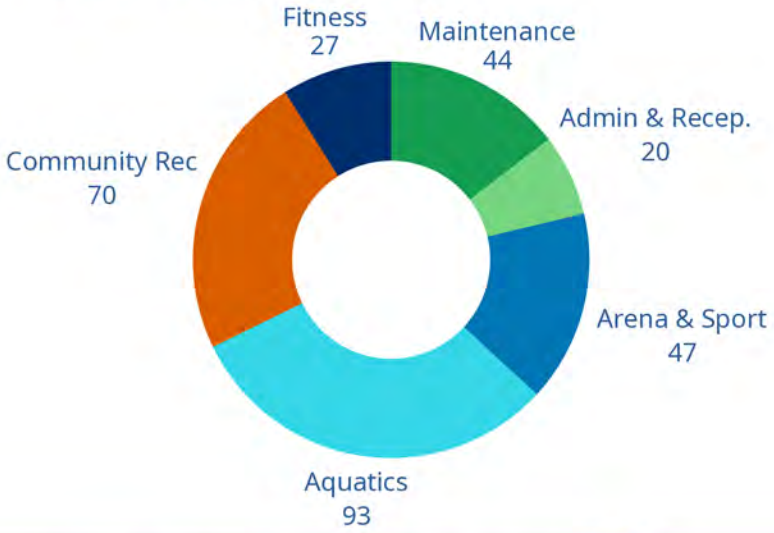
The new, state-of-the-art covered multi sport box opened in September 2025. The facility is open seven days a week from 7am to 10pm, and was booked on average 50 hours per week, representing 48% of total capacity.

Popular activities include Lacrosse, Ball Hockey and Pickleball with children's multisport programs, dryland sports training and roller skating also taking place in the facility. The facility also hosted Lacrosse tournaments and a disco roller skating event!

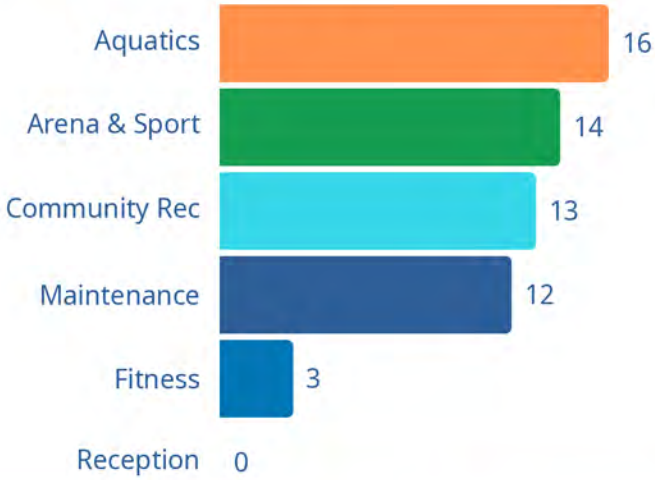
The sport box is open to the public when not booked, and provides year round, all-weather opportunities for the community to gather and recreate in a variety of ways.

ADMINISTRATION & OPERATIONS

Staff Composition



New Staff Hired



Energy Efficiency & Climate Resiliency

The heat recovery project progressed significantly, with most pipe runs, critical components, including heat exchangers, pumps, and associated equipment successfully installed. Staff have installed LED lighting in general areas, such as boardrooms, hallway and some areas of the arenas. Progress with both projects marks a major step toward improving energy efficiency at Panorama Recreation.

Extended Pool Maintenance Closure

The entire aquatic complex was closed for three weeks to perform annual maintenance and repairs. Work included tile repair and replacement, deep cleaning and accessibility equipment inspection and repairs. The leisure pool, hot tub and waterslide remained closed for an additional two weeks to resurface the filter room floor and install five new filters.

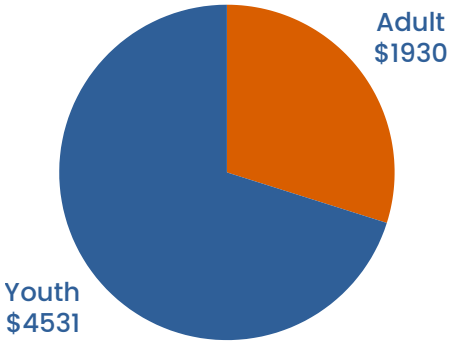
Online Facility Bookings

Several facilities, including meeting rooms and picnic shelters, can now be booked online for single -session rentals, streamlining the process for the community. Teachers also have the ability to view and schedule classroom visits to the pool and arena directly online, creating a more efficient and user-friendly experience.

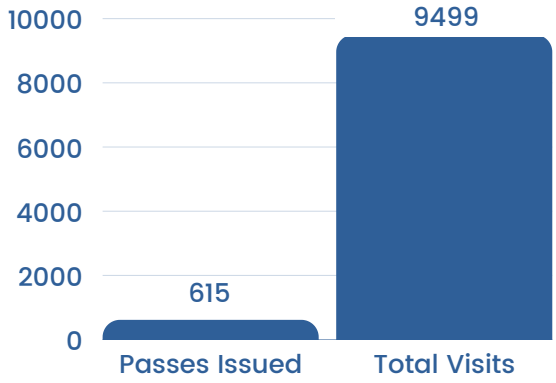
Fun Fact!
Maintenance staff hand loaded 784 bags (19,600 lbs) of sand/gravel into the new pool filters!

ACCESSIBILITY & INCLUSION

LIFE Subsidy Use



LIFE Drop-In Attendance



Accessibility Improvements (A23)

Accessibility improvements were made in the pool and changerooms, including the installation of a height-adjustable, wall-mounted shower and change bed.
Panorama Recreation partnered with Canada Blind Hockey and the District of North Saanich to improve pedestrian access from nearby bus stops for individuals who are blind or have low vision.

Supported Child Development (A21)

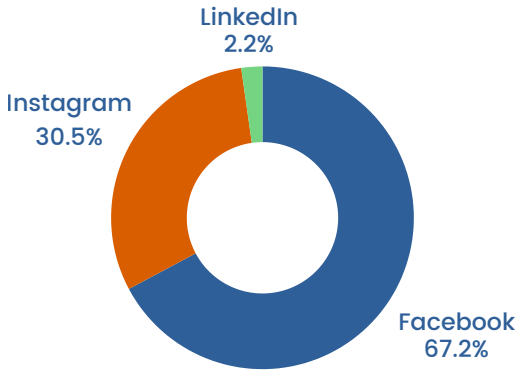
Panorama Recreation delivered 1,296 hours of one-on-one inclusion support, enabling children with diverse needs to fully participate in spring break and summer camps. This program promotes accessibility and fosters inclusion, connection, and community for all youth, and was made possible with grant funding from Island Health

Blind Hockey Program (A23)

Powered by Canadian Blind Hockey and supported by the Canucks for Kids Fund, Panorama Recreation hosted a new, all-ages Victoria Canucks Blind Hockey program in the arena. A variety of facility improvements were made to support the program.

OUTREACH & ENGAGEMENT

Social Media Followers by Platform



New Social Media Followers: 524

Top Social Media Engagement Post by Topic and Platform

A Glimpse inside ...The Centennial Park Sport Box is almost ready.

Congratulations to Angela (staff) on completing the Okanagan Grandfondo.

Owls Nest Partial Day program is in full swing with a few spots remaining.

First Nations Relations (A11, A12)

Staff attended eight events hosted by local Nations, such as health fairs, literacy gatherings, and family picnics. Ongoing meetings with local First Nations created new opportunities for collaboration, including training for W̱JOŁEŁP First Nation summer camp leaders, a lobby display for National Indigenous Peoples Day, and discussions about incorporating art and cultural displays in Panorama Recreation facilities.

New Website (A26)

Launched in March, the new website includes a more functional layout, accessibility improvements, and features such as alert banners to more effectively communicate with the community.

Community Events & Outreach (A19, A27)

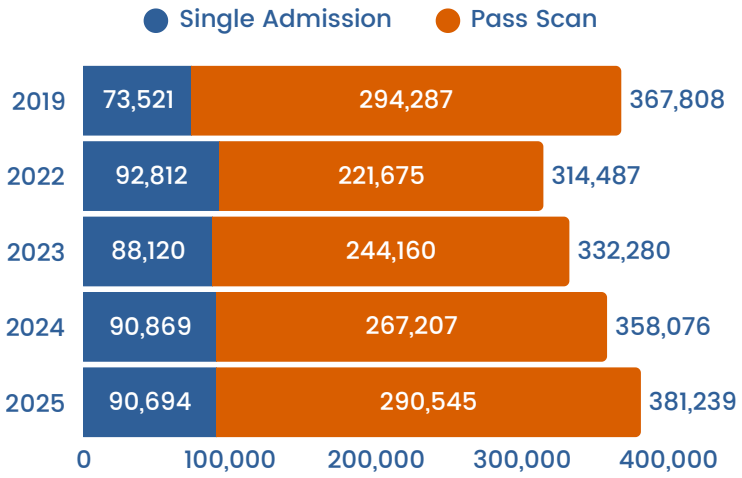
Staff attended numerous community events throughout the year including Canada Day celebrations, the Salish Sea Lantern Festival, and other seasonal gatherings, strengthening connections and engagement across the Saanich Peninsula.

Staff participated in three job fairs and shared postings through local networks, such as Saanich School District, First Nations, and community platforms.

Fun Fact!
Slider the Penguin turned 16 in 2025, and was issued his very own Driver's License!

DROP-IN ACTIVITIES

Attendance by Visit Type



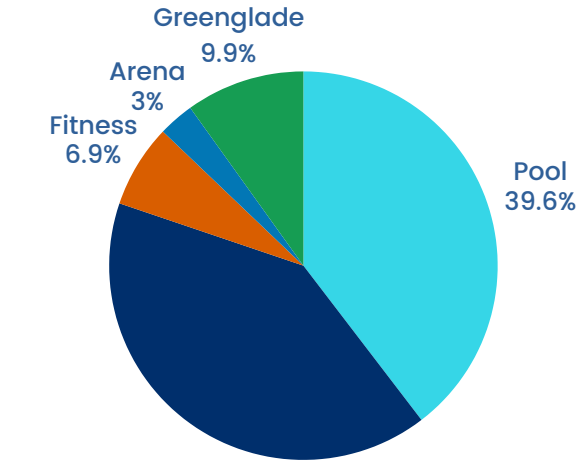
381,239

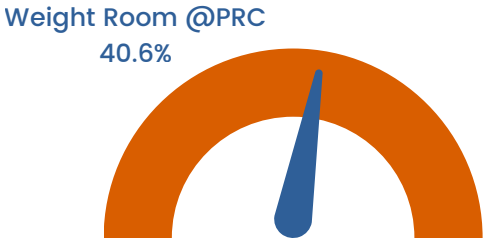
Total Drop-In Visits

1047

Average Daily Visits

Attendance by Activity





6.5% increase in attendance over 2024

Aquatics & Fitness

Drop-in attendance for the pool and weight rooms grew significantly in 2025. Pool visits were on par with 2024 despite an extended maintenance closure, and weight room attendance increased by nearly 15%. To meet growing demand, three new classes were added to the drop-in fitness schedule, which now offers more than 44 weekly classes included with membership.

New Drop-In Sports

Six new sports were introduced to drop-in schedules, with successful options including roller skating, volley ball and squash social play. Average drop-in attendance was 78% for squash and 88% for volleyball.

Pottery

Demand for drop-in pottery continues to surge, with over 75 participants per week and sessions frequently reaching capacity. Strong demand resulted in regular waitlists, highlighting the program's continued appeal as a flexible, creative outlet.

PROGRAMS & SERVICES

Program Participation Rate

Calculated by number of participants registered divided by the maximum capacity of the program.
Target: 85%

86%

Program Success Rate

Percentage of programs offered that are delivered. Calculated by programs that run divided by programs offered.
Target: 85%

89%

2831
Programs Offered

16,280
Registered Participants

11% increase in participation over 2024

Staff Onboarding and Training (S9)

Staff recruitment remained a priority throughout the year, and supervisors continued efforts to improve onboarding of new staff and provide ongoing training and development. Over 20 staff training sessions were delivered across all areas, ensuring staff are well-prepared to provide high-quality service and adapt to evolving community needs. Staff also obtained a variety of certifications and training from ice maker and pool operator courses to child inclusion training provided by Canucks Autism Network.

Facility Allocation & Use Optimization (A24)

The facility allocation policy was updated and modernized to enhance equity and improve access for all user groups. These efforts help maintain operational efficiency while meeting the evolving needs of the community. This resulted in increased use of both dry floor and ice time in the arenas, generating more rental revenue and providing access to new users and groups.

ARENA & SPORT

Arena Programs

Participation 82%

Success 92%

274 Programs Offered

1567 Registered Participants

Sport Programs (includes Racquets)

Participation 74%

Success 86%

720 Programs Offered

2567 Registered Participants

Photo courtesy of Christian J Stewart

New Children's Multi Sport Programming (A15; A23)

Panorama Recreation planned and delivered 142% more multi-sport programs for children. New and expanded programs included weekend programs at the new sport box in Central Saanich, 58% more summer camp spaces, and two girls-only programs.

Tournaments & Trophies (S7)

Staff worked with community sports organizations to host an exciting array of sporting events and tournaments including the Victoria Youth Triathlon, 2025 Victoria Open Table Tennis Championship and the Pacific Cup Hockey Tournament, Congratulations to 2025's VIJHL champions Peninsula Panthers for their exhilarating game seven overtime win on home ice.

Adult Hockey League Enhancements (A13; A16)

Staff conducted a comprehensive audit of the Adult Hockey League program and implemented a number of changes to improve player safety. The changes streamlined administration while increasing participation by 9% with a total of 193 players in the 7 month program.

Fun Fact!
In 2025 Panorama delivered 690 hours of private and semi-private tennis lessons!

AQUATICS & FITNESS

Aquatic Programs

Participation 92%

Success 98%

921 Programs Offered

3989 Registered Participants

Fitness Programs

Participation 74%

Success 92%

315 Programs Offered

4170 Registered Participants

New and Enhanced Aquatic Programs (A16)

In 2025, single-session private swimming lessons were introduced to give families more flexibility and reduce waitlists, with over 100 lessons attended. Swimming lesson registration was also adapted to better meet community needs, including splitting the Fall season into two intakes to reduce withdrawals and ensure correct level placement.
The half-day Craft & Splash summer camp for ages 4–6 was reintroduced, running at full capacity each week and providing families with a fun, active option for younger children.

Personal Training and Rehabilitation Services (A16)

Personal Training services remained in high demand in 2025, with 377 packages sold and revenue up 25% over 2024. Balance and Rehabilitation programming expanded to 79 courses, averaging 87% full.

New strength and cardio equipment was installed in Panorama Recreation Centre and Greenglade Community Centre weight rooms, optimizing both spaces and enhancing the fitness experience for members.

Fun Fact!
The main pool, leisure pool and hot tub hold a combined total of 945,441 litres of water.

COMMUNITY RECREATION

Program Participation Rate

85%

Program Success Rate

86%

601
Programs Offered

3987
Registered Participants

112
Daily Licensed Childcare Participants

Owl's Nest Licensed Childcare Expansion (A15; A16)

In Fall 2025, the Owls Nest preschool expanded to address the community's childcare needs. The new part-day program provides 16 additional licensed spaces for children ages 3–5, utilizing a room already licensed for after school care. This new program maximizes existing licensed space while improving access for families.

Arts Programming (S10)

Arts programming saw strong participation in 2025, with over 1,200 attendees across workshops and classes. Popular offerings included watercolour painting, ceramic hand-building, and seasonal craft workshops, many of which reached capacity and generated waitlists. This demand reflects the community's interest in accessible, skill-building opportunities that encourage creativity and social connection. Revenue from these programs supported ongoing cultural initiatives and helped sustain a diverse range of arts experiences.

Youth Activities (A24)

The new Teen Tours program launched this year, offering youth supervised trips to a variety of regional activities and destinations. Teen Lounge drop-in also remains popular, with over 600 visits in 2025, continuing to be a valued space for social connection and recreation.

Fun Fact!
In 2025, summer camps were attended by 1946 children, 116 more than in 2024.

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