



**AGENDA
GOVERNANCE & PRIORITIES COMMITTEE
MEETING OF THURSDAY, FEBRUARY 12, 2015, AT 9:00
A.M.
COUNCIL CHAMBERS
CITY HALL, 1 CENTENNIAL SQUARE**

Page

CALL TO ORDER

APPROVAL OF THE AGENDA

CONSENT AGENDA

ADOPTION OF MINUTES

1. Minutes from the Regular Meeting held January 22, 2015

DELEGATION

2. Tourism Victoria 2015 Business Plan 5 - 14
--Paul Nurse, President and CEO

A delegation to present Tourism Victoria's Strategic Plan and 2015 Business Plan.

LATE ITEM: Additional Information

[Addenda]

DECISION REQUESTS

3. City of Victoria Hosting the 2016 Union of BC Municipalities (UBCM) Annual Convention 15
--R. Woodland, Director of Legislative and Regulatory Services

A request for Committee to accept the Host Community obligations for the 2016 UBCM Annual Convention.

4. Sewer Rate Method Calculation Options 17 - 29
--S. Thompson, Director of Finance

A report recommending amendments to the sewer rates and possible amendments to allow the Director of Engineering to vary the sewer rate model.

5. Waterworks Connection Charges 31 - 34
--D. Kalynchuk, Director of Engineering and Public Works

A report to recommend approval of revisions to waterworks connection charges to ensure full cost recovery for these services.

6. Wastewater Treatment Update 35 - 43
--D. Kalynchuk, Director of Engineering and Public Works

A report to update Committee on the work to explore local wastewater treatment options and the formation of the Capital Regional District (CRD) - Eastside Wastewater Treatment and Resource Recovery Select Committee (Eastside Committee).

7. Bastion Square Market License Renewal 45 - 56
--D. Kalynchuk, Director of Engineering & Public Works

A report to recommend that the Mayor and Corporate Administrator sign a three year agreement regarding the operation of the Bastion Square Public Market

REPORTS FOR INFORMATION

8. Parking Services Update 57 - 168
--D. Kalynchuk, Director of Engineering & Public Works

A report to update Committee on Parking Services.

NEW BUSINESS

9. Motion - AVICC / UBCM Motion: Environmental Bill of Rights 169 - 170
--Councillors Isitt and Loveday

A motion regarding "Environmental Bill of Rights Resolution" to forward to the 2015 AVICC / UBCM Conventions.

10. Motion - Police and Fire Wage Increases 171 - 173
--Councillor Young

A motion to forward a request to the Provincial government requesting that the

compulsory arbitration procedure used for determination of pay levels of Protective Services employees be modified to reflect local conditions.

11. Motion - North Park Village Design Workshop 175
--Councillors Loveday and Isitt

A motion to direct staff to facilitate a design workshop to engage stakeholders on design improvements to the public realm in the North Park Village.

12. Motion - Community Use of City Hall 177
--Councillors Alto and Loveday

A motion to request that staff provide recommendations for a policy to enable and oversee community use of City Hall by local not-for-profit organizations and residents.

13. Amalgamation Process 179 - 185
--Mayor Helps

LATE ITEM: Additional Correspondence - Councillor Isitt

[Addenda]

MOTION TO CLOSE THE FEBRUARY 12, 2015, GOVERNANCE & PRIORITIES COMMITTEE MEETING TO THE PUBLIC

That Governance & Priorities Committee convene a closed meeting that excludes the public under Section 12(6) of the Council Bylaw for the reason that the following agenda items deal with matters specified in Sections 12(3) and/or (4) of the Council Bylaw, namely:

Section 12(3)(a) - Personal information about an identifiable individual who holds or is being considered for a position as an officer, employee or agent of the City or another position appointed by the City.

Section 12(3)(e) - The acquisition, disposition or expropriation of land or improvements, if the Council considers that disclosure might reasonably be expected to harm the interests of the City.

CLOSED MEETING

CONSENT AGENDA - CLOSED MEETING

ADOPTION OF THE CLOSED MINUTES

14. Minutes from the Regular Closed Meeting held January 22, 2015

DECISION REQUEST

15. Lease Renewal - 750 and 752 Douglas Street
--R. Woodland, Director of Legislative and Regulatory Services

16. Appointment to the Board of Cemetery Trustees of Greater Victoria
--R. Woodland, Director of Legislative and Regulatory Services

A report to provide recommendations for an appointment to the Board of Cemetery Trustees of Greater Victoria for a three-year term.

REPORT FOR INFORMATION

17. Policing Update (Tentative)
--Inspector McGregor - Victoria Police Department

CONSIDERATION TO RISE & REPORT

ADJOURNMENT

TOURISM VICTORIA

Marketing our favourite destination

January 20, 2015

Her Worship Mayor Lisa Helps
City of Victoria
Via email to Christine Havelka: chavelka@victoria.ca

Re: Request to Speak at February 12 Governance & Priorities Committee Meeting

Dear Mayor Helps,

Please accept this letter as a formal request to speak at the February Governance & Priorities Committee Meeting, tentatively set for February 12.

As per our Additional Hotel Room Tax Governance Agreement, Tourism Victoria annually presents to Council regarding the transfer of the AHRT and our upcoming strategic plan by December 31 of the previous year. To respect the elections process, we were happy to defer this year's annual presentation until early 2015. We would like to use this opportunity to present Council our 2015 Business Plan and strategic objectives, as well as answer any questions they may have.

Thank you for your time in considering this request.

Sincerely,



Paul Nursey
President & CEO
Tourism Victoria

CC: Jason Johnson – City Manager, City of Victoria
Margaret Lucas – Councillor, City of Victoria
Dave Cowen – Chair, Tourism Victoria Board of Directors

TOURISM VICTORIA

COVER REPORT

TO: Mayor and Council, City of Victoria

FROM: Paul Nursey, President & CEO

DATE: February 10, 2015

RE: City of Victoria Funding Presentation - February 12, 2015

Background

Tourism Victoria is presenting today as, in accordance with the *Hotel Room Tax Act*, the Provincial enabling legislation allowing communities to collect hotel room tax for marketing and new infrastructure purpose, there is a requirement for the five original communities under the act (including Victoria) to seek approval from city council on an annual basis. There are two pieces of enabling legislation, the original *Additional Hotel Room Tax* (AHRT) and the *Municipal Hotel Room Tax* (MHRT) legislation.

Fifty-three communities in B.C. collect AHRT/MHRT. Victoria is one of five communities grandfathered under the AHRT legislation that requires annual approval from council. The spirit of this approval is to ensure the tourism marketing effort is aligned with community objectives.

The *Hotel Room Tax Act* was incorporated into the *Provincial Sales Tax Transitional Provisions and Amendments Act*, 2013, SBC2013, c. 1, s. 77, effective April 1, 2013. The elements of the Additional Hotel Room Act are unchanged; this Provincial Sales Tax Transitional Provisions and Amendments Act was created to handle the transition back to GST/PST. Section 3 of the Hotel Room Tax Act is the enabling legislation.

The spirit of the act provides provisions for the municipality/city/regional district to be aligned with industry through the hotel community. Both the municipality and industry, through 51 per cent of hotel rooms, must approve the creation and any material changes to the relationship. Both industry and the municipality/city have the ability to dissolve the entity if they so choose every five years.

Tourism Victoria has two municipal funding partners: City of Victoria and District of Saanich. This provincial enabling framework has power of the municipality, industry and the marketing association to provide structure. This provides necessary and healthy checks and balances to ensure that parties are aligned and working together. Practically, the City of Victoria has a full voting member on the Tourism Victoria Board of Directors and Sales & Marketing Committee.

The purpose of the tax is intended to assist municipalities and regional districts in funding tourism activities, particularly tourism promotion, and to finance new tourism infrastructure. It is not intended to replace existing sources of funding for tourism-related activities.

Tourism Victoria has long operated under by-law 88-169 that provides for a partnership to provide resourcing to the Victoria Conference Centre. Per the Hotel Room Tax Act, any changes to the arrangement would require 51 per cent of hotel rooms to be in support.



Considerations

Tourism marketing is highly competitive in nature and Tourism Victoria is under resourced vis-a-vis its competition due to the fragmented nature of the region. This is just a reality we work within. Tourism Victoria overcomes this under resourcing by being highly innovative, creative and efficient with its activities and others are taking note. The organization was awarded 2014 Marketer of the Year by the BC Chapter of the American Marketing Association, an award that spans all sectors. Tourism Victoria has also been honoured with several awards from the Hotel Sales & Marketing Association International in both 2014 and 2015 for the following campaigns: *Great Meetings*, *Victoria Calling* and *Find Christmas Here*.

Tourism Victoria is working hard to align itself with the City of Victoria's priorities and support a vibrant Victoria. The organization has a very positive partnership with the City of Victoria at many levels. However, it starts with a very constructive and open appointment process with the City of Victoria on Tourism Victoria's Board of Directors.

Tourism Victoria enjoys very broad member support with increasing satisfaction. The organization has a highly robust strategy to promote an experiential tourism brand that drives significant spending with small businesses.

Tourism Victoria's renewed 2015-2017 strategy and 2015 Business Plan have received strong industry support. As part of this plan, the organization is shifting resources to support the Victoria Conference Centre to build their business. Tourism Victoria and Victoria Conference Centre now have trusting, partnership-based business objectives. Both organizations just want to fill the city. Our shared success will benefit us both and the community as a whole.

Tourism Victoria is undergoing deep organizational transformation to be lean, outcomes-driven organization.

There is jurisprudence in the area that focuses industry-collected revenues towards marketing. Recent successful litigation by industry against the City of Penticton highlights the risks associated with municipal bodies working in isolation on matters related to AHRT/MHRT: <http://globalnews.ca/news/1483609/city-of-penticton-loses-legal-dispute-against-penticton-hospitality-association/>

Recommendation

The distribution of \$592,800 to the Victoria Conference Centre for marketing and promotion of the Victoria Conference Centre from the proceeds of the Additional Hotel Room Tax. Please note this amount is Tourism Victoria's estimate based on inflation rate of approximately one per cent.

That the City of Victoria write a letter confirming the remaining balance of Additional Hotel Room Tax funding for the January 1 to December 31, 2015 year be distributed to Tourism Victoria.

Attachments

- Media Release – Tourism Victoria Celebrates Growth in 2014 Business Results
- Positive Editorial Coverage of Evolutions at Tourism Victoria
- List of Tourism Victoria's highly sophisticated 2015 Board of Directors who is providing leadership and governance to the organization

FEBRUARY 6, 2015**FOR IMMEDIATE RELEASE****TOURISM VICTORIA CELEBRATES GROWTH IN 2014 BUSINESS RESULTS**

Victoria, B.C. – With 2014 tourism industry numbers showing average hotel rates and revenue per available room at their highest levels since 2007*, and following its 2015 Quarter One Board of Directors meeting, Tourism Victoria released its 2014 attributable business results today.

Visitor Centre Ticket Sales Grow 43% Over 2013

Tourism Victoria helps member businesses in the local community by selling tickets through the Visitor Centre and is pleased to report an increase in ticket sales of 43 per cent over 2013. Several new initiatives and Ticket Centre participants saw Visitor Centre ticket sales rise significantly in 2014 despite the closure of the Visitor Centre for renovations in January and the majority of February.

Destination Marketing Campaign Drives 10,400 Seattleites to Greater Victoria

For the first time in 2014, Tourism Victoria used an independent third party to measure the impact of their campaigns through a quantitative lens. The survey measured the effectiveness and conversion of the *Victoria Calling* campaign in Seattle. It showed a 39:1 return on investment, when the industry standard is 12:1. It also showed the campaign was directly responsible for 10,400 Seattleites booking a trip to Victoria, which resulted in a \$4.68 million economic impact to the Greater Victoria region. This campaign also ran in the Vancouver; impact from that market was not measured in the survey due to cost limitations.

Media Relations Generates 16% More Coverage Over 2013

The Media Relations department generated 311 pieces of editorial coverage in 2014, a 16 per cent increase over 2013. That's almost one article a day for a year! Tourism Victoria's Media Relations department works with travel and lifestyle media outlets. Key pieces in 2014 included *Amazing Race Canada*, *Travel + Leisure Magazine*, *Canada AM*, *USA Today*, *The Telegraph* and *LA Times*.

Meetings and Incentive Travel Confirms 3.8% More Room Nights in 2014

Tourism Victoria's Meetings and Incentive Travel team booked 9,728 confirmed room nights in 2014, a 3.8 per cent increase over 2013. Up next the team is working for the first time with the Victoria Conference Centre and the local hotel community to drive room nights, rallying around a new campaign that showcases Victoria, the Idea Capital, as an ideal meetings destination that connects people and stimulates ideas.

Leisure Travel Generates Business for Local Community

In 2014, Tourism Victoria's Travel Trade team sent 153 leads or referrals to 164 different members, generating business for the local community. Collectively, the team sent a total of 619 member referrals. This was not tracked in 2013 but will be a focus for the team moving forward. Building and measuring shelf space in the travel distribution system (e.g. brochures, online websites) as well as generating new leads for member businesses is part of being an accountable and results-driven organization.

Member Satisfaction in Tourism Victoria Increases 9% Over 2013

Tourism Victoria works in partnership with more than 800 business members in Greater Victoria and the surrounding areas. The organization uses a third-party researcher annually to conduct a member survey. For the first time in four years, the 2014 Member Survey showed an increase in members' absolute satisfaction in Tourism Victoria, which increased by nine per cent. Ninety-five per cent of the organization's members are neutral or satisfied.

Corporate Results Sees More Focus on Core Areas

In June 2014, Tourism Victoria announced a restructure to focus on the business' core areas including sales and marketing, business development, member services and visitor services. In 2014, the per cent

Marketing our favourite destination

of budget compared to labour decreased from 40.1 per cent in 2013 to 38.8 per cent. This is an overall decrease of more than 10 points from 49.9 per cent in 2011.

All of the performance measures above are important drivers to attract more visitors to the destination, which is comprised of an engaged membership in the local community. Tourism Victoria is committed to measuring what's important for growth and success, and reporting results back to the community annually.

Statements:

"Tourism Victoria is focused on being a results-driven, transparent and accountable organization. We are not only accountable to our member businesses but also to our funding partners. Tourism Victoria now has the Balanced Scorecard performance management framework in place, which focuses the daily activities and energy of our passionate and knowledgeable staff against initiatives that deliver the highest performance."

"Our results show that deep transformation was underway in 2014 and we are improving our efficiency as an organization. Going forward we are committed to releasing business results to the community on an annual basis. I am very proud of the Tourism Victoria team for embracing a renewed emphasis on executing against strategy and performance measurement."

– Paul Nursey, President & CEO, Tourism Victoria

"From a Board of Directors perspective, we are pleased to see the improved business results from all of Tourism Victoria's functional areas in 2014. Industry clearly had a good business year, but with an increased focus on measurement we can ascertain to what degree Tourism Victoria helped to drive that success. Tourism Victoria was already a strong organization, but we are pleased to see increased emphasis on reporting and transparency that will make Tourism Victoria an even higher performing and accountable organization going forward."

– Dave Cowen, Chair, Tourism Victoria Board of Directors

**As per Chemistry Consulting's December 2014 Victoria Tourism Bulletin*

About Tourism Victoria

The Greater Victoria Visitors & Convention Bureau (Tourism Victoria) is the official not-for-profit destination marketing organization that works in partnership with over 800 business members and municipalities in Greater Victoria and surrounding communities in British Columbia, Canada.

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MEDIA CONTACT:

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Editorial: Tourism award deserved

TIMES COLONIST

SEPTEMBER 11, 2014 03:27 PM



Email



Print



Tourism Victoria's award from the B.C. chapter of the American Marketing Association is not an empty honour — it's based on results.

The BCAMA has given Tourism Victoria its Marketer of the Year Award. It's the first time a Vancouver Island business has achieved that honour, which celebrates innovative marketing across all industries. The award is not a thing of the moment; it isn't handed out for a specific campaign, but for a marketing strategy over a sustained period.

Attracting visitors to the region is Tourism Victoria's main focus, which is vital, considering that tourism is a \$1.9-billion industry for Greater Victoria, generating 22,000 jobs in the region.

Tourism Victoria is in the habit of attracting attention for its campaigns. It has won 10 awards provincially, regionally, nationally and internationally over the past three years.

Its Great Meetings campaign used the region's wide range of attractions and amenities to persuade international meeting planners that Victoria is the ideal conference location. Find Christmas Here aims to lure more tourists during the holiday season.

The most innovative promotion, though, is Victoria Calling, which involves setting up banks of colourful phone booths in Alberta and the U.S. Those who step inside the booths are asked about their travelling preferences; those answers unlock travel offers.

Tourism Victoria's awards show that it is an innovative partner in an industry that harvests benefits from B.C.'s natural resources without depleting them.



Tourists crowd the Inner Harbour information centre at Government and Wharf streets last July.

TIMES COLONIST

Tourism Victoria targets regional markets for visitors

Plans to build hotel occupancy, conference business in three years

ANDREW A. DUFFY
Times Colonist

Tourism Victoria intends to work harder and smarter to build on back-to-back years of tourism growth, said the marketing organization's chief executive.

In an interview ahead of unveiling Tourism Victoria's 2015 business plan to 200 members and local officials Tuesday, Paul Nursey said the biggest changes in direction this year are tactical. "We're not going to be spending as much money in faraway countries that aren't growing," he said.

In places such as South Korea, Japan and Mexico, Victoria will leave marketing to Destination B.C. and the Canadian Tourism Commission. "We are going to be putting money into places like the western U.S., where the economy is booming," said Nursey. "We think that is just smart business."

It's part of Nursey's balanced-scorecard approach to marketing the city — having a simple, well-executed strategy that offers a solid return on investment.

The new business plan makes it clear the organization, which has been pared down over the last year, will be measuring everything to ensure it's getting the most for its money.

"Return on investment is important. We want tangible outcomes," Nursey said, adding if new initiatives

can't point to what the industry gains from implementation, they may not be worth doing.

That's music to the ears of the organization's membership, according to Bill Lewis, general manager of the Magnolia Hotel, and vice-chairman of Tourism Victoria's board.

Lewis said there has been some criticism in the past from members wondering why Tourism Victoria spent money in one region and not another, or focused on one attraction or experience over another.

"To be able to have hard-core metrics and key performance indicators, things that can be measured year-over-year, is important," he said, adding those will go a long way to explaining why the organization goes in one direction over another.

The organization will continue to focus its consumer marketing efforts in the nearby markets of Vancouver, Calgary, Seattle, San Francisco and Portland.

But there is a new wrinkle when it comes to meetings and conference marketing.

"In terms of new relationships, there will be a very deep collaboration with the Victoria Conference Centre to help them get more business, particularly in the off-season. We will help them perform better," said Nursey.

The Conference Centre was down 8.25 per cent in

delegate days through the first 11 months of 2014 compared with 2013.

Nursey said Tourism Victoria and local hotels will enact an integrated sales plan that gets a consistent message of Victoria as an "ideas capital" into the business-meeting marketplace.

The business plan also details that Tourism Victoria's key objectives over the next three years will be to grow hotel occupancy and room rates, promote Victoria as a year-round destination, work on key issues that affect the industry such as transportation and the Belleville Street Terminal, and to garner stronger support for the industry by telling the "good news" tourism story.

While the focus has been shifted slightly to be more strategic with its marketing efforts, the organization's budget remains stable — 42 per cent of its overall budget of \$4.6 million will be used for selling Victoria to the world.

"We have to be lean and mean and punch above our weight," said Nursey, noting \$2 million doesn't make a big splash in many markets. "Our goal is to take what we have, cut as much overhead as we can and put as much as we can into marketing."

Lack of funding affects marketing groups at all levels, and Ian Robertson, executive director of the Tourism Industry Association of B.C., which acts as the political wing and advocate for the industry, said his organization is working

on improving that at the provincial level.

The association has been pushing to have Destination B.C., the provincial marketing agency formerly known as Tourism B.C., formula-funded.

"So instead of getting a pot of money, its budget is tied to sales tax revenue, so as goes revenue then goes the level of money available for marketing," he said.

But Robertson said the bigger hurdle for the industry may be getting all the players to sing from the same song book. "We need to work harder to be more aligned, once we do that we will get more attention from government," he said.

Nursey said that's starting to happen. For the first time in years, a lot of people are parking their "egos at the door."

"We are all just interested in getting results," he said.

Marsha Walden, chief executive of Destination B.C., agrees progress has been made in aligning the various groups within the industry.

"We've done a lot of work in the last year to re-engage our partners to compare strategies and make sure we're investing in the same places and in common ways that make more from the bucks we have in the system," she said.

And while she is committed to bringing about a formula-funding program for Destination B.C., she wouldn't put a timeline on its implementation.

aduffy@timescolonist.com

CHAIR

Dave Cowen <i>Attractions</i>	General Manager The Butchart Gardens Box 4010 Victoria, B.C. V8X 3X4	davecowen@butchartgardens.com T: 250-652-4422
Assistant	Cherylin Deane	cherylindeane@butchartgardens.com T: 250-652-4422

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Bill Lewis <i>Member at Large</i>	General Manager The Magnolia Hotel & Spa 623 Courtney Street Victoria, B.C. V8W 1B8	bill@magnoliahotel.com T: 250-412-8480
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VICE CHAIR

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VICE CHAIR

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VICE CHAIR

Derek Sanderson <i>Member at Large</i>	CEO Island IT #4A - 625 Hillside Avenue Victoria, B.C. V8T 4R9	derek@theislandit.com T: 250-385-3355 C: 250-415-7916
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PAST CHAIR

Deirdre Campbell <i>Past Chair</i>	President & CEO Tartan Group A - 777 Blanshard Street Victoria, B.C. V8W 2G9	deirdre@tartrangroup.ca T: 250-592-3838 C: 250-882-9199
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DIRECTOR

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DIRECTOR

Ray Freeman <i>District of Saanich</i>	Owner Left Coast Insights	Ray@leftcoastinsights.com T: 250-893-3191
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DIRECTOR

Margaret Lucas <i>City of Victoria</i>	Councillor City of Victoria #1 Centennial Square Victoria, B.C. V8W 1P6	mlucas@victoria.ca T: 250-361-0217
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DIRECTOR

Ian MacPhee <i>Accommodation 26 Rooms or Fewer</i>	Owner/Innkeeper Abbeymoore Manor B&B Inn 1470 Rockland Avenue Victoria, B.C. V8S 1W2	ianmacphee@abbeymoore.com T: 250-370-1470
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DIRECTOR

Erika Stenson <i>Arts, Culture & Societies</i>	Head of Marketing & Development Royal BC Museum 675 Belleville Street Victoria, B.C. V8W 9W2	estenson@royalbcmuseum.bc.ca T: 250-886-2521
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DIRECTOR

Suzanne Gattrell <i>Accommodations 26-149 Rooms</i>	General Manager The Oswego Hotel 500 Oswego Street Victoria, B.C. V8V 5C1	sgatrell@oswegovictoria.com T: 250-294-7510
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DIRECTOR

Janet Docherty <i>Tourism Vancouver Island Appointee</i>	Owner/Operator Merridale Ciderworks Corp. Box 358, 1230 Merridale Rd. Cobble Hill, BC V0R 1L0	janet@merridalecider.com T: 250-743-4293 C: 250-920-9453
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DIRECTOR

Kimberley Hughes <i>Accommodation 150 Rooms or More</i>	General Manager Delta Victoria Ocean Pointe Resort & Spa 100 Harbour Road Victoria, BC V9A 0G1	kimberley.hughes@deltahotels.com T: 250-360-5858
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DIRECTOR

Mark Macwhinney <i>GVCC Appointee</i>	Victoria Dragon Boat Festival Strathcona Investments Corp.	mark@mawhinney.ca
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Governance and Priorities Committee Report

For the Meeting of February 12, 2015

To: Governance and Priorities Committee **Date:** February 5, 2015
From: Rob Woodland, Director of Legislative and Regulatory Services
Subject: Decision Request Regarding Hosting the 2016 UBCM Convention

Executive Summary

The City of Victoria has played regular host as the destination for the Annual General Meeting of the Union of British Columbia Municipalities (UBCM) since 2000. Victoria is seen as an ideal venue not only for its capacity to host this 1200 delegate event but also to facilitate dialogue with Provincial government officials.

Historically there have been a number of requirements of the Host Community which include the provision of discounted meeting space, a Welcome Reception, a Partners Programme as well as volunteers and other social events as determined by the Host Community. These Host Community requirements have increased for 2016 to include the funding of the internet connection for all delegates.

In 2012, the costs associated with the event and borne by the City totalled approximately \$154,575. The majority of these funds were used to cover the food and beverage at the Welcome Reception. A space rental discount of at the VCC totalled \$42,375 (total value of the space was \$133,520) UBCM's costs were over \$294,799 for the rest of the conference programme.

The impact to the local economy for this event is significant with the generation of 2825 hotel room nights and approximately \$2.16 million of direct spending into the local economy.

Recommendation:

That Council accept the Host Community obligations for the 2016 UBCM Annual Convention, and authorize the Mayor and Corporate Administrator to execute agreements necessary for this purpose; and that Council approve the financial expenditure of \$154,575 for hosting UBCM in 2016.

Respectfully submitted

A handwritten signature in black ink, appearing to read 'Rob Woodland'.

Rob Woodland
 Director of Legislative and Regulatory Services

Report accepted and recommended by the City Manager:

Date:

A handwritten signature in black ink, appearing to read 'Feb 5/15'.



Governance and Priorities Committee Report

For the Meeting of February 12, 2015

To: Governance and Priorities Committee
From: Susanne Thompson, Director of Finance
Subject: Sewer Rate Method Calculation Options

Date: January 30, 2015

Executive Summary

The City charges its utility customers a sewer user fee to fund the City's sanitary sewer system. The City also charges a Capital Regional District (CRD) sewer fee. This fee offsets the CRD's annual requisition for operating and maintaining CRD sewer trunk mains, overseeing the Liquid Waste Management Plan and for sewage treatment and disposal. Since 2013, the CRD's requisition has been increasing significantly due to the expected costs for the CRD Sewer Treatment project. Consequently sewer fees are an increasing proportion of Victoria ratepayers' utility bills.

The City has received numerous complaints regarding its method for calculating sewer fees. Both City sewer and CRD sewer fees are based 100% on water consumption. Some ratepayers feel that it is an unfair rate method because it is not indicative of sewer discharge in all circumstances. For instance, during summer months, ratepayers will often water their gardens and lawns. In addition, some commercial customers consume water as part of the manufacturing process.

The City conducted a survey of 42 municipalities and found that only 23% used full water consumption for residential users (35% for commercial). In addition, many of these municipalities had mitigating terms in their bylaws for instances where water consumption was not indicative of sewer discharge. For full survey results please see Appendix A.

Summarized in Appendix E are the costs and benefits of the six rate models that have been analysed. Whichever rate model is selected, there is no reduced overall cost to the ratepayer pool. Some options require additional staffing which would increase the overall cost to the ratepayer pool. Selecting a new rate model would redistribute sewer costs in a more equitable manner.

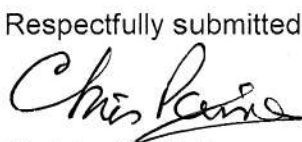
A modified calculated consumption option (Option 6 in Appendix E) is recommended because it addresses customer's concerns regarding equity and fairness without adding any additional financial cost to the overall ratepayer pool. The City's analysis found that summer consumption is approximately 30% higher than non-summer consumption. This increased consumption can generally be attributed to summer watering. Therefore a 30% lower summer rate would result in a sewer fee that was more indicative of actual sewer discharge. This option would require a 13% increase (\$2.06 to \$2.33) for the rate during October – May and a 20% decrease to the rate during June – September (2.06 to \$1.61).

A discounted summer sewer rate model fails to address the concerns of customers who use water during the manufacturing process. Therefore it is recommended that staff explore further options that would allow the Director of Engineering to vary the rate model where it can be demonstrated that the sewer discharge is significantly less than water consumption.

Recommendation:

1. That Council direct staff to draft amendments to the Sanitary Sewer and Stormwater Utilities Bylaw for Council's consideration so that sewer rates are 30% lower during the months of June through September.
2. That Council direct staff to explore possible amendments to the Sewer and Stormwater Utilities Bylaw that would allow the Director of Engineering to vary the rate model where it can be demonstrated that the sewer discharge is significantly less than water consumption.

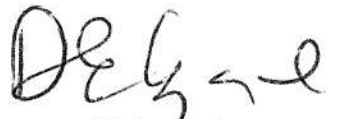
Respectfully submitted



Christopher Paine
Manager-Revenue



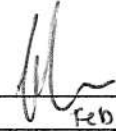
Susanne Thompson
Director of Finance



Dwayne Kalynchuk
Director of Engineering & Public Works

Report accepted and recommended by the City Manager:

Date:


Feb. 3, 2015

Purpose

The purpose of this report is to seek Council direction regarding the possibility of altering the City and CRD Sewer rate calculation method for utility billing.

Background

The City's financial sustainability policy requires that utilities should be fully financed by user fees. This allows customers to control their level of consumption and have some control over the size of user fee. The City charges its utility customers a sewer user fee to fund the City's sanitary sewer system. The City also charges a Capital Regional District (CRD) sewer fee. This fee offsets the CRD's annual requisition for operating and maintaining CRD sewer trunk mains, overseeing the Liquid Waste Management Plan and for sewage treatment and disposal. Since 2013, the CRD's requisition has been increasing significantly due to the expected costs for the CRD Sewer Treatment project¹.

Both of these fees are based solely on water meter consumption readings throughout the year. The water meter reading is multiplied by the City sewer rate and CRD sewer rate to determine the fee. Customers receive utility bills three times a year, with each bill including four months of water consumption. Customers have been separated into different reading routes. This results in the City issuing bills each month to different parts of the City. This ensures that readings and billings happen on a continuous basis. Typically, the summer billing has more water consumption due to lawn and garden watering, resulting in higher sewer fees. Many customers have expressed their concerns that it is unfair that watering results in higher sewer fees as this water does not enter the sewer system.

The component of the CRD sewer fee related to the construction of the sewer treatment plant is expected to grow by \$1.8 - \$2M (Victoria share only) per year up to and including 2017. The CRD expects the ongoing costs of the construction to be fully phased in by this point. It is unclear at this time what the sewer treatment costs would be for Victoria ratepayers if the City participated in a different sewer treatment option.

The City's sewer rate is also anticipated to increase. Rainwater inflow and infiltration is a significant problem in the City. Also, the existing system is at or near capacity in much of the downtown and City trunk mains. In 2007 a study of the section of the sewage system that drains directly to Clover Point identified \$30 million of upgrades required. Much of the work is being deferred until the location(s) of the wastewater treatment facilities are confirmed. Once the location(s) are known, an updated Master Plan will be developed.

In 2009, the City's sewer fee and the CRD sewer fee together accounted for 30% of the utility bill for a typical single family dwelling². In 2014, the City's sewer and the CRD sewer fee accounted for 45% of the utility bill and in 2017, this proportion is projected to account for approximately 55%. In response to the numerous complaints and expected increases to sewer fees, the City conducted a survey of 42 similar municipalities in BC. The full survey results can be viewed in Appendix A.

¹ The CRD has indicated that they will continue to collect in advance for a regional sewage treatment plant until other treatment plant options are implemented

² Assuming consumption of 100 units of water per year

Issues & Analysis

A review of similar BC municipalities was conducted to determine the various rate models used to bill for sewer utilities. Many municipalities have varying rate methods for commercial/industrial and residential customers. Thus a rate method survey was conducted for both residential and commercial/industrial.

The survey found that municipalities calculate sewer user fees in five main ways: (1) Fixed fees, (2) property or parcel taxes, (3) full water consumption³, (4) reduced water consumption⁴ and (5) calculated water consumption⁵. This report also analyzes a sixth option: reduced summer sewer consumption rate. Some municipalities don't have water meters installed for their customers. The results below are for municipalities that have meters installed:

Rate Method	Residential		Commercial	
Fixed Fees	8	27%	7	18%
Property or parcel taxes	3	10%	3	7%
Consumption (100%)	7	23%	14	35%
Reduced consumption (60-90%)	8	27%	12	30%
Calculated consumption	4	13%	4	10%
Total	30	100%	40	100%

Locally, Victoria is one of only 2 municipalities that bases its sewer fee on full water consumption:

Municipality	Calculation Method	Comments
Central Saanich	Reduced water consumption	
Colwood	Calculated consumption	
Highlands	Not applicable	No sewer service available
Esquimalt	Property or parcel taxes	
Langford	Reduced water consumption	
Metchosin	Not applicable	No sewer service available
North Saanich	Fixed fees	
Oak Bay	Full water consumption	Mitigating terms: garden meter consumption subtracted from consumption
Saanich	Calculated consumption	Lowest of last three consumption
Sidney	Calculated consumption	
Sooke	Property taxes or parcel taxes	
View Royal	Calculated consumption	
Victoria	Full water consumption	Mitigating terms for community gardens, urban gardens and lawn bowling clubs

³ The full water consumption rate method refers to the use of 100% of the water meter consumption reading to determine the volume of sewer discharge

⁴ The reduced water consumption rate method refers to the use of a reduced percentage of water meter consumption, such as 80%, to determine the volume of sewer discharge for all billings year round

⁵ The calculated consumption rate method refers to the use of a calculation derived from water meter consumption to determine the volume of sewer discharge; an example would be an average or annualized consumption value

Some municipalities have implemented mitigating terms in their sanitary sewer bylaws for customers who discharge significantly less sewer than water that is consumed. For instance, some customers may use water in a manufacturing process and therefore the water meter consumption (or a reduced consumption value) is not indicative of their sewer discharge.

Some examples of mitigating terms (see Appendix E for more detail):

- Readings from sewer meters are permitted
- Readings from a garden or irrigation meter are subtracted from overall consumption
- Opportunities for industrial or commercial customers to demonstrate that sewer discharge is far less than water consumption by measuring and monitoring sewer discharge with a sewer meter
- Opportunities for the Director of Engineering to review volume and use his/her discretion

For the seven municipalities that charge for residential sewer based on 100% of the water meter consumption, three have mitigating terms in their bylaw. For the 14 municipalities that charge for commercial sewer based on 100% of the water meter consumption, seven have mitigating terms in their bylaw.

Options & Impacts

Whichever rate model is selected, overall ratepayers as a whole will be paying the same amount or more toward the sewer utility and CRD sewer requisition. A new rate model would simply shift fees from some ratepayers to others. There are many variables to consider when selecting a rate model including: (1) fairness and equity, (2) accuracy, (3) administrative cost and burden, and (4) externalities and incentives. Below are the six rate model options analyzed in more detail. For a summary, please refer to Appendix E.

Option 1: Flat fee

Fairness and equity	This model is generally not viewed as fair from a user fee perspective. Fees are not based on utility use or property value. Fees are based on property classification and/or number of dwelling units.
Accuracy	Flat fees are not indicative of actual usage.
Administrative cost and burden	This rate model is administratively simple and would result in no incremental cost to the City. While this method is simpler to administer, it would likely result in more complaints since the model is not indicative of actual usage.
Externalities and incentives	Ratepayers would have no rate incentive to conserve water. The City's financial sustainability policy requires that utilities should be fully financed by user fees. This allows customers to control their level of consumption and have some control over the size of user fee.

Option 2: Property and/or parcel taxes

Fairness and equity	This model is generally not viewed as fair from a user fee perspective because it is not based on actual usage of the utility.
Accuracy	Property value is not indicative of actual usage.
Administrative cost and burden	This rate model is administratively simple and would result in no incremental cost to the City. While this method is simpler to administer, it would likely result in more complaints since the model is not indicative of actual usage.
Externalities and incentives	Ratepayers would have no rate incentive to conserve water. The City's financial sustainability policy requires that utilities should be fully financed by user fees. This allows customers to control their level of consumption and have some control over the size of user fee.

Option 3: Full water consumption (status quo)

Fairness and equity	This model is generally viewed as fairer than property taxes but less fair than the calculated consumption models.
Accuracy	This model is somewhat indicative of actual sewer discharge but can be inaccurate in lawn and garden watering months and with certain industrial and commercial customers.
Administrative cost and burden	Consumption values require no further calculation and thus this model is administratively simpler than calculated consumption. There will be no incremental cost to remaining with this rate model.
Externalities and incentives	There is a greater incentive to conserve water in this model than any other rate model. This results in ratepayers choosing to use less water for outdoor watering.

Option 4: Reduced water consumption (for all billings)

Fairness and equity	This rate model is sometimes viewed as more equitable than the water consumption model and less equitable than the calculated consumption model. However, there would be no actual shift in burden from one ratepayer to another since this model is not based on actual discharge.
Accuracy	Reducing the sewer consumption to a flat percentage may be more indicative of actual annual flows. For instance, it may be true that the City's average sewer discharge is 80% of the water consumption. But moving to this model would require an increased in sewer fees of approximately 25% to generate the required revenue. This would result in no shift of the fee burden distribution among ratepayers.
Administrative cost and burden	This rate model would result in no further administrative cost or burden than the current model.
Externalities and incentives	Ratepayers would see no change to their incentive to conserve water or water their gardens. Rates would have to rise by 25% (assuming an 80% factor is used) to compensate for the reduced chargeable consumption. This may appear like there is an increased burden to the ratepayer but in reality the reduced consumption units would completely offset the rate increase. Also there would be no actual shift in burden from one ratepayer to another since this model is not based on actual discharge.

Option 5: Calculated sewer consumption

Fairness and equity	This model is commonly viewed as the most equitable model in terms of distributing sewer costs to ratepayers based on sewer discharge.
Accuracy	This model is most indicative of actual sewer discharge flows. Rates would have to rise by 8-12% (depending on method used) to compensate for the reduced chargeable consumption.
Administrative cost and burden	This model would require additional software and staffing to be implemented effectively. At this time it is unknown how much additional staffing is required. This model would also benefit from the planned meter replacement program as it will allow more timely collection of flow data.
Externalities and incentives	This model would essentially shift sewer fees from those who consume water for non-sewer purposes to those who don't. For instance, it will shift sewer fees from those who water their gardens during the summer to those who don't. Since non-summer sewer flows would be used to calculate a sewer fee, there is a reduced incentive to conserve water during summer months. Since there would be lower sewer consumption volumes, sewer rates would have to rise an estimated 8-12% to balance the utility budget.

Option 6 (recommended): Modified calculated sewer consumption (discounted summer rate)

Fairness and equity	This model is commonly viewed as the most equitable model in terms of distributing sewer costs to ratepayers based on sewer discharge.
Accuracy	This model is fairly indicative of actual sewer discharge flows. Summer consumption is approximately 30% greater than other consumption periods. If this increase is assumed to be a result of summer watering, then the sewer consumption rate should be 30% lower to compensate. The off-summer consumption rate would need to rise by 13% to \$2.33/unit and the summer consumption rate would be reduced to \$1.61/unit. This would result in the same municipal revenues as the current rate model.
Administrative cost and burden	This rate model would result in no material administrative cost or burden than the current model.
Externalities and incentives	This model would essentially shift sewer fees from those who consume water for non-sewer purposes to those who don't. For instance, it will shift sewer fees from those who water their gardens during the summer to those who don't. This would result in a reduced incentive to conserve waters since summer fees would be calculated using a discounted rate.

An additional option would be to provide ratepayers with mitigating terms in the bylaw. Terms could allow the Director of Engineering at his discretion to vary consumption calculations for accounts with large discrepancies between the volume of water consumed and the volume of sewer discharged.

Changing the rate calculation model may result in shifting user fees from one segment of the ratepayer population to another segment. Each model balances competing principles. For instance, one model may discourage garden and lawn watering while encouraging water conservation. Thus, there will be widely varying opinions on what is the most appropriate and fair option.

A modified calculated consumption option (Option 6 in Appendix E) is recommended because it addresses customer's concerns regarding equity and fairness without adding any additional financial cost to the overall ratepayer pool. The City's analysis found that summer consumption is approximately 30% higher than non-summer consumption. This increased consumption can generally be attributed to summer watering. Therefore a 30% lower summer rate would result in a sewer fee that was more indicative of actual sewer discharge. This option would require a 13% increase (\$2.06 to \$2.33) for the rate during October – May and a 20% decrease to the rate during June – September (2.06 to \$1.61). If Council approves the proposed meter replacement program in the 2015 financial plan, the City will have greater ability to monitor consumption during specific timeframes. This would allow billing to become more indicative of actual sewer discharge.

A discounted summer sewer rate model fails to address the concerns of customers who use water during the manufacturing process. Therefore it is recommended that staff explore further options that would allow the Director of Engineering to vary the rate model where it can be demonstrated that the sewer discharge is significantly less than water consumption.

Recommendations

1. That Council direct staff to draft amendments to the Sanitary Sewer and Stormwater Utilities Bylaw for Council's consideration so that sewer rates are 30% lower during the months of June through September.
2. That Council direct staff to explore possible amendments to the Sewer and Stormwater Utilities Bylaw that would allow the Director of Engineering to vary the rate model where it can be demonstrated that the sewer discharge is significantly less than water consumption.

Appendix A: Full Residential Survey Results

Municipality	Do they have metered accounts?	Sewer volume measurement method	Permitted to use a Sewer Meter or other mitigation?	General Rate Category	Other comments
Abbotsford	Yes	90% water consumption	Yes	Reduced consumption	
Campbell River	Yes	100% water consumption	Yes	Full water consumption	
Central Saanich	Yes	80% for Jan - Apr billing	No	Reduced consumption	Minimum amount billed
Chilliwack	Yes	90% water consumption	No	Reduced consumption	
Colwood	Yes	Annualized winter consumption	No	Winter consumption	
Coquitlam	No	N/A	N/A	Taxes/Parcel	
Cranbrook	Yes	100% water consumption	No	Full water consumption	Flat fee for non-metered accounts
Delta	Yes	80% water consumption	Yes	Reduced consumption	
Duncan	No	N/A	No	Fixed	
Highlands	Yes	N/A	N/A	Taxes/Parcel	CRD provides water and water meters
Esquimalt	Yes	N/A	N/A	Taxes/Parcel	City of Victoria provides water and water meters
Kamloops	No	N/A	N/A	Fixed	
Kelowna	No	N/A	N/A	Fixed	
Ladysmith	No	N/A	N/A	Fixed	
Lake Cowichan	Yes	N/A	N/A	Fixed	If it exceeds a threshold they are charged an additional consumption fee at 80%
Langford	Yes	Annualized winter consumption	No	Reduced consumption	CRD on taxes; contracted to corix
Langley (City)	Yes	80% water consumption	No	Reduced consumption	
Langley (Township)	No	N/A	N/A	Fixed	
Maple Ridge	No	N/A	N/A	Fixed	
Merritt	Yes	N/A	N/A	Fixed	
Nanaimo	Yes	N/A	N/A	Fixed	Meters only for new developments
Nelson	No	N/A	N/A	Fixed	
New Westminster	No	N/A	N/A	Fixed	
North Saanich	Yes	N/A	N/A	Fixed	
North Vancouver (City)	No	N/A	N/A	Fixed	
North Vancouver (District)	Yes	100% water consumption	Yes	Full water consumption	Mitigation: sewer meter or if less than 80% discharged Treasurer can adjust
Oak Bay	Yes	60% water consumption	Yes	Full water consumption	Mitigation: no sewer charge for water that goes through garden meter
Osoyoos	Yes	80% water consumption	Yes	Reduced consumption	Mitigation: effluent flow meter
		100% water consumption if above			
Parksville	Yes	100 units	No	Fixed	+477 per cubic meter after first 100
Penticton	Yes	N/A	N/A	Fixed	
Port Alberni	Yes	N/A	N/A	Fixed	
Port Coquitlam	Yes	N/A	N/A	Fixed	
Port Moody	No	N/A	N/A	Fixed	
Powell River	No	N/A	N/A	Fixed	
Prince George	Yes	100% water consumption	No	Full water consumption	
Richmond	Yes	100% water consumption	No	Full water consumption	
Saanich	Yes	Lowest of last three billings	No	Average Consumption	
		4th quarter based on highest of			
Sidney	Yes	last three	Yes	Average Consumption	Mitigation: outside irrigation meter subtracted from consumption total
Sooke	Yes	N/A	N/A	Taxes/Parcel	
					Mitigation: manager may review volume and use a different calculation method
Surrey	Yes	80% of water consumption	Yes	Reduced consumption	
Vancouver	Yes	100% water consumption	No	Full water consumption	
View Royal	Yes	winter consumption	No	Winter Consumption	

Appendix B: Full Non-Residential Survey Results

Municipality	Do they have metered accounts?	Sewer volume measurement method	Permitted to use a Sewer Meter or other mitigation?	General Rate Category	Other comments
Abbotsford	Yes	90% water consumption	Yes	Reduced water consumption	
Campbell River	Yes	100% water consumption	Yes	Full water consumption	
Central Saanich	Yes	80% for Jan - Apr billing	No	Reduced water consumption	
Chilliwack	Yes	90% water consumption	No	Reduced water consumption	
Colwood	Yes	Annualized winter consumption	No	Average consumption	
Coquitlam	Yes	100% water consumption	Yes	Full water consumption	
Cranbrook	Yes	100% water consumption	No	Full water consumption	
Delta	Yes	80% water consumption	Yes	Reduced water consumption	
Duncan	Yes	80% water consumption	No	Reduced water consumption	
Highlands	Yes	N/A	N/A	Taxes/Parcel	CRD provides water and water meters
Esquimalt	Yes	N/A	N/A	Taxes/Parcel	City of Victoria provides water and water meters
Kamloops	Yes	varies	Yes	Reduced water consumption	Flows calculated by Public Works
Kelowna	Yes	100% water consumption	Yes	Full water consumption	Mitigation: credit meter
Ladysmith	No	N/A	N/A	Fixed	
Lake Cowichan	Yes	N/A	N/A	Fixed	If it exceeds a threshold they are charged an additional consumption fee at 80%
Langford	Yes	annualized winter consumption	No	Reduced water consumption	CRD on taxes; outsourced to corix
Langley (City)	Yes	80% water consumption	No	Reduced water consumption	
Langley (Township)	Yes	80% water consumption	Yes	Reduced water consumption	Mitigation: Director of Engineering can vary method
Maple Ridge	Yes	100% water consumption	No	Full water consumption	Fee is 57% of whatever water consumption fee is
Merritt	Yes	N/A	N/A	Fixed	All commercial customers have meters but rate is flat
Nanaimo	Yes	N/A	N/A	Fixed	
Nelson	Yes	100% water consumption	No	Full water consumption	
New Westminster	Yes	80% water consumption	No	Reduced water consumption	
North Saanich	Yes	N/A	N/A	Fixed	
North Vancouver (City)	Yes	N/A	Yes	Fixed	Mitigation: if discharge is less than 40% then they can apply for fixed rate
North Vancouver (District)	Yes	100% water consumption	Yes	Full water consumption	Mitigation: sewer meter or if less than 80% discharged Treasurer can adjust
Oak Bay	Yes	100% water consumption	Yes	Full water consumption	Mitigation: no sewer charge for water that goes through garden meter
Osoyoos	Yes	80% water consumption plus lesser of winter and summer	Yes	Reduced water consumption	mitigation is effluent flow meter
Parksville	Yes		No	Fixed	
Penticton	Yes	N/A	N/A	Fixed	
Port Alberni	Yes	100% water consumption	No	Full water consumption	
Port Coquitlam	Yes	100% water consumption	Yes	Full water consumption	Mitigation: sewer meter or if less than 75% discharged Treasurer can adjust
Port Moody	Yes	80% water consumption	Yes	Reduced water consumption	Mitigation: sewer meter or discretion of manager or 60% for institutional
Powell River	No	N/A	N/A	Fixed	
Prince George	Yes	100% water consumption	No	Full water consumption	
Richmond	Yes	100% water consumption	No	Full water consumption	
Saanich	Yes	Lowest of last three billings 4th qtr based on highest of last three	No	Average Consumption	
Sidney	Yes		Yes	Average Consumption	Mitigation: outside irrigation meter deducted from overall consumption
Sooke	Yes	N/A	N/A	Taxes/Parcel	
Surrey	Yes	80% water consumption	Yes	Reduced water consumption	Mitigation: manager may review volume and use a different calculation method
Vancouver	Yes	100% water consumption	No	Full water consumption	
View Royal	Yes	winter consumption	No	Winter Consumption	

Appendix C: Residential Survey Results for Municipalities with meters installed

Municipality	Do they have metered accounts?	Sewer volume measurement method	Permitted to use a Sewer Meter or other mitigation?	General Rate Category
1 Abbotsford	Yes	90% water consumption	Yes	Reduced consumption
2 Campbell River Central	Yes	100% water consumption	Yes	Full water consumption
3 Saanich	Yes	80% for Jan - Apr billing	No	Reduced consumption
4 Chilliwack	Yes	90% water consumption	No	Reduced consumption
5 Colwood	Yes	Annualized winter consumption	No	Winter consumption
6 Cranbrook	Yes	100% water consumption	No	Full water consumption
7 Delta	Yes	80% water consumption	Yes	Reduced consumption
8 Highlands	Yes	N/A	N/A	Taxes/Parcel
9 Esquimalt	Yes	N/A	N/A	Taxes/Parcel
10 Lake Cowichan	Yes	N/A	N/A	Fixed
11 Langford	Yes	Annualized winter consumption	No	Reduced consumption
12 Langley (City)	Yes	80% water consumption	No	Reduced consumption
13 Merritt	Yes	N/A	N/A	Fixed
14 Nanaimo	Yes	N/A	N/A	Fixed
15 North Saanich North Vancouver	Yes	N/A	N/A	Fixed
16 (District)	Yes	100% water consumption	Yes	Full water consumption
17 Oak Bay	Yes	60% water consumption	Yes	Full water consumption
18 Osoyoos	Yes	80% water consumption	Yes	Reduced consumption
19 Parksville	Yes	100% water consumption if above 100 units	No	Fixed
20 Penticton	Yes	N/A	N/A	Fixed
21 Port Alberni	Yes	N/A	N/A	Fixed
22 Port Coquitlam	Yes	N/A	N/A	Fixed
23 Prince George	Yes	100% water consumption	No	Full water consumption
24 Richmond	Yes	100% water consumption	No	Full water consumption
25 Saanich	Yes	Lowest of last three billings 4th quarter based on highest of last three	No	Average Consumption
26 Sidney	Yes		Yes	Average Consumption
27 Sooke	Yes	N/A	N/A	Taxes/Parcel
28 Surrey	Yes	80% of water consumption	Yes	Reduced consumption
29 Vancouver	Yes	100% water consumption	No	Full water consumption
30 View Royal	Yes	winter consumption	No	Winter Consumption
Fixed		8	26.67%	
Taxes/Parcel		3	10.00%	
Full consumption		7	23.33%	
Reduced Consumption		8	26.67%	
Calculated Consumption		4	13.33%	
		30	100.00%	

Appendix D: Non-Residential Survey Results for Municipalities with meters installed

Municipality	Do they have metered accounts?	Sewer volume measurement method	Permitted to use a Sewer Meter or other mitigation?	General Rate Category
1 Abbotsford	Yes	90% water consumption	Yes	Reduced water consumption
2 Campbell River	Yes	100% water consumption	Yes	Full water consumption
3 Central Saanich	Yes	80% for Jan - Apr billing	No	Reduced water consumption
4 Chilliwack	Yes	90% water consumption	No	Reduced water consumption
5 Colwood	Yes	Annualized winter consumption	No	Average consumption
6 Coquitlam	Yes	100% water consumption	Yes	Full water consumption
7 Cranbrook	Yes	100% water consumption	No	Full water consumption
8 Delta	Yes	80% water consumption	Yes	Reduced water consumption
9 Duncan	Yes	80% water consumption	No	Reduced water consumption
10 Highlands	Yes	N/A	N/A	Taxes/Parcel
11 Esquimalt	Yes	N/A	N/A	Taxes/Parcel
12 Kamloops	Yes	varies	Yes	Reduced water consumption
13 Kelowna	Yes	100% water consumption	Yes	Full water consumption
14 Lake Cowichan	Yes	N/A	N/A	Fixed
15 Langford	Yes	annualized winter consumption	No	Reduced water consumption
16 Langley (City)	Yes	80% water consumption	No	Reduced water consumption
17 Langley (Township)	Yes	80% water consumption	Yes	Reduced water consumption
18 Maple Ridge	Yes	100% water consumption	No	Full water consumption
19 Merritt	Yes	N/A	N/A	Fixed
20 Nanaimo	Yes	N/A	N/A	Fixed
21 Nelson	Yes	100% water consumption	No	Full water consumption
22 New Westminster	Yes	80% water consumption	No	Reduced water consumption
23 North Saanich	Yes	N/A	N/A	Fixed
24 North Vancouver (City)	Yes	N/A	Yes	Fixed
North Vancouver				
25 (District)	Yes	100% water consumption	Yes	Full water consumption
26 Oak Bay	Yes	100% water consumption	Yes	Full water consumption
27 Osoyoos	Yes	80% water consumption	Yes	Reduced water consumption
28 Parksville	Yes	plus lesser of winter and summer	No	Fixed
29 Penticton	Yes	N/A	N/A	Fixed
30 Port Alberni	Yes	100% water consumption	No	Full water consumption
31 Port Coquitlam	Yes	100% water consumption	Yes	Full water consumption
32 Port Moody	Yes	80% water consumption	Yes	Reduced water consumption
33 Prince George	Yes	100% water consumption	No	Full water consumption
34 Richmond	Yes	100% water consumption	No	Full water consumption
35 Saanich	Yes	Lowest of last three billings	No	Average Consumption
		4th qtr based on highest of last		
36 Sidney	Yes	three	Yes	Average Consumption
37 Sooke	Yes	N/A	N/A	Taxes/Parcel
38 Surrey	Yes	80% water consumption	Yes	Reduced water consumption
39 Vancouver	Yes	100% water consumption	No	Full water consumption
40 View Royal	Yes	winter consumption	No	Winter Consumption
Fixed		7		17.50%
Taxes/Parcel		3		7.50%
Consumption		14		35.00%
Reduced Consumption		12		30.00%
Calculated Consumption		4		10.00%
		40		100.00%

Appendix E: Cost/Benefit Analysis

Option	Incremental Costs	Equity (user pay)	Incremental Administrative burden	Water conservation	Garden watering	Sewer Rate Increase?
1: Flat Fee	\$0	Somewhat equitable	None	No rate incentive to conserve	Neutral	N/A
2: Property Tax	\$0	Not equitable	None	No rate incentive to conserve	Neutral	Property tax increase
3: Full water consumption (status quo)	\$0	Fairly equitable	None	High rate incentive to conserve	High incentive not to water	No
4: Reduced consumption	\$0	Fairly equitable	None	High rate incentive to conserve	High incentive not to water	Yes + 25%
5: Calculated consumption	Additional staffing and software TBD ⁶	Most Equitable	Additional staffing	Moderate rate incentive to conserve	Moderate incentive not to water	Yes + 8-13%
6: Modified calculated consumption (discounted summer sewer rate)	\$0	Most Equitable	None	Moderate rate incentive to conserve	Moderate rate incentive not to water	Yes + 13% for off-summer months and -20% for summer months
Mitigating Terms in Bylaw						
• Irrigation/sewer/garden meters	Additional Staffing required TBD	Most Equitable	Additional meter read staff TBD	Moderate financial incentive to conserve	Moderate incentive not to water	Yes + TBD
• Allow Director to vary rate calculation if actual flows differ significantly ⁷	TBD	Fairly equitable but not to garden watering	TBD	Moderate financial incentive to conserve	High incentive not to water	TBD

⁶ To be determined, more analysis required

⁷ Assumes that garden watering consumption would not cause a large enough difference for a rate variation



Governance and Priorities Committee Report

For the February 12, 2015 Meeting

To: Governance and Priorities Committee **Date:** February 2, 2015
From: Dwayne Kalynchuk, Director of Engineering and Public Works
Subject: Waterworks Connection Charges

Executive Summary

The purpose of this report is to recommend approval of revisions to waterworks connection charges to ensure full cost recovery for these services.

Waterworks connection charges provide funding to install water connections on the city street between the water main and the building plumbing systems and are required for all new development.

The waterworks connection charges are based on a user pay system and are intended to be revenue neutral at the end of each fiscal year. The last increase to these charges was made in March 2005. Based on the most recent review of the actual costs incurred by the City, it was found that connection charges currently do not fully recover costs, thus staff recommend Council revise the bylaw. Costs for many of these services have increased due to various market conditions including increased equipment, material and labour costs.

Recommendations:

- That Council approve Option 1 where the waterworks connection charges for the City of Victoria, which also encompasses the water services for Township of Esquimalt, identified under Schedules A and B - Waterworks Bylaw 07-030, be revised, as per Table 1, herein.
- That an annual review of water connection charges occurs each year, with a report to Council, timed with the annual water utility rate review.

Respectfully submitted,

Jas Paul, Acting Assistant
Director of Underground
Utilities and Facilities

Susanne Thompson
Director of Finance

Dwayne Kalynchuk, P.Eng.
Director
Engineering and Public Works

Report accepted and recommended by the City Manager:

Date:

Feb. 5, 2015

Purpose

The purpose of this report is to recommend approval of revisions to waterworks connection charges to ensure full cost recovery for these services.

Background

Waterworks connection charges provide funding to install water connections on the city street between the water main and the building plumbing systems and are required for all new development.

Water connection charges, which also encompass water services for the Township of Esquimalt, are identified in Waterworks Bylaw No. 07-030. The waterworks connection charges are based on a user pay model and are intended to be revenue neutral at the end of each fiscal year. The last increase to these charges was made in March 2005. Prior to that, costs were increased in July 2001.

To ensure quality control, waterworks connections and related services are installed by City staff. This provides greater assurance that existing infrastructure will be protected and reinstated appropriately, water quality will be maintained and that service disruptions will be minimized. City staff that are responsible for maintenance and operation of the water system are all certified in accordance with the Drinking Water Protection Act.

Work that is completed when new water connections are installed contribute significantly to the renewal of City assets reduces deferred maintenance. This includes replacement of water piping, water meters and underground chambers. Renewal of street surfaces is also incidental to this work as road excavations are re-paved and concrete sidewalks are replaced. Funding shortfalls for water connection charges are covered by water utility capital funds.

Based on the most recent review of actual costs incurred by the City, it was found that current water connection charges in Bylaw No. 07-030 do not fully recover costs. Costs for many of these services have increased due to various market conditions including increased equipment, material and labour costs. While the funding shortfall was found to be significant (\$12,701 in 2012, \$297,800 for 2013 and \$356,800 for 2014), these values are not entirely subsidies to applicants as there are several other factor that have contributed to the shortfall. The review found that current practices do not separate costs for additional works that are over-and-above what is fair to charge applicants. This includes charges for additional infrastructure restoration such as pavement/sidewalk repairs, unforeseen ground conditions and existing utility conflicts.

Most of the water connection fees are currently "fixed fee" charges. These charges were originally determined by reviewing the average actual cost of providing the service. Costs and charges for services can also be administered on an "at cost" basis. *At cost* charges are based on the actual amount expended by the City for labour, equipment and materials, plus any administration charges prescribed in Schedules A and B - Waterworks Bylaw 07-030.

At cost charges are currently applied to the larger sized, complex connections. For services installed *at cost*, staff will review the details of the proposal and prepare a cost estimate. The applicant is then required to pay the estimated cost before work starts. At the conclusion of the work, if the actual cost of the work is less the estimated cost, the City is required to refund the difference. Alternatively, if the actual cost exceeds the estimated cost then the applicant is required to pay the difference to the City. Work that is completed *at cost* is also monitored by staff during construction and appropriate allocation of costs occurs for unforeseen conditions.

Issues & Analysis

A recent review of the actual costs incurred for installing service connections concluded that the fixed fee charges need to be increased. In addition, it was found that considerable variability exists in the costs for most of the larger and complex service connections. This is primarily due to the varying site conditions that are apparent in servicing larger developments. Specifically, in siting and constructing larger service lines and water meter chambers. All of these sites are unique with varying underground conditions, lengths of service installation and restoration of above ground infrastructure. To address these variable conditions and to provide greater equity to customers and developers it is recommended that all services greater in size than 25mm be revised to *at cost* charges.

The review also found that charges for disconnection of old water services were not identified in the bylaw. For developments where an existing water service exists, and a new location is proposed there are costs to the City in disconnecting and capping the old service. A new charge is recommended for these services. A listing of waterworks charges is presented in Table 1 with the proposed revisions recommended for approval.

Table 1 *Current and proposed waterworks connection charges*

Size of Connection or Meter	Number of services (2013 & 2014)	Current Fee	Recommended New Fee
18 mm	29	\$2,900.00	\$4,300.00
25 mm	92	3,480.00	4,500.00
40 mm	11	4,870.00	at cost
50 mm	17	5,800.00	at cost
75 mm	0	8,120.00	at cost
100 mm	11	8,930.00	at cost
150 mm	2	at cost	at cost
200 mm	0	at cost	at cost
For duplexes only, 2-18mm (in the same trench)	8	3,130.00	at cost
For duplexes only, 2-25mm (in the same trench) NEW		-	at cost
Cap water service (12mm to 25mm) NEW		-	1,000.00
Cap water service (40mm and greater) NEW		-	at cost
100 mm fire line	10	7,770.00	at cost
150 mm fire line	10	8,240.00	at cost
200 mm and greater	0	at cost	at cost
New fire hydrants that are installed at the request of an applicant	9	4760.00	at cost

The proposed charges will only have a fixed fee for 18mm and 25mm size services, which covers most standard single-family requirements. All connections 40mm and greater are proposed to be completed *at cost*. This is generally consistent with our neighbouring municipalities. The District of Saanich has a fixed fee for 18mm connections and charges *at cost* for larger sizes. The District of Oak Bay has fixed fees for 18, 25 and 40mm and charges *at cost* for larger sizes.

The recommended new fixed fees for 18mm and 25mm services were developed by reviewing data for recent installations and determining the average actual cost.

Options & Impacts

There are two options available to Council:

1. Revise connection charges.

The revisions to the connection charges as outlined in Table 1 would ensure that full cost recovery is provided for development related works. With the revisions of the larger size connections to at cost there will also be greater equity to customers and developers as the variability of their costs will be charged respectively. Water connection charges will also be monitored by staff to ensure that an appropriate allocation of costs occurs for unforeseen conditions and that those charges are tracked.

2. Maintain current connection charges or approve charges lower than proposed.

The impact of maintaining current connection charges would be that all work completed at fixed rates will result in a deficit of funding. The deficit would be balanced by funding from the Water Utility. This option will not result in a user pay model. Water Utility services related to maintenance and capital improvements will be reduced to accommodate the available budget.

Recommendations:

- That Council approve Option 1 where the waterworks connection charges for the City of Victoria, which also encompasses the water services for Township of Esquimalt, identified under Schedules A and B - Waterworks Bylaw 07-030, be revised, as per Table 1, herein.
- That an annual review of water connection charges occurs each year, with a report to Council, timed with the annual water utility rate review.



Governance and Priorities Committee Report

For the February 12, 2015 Meeting

To: Governance and Priorities Committee **Date:** February 3, 2015
From: Jas Paul, A/Assistant Director of Underground Utilities and Facilities
Subject: Wastewater Treatment Update

Executive Summary

The purpose of this report is to update Council on the work to explore local wastewater treatment options and the formation of the Capital Regional District (CRD) - Eastside Wastewater Treatment and Resource Recovery Select Committee (Eastside Committee). Staff are seeking Council direction on the role/direction of Victoria staff given the new CRD Eastside Committee.

Council directed staff in June 2014 to explore local wastewater options as regional progress had paused through the CRD. Since then staff have provided the following reports to the Governance and Priorities Committee:

- August 28, 2014 Workplan for Review of Wastewater Treatment
- October 23, 2014 Public Engagement Approach on Wastewater Treatment
- December 18, 2014 Exploring Local Wastewater Treatment Options – Update Report

On January 7, 2015, the CRD Core Area Liquid Waste Management Plan Committee approved the formation of a subcommittee for Saanich, Victoria and Oak Bay (Eastside Committee) participants. With formation of the Eastside Committee there is a duplication in effort with work underway by the City of Victoria to explore sub-regional options for wastewater treatment.

With the CRD's authority through Letters Patent, sewer collection and disposal functions are by regulatory default their responsibility. The CRD is required to comply with its CALWP and with the federal and provincial regulations for implementation of sewage treatment. Senior government funding agreements are also tied to an approved CALWMP. Since the technical and public engagement work that is ultimately completed by the Eastside Committee could form the basis for an amendment to the CALWMP there is now another option moving forward.

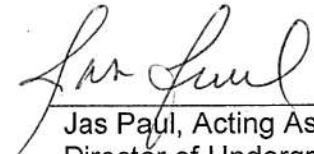
This is a similar model to Westside municipalities, Colwood, Esquimalt, Langford, View Royal and Songhees First Nation, have formed. The Westside Committee is in place to evaluate options and develop a sub-regional wastewater treatment and resource recovery plan. The Westside Committee reports to the CALWMC and is supported by CRD staff, Westside staff, consultants and a technical working group.

Staff are seeking Council direction as continuing to support two processes - a local Victoria option and a sub-regional option through the CRD - would duplicate efforts and resources and could confuse the public.

Recommendations:

1. Council directs staff to conclude work on the City's independent review of wastewater treatment solutions including development of a public engagement strategy. Further, that work completed to date by the City is shared with the Eastside Committee.
2. Council directs staff to participate, in an advisory role, on the Eastside Committee Staff Working Group including in public engagement elements or as needed.
3. Council directs staff to continue identification of potential sites, for a range of treatment options in the City of Victoria working closely with CRD staff and the Eastside Select Committee.

Respectfully submitted,


Jas Paul, Acting Assistant
Director of Underground
Utilities and Facilities


Katie Hamilton
Director
Citizen Engagement and
Strategic Planning

Report accepted and recommended by the City Manager:



Date: Feb. 5, 2015

Purpose

The purpose of this report is to update Council on the work to explore local wastewater treatment options and the formation of the Capital Regional District (CRD) - Eastside Wastewater Treatment and Resource Recovery Select Committee (Eastside Committee). Staff are seeking Council direction on the role/direction of Victoria staff given the new CRD Eastside Committee.

Background

On June 6, 2014, following discussion, the Governance and Priorities Committee (GPC) members made the following motion:

Be It Resolved that the City Manager be directed to provide to Council, on a priority basis, information regarding the implications, including both risks and opportunities, for the City of Victoria in proceeding with one or more, local liquid waste treatment facilities, which does not preclude the potential for future inter-municipal agreements.

On August 28, 2014, GPC considered a report that presented a work plan for completing the tasks necessary for this review. After discussion, the following motion was passed:

1. That City Council authorize staff to proceed with a three-phase business case,
 - In which Phase 1 is to:
 - a. Identify legally available options for governance under existing legislation.
 - In which Phase 2 is to:
 - a. Explore feasible sites for a Victoria-only system with one, two or more plants, and for a system cooperating with Saanich and/or Oak Bay.
 - b. Identify any legal constraints for the use of sites.
 - c. Initiate discussions with owners of sites that appear to be feasible based upon availability and costs.
 - d. Initiate discussions with Esquimalt with regards to Esquimalt's proposal to treat Victoria West sewage in their proposed Town Centre Plant.
 - e. Change the deadline for the initial report on Phase 2 to October 2014.
 - In which Phase 3 is to:
 - a. Conduct business case and provide preliminary cost estimates for various options.
2. That City Council direct staff to develop a public engagement strategy for Council consideration in September
3. That Phase 1 is expedited so as to allow City staff to include the results of its research of the Capital Regional District (CRD) Core Area Liquid Waste Management Plan (CALWMP) Sub-regional Planning and Costing Study
4. That the project be funded out of the Sewer Utility Equipment and Infrastructure Reserve in an amount not to exceed \$210,000; and
5. That staff fully participate with the CRD CALWMP Sub-Regional Planning and Cost Study.

On October 23, 2014, GPC considered a report regarding a public engagement approach for the review of sewage treatment options and provided a brief update on work done to date. After discussion, the following motion was passed:

1. Approve process map and public engagement approach for exploring local options for sewage treatment and resource recovery options.
2. Direct staff to update Council in January 2015 with:
 - a) A detailed public engagement strategy; and
 - b) A summary of technical information gathered.

3. *That the Mayor write a letter to the CRD, the Provincial Government and the Federal Government that clearly communicates the City's resolution in support of sewage treatment and resource recovery, and steps for moving forward.*

On December 18, 2014, GPC received a report for information updating Council on the work to explore local wastewater treatment options. Council was provided with a presentation that outlined options, public engagement and the governance work required to move forward with a local wastewater treatment function. After discussion, the following motion was passed:

1. *That Staff be directed to report on options for the location of waste-water treatment facilities within the City of Victoria, based on criteria including availability of land, opportunities for resource recovery, conveyance costs to/from existing infrastructure, and consistency with the Zoning Regulation Bylaw and Official Community Plan.*
2. *That the City work with the District of Saanich, District of Oak Bay and Capital Regional District to develop terms of reference for an East Side Sub-Committee of the Core Area Liquid Waste Management Committee, to develop options for waste-water treatment facilities in the City of Victoria, District of Saanich and District of Oak Bay alongside the evaluation of options involving the seven participating municipalities in the Core Area Liquid Waste Management Service and the Songhees and Esquimalt Nations.*
3. *That the public participation plan continue to be advanced as planned and come back to Council for consideration at the January 22, 2015 meeting.*

Issues & Analysis

Westside Select Committee

Westside participants (Colwood, Esquimalt, Langford, View Royal and Songhees First Nation) have formed the Westside Wastewater and Resource Recovery Select Committee (Westside Committee) to evaluate options and develop a sub-regional wastewater treatment and resource recovery plan. The Westside Committee reports to the Core Area Liquid Waste Management Committee (CALWMC) and is supported by CRD staff, Westside staff, consultants and a technical working group.

The goal of the Westside Committee is to produce a conceptual plan for wastewater treatment and resource recovery for Westside participants that optimizes existing infrastructure, is developed in a collaborative manner with the other core area municipalities, is environmentally sound and maximizes value while meeting the unique needs of the Westside. Consultants engaged by the Westside participants anticipate that a conceptual plan will be brought forward by March 31, 2015. The first meeting of the Westside Committee took place on October 23, 2014. The Westside Committee has started an engagement program with Westside residents.

Eastside Select Committee

On January 7, 2015, the CRD Core Area Liquid Waste Management Committee approved the formation of a subcommittee for Saanich, Victoria and Oak Bay (Eastside Committee) to evaluate options and develop a subregional wastewater treatment and resource recovery plan as part of the Core Area Liquid Waste Management Plan.

The first meeting of the Eastside Committee took place on January 27, 2015. Victoria Mayor Lisa Helps was elected as chairwoman and Saanich Councillor Vic Derman was elected as vice-chairman. The Terms of Reference for the Eastside Committee were reviewed at this meeting and adopted with amendments.

With the formation of the Westside and Eastside Committees the plans proposed by each committee could form the basis for an amendment to the CALWMP.

The project framework and project governance for the Eastside Committee is still under review.

Potential sites within the City of Victoria

On October 23, 2014, Council approved a process outlining how technical information and public input would be gathered to inform Council decision-making on potential local options for sewage treatment. Based on the City's Core Values for Public Participation, the process involved engaging the Victoria community early in the process and allowed for input prior to discussions on a potential site(s) or technology being considered. With greater understanding of the public's awareness and values, there would be opportunity for the public input to guide the framework for siting and technologies to be considered.

The December 18, 2014 Council provided direction to bring forward potential sites for consideration now, prior to increased public involvement. This direction could impact the engagement objectives and approach outlined. The engagement objectives approved by Council are noted below:

- Focus on public information and education to facilitate public understanding and engagement prior to decision-making.
- Raise awareness of City's support for sewage treatment and intention to explore local options, and facility(s) located in Victoria.
- Solicit input on values and attitudes as it relates to sewage treatment options prior to decision-making on options or sites.
- Ensure meaningful outreach to those affected or potentially affected by sewage treatment decisions: 16,000 utility customers, potential neighbours, early and throughout process.
- Build community capacity and understanding by engaging stakeholder groups in process and creating opportunities to provide input.

There is strategic risk that by outlining potential sites prior to soliciting input on community values for considering sites and technology, the community could feel surprised or feel excluded from the decision-making. There is also a strong likelihood that the specific sites will become the focus of community input and reaction, which could make further engagement challenging from the outset.

In reviewing what the CRD's Westside Committee have commenced public engagement with, the processes are extremely similar to plans developed to date by the City. This includes a focus on public education, clear information and meaningful opportunities for the public to learn more and provide input early in the process. The Westside Committee is not including potential sites in their engagement approach at this time.

Options & Impacts

With formation of the Eastside Committee there would be a significant duplication in effort and staff resources should the City of Victoria continue to explore local options for wastewater treatment. This specifically includes the planning review, development of technical information, public engagement and review of wastewater technologies. Continuing with two processes also has potential to confuse the public.

Up until formation of the Eastside Committee, City staff have been working with Urban Systems and Kerr Wood Leidal in preparation for the public engagement in the first quarter of 2015. Staff have since asked the consultants to pause any further work pending direction from Council. The City can end work with the consultants at any time and all invoices have been paid for work to date. The work completed by the consultants can be provided to the Eastside Committee.

With the CRD's authority through Letters Patent, sewer collection and disposal functions are by regulatory default their responsibility. The CRD is required to comply with its CALWP and with the federal and provincial regulations for implementation of sewage treatment. Senior government funding agreements are tied to an approved CALWMP. Since the work that is ultimately completed by the Eastside Committee could form the basis for an amendment to the CALWMP this is the preferred option moving forward.

From a staff perspective, supporting the Eastside Committee will require staff involvement and advice from Engineering, Citizen Engagement and Sustainable Planning and Community Development departments. It is recommended that staff be directed to support efforts by the CRD and Eastside Committee and pause work on exploring local options.

Recommendations

1. Council directs staff to conclude work on the City's independent review of wastewater treatment solutions including development of a public engagement strategy. Further, that work completed to date by the City is shared with the Eastside Committee.
2. Council directs staff to participate, in an advisory role, on the Eastside Committee Staff Working Group including in public engagement elements or as needed.
3. Council directs staff to continue identification of potential sites, for a range of treatment options in the City of Victoria working closely with CRD staff and the Eastside Select Committee.

Alternate Options:

1. Continue with the City's independent review of wastewater treatment solutions including development of a public engagement strategy. Report back to Council on staffing and resource implications.

Terms of Reference

CRD

EASTSIDE WASTEWATER TREATMENT AND RESOURCE RECOVERY SELECT COMMITTEE

PREAMBLE

The Capital Regional District (CRD) Eastside Wastewater Treatment and Resource Recovery Select Committee is a select committee established by the CRD Board and will report to the Board through the Core Area Liquid Waste Management Committee (CALWMC) regarding a sub-regional wastewater treatment and resource recovery plan.

The Committee's official name is to be:

Eastside Wastewater Treatment and Resource Recovery Select Committee

1.0 PURPOSE

The mandate of the committee is to:

- evaluate options and develop a conceptual plan for a wastewater treatment and resource recovery plan for participating jurisdictions
 - the conceptual plan will:
 - optimize existing infrastructure, where practical
 - be developed in a collaborative manner with the participants
 - be environmentally sound
 - decisions will be based on the best business case scenario that maximizes benefit to the best value for taxpayers
 - meet the unique needs of the Eastside in a proactive and timely way
 - the process will be efficient and cost effective
 - form the basis for an amendment to the Core Area Liquid Waste Management Plan (CALWMP)
- engage and consult with Eastside residents

The Committee will also:

- consider the results of work done by individual councils as instructed by those Councils
- report any work done by the Committee to the affected municipality

The Committee is tasked with working with the Westside committee and Westside municipalities to explore potential common facilities and use of current CRD assets.

2.0 ESTABLISHMENT AND AUTHORITY

- The Chair and Vice Chair will be elected from among its membership;
- The Committee will report its findings to the Board for consideration through the Core Area Liquid Waste Management Committee (CALWMC); and

- The Committee will continue until it has made its final report to the Board.

3.0 COMPOSITION

- The membership is comprised of the designated number of representatives from each of the following municipalities that are participants in the Core Area Liquid Waste Management Plan:
 - Oak Bay (1)
 - Saanich (5)
 - Victoria (4)
- The alternate representative shall be the appointed CRD Alternate Director and is invited to participate at all open and closed committee meetings. Voting privileges can only be exercised in the absence of the designated representative.

4.0 PROCEDURES

- The CRD Board Procedures Bylaw will apply;
- The committee shall meet as required at the call of the Chair at least once monthly;
- Meetings will be held in the Boardroom at CRD Headquarters, 625 Fisgard Street;
- All meetings will be open to the public and may only be closed in accordance with s. 90 of the *Community Charter*;
- All open meetings will be webcast;
- Any in camera information to be shared with the Westside committee or affected municipalities shall be authorized only by way of a resolution;
 - the CALWMC and Board shall be kept apprised of the in camera information that has been shared
- The agenda will be finalized in consultation between CRD staff and the Committee Chair and any committee member may make a request to the Chair to place a matter on the agenda;
- With the approval of the CALWMC Chair and the Board Chair, committee matters of an urgent or time sensitive nature may be forwarded directly to the Board for consideration; and
- A quorum is a majority of the committee membership and is required to conduct committee business.

5.0 RESOURCES AND SUPPORT

- The General Manager of Parks & Environmental Services will lead the coordination and allocation of resources to the Committee;
- CRD staff, Eastside staff, consultants and the technical working group will provide support to the committee;

CRD Eastside Wastewater and Resource Recovery Select Committee

Terms of Reference

3

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- A Technical Working Group Implications Section will form part of the report to the CALWMC and the Board
 - Staff from Integrated Water Services and Parks & Environmental Services will provide primary administrative support with support from other departments as required; and
 - Minutes and agendas are prepared and distributed by the Parks & Environmental Services Department.



Governance and Priorities Committee Report

For the February 12, 2015 Meeting

To: Governance and Priorities Committee **Date:** February 4, 2015
From: Dwayne Kalynchuk, Director of Engineering and Public Works
Subject: Bastion Square Market Licence Renewal

Executive Summary

The Bastion Square Revitalization Association (BSRA) has requested renewal of its operating agreement for the Bastion Square Public Market for the next three years. The Bastion Square Public Market has been operated by the BSRA since 1993. The market operates on Wednesdays through Sundays from April to October in Bastion Square, expanding onto Langley Street on Sundays in the summer months. The market has been supported by the City since its inception. City costs are recovered from the \$3,000 annual fee charged to the BSRA.

The BSRA has not requested any substantive changes to the terms of the agreement. The format of the market is expected to remain the same over the term of the agreement.

The market has continued to successfully animate this area of the downtown in its capacity as an open air market. Staff recommend continuing this use of public space.

Recommendation

That Council authorize the Mayor and Corporate Administrator to sign a three year agreement between the City and the Bastion Square Revitalization Association for the operation of the Bastion Square Public Market.

Respectfully submitted,

A handwritten signature in blue ink, appearing to read "Dwayne Kalynchuk".

Dwayne Kalynchuk, P.Eng.
 Director of Engineering & Public Works

A handwritten signature in blue ink, appearing to read "Michael Hill".

Michael Hill
 Community Development
 Coordinator / Downtown

Report accepted and recommended by the City Manager:

 A handwritten signature in blue ink, appearing to read "Jason Johnson".

Jason Johnson

Date: Feb. 4/15

Purpose

The purpose of this report is to request Council authorize the Mayor and Corporate Administrator to sign a three year agreement between the City and the Bastion Square Revitalization Association for the operation of the Bastion Square Public Market.

Background

The Bastion Square Revitalization Association (BSRA) has requested renewal of its operating agreement for the Bastion Square Public Market for 2015 - 2017 (see letter attached).

The Bastion Square Public Market has been operated by the BSRA in Bastion Square since 1993. It was initiated to increase the vitality of the Square, and to raise funds for improvements to the area. Funds are generated through vendor fees. Several projects have been completed with these funds, including local artist Illarion Gallant's Commerce Canoe in 2008, and historical interpretation signage and banner projects in 2009.

The market operates Wednesday through Sunday from April 1 to October 15, with approximately 25 vendors located in Bastion Square from Government Street through to Wharf Street. In 2012, the Government Street market was incorporated into the Bastion Square market, bringing an additional 60 vendors to Langley Street on summer Sundays under the same market manager.

Issues & Analysis

The BSRA has not requested any substantive changes to the terms of its agreement (draft agreement attached). The format of the market is expected to remain the same. Although conflicts with other uses of this public space have been minimal to date, the status of the former Maritime Museum site is uncertain, and renovations or alternative uses of the building could affect the footprint of the market in the future – this could result in some modification of the market layout over the term of the agreement.

The market has been supported by the City since its inception and has generally operated smoothly over the last three years. Two on-street parking spaces for vendor off-loading in the mornings and a locker occupying a single parkade stall for material storage are rented from the City during the market season. City costs are recovered from the \$3,000 annual fee charged to the BSRA. BSRA Board members meet with the Downtown Coordinator annually to review issues, changes to policy, and other market-related operational concerns.

Conclusions

The market has continued to successfully animate this area of the downtown in its capacity as an open air market. The BSRA has administered the market adequately and has continued to raise funds for future improvements to the Square.

The City Solicitor has reviewed the proposed agreement. Staff recommend continuing this use of public space.

Recommendation

That Council authorize the Mayor and Corporate Administrator to sign a three year agreement between the City and the Bastion Square Revitalization Association for the operation of the Bastion Square Public Market.

Attachments: Letter of Intent from Bastion Square Revitalization Association
Licence Agreement Bastion Square Public Market



BASTION SQUARE REVITALIZATION ASSOCIATION

07 November 2014

Robert Woodland
Corporate Administrator
City of Victoria
#1 Centennial Square
Victoria, BC
V8W 1P6

Dear Robert,

Re: Letter of Intent, Bastion Square Public Market License Agreement

As you are aware, the Bastion Square Revitalization Association oversees the operation the outdoor public market in Bastion Square under the authority of license agreement with the City of Victoria. The market provides a unique venue for artisans and crafts-people to offer their wares to local and visiting public within the downtown core of Victoria. Along with commerce activity the market generates a positive experience for vendors, patrons and onlookers. The BSRA supports these efforts and works to enhance the quality and livelihood of the Square.

The current agreement with the City expired on October 1, 2014. The BSRA would like to renew the agreement and continue to operate the market in Bastion Square. Can you please advise us how you would recommend that we proceed with a renewal process? We would be happy to provide any required information and to present the request to Mayor and Council if appropriate.

We look forward to hearing from you and finalizing a new agreement in the near future.

Sincerely,

A handwritten signature in black ink, appearing to read 'Darryl Jonas'.

Darryl Jonas
President, BSRA

A handwritten signature in black ink, appearing to read 'Nancy Stewart'.

Nancy Stewart
Treasurer, BSRA

**LICENCE AGREEMENT
BASTION SQUARE PUBLIC MARKET**

This Agreement is made effective as of January 1, 2015.

BETWEEN:

THE CORPORATION OF THE CITY OF VICTORIA
1 Centennial Square
Victoria, British Columbia V8W 1P6

(the "City")

AND:

BASTION SQUARE REVITALIZATION ASSOCIATION SOCIETY (#538415)
Box 8106 Stn Central
Victoria, British Columbia V8W 3R8

(the "BSRA")

WHEREAS:

- A. The BSRA wishes to operate an outdoor public market in the Square Wednesdays through Sundays from April 1 to October 15 each year from 2015 to and including 2017 as more particularly set out in this Agreement;
- B. The City believes that the operating of the outdoor public market will benefit the community culturally, artistically and commercially;
- C. The City understands that net proceeds from the operation of the Market will be held by the City in a Fund and will be used for legacy improvements to the Square as specified in the Bastion Square Public Market Fund Agreement between the City and BSRA dated May 1, 2012; and
- D. The BSRA will be responsible for selecting Vendors and ensuring that they are treated fairly.

NOW THIS AGREEMENT WITNESSES that in consideration of the promises exchanged herein and for other good and valuable consideration, the sufficiency of which is hereby acknowledged, the parties agree as follows:

1.0 DEFINITIONS

1.1 In this Agreement,

- (a) **"Board"** means the board of directors of the BSRA;
- (b) **"Langley Street"** means that part of Langley Street shown cross-hatched in the attached Schedule A;

City ____ BSRA ____

Bastion Square Public Market Agreement 2015-2017

- (c) **“Square”** means the public area known as Bastion Square, lying between Wharf and Government Streets as shown in attached Schedule A, EXCEPT for sidewalk cafes, planters or other occupied areas, and for the purposes of this Agreement shall include Langley Street;
- (d) **“Market Manager”** means the person designated by the BSRA to administrate the operation of the Market;
- (e) **“Market”** means the “Bastion Square Public Market” outdoor public arts and crafts displays, local food products and services authorized under Section 2;
- (f) **“Vendors”** means individuals who are authorized by the BSRA to use or occupy a space, table, or booth outdoors on the Square for the purpose of selling goods or services or providing entertainment as part of the Market;
- (g) **“City”** means the Corporation of the City of Victoria and/or its staff who are authorized to represent the City in the transactions referred to in the sections below; and
- (h) **“Fund”** means the fund created pursuant to the Bastion Square Public Market Fund Agreement between the City and BSRA dated May 1, 2012.

2.0 **GRANT OF LICENCE**

- 2.1 The City grants a licence to the BSRA and the Vendors to use the Square for the purposes of operating an outdoor public arts and crafts market only in accordance with this Agreement.
- 2.2 The term of the licence is three years and it expires on December 31, 2017 unless terminated earlier pursuant to Section 12.
- 2.3 The BSRA and the Vendors have no claim to the Square or any interest in it other than as expressly permitted under this Agreement.
- 2.4 For the purposes of operating the Market, the BSRA may allow the Vendors to:
 - (a) erect temporary outdoor display stands, coverings, screens, and other related equipment in the Square;
 - (b) sell juried services, food/food products and arts and crafts which, generally, are produced locally by the vendors;
 - (c) present performing arts entertainment to market patrons; and/or
 - (d) on Sundays only, sell imported arts, crafts and clothing.
- 2.5 The BSRA will provide to the City the name of and contact information for the Market Manager and will provide to the City updated information immediately upon a change in the Market Manager.

3.0 BOARD

- 3.1 The majority of members of the Board will consist of business or property owners/managers associated with properties adjacent to the Square.
- 3.2 Minutes of BSRA Board meetings will be sent to the City within ten days following such meetings.

4.0 VENDORS

- 4.1 The BSRA will establish guidelines for Vendor selection process that is fair and transparent, and will select Vendors to participate in the Market in accordance with those guidelines.
- 4.2 A designated Board member(s) and the Society's Market Manager will meet with Vendors prior to, during and following each market season during the term. Any issues raised by the Vendors will be reported to the Board for consideration and action, if necessary.
- 4.3 The BSRA will ensure that the Market Manager is fair and respectful of Vendors' interests and issues and will maintain written and clearly defined procedures to ensure Vendors' concerns are considered and addressed in a timely manner. The BSRA will, upon receiving a request from the City, provide to the City the BSRA's procedure for handling Vendors' concerns and issues.
- 4.4 The BSRA will ensure that the type and mix of Vendors:
- (a) are consistent with the goals of the Market;
 - (b) generally include Vendors that sell locally produced goods and/or services;
 - (c) on Sundays only, may include Vendors that sell imported arts, crafts and clothing; and
 - (d) emphasize product quality and uniqueness.
- 4.5 BSRA will ensure that Vendors who are reasonably perceived by adjacent business(es) to be competing with them must be excluded from the Market or located a mutually acceptable distance from the adjacent business(es).
- 4.6 The BSRA will obtain and exhibit health, fire and any other applicable authorities' approvals at each of the Market's vending stalls where those approvals are required.

5.0 FINANCE AND ADMINISTRATION

- 5.1 The BSRA will obtain a business licence from the City at the beginning of April of each year the Market operates, and will maintain the said business licence in good standing throughout the Market's season of operation.
- 5.2 The BSRA will pay to the City an annual fee of \$3,000 per year for each year of this Agreement, payable by November 1st each year.

Bastion Square Public Market Agreement 2015-2017

- 5.3 Costs for City services required for the support of the Market will be funded through the annual fee; any exceptions are at the discretion of the City.
- 5.4 The BSRA must submit a revolving three year business plan for the Market updated each year to the satisfaction of the Director of Finance, including the identification of all market goals and the strategies and measurable outcomes for achieving them.
- 5.5 By February 21 of each year, with reference to the previous year, the BSRA will submit to the City:
- (a) a report on the success of the Market in achieving its specific goals and objectives as stated in its business plan;
 - (b) financial statements and budget-to-actual expenses; and
 - (c) net annual proceeds from the Market to be deposited in the Fund.
- 5.6 Members of the Board will meet with City staff in December of each year to review any issues, changes to policy, or other topics for discussion relating to the Market and activities of the BSRA on City property.

6.0 OPERATION

- 6.1 On each day that the Market operates, the BSRA will:
- (a) maintain the Square in a clean and sanitary condition, free of litter;
 - (b) leave the Square in the same condition that it was before the structures and equipment for the Market were erected;
 - (c) ensure pedestrian walkways and access for emergency vehicles are open;
 - (d) address any hazards posed by Market display, promotional materials or equipment;
 - (e) ensure that access to private properties is unimpeded and requests by business and property owners or their representatives are reasonably addressed;
 - (f) ensure that all materials and equipment used for the Market are not erected earlier than 7:30am nor removed later than 9:00pm, unless agreed to by the City;
 - (g) manage entertainers in the Square, ensuring there is a variety of content and that sound levels remain at a volume acceptable to surrounding businesses or consistent with requirements of the Noise Bylaw; and
 - (h) install parking meter hoods and sleeves on parking meters located on Langley Street and otherwise ensure the closure of Langley Street on Sundays and the Market's use of parking spaces on Langley Street complies with agreed policy and protocol and as directed by the City.
- 6.2 If the BSRA fails to comply with Section 6.1, the City may, in its sole discretion, take any action it deems required to satisfy those clauses, including removing any structure, object or thing from the Square.

Action by the City under Section 6.2 does not relieve BSRA from the obligation to comply with Section 6.1. The BSRA will pay to the City the costs of any action taken by the City under this Section.

City ____ BSRA ____

7.0 SCHEDULE

- 7.1 Subject to the City's right to terminate this Agreement under Section 12, the BSRA may operate the Market as follows:
- (a) in the Square (but expressly excluding Langley Street), including set-up and tear-down, ONLY between 7:30am and 9:00pm from Wednesday to Saturday from April 1 to October 1; and
 - (b) in the Square (including, for greater certainty Langley Street), including set-up and tear-down ONLY between 7:30am and 9:00pm on Sundays from April 1 to October 1.
- 7.2 Notwithstanding 7.1 or any other provision in this Agreement to the contrary, the BSRA agrees to operate the Market in compliance with the Outdoor Market Bylaw No. 93-121, including without limitation section 3 of the Outdoor Market Bylaw No. 93-121.
- 7.3 A written request to the City is required for any festival or special event sponsored by the BSRA (a) outside the times of operation specified in 7.1, and/or (b) outside the approved operating area, and/or (c) where there may be impacts to adjacent properties or public space beyond those associated with the normal operation of the Market.
- 7.4 Before January 31st of each year, the City may give notice to the BSRA if the City requires use of a portion of the Square for other activities during the normal days of operation of the Market. The City and the BSRA will identify interim alternate locations for Vendors in the vicinity of the Square on such days. After March 31st, should the City require the use of a portion of the Square, the BSRA will make reasonable efforts to accommodate this request(s) within the limitations of their contractual obligations to the Vendors.
- 7.5 Notwithstanding any provision in this Agreement to the contrary, it is understood and agreed that the Market will include Langley Street on Sundays only and that this Agreement will be interpreted in a manner consistent with the foregoing.

8.0 INFRASTRUCTURE, SUPPORT AND PRESENTATION

- 8.1 In consultation with the City, the BSRA will determine:
- (a) a design and configuration for the Market, which will enhance its character and presence;
 - (b) a seasonal signage plan to ensure effective promotion of the Market;
 - (c) operational support requirements (e.g. power, water) to be funded through the annual market fee; and
 - (d) any other infrastructure improvement options and means for their procurement.
- 8.2 The BSRA will prepare and maintain a Market layout map indicating Vendor locations and any other activities associated with the Market and its operation.

9.0 INSURANCE AND LIABILITY

- 9.1 The BSRA will maintain public liability insurance in an amount of at least \$5 million per occurrence in respect of personal injury (including death resulting therefrom) or property damage which may arise from the use of the Square by the BSRA and the Vendors for operating the Market and will include the City as an additional insured in respect of that policy of insurance. The BSRA will provide the City with a corresponding certificate of insurance within 30 days of the execution of this Agreement.
- 9.2 The BSRA will ensure that any Vendor not covered by the public liability insurance referred to in Section 9.1 will maintain their own public liability insurance.
- 9.3 It shall be the sole responsibility of the BSRA to determine what additional insurance coverage, if any, including but not limited to Worker's Compensation Insurance, is necessary and advisable for its own protection and/or to fulfill its obligations under this License. Any such additional insurance shall be maintained and provided at the sole expense of the BSRA.
- 9.4 The BSRA will indemnify and save harmless the City, its officers, employees, elected officials, agents, contractors, and representatives from and against any and all actions, claims, damages, losses, costs, and expenses or liability whatsoever, arising wholly or in part, and whether directly or indirectly, from or because of
 - (a) anything done or omitted to be done by the BSRA or a Vendor in relation to the use of the Square by the BSRA and the Vendors for operating the Market; or
 - (b) the breach, violation, or non-performance of this Agreement by the BSRA or a Vendor.

10.0 ASSIGNMENT

- 10.1 The BSRA will ensure that it and the Vendors do not transfer or assign the licence granted under section 2 without first obtaining the City's written consent, which consent may be withheld in the City's sole and absolute discretion.

11.0 NOTICE

- 11.1 For the purposes of this Agreement, notice is sufficiently given by one party to the other if the notice is written, is personally delivered or mailed with prepaid postage and is addressed to:
 - (a) BSRA at Box 8106 Stn Central, Victoria, B.C. V8W 3R8; and
 - (b) Corporate Administrator, City of Victoria #1 Centennial Square, Victoria, B.C. V8W 1P6.

12.0 SUSPENSION AND TERMINATION

- 12.1 Where the City requires access to the Square for the purpose of constructing, maintaining or repairing any road, sidewalks, pavement, utility, conduits, sanitary sewer, manholes, water mains or other municipal infrastructure, the City may upon thirty (30) days' written notice to the BSRA, require that the BSRA and the Vendors either suspend the Market or operate the Market at an alternative location as directed by the City and over such period of time as the City indicates is necessary to undertake the public works.
- 12.2 In the event of relocation under section 12.1, the City shall not be responsible for any loss, costs or damages incurred by the BSRA or the Vendors as a result of such suspension or relocation.
- 12.3 In the event of an emergency that renders the provision of notice to BSRA or the Vendors impractical, the City may suspend the Agreement without notice.
- 12.4 The City may terminate this Agreement:
 - (a) if the BSRA fails to comply with a provision of this Agreement and any such default is not cured within five (5) days of written notice by the City to do so (provided, however, if such default cannot reasonably be so cured in that time, then such additional time as may be reasonably necessary with the BSRA acting diligently to cure such default forthwith); or
 - (b) any time between September 1st and December 31st in each year of the term for any reason in the City's sole and absolute discretion, provided any such termination will not be effective until then end of Market season operating in the year notice of termination is provided pursuant to this section 12.4(b).
- 12.5 The BSRA may terminate this agreement by giving six (6) weeks written notice to the City, if for unforeseen circumstances it can no longer operate the Market.
- 12.6 The City may require relocation of the Market after the end of September in any calendar year and with respect to the following market season, if that is recommended by the Director of Engineering and Public Works.
- 12.7 In the event of suspension or termination of this Agreement by the City pursuant to section 12.1-12.06, the City shall not be liable for any loss, costs, damages or expenses incurred or suffered by the BSRA or the Vendors as a result of that suspension or termination.

13.0 NO FETTERING OF DISCRETION

- 13.1 Nothing contained or implied within this Agreement shall prejudice or affect the duties, rights and powers of the City in the exercise of its functions under any public or private statutes, bylaws, orders or regulations, all of which may be fully and effectively exercised in relation to the Square, the Market, the BSRA, or the Vendors, as if this Agreement had not been signed by the parties.

To confirm this Agreement, the City and Bastion Square Revitalization Association have executed it below to be effective as of the date and year first above written.

**The Corporation of the City of
Victoria** by its authorized signatories:

Mayor

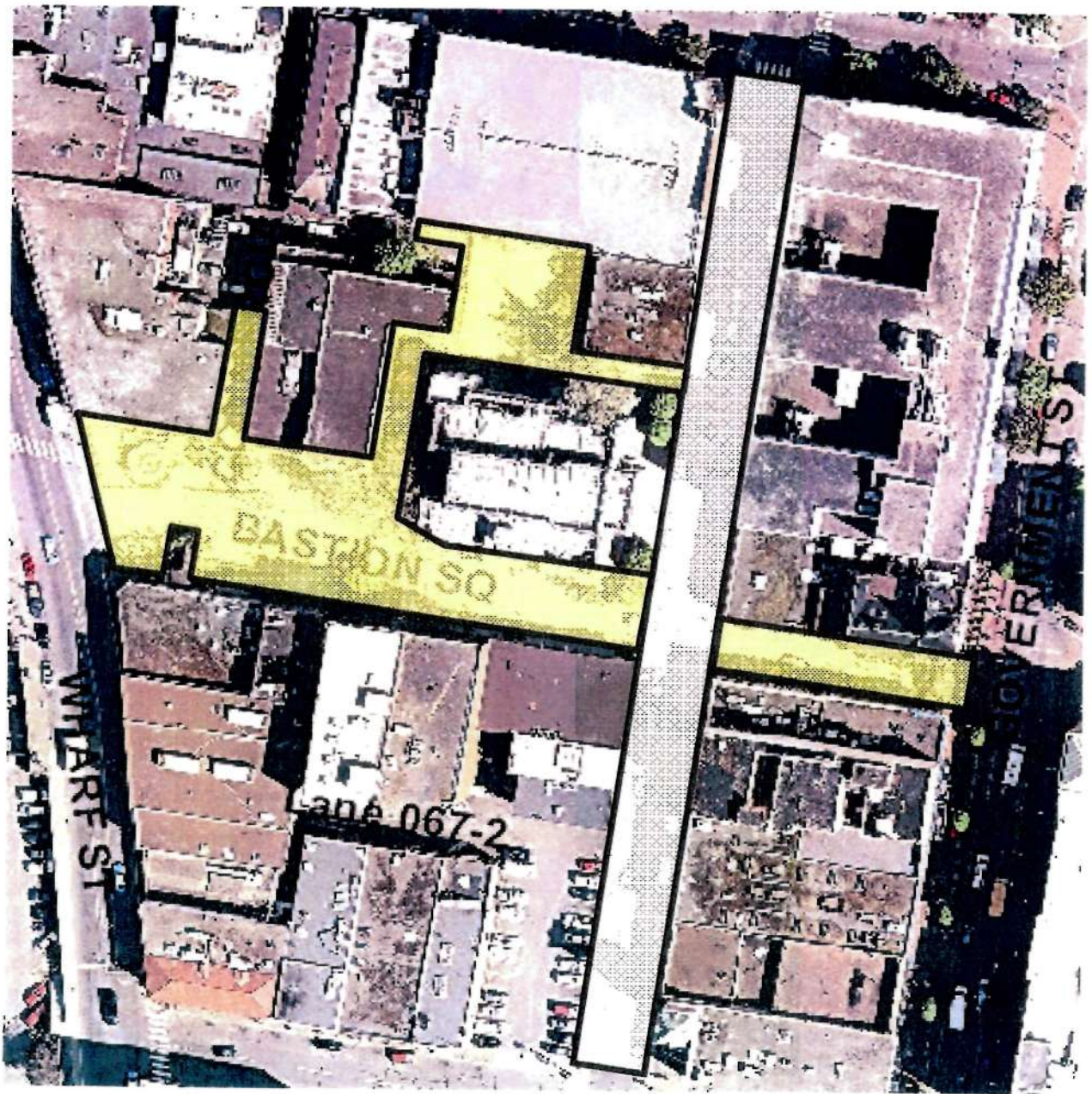
Director of Corporate Services

**Bastion Square Revitalization
Association Society** by its authorized
signatories:

Authorized Signatory

Authorized Signatory

Schedule A. Operating Area for Bastion Square Public Market





Governance and Priorities Committee Report

For the Meeting of February 12, 2015

To: Governance and Priorities Committee **Date:** February 4, 2015
From: Dwayne Kalynchuk, Director, Engineering and Public Works
Subject: Parking Services Review Update

Executive Summary

The purpose of this report is to update Council on the progress implementing parking improvements and provide an update on the status of upcoming parking initiatives.

On September 15, 2014, the following noted recommendations were implemented in City parkades and on downtown streets to make parking easier, and improve the public's overall parking experience. To communicate the parking improvements, a comprehensive communications strategy was also implemented.

- a) Introduce standard "First Hour Free" in parkades.
- b) Reduce and standardize parkade rates.
- c) Introduce variable rate structure for metered on-street parking.
- d) Offer free parking in parkades after 6 pm.
- e) Designate longer-term parking on upper floors in parkades.
- f) Eliminate use of on-street parking permits for staff and elected officials, within the Downtown Parkade Zone and that all elected officials, not including City of Victoria elected officials on-street passes be revoked and replaced with "Parkade Only" passes.
- g) Develop communications and customer service program to effectively communicate changes to parking services and support on-going service delivery.
- h) Continue to improve safety in parkades.
- i) Request that staff come back with a business plan that outlines if parking enforcement services should be contracted out or held in-house.

To date, the parking improvements have received overwhelming support from the community. This is evident through a notable shift in behaviour amongst motorists as well as feedback from local businesses, residents, and media by way of letters, emails, news stories and social media posts. A sample of the feedback the City has received is included in Appendix A.

Since improvements were implemented in September, there has been a marked increase of vehicles parking in parkades. When comparing August - December 2013, to August - December 2014, vehicles have increased from 10% in September to 31% more vehicles in December, over the previous year. The majority of vehicles are parking for three hours or less, so turnover in parkades remains high. Subsequently, vehicles parking on-street has reduced slightly, creating the desired capacity on streets to attract more short term parkers. This appears to have freed up

more high-demand on-street parking spaces in the downtown core, generally making parking easier to find in the downtown core.

A \$750,000 annual reduction in parkade revenue was anticipated when the recommendations were implemented, however, this was to be offset by a corresponding increase in on-street revenue, due to rate increases in the areas closest to the City parkades. The increases and decreases have occurred as anticipated; however, since the new parking rates have been implemented, there have been more than 43,000 additional downtown parking transactions. These additional transactions have resulted in a slight increase in parking revenue (\$61,000), compared to the same three month time period in 2013.

Work continues to promote the recently introduced parking app, enhance aesthetics and introduce art in parkades, install parkade counters to alert motorists to available spaces and improve physical and perceived safety in parkades.


While all other parking-related Council recommendations have been implemented, the business plan review on parking enforcement services remains outstanding. The issuance of the Request for Proposals (RFP) for parking enforcement services has been delayed, while staff updated the RFP requirements and conditions to accurately reflect the improvements noted in the Parking Services Review. The RFP will be issued by February 13th. Once received, staff will compare the proposals to the in-house service delivery models developed by staff, and bring forward a business case and evaluation for Council's consideration and direction March 26th.

Future updates on parking improvements and their impacts will be provided annually. The next Parking Services update will be submitted in January 2016.

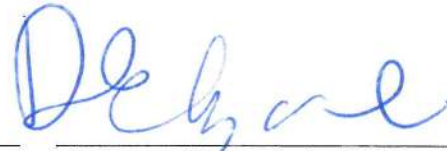
Recommendation

That Council receive this report for information.


Respectfully submitted,


Ismo Husu
Manager, Parking Services


Katie Hamilton
Director
Citizen Engagement and
Strategic Planning


Dwayne Kalynchuk, P.Eng.
Director
Engineering and Public Works

Report accepted and recommended by the City Manager:


Date: Feb. 6/15

Purpose

The purpose of this report is to update Council on the progress implementing parking improvements that were introduced on September 15, 2014, and provide an update on the status of upcoming parking initiatives.

Background

The City administers approximately 2,000 on-street metered parking spaces in the downtown area, five parkades (approximately 1,850 spaces) and three surface parking lots (approximately 430 spaces).

On March 27, 2014, Council directed staff to undertake consultation on parking demand management strategies and customer service improvements recommended in a Parking Services Review. Public feedback was subsequently received from over 1,000 respondents. Opportunities to provide input were promoted through a variety of means, including an online and print survey, an open house, and meetings with a variety of stakeholders. The public provided input on how customer service, enforcement and information could be improved. Convenience, cost and availability were identified as key factors for improving downtown parking, along with safety improvements and ease of locating a parking space.

Following the completion of the consultation process, Council directed staff on June 12, 2014 to implement the following recommendations:

- a) Introduce standard "First Hour Free" in parkades.
- b) Reduce and standardize parkade rates.
- c) Introduce variable rate structure for metered on-street parking.
- d) Offer free parking in parkades after 6:00pm.
- e) Designate longer term parking on upper floors in parkades.
- f) Eliminate use of on-street parking permits for staff and elected officials', within the Downtown Parkade Zone and that all elected officials (not including City of Victoria elected officials) on-street passes be revoked and replaced with "Parkade Only" passes.
- g) Develop communications and customer service program to effectively communicate changes to parking services and support on-going service delivery.
- h) Continue to improve safety in parkades.
- i) Request that staff come back with a business plan that outlines if parking enforcement services should be contracted out or held in-house.

On September 15, 2014, the following parking and customer service improvements were introduced in City parkades and on downtown streets to make parking easier, and improve the public's overall parking experience:

Parkade Improvements

- New rates:
 - The first hour is always free. (You no longer need a "first-hour-free" coupon.)
 - Evening parking is free, Monday to Saturday, from 6:00 pm to 8:00 am.
 - Parking is free all days Sundays and holidays.
 - Reduced Vehicle Day Rate to \$12 (\$14 at the Bastion Square Parkade, due to higher demand)
 - Reduced Motorcycle Day Rate to \$4 (Note: Motorcycle parking is available at all City parkades, except at the Johnson Street Parkade.)
- Parking levels closest to vehicle entrances/exits are signed as short-term, three-hour maximum parking Monday to Friday from 8 am - 4 pm. Longer-term parking is available

on mid and upper levels, with the exception of the Broughton Street Parkade, it is a below-ground structure, and therefore longer-term parking is located on lower levels.

- Ongoing customer service training is provided to Parking Services staff.
- Availability of more payment options. You can pay an attendant or pay at a parkade pay station before returning to your vehicle or upon exiting at Bastion Square Parkade.
- All City parkade interiors underwent a deep cleaning and fresh paint (e.g. attendant booths, doorways, elevator frames, and directional arrows) and the exterior of Johnson Street Parkade was painted.
- New signage was installed for parkades, promoting the new rates and the SafeWalk service.
- CRD elected officials (excluding City of Victoria elected officials) were issued passes for parking at City parkades (not on-street) when conducting business downtown.
- Convex mirrors were installed to increase visibility around the elevator area at the Centennial Square Parkade.
- SafeWalk service implanted. The SafeWalk service provides customers the option of calling a parkade security guard to meet and accompany them to their vehicle. Each parkade has its own SafeWalk phone number posted in the parkades.
- Implemented recommendations from a Crime Prevention through Environmental Design (CEPTED) study of the City's parkades (e.g. removed curtains from security office windows at Johnson Street Parkade, scheduled a second security guard at the back stairwell of Bastion Square).

On-Street Parking Improvements

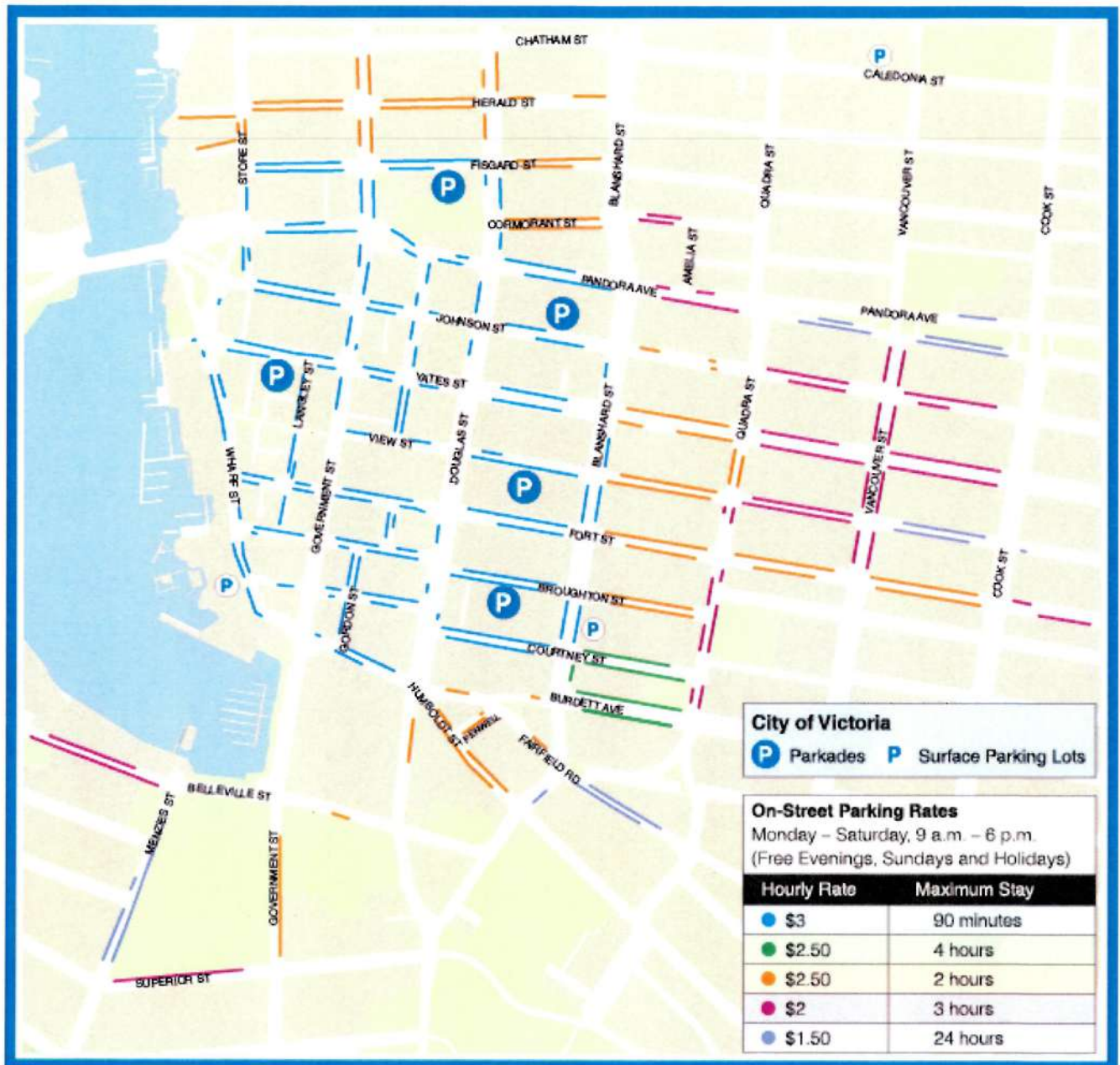
- Meetings with Corps of Commissionaires representatives to confirm the City's customer service expectations, review the SafeWalk service, and the role of security guards.
- To provide flexibility and choice to customers, five parking zones were introduced, ranging from \$1.50 to \$3 per hour with 90-minute to 24-hour time limits in effect Monday - Saturday from 9:00 am – 6:00 pm. (the previous rate was \$3.50 per hour in all zones.)
- Evening on-street parking remains free from 6 pm - 9 am. On-street parking continues to be free Sundays and holidays.
- Payments can be made by coin, credit card, or City Parking Card at on-street pay stations, or with the new ParkVictoria app.
- New signage on pay stations clearly identify the maximum allowed parking time, and includes a map of the five parking zones.

Parking rates decreased or remained the same at 78% of the approximately 3,850 on-street and City parkade parking spaces downtown.

City Parkade and On-Street Rate Comparisons

The new parking rates encourage the public to park in a City parkade when parking downtown:

City Parkade	On-Street Near City Parkade
Free for one hour	\$3 for one hour
\$1 for 90 minutes	\$4.50 for 90 minutes
\$2 for two hours	\$3 for one hour



The five on-street parking zones downtown, with variable rates/time limits

Communications and Outreach

To effectively communicate the parking improvements, a comprehensive communications strategy was developed, which consisted of the following:

- **Branded communications tools** – Developed a recognizable brand for all communications materials featuring an icon and slogan “We’re making parking easier”, which indicates that parking improvements are ongoing.
- **City of Victoria website** – Created enhanced parking information for customers to refer to online at www.victoria.ca/parking. All communications materials direct customers to this web address for more information on parking downtown.

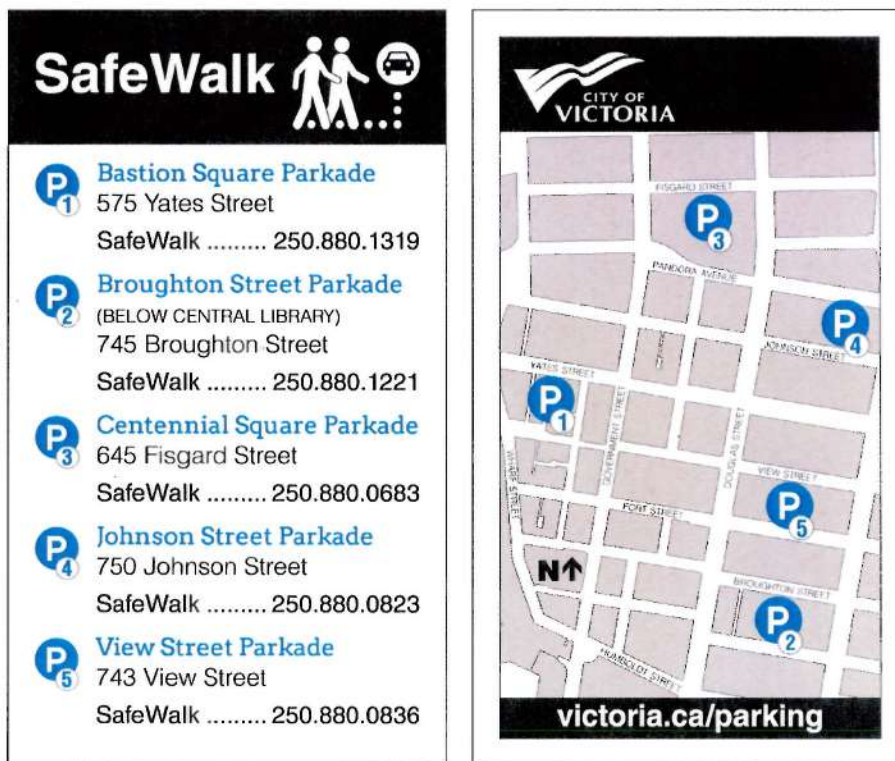
- **Parking brochure** – All of the parking improvements are featured in an easy to read brochure distributed to downtown businesses, hotels, community and seniors centres, Downtown Victoria Business Association, and City facilities, and on the City's website.
- **Window decal** – Developed and distributed a colourful window decal with instructions to downtown businesses (with the assistance of the Downtown Victoria Business Association's Green Team) to promote parking at City parkades.
- **SafeWalk wallet cards** – Produced wallet-size cards to promote the SafeWalk service. On one side there is a map of the City's five parkades, and on the reverse are the corresponding addresses and SafeWalk phone numbers for each parkade. Parkade security guards distribute SafeWalk cards to customers.
- **Pay station information panels** – Branded, colourful panels are installed on each of the on-street pay stations to capture the public's attention, inform them of the five on-street parking zones, and promote the benefits of parking at City parkades.
- **City Hall foyer screens** – The benefits of parking at a City parkade is featured on the City Hall foyer screen.
- **Paid print advertising** – Developed a colour ad that appeared in the Times Colonist to increase awareness of the improvements to City parkades and on-street parking.
- **Back of the bus ads** – Designed back of the bus ads to expand the reach of key messages on benefits of parking at City parkades (mid-September to mid-October 2014).
- **Exterior LED screen at Save-On-Foods Memorial Centre** – Produced a promotional screen sequence to capture the public's attention about the new parking improvements.
- **Letters to monthly parkers** – Monthly parking customers at City parkades received a letter outlining the parking changes in City parkades, asking them to move their vehicles to upper levels in parkades to allow for new signed short-term parking spaces on lower levels.
- **Letter to CRD elected officials** – CRD elected officials received a letter informing them that their City parking pass was to be used in City parkades not for on-street parking, complete with helpful instructions.
- **Letter to stakeholders** – The following stakeholders received a letter outlining the parking improvements in advance of the roll-out: Tourism Victoria, Greater Victoria Chamber of Commerce, Downtown Victoria Business Association, and Victoria Downtown Residents Association.
- **Information package to downtown businesses** – The Downtown Victoria Business Association (DVBA) partnered with the City to distribute information packages to downtown businesses which included a letter outlining the improvements, a parking brochure, window decal/instructions, and SafeWalk wallet cards. A member of the DVBA's Green Team visited businesses, offering to remove any "first-hour-free coupon decals" from frontages, replacing them with the new window decal that promotes parking at City parkades.
- **Media and Social Media** – A combination of earned media and social media channels (Facebook and Twitter) were used to launch and promote the parking changes.

Communications Tools and Sample Signage:



Branding

Window Decal



Double-sided SafeWalk wallet card.

Starting Monday, September 15

At City Parkades:

- First hour is always free
- Free evening parking
- Free parking Sundays and holidays
- Reduced rate of \$2 per hour
- SafeWalk service

And that's not all...

We're providing flexibility and choice for on-street parking:

Five parking zones with 90 minute to 24 hour time limits.

CITY OF VICTORIA

victoria.ca/parking

We're making parking easier.

5" x 7" ads in Times Colonist.

We're making parking easier.

On-Street Parking

There are **five parking zones** ranging from \$1.50 to \$3 per hour with 90-minute to 24-hour time limits. There are nearly 2,000 spaces to choose from.

Need More Time?

Park at one of the City's five parkades:

- First hour is always free
- Free evening parking
- Free Sundays and holidays
- \$2 per hour
- SafeWalk service

CITY OF VICTORIA

victoria.ca/parking

New pay station signage.

Did you know?

AT CITY PARKADES:

- First hour is always free
- Free evening parking
- Free Sundays and holidays

We're making parking easier.

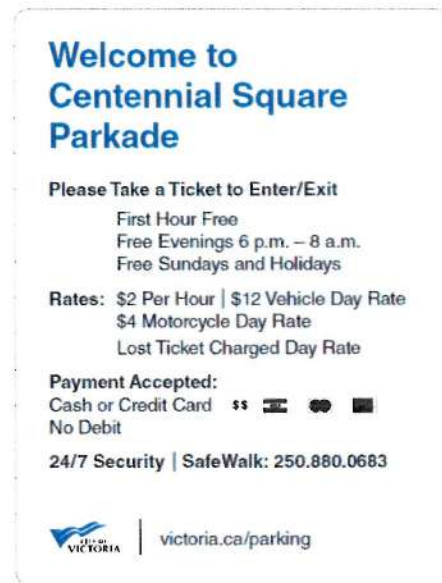
CITY OF VICTORIA

victoria.ca/parking

Back of the bus ads.



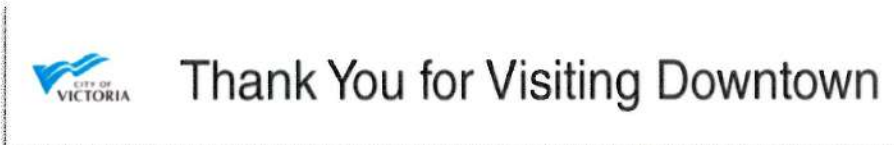
New identification signage in parkades.



New rate signage.



New entrance signage in parkades.



New exit signage in City parkades.



New safety signage for pedestrians.



New zone identification on pay station and numbered parking posts.

Issues and Analysis

The primary objectives of the Parking Services Review were to:

1. Increase turnover on-street, making it easier to find parking.
2. Improve the customer experience parking downtown.
3. Review budget impact on revenue and operational costs.

Progress towards these objectives is described below.

1. Increasing turnover on-street, making it easier to find parking.

Changes to the City parkade and on-street parking rates have been the catalyst for the increased use of City parkades and increased availability of on-street parking spaces downtown.

Parkades

At City parkades, the rate changes have included the first hour always being free; a reduced rate of \$2 per hour charged in 15-minute intervals, and free parking Monday to Saturday from 6:00 pm to 8:00 am, and all day Sundays and holidays.

Since the improvements were implemented, there has been a marked increase in parkade use (>30% increase in December 2014, compared to December 2013). A monthly comparison of the total number of vehicles parked in City parkades below shows the percentage change between 2013 and 2014. August numbers are included to indicate annual fluctuations without a rate change. (Note: monthly parkers not included).

Month	City Parkades Total Vehicles 2013	City Parkade Total Vehicles 2014	Percentage Change
August	58,647	58,795	0.25%
September	55,422	60,718	9.56%
October	58,868	76,431	29.83%
November	62,192	74,243	19.38%
December	67,145	88,082	31.18%

Parkade use has increased so that, during peak periods (mid-day), City parkades are operating at capacity. However, with over 80% of customers parking for less than three hours, the likelihood that motorists can find space in a City parkade remains high. Due to the increased parkade use, staff are now managing wait lists for monthly parking, to ensure sufficient parkade parking spaces remain available for downtown shoppers and visitors.

On-street Parking

On-street rate changes included the introduction of five parking zones ranging from \$1.50 to \$3.00 per hour with various time limits. In the core area closest to City parkades (837 spaces), the rate is \$3.00 per hour with a 90-minute maximum stay.

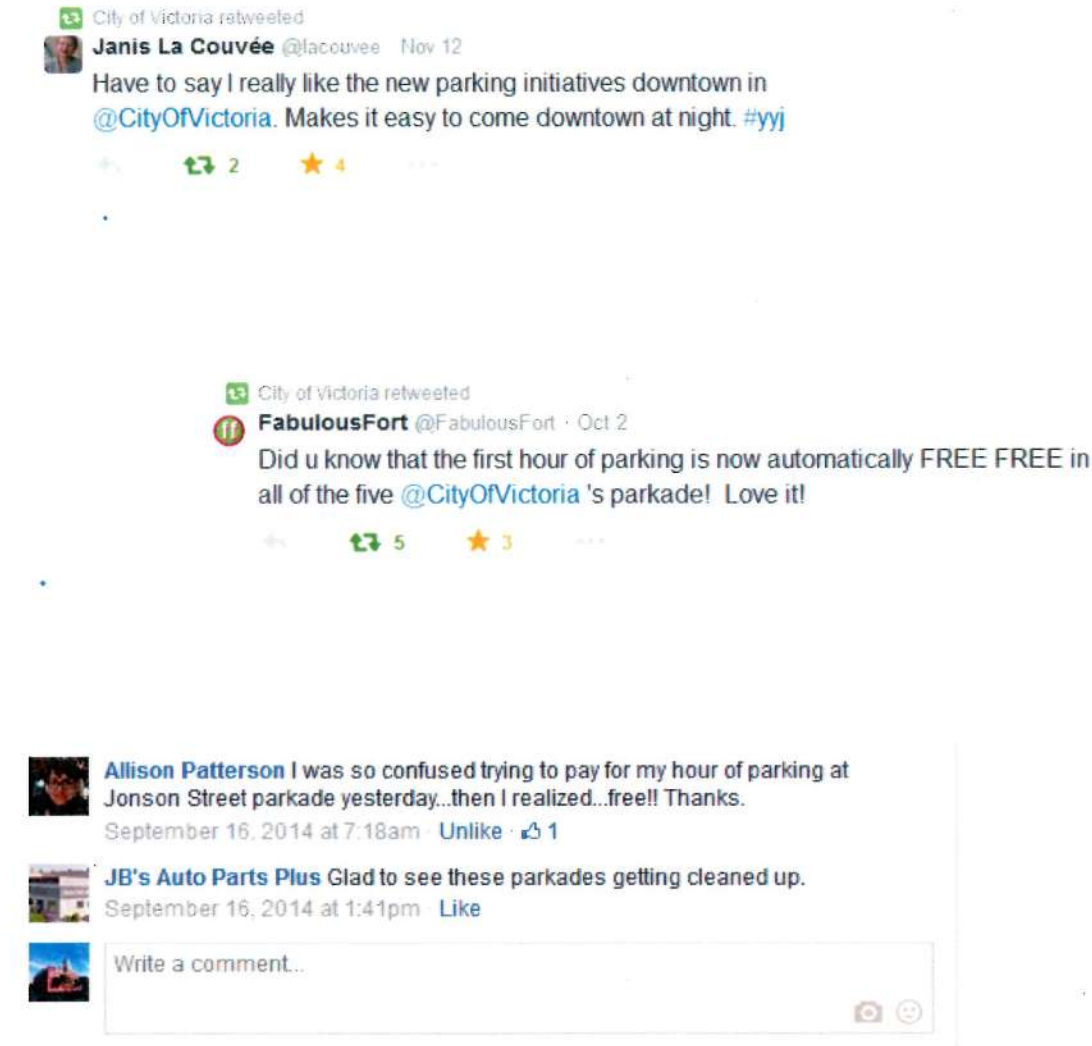
In the following table, a comparison between 2013 and 2014 monthly totals of on-street parking transactions suggests there has been a slight decrease in on-street parking use since the parking changes were implemented in mid-September. There was increased use of on-street parking spaces in December 2014 – staff will continue to monitor on-street use to determine trends/patterns.

The majority of the decreased on-street use occurred in the downtown core closest to the City's five parkades are located. There has also been increased use of the four other on-street parking zones located away from the downtown core, where rates are less expensive, and longer time limits are offered.

Month	On-street Total Transactions 2013	On-street Total Transactions 2014	Percentage Change
July	239,945	237,475	-1.03%
August	248,129	234,528	-5.48%
September	227,526	230,060	1.11%
October	239,465	236,196	-1.37%
November	231,195	214,611	-7.73%
December	232,950	245,668	5.46%

Overall, the parking improvements have been received positively. Parking transactions for City-run parking downtown has increased, with the majority of parking durations being under three hours. For the three months ending December 31, 2014, there were 40,000 more parking transactions in the downtown core (in City parkades and on-street) than occurred in the same period in 2013.

There has been unprecedented support for the parking improvements since they were introduced. The City continues to receive positive feedback from customers:



2. Improve the customer experience parking downtown.

The following customer service improvements have been well-received by parking customers and the business community:

Short-Term Parking Spaces in Parkades

Parking spaces located on the lower levels of City parkades (upper levels at Broughton Street Parkade) are signed as short-term parking for a maximum of three hours, Monday to Saturday from 8 am to 4 pm.

This change is designed to make it easier for customers to find short-term parking on lower floors, reducing the need for motorists to drive through the entire parkade in search of a spot. This new feature in City parkades encourages people who would normally park on-street to park in a City parkade.

With 80% of customers parking for less than three hours in City parkades, the short-term spaces are popular with motorists, and staff have received positive feedback. Random monitoring of these spaces indicates parkade customers are complying with the short-term time limits.

SafeWalk and Safety in Parkades

The SafeWalk service, launched in mid-September, offers customers the opportunity to call a parkade security guard in advance to meet them at the parkade and accompany them to their vehicle. Each parkade has its own SafeWalk phone number, which is posted at security booths, stairwells and elevators, and on the SafeWalk wallet cards, which security guards distribute.



SafeWalk has been well-used at the Bastion Square Parkade, with 80 to 120 customers using the service daily. The four other parkades have seen lower use (1 or 2 requests per day); however, security guards at these locations remain available to assist the public with locating their vehicle or offer a helping hand to carry packages to their vehicle. One reason for the popularity of the SafeWalk service at the Bastion Square Parkade is the increased security presence in the afternoon and evenings. An additional security guard situated near the back stairwell in Bastion Square has the opportunity to meet and greet customers as well as offer assistance. Feedback has been very positive, with many daytime customers returning in the evening to use the service.

Enhancing security and safety in parkades has been a focus since a *Crime Prevention through Environmental Design* study was completed in 2007 - recommendations in that study have been implemented. A follow up study was completed by November 2014, and those recommendations are currently being evaluated by staff.

As a result of the ongoing efforts to improve security at parkades, statistics provided by the Victoria Police Department show a marked decrease in calls for service since 2008.

ADDRESS OF PARKADE	2008	2009	2010	2011	2012	2013	2014
575 YATES ST	178	144	146	81	97	55	64
645 FISGARD ST	30	14	24	8	11	12	14
743 VIEW ST	47	43	38	18	28	26	40
745 BROUGHTON ST	96	85	71	53	56	58	33
750 JOHNSON ST	21	16	12	21	10	9	20
Grand Total	372	302	291	181	202	160	171

Improved Information

Information about the parking improvements is available to the public in the form of the new parking brochure, window decals for businesses, pay station info-panels, Safewalk wallet cards, and signage in parkades. Victoria's interactive VicMap features a layer noting the City's parkades and pay station locations. In addition, enhanced web content and earned media coverage have played an important role in communicating the parking changes to the public.

New signage located inside and outside of City parkades provides clearer, more helpful information to customers. New exterior signage identifies each parkade and a "Welcome" entrance sign and exit "Thank You for Parking Downtown" sign demonstrate appreciation to the customers who visit downtown and park at City parkades.

Parkade signs are reviewed for their effectiveness and clarity. Signs are updated based on customer and staff feedback.

Renewed Focus on Customer Service

Parking Services staff met over the summer to discuss the planned parking improvements that would launch in mid-September and their important ambassador role to the downtown. A training guide was developed for staff and shared with contracted security guards, outlining the upcoming improvements to parking and customer service information and tips. Follow-up meetings with staff were held in December and early January to review and discuss the recent changes.

Regular, small group monthly meetings with parking staff are planned to increase and enhance internal communication and to address any suggestions or concerns that may arise in a timely manner. The recent parking improvements have helped staff feel valued and have renewed their sense of pride and ownership, creating opportunities for important dialogue and feedback from frontline employees.



"I used to like my job, but after these parking improvements, I love my job."

City of Victoria Parkade Attendant

Improved Cleanliness in City Parkades

Each of the five parkades has undergone a deep clean, which involved power washing and scrubbing of walls and floors, and a thorough cleaning and painting of the attendant and security booths. This work has also sparked pride in service among parkade and maintenance staff.

Deep cleans will be scheduled twice a year to ensure parkades cleanliness is maintained. A temporary evening maintenance worker was also scheduled from May to November 2014 to address any after-hour cleaning needs immediately, rather than waiting until the following morning. The effectiveness of this added service will be evaluated this spring to determine whether it should be continued.

Additional Payment Options in Parkades

To provide the public with increased choice of payment in parkades, pay-in-lane and pay-on-foot machines have been installed at City parkades over the past three years.

In September 2014, a new pay in lane machine was installed at the Johnson Street Parkade exit gate to provide customers an alternate way of paying for parking than at the pay on foot machine

located at the parkade's entrance. The new pay-in-lane option has improved customer service and allowed for a reconfiguration of space, providing 15 more parking spaces in the parkade.

At that same time, a new pay-on-foot machine was introduced to Bastion Square Parkade. Located by the second floor elevator, the machine is used by 20 – 30 people daily. This number is expected to rise with increased communication and improved signage. In early February, a new pay-on-foot machine will be installed in the lobby area of View Street Parkade to provide customers the opportunity to pay for parking before returning to their vehicle. The pay-on-foot machines will be branded as "Express Payment".

A new pay-in-lane machine will be introduced at the Centennial Square parkade exit to enable customers to pay for their parking after hours, eliminating the use of the current envelope system.

LED Parkade Space Counters

Two LED parkade space counters have been recently installed outside the View Street and Bastion Square Parkades. Due to the recent improvements, City parkades are seeing increased use, and at times, are running full. The counters alert customers to whether a parkade has available space prior to entering the parkade.



The new counters are installed outside the parkades for maximum visibility, and indicate how many parkade spaces are available at any given time. If the new counters are found to be an effective communication tool, they will also be considered for the remaining three parkades.

New Guard Rail Upgrade to Improve Safety at View Street Parkade

The View Street Parkade is scheduled to have guardrails replaced this year to improve overall safety. The need was originally highlighted in a risk assessment of the facility. The work is anticipated to take place this spring.

Parkade Banners

To help identify and beautify City parkades, decorative/branded banners will be developed for installation this spring on the exteriors of the parkades.



Art in Parkades

Enhancing City parkades to make them more welcoming was identified last year during consultation with members of the Victoria Youth Council as a way to improve the parking experience downtown.

A national Call for Artists and artist teams was issued in December 2014 to create public art for the enhancement of the Johnson Street Parkade. The artwork may be located inside the building, such as in elevators or stairwells, and/or on the façade of the parkade. The artwork(s) is to be installed by the end of the year. The deadline for submissions was February 2, 2015.

The budget for the completed artwork(s) is up to \$125,000, inclusive of all design, production, installation and administrative costs. The new artwork(s) will be funded by the City's Art in

Public Places Reserve Fund.

On January 8, 2015, City staff hosted a walking tour of the Johnson Street Parkade with over 60 artists in attendance. A video of the tour's highlights was produced in-house and posted online for those who could not participate in the tour.

In addition, two local Calls for Artists will be announced this spring to create public art to enhance Centennial Square Parkade and Bastion Square Parkade.

ParkVictoria App - Mobile Payment

The *ParkVictoria* is a free app and mobile web application designed to make it easier and more convenient to pay for on-street parking. Launched on December 5, 2014 to improve customer service, the app enables motorists to pay for on-street parking using their iPhone, iPad, Android smart phone or tablet by downloading the free **ParkVictoria app** from the App Store or Google Play.



Customers can also use any data-enabled mobile device to access the *ParkVictoria* mobile web application at www.parkvictoria.ca.

The *ParkVictoria* app allows customers to pay for on-street parking at any numbered downtown parking space, while on-the-go or from their vehicle.

Customers can set up a wallet account (no fee) or purchase a single parking transaction by credit card (\$0.25 fee). The app mirrors the City's parking card, and allows customers to pay for only the actual parking time used. By the end of December 2014:

- Over 4,000 customers had downloaded the app
- 1,377 unique users parked on-street and used the app
- Over 600 wallet accounts were set up
- 3,739 parking transactions were paid using the ParkVictoria app

Parking Services is seeing approximately 40 new users of the *ParkVictoria* app a day, and currently processes more than 300 on-street parking transactions daily. To date there has been a minimal impact to all other forms of payment (coin, credit card and parking card).

PassportParking Inc. was contracted to develop the *ParkVictoria* app and mobile web application. They have created customized mobile payment systems for cities in North America such as Chicago and Omaha, and are in development of a parking payment application for the City of Toronto.

To comply with the *Freedom of Information and Protection of Privacy Act* (FIPPA), PassportParking has located its pay parking application with the Cloud service provider, IWeb, which is located in Quebec. IWeb provides the appropriate security and protection measures that meet FIPPA's requirements. All pay parking transactions are done through dedicated Passport servers on IWEB. None of the personal information collected is stored on City of Victoria servers. A Privacy Impact Assessment was completed and is available on the City's website.

A colourful branded decal (below) was placed on each pay station and single head meter in Victoria to promote the app. There has been interest and support in the ParkVictoria app from the community. A communications strategy will be developed for implementation in the spring and summer to further increase awareness and use of the app.



On-street Parking Enforcement

Over the past year, City staff have worked very closely with parking enforcement on improving service levels and public perception, while still maintaining a presence while on patrol. The increased focus on being helpful to the public and using discretion during encounters with parkers when issuing tickets has resulted in positive experiences and feedback.

Fewer tickets (a 10% reduction from 2013) are being issued as parking officers are able to make judgement calls when speaking to customers who are returning to their vehicles. This also provides an opportunity to explain the reason for the ticket and offer a better option, depending on the situation.

Customer Service Centre staff at City Hall have the discretion to cancel tickets should it be determined a full review is not necessary. Overall, customer interactions (e.g., phone calls, visits, emails) with Parking Review office staff have decreased almost 15%, and the number of violations that the public take to Traffic Court have reduced, from 423 in 2013, to 216 in 2014.

Whether for internal staff or an external work force, City staff will be working with the DVBA to develop and deliver an ambassador-focused training program for parking enforcement service providers.

Parking Review Office

The existing Parking Review Office is located in Centennial Square, across from City Hall. Currently, the Parking Review Office is staffed by two commissionaires. Staff are evaluating relocating the Review Office to City Hall and utilizing City staff.

Block-by-Block On-Street Parking Analysis

This spring, staff will work directly with local businesses to perform a block-by-block analysis of on-street parking spaces. The analysis, with participation from neighbouring businesses, will include reviewing the location of commercial truck loading zones and other specialty zones, as

well as the number and location of public bike racks. A print and online survey will be developed to gather input to determine how best to improve each block's on-street parking by assessing specific needs of businesses.

3. Review Budget Impact of Revenue and Operational Costs

A \$750,000 annual reduction in parkade revenue was anticipated when the recommendations were implemented, however, this was to be offset by a corresponding increase in on-street revenue, due to rate increases in the areas closest to the City parkades. The increases and decreases have occurred as anticipated; however, since the new parking rates have been implemented, there have been more than 43,000 additional downtown parking transactions. These additional transactions have resulted in a slight increase in parking revenue (\$61,000), compared to the same three month time period in 2013.

Parkades	Revenue (approx.)	# of Transactions (approx.)
October – December 2013	\$755,000	188,000
October – December 2014	\$649,000	239,000
+/-	-\$106,000	
On-Street Parking		
October – December 2013	\$1,415,000	704,000
October – December 2014	\$1,582,000	696,000
+/-	+\$167,000	

Implementation and promotional costs directly associated with improvements to the parkades and advertising were approximately \$70,000.

Conclusions

Since the launch of the parking improvements, there has been a shift in behaviour and attitudes towards parking downtown. Customers seem happy with the changes to the parking experience downtown, and share support daily with frontline parkade staff and on social media channels.

City parkades are experiencing increased use. This appears to have freed up more high-demand on-street parking spaces, generally making parking easier to find in the downtown core.

While the initial results are encouraging, implementation is still in its early stages - more time will be required to understand and evaluate the effect of the improvements that have been introduced. It will be important to ensure these improvements are reviewed, refined and improved on an ongoing basis.

While all other parking-related Council recommendations have been implemented, the business plan review on parking enforcement services remains outstanding. The issuance of the Request for Proposals (RFP) for parking enforcement services has been delayed, while staff updated the RFP requirements and conditions to accurately reflect the improvements noted in the Parking Services Review. The RFP will be issued by February 13th. Once received, staff will compare the proposals to the in-house service delivery models developed by staff, and bring forward a business case and evaluation for Council's consideration and direction March 26th.

Future updates on parking improvements and their impacts will be provided annually. The next Parking Services update will be submitted in January 2016.

Recommendation

That Council receive this update for information.

PARKING SERVICES REVIEW UPDATE

Appendix A – Sampling of Public Feedback

Includes:

- Media Coverage
- Social Media:
 - Facebook
 - Twitter
- Letters/Emails
- Security Guard Customer Service Reports
- Newsletters
- Websites



**Parking Improvements
Media Coverage**

CTV Vancouver Island – New app aims to ease parking pains, Coralie McLean

Friday, December 5, 2014

<http://vancouverisland.ctvnews.ca/video?clipId=508171>

Times Colonist – Parking becomes easier, Editorial

Thursday, December 11, 2014

<http://www.timescolonist.com/opinion/editorials/editorial-parking-becomes-easier-1.1660036>

Times Colonist – Parking app lets victoria drivers pay on the go, Jeff Bell

online Saturday, December 6, 2014 in print

Sunday, December 7, 2014

<http://www.timescolonist.com/news/local/parking-app-lets-victoria-drivers-pay-on-the-go-1.1653964>

iPhone in Canada (online article) – Victoria Launches 'ParkVictoria' to Pay for Parking from your iPhone

Founder and Editor-in-Chief of iPhoneinCanada.ca

Sunday, December 7, 2014

<http://www.iphoneincanada.ca/app-store/victoria-parkvictoria-iphone-app/>

Times Colonist – Parking changes worked, Editorial

September 29, 2014

<http://www.timescolonist.com/opinion/editorials/editorial-parking-changes-worked-1.1398363>

TIMES COLONIST

Editorial: Parking becomes easier

Times Colonist

December 11, 2014 12:10 AM

Complaining about parking is as much a part of Victoria's character as the legislature buildings and the Inner Harbour, but parking here is relatively plentiful, inexpensive and easy to access.

And it just got easier.

The city's parking situation has been evolving in response to those complaints, a tweak here, an improvement there, and we're light-years ahead of where we were a decade or two ago. Free evening and Sunday parking has been made available. In September, the city lowered the parkade rate to \$2 from \$2.25 an hour and made the first hour of parking free, as well as making parking in parkades free from 6 p.m. to 8 a.m.

Now the city is offering a parking app that allows drivers to pay for on-street spots using a smartphone or tablet. The new ParkVictoria mobile system sends a text message or pop-up note to let people know their parking time is about to expire.

With the on-street pay stations, motorists do not need to return to where they bought the time to plug the meter when the time runs out — it can be done at any station. The new app adds another layer of convenience — you can buy more time with your phone wherever you are. And if you don't use it all, you can get money back.

Concerns have been expressed about protection of private data, but with proper safeguards, this app promises to make a good parking situation even better.

Victorians might continue to complain about parking, but these days, they have less to complain about.

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TIMES COLONIST

Parking app lets Victoria drivers pay on the go

Jeff Bell / Times Colonist

December 6, 2014 10:36 PM



The ParkVictoria app lets drivers pay for parking with a mobile device.

The City of Victoria has introduced a parking app that allows drivers to pay for on-street spots using an iPhone, iPad, Android smartphone or tablet.

On top of that, the new ParkVictoria mobile system sends a text message or pop-up note to let people know their parking time is about to expire.

About 10 per cent of daily parking transactions at on-street pay stations each day — 1,000 of 10,000 — are done

with a city-issued parking card, and manager of parking services Ismo Husu said he expects the new system will attract even more people to the technological side of things.

"I'm really expecting, once this has been around for six months, for us to see about 30 per cent of the transactions on pay-by-phone," he said.

Husu said the best part of the new system is that it continues to allow motorists to shut off their parking time at any point, which should increasingly cut down on infractions and fines. City parking cards have allowed people to reload time since 2002.

"We allow you to select however long you want to park for," he said. "I would suggest just take the maximum and then you can turn it off whenever you're done. You get that money back.

"This should eliminate a lot of tickets, because you don't have to guess anymore."

Even so, parking revenue is not expected to drop.

St. John's, N.L., and San Diego are the only other North American cities he knows of that have parking cards designed to refund time, Husu said. The Victoria system cost about \$90,000, which came from a parking-reserve fund designated for improvements.

Sign-up for the mobile offering is free, with a phone number, email address or Facebook account used as identification. The system was developed by PassportParking Inc., which has developed similar systems in Chicago and Omaha and is working on one in Toronto.

A few cities such as London, England, have eliminated parking infrastructure in some areas and have a phone system only, Husu said.

Victoria Mayor Lisa Helps said the system is good for the city. "Victoria is tech town," she said. "We are Tectoria and we are now creating our own apps to make the No. 1 problem in downtown Victoria just a little bit easier."

Victoria Coun. Chris Coleman said he likes the ease the new system provides.

"Anything that makes it more convenient for the user to come downtown — fabulous stuff," he said. "We've done a whole slew of things to improve the parking in the downtown core that have been very well received.

"So the parkades are seeing much greater uptake, it adds to vibrancy."

About \$5 million in improvements to the five city parking garages over the past few years have included improve lighting and blocking out-of-the-way areas where people could congregate.

The ParkVictoria app is available through the App Store or Google Play or online at parkvictoria.ca (<http://parkvictoria.ca>). For more information, go to victoria.ca/parking (<http://victoria.ca/parking>).

jwbell@timescolonist.com (<mailto:jwbell@timescolonist.com>)

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What's Cheaper? Unlocked iPhone 6 vs Contracts Compared

Victoria Launches 'ParkVictoria' to Pay for Parking from your iPhone

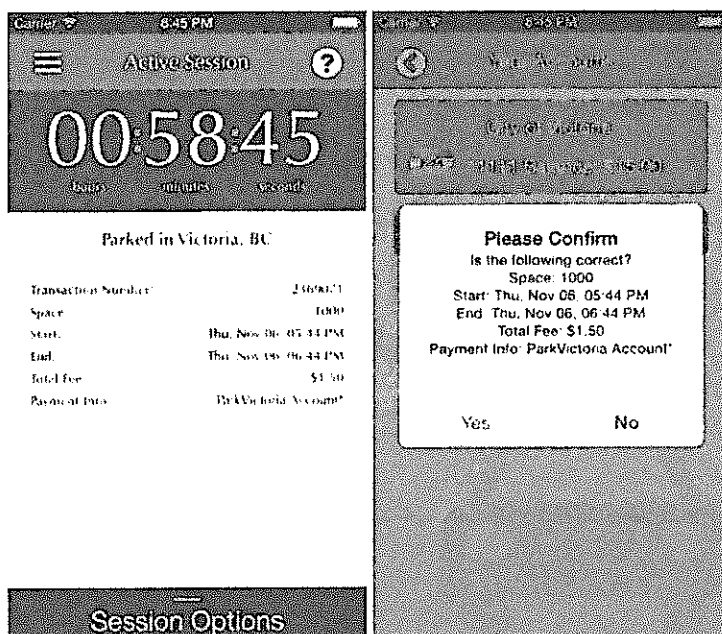
by Gary Ng on Sunday, December 7th, 2014 - 10:22am PDT

British Columbia's capital city finally has an app to allow residents to pay for street parking from their smartphone. The new ParkVictoria app was officially announced for iOS and Android users, allowing users to pay and track parking times with included push notifications.

Manager of parking services Ismo Husu says of the 10,000 daily parking transactions, roughly 10 percent of these are performed at on-street pay stations, according to the *Times Colonist*. With the new ParkVictoria mobile app, he predicts mobile transactions will reach 30 percent.

What makes ParkVictoria's system unique is it allows people to shut off their parking time when they are finished—and get refunded any remaining time. According to Husu, to his knowledge only St. John's, N.L. and down in San Diego are the only other North American cities that offer parking refunds.

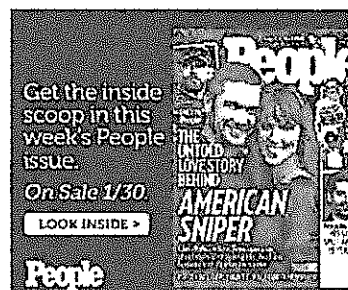
The system cost \$90,000 to setup based on technology from Charlotte, North Carolina-based PassportParking, which is similarly working on a system for Toronto (and has also serviced systems for cities like Chicago and Omaha).



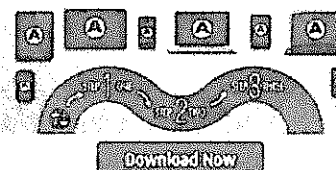
The iOS app is fairly simple to setup as you can verify yourself via text message or a phone call during the setup, which includes an option for auto-login. Next, just enter in a parking space number plus your credit card details (which are saved) and you're ready to go. There are options to enable push notifications for a 15-minute alert, plus the ability to have parking receipts emailed to you.

It's about time Victoria setup mobile pay for parking options. Using those on-street pay machines is always a tedious and slow experience. Let us know how ParkVictoria works out for you!

Click here to download ParkVictoria from the App Store. There's also a mobile web app accessible at parkvictoria.ca.



Implement your own BYOD policy in 3 simple steps



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sukiszoze .

it was pretty easy to set up. Definitely will try it out the next time I am downtown.



Chrome262

That is pretty cool, they should get something like that for TO.



Gary Mod

It's in the works, hopefully it works equally as well.

01/03/2016 09:56

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iOS 8.1.3 Download Released with Bug Fixes

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CRTC to Allow U.S. Super Bowl TV Ads in Canada Starting in 2017

TIMES COLONIST

Editorial: Parking changes worked

Times Colonist

September 29, 2014 05:15 PM

Victoria residents will probably always complain about parking, but now there's less to complain about.

In a move designed to steer cars away from on-street parking and into city parkades, the city lowered the parkade rate to \$2 from \$2.25 an hour and made the first hour of parking free, as well as making parking in parkades free from 6 p.m. to 8 a.m.

The changes took place Sept. 15, and city officials say they are working. In the first week following the changes, parkade use rose by 12 per cent, which meant 300 fewer cars parking on the street.

Downtown businesses are especially sensitive about parking. They depend upon a smooth flow of traffic and customers. It's tough to compete with suburban malls, where parking is ostensibly free (you pay, though — it's included in the tenants' rent and passed onto the customers).

Victoria doesn't have a major parking problem. With five city-owned parkades, four parking lots and 2,000 metered spaces, in addition to privately owned parkades and parking lots and parking provided by businesses, it's seldom difficult to find a parking space within a few blocks of a chosen destination. Still, the changes are welcome, making better use of parkades and improving traffic flow on the streets.

Ken Kelly, general manager of the Downtown Victoria Business Association, says the changes are well received "and everyone has a smile on their face."

Constructive change doesn't always have to come with major policy shifts. Sometimes it's best just to tinker with what already works.

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Parking Improvements Facebook Launch Posts



City of Victoria - Local Government

February 10, 2015 · Public · 1,875 people reached

A special thank you to the DVBA Clean Team for helping with the removal of First-Hour-Free coupon window decals from downtown businesses this week, and for distributing new parking information materials. A new window decal promotes the benefits of parking at City parkades. For more information on parking improvements visit www.victoria.ca/parking

For information on the DVBA Clean Team visit: <http://downtownvictoria.ca/core-programs/clean-team>

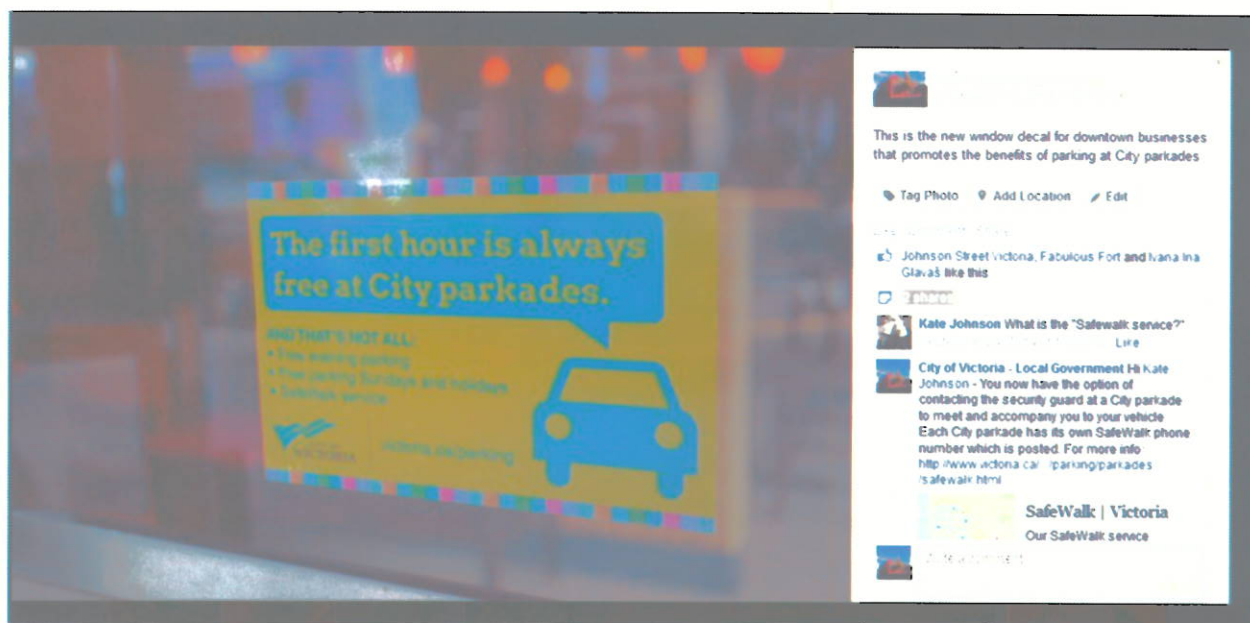


1,875 people reached

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Did you know at City parkades there are signed, short-term, three-hour parking spaces on lower levels (upper levels at Broughton Street Parkade), Monday to Friday from 8am - 4pm.

Short-term parking spaces are also available on the basement levels at Bastion Square Parkade and View Street Parkade.
www.victoria.ca/parking



Parking | Victoria

www.victoria.ca

Find out about the different parking options available in the City of Victoria and how to use them. Visit www.victoria.ca/parking for more information.

232 people reached

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Our SafeWalk service at City parkades provides you with the option of calling a parkade security guard to meet and accompany you to your vehicle.

Each parkade has its own SafeWalk phone number that is posted at entrances and elevators, as well as online. Learn more: <http://www.victoria.ca/EN/main/departments/engineering/parking/parkades/safewalk.html>



580 people reached

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For updates, follow @CityofVictoria on Twitter. [September 10, 2014](#) [12](#) [1](#) [0](#)

Starting today, at City parkades the first hour is always FREE, parking is FREE Monday to Saturday from 6 p.m. - 8 a.m. and all day on Sundays and holidays. And we've reduced our rate to \$2 per hour (15 minute increments).

Short-term, thr... [See More](#)



Parking | Victoria

www.victoria.ca

For more information on parking in Victoria, visit www.victoria.ca/parking.
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 For more information on parking in Victoria, visit www.victoria.ca/parking.

3,514 people reached

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[Cheryl Thorpe](#), [Elissa Anne](#), [Bonnie Weisz](#) and 22 others like this.



Bonnie Weisz Much appreciated!

[September 10, 2014](#) at 10:00 pm

[Unlike](#) [1](#)



Write a comment



City of Victoria - Local Government

Posted by Mark H. on Tuesday, February 10, 2015 at 10:00 AM

We're ready to welcome you tomorrow with FIRST HOUR FREE parking at City parkades, FREE evening parking and a reduced rate of \$2 per hour. Short-term, three-hour parking is available on lower levels. And we have a SafeWalk service. Come check us out. www.victoria.ca/parking














3,608 people reached


Boost Post

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84 12 28 Shares

Cheryl Thorpe, Oakwood Property Management Ltd., JB's Auto Parts Plus and 81 others like this.

-  **Carly Burbank** Safe walk service? This sounds like a fantastic idea!
September 14, 2014 at 4:50 pm · [Unlike](#) · [4](#)
-  **City of Victoria - Local Government** Here's some info on SafeWalk:
<http://www.victoria.ca/parking/parkades/safewalk.html>
-  **SafeWalk | Victoria**
Our SafeWalk service enables customers to call ahead to a parkade security guard to meet and accompany them...
<http://www.victoria.ca/parking/parkades/safewalk.html>
- [Commented on by Mark McKeown](#) · [September 14, 2014 at 5:07 pm](#) · [Like](#)
[1](#) · [Remove Preview](#)
-  **Erin Ross** Why all the exclamation points on all your signs? (!)
September 14, 2014 at 12:10 pm · [Like](#)
-  **Vittorio Cheli** One aspect of the parking changes that have not been communicated all that well is the split in the parkades between long term/short term. How are the parkades divided and can we assume that there will be a fairly lengthy period of soft enforcement so that folks will figure things out?
September 14, 2014 at 9:40 pm · [Like](#)
-  **Dorothy Melody** Nice!!!!!!
September 14, 2014 at 8:43 am · [Unlike](#) · [1](#)
-  **City of Victoria - Local Government** Hi Vittorio Cheli - Short-term three-hour parking spaces in City parkades are signed and are available on the lower levels (except for Broughton Street Parkade where short-term parking is on upper levels as it's an underground parkade). Longer-term parking is available on the mid and upper levels at City parkades (lower levels at Broughton). And yes to soft enforcement -- we will be working to inform customers of the new parking areas at City parkades and of the other improvements such as SafeWalk.
- [Commented on by Mark McKeown](#) · [September 14, 2014 at 10:11 am](#) · [Like](#)
[1](#)
-  **City of Victoria - Local Government** The signed short-term, three-hour parking spaces at City parkades are in effect Monday to Friday from 8 a.m. - 4 p.m.
- [Commented on by Mark McKeown](#) · [September 14, 2014 at 10:11 am](#) · [Like](#)
-  **City of Victoria - Local Government** Hi Erin Ross - You're right, there are a lot of exclamations! 😊 It's something we're phasing out as signs get replaced.
- [Commented on by Mark McKeown](#) · [September 14, 2014 at 10:11 am](#) · [Like](#)
-  **Jennifer Dempsey** For free evening parking, what time does that start?
September 14, 2014 at 11:41 am · [Like](#)
-  **City of Victoria - Local Government** Hi Jennifer Dempsey Evening parking is free at City parkades Monday to Saturday from 6pm - 8am. If you park at 5pm, your first hour is free.

 **Allison Patterson** I was so confused trying to pay for my hour of parking at Jonson Street parkade yesterday...then I realized...free!! Thanks.
September 16, 2014 at 1:16 am · [Unlike](#) · [1](#)

 **JB's Auto Parts Plus** Glad to see these parkades getting cleaned up.
September 16, 2014 at 1:41 pm · [Like](#)

 Write a comment



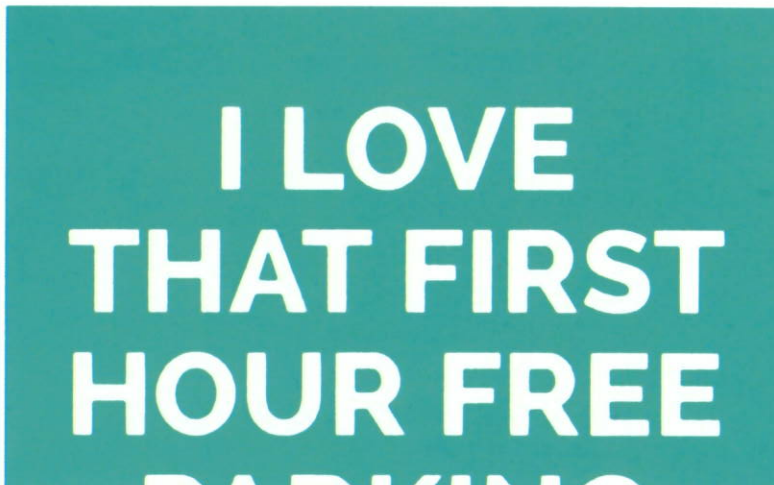
City of Victoria - Local Government [View DVBA photo](#)
[View DVBA photo](#) [View DVBA photo](#) [View DVBA photo](#) [View DVBA photo](#)

Starting Monday, the first hour will always be free at City parkades. Evening parking will also be free from 6pm - 8am at City parkades and we'll be providing a SafeWalk service. There will also be five on-street parking zones ranging from \$1.50 - \$3 per hour with 90 minute to 24 hour time limits to provide more flexibility and choice for motorists. Learn more at www.victoria.ca/parking.

FIRST HOUR FREE will soon be automatic in all five City parkades (no voucher required). That change along with many others will be implemented this coming Monday, September 15. Here's what you need to know:

- FIRST HOUR FREE will now be automatic in civic parkades
- Parkade rate is going down to \$2/hr, charged in 15 minute increments
- Evenings will now be FREE in civic parkades (from 6pm-8am)
- Lower levels in parkades will now be reserved for short term with full day parking moved to the upper levels
- On-street rates will depend on proximity to parkades
- Evening parking on-street remains FREE after 6pm
- Sundays and holidays remain FREE on-street and in civic parkades
- Pay by cell phone is coming this fall for on-street parking

For more on the changes please visit www.victoria.ca/parking





City of Victoria - Local Government [View profile link](#)

Posted by Monday, September 15, 2014 at 10:15 AM

Watch for parking improvements on Monday, September 15! Starting Monday at City parkades, the first hour will always be free, evening parking will be free from 6pm – 8am, and parking will continue to be free all day Sundays and holidays. Parkade rates will be reduced to \$2 per hour. We're also providing a SafeWalk service where you can call a parkade security guard in advance to accompany you to your vehicle.

To provide flexibility and choice, there will be five on-street parking zones ranging from \$1.50 to \$3 per hour with 90 minute to 24 hour time limits in effect Monday to Saturday from 9am – 6pm. On-street parking will continue to be free in the evening from 6pm – 9am and all day Sundays and holidays.

To learn more and view a map of the City's parkades and parking zones, visit: www.victoria.ca/parking.



Parking | Victoria

www.victoria.ca

Check out the new updates to our parkades this Saturday. Lower levels in City parkades (upper levels at Broughton) will be signed for short-term, three-hour parking Monday to Friday from 8am-4pm. [View photo](#)

2,367 people reached

Boost Post

Unlike Comment Share

24 4 20 Shares

City of Victoria - Local Government, Harold A Corbin, Vicki Patterson, Trish Wells and 20 others like this.



Brian Cant These seem like good ideas. Any chance you can shift monthly parking to upper floors of parkades so that the lower floors are for shorter term visitors? My \$0.02!

September 15, 2014 at 10:14pm Like 3



City of Victoria - Local Government Hi Brian - Thanks we are doing just that. Lower levels in City parkades (upper levels at Broughton) will be signed for short-term, three-hour parking Monday to Friday from 8am-4pm.

Commented by Michelle Kavanagh · September 15, 2014 at 10:14pm Like 2



Brian Cant Yay! That's awesome news. Somehow in my haste I suppose I missed that news. Thanks!

September 15, 2014 at 10:14pm Unlike 1



Ian Hoar Radical guys. Keep up the good work! Super happy to shift the emphasis to parkades. Maybe with some cars off the streets we can find some extra spots around town for covered bike parking, parklets and bike lanes

September 15, 2014 at 10:14pm Like 1



Write a comment

2015



ParkVictoria Facebook Posts

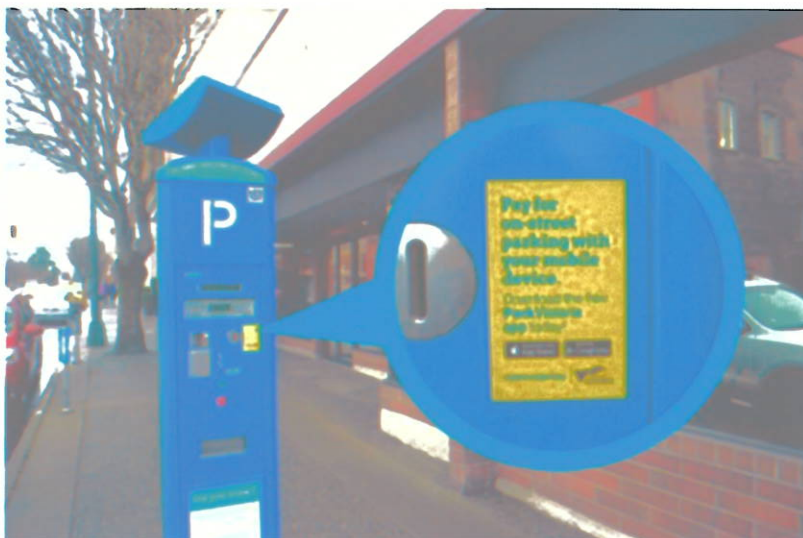


City of Victoria - Local Government

Posted on Tuesday, November 10, 2014 at 11:48 AM

Paying for on-street parking just got easier. The free ParkVictoria app enables you to pay for on-street parking using your iPhone, iPad, Android smart phone or tablet. There's no need to visit a pay station or parking meter. The ParkVictoria app is available at the App Store and Google Play.

Learn more at www.victoria.ca/parking












7,544 people reached

Boost Post

Like Comment Share

78 18 55 Shares

-  **Jim McAllister** Are the rates the same? Weird added fees or anything?
Like Reply [@jim_mcallister](#) · 14 Feb 11:56pm
-  **City of Victoria - Local Government** The ParkVictoria app is free and regular on-street parking rates apply. When paying for on-street parking using your ParkVictoria "wallet", there is no service fee. If using ParkVictoria and paying by credit card, there is a 25 cent transaction fee. Yo... [See More](#)
Like Reply [@cityofvictoria](#) · 14 Feb 12:04pm
-  **Lesley Davies** Interesting move. Wasn't it your focus to lessen the appeal of on street parking not too long ago??
Like Reply [@lesleydavies](#) · 14 Feb 12:04pm
-  **City of Victoria - Local Government** The ParkVictoria app improves customer service for motorists who park on-street. It's part of the City's overall parking improvements introduced this fall, which include incentives to park at the City's five parkades with the first hour always being fr... [See More](#)
- 
- Parking | Victoria**

The City of Victoria operates five parkades, three surface parking lots, and has nearly 2,000 on-street parking ..
- [@cityofvictoria](#) · 14 Feb 12:04pm
- Like Reply Remove Preview [@cityofvictoria](#) · 14 Feb 12:04pm
-  **Howard Markson** Nice work.
Like Reply [@howardmarkson](#) · 14 Feb 12:04pm
-  **Jim McAllister** Can we reload our parking cards with the app?
Like Reply [@jim_mcallister](#) · 14 Feb 12:04pm
-  **City of Victoria - Local Government** Parking Cards can be reloaded at the Customer Service Centre at City Hall and at on-street pay stations. We are looking at making it possible to transfer a balance from a Parking Card to a ParkVictoria "wallet" account.
Like Reply [@cityofvictoria](#) · 14 Feb 12:04pm
-  **Chas Holzworth** Do keep us updated when this happens! Great steps in all directions. Been waiting for three and a half years since moving here, for this to happen.
Like [@chasholzworth](#) · 14 Feb 12:04pm



Carole Thompson Miller This is fantastic!! We are regular visitors to your wonderful city from Kelowna BC

Like Reply · December 11, 2014 at 10:44pm



Chris Rempel FINALLY!

Like Reply · December 11, 2014 at 10:44pm



Pamela Mason Nice to learn all this info from Facebook.

Like Reply · December 11, 2014 at 10:44pm



Trudy Dempsey I will have to get this for myself as I use ma parking card all the time

Like Reply · December 11, 2014 at 10:44pm



Kathleen Rousseau fantastic. every city should have that. woh! here in ontario, haven't seen it yet, but I am sure in Toronto, bigger city it would exist. Will check out Ottawa, since we are not far from there.....

Like Reply · December 11, 2014 at 10:44pm



Cassandra Taylor Chris Farano 😊

Like Reply · December 11, 2014 at 10:44pm



Ryan Roga I wish we had more free downtown parking. That'd be nice. Way better than an iPhone app. 😊

Like Reply · December 11, 2014 at 10:44pm



Parking Improvements Tweets Launch September 15, 2014



City of Victoria @CityOfVictoria · Nov 27

First hr is always free at City parkades + free parking Mon-Sat 6pm-8am & all day Sundays & holidays #yyj victoria.ca/parking

👍 4 🔄 3



City of Victoria retweeted



DVBA @DowntownVic · Nov 13

Looking to cross a few items off your Christmas list? Downtown #yyj has everything you need along with 1st hr free parking in all parkades!

👍 6 ⭐ 4



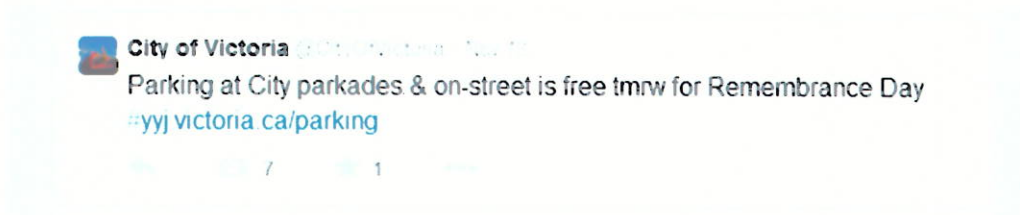
City of Victoria retweeted



Janis La Cuvée @JanisCuvée · Nov 12

Have to say I really like the new parking initiatives downtown in @CityOfVictoria. Makes it easy to come downtown at night. #yyj

👍 2 ⭐ 4





City of Victoria retweeted

FabulousFort (@FabulousFort) · Oct 7

Did u know that the first hour of parking is now automatically FREE FREE in all of the five @CityOfVictoria 's parkade! Love it!

5 3

City of Victoria retweeted

The Bay Centre (@baycentre) · Sep 23

That makes thing easier! First Hour is automatically FREE in all @CityOfVictoria parkades. Here are the details ow.ly/BVPzF

2 1

City of Victoria retweeted

Nichola Reddington (@nicholared) · Sep 24

So impressed with the service at Centennial Square parkade and information provided about the Safewalk program. @CityOfVictoria @myDVBA

1 2

City of Victoria retweeted

Derek Ford (@DerekFordPhoto) · Sep 24

The new short term parking spots @CityOfVictoria parkades are fantastic!! And first hour free!!!! #explorebc

3 3



City of Victoria @CityOfVictoria · Sep 22

Thx @myDVBA Clean Team for removing old decals DT & distribtng new parking decal & info! #yyj victoria.ca/parking



7 2

[View more photos and videos](#)



City of Victoria @CityOfVictoria · Sep 22

At City parkades the first hour is always FREE, w/free evening parking 6pm-8am, free Sun & holidays + SafeWalk #yyj victoria.ca/parking

4



City of Victoria retweeted



FabulousFort @FabulousFort · Sep 22

Coming downtown #yyj today? Hit one of the @CityOfVictoria parkades! The first hour of parking is FREE FREE FREE! Gotta love that!

4 2

City of Victoria (@CityOfVictoria) · Sep 10
DYK 2/2 There are 3-hr max spaces also on basement levels at Bastion Sq & View St Parkades Mon-Fri 8-4 #yyj victoria.ca/parking

City of Victoria (@CityOfVictoria) · Sep 10
DYK 1/2– City parkades provide short-term 3-hr spaces Mon-Fri 8-4 on lower levels (upper at Broughton) #yyj victoria.ca/parking

City of Victoria retweeted
The Bay Centre (@baycentre) · Sep 10
Great start to the week! First Hour is automatically FREE in all @CityOfVictoria parkades. Here are the details ow.ly/Bxapj

City of Victoria retweeted
FabulousFort (@FabulousFort) · Sep 10
Now automatically in all of the @CityOfVictoria parkades ...the first hour of parking is FREE FREE FREE! Love it!

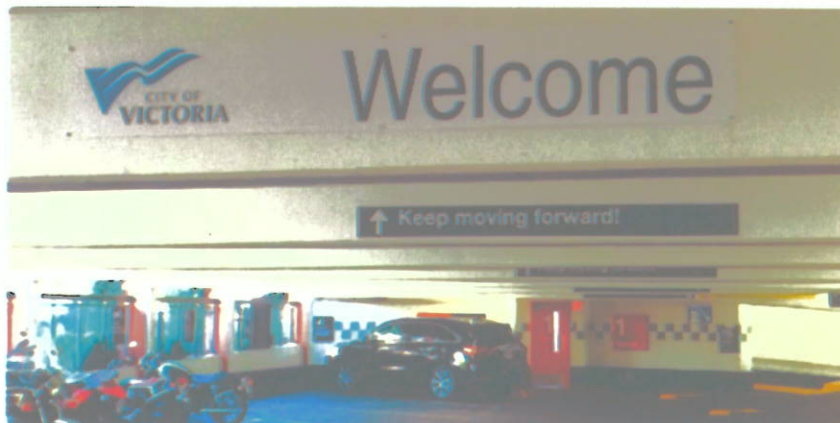


3 1 View more photos and videos

City of Victoria @CityOfVictoria · Sep 12
Starting today, there are five on-street parking zones ranging \$1.50-\$3/hr w/90 min - 24 hr time limits #yyj victoria.ca/parking

City of Victoria @CityOfVictoria · Sep 12
Starting TODAY, the first hr is always FREE at City parkades + FREE evening parkg, reduced rates & SafeWalk #yyj! victoria.ca/parking

City of Victoria @CityOfVictoria · Sep 14
We're ready to welcome you tmrw w/1st hr FREE at City parkades + FREE evening parking #yyj! victoria.ca/parking

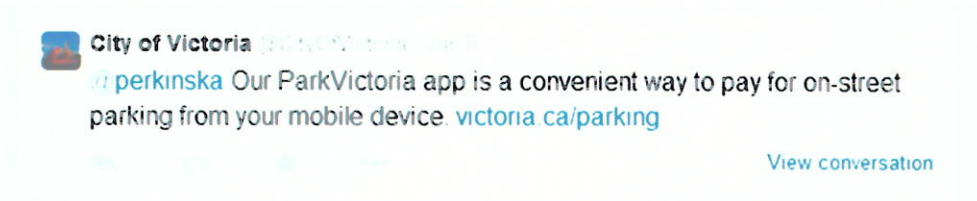
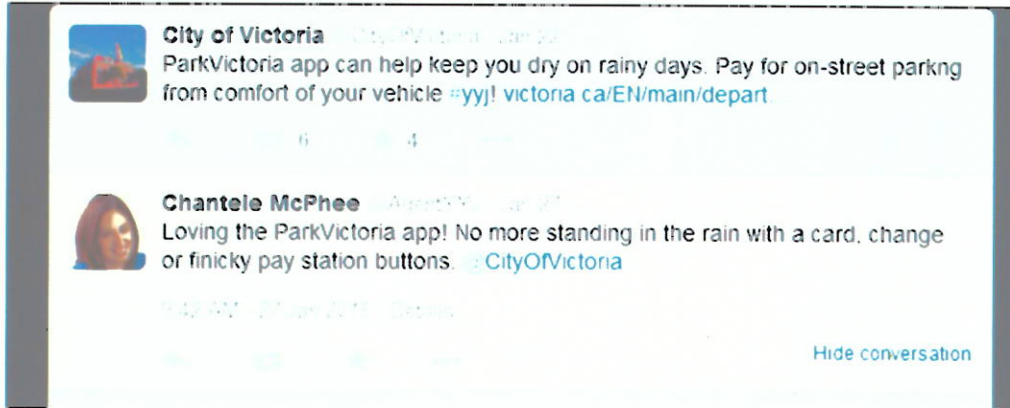


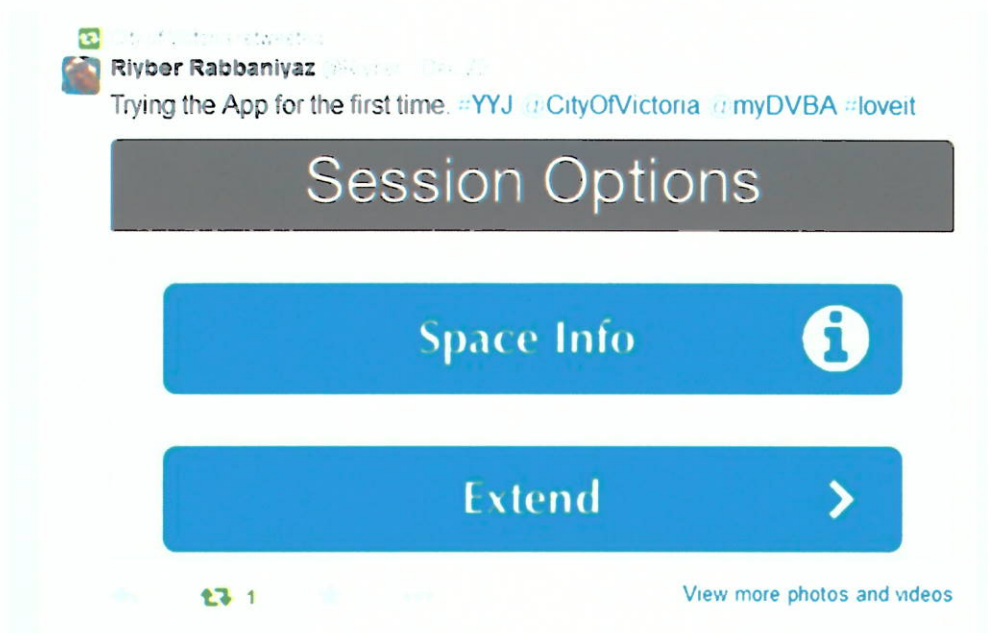
[View more photos and videos](#)





ParkVictoria App Tweets







Wayne Fougere

Wayne Fougere · Dec 17

@Joel_Friesen so I'm curious, what makes it specifically different/better than the Pay-by-Phone app? @CityOfVictoria @lisahelps @JonStovell

Retweeted by 1 person



City of Victoria

@CityOfVictoria

@WayneFougere @Joel_Friesen
@lisahelps @JonStovell For more info pls
contact Mgr of Parking Services at
ihusu@victoria.ca

Retweeted by 1 person

10:59 AM · 18 Dec 2014



City of Victoria

City of Victoria

@WayneFougere @Joel_Friesen
@lisaahelps @JonStovell RFP process
showed cost-savings w/wallet (no fee) &
can refund unused parking time.

Retweeted by 1 person

Wayne Fougere

1



10:05 AM - 12 Dec 2014



Reply to @WayneFougere @Joel_Friesen @lisaahelps @JonStovell



Wayne Fougere

Wayne Fougere · Dec 19

@CityOfVictoria @Joel_Friesen @lisaahelps @JonStovell refunding unused
parking time is a neat trick & a good idea for an app.

Retweeted by 1 person



BT

boztka · Dec 22

@WayneFougere @CityOfVictoria @Joel_Friesen @lisaahelps @JonStovell ...
or let others to use what you didn't.)

Retweeted by 1 person



Wayne Fougere

Wayne Fougere · Dec 22

@boztka surely app isn't that good. If it were, some1 could go around & top up
others. @CityOfVictoria @Joel_Friesen @lisaahelps @JonStovell

Retweeted by 1 person



BT

boztka · Dec 22

@WayneFougere @CityOfVictoria @Joel_Friesen @lisaahelps @JonStovell Is
the parking data Open? If yes, app will grow; Crowdsourcing, Hackathon

Retweeted by 2 people

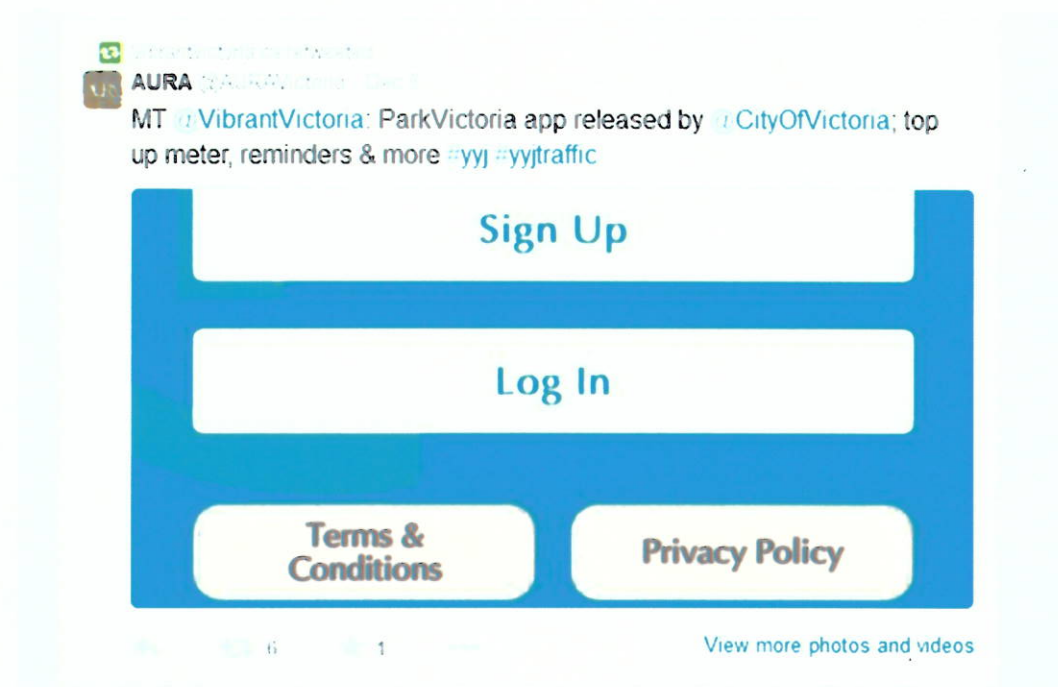
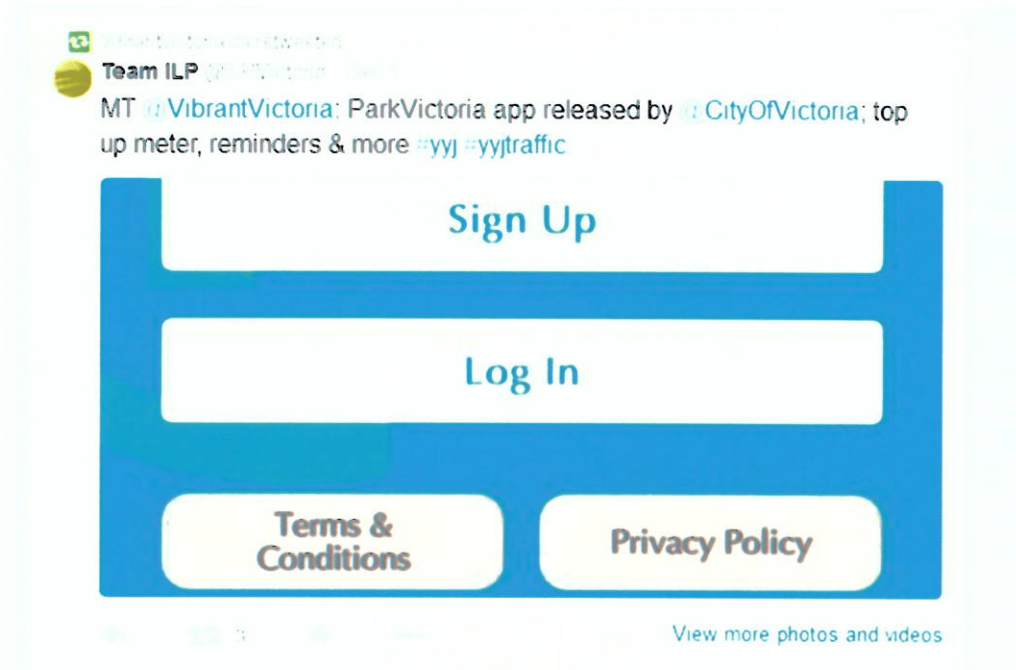
City of Victoria (@CityOfVictoria) Dec 9
 @GrumpyButtFunny Nice to hear the app works on your
 #blackberrypassport For all other devices, there's the mobile web app :)
 parkvictoria.ca
 View conversation

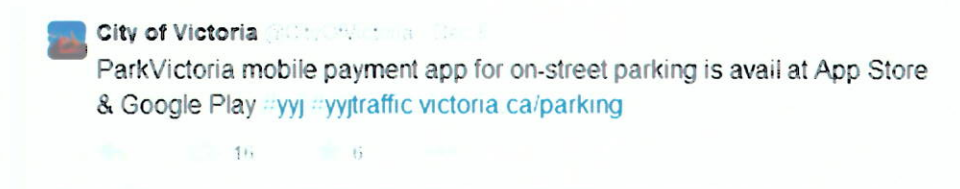
Dorian Chapman (@dorianchapman) Dec 9
 Hey Victoria @yyj did you know @CityOfVictoria has a new #parking app?
 victoria.ca/EN/main/depart...

Lisa Helps (@lisa.helps) Dec 10
 MT @Joel_Friesen: It's been a long wait for
 the obvious. Good on you @CityOfVictoria ..
 This is major #YYJ #victoria



17 6 View more photos and videos







Dorian Chapman · dorian_td · Dec 6

Hey Victoria #yyj did you know @CityOfVictoria has a new #parking app?
victoria.ca/EN/main/depart...



City of Victoria · CityOfVictoria · Dec 5

ParkVictoria mobile payment app for on-street parking is avail at App Store & Google Play #yyj #yyjtraffic victoria.ca/parking

15

4



Laura Bidell · LBidell · Dec 5

@jasonzerbin you could use this! 🐶 " @CityOfVictoria: ParkVictoria mobile payment app for on-street parking is avail at App Store"



Jason · jasonzerbin · Dec 6

@LBidell @CityOfVictoria OMG I will save millions

10:21 AM · 6 Dec 2014 · Details

Hide conversation

Reply to @jasonzerbin · LBidell



Mike Palmer and Guy Vaillancourt retweeted you

Dec 6

Dec 5: ParkVictoria mobile payment app for on-street parking is avail at App Store & Google Play #yyj #yyjtraffic victoria.ca/parking





Marielle @MarielleMedia · Dec 5

Nice work on the new Parking App @CityOfVictoria! Feeling the momentum @lisahelps :) #represent #yyj #yyjpoli victoria.ca/EN/main/depart...

3



Lisa Helps @lisahelps · Dec 5

@MarielleMedia Was in the works before I was elected. Kudos to our creative, innovative staff! @CityOfVictoria

RETWEET

1

FAVORITES

2



11:18 PM · 5 Dec 2014 · Details

Hide conversation



Mike Gonzalez favorited a Tweet you were mentioned in

Dec 5

Dec 5 CTV News Video: New CityOfVictoria app aims to ease parking pains - CTVNewsCoralie reports bit.ly/1yyHOIT #yyj myDVBA



Coralie McLean retweeted a Tweet you were mentioned in

Dec 5

Dec 5 CTV News Video: New CityOfVictoria app aims to ease parking pains - CTVNewsCoralie reports bit.ly/1yyHOIT #yyj myDVBA



CTV News VI @CTVNewsVI · Dec 5


CTV News Video: New @CityOfVictoria app aims to ease parking pains - @CTVNewsCoralie reports bit.ly/1yyHOIT #yyj @myDVBA

View summary

1

1


1

 **Guy Vaillancourt** and 12 others retweeted you

Dec 5

Dec 5: ParkVictoria mobile payment app for on-street parking is
avail at App Store & Google Play - yyj - yyj/traffic/victoria.ca/parking



 **Tony Brooks** · Tony Brooks33 · Dec 5

Tried out the new #parkvictoria app today - worked like a charm. Even credited
back unused time. Well done @CityOfVictoria

Subject: FW: It is working!

From: Marg Gardiner, JBNA [marg.jbna@shaw.ca]
Sent: Tuesday, September 30, 2014 6:34 PM
To: Councillors
Cc: Jason Johnson
Subject: It is working!

Hi everyone,

Today I had to drive downtown (leg problem).

Used the city parkade by City Hall/CRD.

What a difference.

Found a spot easily.

People coming/going so spots available on second level.

Easier to get to elevator (but slow so took stairs, saw nice poster - could use more!).

Leaving, the woman at the exit was really pleasant - I had questions and comments.

She couldn't answer the one question but said she would find out so that SHE would know the answer for other occasions etc. (i.e. she was interested).

And she said she would pass on the one comment (couldn't read stall signs from inside car due to small print - but now know what they mean - so a one-time issue).

Great changes,

Thanks,

Marg Gardiner

From:
Sent: Tuesday, Dec 16, 2014 4:02 PM
To: Michelle Harris
Subject: Fwd: Seen on facebook

Sent from my iPhone

Begin forwarded message:

From: Katie Hamilton <khamilton@victoria.ca>
Date: December 16, 2014 at 7:00:38 AM PST
To: Ismo Husu <ihusu@victoria.ca>
Cc: Jason Johnson <jjohnson@victoria.ca>
Subject: Fwd: Seen on facebook

Sent from my iPhone

Begin forwarded message:

From: "Lisa Helps (Mayor)" <mayor@victoria.ca<<mailto:mayor@victoria.ca>>>
Date: December 16, 2014 at 6:55:28 AM PST
To: "Charlayne Thornton-Joe (Councillor)" <cth Thornton-joe@victoria.ca<<mailto:cth Thornton-joe@victoria.ca>>>, Jason Johnson <jjohnson@victoria.ca<<mailto:jjohnson@victoria.ca>>>, Katie Hamilton <khamilton@victoria.ca<<mailto:khamilton@victoria.ca>>>, Councillors <Councillors@victoria.ca<<mailto:Councillors@victoria.ca>>>
Subject: Re: Seen on facebook

I'm getting LOTS of positive feedback about parking too! Yesterday from the Chamber AND the DVBA!! Please pass this along to Ismo. Also way to go Council for having the courage to take some bold steps to make the changes!

—
"Cities have the capability of providing something for everybody only because, and only when, they are created by everybody."

- Jane Jacobs

From: "Charlayne Thornton-Joe (Councillor)" <cth Thornton-joe@victoria.ca<<mailto:cth Thornton-joe@victoria.ca>>>
Date: Monday, December 15, 2014 at 11:30 PM
To: Jason Johnson <jjohnson@victoria.ca<<mailto:jjohnson@victoria.ca>>>, Katie Hamilton

From: Ismo Husu
Sent: Tuesday, Sep 30, 2014 12:39 PM
To: Michelle Harris
Subject: FW: Cancellation of Parkin

A cancellation but nice feedback

Ismo Husu
Manager, Parking Services
Engineering and Public Works
City of Victoria
1 Centennial Square, Victoria BC V8W 1P6

T 250.361.0330 C 250.415.6854 F 250.361.0214

-----Original Message-----

From:
Sent: Tuesday, Sep 30, 2014 12:11 PM
To: Parking Services
Subject: Cancellation of Parkin

Hello,

Please accept this email as my request to cancel my monthly parking at the Centennial Square parkade effective the end of November 2014. My last day of parking will be November 30th.

Please advise if the scan card and window permit can be dropped off at the desk at City Hall on the 1st of December.

Thank you very much for the great service provided to me by the City of Victoria Parkades. All of the employees I have ever dealt with have been wonderful. I am very grateful that the City employs 24 hour security.

If you need to contact me by telephone for any reason my home number is [redacted] and my work number is [redacted]

Thank you,

From: Ismo Husu
Sent: Friday, Oct 10, 2014 8:44 AM
To: Michelle Harris

Brandi Wein@Brandi_Wein Oct 8

"@deals_victoria: Parking <http://downtownvictoria.ca/park> #yyj #shoplocal #parking" Experienced this yesterday. Awesome deal!

Ismo Husu
Manager, Parking Services
Engineering and Public Works
City of Victoria
1 Centennial Square, Victoria BC V8W 1P6

T 250.361.0330 C 250.415.6854 F 250.361.0214



From: Ismo Husu
Sent: Monday, Oct 27, 2014 1:55 PM
To: Michelle Harris
Cc: Brad Dellebuur; Commissionaires - Guy Vaillancourt
Subject: Spotted in Victoria

Better than the last one...



Spotted in Victoria
2 hours ago

To the parking guy on Store Street today by Value Village, thank you so much for not giving me and my twin sister a ticket when we showed up a few minutes late!! You said politeness goes a long way; well, kindness goes even further. You made our day

Ismo Husu
Manager, Parking Services
Engineering and Public Works
City of Victoria
1 Centennial Square, Victoria BC V8W 1P6

T 250.361.0330 C 250.415.6854 F 250.361.0214



From: Parking Services
Sent: Thursday, Dec 18, 2014 1:26 PM
To: Michelle Harris
Subject: FW: Parking Services - City of Victoria Feedback Form

FYI

Ismo Husu
Manager, Parking Services
Engineering and Public Works
City of Victoria
1 Centennial Square, Victoria BC V8W 1P6

T 250.361.0330 C 250.415.6854 F 250.361.0214



From:
Sent: Thursday, Dec 18, 2014 12:09 PM
To: Parking Services
Subject: Parking Services - City of Victoria Feedback Form

You have received an email from _____ via the City of Victoria website feedback form

Name:
Topic: Parking Services
Phone:
Address: Duncan, B.C.

Message: Hi,

I just want to thank you for providing excellent security at your Fisgard street parkade. Last Friday (Dec. 12) I parked there from the late afternoon to about 10 p.m. to go for dinner and attend the Royals hockey game. The girl at the entrance was very helpful in explaining what to do re: payment and how much to put in the envelope. When I returned I appreciated having ample security on hand and a well lit parkade. Payment via envelope went smoothly.

Thanks again.

Duncan, B.C.

Date: December-18-14 12:09:08 PM

From: Ismo Husu
Sent: Wednesday, Dec 24, 2014 8:08 AM
To: Michelle Harris
Subject: FW: Thank you

FYI

Ismo Husu
Manager, Parking Services
Engineering and Public Works
City of Victoria
1 Centennial Square, Victoria BC V8W 1P6

T 250.361.0330 C 250.415.6854 F 250.361.0214



From:
Sent: Tuesday, Dec 23, 2014 6:20 PM
To: Parking Services
Subject: Thank you

To the person who ticketed my car on December 22nd,

On Dec. 22nd I was stuck at the dentist having to deal with an unexpected extended appointment and a very unhappy seven year old daughter. I thought for sure I would have a parking ticket on my windshield when I returned late to my car. However, there was a green piece of paper there. Thank you for leaving a Courtesy ticket. It was so good to see that especially after our difficult appointment. You made my day.

Sincerely,

From: Ismo Husu
Sent: Wednesday, Dec 17, 2014 11:02 AM
To: Michelle Harris
Subject: on Vibrant Victoria today

OK, I used the ParkVictoria app again....I pulled into a spot, logged on this time without having to wait for a text message....entered the spot #....directly received my choices of time....clicked on the maximum hour and a half....paid out of my "wallet" account...all while still sitting in the car. Did my business and then logged off as I was walking back to the vehicle a half a block away. Received my email receipt that said that they have taken 54 cents from my wallet.

Now I am starting to REALLY like this app.

Ismo Husu
Manager, Parking Services
Engineering and Public Works
City of Victoria
1 Centennial Square, Victoria BC V8W 1P6

T 250.361.0330 C 250.415.6854 F 250.361.0214



From: Ismo Husu
Sent: Tuesday, Dec 23, 2014 1:41 PM
To: Commissionaires - Guy Vaillancourt
Cc: Michelle Harris
Subject: Dennis at Johnson

Had a call today about how refreshing it was to have a nice and cheerful person at the Johnson Parkade to explain issues when they presented.

Ismo Husu
Manager, Parking Services
Engineering and Public Works
City of Victoria
1 Centennial Square, Victoria BC V8W 1P6

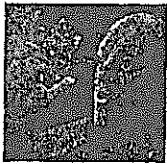
T 250.361.0330 C 250.415.6854 F 250.361.0214



From: Ismo Husu
Sent: Friday, Sep 26, 2014 10:14 AM
To: Michelle Harris
Subject: RE: Thank you!

concorde

concorde



- Member
- 1,647 posts

Posted Yesterday, 01:55 PM

, on 24 Sept 2014 - 12:47 PM, said: ~

The short term parking spots in the parkades are working brilliantly. Hats off to you guys for implementing those. For someone who needs to pop in and out within a short period of time not having to make the rounds to the top floors and wasting time getting to and from street level is huge.

I was in a parkade today and I have to say that was one of the best innovations combined with the 1 hour free parking. It screams the City wants people to shop and do business downtown, and I for one will be doing more and more business downtown that I used to do outside the downtown area.

Kudos to whoever came up with these innovations.

Ismo Husu
Manager, Parking Services
Engineering and Public Works
City of Victoria
1 Centennial Square, Victoria BC V8W 1P6

T 250.361.0330 C 250.415.6854 F 250.361.0214



From: Ismo Husu
Sent: Wednesday, Dec 31, 2014 2:20 PM
To: Michelle Harris

Dailene O'Neill @daio222 48m48 minutes ago

@CityOfVictoria Love your #ParkVictoria app. So easy & convenient. #yyj #parking

Ismo Husu
Manager, Parking Services
Engineering and Public Works
City of Victoria
1 Centennial Square, Victoria BC V8W 1P6

T 250.361.0330 C 250.415.6854 F 250.361.0214



From: Ismo Husu
Sent: Thursday, Dec 11, 2014 2:25 PM
To: Michelle Harris

1. FabulousFort and 12 others follow



Victoria Chamber @ChamberVictoria 21m21 minutes ago

Parking? There's an App for that! And more in this week's BizNews. #yyj #yyjbiz #chamber <http://ow.ly/FL23L>

Ismo Husu
Manager, Parking Services
Engineering and Public Works
City of Victoria
1 Centennial Square, Victoria BC V8W 1P6

T 250.361.0330 C 250.415.6854 F 250.361.0214



From: Ismo Husu
Sent: Thursday, Oct 23, 2014 8:59 AM
To: Michelle Harris
Subject: interesting tweet

1. FabulousFort and 3 others follow



Action Motorcycles @MotorcycleGuys Oct 21

Big perk to riding in #Victoria— #Motorcycle parking in downtown parkades is now only \$4! #yyj
<http://www.victoria.ca/EN/main/departments/engineering/parking.html> ...

Ismo Husu
Manager, Parking Services
Engineering and Public Works
City of Victoria
1 Centennial Square, Victoria BC V8W 1P6

T 250.361.0330 C 250.415.6854 F 250.361.0214



Commissionaire Victoria, the Islands
and Yukon CVIY
928 Cloverdale Ave.
Victoria, BC V8X2T3



City of Victoria

Activity Log Entry

Report #	6127
Report Date	12/31/2014
Report Time	17:20
Created By	

Information

Location/Site	Parkade - Yates St 6044 778
Name of contact	
Additional Information	safewalked elderly lady to second floor to her vehicle, BMW 253 MEH. safewalk card passed on. complimentary remarks made regarding new programs at parkades.
Employee List	
Actions Required	Follow-up Required

Commissionaire Victoria, the Islands
and Yukon CVIY
928 Cloverdale Ave.
Victoria, BC V8X2T3



City of Victoria

Activity Log Entry	
Report #	6112
Report Date	12/30/2014
Report Time	22:12
Created By	

Information

Location/Site	Parkade - Yates St 6044 778
Name of contact	
Additional Information	liaisons with female member of the public, who says she has augmented her schedule to match the hours when the south guard booth is manned. she says she's noted the difference in bastion square and this information is being passed along to supervisory staff.
Actions Required	Follow-up Required

Commissionaire Victoria, the Islands
and Yukon CVIY
928 Cloverdale Ave.
Victoria, BC V8X2T3



City of Victoria

Activity Log Entry

Report #	5012
Report Date	12/05/2014
Report Time	10:55
Created By	

Information

Location/Site	Parkade - Broughton 6040 784
Activity	Older Lady on P2C could not find her way to the Library . She just wanted to return Video. It appeared she might get lost on her return therefore I advised I would return her Video to the Library. I assisted her into her automobile and returned the Video. Time 10:05 am
Name of contact	
Action Taken	
Additional Information	

Commissionaire Victoria, the Islands
and Yukon CVIY
928 Cloverdale Ave.
Victoria, BC V8X2T3



City of Victoria

Activity Log Entry	
Report #	5258
Report Date	12/10/2014
Report Time	09:53
Created By	

Information

Location/Site	Parkade - Broughton 6040 784
Activity	Young Lady crying late for work . Could not find parking spot assisted her very grateful
Name of contact	
Additional Information	
Actions Required	Follow-up Required

Commissionaire Victoria, the Islands
and Yukon CVIY
928 Cloverdale Ave.
Victoria, BC V8X2T3



City of Victoria

Activity Log Entry	
Report #	5170
Report Date	12/08/2014
Report Time	20:28
Created By	

Information

Location/Site	Parkade - Broughton 6040 784
Activity	Unlocked Car with lights on: Shortly before 20:00 I noticed a car with the lights on. I returned a few minutes later and discovered it was unlocked. I opened the driver's door, turned off the lights and locked the doors. I left a note for the owner.
Name of contact	
Additional Information	
Actions Required	Follow-up Required

Commissionaire Victoria, the Islands
and Yukon CVIY
928 Cloverdale Ave.
Victoria, BC V8X2T3



City of Victoria

Activity Log Entry	
Report #	5332
Report Date	12/12/2014
Report Time	13:00
Created By	

Information

Location/Site	Parkade - Broughton 6040 784
Activity	Since 11:46 am 5 people have been given assistance in locating their vehicles. Time now 1:00 pm
Name of contact	
Additional Information	
Actions Required	Follow-up Required

From: Ismo Husu
Sent: Wednesday, Dec 10, 2014 4:07 PM
To: Michelle Harris
Subject: FW: Parking? There's an App for that!

FYi

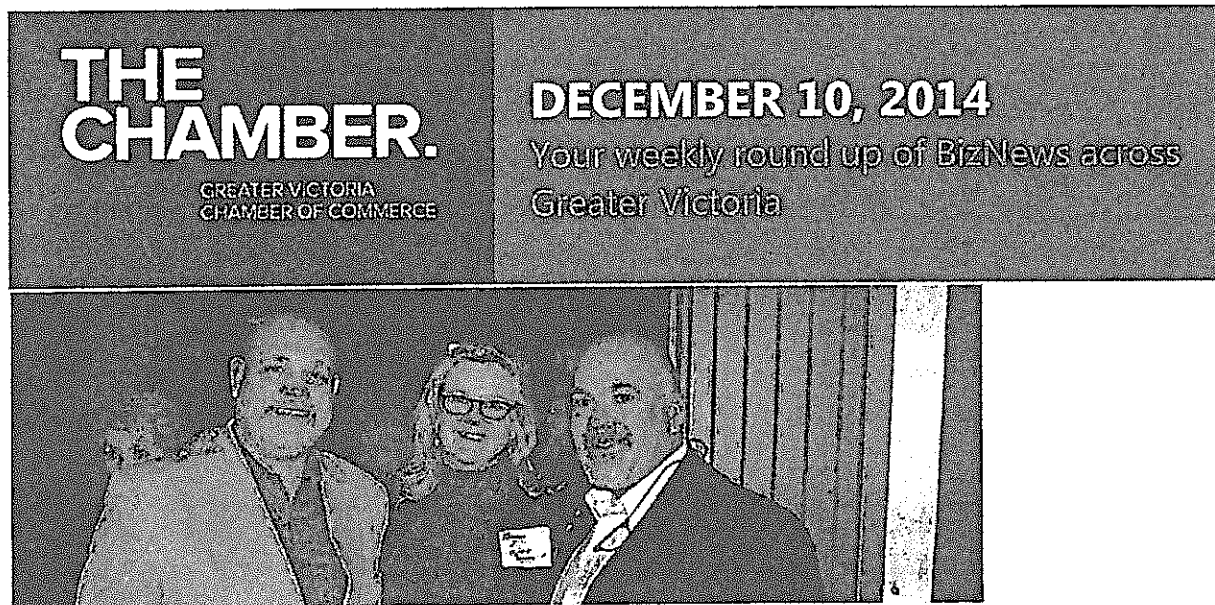
Ismo Husu
Manager, Parking Services
Engineering and Public Works
City of Victoria
1 Centennial Square, Victoria BC V8W 1P6

T 250.361.0330 C 250.415.6854 F 250.361.0214



From: The Chamber [mailto:chamber@victoriachamber.ccsend.com] **On Behalf Of** The Chamber
Sent: Wednesday, Dec 10, 2014 4:02 PM
To: Ismo Husu
Subject: Parking? There's an App for that!

Having trouble viewing this email? [Click here](#)



Dear Ismo Husu,

Chamber News

[Celebrate Success](#)

8:00 am - 9:00 am
The Chamber, 852 Fort St.

[Register](#)

Changes to Building Code

Several changes are coming to the 2012 BC Building Code on December 19th. There are a number of resources available to help Code users understand these changes, who they impact, and how to comply with the new requirements. Some of these changes amend existing sections of the Code, while others introduce new content and concepts. Everyone is encouraged to review these technical bulletins and guides in preparation for the effective date of December 19, 2014.

[Read More](#)



Excerpt.



Parking? There's an App for that!

The City of Victoria has made paying for on-street parking easier. Motorists


can now pay for on-street parking using their iPhone, iPad, Android smartphone or tablet by downloading the free ParkVictoria app from the App Store or Google Play. Motorists can also use any data-enabled mobile device to access the ParkVictoria mobile web application at www.parkvictoria.ca.

ParkVictoria allows motorists to pay for on-street parking at any numbered downtown parking space, while on-the-go or from the comfort of their vehicle. There is no need to visit a pay station or parking meter.

The mobile payment system sends a reminder email, text message or pop-up notification before a parking session expires, enables customers to extend parking time up to the maximum time zone limit posted, and to refund any unused parking time to a ParkVictoria "wallet" or credit card.

Customers also have the ability to view or print parking receipts, and to view their parking history. ParkVictoria is a secure method of payment; all data is encrypted to ensure safe and secure payment transactions.

For more information, visit: www.victoria.ca/parking

City of Victoria: Chamber member since 1962 

Chamber Members Mean Business.

A big Chamber welcome to our newest member!



From: Ismo Husu
Sent: Wednesday, Dec 17, 2014 10:31 AM
To: Michelle Harris
Subject: FW: Passport's Parking Private Label a hit in Victoria

Ismo Husu
Manager, Parking Services
Engineering and Public Works
City of Victoria
1 Centennial Square, Victoria BC V8W 1P6

T 250.361.0330 C 250.415.6854 F 250.361.0214



From: Passport [mailto:info@passportparking.com]
Sent: Wednesday, Dec 17, 2014 10:27 AM
To: Ismo Husu
Subject: Passport's Parking Private Label a hit in Victoria



Passport

Newsletter - December 2014

Passport powers Private Label for Victoria with Boston, Toronto and Salt Lake City to follow



Private-label ParkVictoria become Passport's most successful first week in Passport's history. In only

it's second week of availability, ParkVictoria has become popular based on it's convenience and ability to extend one's parking from anywhere.

Victoria Mayor Lisa Helps said the system is good for the city. "Victoria is tech town," she said. "We are Tectoria and we are now creating our own apps to make the No. 1 problem in downtown Victoria just a little bit easier."

[Click to read the full article from the Victoria Time Colonist.](#)

Passport in the news...

On the cover of Parking Today

Passport was featured on the cover of the December 2014 of Parking Today. The cover and following inside featured Passport's tailored solutions that are changing the market.

[Click here to check us out](#)



Louisville pilots Pay-by-Cell parking only spots

Louisville, already using Passport, has piloted some street parking as pay-by-cell only spots. The city realized installing new meters was costly, and they could save nearly \$1000 per spot by using Passport. [View the full report from WHAS11 Louisville.](#)



Passport comes to Lincoln, Neb.

A month after launch, Lincoln saw 1,500 parkers use Passport in the city. The number grows each day with residents finding Passport an easier and more convenient solution when parking.

[Read the full article from the Lincoln Star](#)



Passport featured in Business North Carolina

Passport was featured in the November edition of Business North Carolina. The article, entitled "Lot Full," explores the history of Passport, how we become the leader in mobile payments for parking, and expanding into other modes of transit including ticketing for buses. [Read the full article from Business North Carolina Magazine.](#)



Blogs, Social Media and more...



The Benefits of Mobile Wallets for Parking

Passport discusses the benefits of mobile ticketing in the parking industry.



The Branding Movement in Parking

Passport explores how crucial it is for operators and technology company to work together.



Mobile Ticketing for Transit

Passport introduces mobile ticketing for buses, lightrails, ferries and trains.



Parking Technology: The Next Generation

View our article from the October edition of Parking Technology Today

About Us

Passport is a fully integrated provider of cloud-based mobility solutions.

[Read More](#)

Quick Links

PassportParking.com

[Mobile Pay Solutions](#)

[Schedule a Demo](#)

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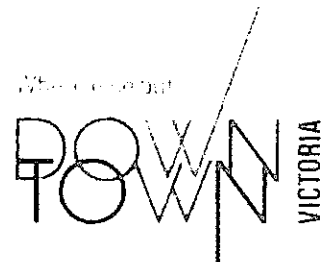


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SEARCH

Few clouds 9 °C



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DOWNTOWN

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DVBA

INVEST
DOWNTOWN

HOME PLAY DOWNTOWN PARKING AND
TRANSPORTATION PARKING LOTS, PARKADES, AND RATES

Parking Lots, Parkades, and Rates

PARKING CHANGES IN EFFECT SEPTEMBER 15, 2014

To make parking easier, the City of Victoria is implementing a range of improvements to shift motorists from higher-demand on-street parking spots to available spaces in the City's five parkades. City parkades are being painted and new way-finding signage will be installed by mid-September. Check out some of the parking improvements below that begin Monday, September 15, 2014.

- Automatic FIRST HOUR FREE in all five civic parkades (voucher no longer required)
- FREE EVENINGS in civic parkades and on-street after 6pm (until 8am)
- REDUCED RATE in civic parkades of \$2/hour
- Time now charged at 15 minute intervals in all five civic parkades
- Safe Walk Service in all five civic parkades

For the more information on the changes to parking in downtown Victoria, please visit www.victoria.ca/parking

Getting Around

Parking
Information

City of
Victoria
Parkades

On-Street
Pay Stations

Top Ways to
Reduce
Parking
Tickets

Bylaws to
Note

Business
Parking

Public Transit

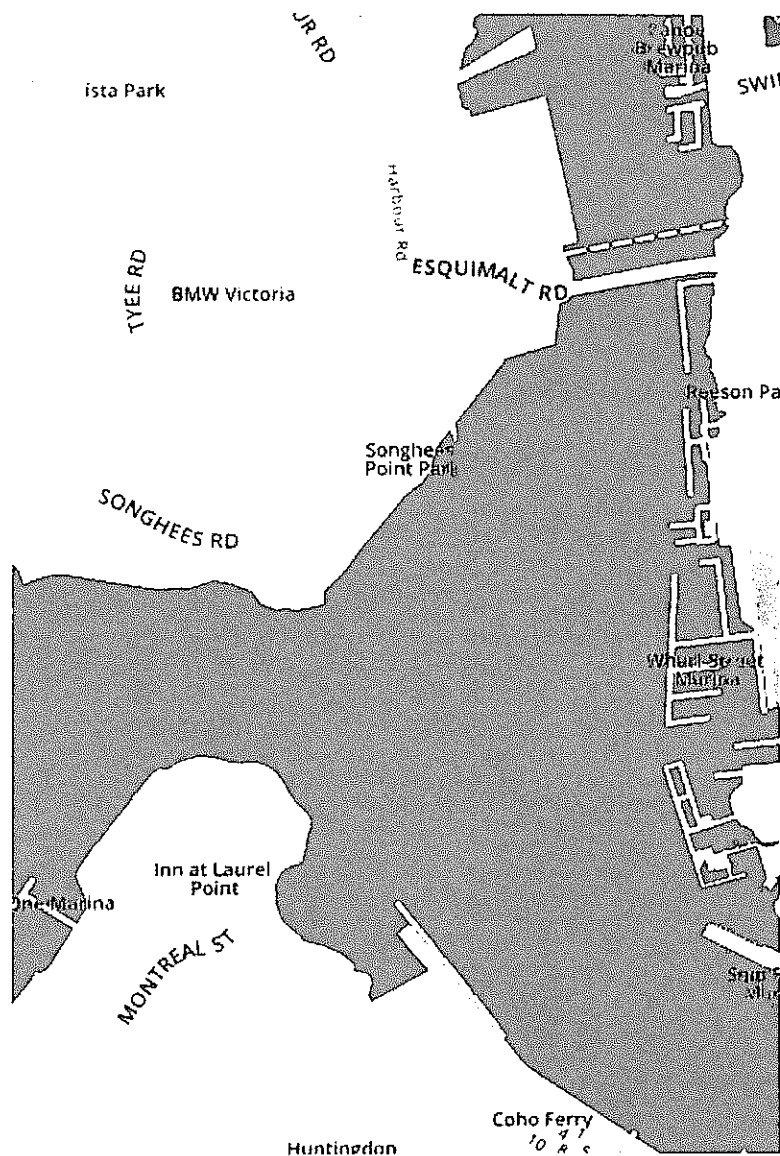
After Hours

Cycling

Did you know there are over 1,000 on-street parking spaces, 13 parkades,

23 outdoor lots, over 1,000 bike racks, and 8 electric vehicle charging stations spread throughout our downtown? Click on the icons in the map below to find hours, costs and other notes about downtown Victoria's surface lots, commercial parkades and city parkades.

- **PINK** indicates the five City of Victoria parkades (Your first hour is free at these parkades)
- **YELLOW** indicates surface parking lots, both commercial and City of Victoria
- **GREEN** indicates commercial parkades (First Hour Free does not apply at these parkades)
- **PURPLE** indicates free lots for particular businesses only



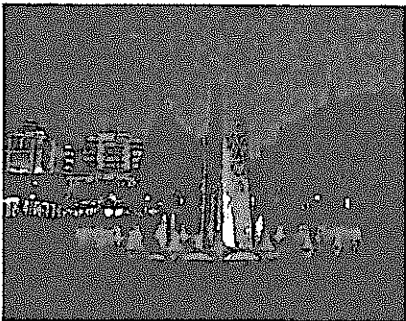
BUSINESS LISTINGS

FEATURE PROGRAM

SIGN UP FOR OUR

Helping you connect with a
#downtown business is a
big part #of what we do at
the DVBA.

Select a Category



It's Christmas in
Downtown Victoria!

NEWSLETTER

Sign up now to keep up to
date with what's happening
downtown!

Email address



Parking downtown, it's easier than
you think.

Check out our parking maps showing all of the
lots, parkades and even secure bike parking »

© Copyright 2015 Downtown Victoria Business Association. All Rights Reserved.
Website designed by Trapeze

**We're making
parking easier.**



Update on Parking Improvements

February 12, 2015





What We Did

On Monday, September 15, 2014, a range of parking improvements were implemented to shift motorists from higher-demand on-street parking spaces to the City's five parkades.





Why We Did It

1. To improve customer service
2. To make parking easier
3. To support vitality of downtown





Parkade Improvements

At City's five parkades:

- First hour is always free (no need for a coupon)
- Reduced and standardized rates (\$2 per hour, 15 minute increments)
- Evening parking free Mon to Sat 6 p.m. – 8 a.m.
- Parking free all day on Sundays and holidays
- SafeWalk Service


Welcome to Centennial Square Parkade

Please Take a Ticket to Enter/Exit

First Hour Free
Free Evenings 6 p.m. – 8 a.m.
Free Sundays and Holidays

Rates: \$2 Per Hour | \$12 Vehicle Day Rate
\$4 Motorcycle Day Rate
Lost Ticket Charged Day Rate

Payment Accepted:

Cash or Credit Card 
No Debit

24/7 Security | SafeWalk: 250.880.0683



victoria.ca/parking

Johnson Street Parkade



If you would like to have a Security Guard accompany you to your vehicle, please call **250.880.0823**.



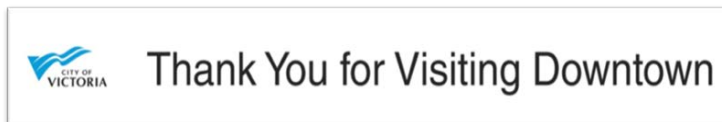
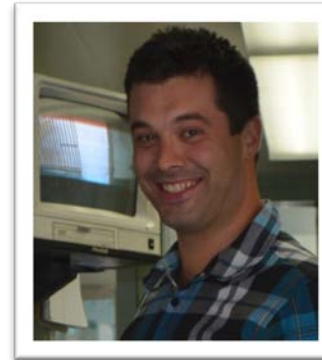
victoria.ca/parking



Renewed Focus on Customer Service

Introduced regular, small group meetings to increase two-way communication with frontline staff, and met with Parking Enforcement.

New and improved signage





Parkade Cleaning and Painting

Deep cleaning and painting of City parkades gave them a fresher look





New Short-Term Parkade Spaces

Introduced short-term parking spaces in City parkades on lower levels (upper levels at Broughton) to make spaces easier to find.

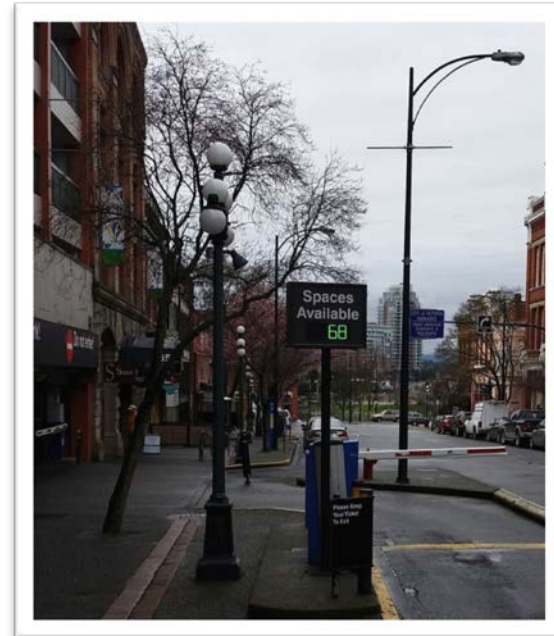
Signed short-term three-hour parking Monday to Friday 8 a.m. – 4 p.m.





New LED Parking Space Counters

New LED counters recently installed at View Street and Bastion Square Parkades to alert customers when parkades are running full.





Art in Parkades

National Call to Artists to create public artwork to enhance the Johnson Street Parkade. Artwork to be completed by year's end. 60+ artists attended tour.

Two local calls for artists this spring for Bastion Square and Centennial Square Parkades.

Art in Parkades initiative based on input from City of Victoria Youth Council.



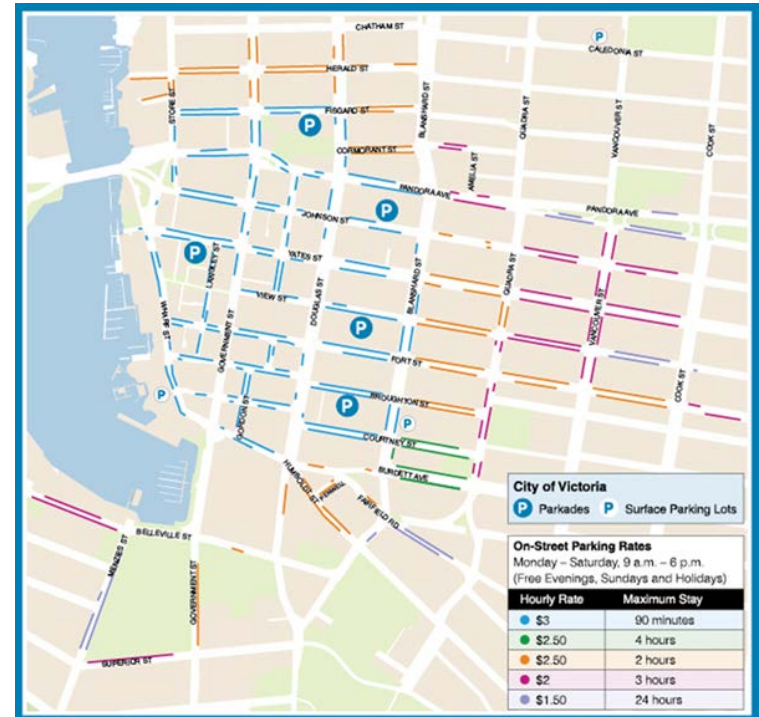


On-Street Parking Improvements

Previously, most of City's 2,000 on-street parking spaces had rate of \$2.50 per hour with a 90 minute time limit.

To provide flexibility and choice:

- Introduced **five parking zones** ranging from \$1.50 to \$3 per hour with 90 minute to 24 hour time limits, Mon – Sat, 9 a.m. – 6 p.m.
- Free in the evenings Mon - Sat 6 p.m. – 9 a.m. and free all day Sundays and holidays





3,846 Parking Spaces Downtown

Of the total 3,846 on-street and City parkade parking spaces:

- 62% (2,389 spaces) decreased in rate
- 16% (620 spaces) remained the same rate
- 22% (837 spaces) increased in rate

78% of downtown parking spaces decreased or remained the same rate

22% of downtown parking spaces increased in rate



Free ParkVictoria App

Introduced December 5, 2014,
ParkVictoria app makes paying for
on-street parking easier and more
convenient.

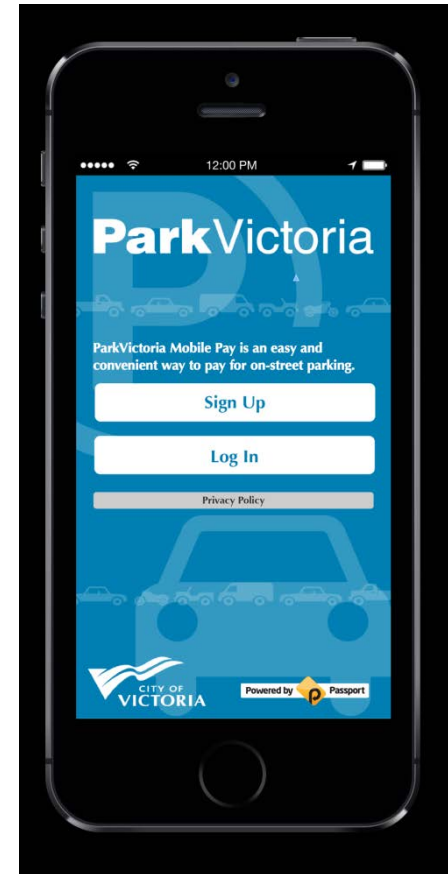
Pay by iPhone, iPad, Android
smart phone or tablet.

Free to download at:

- App Store
- Google Play



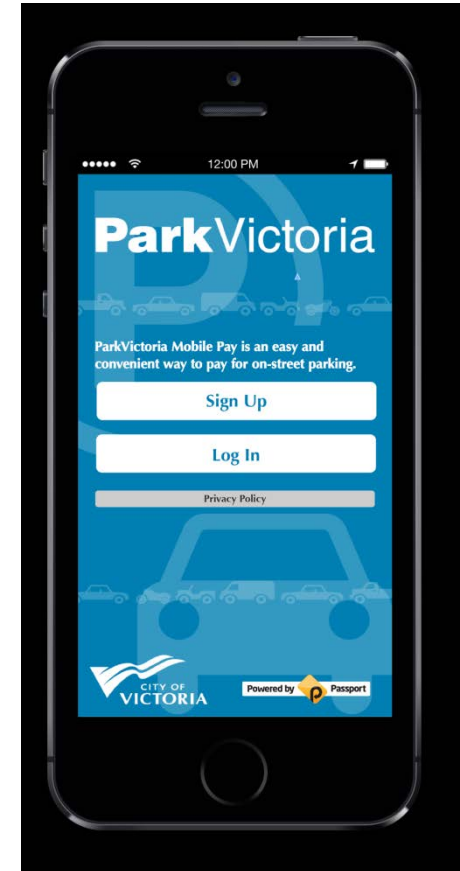
Mobile web application at
www.parkvictoria.ca





ParkVictoria App Benefits

- Pay by re-loadable “wallet” or by credit card
- No need to visit pay station or meter
- Receive reminder text message or pop-ups before parking expires
- Extend parking time up to maximum time zone limit posted
- Refund any unused parking time
- Prepay starting at 5 a.m. to park from 9-10:30 a.m.
- Can transfer balance from Parking Card
- Secure payment; Passport Parking iWEB servers in Quebec





Coming Soon

- **Business Plan Review of Parking Enforcement Services:**
 - Issue RFP. Compare external with in-house service models in GPC Report Mar 26
 - Develop ambassador-focused training program in partnership with Downtown Victoria Business Association
- **Parking Review Office located in City Hall**
- **New “Express Payment” machines (Pay-on-Foot and Pay-in-Lane)**
View Street Parkade lobby, Centennial Square Parkade exit lane
- **Block-by-Block On-street Analysis with Businesses**
- **New Guard Rails at View Street Parkade**
- **Parkade Banners**



How We Informed the Public

victoria.ca/parking



Media Release



Parking to Get Easier on September 15

Date: Wednesday, September 10, 2014

For Immediate Release

VICTORIA, BC – On Monday, September 15, a range of improvements to shift motorists from higher-demand on-street parking spots to available spaces in the City's five parkades will be introduced. The improvements address convenience, cost and availability – parking considerations identified earlier this year through consultation with more than 1,050 people.

Media Release



New App Makes Paying On-Street Parking Easier

Date: Friday, December 5, 2014

For Immediate Release

VICTORIA, BC – Paying for on-street parking just got easier. Motorists can now pay for on-street parking using their iPhone, iPad, Android smart phone or tablet by downloading the free *ParkVictoria* app from the App Store or Google Play. Motorists can also use any data-enabled mobile device to access the *ParkVictoria* mobile web application at www.parkvictoria.ca.



How We Informed the Public

City of Victoria - Local Government
Posted by Michelle Harris [?] · September 14, 2014

We're ready to welcome you tomorrow with **FIRST HOUR FREE** parking at City parkades, **FREE** evening parking and a reduced rate of \$2 per hour. Short-term, three-hour parking is available on lower levels. And we have a SafeWalk service. Come check us out. www.victoria.ca/parking

3,608 people reached Boost Post

Like · Comment · Share 84 12 28 Shares

Cheryl Thorpe, Oakwood Property Management Ltd., JB's Auto Parts Plus and 81 others like this.

City of Victoria @CityOfVictoria · Sep 15
Starting today, there are five on-street parking zones ranging \$1.50-\$3/hr w/90 min - 24 hr time limits [#yyj victoria.ca/parking](https://www.victoria.ca/parking)

City of Victoria @CityOfVictoria · Sep 15
Starting **TODAY**, the first hr is always **FREE** at City parkades + **FREE** evening parkg, reduced rates & SafeWalk [#yyj! victoria.ca/parking](https://www.victoria.ca/parking)

City of Victoria @CityOfVictoria · Dec 5
ParkVictoria mobile payment app for on-street parking is avail at App Store & Google Play [#yyj #yyjtraffic victoria.ca/parking](https://www.victoria.ca/parking)



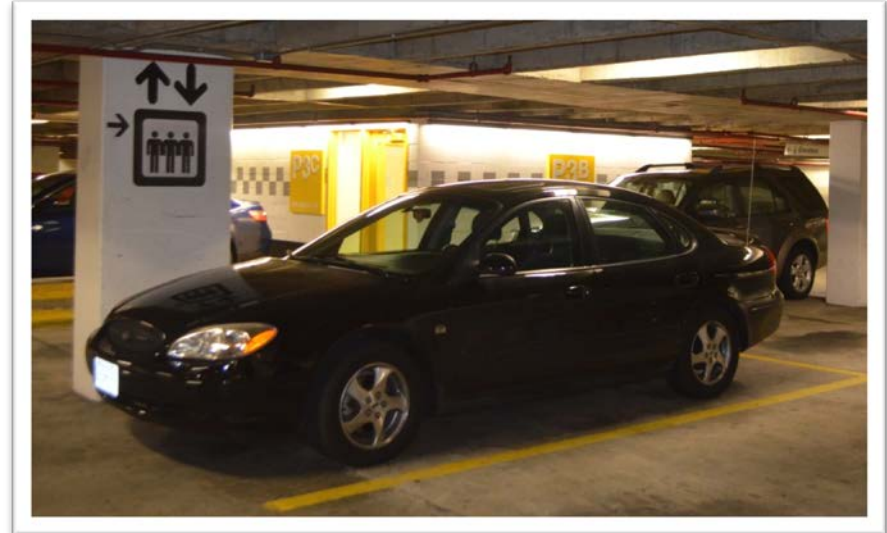
How We Informed the Public





How We Informed the Public

- Meetings with staff and parking enforcement
- Downtown business info package distributed by DVBA Clean Team (letter, brochure, window decal, SafeWalk cards)
- Monthly parkers informed by letter of new short-term parking
- CRD elected officials w/permit informed by letter to park in City parkades instead of on-street.
- Letters to stakeholders (DVBA, Greater Victoria Chamber of Commerce, Tourism Victoria, Downtown Residents Association)





Is it Working?

To date, received overwhelming support from the community:

- Notable shift in behaviour amongst motorists
- Significant positive feedback from local businesses, residents, and media (letters, emails, new stories and social media)

City of Victoria retweeted
Janis La Couvée @lacouvee · Nov 12
 Have to say I really like the new parking initiatives downtown in @CityOfVictoria. Makes it easy to come downtown at night. #yyj

City of Victoria retweeted
FabulousFort @FabulousFort · Oct 2
 Did u know that the first hour of parking is now automatically FREE FREE in all of the five @CityOfVictoria's parkade! Love it!

Editorial: Parking becomes easier

TIMES COLONIST
 DECEMBER 11, 2014 12:10 AM

Email Print

Complaining about parking is as much a part of Victoria's character as the legislature buildings and the Inner Harbour, but parking here is relatively plentiful, inexpensive and easy to access.

And it just got easier.

Editorial: Parking changes worked

TIMES COLONIST
 SEPTEMBER 26, 2014 05:15 PM

Email Print

f t s

Victoria residents will probably always complain about parking, but now there's less to complain about.

In a move designed to steer cars away from on-street parking and into city parkades, the city lowered the parkade rate to \$2 from \$2.25 an hour and made the first hour of parking free, as well as making parking in parkades free from 6 p.m. to 8 a.m.

Parking app lets Victoria drivers pay on the go

JEFF BELL/TIMES COLONIST
 DECEMBER 8, 2014 10:36 PM

Email Print



The ParkVictoria app lets drivers pay for parking with a mobile device.



Results

At City Parkades:

- 30%+ increase in parkade use in Dec 2014 compared with Dec 2013
- 35%+ increase in parkade use in Jan 2015 compared with Jan 2014
- Parkades now operating at capacity during peak periods (mid-day)
- 80% of customers park for less than three hours in parkades, increasing the likelihood of finding a parking space

Month	City Parkades Total Vehicles 2013 & January 2014	City Parkade Total Vehicles 2014 & January 2015	Percentage Change
August	58,647	58,795	0.25%
September	55,422	60,718	9.56%
October	58,868	76,431	29.83%
November	62,192	74,243	19.38%
December	67,145	88,082	31.18%
January	59,766	80,733	35.08%



Results

On-street Parking:

- Slight decrease in on-street parking use since mid-Sept
- Majority of decrease in downtown area closest to City parkades
- Increased use of four other on-street zones

Month	On-street Total Transactions 2013 & January 2014	On-street Total Transactions 2014 & January 2015	Percentage Change
July	239,945	237,475	-1.03%
August	248,129	234,528	-5.48%
September	227,526	230,060	1.11%
October	239,465	236,196	-1.37%
November	231,195	214,611	-7.73%
December	232,950	245,668	5.46%
January	231,186	221,615	-4.14%



Results

Security/SafeWalk at Parkades:

- 24/7 security on site at City parkades
- SafeWalk most popular at Bastion Square Parkade with 80 – 120 customers using service daily
- 1 - 2 daily requests at City's four other parkades
- Positive feedback from customers and staff

VicPD Calls for Service:

ADDRESS OF PARKADE	2008	2009	2010	2011	2012	2013	2014
575 YATES ST	178	144	146	81	97	55	64
645 FISGARD ST	30	14	24	8	11	12	14
743 VIEW ST	47	43	38	18	28	26	40
745 BROUGHTON ST	96	85	71	53	56	58	33
750 JOHNSON ST	21	16	12	21	10	9	20
Grand Total	372	302	291	181	202	160	171



Results

ParkVictoria App (Dec 5, 2014 – Jan 31, 2015):

- 6,700 customers downloaded free app
- 2,556 unique users parked on-street and used app
- Over 1,200 wallet accounts set up
- 11,010 parking transactions paid for with app
- Approx. 40 new users a day / more than 300 transactions daily
- Communications strategy coming in spring to increase awareness and use





Results

On-Street Parking Enforcement:

- Worked with parking enforcement to improve service levels and public perception
- Increased focus on ambassador role
- 10% fewer tickets issued due to opportunity to make fair judgment calls
- Customer Service Centre staff cancel tickets if review is not needed
- 15% decrease in customer interactions at Review Office
- Reduced tickets to Traffic Court (423 in 2013 compared with 216 in 2014)



Results

Budget Impact:

- \$750,000 annual reduction in parkade revenue anticipated to be offset by increase in on-street revenue
- **43,000** more parking transactions overall from Oct 1 – Dec 31, 2014 (compared with Oct 1 – Dec 31, 2013), resulting in slight increase in revenue of \$61,000
- Implementation and promotional costs approx. \$70,000

Parkades	Revenue (approx.)	# of Transactions (approx.)
October – December 2013	\$755,000	188,000
October – December 2014	\$649,000	239,000
+/-	-\$106,000	+51,000
On-Street Parking		
October – December 2013	\$1,415,000	704,000
October – December 2014	\$1,582,000	696,000
+/-	+\$167,000	-\$8,000



Conclusions

- Parking improvements well-received by customers, businesses, media and staff
- City parkades experiencing increased use, freeing up more high-demand on-street parking spaces, making parking easier to find
- Initial results encouraging; more time needed to monitor and evaluate effects of improvements
- Updates on parking improvements to be provided annually. Next update in January 2016.





Questions

Questions



Council Member Motion for the Governance and Priorities Committee meeting of February 12, 2015

Date: February 5, 2015 **From:** Councillors Loveday and Isitt
Subject: AVICC / UBCM motion: Environmental Bill of Rights

BACKGROUND

Council adopted the Declaration of the Right to a Healthy Environment in December 2014, an initiative supported by many Canadians and the David Suzuki Foundation's Blue Dot initiative with a goal of enshrining environmental rights into municipal, provincial and federal law.

The following resolution has been prepared by supporters of the Blue Dot initiative for consideration at the Union of BC Municipalities 2015 Convention and area association conventions, to give effect to environmental rights in British Columbia, consistent with the principles embodied in the City's of Victoria's Declaration of the Right to a Healthy Environment.

MOTION

BE IT RESOLVED THAT Council forward the following resolution to the Association of Vancouver Island and Coastal Communities and Union of BC Municipalities for consideration at the annual conventions of these associations:

Environmental Bill of Rights

WHEREAS municipalities and regional districts are the governments nearest to people and the natural environment, and therefore share a deep concern for the welfare of the natural environment and understand that a healthy environment is inextricably linked to the health of individuals, families, future generations and communities;

AND WHEREAS fostering the environmental well-being of the community is a municipal purpose under section 7(d) of the Community Charter and a regional district purpose under section 2(d) of the Local Government Act;

THEREFORE BE IT RESOLVED that UBCM request that the Province of British Columbia enact a provincial environmental bill of rights to fulfill the right of every resident to live in a healthy environment by ensuring access to information, public participation in decision-making, and access to effective remedies, and without limitation to allow a resident to:

- comment on environmentally significant government proposals,
- ask a ministry or local government to review an existing law, policy, or program,
- ask a ministry, crown agency, or local government to investigate harm to the natural environment,

- appeal, or ask a ministry or local government to review, a decision under an enactment,
- propose a new law, regulation, policy, or program to protect the natural environment,
- use courts or tribunals to protect the environment, and
- have whistleblower protection.

BE IT FURTHER RESOLVED THAT Council direct staff to forward this resolution to AVICC and UBCM member local governments requesting favourable consideration and adoption of resolutions of support in advance of local area association conventions and the UBCM convention.

Respectfully submitted,



Councillor Jeremy Loveday



Councillor Ben Isitt



Council Member Motion

For the Governance and Priorities Committee meeting of February 12, 2015

Date: January 29, 2015 **From:** Council Geoff Young
Subject: Police and Fire Wage Increases

Background

I think we have to recognize that compensation in the protective services (police and fire) is becoming much greater than is typical for Victorians, and that constraint is necessary. I believe it would be worthwhile for the City to request the Provincial government to clarify that the principles of comparability with local wage levels and adequacy of wages to ensure satisfactory recruitment should be reflected in arbitrations on protective service wages.

Proposed Letter to the Province

The system under which our fire and police essential services wages are arbitrated is resulting in great difficulty for our taxpayers. The current wage levels, when combined with pension benefits, have become higher than the earnings of most of our taxpayers, higher than those for comparable jobs in the private sector, and higher than the levels that are required to ensure recruitment of qualified people to fill these jobs. Besides producing inequities between our employees and our taxpayers, the system is also producing growing inequities among groups of our employees.

As you know, where agreement is not reached by bargaining, the wages of essential services employees are determined by an arbitrator appointed under the *FIRE AND POLICE SERVICES COLLECTIVE BARGAINING ACT*. The Act lays out a series of principles to which the arbitrator must have regard in reaching a decision. It appears to us that arbitrators have been giving the greatest consideration to one particular principle,

"(a) terms and conditions of employment for employees doing similar work;"

and have in addition interpreted "employees" as being employees in other municipalities filling the identical jobs as police officers or firefighters. Arbitrators are using this principle even where conditions in those other municipalities may be far different from those prevailing locally. Thus in practice, we believe, arbitrators are uncritically following patterns of wage increase set in other communities. Typically we observe that wage settlements in the capital region follow wage settlements in Vancouver, which in turn follow settlements in large distant centers.

It is our view that the *other* principles outlined in the *Act* are not being given appropriate weight by arbitrators.

Thus, under the *Act* arbitrators are instructed that they *must* have regard to:

"(b) the need to maintain internal consistency and equity amongst employees;

"(c) terms and conditions of employment for other groups of employees who are employed by the employer;"

yet it is easy to demonstrate that the use of arbitration has resulted in an *increase* in inequity among groups of employees; since 1984, for example, CUPE wages have approximately kept pace with average weekly wages in BC, both slightly exceeding the increase in the consumer price index. BCGEU wages, which have had several years of zero increase over the period, have actually fallen slightly behind inflation. Police and Fire wages, in contrast, have substantially exceeded both inflation and CUPE wages, exacerbating differences between protective service employees and other municipal employees.

While we have not carried out a study, it seems to us quite probable that the arbitration system, by increasing the wages of predominantly male essential services workers far more rapidly than those of other government employees, have done more to exacerbate male-female wage disparities than Pay Equity systems have done to address them.

The principles prescribed for arbitrators also include

“(d) the need to establish terms and conditions of employment that are fair and reasonable in relation to the qualifications required, the work performed, the responsibility assumed and the nature of the services rendered;

“(e) the interest and welfare of the community served by the employer and the employees as well as any factors affecting the community”

It seems to us that these principles, read together, are intended to ensure that the wages paid are generally consistent with those paid to other people of similar qualifications and doing similar work within the community. If they are, then these jobs will generally attract sufficient numbers of applicants of suitable qualifications from within the community. At the present time we observe that the earnings of many essential service workers are far higher than are required to attract sufficient numbers of qualified applicants, and in fact these jobs are available to only a tiny fraction of those who would be willing and able to carry out this work in an entirely satisfactory way. It is community members who are paying the wages of essential service workers, and it is important that they believe the wages paid are “fair and reasonable”.

The Act does not explicitly require arbitrators to take into account the municipality’s ability to pay, and indeed we recognize that it is very difficult to assess the ability to pay of a municipality with taxing powers. Nevertheless, the increasing disparity between the earnings of City employees (as published annually in our reports) and the earnings of our taxpayers is drawing unfavorable attention.

In summary, at this time it is our observation that there is not an appropriate balance being given to the principles set out in the Act. The Act gives considerable flexibility to the arbitrator, but also very clearly gives the you the power as Minister to specify terms of reference for any arbitration. We would ask that as a first step you simply request that arbitrators give equal weight to all of the terms specified under the Act, rather than (as at present) a single section interpreted in a specific way.

Summary of Past UBCM Motions

Protective Services arbitration has been an issue for municipalities for many years. A 1985 resolution points out the problem (“when larger municipalities have settled and it is apparent that arbitration would result in a predetermined settlement awarding the same benefits”) although it is not quite clear that the proposed solution (“that the Provincial Government be formally requested

to review and amend the Essential Services Disputes Act to the end that municipalities may invoke arbitration") would be useful.

A 1993 resolution again identified that under the existing system "bargaining groups working for one employer are treated differently, possibly resulting in inequitable treatment" and that "economic conditions in the jurisdiction setting wage increases may differ greatly from the smaller communities tied in a parity relationship, which may result in inappropriate and excessive wage increase, placing an unfair tax burden on taxpayers", and appears to have been aimed at the process itself, suggesting that the Province enact legislation which would "prohibit arbitration boards from granting wage parity between jurisdictions which would cause the employer to lose the right to negotiate wages with its employees" and that "where wage parity relationships have been established by an arbitration board, the employer's right to negotiate wages with its employees be re-established." The Province responded that they felt the Act was adequate.

In 2011 UBCM resolved that whereas the Act "has not lead to improved collective bargaining rather it has resulted in the parties invariably ending up at an impasse and the collective agreement being settled through binding arbitration with awards that are not in line with the economic reality of British Columbia communities" that it request "that the Minister of Labour review the impact of the Fire and Police Services Collective Bargaining Act on collective bargaining to determine if it has met its goals that were established at the time".

In its response the Province indicated it was satisfied with the Act, and noted that "where a party applies to the Minister for direction to proceed to arbitration in a particular dispute, it is free to request that the Minister consider specifying additional terms of reference." I am not aware to what extent municipalities have taken advantage of this provision to request these additional terms of reference, or what the Ministry response has been.

The response adds that "It should be noted that in applying the Act, arbitrators are to have regard to the terms and conditions of employment for other groups of the employer's employees. As a result, employers should be mindful about the outcome of freely negotiated collective agreements when engaging in collective bargaining with police and fire unions." I would argue that this is somewhat misleading, since of course there is no such thing as "freely negotiated collective agreements" when the threat of compulsory arbitration is ever-present.

In 2013 UBCM adopted Nelson's resolution to again request the Ministry of Labour to agree to review the impact of the Fire and Police Services Collective Bargaining Act on collective bargaining, "as to date results are still indicative that the Act has not met its established goal."

No response has yet been received.

Recommendation

The Mayor write to the appropriate Provincial Government Ministers on behalf of Council requesting that the compulsory arbitration procedure actually used for determination of pay levels of Protective Services employees be modified to reflect local conditions.

Respectfully submitted



Councillor Geoff Young

Council Member Motion
Police and Fire Wage Increases

January 29, 2015
Page 3 of 3



Council Member Motion for the Governance and Priorities Committee meeting of February 12, 2015

Date: February 5, 2015 **From:** Councillors Loveday and Isitt
Subject: North Park Village design workshop

BACKGROUND

The North Park Neighbourhood Association and Fernwood Community Association have expressed interest in assisting with economic revitalization and quality-of-life improvements in North Park Village through a collaborative design workshop.

Undertaking this design workshop can help to ensure the City and taxpayers receive the maximum value for money for a planned major road rehabilitation on Cook Street between Pandora Avenue and Caledonia Avenue, through a design that is informed by the input and aspirations of businesses and residents for the North Park Village.

MOTION

BE IT FURTHER RESOLVED THAT Council direct staff to facilitate a design workshop at the earliest opportunity to engage North Park Village business operators, property owners, the North Park Neighbourhood Association, the Fernwood Community Association and North Park and Fernwood residents on design improvements to the public realm in the North Park village in conjunction with major road rehabilitation, with the objective of increased economic vitality, placemaking and greenspace, and transportation options.

Respectfully submitted,

A handwritten signature in blue ink, appearing to read "Jeremy Loveday".

Councillor Jeremy Loveday

A handwritten signature in blue ink, appearing to read "Ben Isitt".

Councillor Ben Isitt



Council Member Motion

For the Governance and Priorities Committee meeting of February 12, 2015

Date: February 6, 2015 **From:** Councillors Alto and Loveday
Subject: Community Use of City Hall

Background

In many cities, City Hall acts not just as the seat of municipal government but as a community resource available to residents for use as a community space. Whether it be for meetings, events, weddings, information sessions, or other community activities, City Hall can be a wonderful location for community use.

Such use usually occurs only after city business is complete, so 'first use' is always booked for staff and council activities. Staff and Council use, though, leaves most evenings and many daytimes open for community use. Such use comes with a cost to the City, that being fees for extra maintenance and for security services, when such use occurs outside regular business hours, and additional staff time to provide scheduling services (or to establish an online space booking application).

Allowing community use opens up City Hall in the spirit of 'open government', allows the opportunity for individuals to see their City Hall as a community resource, provides the chance for residents to 'take ownership' of their City Hall, enables people to experience and learn more about City Hall, and makes more use of an under-utilized facility.

Recommendation

BE IT RESOLVED THAT staff provide recommendations to Council for a policy to enable and oversee community use of City Hall by local not-for-profit organizations and residents, outside times when City Hall is in use for municipal business.

Respectfully submitted,

A handwritten signature in black ink, appearing to read "M. Alto".

Councillor Marianne Alto

A handwritten signature in black ink, appearing to read "J. Loveday".

Councillor Jeremy Loveday



Council Member Motion

For the Governance and Priorities Committee meeting of February 12, 2015

Date: February 6, 2015

From: Mayor Lisa Helps and Geoff Young

Subject: Amalgamation

Recommendation

1. That Council consider and discuss the "Guidelines" with regard to a provincial study on regional governance in the attached letter.
2. That Council direct the Mayor to write and meet with the Minister of Community Development, Sport and Culture requesting that that the Province undertake a study on regional governance based on the attached Guidelines (once amended and adopted by Council).

Summary

On January 7th Council received a letter from Tony Heemskerk Chair, of Amalgamation Yes that outlined the actions taken by the organization following a strong mandate from the residents of Greater Victoria to study amalgamation. The letter contains "Guidelines" that have also been sent to the Minister of Community Development, Sport and Culture as well as to other municipalities. As the Capital City Victoria has a responsibility to take a leadership role in discussions on regional governance. We are therefore proposing that Council consider and take action on the enclosed letter and guidelines.

Respectfully Submitted,

A handwritten signature in black ink, appearing to read "L Helps".

"Reviewed and accepted by Councillor Young"

Mayor Helps

Councillor Young



Mayor and Council,
City of Victoria,
1 Centennial Sq.,
Victoria, BC, V8W 1P6

January 7, 2015

Dear Mayor and Council,

Congratulations on your election November 15th, 2014. We were very pleased to see the results of the referendum question in your municipality where 80% of the electorate approved commencing a provincially funded study to investigate the issue of amalgamation.

The Premier and the Minister of Community Development, Sport and Culture have committed to such a study in news releases and announcements – a study endorsed by your citizens and the majority at the ballot box throughout the Capital Region.

75% of Greater Victorians who cast referendum ballots in the November municipal elections voted in favour. Despite the varied questions, they provided clear direction that they wanted a governance review.

It is timely that you now communicate with the Province as the process begins to fulfill the mandate from your citizens.

In anticipation of the work to be undertaken, our Board has developed a draft set of guidelines (attached) for the Provincially-led study. The overarching framework of the guidelines is that it must be unbiased, inclusive and timely.

These guidelines have been submitted to the Province and we invite your comments.

It is clear that the public has expressed a strong desire for a governance review and is expecting full cooperation from municipalities as work gets underway. As the Premier has noted, “There is only one taxpayer”.

We look forward to hearing of your actions in this regard and request notification of when Council will be discussing this action item.

Yours truly,

Tony Heemskerk
Chair, Amalgamation Yes
www.amalgamationyes.ca
amalgamateyes@gmail.com

cc: Premier Christie Clark
Coralee Oakes, Minister of Community Development, Sport and Culture
Becky Denlinger, Deputy Minister of Community Development, Sport and Culture

Attachment: Study Guidelines

CAPITAL REGION AMALGAMATION STUDY
GUIDELINES

- 1) The study team must report to the Minister and must be instructed to carry out its task in a timely manner.
- 2) The study must be inclusive and engage all the municipal agencies in the Capital Region and the First Nations.
- 3) The study must examine the existing municipal structure (including the CRD) in the Capital Region and recommend changes to achieve good municipal governance across the region, including efficiency, effectiveness and accountability
- 4) The study process must include opportunities for the public to interface with the study team during the preparation of the report.
- 5) The study must consider at least three options for municipal boundaries in the Capital Region.
- 6) When evaluating each option, consideration must be given to providing consideration of commercial, urban, residential and rural interests.
- 7) The study must evaluate the economic, social and environmental merits of each option.
- 8) The study must include a plan for public meetings to discuss the recommendations of the report.
- 9) The study must prescribe timelines for implementation of the study.
- 10) The study must identify implementation issues that need to be resolved.

From: Ben Isitt (Councillor)

Sent: Friday, January 09, 2015 11:48 AM

To: Amalgamation Yes

Cc: Lisa Helps (Mayor); Marianne Alto (Councillor); Chris Coleman (Councillor); Jeremy Loveday (Councillor); Margaret Lucas (Councillor); Pam Madoff (Councillor); Charlayne Thornton-Joe (Councillor); Geoff Young (Councillor)

Subject: RE: Amalgamation study

Thanks for writing Tony and for your organization's assistance in formulating appropriate parameters for a governance review.

Generally, I think the guidelines you've identified are appropriate.

However, I wonder about the priority given to principles identified in two of the guidelines:

"3) The study must examine the existing municipal structure (including the CRD) in the Capital Region and recommend changes to achieve good municipal governance across the region, including efficiency, effectiveness and accountability."

Is efficiency the highest priority in achieving good governance? Many residents I have spoken with would place a higher priority on democracy, participation and accountability. One way of recognizing this could be to re-order the priorities you've identified as "participation, accountability, efficiency and effectiveness."

"6) When evaluating each option, consideration must be given to providing consideration of commercial, urban, residential and rural interests.

Why are commercial interests given priority in this list? Why not residents (since this would be consistent with our governance system in Canada, where residents are enfranchised in municipal elections, rather than businesses)?

Ben

Ben Isitt

Victoria City Councillor and CRD Director