



REVISED AGENDA - COMMITTEE OF THE WHOLE

Thursday, July 19, 2018, 9:00 A.M.

COUNCIL CHAMBERS, CITY HALL, 1 CENTENNIAL SQUARE

Located on the traditional territory of the Esquimalt and Songhees People

Pages

A. APPROVAL OF AGENDA

B. CONSENT AGENDA

C. READING OF MINUTES

C.1 Minutes from the meeting held July 5, 2018

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D. Presentation

*D.1 South Island Prosperity Project Annual Presentation

7

A presentation providing an update on the South Island Prosperity Project.

Addenda: Revised Presentation

*D.2 Model of Old Johnson Street Bridge

E. UNFINISHED BUSINESS

F. LAND USE MATTERS

*F.1 350 Bay Street - Development Variance Permit Application No. 00217 (Burnside)

15

A report and a recommendation to forward to an opportunity for public comment an application regarding a proposal to add a new distillery and tasting room to the existing building and add to the number of seats in the existing brew-pub.

Addenda: Presentation

*F.2 1415 Broad Street - Application for a Permanent Change to Hours of Service for a Liquor Primary License for the Victoria Event Centre

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A report recommending support for an application to the Liquor Licensing Agency for a permanent change of hours of liquor service to the Victoria Event Centre from 5:00 pm to 1:00 am daily, to 9:00 am to 2:00 am daily.

Addenda: Presentation

G. STAFF REPORTS

*G.1	<u>Crystal Pool and Wellness Centre Replacement Project Update and Parking at Crystal Pool</u>	61
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A report regarding an update to Council on the project status, including schedule, scope, budget, and risk management of the Crystal Pool and Wellness Centre and Replacement Project.

Addenda: Presentation

*G.2	<u>Parking at Crystal Pool</u>	187
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Referred from the June 28, 2018 Closed Council Meeting

That Council direct staff to examine alternative parking options for the proposed Crystal Pool and that the item be place on the public agenda for July 19th.

Addenda: Motion

*G.3	<u>Crystal Pool Uses Requiring Park Dedication Removal Bylaw</u>	190
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A report providing a synopsis of the approval process for having either surface parking or affordable housing in Central Park adjacent to the new Crystal Pool.

Addenda: Report

G.4	<u>Proclamation- A Day of Happiness</u>	192
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A report regarding the proclamation for "A Day of Happiness"

H. NOTICE OF MOTIONS

I. NEW BUSINESS

*I.1	<u>Late Night Advisory Committee Referral</u>	196
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A Council Member Motion regarding recommendations from the Late Night Advisory Committee.

Addenda: Revised Report, Motion and Appendix F

I.2	<u>Adoption of Canadian Code of Advertising Standards</u>	240
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A Council Member Motion regarding advertisements posted on bus shelters and transit buses and on City of Victoria infrastructure.

*I.3	<u>Accessibility at City Hall</u>	251
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A Council Member Motion directing staff to take steps to create an accessible meeting space at City Hall.

Addenda: Motion

J. ADJOURNMENT OF COMMITTEE OF THE WHOLE



MINUTES - COMMITTEE OF THE WHOLE

July 5, 2018, 9:00 A.M.

COUNCIL CHAMBERS, CITY HALL, 1 CENTENNIAL SQUARE

Located on the traditional territory of the Esquimalt and Songhees People

PRESENT: Mayor Helps in the Chair, Councillor Alto, Councillor Coleman, Councillor Isitt, Councillor Loveday, Councillor Lucas, Councillor Madoff, Councillor Thornton-Joe, Councillor Young

STAFF PRESENT: J. Jenkyns - City Manager, C. Coates - City Clerk, J. Tinney - Director of Sustainable Planning & Community Development, B. Eisenhauer - Head of Engagement, C. Havelka - Deputy City Clerk, J. O'Connor - Manager of Financial Planning, N. Sidhu - Assistant Director of Parks, Recreation and Facilities, B. Dellebuur - Assistant Director of Transportation, C. Mycroft - Manager of Executive Operations, AK Ferguson - Committee Secretary, T. Zworski - City Solicitor, C. Medd - Planner

A. APPROVAL OF AGENDA

Moved By Councillor Isitt

Seconded By Councillor Alto

That the agenda be approved.

Amendment:

Moved By Councillor Loveday

Seconded By Councillor Lucas

That the agenda be amended as follows:

Consent Agenda:

C.1 - Minutes from the Meeting held June 7, 2018

C.2 - Minutes from the Meeting held June 21, 2018

H.1 - Motion - Supporting the creation of more childcare spaces in Victoria West

CARRIED UNANIMOUSLY

Main motion as amended

Carried unanimously

B. CONSENT AGENDA

Moved By Councillor Loveday

Seconded By Councillor Alto

That the following items be approved without further debate:

C.1 Minutes from the meeting held June 7, 2018

Moved By Councillor Loveday

Seconded By Councillor Alto

That the minutes from the Committee of the Whole meeting held June 7, 2018 be adopted.

CARRIED UNANIMOUSLY

C.2 Minutes from the meeting held June 21, 2018

Moved By Councillor Loveday

Seconded By Councillor Alto

That the minutes from the Committee of the Whole meeting held June 21, 2018 be adopted.

CARRIED UNANIMOUSLY

H.1 Motion - Supporting the creation of more childcare spaces in Victoria West

A Council Member Motion requesting that City staff work with the Victoria West Community Association to explore the possibility of an increase number of childcare spaces at the Victoria West Community Centre.

Moved By Councillor Loveday

Seconded By Councillor Alto

Council direct staff to assist the Victoria West Community Association with the exploration of upgrades and the associated City approval processes needed to increase the number of childcare spaces at the Victoria West Community Centre.

CARRIED UNANIMOUSLY

E. LAND USE MATTERS

E.1 1351 Vining Street - Development Permit Application (DDP No. 00174) (Fernwood)

Committee received a report dated June 21, 2018 from the Director of Sustainable Planning and Community Development regarding a Development Permit application proposing to convert an existing studio into a garden suite on the property located at 1351 Vining Street.

Committee discussed:

- *Whether the immediate neighbours have been notified of the application.*
- *Whether there is a requirement that the community is consulted regarding the application.*
- *Whether the building was permitted on the site at the time of construction.*
- *the distance between the fence and the double doors*

Councillor Loveday withdrew and returned at 9:15 am

Committee discussed:

- *Concerns with the double doors and patio space affecting privacy on the adjacent lot.*

Moved By Councillor Young

Seconded By Councillor Coleman

That Council authorize the issuance of a Development Permit Application for 1351 Vining Street (DDP No. 00174), subject to the applicant adding obscured glass to the bathroom window, removing the living area window on the east elevation and the French doors on the west elevation (small, non-opening transom windows replace these), to the satisfaction of the Director of Sustainable Planning and Community Development, in accordance with:

1. Plans date stamped March 19, 2018, as amended.
2. Development meeting all Zoning Regulation Bylaw requirements.
3. The Development Permit lapsing two years from the date of this resolution.

Committee discussed:

- *Concerns with privacy and how it may be addressed.*
- *Concerns with the public not having an opportunity for comment on the proposal.*

Amendment:

Moved By Councillor Thornton-Joe

Seconded By Councillor Coleman

Insert "or maintaining the living room window, but adding obscured glass" after "removing the living area window".

Amendment to the amendment:

Moved By Councillor Isitt

Strike out "obscured glass" and add "a hedge".

DEFEATED DUE TO NO SECONDER

Committee discussed:

- *The possibility of removing the french doors and adding a window instead.*

On the amendment:

CARRIED UNANIMOUSLY

Amendment:

Moved By Councillor Lucas

Seconded By Councillor Thornton-Joe

Removing the words "small" and "transom"

CARRIED UNANIMOUSLY

Committee discussed:

- *Concerns with the property being the subject of bylaw infractions in the past and not having neighbours' input on the application.*

Main motion as amended:

That Council authorize the issuance of a Development Permit Application for 1351 Vining Street (DDP No. 00174), subject to the applicant adding obscured glass to the bathroom window, removing the living area window or maintaining the living room window, but adding obscured glass on the east elevation and the French doors on the west elevation (non-opening windows replace these), to the satisfaction of the Director of Sustainable Planning and Community Development, in accordance with:

4. Plans date stamped March 19, 2018, as amended.
5. Development meeting all *Zoning Regulation Bylaw* requirements.
6. The Development Permit lapsing two years from the date of this resolution.

CARRIED (6 to 3)

FOR (6): Mayor Helps, Councillor Coleman, Councillor Lucas, Councillor Madoff, Councillor Thornton-Joe, and Councillor Young

OPPOSED (3): Councillor Alto, Councillor Isitt, and Councillor Loveday

Councillor Young withdrew from the meeting at 9:54 a.m. due to a non-pecuniary conflict of interest with the following item, as he lives near the subject property.

E.2 1245 Oxford Street - Development Permit Application Amendment (DDP No. 00143B) (Fairfield)

Committee received a report dated June 21, 2018 from the Director of Sustainable Planning and Community Development regarding a Development Permit application proposing the construction of a garden suite in the rear yard of the property located at 1245 Oxford Street.

Committee discussed:

- *Rationale for the decline motion over an alternate motion.*
- *Timeline for applicant to resubmit plans, should the decline motion be put forward.*

Moved By Councillor Coleman
Seconded By Mayor Helps

That Council authorize the issuance of a Development Permit Application for 1245 Oxford Street (DDP No. 00143B), in accordance with:

1. Plans date stamped June 13, 2018.
2. Development meeting all Zoning Regulation Bylaw requirements.
3. The Development Permit lapsing two years from the date of this resolution.

CARRIED UNANIMOUSLY

I. ADJOURNMENT OF COMMITTEE OF THE WHOLE

Moved By Councillor Coleman

Seconded By Councillor Loveday

That the Committee of the Whole Meeting be adjourned at 10:05 a.m.

CARRIED UNANIMOUSLY

CITY CLERK

MAYOR

SOUTH ISLAND PROSPERITY PROJECT

Presentation to
City of Victoria
July 19, 2018

SOUTH ISLAND
PROSPERITY
PROJECT





9

2017 Prosperity Index

Sponsored by Coastal Community Credit Union



8

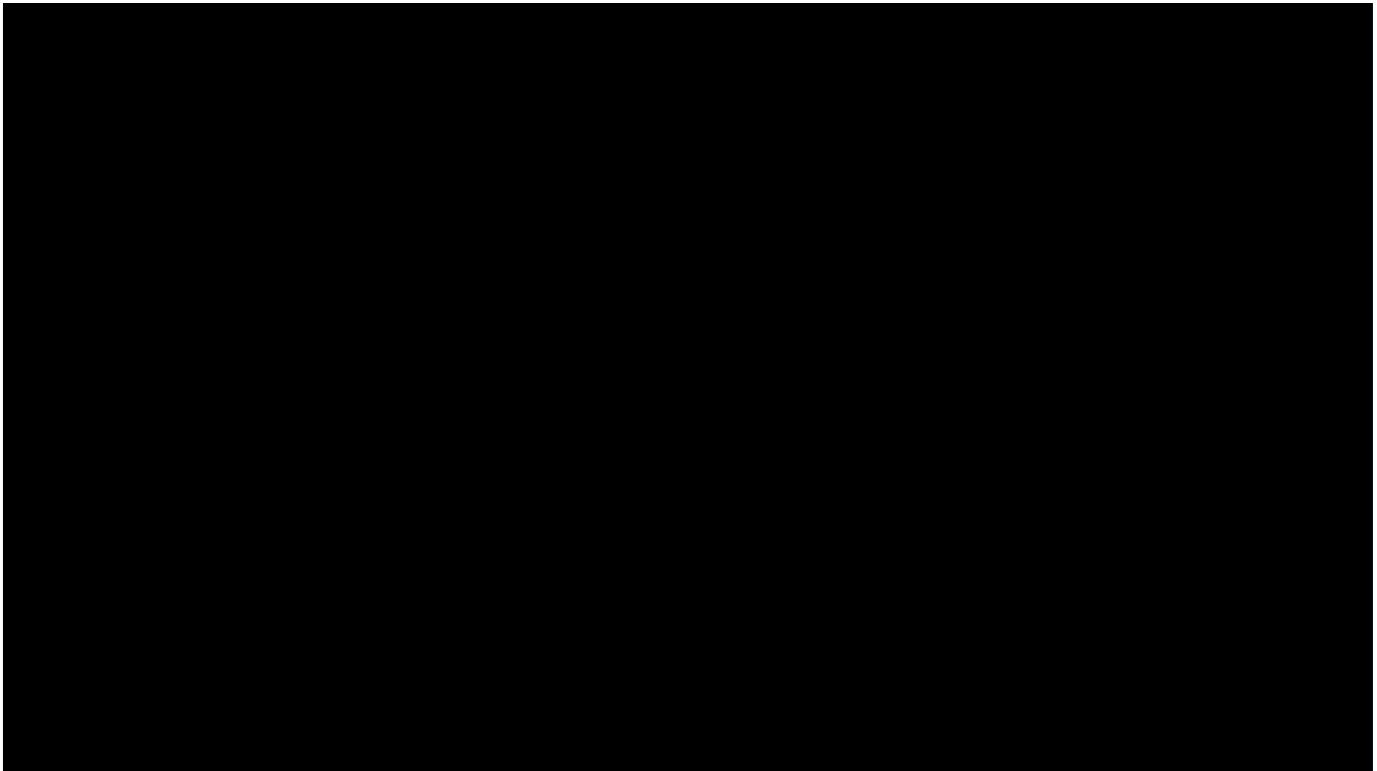
Indigenous *Connect*













Committee of the Whole Report

For the Meeting of July 19, 2018

To: Committee of the Whole **Date:** July 5th, 2017

From: Jonathan Tinney, Director, Sustainable Planning and Community Development

Subject: **Development Variance Permit Application No. 00217 for 350 Bay Street**

RECOMMENDATION

That Council, after giving notice and allowing an opportunity for public comment at a meeting of Council, consider the following motion:

"That Council authorize the issuance of Development Variance Permit Application No. 00217 for 350 Bay Street, in accordance with:

1. Plans date stamped June 15, 2017.
2. Development meeting all *Zoning Regulation Bylaw* requirements, except for the following variances:
 - i. Schedule C - Section 16.C.13: Reduce the required parking stalls from 44 to 26 (existing variance of 7 stalls [previously approved] is included within this current request).
3. The Development Variance Permit lapsing two years from the date of this resolution.

LEGISLATIVE AUTHORITY

In accordance with Section 498 of the *Local Government Act*, Council may issue a Development Variance Permit that varies a *Zoning Regulation Bylaw* provided the permit does not vary the use or density of land from that specified in the *Zoning Regulation Bylaw*.

EXECUTIVE SUMMARY

The purpose of this report is to present Council with information, analysis and recommendations for a Development Variance Permit Application for the property located at 350 Bay Street. The proposal is to add a new distillery and tasting room to the existing building and add to the number of seats in the existing brew-pub.

The following points were considered in assessing this application:

- the building is currently served by 26 parking stalls; a seven stall variance was previously approved by Council for the brew-pub

- the site is well served by public transit, it is near to the downtown core and within a short walking distance from several intensive residential developments in the Victoria West area
- the majority of patrons to the current brew-pub attend during the evening hours when on-street parking is in less demand
- the proposal complies with the proposed draft Schedule C requirements and no variance would be required, if the Bylaw amendment is adopted by Council.

BACKGROUND

Description of Proposal

The proposal is to add a tasting room associated with a proposed distillery and existing brew-pub. Specific details include:

- the subject lot has 26 parking stalls which are accessible from both Bay Street and Turner Street
- the building was granted a seven stall variance in 2011 in conjunction with a rezoning application to allow for the existing brew-pub
- the building is currently occupied by a brew-pub and an associated warehouse, as well as a vacant unit which was previously occupied by a wholesale business
- the approximate area of the previous wholesale business is currently proposed to be a distillery and tasting room associated with the brew-pub. The distillery and tasting room are permitted uses under the current zoning
- with the proposal to add a tasting room and to add seats to the brew pub area, an additional 11 parking stalls are required
- 10 bicycle stalls are existing on the site; however, they do not meet the required specifications of the current *Zoning Regulation Bylaw*.

The proposed variance is to reduce the required parking by an additional 11 stalls for a total parking shortfall of 18 stalls. The proposal would not require a parking variance under the proposed draft Schedule C, which is tentatively scheduled to go to Public Hearing on July 26, 2018.

Sustainability Features

The applicant has not identified any sustainability features associated with this application.

Active Transportation Impacts

The applicant has not identified any active transportation impacts associated with this application.

Public Realm Improvements

No public realm improvements are proposed in association with this application.

Accessibility Impact Statement

The British Columbia Building Code regulates accessibility as it pertains to buildings.

Existing Site Development and Development Potential

The 1,451m² site is presently occupied by a one-storey building. The M-BP Zone, Brew Pub Industrial District, applies to the property and allows for distilleries and tasting rooms, as well as a variety of other industrial uses.

Data Table

The existing M-BP Zone refers to Schedule C – Off-Street Parking Regulations for parking requirements. The following data table compares the proposal with the existing parking requirements under the current Schedule C.; it also compares the proposal to the proposed draft Schedule C. An asterisk is used to identify where the proposal is less stringent than the existing requirement.

Zoning Criteria	Proposed	Current Schedule C	Proposed Schedule C
Site area (m ²) - minimum	1,450.8		
Parking - minimum			
Existing Pub and proposed new seats	104 seats, 298m ²	35	5
Existing Brewery	171m ²	1	1
Existing Warehouse	88m ²	1	1
Proposed Distillery	98m ²	1	1
Proposed Tasting Room	30 seats, 85m ²	6	1
Proposed Accessory Retail	5m ²	0	0
Total Parking - minimum	26*	44	9
Bicycle parking stalls-minimum			
Class 1 (long term)	10 (non-complying)	0	0
Class 2 (short term)	0	0	0

Relevant History

In 2011, the subject site underwent a site-specific rezoning to allow for a brew-pub, which is still existing on the site. At that time, a seven stall variance was granted to reduce the required number of stalls from 33 to 26.

Community Consultation

Consistent with the *Community Association Land Use Committee (CALUC) Procedures for Processing Rezoning and Variances Applications*, on July 3, 2018 the application was referred for a 30-day comment period to the Burnside-Gorge CALUC. At the time of writing this report, a letter from the CALUC had not been received.

This application proposes variances, therefore, in accordance with the City's *Land Use Procedures Bylaw*, it requires notice, sign posting and a meeting of Council to consider the variances.

ANALYSIS

The site is well served by public transit and is relatively close to the downtown core and within a few hundred metres of several intensive residential developments on the other side of the Bay Street Bridge. Additionally, the application meets the vehicular parking requirements of the proposed draft Schedule C, which is based on more recent parking demand studies than the existing Bylaw. For example, in this instance, the current requirement for this type of building use is to provide one parking stall for every three seats in the pub and tasting room area; whereas, the current requirement in a restaurant would be to provide one stall for every five seats. Research on current parking usage rates indicates that restaurant and pub patrons are driving less to these types of businesses which is coincidental with societal trends to discourage driving and the consumption of alcohol. Additionally, much of the traffic to the site occurs in the evenings, a time where nearby streets in the industrial district can more easily accommodate on-street parking.

Tree Preservation Bylaw and Urban Forest Master Plan

There are no Tree Preservation Bylaw impacts with this application.

CONCLUSIONS

Due to the proximity of the subject site to the downtown core and intensive residential developments, the number of existing stalls, as well as, the previous variance approval and compliance with the proposed Schedule C, staff recommend for Council's consideration that the application is supportable.

ALTERNATE MOTION

That Council decline DVP Application No. 00217 for the property located at 350 Bay Street.

Respectfully submitted,

 JH

Chloe Tunis
Planning Analyst
Development Services


Jonathan Tinney, Director
Sustainable Planning and Community
Development Department

Report accepted and recommended by the City Manager:

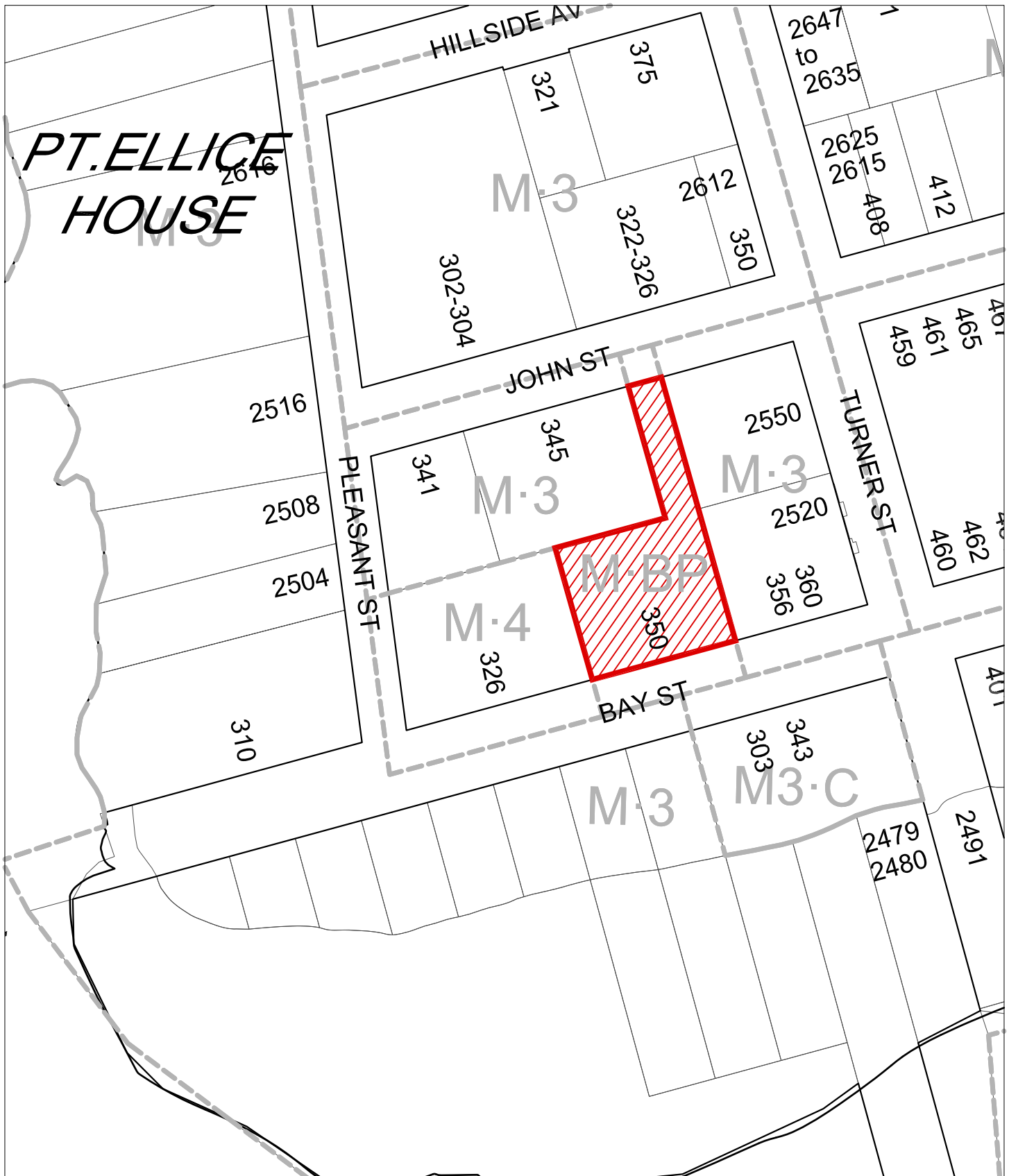


Date:

July 12, 2018

List of Attachments:

- Attachment A: Subject Map
- Attachment B: Aerial Map
- Attachment C: Plans dated/date stamped June 15, 2018
- Attachment D: Letter from applicant to Mayor and Council dated June 15, 2018
- Attachment E: Correspondence



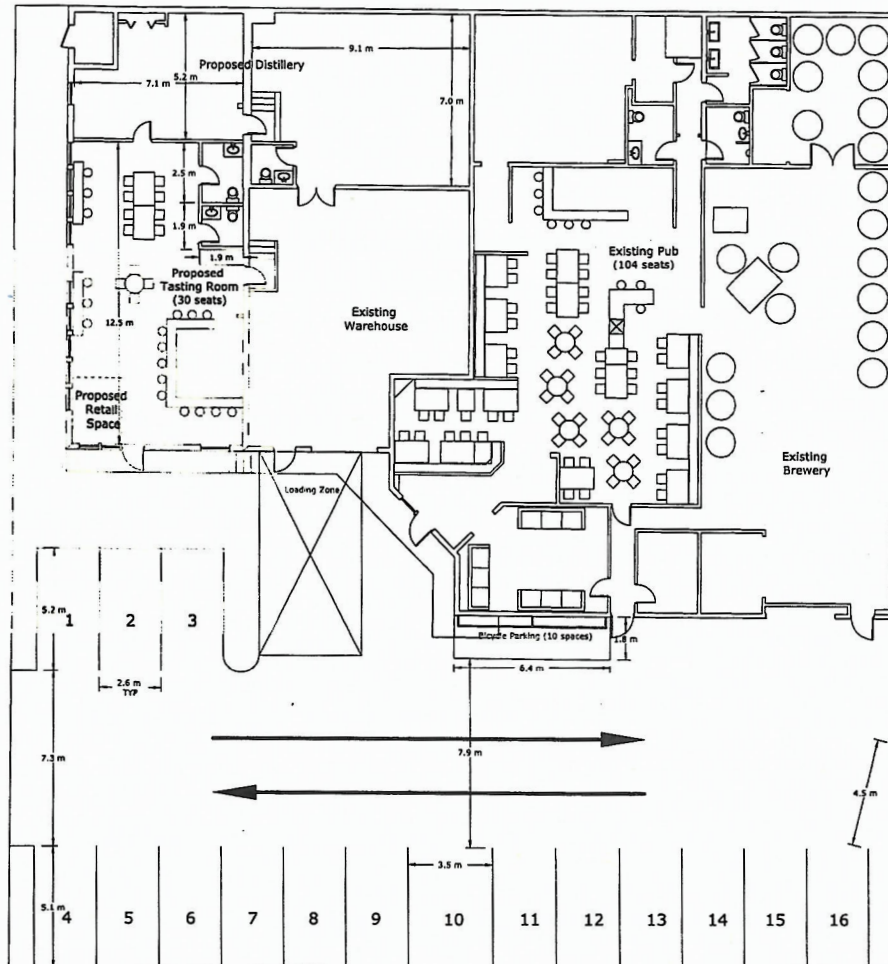
350 Bay Street
Development Variance Permit #00217



350 Bay Street
Development Variance Permit #00217

350 Bay St **Amendment to MUW-01-17** **Seating & Parking Layouts**

CITY OF VICTORIA
RECEIVED **DEEMED**
JUL 05 2018 **JUN 15 2018**



Area	Proposed Parking Calculations			
	Existing Regulations		Proposed Draft Regulations	
	Spaces Required	Comments	Spaces Required	Comments
Existing Pub (298m ²)	35	104 seats @ 1 per 3 seats	5	1 per 60m ²
Existing Brewery (171m ²)	1	1 per 140m ²	1	1 per 140m ²
Existing Warehouse (88m ²)	1	1 per 93m ²	1	1 per 100m ²
Proposed Distillery (98m ²)	1	1 per 140m ²	1	1 per 140m ²
Proposed Tasting Room (85m ²)	6	30 seats @ 1 per 5 seats	1	1 per 60m ²
Proposed Retail (5m ²)	0	1 per 37.5m ²	0	1 per 37.5m ²
TOTALS	44		9	
Variance Required	+18		(-15)	



350 Bay St

MUW-01-17 Amendment

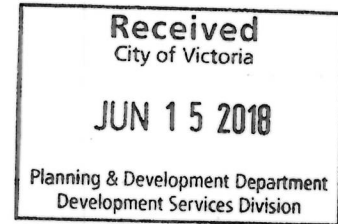
A. Spill
T. Martin
2018 06 11
1/8" = 1'

01

Knotinabox Design inc.
1344 Minto Street
Victoria BC V8S 1P3

June 12 2018

Mayor and Council
City of Victoria
1 Centennial square
Victoria BC V8W 1P6



Dear Mayor and Council,

On behalf of Moon Brewery & Pub, we (Knotinabox Design Inc.) request a variance to the parking requirements of the property located at 350 Bay St. in conjunction with the building permit for the new distillery and tasting room. There is insufficient parking under the current Schedule C parking regulations, however it is our understanding that those regulations are currently being revised and the parking provided will more than exceed what is required under the new Schedule C.

The Moon Brewery and Pub is located directly adjacent to bus stops in both directions and provides bicycle parking as well. One of the driving factors in expanding is to accommodate local cycle and bus brewery tours which will require minimal parking. Attached are letters of support from tour operators.

Thank you for your consideration,

A handwritten signature in black ink, appearing to be "Todd Martin", written over a horizontal line.

Todd Martin
President
Knotinabox Design Inc



August 21, 2018


To Whom It May Concern,

We have had the pleasure of working The Moon Under Water Brewery since 2013. We currently offer a guided bicycle tour of local breweries in the Rock Bay area, and around town. The Moon is one of our favourite stops in Rock Bay where the guests also enjoy a light snack in the pub with their samples of brew. We would like to add a distillery tour to our offerings. If The Moon Under Water is able to acquire a lounge licence our guests would be able to enjoy both a tasting of The Moon's delicious beers and their soon to be released spirits.

The Rock Bay area has been going through positive changes and this would be one more step in the right direction to encourage tourism to branch out from the downtown core.

All of our tours arrive on bicycles so parking is not required. The Moon has a great following within the local bicycle community and has always been bicycle friendly. It is a welcome stop for those commuting by bicycle with its proximity to The Galloping Goose bicycle trail.

Kind Regards,


Rosemary Lee

Co-Founder/Co-Owner
The Pedaler Cycle Tours Ltd.
330 Quebec Street
Victoria BC V8V 1W3

Shop location: 321 Belleville Street, in the Inner Harbour.

ThePedaler.ca

info@thepedaler.ca

F:ThePedaler

@pedalervictoria



Our family purchased the Moon Under Water Brewery and Pub in September 2012. We have had great success. With the support of the community and local breweries the Rock Bay Area is truly making a change in the right direction. We pride ourselves on involvement in the community and feel the support we have received is in direct correlation to this. With success however comes the need to expand. We have opened a second company Moon Distilling Ltd in order to make this expansion possible.

As of September 1st 2017 we have taken over the final 2/5th of the building that we lease. We have the "Approval in Principal" for a Distillery License with on-site tasting and retail sales. We would like to take this 1 step further and rather than just a tasting room have a lounge. Ideally this would allow us to offer both tastings of our delicious distilled products and the highly award winning beers that our other company Moon Under Water Brewery makes. It would also allow patrons to enjoy a full serving beverage in a quiet area rather than the busy brewpub. We understand that we would be limited to the amount of beer we would be able to serve as the main focus on this lounge will be our distillery products.

We often turn away patrons, mainly tourists whom have minors with them. This lounge would give those families an alternative area to enjoy what we have to offer. We of course will be offering a number of non-alcoholic beverage choices as well. We on many occasions turn away tour groups as we cannot always provide the seating that they require on busy days/nights in the pub. Having a distillery lounge would also help to increase the number of distillery tours currently offered in Victoria.

I feel that this lounge will be a positive addition to the community. In the past few years the Rock Bay Area has slowly become the Craft Beer Mecca of Victoria. Adding a distillery lounge is just another step in the right direction for both Tourists and Locals. We will not be offering any live music or loud events. A quiet lounge focusing on tourism and the promotion of our distillery products. The improvements we have already done to the building are definitely proof that we are making a positive imprint on the area.

Supplying food as required to patrons of the lounge area would be no problem as it would be in the same building as our brewpub kitchen. The idea is to do a special take-out menu for the lounge (orders taken, prepared and delivered to customers by our staff) however still encouraging patrons to frequent the pub itself for full meals. We will also be offering on site food such as cheese plates, pastries, and child friendly snacks. This as mentioned is just an idea and we are certainly flexible as to what regulations may apply regarding food service.

Please feel free to contact me with any questions you might have.

Anne Farmer

Moon Distillery Ltd.

Anne@moonunderwater.ca

250-893-1633



ISLAND TIME TOURS LTD.

3-463 Belleville Street,
Victoria, BC, V8V 1X3
250-477-3322 text:250-516-6077
ask@islandtimetours.com

Letter of Support

August 29,2017

To whom it may concern:

Island Times Tours has been taking tour groups to the Moon Under Water Brewpub for approximately 3 years now. We find that their positive support of local tourism helps greatly to make our tours a success.

We welcome and support their endeavours to expand and include a distillery and lounge. This would open the door for a great variety of tours and also allow us to bring in tours at times when the Brewpub may not be able to accommodate us. This lounge would also allow for a quiet area for those to enjoy the products that the Moon is producing.

Our tours are all by bus or van so would not require more than 1 parking space. We have found that the Moon Under Waters parking lot and adjacent street parking has been very accommodating to our needs.

The improvements that the Moon Under Water has made to the Rock Bay area have been very positive and we can see that they will continue to improve the area.

Kind Regards

Colleen Barrow, Owner,
Island Time Tours



August 24, 2017

To whom it may concern,

I Elton Walker owner/operator of West Coast Brewery Tours Inc are 100% in favor of the Moon Distillery Ltd. acquiring a lounge licence. We have been working with the Moon for a number of years and feel that this step forward could greatly help Victoria Tourism in many ways. Providing another Distillery would definitely help to encourage distillery tours in Victoria possibly to the level that Brewery and Winery tours are at now. Allowing a lounge licence where guests could also have a beer tasting would be ideal as we have on many occasions been turned away for lack of room in the busy pub. Tourists would also appreciate quieter atmosphere with more personal service.

I operate a 14 passenger van so would require very little parking. Should you have any follow up questions or would like to speak with me in person, please do not hesitate to contact me directly on 250 415 7098.

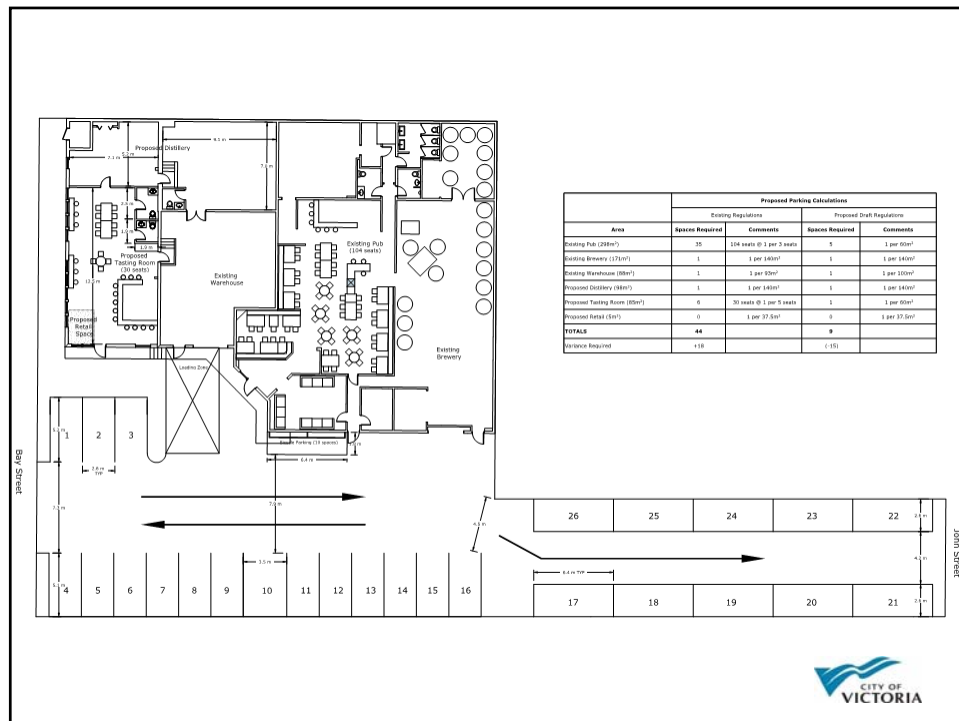
Best Regards,

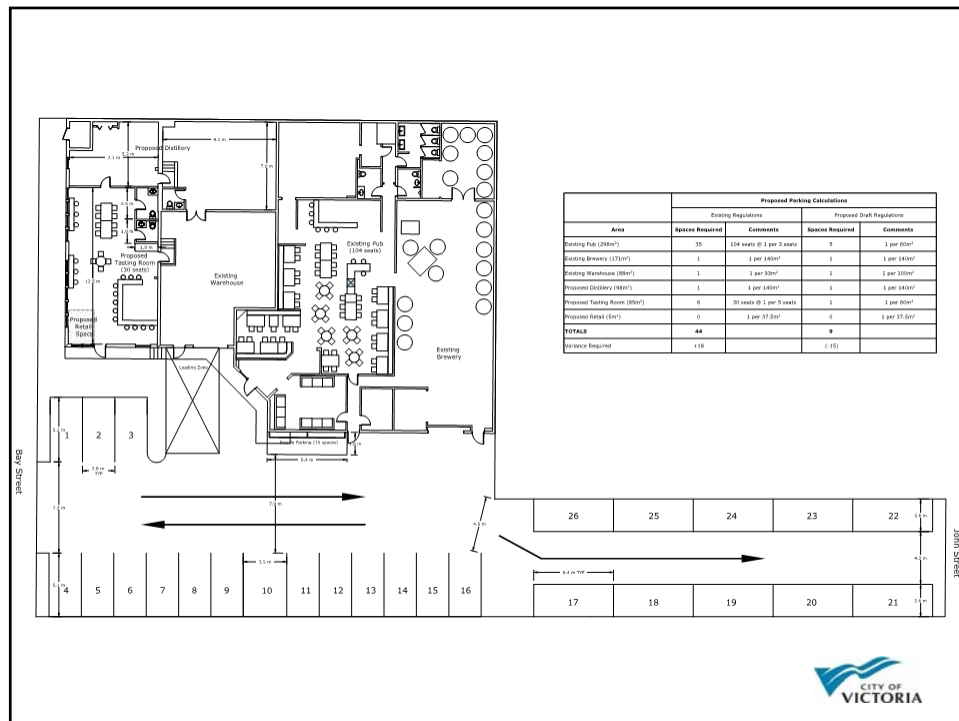
Elton Walker

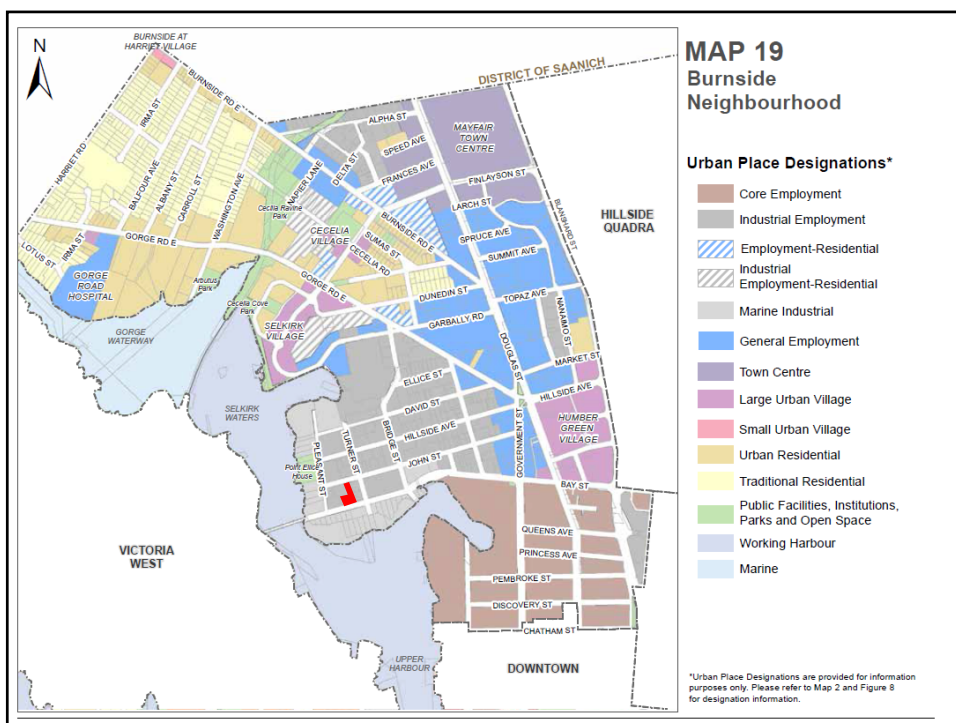
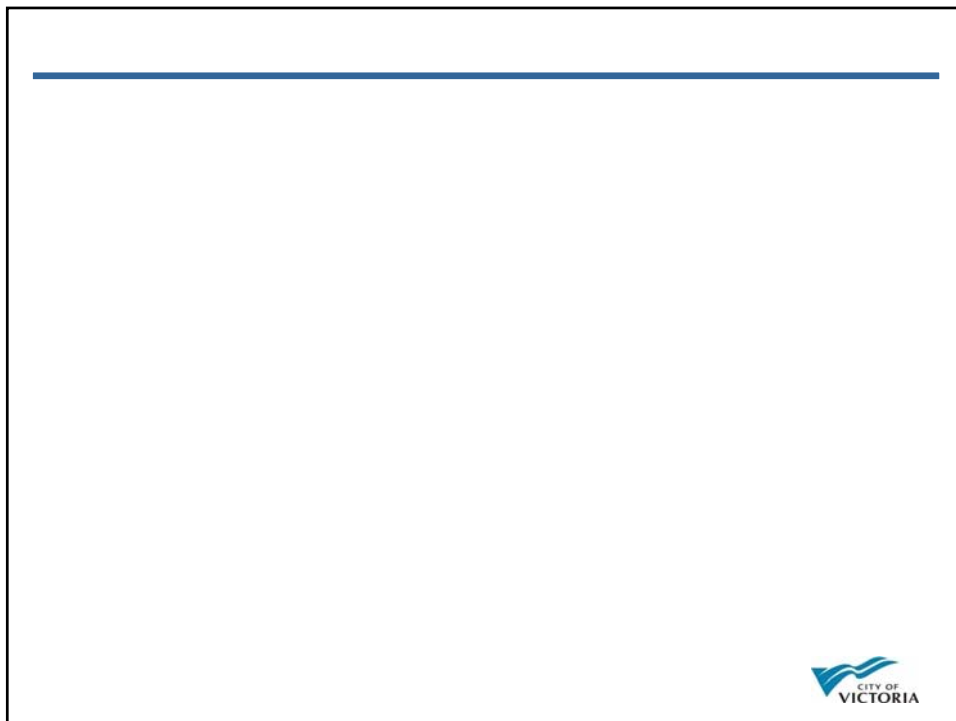
Development Variance Permit Application for 350 Bay Avenue











Committee of the Whole Report
For the Meeting of July 19, 2018

PURPOSE

The purpose of this report is to seek Council resolution, in accordance with the requirements of the *Liquor Control and Licensing Act* (the Act), regarding an application by the Victoria Event Centre to change their Liquor Primary License service hours at 1415 Broad Street as follows.

Current Hours of Liquor Service:

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Open	5:00 pm	5:00 pm	5:00 pm	5:00 pm	5:00 pm	5:00 pm	5:00 pm
Close	1:00 am	1:00 am	1:00 am	1:00 am	1:00 am	1:00 am	1:00 am

Proposed Hours of Liquor Service:

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Open	9:00 am	9:00 am	9:00 am	9:00 am	9:00 am	9:00 am	9:00 am
Close	2:00 am	2:00 am	2:00 am	2:00 am	2:00 am	2:00 am	2:00 am

BACKGROUND

The Liquor Control and Licensing Branch (LCLB) issues liquor licences under the authority of the *Liquor Control and Licensing Act* and regulations. Local governments are asked to provide comments and recommendations to the LCLB on all liquor-primary licence applications regarding:

1. The potential for noise.
2. Impact on the community if the application is approved.

LCLB applications for a permanent change to hours of business for Liquor Primaries do not require the applicant to submit a corresponding letter of intent; however, the applicant has provided a letter of intent which provides necessary background and rationale for the request. (Appendix A)

A map of the subject property and the immediate area is attached to this report (Appendix B).

As noted above, this application is for a permanent change to the hours of liquor service for the Liquor Primary License. The Liquor Control and Licensing Branch is requesting a resolution from the City of Victoria regarding the application and the review criteria noted above.

ISSUES & ANALYSIS

The following sections will identify the key issues and provide analysis for Council's consideration.

City Liquor Licensing Policy

The City's Liquor Licensing Policy directs staff to consider applications for Liquor Primaries having hours of operation not later than 2:00 am. The applicable Council Policy is attached to this report (Appendix C).

The hours of licensed service proposed in this application are within the parameters of the policy.

City Referrals

An inter-departmental review of the project has been undertaken by City staff. The inter-departmental review includes circulation to Bylaw, Planning, Community Development, Engineering and Police Departments. That review has resulted in the following feedback:

- Planning and Engineering Staff have no objections to the application; Bylaw Services notes the location has not been the subject of a call for service, and is considered to be in good standing.
- Police have made the following comments regarding the application.

This change seems substantial given it is for liquor primary and major change in operating hours. The continuing expansion of liquor premises with later closing hours will put additional pressure on police resources during the early hours of the morning. It could add to street disorder/noise in and around the time of bar closing time (2am); this will add to police call load over and above the disorder calls. Police have concerns that calls for service will also increase due to potential noise complaints from 2 neighboring hotels – Hotel Rialto and Carlton Plaza Best Western

Police do not see there being any traffic congestion issues regarding this request.

Expanded service may contribute to the vibrancy of the city in some respects, but it is a challenge for a police department trying to manage our resources and keep all of Victoria as safe as possible.

Community Consultation

In accordance with the City's Liquor Licensing Fee Bylaw and Liquor Licensing Policy, all property owners and occupiers within 100 metres of the establishment were solicited by a mailed notice to provide input regarding this application. In addition, Victoria Event Centre displayed a notice poster at its entrance for 30 days which invited people to provide input to the City with respect to this application.

Two letters were received opposing the application to change hours of liquor service. The letters of concern focused on the behaviours of patrons that congregate outside the centre and the negative impacts they have on nearby residents and businesses. These negative aspects include smoking, loud behaviour of patrons, public urination, noise of the establishment itself and general mischief. The DRA responded stating overall support for the application, but rationalized preference for the hours to be extended to 2am on Thursday, Friday and Saturday only. One letter was received in support of the application from the public.

All letters are available in Appendix D.

Applicant Response

As is standard practice as part of the liquor licence process, after City staff give input, the applicant has a chance to review the information (and this report) and respond prior to the report being forwarded to Council. The applicant has submitted correspondence which responds to this report and the public comment received and the application generally. The letter is available in Appendix E.

In summary, after conducting a review with respect to noise and community impacts, and soliciting community views regarding Victoria Event Centres' application to permanently change hours from 5:00 pm to 1:00 am daily, to 9:00 am to 2:00 am daily at 1415 Broad Street, it is considered that the proposal is consistent with current City policy. Therefore, staff recommend that Council consider directing staff to notify the Liquor Licensing Agency that Council supports the application to extend hours of licenced service for the Liquor Primary License.

IMPACTS

Accessibility Impact Statement

None

Strategic Plan 2015 – 2018

The recommendation to support the application is likely to increase the business viability of the pub, which is consistent with Strategic Plan Objective #5 - *Create Prosperity Through Economic Development*.

Impacts to Financial Plan

None

Official Community Plan

The existing and proposed uses of the liquor primary license are consistent with the *Official Community Plan* objectives for this neighbourhood.

CONCLUSIONS

The application regarding the Liquor Primary License for Victoria Event Centre to change hours from 5:00 pm to 1:00 am daily, to 9:00 am to 2:00 am daily is not in conflict with the City's current liquor licensing policy; therefore, staff recommend for Council's consideration that a resolution be made regarding the application, and that Council support the application to change the hours for the Liquor Primary License of Inn on the Harbour.

ALTERNATE MOTION (No Support)

Alternate Motion – Option #1

That Council, after conducting a review with respect to noise and community impacts regarding the application to extend hours of liquor service for a Liquor Primary License (303765), Victoria Event Centre, 1415 Broad Street, does not support the request for the amendment.

Alternate Motion – Option #2

Council, after conducting a review with respect to noise and community impacts, does support the application of Victoria Event Centre, located at 1415 Broad Street, to change the hours of liquor service from 5:00 pm to 1:00 am daily, to 9:00 am to 2:00 am on Thursday through Saturday, and 9:00 am to 1:00 am on Sunday through Wednesday.

Providing the following comments on the prescribed considerations:

- c. The impact of noise on the community in the vicinity of the establishment has been considered in relation to the request is not expected be a significant issue.

- d. If the application is approved, the net impact on the community is expected to be positive economically as the approval supports the request of the business and presumably their long term viability as a local business and employer. The Victoria Event Centre is also known to contribute positively to the cultural vitality of the region.
- c. The views of residents were solicited via a mail-out to neighbouring property owners and occupiers within 100 metres of the licensed location and a notice posted at the property. The City received two letters opposed to the application, one letter from the Downtown Victoria Residents Association stating preferred hours and overall support, and one letter indicating support.
- d. Council recommends the issuance of the license.

Respectfully submitted,

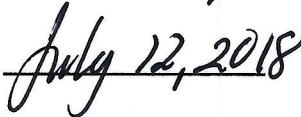

Ryan Morhart
Manager
Permits & Inspections


Jonathan Tinney
Director
Sustainable Planning & Community Dev.

Report accepted and recommended by the City Manager:



Date:

 July 12, 2018

List of Attachments:

- Appendix A: Letter of Intent
- Appendix B: Aerial photograph (map) of the establishment and surrounding area.
- Appendix C: Liquor Licencing Policy – October 12, 2017
- Appendix D: Letters from the public
- Appendix E: Applicant Response to Report
- Appendix F: Provincial Liquor License Types



June 14, 2018

To Mayor and Council:

RE: Victoria Multicultural Society dba Victoria Event Centre: Request of Change in Hours of Service - Liquor License

We write the following to advise Council of the context and intent behind our request for a change in hours of service with respect to liquor primary license #303765. For ease of reference, the particulars of this request are outlined in the application for a permanent change to liquor licence as previously submitted to Council and the BC Liquor Control and Licensing Branch (LCLB).

Context and Intent:

Over the past 14 years of operations, the Victoria Event Centre (VEC) has been a cornerstone of Victoria's arts community with a special focus on providing affordable space for new and emerging artists, celebration, and community building. The last two years have seen many positive changes for our small non-profit society and it is in the spirit of change that we have submitted this application.

With new energy, the VEC Board and staff have worked hard to overcome substantial financial challenges and infrastructure issues. We are working hard to become an organization of financial stability, and in doing so, have reinvested in long overdue upgrades to our lighting and sound system along with accessibility upgrades to our stage and washrooms. While we are currently able to meet our bottomline financial obligations, we are unable to make important costly investments to strengthen the capacity of our space to serve community by offering flexible booking times, complete accessibility upgrades and to provide a "living wage" for our staff.

The three current strategic priorities for the VEC are:

1. Provide a fully accessible and culturally appropriate art space that serves all citizens of Victoria with specific focus on underrepresented or otherwise marginalised groups and individuals.
2. Ensure long term financial sustainability.
3. Provide a living wage to all VEC Employees.

We see this application for a change in our hours of service as foundational to achieving these strategic priorities.

The benefit of increased flexibility in our liquor licence will allow the VEC to accommodate a wider array of performances and special occasion uses. An anticipated increase in revenue from rental fees and food and beverage sales, flowing from this greater flexibility, will allow the VEC to reinvest this revenue in providing a living wage to our staff while strengthening financial capacity for much needed accessibility upgrades. The largest current infrastructure challenge we face is elevator modernization, estimated to cost \$200,000, which we require in order to be fully accessible to guests with mobility challenges. Any increase in revenue resulting from a change in our liquor primary licence will serve our strategic priorities through reinvestment in operations and infrastructure.

We urge Council to consider our application in the operating context of the VEC as separate and distinct from an application for a change in liquor licence that may be brought by a more traditional liquor servicing entity. Our non-profit motive and the nature of our operations means that the impacts of our events on the surrounding neighbourhood are far less intrusive than most traditional liquor serving establishments.

Impact on the Neighbourhood:

As noted in our attached letter to the LCLB, The Victoria Multicultural Society has a tradition of respecting our community, our neighbours, and our guests. While our current licence permits liquor service until 1:00AM, for many events, the VEC restricts hours of service voluntarily. We do this to ensure responsible service, reduce potential neighbourhood nuisance and to provide a safe experience for all of our guests. Extended serving hours will allow for greater flexibility to accommodate user groups on an as needed basis but would not be established as default daily serving hours.

The VEC has taken a unique approach, exceeding provincial requirements, to ensure safe and effective management of events that aim to build on our commitment to the neighborhood and to our community. The VEC was the subject of recent national media interest with the hiring of Canada's first ever ["Consent Captain"](#). This unique position is aimed at preventing sexual harassment and assault by supporting people who feel threatened and to talk to others about their behaviour to ensure that the VEC remains a safe space for all. Through this position and other similar staff led initiatives the VEC proactively mitigates the potential for bad behaviour and promotes a culture of respect and safety for guests, both inside and outside our space.

The work of the VEC, to promote respect and safety inside our venue, builds on our efforts to be responsible and respectful neighbours to all who live and do business in the downtown core. Our guest policies and procedures for door management are focused on moving guests into the venue swiftly at the start of events and dispersing guests respectfully at the time of event close limiting the effects of late night noise and loitering. We are committed to working with all of our neighbours to address concerns, should any occur, so that we can continue to have a positive impact on the vibrancy of the downtown core and the arts community across the region.

In Conclusion:

The Executive Board of the VEC strongly encourage Council to approve our request to the LCLB. We make this appeal for support not only for the sustainability of accessible art programming and events at the VEC but for the growth and promotion of the arts for those who may not otherwise have a place to celebrate and create in.

Sincerely,

Luke Galimberti
Board Chair, VEC
1415 Broad Street
Victoria, BC
V8W 2B2
Cell: 250-587-0772
Email: ligalimberti@gmail.com

Stephen Portman
Treasurer, VEC
1415 Broad Street
Victoria, BC
V8W 2B2
Cell: (250) 361-6083
Email: Stephenportman@gmail.com

Cc.

Victoria Downtown Residents Association

c/o 1715 Government Street
Victoria, British Columbia
V8W 1Z4
Email: info@victoriadra.ca

Encl.

1. Application for a Permanent Change to Liquor License



Legend

 Victoria Parcels

THIS MAP IS NOT TO BE USED FOR NAVIGATION

1: 549




Notes

28 0 14 28 Meters

NAD_1983_CSRS_UTM_Zone_10N

Public domain: can be freely printed, copied and distributed without permission.

This map is a user generated static output from an Internet mapping site and is for reference only. Data layers that appear on this map may or may not be accurate, current, or otherwise reliable. This plan should be field confirmed by the user prior to beginning construction. BC Hydro, Fortis Gas, Telus, and Fibre Optics locations must be confirmed with the appropriate utility. For internal use only. Do not distribute.

	Liquor Licencing Policy
	Page 1 of 2
SUBJECT:	Liquor Licencing Policy
PREPARED BY:	Sustainable Planning and Community Development
AUTHORIZED BY:	City Council
EFFECTIVE DATE:	October 12, 2017
REVIEW FREQUENCY:	Every three years
REVISION DATE:	

A. PURPOSE

The purpose of the City of Victoria's Liquor Licensing Policy is to provide direction to the following parties:

1. Liquor licence applicants on the process and fees associated with City of Victoria review of applications;
2. Liquor Control and Licencing Board (LCBC) on the types of applications that the City will opt-out of providing comment on; and
3. City staff on application review and public notification criteria for those types of liquor licence applications that require review by Council and opportunity for the public to comment.

B. POLICY STATEMENTS

1. This policy applies to liquor license applications in the City of Victoria..
2. The city will opt out of the review and comment requirements for the following types of applications;
 - a. Liquor Primary with licensed service up to 10:00 pm and having an occupant load less than 31 persons.
 - b. Manufacturer with Lounge Endorsement, Special Event Area, or Picnic Area with licensed service up to 10:00 pm and having an occupant load less than 31 persons.
 - c. A temporary extension to hours of licensed service for all licence types up to 3:00 am on New Year's Eve.
 - d. The addition of an Entertainment Endorsement to any Food Primary with licensed service up to 12:00 am.
3. The City of Victoria generally does not approve the extension of liquor service past 2:00 am, with the exception of New Year's Eve, which allows for service up to 3:00 am. In extraordinary cases, the City may consider short term or one time provisions for allowing liquor service between 2:00 am and 9:00 am to accommodate international sporting or significant cultural events.

C. PROCEDURES

A business engaging in the manufacture, sale or service of liquor must have a City of Victoria Business License to lawfully conduct its businesses.

The provincial government, through the Liquor Control and Licencing Branch, is the first and last point of contact for businesses interested in applying for a liquor licence.

The application process and related fees will be made available to any business or member of the public through the internet or by request.

For any liquor applications where the City of Victoria has not opted out of providing comment, the following provisions apply:

1. Public notification for comment will be placed at the site for a period no less than 30 days.
2. The City will provide public notification through mailed notice to all residents and businesses within a 100 metre radius.
3. The City will provide notification to the applicable community association.
4. When providing comment on an application, the City will include comments on those aspects within the parameters set by LCLB which currently include:
 - a. Noise impacts in the immediate vicinity of the establishment;
 - b. Impact on the community if approved (including the location of the establishment and person capacity and hour of liquor service of the establishment)
 - c. Confirm that the establishment is being operated in a manner that is consistent with its primary purpose (only for food primary)

D. ENFORCEMENT POLICY

Businesses that have a history of non-compliance with local and provincial government bylaws and legislation or re-occurring nuisance issues may be subject to a Good Neighbour Agreement that will be reviewed along with the annual renewal of a business licence. Lack of adherence to this agreement may result in a business licence being revoked. This will be assessed by staff on a case by case basis.

E. REFERENCES

Business License Bylaw (89-071)
Land Use Procedures Bylaw (16-028)
Noise Bylaw (03-012)
Liquor Licensing Fee Bylaw (01-06)

F. REVISION HISTORY

None

Ryan Morhart

From: Aria Health and Wellness Clinic [REDACTED]
Sent: Sunday, June 10, 2018 8:03 PM
To: Ryan Morhart
Subject: 1415 Broad St

Amar & Emma Sandhu
404-610 Johnson St
Victoria, BC
V8W 1M4

Attention:

Manager, Permits & Inspections
Sustainable Planning and Community Development Department
1 Centennial Square
Victoria, BC
V8W 1P6

Dear Manager, Permits & Inspections,

This letter is in regards to an application for a primary liquor licence at 1415 Broad St (Victoria Event Center). We are writing this letter in **opposition** of granting a primary liquor licence to the Victoria Event Center. We live within 100 meter radius of the venue and on every occasion that an event is held at this location the noise level throughout the night is unacceptable. We understand that bars and pubs operate in the downtown area however, we are unable to hear noise from any of the other locations. The noise (music & patrons) from the events center can be heard until closing time within our unit as if we were at the actual venue ourselves. The venue has a regular practice of keeping its windows open which also allows for the sound travel. In the year that we have lived at our current location we have not been able to hear noise from Paparazzi night club or Saint Franks which operate every night of the week and are also within 100 meter radius. Also without a liquor licence present there have been many incidents outside of the event center with crowds forming and fights ensuing. On many occasions we have seen police cars at the location. With a liquor licence the rate for this would only increase. We hope that Permits and Inspections department will strongly consider our opposition of this permit.

Thank you for your time,

Amar & Emma Sandhu



Dr. Amar Sandhu
723 Humboldt Street
Victoria, BC
V8W 1B1

[REDACTED]

[REDACTED] 9

[REDACTED]

Ryan Morhart

From: Cherry Bomb Toys [REDACTED]
Sent: Wednesday, May 23, 2018 1:14 PM
To: Ryan Morhart
Subject: RE: Application for Permanent Change to a Liquor License for 1415 Belleville aka Victoria Event Centre

Hi there,

I received a letter today for the change in liquor license times for the Victoria Event Centre. On the letter it said 1415 Belleville but I think you meant to put Broad Street.

As a business and a resident who lives across from the Victoria Event Centre and Paparazzi (Nightclub next door), I must say it gets really loud on the street. We don't really care about the extend of hours as the nightclub next door also closes at 2pm, but we do care about when people are outside the front of the places smoking and hanging around. People are loud, use our entrances as toilets, stash bottles, etc. I know they can't seem to control their patrons behavior outside but maybe bars should have door people outside at all times? I think bar patrons forget that people live on top of businesses downtown?

Thanks so much and talk to you soon,
Candice

Ryan Morhart,
Licensing & Inspections
rmorhart@victoria.ca

Dear Ryan,

Re: Permanent Change to a Liquor Primary License – 1415 Broad Street (Victoria Event Centre)

As the President of the Danzo Group of Companies I represent the interests of the Hotel Rialto in the above noted matter. The Hotel Rialto is located directly behind the Event Centre and within the 100 meter radius. We currently share a Good Neighbour Agreement with the Event Centre and have not experienced any significant issues with them over the years.

We support their application to extend their hours of service to 9:00 a.m to 2:00 a.m daily.

Sincerely,
Eric Donald
President, Danzo Group of Companies



1715 Government Street
Victoria, BC
V8W 1Z4
250.386.5503

Manager Bylaw and Licensing c/o Legislative Services
City of Victoria
No.1 Centennial Square
Victoria, BC
V8W 1P6

June 23, 2018

Re: Liquor Primary Licence – Change of Operating Hours – Victoria Event Centre.

Dear Manager Bylaw and Licensing,

The DRA Land Use Committee has reviewed the proposed Liquor Licence changes for the Victoria Event Centre

In the last few years, Downtown residents have raised several concerns regarding noise from patrons leaving Liquor service establishments in the late hours. There are risks associated with constructing residential units in close proximity to a late night Liquor establishments and opening new Liquor outlets or extending hours of operation of existing operations near residential units. With this particular application there are adjacent residential buildings and two hotels that have benefitted from the currently permitted hours of operation and potentially may lose “quiet enjoyment” as a result of approval of this application.

Members of the Land Use Committee have reviewed the application. Feedback from the committee is as follows:

- This establishment provides a much appreciated service to the community and does not operate every night which reduces the amount of public nuisance that will be generated by this operation.
- The VEC States in their application letter that for many events they restrict hours of service voluntarily to “ensure responsible service, reduce potential neighbourhood

nuisance" so the application to operate until 2:00 am 7 days a week may produce results contrary to these statements.

- There have been incompatibilities recognized between residences/hotels and licensed establishments with late night opening hours for liquor service in other locations within the downtown.
- The proposed changes to the licence will be permanent and will carry the approved hours of operation through any future changes in ownership or operator. The proposed hours of operation will make the licence marketable/leasable as a nightclub operating daily if the Event Centre ever ceased to operate under its current structure. This is likely not a desirable outcome in this location as it is in close proximity to residences that would be highly affected by operations until 2:00 am every day.

The DRA has a history of supporting proposals of all kinds that will bring vitality and vibrancy to our neighbourhood. The VEC has been part of this vibrancy and the DRA wishes to support its viability moving forward. In balancing these goals with the potential impacts, the proposed Licence under the current operations as an event center is supportable, however the DRA LUC cautions that a change of operations until 2:00 am will certainly be problematic/undesirable especially if it is operated at those hours on a daily basis. The DRA LUC recommends that the proposed hours of operation be amended to limit the proposed 2:00 am closing to Thursday, Friday and Saturday only, in order to discourage any eventual conversion to daily or a nightclub use.

Sincerely,



Ian Sutherland
Chair Land Use Committee
Downtown Residents Committee



July 6, 2018

ATTN: Mayor and Council

Dear Ryan Morhart, Manager, Permits and Inspections

RE: APPLICANT RESPONSE - Change in Hours of Service: Liquor License (#303765)

We write the following applicant response to the staff report dated June 11, 2018, and received by the Victoria Event Centre (VEC) on June 28, 2018, under subject: *Application for a Permanent Change to Hours of Service for a Liquor Primary License (303765), Victoria Event Centre, 1415 Broad Street.*

While we are pleased to read that the staff report ultimately recommends issuance of our requested licence, it is regrettable that there remains some opposition. With recognition that an increase in service hours will not please all parties concerned in every aspect it is our hope that we may be able to address the matters that have been raised in the interest of goodwill and neighbourliness.

Downtown Victoria Residents Association:

We are very much appreciative of the thoughtful response prepared by Ian Sutherland, Chair of the Land Use Committee for the Victoria Downtown Residents Association (VDRA). While the letter is supportive of our organization and application in some respects there remains concern over impact on surrounding residences and businesses and a proposed amendment to limit the change in closing time of 2:00AM to Thursday, Friday and Saturday. Both points we address below.

- Impact on residencies and hotels

The VEC takes very seriously our ongoing relationship with both residents and business owners in the immediate vicinity of our operation and in the surrounding neighbourhood.

We benefit from a long-standing positive working relationship with the Best Western Plus Carlton Plaza Hotel and the Hotel Rialto, both of which are located in a 100 meter radius of 1415 Broad Street. We routinely work in collaboration with the Best Western to provide accommodation for our out of town guests and performers and we continue to share a good neighbourhood agreement with the Hotel Rialto.

We have never experienced any negative incidents arising from our current operating model and are very much committed to maintaining what is a mutually beneficial relationship should our application for a change in liquor serving hours be approved.

The VDRA reasonably points out that, "There have been incompatibilities recognized between residences/hotels and licensed establishments with late night opening hours for liquor service in other locations within the downtown". This is of course a reality in the downtown core that is not lost on our board or staff who remain committed to address any potential issues while we rely on our past history of good relations with the surrounding business and residents to amicably resolve any potential conflict.

We believe that the culture and performances that the VEC showcases to Victoria's tourists and local residents alike, far outweighs the speculation of a negative impact to the neighbourhood. The VEC is a unique space and we have operated for over a decade while remaining in good standing as a neighbour and cultural asset to our community.

- Proposed amendment to limit change in 2:00AM closing time to Thursday, Friday, Saturday

The VDRA points to the permanence of the service hours change that we have requested with the concern that a potential future change in ownership or operator could make the licence marketable or leasable as a daily operating nightclub. The Victoria MultiCultural Society (VMS), as a non-profit entity and holder of liquor license #303765, retains the non-transferable legal rights to the liquor licence for the furtherance of our registered mandate; to promote arts, multiculturalism and inclusion in Victoria and the surrounding area. Our bylaws prohibit the operation of a nightclub-style venue, and our liquor licence places restrictions on the types of entertainment the VMS may offer.

Moreover, the VEC does not compete in the nightclub market. We are more directly comparable to many community centres or cultural halls that offer special occasion events that do allow for 2:00 AM closing times on a special permitted basis. The ability of the VEC to offer similarly competitive opening hours to these facilities is crucial to our long term viability as a downtown event space. Our current opening hours limit our ability to access market share that is taken up by our competitors.

With respect, the amendment proposed by VDRA to limit the days of extended hours to Thursday, Friday and Saturday, would in large part defeat the central purpose of our application to create flexibility in programming. It is our view that

while this amendment would be a reasonable limitation on a traditional nightclub operator, this restriction would in fact impede the increased flexibility that we seek.

We note that the VDRA has raised no objection to early service hours, beginning at 9:00 AM Monday through Sunday.

Current and future users of our space hold events and festival activities on varying days of the week. This is central to our capacity to serve a wide variety of different social and equity-seeking groups that are in need of space during variable dates and times. Many of our most popular events are held on what are traditionally off-business days for more traditional nightclubs, and a limit on the extended hours to thursday through saturday, while better than nothing, would not allow us to access the highest and best use of our space.

As a further precaution, we commit to bring forward an amendment to our society bylaws against the saleability or leasing of the VEC liquor licence, before or after dissolution of the society, by any operator other than the Victoria Multi-Cultural Society. We agree with the concerns raised by the VDRA on this point and will resolve this issue as outlined above.

Amar & Emma Sandhu

After reviewing the June 10, 2018 email from Amar and Emma Sandhu we met with staff to discuss the points that were raised. We further reviewed our records and respond accordingly. The resident letter notes complaint regarding outside noise and crowds gathering. We provide our response below.

- *Outside noise and crowds*

The VEC takes seriously the issue of outside noise and gathering as addressed in our earlier letter of intent. We were alarmed at the accusation of violence raised in the Sandhu correspondence and immediately took steps to research their allegation. Through a review of our daily event logs and in consultation with VEC staff we have not been able to identify a single incident of fighting either inside or outside of the venue over the past three years. Records do show that there was a single non-violent incident involving police that occurred on December 8, 2017. This incident occurred during an annual christmas party hosted by the VEC for non-profit sector workers. During the event an individual gained access to the venue and began uttering threats. Staff de-escalated the individual and escorted him to the top of our entry staircase where he refused to depart. Staff had no other alternative but to call the police who attended the venue and escorted the individual away without further incident. There is no record of any other incident involving the police.

While it is acknowledged that there are periods of congregation both immediately prior to and at the end of an event, we remain committed to moving people in and out of the venue swiftly to mitigate this nuisance as much as possible. With the introduction of our consent captain and added security personnel, we not only ensure the safety of guests within the venue but ensuring safe travel home following events. As a part of this renewed effort we are now monitoring closely the activity of guests and others outside the doors of our venue.

Candice and Cherry Bomb Toys

As above, we reviewed and assessed the content of the June 10, 2018, email from Candice of Cherry Bomb Toys. The nuisance described in this letter is regrettable and we are sympathetic to the concerns raised given that this particular resident lives and operates a business directly across from a nightclub and an events space and near to Centennial Square. Certainly there are some aspects of living in such a location in an urban core that are challenging from a quiet enjoyment perspective.

- Smoking

We are engaged on the subject of smoking in front of the venue and are currently reviewing options to relocate an area for individuals who choose to smoke during our events. The options to mitigate the impacts of outdoor smoking are limited by both bylaw requirements and practical considerations inside and outside of our venue. While we suggest that the number of smokers that congregate outside of the VEC is either less than or equal to any other event space, we are hopeful that both the decrease in the number of smokers amongst the population generally and a potential alternative space for smoking away from our facility will improve the impacts of this habit.

- Public Urination

The email notes the regrettable issue of entrances being used as a toilet. In response we note that the VEC exceeds the minimum number of washrooms given the floor space and capacity. In addition, there are outdoor 24/7 publically available washroom sites in centennial square and on the corner of Pandora and Government Street.

- Door Person

The writer's idea to have door persons outside at all times is a consideration that we have been exploring. There is merit in having someone outside of the venue at least before and after events. As it stands, we periodically station door staff outside dependent on the nature of the event.

Police Response

Through the interdepartmental review conducted as a component of the staff report, the police have indicated a concern for increased calls related to disturbance following closing hours, specifically citing concern over calls for service from the Hotel Rialto and Carlton Plaza Best Western. As indicated above, both hotels are close partners to the VEC with a long history of working together to address concerns. We suggest that the potential for increased police calls from these operators is unlikely to present a increased pressure on police resources in future as it has been of no concern in the past.

In Conclusion:

The Executive Board and staff of the VEC acknowledge that an extension in liquor service hours may not be desirable to all. We have provided a fulsome response in addition to our earlier letter of intent to make clear that we are and will continue to be responsible neighbours. We are looking forward to improving our operation for the enjoyment of many visitors and residents of Victoria in the years to come. The VEC is a very special place that brings diversity, community, and culture to the downtown core of Victoria.

With this in mind we again encourage council to support the staff recommendation to approve our request for flexibility, and a change in liquor serving hours.

Sincerely,

Luke Galimberti
Board Chair, VEC
1415 Broad Street
Victoria, BC
V8W 2B2
Cell: 250-587-0772
Email: lgalimberti@gmail.com

Stephen Portman
Treasurer, VEC
1415 Broad Street
Victoria, BC
V8W 2B2
Cell: (250) 361-6083
Email: Stephenportman@gmail.com

Types of Liquor Licences Issued in the Province of British Columbia

Last updated: October 5, 2017

The Liquor Control and Licensing Branch (LCLB) supervises over 10,200 licensed establishments and over 25,000 temporary special events per year in B.C.

The purpose of this document is to give a broad understanding of the types of liquor licences issued in B.C. Visit the LCLB's website at www.gov.bc.ca/liquorregulationandlicensing and the hyperlinks below for the most up to date information.

Licences:

Agent – for independent liquor agents who market products from liquor manufacturers outside of B.C.

Catering – for catering companies who wish to serve liquor in addition to food, with food service as the primary purpose.

Food Primary – for businesses where the primary purpose is to serve food (such as restaurants).

A Patron Participation Endorsement is an additional term and condition on a food primary licence that permits the active involvement of patrons in entertainment or results in patrons leaving their seats, such as dancing or karaoke. An application for this endorsement requires additional considerations beyond the routine assessment of an initial application. To ensure that community concerns about noise, nuisance and other impacts are considered, input from local government or First Nation authorities is required before patron participation entertainment will be approved for a food primary establishment.

Liquor Primary – for businesses where the primary purpose is to sell liquor (such as bars, pubs, and nightclubs, as well as stadiums, theatres, aircraft, etc.). Liquor primary licences are also for businesses that wish to serve liquor as an additional service to their primary business (such as spas, salons, art galleries, etc.)

Liquor Primary Club – a sub-class of the liquor primary licence for private clubs. To be eligible to apply, the club must be a society registered under the provincial Societies Act or a non-profit or veterans organization incorporated by special act of parliament. LP Clubs must have at least 50 members who pay annual fees. The service area of an LP Club is restricted to members and guests only.

Manufacturer – for businesses making wine, cider, beer (this includes brew pubs), or spirits (known as wineries, breweries, and distilleries). Manufacturers can also apply to add a lounge, special event area, and/or picnic area endorsement to their manufacturer licence.

UBrew/UVin (Ferment-on-Premises) – for businesses that sell ingredients, equipment and provide advice for customers to make their own beer, wine, cider or coolers.

Licensee Retail Store* – for selling liquor by the bottle at retail stores (often called private liquor stores).

Wine Store* – for wine stores including winery-operated stores, independent wine stores, VQA stores and tourist wine stores.

Special Wine Store – available to eligible grocery stores only, the special wine store licence permits the sale of 100% BC wine on grocery store shelves.

**No new licences are available at this time.*

Permits:

Special Event Permit – for individuals and groups holding special events (such as community celebrations, weddings or banquets).

Ethyl Alcohol Purchase Permit – for purchasing ethyl alcohol for commercial and industrial use.

Charitable Auction Permit – for registered charities and non-profit organizations that wish to hold liquor auctions to raise funds for a charitable purpose.

What is the difference between a food primary and a liquor primary licence?

A food primary licence is issued when the primary purpose of the business is the service of food (such as restaurants and cafes). A liquor primary licence is issued when the primary purpose of the business is the service of liquor, hospitality or entertainment (such as bars, pubs, spas, and art galleries).

The approval process is different for both types of licences, with the process for liquor primaries being more involved. Minors are generally prohibited from liquor primary establishments, unless the licence specifically allows them.

Additional Resources:

Forms – access to all LCLB forms, including application forms and licence change forms.

Frequently Asked Questions – answers to common liquor-related questions.

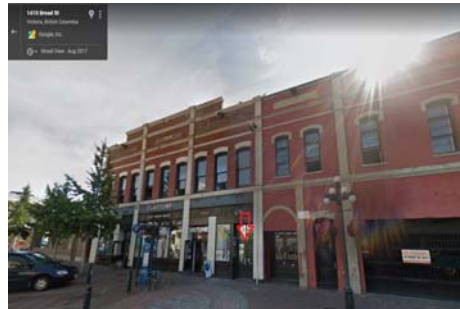
Licensed Establishment Locations – a list of all licensed establishments in B.C.

Publications & Resources – access to the licensee terms and conditions handbooks, public consultations, and the Local Government/First Nations Guide page and more.

LCLB Application

Change to Hours of Liquor Service

Victoria Event Centre, 1415 Broad Street



Liquor Control and Licensing Branch (LCLB)

- Restaurants
- Bars
- Pubs Retailers
- Manufacturers and
- Special Events.



LCLB Approvals

- Criminal Background Checks
- Local Government

Municipal Input	: potential for noise
Public Input	: potential for impact on the community, and
- Occupant Load Approvals



Local Government

Staff Review:

- Police, Bylaw, Planning, Community Development and Engineering
- Zoning regulation, liquor policy and the Liquor Licencing Fee Bylaw

Public Notification and Comment:

- Notice Posted at entrance to establishment
- Mailed Notice to within 100m of establishment
- 30 days to provide comment

Local Government provides a resolution with comment on:

- Potential for Noise
- Potential for Impact on the Community, and



LCLB Application

	MON	TUE	WED	THU	FRI	SAT	SUN
EXISTING	5 pm – 1 am	5 pm – 1 am	5 pm – 1 am	5 pm – 1 am	5 pm – 1 am	5 pm – 1 am	5 pm – 1 am
PROPOSED	9 am – 2 am	9 am – 2 am	9 am – 2 am	9 am – 2 am	9 am – 2 am	9 am – 2 am	9 am – 2 am



Staff Review and Public Comment

Staff Review:

- Staff, with the exception of Police, have no objections to the application. Police note the impact and pressures imposed on late night resources due to increased service hours and the net contribution to late night service capacity.

Public Comment:

- One letter was received in support of the application and one letter from the Downtown Resident's Association expressed a preference for modified hours. Two letters were received opposing the application to change the hours.



Recommendation

That Council direct staff to notify the Liquor Licensing Agency that Council supports the application for the change to hours of liquor service.





Committee of the Whole Report For the Meeting of July 19, 2018

To: Committee of the Whole **Date:** June 29, 2018
From: Thomas Soulliere, Director of Parks, Recreation and Facilities
Subject: Project Update: Crystal Pool and Wellness Centre Replacement Project

RECOMMENDATION

That Council receive this report for information.

EXECUTIVE SUMMARY

The project team is committed to providing regular updates to Council on the project status, including schedule, scope, budget, and risk management. This report focuses on activities and overall progress since the last update to Council in March 2018.

The project timeline below illustrates at-a-glance the current schedule and anticipated future phases, pending funding confirmation. The project remains in the “pre-construction” phase, highlighted below in red, which will continue through the fourth quarter of 2018.



Pre-construction activities have progressed in accordance with the schedule, with a milestone being reached in June: completion of the schematic design. The schematic design package was the result of extensive efforts by the project team with consultants, key stakeholders, user groups and individual citizens, over the past year. In total, approximately 4,400 citizens participated in this process, which began with high-level conceptual plans based around priority program requirements.

In June, the schematic designs and rationale were presented in two public Open House sessions. More than 120 citizens attended these events, and 381 participated in the online survey; 80% of whom expressed support for the facility design.

In accordance with the project plan, the City engaged two independent professional consulting firms to conduct a schematic design budget review and assess the changes in facility form and function, as well as costing projections based on construction market conditions. The reports produced by these professionals offer valuable intelligence for the next level of design development and value-engineering activities planned for the coming months.

Another area of focus for the project team in recent months has been the funding strategy, including the investigation of grant opportunities as well as a review of potential City funding sources.

The Government of Canada's *Investing in Canada* grant program launched last month, with the "Green" Infrastructure program stream. The timing of the Social Infrastructure program, which applies to this project, is now anticipated to open for applications in late 2018 or early 2019, with decisions expected in the first half of 2019. The potential for funding confirmation occurring in mid-2019 does represent a later timeframe than anticipated in the project schedule.

Finally, the project's expenditures to-date remain as expected. As indicated in the previous progress update, the majority of costs for this phase are associated with the design work, project management, and communications activities.

Over the coming months, the project team will be progressing through design development, in order to prepare construction drawings in early 2019. Throughout this period, there will be a continued focus on stakeholder and general public engagement and communications, and proactive management of risks. The team will also research and ensure preparations for any relevant funding opportunities that are identified. In advance of the presentation of the Draft 2019 Financial Plan, staff will complete the scope and budget estimate for the development of the Central Park Renewal Plan, which will provide a roadmap to the future layout of the park space around the new facility.

PURPOSE

The purpose of this report is to provide Council with an update on the progress of the Crystal Pool and Wellness Centre Replacement Project.

BACKGROUND

The Crystal Pool and Wellness Centre Replacement Project is a major infrastructure initiative to replace the current community aquatic and recreation facility, located in Central Park. The new facility will be accessible and inclusive, meet high environmental and operational standards, and serve the needs of citizens of all ages and abilities for generations to come.

The project team is committed to a transparent and accountable approach, engaging Council at regular intervals. To date, several project updates and decisions have taken place:

- February 16, 2017 – Council approved the replacement along with a budget of \$69.4 million, including \$10 million from the City Infrastructure Reserve.
- June 22, 2017 – Council received a project update, with information on project planning, communications and engagement, funding opportunities and potential partnerships.
- August 10, 2017 – Council approved the risk management approach for the project.

- December 7, 2017 – Council received a project update, with information on project status, schedule and scope, budget, communications and engagement, and risk management.
- February 23, 2018 – UBCM announced the award of \$6 million from the Gas Tax Fund for the project.
- March 15, 2018 – Council received a project update, with information on project status, schedule and scope, budget, communications and engagement, and risk management.

ISSUES & ANALYSIS

The overall project plan remains generally consistent with the update presented to Council in March and will be implemented over the course of approximately five years (2017-2021). This report focuses on key components:




1. Project Status
2. Schedule and Scope
3. Communications and Engagement
4. Budget
5. Risk Management





A summary of significant actions, considerations, and decisions relating to each of these is described in the following sections.

1. Project Status

The first half of 2018 was a very active period, concluding with the issuance of the schematic design package delivered by HCMA Architecture & Design, and the hosting of a second series of public Open House sessions in June.

The project remains in the pre-construction phase, with the team working on design development, as preparations are made to be “shovel ready” by the end of 2018. Continuing to move efficiently is a focus for the project team in order to mitigate against key risks including cost escalation, competitive market conditions, and the operation of an aging existing facility.

Status	Definition
	No action required at this time. KPI is within project tolerance.
	Action required, an issue is having a negative effect on project performance and at risk of jeopardizing outcomes. KPI is within project tolerance. At the project team level, corrective action or implementation of a monitoring strategy is required to address deviation from plan.
	Corrective action required as project tolerances have been exceeded. Resolution, input and decision-making cannot be handled solely at the project team level.

	Overall Project Status	Schedule	Scope	Budget
Q1 2018 – Current Period				

2. Schedule and Scope

Over the past several months, the project team has been developing the schematic design for the building and site, based on technical analysis and extensive input received from residents.

Facility Design

Council will recall that the project began with a conceptual design based largely on the Feasibility Study completed in 2016, which identified the priority program elements for the new facility (i.e. 50m pool tank, leisure pool, fitness area, multi-purpose rooms, barrier-free access, and siting in Central Park). This level of detail also provided a basis for an operating *pro forma*, initial capital cost estimates acquired with the assistance of a professional quantity surveyor, and the approved project budget.

As noted above, the focus of the past year has been on the refining of designs, through a combination of activities involving technical specialists, stakeholder groups, and the general public, to ensure the new facility aligns with the established objectives and desired outcomes.

Design professionals from HCMA led staff, consultants and stakeholders through a series of technical workshops to gather critical input. These workshops included tours of facilities in the Lower Mainland, as well as dialogue with numerous subject matter experts from organizations such as the Rick Hansen Foundation, Recreation Integration Victoria, Island Health, as well as engineering specialists, transportation professionals, and many others along with City staff. In addition, the team reviewed design considerations with and received input through multiple interactions with the City's Accessibility Working Group and the Active Transportation Advisory Committee.

HCMA also facilitated numerous public engagement sessions, including small group discussions with community groups, and large Open House sessions in February and June. The input from this extensive community engagement has shaped the interior and exterior design of the facility, site plan, as well as program and service considerations.

The schematic design shown in Attachment A, delivers on the requirement for a layout that meets community needs and optimizes use of the site, while beginning to describe the form and character to the facility. The design reveals an efficient facility that also responds to the unique park setting, the vision of an inviting and welcoming patron experience, and exemplifies the five guiding principles for the project, which were developed at the outset;

- Barrier Free
- Inclusive
- Efficient and Sustainable
- High Quality Health and Wellness
- Place for Community

Although further refinement is still required to finalize the facility design, descriptions of the features and rationale for key elements are provided below.

Site Planning

The building footprint has been molded to fit within the existing clearing of trees where the sport courts are currently located. The facility is configured with the pool spaces integrated within the park interior, while the entrance, dryland programs and support spaces take advantage of the urban street presence along Quadra Street. An important driver for the final site configuration is the orientation of the building's front door, adjacent to the future primary entry to Central Park. A generous outdoor "entry plaza", across from a new, fully controlled intersection at Princess and Quadra streets, accommodates many modes of transportation and circulation – a single point of arrival for all, whether arriving by foot, bike, bus, or personal vehicle.

Parking for visitors to the facility and Central Park has been considered in-detail by the design team, applying an approach that seeks to align with the project's objectives relating to accessibility; minimize the loss of park amenity space; mitigate impacts on the immediate neighbourhood; and offer scalability for the future. Parking for this regional facility is proposed to be accommodated through a combination of on-site, street parking, and off-street parking in neighbouring lots. The design is presently based on a total of between 96-107 spaces, to be located in the area currently made up of existing surface parking and the arrival area for the Crystal Pool building.

The team enlisted local firm, Watt Consulting, to provide a detailed analysis of projected transportation demand, supply and management strategies. This assessment considered existing utilization of street and off-street spaces, alternative transportation options, as well as research into options at other recreation facilities.

The total parking peak demand anticipated is in the range of 135-140 spaces. In response to the increased demand, the consultants provided three options for consideration in relation to surface parking in Central Park; (1) Provision of 140 spaces, which would accommodate anticipated demand and also reduce current reliance on street parking (about 30 vehicles); (2) Provision of 105 to 110 spaces, which would accommodate the majority of facility demand, with limited impact on the existing demand for street parking; and (3) 85 to 90 spaces, which would result in additional demand for street parking or other off-street locations. Although a building code requirement specifying a maximum distance for accessible parking does not yet exist, leading practice suggests a distance up to 25m from the entrance of the facility, which is accommodated in the current design. Of note, underground parking was not proposed for this facility, due in large part to the high capital cost (ranging from approximately \$70,000 to \$100,000 per stall), as well as the availability of options that may respond better to anticipated future changes associated with multi-modal transportation.

Based on the consultant's recommendation, the facility plan also accommodates a significant increase in bike storage, by expanding the supply from 32 spaces to more than 60. The nearby Vancouver Street cycling route is expected to provide an attractive means of transportation for many visitors.

Central Park inhabits a total area of approximately 32,000 square metres. The existing building and parking area occupies an area of approximately 5,875 square metres (18% of the park); the

proposed design for the new facility and surface parking lot covers an area of approximately 8,110 square metres (25% of the park).

Form and Character

The facility is intended to be welcoming, open and transparent. The building will fit into the park setting in a manner that respects the existing mature trees, making them a critical part of the user experience. Combined with the flowing shape of the floor plan, this leads to a pavilion-like structure amongst the trees, integrating the facility into its natural surroundings.

Pool Space and Configuration

The facility plan contains four separate bodies of water that will provide the varied aquatic experience desired by the community. This includes an eight lane, 50m rectangular pool, potentially with a moveable floor at one end and two operable bulkheads; a leisure tank with area for families, lessons, therapy, and 25m lane swimming; and two hot tubs at different temperatures and sizes. The pool sizes and configuration will allow staff to accommodate a wide variety of programming to meet existing needs as well as the anticipated demand identified in the Feasibility Study.

Multi-Purpose Spaces

The configuration of the dryland space has also been updated from the original concepts. The distribution of multi-purpose rooms on both the ground floor and second level, supports a diversity of programming, with spaces that are high quality and adaptable.

Barrier-Free Access

The facility will exemplify accessibility features beyond those stipulated in the building code to ensure an equitable experience for visitors of all ages and abilities. In pursuit of this goal, the City is collaborating with the Rick Hansen Foundation and applying an industry-leading criteria, to pursue the Rick Hansen Foundation Accessibility Certification for the building.

The barrier-free design will allow the City to offer new adapted and integrated social, sport and recreation activities for residents of all ages.

Sustainability

In keeping with the City's vision outlined in the draft Climate Action Plan, the design anticipates building systems that support a low-carbon priority, using all-electric systems for space and water heating. The specific strategies for the final design will be informed by an assessment that considers a combination of factors including the capital and operating costs and impact on the performance of the building. The selected strategies will be consolidated into a Sustainability Framework during design development that will offer further guidance throughout design refinement.

The completion of the schematic design represents a milestone for the project. The next phase of design refinement and value-engineering work is projected to conclude by the end of 2018, which will be followed by the development of construction drawings in early 2019.

3. Communications & Engagement

As noted above, public engagement has been an essential component for the project. In total, more than 4,400 people have actively participated in public consultation activities over the past year. Last month the formal consultation program aligned with the pre-construction phase for the project concluded. Through two major public events, two online surveys, and multiple stakeholder sessions, the project and design professionals acquired feedback on the building design and potential future uses. The project engagement summary is enclosed with this report as Attachment B. Overall, citizens have expressed a high level of support for the emerging facility plan (80% of respondents in the recent survey).

The communications and engagement program aims to ensure citizens are well-informed about the initiative via various channels. This effort consists of both in-person communication, as well as updated online content, including an updated and easy-to-follow website with all project-related information.

This quarter, the importance of planning the renewal of Central Park was reinforced in discussions with citizens. Based on the conversations with residents in the surrounding neighbourhood, staff expanded communications to increase awareness about the anticipated impacts associated with construction of the new facility, as well as the planned approach to renewing the park. These actions included new signage in Central Park, meetings with resident groups and park users, additional information on the project web site, presentation material at the June Open House, and park-related questions in the online survey. Although staff had described a separate yet connected park renewal project in earlier communications regarding the facility, it was noted that this message may not have reached those park users who do not typically access Crystal Pool.

Over the past month, the project team has also been soliciting feedback on options for temporarily relocating the Steve Nash basketball court during construction, so that residents may continue to have access to this much-valued asset until the new permanent location is constructed. This amenity is one of the most popular in the city and is highly valued in the local neighbourhood for its social and health benefits. The development of the park renewal plan will be included in the Draft 2019 Financial Plan for Council consideration.

4. Budget

As noted in previous updates, the pre-construction phase of the project requires investments associated with due-diligence, facility design, project management, and communications and engagement activities. The project expenses to-date and projected through the remainder of 2018 are noted below.

	Project Component	Actual Spent to June 30, 2018	Total Projected Cost to Year End
1.	Architectural & Design Services	\$597,869	\$1,161,000
2.	Project Management	\$314,138	\$497,000
3.	Site-Investigation	\$116,564	\$152,000
4.	Communications and Engagement	\$56,002	\$66,000
5.	Procurement/Legal	\$9,767	\$57,000
6.	Total	\$1,094,340	\$1,933,000

The project team will continue updating the cost projection summary as progress is made on the program and facility material selections, for future project updates.

Funding Partnerships

Approximately 23% of the total project funding has been confirmed and staff continue to pursue relevant funding opportunities. Earlier this year, two grant programs were identified that align well with this City initiative. The first, a new program through the Canadian Tire Jump Start charities, has a maximum award of \$1 million for projects demonstrating an innovative approach to enhancing accessibility. The announcement of successful applications is anticipated in the immediate future. A second program, through the Government of Canada's Enabling Accessibility Fund also has a maximum award of \$1 million, with decisions expected in early 2019.

Since the last update to Council, provincial government representatives have indicated that the launch of the Social Infrastructure grant application process will likely occur later this year or early next year, with decisions anticipated in the first half of 2019.

As noted previously, the project schedule anticipated decisions relating to the *Investing in Canada* grant by the end of 2018, based on announcements by the Government of Canada. While the bi-lateral agreements between the federal and provincial governments were signed in April 2018, the program has just recently commenced. In light of this timing and the potential impact to the funding strategy, the project team has highlighted specific information relating to possible risks, in the following section.

5. Risk Management

Risk monitoring and management is a continual process through all phases of the project. The project's Risk Committee provides additional oversight and reviews key risks, to ensure there is clarity about potential exposure and mitigation strategies.

A summary of the key risks, impacts and responses, as presented previously to Council, is included below.

Key Risks	Impact	Risk Response
Market Conditions, Competition, Labour Availability and Cost Escalation	Schedule / Budget	<ul style="list-style-type: none"> - Independent Quantity Surveyors review/input - Development of a procurement strategy - Early engagement of a Construction Manager
Funding and Spending Requirements	Scope / Schedule / Budget	<ul style="list-style-type: none"> - Active engagement with government representatives - Lead generation and preparedness for grant applications - Active tracking on current commitments and spend - Strategy development and readiness of voter assent funding options

Site Conditions	Schedule / Budget	- Additional investigation and planning (soil, environmental) to inform early design development
Traffic, Parking and Community Impact	Scope / Budget	- Comprehensive neighbourhood traffic, parking and pedestrian movement analysis to model potential solutions - Incorporate study findings in design development
Operation of the Existing Facility	Scope / Budget	- Planned and preventative maintenance based on Facility Condition Assessment

Monitoring Market Conditions, Cost Escalation

One of the highest risk areas for the project relates to the competitive construction market and associated cost escalation. To assist with mitigating this risk, the project team retained two independent quantity surveyors, Advicas Cost Consultants and Ross Templeton & Associates, to review the schematic design package, focusing primarily on identification of key cost drivers and budget allocation. Each firm possesses extensive experience with aquatic facility costing exercises throughout the province, as well as numerous projects within the very active local construction market. Given the scale of this project, sound project management practice suggests value in having multiple perspectives involved in the costing review at this stage.

The schematic design costing reports were received from the quantity surveyors in mid-June. Each of these reports provides important details and considerations, which will help to guide the next phase of work; including a review of key assumptions and estimates in alignment with design intent specifically, this analysis is focused on verifying quantities, comparing unit rates from similar projects and variances between the two estimates, confirming specifications and supplier quotation information, and vetting contingencies carried for unknown elements of the current design. An evaluation is currently being directed to the designs for the substructure, building envelope, and mechanical systems. These elements represent nearly 50% of the total building cost.

Upon completion of the detailed costing analysis, the project team will commence the value engineering process, reviewing design and specifications, while also aiming to find improvements in constructability, project schedule, and ensuring the program is in keeping with stakeholder needs.

Funding and Spending Requirements: Changing Profile

Scheduling, particularly for risk mitigation around cost escalation, continues to be a high priority for the project team. In the absence of announcements for the *Investing in Canada* Social Infrastructure grant, the project funding requirements have now been identified as a “risk with a changing profile”. The project schedule identifies the end of February 2019 as the latest date to secure all project funding commitments in order to avoid negative impacts to the project plan. If funding is not secured in this timeframe, cost escalation is anticipated to affect the project budget. The current projections estimate this incremental cost to be in the range of \$300,000 - \$500,000 per month.

In addition, staff acknowledge the condition of the funding received from the Gas Tax program, requiring project funding to be in place by March 31, 2019.

Per Council direction, the project team continues to communicate with other levels of government and agencies to research and prepare for potential funding opportunities. Meanwhile, staff have also conducted an evaluation of the City's existing financial capacity.

Internal Financial Capacity

The City has taken a prudent approach to saving funds for capital reinvestment over many years and as a result has options for addressing priority asset management requirements. These include tax-based funding, various capital reserves, as well as existing (assent-free) borrowing capacity, which allows the City the ability to increase its contribution beyond the current \$10 million, if necessary to fill a gap in project funding. A detailed analysis of options and implications will be provided in the next project update for Council.

CONCLUSIONS

Over the coming months, the project team will be working to complete design development, continuing to inform citizens through engagement and communications, and proactively managing risk. In addition, staff will research and prepare for relevant grant programs and other funding opportunities, as well as refine the funding strategy as additional details emerge on the *Investing in Canada* program.

A summary of activities that are underway or about to commence along with the anticipated completion timeframe is listed below.

	Activity	Anticipated Completion
1.	Design development	Q4
2.	Procurement of Construction Manager	Q4
3.	Site investigations	Q3
4.	Next Project Update to Council	Q4
5.	Investigation of/application for funding opportunities	Ongoing

The above material is intended to present key information about the status of this major project. The project team is pleased to have processed a significant workload in accordance with the project schedule and budget, resulting in the completion of the schematic design based on extensive public engagement. The next project update will be provided to Council in the fall of this year.

Respectfully submitted,

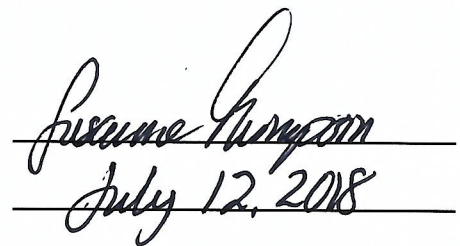


Nav Sidhu
Assistant Director
Parks, Recreation and Facilities



Thomas Soulliere
Director
Parks, Recreation and Facilities

Report accepted and recommended by the City Manager:



Date:

July 12, 2018

Attachment A – Crystal Pool and Wellness Centre Replacement Project: Schematic Design

Attachment B – Project Engagement Summary (2017-2018)

Attachment C – Project Transportation Study, Watt Consulting

Crystal Pool & Wellness Centre

Schematic Design

July 19th, 2018

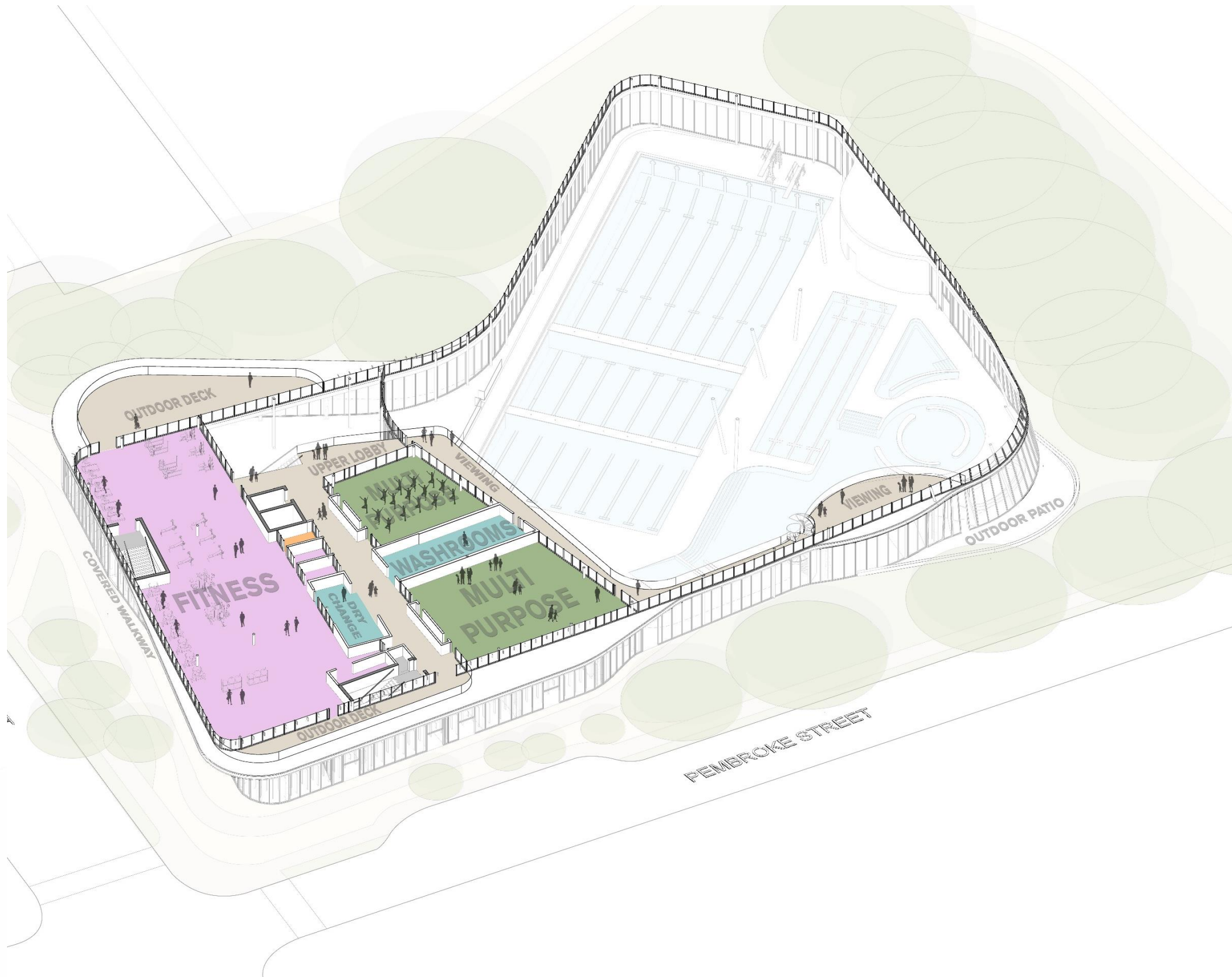
Site



Building - Street Level



Building - Upper Level





Crystal Pool and Wellness Centre Replacement Project

ENGAGEMENT SUMMARY REPORT
FEBRUARY 2017 – JUNE 2018



Introduction

The design of Victoria's new aquatic and wellness centre to replace the Crystal Pool is built on three phases of public and stakeholder engagement – the Feasibility Study (2016), Conceptual Design Refinement (2017) and Schematic Design (2018).

In total more than 4,400 people have participated in all three phases of engagement, which included Open Houses, surveys, stakeholder meetings, sounding boards at Crystal Pool and pop-up engagement at community events.

The project began with a conceptual design based largely on the Feasibility Study completed in 2016, which identified the priority program elements for the new facility (i.e. 50m pool tank, leisure pool, fitness area, multi-purpose rooms, barrier-free access, and siting in Central Park).

During the Conceptual Design Refinement phase, engagement and communications focused on informing citizens on the project plan as well as the anticipated benefits for the community, and acquiring initial feedback from residents.

In the third phase of public and stakeholder engagement for the Crystal Pool and Wellness Centre Replacement Project, extensive feedback was collected to inform the schematic design. Feedback was also collected on Central Park which will help inform future planning for the park.

Engagement Approach

Engagement during the Conceptual Design Refinement phase consisted of in-person and online activities. The purpose of engagement was to raise awareness and understanding on what is planned for the future facility, as well as to collect feedback on the proposed concept designs.

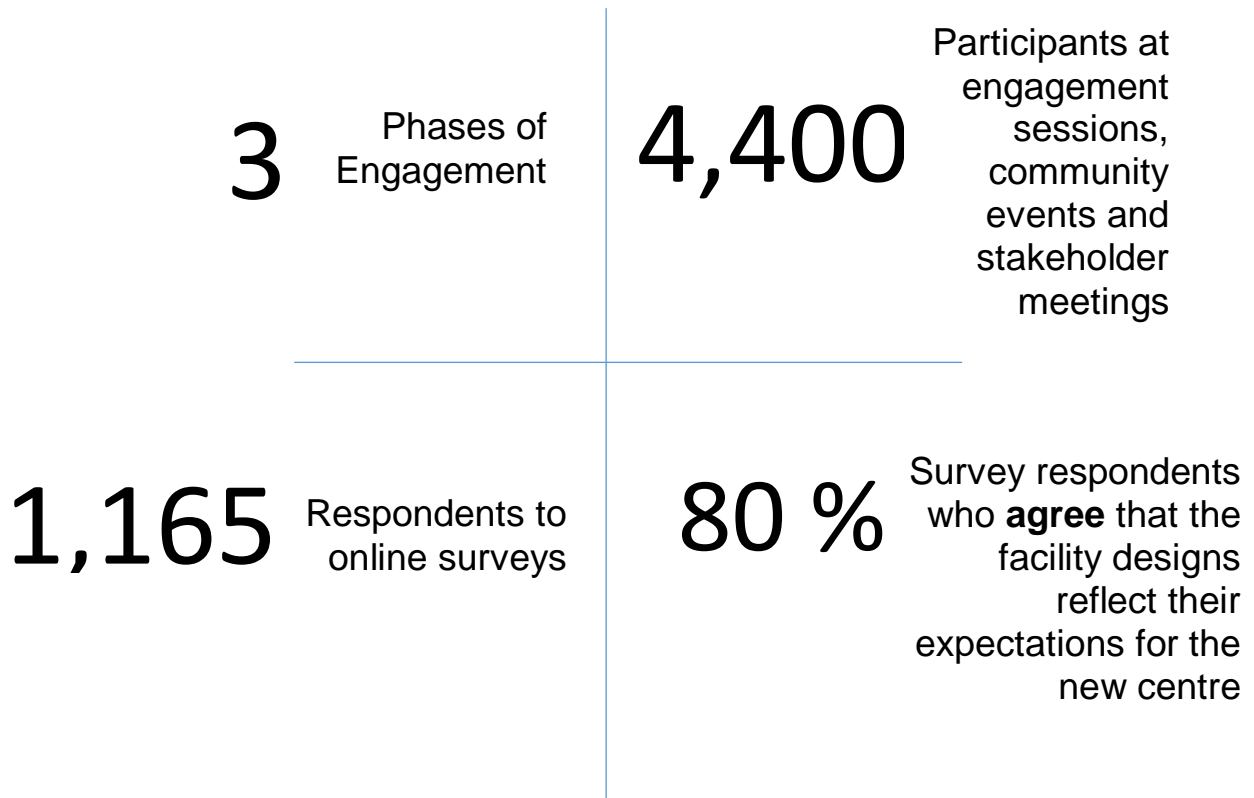
Public input in the Project Design phase was obtained through activities in three stages:

- Public Engagement 1 (February 1 – April 1, 2018)
- Stakeholder Engagement (April 1- June 15, 2018)
- Public Engagement 2 (May 15 – July 3, 2018)

Engagement in this phase was designed and conducted at the *Involve* and *Consult* levels on the International Association of Public Participation (IAP2) guide for public participation, following the principles and practices outlined in the City's Engagement Framework.

HCMA Architecture + Design led the public and stakeholder engagement sessions, focusing on presenting and gathering information specific to project design, programming and other feedback on the guiding principles to assist with overall project planning.

Engagement Highlights:



Conceptual Design Refinement Public Engagement: May – December 2017

What We Did

The engagement and communications program focused on informing citizens of the project's progress, as well as the anticipated outcomes and benefits for the community.

The project team interacted with more than 2,000 people at festivals, community events and coffee shops to discuss the project and proposed concept designs, and gained intelligence on preferred methods of communication for residents.

Meetings were also held with more than 26 organizations – including the North Park Neighbourhood Association and the Hillside Quadra Community Association – representing hundreds of citizens who live and work in the city. Input received helped to shape the interior and exterior design of the facility.

How We Engaged

From May – December 2017, the project team employed a variety of strategies to reach residents where they live, work and play. Particular attention was given to reach a diverse audience, including people who do not currently use the facility.

Event	Date	Participation
Information booth and in-person engagement at festivals, community events and coffee shops	May – September	2,000 (approx.)
Technical meetings with representatives from more than 26 stakeholder organizations	May	36
Community consultation with the North Park Neighbourhood Association	September 6, 2017	30
Community consultation with the Hillside/Quadra Neighborhood Association	November 7, 2017	30

Communication Methods:

- Project website
- Display at Crystal Pool
- Project brochure
- Project e-newsletter
- Email to stakeholders
- Media relations
- Exterior digital signage
- Social media
- Handbills
- Key messages shared with City customer service staff
- Information at Neighbourhood Association meetings and newsletters

What We Heard

Through one-on-one conversations, feedback through social media channels, and stakeholder meetings, several common themes emerged, which are outlined below:

High level of support for the project:

- High level of general support among people engaged and keen interest to learn more about the proposed designs and planned amenities.
- Need for strong project and risk management practices to ensure success.

Broad support for conceptual design and planned amenities, including:

- Family change rooms
- Improved accessibility
- Fitness areas to be all together
- Features which retain natural light
- Supportive of a location in Central Park

Suggestions for additional consideration in the schematic design stage:

- Room for spectators
- Play features
- Food and beverage service on-site

Schematic Design Public Engagement 1: February – April, 2018

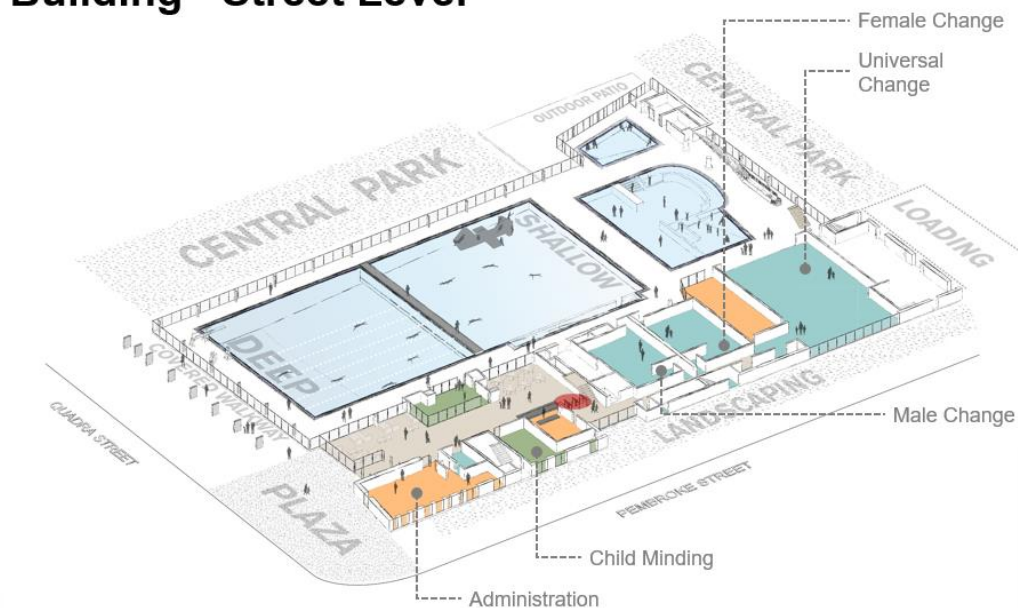
What We Did

The goal in this public engagement was to seek input on the conceptual design, anticipated use patterns, needs and expectations of users. Below are the conceptual plans that were shared.

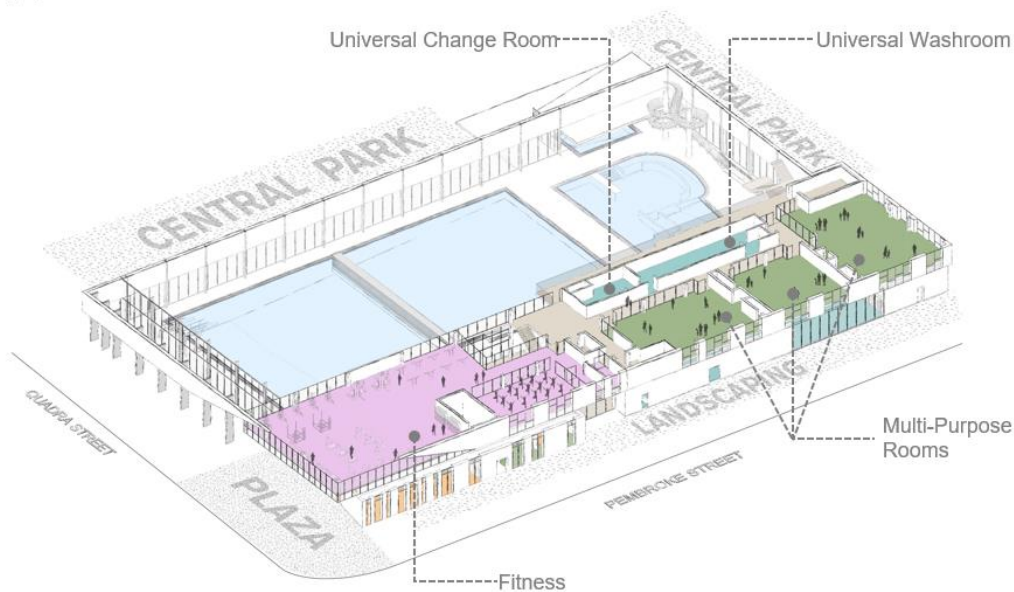
Site



Building - Street Level



Upper Level



How We Engaged

From February 2018 to April 2018, we heard feedback on the conceptual designs of the facility from 890 residents and Crystal Pool visitors.

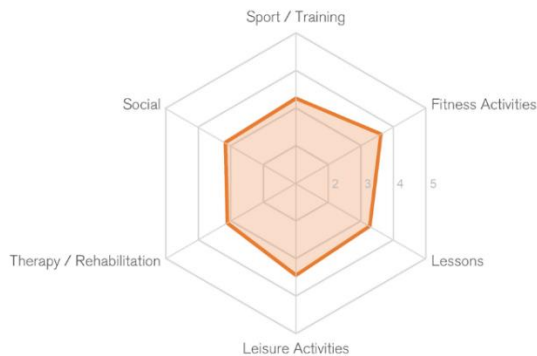
Event	Date	Participation
Online Survey	February 27- March 31, 2018	784
Community consultation sessions at Crystal Garden	February 27, 2018	106

Communication Methods:

- Project e-newsletter
- Email project stakeholders
- Media relations
- Advertising (Times Colonist, VicNews)
- Exterior digital signage
- Social media
- City website
- Displays in City buildings
- Handbills
- Key messages shared with City customer service staff
- Information at Neighbourhood Association meetings and newsletters

What We Heard

The community survey asked participants to rank their priorities for the new facility and features that they would use most.



Aquatic Priorities from Survey

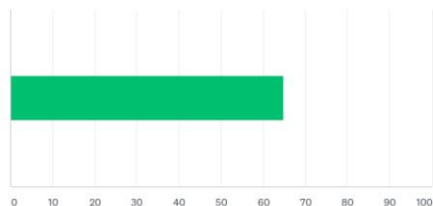


Dry Land Priorities from Survey

In addition participants were asked rate out of 100 if the proposed facility met their needs. The average score the facility design received was 65.

Q9: Do you agree that the proposed facility meets the needs of you and your community?

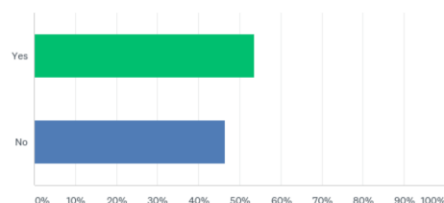
Answered: 645 Skipped: 139



Survey respondents were also asked whether they participated in other Crystal Pool and Wellness Centre Replacement Project engagement activities in the last two years. Approximately half of the respondents had already been involved and half were participating for the first time.

Q11: Have you participated in the public engagement process over the last two years?

Answered: 643 Skipped: 141



A full summary of the feedback from the online survey from this stage can be found [here](#).

Feedback Highlights from the Open House:

- Survey results indicated desire for a facility that could cater to a broad range of aquatic activities.
- Survey results also indicated desire for dry land programs that focused on fitness and community use.
- Accessibility is important and should consider those with sensory and cognitive disabilities.
- Leisure pool should support a range of recreational and therapeutic activities.
- Larger change facilities with a family change room are desired.
- Inclusive amenities that provide a range of opportunities to participate.
- Increase parking and reduce the distance to the front door.
- Integrate sustainability and achieve the City's climate action targets.
- Some interest expressed in new amenities, not shown in the conceptual design (ie. gymnasium, library, full-time childcare)



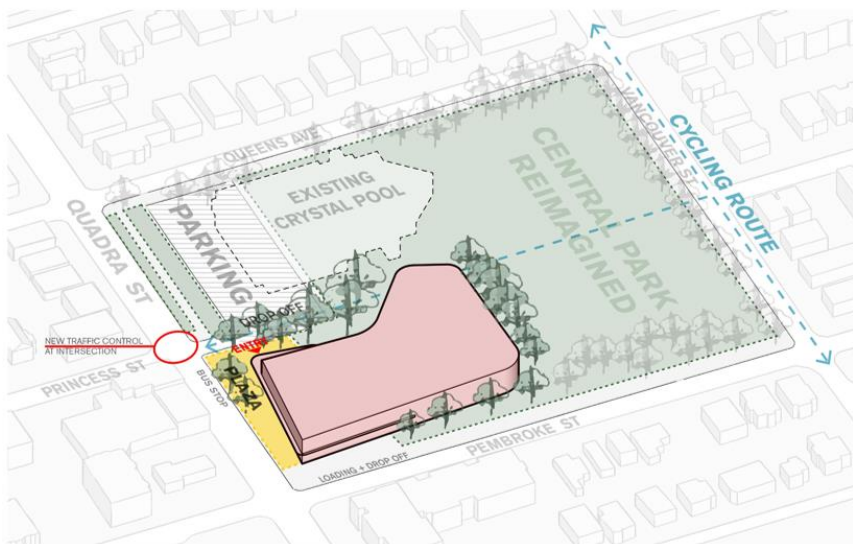
Schematic Design Stakeholder Engagement: April 1 – June 15, 2018

What We Did

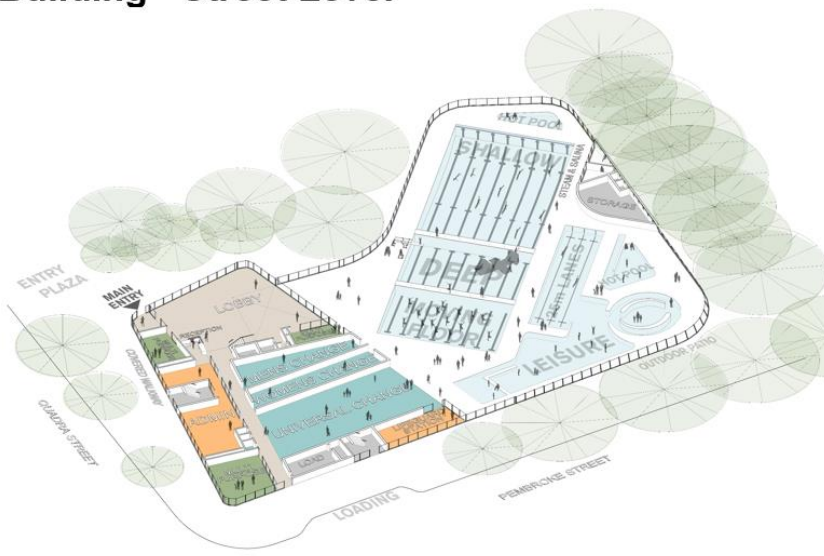
Stakeholder engagement during the schematic design stage aimed to engage and solicit feedback from organizations on the refined design of the facility, site planning, programming and partnership opportunities and identification of cultural, accessibility and inclusivity needs.

The refined designs presented were based on results of the previous engagement sessions and technical analysis completed by the project team.

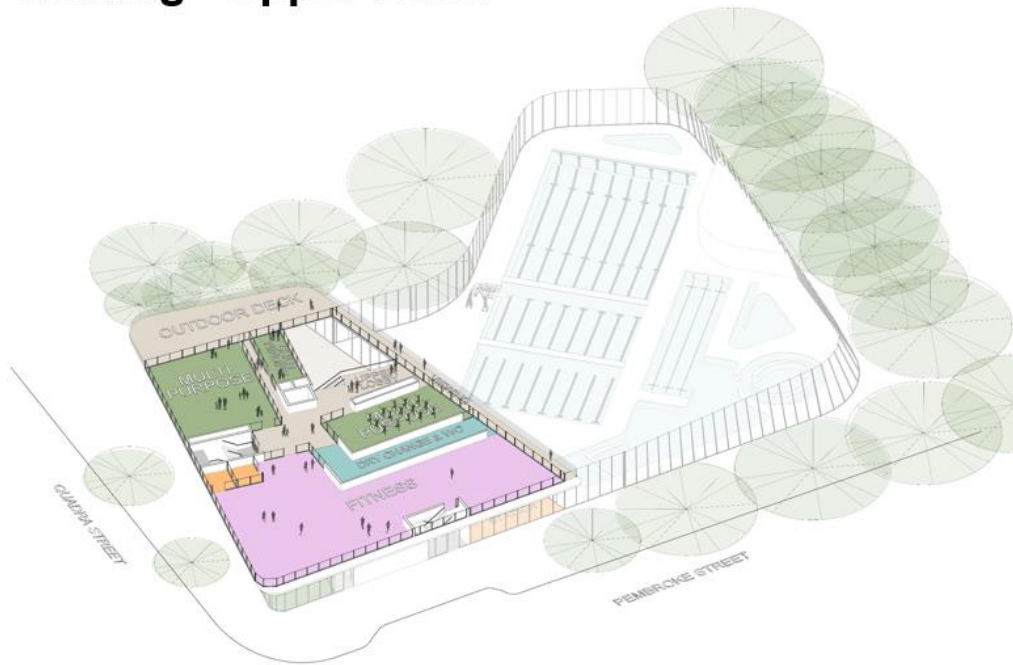
Site



Building - Street Level



Building - Upper Level



How We Engaged

From April 2018 to June 2018, the City invited representatives of 38 stakeholder organizations and individual residents to provide feedback on the refined designs of the facility. Dialogue was facilitated through a series of small group meetings.

Accessibility Groups	Rick Hansen Foundation
	Accessibility Working Group, City of Victoria
	Tyee Aquatic Club
	Recreation Integration Victoria
	Special Olympics Swim Club
	Triathlon Canada
	Active Living Victoria
	MS Society
	Active Living Alliance for Canadians Living with a Disability
Community	Oaklands Community Centre
	Hillside / Quadra Neighbourhood Association
	Quadra Hillside Community Centre
	North Park Neighbourhood Association
	Fernwood Community Centre

	Friends of Central Park
	Victoria Silver Threads
	Active Transportation Advisory Committee, City of Victoria
	North Park residents in adjacent properties
	School District 61
Sport and Recreation	Turbo H2O Fitness
	Mercury Rising Tri-Club
	Friends of Crystal Pool
	Gorge Narrows Rowing Club
	Human Powered Racing
	Oak Bay Orcas
	Victoria Curling Club
	Pacific Coast Swimming
	Swim Canada
	Private Fitness and Rehab Contractors
	Victoria Youth Paddling Club
	Victoria Master's Swim Club
	Pro Motion Rehab
	University of Victoria
	Regional municipal recreation centres
Health and Wellness	Island Health <ul style="list-style-type: none"> - Community Health Services - Outpatient Neurological Rehabilitation
Cultural	Métis Nation of BC
	Victoria Native Friendship Centre
	Inter-Cultural Association of Greater Victoria

What We Heard

Highlights from the feedback received at these sessions, include:

- The new balance of water across pool tanks allows a wider range of aquatic activities.
- Accessibility for users with a range of physical, sensory and cognitive disabilities needs to be carefully considered.
- Desire for a gymnasium in the facility.
- Retention of the maximum number of existing trees and enhance park spaces with additional planting.
- Carefully consider cultural barriers to facility use.
- Enhance facilities and access for pedestrians and bicycles.

- Parking – there were differing views among participants, representing the full range of having no parking on-site, extensive parking on-site, as well as underground parking.
- Carefully consider access and programming for seniors.
- Concerns regarding operational impacts relating to potential failure of bulkheads and movable floor.
- Carefully consider drop-off and accessible parking.
- Existing park amenities such as the basketball court are highly used and important to the community; losing these during the construction period will be impactful.

Schematic Design Public Engagement 2: May 15 – July 3, 2018

What We Did

In this stage of public engagement the updated designs were shared for feedback with the community.

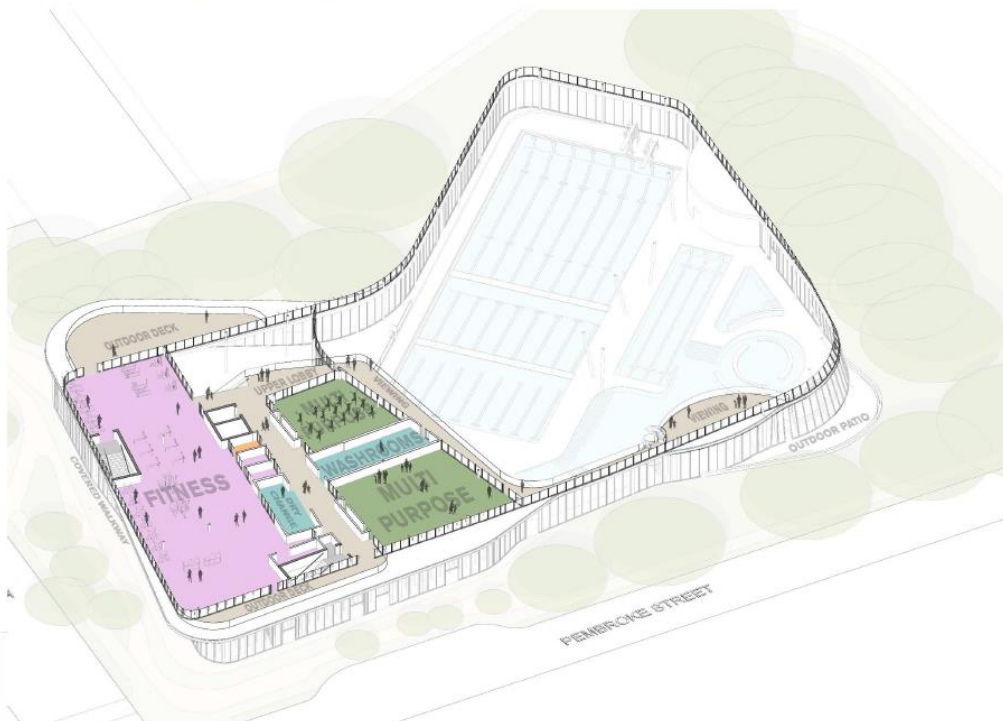
Site



Building - Street Level



Building - Upper Level



How We Engaged

Online and in-person engagement activities gave the public the opportunity to review and provide feedback on the updated design of the new facility.

Event	Date	Participation
Online Survey	June 19 – July 3, 2018	381
Community Open House at Crystal Garden	June 19, 2018	125

Communication Methods:

- Invitations to Neighbourhood Associations
- Notification to project email distribution list (community members who requested updates)
- Social media: incorporating video and social media video
- Website updates: project web page, Current Initiatives, Have Your Say, Latest News, Spotlight button
- Exterior digital signs
- Local media contact
- Three newspaper ads
- Display at Crystal Pool, City Hall
- Posters and handbills in community centres, medical clinics, regional recreation centres, schools
- Posters in City facilities
- Promotion at City/Community Events:
 - Promotion at HarbourCats games
 - Vic West Harbour Fest
 - Car Free YYJ
 - North Park street festival



Survey promotion occurred from June 19 - July 3, using all of the methods outlined above.

What We Heard:

Participants at the Open House and in the online survey were asked for their perspective on how well the key principles and facility design reflected their expectations for the new centre.

Highlights of Survey Results:

- 80% of survey respondents ***strongly agreed/agreed*** that the facility design reflected their expectations for the new centre.
 - 37% Strongly Agree
 - 43% Agree
 - 20% Disagree
- Survey participants were also asked to evaluate how well the schematic design met their expectations for each of the five project principles:

Principle	Agree
Barrier Free	91%
Inclusive (All Ages, Abilities and Families)	86%
Efficient and Sustainable	86%
High Quality Health and Wellness	83%
Place for Community	83%

- Six out of every 10 survey respondents indicated they had participated in other Crystal Pool engagement activities. This is a nearly 10% increase over the same question asked in the first online survey, an indication that people are remaining engaged throughout the public consultation process. Approximately 40% of respondents were participating for the first time.

Participants were asked for feedback and suggestions on any areas they felt the facility did not meet expectations. The project team is currently evaluating these comments and will consider them as they complete detailed design of the facility.

Complete results from the online survey can be reviewed [here](#). Feedback collected at the Open House included;

- Focus on protecting trees and integrating them with the building design is the right approach.
- Maintain and enhance the social atmosphere of the facility.
- Desire to maximize the amount of park space once the facility is completed.
- As the design progresses, carefully address cultural barriers and consider the specific needs of those with disabilities.
- Parking remained a topic of discussion, with some residents advocating for a reduction of on-site parking, others desiring to move parking underground, and many suggesting that sufficient parking is included to meet anticipated demand and mitigate impacts on the immediate neighbourhood.



Next Steps

The Project Team will present the schematic design and results from public engagement and technical analysis to Council as part of the July 2018 Project Update.



CRYSTAL POOL TRAFFIC IMPACT ASSESSMENT + PARKING STUDY

Prepared for: City of Victoria

Prepared by: **Watt Consulting Group**

Our File: 2354.B01

Date: July 12 2018

EXECUTIVE SUMMARY

The following summarizes the comprehensive Traffic Impact Assessment and Parking Study completed for the proposed new Crystal Pool facility. The proposed facility is immediately south of the current location and represents an approximately 30% increase in floor area.

PARKING

Crystal Pool parking demand has been considered using observations of the current site, observations of nearby on-street parking and public off-street parking, a survey of staff and patron travel habits, and data from recreation centres elsewhere in the Capital Region. The study concludes that existing parking demand is 73 vehicles during busy periods, with up to 29 vehicles seeking parking off-site.

Future parking demand is projected based on a 30% increase in total floor area and growth in the floor area dedicated to specific activity areas (i.e., swimming pool, multi-purpose rooms, fitness room). The analysis concludes that the proposed new facility will experience a total parking demand of approximately 135 to 140 vehicles during busy periods.

Parking supply options are considered that balance the cost / land allocation of parking with potential impacts on neighbourhood parking conditions. The recommended option is a supply of 105 to 110 parking spaces to maintain current neighbourhood parking conditions (i.e., approximately 29 vehicles continue to park off-site during busy periods). This will result in satisfactory utilization of on-site parking throughout much of a typical day. Site parking would be under-utilized during much of a typical day if more than 105 to 110 parking spaces were provided – representing inefficient land allocation and cost – and the provision of less parking would put more pressure on nearby on-street and public off-street lots throughout much of a typical day thereby negatively impacting neighbourhood parking conditions.

Potential changes in parking demand associated with improvements to Central Park have not been considered in this study. A comprehensive planning initiative for Central Park is anticipated to commence in 2019 that will consider parking associated with the Park.

TRAFFIC + ACCESS

Two options for the future site access were considered – Queens Avenue and Quadra Street / Princess Avenue. Despite conflicting with the City's *Highway Access Bylaw* which requires access from the more minor street, Princess Avenue is the preferred access location. This location directs motorists to access the site via Quadra Street, while minimizing traffic on Vancouver Street – an identified People Priority Greenway and All Ages and Abilities cycling route – and discouraging neighbourhood “short cutting”. The adjacent Quadra Street / Princess Avenue intersection (currently a pedestrian signal) should be upgraded to a full traffic signal to address PM peak hour operational issues and provide controlled pedestrian crossings on all four legs.

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Assuming the site access is located at Quadra Street / Princess Avenue and the intersection is upgraded to a full traffic signal, the primary building entrance should be oriented toward the Quadra Street / Princess Avenue intersection. This orientation would minimize walking distance to/from the on-site parking area, integrate with adjacent bus stops on Quadra Street, and further support a multi-use pathway through Central Park. A multi-use pathway through Central Park is proposed as a means to connect the two segments of Princess Avenue with an off-road dedicated walking and cycling facility, and provide a direct cycling route between the Crystal Pool site and the Vancouver Street cycling route.

TRANSPORTATION DEMAND MANAGEMENT (TDM)

A series of transportation demand management (TDM) programs were identified to help manage site parking demand and encourage alternative travel modes. Options include short- and long-term bicycle parking, bus stop relocation for improved integration with the new building location, rideshare initiatives, and parking management approaches.

RECOMMENDATIONS

The following is a summary of the recommendations of this study:

- That the on-site parking supply is 105 to 110 spaces;
- That 16 long-term and 64 short-term bicycle parking spaces are provided;
- That the primary motor vehicle access is located on Quadra Street immediately opposite Princess Avenue and the Quadra Street / Princess Avenue intersection is upgraded to a full traffic signal;
- That the primary building entrance is located adjacent the Quadra Street / Princess Avenue intersection;
- That a multi-use pathway is developed through Central Park connecting the two segments of Princess Avenue, subject to support from the Parks, Recreation and Facilities department; and
- That the northbound bus stop on Quadra Street is relocated approximately 40m to 60m south of the current location.

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1.0 INTRODUCTION

Watt Consulting Group (“WATT”) was retained by the City of Victoria to complete a Traffic Impact Assessment and Parking Study for the proposed new Crystal Pool facility. The study includes assessments of site parking needs and neighbourhood parking impacts, neighbourhood traffic impacts and safety considerations, and management strategies to mitigate any parking or traffic impacts.

1.1 SUBJECT SITE

The proposed new site is immediately south of the existing Crystal Pool site. See **Figure 1**. The proposed site would have frontages on Quadra Street and Pembroke Street.

Figure 1. Subject Site



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1.2 STUDY AREA

The following provides a summary of site context including transportation options and facilities surrounding the site.

1.2.1 CONTEXT / LOCATION

Save-On-Foods Memorial Centre (SOFMC) and Royal Athletic Park (RAP) are both located approximately 300 meters from the Crystal Pool.

Save-On-Foods Memorial Centre is home to the Victoria Royals WHL hockey team, and also hosts various concerts, family shows, and recreational hockey divisions throughout the year. The hockey season typically starts in September and runs through to April with approximately 5 hockey games per month¹. Concerts and family shows occur approximately once a month throughout the year. The events with the greatest attendance are Saturday hockey games and concerts.

Royal Athletic Park is home to the Victoria HarbourCats WCL baseball team and also hosts major events including Great Canadian Beer Festival, Rifflandia Festival, as well as local sports. Both major events occur on back-to-back weekends in September. The baseball season falls between May and August each year.

1.2.2 PEDESTRIAN NETWORK

Virtually all streets within the study area have sidewalks on both sides, providing for comfortable and safe walking conditions. Block lengths are between 100m and 200m and there are mid-block walking routes in certain locations (Central Park, SOFMC), minimizing walking distances.

Table 1 identifies approximate walking times to major destinations or transportation options within a reasonable proximity to the site.

TABLE 1. WALK TIMES TO NEARBY DESTINATIONS

Destination	Walk Time ²
SOFMC Parking Lot	3 minutes
Caledonia Ave Parking Lot	6 minutes
Royal Athletic Park Parking Lot	6 minutes
Quadra Village	7 minutes
Downtown Victoria	15 minutes
Closest Bus Stop on Douglas Street, Northbound	11 minutes
Closest Bus Stop on Douglas Street, Southbound	11 minutes

¹ Based on the Victoria Royals schedule 2016-2017

² Walking times were generated based on Google Maps

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1.2.3 CYCLING NETWORK

Vancouver Street is a designated All Ages and Abilities Route, designed to feel comfortable for a range of riders, and offer a low-stress and high-quality cycling experience. Improvements to Vancouver Street north of Pandora Avenue are included as Phase 2 (“Inter-Municipal Connections”) of the City’s #biketoria and scheduled for completion in 2019. See **Figure 2**. This route will be the primary north-south cycling route for Crystal Pool patrons and staff.

East-west cycling is facilitated via bike lanes on Caledonia Avenue from Blanshard Street to Quadra Street and on Bay Street between Vancouver Street and Chambers Street. Cycling facilities on Bay Street are proposed to extend west to Wharf Street in future.

1.2.4 TRANSIT

There are two bus stops directly adjacent the site (at Princess Avenue) on Quadra Street (northbound and southbound) served by Route 6 | Royal Oak/Downtown. See **Figure 2**. Both bus stops have adequate sidewalks and basic bus stop amenities (bench, shelter, garbage bin). Route 6 is considered a Frequent Route with a service frequency of 15 minutes or better from 7am to 7pm, Monday to Friday. It provides service along Quadra Street between downtown Victoria and the Royal Oak / Broadmead neighbourhoods in Saanich.



Quadra Street bus stops adjacent the Crystal Pool, northbound (left) and southbound (right) (credit: Google Earth).

Route 24 | Cedar Hill/Admirals Walk and Route 25 | Maplewood/Admirals Walk/Colwood Exchange can be accessed via bus stops on Cook Street at Princess Avenue, approximately 400m from the Pool. These routes provide service between McKenzie Avenue in Saanich, and Esquimalt and View Royal via downtown Victoria. Route 10 | Royal Jubilee/Songhees can be accessed via bus stops on Bay Street at Quadra Street, approximately 250m from the Pool, and provides service between the Royal Jubilee Hospital and Victoria West via Bay Street. The site is also approximately 600m to bus stops on Douglas Street – which are served by a large number of routes providing service throughout the Capital Region, including to the University of Victoria, the Saanich Peninsula, and the Western Communities.

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The Victoria Region Transit Future Plan identifies proposed routing, schedule and network changes to accommodate a growing region and future transit demands. The plan identifies Quadra Street as a “Frequent Transit Corridor” which will have a service frequency of 15 minutes or better between 7:00am to 10:00pm, seven days a week, allowing riders to utilize the transit service spontaneously, without consulting a schedule. Bay Street - approximately 250m away - is also a designated Frequent Transit Corridor.

1.2.5 ROAD NETWORK

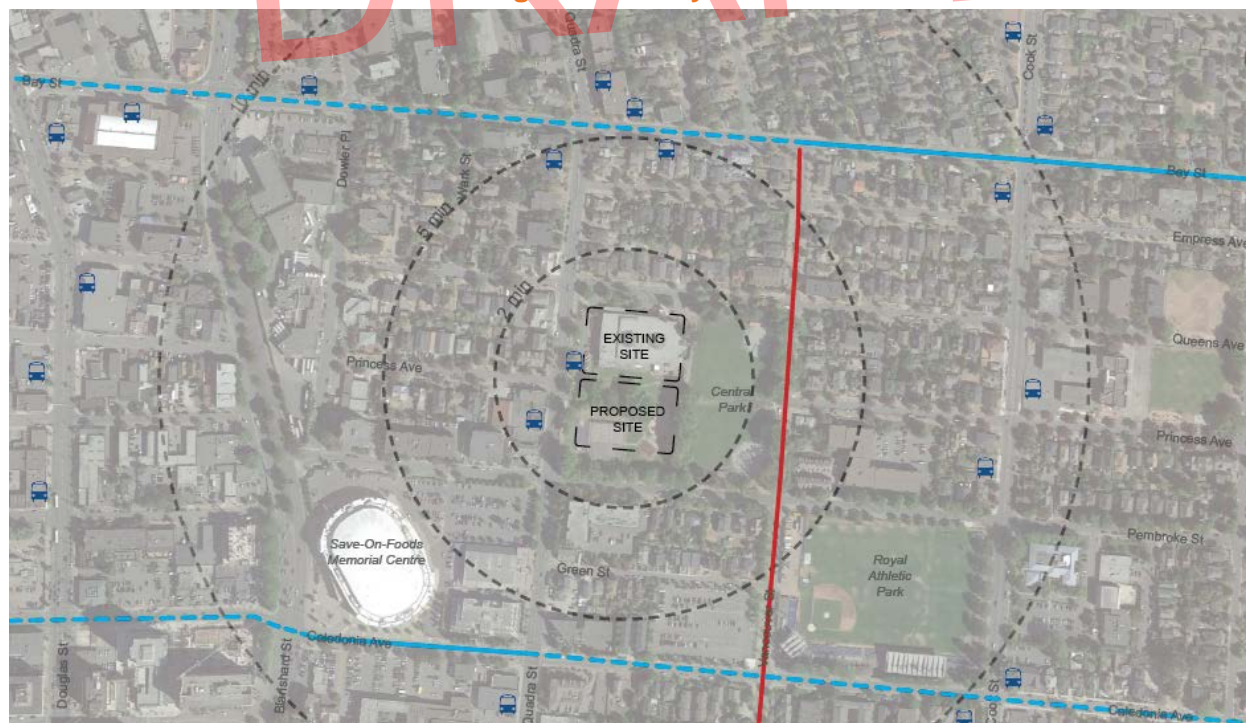
The road network surrounding the site consists of the following:






- Arterial Roads | Cook Street, Quadra Street, Bay Street and Blanshard Street. Arterial Roads typically emphasize a high level of traffic mobility at highest speeds and volumes and a low level of property access, serving longer distance trips including those between major activity centers and regional destinations.
- Collectors | Caledonia Avenue – Collector Roads balance traffic mobility with access to property, distributing trips from arterial streets through to ultimate destinations and collecting traffic from local streets in residential areas and channeling it to the arterial system
- Local Roads | Empress Avenue, Queens Avenue, Princess Avenue, Pembroke Street, Green Street, Vancouver Street – Local Roads are streets with low levels of traffic mobility and a high level of land access, serving residential, commercial and industrial areas

The exit from the parking lot, on Queens Avenue is a right out; however, an equal number of vehicles turn left as right. There is a pedestrian signal at Quadra Street / Princess Avenue. The access to the main parking lot for Crystal Pool is located off Quadra Street, immediately south of Princess Avenue. This access is restricted to a right in access; however, vehicles were observed turning left into the site.

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Figure 2. Study Area



- Transit**
-  Bus Stops
- Cycling**
-  Bike Lanes, Existing
 -  Bike Lanes, Future
 -  All Ages and Abilities
- Walking**
-  Walking Times

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1.3 PROPOSED DEVELOPMENT

The proposed Crystal Pool redevelopment would result in the demolition of the existing facility and the construction of a new facility on an adjacent site (refer to Figure 1). The new facility would include a larger swimming pool, new multi-purpose rooms, and a fitness centre. The floor area of the proposed facility is 7,750m², which is approximately 30% greater than the existing facility. See **Table 2**. Approximately 510,000 annual visits are anticipated with the new facility, an approximately 35% increase from current visitation³.

TABLE 2. PROPOSED DEVELOPMENT

	Existing		Proposed	
	Floor Area	Description	Floor Area	Description
Basement	970m ²	Mechanical Fitness	1,200m ²	Mechanical Service Spaces
Level 1	3,865m ²	Lobby Administration Change Rooms Natatorium	4,650m ²	Lobby Administration Change Rooms Natatorium
Level 2	1,200m ²	Bleachers Fitness	1,900m ²	Fitness Multi-Purpose Rooms
Total	6,035m²		7,750m² (+28%)	

³ Visitation estimates provided by City of Victoria staff via email dated July 10 2018

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2.0 PARKING ANALYSIS

The purpose of this section is to assess current and future parking conditions, and to understand parking impacts on the surrounding neighbourhood. The assessment is based on observations of the existing site and neighbourhood parking conditions, Pool patron and staff surveys, observations of other recreation centres, and forecasted increases due to the proposed increase in floor area.

2.1 PARKING REQUIREMENT

The site is subject to off-street parking regulations contained in the City's *Zoning Bylaw, Schedule C*. The required minimum parking supply rate is one space per 9.5m² of floor area used or intended to be used for assembly purposes⁴. It is unclear exactly which activity areas would be defined as "used for assembly purposes", but the total off-street parking requirement for the Pool could be as high as approximately 800 parking spaces.

The City is in the process of updating Schedule C. The forthcoming bylaw will include a use that better represents a pool / recreation centre and will likely contain a minimum parking supply rate that is lower than the current requirement.

2.2 NEIGHBOURHOOD PARKING CONDITIONS

Parking conditions were considered for all public parking in the area bound by Bay Street (north), Cook Street (east), Caledonia Avenue (south) and Blanshard Street (west). This area represents no more than an approximately 2- to 3-minute walk (i.e., 200 – 400m) to the Crystal Pool and may reasonably appeal to patrons and/or staff. The following sections summarize the public parking inventory and utilization rates for both on- and off-street parking.

2.2.1 ON-STREET PARKING

Inventory

An inventory of on-street parking supply was created for all spaces within an approximately 2- to 3-minute walk of the site. See **Figure 3**. The study area contains a total of 570 on-street parking spaces⁵. See **Table 3**. Approximately 45% of spaces (257 spaces) are restricted to two hours (except Sunday) from 8:00am to 6:00pm and may appeal to Crystal Pool patrons. The two-hour spaces on Quadra Street (75 spaces) may not be used during the peak commute periods (7:00am-9:00am southbound, 4:00pm-6:00pm northbound). The remaining 55% of the available spaces are restricted to residents - either "Residential Parking Only" or "Residential Permit Parking".

⁴ Assumes the applicable use is "Buildings for private club use, fraternal lodges, athletic instruction, social halls and similar uses"

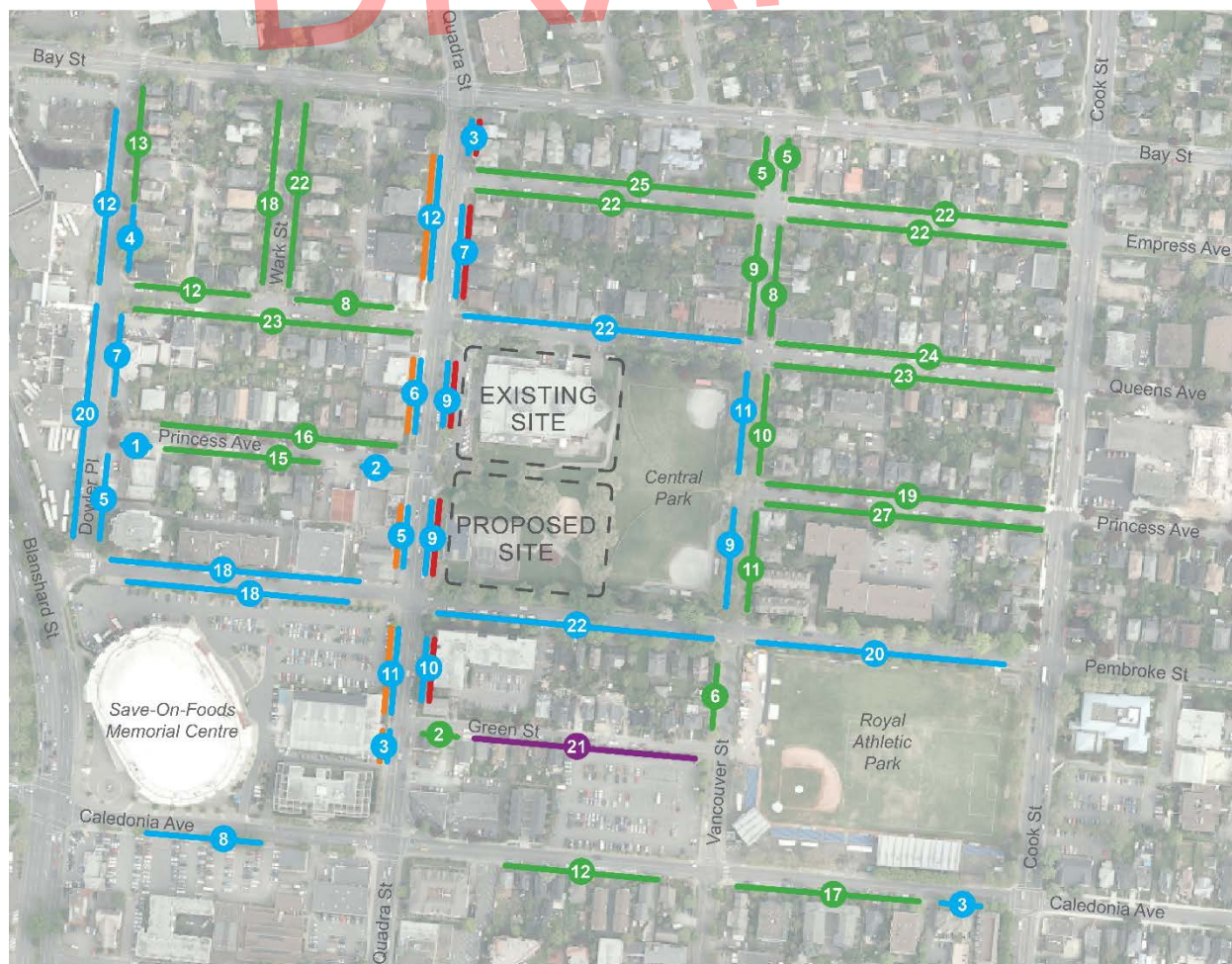
⁵ On-street parking count excludes short-term loading / passenger zones and dedicated carshare parking spaces

TABLE 3. SUMMARY OF ON-STREET PARKING INVENTORY, BY RESTRICTION

Restriction	Parking Supply	
	Total	Proportion of Total
2 Hour Maximum (8:00am–6:00pm, Mon–Sat)	182	31.9%
2 Hour Maximum (8:00am–6:00pm, Mon–Sat), No Stopping 7:00am-9:00am	37	6.5%
2 Hour Maximum (8:00am–6:00pm, Mon–Sat), No Stopping 4:00pm-6:00pm	38	6.7%
Residential Parking Only	292	51.2%
Residential Permit Parking	21	3.7%

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Figure 3. On-Street Parking Inventory



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Utilization

On-street parking observations were conducted in the vicinity of the Pool site during four observation periods, as follows⁶:

1. Friday May 26, 9:00am
2. Monday May 29, 4:00pm
3. Monday June 5, 6:30pm (Victoria HarbourCats game night)
4. Saturday June 10, 9:00am

Typical Conditions

During a typical day (excludes Monday June 5 at 6:30pm), total on-street parking occupancy was consistent at approximately 45% occupied and 370 to 379 spaces still available. See

Appendix A.

The peak observation period was Friday morning at 9:00am. During this observation the on-street parking supply available to Crystal Pool patrons and staff (excludes Residential Parking Only and Residential Permit Parking) was 35% occupied, with 168 parking spaces vacant.

On-Street parking that is the most “sought-after” for patrons of the Crystal Pool are those spaces restricted to 2-hour maximum on Queens Avenue between Quadra Street and Vancouver Street, Pembroke Street between Quadra Street and Vancouver Street, and Quadra Street between Queens Avenue and Pembroke Street. Peak total occupancy for these streets was 59% with 30 parking spaces still available. This peak occurred on Friday morning, when commercial businesses in the area are operating; occupancy was observed significantly less on Monday afternoon at 33% occupancy, when businesses are starting to shut down for the day.

Event

On-Street parking conditions were observed during an event night at Royal Athletic Park (Monday June 5 at 6:30pm), which was the season opener game for the Victoria HarbourCats, to determine the impact on parking conditions in the surrounding streets.

Results suggest peak total occupancy was 64% with 240 spaces vacant, a 43% increase from on-street parking conditions during a typical day.

Total on-street parking available to Crystal Pool patrons had an occupancy of 66% with 88 spaces available.

The most sought-after parking spaces (Queens, Pembroke, Quadra) had an occupancy of 77% with 17 spaces available to patrons and staff of the site.

⁶ These time periods were selected based on Crystal Pool's staff understanding of peak periods.

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Observations were conducted as part of a previous study⁷ for on-street and public off-street parking on streets bounded by Bay Street, Cook Street, Pandora Avenue and Douglas Street (larger study area than for this project). Observations suggested that during an event night at Save-on-Foods, parking demand is approximately three times that of a typical night. This is a larger impact compared to observations conducted as part of this project.

2.2.2 OFF-STREET PARKING

Inventory

An inventory of the public off-street parking supply was created for parking lots within an approximately 2- to 3-minute walk of the site. The four lots given consideration are the Crystal Pool, Royal Athletic Park, Save-On-Foods Memorial Centre, and Caledonia Avenue lot immediately adjacent the Save-On-Foods Memorial Centre. See **Figure 4**.

The Crystal Pool Off-Street Parking Lot has a total of 50 parking spaces – 40 patron parking spaces (including one handicap space), three drop-off spaces, one loading space and six staff parking spaces. Other parking lots assessed have a parking supply of 122 to 220 parking spaces, with a combined total of 558 parking spaces.

Figure 4. Public Off-Street Parking Supplies



⁷ Nanaimo Event Centre Feasibility Study, December 14 2016

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Utilization

Parking observations were conducted at these four off-street parking lots during four observation periods, as follows:

- Friday May 26, 9:00am
- Monday May 29, 4:00pm
- Monday June 5, 6:30pm (Victoria HarbourCats game night)
- Saturday June 10, 9:00am

A summary of findings is provided below. See **Table 4**. Full results are included in **Appendix B**.

Crystal Pool Parking

Results suggest peak occupancy is on Friday at 9:00am at the Crystal Pool lot with an occupancy of 88% and six parking spaces vacant. Parking available to patrons only (40 spaces, including handicap parking) are restricted to two hours and had a peak occupancy of 88% with five spaces vacant. Parking available to staff (6 spaces) was fully occupied, with no spaces vacant.

Typical Conditions

Save-On-Foods Memorial Centre and the Caledonia Avenue Lot are both managed by Robbins Parking and have monthly, hourly, daily and evening parking rates available. Monthly parking is available until 5:30pm, accommodating demands of employees. The Royal Athletic Park Parking Lot is managed by the City of Victoria and has hourly, daily and monthly parking rates available. All parking lots have a waiting list for monthly parking passes.

SOFMC and the Caledonia Avenue Lot experienced peak occupancy on Friday morning with an occupancy of 49% and 95%, with 112 parking spaces and 6 parking spaces vacant, respectively. In these parking lots, parking spaces that are reserved had a total occupancy of 78% with nine parking spaces still available. SOFMC has an unreserved parking occupancy of 48% and Caledonia Avenue parking lot had an unreserved parking occupancy of 97%. Royal Athletic Park had a peak occupancy of 63% during a non-event observation period, with 81 parking spaces still available. Of this, unreserved parking had an occupancy of 64% with 72 spaces still available, and the reserved parking had an occupancy of 36% with nine spaces still available. These results suggest that there is available daily and hourly parking in the Save-on-Foods Memorial Centre and Royal Athletic Park parking lots.

Event Night

Parking occupancy was observed during the opening night baseball game for the Victoria HarbourCats at Royal Athletic Park on Monday June 5. Occupancy of the RAP parking lot was 99% with only three reserved parking spaces unoccupied. SOFMC and Caledonia Avenue Lot was observed at much lower occupancies at 10% and 17% respectively, suggesting they are not impacted by large events at RAP.

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The Crystal Pool lot was observed at 84% occupied with 8 parking spaces vacant, however this is assumed to be attributed to the Pool site and not parking associated with Royal Athletic Park events.

TABLE 4. SUMMARY OF OFF-STREET PARKING UTILIZATION

Parking Lot		Parking Supply	Observed Vehicles + Occupancy							
			Friday May 26, 9:00am		Monday May 29, 4:00pm		Monday June 5, 6:30pm		Saturday June 10, 9:00am	
			Count	%	Count	%	Count	%	Count	%
A	Crystal Pool	50	44	88%	29	58%	42	84%	34	68%
B	Royal Athletic Park	216	135	63%	78	36%	213	99%	57	26%
C	Save-On-Foods Memorial Centre	220	108	49%	96	44%	23	10%	24	11%
D	Caledonia Avenue Lot	122	116	95%	68	56%	21	17%	24	20%

2.3 PARKING CONDITIONS AT REPRESENTATIVE SITES

Parking observations were completed at other recreation centres in the Capital Region to provide a comparison of parking demand at like facilities. Representative sites were selected that offer similar activities to the Crystal Pool (i.e., swimming pool). Consideration is given to their context / location, although none are in as urban a location as the Crystal Pool.

Observations were completed at the following recreation centres:

1. Oak Bay Recreation Centre, 1975 Bee Street, Oak Bay
2. Esquimalt Recreation Centre, 527 Fraser Street, Esquimalt
3. Saanich Commonwealth Place, 4636 Elk Lake Drive, Saanich
4. Gordon Head Recreation Centre, 4100 Lambrick Way, Saanich

Observations were completed during two observation periods:

1. Monday May 29, 9:00am
2. Saturday June 10, 10:00am

Observations were completed for off-street parking lots at each recreation center, as well as any nearby on-street parking where parked vehicles could be reasonably attributed to the site.

Parking demand was highest during the Monday AM observation when average parking demand among the four sites approximately one vehicle per 29m² GFA. See **Table 5**. Observed parking demand was as high as one vehicle per 24m² (Esquimalt) and as low as one vehicle per 48m² (Commonwealth). Full results are contained in **Appendix C**.

TABLE 5. SUMMARY OF PARKING DEMAND AT REPRESENTATIVE SITES

Representative Site	Floor Area (m ²)	Monday May 29, 9:00am		Saturday June 10, 10:00am	
		Observed Vehicles	Parking Demand	Observed Vehicles	Parking Demand
Oak Bay Recreation Centre ⁸	6,676	244	1 vehicle / 27m ²	252	1 vehicle / 26m ²
Esquimalt Recreation Centre ⁹	3,500	146	1 vehicle / 24m ²	121	1 vehicle / 29m ²
Saanich Commonwealth Place ¹⁰	13,006	324	1 vehicle / 40m ²	270	1 vehicle / 48m ²
Gordon Head Recreation Centre ¹¹	3,100	120	1 vehicle / 26m ²	88	1 vehicle / 35m ²
Average			1 vehicle / 29 m²		1 vehicle / 35m²

2.4 TRAVEL SURVEYS

Two distinct travel surveys were administered to understand current travel characteristics among Crystal Pool patrons and staff. Each is described below.

2.4.1 TRAVEL SURVEY, PATRONS

A travel survey was administered among Crystal Pool patrons to understand patron travel mode split and as a basis for projecting future parking demand. The survey was developed by WATT Consulting Group and administered by Crystal Pool front desk staff. When patrons checked-in at the registration desk, they were asked “how did you get here?”. The survey ran from Sunday, June 04 and Sunday June 11, 2017 (7 days). A total of 614 responses were received.

The patron travel survey and full results are included in **Appendix D**.

Results of the travel survey determined that 46% of Crystal Pool patrons drive to/from the site. Another 21% of trips are made by walking, and 13% are made by bicycle and as a passenger. Refer to **Figure 5**.

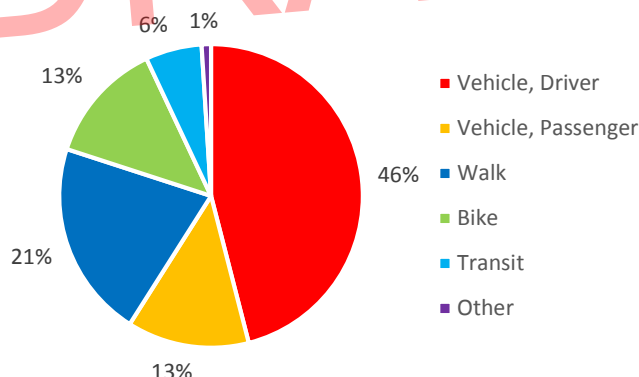
⁸ Obtained from Building Services/Maintenance departments via phone call on June 16, 2017

⁹ Calculated using Google Earth

¹⁰ Obtained from Building Services/Maintenance departments via phone call on June 16, 2017

¹¹ Calculated using Google Earth

Figure 5. Crystal Pool Patron Travel Mode Split (614 responses)



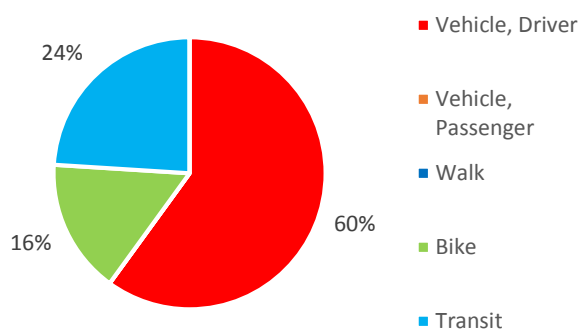
The overall mode split was also assessed for time-of-day and day-of-week. Results found that “Driver” mode share was 50% on weekdays and only 29% on weekends.

2.4.2 TRAVEL SURVEY, STAFF

A travel survey was administered among Crystal Pool staff to understand travel mode split and as a basis for projecting future parking demand. The survey was developed by WATT Consulting Group and administered by Crystal Pool administrative staff. The staff survey sought to understand staff travel mode over the course of a work week and where staff park their vehicles. Responses were received for 13 staff members. The staff travel survey and full results are included in **Appendix E**.

Results of the travel survey suggest that approximately 60% of staff drive to work, 24% use transit, and 16% ride a bicycle. Refer to **Figure 6**. Results are based on a small sample size (13 staff) and may not accurately represent overall staff mode split.

Figure 6. Crystal Pool Staff Travel Mode Split (13 responses)



Among staff who indicated they drive, 64% indicated they park in the Crystal Pool off-street parking lot, 32% indicated they park on-street surrounding the site, and 4% indicated they park in public off-street parking lots. These results suggest that the large majority of staff that do not park on the Crystal Pool site are parking in nearby on-street parking.

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2.5 CURRENT PARKING DEMAND

2.5.1 PATRON PARKING DEMAND

Applying the “Driver” mode share for the differing times-of-day / days-of-week to the estimated patron population during these periods, results suggest there is a patron parking demand of between 55 and 64 vehicles. See **Table 6**. As the Crystal Pool parking lot can accommodate 40 patron vehicles, this suggests that 15 to 24 vehicles seek parking elsewhere, likely on-street.

TABLE 6. SUMMARY OF PATRON PARKING DEMAND

Time Period	Peak Patron Population	Vehicle Mode Share	Patron Parking Demand (vehicles)
Weekdays 9:00am-11:00am	110	50%	55
Weekdays 1:00pm – 3:00pm	170	36%	61
Saturdays 8:30am – 11:00am	220	29%	64

2.5.2 STAFF PARKING DEMAND

Staff population varies throughout the week, however, “Driver” mode share remains constant. See **Table 7**. Results suggest staff vehicle demand ranges from 9 vehicles to 11 vehicles. The site contains six staff parking spaces, suggesting that up to five vehicles seek parking off-site.

TABLE 7. SUMMARY OF STAFF PARKING DEMAND

Time Period	Peak Staff Population	Vehicle Mode Share	Staff Parking Demand (vehicles)
Weekdays 9:00am-11:00am	18	60%	11
Weekdays 1:00pm – 3:00pm	17		10
Saturdays 8:30am – 11:00am	15		9

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2.5.3 SUMMARY OF CURRENT PARKING DEMAND

Total parking demand for the peak periods that were assessed range from 66 to 73 vehicles, and suggests that as many as 29 vehicles seek parking off-site (if both the patron and staff peaks are considered). See **Table 8**. It is assumed that the majority of these vehicles seek parking on-street and not in public off-street parking lots as on-street parking is available closer to the site (i.e., Queens Avenue, Quadra Street) and is free.

TABLE 8. SUMMARY OF CURRENT PARKING DEMAND

Peak Time	Staff Parking Demand (vehicles)	Patron Parking Demand (vehicles)	Total Parking Demand (vehicles)	Existing Floor Area	Parking Demand Rate
Weekdays 9:00am-11:00am	11	55	66	6,035m ²	1 vehicle per 91m ²
Weekdays 1:00pm – 3:00pm	10	61	71		1 vehicle per 85m ²
Saturdays 8:30am – 11:00am	9	64	73		1 vehicle per 83m ²

2.6 PROJECTED FUTURE PARKING DEMAND

The projected parking demand associated with the proposed new Crystal Pool facility is considered in the following sections.

2.6.1 FUTURE PARKING DEMAND, BY TOTAL FLOOR AREA

The proposed new Crystal Pool represents an approximately 30% increase in floor area over the existing facility. An increase in the current peak parking demand (66 to 73 vehicles) by 30% consistent with the increase in floor area suggests that the parking demand associated with the proposed new facility would be as high as approximately 95 vehicles.

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2.6.2 FUTURE PARKING DEMAND, BY ACTIVITY / AREAS

The Crystal Pool consists of three key activity areas that are the primary generators of parking demand. Each is considered below.

Activity Area no.1: **Pool (Natatorium)**

The main level of the existing and future Crystal Pool consists of the same components – lobby, administration, change rooms and pool (“natatorium”). The proposed future pool space is approximately 20% larger than the existing space, suggesting an approximately 20% increase in parking demand from the current space.

The current pool, change rooms and administration/lobby constitutes approximately 90% of space that would generate parking demand¹². This suggests 66 vehicles are currently associated with these spaces (65% of peak demand), an increase of 20% would result in approximately 79 vehicles in future.

Activity Area no.2: **Fitness Room**

The fitness room in the proposed new facility is 712m². This is approximately 2.5-times larger than the fitness room in the current facility (277m²)¹³.

The current fitness room constitutes 10% of space that generates parking. If it is assumed that 7 vehicles are currently associated with the fitness room (10% of peak demand), an increase of 2.5-times would result in 18 vehicles. This represents a parking supply rate of approximately one vehicle per 40m².

Activity Area no.3: **Multi-Purpose Rooms**

The proposed new facility includes three multi-purpose rooms with a combined 591m² floor area. The existing Crystal Pool does not have multi-purpose rooms. The Institute of Transportation Engineers (ITE) suggests a parking demand rate of 0.36 vehicles per person,¹⁴ a combined parking demand of 39 vehicles for the three rooms. This represents a “worst case scenario” with all rooms at maximum capacity.

¹² Based on an estimate of space that generates parking – natatorium and fitness rooms.

¹³ Estimated based on known floor areas for basement and level two, and approximate portion of floor area for each level.

¹⁴ Based on ITE and a ratio of 5.5m² per person – this suggests an occupancy of 107 people.

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2.6.3 SUMMARY OF FUTURE PARKING DEMAND

The proposed new Crystal Pool facility represents an approximately 30% increase in floor area over the existing facility. If the current peak parking demand (73 vehicles) were increased by 30%, the result suggests total future parking demand will be to 95 vehicles. A more detailed assessment of future parking demand for each of the three key activity areas concluded parking demand will be approximately 136 vehicles. This figure represents the number of vehicles anticipated to seek parking when the facility is at or near maximum capacity.

Potential changes in parking demand associated with improvements to Central Park have not been considered in this study. A comprehensive planning initiative for Central Park is anticipated to commence in 2019 that will consider parking associated with the Park.

2.7 FUTURE PARKING SUPPLY + IMPACTS

The following are three scenarios for how parking could be supplied at the proposed new Crystal Pool. The expected impact on neighbourhood parking conditions is identified for each scenario based on the projected parking demand figures from *Section 2.6*.

Scenario A:

All Parking is On-Site, 135-140 spaces

It is anticipated that if approximately 135 to 140 parking spaces accompany the proposed new Crystal Pool facility that there will be little to no reliance on off-site parking. This would result in 29 less vehicles than currently park on-street during busy periods, and is likely to lead to on-site parking supply being under-utilized during all but the busiest periods.

Scenario B:

Neighbourhood Impact is Unchanged, 105-110 spaces

It was determined in *Section 2.5.3* that the site currently contributes approximate 29 vehicles parking on-street during busy periods. In order to retain current neighbourhood parking conditions (i.e., the same number of vehicles parking on-street in future), approximately 105 to 110 parking spaces should accompany the proposed new Crystal Pool.

Scenario C:

Rely on On-Street Parking for Busy Periods, 85-90 spaces

During peak periods (Saturday morning) the most sought-after parking spaces assessed in *Section 2.2.1*, may approach typical target occupancy of 85%¹⁵, suggesting the site would be contributing 48 vehicles to the on-street parking. This suggests the Crystal Pool lot should provide approximately 85 to 90 parking spaces to accommodate the remaining parking demand. On-street occupancy is only expected to reach target occupancy during the peak period, all other times occupancy will be lower.

¹⁵ This is a commonly used target occupancy rate where parking supply meets demand but is not oversupplied.

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3.0 TRAFFIC ASSESSMENT

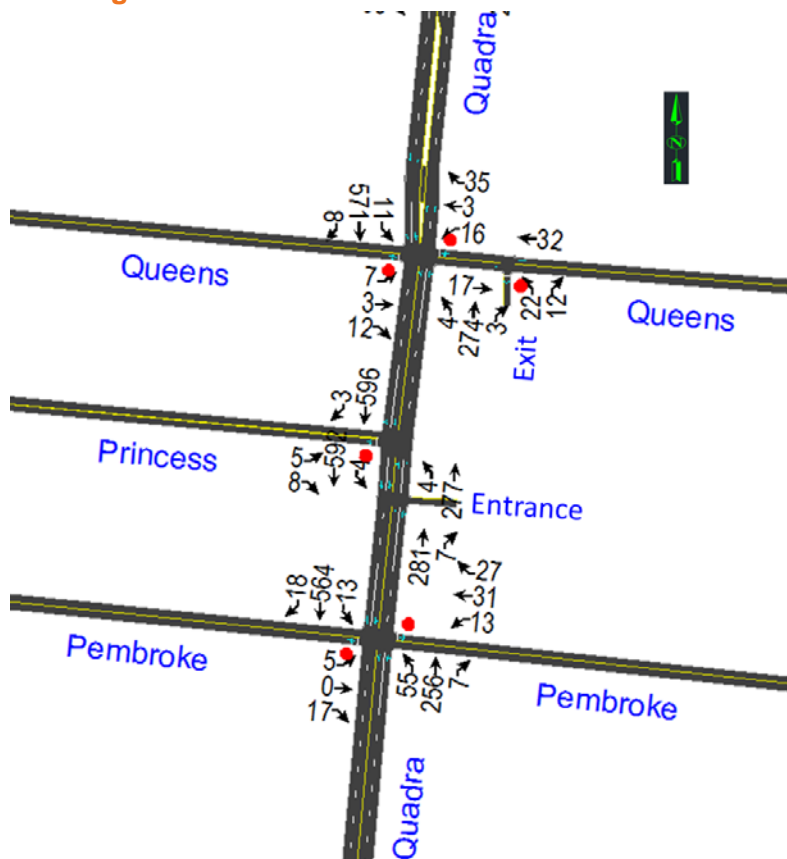
The purpose of this section is to assess site traffic impacts, giving specific consideration to motor vehicle traffic impacts on the surrounding road network, site access, walking and cycling network impacts, and commercial vehicle loading (i.e., trucks).

3.1 EXISTING TRAFFIC OPERATIONS

3.1.1 AM PEAK HOUR

Traffic counts were carried out on June 6, 2017 and June 7, 2017 from 8:00 AM to 9:00 AM to obtain AM peak hour volumes for Quadra Street at Queens Avenue, Princess Avenue, and Pembroke Street as well as the existing main parking lot. The AM peak traffic volumes are shown in **Figure 7**.

Figure 7. 2017 AM Peak Hour Traffic Volumes



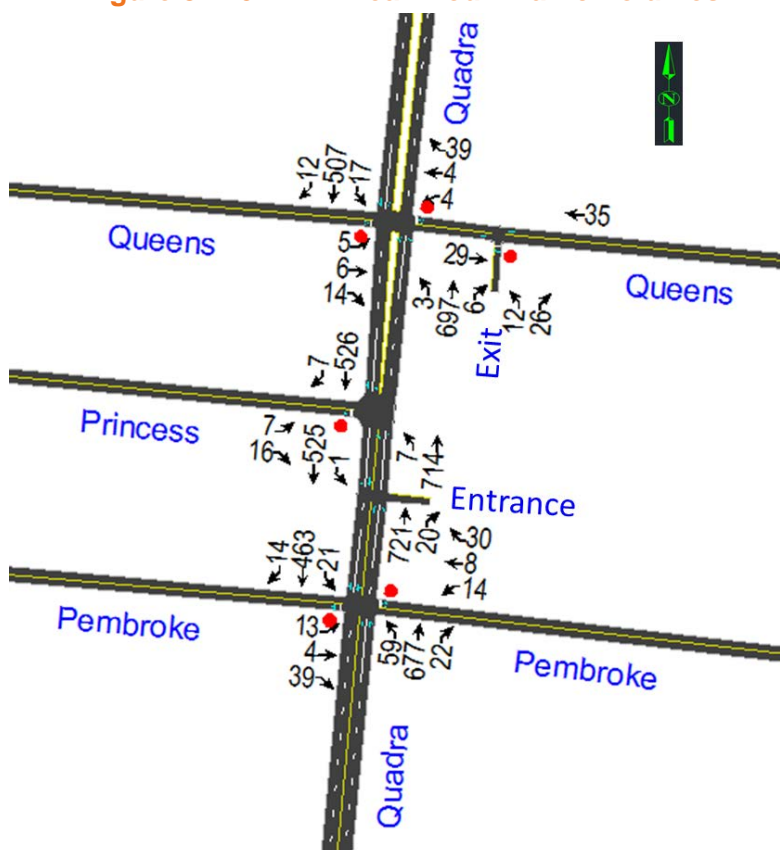
The results of the Synchro analysis demonstrate that at Quadra Street / Queens Avenue the westbound movement operates at LOS B and eastbound movement operates at LOS C. At the pedestrian signal at Princess Avenue the eastbound (stop sign) operates at LOS C. Quadra Street / Pembroke Street operates at a LOS D for the eastbound/westbound movements.

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3.1.2 PM PEAK HOUR

Traffic counts were carried out on June 6, 2017, June 7, 2017 and June 8, 2017 from 4:00 PM to 5:00 PM to obtain PM peak hour volumes for the three intersections on Quadra Street between Queens Avenue and Pembroke Street as well as the main parking lot. The peak traffic volumes are shown in **Figure 8**.

Figure 8. 2017 PM Peak Hour Traffic Volumes



The eastbound movement at Quadra Street / Queens Avenue operates at Level of Service D while the stop controlled eastbound movement at Quadra Street / Princess Avenue operates at LOS C. Due to the high volume of traffic on Quadra Street at Pembroke Street, the eastbound movement operates at a LOS E and the westbound at a LOS F under existing conditions.

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3.1.3 TRAFFIC OPERATIONS OBSERVATIONS

The following observations were noted during site visits:

- Many cyclists were observed entering the Crystal Pool site via the Queens Avenue exit
- Some cyclists were observed entering the Crystal Pool site via the entrance on Quadra Street, having crossed Quadra Street using the pedestrian signal at Princess Avenue
- Between 12 and 22 vehicles were observed in one hour making a left turn from the Crystal Pool site onto Queens Avenue, despite the ban on the left turn movement
- Pedestrian crossings of Quadra Street at Pembroke Street were observed
- Southbound queues from the Quadra Street / Caledonia Avenue intersection during the PM peak hour occasionally block the Quadra Street / Pembroke Street intersection

3.2 MOTOR VEHICLE SITE ACCESS

Two possible site access (i.e., driveway) locations are considered below.

3.2.1 QUEENS AVENUE OPTION

In this option, the parking lot access would be on Queens Avenue mid-block between Quadra Street and Vancouver Street. Both entries and egresses would be facilitated at this location. This is the preferred option per the City's *Highway Access Bylaw no. 91-038, Section 12.1b* which dictates that the driveway crossing shall be sited on the street with the more minor classification, which in this case is Queens Avenue. This location encourages vehicles with origins / destinations to the east of the Crystal Pool site to use Queens Avenue and/or Vancouver Street, which presents neighbourhood "short cutting" issues and adds vehicular traffic to Vancouver Street - an identified All Ages and Abilities cycling route and People Priority Greenway route.

3.2.2 PRINCESS AVENUE OPTION

In this option, the parking lot access would be on Quadra Street directly opposite Princess Avenue, creating a fourth leg to the existing intersection. This option reduces the potential for vehicles to be travelling through and within the neighbourhood, and minimizes vehicular traffic on Vancouver Street - an identified All Ages and Abilities cycling route and People Priority Greenway route. This access option conflicts with the City's *Highway Access Bylaw no. 91-038, Section 12.1b* (see above), however *Section 12.2d* also clarifies that an alternate access location may be approved if the location results in traffic patterns that are inconsistent with a transportation plan approved by Council. The Queens Avenue driveway location conflicts with the objectives of the Greenways Plan to limit traffic on Vancouver Street. Accordingly, this study recommends the primary site access be located at Quadra Street / Princess Avenue.

3.3 TRIP GENERATION

The trip generation for the proposed new Crystal Pool facility was based on the Institute of Transportation Engineers ("ITE") *Trip Generation Manual* rates for Recreational Community Center. **Table 9** and **Table 10** summarize the results of the trip generation for the site.

TABLE 9. AM PEAK HOUR TRIP GENERATION

Land Use	Gross Floor Area	Trip Rate (/1000 sq. ft.)	IN	OUT	Total Trips	Trips IN	Trips OUT
Community Centre	73,000 sq. ft.	2.05	66%	34%	150	99	51

TABLE 10. PM PEAK HOUR TRIP GENERATION

Land Use	Gross Floor Area	Trip Rate (/1000 sq. ft.)	IN	OUT	Total Trips	Trips IN	Trips OUT
Community Centre	73,000 sq. ft.	2.74	49%	51%	200	98	102

3.4 TRIP ASSIGNMENT + DISTRIBUTION

The trip distribution for the site-generated traffic was established using existing traffic patterns entering and exiting the site, as well as the current traffic patterns in the vicinity of the site.

3.4.1 QUEENS AVENUE OPTION

It was assumed that 67% of the AM peak traffic inbound would originate from west of the site and 33% from the east. 50% of the west side inbound traffic is coming from Quadra Street northbound traffic and 50% from Quadra Street southbound traffic. Outbound it was assumed that 67% will go to the west (turning onto Quadra Street) and 33% to the east. The percentages are reversed for PM peak inbound and outbound movements.

3.4.2 PRINCESS AVENUE OPTION

In this option all of the traffic would utilize Quadra Street to access the site. It was assumed that 50% would be to/from the north and 50% to/from the south.

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3.5 OPENING DAY OPERATIONS

The opening day traffic volumes were determined by adding the site-generated volumes to the existing traffic volumes. The opening day peak hour traffic volumes and the resulting traffic operations are presented in the following sections for both the Princess Avenue access location (preferred) and the Queens Avenue access location (alternate).

3.5.1 AM PEAK HOUR

Princess Avenue Option (Preferred)

Figure 9 and **Table 11** shows the AM peak turning movements for the intersections in the study area.

Figure 9. Opening Day AM Peak Hour Traffic Volumes – Princess Ave Option

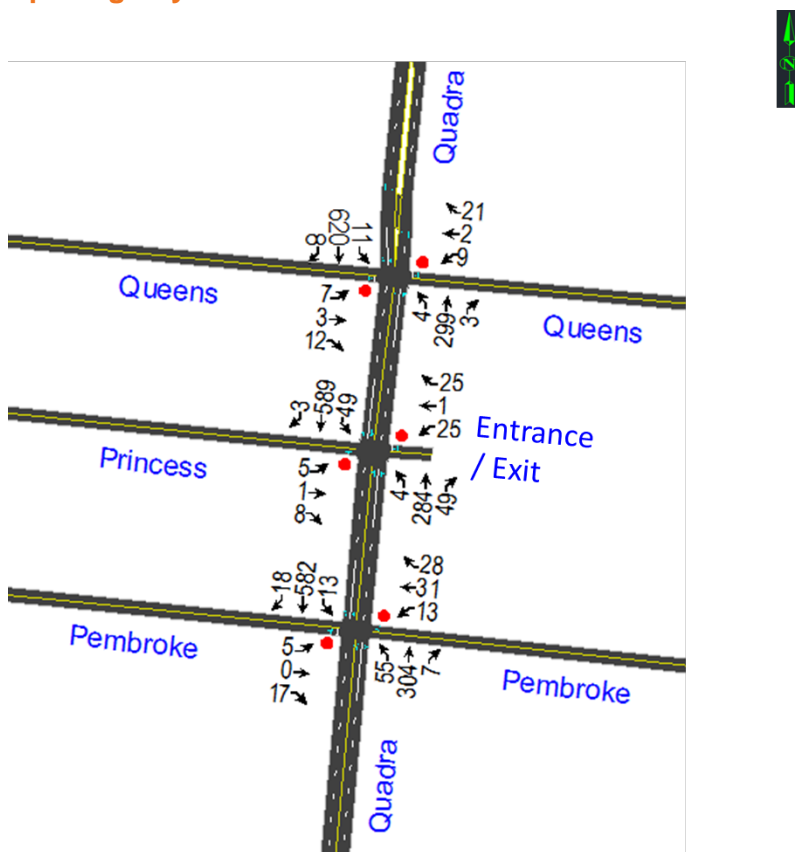


TABLE 11. AM PEAK HOUR CONDITIONS - PRINCESS AVE OPTION

Intersection / Movement			AM Peak Hour		
			LOS	Delay (s)	Queue (m)
Quadra St / Queens Ave (Unsignalized)	NB	Left/Through	A	9.2	8
		Through/Right	A	0	11.4
	SB	Left/Through	A	8.1	20.8
		Through/Right	A	0.1	17.4
	EB	Left/ Through/Right	C	20.4	11.8
	WB	Left/ Through/Right	B	14.8	13.7
Quadra St / Princess Ave- Entrance-Exit (Unsignalized)	NB	Left/Through	A	9.8	8.6
		Through/Right	A	0.1	9.7
	SB	Left/Through	A	8.3	17.8
		Through/Right	A	0.3	12.0
	EB	Left/ Through/Right	C	19.5	13.9
	WB	Left/ Through/Right	C	16.9	16.5
Quadra St / Pembroke St (Unsignalized)	NB	Left/Through	A	9.4	21.3
		Through/Right	A	0.4	7.7
	SB	Left/Through	A	8.5	15.6
		Through/Right	A	0.1	16.4
	EB	Left/ Through/Right	D	28.3	13.4
	WB	Left/ Through/Right	D	28.8	16.9

The proposed Princess Avenue access location will operate at a LOS C with the existing pedestrian signal. Travel time savings will be presented, however, as only one maneuver is required to access Quadra Street (rather than two movements under the Queens Avenue access option). There is not a significant operational difference in terms of delay between the two options. The Quadra Street / Princess Avenue location provides direct access to Quadra Street and does not encourage neighbourhood “short cutting” via Queens Avenue or other neighbourhood streets.

Princess Avenue Option (Preferred), With Full Signal

Table 12 shows the traffic assessment for AM peak hour at Quadra St / Princess Avenue-Driveway with the intersection converted to a full signal.

TABLE 12. AM PEAK HOUR CONDITIONS - PRINCESS AVE OPTION, WITH FULL SIGNAL

Intersection / Movement			PM Peak Hour		
			LOS	Delay (s)	Queue (m)
Quadra St / Princess Ave-Entrance-Exit (Signalized)	NB	Left/Through	A	3.9	23.5
		Through/Right	A	4.0	25.5
	SB	Left/Through	A	4.6	47.5
		Through/Right	A	4.7	48.6
	EB	Left/ Through/Right	B	18.1	13.1
	WB	Left/ Through/Right	B	18.6	17.3

As shown in **Table 12**, both Princess Avenue and the Crystal Pool driveway will operate at LOS B with minimal delay added to the Quadra Street movements. This option also provides pedestrian crosswalks on all four legs.

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Queens Avenue Option (Alternate)

Figure 10 and **Table 13** shows the AM peak turning movements for the intersections in the study area.

Figure 10. Opening Day AM Peak Hour Traffic Volumes – Queens Ave Option

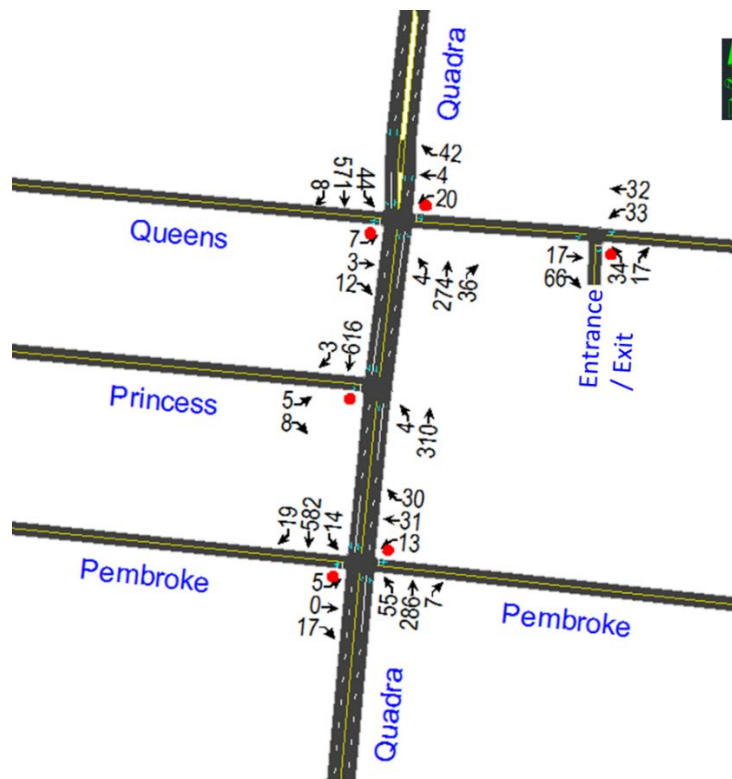


TABLE 13. AM PEAK HOUR CONDITIONS - QUEENS AVE OPTION

Intersection / Movement			AM Peak Hour		
			LOS	Delay (s)	Queue (m)
Quadra St / Queens Ave (Unsignalized)	NB	Left/Through	A	9.0	10.2
		Through/Right	A	0.0	12.7
	SB	Left/Through	A	8.4	28
		Through/Right	A	0.4	24.4
	EB	Left/ Through/Right	C	24.5	11.8
	WB	Left/ Through/Right	C	20.1	16.4
Quadra St / Princess Ave (Unsignalized)	NB	Left/Through	A	9.9	10.9
		Through	A	0.1	9.9
	SB	Through	-	-	15.8
		Through/Right	-	-	18.6
	EB	Left/Right	C	16.0	14.3
Quadra St / Pembroke St (Unsignalized)	NB	Left/Through	A	9.4	19.4
		Through/Right	A	0.3	6.4
	SB	Left/Through	A	8.4	13
		Through/Right	A	0.1	14.8
	EB	Left/ Through/Right	D	27.9	14.1
	WB	Left/ Through/Right	D	27.6	16
Queens St / Parking Lot Access (Unsignalized)	NB	Left/Right	A	9.4	15.7
	EB	Through/Right	A	0.0	1.2
	WB	Left/Through	A	7.5	4.9

From an operations perspective, the proposed access on Queens Avenue will operate at a LOS A with minimal delays. There is a slight increase in delay on the westbound approach at Queens Avenue / Quadra Street; however, all movements at the intersection operate at a LOS C or better. There are no issues in the AM Peak hour.

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3.5.2 PM PEAK HOUR

Princess Avenue Option (Preferred)

Figure 11 and **Table 14** shows the PM peak turning movements for the intersections in the study area.

Figure 11. Opening Day PM Peak Hour Traffic Volumes – Princess Ave Option

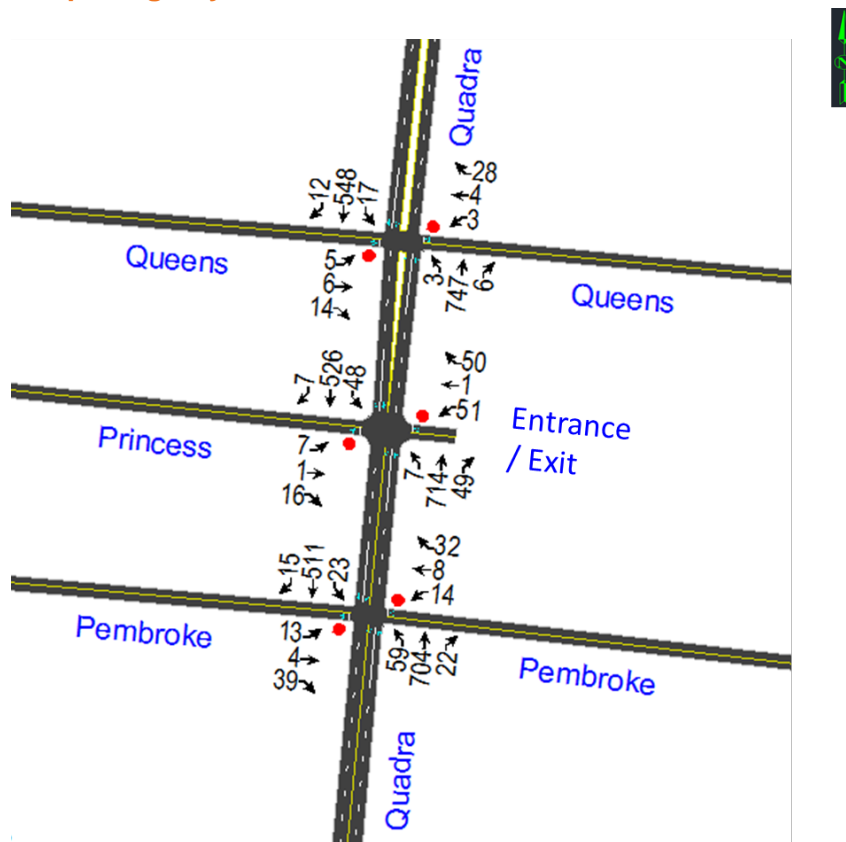


TABLE 14. PM PEAK HOUR CONDITIONS - PRINCESS AVE OPTION

Intersection / Movement			PM Peak Hour		
			LOS	Delay (s)	Queue (m)
Quadra St / Queens Ave (Unsignalized)	NB	Left/Through	A	9.8	10.5
		Through/Right	A	0.1	15.7
	SB	Left/Through	A	9.8	17.9
		Through/Right	A	0.2	10.7
	EB	Left/ Through/Right	D	34.1	14.7
	WB	Left/ Through/Right	C	21.6	13.2
Quadra St / Princess Ave- Entrance-Exit (Unsignalized)	NB	Left/Through	A	9.2	16.9
		Through/Right	A	0.2	20.6
	SB	Left/Through	A	10	24.4
		Through/Right	A	0.5	18.4
	EB	Left/ Through/Right	D	26.1	13.2
	WB	Left/ Through/Right	F	72.8	26.2
Quadra St / Pembroke St (Unsignalized)	NB	Left/Through	A	9.2	21.3
		Through/Right	A	0.6	7.7
	SB	Left/Through	B	10.5	15.6
		Through/Right	A	0.4	16.4
	EB	Left/ Through/Right	F	56.5	13.4
	WB	Left/ Through/Right	F	78.1	16.9

With the parking lot access as the fourth leg of the Quadra Street / Princess Street intersection, the westbound movement (from the site) will operate at a LOS F and the eastbound movement will drop to a LOS D with the existing pedestrian signal / stop sign operation. There is also a drop for the eastbound movement at Quadra Street / Pembroke Street from a LOS E to LOS F with this option.

Princess Avenue Option (Preferred), With Full Signal

Table 15 shows the traffic assessment for PM peak turning movements at Quadra St / Princess Avenue-Driveway intersection with the installation of a full traffic signal.

TABLE 15. PM PEAK HOUR CONDITIONS - PRINCESS AVE OPTION, WITH FULL SIGNAL

Intersection / Movement			PM Peak Hour		
			LOS	Delay (s)	Queue (m)
Quadra St / Princess Ave-Entrance-Exit (Signalized)	NB	Left/Through	A	5.7	50.1
		Through/Right	A	6.0	57.4
	SB	Left/Through	A	5.3	47.0
		Through/Right	A	5.5	50.9
	EB	Left/ Through/Right	B	17.1	12.4
	WB	Left/ Through/Right	B	18.4	24.4

As shown in **Table 15**, both Princess Avenue and the Crystal Pool driveway will operate at LOS B with minimal delay added to vehicles on Quadra Street. Overall a full signal at this location will operate at a LOS A/B.

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Queens Avenue Option (Alternate)

Figure 12 and **Table 16** shows the PM peak turning movements for the intersections in the study area.

Figure 12. Opening Day PM Peak Hour Traffic Volumes – Queens Ave Option

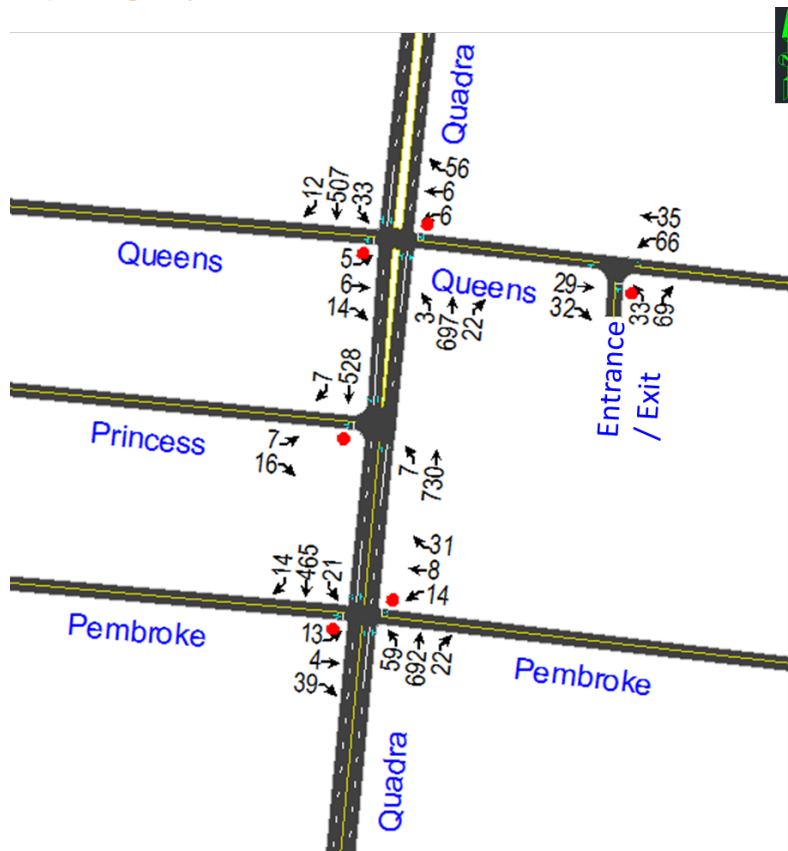


TABLE 16. PM PEAK HOUR CONDITIONS - QUEENS AVE OPTION

Intersection / Movement			PM Peak Hour		
			LOS	Delay (s)	Queue (m)
Quadra St / Queens Ave (Unsignalized)	NB	Left/Through	A	9.6	12.2
		Through/Right	A	0.1	11.5
	SB	Left/Through	A	9.8	20.8
		Through/Right	A	0.4	11.6
	EB	Left/ Through/Right	E	36.9	13.3
	WB	Left/ Through/Right	D	26.5	15.3
Quadra St / Princess Ave (Unsignalized)	NB	Left/Through	A	9.2	15.6
		Through	A	0.2	18.3
	SB	Through	-	-	9.2
		Through/Right	-	-	16.4
	EB	Left/Right	C	18.1	13.4
Quadra St / Pembroke St (Unsignalized)	NB	Left/Through	A	9	35.3
		Through/Right	A	0.5	31.4
	SB	Left/Through	B	10.4	17.2
		Through/Right	A	0.3	13.0
	EB	Left/ Through/Right	E	44.5	15.4
	WB	Left/ Through/Right	F	64.2	17.9
Queens St / Entrance-Exit (Unsignalized)	NB	Left/Right	A	9.6	17.5
	EB	Through/Right	A	-	-
	WB	Left/Through	A	7.5	7.2

The parking lot access on Queens Avenue will operate at a LOS A in the PM peak hour; however, the westbound movement at the Quadra Street / Queens Avenue intersection drops to a LOS D and the eastbound movement drops from LOS D to LOS E (by 1.9 seconds). All other movements along Quadra Street will remain at the same LOS.

3.6 MITIGATION MEASURES

Princess Avenue is the recommended access location as it provides the most direct access to the site, minimizes traffic “short cutting” through the neighbourhood and on Vancouver Street (a AAA bicycle facility and identified People Priority Greenway), and maintains excellent pedestrian and transit access to the site. Assuming Princess Avenue is the ultimate access location, the Quadra Street / Princess Avenue intersection should be upgraded to a full traffic signal to provide pedestrian crossings on all four legs and mitigate poor traffic operations in the PM peak. The implementation of a full signal maintains excellent (LOS A) operations on Quadra Street.

No mitigation is required to address traffic operations if the access location is on Queens Avenue. However, if the primary building entrance is at the corner of Quadra Street and Pembroke Street – as is proposed as of the time this study was undertaken – the existing pedestrian signal at the Quadra Street / Princess Avenue intersection may be removed and a new full signalized intersection installed at Pembroke Street / Quadra Street to respond to altered pedestrian desire lines and mitigate poor traffic operations at this location.

3.7 ACTIVE TRANSPORTATION SITE ACCESS

The location of the primary building entrance will impact the walking distance to/from the on-site parking area, as well as walking and cycling connectivity within the neighbourhood. It is recommended that the primary building entrance is located adjacent the Quadra Street / Princess Avenue intersection. This location provides the following benefits:

1. Walking distance between the on-site parking area and the primary entrance is minimized;
2. Offers a more conventional patron experience with the primary entrance visible from the parking lot, aiding in navigation from the parking area to the building entrance and reducing the need for lighting and surveillance to maintain personal safety;
3. Adjacent Quadra Street bus stops are well integrated, with walking distance from the northbound location minimized and easy access to the southbound bus stop provided via the Princess Avenue crossing; and
4. Provides the opportunity for a multi-use pathway through Central Park (see *Section 4.1.4*) that connects the two segments of Princess Avenue, and with bicycle parking adjacent the pathway and oriented to the building entrance.

The primary building entrance was proposed to be at the Quadra Street / Pembroke Street intersection at the time this study was prepared. If this location is pursued, cyclists would have direct access from the Vancouver Street AAA route via Pembroke Street. Under this scenario, consideration should be given to installing a new full signalized intersection at Quadra Street / Pembroke Street, and removing the existing pedestrian signal at Quadra Street / Princess

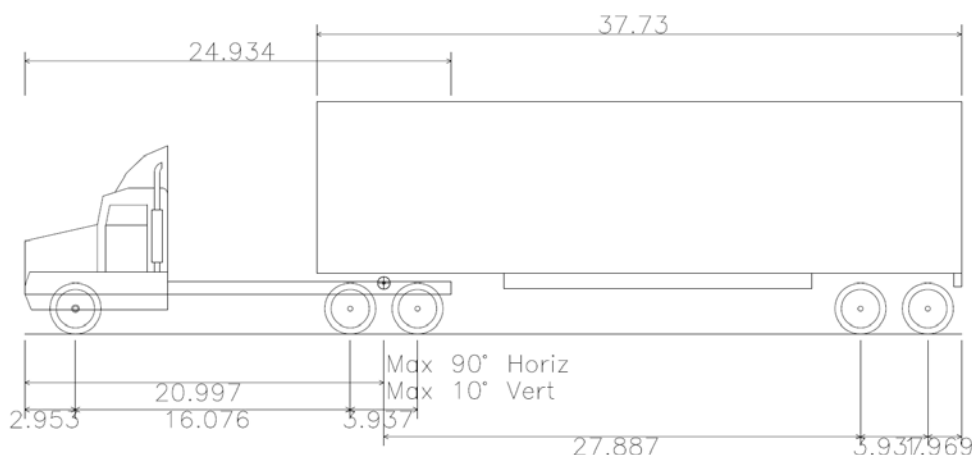
Avenue (see Section 3.6). Consideration may also be given to moving the Quadra Street bus stops south 100m to focus on the Pembroke Street intersection (rather than Princess Avenue).

3.8 TRUCK LOADING

A commercial vehicle (i.e., truck) loading facility is proposed at the rear of the Crystal Pool facility, accessed from Pembroke Street at approximately mid-block. The exact location and design had not been confirmed as of the time of this study.

Turning movement assessments were conducted for various truck sizes and configurations to determine the largest truck that can complete turns through the Quadra Street / Pembroke Street intersection in order to access the site. The largest vehicle that can be accommodated through the Quadra Street / Pembroke Street intersection is the WB-15 vehicle, as shown in **Figure 13**. The on-site loading area should therefore be designed to accommodate the WB-15 vehicle, as this is the largest truck that can reasonably access the site. A review of turning movements may be completed once the site design is complete.

Figure 13. WB-15 Truck Dimensions



WB-15 – Semitrailer Combination	
Overall Length	54.790ft
Overall Width	8.530ft
Overall Body Height	13.615ft
Min Body Ground Clearance	1.427ft
Track Width	8.530ft
Lock-to-lock time	4.00s
Curb to Curb Turning Radius	44.948ft

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4.0 DEMAND MANAGEMENT

Transportation demand management (TDM) refers to policies, programs and services that influence whether, why, when, where and how people travel.¹⁶ TDM initiatives typically aim to reduce single-occupant vehicle (“SOV”) trips and encourage alternative travel options such as walking, cycling, public transit and shared rides. Ultimately, a carefully designed TDM program can mitigate parking demand by discouraging driving and incentivizing more sustainable forms of travel.

The TDM options presented in this section are targeted toward both employees and patrons of the Crystal Pool site. Employees are generally more easily targeted with TDM given their fixed and predictable commuting characteristics. Patrons are a more difficult target group, but have been given consideration in the following section given the large proportion of the site’s traffic and parking demand they represent.

4.1 CYCLING INITIATIVES

4.1.1 LONG-TERM BICYCLE PARKING

Long-term bicycle parking is intended for long-term users of a building such as employees. This type of parking consists of attended facilities, lockers, or a secure and restricted access facility within a structure or building on the same property.¹⁷

The City of Victoria’s Off-Street Parking Regulations (Schedule C) dictates that the proposed new facility should include one bicycle parking space per 100 m² of assembly area, of which 20% must be for long-term parking (i.e., Class 1). This suggests that approximately 16 long-term bicycle parking spaces are required. Consideration should be given to providing long-term bicycle parking above and beyond the requirement in Schedule C.

Increasing the provision of long-term bicycle parking is strongly supported by local planning and policy goals. In fact, the City has plans to improve its cycling network and increase the number of trips made by bicycle where 70% of journey to work trips take place by walking, cycling, and public transit by 2041.¹⁸ Current trends suggest that Victoria provides a bike-friendly environment. In 2011, the Victoria census metropolitan area (CMA) led the country with the highest proportion of its commuters travelling by bicycle (5.9%).¹⁹ When isolated to the City of

¹⁶ Definition based on Transport Canada, TDM for Canadian Communities, March 2011

¹⁷ Additional information on bicycle parking facility design is available in the City’s Bicycle Parking Strategy, Chapter 6, available at: <http://www.victoria.ca/assets/Departments/Engineering-Public-Works/Documents/parking-bicycle-strategy.pdf>

¹⁸ City of Victoria. (2012). Official Community Plan, p. 63. Available online at: http://www.victoria.ca/assets/Departments/Planning-Development/Community-Planning/OCP/OCP_Book.pdf

¹⁹ Statistics Canada. (2011). Proportion of workers commuting to work by car, truck or van, by public transit, on foot, or by bicycle, census metropolitan area, 2011. Available online at: <https://www12.statcan.gc.ca/nhs-enm/2011/as-sa/99-012-x/2011003/tbl/tbl1a-eng.cfm>

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Victoria, the rate was higher at 11%.²⁰ The general “active” nature of Crystal Pool staff and the lifestyle associated with the services provided suggests staff may commute by bicycle more frequently than the general populous. Additionally, Crystal Pool is also located in an area that will benefit from the future Biketoria Network.²¹ It is located approximately 670m from the existing Pandora Avenue two-way cycle track, and less than 200m from the “All Ages and Abilities” cycling facility that will be constructed on Vancouver Street.

The maximum number of Pool staff on-site at one time is 18²², and it is assumed that this figure could increase in future to up to 25 – 30 staff at one time. The provision of long-term bicycle parking for half of the total number of staff that may be present on the site at a given time would seem to be a sufficient provision for the peak demand periods (i.e., Summer, Bike to Work Week). Accordingly, it is recommended that the new Crystal Pool facility include long-term bicycle parking with capacity for 16 bicycles, consistent with the requirement.

4.1.2 SHORT-TERM BICYCLE PARKING

Short-term bicycle parking, also referred to as “Class 2 bike parking”, refers to bicycle parking intended for short-term use by patrons and may consist of bicycle racks located at or near a building’s entrance. Short-term bicycle parking should be sheltered from weather, well-lit, and provide for passive surveillance to deter possible theft (i.e., “eyes on the street”)²³.

The City of Victoria’s Off-Street Parking Regulations (Schedule C) dictates that the proposed new facility should include one bicycle parking space per 100 m² of assembly area, of which 80% must be for short-term parking (i.e., Class 2). This suggests that approximately 64 short-term bicycle parking spaces are required. Given the nature of the facility and the recreation activities that patrons typically engage in, a greater number of short-term bicycle parking spaces may be appropriate. This direction is supported by statements in the City’s Bicycle Parking Strategy that suggest the Crystal Pool is a recreation / community facility anticipated to generate higher than average demand for bicycle parking²⁴.

²⁰ Statistics Canada. (2013). Victoria, CY, British Columbia (Code 5917034) (table). National Household Survey (NHS) Profile. 2011 National Household Survey. Statistics Canada Catalogue no. 99-004-XWE. Available online at: <http://www12.statcan.gc.ca/nhs-enm/2011/dp-pd/prof/index.cfm?Lang=E>

²¹ City of Victoria. (2017). Biketoria: Background. Available online at: <http://www.victoria.ca/EN/main/residents/transportation/cycling/biketoria-background.html>

²² Estimate provided by City of Victoria staff by email on June 16, 2017

²³ Additional information on bicycle parking facility design is available in the City’s Bicycle Parking Strategy, Chapter 6, available at: <http://www.victoria.ca/assets/Departments/Engineering~Public~Works/Documents/parking-bicycle-strategy.pdf>

²⁴ City of Victoria, Bicycle Parking Strategy, August 2011, Section 3.1, pg 7.

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There is currently capacity for approximately 32 bicycles in the bike racks adjacent the front entrance to the Crystal Pool. Up to 5 bicycles were observed using the bike racks²⁵. The total number of patrons using the facility at a given time compared with the patron cycling mode share (established through the travel survey, see Section 2.4.1) suggests that current short-term bicycle parking demand is as high as approximately 35 - 40 bicycles. The current usage should be factored up by at least 30% to reflect to increased floor area. Accordingly, it is recommended that the short-term bicycle parking facility include capacity for approximately 64 bicycles, consistent with the requirement.

The design of short-term bicycle parking is important to achieving the objectives of safety, security and comfort. Consideration should be given to making the facility integral with the larger Pool building (i.e., using roof overhang for shelter). If this cannot be achieved, a high-quality stand-alone shelter may be put in-place to provide weather protection and lighting. Examples of good stand-alone shelters are at the Esquimalt Recreation Centre, Oak Bay Secondary School, and the shelter at Yates Street / Douglas Street in downtown Victoria. Costs for such a facility may vary greatly depending on the type and finish selected.

4.1.3 TRIP-END FACILITIES

Bicycle trip-end facilities refers to showers, change rooms and lockers intended to allow cyclists (particularly those travelling long distances) to comfortably shower and change at the end of their trip. These facilities will be available at the Crystal Pool (as they currently are) and accessible to staff.

4.1.4 CYCLING CONNECTIVITY

Vancouver Street is an identified People Priority Greenway route and will be constructed as an All Ages and Abilities route. This will be a key north-south cycling route and one of the primary routes by which patrons and staff access the Crystal Pool.

A multi-use pathway is recommended through Central Park to facilitate cycling between the new Crystal Pool site and Vancouver Street. See **Figure 14**. This would allow for an off-road cycling facility as an alternative to using Pembroke Street or Queens Avenue. Short-term bicycle parking should be located directly adjacent the pathway, and proximate to the primary building entrance (if located at Quadra Street / Princess Avenue, as recommended). This facility would also appeal to pedestrians, providing a direct walking route to/from the crossing at Princess Avenue / Quadra Street and a more direct walking route to the northbound bus stop on Quadra Street. City Parks, Recreation and Facilities department staff should be consulted prior to pursuing this multi-use pathway, as the alignment is expected to impact the existing sports fields and may impact or require route deviation to minimize impacts to existing mature trees.

²⁵ Observations were completed on Tuesday June 27 2017 at 3:45pm. The weather was sunny and warm all week, suggesting that patron cycling rates were at or near their peak.

Figure 14. Proposed Central Park Multi-Use Pathway Alignment



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4.2 TRANSIT INITIATIVES

As discussed in *Section 1.2.3*, Crystal Pool is located on the route no. 6 (Royal Oak / Downtown), which currently provides weekday service approximately every 10-minutes during the peak periods. Moreover, Quadra Street has been identified as a “Frequent Transit Corridor” in the Victoria Region 25 Year Transit Future Plan and is expected to offer service every 15-minutes or better from 7:00am to 10:00pm, seven days per week.²⁶

4.2.1 BUS STOP IMPROVEMENTS

Both the northbound and southbound bus stops adjacent the Crystal Pool site meet basic accessibility criteria and include basic bus stop amenities (bench, shelter, garbage bin). The northbound bus stop is not well integrated with the Crystal Pool site and requires that an individual take a circuitous routing south of the Crystal Pool access in order to travel between the bus stop and the front door of the Pool.

The recommendations of this study direct the proposed new Crystal Pool facility access to be on Quadra Street immediately opposite Princess Avenue and to orient the primary building entrance to the Quadra Street / Princess Avenue intersection. As part of the site reconfiguration, the northbound bus stop on Quadra Street should be moved 40m to 60m south of the current location. General guidance is to locate bus stops at the far-side of an intersection, however in this case the near-side location is preferred to more closely align the bus stop with the primary trip origin / destination (i.e., the Crystal Pool primary entrance) and minimize walking distance.

4.2.2 EMPLOYEE TRANSIT PASSES

Based on the site’s current transit access, and the planned improvements to transit frequency in the near future, consideration should be given to providing transit passes to employees through BC Transit’s ProPass program. The program requires at least 10 employees to participate. Passes are given to the employer at a discounted rate of \$875.50 per year per pass, or \$73 per month. The City may consider a partial or full subsidy, and would be pooled with all City employees (i.e., not only those employed at Crystal Pool). Island Health, as an example, offers an approximately 50% subsidy to its employees as a means to address parking challenges at the Royal Jubilee Hospital.

²⁶ Frequent transit service criteria based on the definition provided in the *Official Community Plan*, pg 259 and BC Transit’s *Transit Future Plan*, pg 5.

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4.3 RIDESHARE INITIATIVES

Carpooling, also known as ridesharing, has minimal incremental costs because it makes use of vehicle seats that would otherwise be unoccupied. Moreover, as more people participate in carpooling, the chances of finding a suitable carpool option increase substantially.²⁷

4.3.1 CARPOOL PARKING

Designating carpool vehicle parking spaces can encourage flexible modes of transportation that reduce the need for privately owned vehicles.²⁸ Consideration should be given to reserving one carpooling parking space. The space should have a time limitation (i.e., 7:00am to 10:00am), after which time it would be available as general parking.

4.3.2 RIDE MATCHING

Two options may be pursued to help facilitate carpooling, as follows:

1. **External:** Encourage employees to sign up for Jack Bell RideShare²⁹, which is a free ridesharing website that matches commuters with similar origin and destinations.
2. **Internal:** Post a sign-up sheet in the employee room that includes employee origin and approximate travel time, providing the opportunity to match compatible trips/employees.

4.4 PARKING MANAGEMENT

4.4.1 PRICED PARKING

Priced parking is not supported for patron parking as it would encourage parking in the neighbourhood in 2-hour zones and act as a barrier to residents accessing recreation.

Given the urban location of Crystal Pool, and its good access to a number of transportation options, consideration should be given to priced parking for employees. Priced parking is the most impactful TDM approach that may be employed to reduce parking demand, though not always a popular and well received option. The reduction in employee parking demand resulting from priced parking will vary depending on price. Numerous studies have been conducted and results generally suggest parking demand reductions of 20% to 30% where employee parking is priced at market rates (varies by community), with reductions ranging anywhere from 10% to 50%.³⁰

²⁷ Victoria Transport Policy Institute. (2015). Rideshare: Carpooling and Vanpooling. *TDM Encyclopedia*. Available online at: <https://www.vtpi.org/tm/tm34.htm>

²⁸ U.S. Green Building Council. LEED Reference Guide for Neighbourhood Development V4 Edition, pg. 235. Washington, DC.

²⁹ For more information about the Jack Bell RideShare, see: <https://online.ride-share.com/en/my/>

³⁰ The following references are provided as examples:

Transit Cooperative Research Program, Parking Pricing and Fees: Traveler Response to Transportation System Changes, Report 95, Chapter 13, 2005; Page 13-15, Table 13-9. Available online at: www.trb.org/Publications/TCRPReport95.aspx

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The site is located in proximity to two Robbins Parking sites including the Save-On-Foods Memorial Centre and the parking lot across from Save-On-Foods on Caledonia Avenue. Parking rates at the Save-On-Foods Memorial Centre are \$125 for a monthly pass, \$1.50 per hour, \$9 per day, and \$3 from 5pm to 6am. Rates at the Caledonia Avenue Parking Lot are \$130 per month, \$2 per hour, and \$9 per day until 6pm.³¹ Assuming \$130 is the market rate for monthly parking, a 20% reduction in employee parking demand is supported if employees pay market rates to access parking.

4.4.2 TIME LIMITATIONS

Rather than price parking, time restrictions of two hours for patron parking should be retained on-site – consideration may be given to implementing time limits for all on-site parking. The current time limit of two hours is appropriate to accommodate all patron trips and deter staff from parking on-site. Staff would be expected to obtain parking in nearby off-street lots (i.e., Save-on-Foods Memorial Centre, Royal Athletic Park) at market rates. Any patrons who need more than the specified limit to complete their trip could obtain a permit from the front desk and place it in their dash.

This would serve to reduce staff parking demand by forcing them to pay market rates to park their vehicle, while also reducing the on-site parking supply by approximately 14 spaces by requiring that staff park elsewhere.

4.4.3 PARKING CASH OUT

Consideration may be given to a staff travel fund or “parking cash out” that offers a cash incentive to staff who do not park a vehicle on-site. Research shows that when given the option to take cash instead of the parking space, many employees will take the cash and choose to carpool, take transit, or walk or bike to work.³² This would reduce the number of parking spaces sought by staff, while also reducing the costs to construct and maintain on-site parking.

Research on California’s parking cash out law has reported that across a surveys of commuters, parking cash out reduced vehicle travel to work by 12 percent.³³ Applied to the Crystal Pool, this has potential to reduce staff parking demand by one or two vehicles.

Victoria Transport Policy Institute, Parking Pricing: Direct Charges for Using Parking Facilities. Available online: www.vtpi.org/tdm/tdm26.htm

³¹ Robbins parking rates for each location within the City of Victoria are available online at: <http://robbinsparking.com/parking-locator/>

³² Ibid.

³³ Shoup, D. (2005). *Parking Cash Out*. American Planning Association: Chicago, Washington D.C.

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APPENDIX A: SUMMARY OF ON-STREET PARKING OBSERVATIONS

Parking Occupancy

Summary, by Parking Restriction

	No. Spaces	Friday May 26, 9:00am				Monday June 5, 6:30pm		Saturday June 10, 9:00am		Average Occupancy
		17	0	25	7	12	10	20	217	
2 Hr Max, 8am-6pm, Mon-Sat No Stopping, 4pm-6pm	38									21%
2 Hr Max, 8am-6pm, Mon-Sat No Stopping, 7am-9am	37									22%
Residential Parking Only	396									37%
2 Hr Max, 8am-6pm, Mon-Sat	182									28%
Residential Permit Parking	21									49%
TOTAL	674	304	300	434	295	45%	64%	44%		

Parking Occupancy Summary, by Street

	No. Spaces	Friday May 26, 9:00am	Monday May 29, 4:00pm	Monday June 5, 6:30pm	Saturday June 10, 9:00am	Average Occupancy
Quadra Street	75	29	10	45	13	22%
Queens Avenue	112	47	54	69	60	34%
Pembroke Street	78	24	33	58	21	29%
Vancouver Street	74	28	30	55	30	32%
Princess Avenue	80	44	32	40	42	33%
Empress Avenue	91	53	52	69	57	42%
Green Street	23	13	17	19	15	46%
Caledonia Avenue	40	24	17	32	15	37%
Dowler Place	61	20	26	22	21	24%
Wark Street	40	22	29	25	21	40%
	674	304	300	434	295	
		45%	45%	64%	44%	

Parking Occupancy

Quadra Street

Segment	Side	Restrictions	No. Spaces	Friday May 26, 9:00am	Monday May 29, 4:00pm	Monday June 5, 6:30pm	Saturday June 10, 9:00am
Bay St to Empress Ave	E	2 Hr Max, 8am-6pm, Mon-Sat No Stopping, 4pm-6pm	3	0	0	0	0
Empress Ave-Queens Ave	E	2 Hr Max, 8am-6pm, Mon-Sat No Stopping, 4pm-6pm	7	0	0	1	1
	W	2 Hr Max, 8am-6pm, Mon-Sat No Stopping, 7am-9am	12	0	5	2	2
Queens Ave-Princess Ave	E	2 Hr Max, 8am-6pm, Mon-Sat No Stopping, 4pm-6pm	9	8	0	6	6
	W	2 Hr Max, 8am-6pm, Mon-Sat No Stopping, 7am-9am	6	6	0	4	2
Princess Ave-Pembroke St	E	2 Hr Max, 8am-6pm, Mon-Sat No Stopping, 4pm-6pm	9	7	0	8	0
	W	2 Hr Max, 8am-6pm, Mon-Sat No Stopping, 7am-9am	5	1	0	3	0
Pembroke St-Green St	E	2 Hr Max, 8am-6pm, Mon-Sat No Stopping, 4pm-6pm	10	2	0	10	0
	W	2 Hr Max, 8am-6pm, Mon-Sat No Stopping, 7am-9am	11	2	3	9	2
Green St-Midblock Driveway	W	2 Hr Max, 8am-6pm, Mon-Sat No Stopping, 7am-9am	3	3	2	2	0
				29	10	45	13
				39%	13%	60%	17%

Parking Occupancy

Queens Avenue

Segment	Side	Restrictions	No. Spaces	Friday May 26, 9:00am	Monday May 29, 4:00pm	Monday June 5, 6:30pm	Saturday June 10, 9:00am
Dowler Pl-Wark St	N	Residential Parking Only	12	6	8	6	7
Wark St-Quadra St	N	Residential Parking Only	8	1	3	7	5
Dowler Pl-Quadra St	S	Residential Parking Only	23	12	13	13	10
Quadra St-Vancouver St	N	2 Hr Max, 8am-6pm, Mon-Sat	22	14	9	18	15
Vancouver St-Cook St	N	Residential Parking Only	24	9	10	10	12
	S		23	5	11	15	11
				47	54	69	60
				42%	48%	62%	54%

Parking Occupancy

Pembroke Street

Segment	Side	Restrictions	No. Spaces	Friday May 26, 9:00am	Monday May 29, 4:00pm	Monday June 5, 6:30pm	Saturday June 10, 9:00am
Blanshard St-Quadra St	N	2 Hr Max, 8am-6pm, Mon-Sat	18	6	6	11	7
	S		18	8	8	10	2
Quadra St-Vancouver St	S	2 Hr Max, 8am-6pm, Mon-Sat	22	7	15	17	9
Vancouver St-Cook St	S	2 Hr Max, 8am-6pm, Mon-Sat	20	3	4	20	3
			78	24	33	58	21
				31%	42%	74%	27%

Parking Occupancy

Vancouver Street

Segment	Side	Restrictions	No. Spaces	Friday May 26, 9:00am	Monday May 29, 4:00pm	Monday June 5, 6:30pm	Saturday June 10, 9:00am
Bay St-Empress Ave	E	Residential Parking Only	5	3	3	4	3
	W	Residential Parking Only	5	2	2	1	4
Empress Ave-Queens Ave	E	Residential Parking Only	8	3	7	6	5
	W	Residential Parking Only	9	5	5	5	4
Queens Ave-Princess Ave	E	Residential Parking Only	10	5	5	5	7
	W	2 Hr Max, 8am-6pm, Mon-Sat	11	0	4	11	0
Princess Ave-Pembroke St	E	Residential Parking Only	11	10	3	11	5
	W	2 Hr Max, 8am-6pm, Mon-Sat	9	0	1	9	0
Pembroke St-Green St	W	Residential Parking Only	6	0	0	3	2
				28	30	55	30
			74	38%	41%	74%	41%

Parking Occupancy

Princess Avenue

Segment	Side	Restrictions	No. Spaces	Friday May 26, 9:00am	Monday May 29, 4:00pm	Monday June 5, 6:30pm	Saturday June 10, 9:00am
Dowler Pl-Quadra St	N	Residential Parking Only	16	9	6	6	6
		2 Hr Max, 8am-6pm, Mon-Sat	1	0	0	0	0
	S	Residential Parking Only	15	9	10	9	10
		2 Hr Max, 8am-6pm, Mon-Sat	2	0	0	1	1
Vancouver St-Cook St	N		19	10	7	9	12
	S	Residential Parking Only	27	16	9	15	13
			80	44	32	40	42
				55%	40%	50%	53%

Parking Occupancy

Empress Avenue

Segment	Side	Restrictions	No. Spaces	Friday May 26, 9:00am	Monday May 29, 4:00pm	Monday June 5, 6:30pm	Saturday June 10, 9:00am
Quadra St-Vancouver St	N	Residential Parking Only	25	14	19	18	18
	S		22	11	9	16	13
Vancouver St-Cook St	N	Residential Parking Only	22	15	10	17	15
	S		22	13	14	18	11
				53	52	69	57
				58%	57%	76%	63%

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Parking Occupancy

Green Street

Segment		Side	Restrictions	No. Spaces	Friday May 26, 9:00am	Monday May 29, 4:00pm	Monday June 5, 6:30pm	Saturday June 10, 9:00am
Quadra St-Vancouver St		S	Residential Parking Only	2	0	0	2	0
			Residential Permit Parking	21	13	17	17	15
					23	13	17	19
					57%	74%	83%	65%

Parking Occupancy

Caledonia Avenue

Segment	Side	Restrictions	No. Spaces	Friday May 26, 9:00am	Monday May 29, 4:00pm	Monday June 5, 6:30pm	Saturday June 10, 9:00am
Blanshard St-Quadra St	S	2 Hr Max, 8am-6pm, Mon-Sat	8	4	3	7	0
Quadra St-Vancouver St	S	Residential Parking Only	12	11	7	11	6
Vancouver St-Cook St	S	Residential Parking Only	17	7	5	11	8
		2 Hr Max, 8am-6pm, Mon-Sat	3	2	2	3	1
			40	24	17	32	15
				60%	43%	80%	38%

Parking Occupancy

Dowler Place

Segment	Side	Restrictions	No. Spaces	Friday May 26, 9:00am	Monday May 29, 4:00pm	Monday June 5, 6:30pm	Saturday June 10, 9:00am
Bay St-Queens Ave	E	Residential Parking Only	13	4	11	5	9
		2 Hr Max, 8am-6pm, Mon-Sat	4	3	2	1	1
	W	2 Hr Max, 8am-6pm, Mon-Sat	12	3	3	5	3
Queens Ave-Princess Ave	E	2 Hr Max, 8am-6pm, Mon-Sat	7	0	1	0	1
Princess Ave-Pembroke St	E	2 Hr Max, 8am-6pm, Mon-Sat	5	4	1	2	0
Queens Ave-Pembroke St	W	2 Hr Max, 8am-6pm, Mon-Sat	20	6	8	9	7
			61	20	26	22	21
				33%	43%	36%	34%

Parking Occupancy

Wark Street

Segment	Side	Restrictions	No. Spaces	Friday May 26, 9:00am	Monday May 29, 4:00pm	Monday June 5, 6:30pm	Saturday June 10, 9:00am
Bay St-Queens Ave	E	Residential Parking Only	22	10	18	15	13
	W		18	12	11	10	8
			40	22	29	25	21
				55%	73%	63%	53%

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APPENDIX B: SUMMARY OF OFF-STREET PARKING OBSERVATIONS

Crystal Pool - Transportation Demand Management Strategy
Crystal Pool Off-Street Parking Lot Observations

Parking Space Type	Parking Supply	Friday May 26, 9:00am		Monday May 29, 4:00pm		Monday June 5, 6:30pm		Saturday June 10, 9:00am	
		Vehicles Observed	Parking Occupancy	Vehicles Observed	Parking Occupancy	Vehicles Observed	Parking Occupancy	Vehicles Observed	Parking Occupancy
Staff Parking	6	6	100%	2	33%	4	67%	4	67%
Handicapped Parking	3	3	100%	2	67%	2	67%	1	33%
Loading Zone	1	1	100%	0	0%	0	0%	0	0%
3 Min. Drop-Off	3	2	67%	1	33%	3	100%	1	33%
2 hr, Patrons Only (front lot)	31	28	90%	22	71%	31	100%	26	84%
2 hr, Patrons Only (rear lot)	6	4	67%	2	33%	2	33%	2	33%
	50	44	88%	29	58%	42	84%	34	68%

Crystal Pool - Transportation Demand Management Strategy
Public Off-Street Parking Lots Observations

Parking Lot	Parking Space Type	Parking Supply	Friday May 26, 9:00am		Monday May 29, 4:00pm		Monday June 5, 6:30pm		Saturday June 10, 9:00am	
			Vehicles Observed	Parking Occupancy	Vehicles Observed	Parking Occupancy	Vehicles Observed	Parking Occupancy	Vehicles Observed	Parking Occupancy
Save-On-Foods Memorial Centre	Staff Parking	23	17	74%	5	22%	0	0%	2	9%
	24 Hour Reserved									
	Handicapped	8	1	13%	0	0%	0	0%	0	0%
	Unreserved	189	90	48%	88	47%	23	12%	22	12%
	Total	220	108	49%	93	42%	23	10%	24	11%
Caledonia Ave Parking Lot	Reserved	17	14	82%	4	24%	10	59%	16	94%
	Unreserved	105	102	97%	64	61%	11	10%	8	8%
	Total	122	116	95%	68	56%	21	17%	24	20%
Royal Athletic Park	Reserved	14	5	36%	6	43%	11	79%	10	71%
	Handicapped	7	0	0%	1	14%	7	100%	1	14%
	Unreserved	195	130	67%	71	36%	195	100%	46	24%
	Total	216	135	63%	78	36%	213	99%	57	26%
Total			359	64%	239	43%	257	46%	105	19%

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APPENDIX C: SUMMARY OF PARKING CONDITIONS AT REPRESENTATIVE SITES

Crystal Pool - Transportation Demand Management Strategy
Parking Conditions at Representative Sites

Parking Lot	Parking Space Type	Parking Supply	Monday May 29, 9:00am		Saturday June 10, 10:00am	
			Vehicles Observed	Parking Occupancy	Vehicles Observed	Parking Occupancy
Gordon Head Recreation Centre	Reserved	3	3	100%	1	33%
	Handicapped	7	2	29%	3	43%
	Electric Vehicle	2	1	50%	1	50%
	Unrestricted	99	89	90%	62	63%
	Gravel Parking	46	25	54%	21	46%
	Total	157	120	76%	88	56%
Commonwealth Place Park	Handicapped	9	8	89%	3	33%
	Electric Vehicle	2	2	100%	0	0%
	Unreserved	394	306	78%	262	66%
	Gravel Parking	18	8	44%	5	28%
	Total	423	324	77%	270	64%
Oak Bay Recreation Centre	Handicapped	6	4	67%	3	50%
	Buses Only	2	0	0%	0	0%
	Unreserved	259	216	83%	220	85%
	On-Street	37	24	65%	29	78%
	Total	304	244	80%	252	83%
Esquimalt Recreation Centre	Handicapped	9	9	100%	2	22%
	Drop-Off	3	1	33%	2	67%
	Unreserved	105	102	97%	95	90%
	On-Street	44	34	77%	22	50%
	Total	161	146	91%	121	75%
Total		1045	834	80%	610	58%

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APPENDIX D: SUMMARY OF PATRON TRAVEL SURVEY RESULTS

Crystal Pool - Transportation Demand Management Strategy
Summary of Patron Travel Survey

Date	Time	Vehicle, Driver		Vehicle, Passenger		Walk		Bike		Transit		Other		Total
		Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	
Sunday June 4	N/A	10	25%	7	18%	11	28%	7	18%	5	13%	0	0%	40
Monday June 5	7am	4	22%	0	0%	4	22%	9	50%	1	6%	0	0%	18
	8am	17	59%	3	10%	1	3%	6	21%	2	7%	0	0%	29
	9am	2	13%	2	13%	3	20%	6	40%	2	13%	0	0%	15
	10am	6	55%	1	9%	2	18%	1	9%	0	0%	1	9%	11
	11am	12	48%	3	12%	4	16%	3	12%	3	12%	0	0%	25
	12pm	4	25%	4	25%	5	31%	2	13%	1	6%	0	0%	16
	2pm	1	17%	0	0%	4	67%	0	0%	1	17%	0	0%	6
	3pm	3	33%	2	22%	4	44%	0	0%	0	0%	0	0%	9
	7pm	1	20%	2	40%	2	40%	0	0%	0	0%	0	0%	5
Tuesday June 6	6am	4	27%	0	0%	3	20%	6	40%	2	13%	0	0%	15
	8am	23	64%	3	8%	4	11%	4	11%	1	3%	1	3%	36
	9am	22	51%	10	23%	6	14%	2	5%	1	2%	2	5%	43
	10am	5	83%	0	0%	1	17%	0	0%	0	0%	0	0%	6
	11am	7	58%	2	17%	2	17%	0	0%	1	8%	0	0%	12
	12pm	1	33%	0	0%	2	67%	0	0%	0	0%	0	0%	3
	1pm	8	47%	0	0%	3	18%	4	24%	0	0%	2	12%	17
	2pm	5	63%	0	0%	1	13%	1	13%	1	13%	0	0%	8
	3pm	0	0%	0	0%	1	50%	1	50%	0	0%	0	0%	2
	4pm	0	0%	2	67%	0	0%	1	33%	0	0%	0	0%	3
	6pm	3	25%	5	42%	2	17%	2	17%	0	0%	0	0%	12
Wednesday June 7	8pm	1	50%	1	50%	0	0%	0	0%	0	0%	0	0%	2
	530am	9	45%	2	10%	3	15%	5	25%	0	0%	1	5%	20
	6am	12	55%	1	5%	5	23%	2	9%	2	9%	0	0%	22
	7am	6	46%	1	8%	4	31%	0	0%	2	15%	0	0%	13
	8am	3	25%	3	25%	4	33%	0	0%	2	17%	0	0%	12
	9am	23	58%	4	10%	7	18%	3	8%	3	8%	0	0%	40
	10am	12	44%	5	19%	5	19%	1	4%	4	15%	0	0%	27
	11am	3	43%	2	29%	2	29%	0	0%	0	0%	0	0%	7
	1pm	3	43%	1	14%	3	43%	0	0%	0	0%	0	0%	7
	2pm	1	17%	0	0%	5	83%	0	0%	0	0%	0	0%	6
	3pm	0	0%	0	0%	2	67%	0	0%	1	33%	0	0%	3
Thursday June 8	5am	3	50%	0	0%	1	17%	2	33%	0	0%	0	0%	6
	6am	5	56%	0	0%	0	0%	4	44%	0	0%	0	0%	9
	7am	6	86%	0	0%	1	14%	0	0%	0	0%	0	0%	7
	8am	21	70%	2	7%	6	20%	1	3%	0	0%	0	0%	30
	9am	19	58%	6	18%	4	12%	2	6%	1	3%	1	3%	33
	10am	7	50%	1	7%	6	43%	0	0%	0	0%	0	0%	14
	11am	1	17%	1	17%	2	33%	0	0%	2	33%	0	0%	6
	12pm	1	50%	0	0%	0	0%	0	0%	1	50%	0	0%	2
	1pm	2	67%	1	33%	0	0%	0	0%	0	0%	0	0%	3
	2pm	1	20%	0	0%	4	80%	0	0%	0	0%	0	0%	5
	5am	2	67%	0	0%	0	0%	1	33%	0	0%	0	0%	3
Saturday June 10	7am	0	0%	0	0%	0	0%	1	100%	0	0%	0	0%	1
	8am	2	100%	0	0%	0	0%	0	0%	0	0%	0	0%	2
	11am	2	100%	0	0%	0	0%	0	0%	0	0%	0	0%	2
Sunday June 11	1pm	0	0%	0	0%	0	0%	0	0%	0	0%	1	100%	1
Total		283	46%	77	13%	129	21%	77	13%	39	6%	8	1%	614

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APPENDIX E: SUMMARY OF STAFF TRAVEL SURVEY RESULTS

Crystal Pool - Transportation Demand Management Strategy
Summary of Staff Travel Survey

Employee ID	Vehicle, Driver		Vehicle, Passenger		Walk		Bike		Transit		Other		Total
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	
1	0	0%	0	0%	0	0%	0	0%	2	100%	0	0%	2
2	3	100%	0	0%	0	0%	0	0%	0	0%	0	0%	3
3	0	0%	0	0%	0	0%	4	100%	0	0%	0	0%	4
4	1	100%	0	0%	0	0%	0	0%	0	0%	0	0%	1
5	1	25%	0	0%	0	0%	3	75%	0	0%	0	0%	4
6	5	100%	0	0%	0	0%	0	0%	0	0%	0	0%	5
7	5	100%	0	0%	0	0%	0	0%	0	0%	0	0%	5
8	5	100%	0	0%	0	0%	0	0%	0	0%	0	0%	5
9	4	80%	0	0%	0	0%	1	20%	0	0%	0	0%	5
10	2	100%	0	0%	0	0%	0	0%	0	0%	0	0%	2
11	0	0%	0	0%	0	0%	0	0%	5	100%	0	0%	5
12	0	0%	0	0%	0	0%	0	0%	5	100%	0	0%	5
13	5	100%	0	0%	0	0%	0	0%	0	0%	0	0%	5
Total	31	60%	0	0%	0	0%	8	16%	12	24%	0	0%	51

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APPENDIX F: INTERSECTION PERFORMANCE EVALUATION

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The operating conditions during the peak hour at the study intersection were evaluated using the Synchro/SimTraffic software package, which is based on the Highway Capacity Manual (HCM 2010) evaluation methodology.

For un-signalized (stop-controlled) intersections, the Level-of-Service (LOS) is based on the computed delays on each of the critical movements. LOS 'A' represents minimal delays for turning traffic movements, and LOS 'F' represents a scenario with an insufficient number of gaps are available for vehicles to complete their movements without significant delays.

For signalized intersections, the methodology considers the intersection geometry, traffic volumes, the traffic signal phasing/timing plan, and also pedestrian volumes. The average delay for each lane group movement is calculated, as well as the delay for the overall intersection. Another measure of effectiveness is volume to capacity (v/c) ratios. LOS criteria for both unsignalized and signalized intersections, as summarized in the Highway Capacity Manual, are illustrated below.

LOS Criteria for Intersections

Level of Service (LOS)	Average Delay for UNSIGNALIZED Intersection Movements	Average Delay for SIGNALIZED Intersection Movements
A	0 – 10 seconds per vehicle	0 – 10 seconds per vehicle
B	> 10 – 15 seconds per vehicle	> 10 – 20 seconds per vehicle
C	> 15 – 25 seconds per vehicle	> 20 – 35 seconds per vehicle
D	> 25 – 35 seconds per vehicle	> 35 – 55 seconds per vehicle
E	> 35 – 50 seconds per vehicle	> 55 – 80 seconds per vehicle
F	> 50 seconds per vehicle	> 80 seconds per vehicle



Crystal Pool and Wellness Centre Replacement Project Update

Committee of the Whole

July 19, 2018

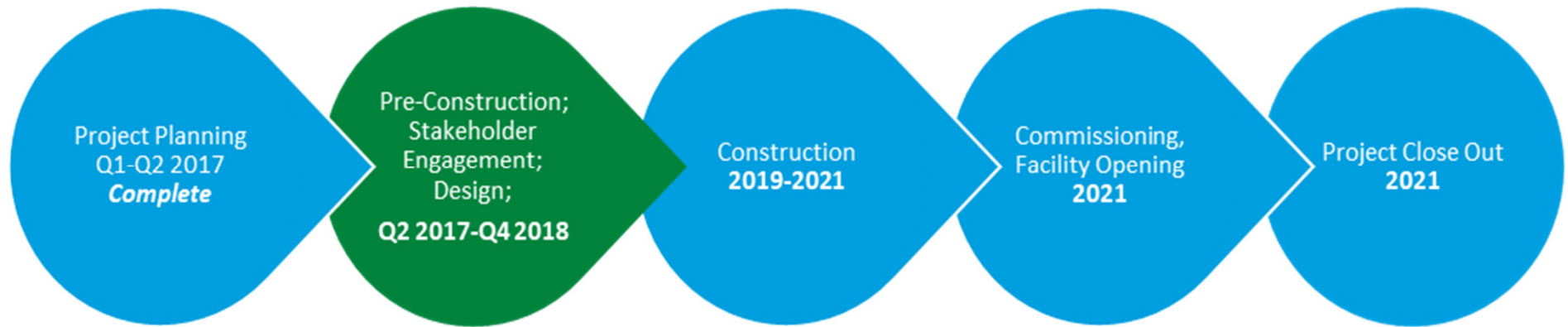


Project Update

- Schedule
- Public Engagement
- Design
- Budget
- Risk Management
- Next Steps



Project Timeline



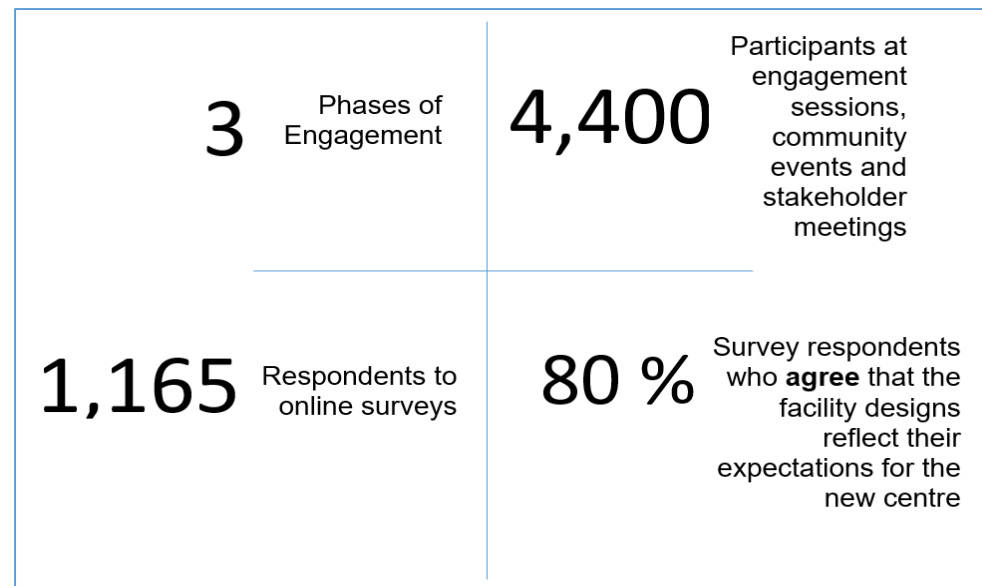
Project Status

Period	Overall Status	Schedule	Scope	Budget
Q1 2018 – Q2 2018	●	●	●	●



Public Engagement - 2018

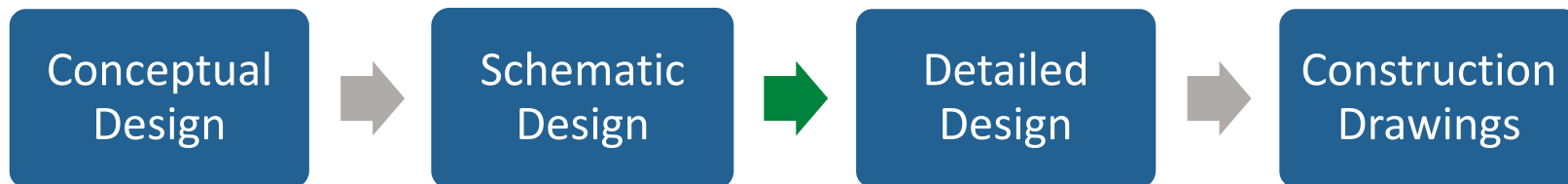
- Open House, survey February – April
- Stakeholder sessions April – June
- Open House, survey May – June



Design Update

Schematic design is based on technical analysis and input received from residents, stakeholder groups, consultants and City staff

Design Process:



Site Design Considerations

- **Barrier-free access**
- Maximize **retention of mature trees**
- **Continuity of service** for Crystal Pool and park
- Enhance the approach and **entry experience**
- **Balance needs for parking and other modes of transportation** with neighbourhood impact

Site



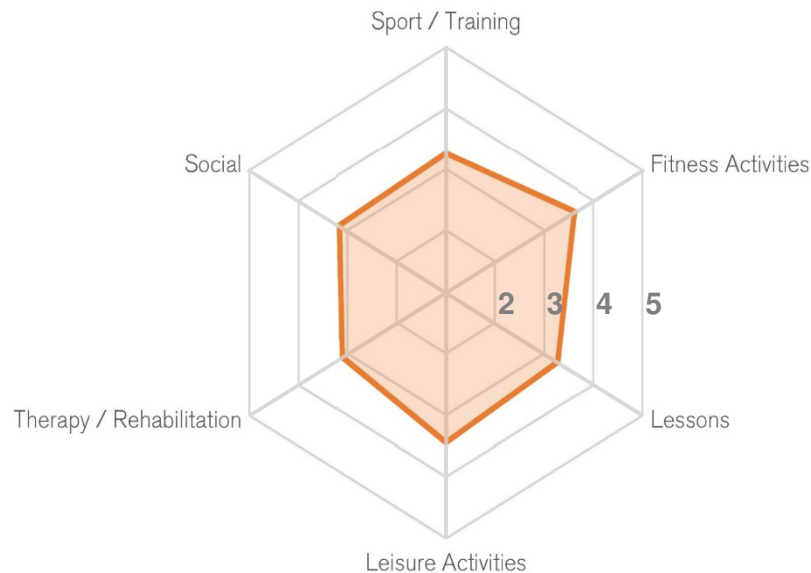
Building Design Considerations

- **Barrier-free access**
- Enhance **inclusivity**
- Offer an experience of **swimming in the trees**
- **Energy efficient, low carbon** building design
- **High quality air and water**
- **Flexible** aquatic and dry land **programming**

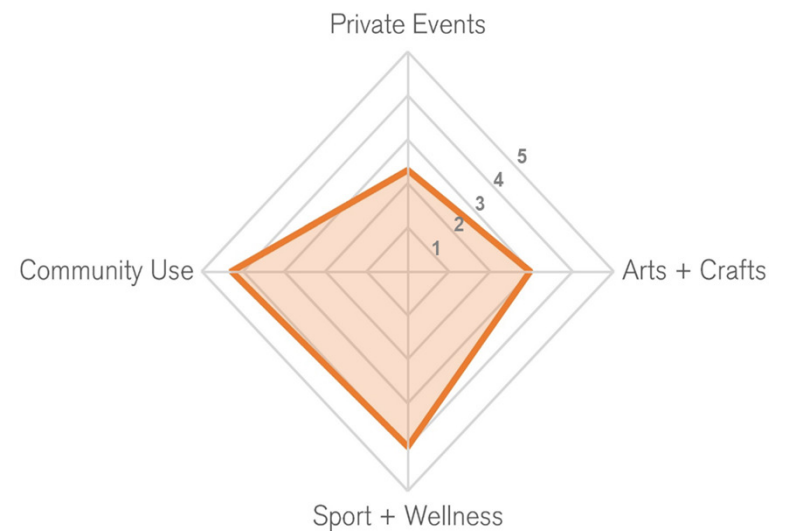


Input From Public Engagement

Value of each aquatic activity from 1 (low) to 5 (high)



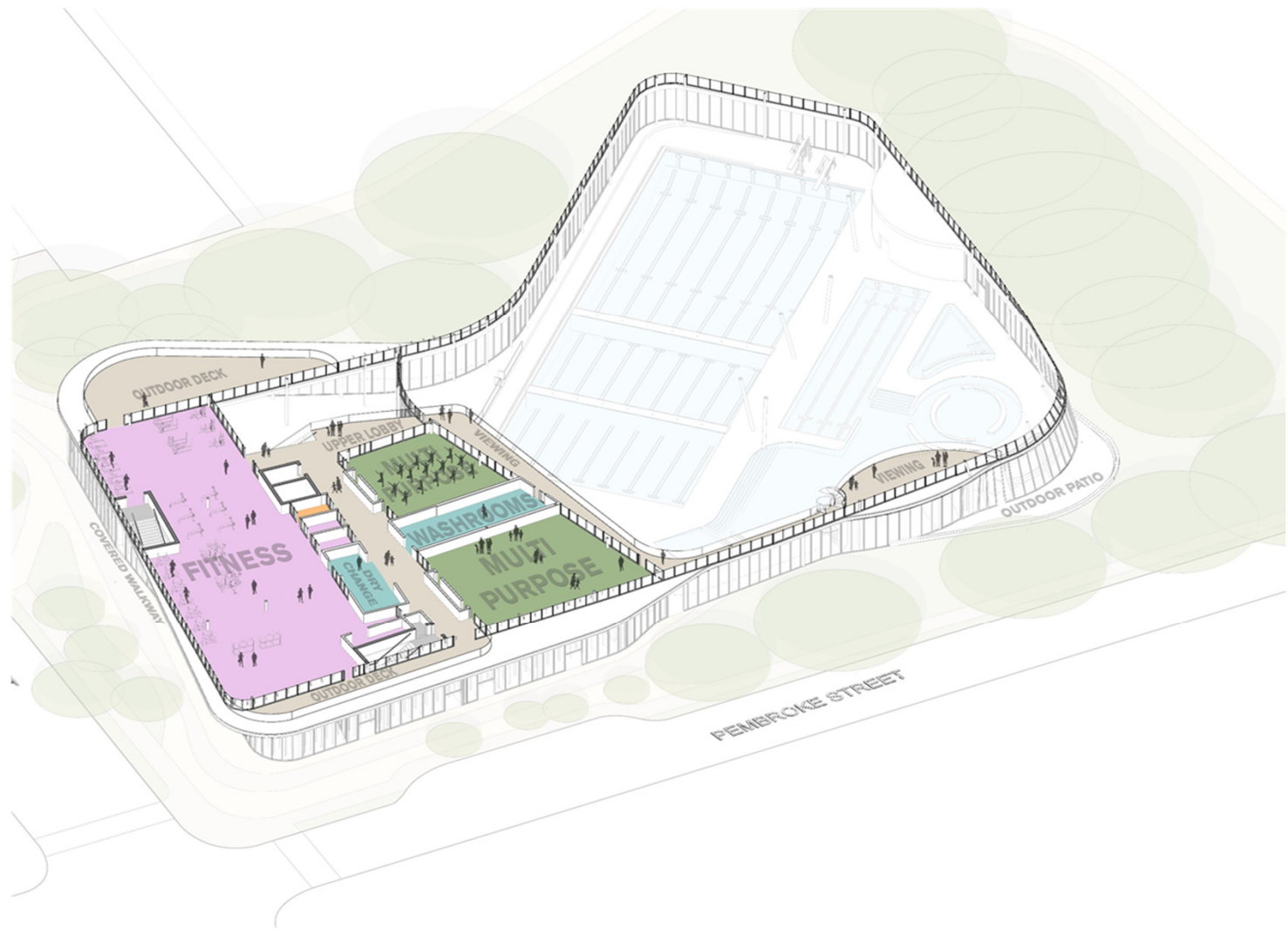
Desired activities in multi-purpose rooms



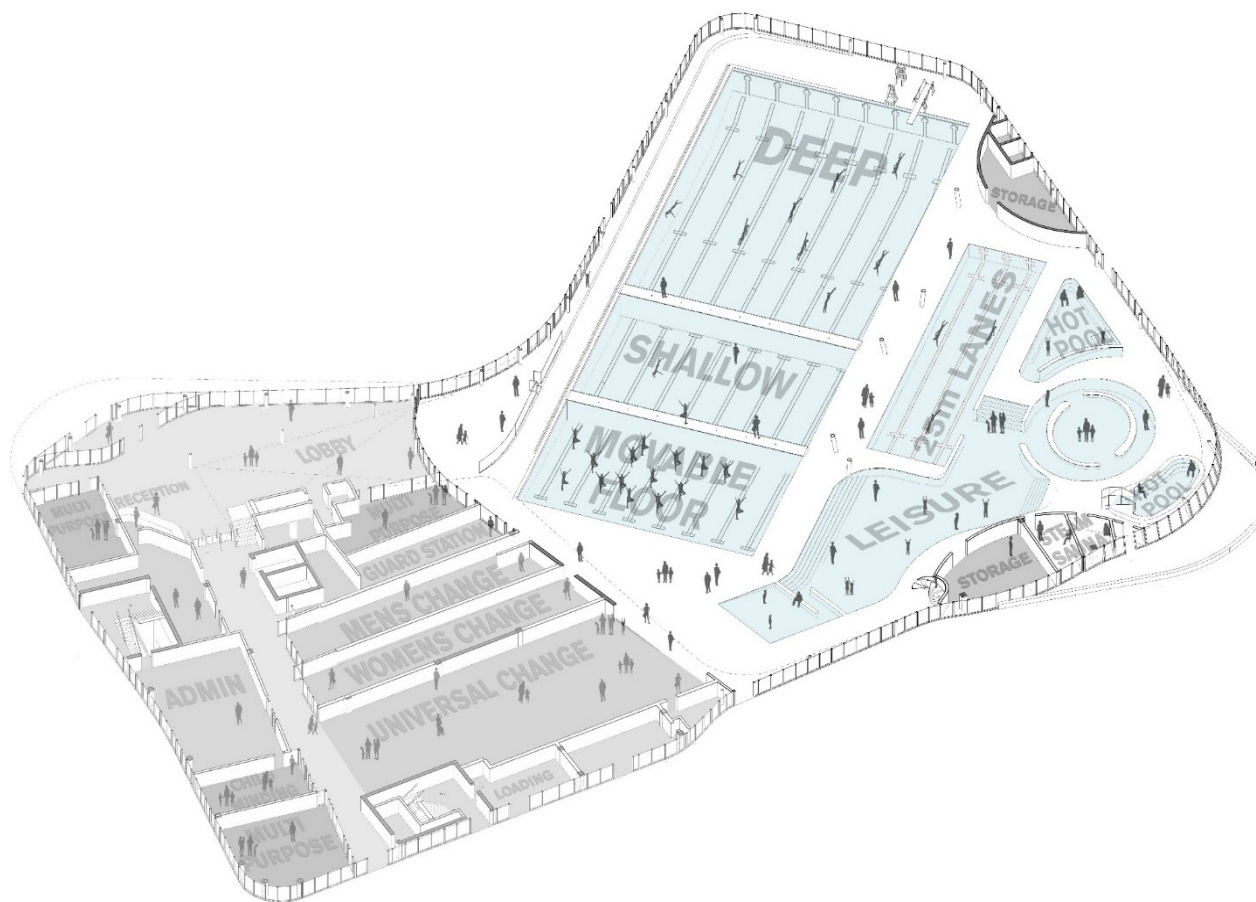
Building – Street Level



Building – Upper Level



Natatorium



Highlights

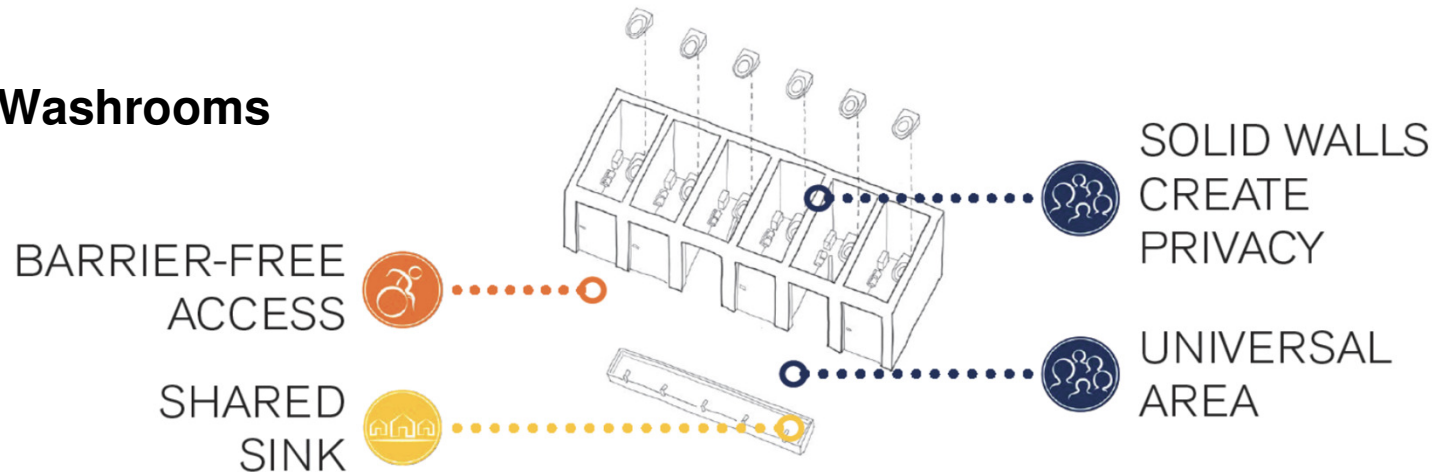
- Multiple options for access to all pools that cater to a range of abilities
- 8 Lane 50m pool with movable floor and two bulkheads for maximum flexibility
- Enlarged warm water leisure pool with 25m lanes and lazy river
- 25m warm water lanes can be programmed concurrently to the lap pool
- Two hot tubs can be set at different temperatures, catering to different users

Options for Access to Water

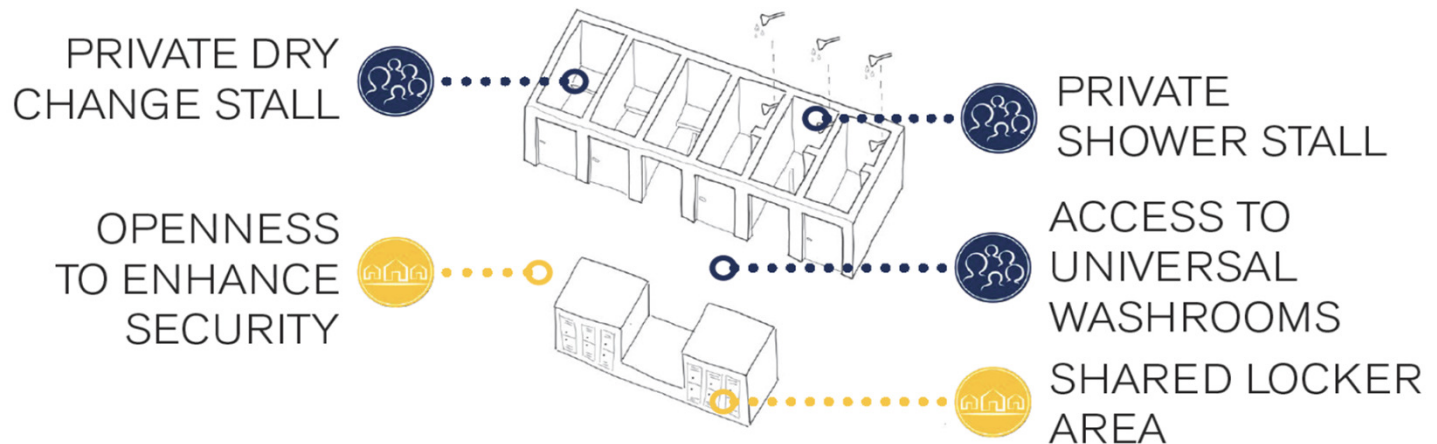


Washrooms and Change Spaces

Universal Washrooms



Universal Change Spaces





For illustration purposes





For illustration purposes

fun
for life

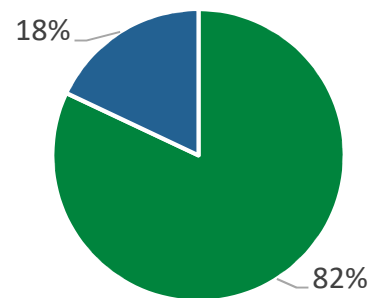


CITY OF
VICTORIA

Central Park

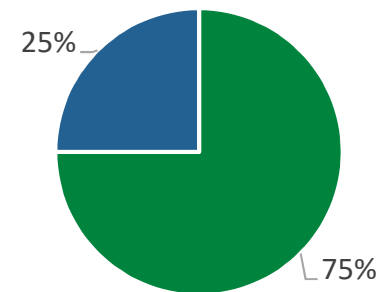
- Park Renewal Plan project proposed for 2019
- Construction to follow demolition of Crystal Pool
- Temporary relocation of Steve Nash basketball court

Existing Condition



■ Park Space ■ Building/Parking

Proposed Condition



■ Park Space ■ Building/Parking

Budget

Total Project Budget		\$69,400,000
Pre-Construction Phase	Spent To-Date (to June 30, 2018)	Projected Costs (to Q4 2018)
	\$1,094,340	\$1,933,000

Funding Committed	City of Victoria	\$10,000,000
	Gas Tax Fund Grant	\$6,000,000
	Total To-Date (23%)	\$16,000,000

Grant Applications	Canadian Tire JumpStart	Up to \$1,000,000
	Enabling Accessibility Fund	Up to \$1,000,000



Risk Management

Key Risk Areas	
Market Conditions/Cost Escalation	Funding Requirements
Site Conditions	Traffic/Parking

- Schematic design costing analysis highlights
 - Designs for structure, building envelope, mechanical require further evaluation
 - Escalation projections 6-12%
- Goal: Funding confirmation by February 2019

Risk Management

- Project budget has accounted for cost escalation (\$7.5M), based on construction start by February 2019
- The table below shows the likely incremental cost of starting construction after February 2019

Construction Start	Estimated Additional Cost
April 2019	\$ 753,000
July 2019	\$ 1,883,000
October 2019	\$ 3,012,000

Next Steps

- Design Development Q3-Q4 2018
- Site Investigations Q1-Q3 2018
- Project Update to Council Q4 2018
- Hire Construction Manager Q4 2018
- Ongoing research of funding opportunities





**Council Member Motion
For the Committee of the Whole Meeting of July 19, 2018**

To: Committee of the Whole **Date:** July 16, 2018
From: Councillor Young and Mayor Helps
Subject: Parking at Crystal Pool

BACKGROUND

While pool parking is needed, the current proposal for surface parking north of the new pool has some disadvantages. The most important is the loss of park space. In addition, a large surface parking lot beside an arterial, with the entrance oriented to the parking lot, sends a clear message that one is "expected" to arrive at the pool by private vehicle. The proposed entrance is the farthest possible from the Vancouver bikeway.

We might be able to achieve good economies by having common usage of parking for the pool and Royal Athletic park, and avoid having to alienate a large section of Central Park. The nearest point of the Royal Athletic park 200 space parking lot is about 90 or 95 metres from the South East corner of Central Park, and one option would be to flip the Pool design 180 degrees to orient the Pool entrance to the south east corner of the Park, closest to the current Royal Athletic parking. Vancouver Street has a wide right of way here and an attractive sidewalk could be developed. Another possible option in the future would be to purchase easements on back to back properties to allow direct passage from the NW corner of the Royal Athletic through to Pembroke. This block is gradually densifying as older houses are redeveloped and this might be practical at some time in the future.

For comparison, the farthest point of the current proposed parking lot is about 90 metres from the proposed entrance at the NW corner of the new site. From the farthest point of the Royal Athletic parking lot to the entrance of the Park is about 250 metres, while from the farthest point of the Arena to the Arena ticket booth is also in excess of 250 metres. Typical walking distances at Mayfair or Hillside from "bad" parking spaces would also be in excess of 200 metres, while even out at single-lot big box stores distances can be well over 100 metres (all these guesstimated from Google maps). While obviously it is better to have the parking closer to the pool, and to avoid street crossings, the City has a considerable investment in the current Royal Athletic parking lot. Vicmap shows it as occupying something like 16 separate lots, or a space that on the adjoining block accommodates a dozen dwellings.

Some parking directly adjacent to the Pool will be needed for handicapped parking, child pick up, and for the convenience of users at low-use times. The current pool has something like 40 spaces in the main lot and another half dozen in the overflow lot around the corner, plus about 5 staff spaces. To be realistic a row of angle parking along the lines of what exists now providing 25 or 30 spaces should probably be planned for. The current time limit is 2 hours, which is the same as the

street parking to which overflow parkers are directed. I would assume we would want to have "first 2 hours free" in the Royal Athletic lot for pool users. I wonder if we could also arrange that in the Arena lot? It might be cheaper than the cost of replacing the park space used for parking under the proposal.

The other advantage to using the Royal Athletic site is that it makes more practical the option of a dual use parking lot with housing above. The larger site allows more flexibility in design, and the report from the solicitor's office makes clear that a public assent process is required to alienate land from the Park for uses other than parking associated with the Pool. Either site would presumably require rezoning.

The major disadvantage of changing the orientation of the pool is that while it makes the entrance closer to the bike route it makes it farther from the bus stop.

To determine whether this solution is practical I think staff should be asked to look at a number of issues:

- the schedules of the Pool and Royal Athletic park - if peak usage occurs at different times, then using common parking will be more useful. Does parking at Royal Athletic lend itself better to daytime use when the consultants say not all the parking is needed?
- if we can indeed achieve a double use of a site with living space above parking, is this more likely to be achievable on the 200 space Royal Athletic lot than the 100 space proposed pool lot? Which site lends itself better to multi-family use from the land use/ zoning point of view?
- how much parking can be retained directly adjacent to the pool entrance for handicapped and other use?
- is there a way of directing overflow to parking at either Royal athletic park or the Arena? That is, people drive into an entrance on Pembroke, search for a space and if one is not available exit on Pembroke, turn right on Vancouver and go down to the Royal Athletic lot.
- How much would it cost the /city to replace the park space used in Central Park for parking under the proposed scheme with a similar amount of park space elsewhere in the neighbourhood?
- What are the comparative costs of moving the Nash court etc. versus moving the baseball field?

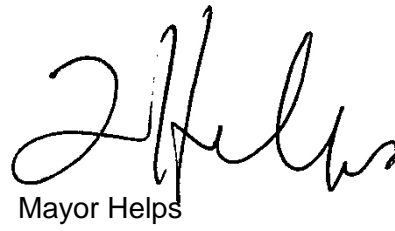
MOTION:

That staff be requested to examine alternatives for providing parking for pool users.

Respectfully submitted,



Councillor Young



Mayor Helps



Committee of the Whole Report For the Meeting of July 19, 2018

To: Committee of the Whole **Date:** July 12, 2018
From: Carrie Moffatt, Assistant City Solicitor
Subject: Crystal Pool uses requiring park dedication removal bylaw

RECOMMENDATION

That Council receive this report for information.

EXECUTIVE SUMMARY

The purpose of this report is to provide Council with a synopsis of the approval process for having either surface parking or affordable housing in Central Park adjacent to the new Crystal Pool.

In 1906, Council adopted a bylaw dedicating Central Park for park purposes and for the recreation and enjoyment of the public. Works undertaken by Council within the park must be consistent with the purpose of the bylaw: s. 30(5), *Community Charter*. If the works undertaken are not consistent with the bylaw, then Council is required to adopt a park dedication removal bylaw with the approval of the electors in order to pursue the works: s. 30(3), *Community Charter*.

A surface parking lot of the scale proposed and adjacent to the new Crystal Pool is consistent with a park purpose and public recreation because it is ancillary to and services a public recreational facility, which falls within the definition of "park" as that term has been interpreted by the courts. Therefore, a park dedication removal bylaw and elector approval would not be required for this design.

Affordable housing units are a residential use that fall outside the meaning of "park" and recreation/enjoyment for the public. A park dedication removal bylaw would be required to remove that portion of Central Park to accommodate this use. Additionally, any other use proposed for the site that does not serve a park purpose or for the recreation and enjoyment of the public would require a bylaw to remove the land from the park, with electoral approval.

A park dedication removal requires a bylaw that can only be adopted after approval of the electors, which may be obtained either through an assent vote (formerly known as referendum), or the alternative approval process ("AAP") (formerly known as counter-petition). Approval of the electors must be obtained after third reading of the park dedication removal bylaw and prior to adoption.¹

An assent vote requires a majority of the votes counted as valid in favour of the bylaw or question.

¹ S. 135(4), *Community Charter*

Under the assent process, voting takes place in the same manner as an election and may be held in conjunction with an election or as a stand alone event.² Voters must qualify as a resident elector or non-resident property elector and be registered to vote. Part 4 of the *Local Government Act* [Assent Voting] outlines the specific procedural steps for an assent vote.

Under the AAP, after third reading of the bylaw and prior to adoption, the City is required to publish notices of the approval process in accordance with s. 86 and 94 of the *Community Charter*. Council must establish a deadline for receiving elector responses, which must be at least 30 days after the second publication of the public notice. Council also establishes elector response forms which provides electors with an opportunity to indicate that Council may not proceed with the bylaw unless it is approved by assent of the electors. Similarly to assent voting, voters through an AAP must qualify as a resident elector or non-resident property elector and be registered to vote.

If less than 10% of the electorate submits responses indicating that council cannot proceed unless they hold an assent vote, then the approval of the electors is obtained. However, if more than 10% of the electorate submits response forms, then the City is required to either hold an assent vote or drop the matter. Section 86, *Community Charter*, outlines the procedural steps to an AAP.

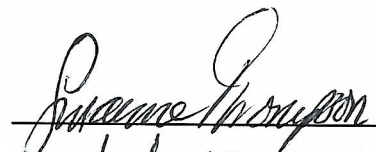
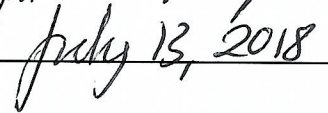
Respectfully submitted,



Carrie Moffatt
Assistant City Solicitor

Report accepted and recommended by the City Manager:

Date:

² See s. 84-85 Community Charter and Part 4 of the Local Government Act [Assent Voting].



Committee of the Whole Report For the Meeting of July 19, 2018

To: Committee of the Whole **Date:** July 11, 2018
From: Chris Coates, City Clerk
Subject: Proclamation "A Day of Happiness" August 4, 2018

RECOMMENDATION

That the *A Day of Happiness Proclamation* be forwarded to the July 26, 2018 Council meeting for Council's consideration.

EXECUTIVE SUMMARY

Attached as Appendix A is the requested *A Day of Happiness Proclamation*. Council has established policy addressing Proclamation requests. The policy provides for:

- A staff report to Committee of the Whole.
- Each Proclamation request requiring a motion approved at Committee of the Whole prior to forwarding it to Council for their consideration.
- Staff providing Council with a list of Proclamations made in the previous year.
- Council voting on each Proclamation individually.
- Council's consideration of Proclamations is to fulfil a request rather than taking a position.

A list of previous Proclamations is provided as Appendix B in accordance with the policy. Consistent with City Policy, Proclamations issued are established as fulfilling a request and does not represent an endorsement of the content of the Proclamation.

Respectfully submitted,

A handwritten signature in black ink, appearing to read "Chris Coates".

Chris Coates
City Clerk

Appendix A: Proclamation "A Day of Happiness"
Appendix B: List of Previously Approved Proclamations

“A DAY OF HAPPINESS”

- WHEREAS** *Sri Sri Ravi Shankar, a globally well-known Humanitarian, Spiritual Teacher, and an ambassador of Peace, has inspired millions with his teachings, service projects, and focus on the traditions and benefits of yoga and meditation; and*
- WHEREAS** *the mission of Sri Sri Ravi Shankar is to uplift human values by transforming individuals, which in turn transforms society and his vision is a stress - free and violence - free society, and he accomplishes his goals with travels around the world sharing his messages, and he has established organizations to carry out the mission and assist in providing solutions to world - wide concerns; and*
- WHEREAS** *founded in 1981 by Sri Sri Ravi Shankar, The Art of Living Foundation (AOLF) is an international non - profit educational and humanitarian organization and , as one of the largest volunteer - based associations, it is active in over 150 countries, and it focuses on human development, stress management and uplifting human values through service, including participating in major disaster and trauma relief efforts globally; and*
- WHEREAS** *Sri Sri Ravi Shankar established International Association for Human Values (IAHV) in 1997, and the organization provides programs for personal and social development, and its mission is to incorporate human values in all aspects of life with the goal of attaining a more just and sustainable world; and*
- WHEREAS** *The Art of Living Foundation and the International Association for Human Values volunteers have contributed more than one hundred million hours in social and community development programs over the years, impacting millions of individuals and improving their quality of life; and*
- WHEREAS** *, The Art of Living Victoria Chapter, with the goal of making Victoria a more peaceful and happy city that will set an example for the entire nation, is hosting Meditation 2.0- Beyond Mindfulness with Sri Sri Ravi Shankar on Saturday, August 4, 2018 at the Victoria Conference Center in Victoria, B.C., and the event provides the rare opportunity for attendees to meditate and discover secrets to long - lasting happiness in an interactive session with Sri Sri Ravi Shankar.*

NOW, THEREFORE I do hereby proclaim the day August 4th, 2018 as **“A DAY OF HAPPINESS”** on the **TRADITIONAL TERRITORIES** of the **ESQUIMALT AND SONGHEES FIRST NATIONS** in the **CITY OF VICTORIA, CAPITAL CITY** of the **PROVINCE** of **BRITISH COLUMBIA**.

IN WITNESS WHEREOF, I hereunto set my hand this 26th day of July, Two Thousand and Eighteen.

**LISA HELPS
MAYOR
CITY OF VICTORIA
BRITISH COLUMBIA**

**Sponsored by:
Lucky Sund
Art of Living Foundation**

Appendix B

Council Meetings	Proclamations
11-Jan-18	none
25-Jan-18	Eating Disorder Awareness Week - February 1 to 7, 2018
08-Feb-18	Rare Disease Day - February 28, 2018 International Development Week - February 4 - 10, 2018 Chamber of Commerce Week - February 19 - 23, 2018
22-Feb-18	Victoria Co-op Day - March 10, 2018 Tibet Day - March 10, 2018
08-Mar-18	Revised World Water Day - March 22, 2018 Purple Day for Epilepsy Awareness - March 26, 2018
22-Mar-18	Parkinson's Awareness Month - April 2018 Barbershop Harmony Quartet Week - April 8-14, 2018 Autism Awareness Day - April 2, 2018
12-Apr-18	St. George Day - April 23, 2018 Human Values Day - April 24, 2018
26-Apr-18	Huntington Awareness Month - May 2018 Neighbour Day - May 8, 2018 Earth Day - April 22, 2018 International Internal Audit Awareness Month - May 2018 MS Awareness Month - May 2018 Highland Games Week - May 14-21, 2018 North American Occupational Safety and Health (NOASH) Week - May 7-13, 2018 Child Abuse Prevention Month - April 2018 Thank a Youth Worker Day - May 10, 2018 National Organ and Tissue Donation Awareness Week - April 22 - 28, 2018
10-May-18	Tap Dance Day - May 25, 2018
24-May-18	Victims and Survivors of Crime Week - May 27 - June 2, 2018 Orca Awareness Month - June 2018 Intergenerational Day - June 1, 2018

Co-op Housing Day - June 9, 2018
Planning Institute of BC 60th Anniversary Day - June 9, 2018
Pollinator Week - June 18 - 24, 2018
Independent Living Across Canada Day - June 4, 2018
Built Green Day - June 6, 2018
International Medical Cannabis Day - June 11, 2018

14-Jun-18



**Council Member Motion
For the Committee of the Whole Meeting of July 19, 2018**

To: Committee of the Whole **Date:** July 4, 2018
From: Councillor Thornton-Joe
Subject: Late Night Advisory Committee Referral

BACKGROUND

The Mayor's Late Night Task Force (comprised of the Mayor, Councillor Thornton Joe and the Police Chief) was established in the spring of 2009 to undertake a review of late night issues and identify potential improvements. Issues included a lack of sufficient transportation, concerns with safety, disruptive behaviour and public urination.

After consulting with community organizations and researching practices in other jurisdictions, the Task Force made several recommendations for initiatives to be undertaken over a six month trial period. These included supervised taxi stands, extended bus service operation, four dedicated police officers for late night duty, more public washrooms and enhancements to enforcement efforts for liquor licensees.

In June, 2010 Council received an evaluation of the trial. Police reported a 10% reduction in calls for service and other measures were reported to be making a positive impact. Based on these indications that progress was being made, Council approved recommendations to continue with implementation of the Late Night strategy. The program has continued to the present time.

In early June 2016, Council received a report updating them on the late night strategy. Council directed staff to invite key stakeholders consulted in the Task Force interviews to meet with the members of the Task Force to discuss their thoughts on progress made in managing the late night economy since 2010.

Participants in the meeting represented sectors with an interest in the Late Night program, including VicPD BC Restaurant and Food Association, Victoria Hotel Association, DVBA, Liquor Control and Licensing and the Downtown Residents Association. The group believed that an ongoing committee would be valuable in achieving the goals of the strategy.

The committee was initiated has met quarterly since that time. Staff from Permits and Licensing, Bylaw Services, Economic Development and the Neighbourhood Team have participated in the committee meetings, in addition to the Councillor Liaison to Downtown residents.

RESOLUTIONS

1. Food Primary Licences

- A common observation of the MATF during its late night tours, is that there are several food primary licensees who serve very little food later in the evening. They operate like Liquor Primary licensees and focus on serving alcoholic beverages. The regulations are clear that: *"...the primary purpose of the business carried on in the service area when liquor is being sold or served must be the service of food."*
- Changes in provincial policy and regulations have created a dual licensing system that provides an opportunity for such licensees to function as a Food Primary during the day and switch to a Liquor Primary licence at a specified time in the evenings. While it would be expected that the regulations and enforcement on Food Primaries who function as Liquor Primaries without such a licence would be stricter (given the opportunity for a dual licence), LCLB staff indicate that enforcement has become more difficult.
- The benefits of more assertive use of the dual licence system would be to create a level playing field amongst licensees focusing on serving alcohol. Food Primary licences are not required to pay the significantly higher provincial and municipal fees or adopt the same standards of operation as Liquor Primary licensees. For example, a venue with 500 licensed seats would pay an annual City fee of \$3,800, while a Food Primary would pay a flat \$100 fee. Reclassification would properly assign the business the appropriate type of licence and fee, which arguably would assist in covering the higher costs the municipality associated with higher levels of alcohol consumption.
- In addition, unlike Liquor Primary licensees, Food Primaries are not subject to local government review. This makes it more difficult for Council to consider alcohol service and manage issues in the late night entertainment district.

The Late Night Advisory Committee recommends that Council request the Liquor Control and Licensing Branch require Food Primary licensees who serve significantly more alcohol than food to obtain a Liquor Primary or split liquor licence

The committee also believed that liquor service issues were also occurring where businesses were operating with the appropriate type of liquor licence. Although enforcement efforts are continuous, it was noted that there are only two liquor inspectors monitoring over 700 licensees on the south island. The committee therefore resolved that:

The Late Night Advisory Committee recommends that Council request that the Liquor Control and Licensing Branch increase the number of liquor inspectors serving the Greater Victoria area.

2. Liquor Policy

- The City of Victoria does not currently have a municipal liquor policy.

- Municipal alcohol policy (MAP) development continues to be supported by the provincial government (\$7,000). MAPs focus on "... the appropriate use of alcohol at an event or venue owned or operated by a municipality, and can be a key tool for building a community culture of moderation towards alcohol" (Canadian Centre on Substance Abuse and Addiction).
- MAPs do not typically extend to management of alcohol consumption in the community overall. While an MAP with this focus may be of value for the City of Victoria, it has not been raised as an issue requiring attention. Issues tend to relate more to managing licences and establishing policy that would set out a coherent and consistent approach to decision making with regards to them.
- The City of Vancouver has recently completed a rigorous review of its liquor policy with regards to licensees and related issues. Recent discussions with Jocelyn Kane the former Executive Director of San Francisco's entertainment commission provides other insights into tools that may be applicable to Victoria's context. Consideration for policy that can be informed by these examples and other best practices may be beneficial to the City (Council) decision making.

The Late Night Advisory Committee recommends that Council direct staff to assess the opportunity for developing a municipal alcohol policy with the support of a BC Healthy Community grant.

3. Downtown Washrooms

- At the July 26, 2017 meeting of the LNAC, committee members agreed that, despite the sidewalk urinal (Pandora and Government, 2010) and sidewalk washroom (Langley at Bastion Square, 2012), there was still shortage of washrooms available at night in the entertainment district.
- April 11, 2018 meeting with late night bar, restaurant and entertainment venue operators, attendees observed that there were not enough washrooms in the downtown entertainment area and persons not patronizing the business often ask to use their washrooms.
- The City's portable urinal program is sponsored by downtown businesses and provides facilities for males on Friday and Saturday nights in six locations in the downtown. These receive varying levels of use of from 20-70 uses per night.
- Usage data for existing public washrooms in the first quarter of 2018 indicates frequent use by the public during the hours they are open. 812 Wharf Street received an average of 816 uses a day and Centennial Square 349 uses a day. This suggests that additional washrooms in locations currently unserved (e.g. Douglas at Broughton, Douglas at Yates) would receive similar use levels during the day and would be available for late night use.

The committee recommends that the City give consideration to a new sidewalk washroom in the 900 block of Douglas Street area.

4. Extended Late Night Transit Service

- A shortage of transportation options for patrons leaving the downtown after midnight was recognized as an important concern by the Mayor's Task Force in 2009. There were an insufficient number of taxis available after midnight and bus service generally terminated at midnight. BC Transit responded to the Late Night Task Force findings by extending bus

service to approximately 1:30am on several routes. Several additional late routes were added in 2014, however the hours of service were not extended any later.

- Transportation service to 3:00am would assist in providing an option for patrons wishing to leave the downtown and would help reduce the extended period of loitering and disorder while waiting for taxis. It would also provide an affordable and reliable option for the late night work force that also experiences difficulty getting home.
- Similarly, a random survey by the City of Vancouver in 2017 found that the top request from citizens was a “request that public transportation be in operation out of downtown until 30 minutes after bar closing.” The Granville Street Safety and Security Working Group chaired by the City and the downtown business improvement district, reaffirmed this concern and committed to submitting a joint letter to Translink and the Minister of Transportation and Infrastructure requesting enhanced late night transit service.
- The owner of the Strathcona Hotel and Late Night Advisory Committee member, Grant Olson, coordinated a survey of bar patrons and workers to gauge demand for extended Transit service in Victoria. Support from respondents was reflected in a presentation made by Mr. Olson to the Transit Commission on June 19, 2018. Given the increase in revenues available to BC Transit, new service requests are being entertained. The request for extended service was positively received by the commission.

In order to demonstrate support for this request, the committee recommendation that the Mayor write a letter to the BC Transit Commission to support the request for extended late night service.

5. Mailout Notice

- As we continue to welcome our Late Night Economy and balance it with downtown living, it is important that Council understands the impacts and concerns of residents living next to late night liquor and food primaries. Council provides recommendations to the Liquor Control and Licensing Branch, which we believe are necessary in addressing any community impacts and we trust that they are reflected in the issuing of the licences. It is important that residents within a certain radius of the venue who receive notification of each application have a clear understanding of the role of their comments to Council.

The committee recommends that the Mailout Notice be forwarded to the Late Night Advisory Committee to review and make recommendations on wording to ensure that those most affected have the opportunity to express whether or not there are any concerns with the application.

MOTION:

Be it resolved that:

1. That the Mayor write to the Liquor Control and Licensing Branch to require Food Primary licensees who consistently serve significantly more alcohol than food to obtain a Liquor Primary or split liquor licence.
2. That the Mayor write to the Liquor Control and Licensing Branch requesting an increase in the number of liquor inspectors serving the Greater Victoria area.

3. That Mayor and Council direct staff to report back at the next quarterly update on the resource implications to assess the opportunity for developing a municipal alcohol policy with the support of a BC Healthy Communities grant.
4. That the City give consideration to a new sidewalk washroom in the 900 block of Douglas Street area in the 2019 budget.
5. That the Mayor write a letter to the BC Transit Commission to support the request for extended late night service.
6. That the Mailout Notice be forwarded to the Late Night Advisory Committee to review and make recommendations on wording to ensure that those most affected have the opportunity to express whether or not there are any concerns with the application.

Respectfully submitted,



Councillor Thornton-Joe

Appendices:

Appendix A: Liquor Control and Licensing Regulation – Sections 16-27 (Food Primaries)
Appendix B: Liquor Primary Licences
Appendix C: BC Municipal Alcohol Policy
Appendix D: Vancouver Liquor Policy and Staff Reports
Appendix E: City of Prince George Municipal Alcohol Service
Appendix F: Sample Mailout Notice

Liquor Control and Licensing Act

LIQUOR CONTROL AND LICENSING REGULATION

[includes amendments up to B.C. Reg. 137/2017, April 7, 2017]

Division 3 — Food Primary Licences

Authorized activities

16 A food primary licence authorizes

- (a) a licensee to sell drinks containing liquor to patrons in the service area under the licence when the primary purpose of the business carried on in the service area is the service of food, and
- (b) a patron to consume drinks containing liquor in the service area.

Issue, renewal, transfer or amendment of licence

17 The general manager must not issue, renew, transfer or amend a food primary licence unless the general manager is satisfied that the primary purpose of the business that will be carried on in the service area when liquor is being sold or served is the service of food.

Rules and requirements

18 (1) The following rules and requirements apply to a food primary licence:

- (a) the primary purpose of the business carried on in the service area when liquor is being sold or served must be the service of food;
- (b) when liquor is being sold or served, there must be a varied selection of food items, including appetizers and main courses or their equivalent, available for purchase and the food items must be prepared in a kitchen in the establishment;
- (c) subject to limitation by the general manager, hours of liquor service must start no earlier than 9 a.m. and end no later than 4 a.m. the next day.

(2) If a food primary licence is endorsed with a catering endorsement, the rules and requirements set out in subsection (1) do not apply in relation to a catered event authorized by a catering authorization held by the licensee.

Service of food

19 The general manager may, for the purposes of this Division, consider any or all of the following in determining whether the primary purpose of the business is or will be the service of food:

- (a) kitchen equipment;
- (b) furnishings and lighting;
- (c) menu;
- (d) type and hours of entertainment and games that are available or to be offered;
- (e) advertising;
- (f) hours of operation;
- (g) financial records;
- (h) the ratio of receipts from food sales to receipts from liquor sales in the establishment;
- (i) any other relevant consideration that may assist in the determination.

Catering endorsement

20 A food primary licence endorsed with a catering endorsement authorizes a licensee

- (a) to sell and serve liquor at a residential event under section 25 (2) of the Act, and
- (b) to apply for a catering authorization.

Primary purpose of business for catering endorsement

21 (1) The general manager must not endorse a food primary licence with a catering endorsement unless the general manager is satisfied that

- (a) the primary purpose of the business of the licensee, in relation to an event catered by the licensee, will be the preparation and service of food, and
- (b) the licensee has the equipment in its establishment and personnel necessary to prepare and serve food at an event catered by the licensee.

(2) In making a determination for the purposes of subsection (1), the general manager may consider the factors set out in section 27.

Temporary use area endorsement

- 22** (1) A food primary licence endorsed with a temporary use area endorsement authorizes the licensee to apply for a temporary use area authorization.
- (2) It is a requirement of a food primary licence endorsed with a temporary use area endorsement that the establishment be located on a golf course or ski hill.

Division 4 — Catering Licences and Rules and Requirements for Caterers

Authorized activities

- 23** A catering licence authorizes a licensee
- (a) to sell and serve liquor at a residential event under section 25 (2) of the Act, and
 - (b) to apply for a catering authorization.

Establishment

- 24** Under a catering licence, the premises where a licensee prepares food used in the catering business is the establishment.

Primary purpose of business

- 25** The general manager must not issue, renew, transfer or amend a catering licence unless the general manager is satisfied that
- (a) the primary purpose of the business of the licensee will be the preparation and service of food, and
 - (b) the licensee has the equipment in its establishment and personnel necessary to prepare and serve food at events catered by the licensee.

Rules and requirements for caterers

- 26** The following rules and requirements apply to a catering licence, a liquor primary licence endorsed with a catering endorsement and a food primary licence endorsed with a catering endorsement:
- (a) the primary purpose of the business of the licensee, in relation to an event catered by the licensee, is the preparation and service of food;
 - (b) the licensee has the equipment at its establishment and personnel necessary to prepare and serve food at events catered by the licensee;

- (c) the licensee must not host, promote, or invite people to an event catered by the licensee unless
 - (i) the event is to express appreciation for the licensee's employees or customers,
 - (ii) the liquor is provided without charge, and
 - (iii) the only persons who attend the event, other than the licensee and the licensee's employees, are the persons personally invited by the licensee or named in an invitation issued by the licensee;
- (d) unless authorized by the general manager, the licensee must not offer liquor for sale at a series of events hosted by the same person if, as a result of doing so, the licensee is or appears to be operating an ongoing business with that person;
- (e) revenue from liquor sales at an event catered by the licensee must be retained by the licensee;
- (f) the licensee or one or more employees of the licensee must be in attendance at each event catered by the licensee at all times that liquor is being sold or served at the event;
- (g) the licensee must ensure that no one other than the licensee or the licensee's employees sells liquor at an event catered by the licensee;
- (h) the licensee must not sell liquor at a residential event except to the host;
- (i) at the end of a residential event, the licensee must ensure that all unused liquor purchased under the licence is returned to the establishment, unless the liquor is a bottle of wine that is sealed in accordance with section 141 (4) (a).

[am. B.C. Reg. 291/2016, Sch. 1, s. 5.]

Determinations relating to primary purpose of business

- 27** In determining whether the primary purpose of the business of a person is the preparation and service of food and whether a person has the equipment and personnel necessary to prepare and serve food at an event catered by the person, the general manager may consider the following:
- (a) the kitchen equipment located at the existing or proposed establishment;
 - (b) the food selection offered;
 - (c) advertising;

- (d) financial records;
- (e) staffing;
- (f) the ratio of receipts from food sales to receipts from liquor sales at events catered by the person;
- (g) any other relevant consideration that may assist in the determination.



Liquor Primary

\$4,400 application fee and first-year licensing fee (renewal fees based upon annual liquor sales)

7-12 month processing time

Any business may apply for a liquor primary licence except for businesses directed at minors or businesses operating in a motor vehicle. Bars, pubs, and night clubs are common examples of establishments needing liquor primary licences.

Any business wanting to offer liquor service as an additional service to patrons or have a liquor focused service area (e.g. spa, art gallery and retail store) must apply for a liquor primary licence. Cooking schools must apply for a liquor primary licence if they want to license the kitchen or hold a cooking class inside the dining room.

Private Clubs may apply for a liquor primary club licence, which is a sub-class of the liquor primary licence with terms and conditions regarding membership. If liquor service is not the primary focus of the business, the Branch may allow minors in the service area(s) subject to certain restrictions.

Liquor primary and food primary licences may be located in the same service area provided both licences are held by the same owner. Each licence must have different hours of liquor service, but occupy the exact same space, so that only one licence is operating at a time.

Family Food Service

This term and condition permits minors into the establishment when accompanied by a parent or guardian until 10:00pm for the purposes of family dining. There is no charge for this term and condition if applied for with the initial liquor primary licence.

Minors in Recreation Facility

This endorsement permits minors unaccompanied in liquor-primary and liquor-primary club licensed areas located in a separate lounge area of a curling club, bowling alley, golf course facility, a recreation facility or a stadium (not including banquet rooms or multi-purpose rooms), provided specific terms and conditions are met. There is no charge for this endorsement if applied for with the initial liquor primary licence.

Catering

This endorsement permits the sale of liquor at catered events where a liquor primary establishment has been hired to provide food service. There is no charge for this endorsement if applied for with the initial liquor primary licence.

Off-Premises Sales

This endorsement permits liquor primary establishments to sell bottled beer, wine, cider and coolers for patrons to take home provided there are no liquor retailers within 30 km, or the liquor primary establishment is a brew-pub. There is no charge for this endorsement if applied for with the initial liquor primary licence.

Temporary Use Area

This endorsement permits ski hills or golf courses only to extend their licensed activities to outdoor areas on their property up to 26 times a year.

Apply

[A Guide to Filling Out the Liquor Primary Form \(PDF, 365 KB\)](#)

[Liquor Primary Application Form \(LCRB001\) \(PDF, 831 KB\)](#)

[Personal History Summary Form \(LCRB004\) \(PDF, 232 KB\)](#)

Important Information

Most application delays are a result of incomplete applications.

Once you have completed the application, [review the checklist included in the guide](#) to ensure you have included all documents and information required.

Terms & Conditions

Please review the [Liquor-Primary Licence Terms and Conditions Handbook \(PDF, 946](#)

KB) for information on the terms and conditions of your licence.

Contact Information

Please contact the Liquor and Cannabis Regulation Branch Help Desk.

Office:

250 952-7049

Toll Free:

1 866-209-2111

Email:

LCLBHelpDesk@gov.bc.ca

The Municipal Alcohol Policy Program in British Columbia

The Canadian Centre on Substance Use and Addiction produced this profile in collaboration with partners to highlight how provinces and territories assist municipalities to develop or update municipal alcohol policies. Municipal alcohol policies are one element of a comprehensive approach to alcohol policy to encourage a culture of safety and moderation, which is a recommendation of Canada's [National Alcohol Strategy](#).

British Columbia's Definition of a Municipal Alcohol Policy

A municipal alcohol policy (MAP) is a civic policy tool that aligns with provincial liquor laws and outlines the appropriate use of alcohol on municipally owned or managed property such as parks, beaches, arenas, sport stadiums and community centres.

Goal

The ultimate goal of British Columbia's MAP program is to promote a culture of moderation in the consumption of alcohol through the enhanced implementation of policies aimed at preventing under-age drinking, extreme intoxication and other high-risk situations, and thereby reduce alcohol-related health and social harms.

A MAP provides clear guidelines for alcohol use in municipally owned or managed settings, and helps to reduce the risk of alcohol-related problems. Additionally, the process of developing and endorsing a MAP can facilitate community education and mobilization on other aspects of alcohol use and related problems and harms.

"Today, many communities are seeking ways to better manage and reduce the number of alcohol-related problems at local government/First Nation-owned facilities and cultural events. A MAP can be instrumental in keeping events safe, as well as helping to create a healthier community by promoting a culture of moderation."

A Local Government Guide to Creating Municipal Alcohol Policy

Why MAP Is Important

Alcohol caused an estimated 24,429 hospitalizations and 1,281 deaths across British Columbia in 2013. A MAP addresses public health and safety goals by ensuring that municipally owned facilities and events are well managed and safe for participants, thereby reducing problems such as injuries and vandalism. In addition, a MAP can also address the problems associated with excessive drinking by supporting the development of a culture of moderation by raising awareness and influencing community social norms related to drinking. In British Columbia, MAP development also aligns with the work of the government's Liquor Control and Licensing Branch to ensure public safety through legislation, regulation and related programs.



British Columbia Policy

The idea of using a MAP to help address the harms and costs of alcohol at the local level in British Columbia was first recommended in the 2008 Provincial Health Officer's report (Kendall, 2008). This report assessed the impact of recent policy changes that had increased access to alcohol and offered numerous recommendations and strategies to help reduce the negative public health outcomes associated with these changes.

In 2010, British Columbia released a cross-government strategy, *Healthy Minds, Healthy People*, to address harms related to substance use and mental illness (British Columbia Ministry of Health Services, 2010). The government committed to “partner with local governments to target districts and events which have high levels of hazardous drinking in order to reduce injuries, violence, vandalism and other health and social costs.”

Additionally, in 2013, *BC's Guiding Framework for Public Health* (British Columbia Ministry of Health Services, 2013) created a long-term vision and guidance for the public health system. This practice guide prioritizes the reduction of hazardous drinking in British Columbia through local policy development and promotion of a culture of moderation. Similarly, the *Healthy Families BC Policy Framework: A Focused Approach to Chronic Disease and Injury Prevention* (British Columbia Ministry of Health Services, 2014) lists MAPs as a best practice in British Columbia to prevent alcohol-related illness and injury.

The B.C. Approach

The B.C. MAP program is a collaborative initiative of B.C. Healthy Communities (BCHC) and the B.C. Ministry of Health, in partnership with local governments and First Nations. MAP activity is also supported by the Centre for Addictions Research of B.C. (CARBC).

BCHC, with funding from the B.C. Ministry of Health, provides seed grants, resources and support to local governments and First Nations in the province to assist with MAP development. Resources include meeting facilitation, community-level alcohol use and harms data profiles (provided through CARBC), webinars, the resource, *A Local Government Guide to Developing a MAP* (British Columbia Ministry of Health Services, 2012), and a MAP workbook adapted from a guide developed at the Centre for Addictions and Mental Health in 1998. For most communities, the grant (\$7,000–10,000) for activities associated with developing a MAP provides seed money to get the process underway or, in some cases, to hire a consultant to expedite the research and the writing of MAP plans. Since the grant monies are tied to MAP plan development, acceptance of the grant implies that this activity is a priority for the community.

British Columbia supports MAP development through a program in partnership with B.C. Healthy Communities that offers:

- Community seed grants for MAP development (~\$7,000)
- Workshops and advice
- A practical step-by-step guide

In many B.C. communities, BCHC staff, community and health authority champions, or community committees with a mandate to address substance use or broader health issues spearhead MAP development. BCHC and Ministry of Health staff engage with local governments and First Nations in a variety of ways: through the BCHC website and newsletter; by attending and conducting workshops at municipal conferences such as the annual gathering of the Union of B.C. Municipalities; through interactions with mental health and substance use staff in the six health authorities; at meetings held by local healthy community committees; and by contacting elected officials or other key influencers in communities. MAPs are taken up and moved forward by a range of people, including



local staff such as recreation directors and community planners, and elected officials. BCHC facilitates informal knowledge exchange among communities engaged in MAPs.

Challenges

While a MAP is a potentially valuable tool for helping communities reduce the problems associated with excessive drinking and influence the local drinking culture towards moderation, developing MAPs in British Columbia presents a number of challenges.

Making the Case

Communities often are not fully aware of the local health, safety and social costs of alcohol. Many view alcohol as an accepted part of life with few risks other than addiction and impaired driving. The prevailing cultural attitude is that addressing risky and hazardous drinking is mainly the responsibility of individuals. Communities and local governments might not fully be aware of their collective responsibility to both reduce liability for risky behaviour in their facilities and to create environments where citizens can enjoy alcohol in moderation. Additionally, local governments might not always recognize their authority to regulate alcohol consumption and related behaviours on their property. Given this context, it is vitally important that locally relevant data and practical help be made available so that the value of a robust MAP is recognized and priority given to its development, as has been done at different levels in British Columbia.

Expanding the dialogue to include a public health perspective, along with an accounting of the costs of alcohol to the community, can be very useful for placing the topic of alcohol on the agenda of local governments. Advocacy by or the involvement of the local medical health officer and staff of the regional health authority can be instrumental to this process. In one large community on Vancouver Island, part of the success of the MAP process can be attributed to the dedication and assistance of the local health authority through the medical health officer who was actively involved throughout the MAP development process.

It is also critical to acknowledge that communities must balance economic health with public health concerns in the MAP process. For some cities and towns in British Columbia, tourism is central to their economy, with revenue from alcohol sales at festivals and other events representing a significant source of economic stimulus. Generating political buy-in for the development and implementation of a MAP often requires the balancing of economic and public health concerns.

Resources, Including Champions

Human resource constraints have affected the ability of some communities and First Nations to develop and implement a MAP. In British Columbia, there are sometimes no obvious personnel to oversee and guide a MAP process, in contrast to other provinces in which local public health staff are specifically mandated to work with municipal officials on policies and programs to reduce alcohol-related harm. To address this problem, some communities have designated a lead (e.g., from parks and recreation staff), hired a consultant (with seed funds noted above) or delegated the project to an existing community committee.

In other cases, however, developing a MAP simply entails more work than small communities can perform. Support from key champions in the community can be extremely helpful to overcome the problem with capacity. In one medium-sized B.C. community, a local city councillor became the public face for the MAP because she was respected for her work championing initiatives on FASD. On a related point, it is best to start the MAP early in the term of the municipal or band council; in several instances, the election of a new council impacted the work done on a MAP prior to the election.



History of Collaboration

Communities with a history of working together effectively with local organizations and municipal or band councils on health or substance use issues are often successful at developing a MAP. Collaboration among local governments and First Nations communities helps to ensure consistency across a geographical area, makes the development process more efficient, and enables communities to pool the seed grants available to each participating local government and First Nation.

The development and partial implementation of a MAP in one region of British Columbia was facilitated by the existence of a well-established working relationship among multiple organizations (village of Pemberton, Mount Curry Indian Band, the Squamish-Lillooet Regional District, Vancouver Coastal Health, the local school district, the RCMP, the tribal police, the local liquor inspector and a variety of community service organizations). In this case, an active committee, Winds of Change, had been in operation for a number of years before developing their MAP. Another successful regional collaboration, which has resulted in the development of a regional MAP, occurred in the Comox Valley, where a municipality, a regional government and a local First Nation collaborated and shared resources to create a combined MAP.

Evaluation

Although baseline measures of alcohol consumption and alcohol-related morbidity and mortality are available from CARBC, it is difficult to assess the impact of a MAP at the local level. At this stage in British Columbia, only a small number of communities have carried their MAP through to full implementation and have not undergone outcome evaluations.

BCHC and the B.C. Ministry of Health measure process outcomes such as the number of communities developing and implementing MAPs, the number of stakeholders engaged in MAP processes, and the number and extent of community consultations. The capacity to measure impact via indicators such as police calls and alcohol-related incidents at events is dependent on communities collecting and monitoring that data. CARBC has recently completed a comprehensive evaluation of MAPs in B.C. to identify facilitators and barriers to successful MAP development and implementation. The CARBC report suggests the following changes be made to the grant-funding program to enhance the uptake, implementation and effectiveness of MAPs in British Columbia:

1. MAP funding should be made contingent upon the direct and active involvement of the regional health authority to better represent public health and safety concerns in the process.
2. Additional funding should be made available to support implementation as well as negotiation and design of the MAPs.
3. The MAP process should be supported centrally with the provision of regularly updated datasets on municipal-level alcohol consumption and related harms.
4. Consideration should be given to prioritizing those strategies within a MAP that are based on strong evidence (e.g., controls on availability).

Lessons Learned in British Columbia

The following lessons were among those learned from the MAP project in British Columbia:

1. Generating political buy-in for developing and implementing a MAP often requires balancing economic and public health concerns. Expanding the dialogue to include a public health perspective, along with an account of the costs of alcohol to the community, can be useful for getting the topic of alcohol on the agenda of local governments.



2. Local champions are needed to marshal and focus energy for developing and implementing MAPs.
3. A co-ordinator or designated staff person with time and resources who has local knowledge and networking connections to conduct community consultations and research, and to draft the MAP plan can help ensure the process goes smoothly and is followed through to completion.
4. The seed grants might not be large enough to enable many smaller communities with limited resources to successfully develop and implement a MAP in a timely fashion.

Lessons for Provincial Governments

1. Make sure that the grants are of sufficient size to support work (\$7,000–10,000), especially for communities where the MAP development process is complex due to geography or population size, or where there are few local resources.
2. Offer a phased approach to the grants; for example, a grant for community consultation and research, another for preparing the MAP plan and another for implementing the MAP. This way the work appears less overwhelming, especially for small communities with few resources.
3. Develop a list of experienced consultants who can assist communities with particular aspects of the MAP process and give the list to the communities.
4. At the local level, it is best if MAP activity occurs early within the term of elected officials, otherwise, the project might have to start over with a new municipal or band council.
5. Encourage collaboration and sharing of resources by facilitating regional workshops for representatives of communities developing and implementing MAPs to exchange ideas and strategies, and to strengthen cross-community networks. Identify incentives to encourage attendance at the workshops and networking.

Prepared in collaboration with the Population and Public Health Division, British Columbia Ministry of Health

Selected Resources from British Columbia

B.C. Healthy Communities

B.C. Healthy Communities provides seed grants, resources and support to local governments and First Nations in the province to assist with MAP development. This site provides links to a guide, an application for funding and other resources.

- bchealthycommunities.ca/map
- B.C. MAP program [information sheet](#)

A Local Government Guide to Creating Municipal Alcohol Policy

Based on the policy groundwork relating to MAPs originally prepared by the Centre for Addiction and Mental Health, this step by step guide also provides advice from two communities.

- www.health.gov.bc.ca/library/publications/year/2012/creating-municipal-alcohol-policy.pdf



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Liquor-serving establishments

If you want to have a business in the City of Vancouver that sells or serves alcoholic drinks, you must have a liquor licence.

The Province

The Liquor Control and Licensing Branch (LCLB) issues licences in BC for making and selling liquor and supervises the service of liquor in licensed establishments. The branch alone is responsible for deciding if you will receive a licence.

The City

The City of Vancouver also plays a significant role. The LCLB is required to consider specific community needs in deciding whether to issue or change a liquor licence. For some applications, such as new liquor primary establishments, this includes asking the city to provide a resolution that considers the following:

- Establishment's location
- Person-capacity of the proposed establishment
- Operating hours requested
- Views of local residents and businesses
- Proximity to other social or recreational facilities
- Number of other licensed establishments in the area
- Potential traffic, noise, and parking problems
- Population density and trends
- Impact on the community if the application is approved


Policy changes	New applications/ permanent changes	Temporary amendments	Hours (Food Primary)
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Policy changes

On June 14, 2017, Council adopted policy changes affecting businesses that serve and retail liquor.

Staff set three goals for the City Liquor Policy:

1. Protect health, safety, and community livability
2. Foster creativity, community connection, and local economy
3. Ensure regulatory framework is effective and efficient

Read the staff report  (345 KB) and Council meeting minutes  (344 KB) for full details.

On May 2, 2018, Council approved further policy and bylaw amendments. Read the the staff report  (1.4 MB) for details.

Select your business type below to learn how the changes may affect your business.

Liquor primary including non-alcohol dance hall

General

Liquor primary patio seats

The twenty percent limit on Liquor Primary (LP) patio seats is no longer in effect, if a Good Neighbour Agreement is signed and community impacts such as noise are managed.

If you have a patio and would like to increase the number of seats, apply to the City for an amendment to your development permit, and to the Province for an amendment to your liquor licence. Contact the Development and Building Services Centre at 604-873-7611 for further information.

Downtown Eastside (DTES)

In the DTES, establishments with existing patios may increase the number of seats on their patios by moving them from inside to the patio with no net gain in liquor seats.

Granville Entertainment District (GED)

In the GED, establishments may apply to build a patio; it must meet citywide patio requirements and there must be no net gain in liquor seats.

Applications will be reviewed on a case-by-case basis.

Contact the City Licensing Office at 604-871-6461 for further details about patios in the DTES and GED.

Non-alcoholic dance halls

Effective May 31, alcohol-free dance halls will be permitted to operate throughout downtown Vancouver on zoning-compliant sites. These alcohol-free dance halls will help provide musicians and other live performers with more rehearsal and performance spaces. Applications will be reviewed on a case-by-case basis.

Hours extensions

We will issue up to six approvals for LP hours extensions at one time. Contact the City Licensing Office at 604-871-6461 for more information.

Offer standard size drinks

Establishments are encouraged to offer standard size drinks. Learn more about standard size drinks at [Standard Drink](#) and [Rethink Your Drinking](#).

Low strength drink options

Establishments are encouraged to offer low strength drink options, and to provide free soft drinks to designated drivers.

General: Effective May 2018

The following policy changes are in effect May 2, 2018.

Display size and strength of drinks

To help patrons be better informed when making drink choices, establishments that serve alcoholic beverages are required to publish drink sizes and strengths.

This can either be the standard drink equivalent or percentage of alcohol by volume (ABV), and must include all wine, beer, and spirits available at the establishment. Learn more by reading the staff report, page 9 (1.4 MB).

Washroom requirement for seasonal patio seating

We have developed guidelines to use in considering applications to exempt up to 12 patio seats from the washroom provision standard. It is anticipated that guidelines will be ready in spring 2018. Guidelines will be posted to this website once they are complete.

Contact the Development and Building Services Centre at 604-873-7611 for further details.

Downtown East Side (DTES)

Liquor Primary Licences

The moratorium on new liquor primary licences, seat relocations and seat expansions remains in effect. New liquor primary licences will be considered for live performance venues; liquor service will be restricted to pre-booked events.

Liquor stores

Existing liquor stores may relocate within the area provided that only one store is in Strathcona and one combined store is in the sub-areas of Gastown, Victory Square, Industrial, Chinatown, and Thornton Park.

Granville Entertainment District (GED)

A working group on safety and security in the GED was established to review GED related policy changes. Effective May 2, 2018, the following have been enacted:



- Require all clubs and bars to provide updated patron management plans to the City annually
- Liquor establishments will be allowed to have licensed outdoor patios with no net gain in liquor seats – applications will be reviewed by the City on a case by case basis
- The moratorium on conversion of Food Primary to Liquor Primary seats remains in place and includes no additional liquor primary seats on Granville St between West Georgia to Drake streets. Limited exceptions will be made on a case-by-case basis for:
 - Live performance venues
 - Seat relocations
 - Creative solutions for net seat reductions in the GED
- A last entry hour pilot will not be implemented in the GED

Food primary

Live entertainment

Your business may offer live entertainment until 1am. The Licence Bylaw was amended on July 25, 2017, and the Noise Bylaw was amended on May 2, 2018 to reflect this change .

Offer standard size drinks

Establishments are encouraged to offer standard size drinks. Learn more about standard size drinks at Standard Drink  and Rethink Your Drinking .

Low strength drink options


Establishments are encouraged to offer low strength drink options, and to provide free soft drinks to designated drivers.

Effective May 2018

The following policy changes are in effect May 2, 2018.

Display drink size and strength

To help patrons be better informed when making drink choices, establishments that serve alcoholic beverages are required to publish drink sizes and strengths.

This can either be the standard drink equivalent or percentage of alcohol by volume (ABV), and must include all drinks available at the establishment. Learn more by reading the staff report, page 9  (1.4 MB).

Evening hours LP licence

We are now supporting applications from existing restaurants with food primary liquor licences to operate under liquor primary licences after 10pm provided that they meet the our existing procedural and policy standards for liquor primary licences.

Restaurants with established track records of good business operation who obtain an evening hours liquor primary licence will be allowed to apply for an extended hours liquor primary licence after three months as opposed to waiting six months.

Shortened liquor service hours probation period for experienced operators

Restaurant operators that have an established track record of adherence to bylaws and terms and conditions of their business licence who open a new restaurant will be considered for exemption of a liquor service hours probation period.

Washroom requirement for seasonal patio seating

We are developing guidelines to use in considering applications to exempt up to 12 patio seats from the washroom provision standard. It is anticipated that guidelines will be ready in spring 2018. Guidelines will be posted to this website once they are complete. Contact the Development and Building Services Centre at 604-873-7611 for further details.

Arts and culture

As of May 2018, the following policy updates have been enacted.

Liquor primary licences for arts and culture based establishments

A new business licence will allow arts and culture businesses like art galleries, retail art dealer,s and community associations with arts mandates to sell alcohol to their patrons during regular business hours – licences will be granted on a case-by-case basis.

Liquor manufacturers

Operate lounge until midnight

You may now apply to operate your lounge until midnight. If you want to operate until midnight, apply to the City for an amendment to your development permit, and to the Province for an amendment to your lounge endorsement. Contact the Development and Building Services Centre at 604.873.7611 for further information.

Extended hours for special occasions up to six times per year

You may now apply for extended hours at your lounge for up to six special occasions per year.

Expanded seating

You may now apply for expanded seating at your lounge for area-wide cultural events.

Sell at artisans markets


Artisans' markets are now allowed to host up to three liquor manufacturers to sell and sample their products.


Retail liquor stores

Store-in-store model for liquor retail in grocery stores

On April 17, 2018, City Council approved amendments to the City's Zoning and Development Bylaw to permit a new retail definition of a "Grocery Store and Liquor Store", which will permit grocery stores to operate a store-in-store model for liquor sales.

Applications can be accepted as of May 14, 2018.

Existing liquor store location guidelines will remain in effect. Design criteria for liquor stores in grocery stores are in the guidelines. See the Liquor Store Guidelines in the Council report, appendix C  (1.4 MB).

Liquor stores located in grocery stores will not be allowed to advertise in a way that minors in the grocery store can see or hear it. Read the Licence Bylaw  (390 KB)

All Provincial requirements must be met. Contact the Development and Building Services Centre at 604-873-7611 for more information.

Liquor store guidelines

No additional liquor stores will be allowed in the DTES.

Existing liquor stores may expand or relocate in the DTES.

Relocations should not result in more than one store in Strathcona, and one in the combined sub-areas of Gastown, Victory Square, Industrial, Chinatown, and Thornton Park.

☐ Public health, safety, intervention, and education measures

We are taking the following measures to support public health and safety:

- Request the Provincial government create and fund liquor-wise education
- Seek opportunities to work with and support partner organizations in ongoing initiatives to encourage responsible public behaviour
- Consider the benefits and impacts of restricting liquor advertising on city-owned property
- Request Vancouver Coastal Health find opportunities to increase the availability of managed drinking programs
- Increase inspection frequency by City Property Use Inspectors
- Form multi-agency inspection teams, and seek commitments from the Province to increase provincial liquor inspector resource

New applications/ permanent changes

The following instructions apply to new applications, and permanent changes to existing Liquor Primary licences.

Meet with a Licence Coordinator to discuss your application before you submit your application.

Application requirements

Include the following:

- Your completed application: Consideration by City Council for a New Liquor Licence or Permanent Amendment to Existing Liquor Licence 📎 (95 KB)
- Your completed LCLB Liquor Primary Licence Application Form 📎 (743 KB)
- A letter describing the rationale for your request, management experience, proposed theme or entertainment within the establishment, level and type of food service, hours of operation
- The floor plan showing all tables and seating, as well as outdoor seating, smoking areas, and all floor area dimensions and calculations
- Proof that you have a secured vested interest in the property
- If you are proposing a new building or exterior alterations to an existing building, include front elevation rendering
- The application processing fee (range from \$929 base fee to a maximum \$5,018)

Public consultation

We encourage you to liaise with area residents and business operators before submitting your formal application to let them know of a possible application to eliminate the public's surprise once the City conducts the official neighbourhood public consultation. The Chief Licence Inspector determines the level of public consultation. Processing fees are based on the degree of public consultation required for each application.

Stage 1: Site sign

The site sign must conform to size, shape, and lettering requirements. Specific wording and content for the sign is provided by the Licence Coordinator. All applications require a site sign unless indicated otherwise by the Licence Coordinator.

Size

Standard size is 4' × 8'. All variations must be approved by the License Coordinator.

Lettering

Lettering is to be black Helvetica on a white background.

Erection

Signs must be:

- Placed on the ground, supported only by posts or poles
- Erected in a sound, workmanlike manner, capable of withstanding wind and weather
- Comply with the requirements of the Building Bylaw and Sign Bylaw

Location

Signs must be:

- Clearly read from streets or lanes, and be clear of all site obstructions
- Located within the site, approximately but not closer than 10'0" from any property line
- No more than 16'0" high (sign top)

Site plan

The outline of the premises, as provided in the application, must be outlined in *red*, including:

- A north arrow
- Property and building dimensions
- Adjoining properties (with the addresses)
- Adjacent street names
- The location of the sign, denoted on the plan with a reference to it stating: "You are here"

Notification of erection

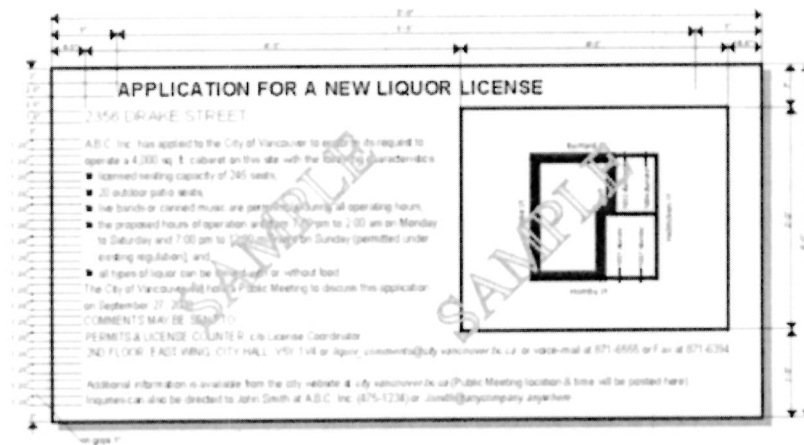
You or your agent must advise the Chief License Inspector or License Coordinator when the sign has been erected on the site.

The City's notification letter to surrounding residents and businesses (when required), advising them of your application will not be sent until written confirmation and a photograph of the sign on the site after it has been erected is received.

Removal of signs

Signs must remain in place until Council has given a decision on the application, and must be removed no later than 7 days after the decision.

Sample



Download a larger version of sample image

Stage 2: Neighbourhood notification

The City will prepare and circulate a notification flyer to surrounding residents and businesses located within a minimum radius of approximately 150 metres, or about 1 and ½ blocks, of the existing or proposed establishment.

The Notice of Application encourages all recipients to provide comments within three weeks from the date of the notice. Notices are circulated only after the Licence Coordinator has received confirmation that the site sign is installed.

Stage 3: Public meeting

The City will schedule and advertise a public meeting. The purpose of the meeting is to:

- Provide a forum to present a preliminary staff position on the proposal and an objective assessment of potential impacts of the proposal to area residents and business operators.
- Give the applicant an opportunity to provide further clarification on the nature of the proposal.
- Provide residents and local businesses an opportunity to voice their concerns and ask questions of both staff and applicant.

We will normally schedule the public meeting in the last week of the neighbourhood flyer notification period or shortly after. Attendance at the meeting will be recorded and each attendee will be asked to indicate their support or opposition to the proposal. Verbatim minutes of the meeting are not recorded.

Stage 4: Telephone survey

In cases where there appears to be considerable negative feedback or a clear split in support for and against the proposal within the neighbourhood, the City recommends a telephone survey.

The actual cost of the telephone survey, determined through a bid process, is in addition to the processing fee of \$1,052 and is estimated at approximately \$5,018. The telephone survey cost must be paid to the City by the applicant. The City then reimburses the firm chosen to conduct the survey.

A bid request to conduct the telephone survey is submitted to approve pre-qualified vendors by the City Purchasing Department. The lowest bidder is awarded the contract. The City specifies the following:

- Area from which the sample is to be taken
- Required number of completed calls
- Required level of sample accuracy
- Times during which phone calls can be made
- Languages in which the interviews will be conducted
- Script and questions and all other information that may be required.

Council reports

The Chief Licence Inspector will prepare a report to Council which will include comments from the following departments: Police, Fire Prevention, Development Services and Social Development (including Central Area Planning, Heritage Planning and Cultural Planning when applicable). The Chief Licence Inspector will recommend to endorse or not endorse, or put forward for consideration to Council a report including the following information:

- The results of all public consultation(s) and a summary of public concerns and/or support
- An analysis of your application with respect to existing Council policy, LCLB policy, your history/background, and all issues concerning the proposed location. We will also provide, when applicable, an objective pros and cons analysis of your application

All respondents providing their full name and address as part of the public consultation will be notified before the report is presented to Council. The Council report will be presented at the first available meeting of the Standing Committee of Council on Planning and Environment, subject to the City Clerk's Office report deadlines.

The Council decision is forwarded by the City Clerk's Office to the Liquor Control and Licensing Branch. A motion to defer a decision pending results of further public consultation will progress the application to the next step in the Public Consultation Process.

Application process

☐ Step 1: Application review and report preparation (Base fee: \$929)

We will review the specifics of your proposal and determine the required level of public consultation. Your application will be circulated to relevant staff departments for comments. A Council report will typically be prepared at the end of this processing step for the following applications: Motor Vessels not requesting dockside service; very minor amendments to an existing Liquor Primary liquor licence and Motor Vessels requesting dockside service in areas where there are little or no residential uses in close proximity.

☐ Step 2: Neighbourhood flyer notification (Fee increment: \$1,116)

The total application fee for applications required to conduct Neighbourhood Notification is \$2,045. All applications, except those noted in Step 1 above, will require neighbourhood notification.

At the end of this step in the process, a Council report will typically be prepared for the following Liquor Primary liquor licence applications: small hotel lounges; amendments to existing licences and some types of new establishments in areas of the City where there are little or no residential uses in close proximity.


Step 3: Public meeting (Fee increment: \$1,921)

The total application fee for applications required to conduct a Public Meeting is \$3,966. A public meeting will normally be recommended for all new Liquor Primary liquor licence applications or major amendments to existing liquor licences in close proximity to residential uses and/or which may have a negative impact on adjacent businesses. New Restaurant Class-2 businesses in close proximity to residential uses may also require a public meeting.

At the end of this step, a final decision would be reached by Council on nearly all applications. Applications for establishments in designated entertainment areas, industrial areas, the core area of the Central Business District (CBD), areas with little adjacent residential development, or for a conversion of an existing liquor licence to a licence that will have a lesser impact (e.g., reduced hours; elimination of outdoor seating, etc.) would not normally be subject to the telephone survey requirement.

Step 4: Telephone survey (Fee increment: \$1012.00)

If your application requires a telephone survey, you must pay an additional \$1012.00 for an application processing fee. Therefore, the total application processing fee will be \$4,825.00. We expect that most applications required to conduct a telephone survey will be as a result of a Council decision. We will revise the report to Council to incorporate findings of the telephone survey.

 All application processing for liquor licence categories not specifically noted here would be assessed on a case-by-case basis. Typical processing time for most applications is approximately three months, but may vary depending upon the nature of the application.

Applications not complying with Council policy or LCLB policy will delay processing and may not be brought to Council until the policy issues have been resolved.

Temporary amendments

Temporary Liquor Licence Amendment Requests

Submit an amendment request when you want to temporarily extend:

- Opening hours
- Closing hours
- Area (for example, patios)

Requests to temporarily amend a liquor licence must be submitted within a minimum of 5 weeks in advance of the first requested amendment date.

Staff can consider up to six requests per calendar year for LP has a track record of problem-free operations and adherence to bylaws and terms and conditions of their business licence.

Parameters for consideration

☐ Closing hour extensions

- Vancouver International Jazz Festival
- Vancouver Pride Festival
- Night preceding a statutory holiday
- Other "one-off" dates (for example, grand openings, establishment anniversaries, charity fundraisers, unique or rare live performances, significant dates or other similar functions) may be considered within the calendar year

☐ Opening hour extensions

- No requests to open earlier than 9:00am

☐ Area extensions

Area extensions

- Size of the area extensions are assessed on a case by case basis
- A limited number of extensions for existing approved patios will be considered for a maximum of 4 separate days in a calendar year

Extension requests for 5 or more days in a calendar year, requests for outdoor seating from establishments that do not currently have an approved patio space or requests that would reduce or eliminate off-street parking and/or loading spaces for the site must first obtain a development permit approval from the Director of Planning.

① The Liquor Control and Licensing Branch (LCLB) restrict the number of temporary changes in the range of 4 to 6 events per calendar year. Please contact the LCLB for further information.

- Read the LCLB Policy Directive No: 12 - 09  (81.07 KB)

Guidelines

Applicable to all temporary requests to amend any liquor licence:

- Your application will not be supported if there are any violations documented in the 4 months prior to the application submission date (previous 12 months will be reviewed);
- Your application will not be supported if inspection staff have verified area resident or business complaints regarding the operation of the establishment for the 4 months prior to the application submission date (consideration for approval may be given if the business has taken extraordinary measures to resolve the issue of the complaint);
- Favourable consideration will only be given to hours of operation extensions that are within the parameters of Table 1 "Council Approved Special Event Hours of Liquor Service by Area"






Table 1 "Council Approved Special Event Hours of Liquor Service by Area" (Council meeting notice May 6, 2006)

Area	Special event hours
Downtown - Primarily Commercial	9:00am to 4:00am, 7 days a week
Downtown - Primarily Mixed-use	9:00am to 3:00am, Sunday to Thursday; 9:00am to 4:00am, Friday and Saturday
Downtown - Primarily Residential	9:00am to 2:00am, Sunday to Thursday; 9:00am to 3:00am, Friday and Saturday
Non-Downtown - Primarily Commercial/Industrial	9:00am to 3:00am, 7 days a week
Non-Downtown - Primarily Mixed-use	9:00am to 2:00am, Sunday to Thursday; 9:00am to 3:00am, Friday and Saturday
Non-Downtown - Primarily Residential	9:00am to 1:00am, Sunday to Thursday; 9:00am to 2:00am, Friday and Saturday
Downtown Eastside (DEOD)	9:00am to 2:00am, Friday and Saturday only

- Area extensions:
 - Area extensions to existing patios may be considered for one day, up to a maximum of 4 times per calendar year, without requiring development permit approval from the Director of Planning. Extension requests that would reduce or eliminate required off-street parking or loading spaces will require development permit approval from the Director of Planning
 - Area extensions to exterior areas that are *not* associated with an existing approved patio must first obtain development permit approval from the Director of Planning
 - Area extensions to seating areas in arenas, theatres or other similar venues holding a Liquor Primary liquor licence can be considered for an unlimited number of times per year as long as an Occupant Load for liquor service in the seating area has been obtained from the Vancouver Fire Prevention Office
- Letter of support/permit approval limitations:
 - Opening hour and area extensions can be issued for up to 3 month intervals *and*
 - Closing hour extensions shall be limited to no more than 4 to 6 events per calendar year as per LCLB policy

Applying for a temporary amendment

If you would like to make temporary amendments to your existing liquor licence, you will need to complete and submit the following:

- City of Vancouver Temporary Liquor Licence Amendment Form, using one of the following:
 - Change of Hours  (81 KB)
 - Extension to Licensed Area  (74 KB)
 - Change of Capacity  (73 KB)
 - Miscellaneous Changes  (72 KB)
- Payment of the appropriate fee
- Liquor Control and Licensing Branch (LCLB) Temporary Change to a Liquor Licence Form  (1 MB)

Fees

Amendment requested	Fee
Change of capacity	\$92
Change of hours	Earlier opening hours: \$92 per liquor licence Later closing hours: \$0.45/seat per night
Extension to licensed area	\$92
Miscellaneous changes	\$92

Supporting documents

- Complete and signed City of Vancouver Temporary Liquor Licence Amendment form
- Complete and signed LCLB Temporary Change to Liquor Licence form Note: Include all pages of the form. Those sections of the provincial form that are not applicable should be crossed out as "N/A" and initialed. Applications with missing pages will be returned as incomplete.
- Copy of your valid Provincial liquor licence
- Copy of the LCLB red-lined floor plan for the liquor licence (area extension requests only)
- Floor plan (fully dimensioned) of requested area extension (area extension requests only)
- Site plan (fully dimensioned) showing the relation of the existing licensed area to the area extension request (area extension requests only)
- Payment of the application processing fees
- Cover letter indicating preferred contact name, business email address, telephone and fax number

Review process

1. Submit a complete application (as indicated by the checklist above) a minimum of 5 weeks in advance of the first requested amendment date. (The LCLB requires a minimum of 3 weeks and the City of Vancouver requires a minimum of 10 business days processing time to review the application). Note: Applications submitted less than 5 weeks in advance or incomplete applications will not be supported and will be subject to a \$92 minimum processing fee.
2. Process payment of the application fee.

3. Application circulated to relevant departments for comments and clearance. Note: Vancouver Police Department and Vancouver Coastal Health Authority comments and/or clearances will be required for most applications. Additional departmental comments may be required (such as, Fire Prevention or Engineering – Street Administration) based on the nature of the request.
4. We will complete the application review and make appropriate comments within 14 calendar days of the application.
5. We will contact you to return the paperwork required for you to complete the LCLB temporary change application process.

Hours (Food Primary)

The following instructions apply to applications to permanently change hours of liquor service at Food Primary establishments, or restaurants.

Regulations

Hours of liquor service

A bylaw amendment passed by Council on November 19, 2009 establishes the hours of liquor service in restaurants as:

- 1:00am closing time Sunday to Thursday
- 2:00am closing time Friday and Saturday

A half-hour tolerance period, after which drinks must be removed from tables, applies.

To operate under later hours, you must send an application to the City of Vancouver, *and* the Liquor Control and Licensing Branch (LCLB).

① Brand new licences and operators are restricted to hours of liquor service to midnight for a period of up to six months at the discretion of the Chief Licence Inspector. New licences that are operated by "known good operators" will be considered for regular hours of liquor service right away.

Operating regulations

Restaurants must:

- Offer the full restaurant menu to customers during all hours of allowable liquor service
- Have financial records, and a ratio of receipts from food sales to liquor sales, that are consistent with restaurant use
- Keep financial records and receipts for at least one year, and show them to the Inspector upon request
- Keep sales receipts for all sales of food and liquor for at least one year, and show them to the Inspector upon request

① Live entertainment (patron non-participation) is permitted until 1:00am. This requires an endorsement from the Liquor Control and Licensing Branch.

Consolidated business licence classifications

Licensed restaurants need only one of the following:

- Restaurant Class 1 with Liquor business licence
- Restaurant Class 2 with Liquor business licence (if patron participation entertainment such as dancing or karaoke offered)

Applying for an amendment

☐ What the City needs

If you would like to amend the liquor service hours of your restaurant, you will need to complete and submit the following:

- Permanent amendment to hours of liquor service for food-primary liquor establishments 📎 (94 KB)
- Provincial application form 📎 (1 MB)
- Application processing fee (\$88.00)
- Two photographs of a site sign, notifying the public of the application, one close up and clearly indicating all the wording, and the second displaying the sign's location on the site. The sign:
 - Must be posted in the window of the licensed establishment for 14 days
 - Must conform to size, shape and lettering indicated on the Sign Information form 📎 (13 KB)
 - Can be submitted by email, mail, or in person

The Licence Office will review public comments received, sign Part 11 of the LCLB permanent change application form, and provide comments to the General Manager of LCLB regarding your application.

The City may not support your application if there are any violations documented, and we have verified complaints regarding the operation of the establishment. Consideration for approval may be given if the business has taken extraordinary measures to resolve the issues of the complaint.

We will contact you when your LCLB application form has been signed and is ready to be picked up.

☐ What LCLB needs

You must submit the form to the LCLB to complete the permanent change application process. Third-party operators cannot complete and sign this form.



The LCLB processes applications per current policy, and approves or refuses applications as required. Their decision will be forwarded to you and the City of Vancouver.

Fees for a Restaurant Class 1 or 2 with Liquor service are:

Licence type	Base fee	Seat fee
New	\$813 (includes \$56 new application fee)	\$9.90/seat
Renewal	\$757	\$9.90/seat

Past updates



May 2, 2018 - Council implemented bylaw amendments affecting establishments that serve and retail liquor.

- See the staff report  (1.5 MB)
- See the Council minutes  (140 KB)
- Watch the Council meeting video part 1 and part 2

June 14, 2017 - Council adopted policy changes affecting establishments that serve and retail liquor.

- See the staff report  (830 KB)
- See the Council minutes  (344 KB)
- Watch the Council meeting video part 1, video part 2, video part 3

Fall 2016 - Thanks to everyone who shared their thoughts on draft actions for the Vancouver Liquor Strategy. Read the result summaries from our liquor surveys.

- View the non-random liquor survey  (64 KB)
- View the random liquor survey  (84 KB)

Spring 2016 - we asked for initial feedback on our liquor strategy. Our first survey is now closed.

- Liquor Policy Review – Spring 2016 Consultation Summary  (346 KB)

Rules and regulations about serving liquor

Local

- Acoustic Report Guidelines
- Cabaret and restaurant guidelines
- Liquor service on patios
- Noise control guidelines
- Business Premises Regulation of Hours Bylaw 8022

Provincial

- Liquor Control and Licensing Act

Learn about the liquor licence fees

Licence Bylaw 4450

See Schedules A and B for liquor licence fees.

All licences expire annually on 31 December each year. Fees are pro-rated based on the business start date.

Contact the Licence Coordinator

Licence Coordinator

Phone: 604-871-6461

Assistant to the Licence Coordinator

Phone: 604-873-7954

Email



Municipal Alcohol Service

Social Development

Health and Wellness

Approved by Council: March 21, 2016

Procedure:

STATEMENT OF INTENT

The purpose of the procedure is to provide for the management of Alcohol consumption on City Property while considering the culture and needs of the community, the health and safety of individuals, the protection of property, the diverse views of the community and the need to balance the non-use and use of Alcohol at Public and Private Events.

OBJECTIVES

1. To prescribe procedures relating to education, which promote an understanding of all provincial legislation and regulations and municipal policies pertaining to Alcohol consumption.
2. To provide procedures and programs relating to Alcohol consumption which promote the safety of individuals and the protection of property.
3. To allow the consumption of Alcohol as only a part of an Event rather than the Principal Activity of the Event.
4. To prescribe procedures that reinforce low risk drinking practices.
5. To promote the incorporation of safe transportation provisions into Events where Alcohol consumption is permitted.
6. To encourage City Council and Administration to provide leadership in the non-use and use of Alcohol.

1. DEFINITIONS AND INTERPRETATION

In the procedure:

“Act” means the Liquor Control and Licensing Act – [RSBC 1996] Chapter 267;

“Adjacent Areas” includes

- Any two areas that are visible to each other
- Any areas that must share a common entrance or exit;

“Alcohol” means Liquor as defined in the Act;

“Alcohol Free Zone” means any designated area where alcohol is not permitted to be sold or consumed as part of a permanent or special occasion license;

“City” means the City of Prince George and its administration;

“City Property” or **“Property”** means premises that are owned or controlled by the City;

“Consumer” means a consumer of Alcohol;

“Council” means the City Council of Prince George;

“Designate” means any individual who is so named, in the prescribed form, by the Licence Holder;

“End of the Event” includes

- The ending time stated in the Facility Rental Agreement;
- No later than two hours past the end of the last scheduled Principal Activity of the Event.
- A time prescribed by Event type by the City;

“Event” means any specially scheduled assembly of individuals for a common purpose and is not intended to include regular ongoing activities; and/or as defined by Legislation or Regulations;

“Event Profile Assessment” means an assessment form and process approved by the City to assess the risk and subsequent requirements for the management of alcohol service;

“Event Worker” includes

- All employees, volunteers or other individuals engaged in serving Alcohol, monitoring Alcohol consumption, or providing security;
- The Licence Holder and any Designates;
- Any person wearing a uniform used to identify Event Workers, whether they are actually working or not;

“Events Aimed At Youth” includes

- Events where the majority of participants or spectators are Youth;
- Events whose promotions are exclusively directed at Youth;

“Food” means a minimum of items such as sandwiches, cheeses, vegetables and dip, and other alternatives. Chips, peanuts and other snacks do not qualify as food;

“Licence Holder” includes

- The individual or entity to whom the Special Occasion or Permanent Liquor Licence is issued;
- Any individual who is named, in the prescribed form, by the Licence Holder to be a Designate;

“Permanent Licence” means a Permanent Liquor Licence as defined in the Regulations;

“Principal Activity” means an activity without which the Event could not proceed;

“Private Event” means an Event that is attended by personal invitation only;

“Public Event” means an Event that is not a Private Event;

“Regulations” means the Liquor Control and Licensing Act Regulations;

“Server” means the Event Worker (paid or volunteer) who delivers an Alcoholic beverage to a Consumer;

“Special Occasion Licence” means a public or private Special Occasion Licence as defined in the Regulations;

“Spectator Seating Area” includes

- tiered seating from which viewing a Public Spectator Event is intended, and;
- dry floor areas adjacent to tiered seating being used for viewing a Public Event;

“Youth” means a person under the age of majority established by the Age of Majority Act - [RSBC 1996] Chapter 7;

“Youth Special Event” means a Youth Event which occurs from time to time and draws participants from more than two teams or from an entire league or district; or a cultural competition or performance.

2. GENERAL

- 2.1 Alcohol consumption on City Property is only permitted under a Permanent Licence when it is:
 - 2.1.1 in a Property listed in Schedule “A” and “B”, and;
 - 2.1.2 in a designated area listed in Schedule “A” and “B”, and;
 - 2.1.3 in compliance with the entire Procedure.
- 2.2 Alcohol consumption on City Property listed in Schedules “C”, “D” “E” is only permitted under a Special Occasion Licence when it is:
 - 2.2.1 In a designated area listed in Schedules “C”, “D” or “E”, and;
 - 2.2.2 In compliance with the entire Procedure.
- 2.3 Alcohol consumption on City Property listed in Schedule “F” is only permitted when it is:
 - 2.3.1 Under a Licence listed for the Property in Schedule “F” and
 - 2.3.2 In compliance with the entire Procedure.
- 2.4 Alcohol consumption is not permitted in City parks except as listed in Schedule D and E or in City police stations, fire halls, City Hall, 18th Ave. Yard building and 4th Ave. Yard building.
- 2.5 Public consumption of Alcohol on City Property listed in Schedules “B”, “C”, “D” or “E” is not permitted at Public Events Aimed At Youth or when Youth Special Events are scheduled in Adjacent Areas, unless approved by the General Manager, Community Services or designate.
- 2.6 Alcohol consumption is not permitted at Public Events in Spectator Seating Areas of City Property listed in Schedules B (except Prince George Playhouse), C (except Coliseum), D, and E, unless approved by the General Manager, Community Services.
- 2.7 Alcohol consumption is permitted at Public Events in Spectator Seating Areas of City Property as listed in Schedule A and C (Coliseum), provided that adequate alcohol free zones are designated at all times when alcohol service is offered.
- 2.8 Events that have Alcohol consumption as its Principal Activity will not be permitted on City Property.
- 2.9 Completion of an Event Profile Assessment for facilities and parks noted in Schedules A, B, C and D will be required.

3. INSURANCE

- 3.1 All Licence Holders for Events taking place on City Property will be required to produce evidence of adequate third party liability insurance at a level determined by the City. Insurance must be produced at least two (2) weeks prior to the Event.

4. TRAINING

- 4.1 In order to receive City approval to hold a Special Occasion Licence on City Property, the Licence Holder must confirm that all Servers have successfully completed the prescribed training course under the Act and Regulations.
- 4.2 In order to receive City approval to hold a Special Occasion Licence on City Property, the Licence Holder must demonstrate that they and their Designate(s) have successfully completed the prescribed training course for “licensee(s) “under the Act and Regulations.
- 4.3 Permanent Licence Holders must arrange for all Event Workers, volunteers and staff involved in the sale and management of Alcohol to complete a prescribed training course.

5. EVENT WORKERS

- 5.1 The Licence Holder is responsible for ensuring that, in accordance with the Event Profile Assessment, a prescribed number of Event Workers are present and are aware of their responsibilities and that those responsibilities are carried out.
- 5.2 All Event Workers must be highly visible with appropriate clothing or identification.
- 5.3 Alcohol consumption during events is not permitted by any Licence Holders, Event Workers, volunteers and staff involved in the sale and management of Alcohol.

6. SECURITY

- 6.1 It is the responsibility of the Licence Holder to provide an environment that keeps Event Workers and attendees safe from physical harm during the Event. Security plans must be approved by the City, and may require hiring police officers, and/or certified security personnel,

7. BAR REQUIREMENTS AND OPERATION

- 7.1 It is the responsibility of the Licence Holder to prevent the intoxication of Event attendees.
7.2 Licence Holders must ensure that Alcohol is not served to Youth at the Event.

8. FOOD AND BEVERAGES

- 8.1 Licence Holders must ensure the provision of and encourage the consumption of appropriate Food by Consumers.
8.2 Low Alcohol beverages must be available in reasonable quantities.
8.3 Non Alcoholic beverages must be readily available at no cost or at a cost significantly lower than that of drinks containing alcohol.
8.4 Alcoholic beverages will be served in plastic or paper containers, unless the nature of the event warrants the use of glassware or other containers in a safe manner

9. SAFE TRANSPORTATION

- 9.1 If Alcohol will be consumed at an Event, it is the responsibility of the Licence Holder to incorporate safe transportation plan(s) into the Event and communicate these plans to the attendees prior to and during the Event. Transportation plans(s) could include a designated driver program, alternative transportation options, and sober driver spot-checks.

10. SIGNS

- 10.1 Signage outlining the rules pertaining to Alcohol consumption at the Event must be posted near the bar. If there is no bar, signs must be posted where it is reasonably visible to Consumers and potential Consumers.
10.2 Signage will include the following:
- Statement of intoxication (e.g. "Servers may not serve anyone who is intoxicated or who shows signs of intoxication", "Non-alcoholic beverages and food items are available");
 - Designated driver and alternative transportation details;
 - Alcohol Free Zones;
 - Proof of age and entry ID requirements
 - Sponsor of event, contact information for the City,
 - Alcohol ticket sales limits (e.g. two (2) per person at one time)

11. ACCOUNTABILITY

- 11.1 If the Procedure, the Act or the Regulations are violated, the General Manager, Community Services or other designate of Council has the authority to close down the Event immediately and/or withhold permission to consume liquor in the future on City Property to the Licence Holder or user group.
11.2 A security deposit payable to the City may be required for Events with Special Occasion Licences on City Property. The amount of the security deposit required will be set in the Consolidated Fees and Charges Bylaw No. 7557, 2004.
11.3 The General Manager, Community Services is authorized from time to time to exempt this policy to permit an area not included in Schedules C, D, E, and F to be used for the purpose of sale and consumption of alcohol, under a SOL. Council to be advised as they occur.

12. ADVERTISING

- 12.1 In Events on City Property sponsored by Alcohol producers, cautions about irresponsible consumption of Alcohol must be communicated to all attendees.
- 12.2 Alcohol advertising at events aimed at adults, which retain a ticket pricing strategy that includes different admission prices for different age groups in parks is permitted.
- 12.3 Event names that convey the message that drinking Alcohol is the Principal Activity must not be used.

SCHEDULE “A”
PERMANENT LICENCES IN CN CENTRE AND KIN 1 ARENA

Designated areas in City buildings where Alcohol may be consumed under a Permanent Licence

CN CENTRE Liquor primary Licence	General spectator seating areas Canfor multipurpose room Dry floor area Lower concourse adjacent to concession Lower level multipurpose room Private suites Serving Media box Main concourse atrium
Kin 1 Arena Liquor primary Licence	General spectator seating areas Dry floor area Upper concourse Upper meeting room Upper concession and adjacent lounge areas

SCHEDULE “B”
PERMANENT LICENCES IN CITY BUILDINGS

PRINCE GEORGE PLAYHOUSE THEATRE Liquor Primary Licence	Main lobby Meeting room Theatre-seating area
PINE VALLEY GOLF COURSE Liquor Primary Licence	Portion of dining area Outdoor patio area Outdoor lands within boundaries of the course
PRINCE GEORGE CIVIC CENTRE Food Primary Licence	Auditoria 101-103 Meeting rooms 201-208 Plaza Rotunda Pre-function areas, upper and lower

SCHEDULE “C”
SPECIAL OCCASION LICENCES IN CITY BUILDINGS

Designated areas in City Buildings where Alcohol may be consumed under a Special Occasion Licence.

COLISEUM	Dry floor area Multipurpose Room General Spectator Seating Areas
ELKSENTR	Dry floor area
EXHIBITION SPORTS CENTRE	Main floor area Meeting room
KIN 2 AND KIN 3	Dry floor areas
LIVESTOCK ARENA (AGRIPLEX)	Meeting Rooms Indoor Riding Area
PGX BARN	Dry Floor Area

SCHEDULE “D”
LICENCES IN CITY & DISTRICT ATHLETIC PARKS

Designated areas in parks where Alcohol may be consumed under a Special Occasion Licence.

CARRIE JANE GRAY PARK	Spruce City stadium Citizen Field baseball stadium
FREEMAN PARK	Chuck Cawdell park
NECHAKO PARK SOFTBALL COMPLEX	To be determined based on event logistics
WATROUS PARK	Lawn bowling facility

SCHEDULE “E”
LICENCES IN OTHER AREAS

Designated areas in Other Areas where Alcohol may be consumed under a Special Occasion Licence.

EXHIBITION PARK	Rodeo grounds Senior soccer fields
MASICH PLACE	To be determined based on event logistics

SCHEDULE “F”
RECREATION BUILDINGS ON CITY LAND OPERATED BY OTHER ORGANIZATIONS

PRINCE GEORGE LIBRARY – Bob Harkins Branch	Special Occasion Licence
TWO RIVERS GALLERY	Special Occasion Licence
STUDIO 2880 COMPLEX	Special Occasion Licence
PG HORSEHOE CLUB CLUBHOUSE	Special Occasion Licence
NORTH CARIBOO SENIOR SOCCER LEAGUE CLUBHOUSE	Permanent licence – Liquor primary
THE EXPLORATION PLACE	Special Occasion Licence



May 22, 2018

To the Owners/Occupiers of properties within a 100 metre radius of 1415 Broad Street (Victoria Event Centre), Victoria, BC. (Note: corrected address, previous mail out stated 1415 Belleville Street)

Notice of Application for a Permanent Change to a Liquor Primary Liquor Licence:
Request for permanent change of hours from 5:00 p.m. to 1:00 am daily
to 9:00 a.m. to 2:00 am daily

The City's role in this process is to provide comments on the application to the Liquor Control and Licensing Branch. City Council does not approve or deny the application.

Residents and businesses located within a 100 metre radius of the proposed site are invited to comment on this proposal by writing to:

Manager, Permits & Inspections
Sustainable Planning and Community Development Department
1 Centennial Square
Victoria, BC V8W 1P6

or, by e-mail: rmorhart@victoria.ca

To ensure the consideration of your views, your correspondence must be received on or before
June 22, 2018.

Please note that all correspondence submitted to the City of Victoria in response to this Notice will form part of the public record and will be published in a meeting agenda when this matter is before the Council or a Committee of Council. The City considers the author's address relevant to Council's consideration of this matter and will disclose this personal information. The author's phone number and email address is not relevant and should not be included in the correspondence if the author does not wish this personal information disclosed.

For further information contact Permits & Inspections at 250.361.0241 or by email at rmorhart@victoria.ca



Council Member Motion
For the Committee of the Whole Meeting of July 19, 2018

Date: July 10, 2018

From: Councillor Ben Isitt

Subject: Adoption of Canadian Code of Advertising Standards

Background:

The issue of advertising standards has been brought into focus in communities across Canada in light of the publication of graphic content in some advertisements on public infrastructure.

The right to freedom of expression is constitutionally protected in the *Canadian Charter of Rights and Freedoms* and provides the framework for any discussion of public regulation of advertising and other forms of expression.

In this context, it is recommended that the City of Victoria consider the adoption of the Canadian Code of Advertising Standards for advertisements posted on City of Victoria infrastructure, including parking pay stations. It is also recommended that Council request that BC Transit consider the adoption of the Canadian Code of Advertising Standards for advertisements posted on bus shelters and transit buses operating within the City of Victoria.

Recommendation:

That Council:

1. Direct staff to report back at the next quarterly update on the implications of adopting the Canadian Code of Advertising Standards for advertisements posted on City of Victoria infrastructure, including parking pay stations; and
2. Request that the Mayor, on behalf of Council, write to the Victoria Regional Transit Commission, copying the Chief Executive Officer of BC Transit, requesting that BC Transit consider the adoption of the Canadian Code of Advertising Standards for advertisements posted on bus shelters and transit buses operating within the City of Victoria.

Respectfully submitted,

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

Councillor Isitt

Attachment:

1. Canadian Code of Advertising Standards



The Canadian Code of Advertising Standards

Self-regulation of Advertising in Canada

- [Overview](#)
- [Definitions](#)
- [Application](#)
- [Exclusions](#)
- [Scope of the Code](#)
- [Interpretation Guidelines](#)

Overview

The *Canadian Code of Advertising Standards (Code)*, which has been developed to promote the professional practice of advertising, was first published in 1963. Since that time it has been reviewed and revised periodically to keep it contemporary. The *Code* is administered by Advertising Standards Canada (ASC). ASC is the industry body committed to creating and maintaining community confidence in advertising.

The *Code* sets the criteria for acceptable advertising and forms the basis upon which advertising is evaluated in response to consumer, trade, or special interest group complaints. It is widely endorsed by advertisers, advertising agencies, media that exhibit advertising, and suppliers to the advertising process.

Consumer complaints to ASC about advertising that allegedly does not comply with the *Code* are reviewed and adjudicated by one of two Councils: the Standards Council, which includes representatives from Western Canada, Central Canada, and Atlantic Canada, or, in Quebec, by le Conseil des normes. Councils are independent bodies of senior industry and public representatives that are supported and co-ordinated by, but altogether independent from, ASC.

Advertising complaints between advertisers, based on the *Code*, are administered under ASC's *Advertising Dispute Procedure* (formerly called the Trade Dispute Procedure.). Complaints about advertising from special interest groups are separately administered under ASC's *Special Interest Group Complaint Procedure*.

Definitions

For the purposes of the *Code* and this document:

"Advertiser" is defined as an "entity" that has, or shares with one or more other entities, the final authority over the content of an advertisement.

"Advertising" and **"advertisement(s)"** are defined as any message (other than those excluded from the application of this *Code*), the content of which message is controlled directly or indirectly by the advertiser expressed in any language and communicated in any medium (except those listed under Exclusions) to Canadians with the intent to influence their choice, opinion or behaviour.

"Advertising" also includes "advocacy advertising", "government advertising", "political advertising", and "election advertising", as defined below.

"Advocacy advertising" is defined as "advertising" which presents information or a point-of-view bearing on a publicly recognized controversial issue.

"Entity" is a term that includes, but is not limited to, one or more brands, persons, companies, and organizations.

"Government advertising" is defined as "advertising" by any part of local, provincial or federal governments, or concerning policies, practices or programs of such governments, as distinct from "political advertising" and "election advertising".

"Political advertising" is defined as "advertising" appearing at any time regarding a political figure, a political party, a government or political policy or issue publicly recognized to exist in Canada or elsewhere, or an electoral candidate.

"Election advertising" includes "advertising" about any matter before the electorate for a referendum, "government advertising" and "political advertising", any of which advertising is communicated to the public within a time-frame that starts the day after a vote is called and ends the day after the vote is held. In this definition, a "vote" is deemed to have been called when the applicable writ is issued.

"Material connection" is defined as any connection between an entity providing a product or service and an endorser, reviewer, influencer or person making a representation that may affect the weight or credibility of the representation, and includes: benefits and incentives, such as monetary or other compensation, free products with or without any conditions attached, discounts, gifts, contest and sweepstakes entries, and any employment relationship, but excludes nominal consideration for the legal right to identify publicly the person making the representation.

"Special Interest Group" is defined as an identifiable group, representing more than one individual and/or organization, expressing a unified viewpoint that is critical of the content of an advertisement, and/or the production method or technique, and/or the medium, used to carry the advertisement and convey its perceived message.

"Teaser Advertisement" is defined as an advertisement that generally reveals little about the product(s), service(s), event(s) or advertiser hinted at in the advertisement, the objective of which is to stimulate curiosity about and interest in the advertiser, product(s), service(s) or event(s).

Application

The *Code* applies to "advertising" by (or for):

- advertisers promoting the use of goods and services;
- corporations, organizations or institutions seeking to improve their public image or advance a point of view; and
- governments, government departments and crown corporations.

Exclusions

Political and Election Advertising

Canadians are entitled to expect that "political advertising" and "election advertising" will respect the standards articulated in the *Code*. However, it is not intended that the *Code* govern or restrict the free expression of public opinion or ideas through "political advertising" or "election advertising", which are excluded from the application of this *Code*.

Excluded from Definition of "Advertising" and "Advertisement(s)"

Excluded from the terms "advertising" and "advertisement(s)" (as defined in this *Code*) are messages from an "entity" that/who has no "material connection" with the entity that makes, distributes, markets or advertises the product or service featured in the advertising or advertisement(s).

Excluded Media

The following are excluded from the definition of "medium" and the application of the *Code*:

- i. foreign media (namely media that originate outside Canada and contain the advertising in question) unless the advertiser is a Canadian person or entity; and
- ii. packaging, wrappers and labels.

Scope of the Code

The authority of the *Code* applies only to the content of advertisements and does not prohibit the promotion of legal products or services or their portrayal in circumstances of normal use. The context and content of the advertisement and the audience actually, or likely to be, or intended to be, reached by the advertisement, and the medium/media used to deliver the advertisement, are relevant factors in assessing its conformity with the *Code*. In the matter of consumer complaints, Council will be encouraged to refer, when in its judgment it would be helpful and appropriate to do so, to the principles expressed in the *Gender Portrayal Guidelines* respecting the representations of women and men in advertisements.

Interpretation Guidelines

The *Code* may be supplemented from time to time by *Interpretation Guidelines* that enhance industry and public understanding of the interpretation and application of the *Code's* 14 clauses. The *Interpretation Guidelines* can be found [here](#).

Code Provisions

The *Code* is broadly supported by industry and is designed to help set and maintain standards of honesty, truth, accuracy, fairness and propriety in advertising.

The provisions of the *Code* should be adhered to both in letter and in spirit. Advertisers and their representatives must substantiate their advertised claims promptly when requested to do so by Council.

1. [Accuracy and Clarity](#)
2. [Disguised Advertising Techniques](#)
3. [Price Claims](#)
4. [Bait and Switch](#)
5. [Guarantees](#)
6. [Comparative Advertising](#)
7. [Testimonials](#)
8. [Professional or Scientific Claims](#)
9. [Imitation](#)
10. [Safety](#)
11. [Superstition and Fears](#)
12. [Advertising to Children](#)
13. [Advertising to Minors](#)
14. [Unacceptable Depictions and Portrayals](#)

1. Accuracy and Clarity

In assessing the truthfulness and accuracy of a message, advertising claim or representation under Clause 1 of the *Code* the concern is not with the intent of the sender or precise legality of the presentation. Rather the focus is on the message, claim or representation as received or perceived, i.e. the general impression conveyed by the advertisement.

(a) Advertisements must not contain, or directly or by implication make, inaccurate, deceptive or otherwise misleading claims, statements, illustrations or representations.

(b) Advertisements must not omit relevant information if the omission results in an advertisement that is deceptive or misleading.

(c) All pertinent details of an advertisement must be clearly and understandably stated.

(d) Disclaimers and asterisked or footnoted information must not contradict more prominent aspects of the message and should be located and presented in such a manner as to be clearly legible and/or audible.

(e) All advertising claims and representations must be supported by competent and reliable evidence, which the advertiser will disclose to ASC upon its request. If the support on which an advertised claim or representation depends is test or survey data, such data must be reasonably competent and reliable, reflecting accepted principles of research design and execution that characterize the current state of the art. At the same time, however, such research should be economically and technically feasible, with regard to the various costs of doing business.

(f) The advertiser must be clearly identified in the advertisement, excepting the advertiser of a "teaser advertisement" as that term is defined in the *Code*.

2. Disguised Advertising Techniques

No advertisement shall be presented in a format or style that conceals the fact that it is an advertisement.

3. Price Claims

(a) No advertisement shall include deceptive price claims or discounts, unrealistic price comparisons or exaggerated claims as to worth or value. "Regular Price", "Suggested Retail Price", "Manufacturer's List Price" and "Fair Market Value" are deceptive terms when used by an advertiser to indicate a savings, unless they represent prices at which, in the market place where the advertisement appears, the advertiser actually sold a substantial volume of the advertised product or service within a reasonable period of time (such as six months) immediately before or after making the representation in the advertisement; or offered the product or service for sale in good faith for a substantial period of time (such as six months) immediately before or after making the representation in the advertisement.

(b) Where price discounts are offered, qualifying statements such as "up to", "XX off", etc., must be in easily readable type, in close proximity to the prices quoted and, where practical, legitimate regular prices must be included.

(c) Prices quoted in advertisements in Canadian media, other than in Canadian funds, must be so identified.

4. Bait and Switch

Advertisements must not misrepresent the consumer's opportunity to purchase the goods and services at the terms presented. If supply of the sale item is limited, or the seller can fulfil only limited demand, this must be clearly stated in the advertisement.

5. Guarantees

No advertisement shall offer a guarantee or warranty, unless the guarantee or warranty is fully explained as to conditions and limits and the name of the guarantor or warrantor is provided, or it is indicated where such information may be obtained.

6. Comparative Advertising

Advertisements must not unfairly discredit, disparage or attack one or more products, services, advertisements, companies or entities, or exaggerate the nature or importance of competitive differences.

7. Testimonials

Testimonials, endorsements or other representations of opinion or preference must reflect the genuine, reasonably current opinion of the individual(s), group or organization making such representations, must be based upon adequate information about or experience with the identified product or service and must not otherwise be deceptive.

8. Professional or Scientific Claims

Advertisements must not distort the true meaning of statements made by professionals or scientific authorities. Advertising claims must not imply that they have a scientific basis that they do not truly possess. Any scientific, professional or other authoritative claims or statements must be applicable to the Canadian context, unless otherwise clearly stated.

9. Imitation

No advertiser shall imitate the copy, slogans or illustrations of another advertiser in such a manner as to mislead the consumer.

10. Safety

Advertisements must not, without reason justifiable on educational or social grounds, display a disregard for safety by depicting situations that might reasonably be interpreted as encouraging unsafe or dangerous practices or acts.

11. Superstitions and Fears

Advertisements must not exploit superstitions or play upon fears to mislead the consumer.

12. Advertising to Children

Advertising that is directed to children must not exploit their credulity, lack of experience or their sense of loyalty, and must not present information or illustrations that might result in their physical, emotional or moral harm.

Child-directed advertising in the broadcast media is separately regulated by *The Broadcast Code for Advertising to Children*, also administered by ASC. Advertising to children in Quebec is prohibited by the *Quebec Consumer Protection Act*.

13. Advertising to Minors

Products prohibited from sale to minors must not be advertised in such a way as to appeal particularly to persons under legal age, and people featured in advertisements for such products must be, and clearly seen to be, adults under the law.

14. Unacceptable Depictions and Portrayals

It is recognized that advertisements may be distasteful without necessarily conflicting with the provisions of this Clause 14; and the fact that a particular product or service may be offensive to some people is not sufficient grounds for objecting to an advertisement for that product or service.

Advertisements shall not:

- (a) condone any form of personal discrimination, including discrimination based upon race, national or ethnic origin, religion, gender identity, sex or sexual orientation, age or disability;
- (b) appear in a realistic manner to exploit, condone or incite violence; nor appear to condone, or directly encourage, bullying; nor directly encourage, or exhibit obvious indifference to, unlawful behaviour;
- (c) demean, denigrate or disparage one or more identifiable persons, group of persons, firms, organizations, industrial or commercial activities, professions, entities, products or services, or attempt to bring it or them into public contempt or ridicule;
- (d) undermine human dignity; or display obvious indifference to, or encourage, gratuitously and without merit, conduct or attitudes that offend the standards of public decency prevailing among a significant segment of the population.

The Preclearance and Regulatory Mosaic

The *Code* is not intended to replace the many laws and guidelines designed to regulate advertising in Canada. Nor are the *Code*'s provisions intended to be senior to any other aspect of Canada's preclearance and regulatory apparatus – to which some require mandatory compliance; others voluntary. As its name implies, the *Code* has as its primary purpose the expression of Canadian standards in advertising that, when followed, should result in responsible yet effective advertising without unreasonably blunting the underlying fundamental right to advertise lawfully-sold products and services in a fair but competitive manner.

ASC also provides copy clearance services, upon request, to various groups within the advertising and marketing industry through ASC Clearance Services. Every approved copy submission includes a written inscription, prominently displayed, advising the advertiser that the copy was approved only within the context of (and for as long as the copy complies with) the provisions of the applicable (named) Act, Regulations and Guidelines (if any).

The inscription may also note that an advertisement produced from the approved submission could provoke a consumer complaint under the *Code*, and that if such complaint is upheld by Council, the advertiser will be requested by ASC to withdraw the commercial or amend it to comply with the *Code*.

The Consumer Complaint Procedure

- [How to Submit Consumer Complaints to ASC](#)
- [How Consumer Complaints are Received and Handled by ASC and Council](#)
- [Non-Reviewable Complaints](#)
- [Complaint Review Process](#)
- [Complaints Involving Clauses 10 or 14](#)
- [Complaints Involving All Other Code clauses](#)
- [Administratively Resolved Complaints Involving Clauses 1 and 3](#)
- [Council Hearing and Decision](#)

- [Appealing a Council Decision](#)
- [Ad Complaints Reports](#)
- [Re-Opening a Case](#)
- [Advertiser's Failure to Respond or Participate](#)
- [Failure to Follow Procedure or Comply with Decision](#)

How to Submit Consumer Complaints to ASC

The procedure for consumers wishing to complain to ASC that an "advertisement" (as defined in the *Code*) contravenes the *Code* is as follows:

ASC accepts complaints submitted by email, mail, or fax.

To submit a complaint by e-mail:

- Complete the [Online Complaint Submission Form](#) available on ASC's website.

To submit a complaint by letter or fax:

- Include your full name, telephone number, complete mailing address and (if available) fax number and email address.
- Identify the product or service being advertised, and the medium in which the advertisement appears:
 - For **Print Advertisements**: identify the name and date of the publication(s) in which you saw the advertisement(s) and include a copy of the advertisement(s).
 - For **Out-of-home Advertisements**, such as outdoor, transit or similar advertisements: identify the date on and exact location at which you saw the advertisement.
 - For **Broadcast Advertisements**: identify the station, time and date on/at which you saw/heard the commercial and provide a brief description of the commercial.
 - For **Cinema Advertisements**: identify the title of the movie, the date of viewing, and the name and location of the movie theatre at which you saw the advertisement and provide a brief description of the advertisement.
 - For **Internet Advertisements**: identify the date of viewing, website, and include a print-out of the advertisement and other applicable web pages (if any).
- Explain the reason or basis for the complaint and, if known, the provision(s) of the *Code* that may apply.
- Submit the complaint to ASC at the address, or fax number listed at the bottom of this page.

How Consumer Complaints are Received and Handled by ASC and Council

In keeping with their mandate within today's self-regulatory environment, ASC and Council carefully consider and respond to all written consumer complaints received by them about advertising that allegedly does not comply with the *Code*.

The critical factor in determining whether an advertisement should be reviewed by Council is not the number of complaints received. The fundamental issue is only whether an advertisement, if the subject of any number of complaints, appears to contravene the *Code*. Ultimately, that question can only be answered by Council in response to one or more bona fide complaints that originate from the public.

Non-Reviewable Complaints

If, upon review, it appears to ASC or Council that a complaint is not a disguised trade complaint or special interest group complaint, and that based on the provisions of the *Code* reasonable grounds for the complaint appear to exist, then the consumer complaint will be accepted for processing. If at any time thereafter during the complaint review process, but prior to the release of Council's decision on the complaint, either ASC or Council concludes that, in reality, the complaint is a trade complaint or a special interest group complaint, but not a consumer complaint, the process will be discontinued and the complainant notified accordingly. In these cases, the complainant will be reminded that alternative approaches should be considered by the complainant for registering an advertising-related complaint, such as under ASC's *Advertising Dispute Procedure* or *Special Interest Group Complaint Procedure*.

ASC or Council shall decline to accept, or to proceed further with, a complaint, or any part thereof, where it is of the opinion that:

- a. the specific advertisement(s) about which the complainant alleges a *Code* violation has/have not been identified;
- b. based on the provisions of the *Code*, reasonable grounds for the complaint do not appear to exist;
- c. the advertising, or such part of the advertising to which the complaint refers:
 - i. is, substantially, also the subject of litigation or other legal action then actively undertaken and pursued in Canada; or
 - ii. is under review, or subject to an order, by a Canadian court, or an agent or agency (or some other comparable entity) of the Canadian Government; or
 - iii. generally meets, or exceeds, or is not inconsistent with, advertising standards articulated in regulations, guidelines, or otherwise by an agency (or some other comparable entity) of the Canadian government or a provincial government with respect to products or services that are fundamentally comparable to the products or services advertised in the advertising to which the complaint refers; or
 - iv. has been, specifically, approved by an agency (or some other comparable entity) of the Canadian Government; or that
- d. such advertising is not within the purview of the *Code* or, if in ASC's opinion, the complaint is beyond the resources or ability of ASC to resolve effectively, reasonably or conclusively under this *Procedure*; or if the matter to which such advertising refers has been identified by a competent authority such as an agency (or some other comparable entity) of the Canadian government or a provincial government as being outside the purview of ASC; or
- e. the complainant is abusing this *Consumer Complaint Procedure*.

Complaint Review Process

All complaints directed to ASC will be initially evaluated by ASC staff. If, in its evaluation, ASC makes a preliminary determination that there may be a *Code* infraction by the advertisement (i.e. an accepted complaint), the complaint will be forwarded, verbatim, to the advertiser. If informed consent is freely granted by the complainant to ASC, the identity of the complainant will also be shared with the advertiser.

Complaints Involving Clauses 10 or 14

When an accepted complaint relates to the provisions of Clause 10 (Safety) or Clause 14 (Unacceptable Depictions and Portrayals), the advertiser will be asked to promptly respond (copying ASC), within a stated timeframe, directly to the complainant if the complainant has agreed to be identified. If the complainant does not wish to be identified, the advertiser will respond directly to ASC, who will redirect the response to the complainant. Complaints about alleged offences under Clauses 10 or 14 that are handled in this way will go forward for Council deliberation if the complainant notifies ASC that the complainant remains dissatisfied after receiving the advertiser's response, and if, after reviewing the advertiser's response, ASC believes the advertising still raises an issue under the *Code*. Otherwise, the matter will not be forwarded to Council and will not proceed further.

Complaints Involving All Other Code clauses

Where a preliminary determination has been made that there may be an infraction of one or more of the other clauses of the *Code* (i.e. other than Clauses 10 or 14), the advertiser will be asked to respond directly to ASC by providing, in writing and without unreasonable delay, information requested by Council in order that Council may deliberate and reach a fully-informed decision about whether the *Code* has, in fact, been violated.

Administratively Resolved Complaints Involving Clauses 1 and 3

ASC has the administrative discretion to resolve cases that involve an apparent contravention of either or both Clauses 1 and 3 without requiring formal adjudication by Council if the advertiser:

- has remedied the contravention by permanently withdrawing or "appropriately amending the advertisement" in question before or immediately upon being advised of the complaint by ASC.

In all Clause 1 and/or 3 cases involving acknowledged or adjudicated *Code* infractions in retail advertising, the advertiser must, in addition to withdrawing or "appropriately amending the advertisement", undertake appropriate corrective action by providing a "correction advertisement" or a "correction notice" that (i) appears in consumer-oriented media addressed to the

same consumers to whom the original advertisement was directed; or that (ii) is prominently exhibited at the advertiser's retail outlets at which the advertised product or service that was incorrectly advertised is available for purchase or acquisition.

A "correction advertisement" means a new advertisement in which the advertiser corrects the error(s) in the original retail advertising. A "correction notice" means a notice that identifies the advertiser and acknowledges and corrects the error(s) in the original retail advertising.

Complaints resolved in this manner will be publicly reported by ASC only as statistics without identifying the advertiser or the advertising.

Council Hearing and Decision

All complaints directed to ASC will be initially evaluated by ASC staff. If a complaint raises a potential *Code* issue and concerns an English-language advertisement, other than one that appears only in Quebec, it will be directed to the Standards Council. If a complaint raises a potential *Code* issue and concerns advertising in the French-language, or advertising that appears only in Quebec, the complaint will be evaluated and decided by le Conseil des normes.

At the initial Council deliberation, the materials available for Council's review include, at a minimum, the complaint letter, the advertiser's written response, if any, and a copy of the advertising in question.

Council's decisions are by majority vote. Any member of Council may abstain from voting on any matter.

If Council concludes an advertisement violates the *Code*, the advertiser, with a copy to the complainant, will be notified of the decision in writing and requested to appropriately amend the advertising in question or withdraw it, in either case without unreasonable delay.

If, at the initial deliberation by Council, the complaint is not upheld, both the complainant and the advertiser will be notified in writing with an explanation for Council's decision.

Appealing a Council Decision

Both the complainant and the advertiser are entitled to request an appeal from a decision of Council by filing a Request for Appeal addressed to ASC. The Request for Appeal must be in writing and received at ASC within seven working days after the decision is sent to the parties. It must provide the appellant's reasons for believing the decision was in error. A request by an advertiser for an appeal will be considered if that advertiser undertakes in writing to withdraw the advertising in question within 11 working days after the Request for Appeal is received at ASC. The withdrawn advertising may be reinstated, however, if at the appeal hearing the Appeal Panel decides not to uphold the complaint. Advertisers will be granted a reasonable extension of time in which to withdraw the advertising if Council is satisfied that the advertising medium used to convey the advertising is unable to facilitate the withdrawal in the designated time.

A five-person Appeal Panel will be selected from among a roster of persons who did not serve at the original Council deliberation. The Appeal Panel will comprise two public representatives with the balance coming from the advertising industry sector. Both the advertiser and the complainant will be requested to make only written submissions to the Appeal Panel. The submissions must be brief, confined strictly to the matters under appeal and received by ASC within the requested timeframe. At the appeal hearing, the complaint will be treated as a new complaint and the matter reconsidered in its entirety.

Decisions of Appeal Panels will be by majority vote and will be sent to both parties following the appeal hearing. Decisions by Appeal Panels will be binding and final.

Ad Complaints Reports

Each year, ASC will publish one or more reports on consumers' complaints to ASC about advertising. The principal purpose of these reports is to serve, for the benefit of the advertising industry and the interested public, as a guide to the interpretation of the Code as applied to advertising issues that concerned the public.

The Ad Complaints Reports will be divided into three sections: "Identified Cases", "Non-identified Cases", and "Administratively Resolved Cases."

In the "Identified Cases" section, details will be provided of those consumer complaints that were adjudicated and upheld by Council under the *Code*. This section will include identification of the advertiser and advertising. In this section, advertisers will be entitled to state their position on their advertisements about which Council has upheld one or more complaints.

In the "Non-identified Cases" section, consumer complaints adjudicated and upheld by Council about advertisements dealt with appropriately by the advertiser will be summarized, without identifying the advertiser or the advertisement.

"Appropriately dealt with" by the advertiser, or "appropriately amending the advertisement", means action voluntarily undertaken by the advertiser, without delay, to amend the advertisement to correct the alleged infraction, after being advised by ASC that a complaint had been received and before the matter was brought forward to Council for review and decision. Alternatively, the advertiser, without delay, may withdraw the advertisement from any further exposure, distribution or circulation. In the case of retail advertising, the advertiser must also provide, without delay, a "correction advertisement" or a "correction notice" that (i) appears in consumer-oriented media addressed to the same consumers to whom the original advertisement was originally directed; or that (ii) is prominently exhibited at the advertiser's retail outlets at which the advertised product or service that was incorrectly advertised is available for purchase or acquisition.

A "correction advertisement" means a new advertisement in which the advertiser corrects the error(s) in the original retail advertising. A "correction notice" means a notice that identifies the advertiser and acknowledges and corrects the error(s) in the original retail advertising.

In the "Administratively Resolved Cases" section, only statistical information will be provided about complaints administratively resolved by ASC about advertisements that involve apparent infractions of Clauses 1 and 3. Neither the advertiser nor the advertisement will be identified.

Re-Opening a Case

ASC will have the discretionary right to reactivate the *Consumer Complaint Procedure*, in whole or part, including the imposition of sanctions provided in the *Code*, if an advertiser fails to fulfil its undertaking to withdraw or amend an advertisement; or if the matter underlying the complaint is of a continuing or repetitive nature, suggesting an avoidance of the provision(s) of the *Code*.

Advertiser's Failure to Respond or Participate

If an advertiser fails to respond in a timely manner to ASC's request for a copy of the advertisement that is the subject of a consumer complaint, ASC may ask the carrying media to assist ASC by providing it with a copy of the advertisement in question. If an advertiser fails to respond to a complaint or participate in the *Consumer Complaint Procedure* the complaint may be decided in the advertiser's absence based on the information already in the possession of Council and on any further pertinent information submitted by the complainant for Council's review.

Failure to Follow Procedure or Comply with Decision

The *Code* is a reflection of standards by which industry wishes to be held accountable for its advertising and representations to the public. Because self-regulation is more than self-restraint on the part of individual companies or entities, the *Code* would be incomplete without effective sanctions to enforce compliance.

If an advertiser fails to participate in or comply with the provisions of the *Consumer Complaint Procedure* or to voluntarily comply with a decision of Council, ASC:

- will advise exhibiting media of the advertiser's failure to co-operate and comply, and request media's support in no longer exhibiting the advertising or representation(s) in question; and
- may publicly declare, in such manner as Council deems appropriate, that the advertising or representation(s) in question have been found to contravene the *Code*, and publicly identify the advertiser of such advertising or entity making such representation(s); and
- may notify the Competition Bureau and/or other regulatory authorities of the fact that the advertiser of such advertising or entity making such representation(s) has not participated in or with the *Consumer Complaint Procedure*, and/or that the advertising or representation(s) in question has/have been found to contravene the *Code*, and that the advertiser or entity making the representation(s) has not complied with a decision of Council.

For more information

Questions regarding the interpretation and application of the *Code* should be addressed to ASC:

Toronto Office**Advertising Standards Canada**

175 Bloor Street East
South Tower, Suite 1801
Toronto, ON M4W 3R8

Phone: 416 961-6311

Fax: 416 961-7904

[Email Us](#)

Montreal Office**Advertising Standards Canada**

2015 Peel Street
Suite 915
Montreal, Quebec H3A 1T8

Phone: 514 931-8060

Fax: 877 956-8646

[Email Us](#)



Council Member Motion
For the Committee of the Whole Meeting of July 19, 2018

Date: July 16, 2018

From: Councillor Ben Isitt and Councillor Jeremy Loveday

Subject: Accessibility at City Hall

Background:

The Accessibility Working Group adopted the following recommendation for Council's consideration at its meeting of July 9, 2018:

"That Council direct staff to take steps to create an accessible meeting space at City Hall."

This is consistent with multiple AWG recommendations to staff and Council going back to the autumn of 2016. In its December 2016 report to Council, the AWG recommended to Council: "That scent reduction and pet restriction policies be developed and implemented for City Hall." The prioritized AWG Accessibility Issues List has ranked "Environmental Concerns and Allergies at City Hall" as a priority 1, Urgent health and safety, in June 2017.

Finding a committee meeting space that is accessible to all AWG members, including those using wheelchairs and experiencing environmental barriers, has been challenging. One member has been participating remotely, with inherent technical difficulties and communications limitations since September 2016. The difficulties in finding a fully accessible meeting room highlights the fact that City facilities are not accessible to all citizens and residents.

It is therefore recommended that Council provide direction to staff, to ensure that City Hall, as the centre of our local government, is accessible to all people, beginning with provision of an accessible meeting space, and then removing barriers to participation in the Council Chamber and other public areas in City Hall.

Recommendation:

That Council direct staff to:

1. Take steps on a priority basis to create a meeting space at City Hall that is accessible to people with a range of disabilities, including people who cannot participate due to allergens / air quality.
2. Continue to remove barriers to access in the Council Chamber and other public areas at City Hall, including entrances, corridors and washroom facilities associated with access to, and use of, these public spaces.

Respectfully submitted,

A handwritten signature in blue ink, appearing to read 'B. Isitt', written in a cursive style.

Councillor Isitt

A handwritten signature in black ink, appearing to read 'Loveday', written in a cursive style.

Councillor Loveday