



Thursday, April 9, 2020, 9:00 A.M.

COUNCIL CHAMBERS, CITY HALL, 1 CENTENNIAL SQUARE

The City of Victoria is located on the homelands of the Songhees and Esquimalt People

Pages

A. APPROVAL OF AGENDA

B. CONSENT AGENDA

Proposals for Consent Agenda:

- C.1 - Minutes from the meeting held March 19, 2020
- F.4 - Agreement Amendment for the CleanBC Better Homes and Home Renovation Rebate Program

C. READING OF MINUTES

C.1 Minutes from the meeting held March 19, 2020

1

D. UNFINISHED BUSINESS

E. LAND USE MATTERS

F. STAFF REPORTS

F.1 COVID-19 Update (Verbal)

14

*F.2 2020 Financial Plan - Potential Adjustments

19

Addenda: Report, Attachment, and Presentation

A report providing Council with information and seeking direction on potential amendments to the 2020 Financial Plan and extensions to due dates to address financial impacts related to the COVID-19 pandemic.

*F.3 Short Term Rental (STR) Business Licence Appeal Process Policy

42

Addendum: Revised Report

A report seeking Council direction to implement a policy that sets out a process for appealing short-term rental business licence decisions.

*F.4 Agreement Amendment for the CleanBC Better Homes and Home Renovation Rebate Program

52

Addendum: New Item

A report seeking Council approval to amend an existing contribution agreement

with the Province, BC Hydro, and FortisBC Energy Inc to provide additional funds towards the CleanBC Better Homes and Home Renovation Program, and to allow for future amendments and renewals of the agreement.

***F.5 Potential Adjustments to Parking Fees due to COVID-19 Impacts**

70

Addendum: New Item

A report providing information, analysis, and recommendations for the alleviation of financial burdens associated with City parking as a result of the COVID-19 pandemic.

G. NOTICE OF MOTIONS

H. NEW BUSINESS

***H.1 Council Member Motion - DVBA 2020 Levy**

74

Addendum: New Item

A Council Member Motion directing staff to remit the Downtown Victoria Business Association levy in July 2020 as per the regular schedule.

***H.2 Council Member Motion - Action for Humanitarian Relief for People who are Homeless**

78

Addendum: New Item

A Council Member Motion requesting Council approval for a resolution directing the City to deploy resources and facilities to provide the option of emergency lodging and supports for all street-involved people in the City, and to request Ministerial approval to declare a State of Local Emergency for the purpose of procuring facilities, personnel, and emergency lodging for street-involved people.

I. ADJOURNMENT OF COMMITTEE OF THE WHOLE



MINUTES - COMMITTEE OF THE WHOLE

March 19, 2020, 9:00 A.M.

COUNCIL CHAMBERS, CITY HALL, 1 CENTENNIAL SQUARE

The City of Victoria is located on the homelands of the Songhees and Esquimalt People

PRESENT: Mayor Helps in the Chair, Councillor Alto, Councillor Isitt, Councillor Loveday, Councillor Potts, Councillor Thornton-Joe, Councillor Dubow, Councillor Young

STAFF PRESENT: J. Jenkyns - City Manager, C. Coates - City Clerk, T. Zworski - City Solicitor, B. Eisenhauer - Head of Engagement, J. Jensen - Head of Human Resources, K. Hoese - Director of Sustainable Planning and Community Development, P. Rantucci – Head of Strategic Real Estate, C. Havelka - Deputy City Clerk, J. O'Connor - Deputy Director of Finance, C. Mycroft - Manager of Executive Operations, A. Johnston - Planner, N. Sidhu - Assistant Director of Parks, Recreation & Facilities, P. Bellefontaine - Assistant Director, Transportation, P. Angelblazer - Committee Secretary

A. APPROVAL OF AGENDA

Moved By Councillor Loveday

Seconded By Councillor Alto

That the agenda be approved.

Amendment:

Moved By Mayor Helps

Seconded By Councillor Dubow

That item H.1 Council Member Motion – Victoria 3.0 Pivoting to a Higher Value Economy is struck from the agenda.

CARRIED UNANIMOUSLY

On the main motion as amended:

CARRIED UNANIMOUSLY

B. CONSENT AGENDA

Moved By Councillor Alto
Seconded By Councillor Dubow

That the following items be approved without further debate

CARRIED UNANIMOUSLY

C.1 Minutes from the meeting held March 5, 2020

Moved By Councillor Alto
Seconded By Councillor Dubow

That the minutes from the Committee of the Whole meeting held March 5, 2020 be adopted.

CARRIED UNANIMOUSLY

F.3 Water Conservation Plan in Support of the Grant Application to the Investing in Canada Infrastructure Program

Council received a report dated March 12, 2020 from the Assistant Director of Engineering seeking Council endorsement of a water conservation plan which is required to support the City's application to the Investing in Canada Infrastructure Program - Environmental Quality Sub-Stream for \$7.5 million in grant funding for sewer projects to reduce inflow and infiltration.

Moved By Councillor Alto
Seconded By Councillor Dubow

That Council approve the City of Victoria's water conservation plan, which is a requirement for the Investing in Canada Infrastructure Program grant application.

CARRIED UNANIMOUSLY

E. LAND USE MATTERS

E.1 Update Report for 324/328 Cook Street and 1044, 1048 & 1052/1054 Pendergast Street (Pic a Flic): Rezoning Application No. 000634 & Development Permit with Variance Application No. 000527 (Fairfield)

Council received a report dated March 5, 2020 from the Director of Sustainable Planning and Community Development presenting Council with an update on this application in response to a Council motion for a revised proposal. Given that the applicant has revised the proposal to address the conditions outlined in the Council motion, staff are recommending that the proposal proceed to a Public Hearing.

Committee discussed the following:

- *Landscaping details.*
- *COVID-19 impacts on application processes.*

- *Lack of unit affordability.*
- *Timeline for application approval.*
- *Creating confidence and certainty in government.*
- *Budgetary impacts of limiting the amount of land use applications moving forward.*

Council considered a motion to postpone the item without designating a meeting date.

Moved By Councillor Loveday
Seconded By Councillor Dubow

That consideration of this matter be postponed to the April 2nd, 2020 Committee of the Whole Meeting.

CARRIED UNANIMOUSLY

F. STAFF REPORTS

F.1 COVID-19 Update (Verbal)

Council received a verbal update from the City Manager on City efforts to manage the ongoing health, safety, and economic impacts of the COVID-19 pandemic. The update included a summary of business changes, facility closures, logistics efforts, and outreach efforts.

Committee discussed the following:

- *Continuity of business and services during the crisis.*
- *City services considered to be essential.*
- *Community centres and daycares which remain open.*

F.2 Council Processes

Council received a report dated March 17, 2020 from the City Clerk seeking Council approval to suspend public hearings and in-person participation at Council meetings in the Request to Address Council portion of the meeting, and amending the Council Procedures Bylaw to enable all Council members to electronically participate in Committee of the Whole and Council meetings at the same time should the need to do so arise.

Committee discussed the following:

- *Application of the bylaw amendments under normal circumstances*
- *Determination of normal and extraordinary circumstances*
- *Ways to include electronic public participation*
- *Measures to limit the amount of people required to be in the room.*

Moved By Councillor Isitt
Seconded By Mayor Helps

That Council forward to the March 19, 2020 daytime Council meeting the following recommendations:

1. That Council give first, second and third reading to Council Procedures Amendment (No. 1) Bylaw No. 20-053.
2. That staff undertake required advertising of the proposed Bylaw in accordance with section 124(3) of the Community Charter.
3. That Council suspend the holding of Public Hearings in accordance with the Class Order on COVID-19 from the Office of the Provincial Health Officer until further notice.
4. That Council suspend the Request to Address Council and Question Period sections of Council meeting agendas for in person participation until further notice.

Amendment:

Moved By Councillor Isitt

Seconded By Mayor Helps

Direct staff to bring back language to achieve the following:

1. **Electronic participation by up to two Council members for any reason at any time**
2. **Participation of up to all Council members during emergencies as determined by the mayor**

CARRIED UNANIMOUSLY

Amendment:

Moved By Councillor Isitt

Seconded By Councillor Young

4. That Council suspend the ~~Request to Address Council and~~ Question Period sections of Council meeting agendas for in person participation until further notice.
5. **That Council authorize adjustments to the Request to Address Council process including**
 - a. **limiting speakers up to 6 delegations at a Council meeting.**
 - b. **Telephone participation where possible**
 - c. **The reading out of written submissions and/or the broadcasting of recorded submissions if necessary**

Amendment to the amendment:

Moved By Mayor Helps

Seconded By Councillor Thornton-Joe

5. That Council authorize adjustments to the Request to Address Council process including:
 - a. Limiting speakers up to 6 delegations at a Council meeting **through either:**
 1. Telephone participation where possible
 2. The reading out of written submissions and/or the broadcasting of recorded submissions, if necessary.

FOR (7): Mayor Helps, Councillor Alto, Councillor Isitt, Councillor Loveday, Councillor Potts, Councillor Thornton-Joe, and Councillor Dubow

OPPOSED (1): Councillor Young

CARRIED (7 to 1)

On the amendment:

CARRIED UNANIMOUSLY

Amendment:

Moved By Councillor Isitt

Seconded By Mayor Helps

That this temporary measure be reviewed no later than April 16th, 2020.

Amendment to the amendment:

Moved By Councillor Isitt

Seconded By Mayor Helps

That this temporary measures in 3, 4 and 5 be reviewed no later than April 16th.

CARRIED UNANIMOUSLY

On the amendment as amended:

CARRIED UNANIMOUSLY

Amendment:

Moved By Councillor Isitt

Seconded By Mayor Helps

6. That language be incorporated into the bylaw to grant the extraordinary power to the mayor only during declared national emergencies

CARRIED UNANIMOUSLY

On the main motion as amended:

That Council forward to the March 19, 2020 daytime Council meeting the following recommendations:

1. That Council give first second and third reading to Council Procedures Amendment (No. 1) Bylaw No. 20-053.
2. That staff undertake required advertising of the proposed Bylaw in accordance with section 124(3) of the Community Charter.
3. That Council suspend the holding of Public Hearings in accordance with the Class Order on COVID-19 from the Office of the Provincial Health Officer until further notice.
4. That Council suspend the Question Period section of Council meeting agendas for in person participation until further notice.

Direct staff to bring back language to amend the bylaw:

1. Electronic participation by up to two Council members for any reason at any time
2. Participation of up to all Council members during emergencies as determined by the mayor
5. That Council authorize adjustments to the Request to Address Council process including:
 - a. Limiting speakers up to 6 delegations at a Council meeting through either:
 1. Telephone participation where possible
 2. The reading out of written submissions and/or the broadcasting of recorded submissions, if necessary.

That this temporary measures in 3, 4, and 5 be reviewed no later than April 16th.

6. That language be incorporated into the bylaw to grant the extraordinary power to the mayor only during declared national emergencies

CARRIED UNANIMOUSLY

H. NEW BUSINESS

H.1 Council Member Motion - COVID-19 City Response to Support Small Business, Arts and Culture and the Visitor Economy

Council received a report dated March 13, 2020 from Mayor Helps and Councillor Loveday requesting Council support to direct staff to examine on an urgent basis all of the City's fiscal, legislative, and legal powers to support small business and jobs, arts and culture and the visitor economy in order to sustain the local economy during the pandemic and recover stronger and more resilient than before.

Committee discussed the following:

- *Inclusion of the non-profit sector*
- *City services that support local businesses*

Moved By Mayor Helps

Seconded By Councillor Loveday

1. Direct staff to examine all of the City's fiscal, legislative and legal powers to support small businesses and jobs, arts and culture and the visitor economy in order sustain the local economy during the pandemic and recover stronger and more resilient than before.
2. Report back to Council on an urgent basis.
3. Forward this recommendation to the daytime Council meeting of March 19th.

Amendment:

Moved By Councillor Loveday

Seconded By Mayor Helps

1. Direct staff to examine all of the City's fiscal, legislative and legal powers to support small businesses and jobs, **non-profit sector**, arts and culture and the visitor economy in order sustain the local economy during the pandemic and recover stronger and more resilient than before.

CARRIED UNANIMOUSLY

On the main motion as amended:

CARRIED UNANIMOUSLY

Moved By Mayor Helps

Seconded By Councillor Alto

Motion Arising:

Direct staff to look at the operational and capital plan for 2020 to see what will not be accomplished in this year due to COVID-19 and bring recommendations to Council as to what would come out of the budget accordingly.

CARRIED UNANIMOUSLY

H.2 Council Member Motion - Reducing Economic Hardship Arising from COVID-19

Council received a motion dated March 17, 2020 from Councillors Isitt, Loveday, and Potts seeking Council support for a resolution which directs staff to create an economic hardship action plan, and advocacy to different levels of government for action on emergency housing supports and financial support for affected individuals.

Committee discussed the following:

- *Breadth of local government authority*
- *Fairness and measures for fairness in terms of financial assistance rollouts*
- *Public City washrooms*

Moved By Councillor Isitt

Seconded By Councillor Loveday

1. Direct staff to develop an Action Plan without delay identifying measures within municipal jurisdiction to reduce economic hardship on individuals and organizations impacted by COVID-19, including consideration of the following measures:
 - a. Repurposing underutilized facilities for emergency shelter and healthcare for the unhoused, to allow for social distancing, proper care and recovery.
 - b. Emergency regulations to restrict evictions of tenants who have suffered a loss of earnings due to quarantine, self-isolation, layoff or declining economic activity.
 - c. Temporary deferral of fees, taxes and other payments owing to the city from those suffering hardship.
2. Advocate to the Governments of British Columbia and Canada for immediate action along the following lines:
 - a. Emergency housing and healthcare for the unhoused through the retrofitting of underutilized facilities to allow for social distancing, proper care and recovery.
 - b. Income support through Employment Insurance, statutory Paid Sick Leave provisions and / or other programs to replace earnings that have been lost as a result of COVID-19, with immediate and retroactive effect, including eligibility for precariously employed workers in the service sector and “gig economy”, self-employed workers and small business operators.
 - c. A temporary moratorium on evictions, foreclosures and payment of debt and utility fees.
 - d. Support for Indigenous communities that are particularly vulnerable to COVID-19 due to substandard health, housing, water and social service systems.
 - e. Temporary deferral of payroll deduction remittances (i.e. EI, CPP, Income Tax) and income tax instalment payments where necessary to reduce pressure on business cash reserves and maintain payment to employees and suppliers.
3. Request that the Mayor write, on behalf of Council, to the Premier of British Columbia and the Prime Minister of Canada, requesting immediate action along the lines outlined above, and indicating the City of Victoria’s willingness to cooperate with those orders of government to ensure an integrated and effective response to COVID-19, including reducing economic hardship on

individuals and organizations and safeguarding the economic base of the community.

Amendment:

Moved By Councillor Isitt

Seconded By Councillor Loveday

That the motion be amended by adding the following:

4. **Direct staff to prepare bylaw amendments to allow for the temporary waiver of financial penalties for non-payment of municipal utilities fees and taxes during emergencies.**
5. **Request that the Province of British Columbia grant local governments the discretion to postpone payment of property taxes with no financial penalty in 2020.**

Amendment to the amendment:

Moved By Councillor Alto

Seconded By Mayor Helps

4. **Direct staff to prepare bylaw amendments to allow for the temporary waiver of financial penalties for non-payment of municipal utilities fees and taxes during provincially declared emergencies.**

CARRIED UNANIMOUSLY

Amendment to the amendment:

Moved By Mayor Helps

Seconded By Councillor Thornton-Joe

5. **Request that the Province of British Columbia grant local governments the discretion to postpone payment of property taxes with no financial penalty in 2020 for those that meet a provincially determined threshold.**

FOR (7): Mayor Helps, Councillor Alto, Councillor Isitt, Councillor Potts, Councillor Thornton-Joe, Councillor Dubow, and Councillor Young

OPPOSED (1): Councillor Loveday

CARRIED (7 to 1)

On the amendment as amended:

CARRIED UNANIMOUSLY

Amendment:

Moved By Councillor Isitt

Seconded By Councillor Young

6. Request that staff consider initiating emergency childcare services for essential services workers during the COVID19 public health emergency, either as a city-operated service or in partnership with external childcare providers.

CARRIED UNANIMOUSLY

Amendment:

Moved By Councillor Dubow

6. Request that staff consider initiating emergency childcare services for **those who can't stay at home** ~~essential services workers~~ during the COVID19 public health emergency, either as a city-operated service or in partnership with external childcare providers.

Failed to proceed due to no seconder

Amendment:

Moved By Councillor Isitt

Seconded By Councillor Dubow

7. Request that the University of Victoria reconsider the displacement of students current living in student housing who have no alternate housing options.

CARRIED UNANIMOUSLY

Amendment:

Moved By Councillor Loveday

Seconded By Councillor Dubow

8. Council request that landlords not increase rents at this time of crisis and defer rents for those in need.

CARRIED UNANIMOUSLY

Amendment:

Moved By Councillor Thornton-Joe

Seconded By Councillor Isitt

1. Direct staff to develop an Action Plan without delay identifying measures within municipal jurisdiction to reduce economic hardship on individuals and organizations impacted by COVID-19, including consideration of the following measures:
 - a. Repurposing underutilized facilities for emergency shelter and healthcare for the unhoused, to allow for social distancing, proper care, **harm reduction**, and recovery.

2. Advocate to the Governments of British Columbia and Canada for immediate action along the following lines:
 - a. Emergency housing and healthcare for the unhoused through the retrofitting of underutilized facilities to allow for social distancing, proper care, **harm reduction**, and recovery.

CARRIED UNANIMOUSLY

Amendment:

Moved By Councillor Isitt

Seconded By Mayor Helps

That this matter be forwarded to the daytime meeting

CARRIED UNANIMOUSLY

On the main motion as amended:

1. Direct staff to develop an Action Plan without delay identifying measures within municipal jurisdiction to reduce economic hardship on individuals and organizations impacted by COVID-19, including consideration of the following measures:
 - a. Repurposing underutilized facilities for emergency shelter and healthcare for the unhoused, to allow for social distancing, proper care, harm reduction, and recovery.
 - b. Emergency regulations to restrict evictions of tenants who have suffered a loss of earnings due to quarantine, self-isolation, layoff or declining economic activity.
 - c. Temporary deferral of fees, taxes and other payments owing to the city from those suffering hardship.
2. Advocate to the Governments of British Columbia and Canada for immediate action along the following lines:
 - a. Emergency housing and healthcare for the unhoused through the retrofitting of underutilized facilities to allow for social distancing, proper care, harm reduction and recovery.
 - b. Income support through Employment Insurance, statutory Paid Sick Leave provisions and / or other programs to replace earnings that have been lost as a result of COVID-19, with immediate and retroactive effect, including eligibility for precariously employed workers in the service sector and “gig economy”, self-employed workers and small business operators.
 - c. A temporary moratorium on evictions, foreclosures and payment of debt and utility fees.

- d. Support for Indigenous communities that are particularly vulnerable to COVID-19 due to substandard health, housing, water and social service systems.
 - e. Temporary deferral of payroll deduction remittances (i.e. EI, CPP, Income Tax) and income tax instalment payments where necessary to reduce pressure on business cash reserves and maintain payment to employees and suppliers.
3. Request that the Mayor write, on behalf of Council, to the Premier of British Columbia and the Prime Minister of Canada, requesting immediate action along the lines outlined above, and indicating the City of Victoria's willingness to cooperate with those orders of government to ensure an integrated and effective response to COVID-19, including reducing economic hardship on individuals and organizations and safeguarding the economic base of the community.
 4. Direct staff to prepare bylaw amendments to allow for the temporary waiver of financial penalties for non-payment of municipal utilities fees and taxes during provincially declared emergencies.
 5. Request that the Province of British Columbia grant local governments the discretion to postpone payment of property taxes with no financial penalty in 2020 for those that meet a provincially determined threshold.
 6. Request that staff consider initiating emergency childcare services for essential services workers during the COVID19 public health emergency, either as a city-operated service or in partnership with external childcare providers.
 7. Request that the University of Victoria reconsider the displacement of students current living in student housing who have no alternate housing options.
 8. Council request that landlords not increase rents at this time of crisis and defer rents for those in need.

That this matter be forwarded to the daytime council meeting.

CARRIED UNANIMOUSLY

I. ADJOURNMENT OF COMMITTEE OF THE WHOLE

Moved By Councillor Alto

Seconded By Councillor Thornton-Joe

That the Committee of the Whole Meeting be adjourned at 11:46 a.m.

CARRIED UNANIMOUSLY

CITY CLERK

MAYOR

DRAFT

April 9/20 CAO Remarks

Good Morning Mayor and Council.

I am happy to provide an update on the steps that the City is taking on COVID 19 to protect the health and safety of the public and staff in delivering City services.

Emergency Operations Centre

We are continuing to triage all COVID-19 related City responses through the EOC with daily check ins. This week we formed a community resilience group which includes stakeholders related to our response to the vulnerable community. We are also assessing and reorganizing EOC personnel and structure to respond to new and changing plans and are identifying unit positions that can be demobilized so staff can return to their daily jobs.

Staffing

We continue to reduce the risk to employees and the public by implementing operational changes in alignment with direction from public health officials.

The Health & Safety Team in Human Resources continues their great work with departments to develop and distribute Safe Work Practices related to the COVID-19 pandemic. This week there was further direction and information on:

- SWP – Handling Physical Correspondence

- SWP – Respiratory Protections
- SWP – Physical Distancing (Work Procedure When Physical Distancing is Not Possible)

Caring for our vulnerable population

Over the last number of weeks, the City has been working with Island Health and BC Housing to develop a distributed model of temporary sheltering to be implemented in Victoria and the CRD to meet the current COVID 19 health crisis.

This model prioritizes temporary indoor sheltering across a variety of sites, consistent with the province's direction to provide safe spaces to self-isolate and enable physical distancing.

These sites will also provide services such as washrooms/hygiene, and social and health care supports as required, including harm reduction.

With the focus on indoor spaces, Island Health has advised that Royal Athletic Park is no longer required as part of the coordinated action plan to support the vulnerable population in the CRD.

With the spaces now identified by BC Housing, Island Health is now putting a staffing model in place to support the transition of individuals to indoor shelter.

I want to express my thank and appreciation to staff in bylaw, fire, parks and public works as they collaborate with our service providers to care for our vulnerable populations.

Beaconhill Park and Dallas Road over the Easter Weekend

Provincial Parks are closed. CRD Parks and Victoria Parks are open.

Over the past two weekends staff have observed significant numbers of visitors entering Beacon Hill Park to enjoy the natural environment and increasingly good weather. The residents of the surrounding neighbourhoods are undoubtedly amongst the most active visitors, however, Beacon Hill continues to attract residents from outside the immediate area who travel by vehicle.

The high number of visitors has resulted in new challenges with physical distancing along the park pathways. In an effort to mitigate this issue, staff are planning to implement new access controls for vehicles on weekends, starting this coming Friday April 10.

As such, barriers and signage will be erected on the three primary roads into the park (Arbutus Way at Southgate, Circle Dr at Douglas St, and Heywood Ave), restricting all but service and first responder vehicles.

Park Monitoring

In addition, Recreation staff will visit park locations to assist with visitor awareness of protocols (i.e. distancing, facility closures) and also to connect with residents on their physical activity needs. The latter component will assist the Recreation operation to anticipate potential program opportunities in the future (recovery) period, as well as supports for the interim that may be offered remotely, such as web-based wellness programs.

In addition, we will have fire personnel on Dallas Road to educate and inform the public on social distancing.

These measures will assist with the incoming complaints to the City about perceived violations of facility closures and social distancing, and will reduce some of the demands on the Bylaw team.

This program will launch this weekend and will be reviewed on an ongoing basis.

Communications

We continue to monitor updates from Federal and Provincial governments for further guidance on potential changes to City Services.

We are also on calls almost daily with our counterparts in other local governments as well as the business, tourism, hospitality and transportation partners to share information and determine

actions that we can take to support each other through this period and to position for recovery.

To end on a positive note, I would like to recognize the great work of all of our front line workers in this City which has been celebrated in neighbourhoods at 7pm all across the country.

Their contribution was further celebrated by the raising of a heart flag yesterday morning here at Cityhall. The flag was inspired by a full page the Times Colonist and the recreation of this flag by Paul Servos of The Flag Shop. Paul is creating these flags and has been able to retain staffing to produce them for the community. \$5 from every flag sale goes towards the Victoria Rapid Relief Fund. Thanks to Councillor Thornton-Joe's quick action, we were able to secure and purchase a flag.



Committee of the Whole Report

For the Meeting of April 9, 2020

To: Committee of the Whole **Date:** April 5, 2020
From: Susanne Thompson, Deputy City Manager and Chief Financial Officer
Subject: 2020 Financial Plan – Potential Adjustments

RECOMMENDATION

1. That Council direct staff to:
 - a. Defer the capital projects listed in the table on page 7 of this report
 - b. Delay the initiatives listed in the table on page 9 of this report
 - c. Reallocate \$11.64 million in unrestricted property tax funding from the deferred capital projects to offset actual and potential revenue shortfalls in the operating budget
 - d. Create a larger operating budget contingency using the funding allocated to the delayed initiatives
 - e. Extend the payment due date for utility bills to 90 days from 45 days and bring forward bylaw amendments to authorize that change
 - f. Extend the payment due date for property taxes to August 1, 2020 to align with the date the City is required to pay the property taxes levied on behalf of the Capital Regional District, the Capital Regional Hospital District, BC Assessment, and the Municipal Finance Authority; and bring forward amendments to the Alternative Tax Scheme Bylaw to align with the August due date
2. That the Mayor on behalf of Council advocate to the Province of BC to:
 - a. Increase amounts for Homeowner Grants, and create a new category of grant applicable to persons who have lost income due to the pandemic
 - b. Reinstate the financial hardship Deferment Program and extend the program to commercial properties
 - c. Amend legislation to align payment due dates for taxes collected on behalf of other agencies with municipal Alternative Tax Scheme Bylaws

EXECUTIVE SUMMARY

On March 19, 2020 Council directed staff to initiate a number of actions related to impacts of COVID-19 including to:

1. Identify measures within municipal jurisdiction to reduce the economic hardship on individuals and organizations impacted by COVID-19 including the temporary deferral of fees, taxes and other payments owing to the City from those suffering hardship.
2. Prepare bylaw amendments to allow for the temporary waiver of financial penalties for non-payment of municipal utilities fees and taxes during provincially declared emergencies.

3. Request that the Province of British Columbia grant local governments the discretion to postpone payment of property taxes with no financial penalty in 2020 for those that meet a provincially determined threshold.
4. Look at the operational and capital plan for 2020 to see what will not be accomplished in this year due to COVID-19 and bring recommendations to Council as to what would come out of the budget accordingly.

Many in our community are facing financial challenges due to COVID-19 and staff have reviewed options within the City's jurisdiction that could provide some relief while balancing the funding requirements to continue to provide the many services our community relies on.

The City must have a balanced budget. Unlike senior levels of government, the City cannot budget for a deficit. Due to the pandemic, the City is experiencing impacts to some revenues, most notably parking. Although we do not know how long this pandemic will last and therefore how large the impact on those revenues will be, this report outlines a number of opportunities to reallocate funding to offset this known, and estimated future, revenue shortfall. In addition, the report outlines various reserve funds that could be used to manage any further gaps, as well as recommends establishing a larger contingency to address any unforeseen costs or additional revenue losses that may arise in the coming months. These opportunities will enable the City to continue providing services to the community and to maintain a balanced budget for 2020.

The City levies approximately \$192 million in utility fees and property taxes to deliver its services. In addition to that, the City also collects taxes on behalf of other agencies such as the Capital Regional District (CRD), Capital Regional Hospital District (CRHD), BC Transit, BC Assessment (BCA), Municipal Finance Authority (MFA) and School District #61. The City also collects user fees on behalf of the CRD for sewage treatment. In total, the City collects approximately \$100 million on behalf of these agencies, and due dates for payment from the City to those agencies are set in legislation. Consequently, these payments are due whether or not the City has collected these taxes. Almost 40% of taxes levied are for these other agencies.

In terms of relief for those experiencing financial hardship due to the pandemic, staff recommend extending due dates for utility bills and property taxes for all ratepayers, due to the limitations noted below. The proposed due date for property taxes is aligned with the date the City is required to remit payment of taxes levied on behalf of the CRD, the CRHD, BCA and the MFA, whether or not taxes have been collected. A number of other municipalities across the country are offering similar relief. The City of Vancouver has extended the payment due date to September; however, one notable difference is that Vancouver collects 'advance' taxes in February each year, equivalent to 50% of the prior year's total property taxes, so this extension only applies to the remaining amount due.

The City can vary property tax due dates, penalty amounts and penalty dates through an Alternative Tax Scheme Bylaw. Council has already adopted an Alternative Tax Scheme Bylaw that reduces the initial penalty on overdue property taxes to 5% - down from 10% in prior years - with a further 5% in September on those tax accounts that remain unpaid at that time. This Bylaw was actioned prior to the pandemic, but is noted here since it does provide some relief compared to prior years.

The City does not have the authority to only change taxation due dates or waive penalties for a certain group of individuals or organizations. That is, the City cannot delay due dates or penalties only for those who are experiencing financial hardship. In addition, the City does not have the ability to confirm, or audit, that someone is actually experiencing financial hardship. However, the Province's Homeowner Grant Program is an already existing scheme that provides some relief to taxpayers, including the ability to vary the amount of relief based on individual circumstances

(seniors receive a larger discount for example) and has the mechanism for audits and enforcement. Council may wish to advocate to the Province for a change to the Homeowner Grant Program for increases to homeowner grant amounts and/or the creation of a new grant category applicable to persons who have lost income due to the pandemic. Council may also wish to advocate to the Province to reinstate the Deferment Program for financial hardship they had in place a number of years ago, and also extend that to commercial properties. These programs would provide relief to individuals and businesses who have been financially impacted by the pandemic without affecting local governments' ability to provide services due to reduced cash flow. The Province sent an 'initial circular' on April 4, 2020 (attached as Appendix A) encouraging "good financial management, including: maintaining a strong level of cash assets, prioritizing core municipal operations, and possibly deferring non-essential capital expenditures until this event passes." There was no indication if further Provincial programs would be announced to assist, although the letter did mention that additional circulars would be shared.

Under normal circumstances, using the current established due dates and penalties, the City has the financial capacity on hand to maintain operations and advance capital projects and does not need to borrow short-term to assist with cash flow until property taxes are collected. The City's other revenue sources and reserves typically enable the temporary ability to cash flow operations. However, as a precautionary measure, staff have explored options should this become necessary this year. The City may be able to obtain a short-term loan from the MFA to assist in managing cash flow until property taxes are collected. The MFA has indicated that they are unable to lend every municipality in BC the funds needed to cover all property taxes and user fees for the year, which some might need should municipalities face collection challenges. They will have some capacity for short-term loans, but are unsure at this time the extent of that capacity. As a result of that limited capacity, they will be using screening criteria which will include a review of each municipality's attempts at managing its own cash flow through reduction in spending, use of reserves, and any changes to due dates and penalties that could impact cash flow.

As a contributor to the economic engine of the region, the City can play a major role both during this pandemic and as part of recovery efforts by continuing to provide services and maintain assets and capital projects, which includes the purchase of materials, equipment and services from a number of businesses in the region. Therefore, Council may consider it is increasingly important to ensure the City maintains the cash flow to do so.

As mentioned previously, the City normally has the cash flow capacity to deliver services without the need to borrow short-term until property taxes are collected. However, should due dates be much deferred and penalties waived (meaning there is no incentive to pay by due dates), and should the City be unable to obtain sufficient additional funding through the MFA, this would have significant impact on cash flow and the City's ability to continue service delivery. This report recommends some budget reductions while preserving core operations and continues projects and initiatives underway. It also recommends providing financial relief to taxpayers and ratepayers by extending due dates for both utility bills and property taxes that can be managed within the City's existing cash flow capacity, while avoiding the unintended consequence of slowing down the local economy by reducing the money the City puts back into the community.

PURPOSE

The purpose of this report is to provide information and seek Council direction on potential amendments to the 2020 Financial Plan and extensions to due dates to address financial impacts related to the COVID-19 pandemic.

BACKGROUND

The majority of the City's revenue comes from property taxes and utility user fees (approximately \$192 million or 71%). Delaying receipt of those revenues would impact the City's cash flow and as a result the ability to continue providing services and meeting payment obligations. In addition to the City's own taxes and utility fees, collections on behalf of other agencies total approximately \$100 million, for a total collection of approximately \$292 million.

The City's 2020 Financial Plan, operating and capital including projects carried forward from 2019, totals approximately \$375 million. The collection on behalf of other agencies brings that total to approximately \$475 million. While the City has accumulated reserves of approximately \$248 million, including ones for financial stability specifically set up to mitigate unforeseen circumstances such as these, they are insufficient to cover all expenditures should collection of taxes and utility user fees be much delayed.

On March 19, 2020 Council passed a number of motions including:

1. Direct staff to develop an Action Plan without delay identifying measures within municipal jurisdiction to reduce economic hardship on individuals and organizations impacted by COVID-19, including consideration of the following measures:
 - a) Temporary deferral of fees, taxes and other payments owing to the city from those suffering hardship.
2. Direct staff to prepare bylaw amendments to allow for the temporary waiver of financial penalties for non-payment of municipal utilities fees and taxes during provincially declared emergencies.
3. Request that the Province of British Columbia grant local governments the discretion to postpone payment of property taxes with no financial penalty in 2020 for those that meet a provincially determined threshold.
4. Direct staff to look at the operational and capital plan for 2020 to see what will not be accomplished in this year due to COVID-19 and bring recommendations to Council as to what would come out of the budget accordingly.

Due dates for remitting payment to the agencies the City collects property taxes on behalf of are established under various acts including the *Assessment Authority Act*, the *British Columbia Transit Act*, the *Municipal Finance Authority Act*, the *School Act*, the *Hospital District Act*, and the *Local Government Act* as follows:

- August 1 – BCA, MFA, CRHD, and CRD, approximately \$36 million
- On or before the 5th day after municipal taxation due date – 75% of school taxes, approximately \$38 million. Then monthly after that.
- December 31 – BC Transit, approximately \$10 million

ISSUES & ANALYSIS

There are a number of factors that impact the City's cash flow capacity. The following section outlines the main considerations.

Legislative Context

The City can, under current legislation, change the property tax due date and adjust penalty amounts and due dates. The City already has an Alternative Tax Scheme Bylaw in place that provides for a 5% penalty in July and a 5% penalty in September, rather than a 10% penalty in July.

The City does not have the ability to create distinctions, for tax or penalty purposes, based on individual circumstances. Section 193(2) of the *Community Charter* expressly provides that the normal power to establish variations for different circumstances does not apply to taxation bylaws. In other words, the City cannot provide different due dates or penalty provisions for those adversely affected by the COVID-19 pandemic and resulting economic disruption. Any changes would have to apply equally to all taxpayers.

Municipal Finance Authority

The City is likely able to obtain some short-term funds from the MFA, however, the MFA has indicated that they will not be able to fund all municipalities in BC to the full extent they may need. As such, screening criteria will be used to prioritize those that have made efforts to preserve their cash flow by reducing spending, using reserves and avoiding extending due dates and eliminating penalties that would negatively affect cash flow.

The City could also seek funding from a financial institution; however, our understanding is that their first priority is individuals and businesses so this is unlikely an option for the City.

In either case, the City would incur additional costs from interest on any loans, and would of course also need to repay such loans, which requires cash flow.

In anticipation of needing some level of short term financing, staff will bring forward amendments to the Revenue Anticipation Borrowing Bylaw passed earlier this year, to increase the authorized amount of borrowing to the maximum allowable under the legislation, which is 75% of the prior year's total tax levy.

Provincial Property Tax Deferment Programs and Other Legislative Changes

There are a number of Provincial property tax deferment programs in place that provide low interest loans to qualified individuals for residential properties as follows:

- 55 years of age or older, and surviving spouses of any age
- A person with disabilities
- Families with children

The Province did have an additional deferment program in place a number of years ago for those experiencing financial hardship, which could potentially be reinstated and also extended to commercial properties. In addition, the current Homeowner Grant Program may be possible to amend to increase amounts of grants and create a new category of grant applicable to persons who have lost income due to the pandemic.

The benefit to the City of these programs is that the Province pays the City for all approved deferment applications, and the City reduces the amount of school taxes paid by an amount equal to homeowner grants claimed, so the City is kept whole financially.

Due dates for remitting payment to the agencies the City collects property taxes on behalf of are established under various acts including the *Assessment Authority Act*, the *British Columbia Transit Act*, the *Municipal Finance Authority Act*, the *School Act*, the *Hospital District Act*, and the *Local Government Act*. The earliest payment date is August 1 for payments to BCA, MFA, CRHD, and CRD, whether or not taxes have been collected. The Province could consider aligning the due date for remitting these taxes with property tax due dates in municipal Alternative Tax Scheme Bylaws.

The City's Budget

The City's budget determines the amount of funding the City requires to provide its services, maintain infrastructure and deliver capital projects. The City is required under the *Community Charter* to have a balanced budget – that is, the City is not authorized to budget a deficit.

There are two ways in which the City can manage its cash flow needs:

1. Deferring projects to a future date reduces the need for funding at this time
2. Reallocating the funding for deferred projects, where not restricted, to offset revenue shortfalls

The majority of funding comes from property taxes and utility user fees (approximately \$192 million or 71%.)

The City has some additional revenue sources, including those from parking (budget of approximately \$19.6 million), construction permit fees (budget of approximately \$3 million), recreation (budget of approximately \$2 million), Victoria Conference Centre (budget of approximately \$3.6 million), and property leases (budget of approximately \$2.2 million). Some of these revenue sources have been greatly impacted by the pandemic and as such new revenue sources or reduction in expenditures to offset would be needed to ensure the City does not run a deficit.

We are currently experiencing much reduced revenues for parking. While there are some offsetting expenditure reductions, the estimated net financial impact on a monthly basis is approximately \$1.2 million.

Also, our recreation facilities have been closed resulting in no revenue generation. However, these operations are property tax subsidized, meaning expenditures exceed the revenue generated. Therefore, there is only a negligible net financial impact to the City.

The Victoria Conference Centre has also been closed. Some of the events that were to take place in the coming months have been rescheduled, some potentially to later this year and some to next year. Based on current information, there is a potential revenue shortfall related to events of approximately \$2 million in 2020. In addition, due to the closure of the VCC and also the Empress Hotel, parking revenues are much reduced with a potential shortfall of \$140,000 per month.

All other revenues appear to remain on track at this time, but we are monitoring all closely.

A portion of the City's budget provides grant funding to non-profit organizations. Staff recommend continuing this important funding through the City's various grant programs, some of which Council has already approved and staff have issued payment for. However, some proposed increases to some programs and the creation of a new program are included in the list of potential deferrals because they are unlikely be actioned this year.

In reviewing the budget to determine what can be deferred to free up cash flow capacity, staff used the following principles:

- Continue with projects that maintain existing infrastructure as opposed to creating new ones or expanding existing ones
- Continue with all safety related projects
- Continue with projects underway

Using the above principles, staff have determined that approximately \$22 million can be deferred as follows:

2020 Capital Projects - Potential Deferrals

	Draft Budget \$	Deferral \$	Remaining Budget \$
Active Transportation			
Bus Shelter Installation	\$ 31,000	\$ 31,000	\$ -
David Foster Harbour Pathway	2,468,000	968,000	1,500,000
Pathway Upgrades	982,000	432,000	550,000
	\$ 3,481,000	1,431,000	\$ 2,050,000
Neighbourhoods			
Wayfinding	\$ 45,000	45,000	\$ -
Parks			
Topaz Park - Southern Park Enhancements	\$ 3,800,000	\$ 3,800,000	\$ -
Topaz Park - Artificial Turf Field	4,794,000	4,494,000	300,000
Dogs in Parks	165,000	70,000	95,000
	\$ 8,759,000	\$ 8,364,000	\$ 395,000
Street Infrastructure			
LED Signal Head/Ped Countdown Signal and Audible Ped Signal Installation	\$ 108,000	\$ 108,000	\$ -
New Traffic Signal Safety Upgrades and Installations	458,000	100,000	358,000
Seasonal Animation	29,000	29,000	-
Traffic Controller Replacement Program	505,000	205,000	300,000
Gate Of Harmonious Interest Chinatown	1,181,000	831,000	350,000
Traffic Signal Fibre Optic Upgrade	89,000	25,000	64,000
Surface Infrastructure Program	530,000	80,000	450,000
Audible/Accessible Pedestrian Signals	17,000	17,000	-
Pagoda Fixtures - Electrical Upgrades	100,000	50,000	50,000
	\$ 3,017,000	1,445,000	\$ 1,572,000
Retaining Walls and Railings			
Wharf Street 1112 Retaining Wall	\$ 461,000	361,000	\$ 100,000
Ross Bay Seawall Replacement	150,000	150,000	-
	\$ 611,000	\$ 511,000	\$ 100,000
Facilities			
VCC Upgrades and Repairs	1,613,000	876,000	737,000
Parks Public Washroom	667,000	400,000	267,000
Crystal Pool & Wellness Centre Replacement Project	7,926,000	7,926,000	-
Public Works Facility Master Plan	250,000	250,000	-
Community Centre Improvement Program	589,000	539,000	50,000
	\$ 11,045,000	\$ 9,991,000	\$ 1,054,000
Total	\$ 26,958,000	\$ 21,787,000	\$ 5,171,000

Important to note, and as explained in further detail below, approximately half of the above projects are funded from capital reserves and can therefore not be redirected to fund revenue shortfalls in operations; however, deferring those projects do help with cash flow management. The other half is funded from property taxes (approximately \$11 million) and this funding can be reallocated to fund the revenue shortfalls identified.

Staff have also reviewed the new and expanded initiatives Council approved during the budget process that have yet to be actioned and could therefore be delayed. The following is a listing of those initiatives totalling approximately \$3 million:

Potential Available Reallocation	FTE	NMC (Ongoing)	2019 Surplus (One Time)	B&I
<u>Accessibility and Inclusion</u>				
Accessibility and Inclusion Recreation Role - 1 FTE	1	52,000		
Gender Diversity Training for All Staff			28,000	
Welcoming City Strategy			50,000	
<u>Housing</u>				
Tenant Housing Ambassador - 1 FTE	1	107,900		
Housing and Development Summit		15,000		
Social Planner - 1 FTE	1	125,111		
<u>Arts and Culture</u>				
Canada Day Special Duty Policing		107,000		
Festival Investment Grant Program		25,000		
Special Duty Policing - Cost for First Three Police Officers		53,000		
Create Victoria - Cultural Infrastructure Grant Program			100,000	
Create Victoria - Cultural Spaces Roadmap			25,000	
Create Victoria Implementation Position - 1 FTE	1	113,400		
Special Events - In Kind Services		19,000		
<u>Banfield Park to Selkirk Bike Route</u>				
Banfield Park to Selkirk Bike Route			35,000	
<u>Childminding</u>				
Childminding - Committees		1,800		
<u>Climate and Environment</u>				
Building Energy and Emissions Specialist - 1 FTE	1	108,000		
Climate Leadership Plan - Oil to Heat Pump Incentive Program			300,000	
Climate Champion Program			50,000	
<u>Heritage</u>				
Heritage Position - .5 FTE	0.5	50,000		
<u>Managing Growth and New Development</u>				
Secretary - Legislative Services - 1 FTE	1	80,500		
Development Services - 1 FTE	1	142,500		
<u>Greater Victoria Coalition to End Homelessness</u>				
Coordinated Implementation of Pandora Task Force			50,000	
<u>Placemaking</u>				
Place-Making - Engagement Costs			8,000	
<u>Protocol</u>				
Protocol			20,000	
<u>Reconciliation and Indigenous Relations</u>				
Reconciliation Training			34,650	
Truth and Reconciliation Dialogues			80,000	
Indigenous Relations Function			75,000	
Witness Reconciliation Program		30,000		
<u>Equity, Diversity and Inclusion</u>				
External Community Liaison - 2 FTE	2	215,900		
Equity and Inclusion Coordinator -1 FTE	1	107,900		
External Contractor			75,000	
<u>Strategic Plan Support Services</u>				
Engagement			75,000	
<u>Sustainability Mobility Strategy</u>				
Transportation - 1 FTE	1	142,600		
Public Secure Bike Parking				500,000
<u>NeighbourHub - 709/711 Douglas Street</u>		11,460		
<u>Banfield Park Swimming Dock Study</u>			15,000	
Total	11.5	\$ 1,508,071	\$ 1,020,650	\$ 500,000

There is an opportunity to manage the impact of the estimated revenue losses by reallocating the funding for the proposed deferred projects and initiatives, and to establish a larger contingency for further unforeseen costs or additional revenue losses. Establishing a larger contingency now would provide greater flexibility later, especially if this pandemic is prolonged.

There may be additional 'under-spends' within departmental budgets this year, as is the case many years, however, it is too early to estimate what those may be. These 'under-spends' would provide additional budget room should it become needed and as such, no adjustments to budgets are recommended at this time.

Another mitigation strategy is transfers to reserves, which can be done - and adjusted if necessary - at the end of the year once actual revenues and expenditures are known. Continuing to set aside funding in reserves as successfully as the City has been able to do to this point is what is enabling the City to have cash flow capacity for parts of the year. It is also what provides necessary funding for upgrades to City infrastructure and facilities, which would help in the recovery efforts for our community. Therefore, it is recommended that all reserve transfers remain as budgeted at this point. Again, by holding off on actual transfers until the end of the year, there is an opportunity to revisit these at a later date, if necessary.

If property taxes and utility billing due dates and penalties remain the same, and taking the above estimated revenue reductions and deferral of projects into account, the City should have the cash flow to fund all operations until the end of the year without having to obtain a short-term loan from the MFA. In other words, by deferring the projects and initiatives, those savings should be sufficient to cover the estimated short-fall in revenues.

Reserve Fund Capacity and Liquidity

The City has a number of reserves which are invested in various investment vehicles with different maturity dates. These reserves are what enables the City to continue funding operations and capital projects for the first part of the year before the property tax due date. Although the reserve levels are significant (approximately \$248 million), they are not significant enough to provide complete cash flow coverage for an entire year should payments of taxes and utility user fees not be received, especially considering the requirement to levy taxes on behalf of other agencies and remit those by legislated due dates.

The majority of the reserves are restricted for specific purposes and cannot be used to fund operations. In other words, while the reserves can be used to manage cash flow, they cannot be drawn down on to provide the funding to cover costs incurred to deliver programs and services, nor to offset revenue shortfalls.

However, the financial stability reserves were set up to mitigate unforeseen situations such as these. The target balances for the general, water and sewer reserves are equal to 60 days of expenses, and the stormwater reserve is equal to 45 days of expenses. The current balances in the reserves are:

General Fund	\$8 million
Water	\$920,000
Sewer	\$835,000
Stormwater	\$450,000

Council could choose to use some of these reserves to fund funding shortfalls should they materialize. However, given that there are a number of capital projects and other initiatives that

have yet to be actioned, there is an opportunity to first defer those before additional funding from these reserves is used. For awareness, should the financial stability reserves be used, there is no specific funding source within the budget to replenish them. Historically, they have been funded through annual surpluses. If depleted completely, it would likely take many years to replenish based on the assumption that Council may wish to continue using at least a portion of the annual surplus to fund one-time initiatives.

OPTIONS & IMPACTS

The following section outlines options for Council's consideration. These options are those that are fiscally prudent, align with the availability of financial stability reserve funding should it become needed, and would have the least impact on cash flow and service provision while still providing some relief to those suffering financial hardship in the community.

Extending Payment Due Dates

Utilities are currently billed 3 times per year with payment due 45 days after billing, after which a 5% penalty is applied. The City levies approximately \$200,000 in utility penalties annually.

Property taxes are due on the first business day in July, after which a 5% penalty applies, with a further 5% penalty in September on any remaining balance unpaid at that time.

Extending due dates for utilities to 90 days after billing would defer receipt of payment of approximately \$2-3 million monthly and can be managed within existing reserve levels and liquidity.

Extending the due date for property taxes has a larger impact on cash flow due to the legislative deadlines to pay the taxes collected on behalf of other agencies regardless of whether the City has actually collected the taxes or not. As such, delaying the due date beyond August 1 may result in cash shortages should the MFA be unable to provide sufficient funding.

The City cannot change the property tax due date for a select group of customers only, i.e. those suffering financial hardship. If offered, it would apply to all. For utilities, although legislation does not prohibit it, a system is not in place to administer this and the City does not have the ability to confirm or audit if a customer is experiencing financial hardship. In addition, user fees are established to cover costs and any costs incurred to administer the program would result in an increase to the user fees.

Eliminating Penalties

Council has provided direction to bring forward bylaw amendments to temporarily waive penalties for both utilities and property taxes during provincially declared emergencies.

The City must levy penalties on property taxes not paid by the due date. However, as the City has already done, an Alternative Tax Scheme Bylaw can be established that sets out multiple penalty dates and amounts. The City's Bylaw provides for a 5% penalty in July and a second 5% penalty in September rather than a 10% penalty in July. The City cannot provide different property tax penalty provisions for those adversely impacted by the pandemic.

Similarly to the discussion above regarding due dates, for utility bills, the City does not have a system in place, nor could one be easily set up, to only eliminate penalties on utility bills for those who have suffered financial hardship. If offered, it would apply to all. It is important to note that if there were no penalties, even those who could afford to pay may choose not to do so resulting in

potentially significant cash flow impacts. Therefore, waiving penalties is not recommended. An alternative approach could be extending due dates as described above.

Budget Reallocations or Reductions

Due to the revenue shortfall discussed in the 'Issues and Analysis' section of the report, and for fiscal prudence reasons as well as to limit the impact on services, it is not recommended that the property tax increase be reduced. The planned property tax increase for 2020 is 3.35%, which equates to \$85 for an average residential property and \$237 for a typical business. Staff recognize that many in our community are struggling financially at this very difficult time. Unfortunately, these increase amounts, if reduced, are unlikely to provide material relief to taxpayers. It is still unknown how long this pandemic will last and therefore the revenue loss estimates may be greater than anticipated, and/or City costs not covered by Emergency Management BC may increase (extensive facility cleaning for example). The recommended alternative approach is to reallocate funding and create a larger contingency by deferring some initiatives and capital projects identified using the principles outlined above.

Should Council wish to reduce the property tax increase, Council could consider:

1. Using the ongoing funding previously allocated to initiatives as outlined in the first column of the table on page 9 - \$1.5 million. Staff had recommended that this funding be set aside in a contingency to manage any unforeseen additional costs during this pandemic, and if not needed would be available to action those initiatives at a later date. The impact of using this funding to reduce the property tax increase would therefore result in a lower contingency and new funding would be required to action the initiatives later.
2. Reducing services and reallocating that funding. Staff have no direction on what those services might be, so further clarification would be necessary.
3. Reducing reserve fund transfers. As discussed in this report, the City has, over time, established significant reserves, and these reserves are what enables the City to have cash flow capacity for parts of the year. The reserves is also what provides necessary funding for upgrades to City infrastructure and facilities, which would help in the recovery efforts for our community. Staff had recommended, as a mitigation strategy, the reserve fund transfers remain as budgeted at this point. As outlined, by holding off on actual transfers to the end of the year, there is an opportunity to revisit these later in the year, should additional funding be needed for revenue shortfalls and/or cost increases related to the pandemic. Some of the transfers to reserves are restricted, such as Gas Tax grants from the Federal Government and other under contractual obligations. However, approximately \$12 million are unrestricted transfers of property taxes to equipment and infrastructure reserves.

Advocacy to the Province

The homeowner grant program administered by the Province provides for some limited assistance with property taxes to residential homeowners. The program provides for different amounts of a provincial grant toward property taxes depending on individual circumstances. Its administration already includes mechanisms for verification of entitlement and audit function. As such, it may be well suited to serve as a means to provide relief to those adversely affected by the pandemic and resulting economic disruption. For example, the homeowner grant amount could be increased for all who qualify. Alternatively, a new category of a grant could be added to provide increased grants to those who suffered income loss due to the pandemic. Such modifications would provide relief to homeowners without disrupting tax revenues for local governments and allowing local governments to continue to provide the critical services to their communities both during the pandemic and during the recovery period.

In addition, the Province had a Deferment Program in place a number of years ago specifically for those experiencing financial hardship. Therefore, this may be a simple but effective addition, especially if it is also expanded to include commercial properties.

Finally, as mentioned earlier in the report, amending the various acts that provide specific due dates for payment by local governments to the agencies they collect taxes on behalf of would reduce the impact on cash flow for municipalities.

The City does not have the ability to modify the homeowner grant program, the deferment program or change legislated due dates for payment of taxes to other agencies the City collects taxes on behalf of. However, Council could advocate for such changes with the Provincial Government, either directly or through organizations such as UBCM. At the staff level, we have already initiated conversations to raise awareness, and to seek support in advocacy efforts, with our professional associations such as the Government Finance Officers Association and the Local Government Management Association. In addition, we have raised this with staff at UBCM.

Accessibility Impact Statement

Many initiatives within the City's Financial Plan address accessibility challenges. Given the pandemic, some of these initiatives may be delayed.

2019 – 2022 Strategic Plan

Should Council determine that some projects and initiatives should be deferred, the timelines in the Strategic Plan would be adjusted.

Impacts to Financial Plan

Any Council decisions on changes to the project and initiative budgets would be incorporated into the 2020 Financial Plan before final approval.

Official Community Plan Consistency Statement

Not applicable.

CONCLUSIONS

The City contributes to the region's economy through continued service provision, and Council may consider it is of significant importance to position the City and the community for speedy recovery. By keeping our service levels as close to normal as possible, we are mitigating some of the economic impacts of the pandemic. Therefore, to preserve the City's cash flow capacity, eliminating penalties is not recommended.

However, Council could consider extending some payment terms for utilities, such as 90 days rather than the current 45 days without severely impacting the City's cash flow.

Also, Council could consider delaying the property tax due date to August 1 instead of July 2, 2020, with the 5% penalty on that date and a further 5% penalty on September 1.

Finally, the preferred option to preserve the City's cash flow capacity is to advocate to the Province to reinstate and expand the financial hardship Deferment Program to commercial properties, to

increase Homeowner Grant amounts and/or set up a new category for those experiencing financial hardship, and to amend the legislation that stipulates the payment dates the City must adhere to in remitting tax payments to other agencies we collect on behalf of.

Respectfully submitted,



Susanne Thompson
Deputy City Manager and Chief Financial Officer

Report accepted and recommended by the City Manager:


Date: April 6, 2020

Attachments:

Appendix A – Ministry of Municipal Affairs Circular: Municipal Budgeting, Taxation, and Financial Reporting During Covid-19



**Ministry of Municipal
Affairs and Housing**

Local Government Division
PO Box 9838 Stn Prov Govt
800 Johnson St, 6th Floor
Victoria BC V8W 9T1

CIRCULAR

Circular No. 20:11

April 2, 2020

To: All Municipal Financial Administrators

Re: Municipal Budgeting, Taxation, and Financial Reporting During Covid-19

The Ministry recognizes that the current Covid-19 situation creates questions and concerns about municipal finance issues and may place administrative burdens on municipalities. This circular sets out some things that the Ministry is doing in response, and some suggestions for what you can do right now.

We support your focus right now on the budget and tax cycle because collection of tax revenue is imperative for continuity of municipal operations, and the operations of other government bodies that rely on the municipal tax system (like regional districts and regional hospital districts). When considering municipal operations and capital for the remainder of the year, we encourage you to practice good financial management, including: maintaining a strong level of cash assets, prioritizing core municipal operations, and possibly deferring non-essential capital expenditures until this event passes.

To help you in this focus, this year the Ministry will not be enforcing the statutory deadlines for audited financial statements and Local Government Data Entry (LGDE) forms, which are normally due on or before May 14 of each year. If you need to, you can defer these reports until later in the summer. If your municipality does have the resources to complete the submission on time, that would be helpful – but again, focus should be first on the budget and tax cycle.

If this Covid-19 situation has impaired your normal budgeting process, please remember that you can adopt your 2020-24 financial plan based on year-two of your previous year's plan, with whatever alterations you deem appropriate for the upcoming year.

As some of you may be aware, the Federal Government recently launched the "COVID-19 Economic Response Plan", which provides certain forms of relief to residents and businesses in your community. For more information on this plan, please go to <https://www.canada.ca/en/departement-finance/news/2020/03/canadas-covid-19-economic-response-plan-support-for-canadians-and-businesses.html>.

The Province also recently announced a \$5 billion suite of actions in the near term called the

“Covid-19 Action Plan” which also includes relief for some community members directly affected by Covid-19 job loss. Including, “Business and light and major industry property classes will see their school property tax cut in half for the 2020 tax year, providing \$500 million in relief for business that own their property and for tenants on triple-net leases.”

Regarding the 2020 school taxes, the normal mechanics for municipal tax collectors will not change. The rates will be set soon by Order in Council. Municipalities will simply apply the 2020 school tax rates from that Order. The (Class 4) Major Industry tax credit will apply as usual to the amount of tax generated by the 2020 major industry school tax rate.

Further, “Payments for Provincial Sales Tax (PST), employer health tax, municipal and regional district tax (hotel tax), carbon tax, motor fuel tax and tobacco tax are also deferred.” For more information on this plan, please go to <https://news.gov.bc.ca/releases/2020PREM0013-000545>.

As you are likely aware, on March 26, the Honourable Mike Farnworth the Minister of Public Safety and Solicitor General issued Ministerial Order (Order M083) under the Emergency Program Act to support the Provincial Health Officer and ensure joint, coordinated efforts among all governments in responding to the COVID-19 pandemic. Order M083 enables local governments to hold meetings electronically and without the public present and provides flexibility to adopt bylaws in one day. The full text of Order M083 can be found online at: http://www.bclaws.ca/civix/document/id/mo/mo/2020_m083.

Should you require further information, please contact your provincial analyst at <https://contacts.localgovernmentinformationsystem.gov.bc.ca/lgics.aspx>.

Also, I am encouraging all local governments, where possible, to submit their bylaws and LGDE reports electronically. We can still receive manual submissions (through mail), but the processing of mailed documents will take longer. Financial reports can be emailed to LGDE@gov.bc.ca and bylaws to LGgovernance@gov.bc.ca.

This is an initial circular to all municipalities. We are already planning for how the financial impacts of Covid could continue to unfold for local governments and their financial situations and we will be sharing additional follow up circulars.

I understand that these are difficult times, but please keep in mind that this is all temporary. If we all logically plan and cooperate collectively with one another, including sharing expertise and experience with your neighbours, we can get through this while maintaining the municipal finance system and the critical services that system supports.

Sincerely,

A handwritten signature in black ink, appearing to read 'T Faganello', with a stylized flourish at the end.

Tara Faganello
Assistant Deputy Minister and Inspector of Municipalities
Local Government Division
Ministry of Municipal Affairs and Housing

Cc: Kaye Krishna, DM MAH
Liam Edwards and Sean Grant, MAH
Peter Urbanc, MFA
Gary MacIsaac, UBCM
Duncan Jillings, MoF
Jim Hopkins, MoF
Heather Wood, MoF
Kala Harris, GFOABC

2020 Financial Plan - Potential Adjustments



1

Purpose

- To provide information and seek Council direction on potential amendments to 2020 Financial Plan and extensions to due dates to address financial impacts related to the COVID-19 pandemic



2020 Financial Plan – Potential Adjustments

2

Council Direction

On March 19, 2020 Council directed staff to initiate a number of actions related to impacts of COVID-19 including to:

1. Identify measures within municipal jurisdiction to reduce the economic hardship on individuals and organizations impacted by COVID-19 including the temporary deferral of fees, taxes and other payments owing to the City from those suffering hardship.
2. Prepare bylaw amendments to allow for the temporary waiver of financial penalties for non-payment of municipal utilities fees and taxes during provincially declared emergencies
3. Request that the Province of British Columbia grant local governments the discretion to postpone payment of property taxes with no financial penalty in 2020 for those that meet a provincially determined threshold.
4. Look at the operational and capital plan for 2020 to see what will not be accomplished in this year due to COVID-19 and bring recommendations to Council as to what would come out of the budget accordingly.



2020 Financial Plan – Potential Adjustments

3

Context

- The City must have a balanced budget
- The majority of the City's revenues – \$192 million or 71% - are from utility user fees and property taxes
- Collections on behalf of other agencies, with legislated payment due dates - \$100 million
- Some revenues have been significantly impacted, most notably parking
- Under normal circumstances, the City does not have cash flow issues nor require short term borrowing until taxes are due
- Delaying receipt of taxes and utility fees would impact the City's cash flow and therefore ability to deliver services
- The City is a significant contributor to the economic engine of the region through its service delivery



2020 Financial Plan – Potential Adjustments

4

Cash Flow Considerations – Legislation

- Current Alternative Tax Scheme Bylaw – two penalty dates with 5% penalty each
- The City does not have ability to create distinctions, for tax or penalty purposes, based on individual circumstances (s. 193(2) of the *Community Charter*)
- Under the Alternative Tax Scheme Bylaw, it is possible to vary property tax due dates in addition to penalty dates and amounts



2020 Financial Plan – Potential Adjustments

5

Cash Flow Considerations – MFA

- MFA unable to lend all municipalities the full amounts potentially needed
- MFA will be using screening criteria to prioritize requests
- Interest would be charged on the loan and the loan would have to be repaid after due date of taxes
- Revenue Anticipation Borrowing Bylaw will be brought to Council for amendment to increase the amount authorized



2020 Financial Plan – Potential Adjustments

6

Cash Flow Considerations – Provincial Programs

- The Province could assist by:
 - Increasing homeowner grant amounts and/or creating a new category of grant
 - Reinstating the financial hardship deferment program and expand it to include commercial properties
 - Amend legislation to change due dates by which municipalities must remit payments to other agencies for whom taxes have been levied, whether collected or not

The benefit to the City of these programs is that the Province pays the City for all approved applications, keeping the City whole financially



2020 Financial Plan – Potential Adjustments

7

Cash Flow Considerations - Budget

- Must be balanced – no deficit
- Two ways to manage cash flow:
 - Deferring projects reduces need for funding now
 - Reallocating unrestricted funding to offset revenue shortfalls
- Potential revenue shortfalls:
 - Parking – currently about \$1.2 million per month
 - Recreation – no net impact
 - Victoria Conference Centre – \$2 million event related in total, plus \$140,000 in parking per month
- Principles for deferring projects and initiatives – continue with:
 - Those that maintain existing infrastructure as opposed to new/expand
 - Those that are safety related
 - Those that are underway



2020 Financial Plan – Potential Adjustments

8

Cash Flow Considerations - Reserves

- Significant reserves in place - \$248 million – but not sufficient for complete cash flow coverage
- Most restricted to capital so cannot be used to fund operations, but can be used to manage cash flow
- Financial stability reserves:
 - Set up to mitigate unforeseen situations such as these
 - Target balances are equal to 60 days of expenses for water, sewer and general funds and 45 days for stormwater.
- Mitigation strategy – transfers to reserves be done at end of year once actual revenues and expenditures are known



2020 Financial Plan – Potential Adjustments

9

Options for the Way Forward

Developed to provide some relief to those suffering hardship in the community while being fiscally prudent, in alignment with financial stability reserve funding, and having manageable impact on cash flow:

- Extend payment due dates for utilities to 90 days from 45 days
- Extend payment due date for taxes to August 1 to align with the requirement to pay other agencies on that date
- Leave penalties intact and continue with the Alternate Tax Scheme Bylaw that splits the tax penalty 5% on due date and 5% in September, to avoid dis-incentivizing payment for those who could pay
- Re-allocate budgets, where not restricted, to fund known and potential revenue shortfalls and create a larger contingency for unforeseen circumstances
- Advocate to the Province



2020 Financial Plan – Potential Adjustments

10

Recommendations

1. That Council direct staff to:
 - a. Defer the capital projects listed in the table on page 7 of this report
 - b. Delay the initiatives listed in the table on page 9 of this report
 - c. Reallocate \$11.64 million in unrestricted property tax funding from the deferred capital projects to offset actual and potential revenue shortfalls in the operating budget
 - d. Create a larger operating budget contingency using the funding allocated to the delayed initiatives
 - e. Extend the payment due date for utility bills to 90 days from 45 days and bring forward bylaw amendments to authorize that change
 - f. Extend the payment due date for property taxes to August 1, 2020 to align with the date the City is required to pay the property taxes levied on behalf of the Capital Regional District, the Capital Regional Hospital District, BC Assessment, and the Municipal Finance Authority; and bring forward amendments to the Alternative Tax Scheme Bylaw to align with the August due date
2. That the Mayor on behalf of Council advocate to the Province of BC to:
 - a. Increase amounts for Homeowner Grants, and create a new category of grant applicable to persons who have lost income due to the pandemic
 - b. Reinstatement of the financial hardship Deferment Program and extend the program to commercial properties
 - c. Amend legislation to align payment due dates for taxes collected on behalf of other agencies with municipal Alternative Tax Scheme Bylaws





Committee of the Whole Report

For the Meeting of April 9, 2020

To: Committee of the Whole

Date: March 20th, 2020

From: Chris Coates, City Clerk

Subject: Short Term Rental (STR) Business License Appeal Process Policy

RECOMMENDATION

That Council approve the Short-Term Rental Business License Appeal Process Policy

EXECUTIVE SUMMARY

The City adopted the Short-term Rental Regulation Bylaw in March 2018 to license and regulate short-term rentals. Each year short-term rental operators must apply for a short-term rental business licence. If a Licence Inspector denies a business licence, the Community Charter provides that a business licence applicant has a right to have Council reconsider their application.

The enforcement approach is like other enforcement activities involving education, opportunity for voluntary compliance, and then active enforcement. The City is now at the active enforcement stage. Licence Inspectors approve licences if the application is compliant with City Bylaws and reject licences if an applicant is not compliant with City Bylaws. In the latter case, a Licence Inspector may identify an opportunity for an applicant to become compliant and receive a license.

With an increase in denied business license applications resulting from advanced enforcement activity and techniques, staff recommend that Council establish a Policy around how these requests could be considered in recognition of the potentially high number of requests.

Currently, the City does not have policy to manage an opportunity to be heard by Council for a rejected business licence application. The proposed policy would establish terms and conditions for the reconsideration by Council, required documentation to submit as a part of the appeal process, next steps following Council's decision to grant or deny an appeal, and other matters. In the event of a high number of requests for reconsideration, this process would efficiently manage requests for both the public seeking reconsideration and the City managing the requests and be consistent with legislated requirements.

PURPOSE

The purpose of this report is to seek Council direction to implement a policy that sets out a process for appealing short-term rental business license decisions.

BACKGROUND

Council adopted the Short-term Rental Regulation Bylaw, attached as Appendix A, on March 8th, 2018 to license and regulate short-term rentals in the City.

The Bylaw establishes a short-term rental business licence and fee, eligibility for short-term rental business licence, the Licence Inspector's authority to refuse a licence, conditions for refusing a licence, operating requirements, offences, and penalties.

Each year a short-term rental operator must apply for a new short-term rental business licence established by the Bylaw. An applicant submits an application and supporting documents to demonstrate that the short-term rental unit complies or continues to comply with City rules regarding eligible short-term rental units. The Bylaw sets out reasons that a Licence Inspector may refuse to issue a short-term rental business licence.

Under the Community Charter, section 60(5), business licence applicants have an opportunity to be heard by Council according to the following conditions:

If a municipal officer or employee exercises authority to grant, refuse, suspend, or cancel a business licence, the applicant or licence holder who is subject to the decision is entitled to have the council reconsider the matter.

The Short-term Rental Regulation Bylaw does not currently set out terms and conditions regarding an opportunity for applicants for a short-term rental business licence to be heard by Council. While the City set terms and conditions for an appeal process for licences issued under the Business Licence Bylaw that are rejected or revoked (attached as Appendix B), these would not apply to short-term rental business licences which are issued under the Short-term Rental Regulation Bylaw. There is no City policy that establish such an opportunity for this type of licence.

ISSUES AND ANALYSIS

Short-term rental business licences issued on or after January 16th, 2019 expired on January 15th, 2020. The City has received 646 total STR applications to date. Licence Inspectors have approved 452 STR licences and rejected 70 STR licences. 111 STR applications are pending review or inspection. Bylaw Services anticipates another possible 370 STR applications based on 2019 STR licences.

Most pending STR applications require Licence Inspectors to visit the proposed short-term rental unit to verify compliance with City bylaws. Most pending STR applications are for single-family dwellings which would not be eligible for a licence if the short-term rental rooms are part of a self-contained unit which could provide housing for a long-term tenant, as established in the Bylaw. Some applicants contend that they are not offering self-contained units and may wish to submit a request to appeal.

The City Clerk has received nine requests to appeal at this time. To manage these requests, staff suggest a policy establishing an appeal process. A policy would provide clarity for the public in terms of what and how Council will reconsider an application, as well as creating a process that is manageable and consistent for Council.

The proposed policy would establish a process for an appellant to have an opportunity to make representation to Council. This process is designed to administer a high volume of requests for reconsideration by establishing an opportunity for a written submission to Council. This process would conform to the rules of natural justice and procedural fairness.

The proposed process is outlined in detail in the draft policy (attached as Appendix C) but an overview of the process is noted below for convenience:

1. An Appellant may start an appeal by submitting a request for an appeal to the City Clerk
2. The City Clerk replies to the Appellant to acknowledge the request for an appeal and explain the appeal process.
3. An Appellant makes a written submission
4. A Licence Inspector responds to the Appellant's written submission in a written letter
5. An Appellant provides a response to a Licence Inspector's response
6. A Licence Inspector submits a report to Council
7. The City Clerk informs the Appellant of the date that Council will consider the appeal.

OPTIONS AND IMPACTS

As noted, to date nine appeal requests have been received. It is uncertain how many appeal requests will be received ultimately. There are essentially only two methods of appeal, verbal or written. Technically, as noted in this report, the matters that will come before Council are to reconsider the decision(s) of the License Inspector to reject the license application. That decision of course is based on technical information in accordance with the City's bylaws. Both the License Inspector and the person "appealing" should have an opportunity to state the basis on which the licence should or should not be issued. Council's role is to essentially put mind to those representations and either uphold or reverse the License Inspector's decision.

Option 1 - Written Submission Policy for reconsideration (*Recommended*)

Option 2 - Hearing process providing appellants the opportunity to make an in-person and a verbal representation to Council

Accessibility Impact Statement

The recommendation of a process with a written submission addresses accessibility concerns that may arise regarding attendance at a Council meeting to make an in-person and a verbal presentation at City Hall.

2015 – 2018 Strategic Plan

The recommended option has no Strategic Plan implications.

Impacts to Financial Plan

The recommended option has no financial implications. Existing staff resources would manage the requests. Impacts on staff resources will depend on the volume of requests.

Official Community Plan Consistency Statement


This issue has no specific Official Community Plan implications.

CONCLUSION

Short-term rental business licensing for 2020 is under way. Under the Community Charter, an applicant whose business licence application has been rejected has a right to have Council reconsider this decision. In order to deliver on this statutory requirement in a time-sensitive and manageable way, staff have proposed a policy that establishes the terms and conditions of an appeal process.

Respectfully submitted,

Monika Fedyczkowska
Legislative and Policy Analyst




Chris Coates
City Clerk



Susanne Thompson
Deputy City Manager

Report accepted and recommended by the City Manager:



Date: April 3, 2020

Attachments

Appendix A: Short-Term Rental Regulation Bylaw

Appendix B: Proposed Short-term Rental Business Licence Appeal Process Policy

**SHORT-TERM RENTAL REGULATION BYLAW
A BYLAW OF THE CITY OF VICTORIA**

The purposes of this Bylaw are to provide for the regulation of short-term rentals including vacation rentals in operators' principal residences where permitted under the Zoning Regulation Bylaw No. 80-159 and where permitted pursuant to section 528 of the *Local Government Act*.

Contents

1	Title
2	Definitions
3	Licence Required
4	Power to Refuse a Licence
5	Licence Number to be Included in Advertising
6	Responsible Person
7	Offences
8	Penalties
9	Severability
10	Transition Provisions
11	Commencement

Pursuant to its statutory powers, including section 8(6) of the *Community Charter*, the Council of The Corporation of the City of Victoria, in an open meeting assembled, enacts the following provisions:

Title

- 1 This Bylaw may be cited as the "Short-Term Rental Regulation Bylaw".

Definitions

- 2 In this Bylaw

"operator" means a person who rents out, or offers for rent, any premises for short-term rental but does not include a person who acts as an intermediary between the short-term rental tenant and the person who receives the rent;

"principal residence" means the usual place where an individual makes their home;

"responsible person" means a person designated by the operator as the primary contact under section 6.

"short-term rental" means the renting of a dwelling, or any part of it, for a period of less than 30 days and includes vacation rentals;

"strata corporation", "strata council", and "strata lot" have the same meaning as in the *Strata Property Act*.

Licence Required

- 3 (1) A person must not carry on business as a short-term rental operator unless the person holds a valid licence issued under the provisions of this Bylaw and the Business Licence Bylaw.
- (2) A person applying for the issuance or renewal of a licence to operate a short-term rental must, in addition to meeting the requirements of the Business Licence Bylaw:
 - (a) make an application to the Licence Inspector on the form provided for that purpose;
 - (b) pay to the City the applicable licence fee prescribed under subsection (3);
 - (c) provide, in the form satisfactory to the Licence Inspector, evidence that:
 - (i) the person owns the premises where the short-term rental will be offered, or
 - (ii) the owner of the premises where the short-term rental will be offered has consented to their use as a short-term rental;
 - (d) if the premises where the short-term rental will be offered are located within a strata lot, provide a letter from the strata council confirming that provision of short-term rental does not contradict any bylaws of the strata corporation or applicable provisions of the Strata Property Act; and
 - (e) provide, in the form satisfactory to the Licence Inspector,
 - (i) evidence that the premises where the short-term rental will be offered are occupied by the operator as their principal residence; or
 - (ii) provide the name and contact information for the responsible person in relation to the short-term rental premises.
- (3) The licence fee for purposes of subsection (2)(b) is:
 - (a) \$150 where the short-term rental is offered in the operator's principal residence; or
 - (b) \$1,500 for all short-term rentals that do not qualify under paragraph (a).

Power to Refuse a Licence

- 4 The Licence Inspector may refuse to issue a licence for a short-term rental if, in the opinion of the Licence Inspector,
 - (a) the applicant has failed to comply with section 3; or
 - (b) the short-term rental operation would contravene a City bylaw or another enactment.

Licence Number to be Included in Advertising

- 5 A person may offer to rent premises for rent as a short-term rental only if a valid business licence number is included in any advertising, listing, or promotion material that is intended to communicate availability of the premises for short-term rental.

Responsible Person

- 6 (1) A person may only operate a short-term rental in premises other than their principal residence if they designated a responsible person who, at all times that the short-term rental is operated, has access to the premises and authority to make decisions in relation to the premises and the rental agreement.
- (2) A person may only operate a short-term rental if they ensures that the name and contact information of the responsible person is prominently displayed in the short-term rental premises at all times when the short-term rental is operated.
- (3) The operator may be the responsible person except when subsection (5) applies.
- (4) The responsible person must be able to attend at the short-term rental premises within two hours of being requested to do so.
- (5) If a person who operates a short-term rental in their principal residence is going to be away during the term of the short-term rental, they must designate a responsible person and comply with this section.

Offences

- 7 (1) A person commits an offence and is subject to the penalties imposed by this Bylaw, the Ticket Bylaw and the Offence Act if that person
- (a) contravenes a provision of this Bylaw;
 - (b) consents to, allows, or permits an act or thing to be done contrary to this Bylaw; or
 - (c) neglects or refrains from doing anything required be a provision of this Bylaw.
- (2) Each instance that a contravention of a provision of this Bylaw occurs and each day that a contravention continues shall constitute a separate offence.

Penalties

- 8 A person found guilty of an offence under this Bylaw is subject to a fine of not less than \$100.00 and not more than \$10,000.00 for every instance that an offence occurs or each day that it continues.

Severability

- 9 If any provision or part of this Bylaw is declared by any court or tribunal of competent jurisdiction to be illegal or inoperative, in whole or in part, or inoperative in particular circumstances, it shall be severed from the Bylaw and the balance of the Bylaw, or its application in any circumstances, shall not be affected and shall continue to be in full force and effect.

Transition Provisions

- 10 (1) In the calendar year that this bylaw is adopted only, the fee payable under section 3 shall be prorated by 1/12 for each month in that year prior to the adoption of this bylaw, including the month the bylaw is adopted.
- (2) Any operator who, at the time of adoption of this bylaw, holds a valid licence for a short-term rental under the Business Licence Bylaw shall be credited with amount paid for that licence towards the fee payable under section 3.


Commencement

- 11 This bylaw comes into force on adoption.

READ A FIRST TIME the	22nd	day of	February	2018
READ A SECOND TIME the	22nd	day of	February	2018
READ A THIRD TIME the	22nd	day of	February	2018
ADOPTED on the	8th	day of	March	2018

“CHRIS COATES”
CITY CLERK

“LISA HELPS”
MAYOR

	COUNCIL POLICY	
	No.1	Page 1 of 2
SUBJECT: Short-Term Rental Business Licence Appeal Process Policy		
PREPARED BY: Monika Fedyczkowska		
AUTHORIZED BY: Council		
EFFECTIVE DATE: April 23, 2020		REVISION DATE:
REVIEW FREQUENCY: Every 3 years		

A. PURPOSE

The purpose of the Short-Term Rental Business Licence Appeal Process Policy [the Policy] is to establish a process for applicants for short-term rental business licences to have Council reconsider a Licence Inspector's decision to reject their application in accordance with section 60 of the Community Charter.

B. DEFINITIONS

Appellant means "an applicant for a short term rental business licence who is appealing a decision by a Licence Inspector to Council"

City Clerk means "the City Clerk and delegates"

Council means "the Council of the City of Victoria"

Short-term Rental Business Licence means "a business licence established under the Short-term Rental Regulation Bylaw"

C. POLICY STATEMENTS

Under the Community Charter, section 60(5), if a municipal officer or employee exercises authority to grant, refuse, suspend, or cancel a business licence, the applicant or licence holder who is subject to the decision is entitled to have Council reconsider the matter.

Applicants must apply for a new short-term rental business licence each year.

D. PROCEDURES

1. Appeal Procedure

- a. An Appellant may start an appeal by submitting a request for an appeal to the City Clerk within 30 days after receiving notice from a Licence Inspector of a decision to reject the short-term rental business licence.
- b. The City Clerk must reply to the Appellant to acknowledge the request for an appeal and explain the appeal process.
- c. An Appellant must make a written submission to the City Clerk within 14 days. A written submission may include:
 - i. Reasons that Council should grant the appeal to issue a short-term rental business licence
 - ii. Any supporting documents

- d. A Licence Inspector must submit a document to the City Clerk responding to the Appellant's written submission. The Licence Inspector's document must include:
 - i. Reasons for refusing to issue a short-term rental business licence
 - ii. Any supporting documents
- e. An Appellant must provide a written submission in response to a Licence Inspector's response to the City Clerk within 7 days
- f. A Licence Inspector must prepare a report for Council that includes:
 - i. Reference(s) to relevant City Bylaw provisions
 - ii. Direction to Council on what they should/should not consider, and
 - iii. The following documents:
 - 1. The Appellant's business licence application
 - 2. The letter from a Licence Inspector giving notice of refusal to issue a business licence
 - 3. The Appellant's request to the City Clerk to appeal the refusal
 - 4. The City Clerk's acknowledgment of the request
 - 5. The Appellant's written submission and any supporting documents
 - 6. The Licence Inspector's written response and any supporting documents
 - 7. The Appellant's written response to the Licence Inspector's response
- g. The City Clerk will inform the Appellant of the date that Council will consider the appeal.

2. Council's Decision

- a. Council may grant or deny an appeal by a majority vote.
- b. Council will provide reasons for a decision, which may be accomplished by way of the rationale by Council members during deliberation preceding a vote if not included specifically in the motion of Council.
- c. If Council grants an appeal, a Licence Inspector must issue the relevant business licence as soon as practicable.
- d. If Council denies an appeal, an Appellant may not make a new business licence application for a business for 3 months, unless Council unanimously votes to allow an Appellant to apply for a short-term rental business licence sooner than 3 months.

E. REVISION HISTORY



Committee of the Whole Report

For the Meeting of April 9, 2020

To: Committee of the Whole **Date:** March 31, 2020
From: Philip Bellefontaine, Acting Director of Engineering and Public Works
Subject: Agreement Amendment for the CleanBC Better Homes and Home Renovation Rebate Program

RECOMMENDATION

That Council forward the following motion to the April 9, 2020 Council meeting to authorize:

- a) the City to amend the existing contribution agreement for a term of two years until March 31, 2022 with the Province of British Columbia, the BC Hydro and Power Authority, and FortisBC Energy Inc to provide additional funds towards the CleanBC Better Homes and Home Renovation Rebate Program, on behalf of the City; and
- b) any future amendments to the agreement that are substantially in accordance with the terms and conditions of the agreement, provided that the form and contents are satisfactory to the City Solicitor and the Acting Director of Engineering and Public Works; and
- c) the City to renew the contribution agreement for further successive periods, if required.

EXECUTIVE SUMMARY

The City established renewable energy targets in its Climate Leadership Plan (CLP) that include a transition of all buildings, including single family homes, to 100% renewable energy by 2050. A key action to meeting this target is to completely phase out oil heating by 2030. In the November 2019 report to Council titled "2019 Climate Action Strategy – Proposed Programs and Initiatives" Council adopted a recommendation to allocate \$400,000 to "Oil to Heat Pump Incentive Program".

These funds were set aside in recognition of a number of factors:

- The City is experiencing growing rates of households switching from oil heating to another fossil fuel, natural gas.
- Switching from oil heating to an air source heat pump can typically save 40-75% on annual heating bills.

- Many oil heated households in Victoria are owned or inhabited by elderly residents on lower or fixed incomes. Insufficient incentives and limited outreach make it difficult to reach these households.
- By also providing cooling, households are able to cope more effectively with the expected increase in heatwaves where daytime temperatures reach above 25°C.
- Home heating oil tanks can fail, leading to oil spills into soil, ground water or nearby ecosystems, causing potential health and environmental risks that are costly to remediate.

In 2018, recognizing the need to support fuel switching to air source heat pumps in single family homes, the Province launched the *EfficiencyBC Program*, which was later rebranded as the *CleanBC Better Homes* initiative (the Program). The Program provides up to \$3,000 for a heat pump rebate, \$500 for an electrical panel upgrade (if needed), and up to \$500 for a group purchase rebate. Currently, this program is topped up \$350 by the CRD and another \$350 by the City of Victoria.

The Program allows municipalities two options for topping-up heat pump incentives, either \$350 or \$2000. With the additional funds approved, the City plans to expand the existing offer to increase the City's top-up contribution to \$2,000 and add an additional \$500 top-up for electrical panel upgrades. This will improve the business case for heat pumps against gas furnaces. For reference, the average cost for a heat pump is \$10,000 and a homeowner will now be able to get up to \$6,850 if they qualify for all the rebates. As the new incentive will cover close to 70% of total costs, it will have a better business case compared to a gas furnace which typically costs around \$5,000.

Topping up the Clean BC Better Homes Program requires the amendment of the existing contribution agreement with the Government of British Columbia, the BC Hydro and Power Authority, and FortisBC Energy Inc. Through an amendment to the agreement, the City intends to commit \$100,000 to provide top-ups of \$2,000 per heat pump rebate and \$500 per electrical panel upgrade for applicable households. In providing this contribution, Victoria homeowners will be able to receive up to \$6,850 if they qualify for all the offers.

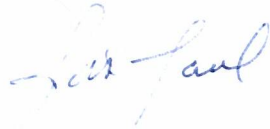
The Province has indicated that it plans to expand this program later in 2020 by offering an equity incentive for income-qualified households that is expected to cover 60-80% of the cost of a total heat pump installation. There will be an opportunity for the City to use allocated funds to support this future offering by topping it up even further to potentially cover 100% of the costs.

By only committing \$100,000 of the \$400,000 that was approved by Council in November 2019 at this time, the City retains the flexibility to either add to this program in future, support the upcoming equity version of the program instead, and/or defer some funding in anticipation of a potential slow-down in the retrofit industry due to the current pandemic situation.

CONCLUSIONS

In providing authorization to amend the contribution agreement, Council will enable an action in the Council report "2019 Climate Action Strategy – Proposed Programs and Initiatives". The agreement amendment will provide City residents who lack financial access to heat pumps with a better opportunity to enjoy their benefits, while attracting additional provincial investment to the City and supporting implementation of the City's Climate Leadership Plan.

Respectfully submitted,

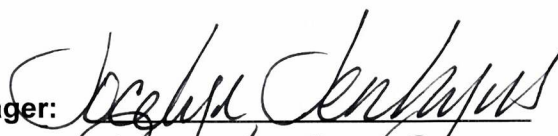


for. Laura Berndt
Manager, Energy and Climate Action



Philip Bellefontaine
Acting Director, Engineering and Public Works

Report accepted and recommended by the City Manager:


Date: April 7, 2020

List of Attachments

Appendix A – Existing Municipal Contribution Agreement and Proposed Agreement Amendment

EFFICIENCYBC and HOME RENOVATION REBATE PROGRAM

MUNICIPAL CONTRIBUTION AGREEMENT

THIS AGREEMENT is made as of the 7th day of September, 2018.

AMONG:

BRITISH COLUMBIA HYDRO AND POWER AUTHORITY, a British Columbia Crown Corporation with its head office at 333 Dunsmuir Street, Vancouver, BC V6B 5R3

(hereinafter "**BC Hydro**")

AND:

FORTISBC ENERGY INC., having an office at 16705 Fraser Highway, Surrey, BC V4N 0E8

(hereinafter "**FEI**")

AND:

FORTISBC INC., having an office at Suite 100, 1975 Springfield Road, Kelowna, BC V1Y 7V7

(hereinafter "**FBC**" and, together with FEI, "**FortisBC**")

AND:

HER MAJESTY THE QUEEN IN RIGHT OF THE PROVINCE OF BRITISH COLUMBIA, represented by the Minister of ENERGY, MINES AND PETROLEUM RESOURCES, ENERGY EFFICIENCY BRANCH, at 1810 Blanshard Street, Victoria, BC V8T 4J1

(the "**Province**")

AND:

THE CORPORATION OF THE CITY OF VICTORIA, having an office at 1 Centennial Square, Victoria, BC V8W 1P6

(hereinafter the "**Municipality**")

WHEREAS:

- A. The Province has engaged BC Hydro and FortisBC (collectively, the "**Program Delivery Providers**") to administer the Province's program currently referred to as EfficiencyBC (previously referred to as the Retrofit Partnership Program) (the "**Program**"), which is integrated with each Program Delivery Providers' "Home Renovation Rebate Program" (each, the "**Home Renovation Program**").
- B. The goal of the Program is to reduce the energy consumption and greenhouse gas (GHG) emissions of participants by providing them with financial incentives to undertake energy assessments and fuel-switch to electric heat pumps;
- C. The Municipality wishes to participate in the Program by providing additional funding to participants that reside within the legal boundary of the Municipality and are eligible for the energy assessment and heat

pump incentives under the Program, as more particularly described in Schedule A ("Municipal Offers").

NOW THEREFORE, in consideration of the promises and mutual agreements between the parties hereto and for other good and valuable consideration, the parties hereto agree as follows:

1) Program

- a) The Program Delivery Providers shall be responsible for implementing and administering the Program, including the Municipal Offers, all in accordance with the terms and conditions of the Program and respective Home Renovation Programs.
- b) The Program Delivery Providers will pay the Municipal Offer to eligible Program participants and be entitled to reimbursement from the Municipality in accordance with section 5.
- c) Despite the Municipality providing the Municipal Offers, the parties agree the Program Delivery Providers will manage the customer interface and relationship, and despite any consent obtained from the customer with respect to the disclosure of their personal information (as that term is defined in the Freedom of Information and Protection of Privacy Act ("FOIPPA")), the Municipality will not receive or have control of, for the purpose of the FOIPPA, the personal information held by Program Delivery Providers. In the event the Municipality receives any such personal information, the Municipality will be subject to the privacy obligations set out in section 3.

2) Funding

During the Term, the Municipality will contribute funding to the Program for measures specified in Schedule A that shall not in any circumstances whatsoever exceed \$21,000. The Program Delivery Partners will manage the funding and when the funding is exhausted, the Municipal Offer will no longer be available to participants in the Municipality unless this agreement is amended to reflect additional funding. All of the funding will be applied and allocated within the Program solely for funding Municipal Offers.

3) Records and Reporting

- a) During the Term (as hereinafter defined), and subject to applicable laws, the Program Delivery Providers will provide the Municipality with quarterly written reports, in a form to be determined by the Program Delivery Providers, concerning Program participation to the extent that participation relates to Municipal Offers within the legal boundaries of the Municipality, including a statement verifying participants are within the legal boundary of the municipality; housing type, housing age, incentive dollars, measure counts and pre-retrofit fuel source for heat-pump measures.
- b) Despite the foregoing, the parties acknowledge and agree that the data provided to the Municipality will be aggregate and/or anonymized data only.
- c) If the Municipality receives personal information, the Municipality shall only retain and use such information for the limited purpose for which it was disclosed to the Municipality and will not disclose such information to any third parties without the express written consent of the applicable Program Delivery Partner. Except when otherwise required by applicable laws, including the *Information Management Act* (British Columbia), the Municipality shall return, destroy and/or delete all records, in any medium, that contain personal information within thirty (30) days of written request from the applicable Program Delivery Partner to do so, or in any event, within one (1) year following the end of the Term. The Municipality shall ensure the personal information is handled by the Municipality in a manner that complies with this Agreement and all applicable laws, and except when otherwise required by applicable laws, the Program Delivery Partners' respective privacy policies.

4) Advertising and Promotion

The Municipality will not use any of the Program Delivery Providers' names, logo, marks, or any other intellectual property owned or otherwise held by the Program Delivery Providers, in order to promote or market the Program unless the Municipality obtains prior written approval from the applicable Program Delivery Providers and such use by the Municipality is in accordance with any terms, conditions and specifications required by the applicable Program Delivery Provider.

5) Payment and Invoicing

Concurrent with a quarterly report provided under section 3, the Program Delivery Providers will submit an invoice to the Municipality identifying the Municipal Offers paid to eligible participants by the Program Delivery Partners during the reporting period for reimbursement. The Municipality will pay each invoice within 30 days of their delivery to the Municipality. The Program Delivery Providers will pay their customers directly, within 90 days of receipt of required deliverables from the customer, subject to approval, verification and inspection. The Municipality will receive a final invoice nine (9) months after the term end date.

Term and Termination

This Agreement shall commence as of the date first written above and shall automatically terminate on September 27, 2020 (the "Term") Notwithstanding the foregoing, any party hereto may terminate this Agreement with 90 days prior written notice to the other parties hereto for any reason. If this Agreement is terminated prior to the expiry of the Term, the parties will pay all amounts accrued or committed to be paid under the Program up to the applicable termination date. At any time prior to the end of the Term, the parties may, upon mutual written agreement, renew such Term for further successive periods of one year each. Notwithstanding the foregoing, this Agreement shall automatically terminate upon termination of the Program for any reason whatsoever.

The Municipality acknowledges that FortisBC and BC Hydro are each a "public utility" as defined in the *Utilities Commission Act* (British Columbia), and that this Agreement and the supply of funding to support it may be subject to approval by the British Columbia Utilities Commission (the "BCUC"). In the event that support for BC Hydro or FortisBC's funding of the Program, or this Agreement, is challenged, withdrawn, or denied by the BCUC, such party may terminate this Agreement without damages or penalty whatsoever by giving the other parties thirty (30) days' advance written notice.

6) Release

Each party hereto acknowledges and agrees that the other parties, not being the designer, manufacturer, builder or installer of any of the energy efficiency or GHG reduction measures recommended or incorporated under the Program (including the Municipal Offers), makes no representations or warranties, express or implied, of any kind in respect to the energy efficiency or GHG reduction impact of any equipment or measures recommended, installed or incorporated under the Program, including, without limitation, as to fitness for the purpose or effectiveness of the energy efficiency or GHG reduction measures incorporated under the Program and no party hereto is responsible to the other parties, and each party hereby releases the other parties, for any claim, cause of action, loss and damages arising from the installation, operation or maintenance of such measures.

7) Freedom of Information and Protection of Privacy

The Municipality shall ensure that all personal information that is collected, used, or disclosed by the Municipality pursuant to this Agreement is done so in accordance with all applicable privacy

laws including, the British Columbia Freedom of Information and Protection of Privacy Act and Schedule B attached hereto.

8) Notices

A notice that any party hereto may be required or may desire to give any other party, including invoices, will be in writing and will be given to and received by the addressee on the day when it is delivered, by hand, by courier, by registered mail, or by electronic mail at the following addresses:

In the case of notices to BC Hydro:

BC Hydro Conservation and Energy Management
333 Dunsmuir Street, 5th Floor
Vancouver, B.C. V6B 5R3

E-mail: kari.montrichard@bchydro.com
Attention: Kari Montrichard

In the case of notices to FortisBC:

FortisBC Conservation and Energy Management
16705 Fraser Highway
Surrey, B.C. V4N 0E8

E-mail: beth.ringdahl@fortisbc.com
Attention: Beth Ringdahl

In the case of notices to the Province:

BC Ministry of Energy, Mines and Petroleum Resources
Energy Efficiency Branch,
PO Box 9314 Stn Prov Govt
Victoria, BC V8W 9N1

E-mail: nathaniel.gosman@gov.bc.ca
Attention: Nat Gosman

In the case of notices to the Municipality:

City of Victoria, Engineering and Public Works
Energy and Climate Action,
1 Centennial Square
Victoria, BC V8W 1P6

E-mail: jdawe@victoria.ca
Attention: Jess Dawe

Any party may from time to time change its address for notices or communications under this Agreement by giving a notice in writing to the other party.

9) Dispute Resolution

- a) Except as expressly otherwise provided in this Agreement, all disputes, questions or controversies arising out of or connected with this Agreement and the business relationship

arising from this Agreement (individually, a "Dispute" and collectively, "Disputes") shall be resolved as provided in this section.

- b) Where a Dispute arises, each party will within two days after receiving from or delivering to the other parties written notice of dispute (a "Dispute Notice") setting out the matters in dispute, designate one of its senior management as its representative for the purposes of attempting to negotiate a resolution. The representatives so appointed shall meet and attempt to resolve the Dispute.
- c) Any Dispute that has not been resolved within 20 days of the receipt of a Dispute Notice shall be referred to and finally determined by arbitration. There shall be a single arbitrator, provided that, if the parties cannot agree on a person to be appointed as the single arbitrator within 14 days prior to the commencement of the arbitration, then the number of arbitrators will be five, one appointed by each of BC Hydro, the Province, FortisBC and the Municipality (the "party appointees") no later than 10 days prior to the commencement of the arbitration, and the fifth arbitrator appointed by the party appointees. The arbitration shall be conducted in accordance with the *Arbitration Act* (British Columbia). The place of arbitration shall be Victoria, British Columbia, unless otherwise agreed to by the parties. Unless the arbitrator(s) decide otherwise, each party shall bear its own costs relating to the production of expert evidence and legal representation, and all other costs of the arbitration shall be shared equally. An award or determination of the arbitrator or arbitrators or any three of the five arbitrators shall be binding upon the parties hereto, their successors and assigns.

10) General Provisions

- a) The following schedules are attached to, and form an integral part of, this Agreement:

Schedule A – Municipal Offers

Schedule B – BC Hydro Privacy Protection Schedule


- b) Nothing in this Agreement shall be deemed or construed to create a joint venture, partnership, employment or agency relationship among the parties hereto.
- c) This Agreement shall operate and take effect for the benefit of, and be binding upon, the parties hereto and their respective successors and permitted assigns. No party hereto may assign this Agreement, whether in whole or in part, without the prior written consent of the other parties.
- d) This Agreement may not be modified or amended except by an instrument in writing signed by all the parties hereto or their successors or permitted assigns.
- e) This Agreement will be governed by and interpreted in accordance with the laws of the Province of British Columbia and the federal laws of Canada applicable therein.
- f) Notwithstanding any other term or condition of this Agreement to the contrary, sections 7, 8, 9, 10 and 11 hereof, shall survive the expiry or termination of all or any part of this Agreement and the Program.
- g) Time is of the essence in this Agreement.
- h) This Agreement embodies the entire Agreement between the parties with regard to the subject matters dealt with herein, and no understanding or agreements, oral or otherwise, exist between the parties hereto except as contained in this Agreement.
- i) Each of the parties to this Agreement will execute and deliver all further documents and instruments and do all further acts and things as may be reasonably required to evidence, carry out and give full effect to the terms and conditions of this Agreement.

- j) If any provision of this Agreement is determined to be invalid, illegal or unenforceable in whole or in part, such invalidity, illegality or unenforceability will attach only to such provision or part thereof and the remaining part of such provision and all other provisions hereof will continue in full force and effect.
- k) No delay or failure in exercising any right hereunder and no partial or single exercise thereof shall be deemed to constitute a waiver of such right or any other rights hereunder. No consent to a breach of any express or implied term of this Agreement shall constitute a consent to any prior or subsequent breach.
- l) The Agreement may be executed in any number of counterparts with the same effect as if all parties had all signed the same document. All counterparts will be construed together and will constitute one and the same agreement.

IN WITNESS WHEREOF the parties to this Agreement have executed this Agreement by their duly authorized representatives effective on the date and year first written above.


BRITISH COLUMBIA HYDRO AND POWER AUTHORITY

By:


Karl Montrichard
Sr. Program Manager, Residential Marketing


FORTISBC ENERGY INC.

By:


Beth Ringdahl
Program Manager, Residential Conservation Programs


FORTISBC INC.

By:


Beth Ringdahl
Program Manager, Residential Conservation Programs

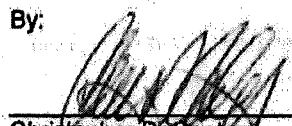
THE PROVINCE OF BRITISH COLUMBIA

By:


Nat Gosman
Director, Energy Efficiency

THE CORPORATION OF THE CITY OF VICTORIA

By:



Christopher D. Coates
City Clerk

SCHEDULE A**Municipal Upgrade Offers**

Activities	Municipal Offer (\$/participant)	Offer Selection	Offer Start Date	Offer End Date
Energy Assessment (for D and E visit, administered after E Visit)	\$150			
Heat Pump Fuel Switching				
Heat Pump Tier 1	\$350	✓	September 28, 2018	September 27, 2020
Heat Pump Tier 2	\$2,000			

SCHEDULE B

BC HYDRO PRIVACY PROTECTION SCHEDULE

This Schedule forms part of the Municipal Contribution Agreement (the "Agreement") among British Columbia Hydro and Power Authority ("BC Hydro"), FortisBC Energy Inc., FortisBC Inc., the Province of British Columbia and the Corporation of the City of Victoria (the "Municipality"). This Schedule is applicable to BC Hydro and the Municipality only.

Definitions

1. In this Schedule,
 - (a) "Act" means the *Freedom of Information and Protection of Privacy Act* (British Columbia), as amended from time to time;
 - (b) "contact information" means information to enable an individual at a place of business to be contacted and includes the name, position name or title, business telephone number, business address, business email or business fax number of the individual;
 - (c) "personal information" means recorded information about an identifiable individual, other than contact information, collected, created or otherwise acquired by the Municipality as a result of the Agreement or any previous agreement between BC Hydro and the Municipality dealing with the same subject matter as the Agreement.

Purpose

2. The purpose of this Schedule is to:
 - (a) enable BC Hydro to comply with its statutory obligations under the Act with respect to personal information; and
 - (b) ensure that, as a party to the Agreement, the Municipality is aware of and complies with its statutory obligations under the Act with respect to personal information.

Collection of personal information

3. Unless the Agreement otherwise specifies or BC Hydro otherwise directs in writing, the Municipality may only collect or create personal information that is necessary for the performance of the Municipality's obligations, or the exercise of the Municipality's rights, under the Agreement.
4. Unless the Agreement otherwise specifies or BC Hydro, the individual whose personal information is at issue, or that individual's lawful representative otherwise directs in writing, the Municipality must collect personal information directly from the individual the information is about.
5. Unless the Agreement otherwise specifies or BC Hydro otherwise directs in writing, the Municipality must tell an individual from whom the Municipality collects personal information in connection with the Agreement:
 - (a) the purpose for collecting it;
 - (b) the legal authority for collecting it; and
 - (c) the title, business address and business telephone number of the person designated by BC Hydro to answer questions about the Municipality's collection of personal information.

Accuracy of personal information

6. The Municipality must make every reasonable effort to ensure the accuracy and completeness of any personal information to be used by the Municipality or BC Hydro to make a decision that directly affects the individual the information is about.

Requests for access to personal information

7. If the Municipality receives a request for access to personal information from a person other than BC Hydro, the individual whose personal information has been requested, or that individual's lawful representative, the Municipality must promptly advise the person to make the request to BC Hydro unless the Agreement expressly requires the Municipality to provide such access and, if BC Hydro has advised the Municipality of the name or title and contact information of an official of BC Hydro to whom such requests are to be made, the Municipality must also promptly provide that official's name or title and contact information to the person making the request.

Correction of personal information

8. Within 5 business days of receiving a written direction from BC Hydro to correct or annotate any personal information, the Municipality must annotate or correct the information in accordance with the direction.
9. When issuing a written direction under section 8, BC Hydro must advise the Municipality of the date the correction request to which the direction relates was received by BC Hydro in order that the Municipality may comply with section 10.
10. Within 5 business days of correcting or annotating any personal information under section 8, the Municipality must provide the corrected or annotated information to any party to whom, within one year prior to the date the correction request was made to BC Hydro the Municipality disclosed the information being corrected or annotated.
11. If the Municipality receives a request for correction of personal information from a person other than BC Hydro, the individual whose personal information has been requested, or that individual's lawful representative, the Municipality must promptly advise the person to make the request to BC Hydro and, if BC Hydro has advised the Municipality of the name or title and contact information of an official of BC Hydro to whom such requests are to be made, the Municipality must also promptly provide that official's name or title and contact information to the person making the request.

Protection of personal information

12. The Municipality must protect personal information by making reasonable security arrangements against such risks as unauthorized access, collection, use, disclosure or disposal, including any expressly set out in the Agreement.

Storage and access to personal information

13. Unless BC Hydro otherwise directs in writing, the Municipality must not store personal information outside Canada or permit access to personal information from outside Canada.

Retention of personal information

14. Unless the Agreement otherwise specifies, the Municipality must retain personal information until directed by BC Hydro in writing to dispose of it or deliver it as specified in the direction.

Use of personal information

15. Unless BC Hydro otherwise directs in writing, the Municipality may only use personal information if that use is:
 - (a) for the performance of the Municipality's obligations, or the exercise of the Municipality's rights, under the Agreement; and
 - (b) in accordance with section 13.

Disclosure of personal information

16. Unless the Agreement otherwise specifies or BC Hydro, the individual whose personal information is at issue, or that individual's lawful representative otherwise directs in writing, the Municipality must not disclose personal information inside or outside Canada to any person other than BC Hydro, the individual whose personal information is at issue, or that individual's lawful representative, or an entity that can legitimately compel disclosure under the laws of British Columbia. BC Hydro will not unreasonably withhold such direction.

17. Not Used

Inspection of personal information

18. In addition to any other rights of inspection BC Hydro may have under the Agreement or under statute, BC Hydro may, at any reasonable time and on reasonable notice to the Municipality, enter on the Municipality's premises to inspect any personal information in the possession of the Municipality or any of the Municipality's information management policies or practices relevant to its management of personal information or its compliance with this Schedule and the Municipality must permit, and provide reasonable assistance to, any such inspection.

Compliance with the Act and directions

19. The Municipality must in relation to personal information comply with:

- (a) the requirements of the Act applicable to the Municipality as a counterparty to the Agreement, including any applicable order of the commissioner under the Act; and
 - (b) any direction given by BC Hydro under this Schedule.
20. The Municipality acknowledges that it is familiar with the requirements of the Act governing personal information that are applicable to it as a counterpart to the Agreement.

Notice of non-compliance

21. If for any reason the Municipality does not comply, or anticipates that it will be unable to comply, with a provision in this Schedule in any respect, the Municipality must immediately notify BC Hydro of the particulars of the noncompliance or anticipated non-compliance and what steps it proposes to take to address, or prevent recurrence of, the non-compliance or anticipated noncompliance.

Termination of Agreement

22. In addition to any other rights of termination which BC Hydro may have under the Agreement or otherwise at law, BC Hydro may, subject to any provisions in the Agreement establishing mandatory cure periods for defaults by the Municipality, terminate the Agreement by giving written notice of such termination to the Municipality, upon any failure of the Municipality to comply with this Schedule in a material respect.

Interpretation

23. In this Schedule, references to sections by number are to sections of this Schedule unless otherwise specified in this Schedule.
24. Any reference to the "Municipality" in this Schedule includes any agent retained by the Municipality to perform obligations under the Agreement and the Municipality must ensure that any such agents comply with this Schedule.
25. The obligations of the Municipality in this Schedule will survive the termination of the Agreement.
26. If a provision of the Agreement (including any direction given by BC Hydro under this Schedule) conflicts with a requirement of the Act or an applicable order of the commissioner under the Act, the conflicting provision of the Agreement (or direction) will be inoperative to the extent of the conflict.
27. The Municipality must comply with the provisions of this Schedule despite any conflicting provision of the Agreement or the law of any jurisdiction outside Canada.

CLEANBC BETTER HOMES AND HOME RENOVATION REBATE PROGRAM

MUNICIPAL CONTRIBUTION AGREEMENT AMENDMENT

Modification No. __1__

THIS MODIFICATION AGREEMENT is made as of the ____ day of _____, 2020.

BETWEEN:

HER MAJESTY THE QUEEN IN RIGHT OF THE PROVINCE OF BRITISH COLUMBIA,
represented by the Minister of ENERGY, MINES AND PETROLEUM RESOURCES,
ENERGY EFFICIENCY BRANCH, at 1810 Blanshard Street, Victoria, BC V8T 4J1

(the “**Province**”)

AND:

BRITISH COLUMBIA HYDRO AND POWER AUTHORITY, a British Columbia Crown
Corporation with its head office at 333 Dunsmuir Street, Vancouver, BC V6B 5R3

(hereinafter “**BC Hydro**”)

AND:

FORTISBC ENERGY INC., having an office at 16705 Fraser Highway, Surrey, BC V4N
0E8

(hereinafter “**FEI**”)

AND:

FORTISBC INC., having an office at Suite 100, 1975 Springfield Road, Kelowna, BC
V1Y 7V7

(hereinafter “**FBC**” and, together with FEI, “**FortisBC**”)

AND:

THE CORPORATION OF THE CITY OF VICTORIA, having an office at 1 Centennial
Square, Victoria, BC, V8W 1P6

(hereinafter the “**Municipality**”)

Background:

- A. The parties entered into the Municipal Contribution Agreement dated **for reference** the 7th day of September 2018 (the "Agreement").
- B. The parties have agreed to modify the Agreement.

Agreement:

The parties agree as follows:

- 1. The Terms in **Schedule A** of the Agreement currently expire on September 27, 2020 and is now extended from September 27, 2020 to March 31, 2022.
- 2. The attached Revised section 2 and 5 replace sections 2 and 5 of the Agreement effective April 1, 2020.
- 3. The attached Revised **Schedule A** replaces **Schedule A** of the Agreement effective April 1, 2020.
- 4. In all other respects, the Agreement is confirmed.

SIGNED AND DELIVERED on the 19th day of March, 2020 on behalf of the Province by its duly authorized representative:

Signature 

Print Name Katherine Muncaster

SIGNED AND DELIVERED on the _____ day of _____, 20____ by or on behalf of the Recipient, FortisBC (or by its authorized signatory or signatories if the Recipient is a corporation):

Signature _____

Print Name _____

SIGNED AND DELIVERED on the _____ day of _____, 20____ by or on behalf of the Recipient, BC Hydro (or by its authorized signatory or signatories if the Recipient is a corporation):

Signature _____

Print Name _____

SIGNED AND DELIVERED on the _____ day of _____, 20____ by or on behalf of the Recipient, The Corporation of the City of Victoria (or by its authorized signatory or signatories if the Recipient is a corporation):

Signature _____

Print Name _____

REVISED SECTION 2

Funding

During the Term, the Municipality will contribute funding to the Program for measures specified in Schedule A shall not in any circumstances whatsoever exceed \$121,000 based on the following schedule of released funds contributed.

Contribution Date	Contribution Amount
September 7, 2018	\$21,000
April 1, 2020	\$100,000

The Program Delivery Partners will manage the funding and when the funding is exhausted, the Municipal Offer will no longer be available to participants in the Municipality unless this agreement is amended to reflect additional funding. All of the funding will be applied and allocated within the Program solely for funding Municipal Offers.

REVISED SECTION 5

Payment and Invoicing

Concurrent with a quarterly report provided under section 3, the Program Delivery Providers will submit an invoice to the Municipality identifying the Municipal Offers paid to eligible participants by the Program Delivery Partners during the reporting period for reimbursement. The Municipality will pay each invoice within 30 days of their delivery to the Municipality. The Program Delivery Providers will pay their customers directly, within 90 days of receipt of the required deliverables from the customer, subject to approval, verification and inspection. The Municipality will receive a final invoice nine (9) months after the term end date.

Term and Termination

This Agreement shall commence as of the date first written above and shall automatically terminate on March 31, 2022 (the “**Term**”). Notwithstanding the foregoing, any party hereto may terminate this Agreement with 90 days prior written notice to the other parties hereto for any reason. If this agreement is terminated prior to the expiry of the Term, the parties will pay all amounts accrued or committed to be paid under the Program up to the applicable termination date. At any time prior to the end of the Term, the parties may, upon mutual written agreement, renew such Term for further successive periods of one year each. Notwithstanding the foregoing, this Agreement shall automatically terminate upon termination of the Program for any reason whatsoever.

The Municipality acknowledges that FortisBC and BC Hydro are each a “public utility” as defined in the *Utility Commission Act* (British Columbia), and that this Agreement and the supply of funding to support it may be subject to approval by the British Columbia Utilities Commission (the “**BCUC**”). In the event that support for BC Hydro or FortisBC’s funding of the Program, or this Agreement, is challenged, withdrawn, or denied by the BCUC, such party may terminate this Agreement without damages or penalty whatsoever by giving the other parties thirty (30) days’ advanced written notice.

REVISED SCHEDULE A

REVISED Municipal Upgrade Offers

Activities	Municipal Offer (\$/participant)	Offer Selection	Offer Start Date	Offer End Date
Energy Assessment (for D and E visit, administered after E Visit)	\$150			
Electric Service Upgrade	\$500	X	April 1, 2020	March 31, 2022
Heat Pump Water Heater Fuel Switching				
Heat Pump Water Heater Option 1	\$350			
Heat Pump Water Heater Option 2	\$1,000			
Contractor Spiff Fuel Switching Heat Pump				
Contractor Spiff Option 1	\$50			
Contractor Spiff Option 2	\$300			
Heat Pump Fuel Switching				
Heat Pump Option 1	\$350			
Heat Pump Option 2	\$2,000	X	April 1, 2020	March 31, 2022



Committee of the Whole Report

For the Meeting of April 9, 2020

To: Committee of the Whole **Date:** April 6, 2020
From: Susanne Thompson, Deputy City Manager and Chief Financial Officer
Subject: Potential Adjustments to Parking Fees due to COVID-19 Impacts

RECOMMENDATION

That Council direct staff, for the month of April 2020 to:

1. Reduce rates in all parkades as follows:
 - a. Daily rate - \$1 per hour to a maximum of \$5, with the 1st hour free
 - b. Monthly rate - \$85
2. Reduce on-street metered rates to \$1 per hour
3. Reduce parking lot rates to \$1 per hour with a \$5 daily maximum
4. Suspend enforcement of time-limited zones, except for 30 minute zones

EXECUTIVE SUMMARY

On April 2, 2020 Council considered a Council Member motion to provide free parking in parkades for the month of April, and requested more information from staff on options for alleviating the financial burden for those who still use the parkades.

Parking has historically been managed based on the demand on parking capacity and desired turnover. In areas where high turnover is desired, time limits are shorter and prices are higher. Council may recall approximately a decade ago when demand in parkades was low and on-street demand was high. At that time, the City increased rates on-street, and lowered rates in the parkades and offered the first hour free. The strategy worked and on-street turnover increased and parkades became busier, to a point where capacity became a challenge in the parkades. As a response, the City increased rates in parkades setting the rate structure to encourage short-term use and increase turnover and therefore available capacity. More recently, with the introduction of a climate lens, how parking is managed can have an impact related to the reduction of greenhouse gas emissions. The rates charged for parking can change behaviour and encourage alternate modes of transportation. Continuing to charge for parking, even at reduced rates, maintains the integrity of the overall parking management operations in place.

Regardless of the price charged for parking, it is important to still enforce parking rules, especially those related to safety. Enforcement continues for yellow lines, bus stops, fire hydrants and other 'no parking' areas – both downtown and in outlying areas. In addition, deliveries throughout the City continue and managing the use of loading zones remains a priority. Furthermore, the Parking Ambassadors' role in being the extra eyes and ears on the street remains a valuable asset as they continue to raise any issues encountered with other departments such as Public Works and VicPD.

Today, in the midst of the COVID-19 pandemic, the community is facing many challenges. Parking capacity is not an issue in either the parkades or on-street. Many of those who continue to work in various essential services, including employees of the Federal and Provincial governments as well as the private sector, have expressed concern over the price of parking. Some had previously used a different mode of transportation, such as public transit, but no longer do so perhaps due to social distancing concerns.

In response to this, the City has adjusted some of its enforcement activities in recognition of those who may be self-isolating and are unable to move their vehicles. As such, residential zones and short-term (30 minute) zones continue to be responded to on a complaint basis, but other time limited zones now have reduced enforcement focused on capacity only to ensure spaces are available, which currently does not appear to be an issue. Requests have been made by some essential services workers and residents to allow even longer time limits in these zones.

In looking at temporary options for Council's consideration, staff first reviewed the current usage of the various parking areas. Staff also reviewed internal capacity for administering any type of program that provides different rates for those suffering financial hardship due to the pandemic or those who are essential services workers. Currently, such systems are not in place. Staff recommend that adjustments be made both on-street and in parkades. Taking a holistic approach may result in better options while managing the available parking capacity and avoiding unintended consequences of relieving an issue in one area but creating one in another. Staff do not recommend providing all parking for free; however adjustments to rates and time-limits are recommended. For any of the options, it is difficult to accurately estimate what the financial impact would be. Currently, due to the pandemic, the net revenue decrease for parking is approximately \$1.2 million per month. Regardless of revenue generation, the City continues to have ongoing costs for the parkades including costs related to facility cleaning, security and hydro. Staff would continue to monitor and report back to Council on the impacts as they become known.

Staff recommend implementing any changes for one month at a time only, starting with the month of April. Staff will assess on a weekly basis any extensions, taking into account the advice/orders in place at that time from the Provincial Health Officer.

Option 1 –Reduce Rates in Parkades, Lots and On-street, and Suspend Enforcement of Time-limited Zones for April (*Recommended*)

On-street parking:

Most streets in the downtown core have available parking, but a few are very busy, typically where construction is occurring or where residential properties do not have parking. Reduced rates and extension of the time limit in metered spaces downtown would provide options that address concerns over pricing and time limits. Staff believe there is sufficient capacity of spaces on-street to accommodate the expected increase in usage and still allow enough spaces for those who only need to stay for short periods of time.

Currently, rates range from \$3 in the downtown core with staggered lower rates down to \$1 the further away from the core the streets are. Staff recommend reducing the rate at meters across the city to \$1 per hour with no maximum, and allow extended use of limited time zones; that is, promote that the time limits are currently not in effect. This would provide residents in those areas respite from moving their vehicle every 2 or 3 hours and provides essential services workers in the downtown core an option that is at the most a 10-15 minute walk to most offices downtown. Enforcement, and ticketing, of metered areas, loading zones and on-street occupancy permitted spaces would continue. Complaint based enforcement would be in place for all other areas. Parking

Ambassadors would monitor usage and flag areas that have capacity issues and may require higher turnover.

Parkades:

The City's five parkades currently have large capacity. Although some monthly parkers continue using spaces, others have temporality cancelled their passes because their place of work is closed or they are now working from home. Current usage is approximately 20% of the previous total of monthly parkers; in other words almost 80% are not longer using the parkades. Increasing usage in the parkades would have the benefit of reducing use on-street, although that is not an issue at the moment.

Current daily rates in parkades are as follows:

Parkades	1st hour	2nd and 3rd hour	4th hour and beyond	Daily Max
View Street, Broughton Street, Johnson Street, Centennial Square	Free	\$2 (\$0.50 per 15 min)	\$3 (\$0.75 per 15 min)	\$16.00
Bastion (Yates)	Free	\$2 (\$0.50 per 15 min)	\$3 (\$0.75 per 15 min)	\$17.50

Monthly rates are \$240 in View, Broughton and Bastion, \$200 in Johnson and \$180 for Centennial.

It is recommended that daily rates in all parkades be reduced to 1st hour free, \$1/hour with a \$5/day maximum (equivalent to a BC Transit day pass) Monday through Saturday, with Sundays remaining free. Council could consider making Saturdays free as well due to very low current usage.

For monthly parking, it is recommended that the rate be reduced to \$85 (equivalent to a BC Transit adult ProPass). Staff evaluated options to consider some sort of financial hardship testing, and are unable to establish an operationally efficient or effective way to achieve this that is also reliable. As mentioned at last week's Committee of the Whole meeting, many of those who are continuing to use the parkades are those who come downtown for work and therefore do have income. However, some of them used to take public transit and are therefore now incurring higher costs. Staff considered an option to provide a reduced rate only to those who have a ProPass. However, because this would only be a temporary rate structure, establishing a new administrative process at this time is not recommended.

Staff will continue to assist people with payments at the pay stations as required and clean pay stations periodically. In addition, staff advise daily parkers as they enter the parkades of the newly installed "Tap in – Tap out" credit card solution, which allows the public to simply tap in/out without having to take a ticket or touch any machines. Upon entry, by tapping a credit card, a "virtual" ticket is created so there is no need to take a paper ticket.

Parking lots

The City's three parking lots also have capacity at this time.

The current daily rates are as follows:

RAP \$1.50/hour, \$10 maximum

Wharf Street and Royal Theatre \$2.50/hour, \$15 maximum

To encourage use of those as opposed to metered spaces on-street, staff recommend reducing the daily rates to \$1/hour to a daily maximum of \$5.

This recommended option provides opportunities for free parking further away from the core, a higher cost option at meters that may be more convenient for some, and options within parkades that mirror the cost of public transit.

Option 2 – Reduce Rates in Parkades Only for April

Council could consider making the above rate reductions for parkades only. However, staff recommend taking a holistic approach that provides a number of options for those parking.

CONCLUSIONS

Taking a holistic approach to rate setting for the parking system is recommended to avoid unintended consequences.

The recommended option provides a range of parking alternatives for those who come to Victoria in their vehicles and aligns with the current approach for managing parking capacity. Free options would be available for those who park in outlying areas, the parkades would have rates equivalent to public transit rates, and the more convenient on-street meters would have a higher rate.


Respectfully submitted,


Ismo Husu
Manager of Parking Services


Susanne Thompson
Deputy City Manager and Chief Financial Officer

Report accepted and recommended by the City Manager:

Date:


April 7, 2020



**Council Member Motion
For the Committee of the Whole Meeting of April 9, 2020**

To: Committee of the Whole **Date:** April 9 2020
From: Mayor Helps, Councillor Thornton-Joe, Councillor Loveday
Subject: DVBA 2020 Levy

BACKGROUND

The DVBA receives its annual levy from the City in July, however they operate on a fiscal year of January to December. Thus they are, (as usual) now drawing on their line of credit. They have one manager vacancy, and have instituted a hiring freeze, including their usual two co-op students for the summer. They have focussed all their efforts to support our downtown and their businesses immediately, and then to be in a position to lead and support recovery. Attached is an Appendix that highlights their current activities.

The DVBA Clean Team has stepped up its efforts in the downtown and is helping to keeping downtown clean. Additionally the DVBA has teamed up with the Coalition to End Homelessness and is helping to coordinate volunteers to distribute food at Topaz Park.

Their fiscal reality is that without assurance of their traditional July levy payment (which for 2020 is slated at \$1,103,804.00) they will have to institute staff layoffs immediately. This will greatly reduce their ability to be effective now, and will hamper their ability to support our small and medium businesses through recovery.

The DVBA Board is currently looking at scenarios to ensure that they have maximum resources available for significant marketing efforts and other recovery activities. The City supporting the DVBA through these challenging times sends an important signal to businesses in downtown Victoria that we are all in this together.

RECOMMENDATIONS

1. That staff be directed to remit the DVBA levy in July 2020 as per the regular schedule.

Respectfully submitted,

Handwritten signature of Mayor Helps.

Mayor Helps

Handwritten signature of Councillor Thornton-Joe.

Councillor Thornton-Joe

Handwritten signature of Councillor Loveday.

Councillor Loveday

DOWNTOWN Victoria

COVID-19 Response

1

DVBA's Focus Amid COVID-19 Pandemic

- Given the unprecedented nature of the Covid-19 Pandemic, the DVBA has re-focussed our efforts.
- Our immediate attention has shifted to supporting our members to ensure they have all the information they may need on programs that can support them in the near term.
- Using all methods available to inform consumers on how they can support their local businesses through online orders, and for restaurants on using take out and delivery options.

DOWNTOWN Victoria

2

2

DVBA Operations

- The DVBA has implemented an immediate hiring freeze.
- Our team members are working primarily from home to maintain social distancing (exception being the Clean Team).
- We are dedicating staff resources to assist in programs to provide food for the homeless and supporting our restaurant kitchens to maintain some staff levels.
- Looking to all resources to gather necessary strategies so the DVBA can be on the front lines in helping our businesses recover.

DOWNTOWN Victoria

3

3

Clean Team

Effectively immediately our amazing Clean Team are focussing on 3 key areas:

- 1) Sanitizing and cleaning all transit stops in downtown
- 2) Staying on top of graffiti to ensure the area continues to feel safe for people (the offensive tag on this restaurant was removed March 23 in the morning)
- 3) Being extra eyes on the street, especially in back alleys, and looking for signs of criminal activity or break-ins and reporting accordingly.



DOWNTOWN Victoria

4

4

Communications and Marketing



- The DVBA has placed all our communications efforts in 2 immediate areas:

1) Regular information to our 1,500 members on emerging issues and resources

2) Constant consumer facing marketing, including online, social media and paid advertising, promoting ways the public can support our businesses

DOWNTOWN Victoria

5

5

DVBA Leadership Role

- The DVBA is currently connecting on a daily basis with the City, Chamber of Commerce, Destination Greater Victoria, the Coalition to End Homelessness.
- We participate daily on conference calls connecting various sectors of our economy with each other in an effort to coordinate information flow and share best practices among businesses
- The DVBA is connecting with the International Downtown Association to gain insights on how Business Improvement Associations can best support the local economy both in the short-term and through recovery.

DOWNTOWN Victoria

6

6



**Council Member Motion
For the Committee of the Whole Meeting of April 9, 2020**

Date: April 8, 2020
From: Councillor Ben Isitt
Subject: Action for Humanitarian Relief for People who are Homeless

Recommendation:

That Council endorse the following resolution and direct staff to act on it with immediate effect, and forward copies to the Chief Medical Health Officers for Vancouver Island and BC, the Premier, Solicitor General and provincial Minister of Housing, and Members of the Legislative Assembly representing constituencies in the Capital Region:

Resolution: Action for Humanitarian Relief for People who are Homeless

WHEREAS the Chief Medical Health Officer for Vancouver Island, Dr. Richard Stanwick, advised the City of Victoria and other public agencies on March 17, 2020 that these entities had four (4) days to identify a sheltering solution for street-involved people in the 900-block of Pandora Avenue to avoid an outbreak of COVID-19 within that vulnerable population;

AND WHEREAS twenty-three (23) days have passed since Dr. Stanwick provided this advice to the City, the Vancouver Island Health Authority and the BC Rental Housing Management Corporation (BC Housing);

AND WHEREAS emergency sheltering options established by the City and Provincial agencies in approximately 120 motel rooms and a temporary sheltering area at Topaz Park are insufficient to meet the demand for emergency lodging and supports for approximately 200-300 street-involved people in the City of Victoria;

AND WHEREAS the City of Victoria Emergency Plan provides for the direct provision of emergency lodging and supports during emergencies;

AND WHEREAS Provincial agencies including BC Housing and the Vancouver Island Health Authority have not demonstrated the capacity to act on the Chief Medical Health Officer's advice;

THEREFORE BE IT RESOLVED THAT the City of Victoria act immediately on the advice of Chief Medical Health Officer for Vancouver Island and deploy resources and municipal facilities to provide the option of emergency lodging and supports for all street-involved people in the City of Victoria without any delay, aiming for cost-recovery from Provincial agencies after the crisis;

AND BE IT FURTHER RESOLVED THAT the City of Victoria requests Ministerial approval to declare a State of Local Emergency, for the purpose of procuring facilities, personnel and supplies to provide emergency lodging and supports for street-involved people in the City of Victoria during the COVID-19 pandemic.

Respectfully submitted,

A handwritten signature in blue ink, appearing to read 'B. Isitt', written in a cursive style.

Councillor Isitt