



**AMENDED AGENDA
GOVERNANCE & PRIORITIES COMMITTEE
MEETING OF MARCH 27, 2014, AT 9:00 A.M.
COUNCIL CHAMBERS
CITY HALL, 1 CENTENNIAL SQUARE**

Page

CALL TO ORDER

APPROVAL OF THE AGENDA

CONSENT AGENDA

ADOPTION OF MINUTES

1. Minutes from the Meeting held March 13, 2014

DECISION REQUEST

2. Financial Plan 5 - 24
--B. Warner, Director of Finance
Late Item: Addition of Report

[Addenda]

3. Application for a Permanent Change to Occupant Load 25 - 34
for the Bedford Regency, 1140 Government Street
--R. Woodland, Director of Legislative & Regulatory Services

4. Parking Services Review 35 - 77
--D. Kalynchuk, Director of Engineering & Public Works

NEW BUSINESS

- 4A. **Late Item:** 79 - 81
Convention Attendance Request - AVICC
--Councillors Helps and Isitt

[Addenda]

- 4B. **Late Item:** 83
Conference Attendance Approval
--Councillor Isitt

[Addenda]

---MOTION

5. Motion of Support for Tla-o-qui-aht First Nation
--*Councillor Isitt*

85 - 88

---COUNCILLOR INQUIRY

---COUNCILLOR SHARING

RECESS

MOTION TO CLOSE THE MARCH 27, 2014 GOVERNANCE & PRIORITIES COMMITTEE MEETING TO THE PUBLIC (To consider the following items in a closed meeting of Governance & Priorities Committee, the following motion is required: "That Governance & Priorities Committee convene a closed meeting that excludes the public under Section 12(6) of the Council Bylaw for the reason that the following agenda items deal with matters specified in Sections 12(3) and/or (4) of the Council Bylaw.")
Section 12 (3) (a) - personal information about an identifiable individual who holds or is being considered for a position as an officer, employee or agent of the City or another position appointed by the City
Section 12 (3) (i) - the receipt of advice that is subject to solicitor-client privilege, including communications necessary for that purpose.
Section 12 (3) (k) - negotiations and related discussions respecting the proposed provision of a City service that are at their preliminary stages and that, in the view of the Council, could reasonably be expected to harm the interests of the municipality if they were held in public
Section 12 (3) (j) - information that is prohibited, or information that if it were presented in a document would be prohibited, from disclosure under section 21 of the Freedom of Information and Protection of Privacy Act.

CLOSED MEETING

CONSENT AGENDA - CLOSED MEETING

ADOPTION OF THE CLOSED MINUTES

6. Minutes from the Closed Meeting held March 13, 2014
6A. Late Item:
Minutes from the Special Closed Meeting held March 20, 2014

DECISION REQUEST

7. Appointments - Council Committees
--*R. Woodland, Director of Legislative & Regulatory Services*
8. Proposed Municipal Service / Naming Rights (Verbal)
--*J. Jenkyns, General Manager, VCC*
Late Item: PowerPoint Presentation

9. Confidential Third Party Business Information
--K. Friars, Director of Parks, Recreation & Culture
Late Item: Addition of Report
10. **Late Item:**
Legal Advice / Conflict of Interest
--K. Blokmanis, Assistant City Solicitor

CONSIDERATION TO RISE & REPORT

ADJOURNMENT



Governance and Priorities Committee Report

Date: March 24, 2014 **From:** Brenda Warner, Director of Finance
Subject: 2014 – 2018 Draft Financial Plan Adoption Process

Purpose

The purpose of this report is to outline proposed timelines for the 2014–2018 Financial Plan, in order to meet the requirements set out in sections 165 and 166 of the Community Charter; including the requirement for public consultation; and to obtain input as to whether the proposed public consultation meets Council's expectations, and request Council's feedback.

The Community Charter requires Council to adopt a five-year financial plan annually and to undertake a process of public consultation regarding the proposed financial plan before it is adopted. The financial plan lists the revenues and expenditures, which ultimately determines the tax requisition and rates, and can be amended at any time.

The financial plan also includes the City's Revenue and Tax Policy. Prior to adopting the property tax rate bylaw, Council must consider their proposed tax rates for each property class in conjunction with the objectives and policies for the distribution of property taxes among property classes included in its Revenue and Tax Policy.

In 2012 Council made the following motion regarding financial plan considerations and moving along the International Association for Public Participation (IAP2) continuum for public engagement:

Whereas it is prudent for the City to engage in more medium-term strategic budgeting;

And Whereas once the three-year budget is completed, a significant amount of staff time and energy will be freed up in the latter two years of the cycle and can be devoted to other priorities;

And Whereas the next Council will come in with a budget for its first year of office thus allowing that Council to get to priority setting sessions more quickly and allowing that Council to set a budget for the following three years that will reflect its priorities;

Be it resolved that Council direct the Director of Finance to create an operating budget for 2013-2015 which incorporates a public engagement strategy to be expanded and scaled further along the IAP2 continuum (from Inform to Empower) each year;

Council approved public engagement to achieve a budget reduction for the 2013-2015 budget that provided an opportunity for the public to provide feedback on the financial plan and the proposed cost reduction strategies. With the focus on a three year budget process staff made an incorrect assumption that the City had undertaken this work for 2014, as per the legislation, this is not the case.

Council approved public engagement to achieve a budget reduction for the 2013-2015 budget that provided an opportunity for the public to provide feedback on the financial plan and the proposed cost reduction strategies. With the focus on a three year budget process staff made an incorrect assumption that the City had undertaken this work for 2014, as per the legislation, this is not the case.

We are now at the end of March and it is very late in the process to provide expanded public consultation for 2014 and meet the timelines required to adopt the financial plan and tax rate bylaws by May 15 as required in the Community Charter.

Staff propose a two-pronged approach for 2014 public budget engagement, a Public Budget Session (Open House) at City Hall on April 14 from 4 pm to 8 pm, and an opportunity for the public to provide online feedback from April 11 to April 20. The purpose is to provide information on the 2014-2018 Financial Plan, and to request feedback from the public on certain items, such as the reduction in the business share of taxes, 2014 tax increase and funding strategy to address the City's infrastructure gap. Staff are requesting Council's input into what questions to ask, and will bring questions forward for Council consideration and feedback at the Governance and Priorities Committee meeting on April 10.

The deadline for the public to submit comments online is proposed for April 20. Staff will compile feedback into a report the week of April 21, which would be distributed to Council for a Special Council meeting on May 1. This proposed schedule will require two Special Council meetings in order for the Financial Plan and Tax Rate Bylaws to be given 2nd and 3rd readings and final adoption, given where we are at to meet the May 15th requirement.

For 2015, the financial plan process will be completely overhauled. The intent is to develop a 2015 financial plan that outlines what enhancements are coming to the community, alignment with the strategic plan, and to include more opportunity for public engagement early in the development of the plan. Staff will be reviewing best practices and bring forward a work plan for an improved financial plan process and public consultation for Council's consideration and feedback by June 30, 2014.

In order to meet the requirements set out in the Community Charter for 2014 the following timelines are proposed for Council's consideration and feedback:

Date	To	Task
April 10	GPC	Proposed 2014-2018 Financial Plan Proposed 2014 tax rates Approval of Public consultation questions
Apr 10	Council	Financial Plan and Tax Rate Bylaws 1 st Reading
April 11-20		Online Public Budget input
April 14		Public Budget Session (Open House)
May 1	Special	Report on public feedback

Recommendations

1. That Council direct staff to schedule a Budget Open House on April 14 from 4 pm to 8 pm at City Hall.
2. That Council direct staff to schedule Special Council meetings on May 1 and May 12.
3. That Council direct staff to bring forward a work plan on a revised Financial Plan process, including public participation that incorporates the City's core values for public participation by June 30, 2014.

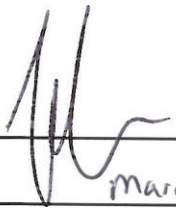
Respectfully submitted



Brenda Warner, CMA
Director of Finance

Report accepted and recommended by the City Manager:

Date:



march 24, 2014

Appendix A - IAP2 Canada - Public Participation Spectrum

	INFORM	CONSULT	INVOLVE	COLLABORATE	EMPOWER
PUBLIC PARTICIPATION GOAL	To provide the public with balanced and objective information to assist them in understanding the problems, alternatives and/or solutions.	To obtain public feedback on analysis, alternatives and/or decision.	To work directly with the public throughout the process to ensure that public issues and concerns are consistently understood and considered.	To partner with the public in each aspect of the decision including the development of alternatives and the identification of the preferred solution.	To place final decision-making in the hands of the public.
PROMISE TO THE PUBLIC	We will keep you informed.	We will keep you informed, listen to and acknowledge concerns and provide feedback on how public input influenced the decision.	We will work with you to ensure that your concerns and issues are directly reflected in the alternatives developed and provide feedback on how public input influenced the decision.	We will look to you for direct advice and innovation in formulating solutions and incorporate your advice and recommendations into the decisions to the maximum extent possible.	We will implement what you decide.
EXAMPLE TOOLS	Fact sheets Websites Open houses	Public comment Focus groups Surveys Public meetings	Workshops Deliberate polling	Citizen Advisory committees Consensus-building Participatory decision-making	Citizen juries Ballots Delegated decisions

Appendix B: Community Charter

Financial plan

- 165** (1) A municipality must have a financial plan that is adopted annually, by bylaw, before the annual property tax bylaw is adopted.
- (2) For certainty, the financial plan may be amended by bylaw at any time.
- (3) The planning period for a financial plan is 5 years, that period being the year in which the plan is specified to come into force and the following 4 years.
- (3.1) The financial plan must set out the objectives and policies of the municipality for the planning period in relation to the following:
- (a) for each of the funding sources described in subsection (7), the proportion of total revenue that is proposed to come from that funding source;
 - (b) the distribution of property value taxes among the property classes that may be subject to the taxes;
 - (c) the use of permissive tax exemptions.
- (4) The financial plan must set out the following for each year of the planning period:
- (a) the proposed expenditures by the municipality;
 - (b) the proposed funding sources;
 - (c) the proposed transfers to or between funds.
- (5) The total of the proposed expenditures and transfers to other funds for a year must not exceed the total of the proposed funding sources and transfers from other funds for the year.
- (6) The proposed expenditures must set out separate amounts for each of the following as applicable:
- (a) the amount required to pay interest and principal on municipal debt;
 - (b) the amount required for capital purposes;
 - (c) the amount required for a deficiency referred to in subsection (9);
 - (d) the amount required for other municipal purposes.
- (7) The proposed funding sources must set out separate amounts for each of the following as applicable:
- (a) revenue from property value taxes;
 - (b) revenue from parcel taxes;
 - (c) revenue from fees;
 - (d) revenue from other sources;
 - (e) proceeds from borrowing, other than borrowing under section 177 [*revenue anticipation borrowing*].
- (8) The proposed transfers to or between funds must set out separate amounts for
- (a) each reserve fund under Division 4 of this Part, and
 - (b) accumulated surplus.
- (9) If actual expenditures and transfers to other funds for a year exceed actual revenues and transfers from other funds for the year, the resulting deficiency must be included in the next year's financial plan as an expenditure in that year.

Public process for development of financial plan

- 166** A council must undertake a process of public consultation regarding the proposed financial plan before it is adopted.

Appendix C – Revenue and Tax Policy

<p style="text-align: center;"><i>Department of Finance</i> <i>Policies and Procedures</i></p>	
Revenue and Tax	
Authorized by: Council	<p>Date of issue: February 16, 2009</p> <p>Date of revision: April 26, 2012</p>

Purpose

The purpose of the Revenue and Tax Policy is to outline the proportions of revenue sources, the distribution of property taxes among property classes and the use of permissive property tax exemptions.

Primary Objectives

- To provide tax payers with stable, equitable and affordable property taxation while at the same time providing high quality services.
- To support the OCP and other City plans as well as complement the Regional Context Statement.

Policies

1. Revenue Proportions by Funding Sources

Property taxes are the main source of revenue for the City and pay for services such as police and fire protection, bylaw enforcement, and infrastructure maintenance. Property taxes provide a stable and consistent source of revenue for services that are difficult or undesirable to fund on a user pay basis. Therefore, property taxes will continue to be the City's major source of revenue.

However, it is the City's desire to charge user fees where feasible. Some programs, such as recreation, are partially funded by user fees. The City also has several self-financed programs that are fully funded by user fees. These include Water Utility, Sewer Utility, Garbage Utility, and the Victoria Conference Centre.

In addition, the City has reviewed and updated its DCC bylaw to ensure that developers are paying their fair share of infrastructure required as a result of new development.

Policy 1.0

User pay funding will be used for such services that are practical and desirable to fund on a user pay basis.

Services that are undesirable or impractical to fund on a user pay basis will be funded by property taxes.

Policy 1.1

The City will continue to explore alternative revenue sources to diversity its revenue base.

2. Distribution of Property Taxes Among Property Classes

Market value changes that result in uneven assessment changes between property classes result in a tax burden shift to the class experiencing greater market value increases unless tax ratios are modified to mitigate the shift.

Until 2007, it was Council's practice to modify tax ratios to avoid such shifts. This equalization practice provided an effective tax increase that was equal for all classes. It is important to be aware that this practice only avoids shifts *between* property classes. There is still a potential for shifts *within* a property class where one property has experienced a market value change that is greater than the average for that class.

However, starting in 2007, business and industrial tax ratios have been held constant in recognition of the larger tax burden that has been placed on those classes. This resulted in higher tax increases being passed on to the residential class compared to business and industrial.

The pressure continues across the country to reduce the tax burden on the business and industrial classes. In recognition of this, and the desire to support a healthy business environment, Council's goal is to have a business class tax burden that is equitable.

In 2012, a comprehensive review of the Revenue and Tax Policy was conducted to determine if Council's objective of reducing the tax burden on the business class was appropriate and if so, that the mechanism of achieving the objective (reduction of tax ratio) was the most effective mechanism to achieve the goal. The review concluded that additional relief for the business tax class was warranted. However, the tax ratio was not the best mechanism of achieving that goal.

As a result, Council approved the following policy objective:

To reduce the business property tax class share of the total property tax levy to 48% over three years (2012-2014). The redistribution excludes impact of new assessment revenue. The total redistribution of the tax levy is \$1.51 million.

Policy 2.0

The share of the property tax levy for the business class will be reduced to 48% over three years (2012-2014).

Policy 2.1

Tax rates for the light and major industrial tax classes will be equal to the business tax rate to support the City's desire to retain industrial businesses.

Policy 2.2

Farm Tax Rates will be set at a rate so taxes paid by properties achieving farm status will be comparable to what the property would have paid if it were assessed as residential.

3. Use of Permissive Property Tax Exemptions

The City continues to support local non-profit organizations through permissive tax exemptions. Each year, a list of these exemptions is included in the City's Annual Report.

In addition, the City offers a Tax Incentive Program to eligible owners of downtown heritage designated buildings to offset seismic upgrading costs for the purposes of residential conversion of existing upper storeys. The exemptions are for a period up to ten years.

The City encourages redevelopment of lands within the City and the use of environmentally sustainable energy systems for those developments through revitalization property tax exemptions.

Policy 3.0

Permissive property tax exemptions are governed by the City's Permissive Property Tax Exemption Policy, which outlines the criteria for which property tax exemptions may be granted.

Policy 3.1

Heritage property tax exemptions are governed by the City's Heritage Tax Incentive Program.

Policy 3.2

Revitalization property tax exemptions are governed by the City's Revitalization Tax Exemption (Green Power Facilities) bylaw.

Proposed 2014 Financial Plan Timelines and Public Consultation



Purpose of Report

Seek Council feedback on proposed:

- timeline for the 2014-2018 Financial Plan
- public consultation process

Community Charter – Financial Plan

Financial Plan lists revenues and expenditures, which ultimately determines the tax requisition and rates.

It must be adopted annually, by bylaw, before the annual property tax bylaw is adopted (by May 15).

It may be amended at any time.

Public Consultation

Council must undertake a process of public consultation regarding the proposed financial plan before it is adopted.

Council wants expanded public engagement scaled further along the IAP2 continuum (from Inform and Consult to Empower)

Public Consultation

Inform

To provide the public with balanced and objective information to assist them in understanding the problems, alternatives and/or solutions.

Consult

To obtain public feedback on analysis, alternatives and/or decision.

Public Consultation in 2013

Our Community Profile

- Almost 2/3 of Region's residents work in Victoria
- 42% of all jobs in Region are in Victoria
- Approximately 1,400 businesses in downtown Victoria
- 90% of Victoria businesses have less than 20 employees



2013 Budget Consultations



Our Community Profile

- Estimated population: 79,000
- Average age is 41.6
- Population represents 22.6% of regional total and occupies 2.8% of regional land base
- Slightly lower growth rate (5.3%) than Capital Region (6%)
- Victoria residents earn 26% less than median CRD income

2006 Census, Stats Canada



2013 Budget Consultations



Our Core City Reality

- Centralized social programs
- Entertainment district
- Special events: festivals/sporting events
- Tourism
- Victoria Conference Centre
- Police
- Grants and property tax exemptions
- Arena
- Theatres
- Capital City
- Limited land



2013 Budget Consultations



External Pressures

- CRD costs: sewage, hospital
- Increasing expectations
- Downloading from other governments
- Regional competition
- Transit
- Esquimalt Police Agreement



2013 Budget Consultations



Public Consultation in 2013

Proposed budget reduction strategies:

- Limit Mayor and Council salary increases to 0% in 2013
- Change to Council taxable remuneration
- Limit exempt staff salary increases to 0% in 2013
- Limit budget increases for library and police to 2% for 2013, 2014, 2015
- Allocate 1.25% of 2013 tax increase (\$1.3 million) to capital work to maintain City infrastructure
- Partial automation of some parkades during slow periods
- Advertising in parkades, on parking machines etc
- Shift from annuals to perennials in some beds
- Reduce City-led seasonal programming in Centennial Square
- Review the organizational structure to identify efficiencies and savings

2013 Operating Budget Highlights:

Focuses investment in priority areas

- \$8.3 million towards maintaining Victoria's 70 parks and green spaces
- \$60 million in emergency services; fire and police
- \$7.1 million in maintaining 250 km of roads, 30 km of bike lanes and sidewalks
- \$1.1 million in arts and cultural events and programming
- \$250,000 for economic development to grow the local economy
- Introduces webcasting of Council meetings and implementation of customer service improvements across the organization
- 16% of the operating budget is allocated to capital spending and reserves (in 2012 this was \$25 million)



Proposed Public Consultation - 2014

Solicit Public Input Online

April 11 to April 20

Public Budget Session (Open House)

City Hall on April 14 from 4 pm to 8 pm

Provide information on the 2014-2018 Financial Plan

Proposed Timelines for 2014

	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
April	7	8	9	<u>GPC:</u> - Proposed 2014-2018 Financial Plan - Proposed 2014 tax rates - Approval of Public Consultation questions To Council: - Financial Plan & Tax Rate Bylaws 1 st Reading	10 11	12	13
April	Online Public Budget Input Public Budget Session (Open House)	14 15	Online Public Budget Input 16	Online Public Budget Input 17	Online Public Budget Input 18	Online Public Budget Input 19	Online Public Budget Input 20
April	21	22	23	24	25	26	27
April - May	28	29	30	<u>Special Council:</u> - Report on public feedback - Further consideration of 2014-2018 Financial Plan	1 2	3	4
May	5	6	7	<u>Council:</u> - Financial Plan & Tax Rate Bylaws 2 nd and 3 rd Readings	8 9	10	11
May	<u>Special Council:</u> - Financial Plan & Tax Rate Bylaw adoption	12 13	14	15	16	17	18

Council input – Online Survey

A common approach is to simply ask the public to submit feedback on the 2014-2018 Financial Plan

Are there questions Council would like to ask?

2015 Financial Plan

In 2015 the financial plan will be a document the City can be proud of:

- services provided to the community
- service levels
- details on capital work planned
- forecasted increases to taxes and utilities
- more opportunity for public engagement early in the development of the plan

Recommendations

That Council direct staff to:

1. Schedule a Budget Open House on April 14 from 4 pm to 8 pm at City Hall.
2. Schedule Special Council meetings on May 1 and May 12.
3. Bring forward a work plan on a revised Financial Plan process, including public participation that incorporates the City's core values for public participation by June 30, 2014.



Governance and Priorities Committee Report

Date: March 6, 2014 **From:** Robert Woodland, Director of
Legislative and Regulatory Services

Subject: Application for a permanent change to Occupant Load of Licensed area in
relation to a Liquor-Primary Liquor Licence, for the **Bedford Regency**,
1140 Government Street, Licence, No. 116081

Executive Summary

The purpose of this report is to seek a Council resolution, in accordance with the requirements of the *Liquor Control and Licensing Act*, regarding an application by the Bedford Regency (Bedford Hotel Ltd.) in relation to their Liquor Primary Liquor Licence for the premises located at 1140 Government Street, for a change to increase the occupant load.

The current occupant load for the liquor primary service area of the restaurant/lounge is 30 persons. The hours of liquor service are from 11:00h to 01:00h Monday through Saturday and 11:00h to midnight on Sunday. The requested change is a result of the closure of the lounge on the mezzanine floor of the hotel and the conversion of a coffee shop on the lobby level to become a lounge. If approved, the occupancy for the liquor primary service area would be increased to 90 persons. There would be no change in the hours of operation as a result of this application.

Recommendation

That Council, after conducting a review with respect to noise and community impacts regarding the application to amend the occupant load respecting liquor service for the Liquor Primary Liquor Licence of the **Bedford Regency**, Liquor License No. 116081, located at 1140 Government Street, supports:

- The application of the **Bedford Regency** to amend its Liquor Primary Liquor Licence to allow an increase in occupant load to 90 persons.
- The Council provides the following comments on the prescribed considerations:
 - (a) The location is in a designated neighbourhood commercial area which authorizes restaurants, retail stores, neighbourhood pubs, hotels and office space. There is no residential use in the immediate vicinity. The Liquor Primary operation within the hotel is compatible with the neighbouring land uses. The business is located within the Historic Commercial District and is within the Intermediate Noise District which allows for a higher noise threshold.
 - (b) There is expected to be minimal impact on the neighbourhood due to the relatively small increase in capacity that would result from this request being approved. There is no concern that this change would result in the business being operated contrary to its primary purpose.

- (c) The views of residents were solicited via a mail out to neighbouring property owners and occupiers within 50 metres of the restaurant/lounge and a notice posted at the property. One response, not in favour of the proposed change was received from a neighbouring business owner.

Respectfully submitted,



Mark Hayden
Manager, Bylaw and
Licensing Services



Robert Woodland
Director Legislative and
Regulatory Services

Report accepted and recommended by the City Manager: _____

Date: _____

March 11, 2014

MATERIALS RECEIVED VIA PUBLIC CONSULTATION PROCESS:

Attached 2 Available _____ N/A _____

(A letter from the proponent and 1 email from a nearby business is attached)

Purpose

The purpose of this report is to seek a Council resolution regarding an application by the Bedford Regency, in relation to their Liquor Primary licensed operation located at 1140 Government Street for a change to increase the occupant load in relation to the lounge (liquor primary) operation which is an adjunct to their hotel business.

The current occupant load of 30 persons is for a licensed area on the mezzanine level of the hotel. This area adjoined a food primary licensed area of 70 persons. The request to increase the occupancy load to 90 persons is a result of the proposed move of the liquor primary space from the mezzanine level of the hotel to the lobby area, one floor down. The hours of liquor service would not change as a result of this request.

Background

The Bedford Regency is located adjacent to Bastion Square on the west side of Government Street. The business is a hotel which operates both food primary and liquor primary businesses within the overall hotel operation. The hotel has held a Liquor Primary Liquor Licence since 1986 and a Food Primary Liquor Licence since 1989.

The current occupant load for the liquor primary portion of the business is 30 persons and is located in an area directly adjacent to the Food Primary licensed area. The requested change would move the liquor primary seats to the lobby area of the hotel one floor below the food primary licensed area. The attached floor plan (see Appendix) shows the existing location of the licensed area as well as the new area proposed by the hotel. This new area proposed for the liquor primary operation will support an occupant load of 90 persons as determined by the Chief Building Official of the City. The current hours of operation are 11:00 AM to 1:00 AM, Monday through Saturday, and 11:00 AM to midnight on Sunday.

In the attached letter (see Appendix), the owner has described his business plan for this new space which includes offering a wider variety of craft beers as well as wine and spirits to his customers.

Location

Official Community Plan:

- The OCP designates the property within the "Historic Commercial District" (HCD);
- The area is designated within Development Permit Area 1 – Heritage Conservation;
- The HCD forms the primary hub for retail, entertainment and tourism within the Downtown Core Area.

Zoning:

- The property is zoned CA-3C, Old Town District;
- This zone accommodates a diverse range of active commercial uses such as retail stores, cafés and restaurants, along with complementary uses such as multiresidential development, hotels, public institutions, tourist services and personal service businesses.;
- Specific off-street parking is required in the zone and would be unaffected by the proposed change.

Neighbourhood Compatibility:

- Surrounding land uses include: retail, restaurants, personal services, hotels, offices and public/cultural buildings. There is no residential use in the area around this business.
- Due to the location of the licensed area within the hotel there is expected to be a minimal impact from noise associated with the requested changes.
- The location of the hotel is within the Intermediate Noise District.

The Sustainable Planning & Community Development Department has no objection to the application as the use is permitted.

Liquor Control and Licensing Branch

The General Manager of the provincial Liquor Control and Licensing Branch (LCLB) issues liquor licences under the authority of the *Liquor Control and Licensing Act* and regulations. Local government is to provide comments and recommendations to the LCLB on all liquor-primary licence applications regarding the potential for noise and impact on the community if the application is approved.

Relevant Policy / Bylaw

- Liquor Licensing Policy;
- Liquor Licensing Fee Bylaw.

Issues and Analysis

This application is being pursued as a permanent change to the operating conditions so that the lounge can be moved from the mezzanine level of the hotel reception area to the main lobby floor. A letter from the applicant outlining the purposes of the requested change and a diagram outlining the proposed changes are attached in the Appendix.

Within a 100 metre radius there are 5 other liquor primary licensed businesses with a seating capacity of 1228 seats. In addition within a 50 metre radius there are 5 food primary licensed businesses with a seating capacity of 567 persons.

LIQUOR PRIMARY VENUE	HOURS	SUNDAY HOURS	SEATING	TYPE
Upstairs Cabaret 15 Bastion Sq.	Open to 02:00h	24:00h	300	Cabaret
Bard and Banker 1022 Government	Open to 01:00h	01:00h	320 including 50 on *patios	Neighbourhood Public House
D'Arcy McGhees 1127 Wharf	Open to 01:00h	01:00h	190 including 40 on *patio	Neighbourhood Public House
Garrick's Head Pub 1140 Government	Open to 01:00h	24:00h	168	Hotel Pub
Irish Times Pub 1200 Government	Open to 01:00h	01:00h	250 including 70 on *patio	Neighbourhood Public House

*Patio service ends at 23:00h

Bylaw Enforcement

The Bylaw and Licensing Services Division has no objections to this application. There have been no noise complaints received about the hotel and associated operations. A Good Neighbour Agreement has been in place (since 2009) for this Liquor Primary business. This is a condition of their business licence.

Engineering & Public Works Department

The Downtown Community Development Section reviewed this application request and provided the following comments:

- The venue is located in the entertainment district with no adjacent residences and therefore there is not likely to cause direct noise or other impacts to the community.
- The increase in seating represents an incremental increase in the number of licensed seats downtown. In conjunction with relaxation of provincial liquor laws, this provides an opportunity for the applicant and other businesses to meet an anticipated consumer demand and increase their revenue.
- While this can also contribute to maintaining downtown Victoria's position as the premiere late night entertainment destination in the region, it will also require that efforts are sustained to effectively manage issues associated with increased availability of alcohol.

Police

The Police Department has no concerns with the application and believes that noise and nuisance issues will be largely unaffected by the proposed change.

Official Community Plan Consistency Statement

As the request by the applicant is congruent with the Zoning Regulation Bylaw requirements, this request, if approved, is consistent with the OCP.

Financial and Staff Capacity Assessment

Not applicable. This issue has no direct staffing or other resourcing impacts.

Public Engagement and Consultation

In accordance with the City's Liquor Licensing Fee Bylaw and Liquor Licensing Policy, all owners and occupiers within 50 metres of the applicant's location were solicited by mail to provide input regarding this application. In addition, the business displayed a poster at the access points to their business for a 4 week period which also invited people to provide input to the City with respect to this application.

This consultation resulted in 1 email letter being received from a neighbouring business (attached in Appendix).

Conclusions

The lounge business has been operating since 1986 with a good compliance record. City staff from all Departments are supportive of the proposed change to extend the occupant load as requested by the applicant.

It should be noted that the only negative feedback on this proposed change received by the City has come from a person who owns/manages businesses that are in competition with the applicant's business. No other concerns have been expressed by the community.

Lastly, the request complies with the City's current liquor licensing policy.

Recommendation

That Council, after conducting a review with respect to noise and community impacts regarding the application to amend the occupant load respecting liquor service for the Liquor Primary Liquor Licence of the **Bedford Regency**, Liquor License No. 116081, located at 1140 Government Street, supports:

- The application of the **Bedford Regency** to amend its Liquor Primary Liquor Licence to allow an increase in occupant load to 90 persons.
- The Council provides the following comments on the prescribed considerations:
 - (a) The location is in a designated neighbourhood commercial area which authorizes restaurants, retail stores, neighbourhood pubs, hotels and office space. There is no residential use in the immediate vicinity. The Liquor Primary operation within the hotel is compatible with the neighbouring land uses. The business is located within the Historic Commercial District and is within the Intermediate Noise District which allows for a higher noise threshold.
 - (b) There is expected to be minimal impact on the neighbourhood due to the relatively small increase in capacity that would result from this request being approved. There is no concern that this change would result in the business being operated contrary to its primary purpose.
 - (c) The views of residents were solicited via a mail out to neighbouring property owners and occupiers within 50 metres of the restaurant/lounge and a notice posted at the property. One response, not in favour of the proposed change was received from a neighbouring business owner.

APPENDIX

Attached is a letter from the proponent and an email from a nearby business owner received in response to the consultation request mailed out to area residents and occupants. A copy of the approved floor plan is also attached.

Applicant
Letter.

Jan.30.2014

New bar proposal for the Bedford Regency Hotel:

We are planning to move an existing Liquor license from our mezzanine level to the lobby level. There previously was a coffee shop there and we would like to build a new lobby bar/lounge. I have since closed a 100 seat restaurant/bar on the mezzanine level in Sept.2013 in order to open the new 90 seat bar.

It will take half the hotel lobby space and add a whole new great feel to the Hotel and Government st.

The overall plan for the new bar is to add 50 beer taps, and also concentrate on wine and whiskey.

The craft beer market in Victoria keeps growing every year and we are very proud to say that we carry more local beers then anyone else and plan to add more as they come.

After the expansion of Garricks Head Pub last year, the demand is still very strong and I am now looking to continue to fill the demand that we are receiving.

It will be a small place with a capacity of 90, but that will require the hiring of more staff witch helps with the local economy.

I would be more then happy to answer any questions you have.

Jay Nowak
General Manager of Garrick's Head Pub
Bedford Regency Hotel

Mark Hayden

Public Feedback

From: Liquor Licence Email
Subject: FW: Bedford Hotel Liquor Licence capacity increase

From: Matt MacNeil [REDACTED]
Sent: Thursday, Feb 27, 2014 10:11 AM
To: Liquor Licence Email
Subject: Bedford Hotel Liquor Licence capacity increase

To the City of Victoria,

This letter is to show my opposition to the request of an addition 60 persons to an existing 30 person licence in the Lobby of the Bedford Hotel.

I did not oppose or object to the expansion of their Garrick's Head Pub licence. In fact i think it has been a good addition to the street front and Bastion Square.

My objection comes as the owners are attempting to turn the lobby of a (rare boutique) hotel in the downtown core into a full scale bar.

We need boutique hotels in the downtown.

The applicant is somewhat presumptuous as the construction looks to be close to completion.

A lobby in a boutique hotel should look and feel like a lobby and scale is important. This does not seem to be the intent of this application. What is the Primary business of this applicant? A Hotel .

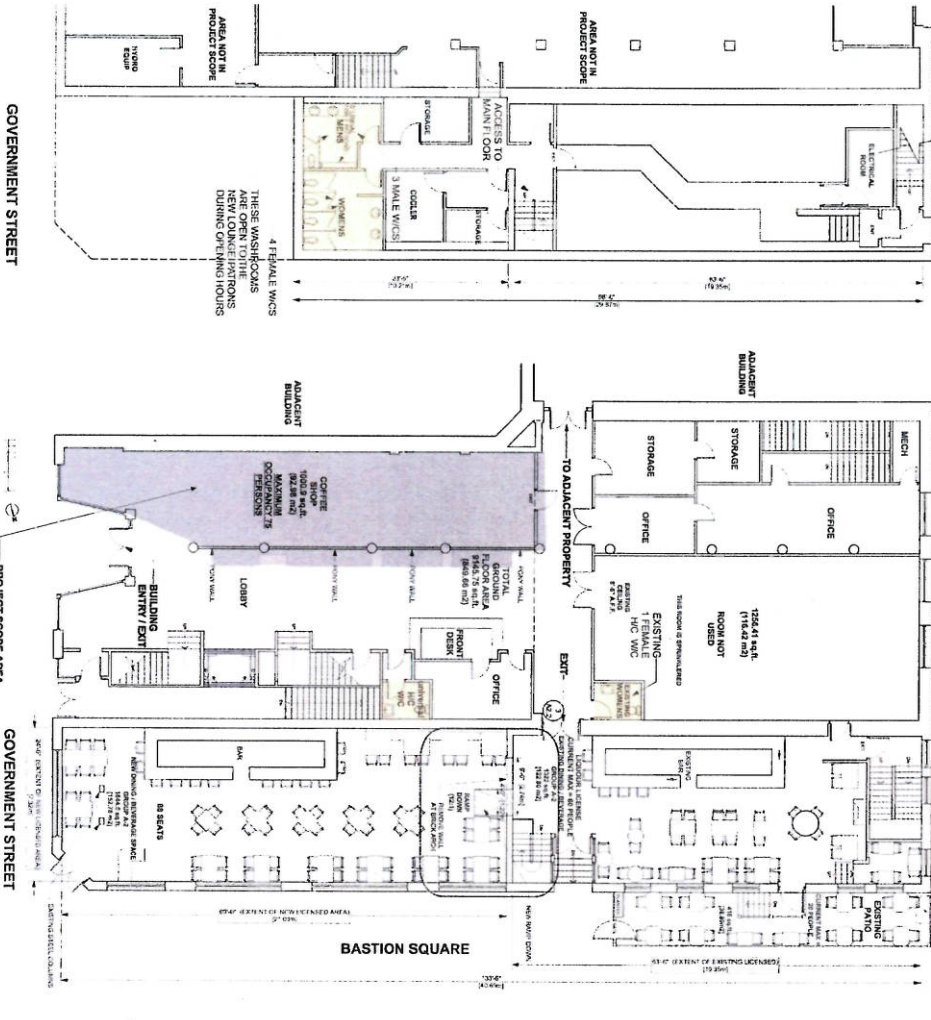
Regards,

Matt MacNeil
#208 - 1110 Government St.

Sent from my iPhone

LANGLEY STREET

LANGLEY STREET



GOVERNMENT STREET

GOVERNMENT STREET



GOVERNMENT STREET

GOVERNMENT STREET

THESE WASHROOMS ARE OPEN TO THE NEW LOUNGE PATRONS DURING OPENING HOURS

TO BE RELOCATED DOWNSTAIRS UNTIL A NEW USE IS DETERMINED



BEDFORD REGENCY HOTEL
LOUNGE EXPANSION
1140 Government Street
Victoria, B.C.



MOORE ARCHITECTURE INC.

FLOOR PLANS

13-131 A02





Governance and Priorities Committee Report

Date: March 21, 2014 **From:** Ismo Husu, Manager, Parking Services
Subject: Additional Information Regarding the Parking Services Review

Executive Summary

The purpose of this report is to respond to the Committee's request on February 13, 2014, for additional information relating to the Parking Services Review, and seek direction to proceed with implementing parking demand management strategies and customer service improvements.

High turnover in short term parking spots is critical to the well-being of a healthy downtown. In urban centres, creating turnover is facilitated through time limits and fees for parking. Over the past year, a review has been completed and several changes are recommended to support greater on-street turnover and an improved downtown parking experience. Six recommendations relate to demand management strategies designed to shift motorists from on-street parking to parkades. Additional strategies relate to improving interactions with customers.

A review of downtown parking behaviour highlights the demand for on-street parking exceeds available capacity while there is space within parkades. In an effort to shift motorists from over-demand on-street spots to available spaces in parkades, free evening parking in parkades and a blanket "first hour free" in all parkades is recommended. A corresponding 17% rate increase for higher demand on-street spots - those within a three minute walking distance from the City's five parkades- is also recommended as part of a larger tailored rate and time limit approach to on-street parking.

Overall, of the 3,845 parking spaces in the downtown, the recommended rate changes result in decreased rates for 2,359 (61%) of downtown parking spaces and increased rates for 837 (22%) parking spaces. The remaining 649 downtown spaces remain at the same rate and time limits will be extended.

In recognition of the desired increased use of parkades and the importance of providing fair and positive customer interaction across the entire parking services model, a number of improvements are planned. Customer service improvements that provide more options, flexibility, consistency and improved information are the focus. There is also recognition that parking behaviour has recently favoured on-street, and a shift to parkades will require improved information about and within, parkades. It is critical the improved safety and security aspects of parkades be predominantly communicated. Since making physical security improvements and introducing 24/7 security in the parkades six years ago police calls for service have been reduced by over 75%.

A proactive communications and customer service program will be developed to support changes in rates and improved service, as well an audit of all communications tools is being completed to improve information on signage, tickets, and online.

Building on several customer service improvements made since 2007, new pay-by-cell technology, more loading options for parking cards, and improved online tools are planned. Frontline staff in the parkades will be engaged in focus groups about how to improve public information and parkade experience. A two-pronged partnership with the Downtown Victoria Business Association is contemplated to provide "downtown ambassador" training for all parking services personnel and educational outreach to downtown businesses and their employees is planned timed with the proposed changes to rates.

Since presenting preliminary recommendations to the Governance and Priorities Committee in February, additional data has been collected and further issues identification completed with representatives from the Downtown Victoria Business Association, the Greater Victoria Chamber of Commerce and Tourism Victoria. As a result, the earlier recommendation to introduce evening rates for on-street parking has been removed.

The financial impacts of these recommendations will be closely monitored over time, however, the revised recommendations forecast increased investment in customer service and security enhancements and no additional revenue over previous years.

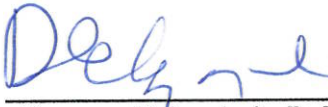
Upon endorsement from Council, formal consultation with the elected boards of these three stakeholder groups is recommended and public feedback will be collected through the website for the coming month. Staff will report back to Council within 30 days with the input collected. Staff proposed to bring a follow up report to Council on May 8, 2014 for Council's consideration.

Recommendations:

1. Direct staff to undertake consultation on the proposed customer service, parkade safety and six draft demand management strategies outlined in this report.
2. Direct staff to report back to Council on May 8, 2014 with a report on the results of consultation for Council's consideration on adopting Parking Demand Strategy's.
3. Direct staff to report back to Council on customer service enhancements in January 2015.

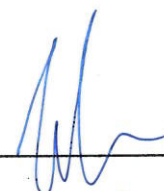
Respectfully submitted,


 Ismo Hysu
 Manager, Parking Services


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

Attachments:

- 1) Map: Proposed On-Street Parking Variable Tariff Map
- 2) February 13, 2014 GPC Minute
- 3) Parking Strategy 2007
- 4) Project Charter

Report accepted and recommended by the City Manager: 

Date: March 21, 2014

Purpose

The purpose of this report is to respond to the Committee's request for additional information relating to the Parking Services Review, and seek direction to proceed with implementing parking demand management strategies and customer service improvements.

Background

The City of Victoria offers 3,845 parking spaces through metered on-street spaces and off-street spaces in five parkades. There are roughly equivalent numbers of on-street spaces to off-street spaces, with 1,989 spaces on-street spaces and 1,856 spaces in parkades.

On February 13, 2014, the Governance and Priorities Committee received an update on the Parking Services Review that outlined a series of preliminary recommendations to increase on-street turnover and improve customer service. Information on a variety of topics, including additional data and further analysis was requested.

The requested information has now been compiled and further consultation with key downtown stakeholders including Ken Kelly from Downtown Victoria Business Association, Bruce Carter and Frank Bouree from the Greater Victoria Chamber of Commerce and Paul Nurse at Tourism Victoria. This has resulted in this updated report with revised recommendations and corresponding financial impacts.

Customer Service

The guiding principles of parking services, as outlined in the Parking Services Strategy (attached), as they relate to customer service are to provide excellence in customer service, create incentives to position downtown as the destination of choice, promote a safe and inviting downtown parking environment, and improve parking technology to make it more user friendly. Over the past six years a number of customer service improvements have been introduced and this continues to be a primary focus within the management of parking services across the city. Consistency of approach, utilizing technology, increasing education and awareness and supporting positive enforcement, are foundations of the customer service approach.

Timed with changes to the demand management strategies to encourage increased use of City parkades, a proactive communications strategy will be developed to support changes in rates and improved communications, as well an audit of all communications tools will be completed to improve the information on signage, tickets, and online. Frontline staff within parkades and parking services will be engaged in identifying improvements to public information and customer service. A Request for Proposals for a new "pay by cell" payment system for use with the City's on-street parking machine system has been issued and a system should be in place by the end of the year.

A new training program for all parking enforcement and parking services staff is planned. A partnership with the Downtown Victoria Business Association (DVBA) is contemplated to educate parking staff on the importance of economic vitality and a positive customer service experience in the downtown.

Downtown employees utilizing on-street parking while on shift continues to be a challenge for ensuring parking spaces are available for downtown customers. The City will partner with the DVBA to provide improved information and outreach in this regard.

A review of the Parking Review Office will also be completed to make it easier to find, and to improve customer interaction. It will be more accurately and consistently presented as a Parking Review Office, not as a dispute office. As part of the operational plan for parking services, staffs work plan for customer service enhancements for this year includes:

	Customer Service-Related Initiatives	Estimated Completion Date
1.	Facilitate focus groups with parkade staff to identify ways to improve information and customer service	July 2014
2.	Enhancing the City website and online City GIS map parking layer to provide more information to the public	September 2014 On-going
3.	Updating and improving all on and off-street parking signage to enhance the clarity of the information provided	Parkade signs – September 2014 On-street signs – September 2014
4.	Developing a communications program to support changes and improved communications and customer service	September 2014
5.	Commissionaire contract review	November 2014
6.	Developing and introducing a pay-by-cell application.	December 2014
7.	Reviewing opportunities to add new locations for parking card loading	December 2014
8.	Installing counters on parkade signs to alert parkers to the number of available stalls	March 2015
9.	Reviewing operations at the Parking Review Office for opportunities to improve customer service	On-going
10.	Renovating the Parking Review Office to make it more welcoming and investigating ways to make the Office easier to find from City Hall	January 2015
11.	Expanding payment options in parkades through the installation of “pay-on-foot” and “pay-in-lane” machines	Pay on Foot: One in 2014, 2015 and 2016 Pay in Lane: One in 2014, 2015 and 2016
12.	Partnering with the Downtown Victoria Business Association to develop and deliver an annual customer service training program for all parking services and enforcement staff	January 2015

The Parking Services Equipment and Infrastructure Reserve Fund along with operating budgets will fund these customer service initiatives in 2014.

In 2014, staff will also continue to investigate opportunities for further improvements and achieving operational efficiencies, including:

- increasing and promoting specialty spaces in parkades
- reviewing on-street “specialty” spaces, including loading zones, to ensure efficient use of space and improve downtown traffic
- adjusting monthly parkade rates to ensure parking is priced according to use
- expanding on-street metered areas in congested areas to increase turnover
- reviewing external contracts including commissionaires contract and report back to Council
- investigating adjudication processes, and
- developing advertising policies for pay stations and within parkades

In January 2015, staff will report on progress to date. Where appropriate, on-going updates will be included in quarterly reports to the Governance and Priorities Committee and annual report on parking services will be presented to Council each January.

Safety in Parkades

Enhancing security and safety in parkades have been a focus for the past six years. All recommendations outlined in a *Crime Prevention through Environmental Design* study completed in 2007 have been completed.

Physical improvements have focussed on increasing visibility in the parkades, removing hidden areas, and introducing new way-finding signage throughout each facility. New paint and lighting have made the parkades brighter, windows into stairwells have been introduced, and 24/7 on-site security is in place in all parkades. In 2009, the VicPD also introduced the bait car program in City parkades.

As a result of improvements and focussed efforts to improve security and the perception of safety, statistics provided by the Victoria Police Department show a marked decrease in calls for service such as property crime, vandalism, and disorderly people since 2007. Police Calls for Service have consistently declined each year and overall have been reduced by over 75%. To address perceptions of safety, it is critical the improved safety and security aspects of parkades be predominantly communicated.

ADDRESS OF PARKADE	2007	2008	2009	2010	2011	2012	2013
575 YATES ST	250	178	144	146	81	97	55
645 FISGARD ST	48	30	14	24	8	11	12
743 VIEW ST	93	47	43	38	18	28	26
745 BROUGHTON ST	122	96	85	71	53	56	58
750 JOHNSON ST	52	21	16	12	21	10	9
Total	565	372	302	291	181	202	160

Security is increased as needed during peak times and in parkades with the greatest calls for service. This is routinely monitored and adjusted. In addition, security guards will accompany anyone to their car in parkades should they request it. This will be communicated more broadly in future.

The Parking Services Equipment and Infrastructure Reserve Fund, approved by Council as part of annual budget, is allocated \$200,000 per year. This fund along with annual operating budgets will fund these safety initiatives.

Issues and Analysis

Transaction data from on-street pay stations demonstrates that there is excess demand for on-street parking at peak hours of the day and on specific blocks of the downtown. At the same time, there is capacity (200-400 spaces during peak times) within the parkades. Parking demand strategies, in combination with improved information, can be used to attract drivers to the City's parkades and increase turnover and availability of on-street parking.

According to best practices (the publication: "High Cost of Free Parking" and parking strategies from other cities including San Francisco), the ideal occupancy rate at any time of day is 85%. This occupancy rate should provide at least one available space on each block at any given time. Transaction data for on-street parking for the period April 2012 to April 2013 notes an average occupancy rate of 75% for the period 9 a.m. to 6 p.m. However, during peak periods of 11 a.m. to 2 p.m. and 5 p.m. to 6 p.m., the average on-street occupancy rate increased to 85%. This does not account for 80-200 spaces on average that are occupied by on-street permit holders, parkers who's parking time has

expired, or where spaces are unavailable due to construction or special events. As a result, on-street parking is often over ideal capacity.

Demand Management

Six demand management strategies designed to shift motorists from parking on-street to parkades are outlined below for Council consideration and staff recommended feedback from the public and stakeholders on these strategy's.

1) Introduce standard "First Hour Free" in all parkades

Currently the City sells 'First Hour Free' coupons to participating downtown businesses for 10 cents per coupon. In 2012, 255,000 coupons were sold. Offering the first hour offered free automatically to all users will provide added financial incentive to park in parkades, be easier to communicate, eliminate cost and effort for businesses, and will eliminate administration costs of the program.

Upon review of 2012 parkade use and coupon sales data, offering the first hour free would result in an estimated revenue loss of \$500,000, however, this loss will be offset by the recommended variable on-street parking rate structure.

2) Reduce and Standardize Parkade Rates:

Current rate schedules are not customer friendly. To improve consistency and ease of understanding that all parkades offer the same parking rates.

This will result in a blanket first hour free and subsequent hours at \$2 an hour (based on 15 minute increments of \$0.50). Daily maximums will be \$12 at all parkades except for Bastion Square Parkade which is a higher daily rate of \$14 due to higher demand.

It is difficult to predetermine the behaviour change that will occur and the impact to revenue as a result. Based on previous experience, when rates were increased in 2011, the City saw a reduction in use and a reduction in revenue. If parkade use returns to 2010 levels with this rate change there will likely be an increase in usage and revenue. Based on past experience, a revenue loss of \$50,000 is estimated.

3) Introduce variable rate structure for metered on-street parking:

Currently to encourage turnover on-street, all metered parking spaces are regulated with a standard single rate of \$2.50 per hour and a 90 minute time limit. An extended trial in the Harris Green area with different rate structures in areas with a lower rate and longer time allowance has proved, by comments from the public, to be very positive. Varying the fees and time limits to different areas can provide a more positive experience for the public in less used areas. It can also provide more options to motorists as they have greater flexibility for selecting parking spaces based on convenience, cost and/or or duration.

An on-street rate range from \$1 to \$3 per hour, with time limits ranging from 90 minutes to all day be implemented. The attached map (see Appendix A) outlines recommended rates and time restrictions for the City's 1,989 on-street parking spaces. On-street rates will be reviewed on a semi-annual basis and adjusted to ensure parking is priced according to use. Rates will be adjusted by staff and reported to Council.

If Council approves this approach, timed with rate changes and incentives to park in parkades, a Downtown Parkade Zone will be created which will include the 837 on-street parking spaces generally within a three minute walk of a City parkade. These spaces are considered higher demand and would realize a 17% increase in rates, and metered spaces further away from parkades would be a lower rate.

According to transaction data, a revenue increase of \$800,000 can be expected if recommended rate changes are implemented and usage remains consistent with 2013 levels.

4) Offer Free Parking in Parkades After 6 p.m.:

Encourage downtown evening employees and residents to use off-street parking and create availability of on-street spaces for short-term downtown parkers, free evening parking in parkades is recommended. Currently, on-street spaces are free in the evening and there is a cost to park in parkades. With this change there is greater incentive for employees to park in parkades, freeing up spaces for potential customers.

Based on 2012 data, an annual revenue decrease of \$200,000 can be expected.

5) Designate Longer Term Parking on Upper Floors in Parkades:

Currently, it is common for monthly parkers to arrive early at the parkades and fill the lowest, most convenient spaces which results in short term parkers having to travel to higher floors.

Increase convenience and create greater turnover within the parkades themselves, upper floors have designated space for monthly parking, thereby freeing up lower floors for shorter duration parkers.

6) Eliminate Use of On-Street Parking Permits within the Downtown Parkade Zone:

Each year, about 200 permits are issued by the City (free and paid) that allow for long-term parking in on-street metered spaces.

Although, the use of street parking on a long-term basis is appropriate in some areas of the City; permits issued to City staff and elected officials could be limited to parkades when parking within the Downtown Parkade Zone. The passes would still be accepted at all five parkades, surface parking lots and parking spaces outside of the downtown parkade zone.

In summary, of the 3,845 parking spaces in the downtown, the proposed rate changes will result in decreased rates for 2,359 (60%) of parking spots and increased rates for 837 (22%) on-street parking spaces in the downtown core. The remaining 649 downtown spaces will remain at the same rate and time limits will be extended.

Financial Impacts:

	Current	Proposed	Impact to Revenue Based on Estimation of Usage due to Changes in Parking Behaviour and Rates (\$)
Parkades			
First daytime hour (9 a.m. to 6 p.m.)	\$1 (or free with coupon from participating business)	Free	-500,000
Subsequent daytime hours (9 a.m. to 6 p.m.)	\$2.25 per hour	\$2 per hour	-50,000
Daily Maximum	\$13.50	\$12 for all, and \$14, at Bastion Square. Monthly parkers on upper floors.	
Evenings (6 p.m. to 9 a.m.)	\$2	Free	-200,000

Sundays and holidays	Free	Free	0
On-Street			
Blue "Downtown parkade zone" <ul style="list-style-type: none"> 837 spaces estimated to represent 70% of metered space revenue 	\$2.50 per hour with a 90 minute maximum parking time	\$3 per hour with a 90 minute maximum parking time	800,000
Yellow <ul style="list-style-type: none"> 649 spaces estimated to represent 25% of metered space revenue 	\$2.50 per hour with a 90 minute maximum parking time	\$2.50 per hour with a 2 hour maximum parking time	0
Red <ul style="list-style-type: none"> 328 spaces Estimated to represent 4% of metered space revenue 	\$2.50 per hour with a 90 minute maximum parking time	\$2 per hour with a 3 hour maximum parking time	-25,000
Orange <ul style="list-style-type: none"> 175 spaces Estimated to represent 1% of metered space revenue 	\$2.50 per hour with a 90 minute maximum parking time	\$1.50 per hour with a 24 hour maximum parking time	-25,000
Evenings, Sundays and holidays	Free	Free	0
Total			0

The Parking Services Equipment and Infrastructure Reserve Fund along with operating budgets will fund customer service and security improvements.

Public Engagement:

Since presenting preliminary recommendations to the Governance and Priorities Committee in February, additional data has been collected and further issues identification completed with Ken Kelly from Downtown Victoria Business Association, Bruce Carter and Frank Bouree from the Greater Victoria Chamber of Commerce and Paul Nursey at Tourism Victoria. As a result, the earlier recommendation to introduce evening rates for on-street parking has been removed.

Upon consideration from Council, public feedback from the elected boards of these three stakeholder groups is recommended and public consultation, including businesses, will be collected through the website for the coming month.

Public opportunities to provide feedback on recommendations will be encouraged through established mediums and working with membership organizations. Staff will report to Council within 30 days with all input collected.

Recommendations

1. Direct staff to undertake consultation on the proposed customer service, parkade safety and six

draft demand management strategies outlined in this report.

2. Direct staff to report back to Council on May 8, 2014 with a report on the results of consultation for Council's consideration on adopting Parking Demand Strategy's.
3. Direct staff to report back to Council on customer service enhancements in January 2015.

Appendix A - Proposed On-Street Parking Variable Tariff Map



3. MINUTES

3.1 MINUTES

Action: Councillor Isitt moved that the Minutes of the Governance & Priorities meeting held January 30, 2014, be approved.

CARRIED UNANIMOUSLY 14/GPC086

4. DECISION REQUEST

4.1 Encroachment Agreement for 1101 Fort Street

Committee received a report dated February 4, 2014, regarding an Encroachment Agreement between the City of Victoria and Abstract Development for the property located at 1101 Fort Street. The agreement seeks to allow anchor rods to remain in the City Street during and upon completion of the construction of the new building.

Action: Councillor Madoff moved that Committee recommends that Council direct City Staff to prepare and enter into an Encroachment Agreement for the excavation of a portion of the street during construction and allow the shoring material to remain in the right-of-way after completion of the project for a fee of \$750 plus \$25 per area of exposed shored face during construction.

CARRIED UNANIMOUSLY 14/GPC087

4.2 Parking Services Review Update

Committee received a report dated February 5, 2014, regarding an update on the Parking Services Review. Since the approval of the Project Charter in April 2013, staff have completed a technical review and initial consultation with key downtown stakeholders. The initial issues identification outlined a common and strong desire to see greater turnover on downtown streets, making it easier to find parking. This has resulted in a set of preliminary recommendations that are designed to increase on-street parking turnover and encourage greater use of parkades.

These recommendations include a number of changes to current fee structures, both for parkades and for on-street parking and include:

- First Hour Free in Parkades
- Change Parkade Rates
- Free Parking in Parkades after 6 p.m.
- Three hour limited parking on lower Parkade levels
- Increase and streamline payment options in Parkades

If fully implemented, the rate changes are estimated to result in an annual increase of \$170,000 in parking revenue which will in turn cover the costs of funding additional items that address improvements to customer service and enforcement.

Committee discussed the following:

- Parking upgrades:
 - The City dedicated \$5 million in rehabilitating parkades to make them safer and cleaner and better able to function.
 - A safety study identified several items such as closing off areas where people could hide such as under stairways and providing 24 hour security.
- Safety and the concern that on street parking is perceived as safer for late night workers.

Councillor Isitt withdrew from the meeting at 10:18 a.m. and returned at 10:27 a.m.

- Parkade automation is convenient; having a security person working onsite would make a site more secure.
- Options to encourage day time workers to park on the upper levels.
- How the City can communicate that the parkades have improved and are now safe and clean.
- The perception that the City is trying to make revenue. The intended goals are to increase on-street parking, reduce traffic emissions, the amount of traffic and to improve the downtown experience.

Councillor Helps withdrew from the meeting at 10:46 a.m. and returned at 10:50 a.m.

- If front line parking staff were asked for their input and if their comments could be added to the final report.
- Misconceptions about where the downtown parkade zone is and the importance of the public understanding what areas are affected.
- If the City will be looking at different delivery models for meter reading in the future.
- Parking cards and if the ability to reload them at locations other than City Hall will be available in the future.
- Why all of the surface parking owned by the City was not included in the study.
 - Royal Athletic Park is under the Parks Departments operation and the Save On Foods Memorial Centre lot has never been run by the City.
- If the automation of some parkades should be put on hold as usage could increase with the proposed changes.

Mayor Fortin withdrew from the meeting at 11:01 a.m. and Councillor Young assumed the Chair.

Mayor Fortin returned to the meeting at 11:07 a.m. and assumed the Chair.

Action: Councillor Madoff moved that Committee refers the Parking Services Report back to staff to provide further information and report back to Committee within the next two to four weeks.

CARRIED UNANIMOUSLY 14/GPC088

Councillor Gudgeon withdrew from the meeting at 11:22 a.m. and returned at 11:25 a.m.

5. NEW BUSINESS

5.1 Motion – Review of the Portable Sign Bylaw

Action: Mayor Fortin moved that Committee recommends that Council approve the following resolution:

WHEREAS, Council has approved regulations for portable signs that impose a fee structure on businesses that wish to display a portable sign; and

WHEREAS, the intent of the Portable Sign Bylaw is to balance the safe management of public property with the desire to allow the use of portable signs to facilitate trade and enhance downtown vibrancy; and

WHEREAS, an unintended consequence of the fee structure is potential financial pressure for businesses who opt to display a portable sign;

THEREFORE BE IT RESOLVED that Council review the fee structure and consider lowering the annual permit fee to \$30 and the annual use of public space charge to \$5, for a total annual fee of \$35.

Committee discussed:

- The fee was imposed in an effort to regulate sign usage and to prevent danger created by obstacles on the sidewalk. It was not meant to be punitive. The goal was to provide small businesses an opportunity to advertise and to charge a nominal fee for the commercial use of public property.

Action: Councillor Helps moved that Committee amend the motion as follows:

That Committee recommend that Council direct staff to prepare a bylaw amendment where the use of one portable sign is considered included as part of the \$100 annual business license fee and come up with a creative solution for businesses in arcades where their business license fee would include eligibility to be listed on a sign as described in Section 10 2.a (5).

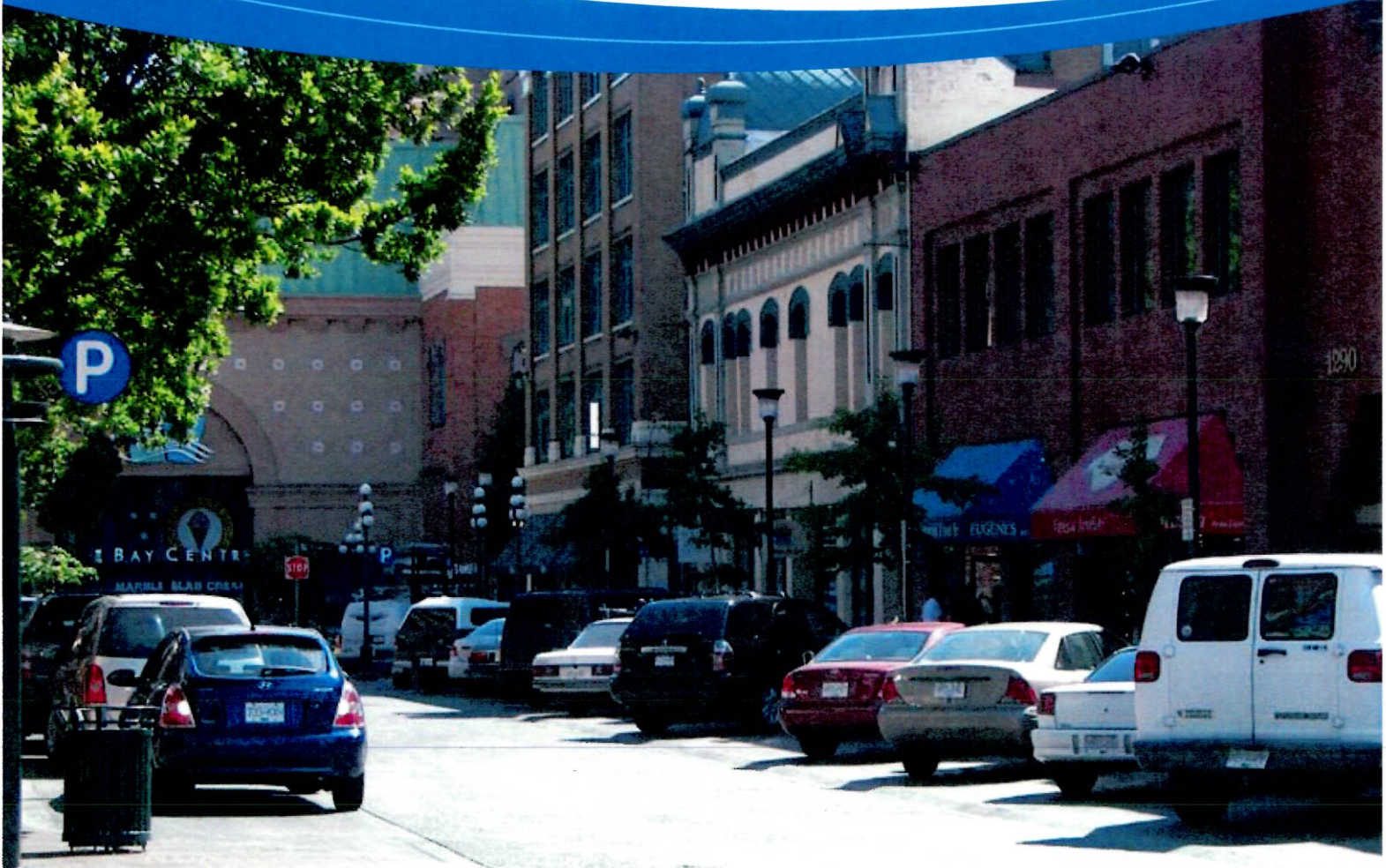
Councillor Madoff raised a point of order that the amendment is contrary to the motion on the table.

Mayor Fortin ruled that Councillor Help's amendment was out of order as it would fundamentally change the motion.

Councillor Helps appealed the ruling of the Chair and stated that the though the language of the amendment may be different the spirit was to try to streamline the process and reduce the fee to zero.



Parking Strategy 2007



Committed to the Economic Vitality of the Downtown

As the centre of one of North America's most liveable cities, Victoria has much to offer and is famous for being friendly and accessible. The downtown core provides patrons a unique destination for shopping, dining, entertainment, tourism, and business.

A sustainable Parking Strategy is a fundamental part of creating a positive downtown experience for residents, businesses, tourists, and shoppers. The City of Victoria has been continually assessing the parking needs for the downtown and the changing needs of our community (Urban Systems: Downtown Victoria Parking Assessment, April, 2007).

The city's evolving plan aims to enhance the living and business activities in the downtown and support a healthy, safe, convenient, inviting and friendly downtown. Many forward-thinking improvements have been made over the years, and others will follow, all designed to optimize parking options and services that increase the vitality of our downtown for future generations.

A Sustainable Vision for an Economically Vital and Vibrant Downtown

As the capital city of British Columbia and one of North America's most popular tourism destinations and a gateway to Vancouver Island, Victoria has grown in development, population and traffic over the years - and so has the need to understand parking demands.



To help manage parking demands, the City opened its first parkade in 1962. Today the City operates five parkades and three surface lots. There are now over 9,200 parking stalls in the downtown core and over 11,000 including the surrounding area (City and privately owned).

The Parking Strategy's guiding principles will:

- Support sustainable transportation and land-use plans and policies
- Complement the CRD's TravelChoices Study for the region
- Support the economic vitality of downtown
- Offset parking expenditures through revenues
- Continue to focus on supplying short term parking opportunities
- Assist The Downtown Plan Update which is under review to provide further guidance regarding parking policies and regulations

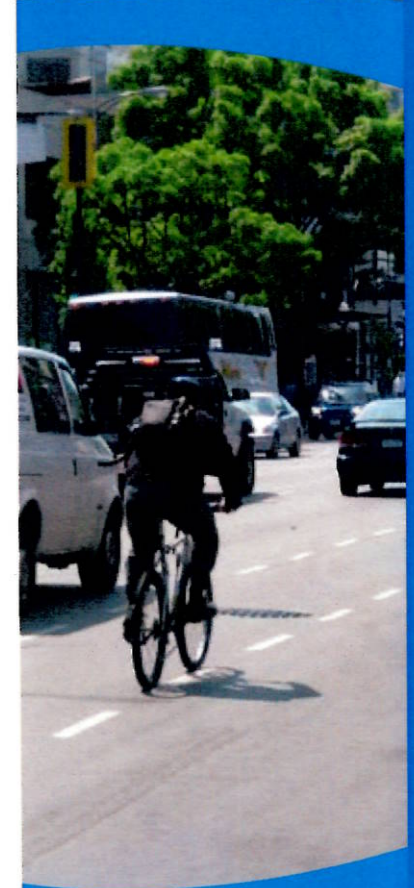
Goals, Objectives, Strategies and Performance Measures

The Community Charter states that the City must state its objectives and report annually on the progress towards meeting these objectives.

The City has developed performance measures to foster results-based management and comply with the Community Charter. The performance measures have been aligned with parking strategies; and the strategies support each overall objective. The over-arching objectives are linked to all four goals of the City's Corporate Strategic Plan 2007-2009. These Council goals are Environmental Sustainability, Social and Cultural Development, Economic Vitality and Service and Staff Excellence.

The objectives of the Parking Strategy include the following:

- Provide excellence in customer service
- Create incentives to position downtown as the destination of choice
- Promote a safe and inviting downtown parking environment
- Improve parking technology to make it more user friendly
- Ensure that the parking system is self sufficient and sustaining
- Ensure parking demands are addressed for both today and the future



Objectives

1 Provide Excellence in Customer Service

2 Create incentives to position Downtown as the destination of choice

Strategies

- Enhance the role of the Parking Officers (emergency first aid, added downtown security, provide information, warning tickets)
- Provide specialized customer service training for the Parking Officers and Staff
- Create a new Parking Services website to enhance service delivery

- Make parking Downtown convenient by providing alternative methods to pay
- Continue the Holiday Courtesy Program and expand the use of warning tickets as an educational tool
- Continue grace period at on-street meters, limited time zones, parkades and surface lots
- Review and encourage more small vehicle parking in the Downtown
- Review and encourage more parking for persons with disabilities in the Downtown
- Consider reduced rates for van/car pools in parkades
- Support and enhance bike storage in parkades

Performance Measures*

- Percentage of citizens reporting satisfaction measured in the Citizen Survey and other surveys (B, %)
- State of new vision, mission, and values for Parking Officers (4th quarter 2007) (D)
- Parking Services staff to attend the specialized customer service training (100% attendance by 4th quarter 2007) (B, %)
- Establish new contract for Parking Officers (4th quarter 2007) (D)
- Enhance information of new Parking Services Website (T)

- Numbers of customers using alternatives payment methods (B, %)
- Number of holiday courtesy and warning tickets issued (B, %)
- Number of small vehicle parking spaces (20 spaces, % increased based on demand)
- Number of parking spaces for persons with disabilities (33 spaces, % increased based on demand)
- Number of van/car pool parking spaces (16 spaces, % increased based on demand)
- Number of bike lockers in Parkades (60 lockers, % increased based on demand)

* Those measures for which a baseline has to be established have been denoted as "B".
The type of performance measure has also been indicated as: Percentage (%); Trend (T); or Descriptor (D).



3 Promote a safe and inviting Downtown parking environment

- Implement safety and security upgrades to all parkades and surface lots using CEPTED principles
- Enhance and rehabilitate the parkades
- Ensure the parkades and surface lots are clean and well maintained
- Perform a condition audit of all the parkades
- Increase on-site security at all City parkades (24 hr)
- Meet or exceed national standards and earn Parking Facility Standards Awards for City-owned parkades

4 Improve parking technology to make it more user friendly

- Convert parking meters to multi-pay and display dispensers
- Update the parking ticket dispensers in the parkades
- Upgrade the messaging on the ticket dispensers for clarity
- Review and implement parking identification and way-finding signage (static and/or dynamic)
- Enhance the quality of the tickets and minimize disputes and court cases
- Investigate the potential for real-time wireless parking enforcement
- Investigate on-street parking meters "pay by cell phone"
- Expand the number of locations to reload parking cards
- Expand the availability of alternative payment methods

- Complete safety and security improvements at each parkade and surface lot (4th quarter 2008) (D)
- Complete rehabilitation on all City owned parkades (over 5 years) (D)
- Number of times the parkades and surface lots are cleaned (B, %)
- Condition of the parkades according to facility condition index (B, %)
- Provide 24 hr security at all City parkades (4th quarter 2007)

- Number of multi-pay ticket dispenser installed (over 5 years) (4th quarter 2007, %)
- Number of parkade ticket dispenser upgrades (completed)
- Percent of ticket dispenser signage upgraded (B, %)
- Number and type of signs related to parking identification and way-finding signs (D, B, %)
- Reduction in the number of tickets disputed and court cases (B, %)
- State of the advanced parking technologies (D)
- Numbers of parking card reload locations (B, %)
- Percentage of varying alternative payment methods (T, %)

Objectives

5 Ensure the parking system is self sufficient and sustaining

6 Ensure parking demands are addressed for both today and the future

Strategies

- Review and update the parking meter rates
- Review and update the short and long term parking rates for parkades and surface lots
- Review and update parking fines
- Ensure the parking revenues offset or exceed parking expenses
- Investigate a tiered parking zone system to encourage turn-over and accessibility
- Review alternative funding strategies to support the parking system

- Complete the Downtown Victoria Parking Assessment
- Review and update the need for more short term parking
- Re-allocate long term parking to short term to meet demand
- Review and update the long term parking requirements for Downtown
- Explore new areas of paid parking
- Create a Parking and Transportation reserve for future improvements
- Introduce Sunday limited time zone in downtown metered areas (D)

Performance Measures*

- Increase in parking meter rates (\$2.00/hr, review annually)
- Increase short-term parking rates in parkades (\$1.00 first hour, \$2.00 for each additional hour, review annually)
- Increase monthly parking rates in parkades (\$110 Centennial Square; \$140 Johnson Street; \$160 Broughton Street; \$160 Bastion Square; \$175 View Street, review annually)
- State of parking revenues versus expenses (T)
- Introduce longer metered zones in specific areas (D, based on demand)
- Increase in parking fines (\$15.00 to \$20.00 etc.)

- Downtown Parking Assessment (completed)
- Number of short-term parking spaces and usage (B, T, %)
- Number of long term parking spaces and usage (B, T, %)
- Parking and Transportation reserve fund (3rd quarter 2007)

* Those measures for which a baseline has to be established have been denoted as "B".
The type of performance measure has also been indicated as: Percentage (%); Trend (T); or Descriptor (D).

Next Steps

Following City Council's endorsement of the 2007 Parking Strategy, the Parking Services Division will align its business plan with the goals and objectives of the Corporate Strategic Plan and an external communication plan will follow to promote the Strategy to the public. The Parking Services Division will outline the initiatives and work planned to fulfill the parking strategies as well as the budget needed to support these activities.

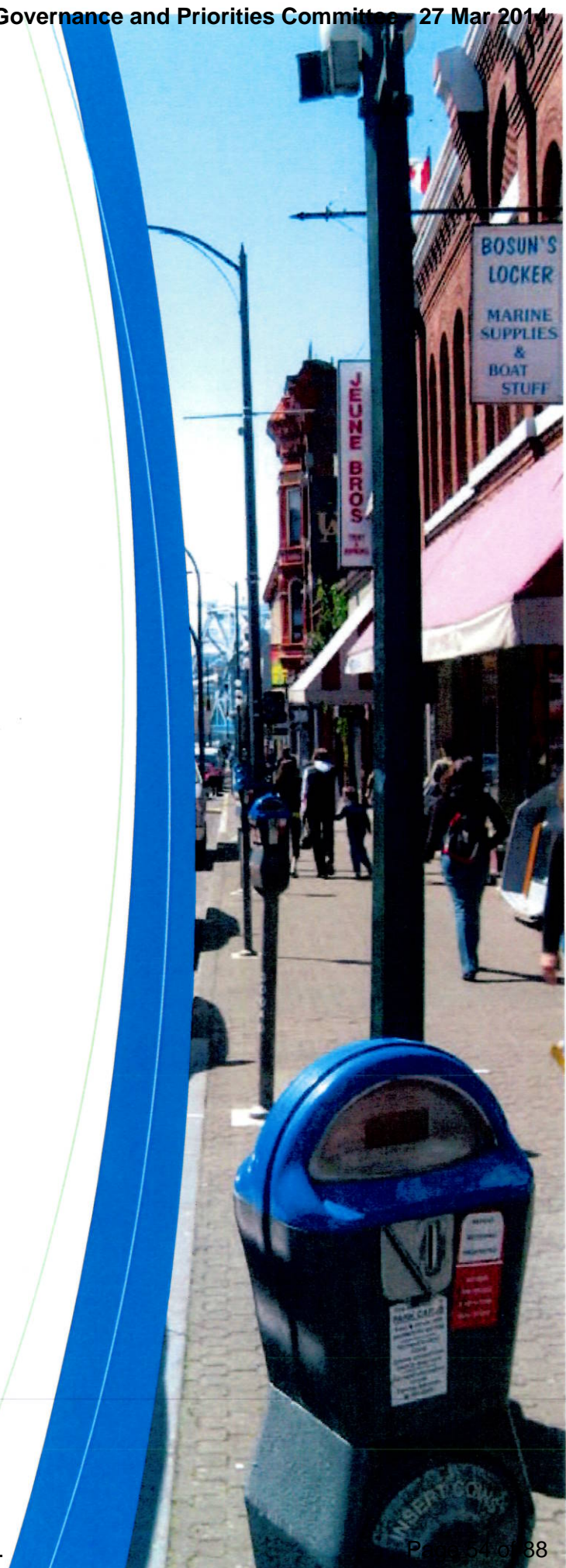
Linking the divisional business plans, and all other levels of planning, to the Strategic Plan ensures that all activities are working towards the same goals and objectives.

Ongoing monitoring and progress reporting will ensure the Parking Strategy continues to be a fundamental part of creating a positive downtown experience.

We would like to thank City Council and the Mayor's Task Force, which included representatives from the Downtown Victoria Business Association, Downtown Advisory Committee, Canadian Corps of Commissionaires and Victoria Chamber of Commerce, for their contribution in creating this plan.

For more information contact:

City of Victoria
 #1 Centennial Square,
 Victoria, BC, V8W 1P6
 Phone (250) 361-0257
 Fax (250) 361-0257
www.victoria.ca



Eco-Audit



The City of Victoria Corporate Strategic Plan is printed with vegetable-based inks on 100% post-consumer recycled and processed chlorine free paper. The inside text pages are printed on Forest Stewardship Council certified fibre and manufactured with biogas energy. By choosing 100% post-consumer fibre instead of virgin paper for this report, the following savings to our natural resources were realized:

Trees Saved	Water Saved (gals.)	Net Greenhouse Emissions Reduced (Lbs.)	Wood Saved (Lbs.)	Landfill Reduced (Lbs.)	Energy Reduced (BTU) (000)
1	785	161	534	83	1,063





PARKING SERVICES REVIEW

PROJECT CHARTER

1. Project Objective

The objective of the project is to review Parking Services operations, policies and procedures to improve the customer experience parking downtown, reduce operational costs, and increase turnover on-street making it easier to find parking

2. Project Sponsor

The project sponsor is Dwayne Kalynchuk, Director of Engineering and Public Works.

3. Background

The City of Victoria is committed to the economic vitality of the Downtown and serves as the economic hub and the major employment centre for the Capital region. Victoria's daily population grows to over 200,000 each day and hosts over three million tourists per year. It is the regional destination for entertainment, festivals and events.

The City of Victoria oversees a parking inventory consisting of nearly 2,000 on-street metered parking spaces, five parkades, four surface parking lots and enforces parking regulations throughout the City of Victoria. A review of Parking Services has been outlined by Council as a priority initiative by City Council.

In 2012 Parking Services generated over \$15.6 million in revenue accounting for 8% of the City's annual operating budget. \$7.8 million of the parking revenue was used in 2012 to fund other City services thus reducing the funding required from property taxes. Recognizing that the majority of motorists parking downtown are from outside of Victoria, it is one of the City's only funding mechanisms for municipal costs driven by regional demands.

The Parking Strategy initially developed in 2007 has served as a guiding document for Parking Services over the past five years and set a clear direction and outlined specific actions and targets. This review will follow these same guiding principles and objectives and will focus on new enhancements and updated policies in order to continue to meet the established principles and objectives outlined below:

The guiding principles for a sustainable parking strategy include:

- Support sustainable transportation and land-use plans and policies;
- Support the economic vitality of the Downtown;
- Offset expenditures through parking revenues; and
- Continue to focus on supplying short-term parking opportunities.

The objectives of Parking Services include:

- Provide excellence in customer service;
- Create incentives to position Downtown as a destination of choice;
- Promote a safe and inviting Downtown parking environment;
- Improve parking technology to make parking more user friendly;
- Ensure that the parking system is self-sufficient and sustaining; and
- Ensure parking demands are addressed for both today and the future.

As a strategic operating document the current Parking Strategy remains consistent with the City's Strategic Plan to ensure alignment of overall goals and objectives in the delivery of parking services for residents, businesses and visitors. The proposed Parking Services Review will integrate with the Official Community Plan, Economic Development Strategy, Downtown Core Area Plan, Victoria Sustainability Framework and other master planning documents.

4. Issues

Administration of parking in Victoria needs to remain flexible in order to adjust with economic, environmental and technological changes. This flexibility can be highlighted as potential improvements to all aspects of parking should occur quickly and decisively through the use of trials/pilots which allow the City to measure impact on service levels and fine-tune accordingly.

Within the Parking Services review a number of identified and emerging issues will be addressed:

1. Parking Space Availability - The economic vitality of the downtown core depends on the availability on and off-street parking for both long and short term uses. Hours of operation, variable rates and time limits will be reviewed to create optimum turnover of public parking spaces throughout the City.
2. Notable Reduction in Parkade Use – There has been a notable decrease in off-street parking usage over the last few years. This can be attributed to unfriendly rates, economic downturn, partial closures due to parkade rehabilitation, fuel costs and a marked change in transportation choices. Rate structure and other incentives will be considered to increase use of parkades, resulting in more on-street availability.
3. Improved Awareness and Public Information – Public awareness of bylaws, clear messaging on signs and facilitating a better experience of downtown parking by providing information to the public improves the parking experience and makes it easier to find and pay for parking. There are communications and technological opportunities to improve payment options (smart phone or contactless payments) for parking as well as for parking violations.
4. Improve Internal Operations – Seek best practices to maximize efficiencies through internal processes and policies to improve service and reduce expenses. New revenue sources including advertising and possible inter-municipal parking services agreements to be considered.
5. Partial Automation of Parkades During Slow Periods- Review opportunities to automate some parkades during slow periods to reduce expenses while ensuring the service level in the parkades is maintained at a high level. This is potential change must be determined in 2013 to realize reductions to 2014 operating budget.
6. Parking Enforcement & Violation Collection – Improve on the quality of violations being issued and investigate new methods for collecting on outstanding violations in an attempt to reduce amount of tickets written off annually.

7. Parkade Security – Investigate options to ensure City parkades continue to feel safe and secure to the public in an efficient and cost effective manner.
8. City Reliance on Parking Revenue – Review policy on amount of parking revenue directed into general City revenue. The City's 2013 Budget is relying on \$8.05 million in parking revenue to fund other City services, thus reducing funding required from property taxes. Parking Services net revenue had a \$305,000 shortfall in 2012.

5. Scope and Deliverables

The scope of the project will include examination of the issues identified above, as well as any additional process and policy issues that are identified as the project progresses.

The Parking Services Review will encompass on-street parking rates, restrictions and usage; off-street operational efficiencies as well as rates and possible incentives; seek improvements to payment options and to the way bylaws and restrictions are communicated to the public; consider new revenue sources; and maximize efficiencies within the Parking Services Section.

Should research and analysis of an issue identify need or require significant resources, it will be identified and prioritized.

The Parking Services review will investigate the following:

- Improvements to the current parkade operational model, including partial automation of some parkades and streamline parkade security;
- Updated cohesive rate structure options between on and off-street parking;
- On-street pay by cell options;
- Residential zone enforcement options;
- Updated and improve parking signage and information plan;
- A review of specialty parking spaces;
- New revenue options and expense reduction solutions;
- Options for improved enforcement and violation collections;
- Enhanced communication strategy and tools to raise awareness of changes and improvements;
- Improved website information and interactive parking map; and

In recognition of the potential impacts to downtown stakeholders and the need to build understanding and awareness among those same stakeholders through this process, an administrative advisory committee of affected parking stakeholders will be established to inform development of options.

Staff will report to Council with findings and options and provide recommendations. An implementation plan and communication strategy to support implementation will follow.

6. Timelines

Key tasks for each deliverable of the project are described below. Key milestones for the project include:

April 2013	Project charter approved
May/June 2013	Technical review of options and develop recommendations
July 2013	Present options and recommendations to Council
September 2013	Consult with broader stakeholders if required*
October 2013	Present final report to Council for approval
October/November 2013	Develop implementation plan and communication strategies
January 2014	Implementation

*consultation need will be determined by proposed recommendations. Too early to outline at this time.

7. Budget and Staff Resources

The review of Parking Services can be completed using existing staff resources. Additional funding will be outlined where required to implement specific recommended changes to Parking Services. These costs will be factors when considering options for the new business process model.

The table below estimates the time commitment required from staff in various departments. These estimates do not include time required for implementation of the new business process model, as that will depend upon the chosen model and the staff and departments involved. For many project participants, this means that hours for 2013 are to be determined.

Department or Section	Position	Hours	Role
Mayor/Manager's	City Manager	10	<ul style="list-style-type: none"> • Strategic advice • Review and approve reports and recommendations
	General Manager of Operations	10	
Engineering and Public Works	Director (Project Sponsor)	20	<ul style="list-style-type: none"> • Strategic advice • Review and approve reports and recommendations
Transportation and Parking Services Engineering	Assistant Director	20	<ul style="list-style-type: none"> • Strategic advice • Review and approve reports and recommendations
	Manager – Parking Services	150	<ul style="list-style-type: none"> • Lead issue identification and analysis of options • Recommend policy change and creation • Develop reports and recommendations
	Transportation Technician	TBD	<ul style="list-style-type: none"> • Evaluate on-street sign design to improve clarity • Review on-street specialty space use
	Parking Services Clerks	15	<ul style="list-style-type: none"> • Participate in issue identification and analysis of options • Data collection/analysis
Engineering Support Services	GIS Technician	5	<ul style="list-style-type: none"> • Provide GIS map for review
Corporate Communications	Director	20	<ul style="list-style-type: none"> • Guide Communication Strategy
	Coordinator	100	<ul style="list-style-type: none"> • Develop Communications Strategy and assist where appropriate
Sign & Paint Shop	Supervisor	TBD	<ul style="list-style-type: none"> • Participate in review of sign design
City Solicitor's Office	Assistant City Solicitor	20	<ul style="list-style-type: none"> • Examine parking violation collection processes

Department or Section	Position	Hours	Role
Finance	Assistant Director	2-5	<ul style="list-style-type: none"> • Analysis of budget impact of options and recommendations
Information Systems	Business Analyst	TBD	<ul style="list-style-type: none"> • Develop Pay by Cell Project Charter

Update on the Parking Services Review

March 27, 2014
Engineering & Public Works
Department

Background

- Additional information requested at February 13, 2014 Committee meeting
- Further consultation initiated with key downtown stakeholders
- Recommendations and financial impacts have been revised
- Evening rates for on-street parking no longer recommended

Customer Service Focus

Guiding Principles for Parking Services include:

- Provide excellence in customer service
- Create incentives to position downtown as the destination of choice
- Promote a safe and inviting downtown parking environment
- Improve parking technology to make it more user friendly

Customer Service Initiatives

- Focus groups with parkade staff
- Website and GIS map enhancements
- Signage improvements
- Communications program
- Commissionaire contract review
- Pay-by-cell application
- More parking card loading options

Customer Service Initiatives

- Parkade space availability counters
- Parking Review Office improvements
- Pay-on-foot and pay-in-lane machines in parkades
- Annual customer service training program for parking services and enforcement staff
- 60% of parking spots will have decreased rates; 22% will increase; remainder will stay the same

Safety in Parkades

Activities over the past six years have included:

- Increasing visibility
- Removing hidden areas
- Introducing new way-finding signage
- Brightening through new paint, lighting and windows
- Implementing 24/7 security
- Introducing the bait car program

Safety in Parkades

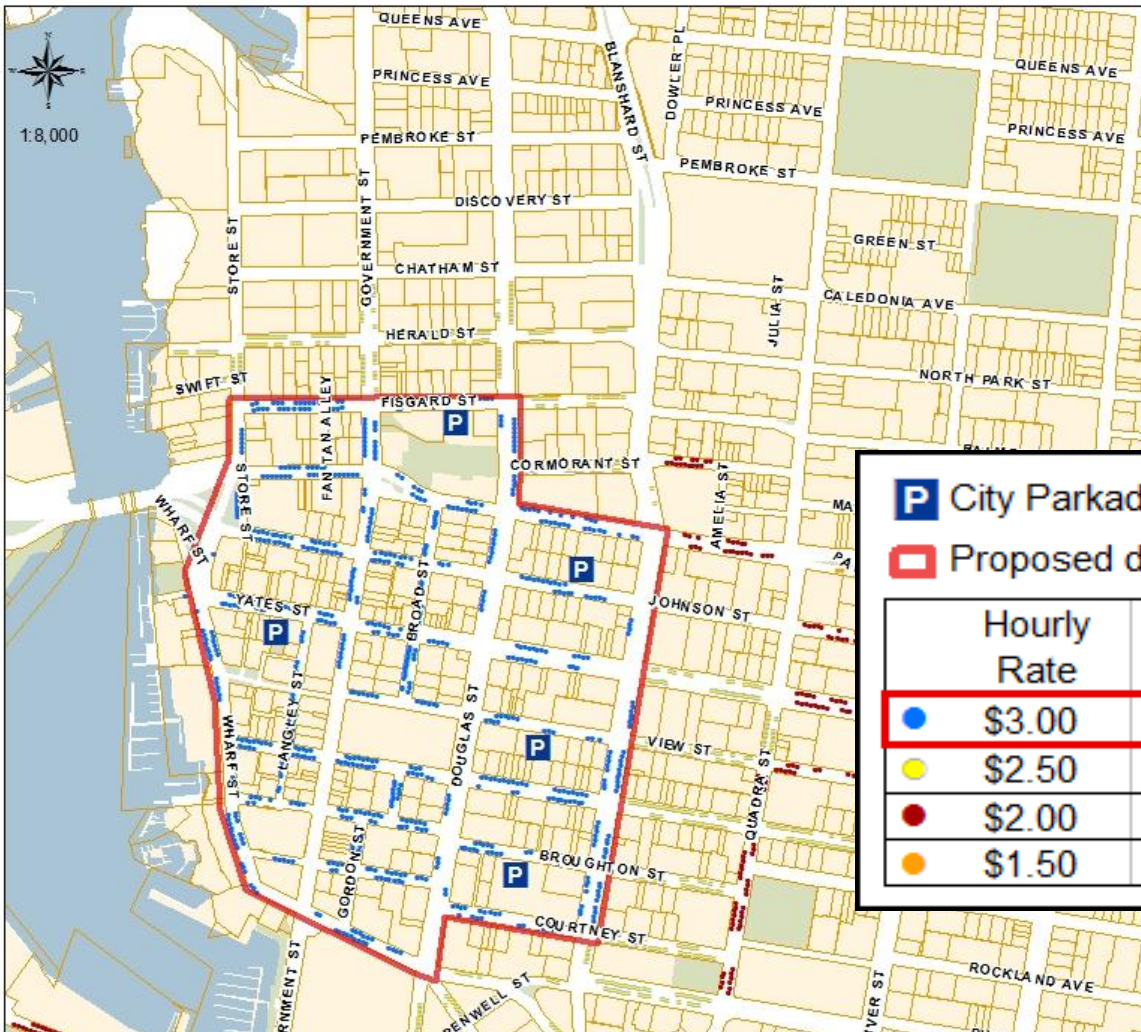
- Efforts to enhance safety and security have produced demonstrable results
- Police calls for service have dropped by over 75% since 2007

Parking Demand Strategies

Parking demand management strategies and improved information can be used to increase availability of on-street parking.

- Occupancy rate on-street at certain times of day and locations is over 85%
- Best practices suggest an ideal occupancy rate of 85% at all times of day
- Focus of efforts will be within the “Downtown Parkade Zone”

Downtown Parkade Zone



P City Parkades

▭ Proposed downtown parkade zone

	Hourly Rate	Maximum Stay	Rates in Effect
●	\$3.00	90 min	9AM - 6PM
●	\$2.50	2 hours	9AM - 6PM
●	\$2.00	3 hours	9AM - 6PM
●	\$1.50	24 hours	9AM - 6PM

Parking Demand Strategies

Offer First Hour Free in Parkades

- Create free parking option in downtown core
- Draw short term parkers into parkades

Reduce and Standardize Parkade Rates

- Reduce hourly charge (\$2/hour)
- Charge on 15 minute intervals

On-Street Parking Variable Rate Structure

- Range from \$1 to \$3 /hour
- Increase time limits outside the downtown core

Parking Demand Strategies

Free Parking in Parkades after 6pm

- Increase free parking options in downtown core
- Draw long term parkers into parkades

Three hour limited parking on lower parkade levels

- To ensure short term parkers can find parking quickly

Eliminate use of on-street permits

- Only in Downtown Parkade zone (see map)
- Allow use in parkades

Parking Demand Strategies

Other items for 2014/2015:

- Increase and promote parkade specialty spaces
- Review use of on-street specialty spaces
- Adjust monthly parking rates in parkades after evaluation of parking demand management options
- Expanding on-street payment areas where currently 2 hour zones are near capacity

Financial Impacts

- Customer service and security improvements funded through Parking Services Equipment and Infrastructure Reserve Fund along with operating budgets
- No new revenue anticipated from implementation of parking demand management strategies

Public Engagement

- Further consultation with The Downtown Victoria Business Association, Victoria Chamber of Commerce and Tourism Victoria
- Feedback from the public and individual businesses will be collected through City website and other established channels

Next Steps

- Report to Governance and Priorities Committee on May 8, 2014 with:
 - summary of engagement input and feedback
 - final parking demand management recommendations for Council approval
- Ongoing updates on implementation of customer service and security enhancements through Quarterly Progress Report
- Annual update on parking services beginning January 2015



Governance and Priorities Committee Report

Date: March 24, 2014

From: Councillor Lisa Helps

Subject: Association of Vancouver Island Coastal Communities AGM and Convention to be held in Parksville, BC on April 11 – 13, 2014

Executive Summary:

Approve the attendance and associated costs for Councillor Helps at the Association of Vancouver Island Coastal Communities AGM and Convention to be held in Parksville, BC April 11 – 13, 2014.

The approximate cost for attending is:

Registration	\$213.15
Accommodation	\$207.00
Transportation	\$80.00
Meals	\$100.00
Cost per person	\$600.15

Recommendation:

- 1) That Council approves the attendance of Councillor Helps at the AVICC AGM and Convention.
- 2) This Motion be forwarded to tonight's council meeting.

Respectfully submitted,

Lisa Helps, Councillor



Governance and Priorities Committee Report

Date: March 23, 2014

From: Councillor Ben Isitt

Subject: Association of Vancouver Island Coastal Communities AGM and Convention to be held in Parksville, BC on April 11 – 13, 2014

Executive Summary:

Approve the attendance and associated costs for Councillor Isitt at the Association of Vancouver Island Coastal Communities AGM and Convention to be held in Parksville, BC April 11 – 13, 2014.

The approximate cost for attending is:

Registration	\$213.15
Accommodation	\$230.00
Transportation	\$100.00
Meals	\$100.00
Cost per person	\$643.15

Recommendation:

- 1) That Council approves the attendance of Councillor Isitt at the AVICC AGM and Convention.
- 2) This Motion be forwarded to tonight's council meeting.

Respectfully submitted,

Ben Isitt, Councillor



Governance and Priorities Committee Report

Date: March 24, 2014 **From:** Councillor Ben Isitt
Subject: Young Elected Officials Conference in Lantzville, BC

Executive Summary:

Approve the attendance and associated costs for Councillor Isitt to provide a presentation at the Young Elected Officials Conference held in Lantzville, BC on January 19, 2014.

The approximate costs for attending:

Registration	\$40.00
Transportation	\$147.00
Meals	\$18.89
Cost per person	\$281.17

Recommendation:

- 1) That Council approves the attendance of Councillor Isitt at the Young Elected Officials Conference.
- 2) This Motion be forwarded to tonight's council meeting.

Respectfully submitted,

Ben Isitt, Councillor



GPC Report

Date: March 21, 2014 **From:** Councillor Ben Isitt
Subject: Motion of support for Tla-o-qui-aht First Nation

WHEREAS the Tla-o-qui-aht First Nation has requested that the City of Victoria support its request for a moratorium on mining activity within its territories, so as to allow for implementation of its Land Use Plan and the pursuit of economic, ecological and social priorities;

AND WHEREAS the Provincial Government has issued expanded mining exploration permits to Imperial Metals for drill sites within the Tranquil Creek watershed, notwithstanding the lack of consent from the First Nation Government;

AND WHEREAS the City of Victoria has been a leader among local governments in British Columbia in forging respectful relationships with indigenous people and First Nations governments;

THEREFORE BE IT RESOLVED that the City of Victoria supports the request of the Tla-o-qui-aht First Nation for a moratorium on mining activity within its territories, so as to allow for implementation of its Land Use Plan and the pursuit of economic, ecological and social priorities;

AND BE IT FURTHER RESOLVED THAT Council directs the Mayor to write to the Premier and Minister of Energy and Mines requesting that a moratorium on mining activity in Tla-o-qui-aht territories be introduced.

Respectfully submitted

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

Ben Isitt
Councillor



Tla-o-qui-aht First Nation

P.o. Box 18

Tofino, BC

V0R-2Z0

Fax: (250) 725-3352 Ph: (250) 725-3350

February 24, 2014

Attn: Victoria City Council
1 Centennial Square
Victoria, BC
V8W-1P6

facsimile
cc: email- bisitt@victoria.ca

Dear Victoria City Councillors,

RE: Requesting Victoria City Council's support in opposing the Fandora Mine

Imperial Metals has received expanded exploration permits for two drill sites on the Tranquil Creek watershed. Tranquil Creek is in the Haahuulthii of the Tla-o-qui-aht Hawiih, home to many important medicinal plants, cultural artifacts such as petroglyphs, and culturally important sites including healing bathing pools. Our Tribal Parks management plan outlines how we envision development while respecting the ecological and cultural values of our territory. Our ambition for tranquil creek includes investment in salmon enhancement and restoration of the healing sites for our people there.

Two years ago Imperial Metals approached us before applying for a mining exploration permit for Tranquil Creek. They wanted a memorandum of understanding. After a brief presentation by Imperial Metals our nation discussed their offer and realized that mining is not an activity that fits our land use plan. However they went to the province and applied for their exploration permit. We have spent considerable resources over the last two years working with the province to forestall mining plans on our territories. Thus you can understand our frustration when the province approved the exploration permit for our territories.

Mining is an ecologically destructive practice. Beyond its immediate impact on the landscape there are many risks that are incompatible with the Tla-o-qui-aht land use vision and the many sustainable industries and opportunities of Clayoquot Sound. In response to the threats posed by mining and the provincial government's apparent disregard for our voice we have issued a strong statement opposing mining and calling for a moratorium on all mining activities in our traditional territories.

Without Prejudice

Many people from Victoria worked with Tla-o-qui-aht in the 80's and 90's to change how forestry is done in Clayoquot Sound. This has connected many Vancouver Islanders to the Tofino area, and its beauty and bounty. We feel we have built a strong working relationship between our communities and the link between our futures is undeniable. We have issued a statement calling for a mining moratorium on our territories and ask that the Victoria City Council act in solidarity with us and join the call for a moratorium.

Sincerely,

Chief Moses Martin
Tla-o-qui-aht Council


Deputy Chief Councillor.

Without Prejudice