



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

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**CALL TO ORDER**

**APPROVAL OF THE AGENDA**

**CONSENT AGENDA**

**ADOPTION OF MINUTES**

1. ~~Minutes from the Special Meeting of February 6, 2014- deferred~~
2. ~~Minutes from February 13, 2014 - deferred~~

**DECISION REQUEST**

3. Utility eBilling Partnership with Scouts Canada 3 - 5  
--B. Warner, Director of Finance
4. Boulevard Removals from the Taxed Boulevard Program 7  
--K. Friars, Director of Parks, Recreation & Culture  
**Late Item:** Report

[Addenda]

5. Minute Taking Standards 9 - 12  
--R. Woodland, Director of Legislative & Regulatory Services

**NEW BUSINESS**

**---MOTION**

- 5A. **Late Item:** 13  
Motion - Leash Optional Areas  
--Councillor Thornton-Joe

[Addenda]

**---COUNCILLOR INQUIRY**

## **---COUNCILLOR SHARING**

## **RECESS**

MOTION TO CLOSE THE FEBRUARY 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) (e) of the Council Bylaw.")

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

*Section 12 (4) (b) - the consideration of information received and held in confidence relating to negotiations between the City and a Provincial government or the Federal government or both, or between a Provincial government or the federal government or both and a third party.*

## **CLOSED MEETING**

## **CONSENT AGENDA - CLOSED MEETING**

## **ADOPTION OF THE CLOSED MINUTES**

6. Minutes from the Closed Meeting held January 30, 2014
7. ~~Minutes from the Closed Meeting held February 13, 2014~~ deferred

## **DECISION REQUEST**

8. Land / Lease  
--R. Woodland, Director of Legislative & Regulatory Services

**Late Item:** Report

## **CONSIDERATION TO RISE & REPORT**

## **ADJOURNMENT**



## Governance and Priorities Committee Report

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**Date:** February 20, 2014      **From:** Christopher Paine, Manager-Revenue  
**Subject:** Utility eBilling Partnership with Scouts Canada

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### Executive Summary

In 2012, Council endorsed a new Customer Service Action Plan. Consistent with many goals in the action plan, the City plans to introduce electronic utility billing (ebilling) in May of 2014. Ebilling enables customers to opt for receiving utility invoices electronically. Additionally, this service provides customers with more accessible and convenient access to their current and historical billing information through the City's MyCity online portal.

Shifting to ebilling will reduce printing and postage costs, and reduce the amount of paper being used, consistent with the City's commitment to sustainability.

To raise awareness of this new option and encourage behavioural change from receiving paper invoices to electronic invoices, a partnership is proposed with the local chapter of Scouts Canada. The partnership proposes that for the first 1,000 customers that sign up for ebilling a tree will be planted by Scouts in Greater Victoria. 250 trees will be planted within the City of Victoria. To facilitate this partnership, a grant is required.

Approximately 58,000 utility bills are mailed out annually to 18,000 customers. The savings associated with reduced printing and mailing costs will offset: (1) the grant, (2) the 19% increase in postage effective March 31, 2014, and (3) the annual MyCity IT support costs. A corresponding communications strategy will be utilized to raise awareness and encourage behavioural change among City utility customers.

A grant of \$2,000 to Scouts Canada is recommended to fund planting a tree for the first 1,000 customers who register for electronic billing.

### Recommendation:

That Council approve a grant in the amount of \$2,000 to Scouts Canada.

Respectfully submitted,

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Christopher Paine  
Manager-Revenue

A handwritten signature in blue ink, appearing to read "Brenda Warner".

Brenda Warner  
Director of Finance

Report accepted and recommended by the City Manager: \_\_\_\_\_

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February 20, 2014

## Purpose

*The purpose of this report is to seek Committee approval of a grant in the amount of \$2,000 to Scouts Canada to proceed with the City's eBilling promotion.*

## Background

In 2012, Council endorsed a new Customer Service Action Plan. Consistent with many goals in the action plan, the City plans to introduce electronic utility billing (ebilling) in May of 2014. Ebilling enables customers to opt for receiving utility invoices electronically. Additionally, this service provides customers with more accessible and convenient access to their current and historical billing information through the City's MyCity online portal.

For many years, the City has offered online services through its MyCity portal. This portal allows customers to logon and view business licensing, property tax and utility billing balances and transactions. The eBilling service will be integrated with the online portal and eBills will now be displayed in the portal.

The City is proposing to partner with Scouts Canada to promote the launch of the service. For each donation of \$2, Scouts Canada will plant one tree throughout Greater Victoria; 250 of those trees will be planted in the City of Victoria. To encourage customers to sign up for the service, staff are recommending a grant of \$2,000 to Scouts Canada to fund planting a tree for the first 1,000 customers who sign on to the service.

The recommendation to partner with Scouts Canada originated in the following way:

- A revenue employee suggested the tree planting eBilling promotion
- I asked her to research organizations that provide this service and present the costing and logistical information to me when complete
- She presented three programs: (1) TreeCanada, (2) TreeOntario and (3) ScoutsTrees
- TreeOntario was eliminated from consideration since the program would not likely have a local impact
- TreeCanada and ScoutTrees provided informal quotes. ScoutTrees quoted \$2/tree and Tree Canada quoted \$4/tree for our desired volume.
- Additionally TreeCanada was unable to provide an assurance that the trees would be planted locally
- Consequently a partnership with Scout Trees is recommended

## Issues & Analysis

Scouts Canada has agreed to the following parameters:

- Maximum of \$2,000/1,000 trees
- 250 trees will be planted in the City of Victoria in locations determined by the Parks Department
- 750 trees will be planted elsewhere in Greater Victoria
- The trees are to be planted within two years of the launch of the program
- Trees will be supplied by Scouts Canada
- The tree species will be approved by the Parks Department
- The grant will be paid upon completion of the planting



Approximately 58,000 utility bills are mailed out annually to 18,000 customers. The savings associated with reduced printing and mailing costs will offset: (1) the grant, (2) the 19% increase in postage effective March 31, 2014, and (3) the annual MyCity IT support costs. The City incurs additional incremental costs of \$9,000 annually in order to implement the eBilling service. Printing and postage costs are approximately \$2.58 per customer per year and therefore the incremental annual costs are completely offset once approximately 3,500 customers register for eBilling. A corresponding communications strategy will be utilized to raise awareness and encourage behavioural change among City utility customers.

### **Communications**

The City will utilize a variety of established communications tools to communicate the ebilling option and include information within utility bills mail outs. Partnering with Scouts Canada, the City will also organize a tree planting to raise awareness of the new service and demonstrate the shift from paper invoices to trees being planted.

### **Recommendations**

That Council approve a grant in the amount of \$2,000 to Scouts Canada.





## Governance and Priorities Committee Report

**Date:** February 19, 2014      **From:** Julie MacDougall, Assistant Director of Parks  
**Subject:** Boulevard Removals from the Taxed Boulevard Program

### Executive Summary

Bylaw No. 13-024 establishes a boulevard tax for the cost of maintenance of boulevards in the City. Participation in the program is optional with residents having the opportunity to withdraw from the program by presenting Council with a petition signed by a minimum of 2/3rds of the property owners representing a minimum of 2/3rds of the assessed value of a block receiving the boulevard maintenance service.

The residents of the following street are requesting the removal of their block from the Taxed Boulevard Program:

- The North side of 1000 Block Faithful Street
- The West side of 100 Block Cambridge Street

The petition from the residents for the above blocks meets the criteria established by Council for residents to withdraw from the City's boulevard maintenance program, and undertake their own maintenance of the boulevard frontage.

Each removal has a financial impact on the City's boulevard maintenance program. These removals are estimated to reduce program revenue by \$2,270 per year. The total revenue collected for the Tax Boulevard Program in 2013 was approximately \$564,000. The removal of the blocks outlined in this report represents a 0.4% reduction in program funding. Staff monitor the cumulative effect of removals from the Tax Boulevard Program, on an annual basis, and make the appropriate staffing adjustments. The total value for 2014 is \$18,837.00

### Recommendation

That Council approve the removal of the Faithful and Cambridge boulevards from the Taxed Boulevard Program to be effective for the 2014 tax year.

Respectfully submitted

  
 Julie MacDougall  
 Assistant Director of Parks

  
 Kate Friars  
 Director of Parks, Recreation & Culture

  
 Brenda Warner  
 Director of Finance

Report accepted and recommended by the City Manager:   
**Jason Johnson**

Date: Feb. 21, 2014







## Governance and Priorities Committee Report

**Date:** February 20, 2014      **From:** Don Schaffer, Manager, Legislative Services  
**Subject:** Minute Taking Standards

### Executive Summary

At its meeting of September 30, 2013, Council resolved to direct Staff to provide new minute taking standards that reflect the addition of video webcasts of the meetings of Council and its committees. On October 3, 2013, the first meeting of the Governance and Priorities Committee was webcast and archived for future reference. Archived webcasts of meetings of Council and its committees give the public and City staff an opportunity to view the proceedings of those meetings and listen to the debates, even if those people were not able to attend the meeting in question.

As a result, there is no longer a need to provide the level of detail in the minutes that has been provided in the past few years. Therefore, a set of minute taking standards is proposed which will provide for the inclusion of content required by statute as well as that deemed necessary for the purpose of historical reference. This approach strikes a balance between a verbatim recording of discussions and an action-minutes approach to minute taking, and is consistent with best practices followed in other municipalities and recommended by parliamentarians.

### Recommendation:

That Committee recommend that Council adopt the minute-taking standards appended to this report as Schedule A.

Respectfully submitted,

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Don Schaffer  
Manager, Legislative Services

A handwritten signature in black ink, appearing to be 'R. G. Woodland', with a long horizontal line extending to the right.

Robert G. Woodland  
Director of Legislative and Regulatory Services

Report accepted and recommended by the City Manager: \_\_\_\_\_

Date: \_\_\_\_\_

Feb. 20, 2014

## Purpose

The purpose of this report is to recommend to Council changes to the City of Victoria's minute taking standards as a consequence of the implementation of the webcasting initiative.

## Background

Minutes of meetings of Council and its committees are kept as required by Section 148 of the Community Charter, which places a duty upon the corporate officer to prepare and make available accurate minutes of the proceedings of Council and its committees.

As required by the Charter, the Legislative Services Division will continue to produce written minutes of meetings. Those minutes will constitute the permanent record of the meetings. The record formed by the archived webcasts will be retained for as long as possible; however, the relatively short lifespan of recording media and corresponding playback hardware will place time limits on archived storage. While the City's service provider is able to make the webcasts available indefinitely, advances in technology will mean the webcasting records will become obsolete at an unknown point in the future.

Written records of the proceeds of meetings varies widely, between the verbatim, Hansard-style approach utilized by the provincial and federal governments and a bare-bones recording of motions and voting results, with no discussion recorded and, in some cases, no movers or seconders recorded as in Sooke and Central Saanich.

## Issues & Analysis

Since the webcast will be retained as an additional record of meetings, there is no longer the need to record the same level of detail in the minutes. The proposed approach attempts to strike a reasonable balance in minute taking style between the extremes noted above. This will allow the Legislative Services Division to balance the time required for preparing minutes from meetings with that required to work with the new systems in place which enable web casting.

The minutes will provide summaries of discussion after a motion is put to the Council or committee, noting the points raised by members of Council and staff responses to questions from Council. This practice will allow the minutes to focus on the actions of Council by:

- recording decisions of Council and its committees;
- summarize the discussions of those bodies; and
- record the votes.

This practice will reflect current practice in the recording of minutes of Governance and Priorities meetings. It also reflects best practices adhered to by other municipalities, where the emphasis of the minutes is on the decisions of the Council and not the discussions leading up to the motions enacting those decisions. Eli Mina, a registered professional parliamentarian and consultant to local governments in BC, recommends such an approach in his book *Mina's Guide to Minute Taking*, in which he notes that preserving enough of the discussion leading to a vote on a motion is a desirable approach, given that future users of the minutes might wish to understand the rationale behind the voting that took place. The minutes need to stand on their own as a permanent record of the decision, but staff feels that over time there will be less need to refer to the webcasts for a verbatim recording of the conversations at the Council or Committee table.

Different situations will, however, require slight variations in approach as outlined in Schedule A.

## Options & Impacts

Council can either:

- Approve the changes; or
- Suggest alternatives; or
- Require the minutes to remain as they are.

Staff resources will be put to better use constructing minutes that are less comprehensive and more focused on Council directions and decisions. Several considerations weigh into this recommendation:

- addition of the Planning and Land Use Committee of the Whole;
- restructuring of the two standing committees with broader scope and membership; and
- anticipated use of task forces (project-specific committees struck with a particular task and time frame in mind) and public advisory committees.

The impact of the changes will be to free time for staff to provide more focused minutes, spend more time working with and improving the webcasting function and associated adjustments to work flow, and working to improve the delivery of agenda materials to Council, for instance, by means of alternatives to paper agenda packages.

## Recommendation

That Committee recommend that Council adopt the minute-taking standards appended to this report as Schedule A.





## **Schedule A**

### **Proposed Minute Taking Standards**

#### **Committee meeting minutes**

- Minutes will focus on the recommendations of the Committee
- Minutes will acknowledge that motions once made are the responsibility of the Committee and not the member making the motion; for instance, when outlining discussions, minutes read "Committee discussed the following points"
- Minutes summarize key points of discussion
- Minutes will contain synopses of presentations made by City staff or groups making representation to Committees. Audio-visual presentations will be recorded and form part of the webcasts; reports and other documents will remain part of the agenda records.

#### **Regular meetings of Council**

Minutes of regular open meetings of Council will follow the general principles of committee meetings, with the following distinctions:

- minutes will focus on the motion and debate of the motion, rather than discussions preceding the motions;
- prior to a motion being made, key points will be identified;
- the motion will be recorded; and
- debates after the motion will be recorded in a similar fashion (i.e., Council discussed the following issues) with somewhat more detail provided than is provided in Committee minutes.

It is important that the rationales for decisions be summarized, since recent court decisions tend to impose a requirement for Council to explain its decisions. Minutes will be constructed to maintain compliance with these requirements.

#### **Public hearings**

During public hearings, there is a statutory requirement to maintain a fair and accurate summary report of all presentations made at a hearing. Minutes of public hearings must record:

- the name of each presenter;
- the general area in which the presenter resides; and
- a brief synopsis of the presentation made.

#### **Closed minutes**

There will be no webcasting of closed meetings. Therefore, no video recording will take place. Minutes will be focused on decisions made by Council and the discussion leading to the vote on a motion after a motion is made.



**MOTION  
GOVERNANCE & PRIORITIES COMMITTEE**

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**DATE:** February 21, 2014  
**SUBJECT:** Leash Optional Areas  
**FROM:** Councillor Charlayne Thornton-Joe

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**Background:**

In 2005 a committee was formed to look at leash optional areas for dogs. Areas were identified for leash optional areas and the heron rookery was dedicated as a no dog area.

**Motion:**

Whereas, the leash optional area report was done nine years ago; and

Whereas, there have been no updates on how the leash optional areas are going; and

Whereas, with upgrades to parks, leash optional areas may need to be evaluated or considered;

Therefore, Be It Resolved that Council request that staff provide a brief report with updates on how the leash optional areas are going, whether any changes (fencing, hours) need to be made in these areas and whether any other parks can be added as leash optional areas.

Respectfully submitted,

A handwritten signature in blue ink, appearing to read "Charlayne Thornton-Joe".

Councillor Thornton-Joe