First Quarter Accountability Report - 2019
January 1 – March 31, 2019

Background

• For the period of Jan 1 – Mar 31, 2019, inclusive

• Summary of progress related to work outlined in:
  – 2019-22 Strategic Plan (Approved March 14)
  – 2019 Financial Plan (Approved April 25)
Report Overview

New Report Format
• Separation of Strategic Plan action tracking and operational work plan
• Inclusion of Council Motions approved in the quarter
• Additional information as directed by Council

Quarterly Accountability Report

<table>
<thead>
<tr>
<th>Strategic Plan Progress Report</th>
<th>Highlights, Accomplishments and Metrics</th>
<th>Core Service Delivery Work Plan</th>
<th>Council Motions</th>
</tr>
</thead>
</table>

Strategic Plan Progress Report – Att. A

Status of Strategic Plan Actions
• 63 new Actions to be initiated in 2019
• Includes summary of key milestones, expected carryforward to 2020 and activity in Q1

<table>
<thead>
<tr>
<th>Name</th>
<th>Description</th>
<th>Q1</th>
<th>Q2</th>
<th>Q3</th>
<th>Q4</th>
<th>To be completed by end of 2019</th>
<th>Active in Q1</th>
</tr>
</thead>
<tbody>
<tr>
<td>#1: Good Governance and Civic Engagement</td>
<td>Improve timely publication of Council member expenses and financial disclosure statements (quarterly)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>On-going</td>
<td>✓</td>
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<tr>
<td></td>
<td>First Council update as part of Q1 update</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>✓</td>
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<tr>
<td>Strategic Plan Outcomes Objectives</td>
<td>Develop measurable and monitoring processes for Strategic Plan Outcomes</td>
<td>Preliminary assessment of outcomes metrics</td>
<td></td>
<td></td>
<td></td>
<td>Communicate to departments on information needs</td>
<td>✓</td>
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<tr>
<td>Facilitative Training</td>
<td>Offer training to all Council members and community leaders on best practices in respect of fulfilling roles, setting challenging topics for engagement in advance and ensuring that everyone involved (staff and community leaders) from appropriate training to build engagement</td>
<td>Planning with HR begins in late Q2</td>
<td></td>
<td></td>
<td></td>
<td>Coordination and delivery</td>
<td>Delivery</td>
</tr>
</tbody>
</table>

Project Status Dashboard to be add in Q2
Highlights, Accomplishment, Metrics – Att. B

Report Contents

• Organized by Department (new)
• Highlights major achievements and activities
• Relevant performance metrics included
• Emerging issues and challenges (new)

Core Service Delivery Work Plan – Att. C

Report Contents

• Provides activities and timelines for over 60 major lines of service for 2019
• Direct line of sight to the 2019 Financial Plan document
• Subject to change as a result of unexpected issues or emerging community needs

<table>
<thead>
<tr>
<th>Service Area</th>
<th>Description</th>
<th>Department</th>
<th>01</th>
<th>02</th>
<th>03</th>
<th>04</th>
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</thead>
<tbody>
<tr>
<td>Business &amp; Infrastructure</td>
<td>Business and Community Relations</td>
<td>Business and Community Relations</td>
<td>of Small Business &amp; Infrastructure</td>
<td>Business and Community Relations</td>
<td>Community Services 2019-2021 Strategic Plan</td>
<td>Community Services 2019-2021 Strategic Plan</td>
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<tr>
<td>Creative Victoria Master Plan</td>
<td>Business and Community Relations</td>
<td>Business and Community Relations</td>
<td>Creative Victoria</td>
<td>Creative Victoria</td>
<td>Creative Victoria</td>
<td>Creative Victoria</td>
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<tr>
<td>Creative Economy and Programming/Programs</td>
<td>Business and Community Relations</td>
<td>Business and Community Relations</td>
<td>Creative Economy and Programming/Programs</td>
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</tbody>
</table>

City of Victoria

5/21/2019
Council Motions - Att. D

Report Contents
• Includes 128 motions approved by Council in Q1
• Organized into three categories
  1. New items added by Council
  2. Operational items to be addressed through departmental work plans
  3. Motions related to, and included within the Strategic Plan

Additional Quarterly Information

Budget Update – Att. E
• Operating budget revenue, expenditures and variance
• Capital budget expenditures
• FTE Summary

Council Member Expenses – Att. F
• Summary of all receipts submitted for reimbursement within quarter for each member of Council
• Carbon offsets to be included for airline travel

Grant Update – Att. G
• Summary of grants new applications, grants awarded or withdrawn
Additional Quarterly Information

Contracts Awarded – Att. H

• Listing of all contracts over $50,000 awarded
• Some are multi-year

New Position Recruitment – Att. I

• Status of the 36 new positions added to the 2019 Financial Plan to specifically support implementation of the 2019-22 Strategic Plan
• Current as of May 17

Recommendation

That Council receive this report for information.
Strategic Plan Amendment Process  
Part Two – Emergency Issues & Extraordinary Opportunities

**Step 1**  
At a Committee-of-the-Whole meeting, Councillors interested in amending the Strategic Plan to address an emergency issue or extraordinary opportunity must bring a motion accompanied by a short report to request a short report from staff on the implications of adding a proposed Action. Emergency Issues and Extraordinary Opportunities don’t need to be tied to a specific Strategic Objective, but if they do, this should be indicated clearly, as well as the Outcome that the new proposed Action is meant to achieve. Proposed new actions for Emergency Issues and Extraordinary Opportunities will require a two-thirds majority to pass.

**Step 2**  
One Committee-of-the-Whole meeting later at the most, staff provide a brief report to Council outlining what Actions planned for a given year may need to be reconsidered and the implications of doing so.

**Step 3**  
At the same meeting as outlined in Step 2, Committee votes on whether to move forward the new Action and Outcome and what Action or Actions may need to be removed. If Committee (and Council) supports proposed Actions and Outcomes that fall outside of the 8 Strategic Objectives, a new section will be added to the plan entitled *Emergency Issues and Extraordinary Opportunities.*