

## Business & Community Relations

### Highlights & Accomplishments:

#### Arts, Culture & Events:

- **Centennial Square Youth Project:** Two BBQs for youth were held in Centennial Square, in partnership with the Foundry, Coalition to End Homelessness, John Howard Society, Beacon Community Services, and others. The objective of these BBQs is to engage the youth in positive interactions with City staff and social service providers and build towards a youth driven initiative.
- **Poetry Month:** The Green Muse hosted at the Central Library branch. Readings by Yvonne Blomer, Sonnet L'Abbe, Kevin Paul, and John Barton.
- **Drawing Branches Art Installation:** Luke Ramsey's illuminated artwork and mural installed at the sx̱w̱eṉx̱w̱əŋ təṉəx̱w̱ James Bay Library Branch. A public unveiling took place on May 31, 2019.
- **Artist in Residence:** Musician Kathryn Calder announced as the next Artist in Residence for 2019-2021.
- **Commute artwork installed in bus shelters:** Six emerging artists were chosen to exhibit their works in bus shelters throughout the city.
- **Indigenous Artist in Residence Roundtables:** Staff held three roundtable discussions with a group of Indigenous artists, curators, and art administrators. The discussions were Indigenous-led, and focused on debriefing on the Indigenous Artist in Residence program and proposed improvements for the next residency.



Artist in Resident: Kathryn Caldermmute (left); Bus Shelter Project. Artwork by Andrea Fritz (right)



Drawing Branches. Artwork by Luke Ramsey

## Business & Community Relations

- **Mural Underpass for Johnson Street Bridge:** Artist Lydia Beauregard painted a mural under the Johnson Street Bridge.
- **Victoria Music Strategy:** The City's Music Advisory Committee partnered with Music BC to obtain funding through FACTOR Canada to take the next steps in developing the Victoria Music Strategy. Music BC secured Sound Diplomacy as a consultant that will work with the Committee to assess the current music ecosystem and develop an action plan for music development in Victoria.
- **Events:** The City was active with many significant events including the 157<sup>th</sup> Highland Games, the 121<sup>st</sup> Island Farms Victoria Day Parade, the expanded Khalsa Day Parade, the Times Colonist 10K, and the 5<sup>th</sup> annual Car Free Day YYJ.

### Neighbourhoods:

- **Neighbourhood Grants:** Twenty-six grants were awarded through the spring program intake, including 13 placemaking projects and 13 community events/activities.
- **Neighbourhood Day:** City staff and members of Council pre-promoted Neighbourhood Day in advance of the May 5 celebration with 'pop-up' stations in four different village corridors to hand out 'tea for two' package and encourage residents to reach out to their neighbours.



Johnson Street Bridge Underpass. Mural by Lydia Beauregard



Neighbour Day 'Pop Up' in Vic West (left); Spring Small Business Information Session at City Hall (right)

## Business & Community Relations

### Economic Development:

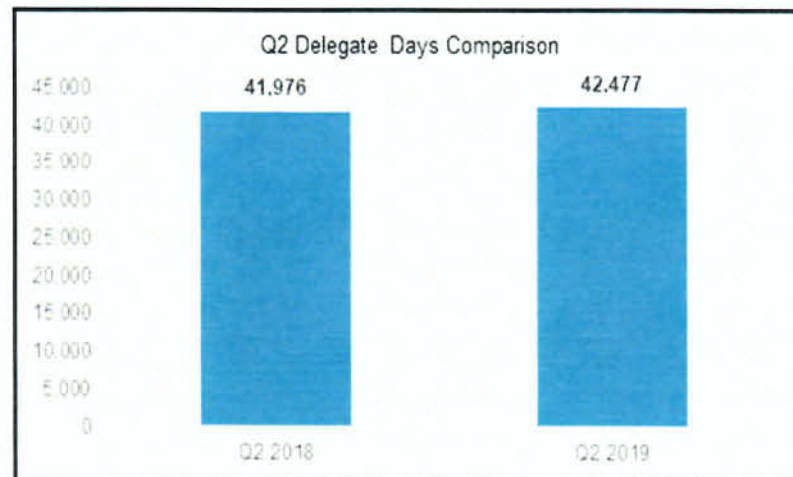
- **Small Business Information Session:** The City hosted a session at City Hall to provide information to 126 registered participants about the resources available locally and regionally for individuals interested in building prosperity in Victoria.
- **Inter-Community Business License:** The ICBL was adopted and made available to assist mobile type businesses who operate across several municipalities on Vancouver Island.
- **Events:** Douglas Magazine 10 to Watch Awards, Chamber AGM, SIPP Index Update, DVBA AGM, VIATEC Awards, Best of the City Awards, YAM Best Restaurant Awards, YYJ Eats, Thought Leaders Presentation
- **Memberships:** Became members of both the Economic Development Association of Canada (EDAC) and the Vancouver Island Economic Alliance.

### Victoria Conference Centre:

- **Events and Contracts:** Sixty-two events were held at the Victoria Conference Centre in Q2, including 12 city-wide conferences. An additional 19 contracts were executed in Q2 for future conferences, including 13 city-wide conferences.
- **Familiarization Tours:** Business Events Victoria hosted a familiarization tour for eight clients. One client confirmed a citywide conference on-site.



The Business Hub saw 128 inquiries in Q2, a slight increase from 2018.



Delegate days in Q2 showed a slight increase compared to Q2 2018.

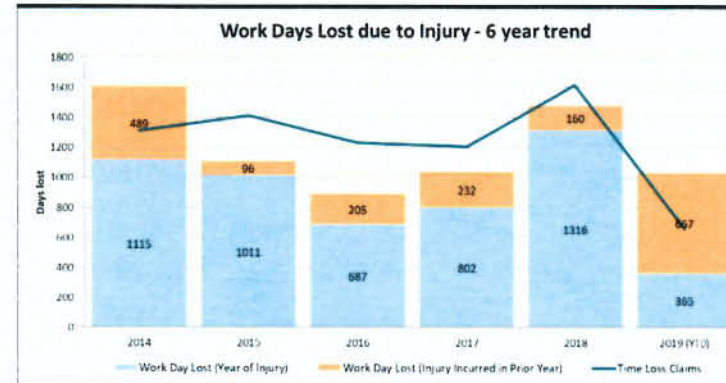
## Corporate Services

### Highlights and Accomplishments:

- **Laurel Point:** Completion of agreements supporting City acquisition of the federal government's two acres of land located at Laurel Point, after remediation, for incorporation into a new three acre City park.
- **Caledonia Affordable Housing Project:** Provide Owner's Authorization to Capital Regional Housing Corporation to initiate rezoning process on City owned lands located within the Caledonia Affordable Housing Project.
- **Real Estate Revenue:** The Real Estate portfolio increased annual revenue in the by 20% through successful completion of lease renegotiations.
- **On Street Parking Fees:** The City introduced fees for on-street metred parking on Sundays to offset future costs related transit passes for children and youth.
- **Mobile Bike Vending:** The City launched a new Program after two years of pilot projects to allow bike vending
- **Council Voting Dashboard:** A new dashboard was launched to allow the public to track individual Council member votes for every Motion, as well as attendance at meetings.

### Emerging Issues and Challenges:

- Recruitment delays for specialized and seasonal positions due to lack of qualified applicants.

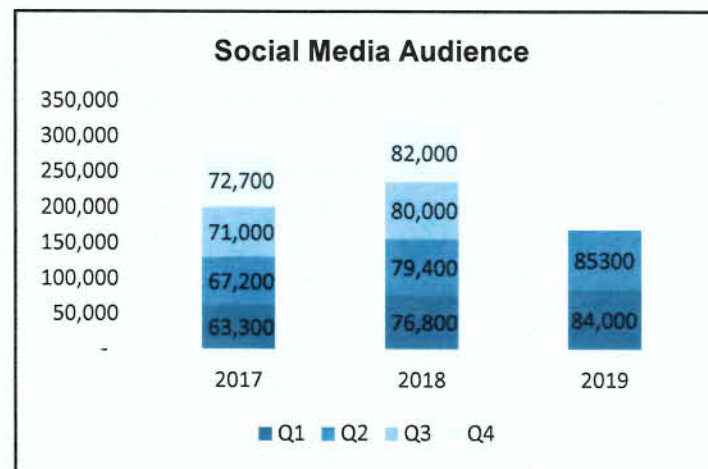


For Q2 2019, there is a significant increase in the number of work days lost due to injury in the prior year, and in the ratio of days lost due to injury in current vs prior year, reflecting the increase in the number of time loss claims in Q4 of 2018.

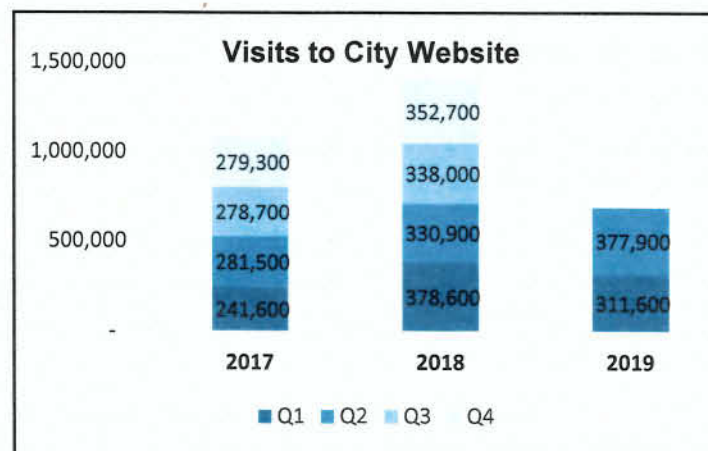
## Engagement

### Highlights and Accomplishments:

- Ramadan:** Mayor and Council hosted a Ramadan ceremony with Imam Ismail of the Masjid Al-Iman at City Hall. Imam Ismail spoke to the significance of Ramadan to the Muslim community. Ramadan is the holiest month in the Islamic calendar marked by fasting, contemplation and prayer.
- Town Halls:** The City held its first *Town Hall @ City Hall* on June 6. Topics for discussion were open to the public. The City has committed to hosting four Town Halls per year as part of its 2019 – 2022 Strategic Plan.
- Engagement Portal:** The City launched the *Have Your Say* engagement portal to make it easier for the community to learn about and engage with the City to inform Council's decision-making. Available on the City's website, the public can learn about current projects and share their views and input.
- Transportation Engagement:** The City reached out to the community for design input on transportation capital projects in April. There are three major neighbourhood cycling network projects proposed for 2019: Vancouver Street; Harbour Road; and a Hillside/Quadra connector.
- Events:** There were 37 engagement events, attended by more than 1,500 people and 2,227 online surveys were completed.



Compared to Q2 2018, the total combined social media audience (Twitter, Facebook, Instagram) increased by 5,859 (7.38%) in Q2 2019.



Q2 2019, there was an increase of 46,948 (14.19%) in user sessions on the City's website compared to Q2 2018. Source: City of Victoria.

## Engineering and Public Works

### Highlights and Accomplishments:

#### Engineering:

- **Ship Point:** Completed joint Ship Point Pier repair project with Greater Victoria Harbour Authority.
- **Zero Waste Strategy:** Advanced the Zero Waste Strategy through development of an inventory of waste generated across the city and analysis of municipal case studies and best practices.
- **Grant Funding:** The City was a successful applicant for an award of \$15.3 million from the federal Disaster Mitigation and Adaptation Fund for upgrades to water, sanitary sewer and storm drain infrastructure.

#### Utilities:

- **CRD wastewater treatment:** Supported conveyance projects.
- **Watermain Replacement:** Completed a watermain replacement along Johnson Street east of Cook Street.
- **Stormwater Mains:** Completed storm main installation along Belton, with associated road works.
- **Service Calls:** Received almost 800 service calls for water, sewer and storm services in Q2.



## Attachment B – Operational Highlights, Accomplishments and Metrics (Q2 2019)

### Public Works:

- **Public Works Day:** Hosted the 20<sup>th</sup> annual Public Works Day with 32 classes comprising of over 750 elementary students participating in 20 interactive stations.
- **Public Works Facility:** The Public Works yard and facility definition and space requirements study was completed.
- **Service Calls:** Responded to over 1400 Calls for Service, as well as prepared 46 Traffic Management Plans for special events.

### Transportation:

- **Paving:** Completed paving projects on Delta Street, Shakespeare Street, and Holly Street; Fort Street (Oak Bay to Belcher) road rehabilitation project completed with new crosswalk installation at Fern Street; and new sidewalk completed on Blackwood Street
- **Traffic Signals and Calming:** A new traffic signal at Fernwood and Johnson was installed; traffic calming project at Reno at Belton was completed; Superior & Menzies traffic signal upgrade and paving project completed.
- **Johnson Street Bridge:** The JSB underpass opened to public.
- **Bike Education:** The City sponsored Youth Cycling Skills courses at Central Middle School.

### Fleet:

- **Street Sweeper:** Delivered, commissioned and operationalized the third (and last) new street sweeper.
- **Johnson Street Bridge:** Supported the ongoing Johnson Street bridge hydraulic system maintenance procedures



## Attachment B – Operational Highlights, Accomplishments and Metrics (Q2 2019)

### Street Cleaning & Sanitation:

- **Street Cleaning:** Deployed three new street cleaning units, in addition to increased public space and sidewalk cleaning focusing on downtown, and commercial areas, and bike lanes.
- **Cigarette Butts Collection:** Program expansion completed, including installation of approximately 50 new canisters. Public feedback was very positive and many requests to install more canisters have been received.

### Streets:

- **Asphalt:** Milled and topped approximately 2500 m<sup>2</sup> of alligatored asphalt roadway as routine maintenance, sealed approximately 20,000 lineal meters of cracks along residential, collector, and arterial roads, repaired approximately 150 potholes and lifted the Johnson Street Bridge 317 times.
- **Concrete:** Poured 372 m<sup>3</sup> of concrete, removed and replaced 18 deficient sidewalk, and ground smoothed 82 linear meters of sidewalk lips to reduce trip hazards

### Surface Infrastructure:

- **Metrics:** Sign installations at occurred at 161 locations, Graffiti removal at 138 locations, and power washed, primed and painted at 88 cluster lights and 39 hydrants. Prepped and painted approximately 1100 ft of railing along Wharf Street.

### Issues and Challenges:

- Vacant positions
- Construction co-ordination across public, private projects / development and third party utilities.
- Business disruptions due to the Plaza Hotel Fire



## Parks, Recreation & Facilities

### Highlights and Accomplishments:

- **Cecelia Ravine Park Grand Opening:** On June 8<sup>th</sup>, the community was invited to an opening celebration of the new and improved Cecelia Ravine Park. Approximately 300 people joined the fun-filled event to play on the accessible playground and connect with their neighbors in the updated green space. A special thank you to the Burnside Gorge Community Centre for providing food and refreshments at the event.
- **Naturalizing Garden Beds:** Staff completed the naturalization of 15 locations in Quarter 2, including City Hall gardens and many roadway medians. Plant selection includes adaptable plants that are drought-tolerant, pest/disease resistant, pollinator-friendly, native to the region, have aesthetic value, lower maintenance and low-allergen.
- **Orca Whale Display:** The 3D horticulture Orca whale display was installed at Humboldt and Government Streets for the 9th consecutive year. Comprised of 10,000 plants, the Orca weighs 12,000 lbs and is transported by crane truck in pieces. The Orca will be displayed for 5 months.
- **Hanging Basket Program:** For 80 years, the placement of flower baskets on lamp posts every June has signaled the start of summer in Victoria. This year, 1,250 baskets were constructed and hung in the downtown core.
- **United Way Period Promise:** As part of the United Way Period Promise movement, free menstrual products were made available in public washrooms at City Hall, Crystal Pool and various downtown civic facilities.



*Cecelia Ravine Park*



*Naturalized plantings at JSB Public Realm Waterfront*

## Parks, Recreation & Facilities

- **VeeDub Skateboard Competition:** The 16<sup>th</sup> Annual Vic West (VeeDub) skateboard competition was hosted at Vic West Park on Saturday, June 8<sup>th</sup>. Skateboard Canada now recognizes the Victoria competition as one of 8 sanctioned events in Canada. This new development provides a platform for athletes to pursue their dreams of qualifying for the National Team and the Olympic Games.
- **LIFE Program Enhancement:** The City has made improvements to increase access to recreation programs and services for individuals and families with low income. Eligible residents now receive unlimited access to City of Victoria recreation facilities for a term of two years.

### Emerging Issues and Challenges

- Staffing challenges: recruitment delays for specialized and seasonal positions
- Aging facilities



*VicWest Skateboard Competition*

## *Sustainable Planning & Community Development*

### **Highlights and Accomplishments:**

- **Fairfield Neighbourhood Plan:** Staff presented a draft Fairfield Neighbourhood Plan, design guidelines and proposed Official Community Plan amendments for Council's consideration, which directed a final phase of community engagement and to return in the spring with a proposed plan for adoption.
- **Affordable Housing:** Council workshop on affordable housing was held with federal, provincial and local stakeholders to discuss new housing programs, an up-to-date market context for the development of affordable housing and opportunities for partnerships to advance a shared objective of increasing affordability in Victoria.
- **Inclusionary Housing and Community Amenity Policy:** The city adopted an Inclusionary Housing and Community Amenity Policy, aimed at increasing affordability in new strata housing developments in the City through rezoning, either through the inclusion of on-site affordable units or cash-in-lieu contributions.
- **Pollinator Habitats:** Guidelines were prepared to ensure 30% of plants provided in landscape designs be native vegetation, adapted (non-invasive) species, food bearing plants or plants that provide pollinator habitats in multi-unit residential, commercial and industrial developments throughout the city. Council directed staff to consult on the guidelines prior to public hearing consideration.
- **Heritage Conservation Area:** Staff brought forward a citizen request to study and evaluate a portion of Robert Street in the Victoria West neighbourhood for its potential as a Heritage Conservation Area in accordance with the Citizen-Led Heritage Conservation Areas Policy.



Housing Summit



Robert Street panorama

## Sustainable Planning & Community Development

### Emerging Issues and Challenges

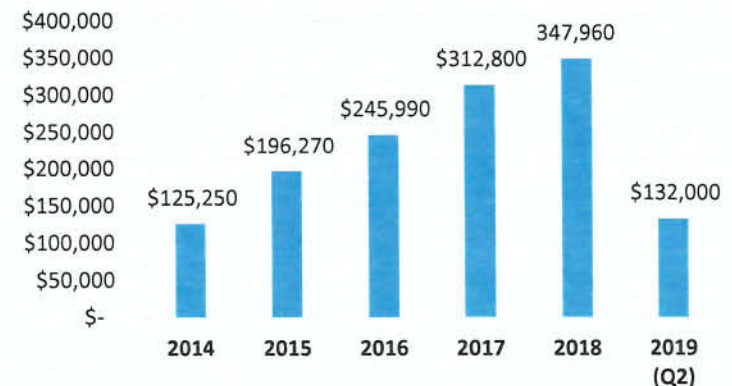
- The Development Services Division experienced significant staff vacancies due to retirements, leaves, and career advancement, creating challenges with meeting application processing times and advancing other initiatives within desired timelines. Recruitment is underway to fill vacancies.

Total Application Volume (2015-2018)



Total Application Volumes at the end of Q2 was slightly lower than 2018 (168 compared to 185)

Total Construction Permit Value (\$000)



Construction Permit values at the end of June 2019 was approximately \$132 million, compared to \$244 million at the end of Q2 2018.

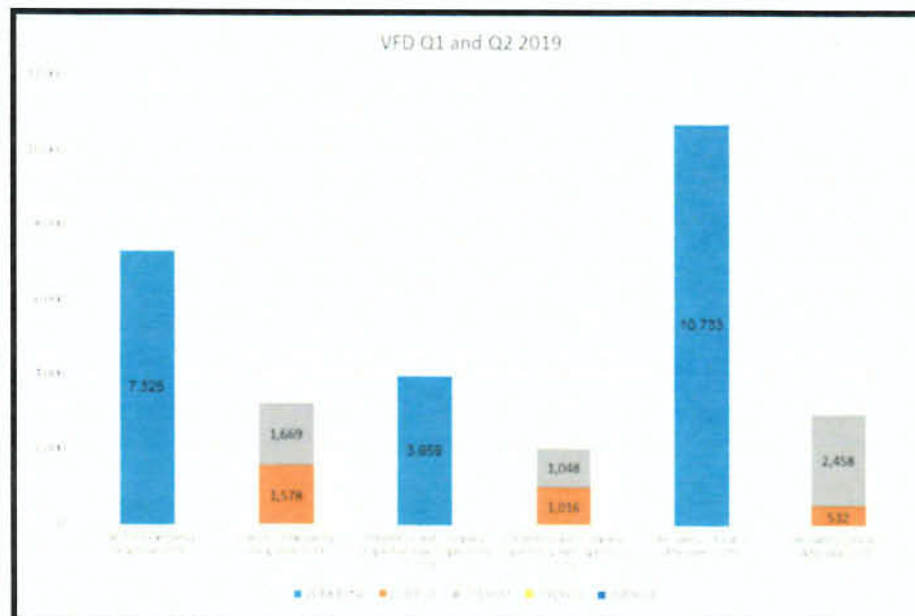
## Victoria Fire Department

### Highlights and Accomplishments:

- Emergency Operations Centre (EOC):** The EOC was activated for the first time to coordinate and support events at the 603 Pandora Fire on May 6<sup>th</sup>. The EOC consisted of Senior City staff representing all City departments to oversee operations at the site. An After-Action Report was conducted with input from the senior leadership team. In addition to the benefits and success of the activation, several recommendations and areas for improvement were identified which will be followed up on for implementation.
- Hoarding Education and Action Team:** The HEAT Team had a soft launch of the Facebook online support group “Vancouver Island Hoarding and Clutter Support.” The purpose of the group is to create a local community of support and sharing for those struggling with clutter. There are currently 61 members of the new online group.
- Victoria Emergency Social Services (ESS):** The ESS provided mutual aid to Saanich in response to an apartment fire on Richmond Road - 12 Victoria ESS volunteers and 1 staff member provided over 13 hours of assistance at the reception centre. The ESS was also called out to a significant fire at Evergreen Terrace on May 17<sup>th</sup>, and provided emergency support services to 25 evacuees in the form of food, shelter, clothing, and coordination with other support agencies such as the Canadian Red Cross, Ministry of Social Development and Poverty Reduction, Santa's Anonymous, Quadra Village Community Centre, etc. to ensure a smooth transition to recovery.
- Remotely Piloted Aircraft System (RPAS):** Two staff obtained the new Transport Canada certifications, compliant to the new June 1<sup>st</sup> regulations. Six other RPAS team members completed

Firefighting Aid Provided To:	Date	Incident Type	Apparatus Deployed
Oak Bay	2019/01/15	House Fire	Engine, Rescue, Battalion
Oak Bay	2019/01/18	Apartment Fire	Engine, Ladder, Battalion
Oak Bay	2019/04/01	House Fire	Engine, Battalion
Esquimalt	2019/04/07	Apartment Fire	Engine, Rescue, Battalion
Oak Bay	2019/04/09	Apartment Fire	Engine, Battalion
Oak Bay	2019/05/03	Apartment Fire	Engine, Ladder, Battalion
Saanich	2019/06/21	Apartment Fire	2 Engines, Battalion
Esquimalt	2019/07/05	House Fire	2 Engines, Ladder, Rescue, Battalion
Firefighting Aid Provided To:	Date	Incident Type	Apparatus Deployed
Victoria	N/A	N/A	N/A

Victoria Fire Department provided firefighting aid to Saanich, Oak Bay and Esquimalt a combined total of 8 times in the first half of 2019. During this timeframe, Victoria Fire Department did not require any firefighting aid in support of its operations.



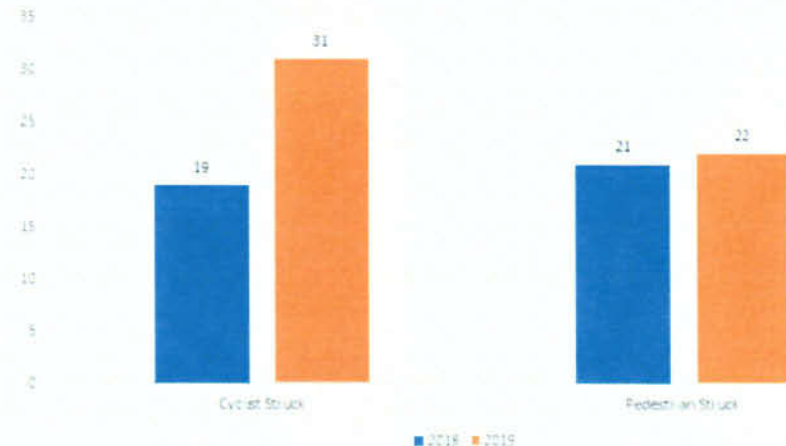
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### Victoria Fire Department

and passed their basic exams and advanced pilot flight tests, bring the program's total number of pilots up to eight. Three additional members are working on completing their advanced certification exams under the new regulations.

- Garth Homer Society:** The City partnered with the Garth Homer Society for weekly visits to the fire station. The Garth Homer Society provides day services and programming for adults with developmental disabilities. These weekly visits have proven successful and memorable for both Garth Homer clients and VFD members. Garth Homer Society volunteers also designed and participated in an emergency exercise involving activation of a Level 3 EOC and Reception Centre as well as deployment of the Cyclist Response Team, GIS and Auxiliary Communication teams.
- Rapid Damage Assessment:** The Emergency Management division hosted a Rapid Damage Assessment course presented through BC housing. 48 City staff from various departments and volunteers attended the training.
- Metrics:**
  - The Department responded to 1,669 incidents this quarter, including 139 fire responses.
  - Fire Prevention and Suppression Staff completed 1,048 Fire and Life Safety Inspections.
  - Staff completed 7,701 aggregate training hours in the first half of 2019 including Fire Officer Certification and other specialized training to meet operational requirements, meet NFPA Standards and WorkSafeBC requirements.
  - Fire Department Staff presented fire and emergency preparedness community education through 53 sessions with 2,458 attendees.

2018 vs 2019 Cyclist and Pedestrian Struck  
Top 10 wind of Q2 each year



2018 vs. 2019 Cyclist and Pedestrian Struck

