

Business & Community Relations

Highlights & Accomplishments:

Arts, Culture & Events:

- **Wilde About Sappho Poetry Event** – Held a celebration of poetry by LGBTQI2S writers. John Barton was joined by Mayor Helps and guest poets Brian Day, Anne Fleming, Darrel J. McLeod, Arleen Paré, Byron Sollazzo, and Victoria's Youth Poet Laureate Aziza Moqia Sealey-Qaylow.
- **Kathryn Calder Artist in Resident Meet & Greet** – A free event was held that featured a performance and an opportunity to meet and share ideas with the new Artist in Residence.
- **Commercial Alley Gallery: Fern Long Installation** – An expansion of the ongoing series called "Return Address." Each panel is cut in the shape of a house to explore the idea of 'home,' and cut slightly differently to evoke a sense of imperfection and individuality.
- **Create Victoria Mixer + Artist Panel** – A free event on the top of the Yates Street Parkade included a panel discussion featured local artists Fern Long, Joshua Ngenda and Austin Clay Willis, moderated by local artist Amanda Farrell-Low.
- **Winter Banner Design Competition** - Artists and designers were invited to submit proposals to design a winter banner to be displayed on downtown lampposts.
- **Mural Toolkit and Mural Roster Call Launched** - A roster of pre-qualified local artists will be available for mural and community art opportunities. The new roster will streamline the City's process for connecting artists with local businesses and organizations looking to enhance exterior walls with a mural. A mural toolkit has also been created to assist community members, artists and businesses through the mural making process.



Meet and Greet with Artist in Resident
Kathryn Calder



Artwork by Fern Long in Commercial Alley

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- **Social Purpose Real Estate Collaborative (SPRE)** - The City joined the SPRE Collaborative and the Rent/Lease/Own Study to understand the real estate challenges affecting the not-for-profit sector.
- **Centennial Square Youth Project** - Two artists, Jesse Campbell and Nathan Davis, have been supporting a small group of youth while they develop a community mural. The artwork is a reflection and reaction to climate change and pollution. This project includes multi-agency collaboration who engaged youth in the square and provided peer-led opportunities.
- **Canada Day Celebrations** - Larger than normal crowds enjoyed warm summer weather earlier in the program which later gave way to a smaller than typical audience in the evening due to colder temperatures. The Living Flag and the expanded family zone were highlights. Mainstage programming reflected Canada's cultural diversity and showcased the event's first Indigenous headliner and the first drag queen emcee.
- **Events** - The City was active with many significant events including: Canada Day, Pride Fest, Buskers Fest, SKAMpede, Deuce Days, Paint-In, Philllips Backyard Weekender, Flamenco Fest, Splash, Dragon Boat Festival, Tour de Victoria, Fringe Fest, Eventide, Metal Fest, Blues Bash, Beer Fest, One Wave Fest and many more.

Neighbourhoods:

- **Neighbourhood Support** - Launched the *Strengthening Community Participation Primer* for neighbourhood and community associations.
- **Late Night** - The City organized and led a womens' tour for late night safety as part of the work leading to a Municipal Alcohol Policy.



Youth Mural in Centennial Square



Canada Day Living Flag and Stage



Women's Late Night Walking Tour

Business & Community Relations

Economic Development:

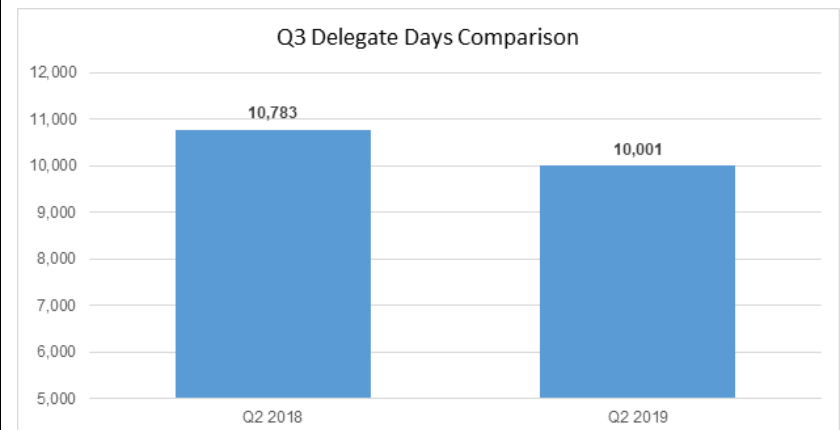
- **Small Business Information Session** - The City hosted a session for newcomers, immigrants and refugees to provide information to participants about the resources available locally and regionally for individuals interested in building prosperity in Victoria.
- **Events** - UDI Summer Social, EDAC 2019 Conference and Pre-Conference Seminar, Hosted the Pacific Rim School of Business, Chamber Summer Series Events
- **The Business Hub** - There were 156 inquires in Q3, up from 136 for the same quarter last year. The highest number of inquiries were related to home-based occupations, retail and offices.

Victoria Conference Centre:

- **VCC Events** - Twenty-nine events were held at the Victoria Conference Centre, including five city-wide conferences.
- **VCC Contracts** - Eleven contracts were confirmed for future conferences, including five city-wide conferences.
- **Events** - Business Events Victoria and the VCC hosted the *Meetings Today Live West 2019* event, welcoming thirty event planners with opportunities for the destination.
- **Canadian Society of Professional Event Planners Event** - Victoria won the bid to host this event at the VCC in 2020. This prestigious event brings together 50 event planners and 50 industry partners/suppliers for three days of meetings, sites and educational programs.



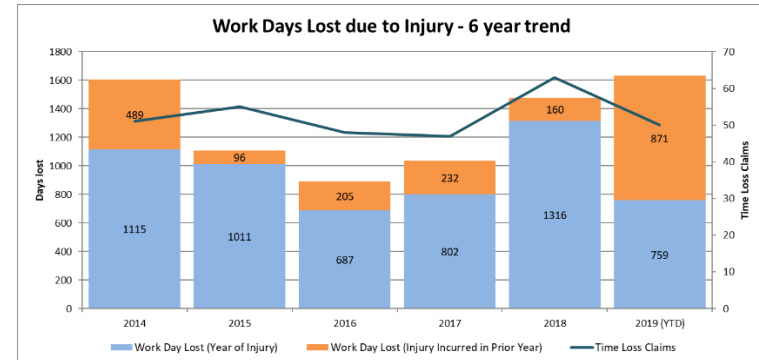
Meetings Today Live West Event at Crystal Garden



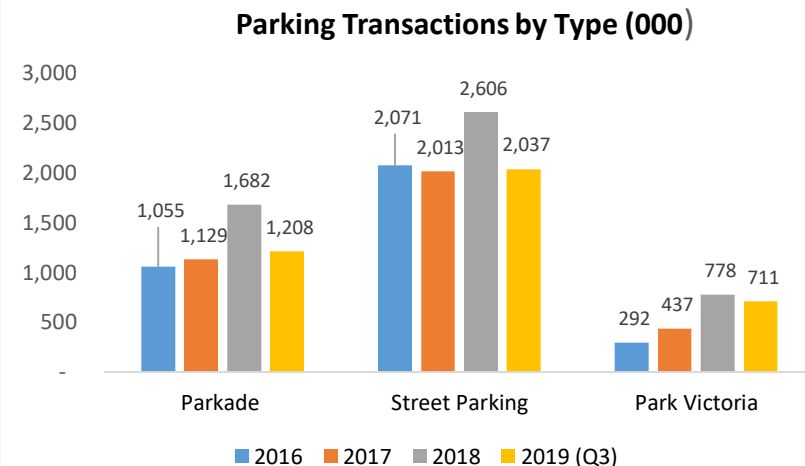
Corporate Services

Highlights and Accomplishments:

- San'yas Indigenous Cultural Safety Training** - In support of the strategic plan objective for Reconciliation and Indigenous Relations, the City launched training through this unique online, facilitated program that increases knowledge of the history of Indigenous people in Canada; builds self-awareness of biases and assumptions; and strengthens the skills of those who work with Indigenous people to ensure cultural safety. The training program is being rolled out in stages with 41% of the City's leadership team having completed the training by the end of Q3.
- 2020 Financial Planning** - Staff from across all City departments were involved in the financial planning process, including development of plans, refining budget numbers and compiling information to introduce to Council in October.
- Coastal Communities Social Procurement Initiative** - City procurement staff attended social procurement training.
- New Council Meeting Dashboard** - The City launched the Capital Region's first online Council Meeting Dashboard to further demonstrate its commitment to open government and transparency around decision-making at City Hall. The new dashboard makes it easier to see and track how members of Council voted on a particular motion and gives the public more tools to access and analyze information about decisions that impact them.



The number of work days lost in 2019 due to injury in 2018 has now surpassed the days lost due to injuries occurring in the current year, due to a small number of long duration claims.



Engagement

Highlights and Accomplishments:

- **Town Halls** - The City's second town hall focused on Accessibility. The personal stories, suggestions and priorities shared will help Council and staff better understand the barriers and opportunities to make our community more inclusive and will contribute to the development of the City's Accessibility Framework. Three focus groups were also held as part of ongoing engagement to inform the development of the Accessibility Framework.
- **Participatory Budgeting** - Nearly 5,000 residents cast their ballot for 26 projects that went out for voting in the City's 2019 Participatory Budgeting program. This year's theme was "make life better for youth in Victoria." Close to \$55,000 was awarded to five community-led youth projects.
- **Victoria Reconciliation Dialogues** - More than 200 people attended the first of the City's six-part series of community conversations, the *Victoria Reconciliation Dialogues*, which will enable the community to explore together what Reconciliation could look like on Lekwungen territory. The conversations will seek to build the community's knowledge and understanding of Reconciliation – what it is, why it is needed, and why community conversations about Reconciliation are important.
- **Xe Smun eem - Victoria Orange Shirt Day Ceremony in Centennial Square** - For the third consecutive year, the City worked with community organizers to support event planning and promotion of this grassroots event that takes place annually on September 30. Orange Shirt Day encourages Canadians to wear orange and learn about and acknowledge the harm that



Attachment B – Operational Highlights, Accomplishments and Metrics (Q3 2019)

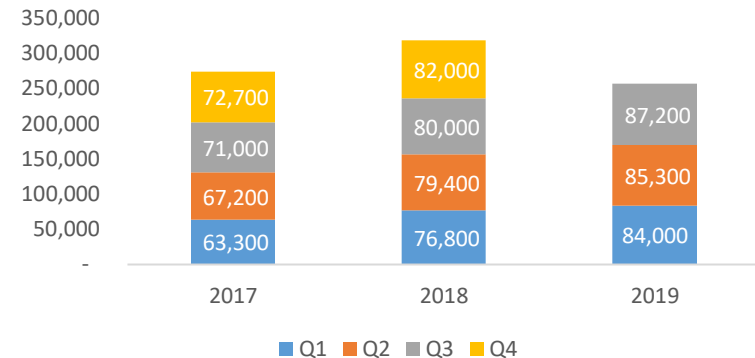
Engagement

the residential school system had on generations of Indigenous families and their communities.

- Engagement and Communications** - Provided support to major initiatives such as the development of the City's Transgender, Non-Binary and Two-Spirit + Inclusion Action Plan, Housing Strategy, Waste Reduction Strategy, the opening of the Wharf and Humboldt Streets AAA bike facility, recruitment the City's new Seniors' Task Force and the Community Wellness and Peer-Informed Task Force, as well as a range of Arts, Culture and Events programs including the Call to Indigenous Artist in Residence.

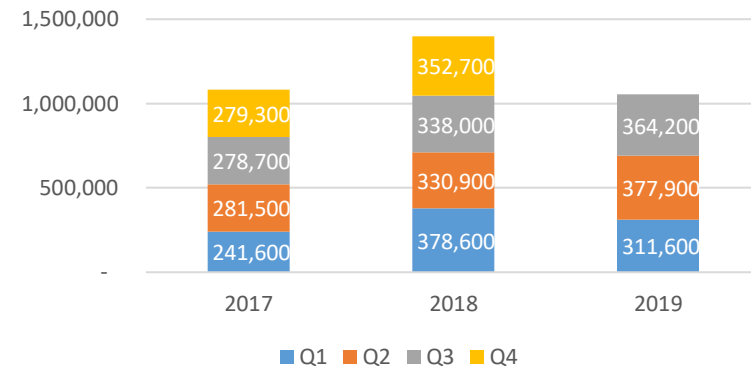


Social Media Audience



Compared to Q3 2018, the total combined social media audience (Twitter, Facebook, Instagram) increased by 7,168 (8.96%) in Q3 2019.

Visits to City Website



In Q3 2019 there was an increase of 26,818 (7.93%) in user sessions on the City's website compared to Q3 2018. Source: City of Victoria.

Engineering and Public Works

Highlights and Accomplishments:

Engineering:

- Completed construction of Oswego Street sanitary sewer.
- Completion of Government Street watermain.
- Completed an updated condition assessment of brick storm drains.
- Supported CRD Wastewater conveyance projects.
- Planning post-remediation environmental monitoring program for Laurel Point.

Public Works:

- Delivered customer service to residents through over 1400 Calls for Service across all areas of Public Works.

Transportation:

- Opened the Wharf Street and Humboldt Street AAA bike facility.
- Council Approval of Vancouver Street, Graham / Jackson & Harbour Road AAA bike designs.
- Triangle Island concept design initiated.
- Repaving and new sidewalks completed on Brighton Avenue, Meares Street, Gonzales Avenue and Maud Street.
- Participation in Provincial Ride Hail Regulation process.
- Completed the Laurel Point remediation project.
- Completed the connection of the David Foster Pathway underneath the Johnson Street Bridge.
- Oversaw the major rehabilitation of the Point Ellice Bridge, scheduled for completion in the fall of 2019.



Oswego Sanitary Sewer Construction



Point Ellice Bridge Rehabilitation

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Street Cleaning & Sanitation:

- Over 200% increase in summer season sidewalk cleaning coverage with deployment of new compact sidewalk cleaning units.
- Over 110,000 cigarette butts collected through collection and recycling canisters since the start of the year.
- Completed first round of a two-phase Public Spaces Waste Composition Study with materials collected from 45 different waste receptacles across the city for three days and sorted into 12 categories and 100 different material types.

Streets:

- Completed crack sealing program for 2019, with 27,768 linear meters sealed.
- In Q3, 550 cubic meters of concrete was poured and 85 linear meters of sidewalk lips ground smoothed to reduce slips and trips hazards.

Surface Infrastructure:

- Installed public space chairs and picnic tables in the Johnson Street Bridge plazas and at Ship Point.
- Completed paint refresh for Crystal Pool and Wellness Centre swimming pool during annual maintenance closure.
- Completed road markings program for 2019 with over 13,000 metres of lines and markings refreshed.

Issues and Challenges:

- Vacant positions
- Construction coordination across public, private projects/development and third party utilities



New Street Cleaners

Parks, Recreation & Facilities

Highlights and Accomplishments:

- **Mayor's Grove Planting** - A tree was planted in Beacon Hill Park's Mayor's Grove to honour Gretchen Brewin, Victoria's first female mayor.
- **Laurel Point** - The Laurel Point Land Transfer Announcement was made with Transport Canada signifying that the reclamation construction work is nearing completion. Once a monitoring period of time is observed, further park design work can commence.
- **Summit Park Improvements** - Summit Park saw the completion of two projects: the playground replacement and the McNair pathway. Both improvements have received positive feedback.
- **Accessible Lifts Installed at Crystal Pool & VCC** - Staff installed a lift to improve accessibility in the universal change room at Crystal Pool. The lift allows people with restrictive physical disabilities to transfer safely from a wheelchair to the shower seat. The VCC had its accessible lift replaced in the foyer. The replacement includes a larger unit to accommodate a wheelchair attendant and power-operated doors.
- **Summer Camp Program** - This year the City saw demand for its summer camps grow significantly. There were 1,963 participants in 2019, which represents a 15% increase over 2018.
- **City Hall Window Upgrades** - Upgrades were made to City Hall windows. These improvements will improve the building's energy efficiency while also maintaining its historic aesthetic.

Emerging Issues and Challenges

- Aging facilities
- Staff vacancies and shortages
- Increasing demand for services



Mayors Grove Event, July 6, 2019



Laurel Point Land Transfer Announcement



Summit Park Playground

Sustainable Planning & Community Development

Highlights and Accomplishments:

- **Housing Strategy** - Phase 2 of the Victoria Housing Strategy 2016-2025 was approved in July. The Strategy is the City's guiding document for creating housing affordability and choice in the city. It outlines 44 housing actions with a focus on renters, sets targets for housing affordability based on the renter median income for the City of Victoria and targets for units required to meet housing need and demand, and contains measurable outcomes to monitor success.
- **Victoria Housing Reserve Fund Guidelines** – Guidelines were updated to include tenant protections, add a funding cap to ensure the City contribution does not exceed other funders, and to no longer fund units targeted to renters with moderate incomes (to focus on lower incomes). The update establishes a working group to review future policy changes on an ongoing basis.
- **Residential Rental Tenure Zoning** - Council directed staff to apply Residential Rental Tenure Zoning to existing purpose-built market rental housing in the city, with the objective of preserving existing rental tenure on these properties. Consultation with affected property owners to seek feedback and inform zoning bylaw amendments is targeted for the fall.
- **Zoning Regulation Bylaw** - The City amended the Zoning Regulation Bylaw to update garden suite regulations to reduce the maximum height of garden suites and limit the conversion of accessory buildings. The objective of these zoning changes is to provide a 'quick fix' for some practical issues around application of the Garden Suite Policy until a more comprehensive expansion of the program is launched in 2020. New height regulations will come into force on November 1, 2019.



The Victoria Housing Strategy 2016 – 2025

Phase Two: 2019 – 2022



Sustainable Planning & Community Development

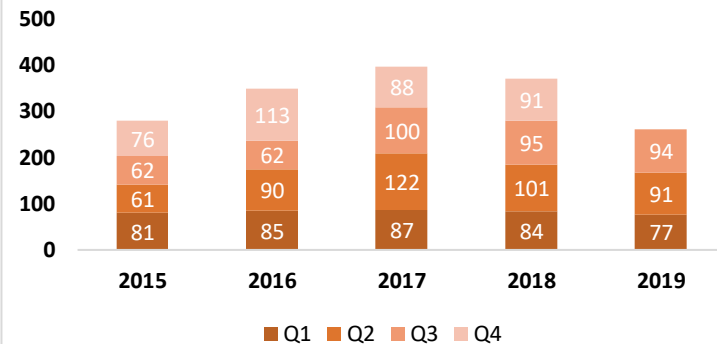
- **Fairfield Neighbourhood Plan** - was approved in September, including new design guidelines, to support community-wide objectives at the local level and guide future development including facilitating more housing choice throughout the neighbourhood.
- **Official Community Plan Annual Report** - Council received an Official Community Plan Annual Report for information and directed staff to undertake an updated housing demand forecast and OCP capacity assessment, and report back with recommendations for using the contributions accrued in the Downtown Heritage Seismic Upgrade Reserve Fund.

Emerging Issues and Challenges

- There were delays with advancing heritage initiatives (citizen-led HCAs for Robert and Lewis Streets, as well as additions to the Heritage Register) as the Heritage Planner was promoted into the Senior Heritage Planner position focusing on development applications, and leaving a vacancy in Community Planning.

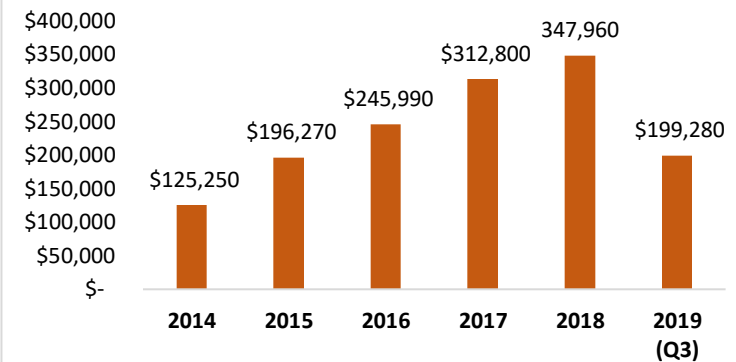


Total Application Volume (2015-2019)



Total Application Volumes at the end of Q3 was trending slightly lower than 2018.

Total Construction Permit Value (\$000)

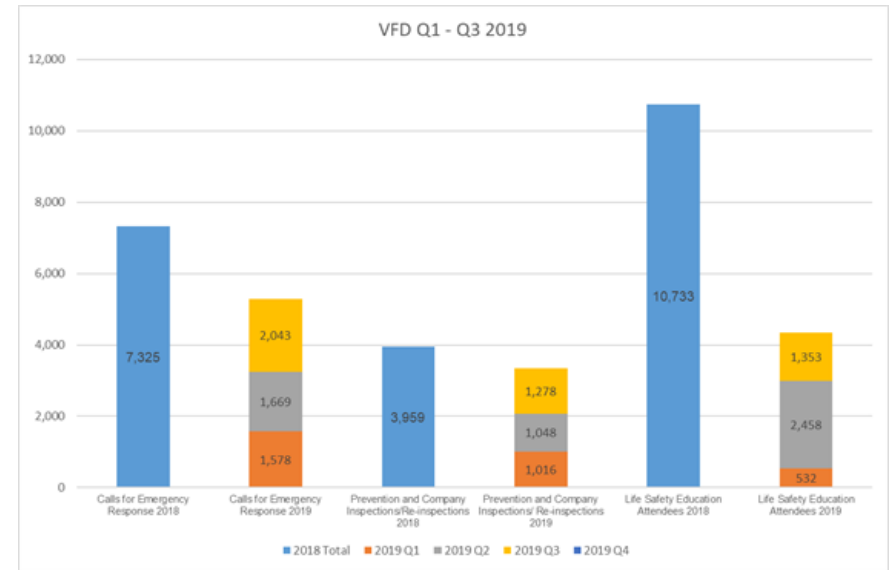


Construction Permit values at the end of September 2019 was approximately \$199 million, compared to \$278 million at the end of Q3 2018.

Victoria Fire Department

Highlights and Accomplishments:

- **Response** - The Fire Department responded to 2,043 emergency incidents in the third quarter, a 22% increase over Q2. This included response to 90 fires. The department also experienced a 49% increase in overdose related calls over Q2. As of the end of Q3, the department has administered lifesaving naloxone at 36 incidents.
- **Fire Prevention and Suppression Inspections** - Staff completed 1,278 Fire and Life Safety Inspections, a 21% increase over Q2.
- **Training** - Staff completed over 3,381 aggregate hours of specialized fire and rescue training and certification.
- **Emergency Preparedness** - Fire Department Staff presented fire and emergency preparedness community education through 58 sessions with 1,353 attendees. Staff also presented emergency preparedness community education at the Vic West Fest, Fairfield fall fair, and UVIC volunteer fair, as well as supported 19 block parties with emergency preparedness materials and activities.
- **ShakeZone** - Hosted the “ShakeZone” mobile earthquake simulator at Central Middle School to align classroom education about plate tectonics and earthquakes with a realistic simulation to enhance the learning experience for Central Middle School and Victoria High School Students.



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