

# CITY OF VICTORIA OPERATIONAL HIGHLIGHTS, ACCOMPLISHMENTS AND METRICS

## First Triannual Report 2020

January 1 – April 30, 2020

## Business & Community Relations

### Highlights & Accomplishments:

#### Arts, Culture & Events:

- **Commute** - The final round of the 2019 Commute program was installed. A new call for the 2020 program was launched and received 52 applications.
- **Intergenerational Conversations** - Grade 1 and 2 students from James Bay Community School have joined Kathryn Calder and a group of local seniors at the New Horizon's Senior Centre to participate in a cheerful afternoon of songs, interviews and reading. This program included an open call for seniors to participate.
- **Live Stream Concert** - In April, Kathryn Calder performed a 30-minute live stream concert from her home. She performed for a virtual audience of over 200 people from around the world.
- **Youth Poet Laureate** - Neko Smart was selected to be the City's 8<sup>th</sup> Youth Poet Laureate. She is a recent graduate of Victoria High School, and the founder and former captain turned coach of the Vic High Slam Poetry Team. She encourages vulnerability in writing as a way of healing through written word.
- **Love and Chocolate** - John Barton and other local writers gathered for an afternoon of readings about love and chocolate.
- **Music Advisory Committee** - The Victoria Music Survey was released to musicians, music industry professionals and music fans to make their voice heard in developing the City of Victoria's first music strategy. The survey addressed all aspects of the City's music ecosystem and will be used to evaluate the economic and social impact of music.



Commute Bus Shelter



Intergenerational Conversations



Neko Smart, Youth Poet Laureate

## Attachment B – Operational Highlights, Accomplishments and Metrics (T1 2020)

### *Economic Development:*

- **Victoria 3.0** – The City hosted an event to launch the draft economic action plan for public feedback.
- **Innovation Forum Event** – The City partnered with the Office of Small and Medium Enterprises to host the 3<sup>rd</sup> annual free forum to showcase government programs and non-government organizations that support innovation that are available to Victoria businesses.
- **Pacific Rim School of Business** – Hosted two Business Hub information sessions.
- **St. Michael's University School** – Staff presented Victoria 3.0 to the Grade 12 Economics class and participated as a panelist for their economics projects.
- **Business Hub** – received 92 visits and/or inquiries in T1.

### *Neighbourhoods:*

- **Local Champions** – The City's new Local Champions program launched in February with 26 participants. This program will help support local Victoria residents to gain skills, confidence and relationships to become more active and engaged as champions in their neighbourhood.
- **Municipal Property Alcohol Guidelines** – Completed a set of guidelines to provide direction to staff in considering alcohol service on City property that was supported by a BC Healthy Communities Grant for \$7000.
- **Neighbour Day** – A promotion launch started on April 24 to highlight Neighbour Day on May 3, 2020.



*Local Champions Participants*

## Attachment B – Operational Highlights, Accomplishments and Metrics (T1 2020)

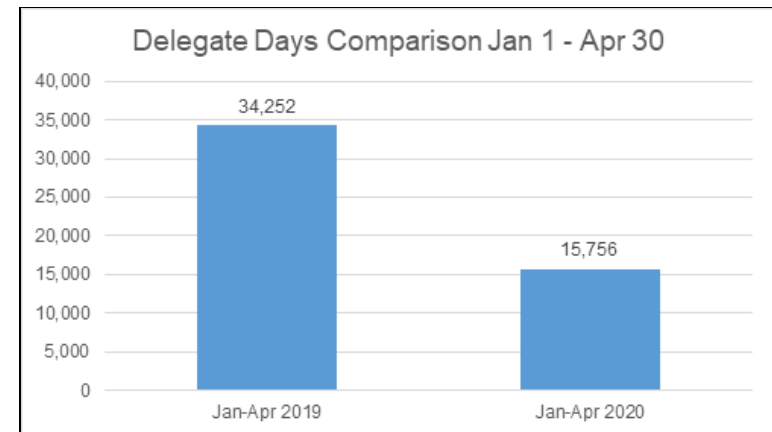
- **Neighbours helping Neighbours Page** - Created a page on the City's website to provide information and support resources available to residents during C19 pandemic.

### **Victoria Conference Centre:**

- **Events & Conferences** - Thirty events and five city-wide conferences were held successfully at the VCC from Jan 1 – Apr 30.
- **Contracts Executed** - Sixteen new contracts were executed including three city-wide conferences; Shawnigan Lake School / ShawMUN in 2021 for 800 delegates, Fountain Tire Convention in 2022 for 1400 delegates, and the BC NDP Convention in 2023 for 2100 delegates.
- **Business Events Victoria** - Hosted annual GM mission events in Toronto, Mississauga, Ottawa and Montreal.

### **Emerging Issues and Challenges:**

- Event permit applications for the festival season were received for new proposed events, including the FIBA Olympic Qualifying Basketball Tournament. By the end of April, most large events during spring and summer were cancelled or postponed to 2021.
- The VCC was closed on March 14 due to COVID-19. Staff are working through WorkSafe BC health and safety requirements to target a date to reopen the facility.
- The Worldliness of Poetry was cancelled due to pandemic and moved online. John Barton invited three readers to share their work virtually through poems connected to Germany Portugal, France, and Japan.



Victoria Conference Centre – Delegate Days

- A new COVID-19 Business Resource website was created to consolidate resources and tools available to support businesses.
- The print run of CityVibe was canceled and moved to a digital format.
- The *My Great Neighbourhood* Grant launch in March was delayed.
- The community had an opportunity to provide feedback on the City's draft economic action plan in January. Due to the pandemic, the plan was delayed going to Council and was repurposed in late April to meet the economic impacts of COVID-19 on the business community.



## Bylaw Services

### Highlights and Accomplishments:

- **Short Term Rental** - A new robust application and screening process, including home inspection, was created to deter operators from renting ineligible self-contained suites for short term stays. This resulted in a number of previously licenced short term rental properties either converting to long term rental or appealing the decision. A new appeal process was created and approximately 12 appeal applications were received.
- **COVID Pandemic Response** - As a result of COVID-19, shelters and service providers significantly reduced services and shelter space for persons experiencing homelessness. Bylaw Services was an integral part of the Emergency Operations Center and helped coordinate health and shelter services throughout the City.
- **Management of Homeless Encampments** - Bylaw Services worked in collaboration with Health and Housing leaders as well as the police to effectively manage the growing encampments in Topaz Park and the Pandora Corridor. Ultimately, a Provincial Evacuation Order and then Police Enforcement Order was issued for both locations. Bylaw Officers assisted with the decampment process in a support capacity.
- **CRD Officers** - Emergency Management BC funded an Emergency Intergovernmental Transfer of Bylaw Officers from the Capital Regional District to Victoria to assist in managing the homeless crisis as a result of COVID-19.
- **COVID-19 health and safety precautions** - Bylaw Officers are considered essential workers and as such all staff continued to work in the field. Extensive health and safety measures were implemented including offices, vehicles, PPE and enhanced hygiene and cleaning.

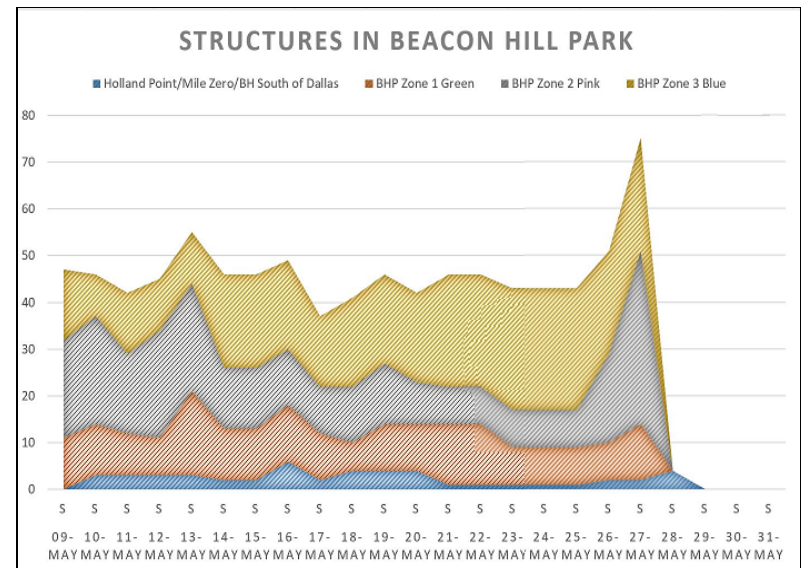


## Bylaw Services

- **Provincial Health Orders** - Bylaw Officers were given provincial authority to investigate, and in some cases, enforce provincial health orders. Close collaboration with Island Health and Consumer Protection resulted in hundreds of files jointly managed and investigated.

### EMERGING ISSUES AND CHALLENGES:

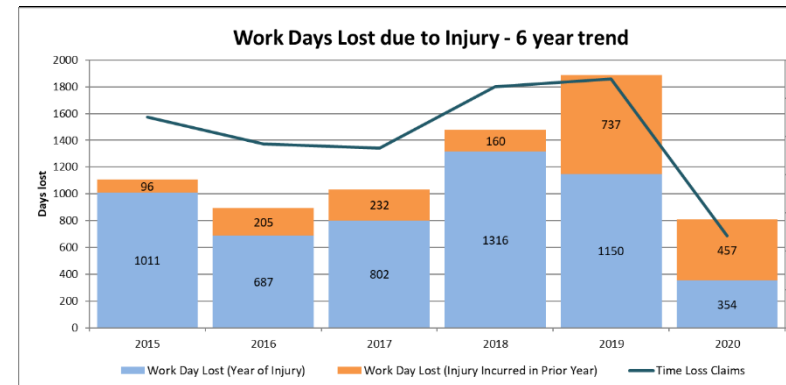
- **Back-logged Calls for Service** - As a result of the health emergency, all other calls for service of lesser priority were placed on hold. As a result, there are hundreds of unanswered files which still require investigation.
- **Lack of Available Court Time** - There are several major files which require court action, however, due to the back log and scarce provincial court time, these files will likely drag on into the fall before any action can be taken.
- **Right of Way Issues** - Construction right of way violations continue. Some construction companies regularly violate permit requirements and/or do not obtain a permit causing public safety issues. Strategies are being developed to deter this behaviours, including the recent hiring of an additional staff to address escalating street permit demands in Transportation.
- **Encampment Prevention** - there continues to be a shortage of supportive housing units, and as a result there will continue to be persons sleeping in parks and public spaces and the. Balancing bylaw officer resource time between homeless issues and all other calls for service will be a very big challenge for the remainder of 2020.



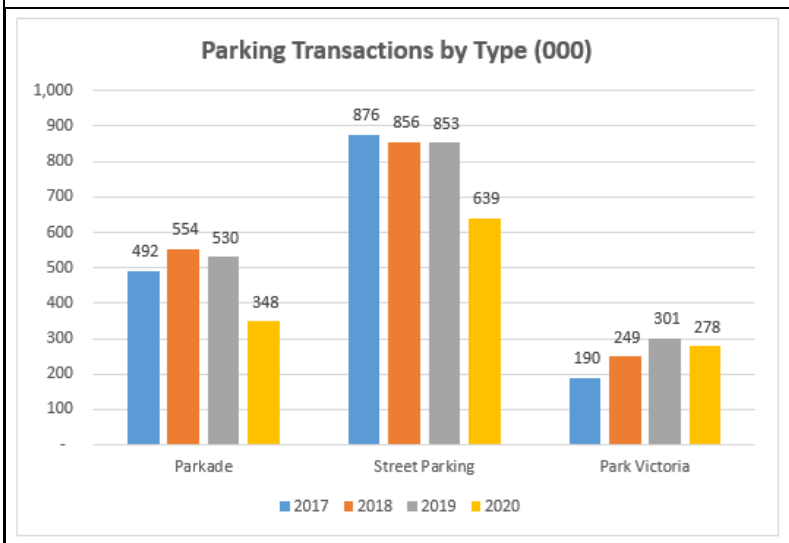
## Corporate Services

### Highlights and Accomplishments:

- **Living Wage Employer** – In January, the City was certified as a Living Wage Employer, joining more than 160 employers in BC contributing to poverty reduction by committing to the payment of fair wages to employees and contractors.
- **Employee Engagement Survey** - The City partnered with BC Stats to carry out our first Employee Engagement Survey. Seventy-four percent of employees took the opportunity to provide confidential feedback to help us understand how we can better support our people in their work and identify ways to improve work experience and job satisfaction. Communication of results was delayed by the COVID-19 pandemic and will be shared in T2.
- **Pandemic Response** – New policies, safe job procedures, and mental health and other supports were developed and implemented to enable the continued delivery of services to the public while minimizing the potential spread of COVID-19 within our community.
- **Affordable Housing & Sheltering**- Completion of a strategic land acquisition of 926/930/932 Pandora Street to support future affordable housing and community amenity space. Support BC Housing COVID –19 housing efforts to secure indoor locations for homeless population.
- **2019 Financial Statements** – Received an unqualified (clean) opinion from the City's external auditor.



*The duration of time loss claims is impacted by the suspension of rehabilitation services due to the COVID-19 pandemic.*



*Parking transactions at the end of T1 were significantly lower than previous years.*



## Corporate Services

- **Five-Year Financial Plan** – Council adopted the 2020 Budget and Five-Year Financial Plan and set the 2020 Tax Rates.
- **Grants** – The intake for the 2020 Micro Grants and Strategic Plan Grants closed January 31. Council awarded all ten Micro Grant applications for a total of \$4,840. The External Grant Review Committee is currently evaluating the Strategic Plan Grants and will be bringing their recommendations to Council in July.

### Emerging Issues and Challenges:

- Several time loss claims arising from workplace injuries have lasted longer than expected because access to rehabilitation services such as physiotherapy, occupational therapy, chiropractic and occupational rehabilitation programs was suspended by public health order on March 16.
- Due to the pandemic, the by-election was postponed by the Province one week before advance voting was to begin. The by-election was ultimately cancelled until further notice.





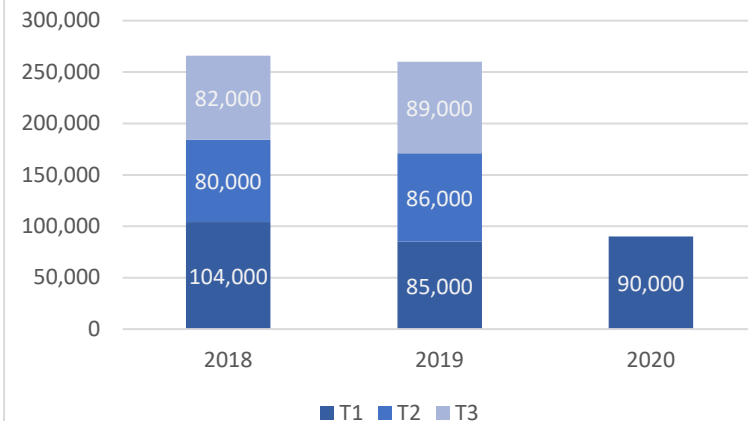
## Attachment B – Operational Highlights, Accomplishments and Metrics (T1 2020)

### Engagement

#### Highlights and Accomplishments:

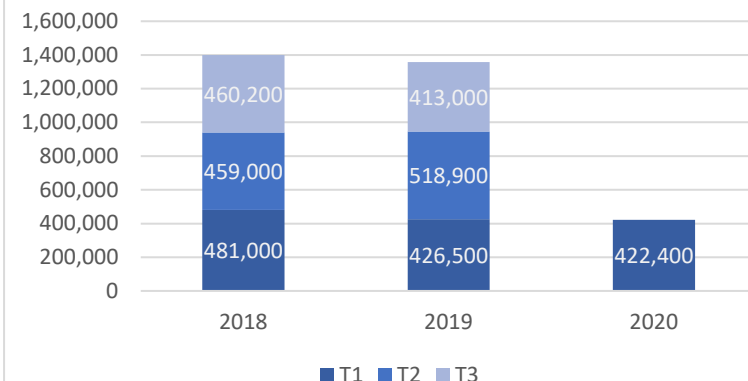
- **New Year's Levee** – Climate action was the theme of this year's Levee, which kicked off the Climate Champions monthly "Meet-Up's".
- **Town Hall** - The City's first town hall took place in February and focused on seniors. Feedback from the Town Hall and a series of open houses will inform recommendations in the Seniors Action Plan to make Victoria more age-friendly.
- **Participatory Budgeting** – The participatory budgeting community steering committee was established for 2020. Newcomers is the focus for this year's project ideas and funding. A new virtual engagement tool that will become available in T2 will make it possible for this program to proceed.
- **Victoria Reconciliation Dialogues** – Two of the Dialogues in the six-part series took place in T1, which included *Newcomers to Canada and Reconciliation* and *Sir John A. MacDonald in Conversation*. Both were well received and well attended. The fifth Dialogue scheduled for May was postponed due to the pandemic.
- **Regional Quality of Life and Well-being Roundtable** - Middle Class Prosperity and Associate Finance Minister Mona Fortier participated in a roundtable discussion with Mayor Helps and community stakeholders to hear their thoughts and concerns about quality of life and well-being in the region.

#### Social Media Audience



Compared to T1 2019, the total combined social media audience (Twitter, Facebook, Instagram) increased by 5,000 (5.88%) in T1 2020.

#### Website Visits

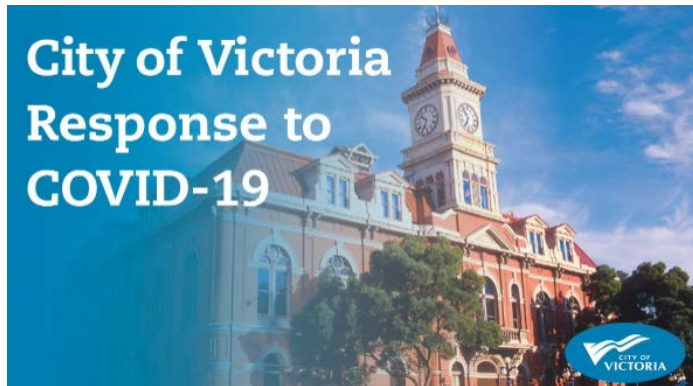


In T1 2020 there was a decrease of 4,129 (.98%) in user sessions on the City's website compared to T1 2019.

## Engagement

### Emerging Issues and Challenges:

- **Communicating City's Response to COVID-19** – Starting in early March, staff focused on providing timely communications support for the City's response to the virus to the public. Updates included facility and recreational closures, programming and event cancellations, the suspension of public hearings, and the City's work with community partners to help meet physical distancing and handwashing needs of vulnerable populations. Staff supported the Mayor's daily Facebook Live updates and corresponding media releases.
- **Engagement Ceased During Pandemic** – Events limited to under 50 people, and physical distancing requirements to curb the spread of the virus, in-person community engagement ceased in T1 as per Provincial direction. The engagement focus was re-aligned to focus on public safety. Online tools were researched to provide virtual engagement opportunities moving forward for launch in early summer.



## Engineering and Public Works

### Highlights and Accomplishments:

#### Climate Action and Environmental Sustainability:

- BC Step Code requirements for new buildings increased from level 1 to level 3 for residential buildings and level 2 for commercial buildings
- Launched the Oil to Heat Pump Program and Incentives targeting high impact energy retrofits
- Council approved \$135,000 from the Climate Action Reserve Fund for Facilities Energy Improvements

#### Engineering:

- Coordinated repairs to Dallas Bluff slope failures
- Supported CRD Wastewater conveyance projects
- Replaced 480m of storm drain on Blackwood
- Replaced 280 m of watermain on Gorge Road
- Submitted grant application for funding sewer projects to reduce inflow and infiltration to Investing in Canada Infrastructure Program
- Prepared City Water Conservation Plan

#### Public Works:

- The Tool Depot introduced new battery operated zero emission equipment including a pressure washer, chainsaw, blowers, trimmer, and tampers
- Responded to more than 2100 requests from the public, and 1300 service calls regarding street cleanliness (more than 100% increase over same period in 2019).





## Attachment B – Operational Highlights, Accomplishments and Metrics (T1 2020)

### Transportation:

- Youth Bus Pass Program – The City provided over 7,300 free bus passes from January to March. BC Transit was providing free bus service in April and May due to the pandemic.
- “No-touch” pedestrian signal upgrades at 44 lights; physical distancing zones were installed in several neighbourhoods
- Dallas Road Balustrade replacement initiated
- Paving upgrades on major routes downtown including Douglas, Yates, Fort, and Government.
- Major sidewalk and retaining wall installation on May Street (Moss Rock Park)
- Completed consultation and prepared design recommendations for 2020 Bicycle Master Plan Projects
- Various capital projects initiated on Blackwood, Bay, Langford, Beacon, and Gorge Road

### Street Cleaning & Sanitation:

- Continued uninterrupted residential waste collections services for 28,000 green and grey carts across the City
- Continued daily street cleaning downtown and additional support to 900 Pandora Avenue vulnerable population and other

### Streets:

- Staff responded to the major snow event in January 2020 with 24-hour continuous winter roads maintenance in response to. Approx. 875 tonnes of salt deployed and 385,000 litres of brine.
- Approximately 2000 potholes repaired
- Fibre network upgrades in downtown core to connect new Fire Station #1 to City Hall
- 280 bridge lifts and Johnson Street Bridge warranty period close-out inspections





## Attachment B – Operational Highlights, Accomplishments and Metrics (T1 2020)

### Surface Infrastructure:

- Carpentry alterations to facilities in Topaz Park and installation of hand washing stations as part of COVID-19 pandemic response
- Prepared and issued 1500 signs and decals related to COVID-19 restrictions and public awareness

### Utilities Maintenance:

- Repaired 21 sewer and storm sewers
- Completed 9.3 km underground camera inspections
- Completed eight watermain break repairs
- Completed 35 water service repairs

### Emerging Issues and Challenges:

- Public Works staff sustained regular operations and service levels throughout COVID-19. New health and safety precautions for staff, offices, vehicles, and equipment such as adapting to work practice for one person per vehicle were put into place.
- Engineering and Transportation staff continued to work, including work from home with adaptations.
- Some capital projects were delayed or modified due to changes in priorities to respond to COVID-19 and associated recovery programs.
- Public engagement on designs for 2021 Bicycle Master Plan projects were postponed. A revised engagement process will be implemented in Term 2.
- Between 2015 and 2019, there was more than 200% increase in street permits requested and processed. A new staff member has been retained to address these escalating service requests.



## Parks, Recreation & Facilities

### Highlights and Accomplishments:

- **Fun for Life, Go!** – The Recreation division launched *Fun for Life, GO!* to help residents stay healthy and well during the COVID-19 pandemic. Resources include videos on exercises that participants can do from home, interactive games to keep kids active and engaged at home, and ideas to stay active outdoors while practicing physical distancing.
- **Trees in Cities Challenge** – The United Nations invited mayors around the world to join the *Trees in Cities Challenge* by making a pledge to plant trees in their city. The City of Victoria was the first city in Canada to join the challenge and pledged to work with the community to plant 5,000 trees on public and private land in 2020.
- **Get Growing, Victoria!** – Working with community organizations the Parks division developed a new program to grow and distribute vegetable seedlings to support citizens disproportionately impacted by the COVID-19 pandemic. Over 75,000 plant starts are being grown by the City and will be distributed by over 30 community partners.
- **City-sponsored distribution of garden materials** – In April the City distributed approximately 20 cubic yards of leaf mulch and compost at four community locations for residents to access for their own gardening needs. This initiative was organized with support from Community Garden Volunteer Coordinators and the Public Health Association of BC.



*Fun for Life Go resources are distributed to the public weekly*



*Plant starts being grown at Beacon Hill Park*

## Parks, Recreation & Facilities

- **Tree Plantings** – The Parks division planted 268 new trees throughout the City as a part of the winter tree planting program.
- **Orca Whale Display:** The Orca whale horticulture display was installed at Humboldt and Government Streets for the 10th consecutive year. Comprised of 10,000 plants, the display weighs 12,000 lbs. and will be displayed until the end of summer.

### Emerging Issues and Challenges

- **COVID-19 virus impacts:** all indoor and outdoor recreation facilities were temporarily closed and enhanced cleaning procedures were implemented for City facilities that remained operational. Additional measures such as road closures were implemented at Beacon Hill Park and Gonzales Beach Park to provide additional space for citizens while enjoying parks and open spaces.

Staff from various departments supported BC Housing, VIHA, and other agencies in the setup of infrastructure and support services at Topaz Park which provided shelter, food, harm reduction, and hygiene facilities for vulnerable populations. More than 300 hundred people who were experiencing homelessness were successfully transitioned to indoor facilities as a result of this coordinated effort.

- **Recreation facility closures** in mid-March as precautionary measures to reduce the risk of COVID-19 transmission.
- **COVID-19 health and safety precautions** were implemented for staff work areas, including offices, vehicles and equipment



Staff installing the Orca display for the 10<sup>th</sup> consecutive year



Staff cleaning the showers at Topaz Park with enhanced COVID-19 protocols

**Attachment B – Operational Highlights, Accomplishments and Metrics (T1 2020)**

<i><b>Parks, Recreation &amp; Facilities</b></i>	
(e.g. Adapted to safe work practices for one person/one vehicle, PPE, enhanced hygiene and cleaning).	

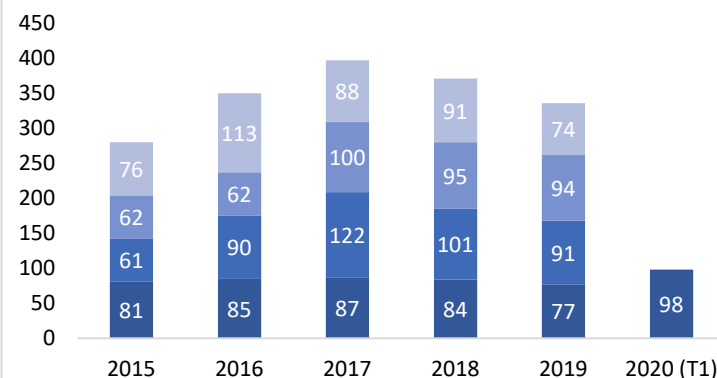


## Sustainable Planning & Community Development

### Highlights and Accomplishments:

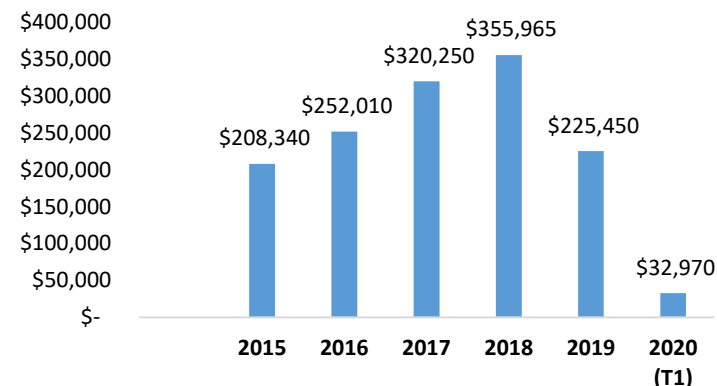
- **Housing Affordability** - The City provided a grant from the Victoria Housing Reserve Fund to the Gorge View Society in the amount of \$295,000 to assist in the construction of a four-storey, 58-unit affordable housing project for seniors at 11 Chown Place.
- **Housing Supply** – Staff reported the outcomes of public engagement on proposed zoning changes for house conversions throughout the city. Council directed staff to prepare zoning bylaw amendments to permit more opportunities for house conversions.
- **Heritage Incentives** - A grant was provided from the Downtown Heritage Seismic Upgrade Fund to the Victoria Civic Heritage Trust (VCHT) equal to the current (\$150,411) and pending (\$67,668) amounts in the fund to support its Seismic Parapet Incentive Program. The grant will be used to provide financial assistance to owners of heritage designated buildings in the Downtown Core Area for seismic upgrading.
- **Heritage Protection** - Council adopted a Heritage Designation Bylaw to protect 1442 Elford Street as a municipal heritage site in conjunction with a rezoning application to convert the house to contain 5 rental units. The house was built in 1901 and contributes to the historic character of the Fernwood neighbourhood.
- **Local Area Planning** – Staff launched the first phase of consultation for village and corridor planning in Hillside-Quadra, North Park and Fernwood neighbourhoods. The public participated in pop-up events, meetings on housing and affordability, business, services and arts. Over 800 people completed the online survey.

### Development Applications



After the first four months of 2020, applications permits were at 98 applications.

### Total Construction Permit Value



Construction Permit values at the end of April 2020 was just under \$33 million with a year-end projection estimated at \$99 million.

## Sustainable Planning & Community Development

- **Zoning Improvements** - Amendments to the City's zoning bylaws were made to accommodate airspace parcel subdivisions throughout the city, contributing to development process streamlining. Zoning amendments were also adopted to improve how retaining walls along waterfront properties are regulated.
- **Development and Building Application Processes** – In response to COVID, electronic meetings were successfully held with the Heritage Advisory Panel and the Advisory Design Panel. Board of Variance (BOV) processes have also been restructured to enable the BOV to hold hearings remotely, beginning in June. The Development Centre fully transitioned to accepting electronic applications for all types of applications and permits. This marks the first phase of completion with further work to be done transitioning to an online platform for permit submission.

### Emerging Issues and Challenges:

- **COVID-19 Pandemic** - Public engagement events that were planned in the spring of 2020 were cancelled, and project plans reconsidered to accommodate online engagement techniques. This will result in extension of project timelines.



The recently approved grant to the Victoria Civic Heritage Trust will help preserve heritage designated buildings like 1717 Government Street (The Lim Dat Building, which received a Parapet Incentive Program grant to seismically upgrade the parapet and cornices in 2016).



Quadra Village Pop-Up Event

## Attachment B – Operational Highlights, Accomplishments and Metrics (T1 2020)

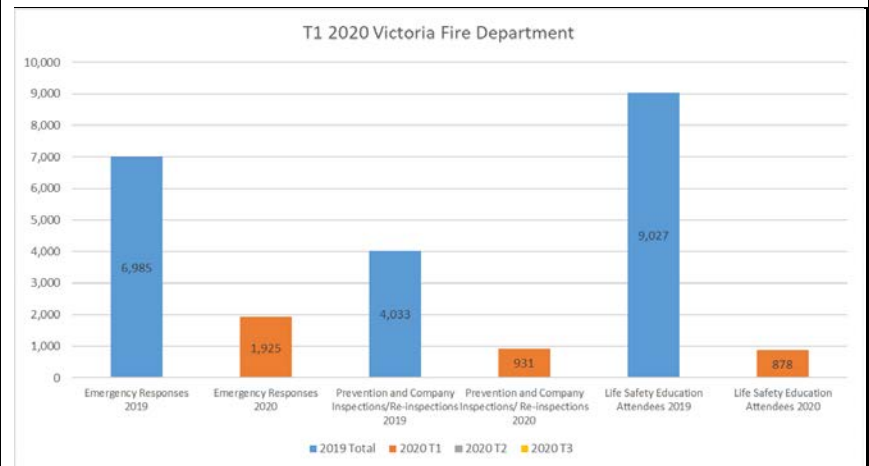
### Victoria Fire Department

#### Highlights and Accomplishments:

- **Service Requests** - The Fire Department received 2,172 requests for service resulting in 1,925 responses, including 183 responses to fires including structure fires, rubbish fires, beach fires, car fires, and other miscellaneous fires.
- **Fire Response** - 18 of the fire responses were the result of residential structure fires including responses to two heritage designated properties; Spencer Castle, located at 2906 Cook Street, and the National Historic Site located at 223 Robert Street. Both buildings are expected to be restored.
- **Overdose Response** - The Province re-instated fire first responder responses to “red calls” for overdoses. As a result of the temporary reduction of overdose responses, the department’s overdose calls have decreased from 280 in the last third of 2019 to 236 in the first third of 2020. Fire Fighters have administered Naloxone at 12 incidents in T1.
- **Work Schedules** - Worked with IAFF Local 730, for agreement to enable flexibility of work schedules to address high-risk issues and other required fire and safety needs that may occur outside of existing work schedules in the collective agreement.
- **Fire Inspections** - Fire Prevention and Suppression have completed 931 fire and life safety inspections and re-inspections.
- **Fire Safety** - Fire Prevention members conducted patrols of Topaz Park and other sites around the City to identify hazards and provide fire safety education.
- **Fire Safety** - Fire Prevention members in collaboration with Bylaw Staff conducted safety inspections of Beacon Hill Park twice a week.

Firefighting Aid Provided To:	Date	Incident Type	Apparatus Deployed
Oak Bay	2020/01/14	House Fire	Engine, Battalion
Oak Bay	2020/03/22	House Fire	Engine, Battalion
Oak Bay	2020/03/25	House Fire	Engine, Battalion
Firefighting Aid Provided To:	Date	Incident Type	Apparatus Deployed
Victoria	N/A	N/A	N/A

*Firefighting Aid - In T1, Victoria Fire Department has responded to 3 incidents in Oak Bay to provide Fire Fighting assistance. In T1, Victoria Fire Department did not require any firefighting assistance.*



Victoria Fire Department	
<ul style="list-style-type: none"> <li>• <b>Fire Safety</b> - Suppression Staff in collaboration with VicPD conducted late night tours of Topaz to identify any hazards provide safety education.</li> <li>• <b>Training Software</b> -Target Solutions, the department's new training portal, is fully operational and has seen great success in the past months. The program provides online learning, efficient and readily accessible access to metrics, and processes that track and identify staff receipt and acknowledgement to delivered training and communications.</li> <li>• <b>Specialized Training</b> - Implemented online strategies to deliver training and where face to face is required, ensure social distancing and other safety precautions are in place.</li> <li>• <b>Emergency Planning</b> - Staff worked with Service Innovation and Improvement to develop a corporate wide approach to emergency planning in the City.</li> <li>• <b>Evacuation Route Planning</b> - Regional and local evacuation route planning is underway with multiple stakeholder planning and training sessions occurring. A field test was completed to test the time required to conduct door to door evacuations with Esquimalt Emergency Program, Esquimalt and Victoria Fire, DND Fire, Victoria Police, and volunteers. The final evacuation plan will be complete by T2 and tested and exercised through EOC exercises.</li> <li>• <b>Emergency Support Services (ESS)</b> - Planning was conducted with EM staff and CRC staff for delivery of ESS during COVID-19 and training was completed on the new Electronic Registration tool through EMBC for delivering ESS virtually.</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Community Safety Education</b> - Community education programming was delivered to over 878 attendees through 47 sessions. These education sessions included Fire Safety Talks, Emergency Program Workshops, fire drills, school education programs, Car Seat Installation Clinics, fire station tours, smoke alarm installations through a collaboration of Fire Prevention, Suppression and Emergency Management.</li> <li>• <b>H.E.A.T Program</b> - received 46 calls on the H.E.A.T. hotline, resulting in 1 home visit in the City of Victoria. The new H.E.A.T. Facebook Group has grown to 96 members. Staff have dedicated 34.5 hours to support the H.E.A.T. program.</li> <li>• <b>Royal Roads Project</b> - Royal Roads Master of Arts in Disaster and Emergency Management (MADEM) students completed a student project and presentation on the risk of high-rise apartment fires in City of Victoria. Victoria has several high-rise apartments within its jurisdiction and high-rise fires have been identified within the City's HRVA as a risk. The MADEM students project involved research and community engagement and final recommendations for policy and education initiatives after surveying community members about the perceived responsibility before, during, and after a high-rise fire in condos, rental apartments, and supportive housing in Victoria.</li> <li>• <b>Connect and Prepare</b> - The Emergency Management Division in collaboration with Shift Collaborative's Resilient Neighbourhoods Program launched the Connect and Prepare program in 4 new buildings providing facilitated sessions which teach communities how to develop and create relationships to better connect and prepare to be able to respond to emergencies and stresses of all kinds.</li> </ul>



## Attachment B – Operational Highlights, Accomplishments and Metrics (T1 2020)

Victoria Fire Department	
<ul style="list-style-type: none"> <li>• <b>Emergency Support Services (ESS)</b> - ESS was provided twice in T1. In February, ESS assisted 4 individuals whose basement had flooded by providing food, shelter, and clothing. In April, ESS assisted 1 individual whose involved in a house fire by providing food, shelter, and clothing.</li> <li>• <b>Canadian Red Cross ESS</b> - The Emergency Management Division and the Canadian Red Cross hosted the “Introduction to Reception Centres” course for Emergency Support Services volunteers.</li> <li>• <b>Remotely Piloted Aircraft System (RPAS)</b> - The Remotely Piloted Aircraft System was used along the Dallas Road banks after the Feb 1st flooding and bank collapses to assist in the safety planning and repairs of the bank. An Expenditure Authorization Form was submitted to EMBC and approved for the cost of a geo-technical engineer to respond to the bank collapse.</li> </ul> <p><b>Emergine Issues and Challenges</b></p> <ul style="list-style-type: none"> <li>• <b>COVID-19</b> - During the COVID Epidemic, the department has taken steps to effectively continue operations with respect to staff health and safety through City Policies and the implementation of the VFD Pandemic Plan, which speaks to fire operations and includes cleaning and decontamination procedures, response to medical emergencies with potential COVID infection, fire investigations and apparatus deployment considerations.</li> <li>• <b>Emergency Operations Centre (EOC)</b> - The City’s Emergency Operations Centre was activated in response to COVID-19 planning and response. Emergency Management staff worked in the Planning Section, EOC management, and Business Continuity as well as assisted in site operations with setting up Topaz park with tents, tarps, cots, and other items to ensure personal safety.</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Neighbourhood Hubs</b> - The Emergency Management Division, Shift Collaborative, Neighbour Lab, My Great Neighbourhoods, and Transportation worked together on planning and design for neighbourhood hubs.</li> <li>• <b>Neighbourhood Hubs</b> - Mount Doug Secondary School students in the Design &amp; Innovation class worked with the Emergency Management Division, Shift Collaborative, neighbour lab, and Greater Victoria Placemaking Network to create neighbourhood hub designs and presented their ideas, solutions, and prototypes for the Connect &amp; Prepare Challenge through an idea gallery walk.</li> <li>• <b>Community Based Social Marketing</b> - Attended the Community Based Social Marketing (CBSM) workshops and gained knowledge and tools on how to promote behavioural changes that foster preparedness and public health and safety. This knowledge and tools will be used to further develop the Emergency Program’s public education and outreach. These ideas were brought back and presented to the Local Government Emergency Program Advisory Council (LGEPAC) as there is regional interest in this subject. The regional public education working group will be exploring the implementation of the CBSM approach.</li> </ul>