



Committee of the Whole Report For the Meeting of Feb 18, 2021

To: Committee of the Whole
From: Jocelyn Jenkyns, City Manager
Date: February 12, 2021
Subject: Accountability Report – Period Three 2020

RECOMMENDATION

That Council receive this report for information.

EXECUTIVE SUMMARY

The following report provides a summary of major highlights, accomplishments, and challenges for the period of September 1 – December 31, 2020. During the third period of the year, the expected second wave of the pandemic began, and the City was well positioned to continue to maintain all essential municipal operations and services, while ensuring employee health and safety.

Strategic Plan Progress Report – Attachment A

Attachment A contains the status of 2019-2022 Strategic Plan Actions at the end of 2020, including comments on issues and challenges as several new initiatives were put on hold due to COVID, or delayed through Council decisions made through the year. This Attachment was previously provided to Council on January 25, 2021 to inform discussions on Strategic Plan amendments and is being provided again to maintain a consistent public record.

Highlights, Accomplishments and Metrics – Attachment B

Major highlights, accomplishments and challenges experienced through the third period of 2020 are contained in Attachment B and organized by Department. Outside of the on-going challenges associated with the current pandemic that are outlined in this Attachment, some key highlights and accomplishments include, but are not limited to:

- Final installation of local artwork by local artists in bus shelters as part of the *Community Display* initiative
- Launch of the *Community Virtuals* initiative as online events focusing on community development and resiliency in a lunch & learn format to help promote the *My Great Neighbourhoods Initiative*
- Adoption of the *Accessibility Framework* and action plan
- Completion of a *By-election* requiring additional health and safety measures to fill a vacant Council position
- Supported seven new projects to enrich and enhance lives of newcomers through the *Participatory Budgeting* program
- Adopted the *Zero Waste Strategy*

- Continued implementation of the *Bike Master Plan* through the opening of Harbour Road AAA cycling facility and ongoing construction of Vancouver/Graham/Jackson bikeways
- Reopened *Topaz Park* following remediation of areas used for temporary sheltering
- Planted 535 *new trees* on public land, exceeding the annual target of 500 per year
- Approval of 258 new *rental homes* at two properties in support of the Housing Strategy
- Developed an on-line *Plumbing Permits application* available through eApply
- Completed an interim After-Action Review' to address potential future improvements to the *Emergency Operations Centre* that was activated from March - June as a result of the pandemic

Core Service Delivery Work Plan – Attachment C

The City of Victoria provides over 200 services to residents, businesses and visitors. Attachment C highlights some of the main service and program areas, as well as key activities that took place throughout 2020.

Council Member Expenses – Attachment D

Attachment D contains all expenses submitted by members of Council for reimbursement during the period of September 1 – December 31, 2020. Council travel continued to be restricted due to COVID-19 resulting in few expenditure submissions.

Grant Update – Attachment E

An update on the grant activity during the period of September 1 – December 31, 2020 is contained in Attachment E.

Awarded Contracts – Attachment F

A listing of new contracts awarded for external procurement of goods and services that is expected to exceed \$50,000 is contained in Attachment F.

Council Motions – Attachment G

During the reporting period covered in this report, Council passed 168 motions and are contained in Attachment G. A significant portion of the Council motions made in the second period of the year were related to the COVID-19 pandemic.

Advisory Committee Motions – Attachment H

Attachment H contains motions for Council consideration approved by the Renters Advisory Committee, Active Transportation Committee, and the Accessibility Working Committee Group during the period of September 1 – December 31, 2020. The motions from the Renters Advisory Committee were previously reported to Council. These are being provided through the triannual report to maintain a consistent public record.

Urban Forest Master Plan Update – Attachment I

As directed by Council, the Accountability Report includes an update on the Urban Forest Master Plan as contained in Attachment I.

Development Services and Permit and Inspections – Consolidated Reporting – Attachment J

At the end of 2020, the Sustainable Planning and Community Development department caught up on monthly reporting of development and permit activity, including detailed application information, application turnaround times, overall volumes, and year over year trends. Attachment J contains the Sustainable Planning & Community Development Consolidated Monthly Reporting from September to December 2020. All monthly reports since 2017 are available on the City's website.

Council Motions Referred to the Accountability Report

On October 8, 2020, Council received the *Child Care in Victoria Action Plan* for information and approved the following:

1. *Refer to staff to report back at the Term 3 Update on the Financial and Human Resource implications and the ability to implement the Process, Policy, Partnerships and education and Training recommendations that are within municipal jurisdiction in the Report.*
2. *Bring forward the specific recommended advocacy motions for consideration at a future Council meeting.*

Through the 2021 financial planning process that concluded on January 25, 2021, a new Social Planner position in the Community Planning Division was approved and will lead further work on implementing the process, policy, partnerships, education and training recommendations in the action plan. The staffing process for this position is expected to take six to eight months. As such, staff anticipate being able to provide information related to financial and human resource implications through the 2022 financial planning process. There is no current staff capacity to take on this work in the interim.

Prior Year Council Motions Pending

Three motions that are pending a report back from staff have been delayed due to the current pandemic, as well as additional workload created as a result of the 2020 by-election as follows:

1. *Deer Management Funding and Fencing Regulations*
A report back in the first triannual period update in June 2021 will be provided with recommendations on proceeding with these issues, informed by recent Provincial funding decisions and current city plans to update the Fence Bylaw.
2. *Banning the Sale of Puppies, Kittens and Rabbits*
A report to Committee of the Whole will be provided in T1 2021.

CONCLUSIONS

Triannual accountability reporting, rather than quarterly, will continue in 2021 to free up capacity for staff to focus on emerging issues and challenges related to the pandemic. The 2021 reporting schedule is as follows:

Reporting Period	Timeframe (2021)	Expected COTW Report
1	Jan 1 – Apr 30	Jun 2021
2	May 1 – Aug 31	Oct 2021
3	Sep 1 – Dec 31	Feb 2022

Municipal operations continue to be an essential service as directed by the Province in March of 2020. Measures required to protect employee and public health and safety, while ensuring operational continuity, together with unexpected response measures to mitigate community impacts are expected to continue to divert staff focus in certain areas. With continued uncertainty around the duration and severity of the current pandemic, staff will continue to proactively address emerging issues as required and provide regular updates to Council and the community.

Respectfully submitted,

Mandi Sandhu
Head, Service Improvement & Innovation

Jocelyn Jenkyns
City Manager

List of Attachments

- A. Strategic Plan Progress Report
- B. Operational Plan Highlights, Achievements and Metrics
- C. Core Service Delivery Work Plan
- D. Council Member Expenses
- E. Grants Update
- F. Contracts Awarded
- G. Council Motions
- H. Advisory Committee Motions
- I. Urban Forest Master Plan Update
- J. Sustainable Planning & Community Development – Monthly Report (December 2020)