

CITY OF VICTORIA OPERATIONAL HIGHLIGHTS, ACCOMPLISHMENTS AND METRICS

First Triannual Report 2021

January 1 – April 30, 2021

Business & Community Relations

Highlights & Accomplishments:

Arts, Culture & Events:

- **Artwork Exhibitions Downtown** - Eight artworks were installed in signage kiosks and 4 artists selected to animate vacant storefronts in the downtown core. These projects provide temporary exhibition opportunities for artists and enhances everyday artistic encounters.
- **Poet Laureate** - John Barton celebrated Poetry Month with his video project, The Resilient Muse. Featuring four local poets, the video celebrated the resiliency that everyone has had to find over the past year.
- **Youth Poet Laureate Announced** - James Summer was announced as the 2021 Youth Poet Laureate. James hopes to connect with other youth in Victoria and share his love of poetry.
- **Cultural Infrastructure Grant** - A new grant program with \$125,000 in funding for Victoria based non-profit arts and culture organizations was launched. Virtual information session with 20 participants was held in April.
- **Artist in Resident Kathryn Calder Projects:**
 - **1-877-2BE-CALM** New content on the toll-free telephone number to bring calmness and joy to your day was launched this spring. The phone line has a wide variety of comforting and joyful content featuring calming nature sounds, stories, meditations, music, poetry and children's laughter.
 - **Opening Act:** Opening Act is an online series of songwriting and performance workshops for youth. Participants discover the world of songwriting, learn about composing, melody, lyrics, arrangement and production.



Artist Andrea Fritz, Vacant Storefront Program



Youth Poet Laureate, James Summer

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

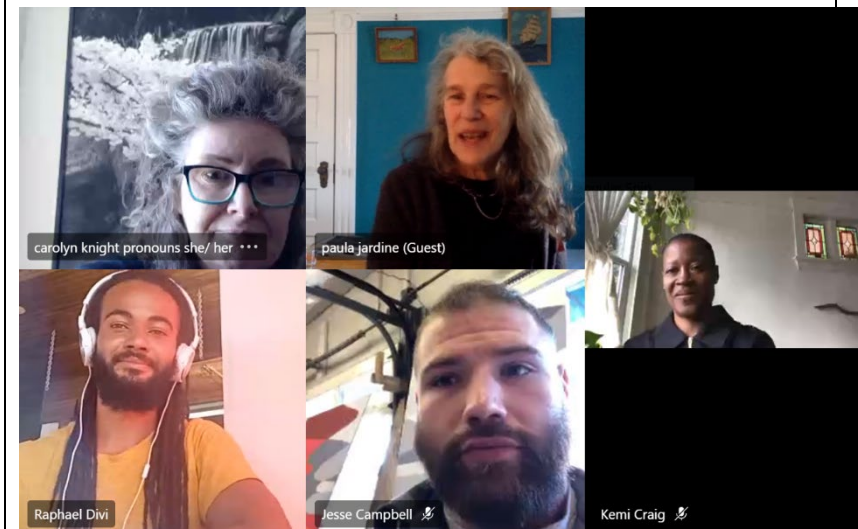
- **Festival Investment Grants** – Council approved \$268,550 in funding and \$100,550 in-kind contributions to help fund 34 festivals happening in 2021. All 34 festivals are returning applicants to the FIG program and will use the funding to organize alternative online programming or reduced in-person events later in the year.
- **Filming** – An extremely strong start to the year. The first four months of 2021 saw as much film activity as we would see in a typical year. 57 permits issued and 78 days of filming in the City kept our local industry busy employing many creative sector workers displaced by COVID-19 disruptions in other areas.

Economic Development:

- **Build Back Victoria (BBV)** – The Build Back Victoria Engagement Strategy and Survey was launched to gain feedback and help inform future recommendations and improvements to the program for 2021. The survey received more than 780 responses and 8,700 comments, highlighting an over 80% positive support rate for the program's continuation. Over 80 total BBV permits have been issued through the second iteration of the program to date, and staff are working with upwards of 35 additional applicants through the permitting process.
- **Victoria 3.0** - Actions were reprioritized due to the ongoing pandemic, staff convened a meeting with business leaders in early February to discuss the *Victoria 3.0* economic action plan and items identified for 2021 to reassess relevance and timing. As a result, items were reprioritized and will be presented to Council in the second period of the year.
- **Downtown Clean & Safe Committee** - Council approved \$100,000 in funding to support a Vibrancy & Vitality initiative to be administered through the Downtown Victoria Business Association. The funding will help launch a Downtown Clean & Safe Committee that includes a Good Neighbour Program and a grant program to support Victoria businesses that sustained damage due to vandalism facilitate quick repairs.



Film – On the set of American Dreamer



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

Neighbourhoods:

- **My Great Neighbourhood Grant** – The 2021 intake for grant applications opened on April 1. Residents can apply for up to \$5,000 for placemaking projects and community recovery and resiliency projects and up to \$1,000 for activities. As of April 30, seven applications were received requesting a total of \$21,760 of the \$127,500 available from the 2021 Financial Plan.
- **Community Virtuals** – This new monthly "lunch and learn" series was introduced to connect with residents and focused on community development and resiliency and continued for 2021. Events included: Engaging Your Neighbours - January, The Power of Community Art - February, Growing in the City - March, and Community Preparedness in April. Together these first four 2021 sessions attracted 175 participants and included participation from a cross section of city staff and local expert presenters.
- **Neighbourhood Association Coordinator Funding** – Strategies approved for North Park, Downtown, and James Bay with those neighbourhood associations receiving \$20,000 in funding to support strengthening their associations' capacity and engagement with residents. Staff await strategies from Rockland and Jubilee.

Victoria Conference Centre:

- **Sales Initiatives** – Virtual familiarization tour of Victoria to 28 meeting planners from the US and Canada to showcase our Destination. Results showed lead opportunities for future conferences.
- **Carbon Neutral Designation** – The Victoria Conference Centre has been designated as 'carbon neutral' by noted corporate sustainability management firms Synergy Enterprises and Offsetters. Website and Marketing material updated to highlight this achievement and a new 'Green Meetings' guide has been created.
- **Flower Seed Campaign** - 150 key clients across Canada and the US were recipients of our Canadian Wildflower seed campaign. Tied to Destination Greater Victoria's Annual Flower Count, these locally-produced seed



Virtual Familiarization Tour of Victoria

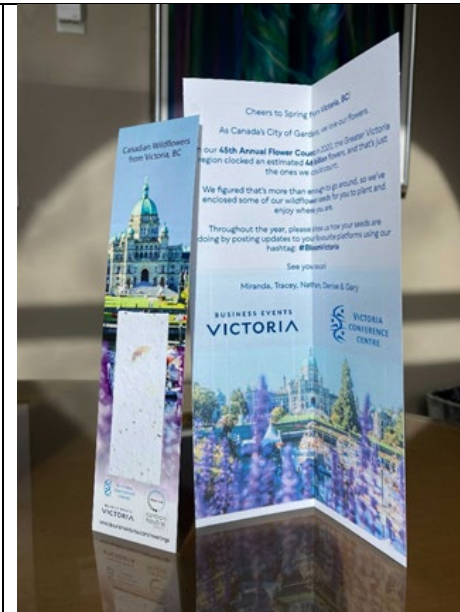
Attachment B – Operational Highlights, Accomplishments and Metrics (T1 2020)

bookmarks invited clients to join us on the path to regrowing our industry, as well as raising awareness of Victoria's status as a leading 'Garden City' and our new Carbon Neutral Designation.

- **Virtual Events & Conferences** - CanSPEP Holiday Event, Business Events Canada Economic Sector and Incentive Plan Canadian Partner Webinars, SITE Conference, TSEF – The Sustainable Events Forum, CSAE Tete-a-Tete, GO WEST Virtual Series, MPI BC - BC Meetings & Events Chapter Event, CONNECT Meetings Cyber Virtual Business Show, Global Meetings Industry Day, The Event, and Sustainable Events Earth Day Event.
- **Contracts** – Vancouver Island Health contracted the VCC to be utilized as a mass vaccination centre from April 12 to September 3. Although no other new contracts were signed, eleven existing contracts forced to postpone due to current health restrictions signed new contracts for future dates, eight were city-wide conferences.
- **Site Inspections** – Nine in-person and one virtual site inspection were held to showcase the VCC for future bookings.

Emerging Issues and Challenges:

- Due to Provincial Health Orders, the City's festivals, events, and conference bookings continue to remain on hold. Although, the Victoria Conference Centre secured the VIHA booking, any remaining bookings for T3 have started to cancel or rebook for later dates into 2022 and 2023.
- The Business Hub continues to manage Build Back Victoria applications, which affects capacity to lead any 2021 economic action plan initiatives.



Flower Seed Campaign

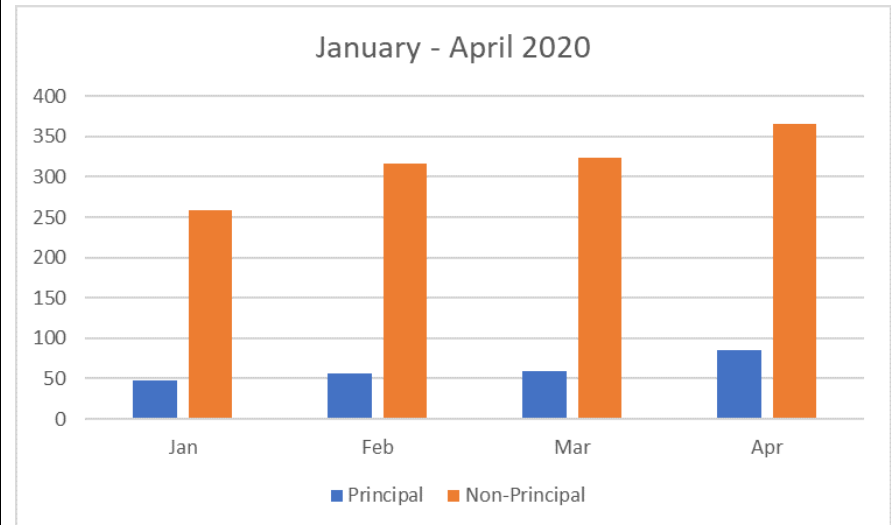
Bylaw Services

Highlights and Accomplishments:

- **Increase in Short Term Rental Applications** - There has been a significant increase in Non-Principal Short Term Rental applications. These applications come primarily from condo hosts who had taken long-term tenants during the pandemic. Operators are anticipating a steady return of tourists with the resumption of interprovincial and international travel.
- **Short Term Rental Advisory Group** - The Short Term Rental Coordinator for the City of Victoria sits on the provincial Short Term Rental Advisory Group which was formed in 2020 by the Province and UBCM. This group includes representatives from nine local governments including Victoria. Information generated by the Advisory Group will help inform the Province's consideration of potential policy approaches to STRs, including possible measures to support local governments interested in taking further actions to address STR impacts. A report is anticipated in July 2021.
- **COVID-19 Pandemic/Homelessness** - The COVID-19 Pandemic and homelessness crisis resulted in between 155-191 shelter structures in parks and public spaces which required compliance management to ensure that temporary outdoor sheltering regulations were being adhered to. This dominated the majority of staff time and caused significant backlog in other calls for service.
- **Public Health Order Compliance** - Community bylaw enforcement officers were required by the Province to act as the first agency to respond to, assess, educate and gain compliance by influencing members of the public to make the right decisions based on Public Health Orders. Bylaw Services responded to a high volume of public complaints and ensured referrals to the appropriate enforcement agencies were made.

Short-Term Rentals

City of Victoria regulations allow short-term rentals for eligible operators. Eligible operators must have a Short-Term Rental Business Licence and comply with operating requirements. View the [Short-term Rental Regulation Bylaw](#).

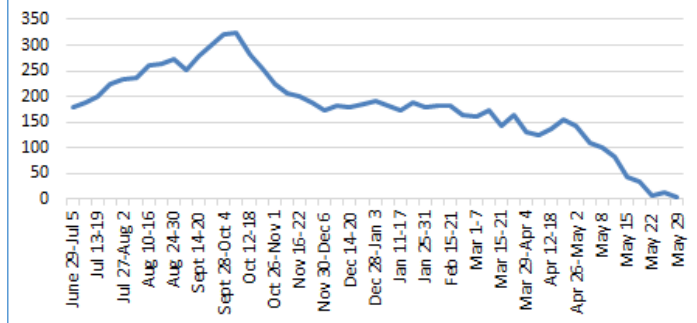


Bylaw Services increases in applications for Short Term Rentals.

Bylaw Services

- **940 Caledonia Temporary Outdoor Shelter** - In December of 2020, there was a flood in Central Park requiring the evacuation of approximately 30 people who were experiencing homelessness and sheltering in that park. A cooperative effort between the City and community resulted in the creation of a temporary outdoor shelter on the parking lot of 940 Caledonia. Bylaw Services was responsible for management of this space and worked cooperatively with the residents of the temporary shelter, the surrounding community and various outreach groups

Total sheltering counts in all areas



Emerging Issues and Challenges:

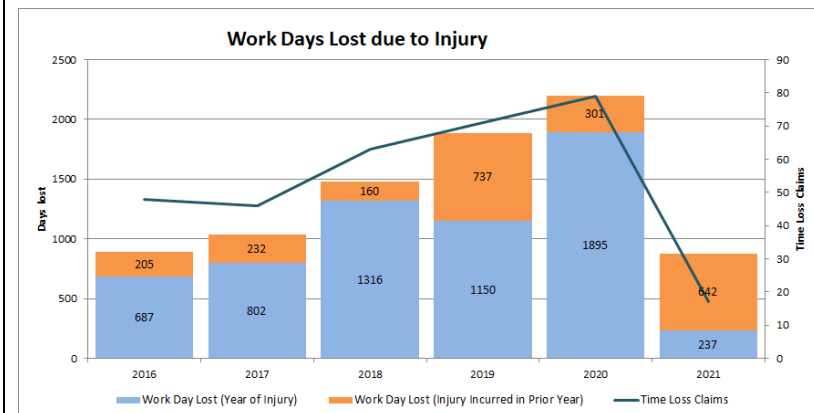
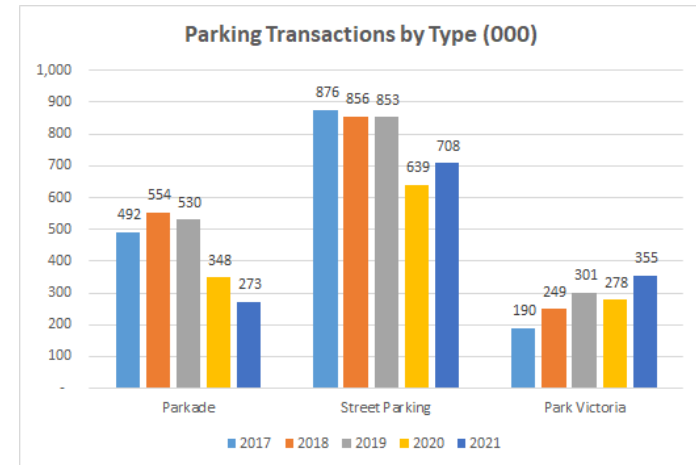
- **Short Term Rental Enforcement** - The City of Victoria is actively enforcing on hundreds of non-compliant Short Term Rental operators. There are several cases before the court and numerous other investigations are ongoing. The goal is to achieve voluntary compliance through education however, when those efforts are unsuccessful, various enforcement strategies, including but not limited to Long Form Prosecution and Injunction, have been implemented.
- **Service Levels** - As a result of the pandemic and focus on public health and safety, many calls for service, investigations and compliance issues have not been addressed. As the situation improves, it will be a priority to return to regular service levels and clear up backlogged files.



Corporate Services

Highlights and Accomplishments:

- **Coastal Communities Social Procurement Initiative** – Over 75 city Credit Card (PCard) holders have received training on how to use the Social Value Supplier Directory. The City is continuing with internal training and building a dedicated resource site for staff that is populated with a list of local social value supplies, useful procurement resources and success stories.
- **2020 Financial Statements** – Received an unqualified (clean) opinion form the City's external auditor.
- **Five-Year Financial Plan** – Council adopted the 2021 Budget and Five-Year Financial Plan and set the 2021 Tax Rates.
- **Annual Youth Transit U-PASS Program** – The City issued 1,959 passes to youths between the ages of 6 to 18 years to explore the city by transit and travel for free to school, work, shopping and recreation.
- **940 Caledonia Avenue** – Completion of the land use process and agreements to support a temporary supportive transitional shelter project on City owned lands for 30 units of housing for a period of 18 months. The project is being delivered with the participation of non-profit service providers, provincial and municipal funding supports.
- **MyPlace Transitional Shelter** – Renewal of agreements with BC Housing for continuation of the MyPlace Transitional Shelter.



Engagement

Highlights and Accomplishments:

- **COVID-19 Response and Recovery** - Continued communication planning and support for the City's COVID-19 response and recovery.
- **Participatory Budgeting** – The participatory budgeting community steering committee was established for 2021. Neighbourhood spaces is the focus for this year's project ideas and funding. The City's virtual engagement tool will be used to gather submissions and facilitate community voting.
- **2021 Budget Engagement** - Public engagement that opened in December for the 2021 Draft Budget continued into mid-January, including a virtual Budget Town Hall. Residents and businesses shared their priorities for investment to help inform Council's final budget decisions. A total of 317 people tuned in live to the Town Hall and many submitted questions online ahead of the event.
- **Official Community Plan Update engagement** – The City began engagement to update parts of the Official Community Plan to reflect recently approved plans and policies, improve clarity and respond to emerging trends.
- **Phase 1 - James Bay AAA Cycling Route engagement** – Public input has informed revised route designs that will be shared with the public for feedback in May.
- **Climate Action Outreach** – City staff met with the South Jubilee and Fairfield Gonzales Neighbourhood Associations as part of the City's climate action outreach on City-led activities and to raise awareness of the actions residents can take to help meet the City's climate targets.

Official Community Plan Update



COVID-19 Response and Recovery



Your Dollars • Your Decisions • Your City

#pbvic

Participatory Budgeting

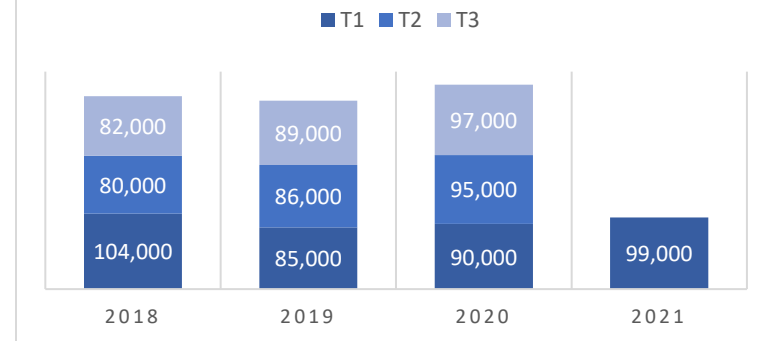


Attachment B – Operational Highlights, Accomplishments and Metrics (T1 2020)

Engagement

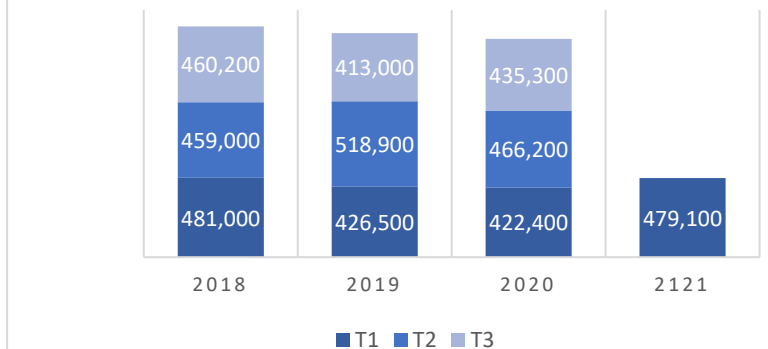
- **Welcoming City Strategy Engagement Planning** – The Council-appointed Welcoming City Task Force is made up local experts and people with lived experience, and co-chaired by Mayor Lisa Helps and Councillor Sharmarke Dubow. The Task Force is leading the initiative to develop a Welcoming City Strategy with the assistance of consultants and City staff. Engagement planning took place in the first trimester for targeted stakeholder virtual workshops and broader online engagement that will begin in May.
- **Engagement by the Numbers: January 1 – April 30, 2021**
 - 12 online events (virtual workshop or open house)
 - 95 stakeholder meetings (virtual/phone meetings, stakeholder email, door-to-door canvassing)
 - 18,901 people engaged
 - 215 emails received providing input on engagement activities
- **Have Your Say online platform:**
 - 132 new registrations
 - 16,413 people “aware” - visited at least one project page
 - 7,946 people “informed” - visited multiple project pages/downloaded files
 - 2,690 people “engaged” - contributed to an activity
 - 3,055 surveys completed (Note: one visitor can fill out multiple surveys)
- **EMERGING ISSUES AND CHALLENGES:**
Due to public health orders limiting physical distancing to curb the spread of COVID-19, in-person community engagement continued to be replaced by virtual engagement using the City’s engagement portal.

SOCIAL MEDIA



Compared to T1 2020, the total combined social media audience (Twitter, Facebook, Instagram) increased by 8,963 (9.96%) in T1 2021. This was higher than the year before in T1 when it grew by 5.88%.

WEBSITE VISITS



In T1 2021, there was an increase of 56,699 (13.42%) user sessions on the City’s website compared with T1 2020. In comparison, there was a decrease of .98% in T1 the year before.

Engineering and Public Works

Highlights and Accomplishments:

Climate Action and Environmental Sustainability:

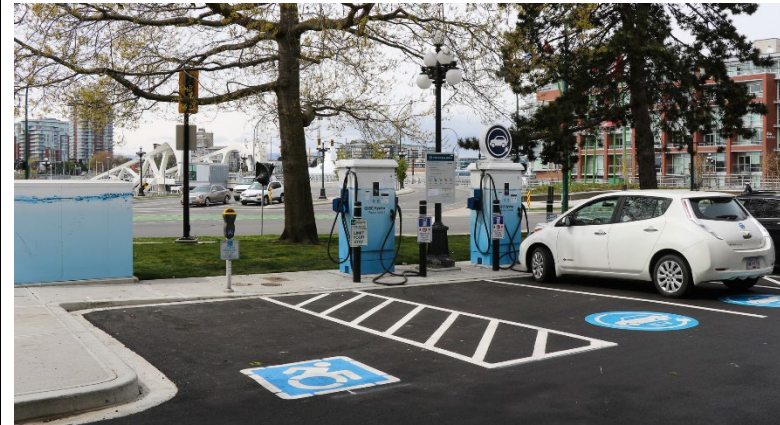
- New EV Charging stations opened on Store St in partnership with BC Hydro. The first DC Fast Charging stations in the City of Victoria.
- Council approved change to residential solid waste service to enable curbside collection and addition of yard waste to green bins starting later in 2021.
- New vehicles & branding introduced to support collection of organic and recyclable material from public realm zero waste stations with 750 kg/month being diverted.
- Council approval for selling low carbon fuel credits to further support climate action initiatives.
- Adoption of Checkout Bag Regulation Bylaw.

Engineering:

- \$53.8 million 10-year accelerated renewal of critical underground infrastructure, with funding support from the Government of Canada's Disaster Mitigation and Adaption Fund, has started including projects in James Bay, Ross Bay and Downtown.
- Watermain replacements completed on Wellington Avenue, Reed Street and Kindersley Road.
- Brick storm drain rehabilitated on Alpha Street.

Public Works:

- Responded around the clock to 72-hour snow event (Feb. 2021) plowing roadways and laying 350 tonnes of salt.
- Over 1,100 fleet maintenance orders completed for City and Vic PD fleets.



Store St DCFC



Zero Waste Vehicle

Engineering and Public Works

- Approximately 1450 traffic control permits were processed, enabling contractors and City crews to complete their work on Victoria streets.
- 53 Traffic Management Plans completed in support of Special Events or Filming throughout Victoria.
- New eco-friendly weeding program initiated.
- Continued conversion of tools to electric powered including two tampers, a ride on mower, leaf blowers and grass trimmers.
- Milled & Paved city roads using 1,000 tons of asphalt, repairing 5,600 square metres of road.
- Completed 40 linear metres of lip grinding (trip hazards).
- Completed 800 block Humboldt Street sidewalk replacement and repairs.
- Installed battery backup systems at 10 traffic signals.
- Installation and removal of Community Care Tent at Cook Street.
- All Gender Washroom constructed at Beacon Hill Park.
- Fabricated custom picnic tables for Dallas Road and Memorial Drive projects.
- Repaired 6 sewer and storm sewers and 12 watermain break repairs.
- Flushing of 82km of watermain.
- Inspected and cleaned over 1000 catch basins.
- Completed 8.7 km of underground camera inspections.
- Cleaned 26.5km of sanitary sewer mains.

Transportation:

- Road safety upgrades, road repaving and vehicle slip lane removal at Esquimalt and Tyee constructed by Public Works.
- Graham / Jackson AAA corridor complete.
- Vancouver AAA Cycling corridor substantially complete.
- Topaz Avenue sidewalk completed.
- Tender released for Government Street North Complete Street Project (AAA Cycling, underground asset renewal, road repaving)



Vancouver St bike route



Heated Organic weed treatment unit designed & built by Public Works

Engineering and Public Works

- New traffic signal at Princess/Cook.
- Completion of roundabout at intersection of Cook and Southgate Streets.
- Traffic signal operations changes of Johnson /Pandora/Store/Wharf Bridge intersections to improve safety and efficiency.
- School Streets initiative launched at George Jay Elementary with other schools looking to join program.
- Ongoing roll out of Build Back Victoria Program including permitting of patios and pedestrian priority on Government St and Broad St.
- Completion of public open space and Multi Use Pathway project on Memorial Drive.

Emerging Issues and Challenges:

- Maintaining operational readiness for critical water, sanitary sewer and storm water services during COVID pandemic
- Maintaining the safety and well-being of outside crews from physical and verbal threats.
- Recruitment of key leadership staff
- Maintaining delivery of large and expanded capital programs within existing staffing levels and COVID 19 impacts on external labour and material costs and supply chain interruptions
- Increased volume and complexity of development applications and associated engineering review



Electric ride-on lawn mower

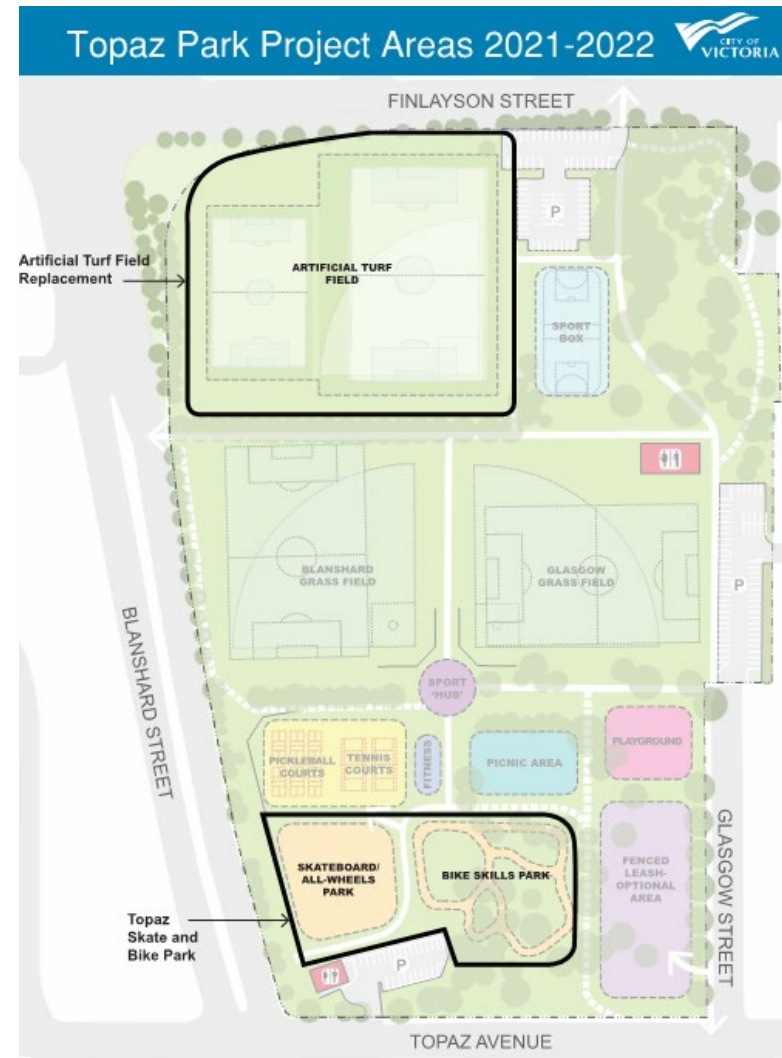


Snow clearing – Feb. 2021

Parks, Recreation and Facilities

Highlights and Accomplishments:

- **Topaz Park Skate and Bike Parks** – The engagement process for the project got underway with technical advisory committee. Leaders from the local skate and bike communities met with the project team to provide input into the design of these much-anticipated amenities.
- **Topaz Park Artificial Turf Field Replacement** – The project team completed the technical engagement for the design of the new fields. Representatives from the local sport community and the Hillside-Quadra Neighbourhood Association provided input into the project design of the fields through a series of meetings.
- **Crystal Pool and Fitness Centre Re-opening** – In February the Crystal Pool and Fitness Centre re-opened after being closed for nearly a year due to the pandemic and major system repairs. The City resumed much-needed services including family and lane swims, swimming lessons, children's programs, personal training, and access to the fitness centre.
- **Dallas Road Greenspace Fencing** – Staff completed the installation of split rail fencing along Dallas Road between Moss Street and Clover Point. The railing provides separation between the new multi-use pathway and the City's most popular leash-optional dog area.
- **Beacon Hill Park Public Washroom Improvements** – Upgrades were completed to the public washroom building next to the playground along Bridge Way. A new universal washroom was added, as well as "hands free" toilets and facets, and other enhancements.



Parks, Recreation and Facilities

- **Clover Point Park Interim Plan** – The City approved an interim plan for this waterfront park, which will re-open to public use this summer, following completion of the CRD wastewater treatment project. Updates planned for the park include expanded space for pedestrians, new seating options, and additional parking for citizens with disabilities.
- **Community Garden Start-Up Grant** – \$30,000 in start-up grants were awarded to support the design, planning, and build of new community gardens in the city. The funding awarded will support the design of community gardens in the South Jubilee and Vic West neighborhoods, and the building of two new allotment gardens in Quadra Village and the Oaklands community.
- **Leaf and Branch Pick-Up Programs** – These seasonal programs resulted in the collection of 4,000 cubic yards of leaves and 196 cubic yards of branches. The nutrient-rich materials contribute to the City's own park programs, as well as the garden materials distribution program for residential home garden use.
- **Tree Protection Bylaw** – The City adopted a new *Tree Protection Bylaw*, which takes effect on July 1, 2021. The new bylaw will help further objectives outlined in the Urban Forest Master Plan, including the protection of trees on private property and the application of leading practices for long-term tree health.
- **Parks Regulation Bylaw** - The City adopted several amendments to the *Parks Regulation Bylaw* focused on mitigating the impacts of sheltering in parks. Centennial Square, Central Park and Cecelia Ravine were added to the list of parks where sheltering is prohibited. The City also adopted

Design and engagement are underway for the Topaz Park Skate and Bike Park, and the Artificial Turf Field replacement projects.



Crystal Pool and Fitness Centre reopened February 1



Parks, Recreation and Facilities

an amendment to end 24/7 sheltering in parks as of May 1, 2021.

- **Emergency Social Service Grants** – The City provided \$115,420 in grants to organizations supporting people sheltering outdoors, with access to showers and outreach services including meals and clothing.
- **Central Park Remediation** – The City made progress on the restoration of Central Park, following significant damage due to extreme weather and the high volume of sheltering activity in the park, during the winter. This work has required approximately 1,000 staff hours over five months.

Emerging Issues and Challenges

- **COVID-19 pandemic impacts** – New Provincial Health Orders to prevent the spread of the virus resulted in adjustments to the delivery of recreation programs and services at the Crystal Pool and Fitness Centre. This included a reduction in the maximum number of participants for programs, and drop-in access to the facility. Restrictions prohibit adult and seniors programs and high-intensity fitness classes. As a result, revenue projections for the facility have been reduced; however, staff are mitigating the decrease in revenue by reducing expenses. In addition, the Save On Foods Memorial Centre is being used for temporary housing for vulnerable citizens and is therefore not available for recreation programs.
- **Increase in the number of individuals sheltering in parks and public spaces** - Due to the pandemic the city has experienced a large increase in outdoor sheltering, which has resulted in a range of impacts requiring significant resources. Staff have worked continuously with stakeholders to mitigate

Beacon Hill Park public washroom accessibility improvements were completed.



The Salvation Army provided showers and clothing to people sheltering in parks.

Parks, Recreation and Facilities

risks to staff working in parks, individuals sheltering outdoors, and citizens using parks and public spaces. With the conclusion of the daytime sheltering in parks and the increased availability of indoor housing, there is an expectation that fewer people will be seeking shelter in parks. As the volume of sheltering reduces, staff resources will be focused on hazard removal and remediation of impacted park spaces.

Aging Facilities

- **The Crystal Pool and Fitness Centre** - Earlier this year one of the three facility boilers failed, requiring emergency repairs to keep the facility operational. Many of the building systems are beyond their functional service life and present maintenance and service challenges. Staff continue to take a risk-based approach to addressing issues that arise to maintain services for the community.
- **Oaklands Community Centre Roof Leak** - In March, maintenance workers identified that a roof leak had occurred causing significant structural damage to the administrative area of the facility. As a result, the area was immediately secured, and measures were taken to mitigate further damage and keep the facility operational. To accommodate this urgent project, staff have reprioritized the existing workplan, including deferring previously planned updates to the City's building at 812 Wharf St to 2022.
- **Victoria Conference Centre Roof Leak** – Early this year a roof leak above the administrative building resulted in significant damage. Remediation was completed and the roof has been patched until further repairs are completed later this year. Corporate contingencies will be utilized to fund the repairs and staff have reprioritize the workplan to minimize impacts on other planned projects.



Emergency repairs to Crystal Pool boiler system.

Sustainable Planning & Community Development

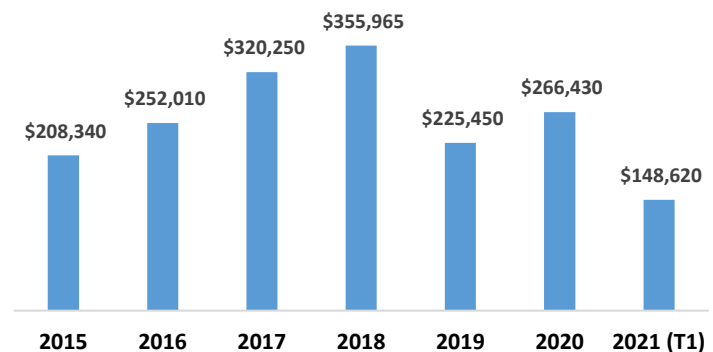
Highlights and Accomplishments:

- **Affordable Housing** - The City approved a Victoria Housing Reserve Fund grant in the amount of \$280,000 to the John Howard Society of Victoria in support of a 28-unit affordable housing project at 736 Princess Avenue.
- **Transitional Housing** - A Temporary Use Permit was issued for purpose-built transitional housing at 940 Caledonia Avenue, on a portion of the parking lot at Royal Athletic Park. The development consists of 30 tiny homes for an 18-month term, to provide comfortable, safe housing for people currently sheltering in parks.
- **Tenant Support** – A Greater Victoria Rent Bank pilot program launched to provide short-term financial help for low-to-moderate income households at risk of losing their housing due to a temporary financial crisis. The program is administered by the Community Social Planning Council with support from the City of Victoria. Tenant initiatives were further supported through an extension of the City's Renters' Advisory Committee term, which was to expire in March 2021 and was extended to an ongoing basis.
- **Development Process** – A report was presented to Council outlining successes and challenges associated with Community Association Land Use Committee (CALUC) consultation process COVID adaptations. Improvements to the process include enhanced signage and requiring virtual meetings when requested by CALUCs able to convene such events.
- **Engagement** – The second phase of public engagement for Village and Corridor Planning was completed and results are being compiled for future reporting to Council. Other engagement



736 Princess Avenue - Affordable Housing Project

Total Construction Permit Value (\$000)



Total construction permit value at April 30, 2021 was significantly higher than 2020 which was (just over \$32 million).

Sustainable Planning & Community Development

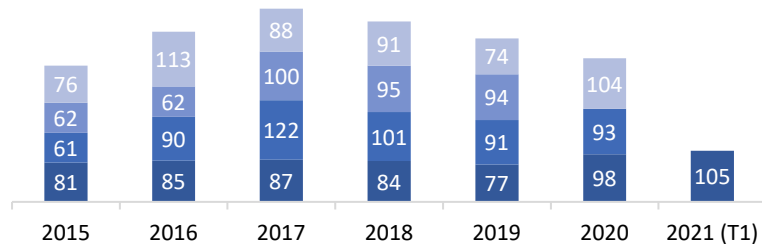
processes launched on the City's 'Have Your Say' portal to receive feedback on proposed updates to the Official Community Plan to align it with more current City plans and objectives, as well as updates to the Downtown Core Area Plan guidelines for new buildings and additions.

- **Heritage Conservation** – Two properties with heritage value were protected through Heritage Designation Bylaws, including a Queen Anne Revival-style house built in 1893 at 2564 Graham Street and an Edwardian Vernacular house built in 1910 at 1611 Stanley Ave.
- **Customer Service** – Permits and Inspections transitioned to a single phone number with a dedicated staff resource for answering customer inquiries. The division also went live with eApply for Plumbing Permits.

Emerging Issues and Challenges:

- **Staff Vacancies** - The Community Planning division experienced a staff vacancy (Community Energy Specialist) in this period that will delay some Climate Action initiatives.

Development Application Volume



The volume of development applications was slightly higher in 2021 with 105 applications compared to 98 in the same period in 2020.



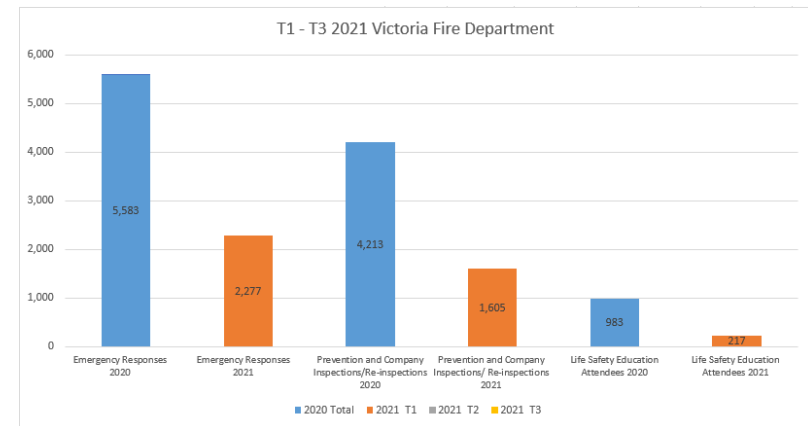
940 Caledonia Avenue - 'Hey Neighbour' Transitional Housing

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Victoria Fire Department

Highlights and Accomplishments:

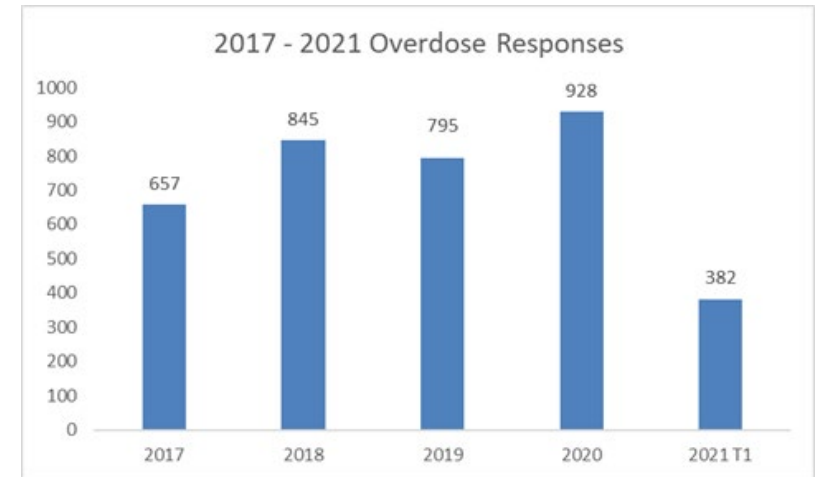
- **Emergency Responses** - In T1, the Fire Department received 2,503 requests for service resulting in 2,227 responses, which included 191 responses to fires such as structure fires, rubbish fires, beach fires, car fires, and other miscellaneous fires.
- **Overdose Responses** - In review of overdose related calls in T1 2021, the department responded to 382 overdose calls which is a significant increase in comparison to 242 in the same time period in 2020. Fire Fighters administered Naloxone at 21 incidents in T1.
- **Dispatch Services** - Fire Staff in collaboration with Supply Management prepared an RFP for dispatch services.
- **Fire Service Mutual and Automatic Aid Agreements** - Staff negotiated and implemented new Mutual Aid and Automatic Aid Agreements with the District of Saanich, District of Oak Bay and the Township of Esquimalt.
- **Tower Crane Agreement** - The Victoria Fire Department entered into a new Tower Crane Rescue Services agreement with the Town of Sidney. The agreement is based on a cost recovery model and training and equipment is funded through the British Columbia Construction Safety Alliance and WorkSafeBC.
- **Fire Prevention and False Alarms Bylaws** – Staff prepared amendments to the Fire Prevention and Regulation Bylaw and False Alarms Bylaw to meet current requirements for Council consideration.
- **Oil Tank Program** – In T1, the Fire Department completed 20 Oil Tank Removal Inspections, 3 Oil Tank Installations Inspections, and 3 Oil Burner Installation Inspection.



2021 T1 VFD Incident Breakdown		
ALARM ACTIVATED/NO FIRE	314	13.79%
EXPLOSION	3	0.13%
FIRE - NON-REPORTABLE	147	6.46%
FIRE - REPORTABLE	44	1.93%
HAZ-MAT	28	1.23%
MEDICAL	753	33.07%
MEDICAL - CANCELLED EN ROUTE	129	5.67%
MEDICAL - CANCELLED ON SCENE	539	23.67%
MOTOR VEHICLE INCIDENT	103	4.52%
PUBLIC HAZARD	38	1.67%
PUBLIC SERVICE	116	5.09%
RESPONSE CANCELLED	6	0.26%
RESPONSE - UNFOUNDED	57	2.50%
Total Incidents	2,277	100.00%

Victoria Fire Department

- **Hoarding Education Action Team (HEAT)** - In T1, the H.E.A.T. Program received 74 calls on the H.E.A.T. hotline resulting in 11 home visits within the City of Victoria and 63.5 hours staff hours dedicated to the program. The new H.E.A.T. Facebook Group has continued to see success since implementation. Due to COVID, all peer groups were cancelled, however in the last month Island Health members were able to launch online peer groups.
- **HEAT Presentation** - A Fire Prevention staff member co-presented a 3-hour online session on the Heat Program to Coquitlam Fire Department. Topics included the psychology of Hoarding Disorder, the fire risks, and what HEAT is currently accomplishing to try to meet the needs of the community. The last 45 minutes were opened for questions. It was a productive meeting with positive feedback provided and ability to connect them with a source in Fraser Health that may be able to assist.
- **HEAT Online Training** - The HEAT working group welcomed the BC Community Response Network to the table and they are taking an active role in facilitating various projects. One of these is developing online training in the form of narrated presentations which people can watch at their leisure. The idea is to target our various audiences (those afflicted, caseworkers, building managers etc.) and tailor the materials to them. This project is still in its infancy.
- **Fire Alarm Upgrades** - Fire Prevention Staff worked with building representatives to upgrade end of life fire alarm systems and recommend fire alarm upgrades to buildings with older systems.
- **Fire Safety Brochures for RVs** - The Fire Prevention Division created and distributed brochures specific to fire safety for persons living in recreation vehicles. These were distributed within the community.



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- **New Housing** - Fire Prevention Staff worked in collaboration with other City staff for new housing options in the City including Save-On-Foods Centre, Tiny Homes on Caledonia, and Russell Street.
- **Existing Housing** - Fire Prevention Staff continue regular visits to ensure life safety systems and processes are maintained.
- **Mechanical Division** - The Mechanical Division has completed specialized apparatus and equipment maintenance and reassembly of Fire Boat Protector to place it back into service. The Division has completed the preparation of the first Fire Department EVs and the cars are now in service. The preparation and customization of the new and more efficient Emergency Support Services van is underway. The Master Mechanic is compiling the specifications for the new Battalion Chief and Communications vehicles.
- **Fire Boat Refit** - Fire Boat 1 “Protector” refit has been completed through the Mechanical Division, extending the life span of the asset.
- **Specialized Training** - Completed 3,592 aggregate hours of specialized training, including NFPA Certified officer development certification, confined space rescue, aerial apparatus operations, and fire service instructor certification.
- **Rescue Task Force** - Fire and Greater Victoria Emergency Response Team (GVERT) members completed 4 days of combined Rescue Task Force Training.
- **Remotely Piloted Aircraft System (RPAS) Training** - VFD RPAS pilots participated with the Greater Victoria Emergency Response Team (GVERT) in a joint training exercise to demonstrate the benefits and capabilities of the RPAS use for certain GVERT



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

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<p>incidents. Discussions are ongoing with other agencies who may benefit from our RPAS services and we may be offering those services more broadly to the region moving forward.</p> <ul style="list-style-type: none"> • Business Impact Analysis Workshops - COVID-19 BIA workshops were completed by all departments and the data was shared with IT and the modern workplace planning team in order to inform planning efforts around working from home, returning to the workplace and modern workplace planning. • Vic-Alert - The City of Victoria has transitioned to 'Alertable' to send Vic-Alert emergency notifications. Emergency notifications are sent using Vic-Alert for incidents such as gas leaks and tsunami warnings. This new system now has the capability to send notifications via landline, SMS, email, mobile applications, smart speaker and more. In addition, it can send critical vs non-critical alerts and send alerts to specific geographic locations (to those who are subscribed). Previous Vic-Alert subscribers were contacted and advised of the change and to re-subscribe to the new platform. Public messaging was issued for the new platform encouraging people to subscribe in order to receive emergency notifications. Vic-Alert now has over 17,000 subscribers. • Tsunami modelling - The Local Government Emergency Planning and advisory Council (LGEPAC) Public education working group contracted Associated Engineering (AE) to create "safe high ground" maps for all municipalities and electoral areas in the capital region which will be used for educating the public on where they are safe from any type of tsunami. Further work continues on tsunami planning seeking standardization on terminology, symbology, and communications around tsunami threats as well as more modelling and data on distant tsunami sources (tele-tsunami), to ensure we can 	<ul style="list-style-type: none"> • Connect and Prepare - EM staff and Building Resilient Neighbourhoods staff continued to support current and past cohorts of Connect and Prepare through virtual check-ins. The next round of Connect and Prepare groups has been selected and virtual curriculum has been developed and will commence in May 2021. The Harbour Rd. Neighbourhood Hub is ready for its launch in May which was part of the Connect and Prepare program and will include specific hazard information and resources for the Harbour Rd. Neighbourhood. • Tsunami Awareness Week - EM and the Engagement team developed tsunami awareness messaging for social media and website and was also presented on CFAX and CHEK TV. • Volunteer Engagement - Within-person training, exercises, and events still on hold, this year EM staff have continued to engage with volunteers via email and Teams. A virtual recognition ceremony was held for Alan Mallet, who has been volunteering as a Public Safety Lifeline Volunteer for 50 years! Volunteer appreciation was also shown via social media posts and the City website.

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

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<p>accurately and confidently communicate any distant tsunami risks to the public.</p> <ul style="list-style-type: none">• Fire Prevention Life Safety Education - The Fire Prevention Division is working on online life safety education sessions and videos that can be attended or accessed online to ensure fire safety messaging can be continued during COVID-19 Restrictions.• Emergency Management Education - Due to COVID-19, Emergency Management presentations continue to be delivered virtually. The Emergency Preparedness Workshop is available for public viewing at anytime online at VictoriaReady.ca. Emergency Program staff hosted an online Community Virtual on “Neighbours Helping Neighbours in Community Preparedness”.	