

City of Victoria Operational Highlights, Accomplishments and Metrics

**Second
Triannual
Report 2021**

May 1 – August 31, 2021

Business & Community Relations

Highlights & Accomplishments:

Arts, Culture & Events:

- **Pop Up Musical Performances** - Through the Build Back Victoria summer music series and Eventide concerts, staff programmed 115 free music performances. This provided paid gigs to 400 local musicians who have had few other opportunities to play during the pandemic.
- **Cultural Infrastructure Grant Program** - Received 25 applications and allocated \$125,000 in funding to 15 arts and culture organizations to purchase equipment or upgrade infrastructure, including accessibility upgrades to cultural facilities.
- **Capacity Building Workshops: Social Purpose Real Estate Collaborative (SPRE)** - Hosted and moderated 3 lunchtime webinars in June 2021, on Space 4 Community Study & Report, Community Serving Spaces & No-Net Loss policies, and Shared Space Models. The online webinars were free and were attended by approximately 200 participants.
- **Kathryn Calder, Artist in Resident: Mural and Sound Installation** - This art, light, and sound installation, located in Lee Mong Kow Way, was inspired by songbirds. The project involves a collaboration with students and teachers at the Victoria Chinese Public School, mural artists Jesse Campbell and Meghan Hildebrand.
- **Signage Kiosks** - To celebrate local creatives and enhance everyday artistic encounters, new artwork installations have been placed in eight downtown kiosks.
- **Commercial Alley** - 9th annual installation is by artist Evan Locke. Evan's project, "Proximate Approximate" is a series of 1:1 stamp-like impressions mirroring the alley wall immediately opposite of each panel.



Pop Up Performances along Government Street



Kathryn Calder, mural and sound installation

Attachment B – Operational Highlights, Accomplishments and Metrics (T2 2020)

- **Mural at Dallas Road Balustrade** - Painted by the Fua! Collective, the 'Oceans of Consciousness' mural located on the seawall at Dallas Road and San Jose Avenue, speaks to the relationship with nature.
- **Filming** – Film continues to be a bright spot for the local creative sector. Fourteen (14) productions generating twenty-two (22) permits from May-August. Film activity tends to be lighter in summer, 2021 has been an exceptional year.

Economic Development:

- **Build Back Victoria (BBV)** – BBV received 57 applications to the program in this period for businesses to occupy public space for the use of commercial activity; in early June new streetscape features and a pedestrian-priority zone on Government Street were re-launched, and new welcoming features were installed that included wood picnic tables and benches, planters and flowers, gateway improvements, signage and playable street elements like public seating that double as performance platforms
- **Business Hub** – the Hub started to see a return of more regular inquiries for business start-ups, expansions and services. Of notable mention, the Hub helped to secure a significant proponent at 1319 Government Street (the old Gap location).
- **Picnic & Patios Committee** – local campaign and contest launched in partnership with the DVBA, Chamber of Commerce, DGV, and the BCRFA aimed at increasing patronage of local restaurants and food/beverage providers in the Greater Victoria Region, approved by Public Health Orders. A partner representative arrived at varying restaurants in the region mid-week during the contest from June 8 - 30th to notify the patron the bill will be paid as part of the contest. Credit union Vancity was the lead sponsor of the contest.
- **Clean & Safe Committee** – first annual "Scrub Up" took place on August 25 on Fort Street to launch in partnership with the DVBA and the new Good Neighbour Program as part of the Downtown Vibrancy & Vitality initiative.



Artist Evan Locke, Commercial Alley



Fua! Collective, Dallas Road Balustrade

VICTORIA
CHOOSE YOUR IMPACT!

The tourism industry has the opportunity to impact global change and lead the world in new age of environmental and social responsibility. Victoria is a destination focused on sustainability, and with our local business partners we are proud of the various green initiatives we have in place.

Incorporate sustainable practices in your next meeting in Victoria, speak with us for more information and information you can be a part of. From carbon offsetting your event to partnering with our local business focused on sustainable practices.

x 25	=	\$2,000
Greenhouse Gas Reduction		
Build a meeting with a minimum of 25 room nights on peak night (minimum 100 nights) and receive \$2,000 towards sustainability initiatives.		
x 50	=	\$4,000
Greenhouse Gas Reduction		
Build a meeting with a minimum of 50 room nights on peak night (minimum 100 nights) and receive \$4,000 towards sustainability initiatives.		

New and existing water
The water is clean and healthy and passed by British Columbia's water quality standards. The water is clean and healthy and passed by British Columbia's water quality standards.

BUSINESS EVENTS VICTORIA
www.destinationgreatervictoria.com/meetings

Attachment B – Operational Highlights, Accomplishments and Metrics (T2 2020)

Neighbourhoods:

- **My Great Neighbourhood Grant** – Twenty-five (25) grants approved in T2 with \$66,800 in funds allocated. To date a total of thirty-one (31) grants with a remaining balance of \$41,900 for 2021.
- **And VTAG Program** - Agreement with BC Hydro renewed; James Bay, Rockland, Fairfield-Gonzales, Oaklands currently highly active with ~50+ volunteers painting out tags.
- **Neighbourhood Boundaries** – Have Your Say engagement survey completed and submissions received from neighbourhood associations.
- **Late Night Program** - Program resumed with redeployment of dedicated VicPD officers and Multi Agency field review of downtown.
- **Bastion Square Revitalization Association** – Budget approved and projects for suite of BSRA funded projects underway including: repaving/stamping Commercial Alley, overhead lights and new mural.

Victoria Conference Centre:

- **New Contracts** – Fourteen clients signed new contracts, six are citywide conferences; 2021 - Royal Victoria Marathon; 2022 - Travel & Tourism Research Assn, First Nations Health Managers (FNHMA) Assn National Conference, Deuce Days, Western Canada Regional OIREACTAS; 2023 – Rotary District 5020 Conference.
- **Island Health** - Expanded their booking to include the full facility and continued to operate as a COVID-19 vaccination clinic throughout T2
- **Netflix** – Netflix booked a meeting room for their production team which had an impact of 1,700 delegate days and 3,219 hotel room nights.



My Great Neighbourhood Grant (before & after)



Attachment B – Operational Highlights, Accomplishments and Metrics (T2 2020)

- **Virtual Events & Conferences** – PCMA Canada West, The Sun Rises on Hybrid Events (Panel) - CanSPEP, PCMA Educon, CanSPEP Virtual Garden Party, Destination International Annual Convention, CVent Connect, and ASAE Annual Meeting.
- **Site Inspections** – Eleven in person and virtual site inspections were conducted to showcase the VCC for future bookings.
- **Marketing** – Business Events Victoria launched the new “Choose Your Impact’ Incentive program. A tool that offers a rebate to clients in exchange for their participation in sustainable initiatives, such as carbon offsetting their event. The program helps to build on the VCC and Destination Greater Victoria’s reputation as sustainability leaders and carbon neutral status.
- **Conference & Event Listings (Bookings Forecast)** - [Conference and Event Listings.pdf \(sharepoint.com\)](#)

Emerging Issues and Challenges:

- Continue to adapt arts and cultural programming and event permitting to comply with COVID-19 PHO orders.



VTAG Volunteer

Bylaw Services

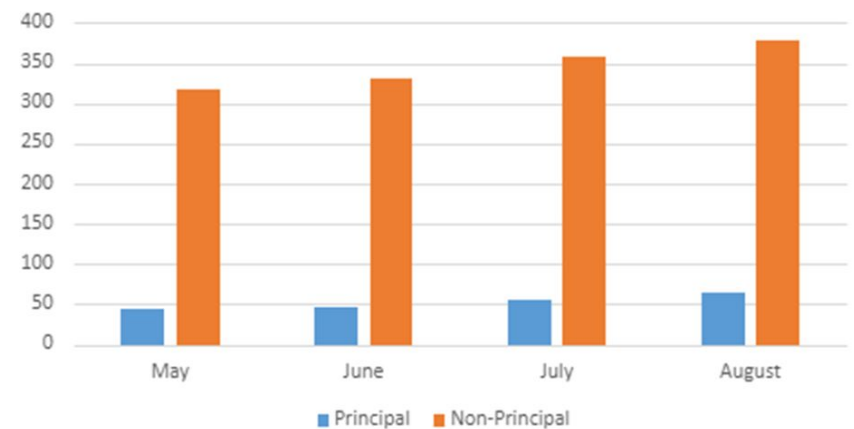
Highlights and Accomplishments:

- **Short Term Rental Enforcement** -The City of Victoria has recently obtained multiple court orders prohibiting specific properties from being operated as short term rentals. These properties include single family dwellings with self-contained suites, garden suites, basement suites and condominium units. Illegal operators have been required to pay thousands of dollars in fines plus legal costs. Hundreds of non-compliant properties have been identified and are currently under investigation.
- **Short Term Rental Licences** – Due to bylaw enforcement and strata cooperation, several unlicensed short term rental condo operators were identified and subsequently required to obtain business licences. This accounts for the increase in non-principal resident licences. Principal resident licences however, have not seen the same increase, as these operators are not yet prepared to re-open their homes during the pandemic.
- **End of 24/7 Sheltering** - On March 18, 2021, the City adopted an amendment to the *Parks Regulation Bylaw* to remove a provision allowing daytime sheltering in parks by people experiencing homelessness, effective May 1, 2021. The change meant that from May 1, 2021, daytime sheltering was no longer allowed in City parks. People sheltering in parks will again be required to take down, pack up and move their shelter and belongings daily by 7 a.m. At that time there were major encampments in 4 parks with approximately 110 shelters. Bylaw Officers worked in partnership with BC Housing and Outreach Workers to assist people to move voluntarily out of the parks and into housing. There has been a vast improvement. Today the parks are clear of encampments and are being remediated and made ready for regular use again.

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](#).

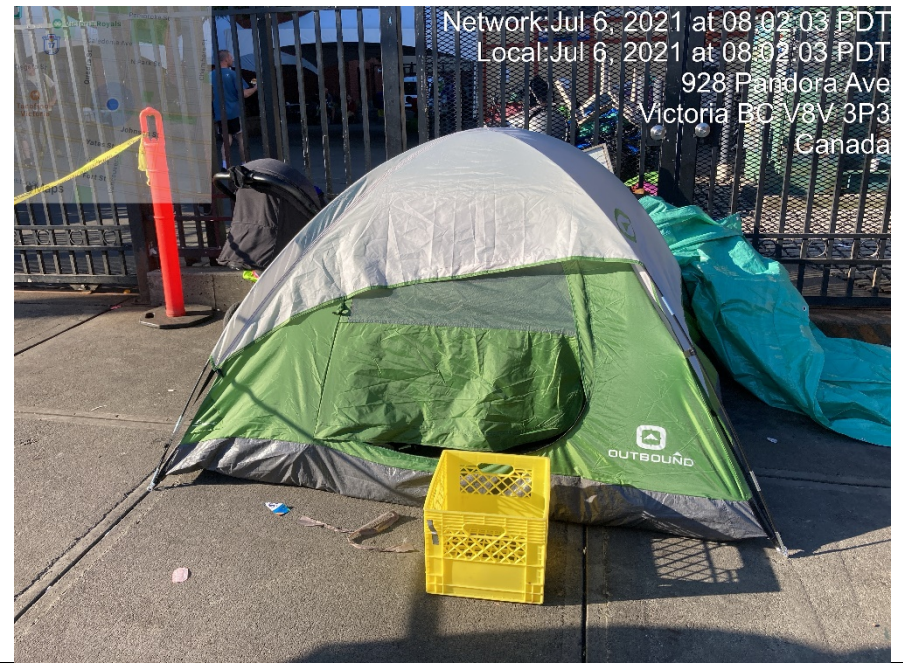
May - August 2021



Bylaw Services

Emerging Issues and Challenges:

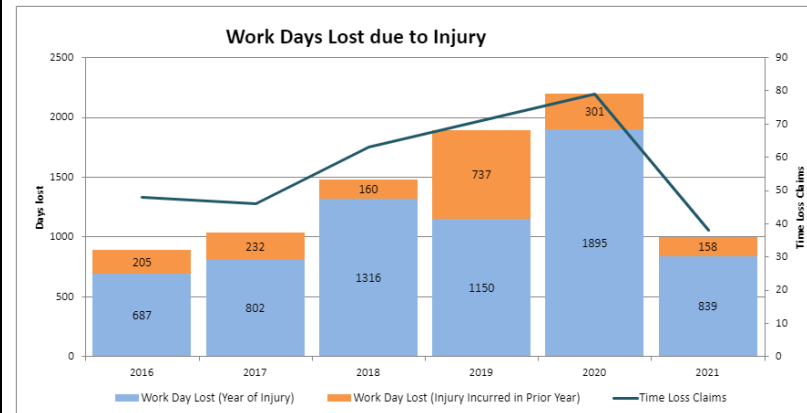
- **Unlawful Sheltering/Right of Way** – The management and enforcement of unlawful sheltering and obstruction of sidewalks, boulevards, streets and businesses with large amounts of property and unwanted activity, continues to be a major issue. Bylaw officers spend much of their time attending numerous public spaces and parks for persons sheltering in prohibited areas and those who do not take down their structures at 7am and to remove unlawfully placed property. Backlogged calls for service continue to be a challenge as a result.
- **COVID and Public Health Orders** – Bylaw Services continues to receive public health order complaints for non-compliant businesses. We work with other regulatory bodies to educate the public and assist in enforcement.



Corporate Services

Highlights and Accomplishments:

- British Columbia Social Procurement Initiative** – The City of Victoria is a member of the British Columbia Social Procurement Initiative (BCSPI). Phase two of the program will see this initiative expanded across BC. The City provides ongoing training to all city PCard holders on social value in low value purchases using the Social Value Supplier Directory.
- 2022 Financial Planning** – Staff from across the City departments were involved in the financial planning process, including development of plans, refining budget numbers and compiling information to introduce to Council in the third period of the year.
- 2020 Annual Report** – The City's annual report was completed and filed with the Province of BC. The city has won the Government Finance Officers Associations' award for excellence in financial reporting for 16 consecutive years, and the 2020 annual report has been submitted for consideration.
- Provincial Financial Reporting** – Local government financial reports are filed to ensure transparency and accountability of the local government system. These reports include the audited financial statements, Local Government Date Entry (LDGE) standardized financial information forms and the Statement of Financial Information (SOFI).
- Strategic Plan Grants** – The External Grant Review Committee, comprised of five members of the public, presented



Attachment B – Operational Highlights, Accomplishments and Metrics (T2 2020)

Corporate Services

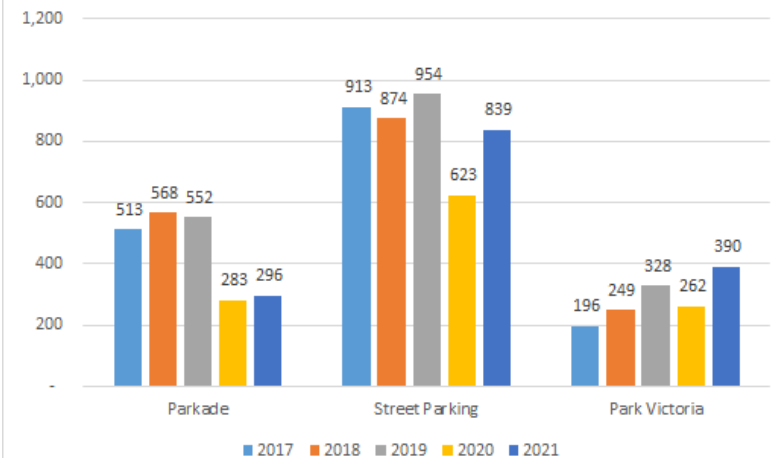
their recommendations to Council in June. Council voted to approve the committee's recommendation for a total award of \$472,615 to 53 organizations in the city.

- **Property Taxes** – The property tax season for all properties which were due on July 2, concluded with 94% of taxes collected, a similar level to previous years.
- **Council Committee Recruitment** – Completed recruitment for both Accessibility Advisory Committee and International Decade of African Decent Task Force.
- **Real Estate** – Tiny Homes Village Transitional Housing Pilot Project opens, to provide 30 transitional housing units and wrap around support services for individuals experiencing homelessness, at 940 Caledonia Street.
- **Real Estate** – Maritime Museum provided 300 sqm. of leased space for their interim home, in the downtown, adjacent to Victoria Conference Centre.
- **Real Estate** – City's acquisition of 1.8 acres of land at Laurel Point from federal government, and securement of pathway right of ways in support of Peter Pollen Park and David Foster Harbour Pathway, is completed.

EMERGING ISSUES AND CHALLENGES:

- **COVID-19 Response and Recovery** – Ongoing monitoring and management of the City's leasing portfolio to mitigate impacts from COVID-19.

Parking Transactions by Type (000)



Engagement

Highlights and Accomplishments:

- **COVID-19 Response and Recovery** – Continued communication planning and support for the City's COVID-19 response and recovery, such as sheltering updates, parks and facilities signage, and recreation programming and marketing.
- **Climate Action Outreach** – City staff continued delivering presentations to neighbourhood and community associations as part of the City's climate action outreach on City-led activities to raise awareness of the actions residents can take to help meet the City's climate targets. The Climate Adaptation Working Group and the Esquimalt Nation were engaged to develop the Community Chapter of the City's Climate Change Adaptation Plan – Climate Resilient Victoria.
- **Participatory Budgeting** – The Participatory Budgeting Steering Committee held a series of online workshops to raise awareness of the program and help residents and community groups hone their project ideas. The community was invited to submit project proposals. Project proposals will be reviewed and qualifying projects will advance to public voting this fall.
- **Neighbourhood Boundaries** – To reconcile some geographic anomalies and align some Victoria neighbourhood boundaries with the community's sense of place, residents of Fernwood, Oaklands, Jubilee, North Park, Fairfield, Downtown and Burnside-Gorge neighbourhoods were invited to provide feedback on proposed adjustments in an online survey. Results will be shared with Council in T3.
- **Government Street Refresh Phase 1** – This summer the community was invited to share their ideas on how to make Government Street one of the best streets in Canada. An online

COVID-19 Response and Recovery



Government Street Refresh.



Engagement

survey and ideas activity asked “What do you value most and what would you like to see improved on Government Street between Pandora Avenue and Humboldt Street?” More than 750 people participated in the survey. The project’s stakeholder working group participated in a City-led Walkshop and First Nations engagement is underway. All input will help inform a concept design to be shared with the public for feedback in Phase 2.

- **Phase 2 - James Bay Cycling Network engagement** – In late spring more than 800 people participated in an online survey and provided input through virtual stakeholder meetings and Q&A sessions with City staff on detailed designs for the James Bay Cycling Network. Council approved the public-informed designs in August.
- **Phases 1 and 2 - Welcoming City Strategy engagement** – The City is developing a Welcoming City Strategy that will serve as a roadmap to guiding Victoria to be a stronger more inclusive community for everyone. Phase 1 engagement saw the community participate in online stories, ideas and poll engagement activities. Phase 2 invited feedback about potential ideas for the Strategy by way of an online survey. The draft Strategy will be presented to Council for consideration this fall.
- **Designs for Topaz Skate and Bike Parks** – In June the community was invited to provide feedback on concept designs for the Topaz Skate and Bike Parks in an online survey. The final design was shared with the public in late summer.
- **Stadacona Park Playground Replacement** -- The City is designing a new playground to replace the existing one in Stadacona Park. Engagement included an online survey, park pop-up events, and feedback from children and neighbourhood associations representing residents in the Fernwood, Rockland,



Attachment B – Operational Highlights, Accomplishments and Metrics (T2 2020)

Engagement

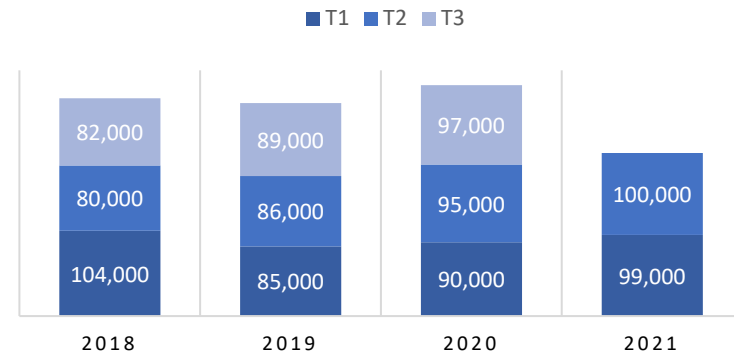
South Jubilee and North Jubilee neighbourhoods. Public input will inform the final design this fall.

- **Engagement by the Numbers:** May 1 – August 31, 2021
 - 18 public events (workshops/open house/pop-ups)
 - 12 virtual
 - 6 in-person
 - 79 stakeholder meetings (phone meetings, stakeholder emails, door-to-door canvassing)
 - 77 virtual stakeholder meetings
 - 2 in-person door-to-door canvassing event/stakeholder 'walkshop'
 - 6,176 people engaged
- **Have Your Say online platform**
 - 2,063 new registrations
 - 8,400 people "aware" - visited at least one project page
 - 6,674 people "informed" - visited multiple project pages/downloaded files
 - 4,181 people "engaged" - contributed to an activity
 - 3,397 surveys completed
 - 57 ideas contributed with 304 votes
 - 6 Q&As submitted / 8 story contributions
 - 104 people contributed to a poll activity
 - 102 feedback emails received

EMERGING ISSUES AND CHALLENGES:

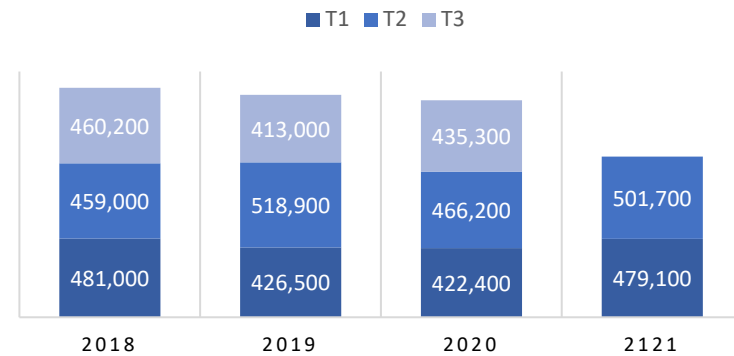
- Aligned with new public health orders, some small, in-person community engagement activities were held in addition to online engagement.

Social Media



Compared to T2 2020, the total combined social media audience (Twitter, Facebook, Instagram) increased by 5,362 (5.6%) in T2 2021*.

Website Visits



In T2 2021, there was an increase of 35,427 (7.6%) user sessions on the City's website compared with T2 2020*.

* Figures in the graphs above have been rounded.

Engineering and Public Works

Highlights and Accomplishments:

Climate Action and Environmental Sustainability:

- Communications rolled out to over 14,000 households notifying them of new curbside collection including yard waste option starting September 13th.
- Draft Electric Vehicle Strategy presented to Council to support implementation of the Climate Leadership Plan.

Engineering:

Structures and Bridges:

- Ship Point – removed 25m of poor condition shoreline retaining wall and replaced with rock boulder slope. Installed a new aluminum footbridge to reconnect the David Foster Harbour Pathway.

Underground Utilities:

- Passed the 50% completion of the 2021 Sanitary Sewer/Storm Drain Annual Lining Program with some 1.7 km of the total 2.8 km relined.

Disaster Mitigation and Adaptation Fund Grant Program:

- Continued to advance the construction of storm drains, sanitary sewer and water mains remediation and replacement at multiple locations including Superior Street, Cook Street, Yates Street, Dallas Road and Government Street.
- Continued to advance the design of a further 11 storm, sanitary sewer and water pipe remediation and replacement projects as well as upgrades to sewer lift stations at Chatham Street and Superior Street.



Curbside green waste collection communications

Engineering and Public Works

Public Works:

Administration

- Processed a total of 1882 public calls for service

Roads Section

- Paving Commercial Alley in partnership with private
- Completed rock slope/scaling on Esquimalt/Tyee

Electrical/Traffic Signals

- Uninterrupted Power Supply (UPS) battery backup installed at 7 additional traffic signal intersections

Fleet

- \$850,000 of new fleet procured or brought into service for Public Works, Parks, recreation & Facilities and Fire.

Sanitation/Solid Waste

- Completed operational planning for launch of curbside yard waste collection starting September 13th.

Street cleaning

- Fabrication and commissioning of a new large scale street weeding machine

Concrete

- Constructed Shelbourne Memorial monument at Albert St.

Utilities Operations

- Completed almost 50 water main and water service repairs
- Cleaned over 17 km of sanitary and storm sewer mains
- Replaced over 1 km of watermain in several locations city-wide
- Completed Denman Street sanitary sewer replacement project consisting of some 330m of mainline.



Ship Point – Retaining wall replacement project



Replacement of new pagoda lighting fixtures

Engineering and Public Works

- Quadra sanitary sewer replacement project – approximately 80m of 200mm mainline installed
- Completed coordinated underground utility upgrades in advance of 6 road repaving projects.

Transportation:

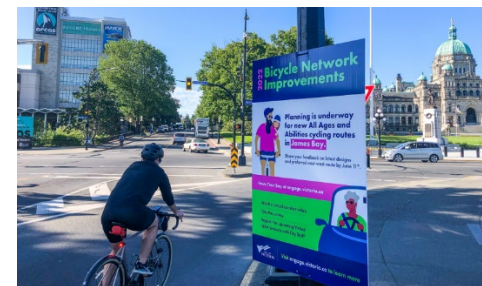
- Implemented Government Street noon to 10 pm Pedestrian Priority Zone and continued processing of permits for use of public space through BBV program.
- Completed James Bay Priority AAA Network and Public Design Engagement process
- Completed Accessible Parking public engagement process
- Started construction of Government Street North Complete Street Project involving underground utility replacement, replacement of aging traffic signal equipment, road repaving, bicycle lanes, new traffic signal and landscaping.
- Introduced safety improvements at Esquimalt Road and Tyee Road intersection with removal of slip lane in coordination with road repaving.
- Shelbourne Road – Bay Street to Coronation Street Road Paving, Crosswalk and Bike Lane Improvements
- Construction started on 5 Neighbourhood Bikeways
- Completion of community mural and placemaking features in plaza on Vancouver Street, between Green Street and Caledonia Street.
- Piloted a lower-cost local street pavement rehabilitation (thin lift overlay) to reduce asphalt costs to expand our service delivery and focus funding on complete streets initiatives.
- Continued neighborhood traffic calming and safety programs with speed humps on 6 local streets around the city and Speed Reader Boards on collector routes, in locations selected in conjunction with neighborhood associations and traffic signal timing safety enhancements.



Denman Street sanitary sewer replacement



Shelbourne Street Memorial monument construction



Promotional signage to encourage feedback on bike route selection and design in James Bay

Engineering and Public Works

Emerging Issues and Challenges:

- Maintaining operational readiness for critical water, sanitary sewer and storm water services during COVID pandemic
- Ability to grow staffing resources to deliver increased capital programs
- Increased complexity of coordinating multiple capital projects to minimize costs and public disruption especially downtown.
- Recruitment of senior leadership positions within Public Works



Victoria is host to a pilot program for free-floating car share services with 80 vehicles available



New sidewalk and traffic signal construction - Government St @ Pembroke

Parks, Recreation and Facilities

Highlights and Accomplishments:

- **Agamemnon & Eleni Kasapi Park** – Improvements to the City's new park in the South Jubilee neighbourhood were completed and the park reopened to the public in July.
- **Summer Recreation HUB at Royal Athletic Park** – Building on the success of 2020, this recreation hub provided high value community services this summer:
 - More than 1,100 children attended summer camps and more than 400 adults participated in active recreation programs;
 - Collaboration between the City and the North Park Neighbourhood Association resulted in free programs, activities and performances, for more than 3,100 residents;
 - Misting stations were deployed to provide relief during periods of extreme heat.
- **Topaz Park Concept Designs** – Council approved the concept designs for the new Skate and Bike Parks and Artificial Turf Sport Fields. Detailed design for these projects is underway and amenities are anticipated to open in late summer 2022.
- **Stadacona Park Playground Replacement** – Public input was received for the playground replacement project, over the summer. Engagement included an online survey and two pop-up engagement events at the park.
- **Ross Bay Accessible Beach Access** – The City's first universal beach access at Ross Bay opened in August. Improvements include universal parking, a pedestrian ramp and specialized mats for wheeled devices to navigate onto the beach.



Summer Camps at Royal Athletic Park

Parks, Recreation and Facilities

- **Clover Point Park Improvements** – Work was completed on a new pedestrian priority area and interim treatments consisting of a reconfiguration of the loop road and installation of new furnishings to support increased recreational use of the park.
- **Get Growing, Victoria!** – 85,700 vegetable seedlings were grown and distributed by over 60 community partners to residents, including citizens disproportionately impacted by the COVID-19 pandemic.
- **City Hall HVAC Upgrades** - City Hall West Annex re-opened in July following upgrades to the heating and cooling system powered by heat-pump technology. This work is part of a multi-year plan to make City Hall carbon neutral by 2025.

Emerging Issues and Challenges:

- **COVID-19 pandemic impacts** – Provincial Health Orders to prevent the spread of the virus required adjustments to the delivery of various City programs and services.



Vegetable seedling distribution



Concept designs for the Topaz Park Skate and Bike Parks



Universal beach access at Ross Bay

Sustainable Planning & Community Development

Highlights and Accomplishments:

- **Affordable Housing**
 - 736 Princess Avenue - Victoria Housing Reserve Fund Grant Agreement was executed (July 7, 2021) between the City of Victoria and the John Howard Society of Victoria including issuance of the initial (50%) approved grant of \$140,000.
 - 1419 Mallek Crescent – Council approved a Victoria Housing Reserve Fund grant of \$305,000 to the Kiwanis Village Society of Victoria to assist in the construction of 78 units of affordable housing for seniors.
 - The Hey Neighbour Tiny Home Village opened on May 14 creating 30 units to support those in the community who are experiencing homelessness. This innovative project was a partnership between the City, BC Housing, Our Place, the local community and Aryze Developments.
 - Regulatory options to support the rapid delivery of affordable housing were presented to Council on May 20. Council provided direction to proceed with consultation on proposed updates and to begin development of draft bylaws.
- **Local Area Planning** – Key Directions and a proposal for the third round of engagement for draft local area plans and design guidelines for North Park, Hillside-Quadra and Fernwood were presented to Council in July, and direction was provided on proceeding with engagement in fall 2021.
- **Downtown Core Area Plan** – Public engagement on the draft Downtown Core Area Plan – Design Guidelines was completed.



Rendering of the proposed 736 Princess Avenue



Rendering of the proposed 1419 Mallek Crescent housing

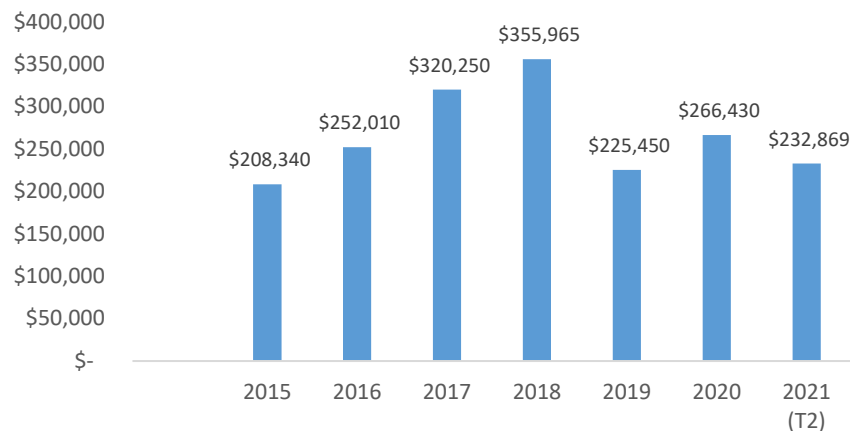
Sustainable Planning & Community Development

- **Missing Middle Housing** – Presented Council (July 2021) with a summary of early engagement, an overview of potential zoning approaches for missing middle housing, and proposal to undertake broad engagement on the zoning approaches and associated considerations. Council provided direction to proceed with engagement in fall 2021.
- **Placemaking Toolkit** – The draft toolkit was released to the public and engagement was launched.

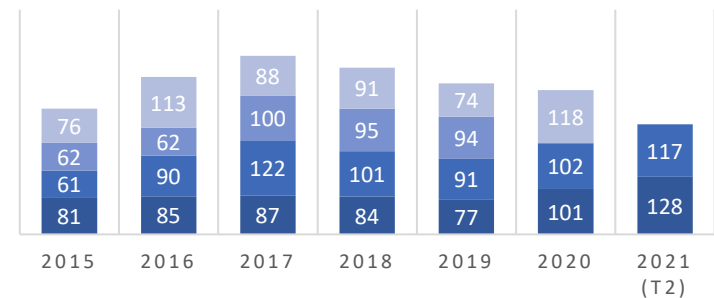
Emerging Issues and Challenges:

- Community Planning experienced staff vacancies in housing and climate action positions, delaying some projects. Recruitment was initiated during this period to fill these vacancies.
- Continued high volume of development applications continues to place pressures on staff time across multiple departments.

Construction Permit Value (\$000)



Development Application Volume



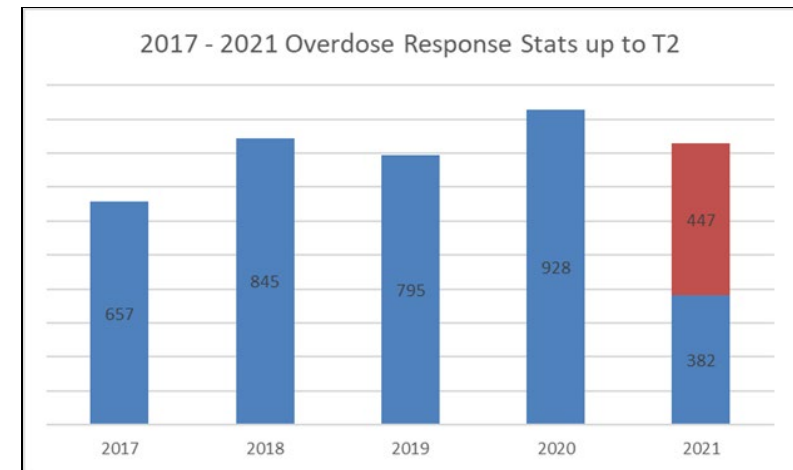
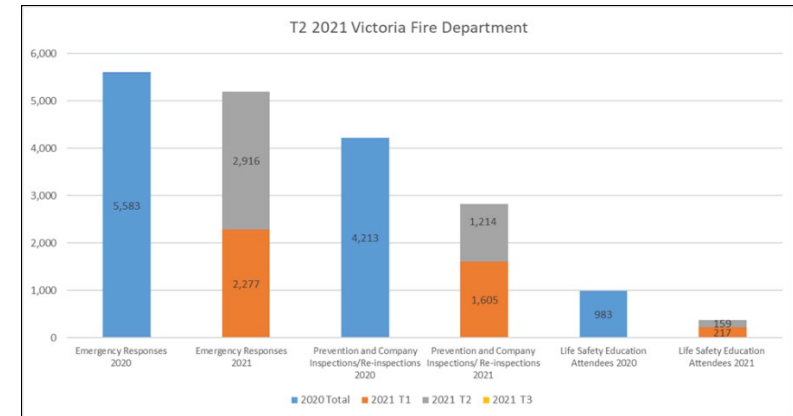
* 2017 and 2018 were marked by a surge of 30+ one-time rezoning applications which were necessary to implement the City's approach to the legalization cannabis

** In late 2020, the delegated minor DP application process was streamlined to allow applicants to confirm direction when minor mid-construction changes were needed, this allowed applicants to "batch" a number of changes as the project progressed, rather than requiring a new DP application every time

Victoria Fire Department

Highlights and Accomplishments:

- Emergency Responses** – In T2, the Fire Department received 3,233 requests for service resulting in 2,908 responses, which included 329 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 T2 2021, the department responded to 447 overdose calls which is a significant increase in comparison to 320 overdose calls in the same time period in 2020. Fire Fighters administered Naloxone at 29 incidents in T2.
- Dispatch Services** – VFD Staff in collaboration, Procurement, Legal, and IT staff worked with Surrey Fire Department on Dispatch Transition
- Remotely Piloted Aircraft System (RPAS) Response** – VFD RPAS Pilots responded to assist Saanich PD and the Greater Emergency Response Team with a police incident.
- BC Wildfire Emergency Support Services (ESS) Response** - 3 ESS volunteers were deployed to assist with wildfire response with the Canadian Red Cross who is providing one-time financial assistance to households whose primary residence has been severely impacted by this season's wildfires.
- BC Wildfire Emergency Support Services (ESS) Response** - The City's Emergency Program Coordinator (EPC) was deployed to the Regional District of the Central Okanagan's EOC and the Okanagan Indian Band's (OKIB) EOC to lead Emergency Support Services for Kelowna and the OKIB. While at OKIB the EPC taught community members how to deliver emergency support services and set up a



Victoria Fire Department

reception centre for the community and assisted over 1000 evacuees through the provision of food, shelter, and clothing.

- BC Wildfire Response** - Victoria Fire Department members supported the BC Wildfire Service in what has become another devastating fire season across the province. With over 870,000 hectares burned to date, 2021 is the third worst season in the past 10 years. VFD members deployed were deployed as a single resource task force leader to the Lytton Creek, Cache Creek, and White Rock Lake fires, while the department's Tender was deployed to the Lytton Creek Fire and the White Rock Lake fires supporting the Structural Defense Units. Our members defended BC communities, while representing the City of Victoria and the Victoria Fire Department proudly and professionally.
- City of Victoria Emergency Support Services (ESS) Response** - ESS was activated 5 times, with 6 ESS volunteers and assisted 12 individuals (evacuees) in T2 through the provision of food, shelter, clothing, and incidentals to evacuees affected by fires and flooding.
- Heat Dome and Heat Waves** - Emergency program staff liaised with engagement, parks and recreation, SLT, the Regional Emergency Management Partnership (REMP) and EMBC for planning and response to the heat waves that occurred this summer. This included working with Engagement and neighbouring municipalities to share consistent public messaging, working with recreation on potential sites for cooling centres, and liaising with EMBC to determine eligible response costs. Based on lessons learned from these Heat waves as well as the upcoming cold weather season, staff have developed a project team to review and update extreme weather plans to include heat and

2021 T2 VFD Incident Breakdown		
ALARM ACTIVATED/NO FIRE	366	13%
EXPLOSION	3	0%
FIRE - NON-REPORTABLE	250	9%
FIRE - REPORTABLE	75	3%
HAZ-MAT	21	1%
MARINE	1	0%
MEDICAL	1,094	38%
MEDICAL - CANCELLED EN ROUTE	133	5%
MEDICAL - CANCELLED ON SCENE	551	19%
MOTOR VEHICLE INCIDENT	121	4%
MUTUAL AID RESPONSE TO OAK BAY	2	0%
PUBLIC HAZARD	53	2%
PUBLIC SERVICE	122	4%
RESPONSE CANCELLED	17	1%
RESPONSE - UNFOUNDED	99	3%
Total Incidents	2,908	100%

- Regional Emergency Management Partnership** – On-going projects this term included extreme heat planning, regional evacuation route planning, and tsunami planning.
- Mechanical Division** - The Mechanical Division has completed a major overhaul and upgrade to Fire Boat 2 Quicksilver including the installation of a new fire pump. This was a custom design and installation completed in-house by the Master Mechanic and Mechanical Technician. This upgrade increases the response capability, for periods when Fire Boat 1 may be out of service for maintenance and to assist when additional marine firefighting capability is required.
- City Respirator FIT Testing** – VFD crews completed 9 days of fit testing for City crews who use respirators for breathing protection.

Attachment B – Operational Highlights, Accomplishments and Metrics (T2 2020)

Victoria Fire Department	
<p>identify roles, responsibilities and resources for the upcoming cold weather season.</p> <ul style="list-style-type: none"> • COVID-19 Service Recovery Requests - Emergency program staff have been supporting the COVID-19 service recovery request team and steering committee by reviewing and evaluating incoming service recovery requests and making recommendations to the steering committee on these requests and risk assessment safety plans and communicable disease plans. • Specialized Training - Completed 2,898 aggregate hours of specialized training, including NFPA Certified officer development certification, Remote Piloted Aircraft Training, Fire Boat Operator Training, First Responder Medical Training, Alternative fuel vehicle training, Live Fire and Rapid Intervention Firefighter Rescue Training. • Fire Engine RFP – VFD Staff worked in collaboration Finance and Fleet staff to prepare a fire engine RFP. • Fire and Life Safety Inspections - Fire Prevention and Suppression have completed 1,214 life safety inspections and re-inspections in T2. • Oil Tank Program – in T1, the Fire Department completed 23 Oil Tank Removal Inspections, 7 Oil Tank Installations Inspections, and 3 Oil Burner Installation Inspection. • Hoarding Education Action Team (H.E.A.T.) - In T2, the H.E.A.T. Program received 72 calls on the H.E.A.T. hotline resulting in 7 home visits within the City of Victoria and 46.5 hours staff hours dedicated to the program. The new H.E.A.T. Facebook Group has continued to see success since implementation and now has 161 members. 	<ul style="list-style-type: none"> • Community Education - Due to COVID-19 EM public education continues to be delivered virtually. The Emergency Preparedness Workshop is available for public viewing online at VictoriaReady.ca. EM staff and Building Resilient Neighbourhoods staff delivered the Connect and Prepare program to three new groups of neighbours. The Harbour Road Neighbourhood Hub was completed and launched publicly in collaboration with the transportation and engagement divisions. The Hub is a bench designed with community input through the Connect and Prepare program and includes a public display board with emergency preparedness information and a new Tsunami map based off updated modelling. It also includes the Connect and Prepare neighbourhood emergency supplies inside the hub. • Community Education - VFD staff are working on the creation of an all-inclusive VFD public education program which will include in person and online education and materials on emergency preparedness for all hazards that may affect the City of Victoria including fire safety education. • Earthquake Early Warning - Staff continue to research and plan for the implementation of an earthquake early warning system in the City of Victoria capable of providing valuable seconds of warning that will allow actions to reduce injury and damage such as automatically opening fire bay doors and allowing people to get out of harm's way and drop, cover, and hold on. Staff met with Alison Bird from Natural Resources Canada who provided information on the development of a National EEW system that is currently being designed to enhance early detection and warning in areas of moderate to high earthquake hazard. NRCAN will be looking for pilot communities and the accepting applications soon.

Attachment B – Operational Highlights, Accomplishments and Metrics (T2 2020)

Victoria Fire Department	
<ul style="list-style-type: none">• H.E.A.T. - HEAT working group has continued with the monthly meetings virtually. There has been a shift in facilitators, with an interim facilitator in place co-hosting with a Fire Prevention Officer twice per month. The group is currently small in numbers but is productive with positive feedback.• H.E.A.T. – Staff have been invited to present at an online Housing Central Conference. There is estimated to be more than 1,500 stakeholders joining for Canada’s premier affordable housing conference. Participants get access to three days of renowned keynote speakers and professional development with today’s thought leaders across the community housing sector. We have been asked to co-present with a restoration company and speak on the harm reduction model as it pertains to hoarding and clutter.	<ul style="list-style-type: none">• Mobile Cooking Operations Education Sessions – Fire Prevention Staff are working with Engagement Staff on the creation of a new Mobile Cooking Operation Education Program designed to inform operators on the recent changes to the Fire Prevention Bylaw.• Volunteer Engagement – Volunteer teams have been continuing to actively participate in training and exercises virtually. Auxiliary Communications Services (ACS) has been training/exercising every Wednesday evening with their radios from home and has learned that they are fully capable of operating efficiently remotely. The Cyclist Response Team (CRT) resumed a couple of on bike exercises and assisted with moving emergency supplies such as tents, tarps, and cots from the PW “SAR shed” to emergency containers across the City.