

Attachment B – Operational Highlights – T1 2022

Business & Community Relations

Highlights & Accomplishments:

Arts, Culture & Events:

- **2022 Youth Poet Laureate announced** - Eli Mushumanski was announced as the tenth City of Victoria Youth Poet Laureate, serving as Victoria's champion for youth and literary arts. Eli presented their first project 'Victoria Youth Poets Read' during National Poetry Month in April.
- **Cultural Space Workshop** - Staff presented quantitative data analysis and policy ideas to increase affordable and accessible cultural spaces. This concludes the first phase of the Cultural Space Road Map project.
- **Festival Investment Grant** - In March, staff reported to Council with recommendations to approve 41 recipients with a total of \$321,200 in grants and \$129,500 of in-kind City Services.
- **Poetry Month** - Poet Laureate John Barton hosted Poetry at the Cathedral, featuring poetry readings by past City of Victoria Poet Laureates to celebrate National Poetry Month.
- **Kiosk Artwork** - Five local artists were featured in the temporary exhibition project 'Art in Kiosks', with their artwork displayed in engagement kiosks downtown to enhance everyday artistic encounters in public space.
- **Metrics** - Special Events Permits – 22, Film Permits – 35 with total days of filming at 62.
- **Major Events** – Canada Day sub-committee formed for Council to provide direction on scope and specifics and event producer secured through an RFO process. This will be the first traditional in-person Canada Day event since 2019.

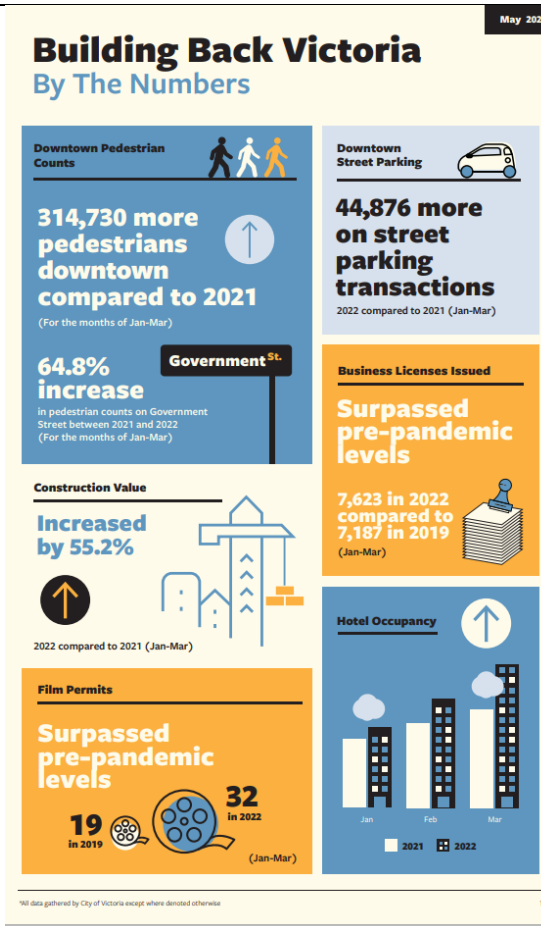


Art in Kiosks, Artist Vikki Drummond

Attachment B – Operational Highlights, Accomplishments and Metrics (T1 2022)

Economic Development:

- **Economic Recovery Dashboard** – T1 data for 2022 reported and released. Data points include downtown pedestrian, parking and cyclist counts, business licences, building permit applications, office and hotel occupancy, film permits and the value of construction. Most data points to a strong economic recovery that is approaching or surpassing pre-pandemic levels.
- **Business Hub** – the Hub continues to see a return of more regular inquiries for business start-ups, expansions, and services.
- **Build Back Victoria (BBV)** – regular inquiries as to status of program and renewing permits in this period for businesses to occupy public space for the use of commercial activity after TESA's were extended by the Provincial Government until March 2023. Staff are working to deliver clear messaging about steps to transition participants from the BBV program after its expiry to more permanent patio options through our Sidewalk Cafe Licencing Program. Programming performances and entertainment for the spring / summer season through ACE for BBV have also been confirmed.
- **Rock Bay Arts & Innovation District Project Initiation** - Draft Rock Bay Market Conditions and Land Economics Studies complete. Initial focus groups are completed with stakeholders representing hi tech, green industries, arts and culture, post-secondary institutions, public sector amenities, and local businesses.
- **Downtown Clean & Safe Committee** - in the current Economic Action Plan was a call for the formation of a Downtown Clean and Safe Committee. In partnership with the DVBA and other Business and Community partners, the inaugural meeting of this Committee occurred (virtually) in December 2021. Terms of reference are being established for direction, and the next quarterly meeting is scheduled for early T2, 2022.



T1 2022 Economic Recovery Dashboard

Attachment B – Operational Highlights, Accomplishments and Metrics (T1 2022)

- **Indigenous Business Directory** – the working group formed in partnership with SIPP, GVHA, Scale Collaborative and the CRD to build on existing Indigenous Business Directory has been put on hold as Animikki would like to take the project on as a team and create a standalone website. Working group members are meeting with Animikki early in T2 to discuss partnership and the desire for this to be a joint directory for all stakeholders.
- **Business Events** – staff attended the Douglas 10 to Watch Awards, the Small Business BC virtual awards and the BCEDA 2022 virtual conference.

Neighbourhoods:

- **My Great Neighbourhood Grant program** – 2022 program opened April 1 with \$131,330 in the fund.
- **Community Virtuals** – This online lunch and learn series completed with the following sessions: February – Resident Led Action Plan with 17 attendees and 13 views of the recording; March – My Great Neighbourhood Grant with 20 attendees and 27 views of the recording; April – Traffic Calming with 33 attendees and 9 views of the recording.
- **Neighbourhood Support** – Staff continue to provide monthly information updates to neighbourhood associations and attend their meetings. Support has specifically focused on outfitting the Neighbour Hub, adding more volunteers across the city for graffiti management and neighbourhood boundary discussions.
- **Victoria Together Against Graffiti** – New Volunteer graffiti coordinator in place in Burnside Gorge neighbourhood, now have over 20 active volunteers removing tags
- **City of Victoria Youth Council** – had the opportunity to visit with the Prime Minister to share their ideas and concerns on climate change



Proposed Arts & Innovation District



Attachment B – Operational Highlights, Accomplishments and Metrics (T1 2022)

Victoria Conference Centre:

- **Completed Conferences** – seven conferences took place in T1, recording a combined 8,615 delegate days, 7 small meetings & events, and two tradeshow
- **Delegate Days** – for 2022, 80,000 delegate days are forecasted, approximately 70% of a normalized year
- **New Contracts** – Twenty new contracts signed, eleven are citywide conferences; 2022 – 55+ Games, NAFC youth Forum and Annual Conference, NACADA Region 8 Conference, Western Gas Measurement Short Course, Garden Tourism Conference, Royal Victoria Marathon; 2023 – BC NDP Convention, Summit Insurance Board of Directors Meeting; 2025 – Canada West Health Leaders Conference; 2026 & 2027 – CUPE BC Annual Convention.
- **Sales Travel/Events Attended** – PCMA Convening Leaders, Client Advisory Board Meeting, Destination Direct Canada, Canadian Society of Association Executives (CSAE) Tete-a-Tete, Global Meetings Industry Day Events, Vancouver Client Event, MPI The Event Sponsorship: 5K Connector.
- **Site Inspections** – VCC sales team led forty-four site inspections.
- **Marketing** – Business Events Victoria launched its new LinkedIn feed and gained 212 followers in its first month, the 'Reconnecting is now more Rewarding' initiative, which offers money back on confirmed room nights for hotel conference business, expanded in its first week due to immediate high demand.

Conference & Event Listings (Bookings Forecast) - see Att. M.

Emerging Challenges:

- Staffing shortages continue to present service challenges with VCC suppliers/partners



Client Advisory Board (CAB) Meeting



Bylaw Services

Highlights and Accomplishments:

Bylaw Services:

- The **Urban Issues Team** was created in April in response to ongoing street disorder as a result of unpermitted sheltering and other related activity in public rights of way. The team, consisting of Bylaw Services, Public Works and VicPD, conduct daily routes and respond to public complaints in a coordinated and efficient manner.
- Bylaw Services *Summer Action Plan* began in May. Officers will work an afternoon shift to respond to various issues that warmer weather and longer days tend to generate. Priorities include but are not limited to Noise, Street Entertainment, Canvassing, Panhandling, Graffiti, Construction, Sheltering etc.

Short Term Rental:

- Overall, there's been a steady increase in licencing in what appears to be a recovering travel industry. In the first four months of 2022, 525 licences were approved; that's as many licences issued for all of 2021.
- The City is aware of and monitors a variety of third-party short-term rental data scraping sites. Information from these sites is used as a part of the City's enforcement techniques to capture listing data and create investigative files.
- The City has successfully established enforcement precedents for various property types in court. Following these important legal victories by the City, the Short-Term Rental team completed a very successful engagement campaign aimed at making the public aware of current regulations and of the City's successful



CITY OF VICTORIA | Bylaw and Licensing Services

Operating a Short-Term Rental in Victoria

Short-term rental:
A space rented out for less than 30 days

Principal Residence Licence:
You live there

Non-Principal Residence Licence:
You don't live there

Legal Non-Conforming:
Rental of the entire non-principal residence is allowed because short-term rentals were allowed before the bylaw

What about renters?
Renters, if authorized by the owner, can rent up to two rooms in their shared living space

Single Family Dwelling
Only principal residence short-term rentals permitted

Single Family Dwelling
Only principal residence short-term rentals permitted

Condo
• Principal residence short-term rentals permitted
• Non-principal residences permitted but only for legal non-conforming buildings

The City of Victoria regulates short-term rentals to protect availability and affordability of long-term rentals and ensure that short-term rental operations do not unreasonably interfere with neighbouring residential uses. To operate a short-term rental in Victoria for stays of less than 30 days, you must have a Short-Term Rental Business Licence and comply with operating requirements.

Fees:
• \$500+ Number of licences issued per year
• \$150 Principal residence licence fee
• \$1,500 Non-principal residence licence fee
• \$200/day Fine for operating without a licence
• \$250/day Fine for advertising without a licence

FOR MORE INFORMATION
Learn more and get Short-Term Rental Business Licence applications online:
victoria.ca/STR

1 Centennial Square
Victoria, BC V8W 4R6
victoria.ca

Bylaw Services

enforcement action. This has contributed to the success in new STR licence sign-ups, as well as generated new information about unlicensed operators that is currently part of active enforcement investigations.

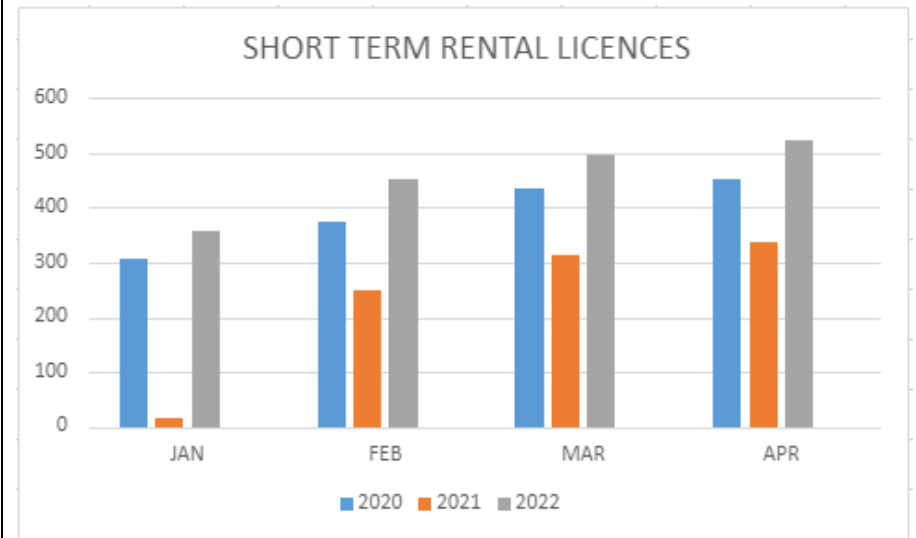
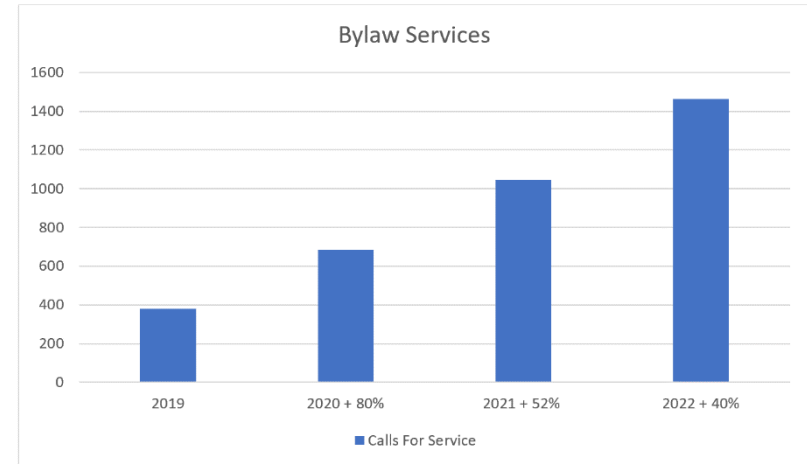
Emerging Issues and Challenges:

Bylaw Services:

- Public complaints to Bylaw Services continue to rise:
 - 80% increase in 2020
 - 52% increase in 2021
 - 40% increase in 2022
- As a result of additional bylaw staff in 2022, 58% more files were investigated and closed in T1 compared to last year.
- There continues to be an ongoing challenge finding balance between proactive public disorder management and the investigation of other bylaw matters such as Noise, Tree Preservation, Property Maintenance, Public right of way, Illegal Suites, Work without Permit and more.

Short Term Rental:

- One of the challenges Victoria and all cities face is that Airbnb and other short-term rental sites do not require listings to include an address. That information is kept private between the site, the property owner and guests. The City uses a variety of investigative strategies to identify and shut down illegal short-term rentals and bring people into compliance.



Corporate Services

Highlights and Accomplishments:

- **Fire Hall Replacement** – Planning IT local area network, fibre connectivity and general IT infrastructure requirements.
- **Enterprise Content Management (ECM) Migration** – Completed second wave of 16 total waves of ECM migration to move the City's electronic document content to SharePoint Online. This is a large multi-year project to modernize the City's Electronic Document and Records Management Systems (EDRMS) to improve the City's handling of electronic files. Currently 17% complete and on track.
- **Major IT Infrastructure Upgrades and Replacements** – Performing a data centre network upgrade to continue to provide high available connectivity for the City's computer systems. Wireless access point and underlying technology replacement to ensure City facilities have reliable wireless connectivity. Hardware refresh of City's hyperconverged hardware solution which powers all of the City's on-premise virtual servers which support and operate City Enterprise Applications.
- **COVID-19 Service Recovery** – Support for People & Culture and Facilities for the ongoing service recovery of staff working in a hybrid state as restrictions have been lifting.
- **Website replacement** – Scoping the replacement of the City's end of life website to deliver a modern experience with improved accessibility and ease of use. The website will be supported by a web framework that includes updated governance and standards.

Corporate Services

- **The Office of Equity, Diversity and Inclusion**
 - The Office continues to coordinate and support Council–appointed advisory committees (Accessibility Advisory Committee, Welcoming Cities Advisory Committee, and the International Decade of People of African Descent Committee)
 - The Office continues to embed equity considerations by being consulted on over 50 projects and 6 different departments including: EV Strategy, Get Growing Victoria, Equity Update to the Engagement Framework.
 - The Office, in partnership with the Energy and Climate Action team, has established a Community of Practice working group representing staff from various departments. The purpose of the community of practice is to develop intersectional approaches to corporate decision making by reviewing projects, programs and proposals through equity, climate, accessibility and other lenses. The group supported approaches to Market Rental Revitalization Incentive Program and engagement on Climate Adaptation Plan.
 - In partnership with Legislative Services, The Office has introduced orientation to advisory committee chairs regarding roles and responsibilities and to support community leaders' capacity development on governance structures.
 - The Office continues to strengthen community relationships by engaging in Welcome Day, Newcomer Expo 2022 and International Women's Day celebrations
 - Internally, the Office worked with the People and Culture and Engagement teams to create City Hub posts on equity–related topics (International Women's Day, Black History Month, Wear Pink) and support external social media posts on equity related topics.

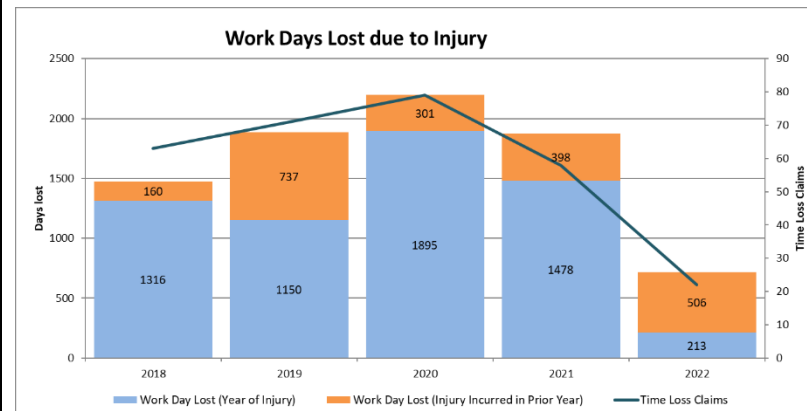
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Corporate Services

- **COVID-19 Pandemic** – Implemented COVID-19 safety plans and procedures as required by the Provincial Health Officer. Implemented a COVID-19 Vaccination Policy to protect employees and the public. Transitioned to a Communicable Disease Health and Safety Plan consistent with public health orders.
- **Active Stretching Guide** – Developed and distributed to help prevent workplace injuries related to strains and sprains.
- **City Spotlight** – Bi-weekly series provides ongoing employee recognition including the Service Desk Team, Building and Plumbing Inspectors, Johnson Street Bridge Operations, Tenant Assistance Planner, Zoning Team.
- **2021 Financial Statements**- Received an unqualified (clean) opinion from the City's external auditor.
- **Five-Year Financial Plan** – Council adopted the 2022 Budget and Five-Year Financial Plan and set the 2022 Tax Rates.
- **Youth Bus Pass Program** – The City of Victoria issued 2,076 active bus passes from January to April.
- **Employee 2021 T4's** - Payroll issued 1,764 T4's well before the February 28th deadline.
- **Real Estate** – Council approval of the rezoning and development permit for the Burnside Housing Project that will bring 88 affordable-housing units and 8,500 sqft of additional space, 4,000 of which is for childcare and 4,500 sqft. of joint use space



Employee resignations continue to trend higher than the historical average



More than two-thirds of work days lost were due to injuries sustained in 2021

Attachment B – Operational Highlights, Accomplishments and Metrics (T1 2022)

<i>Corporate Services</i>	
<p>for the community centre and SD 61. The project is a partnership between BC Housing, Pacifica Housing, SD 61 and the City.</p> <ul style="list-style-type: none">• Real Estate – Council approval of the rezoning and development permit for the Telus Ocean Project and subsequent completion of the sale of surplus City lands to Telus. The sale brings to completion a process initiated in 2017 whereby the City was seeking to create new economic engines within the downtown. The Telus Ocean Building will serve as a new regional headquarters for TELUS once it is completed. <p>Emerging Challenges:</p> <ul style="list-style-type: none">• Recruitment challenges to fill vacancies continue to impact staff capacity to deliver services.	

Engagement

- **COVID-19 Response and Recovery** - Continued communication planning and support for the City's COVID-19 response and recovery, in alignment with Public Health orders.
- **All Our Voices** - Equity-seeking groups and the general public shared their ideas about how the City can be more inclusive and equitable when engaging with the community at four engagement sessions, including two community roundtables, a tour of City Hall and an engagement kiosk at Welcome Day, an annual event to welcome newcomers to Victoria. Public input is also being collected through an online survey and at engagement stations held in the community. Engagement activities will continue in T2 and all input gathered will help inform the Equity and Inclusion update to the City's Engagement Framework later this year.
- **Government Street Refresh Draft Concept Design** - In March, the Government Street Refresh draft concept design was shared with the public and the business community for feedback through a virtual open house, multiple online workshops, an online survey and the project's 25-member community Stakeholder Working Group, consisting of a range of downtown businesses and local organizations. A separate stream of engagement was held with the Songhees Nation and the Esquimalt Nation. A refined concept design informed by stakeholder and Indigenous input will be presented to Council.
- **Zero Waste Victoria** - Eight stakeholder meetings with industry, government partners and non-profit organizations helped to inform the development of the City's proposed single-use item reduction bylaw. Municipal leaders from across Vancouver Island learned about the City's zero waste initiatives during a walking tour hosted by the City's Zero Waste outreach team during the Association of Vancouver Island Coastal Communities conference.
- **Community Virtuals** - The City's *Community Virtuals* online lunch and learns continued to prove popular with the community. Three sessions in T1 included how to create a Resident-Led Actions Plan,



Engagement

My Great Neighbourhood Grants; and Traffic Calming.

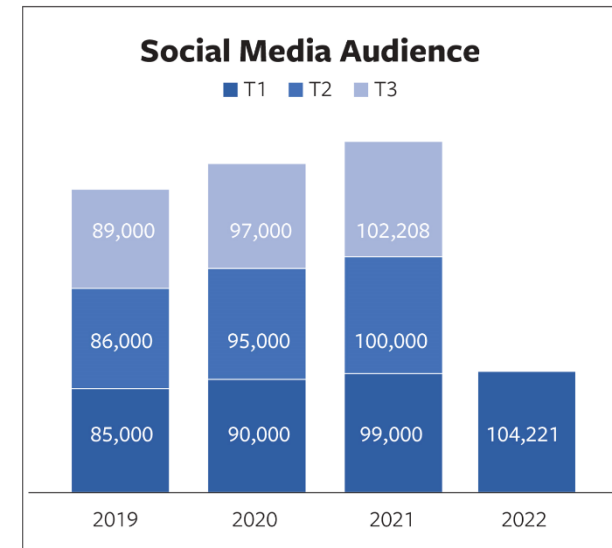
- **Connect and Prepare Your Community – Neighbour Hub Design** Residents provided their ideas to help the City develop template designs for future Neighbour Hubs. A Neighbour Hub is a public structure that fosters community connection while providing emergency resources for neighbourhoods. Community ideas were gathered from a survey, on-line dialogue and through in-person presentations.
- **Songhees Treaty Negotiations** - The Songhees Nation and the City of Victoria celebrated an important next step toward the return of Ləkʷəŋən land as part of Treaty negotiations. In a show of support for the Songhees, the City provided a formal letter of support for recognition of Songhees' Treaty Settlement Lands within City boundaries. Although the Treaty negotiations with British Columbia and Canada continue, this represents a significant step in the Treaty process and in relations with First Nations governments.
- **Draft Neighbourhood Plans – Fernwood, North Park and Hillside-Quadra** - Engagement continued in T1 for the community to review the draft plans and provide input through online surveys. Public input helped inform revised draft neighbourhood plans presented to Council for consideration in May.
- **Climate Action Outreach** - City staff delivered presentations to local organizations and community groups as part of the City's climate action outreach on City-led activities and to raise awareness of the actions residents that can take to help meet the City's climate targets and how climate change could impact them.
- **Citizen Assembly on Amalgamation** - In March, a joint statement announced that plans to move forward with the citizens' assembly to investigate potential amalgamation between the City of Victoria and the District of Saanich will take place after the Local Government Elections.



Attachment B – Operational Highlights, Accomplishments and Metrics (T1 2022)

Engagement

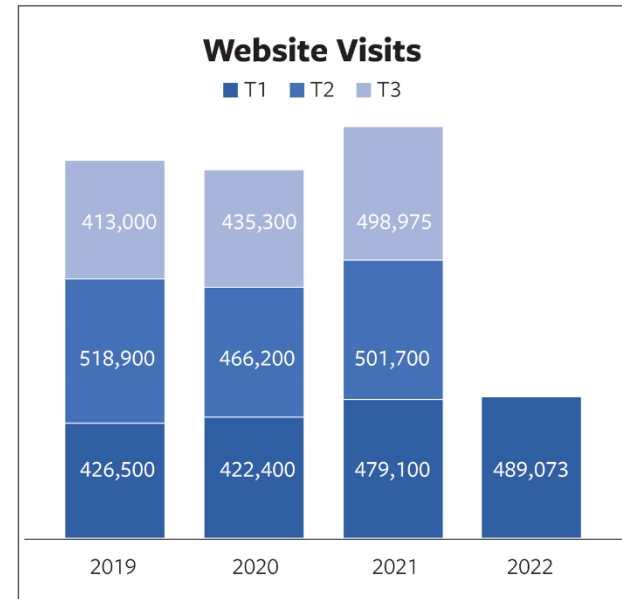
- **Governance Review** - MNP LLP began public engagement as part to their work to conduct the City of Victoria's governance review, including an in-person and online Open House, a series of stakeholder meetings and an online survey.
- **Engagement by the Numbers:**
 - 9 public events (workshops/walkshops/open houses/pop-ups):
 - 4 virtual
 - 5 in person
 - 54 engagement touchpoints:
 - 48 virtual
 - 6 in person
 - Outreach with close to 1,300 people
- **Have Your Say online platform:**
 - 1,586 new participants
 - 3,509 people "aware" – visited at least one project page
 - 3,869 people "informed" – visited multiple project pages/downloaded files
 - 1,721 people "engaged" – completed a project survey
- Many engagement and communication highlights are included in other sections of this report, supporting the delivery of City programs and services.
- Mid-T1 presented the opportunity to once again host in-person engagement activities. The City's comprehensive suite of online engagement tools continue to provide opportunities for residents and businesses who prefer to engage virtually to stay connected with the City and contribute their ideas and feedback. The extent to which future waves of the pandemic will impact in-person engagement in 2022 remains to be seen.



Compared to T1 2021, the total combined social media audience (Twitter, Facebook, Instagram) increased by 5,221 (5.3%) in T1 2022.

Attachment B – Operational Highlights, Accomplishments and Metrics (T1 2022)

Engagement



In T1 2022, there was an increase of 9,937(2.1%) user sessions on the City's website compared with T1 2021.

Engineering and Public Works

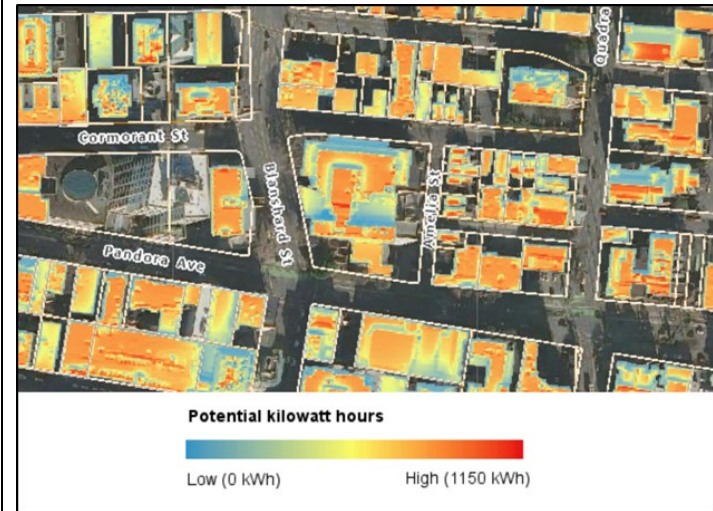
Highlights and Accomplishments:

Climate Action and Environmental Sustainability:

- **Electric Vehicle and E-Mobility Strategy** – The Strategy was completed and adopted by council outlining the City’s approach to supporting the community’s transition to electric vehicles. Including an \$8.5 Million investment in the implementation of a public charging network of over 650 charging stations including 30 fast charging stations over the next 7 years. Over 100 new stations planned for 2022.
- **Green Fleet Plan** – The Plan was completed and adopted by Council outlining the City’s approach to electrification of fleet. It identifies over 140 fleet vehicles with feasible and economical electric options over the next 9 years.
- **Single-Use Item Reduction** – A report was presented on options to reduce single-use items and encourage reuse throughout the community. Council directed staff to prepare a bylaw that would require customers to request single-use accessories (e.g. straws, stir-sticks, utensils), require that reusable products be used for dining on-site, and that businesses charge a 25-cent fee for disposable cups and containers (with exemptions for organizations serving low-income populations).

Engineering:

- **Trutch Street** – Staff presented Council with consultation outcomes on the potential renaming of Trutch Street. Council directed staff to prepare a bylaw to change the name to Su’it



Screenshot of New Solar Rooftop Tool

Engineering and Public Works

Street, the Lekwungen translation for “truth”, as endorsed by the Songhees and Esquimalt Nations.

- **Asset Management** – Completed a baseline of current asset management practices and identified and initiated development of supporting resources to advance the City’s corporate asset management program.
- **Underground Utilities:**
 - Tender for 2022 Sewer/Storm Drain Annual Lining Program has been closed and is in the process of being awarded.
 - Tender for 2022 Watermain Lining has been closed and is being evaluated.
 - Disaster Mitigation and Adaptation Fund Grant Program – Tender for upgrades of storm sewer on Cook and View St. Closed and cancelled due to high cost. Watermain upgrade on Blanshard and Douglas St. tender closed and bids are being reviewed.
 - Integrated Rainwater Master Plan has started with consultant support. The project includes:
 - Update of the existing stormwater master plan
 - Inclusion of watershed health lens while forecasting infrastructure improvements over next 20 years
 - Considerations to include Bowker Creek daylighting opportunities and stormwater quality improvements
- **Bridges and Structures**
 - Retained a consultant to complete a City-wide inventory and condition assessment of retaining walls, stairs, and railings.
 - Began construction of specific safety, security, and access improvements on the underside of the Point Ellice Bridge.

Engineering and Public Works

Public Works:

Fleet

- Adopting strategies to incorporate the Green Fleet Plan into the Fleet Capital replacement plan. Tackling challenges of the global supply chain concerns, which will impact many years ahead for not only vehicles but also parts and inventory to repair.

Utilities Operations

- Completed 29 new service installations for development (water/sewer/storm)
- Installed:
 - 13 storm drain laterals and catch basins
 - 175 m of storm and sanitary sewer pipe
 - 3 water services
- Repaired:
 - 8 watermain breaks
 - 42 water service leaks
 - 1 sanitary sewer break
- Flushed 112km of watermain
- Inspected and cleaned 729 catch basins
- Completed 9.4 km of underground camera inspections
- Cleaned 36 km of sanitary and storm sewer mains
- Inspected and maintained 229 fire hydrants
- Acquired new hydraulic shoring and trench shields in support of worker safety

Street Operations

- The Simcoe Street project has poured 176m³ of concrete including 0.3km of curb and gutter and 1.3km of sidewalk. The project is anticipated to be completed ahead of schedule.
- Installed



New widened sidewalk/driveway on Simcoe Street in James Bay

Engineering and Public Works

- 72 Accessible pedestrian buttons at 9 Signalized Intersections
- 20 Overhead vehicle detection cameras at 5 intersections
- Completed upgrades to Fire Pre-emption devices to new GPS system at 27 Locations.
- Rewired Blanshard/Fisgard signals and streetlights including new road crossings and 2 signal poles
- Connected 14 electrical services for AAA Neighborhood Bikeways

Administration

- Processed 1613 public calls for service
- Transition from VFD to external dispatch centre for processing after hours emergency calls for service.

Civic Services

- Curbside residential yard waste collection approaching first year of operation
- Establishment of specialized team to provide focused resource for public sanitation in high demand areas throughout the City
- Two Replacement Street Sweepers integrated into fleet significantly increasing operational capacity and capabilities

Transportation:

- Ongoing delivery of 2022 Capital Plan: Complete Streets (road rehabilitation), New/Upgraded Crosswalks, Traffic calming, New Sidewalk, Bicycle Master plan
- Continued leading of Build Back Victoria
- Cruise Shuttle Stop Relocation and two-way View Street
- Completed the “Neighbour Hub” Design Engagement process with Emergency Preparedness
- Broad Street Sidewalk Temporary Closure – Yarrow Building
- Initiation of Pavement Condition Assessment

Emerging Challenges:



Accessible pedestrian buttons

Engineering and Public Works

- 2021 BC “atmospheric river” storms & COVID are leading to lasting impacts on availability of labour and the cost of procurement of construction services and materials
- Provincial legislative changes to engineering profession and the City’s delivery of engineering services (Professional Governance Act) requiring comprehensive reviews and changes to work processes, oversight and accountability, record keeping and reporting. Potential impacts on project delivery timelines.
- Emerging issues of extreme weather impacting pavement asset condition (extreme heat and cold in 2021/22 and storm impacts)
- Increasingly stringent provincially legislated requirements for relocation of soil and acceptance of material at receiving sites impacting project costs and timelines.
- Recruitment challenges and staffing vacancies across all Divisions due to labour shortages and local cost of living and housing affordability.



New signal at Richardson and Cook



Engineering and Public Works



Protected bike lanes on Government Street North

Parks, Recreation and Facilities

Highlights and Accomplishments:

- **Topaz Park Skate and Bike Parks** - Construction continued and progressed to approximately 70% completion on these two much-anticipated amenities in the Hillside-Quadra neighbourhood. The new recreational features will open in summer 2022.
- **Topaz Park Artificial Turf Sport Field Replacement** – Following a year of detailed design and stakeholder engagement, a tender was posted seeking bids for construction of the much-anticipated renewal and expansion of this important sport amenity.
- **Stadacona Park Playground Replacement** – Council approved the concept design for a new accessible playground to replace the existing playground in the park. Detailed design is underway. Construction is anticipated to begin in summer 2022.
- **Songhees Park Expansion** – Construction on the expansion of this waterfront park in Vic West, which has been designed in collaboration with local First Nations, progressed to approximately 60% completion. The expanded park will open in summer 2022.
- **Family Day event at RAP** – Over 1100 people attended the free, community event at Royal Athletic Park to celebrate Family Day on Monday, February 21st. Activities led by City staff and the North Park Neighbourhood Association included live music, arts and craft stations, active kids' games and base running with the HarbourCats' mascot.



Construction of the Topaz Park Skate Park



Construction of the Songhees Park Expansion

Parks, Recreation and Facilities

- **Banfield Park Dock Expansion** – The design/build process continued for expansion of existing dock in Banfield Park. Permit applications were submitted, and construction of the dock was initiated. Installation is anticipated to be complete in summer 2022.
- **Downtown Public Washroom** – Council approved the location for a new public washroom on the 900 block of Douglas Street. Construction of this new facility is planned for summer 2022
- **Urban Agriculture** – Council approved new community gardens for the Vic West and South Jubilee neighbourhoods, as well as nearly \$200,000 in grants for local non-profits providing a wide range of services to residents
- **New Outdoor Fitness Zone at Crystal Pool** - This Spring, a new 2,000 square foot outdoor fitness studio was created on the sun patio at Crystal Pool and Fitness Centre including fitness flooring, a 20x30 branded marquee tent, a sound system, self-watering planters and a storage container for equipment (bikes, weights, mats etc.). A variety of health and wellness classes such as outdoor cycling, circuit training, Pilates and yoga are now running in this great new space!

Emerging Challenges:

- **Recruitment** – Recruitment continues to be a significant challenge, several positions remain vacant across the department team, impacting service delivery, as well as project timelines.



Design of Dock Expansion at Banfield Park



New Outdoor Fitness Zone at Crystal Pool

Parks, Recreation and Facilities

- **Cost escalation** – Significant cost escalation for materials and contract labour support have impacted the cost of projects and services.
- **Increasing number of severe weather events** - Throughout the first four months of 2022, there continued to be severe weather events resulting in high winds and high accumulations of snow with icy conditions. These events required departmental emergency response plans to be activated and the redeployment of resources away from regular operations. Staff were dedicated to addressing risks and making parks and open spaces safe for the public to enjoy.



The City's severe weather response includes responding to tree failure events where private trees fail onto public right-of-way.

Sustainable Planning & Community Development

Highlights and Accomplishments:

- **Rapid Deployment of Affordable Housing** – New regulations and process improvements were brought forward to accelerate construction of new affordable housing in the city. Projects by non-profit, government or co-op housing organizations will no longer require rezonings or public hearings when they are consistent with the Official Community Plan, and development permits will be delegated to staff for approval if consistent with design guidelines. The bylaw amendments were approved following a public hearing in April 2022.
- **Garden Suite Monitoring and Update** – A report providing an update on the garden suite program, along with recommendations for revisions to the policy and to increase fees, was presented to Committee of the Whole in April 2022.
- **Affordable Housing** – A grant from the Victoria Housing Reserve Fund was approved for the Anawim Companions Society in the amount of \$72,500 to support the construction of a seven-bedroom house offering transitional housing for people at risk of homelessness.
- **Tenant Assistance** – After a jurisdictional scan and targeted engagement, Council approved a staff recommendation to update the Tenant Assistance Policy's Right of First Refusal rate from 10% to 20% of market rental rates. Staff also commenced city-wide communications on the City's Tenant Assistance services including the Rental Property Standards of Maintenance Bylaw as part of the Connect newsletter spring/summer 2022 edition.



Updated Downtown Core Area Plan (2022)

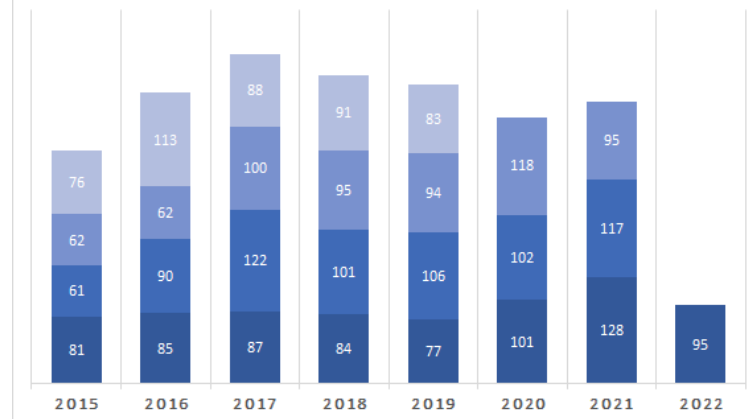


Robert Street Heritage Conservation Area

Sustainable Planning & Community Development

- Renters' Advisory Committee** – The City welcomed and onboarded eight new members to the Renters' Advisory Committee (RAC) in January, bringing the total number of members to 11. A RAC Work Plan 2022 was also developed with the Committee and approved by Council.
- Downtown Core Area Plan Update** – Council approved the updated Downtown Core Area Plan including new design guidelines following a public hearing on March 3, 2022. The updated guidelines will enhance livability through increased building setbacks, tower separation, sunlight access and universal accessibility. Other improvements include supporting high performance buildings and bird-friendly design.
- Government Street Refresh** – A new design vision and concept for Government Street was developed in collaboration with Indigenous partners and community stakeholders, and presented to the public through a comprehensive engagement process.
- Robert Street Heritage Conservation Area** – Victoria's first citizen-led Heritage Conservation Area was approved for a portion of Robert Street in the Victoria West neighbourhood following a public hearing on March 24, 2022.
- BC Energy Step Code Advancement** – The City commenced an engagement process in partnership with local governments in the Capital Region to determine how to best use the BC Energy Step Code and a new Carbon Pollution Standard to reduce emissions from new buildings. The first of three phases of engagement has been completed which included information sessions and an industry survey.

Development Application Volume



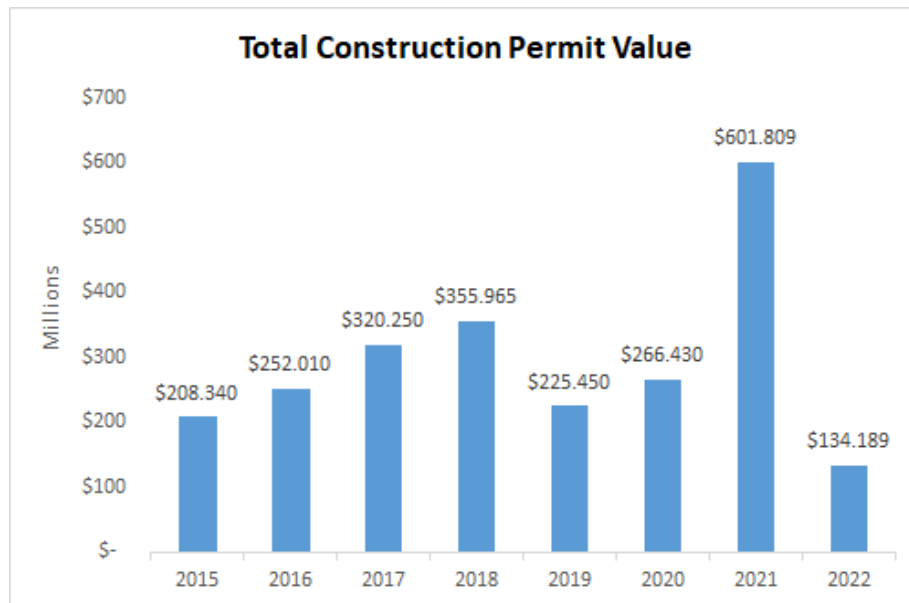
* 2017 and 2018 were marked by a surge of 30+ one-time rezoning applications which were necessary to implement the City's approach to cannabis legalization.

** In late 2020, the delegated minor DP application process was streamlined to allow applicants to "batch" a number of minor mid-construction changes as the project progressed, rather than requiring a new DP application for each change.

Sustainable Planning & Community Development

Emerging Challenges:

- The Department experienced delays to policy initiatives and challenges with managing development application volumes due to staff resourcing issues. Positions are becoming increasingly difficult to fill due to labour shortages and the cost of living in the region.
- Development activity continues to be extremely strong with staff fielding a higher-than-normal level of pre-application enquiries. This combined with staff resource challenges across the City and the numerous Council-priority applications currently instream (affordable rental housing, rental housing and public health facilities) is challenging target turnaround timelines and ability to advance further policy initiatives.

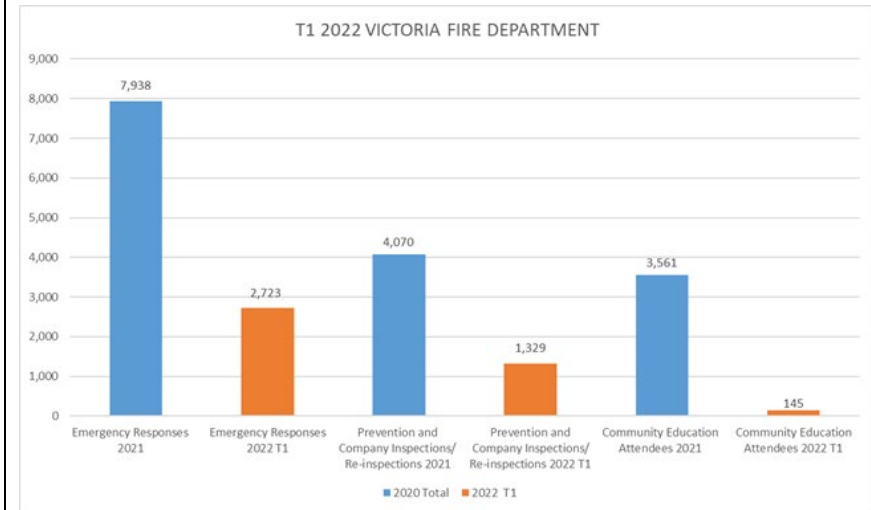


Issued Construction Permits

Victoria Fire Department

Highlights and Accomplishments:

- **Emergency Responses** – In T1, the Fire Department responded to 2,723 incidents including 209 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, the department responded to 421 overdose calls, in comparison to 382 overdose calls in the same time period in 2021
- **Response Statistics** – A transition to Surrey Dispatch has afforded the Fire Department a new analytics program, which provides access to critical statistics and the ability to identify trends that can inform response protocols and educational programming. This information can be shared with other city departments, including PW & Engineering to help inform the vision zero framework.
- **Specialized Training** – Completed 3082.5 aggregate hours of specialized training including NFPA Certified Officer Development for 46 members, participated in the Regional Hazmat Team, and completed the "Survival Training and Rescue Techniques" refresher course.
- **Fire and Life Safety Inspections** - Fire Prevention and Suppression have completed 1,329 life safety inspections and re-inspections in T1.
- **Oil Tank Program** – Completed 17 oil tank removal inspections, and 1 tank installation inspection.
- **Hoarding Education Action Team (HEAT)** - In T1, the H.E.A.T. Program completed 2 home visits within the City of



T1 2022 Responses, Fire Prevention and Company Inspections and Life Safety Education Attendees.

2022 T1 VFD Incident Breakdown		
ALARM ACTIVATED	343	12.60%
BURNING COMPLAINT	73	2.68%
HAZMAT	39	1.43%
MEDICAL	1,791	65.77%
MISCELLANEOUS	175	6.43%
MVA	97	3.56%
OTHER FIRE	140	5.14%
STRUCTURE FIRE	59	2.17%
VEHICLE FIRE	6	0.22%
Total Incidents	2,723	100.00%

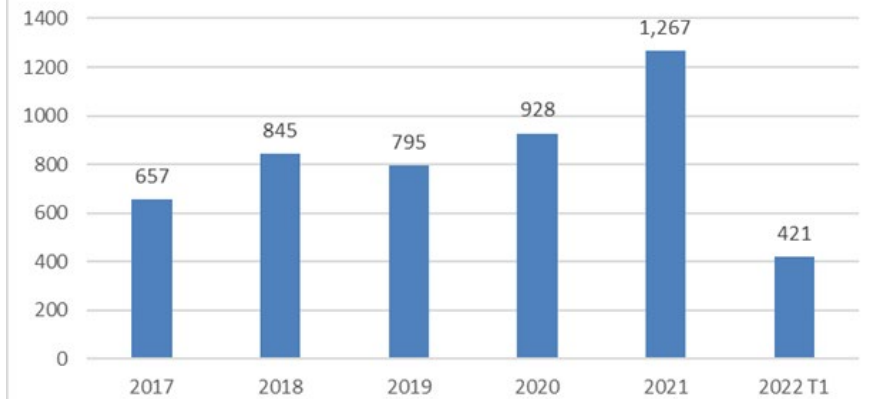
Attachment B – Operational Highlights, Accomplishments and Metrics (T1 2022)

Victoria Fire Department

Victoria and dedicated 17 staff hours to the program. The new H.E.A.T. Facebook Group has continued to see success since implementation and now has 187 members.

- The online peer group continues to be well attended and has received very positive feedback from those in attendance. Island Health has now been able to provide staff members to take over the facilitating this group after the retirement of the team psychologist. The existing clinician is stepping down from the position and recruitment is underway for a replacement. Due to the limited capacity of that role, those requesting individual services from HEAT will be placed on a waiting list but are still able to access the team through the virtual and online platforms.
- **HRVA** - The Emergency Management Division has been unable to get started on an updated Hazards, Risks, and Vulnerabilities Analysis (HRVA) due to staff shortages and competing response priorities.
- **Corporate Emergency Management training** – Staff continue to recommend EMBC and JIBC courses to staff but have been unable to provide in-house training as planned due to staffing shortages and competing priorities.
- **Regional Fire Department Support** – Fire Prevention Staff worked with the new Fire Inspector from Oak Bay to provide an orientation on inspection processes for large building and different occupancy types to share knowledge and experiences that they may utilize within Oak Bay.
- **Regional Joint Fire Training Exercise** – Victoria Fire Department, Esquimalt Fire Department, and Oak Bay Fire Department representatives participated in a joint fire training exercise concentrating on fire ground survival and rescue.

2017 - 2022 T1 Overdose Response Stats



Attachment B – Operational Highlights, Accomplishments and Metrics (T1 2022)

Victoria Fire Department

- **Community Education** - The department delivered community education to 145 participants through a combination of in person and online sessions. These sessions were a combination of fire drills, emergency preparedness workshops, Connect and Prepare workshops, safety talks, smoke alarm installations, and facilitation of the HEAT online peer group. The online Emergency Preparedness workshop has received 986 views since the beginning of COVID.
- Fire Prevention Division conducted the first in-person fire extinguisher training session for the staff at Point Hope Shipyards.
- **City of Victoria Emergency Support Services (ESS) Response** - ESS was activated 3 times locally and assisted 18 local individuals (evacuees) in T1 through the provision of food, shelter, clothing, and incidentals to evacuees affected by fires and flooding.
- **COVID-19 Service Recovery Requests** - Emergency program staff supported the last service recovery requests prior to Provincial Orders allowing in-person services to fully return.
- **Volunteer Engagement** – Volunteer orientation and training sessions returned to being held in-person and many new volunteers joined our team in T1. A volunteer appreciation night was hosted during volunteer appreciation week and the Salvation Army ARC food truck served all VFD staff and volunteers dinner and provided a presentation on understanding vulnerabilities and responding empathetically to people experiencing difficult times.

Attachment B – Operational Highlights, Accomplishments and Metrics (T1 2022)

<i>Victoria Fire Department</i>	
<ul style="list-style-type: none">• Regional Emergency Management Partnership – Ongoing projects this term included extreme heat planning, regional evacuation route planning, tsunami planning, and planning an exercise for the CAO's around the Regional Concept of Operations.• Warming Centres –Warming centres were activated for 2 days at the Cook Street Village Activity Centre and for 3 days at the James Bay United Church in T1.• Extreme Heat Response Plan – An Extreme Heat Response Plan was created which outlines the City's planned response to extreme heat events in 2022 including the establishment of cooling centres, misting stations, portable water fountains, cooling resource mapping, and public communications around heat preparedness and safety.• Tsunami Preparedness Week and Emergency Preparedness Week – staff worked with engagement and ran awareness campaigns and contests during emergency preparedness week and Tsunami Preparedness week. The City of Victoria was a co-host for the Provincial Virtual Safe High Ground Hike contest raising awareness on the new Tsunami safe zone and hazards zone mapping.• Mechanical Division – Completed maintenance and oversight of SCBA program including the creation of an RFP for 2022 SCBA equipment order. Completed preventative maintenance and Commercial Vehicle inspections through the regional fleet maintenance program.• Began installation of new Mobile Data Terminals (MDTs) in apparatus. Continued outfitting of the new Emergency Support Services (ESS) Van.	