Business and Community Relations

Highlights & Accomplishments:

Arts Culture & Events

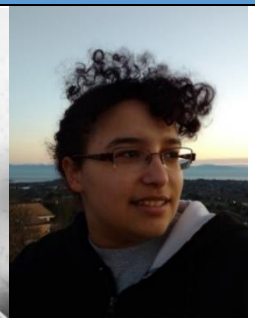
- John Barton, an established poet and editor, was appointed to the position of the City's Poet Laureate for a four-year term. John has published 26 books, chapbooks and analogies. He is also a three-time recipient of the Archibald Lampman Award, an Ottawa Book Award, a CBC Literary Award, and a National Magazine Award.

- Aziza Moqia Sealey-Qaylow is a slam and spoken word poet, and an honours graduate from Reynolds Secondary School. She was formally appointed as Victhoria's seventh Youth Poet Laureate for a one-year term.

- A second Indigenous Showcase created by Indigenous Artist in Residence Lindsay Delaronde featured a collection of performances for healing the spirit through song, dance, and storytelling, both traditional and contemporary. The all-Indigenous cast explored their relationship to creation stories and mythology from the past, as well as the renewal, revisioning and re-creation of indigenous worldviews.

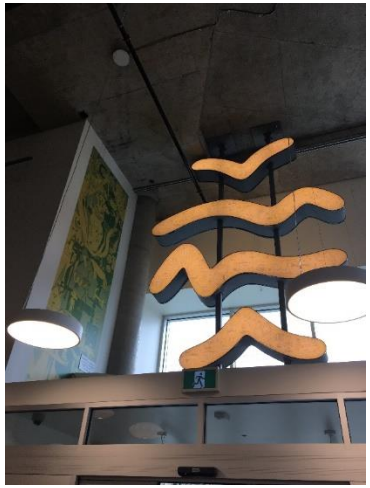
- Victoria's Artist in Residence Luke Ramsey hosted drop-in drawing sessions with local youth at the sxʷeŋxʷəŋ təŋəxʷ James Bay Branch. Together they created drawings which took shape like branches on a tree. Within each shape is a collage of the collaborative drawings. The "Drawing Branches" light box art installation represents a collection of drawing gestures that creates the whole and showcases the creativity and collaboration of youth in the community.

John Barton
Poet Laureate



Aziza Moqia Sealey-Qaylow
Youth Poet Laureate

SuperNova: Performances That Heal



Drawing Branches

Business and Community Relations

Neighbourhood Team

- The City facilitated the spring *My Great Neighbourhood* Grant intake by supporting applicants with preparation of their submissions.
- The City conducted a survey of social media use by neighbourhoods to support future training and learning needs.
- Launched a new brand for the Late Night Program and updated/renewed vendors' permits, as well as coordinated a multi-agency late night inspection tour.

Emerging Issues and Challenges

- Tagging and graffiti abatement on public infrastructure.

Economic Development

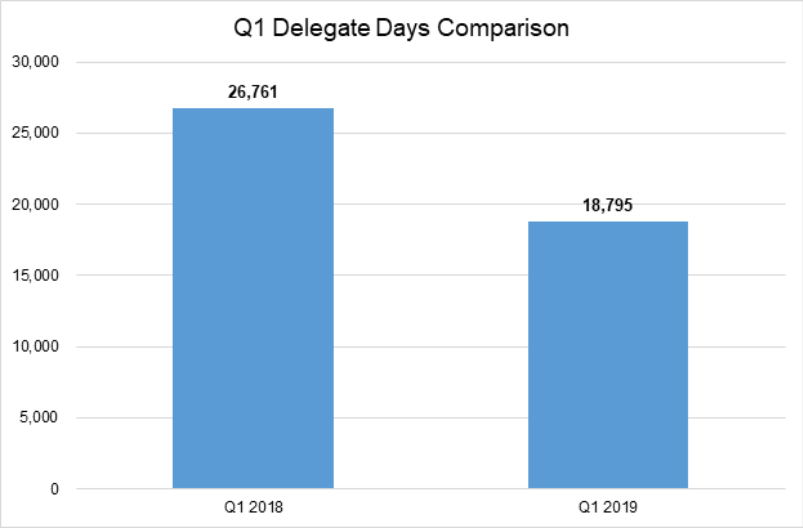
- In the first quarter, 125 inquiries were made to the Hub this quarter, the busiest Q1 to date.
- The first annual business survey that launched in Q4 of 2018 was closed - 86% of businesses who completed the survey said that business performance exceeded their expectations in the last 12 months.
- The Business Hub, in partnership with Prince's Trust Corporation presented for a workshop on Small Business Start Up at CFB Esquimalt.
- The City launched the Spring 2019 Business Hub newsletter which will provide updates and information on how the Hub has been working with local business to create prosperity in Victoria.

Business and Community Relations

Victoria Conference Centre

- There were 40 events held at the VCC in Q1 including three city-wide conferences. Additionally, 14 contracts were executed for future conferences, including five city-wide events.
- The new Business Events Victoria (BEV) Customer Advisory Board visited Victoria to conduct meeting and provide insightful recommendations for improvement.
- BEV hosted a familiarization tour for three clean tech clients and one Business Events Canada representative during the IMPACT conference to showcase local clean tech projects.
- BEV planned and executed four client events in Mississauga, Toronto, Ottawa and Montreal in Q1 2019.

Business Events Victoria – Customer Advisory Board



Delegate days in Q1 was almost 30% lower in Q1 2019 compared to 2018.

Corporate Services

Highlights and Accomplishments:

- Upon completion of the Financial Plan and Strategic Plan consultation, Council added initiatives to the Draft 2019-2023 Financial Plan with funding from the 2018 surplus and 2019 new property tax from new development before final approval of the Bylaw prior to May 15.

- The City will receive an additional $3.6 million of gas tax revenue in 2019 for a total of $7.257 million from the federal government's one-time doubling of the Gas Tax transfer.

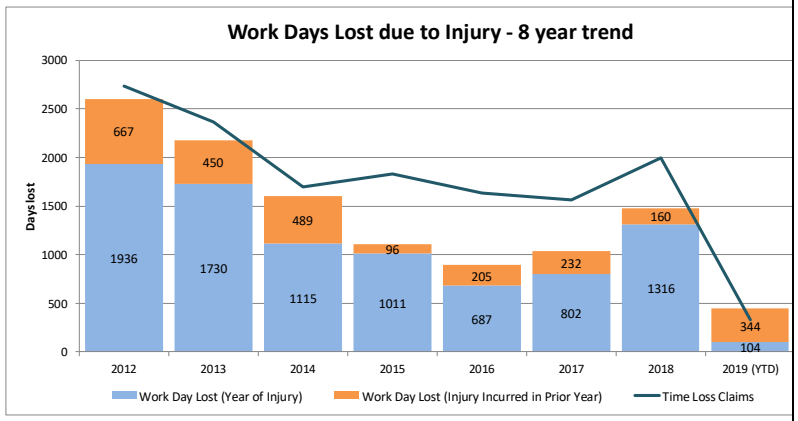
- Staff provided a report detailing lessons learned from the 2018 Municipal Election, which outlined improvements from previous years and challenges including line-ups at certain polling stations due to increased voter turn-out. Council approved staff to arrange for two voting machines at each voting location, and secure additional voting locations in the city for general voting day in 2022.

- A mobile bicycle vending pilot has been extended into a continuous program with some revisions as part of amendments to the *Street and Traffic Bylaw*. The program was piloted in 2017 and 2018, and includes licensing rules similar to mobile food truck and cart vending regulations at special events and on private property.

- As part of the Open Government Initiative, a formal rise and report policy is being developed for Council's consideration to provide a systematic process to bring forward matters addressed in closed meetings that are appropriate to be made public.

Emerging Issues and Challenges:

- Recruitment delays for specialized and seasonal positions due to lack of qualified applicants.



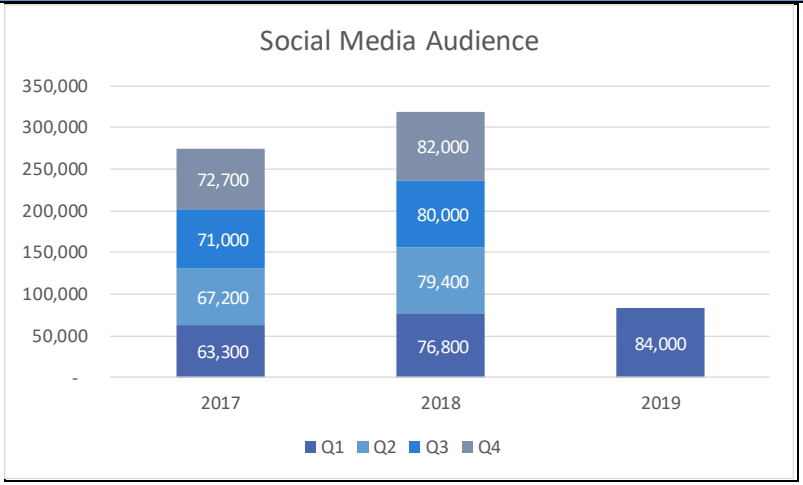
Engagement

Highlights and Accomplishments:

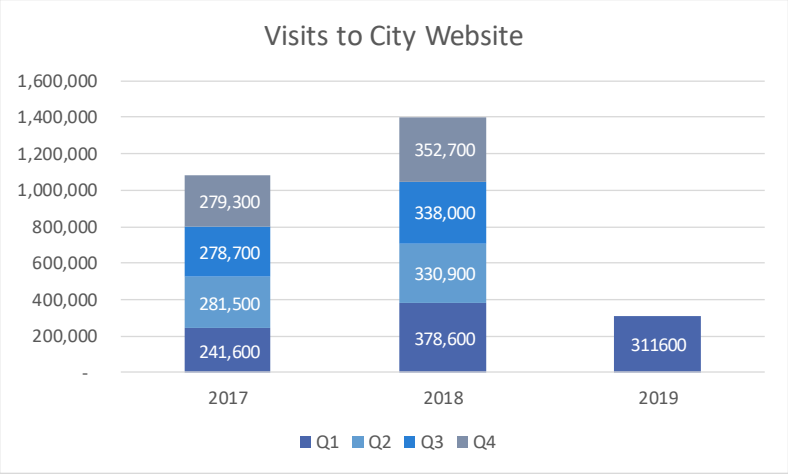
- Developed and implemented the *2019 – 2022 Strategic Plan Engagement Summit* on January 19 at the Victoria Conference Centre. A total of 148 community members gave a day to their City to provide comprehensive input on Council's draft eight objectives and 170+ associated actions. The *2019 – 2022 Strategic Plan* was adopted by City Council on March 14.

- The community had the opportunity to participate in-person and online at the City's Budget Town Hall on January 16 at City Hall. Close to 100 people attended and there were 56 online submissions to the e-Town Hall component. In addition, an online survey captured feedback on the draft 2019 Budget and Financial Plan from 1,483 respondents. All community input was shared with Council to inform decision making.

- On March 28, the City's citizen-led Participatory Budget Steering Committee began accepting proposals from the community on how to invest $52,000 in Victoria youth. This year's PB process is being coordinated by the City of Victoria Youth Council. The proposal submission period closed May 6. Public voting will begin place June 16 to July 19. Of the available funds, $2,000 of micro-PB funding has been earmarked for youth-led projects requesting up to $500. The Steering Committee is comprised of 11 community volunteers who design the community process according to the Participatory Budgeting Rulebook.



Compared to Q1 2018, the total combined social media audience (Twitter, Facebook, Instagram) increased by 7,113 (9%) in 2019.



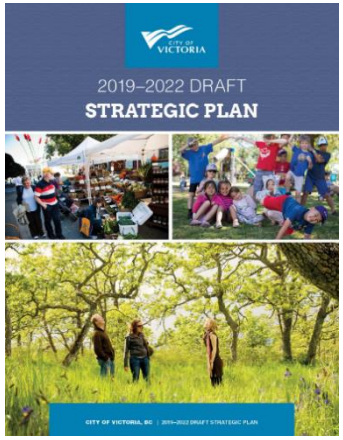
In Q1 2019, there was a decrease of 66,991 (18%) in user sessions on the City's website compared to Q1 2018, however the total was up significantly over 2017. Q1 2018 due a spike in online visitors looking for information as a result of an emergency tsunami warning. Source: City of Victoria.

Attachment B – Operational Highlights, Accomplishments and Metrics

Engagement

- Over 2,000 people were engaged through major City-wide summits, in-person consultation events and online surveys for seven engagement projects inn Q1 2019, compared to 8,000 people in 2018 through eight projects.

- The decrease in the number of active public engagement projects this past quarter was due to the organization's focus on developing the four-year Strategic Plan, which will guide the City's work and corresponding citizen engagement activities moving forward.



Engineering and Public Works

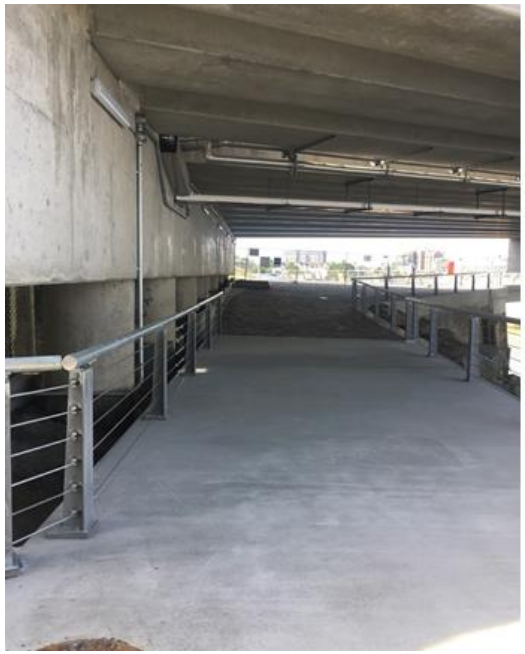
Highlights and Accomplishments:

- Completion of the Higgins Street sidewalk (Hillside Avenue to Cook Street).
- Construction started on the Wharf and Humboldt Street AAA bike corridors.
- Launch of the City's "Go Victoria" Sustainable Mobility Strategy. A series of technical meetings, stakeholder and community consultation activities will continue through Q3 2019.
- Construction of Fort Street road rehabilitation, including storm drain upgrades and road redesign and pedestrian/cyclist safety enhancements.
- Added crosswalk at Fort and Fern Street with traffic signal upgrades.
- Completed Superior Street Major road rehabilitation projects, including full intersection traffic signal upgrade at Superior and Menzies Streets.
- Tender issued for rehabilitation work on the Point Ellice Street Bridge.
- Construction of the Johnson Street Bridge underpass on the David Foster Harbour Pathway continuing.
- Public consultation for Vancouver Street, Harbour Road and the Hillside / Quadra AAA bike corridors.
- Participated in Province of BC Active Transportation Strategy Development, Province of BC Ride-Hail Regulation Development consultation, and BC Transit Local Area Service Planning processes for the Jubilee and the Burnside Gorge neighbourhoods
- Sustained severe weather response for snow removals, water main breaks, and increased ice and road safety controls.
- Progressed soil remediation works at Laurel Point
- Progressed Ship Point Pier repairs with GHVA

Go Victoria Public Launch event

Attachment B – Operational Highlights, Accomplishments and Metrics

- Supported CRD wastewater treatment and conveyance projects.
- Delivered and continue to introduce new and improved sidewalks along Dallas Road, near Ogden Point.
- Completed Kings/5th Street traffic calming median.
- Paved Delta Street from Burnside to Gamma Streets.
- Completed Watermain replacement along Government from Bay to Gorge Streets.
- Progressed watermain replacement along Johnson Street east of Cook Street.
- Progressed storm main installation along Belton, with associated road works.
- Completed furniture and bike rack installations at Janion Plaza.
- Truncated dome installations at various city intersections.
- Progressed ongoing traffic signal coordination work and fire preemption.
- Commenced traffic signal upgrades at Johnson and Fernwood.
- Commissioned new fleet vehicles for enhanced street and sidewalk cleaning, including training program for users and mechanics to support the new equipment
- Fleet evaluation and leading proponent selection of the following RFP's:
  - Catch basin cleaner
  - Combination sewer truck
  - Roads hotbox
  - Identify, negotiate and procure a 'nearly new' Branch chipper – saving ~$20,000 compared to new price
  - Received new Pickup truck for Street cleaning
- PW Admin staff responded to 1,428 Calls for Service
- Assembled 498 BC1 plan packages to allow crews to safety undertake excavation at worksites
- Completed all Telematics training for end user staff



Underpass construction & Higgins Street Sidewalk Project

- Completed approximately 30% of the Fleet Corporate Business Process review in preparation for the transition to Cartegraph
- New sign printer was spec'd and ordered through SMS for sign shop, which will increase our ability to produce signs
- Continued with full review and updating of all Standard Job Procedures for each section at PW
- Completed entrance wall at PW
- Started Seasonal Hiring process for PW with HR
- Continued with ongoing maintenance of bus shelters and benches
- Undertook annual inspections of pathways, stairs and other similar structures
- Roads section filled approximately 400 potholes and milled and paved approximately 200 sq. M. of alligatored asphalt
- Responded to and repaired a water main break on Tyee at Esquimalt Road. This was a 300mm main.
- Responded to 79 problems with utility (water, sewer and storm drain) mains and services
- Installed 55 new utility services
- Did 750 BC1 call Electrical Utility locates from both City and external contacts
- Replaced traffic detection loops with overhead camera detection system at one large intersection
- Installed marine navigation lights on north side of JSB
- Replaced 12 rusty streetlight poles
- Rewired and installed new poles and based at 1 intersection

Issues and Challenges:

- Staff vacancies
- Winter weather disruptions
- Construction coordination across public, private projects/development and third part utilities.
- Changes in Winter weather patterns

Wharf Street protected bike lane project

Parks, Recreation & Facilities

Highlights and Accomplishments:

- The City successfully co-hosted the IIHF World Junior Hockey Championship between December 26, 2018 – January 5, 2019. In total, an estimated $39.1 million of economic activity flowed into Vancouver and Victoria as a result of the hockey tournament, including an estimated $6 million in local economic activity. Approximately 73,000 individuals attended games held at the City's Save-On-Foods Memorial Centre.

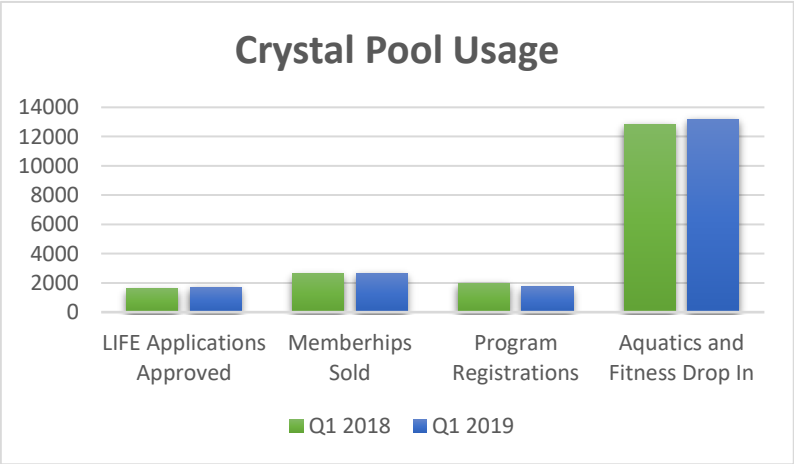
- Process improvements were implemented to reduce processing times for LIFE program applications. Staff anticipate these changes will help with efforts to increase utilization of the program by residents.

- In January, the City launched three new programs with a focus on accessibility and inclusion:
  - NEAT – reducing senior isolation through inclusion in activity and social connectivity
  - New Roots – connecting youth struggling with anxiety to nature
  - Swim lessons for youth with impaired hearing using sign language

  These programs were financed externally through grant programs.

- The Parks division planted 131 new trees throughout the City as a part of the Tree Planting Program.

Finland v Canada (Photo credit Canadian Press)



- In February, the City published a guide to encourage urban gardening and food production in mixed use, multi-unit residential developments.

Emerging Issues and Challenges

- Aging facilities
- Staff shortages and vacancies

TOPSOIL, Victoria

Sustainable Planning & Community Development

Highlights and Accomplishments:

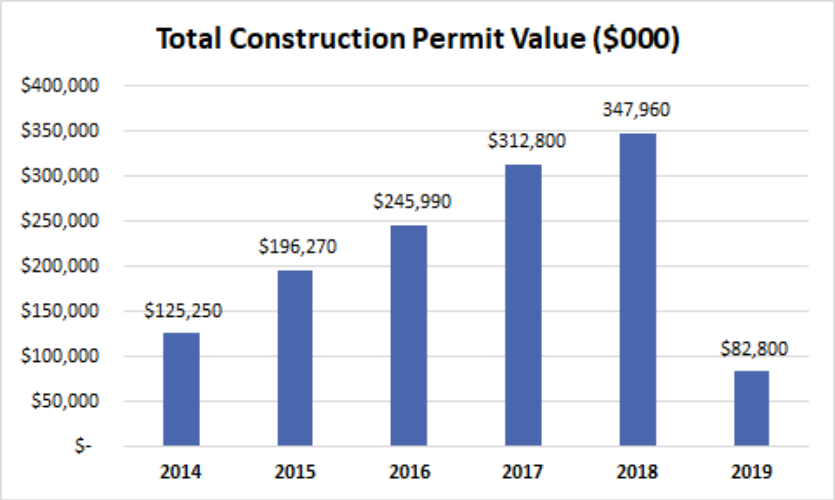
- A new Citizen-Led Heritage Conservation Areas policy was approved which establishes a procedure for the identification and evaluation of new heritage conservation areas (HCAs) in Victoria. The policy relies on citizen nominations to identify potential new HCAs. City staff would assess the heritage merits of nominations and work closely with the nominators to consult the property owners who would be affected.

- Two Victoria Housing Reserve Fund grant applications were brought forward for Council consideration, resulting in the City committing $1.835 million towards the development of two proposed affordable housing projects that will provide 138 homes for seniors, single working adults, people with disabilities and families. The proposed developments are located in the James Bay neighbourhood at 330-336 Michigan Street, and the Hillside-Quadra neighbourhood at 2558 Quadra Street.

- On March 11th the City hosted a Housing Summit to bring together housing stakeholders and experts to provide input into an updated Victoria Housing Strategy. Summit topics included infill housing, tenant assistance, affordable housing partnerships, family-friendly housing, purpose-built rental housing, rental tenure zoning, garden and tiny homes and collaborative housing solutions. The Summit was attended by 143 participants.

- Old Town Design Guidelines were adopted to provide guidance to designers, architects and property owners who are planning a new building or an addition to an existing building within Old Town. The guidelines will help ensure

Housing Summit



At the end of Q1, the value of construction in Victoria as $82,800, a 56% increase over the same time period in 2018.

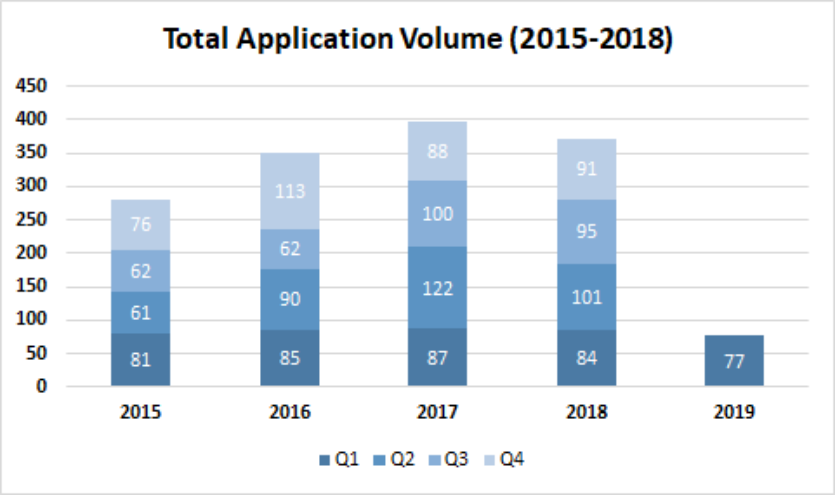
Sustainable Planning & Community Development

that future development is complementary to the historic character of the Old Town Heritage Conservation Area.

- Two heritage properties were protected through adoption of Heritage Designation bylaws at Johnson Street (Watson & McGregor Building) and Douglas Street (Morgan Block)

Emerging Issues and Challenges

- Staff shortages and vacancies

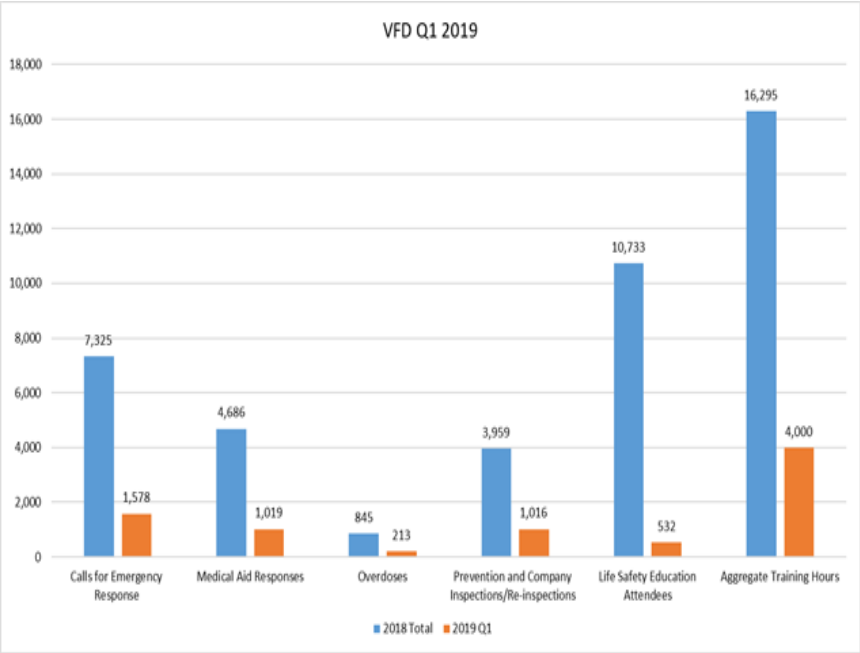


Total applications received in Q1 2019 was slightly lower than previous years.

Victoria Fire Department

Highlights and Accomplishments:

- The Department responded to 1,578 calls this quarter. The Opioid epidemic continued to increase overdose related calls, with 213 in Q1 2019 in comparison to 177 in Q1 2018, a 20% increase.
- Fire Prevention and Suppression completed 1,106 inspections and re-inspections in Q1 2019, in comparison to 868 Q1 2018, a 17% increase.
- Completed over 4,000 aggregate hours of specialized fire and rescue training and certification.
- Administration, in collaboration with Human Resources, initiated planning for the 2019 Fire Fighter Recruitment.
- 2019 Fire Officer Training Program has commenced, preparing candidates for future fire officer vacancies.
- Commenced enhanced planning on coordinated response initiatives with external emergency response agencies
- Members participated in Joint Training Exercises with the Greater Victoria Emergency Response Team, Royal Canadian Mounted Police, Canada Coast Guard, the Department of National Defence and Canadian Forces Base Esquimalt Fire Department in the areas of Hazardous Materials Response, Marine Rescue, and Ship board Firefighting.
- The Hoarding Education Action Team (H.E.A.T.) was actively engaged this quarter with 59 calls received. As a result, 26 calls were forwarded to other municipal



Victoria Fire Department

jurisdictions on Vancouver Island. Calls for Victoria resulted in seven (7) responses with direct assistance provided.

- H.E.A.T. provided a presentation at the auditoriums at the Royal Jubilee Hospital with over 40 attendees including representatives from Island Health, Local Governments, Office of the Fire Commissioner, and private interest groups to provide an overview of the program, encourage dialogue, identify challenges, increase engagement to gather support for funding opportunities for future operations.

- Community education programming was delivered to over 532 attendees this quarter. These education sessions included Fire Safety Talks, Emergency Program Workshops, Car Seat Education Sessions, and fire drills.

- Received a $25,000 Grant through the UBCM Community Emergency Preparedness Fund for evacuation route planning.

- Successful co-application (with Esquimalt) UBCM Grant award for $50,000 through the UBCM Community Emergency Preparedness Fund for joint exercises between municipalities to test our Emergency Planning together ($25,000 for Victoria and $25,000 for Esquimalt)

- Emergency Management in collaboration with a vendor, completed the online Emergency Support Services training program. This program which is accessible by staff and volunteers provides an overview of Provincial Legislation, and City of Victoria ESS procedures.

- Hosted Justice Institute Courses with City of Victoria staff in attendance including EOC essentials course, Intro to EM

Victoria Fire Department

exercise design course, and JIBC ESS resource acquisition course.

- Presented Lunch and Learn sessions at City Hall on Emergency Operations Centres (EOCs) and Incident Command Systems, as well as Personal Preparedness.

- Hosted a volunteer recruitment night and an Emergency Management Volunteer Visioning Session to review goals and outcomes for the volunteer teams.

- Established a new GIS Support Team – Volunteer team members are trained to support Emergency Operation Centre (EOC) activities such as deploying the Rapid Damage Assessment application, the Common Operating Picture, situational awareness mapping, and other spatial mapping tasks. This volunteer team will meet bi-monthly to test desktop and mobile applications, provided instruction on applications, troubleshoot problems, and brainstorm procedures and workflows under various scenarios.

- Completed the Emergency Operations Centre orientation for Council.

- Cyclist Response Team Training Exercise (s), integrating familiarization the e-Bikes and cargo bikes, in addition to Rapid Damage Assessment.