

2017

Highlights of Operational Plan

Second Quarter

Committee of the Whole Meeting

September 7, 2017



STRATEGIC OBJECTIVE #1: INNOVATE AND LEAD

- New to the second quarter report is the introduction of improved performance measures, which are intended to focus on meaningful information that is graphically depicted to reflect service demands, trends and forecasts. As the year progresses, additional measures will be further developed and reported through the quarterly reports.

- In quarter two, the City successfully recruited Jodi Jensen as the new Department Head of Human Resources on June 19. Jodi brings a wealth of experience with over 20 years in human resources, labour relations and general operations. She has provided strategic human resources advice to provincial government and the provincial health services authority.

Jodi's strong background in strategic HR led her to her most recent position as Chief Operating Officer at BC Emergency Health Services (BC Ambulance Service and BC Patient Transfer Network), where she was instrumental in leading an engagement strategy for 4,500 employees, founded on values-based, transparent leadership and open communications. Jodi is a long-time resident of Victoria and is eager to make a contribution to the Capital City.



- In quarter two, the Accessibility Working Group for City Council was brought together to consider the needs of persons with a diverse range of disabilities, including but not limited to, physical, sensory, developmental, learning and mental health challenges.

The Accessibility Working Group launched a survey in mid-May, inviting people with a disability who reside or visit Victoria to complete the online survey available on the City's website. The aim of the survey is to identify accessibility barriers that persons with disabilities face when travelling, shopping, working, living or playing in Victoria. The information gathered will help inform City policies, services, infrastructure and facilities to improve accessibility.



On June 15, Johnson Street Bridge Project Director Jonathan Huggett presented a preliminary "Lesson Learned" report to Council on the Johnson Street Bridge Replacement Project as part of the implementation of the new Lessons Learned Policy. The lessons learned offered advice and guidance on how the City can improve the way it manages major infrastructure projects moving forward, such as the Crystal Pool replacement project.

- In quarter two, the City continued to offer its *Cities in the 21st Century* lunch time lecture series at City Hall for the public and staff.

On June 5, Elly Blue presented her talk "Bikes Mean Business." Blue lives in Portland, Oregon where she publishes books about bicycling and other radical topics. She is the author of *Bikenomics: How Bicycling Can Save the Economy*.

On May 1, Nathanael Lauster presented "The Death and Life of the Single-Family House." Lauster is author of *The Death and Life of the Single-Family House*:



Lessons from Vancouver on Building a Livable City. He is an internationally-recognized housing scholar and an Associate Professor of Sociology at the University of British Columbia.

- In June, the City invited the community to apply to share their expertise on a committee or board for an 18-month term. These volunteer opportunities included the City's Advisory Design Panel, Art in Public Places Committee, Board of Variance, and the Heritage Advisory Panel.
- City Archives staff participated in the Vimy100 event held in the Bay Street Armory. The Honourary Colonels and Commanding Officers of The Canadian Scottish Regiment (Princess Mary's) and the 5th (British Columbia) Field Artillery Regiment, RCA, hosted an open house and commemoration event on April 9, 2017, with Military Then and Now Displays, as well as Museums, Archives, History and Heritage Group Displays, including a display from the City's Archives.
- "Occupational Health and Safety Re-boot" continued with course offerings in quarter two, providing new knowledge to 94 employees in the areas of due diligence, incident investigations, inspections, hazard identification and risk assessments. The City's partnership with the BC Municipal Safety Association allows participants to work towards obtaining their Supervisors Safety Certificate.
- "Mental Health Matters" sessions were introduced to provide courses on *Mental Health First Aid* and *Destigmatizing Mental Health*. These new sessions are designed to raise awareness and understanding of people living with mental health concerns and to support staff as they take action to support their colleagues experiencing mental health challenges. More than 150 employees participated in these sessions.
- Workforce and succession planning activities continued throughout the past quarter. Human Resources partnered with Public Works to highlight key career opportunities and provide retirement planning support through group educational sessions. More than 16 staff took advantage of one-on-one retirement planning sessions, which will continue to be offered throughout the year.
- On April 28, the City commemorated the National Day of Mourning by hosting events at its Parks and Public Works Yards.

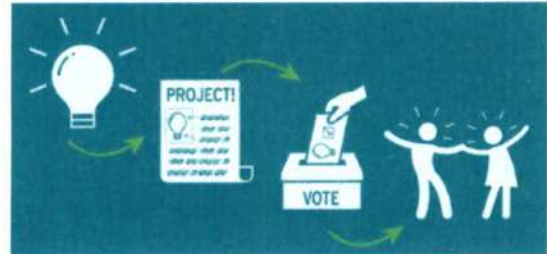


STRATEGIC OBJECTIVE #2: ENGAGE AND EMPOWER THE COMMUNITY

- This year, the City's first participatory budget process kicked off with an opportunity for residents to learn more about participatory budgeting and to begin to design a process where the community decides how to spend \$50,000 in Victoria. The launch event was facilitated by the Participatory Budgeting Project, a non-profit agency from New York that works to empower people to decide together how to spend public money.

A call for steering committee members closed on April 12. Members were selected in mid-April and have been meeting weekly to shape the process over the coming months.

The call for ideas from the community on how to spend the \$50,000 will be issued in July, with public voting taking place in November.



Participatory budgeting pushes traditional public engagement and traditional budgeting methods to the limit by empowering citizens to design a decision-making process and choose how the funds are spent. The municipality becomes the facilitator of the community and supports citizen efforts, implementing what the community decides they want for the community. This is the first participatory process led by a municipality on the South Island, and one of the first in BC.

- On June 8, two guiding documents that define how the City will inform and engage businesses and residents in City decision-making were presented to and endorsed by Council, with the direction to staff to report back for final consideration after consultation had occurred.

The Engagement Framework outlines the City's approach to engagement and will be used for all City projects where engagement is required moving forward. The Public Engagement Road Map outlines when the community can



anticipate to provide feedback on decisions planned for 2017 and 2018. The purpose of both plans is to make public participation more convenient, transparent and meaningful by outlining how and when the community can participate in City decision-making.

A follow-up session was held on June 28 with those who had participated in quarter one to provide an opportunity for feedback on the draft Public Engagement Road Map/Framework. Recommendations were adopted by Council at their July 27 meeting. The Framework will be rolled out throughout the organization this year.

- Engagement activities to inform the development of the City's draft plan for arts and culture that launched in mid-February continued in quarter two.

The community was asked for their vision for arts and culture and what does a creative city look like through a series of Culture Cafes and pop-up engagement stations.

The **Create Victoria** online survey which closed April 13 was designed for public input and for industry members to complete an Economic Impact Assessment section to inform the City's Economic Impact Assessment study, resulting in 488 completed surveys. A progress update, draft Cultural Policy and interim engagement summary was presented to City Council on April 20.





Based on public input, the City developed the *Draft Create Victoria Arts and Culture Master Plan*, which includes a cultural policy and aligns ideas, people and resources around a shared vision and a set of strategies, goals, objectives and actions to guide initiatives and investment over the next five years.

On June 19, the community was invited to learn more about the draft plan and provide feedback in an online survey by July 11. A pop-up engagement station was held at the Spirit of Victoria 150 Youth Day on June 22, with another planned

for July 6 at the launch of the popular Eventide Music Series. An open house will take place at City Hall during Festival Mexicano in Centennial Square on July 8. One-on-one discussions with stakeholders are planned over the summer, with additional pop-up engagement stations to take place in September.

The online survey was extended to September 30 with the draft plan coming to Council at the end of the year to allow the work of the Royal and McPherson Theatre Society/City of Victoria Partners Project to be completed by November and inform the *Create Victoria* draft plan.

- The City's Neighbourhood Team developed proposed updates to the Neighbourhood Grant policy and prepared a report for Council that was presented in April.

On April 18, the community was invited to attend *My Great Neighbourhood Ideas Fair* at City Hall to learn about the 2017 My Great Neighbourhood Grant program. Participants were provided the opportunity to discover what it takes to create a project on public property, watch presentations designed to inspire and educate, and connect with City staff and other funding agencies to do something great in their neighbourhood.



The City's first *Neighbourhood Walkshop* was offered in the Hillside Quadra neighbourhood in June. Residents, neighbourhood association board members and City staff representing Engagement, Transportation, Parks, Sustainable Planning and Bylaw Services followed a route identified by residents. The *Walkshop* provided an opportunity for City staff and residents to share information about City programs and services in their neighbourhood. Residents gained a better understanding

of what goes into constructing and maintaining infrastructure, while City staff gained helpful insight on residents' concerns.

In addition to increased understanding, action items were identified ranging from quick fixes to longer-term improvements. Many of these action items will be incorporated into the neighbourhood's upcoming Local Area Plan.

- In quarter two, the City raised the PRIDE and for the first time the LGBTQ flag, as well as the World Refugee flag outside City Hall.



- The City's Twitter feed reached 45,500 followers by the end of quarter two 2017, a 19% increase over the same period in 2016 when the City attained 32,444 followers.

The number of the City's Facebook likes grew by 8% in quarter two 2017 with 13,239 likes over the previous year's second quarter's 12,154 likes.

The City's Instagram account experienced tremendous growth from 4,252 followers at the end of quarter two 2016, to 8431 followers by the end of quarter two 2017 – an increase of 50%.



Q2 2017 Protocol Events (9):

- Huntington's Disease Flag Raising - Monday, May 1, noon - 12:30 p.m., City Hall
- St. Michaels University Student Presentations - Friday, May 12, 1 p.m. - 2 p.m., Antechamber
- Songhees Academic Youth Leadership - Tuesday, May 23, 1:30 p.m. - 2:30 p.m., Council Chambers
- World Refugee Day Flag Raising - Tuesday, June 20, noon - 1 p.m., City Hall
- St. John Ambulance Life Saving Awards with Lieutenant Governor - Wednesday, June 28, 1 p.m. - 4 p.m.
- Unveiling of Morioka Friendship Bell Plaque - Friday, June 30, 8:30 a.m. – 9:30 a.m., Central Park
- Unveiling of Dr. Nitobe sculpture, Royal Jubilee Hospital - Friday, June 30, 10:30 a.m. – 11:30 a.m.
- Pride and Transgender Flag Raising – Friday, June 30, noon – 12:30 p.m., City Hall
- Official Welcome Dinner for Morioka – Friday, June 30, 7 p.m. – 9:30 p.m.

Q2 2017 Public Use Events:

- Children's Design Charrette - Wednesday, April 5, 8 a.m. - 6 p.m., Antechamber
- HOST Home Office Support Team Meeting - Friday, April 7, 8 a.m. - noon, Antechamber
- Royal Architecture Institute of Canada - Saturday, April 8, 8:30 a.m. - 1:30 p.m., Antechamber
- Victoria Esquimalt Society - Tuesday, April 11, 4:30 p.m. to 8 p.m., Antechamber
- UVic Grant Funding Meeting - Monday, April 24, 2:15 p.m. - 4 p.m., Songhees Nation Room

- Home Office Support Team Meeting - Friday, May 5, 8 a.m. to noon, Antechamber
- Victoria Community Association Network - Wednesday, May 17, 4:30 p.m. - 7:30 p.m., Antechamber
- Participatory Budgeting Steering Committee - Tuesday, May 23, 5:30 p.m. - 7:30 p.m., Esquimalt Nation Room
- Victoria Academy of Dramatic Arts Graduation Ceremony - Friday, May 26, 11:30 a.m. - 4:30 p.m., Antechamber and Esquimalt Nation Room
- Royal Architecture Institute of Canada - Saturday, May 27, 9 a.m. - 1:30 p.m., Antechamber
- UVic Grant Funding Meeting - Monday, May 29, 2 p.m. - 4 p.m., Songhees Nation Room
- Participatory Budgeting Steering Committee - Tuesday, May 30, 5:30 p.m. - 7:30 p.m., Esquimalt Nation Room
- Home Office Support Team Meeting - Friday, June 2, 8 a.m. – noon, Antechamber
- CRFAIR Food Hubs Strategy Roundtable - Tuesday, June 6, 11:30 a.m. - 4:30 p.m., Antechamber
- Solid Waste Industry Liaison Group - Wednesday, June 7 from 10 a.m. to 1:30 p.m., Antechamber
- Wedding - Friday, June 9 at 3 p.m.
- Mosaic Learning Society Gallery Walk - Saturday, June 10, 6 p.m. - 9 p.m., Antechamber
- Victoria Esquimalt Harbour Society Meeting - Tuesday, June 13, 4:30 p.m. - 8 p.m., Antechamber
- Participatory Budgeting Steering Committee - Tuesday, June 13, 5:30 p.m. - 7:30 p.m., Esquimalt Nation Room
- United Way Reception - Wednesday, June 14, 3 p.m. - 6:30 p.m., Antechamber
- World Refugee Day Reception -Tuesday, June 20, 2:30 p.m. - 4:30 p.m., Antechamber
- Victoria Community Association Network - Wednesday, June 21, 4:30 p.m. - 7:30 p.m., Antechamber

Q2 2017 Half-Mastings:

- Day of Mourning for Persons Killed or Injured in the Workplace (Workers' Mourning Day) – Friday, April 28
- National Day of Remembrance for Victims of Terrorism – Friday, June 23

STRATEGIC OBJECTIVE #3: STRIVE FOR EXCELLENCE IN PLANNING AND LAND USE

- The community was invited to attend a public hearing on garden suites in April to provide input on a proposed Official Community Plan amendment to consider removing the rezoning requirement for garden suites.

Garden suites can add much needed rental housing to Victoria. Only 18 garden suites have been built since 2011. The rezoning process, which involves consultation with the neighbourhood and going before Council, is costly and lengthy. The City proposed to change the requirement to rezone in order to encourage more homeowners to build garden suites.

Based on public input, in May the City made it easier for homeowners to build secondary suites by removing restrictions in zoning that limited the amount of exterior changes that could be made to a building containing a secondary suite. These zoning changes will increase the number of properties eligible for secondary suites while still maintaining livability, safety and affordability.

- An open house was held on April 17 to present the updated Zoning Bylaw 2017 to affected property owners and the development community. The current bylaw was adopted in 1991 and has not had a comprehensive review. The new bylaw is intended to support growth and development by adding new zones to the Central Business District and the Old Town area. Some of the key changes include concentrating higher density office buildings in the Central Business District, supporting complementary uses within the Downtown, and supporting re-use of heritage buildings in Old Town. The Zoning Bylaw 2017 has also been written and formatted in a more user-friendly way.
- Local area planning continued in quarter two, key highlights include:

- **Burnside-Gorge**

In April, implementation of the Burnside Gorge Neighbourhood Plan began with consultation on changes to the Official Community Plan. Burnside Gorge neighbours were invited to participate in an open house on April 5 and through an online survey. Proposed updates included: new land use designations in parts of the neighbourhood, guiding the types of buildings that may be developed; updated location and guidelines for Development Permit Areas guiding the form and character of future development; and proposed Heritage Conservation Area of the Manchester-Dunedin block.

In June, staff held a workshop with homeowners in the proposed Heritage Conservation Areas. Feedback collected from the outreach was used to refine the Burnside Gorge Neighbourhood Plan, Design Guidelines, Land Use Designation and recommendation for the Heritage Conservation Area. These will be presented to Council for adoption in July.

- **Fairfield**

During April and May, Fairfield neighbours were asked about growth models, and new housing and heritage areas through an online survey. Over 770 surveys were completed and more than 100 people attended the two information sessions. The feedback received on the growth models was used to inform a collaborative design workshop, which was led by a team of design experts and staff under the guidance of a stakeholder team.

A Fairfield Design Workshop (charrette) was held on June 12. Workshop participants, including the Neighbourhood Working Group, collaborated with design professionals and City staff to develop draft concepts to guide growth and public realm improvements in four areas of the neighbourhood, including neighbourhood villages. The community was invited to view the draft concepts from the design workshop at a public "pin-up" on June 13, which was attended by more than 70 people.

Staff also held two workshops with homeowners in the four proposed Heritage Conservation Areas. A report will be prepared for Council seeking further direction on the growth models

and proposed Heritage Conservation Areas. Council will be provided the feedback received to date as well as the results from the design workshop.

- **Gonzales**

The draft Gonzales Neighbourhood Plan was introduced to the community for feedback from May 16 to June 8. Every household was mailed a brochure with the plan highlights and links to the full plan as well as an online survey. Two open houses and two drop-in events were held. Six 'Pizza and a Planner' events were also offered in which community members invited their neighbours into their homes and the City provided a planner and pizza. Overall support for the draft plan was strong, with 82% of survey respondents (and 81% of sticky dots at events) being very or somewhat supportive.



Since then, a workshop on the draft plan was held with Council, which referred it to the Advisory Design and Heritage Advisory Panels. Staff have also been directed to create Gonzales-specific guidelines and exemptions for the proposed Heritage Conservation Areas and to invite further public comment on the next iteration of the plan.

- **Vic West**

Through spring, staff met with the Vic West Neighbourhood Working Group to develop an engagement strategy for the draft plan. Development of the draft plan is underway in preparation for engagement to begin in late August.

- In June, Council approved amendments to the Land Use Procedures Bylaw to implement a number of initiatives identified through past Development Summits, the Victoria Housing Strategy, the Strategic Plan and the Official Community Plan. These amendments included implementing revisions to the CALUC Procedures for Processing OCP, Rezoning, Variance and Temporary Use Permit Applications, a general update of fees, and eliminating development application fees associated with affordable non-profit housing.
- Also in June, staff presented Council with an updated and consolidated Building and Plumbing Bylaw. The Bylaw was last updated in 1993 and due for a review to reflect evolution of building code and construction practices and to align with *Local Government Act* updates and the introduction of the *Building Act*. The proposed updates provide a simple, effective and functional Building and Plumbing bylaw. Council will consider the bylaw for approval in quarter three of 2017.
- Potential noise issues related to sidewalk cafes will be monitored over the next two years, and staff are to amend the current bylaw by adjusting the fees to reflect the use of additional space for sidewalk café's that are using the adjacent parking stalls. In quarter two Council also requested that following the conclusion of the Parklet Trial Installation, new bylaw regulations be developed that would include a "2 for 1" parking spot deal for groups of businesses and residents that come together to develop a parklet.
- In April, the City issued the first business licence to the store-front cannabis retailer, Farmacy, located at 3055 Scott Street. The City's cannabis regulations adopted in November 2016 require operators have the appropriate zoning and meet operational requirements. The applicant for 3055 Scott Street did not require rezoning as the property is subject to an existing land use contract, which takes priority over the City's Zoning Bylaw. An inspection of the business confirmed that Farmacy is complying with the regulations.

STRATEGIC OBJECTIVE #4: BUILD FINANCIAL CAPACITY OF THE ORGANIZATION

- In quarter two, the 2018 financial planning process involved all departments in preparation to introduce the draft Financial Plan to Council in October.
- In the second quarter, overall parking revenues were \$4.4 million, a 4% increase over the previous year's quarter two revenues.
- The second quarter saw City parkade transactions increase by 4%; 380,000 transactions compared to 364,000 in 2016 and on-street parking transactions decreased by -4%; 676,000 transactions compared to 706,000 in 2016. The ParkVictoria app transactions saw an increase of 46%; 150,000 transactions compared to 102,000 in 2016.
- The revised Parking Rates Policy that was approved in February outlined ranges of rates for the City's on-street, parkade and surface parking lots to reduce long-term use and free up space in City parkades for short-term parkers downtown. Rate changes went into effect on May 1, 2017.
- The City's 2016 Financial Statements received an unqualified (clean) opinion from the City's external auditors, and 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 12 consecutive years – the 2016 annual report was submitted electronically for consideration.

- The very busy property tax season concluded with 89% of taxes collected by the due date, which is similar to previous years. There was an increase in customers taking advantage of the City's online payment options; 2% increase in the pre-authorized withdrawal program, over 50% of Home Owner Grant claims were made electronically, and over 80% of installment payments were made online.
- The one-year pilot project to implement an external grant review committee was launched in quarter two. The external grant review committee was established to promote a merit-based evaluation process by appointing members with expertise in the areas that are eligible under the grant program. The external grant committee evaluated the 57 strategic plan grant applications based on merit and awarded grants totaling \$537,500.
- Innovative procurement practices for used vehicles resulted in increased savings for the City.
- In late May, Council supported staff in submitting three grant applications under the Gas Tax Strategic Priorities Fund: two capital infrastructure applications -- Crystal Pool replacement (\$6 million) and cycling network implementation (\$6 million); and one capacity-building application for an Asset Management Practices, Procedures and Training Plan (\$150,000).

The fund supports the capital costs of government infrastructure projects that are large in scale, regional in impact, or innovative and support the national objectives of productivity and economic growth, a clean environment and strong cities and communities.

- In the second quarter, the City responded favourably to the Municipal Finance Authority survey regarding Socially Responsible Investing. The Municipal Finance Authority of BC is seeking feedback through a survey on a potentially new socially responsible investment fund.

STRATEGIC OBJECTIVE #5: CREATE PROSPERITY THROUGH ECONOMIC DEVELOPMENT

- In May, Council approved a seasonal pilot for 2017 to allow bicycle food vending on streets in the City and parks as well as another pilot for storefront displays as part of a Government Street event. Staff will report back in 2018 with a street vending policy and regulatory recommendations for Council's consideration.
- In quarter two, a staff transition in the Business Hub resulted in incomplete data collected. However, for the month of June, 64 enquiries were received, 38 of which related to starting a new business. Home-based business inquiries continue to be the most common inquiry at 29%, followed by retail, restaurants, and bike vending businesses. The most popular methods of contact was walk-in (42%) followed by email (31%) and telephone (22%).
- Other topics of interest to Business Hub users included parking requirements, variance processes, the Home Occupation and Zoning Regulation Bylaws, as well as application processes for new Liquor Licences.
- The Business Hub had another busy quarter engaging the local business community and hosted 16 business networking and education sessions at City Hall. Below are the second quarter outreach events that the Business Hub was involved with:
 - YES (Young Entrepreneurs Society) Business Mixer in the Antechamber – May 4
 - Canadian Capital Cities Conference – May 16-19
 - Chamber of Commerce AGM – May 17
 - Community Benefits Infrastructure Pilot – May 17
 - Art of Cities Conference, Vancouver – May 24 - 26
 - UDI Golf Tournament – May 25
 - Viatch Awards – June 2
 - Royal Roads University Open Spaces Workshop in Antechamber – June 12
 - YYJ Eats – June 13
 - Napier Delegation for Tour of Business Hub – June 14
 - Chamber of Commerce Business Mixer – June 22
 - John Fluevog Store Opening – June 24
 - SIPP AGM – June 29
 - Twin City: Morioka Welcome dinner – Canada 150 Celebrations - June 30
 - Hosted CFIB for tour of Business Hub
 - Hosted City of Coquitlam for tour of Business Hub
- Some actions in quarter two included:
 - Met with Tourism Victoria for a lunch meeting with the World Corporate Games founders to investigate the potential of hosting the games here in Victoria.
 - Met with U-bike founders to learn about their business model and plans for expansion in Victoria. Additional work is being conducted by City staff to determine the processes and requirements to support this type of business in Victoria.
 - Working closely with staff in Engagement and Business Licensing to roll out the new Bike Vendor Pilot Program for July.

- Working with the Arts, Culture and Events office providing feedback on the Draft Arts and Culture Master Plan.
- In quarter two, 48 events were held at the Victoria Conference Centre. Thirteen contracts for conferences were executed, including the following three citywide conferences:
 - Canadian Society of Gastroenterology Nurses & Associates National Conference 2017 (250 delegates; 500 room nights)
 - Inclusion BC 2019 (500 delegates; 385 room nights)
 - 2019 Community Foundations Conference (800 delegates; 1,350 room nights)
- Conference Centre sales staff facilitated a Client Business Educational Trip from June 1 – 4, 2017. Ten top qualified clients were invited who have the potential of bringing to Victoria a large city wide conference and filling a hotel property.

The following shows were attended in quarter two:

April

- Global Meetings Industry Day (GMID), Ottawa
- HelmsBriscoe Annual Business Conference, Chicago
- Meeting Professionals International Education (MPI) Conference, Seattle
- Conference Direct Annual Partner Meeting & Trade Show, Baltimore

May

- Professional Convention Management Association (PCMA) 'Victoria Delivers', Vancouver
- Business Events Canada (BEC) Client Event, Washington DC
- MPI Prix Prestige Gala, Ottawa
- MPI Annual Educational Event & Networking, Vancouver

June

- BEC Canada Client Event, Seattle
- PCMA Education Conference, New York
- Celebration of Excellence Awards Gala, Vancouver

STRATEGIC OBJECTIVE #6: MAKE VICTORIA MORE AFFORDABLE

- In the second quarter, key Victoria Housing Strategy actions were completed through Council's approval of updated Victoria Housing Reserve Fund Guidelines and through changes to the *Zoning Regulation Bylaw* to make development of accessory rental units easier.



The Victoria Housing Reserve Fund, which provides funding to assist in the development of affordable housing for households with no, low or moderate incomes, was updated to a new grant structure where funds will be allocated through a tiered model - on a per bedroom basis - to encourage larger, family-sized affordable housing units.

- In quarter two, to prevent the loss of existing affordable rental housing, Council placed a six-month moratorium on rental housing demolition permits insofar as the City has legal authority to do so while staff complete a Market Rental Retention Study. The study is an action of the Victoria Housing Strategy that will explore potential policies, regulations, and incentives to upgrade existing rental stock while protecting tenants from displacement. Council also directed staff to bring forward a budget amendment drawing on the 2017 contingency to fund this work in an expedited manner, including the option to hire a second housing planner on a contract basis.
- On April 20, City Council voted to allow garden suites outright in single-family zones across the City. With 6,744 single family dwellings in the City, this move has the potential to substantially increase Victoria's rental stock in a very tight market. Until now, garden suite applications have been evaluated by Council on a case-by-case basis through the rezoning process. This change will make it significantly easier and less costly for homeowners to build new garden suites.

Prior to adopting these changes, the City consulted with a wide range of stakeholders and the public. In order to address privacy concerns, Council added a section to the guidelines to optimize privacy between neighbours, including recommendations for windows facing away from neighbouring properties and no rooftop outdoor space allowed.

This change is part of the City's ambitious [Victoria Housing Strategy, 2016 - 2025](#) to improve housing affordability over the next decade by increasing the supply of housing for low to moderate income households; encouraging diversity of housing types, tenures, and prices across the city and within neighbourhoods; and building awareness and partnerships for affordable housing through communication, education and advocacy.

- In late April, the City made it easier for homeowners to build secondary suites by removing restrictions in zoning that limited the amount of exterior changes that could be made to a building containing a secondary suite. These zoning changes will increase the number of properties eligible for secondary suites while still maintaining livability, safety and affordability.
- In May, an application and related bylaws for rezoning and development of 701 Bellville Street were approved to permit seniors housing for independent and assisted living uses.
- In early June, minimum housing unit sizes were reduced in five zones, creating a standard minimum unit size in multi-unit zones across Victoria. This change stemmed from an action in the Victoria Housing Strategy that originally aimed to remove minimum unit sizes in order to increase housing supply and diversity.
- In quarter two, work got underway to develop regulations for Short Term Rentals in order to address the rental housing shortage. Proposed changes include proactive enforcement of existing zoning and expanded business regulations for where Short Term Rentals are permitted, such as new license fees, operating rules, and fines for non-compliance.

- In an effort to limit the impact of short term rentals on residential rental stock, Council is exploring amending the *Zoning Regulation Bylaw* to remove transient zoning downtown (where short term rental is currently permitted). Short term rentals in all residential dwellings would be limited to individual rooms in homes or condos, though other exemptions such as temporary use in whole dwelling units is also being explored. A public hearing will be required before any change to the bylaw occur.

STRATEGIC OBJECTIVE #7: FACILITATE SOCIAL INCLUSION AND COMMUNITY WELLNESS

- In quarter two, together the City and the Esquimalt and Songhees Nations created a program reflecting Indigenous family witness ceremonies. The City's Witness Reconciliation Program brings together Indigenous Witnesses from both the Songhees and Esquimalt Nations' Councils and a City Family. The Program is meant to be a fluid process -- one that is flexible, adaptable and evolves to foster a long-term relationship between the City and its Indigenous partners.



The Witness Reconciliation Program will focus on building and nurturing the relationships needed to facilitate trust and demonstrate the City's ongoing commitment to doing the work for as long as it needs to be done.

The new program includes appointments to the City Family, which includes Mayor Lisa Helps, Councillor Marianne Alto, Councillor Charlayne Thornton-Joe, Brianna Dick of the Songhees Nation, Katie Hooper of the Esquimalt Nation, Carey Newman, Janice Simcoe, Colleen Mycroft and Thomas Soulliere. Updates from the Witness Reconciliation Program will be presented to Council as part of the City's quarterly reporting process and will involve Witness Ceremonies.

- On June 21, aligned with the City's Spirit of 150 Victoria programming, the Songhees and Esquimalt Nations in partnership with the Greater Victoria Spirit Committee hosted Traditional Canoe Races in the Gorge Waterway and Victoria's Inner Harbour. Three races took place including Buckskins (ages 16 and under), Mens, and Women's, in 11-person canoes. Each race departed from Ship Point, travelling up the Gorge Waterway, turning around at Halkett Island to finish at Ship Point. An opening ceremony was held on the stage at Ship Point.
- In June, Triathlon Canada announced it was opening its doors at the Save-On-Foods Memorial Centre, to a new 1,000-square-foot training space on the main floor of their



national headquarters that will be used as a strength and conditioning gym for high-performance triathletes and coaches.



- On Easter Monday in April, the Crystal Pool and Fitness Centre welcomed the community for a special Easter Spectacular Fun Swim, including an underwater Easter Egg hunt, fun games and prizes.

- In May, *Crystal Pool Water Wipe-Out*, a youth event supported by the British Columbia Recreation and Parks Move for Health Day, saw upwards of 250 participants. The event consisted of seven obstacle-based challenges aimed at getting teens moving and having fun. Youth groups from around the region participated in the event, which included prizes and a DJ.
- On June 7, a representative from the Intercultural Association of Victoria trained the Crystal Pool leadership team to use the We Speak app. The We Speak Translate project is the first of its kind collaboration between Google Translate and the Intercultural Association (ICA), utilizing the Google Translate app for refugee resettlement and newcomer inclusion in the community. Crystal Pool has also worked with the ICA to translate common pool rules and to post submersion cards into multiple languages to better communicate with customers.



On June 10, the 14th annual Vee Dub Skateboard Competition brought out many families, competitors and spectators to Vic West Park. The Competition showcased the recent upgrades to the beginner section of the skateboard park and was part of the Vic West Park Grand Opening celebrations. Recent improvements to Vic West Park include a new playground area with natural play amenities and an off-leash fenced dog park.

- Special education students from Rogers Elementary School participated in 11 swimming lessons from April to June, learning essential swimming

and safety skills with a tailor-made Adapted Aquatics program. These lessons were generously funded by the Victoria KidSport Board of Directors.



- In May, the City endorsed the Canadian Mental Health Association's "B4Staged4" campaign which focuses on early intervention and prevention with regard to mental health and wellness.

STRATEGIC OBJECTIVE #8: ENHANCE AND STEWARD PUBLIC SPACES, GREEN SPACES AND FOOD SYSTEMS

- In June, an update on the Crystal Pool replacement project included project planning, design, engagement, funding opportunities and the project timeline.

The City will work with the North Park Neighbourhood Association and Victoria Silver Threads Service to develop partnership agreements for activities in the new facility.

Additionally, Council directed that 'Wellness' replace 'Fitness' in the project name to be the Crystal Pool and Wellness Centre Replacement project.



- In May, the Parks and Open Spaces Master Plan was approved by Council. This long-term strategic document lays out priorities for investment over the next 25 years.
- The City announced the winner of the summer pop-up design competition for Centennial Square in May. A design featuring a pod of life-sized orca replica titled "Following the Pod" was the overall winner out of 33 submissions. The installation proposed by a Vancouver-based team led by WildVision Entertainment Inc. and Envisions Design and Development aims to raise awareness of the threatened southern resident killer whale population by enabling visitors to play and interact with the life-size sculptures.



Selected by a jury panel, the winning design team received a \$5,000 award and up to \$50,000 to design, build and install an imaginative feature in Victoria's signature public square. The People's Choice Award of \$1,000 was awarded to Waymark Adventure for their "Game Plan" proposal.

- On April 13, the Johnson Street Bridge public realm design plans were presented to Council, including the former "s-curve" lands, Esquimalt and Harbour Road intersection, an area currently known as Triangle Green, and work needed to complete the Janion Plaza. These plans were moved forward as interim design plans and will be considered as part of annual budget deliberations in future years.
- In April, the City adopted the Visual Victoria wayfinding strategy which aims to contribute to a memorable and positive image of Victoria based on its rich history and vision for the future, while enhancing its unique identity and supporting walkability, accessibility and usability.



The strategy includes a three-year implementation plan that lays out the type and number of signs by general location based on an approved budget of \$152,000 for 2017, and a forecasted budget of \$100,000 for 2018. Staff will also work with the Songhees and Esquimalt Nations to explore opportunities to incorporate Lekwungen place-naming as part of the implementation of the wayfinding strategy.

- In May, the community was invited to have their say on the draft Topaz Park Improvement Plan at a range of engagement activities which included pop-up engagement stations at Quadra Village Days, Highland Games, and in the Hillside/Quadra neighbourhood; an open house at Topaz Park; and a stakeholder meeting for sports teams and special event planner, as well as an online survey. The feedback will inform the development of 2-3 concept improvement plans for public input in late summer.
- In June, work got underway with planning the implementation of a one-year dog off-leash pilot project at Fisherman's Wharf and Oaklands Park. The pilot will start July 1, 2017 and end June 30, 2018. The dog off-leash areas will be in effect 6:30 a.m. - 8:30 a.m. in a designated area within the field at Fisherman's Wharf Park; and 6:30-8:30 a.m. in a designated area at Oaklands Park. The public will be invited to share their feedback over the next 12 months by emailing mayorandcouncil@victoria.ca.
- In June, the City marked Canada's 150th with a splash of red and white in Victoria's hanging sun baskets. 2017 also saw the City celebrating its trademark hanging baskets' 80th year of operation. The now famous hanging baskets were introduced in 1937 to mark Victoria's 75th anniversary of incorporation. Herb Warren, the City's Park Administrator at the time, placed several hundred sun baskets on City streets in 1937. For the past 80 years, the placement of hanging flower baskets on Victoria's lampposts every June has signaled the start of summer. To mark this milestone, members of the Warren family were invited to help hang the first basket in front of City Hall.



- The community was invited to join local elementary school students in Beacon Hill Park on Earth Day (April 21) to plant the first 20 trees. The program was sponsored by CN's EcoConnexions – From the Ground Up Grant, Tree Canada and Canada 150.

To celebrate Earth Day, 100 students from South Park School also took part in a Beacon Hill Park



Nature walk, featuring learning stations on native plants and trees.

- A new "complete street" design for the 400 block of Belleville has been approved, including construction of the retaining walls, sidewalk and plaza, with work to start in October of 2017.

STRATEGIC OBJECTIVE #9: COMPLETE A MULTI-MODAL AND ACTIVE TRANSPORTATION NETWORK

- In April, final paving, traffic signal work and line painting were completed, enabling the Pandora Avenue protected, two-way protected bike lanes to open for use on May 1.

An education campaign was launched to inform the public of the new traffic patterns which included new traffic signals for bikes; painted green "turn boxes" to provide dedicated space at intersections for bicycles to safely turn off Pandora on to other streets; and no vehicle right-hand turns on red lights. In addition, new bus stops are now located on medians, on-street parking has been reconfigured to be located between the bike lane and moving traffic, and new mid-block pedestrian crossings have been installed.

For the first few weeks, City staff were on site during the morning and evening commutes at Pandora Avenue intersections to help direct motorists, cyclists and pedestrians and answer questions. A video was produced to demonstrate to cyclists how to use the new green bike turn lane box, which augmented the online/social media campaign, and new traffic signage was also installed.



In late May, the City partnered with the Greater Victoria Bike to Work Society to provide free orientation rides along the two-way protected bike lanes. The one-hour rides were designed to assist cyclists to become familiar with the facility's new features.

The orientation rides were free and focused on changes that cyclists need to be aware of including: new signage, new designated bike signals, and new turning movements to enter and exit the facility. The rides began with a short orientation presentation at Centennial Square, followed by a ride focusing on the new turning movements required to enter and exit the two-way cycle track.

- On Mother's Day, the City hosted a community celebration at Centennial Square for the grand opening of the Pandora Avenue protected two-way bike lanes, which included an official ribbon-cutting and cake. A range of activities were available to kids to enjoy with Mom, such as bicycle-powered music and smoothie stations, bicycle decorating, and free adult bike rentals to try out the new protected lanes; and bike tours to showcase the new bike lane features. In its first month of operation, 40,000 riders were counted using the new bike facility, including families.
- In April, Fort Street businesses were asked for their input on the updated draft plans for the Fort Street bike lane. In early June, updated designs for the proposed protected bike lanes along Fort Street, including an amendment to provide more parking in the 600 block, were approved. The new protected bike lanes will be constructed along Fort Street between Wharf and Cook Streets starting in the fall of 2017.
- The City of Victoria has a number of parking stands in the downtown core, specifically around the Inner Harbour that are currently allocated to motor vehicle sightseeing vehicles. In April, Council agreed to amend the *Vehicles for Hire Bylaw* to allow human-powered sightseeing vehicles that are not pedicabs or rickshaws to use these stands.
- In May, due to the single, over-budget bid the City received, a decision was made by Council to defer construction of the Raymur and Heron Cove bridges and the Heron Cove Special Place until more favourable construction industry conditions arise.



- As part of the parking rate changes that took effect in May, information was shared with the public about the revised rates, collaborative initiatives with the Downtown Victoria Business Association to make parking easier, and upcoming parking customer service improvements in 2017.
- On June 15, Angus English from MMM presented to Council advising of a further delay in the opening of the Johnson Street Bridge. Delays in steel fabrication have pushed the date of the new bridge opening to traffic from the end of 2017 to March 2018.

STRATEGIC OBJECTIVE #10: NURTURE OUR ARTS, CULTURAL AND LEARNING CAPITAL

- In mid-April, the second phase of engagement was completed to inform the development of the draft Create Victoria Arts and Culture Master Plan, which will guide the City's investment over the next five-years. An engagement summary was presented to Council and work got underway in May to launch the draft plan for public input in June.



- In April, the City celebrated *National Poetry Month* with a range of community events. Throughout the month, Victoria's Poet Laureate Yvonne Blomer and Youth Poet Laureate Maita Cienska invited the community to participate in *Book Spine Poetry*. By stacking three book spines, one can create a unique poem. Poets of all ages and experience were encouraged to participate and inspire the community with their literary works by tweeting to @CityofVictoria with the hashtag #yyjpoetry. Tweets were to include a photo of the stacked book spine poem or the poem's text, which were posted on the City's website and social media channels.

Time for Poetry was held on April 1 at the Greater Victoria Public Library Central Branch. Victoria's Poet Laureate Yvonne Blomer, along with poets Daniel Scott, Wendy Morton, Steven J. Thompson and Barbara Pelman, read poems exploring themes of time and what it means to be Canadian. The free event included the crafting of personalized poems for participants and was sponsored by the Canada Council for the Arts and League of Canadian Poets.

On April 6, *A Pavilion of Blossoms: Poets Respond to Spring* was held at the Art Gallery of Greater Victoria. The community was invited to join Victoria's Poet Laureate Yvonne Blomer, Youth Poet Laureate Maita Cienska, Terry Ann Carter, Jeff Tanaka, Patrick Lane, Sidney Bending and Alana Sayers as they read poems in response to works from the Art Gallery of Greater Victoria's Asian Art Collection. The works selected evoke the Cherry Blossom season and offer an opportunity for the poets to engage with the Gallery's collection on an intimate and personal level.

On April 8, the *Sakura: Cherry Blossom Festival* was a celebration of spring through cherry blossoms. It included free guided walks, talks, and arts and crafts activities for all ages, with poetry readings by Yvonne Blomer and Terry Ann Carter. Activities were based out of the Art Gallery of Greater Victoria and co-hosted by the Gallery, the Nikkei Cultural Society, and Haiku Arbutus - a Victoria-based haiku study group.

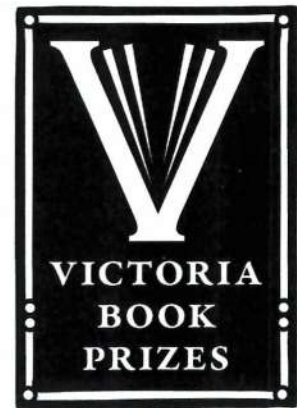
Victoria's Poet Laureate and Youth Poet Laureate participated in the annual *Mayor's Poetry Challenge*. Five poets read aloud at Council meetings in April. Guest poets included Tina Biello, Silja Iiv Kelleris and Ian Lennox.



- The annual call for entries to the Victoria Book Prizes took place in quarter two. Greater Victoria authors and illustrators were invited to submit an application for the annual \$5,000 City of Victoria Butler Book Prize or the \$5,000 Bolen Books Children's Book Prize.

The 14th annual City of Victoria Butler Book Prize honours members of the literary community by awarding a \$5,000 prize to an author for the best book published in the preceding year in the categories of fiction, literary non-fiction or poetry. Founded in 2004, the City of Victoria Butler Book Prize is a partnership between the City of Victoria and Brian Butler of Butler Brothers Supplies.

The \$5,000 Bolen Books Children's Book Prize is awarded to an author or illustrator of children's literature. In 2008, Mel Bolen of Bolen Books created the prize to increase recognition of this literary genre.



Shortlisted nominees for both prizes will be announced in September and authors will be showcased at a gala held at the Union Club of British Columbia on Wednesday, October 11, 2017.

- Quarter two was a busy time for Indigenous Artist in Residence Lindsay Delaronde. On April 3, she performed the art piece *The Old Ways* with Cheryl Henhawke, which explored grief and uncertainty, and a space of unpredictability and courage to face the unknown through body drawings in the land.

Over a 10-week span from May to July, Lindsay facilitated the *Art as Ceremony* project, a weekly art group with Our Place clients. The weekly sessions provided creative and learning opportunities for participants and will culminate in an exhibition of their work in 2017.

In collaboration with emerging artist Pascale Ellefsen, Lindsay Delaronde performed the art piece *We Bring Medicine to the Streets* on May 14 on Pandora Avenue. It was a call to action through performance in the cityscape – the artists washed the pavement with water and medicines. The artwork attempted to facilitate integration of shifting perceptions, both personal and collective, of place and history. Using old ways of healing and prayer to heal the soul-wound of colonialism was the purpose of this project.



On May 23, Lindsay presented a *Lunch and Learn* to City staff sharing her background and her goals as the Indigenous Artist in Residence at the City of Victoria.

In June, Lindsay mentored members of the Victoria Youth Council to develop a mural at the Yates Street Community Garden.

Over a span of three months, Lindsay Delaronde collaborated with 13 Indigenous and non-Indigenous women of all ages to co-create the performance art piece *ACHoRd*. The movements were created from the personal stories of each participant as well as from the desire to resist, reclaim, and take action as a community of women.

Participants volunteered their time and met to practise every weekend. Directed by Monique Salez, owner and artistic director of Raino Dance, *ACHoRd* was performed on the steps



of the Legislature the evening of June 25, as part of the *Spirit of 150 Victoria* programming.

- Artist in Residence Luke Ramsey also had a busy second quarter. He collaborated with a group of Indigenous and non-Indigenous students who attend Ecole Shoreline Community Middle School to create a set of four banners that will decorate Victoria's lampposts downtown and in Beacon Hill Park over the next two summers.

With the support of the Songhees and Esquimalt Nations, Grade 6 – 8 Indigenous and non-Indigenous youth participated in two drawing workshops led by Ramsey in January. The project provided an opportunity for the youth to explore their self-esteem and confidence through collaborative art making and contribute to the design of the banners.



Both workshops were hosted by Education Liaison, Songhees Elder and Master Carver, Butch Dick afterschool at the Songhees Wellness Centre. The students were provided an original poster of their drawings designed by Ramsey as well as honorariums for their artistic contributions. Media was invited to the school to meet the students and to capture the installation of the banners downtown.



Luke worked with City staff to develop the new Vic West Skate Park sign in quarter two, which was on display for the community celebration of the park's upgrades.



In quarter two, Luke created new artwork for the City's annual publication *Cityvibe*, *Victoria's Guide to Festival and Outdoor Events*. Available in hard copy and online, *Cityvibe* is Victoria's free guide to the many spectacular summer festivals and events, including those that receive the City's annual Festival Investment Grant.



The guide also includes listings for Victoria's public markets, museums and galleries, free concerts and events at the Cameron Bandshell in Beacon Hill Park, and *Summer in the Square* programming and free lunchtime concerts in Centennial Square.

Cityvibe is available at Victoria City Hall, Crystal Pool and Fitness Centre, Tourism Victoria, libraries and at local venues around town and

was distributed on top of the Vic News to Victoria residents in single family dwelling, duplexes and townhouses.

This summer, Luke Ramsey is collaborating with three Canadian artists to produce murals on public washroom walls to enhance Victoria parks and reduce tagging. In June, Luke worked with Powell-River based artist Meghan Hildebrand to co-create the mural at Gonzales Park. Luke will work with Edmonton-based artist Jill Stanton in July on a mural at Vic West Park, and with Victoria-based artist Andrew Dick at Hollywood Park. (Gonzales Park on left; Luke Ramsey and Meghan Hildebrand on right.)



- In quarter two, the City announced emerging artist Kai Choufour was selected to create the fifth artwork installation for the Commercial Alley Outdoor Art Gallery.

Choufour's proposal was one of 11 submissions the City received in response to a juried Call to Artists process for emerging artists and artist teams. His proposal for the annual four-panel 1.2 metre by 2.4 metre artwork will focus on kindness, positivity and openness, featuring beautiful shapes and colours executed with childish grandeur, emphasizing fiction and play. Kai Choufour is a conceptual artist born in Vancouver and currently living and working in Victoria, BC.



Located between the 500 Block of Yates Street and Bastion Square, the outdoor gallery enhances the vitality of the area while retaining the alley's use by local businesses. The artwork will be showcased from August 2017 to August 2018.

- In June, the community was invited to come downtown to Victoria's Inner Harbour to commemorate Canada's 150th. *Spirit of 150 Victoria* events featured 11 days of family-friendly activities, multicultural performances and local food vendors, culminating in spectacular fireworks over Victoria's Inner Harbour on July 1 at 10:15 p.m. The event showcased programming daily on the Coast Capital Savings stage at Ship Point, and two days of live concerts on the Main Stage at the Legislature Lawn.



With 2017 being a 'Year of Reconciliation' for the City of Victoria, its commitment to reconciliation is guiding its ongoing work to restore a balanced relationship between Indigenous and non-Indigenous people. *Spirit of 150 Victoria* began with National Aboriginal Day on Wednesday, June 21 on Harbour Stage. A First Nations blessing and performances by the Esquimalt Singers and Dancers, and the Lekwungen Traditional Dancers took place on the Main Stage on Saturday, July 1.

Spirit of 150 Victoria included a Family Zone and the Coast Capital Savings Living Flag broke the records across Canada for having 5,000 people participate. Four thousand free red and white T-shirts were available to the community courtesy of Coast Capital Savings.



The City of Victoria in partnership with the Greater Victoria Spirit Committee received \$400,000 from Canadian Heritage's Canada 150 Fund to host official Canada 150 events on July 1. Combined with the \$224,000 in funding provided for the Spirit of 150 First Night event, Canadian Heritage contributed

a total of \$624,000 to mark this important milestone in Canada's history. The 11-day Spirit of 150 Victoria event was made possible by the generous support of sponsors.

It is estimated that close to 70,000 people came out to participate in the festivities on July 1.



STRATEGIC OBJECTIVE 11: STEWARD WATER SYSTEMS AND WASTE STREAMS

- In mid-May, a meeting was held at City Hall to discuss future regulation aimed at reducing single-use plastic bags in Victoria. Multiple stakeholders attended including a range of advocacy groups, retail, business and industry groups. Individual stakeholder meetings will be held with each of the groups in quarter three.

Staff will report back to Council in October 2017 with a draft bylaw through work with the CRD to for a phased in regulation of plastic bags that could be adopted by Councils across the Capital Region.



- In quarter two, construction was completed on Belleville Street to replace a water main from Menzies Street to Oswego Street and upgrade the cast iron water supply main that was constructed over 60 years ago. The water main replacement is the first step in the "complete streets" improvements planned for this portion of Belleville Street in 2017. The existing cast iron water main was undersized for the James Bay area, so a larger diameter pipe is being installed and bolted together to help withstand possible earthquakes.

Work to replace aging cast iron water mains along Government Street, Chatham Street and Caledonia Street, was also completed.

- The *18th annual Public Works Day* was held on May 24 at the Public Works Yard, which featured an open house to provide elementary students an opportunity to learn more about how City staff work to ensure the community is healthy, safe and sustainable. This year, 30 classrooms, totaling 730 students from 10 schools participated in 20 interactive stations.

Stations included opportunities to learn about the City's kitchen scraps and garbage program, asphalt recycling, street cleaning, underground utility operations, sidewalk maintenance, traffic and street lights and how the storm water system is managed. Students were served a complimentary lunch, and the winner from last year's T-shirt design contest were announced. City staff wore T-shirts showcasing the winning design.



STRATEGIC OBJECTIVE #12: TAKE CLIMATE ACTION AND PREPARE FOR EMERGENCIES

- A funeral procession and memorial service were held for retired Fire Chief Doug Angrove in June. Family, friends, City Staff, members of City Council and several Fire Department personnel were in attendance. The memorial included a uniformed march from CFB Esquimalt to the Esquimalt Curling Club, the location of the memorial service. Retired Chief Angrove passed away after being diagnosed with brain cancer in December 2016. As part of the WorksafeBC presumptive legislation, it was classified as a "Line of Duty" death.
- The Victoria Fire Department received 1,983 requests for service in quarter two. Fire fighters attended eight structure fires, containing seven to the room of origin, reducing further damage to the buildings. There was an increase in medical aid requests in comparison to 2016, the most notable was a 155% increase in overdose-related first responder calls.
- Fire Department members completed 5,616 aggregate training hours in the second quarter, including specialized certifications and skills training.
- The Resilient Minds Instructors, certified through the Canadian Mental Health Association (CMHA), delivered the Resilient Minds training to all members of the Fire Department. The program delivery was a great success and provides tools to assist in recognition of, recovery from, and strategies to cope with traumatic events.
- Yokohama City Net received a grant for a member of Victoria's Emergency Management Division to attend Yokohama, Japan for a Disaster Cluster knowledge exchange from August 30 to September 4, 2017. The City of Victoria is proud to accept the invitation for Emergency Program Coordinator Tanya Patterson to attend and share her knowledge and experience. Tanya will present a workshop on the Department's programs including volunteer teams, public education and engagement, and use of the collector app for rapid damage assessment.
- In quarter two, Emergency Management BC requested the attendance of Jowett Wong, City of Victoria Emergency Program Specialist, to serve as the Emergency Social Services (ESS) Branch Coordinator at the Okanagan Indian Band Emergency Operations Centre. During this time, oversaw 140 evacuees and 210 evacuated homes. Jowett assisted in the creation of an Okanagan Indian Band ESS Team and provided coaching and mentorship to the new ESS Director.
- The City's Emergency Social Services (ESS) Team assisted at five fires in quarter two, providing assistance to 23 evacuees, which included shelter, food, and clothing. ESS reached out to the St. John's Ambulance Therapy Dog program for their assistance in providing emotional support to evacuees at future, large events.
- ESS liaised with the Ministry of Children and Family Development, the Ministry of Income Assistance, and BC Housing to develop a plan to assist income-vulnerable populations and Ministry clients who are displaced and require help. The Emergency Management division further developed and solidified relationships with these organizations, to create a seamless transition from ESS to the personal recovery process. ESS also defined the emergency services available through the ministries.
- The roll-out of VicAlert, the City's new emergency notification system, was a huge success, garnering 5,000 subscribers within the first two months. Vic-Alert has been activated three times since its launch, including a notification to subscribers requesting assistance in locating a lost child in the Fairfield neighbourhood.



- Emergency Management held volunteer recruiting sessions this quarter and successfully recruited 30 new volunteers to its teams. The 12 new USAR members completed their probation, with four members completing the Structural Collapse Level 1 course.



- Business Continuity Planning (BCP) Workshops were completed by all City departments, excluding VicPD. Individual Business Continuity Plans have been provided to each department for final review. MNP, the company contracted to facilitate the initiative, will complete a GAP Analysis and provide the final versions of each department's Business Continuity Plans to Emergency Management. The development of the Emergency Management and Business Continuity Framework and Policy are currently underway.

- In quarter two, information from the Hazards, Risks, and Vulnerabilities Assessment (HRVA) and Business Impact Analysis (BIA) was reviewed to amend the City's Emergency Plan and ensure compliance with the legislative framework. The Fire Department worked with the City's legal staff and key stakeholders to review the Emergency Program Bylaw. The review is now complete and the draft bylaw is under review by the Fire Chief and Emergency Program Coordinator.

- The H.E.A.T Program (Hoarding, Education and Action Team) continued to experience increased activity in quarter two. The H.E.A.T hotline received 158 calls in the first two quarters of 2017 in comparison to 147 for all of 2016. The hotline is monitored by Victoria Fire staff, which has required additional staff hours dedicated to responding to calls within the City of Victoria and distributing calls to municipalities across Vancouver Island. One hundred and twelve hours were dedicated to hoarding response in the first half of 2017 compared to a total of 118 hours in all of 2016. The H.E.A.T Program continues to increase in volume annually.

- The construction of two new engines were nearing completion with delivered expected in early August.

- Forty-two mechanical inspections on Victoria Fire Department and regional fire apparatus took place in the second quarter.


- Emergency Management's Unmanned Aerial Vehicle (UAV) was deployed to assist VicPD with aerial photography for a crime scene reconstruction in quarter two.

- The Fire Department delivered community education to approximately 1,800 participants in quarter two, through Emergency Program Workshops, Child Car Seat Installation Program, life safety education sessions and fire drills.



- In the second quarter, Victoria Fire Department responded with 16 firefighters, five fire apparatus and one fire boat to a barge fire at Schnitzer Steel on the Gorge Waterway. The blaze proved extraordinarily difficult to access given its location on the barge, buried deep within a pile of scrap metal. After achieving initial knockdown of the fire, an excavator was used to access the source of the fire, which was fully extinguished. No injuries were reported during the incident and the Canadian Coast Guard assisted with deployment of an environmental boom.

STRATEGIC OBJECTIVE #13 - DEMONSTRATE REGIONAL LEADERSHIP

- A Provincial All-Candidates meeting was held on May 4 at the Victoria Conference Centre, hosted by the City in partnership with the DVBA, Tourism Victoria, The Chamber, Greater Victoria Harbour Authority and the Urban Development Institute (Pacific Region). The Candidates from all South Island ridings were invited to participate.
- In April, Council asked the Capital Regional District to ensure certain impacts are mitigated during construction of facilities related to the Core Area Waste-Water Treatment (sewage) project. This would include mitigation of odour and noise, consultation with impacted communities of James Bay, Fairfield, Downtown and Vic West, and monitoring geotechnical issues along the Dallas Road waterfront.The graphic shows a close-up of water with ripples. The text 'Wastewater Treatment Project' is written in a blue, sans-serif font across the middle. Below it, a black rectangular box contains the same text 'Wastewater Treatment Project' in a white, sans-serif font.
- In May, Council requested the Capital Regional District's Core Area Wastewater Treatment Project Board ensure mitigation measures be put in to place to protect the Dallas Road Bluffs during construction of facilities related to the wastewater treatment plant. These measures are to include assembling an interdisciplinary team to study and address the protection of the bluffs, and a plan for preservation.
- In quarter two, Council endorsed a number of resolutions to bring forward to the UBCM convention, including:
 - Local Partnerships for Energy Efficiency Retrofits – encouraging levels of government to partner and incentivize programs for property owners to save money and reduce the environment impact of buildings.
 - Optimizing Community Benefits of Forest Resources – to improve the community benefits from forest resources while increasing legislation to protect drinking watersheds and biological diversity by adopting best practices in forest management from international jurisdictions.
 - Encouraging the Use of Residential Property for Housing – encouraging the use of residential property to be used to provide housing through effective fiscal and taxation tools. This would also discourage market distortions such as speculation, “flipping,” and commodity investment that contribute toward a sharp escalation in the price of housing.
 - Provincial Share of Infrastructure Spending – requesting the Provincial government to match the Federal government’s percentage of spending on infrastructure projects.