



Committee of the Whole Report For the Meeting of June 8, 2017

To: Committee of the Whole **Date:** June 3, 2017
From: Jason Johnson, City Manager
Subject: Lessons Learned Policy

RECOMMENDATION

That Council receive this report for information.

EXECUTIVE SUMMARY

Every year the City of Victoria initiates major capital, planning and other projects to meet the needs of the community. In all of its initiatives, the City is guided by fundamental principles, including accountability to taxpayers and residents for the use of public dollars, and transparency in decision-making and the reporting of information. The City is committed, as well, to an organizational culture in which learning and continuous improvement are valued. Staff at the City are encouraged to reflect on, review and learn from the organization's efforts, and to apply "lessons learned" to future projects.

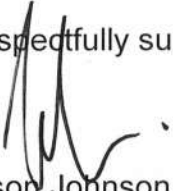
Through the City's project management framework, staff are required to identify lessons learned on all major projects undertaken by the organization, and are expected to incorporate into every new project lessons learned from previous experiences. It is recognized, however, that certain projects are particularly important for the City to assess separately, through a stand-alone lessons learned process. These projects and the process to review them are the focus of this administrative *Lessons Learned Policy*.

Reviews that are undertaken pursuant to the *Policy* are public documents, intended to account for the use of public dollars, and to identify useful advice and findings — i.e., lessons learned — that can help inform the design and implementation of future City initiatives.

CONCLUSIONS

The *Lessons Learned Policy* emphasizes the City's commitment to learning and continuous improvement, and supports principles of accountability and transparency. The *Policy* will be reviewed by senior management every two years; changes incorporated during these policy reviews will be reported to Council.

Respectfully submitted,



Jason Johnson
City Manager

List of Attachments

1. Lessons Learned Policy