

Departmental Highlights Report – Quarter 3

CITIZEN ENGAGEMENT AND STRATEGIC PLANNING

The second quarter saw improvements made to quarterly reporting to City Council. Operational and departmental highlights were added to provide greater insight into the day-to-day operations of each department and the service trends and realities. Building on Council feedback, staff will explore opportunities to routinely incorporate infographics and visuals into quarterly reports.

Work has now commenced on orientation and strategic planning processes for the new term of council. Strategic planning for the new term will occur in January 2015, after orientation of Councillors has occurred. A new orientation program is being designed for the Mayor and all Councillors to complete together, which will include tours to city sites and properties to garner greater insight into City services.

Customer service renovations were completed in both the Public Service Centre and the Mayor/Manager's Office. The renovation of Human Resources was started and will be complete by the end of October. Each renovation focuses on making the physical reception areas brighter, more professional and more accessible for the public. The new customer service ambassador position in City Hall is now in place and has been operating since late June. Customer feedback has been very positive and a number of changes has been made within City Hall as a result of improved relationships and understanding of customer needs. A baby change table has been introduced, parking spaces outside of City Hall have been reconfigured, and improved signage is being introduced.

An employee portal (intranet) is also in its final stages this quarter, to be launched in December. It will provide quick access to information for employees, enabling them to access City policies, FAQs and staff information quickly. This facilitates improved information sharing and decision making. The next step is to explore more ways of reaching outside workers, those without routine computer access.

The City's website victoria.ca continues to grow in visitation and unique visitors consistently sits above 70,000. Web visitation spikes significantly during community events, such as on Canada Day this quarter. This is also due to the integration with social media timed with these events.

Recent enhancements were made to provide quick access to popular sections of the website, such as Webcasting and VicMap. In addition to refreshing the homepage, the City introduced responsive design ensuring that the website adapts to the needs of the user's mobile or computer device. Mobile visitation to the site is now nearly 30% of all visits.

Online recreation registration was also introduced aligned with the fall registration period. Staff have received positive feedback and registration has been higher than expected.

July concluded a number of significant consultation processes, including the Bike Master Plan, Parking Services and the Harbour Dialogue. Each resulted in very high engagement and included ambitious timelines. In an effort to support implementation of the parking services

improvements timed for September, Citizen Engagement staff were assigned to co-lead the project with the Parking Services Manager. This interdisciplinary approach resulted in meeting project timelines and implementing a communications strategy and staff training to support operational changes.

Staff have been working closely with the Elections team to prepare for a call for nominations in early September. Supporting a number of changes to the election this year, a “future voter” effort is being made and new Candidate Profile Guide introduced to make it easier for voters to find information about the Victoria candidates. Staff are also working with neighbouring municipalities on specific communication strategies to encourage voter turnout across the Region.

City Hall was home to two public initiatives this quarter; first, the kick-off of a Canadian Open government tour and second, displaying of the Witness Blanket, a wood-based First Nations art installation that incorporates objects connected to Residential School experiences from across Canada. It began its cross-Canada tour at Victoria City Hall and drew hundreds into City Hall to view it. In 2015, a new workplan item is to identify new ways of opening City Hall for public events and activities.

ENGINEERING AND PUBLIC WORKS

This quarter saw the start and completion of a number of transportation projects.

Pedestrian upgrades near George Jay Elementary were completed in time for the return to school in September. Improvements to the area included upgrades to the crosswalk at the intersection of Princess Avenue and Cook Street, accessibility upgrades to adjacent sidewalks, and repaving of Cook Street from Caledonia to Queens Avenue. The crosswalk at Princess Avenue and Cook Street received new signs, lights and new crosswalk markings. Adjacent sidewalks were upgraded to improve access for pedestrians in mobility scooters and wheelchairs. Underground infrastructure in the area was upgraded in advance of paving in an effort to minimize the need for future work in the area. Stormwater drains and catch basins have been upgraded to reduce the risk of flooding and repairs to sewer and water infrastructure underneath the roadway have also been completed.

Work to improve the intersection of Bay and Catherine in Victoria West was in its final stages at the time of this report being written. A six week project, the construction realigns the intersection of Bay and Catherine streets, improving motorist safety and crossing points for pedestrians, and providing additional greenspace for landscaping.

The final phase of infrastructure upgrades and accessibility improvement along Tolmie Avenue, near Quadra Street, were completed in September. Improvements included the replacement of an aging water main with a new water main for improved water quality and seismic capability. Underground sewer and storm water pipes have also been repaired with new catch basins to improve drainage. Sidewalks and wheelchair ramps were also upgraded at the intersections to improve accessibility for pedestrians. The capital investment for this project was \$393,000.

Work continues at the intersection improvements at Bay and Douglas until the end of October. It has had a modest impact on congestion in the area at times. Media and social media have been helpful in providing updates to motorists. Signal lights and underground electrical systems will be upgraded along with underground stormwater catch basins to improve drainage and prevent flooding. The sidewalks and wheelchair ramps will also be upgraded to improve accessibility for pedestrians. Work is scheduled to occur outside of the morning and afternoon commute times; however motorists are encouraged to use Government and Blanshard Streets to avoid delays. The capital investment for this project is \$160,000 including up to \$62,000 in grant funding contributed by the ICBC Road Improvement Program. In 2014, the City of Victoria will invest \$6.4 million in transportation infrastructure, including sidewalks, bike lanes, crosswalks and paving.

At a Special Council Meeting on Thursday, July 17, Council directed staff to prepare a plan to implement the following amendments to the Streets and Traffic Bylaw:

Reducing the posted speed limit from 50 km to 40 km for the following streets:

- Richmond Road between Fort Street and Crescent Road
- Southgate Street
- Quadra Street
- Bay Street between Blanshard Street and Richmond Road

- Douglas Street between Belleville Street and Dallas Road
- Gorge Road
- Richardson Street between Cook Street and Gonzales Avenue
- Within the area of Victoria described in the Official Community Plan as the Downtown Core
- As well as reducing the posted speed limit from 50 km to 30 km for the following street:
- Cook Street between Southgate Street and Dallas Road

Staff are finalizing the implementation plan and preparing amendments to the Bylaw for Council consideration.

Johnson Street Bridge Replacement Project

Construction continues on the Johnson Street Bridge with recent changes to road alignment on the west side approach. Ongoing consultation occurs with the Delta Ocean Point Resort to mitigate impacts to the hotel as much as possible. A new entrance to the hotel will be in place by late November.

In September, crews working on the Johnson Street Bridge successfully lowered a 1,000 tonne structure into the harbour known as the “basculer pier box”. The temporary underwater structure will allow the new basculer pier to be constructed in the harbour under dry conditions. The basculer pier is the part of the bridge that will contain the mechanical and electrical systems that move the bridge open and close for marine traffic. It took 37 hours over four days to slowly lower the structure into five metres of water.

The City continues to make progress working with all parties on resolving the change orders submitted by the designer and construction contractor. All parties have agreed to mediation to find resolution.

Parking Improvements

On September 15, a number of changes were introduced to make parking easier and shift motorists from higher-demand on-street parking spots to available spaces in the City's five parkades. Customer feedback has been very favourable and statistics from the first three weeks demonstrate an 18% increase in parkade users over the same period last year. An extended period will be monitored to determine longer term trends and patterns.

A Call for Artists for art in parkades and launch of the “pay by cell” parking app, will both be introduced in November. The City is also reviewing options for in-house parking enforcement to compare with external enforcement options. The current enforcement contract expires in November and will be extended for a short period until all options can be considered at once in the New Year.

A consultant has completed an assessment of the Point Ellice Bridge to inform option development for future capital investment. The City is awaiting the report from the consultant and expects to update Council in January, timed with consideration of the draft financial plan. The Crystal Pool investment strategy will also come forward at that time, informed by

recent assessment of the facility systems. The pool was drained to fully assess the mastic coating within the pool.

In October the City issued a Request for Proposals including a new approach to relining water mains. The City is seeking a contractor to provide a structural spray-in-place lining to rehabilitate potable water mains. This has been completed with success in other municipalities, and is being considered in Victoria for mains on Vancouver Street from McLure to Fort Streets, and Sumas Street from Garbally to Manchester Roads. Spray-in-place technology has the potential to minimize excavation costs and impacts.

Building on the existing seasonal decoration program, seasonal decoration work planned for this season downtown includes:

- Installing new pole-mount decorations (20) on the 800-900 blocks of Yates Street (6), west side of Wharf Street (10) and 600 block of Pandora (4)
- Refurbishing 85 of the 145 Christmas trees on cluster lamps (240 light strings, buttons, painting) and prioritizing deployment on Douglas, Blanshard, upper Fort, Broad and Belleville Streets, if possible
- Adding decorations around the Peace and Joy signs
- Illuminating 16 trees on Blanshard Street
- Installing an improved and accessible sound system for Centennial Square

Additional architectural lighting is being added to City Hall. Work this fall will concentrate on new exterior lighting at the foyer entrances to City Hall, between the existing heritage building and the newer wing.

A number of staff across the organization are engaging in discussions to improve the way the City communicates capital investments and community impacts, such as a traffic. This will inform new communications tools and information in 2015 to provide greater understanding of where tax dollars are invested and infrastructure is improved.

In terms of underground improvements, the City is investing \$14.3 million in 2014 to upgrade existing infrastructure. During the third quarter:

Waterworks improvements

- Ellery-Cave to Carrie. 158m of new water main
- Carrie- Cave to 70m north. 70m of new water main
- Ryan- Belmont to Asquith. 120m of new water main
- McClure- Cook to Vancouver started September 15th. 219m of new water main
- Tolmie – Glasgow to Quadra, 109m of new water main

Stormwater

- Thurlow – Moss to Kipling, 265m of new storm drain main including manholes and catch basins

Planning and Development:

- Number of Building permits processed/reviewed = 62
- Continued Cross Connection Investigations – 3 discovered and 2 eliminated

- Continued General investigation of storm water conditions: West Bay and Fisherman's Wharf
- Code or Practice – inspections of properties (183 during that period) meetings with property managers and owners. New registrations mailed out

From a facilities investment perspective, a number of projects were underway:

- McDonald Park change rooms received upgraded flooring, improving appearance and safety
- Johnson Street Parkade, façade structural repairs and paint
- New HVAC upgrades to Fairfield and James Bay Community Centres
- Fairfield Community Centre: restoration of front entrance and automated doors which will improve accessibility for users
- An assessment and remediation at Police Headquarters was completed this quarter
- Customer service improvements were made to Human Resources, Public Service Centre, and City Managers/Mayor

FINANCE

The third quarter starts with the deadline for paying property tax payments. \$187.79 million is collected in property taxes, of which \$112 million is municipal taxes. As of July 2, 2014, payments were made based on the following:

Online banking	\$ 38,620,172.82
In person transactions	\$ 34,172,695.16
Dropbox transactions	\$ 12,954,700.33
Mail	\$ 78,127,412.09
Mortgage Company	\$ 14,213,059.91
Preauthorized Withdrawal	\$ 9,703,687.42
Total \$	\$ 187,791,727.73

This year there was an increase in mail payments, and a decrease in online payments. Online banking decreased by 12%, likely due to the security breach experienced by the Canadian Revenue Agency during tax filing period. Drop box payments increased this year by 28% likely due to the added reception in the foyer of City Hall during the renovation. Where simple payments could be handled, staff were able to assist without customers having to wait in line. This “roving” ambassador service assisted customers and provided a valuable opportunity for staff to learn more and support tax time.

% of total requisition collected: 92% (stable from last year)

% of Homeowner grants claimed online: 45%, this was an increase of 10% over the year prior.

The 2014 tax notice was also communicated much differently this year resulting in positive feedback from the public in terms of understanding where their tax dollars go, and what services or improvements they receive as a result. There were several mentions on social media of the tax notice information.

During the second quarter an eBilling pilot program was launched. Customers who signed up received their first eBills in Q3. The program is picking up traction, with promotion scheduled soon to increase subscription.

This past quarter, extensive work has continued on an improved financial plan. Over 70 interviews with managers and supervisors across the organization have occurred to engage staff in improving the financial plan process and product. Greater emphasis has been placed on communicating services, services levels and actuals over past years. “Great ideas” forums are now underway with staff across the organization to identify improvements that can be made to improve customer service, save money and innovate services.

A new Smartphone contract has been awarded for City smartphones. Moving to Bell Mobility, smartphones will be soon upgraded providing better tools to staff, while reducing costs overall to the organization. A roll-out will occur in the fourth quarter.

Within supply management, three priority RFP processes have been the focus for initiating discussions with potential partners and consultants in October. A Market Sounding was developed for the Crystal Garden, and two more calls for proposals will be issued for technical expertise and capacity to explore local sewage treatment options, and for potential partners for exploring options for Fire Hall #1 replacement or refurbishment.

In late August, the Public Service Centre reopened after months of renovation to improve the space for customers and staff. With over 5,000 visitors per month, the space was dark and cramped prior to renovation. Customer feedback has been very positive, and in combination with the support provided by the Customer Service Ambassador in the foyer, lines are shortened and services improved.

HUMAN RESOURCES

In early September the City ratified a three year agreement with the Canadian Union of Public Employees, Local 50. The agreement is for the period January 1, 2014 to December 31, 2016. The agreement was ratified by the Greater Victoria Labour Relations Association in late August, and by CUPE September 4, 2014. CUPE is the City's largest labour union representing 850 employees.

The City is now in collective bargaining with the local 730 Chapter of the International Association Fire Fighters (IAFF). Collective bargaining is retroactive within the fire sector, with collective bargaining occurring for a term starting January 1, 2012. In February of this year a two year settlement for 2010 and 2011 was reached. It is hopeful an agreement can be reached this fall.

The Human Resources department is currently in transition with an assessment of all service areas underway, with an eye to modernizing processes and positioning the department as a strategic partner in moving the organization forward. A number of improvements are currently being implemented including streamlining in the Job Evaluation process for great expediency of process. Job descriptions are being repackaged for ease of understanding for potential applicants and an improved sense of both the position and the candidate the City is seeking. This work will continue and is important to instilling and presenting the cultural values of customer service, community partnership and continuous improvement of the organization.

Increased focus is being placed on recruitment and orientation programs, as well as recognition. HR will be engaging staff in discussions about how program areas can be improved and reflective of needs and values.

With over 200 recruitments each year and supporting over 1,000 employees, the Human Resources department, located across from City Hall on Pandora Avenue, is a busy customer service centre and critical to first impressions. The reception area and interview areas are in the final stages of a minor renovation providing improved professionalism, workspace and customer service access. Job postings are being modernized with self-serve monitors instead of a bulletin board, appropriate seating is being provided, and the reception and interview rooms are being updated.

LEGISLATIVE AND REGULATORY SERVICES

New harbourfront lease

During this quarter, a new lease was finalized that will assist in development of a key harbourfront property. The lease with Victoria Float Plane Terminal Ltd. is for the water lot area that fronts the City's lands at 950 and 1000 Wharf Street, adjacent to Ship Point and the Lower Wharf Street parking lots. Under the new lease, the float plane terminal will move off of the existing site on the City's land and onto the City-owned water lot where the float plane docks are currently located. This will enable a new public plaza to be constructed on this important waterfront site in future years, as part of the future David Foster Way, a 4 km waterfront pathway.

Upcoming election

The major focus of the department in the third quarter is to prepare for the upcoming election. General Voting Day will be held on Saturday, November 15, 2014 from 8 a.m. to 8 p.m. All municipalities in BC will be holding municipal elections on the same day. Voters in Victoria will vote to elect:

- 1 Mayor
- 8 Councillors
- 9 School Trustees (School District 61)

Two questions will also appear on the ballot in Victoria seeking the opinions of voters:

1. *Which three (3) successful Councillor candidates should be appointed by Victoria City Council to serve a four-year term as a Director on the Capital Regional District Board?*
Choose from seventeen (17) Councillor candidates who are seeking this office.
2. *Are you in favour of reducing the number of municipalities in Greater Victoria through amalgamation?*
Choose "yes" or "no".

In an effort to make it easier for voters, two new Advance Voting opportunities are being provided for the 2014 Municipal Election, one at the University of Victoria and one at Our Place.

For the first time, the City is publishing a Candidates Profile Guide on the City's website, including 150 word profiles, contact information and a photograph for each candidate (who voluntarily provide this information) running for Mayor and Council. This new voter awareness initiative is similar to what many cities including Vancouver, Surrey, Richmond, New Westminster, and Edmonton are doing to make it easier to find information about candidates. This initiative is intended to provide voters' easier access to information about candidates to help inform their vote and improve voter turnout.

The City is also working to raise awareness among youth and non-voters about municipal democracy and the importance of parents engaging youth in the election. Building upon the popularity of the "I voted" sticker introduced by the City, this year children who visit the polls with their parents on election day will receive a "Future Voter" sticker to wear proudly. They will also receive a poster to colour and return to the City as part of a colouring contest in which the winner(s) can "be Mayor for a day" (for a few hours) in January. The posters will be displayed in City Hall during Christmas Carolling week and through December.

The Victoria Youth Council will be the City's first guest blogger talking about the importance of voting and engagement in municipal matters. Staff had hoped for greater involvement with Youth Council this election but unfortunately they're transitioning between Chairperson and new members which has made it more challenging.

The Victoria Votes iPhone App will also go live in mid-October. In the last election 1,600 iPhone users utilized the Victoria Votes election app. This puts all election information at one's fingertips for voting in the election, where to vote, how, and what to bring.

An elections Connect newsletter will be delivered to approximately 30,000 Victoria households. The "Victoria Votes" newsletter will only include content related to the upcoming municipal election. (It will not include information about candidates, or the current Mayor or Councillors.)

Gorge Waterway Tenure

This quarter the City amended Zoning Regulations and have now requested that the Province remove any mooring buoys, derelict or anchored boats from the area. The City has written to the Minister of Environment and the CRD Chair, requesting process and/or studies of the Gorge Waterway/Portage Inlet marine ecosystem. The City is awaiting the Licence of Occupation from the Province for the Selkirk Water.

Since the regulations changed, a vessel sank in the waterway. It is outside of the City's property, but staff have been working quickly to explore options for removal. In addition a dock was introduced without permission and as a result the City placed notice on all vessels in the area in late September, requesting vessels to be removed by October 31, 2014.

Kinder Morgan

In September, staff worked with citizen engagement staff to create an opportunity for public to provide input on Kinder Morgan marine shipping.

On behalf of Kinder Morgan, Trans Mountain Pipeline ULC is proposing to expand the Trans Mountain Pipeline System between Strathcona County (near Edmonton) Alberta and Burnaby B.C. If approved, the proposed expansion would create a twinned petroleum pipeline system with triple the existing capacity. The oil tanker traffic from this expanded pipeline would travel from Burnaby, through the Haro Strait, and past Victoria, enroute to the Strait of Juan de Fuca.

Trans Mountain states that "Currently in a typical month, five vessels are loaded with heavy crude oil at the Westridge Marine Terminal (in Burnaby). The expanded system will be capable of servicing 34 Aframax class vessels per month, with actual demand influenced by market conditions."

Before the expansion can proceed, the National Energy Board is holding a public hearing. They will then make recommendations to the federal government, who will decide whether or not to approve the proposal. The City of Victoria applied for and received intervenor status which offers the opportunity to submit questions and evidence, and present an argument on whether or not the project should be approved to the Board.

The National Energy Board has identified 12 issues that will be considered during the hearing. Of particular significance to Victoria and what the City's focus will be in its' response to Trans Mountain's proposal is issue #5:

“The potential environmental and socio-economic effects of marine shipping activities that would result from the proposed project, including the potential effects of accidents or malfunctions that may occur.”

In preparation for the hearing, the City is gathering the community’s input to ensure their views are reflected in the City’s response to the pipeline expansion. The City is also accepting evidence from experts in our community, to include with the submission. The City is accepting input until October 31, 2014.

PARKS, RECREATION AND CULTURE

Canada Day

Victoria Celebrates Canada Day was a success, seeing close to 50,000 participants celebrating Canada's 147th birthday downtown on July 1, 2014. The annual event provided an exciting line-up of children's activities, main stage performances, multicultural celebrations, fireworks, and A Flavour of Canada international food village. The Canada Day Team Green was on hand to help keep the Inner Harbour clean, and a free bike valet service was also available. The event was made possible by returning presenting sponsor, Coast Capital Savings, and many other local supporters. The event spiked the City's website to one of the highest visitations ever since redevelopment 2.5 years ago.

Rifflandia

The 7th annual Rifflandia Music Festival took place at Royal Athletic Park and 14 local venues from September 11 to September 14. Due to noise complaints last year, City staff worked closely with the event organizer to ensure that amplified sound conditions were met for this year's festival. Over the four days, Rifflandia saw 49,696 unique visits to its downtown venues. During Thinklandia/Rifflandia, a City parkade rooftop was also used as an event venue for the first time.

Online event feedback form

A new online event feedback form was launched, timed coincidentally just prior to Rifflandia, to provide the public with an easy way to submit comments and for staff to consolidate feedback on festivals and events. Of the 223 Rifflandia comments submitted using the new online form, 160 provided positive feedback on the event. Each comment was acknowledged immediately and then responded to. The online form will help the City and event organizers improve future programming and to minimize impacts to surrounding neighbourhoods such as noise, reduced parking or road closures. The new online form is easy to use and enables the public to include a photo or document with their submission, as well as request a response if required at www.victoria.ca/eventfeedback.

Call for poet laureate and youth poet laureate

The City of Victoria in partnership with the Greater Victoria Public Library is seeking nominations for the position of Poet Laureate (four-year term) and Youth Poet Laureate (one-year term). Candidates can be nominated by someone else or be self-nominated by November 3, 2014. Established in 2008, Victoria's Poet Laureate serves as a champion for poetry, language and the arts, and creates a unique artistic legacy through a variety of public poetry events and civic functions. Created in 2013 by the Victoria Youth Council, the Youth Poet Laureate position provides the community access to strong youth voices.

City of Victoria Book Prize finalists

In September, finalists were announced for the 11th annual City of Victoria Book Prize Award and the 7th annual Bolen Books Children's Book Prize. The \$5,000 City of Victoria Butler Book Prize is awarded to a Greater Victoria author for the best book published in the preceding year in the categories of fiction, non-fiction or poetry, and 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 for the best children's book published in the preceding year. An awards gala is held in mid-October where the winning authors will be announced. Open to the public, the event features readings by the finalists and provides guests with the opportunity to meet the authors and have their books signed.

Repaved parking lot off Arbutus Way in Beacon Hill Park

The parking lot located off Arbutus Way next to the playground in Beacon Hill Park underwent repaving in mid-September. The playground remained open during the work and motorists were able to park at the lot next to the Beacon Hill Park Petting Zoo. The newly repaved surface makes it easier for residents and visitors to enjoy the park.

Hanging baskets have come down

A sure sign that fall is approaching in the City of Gardens is the annual removal of Victoria's trademark hanging baskets. In mid-September, the City's Parks crews began removing close to 1,400 hanging baskets from downtown lampposts. It takes one week to remove the sun and shade baskets. The plant material and soil were then composted at the Beacon Hill Park Maintenance Yard and the hardware dismantled, cleaned and stored for reuse next year.

Interim boulevard gardening guidelines

Introduced in early September, the Interim Boulevard Gardening Guidelines were developed to help beginners and experts garden on City of Victoria boulevards more confidently and responsibly. The guidelines allow property owners to create gardens on boulevards immediately adjacent to their property and outline the safety, accessibility, maintenance, and aesthetic elements that should be considered and also the legal responsibilities of managing a specific area of the boulevard. Once a comprehensive boulevard review, including public consultation, is completed, final guidelines will be introduced in 2016. Staff are exploring consolidated consultation on both boulevard gardening and community gardens as a larger discussion around food security, while capitalizing on streamlining engagement efforts.

Reorganization and posting of Director Parks and Culture

Over the third quarter a team management approach has led the Parks, Recreation and Culture Department. During that time, there has been a lot of thoughtful review and evaluation of the current structure and the many services delivered by the department and staff. An obvious area to explore was how the City can support the arts and culture division in helping to grow the economy, while building a more vibrant community. It was also considered how Parks and Recreation staff could be better aligned within the department for greater ability to deliver service.

As a result, at the end of the third quarter, changes were made to create synergy from related areas working more closely together. The Arts and Culture division will now align and be located with the Victoria Conference Centre to provide services. Under the economic development umbrella led by the Victoria Conference Centre, the alignment supports strengthening the arts and cultural programming while adding to and enhancing the conference business of the centre. The restructure will also see Sports Services embedded into the Parks division and Recreation Programs integrated with the recreation division.

In early October, the Director of Parks and Recreation position was posted. When hired, the new Director will be located at the Parks office in Beacon Hill Park, to provide greater support to the largest division in the department and be located in the City's largest and busiest park, Beacon Hill Park.

Integration of staff into the respective locations, will occur over the next two months. As a result, it also means the City offices at the Save-on-Foods Memorial Centre will be vacated by early December, with staff moving to the Victoria Conference Centre, Royal Athletic Park, Parks Office and the Crystal Pool and Fitness Centre.

Offered strike camps

To assist local families with unplanned teacher job action, the City offered Strike Camps over a three-week period from September 2 to 19 for children 6 to 8 and 9 to 12 years of age. The first two weeks of Strike Camp were held at Beacon Hill Park when annual maintenance was taking place at the Crystal Pool and Fitness Centre. The third week of Strike Camp was offered at the facility. The camps were a success with an average of 20 children participating in each of the six sessions, for a total of 121 participants. Summer programs continue to see high enrollment and very positive feedback.

Playground Upgrades

Alexander and Hollywood Park playground upgrades were completed. This included new playground equipment, site improvements and a split rail fence at Alexander to provide a barrier between off-leash use of the field and the playground.

Clawthorpe Park Playground Consultation

The City is about to commence consultation on the Clawthorpe Park playground and children are encouraged to participate. Consultation in the fall will enable the City to advance the improvements in playground equipment earlier in 2015, in time for summer installation. Traditionally, playground consultation has been done in winter/spring, with playground installation taking place in the fall of the same year. Earlier engagement allows for capital investment sooner.

Greenways enhancements

The Oaklands greenway was completed and will have several fitness pods installed along the new pathway by the end of the year. Additionally, the connection to the E&N trail at Hereward park was also completed providing a needed and well defined access to this important regional pathway.

Hosted 11th Canadian Urban Forest Conference

This fall, delegates from across Canada were invited to participate in the 11th Canadian Urban Forest Conference in Victoria, British Columbia. The conference ran from September 30 to October 2 and included opportunities for park planners, architects, arborists, researchers, health scientists and community groups to share their experiences and innovative approaches to the stewardship of Canada's urban forests. The conference was a great success with 275 delegates in attendance.

SUSTAINABLE PLANNING AND COMMUNITY DEVELOPMENT

(Sites with "COMPLETE" status are included to note progress, since previous update will be remove with next update).

Major Applications in Progress		
<u>SITE</u>	<u>APPLICATION TYPE</u>	<u>STATUS/NOTES</u>
1745 Rockland - townhouses	Rezoning / DP	Applicant making revisions
Northern Junk - ground floor commercial w residential above	Rezoning / DP	Applicant reconsidering proposal
St. Andrews School - ground floor commercial w residential above	Rezoning / DP	Applicant reconsidering proposal
1515 Douglas – office commercial	Rezoning/ DP	Advancing to PH – MDA, Design revisions in progress
1030/1038 McClure - residential	Rezoning / DP	Advancing to PH
Quadra Villa – residential		Currently on hold. Site in foreclosure - MDA&PH on hold pending outcome
Speed & Francis - ground floor commercial with residential above	Rezoning / DP	Updated report required for PLUC once further details finalized.
1950 Blanshard – affordable housing (Council directed priority processing)	Rezoning / DP	Advancing to PH.
1521-1531 Elford - residential	OCP Amendment /Rezoning/DP	Referred to ADP. Advancing to PH.
1082 Richmond - residential	Rezoning / DP	Advancing to PH
2636 Shelbourne - residential	Rezoning / DP	Advancing to PH.
Sawyer Building – ground floor commercial w residential above	DP	Reviewed by PLUC. Referrals in progress.
2680 Blanshard – Liquor Store	Rezoning	Advancing to PH. Waiting for applicant to confirm hearing date.
Clover Point Pump Station	Rezoning	PH scheduled then postponed
South Block	Rezoning /OCP	Advancing to PLUC

105 Wilson – affordable housing (Council directed priority processing.)	Rezoning / DP	Advancing to PH
755 Caledonia – ground floor commercial with residential tower	DP	Advancing to Hearing
613 Herald – commercial with residential above	DP	Awaiting resubmission and TDM study
787 Tyee – Bonds Landing	DP w variance	Complete
816 Government – mixed use	Rezoning/DP/HAP	Awaiting revised plans from applicant then advancing to PLUC
300 Michigan - residential	DP	Complete
819 Yates – commercial with residential above	DP	Advancing to PLUC
595 Pandora – commercial with residential above	DP with variance	Awaiting revised plans from applicant then advancing to PLUC
960-962 Yates – commercial with residential above	Rezoning and DP	Awaiting revised plans from applicant then advancing to PLUC
1310 Gladstone Avenue – mixed use	OCP amendment, Rezoning and DP	Advancing to PH

Legend

DP - Development Permit Application
REZ - Rezoning Application
HAP - Heritage Alteration Permit Application
OCP - Official Community Plan Amendment
MDA - Master Development Agreement

Development Summit and Action Plan

A development summit was held this spring to hear from community partners, development community and staff on ways to improve relationships and processes to help grow the city and manage development thoughtfully and efficiently.

An action plan was developed and approved by Council in September and is now being implemented across the organization. A development summit will be an annual occurrence in future years. And progress towards delivering the action plan will be reported on in March 2015.

Feedback on Harbour Vitality Principles

Through the summer, the City sought feedback on Harbour Vitality Principles. Feedback was sought on draft Harbour Vitality Principles for three strategic sites along the Inner Harbour: Belleville Terminal, Ship Point and Lower Wharf Street site.

Once approved, the principles will be used to support Inner Harbour revitalization and help position the City and other landowners for potential capital funding, grants and development opportunities. Council will consider the principles in October.

Target Turnaround Times

This spring new target turnaround times for development and rezoning applications, as well as permit applications, were introduced to provide greater understanding to applicants of what to expect during the process. These turnaround times are now posted online and in the Development Centre.

VICTORIA FIRE DEPARTMENT

From July to September, the fire department responded to 2,003 emergency incidents and 13 fires which resulted in nine fire investigations. While fires had increased in quarter two, there were fewer fire calls this quarter.

Also this quarter, City fire trucks were decaled to highlight the City's many neighbourhoods served by the department. The fire trucks will also be used as a new communications tool for the City website, promoting www.victoria.ca and getting the vote out during the upcoming general election. The Fire department's presence is being improved on the City's website this quarter and greater communications support to the department will be provided in 2015.

A new fire prevention and regulation bylaw has been developed this quarter for consideration by Council on October 23, 2014. The new bylaw will reflect current Fire Department Operations, provide clarification for the public and support efficient service delivery. This new bylaw also includes improved descriptions and definition for items such as "open burning" to provide improved clarification for citizens. It grants authority to require improvements to fire protection equipment in buildings to increase occupant safety and also a mechanism for cost recovery with a new fee structure. In addition, the new bylaw includes a mechanism to recuperate extraordinary costs incurred as a result of standby of emergency equipment, major fire investigations, and cleaning of equipment and turnout gear contaminated during firefighting operations to comply with WorkSafe BC requirements.

In late July, the City hosted the second annual "Tour Disaster". The tour has received a lot of media interest and other municipalities have replicated the event based on Victoria's first event last year. The Tour is described as part cycling rally, part emergency exercise. It sees cyclists work their way through a series of tasks that could be required following a community-wide emergency. Tasks include moving supplies and information, searching for lost individuals, and conducting damage assessments within a local neighbourhood – all while navigating through a simulated damaged or congested transportation system. This year 23 cyclists participated. The event also serves as an emergency exercise for Victoria Emergency Management Agency volunteers, who set up and staff an Incident Command Post at Topaz Park and various checkpoints along the route. Volunteers communicate by radio to simulate a major disaster when local phone lines are down.

The department also recently purchased a new Urban Search and Rescue vehicle to assist in the event of an emergency. The City has a volunteer-based specialized Urban Search and Rescue Team. This group of individuals is ready to search for and rescue people trapped in collapsed or partially collapsed buildings in Victoria after an earthquake. The City frequently seeks additional volunteers for this team.

With the internal promotion of Paul Bruce in the second quarter to the City's Fire Chief, a recruitment for Deputy Chief of Administration was completed and Chris Royle was the successful candidate. The recruitment for the second Deputy position is currently in progress. Collective bargaining with the International Association of Firefighters commenced in September and continues into October.

This quarter, the fire department installed pet oxygen masks on all fire trucks, providing support to pets that may be impacted by fire. The masks are designed for everything from bird beaks, to small animals, such as guinea pigs, to larger dogs and cats.

The fire department prides itself on strong community partnerships. This summer, the fire department partnered with Canadian Blood Services for a blood donor clinic at City Hall. This resulted in high public participation and positive feedback from the public.

VICTORIA CONFERENCE CENTRE

Events

July 4- 6	JTB International – 145 delegates
July 7	City of Victoria Development Summit – 80 delegates
July 7	Fairmont Empress, All Colleagues Meeting – 300 delegates
July 15	Deloitte – 50 delegates
July 15	Captive Resources Inc – 60 delegates
July 29	The Fairmont Empress – 12 delegates
August 9-15	Union of National Employees Convention - 400 delegates
August 17-22	Odd Fellows and Rebekahs Club Annual Convention - 575 delegates
August 24-28	Cdn Assn. of Chiefs of Police – Annual General Conference – 435 delegates
September 2	Deloitte – 50 delegates
September 3	Save on Foods Banquet – 425 delegates
September 6	The Vitamin Shop Tradeshow – 600 delegates
September 7	Thermag VI 2014 – 130 delegates
September 8	Fire Station 1 Planning Workshop – 20 delegates
September 11	UVic Peter B. Gustavson School of Business – 245 delegates
September 11	Lean BC Leads Meeting – 36 delegates
September 13	Sabre Pilots Assn. of the Air Division Squadrons – SPAADS – 405 delegates
September 13	Vancouver Island Gastrointestinal Group – 268 delegates
September 16	Resolve Collaboration Services – 1 delegate
September 18-21	Certified General Accountants Association of BC – 280 delegates
September 18	Culinary Cheese Workshop – 30 delegates
September 22-23	Foto Source Canada Meeting – 125 delegates
September 24-25	Fintalks - Ministry of Finance – 397 delegates
September 24-27	PA Douglas – 122 delegates
September 24-25	VFA Inc – 120 delegates
September 26-27	Vintage Fair – 4000 delegates
September 27-28	2014 Bellyfit Summit – 150 delegates
September 29	Victoria and District Dental Society - 200 delegates
Sept 29 – Oct 2	30 th Intl Conference: Software Maintenance and Evolution - 250 delegates
Sept 29 – Oct 2	Canadian Urban Forest Conference - 400 delegates

Crystal Gardens

The City of Victoria has issued a “Market Sounding” to gauge interest in securing a long-term tenant to lease the iconic Crystal Garden. The Crystal Garden is currently an expansion space to the Victoria Conference Centre.

In advance of deciding on what option best serves Victoria, the City is interested in understanding what opportunities might exist to achieve its objective in an innovative way. No concrete notions have been set regarding possible usage of the space. The goal of this market sounding is to seek feedback and determine what interests may exist with the private, public or non-profit sectors. The ideal tenant will respect the historical significance of the building, bring an offering of interest to the community that enhances downtown, and be financially sound with a solid business and operating plan willing to enter into a short term lease of five years.

The City has been approached by a number of different individuals with ideas for the facility and is keen to maximize the public building’s sustainable use for the longer-term.

City Council will evaluate proposals and fully reserves the option of keeping it as part of the existing operation of the Victoria Conference Centre. Council may pursue options further or choose to operate the facility as it is currently. The market sounding closes October 22. An update will be provided on the public agenda at Governance and Priorities Committee on Thursday, October 23, 2014.

Economic Development

Works continues on economic development initiatives to advance harbour vitality.

Naming Rights

Naming rights opportunities continue to be pursued by Spectrum Communications based on direction from Council to pursue exploration of philanthropic naming.

Reorganization

Over the past few months, thoughtful review and evaluation has occurred on how the City can support the arts and culture division in helping to grow the economy while building a more vibrant community. To build on the synergy that can come from related areas working more together, the Arts and Culture division is being aligned and located with the Victoria Conference Centre to provide services. Under the Economic Development umbrella led by the Victoria Conference Centre, the alignment supports strengthening the arts and cultural programming while adding to and enhancing the conference business of the centre.