



City of Victoria

# Strategic Plan

Amended March 20, 2020

# How We Got Here – Process of Plan Development

Council's first order of business after being sworn in was to turn our minds to how we could take what we heard from the public on the campaign trail along with important unfinished actions from last term and create a bold and achievable four-year plan.

We began by asking ourselves and each other:

- What would Council like to get out of the planning process?
- What would Council like to see in the plan?
- What's working well in the city?
- What are opportunities for improvement in the city?
- What's working well at City Hall?
- What are opportunities for improvement at City Hall?

Please see the Appendix for Council's answers to these questions. These were transcribed directly from flipcharts. We're sharing our "rough work" for transparency and so the public can see our thought processes.

As part of the process — and to ensure that the plan would be achievable — we asked staff to go through the plan line by line and analyze what financial and human resources would be required to achieve all of the actions in the next four years.

And then, we drew on the energy, intelligence and goodwill of the public and asked for help. Through a month-long online survey and a full-day Engagement Summit in January 2019, we gathered insightful and practical feedback from many members of the public.

In early February 2019, Council took all of the information gathered from both staff and the public and began to adjust the plan based on that input. We discussed and debated the plan in the order of importance that survey respondents had given to the strategic objectives. And as we went through the plan, we used the input from the Engagement Summit and the ranking of the importance of actions by the public as a guide. The outcomes associated with each objective were generated by the public at the Engagement Summit. And the plan's goal statement was also generated by members of the public working creatively together at the end of the day-long Summit.

We are grateful for the time, energy and goodwill that staff and the public have put into developing this plan with Council. And we look forward to delivering all of the actions, working side by side with the community over the next four years.

By 2022, Victoria will be a bold, thriving, inclusive, and happy city that people love. We will be known globally for our climate leadership practices, multi-modal transportation options, innovative approaches to affordable housing, and for meaningful reconciliation with the Songhees and Esquimalt Nations on whose homelands our city was built.

# Victoria City Council 2019 to 2022

## Declaration of Principles and Values

In order to create a culture of deep respect, to build the relationships we need to do the work, and to aspire to be our highest selves even when it feels hard and when difficult decisions could stand to divide us, we are committed to:

- Governing with integrity, transparency and an unwavering dedication to public service.
- Welcoming diversity and fostering a spirit of inclusion and equity in everything we do.
- Leading with creativity and courage.
- Deep listening and critical thinking.
- Assuming that everyone is here with good intention to make the community better.
- Nurturing a culture of continuous learning with each other, staff and the public.
- Working collaboratively and cooperatively with each other, staff and the public while welcoming a diversity of opinion and thought.
- Practising generosity, curiosity and compassion.
- Being patient, kind and caring.
- Bringing a spirit of open-mindedness and open-heartedness to all of our work.
- Keeping a sense of humour and light-heartedness with each other.
- Reviewing these principles once a quarter with the same humility, honesty, and candour with which we govern.

## Strategic Objective One

# Good Governance and Civic Engagement

## Measurable Outcomes

- There is clear, open and transparent two-way communication between the City and the public, with the ability for public input to effect change
- There is broad engagement with a diversity of participants conducted in a respectful and inclusive way
- The community feels heard
- The City demonstrates regional leadership in transparency and open government initiatives
- There are clear, relevant measurable outcomes for each objective that Council measures and reports on

## Actions for Good Governance and Civic Engagement for 2019

1. Develop measurement and monitoring process for Strategic Plan Outcomes. Continuing in 2020. Staff responsible.
2. Work with Saanich Council to develop and implement a Citizens Assembly process. Continuing in 2020. Council and Staff responsible.
3. Offer training to staff, Council members and community leaders in best practices in respectful facilitation; identify challenging topics for engagement in advance and ensure that everyone involved (staff and community leaders) have adequate training to lead engagement. Continuing in 2020. Staff responsible.
4. Work to regionalize police services and consider the possibility of a single, amalgamated police service for the region. Continuing in 2020. Mayor's Office responsible.
5. Offer childcare at City Hall during public hearings. Completed by Staff.
6. Improve proactive disclosure of closed meeting records and decisions quarterly. Continuing in 2020. Staff responsible.

7. Improve timely publication of Council member expenses and financial disclosure statements quarterly. Completed by Staff and Council.
8. Create a structure/process for Councillors to share and be accountable for their work on committees and other appointments. Continuing in 2020. Council responsible.
9. Continue to implement Youth Strategy. Continuing in 2020. Staff and Youth Council responsible.
10. Complete and implement Real Estate Strategy. Continuing in 2020. Staff responsible.
11. Establish a Renters Advisory Committee. Completed by Renters Advisory Committee led by Councillors Dubow and Loveday and Staff.
12. Deliver training to Council and senior staff on accessibility. Completed by Staff.

## **Actions for Good Governance and Civic Engagement for 2020**

13. Allow people to make video submissions to public hearings and requests to address Council. Staff responsible.
14. Hold public hearing-only Council meetings. Staff responsible.
15. Create a lobbyist registry. Staff responsible.
16. Develop and implement processes for convening the community and gathering input on what the community is interested in giving input on — not only engaging when City Hall has a question for the community. Council to give direction and participate in community gatherings. Staff to implement.
17. Develop an Equity Framework. Staff responsible.
18. Strike a Council working group to recommend a process for a governance review. Council responsible.

## **Actions for Good Governance and Civic Engagement for 2021**

19. Undertake a Council salary review including a report back on eliminating parking privileges and including the bus pass program. Staff responsible.
20. Undertake a staff salary review. Council to provide guiding policy and Staff to implement.
21. Complete a governance review. Council and Staff responsible.

## **Actions for Good Governance and Civic Engagement for 2019 to 2022**

22. Begin holding four town halls per year, one per quarter to engage residents, youth, business, organized labour and other stakeholders, including a quarterly check-in with Council on the topics for these town halls. Council and Staff

## **Ongoing Actions for Good Governance and Civic Engagement**

23. Set and measure targets for each of the objectives. Council and Staff responsible.
24. Measure well-being and use results to inform budgeting process. Council and Staff responsible.
25. Streamline and make more consistent planning and permitting processes. Staff responsible.
26. Continue transparent and robust approach to annual budget and strive for continuous improvement of the process each year. Staff and Council responsible.
27. Exercise fiscal responsibility in policing expenditures. Council responsible.
28. Monitor implementation of Local Area Plans on a routine basis. Staff responsible.
29. Divest municipal funds from fossil fuels. Council to advocate for and Staff to identify opportunities.

## Strategic Objective Two

# Reconciliation and Indigenous Relations

## Measurable Outcomes

- Deeper and more engagement with Songhees and Esquimalt Nations including with both hereditary and elected chiefs
- Increased awareness of and support for reconciliation and recognition of Indigenous sovereignty
- City Council, staff and residents are more aware of Indigenous history, treaties, and leadership structures
- Increased community collaboration and capacity to do the work of reconciliation by harnessing existing expertise in our community
- More Indigenous involvement and inclusion in all aspects of civic life, including economic development
- Talent acquisition programs and initiatives are in place that support the diversification of the City's workforce, including programs and initiatives that focus on Indigenous Peoples

As part of the Witness Reconciliation Program, these outcomes and actions will be shared with the Esquimalt and Songhees Nations for their input as witnesses to the process.

## Actions for Reconciliation and Indigenous Relations in 2019

1. Create the Victoria Reconciliation Dialogues. Continuing in 2020. Mayor's Office, Council, Staff, Songhees and Esquimalt Nations responsible.
2. Determine appropriate context for the Sir John A. Macdonald Statue. Continuing in 2020. Council and Staff responsible.
3. Develop and implement an ongoing, mandatory training program for Council and all City staff, and to have the cognitive portion of the training for all City staff and the experiential portion of the training for those interested participants first. Continuing in 2020. Staff with Songhees and Esquimalt Nations and other Indigenous support.

## **Actions for Reconciliation and Indigenous Relations in 2020**

4. Establish an Indigenous Relations function. Staff with Songhees and Esquimalt Nations guidance and support.
5. Explore co-governance of Meegan (Beacon Hill Park) and shoreline areas with the Lekwungen speaking people. Council with Songhees and Esquimalt Nations guidance.

## **Actions for Reconciliation and Indigenous Relations in 2021**

6. Appoint Indigenous Elders in Residence to provide advice on municipal programs, initiatives and operations. Council (appoint); Staff and Songhees and Esquimalt Nations guidance.
7. Pursue co-governance of Meegan (Beacon Hill Park) and shoreline areas with the Lekwungen speaking people. Council with Songhees and Esquimalt Nations guidance.

## **Actions for Reconciliation and Indigenous Relations in 2022**

8. Increase protection for Indigenous cultural heritage sites in land use and development processes. Staff responsible.

## **Ongoing Actions for Reconciliation and Indigenous Relations**

9. Continue working with and adapting the Witness Reconciliation Program. Council with Songhees and Esquimalt Nations.
10. Create opportunities for Indigenous contractors and employers through City infrastructure projects and contracts. Staff responsible.
11. Work with the Songhees and Esquimalt Nations on First Nations economic development projects. Staff responsible.
12. Advocate for First Nations representation on CRD Board. Council responsible.
13. Work with the Songhees and Esquimalt Nations to facilitate the completion of the Longhouse in Beacon Hill Park. Staff responsible.
14. Work with the Songhees and Esquimalt Nations to establish a reburial site. Staff responsible.
15. Support the restoration of Indigenous place names. Staff responsible.

16. Advocate for decolonization of policies and practices at the provincial and federal levels. Council responsible.
17. Increase awareness and support for Indigenous culture, history and viewpoints in everyone's daily life via education. Council and Staff responsible.

## Strategic Objective Three

# Affordable Housing

## Measurable Outcomes

- Decrease in number of people spending more than 30 per cent of income on housing
- Decrease in homelessness (Point-In-Time Count numbers go down)
- Quadruple the number of 'Missing Middle' housing units
- Increase number of co-op housing units
- Increase in rental apartment and housing vacancy rate
- Increase in percentage of Victoria residents who own their own homes
- Victoria is seen as development friendly
- Neighbourhoods are diverse, accessible and affordable across all ages, incomes and abilities

## Actions for Affordable Housing for 2019

1. Set targets, define affordable housing, and track and measure the creation of affordable housing units. Continuing in 2020. Council to set and Staff to track.
2. Implement rental-only zoning. Continuing in 2020. Staff responsible.
3. Incentivize development of rental housing and look for further opportunities to expedite and simplify development processes for affordable rental housing. Continuing in 2020. Staff responsible.
4. Implement Market Rental Revitalization Program. Continuing in 2020. Staff responsible.
5. Develop Community Amenity Contribution Policy. Completed by Staff.
6. **Accelerate Implementation of Victoria Housing Strategy:**
  - a. Develop city-wide strategy for additional house conversion opportunities
  - b. Incentivize and mandate the creation of family-appropriate two and three bedroom rental units
  - c. Identify funding mechanisms to acquire land to facilitate federal, provincial and regional investment in affordable housing

- d. Explore the expanded use of tax exemptions to create more affordable housing

Continuing in 2020. Staff responsible.

**7. Houseplexes and Townhouses:**

- a. Undertake a city-wide planning exercise to identify suitable locations for townhouses and houseplexes
- b. Support houseplexes as a form of multi-unit housing that provides a sensitive transition within neighbourhoods
- c. Support more family housing including townhouses and row houses
- d. Support new ground-oriented housing forms and lock-off suites

Continuing in 2020. Staff responsible.

## **Actions for Affordable Housing for 2020**

- 8. Create a municipal housing service to acquire land and enter into partnerships for the purposes of providing affordable (de-commodified) housing. Staff responsible.
- 9. Create a Tenant Housing Ambassador position to make it easier for renters to navigate the Tenant Assistance Policy, Standards of Maintenance Bylaw and other issues. Staff responsible.
- 10. Consider a comprehensive amendment to the Zoning Bylaw to permit all “Missing Middle” housing forms without need for rezoning or development permit. This builds on 2019 Action “Houseplexes and Townhouses: Undertake a city-wide planning exercise to identify suitable locations for townhouses and houseplexes.”. Staff responsible.
- 11. Allow moveable tiny homes in all backyards that currently allow garden suites at rents of no more than \$500 per month. Staff responsible.
- 12. Consider a grant program for secondary suites including those that are accessible and serve an aging population. Staff responsible.
- 13. Examine a grant program to incentivize the creation of affordable garden suites. Staff responsible.
- 14. Allow tiny homes and garden suites on lots that already have secondary suites or duplexes. Staff responsible.
- 15. Expand garden suite program to allow larger units on larger lots. Staff responsible.

## **Actions for Affordable Housing for 2021**

16. Explore the potential of creating a Victoria Housing Corporation. Staff responsible.
17. Develop relevant partnerships and pilot a project matching seniors with extra bedrooms with eligible lodgers. Staff responsible.

## **Ongoing Actions for Affordable Housing**

18. Regularly evaluate the City's bonus density policy and the number of units being created as a result of it. Staff responsible.
19. Encourage barrier-free housing and universal design in new developments. Staff responsible.
20. Identify opportunities for affordable housing in all neighbourhood plans. Staff responsible.
21. Advocate for more affordable student housing. Council responsible.
22. Facilitate, incent and support co-op housing. Staff responsible.
23. Examine existing City land as possible sites for affordable housing and emergency shelter spaces. Staff responsible.

## Strategic Objective Four

# Prosperity and Economic Inclusion

## Measurable Outcomes

- Business owners feel that it's easy and rewarding to work with City Hall
- Neighbourhood and village centres have thriving economies
- Low vacancy rate in downtown retail spaces is maintained
- Employers can find enough qualified workers to fill available jobs
- People who work in Victoria can afford to live in Victoria
- Increase in number of businesses actively engaged in reducing GHGs (See Objective #6)
- Increase in number of urban-agriculture related businesses
- Reduced use of food banks

## Actions for Prosperity and Economic Inclusion for 2019

1. Create Victoria 3.0 – Recovery Reinvention Resilience – 2020-2041 Economic Action Plan. Continuing in 2020. Mayor's Office and Staff responsible.
2. Initiate discussions with respect to federal, provincial and philanthropic funding and operational model for Bastion Square Creative Hub. Completed by Mayor's Office, Staff, Working Group and Council.
3. Apply for certification as a Living Wage Employer. Completed by Staff.

## Actions for Prosperity and Economic Inclusion for 2020

4. Talk with industrial landowners, managers and users about industrial land — its use, zoning, taxation, etc. — review industrial land use and values every five years. Staff responsible.
5. Continue ongoing support efforts to launch a Creative Hub for Arts. Council and Staff responsible.
6. Encourage “pop-up” businesses and art exhibits in vacant retail and office space. Staff responsible.

7. Explore land use and business licence regulations to limit predatory lending and pay-day loans and work with the Province with respect to limiting pay-day loans and predatory lending. Council and Staff responsible.

## **Actions for Prosperity and Economic Inclusion for 2021**

8. Create a program to encourage “pop-up” businesses and art exhibits in vacant retail and office space. Staff responsible.
9. Work with partners to explore improved access to low cost or free internet service. Staff responsible.

## **Ongoing Actions for Prosperity and Economic Inclusion**

10. Support arts, culture and innovation venues and spaces. Staff responsible.
11. Advocate for adequate income and supports to ensure everyone has access to a decent quality of life. Council responsible.
12. Identify opportunities to support non-transactional approaches to the provision of goods and services, e.g. neighbourhood-based sharing libraries, tools, seeds, etc. Staff and Councillor Neighbourhood Liaisons responsible.
13. Hold an Annual Housing/Development Summit and continue to improve processing times and process improvements, and build better understanding of the development processes. Staff and Council responsible.
14. Support buy local initiatives to promote sustainable local enterprise. Staff and Council responsible.
15. Explore opportunities to include community ventures in City initiatives that support social enterprises. Staff and Council responsible.
16. Continue to build financial capacity of the organization and explore sources of revenue other than property taxes and utility fees. Staff responsible.
17. Keep a cap on annual property taxes to no more than inflation plus one percent, including police. Council responsible.
18. Support economic opportunities for urban agriculture producers, farm businesses and farmers markets. Staff responsible.

## Strategic Objective Five

# Health, Well-Being and a Welcoming City

## Measurable Outcomes

- Increase sense of belonging and participation in civic life among all demographic groups
- Increase in number of people who feel safe and part of the community
- Increase in number of people who have a family doctor and overall increase in the number of people working in the health and well-being professions
- Increase in availability of free recreation options
- Increase in people accessing nature
- Increase in number of people who are more active, including increase in registrations in the City's recreational programs
- Clear improvement on mental health and addictions
- Increased local food security
- Fewer people are living below the poverty line and more people have access to a living wage
- Increase in cultural literacy, deepening understanding and welcoming of diversity

## Actions for Health, Well-Being and a Welcoming City for 2019

1. Create a city-wide Childcare Strategy and Action Plan. Continuing in 2020. Mayor's Childcare Solutions Working Group and Staff responsible.
2. Develop a Trans Inclusion Policy. Complete. Trans Advisory Task Force and Staff responsible.
3. Develop and implement an Accessibility Framework. Continuing in 2020. Staff and Accessibility Working Group responsible.
4. Work with Downtown Victoria Business Association for rotating mural artists to beautify empty storefronts and large windows. Continuing in 2020. Staff and DVBA responsible.

5. Create a Seniors Task Force and develop a Seniors Strategy. Continuing in 2020. Seniors Task Force led by Councillors Isitt and Collins with Staff responsible.
6. Strike a Peer-Informed Task Force to identify priority actions to inform a Mental Health and Addictions Strategy actionable at the municipal level, i.e. prevention, advocacy, integration of services, and education. Complete (See ongoing action #27). Peer-Informed Task Force led by Councillors Alto and Potts with Staff responsible.
7. Expand Life Pass program to 365 days per year. Completed by Staff.
8. Adopt accessible parking standards for on-street and off-street parking. Continuing in 2020. Staff responsible.
9. Explore ways to end sexual harassment and assault in Victoria, including using the Good Night Out international model to create a safe nightlife campaign for Victoria venues, bars, clubs and festivals. Continuing in 2020. Late Night Task Force and Councillor Thornton-Joe (Downtown Neighbourhood Liaison) responsible.

## **Actions for Health, Well-Being and a Welcoming City for 2020**

10. Partner (potentially with the Downtown Victoria Business Association) to create a program to make businesses barrier free. Council and Staff responsible.
11. **Create a Welcoming City Strategy:**
  - a. Staff to join Welcoming City initiatives
  - b. Community efforts that promote inclusivity, understanding and collaboration across cultures to learn about and appreciate everyone's unique perspective
  - c. City not to use funds, personnel or equipment to detain people due to immigration status
  - d. Business leaders, civic groups institutions, residents to join in a city-wide effort to expand prosperity and integration to include all residents
  - e. Ensure a welcoming, compassionate and neighbourly atmosphere in our community where all people, including immigrants and refugees are welcomed, accepted, respected and encouraged to participate
  - f. City plays role in collective response to fear mongering, racism and human suffering
  - g. Diversity and inclusion training for staff and Council
  - h. Support entrepreneurial ambitions of newcomers through the Business Hub at City Hall

Welcoming City Task Force led by Councillors Dubow, Thornton-Joe, Mayor Helps and Staff.

12. Consider the implementation of play streets, school streets and other child-friendly strategies. Staff responsible.
13. Create a strategy to attract doctors to Victoria. Mayor's Office with Partners responsible.
14. Consider adopting the World Health Organization Social Determinates of Health and United Nations Declaration on the Rights of the Child. Council responsible.
15. **Urban Agriculture:**
  - a. Explore opportunities for increasing food production on private land
  - b. Support food infrastructure including farmers markets, and storage and distribution
  - c. Soil test and consider shade implications of City-owned land and potential land acquisitionStaff and Urban Food Table responsible.

## **Actions for Health, Well-Being and a Welcoming City for 2021**

16. Create an LGBTQi2S Task Force to create an LGBTQi2S Strategy. LGBTQi2S Task Force led by Councillors Alto and Potts with Staff.
17. **Urban Agriculture:**
  - a. Working with specialists in the field, explore agriculture water rates for food production in the city on land that is used principally for food production
  - b. Advocate to BC Assessment for farm classification for lands being used principally to grow food and consider lowering the tax rates for urban farms (once designated by BC Assessment)
  - c. Support neighbourhood food/meal programs
  - d. Work with non-profits to bring back the Sharing Backyards ProgramStaff and Urban Food Table responsible.

## **Actions for Health, Well-Being and a Welcoming City for 2019–2022**

18. Develop a plan including site selection, funding strategy and partnerships to develop a new Central Library. Staff responsible
19. Crystal Pool and Wellness Centre Replacement. Staff responsible.

## Ongoing Actions for Health, Well-Being and a Welcoming City

20. Pilot community BBQ stations in parks and neighbourhood public spaces. Staff and Neighbourhood Associations responsible.
21. Identify and remove barriers to make Victoria accessible and apply a barrier-free lens to all decisions we make to ensure we're not creating new barriers. Staff and Council responsible.
22. Look for opportunities and partnerships for deer management. Staff responsible.
23. Ensure ethno-cultural diversity in municipal festival, arts and cultural funding supports. Council responsible.
24. Advocate for preserving and strengthening the Agricultural Land Reserve. Council responsible.
25. Look for opportunities to increase food production on public land including increasing community gardens in all neighbourhoods in the city, and building urban food systems into our parks operations. Staff and Urban Food Table responsible.
26. Look for opportunities to create accessible shoreline access. Staff responsible.
27. **Mental Health and Addictions Advocacy:**
  - a. Advocate for better prevention and more support for those aging out of foster care — there were 156 unhoused youth in the 2018 Point-in-Time Count
  - b. Advocate for more funds for mental health and more publicly-funded recovery options and destigmatization of mental health and addictions
  - c. Advocate for and facilitate planning and delivery of additional harm reduction services in the city and region, including a safe inhalation site
  - d. Advocate for the BC government to provide currently illicit drugs/safer substances to reduce harm from addictions
  - e. Advocate for and work with agencies and other governments and professional bodies to facilitate increased harm reduction training
  - f. Advocate to the Province and/or the CRD and Capital Regional Hospital District to measure homelessness, acute addiction, mental health and to identify service gaps and better coordinate between existing service providers, and create better funding opportunitiesCouncil responsible.

## Strategic Objective Six

# Climate Leadership and Environmental Stewardship

## Measurable Outcomes

- The City is making measurable advances reducing community GHG emissions by 50 per cent from 2007 levels by 2030, and cutting the City of Victoria's corporate emissions by 60 per cent by 2030
- Citizens and businesses are empowered and inspired to take meaningful action to reduce carbon pollution
- Citizens and businesses are making measurable advances in community and business GHG reductions and a tangible movement to 100 per cent renewables to meet or exceed climate targets
- There is a Zero Waste Strategy in place and we are making progress towards goals
- There are optimized local compost solutions in place for both food and garden waste
- Increase in tree canopy on public and private property

## Actions for Climate Leadership and Environmental Stewardship in 2019

1. Develop a Zero Waste Strategy. Continuing 2020. Staff responsible.
2. Implement the Climate Leadership Plan. Continuing 2020. Staff, Council and Community responsible.
3. Implement the Urban Forest Master Plan. Continuing 2020. Staff responsible.
4. Undertake a comprehensive review and update the Tree Preservation Bylaw. Completed by Staff.
5. Create Climate Champion program. Continuing 2020. Mayor's Office responsible.
6. Explore opportunities for renewable energy generation and district energy opportunities starting in 2019, including the option of establishing a municipal energy utility in 2021. Continuing 2020. Staff responsible.

## Actions for Climate Leadership and Environmental Stewardship in

## **2020**

7. Facilitate tree planting events and celebrations in partnership with residents and community organizations, and other public bodies, including participating in the United Nations Trees in Cities Challenge with a goal of planting at least 5,000 trees. Staff and Council responsible.
8. Mandate green shores practices on waterfront development. Staff responsible.
9. Initiate a Parks and Open Spaces Acquisition Strategy to identify priorities for parkland acquisition that align with Official Community Plan, Parks and Open Spaces Master Plan, and other approved City plans. Staff responsible.
10. Increase protection for shoreline areas and Garry Oak ecosystem including the shoreline between Gonzales Bay and Ross Bay and the shoreline along Gorge Waterway. Staff responsible.
11. Introduce regulations to ban and/or restrict problematic single use items (coffee cups, take out containers, straws, etc.) while taking into consideration accessibility needs. Staff and Council responsible.
12. Begin to plan for mitigating the inflow and infiltration issues on private property. Staff responsible.
13. Expedite implementation of the BC Step Code. Staff responsible.
14. Implement a City staff transit pass program. Staff responsible.

## **Actions for Climate Leadership and Environmental Stewardship in 2021**

15. Engage Burnside-Gorge and Victoria West residents on a streamlined process to update the management plans for the following parks and greenspaces, with a view toward improving ecological stewardship and low-impact recreation: Arm Street Park, Burleith Park, Banfield Park, Arbutus Park, and the public foreshore at the foot of Harriet Street. Staff responsible.
16. Implement a robust Zero Waste Strategy. Staff and Council; Community responsible.
17. Mandate electric vehicle charging capacity in all new developments. Staff responsible.
18. Work with the Greater Victoria Harbour Authority on options for shore power and lower emissions ground transportation. Staff and Greater Victoria Harbour Authority responsible.

## **Actions for Climate Leadership and Environmental Stewardship in 2022**

19. Create a municipal energy utility in 2022 if supported by the analysis of the preceding years. Staff responsible.

## **Ongoing Actions for Climate Leadership and Environmental Stewardship**

20. With the exception of hanging baskets and Beacon Hill Park, between 2019 and 2022, re-naturalize all beds in the city. If there are cost, time and/or water savings, use these to further nurture the tree canopy and urban forest and natural areas. Staff responsible.
21. Promote rain gardens and improve water quality entering waterways. Staff responsible.
22. Strengthen tree protection and enhance tree canopy and urban forest. Staff and Community responsible.
23. Encourage and move towards mandating food bearing plants, pollinator habitats and native species in landscape plans for private development. Staff and Urban Food Table responsible.
24. Advocate for appropriate federal regulations of the Victoria Water Airport. Council responsible.
25. Work with partners to clean up the harbour and steward waterways. Staff and Council responsible.

## Strategic Objective Seven

# Sustainable Transportation

## Measurable Outcomes

- Increase in residents using public transit, walking and cycling
- Decrease in number of collisions and fatalities on City streets
- Decrease in transportation-related GHG emissions
- Fewer cars on the road and decrease in vehicle kilometres travelled
- Increase in car sharing
- Decrease in annual household spending on transportation
- Increase in public and private EV charging stations
- New transportation services are available, including rapid transit, to and from Victoria, supported by first-mile and last-mile solutions, mobility-as-a service (MaaS) and a single payment platform
- There is a positive shift in public attitude towards sustainable transportation
- There is a direct link between City transportation investments, policies, and services and the City's Climate Leadership goals
- Victoria is recognized as a global leader in multi-modal transportation

## Actions for Sustainable Transportation in 2019

1. Request that the Victoria Regional Transit Commission (VRTC) provide free transit to all children in the region 18 and under. Completed by Council.
2. Depending on response from the VRTC, implement creative financing mechanism to fund transit for children 18 and under in Victoria. Continuing in 2020. Staff and Council responsible.
3. Advocate for late night bus service. Completed by Council.
4. Develop and begin implementation of the Sustainable Mobility Strategy including improvements to pedestrian, cycling and transit travel. Continuing in 2020. Council responsible.

## **Actions for Sustainable Transportation in 2020**

5. Explore the expansion of fare-free public transit to low income people, seniors and other residents. Staff responsible.
6. Work to bring a “floating” car share service to Victoria. Staff and Mayor’s Office responsible.
7. Support greenway improvements in neighbourhoods including renewing Subdivision and Development Servicing Bylaw, Greenways Plan, and associated City policies and bylaws to allow for alternative design treatments for shared streets on identified greenways. Staff responsible.

## **Actions for Sustainable Transportation in 2021**

8. Complete Cecelia mid-block connector. Staff responsible.
9. Lower speed limits on local neighbourhood streets to 30 km per hour. Council and Staff responsible.

## **Actions for Sustainable Transportation in 2022**

10. Complete a multi-use trail along the Upper Harbour north of downtown. Staff responsible.

## **Actions for Sustainable Transportation in 2019 – 2022**

11. Bike Master Plan implementation. Staff responsible.

## **Ongoing Actions for Sustainable Transportation**

12. Advocate and work with our regional colleagues to create a regional transportation commission. Council responsible.
13. Advocate for substantially improved transit service. Council responsible.
14. Advocate for lower transit fares. Council responsible.
15. Advocate for BC Transit to start purchasing electric buses in advance of 2030 transition. Completed by Council.
16. Advocate to BC Transit for “micro transit” or “transit-on-demand” — a public ridesharing program. Council responsible.
17. Work with car share entities to create more car share spaces on neighbourhood streets. Staff responsible.

18. Encourage/mandate where possible, new car share cars and memberships with new developments in exchange for less parking spots. Staff and Council responsible.
19. Support traffic calming in neighbourhoods. Staff responsible.
20. Support and nurture neighbourhood-led transportation planning. Staff responsible.
21. Work towards a regional rail system/advocate for commuter rail and inter-city rail along the E&N Railway from Victoria Harbour without delay. Council and Staff responsible.

## Strategic Objective Eight

# Strong, Liveable Neighbourhoods

## Measurable Outcomes

- Increase in number of opportunities for engagement with neighbourhoods
- People feel listened to and consulted about what makes a neighbourhood distinctive
- Increase in affordable housing in all neighbourhoods (See Objective #3)
- Increased access to social determinants of health in all neighbourhoods
- People feel that their neighbourhood is safe and walkable
- Increase number of people walking compared to other modes of getting around within neighbourhoods
- Increase in the amount of green space in neighbourhoods
- All neighbourhoods are thriving, distinctive, appealing, viable and have amenities

## Actions for Strong, Liveable Neighbourhoods for 2019

1. Complete the Fairfield Local Area Plan. Completed by Staff, Community and Council.
2. Create a placemaking guide and tool kit and host workshops to support citizens and businesses to take action to create public play spaces, parklets, and gathering places within neighbourhoods. Continuing in 2020. Staff and Council responsible.
3. Facilitate an annual Neighbourhoods Summit to consider emerging best practices in neighbourhood placemaking, planning and engagement. Continuing in 2020. Mayor's Office, Council, and Staff responsible.
4. Develop a Municipal Alcohol Policy to address concerns brought forward by the Late Night Advisory Committee. Continuing in 2020. Staff responsible.

5. Explore opportunities to expand the Quadra Village Community Centre in partnership with the Downtown Blanshard Advisory Committee and the CRD. Continuing in 2020. Staff and Neighbourhood Association responsible.

## **Actions for Strong, Liveable Neighbourhoods from 2019 to 2022**

6. Develop Local Area Plans. Continuing in 2020. Staff, Neighbourhoods, and Council responsible.

## **Actions for Strong, Liveable Neighbourhoods for 2020**

7. Review the Noise Bylaw. Staff responsible.
8. Review CALUC process including clear terms of reference for increasing diversity (youth, renters, etc.), capacity building, term limits and a transparent and democratic process for selecting members. Staff, Council and CALUCs responsible.
9. Review and consider additional resources (financial and training) for CALUCs. Staff and CALUCs responsible.
10. Resolve anomalies in neighbourhood boundaries. Council and Staff responsible.
11. Establish a community centre for North Park. Staff responsible.
12. Explore partnerships to create meeting space and a home base for the Downtown Residents Association. Staff and Downtown Residents Association responsible.

## **Actions for Strong, Liveable Neighbourhoods for 2020 to 2022**

13. Create a 'people-priority' Government Street with a complete transformation of the street between Humboldt and Yates to be completed by the end of 2022. Staff and Council responsible.

## **Actions for Strong, Liveable Neighbourhoods for 2021**

14. Work with School District 61 to explore use of Sundance School as a community centre for a Jubilee Community Centre. Staff, School District 61 and Neighbourhood Associations responsible.
15. Work with the Greater Victoria Public Library to provide library services in the north end of the city, including the exploration of a new neighbourhood branch. Staff and City's Council Appointee to the Library Board responsible.
16. Ship Point Plan and Funding Strategy. Staff responsible.

17. Work with the Oaklands community association and other partners to explore a location and funding for a new Oaklands community centre. Staff and Neighbourhood Association responsible.

## **Actions for Strong, Liveable Neighbourhoods for 2022**

18. Establish a community centre for the North Park. Staff and Neighbourhood Association responsible.
19. Review the Heritage Tax Exemption program. Staff with clear direction from Council as to what specifically needs to be reviewed responsible.

## **Ongoing Actions for Strong, Liveable Neighbourhoods**

20. Support neighbourhood placemaking initiatives. Staff and Council responsible.
21. Advocate for adequate support and supervision accompanying downtown supportive services so people have all the supports they need, not only housing. Council responsible.
22. Emergency preparedness/heritage buildings/enrich the heritage seismic upgrade program. Staff responsible.

# Process for Amending Strategic Plan

## Part One – Emerging Issues and Opportunities

### Step 1.

At any Committee of the Whole meeting, Councillors interested in amending the Strategic Plan to address an emerging issue or opportunity must bring a motion accompanied by a short report to request a short report from staff on the implications of adding a proposed Action. This report must outline which of the eight Objectives the new proposed Action will lead to, as well as the Outcome that the new proposed Action is meant to achieve.

### Step 2.

At the next Quarterly Update, staff will provide a brief report to Council outlining what Actions planned for a given year may need to be reconsidered and the implications of doing so.

### Step 3.

At the same meeting as outlined in Step 2, Committee votes on whether to move forward the new Action and Outcome and what Action or Actions may need to be removed.

## **Part Two – Emergency Issues and Extraordinary Opportunities**

### **Step 1.**

At any Committee of the Whole meeting, Councillors interested in amending the Strategic Plan to address an emergency issue or extraordinary opportunity must bring a motion accompanied by a short report to request a short report from staff on the implications of adding a proposed Action. Emergency Issues and Extraordinary Opportunities don't need to be tied to a specific Strategic Objective, but if they do, this should be indicated clearly, as well as the Outcome that the new proposed Action is meant to achieve. Proposed new Actions for Emergency Issues and Extraordinary Opportunities will require a two-thirds majority to pass.

### **Step 2.**

One Committee of the Whole meeting later at the most, staff provide a brief report to Council outlining what Actions planned for a given year may need to be reconsidered and the implications of doing so.

### **Step 3.**

At the same meeting as outlined in Step 2, Committee votes on whether to move forward the new Action and Outcome and what Action or Actions may need to be removed. If Committee (and Council) supports proposed Actions and Outcomes that fall outside of the eight Strategic Objectives, a new section will be added to the plan entitled Emergency Issues and Extraordinary Opportunities.

## Appendix

# Framing Questions for Strategic Planning Process

### **What Council would like to get out of the planning process:**

- Generation of great ideas
- Understand how we work together
- Open conversation and candid dialogue
- An overall understanding of what four years will look like and how we will include the community
- To learn more about what we've been doing as a city and what we need to do
- Relationship building
- Learning how to work together
- Collaborative
- Transparent
- Make some hard decisions
- Strong strategic plan that will advance social and ecological justice

### **What Council would like to see in the plan:**

- A clear path forward but one that is also flexible enough to address emerging issues
- Practical and achievable, not just a wish list
- Include the public
- Achievable and aspirational
- Include what we've heard from citizens and what we're passionate about
- Tied to the budget
- Address a broad spectrum of things so that there is something for everyone in the plan and it tends to the day to day of the city

- A bold and achievable plan, where we measure and report on our progress
- Tackle the toughest issues, have a clear path from day one

## **What's working well in the city?**

- Engaged and passionate citizens
- Strong neighbourhood structure
- Growth of strong local businesses
- Economic opportunity for residents
- Natural environment and residents working to protect it
- Embracing the importance of reconciliation
- Neighbourhood associations that provide services. e.g. childcare, seniors programs
- Strength of major industries, tech, tourism
- Increasing diversity of population
- Festivals, arts and culture
- Strong library system
- Increase in international students
- Well-maintained roads, sidewalks and physical infrastructure
- Social agencies and programs
- Compassionate
- Safe
- Interfaith relationships and solidarity
- Confidence in city, good place to invest and build
- Strength of regional cooperation on economic development
- Strong network of non-profit organizations
- Strong commitment to volunteerism, e.g. welcoming of Syrian refugees

## **What are opportunities for improvement in the city?**

- Increase trust between citizens and City Hall

- Recognize that the provision of social services downtown requires more supports, not just housing
- Ensure that downtown is accessible and welcoming to everyone
- Nurturing our existing businesses and people coming downtown
- Improve public dialogue, increase civility, increase a feeling that there's room for everyone's voice
- Become a more welcoming city — affirm our values as a welcoming city
- Take a more compassionate approach to homelessness and mental health/addiction
- Harm reduction
- Be more respectful of each other's time — language choice
- Be the first city with a tech boom to grow inclusively and sustainably
- Deepening our relationship with the Songhees and Esquimalt Nations and to understand what it means to live in a city on someone else's homeland
- To grow the film industry
- Continue to nurture our business community and foster an entrepreneurial spirit
- Make the city more accessible

## **What is working well at City Hall?**

- Passionate and dedicated staff who have knowledge and relevant expertise — spirit of continuous learning
- Approachable City Hall
- Improved and proactive engagement practices
- Strong relationships with federal and provincial governments
- Active in e.g. Housing First / tackling important issues
- Seen as regional leader
- Relationships with colleagues on a municipal level are strong
- Relationships with Songhees and Esquimalt Nations
- Quality customer service
- Courage to take bold action
- Taken action on food security and agriculture

- Strong relationship with School District
- 20-year capital plan and strong reserves
- Welcoming nature of City Hall — lack of dysfunction — functional organization
- Commitment to learn from mistakes
- Cross-departmental collaboration to solve problems

## **What are opportunities we have to improve City Hall?**

- Address the housing crisis and have housing that's in reach/affordable for our residents
- Increase trust between Councillors and staff and Council; improve relationships
- Capture the corporate/institutional memory
- Tackle affordability crisis more broadly (childcare/transportation)
- To diversify engagement e.g. childcare at meetings, video submission
- Respect the time of staff
- Be climate leaders and mitigate and adapt to climate change
- Better convey City Hall/Council story
- Address day-to-day issues — broken window syndrome in the city
- Responsive and proactive to the needs of residents and business community
- To make sure that when we undertake engagement we're clear and engaging for the right reason, at the right time in the right way
- Recognize the localized experiential experience of people and value citizen expertise from living in a place
- Collect data and measure results as a way to advocate to other levels of governments re: services
- To hear the quieter voices not being heard over the loud voices
- Measure our own results and use that data to drive decisions in budget on an annual basis
- Deeper partnerships with post-secondary institutions and School District
- Opportunities for prevention — working upstream
- Address access to childcare and availability
- Make sure that the plans we create are implemented and resourced by the budget process

- Review the plans we have in place and determine whether they are still the right plans; regularize this to make progress on the key elements in the OCP
- Better follow-through on engagement
- Improve the well-being of staff and take care of our staff; provide adequate and relevant training