Which Neighbourhood Do You Live In?

Victoria is a community of vibrant and unique neighbourhoods, part of what makes our city so interesting. Do you know which neighbourhood you live in, and what resources are available to you as a resident? The City of Victoria is comprised of 13 unique neighbourhoods, each with its own charm and character. Many have facilities or services designed to keep you connected with your community, including community associations, recreation programs, seniors’ groups, drop-in programs, land-use management committees, childcare options, and more. Strong neighbourhoods form dynamic communities, and these organizations play a vital role in keeping residents connected.
Planning for a Sustainable Stormwater System

Recent rains remind us of the important role the stormwater system plays in Victoria. The stormwater system helps manage the rain and runoff by moving stormwater away from properties. It also separates some of the oil, metals, sand and dirt from our stormwater, that would otherwise flow into our creeks and oceans.

In 2014, the City of Victoria will be changing the way we manage stormwater to:

• Keep our waterways clean and reduce flooding as we prepare for wetter, stormier winters and sea level rise that is projected for the years to come.
• Create a fair and equitable user-pay system based on property characteristics and impact on the stormwater system.
• Offer rainwater management credits – financial incentives for property owners that manage rainwater sustainably on their property.
• Ensure that our rainwater and beaches are healthy places that we can all enjoy.

The City is developing an equitable, user-pay system, like the water and sewer systems that are already managed this way. The Stormwater Utility will provide dedicated funding for the stormwater system and will begin to balance traditional stormwater infrastructure – drains, pipes and stormwater outfalls – with rainwater management techniques like rain gardens, green roofs, cisterns and other similar methods.

In 2014, the portion of the property tax bill that funds stormwater services relating to your property will be removed and instead you will receive a separate stormwater utility bill. A small portion of stormwater fees relates to newly-developed roads and right of ways will remain within your property taxes.

Clear and accessible rainwater management credits will enable property owners to reduce their annual stormwater utility bil by up to 40%. Rain gardens, rain basins, cisterns, infiltration chambers, permeable paving, green roofs and an education program are currently part of the proposed credit program.

We Want To Hear From You

This fall, a series of open houses will be held. Please visit www.victoria.ca/stormwater or call 250.361.1443 to learn more about upcoming opportunities and more about the stormwater system itself.

Did you know?

• The City of Victoria’s website, www.victoria.ca, has a translation feature that can translate any page on the website to over 70 different languages, including French, Japanese, Spanish, Portuguese, Vietnamese and Bulgarian.
• You can report potholes online using the Service Request Form, as well as street light outages, sewer or water problems. Tripping hurdles and many other common calls for service.
• You can sign up for garbage collection day reminders at www.victoria.ca/calendar. Select email, text, voice mail or Twitter reminders, or integrate the collection schedule with your Calendar.
• You can also download your personal kitchen scraps and garbage schedule here.
• If you own a business, you can search for current bid or tender opportunities posted by the City at www.victoria.ca/businesses, or sign up to receive future notifications of opportunities related to your business.
• You can use the VMap online to create your own custom maps, view properties and related data, map bike or transit routes, bus stop locations, heritage walking tours and more at www.victoria.ca/map.
• You can pay or dispute a parking ticket online at www.victoria.ca/parking.
• The City’s website is a great way to skip a trip to City Hall!

City of Victoria

‘Leaf’ it on the Boulevard

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Balancing Traditional Infrastructure and Greener Green Infrastructure

Both traditional infrastructure – the pipes and drains that run through our city – and green infrastructure – rain gardens, green roofs and cisterns – that work to manage rainfall as a resource, are needed for a sustainable stormwater system in Victoria.

Our Traditional Infrastructure

Did you know, our stormwater system is made up of:

• Over 15,000 property connection pipes
• 5,100 catch basins (located around the curb, they collect stormwater and catch some of the oil, metals, sand and dirt)

• 253 kilometres of stormwater mains
• 3 stormwater rehabilitation units that capture sand, oil and floating objects
• 73 stormwater outlets where the stormwater flows into our inlets and ocean.

Our Greener Infrastructure

From the Fisherman’s Wharf Park rain garden and the green roof of the Bamburgh Gorge Community Centre, to the permeable paving that you can see around town, we are working to clean, keep rain that falls back into the natural water table.

Street cleaning will also be included in the stormwater utility rates as keeping our streets clean also keeps our stormwater clean. A portion of the utility bill for condos and apartments, businesses, industrial properties and institutions will also be determined by what kind of activities take place on the property, as different activities impact stormwater quality.

A new credit program will also be introduced to offer financial incentives for property owners who manage rainwater sustainably on their property.

Discover Victoria’s Hidden History

Self-Guided Heritage Walking Maps

Discover the hidden secrets of historic Victoria. Take a self-guided heritage walk through some of the oldest parts of Victoria to discover the wonderful and mysterious side of the city’s history. Choose from four heritage walking maps and explore the historic Mysterious Chinatown, Rocking Bernoulli, Haunted Victoria, and Land and Lover. All four maps are available online at www.victoria.ca or pick up a copy at City Hall, Tourism Victoria Visitor Centre on the Downtown Victoria Business Association offices at 20 Centennial Square.

Does Your Family Have an Emergency Kit?

Our community has a one in three probability of a damaging earthquake in the next 50 years. It’s essential that your family has an emergency kit. Here are some key items your kit should include:

• 4 litres of water per person per day
• manual or electric stoves, matches, lanterns
• ready-to-eat canned foods (beans, stews, soups, fruit, vegetables)
• basic first aid kit
• blankets, towels, raincoats, over-sized garbage bags
• flashlights, radio, extra batteries, cell phone chargers
• work gloves, tarp, rope, knife or scissors
• medication, hard candy, personal hygiene products

For more information, check out our Recipe for Disaster at www.preparedvictoria.ca

Watch for Earthquake 1-2-3, a City-sponsored, monthly series in the Times Colonist for helpful earthquake preparedness information from experts.

Lights. Camera. Action!

Are you interested in local municipal issues, but don’t have time to attend public hearings or meetings of City Council? Are you curious about what actually happens in Council Chambers? Now you can stay up to date with the latest decisions of City Council, and the discussions that lead to them, without having to leave the comfort of your own home. Watch Council meetings online, available through both live streaming and video archives.

This enhancement to the website means that if you have an internet connection, you can watch entire Council and Committee meetings – or just those items that impact you – anytime, anywhere, including on mobile devices. You can access meeting videos along with relevant supporting materials such as staff reports, meeting agendas and minutes, when it is convenient for you. And you can follow items that interest you specifically with keyword searchable content.

Council webcasting is part of a series of online improvements aimed at keeping citizens connected to their local government. This enhancement to the website means that if you have an internet connection, you can watch entire Council and Committee meetings – or just those items that impact you – anytime, anywhere, including on mobile devices. You can follow items that interest you specifically with keyword searchable content.

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Your Mayor and City Councillors

Dean Fortin
Mayor

Dean Fortin is serving his second term as Mayor of Victoria, and served two terms as Councillor from 2002 to 2008.

City Hall 250.361.0200
Email mayor@victoria.ca

Marianne Alto
Councillor, Saanich

Marianne is the Councillor liaison to the neighbourhood of Oaklands.

City Hall 250.361.0216
Email maralto@victoria.ca

Chris Coleman
Councillor, Central Saanich

Chris has served on Council since 1989, and is the Councillor liaison to the neighbourhood of James Bay.

City Hall 250.361.0223
Email ecoleman@victoria.ca

Sheelie Gudgeon
Councillor, Oak Bay

Sheelie is the Councillor liaison to the communities of Victoria West.

City Hall 250.361.0216
Email sgudgeon@victoria.ca

Lisa Helps
Councillor, Central Saanich

Lisa is the Councillor liaison to the neighbourhoods of North Park and North/South Jubilee.

City Hall 250.361.0222
Email lhelps@victoria.ca

Ben Isitt
Councillor, Oak Bay

Ben is the Councillor liaison to the neighbourhoods of Hilda/Quadra and Rockland.

City Hall 250.361.0222
Email bisset@victoria.ca

Pamela Madoff
Councillor, Central Saanich

Pamela has served on Council since 2002, and is the Councillor liaison to the neighbourhoods of Fairfield/Gonzales.

City Hall 250.361.0221
Email pmadoff@victoria.ca

Charlyne Thornton-Joe
Councillor, Central Saanich

Charlyne has served on Council since 2002, and is the Councillor liaison to the neighbourhoods of Fairfield/Gonzales.

City Hall 250.361.0223
Email ctthornton@victoria.ca

Geoff Young
Councillor, Central Saanich

Geoff has served on Council from 1993 to 1999, and then returned in 2005. Geoff is the Councillor liaison to the neighbourhood.

City Hall 250.361.0220
Email gyoung@victoria.ca
Stay Warm and Save $ this Winter

Incentives for hot water heaters and gas fireplaces:

- $500 rebate from Fortis for tankless, on-demand water heaters. Spend less by heating your hot water only when you need it and reclaim some closet space!
- $300 rebate from Fortis for energy efficient gas fireplaces certified with the EnerChoice logo, for fireplaces installed before December 31, 2013.

Home energy retrofit grants and appliance rebates:

- Live Smart BC grants of up to $3,225 are available for air sealing and insulating upgrades until March 31, 2014.
- BC Hydro’s major appliance rebate program provides rebates on washing machines, fridges and freezers. Check out which appliances qualify before you buy.
- Replacing your old fridge? BC Hydro will give you $30 under the Fridge Buy-Back program and collect your old, working fridge and recycle it for you.
- Install an ENERGY STAR washing machine and receive a $75 rebate from Fortis or BC Hydro.

For heating oil and propane customers:

- Have you inspected your tank, pipes and lines for damage and deterioration? Visit www.victoria.ca/greenhomes to learn how to do this before receiving your winter oil delivery, a time when oil leaks are more likely to occur. Oil leaks can be very costly to homeowners and the environment.
- Considering an upgrade of your heating system to a heat pump, or high-efficiency natural gas boiler or furnace? $1,000 rebates are available through Fortis’ Switch’n’Shrink program for households converting from heating oil or propane.

For seniors, students, and low income households:

- Free energy savings kits are available through BC Hydro for renters or owners with qualifying income levels. These kits will improve your comfort level in the winter and reduce your energy bills.
- Weather stripping, window film, a low flow showerhead, and CFL light bulbs are included in this free kit.
- Once you’ve qualified for the free energy savings kits, also check with BC Hydro to see if your household qualifies for the Energy Conservation Assistance program. (Your annual BC Hydro or Fortis bill must be $700 or more). If you qualify, you’ll receive a new ENERGY STAR fridge, installation of insulation, lighting, low flow faucets/showerheads, hot water tank blanket and pipe wrap, and weather stripping and caulking throughout the home. If you’re a renter, you’re still eligible to apply, but you’ll need consent from the owner.

Visit www.victoria.ca/greenhomes for information about how to access these programs and save money this fall.