Did you know? The City provides many of the essential services you use on a regular basis, from clean water, garbage collection and safe, well-maintained roads to emergency services, local parks, recreation classes and development decisions. First-rate city services are the foundation for building a healthy, safe and sustainable community. Below is a small example of how the City works to make our community better in a typical year.

- **5,000 VISITORS SERVED EACH MONTH** (at the Public Service Centre)
  - INCREASING TO 9,000 IN THE MONTH OF JUNE
  - 64,000 IN-PERSON TRANSACTIONS

- **144,830 DELEGATE DAYS** at the Victoria Conference Centre
  - (94,529 non-resident only)
  - $42.5 (MILLION) Direct spending by non-resident delegates

- **432 NUMBER OF FIRE CALLS ATTENDED** (structure, exterior, vehicle)
  - PROPERTY SAVED $43.58 (MILLION)

- **190 HECTARES OF PARKLAND** (8% of total City land base)

- **2,050 FIRE INSPECTIONS PERFORMED**

- **980 RECEIVED AND PROCESSED** Bylaw and Licensing calls for service
  - THAT RESULTED IN: 906 Investigations into violations of City Bylaws

- **70 CITY PARKS**

- **76,000 ACTIVE LIVING GUIDES** produced to let residents know about more than 1,100 recreation programs

- **4,800 TONNES OF WASTE COLLECTED** (from 14,000 households)
  - 34% Green Bin diversion rate

- **1,500 TONNES of garbage collected** from street cleaning and furniture pick-up

- **76,000 NEW STORMWATER UTILITY** in 2015

- **3,798 PERMITS** issued, for a total value of $289 million

- **270 km of stormwater mains**
  - **270 km of stormwater rehabilitation units**
  - **73 stormwater outlets**

- **190 HECTARES OF NATURAL LANDSCAPE**

- **2,050 FIRE INSPECTIONS PERFORMED**

- **41 km bike lanes**

- **MAINTAIN:**
  - **280 km of roadway**
  - **5,700 catch basins**
  - **3 stormwater rehabilitation units**

- **INDIVIDUALS ASSISTED BY CITY ARCHIVES**
  - 2,050
  - **2,050** ball diamonds and soccer fields

- **76,000 NEW STORMWATER UTILITY** in 2015

- **9,497 INSPECTIONS PERFORMED**

- **45 MANAGE AND MAINTAIN**
  - 1 Pool and Fitness Centre
  - 1 Stadium
  - 1 Skateboard Park
  - 1 Bicycle Park
  - 3 Public Docks
  - 12 Dog Off-leash Areas
  - 17 Public Washrooms
  - 23 Tennis Courts
  - 39 Playgrounds

FOR ILLUSTRATIVE PURPOSES ONLY. APPROXIMATIONS BASED ON 2012 AND/or 2013 DATA.
More Bike Lanes Coming Your Way! You Tell Us Where

To help further enhance cycling in Victoria, the City is updating its Bicycle Master Plan. The current plan has guided cycling improvements since 1995 including the addition of 41 km of bike lanes and over 1,000 bike parking spots in downtown, as well as requiring bike parking in all new developments.

The updated plan will create a recommended bicycle network for Victoria and will provide a list of priorities for the next five to 10 years. Feedback on desired cycling corridors and improvements is being collected through online surveys, workshops and interactive information kiosks at malls and other public areas. For more information on where you can find us and how to provide your feedback please visit www.victoria.ca/cycling

Enhancing a Victoria Greenway for Pedestrians and Cyclists

Victoria strives to be a walkable city and is known as the “Cycling Capital of Canada.” One way to encourage people to walk and cycle is to create greenways – transportation corridors that link special destinations such as schools, parks, commercial and recreation centres. Victoria has a 95-kilometre greenway network.

Rockland Avenue is a greenway that links Oak Bay Avenue to Quadra Street. In January, a section of Rockland Avenue was closed to motorists between Quadra and Vancouver Street to make the greenway safer and more enjoyable for pedestrians and cyclists.

The closure creates a new green space downtown by connecting Christ Church Cathedral to Pioneer Square. It guides vehicle traffic away from this residential street and onto main roads such as Fort Street and Fairfield Road.

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

Serving in her second term as City Councillor, Marianne is the Councillor liaison to the neighbourhood of Oaklands.

City Hall 250.361.0216
Email m alto@victoria.ca

Chris Coleman

Serving in his first term as a City Councillor, Chris is the Councillor liaison to the neighbourhood of James Bay.

City Hall 250.361.0223
Email ccoleman@victoria.ca

Shellie Gudgeon

Serving in her first term as a City Councillor, Shelli is the Councillor liaison to the neighbourhoods of North Park and North/South Oaklands.

City Hall 250.361.0216
Email sgudgeon@victoria.ca

Lisa Helps

Serving in her first term as a City Councillor, Lisa is the Councillor liaison to the neighbourhoods of Downtown and Victoria West.

City Hall 250.361.0217
Email lhelps@victoria.ca

Ben Isitt

Serving in his first term as a City Councillor, Ben is the Councillor liaison to the neighbourhoods of Quadra and Rocklands.

City Hall 250.361.0222
Email bin@victoria.ca

Pamela Madoff

Serving in her first term as a City Councillor, Pamela is the Councillor liaison to the neighbourhood of Burnside/Gorges.

City Hall 250.361.0221
Email pmadoff@victoria.ca

Charlyne Thornton-Joe

Serving in her first term as a City Councillor, Charlyne is the Councillor liaison to the neighbourhood of Fernwood.

City Hall 250.361.0201
Email cthornton-joe@victoria.ca

Geoff Young

Serving in his first term as a City Councillor from 1993 to 1999, and then returned in 2005, Geoff is the Councillor liaison to the Formedstone/ Government district.

City Hall 250.361.0202
Email gyoung@victoria.ca

Welcome to our new City Manager and Police Chief

City Manager

Jason Johnson

joined the City in February. For the past six years Johnson has served as the Chief Administrative Officer for the District of West Kelowna, that prior to incorporation was the largest unincorporated area in BC. Johnson was hired as the first CAO and was responsible for establishing the local government from the ground up. Johnson spent his high school years in Victoria and has family on Vancouver Island.

Police Chief

Dean Elsner

joined the Victoria Police Department in April 1993. Prior to his任职 as the VPD Chief of Police, Dean has served in various administrative areas.

Are You Prepared for an Earthquake?

Does your family have an earthquake kit with all of the necessary supplies to keep you safe? Learn what you need to protect your family. For more information: www.PrepareVictoria.ca

VisPD welcomed a new Police Chief in January. Chief Frank Elsner comes to Victoria after holding the post of Chief of Police for the City of Thunder Bay. Elsner has worked in police services across the country including the RCMP, Ontario Provincial Police, Thunder Bay Police Service and the Owen Sound Police Service. He has had a strong and varied career, having worked in uniform patrol, criminal investigations, intelligence, training and emergency operations divisions as well as various administrative areas.

Priority Transit and Cycling Lanes Coming to Douglas Street

New priority lanes for transit buses and cyclists will soon be running along Douglas Street. Construction is now underway for the first phase on Douglas Street between Fisgard Street and Hillside Avenue. The new lanes will open by the end of May.

Some bus stops will be relocated to accommodate construction.

A second phase of priority lanes from Hillside Avenue to Tolmie Avenue is expected to begin later this year.

The new lanes are seen as the first step to enhance the efficiency and effectiveness of public transit in the region and into the downtown core. The Douglas Street corridor currently supports as many as 1,700 vehicles per hour during peak travel times. For more information, visit www.bctransit.com/transitfuture

Open House Attracts Wide Audience

An open house was held in mid-January to solicit public feedback on a new zoning bylaw proposed for downtown’s Central Business District. The City would like to thank the more than 240 people who came out and provided valuable input on the proposed regulations.

The zoning changes are proposed to accommodate the estimated 10,000 new residents living in downtown over the next 30 years. This increase in population will create a significant demand for employment, housing and retail space. The first phase of the zoning update is focused in the Central Business District, which is the main employment centre not just for Victoria, but for the region as a whole.

Proposed changes include new regulations for density and building height allowances, permitting more uses to accommodate a range of commercial, institutional, and residential space, and introducing building form regulations that will encourage pedestrian activity and create special places.

The feedback collected from the open house and surveys will be provided to Council for their consideration and will be considered through a public hearing later this year.

For more information please visit www.victoria.ca/zoning

Time to ride

Work begins for new transit lanes

Transportation corridors that link special destinations such as schools, parks, commercial and recreation centres.
Mark your calendar

Use Your Own Power for Earth Hour
Saturday, March 29, 8:30 p.m. – 9:30 p.m.
Join cities around the world and turn off your lights for one hour to demonstrate what is possible when individuals take action on global warming. www.earthhour.org

Home Grown
Saturday, April 5, 9 a.m. – noon
Learn how to grow with native plants and transform your garden into an oasis that is beautiful and better suited for our environment. Workshop led by Master Gardener Jeff de Jong. $25.
To register: 250.361.0732.

LItARTcity
Friday, April 11, 8 p.m. – 10 p.m.
Celebrate National Poetry Month downtown at this collaborative extravaganza of poetry and performing arts. Tickets are $10 and all proceeds support the Victoria READ Society’s tutorial program for families. The event includes a cash bar. A partnership between the City of Victoria and the Victoria READ Society. www.victoria.ca

Free Tree Tours
April 26, 10 a.m. – noon, Fairfield Tour
June 14, 10 a.m. – noon, James Bay Tour
Learn about the various species of trees in Victoria during free walking tours led by UVic natural areas specialist Dr. Val Schafer. Registration is not required. In Fairfield, meet at Chapman Park at the corner of Chapman and Linden Streets. In James Bay, meet at the Watering Can in Beacon Hill Park.

Basic First Aid for Biking and Boarding Teens
Saturday, May 3, 10 a.m. – 2 p.m.
This scenario-based, hands-on course teaches teens how to respond to life-threatening emergencies. Includes training on how to assess an accident, CPR, and treatment of head and spine injuries, shock, bleeding and broken bones. Registrants receive an Alert First Aid manual and can earn their Basic First Aid certificate. $50.
To register: 250.361.0732.

An Edible Landscape that Works
Saturday, May 3, 9 a.m. – noon
An edible landscape need not have the visual appearance of a rural vegetable garden. Master Gardener Jeff de Jong shows how an edible garden can be both functional and fabulous at this workshop held at the Crystal Pool and Fitness Centre. $35.
To register: 250.361.0732.

Make Your Own Victoria Hanging Basket
Saturday, May 10, 10 a.m. – noon
Create your own Victoria trademark hanging “sun basket” with expert greenhouse staff. A popular hands-on, two-hour workshop at Beacon Hill Park. $90 fee includes workshop and all planting materials. To register: 250.361.0732.

I SPY With My Gardening Eye
Saturday, May 24, 10 a.m. – noon
Spend time enjoying the peace and tranquility of forests and natural spaces around Victoria. Walks will be guided at a casual pace. Information from Crystal Pool and Fitness Centre. $15.
To register: 250.361.0732.

A New Stormwater Utility in 2015
Thank you to everyone who recently offered feedback regarding the change to a stormwater utility model and a new rainwater credit program. This change will introduce a user-pay system for stormwater charges and incentives for properties that manage rainwater sustainably.

Instead of paying for stormwater based upon property value and having this included in property taxes, utility fees will be based upon property characteristics that relate to how much water is flowing into the stormwater system and the quality of it. Properties that actively manage rainwater through rain gardens, cisterns, and other approved methods can apply for a reduction off their stormwater utility bill.

In January, responsive to community input, the implementation of the stormwater utility was shifted by one year, from 2014 to 2015. This will allow property owners more time to plan for the change in how stormwater services are billed and to learn more about rainwater management methods that could be appropriate for their property. All feedback will help guide the stormwater utility and the rainwater credit program as it is finalized.
To read the full summary visit www.victoria.ca/stormwater.

This fall, property owners can expect further details and in early 2015, applications will be accepted for the credit program that will reduce property owners’ stormwater utility costs.

City of Victoria Graffiti Hotline
If you see graffiti on City of Victoria property such as light poles, benches, garbage cans or in parks, please report it to the City of Victoria Graffiti Hotline at 250.381.0466. If your property has been vandalized by graffiti, please report it to the VicPD non-emergency line at 250.995.7654. For more information, visit www.victoria.ca.