



OFFICIAL COMMUNITY PLAN Annual Review 2014

Publishing Information

Title: City of Victoria Official Community Plan – 2014 Annual Review
Prepared By: City of Victoria – Sustainable Planning and Community Development Department
Community Planning Division
December 2015

For More Information

Contact Details: City of Victoria
Sustainable Planning and Community Development Department – Community Planning Division
1 Centennial Square
Victoria, BC V8W 1P6
E communityplanning@victoria.ca
T 250.361.0382
www.victoria.ca

Table of Contents

OCP Annual Review 2014

| | |
|---|---|
| Introduction..... | 3 |
| Victoria's <i>Official Community Plan</i> | 4 |
| Targets..... | 5 |
| Monitoring the <i>Official Community Plan</i> | 6 |
| Trends and Issues..... | 9 |

OCP Indicators 10

| | |
|--|----|
| 1 New Housing Units..... | 11 |
| 2 Share of New Housing Units in Growth Target Areas..... | 13 |
| 3 Regional Share of New Housing Units..... | 15 |
| 4 New Commercial and Industrial Space..... | 16 |
| 5 Greenways Network..... | 17 |
| 6 Sidewalk Network..... | 19 |
| 7 Cycling Network..... | 20 |
| 8 Underground Infrastructure..... | 22 |
| 9 Activities in Public Space..... | 23 |
| 10 New Trees on City Land..... | 24 |
| 11 New Housing Units by Tenure..... | 25 |
| 12 New Housing Units by Type..... | 27 |
| 13 Rental Housing Vacancy Rate..... | 29 |
| 14 Emergency Shelter Use..... | 30 |
| 15 Retail, Office and Industrial Vacancies..... | 31 |
| 16 OCP Amendments..... | 32 |
| 17 Contributions from Development..... | 33 |

Appendix A: Proposed Five-Year OCP Indicators 34

Introduction



The purpose of the Official Community Plan (OCP) Annual Review is to provide an annual snapshot of progress towards achieving the OCP, which Council approved in July 2012. The OCP Annual Review 2014 is the third annual review and presents key indicators related to the OCP for the 2014 calendar year. Data collected in future years will allow progress to be measured as the indicators show trends over time.

The preparation of the Annual Report is guided by the OCP, which establishes a regular cycle of plan implementation, monitoring and adjustment as part of an adaptive management approach. More details regarding the OCP monitoring program were outlined in the Annual Review 2013, approved by Council in December 2013.

The Annual Review will be used to help identify emerging trends and issues that may have an impact on the OCP and to inform potential changes to the OCP and other policies, plans or practices.

The Annual Review indicators are focused primarily on land management and development, and are limited to those where data is available on an annual basis. A more comprehensive monitoring report will be produced approximately every five years, as resources allow, and provide a more complete review of progress towards achieving the OCP. These reports will feature an extensive list of indicators, covering all topics in the OCP.

KEY MONITORING FINDINGS

Overall, the indicators for the 2014 calendar year show that targets are mostly being met or exceeded, with several indicators also experiencing shifts that are worth noting. These include:

- › Exceeded targets for regional share of new housing
- › Improved bicycle network by increasing provision of dedicated cycling lanes
- › Greater vibrancy through increased number of activities in public spaces
- › A shift in the housing rental market, including the creation of fewer new rental units and a lower vacancy rate in 2014 compared with past years
- › A shift in retail vacancy rate, due to the loss of several large retailers such as Staples and Empire Theatres

Victoria's *Official Community Plan*

BACKGROUND

An *Official Community Plan* (OCP) is one of the most important guiding bylaws for a community. Victoria's current OCP was adopted by Council in July 2012 after two and a half years of public consultation with more than 6,000 people.

Guided by the *Local Government Act*, an OCP is a set of high-level objectives and policies that guide land use planning; social, economic and environmental policies; and civic infrastructure investments. Victoria's OCP provides direction for growth and change over the next 30 years, guiding Victoria to become a more sustainable community. Victoria's OCP encourages a strong downtown core and a network of vibrant walkable villages and town centres. It also emphasizes sustainable transportation and a greater range of housing options.

RELATIONSHIP TO THE OCP IMPLEMENTATION STRATEGY

The *OCP Implementation Strategy*, approved by City Council in September 2013, identifies 174 different actions to achieve the OCP. For each action, the *OCP Implementation Strategy* lists the responsibility, funding status, time frame and how it supports other priorities of the organization. At the time the OCP Implementation Strategy was created, it was intended that the status of implementation actions be reported as part of future OCP Annual Reviews. Since that time, OCP implementation actions supporting the *2015-2018 Strategic Plan* and *2015 Operational Plan* have been (and will continue to be) reported on a quarterly basis. In future OCP Annual Reviews, particularly at milestone years (i.e. the Five-Year Monitoring Report), staff can highlight outstanding or upcoming OCP implementation items to inform priority setting by Council in following years.



Targets

The following list presents those targets identified in the OCP, along with the frequency with which their progress can be measured:

LAND MANAGEMENT AND DEVELOPMENT

| | |
|--|------------------------|
| › Victoria accommodates a minimum of 20,000 additional residents from 2011 to 2041 | Measured every 5 years |
| › The Urban Core accommodates a minimum of 10,000 additional residents from 2011 to 2041 | Measured every 5 years |
| › Victoria accommodates a minimum of 20% of the region's cumulative new housing units to 2041 | Measured annually |
| › The Urban Core accommodates a minimum of 10% of the region's cumulative new housing units to 2041 | Measured annually |
| › A minimum 90% of all housing units are within 400 metres of either the Urban Core, a Town Centre or an Urban Village by 2041 | Measured every 5 years |

TRANSPORTATION

| | |
|---|------------------------|
| › At least 70% of journey to work trips by Victoria residents take place by walking, cycling and public transit by 2041 | Measured every 5 years |
| › A minimum of 60% of all trips by Victoria residents take place by walking, cycling and public transit by 2041 | Measured every 5 years |
| › A minimum of 99% of Victoria residents live within 400 metres of a transit stop by 2041 | Measured every 5 years |

CLIMATE CHANGE AND ENERGY

| | |
|---|------------------------|
| › Victoria's greenhouse gas emissions are reduced by a minimum of 33% below the 2007 levels by 2020 | Measured every 5 years |
|---|------------------------|

ECONOMY

| | |
|---|------------------------|
| › Victoria accommodates a minimum of 20% of the region's new employment by 2041 | Measured every 5 years |
| › Victoria's employment has increased by a minimum of 10,000 jobs by 2041 | Measured every 5 years |

FOOD SYSTEMS

| | |
|---|------------------------|
| › A minimum of 90% of residents are within 400 metres of a full service grocery store by 2041 | Measured every 5 years |
| › All organic food waste generated within Victoria is diverted from the regional landfill by 2041 | Measured every 5 years |

Monitoring the *Official Community Plan*

OVERVIEW

A community's ability to prepare and respond to change is an indication of its resiliency and sustainability. The OCP is based on an adaptive management approach, where an institution learns from implementation successes and failures in order to improve subsequent policies and actions over time. A regular system of review, monitoring and adjustment will measure progress towards achieving the OCP's long-term goals and objectives and ensure that the OCP responds to emerging trends, issues, and opportunities.

OCP ADAPTIVE MANAGEMENT FRAMEWORK



Source: Policy 22.1, City of Victoria *Official Community Plan*, 2012

MONITORING REPORTS

The OCP Monitoring Program will produce two different reports*:

1. An Annual Review, presenting a snapshot of implementation progress and reporting on key annual indicators
2. A Five-Year Monitoring Report containing a comprehensive set of indicators and evaluation of implementation progress

INDICATOR CRITERIA

The OCP monitoring program collects data for nearly 100 indicators. Seventeen of these indicators are measured on an annual basis with the remaining indicators measured approximately every five years. The list of indicators will be reviewed regularly. New indicators may be added and others may be adjusted or removed.

The indicators were selected with close attention to existing City monitoring initiatives. The final indicators were chosen based on the following criteria:

| Criteria | Description |
|-------------------|--|
| Meaningful | Does the indicator provide useful and relevant information about reaching OCP goals and objectives? |
| Readily available | Is the data needed to measure the indicator readily available? If not, can a new system to measure the indicator be easily set up? Is the indicator reported on a regular basis? |
| Outcome-oriented | Does the indicator measure results and not just the resources invested? |
| Reliable | Are the methods used to measure the indicator standardized and reliable? Is the data of a good quality? |
| Accepted | Is the indicator seen by other municipalities as a valid, reliable and verifiable measure? |
| Spatial | If possible, is the indicator spatially-oriented and able to be mapped? |

*OCP policies 22.3, 22.7, 22.9, 23.1 – 23.8 provide more detailed guidance for the OCP Monitoring Program and reporting.

ANNUAL INDICATORS

The following indicators are measured on an annual basis and reported in the OCP Annual Review:

| OCP Section | Annual OCP Indicators |
|---------------------------------|--|
| Land Management and Development | 1. New housing units 2. Share of new housing units in growth target areas 3. Regional share of new housing units 4. New commercial and industrial space in target areas |
| Transportation and Mobility | 5. Improvements to Greenways network 6. Improvements to sidewalk network 7. Improvements to cycling network |
| Placemaking | 8. Activities in public spaces |
| Parks and Recreation | 9. New trees on City lands |
| Infrastructure | 10. Improvements to underground infrastructure |
| Housing and Homelessness | 11. New housing units by tenure 12. New housing units by type 13. Rental housing vacancy rate 14. Emergency shelter use |
| Economy | 15. Retail, office and industrial vacancies |
| Plan Administration | 16. <i>Official Community Plan</i> amendments 17. Contributions from development |

FIVE-YEAR INDICATORS

The OCP Five-Year Monitoring Report will include indicators that cover all topic areas in the OCP. The final selection of five-year indicators will be based on resource availability and the quality of the data. For a list of proposed five-year indicators, see Appendix A.

Trends and Issues

One of the objectives of the Annual Review is to identify observable trends from the findings of the monitoring program. The Annual Review also aims to recognize other emerging issues, new knowledge and information that may be relevant to the implementation of the OCP. This information will be used to review and update relevant policies and practices in a coordinated and timely manner.

KEY MONITORING FINDINGS

This report presents data from the 2014 calendar year, which can be compared to the 2012 baseline and 2013 data to begin to understand if trends are developing. However, most of the OCP indicators do not yet show conclusive trends within this limited time frame. Additional data added in future years will allow more thorough analysis of trends as they develop.

Overall, the indicators for the 2014 calendar year show that targets are mostly being met or exceeded, with several indicators experiencing shifts that are worth noting. The following is a high level summary of several targets:

- › **Exceeded targets for regional share of new housing:** The regional share of new housing units applied for in the City as a whole has exceeded targets since 2012. Regional share for housing in the City's Urban Core fell below target for 2014, however the cumulative figures for 2012-2014 exceed the target for 2041. New housing growth within the Urban Core supports the economic vibrancy of downtown and ensures that it retains its predominant role in the regional economy.
- › **Improved bicycle network by increasing provision of dedicated cycling lanes:** There was a significant annual increase in on-street cycling lanes between 2013 and 2014, helping increase the proportion of people making more sustainable transportation choices.
- › **Greater vibrancy through increased number of activities in public spaces:** The number of permits issued for activities in public spaces has increased every year since 2012. These activities, including markets, festivals and street vending, help make streets and neighbourhoods lively and vibrant. They also generate economic activity and contribute to the city's arts and cultural life.



- › **Shift in housing rental market:** Fewer new rental units were created and a lower rental housing vacancy rate was experienced in 2014 compared with past years, suggesting there is a lag in supply. However, it should be noted that net new housing unit creation was lower overall for 2014, which would contribute to this decrease. As well, several new rental development projects are in the planning phase in 2015, so this may be a temporary shift reflecting the cycle of planning and construction phases and it is too early to say if it is a trend.
- › **Shift in retail vacancy:** City-wide and Downtown streetfront vacancy rate increased in 2014. This was largely due to the loss of several large retailers such as Staples and Empire Theatres, and it is too early to say if it represents a trend in retail vacancy rates overall.

EMERGING TRENDS AND ISSUES

As more data is collected over the next few years, this section will provide a summary of any emerging trends, issues or new information that may have an impact on the implementation and success of the OCP.



OCP Indicators

The indicators presented in this report are based on data for the 2014 calendar year, except where noted. Results from earlier years were included for some indicators where the data was available. In many cases, this data was not available and it will be several years before conclusive trends can be determined.

Many of the OCP indicators in this report were first measured for the 2012 baseline year. This has meant finding reliable data sources and developing standard methods to collect and analyze the data. The monitoring methods for some indicators are still under development and these results will be reported in future OCP Annual Reviews. Those annual indicators are shown in the table at right.

Note: Unless otherwise noted, all data provided by the City of Victoria.

| Annual Indicators Under Development | |
|--|---|
| Indicator | Details |
| 1. New housing units | Will be expanded to include new housing units completed, through Development Database Project (in progress) |
| 2. Share new housing units located within target areas | Will be expanded to include new housing units completed, through Development Database Project (in progress) |
| 3. Regional share of new housing units | Will be expanded to include new housing units completed, through Development Database Project (in progress) |
| 5. New commercial and industrial space in target areas | Under development, as part of Development Database Project (in progress) |
| 6. Greenways network | Will be expanded in the future to measure the percentage of the Greenways network that is complete |
| 9. New trees on City lands | Will be expanded in 2015 to include a map based on the new City of Victoria Tree Inventory |
| 10. New housing units by tenure | Will be expanded to include new housing units completed, through Development Database Project (in progress) |
| 11. New housing units by structure type | Will be expanded to include new housing units completed, through Development Database Project (in progress) |
| 16. Contributions from development | Under development, as part of Development Database Project (in progress) |

1 New Housing Units

WHAT IS BEING MEASURED?

This indicator measures the number and geographic distribution of net new housing units in the City of Victoria. Net new housing units are calculated from building permits at time of application. The number of housing units that will be lost (through demolition) are subtracted from the number of housing units that will be gained.

WHY IS THIS INDICATOR IMPORTANT?

Victoria is anticipated to grow by a minimum of 20,000 people over the next 30 years. This indicator measures how well the new housing supply is meeting the projected demand.

TARGET/DESIRED TREND:  increase sought

HOW ARE WE DOING?

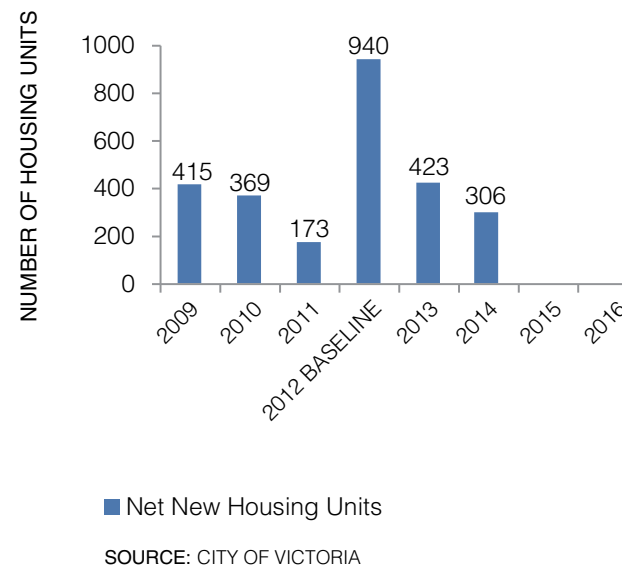
A total of 306 net new housing units were applied for construction in 2014. The neighbourhood with the largest number of housing units applied for was Downtown, followed by Victoria West (MAP 1).

In total, this represents 117 fewer net new housing units than those applied for construction in 2013. Despite the fact that building permit approvals in the downtown nearly tripled, the drop in overall building permits is due to the fact that the number of multi-unit developments in other neighbourhoods declined significantly this past year.

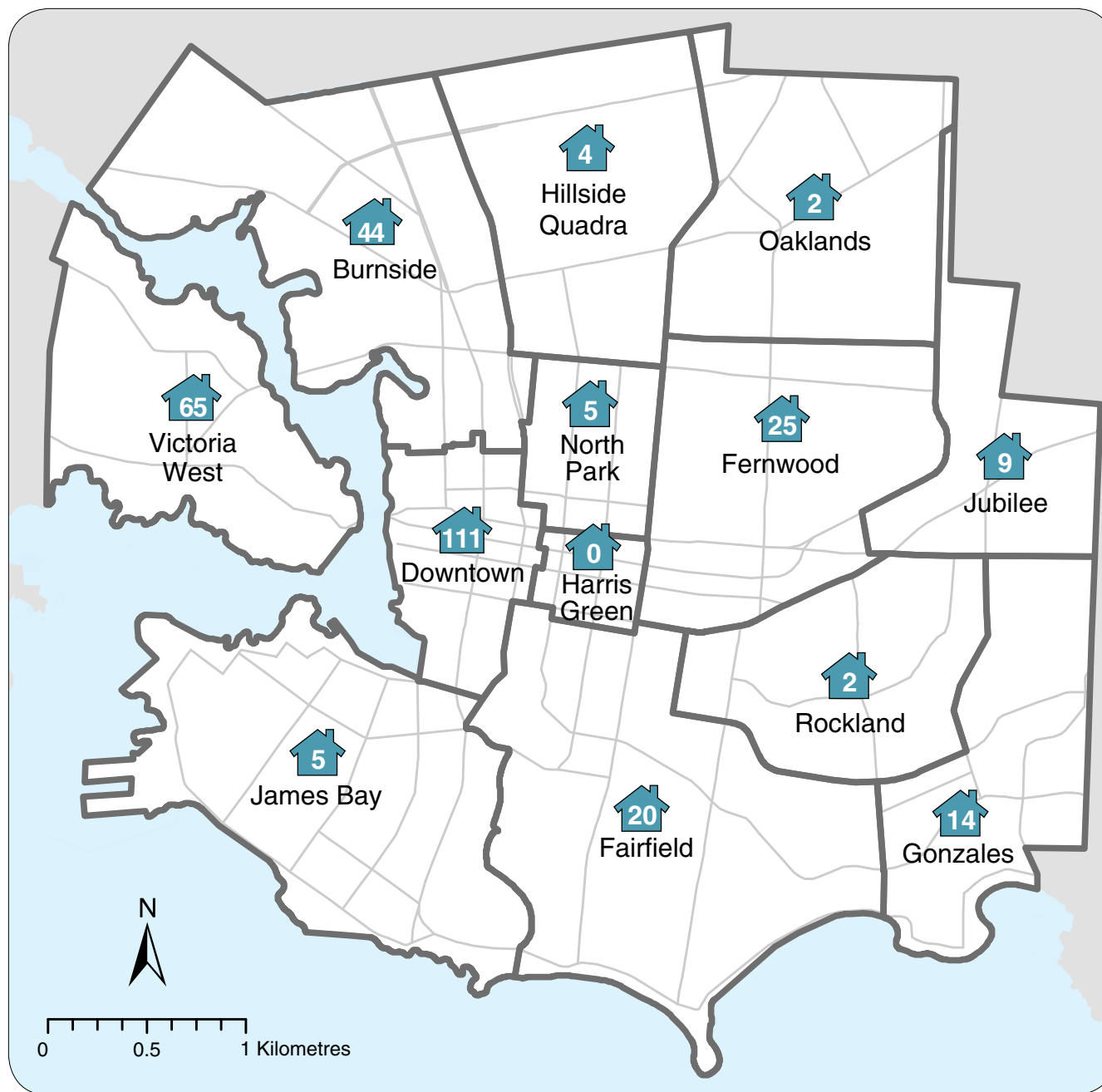
The net gain in 2014 of 306 units is below the average net gain experienced since 2006. Note that the 2012 baseline was higher than usual due to a spike in strata apartment units applied for through some larger projects downtown (e.g. three developments with over 100 units each).

Building permit records indicate that 55 units were lost due to demolition or alteration in 2014, with Fernwood seeing the highest number of units lost (17) followed by James Bay (9). These were mainly permits for demolition of detached dwellings. This figure is higher than in previous years, when 48 units (2013) and 36 units (2012) were lost due to demolition.

Net New Housing Units in the City of Victoria



Note: New housing units are calculated from building permits at time of application.



MAP 1:

Net New Housing Units by Neighbourhood

2014 Total Net New Housing Units in Victoria = 306

Note: Net new housing units are calculated from building permits at time of application. The number of housing units that will be lost (through demolition) are subtracted from the number of housing units that will be gained.

SOURCE: CITY OF VICTORIA



Share of New Housing Units in Growth Target Areas

WHAT IS BEING MEASURED?

This indicator measures the annual share of new housing units located in the OCP's growth target areas. Housing growth is measured in three different target areas:

- 1) the Urban Core
- 2) located in or within walking distance (400 m) of a Town Centre or Large Urban Village
- 3) Small Urban Villages and the remainder of residential areas

Housing units are calculated from building permits at time of application, and categorized by OCP target growth areas.

WHY IS THIS INDICATOR IMPORTANT?

The OCP designates certain areas of the city for accommodating new population and associated housing growth. The Urban Core should accommodate 50% of the population growth, and areas in and near Town Centres and Large Urban Villages should accommodate 40% of the growth. Remaining growth is targeted for Small Urban Villages and other residential areas (10%). Concentrating housing and population growth in certain areas can provide the critical population mass to support better transit, local businesses, more efficient use of infrastructure, and better use of cycling and pedestrian facilities. It also reduces pressure on other residential parts of Victoria, where change is less desirable. A large share of Victoria's housing growth will be concentrated downtown to support the development of a strong urban core that retains its predominant role in the regional economy.

TARGET/DESIRED TREND:

- › To accommodate at least 20,000 new residents and associated housing growth over the next 30 years in the following approximate proportions: 50% in the Urban Core; 40% in or within close walking distance of Town Centres and Large Urban Villages; and 10% in Small Urban Villages and the remainder of residential areas

HOW ARE WE DOING?

Of the new units applied for in 2012, 2013 and 2014, 55% were located in the Urban Core; 26% were located in or within walking distance of a Town Centre or Large Urban Village; and 19% were located in a Small Urban Village or the remainder of the residential areas. In 2014 alone, the percentages were 33%, 48%, and 19%, respectively (MAP 2).

Progress towards the target cannot be conclusively measured until more information has been compiled in future years.

| Share of New Housing Units in Growth Target Areas | | | | | |
|---|------|------|------|----------------------|-----------------|
| Growth Area | 2012 | 2013 | 2014 | 2012-2014 Cumulative | Target for 2041 |
| Urban Core | 73% | 33% | 33% | 55% | 50% |
| In or within walking distance of a Town Centre or Large Urban Village | 17% | 28% | 48% | 26% | 40% |
| Small Urban Village or the remainder of the residential areas | 10% | 39% | 19% | 19% | 10% |

SOURCE: CITY OF VICTORIA



MAP 2:
**New Housing Units
 in Target Growth Areas**

- New Housing Unit (single unit)
- New Housing Unit (# of units)
- Urban Core – 118 units (33%)
- 400m walking distance from Town Centres/Large Urban Villages – 173 units (48%)
- Small Urban Villages and remainder of residential areas – 70 units (19%)

Note: New housing units are calculated from building permits at time of application.

SOURCE: CITY OF VICTORIA

3 Regional Share of New Housing Units

WHAT IS BEING MEASURED?

This indicator measures the annual share of new housing units throughout the Capital Regional District that are located in the City of Victoria. It shows the share of the regional total that was in: 1) the City of Victoria as a whole, and 2) Victoria's Urban Core. New units are calculated from building permits at time of application.

WHY IS THIS INDICATOR IMPORTANT?

An increased share of new housing units within Victoria's Urban Core has potential impacts for the whole region: more efficient use of infrastructure and facilities, better access to transit services, decreased air pollution, less reliance on car travel, and less development pressure on agricultural and other rural lands. Within Victoria, encouraging new housing growth within the Urban Core will support the economic vibrancy of downtown and ensure that it retains its predominant role in the regional economy.

TARGET/DESIRED TREND:

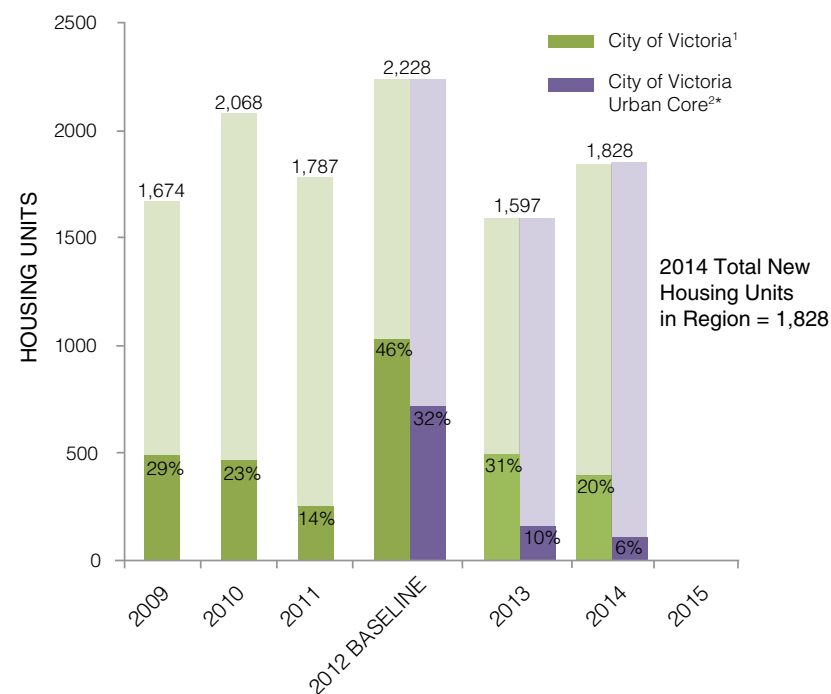
- › Victoria accommodates a minimum of 20% of the region's cumulative new housing units to 2041
- › The Urban Core accommodates a minimum of 10% of the region's cumulative new housing units to 2041

HOW ARE WE DOING?

In 2014, Victoria accommodated 20% of the region's new housing units, while the Urban Core accommodated 6%.

The cumulative figures for 2012-2014 meet or exceed the targets for 2041. From 2012-2014, 32% of new units in the Capital Regional District were within the City of Victoria; 18% of the new units in the Capital Regional District were within Victoria's Urban Core.

Annual Share of New Regional Housing Units in the City of Victoria



SOURCE: CRD MONTHLY PERMIT REPORTING TOOL, 2009-2014¹
CITY OF VICTORIA²

* % new units in Urban Core was not measured prior to 2012

4 New Commercial and Industrial Space

WHAT IS BEING MEASURED?

This indicator will measure the amount of new commercial and industrial floor area that is approved on an annual basis.

WHY IS THIS INDICATOR IMPORTANT?

A strong economic base is an essential component of a complete community. A diverse economy, including industrial, commercial and office sectors, not only provides increased stability, but also offers citizens the opportunity to access goods and services locally. The OCP focuses new employment growth in the Urban Core, Town Centres, in employment districts and along corridors served by frequent and rapid transit. New office development will be concentrated downtown to support the development of a strong downtown core that retains its predominant role in the regional economy. Outside of downtown, the concentration of employment growth in certain areas will maximize the use of municipal infrastructure, develop densities that allow for district energy, reduce commercial traffic, as well as increase the use of public transit by employees. Concentrating new employment growth in certain areas will also preserve the traditional residential character of other parts of the city.

TARGET/DESIRED TREND:  increase sought

HOW ARE WE DOING?

Data collection methods for this indicator are under development.

5 Greenways Network

WHAT IS BEING MEASURED?

This indicator measures the length of the Greenways network that is added or receives major upgrades on an annual basis. It also measures the total length of Greenways that have been added or upgraded since the inception of the *Greenways Plan* in 2004. This indicator will be expanded in the future to measure the percentage of the identified Greenways network that has been completed.

WHY IS THIS INDICATOR IMPORTANT?

Victoria's Greenways network encourages active transportation, recreation, and the restoration of native and aquatic habitat and places of cultural importance. The OCP encourages completing the Greenways network to the standards in the *Greenways Plan*, including features such as street trees and wayfinding. The OCP also supports using the Greenways network to link the Urban Core, Town Centres and Urban Villages with common destinations such as major parks, places of employment, schools, and recreational and cultural attractions.

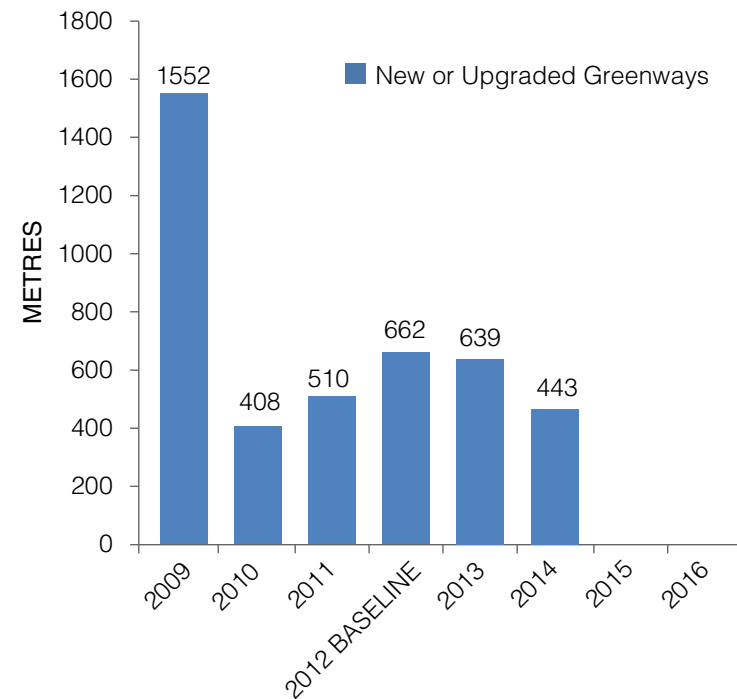
TARGET/DESIRED TREND:  increase sought

HOW ARE WE DOING?

The total length of the identified Greenways network measures 99.6 kilometres (MAP 3). A total of 443 metres (300 metres new, 143 metres upgraded*) of the Greenways network was added or upgraded in 2014. New additions included the Oaklands Park Pathway, and upgrades included boulevard improvements to Cook Street, including drainage improvements, pavers to widen the sidewalk and new turf. Since 2004, a total of 9.3 kilometres have been added or upgraded.

The total length of the Greenways network added or improved in 2014 was lower than the previous three years, but higher than the 2010 low of 408 metres.

Annual Greenways Network Improvements



SOURCE: CITY OF VICTORIA

* Upgrades include additions such as drainage improvements, pavement replacement, sidewalk improvements, new turf, bollard installation, and signage installation.



MAP 3:
**Improvements to
 Greenways Network
 (2004 – 2014)**

- Greenway Improvements (2014)
- Greenway Improvements (2004 - 2013)
- Designated Greenway

Length of new or major upgrades to Greenways network (since 2004) – 9.3 km
 Total length of designated Greenways network (2014) – 99.6 km

SOURCE: CITY OF VICTORIA

6 Sidewalk Network

WHAT IS BEING MEASURED?

This indicator measures the length of the sidewalk network that is added or receives major upgrades on an annual basis. It also measures the total length of sidewalks that have been added or upgraded since the inception of the *Pedestrian Master Plan* in 2009. New sidewalks are added where no sidewalk existed previously; a major upgrade includes work such as widening the sidewalk or making other improvements for pedestrians. The indicator was expanded this year to measure the percentage of City blocks that have a sidewalk.

WHY IS THIS INDICATOR IMPORTANT?

Creating walkable, pedestrian-friendly neighbourhoods is a central focus of Victoria's OCP. Pedestrians are the top priority in future transportation planning. Walkability has many benefits for air quality, the reduction of greenhouse gases, public health and the life and vitality of neighbourhoods. A continuous, high quality sidewalk network is important in making a street comfortable, safe and inviting for pedestrians.

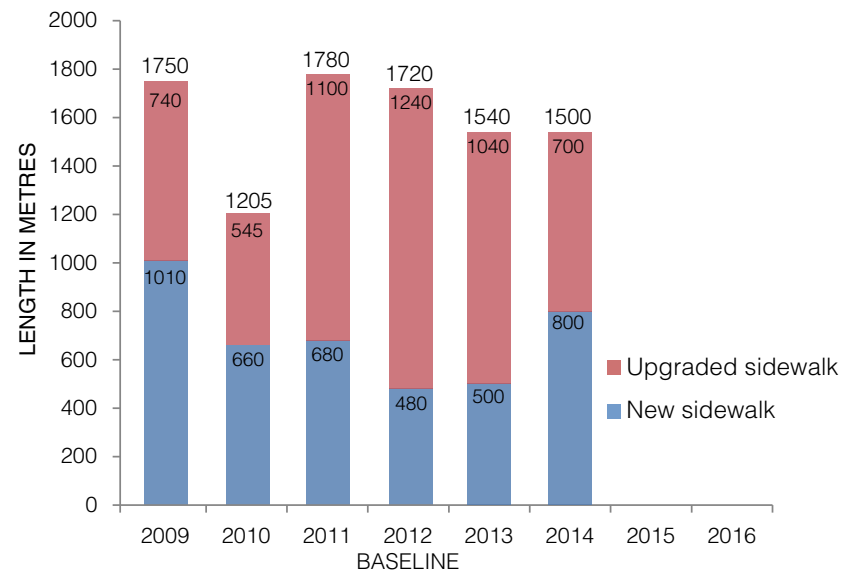
TARGET/DESIRED TREND:  increase sought

HOW ARE WE DOING?

The total length of the designated sidewalk network is approximately 525 linear kilometres. In 2014, 0.80 kilometres of new sidewalks and 0.7 kilometres of upgraded sidewalks were added to Victoria's sidewalk network, for a total of 1.5 linear kilometres.

The percentage of City blocks that have a sidewalk is 88% (unchanged from 2013, which was the first year this percentage was measured).

Annual Sidewalk Network Improvements



SOURCE: CITY OF VICTORIA

Total length of designated sidewalk network (2014): approx. 525 km
 Total length of completed sidewalk network (2014): 464 km
 Length of new or major upgrades to sidewalk network (2009–2014): 9.5 km
 Percentage of City blocks with a sidewalk: 88%

7 Cycling Network

WHAT IS BEING MEASURED?

This indicator measures the length of the cycling infrastructure that is added or receives major upgrades on an annual basis. It also measures the total length of cycling infrastructure that has been added or upgraded since the inception of the *Bicycle Master Plan* in 1995. Cycling infrastructure includes off-street multi-user trails, on-street painted cycling lanes, on-street separated cycling lanes and on-street signed cycling routes.

WHY IS THIS INDICATOR IMPORTANT?

Victoria's compact size and mild climate make it well-suited for cycling, an efficient, low-impact mode of transportation. The OCP encourages the expansion of the cycling network and infrastructure such as bike lanes and bike parking in order to further increase the proportion of people making more sustainable transportation choices. Cycling lanes in particular can increase convenience and the perception of safety of cyclists, both of which contribute to increased ridership. Cycling routes that connect to shops, services and workplaces is an important feature in encouraging people to cycle on a regular basis.

TARGET/DESIRED TREND:  increase sought

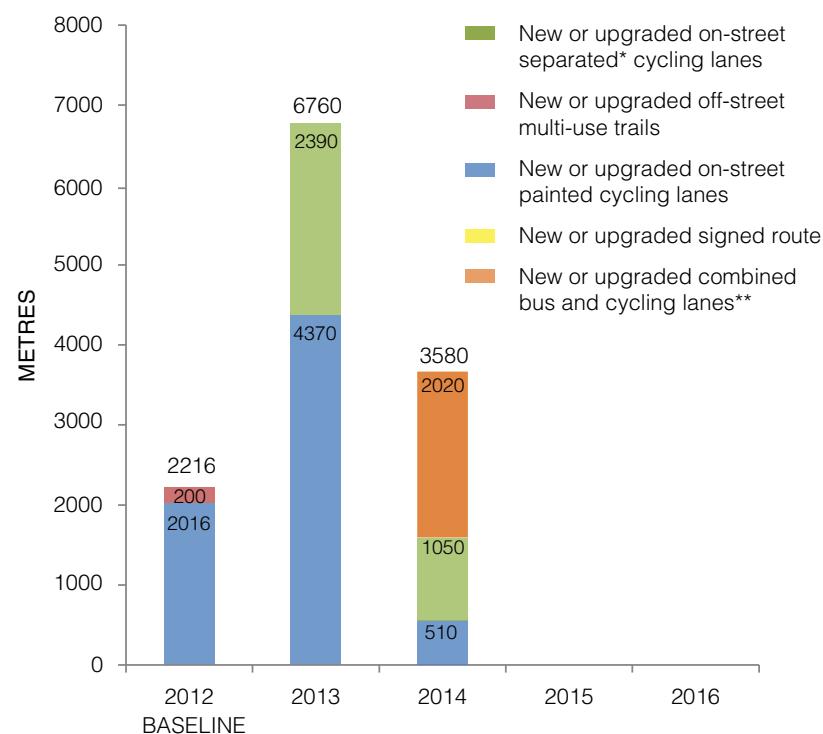
HOW ARE WE DOING?

The total lane length of the designated cycling network is 222 kilometres (MAP 4). In 2014, a total of 0.51 kilometres of on-street painted bicycle lanes and 1.05 kilometres of separated* cycling lanes were added or upgraded. No off-street multi-user trails or signed routes were added or upgraded in 2014. 2.02 kilometres of combined bus and bike lanes were added in 2014 (this figure was measured for the first time this year).

In 2014, 3.6 kilometres of on-street cycling lane improvements were made compared to 6.8 in 2013 and 2.2 kilometres in 2012.

*On-street separated cycling lanes are separated from roads and sidewalks by parked cars, bollards, physical barriers, or painted buffer areas.

Annual Cycling Network Improvements



SOURCE: CITY OF VICTORIA

**Combined bus and cycling lanes were a new category of on-street cycling lanes created and measured in 2014



MAP 4:

Improvements to Cycling Network (1995 – 2014)

- On-street cycling lane¹ (2014)
- On-street cycling lane (1995 - 2013)
- Off-street multi-use trail (1995 - 2013)
- Signed cycle route (1995 - 2013)
- Designated network² (2014)

Total lane length of off-street multi-use trail (2014): 4.4 km

Total lane length of improvements (to date) to on-street cycling lanes (2014): 43.15 km

Total length of signed cycling routes (2014): 41 km

Total lane length of designated cycling network² (2014): 222 km

¹ No off-street multi-use trails or signed cycle routes were added or upgraded in 2014.

² The cycling network was revised in 2014 as part of the *Bicycle Master Plan* update, thus the change in total lane length of cycle network from 2013 (2013 length = 134 km). The network is currently under review.

SOURCE: CITY OF VICTORIA

8 Underground Infrastructure

WHAT IS BEING MEASURED?

This indicator measures the length of water, stormwater and sanitary sewer mains that are replaced or rehabilitated on an annual basis. It also measures the total length of each network. Rehabilitation includes physical improvements such as the relining of pipes in order to extend the life of the infrastructure.

WHY IS THIS INDICATOR IMPORTANT?

Underground infrastructure for drinking water, stormwater and sanitary sewers are vital to the economic, environmental and public health of a community. The location, condition and capacity used in these systems can influence development patterns. Like many municipalities across the country, Victoria is challenged with repairing and replacing aging infrastructure, while meeting new population and employment growth over the next 30 years. The OCP encourages improvements to water, stormwater and sanitary sewer systems and services to meet current and future demand. At the same time, it identifies the need to continue to make physical improvements to existing infrastructure. The OCP focuses population and employment growth in the Urban Core, Town Centres and Urban Villages in order to make use of existing infrastructure, and minimize the need for new infrastructure.

TARGET/DESIRED TREND:  increase sought*

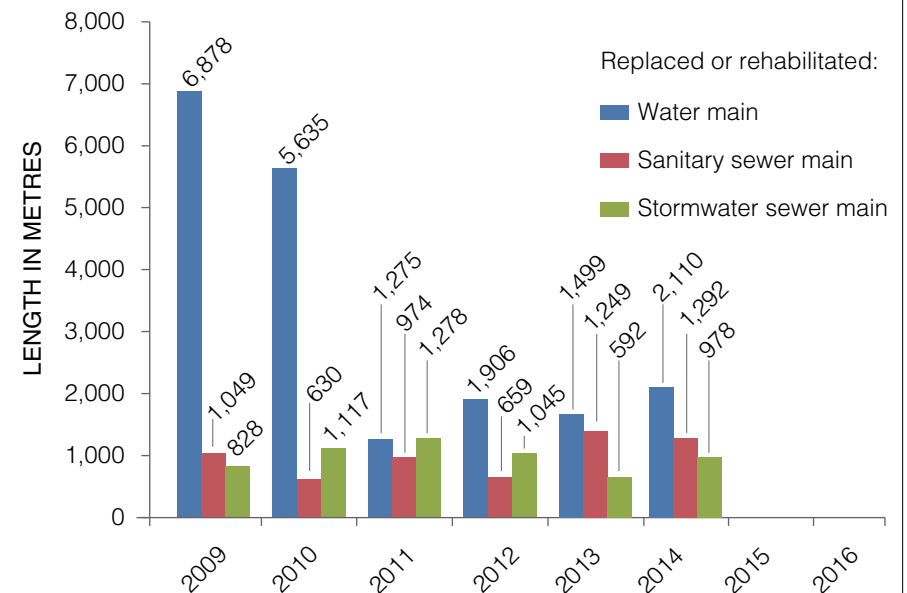
HOW ARE WE DOING?

The total length of the water main network is 330.7 kilometres, the total length of the sanitary sewer network is 236 kilometres, and the total length of the stormwater sewer network is 256 kilometres.

In 2014, 2,110 metres of the water main network were replaced or rehabilitated. This represents a decrease from 2009 and 2010 when a significant amount of the steel water main was rehabilitated with the support of external funding. In 2014, 1,292 metres of the sanitary sewer network were replaced or rehabilitated, and 978 metres of the stormwater sewer network was replaced or rehabilitated. The annual improvements for the networks have been fairly consistent over the last three years.

*An increase is sought in the length of mains that are added or upgraded on an annual basis but, in keeping with OCP direction, not to the total length of the overall network.

Annual Improvements to Water, Stormwater and Sanitary Sewer Mains



Total length of water main network (2014): 330 km
 Total length of sanitary sewer network (2014): 236 km*
 Total length of stormwater sewer network (2014): 256 km*

SOURCE: CITY OF VICTORIA

* differences in network length from 2013 due to data clean up and corrections regarding "active" versus "abandoned" mains, and their confirmed lengths

9 Activities in Public Space

WHAT IS BEING MEASURED?

This indicator measures the number of permits issued for a variety of activities that happen in outdoor and public spaces: markets, block parties, mobile food carts, sidewalk cafes, special events and street entertainers. Special events include festivals, sporting events, rallies and a variety of other public gatherings.

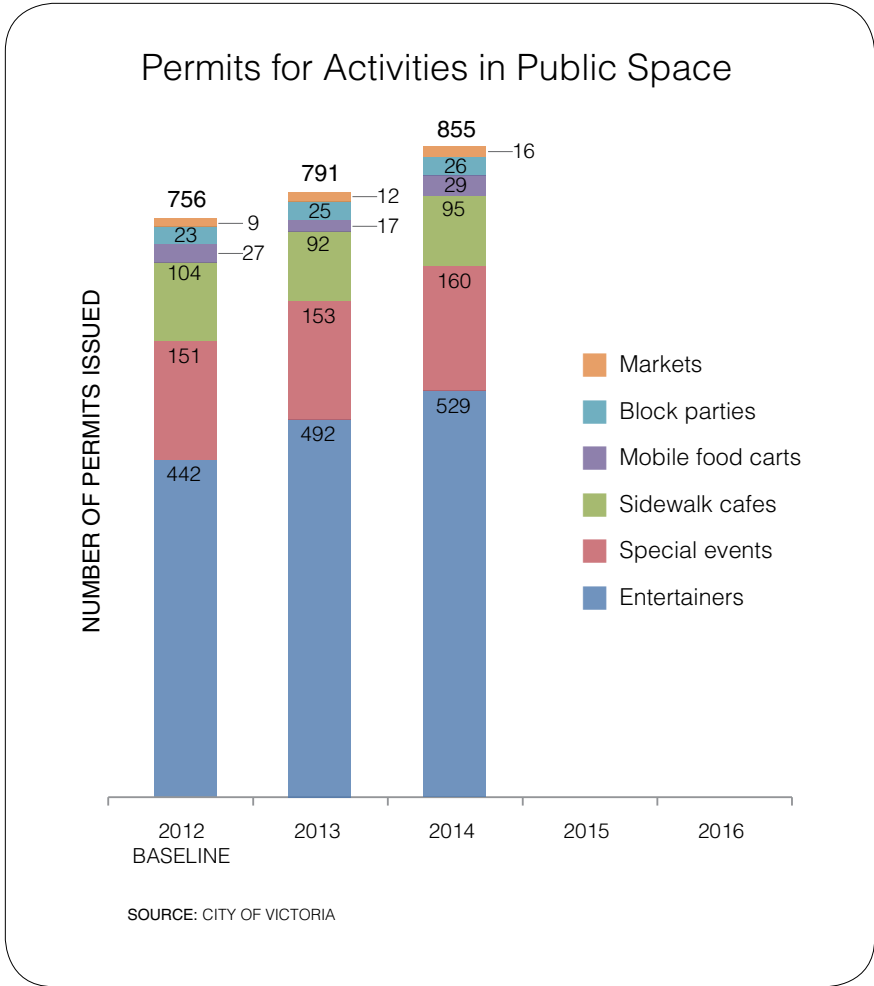
WHY IS THIS INDICATOR IMPORTANT?

Activities such as markets, festivals and street vending help make streets and neighbourhoods lively and vibrant. They also generate economic activity, contribute to the city's arts and cultural life, reflect Victoria's unique identity, and help local residents feel more connected to each other. The OCP encourages more outdoor festivals, celebrations, concerts and special events to continue to animate the city's public spaces, streets and parks.

TARGET/DESIRED TREND:  increase sought

HOW ARE WE DOING?

A total of 855 permits were issued for different activities in public space in 2014. This number increased slightly from 2013 and is substantially higher than the 2012 baseline of 756. This is largely due to an increase of 37 permits issued for street entertainers, and increase of 9 permits for mobile food carts and moderate increases in each of the other activity types. Of the total, 62% of the permits were issued for street entertainers (529) and 19% of the permits were issued for special events.



10 New Trees on City Land

WHAT IS BEING MEASURED?

This indicator measures the number of net new trees planted on City lands on an annual basis (trees planted minus trees removed). City lands include parks, boulevards and other City-owned public spaces.

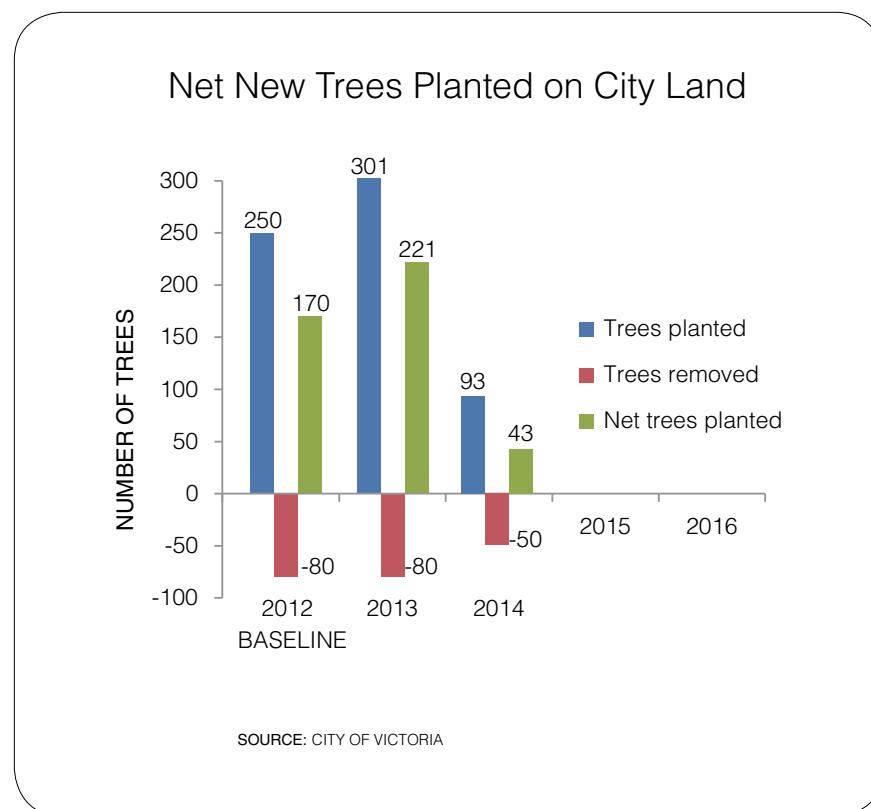
WHY IS THIS INDICATOR IMPORTANT?

The urban forest provides many ecological and community benefits. Trees reduce stormwater runoff, filter air and water pollution, and provide important habitat for birds, insects and other wildlife. In addition to their beauty, trees protect people from weather, provide privacy and buffer sound. Trees add beauty to public spaces and along roads and sidewalks, making walking and cycling more enjoyable. The OCP aims to enhance the urban forest to continue to support the many benefits that an urban forest provides.

TARGET/DESIRED TREND:  increase sought

HOW ARE WE DOING?

In 2014, 93 trees were planted and 50 trees were removed, for a net total of 43 trees planted. This represents a decrease in trees planted relative to 2013 and the 2012 baseline. However, this is largely due to a change in reporting period. 2014 data was collected for the calendar year, whereas past years have reported on planting seasons that cover multiple calendar years (e.g., January-March 2014 would have been counted toward the 2013 data). There are a total of 33,000 trees on City lands.



11 New Housing Units by Tenure

WHAT IS BEING MEASURED?

This indicator measures the total number of new rental¹, strata² and fee simple³ housing units at time of application of building permit on an annual basis. It also measures the new housing units gained by tenure for each neighbourhood. New units are calculated from building permits at time of application.

WHY IS THIS INDICATOR IMPORTANT?

Providing a mix of rental and ownership (strata and fee simple) housing is important for building a diverse community. Providing options for rental and ownership housing within the same neighbourhood can accommodate people at a variety of life stages and income levels. The OCP encourages a wide range of housing types, tenures and prices in each neighbourhood. It also aims to maintain and expand Victoria's supply of aging rental housing through upgrades and regeneration.

TARGET/DESIRED TREND:

No target

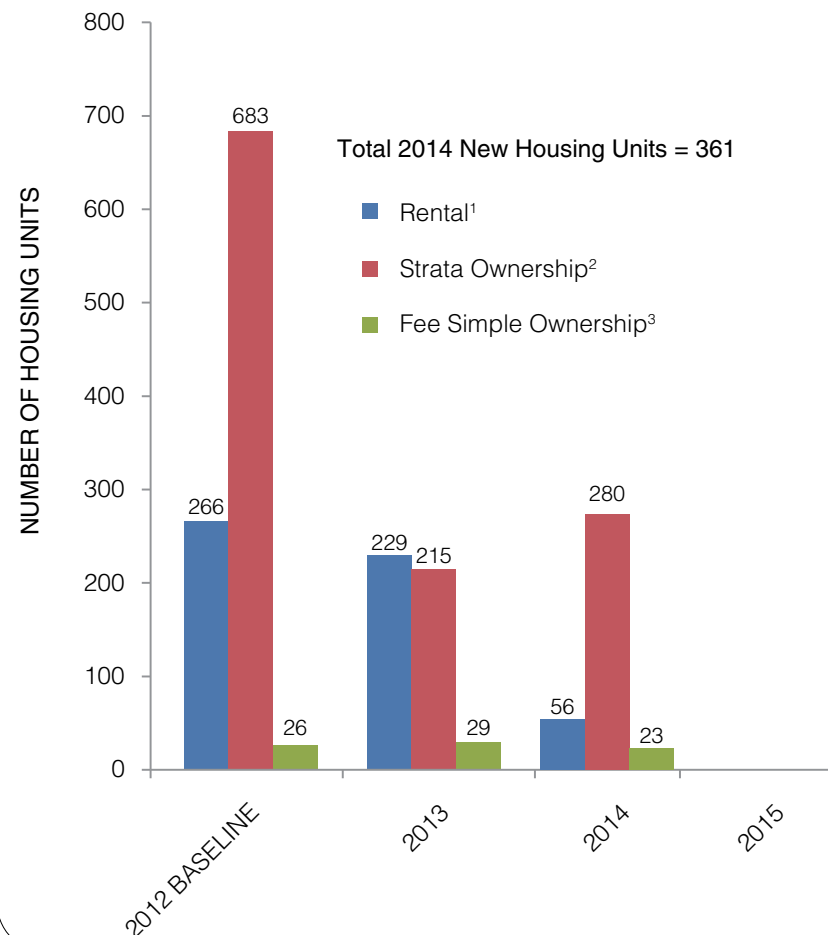
HOW ARE WE DOING?

Of the 361 new units that were applied for in Victoria in 2014, 16% were identified as rental units, 78% as strata ownership, and 6% as fee simple ownership. Fee simple ownership figures are similar to those in 2012 and 2013, but rental figures are significantly lower than in past years. Strata ownership units have increased over 2013 figures, but remain fewer than the unusually high number of 683 units in 2012 (which was due to a spike in strata apartment units through some larger, +100 unit projects downtown).

Map 5 shows the distribution of new housing units by tenure across the City. Most new rental housing units were in Burnside followed by Gonzales. New strata units were concentrated in Downtown, Victoria West, Fernwood, and Burnside. As in 2012 and 2013, fee simple ownership units make up a small proportion of the total new units.

SOURCE: CITY OF VICTORIA

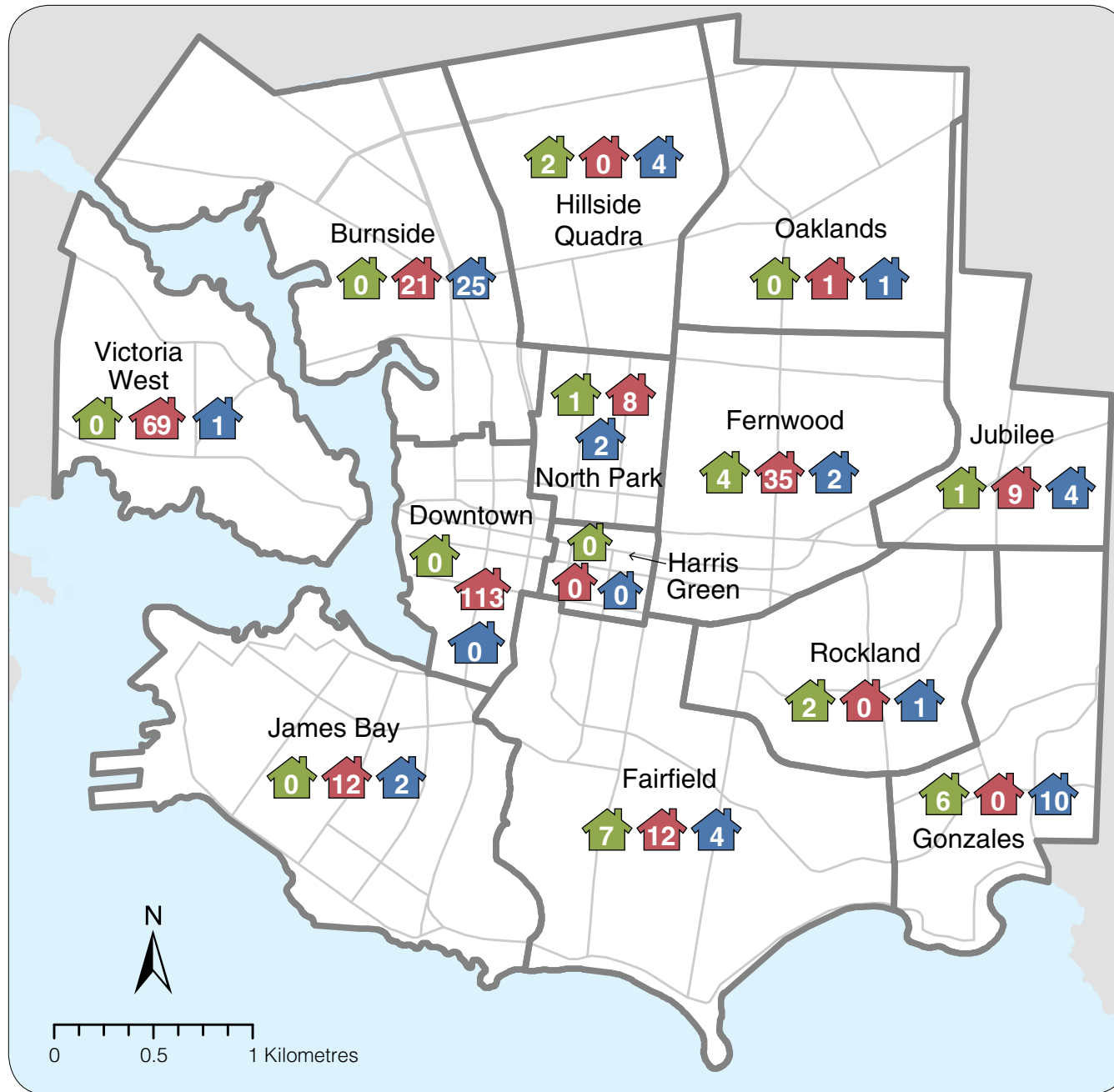
New Housing Units Applied for in the City of Victoria by Tenure



¹Rental: includes purpose-built rental apartments, secondary suites, garden suites

²Strata: includes strata duplexes, triplexes and fourplexes; strata townhouses; strata units in apartment, mixed-used and other multi-unit buildings

³Fee Simple: includes single family dwellings and non-strata attached houses



MAP 5:

New Housing Units by Tenure

- Fee Simple – 23 units
- Strata – 280 units
- Rental – 56 units

Total 2014 New Housing Units = 361

Note: New housing units are calculated from building permits at time of application.

12 New Housing Units by Type

WHAT IS BEING MEASURED?

This indicator measures the total number of new housing units by type of housing (townhouse, duplex, secondary suites, etc.) on an annual basis. It also measures the number of new housing units by type of housing in each neighbourhood. New housing units are calculated from building permits at time of application.

WHY IS THIS INDICATOR IMPORTANT?

The OCP encourages a wide range of housing types to support a diverse, inclusive and multigenerational community. Neighbourhoods with a wide range of housing types – such as townhouses, duplexes, single family dwellings, apartment buildings, special needs housing and secondary suites – can support a diverse population that includes students, families, seniors, group housing, singles or couples. This mix reinforces neighbourhood stability by allowing people to stay in the same neighbourhood throughout different stages of their life. It can also encourage social and economic diversity and different levels of affordability.

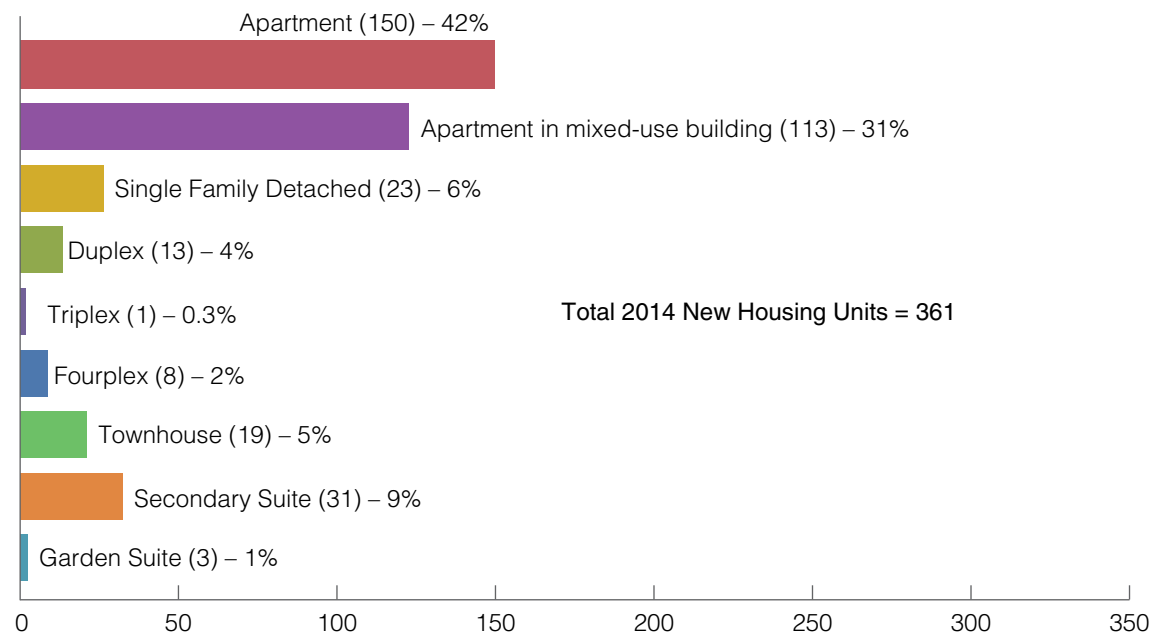
TARGET/DESIRED TREND:

No target

HOW ARE WE DOING?

In 2014, “attached” types of housing comprised a significant proportion of Victoria’s new housing units. Of the 361 new units in Victoria, 73% of the total new units were apartments, either in all-residential or mixed-use buildings. Only 6% of new units were single family detached and 9% were secondary suites. Other types of attached housing, including duplexes, triplexes, fourplexes, and townhouses, collectively accounted for an additional 11% of the new units.

2014 New Housing Units by Type



SOURCE: CITY OF VICTORIA

Note: New housing units are calculated from building permits at time of application.

The table on the following page shows that Downtown had the largest number of apartment units (113), followed by Victoria West (49) and Burnside (44). The largest number of single family detached units were in Fairfield (7), followed by Gonzales (6). Most neighbourhoods had secondary suites, with Gonzales having the highest number (9). Only three garden suites were applied for in 2014. These were in Fairfield, Gonzales and Oaklands.

| 2014 New Housing Units by Type of Housing | | | | | | | | | | |
|---|------------|------------|------------------------|-----------|----------|----------|-----------|-------------------|--------------|------------|
| Type | Apartment | Mixed-use* | Single Family Dwelling | Duplex | Triplex | Fourplex | Townhouse | Secondary Suite** | Garden Suite | New Units |
| Burnside | 44 | | | | 1 | | | 1 | | 46 |
| Downtown | | 113 | | | | | | | | 113 |
| Fairfield | 8 | | 7 | | | 4 | | 4 | 1 | 24 |
| Fernwood | 34 | | 4 | 1 | | | | 3 | | 42 |
| Gonzales | | | 6 | | | | | 9 | 1 | 16 |
| Harris Green | | | | | | | | | | 0 |
| Hillside Quadra | | | 2 | | | | | 4 | | 6 |
| James Bay | | | | 8 | | 4 | | 2 | | 14 |
| Jubilee | 9 | | 1 | | | | | 4 | | 14 |
| North Park | 6 | | 1 | 2 | | | | 2 | | 11 |
| Oaklands | | | | 1 | | | | | 1 | 2 |
| Rockland | | | 2 | | | | | 1 | | 3 |
| Victoria West | 49 | | | 1 | | | 19 | 1 | | 70 |
| Total | 150 | 113 | 23 | 13 | 1 | 8 | 19 | 31 | 3 | 361 |

SOURCE: CITY OF VICTORIA

* Mixed-use: Building that includes both residential and commercial units

**Secondary Suite: A legal suite, located within a single family detached house

Note: New housing units are calculated from building permits at time of application.

13 Rental Housing Vacancy Rate

WHAT IS BEING MEASURED?

This indicator measures the average annual vacancy rate for purpose-built rental housing buildings with three or more units. It does not include the secondary rental market (secondary suites, private condominiums, or other private housing that is rented) which forms an important part of Victoria's rental housing market.

WHY IS THIS INDICATOR IMPORTANT?

The demand for rental housing is affected by the combination of employment growth, income levels and migration levels (people moving in and out of the city). In Victoria, the demand for rental housing is also influenced by the high cost of home ownership in the region. The OCP policies encourage an increase in the city's supply of rental housing through upgrades and re-investment, and that a wide variety of housing types, tenures and prices gives residents choice. A balanced rental market would have affordable prices for a diversity of household incomes and a vacancy rate between 2 to 3%.

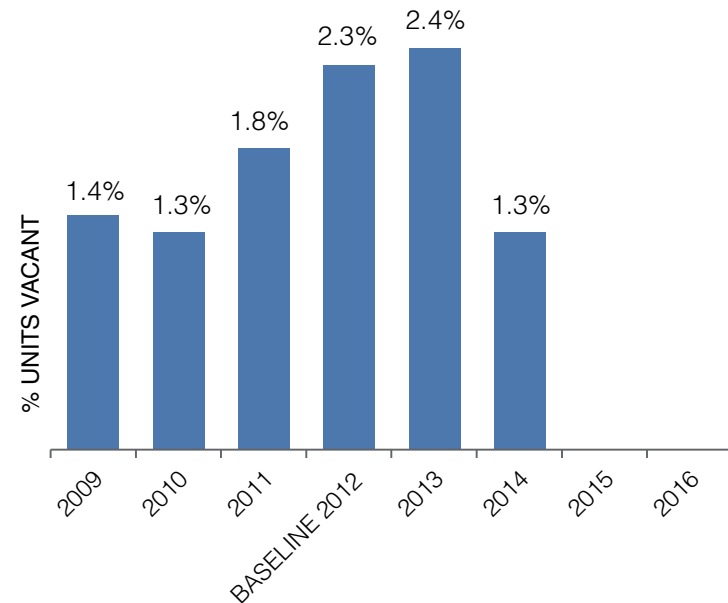
TARGET/DESIRED TREND:

No target

HOW ARE WE DOING?

Victoria's rental vacancy rate declined to 1.3% in October 2014 from 2.4% in October 2013. This is a shift from what is considered a balanced rental market (2 – 3 %), and is a significant decrease from the vacancy percentages reported in 2012 and 2013.

Overall Vacancy Rate for Purpose-built Rental Housing Units



SOURCE: CMHC 2014 FALL RENTAL MARKET REPORT

14 Emergency Shelter Use

WHAT IS BEING MEASURED?

This indicator measures the number of people who have used one or more emergency shelters in Greater Victoria at least one time over the preceding year. In 2012/2013, all of the emergency shelters surveyed (5) were located within the City of Victoria. The indicator does not show how many times people stayed in the shelters over the year, nor how long they stayed. The numbers are measured from April to March of the next year.

WHY IS THIS INDICATOR IMPORTANT?

One of the core principles of the OCP is that housing is a basic human need: all people deserve access to housing that is safe, stable and affordable, and supports personal health. Homelessness results from a complex set of circumstances such as the high cost of housing, unstable or inadequate income, and other factors such as illness or violence. Emergency shelter use presents only one dimension of homelessness, which includes a combination of people who are living on the street, living in a shelter, and those who live in insecure or inadequate housing. The OCP recommends that the City work with other community partners to enable stable housing for all people and to increase the supply of affordable crisis, transitional, supported and non-market rental housing so that people who are homeless have more options for stable housing.

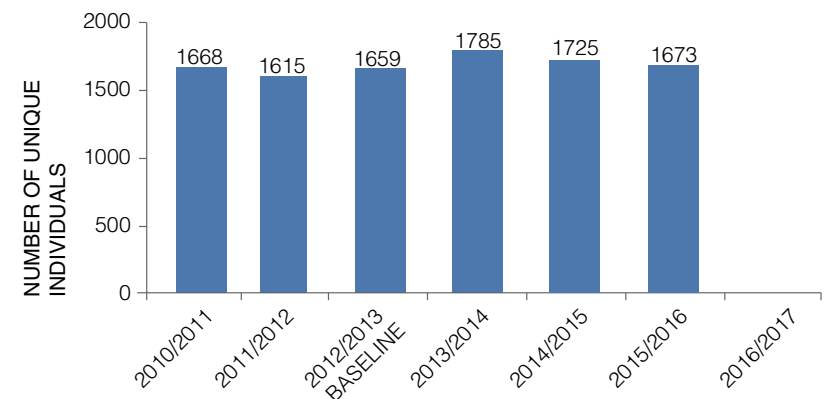
TARGET/DESIRED TREND:

No target

HOW ARE WE DOING?

The number of unique individuals using an emergency shelter decreased slightly between 2013/2014 and 2014/2015. The figures have remained relatively stable since 2010 and fluctuations are likely due to the availability shelter beds, among other factors.

Number of Unique Individuals Using Greater Victoria Emergency Shelters



SOURCE: GREATER VICTORIA COALITION TO END HOMELESSNESS; GREATER VICTORIA COALITION TO END HOMELESSNESS COMMUNITY PLAN – PHASE 1 (AUGUST 30, 2016). TIME PERIOD MARCH TO APRIL.

15 Retail, Office and Industrial Vacancies

WHAT IS BEING MEASURED?

This indicator measures the vacancy rate for industrial, retail shopping centres¹, and downtown office properties. It also measures the vacancy rate for downtown streetfront retail properties.

WHY IS THIS INDICATOR IMPORTANT?

The availability of office, retail and industrial space is important for fostering a dynamic and competitive economy. The office, retail and industrial vacancy rate is a measure of Victoria's market strength and economic performance, showing the current balance between demand and supply. The OCP encourages Victoria to attract a reasonable share of regional growth in employment and new commercial and industrial development, to enhance the city's retail sector, and to increase the supply of downtown office space.

TARGET/DESIRED TREND:

No target

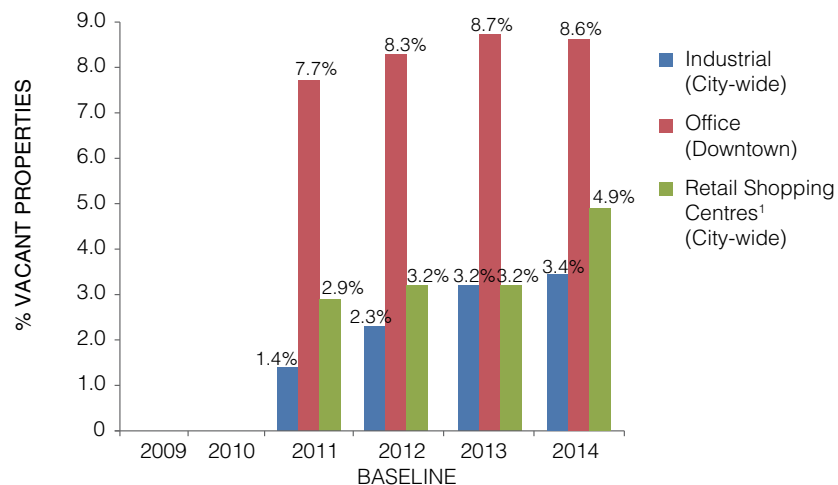
HOW ARE WE DOING?

The city-wide industrial vacancy rate increased marginally from 3.2% in 2013 to 3.4% in 2014. The office vacancy rate for Downtown Victoria decreased marginally from 8.7% in 2013 to 8.6% in 2014. City-wide shopping centre vacancy increased from 3.2% in 2013 to 4.9% in 2014.

The Downtown streetfront vacancy rate increased from 6.2% in 2013 to 10.2% in 2014, with the departure of several major retailers contributing to the increase (Empire Theaters, Staples, Atmosphere, a Starbucks, Levi's and Philip Nyren Menswear vacated their premises in 2014).

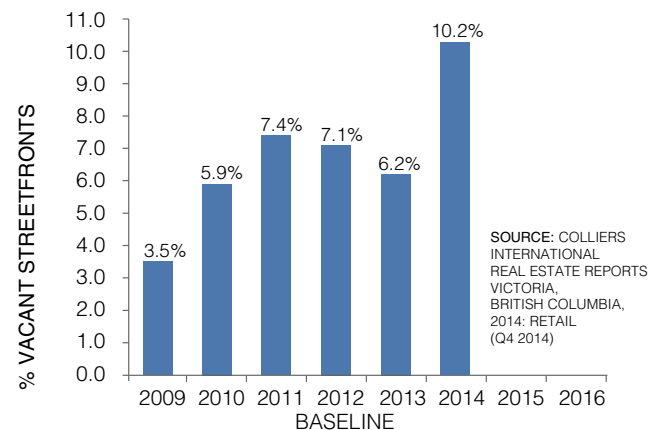
¹Retail Shopping Centres: a group of retail and commercial establishments that is planned, developed, owned and managed as a single property (International Council of Shopping Centres, 2010)

Retail, Commercial and Industrial Vacancy Rates



SOURCE: COLLIERS INTERNATIONAL REAL ESTATE REPORTS VICTORIA, BRITISH COLUMBIA, 2014: INDUSTRIAL (Q3 2014); OFFICE (Q4 2014); RETAIL (Q4 2014)

Downtown Streetfront Vacancy Rate



SOURCE: COLLIERS INTERNATIONAL REAL ESTATE REPORTS VICTORIA, BRITISH COLUMBIA, 2014: RETAIL (Q4 2014)

16 OCP Amendments

WHAT IS BEING MEASURED?

This indicator measures the number of amendments to the OCP approved by Council. The amendments are categorized by the type of amendment.

WHY IS THIS INDICATOR IMPORTANT?

The OCP provides direction on how Victoria should grow and change over the next 30 years. While all City policy, projects, and spending should be broadly consistent with the OCP, the OCP is intended to be flexible and adaptable. The number of OCP amendments measures when Council has approved a change to the OCP policy or land use framework.

TARGET/DESIRED TREND:

No target

HOW ARE WE DOING?

Two land use amendments to the OCP were approved by Council in 2014.

| Official Community Plan Amendments – Administrative | | |
|--|------|----------------------|
| Bylaw Number and Location | Date | Purpose of Amendment |
| n/a | n/a | n/a |

| Official Community Plan Amendments – Land Use | | |
|--|-------------|--|
| Bylaw Number and Location | Date | Purpose of Amendment |
| #14-021 | 22-May-2014 | Amend Appendix A: Development Permit Areas and Heritage Conservation Areas to reference the Fisherman's Wharf Plan Design Guidelines, 2014, in Development Permit Area 11, James Bay and Outer Harbour |
| #14-007 | 24-Jul-2014 | Change the Urban Place Designation for 1802 Chambers Street and 1147-1163 North Park Street to Urban Residential |

17 Contributions from Development

WHAT IS BEING MEASURED?

This indicator will report the total value of community benefits contributed through new development.

WHY IS THIS INDICATOR IMPORTANT?

Physical features such as greenways, pedestrian improvements, and public spaces contribute to the livability of a community. New development can play an important role in funding these and other features to serve new residents and employees, and in off-setting some of the impacts of growth.

TARGET/DESIRED TREND:

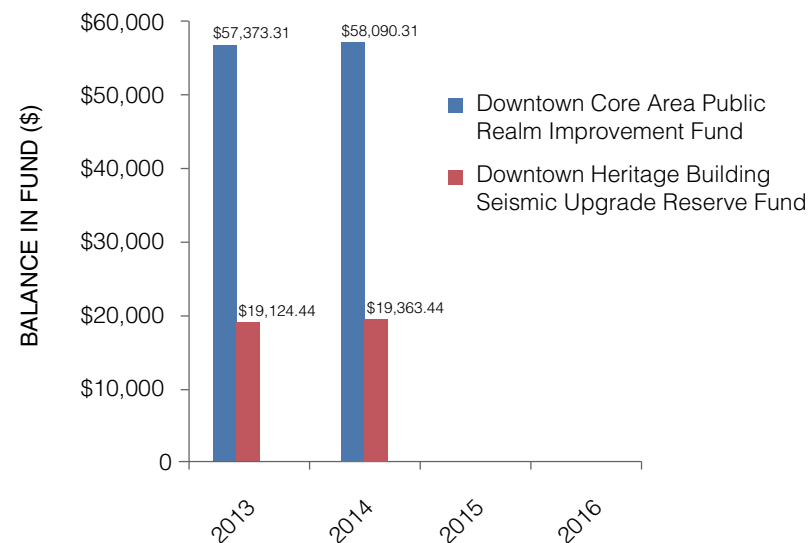
No target

HOW ARE WE DOING?

The scope of this indicator is under development to track contributions from development City-wide. As an interim indicator, contributions to the Downtown Core Area Public Realm Improvement Fund and the Downtown Heritage Building Seismic Upgrade Reserve Fund are presented.

As of end of year 2014, there is a total of \$58,090.31 in the Downtown Core Area Public Realm Improvement Fund, and \$19,363.44 in the Downtown Heritage Building Seismic Upgrade Reserve Fund. These figures are made up of contributions from projects in 2013, and interest allocation in 2014 (there were no contributions to these funds from development in 2014).

Contributions from Development





Appendix A: Proposed Five-Year OCP Indicators

The OCP monitoring program includes both annual and five-year indicators. The table below lists the proposed five-year indicators. These were identified in close collaboration with other City departments and consider ongoing City monitoring initiatives and other municipal, planning and sustainability monitoring systems. It is proposed that the indicators be monitored approximately every five years, as resources permit. The list of indicators will be reviewed regularly to consider changes in data availability, data quality, and the availability of City resources.

| OCP Section ¹ | Proposed Five-Year Indicators (80) |
|--------------------------------------|--|
| Land Management and Development (10) | <ol style="list-style-type: none"> 1. Population growth 2. Share of population growth in target areas 3. New housing units 4. Share of new housing units located in target areas 5. Net new housing units by tenure 6. Net new housing units by structural type 7. Remaining residential capacity 8. Regional share of new housing units 9. New commercial and industrial space in target areas 10. Share of housing units within walking distance of Town Centres and Urban Villages |
| Transportation and Mobility (11) | <ol style="list-style-type: none"> 11. Percentage of all trips by mode 12. Percentage of journey to work trips by mode 13. Length of greenways network 14. Length of sidewalk network 15. Length of cycling network 16. Kilometres driven per capita 17. Share of housing within walking distance of a frequent or rapid transit stop 18. Transit service hours 19. Response time for emergency services 20. New car share parking spaces 21. New bicycle parking spaces in private development |

¹Indicators in this table are organized by the most relevant section in the OCP. However, it is recognized that each indicator may also be relevant to a number of other sections in the OCP. For example, "Library use" (#73) is classified as an indicator related to Arts and Culture, but is also relevant with respect to the Community Well-Being, Parks and Recreation, and Economy sections.



Appendix A: Proposed Five-Year OCP Indicators

| OCP Section ¹ | Proposed Five-Year Indicators (80) |
|-------------------------------|---|
| Placemaking (6) | 22. Number of new and improved street furnishings 23. Number of street trees 24. Activities in public spaces 25. Level of pedestrian activity 26. Number of heritage properties 27. Number of artworks in public spaces |
| Parks and Recreation (6) | 28. Percentage of land that is park and public open space 29. Share of housing within walking distance of park or open space 30. New and upgraded parks 31. Percentage tree canopy cover 32. Indoor recreation space per capita 33. Participation in recreational programs |
| Environment (4) | 34. Percentage of park land base that is natural area or ecological habitat 35. Abundance and diversity of bird species 36. Water quality 37. Air quality |
| Infrastructure (4) | 38. Length of upgraded storm, water and sewer mains 39. Consumption of potable water 40. Solid waste collected 41. Percentage impervious surface cover |
| Climate Change and Energy (2) | 42. Greenhouse gas emissions 43. Energy consumption |

¹Indicators in this table are organized by the most relevant section in the OCP. However, it is recognized that each indicator may also be relevant to a number of other sections in the OCP. For example, "Library use" (#73) is classified as an indicator related to Arts and Culture, but is also relevant with respect to the Community Well-Being, Parks and Recreation, and Economy sections.



Appendix A: Proposed Five-Year OCP Indicators

| OCP Section ¹ | Proposed Five-Year Indicators (80) |
|------------------------------|---|
| Housing and Homelessness (9) | <ul style="list-style-type: none"> 44. Average purchase price for residential unit 45. New rental housing units 46. Rental vacancy rate 47. Households spending more than 30% of income on housing 48. Required income to purchase a first home 49. New strata units with no restrictions on rental 50. New affordable and accessible units secured by housing agreement 51. Size of new housing units 52. Emergency shelter use |
| Economy (8) | <ul style="list-style-type: none"> 53. Net jobs 54. Employment growth in target areas 55. Share of total regional jobs by sector 56. Remaining capacity for employment lands 57. Value of business assessment growth 58. Percentage of population living in poverty 59. Annual unemployment rate 60. Percentage of businesses who believe Victoria is good for business |

¹Indicators in this table are organized by the most relevant section in the OCP. However, it is recognized that each indicator may also be relevant to a number of other sections in the OCP. For example, "Library use" (#73) is classified as an indicator related to Arts and Culture, but is also relevant with respect to the Community Well-Being, Parks and Recreation, and Economy sections.



Appendix A: Proposed Five-Year OCP Indicators

| OCP Section ¹ | Proposed Five-Year Indicators (80) |
|---------------------------|--|
| Community Well-Being (10) | <ul style="list-style-type: none"> 61. Age of population 62. Household income 63. Household size 64. Enrolment numbers at Victoria public schools 65. Participation in neighbourhood events 66. Number of block party permits 67. Attendance at civic meetings 68. Municipal voter participation rate 69. Crime rate 70. Feeling of safety |
| Arts and Culture (4) | <ul style="list-style-type: none"> 71. Number of arts and cultural venues 72. Local visits to an arts or cultural facility 73. Library use 74. Events at Centennial Square |
| Food Systems (3) | <ul style="list-style-type: none"> 75. Allotment garden plots per capita 76. Commercial urban agriculture business licences 77. Share of housing within walking distance of a food store |
| Emergency Management (3) | <ul style="list-style-type: none"> 78. Percentage of civic buildings that meet seismic standards 79. Number of heritage buildings with seismic upgrades 80. Percentage of population prepared for an emergency |

¹Indicators in this table are organized by the most relevant section in the OCP. However, it is recognized that each indicator may also be relevant to a number of other sections in the OCP. For example, "Library use" (#73) is classified as an indicator related to Arts and Culture, but is also relevant with respect to the Community Well-Being, Parks and Recreation, and Economy sections.



1 Centennial Square
Victoria, British Columbia
V8W 1P6
www.victoria.ca