2015 Budget Report DRAFT Council Meeting February 24, 2015









- 1. Timeline
- 2. Budget in Brief
- **3**. Best Practices
- 4. Financial & Economic Outlook
- 5. Public Consultation Feedback
- 6. Priorities
- 7. Operating Budget
- 8. Capital Budget
- 9. Services





| Public Consultation | Nov 27 – Jan 7 |
|---|----------------|
| Council Meeting - 2015 Budget Outlook | Dec 17 |
| 2015 Budget Report Published | Feb 13 |
| 2015 Budget – Public Information Session | Feb 18 |
| Council Meeting – 2015 Budget (Presentation and Speakers) | Feb 24 |
| Council Meeting – 2015 Budget (Approval) | Mar 3 |

Budget in Brief



- Total operating revenues and expenditures growing by 3.7%
 - 2.4% Property Tax increase
 - Utility rate increases (Water 4%, Sewer 6%, Solid Waste 3%)
 - New construction property tax revenue \$10 million
- Service plans focused on key priorities
 - Realigning plans and refocusing existing resources
 - Over \$9M dollars of investments in priority areas
- 4 year Outlook
 - Expenditures estimated to grow faster than revenues
 - Ongoing business transformation required to balance budget in 2015 and beyond
- \$306 million Capital budget including over \$60 million in Housing

Agenda



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- 1. Linking Budget to Strategy
- 2. Enhancing Public Consultation
- 3. Providing Relevant Budget Information
- 4. Streamlining the Budget Process



2015 Budget Improvements

Enhancing Public Engagement

- □ Engage on long-term view:
 - Solicited input from businesses and residents on long-term capital investment priorities that inform the 2015-2018 Capital Plan
 - Consulted on short-term priorities

Providing Relevant Budget Information

- 2015 Budget includes a summary of all relevant funds and entities the first consolidated comprehensive budget
- □ 2015 Budget aligns to Annual Financial Statement Format
- Increased Budget level detail based on council feedback and benchmarking other cities
- □ Consistent policy for overhead and shared cost allocations









- 1. Timeline
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- **3**. Best Practices

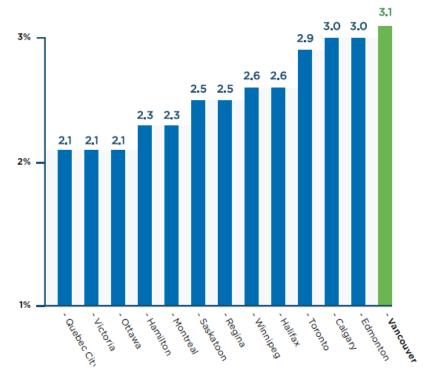
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Economic Outlook



Metro Vancouver growth forecast highest among major Canadian cities



PROJECTED REAL GDP GROWTH, 2015-2018

Global economic outlook uncertain

- Geopolitical tensions & slump in oil price will impact global economic outlook
- US showing signs of improvement
- European economies struggling
- Canadian economy pulled back by falling oil price, lowering 2015 growth forecast from 2.4% to 2.1% (Bank of Canada January 2015)
- Improved economic prospects for BC given its diversified economy, with growth forecast for 2015-2018 averaging 2.7% a year (Conference Board of Canada – Metro Outlook Autumn 2014)
- Continued low inflation forecasted for Metro Vancouver – 2.1% for 2015 (Conference Board of Canada – Metro Outlook Autumn 2014) – anticipated to be lower given the falling oil price

These principles, combined with a long-term view of the City's overall financial planning, will be the platform on which annual budgets are built

Fiscal Prudence

- Live within our means
- Consider long-term implications in all decisions
- Maintain a stable and predictable revenue stream
- Keep debt at a manageable level
- Build in flexibility and contingencies for emerging priorities and opportunities

Affordability and Cost Effectiveness

- Deliver services that are relevant and result in desired public outcomes
- Ensure value for money through productivity and innovation
- Keep property tax and fees affordable (in line with inflation)

Asset Management

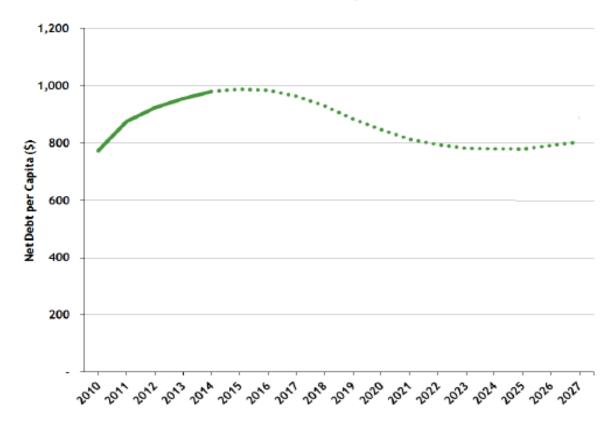
- Maintain assets in an appropriate state of repair
- Optimize capital investments to meet public and economic needs while achieving value for the investment





Debt per Capita over Long-term

Debt per capita stabilizes after 2020 upon retirement of pre-Olympic debt & continuous debt management strategy

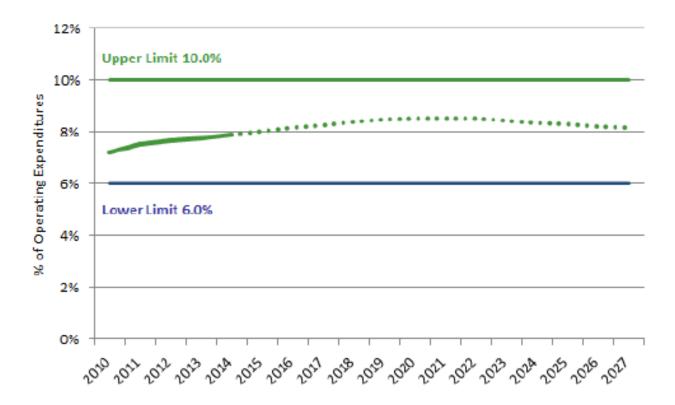


Net Debt Per Capita

OUVER

Keep Debt at a Manageable Level

- Higher debt issuance in advance of the Olympics increased debt service costs
- Will stabilize with reduced borrowing starting with the 2012-2014 Capital Plan



Tax-supported Debt servicing as % of Operating Expenditures

OUVER

Tax-supported debt-general debt + 50% sewer debt

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2015 Budget & Service Satisfaction

Final Survey Results January 2015





1. Long-term view:

- Solicited input from businesses and residents on long-term capital investment priorities that inform the 2015 - 2018 Capital Plan
- 2. 2015 Budget:
 - Annual survey to gauge short term priorities and service satisfaction

Long term Capital Investment Priorities



- Over 3,000 people participated in two rounds of public consultation helping to shape the City's 2015-2018 Capital Plan.
- City-wide priorities for long-term maintenance and investment. These priorities help to guide both the four year plan and the annual budgets.

| RENEWAL Top five city infrastructure |
|---|
| Waterworks |
| Sewers |
| Sidewalks |
| Seawall and trails |
| Natural areas |

| NEW Top three investment priorities |
|--|
| Rapid transit (TransLink) |
| Affordable housing |
| Childcare |
| |

The consultation summary report from round one and two can be found online at vancouver.ca/capitalplan

2015 Budget - Consultation Overview



 To inform the draft 2015 budget, the City asked Vancouver residents and businesses what they thought of our services and the value they are receiving from the City.

| Consultation Method | Dates/Locations | Participants | Promotion activity | |
|--|---|--------------|---|--|
| Online questionnaire | Nov 27, 2014 – Jan 7, 2015 | 1,712 | 3-1-1 and Pop-Up Outreach team | |
| In-person survey at community centres | Dunbar Community Centre – Dec 2 West End Community Centre – Dec 3 Trout Lake Community Centre – Dec 5 Douglas Park Community Centre – Dec 6 Sunset Community Centre – Dec 6 Carnegie Community Centre – Dec 10 Kensington Community Centre – Dec 11 Kerrisdale Community Centre – Dec 13 | 410 | Colour print ads in the Courier, Business in Vancouver, Ming Pao, Sing Pao | |
| | | | Social media ads – facebook, twitter | |
| | | | Info bulletin and COV homepage presence | |
| | | | Talk Vancouver member outreach (over 3500 members) and other stakeholder emails | |
| Telephone | Random 3-1-1 caller intercept surveys Dec 5, 2014 – Jan 7, 2015 | 1,030 | | |
| | Total citizens engaged | 3,152 | | |

 The 2015 Budget and Service Satisfaction questionnaire was conducted on the City's Talk Vancouver questionnaire platform; the City set targets for demographic representation.

Budget 2015 Service Satisfaction Survey (January 2015)



What we learned about the issues that concern the public

Top concerns, while priority changes slightly, are consistent among the different groups of participants

| Residents (Online) | Businesses (Online) |
|-------------------------------------|-------------------------------------|
| Cost of living (38%) | Cost of living (40%) |
| Housing (36%) | Infrastructure/Transportation (29%) |
| Social issues/Social services (33%) | Social issues/Social services (27%) |
| Infrastructure/Transportation (32%) | Housing (19%) and Development (19%) |
| Development (26%) | City finances (19%) |

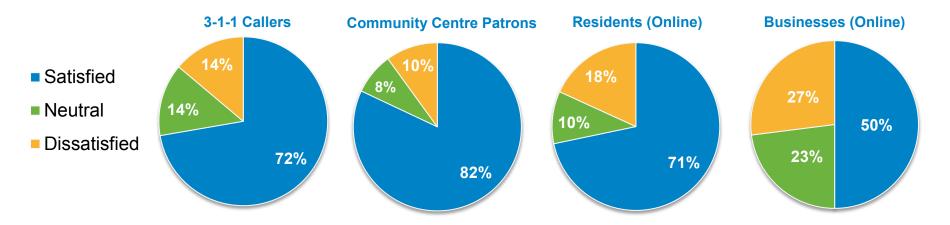
| 3-1-1 Callers | Community Centre Patrons |
|-------------------------------------|-------------------------------------|
| Cost of living (39%) | Housing (40%) |
| Infrastructure/Transportation (29%) | Cost of living (35%) |
| Housing (27%) | Social issues/Social services (29%) |
| Social issues/Social services (17%) | Infrastructure/Transportation (27%) |





What we learned about the public's overall satisfaction

- Results are fairly consistent across types of survey.
- Key differences include:
 - Businesses are slightly less likely to be satisfied with the quality of services that the City provides,
 - Overall, resident satisfaction (represented online, through 3-1-1 and in-person) is quite high

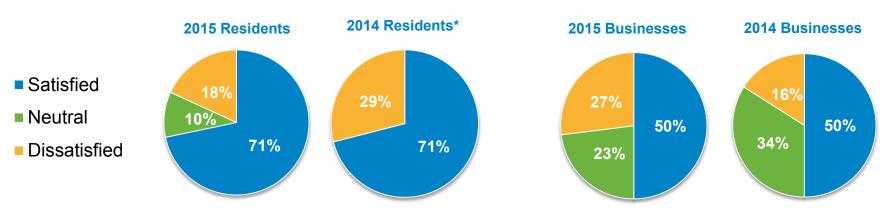






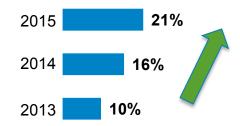
How the public's overall satisfaction compares over time

- Residents who are satisfied with the quality of City services has held steady at 71%
- Businesses who are satisfied has held steady at 50%



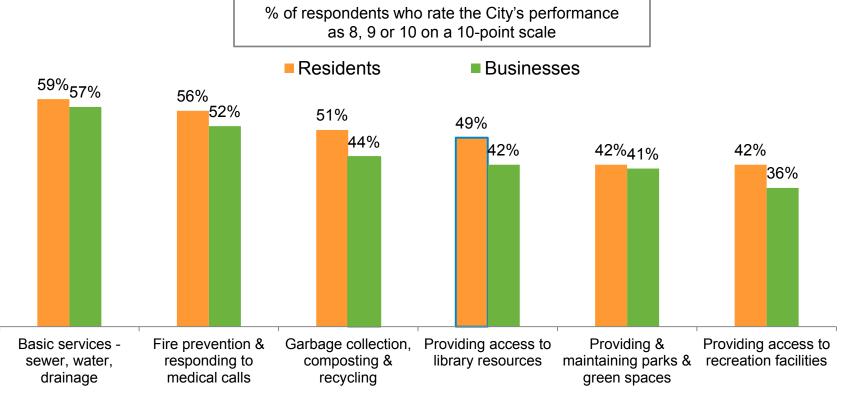
*Note: In 2014, the response scale for residents question did not include a 'neutral' option.

 Among residents, there has been a steady increase from 2013 to 2015 in the percentage of respondents who are "very satisfied" with the City's services



Services City Delivers Best

- The City receives strongest satisfaction ratings for its provision of basic utility services (sewer, water, drainage), fire prevention and responding to medical calls and garbage collection, composting and recycling.
- Most of the top performing areas shown below were among the top rated service areas in the previous year.



Base: Resident respondents (n=1,315) and Business respondents (n=397)

Please rate the job you think the City of Vancouver is doing in providing each type of service.

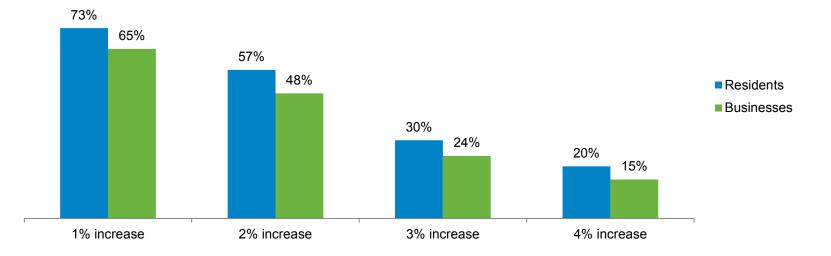
COUVER





What we learned about the public's tax tolerance (online only)

- When asked about their willingness to pay an increase in their taxes, for both residents and businesses who own their property, a 1% or 2% increase are supported by roughly half or more from each group.
- At each increase level, however, residents are more likely than businesses to say they would be willing to support such an increase.





What we learned about the public's feedback on balancing the budget (online only)

- Looking at measures to balance the budget, although no measure presented was supported by a majority of residents or businesses, respondents were most likely to support the following measures:
 - Introducing new user fees for some City services that currently have no fees;
 - Reducing the level of staffing/personnel that provide City services;
 - Increasing user fees for City services that currently have fees.

Support for Efficiency Measures



| R | Resident respondents | | | Business respondents | | |
|--|----------------------|---|--|----------------------|-----|-----|
| 22% | 67% | | Offer more opportunities to access services online rather than in-person | es 73% | | 17% |
| 27 | % | 52% | Use new green techniques to transform how the City manages its green spaces | 52% | 16% | |
| | 35% | 36% | Prioritize enforcement of by-laws to emphasize safety issues vs. nuisance issues | 34% 3 | 82% | |
| | 31% | 36% | Make more use of online engagement tools to reduce time & resources spent on in- person consultation | 46% | 27% | |
| | 39% | 22% | Reduce hours of operation at city facilities & public spaces at times when few people use them | 26% 37 | % | |
| Strongly support 23% Moderately | 25% | 30% | Reduce frequency of garbage pickup while enhancing residents' ability to recycle food waste | 31% 20% | • | |
| | <mark>23%</mark> 14% | Decrease planning & development requirements to optimize staff time on permitting process | 24% 27% | | | |
| | , | 16% 9 | Alternative service delivery through 3 rd party organizations | 21% 21% | | |
| | | <mark>11 3</mark> | Reduced level of infrastructure maintenance | <mark>6</mark> 13% | | |

Base: Resident respondents (n=1,315) and Business respondents (n=397)

There are a number of initiatives which are common across other cities trying to find efficiencies in providing services to their residents/businesses. Would you support or oppose the City of Vancouver doing each of the initiatives below?

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2015 Budget - Focused on Priorities







OBJECTIVE – End Street Homelessness

2015 Focus:

 To provide sufficient shelter capacity and interim housing to end street homelessness

OBJECTIVE – Enable 2,550 new affordable housing units

2015 Focus:

- Acquire land to enable delivery of 1,400 new social/supportive housing units through strategic partnerships with senior governments, NPOs, charities & developers
- Protect existing rental stock and renters:
 - SRA bylaw review, refresh of Rental Housing ODP, Renters Advisory Committee
- Expedite delivery of affordable family housing through policy development:
 - micro-suites; 3 bedroom family unit policy; options for affordable ownership; streamlined processes

The March 2014 annual count found 536 street homeless and 1,267 people in shelters. In 2015, the City is investing \$2.15M to provide interim housing for the homeless.





- Enable 1,000 new Childcare spaces by 2018
- School children Breakfast Program
- Healthy City Strategy implementation
- Implementation of Taskforce on Mental Health and Addiction
- Bike and pedestrian safety program
- Cultural Tourism Reserve Fund (Events such as Canada's 150th Anniversary of confederation in 2017)







2014 Accomplishments:

 Vision, Goals, & Targets Approved

2015 Focus Areas:

 4 year Action Plan & Implementation

In 2015, the City is providing \$450,000 for Breakfast Programs in schools.

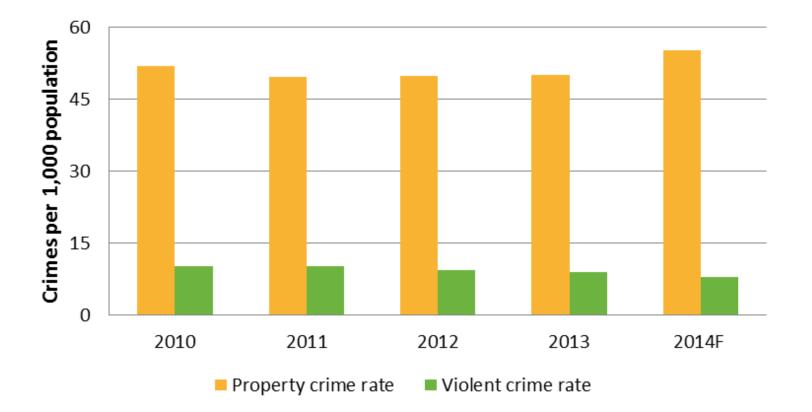




- Replenishment of Cultural Tourism Reserve to \$2m
- Opportunity to leverage Federal Government and other funding for major events, including Canada's 150th Anniversary of Confederation in 2017







Since 2010, there has been a 6% increase in the property crime rate and a 21% reduction in the violent crime rate. VPD is developing new strategies to focus on chronic property offenders, while continuing to work with at-risk segments on violent crime. In 2015, the City is investing \$0.5M in public safety to address bike and pedestrian safety.





- Digital Strategy
- Innovation Hub
- Green & Digital Demonstration Program

Digital Strategy: Four Areas of Focus



Engagement
+ AccessInfrastructure +
AssetsDigital
Economy

Organizational Digital Maturity

2015 Focus

- Expand public-access wifi
- Address the increasing demand for access to City services via online and mobile channels
- Leverage digital technology to advance business transformation (i.e. Permits and Licensing, Safari replacement, staff mobility)
- Support a vibrant digital economy through the roll-out of the Green & Digital Demonstration Program and Innovation Hub (312 Main St)
- Expand open data

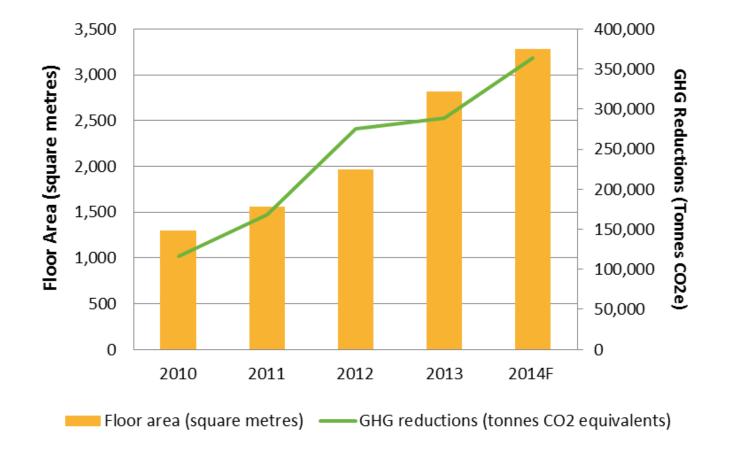




- Broadway Transit
- Low Carbon Neighbourhood Energy System
- Solid Waste Diversion
- Urban Forest Strategy

SEFC Neighbourhood Energy Utility: Floor area serviced and GHG reductions





GHG reductions have tripled since 2010 with the growth in district energy. In 2015, the City is investing \$0.4M in district energy to support strategic planning and policy development.





2015:

- Retain more trees on development sites and create a comprehensive Tree Retention Framework.
- Plant 11,800 trees in 2015 by expanding Private Property Planting Programs and developing and implementing Strategic Park & Street Planting Plans.
- Update Park & Street Tree Management Plans, Street Tree Design Standards and Tree Inventory Systems.
- Hold a city-wide conversation with residents, industry and external advisors on how we can all achieve our goals.

2017:

• Maintain tree canopy cover at 18%

2020:

- Achieve 150,000 new trees (started in 2010)
 2055:
- Grow canopy cover back to 1995 levels (22%)



In 2015, the City is investing \$0.33M toward Urban Forest Strategy

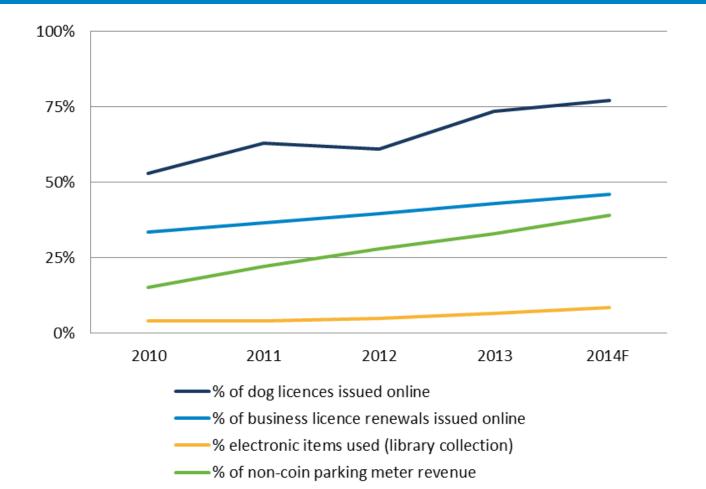




- Embracing Technology Online services
- Performance Metrics
- Transformation Projects







Use of technology has increased steadily in all areas since 2010. The City is continuing to optimize productivity by shifting inquiries and transactions to online and mobile.





Legal Services Transformation

Support the evolution of Legal Service's service model through transformed business processes and updated technology

Activenet

Replace the legacy recreation program registration system to improve customer service and align with the City's Digital Strategy

Warehousing and Inventory Management

Create a holistic view of City inventory operations that results in the availability and delivery of the right supplies in a sustainable and cost-effective manner

Fleet optimization

Develop and implement an overarching fleet optimization and reduction strategy

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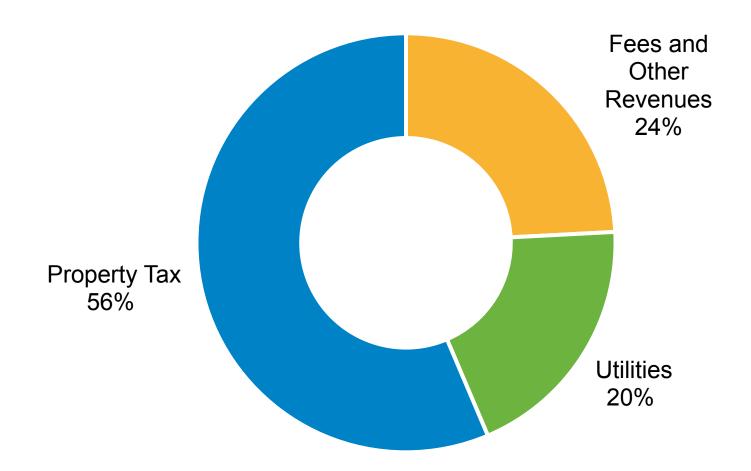
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2015 Operating Revenue



2015 OPERATING REVENUES - \$1.223 Billion



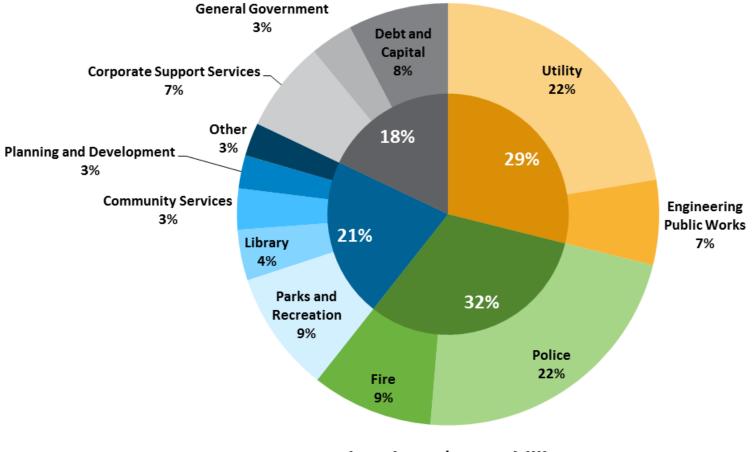
3.7 % Year-over-Year increase in Revenue



| ajor revenue increase drivers in 2015: | \$000s |
|--|-----------|
| Property tax levy increase at 2.4% | 15,400 |
| Property tax revenue from New Construction | 10,000 |
| Other property tax related revenue changes | (1,700 |
| Total Property tax | 23,700 |
| Water revenue | 5,300 |
| Sewer revenue | 3,300 |
| Solid Waste revenue | (100 |
| Neighbourhood Energy | 700 |
| Total Utility revenue | 9,200 |
| Program revenue | 2,700 |
| License and Development revenue | 4,400 |
| Parking Revenue | 3,300 |
| Parking Bylaw fine revenue | (1,400 |
| VPD secondment revenues | 2,100 |
| Other | (800 |
| Total Fees and other revenue | 10,300 |
| otal | \$ 43,200 |

Expenditures by Service Area

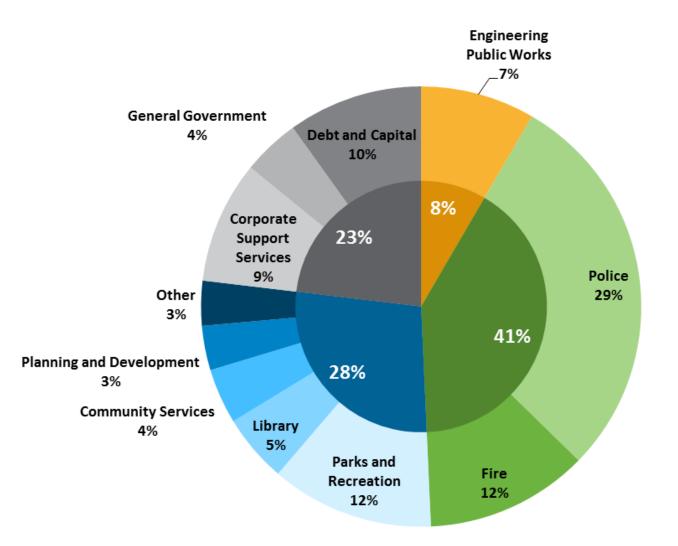




Total Budget: \$1.223 billion

Expenditures by Service Area, excluding Utilities





Total Budget: \$950.7 million



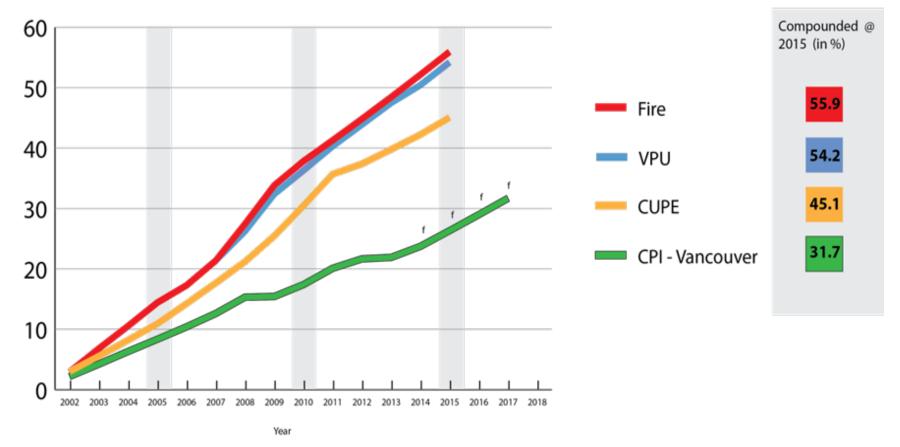
| Major cost increase drivers in 2015: | | \$ 000s | |
|---|----|---------|--|
| Public safety wages and benefit increases includes arbitrated wage rates*, pension contribution and WCB premium increases, additional compensation and VPD secondment recoveries) - 2,580 employees | | 17,100 | |
| Other wage and benefit increases (including wage rates, pension contribution, and WCB premium increases) - 4,010 employees | | 13,700 | |
| Increased Metro Vancouver charges for Water and Sewer utility | | 7,000 | |
| Increased capital program cost (debt servicing, increasing utility pay-as-you-go capital, increased sewer seperation) | | 5,300 | |
| Total | \$ | 43,100 | |

*Public Safety wage and benefit increases total \$26.7 million, and are shown net of the \$9.6 million 2014 Budget restatement for wage growth at other bargaining unit rates.

Inflation (CPI) vs. CoV Wage Increases



Compounded Annual Cumulative % Wage Adjustment



CPI "Vancouver" Index (2002 to 2013). Base year = 2002: source BC Stats Aug 2014 Statistics Canada, CANSIM Table 326-0021

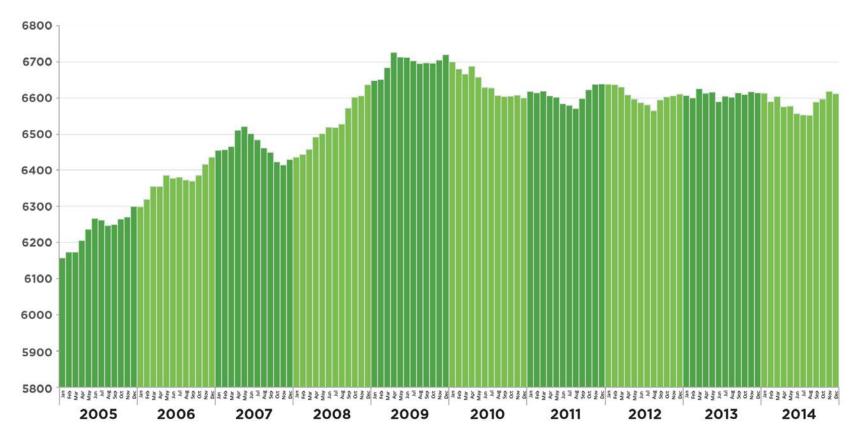
f = CPI Forecast (2014 to 2018): Conference Board of Canada "Metropolitan Outlook - Spring 2014"

Contractual data source: Metro Vancouver Labour Relations

Headcount



Active Regular Full Time Headcount

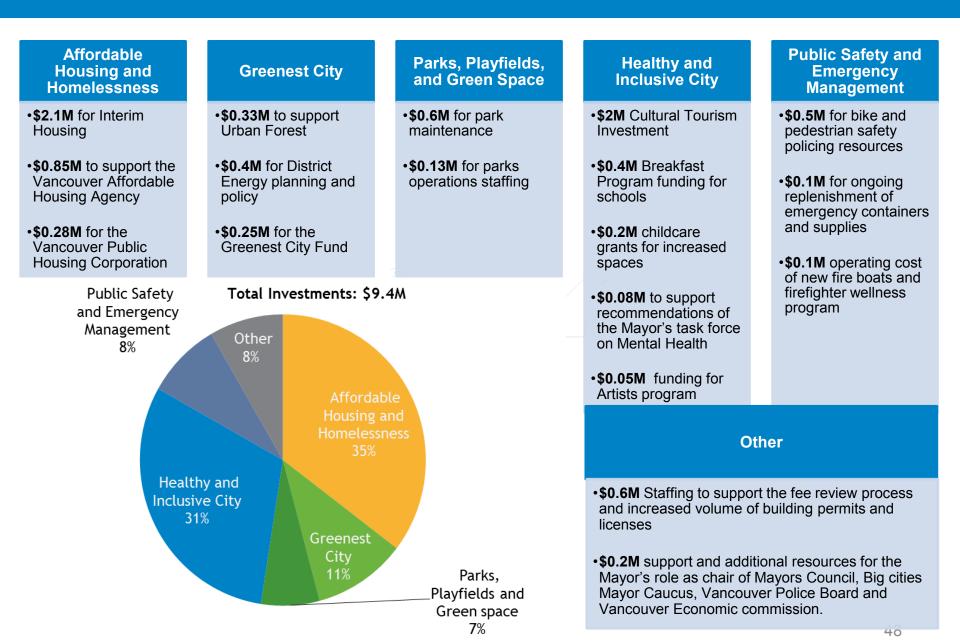


Note: Active Regular Full Time is headcount, and not FTE

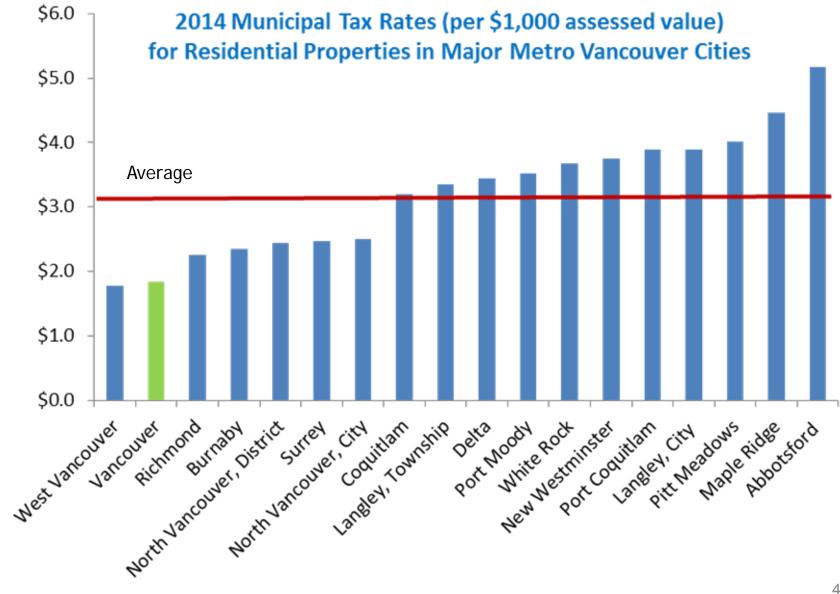
Data extracted from SAP each month, and may change due to retroactive data entry.

2015 Operating Budget Investments - \$ 9.4 million

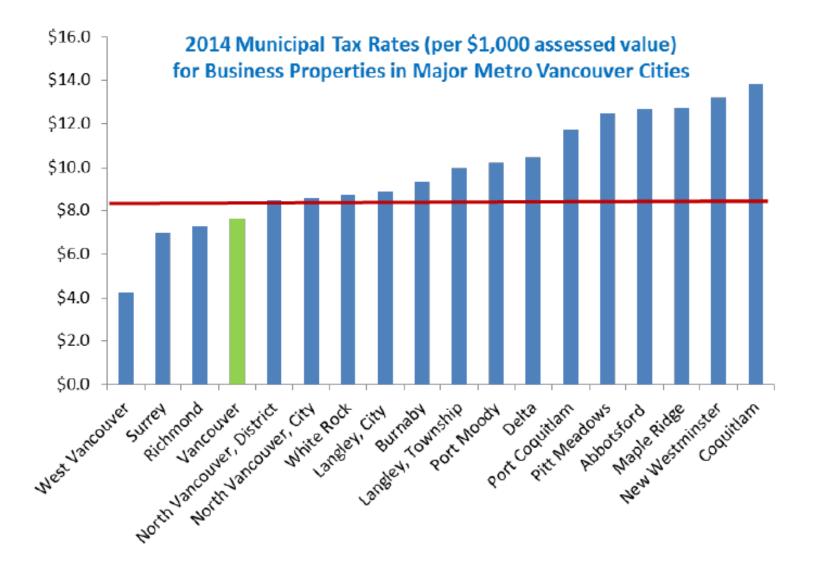




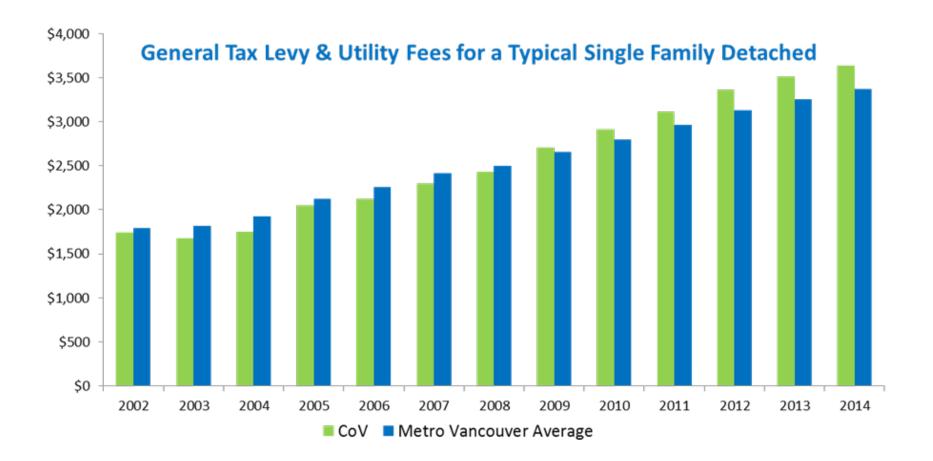








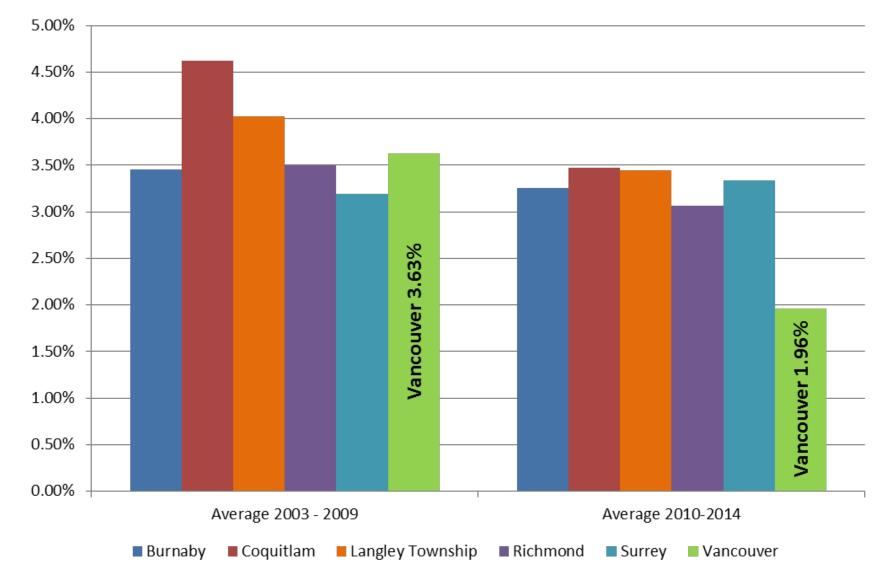




Since the implementation of the 5-year program (2008-2012) to shift \$23.8 million of tax levy from business to residential property classes, the City total has increased over the Metro Vancouver average

Average Annual Property Tax Increase





2015 Property Tax & Utility Fee Increase Impact

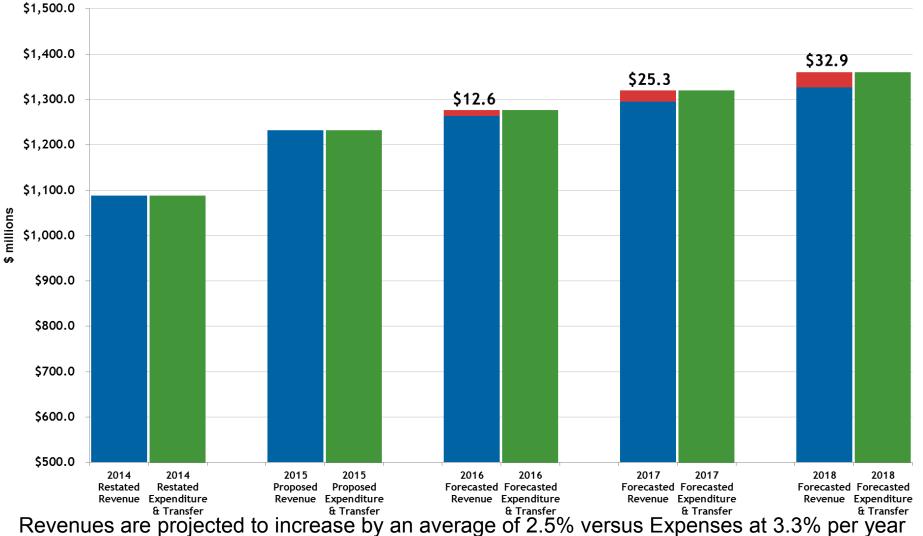


Indicative City Property Tax and Utility Fee Impact

| | RESIDENTIAL Single Family Detached | | BUSINESS | |
|--------------------------------|--|---------------------|--|---------------------|
| Sample \$1 million Property | Estimated 2015 Tax Bill (CoV Portion) | Change over 2014 | Estimated 2015 Tax Bill (CoV Portion) | Change over 2014 |
| Property Taxes (2.4% increase) | \$1,748 | \$41 | \$7,045 | \$165 |
| Utility Fees | | | | |
| Solid Waste Utility Fee | \$ 264 | \$8 | \$ 209 | \$6 |
| Sewer Utility Fee | \$ 314 | \$ 17 | \$ 320 | \$18 |
| Water Utility Fee | \$ 568 | \$ 22 | \$ 527 | \$ 20 |
| Total Utility Fees | \$1,146 | \$ 47 | \$1,056 | \$ 44 |
| Total City Taxes & Fees | \$2,894 | \$ 88 | \$8,101 | \$209 |

4 Year Outlook





- Revenues are projected to increase by an average of 2.5% versus Expenses at 3.3% per year from 2016-18
- The City will expect to find ~ \$8-\$13M a year to balance the budget
- Business transformation continues to be critical

Agenda



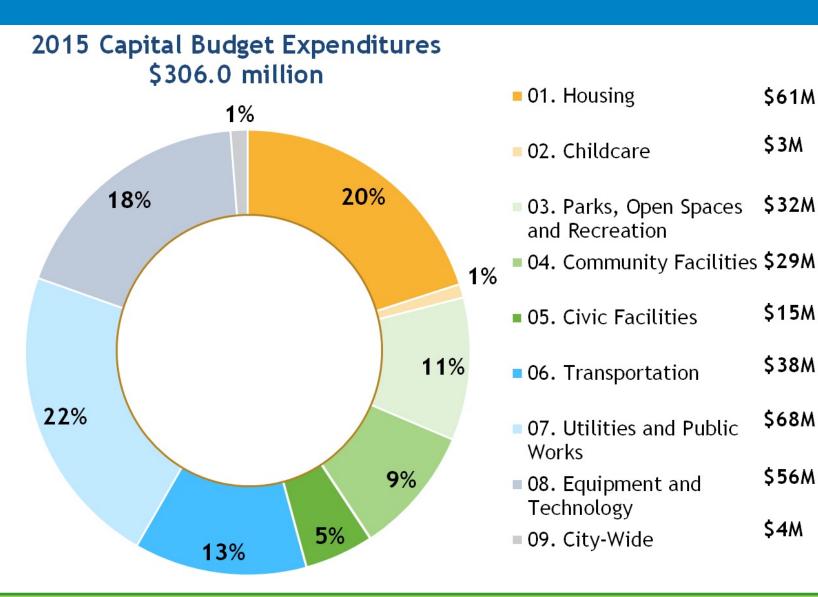
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2015 Capital Budget \$ 306 million



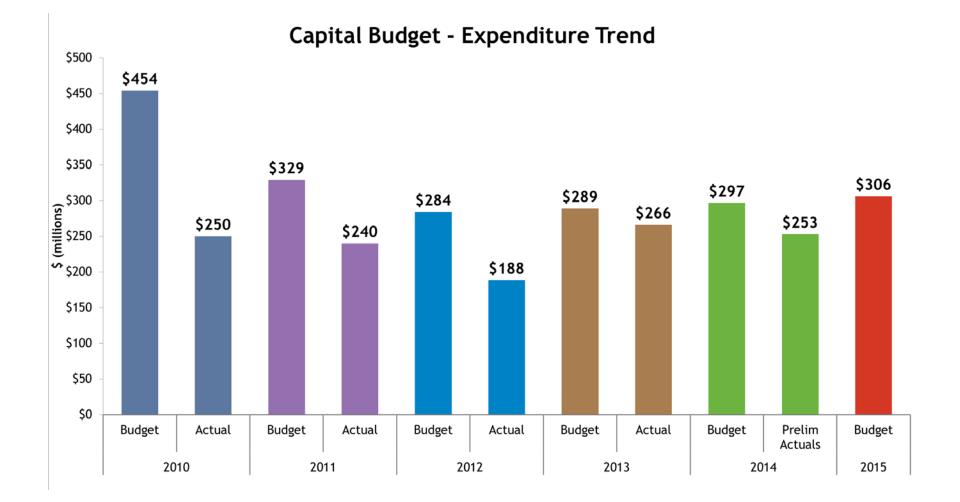






City of Vancouver Annual Capital Expenditure Budget (2015): \$306 million

Capital Budget and Expenditure Trend



58

S'CITY OF VANCOUVER



| Project 2015 Budget <i>(\$ million)</i> | |
|--|-----------|
| Vehicles and equipment replacement (annual program) | 25.9 |
| Sewer separation (annual program) | 25.8 |
| Land acquisition for new non-market housing | 20.0 |
| Affordable rental housing on City-owned land | 19.9 |
| Water pipe replacement (annual program) | 12.5 |
| Water/sewer connections replacement (annual program) | 11.2 |
| Rehabilitation of major City roads (annual program) | 9.0 |
| Land acquisition in East Fraser Lands for non-market housing | 8.1 |
| Permit and Licence Transformation Program (total project \$26.0M) | 7.7 |
| néca?mat ct Strathcona Branch Library (total project budget \$18.4M) | 7.1 |
| Total | \$ 147.2M |



Land acquisition for delivery of new social and supportive housing units through strategic partnerships: \$48 million

Capital grants for non-City owned non-market units: \$2.5 million

• Target of 250 units

Capital Grants to upgrade SRO Buildings: \$0.5 million

Target of 100 Single Room Occupancy units

Planning for Roddan Lodge renewal: \$1.0 million

• In conjunction with Evelyne Saller Centre (see Community Facilities)





Childcare – \$ 3.0 million



Daycare and Preschool (0-4 years): \$1.9 million

- Feasibility, planning, and schematic design for 3 to 10 childcare projects
- Planning and design for Marpole Place building retrofit



Before- and After-school Care (5-12 years): \$1.1 million

- New additional multi-purpose room for 30 spaces at the International Village School site
- Community partnerships with the Vancouver School Board

Parks and Open Spaces – \$ 31.7 million



Urban Forest and Natural Features: \$2.0 million

- Urban Forest parks and street trees (11,700 trees)
- Access to nature: Expanded community gardens in parks
- Wetland and stream restoration

Activity Features: \$6.1 million

- Sports fields, courts, and facility improvements and upgrades (Eric Hamber School, Carnarvon Park)
- Playgrounds, water parks, and skateparks

Seawall and Waterfront : \$1.3 million

- Marine structures and studies: Parks Marine Structure assessment with a focus on Jericho Pier
- Climate Change Adaptation Strategy
- Design and planning for False Creek Seawall Waterfront Wharf





New Parks and Renewals: \$8.1 million

- Hastings Park Greening, and new park at 6th and Pine
- Park land acquisition
- Neighborhood park renewal (Sunset Park, Hillcrest and Riley Parks playground at Andy Livingstone Park)

Park Infrastructure: \$0.2 million

 Park pavement and drainage (e.g., Stanley Park), parking lots, retaining walls, and minor related structures

Park Buildings: \$2.1 million

- Capital maintenance at park buildings (includes Bloedel Conservatory lighting upgrades, Seasons in the Park Restaurant roof replacement).
- Fieldhouse renovation 3 to 5 locations; Park building renovations

Public Art : \$1.4 million

- New Public Art: 2 local area and temporary artworks, site planning and 25th anniversary special projects, Irish Monument donation
- Centennial Pole restoration



Recreation Facilities: \$8.4 million

- Creekside Paddling Centre
- Capital maintenance at recreation facilities (includes building envelope upgrades for Dunbar and West End Community Centres)
- Energy Optimization Program for building energy retrofit projects and building control optimization projects
- Southeast Vancouver Seniors Centre (Killarney)
- Phase 1 Britannia Community Centre redevelopment

Entertainment and Exhibition: \$2.3 million

- Hastings Park infrastructure renewal, identity and signage, heart of park renewal, and improvements to trails and open spaces
- Capital maintenance for entertainment and exhibition facilities
- Stanley Park Train Station reconstruction
- Playland Amusement Park renewal

Community Facilities – \$ 28.5 million



Libraries and Archives: \$8.9 million

- néca?mat ct Strathcona Branch Library
- Capital maintenance of libraries/archives including Library Square
- Branch renovations, including Central Library and Archives

Cultural Facilities: \$13.5 million

- Rize Alliance cultural grants
- Tenant improvements for the fit-out of the Bard on the Beach and Arts Club tenancy at 162 West 1st Ave
- Vancouver Art Gallery upgrades

Social Facilities: \$6.2 million

- Planning for Evelyne Saller Centre renewal in conjunction with Roddan Lodge renewal (see Housing)
- Chinese Society building matching grant
- Capital maintenance of social facilities



Civic Facilities – \$ 15.4 million

Fire: \$4.9 million

- Firehall No 5
- Planning/design Firehall 17

Police \$1.6 million

 Includes office renovations and moves, capital maintenance and renovation/upgrades of Police facilities

Animal Control: \$0.2 million

• Capital maintenance, and minor renovation/upgrades to meet operational needs

Administration Facilities: \$6.0 million

- Seismic upgrades at 515 West 10th Ave
- City Hall East Wing deconstruction

Service Yards: \$2.7 million

Garage modifications for CNG truck servicing





Transportation – \$38.4 million



Walking and Cycling: \$8.5 M

- Safety and comfort upgrades to existing routes including the Seawall
- Strategy for False Creek Bridges
- Planning and consultation for final phase of projects from prior capital plan

Transit: \$1.9 million

 Transit-related improvements; Aquatic Centre Ferry dock replacement

Major Roads: \$22.0 million

- Major roads rehabilitation (City and MRN) ~10.2km
- Street lighting on major roads; Traffic signal rehabilitation

Local Roads: \$5.1 million

- Local roads rehabilitation ~10 km
- Street lighting on local roads; Replacement of City infrastructure (e.g., lighting) as a result of the removal of BC Hydro's H Frames

Parking: \$1.0 million

• New and replacement parking meters.



Waterworks: \$13.8 million

• Distribution main, Transmission main, and aging hydrant replacement

Sewers: \$29.4 million

- Sewer main replacement/sewer separation; pump station upgrades
- Sewer separation on private property and assistance to homeowners for the related plumbing alterations

Utilities and Public Works – \$ 67.7 million

Water and Sewer Connections: \$15.4 million

- Sewer and water combined connections ~1,200
- Aging water connection replacement ~300
- Replacement of sewer connections and manholes ~120

Solid Waste: \$6.5 million

- Reconstruction of the Landfill entrance;
- Landfill closure (11 hectares) and gas collection
- Transfer Station improvements to accommodate increased waste diversion

Neighborhood Energy: \$2.6million

 Extension of the NEU system to service new customers in Southeast False Creek.



Equipment and Technology - \$56.1 million



Vehicles and Equipment: \$30.8 million

- Vehicles and equipment replacement program
- Fire truck replacement

Information Technology: \$25.3 million

- Permit and Licence Transformation Program
- Infrastructure maintenance, upgrade, and expansion
- Legal Services case management system



City-wide – \$ 3.8 million



Capital Overhead: \$3.8 million

 Includes financing fees that the City incurs as part of the debenture program, and costs that support the City's Capital Program (legal, communications, and procurement).



Highlights



- Competitive Property Tax increase (2.4%)
- Utility rate increases approved by Council Dec 2014 (Average 4%)
- New construction property tax revenue (\$10 million)
- Significant operating & capital investments in priority areas
- Ongoing business transformation continues to enhance service delivery and efficiency

Agenda



- 1. Timeline
- 2. Budget in Brief
- **3**. Best Practices
- 4. Financial & Economic Outlook
- 5. Public Consultation Feedback
- 6. Priorities
- 7. Operating Budget
- 8. Capital Budget

9. Services

Departmental Highlights







- 1. Vancouver Police Department
- 2. Vancouver Public Library
- 3. Vancouver Board of Parks and Recreation
- 4. Vancouver Fire & Rescue Services
- 5. Engineering
- 6. Housing
- 7. Community Services
- 8. Planning & Development Services
- 9. Sustainability

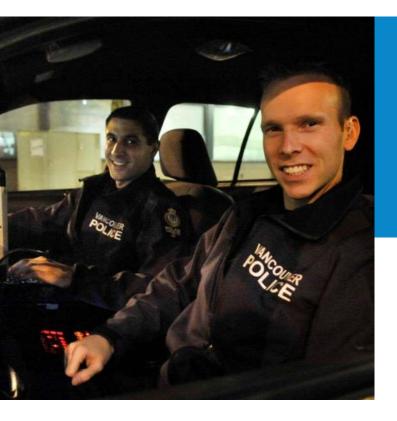












Strategic Plan Goals



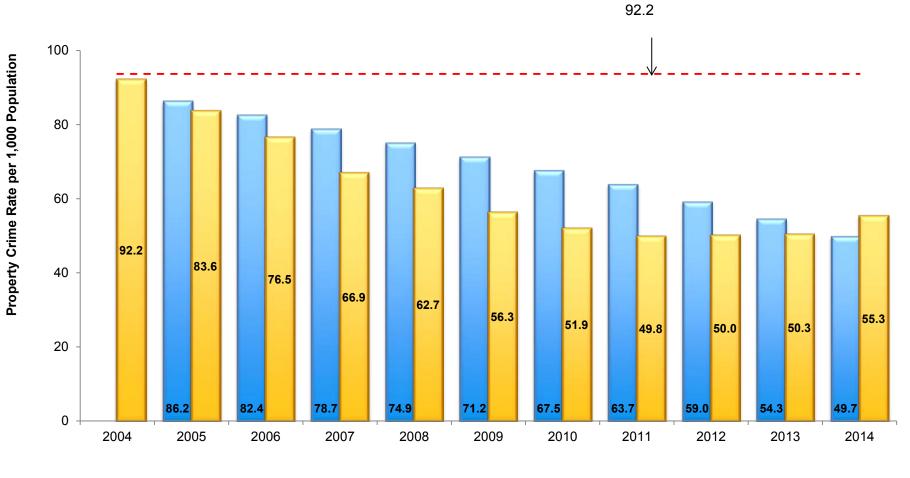




"Canada's safest major city"

Ø │ Property Crime





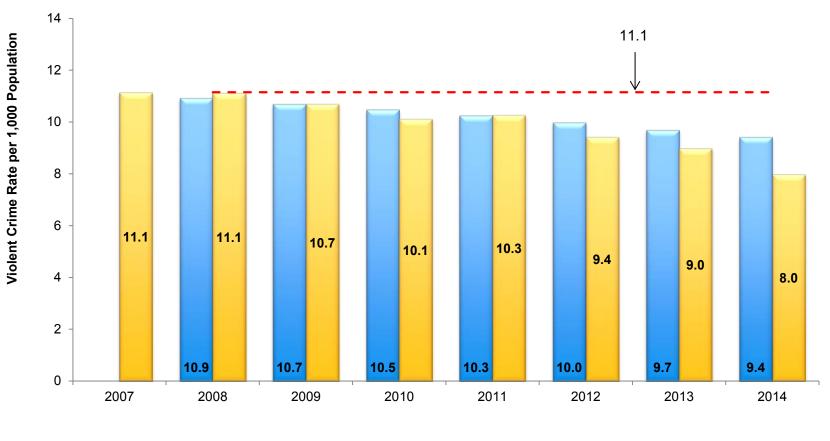
Strat Plan Target Rate

Actual Rate

- - - 2004 Baseline Rate

🧭 | Violent Crime

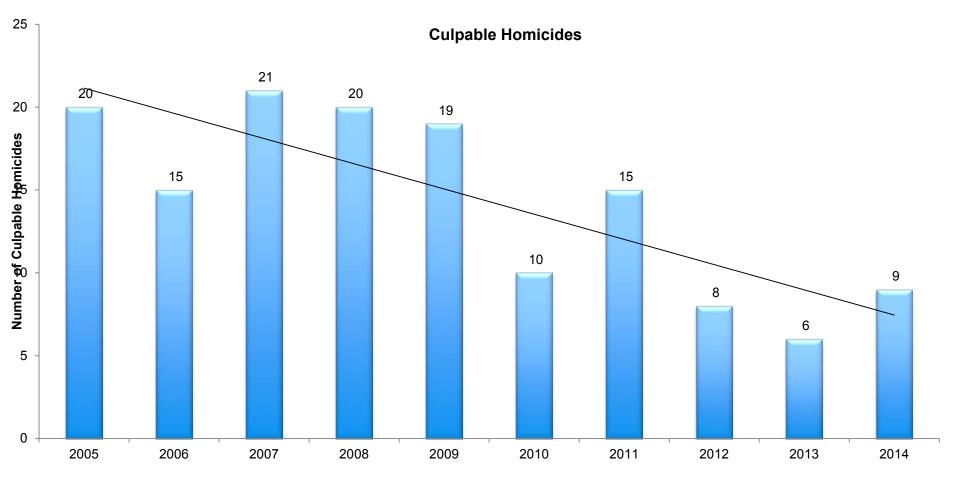




Strat Plan Target Rate Actual Rate - - - 2007 Baseline Rate













<u>2007</u> 185 bank robberies

2014 27 bank robberies



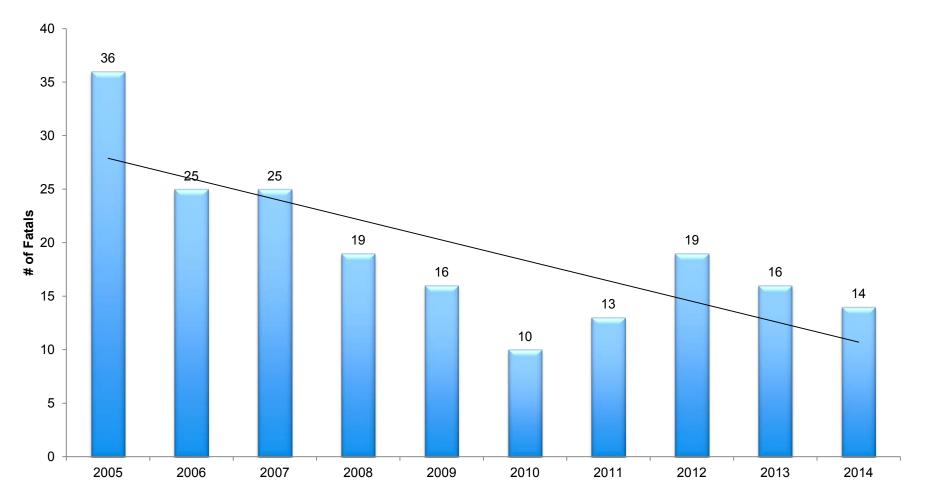




2005 95 shots fired 2014 14 shots fired









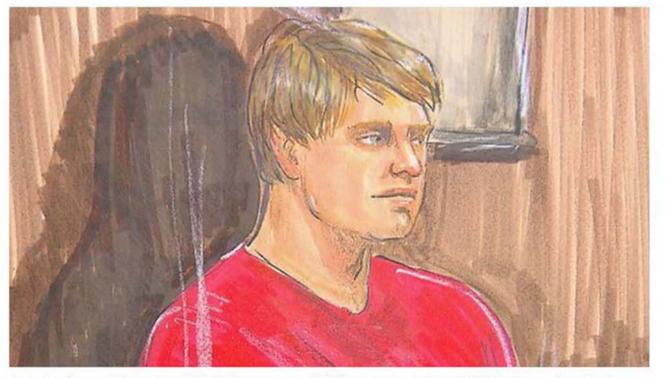




Man accused of random stabbing had violent history

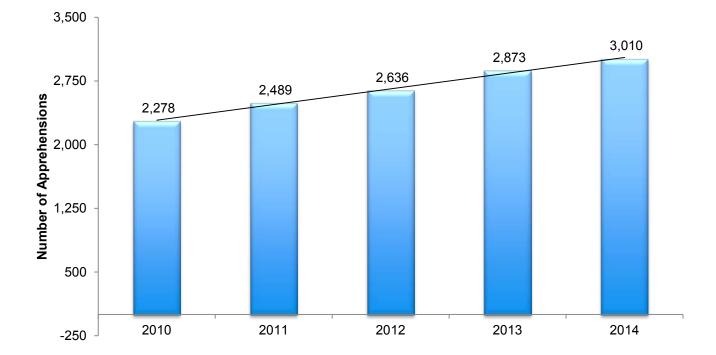
In 2008, Degroot beat a man with a club leaving his victim with brain damage

CBC News Posted: Mar 12, 2013 5:20 PM PT | Last Updated: Mar 12, 2013 7:07 PM PT 💭 18



Jordan Lee Degroot, 39, is accused of stabbing a woman multiple times outside a West End 7-11 Sunday morning. (Court





86

Current Initiatives





















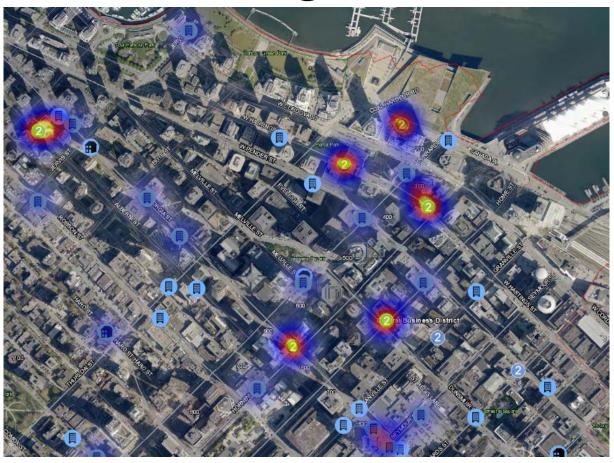








Forecasting the Movement of Crime



Predicted crime displayed on mobile terminals

Displays what will happen in the next 8 to 12 hours

60% to 70% accuracy within 150 M radius at one hour intervals



2015 BUDGET

Vancouver Public Library SPECIAL COUNCIL MEETING FEBRUARY 24, 2015



Vancouver Public Library

2013-2015 Strategic Plan



Vancouver Public Library

Vision: An informed, engaged and connected community

Mission: A free place for everyone to discover, create, and share ideas and information.

STRATEGIC PRIORITIES

- 1. Inspire and support a community of learning
- 2. Connect people with each other and our city
- 3. Provide engaging spaces to create and share our stories
- 4. Nurture a strong organization

FOUNDATIONAL ELEMENTS

- 1. Diverse and accessible collections and programs
- 2. Skilled and resilient staff who meet changing community needs with confidence
- 3. Comprehensive network of physical and virtual branches
- 4. Current and adaptable technology for our staff and community



Collections: 2014 Highlights









Welcome to the West End Stories online exhibit

The West End Stories online exhibit gathers together oral stories from individuals who grew up and went to school in Vancouver's West End, along with historical photographs from the neighbourhood. These recollections and pictures tell the story of life in the West End from the 1930s onward.

"Every fine day of the summer we would spend a part of that day at English Bay. We grew up on the sand there."

- Continued to respond to interest in ebooks
- Established a significant e-audio book collection for adults and children
- Introduced Arabic language collections
- Several international contributions provided new titles for multilingual community
- Launched digital memories program

Collections: 2014 Highlights









Welcome to the West End Stories online exhibit

The West End Stories online exhibit gathers together oral stories from individuals who grew up and went to school in Vancouver's West End, along with historical photographs from the neighbourhood. These recollections and pictures tell the story of life in the West End from the 1930s onward. "Every fine day of the summer we would spend a part of that day at English Bay. We grew up on the sand there."

BOB ADAMSON -

- Continue to respond to interest in ebooks
 Grow e-audio book collection for adults and children
- Continue to assess language collections
- Introduce additional streaming media collections
- Introduce additional online learning suites
- Expand digital memories program

Programming: 2014 Highlights

Vancouver Public Library

VPL



- pre-literacy and early literacy skills development critical to school success
- new focus on caregiver development to build capacity across the community

Programming: 2014 Highlights



WP



Opportunities to explore/experience technology for everyone

Partnering with diverse organizations

Intergenerational opportunities

Programming: 2015 Initiatives



APR 1

((

JAN 7

5:30 P.M. Free!

FEB 4

MAR 4

Weepl II

Bring your words to life and speak for yourself at the Dewey Decibel Youth Poetry Slam. This monthly event

features a workshop with established spoken word artists followed by a poetry slam. All poetic styles are welcome. It's your chance to hear and be heard by your peers and say what's on your mind.

CENTRAL LIBRARY 350 W. GEORGIA ST. PETER KAYE ROOM

VPU







Public Technology: 2014 Highlights

Vancouver Public Library

VPL





Consumer technology for learning experiences

Launched e-reader lending and iPADs for children

Public Technology: 2015 Initiatives





Public Space: 2014 Highlights

VPU Vancouver Public Library





náca?mat ct Strathcona BRANCH

VPL

Vancouver Public Library



Public Spaces: 2015 Initiatives

- Construction of néca?mat ct Strathcona Branch (Q1 2016) Refurbishment of **Fraserview**
- Contribute to discussions regarding the Britannia redevelopment

Branch

- Work with City team on plans for the Oakridge redevelopment
- Participate, as required, in any discussions regarding Marpole community amenities
- Support VPL Foundation's initiation of a capital campaign for Levels 8/9















Recreation Services

- OneCard growth
- ActiveNet implementation
- Sport field amenity improvements
- Artists in field houses





Park Operations

- New service standards
- Customer service improvements
- Staff development
- Green Operations Plan implementation









Park Development & Planning

- Hastings Park redevelopment
- Approved master plans
- New parks

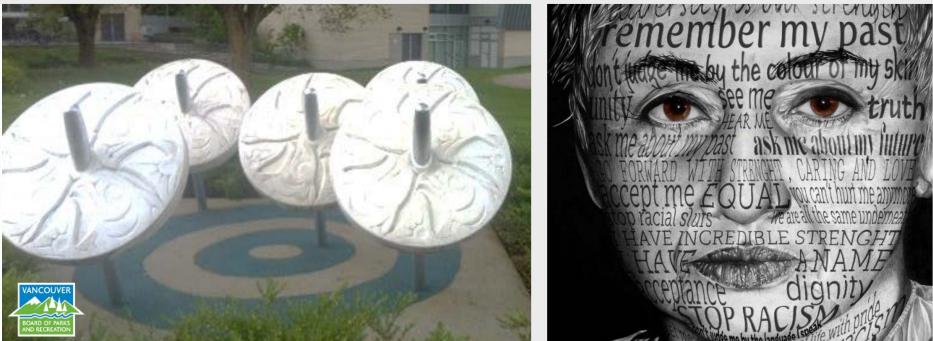




First Nations Engagement

- Stanley Park Master Plan
- Year of Reconciliation
- Aboriginal Art in Venues

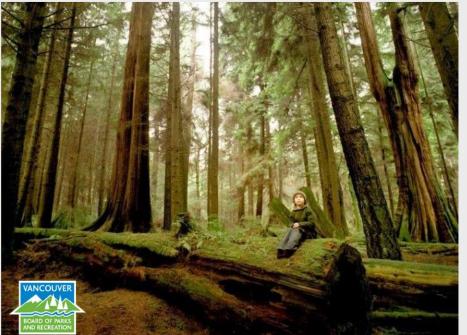






Corporate & Revenue Services

- New golf app
- Festival of Lights & Bright Nights success
- Strong marketing results
- Donation program





Tourism Impacts

- Destination attractions
- Food & beverage services
- Large-scale events & sport hosting initiatives







Accessibility & Inclusivity

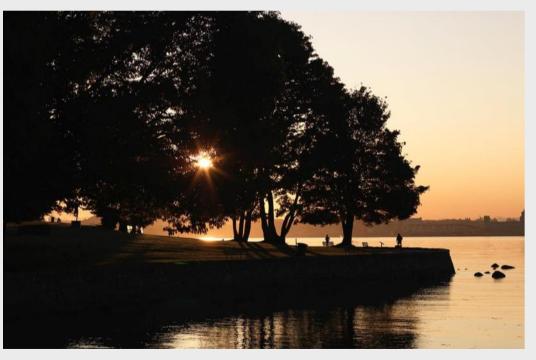
- Increased Leisure Access participation
- Trans & gender-variant initiatives
- Improved accessibility





Urban Forest Strategy

- Approval of strategy framework
- By-law amendment
- Over 10,000 new trees planted









Leader in Greening

- Beaver Lake & Jericho Beach Park restorations
- New community gardens
- Biodiversity & Bird Strategies







Our services will ensure Vancouver remains one of the most vibrant and livable cities in the world!









Fire Suppression Special Teams Medical Calls Fire Prevention

ATN





- 2 new fireboats 2015
- Fee for service agreements
- Marine firefighting squad/shipboard firefighting





I Health & Wellness program





- Refurbish Fire Hall fitness equipment
- Partnership agreement with Local 18

- Health Checks/Medical Screening
- Physical fitness
- Lifestyle, behavioural & mental health
- Rehabilitation/Injury Prevention









- Increasing response efficiency by dispatching crossover medical units
- Optimize medical response with external partners

 2014 responded to over 35,000 incidents



✓ Fire Prevention





- Risk based inspections
- Align Vancouver fire bylaw & building code

 In 2014 performed over 19,000 fire safety premise inspections



∅ | City Wide Programs









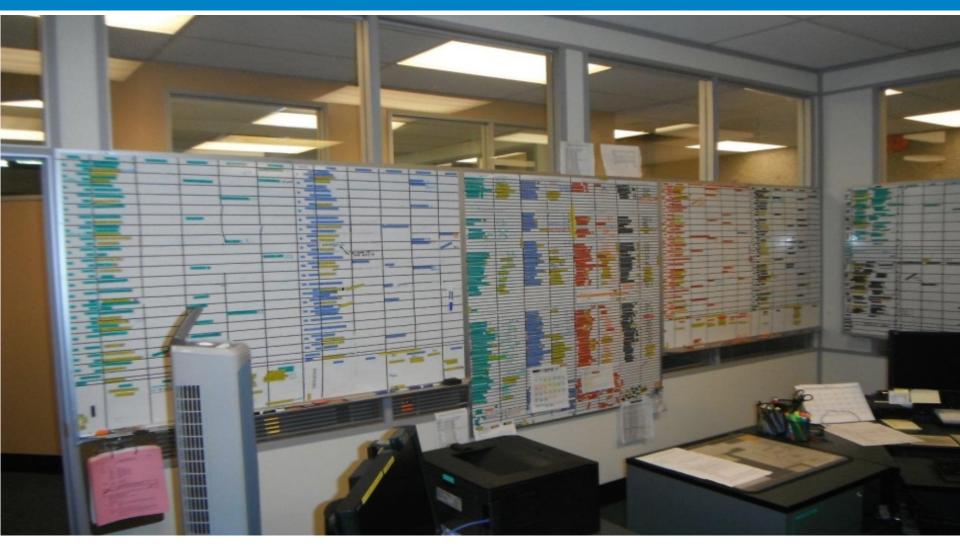












Automated scheduling system to replace outdated manual systems that use whiteboards & magnets to manage staffing levels by hall, rank and specialty.



Capital projects

26 pieces of new apparatus Fire Hall location study Fire Hall Number 5 & 17

- MA - 194

111

THE CONTRACT OF STREET AND THE STREET OF SECONDARY CONTRACTOR STREET, AND ADDREET A



And in case of the lot













Transportation Capital Infrastructure Greenest City Value for Money





✓ | Transportation

- Metro Vancouver's population will increase by more than 1 million people and 600 thousand jobs over the next 30 years
- Investment in rapid transit is key
- After downtown, Broadway Corridor is biggest commercial area in the Province









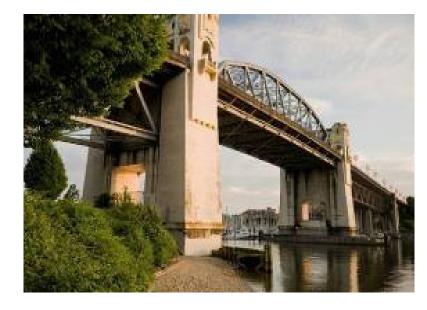
Infrastructure: Streets



Major Rehabilitation Projects:

- Burrard Bridge, including safety improvements for the Burrard and Pacific intersection
- Water Street in Gastown

Street Lighting: Gradual transition to LED (4% of COV fixtures are currently LED)











- Maintain infrastructure
- Separate storm and sanitary water
- Plan for climate change
- Improve water quality





Eliminate Combined Sewer Overflows by 2050

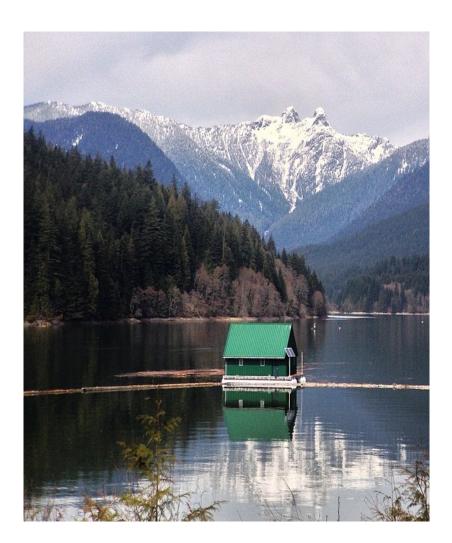
- 11.5 km of sewers will be separated in 2015 and 47.9% of system separated
- Increase pace to target
 60 km over 4 years
- Focus moves to less complex areas







- Provide clean water
- Maintain infrastructure
- Improve seismic performance
- Conserve water



Infrastructure: Waterworks



- Earthquake Resistant Ductile Iron
 Pipe trial installation on Jackson
 Avenue
- Japanese water system have been using for decades and it has shown to perform exceptionally well in seismic events





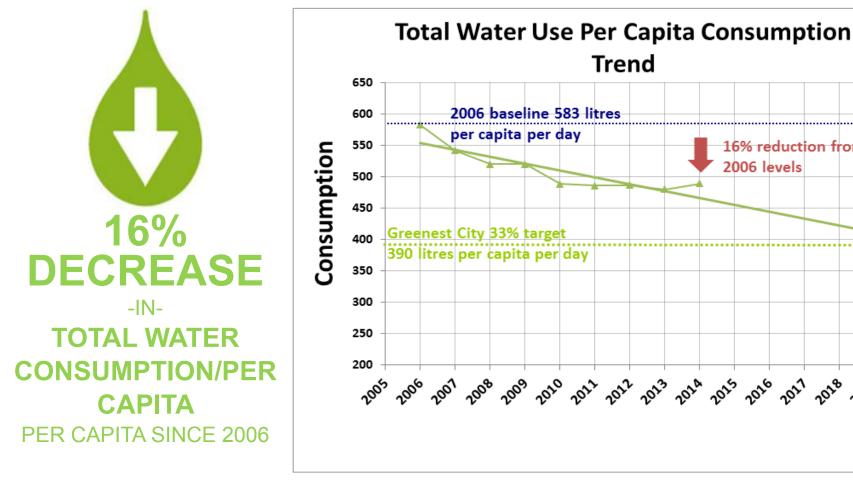


Greenest City: Water Conservation



16% reduction from

2006 levels



 Residential conservation programs proving effective, 2015 programs will now focus on industrial and commercial sector

Greenest City: Waste Diversion







- Implementation of single family (SF) organics reduced SF garbage to landfill by 40%
- 2015 focus on support organic waste diversion for businesses and multi family, clean wood ban and deconstruction
- Work with Metro on Integrated Solid Waste Management plan following rejection of By-Law 280 by Province

Solution Value for Money: Project Management







Focus on:

- Increase work coordination
- Improved budget, scope and schedule management
- Training and skill
 development in project
 management



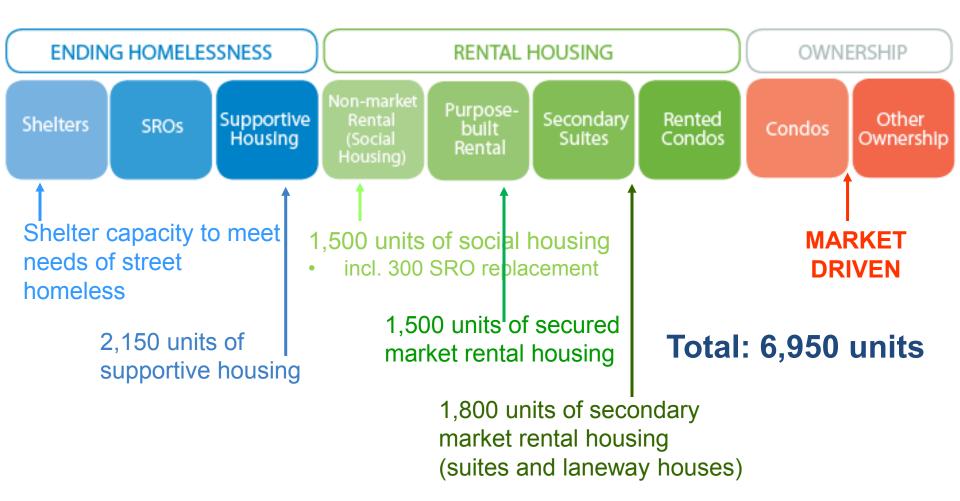






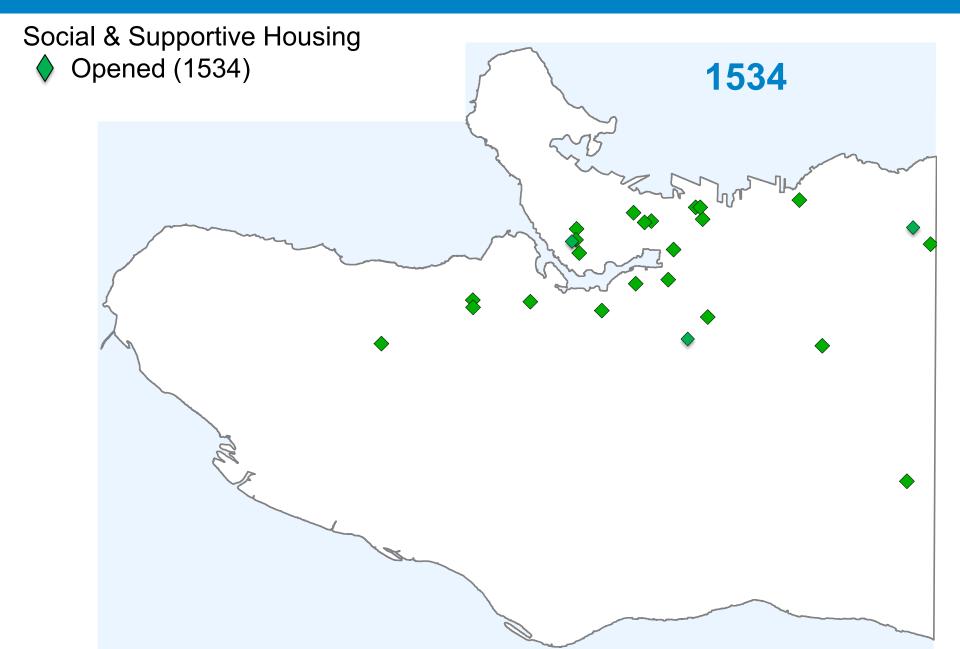


Between 2012 and 2014 the Housing Targets were:



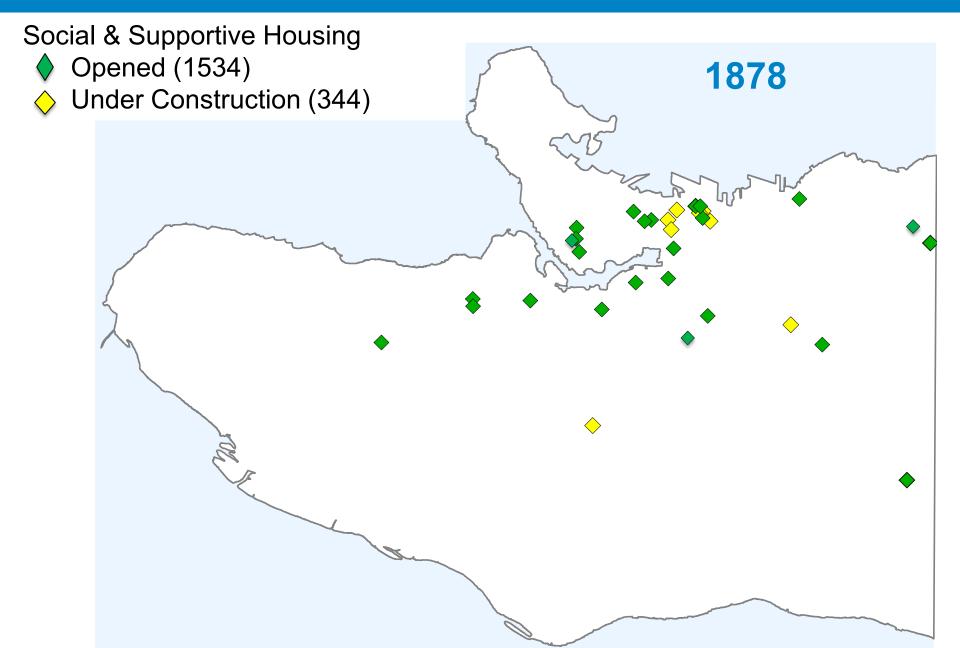
I Affordable Housing Units





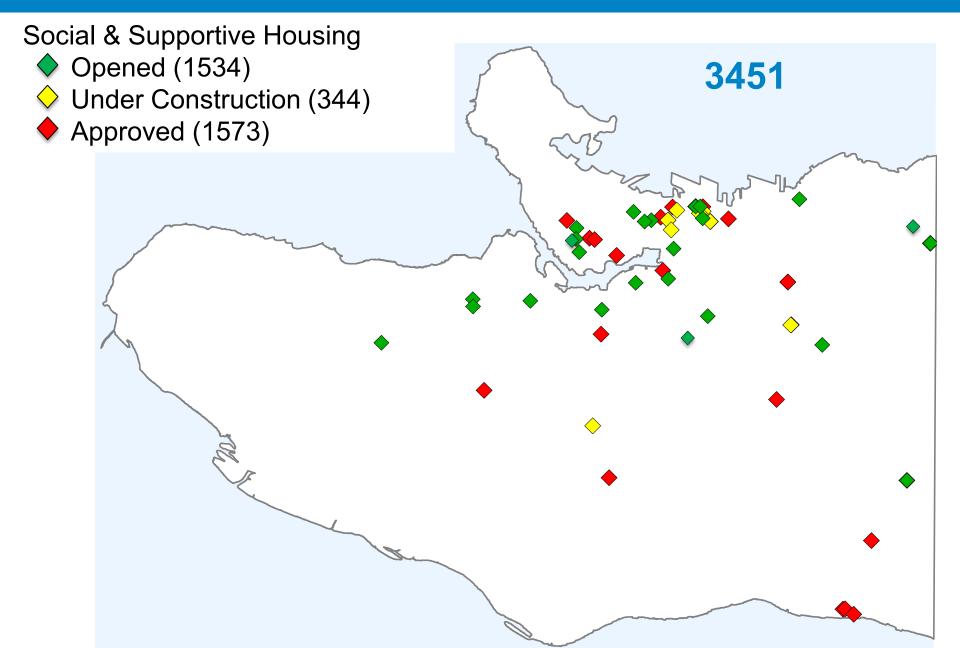
I Affordable Housing Units





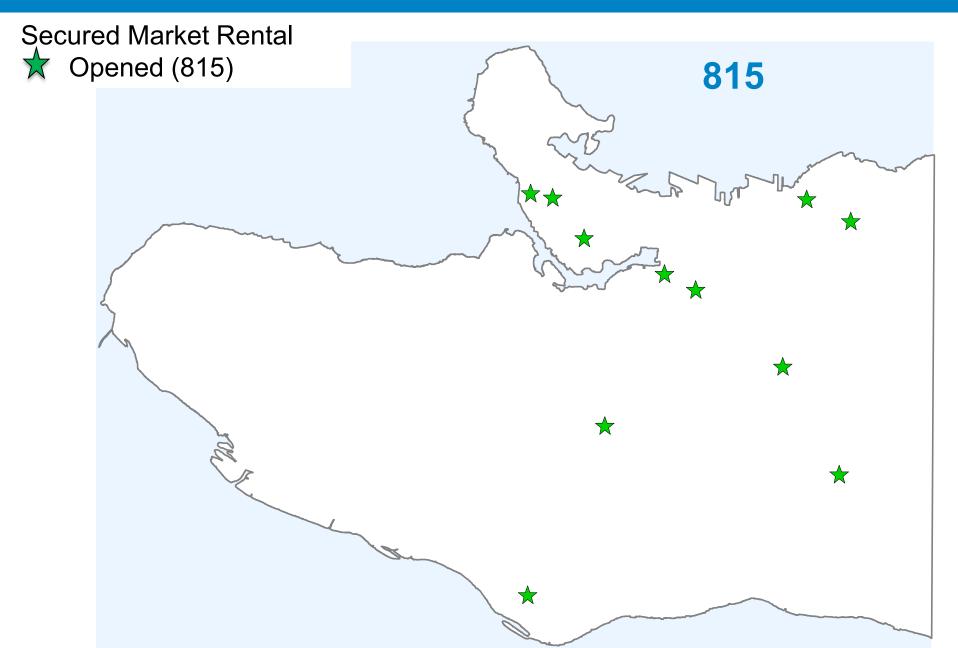
I Affordable Housing Units





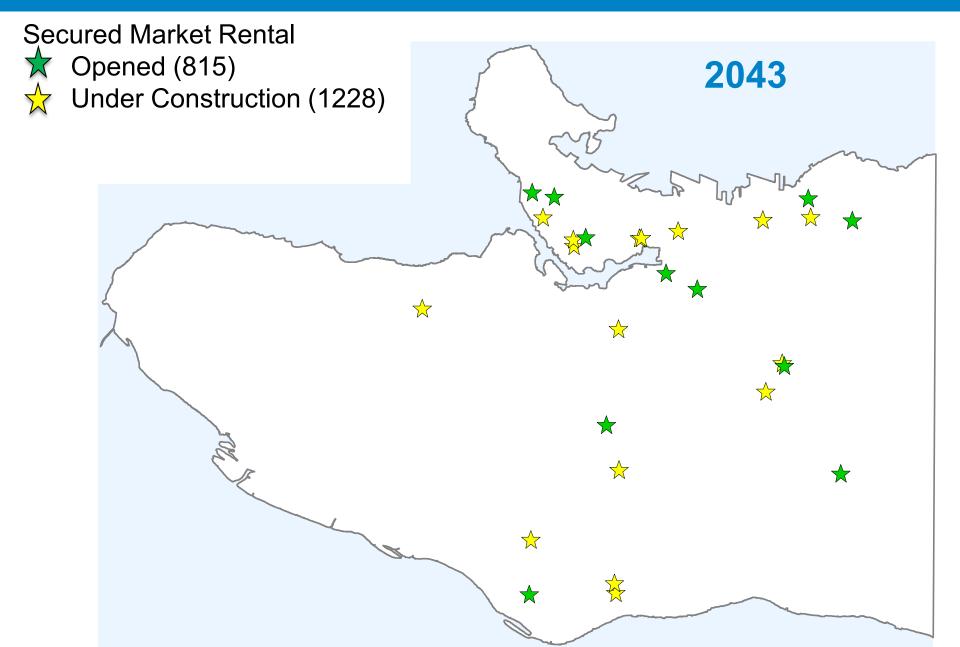
Secured Market Rental Housing





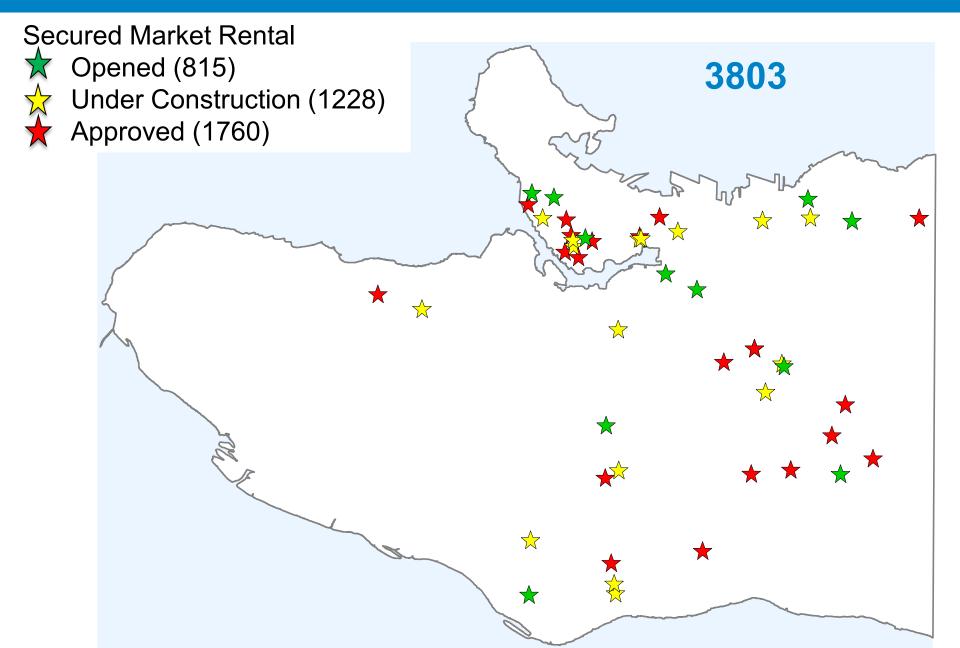
Secured Market Rental Housing





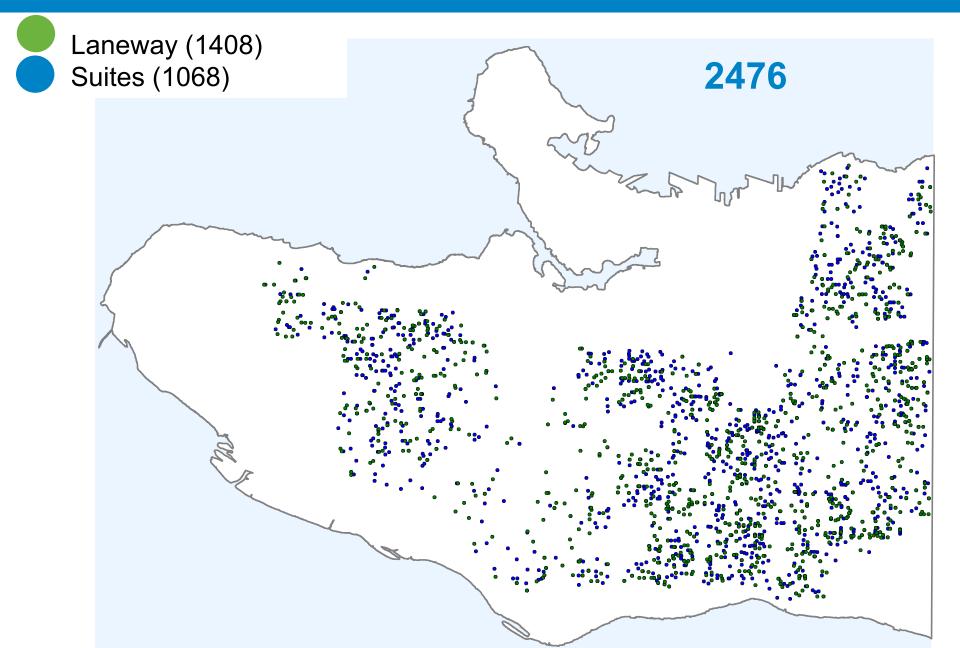
Secured Market Rental Housing





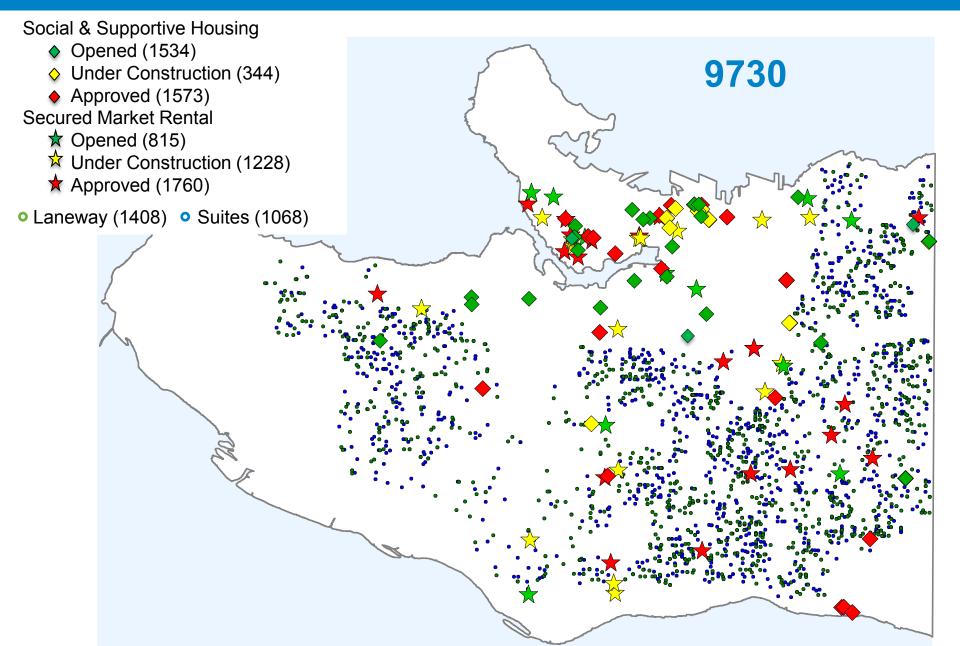
Suites and Laneway Housing





✓ | Total Affordable Housing Units





2014 Shelters and Interim Housing

- 3 Winter Shelters (120 beds)
- 2 New Interim Housing (252 units)



2014 Supportive Housing

- Opened 383 Units
- 250 Units Under Construction







2014 Social Housing

- Opened 15 Units
- Committed 626 Units
- 150 Units Under Construction





2014 Secured Market Rental

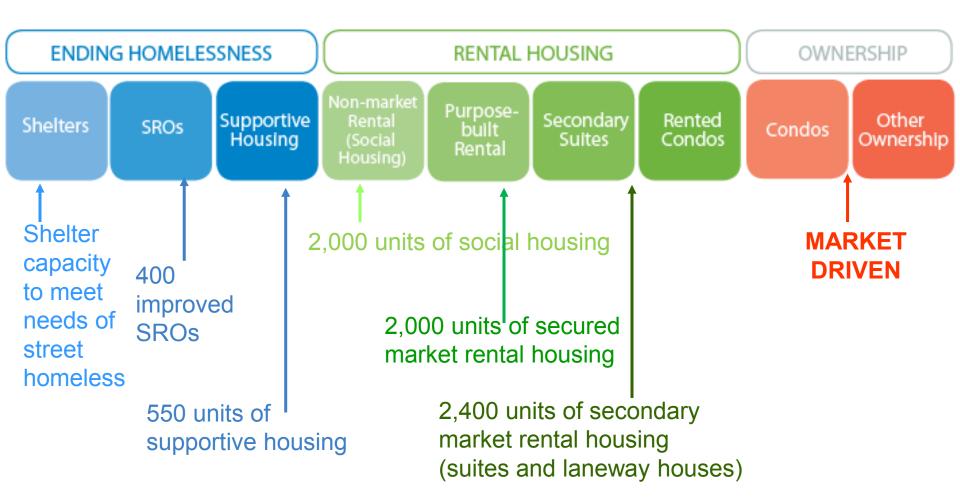
- Opened 392 Units
- Committed 953 Units
- 1228 Units Under Construction







Between 2015 and 2018 the City will enable 7,350 units:



2015 Shelters and Housing: A Responsive and Supportive Focus

- Continue to aggressively pursue strategies to end street homelessness (e.g. more interim housing and shelter options)
- 100 Interim Housing Units Opening at Bosman
- ✓ 203 supportive housing units opening in 2015 at 2 City sites in partnership with BCH, VCH and Non-Profits housing operators (222 Princess, Taylor Manor)









I4 Province /CoV MOU Supportive Housing Sites VANCOUVER

| Address | Service Provider | Units | Open |
|---------------------------------|--|-------|-----------|
| 1005 Station | PHS | 80 | 2011 |
| 1338 Seymour | More Than a Roof | 105 | 2011 |
| 337 West Pender | Coast | 96 | 2011 |
| 525 Abbott | Atira | 108 | 2011 |
| 3595 West 17 th | Coast Mental Health | 51 | 2012 |
| 188 East 1 st | Lookout Emergency Aid Society | 129 | 2012 |
| 1601 West 7th St at Fir | Katherine Sanford/MPA | 62 | 2012 |
| 215 West 2 nd | RainCity/Katherine Sanford | 147 | 2013 |
| 1237 Howe | McLaren Housing | 110 | 2013 |
| 1134 Burrard | Kettle Friendship Society | 141 | 2014 |
| 111 Princess (590 Alexander) | PHS | 139 | 2014 |
| 2465 Fraser (677 East Broadway) | Vancouver Native Housing Society/BYRC | 99 | 2014 |
| 220 Princess (606 Powell) | RainCity | 147 | June 2015 |
| 1050 Expo Blvd | 127/St James Society | 89 | On Hold |
| TOTAL | | 1503 | |





- Replace and upgrade city owned housing approx. 250 units.
- Through grants, support upgrades of another 100 SRO rooms by non-profit partners.
- Through the Vancouver Affordable Housing Agency, begin planning and design work on 500 affordable housing units on city owned land.
- Start construction on another 520 affordable housing units







VANCOUVER AFFORDABLE H O U S I N G A G E N C Y

- Working with partners developers and non-profits enable 400 affordable homes in 2015.
- Continue to acquire land to facilitate new development of affordable housing







Control Community Plans, Control Community Plans, Control Community Plans, Control Con

- Secured Market Rental Housing
 - Current target for secured market rental housing is 500 units/ year
 - Recent approvals are at approx. 1000/ year
 - Continue to encourage secured market rental (1000 units/ year)
- Specific targets & inclusionary housing policies embedded in Community Plans: West End, DTES & Marpole







Community Services





Focus on how people live and interact to create a healthy city for all



I Healthy City Strategy | Cultivating Connections



Highlights

- Strategy approved by Council in 2014
 - 13 goals with targets
- Talk Healthy City for All
 - 10K+ residents provide input and ideas
 - What Feeds Us Food Strategy video
 - Goes viral: 2M+ people reached
- Welcoming Communities Project
- Missing Women Inquiry
 - recommendations fulfilled

- Develop first 4-year action plan (2015)
- Vancouver Immigration Partnership





I Healthy City Strategy | A Good Start

Highlights

- 13K+ total licensed childcare spaces, 25% enabled by City
- \$105K for small capital grants created ~180 school-age spaces
- \$62M invested since 2009

- Double target of childcare spaces by 2018
- Support inclusion of childcare facilities in elementary schools with seismic upgrades
- \$0.2M additional childcare grants
- \$0.45M school breakfast program grant



| New Childcare Spaces 2012-14 | | |
|------------------------------|----------------------------|--|
| 2014 Target | 500 built | |
| 2014 Delivered | 502 built 200 committed | |
| New Childcare Spaces 2014-18 | | |
| 2018 Target | 1000 additional | |



Highlights

- 10 City-owned or operated social housing facilities
- 3 City-operated housing support centres that provide laundering/shower amenities, social and cultural programs
- 851 total units operated by City
- 735K hot meals served per year
- 77K showers and personal care services per year

Upcoming

• Continue to sustain BC Housing partnership for shelters and ongoing housing operations









Mayor's Task Force on Mental Health & Addictions

Members

~60 leaders across Vancouver and related sectors

Highlights

Caring for All Report 2014
 Phase 1: identified 23 priority actions

- Phase 2: strategies to implement priority actions
- Themes guiding this work
 - 1. Work Better Together
 - 2. Peer-Informed System
 - 3. De-stigmatization
 - 4. Focus on Youth
 - 5. Focus on Wellness for Aboriginal Peoples
 - 6. Enhance Addictions Knowledge







Culture Plan | A Diverse and Thriving Ecology



Highlights

- \$8.2M Cultural Grants to 235 NPOs
- \$2.6M Theatre Rental Grants to 46 NPOs
- 565K in attendance at Civic Theatres
- ~\$300K one-time investment to 32 growing arts groups
- Launched crowd-sourced online Cultural Spaces Map

- Sustainability planning for Vanier Park cultural institutions
- \$50K to grants for supporting new local art initiatives
- \$2M replenishment of Cultural Tourism Reserve



I Public Art Program | Maximizing Our Investment

Highlights

- 2014 Council approved major revisions to program
 - \$1M to Signature Projects Fund
 - Developer options include incentives to support Signature Fund
 - \$700K per year core funding for civic artworks (starting 2015)
- Year of Reconciliation Public Art
- Focus on local artists

- Identify Signature Projects sites and commission artworks
- Mungo Martin Totem Pole restoration
- Planning for 25th Anniversary in 2016





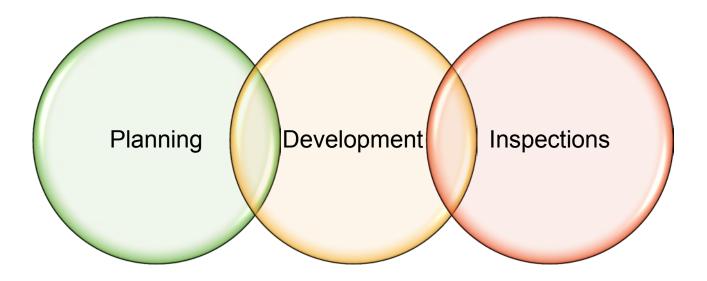


Planning & Development Services





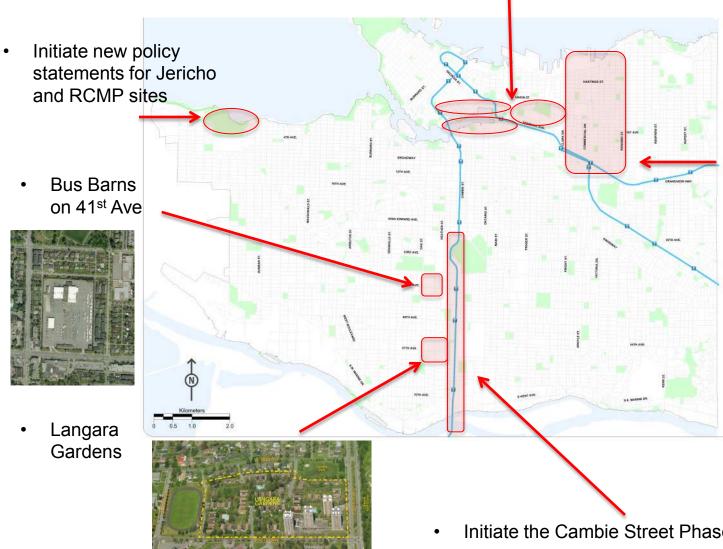




2. POLICY WORK IN 2015



Viaducts, Eastern Core, Northeast False Creek, and South False Creek plans



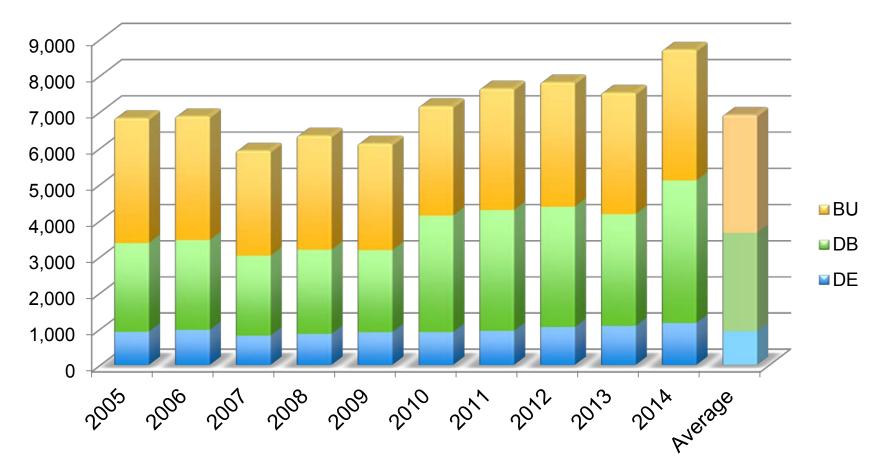


- Grandview-Woodland Community Plan, including a new citizens' assembly
- Complete recommendations for Heritage Action Plan



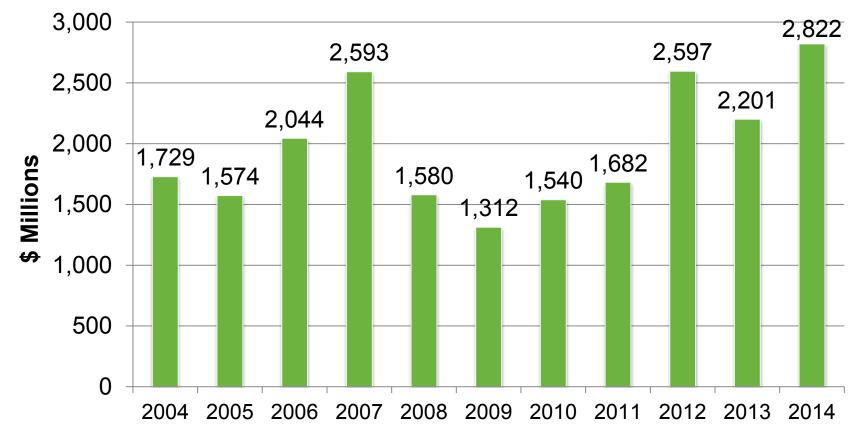
Initiate the Cambie Street Phase 3 area



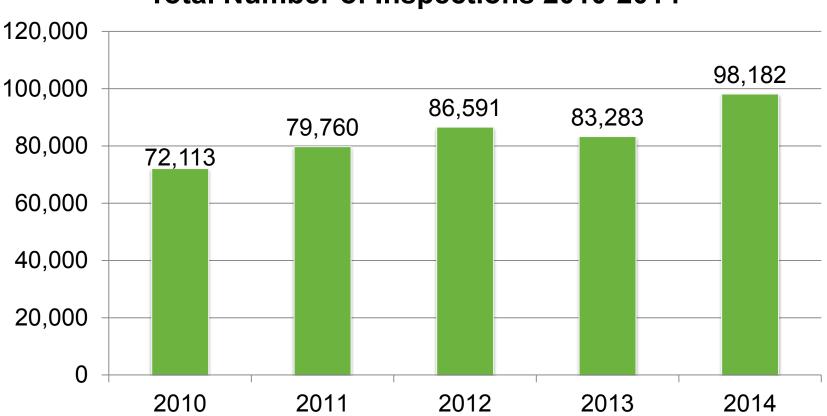




Construction Values 2004-2014







Total Number of Inspections 2010-2014



Trade Permit Processing since July 2014 (Go live)

- ✓ More than **9,600** permits created in POSSE.
- Of the 9,600 permits created in POSSE, greater than
 1,700 were created online.

Inspections

- More than **13,200** inspections completed in POSSE/Mobile App.
- From September to December POSSE inspections increased from 27% to 45% of total inspections completed.



SUSTAINABILITY





| ZERO CARBON | Climate Leadership | Lig | ចុ |
|-------------|----------------------|-----------|--------|
| (G) | Green Transportation | _ighte | Green |
| | Green Building | - | Ec |
| ZERO WASTE | Zero Waste | Footprint | conomy |
| HEALTHY | Access to Nature | | |
| ECOSYSTEMS | Clean Water | | |
| | Local Food | | |
| | Clean Air | | |

Greenest City Action Plan: Climate Leadership



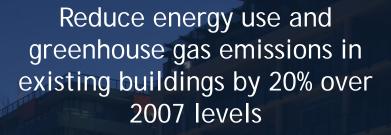
Reduce community-based greenhouse gas emissions 33% from 2007 levels

-6% (2013)

- 2050 Carbon Plan
- District Energy
- Costal Flood Risk Assessment Phase 2



Greenest City Action Plan: Green Buildings



-3% (2013)

- Implement Building Retrofit Strategy
- Develop Carbon Neutral New Buildings Strategy

Greenest City Action Plan: Green Economy



Double the number of green jobs over 2010 levels by 2020

+19% (2013)

- Green & Digital Demonstration Project
- Greening Businesses
 Platform
- Vancouver Innovation Hub



| ZERO CARBON | Corporate Carbon Strategy Fleet Management Facilities Energy Management | Sustainable F |
|-----------------------|---|---------------|
| ZERO WASTE | Zero Waste | Procurement |
| HEALTHY ECOSYSTEMS | Water Conservation | ent |
| | Toxin Reduction | |

Green Operations: Zero Carbon



Reduce City GHGs by 50% over 2007 levels. -33% (2013)

- Landfill Gas Capture & Beneficial Use
- Carbon Neutral
- Fleet Management Plan
- Facilities Energy Management



Green Operations: Zero Waste





Achieve 90% & 70% diversion from Corporate & Public Facilities Corporate: **83%** Public: **64%**

- Develop Corporate
 Waste Strategy
- Continue to implement Facilities Waste Diversion Program

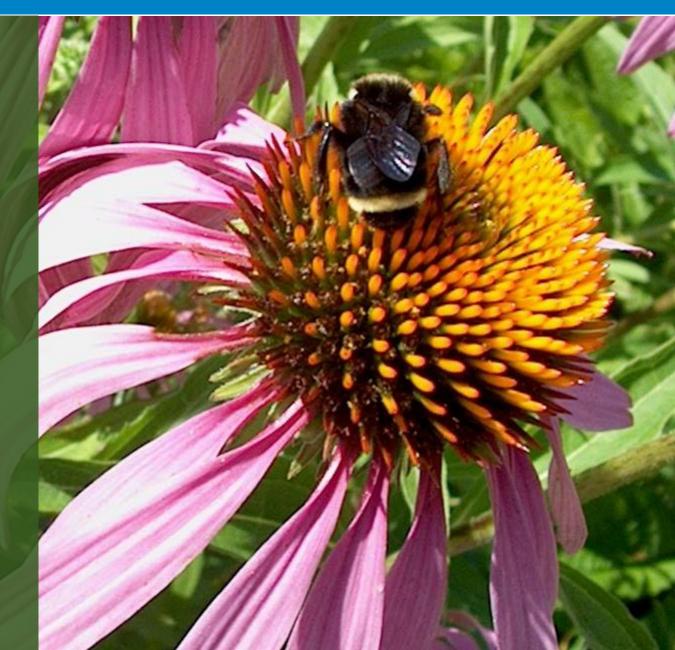
Green Operations: Healthy Ecosystems



Toxins Management Target **TBD**

2015 Priorities:

 Develop City Toxins Reduction Target & Strategy



Thank You