

2004 Regional Planning Services Work Plan Year-End Status Summary

RGS - Regional Growth Strategy
 RIS - Regional Information Services
 RTP - Regional Transportation
 Planning

Program Area	Project Description	Key Deliverables (Completed in Bold)	Mid-Year Status
RGS	Regional Research and Response: ongoing assistance to Chair and Board on region-wide issues related to growth management and inter-jurisdictional issues. May include preparation of reports on key OCP referrals for Board review.	<ul style="list-style-type: none"> • Participation and reports as required. 	Ongoing activity. Reports prepared for consideration of the Board on matters related to electoral area planning and servicing.
RGS	Quality Improvements, Coordination & Education: periodic contact with Islands Trust, First Nations, CVRD and RDN to share information; develop update report for elected officials and key contacts to inform on issues, project status etc.	<ul style="list-style-type: none"> • Periodic status and issue reports to RPC and Board and other key contacts/decision-makers. 	Ongoing activity. No noteworthy matters addressed by year-end.
RGS	Corporate Implementation Strategy: preparation with Department Heads of a mechanism to permit tracking of CRD compliance with RGS bylaw. Work will include information meetings with relevant CRD staff to explain RGS, review of approach at year end for possible fine-tuning.	<ul style="list-style-type: none"> • Primer on RGS for CRD department. 	Corporate implementation strategy approved by the Board on March 24, 2004
RGS	Economic Development Strategy: completion of phase 2 consultation of draft economic blueprint with member councils, agencies and other stakeholders; preparation of final policy & program recommendations for Board approval.	<ul style="list-style-type: none"> • Review process on economic blueprint RPC, Board, member councils and other stakeholders. • Final recommendations 	Until the November 2004 presentation of the updated Economic Blueprint, the process had been stalled since the Greater Victoria Enterprise Partnership Society first presented their final draft report to the Board in October 2003. In November, the Board referred the document to RPC for review,

Program Area	Project Description	Key Deliverables (Completed in Bold)	Mid-Year Status
		for Board approval	scheduled for February 2005.
RGS & RIS	Housing Affordability Strategy: completion of phase 2 consultation process on proposed strategy; preparation of final strategy for adoption.	<ul style="list-style-type: none"> • Review process with RPC, Board and member councils, stakeholders. • Final strategy for Board approval. 	Phase one consultation on the RHAS was completed in the first quarter, with subsequent discussion by RPC running through to the summer, focused primarily on the regional housing trust initiative. A draft housing trust fund (HTF) bylaw and business case, first presented to RPC in July, was subsequently revised following review by the regional solicitor and distributed to member councils for review and endorsement by year-end. The Board directed staff to finalize the RHAS following the process to review the draft HTF bylaw, currently scheduled for completion by the end of March 2005.
RGS	Master Implementation Agreement (MIA): development of agreement to coordinate key implementation elements of RGS. Work includes development of project charter and the development of a working draft of the MIA in the Spring; may include specific side agreements on individual issues as necessary. Will include look at process simplification.	<ul style="list-style-type: none"> • Municipal agreement on project scope & issues. • Working draft MIA. 	A draft master implementation agreement was prepared by May focused on criteria and procedures to manage the regional urban containment and servicing policy area. This draft report was distributed to members of the Development and Planning Advisory Committee for review and comment. Due to staff resignations, completion of a final draft for committee and board review has been pushed back to 2005.
RGS	Regional Context Statements (RCS): required by statute to be adopted by member municipalities within two years of the adoption of the RGS bylaw. Work will focus on working with municipal staff	<ul style="list-style-type: none"> • Outline of items to include in each RCS and template for RCS. 	A report on regional context statements was presented to the committee on February 18 th and subsequently distributed to member municipalities. The District of Oak Bay's regional

Program Area	Project Description	Key Deliverables (Completed in Bold)	Mid-Year Status
	through IMPAC to develop an information package and template of RCS for municipal review and support to municipalities in development of their RCS.	<ul style="list-style-type: none"> • Information session and support to municipalities. 	context statement was accepted by the Board in October. RPS Staff have met with staff and councils of member municipalities as requested.
RGS	Growth Management “Tool Box” Report/Guide: preparation of “tool box” guide for municipalities developed with IMPAC that summarizes various planning tools & approaches that can help implement the RGS and related growth management objectives.	<ul style="list-style-type: none"> • RGS Tool Box Guide completed 	A beta version of this web-based guide was completed by year-end and is scheduled for launch in the first quarter of 2005.
RGS & RTP	Travel Choices Strategy: completion of phase 2 consultation process with member municipalities on proposed strategy. Possible additional impact analysis, report on governance and funding options, and final strategy adoption process.	<ul style="list-style-type: none"> • Phase 2 consultation program • Finalize strategy for board adoption. 	The phase one consultation program was completed in the first quarter of 2004. Following committee review, staff prepared a summary of the vision and key strategic directions of TravelChoices which was approved in principle, subject to final revisions to the full document, by the Board in October. The revised TravelChoices Strategy is scheduled for consideration by RPC in February 2005. Phase 2 consultation with stakeholders, member municipalities and the public is scheduled to follow committee and board review in the Spring 2005.
RGS	RGS Monitoring: Completion and approval of monitoring framework and publication of annual report required by the <i>Local Government Act</i> , on the status of the implementation of the RGS bylaw.	<ul style="list-style-type: none"> • Approval of monitoring framework including scope and content • Draft report for municipal/agency review • Final report for review by RPC, 	The Board approved the RGS 2003 – 2008 monitoring framework in principle on November 19, 2003. Comments were received from the Round Table on the Environment, and a revised monitoring framework and suite of indicators was presented to DPAC in November. Metadata and indicator calculations for the 2004 annual report were completed by year-

Program Area	Project Description	Key Deliverables (Completed in Bold)	Mid-Year Status
		Board and municipalities.	end, with the draft report scheduled for publication in Spring 2005.
RGS	Interim Update: initiate process to update RGS to incorporate relevant decisions of the Board regarding implementation initiatives, growth management policy area decisions for Sooke and Juan de Fuca EA, memoranda of understanding with Oak Bay and View Royal, and other matters as directed by the Board. Work will include formation of policy/technical working teams with municipalities and agencies, definition of scope and focus, and other matters.	<ul style="list-style-type: none"> • Approved project scope and focus. • Draft interim update. 	Initiation of this project has been delayed to 2005/2006, to better match up with the timing of completion of municipal regional context statements and final approval of RHAS, TravelChoices and the Economic Strategy.
RIS	Census 2001: continued acquisition and development of census information for distribution and publication. Complete work on 2001 demographic atlas; complete standard municipal and sub-municipal profiles; census analyses for each municipality; obtain, analyze special ordered data; hold workshop on how to use census data for external users.	<ul style="list-style-type: none"> • Demographic Atlas completed. • Census workshop held. • Completion of 10 LA profiles. • Completion of 6 municipal analyses. • Publication of poverty data. 	<p>The Demographic Atlas was published and distributed to member councils and put on sale.</p> <p>Due to the impact of staff leave, the census workshop is re-scheduled for the first quarter of 2005.</p> <p>Local area 2001 census profiles were completed for each municipality and distributed to member municipalities.</p> <p>Census tract and municipal profiles and analyses were completed for the region including the Gulf Islands.</p> <p>Some poverty data was acquired but has not yet been analyzed or published.</p>
RIS	Development Review: preparation of quarterly publication on development activity in the Capital Region; implementation of website subscription. Possible	<ul style="list-style-type: none"> • March, June, September and December issues of Development 	All four issues were completed and distributed. Subscription website and product redesign awaiting completion of client satisfaction survey in 2005.

Program Area	Project Description	Key Deliverables (Completed in Bold)	Mid-Year Status
	redesign based on input of 2003 client satisfaction survey	Review	
RIS	Employers Database: complete the development of products and tools that will make this information more useful to CRD and clients. Work may include updating certain segments of the inventory	<ul style="list-style-type: none"> • Updated or new factsheets and other products/tools. • List of largest employers • Updated inventory. 	Employers database inventory update and list of largest employers completed. Work in progress to compare 1997 and 2001 information to reconcile datasets and reporting. Factsheets and other products scheduled for completion in the first quarter of 2005.
RIS	Partnership Development: Pursue and participate in partnerships to increase information availability and understanding in community including possible update of CSPC Quality of Life Indicator publication; possible update of Capital Urban Poverty information; others as may arise.	<ul style="list-style-type: none"> • Successful completion of reports with CRD acknowledgement 	The department has contributed data to the Community Council's work to update its information on Quality of Life Indicators. As well, provided input and advise to the Round Table on the Environment on the development of their updated Environmental Indicators program.
RIS	Multiple Dwelling Inventory: development of an inventory of apartment and townhouse dwellings for the Capital Region.	<ul style="list-style-type: none"> • Completed inventory and database 	Project was completed by year end. Information products scheduled for development and publication in 2005.
RIS	Housing Market Monitoring: development of data sources for monitoring of Housing Affordability Strategy.	<ul style="list-style-type: none"> • Acquisition, analysis and storage of data • Updated matrices of information on local government affordability policies/programs 	Data acquired by mid-year. Analysis and updating of information matrices pushed back to 2005, due to absence of key staff.
RIS	Industrial/Commercial Land Inventory: completion of project involving development of database and preparation of reports and fact sheets.	<ul style="list-style-type: none"> • Distribution products (fact sheets, web access). • Completed database. 	Database and maps completed and distributed to project partner Colliers International for review. Distribution products are scheduled for development in 2005.
RIS	Information Service: ongoing	<ul style="list-style-type: none"> • Ongoing 	Ongoing updates to standard

Program Area	Project Description	Key Deliverables (Completed in Bold)	Mid-Year Status
	response to information requests and the maintenance of data products. Includes preparation of 2004 population estimate, and entry of historic building permit data for 2001/2002 into Permit and Lots System, and development of thematic maps for website.	provision of up to date service	information products and response to client inquiries. 2004 population estimate completed. Entry of historic building permit data into PALS completed. Thematic maps posted to the department website.
RIS	Marketing/Promotion: Prepare marketing program based on results of 2003 client survey. Implement program including update department displays, materials, services and products.	<ul style="list-style-type: none"> • New marketing program • Implementation of marketing program 	<p>Client feedback form prepared and posted to the department website as well as being made available at the counter. Purpose of the feedback form is to obtain ongoing early warning feedback on department customer satisfaction.</p> <p>This project was initially delayed to permit the department to begin initial work leading toward Level 1 standing in the National Quality Institute Public Sector Progressive Excellence Program. NQI work included a baseline review of the department, and the identification of clients.</p> <p>A Request for Expressions of Interest was distributed to qualified consultants to undertake a client satisfaction survey and to develop a department marketing program by year-end. This project was then further delayed, and pushed back to 2005, due to impacts stemming from the resignation of the Manager of Corporate Communications and extended leave of the Regional Information Manager.</p>

Program Area	Project Description	Key Deliverables (Completed in Bold)	Mid-Year Status
RIS	<p>Trends: biannual publication on economic, social, community and environmental trends in the Capital Region. In addition to writing, desktop publishing, and production of Trends, work will include implementation of web based subscriptions. Possible redesign based on results of 2003 client satisfaction survey.</p>	<ul style="list-style-type: none"> • Two issues of Trends (April and October) • Web-based subscription 	<p>Both issues were published and distributed. Web-based subscription decision awaiting results of client satisfaction survey, and development of marketing program in 2005.</p>
RTP	<p>Westshore Subregional Transportation Model: development of more detailed subregional model in partnership with Langford and Colwood, based on updated RTM. Work would include demographic and network data updates, end user training.</p>	<ul style="list-style-type: none"> • Completed subregional model. • Completed end-user training. 	<p>Project being undertaken by City of Langford working with consultant group TSI. RPS contributed data that was relevant to the project. End user training component to be carried out by TSI. Project delays initiated by Langford have resulted in completion of this project being pushed back to 2005.</p>
RTP	<p>Cycling Strategy: complete priority assessments for Peninsula and Westshore, and publication of best practices manual as implementation measure from TravelChoices.</p>	<ul style="list-style-type: none"> • Updated cycling data and priority assessment. • Best practices manual 	<p>Project initiated with municipal workshops held for the Peninsula and West Shore. Project scheduled for completion in Fall was pushed back to first quarter of 2005 due to impact of staff resignation.</p> <p>Best practices manual development has been deferred until the completion of the TravelChoices regional transportation strategy project.</p>
RTP	<p>Transportation Data Collection & Monitoring: initiate five year data collection plan; collect 24 hour trip volume counts (20% annually) for the region. Also, assess the overall transportation database & monitoring program for suitability for <i>TravelChoices</i> implementation and monitoring.</p>	<ul style="list-style-type: none"> • Completion of first year of five year project. • Completion of database & monitoring program evaluation. 	<p>Data gathering completed by year-end.</p> <p>Report prepared for review by the Committee at the September 15th meeting on the future needs of the program.</p>
RTP	<p>Origin/Destination Study: Completion of analysis of O/D</p>	<ul style="list-style-type: none"> • Publications of O/D survey 	<p>Project was completed and reported to the Committee at the</p>

Program Area	Project Description	Key Deliverables (Completed in Bold)	Mid-Year Status
	survey data including preparation and analysis of data at the municipal and sub-municipal level	information at municipal and sub-municipal levels	March 17 th meeting.
RTP	Regional Transportation Data Management System Update: update of software and data and programming to permit GIS and web-based access. Work also includes the promotion of system to user agencies and municipalities.	<ul style="list-style-type: none"> • Updated RTDMS • Web publication of searchable data. 	Software and data programming completed by Information Technology Dept. Searchable traffic count database has been launched on the web, and reported to the Committee at the February 18 th meeting.
RTP	Regional Transportation Model – 10 Year Update (Phase 2): completion of two year RTM update project including 2001, 2003 and 2026 calibration, documentation and reporting, end user training, and identification of future data needs.	<ul style="list-style-type: none"> • Complete 2001 model update. 	Project was completed to update the regional transportation model including all the calibrations noted. End user training occurred on May 28 th .
General	Website Management: regular management of the RPS web pages including implementation of a subscription pages and increased number of thematic maps.	<ul style="list-style-type: none"> • Ongoing provision of up to date information through the website. 	Website updates were completed on a continuous basis, including the addition of an automated customer feedback form. RGS pages are in process of complete revision and reorganization, with a focus on RGS implementation. Interim updates and improvements were completed in the Fall, with full reorganization scheduled for completion in the first quarter of 2005.
General	Corporate Disaster Preparedness: chair command centre committee for Yates Street HQ disaster preparedness efforts. Work also includes preparation of incident operation manual and staff training.	<ul style="list-style-type: none"> • Incident operation manual. 	This project is currently on hold. No demand on RPS staff time at present.
General	General Administration: ongoing tasks related to management of the department including financial management, equipment replacement, human resources management and general file	<ul style="list-style-type: none"> • 2003 Annual Report • Relocation of offices to 534 Yates St. 	Report received by committee at the July 21 st meeting. Department relocation to First Floor, 534 Yates Street successfully completed by

Program Area	Project Description	Key Deliverables (Completed in Bold)	Mid-Year Status
	management and administrative support to the functions of the department.	<ul style="list-style-type: none"> • Prepare for 2005 relocation to Centennial Square 	<p>February 9th.</p> <p>Department space needs and final office layout completed on schedule for the design-team working on CRD HQ Phase 2.</p>
General	<p>Integrated Document and Information Management System: development & implementation of a searchable information management system for the department's digital and print files and resources</p>	<ul style="list-style-type: none"> • Completion of IDIMS project and implementation 	<p>Department concluded trial implementation of the Hummingbird Document Management System. Problems working with the system have been identified and submitted to the IT Department for review and possible discussion with supplier.</p> <p>A searchable department library database was posted to the department's intranet page. Work to complete a similar database for paper files and records is scheduled for 2005. The IT department is scheduled to introduce Hummingbird Document Management on a corporate-wide basis in 2006.</p>
General	<p>RPS Five Year Service Plan: completion of review and update of RPS mandate, mission and goals for review and approval by RPC. Work will include update and review of ongoing department performance monitoring and reporting and identification of 5 – year service plan.</p>	<ul style="list-style-type: none"> • RPC approval of strategic service plan for the department. • Mid-Year and Year-End department performance monitoring reports 	<p>Staff training undertaken on the NQI Public Sector Progressive Excellence Program criteria. Department baseline review completed, and preliminary improvement initiatives identified. Staff workshops completed to identify department values, mission and vision, which was approved in principle by RPC on November 17th.</p> <p>Progress on completion of a draft Strategic Service Plan has been impacted due to staff vacancies in the second half of 2004. The project has been pushed back to the first half of 2005.</p>

Program Area	Project Description	Key Deliverables (Completed in Bold)	Mid-Year Status
			Mid-year and year-end performance monitoring reports were completed.
General	Performance Management: annual individual performance management of all RPS staff, including the monitoring of staff training and development.	<ul style="list-style-type: none"> • Annual staff performance reports to Human Resources. 	All staff annual performance management reviews were completed by year-end. Two staff members, Tracy Corbett and Veronica Villar-Singh, resigned in 2004. A new Planning Assistant II, Robert Boeckh, has been hired to replace Ms. Villar-Singh, and is scheduled to start work on January 24, 2005.
General	Policy/Procedure Review: continuation and completion of review and update of departmental policies and procedures including establishment of standardized review and amendment protocols.	<ul style="list-style-type: none"> • Updated RPS Department Policy and Procedure Manual 	Policy and procedure review continuing as an ongoing activity. Policies related to information provision to customers and email usage reviewed by mid-year. Posting of updated policies and procedures to the department's intranet site is scheduled for 2005.
General	Annual Work Plan and 5-Year Budget Forecast: preparation of 2005 work plan and budget for review of Executive Director, Director of Finance and RPC.	<ul style="list-style-type: none"> • 2005 draft work plan. • 2005 proposed five-year annual budget forecast. 	Draft 2005 work plan completed and approved in principle by RPC in September. 2005 five-year budget forecast was reviewed by the committee in November.
General	Board and Regional Planning Committee: support to regular meetings of RPC and Board, including preparation of agendas, reports, and presentations, followup of committee and board decisions.	<ul style="list-style-type: none"> • Approximately 10 RPC meetings per year. 	Staff reports, agendas and presentations prepared for 10 RPC meetings, as well as submissions to several board meetings.
General	Internal & External Committee Support: ongoing support for Intergovernmental Advisory Committee (IAC), Inter-Municipal Planning Advisory Committee (IMPAC); participation in Round	<ul style="list-style-type: none"> • Approximately 6 IMPAC and 1 - 2 IAC meetings per year. 	IMPAC and IAC were merged into the new Development and Planning Advisory Committee (DPAC) under terms of reference approved by RPC on January 21 st . Three meetings of the new

Program Area	Project Description	Key Deliverables (Completed in Bold)	Mid-Year Status
	Table on the Environment (RTE), Corporate GIS Advisory Committee, Interprogram Liaison Committee, and the Go Green Committee		committee were held by year-end. Staff participation on other CRD committees occurred as required.