

AGENDA

COUNCIL WORKSHOP

Monday, February 27, 2012

5:00 p.m.

Committee Room, Municipal Hall

355 West Queens Road,

North Vancouver, BC

Council Members:

Mayor Richard Walton

Councillor Roger Bassam

Councillor Robin Hicks

Councillor Mike Little

Councillor Doug MacKay-Dunn

Councillor Lisa Muri

Councillor Alan Nixon



www.dnv.org

THIS PAGE LEFT BLANK INTENTIONALLY

COUNCIL WORKSHOP

5:00 p.m.
Monday, February 27, 2012
DNV Committee Room, Municipal Hall
355 West Queens Road, North Vancouver

AGENDA

1. Opening by the Mayor

2. 2011 Service Delivery Dialogue

File No. 01.0620.30/003.000

Presentation: Mary Bacica, Ipsos Reid

Memo: Charlene Grant, Manager, Corporate Planning and Services

3. Tax Strategy Update

File No. 05.1610.01/000.000

Please note the following item will be discussed at 7:00 pm to comply with previous advertising.

Presentation: Andy Wardell, Manager, Financial Services

Materials to be circulated via agenda addendum.

4. Adjournment

THIS PAGE LEFT BLANK INTENTIONALLY

REPORTS

THIS PAGE LEFT BLANK INTENTIONALLY



Memo

February 20, 2012
File: 01.0620.30/003.000

TO: Mayor and Council

FROM: Charlene Grant, Manager, Corporate Planning and Services

SUBJECT: 2011 Service Delivery Dialogue – Council Workshop February 27, 2012

The results of the 2011 Service Delivery Dialogue will be presented and the opportunity provided for questions, answers and broader discussion at the public workshop on Monday, February 27, 2012.

Background

Cost pressures and funding challenges evident in recent budget cycles have lead to the development of a long term funding strategy that includes the need for ongoing review and potential adjustments of services. At the same time, it is recognized that longer term planning for services requires greater information sharing and more fulsome public discussion.

To this end, the 2011 Service Delivery Dialogue was conducted in the fall of 2011. This process was specifically designed to enable informed responses through questions that probed issues of service delivery in more detail than a traditional random sample survey.

Background information provided to respondents included facts and fundamental concepts regarding: municipal property taxes, utility fees, funding options (taxes, user fees), public good, service descriptions, municipal budgetary pressures in the regional context, and District actions and strategies to date.

The questionnaire itself asked about general perceptions of the District and organization, value received for taxes, options for 'going green' and preferences in communication practices. More detailed questions regarding services were designed to understand residents' opinions on the importance, appropriate level and funding source for a range of District services. Specific potential actions to increase revenues, reduce costs or adjust service levels were explored. Examples included contracting out, partnerships, sponsorships, increasing encroachment fees, implementing parking fees, and a range of opportunities to consolidate services with the City of North Vancouver.

Presentation of Study Process and Results

The dialogue was designed and conducted by consultants from Ispos Reid, who will provide a review of the study process and present its findings. There will be opportunity for discussion, questions and answers at the workshop and presentation materials will be available at that time.

Next Steps

The 2011 Service Delivery Dialogue enabled a more informed, albeit still general response than past surveys. Its findings may now serve to inform future public engagement choices, as well as the development of an ongoing service adjustment program.



Charlene Grant

3. Tax Strategy Update

Materials to be circulated via agenda addendum.

THIS PAGE LEFT BLANK INTENTIONALLY