

**DISTRICT OF NORTH VANCOUVER
COUNCIL WORKSHOP**

Minutes of the Council Workshop for the District of North Vancouver held at 5:00 p.m. on Tuesday, November 13, 2018 in the Committee Room of the District Hall, 355 West Queens Road, North Vancouver, British Columbia.

Present: Acting Mayor L. Muri
Mayor M. Little
Councillor J. Back
Councillor M. Bond (5:12 p.m.)
Councillor M. Curren
Councillor B. Forbes
Councillor J. Hanson

Staff: Mr. D. Stuart, Chief Administrative Officer
Ms. C. Grant, General Manager – Corporate Services
Mr. D. Milburn, General Manager – Planning, Properties & Permits
Mr. A. Wardell, Acting General Manager – Finance & Technology
Mr. B. Hutchinson, Fire Chief
Mr. J. Gordon, Manager – Administrative Services
Mr. S. Ono, Manager – Engineering Services
Ms. K. Charters-Gabaneck, Research & Communications Assistant
Ms. A. Reiher, Confidential Council Clerk

1. ADOPTION OF THE AGENDA

1.1. November 13, 2018 Council Workshop Agenda

MOVED by Councillor BACK

SECONDED by Councillor CURREN

THAT the agenda for the November 13, 2018 Council Workshop is adopted as circulated.

CARRIED

2. ADOPTION OF MINUTES

Nil

3. REPORTS FROM COUNCIL OR STAFF

3.1. Council Orientation

File No.

Mr. David Stuart, Chief Administrative Officer, provided an overview of the departmental structure for the municipality and agencies. He also commented on the best practices for Council to respond to complaints from members of the public.

Presentations:

- a) Ms. Charlene Grant, General Manager – Corporate Services, provided an overview of the Clerks Department. She discussed the points of contact available to members of the public, including service calls to customer service, walk in requests and emails. Ms. Grant advised that due to demand over the Christmas holiday season front counter services are provided year round.

Ms. Grant provided an overview of the services provided by the Communications Department, including media reports, strategic monitoring and scripts for Council speaking notes. She commented about the role of the Mayor or Acting Mayor as the spokesperson for the District.

Councillor BOND arrived at this point in the proceedings. (5:12 p.m.)

- b) Mr. Dan Milburn, General Manager – Planning, Properties & Permits, discussed best practices, the *Community Charter* and *Local Government Act*. He provided an overview of the divisional structure, functions of the departments and operating budget. Mr. Milburn advised that the department issued 5,000 permits and conducted 15,000 inspections in 2017.

Mayor LITTLE left the meeting at this point in the proceedings. (5:30 p.m.)

Mr. Milburn provided an overview of the Development Planning Department which responds to applications for rezoning, OCP amendments, development permits, variance permits and other land use applications. The Environmental Sustainability Department assesses hazards and features requiring protection. The Community Planning Department oversees policy planning for housing, land use, heritage preservation and social planning.

Mr. Milburn discussed the role of the Bylaw Services Department and its enforcement measures. He clarified the processes for issuing tickets, bylaw notices, adjudication processes and fines.

Mr. Milburn discussed the role of the Real Estate and Properties Department noting that the department is responsible for appraisals regarding land values and land negotiations.

- c) Mr. Steve Ono, Acting General Manager – Engineering, Parks & Facilities, provided an overview of the divisional structure, budget and services. He discussed the role of the Engineering, Parks & Facilities and their day to day role looking after the public realm as well as their response to natural disasters.

He advised that the functions of the division include overseeing water supplies, maintaining streets, public works, public buildings and District parks which include urban trails. Mr. Ono advised that 1,300 Highway Use Permits were issued to mitigate construction impacts in 2017 and that 50 tonnes of garbage and organics are collected daily. The Engineering, Parks & Facilities Division works closely with outside agencies including Metro Vancouver, Port Metro Vancouver, Ministry of Transportation and Infrastructure and with Council direction regarding aspects of public interest.

Mr. Ono reported that current major projects and initiatives include the Integrated North Shore Transportation Planning Project, Highway Interchanges, B-Line and Phibbs Exchange. He discussed challenges faced by the department which include geographical challenges, natural hazards, limited road capacity at bridges, water courses and wetlands, climate change and the technological changes in transportation.

- d) Mr. Andy Wardell, Acting General Manager – Finance & Technology, provided a brief overview of the four departments which comprise the division. These include Financial Planning, Financial Services, Supplies & Risk Management and Information Technology Services. He advised that Finance and Information Technology are the two main functions of the department and that auditing services are provided by KMPG. The division works collaboratively with BC Assessment and also challenges assessment appeals at the Property Assessment Review Panel and Property Assessment Appeal Board.

He further advised that Financial Planning is responsible for the development of the Long Term Financial Plan and that every year a balanced budget is developed with Council. There are 16 Asset Management Plans that integrate into the Long Term Financial Plan. He discussed the Procurement and Risk Management services which are responsible for District purchasing, the management of the Stores inventory at the Operations Centre and liability and property insurance aspects of District business.

Mr. Wardell provided an overview of the 2019 budget and noted that in 2017 there were approximately 6,000 service calls to the tax line, 11,500 payments to suppliers and that currently there are 32,000 folios registered for tax purposes.

Mr. Wardell reported that there are 32,000 kilometres of fibre optics, over 3 million electronic documents and respond to an average of 1,000 monthly requests to the Service Desk. He discussed current major projects including system renewals and upgrading of District fibre networks. He noted that one key issue is working with the Province to resolve disparate land valuations on waterfront heavy industrial properties arising from the application of the Ports Property Tax Act.

- e) Mr. Brian Hutchinson, Fire Chief, reported that there are 140 personnel and provided an overview of the organizational structure of the Fire Department and responsibilities of the Fire Chiefs and Assistant Chiefs. He noted that the primary mission is the protection of life, property and the environment and that the most advanced fire fighting efforts are used.

Chief Hutchinson commented about the challenges of responding to an average of 140 technical rescues on an annual basis. He reported that modern technology is used in the field by the crews, that the provincial standards are being met in regards to training and that Fire and Life Safety education is provided to the public. The post disaster operations are aligned with the two other fire services on the North Shore and all three North Shore fire services have signed a mutual aid agreement.

He provided an overview of the services provided by the fire boats which are located at Kitsilano and the Sea Bus Terminal. He discussed the fire boat agreement which enables access to areas that are remote from fire hydrant systems.

4. ADJOURNMENT

**MOVED by Councillor FORBES
SECONDED by Councillor BOND**

THAT the November 13, 2018 Council Workshop is adjourned.

CARRIED
Absent for Vote: Mayor LITTLE
(7:26 p.m.)

Mayor



Municipal Clerk

