

AGENDA

COUNCIL WORKSHOP

Monday, December 9, 2019

7:00 p.m.

Committee Room, Municipal Hall

355 West Queens Road,

North Vancouver, BC

Council Members:

Mayor Mike Little

Councillor Jordan Back

Councillor Mathew Bond

Councillor Megan Curren

Councillor Betty Forbes

Councillor Jim Hanson

Councillor Lisa Muri



www.dnv.org

THIS PAGE LEFT BLANK INTENTIONALLY

COUNCIL WORKSHOP

7:00 p.m.
Monday, December 9, 2019
Committee Room, Municipal Hall,
355 West Queens Road, North Vancouver

AGENDA

1. ADOPTION OF THE AGENDA

1.1. December 9, 2019 Council Workshop Agenda

Recommendation:

THAT the agenda for the December 9, 2019 Council Workshop is adopted as circulated, including the addition of any items listed in the agenda addendum.

2. ADOPTION OF MINUTES

2.1. November 19, 2019 Council Workshop

p. 7-10

Recommendation:

THAT the minutes of the November 19, 2019 Council Workshop meeting are adopted.

3. REPORTS FROM COUNCIL OR STAFF

3.1. North Vancouver District Public Library 2020-2023 Strategic Plan File No.

p. 13-70

Report: Director, Library Services, November 27, 2019
Attachment 1: Draft Strategic Plan 2020-2023
Attachment 2: Power Point Presentation
Attachment 3: Supporting Council Priorities
Attachment 4: 2018 Annual Report

Recommendation:

THAT the November 27, 2019 report of the Director, Library Services entitled North Vancouver District Public Library 2020-2023 Strategic Plan is received for information.

3.2. Proposed North Shore Ride-Hailing Approach File No. 16.8620.01/024.000

p. 71-78

Report: North Shore Mobility Options Coordinator and Transportation Planner,
November 26, 2019

Recommendation:

THAT the November 26, 2019 joint report of the North Shore Mobility Options Coordinator and the Transportation Planner entitled Proposed North Shore Ride-Hailing Approach is received for information;

AND THAT Committee endorse the proposed principles and objectives to address ride-hailing and the interim North Shore approach and recommendations as presented in this report.

4. PUBLIC INPUT

(maximum of ten minutes total)

5. ADJOURNMENT

Recommendation:

THAT the December 9, 2019 Council Workshop is adjourned.

MINUTES

THIS PAGE LEFT BLANK INTENTIONALLY

DISTRICT OF NORTH VANCOUVER COUNCIL WORKSHOP

Minutes of the Council Workshop for the District of North Vancouver held at 5:03 p.m. on Tuesday, November 19, 2019 in the Committee Room of the District Hall, 355 West Queens Road, North Vancouver, British Columbia.

Present: Mayor M. Little
Councillor B. Forbes
Councillor J. Back
Councillor M. Bond (5:16 pm)
Councillor M. Curren
Councillor J. Hanson
Councillor L. Muri

Staff: Mr. D. Stuart, Chief Administrative Officer
Ms. C. Grant, General Manager – Corporate Services
Mr. D. Milburn, General Manager – Planning, Properties and Permits
Mr. B. Dwyer, Assistant General Manager – Regulatory Review and Compliance
Mr. J. Gordon, Manager – Administrative Services
Ms. J. Paton, Manager – Development Planning & Engineering
Ms. C. Walker, Chief Bylaw Officer
Ms. L. Simkin, Administrative & Information and Privacy Coordinator
Ms. J. Thomson, Bylaw Enforcement Supervisor
Ms. S. Dale, Confidential Council Clerk
Mr. A. Chanana, Bylaw Enforcement Officer
Ms. A. Dalley, Planning Assistant

Also in

Attendance: Mr. Bob Kellie, DMD & Associates Ltd.

1. ADOPTION OF THE AGENDA

1.1. November 19, 2019 Council Workshop Agenda

MOVED by Councillor FORBES

SECONDED by Councillor BACK

THAT the agenda for the November 19, 2019 Council Workshop is adopted as circulated.

CARRIED

Absent for Vote: Councillor BOND

2. ADOPTION OF MINUTES

Nil

3. REPORTS FROM COUNCIL OR STAFF

3.1. Standards and Regulations in Single-Family Zones

File No. 13.6700.20/000.000

Mr. Brett Dwyer, Assistant General Manager – Regulatory Review and Compliance, outlined options for making changes to District bylaws, policies and regulation to address concerns and issues raised with regards to the following single-family residential standards and regulation areas as follows:

- Retaining structures;
- Height of detached accessory buildings;
- Nuisance lighting;
- Nuisance noise; and,
- Landscape retention and reduction of hard surfaces.

Councillor BOND arrived at this point in the proceedings.

Council discussion ensued and the following comments and concerns were noted:

- Commented that if bylaws are too restrictive applications for variances may increase;
- Commented on the variety and topography of lots in the District;
- Commented that properties with challenging topography may have difficulty meeting regulations; and,
- Expressed concern with environmental concerns regarding concrete and questioned if there are alternative materials that could be used.

Council directed staff to report back on retaining wall regulations and provide options and examples of a variety of lot topographies in the District.

Council discussion ensued and the following comments and concerns were noted:

- Expressed concern with the siting of retaining walls and their impact;
- Expressed concern that the height measurement of detached accessory buildings may cause negative visual impacts to neighbouring properties; and,
- Requested that staff report back on the issue of side-entry garages.

With regards to the height of detached accessory buildings (including garages), the majority of Council spoke in support to amend the District's Zoning Bylaw to require that detached parking structures and other accessory buildings and structures be measured from the floor level to the highest point of the building or structure, but in no case shall the floor level of the structure be more than 6 ft. above natural grade at any point.

Council discussion ensued and the following comments and concerns were noted:

- The need to distinguish Christmas lighting from decorative lighting;
- The need to regulate the energy impact of lighting and light pollution in single-family homes where lights are left on in a constant manner;
- Expressed concern about the impact of lighting on wildlife and neighbouring properties; and,
- Questioned if lighting plans are required to be submitted when an applicant applies for a permit.

With regards to nuisance lighting, Council directed staff to explore the following options:

- Outdoor single-family residential light sources be pointed downwards;
- Outdoor holiday/seasonal/decorative lighting must be turned off during certain hours; and,
- Work with a lighting professional to create alternative solutions.

Council discussion ensued and the following comments and concerns were noted:

- Expressed concern about the noise levels from single-family homes generated by air conditioning units, heat pumps and outdoor entertainment areas;
- Questioned if there are effective noise attenuation devices;
- Suggested looking at other jurisdictions and what their regulations are with regards to the siting of residential outdoor mechanical equipment;
- Questioned how to deal with the accumulation of noise and how this could be best managed;
- Suggested setting an acceptable decibel level; and,
- Opined that restricting residential outdoor mechanical equipment to the rear yard may not be the best use of space.

Staff advised that they will report back on landscape retention and reduction of hard surfaces at a future workshop.

Public Input:

Mr. Corrie Kost, 2800 Block Colwood Drive:

- Spoke in support of amending the District's Nuisance Abatement Bylaw to require that all outdoor lighting be turned off during certain hours; and,
- Commented on noise mitigation measures.

District Resident:

- Spoke to the excessive noise and lighting levels in District neighbourhoods;
- Commented on good neighbour practices to lessen conflicts created by noise generating activities;
- Expressed concern about the environmental impact of lighting on neighbouring properties; and,
- Stated that bylaws should be enforced.

District Resident:

- Recommended a light abatement bylaw be implemented similar to other municipalities;
- Expressed concern about the negative effect of light pollution on public health; and,
- Commented about the difficulty in mitigating the effect of lighting.

District Resident:

- Expressed concern about the negative effect of light pollution.

Mr. Peter Teevan, 1900 Block Indian River Crescent:

- Spoke in support of amending the District's Nuisance Abatement Bylaw to require that all outdoor lighting be turned off during certain hours; and,

- Requested making an exception on Christmas Eve and Christmas.

4. ADJOURNMENT

MOVED by Councillor CURREN

SECONDED by Councillor FORBES

THAT the November 19, 2019 Council Workshop is adjourned.

CARRIED
(6:57 p.m.)

Mayor

Municipal Clerk

REPORTS

THIS PAGE LEFT BLANK INTENTIONALLY



North Vancouver District
Public Library

CONNECTING COMMUNITY. SHARING KNOWLEDGE. INSPIRING STORIES

MANAGEMENT REPORT

DATE: November 27, 2019
AUTHOR: Jacqueline van Dyk – *Director, Library Services*
MEETING DATE: December 9, 2019
TO: North Vancouver District Council
SUBJECT: **NORTH VANCOUVER DISTRICT PUBLIC LIBRARY 2020-2023 STRATEGIC PLAN**

SUMMARY

The NVDPL 2020-2023 Strategic Plan focuses on the operational work of the Library, demonstrates good governance practices and aligns with the priorities of the District of North Vancouver. This document is the outcome of a series of strategic planning sessions facilitated by consultant Michael Shoop, and developed collaboratively with board members and library staff.

North Vancouver District Public Library Board Chair Kristine Mactaggart Wright and accompanying Library Trustees will present an overview of the draft 2020-2023 Strategic Plan for discussion and feedback with Council.

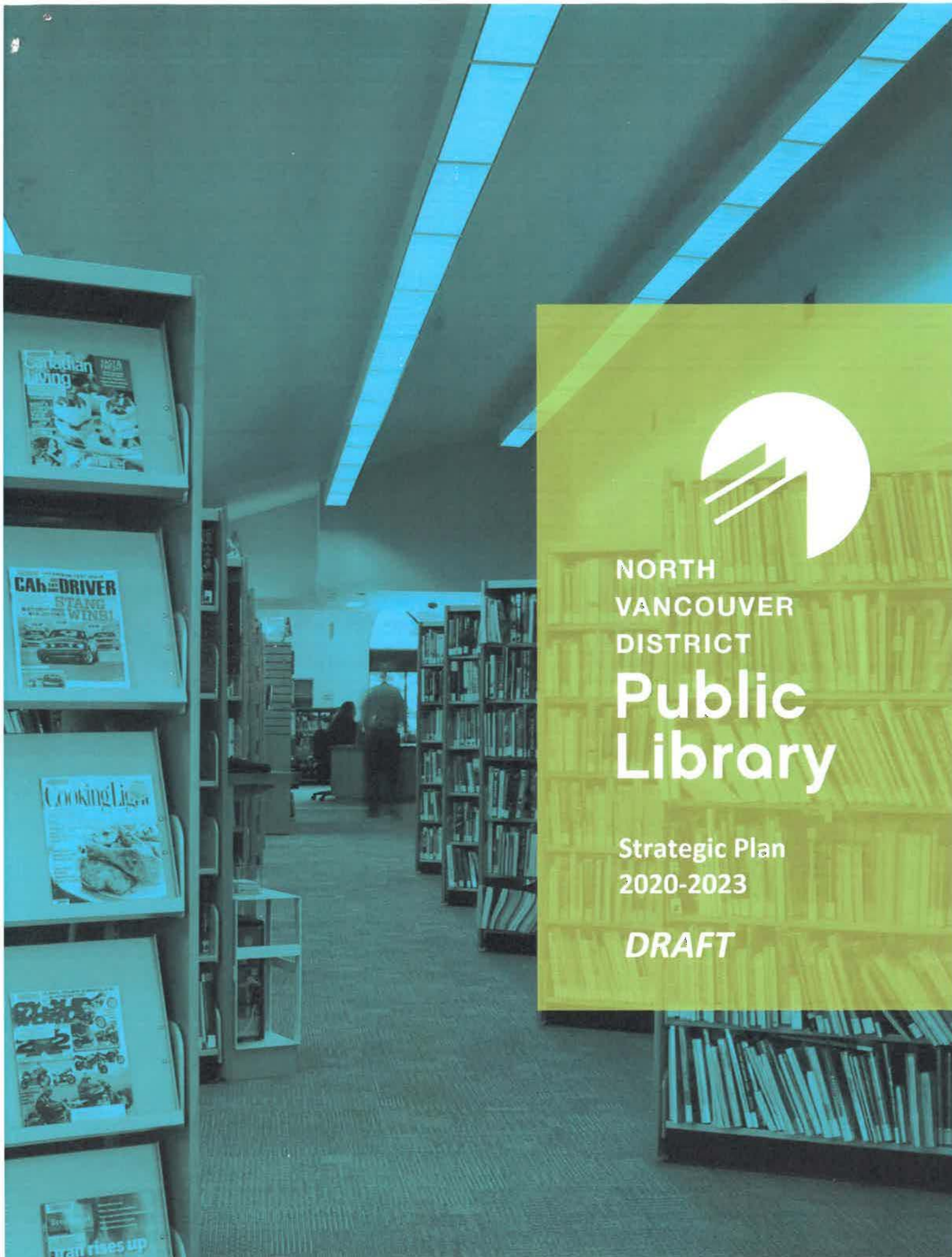
PURPOSE

This report is for information and discussion.

ATTACHMENTS

This report includes the following appendices:

- I. Draft Strategic Plan 2020-2023*
- II. PowerPoint Presentation*
- III. Supporting Council Priorities*
- IV. 2018 Annual Report*



NORTH
VANCOUVER
DISTRICT

Public Library

Strategic Plan
2020-2023

DRAFT

TABLE OF CONTENTS

Introduction	3
Gaining Momentum	3
Considerations for What's Next.....	4
Who We Are: A Library for Everyone.....	5
Vision, Mission and Values	7
Vision: Where we are going.....	7
Mission: What we do	7
Values: Who we are	7
Strategic Priorities 2020-2023	8
Strategic Priority #1: CONNECT	8
Strategic Priority #2: SHARE.....	9
Strategic Priority #3: INSPIRE.....	10
Measuring Performance	11
Community Alignment	12
Moving Towards 2024	13
Appendix	14

INTRODUCTION

For 55 years, North Vancouver District Public Library has provided exceptional service to patrons in the District of North Vancouver. Over the past decade in particular, library services have been updated and reshaped by changing digital, social, and economic landscapes. Today NVDPL offers multi-layered services: the traditional role, providing access to physical collections; the contemporary role, providing digital resources both on and off site; and the community hub role, providing public spaces that support people and experiences. You'll find well-used spaces, a carefully curated collection, including eBooks, audiobooks, accessible formats, and diverse, inclusive, and unique programming—all of which are vital to supporting an engaged, connected, and informed community.

Connecting community, sharing knowledge and inspiring stories is core to all that we do.

We've set the stage for a strong future. We will continue to re-imagine our services to help ensure that members of our community have the information, tools and experiences required to thrive in a rapidly-evolving world.

GAINING MOMENTUM

Informed by the needs of our community and inspired by changing digital landscapes, the Library's Strategic Plan for 2017-2019 laid out the guidelines and directions for NVDPL over the last three years. Working towards a vision to shape the District of North Vancouver's future by inspiring learning, discovery, creativity, and collaboration in local residents, NVDPL made significant achievements in our three strategic priority areas:

Collaborate with our community

- Improved the main floor service desk at Lynn Valley Library to make our library more open and inviting
- Nurtured and developed relationships with over 30 community partners
- Developed a Community Contributions Strategy for individuals who want to share their knowledge
- Refreshed the Library's brand to become more welcoming and fun

Transform our digital environment

- Improved technology infrastructure and workspaces
- Established a technology roadmap
- Made the case to increase on-going funding for more digital offerings
- Explored the opportunity to provide a digital creation studio: StoryLab to launch in 2020
- Increased programming for community to learn digital literacy skills

Expand community learning

- Developed responsive community-led programming
- Emphasized the culture of reading by expanding book clubs
- Collaboratively developed a North Shore Authors Collection
- Developed an Interior Spaces Plan to modernize our spaces so that they are welcoming and more flexible for multiple uses in the long-term

Organizational Strength

- Created Asset Management Plans for library collections, technologies and furniture
- Developed a Risk Management Plan
- Aligned business practices with District of North Vancouver

As a result of our 2017-2019 Strategic Plan, we are offering more library programs than ever before, have enhanced our digital collections, and have developed roadmaps to improve our spaces, services and technologies. We wanted to become more community-focused, collaborative, connected, and part of the digital world—and we're braced and excited to build on these achievements over the next four years.

CONSIDERATIONS FOR WHAT'S NEXT

Today's librarian is a facilitator, a connector, a co-creator and a co-learner. The theory that information is power has never been truer than it is today, and the public library is a key to providing access to information and learning. They help us bridge the digital divide, offering access to participation, entertainment, employment, and quality of life.

During a time where many social issues and crises are gaining significance and, at times, becoming divisive, public libraries are becoming more vital communal spaces for our community to engage with and exchange ideas. NVDPL wants to nourish the role of public library in promoting civic engagement and dialogue, focusing on the themes that are most relevant and important for our community.

We are thinking about how we can support our community's desire for information and the realities both our library and our community is facing. As we implement and develop plans for the future, some of the issues and realities we will be thinking of include:

- Climate action and sustainability
- Housing availability, affordability and quality of life
- Truth and Reconciliation
- Democracy and public discourse
- Privacy and information protection in the digital age
- Challenges to maintaining core services while rising to meet new needs

WHO WE ARE: A LIBRARY FOR EVERYONE

A Welcoming Library

Modern public libraries are touchstones of knowledge and culture, where every citizen can learn and have access to information. We know that in addition to browsing and borrowing traditional library materials, our community also comes here to study, to work, to use the computers, to tutor/be tutored, to attend programs, to read with their children, and to meet with each other. As housing availability and needs change, more people are looking for a '3rd space' away from home and work where they can reflect, study, read, learn, and connect.

As our community changes, we need to expect and respond to new needs and interests. As such, NVDPL has identified areas of opportunity to focus on in order to adapt to the changing needs of our community and continue to be a welcoming place for everyone. We plan to improve our spaces, and enhance service provision, access, and inclusion.

Some of the things you will see:

- Space improvements to ensure our spaces are welcoming, flexible and accessible
- Identification of barriers to accessing library services and developing plans to increase membership
- Evaluation of service hours to be more flexible and available
- Increased focus on community collaboration and creation of local content and learning
- Updating the staffing model front line services to better support library users

Community Connections

The public library is part of the social infrastructure of communities and contributes the overall well-being of a healthy community. NVDPL offers a broad range of information services and programming to all District of North Vancouver residents, encouraging community engagement, learning, dialogue, and promoting a sense of belonging.

We are looking beyond our walls to connect with our community in new and expanded ways, in order to reduce barriers to library access and meet the learning needs of our community regardless of age, socio-economic status, or skill level. As the population over age 65 in District of North Vancouver continues to grow, our Library will support an aging population by helping them stay connected and engaged with library and learning material.

We will be looking for ways for our staff to share their expertise and introduce library services to children, teens, adults and seniors in unexpected places like parks, coffee shops and community events. We aim to provide the best possible experience for the public through Library on Location opportunities.

Some of the things you will see:

- Improved and expanded delivery of Home Library Services
- Investment in the provision of library services when and where they are needed
- Review of current library staffing model to support new ways in delivering service

Innovation and Learning

We offer convenient services to assist patrons in their active, busy lives. Patrons can access the Library 24/7—via the online catalogue and website—to use digital resources, learn on the go, borrow electronic materials, reserve and hold physical items, or maintain their accounts.

We want to be recognized as a destination for informal and self-directed learning for people from all walks of life, in all ages and all stages of life, as they change and optimize their lives as learners, citizens, homeowners, entrepreneurs, innovators, workers, community advocates and more. The creative economy is growing, and we play an important supporting role to play by providing spaces, resources, and services that promote creativity and innovation. We are using the foundation we've built as a launch pad to further accelerate the work of the Library, to support community participation in local government and the larger digital world with confidence and wonder. We plan to add convenience of access at every step of library service.

Some of the things you will see:

- Act as a local accelerator for business and entrepreneurship through StoryLab
- Achieve greater economies of scale with IT and software purchases
- Support the creation and archiving of a wide variety of digital media to propel the story of our community
- Continue to invest and develop our digital resources and infrastructure
- Innovate staff tools and resources to allow for mobility and improved service delivery

Library Collections

The District of North Vancouver is home to a community of readers! Our collections include a range of materials and resources in a variety of formats to meet the reading, viewing and listening needs of our diverse community. We offer books, journals, magazines, newspapers, films, and music in both traditional print, digital, and accessible formats. Collection selections are informed by publishing and library trends, patron and staff suggestions, the Library's Collection Policy and the Strategic Framework. We are proud to offer a robust and diverse materials and resources that support civic, digital, traditional, and early literacies.

We are also responsive to community needs, providing relevant and popular material, including newly introduced unique and non-traditional collections, like Radon Detector Kits and in-library mobile charging devices. Our community continues to request more digital content and access to resources and formats as the digital shift in libraries progresses. In addition, important work and conversations are underway in libraries across Canada, with guidance and direction from provincial and national Indigenous and non-Indigenous organizations and communities, to de-colonize Indigenous physical and digital materials in library collections.

Our goal is to have a library collection that supports the values and mission of the Library, the District and Council—and of course, meets the needs of our community. A collection that challenges traditional standards, is sustainable, accountable, flexible, available for all, will be a library collection for everyone.

Some of the things you will see:

- Expand digital collections and resources
- Exploration and offering of new community-centric non-traditional material
- Offering Indigenous and multilingual material
- Highlighting local stories

VISION, MISSION AND VALUES

Vision: Where we are going

Inspire learning, discovery, creativity, and collaboration in the District of North Vancouver.

Mission: What we do

Connecting community. Sharing knowledge. Inspiring stories.

Values: Who we are

We believe in:

- Building community and relationships
- Nurturing innovation while honouring tradition
- Embracing exploration, creativity and fun
- Supporting human potential and enabling excellence

Our guiding principles:

- Lifelong learning and the love of reading
- Equitable access for all
- Intellectual freedom
- Sustainability

Our strengths:

- Responsive to local community
- Diverse collections, programs and services
- Workplace culture of supported and empowered staff
- Welcoming and inclusive place for all

STRATEGIC PRIORITIES 2020-2023

Strategic Priority #1: CONNECT

Our libraries have the ability to enrich lives, expand horizons and reduce isolation. Collaborating with local organizations is paramount to leveraging resources that contribute to the overall health of the community. We will continue to embed ourselves in our community, grow our relationships and champion community-led initiatives and practices—all in an effort to amplify the Library's reach and provide tools and opportunities for all residents to live meaningful, connected lives.

Goal 1 Collaborate with our community.	Goal 2 Reach new audiences.	Goal 3 Deliver services where and when they are needed.
Some actions you will see:	Some actions you will see:	Some actions you will see:
<ul style="list-style-type: none">• Innovate with partners to enhance use of our spaces and services• Develop a plan to build meaningful relationships and explore reconciliation opportunities with local First Nations• Implement the Community Contributions Plan, encouraging more people to share their time and expertise with the community• Explore facility options for Capilano Library in cooperation and consultation with the District• Develop a strategy to further engage with and attract library donors	<ul style="list-style-type: none">• Create a plan to attract non-library users and newcomers, and engage existing patrons• Create and execute an inclusivity strategy that reduces barriers to accessing NVDPL buildings, services and collections• Implement the Communications Strategy to tell the library story to the wider community• Activate new ways to measure library membership and how the community uses our collections, facilities, and services	<ul style="list-style-type: none">• Develop and implement a roadmap to expand Home Library Services• Expand opportunities for "Library on Location"• Make a case to adapt library service hours based on evaluation and patron feedback• Launch and evaluate NVDPL's first Express Library in lower Capilano

Strategic Priority #2: SHARE

Sharing is at the heart of what we do. We share our spaces, inviting the community into our friendly community hubs. We share information, offering a diverse range of programming opportunities and a rich collection of learning materials. We will continue to share our incredible spaces, resources, staff expertise and exceptional experiences so we can fulfil our promise to the community.

Goal 1 Reimagine and enhance our spaces so that they are welcoming for all.	Goal 2 Enhance the digital experience by advancing on our technology infrastructure and environments.	Goal 3 Offer programming and collections that unite our community in shared learning.
Some actions you will see:	Some actions you will see:	Some actions you will see:
<ul style="list-style-type: none"> • Create flexible, adaptable, and vibrant spaces by implementing the Spaces Design Report • Explore opportunities to reflect Indigenous perspectives in our spaces • Create a Wayfinding Plan to make navigation of our spaces and collections more intuitive and discoverable • Evaluate inclusive policies for space use and room bookings 	<ul style="list-style-type: none"> • Refresh our online presence to be responsive, intuitive and easy to navigate • Implement training program to develop staff digital literacy skills • Partner with the District to ensure library locations connect to new broadband capability and seamless access to shared services 	<ul style="list-style-type: none"> • Augment existing learning opportunities with enriched content • Expand community understanding of Indigenous and inter-cultural perspectives and experiences • Develop and implement an Indigenous Collection Strategy • Facilitate community dialogue on public discourse, promote citizenship and engagement

Strategic Priority #3: INSPIRE

To inspire is to influence, guide, and spark interest. We will encourage and promote discovery, and advance initiatives that support our community to create, make, play, participate and innovate. We will experiment with unconventional library services. We will empower our talented staff to enhance the patron experience, and guide our community in finding what they need.

Goal 1 Act as a catalyst to inspire a community of creators.	Goal 2 Delight and inspire our community.	Goal 3 Support and empower an inspired staff.
Some actions you will see:	Some actions you will see:	Some actions you will see:
<ul style="list-style-type: none"> • Provide learning opportunities that facilitate creation, both digital and physical (e.g. Writers and Creators In-Residence, workshops, Film Camps etc.) • Empower the community to capture digital stories in our StoryLab, and archive those stories for future generations 	<ul style="list-style-type: none"> • Promote the library as the community's place to capture and showcase local stories • Be the destination for our community to explore literacy in all forms • Inspire our community with innovative programs and practices to mitigate and adapt to climate change • Offer community-focused non-traditional collections 	<ul style="list-style-type: none"> • Identify staff skills and experience to support patron learning and engagement and to increase job enrichment • Implement the Service Excellence Strategy • Improve the program to recruit, on-board, train, mentor, and retain staff • Transform the work environment to increase flexibility and mobility in service delivery • Provide quality training to support situational responsiveness and organizational resilience

MEASURING PERFORMANCE

As we work towards achieving our vision, North Vancouver District Public Library is committed to tracking and reporting on key indicators of performance and progress that have been identified for the strategic priorities of the current plan. Sharing our progress will allow us to demonstrate progress and measure success, or highlight areas that may require attention. In addition to quarterly reports on operational statistics, the Library will report on:

Indicators	Existing or New	What it Measures	Reporting Frequency to Board	Baseline (end of year 2019)	Desired Trend
CONNECT					
Collaborate with our community. Deliver services where and when they are needed.					
Community Contributors	New	# of Community Contributors	Annual		▲
StoryLab partners	New	# of individuals and organizations partnering on StoryLab	Annual		▲
Partnerships	Existing	Total list of organizations, tables and initiatives we work with on programs, information sharing, planning, service delivery, education.	Annual		-
Reach new audiences.					
Active resident cardholders	Existing	# of active resident cardholders (used the library within 3 years)	Annual		▲
New registrations	Existing	# of new member registrations January-December 31	Annual		▲
E-newsletter Subscriptions	Existing	Total # of subscriptions to NVDPL's newsletters at year-end	Annual		▲
Social media followers	Existing	Total % increase across all channels at year end	Quarterly		▲
Deliver services where and when they are needed.					
Outreach and Library on Location	Existing	# of contacts with community members library on location + offsite outreach events (= total attendance at offsite programs)	Annual		-
Home Library Service patrons	Existing	# of Home Library Service and Talking Books regular patrons	Annual		▲
Express Library	New	Placeholder for Express Library Stats. Holds/Checkouts/Stats, programming?			
SHARE					
Reimagine and enhance our spaces so that they are welcoming for all.					
In-person visits	Existing	# of in-person visits	Quarterly		-
Spaces satisfaction	Existing	% of patrons who indicated satisfaction with library spaces out of total survey participants (biennial Library Experience Survey data collection)	Annual		▲
Hours satisfaction	Existing	% of patrons who indicated satisfaction with service hours out of total survey participants (biennial Library Experience Survey data collection)	Annual		▲
Enhance the digital experience.					
Technology satisfaction	Existing	# of patrons who indicated this statement out of total survey participants ((biennial Library Experience Survey data collection)	Annual		▲
Digital visits	Existing	# of visits to www.nvdpl.ca and Bibliocommons	Quarterly		▲
Public computing hours used	New	Usage of public computers by hours	Annual		-
Internet Use	New	# of internet sessions (wired & wireless)	Annual		-
Offer programming and collections for shared learning.					
Library based learning	New	# of hours x # of participants of actual learning (including MOOCs, storytime, Mother Goose, etc.)	Quarterly		▲
Community dialogue programs	New	# of community dialogue programs offered	Quarterly		▲
Indigenous and inter-cultural learning programs	New	# of programs that support Indigenous and inter-cultural learning	Quarterly		▲
Attendance at community dialogue programs	New	Attendance at community dialogue programs	Quarterly		▲
Attendance at Indigenous and inter-cultural programs	New	Attendance at Indigenous and inter-cultural programs	Quarterly		▲

INSPIRE					
Inspired a community of creators. Delight and inspire our community.					
Stories created and archived	New	# of stories made in StoryLab added to NVDPL repository	Annual	-	▲
StoryLab use	New	# of patrons using studio and/or post-production spaces	Quarterly	-	▲
StoryLab programs	New	# of StoryLab programs offered	Quarterly	-	▲
Attendance at StoryLab programming	New	# of attendees at StoryLab programs	Quarterly	-	▲
Non-traditional Collections	New	# of non-traditional collections offered (Radon kits, device charging, etc.)	Annual		▲
Support and empower an inspired staff.					
Employee engagement	New	% of employees who strongly agree or agree on employee engagement question set (biennial Library Experience Survey data collection)	Annual	-	▲
Staff training	Existing	% of staff who completed at least two training program and/or conference in the past year (biennial Library Experience Survey data collection)	Annual		-
VALUE & IMPACT					
% of patrons who feel the library helps them feel more connected to their community	New	# of patrons who indicated this statement out of total survey participants (biennial Library Experience Survey data collection)	Annual		▲
% of patrons who believe the library helps them save money	New	# of patrons who indicated this statement out of total survey participants (biennial Library Experience Survey data collection)	Annual		▲
% of patrons who believe the library helps them reduce their environmental impact	New	# of patrons who indicated this statement out of total survey participants (biennial Library Experience Survey data collection)	Annual		▲
% of patrons who feel the library helps them discover useful resources or learn something new	New	# of patrons who indicated this statement out of total survey participants (biennial Library Experience Survey data collection)	Annual		▲

COMMUNITY ALIGNMENT

North Vancouver District Public Library is part of the social fabric of our local North Shore community, but our Library also operates as part of a larger network of libraries that extends locally and beyond. As such, the Library referred to a variety of strategic planning documents from key partners and stakeholders throughout the planning process.

Partner Alignment Table		NVDPL Strategic Priorities		
		CONNECT	SHARE	INSPIRE
District of North Vancouver	Council Directions 2019-2022	✓	✓	✓
	Corporate Plan 2019-2022	✓	✓	✓
	Official Community Plan	✓	✓	✓
	Digital Strategy		✓	✓
	Climate Change Adaptation Strategy		✓	✓
Province of BC	Vision for Public Library Service	✓	✓	✓
	Making Life Better: Budget 2019	✓	✓	
International Federation of Library Associations	Global Vision Report	✓	✓	✓

MOVING TOWARDS 2024

As the 2020-2023 Strategic Plan is implemented, NVDPL will keep an active watch on how this plan will position the Library to advance and succeed in 2024 and beyond. We will:

- Review and report on this strategic plan annually to ensure its continued relevance and incorporate necessary project work in annual work plans.
- Renew our operational plans, budget and other planning documents annually to ensure they reflect the three key directions set out in this strategic plan.
- Work with our partners to ensure this strategic plan is pursued in a meaningful and productive manner.
- Communicate our three directions widely, including issuing annual progress reports.

APPENDIX

Organizational Overview

Since being formally established as a municipal library in 1964, NVDPL has evolved to meet the changing needs of its community. Currently operating with a budget just over \$6m, the NVDPL provides library service to a population base of approximately 86,000 living in the District.

NVDPL currently operates out of three locations that span the District of North Vancouver, housing a physical collection of over 275,000 items and a growing selection of digital resources. The Library also offers a full range of information services and learning opportunities. The Lions Gate Express Library, currently in development, will add a fourth service location with a modest collection of 2,500 items.

Like all public libraries in British Columbia, NVDPL is created under the Library Act (the Act), a separate and stand-alone piece of legislation. The Act establishes the broad roles and responsibilities of the Board and the Library Director as well as setting out expectations and responsibilities of public libraries.

In addition to the provisions found in the Act, the Provincial Government also provides annual grants to all BC public libraries. The Ministry of Education (responsible for public libraries) issues an annual letter setting out priorities and expectations.

The NVDPL Board comprises nine community-minded volunteers who are appointed by the District of North Vancouver Council, including one elected Councillor, pursuant to the British Columbia Library Act. The Director of Library Services is ex-officio and Secretary to the Board. There are four committees that Trustees and Board members sit on: Advocacy, Finance and Audit, Governance, and Human Resources.

Staff Overview

NVDPL's Director of Library Services provides leadership and guidance to a Strategic Leadership Team that manages operations in five key departments: Community Connections, Welcoming Initiatives, Learning and Innovation, Business Operations, and Collection Services.

Changes are coming with how and where we do our work, and we need to have a highly engaged and adaptable people to carry us forward, and ensure NVDPL remains a resilient organization. By definition, "culture shift" is a work in progress. The culture shift we are evolving at the NVDPL can be characterized as:

- Empowering staff—resulting in staff-led initiatives, new leadership and training opportunities
- Professionalizing our business practices to be in better alignment with our funders
- Increasing staff engagement in collaborative programming, services and activities that may require new skills and extend beyond the status quo
- Reorienting our service approach to be more community-focused and mission-driven
- Encouraging the prioritization of service reliability, responsiveness and relationships

Staff need to be flexible to respond to community needs, have a strong understanding of their roles, and feel connected to strategic goals. Nurturing their development is key. We need to consider new ways to take on new services and ways of working (e.g. scheduling software, new staffing models, etc.).

We need to plan to accommodate trends in Human Resources legislation, such as more flexible work schedules, and we need to improve our program to recruit, on-board, train, mentor, and retain staff—all to make best use of staff skills and operate effectively.

Partnerships and Shared Services

NVDPL works closely and shares services with our funding partner, the District of North Vancouver. Shared services provided by the District of North Vancouver include Finance, Human Resources, Commodity IT, and Facilities. As a member of a rich community of municipal services, NVDPL also partners with community agencies to deepen our connections in the community and support in the development of collaborative, efficient, and cost-effective programs. The Library strategically partners with local arts and culture organizations and North Vancouver Recreation and Culture, as well as contributes to North Shore initiatives such as North Shore Immigration Inclusion Partnership.

In addition, all three North Shore library systems—North Vancouver City Library, North Vancouver District Public Library, and West Vancouver Memorial Library—work closely and collaboratively on a number of co-operative initiatives, including joint training opportunities, the North Shore Writers Festival and North Shore Authors Collection. NVDPL is especially proud of its close partnership with the North Vancouver City Library, as many District residents regularly use the City Library, and many City residents regularly use the District Library. Our combined collections serve to collectively meet the needs of the entire North Vancouver community.

The library ecosystem expands beyond the local region, connecting library systems from across British Columbia. Our services have an impact and conversely other libraries have an impact on our services. There is a well-established practice of sharing resources amongst libraries (e.g. InterLINK's resource sharing programs, National Network for Equitable Library Service (NNELS), Inter-Library Loan, and the BC OneCard program) along with consortium purchasing initiatives facilitated through InterLINK and the BC Libraries Cooperative.

Provincial Government Perspective

It probably goes without saying that public libraries support social development policies. The Provincial Government has articulated clear social development priorities for funding, and is currently engaged in developing its own strategic planning process for public libraries across the Province. As we await their revised strategic plan for libraries, we have two guiding documents to keep in mind from the Province:

- **Inspiring Libraries, Connecting Communities: A Vision for Public Library Service in BC October 2016**

The Province's 2016 strategic plan for libraries is focused on 4 strategies:

- Fostering Connected Communities: Advancing access to information and resources
- Building Capacity: Enabling inspiration and innovation
- Working Together: Creating lasting and sustainable partnerships
- Sustaining Our Success: Enhancing governance and demonstrating impact

- **Making Life Better: Budget 2019**

The Province's 2019 Budget contains four priorities:

- Making Life More Affordable
- Delivering Better Services
- A Strong Sustainable Economy
- True and Lasting Reconciliation

Changes in the Library Sector

Public libraries face increasing pressure to adapt to change. These include technological change, change in how the public makes use of libraries, and change in the level of accountability demanded by funders and key stakeholders. There is also an evolving need to engage staff at all levels of our libraries, and to prepare them to provide high level library service in the face of those changes. These changes are not unique to NVDPL libraries.

A number of significant trends in the library sector apply to NVDPL:

- Digital collections and usage have increased over the last ten years, while demand for printed books has remained strong.
- Digital visits to NVDPL have increased over 100% over the past 10 years, and we're seeing an upswing in users coming to our spaces with their own devices to work and study.
- Today's consumers expect information to be available wherever they are, and they don't want to have to wait for it.
- In-person visits have remained consistent over the last ten years, but we're seeing more patrons use our library in new ways and for longer periods of time.
- The publishing environment is complicated and evolving. These are some of the major trends and issues impacting public libraries, including expensive costs, rights management issues, and inconsistent licensing models.

Demographic and Population Trends

At a Glance¹

- The District is home to 85,935 people;
- Between 2011 and 2016, the population increased by 1.8%
- 63% of adults in the District are employed; 33% are not in the labour force; 3% are unemployed
- 8,555 people in the District are self-employed
- Half of people in the District identify with having some non-European heritage
- 2,140 Indigenous people live in North Vancouver
- 1 in 4 residents is under 19 years old and 1 in 4 is over 60 years-old
- The North Shore's homeless population has decreased by 16% from 2014 to 2017 (119 in 2014 to 100 in 2017).²

The 2016 census data reveals that our District households are comprised mainly of professionals, families, and retirees, 60% of whom earn over \$80,000/year. There are 31,115 residential dwellings in the District of North Vancouver, half of which are single-detached houses (16,200). At the same time, there is a significant number of District residents (approximately 10%) who live in low-income households. For many residents, the District's high housing costs are a burden. The low-income rate of the District is lower than Metro Vancouver as a whole, where 16.5% of households are considered to be low income.

From 2011-2016, the District doubled its recent immigrant population, receiving 3,240 recent immigrants. This mirrors a similar increase across Metro Vancouver. The majority of the recent immigrants come from Iran (29%), China (13%), the Philippines (11%), and the United Kingdom (10%).

The District has a strong youth population, with 25% of the residents under 20 years of age. It also has a significant senior population, with 23% of its residents over 60 years old.

There is a significant student population in the District; School District 44 has 32 schools and over 15,000 students. Capilano University attracts over 7,000 students annually for its degree and career programs. In 2015, the Province of British Columbia introduced a new curriculum for primary and secondary education. The goal of the new curriculum is to modernize the education system for the needs of the 21st Century. It strives to be a rigorous, flexible, and innovative system that will provide students with the knowledge, skills, and abilities they need to succeed in the modern world. Public libraries are uniquely positioned to support the new curriculum. They already embody the personalized learning approach, provide training on literacy and numeracy foundations, are the stewards of local interests and information, support diverse learners, and facilitate English Language Learning for the public.

¹ Census Profile. (2016). Retrieved June 20, 2019, from <https://www12.statcan.gc.ca/census-recensement/2016/dp-pd/prof/index.cfm?Lang=E>

² 2017 Homeless Count in Metro Vancouver. Final Report. September 2017. Retrieved June 20, 2019.

2020-2023 STRATEGIC PLAN

Presented by North Vancouver District Public Library Trustees

Presented to North Vancouver District Council
Council Workshop | Monday, December 9, 2019



2018: A Snapshot



Find us at @NVDPL

Connect

- Collaborate with community
- Reach new audiences
- Deliver services where and when they are needed.

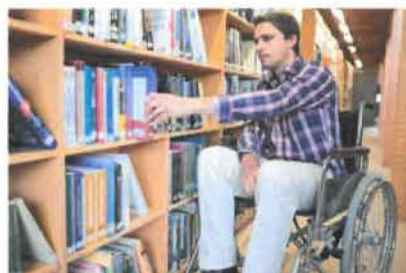


Share

- Reimagine and enhance our spaces so that they are welcoming for all.
- Enhance the digital experience by advancing on our technology infrastructure and environments.
- Offer programming and collections that unite our community in shared learning.



A vibrant, inclusive Canada where all peoples achieve their full potential and shared prosperity





Inspire

- Act as a catalyst to inspire a community of creators.
- Delight and inspire our community.
- Support and empower an inspired staff.



NVDPL Partner Alignment

Partner Alignment Table		NVDPL Strategic Priorities		
		CONNECT	SHARE	INSPIRE
District of North Vancouver	Council Directions 2019-2022	✓	✓	✓
	Corporate Plan 2019-2022	✓	✓	✓
	Official Community Plan	✓	✓	✓
	Digital Strategy		✓	✓
	Climate Change Adaptation Strategy		✓	✓
Province of BC	Vision for Public Library Service	✓	✓	✓
	Making Life Better: Budget 2019	✓	✓	
International Federation of Library Associations	Global Vision Report	✓	✓	✓

District Council Priorities



1. Improving Mobility and Transportation



2. Increasing Housing Diversity and Addressing Affordability



3. Supporting a Vibrant Economy and Jobs-Housing Balance



4. Taking Action on Climate Change



Council Priority: Mobility and Transportation

North Vancouver District Public Library

"Because of the Library, I go for walks more!"

"Because of the Library, I read more books because it is close by."

"Because of the Library, I turn a long commute into an enjoyable story time."

These are just a few of the comments submitted to North Vancouver District Public Library's 2019 Library Experience Survey. While the Library does not play an integral role in affecting change under North Vancouver District Council's priority to address mobility and transportation, our libraries can play a supportive role in a myriad of other ways.



LOCATION AND TRANSPORTATION

North Vancouver District Public Library has three current facilities—Capilano Library, Lynn Valley Library, and Parkgate Library— all of which are located in areas with centralized services and other essential amenities. While land-use in the District of North Vancouver is primarily car oriented, our libraries are located within 400 metres of a bus-stop, and are either equipped with or located near bike lock-up areas. Lynn Valley Library is located on a shared on-street bicycle route which is signed, and further connects to a protected bicycle route, Parkgate Library is located on a marked on-street bicycle route, and, while Capilano Library is not currently located on a market bicycle route it does connect to a protected cycling route.

Being centrally located may support decreased congestion on roads as patrons do not travel far to reach the services they need. Patrons could make one trip to visit a bank, commercial businesses, grocery stores, and more. The launch of NVDPL Express Libraries in Lionsgate 2020 and Lynn Creek 2022 will also extend service in new developments and village centres.



LIBRARY OFFERINGS

It is widely known that there are many North Shore residents who have workplaces outside of the District, and conversely, a significant amount of people who live elsewhere in the Greater Vancouver Area that commute to their jobs on the North Shore. As outlined in the Integrated North Shore Transportation Planning Project (INSTPP), "traffic congestion impacts our quality of life." The Library offers audiobooks that can help make those



long commutes a bit more enjoyable! The Library offers both digital content, which can be downloaded at any time of day remotely for listening on a tablet or mobile device, and physical audiobooks which can be played on CD.

Learning

North Vancouver District Public Library offers a wide variety of high-quality programming opportunities, that encourage patrons to attend events, workshops, and activities, for free, in their own “backyard”. North Vancouver District residents generally do not have to go more than 5km to reach their closest NVDPL location, making it easy for them to attend a wide variety of programs—from author talks to “theatre-style screenings of recent films—without having to travel very far.

Outreach

The Library currently provides Home Library Services to people who are unable to get to the Library due to disability, and make regular visits to some local seniors care facilities, which cuts down on trips for individual caregivers.



Council Priority: Addressing Affordability

North Vancouver District Public Library

Modern public libraries are touchstones of knowledge and culture, where every citizen can learn and have access to information. We know that in addition to browsing and borrowing traditional library materials, our community also comes here to study, to work, to use the computers, to tutor/be tutored, to attend programs, to read with their children, and to meet with each other.

North Vancouver District Public Library is proud to help make life more affordable for North Vancouver District residents by providing information services, technology services, and of course, our spaces.



LIBRARY SPACES

A library patron recently commented “Our house is small, so I am always grateful for the amount of books we can borrow and then return.” As housing availability and needs change, more people are looking for a ‘3rd space’ away from home and work where they can reflect, study, read, learn, and connect. North Vancouver District Public Library facilities fill a gap in this for many patrons.

Based on feedback gathered in the 2019 Library Experience Survey, we found the top reason patrons use North Vancouver District Public Library is to choose books, movies, and materials for leisure and entertainment. However, we also found that 28% of respondents say they visit because the library is a safe, comfortable space, while another 35% attend simply to pass time or enjoy the space for quiet reflection.



Library staff also see a number of patrons who may be dealing with homelessness as they spend the entire day in our facilities. The library is a place of refuge for those individuals as it provides a warm, safe space at no cost. NVDPL also helps promote community Extreme Weather Alerts and the availability of shelter housing, and for the last few years, the library has worked with the North Shore Lookout society to host “warming stations” in Lynn Valley Village during emergency weather situations. Over 30% of respondents indicate they use the Library to access computers, use wi-fi, or use the photocopier, printer, fax machine, or scanner.



LIBRARY OFFERINGS

Providing free and equitable access to information and a wide variety of services is a pillar of librarianship. NVDPL is proud to offer unfettered access to a collection of robust and diverse materials and resources that support civic, digital, traditional, and early literacies.

Our library system lends over 1.7 million items per year, which represents an average of 20 items per person per year. In addition, NVDPL provides over 1,500 programs a year, all of which are free, with the exception of some programs offered on a cost-recovery basis, like the Youth Film Camp.



\$1,344

saved by the average family
of four using NVDPL in
borrowing books, DVDs,
and digital material

Council Priority: Supporting a Vibrant Economy

North Vancouver District Public Library

"I am unemployed. I am using the Library as an office to get out of the house until I get a job."

This is a sentiment echoed by many library patrons, and even more who choose to use the library as their regular office space when they work from home. The public library is part of the social infrastructure of communities and contributes to the overall well-being of a healthy community.

NVDPL offers a broad range of information services and programming to all District of North Vancouver residents, encouraging community engagement, learning, dialogue, and promoting a sense of belonging. We regularly partner with local organizations to host workshops on how to find professional work, as well as promote job opportunities through YMCA and Work BC. Supporting a healthy, engaged, and informed community can help strengthen a vibrant economy here on the North Shore.



THE POTENTIAL OF STORYLAB



StoryLab is a new digital creativity and learning space launching at North Vancouver District Public Library's Lynn Valley location in 2020. It will provide access to a wide variety of tools and technology that supports digital creation and storytelling. The creative economy is growing, and we play an important role by providing spaces, resources, and services that promote creativity and innovation. A target group we plan to share StoryLab with is entrepreneurs and small business owners.

StoryLab can act as a local accelerator for business and entrepreneurship in a variety of ways:

- Spaces, tools and technology to film videos for social media or YouTube, or record a podcast to promote their expertise and skills
- A multi-function printer and scanner, accompanied by a selection of paper stock, for users to print small-run promotional materials to help advertise their business or bind their own books
- Learning and workshop opportunities to gain new skills around digital literacy and creativity
- Computer stations with access to software like Adobe Creative Suite, Final Cut Pro, Open Broadcaster, Audacity, and more.

Council Priority: Action on Climate Change

North Vancouver District Public Library

A core foundational value of any library is sustainability, as after all, libraries are original recyclers and embody the essence of reuse. Indeed, libraries have promoted the reuse and sharing of books and knowledge since they first began. North Vancouver District Public Library is committed to the environment, and these are some of the ways we're currently working to support sustainable practices in our community.



BUILDING AND OPERATIONS

Facilities

NVDPL facilities are located near other essential amenities in identified village and town centres, which are walkable, bikeable, and on transit routes. Being centrally located may support decreased congestion on roads as patrons do not travel far to reach the services they need. Implementation of NVDPL Express Libraries (Lionsgate 2020; Lynn Creek 2022) will also extend service in new developments and village centres and support walkable communities.

The Lynn Valley Library is certified LEED® Silver for New Construction, and Capilano Library is certified LEED® for Existing Buildings Operations and Maintenance.



Standard recycling of mixed paper, plastic and glass containers, and organic compost materials are common practice for the public and our staff at all three locations. The Library's current extended recycling stream includes hard and soft plastics, newsprint and cardboard, batteries, technology, and more.

Policy

The purpose of Library Board Policy B-FIN-13 "Environmental Purchasing" is to meet the Library's commitment to sustainability and its objective of being a community leader in environmental stewardship. This policy ensures that purchasing decisions of the Library reflect the commitment to environmentally sustainable choices.



Staff Activities

The NVDPL Staff Green Team brings together staff members who are passionate about reducing the Library's ecological footprint. The Green Team organizes Bike to Work Week, Earth Day and Earth Hour celebrations, staff recycling initiatives, sustainability awareness campaigns and much more.



COMMUNITY LEARNING

Collections

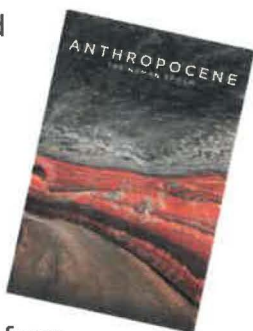
The very nature of our library promotes reuse of physical materials. Our community borrows books, audiobooks, CDs, DVDs, and more. At a public library, books are not single-use; every title is kept for many years, and each item is enjoyed by multiple people.

Digital Content and Technology

In addition to promoting the sharing of physical resources, the Library offers a wide variety of digital content which can be accessed remotely. Use of digital resources continues to increase year-over-year. The Library also provides shared-access to a number of technologies, including public computers. All computers are set to go into hibernation mode after periods of inactivity.

Programming

NVDPL is a knowledge hub and meeting place for programming on issues in our community around climate action, sustainability, ecological literacy. The Library has increased its focus to provide programming on these topics, from hosting author talks that promote less consumerism and consumption, to programs with Biologists/Geologists on climate change, to documentaries like *Anthropocene* for Canada Film Day.



Book Sales

Older materials are provided to the Friends of the Library for re-sale at book sales every four months. Purchasing a gently used book is another great way the Library encourages our community to reduce and reuse! Unsold books are gifted to local charitable organizations.

By borrowing from the library, the average family saves \$1300 every year, and ultimately reduces the amount of material that is recycled or ends up in a landfill.

Outreach

We regularly take the Library out “on location” where people are already gathered so patrons can experience the benefits of borrowing books and learning about the Library without needing to travel to us! Examples of this include Home Library Service, natural storytime at Trail Tales, One-to-One Librarian Help, visits to local schools, and more.





North Vancouver District
Public Library

Connecting Community
Sharing Knowledge
Inspiring Stories

Table of Contents

A message from the Mayor and former Board Chair.....	4
A message from the Director of Library Services.....	6
2018: A Snapshot.....	8
Community Story.....	10
2018 Top Trends.....	12
Connecting Community.....	16
Sharing Knowledge.....	18
Inspiring Stories.....	20
2018 Statement of Operations.....	22
With Gratitude.....	24

“

I would like to commend the Library for supplying books to the Lynn Valley Care Centre (including to my mom, who at 100, is still an avid reader). This service is invaluable.



“

I would be remiss if I did not mention what a pleasure it is to use this library. Libraries are truly one of our finest institutions.

Cover photo: Sisters and Capilano Library users, Charlotte and Charlynn, navigate a game on the iPad in the children's department. Image courtesy of North Shore News.



*Mike Little
Mayor, District of North Vancouver
2018 NVDPL Board Chair*

A message from the Mayor and former Board Chair

This year I have the pleasure of writing both as the outgoing Chair of the North Vancouver District Public Library Board and the incoming Mayor of the District of North Vancouver.

I came to realize many things about the role of modern libraries during my time volunteering on the NVDPL Board. Not only do our Libraries provide an excellent and well-used collection of books, DVDs, CDs, audiobooks, and digital resources—but they also facilitate opportunities for people to create, share, and contribute in their community. Our Libraries provide educational learning opportunities to citizens of all ages, from babies to seniors. They are welcoming, robust, and busy gathering places that are vital assets to building strong, engaged communities. And did you know that NVDPL registers the highest number of Summer Reading Club participants per capita in BC across all cities with populations higher than 5,000 people? That is truly something for our community to be proud of!

DISTRICT OF **NORTH VANCOUVER**



Left: Lara Greguric, Valerie Dong. Middle: Ana Lopez, Vice Chair Linda Munro, Colleen MacMillan. Back: Board Chair Mike Little, Phil Webber, Allison Rzen, Councillor Jim Hanson, Library Director Jacqueline van Dyk.

As I step into my role as North Vancouver District Mayor, I look forward to using our Libraries as meeting places for civic engagement and discussion through regular Meet Your Mayor programs, and to participating in new ways.

I would like to commend the North Vancouver District Public Library Board for their governance and advocacy. It was a pleasure to volunteer alongside such a passionate and engaged group of people.

I would also like to extend my gratitude to the Library's leadership and staff for their excellent service and commitment to shaping our community's future by inspiring learning, discovery, creativity, and collaboration.

During my time on the Library Board, I was proud to serve a library so focused on its community. As Mayor, I am proud to serve a community that is so passionate about its library. I look forward to watching both the library and our community evolve and thrive in the years to come.

MIKE LITTLE

Mayor, District of North Vancouver



Jacqueline van Dyk
Director of Library Services

A message from the Director of Library Services

2018 was another vibrant and exciting year for both North Vancouver District Public Library and our community as a whole. Our accomplishments this year reflect the changing role of libraries, and we're eager to continue our work of connecting community, sharing knowledge, and inspiring stories.

We collaborated with our community, working with over 20 local organizations on joint programming and learning initiatives. We supported shared community learning, offering more than 1500 programs, hosting a special event for the National Network for Equitable Library Service, and introduced two new outreach programs: Brews & Books and Trail Tales. We worked to transform our digital environment by hosting two wildly popular film camps to inspire the next generation of creators, and hosted programs to help our community build digital literacy skills.

Left to right: Hon. Carla Qualtrough, Minister of Public Services and Procurement and Accessibility; Dr. Diana Davidson, Provincial Librarian of Alberta; Kevin Millsip, Executive Director of the BC Libraries Cooperative; Mary Ellen Gabias, President of the Canadian Federation of the Blind; Jacqueline van Dyk, Director of Library Services at NVDPL; Mike Little, Mayor of the District of North Vancouver.



I extend my sincere gratitude to the District of North Vancouver for their partnership, service support, and financial support that benefits our Libraries, and in turn, our community. I would also like to recognize the contributions from the Province of BC, the Friends of the Library, as well as our generous community donors—this financial support is vital to our Library's achievements. And many thanks to all of our volunteers and community partners; your time is valuable and we are deeply heartened that you choose to spend it with us.

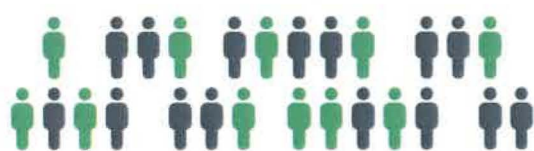
I would like to acknowledge the Library Board of Trustees for their energy, commitment, and devotion to our library system. Achieving the Library's vision and mission, and fulfilling our promises to the community, would not be possible without your support and advocacy.

Also, providing impeccable service to our community is simply not possible without a team of engaged, creative, and passionate staff. I'd like to thank the entire NVDPL team! I am immensely proud of the work you do to ensure NVDPL enriches lives and helps build community here in North Vancouver.

Finally, thank you to our community! We start and end our days with you in mind and we strive in every moment to create the best possible experience for you. We are delighted to be deeply rooted in this community, and we look forward to learning new things alongside you in the years to come!

JACQUELINE VAN DYK
Director of Library Services

2018: A Snapshot



1,501,677 visits

(864,274 in person + 637,403 online)



42,536

members



333

days open at
each branch

450

volunteer hours
contributed by
teens, helping

116 community members



1,537

programs

38,412

attendees



105,748

reference
questions
answered



4,171

Summer Reading
Club participants
at NVDPL



2,417

Facebook followers



2,993

Twitter followers



557

Instagram followers

Find us at @NVDPL!



360,429

items in the collection



1,706,417

total circulation



\$1,344

saved by the average family
of four using NVDPL in
borrowing books, DVDs,
and digital material



145,483

digital items borrowed,
including ebooks,
e-audio, and e-learning



1,295,682

physical items borrowed,
including books, audiobooks,
DVDs, and CDs



265,252

items used in
the library

ry

Book Buddies

*"My family moved from Beijing, China to Vancouver four months ago. It was a huge change for my daughters: eight-year old Serena and six-year old Samira. Community centre and library are the two places we visit the most, looking for fun activities for the girls to do. **We are so lucky that the girls were enrolled in the Book Buddies program at the Parkgate Library.** Every week they have been more and more comfortable, encouraged, and eager to practice their English. Reading is human's best friend. Serena and Samira are so blessed to get to know this friend through your program and all the lovely volunteers."*

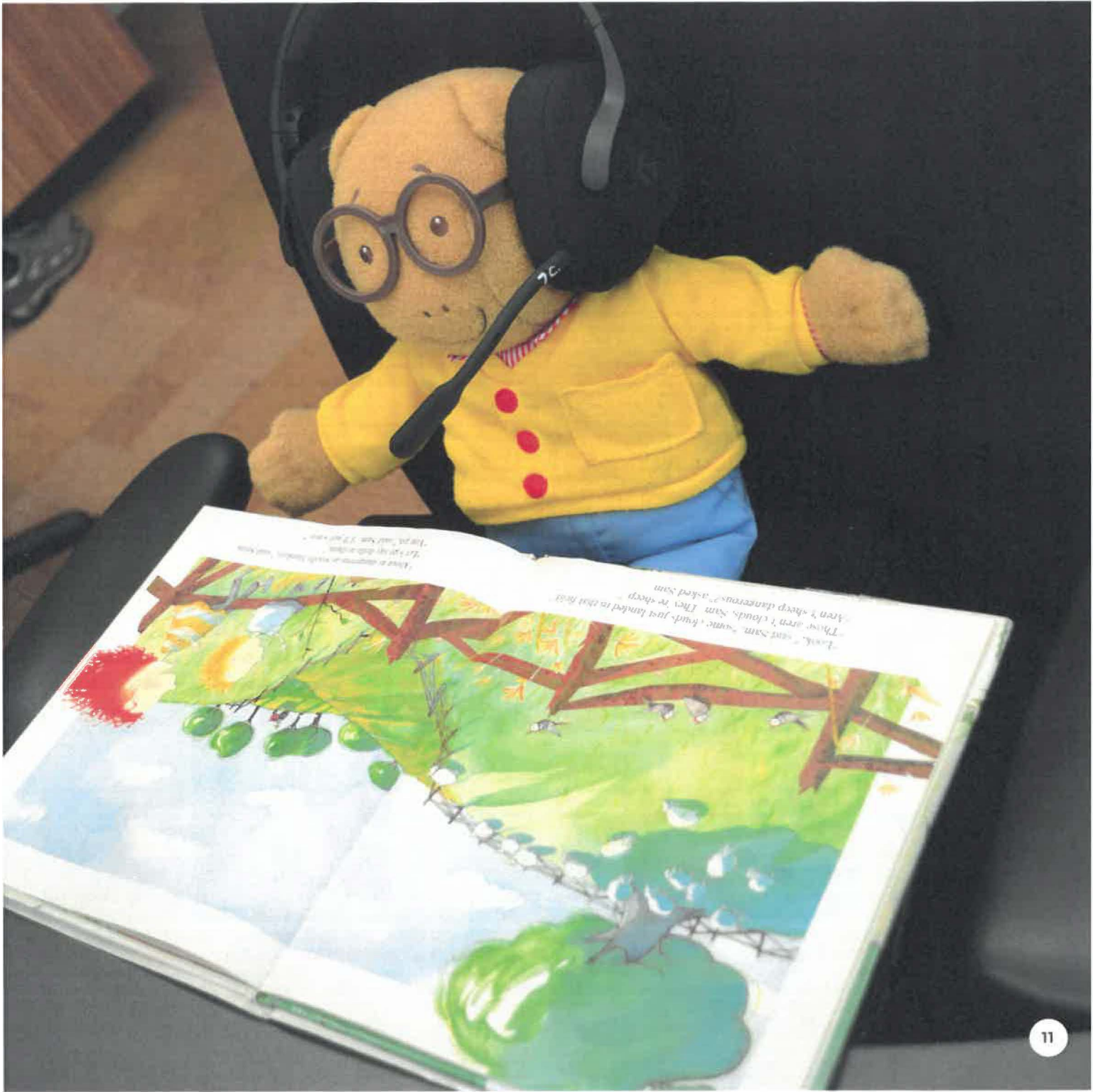
*Both Serena and Samira's classes published their new books and the girls are pleased with their very first writings in English. Serena has started writing her own fiction chapter book and it seems she is very determined. **Now if someone asks the girls where they would like to go after school, they***

will shout "Library!" without a second thought. As a mom, I really appreciate the North Vancouver District Public Library offering such a wonderful program. **Thank you,** and all the volunteers who make this happen. Serena and Samira are ready to explore their new life in Canada with their best friend Miss Reading along with them on their journey.

Thank you!"

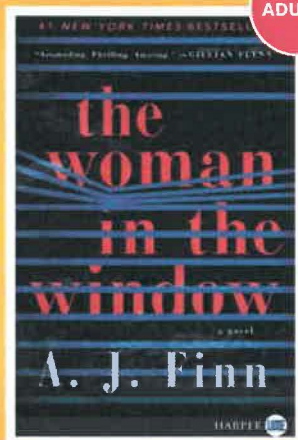
–Gretta, Serena's and Samira's Mom



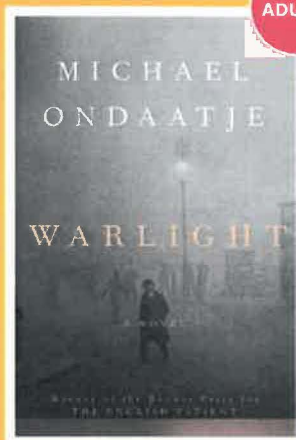


Top Trends 2018

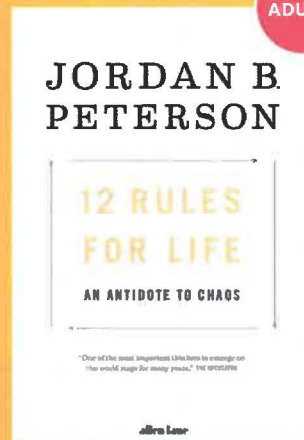
Books



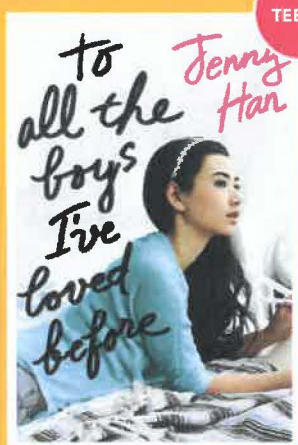
The Woman in the Window
by A. J. Finn



Warlight
by Michael Ondaatje



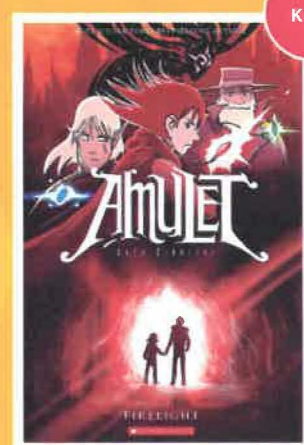
12 Rules for Life: An Antidote to Chaos
by Jordan B. Peterson



To All the Boys I've Loved Before
by Jenny Han



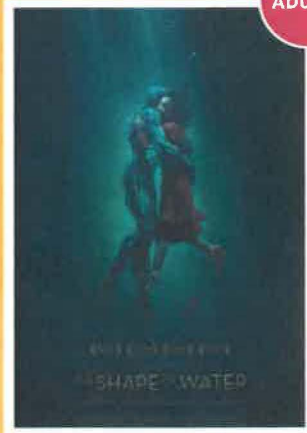
Dog Man series
by Dav Pilkey



Amulet Series
by Kazu Kibuishi

DVDs

ADULTS



The Shape of Water

TEENS



Avengers: Infinity War

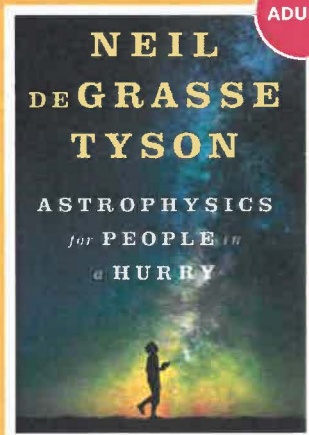
KIDS



Paddington 2

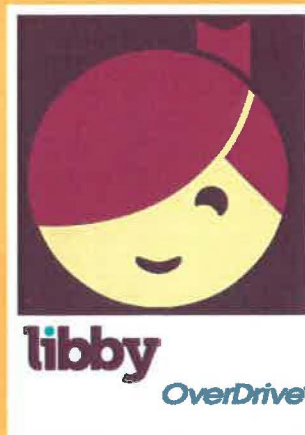
Audiobook

ADULTS



*Astrophysics for People
in a Hurry*
by Neil deGrasse Tyson

Online resource



Read ebooks
with Libby!

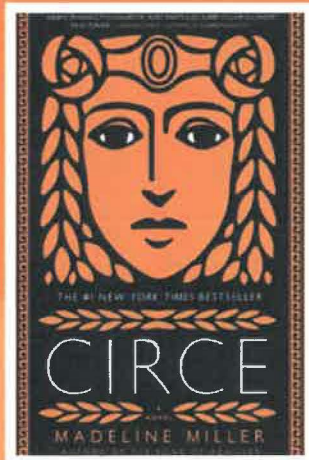
E-book

KIDS

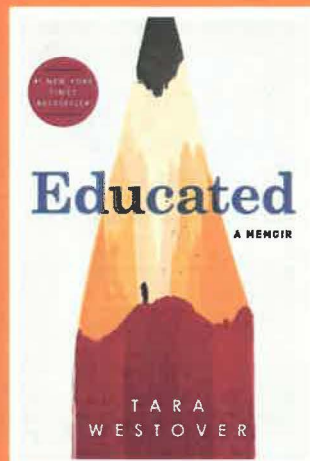


Wonder
by R.J. Palacio

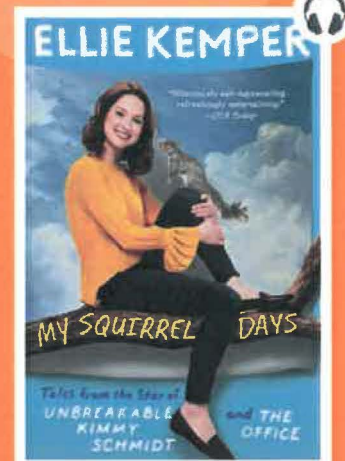
Staff Favourites



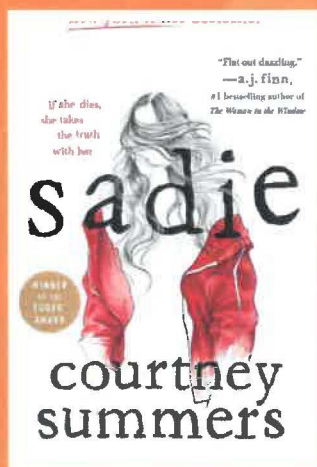
Circe
by Madeline Miller



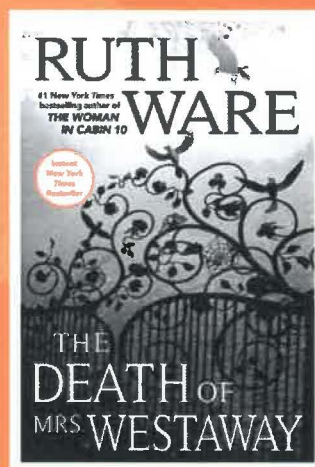
Educated
by Tara Westover



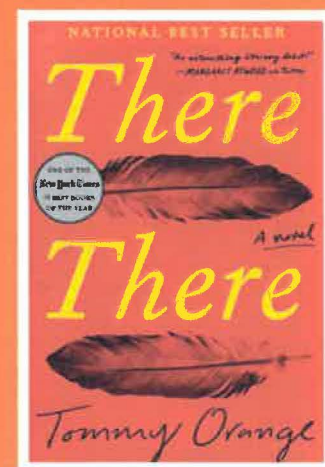
My Squirrel Days
by Ellie Kemper



Sadie
by Courtney Summers



The Death of Mrs. Westaway
by Ruth Ware



There There
by Tommy Orange



Connecting Community

Taking Literacy to the Streets!

One part of connecting community is about going beyond our walls. In 2018, our staff launched two new programs for two very different audiences!

Trail Tales is an exploratory reading adventure held in local parks, connecting our community with both literacy and nature. NVDPL posted the pages of a children's storybook: *The Two Sisters* by E. Pauline Johnson, illustrated by Sandra Butt, which tells the tale of the First Nations legend of the "Two Sisters", known to many locals as "The Two Lions". With a librarian, participants walked through the parks, reading the story along the way. The program was a great way to honour a local story and the remarkable natural surroundings of North Vancouver.

The Library also hosted a refreshing new series for adults called **Brews and Books**. The program combines, well, you guessed it: local craft beer and local authors! Authors Ron Norman, Joe Wiebe, Bill Maurer, and David and Harry Crerar, all gave compelling takes while attendees enjoyed a flavourful flight at Beere Brewing Co.



Community Helper Storytime

Another part of connecting community is inviting our neighbours to join us inside the Library! In 2018, both District of North Vancouver Fire Chief Brian Hutchinson and North Vancouver RCMP Constable T. Kennedy participated in Community Helper Storytime. They read themed stories, answered questions about what they do, and provided tips for staying safe in our community. The storytimes were a great way to connect young readers with people making a difference in our community!



Other Connecting Community Events:

- Coffee Crawl
- Meet Your Mayor
- Postures and Prompts
- SFU Philosophers Café
- English Conversation Corner
- Discussion Lounge

?

DID YOU KNOW?

The Library hosted 61 book club sessions in 2018! From cook book clubs to crime fiction—there's a club for everyone.

Learn more:

nvdpl.ca/book-clubs

Sharing Knowledge

Youth Film Camp

Action! NVDPL hosted the first of many film camps inside the new Learning Lab at Lynn Valley Library, to encourage and inspire young filmmakers in our community and nurture their love of cinema. During the 5-day program, youths aged 10-13 worked with filmmaking educators from The Cinematheque and used professional equipment to learn how to make great stories for the screen! Interest in the program was so overwhelming that the Library hosted a second camp. Special thanks to the District of North Vancouver's Youth in Film program, which provided financial bursaries to students.

Author Talks

Showcasing the authors in our midst is a great way for our community to learn new things and discover local stories. From crime writers to memoirists to cook book authors, the Library hosted 18 engaging author talks on a wide variety of topics throughout 2018. Over 400 attendees enjoyed hearing from authors like Becky Livingston, Iona Whishaw, Brad Hill, Jackie Bateman, Eve Lazarus, and more!





Other Sharing Knowledge Events:

- North Shore Writers Festival
- Online learning courses (MOOCs)
- Digital Literacy programs: Fun with Spheros, Learning Languages & more
- Seniors' Health and Wellness workshops
- Genealogy workshops



DID YOU KNOW?

The Library has Radon Detection Kits. Thanks to a partnership with North Shore libraries, Health Canada, SFU, AirThings, and the BC Lung Association, you can borrow a kit and conduct research on radon levels at your home. Learn more: nvdpl.ca/radon-kits

Inspiring Stories

Paws 4 Stories

Reading is a skill that can take a comfortable environment, encouragement, and time to develop. To help foster the joy of reading in young children, the Library partnered up with volunteers from the St. John's Ambulance Therapy Dog community service program, Paws 4 Stories. Reading to a therapy dog can be motivating for children, and is especially beneficial to those who are hesitant or anxious about reading. At the Paws 4 Stories program, friendly canines—and their “humans”—are paired up with a young reader for 20 minutes. Kids read a book of their choice at their own pace, sounding out words as they go—helping them boost their confidence and develop their reading skills in a judgment-free zone. The program is so popular that it is offered at all NVDPL locations. We're putting our paws together for this awesome program and our puppy pals: Jo, Mitzi, Starr, and Virgil!



Conor May reads with Heather Fowler and her dog, Starr.

Making Reading More Accessible

Many NVDPL staff tried out the role of voice actor in 2018! Using special audio recording equipment kits from the National Network for Equitable Library Service (NNELS)—a national organization that supports readers in Canada who have print disabilities—NVDPL staff and local voice actor, Tosca Hopkins, read and recorded ten children's books for the NNELS' collection of accessible titles. The Library was also privileged to host a special funding announcement for NNELS, which was delivered by the Honourable Carla Qualtrough, Federal Minister of Public Services and Procurement and Accessibility. Also present for the event were: District of North Vancouver Mayor Mike Little; Dr. Diana Davidson, the Provincial Librarian from the Province of Alberta; Mary Ellen Gabias from the Canadian Federation of the Blind; and Kevin Millsip from the BC Libraries Cooperative.

What better way to honour Canadian Library Month than by making reading more accessible!

Other Inspiring Stories Events:

- A Whisky Library
- Knit Nites
- Walking into the Past: A Walk and Talk on Walter Draycott
- 105 Hikes: An Evening with Stephen Hui



DID YOU KNOW?

If you are unable to get to the Library because of a physical disability, you can request Home Library Service.

Learn more:

nvdpl.ca/home-library-service



2018 Statement of Operations

Operating

Revenue	2018	2017
District of North Vancouver*	\$ 6,135,163	5,996,607
Provincial government grants	220,775	215,559
Donations	54,282	31,389
Book fines, photocopy charges and sundry	231,324	246,324
Total Revenue	\$ 6,641,544	6,489,879
Expenses		
Salaries and benefits	4,651,196	4,444,873
Facility rent, operations & maintenance	665,093	703,168
Administrative costs & professional services	235,794	405,900
Library subscriptions & digital materials	194,131	155,930
Depreciation & loss on disposal of capital assets	580,845	617,961
Total Expenses	\$ 6,327,059	6,327,832
Annual surplus	314,485	162,047

* The District of North Vancouver revenue includes both Operating and Capital funding.

Capital

Expenses	2018	2017
Library collection	\$ 583,569	570,161
Information technology, furniture & vehicle	39,432	126,174
Net change in work in progress	25,923	70,836
Acquisition of tangible capital assets	\$ 648,924	767,171



Image: North Shore News.

23

With Gratitude

Our Donors

Thank you to the many generous community members and organizations who provided financial contributions and gifts in kind to the Library throughout 2018.

32 Books

Ann Marie and Steve Mossman

BC Lions Football

B-Fit Personal Training - Neil Chomos

Bruce Clarkson

Cactus Club Café

Capilano Suspension Bridge

Coast Performance Rehab

Confederation Park Train

Cork It Winemaking

Dave Mason

Don and Laurie Harder

Emergency Rations

Eve Lazarus

Everything Wine

Friends of the Library

Hearthstone Tap and Forno

Hilary Matts

Hive Climbing Centre

Isabel S McDonald

Janet McMordie

Kidsbooks

Maureen Titchmarsh

Melanie Ewan

Mollie Cooper

Morley Lertzman

Northlands Golf Course

Ole T-shirts

Starbucks Coffee

Sue McMordie & Black Bear Pub

T. Finnigan

Tableau Software

Talon Helicopter

The Edge Climbing Centre

Tom Duncan

Vancouver Canadians

Vancouver Food Tours

Variath Kutty

Wash Safe Canada

West Van Village Taphouse

Westlynn Optical

Zazou Salon

The North Vancouver District Public Library is a registered charity. We issue tax receipts for donations \$25 or more. To contribute, please visit us at any NVDPL location or visit us online at www.nvdpl.ca/donating-library

Our Community Partners

It is a pleasure to collaborate with our community! We worked with over 25 local organizations in 2018, including:

- Argyle Secondary School
- BC Genealogical Society and Surrey Libraries
- Capilano University
- COSCO Seniors' Health and Wellness Institute
- Elders Council for Parks in BC
- Family Services of the North Shore
- NNELS, BC Libraries Co-op, and Service Canada
- North Shore Community Resources
- North Shore Emergency Management (NSEM)
- North Shore Immigrant Inclusion Partnership
- North Vancouver City Library
- North Vancouver Community Arts Council
- North Vancouver District Fire Services
- North Vancouver Museum and Archives
- North Vancouver RCMP
- North Vancouver Recreation and Culture
- North Vancouver School District #44
- Read Local BC
- SFU Philosophers' Café
- The District of North Vancouver
- The Cinematheque
- West Vancouver Memorial Library
- Vancity Credit Union
- Young Canada Works

Interested in working together?

We'd love to hear from you! Get in touch at www.nvdpl.ca



?

DID YOU KNOW?

Your NVDPL card gives you access to online movies available to you 24/7.

Learn more:
nvdpl.ca/e-movies

“

It's so great to be surrounded by 45 million books. I want to read them all! Today, I am taking home 8.



“

I have been a member here for almost 20 years. All I can say is that staff go out of their way to help. This is the best branch!

Connect with us

Lynn Valley Library

1277 Lynn Valley Road
North Vancouver, BC, V7J 0A2
604-984-0286

Parkgate Library

3675 Banff Court
North Vancouver, BC, V7H 2Z8
604-929-3727

Find us online

www.nvdpl.ca



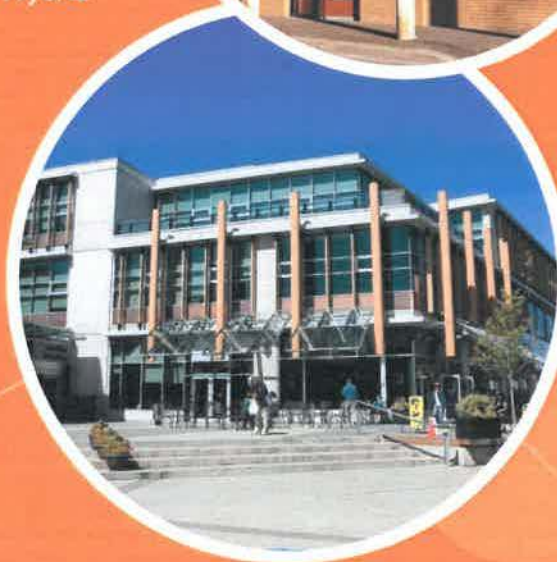
North Vancouver District
Public Library

Capilano Library

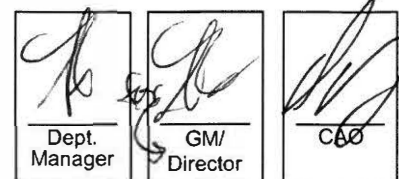
3045 Highland Boulevard
North Vancouver, BC, V7R 2X4
604-987-4471

Library Administration

300-1277 Lynn Valley Road
North Vancouver, BC, V7J 0A2
604-990-5800



AGENDA INFORMATION	
<input checked="" type="checkbox"/> Council Workshop	Date: <u>Dec 9, 2019</u>
<input type="checkbox"/> Finance & Audit	Date: _____
<input type="checkbox"/> Advisory Oversight	Date: _____
<input type="checkbox"/> Other:	Date: _____



The District of North Vancouver REPORT TO COMMITTEE

November 26, 2019
File: 16.8620.01/024.000

AUTHOR: Zachary Mathurin, North Shore Mobility Options Coordinator
Ingrid Weisenbach, Transportation Planner

SUBJECT: Proposed North Shore Ride-Hailing Approach

RECOMMENDATION:

THAT the November 26, 2019 Report from staff entitled '*Proposed North Shore Ride-Hailing Approach*' is received for information, and

THAT Committee endorse the proposed principles and objectives to address ride-hailing and the interim North Shore approach and recommendations as presented in this report.

REASON FOR REPORT:

The purpose of this report is to introduce the proposed interim and long-term framework for licensing businesses engaged in ride-hailing activities, and address ride-hailing services' potential impacts.

Staff seek Council's input on these three questions to aid with transportation planning priorities and the development of evaluation criteria:

1. What types of transportation projects would Council like to see funded by the revenues collected from the curb access fees?
2. What would Council like to learn about ride-hailing one year after its introduction?
3. Does council support the principles and objectives proposed by staff regarding ride-hailing regulations?

SUMMARY:

Per the Information Report to Council titled "Arrival of Ride-Hailing in the Metro Vancouver region"¹, on September 16, 2019 the Passenger Transportation Board (PTB) became the sole regulatory body with jurisdiction to set fleet size restrictions, define operational boundaries, and issue permits to operators of ride-hailing services as well as other

¹ October 21, 2019, eDoc # 4135223

Passenger Directed Vehicle (PDV) companies, which include taxicabs and limousines. The PTB began accepting permit applications from ride-hailing companies, known as Transportation Network Services (TNSs), on September 3, 2019. Since then, at least 14 companies have applied for a permit to operate in Region 1, which includes the Metro Vancouver, Fraser Valley, and Squamish-Lillooet regional districts.

While the province's new regulations surrounding PDV activities limit the role of municipalities in establishing local regulations, municipalities retain authority to:

- Issue business licences;
- Set business licence requirements; and
- Regulate businesses through bylaws, such as street and curb use.

The District of North Vancouver (DNV), in collaboration with the City of North Vancouver (CNV) and the District of West Vancouver (DWV), have been working on a framework that enables TNSs to operate across the North Shore through an inter-municipal business licence and simplify existing regulations for other services such as taxis. The team is developing a set of tools to manage the impacts and opportunities of ride-hailing on local streets. This framework would enable ride-hailing activities on the North Shore in the interim while municipalities across Metro Vancouver work together to develop a regional approach to licence and regulate ride-hailing in the coming months and years.

Key Terminology

IMBL: Inter-municipal business license

PDV: Passenger directed vehicle(s) (e.g., taxis, limousines, transportation network service)

PTB: Passenger Transportation Board, the provincial permitting authority

TNS: Transportation network service(s) (e.g., Uber, Lyft, Kater)

ZEV: Zero emission vehicle

BACKGROUND:

The introduction of ride-hailing meets the DNV's objective to respond to our changing needs and meet our social, economic and environment goals by providing greater transportation choice. In developing a licensing approach and tools to manage the street and curb impacts of ride-hailing activities, the team developed principles and objectives in line with municipal priorities to guide their discussions.

Table 1: Proposed Ride-Hailing Principles and Objectives

Key Principles	Objectives to Meet
1. Enhance mobility options	1. Minimize congestion
2. Build a foundation for future policy	2. Maintain affordability for passengers and companies
3. Consistency across municipal boundaries	3. Minimize burden to municipal resources
4. Work within organizational capacity	4. Increase accessibility
5. Communicate a transparent approach	5. Maximize safety
	6. Reduce GHG emissions within the limitations set by the province

DNV staff have identified the following bylaws as requiring updates in order to adopt the recommended changes:

- Business Licence Bylaw, No. 4567;
- Fees and Charges Bylaw, No. 6481; and
- Street and Traffic Bylaw, No. 7125.

The provincial legislation removes the DNV's authority to regulate driver requirements and vehicle standards. As such, regulations contained in the DNV's Taxi Cab Regulation Bylaw, No. 7613 are mostly voided and the bylaw can be repealed.

Current supply of drivers in the DNV and the North Shore

Taxicab companies are required to obtain a permit from the PTB, which also regulates fleet sizes and operational boundaries. The North Shore is home to two taxicab companies: North Shore Taxi Ltd. and Sunshine Cabs Ltd. Both are permitted for pick-ups in CNV, DNV, DWV, and YVR Airport as well as for pick-ups in downtown Vancouver on weekends.

Table 2: PTB-Defined Fleet Sizes

Taxicab Company	Provincial permit maximum fleet size	Local business licence
North Shore Taxi Ltd.	137 (14 accessible vehicles)	137
Sunshine Cabs Ltd.	74 (8 accessible vehicles)	11

Based on the above numbers, there is currently a gap in PDV services in the DNV, indicating a need for additional options that ride-hailing might be able to meet. However, because the province is requiring drivers to hold a class 4 driver's licence, the introduction of these services is likely to occur slowly and in a limited fashion across the region due to this supply limitation. There are currently 22,000 class 4 drivers in Metro Vancouver and 28,000 when the Fraser Valley and Squamish-Lillooet regional districts are included.

It is difficult to estimate how many class 4 drivers will decide to join TNS platforms and what an adequate supply would like on the North Shore. Recent press reports indicate that Uber and Lyft have recruited "hundreds" of drivers for their launch. Observers expect that most of those drivers will focus on serving Vancouver and YVR Airport at first. The companies have not confirmed nor denied whether the North Shore will be part of the initial service area, but both have indicated it will be highly dependent on driver supply.

Proposed inter-municipal business licence

In keeping with the principles and objectives in Table 1 and using existing municipal powers, the North Shore team propose an inter-municipal business licence scheme by amending the one currently in place across the North Shore. This approach simplifies the adoption and implementation process, laying the foundation for future efforts to create a regional equivalent.

The proposed inter-municipal business license (IMBL) would apply to all PDV businesses, including resident taxicab and limousine services and non-resident TNSs. The team recommends all companies be required to hold a single licence to operate on the North Shore as opposed to three licences as is the case currently. In 2019, North Shore Taxi paid \$4,397.30 and Sunshine Taxi paid \$750.50 to the DNV, each paid \$2,485 to the CNV, and \$7057.38 and \$3808.68, respectively to DWV. The proposed IMBL fee structure is composed of three tiers defined by the overall fleet size of the business; the proposed regime would represent significant cost savings for existing taxicab companies and in line with what other jurisdictions (e.g., Coquitlam, Port Coquitlam, and Port Moody) are proposing for TNSs. One municipality would take on the role of issuing business licences on behalf of all three North Shore municipalities. While the North Shore team must still determine how the business licence fees will be shared among the three municipalities, it is likely that the issuing municipality will receive a larger share to offset the cost of administration.

The team recommends zero emissions vehicles (ZEV) or accessible vehicles are not given discounts against the business licence fee at this time. Possible discounts would be re-evaluated annually using TNS and enforcement data and fees could be adjusted accordingly. The team recommends this action for the first year as it would be difficult to calculate the appropriate discount using the tiered structure without any data regarding the composition of vehicle fleets, which is also subject to change as the TNSs recruit more drivers.

The team recommends harmonizing fines and enforcement across the three municipalities through further changes to each municipalities' bylaws.

Beyond the expectation to follow each municipality's other bylaws, the only additional licensing condition the team recommends is to have all PDV companies provide and share data in line with the province's own requirement.

The PTB has not yet approved any TNS applications and it is likely that service deployment will start in Vancouver before spreading to the North Shore. Should TNSs arrive before the North Shore approach is adopted, there may be a short period where no bylaw is in place. Legal has advised that a short period with no bylaw should not be problematic.

Proposed transportation management measures

Once TNSs start operating on the North Shore, managing the space where people are picked up and dropped off becomes more critical to ensure the safety of passengers and drivers and manage limited curb space. The street and curb solutions involve harmonizing definitions for loading zones and street use regulations so that they are consistent and predictable across the North Shore municipalities. Once data are collected, staff will be in a position to review existing loading zones and designate new ones to respond to demand for these services and other needs.

It is expected that each municipality will have the ability to define geofenced areas that manage access to key areas according to each municipality's needs and visible to drivers and passengers within the mobile application platforms of each company. The DNV could decide to restrict TNSs from accessing certain highly-congested areas or work with TNSs to

direct passengers from within the mobile application to designated loading zones, or use a combination of both.

Staff recommend adopting a congestion and curb access surcharge which could be discounted or waived for ZEVs and accessible vehicles. This fee would act as a pick-up and drop-off fee similar to one Vancouver is introducing that would apply during peak times based on current evidence and could be adjusted according to future congestion and TNS data. The fees would likely be passed on to passengers and could act as a signal to customers to consider alternatives like transit when it is available at peak service levels and when road congestion is at its highest level. Staff recommend the revenues collected be used to fund investments in the transportation network, such as cycling and pedestrian improvements.

EXISTING POLICY:

DNV, CNV, and DWV have an existing IMBL framework that allows mobile contractor businesses (e.g., renovators, plumbers, chimney sweeps) to obtain a single business licence from the municipality in which they are a resident and pay an additional, small fee to operate in the other two municipalities. Staff from the three municipalities currently meet on a regular basis to update their lists of businesses holding an IMBL and share the fees charged.

The IMBL does not currently cover taxicab companies or include a category for TNSs but could be expanded to allow both these business categories, which the North Shore team recommend to do in their approach to licence ride-hailing companies. This approach would lower the cost to taxicab companies, who currently must obtain a regular business licence in each municipality in which they seek to operate, and be administratively simple for both the municipalities and the companies affected. It would also be an attractive and efficient model for TNSs, who would gain access to three municipalities through a single process.

ANALYSIS:**Timing/Approval Process:**

TNSs hope to receive their provincial permit by the end of 2019 and launch shortly thereafter. To minimize the interim period between permit issuance and the adoption of a local licensing framework, the North Shore team are working to bring the necessary bylaw changes to councils for adoption in early 2020.

Concurrence:

DNV staff in bylaws, business licensing, and engineering have worked in partnership with their North Shore counterparts to develop a consistent framework to address ride-hailing.

Financial Impacts:

The proposed licence fee structure and fee amounts are intended to recover the cost of administering the business licence and conducting enforcement only. Because the fees collected will be shared among the three municipalities, they are likely to represent a reduction relative to the amounts the DNV currently collects from the two North Shore taxicab companies. However, the proposed approach represents a significant reduction in administrative burdens and associated costs to the DNV.

Staff believe the funds collected through the curb access fee should be allocated to transportation initiatives, which could include pedestrian and cycling infrastructure improvements or funding accessible transportation options. The revenue generated from these fees will depend on demand for ride-hailing services on the North Shore. Furthermore, the provincial requirement for class 4 commercial licences for drivers will, in the short-term, affect the supply of drivers on the North Shore and likely limit the number of trips that could be completed. Staff expect revenues to be relatively modest in the first year of operations but are highly likely to grow over time based on the experience of comparable metropolitan regions. If and when driver supply catches up with demand, which typically rises as the availability of ride-hailing services rises, pick-up and drop-off fees could be substantial enough to fund significant improvements to the North Shore's transportation network.

Liability/Risk:

DNV staff have consulted with in-house and outside legal counsel to ensure the approach is consistent with provincial legislation and regulations as well as local bylaws.

Social Policy Implications:

The availability of TNS could improve the mobility of certain groups who do not have access to a reliable vehicle or transit or who cannot rely on active transportation, such as late-night workers and seniors. Seniors in particular have faced barriers to travel around the community due to the North Shore's hill-laden topography, the lack of reliable access to taxi services, and relatively infrequent transit options.

Environmental Impact:

According to TransLink's 2017 Trip Diary, the mode share of trips completed by a driver in the DNV has slightly decreased from 65.5% to 62.5% since 2011. All the while, the total number of car trips has increased by 14.4%, creating noticeable impacts on municipal streets. Based on evidence from other jurisdictions, the introduction of ride-hailing could further adversely impact municipal streets but staff cannot measure its magnitude until we receive data from these companies, which would be a condition of the proposed IMBL. Other jurisdictions have reported on the impacts in their communities:

- In August 2019, Uber and Lyft shared some of their own data which indicated that ride-hailing accounted for 1.7% up to 13.4% of all vehicle kilometres travelled (VKT) in core areas and between 1.0% and 2.9% in suburban areas;
- While many trips taken with a TNS substitute trips that the passengers would have otherwise driven themselves, travel surveys indicate that between 42% and 61% of urban TNS users would have taken transit, walked, biked, or not taken the trip at all if TNSs had not been available;
- Up to 50% of the vehicle kilometres travelled by TNS vehicles carry no passengers at all, resulting in "deadhead" kilometres TNS drivers travel while looking for patrons, further increasing congestion and greenhouse gas emissions associated with transportation.

Public Input:

Staff have engaged with colleagues in the City of Vancouver and the Tri-Cities (Coquitlam, Port Coquitlam, and Port Moody) who have been leading similar efforts to address ride-hailing to ensure regional consistency.

North Shore staff have consulted with the local business community, local taxicab companies, and TNSs throughout the process to develop mutually acceptable solutions and receive feedback on the proposed measures. The feedback has been positive and the taxicab companies and TNSs have been supportive of the work being pursued.

Conclusion:

The recommendations contained in this report and summarized in Table 3 are intended as an interim approach to enable and manage ride-hailing activities on the North Shore until such time that a region-wide framework is developed and adopted by local jurisdictions. The North Shore team will continue to engage with the regional working group to achieve that goal.

CNV and DWV staff will also present the North Shore approach to their respective councils on December 16, 2019 with a similar recommendation to endorse the proposed interim approach. With such an endorsement from all three councils, DNV lawyers, on behalf of all partners, will draft a set of mutually consistent bylaw changes for all three municipalities that staff will present to Council for consideration and adoption in early 2020. The bylaw changes would be based on the recommendations summarized in Table 3.

Table 3: Ride-hailing recommended approach

Inter-Municipal Business Licence	Street and Curb Management
<ul style="list-style-type: none">• Require PDV service to hold one North Shore-wide licence• Three tier fee structure based on overall fleet size• No discount licence fee for ZEV and accessible vehicles in first year• Require PDV service to share data on a regular basis• Harmonize fees and fines for enforcement actions across North Shore	<ul style="list-style-type: none">• Harmonize loading zone definitions across definition• Use geofencing to restrict or designate access conditions• Charge a trip surcharge fee for pick-ups and drop-offs• Discount trip surcharge for ZEV and accessible vehicles• Use revenue collected from trip surcharge fees to fund investments in transportation

SUBJECT: Proposed North Shore Ride-Hailing Approach

November 26, 2019

Page 8

Options:

Until such time as the Metro Vancouver region develops a long-term licensing approach for ride-hailing, staff ask that Council endorse the proposed interim solution for the three North Shore municipalities.

Respectfully submitted,


Zachary Mathurin
North Shore Mobility Options Coordinator


Ingrid Weisenbach
Transportation Planner

REVIEWED WITH:					
<input type="checkbox"/> Community Planning	_____	<input type="checkbox"/> Clerk's Office	_____	External Agencies:	
<input type="checkbox"/> Development Planning	_____	<input type="checkbox"/> Communications	_____	<input type="checkbox"/> Library Board	_____
<input type="checkbox"/> Development Engineering	_____	<input type="checkbox"/> Finance	_____	<input type="checkbox"/> NS Health	_____
<input type="checkbox"/> Utilities	_____	<input type="checkbox"/> Fire Services	_____	<input type="checkbox"/> RCMP	_____
<input type="checkbox"/> Engineering Operations	_____	<input type="checkbox"/> ITS	_____	<input type="checkbox"/> NVRC	_____
<input type="checkbox"/> Parks	_____	<input type="checkbox"/> Solicitor	_____	<input type="checkbox"/> Museum & Arch.	_____
<input type="checkbox"/> Environment	_____	<input type="checkbox"/> GIS	_____	<input type="checkbox"/> Other:	_____
<input type="checkbox"/> Facilities	_____	<input type="checkbox"/> Real Estate	_____		
<input type="checkbox"/> Human Resources	_____	<input checked="" type="checkbox"/> Bylaw Services	<u>CW</u>		
<input type="checkbox"/> Review and Compliance	_____	<input type="checkbox"/> Planning	_____		