MINUTES of the Workshop of the Council for the Corporation of the District of North Vancouver held in the Committee Room of the Municipal Hall, 355 West Queens Road, North Vancouver, B.C. on Monday, December 10, 2007, commencing at 5:00 pm.

PRESENT:

Mayor: Richard Walton

Councillors: Janice Harris (5:02 pm), Robin Hicks (5:09 pm), Mike Little, Doug MacKay-Dunn, Lisa Muri, Alan Nixon

Absent: Lisa Muri

Staff: Mr. D. Back, Chief Administrative Officer

Mr. J. Dioszeghy, Director of Environment, Parks & Engineering Services

Mr. G. Joyce, Acting Director of Corporate Services

Ms J. Bratina, Communications and Community Relations Officer

Mr. A. Rodgers, Business System Analyst

Mr. A. Wardell, Manager – Finance

Ms L. Brick, Council Clerk

Also in Attendance: Inspt. C. Kennedy, R.C.M.P.

Mr. D. Walker, Administrative Manager, R.C.M.P.

1. Opening by the Mayor

Mayor Walton welcomed staff and members of the public to the meeting.

2. DNV Website Redesign

Ms Jeanine Bratina, Communications & Community Relations Officer, advised that the current District website, which has been in use for three years, is being redesigned to satisfy all cross browsers and cross network needs. It will also become a service based site to better serve the residents.

Mr. Anthony Rodgers, Business System Analyst, provided an overview of the current website and introduced the new website which provides a coordinated and managed home page, advising that most of the features from the current site are still available on the new site, however, the new site has been revamped to provide a more user friendly, service driven environment.

New features include a most popular page listing the top 5 viewed pages on the site, a seasonal section and a Council Diary page which lists upcoming meetings and top agenda items.

Mr. Rodgers advised that each department has been consulted to identify the key questions and concerns from residents and those solutions will be made easily available on the website.

Council Discussion

In response to a question from Council, Mr. Rodgers advised that he will be reviewing the search engine feature of the District site.
Council commented that the term “Government” should be removed as the consensus was it is misleading; advising that a term such as “Municipal Hall” would be preferred. Council further commented that they would like to see the GEO Web feature displayed on the home page and that individual and collective Council contact information be displayed on the Contacts page under Mayor’s Office.

In closing, Mayor Walton thanked Ms Bratina and Mr. Rodgers for their presentation and advised that any further questions or comments from Council would be forwarded to Mr. Rodgers.

3. Asset Management

Mr. Andy Wardell, Manager – Finance, spoke to his December 2007 PowerPoint presentation entitled “Asset Management Project Update”

This project was started in October, 2006 to implement the Community Charter requirements for compliance with Public Sector Accounting Board (PSAB) Section 3150 reporting and to create an Asset Management Framework encompassing future oriented planning, funding and risk management. Compliance with PSAB Section 3150 is mandatory for all municipalities in Canada and the current focus on the Steering Committee as the PSAB requirements are effective January 1, 2009.

A multi-disciplinary steering committee was assigned responsibility for this project with seven sub-committees each tasked with a group of strategic assets. For each asset group the appropriate level to inventory for PSAB purposes has been established, we have confirmed our approach to counts and valuation with our auditors, counts have been conducted and we are proceeding to establish valuation.

The work to date has focused on the District’s strategic asset inventories:

- Land/buildings
- Linear assets (roads, water, sanitary and drainage)
- Transportation
- Fleet
- Information Technology

Considerations our auditors will be looking for are:

- Existence
- Ownership
- Completeness
- Sufficient auditable support

The District owns a fixed asset sub-ledger as part of our JD Edwards ERP system. A high level review of this module has been done with more detailed testing and training on the setup and implementation scheduled for early 2008.

The Public Sector Guideline (PSG) 7 states that disclosure of progress is mandatory starting December 31, 2007. Local Governments are not permitted to implement the new standard on a piece-meal basis.

In closing Mr. Wardell advised that this is a step towards the District better understanding its infrastructure deficit and the creation of an Asset Management Framework inclusive of planning for future cost value of buildings and maintenance programs. Mayor Walton thanked Mr. Wardell for his presentation.
Council Discussion

In response to questions from members of Council as to the replacement plans of municipal buildings, Mr. Wardell advised that the inventory values for PSAB purposes are historical cost not replacement cost. Mr. Wardell advised that the Asset Management Framework component of this project will focus on future oriented replacement planning, service and financial risk management.

The meeting recessed at 5:50 p.m. and reconvened at 6:00 p.m.

4. False Alarm Reduction Program

Mr. Dennis Back, Director of Corporate Services provided a brief history of this issue advising that the District and City Councils did consider a bylaw several years ago implementing a permit process for installation of alarms. This bylaw was defeated at third reading by the District Council and adopted, but never implemented by the City Council. The proposed bylaw is also being considered by the City of North Vancouver; the R.C.M.P. recommends that any regulations regarding this matter be consistent throughout North Vancouver.

Mr. Back advised that the number of false alarms is on the rise and the R.C.M.P. are currently responding to an average of 12 false alarms per day.

Mr. David Walker, Administrative Manager, R.C.M.P., advised that the primary purpose of any False Alarm Program is to reduce the number of False Alarm incidents the police respond to.

North Vancouver Program History:
- 1994 - First False Alarm Bylaws implemented
- 2002 - bylaw amended to reduce trigger point for fees to be applied
- 2005 - City of North Vancouver adopts "permit based" program model
- 2005 - District rejects permit based program model
- 2006/2007 - City bylaw amended to delay implementation, allowing the District an opportunity for reconsideration.

The proposed bylaw is based on the bylaw that has been successfully implemented in Maple Ridge and Pitt Meadows. The Municipalities of Maple Ridge & Pitt Meadows have seen a significant drop in false alarm responses in the first 6 months of implementation.

Alarm Incidents Per Population:

<table>
<thead>
<tr>
<th>Jurisdiction</th>
<th>Population</th>
<th># of alarms</th>
<th>ratio</th>
</tr>
</thead>
<tbody>
<tr>
<td>Vancouver (2005)</td>
<td>585,000</td>
<td>14,000</td>
<td>1 per 42</td>
</tr>
<tr>
<td>North Vancouver(s) (2005)</td>
<td>136,000</td>
<td>4,565</td>
<td>1 per 30</td>
</tr>
<tr>
<td>Ridge Meadows (2005)</td>
<td>73,500</td>
<td>1,200</td>
<td>1 per 63</td>
</tr>
<tr>
<td>Ridge Meadows (projected for 2007)</td>
<td>73,500</td>
<td>395</td>
<td>1 per 186</td>
</tr>
</tbody>
</table>

Comparison of Features:

<table>
<thead>
<tr>
<th>Feature</th>
<th>Current Bylaw</th>
<th>Permit Model</th>
<th>Ridge Meadows</th>
</tr>
</thead>
<tbody>
<tr>
<td>Permit Fees</td>
<td>No</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Call Verification</td>
<td>No</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Alarm Rate per pop.</td>
<td>1 per 30</td>
<td>1 per 42</td>
<td>1 per 186</td>
</tr>
</tbody>
</table>
Comparison of Fees
Under the current (DNV/CNV) Bylaw, a fee of $130 is charged for the second and any subsequent False Alarm reported to, and attended by, the North Vancouver R.C.M.P.

Alarms that are reported to Police, but are cancelled either by the property owner or alarm company prior to attendance, are not counted as fee billable events.

The proposed bylaw would require companies to exhaust verification avenues before contacting the police. There would be no verification requirements for alarms originating from panic button activation or glass breakage.

Current Program Costs:

<table>
<thead>
<tr>
<th>2005 Data</th>
<th>Residential</th>
<th>Commercial</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total events 4565</td>
<td>2.1 person years</td>
<td></td>
</tr>
<tr>
<td>District 3159 events</td>
<td>1.5 person years</td>
<td></td>
</tr>
<tr>
<td>City 1406 events</td>
<td>.6 person years</td>
<td></td>
</tr>
<tr>
<td>Cost per person year</td>
<td>$124,000</td>
<td></td>
</tr>
<tr>
<td>Total Cost</td>
<td>$260,400</td>
<td></td>
</tr>
<tr>
<td>2005 fee recoveries</td>
<td>$106,000</td>
<td></td>
</tr>
<tr>
<td>Net cost after recoveries</td>
<td>$155,000</td>
<td></td>
</tr>
</tbody>
</table>

Permit Based Program Fees (Vancouver)

<table>
<thead>
<tr>
<th>Residential</th>
<th>Commercial</th>
</tr>
</thead>
<tbody>
<tr>
<td>Permits</td>
<td>$18.00</td>
</tr>
<tr>
<td>Alarm w/o permit</td>
<td>$130.00</td>
</tr>
<tr>
<td>Re-Instatement (first)</td>
<td>$75.00</td>
</tr>
<tr>
<td>Re-Instatement (2nd &amp; subsequent)</td>
<td>$125.00</td>
</tr>
</tbody>
</table>

Ridge-Meadows Model

<table>
<thead>
<tr>
<th>Residential</th>
<th>Commercial</th>
</tr>
</thead>
<tbody>
<tr>
<td>1st alarm</td>
<td>$150.00</td>
</tr>
<tr>
<td>2nd alarm</td>
<td>$300.00</td>
</tr>
<tr>
<td>3rd alarm</td>
<td>$600.00</td>
</tr>
<tr>
<td>4th alarm</td>
<td>$1,200.00</td>
</tr>
<tr>
<td>5th &amp; subsequent</td>
<td>$2,400.00</td>
</tr>
</tbody>
</table>

Next Steps:
- Bring back report and draft Bylaw to Council for their consideration
- Prepare report and draft bylaw mirroring this program for City of North Vancouver Council’s consideration
- Implement parallel Bylaws in April, 2008

Council Discussion:

In response to concerns raised by Council, Mr. Back advised that Staff will organize an information mail out to be sent with tax notices in 2008.

The suggestion was made by Council members that staff investigate the feasibility of requiring security companies to distribute a pamphlet outlining bylaw requirements to be given out when a system is installed. Mr. Education has been ongoing through Community Policing and working with chronic offenders.
Council expressed opposition to the fee schedule used by Ridge-Meadows and requested that a revised version be proposed for the District of North Vancouver. Mr. Back advised that staff will return to Council with a fee schedule which will deter irresponsible use of the system, but not be as high as the Ridge-Meadows model.

Mr. Walker advised that on the North Shore the majority of false alarms are caused by user error, other causes include system malfunctions and weather events.

Council members expressed concern that seniors will be deterred from activating their alarms in fear of incurring a fine for false alarms.

In response to a question from Council regarding the effectiveness of home alarms, Inspector Kennedy advised that while a home alarm provides a level of safety to the homeowner, the experience has been that they do not necessarily deter criminals from breaking in.

Mr. Back advised that the Lower Mainland security companies will be invited to attend the Council meeting when this bylaw is discussed.

Council indicated support of the proposed bylaw, in principle, and requested that staff bring the bylaw forward for consideration at a Regular Council Meeting.

5. Adjournment

The Workshop adjourned at 7:00 pm.

CERTIFIED CORRECT:

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Council Clerk