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, January 28, 2008, commencing at 5:00 pm.

PRESENT:

Mayor: Richard Walton
Councillors: Janice Harris, Robin Hicks, Mike Little, Doug MacKay-Dunn, Lisa Muri, Alan Nixon
Staff: Mr. D. Stuart, Chief Administrative Officer
Ms A. Hilsen, Municipal Clerk
Mr. G. Collver, Director of Library Services
Ms N. Deveaux, Director of Financial Services
Mr. J. Dioszeghy, Director of Environment, Parks & Engineering Services
Ms M. Eckenfelder, Director of Sustainability, Planning and Building
Mr. R. Boulton, Manager – Parks & Environment Services
Ms C. Grant, Manager – Corporate Planning & Projects
Ms S. Haid, Manager - Sustainable Community Development
Ms S. Dal Santo, Section Mgr. Planning Policy
Mr. R. Danyluk, Section Manager – Financial Plan and Cost Management
Mr. G. Joyce, Major Capital Projects Engineer
Mr. M. Kruysse, Manager - Strategic Economic Initiative
Mr. P. Murphy, Section Manager – Real Estate & Properties
Mr. P. Chapman, Social Planner
Ms A. Mauboules, Social Planner
Ms C. Rucci, Community Planner
Ms L. Brick, Council Clerk

Guest: Mr. G. MacInnes, Chair, Community Services Advisory Committee

1. Opening by Mayor
Mayor Walton indicated that this evening’s workshop would cover 2 of the 3 scheduled topics and that a further workshop would be scheduled to discuss Item 3 – Review of DNV Commercial Enterprises.

2. Tri-Municipal Review of Support for Community Social Services – Current Status
File No. 10.4792.01/010.000

Presentation: Cristina Rucci, Social Planner

Ms Susan Haid, Manager - Sustainable Community Development, indicated that this issue had been considered at the December 3, 2007 Regular Council meeting, at which time Council referred it to a Workshop for further discussion. Ms Rucci presented the Current Status & Staff Recommendations for the “Tri-Municipal Support for Community Social Services Consultant Report”
The purpose of this study was to:
1) Identify the challenges North Shore service providers are facing;
2) Determine how existing municipal support for social services can be improved;
3) Explore additional and new opportunities for municipal support for social services; and
4) Explore opportunities for collaboration among the three North Shore Municipalities in supporting social services.

Key challenges for service agencies as identified by the consultant in 2005:
1) Financial uncertainty and inadequate financial resources
2) Lack of access to suitable and affordable space
3) Lack of community awareness of organization and services/maintaining core of volunteers
4) Maintaining agency’s responsiveness to changing community needs
5) Competition among service providers – creating partnerships among community and public agencies.

The Consultant’s report identified 12 primary recommendations; staff has organized these recommendations under the following key themes:

**Collaboration & Partnership**
- R6 – Increased service coordination & Community/Public/Private Partnerships
- R7 – Increased coordination of Youth Services
- R11 – Increase Opportunities for Collaboration & Partnerships with Other Funders

**Consistent Municipal Policies**
- R1 – Blueprint for Municipal Roles in supporting community social services
- R8 – Update Municipal Policies to provide clear guidelines
- R12 – Shared Vision for a Healthy, Caring, Safe & Inclusive North Shore

**Grant Process and Funding**
- R2 – Improved Funding Stability
- R3 – Equity, Consistency & Efficiency in Funding Support
- R4 – Increased Equity in Funding & Accessibility of Services
- R5 – Increased Fairness & Consistency in Review of Grants
- R9 – Improved Ability to Assess Level and Results of Municipal Support

**Improved Access & Space**
- R10 – Increased Access to Community Social Services for all ages

From the Consultant’s 12 original recommendations, the Community & Advisory Committees have identified the following 5 as their top priorities:

1) Develop a blueprint for municipal support of community social services
2) Implement a three-year funding cycle for operating costs as part of grants and funding process
3) Implement a tri-municipal social services funding program for the 15 North Shore agencies currently receiving over $9500
4) Identify ways to improve funding equity and clarity of municipal roles in the support of tri-municipally funded agencies
5) Identify opportunities to provide affordable space in municipally owned buildings for community social services
Mr. Glen MacInnes, Chair, Community Services Advisory Committee expressed that the CSAC is 
disappointed that the Consultant’s report did not come together as expected, but believes that on 
the Committee level, the grant review process changes, when implemented, will be a positive 
step.

Ms Rucci advised that staff have reviewed the Consultant’s recommendations and the findings of 
the Community & Advisory Committees and are providing the following analysis:

**Theme 1: Collaboration & Partnership (includes advocacy, research & leadership)**

*Work Currently Underway:*

- Collaboration/Partnership through inter-agency committees
- Collaborate on funding opportunities, one example is work the School District non the 
  Community Health grant for Norgate School
- Joint implementation of Youth Services Review
- Demographic research, awareness, education & advocacy
- Allocate municipal resources to leverage provincial & federal funding – forming of 
  partnerships, an example of which is the Youth Safe House

Ms Rucci advised that staff will continue to seek opportunities for collaboration and partnerships 
with outside agencies and share information and knowledge with community partners.

**Theme 2: Consistent Municipal Policies**

*Work currently underway:*

- Shared tri-municipal vision, values, policies in a number of priority areas (your services, 
  childcare, homelessness)
- Share financial resources to fund North Shore wide studies
- Social Planning Roundtable – forum to share ideas, work programs and information

*Focus of Upcoming Work Program:*

- Define a social vision for the District and develop an overall strategic framework to focus 
  social planning work
- Update Childcare, Youth Services Review and Housing  Policies – Homelessness Report

Ms Rucci advised that staff are developing a District Social Strategy and defining the municipal 
role in a North Shore Social Planning blueprint. The three North Shore Municipalities are working 
to weave together services where applicable.

**Theme 3: Grant Process and Funding**

*Work Currently Underway:*

- Maintaining a stable source of funding for social service agencies
- Ensuring grant review is rigorous & based on established criteria & protocols

*Focus on Upcoming Work Program:*

- Review the delivery of Core Grants to assess feasibility in the District
- Pilot and monitor service agreements with core funded youth agencies
- Implement contract for services or service agreements to be monitored before further 
  implementation
- Work collaboratively to improve consistencies in grant review process

Ms Rucci advised that staff recommend that the District implement a 3 year funding cycle for 
community grants and address funding inequities within the grant process
Theme 4: Improved Access and Space

Work Currently Underway:

- Review opportunities when District owned facilities become available for lease
- Review opportunities for community space at rezoning
- Parkgate – established model, viewed as a best practice
- Access – collaborate with community partners

Focus on Upcoming Work Program:

- Partner with Recreation Commission & School District to locate suitable spaces and facilities for social services providers

Ms Rucci advised that staff recommend the District examine the use of our current facilities and develop a space priority list as well as seek opportunities to provide space in Municipal Buildings and through the Development Approvals process. The Zoning Bylaw should be reviewed and a policy developed for Community Benefits to better serve community uses.

Ms Rucci advised Council of the Key Staff Findings:

- The Consultant’s report does not reflect work undertaken since 2005; District work currently underway addresses many of the Consultant’s recommendations
- Independent actions of City of North Vancouver and District of West Vancouver limit ability to pursue some report recommendations
- Development of a Social Strategy is necessary to provide a strategic framework to focus social planning work. A definition of the District’s role in supporting social planning initiatives would be an integral component of this Social Strategy
- Establishing a more streamlined approach to grant process is desirable (3 year cycle)

Discussion

Council members commented as follows:

- Would be beneficial to have one document that included all funding for municipal social services similar to what was provided for municipal arts & cultural programs.
- Would like to see a comparison of what funding is provided per capita in CNV vs DNV.
- Three North Shore Councils jointly need to take a lead role.
- Council needs to define social vision for the District
- Don’t appear to be any further ahead since the Consultant’s report received.
- No need to wait for conclusion of OCP review before setting out principles for social planning.
- Need to discuss what core social services are.
- Question regarding level of volunteerism in community.

In response to a question from Council, Ms Rucci & Mr. MacInnes advised that some of the problems of implementing the Consultant’s report arose from the differences in allocating resources by the three municipalities. The District of West Vancouver and the City of North Vancouver provide a number of the services as internal components of their operations, whereas the District has historically used external service providers.

In response to the comments regarding the outcome of the report, the Chief Administrative Officer indicated that the value of the study was to prove there was a balance across the North Shore in funding, just differently allocated. The study provides a better understanding in the differences each municipality provides assistance.

Mayor Walton indicated that this issue would be placed on a Regular Council Agenda for further consideration.
3. **Library Strategic Plan & Library Budget – 2008**

The Director of Library Services presented the January 28, 2008 “Library Strategic Plan” PowerPoint presentation. Mr. Collver advised that the 3 District libraries, with a circulation of 1,697,462 items and receiving 754,204 visits in 2007, are among the busiest in Canada in their size category. Visits dropped in 2007 due to the construction and closure of the Lynn Valley Library, but are expected to increase again in 2008. 80% of District residents hold a library card, this is also among the highest percentage in Canada.

**Strategic Areas 2008 – 2010**

- **Collections and Services** - Deliver service improvements and provide ease of access to the library resources and services. An additional six Sunday openings will be added to the calendar in 2008, funding coming from new grants in the amount of $20,000. The books and materials budget for 2008 is projected to be $588,000.

- **Facilities & Space Management** - complete the Capilano Branch seismic upgrade and renovation project, establish a long term capital plan for buildings and other assets and continue to provide equitable access to facilities & space to residents. The additional 20,000 square feet increase in space is projected to increase the budget by $127,000.

- **Human Resource Management** – create a volunteer management program, continue with joint training & development initiatives, empower staff and create a learning environment that supports the direction of the library service. There will be an increase in the Human Resource Management budget due to pay equity provision, training programs and reorganization which resulted in the hiring of 4.7 FTE.

- **Communications & Marketing** - identify users and non-users of library service & use a targeted approach to promote services. In 2008 the Board will roll out their new logo, this will be a shared promotion with the other North Shore municipalities.

- **Community Connections** – create more links with community organizations and develop a strategy to raise awareness of the library services. Revenue expected from room rental is $15,000 in 2008.

- **Technology** – develop & implement a plan to introduce new technology that can support new services, collections and operational workflow. The projected budget for new technology implementation in 2008 is $94,000.

- **Funding/Fundraising** – strengthen connections to existing funding agencies, identify alternate funding sources. Total grants projected from the Provincial Government in 2008 are expected to reach $31,000. Total donations received in 2007 were $77,000. The Library funding is 9.5% operating income and 91.5% subsidy.

**Financial Highlights/Financial Summary**
The Financial Planning & Cost Control Manager presented the 2008 Financial Highlights and Financial Summary and provided background comments in this regard.
**Capilano Library Update**
The Major Capital Projects Engineer indicated that the District has been awarded a grant from the Canada-BC Municipal Rural Infrastructure Fund in the amount of $2 million for the Capilano Library upgrade. There will be a project/budget update forthcoming in early February. The construction process is expected to take 10 months and will focus on seismic upgrade, space addition and interior upgrades.

**Discussion**
In response to questions from Council, Mr. Collver advised that the RFID (radio frequency ID) technology does not track material after it has been returned. There is no record of what a person has borrowed once they have returned it.

Council members enquired as to internet access and the lack of filters on terminals, Mr. Collver advised that the current policy of the Library Board is not to censure information accessed by the public as long as it is not illegal.

In response to a query from Council regarding the increase in the Building, Operating and Maintenance budget for 2008, Mr. Joyce advised that LEED certified janitorial supplies, window cleaning needs, and increased insurance rates have contributed to the budget increase.

In response to a question regarding the delivery of programs, the Director of Library Services confirmed that Library staff deliver all programs, but occasionally, a visiting author will attend the Library for special events.

In response to a question regarding the old Lynn Valley library site, staff advised that it is currently being rented by a movie production for filming, however as per Council policy, the funds are directed to General Revenue. The cost of the post-employment program is expected to be covered by the projected revenue from the new Library facilities.

4. **District of North Vancouver Commercial Enterprises**

As indicated by Mayor Walton, this item will be rescheduled for a future Workshop.

5. **Adjournment**

The workshop adjourned at 6:40 p.m.

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Committee Clerk