MINUTES of the Public Meeting on
REVIEW OF ADVISORY COMMITTEES OF COUNCIL
Held on Tuesday, May 28, 2002
At 7:00 pm in the Council Chamber

PRESENT: Mayoral Don Bell
Councillor Ernie Crist
Councillor Janice Harris
Councillor Doug MacKay-Dunn
Councillor Lisa Muri
Irwin Torry, Manager of Community Planning
Agnes Hilsen, Municipal Clerk
Steve Hardy, Executive Assistant to Mayor
Lindsay Hoeberechts, Committee Clerk

ABSENT: Councillor Bill Denault
Councillor Heather Dunsford

The Mayor called the meeting to order at 7:05 pm and welcomed committee members. He advised that this public meeting was being held to allow committee members and other interested parties an opportunity to provide Council with input on the mandates, function and relevance of the following committees:

- Advisory Planning Commission
- Customer Service & Quality Assurance Committee
- Transportation Planning Advisory Committee
- Community Services Advisory Committee
- Child Care Grants Advisory Committee

1. ADVISORY PLANNING COMMISSION (APC)

Mr. Richard Walton, Chair of the Advisory Planning Commission, introduced members of the committee to Council and read out the mandate of the APC. He advised as follows:

- In the last three years, very few planning issues have been directed to the attention of the APC.
- Early Development Permit Applications are still considered by the committee at the rate of approximately one per month.
- A member of the APC attends the TPAC meetings and reports back to the APC on transportation issues; however, the APC has not been asked to consider any transportation issues in the past few years.
- There has been a steady decline in agenda items, to the extent that some meetings have been cancelled.
- The mandate of the APC is not being fulfilled – Council is not seeking the advice of the committee on policy issues.
Discussion ensued as follows:

a) Development applications and planning issues have decreased in number due to a reduction of development in the District of North Vancouver.

b) Previously, advisory planning commissions were mandated by the Municipal Act; however, this is no longer the case.

c) The APC enjoys a high level of attendance and enthusiasm by its members, and is ready to meet and confer on planning issues. It was suggested, however, that it may be more practical for the commission to meet on a quarterly basis, rather than monthly.

d) The Seymour OCP, which is currently being drafted, is one initiative that the APC would be able to undertake and advise Council on.

e) To date, no member of the APC attends local planning committee meetings; however, the Chair indicated that one member from the APC could attend these meetings and report back to the APC on any issues that may arise for consideration.

Summary:

a) APC members request from Council specific direction and input regarding planning issues facing the District of North Vancouver; or

b) The APC meet on a “required basis” as issues arise.

The Mayor thanked Mr. Walton and the APC members for their input.

2. CUSTOMER SERVICE & QUALITY ASSURANCE COMMITTEE (CSQAC)

The Mayor welcomed Ms. Heather Prochuk, Chair of the CSQAC, who advised that, in August 2000, Council undertook a review of the CSQAC and proposed changes to the Terms of Reference. In January 2001, Council reaffirmed the validity of the committee and on March 12, 2001, approved the redrafted Terms of Reference. Ms. Prochuk read out the mandate of the CSQAC and reported as follows:

- Complaints to the District of North Vancouver have decreased over the past three years from an average of 21 per year down to 6 in 2001.
- In view of this reduction, the CSQAC has undertaken an assessment of the quality of customer service within the District of North Vancouver.
- The committee meets every second month to monitor customer satisfaction and to suggest performance measures for improving customer service within the District of North Vancouver. This is achieved by communicating with the various departments’ staff to assess their functions, receive feedback and discuss any issues that may arise.
• No meetings have been cancelled due to a lack of quorum; however, one meeting was cancelled due to a lack of agenda items.
• The composition of the voting committee members is:
  - District of North Vancouver residents
  - Council members
  - Management
  - Non-management staff.
  The number of members required is five; however, several have left the committee and have not been replaced, pending the outcome of the Council Review.

Discussion ensued as follows:

a) Most of the complaints recently received have been due to a difference in philosophy and policy between the complainant and Council, not about customer service.

b) The drop in number of complaints may be due to staff becoming more knowledgeable about issues and therefore being able to deal with them more efficiently.

Summary:
The CSQAC would like to continue in its present form under the revised mandate.

The Mayor thanked Ms. Prochuk for her presentation.

3. TRANSPORTATION PLANNING ADVISORY COMMITTEE (TPAC)

Mr. John Ellis, the North Shore Chamber of Commerce representative on TPAC, introduced himself and members to Council, and advised that he had been requested to speak to Council on behalf of TPAC.

He reported that transportation is a vital issue on the North Shore and TPAC has, in the past, been a valuable resource to Council. The membership is comprised of a highly qualified group of citizens who are able to assist Council with issues that would otherwise require the costly services of outside consultants. However, over the past months, there has been a steady decline in issues being brought to TPAC for consideration, and the members are querying the validity of continuing the committee. There has also been some concern by members that any suggestions presented to Council by TPAC have not been considered further by Council. Mr. Ellis proposed two options:
1. TPAC meets on a “required” basis to give advice to Council on specific issues as they arise.

2. A member of TPAC represent the District of North Vancouver on the Chamber of Commerce transportation committee and report back to Council from time to time.

Mr. Ellis also raised the notion of a North Shore Transportation Advisory Committee being set up, with representation from the three municipalities, to deal with North Shore transportation issues.

**Summary:**

c) TPAC members request from Council specific direction and input regarding transportation issues facing the District of North Vancouver.

d) Failing this, it is suggested that TPAC be disbanded and a member of TPAC be appointed as the District of North Vancouver representative on the Chamber of Commerce Transportation Committee.

e) Council may wish to consider the suggestion of a North Shore Transportation Advisory Committee with representation from the three municipalities.

**Action:** Mr. Ellis to forward to members of Council copy of the Chamber of Commerce Transportation Committee Mandate.

The Mayor thanked Mr. Ellis for his input.

4. **COMMUNITY SERVICES ADVISORY COMMITTEE (CSAC)**

Mr. Keith Reynolds, Chair of the CSAC, introduced himself to council and read out the mandate of the committee. He then advised as follows:

- Council commits approximately $200,000 in community grants each year. In 2002, applications were received from some 66 agencies requesting a total of nearly $300,000 in support.
- In the past two months, the committee has met eight times and members have put in a total of approximately 250 hours of work.
- Members of the committee undertake various projects throughout the year, and also provide an advisory role on community issues and activities.

He then broached the suggestion that the CSAC merge with the Child Care Grants Committee and reported that the two committees had met to discuss this proposal in depth. The conclusions reached by all members of both committees were:
• The Child Care Grants Committee (CCGAC) members have a specialized knowledge in the area of child care that members of the CSAC do not share.

• Members of the CCGAC advised that they would not be free to commit the number of hours required to sit on the CSAC. The CCGAC meets only five to six times annually and these meetings are held during the daytime.

• Discussion arose regarding having a separate group sit as a sub-panel of the CSAC to review child care grants; however, both groups were of the opinion that this might lead to problems of accountability.

• It was agreed that the two committees would best continue to serve the community as separate identities.

Summary:

a) The Community Services Advisory Committee would like to continue with its current terms of reference.

b) The Terms of Reference be amended to allow for a committee membership level of ten.

c) Council should appoint new members promptly to replace members who resign during the term.

d) The committee anticipates an increase in the number of grant requests in the future due to anticipated loss of funding from government.

The Mayor thanked Mr. Reynolds for his presentation.

5. CHILD CARE GRANTS ADVISORY COMMITTEE (CCGAC)

Ms. Sandra Dent, Member of the CCGAC, introduced herself to Council and advised that the committee’s recommendation to Council was that the CCGAC continue to operate as a separate identity from the Community Services Advisory Committee. The committee discussed the issue at length and concluded as follows:

1. Members of the committee have experience and specific expertise in the field of children and childcare. They would not be comfortable dealing with issues unrelated to childcare and family support.

2. The committee’s mandate is specifically aimed at the needs of childcare within the community.

3. Should the two committees merge, members of the CCGAC would be unable to commit the necessary hours required by the CSAC. This could also result in difficulty recruiting new members to the CCGAC.
4. The Terms of Reference for the CCGAC allows for five members. The committee has found this to be an optimum working number for discussions and critical reviews.

5. An increase in requests for childcare assistance is anticipated in the future due to an anticipated loss of government funding.

**Summary:**

a) The committee requests that it retains its separate identity from the Community Services Advisory Committee.

b) It is requested that the Terms of Reference be amended to allow for a maximum of five members.

The Mayor thanked Ms. Dent for her presentation.

**INPUT FROM THE PUBLIC:**

**JOINT BICYCLE ADVISORY COMMITTEE (JBAC)**

Mr. Ron Adams, District of North Vancouver Co-Chair of JBAC, introduced himself to Council and thanked them for the opportunity to make a presentation on behalf of the Joint Bicycle Advisory Committee.

Mr. Adams drew Council’s attention to the issues of volunteerism on the District of North Vancouver committees as follows:

- Many committee members are professionals who contribute hours of their free time to volunteering on local committees.
- They assist Council through background research on specific issues arising within the community, analysing and writing reports for Council to consider.
- One very important aspect of volunteerism is volunteer appreciation ie. that the work and effort put in by committee members is valued by Council.
- In the era of budget restraints, advisory body input provides council with free consultation on many issues that would otherwise involve outside consultants.
- JBAC undertook an extensive cycling monitoring survey in 2001, copy of which is currently on the District of North Vancouver Website. The cost of this survey was approximately $500 (compared with the estimated $100,000 if it had been undertaken by outside consultants). The results of this survey will assist Council with many cycling issues that are arising on the North Shore.
- Transportation is a vital aspect of our community and a major responsibility of municipal government. Input from advisory bodies such as the Transportation Planning Advisory Committee and Joint Bicycle Advisory Committee is essential in assisting Council make informed decisions on transportation issues.
Summary:

a) The Joint Bicycle Advisory Committee is a joint committee with the City and District of North Vancouver. Currently this committee reports directly to the City of North Vancouver Council. Within the District of North Vancouver, it is a sub-committee of TPAC. JBAC requests that consideration be given to rationalizing the reporting structure of the committee so that it reports also to the District of North Vancouver Council.

b) That the Transportation Planning Advisory Committee (TPAC) continue as an advisory body to Council.

The Mayor thanked the representatives from the Committees for their presentations and indicated that this issue will be returned to a Regular Council meeting for further consideration.

ADJOURNMENT

The meeting adjourned at 9:01 pm.

CERTIFIED CORRECT:

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Committee Clerk