



2020 Annual Report: Input and Responses

The following table provides a record of input from members of the public specific to the DNV's 2020 Annual Report.

Staff responses accompany each submission where applicable. For more information on the DNV's Annual Report please visit dnv.org/annualreport. Watch the [June 21 and 28 Public Meetings](#).

Submission	Response
<p>I am writing with respect to the Annual Report. I must admit that I tried to read the report but I just couldn't get through all 116 pages.</p> <p>Luckily, Rick Danyluk, attended the monthly NVCAN meeting last Wednesday and helped us to better understand the report.</p> <p>As a resident and rate-payer of the District, I really have two basic questions (notwithstanding that 2020 was COVID year and some reporting were adjusted to take into account the Climate Emergency):</p> <ol style="list-style-type: none"> 1. How did the District perform relative to the five key strategic goals? 2. How did the District do when compared to previous years? <p>My suggestions:</p> <ol style="list-style-type: none"> 1. Prepare an executive summary (for those of us that don't want to read through all the details) 2. Develop some sort of "Scorecard" format (which would aid in year-to-year comparisons and provide a high-level assessment of how DNV has done) 3. Consider having the Communications Dept take a more active role in preparing the report (I understand the Annual Report is required under the Local Gov't Act, but I think there is a missed opportunity by not using the Annual Report as a way to re-engage the NV public) 	<p>Thank you for your input regarding the DNV's 2020 Annual Report.</p> <p>Please find information regarding performance in relation to the DNV's five corporate objectives beginning on page 65.</p> <p>Please find information regarding performance in relation to previous years beginning on page 74, which captures measures of services and operations.</p> <p>Staff have taken your comments and suggestions into account for future reporting.</p>

<p>Under the mobility and livability section when are staff going to implement cycle fees to off set the costs of ever expanding cycle lanes. Unfortunately we appear to have more people driving SUVs and trucks and busses that barley fit the lanes now not to mention narrow parking spaces in condo developments which make it difficult to get out of your car.</p> <p>My 2nd question is why are The Capilano tennis club and Deep Cove rowing club included in the tax exemption category?</p>	<p>Thank you for your input regarding the DNV's 2020 Annual Report. Please see further information provided below.</p> <ul style="list-style-type: none"> • Plans for the active transportation network are aimed at supporting a mode shift to non-auto, a key component of the District's goal of being "a livable connected community". Network expansion is currently funded through growth and senior government grants. Other financial strategies are being explored in the region and on the north shore to complete key connections and destinations. • Permissive tax exemptions are granted to non-profit agencies that contribute to the well being of the citizens of the municipality and to the improvement of their quality of life by effectively promoting enhanced community services. The Capilano Tennis Club and Deep Cove Rowing Club are provided a taxation exemption as these agencies both provide recreational services to District residents that are considered an extension of municipal recreational services. Services currently offered through the Recreation and Cultural Commission are therefore enhanced by the provision of a permissive tax exemption to these agencies.
<p>The District of North Vancouver has a plan to include more "Transitional Housing" which is regularly used for individuals with significant criminal offences. Will the community be advised? How will we receive this information? Often if a city takes a grant, they cannot choose the level or type of criminality of the individual? How will the council keep us and our children safe from predators?</p> <p>"Supportive Housing" is also a large part of the city plan. This housing is most often used for Addiction Recovery Programs. Those recovering from IV, Opioid, and other drug addictions often require significant services that are not always available right here in The District of North Vancouver. Recovery from addiction is less than 13% for a time period over 12 months with significant other affiliated issues and consistent</p>	<p>Thank you for your input regarding the DNV's 2020 Annual Report. Please see further information provided below.</p> <p>All development applications for multi family housing, including supportive and transitional housing, have robust community and neighbourhood engagement processes. Engagement would include:</p> <ul style="list-style-type: none"> • public information meetings; • written notification to neighbours regarding public input opportunities; • contacts for the file planner and web page information including contacts for the applicant; • on-site development application signage; and

<p>relapse bring dealers into our community. How far in advance will residents be informed? Will residents be informed at all? Will all types of addictions be supported in these facilities? How does the district plan to keep residents safe?</p> <p>Personally, I would prefer this housing to be aligned to hard working families. New West and Vancouver have far more resources at their disposal for recovery services and corrections transitions.</p>	<ul style="list-style-type: none"> • Public Hearing and/or Council meetings, where anyone can speak directly to Council regarding their comments or concerns. <p>Supportive and transitional housing in the District are typically operated by non-profit housing partners who have experience operating these types of facilities. The housing partners are also available to provide information to the public and answer questions regarding their on-site programs and approaches to community safety.</p>
<ol style="list-style-type: none"> 1. Page 9 introduced the 2019-2022 Corporate Plan. I was able to find the link as https://www.dnv.org/corporate-plan-2019-2022 (why not have it in the Annual Report?) which on examination could IMHO have been much better if presented as a single pdf document - so one could read it off-line. 2. What specific programs are documented by the DNV in the Annual Report that allows for grant applications to improve energy efficiency in the home? Certain municipalities have “top-up” for home renovation programs, say for example the Clean BC program for which DNV offers a \$2000 grant to convert hearing from fossil fuel to electric heat pumps. Such information should be in the Annual Report. Searching the Annual Report for “top-up” or “renovation” yielded no results. 3. The Community Charter, via the “impact on health” issue, empowers municipalities to regulate “minimum wages” (not just for municipal employees but for any segment of employees in the DNV). This may prove to be a good tool to deal with the current inability of certain sector workers to live on the North Shore. 4. It may be useful to know how many workers commute to/from the DNV daily by way of private or public transport. 	<ol style="list-style-type: none"> 1. The link to the online <u>Corporate Plan</u> is available on page 63 of the report. 2. The District’s partnership with the Clean BC Program was initiated in 2020. Promotion of the program began late last year and information on the program will be reported out through the 2021 annual report. 3. Thank you for your suggestion it has been shared with staff. 4. The most comprehensive source for trip data is from <u>TransLink: Trip Diary 2017 Tableau Public</u>. On the Origin & Destination tab, one can search by municipality. Users can see the total trips, as well as the trip broken down by mode or trip purpose.

5. What is the current status (and progress since 2019) of the Lower Lynn Improvement Project. Some details should be included in the Annual Report.

6. A bit is mentioned about asbestos water mains (page 109) – but details like how much remains and when they would be all gone is desirable. Also, overall, how much water main was replaced in 2020?

7. The significant increase (about 100%) over the past 10 yrs in collecting organics (page 95) from single family residences seems to indicate (a positive) that we are growing more vegetation on our properties.

8. What is the trend on % of residents who actually use the recreation centres.

5. The Mountain Highway Interchange Project was Phase 1 of the Lower Lynn Improvements Project and was completed in Fall 2019. Phases 2/4 Lower Lynn Connectivity Project/Keith-Seymour Interchange Upgrade Project and Phase 3 Main St/Dollarton Interchange Project are on track for Fall 2021 completion.

6. The District replaced approximately 4km of watermain in 2020. Roughly 50 km of asbestos cement watermain remains in the District’s system. At current replacement rates, these mains should be fully replaced by 2035.

7. The significant increase over the past 10 years in collecting organics (page 95) from single family residences is a positive and results from Metro Vancouver’s organics disposal bans in the early 2000’s (yard trimmings) and 2015 (food scraps). This has conversely reduced the amount of garbage sent to landfill via the diversion of organics to produce compost and bioenergy, and the reduction of GHG’s via decreased methane production.

8. In the Community Needs Assessment conducted in 2018, 83% of North Vancouver residents surveyed reported they had used a NVRC indoor facility in the past three years.

North Vancouver Recreation & Culture (NVRC) - Active Accounts as of June 21, 2021:

Total number of active accounts: 83,312

Number of CNV & DNV residents with active accounts: 71,757

% of CNV and DNV residents who have an active accounts*: 49%

* The number of active accounts is lower than pre-COVID.

However, active accounts and participation rates are increasing as pandemic restrictions are lifting and more NVRC programs and services are being offered.

9. What explains the drop in Reserve Funds (page 58) in 2020 from 2019? Do “Reserve Funds” also include “Surplus Funds”? Compare this to page 7 of the supplementary section of the 2015 Annual Report.

10. As shown on page 67, why was Lions Gate Community Recreation Centre (CRC) not completed and opened in 2020? It seems to be about two years late?

11. It seems that the Metro Regional Growth Strategy (RGS) amendment bylaw #1310 changed the status (zoning) of some lands in the DNV. See details on pages 236-238 of their report. See attachments Schedules D(1) to D(3).

9. Reserve fund balances vary depending upon the timing of the District’s capital and operational requirements and risk assessments. The primary reason for the decline in 2020 was the appropriation of funds to major capital projects for utilities and roads. Yes, the reserve funds include general surplus and operating reserves.

10. The shell space for Lions Gate Community Recreation centre was constructed as part of a large residential development by Larco. Construction of the overall development was significantly delayed which resulted in occupancy and our possession of the Centre also being delayed. The District took possession of the shell space in November of 2020, the construction of the fit up was tendered and is currently well under way. The Lions Gate Community Recreation Centre is anticipated to open to the public in the fall of 2021.

11. The Metro Vancouver Regional District Regional Growth Strategy Amendment Bylaw No. 1310, 2020 changed the regional land use designation of several parcels within the District of North Vancouver to ‘Conservation and Recreation’ from ‘General Urban’, ‘Rural’, and shared ‘Rural’ and ‘Conservation and Recreation’ designations. These changes in regional land use designation have no impact on the District’s zoning for these parcels. The District was provided the opportunity to comment on the proposed changes to the regional land use designations and we did not identify any issues with changing the designations of these parcels to ‘Conservation and Recreation’, as the parcels noted are already either designated as Parks, Open Space and Natural Areas (POSNA) in the District’s Official Community Plan or are subject to a Restrictive Covenant limiting the use of the land to park purposes only.

12. Fire and Rescue Response Times and Value of Property Saved...

12. In regards to response times; the District of North Vancouver Fire and Rescue Services (DNVFRS) provides a thorough reporting in our [Fire and Rescue Annual Reports: Fire and Rescue Annual Reports | District of North Vancouver \(dnv.org\)](#). In 2020, DNVFRS responded to 5,192 incidents with an overall response time at the 90th percentile of 8 minutes and 29 seconds.

DNVFRS also provide a very thorough breakdown of our response times with Baseline Actual Responses for All Incidents for a 3 year period (2017, 2018, 2019) in our [Community Risk Assessment/Standards of Cover \(CRA/SOC\) published in 2021: Fire and Rescue Accreditation Process | District of North Vancouver \(dnv.org\)](#). See Page 100 through 173 of the full CRA/SOC for a full list of data. 'Value of Property Saved' is not collected as a data point as it is subject to significant variances and interpretations, and does not meet a current best practice. DNVFRS is always happy to engage with members of the community to answer questions and/or explain our approach to data collection and reporting.

13. I am still a strong supporter of a strong public engagement framework. To that end, the DNV website should be enhanced to be more “public friendly” and restore access to archived web material from pre-2010.

13. Thank you for your suggestions they have been shared with staff.

14. As stated on page 12 “Revenue shortfalls due to facility closures...” is correct as far as it goes...but operating expenses must certainly impacted the bottom line – especially if staffing was reduced. Comments

14. Revenue shortfalls due to facility closures and COVID-19 restrictions were offset by cost containment efforts which left the District in a positive financial position. Cost containment included temporary workforce adjustments, hiring freezes and deferred work which were offset by investments in public health and the safety of employees.

<p>Input provided through video. Recording may be found at: Council Meetings Video (dnv.org)</p>	<p>Thank you for your input regarding the DNV's 2020 Annual Report.</p> <p>In regards to your question about the Tax Growth Reserve Fund, the purpose of the fund is included in the Reserve Funds Bylaw (adopted April 2020). The reserve funds, balances and projections are reviewed and updated annually and are included in the audit of the financial statements. The 2022 – 2026 Financial Plan will include additional details on the projected use of this fund.</p> <p>Staff have taken your other comments and suggestions into account for future reporting.</p>
<p>Input provided verbally at Public Meeting. Recording may be found at: Council Meetings Video (dnv.org)</p>	<p>Thank you for your input regarding the DNV's 2020 Annual Report.</p> <p>In regards to your questions about financial statements, for more specific information please refer to the 2020 Audited Financial Statements – Analysis that was publicly available at the May 10, 2021 Regular Council meeting.</p> <p>In addition, we publish a Guide to Financial Statements. For 2021, we will reference this resource in the 2021 Annual Report.</p> <p>In regards to your question about virtual meetings, the DNV is currently following Provincial Health Orders and WorkSafe BC orders that require and authorize the DNV to focus on work place safety and public safety during the pandemic. These orders are referenced at the beginning of each meeting. Virtual meetings have significantly enhanced public engagement allowing more members of the public to participate. Going forward, we expect to see a hybrid model with both in-person and virtual participation options in keeping with direction from the provincial government.</p> <p>Staff have taken the remainder of your comments and suggestions into account for future reporting.</p>

<p>I didn't see a deadline for submissions for feedback to the annual report on the DNV website but the online feedback form is still posted so I'm hopeful/assume I am not too late in advance of Monday June 21st discussions.</p> <p>First of all, I wish to extend my ongoing gratitude to all staff and Council who have kept our municipality alive and functioning during this challenging COVID pandemic era. I also appreciated the little "COVID response" paragraphs in the various sections of the report-they add interest and depth!</p> <p>(I must say that I was surprised to learn, in the Corporate Plan Summary, that DNV conducted a Community Engagement survey in 2020. I like to believe I'm pretty informed on municipal affairs but I believe I completely missed that. I would love to be directed to the results of that survey.)</p> <p>My feedback herein relate to the format and layout of the annual report itself with a few comments on content as well.</p> <p>I appreciate that graphs and pie charts are a common way to convey statistics. However I would really appreciate seeing the cold hard numbers and percentages as they pertain to the various facets of our municipality. See the attached figure, for instance, conveying details of "real estate" specific to Kamloops. Eye catching boxes that capture these specific details make a report more readable, informative, reference-able, and memorable.</p> <p>Similarly, a few "Did you know" boxes here and there in the report would make it more interesting to read and less dry and rigid. For instance: "Did you know _____ residents in our municipality have public library cards?? \$_____ of late fees were forgiven. _____ books were added...etc etc"</p>	<p>Thank you for your input regarding the DNV's 2020 Annual Report. Staff have taken your comments and suggestions into account for future reporting.</p>
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I strongly encourage a greater detail particularly surrounding housing and development in our municipality, including a breakdown of permits per duplex/secondary suites and units, actual housing starts by dwelling type for the year, and residential lots/subdivisions added. I believe that reporting/ tracking/publishing permit stats/income etc on a quarterly basis to Council would help form the foundation a more robust section on housing and would assist residents in seeing how we are growing to meet our commitments in our regional context statement.

Finally---and it's entirely possible I've completely overlooked it (it's happened in the past 😊), might we consider including a chart or two in the "economy" section that share DCC's, waivers and perhaps CACs too? I know these are reported in other staff documents and reports through the year (ie POD), but a summary chart in the annual report should be mandatory.

Once again, thank you to Council and each member of staff for doing their part in keeping our city, its businesses, residents, non-profits etc- safe and on track during the global crisis.

I sure look forward to seeing you as part of the gallery very soon!