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The Corporation of **THE CITY OF NORTH VANCOUVER**
FINANCE DEPARTMENT

INFORMATION REPORT

To: Mayor Linda Buchanan and Members of Council

From: Verna Wen, Manager, Internal Control and Performance

Subject: 2018 ANNUAL MUNICIPAL REPORT

Date: June 6, 2019 File No: 01-0640-20-0001/2018

ATTACHMENTS:

1. 2018 Annual Municipal Report (CD#1785786)
2. Detailed Progress Report on 2018 Objectives (CD#1780527)
3. Public Notice for the 2018 Annual Municipal Report (CD#1780485)

In accordance with the Community Charter, municipalities are required to prepare an annual municipal report (AMR) before June 30 of each year. The AMR must include the audited financial statements, permissive tax exemptions, a report on municipal services and operations along with objectives and measures, progress reporting on previous year's objectives, and any declarations of Council disqualifications if applicable.

The annual meeting on the AMR must occur at least two weeks after the AMR is made available for public inspection. The City's 2018 AMR (**Attachment 1**) will be available online and at City Hall for inspection on June 7, 2019. The public will be able to provide input before and at the June 24, 2019 Council meeting. The Public Notice for the 2018 AMR (**Attachment 3**) containing this information will be published in the North Shore News on June 7 and 12, 2019.

The City has made some changes to this year's AMR in order to provide the public a more focused document. To align with statutory reporting requirements, a Detailed Progress Report on 2018 Objectives is attached (**Attachment 2**). The City intends to continue making changes to the report while complying with statutory requirements. Next year, the report will align with the City Strategic Plan currently under preparation.

RESPECTFULLY SUBMITTED:


Verna Wen
Manager, Internal Control and Performance

City of North Vancouver

Detailed Progress Report on 2018 Objectives

2018 OBJECTIVES	2018 MEASURES
CHIEF ADMINISTRATIVE OFFICER	
Communications	
Create and execute a promotions strategy, as well as create a logo and brand identity for the City's newest signature event, 'SHIPPED'. Conduct a large scale awareness campaign for the event.	Completed. Designed creative logo and created themed brand identity package for this new 2018 event. Produced all promotional and marketing materials and onsite signage. Created and executed multi-tiered communications and outreach strategy. Successfully promoted the 'SHIPPED' event locally and regionally.
Conduct a social media audit review of the City's social media channels (Twitter, Facebook, Instagram, Flickr, YouTube, and LinkedIn), implement resulting recommendations and tactics.	The social media audit is an annual project; however, due to online and digital workload, we were not able to complete this item in 2018. However, staff did incorporate several new successful tactics, practices, creative approaches, and features in our social media methods to further encourage engagement and follower interest. Social media audit for 2019 is presently underway.
Create Election 2018 materials – logo, graphics, brochure, web section, candidate web section, signage, and videos. Execute election awareness campaign. Build election night results webpage to display live real time voting numbers. Build new web section for newly elected Council members; organize new head shots, all new Council photography, and produce new City Council information card.	Completed. Designed logo and brand to represent the City's 2018 election. Created information materials, web section, videos, signage, etc. Created and executed communications and outreach strategy. Built interactive election web section with new features and easy to navigate online candidate section. Designed web display of live election results on election night and day after. Produced post-election information materials promoting new Mayor and Council.
Create tailored large scale awareness campaigns and celebration events/opening ceremonies for the City's major projects reaching completion in 2018 - Spirit Trail, Green Necklace, Foot of Lonsdale, and Waterfront.	Completed. Designed tailored communications campaigns and engagement strategies to promote the City's key amenity deliverables being completed and delivered to the community. We conducted promotions and community based photo op events for the completion of the Spirit Trail, Green Necklace and Foot of Lonsdale. As well, promotional teasers were heightened for the 2019 Waterfront opening.
Design a plan and strategy for creating greater efficiencies and enhanced social media outreach by engaging specific designated staff to serve as engaging contributors to the City's social media channels.	First phase completed. An introductory outline for first round of designated staff to serve as social media champions, voices and suppliers on the City's social media channels enacted - Fire Department, Shipyards Liaison, and streets crew.

2018 OBJECTIVES	2018 MEASURES
Refresh and redesign City website homepage and secondary webpages with a reconfigured layout to enhance functionality, navigation and user experience.	Completed. Refresh done on homepage and secondary webpages. Next round of refresh and enhancement work due in 2019.
Strategic Initiatives and Services	
Ongoing construction on Lot 5 development.	Ongoing. Project completion estimated July 2019.
Completion of Foot of Lonsdale public realm.	Completed.
Establishment of Central Waterfront governance, including staffing model and annual budget.	Completed.
Complete HJCRC schematic design (including Class C cost estimate) and present design, financial plan and timeline for project completion to Council in July 2018.	Completed schematic design and obtained approval from Council July 2018.
Facilities and Real Estate	
Complete the Facility Management and Operations Procedure and Policies manual.	80% complete.
Complete Service Level Agreements with Community Services and Planning departments.	Underway.
Complete the Gerry Brewer Reception Security Upgrades.	Completed.
Complete a 10 year strategic plan for the North Vancouver Municipal Cemetery.	Cemetery Services relocated to Park and Engineering Department.
Complete a Workspace Accommodation Plan to address the potential of increases to existing staffing levels at the City and Gerry Brewer.	Underway. City Hall complete. Gerry Brewer underway.
Information Technology	
Conduct business requirement review and prepare business case to replace end of life telephone system in 2019.	This business case was successfully completed and funding was received. The RFP process and implementation will commence 2019.
Continue with the multi-year CityPal project which is replacing our aging applications such as business licenses, development, building applications and providing a new digital interface for residents.	The successful launch of the CityPal project was July 2019 which also included the online public portal CityServ.
Complete the replacement of the existing end-of-life parking and ticketing application.	The RFP for a new solution was completed and awarded in November 2018 and implementation is scheduled to be completed in October 2019.
Complete the implementation of an environmentally and cost effective solution for printing and scanning.	The RFP for a new printing and scanning solution was awarded in December 2018 and implementation was completed in April 2019.
Implement additional enhancements for cyber-security systems, monitoring, education, and policies to prevent unauthorized access to City data by external or internal sources.	Increased security enhancements, monitoring and testing was implemented in 2018. Further enhancements will continue to be implemented on a regular basis.
Human Resources	
Conclude negotiations with CUPE #389 for Library employees.	Negotiations completed. 2016 – 2019 Collective Agreement implemented.

2018 OBJECTIVES	2018 MEASURES
Complete PeopleSoft HCM 9.2 software upgrade.	Peoplesoft HCM 9.2 software update completed.
Implement identified top priorities regarding procedures and processes that will enhance business operations and efficiencies from PeopleSoft 2017 Audit.	Vendor for Peoplesoft HCM2020 has been selected and project planning is in progress.
Provide professional development and on-the-job opportunities for Managers to enhance and further develop their employee management skills.	Professional development opportunities for Managers are made available on an ongoing basis.
Continue to expand and provide meaningful Training and Wellness opportunities for Staff and Employee Development.	Training and wellness opportunities continue to be expanded.
Provide a smooth transition for new Mayor and Council in Fall 2018.	Transition of new Mayor and Council was completed in November 2018.
CITY CLERKS	
Administer and carry-out the 2018 General Local Election.	Completed.
Proceed to Phase 2 of the digitization of Council Reports and Resolutions.	Completed.
Adopt the City-wide Protection of Privacy Policy.	Adopted.
FINANCE	
Review the external service requirements of the Insurance division within Finance and engage in competitive bidding processes, where required, for securing these services.	Completed.
Complete the review of the City's Purchasing Policy.	Deferred to 2019.
Complete the review of Community Amenity Contribution's revenue / allocation for inclusion in the Long Term Financial Plan.	Completed and ongoing.
Complete the debt management policy for the City.	Deferred to 2019.
Complete the review of signing limits and PeopleSoft approval framework.	Reviewed and ongoing.
Complete the consolidation of user fees and bylaws.	Deferred.
Complete the review of the Utility Rate Model.	Reviewed and ongoing.
Continued assessment of the City's Long Term Property Tax Strategy to reduce business taxation.	Deferred to 2019.
Compliance with all statutory reporting requirements under the Community Charter.	Completed and ongoing.
ENGINEERING , PARKS AND ENVIRONMENT	
Operations	
Complete list of asset condition.	70% complete.
Complete the Fleet right sizing strategy.	Underway.
Engineering Planning and Design	
Create pavement maintenance and renewal strategy.	Completed.

2018 OBJECTIVES	2018 MEASURES
Implement Flood Protection Works along Mackay Creek.	90% complete.
Public Space Design and Delivery	
Complete construction of Green Necklace from Lonsdale 21st to Grand Boulevard 19th.	Completed.
Complete construction of Spirit Trail Mosquito Creek Marina in conjunction with Squamish Nation.	Completed.
Initiate the ongoing landscape encroachment management strategy.	Completed.
Design of bridge replacement on Marine Drive at Mosquito Creek.	Completed.
Parks and Environment	
Complete construction of Phase One of the Moodyville Park Master Plan.	Underway.
Complete construction of Semisch Park Improvements.	Delayed to 2020.
Complete construction of the Heywood Park/Mackey Creek Habitat Enhancement Project.	Underway.
Administration	
Advance use of Infor for improved asset condition data and decision making.	Underway.
Update Emergency Response Plan.	Delayed to 2020.
Refresh Departmental Strategic Plan.	Underway.
COMMUNITY SERVICES	
Business and Economic Development	
Amend Wharf Bylaw to accommodate layover moorage in off-peak season.	Completed.
Update The Shipyards Event Policy.	Completed.
Update Business License Bylaw.	Completed.
Launch new City Pal process for Business Licensing.	Ongoing.
Contribute to the interagency transportation initiative.	Completed.
Further evolve the Placemaking initiative with overall program development.	Ongoing.
Explore Lower Lonsdale Business Association involvement in City hosted events.	Ongoing.
Report back on recommendations to follow-up on the Central Lonsdale Business Pulse Survey.	Completed.
Continue to work with Queensbury merchants to identify issues and opportunities.	Ongoing.
Review the City's Youth Outreach Strategy.	Currently underway.
Enforcement	
Complete the creation of the GPS rules and procedures for the Bylaw Services Fleet vehicle to improve Work Alone Safety and driving habits for the Bylaw Enforcement Officers.	Ongoing.

2018 OBJECTIVES	2018 MEASURES
Complete the review/evaluation of the Ticket Management System RFP and select a vendor. Implement the selected Ticketing Management System and related hardware.	Vendor selected / implementation ongoing.
Close the Medical Marijuana dispensaries operating in the city via Civil Injunction if necessary.	Completed.
Complete update of the Bylaw Services Division's Procedure Manual, including Parking Bylaw Notice Screening and Cancellation Policy, to recognize the shift of the role of the Bylaw Enforcement Officer from an Enforcer to an Ambassador of the City.	Ongoing.
Permits and Inspections	
Work with Communications office to enhance publications (hardcopy and electronic) relating to the City's construction permitting and inspections process.	Ongoing.
Maintain high levels of customer service and compliance with construction bylaws.	Ongoing.
Work with other departments to develop efficiencies to reduce building permit backlog due to the high level of construction activity.	Ongoing.
Work with Communications office to re-structure website information with tailored content regarding instructions on construction and renovating buildings in the City.	Ongoing.
PLANNING	
Development	
Streamline development process to reduce average processing times and backlog.	Implemented inter-departmental Development Application Review Team and completed review of key processes.
Complete CityPAL implementation.	Core Building and Planning functionality completed with 2019 launch anticipated.
Complete Harry Jerome Neighbourhood Lands Rezoning and Development Guidelines.	Completed and pending further Council direction.
Processing major Development Applications including Eastern Avenue development, Northmount Medical, 250 E 15th and Harbourside.	Processed and brought forward a substantial number of significant applications in 2018. Others are ongoing with 2019 completion anticipated.

2018 OBJECTIVES	2018 MEASURES
Land Use and Community Planning	
Complete Child Care Strategy.	Research and background work complete with policy anticipated in 2019.
Complete Community Well Being Strategy (Social Plan Update).	Research and background work complete with policy anticipated in 2019.
Continue implementation of Housing Action Plan including: <ul style="list-style-type: none"> a. Zoning Bylaw Review (lot sizes, height envelopes) b. Family Friendly Design Guidelines c. Non-profit Housing Regeneration Policy d. Provincial grant work. e. Inclusionary Zoning Review 	Zoning Bylaw lot size review complete. Advanced several key projects including shovel ready project and grant applications.
Implementation of Duplex Special Study Area.	Deferred, anticipated in 2019.
Environmental Sustainability	
Complete Electric Vehicles Strategy.	Completed and currently in implementation phase.
Deliver cigarette butt litter reduction campaign.	Deferred.
Work with Metro Vancouver to deliver the Strata Energy Advisor program.	Underway.
Implement Step Code Energy Advisor Rebate Program.	Underway.
Transportation	
In conjunction with federal, provincial, regional and municipal partners develop an Integrated North Shore Transportation Plan.	Completed and currently in implementation phase.
In conjunction with regional and municipal partners develop conceptual design for Marine-Main 2019 B-Line.	Completed.
Complete Pedestrian Plan.	Framework anticipated in June 2019 with content to be incorporated in Long Range Transportation Plan.
Complete St David's to Queensbury Neighborhood Traffic Calming Plan.	Initial scope completed, program under review.
Building	
Work with Communications office to enhance publications (hardcopy and electronic) relating to the City's construction permitting and inspections process.	Underway. Expected to be completed in 2019.
Maintain high levels of customer service and compliance with construction bylaws.	Ongoing. Implementation of new permitting software in July 2019 will improve customer service.
Work with other departments to develop efficiencies to reduce building permit backlog due to the high level of construction activity.	Ongoing. Development of new interdepartmental business processes in 2018 and reflected in new permitting software will streamline City processes moving forward.
Work with Communications office to re-structure website information with tailored content regarding instructions on construction and renovating buildings in the City.	Underway. The first (culling the existing content) of three phases of this project is complete. The 2nd phase will be the drafting of City website permitting instructions / requirements.

2018 OBJECTIVES	2018 MEASURES
RCMP	
Increase visibility and enhance service.	Ongoing.
Demonstrate accountability through effective management.	Ongoing.
Advocate for a Communications Strategist.	Completed.
Construct a new Front Counter reception area with the latest in security and customer service features.	Completed.
FIRE AND RESCUE	
Blue Card Certification for remaining Officer Pool members.	Completed.
Continuation of Swiftwater training.	Completed.
Confined Space training.	Completed.
Tower Crane training.	Completed.
Officer Development.	Completed.
Enhanced Auto Extrication training.	Deferred.
Firefighter recruitment.	Completed.
Complete CityPal Integration.	Deferred.
Training and updates for the Tri-Municipal Emergency Operations Plan.	Completed.
Upgrade Auto Extrication equipment and auto external defibrillators.	Completed.
NORTH VANCOUVER MUSEUM AND ARCHIVES COMMISSION	
Complete architectural plans for tenant improvements in the new museum, engage a construction manager, tender contracts for tenant improvements, and plan for start of construction in 2019.	Architectural plans completed; other items ongoing.
Complete design development for new museum exhibits, engage exhibit fabricator, confirm exhibit fabrication budget and scope, and develop interpretive plan for Streetcar 153.	Exhibit development completed; exhibit fabrication underway; streetcar interpretive plan deferred.
Launch an organizational transition planning process, including a Revised Business Plan, staffing plan for the new museum, archives operations plan, program plans and operational plan for the new museum projected opening early 2020).	Business Transition Plan completed.
Launch a fundraising campaign for the new museum through the Friends of the North Vancouver Museum and Archives Society.	Fundraising campaign underway.
Complete the museum collections project by reaching the target to deaccession 2,500 more artifacts, and start moving the retained collections to the new storage warehouse.	Collections project completed; collection move underway.

2018 OBJECTIVES	2018 MEASURES
NORTH VANCOUVER RECREATION AND CULTURE COMMISSION	
Complete final phase of implementation of electronic records management system.	Currently underway.
Implement new Program Registration Management Software (December 2018 or early 2019).	Currently underway.
Support municipal recreation and culture facility planning projects (i.e. Harry Jerome, Lions Gate and Lynn Creek) and prepare for opening of Lions Gate Community Centre in Q2 2019.	HJCRC process underway; Lions Gate Community Recreation Centre opening targeted for early 2020.
Engage North Vancouver residents in Recreation and Culture Community Needs Assessment Research (survey and focus groups) in Q2 and based on insights and findings, adjust service delivery.	Needs Assessment completed; service planning underway.
Update facility condition and functionality assessments to support capital planning.	Completed.
Implement recommended changes to Fitness, Health and Wellness services.	Completed.
Implement NVRCC Customer Experience Program.	Program launched and imbedded in operations.
Support review to identify options for cost sharing of recreation and culture services between City and District.	Completed.
Collaborate with community organizations and agencies to support strategic goals.	Ongoing.
NORTH SHORE EMERGENCY MANAGEMENT	
Support the municipalities in their emergency response and recovery activities when an emergency or disaster occurs.	Ongoing.
Effectively prepared, trained and exercised municipal staff and public safety lifeline volunteers to support planning, response and recovery activities on the North Shore.	Ongoing.
Development and maintenance of relevant emergency plans to help prepare for, respond to and recover from emergencies and disasters.	Ongoing.
An informed North Shore community with knowledge of their emergency management responsibilities.	Ongoing.

PUBLIC NOTICE

WHO: City of North Vancouver

WHAT: 2018 Annual Municipal Report

WHEN: Monday, June 24, 2019 at 6:00 pm
Council Chamber, City Hall
141 West 14th Street, North Vancouver

Notice is hereby given under the provisions of the *Community Charter* that Council will consider the 2018 Annual Municipal Report at its Regular meeting of June 24, 2019.

The meeting will allow for public comment. Public input may also be provided to Council in writing at **cnv.org/annualmunicipalreport** until 4:00 pm on Monday, June 24, 2019.

The 2018 Annual Municipal Report will be available for viewing at City Hall and at **cnv.org/annualmunicipalreport** as of 4:00 pm on Friday, June 7, 2019.

Please direct any inquiries to **Verna Wen**, Manager, Internal Control and Performance, at **vwen@cnv.org** or **604-982-3949**.