



## REPORT TO COUNCIL

### STANDING COMMITTEE OF COUNCIL ON CITY SERVICES AND BUDGETS

NOVEMBER 30, 2006

A Regular Meeting of the Standing Committee of Council on City Services and Budgets was held on Thursday, November 30, 2006, at 9:30 a.m., in the Council Chamber, Third Floor, City Hall.

**PRESENT:**

- Councillor Peter Ladner, Chair
- Mayor Sam Sullivan
- Councillor Suzanne Anton
- Councillor Elizabeth Ball
- Councillor David Cadman
- \*Councillor Kim Capri
- Councillor George Chow
- Councillor Heather Deal
- Councillor B.C. Lee
- Councillor Raymond Louie, Vice-Chair
- \*Councillor Tim Stevenson

**CITY MANAGER'S OFFICE:** Judy Rogers, City Manager

**CITY CLERK'S OFFICE:** Laura Kazakoff, Meeting Coordinator

\*Denotes absence for a portion of the meeting.

#### ADOPTION OF MINUTES

The Minutes of the Standing Committee on City Services and Budgets meeting of November 2, 2006, were adopted.

#### RECOMMENDATION

1. **Process for Miscellaneous Grants within the "Other" Grants Category**  
(VanRIMS No. 05-5000-01)

The Committee had before it an Administrative Report dated November 14, 2006, in which the General Manager of Corporate Services in consultation with the General Manager of Community Services reviewed the City's civic grant programs in general and the history and activities about the "Miscellaneous" grants category in particular, and recommended restructuring of the "Miscellaneous" grants within the "Other" grants category.

The City Manager recommended approval and provided additional comments in relation to the civic grants program.

Doug Mitchell, Director of Business Support Services, reviewed the Administrative Report.

MOVED by Councillor Lee

THAT the Committee recommend to Council

THAT Council approve the elimination of the Miscellaneous Grants category from the "Other" Grants category and that Council approve the transfer of \$5,000 budget from "Miscellaneous" Grants to the Community Services Grants plus \$5,000 budget increase without offset to the Community Services Grants in 2007 and direct the Community Services Group to develop an approach to animal-related grant applications that have been traditionally funded under Miscellaneous Grants category.

CARRIED UNANIMOUSLY

(Councillor Stevenson absent for the vote)

**2. Implementation of 311 Service in Vancouver (VanRIMS No. 04-4400-50)**

The Committee had before it an Administrative Report dated November 8, 2006, in which the Corporate Management Team sought approval to implement a consolidated citizen service centre and 311 service for the City based on the 311 Access Vancouver model described in the report. Also recommended was the establishment of a policy objective that City Departments and Boards make available to citizens all possible processes through 311 unless the transfer would result in diminished service to citizens.

The City Manager provided additional comments in support of the recommendations and outlined the steps necessary to achieve the full benefits of a 311 call centre.

Syd Baxter, City Clerk, Brent MacGregor, Deputy City Manager, Ken Bayne, Director of Financial Planning and Treasury, Tom Timm, General Manager of Engineering Services, and Barb Pearce, Business Consultant, responded to questions regarding recommended funding sources for the 311 implementation costs, expectation of future cost savings, and operational features of the proposed 311 system.

MOVED by Councillor Lee

THAT the Committee recommend to Council

- A. THAT Council approve the implementation of a consolidated citizen service centre and 311 service for the City of Vancouver based on the 311 Access Vancouver model described in the Administrative Report dated November 8, 2006, entitled "Implementation of 311 Service in Vancouver".
- B. THAT Council approve as a policy objective that all citizen services that can be delivered using the 311 model be accessible through the new service centre unless transitioning the process to 311 would result in diminished service to

citizens; and Council request the Park Board, Library Board and Police Board to endorse this initiative.

- C. THAT Council approve one-time implementation costs of \$12.3 million as described in the Financial Implications section of the Administrative Report dated November 8, 2006, entitled "Implementation of 311 Service in Vancouver":

- i. \$10.5 million for the implementation project, software, facility and related costs; and
- ii. \$1.83 million for an Enhancement Fund to support departments while business and staff issues are resolved;

source of funding to be the Utility Rate Reserves (i) and reallocations in the 2006 - 2008 Capital Plan (ii - v) as follows:

i)	Water, Solid Waste and Sewer Rate Reserves	\$2.0 million
ii)	Hastings Park Entrance Improvements	\$2.0 million
iii)	Cultural Reinvestment/ Olympic Legacies	\$3.3 million
iv)	Electronic Records Management System	\$3.0 million
v)	Street Lighting Program	<u>\$2.0 million</u>
		\$12.3 million

AND THAT all capital funding (items ii to v) be approved in advance of the 2007 Capital Budget.

- D. THAT Council approve an annual base operating budget for the citizen service centre of \$2.85 million to be added to the Operating Budget, offset by seeking operational efficiencies and commencing operation by mid-2009;

AND FURTHER THAT future growth in operating costs (to an anticipated \$5.7 million) as the service is enhanced be provided by transfer of at least equivalent funding from existing departmental budgets such that the service is self-funded.

- E. THAT Council invite other municipalities within the GVRD to develop 311 services and that as this occurs there be an exploration of cost-sharing opportunities and improved public service as a result.
- F. THAT the City Manager report to Council annually regarding the progress of the implementation of 311 Access Vancouver and opportunities and cost efficiencies that may have arisen as a result of E above.

CARRIED

(Councillors Cadman, Chow, Deal, Louie and Stevenson opposed)

**3. Addendum to PS06036 - Service Request Mapping Services**  
(VanRIMS No. 04-4400-50)

The Committee had before it an Administrative Report dated November 30, 2006, in which the City Clerk recommended approval of an addendum to the May 16, 2006, consulting contract to AtFocus Inc., for continued work in planning the migration of citizen service processes to a 311 environment. The City Manager recommended approval, and provided additional comments regarding the benefit of an addendum to the existing contract as opposed to the issuance of a new Request for Proposals.

Marg Coulson, Deputy City Clerk, and Barb Pearce, Business Consultant, were present to respond to questions.

MOVED by Councillor Anton  
THAT the Committee recommend to Council

- A. THAT, subject to the conditions set out in B, C, and D below, Council authorize an addendum to the contract with AtFocus, Inc. (PS#06036) to provide service request mapping services for the 311 Feasibility Study at the cost of \$100,000 plus applicable taxes, subject to a contract satisfactory to the Director of Legal Services, the City Manager, and the Manager, Materials Management, funding provided in the 2006 Capital Budget for the 311 project interim activities.
- B. THAT the Director of Legal Services be authorized to execute and deliver on behalf of the City all legal documents required to implement A above.
- C. THAT, all such legal documents be on terms and conditions satisfactory to the City Manager, Manager of Materials Management and the Director of Legal Services.
- D. THAT, no legal rights or obligations will be created by Council's adoption of A, B and C above unless and until such legal documents are executed and delivered by the Director of Legal Services.

CARRIED UNANIMOUSLY  
(Councillor Capri absent for the vote)

**4. Tourism Vancouver Cultural Partnership** (VanRIMS No. 11-2600-01)

The Committee had before it an Administrative Report dated October 26, 2006, in which the Managing Director, Cultural Services, sought approval to enter into a four-year partnership with Tourism Vancouver to raise awareness of the array of arts and cultural activities taking place in the City of Vancouver through a series of strategic initiatives as outlined in this report. The City Manager recommended approval.

Sarah Kirby-Yung, Tourism Vancouver, spoke in support of the staff recommendation, noting it will provide a platform for the two organizations to ensure the most effective promotion of arts and cultural services and will support Vancouver in becoming positioned as a creative city.

Sue Harvey, Managing Director of Cultural Services, responded to questions regarding the Granville Video Signs.

MOVED by Councillor Cadman  
THAT the Committee recommend to Council

THAT Council authorise staff to enter into a four-year strategic partnership with Tourism Vancouver as generally outlined in the Administrative Report dated October 26, 2006, entitled "Tourism Vancouver Cultural Partnership" as a way to increase awareness among residents and visitors of the arts and cultural activities in the City of Vancouver.

CARRIED UNANIMOUSLY

The Committee adjourned at 11:37 a.m.

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## CITY OF VANCOUVER

### REGULAR COUNCIL MEETING MINUTES STANDING COMMITTEE OF COUNCIL ON CITY SERVICES AND BUDGETS

NOVEMBER 30, 2006

A Regular Meeting of the Council of the City of Vancouver was held on Thursday, November 30, 2006, at 11:38 a.m., in the Council Chamber, Third Floor, City Hall, following the Standing Committee on City Services and Budgets meeting, to consider the recommendations and actions of the Committee.

**PRESENT:**

- Mayor Sam Sullivan
- Councillor Suzanne Anton
- Councillor Elizabeth Ball
- Councillor David Cadman
- \*Councillor Kim Capri
- Councillor George Chow
- Councillor Heather Deal
- Councillor Peter Ladner
- Councillor B.C. Lee
- Councillor Raymond Louie
- Councillor Tim Stevenson

**CITY MANAGER'S OFFICE:** Judy Rogers, City Manager

**CITY CLERK'S OFFICE:** Laura Kazakoff, Meeting Coordinator

\*Denotes absence for a portion of the meeting.

#### COMMITTEE OF THE WHOLE

MOVED by Councillor Cadman

SECONDED by Councillor Stevenson

THAT this Council resolve itself into Committee of the Whole, Mayor Sullivan in the Chair.

CARRIED UNANIMOUSLY

#### UNFINISHED BUSINESS

##### 1. City Telephone System Replacement (VanRIMS No. 03-1200-11)

At the Regular Council meeting on November 28, 2006, Council postponed decision on the Administrative Report dated November 16, 2006, entitled "City Telephone System

Replacement" to the Council meeting immediately following the Standing Committee on City Services and Budgets meeting on November 30, 2006, as Unfinished Business.

Martin Crocker, Manager, Technology Planning, with the aid of an overhead presentation, provided an overview of the proposed telephone system replacement project including the advantages and financial benefits of Voice over Internet Protocol technology.

MOVED by Councillor Lee

- A. THAT Council authorize the Director of Information Technology to prepare and issue a Request for Proposals for the necessary equipment, software, and implementation services to replace the City's existing localized telephone systems and services with an integrated in-house system based on Voice over Internet Protocol (VOIP) telephone technology as described in the Administrative Report dated November 16, 2006, entitled "City Telephone System Replacement", including approval for up to \$365,000 to fund activities supporting the RFP process; source of funding to be a reallocation of existing telecommunications capital funding.
- B. THAT Council authorize the City Manager, in consultation with the Director of Information Technology, to approve award of a contract for consulting services to help develop and evaluate the Request for Proposals (RFP) for equipment and services, such contract expected to cost up to \$50,000.
- C. THAT the Director of Information Technology report back to Council no later than July 2007 with the results of the RFP process, final project cost estimates, a detailed funding plan and, if appropriate, a recommendation for award of an implementation contract.

CARRIED UNANIMOUSLY

#### COMMITTEE REPORTS

##### Report of Standing Committee on City Services and Budgets November 30, 2006

Council considered the report containing the recommendations and actions taken by the Standing Committee on City Services and Budgets. Its items of business included:

1. Process for Miscellaneous Grants within the "Other" Grants Category
2. Implementation of 311 Service in Vancouver
3. Addendum to PS06036 - Service Request Mapping Services
4. Tourism Vancouver Cultural Partnership

Items 1-4

MOVED by Councillor Ladner

THAT the recommendations and actions taken by the Standing Committee on City Services and Budgets at its meeting of November 30, 2006, as contained in items 1-4, be approved.

CARRIED UNANIMOUSLY

**RISE FROM COMMITTEE OF THE WHOLE**

MOVED by Councillor Capri

THAT the Committee of the Whole rise and report.

CARRIED UNANIMOUSLY

**ADOPT REPORT OF COMMITTEE OF THE WHOLE**

MOVED by Councillor Chow  
SECONDED by Councillor Deal

THAT the report of the Committee of the Whole be adopted.

CARRIED UNANIMOUSLY

## MOTIONS

### A. Administrative Motions

None

### B. Motions on Notice

#### 1. Urgent Care Centre (VanRIMS No. 08-4000-01)

*At 11:55 a.m., before discussion of the following matter, Councillor Capri left the Council Chamber and did not return. Councillor Capri had previously declared Conflict of Interest on this matter on November 28, 2006, as her husband is a surgeon at the Centre.*

At the Regular Council meeting on November 28, 2006, the following motion was submitted by Councillor Louie. Councillor Anton called Notice under Section 5.4(c) of the Procedure By-law.



MOVED by Councillor Louie  
SECONDED by Councillor Cadman

THAT Vancouver City Council request the Mayor to write a letter to the Urgent Care Centre on behalf of Council directing that the facility not commence operations pending proper compliance with City by-laws along with Federal and Provincial legislation.

lost

The Mayor advised requests to speak to the motion have been received.

REFERRAL MOVED by Councillor Louie

THAT consideration of the motion be referred to the Standing Committee on Planning and Environment meeting to be held later this day in order to hear from members of the public who have requested to speak.

LOST (Tie Vote)  
(Councillors Anton, Ball, Ladner, Lee, and the Mayor opposed)  
(Councillor Capri absent for the vote)

The motion to refer having lost, the Motion on Notice was put and LOST with Councillors Anton, Ball, Ladner, Lee and the Mayor opposed, and Councillor Capri absent for the vote.

The Council adjourned at 12:35 p.m.

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