



# City of Maple Ridge News Release

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## **City of Maple Ridge Wins Two Awards for Excellence of Business Practices**

**Maple Ridge, BC:** On Monday, October 17, 2016 Maple Ridge Council received an update on the work of the Licences, Permits & Bylaws Department. The presentation included updates on the initiatives currently underway to improve the customer service experience.

The presentation was introduced by Frank Quinn, General Manager: Public Works & Development Services who took the opportunity to announce that the City of Maple Ridge has been given two awards, Most Improved Processing Times and Most Business Friendly, from the Vancouver Chapter of the Commercial Real Estate Development Association (NAIOP).

Mayor Read stated, “This is the second year that Maple Ridge has been recognized for our business practices around the development processes in our community. I would like to highlight the work that has been done by our staff to improve our customer service and processing times across the development, inspections and permitting processes. The adage that ‘time is money’ is particularly true for the people working in the construction industry and these awards are a tangible recognition that we are doing the right things to offer the highest level of service.”

As part of the presentation Stephen Cote-Rolvink, Manager of Inspection Services, outlined the initiatives that have been implemented to streamline the development process and noted that one of the biggest factors driving the improvements has been the development and ongoing work of the Development Liaison Committee consisting of City staff, members of the Urban Development Institute (UDI) and the Greater Vancouver Home Builders Association (GVHBA).

Mr. Cote-Rolvink noted that, “This round table that brings together all of the stakeholders in the development community allows us to get feedback on any new initiatives, look for areas of

improvement and collaborate on the implementation of best development practices to ensure we achieve goals of efficiency and effectiveness for all parties.”

As part of his presentation Mr. Cote-Rolvink discussed the steps that are involved in the development of a property, including the inspections and permits through to the final occupancy permit. There is an ongoing review of these processes to ensure there is a strong alignment in the expectations of the builder and the eventual owner of the home.

Robin MacNair, Manager of Bylaws and Licences, spoke about a successful program which saw a commercial business specialist work directly with commercial business applicants to ensure they could get up and running as quickly as possible. Ms. MacNair notes, “This program has helped new businesses applying for their business licence get the expertise and assistance of a staff member to help them through the other permit issues around the opening of their business. This ‘one stop’ approach recognizes that new entrepreneurs want to get their new ventures up and running as quickly as possible.

Ms. MacNair highlighted the work of the Bylaws team dealing with almost 4,000 calls for service so far this year. The department has played a significant role managing the issues around homelessness while putting resources into other important community initiatives like the Bear Aware Program, proactive patrols and enforcement in the downtown around unoccupied and derelict properties.

The video presentation of the update from the October 17, 2016 Committee of the Whole meeting can be found online at [mapleridge.ca](http://mapleridge.ca) in the meeting archives folder. For more information about the reports and the awards from NAIOP please contact Frank Quinn, General Manager: Public Works & Development Services at [fquinn@mapleridge.ca](mailto:fquinn@mapleridge.ca) or by phone at 604-467-7359.