



Open Government Task Force

What are we trying to achieve?

The task force will:

1. Increase citizen's access to information.
 2. Increase citizen participation, engagement and collaboration in community issues.
 3. Increase transparency and accountability of actions.
-

What have we done so far?

- Mayor's Open Government Task Force
 - Citizen's Representative Working Group
 - Sought Outside Expertise
 - Staff Engagement and Input
 - Infrastructure
-

Citizen's Representative Working Group

- Public Consultation
 - Held Open Meetings
 - Accepted Written Submissions
 - Delivered 58 Recommendations
-



Sought Outside Expertise

- Key Learnings
- Focus on Business Value
- Be Ready for the Next Question

Staff Engagement

- Presentations from Key Departments
 - 2016 Business Plans
 - Feedback on the 58 Recommendations
-

Infrastructure

- Resiliency
- Mobility
- Web Site Tools
- Live Streaming
- Public Portal
- Public Facing Infrastructure



58 Recommendations

- *How does it work?*
- *How and when can I participate?*
- *Where can I find the information?*

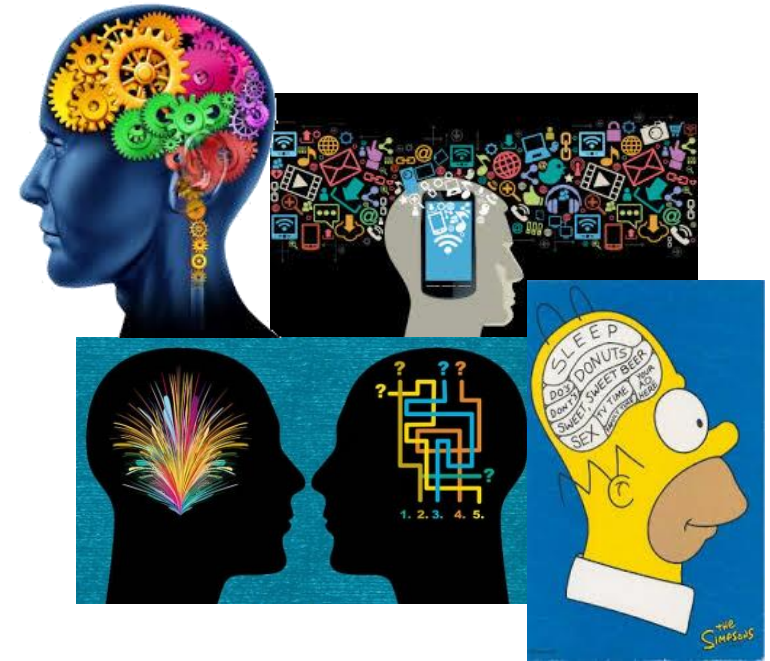


Taking us beyond 58

1. Framework
 2. Customer Service Plan
 3. Communications plan
 4. Adopt Policies to Manage Information & Data
-

1. Build a Framework that will :

- Profile Information
- Link Documents to Discussions
- Deliver Tools
- Deliver Data Sets
- Document Repository
- Unique Identifier
- Use the information...*to manage, monitor, plan operations and to identify and solve business problems*





WELCOME TO THE CITY OF MAPLE RIDGE

OPEN GOVERNMENT PORTAL

OUR GOAL IS TO BE
ENGAGING, ACCESSIBLE & ACCOUNTABLE

START YOUR JOURNEY HERE

**YOUR
CITY
FINANCES**

**LAND
USE &
BUILDING**

**YOUR
COUNCIL**

**DATA SETS
& TOOLS**

**ENGAGE
IN YOUR
CITY**

IF YOU KNOW WHAT YOU ARE LOOKING FOR SEARCH HERE



OPEN GOVERNMENT PORTAL

YOUR CITY FINANCES

SELECT YOUR TOPIC

**YOUR CITY
BUDGET**

**CAPITAL
PROJECTS**

LOCAL TAXES

**RESERVE
FUNDS**

SALARIES

**BUSINESS
PLANNING**

GO BACK ONE STEP



OPEN GOVERNMENT PORTAL

YOUR CITY BUDGET

WHAT ARE YOU TRYING TO UNDERSTAND?

HOW DOES IT WORK?

The process that is used to develop the Budget for the City of Maple Ridge

HOW CAN I PARTICIPATE?

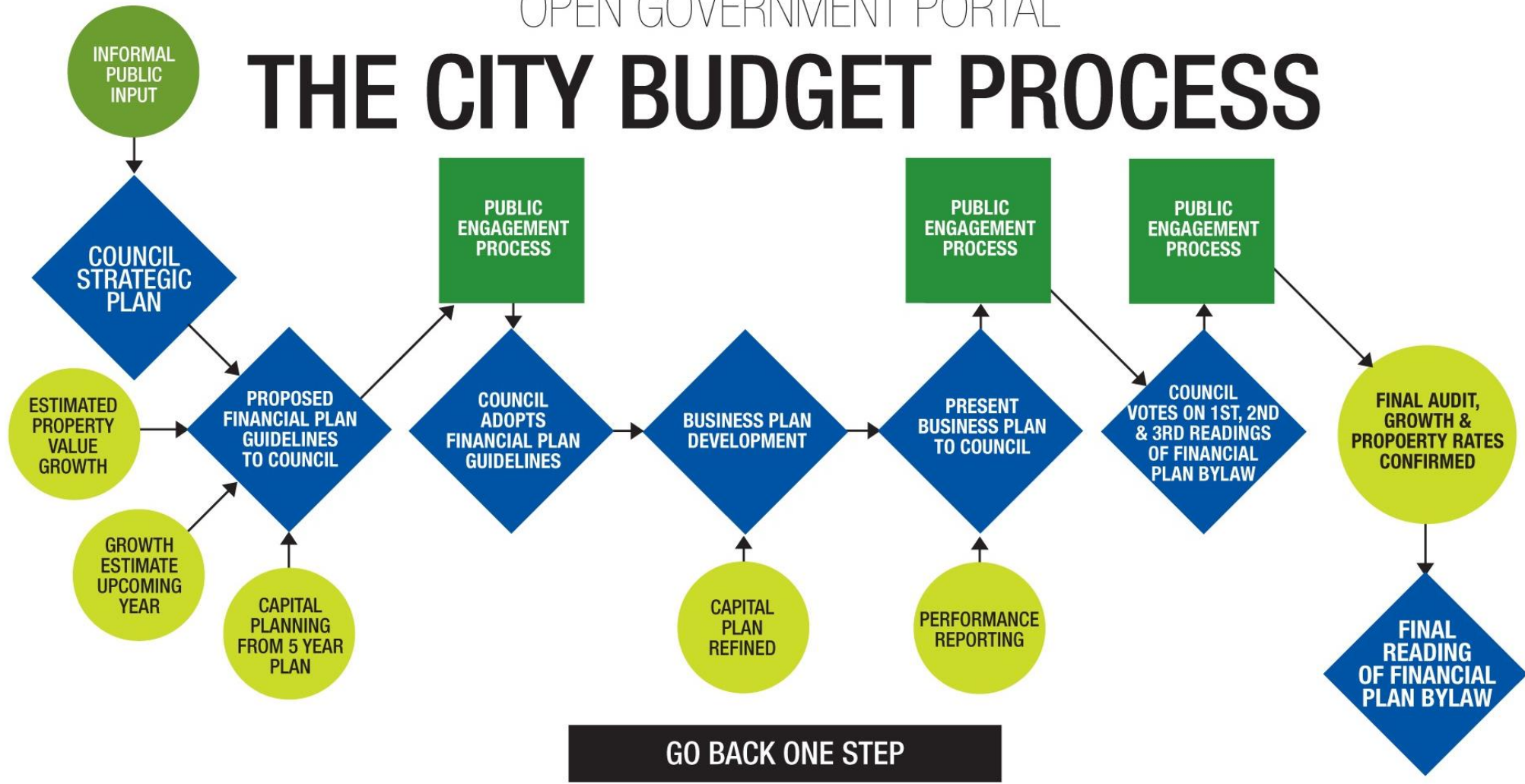
The ways you can become engaged in the City of Maple Ridge Budget Process

WHERE'S THE INFORMATION?

The reports, videos, tools & data generated as part of the City of Maple Ridge Budget Process

[GO BACK ONE STEP](#)

THE CITY BUDGET PROCESS



Corporate Business Plan 2016 - 2020 Reader's Guide

This document is the City of Maple Ridge Corporate Business Plan. It is comprised of Business and Financial Plans for all City departments. The Business Plans follow a consistent structure, and this guide is intended to lay it out for you, to help make your reading experience positive.

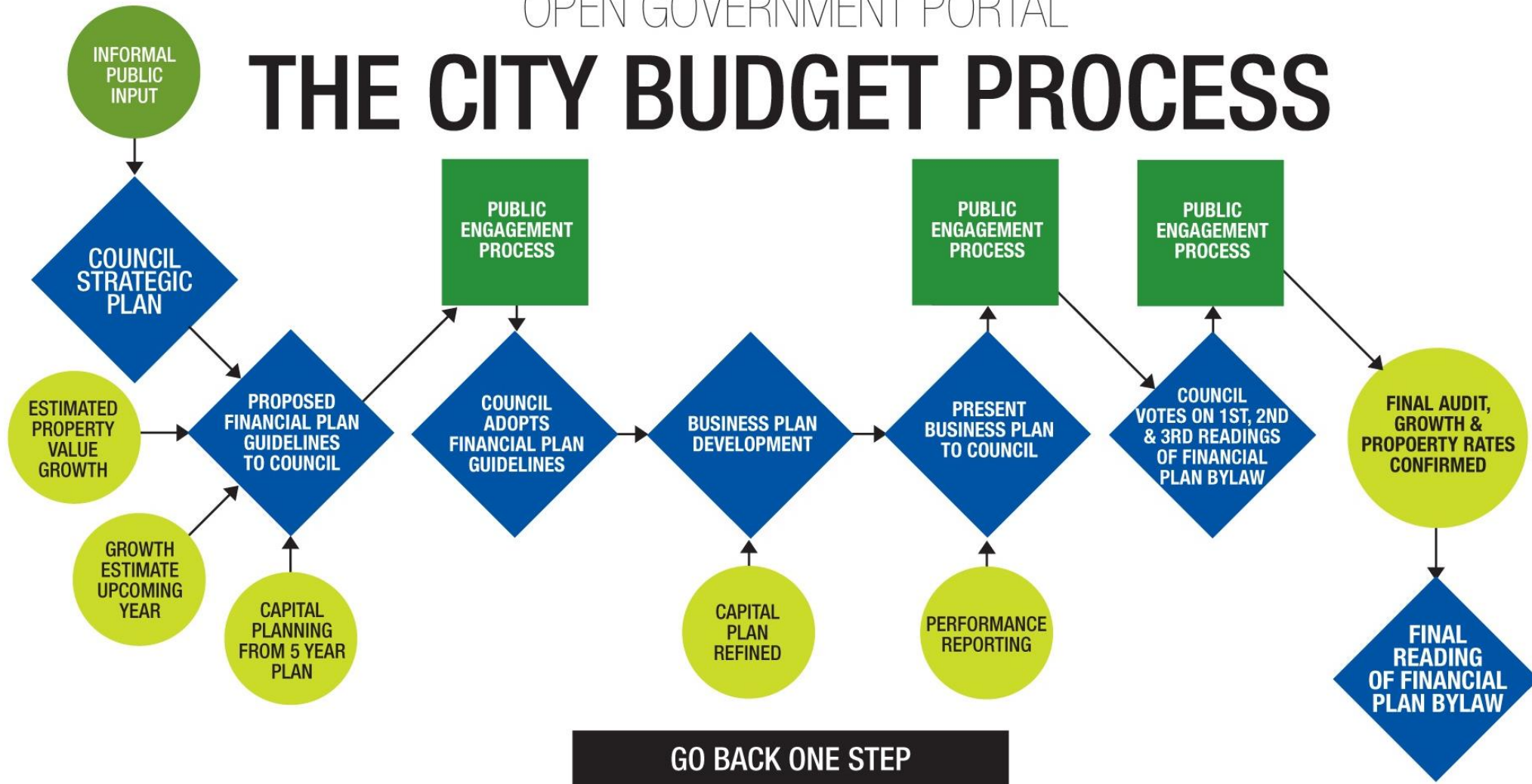
The Business Plans are split into four categories, representing the “Divisions” within the City’s organizational structure:

1. Administration – Office of the Chief Administrative Officer (ADMIN)
2. Community Development, Parks & Recreation Services (CDPR)
3. Corporate & Financial Services (CFS)
4. Public Works & Development Services (PWDS)

Each departmental Business Plan follows this structure:

1. Header area defines the Division name and Department name.
2. Strategic Alignment
 - This section explains how each department’s business plan aligns with higher level guidance, such as Council direction, master plans, policies and Provincial and Federal legislation.
3. Business Perspective/Environmental Scan
 - This section highlights a few of the top issues that affect each department today or will do so in the next few years. It is not an exhaustive list; limiting it to the top few focuses attention on the issues that matter most.
4. Efficiency and Effectiveness Highlights
 - This section highlights a few examples where each department has enhanced the value it provides to the organization and the community.
5. Customer Service Highlights
 - This section highlights areas where each department has embedded a “How Can I Help You?” approach in addressing issues of our internal and external customers, or have implemented new initiatives to enhance customer service.
6. Interdependencies
 - This section outlines key areas of dependency on other departments or outside individuals or agencies that are needed in order to be successful in delivering on the Business Plan.
7. Departmental Overview
 - In this section, each department summarizes the services they provide and a list of key customers; in addition, their organization chart is outlined. For departments who have a mission and values for their area, those are also included.

THE CITY BUDGET PROCESS



December

| Monday | Tuesday | Wednesday | Thursday | Friday | Sat | Sun |
|-----------|--|--|--|---|-----------|-----------|
| | 1 Budget – Live Stream 10 AM to 3 PM http://media.mapleridge.ca/Mediasite/Play/acaf3c4ef7ef41af8e9069860a811c1f1d | 2 Budget – Live Stream 10 AM to 3 PM http://media.mapleridge.ca/Mediasite/Play/acaf3c4ef7ef41af8e9069860a811c1f1d | 3 Budget – Live Stream 10 AM to 3 PM http://media.mapleridge.ca/Mediasite/Play/acaf3c4ef7ef41af8e9069860a811c1f1d | 4 Budget Q & A – Live Stream 7 PM to 8 PM http://media.mapleridge.ca/Mediasite/Play/acaf3c4ef7ef41af8e9069860a811c1f1d | 5 | 6 |
| 7 | 8 Council Mtg. – Live Stream 7 PM http://media.mapleridge.ca/Mediasite/Play/acaf3c4ef7ef41af8e9069860a811c1f1d | 9 | 10 | 11 | 12 | 13 |
| 14 | 15 | 16 | 17 | 18 | 19 | 20 |
| 21 | 22 | 23 | 24 | 25 | 25 | 27 |
| 28 | 29 | 30 | 31 | | | |



OPEN GOVERNMENT PORTAL

YOUR CITY BUDGET

WHAT ARE YOU TRYING TO UNDERSTAND?

**HOW DOES IT
WORK?**

The process that is used to develop the
Budget for the City of Maple Ridge

**HOW CAN I
PARTICIPATE?**

The ways you can become engaged in
the City of Maple Ridge Budget Process

**WHERE'S THE
INFORMATION?**

The reports, videos, tools & data generated as
part of the City of Maple Ridge Budget Process

GO BACK ONE STEP



OPEN GOVERNMENT PORTAL

HOW CAN I PARTICIPATE?

FIRST QUARTER

JANUARY
TWO EVENTS

FEBRUARY
THREE EVENTS

MARCH
FOUR EVENTS

SECOND QUARTER

APRIL
THREE EVENTS

MAY
THREE EVENTS

JUNE
TWO EVENTS

THIRD QUARTER

JULY
TWO EVENTS

AUGUST
ONE EVENTS

SEPTEMBER
FOUR EVENTS

FOURTH QUARTER

OCTOBER
THREE EVENTS

NOVEMBER
THREE EVENTS

DECEMBER
FIVE EVENTS

GO BACK ONE STEP



OPEN GOVERNMENT PORTAL

YOUR CITY BUDGET

WHAT ARE YOU TRYING TO UNDERSTAND?

HOW DOES IT WORK?

The process that is used to develop the Budget for the City of Maple Ridge

HOW CAN I PARTICIPATE?

The ways you can become engaged in the City of Maple Ridge Budget Process

WHERE'S THE INFORMATION?

The reports, videos, tools & data generated as part of the City of Maple Ridge Budget Process

[GO BACK ONE STEP](#)



OPEN GOVERNMENT PORTAL

WHERE'S THE INFORMATION?

REPORTS

TOOLS

DATA SETS

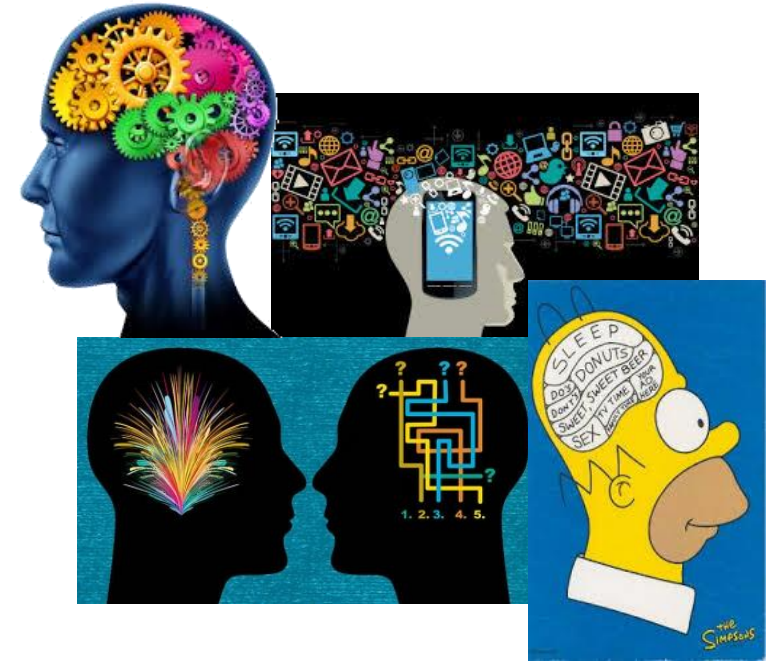
VIDEOS

**DOCUMENT
REPOSITORY**

GO BACK ONE STEP

1. Build a Framework that will :

- Profile Information
- Link Documents and Discussions
- Deliver Tools
- Deliver Data Sets
- Document Repository
- Unique Identifier
- Use the information...*to manage, monitor, plan operations and to identify and solve business problems*



2. Customer Service Plan to set:

- Protocols
 - Standards
 - Expectations
 - Consistency in Responses
 - Training
 - Accountability
-

3. Build a Communications Plan to Deliver Information

- In a Timely Fashion
 - In a Consistent Manner
 - Using Standard Protocols
 - Across a Broad Set of Communication Channels
-

4. Adopt Policies to Ensure

- Consistency
 - Reliability
 - Timeliness
 - Completeness
 - Freedom of Information and Protection of Privacy
-

Recommendations

- That staff be directed to develop a work schedule and cost estimates for the staff recommendations outlined in Appendix A of the April 18, 2016 report titled, “Mayors Open Government Task Force Recommendations” for Council’s consideration.
 - That the work of the Mayor’s Open Government Task Force and the Citizen Representatives Working Group (CRWG) be concluded, and that the Mayor express appreciation for the work of the CRWG on behalf of Council.
-