

City of Maple Ridge

**COUNCIL WORKSHOP AGENDA**

January 26, 2021

11:00 a.m.

**Virtual Online Meeting including Council Chambers**

*The purpose of the Council Workshop is to review and discuss policies and other items of interest to Council. Although resolutions may be passed at this meeting, the intent is to make a consensus decision to send an item to Council for debate and vote or refer the item back to staff for more information or clarification.*

*The meeting is live streamed and recorded by the City of Maple Ridge.*

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**REMINDER: Council Meeting – January 26, 2021 at 7:00 p.m.**

**1. APPROVAL OF THE AGENDA**

**2. ADOPTION OF MINUTES**

- January 12, 2021 Council Workshop Meeting

**3. PRESENTATIONS AT THE REQUEST OF COUNCIL**

**4. UNFINISHED AND NEW BUSINESS**

**4.1 Ministry of Transportation and Infrastructure Presentation: Highway 7 Widening – 266 Street to 287 Street**

Staff report dated January 26, 2021 providing information on the Ministry of Transportation and Infrastructure's Highway 7 widening project between 266 Street and 287 Street that is entering a public engagement phase for design works.

Presentation by:

- Sheila Hui, Ministry of Transportation and Infrastructure

**4.2 2020 Citizen Survey Results**

Staff report dated January 26, 2021 providing the results of the 2020 Citizen Survey.

Presentation by:

- Mary Bacica, Sentis Research

#### **4.3 City of Maple Ridge Performance Dashboard**

Staff report dated January 26, 2021 providing information on the City of Maple Ridge Performance Dashboard which provides the public near real-time access to performance reporting for services and programs that align with Council's Strategic Plan.

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#### **30 MINUTE RECESS**

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#### **4.4 Maple Ridge Council Procedure Bylaw No. 7700-2021**

Staff report dated January 26, 2021 recommending that the attachment to the report titled "Maple Ridge Council Procedure Bylaw No. 7700-2021" be forwarded to the Council Meeting on February 9, 2021.

#### **5. CORRESPONDENCE**

*The following correspondence has been received and requires a response. Staff is seeking direction from Council on each item. Options that Council may consider include:*

- a) Acknowledge receipt of correspondence and advise that no further action will be taken.*
- b) Direct staff to prepare a report and recommendation regarding the subject matter.*
- c) Forward the correspondence to a regular Council meeting for further discussion.*
- d) Other*

*Once direction is given the appropriate response will be sent.*

#### **5.1 2021 Census - Statistics Canada**

Correspondence received January 13, 2021 from Statistics Canada notifying Council of the upcoming census taking place in May 2021 and requesting support to increase awareness among residents.

#### **6. BRIEFING ON OTHER ITEMS OF INTEREST / QUESTIONS FROM COUNCIL**

#### **7. MATTERS DEEMED EXPEDIENT**

8. NOTICE OF CLOSED COUNCIL MEETING

The meeting will be closed to the public pursuant to Sections 90 (1) and 90 (2) of the *Community Charter* as the subject matter being considered relates to the following:

Section 90(1)(a) personal information about an identifiable individual who holds or is being considered for a position as an officer, employee or agenda of the municipality or another position appointed by the municipality;


Section 90(1)(c) labour relations or employee negotiations; and

Section 90(1)(i) the receipt of advice that is subject to solicitor-client privilege, including communications necessary for that purpose.

Any other matter that may be brought before the Council that meets the requirements for a meeting closed to the public pursuant to Sections 90 (1) and 90 (2) of the *Community Charter* or *Freedom of Information and Protection of Privacy Act*.


9. ADJOURNMENT

APPROVED BY:

  
Jan 21/21

DATE:


PREPARED BY



DATE:

Jan 21/21

CHECKED BY:



DATE:

Jan. 21/21

## 2.0 Adoption of Minutes

City of Maple Ridge

**COUNCIL WORKSHOP MINUTES**

January 12, 2021

The Minutes of the City Council Meeting held on January 12, 2021 at 11:00 a.m. held virtually and hosted in the Council Chambers of the City Hall, 11995 Haney Place, Maple Ridge, British Columbia for the purpose of transacting regular City business.

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**PRESENT**

*Elected Officials*

Mayor M. Morden  
Councillor J. Dueck  
Councillor K. Duncan  
Councillor C. Meadus  
Councillor G. Robson  
Councillor R. Svendsen  
Councillor A. Yousef

*Appointed Staff*

A. Horsman, Chief Administrative Officer  
D. Boag, General Manager Parks, Recreation & Culture  
C. Carter, General Manager Planning & Development Services  
C. Crabtree, General Manager Corporate Services  
S. Nichols, Corporate Officer  
D. Pollock, General Manager Engineering Services  
T. Thompson, Chief Financial Officer

*Other Staff as Required*

C. Goddard, Director of Planning  
C. Nolan, Corporate Controller  
M. McMullen, Manager of Development & Environmental Services  
M. Vogel, Computer Support Specialist

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These Minutes are posted on the City website at [www.mapleridge.ca](http://www.mapleridge.ca).

Note: Due to COVID, Councillor Duncan, Councillor Robson, Councillor Svendsen, Councillor Yousef participated virtually. The Mayor chaired the meeting from Council Chambers.

1. **APPROVAL OF THE AGENDA**

R/2021-WS-001

It was moved and seconded

That the agenda of the January 12, 2021 Council Workshop Meeting be amended with the addition of Item 4.3 – Traffic Button on 123<sup>rd</sup> Avenue and that the agenda be approved as amended.

CARRIED

2. *ADOPTION OF MINUTES*

R/2021-WS-002

It was moved and seconded

That the minutes of the Special Council Workshop Meetings of November 23 and 24, 2020 and Council Workshop Meeting of December 8, 2020 be adopted as circulated.

CARRIED

3. *PRESENTATIONS AT THE REQUEST OF COUNCIL* - Nil

4. *UNFINISHED AND NEW BUSINESS*

4.1 Advisory Design Panel Review

Staff report dated January 12, 2021 recommending that Maple Ridge Advisory Design Panel Amending Bylaw No. 7696-2020 to allow Advisory Design Panel meetings to be held virtually be forwarded to a meeting of Council for consideration of first, second and third readings.

M. McMullen, Manager of Development & Environment Services, provided a summary presentation and staff responded to questions.

R/2021-WS-003

Moved and seconded

That Advisory Design Panel Amending Bylaw No. 7696-2020 be forwarded to a meeting of Council for consideration of first, second and third readings.

CARRIED

Note: Councillor Robson declared a conflict of interest noting an involvement with the with the Food Bank and left the meeting at 11:31 a.m.

Note: Councillor Yousef left the meeting at 11:34 a.m. At 11:36 a.m. Councillor Yousef declared a conflict of interest stating that he is a lifetime member of the Alouette River Management Society (ARMS) and a Board member of the Food Bank.

#### 4.2 Fee for Service Agreements

Staff report dated January 12, 2021 providing information on Fee for Service Agreements with local community groups and non-profit organizations.

C. Nolan, Corporate Controller, provided a summary presentation and staff responded to questions.

R/2021-WS-003

Moved and seconded

**That the Audit and Finance Committee review the Fee for Service program and report back to Council.**

CARRIED

Councillor Duncan – OPPOSED

Note: Councillor Robson and Yousef returned to the meeting at 11:46 a.m.

#### 4.3 Traffic Button on 123<sup>rd</sup> Avenue

Councillor Dueck advised on correspondence received from residents expressing concerns with the traffic button on 123 Avenue, the speed of vehicles using the street and the impact on the safety of the area residents.

The Director of Engineering provided a brief update and staff responded to questions from Council.

5. **CORRESPONDENCE** - Nil

6. **BRIEFING ON OTHER ITEMS OF INTEREST/QUESTIONS FROM COUNCIL** – Nil

7. **MATTERS DEEMED EXPEDIENT** – Nil

8. *NOTICE OF CLOSED COUNCIL MEETING*

R/2021-WS-004

Moved and seconded

That the meeting be closed to the public pursuant to Sections 90 (1) and 90 (2) of the Community Charter as the subject matter being considered relates to the following:

Section 90(1)(c) Labour relations or employee negotiations.

Section 90(2)(b) The consideration of information received and held in confidence relating to negotiations between municipality and the federal government and a third party.

Any other matter that may be brought before the Council that meets the requirements for a meeting closed to the public pursuant to Sections 90 (1) and 90 (2) of the Community Charter or Freedom of Information and Protection of Privacy Act.

CARRIED

9. *ADJOURNMENT* – 12:10 p.m.

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M. Morden, Mayor

Certified Correct

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S. Nichols, Corporate Officer



**TO:** His Worship Mayor Michael Morden  
and Members of Council

**MEETING DATE:** January 26, 2021  
**FILE NO:** 16-8330-20

**FROM:** Chief Administrative Officer

**MEETING:** Workshop

**SUBJECT:** Ministry of Transportation and Infrastructure Presentation: Highway 7 Widening – 266 Street to 287 Street

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**EXECUTIVE SUMMARY:**

The Ministry of Transportation and Infrastructure (Ministry) is entering a public engagement phase for design works related to the Highway 7 Widening - 266 Street to 287 Street Project. Ministry staff will provide a presentation to Council for information.

The project involves the widening of Highway 7 from two to four lanes between 266 Street and 287 Street, installation of centre median barrier from west of Spilsbury Road to 266 Street and the installation of turnarounds and intersection improvements.

The presentation is an opportunity for Council to provide comments to the Ministry as part of the consultation on the project.

**RECOMMENDATION:**

**This report is for information only.**

**DISCUSSION:**

**a) Background Context:**

Highway 7 is a key corridor in the Lower Mainland. It is an important connector for the City of Maple Ridge used for moving people and for commercial and industrial activities. The Ministry has completed several recent improvements along Highway 7 and this particular project under consideration is the widening to four lanes from 266 Street to 287 Street; this is currently in the design and consultation stage. This project will eliminate the last section of single lane highway between Maple Ridge and Mission. Highway 7 is the jurisdiction of the Ministry and the project is being planned and implemented by the Ministry.

The project scope is anticipated to include:

- Widening Highway 7 from two to four lanes between 266 Street and 287 Street
- Installing a new center median barrier on the existing four-lane highway from west of Spilsbury Road to 266 Street
- Providing two vehicle turn-arounds to maintain safety and access to all properties along the corridor

- Upgrading three signalized intersections:
  - River Road/272 Street
  - 280 Street
  - 287 Street

The Ministry's stated objective is to improve the capacity, reliability, and safety for movement of people, goods and services. The project will accommodate anticipated growth and provide:

- Safer and more reliable corridor
- Increased capacity and efficiency as traffic congestion will be reduced
- Improved River Road/272 Street connection
- Improved approaches to level rail crossings

Ministry staff met with Engineering Department staff on the project and process in late July 2020. It is anticipated that the City will be provided further information and opportunity to review as the design is finalized. As the project progresses to construction, the City will assign a Project Manager to liaise with the Ministry.

The public consultation period for the project is from January 25<sup>th</sup> to February 19<sup>th</sup>, 2021. The Ministry presentation to Council is part of the project consultation process. Ministry staff will record Council feedback on the presentation and project for inclusion in the feedback.

This project will improve the corridor for all users, reducing congestion as well as making the road safer. Access is a significant issue; balancing safety and access to a highway can be challenging. In this project, access to an estimated 15 driveways and 3 intersections will be impacted by the work and center median; improvements to 3 intersections with the addition of turnarounds will help address access challenges.

The Ministry indicated they had dialogue with a variety of stakeholders including discussions with First Nations and businesses along the corridor.

The Ministry noted that the project schedule is at the 50% design is stage. The public consultation is scheduled to be complete in the first quarter of 2021; the design will then be finalized. It is anticipated that with appropriate Ministry budget approvals, tender and construction will follow. Estimated dates for construction have not been provided at this time.

**b) Strategic Alignment:**

While the project as outlined is undertaken and managed by the Ministry, many aspects of the project align with priorities as outlined in Council's Strategic Plan. The Highway 7 Widening – 266 Street to 287 Street project aligns with growth priorities, specifically improvements to transportation corridors providing improved infrastructure to support the local economy of this Regional City Centre. This project is also an example of inter-government relations with both agencies collaborating to achieve shared strategic objectives to improve mobility for Maple Ridge residents and the region.

**c) Citizen/Customer Implications:**

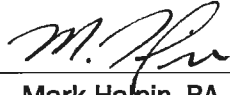
Impacts relate to driveway access and construction impacts that will occur at later phases of the project. The project should improve safety and reduce congestion.

**d) Business Plan/Financial Implications:**

At this time, there are no additional direct implications. The project will require allocation of staff time.

## CONCLUSION:

The Ministry is undertaking public consultation on the Highway 7 Widening – 266 Street to 287 Street Project. Council may choose to provide comment and feedback to the Ministry on the project as part of the consultation process. This report is for information.



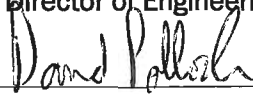
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Prepared by: **Mark Halpin, BA, PMP**  
**Manager of Transportation**



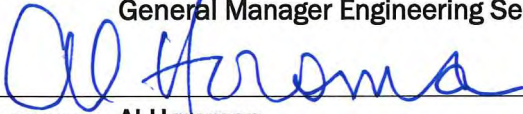
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Reviewed by: **Josh Mickleborough, PEng.**  
**Director of Engineering**



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Approved by: **David Pollock, PEng.**  
**General Manager Engineering Services**



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Concurrence: **Al Horsman**  
**Chief Administrative Officer**

**TO:** His Worship Mayor Michael Morden  
and Members of Council  
**FROM:** Chief Administrative Officer  
**SUBJECT:** 2020 Citizen Survey Results

**MEETING DATE:** January 26, 2021  
**FILE NO:** 01-0110-2021  
**MEETING:** Workshop

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**EXECUTIVE SUMMARY:**

The City of Maple Ridge has conducted citizen surveys since 2003 to collect community feedback on City programs, services, and citizen quality of life. Results from the survey inform the development and management of services and are a performance measurement tool that feeds into the City's business planning process. This report introduces the results of the survey conducted by Sentis Market Research in which 6000 households were randomly selected to participate and 1187 questionnaires were completed.

**RECOMMENDATION:**

For information only.

**DISCUSSION:**

**a) Background Context:**

The City collects feedback from the public through several channels. The Citizen Survey is a statistically representative sample of the community which informs the delivery and funding of current services while also providing an understanding of citizens' quality of life. Questions remain consistent over time to enable comparability to prior years.

In April, Council provided direction to maintain continuity from the previous version of the survey and add questions regarding the City's COVID-19 response. After contracting with Sentis Research, a draft survey was developed and presented for feedback in September. Additional elements requested by Council prior to the deployment of the Survey included: more opportunities for open-ended feedback; and, to gather information on changes in employment status and commuting trends as a result of the COVID-19 pandemic.

Once Council's feedback had been integrated, invitation letters were sent at the beginning of October with submissions accepted online and by telephone from October 6 to 28. Since the survey closed, Sentis Research has analyzed and weighted the data to complete a final report that summarizes the findings.

As the survey was conducted at the mid-point of Council's term, it is recommended that the next survey be conducted in fall 2022 in conjunction with a strategic planning questionnaire to inform incoming Council.

**b) Strategic Alignment:**

The results of open-ended questions have been categorized by Council's strategic priority. Staff are using these qualitative pieces of information to support the work that is being undertaken within each priority area.

**c) Citizen/Customer Implications:**

Citizen surveys are one mechanism for understanding if and how the City is meeting the needs of its customers and citizens. Due to the unpredictability of the impact of COVID-19 on participation, a greater number of households were invited to participate. As a result, 6000 households were randomly selected and sent invitation letters. Of those, 1187 participated for a participation rate of 20%.

**d) Interdepartmental Implications:**

Staff consider the results as they relate to work plans and Council direction. Adjustments are made in accordance with detailed exploration into the results.

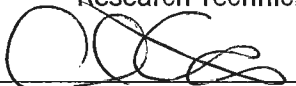
**e) Business Plan/Financial Implications:**

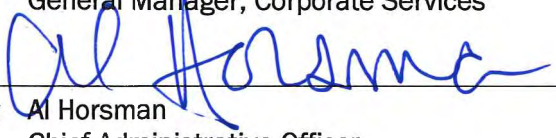
The cost of the survey was \$23,150 and was accounted for in the 2020 budget.

**CONCLUSION:**

The results of the 2020 Citizen Survey support staff as they implement their work plans over the next two years. Staff will leverage the detailed data to adjust the delivery of existing services while also feeding into the development of future financial plans. The next survey will be conducted in the fall of 2022.

  
Prepared by: Dan Olivieri  
Research Technician

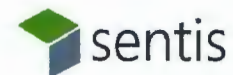
  
Approved by: Christina Crabtree  
General Manager, Corporate Services

  
Concurrence: Al Horsman  
Chief Administrative Officer

**Attachments:**

- (A) 2020 Citizen Survey Results
- (B) 2020 Citizen Survey Questionnaire





# City of Maple Ridge

## Citizen Survey

PREPARED FOR



January 14, 2021

500 – 602 West Hastings Street, Vancouver, BC V6B 1P2  
[sentisresearch.com](http://sentisresearch.com)

Mary Bacica | [mbacica@sentisresearch.com](mailto:mbacica@sentisresearch.com)  
Vicky Slegg | [vslegg@sentisresearch.com](mailto:vslegg@sentisresearch.com)

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# Background, Objectives & Approach



## BACKGROUND & OBJECTIVES

The City of Maple Ridge has been conducting Citizen Surveys to assist in its strategic planning since 2003. Previous Citizen Satisfaction surveys were conducted in 2003, 2006, 2008, 2012 and 2014. In 2014, the survey content was refined to result in a shorter, more focused survey that provided specific service area ratings beyond just importance and satisfaction. Specifically, questions around future service level preferences and funding preferences were restructured to be asked of each specific service area.

In 2020, the survey has been further refined to align with the City's current service delivery areas and includes new questions on preferred communication channels and on the City's performance in meeting residents' needs during COVID-19.

Since 2014, the research has been conducted using a mailed letter-to-online methodology (prior to 2014 all surveying was completed via telephone). The mailed letter-to-online methodology consists of mailing pre-notification letters to a random sample of Maple Ridge residents to invite them to participate in an online survey (with the option to call Sentis toll-free to complete the survey over the phone). The benefits of this methodology are:

- All households have an equal chance of being included in the study, regardless if they have a listed landline or not
- The online survey is more suitable and easier to answer given the type and length of the survey questions
- Residents' unable to complete the survey online still can participate by calling the toll-free line and completing the survey over the phone with an interviewer

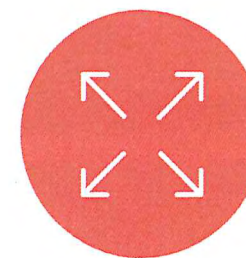
The City of Maple Ridge commissioned Sentis Research to design and conduct the aforementioned research study. This report contains the detailed findings from the 2020 Citizen Satisfaction Survey and includes comparisons back to 2003, where applicable.



Ask



Listen



Plan

# METHOD

## Approach



A random sample of 6,000 Maple Ridge residents were selected from Canada Post household lists for the City of Maple Ridge and invited to the survey via a letter sent via regular mail (see Appendix for a copy of the letter)



The survey was administered such that only one member per household could respond. To be eligible to complete the survey, residents were screened to ensure they were aged 18+, a resident of Maple Ridge (i.e. they had an FSA of V4R, V2X or V2W) and not elected officials or employees of the City.



The median online survey length was 23 minutes and a total of 1,187 surveys were completed. (63 out of the total 1,187 surveys were conducted over the telephone by Sentis' telephone interviewing team.)



A prize draw was offered to encourage and increase participation. Prizes offered included: 1 - \$500 VISA gift card, 2 - \$250 VISA gift cards, 5 - \$50 Parks, Recreation & Culture gift cards, 6 - \$50 supermarket gift cards, and 8 - \$25 Skip the Dishes gift cards

## Survey Responses

Year	Date	Invitations Sent	Completed Surveys	Participation Rate	Margins of Error (19 times out of 20)
2020	Oct 6-28	6,000	1,187*	20%	± 2.8%
2014	Sept 9-Oct 1	4,150	897	22%	± 3.3%



Total results accurate to ±2.8%, at the 95% level of confidence

When comparing 2020 to 2014 results, caution should be used due to the revised weighting scheme and the span of time between waves (6 years).



Results weighted by age, gender and home ownership in accordance with the population of household maintainers in the City of Maple Ridge



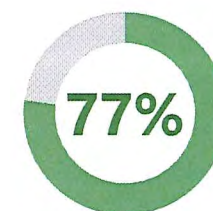
## Highlights

# HIGHLIGHTS

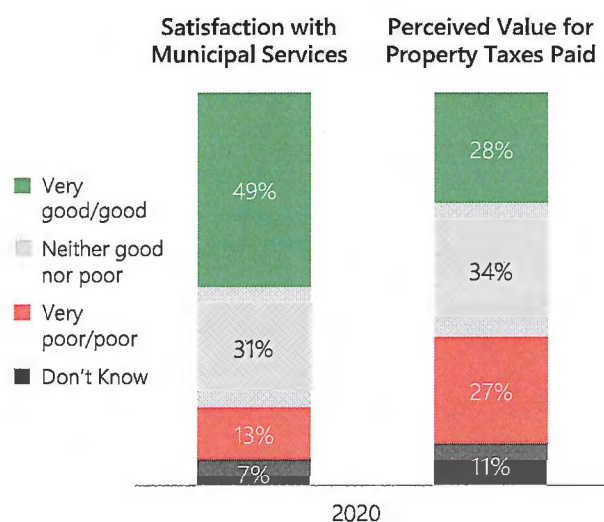
## Quality of Life in Maple Ridge (p 10-13)

The data indicates that satisfaction with the quality of life in the City of Maple Ridge remains high. Over three-quarters report being very or somewhat satisfied with the quality of life in the community with only 16% reporting that they are dissatisfied.

Access to the outdoors and outdoor activities, along with the parks, scenery, etc. are what residents like best about living in Maple Ridge. Homelessness, drugs and crime are what concern residents the most, while lack of shopping, traffic congestion and better roads maintenance/improvements are also concerns.



are very or somewhat satisfied with the quality of life in Maple Ridge



## Satisfaction with Municipal Services and Value (p 15-16)

Satisfaction with municipal services remains, at best, moderately positive, with 49% of residents rating their satisfaction as very good or good, 31% being undecided, 7% unsure, and 13% giving negative assessments. When it comes to the perceived value of taxes paid for the services received, as was the case in 2014, feedback is more mixed with 28% giving positive assessments, 45% being undecided (i.e. 34% being 'on the fence' and 11% unsure) and 27% giving negative ratings.

Those who are dissatisfied with or undecided about municipal services generally or the value they receive for their taxes tend to call-out the lack of garbage collection. Additionally, those who are dissatisfied with or undecided about the value they receive for their taxes also mention that they feel their taxes are too high and/or higher than other cities.



# HIGHLIGHTS

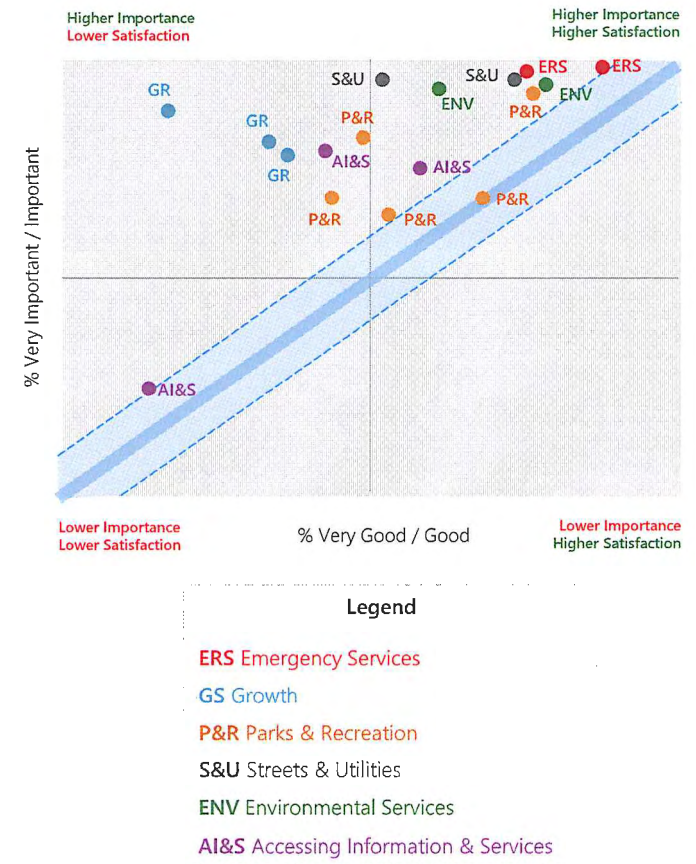
## Service Area Priorities and Performance (p 17-29)

Improving satisfaction with municipal services generally and improving the value residents believe they receive from their taxes can also be addressed by focusing on the municipal service areas where the importance accorded by residents outweighs how residents feel the City is performing in these areas. These areas would include:

- Growth – specifically, attracting new businesses and employers, regulating what types of businesses can be built in specific areas of the City and bylaw services. All three of these areas are considered highly important by residents, but they receive lower satisfaction scores. Focusing on these areas would also work towards addressing residents' desire for more shopping in the area and their traffic concerns.
- Streets and Sidewalks – is another area where performance falls below importance and further confirms the concerns residents mention they have about road maintenance and improvements.
- City communications and announcements – again, this is an area that is accorded a fair level of importance but residents feel performance could be better. This is likely the easiest for the City to address, using a combination of website updates, email alerts, social media and newspaper postings (as these are the information sources residents say they want the City to use).

When it comes increasing, decreasing or maintaining service levels and how to fund any increases, residents generally favour maintaining service levels and if there is to be an increase, funding it through a combination of user fees and taxes. The exceptions to this are:

- Attracting new businesses and employers – 68% want to see service levels increased, but cannot agree on how to fund that increase
- Emergency services – this is the one area where residents support increasing taxes to fund any increases in service levels
- Video streaming Council proceedings - 44% would like this service maintained, while an equal proportion (40%) are unsure.



# HIGHLIGHTS



## Preferred Communication Channels (p 30-31)

Whether residents are the ones reaching out for information or services or the City is communicating news or developments, the preferred channels are the City's website and email. Specifically, just over one-half of residents indicate the website is the best channel for information transfer, while email is preferred slightly more when residents are the ones requesting information (48% versus 42% suggesting the City use email to communicate).

Age definitely comes into play with communication channels with younger residents expressing a greater preference for social media, especially when the City has something it wants to communicate, while older residents are equally open to the City initiating communication via its website, email or newspapers.

## Response to COVID-19 (p 32-35)

Residents' perceptions of the City's response to COVID-19 tend to be moderately positive with a substantial proportion unsure about the City's performance or unable to provide a rating. When it comes to the City's overall response to the pandemic, 51% think it has done a very good or good, 42% are unsure or undecided and only 7% give ratings of fair or poor. The proportion of those unsure or undecided is similar or even higher when it comes to specifics such as how the City is maintaining access to services (44% undecided/unsure), its communication (50% undecided/unsure) and providing COVID-specific services (58% undecided/unsure).

For the 60% of residents who have obtained information from the City since mid-March, the majority have done so via the City's website.

In terms of how COVID-19 has impacted commuting habits, one-third report they are continuing to commute to work as per their pre-pandemic schedule, while 25% say they are working from home full or part time now (including 6% who report always working from home.)

## How would you rate the City's performance in regard to COVID-19?





## SUMMARY OF FINDINGS

# Satisfaction with Quality of Life in Maple Ridge

# SATISFACTION WITH QUALITY OF LIFE

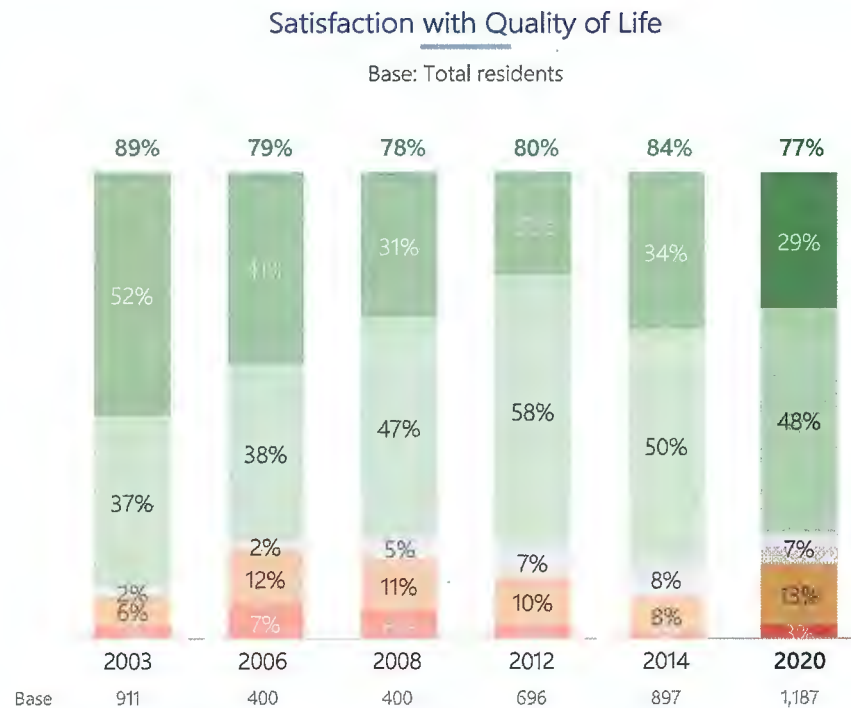
Residents are highly satisfied with the quality of life in Maple Ridge with over three-quarters giving ratings of 'very' (29%) or 'somewhat' (48%) satisfied.

Satisfaction with the quality of life in Maple Ridge is slightly lower than it was in 2014 but in line with ratings from 2008 and 2012.

Those who are especially positive about the quality of life in Maple Ridge include newer residents to the City, those 55 and older, those without children and homeowners.

## % Satisfied

- Very satisfied
- Somewhat satisfied
- Neither satisfied nor dissatisfied
- Somewhat dissatisfied
- Very dissatisfied



Note: In 2003, 1% of residents answered "don't know". The answer option was removed from the following years.  
Q8. Overall, how satisfied are you with the quality of life in Maple Ridge?



# MOST LIKE ABOUT LIVING IN MAPLE RIDGE

When asked what they like best about living in Maple Ridge, residents are most apt to say mention their access to the outdoors (30%), access to recreational activities or facilities (26%) and the parks (20%).

Compared to 2014, more residents are appreciating the access to the outdoors.

'Affordable housing' and 'safe' are two comments mentioned by newer Maple Ridge residents (i.e. those who have lived in the City for less than one year). They are rarely or never mentioned by residents who have lived in the area for a longer period of time.

	2003	2006	2008	2012*	2014	2020
Base: Total residents	911 %	400 %	400 %	677 %	897 %	1,187 %
Access to outdoors	24	37	25	29	11	30
Access to recreational activities, facilities	3	4	3	18	22	26
The parks	2	2	2	30	16	20
Smaller community	37	29	26	25	17	13
Scenery / beautiful	2	-	-	19	17	11
Lakes / rivers	-	-	2	14	12	9
Community spirit	17	11	18	10	6	9
People	11	16	11	24	8	8
Rural character	30	30	28	13	12	8
I grew up here / my family is here / been here many years	-	-	-	-	4	7
Quiet community	7	3	5	11	11	7
The amount of green-space / surrounding environment (forests)	2	-	5	14	13	7
Proximity to Vancouver and other major centres	4	2	3	11	6	6
Housing / affordable housing	-	-	3	13	6	6

Note: Only major mentions of 5% or more are shown.

\*Caution: 2012 results are based only among residents giving a comment.

Q9. What do you like best about living in Maple Ridge?

## LEAST LIKE ABOUT LIVING IN MAPLE RIDGE

What residents like least about living in Maple Ridge tend to center on homelessness or poverty (35%), increasing incidence of drugs / grow-ops (18%), and growing crime or lack of strict policing (18%).

Concerns around homelessness / poverty and drugs appear to be more prominent compared to historical waves.

When it comes to homelessness, some residents tend to remark that it is increasing or getting worse. Others note it is resulting in more crime and that they do not feel safe, particularly in the downtown area.

Lack of shopping within the City (22%) is another top criticism from residents, as are traffic congestion (17%) and roads (11%).

	2003	2006	2008	2012*	2014	2020
Base: Total residents	911 %	100 %	100 %	677 %	807 %	1,197 %
Homelessness / poverty	4	15	12	16	23	35
Lack of shopping opportunities	11	22	29	51	22	22
Increasing incidence of drugs / grow-ops	3	8	6	11	12	18
Growing crime / policing not strict enough	12	10	11	17	16	18
Traffic congestion / state of transportation	12	8	10	18	15	17
Roads (esp. Lougheed Hwy) not maintained or big enough / need more roads	4	3	5	10	6	11
Overdevelopment of housing	6	4	1	6	7	9
Lack of jobs / business	2	2	7	9	8	8
Lack of community services	1	1	6	10	5	8
Poor urban planning / poor long-term planning / city government to blame	4	5	6	10	5	7
Lack of social activities / opportunities	3	3	4	5	6	7
No garbage pick up / high cost at transfer station / garbage being dumped	-	-	-	10	7	6
Taxes are too high / housing prices are too high	2	2	5	15	7	6
Downtown core is rundown / presence of Salvation Army Soup Kitchen	4	2	6	13	14	5

Note: Only major mentions of 5% or more are shown.

\*Caution: 2012 results are based only among residents giving a comment.

Q10. What do you like least about living in Maple Ridge?



## SUMMARY OF FINDINGS

# Importance, Satisfaction & Funding Preferences for Services

# SATISFACTION WITH MUNICIPAL SERVICES IN MAPLE RIDGE

Satisfaction with municipal services is highly similar to 2014 with half of residents awarding very good or good ratings. As per 2014, a considerable proportion (38%) are either neutral or cannot provide a rating. Just over one-in-ten are not satisfied with municipal services.

Satisfaction increase with age – ranging from 38% very good or good among those 18 to 34 year of age, to 46% among those 35 to 54, to 54% among those 55 and older.

Residents are most likely to be dissatisfied with municipal services due to the lack of garbage collection (18% are – identical to 2014).

## Satisfaction with Municipal Services

Base: Total residents

% Very good / good

- Very good
- Good
- Neither good nor poor
- Poor
- Very poor
- Don't know



## Reasons for Being Satisfied / Dissatisfied

	2014	2020
Base: Total residents	897	1,187
Showing major mentions only.		
No complaints / good service / comparable to other cities	15%	13%
Good recreation (parks, trails, leisure center, library)	8%	5%
Good Speed of Response / getting things done	3%	5%
Garbage collection	18%	18%
Recreation (parks, trails, leisure center, library)	2%	7%
Always room for improvement	-	7%
Value for tax dollars	5%	7%
Roads / road maintenance	5%	6%
Recycling / green waste / composting services	7%	5%
Homelessness	3%	5%
Don't know / don't know what services are provided	4%	6%

Q1a. The Maple Ridge local government provides a number of services. In general, how would you rate the municipal services you receive in Maple Ridge?

Q1b. Why do you rate it as [INSERT RATING FROM Q1a]? Please type in your reasons below.



# PERCEIVED VALUE OF SERVICES IN MAPLE RIDGE



When it comes to the perceived value of services for the taxes paid, resident views are mixed, as was the case in 2014.

Specifically, 28% feel the value of services is very good or good, 27% feel the value is poor or very poor, leaving the balance (45%), undecided or unsure.

Satisfaction with value for taxes increases with age – 17% of those 18 to 34 are satisfied versus 21% of those 35 to 54 and 37% of those 55 and older.

However, while younger residents are more likely to lack an opinion on value for taxes (56% are undecided or unsure), those 35 to 54 are the most negative (36% rating the value as poor or very poor versus 18% among those 55 and older).

High taxes or poor value for taxes (27%), followed by the lack of garbage collection (17%) are the top reasons for dissatisfaction.



\*Note: New question added in 2020.  
 Q2. And how would you rate the overall value of services you receive for the property taxes paid?  
 Q2b. Why do you rate it as [INSERT RATING FROM Q2]? Please type in your reasons below.

# IMPORTANCE & PERFORMANCE OF SPECIFIC SERVICES



The 2020 Citizen Satisfaction Survey presented residents with a list of 17 service priorities that make up 6 broader service categories. Residents were first asked to rate the level of importance they place on each service and then asked to rate the City's performance.

In terms of importance, consistent with 2014, residents place the greatest importance on emergency services, environmental services and streets and utilities. Accessing information and services, parks and recreation and growth services are ranked relatively lower.

Also in line with 2014, fire protection services earn the highest satisfaction rating. This year, other services with the highest satisfaction ratings include police services, recycling, and library services.

The map shown on slide 19, plots the level importance residents accord to the various services offered by the City against the corresponding satisfaction rating. The blue shaded area on the map highlights those service areas where importance and satisfaction ratings are most closely aligned. The darker blue centre line indicates that importance and satisfaction are matched exactly. Services falling outside of the blue shaded area, and especially those falling into the upper left-hand quadrant, are the ones that may need greater focus or review.

Highly similar to 2014, residents accord high importance and high satisfaction to emergency services, recycling depot/collection, parks, playgrounds, etc. and water, sewer and storm drainage.

Services where importance and satisfaction are most in sync include library services followed by cultural facilities and programs, fire protection services and video streamings of City Council (although the latter falls into the bottom left quadrant indicating that this is a lower priority service; however, satisfaction is in close alignment).

Services that would benefit from greater focus or review because they are accorded high importance but receive relatively lower performance ratings include attracting new businesses, regulating the types of businesses that can be built, bylaw services and to a lesser degree, streets and sidewalks. These services were also identified in the 2014 study as needing greater focus.

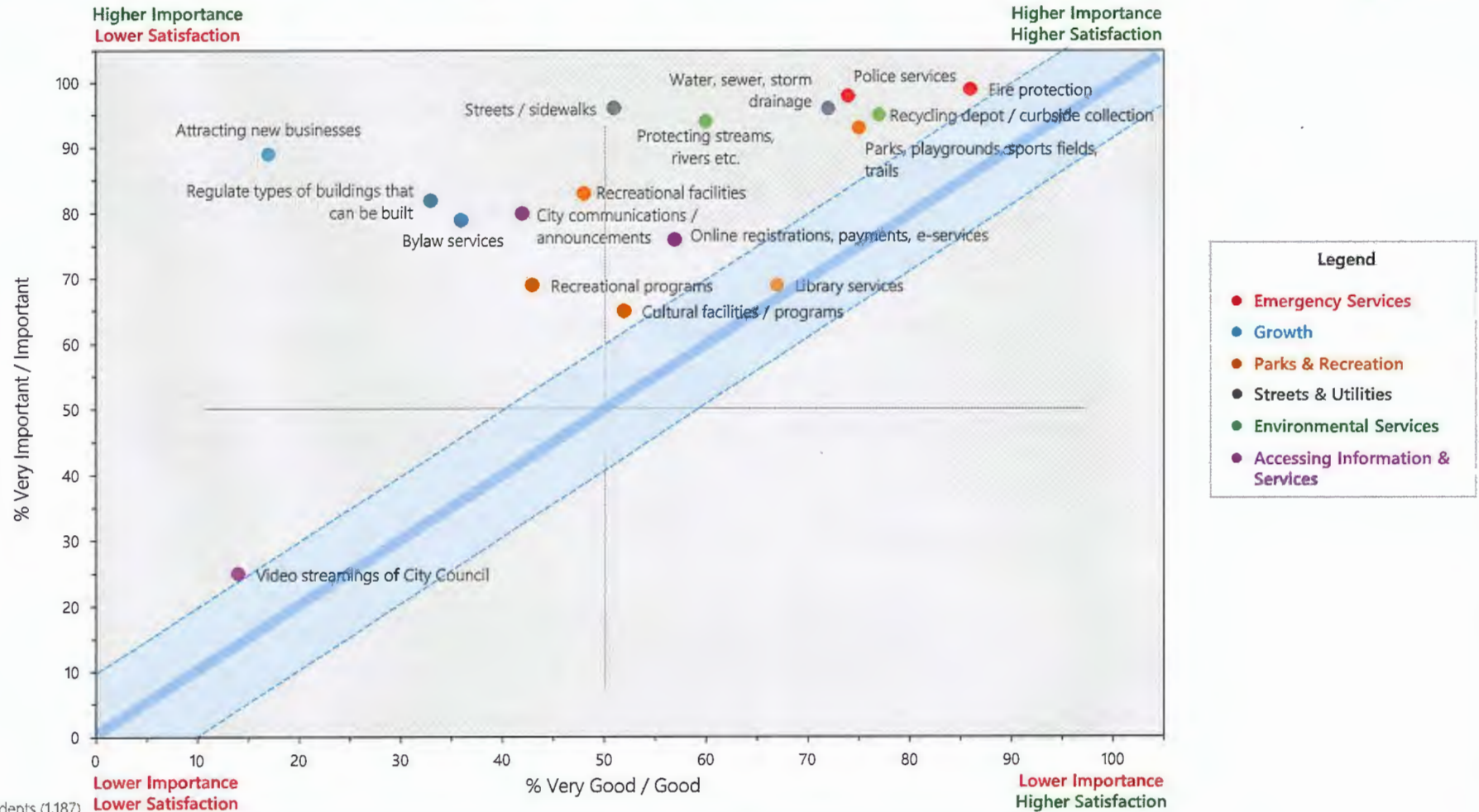
# IMPORTANCE & PERFORMANCE OF SPECIFIC SERVICES

Service Priorities Based On Mean Importance / Performance Rating		2014		2020	
Category	Service	Importance	Performance	Importance	Performance
Emergency Services	Fire protection	4.8	4.3	4.8	4.4
Emergency Services	Police services	4.8	3.9	4.7	4.0
Environmental Services	Recycling depot and curbside collection	4.6	3.8	4.6	4.0
Environmental Services	Protecting streams, rivers and other environmentally sensitive areas	4.5	3.7	4.6	3.8
Streets and Utilities	Water, sewer and storm drainage	4.6	3.9	4.6	3.8
Streets and Utilities	Streets and sidewalks	4.5	3.4	4.6	3.3
Parks and Recreation	Parks, playgrounds, sports fields and trails	4.4	4.0	4.4	3.9
Community Growth	Attracting new businesses and employers	4.4	2.7	4.4	2.6
Parks and Recreation	Recreational facilities (leisure centres, pools, ice rinks, gymnasiums)	N/A		4.2	3.4
Community Growth	Bylaw services (response to noise complaints, neighbourhood disputes, enforcing regulations)	4.1	3.3	4.1	3.2
Community Growth	Regulating what types of buildings can be built in specific areas of the City	4.1	3.2	4.1	3.1
Accessing Information & Services	Online registrations, payments and e-services (building permit enquiries, recreation program registration, report a concern service)	N/A		4.0	3.7
Accessing Information & Services	Communications and announcements from the City	N/A		4.0	3.4
Parks and Recreation	Library services	3.9	4.1	3.9	4.0
Parks and Recreation	Recreation programs (aquatics instruction, children's camps)	N/A		3.9	3.5
Parks and Recreation	Cultural facilities (theatres, museums) and programs (arts camps)	3.7	3.8	3.7	3.7
Accessing Information & Services	Video streaming of Council proceedings	N/A		2.8	3.3

Base (Total residents): 2014 (897); 2020 (1,187)

Q3. The following is a list of services that the City currently provides. First, please rate how important each service is to you. / Q4. Next, how satisfied are you with each of these services?

# IMPORTANCE & SATISFACTION OF SERVICE AREAS: MAP



2020 Base: Total residents (1,187)

Q3. The following is a list of services that the City currently provides. First, please rate how important each service is to you. / Q4. Next, how satisfied are you with each of these services?



# SERVICE LEVEL PREFERENCES & HOW INCREASES SHOULD BE FUNDED



When asked whether service levels should be increased, maintained or decreased for each of the 17 service areas, Maple Ridge residents generally want service levels to be maintained as is. With only two exceptions, no less than 55% of residents want current service levels to be continued as is across all areas. The first exception is attracting new businesses and employers – 68% would like to see service levels in this area increased. The second exception is video streaming of Council proceedings – 44% want service levels in this area maintained, while 40% are not sure, 13% think service levels should be decreased and 4% want them increased.

When it comes to attracting new businesses, support for increased service levels is fairly widespread, with support for increasing levels at its lowest (at 55%) among younger residents 18 to 34 years of age.

Residents who indicate that they would like to see an increase for a particular service were asked how the City should fund that increase. While there is no general consensus, residents tend to want to see service increases funded by user fees or user fees in combination with a tax increase.

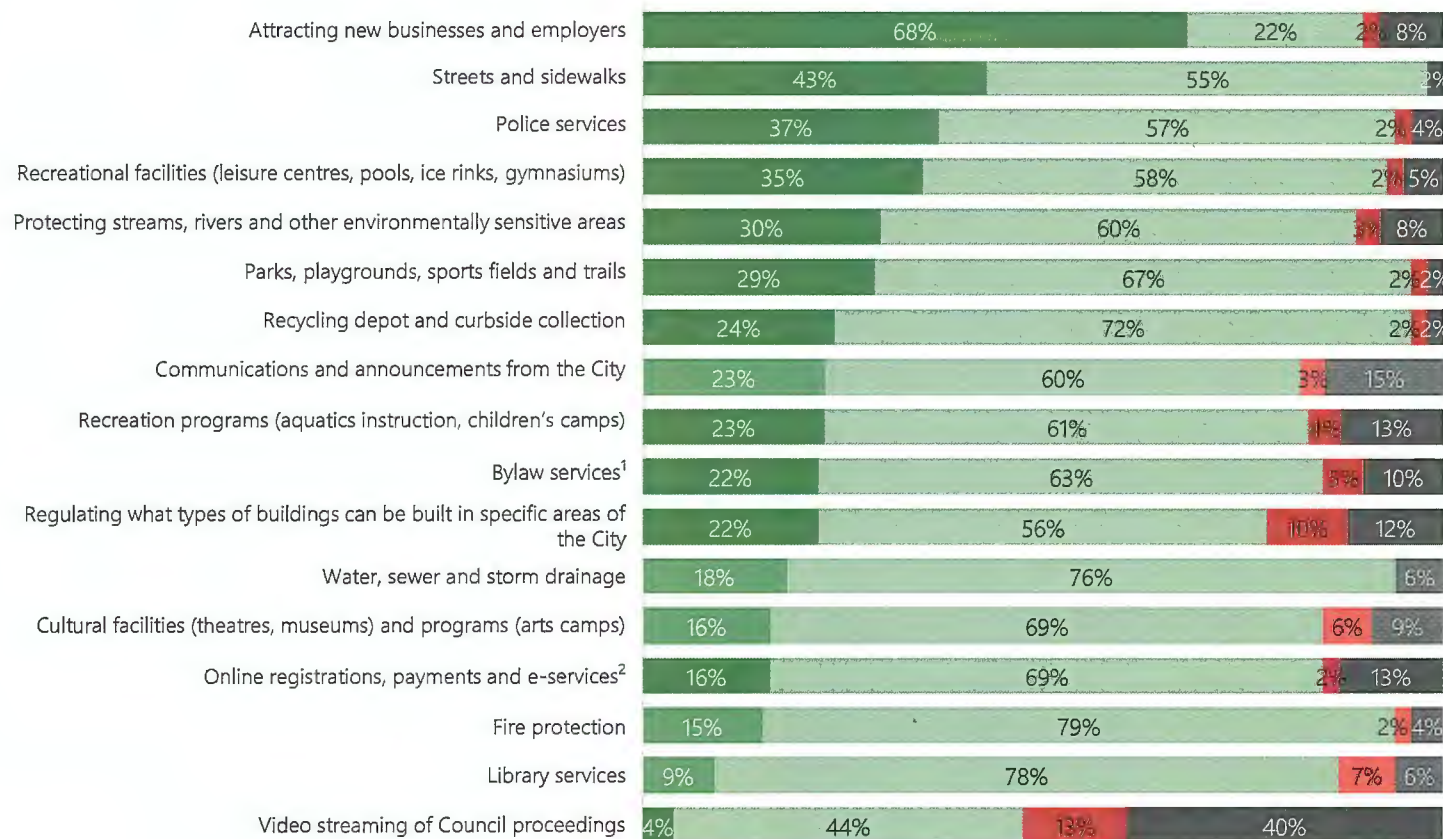
Consistent with 2014, residents tend to be most supportive of a pure tax increase when it comes to emergency services. However, no more than 32% advocate a pure tax increase to increase service levels (this being the case for fire protection). Residents tend to be most supportive of a pure user fee increase for recreation programs (40% would favour a user fee increase), cultural facilities (39%), and regulating what types of buildings can be built in specific areas of the City (38%). A combination of taxes and user fees garners the most support for recreation facilities (52% would favour a combination of the two), parks, playgrounds, sports fields, and trails (43%) and, again, recreation programs (41%).

Few residents want to fund an increase in any area by reducing other services (support for this option generally ranging from 2% to 18%). However, 23% did choose this funding option for increasing the video streaming of Council proceedings.

A notable proportion of residents who want to see a service increase admit to not knowing the best way to fund it (12% to as high as 38%). The exception would be recreation facilities – as noted above residents wanting to see an increase in these areas tend to favour a combination of taxes and user fees (52%) and only 7% lack an opinion.

For the service area where most residents would like to have service levels increased – attracting new businesses and employers – opinions tend to be mixed on how to fund the increase with 36% being unsure, 28% opting for a combination of taxes and user fees, 18% supporting a user fee increase, 12% supporting a reduction in other services and 6% a pure tax increase.

# SERVICE LEVEL PREFERENCES SUMMARY



2020 Base: Total residents (1,187)

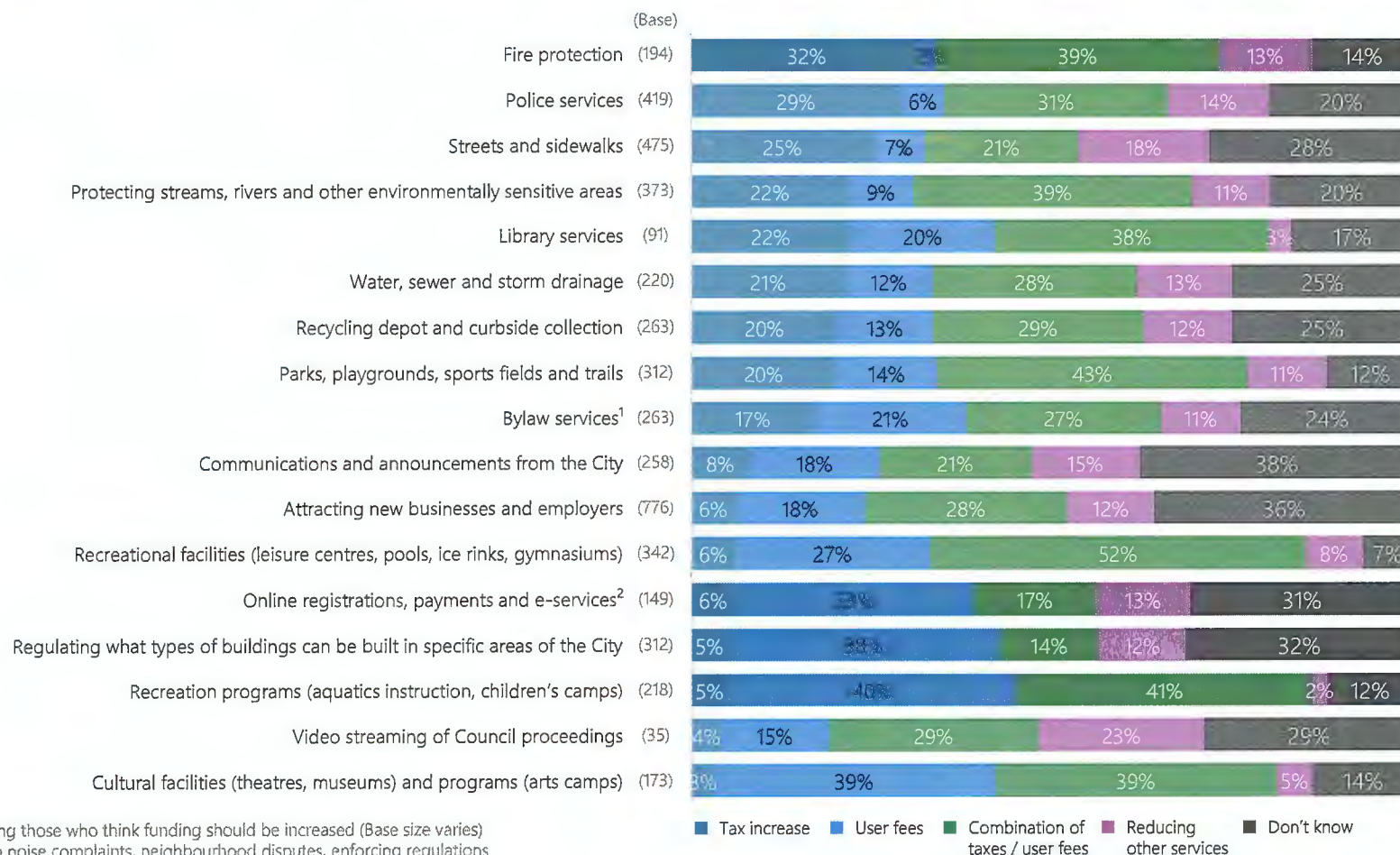
<sup>1</sup>e.g. response to noise complaints, neighbourhood disputes, enforcing regulations

<sup>2</sup>e.g. building permit enquiries, recreation program registration, report a concern service

Q5. For the same services, please indicate for each one if you think it needs to be increased, decreased or maintained at the current level?

■ Increased ■ Maintained ■ Decreased ■ Don't know

# HOW SERVICE INCREASES SHOULD BE FUNDED SUMMARY



2020 Base: Among those who think funding should be increased (Base size varies)

<sup>1</sup>e.g. response to noise complaints, neighbourhood disputes, enforcing regulations

<sup>2</sup>e.g. building permit enquiries, recreation program registration, report a concern service

Q6. And for those services you think need to be increased, how should those increases be funded?



# EMERGENCY SERVICES

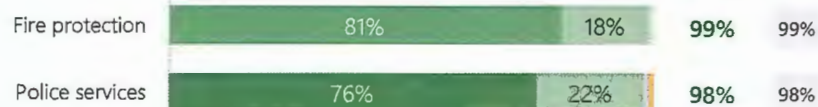


Importance, performance, service levels and funding preferences for emergency services are highly similar to 2014 assessments. The exception would be an increased preference for increasing service levels for police services – in 2014, 26% wanted increased service levels and this has grown to 37% in 2020.

## Importance of Service

2020 Base: Total residents (1,187)

% Very  
Imppt/Imppt



Very important Important Neither Not important Not at all important Don't know

## City Performance

2020 Base: Total residents (1,187)

% Very  
Good/Good



Very good Good Neither Poor Very poor Don't know

## Service Should be...

2020 Base: Total residents (1,187)

% Increased



Increased Maintained Decreased Don't know

## How Increase Should be Funded

2020 Base: Among those who think funding should be increased (194-419)

% Tax  
Increase



Tax increase User fees Combination of taxes / user fees Reducing other services Don't know

2014 Base: Total residents responding (893-897); Among those who think funding should be increased (95-245)

Note: Prior to 2020, this category of services was called "Protective Services"

Q3. The following is a list of services that the City currently provides. First, please rate how important each service is to you. / Q4. Next, how satisfied are you with each of these services? / Q5. For the same services, please indicate for each one if you think it needs to be increased, decreased or maintained at the current level? / Q6. And, for those services you think need to be increased, how should those increases be funded?

vs. 2014

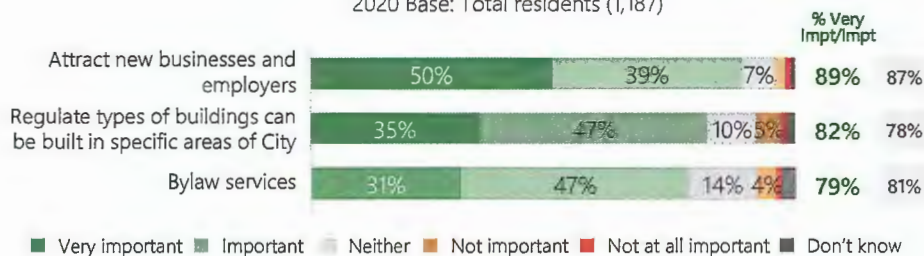
# GROWTH



When it comes to services that relate to growth in the City of Maple Ridge, importance remains as high as it was six years ago; however, satisfaction has dipped when it comes to attracting new businesses and employers and regulating the types of buildings that can be built in specific areas of Maple Ridge. Compared to 2014, residents this year are more likely to want increased service levels for attracting new businesses and employers and also for bylaw services.

## Importance of Service

2020 Base: Total residents (1,187)



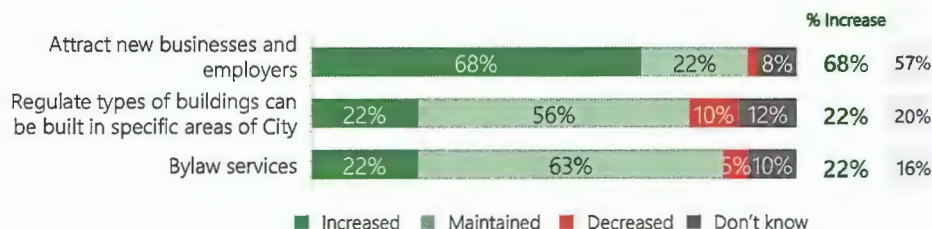
## City Performance

2020 Base: Total residents (1,187)



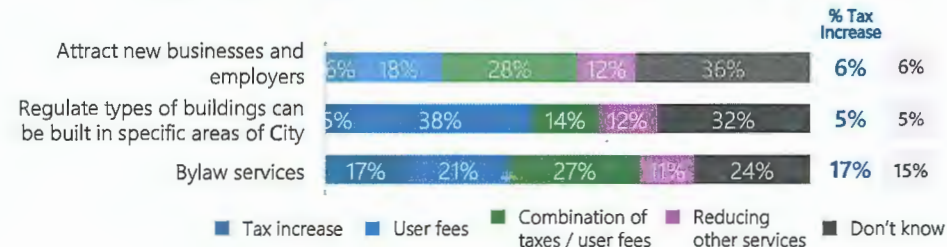
## Service Should be...

2020 Base: Total residents (1,187)



## How Increase Should be Funded

2020 Base: Among those who think funding should be increased (263-776)



2014 Base: Total residents responding (896-897); Among those who think funding should be increased (151-533)

Note: Prior to 2020, this category of services was called "Community Growth"

Q3. The following is a list of services that the City currently provides. First, please rate how important each service is to you. / Q4. Next, how satisfied are you with each of these services? / Q5. For the same services, please indicate for each one if you think it needs to be increased, decreased or maintained at the current level? / Q6. And, for those services you think need to be increased, how should those increases be funded?

vs. 2014



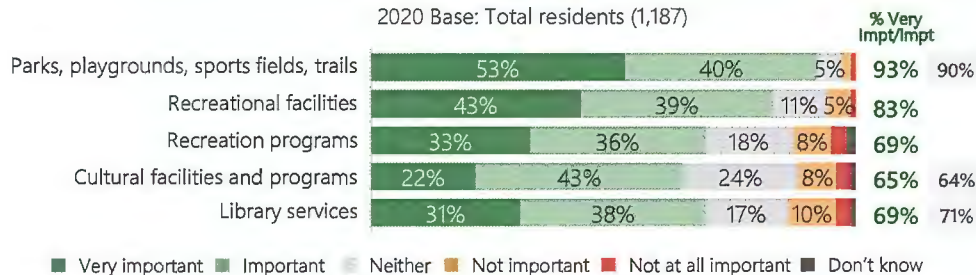
# PARKS AND RECREATION



Parks and recreation – in particular, parks, playgrounds, sports fields, trails and recreation facilities – continue to be considered important services by Maple Ridge residents and the proportion wanting the former (i.e. parks, etc.) to have increased service levels has inched up from 21% in 2014 to 29% in 2020. Since 2014, satisfaction with cultural facilities and programs and library services have dipped slightly and more residents currently would like service levels to be increased for these two areas (albeit the proportions wanting increases remains low at 16% and 9%, respectively).

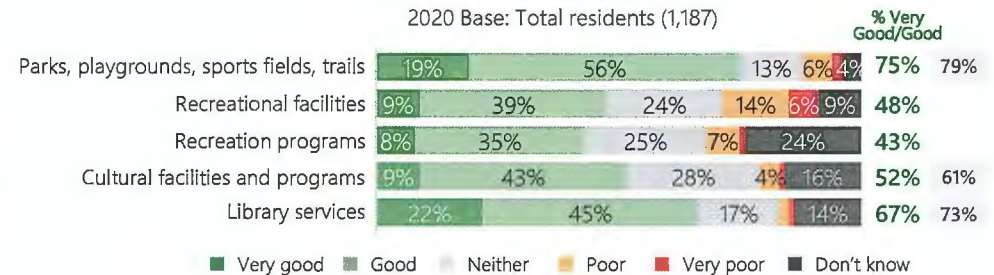
## Importance of Service

2020 Base: Total residents (1,187)



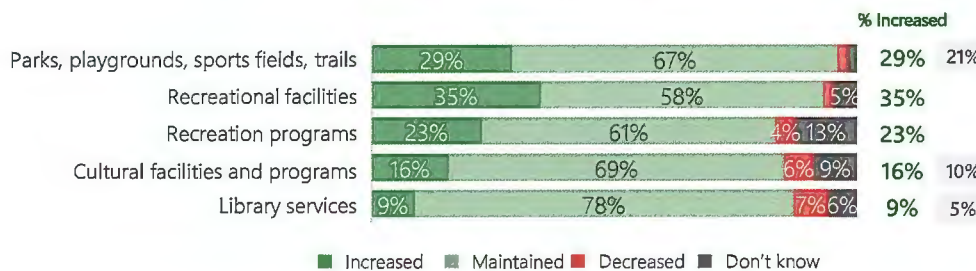
## City Performance

2020 Base: Total residents (1,187)



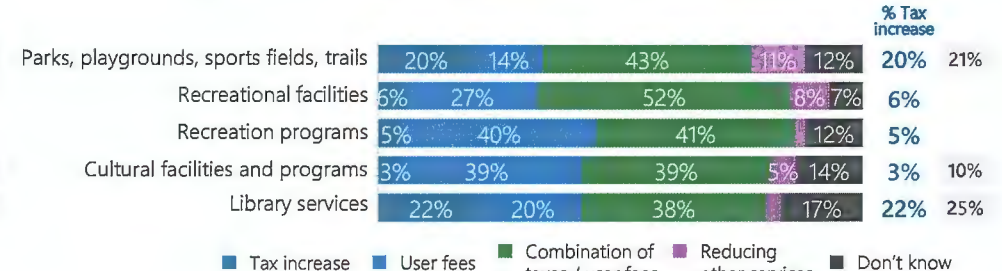
## Service Should be...

2020 Base: Total residents (1,187)



## How Increase Should be Funded

2020 Base: Among those who think funding should be increased (91-342)



2014 Base: Total residents responding (894-897); Among those who think funding should be increased (42-178)

Note: In 2020, Recreational facilities and Recreation programs were evaluated separately and therefore, results for Recreational facilities and Recreation programs have not been trended.

Q3. The following is a list of services that the City currently provides. First, please rate how important each service is to you. / Q4. Next, how satisfied are you with each of these services? / Q5. For the same services, please indicate for each one if you think it needs to be increased, decreased or maintained at the current level? / Q6. And, for those services you think need to be increased, how should those increases be funded?

vs. 2014





# STREETS & UTILITIES



Streets and utilities is a highly important service area with satisfaction scores that are relatively positive for water, sewer and storm drainage (72%), but are more moderate for streets and sidewalks (51% satisfied). These assessments are in line 2014. An increasing proportion of residents relative to 2014 want to see increased service levels in both service areas; however, when it comes to how to fund increases, current opinions are mixed.

## Importance of Service

2020 Base: Total residents (1,187)

% Very  
Imp/Imp

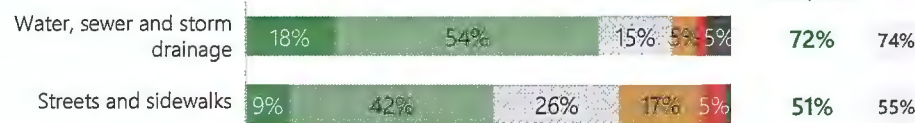


Very important Important Neither Not important Not at all important Don't know

## City Performance

2020 Base: Total residents (1,187)

% Very  
Good/Good

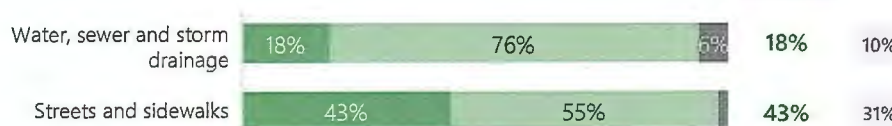


Very good Good Neither Poor Very poor Don't know

## Service Should be...

2020 Base: Total residents (1,187)

% Increased

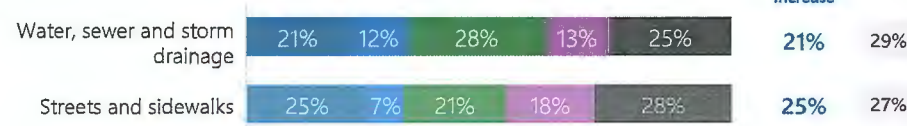


Increased Maintained Decreased Don't know

## How Increase Should be Funded

2020 Base: Among those who think funding should be increased (220-475)

% Tax  
Increase



Tax increase User fees Combination of taxes / user fees Reducing other services Don't know

2014 Base: Total residents responding (894-897); Among those who think funding should be increased (107-285)

Q3. The following is a list of services that the City currently provides. First, please rate how important each service is to you. / Q4. Next, how satisfied are you with each of these services? / Q5. For the same services, please indicate for each one if you think it needs to be increased, decreased or maintained at the current level? / Q6. And, for those services you think need to be increased, how should those increases be funded?

vs. 2014

# ENVIRONMENTAL SERVICES

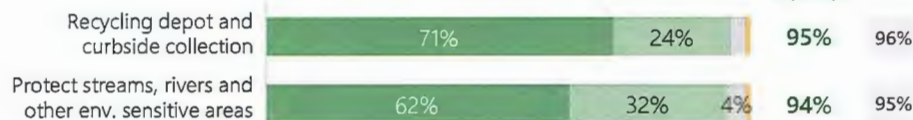


The importance of environmental services in Maple Ridge remains high. Performance on protecting streams, rivers and other environmentally sensitive areas is rated similarly as in 2014, while residents note a slight improvement in recycling depot and curbside collection. For both these service areas, the majority want service levels maintained but there is a growing minority (22% in 2014 and 30% in 2020) who would like to see increased service levels for protecting streams, rivers, etc. Opinions on how to fund increases for environmental services are mixed, but lean towards a combination of taxes and user fees.

## Importance of Service

2020 Base: Total residents (1,187)

% Very Imp/Imp

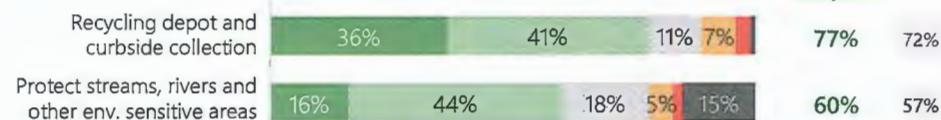


Very important Important Neither Not important Not at all important Don't know

## City Performance

2020 Base: Total residents (1,187)

% Very Good/Good



Very good Good Neither Poor Very poor Don't know

## Service Should be...

2020 Base: Total residents (1,187)

% Increased

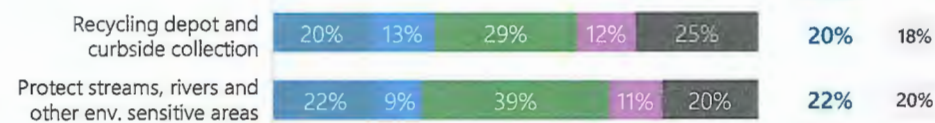


Increased Maintained Decreased Don't know

## How Increase Should be Funded

2020 Base: Among those who think funding should be increased (263-373)

% Tax Increase



Tax increase User fees Combination of taxes / user fees Reducing other services Don't know

2014 Base: Total residents responding (896-897); Among those who think funding should be increased (192-245)

Q3. The following is a list of services that the City currently provides. First, please rate how important each service is to you. / Q4. Next, how satisfied are you with each of these services? / Q5. For the same services, please indicate for each one if you think it needs to be increased, decreased or maintained at the current level? / Q6. And, for those services you think need to be increased, how should those increases be funded?

vs. 2014





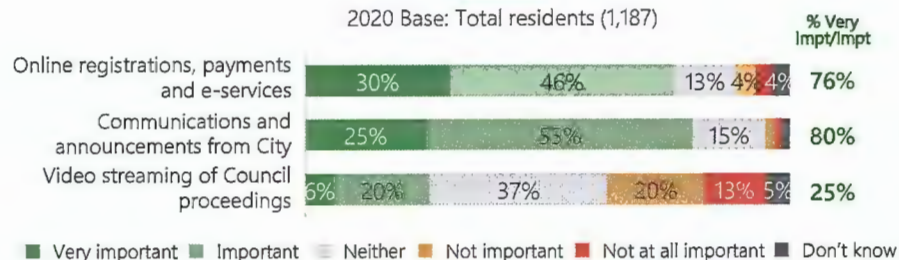
## ACCESSING INFORMATION & SERVICES



City of Maple Ridge residents consider online registrations, payments and communications and announcements from the City to be important. Performance in these areas range from neutral to positive and 60% to 69% would like current service levels maintained. However, only 25% rate video streaming of Council proceedings as important and most have no opinion on the service itself in terms of performance. As was noted earlier in this report – opinions on current service levels are mixed when it comes to video streaming of Council proceedings – 44% want current service levels maintained and 40% are unsure.

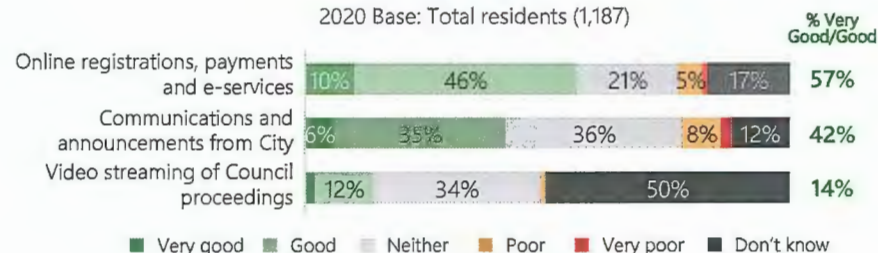
### Importance of Service

2020 Base: Total residents (1,187)



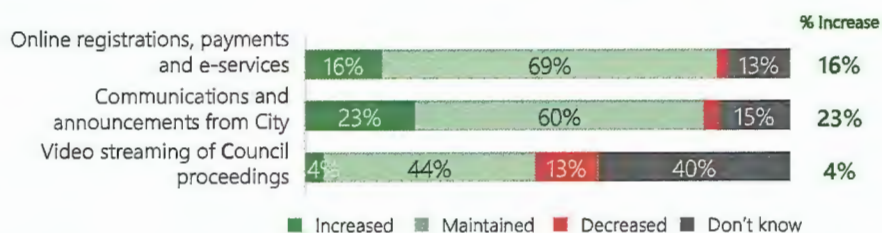
### City Performance

2020 Base: Total residents (1,187)



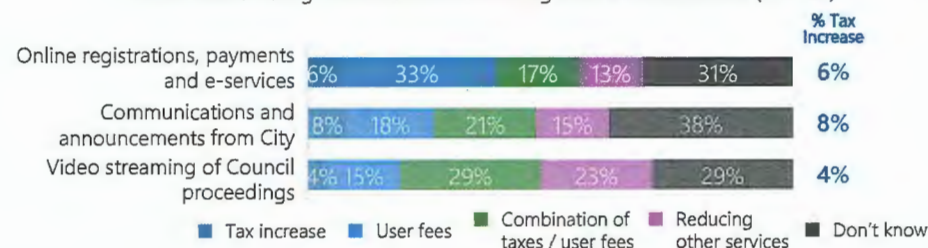
### Service Should be...

2020 Base: Total residents (1,187)



### How Increase Should be Funded

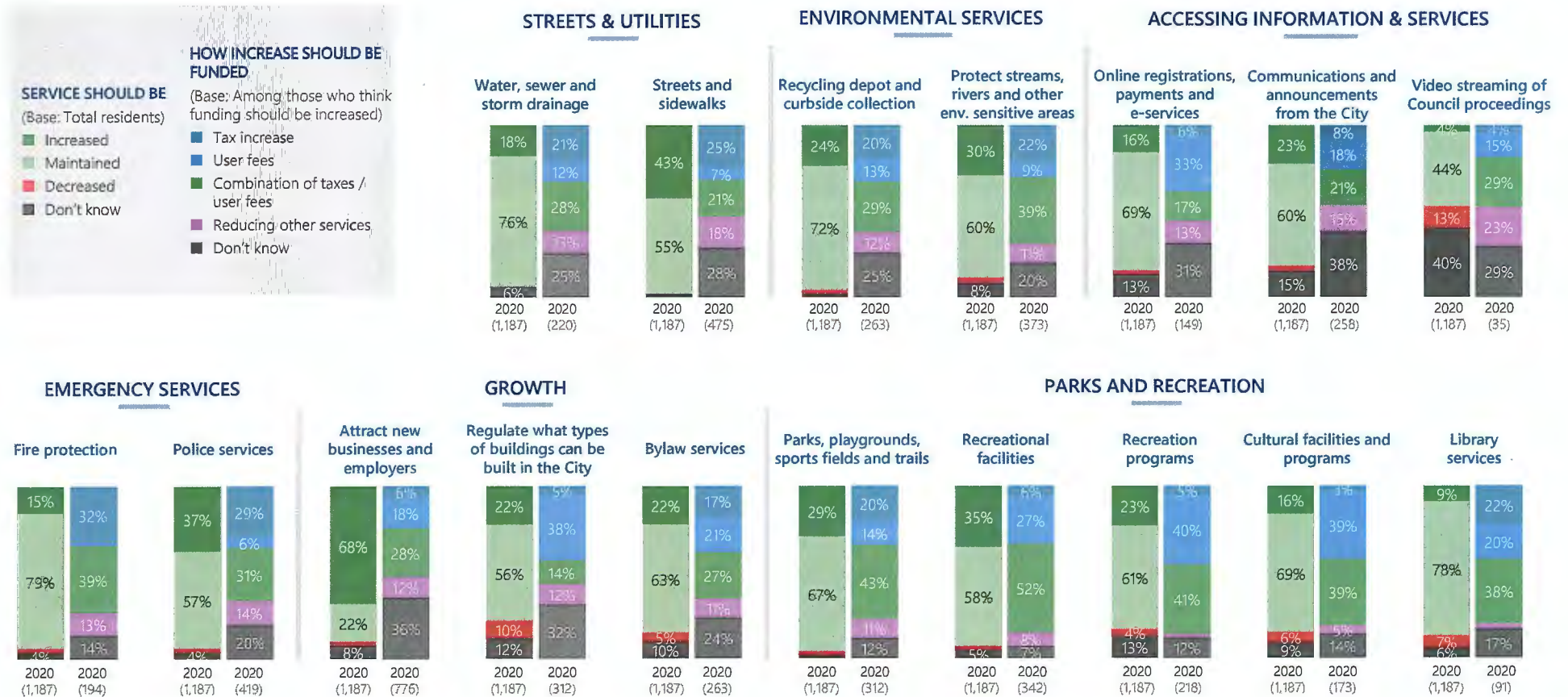
2020 Base: Among those who think funding should be increased (35-258)



Note: Prior to 2020, this category of services was called "Getting you what you need" and included one service area (Online registrations and payments, video streaming of Council proceedings, social media postings, newspaper announcements, website, publications). In 2020, this service area was split up into three separate service areas. Therefore, 2014 results are not directly comparable to 2020. In 2014, 54% of residents indicated that these services collectively was very important/important and 49% gave the City very good/good ratings on its performance on this group of services.

Q3. The following is a list of services that the City currently provides. First, please rate how important each service is to you. / Q4. Next, how satisfied are you with each of these services? / Q5. For the same services, please indicate for each one if you think it needs to be increased, decreased or maintained at the current level? / Q6. And, for those services you think need to be increased, how should those increases be funded?

# SERVICE FUNDING PREFERENCES COMPARATIVE SUMMARY



Q5. For the same services, please indicate for each one if you think it needs to be increased, decreased or maintained at the current level? / Q6. And finally, for those services you think need to be increased, how should those increases be funded? 29



SUMMARY OF FINDINGS

## Preferred Communication Channels



# PREFERRED COMMUNICATION CHANNELS

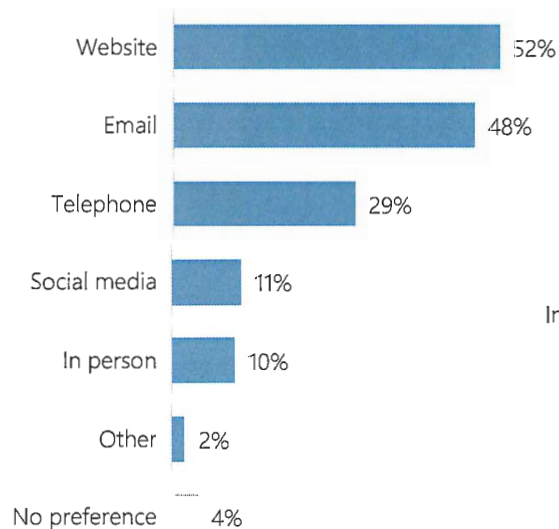
When residents are **requesting information from the City on services**, they express equal preference for visiting the website as they do for using email. Residents under 55 years of age lean towards visiting the website, while those 55 and older express equal preference for email, telephone and visiting the website. Preference for social media reaches 21% among those 18 to 34.

Residents prefer to visit the website over other communication channels when it comes to **receiving news and developments from the City**. Email takes a close second place followed by newspaper and social media. Preference for social media grows to 39% among residents under 55 years of age (however, the website is still the number one preference), while those 55 and older are equally likely to want to receive information via newspapers or the web.

(See following slide for age breakdowns.)

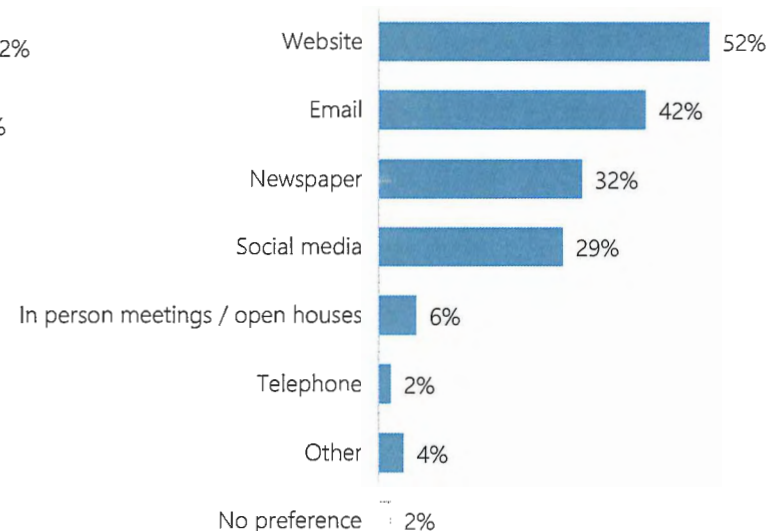
## Preferred Methods for Requesting Information on Services from the City

2020 Base: Total residents (1,187)



## Preferred Methods for Receiving News and Developments from the City

2020 Base: Total residents (1,187)



Note: New questions added in 2020.

Q11a. What are your preferred methods for requesting information on municipal services from the City of Maple Ridge? (e.g. confirming property tax deadlines, submitting a bylaw call for service, reporting a burnt out street light) Select up to two responses. / Q11b. And how would you prefer the City keep you up-to-date on news and developments? Select up to two responses.

# PREFERRED COMMUNICATION CHANNELS BY AGE

Preferred Methods for **Requesting Information**  
on **Services** from the City

		Age		
	Total	18-34	35-54	55+
Base:	1,187	29	313	845
Website	52%	55%	63%	40%
Email	48%	43%	52%	44%
Telephone	29%	13%	18%	44%
Social media	11%	21%	14%	6%
In person	10%	11%	4%	17%
Other	2%	0%	3%	2%
No preference	4%	4%	3%	4%

Preferred Methods for **Receiving News and**  
**Developments** from the City

		Age		
	Total	18-34	35-54	55+
Base:	1,187	29	313	845
Website	52%	55%	57%	45%
Email	42%	49%	45%	37%
Newspapers	32%	13%	21%	46%
Social media	29%	34%	40%	16%
In person meetings/ open houses	6%	3%	3%	9%
Telephone	2%	3%	1%	3%
Other	4%	4%	3%	5%
No preference	2%	0%	1%	3%

Higher than other age group(s)

Note: New questions added in 2020.

Q11a. What are your preferred methods for requesting information on municipal services from the City of Maple Ridge? (e.g. confirming property tax deadlines, submitting a bylaw call for service, reporting a burnt out street light) Select up to two responses. / Q11b. And how would you prefer the City keep you up-to-date on news and developments? Select up to two responses.



SUMMARY OF FINDINGS

# Response to COVID-19



# PERFORMANCE DURING COVID-19

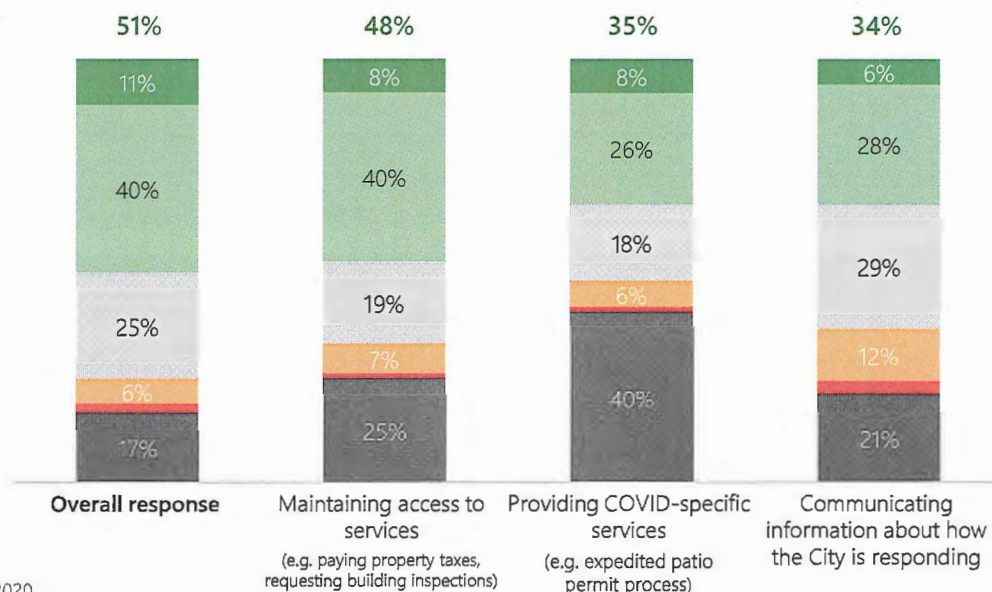
One-half of residents award highly positive ratings to the City for their overall response to COVID. When it comes to maintaining access to services, about the same proportion (48%) also give the City top marks. Providing COVID-specific services and communicating how the City is responding to the pandemic earn relatively lower scores with 35% and 34%, respectively, awarding top marks. However, it should be noted that residents do not feel negatively about the City's COVID response; rather, they tend to be undecided (i.e. 'neither poor nor good' or 'unsure'), especially when it comes to providing COVID-specific services (58% are undecided or unsure). Among the 31% of residents who left a comment about the City's COVID response, the top comment is that they have heard very little about what the City has done and more needs to be communicated.

## Performance During COVID-19

2020 Base: Total residents (1,187)

% Very good / good

- Very good
- Good
- Neither poor nor good
- Poor
- Very poor
- Don't know



## General Comments About COVID-19

	2020
Base: Among those leaving a comment Showing major mentions only:	388
Heard very little about City actions around COVID-19 / need more info communicated	15%
Doing a good job	10%
More follow through with regulations / City needs to enforce safety protocols	10%
Masks / PPE should be mandatory	7%
Have not dealt with the city during COVID	7%
City office / businesses / recreation centers have been closed for too long	7%
Most of the information has come from provincial / federal sources	3%
Good COVID regulations	3%

Note: New question added in 2020.

Q12. How would you rate the performance of the City of Maple Ridge with regards to COVID-19 when it comes to...? / Q12e. Please use the space below to share any comments.

# COMMUNICATION CHANNELS USED SINCE ONSET OF COVID-19

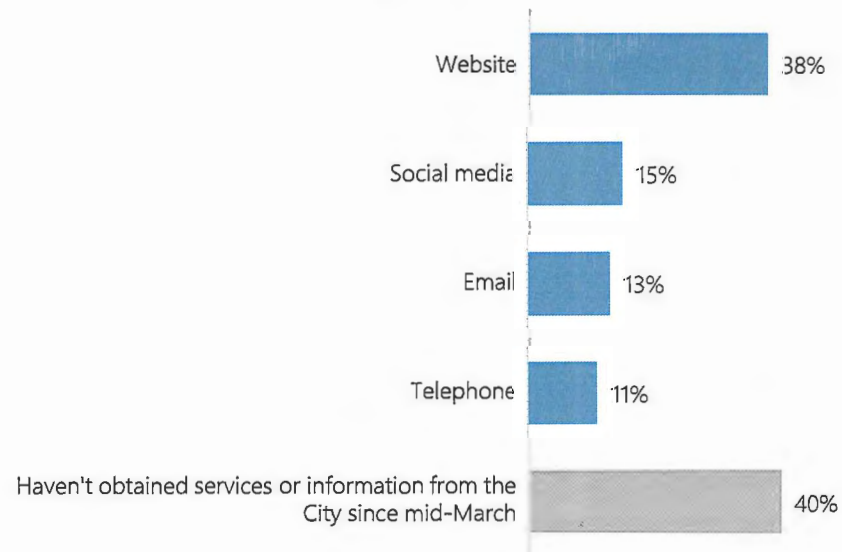


Since the onset of COVID-19 in mid-March, 60% of residents report obtaining municipal services or information from the City. Most commonly, residents did this by visiting the website (38%), while fewer visited a social media site (15%), emailed (13%) or called (11%).

Relative to their counterparts, homeowners, families with kids and residents aged 35 to 54 are more likely to have had contact with the City since COVID-19 hit. These resident groups most commonly interacted with the City by visiting the website.

## Channels Used for Obtaining Services and Information from the City Since Mid-March

2020 Base: Total residents (1,187)



Note: New question added in 2020.

Q13. And since the onset of COVID-19 in mid-March, how, if at all, have you obtained municipal services and information from the City? Select all that apply.

# IMPACT OF COVID-19 ON COMMUTING / EMPLOYMENT

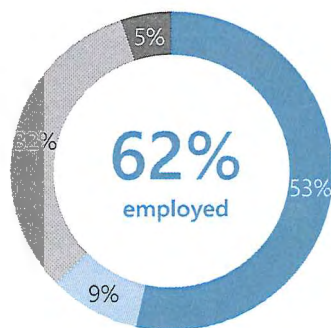
62% of Maple Ridge residents report being employed either full time or part time.

Following the introduction of COVID-19 measures in March, a substantial portion (32%) report that they are still commuting into work. Another 11% report working partly from home and partly at their place of work, while 8% report transitioning to solely working from home. Another 6% report that they were already working from home prior to COVID-19.

The majority of those who are not working are retired (19%). Another 4% were not employed before the pandemic and 3% report having lost their employment due to COVID.

## Reported Employment Status

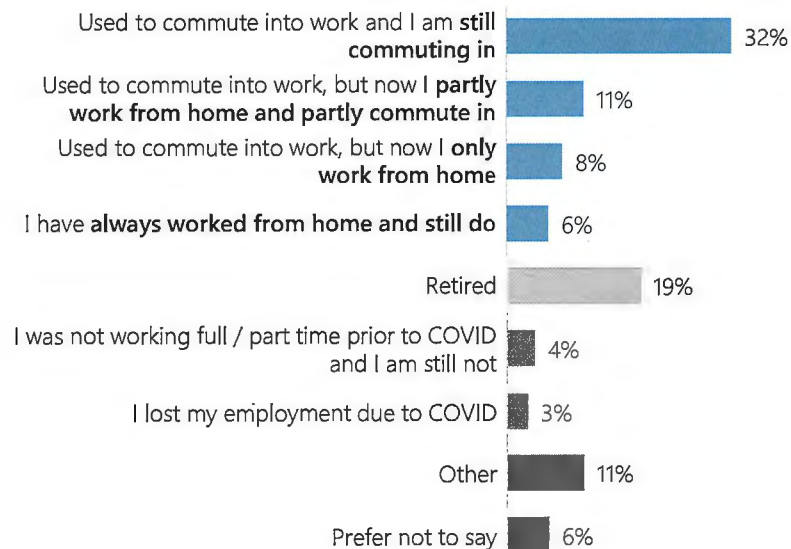
2020 Base: Total residents (1,187)



- Employed full time
- Employed part time
- Not employed
- Prefer not to say

## Impact of COVID-19 on Commuting / Employment Status

2020 Base: Total residents (1,187)



Note: New questions added in 2020.

QD5. Are you currently employed? / QD5b. Which best describes you:



SUMMARY OF FINDINGS

## Comments from Residents.



# COMMENTS FROM RESIDENTS

Residents were given the opportunity to provide comments about the topics covered in the survey.

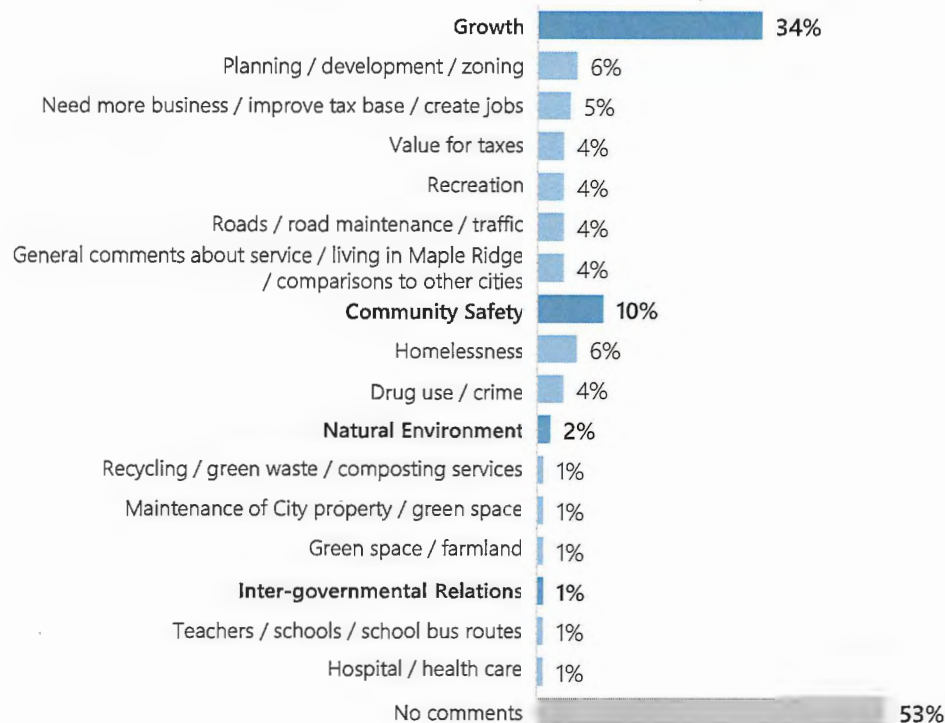
47% of residents decided to provide feedback. The majority of comments are related to growth (34%) – most commonly, planning, zoning and development or the need to attract more businesses to the City.

One-in-ten leave comments related to community safety such as homelessness, drug use or crime.

2% share their thoughts about the natural environment and 1% touch on inter-governmental relations.

## Comments

2020 Base: Total Residents (1,187)



Note: New question added in 2020.

Note: Comments were grouped based on the City's priorities. Showing major mentions within each category of comments. <1% of comments relate to Community Pride & Spirit and therefore, have not been included in the chart. Q14. Please use the space below for any other thoughts or comments you may have on the topics covered in this survey and/or about anything else you want to share with the City. Please type in your comments below.



SUMMARY OF FINDINGS

# Final Summary



# FINAL SUMMARY



## 1 QUALITY OF LIFE

The data indicates that satisfaction with the quality of life in the City of Maple Ridge remains high. Access to the outdoors and outdoor activities, parks, scenery, are what residents like most. Homelessness, crime and lack of shopping opportunities are the top concerns.

---

## 2 SATISFACTION WITH MUNICIPAL SERVICES AND VALUE

Satisfaction with municipal services remains moderately positive with 49% giving ratings of very good or good. Perceived value for taxes ratings are more mixed – 28% respond positively, 45% are uncertain or unsure and 27% give negative ratings.

---

## 3 SERVICE AREAS PRIORITIES AND PERFORMANCE

Service area performance and priorities are highly similar to 2014: residents prioritize emergency services, environmental services and streets and utilities. Performance on growth, streets and sidewalks and City communications and announcements are highlighted as areas of improvement. Generally, residents favour maintaining current service levels, and if there is to be an increase, funding it through a combination of user fees and taxes.

---

## 4 PREFERRED COMMUNICATION CHANNELS

The City's website and email are the most preferred communication channels – whether residents are reaching out for information or the City is communicating news or developments.

---

## RESPONSE TO COVID-19

5 Residents give the City moderately positive ratings for its response to COVID-19. Those who do not assess the City positively tend to be unsure or give a neutral rating, rather than give a negative assessment. Those who have obtained information from the City since mid-March have primarily done so by visiting the City's website.



# Appendix

# RESIDENT PROFILES

2020	
Gender (base)	1,187
Male	48%
Female	48%
Other	0%
Prefer not to answer	3%
Age	
18 to 34	8%
35 to 44	22%
45 to 54	25%
55+	45%
Years Lived in Maple Ridge	
Less than 1 year	3%
1 to 5 years	7%
6 to 10 years	13%
11 to 20 years	30%
More than 20 years	48%
Home Tenure	
Own	86%
Rent	8%
Prefer not to answer	6%

2020	
Household Composition (base)	1,187
Single with no children	10%
Single with children	7%
Couple with no children	26%
Couple with children	44%
Other	8%
Prefer not to answer	6%
Annual Household Income	
Less than \$20,000	1%
\$20,000 to less than \$35,000	3%
\$35,000 to less than \$50,000	4%
\$50,000 to less than \$65,000	6%
\$65,000 to less than \$80,000	8%
\$80,000 to less than \$100,000	9%
\$100,000 to less than \$150,000	19%
\$150,000 to less than \$200,000	13%
\$200,000 or more	6%
Prefer not to answer / don't know	30%



## Help Shape the Services the City of Maple Ridge Provides

October 6, 2020

Current Resident

[ADDRESS]

[CITY], BC, [POSTAL CODE]

Dear Resident:

**The City of Maple Ridge invites you to participate in an important survey.** The goal of the survey is to understand the views and preferences of residents. The information will allow the City to make informed decisions about the services we provide to citizens. Your household has been randomly selected to participate in this survey.

Council realizes your time is valuable and respectfully asks that you invest about 12 minutes to complete the survey. It is open for completion to anyone in your household who is 18 years or older. One response per household only.

**As a token of appreciation for completing the survey, you will be entered into a prize draw to win one of the following prizes offered by our survey host:**

- 1- \$500 VISA gift card
- 1 - \$250 VISA gift card
- 5 - Parks, Recreation & Culture gift cards of \$50 each
- 6 - Supermarket gift cards of \$50 each
- 8 - Skip the Dishes gift cards of \$25 each

Sentis Market Research has been enlisted to conduct this survey on behalf of the City of Maple Ridge. Please be assured that your responses will be kept completely confidential and anonymous.

To complete the survey, please go to: <https://snts.ca/mrsurvey> and enter passcode: [TOKEN]

**The deadline to complete this survey is October 28, 2020**

Helpline: 1-855-958-3985 or [citizensurvey@sentis.ca](mailto:citizensurvey@sentis.ca)

**Don't have internet or prefer phone?** Call Sentis Market Research toll-free at 1-855-958-3985 (Mon-Fri: 10:00 am to 8:00 pm, Sat: 11:00 am to 5:00 pm) and an interviewer would be pleased to take you through the survey.

All of Council wishes to thank you personally for taking part in this survey.

With appreciation,

Michael Morden,  
Mayor

*If you wish to verify the survey, please call Maple Ridge City Hall at 604-463-5221.*

**City of Maple Ridge**

11995 Haney Place, Maple Ridge, BC V2X 6A9 Canada • Tel: 604-463-5221 • Fax: 604-467-7329  
[enquiries@mapleridge.ca](mailto:enquiries@mapleridge.ca) • [www.mapleridge.ca](http://www.mapleridge.ca)





## City of Maple Ridge Citizen Survey 2020

## Landing Page



Welcome to the City of Maple Ridge 2020 Citizen Survey.

The goal of the survey is to understand the views and preferences of residents. The information will allow the City to make informed decisions about the services we provide to citizens.

**As a token of appreciation, eligible respondents who participate in the survey will be entered into a prize draw to win one of the following prizes provided by our survey host**

- 1 - \$500 VISA gift card
- 1 - \$250 VISA gift card
- 5 - Parks, Recreation & Culture gift cards of \$50 each
- 6 - Supermarket gift cards of \$50 each
- 8 - Skip the Dishes gift cards of \$25 each

To access the survey, please enter the survey passcode that was mailed to you in the letter invitation.

Start Survey

(Your passcode will be in the letter we mailed, in the centre, gray-shaded box. It is 2 letters followed by 5 numbers.)

The survey takes about 12 minutes to complete and all your responses will remain confidential and anonymous.

If you would like to verify the survey, you can contact main reception at 604.463.5221 or [dolivieri@mapleridge.ca](mailto:dolivieri@mapleridge.ca).

[Privacy Policy](#) [Contest Rules](#)

For help with the survey or technical support, call Sentis  
toll-free at 1-855-958-3985 or  
email [citizensurvey@sentis.ca](mailto:citizensurvey@sentis.ca)



## Screeners

QS1. Is anyone in your household an elected official of the City of Maple Ridge or an employee of the City of Maple Ridge?

1. I or someone in my household is a City elected official or works for the City
2. No one in my household (including myself) is a City elected official or works for the City

[IF NO, CONTINUE. IF ANYONE WORKS FOR MAPLE RIDGE TERMINATE AND DISPLAY THIS MESSAGE:] The survey and prize draw are not open to employees (or their families) or elected officials of the City of Maple Ridge. Thank you for your interest.

QS3. Please indicate into which of the following categories your age falls.

1. Under 18 years [TERMINATE]
2. 18-24
3. 25-34
4. 35-44
5. 45-54
6. 55-64
7. 65 years or more

QS4. Do you reside in Maple Ridge?

1. Yes
2. No [TERMINATE]
98. Don't know

QS5. What are the first three letters of your postal code?

1. V2W
2. V2X
3. V4R
4. Other [TERMINATE]
98. Don't know [TERMINATE]

[TERMINATE IF UNDER 18 YEARS OLD/NOT MAPLE RIDGE RESIDENT/DO NOT RESIDE IN MAPLE RIDGE FSAs AND DISPLAY THIS MESSAGE:] We are looking to survey people aged 18 years of age or older, living in the City of Maple Ridge, so this will be our last question. Thank you for your interest.



## Main Survey

Q1a. The Maple Ridge local government provides a number of services. In general, how would you rate the municipal services you receive in Maple Ridge?

- 5. Very good
- 4. Good
- 3. Neither poor nor good
- 2. Poor
- 1. Very poor
- 98. Don't know

DO NOT ASK Q1B IF Q1A IS DON'T KNOW [Q1A = 98]

Q1b. Why do you rate it as [INSERT RATING FROM Q1a]? *Please type in your reasons below*

Q2. And how would you rate the **overall value** of services you receive for the property taxes paid?  
(The municipal share of your property taxes is approximately 70% of your tax bill, with the remainder going to the School Levy, Metro Vancouver Regional District and other authorities)

- 5. Very good value
- 4. Good value
- 3. Neither poor nor good value
- 2. Poor value
- 1. Very poor value
- 98. Don't know

DO NOT ASK Q2B IF Q2 IS DON'T KNOW [Q2 = 98]

Q2b. Why do you rate it as [INSERT RATING FROM Q2]? *Please type in your reasons below*

Q3. The following is a list of services that the City currently provides. First, please rate **how important each service is to you**.

Q4. Next, **how satisfied** are you with each of these services?

[RANDOMIZE ORDER OF SECTIONS AND RANDOMIZE SERVICES WITHIN EACH SECTION]

	How important is this service to you?						Rate the current level of service the City provides					
	Very Important	Important	Neither Unimportant Nor Important	Not Important	Not at All Important	Don't Know	Very Good	Good	Neither Poor Nor Good	Poor	Very Poor	Don't Know
<b>Emergency Services</b>												
Fire Protection												
Police Services												
<b>Growth</b>												
Attracting new businesses and employers												
Regulating what types of buildings can be built in specific areas of the City												
Bylaw services (response to noise complaints, neighbourhood disputes, enforcing regulations)												
<b>Parks and Recreation</b>												
Parks, playgrounds, sports fields and trails												
Recreational facilities (leisure centres, pools, ice rinks, gymnasiums)												
Recreation programs (aquatics instruction, children's camps)												
Cultural facilities (theatres, museums) and programs (arts camps)												
Library services												
<b>Streets and Utilities</b>												
Water, sewer and storm drainage												
Streets and sidewalks												

Environmental Services												
Recycling depot and curbside collection												
Protecting streams, rivers and other environmentally sensitive areas												
Accessing Information & Services												
Online registrations, payments and e-services (building permit enquiries, recreation program registration, report a concern service)												
Communications and announcements from the City												
Video streaming of Council proceedings												

Q5. For the same services, please indicate for each one if you think it needs to be **increased, decreased or maintained at the current level?**

[Q6 ONLY APPEARS FOR THOSE SERVICES RESPONDENT WANT TO BE 'INCREASED' IN Q5]

Q6. And for those services you think need to be increased, **how should those increases be funded?**

	The service should be...				Fund the increase through...				
	Increased	Maintained	Decreased	Don't Know	Tax Increase	User Fees	Combination of Taxes and User Fees	Reducing Other Services (specify)	Don't know
Same list as previous									

Q7 SERIES FROM 2014 DELETED

(N)Q11a. What are your preferred methods for requesting information on municipal services from the City of Maple Ridge? (e.g. confirming property tax deadlines, submitting a bylaw call for service, reporting a burnt out street light)? *Select up to two responses.* **RANDOMIZE**

1. Email
2. Telephone
3. Website
4. Social media
5. In person
96. Other \_\_\_\_\_
97. No preference

(N)Q11b. And how would you prefer the City **keep you up-to-date on news and developments**? *Select up to two responses.* **RANDOMIZE**

1. Email
2. Telephone
3. Website
4. Social media
5. In person meetings/open houses
6. Newspaper
96. Other \_\_\_\_\_
97. No preference

Now just a few questions specifically about COVID-19.

(N)Q12. How would you rate the performance of the City of Maple Ridge with regards to COVID-19 when it comes to...? **ALWAYS ASK Q12A FIRST AND RANDOMIZE THE REST OF THE LIST (Q12B-D). SHOW IN BUILDING GRID**

**SCALE:** 5. Very good, 4. Good, 3. Neither poor nor good, 2. Poor, 1. Very poor, 6. Don't know

- a. Overall response
- b. Communicating information about how the City is responding
- c. Maintaining access to services (paying property taxes, requesting building inspections)
- d. Providing COVID-specific services (e.g. expedited patio permit process)

e. **OPEN-ENDED COMMENT BOX [OPTIONAL]:** Please use the space below to share any comments

(N)Q13. And since the onset of COVID-19 in mid-March, how, if at all, have you obtained municipal services and information from the City? *Select all that apply.*

1. Email
2. Telephone
3. Website
4. Social media
96. Other \_\_\_\_\_
97. I have not obtained services or information from the City since mid-March **EXCLUSIVE**

And now just a few final questions.

Q8. Overall, how satisfied are you with the quality of life in Maple Ridge?

5. Very satisfied
4. Somewhat satisfied
3. Neither satisfied nor dissatisfied
2. Somewhat dissatisfied
1. Very dissatisfied

Q9. What do you like **best** about living in Maple Ridge? *Please type in your responses below*

Q10. What do you like **least** about living in Maple Ridge? *Please type in your responses below*

(N)Q14. Please use the space below for any other thoughts or comments you may have on the topics covered in this survey and/or about anything else you want to share with the City. *Please type in your comments below* [OPTIONAL]

## Demographics

Lastly here are some basic questions to make sure all types of residents are represented. Please be assured that all the information you provide will remain completely confidential and will only be used for classification purposes.

QS2. With what gender do you identify?

1. Male
2. Female
96. Other \_\_\_\_\_
97. Prefer not to answer

(N)QD1. How long have you lived in Maple Ridge? [RANGE=0 TO 99]

*Enter number of years. Enter 0 for less than 1 year.*

☐ Can't recall or prefer not to say

(N)QD5. Are you currently employed?

1. Yes-full time
2. Yes-part time
3. No
97. Prefer not to say

(N)QD5b. Which best describes you:

1. Prior to the introduction of COVID measures in March, I used to commute into work, but now I **only work from home**
2. Prior to the introduction of COVID measures in March, I used to commute into work, but now I **partly work from home and partly commute in**
3. Prior to the introduction of COVID measures in March, I used to commute into work **and I am still commuting in**
4. I have **always worked from home and still do**
5. I was not working full / part time prior to COVID and I am still not
6. I lost my employment due to COVID
7. Retired
96. Other \_\_\_\_\_
97. Prefer not to say



QD2. Do you own or rent your home?

- 1. Own
- 2. Rent
- 97. Prefer not to answer

QD3. Which of the following best describes your current living situation?

- 1. Single with no children
- 2. Single with children
- 3. Couple with no children
- 4. Couple with children
- 96. Other \_\_\_\_\_
- 97. Prefer not to answer

QD4. Which of the following categories best describes your total annual household income before taxes?

- 1. Less than \$20,000
- 2. \$20,000 to less than \$35,000
- 3. \$35,000 to less than \$50,000
- 4. \$50,000 to less than \$65,000
- 5. \$65,000 to less than \$80,000
- 6. \$80,000 to less than \$100,000
- 7. \$100,000 to less than \$150,000
- 8. \$150,000 to less than \$200,000
- 9. \$200,000 or more
- 98. Don't know
- 97. Prefer not to answer

QF1. Thank you for your input! If you would like to be entered into the prize draw, please provide the following information: **[OPTIONAL]**

Name: \_\_\_\_\_

Email or Phone: \_\_\_\_\_

*Enter your phone number without spaces or dashes*

**Thank-you. You are now entered into the prize draw.**

**[IF EMAIL PROVIDED IN QF1, ASK QF2]**

QF2. May the City of Maple Ridge also use your email to communicate with you regarding the results of this survey?

- 1. Yes
- 2. No

Thank you very much for your cooperation. We appreciate your participation in this survey.  
If you would like to sign up for more information from the City, you can find more information [here](https://www.mapleridge.ca/list.aspx)  
[\[https://www.mapleridge.ca/list.aspx\]](https://www.mapleridge.ca/list.aspx)

## City of Maple Ridge

**TO:** His Worship Mayor Michael Morden  
and Members of Council  
**FROM:** Chief Administrative Officer

**MEETING DATE:** January 26, 2021  
**FILE NO:** 01-0640-20  
**MEETING:** Council Workshop

**SUBJECT:** City of Maple Ridge Performance Dashboard

---

### EXECUTIVE SUMMARY:

The City of Maple Ridge has been monitoring and reporting on municipal performance for nearly two decades. With advancements in data visualization and reporting technology, the City is transitioning to near real-time performance reporting for 29 organizational metrics. New measures have been developed with leaders throughout the organization based on department objectives, industry best practices, and review of municipal benchmarking initiatives to align performance monitoring with Council's strategic priorities. Each metric included on the dashboard is grouped by strategic priority in Attachment A with a rationale for why it is important to measure, applicable target, and a summary of status and actions that pertain to the measure.

### RECOMMENDATION:

For information only.

### DISCUSSION:

#### a) Background Context:

The City of Maple Ridge Performance Dashboard merges innovative technology with the robust measurement tools for which the City has become known, to provide the public access to near real-time data regarding municipal performance for services and programs that align with Council's Strategic Plan.

Requirements to measure and report on municipal performance date back to the adoption of the British Columbia Community Charter in 2004. Through the Charter, local governments were mandated to integrate performance measurement relative to established objectives in public-facing documents, specifically the Annual Report. The objective of the exercise was to provide public accountability and transparency while engaging municipalities to focus on activities and services that drive medium- and long-term goals.

The City of Maple Ridge adopted performance measurement as a feedback mechanism within the business and financial planning process early on. As a result, the City has been recognized on numerous occasions for outstanding achievement in performance reporting by the Government Finance Officers Association (GFOA).

As technology has evolved, performance management has developed into a practice of leveraging real-time insights to assist in operational decision-making. At the same time, tracking progress on long-term objectives remains vital to public transparency. The Maple

Ridge Open Government Portal is a significant project from technological and government transparency perspectives.

The Performance Dashboard is built on the same cutting edge platform as the Maple Ridge Open Government Portal and BC Centre for Disease Control's COVID-19 Dashboard to provide residents with up to date insights on municipal performance as it relates to Council's Strategic Plan. Metrics that are featured on the dashboard were identified during an extensive development process with directors and managers from each internal business unit and subject matter experts.

The process included a review of existing metrics and available data, the identification of operational and strategic objectives for the service areas, analysis of strategic documents for key performance measures, and comparison to municipal benchmarking initiatives. Potential metrics were assessed for applicability based on their relevance to Council's Strategic Plan and items listed in the Work Plan Matrix. Measures were developed based on subject-matter best practice, as established by local or national agencies such as Statistics Canada or Public Safety Canada, or, where measurement guidelines were unavailable, adapted from other subject areas.

With the intent to monitor strategic progress, measures are categorized in alignment with Council's Strategic Plan with each priority featuring its own dashboard. A breakdown of each measure with its strategic alignment, rationale for why it is important, applicable target, and a summary of status and actions that pertain to the measure is provided in Attachment A.

Although the Dashboard serves primarily to monitor implementation and progress on actions at a strategic level, some operational metrics are included as they pertain to Council focus areas or aspects of good governance. Given the flexibility of the platform, the Dashboard will evolve as new priorities and projects are identified. Over time, the organizational dashboard will be supplemented by program-specific dashboards, such as for Community Social Safety, which provide operational snapshots of data.

**b) Desired Outcome:**

To provide Council and the public with an agile, interactive reporting tool that leverages near real-time data to provide insights on municipal performance related to Council's Strategic Plan.

**c) Strategic Alignment:**

Measures have been organized by Council strategic priority with an emphasis on metrics that relate to major work plan items or strategic objectives for services within the categories. Each metric included on the dashboard is grouped by strategic priority in Attachment A with a rationale for why it is important to measure, applicable target, and a summary of status and actions that pertain to the measure.

**d) Citizen/Customer Implications:**

With the transition to an online platform for presenting the data, citizens have access to up to-date information on City performance. The dashboard provides another layer of transparency that provides meaning and context to the data housed on the Open Government Portal. These same measures will be used for progress reporting in the Annual Report and during business planning.


**e) Business Plan/Financial Implications:**

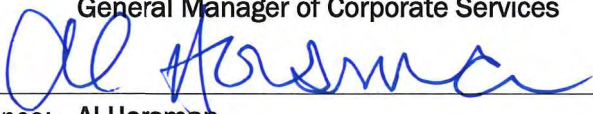
To support the growth of the Dashboard and ensure that both operational and strategic progress monitoring occurs, annual work plans developed through the business and financial planning process identify new measurement opportunities. The identified measures will ensure that the work of the City delivers on intended project outcomes, performance is managed on an active basis, and staff are empowered to make real-time business decisions.

**CONCLUSION:**

The Maple Ridge Performance Dashboard embodies the next generation of progress reporting tools that connect staff, Council, and the public with near real-time data on municipal performance.

  
\_\_\_\_\_  
Prepared by: **Dan Olivieri**  
Research Technician

  
\_\_\_\_\_  
Approved by: **Christina Crabtree**  
General Manager of Corporate Services

  
\_\_\_\_\_  
Concurrence: **Al Horsman**  
Chief Administrative Officer

**Attachment:**

(A) Performance Dashboard Summary

### **Attachment A – Performance Dashboard Summary**

<b>Priority</b>	<b>Measure Name</b>	<b>What we measure</b>	<b>Target</b>	<b>Why it is important to measure</b>	<b>Status/Actions</b>
<i>Community Safety</i>	StatCan's Maple Ridge Crime Severity Index	<p>The Crime Severity Index is a measure produced by Statistics Canada and includes all Criminal Code violations, both violent and non-violent.</p> <p>The reporting period for this measure is January to December of the prior year.</p>	Monitoring	The Crime Severity Index (CSI) measures changes in the level of severity of crime in the municipality from year to year. In the index, each type of crime is assigned a weight based on its seriousness. The level of seriousness is based on actual sentences handed down by the Courts in all provinces and territories. More serious crimes are assigned higher weights, less serious crimes lower weights.	Ridge Meadows RCMP is undertaking a strategic planning process to develop a medium-term plan for strategies and actions for 2021-2024. Public consultation is being conducted through to the end of 2020. A new strategic plan will be finalized in 2021.
<i>Community Safety</i>	Average RCMP Response Time to Priority 1 Calls	<p>Average response time for Priority 1 calls. Identifies the length of time from when a call is received by ECOMM to when an officer arrives on scene.</p> <p>The reporting period for this measure is January to December of the prior year.</p>	8 minutes	Police responsiveness to Priority 1 calls for service is key to supporting a resident's sense of safety. A Priority 1 call is a major incident in progress that requires immediate police presence, assistance or service. Categories include incidents of domestic violence, suicide, reports under the Mental Health Act, weapons infractions, and assaults.	Ridge Meadows RCMP responds to calls as quickly as possible. The target for Priority 1 calls is 8 minutes. There is some variability in reporting this metric as there can be delays from the time ECOMM receives a call and when the call is dispatched to the local detachment. The reporting of this measure is captured from the time ECOMM receives the call.
<i>Community Safety</i>	Community Social Safety Bylaw Files (Average Closure Rate)	<p>The percentage of community safety files (Homelessness and Safer Streets Bylaw calls for service) closed within 48 hours.</p> <p>The reporting period for this measure is a rolling average of the last 12 months.</p>	75%	<p>As one of the first lines of response, Community Safety Officers work with RCMP and Town Centre Security services to ensure that the community remains clean of unsightly debris, free of unauthorized structures, and safe for residents. Resolving calls for service in a timely manner is critical to increasing residents' sense of safety in the community and resolving concerns before they escalate.</p> <p>It was determined that calls for service to Bylaws regarding homelessness and Safer Streets Bylaw concerns would be measured as they relate directly to the work of Community Social Safety Officers.</p> <p>The files listed in this measure do not represent the entirety of the work of the Officers but focus on connecting vulnerable individuals with services and addressing complaints from the public.</p>	After a successful pilot project in 2019, a Community Safety Officer (CSO) program was funded in 2020. Significant work was completed to coordinate response efforts between CSOs, RCMP and Town Centre security guards. This coordinated effort streamlines operations and improves efficiency by having the appropriate resource respond to various safety and security incidents. The City is currently reviewing the CSO program to ensure an adequate service level for the community is provided.



# Attachment A – Performance Dashboard Summary

Priority	Measure Name	What we measure	Target	Why it is important to measure	Status/Actions
Community Safety	Urban Area Structure Fire 7 min. Response Rate	<p>Percentage of urban structure fires responded to by four Fire Services personnel in 7 minutes or less. A structure is any built object by building code standards.</p> <p>The reporting period for this measure is a rolling average of the past 12 months.</p>	7 minutes	<p>Studies indicate that shorter response times are a key element to consider in controlling a fire in structures. We assign seven minutes for the urban response zone due to primarily older housing stock in this zone where there is no sprinkler protection.</p> <p>A strategy to move toward a composite fire service delivery model, made up of paid on-call and full-time career firefighters, was developed as part of the 2003 Fire Master Plan. Because of the significant cost to the community, the plan is being implemented gradually and the results are being closely monitored. The hiring of full-time career fire fighters is intended to reduce the time it takes to respond to emergency calls in the urban response area. Seven minutes is a key time after which fire extends exponentially throughout a building.</p>	The City is currently conducting a review and update of the Fire Department Master Plan. Over the course of 2021, public consultation will be completed and the new plan adopted. In addition, Fire Hall No. 4 has been opened and staffed, which should impact the response time metric. Hall 4 is in the protected growth zone and will shorten the Paid-On-Call (POC) response time to that area. The career staffing is temporary due to COVID.
Community Safety	ESS & EOC Activations and Training Hours	<p>Number of activation and training hours for Emergency Operations Centre and Emergency Support Services.</p> <p>The reporting period for this measure is a year-to-date total, updated quarterly.</p>	Monitoring	Emergency preparedness in our community is enhanced by providing opportunities for City of Maple Ridge staff, volunteers and agency designates to develop their skills through training and real or simulated response situations. With a focus on training provided to staff and volunteers directly engaged in the Emergency Operations Centre (EOC) and Emergency Support Services (ESS), training is provided in consultation with other public sector agencies, community groups, and relevant stakeholders.	Emergency Services staff continue to provide supplementary training to augment the experience that volunteers gain during activations. As the number of activations can vary year to year, staff will ensure that a baseline of training is provided.
Community Safety	Crime Prevention Through Environmental Design Inspections	<p>Number of Crime Prevention Through Environmental Design inspections conducted by Community Safety Officers.</p> <p>The reporting period for this measure is a rolling total since Community Safety Officers began providing the service.</p>	Monitoring	<p>Crime Prevention Through Environmental Design (CPTED) is a proven method both to reduce crime and fear of crime by changing a property's physical environment. By providing CPTED assessments, Community Safety Officers (CSOs) are able to educate individuals on what changes they can make to their properties in order to deter crime.</p> <p>Commercial and residential property occupants can access CPTED assessments provided by CSOs free of charge. The Downtown Maple Ridge Business Improvement Association (DMRBIA) members can access grants for 50% of project costs, up to \$2,000, to carry out recommendations based on CPTED inspection reports provided through the Lock Out Crime Through Environmental Design program (LOCTED).</p>	The City adopted a one-year funding extension to the Lock Out Crime Through Environmental Design (LOCTED) grant program that is being piloted in partnership with the Downtown Maple Ridge Business Improvement Association (DMRBIA). Through the network of local businesses, the DMRBIA advertises the program and facilitates access to assessments performed by Community Safety Officers.

# Attachment A – Performance Dashboard Summary

Priority	Measure Name	What we measure	Target	Why it is important to measure	Status/Actions
Growth	Percentage of Growth in the Town Centre	<p>Percentage of all new Occupancy Permits issued within the Town Centre area.</p> <p>The reporting period for this measure is a rolling average of the past 12 months.</p>	Monitoring	<p>Our goal is to ensure that growth and redevelopment in the Town Centre leads to greater economic activity and vibrancy. One of the key measures is the increase in residential units and density that include a wide range of housing forms and affordable housing choices. People who visit and live in the Town Centre are able to walk or bicycle to nearby shops, services, entertainment, and recreation activities. Higher residential densities and a growing population within in the Town Centre will create greater demand for a range of businesses and improved public transportation, thereby reducing reliance on cars and roads. This measure is closely tied to the Town Centre visioning process being undertaken through 2021.</p>	<p>The City embarked on a visioning process that supports an evolution of the Town Centre that is positive and leads to greater vibrancy in this core area of the community. Community consultation on the visioning process will be presented to City Council on February 23 and outcomes will be implemented through 2021.</p>
Growth	Commercial and Multi-Residential Building Permit Processing Time	<p>Average time to process commercial and multi-residential building permits from submission of plans to first review.</p> <p>The reporting period for this measure is a rolling average for the past 12 months.</p>	12 weeks	<p>One way in which the City can support increased residential density and the business community is through the efficient processing of building permits. The creation of new residential and commercial space requires collaboration from internal City departments to ensure compliance with both zoning and permit requirements as well as adequate onsite servicing.</p> <p>The City has identified that as Maple Ridge continues to grow, mixed-use Development Applications have become more complex in order to meet regulatory requirements and the diverse needs of the community.</p>	<p>Additional resources are being implemented 2021, in the form of a Permits Coordinator, to support the increasing demands on the Building Department and to better support permit applicants with the goal of reducing the processing time required for building permits.</p>
Growth	Rezoning Application Processing Time	<p>Average time from application to First Reading for all Development Applications.</p> <p>The reporting period for this measure is a rolling average for the past 12 months.</p>	Monitoring	<p>The rezoning process is a pre-cursor to the application for building permit(s). Ensuring that the City supports applicants in getting to First Reading at Council in an efficient manner supports the development of new housing, as well as commercial and industrial space.</p> <p>The City has identified that as Maple Ridge continues to grow, mixed-use Development Applications have become more complex in order to meet regulatory requirements and the diverse needs of the community.</p>	<p>Additional resources, in the form of a Planner 3, has been created to support the increasing demands on the Planning Department, with the goal of reducing the processing time of Rezoning Applications.</p>



## Attachment A – Performance Dashboard Summary

Priority	Measure Name	What we measure	Target	Why it is important to measure	Status/Actions
Growth	Infrastructure Renewal Capital Expenditure to Target Ratio	<p>Actual net capital expenditures on renewal and replacement of existing assets as a percentage of the \$30 million long-term target.</p> <p>The reporting period for this measure is January to December of the prior year.</p>	100%	<p>Maple Ridge has infrastructure and other assets (excluding land) with an estimated replacement cost of approximately \$2.2 billion. These assets will eventually need to be replaced.</p> <p>Adequately funding the replacement of these assets will likely take several decades. Fortunately, many of the assets in Maple Ridge are relatively new and Council has had a funding model in place, identified as Infrastructure Renewal, since 2008.</p> <p>The Infrastructure Renewal funding model provides dedicated funding each year which aims to bridge the gap between what we currently spend on infrastructure renewal and what we should be spending, in order to most efficiently manage these assets.</p>	<p>In 2019, the measure increased at a much greater rate than prior years. This fluctuation occurred due to significant investments on major infrastructure projects including: two pump stations; extensive road rehabilitation 232 St; and a new Fire Tower truck. It is expected that this measure in 2021 will be closer to that of 2018 values before continuing to increase over the long-term.</p> <p>The Financial Sustainability Plan Policy identifies dedicated annual funding increases to support the long-term viability of the City's assets.</p> <p>This Policy will be reviewed to ensure that it reflects the current business environment and pressures the City faces. In addition, a dedicated property tax increase which aims to bridge the gap between what we currently spend on infrastructure renewal and what we should be spending, will increase from 0.7% in 2021 to 1% by 2024.</p>
Growth	Engineering Referral Processing Time	<p>Average time to process rezoning application referrals to the Engineering Department.</p> <p>The reporting period for this measure is a rolling average for the past 12 months.</p>	Monitoring	<p>Applications or permits submitted to the Planning or Building departments are referred to the Engineering development group for comments on municipal servicing. Based on bylaw requirements, existing service deficiencies and required studies related to transportation, water distribution, sanitary sewer and storm water management are identified. The timely completion of this process enables development applicants to begin the design stage of the development process earlier.</p>	<p>An additional dedicated resource, a Senior Project Engineer, is proposed for 2021 to support the increasing demands on the Engineering Department and to better support applicants, with a goal to reduce the referral and review processing times.</p> <p>In addition, the department is undertaking a review of both the review and referral processes to identify efficiencies and benchmark performance against other local governments.</p>

# Attachment A – Performance Dashboard Summary

Priority	Measure Name	What we measure	Target	Why it is important to measure	Status/Actions
Growth	Business Licences Issued	<p>Number of Business Licences Issued.</p> <p>The reporting period for this measure is a total for the current year.</p>	Monitoring	The percentage of Business Licences that are renewed indicates the health of the business environment over time. If renewals decrease year to year it can be an indication that existing businesses are struggling as a result of several factors.	<p>The City will be monitoring trends in issued Business Licences to gain a depth of understanding of the buoyance of our business community and trends in sector growth.</p> <p>During 2021, the City will be undertaking the development of an Economic Development Strategy to identify key deliverables and performance indicators to measure our progress towards activating economic transformation in the community. In addition, an update to the Hotel Feasibility Study will be completed to support the attraction of accommodations including banquet and event hosting amenities.</p>
Inter-Government Relations	Competitive Grant Funding Received	<p>Dollar value of competitive, capital and operating grant funding received.</p> <p>The reporting period for this measure is a year-to-date total, updated quarterly.</p>	Monitoring	Municipalities leverage funding from other levels of government and local government agencies to undertake projects in the community. External funding supports the City to anticipate, increase the scope of and deliver community projects that increase residents' access to services and amenities.	The City continues to identify and apply for grant funding independently and, where beneficial, in collaboration with local partners.
Inter-Government Relations	Hectares of Regional Parkland	<p>Hectares of Metro Vancouver parkland in Maple Ridge.</p> <p>This measure represents a rolling total.</p>	Maintain	Regional agencies operate multiple park spaces in the community. These locations supplement the existing inventory of municipal sites, providing additional recreation opportunities for residents and attracting visitors from across the region.	The City will continue to monitor how much regionally owned and maintained park space is in Maple Ridge. Staff will also collaborate with partner agencies on the implementation of joint projects.



# Attachment A – Performance Dashboard Summary

Priority	Measure Name	What we measure	Target	Why it is important to measure	Status/Actions
Inter-Government Relations	Community Safety Officer Referrals to Social Supports	<p>Number of persons referred to social supports in the community.</p> <p>The reporting period for this measure is a year-to-date total.</p>	Monitoring	The City relies on social service agencies to connect vulnerable populations with services that support them in re-establishing themselves in the community. Community Safety Officers (CSO) can be a primary point of contact and critical link in referring individuals to service agencies.	Community Safety Officers (CSO) connect those seeking supports with community service agencies as a part of attending any call or during regular patrols. CSOs actively participate in a number of agency groups and committees to foster relationships and increase the effectiveness of referrals. The CSOs will continue to strengthen relationships with partner organizations to facilitate access to services for the community at-large.
Inter-Government Relations	Fire Service Mutual Aid Responses	<p>Number of mutual aid callouts responded to by the City's Fire Services.</p> <p>The reporting period for this measure is a rolling total for the prior 12 months.</p>	Monitoring	Maple Ridge Fire Services has committed to responding to calls for support from other jurisdictions and in areas of mutual interest, such as the Golden Ears Bridge. These agreements ensure that all jurisdictions have the resources required to respond to major events.	Fire Services will continue to respond to calls for support as identified in Mutual Aid Agreements. The commitments made in the Agreements ensures that responses are timely and well-resourced to keep residents and visitors of all communities safe.
Inter-Government Relations	Inter-municipal Business Licences	<p>Number of Inter-Municipal Business Licences issued.</p> <p>The reporting period for this measure is a year-to-date total.</p>	Monitoring	Inter-municipal Licences allow businesses to operate in more than one municipality through joint agreements between jurisdictions. The City of Maple Ridge participates in the Fraser Valley Inter-municipal Business Licence program for the benefit of local businesses.	Maple Ridge will continue to take part in and promote the Inter-Municipal Business Licence Program in conjunction with other local governments. We will be monitoring trends in issued Business Licences to gain a depth of understanding of the buoyance of our business community and trends in sector growth.



## Attachment A – Performance Dashboard Summary

<b>Priority</b>	<b>Measure Name</b>	<b>What we measure</b>	<b>Target</b>	<b>Why it is important to measure</b>	<b>Status/Actions</b>
<i>Environment</i>	Hectares of land protected and restored through covenants and through dedication to the City as park conservation lands.  The reporting period for this measure is a rolling total.	Hectares of land protected and restored through covenants and through dedication to the City as park conservation lands.  The reporting period for this measure is a rolling total.	Monitoring	By working with integrated and innovative sustainable design solutions, a balance between development and conservation can be achieved. The City seeks to provide safe, attractive, and affordable development, along with recreational opportunities and protection of highly sensitive fish and wildlife habitat.	The City supports the enhancement, restoration and protection of sensitive lands and features for environmental purposes through three permit mechanisms: Environmental Development; Soil Deposit; and Tree Cutting Permits. The amount of land dedicated as Park Conservation land or placed into a restrictive environmental covenant varies from year to year depending on the type, size, and locational characteristics of the proposed development.
<i>Environment</i>	Area of Maple Ridge Covered by Tree Canopy	Tree canopy cover as a percentage of total land area.  The reporting period for this measure is January to December of the reporting year.	>40%	Maple Ridge is in the advantageous position of having an abundance of green infrastructure. However, long-term preservation of natural assets involves continued management. The City's Environmental Management Strategy identifies targeted actions that support the enduring viability of community health, environmental, and energy benefits realized from urban forestry. Success of tree cover % for the City will be dependent on tree retention and replacement on both public and private lands.	The City regulates the retention and replacement of trees on new developable lands through the Tree Protection and Management Bylaw, endorsed as part of the Environmental Management Strategy.  In coordination with the Environmental Advisory Committee of Council, the City is also currently undertaking a review of the community green infrastructure assets. This review includes the inventory and evaluation of natural assets such as trees to determine the numerous benefits, services, and cost savings they provide to the community on an annual basis and over longer periods.

# Attachment A – Performance Dashboard Summary

Priority	Measure Name	What we measure	Target	Why it is important to measure	Status/Actions
Environment	Corporate GHG Emissions	<p>Tonnes of Co2E produced annually through municipal operations.</p> <p>The reporting period for this measure is January to December of the prior year.</p>	1,549	<p>The City is responsible for many of the regulations and guidelines for managing land use, water, waste and other municipal services as well as the infrastructure required to provide these services. As a result, the City recognizes the large role it plays in our community's impact on the environment.</p> <p>Greenhouse Gas Emissions (GHGs) are produced through the operation of vehicles, equipment, amenities and facilities. Every year the City engages in different activities to reduce its carbon footprint, from converting to zero emissions vehicles to installing LED street lighting. Tracking the impact of these efforts on GHG creation is valuable for identifying the City's contribution and efforts in reducing community greenhouse gas production.</p>	<p>Due to COVID-19, local governments were not required to report corporate greenhouse gas emissions in 2019. Maple Ridge, however, continued to report updated emissions data for its City operations, which did meet the annual targeted reduction. This reduction was achieved, in part, by utilizing carbon credits allocated by the region for diverting green materials from the landfill.</p> <p>In 2021, the City will complete Phase 2 of the LED street lighting conversion project which aims to reduce the energy consumption of street lights. Additional actions will be identified as part of the recommendations of the GHG reduction report.</p>
Environment	Community GHG Emissions	<p>Tonnes of Co2E produced annually through community transportation, waste and building operations.</p> <p>The reporting period for this measure is January to December of the reporting year.</p>	245,392	<p>The Official Community Plan targets a reduction of 33% of community-wide greenhouse gas emissions by 2020. Tracking the amount of community GHGs indicates where we are on the path to achieving the reduction.</p> <p>Reporting on this metric is complicated due to a gap in community reporting by the Province of BC. City staff are currently using the available data to estimate the annual GHG production for buildings, transportation and waste since 2012.</p>	<p>Tracking community greenhouse gas emissions continues to be challenging due to the lack of available data. The City has historically relied on the Province's publication of the Community Energy and Emissions Inventory. However, the most recent inventory was reported in 2012. Staff have sourced community energy and building data up to 2017, yet that is only two-thirds of the data required to complete the picture of community greenhouse gas emissions. Efforts continue to be made to source the outstanding data.</p> <p>In 2020, Metro Vancouver adopted new GHG targets for the region. The City is undertaking a consultation process on the adoption of updated targets that align with those of the region. Coinciding with this work, staff will be bringing forward a report featuring recommended actions that the City can take to reduce the community generation of greenhouse gas emissions.</p>



# Attachment A – Performance Dashboard Summary

Priority	Measure Name	What we measure	Target	Why it is important to measure	Status/Actions
Environment	Carbon Emissions Avoided by EV Charging	<p>Tonnes of vehicle Co2E avoided through EV charging station usage.</p> <p>The reporting period for this measure is a year-to-date total, updated quarterly.</p>	30	A byproduct of the use of fossil fuels is the creation of Greenhouse Gas emissions, which have a negative environmental impact. Electricity generation in British Columbia has a much lower GHG impact than fuel use. Therefore, replacing fuel consumption with electricity use has a much smaller environmental impact. Supporting the adoption of electric and hybrid vehicles supports a reduction in community greenhouse gas emissions.	The City's electric vehicle infrastructure experienced increased usage over prior years' levels in 2020. To further support the adoption of zero and low-emissions vehicles, the City is exploring opportunities to expand the charging network in partnership with BC Hydro and other funding sources.
Environment	Diverted Household Waste	<p>Average kilograms of household waste per home diverted from land fill.</p> <p>The reporting period for this measure is January to December of the prior year.</p>	450 kg	Priority must be given to the first two R's (reduce and reuse) as the best long-term method to achieve our goal. Together with recycling efforts, a reduction in tonnage will reflect a change in behaviour as residents make choices that are better for the environment. 36% of the waste stream is organics (yard and garden waste, wood and food waste). The Integrated Solid Waste and Resource Management Plan includes goals such as reducing the waste we each generate and aspiring to recycle 80% of the region's waste by 2020. Currently about 61% of our garbage is recycled.	<p>Educating the public remains the most effective method of increasing waste diversion. In-school and outreach programs have continued through 2020 and will be undertaken in 2021</p> <p>In addition to regular programs, a Hazardous Household Waste roundup day was hosted for the first time. This very successful event had 600 vehicles pre-register to drop off hazardous materials. Another event is planned for 2021.</p>
Pride	Community Volunteers	<p>Number of community volunteers for Aquatics, Culture, Youth Mentorship, Emergency Program and Police Services.</p> <p>The reporting period for this measure is a year-to-date total, updated quarterly.</p>	Monitoring	The City and its partners offer many opportunities for citizens to engage in positive activities with their community. Volunteers are relied upon to operate key social and recreational services to the residents of Maple Ridge.	COVID-19 has reduced the City's ability to provide opportunities for community members to engage in volunteer activities in 2020. In particular, the Ambassador Program that was planned as part of the Community Social Safety Initiative was put on hold until such time that protocols could be put in place to mitigate the exposure risks for volunteers. Following the direction of the Public Health Officer, the new program will be introduced in 2021 in addition to the resumption of existing opportunities.

# Attachment A – Performance Dashboard Summary

Priority	Measure Name	What we measure	Target	Why it is important to measure	Status/Actions
Pride	Public Engagement on Municipal and Public Development Projects	<p>Number of people who provide public consultation feedback and number of comments for public hearings, open houses and broad consultation projects.</p> <p>The reporting period for this measure is a year-to-date total, updated quarterly.</p>	Monitoring	<p>Public consultation is a cornerstone for an engaged community. Tracking the number of participants in consultation processes over the course of a year is a broad indicator of citizen engagement in municipal initiatives.</p> <p>Participation in the Citizen Survey that is conducted every four years is not included in this metric. By excluding this data we are able to better track trends over time by not considering the significant increases in participation numbers that result from the survey.</p>	<p>In 2019, the City reverted to various forms of virtual and digital engagement to ensure that public consultation opportunities remained available despite the COVID-19 pandemic. In person engagement will resume when safe to do so. Having said that, given the success and broad reach of virtual and digital participation, the City will continue with a hybrid approach going forward.</p>
Pride	City-Supported Community Events	<p>Number of City-supported community events.</p> <p>The reporting period for this measure is a year-to-date total, updated quarterly.</p>	Monitoring	<p>Tracking the number of events held in the community is an indicator of the vibrancy of the community. The City supports many events in and around the community on an annual basis.</p>	<p>The COVID-19 pandemic has had a significant impact on the number of events hosted by and in partnership with the City due to limitations set by the Provincial Health Order (PHO) on gatherings and special events. While some events shifted online and others with reduced numbers, there were fewer total celebrations in 2020.</p> <p>A positive impact of the online content is the increased access to these events by thousands of viewers in Maple Ridge and around the country.</p> <p>As we look forward to 2021, the City will continue to support online and COVID-safe festivals and special events in Maple Ridge.</p>



# Attachment A – Performance Dashboard Summary

Priority	Measure Name	What we measure	Target	Why it is important to measure	Status/Actions
Pride	Arts, Heritage and Festival Grants	<p>Number of unique organizations supported by culture grants.</p> <p>The reporting period for this measure is a year-to-date total, updated quarterly.</p>	70	Community groups rely on external funding to deliver cultural programming to the residents of Maple Ridge. Programs that are aligned with the City's Cultural Plan are supported to deliver municipally-aligned services. Increasing the number of groups supported translates to more diverse opportunities for artistic expression offered in the community.	<p>A significant decrease in awarded community grants occurred in 2020, mostly due to the restrictions around COVID-19. While the pandemic will remain a challenge in 2021, local organizations will continue to be able to access funding and support within PHO parameters to enhance the vibrancy of the community.</p> <p>Staff are researching best practices and reviewing potential updates to the grant program streams to respond to Public Health Order (PHO) requirements.</p>
Pride	Maintained Park Land per 1,000 Population	<p>Hectares of Maintained Park Land per 1,000 Population.</p> <p>This measure is a rolling total.</p>	Monitoring	<p>As Maple Ridge continues to grow, it is important to ensure that adequate parkland is available to the increasing population for active and passive use, to bolster healthy living, connection with nature and outdoor recreation opportunities. For this reason, the measure is valued on a per capita basis.</p> <p>From an environmental perspective, parkland helps control air pollution, returns oxygen to the atmosphere, helps cool the city (shade), controls storm water runoff, provides habitat for wildlife, and aids biodiversity.</p>	<p>In 2020, Beckett Park was constructed and opened for public use.</p> <p>Looking to 2021, additional greenbelt areas will be acquired and construction will begin on the Silver Valley Gathering Place and Youth Action amenities as well as a new neighbourhood park in the Albion area at 241 A Street and 112 Avenue. The public consultation results from the Thornhill Trails Study will be used to determine next steps for the trail system and recreational opportunities at Thornhill.</p>
Pride	Public Art Installations	<p>Number of public art installations.</p> <p>This measure is a rolling total.</p>	Monitoring	Public art beautifies the community and increases points of pride at key locations within the city. Public art also serves to honour local heritage, history and places of interest.	Five new art installations were completed in 2020 for a total of 25 works in the public art collection. Four new installations are planned for 2021. The Public Art Steering Committee will continue to support the Public Art Program, which aims to strengthen community identity and culture by developing "spirit of place" through the commissioning, collecting, and incorporation of unique works of art.





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## City of Maple Ridge

**TO:** His Worship Mayor Michael Morden  
and Members of Council  
**FROM:** Chief Administrative Officer  
**SUBJECT:** Maple Ridge Council Procedure Bylaw No. 7700-2021

**MEETING DATE:** January 26, 2021  
**FILE NO:** 0530-01  
**MEETING:** Council Workshop

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### EXECUTIVE SUMMARY:

The attached report is scheduled to be on the February 9, 2021 Council Meeting agenda for discussion and consideration of the recommendation. The Council Workshop forum provides an extended opportunity for Council to seek additional information if required, prior to decision-making.

### RECOMMENDATION:

That the attachment to the January 26, 2021 Council Workshop report titled "*Maple Ridge Council Procedure Bylaw No. 7700-2021*" be forwarded to the Council Meeting on February 9, 2021.

Approved by: Corporate Officer

### Attachment:

- **Maple Ridge Council Procedure Bylaw No. 7700-2021**
  - Staff report dated January 26, 2021

## City of Maple Ridge

**TO:** His Worship Mayor Michael Morden  
and Members of Council

**MEETING DATE:** February 9, 2021  
**FILE NO:** 0530-01

**FROM:** Chief Administrative Officer

**MEETING:** Council

**SUBJECT:** Maple Ridge Council Procedure Bylaw No. 7700-2021

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### EXECUTIVE SUMMARY:

The current consolidated version of the Council Procedure Bylaw was reviewed by this Council in November 2018. From time to time procedural Bylaws need to be reviewed in order to comply with changes in legislation, City practices and to consider provisions that emanate from other jurisdictions, which may be relevant to the City.

### RECOMMENDATION:

That staff be directed to provide notice in accordance with the *Community Charter*;

That Council Procedure Bylaw No. 7700-2021 be read a first, second and third time.

### DISCUSSION:

#### a) Background Context:

Since the adoption of the City's current Council Procedure Bylaw no amendments have been made. Through discussions with City staff, and staff in other jurisdictions, it was deemed a review of the Bylaw and possible updates were necessary. There are a few substantive changes which are addressed in this report. For simplification purposes staff have developed a new Bylaw in place of the current consolidated bylaw which has been in existence since 2007.

Key changes, other than minor housekeeping amendments, incorporated into the new Council Procedure Bylaw include:

1. New template as per the Province of BC;
2. Included new definitions:
  - a. "Acting Mayor";
  - b. "Chair";
  - c. "City Hall";
  - d. "Councillor";

- e. "Inaugural meeting";
  - f. "Motion";
  - g. "Point of information";
  - h. "Point of order";
  - i. "Question";
  - j. "Quorum";
  - k. "Resolution";
  - l. "Tabled".
- 
- 3. New subsections (2) and (3) added under "Application of Rules of Procedure";
  - 4. New section "Public Notice Posting Place" added;
  - 5. New subsection (2) added under "Inaugural Meeting";
  - 6. New section "Time and Location of Meetings" – previously under Part 2, section 8;
  - 7. New section "Other meetings of Council" added;
  - 8. Expanded "Electronic Meetings" to meet current standards;
  - 9. New section "Public Hearings" added;
  - 10. Expanded Part 3 "Designation of Member to Act in Place of Mayor";
  - 11. New section "Application of Rules in this Part to Other Bodies" added;
  - 12. New section "Attendance of Public at Meetings" added;
  - 13. Updated "Meeting Minutes" – previously Minutes of Council Meetings – and expanded;
  - 14. Updated "Order of Proceedings and Business";
  - 15. New section "Consent Agenda Items";
  - 16. Expanded "Public Question Period";
  - 17. New section "Late Items" added;
  - 18. New section "Delegations" added;
  - 19. New section "Petitions" added;
  - 20. Expanded "Points of Order";
  - 21. Combined and expanded "Conduct and Debate";
  - 22. Expanded "Motions Generally";
  - 23. New section "Notice of Motion Process" added;
  - 24. New section "Motion to Commit" added;
  - 25. New section "Motion for the Main Question" added;
  - 26. Expanded "Amendments Generally";
  - 27. Expanded "Reconsideration by Council Member";
  - 28. New section "Privilege" added;
  - 29. New section "Reports from Committees";
  - 30. New section "Adjournment" added;
  - 31. Expanded "Part 5 – Bylaws";
  - 32. New part "Part 6 – Resolutions" added;
  - 33. Expanded "Part 7 – Committee of the Whole";
  - 34. Expanded "Part 8 – Committees".

## CONCLUSION:

From time to time Bylaws require review and updated to reflect legislative changes, City Practices and reflect required changes based on circumstances in local government. The proposed Council Procedure bylaw reflects these changes. Staff recommend that Council approve the proposed Council Procedure Bylaw.



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Prepared by: **Stephanie Nichols**  
**Corporate Officer**



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Concurrence: **Al Horsman**  
**Chief Administrative Officer**

## Attachments:

- (A) Proposed Council Procedure Bylaw No. 7700-2021
- (B) Maple Ridge Council Procedure Bylaw No. 6472-2007 (consolidated)
- (C) Procedure Bylaw Guide: For B.C.'s Local Governments (LGMA / Ministry of Municipal Affairs)

The City of Maple Ridge  
Council Procedure Bylaw  
Bylaw No. 7700-2021

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The Corporation of the City of Maple Ridge

Bylaw No. 7700-2021

*A Bylaw to regulate the proceedings of Council, Council Meetings and  
other Council reporting bodies*

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WHEREAS pursuant to the *Community Charter*, Council must, by bylaw, establish general procedures to be followed by Council and committees in conducting their business;

NOW THEREFORE BE IT RESOLVED THAT the Municipal Council of the City of Maple Ridge, in open meeting assembled ENACTS AS FOLLOWS:

**PART 1 – INTRODUCTION**

**1. Title**

(1) This Bylaw may be cited as the "Maple Ridge Council Procedure Bylaw No. 7700-2021".

**2. Repeal**

(1) Maple Ridge Council Procedure Bylaw No. 6472-2007 and all amendments thereto are hereby repealed upon adoption of this bylaw.

**3. Definitions**

(1) In this Bylaw,

"Acting Mayor" the Council member responsible for acting in the place of the Mayor when the Mayor is absent or otherwise unable to act or when the office of the Mayor is vacant;

"Agenda" is the list of items and order of business for any meeting of Council or its Committees;

"Chair" means the Mayor, Acting Mayor or presiding officer appointed under the *Community Charter* or this Bylaw, who is chairing a meeting;

"City" means the Corporation of the City of Maple Ridge;

"City Hall" means Maple Ridge City Hall located at 11995 Haney Place, Maple Ridge, British Columbia;

"City Website" means the information resource found at an internet address provided by the City, the current home landing page located at [www.mapleridge.ca](http://www.mapleridge.ca);

"Commission" means a municipal commission established under s.143 of the *Community Charter*;

"Committee" means a Select or Standing committee of Council, a Commission, an Authority, an Advisory committee, a Board and any other committee established by Council or authorized by statute and includes the Committee of the Whole, whether or not the word is capitalized;

“Committee of the Whole” [CoW] is a committee of all members of Council established to consider but not to decide on matters of the City’s business with its primary purpose being the initial review of information to ensure Council can debate and vote on issues at a future Council Meeting;

“Corporate Officer” [City Clerk] means the municipal employee appointed as Corporate Officer to carry out duties as defined in section 148 of the *Community Charter* or a designate;

“Council” means the Council of the City of Maple Ridge;

“Council Meeting” means any gathering to which members of Council have been invited, whereby quorum is obtained, at which discussion could be seen to be making decisions or moving towards making decisions, and is a material part of council’s decision-making process.

“Councillor” means a member of Council other than the Mayor;

“Council Workshop” means a Council meeting which primary purpose is the review and discussion of policies and other matters of interest to Council;

“Inaugural Meeting” means the meeting at which members elected at the most recent general local election are sworn in;

“Mayor” means the duly elected Mayor of the City of Maple Ridge;

“Member” means the Mayor or a Councillor in relation to Council, or an appointed individual of a committee or commission, in relation to a committee or commission;

“Motion” means a formal proposal made by a Member at a meeting of Council or committee that directs an approval or a specified course of action (see also Resolution);

“Point of information” means the procedure pursuant to which a member may raise their hand and ask the Chair to require further information on the subject being debated;

“Point of order” means a procedure by which a member interrupts another speaker to ask the Chair to rule on a procedural matter immediately;

“Public Notice Posting Place” for the purpose of giving notices under section 94 of the *Community Charter*, means:

- (1) the public notice posting place is the window in the west entrance to the lobby of the City Hall; and
- (2) the City Website, in so far as no disruption of electronic access occurs.

“Question” means the subject matter of a motion except where referring to public question period;

“Quorum” means:

- (1) In the case of Council members, a majority of the number of members of which the council consists under the *Community Charter*; and
- (2) In the case of a committee or other body, a majority of the voting members appointed.

“Resolution” means a formal determination made by Council or Committee that approves or orders a specified course of action (see also Motion);

"Tabled" means to lay on the table whereby an item will be dealt with within the current meeting or on next meeting agenda as unfinished business.

#### 4. Incorporation of Definitions

- (1) Unless otherwise defined in this Bylaw, the definitions used in the Community Charter and the *Local Government Act* and the *Interpretation Act* apply to this Bylaw.

#### 5. Application of Rules of Procedure

- (1) The provisions of this Bylaw govern the proceedings of Council Workshop, Regular Council, Committee of the Whole, Closed Council, and all standing and select committees of Council, as applicable.
- (2) In cases not provided for under this Bylaw, the then most current version of Robert's Rules of Order applies to the proceedings of Council, Committee of the Whole, and Council committees to the extent that those Rules are:
  - (a) applicable in the circumstances; and
  - (b) not inconsistent with provisions of this Bylaw or the *Community Charter*.
- (3) The rules of procedure contained in this bylaw except those that are governed by statutory provisions may be temporarily suspended by two-thirds vote of all members present.

#### 6. Public Notice Posting Place

- (1) For the purpose of giving notices under section 94 of the *Community Charter*, the public notice posting place is the window in the west entrance to the lobby of the City Hall and on the City's website.

### PART 2 – COUNCIL MEETINGS

#### 7. Inaugural Meeting

- (1) Following a general local election, the first meeting of Council must be held within the first ten (10) days of November in accordance with section 124(2)(g) of the *Community Charter* in the year of the general local election.
- (2) If a quorum of council members elected at the general local election has not taken office by the date of the meeting referred to in subsection (1), the first Council meeting must be called by the Corporate Officer and held as soon as reasonably possible after a quorum has taken office.

## 8. Time and Location of Meetings

- (1) All Council meetings must take place within City Hall except when Council resolves to hold meetings elsewhere. Except in the case of a meeting outside of City boundaries, Council may pass the resolution to hold a meeting outside of City Hall at the commencement of that meeting.
- (2) Council must establish prior to December 31, by resolution, a schedule of Regular Meetings. The Regular Council meetings will typically:
  - (a) be held on the second and fourth Tuesday of each month unless otherwise scheduled by Council resolution; and,
  - (b) begin at 7:00 pm.
- (3) Other Meetings of Council:
  - (a) Committee of the Whole will be held on the first and third Tuesday of each month and will begin at 1:30 pm; and
  - (b) Council Workshop will be held on the second and fourth Tuesday of each month and will begin at 11:00 am.
- (4) Rescheduling/Changing Meetings of Council:

Council may by resolution:

  - (a) reschedule or cancel meetings;
  - (b) change the time or location for holding meetings;
  - (c) recess for a short period with a statement of approximate time a meeting will be reconvened; and,
  - (d) call an additional meeting(s) at the time and place stipulated in the Council resolution.

The Corporate Officer may, in accordance with the Mayor and the Chief Administrative Officer or by a resolution of Council, cancel, postpone, or reschedule any meeting of Council, and establish a different day, time or place for that meeting.

## 9. Notice of Council Meetings

- (1) In accordance with section 127 of the *Community Charter [notice of council meetings]*, Council must make available, annually on or before December 31 a schedule of the dates, times and places of regular Council meetings and must make the schedule available to the public in accordance with section 94 of the Community Charter, and by posting it at the Public Notice Posting Places.
- (2) Where revisions are necessary to the annual schedule of regular Council meetings, the Corporate Officer must, as soon as possible, post a notice at the Public Notice Posting Places which indicates any revisions to the date, time and place or cancellation of a regular Council meeting.
- (3) The Corporate Officer must give public notice of a cancelled or rescheduled meeting in respect of which Council has resolved to exclude the public.



## 10. Calling and Notice of Special Council Meetings

- (1) The Mayor may call a special Council Meeting at any time by sending a written notice of the date, time, place and nature of the meeting to all Council members and to the Corporate Officer.
- (2) Two or more Council Members may, in writing, request that the Mayor call a Special Council Meeting.
- (3) Two or more Council Members may call a Special Council Meeting by sending a Special Council Meeting Notice to all Council Members and to the Corporate Officer if:
  - (a) within 24 hours after receiving a request pursuant to Section 10(2), the Mayor has not made arrangements for a Special Council Meeting to be held within the next 7 days; or
  - (b) the Mayor and the Acting Mayor are absent or otherwise unable to call a Special Council Meeting.
- (4) Except where notice of a special meeting is waived by unanimous vote of all council members under section 127(4) of the *Community Charter*, a notice of the date, hour, and place of a special Council meeting must be given at least 24 hours before the time of meeting, by:
  - (a) posting a copy of the notice at the Public Notice Posting Places and on the City's website; and
  - (b) leaving one copy of the notice for each Council member in the Council member's mailbox at City Hall or providing an electronic copy for each member.
- (5) The notice under subsection (4) must describe in general terms the purpose of the meeting and be signed by the Corporate Officer or designate.
- (6) Before the time of a special Council meeting, the person or persons calling the meeting may by notice:
  - (a) cancel the meeting; or
  - (b) postpone the meeting and reschedule it to a different day and time.

## 11. Electronic Meeting Participation by Council Members

- (1) A Council member who is unable to attend a meeting of Council in person may participate in the meeting by electronic or other communication facilities if:
  - (a) the facilities enable the other members of Council to hear and be heard by the Council Members; and
  - (b) except for any part of the Council meeting that is closed to the public, the facilities enable the public to hear, or watch and hear, the Council member.
- (2) The member presiding as Chair at a meeting must not participate electronically and must be present in person at the place where the public may attend to hear, or watch and hear the meeting. The Corporate Officer must also be present in person.

- (3) If a member of Council participates in a meeting of Council by electronic or other communication facilities:
  - (a) the Chair shall advise Council when members join the meeting;
  - (b) the Member shall advise when they leave the meeting and shall state the reason why if associated with an item up for discussion; and
  - (c) the Chair shall repeat the results of each vote, including the names of Council members voting in favour and opposition, immediately following each vote.
- (4) Members participating in a Closed Council meeting electronically are required to verbally acknowledge that they are in a secure area where no one else can hear them and that they will maintain that confidentiality for the duration of the meeting;
  - (a) the verbal acknowledgement will be recorded in the minutes of the Closed Council meeting.
- (5) In the case of an interruption in the communication link to the member(s) participating electronically, Council will recess to a maximum of 15 minutes until it is determined whether or not the link can be re-established. If communications are not re-established, the meeting will resume without the electronic participant(s) as long as there is quorum present.

## 12. Public Hearings

- (1) Public Hearing will be held on the third Tuesday of each month (unless stated in the current Council Meeting Schedule published before December 31 each year) and will begin at 7:00 pm.
- (2) Public Hearings are to be held in Council Chambers except when the scope of a Public Hearing may warrant holding it in a larger location.
- (3) Public Hearings must be held after the after second reading of a bylaw and before third reading.
- (4) More than one bylaw may be included in a Notice of Public Hearing and more than one bylaw may be considered at a Public Hearing.
- (5) A written report of each Public Hearing item containing a summary of the nature of the representations respecting the bylaw that were made at the Public Hearing, must be prepared and maintained as a public record.
- (6) A report must be signed by the Mayor, or designate, and be certified as being fair and accurate by the Corporate Officer or delegate.
- (7) A Public Hearing may be adjourned and no further notice of the hearing is necessary if a time and place for the resumption of the hearing is stated to those present at the time that the hearing is adjourned.
- (8) Despite Section 135(3) of the *Community Charter* [at least one day between third reading and adoption] a Council may adopt an official community plan or zoning bylaw at the same meeting at which the bylaw(s) passed third reading.

## PART 3 - DESIGNATION OF MEMBER TO ACT IN PLACE OF MAYOR

### 13. Acting Mayor

- (1) Annually, in November, Council must from amongst all its members designate Councillors to serve on a rotating basis as the member responsible for acting in the place of the Mayor when the Mayor is absent or otherwise unable to act or when the office of the Mayor is vacant.
- (2) The Acting Mayor shall chair the Committee of the Whole meeting.
- (3) Should the Acting Mayor be absent or 15 minutes late at the start of the meeting the next member in line for Acting Mayor will preside.
- (4) Each Councillor designated under this section must fulfill the responsibilities of the Mayor in his or her absence.
- (5) The member designated under this section has the same powers and duties as the Mayor in relation to the applicable matter.

## PART 4 – COUNCIL PROCEEDINGS

### 14. *Community Charter* Provisions

- (1) Matters pertaining to Council proceedings are governed by the *Community Charter*.

### 15. Application of Rules in This Part to Other Bodies

- (1) In addition to applying to Council meetings, this Part also applies to meetings of the following (note: other Parts of this Bylaw may also apply to these bodies as applicable):
  - (a) Committee of the Whole (CoW);
  - (b) Standing committees;
  - (c) Select committees;
  - (d) An advisory body established by Council;
  - (e) A municipal commission;
  - (f) A body that under the *Community Charter* or other Act may exercise the powers of the City or Council;
  - (g) The Parcel Tax Roll Review Panel; and
  - (h) A body prescribed by Provincial Regulation.

### 16. Attendance of Public at Meetings

- (1) Except where the provisions of section 90 of the *Community Charter* [*meetings that may or must be closed to the public*] apply, all Council meetings must be open to the public.
- (2) Before closing a Council meeting or part of a Council meeting to the public, Council must pass a resolution in a public meeting in accordance with section 92 of the *Community Charter* [*requirements before Council meeting is closed*], which includes the reason for the closed meeting as described in section 90 of the *Community Charter*.
- (3) The Mayor or the Councillor designated as the member responsible for acting in the place of the Mayor under section 13 may expel or exclude from a Council meeting a person in accordance with section 33.

## **17. Attendance at Closed Meetings**

- (1) Council may allow City staff to attend, or may choose to exclude them from attending closed meetings, as it considers appropriate.
- (2) Council may allow a person other than a City staff to attend closed meetings, if Council considers it necessary and if the person already has knowledge of confidential information or is a lawyer attending to provide legal advice in relation to the matter.
- (3) The minutes of closed meetings must record the names of all persons in attendance and when they entered and left the meeting.

## **18. Resolution Required Before Closed Meeting**

- (1) Before a closed meeting is held, Council must state by resolution passed in a public meeting, the fact that the meeting or part thereof is to be closed, and the basis under the applicable sections of the *Community Charter* under which the meeting or part thereof is to be closed.
- (2) Notice of a special Council meeting may be waived by unanimous vote of all council members.

## **19. Closed Meetings and Bylaws**

- (1) Council must not vote on the reading or adoption of a bylaw at a closed meeting.

## **20. Confidentiality**

- (1) All Members must keep in confidence information that was considered, or is scheduled to be considered, at any closed meeting, until and unless Council by resolution agrees to make the confidential information available to the public.

## **21. Meeting Minutes**

- (1) Minutes of the proceedings of Council must be:
  - (a) legibly recorded;
  - (b) certified as correct by the Corporate Officer; and
  - (c) signed by the Mayor or other member presiding at the meeting.
- (2) The minutes of previous meetings, by resolution of Council, shall be adopted.
- (3) Subject to subsection 19(3), and in accordance with section 97(1)(b) of the *Community Charter* [other records to which public access must be provided] minutes of the proceedings of Council must be open for public inspection at City Hall during its regular office hours.
- (4) Subsection 21(4) does not apply to minutes of a Council meeting or that part of a Council meeting from which persons were excluded under section 90 of the *Community Charter* [meetings that may be closed to the public].

## **22. Calling Meeting to Order**

- (1) As soon as possible after the time specified for the commencement of a Council meeting, if there is a quorum present:
  - (a) The Mayor, if present, must take the Chair and call the meeting to order; or
  - (b) If the Mayor is absent, the Acting Mayor must be the Chair and call the meeting to order.
- (2) If a quorum of Council is present but neither the Mayor nor the Acting Mayor are present at the time at which the meeting is scheduled to begin:
  - (a) the Corporate Officer must call to order the members present, and
  - (b) by resolution the Council members present must choose a member to preside for that meeting until the Mayor or Acting Mayor arrives.

## **23. Adjourning Meeting Where No Quorum**

- (1) If there is no quorum of Council present within 15 minutes of the scheduled time for a Council meeting, the Corporate Officer must:
  - (a) record the names of the members present, and those absent; and
  - (b) adjourn the meeting until the next scheduled meeting.
- (2) If a quorum of Council is lost during a meeting the Clerk must record the names of the Members present and those absent, and temporarily adjourn the meeting until a quorum is present. If a quorum does not reconvene within 15 minutes, the Clerk must proceed in accordance with section 23(1).

## **24. Agenda**

- (1) Prior to each Council meeting, the Corporate Officer must prepare an agenda setting out all the items for consideration at that meeting, noting in short form a summary for each item on the agenda.
- (2) Business at a Council meeting must in all cases be taken up in the order in which it is listed in section 25, unless otherwise resolved by Council.
- (3) The deadline for complete submissions to the Corporate Officer of items for inclusion on the Council meeting agenda must be received in accordance with the "Council Meeting Deadlines" as published by the Corporate Officer annually.
- (4) Late items will only be added to the agenda with the approval of the Chief Administrative Officer.
- (5) The Corporate Officer must make the agenda available to the members of Council and the public on the Friday prior to the meeting.



## 25. Order of Proceedings and Business

- (1) The agenda for all regular Council meetings contains the following matters in the order in which they are listed below, however, where appropriate for timing or other reasons, Council may by resolution, determine an alternative order or variation in the agenda:
  - a. Call to Order;
  - b. Amendments to the Agenda;
  - c. Approval of Agenda;
  - d. Adoption of Minutes;
  - e. Presentations at the Request of Council;
  - f. Delegations;
  - g. Items on Consent;
  - h. Unfinished Business;
  - i. Bylaws;
  - j. Committee Reports and Recommendations;
  - k. Staff Reports;
  - l. Other Matters Deemed Expedient;
  - m. Public Question Period;
  - n. Mayor and Councillor Reports<sup>1</sup>;
  - o. Notices of Motions and Matters for Introduction at Future Meetings;
  - p. Adjournment.

## 26. Consent Agenda Items

- (1) Items listed under "Items on Consent" are considered for approval in one motion, unless a Member of Council wishes to debate an item and requests that it be excluded. The rule of order establishing a consent agenda provides that consent agenda items may be considered in total and without debate or amendment.
- (2) Once moved and seconded, if any member may request that an item be removed from the consent agenda and discussed and decided separately, the balance of the items would be voted on together for approval.
- (3) If an item is excluded from the "Items on Consent", the item will be considered as an agenda item under the appropriate section at the discretion of the Corporate Officer and without resolution, to discuss such items in more detail or to provide motion on the item(s) excluded. Each item removed from the Consent Agenda will be debated and voted on by Council separately.
- (4) Items will be listed in the Consent Agenda section that, in the opinion of the Chief Administrative Officer and/or Corporate Officer, require little or no discussion.

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<sup>1</sup> Mayor and Councillor reports will not be recorded into the Minutes.

## 27. Public Question Period

- (1) At the end of Council business, the public will be afforded an opportunity to address Council.
- (2) The format must be restricted to questions with respect to items that are on the current agenda.
- (3) Each question must be limited to two (2) minutes, with a total of 15 minutes per Public Question Period. Public Question Period may be extended with approval of Council through an affirmative vote.

## 28. Late Items

- (1) An item of business not included on the Agenda must not be considered at a Council meeting unless introduction of the late item is approved by Council resolution at the time allocated on the Agenda for such matters [see Notice of Motion Process].
- (2) The member must, when making the request, inform the Council of the general nature of the business and the reason for urgent consideration.
- (3) If the Council makes a resolution under section 29(1), information pertaining to late items must be distributed to the members and to the public as soon as possible.

## 29. Voting at Meetings

- (1) The following procedures apply to voting at Council meetings:
  - (a) When debate on a matter is closed the presiding member must put the matter to a vote of Council members;
  - (b) when the Council is ready to vote, the presiding member must put the matter to a vote by stating something similar to:  
"All those in favour raise your hands." and then "All those opposed raise your hands."
  - (c) when the presiding member is putting the matter to a vote under paragraphs (a) and (b) a member must not:
    - (i) cross or leave the room, unless excused as a result of not being entitled to vote under the *Community Charter* or if excused by Council;
    - (ii) make a noise or other disturbance; or
    - (iii) interrupt the voting procedure under paragraph (b) unless the interrupting member is raising a point of order.
  - (d) if requested by a member, Council must vote separately on each distinct part of a motion that is under consideration;
  - (e) after the presiding member finally puts the question to a vote under paragraph (b), a member must not speak to the question or make a motion concerning it, except to move to postpone to a certain time or postpone indefinitely, or to refer the item back to staff which will supersede the main motion and must be voted on first;

- (f) the presiding member's decision about whether a question has been finally put is conclusive;
- (g) whenever a vote of Council on a matter is taken, each member present must signify their vote by raising their hand. Failure for a member to raise their hand in favour or opposed, abstaining from voting, is considered to be a vote in favour (affirmative);
- (h) if the votes of the members present at a council meeting at the time of the vote are equal for and against a motion, the motion is defeated;
- (i) the presiding member must declare the result of the voting by stating that the question is decided in either the affirmative or the negative and the result will be recorded in the Minutes as "CARRIED UNANIMOUSLY", "CARRIED" or "DEFEATED" as circumstances dictate;
- (j) the names of those who vote negative, against a question, shall be entered into the Minutes;
- (k) the names of those who are in attendance at the meeting but absent at the time of the vote on a matter shall be entered into the Minutes.

### 30. Delegations

- (1) Delegations or persons wishing to appear before Council shall adhere to the most current "Council Meetings Delegation Policy No. 3.14".

### 31. Petitions

- (1) Petition requests must adhere to the most current version of the "Petitions to Council Policy No. 3.13".

### 32. Points of Order

- (1) Without limiting the Chair's duty under the Community Charter, a Member may raise a Point of Order at any time.
- (2) When a Point of Order is raised, the Chair must:
  - (a) interrupt a matter of consideration on the agenda;
  - (b) interrupt a Member who had been speaking, until the Point of Order is ruled upon;
  - (c) ask the Member raising the Point of Order to state the substance of and the basis for the Point of Order; and
  - (d) rule on the Point of Order without debate.
- (3) The Member who raised the Point of Order:
  - (a) must, upon request by the Chair, state the substance of and the basis for the Point of Order; and
  - (b) may, once the Chair has ruled on the Point of Order, appeal the Chair's ruling. If the ruling of the Chair is appealed, the Chair must put the appeal to a vote, pursuant to the Community Charter.

- (4) If a Member puts a question to the Chair regarding any matter connected to the affairs of Council or the City, the Chair may respond, or may:
  - (a) require the Member to put the question in writing; and
  - (b) take the question on notice and respond during the next regular meeting.

### 33. Conduct and Debate

- (1) Each member of Council is required to adhere to the most recent version of the Council Conduct Bylaw.
- (2) Members wishing to speak shall be recognized by the presiding member in the order in which the members indicate their request, preference being given to the mover and to the seconder should either or both wish to speak. If more than one member speaks the presiding member must call on the member who, in the presiding member's opinion, first spoke.
- (3) Members are addressed, as appropriate, in the following manner: the Mayor as Your Worship; a presiding member who is not the Mayor as Chair; and a Councillor as Councillor (here use the surname).
- (4) A member wishing to speak for the purpose of speaking directly and concisely on the matter under debate, may do so after being recognized by the presiding member:
  - (a) the first time on the matter for up to 5 minutes;
  - (b) for up to 3 minutes the second time; and
  - (c) for up to an additional 2 minutes to speak to any amendment;however, the presiding member may extend the speaking time where deemed necessary, or Council may do so by motion.
- (5) No member must interrupt a member who is speaking except to raise a point of order.
- (6) Members who are called to order by the presiding member
  - (a) must immediately stop speaking;
  - (b) may explain their position on the point of order; and
  - (c) may appeal to Council for its decision on the point of order in accordance with section 132 of the *Community Charter [authority of presiding member]*.
  - (d) If a member appeals the decision of the presiding member [appeal the decision of the chair], the question of whether the presiding members' decision will stand must be asked by the presiding member and voted on without debate and without the presiding member voting. A tie vote in this situation passes in the affirmative.
- (7) Members speaking at a Council meeting
  - (a) must use respectful language;
  - (b) must not use offensive gestures or signs;

- (c) must speak only in connection with the matter being debated;
  - (d) may speak about a vote of Council only for the purpose of making a motion that the vote be rescinded or reconsidered; and
  - (e) must adhere to the rules of procedure established under this Bylaw and to the decisions of the presiding member and Council in connection with the rules and points of order.
- (8) If a member does not adhere to subsections (6) and (7), the presiding member may order the member to leave the member's seat, and
- (a) if the member refuses to leave, the presiding member may cause the member to be removed by a peace officer from the member's seat, and
  - (b) if the member apologizes to the Council, Council may, by resolution, allow the member to retake the member's seat.
- (9) A member may require the question being debated at a Council meeting to be read at any time during the debate if that does not interrupt another member who is speaking.

#### **34. Motions Generally**

- (1) Council may debate and vote on a motion only if it is first made by one Council member and then seconded by another.
- (2) A member wishing to make a motion may do so after being recognized by the presiding member and shall immediately state the motion in the form "I move that".
- (3) A motion that deals with a matter that is not on the agenda of the Council meeting at which the motion is introduced may be introduced with Council's approval through the notice of motion process per section 36 below.
- (4) A Council member may make only the following motions, when the Council is considering a question:
  - (a) to refer (to committee or back to staff);
  - (b) to amend;
  - (c) to lay on the table;
  - (d) to postpone indefinitely;
  - (e) to postpone to a certain time (date);
  - (f) to move the previous question;
  - (g) to adjourn.
- (5) A motion may be withdrawn by the mover if done so before the presiding member states the question. A motion may be withdrawn by the mover and seconder of a motion only with consent of all members present.
- (6) A motion made under subsections (4)(c) to (g) is not amendable or debatable.



- (7) Council must vote separately on each distinct part of a question that is under consideration at a Council meeting if requested by a Council member.

### **35. Notice of Motion Process**

- (1) A Notice of Motion resulting from an item of business that is not listed as being for Council action on the Council Meeting agenda must be provided to the Corporate Officer prior to the meeting. The Corporate Officer will circulate the Notice of Motion to the rest of Council, if time permits, prior to the meeting.
- (2) A copy of the motion will appear in the minutes of meeting referred to in Section 26(1)(o) above as a Notice of Motion.
- (3) Upon the member being acknowledged by the Chair the member will read aloud the motion.
- (4) The Corporate Officer shall place the motion and any supporting materials, which the member presenting the motion should provide, on the agenda of the next Council meeting for consideration.

### **36. Motion to Commit**

- (1) Until it is decided, a motion made at a Council meeting to refer to committee precludes an amendment of the main question.

### **37. Motion for the Main Question**

- (1) In this section, "main question", in relation to a matter, means the motion that first brings the matter before the Council.
- (2) At a Council meeting, the following rules apply to a motion for the main question, or for the main question as amended:
  - (a) if a member of Council moves to put the main question, or the main question as amended, to a vote, that motion must be dealt with before any other amendments are made to the motion on the main question; and
  - (b) if the motion for the main question, or for the main question as amended, is decided in the negative, the Council may again debate the question, or proceed to other business.

### **38. Amendments Generally**

- (1) A Council member may, without notice, move to amend a motion that is being considered at a Council meeting.
- (2) An amendment may propose removing, substituting for, or adding to the words of an original motion.
- (3) A proposed amendment must be reproduced in writing by the mover if requested by the presiding member.
- (4) A proposed amendment must be decided or withdrawn before the motion being considered is put to a vote unless there is a call for the main question.

- (5) An amendment may be amended once only.
- (6) An amendment that has been defeated by a (negative) vote of Council cannot be proposed again.
- (7) A Council member may propose an amendment to an adopted amendment.
- (8) The presiding member must put the main question and its amendments in the following order for the vote of Council:
  - (a) a motion to amend a motion amending the main question;
  - (b) a motion to amend the main question, or an amended motion amending the main question if the vote under subparagraph (a) is positive;
  - (c) the main question.

### 39. Reconsideration by Council Member

- (1) Subject to subsection (5), a Council member who voted with the majority either for or against a motion may, at the next Council meeting:
  - (a) move to reconsider a matter on which a vote, other than to postpone indefinitely, has been taken; and
  - (b) move to reconsider an adopted bylaw after an interval of at least 24 hours following its adoption; and
  - (c) Council must not discuss the main matter referred to in subsection (1) unless a motion to reconsider that matter is adopted in the affirmative.
- (2) Council has the same authority it had in its original consideration of the matter, subject to the same conditions that applied to the original consideration.
- (3) A vote to reconsider can be debated but must not be reconsidered.
- (4) Council may only reconsider a matter that has not
  - (a) had the approval or assent of the electors and been adopted;
  - (b) been reconsidered under subsection (1) or section 131 of the *Community Charter* [mayor may require Council reconsideration of a matter]; or
  - (c) been acted on irreversibly by an officer, employee, or agent of the City.
- (5) If a motion to reconsider is defeated, the subject matter of the resolution or proceeding may not be open for consideration by the Council within six months except by way of a new and substantially different motion.
- (6) Subject to applicable enactments, the Council may by resolution, rescind the most recent reading of a proposed bylaw, other than first reading, and then give the proposed bylaw that reading with or without amendment.
- (7) The conditions that applied to the adoption of the original bylaw, resolution, or proceeding apply to its rejection under this section.

- (8) A bylaw, resolution, or proceeding that is reaffirmed under subsection (1) or section 131 of the *Community Charter* [Mayor may require Council reconsideration of a matter] is as valid and has the same effect as it had before reconsideration.

#### 40. Privilege

- (1) In this section, a matter of privilege refers to any of the following motions:
- (a) fix the time to adjourn;
  - (b) adjourn;
  - (c) recess;
  - (d) raise a question of privilege of the Council; and,
  - (e) raise a question of privilege of a member of Council.
- (2) A matter of privilege must be immediately considered when it arises at a Council meeting.
- (3) For the purposes of subsection (2), a matter of privilege listed in subsection (1) has precedence over those matters listed after it.

#### 41. Reports from Committees

- (1) Council may take any of the following actions in connection with a resolution it receives from any committee or other body appointed by Council:
- (a) agree or disagree with the resolution, support or deny support;
  - (b) amend the resolution;
  - (c) refer the resolution back to committee, etc.;
  - (d) postpone its consideration of the resolution.

#### 42. Adjournment

- (1) A Council may continue a Council meeting
- (a) after 10:30 pm only by an affirmative vote of the members present; and
  - (b) after 11:00 pm only by a unanimous vote of the members present.
- (2) A motion to adjourn either a Council meeting or the debate at a Council meeting is always in order if that motion has not been preceded at that meeting by the same motion.
- (3) Subsection (2) does not apply to either of the following motions:
- (a) a motion to adjourn to a specific day; or
  - (b) a motion that adds an opinion or qualification to a preceding motion to adjourn.

## PART 5 – BYLAWS

### 43. Copies of Proposed Bylaws to Council Members

- (1) A proposed bylaw may be introduced at a Council meeting only if a copy of it has been delivered to each Council member at least 24 hours before the Council meeting, or all Council members unanimously agree to waive this requirement.

### 44. Form of Bylaws

- (1) A bylaw introduced at a Council meeting must:
  - (a) be printed;
  - (b) have a distinguishing name;
  - (c) have a distinguishing number;
  - (d) contain an introductory statement of purpose; and
  - (e) be divided into sections if applicable.

### 45. Bylaws to be Considered Separately or Jointly

- (1) Council must consider a proposed bylaw at a Council meeting either:
  - (a) separately when directed by the presiding member or requested by another Council member; or
  - (b) jointly with other proposed bylaws in the sequence determined by the presiding member.

### 46. Reading and Adopting Bylaws

- (1) The presiding member of a Council meeting may
  - (a) have the Corporate Officer read a synopsis of each proposed bylaw or group of proposed bylaws; and then
  - (b) request a motion that the proposed bylaw or group of bylaws be read.
- (2) The only motion required for the reading of a bylaw shall be:

“That (short title of bylaw) be given first reading (or first and second readings, or first, second and third readings).”
- (3) The only motion required for the adoption of a bylaw shall be:

“That (short title of bylaw) be adopted.”
- (4) A proposed bylaw may be debated and amended at any time during the first three readings unless prohibited by the *Community Charter* and, if amended, a motion at third reading shall be “to give the bylaw third reading as amended”.
- (5) Subject to section 882 of the *Local Government Act* [OCP adoption procedures], each reading of a proposed bylaw must receive the affirmative vote of a majority of the Council members present.

- (6) In accordance with section 135 of the *Community Charter [requirements for passing bylaws]*, Council may give two or three readings to a proposed bylaw at the same Council meeting.
- (7) Despite section 135(3) of the *Community Charter [requirements for passing bylaws]*, and in accordance with section 890(9) of the *Local Government Act [public hearings]*, Council may adopt a proposed official community plan or zoning bylaw at the same meeting at which the plan or bylaw passed third reading.
- (8) All bylaws which have not completed the requirements to be adopted after a 2-year period may be deemed stale dated and closed.
- (9) The Corporate Officer is hereby authorized to consolidate one or more of the bylaws of the municipality pursuant to Section 139 [*consolidation of bylaws*] of the *Community Charter*.

#### **47. Bylaws Must be Signed**

- (1) After a bylaw is adopted, and signed by the Corporate Officer and the presiding member of the Council meeting at which it was adopted, the Corporate Officer must have it placed in the City's records for safekeeping and endorse upon it:
  - (a) the City's corporate seal, the dates of its readings and adoption; and
  - (b) the date of Ministerial approval or approval of the electorate if applicable.

### **PART 6 - RESOLUTIONS**

#### **48. Form of Resolution**

- (1) A resolution shall be dealt with on a motion put by a member and seconded by another member.

#### **49. Introducing Resolutions**

- (1) The presiding member of a meeting may:
  - (a) have the corporate officer read the resolution; and
  - (b) request a motion that the resolution be introduced.

### **PART 7 - COMMITTEE OF THE WHOLE (CoW)**

#### **50. Meeting Date and Time**

- (1) The Committee of the Whole meetings will commence at 1:30 p.m. in the Council Chambers on the first and third Tuesday of each month, except August, unless otherwise resolved by Council.
- (2) Annually Council must make available to the public a schedule of the dates, times, and places of regular Committee of the Whole meetings in the same manner as is required for regular council meetings. The Committee of the Whole meeting schedule may be combined and made available with the annual notice of regular Council meetings.



- (3) A special meeting of the Committee of the Whole may be called in the same manner as for a special council meeting as provided for in the Community Charter and notice for this special committee meeting must be given in the same manner as for a special council meeting.
- (4) At any time during a regular or special Council meeting for which proper notice has been given Council may resolve to go into Committee of the Whole without further notice. Upon the Committee of the Whole rising and reporting, the regular or special Council meeting resumes with the first order of business thereafter being Council considering the report of the Committee of the Whole.

#### **51. Minutes of CoW Meeting to be Maintained and Available to Public**

- (1) Minutes of the proceedings of COW must be
  - (a) legibly recorded;
  - (b) certified by the Corporate Officer; and
  - (c) open for public inspection in accordance with section 97(1)(c) of the Community Charter [other records to which public access must be provided].

#### **52. Presiding Members at CoW Meetings and Quorum**

- (1) The Mayor or Acting Mayor shall preside in CoW.
- (2) The quorum of CoW is the majority of Council members.

### **PART 8 – COMMITTEES**

#### **53. Committees of Council**

- (1) Council shall appoint all representatives on committees and all boards, commissions, or other bodies to which the City is entitled to appoint representatives except standing committees.
- (2) Council may establish and appoint a select committee to consider or inquire into any matter and to report its findings and opinion to Council. At least one member of a select committee must be a Council member and persons who are not council members may be appointed. Council may dissolve a select committee at any time.
- (3) The Mayor must establish standing committees for matters the Mayor considers would be better dealt with by committee and must appoint persons to those committees. At least half of the members of a standing committee must be Council members and persons who are not council members may be appointed.
- (4) The Mayor may dissolve a standing committee at any time.
- (5) The authority to appoint persons to committee includes the authority to rescind the appointment at any time.

#### **54. Duties and Authority of Standing Committees**

- (1) Standing committees must consider, inquire into, report, and make recommendations to Council about matters that are referred by the Mayor or Council or on matters set out on the committee's terms of reference.
- (2) Standing committees should report their finds and opinions to Council as required or at the next Council meeting if a time is not specified.
- (3) Standing committees are advisory in nature unless enabled by bylaw.

#### **55. Duties and Authority of Select Committees**

- (1) Select committees must consider, inquire into, report, and make recommendations to Council about matters that are referred by Council or on matters set out on the committee's terms of reference.
- (2) Select committees should report their finds and opinions to Council as required or at the next Council meeting if a time is not specified.
- (3) Select committees are advisory in nature unless enabled by bylaw.

#### **56. Schedule of Committee Meetings**

- (1) At its first meeting after its establishment or the first meeting of the year, a committee must establish an annual schedule of meetings to be held at City Hall unless otherwise stated in the terms of reference for the committee.
- (2) Standing and select committees should meet at minimum on a quarterly basis.
- (3) The chair of a committee may call a meeting of the committee in addition to the scheduled meetings or may cancel a meeting.

#### **57. Notice of Committee Meetings**

- (1) Subject to subsection (2), after the committee has established the annual schedule of committee meetings, including the times, dates and places of the committee meetings, notice of the schedule must be given by:
  - (a) posting the meeting dates, time and places on the City's website; and
  - (b) providing a copy of the schedule to each member of the committee.
- (2) Where revisions are necessary to the annual schedule of committee meetings, the Corporate Officer must, as soon as possible, update the City's website with any revisions to the date, time and place or cancellation of a committee meeting.

#### **58. Attendance at Committee Meetings**

- (1) Except where the provisions of section 90 of the *Community Charter [meetings that may or must be closed to the public]* apply, all committee meetings are open to the public.
- (2) Before closing a committee meeting or part of a committee meeting to the public, the committee must pass a resolution in a public meeting in accordance with section 92 of

the *Community Charter*, which includes the reason for the closed meeting as described in section 90 of the *Community Charter*.

- (3) Individuals that are not members of the committee are not permitted to participate in discussion during committee meetings unless called upon by the Chair. If a member alternate is in attendance in addition to the primary member the member alternate is not permitted to participate in discussion unless called upon by the Chair.
- (4) Only voting members as identified in the committee terms of reference may vote on committee matters. If a member alternate is in attendance in addition to the primary member the member alternate is not permitted to vote.

#### **59. Quorum**

- (1) The quorum for a committee is a majority of all of its members unless otherwise noted in the terms of reference for that committee.

#### **60. Conduct and Debate**

- (1) The rules and procedures of Council defined in this bylaw must be observed during committee meetings, so far as is possible and unless as otherwise provided in this Bylaw.

#### **61. Minutes of Committee Meetings to be Maintained and Available to Public**

- (1) Minutes of the proceedings of a committee must be
  - (a) legibly recorded;
  - (b) certified as correct and signed by the Chair once approved by the committee; and
  - (c) available for public inspection at City Hall and on the website, other than a meeting or part of a meeting that is closed to the public.
- (2) Sections (a), (b) and (c) shall only apply to meetings of the following, unless this bylaw provides for other procedures for taking of minutes by one or more bodies referred to in this subsection, the body is exempted by regulation, or to the extent they are modified by regulations:
  - (a) a standing or select committee established by Council;
  - (b) a municipal commission established under section 143 of the *Community Charter*;
  - (c) a body that under the *Community Charter* or any other Act may exercise the powers of Council;
  - (d) a parcel tax review panel established under section 204 of the *Community Charter*; and,
  - (e) a body prescribed by regulation.

## PART 9 – GENERAL

## 62. Severance

- (1) If any section, subsection or clause of this bylaw is for any reason held to be invalid by the decision of a court of competent jurisdiction, such decision will not affect the validity of the remaining portions of this bylaw.
- (2) This bylaw may not be amended or repealed and substituted unless Council first gives notice in accordance with section 94 of the *Community Charter* [public notice].

READ A FIRST time this \_\_\_\_\_ day of \_\_\_\_\_, 2021

READ A SECOND time this \_\_\_\_\_ day of \_\_\_\_\_, 2021

READ A THIRD time this \_\_\_\_\_ day of \_\_\_\_\_, 2021

ADOPTED this \_\_\_\_\_ day of \_\_\_\_\_, 2021

Notice of intention to proceed with this bylaw was published on the \_\_\_\_\_ day of \_\_\_\_\_, 2021 and the \_\_\_\_\_ day of \_\_\_\_\_, 2021 in the Maple Ridge-Pitt Meadows News, pursuant to Section 94 of the *Community Charter*.

Mayor

Corporate Officer

**THE FOLLOWING DOCUMENT HAS BEEN REPRODUCED FOR CONVENIENCE ONLY, and is a consolidation of the following:**

1. Maple Ridge Council Procedure Bylaw No. 6472-2007
2. Maple Ridge Council Procedure Amending Bylaw No. 6514-2007
3. Maple Ridge Council Procedure Amending Bylaw No. 6777-2010
4. Maple Ridge Council Procedure Amending Bylaw No. 7149-2015
5. Maple Ridge Council Procedure Amending Bylaw No. 7174-2015
6. Maple Ridge Council Procedure Amending Bylaw No. 7263-2016
7. Maple Ridge Council Procedure Amending Bylaw No. 7301-2016
8. Maple Ridge Council Procedure Amending Bylaw No. 7411-2017
9. Maple Ridge Council Procedure Amending Bylaw No. 7521-2018

Individual copies of any of the above bylaws can be obtained by contacting the Clerk's Department.

7263-2016

**CITY OF MAPLE RIDGE  
BYLAW NO. 6472-2007**

A Bylaw to Govern the Meetings of the Council and Committees of Council  
of the City of Maple Ridge

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WHEREAS section 124(1) of the *Community Charter* requires Council, by bylaw, to establish the general procedures to be followed by Council and Council committees in conducting their business;

AND WHEREAS Council has given notice of this Bylaw, pursuant to section 124(3) of the *Community Charter*;

7263-2016 NOW THEREFORE, pursuant to the above-recited and other authority, the Council of the City of Maple Ridge, in open meeting assembled, enacts as follows:

**PART 1 - INTRODUCTION**

**Name of Bylaw**

1. This Bylaw may be cited for all purposes as **"Maple Ridge Council Procedure Bylaw No. 6472-2007"**.

**Repeal**

2. Maple Ridge Council Procedure Bylaw No. 5871 – 1999, as amended, is hereby repealed in its entirety and Council policy number 3.07 (Delegation Policy) is hereby repealed.



## Definitions

3. In this Bylaw:

- 7521-2018      **"Agenda"** is the list of items and order of business for any meeting of Council or its Committees;
- 7263-2016      **"City"** means the Corporation of the City of Maple Ridge;
- 7521-2018      **"City Web Site"** means the information resource found at an internet address provided by the City, the current home landing page located at [www.mapleridge.ca](http://www.mapleridge.ca);
- 7521-2018      **"Commission"** means a municipal commission established under s.143 of the *Community Charter*;
- "Committee"** means a standing, select or other committee of Council, and includes the Committee of the Whole, whether or not the word is capitalized;
- 7521-2018      **"Committee of the Whole"** means a committee meeting which has a membership of all Council members, and has as its primary purpose the review of information to ensure Council has enough information to debate and vote on issues at a future Council Meeting;
- "Corporate Officer"** means the municipal employee appointed as the Corporate Officer under section 148 of the *Community Charter*
- 7263-2016      **"Council"** means the Council of the City of Maple Ridge;
- 7521-2018      **"Council Workshop"** means a Council meeting which has as its primary purpose the review and discussion of policies and other matters of interest to Council;
- 7263-2016      **"Mayor"** means the Mayor of the City of Maple Ridge.
- 7521-2018      **"Member"** means the Mayor or a Councillor in relation to Council, or an appointed individual of a committee or commission, in relation to a committee or commission; and
- 7521-2018      **"Public Notice Posting Place"** for the purpose of giving notices under s. 94 of the *Community Charter*, means:
- the public notice posting place is the window in the west entrance to the lobby of the City Hall, and
  - the City Website, in so far as no disruption of electronic access occurs.

## Incorporation of Definitions

4. Unless otherwise defined in this Bylaw, the definitions used in the *Community Charter* and the *Local Government Act* and the *Interpretation Act* apply to this Bylaw.

### Application of Bylaw

5. The provisions of this Bylaw govern the proceedings of Council and each Committee, as applicable.

### Robert's Rules of Order

6. In cases not provided for under this Bylaw, the then most-current edition of Robert's Rules of Order applies to the proceedings of Council and each Committee, to the extent that those Rules are:
  - (a) applicable in the circumstances; and
  - (b) not inconsistent with provisions of this Bylaw or the *Community Charter*.

## **PART 2 – REGULAR COUNCIL MEETINGS**

### First Regular Council Meeting

7263-2016  
7411-2017

7. Following a general local election, the first regular Council meeting must be held within the first ten (10) days in November in the year of the election.
8. Regular Council meetings for each year must be held in accordance with the schedule of dates and times adopted by Council prior to December 31st of the preceding year.

### Cancellation, Rescheduling and Postponement of Regular Council Meetings

9. Before the time of a regular Council meeting, Council may:
  - (a) cancel the meeting, or
  - (b) postpone the meeting and reschedule it to a different day and time.

## **PART 3 – SPECIAL COUNCIL MEETINGS**

### Cancellation of Special Council Meeting

10. Before the time of a special Council meeting, the person or persons calling the meeting may by notice:
  - (a) cancel the meeting, or
  - (b) postpone the meeting and reschedule it to a different day and time.

## **PART 4 – ELECTRONIC COUNCIL MEETINGS**

### **Electronic Special Council Meetings**

11. A special Council meeting may be conducted by means of electronic or other communication facilities in compliance with the statutory requirements for that meeting and notice of that meeting.

### **Member Participation by Electronic Communication**

12.
  - a) One or more members of Council who are unable to attend a Council meeting may participate in the meeting by means of electronic or other communication facilities in compliance with the statutory requirements for that meeting, but the member presiding at that Council meeting must not participate electronically;
  - b) The Presiding member must verbally confirm the attendance of the member before stating and calling the question on the recommendation;
  - c) In the case of an interruption in the communication link to the member(s) participating electronically, Council will recess to a maximum of 5 minutes until it is determined whether or not the link can be reestablished. If communications are not reestablished, the meeting will resume without the electronic participant(s) as long as there is quorum present.

## **PART 5 – LOCATION OF COUNCIL MEETINGS**

### **Council Meetings at Municipal Hall**

7263-2016

13. All Council meetings must take place within Municipal Hall except when Council resolves to hold a meeting elsewhere within the City.

### **Council Meetings Within Boundaries**

7263-2016  
7521-2018

14.
  - (a) All Council meetings must take place within the boundaries of the City except when Council resolves to hold a Council meeting outside the boundaries;
  - (b) The Presiding member must verbally confirm the attendance of the member before stating and calling the question on the recommendation;
  - (c) In the case of an interruption in the communication link to the member(s) participating electronically, Council will recess to a maximum of 5 minutes until it is determined whether or not the link can be re-established. If communications are not re-established, the meeting will resume without the electronic participant(s) as long as there is quorum present.

## **PART 6 – PUBLIC NOTICE OF COUNCIL MEETINGS**

### **Public Notice of Regular Council Meetings**

15. The schedule of dates, times and places of regular Council meetings for each calendar year shall be posted on the Public Notice Posting Place and published prior to December 31st of the preceding year.

### **Council Waiver of Public Notice of Special Council Meeting**

16. Public notice of a special Council meeting may be waived by unanimous vote of all Council members.

### **Public Notice of Changes to Council Meetings**

17. Where a regular Council meeting or a special Council meeting is cancelled or rescheduled, the Corporate Officer must, as soon as possible, whether before or after the time of the planned meeting, post a notice of such at the Public Notice Posting Place.

## **PART 7 – COUNCIL NOTICE OF COUNCIL MEETINGS**

### **Council Notice of Changes to Council Meetings**

18. Where a regular Council meeting or special Council meeting is cancelled or rescheduled, the Corporate Officer must, as soon as possible, whether before or after the time of the planned meeting, post a notice of such at the regular Council meeting place, and leave a notice of such for each Council member at the place to which the member has directed notices be sent.

## **PART 8 – MINUTES OF COUNCIL MEETINGS**

### **Minutes of Council Meetings**

19. Minutes of the proceedings of Council must be
  - (a) legibly recorded,
  - (b) certified as correct by the Corporate Officer, and
  - (c) signed by the Mayor or other member who presided at the meeting.

### **Minutes of Electronic Meetings**

20. The Corporate Officer shall record in the minutes the members present including those participating electronically.

### Minutes Available to the Public

21. Minutes or portions of minutes of Council meetings that are available to the public must be open for public inspection at Municipal Hall during its regular office hours.

## **PART 9 – DESIGNATION OF MEMBER TO ACT IN PLACE OF MAYOR**

7174-2015  
7263-2016

### Annual Designation of Member to Act in Place of Mayor

22. Council must, from amongst its members, designate for defined periods of each year, members to serve on a rotating basis as the member responsible for acting in the place of the Mayor when the Mayor is absent or otherwise unable to act or when the office of the Mayor is vacant.
23. Each Councillor designated under section 24 must fulfill the responsibilities of the Mayor in the Mayor's absence.

### Absence of Mayor

24. The Mayor shall preside at Council meetings and if the Mayor is absent, the member designated to act in place of the Mayor shall preside at the meeting and if that member should be absent, the meeting shall be presided over by the next member, following the rotation established in section 24, who is present at the meeting.

## **PART 10 – CALLING MEETING TO ORDER**

### Calling Meeting to Order

25. As soon after the time specified for a Council meeting a quorum is present, the Mayor, or other member presiding at the meeting under section 26, shall call the Council meeting to order.

## **PART 11 – QUORUM**

### Continued Meeting where No Quorum

26. If there is no quorum of Council present within fifteen minutes of the scheduled time for a Council meeting, or a quorum is lost during a meeting, the Corporate Officer must record the names of the members present, and those absent, and all business on the agenda for that meeting not dealt with at that meeting is incorporated in the agenda for the next meeting.



## **PART 12 – AGENDA AND ORDER OF BUSINESS**

### **Preparation of Agenda**

27. Prior to each Council meeting, the Corporate Officer must prepare an agenda setting out the items for consideration at that meeting.

### **Distribution of Agenda**

28. The Corporate Officer must make the agenda available to the members of Council at least twenty-four hours prior to a regular Council meeting.

7149-2015  
6777-2010  
7263-2016  
7411-2017

### **Order of Proceedings and Business**

29. (a) Call to order
- (b) Amendments to the agenda
- (c) Approval of the agenda
- (d) Adoption of minutes
- (e) Presentations at the request of Council
- (f) Delegations
- (g) Items on consent
- (h) Unfinished business
- (i) Bylaws
- (j) Committee reports and recommendations
- (k) Staff reports
- (l) Other matters deemed expedient
- 7521-2018 (m) Public Question Period
- 7521-2018 (n) Mayor and Councillor Reports
- (o) Notices of motions and matters for introduction at future meetings
- (p) Adjournment

## **PART 13 – VOTING AT COUNCIL MEETINGS**

### **Voting at Closure of Debate**

30. When debate on a matter is closed, the presiding member must put the matter to a vote of Council members.

### **Voting By Show of Hands**

31. When the Council is ready to vote, the presiding member must ask for a show of hands of Council members, indicating those in favour and those opposed.

### **Prohibited Actions During Voting**

32. After the presiding member finally puts the question to a vote, a member must not speak to the question or make a motion concerning it.
33. The presiding member's decision about whether a question has been finally put is conclusive.

### **Results of Voting**

34. The presiding member must declare the result of the voting by stating that the question is decided in either the affirmative or the negative will be released.

### **Recording of Votes**

35. The Corporate Officer must record in the minutes of a meeting the name of any member who voted in the negative on any question.

7301-2016

7521-2018

36. When a resolution is released by Council from Closed status, and unless otherwise resolved by Council, the names of any members who voted in the negative will be released.

7521-2018

(Entire Section)

## **PART 14 – CONDUCT**

37. During a Council meeting, a person must address a Council Member by their title of Mayor, Acting Mayor or Councillor;
38. During a Council meeting, a person must not engage in bullying or harassing behaviour in respect of a Council Member, Government Official or a City employee, which includes but is not limited to:
  - a) expressing a negative opinion about the personality or character of a Council Member, Government Official or City employee;

- b) speaking disrespectfully about a Council Member, a Government Official or a City employee;
- c) speaking or acting aggressively towards a Council Member, a Government Official or a City employee;
- d) using offensive gestures or signs;
- e) questioning the motives of a Council Member, Government Official or City employee;
- f) using rude or offensive language or engaging in rude or offensive conduct; or
- g) disrupting or unnecessarily delaying the conduct of business at the Council Meeting.

39. During a Council meeting, a person must:

- a) not speak on electronic communication devices when a person or Council Member is speaking, except in the case of emergencies;
- b) cease speaking, if called to order by the person presiding over the meeting;
- c) adhere to the provisions of this Bylaw; and
- d) adhere to any rulings or decisions made pursuant to this Bylaw.

Paragraphs renumbered for  
Convenience

40. Expulsion from Council Meetings

- a) A person who contravenes the general rules of conduct may be ordered expelled from the meeting;
- b) If a member is of the opinion that a person has contravened the general rules of conduct, the member must state on the record how the general rules of conduct were contravened.
- c) If the presiding member is of the opinion that the named person did not contravene the general rules of conduct, the presiding member must state on the record why they believe the rules of conduct were not contravened.
- d) If a member alleges a contravention of the general rules of conduct and the presiding member is of the opinion that the named person contravened the general rules of conduct, the presiding member shall:
  - (a) permit the person to apologize immediately to the governing body for the conduct that contravened the Bylaw; or
  - (b) order the person to leave the Council Meeting immediately.
- e) If a person who has contravened the general rules of conduct is permitted to apologize and does so apologize, the person presiding shall:

- (a) permit the person to remain in the meeting; or
- (b) order the person to leave the meeting immediately if the presiding member is of the opinion that the apology was inadequate.
- f) If a person does not voluntarily comply with an order to leave the meeting, that person may be removed from the meeting by a peace officer, pursuant to s.133 (2) of the Community Charter.
- g) If a person repeatedly contravenes the General Rules of Conduct set out in this bylaw, Council may adopt a resolution authorizing legal counsel to pursue legal remedies against the person.

## **PART 15 – DEBATE**

### **Reading of Question**

- 41. A member may require the question being debated at a Council meeting to be read at any time during the debate if that does not interrupt another member who is speaking.

### **Motions Generally**

- 42. Council may debate and vote on a motion only if it is first made by one Council member and then seconded by another.

### **Motions During Consideration of a Question**

- 43. A Council member may make only the following motions, when the Council is considering a question:
  - a) to defer consideration;
  - b) to refer to committee;
  - c) to amend;
  - d) to withdraw; or
  - e) to adjourn
- 44. A motion made under clause a) is not amendable and debate is limited to setting the meeting at which the motion will be considered.

### **Separate Votes**

- 45. Council must vote separately on each distinct part of a question that is under consideration at a Council meeting if requested by a Council member and agreed to by the majority of members present.

## Amendments

46. A proposed amendment must be decided or withdrawn before the main motion being considered is put to a vote.

## **PART 16 – POINTS OF ORDER**

### Raising Points of Order

47. A member may raise a point of order at any time, whereupon the presiding member must:
- a) interrupt the matter under consideration;
  - b) interrupt a member who had been speaking;
  - c) ask the member raising the point of order to state the substance of and the basis for the point of order; and
  - d) rule as to whether or not the Point of Order is valid.

## **PART 17 – RECONSIDERATION OF A MOTION**

### Council Member Request for Reconsideration

7263-2016

48. (a) A member who voted with the prevailing side may, at any time within one month of the vote, introduce a motion to reconsider the resolution, motion or proceeding, including the defeat of a motion, if the resolution, motion or proceeding has not been acted upon irreversibly by an officer, employee or agent of the municipality.
- (b) If a motion to reconsider is defeated, the subject matter of the resolution or proceeding may not be open for consideration by the Council within 6 months except by way of a new and substantially different motion.

## **PART 18 – DELEGATIONS AND PUBLIC QUESTION PERIOD**

6514-2007

7521-2018

49. (a) The order of business titled “Delegations” will be regulated by the Council Meeting Delegations Policy as approved by Council and amended from time to time by Council resolution.
- (b) The order of business titled “Public Question Period” will be regulated by the Council Meeting Public Question Period Policy as approved by Council and amended from time to time by Council resolution.



## **PART 19 – BYLAWS**

### **Form of Bylaws**

50. Every bylaw must be presented in written form before it is introduced for consideration by Council.

### **Three Readings**

51. Unless there is a statutory requirement for an approval or other act to be completed before a reading of a bylaw, a bylaw may be given up to 3 readings at one meeting of Council.

### **Form of Bylaw Readings**

52. The only motion required for the reading of a bylaw shall be:

“THAT (short title of bylaw) be given first reading (or first and second readings, or first, second and third readings).”

53. The only motion required for the adoption of a bylaw shall be:

“THAT (short title of bylaw) be adopted.”

### **Storage of Bylaws**

7263-2016

54. After a Bylaw is signed, the Corporate Officer must have it placed in the City’s records for safekeeping.

## **PART 20 – COMMITTEE OF THE WHOLE, STANDING & SELECT COMMITTEES**

### **Appointments to Standing Committees**

55. The Mayor shall appoint the members of each standing committee that the Mayor establishes.

### **Committee of the Whole**

56. All members of the Committee of the Whole must be Council members and all members of Council are members of the Committee of the Whole.

7174-2015

### **Presiding Member of Committee of the Whole Meetings**

57. The Mayor is the presiding member of the Committee of the Whole. On or before January 1 of the year, the Mayor will from amongst its members, designate for defined periods of that year, members to serve on a rotating basis as the member responsible for acting as the presiding member.

### **Chairperson of Standing Committees**

58. The members of each standing committee shall appoint a chairperson and vice-chairperson to preside at meetings in the absence of the chairperson and in the event of the absence of both the chairperson and vice-chairperson, the committee members in attendance shall choose one of their members to preside at that meeting.

### **Calling Committee Meetings**

59. Committee of the Whole meetings for each year must be held in accordance with the schedule of dates and times adopted by the Committee prior to January 1st of each year.
60. A meeting of a standing and select committee may be called by the chairperson, or in the absence of the chairperson, by the vice-chairperson, or by a majority of the members of the committee.

### **Committee Member Notice of Committee Meetings**

61. If a standing or select committee has established a regular schedule of committee meetings, a copy of that schedule must be provided to each member of the committee, by email or other manner that the member has directed that notices be sent.
62. If a special meeting of a standing or select committee has been called or if there is a change to a regular meeting, the meeting may not be held unless at least 24 hours advance notice of that meeting has been sent to each committee member, by email or other manner that the member has directed that notices be sent.
63. Notice of a committee meeting may be waived by unanimous consent of all the members of that committee.

### **Public Notice of Committee Meetings**

64. For Committee of the Whole and any other committee that has established a regular schedule of committee meetings, the chairperson of the committee must give public notice of the schedule, including the times, dates and places of the committee meetings, by posting a copy of the schedule at the Public Notice Posting Place.
65. If a special meeting of a committee has been called or if there is a change to a regularly scheduled committee meeting, the chairperson is responsible to give at least 24 hours advance public notice, including the time, date, place and general purpose in the case of a special meeting by posting at the Public Notice Posting Place.
66. Public notice of a committee meeting may be waived by unanimous consent of all the members of that committee.

### **Committee Meetings Within Boundaries**

67. Committee meetings may take place outside the boundaries of the City.

#### **Electronic Attendance at Committee Meetings**

68. Sections 13 and 14 of this Bylaw apply to committee meetings.

#### **Voting Rules for Committee Meetings**

69. A motion on a resolution, or on any other question before a committee, is decided by a majority of the committee members present at the meeting.
70. Each committee member has one vote on any question.
71. Each committee member present at the time of a vote must vote on the matter.
72. If a committee member does not indicate how he or she votes, the member is deemed to have voted in the affirmative.
73. If the votes of the members present at a committee meeting at the time of the vote are equal for and against a motion, the motion is defeated.
74. Council members attending a meeting of a committee of which they are not a member must not vote on a question unless the Council member is an alternate to a committee member.

#### **Reconsideration**

75. Committees are not limited in their ability to reconsider resolutions or other proceedings.

#### **Minutes of Committee Meetings to be Maintained and Available to Public**

76. The provisions of this Bylaw respecting minutes of a Council meeting apply to minutes of the proceedings of a Committee, except that minutes of a Committee meeting must be certified and signed by the person who chaired that meeting.

#### **Quorum**

77. The quorum for a committee is a majority of all of its members unless otherwise stated in the bylaw establishing the committee.

#### **Conduct and Debate**

78. The rules of the Council procedure must be observed during committee meetings, so far as is possible and unless as otherwise provided in this Bylaw or in the bylaw establishing the committee.

**PART 21 - GENERAL**

**Severance**

79. If any section, subsection, clause or other part of this Bylaw is for any reason held to be invalid by the decision of a court of competent jurisdiction, such decision will not affect the validity of the remaining portions of this Bylaw.

**READ A FIRST TIME** this 8<sup>th</sup> day of May, 2007.

**READ A SECOND TIME** this 8<sup>th</sup> day of May, 2007.

**READ A THIRD TIME** this 8<sup>th</sup> day of May, 2007.

**ADOPTED** this 22<sup>nd</sup> day of May, 2007.

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MAYOR

---

CORPORATE OFFICER

# PROCEDURE BYLAW GUIDE:

## For B.C.'s Local Governments

debate reconsideration agendas technology closed process  
council  
PROCEDURES  
bylaw amending meetings  
municipality election  
rules participation open director  
regional electronic voting  
district decisions  
delegate councillor district notice

2020



**LGMA**

LOCAL GOVERNMENT  
MANAGEMENT ASSOCIATION  
OF BRITISH COLUMBIA



**BRITISH  
COLUMBIA**

Ministry of  
Municipal Affairs



## Procedure Bylaw Guide: For B.C.'s Local Governments

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### DISCLAIMER

The *Procedure Bylaw Guide: For B.C.'s Local Governments* is a tool created to support the efforts of the *Working Group on Responsible Conduct*. The guide is a product of collaboration between the Ministry of Municipal Affairs and an advisory group from the Local Government Management Association.

The *Working Group on Responsible Conduct* (Group) is a joint initiative between the Union of BC Municipalities, the Local Government Management Association, and the Ministry of Municipal Affairs. The Group was formed to undertake collaborative research and policy work around issues of responsible conduct of local government elected officials.

The information contained in the *Procedure Bylaw Guide: For B.C.'s Local Governments* is provided as general reference and while all attempts have been made to ensure the accuracy of the material – the guide is not a substitute for provincial legislation.

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## PART 1 - INTRODUCTION

### What is the Purpose of This Guide?

The intent of this guide is to help local governments proactively consider and change their procedure bylaw so clear processes are in place to help address challenging situations and support positive interactions.

This guide provides information that local governments, the public and stakeholders can use to better understand the purpose and importance of a local government's procedure bylaw. Local government staff can use this guide to foster collaborative council and board discussions to customize the procedure bylaw to meet the needs of their community.

The information in this guide is based on the Local Government Act and the Community Charter. Some of the same information will apply to the City of Vancouver and the Islands Trust; however, there are differences in the applicable legislation.

This guide highlights the legislative requirements for procedure bylaws, best practices and other resources to facilitate council or board procedure bylaw conversations. The applicability of the best practices in this guide may vary by local government depending on population size and needs of the council or board and staff.

### What is a Procedure Bylaw?

Municipal councils and regional district boards are legislatively required to have an adopted procedure bylaw that establishes procedures for council or board meetings.

Procedure bylaws are one tool used to set shared expectations for process, procedure and conduct at council and board meetings. Procedure bylaws include rules for how meetings are conducted, how decisions are made and recorded, how participants (including the public) are involved in meetings, and how other meeting matters, such as meeting schedules and notice requirements are handled. When used effectively a procedure bylaw provides for efficient meetings and transparent decision-making.

Local government legislation defines "council committee" or "board committee" as:

- A select committee of a council or board;
- A standing committee of a council or board; or
- Any other body established by a council or board that is composed solely of council or board members.

Some elements of procedure bylaws are legislatively required, while others are council or board choice and based on best or common practice provided in rules of procedure.

Procedure bylaws apply to meetings of council or board and select or standing committees of council or board.

### Why is a Procedure Bylaw Important?

Local government meetings are gatherings where council and board members collectively move towards or make decisions. Most meetings of council or board are open to the public to facilitate public transparency and accountability. In order to be effective as collective decision-makers, each council or board member must understand and follow a shared set of rules.

Robust procedure bylaws may help councils and boards proactively set a positive tone for meetings. Clear procedure bylaws allow councils or boards and staff to encourage a collaborative approach that fosters respectful conduct and open debate at meetings. Understanding meeting processes and procedural rules enables council members and regional district directors to know what is expected and act accordingly.

Procedure bylaws support the governance process so that the public, council, board members and local government staff understand how decisions are made and what to expect at meetings. The conduct of meetings may reflect how residents perceive local government operations.

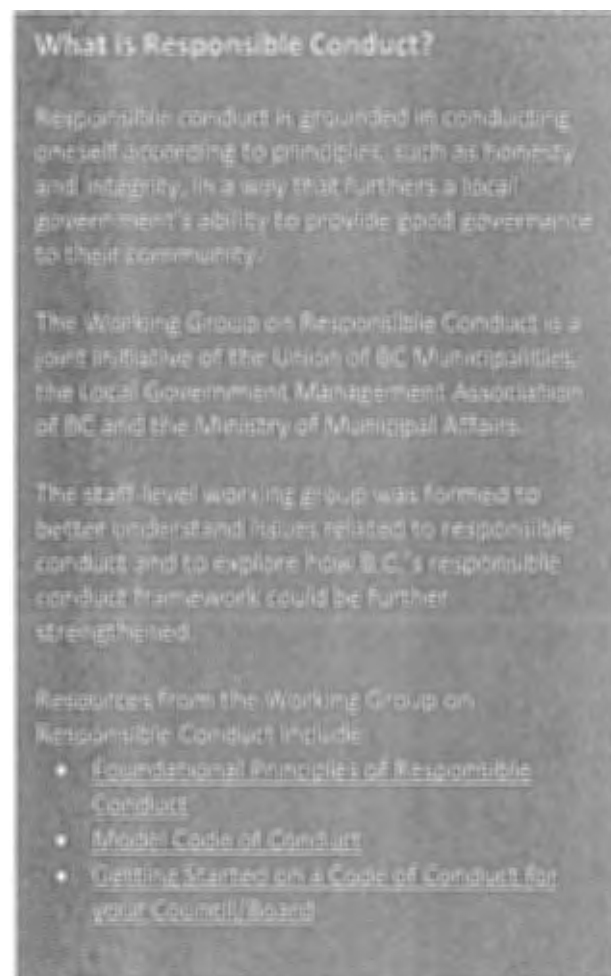
## Considerations in Developing a Procedure Bylaw

Procedure bylaws set the stage for how council and board members, staff and the public interact with each other at meetings. Within procedure bylaws there is an opportunity to incorporate the four foundational principles of responsible conduct developed by the Working Group on Responsible Conduct to help guide council and board interactions and decision-making. The foundational principles are:

- Integrity;
- Accountability;
- Respect; and,
- Leadership and collaboration.

Integrating these principles throughout a procedure bylaw helps set clear expectations of engagement and process. Many of the best practices provided in this guide incorporate the foundational principles of responsible conduct.

A council or board may also have a range of policies that support good governance that they may choose to cross-reference or connect to in the procedure bylaw such as a code of conduct, bullying and harassment policy, social media policy, meeting technology policy, administrative corrections or correspondence policy.



## PART 2 – TAKING OWNERSHIP OF THE PROCEDURE BYLAW

Councils and boards may review and amend their procedure bylaw on an ongoing basis to ensure it addresses local government and community needs. Councils and boards that proactively set behavioural expectations by incorporating the foundational principles of responsible conduct increase the likelihood of effective meetings. Part two of this guide provides information on the legislative requirements to have in mind when amending procedure bylaws and things to consider before making changes to the bylaw.

### Understanding the Procedure Bylaw

It is important that local government staff, councils and boards, and the public are aware of and understand the procedure bylaw and related policies before changes are made. After council or board members have attended several meetings using the procedure bylaw, they will be in a better position to determine if changes to the bylaw are needed to better suit local circumstances. Local government staff may also identify sections that need to be updated as they use the procedure bylaw.

To foster understanding of a procedure bylaw, consider the following:

- an annotated (provides commentary on why a particular section may be important) version of the procedure bylaw may be useful for training and reference purposes;
- prior to an election, include a copy of the procedure bylaw in the nomination package;
- after an election, introduce council or board members to the procedure bylaw through one or more orientation sessions;
- have staff, contractor or solicitor support elected officials (especially the presiding official) on how to conduct meetings in accordance with the procedure bylaw; and,
- provide time for the council or board to become familiar with and use meeting procedures before changes are made.

Staff and elected officials have different roles throughout the process of using and making changes to a procedure bylaw.

Typically, staff present recommendations to improve a procedure bylaw and the elected officials make collaborative decisions about incorporating changes.

### Thinking of Changing the Procedure Bylaw?

Local government staff and elected officials both have a role in considering changes to the procedure bylaw. Staff or elected officials may bring forward sections of the procedure bylaw for review – for example if new technology is introduced for minutes or agendas. It is best practice to proactively make changes to the procedure bylaw; however, in some cases staff or elected officials may determine that a section of the procedure bylaw needs to be updated based on an issue that has arisen (for example, how to conduct electronic meetings). The procedure bylaw can be regarded as a living document that will need to be amended from time to time.

When thinking of changing the procedure bylaw consider the following:

- when new meeting technologies are introduced, consider whether changes need to be made in the procedure bylaw, for example electronic meeting agendas;
- consider an appropriate time when a council or board may work together to discuss ways to improve the procedure bylaw. For example: at a workshop or strategic planning session; and,
- provide on-going training through regular review of specific sections of the procedure bylaw to help council or board members stay current, better understand and determine if each section is still effective. Set a timeline for an in-depth review of sections (for example, quarterly).



### Questions to Consider:

- Do council or board members and staff understand the purpose of the procedure bylaw?
- Why is amending the procedure bylaw necessary?
- What are the key objectives in amending the procedure bylaw?
- What process do we want to undertake to consider and decide on amendments?
- What will be our regular process for reviewing the bylaw?

## Process for Amending the Procedure Bylaw

Before the procedure bylaw is amended provide the public with information on the importance of the procedure bylaw and why they may be interested in proposed changes, such as how delegations are heard at meetings and how items may be added to the agenda. In addition to the legislative notice requirements for amendment of a procedure bylaw, a council or board may want to include information about procedure bylaws to educate the public around the purpose and importance of a procedure bylaw.

### Municipalities

#### Legislative Requirements

- Before amending or repealing and substituting the procedure bylaw, a council must publish notice describing the proposed changes.

Municipalities  
Community Charter  
Section 124 Procedure bylaws

#### Best Practices

- Provide written notice of proposed amendment(s) to each council member before the meeting where the amendment(s) is to be introduced; and,
- Provide notice on the website and social media in addition to the newspaper to reach a wider audience and to help educate the public on the importance of a procedure bylaw.

### Regional Districts

#### Legislative Requirements

- Before amending the procedure bylaw, a board must mail notice of the proposed amendment(s) to each director at least five days before the meeting where the amendment is to be introduced.

Regional Districts  
Local Government Act  
Section 225 Procedure bylaws

#### Best Practice

- Provide public notice in a newspaper, website and social media to notify and help educate the public on the importance of a procedure bylaw.

## PART 3 – SECTIONS OF A PROCEDURE BYLAW

Part 3 of this guide outlines the legislative requirements (if applicable) that must be included in a procedure bylaw and best practices that may be included in procedure bylaws. Part 3 of this guide covers the topics typically included in procedure bylaws, starting with a list of the legislative requirements and then exploring many of those requirements and best practices in more detail.

Most of the legislative requirements for procedure bylaws apply to both regional districts and municipalities; however, in some sections municipalities and regional districts have been separated when there are differences in the legislative requirements.

While there are fewer legislative requirements for regional districts regarding what must be in the procedure bylaw, regional districts are still subject to the principles of accountability, transparency and good governance so most regional districts include similar content to that of a municipal procedure bylaw.

### Legislative Requirements for Procedure Bylaws

#### Municipalities

- Establish rules for council meetings and council committee meetings, including how bylaws are adopted and how resolutions are passed;
- Provide for the taking and certifying of minutes at council meetings and council committee meetings;
- Provide for advance public notice of the date, time and place of council and council committee meetings;
- Identify places as the public notice posting places;
- Establish the procedure for designating a council member as the acting mayor when the mayor is absent;
- Establish the method for the members present to choose the presiding member if the mayor and designate are absent;
- Set the first council meeting date after a general election; and,
- Regular meetings must be held in accordance with the procedure bylaw.

#### Municipalities

##### *Community Charter*

- Section 124 Procedure bylaws
- Section 125(1) and (3)(a) Council meetings
- Section 135 Requirements for passing bylaws
- Section 130 Designation of member to act in place of mayor

#### Regional Districts

- Establish rules for board meetings and board committee meetings, including how bylaws are adopted and how resolutions are passed;
- Provide for advance public notice of the date, time and place of board and board committee meetings; and,
- Identify places as the public notice posting places.

#### Regional Districts

##### *Local Government Act*

- Section 225 Procedure bylaws

### Role of Council or Board in Conduct and Debate

The local government legislation sets out the roles of council members and regional district directors including:

- accountability of councils and boards through meetings and procedures;
- public engagement processes; and,
- rules to guide the deliberations of elected officials.

## **Municipalities**

### *Community Charter*

- Section 114 Council as governing body
- Section 115 Responsibilities of council members
- Section 116 Responsibilities of mayor
- Section 132 Authority of presiding member
- Section 133 Expulsion from meetings

The mayor of a municipality or the chair of a regional district board (presiding member) typically preside at meetings, which means they are responsible for conducting the meeting and maintaining order.

The responsibilities of the presiding member include leading deliberations and the collective decision-making process by chairing the meeting, maintaining the order and conduct of debate, ensuring meeting rules are followed and the differing viewpoints are heard. The presiding member may vote and make motions at meetings.

Clear rules of conduct and debate fosters respectful and collaborative meeting process.

## **Legislative Requirements**

- The presiding member must preserve order and decide on points of order;
- If a member appeals the decision of the presiding member, the question of whether the presiding members' decision will stand must be asked by the presiding member and voted on without debate and without the presiding member voting. In this situation, if votes are tied the motion passes (details in Tie Votes box, page 22);
- If the presiding member refuses to ask the question appealing the presiding members' decision the council or board must appoint another member to act as presiding member temporarily;
- If the presiding member considers another person to be acting improperly, they may order that person be expelled from the meeting – that could include a member of the public or another council or board member; and,
- If the expelled person does not leave a peace officer may enforce the order.

## **Regional Districts**

### *Local Government Act*

- Section 215 Chair and vice chair of board
- Section 216 Responsibilities of chair
- Sections 226(1)(b) and 226(3) Board proceedings: application of *Community Charter*

## **Best Practices**

- Discuss and decide what “acting improperly” means for the council or board, staff and public and how it will be captured in the procedure bylaw;
- Provide expectations for council or board member behavior in the conduct and debate section of the procedure bylaw:
  - respectful language and conduct;
  - a reasonable length of time a council or board member can speak on a matter;
  - use of electronic devices in meetings;
  - restrict debate to the motion on the floor;
- Connect existing policies that are related to the responsibilities of council or board members, such as social media policies and codes of conduct into the procedure bylaw;
- make provision for a member who has been expelled to apologize and, by resolution of council or board members, provide for them to retake their seat at the meeting; and,
- outline how the conduct and debate section applies to public delegations and invited presenters.

## Designating a Member to Act in Place of the Mayor

The role of mayor requires additional responsibilities that the legislation only contemplates one person being responsible for at one time. The process for designating a councillor to act in place of the mayor may be different for a short-term leave (for example, a vacation) and a long-term leave (for example, an illness).

### Legislative Requirements

- Establish the procedure for designating a council member as the acting mayor; and
- Establish the method for the members present to choose the presiding member if the mayor and designate are absent.

### Best Practices

- Adopt a resolution at the inaugural council meeting or annually to designate council member(s) as the acting mayor;
- For a short-term leave of absence designate the position of acting mayor on a rotating basis or for a set time period until the next general local election when the mayor is absent or otherwise unable to act;
- For a long-term leave of absence designate the position of acting mayor through election by the members;
  - Outline the process to elect the acting mayor, which may include:
    - how nominations are made;
    - how a nomination can be made if the candidate is not present at the meeting;
    - a process to conduct the vote by secret ballot using a ballot box;
    - whether time (and how much) is provided for candidates to address council;
    - a procedure for ballot counting; and,
    - a process for a tie.
- Cross-reference or connect to the municipality's elected official leave of absence policy;
- Provide that the acting mayor will fulfill the responsibilities of mayor during his or her absence;
- Provide that the member designated as the acting mayor has the same powers and duties as the mayor in relation to the applicable matter;
- If both the mayor and acting mayor are absent from the council meeting provide that the next council member in the rotation will act as presiding member at the meeting or that if after a set time period both the mayor and acting mayor are absent the council members present will choose a member to chair the meeting; and,
- Provide that where possible the mayor notify the corporate officer if the acting mayor will be requested to act as chair.

#### Municipalities

##### *Community Charter*

- Section 124(2)(f) Procedure Bylaws;
- Section 130 Designation of the member to act in place of the Mayor

## Election of Chair and Vice Chair of the Regional District Board

### Legislative Requirements

- At the first meeting held after November 1 each year, the board must elect a chair and vice chair;
- The same rules and powers apply to the vice chair in the absence of the chair;
- If the chair and vice chair are not present the directors present must elect an acting chair; and,

#### Regional Districts

##### *Local Government Act*

- Section 215 – Chair and vice chair of board

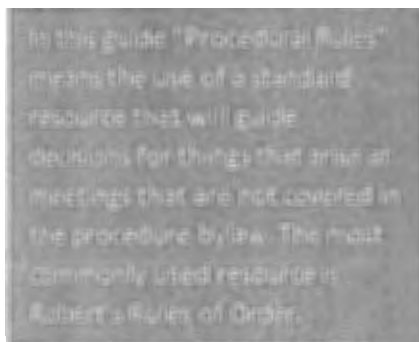
- Each director present at the meeting has one vote in each election for an office.

### Best Practices

- Outline the process to elect the chair and vice chair in the procedure bylaw, which may include:
  - how nominations are made;
  - if the candidate is not present at the meeting how their nomination can be provided;
  - conducting the vote by secret ballot using a ballot box;
  - whether time (and how much) is provided for candidates to address the board;
  - procedure for ballot counting; and,
  - process for a tie.

## Application of Procedural Rules

Procedure bylaws typically defer to a more comprehensive resource, such as Robert's Rules of Order, to guide situations that arise less frequently or are not explicitly set out in the procedure bylaw itself. For example,



Robert's Rules of Order may be consulted when a point of order (a question whether correct procedure is being followed) is raised and it is not covered in the procedure bylaw.

Procedural rules differ from the meeting procedure requirements in the procedure bylaw because these rules are not legislated, but rather commonly agreed upon rules and customs for deliberation and debate. Using these rules encourages all council and board members to use the same language and participate in deliberation and debate in the same manner, which helps to keep orderly, consistent and efficient meetings.

### Best Practices

- Determine which resource will be used to address cases not provided for under the procedure bylaw, for example:
  - Robert's Rules of Order;
  - The Rules of Parliamentary Procedure of the Canadian House of Commons;
  - The Standing Orders of the Legislative Assembly of British Columbia (PDF); or,
  - *Bourinot's Rules of Order*;
- Describe the resource as the "most current version," rather than specific edition, because the edition may become outdated. For example, "the most current edition of Robert's Rules of Order", rather than "the 11<sup>th</sup> edition of Robert's Rules of Order"; and,
- When creating a commission or other body, determine whether to apply existing council or board meeting procedures from the procedure bylaw or to design specific procedures for those bodies

#### Municipalities

##### Community Charter

- Section 123 General voting rules
- Section 132 Authority of presiding member

#### Regional Districts

##### Local Government Act

- Part 6: Division 3 – Voting and voting rights
- Sections 226(3) Board proceedings: application of *Community Charter*

## Application of the Procedure Bylaw to Other Bodies

When a council or board creates a commission or other body, it may determine whether to apply meeting procedures from the procedure bylaw, or to design specific procedures for those bodies.

## Legislative Requirements

- Open and closed meeting rules and the rules around expulsion from meetings apply to other bodies;
- The rules established by procedure bylaw for taking minutes apply to meetings of commissions or other bodies, unless the procedure bylaw provides other procedures for minutes of other bodies (details under Minutes, page 18); and,
- The record of minutes for other bodies must be available for public inspection unless the meeting has been closed to the public.

In addition to the legislative requirements, a council or board may choose to establish the procedural rules for commissions and other bodies.

## Best Practices

- In most cases, applying existing council or board meeting procedures will be the simplest approach. There may be reasons for council or board to establish customized rules of procedure for commissions and other bodies, either within the procedure bylaw or in a separate bylaw, for example:
  - in some communities there may be advantages to establishing rules for a staff member other than the municipal or regional district corporate officer to have overall responsibility for commission meeting minutes; or,
  - it may be appropriate to establish procedures that allow any member of council or board to participate in discussions and debates (but not vote) in a commission meeting.

### Other Bodies

#### *Community Charter*

- Part 4: Division 3 – Open Meetings
- Section 145 Application of procedure rules to other bodies
- Section 282(2)(c) General regulation authority (also applies to RDs 226(1)(c))
- Section 97 Other records to which public access must be provided

#### *Local Government Act*

- Section 226(1)(a)-(c) Board proceedings: application of *Community Charter*

### Municipalities

#### *Community Charter*

- Section 89 General rule that meetings must be open to the public
- Section 93 Application of rules to other bodies
- Section 134.1(2) Meetings and hearings outside municipality

## Open Meetings

All meetings of local government elected (councils and boards) and appointed bodies (such as committees, commissions and other subsidiary bodies) must be open to the public, unless the subject matter falls under the closed meetings provisions in the legislation. The requirement for open meetings is intended to be applied broadly, in keeping with the principle of openness, transparency and accountability.

All discussion and decisions must occur in properly called meetings, where the public can review the agenda and listen to the debate. Open meetings allow residents to understand how and why a council or board made a

decision or approved or adopted a resolution or bylaw.

## Legislative Requirements

- Meetings must be open to the public unless the subject matter relates to one of the items listed in the closed meetings section of the legislation
- Bylaws must only be read and voted on in open meetings;
- A resolution to close a meeting must be passed in the open part of a meeting and include the basis for that closure; and,

### Regional Districts

#### *Local Government Act*

- Section 226(1)(a) Board proceedings: application of *Community Charter*
- Section 224 Meetings and hearings outside regional district

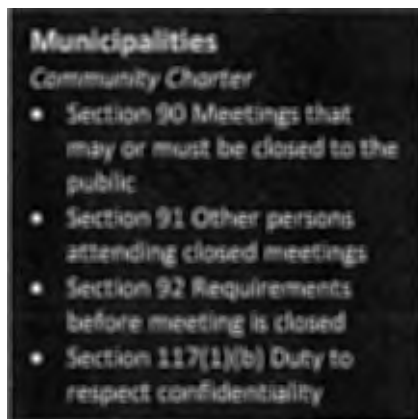


- Councils and boards may by bylaw allow for meetings or other proceedings to be held outside of their boundaries.

The Ombudsperson's Guide: Open Meetings: Best Practices Guide for Local Governments provides best practices for open meetings.

## Closed Meetings

There are certain circumstances where a council or board meeting or part of a meeting must or may be closed to the public by resolution. Meetings may only be closed for a purpose specified in the legislation. Procedure bylaw requirements, codes of conduct and rules of procedure continue to apply to councils or boards during closed meetings.



Prior to adjourning a closed meeting, it is best practice to determine if any of the decisions made during the meeting could be made public by agreeing to "rise and report" at the next regular meeting. Providing a regular report about decisions made in closed meetings provides council an opportunity to regularly consider whether a decision can be made public, subject to the legislation or privacy rules.

Provide education about closed meeting processes and rules at an orientation and consider providing refresher sessions throughout the term of office to assist council or board members with understanding the closed meetings processes.

At the start of a closed meeting, the corporate officer may remind members about the specific subject matter that is authorized for discussion during the closed meeting and explain the legislative reason for closing the meeting.

### Legislative Requirements

- A resolution to close a meeting must be passed in an open meeting;
- The resolution must outline the applicable subsection of section 90 the *Community Charter* for which the meeting is to be closed;
- Minutes of closed meetings must include the names of all attendees (councils and boards have some limited discretion as to who may attend a closed meeting);
- Bylaws must not be read or voted on in closed meetings; and,
- Council and board members must keep information from closed meetings confidential until such a time the council or board decides the information can be released or discussed at an open meeting.

### Best Practices

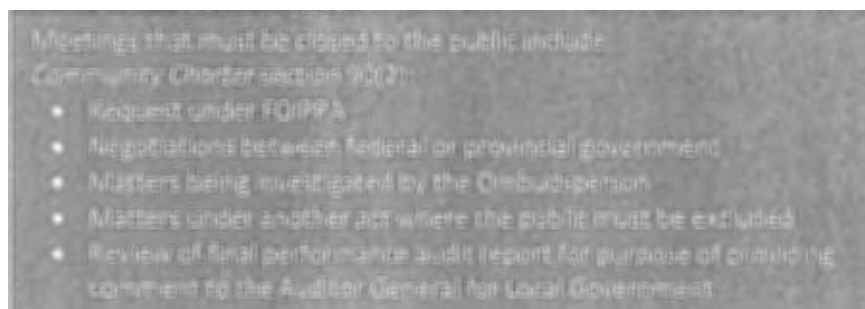
- Provide that when an item arises during a closed meeting, which in the opinion of council or board, do not meet the criteria to be held in a closed meeting, it be referred to an open meeting or to staff;
- Provide public notice of closed meetings;

### Regional Districts

#### *Local Government Act*

- Section 226(1)(a) Board proceedings: application of *Community Charter*
- Section 205(1)(d) Regional District Directors: application of *Community Charter*

- In the agenda, include the applicable subsection of the *Community Charter* under which the meeting or part of the meeting is being closed and a general description of the item to be discussed without compromising the reason for closing the meeting; and,
- Provide a provision that states the conduct expectations set out in the procedure bylaw for council or board members continue to apply during closed meetings.



## Notice

Notice of regular council or board meetings is part of public engagement and local government openness, transparency and accountability. The notice section of a procedure bylaw provides consistency around when and where information is posted giving the date, time and place of meetings. This provides adequate time for elected officials and local government staff to become aware of meetings and understand and prepare for the issues to be discussed. Public notice also allows the public the opportunity to become aware of the topics for discussion and to make an informed decision as to whether to attend a meeting.

Council and boards may wish to consider public notice options beyond the legislative notice requirements. This may include providing meeting information on the local government website, in recreation facilities, on social media and providing an option for the public to subscribe to an email service to receive automatic notice of meetings, minutes and/or agendas.

## Regular and Committee Meeting Notice

Procedure bylaws must establish public notice requirements for regular or committee meetings of council or board.

### Municipalities Notice of Regular and Council Committee Meetings

#### Legislative Requirements

- Identify places to be public notice posting places;
- Make publicly available the schedule of the date, time and place of regular council meetings;
- Provide public notice of the availability of the schedule for regular council meetings at least once a year in accordance with *Community Charter* public notice requirements;
- Provide advance public notice of the date, time and place of council committee meetings and establish the procedures for giving notice; and,
- Provide advance public notice of the time, place and date for council committee meetings and establish a procedure for giving that notice in the procedure bylaw.

#### Municipalities

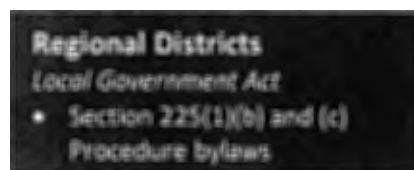
##### *Community Charter*

- Section 94 Requirements for public notice
- Section 124(d)-(e) Procedure bylaws
- Section 127 Notice of council meetings

## Regional Districts Notice of Regular and Board Committee Meetings

### Legislative Requirements

- Provide advance public notice of the date, time and place of board and board committee meetings and establish the procedures for giving notice; and,
- Identify places to be public notice posting places.



### Best Practices for Municipalities and Regional Districts

- Regional districts may provide notice in accordance with *Community Charter* section 94 public notice requirements of the availability of the schedule of regular meetings at least once a year in the public notice posting places (required of Municipalities);
- Outline a process to give notice of postponed/cancelled meetings or revised meeting schedules;
- Identify whose role it is to post notice to the public notice posting places;
- Provide enough notice time for the public to be aware of committee meetings;
- Provide written notice of committee meetings to each committee member;
- Post regularly scheduled committee meeting dates, times and locations in the public notice posting places; and,
- Provide how the public may access the meeting remotely, if available.

## Special Meeting Notice

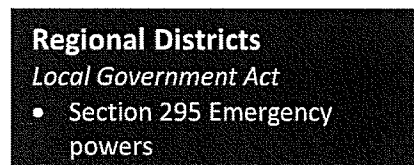
A special meeting is a council or board meeting other than a regular or statutory meeting. Special meetings are held to address specific items outside of the regular meeting schedule, for example review of the proposed



financial plan or to debate a major project or event. Local government legislation has public notice requirements for special council and special board meetings.

If there is an emergency the legislation provides flexibility for a council or board to do what is necessary when proper notice of a special meeting can not be given. Best practice is for councils and boards to use this authority thoughtfully and sparingly for example – illness of the majority of members, sudden economic crisis or some other sudden event, such as a natural disaster or pandemic, that requires immediate decision or debate.

Notice of special meetings may be waived by a unanimous vote of all council or board members; however, it is best practice to use the authority to waive notice of special meetings sparingly.

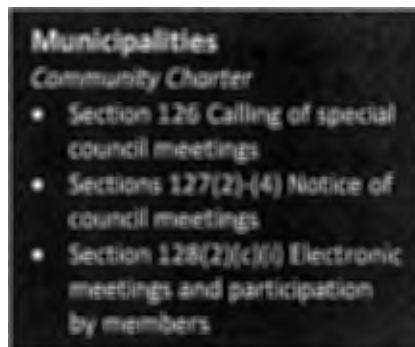


## Municipalities

### Legislative Requirements

- The mayor may call a special council meeting at their discretion;
- Two or more council members may, in writing, request that the mayor call a special meeting;
- Two or more council members may themselves call a special council meeting, if:

- within 24 hours after receiving a request the mayor has not arrange a special council meeting to be held in the next seven days; or,
- both the mayor and the person designed to act in place of the mayor are absent or otherwise unable to act.
- Provide notice at least 24 hours before the special meeting by posting a copy of the notice in the regular council meeting place and the public notice posting places, and leave one copy for each council member at the place to which the member has directed notices be sent;
- Notice must include the date, time and place of the meeting, describe the purpose of the meeting and be signed by the mayor or the corporate officer;
- Notice of a special council meeting may be waived by unanimous vote of all council members; and,
- If the procedure bylaw allows for electronic meetings, and the special meeting is to be held electronically the notice must include how the meeting is to be conducted and where the public may attend to hear, the proceedings that are open to the public.



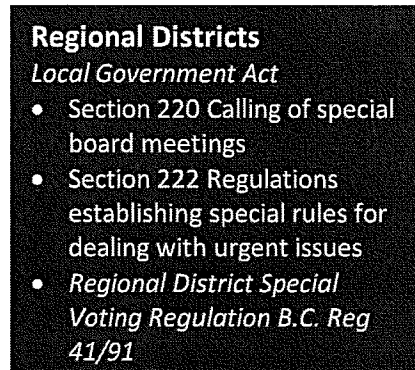
### Best Practices

- If possible, provide more than the minimum 24 hours' notice;
- If the special meeting notice requirements are waived by council, clearly document the reasons why in the minutes and try to provide some notice to the public;
- Provide notice of postponed special meetings on the website and social media; and,
- If notice is provided for a special meeting, include in the notice how the public may access the special meeting if it is held electronically.

### Regional Districts

#### Legislative Requirements

- On request of the chair or two directors, the corporate officer must call a special meeting;
- The corporate officer must provide notice of the special meeting to each director by mail at least five days before the meeting date;
- Notice must state the general purpose, date, time and place of the meeting;
- Notice of a special meeting may be waived by a unanimous vote of all directors; and,
- In the case of an emergency, with consent of the chair and two directors, notice of a special meeting may be given less than five days before the date of the meeting and does not have to be written.



### Best Practices

- Outline a process to provide public notice of special meetings; and,
- If the special meeting notice requirements are waived by the board, clearly document the reasons why in the minutes and try to provide some notice to board members and the public.

- Municipalities**  
**Community Charter**
- Section 124(2)(d)
  - Procedure bylaws

## Committee of the Whole Meeting Notice

If a council or board holds Committee of the Whole (COTW) meetings then a procedure to give advance public notice must be established (details under Committee of the Whole Meetings, page 27).

### Legislative Requirements

- Provide advance public notice of the date, time and place of COTW meetings and establish the procedures to give notice.

### Best Practices

- Provide notice of the annual schedule of regular COTW meetings at least once a year in the public notice posting places;
- Provide enough notice time for the public to be aware of COTW meetings;
- In the notice of an upcoming COTW meeting, include some information about the topics to be discussed so the public can understand the purpose of the meeting; and,
- Provide public notice of any revised or cancelled COTW meetings.

- Regional Districts**  
**Local Government Act**
- Section 225(1)(b)
  - Procedure bylaws

## Technology

The use of technology during meetings and in preparation for meetings may be considered in the procedure bylaw and as new technologies are introduced. A balance between transparency and privacy needs to be carefully considered when technology is being used at meetings. The use of technology must adhere to the requirements under the *Freedom of Information and Protection of Privacy Act*.

Councils and boards may establish a technology policy that considers the use of technology in meetings for issues that may arise when technology is used for meeting minutes, agendas and the video recording or livestreaming of meetings.

- A technology policy may also include:
- the authority for the CAO or Corporate Officer to interrupt the recording or remove the recording from the website due to content that may or must be discussed in a closed meeting;
  - procedures to ensure the public are made aware that the meeting may be recorded including for example, signage and verbal notification at the start of the meeting;
  - storage, retention, copyright and distribution of meeting video recordings;
  - how long the recordings will be publicly available and retained;
  - a process to follow if there is a technology failure during a meeting; and,
  - the use of cell phones during meetings.

### Best Practices

- Provide that the presiding member may require video recording devices be placed in a designated location;
- For regional districts where the Special Voting Regulation (B.C. Reg. 17/98) applies outline how voting will be conducted at meetings if electronic voting is available (details in Tie Votes box, page 22); and,
- Include what to do in the event of a loss of quorum due to loss of electronic communication links. For example, adjourn the meeting and reconvene as soon possible once quorum can be achieved and public notice requirements met or at the next meeting.

## Minutes

Providing council or board members and the public with meeting minutes supports local government transparency and accountability. Clear processes around minutes in procedure bylaws provides guidance and expectations to council or board members, local government staff and the public.

The requirement to take minutes applies to open and closed meetings. The corporate officer must ensure that minutes are accurate, including minutes of closed meetings. Minutes of closed meetings must record the names of all persons in attendance. The legislation permits the council or board to allow one or more municipal officers and employees to attend or exclude them from a closed meeting. Elected officials may want to limit the circumstances in which the corporate officer or another staff person able to take minutes is excluded from closed meetings.

Allow adequate time between meetings to publicly post the draft minutes so elected officials and the public have an opportunity to review and provide feedback to the corporate officer before they are considered for adoption. This may lead to fewer last-minute changes or challenges to the record of minutes. Mark draft minutes as “DRAFT” and include a statement outlining how they become official.

### Municipalities

#### Legislative Requirements

- Municipal procedure bylaws must provide for the taking of minutes of municipal council and committee meetings, including certification of those minutes;
- Rules for taking minutes at council committee meetings applies to meetings of other bodies, unless the procedure bylaw provides for other procedures for taking of minutes by a body established by council; and,
- Copies of council minutes must be made available to the public.

### Regional Districts

#### Legislative Requirements

- Regional district board meeting minutes must be legibly recorded, certified as correct by the designated regional district officer and signed by the chair or acting chair at the meeting or at the next meeting at which they are adopted; and,
- Copies of board minutes must be made available to the public.

### Best Practices for Municipalities and Regional Districts

- Outline where the minutes of all open meetings are posted for the public (for example, public notice posting places and municipal or district website);
- In the procedure bylaw, provide a reasonable time frame or refer to a policy for when the draft minutes are available to council or board, staff and the public before the next regular meeting;
- Provide a reasonable time frame for provision of the certified minutes to council or board and the public;

### Municipalities

#### *Community Charter*

- Section 124(2)(c) Procedure bylaws
- Section 145 Application of procedure rules to other bodies
- Section 91(1)(3) Other persons attending closed meetings
- Section 97(1)(b) Other records to which public access must be provided

### Regional Districts

#### *Local Government Act*

- Section 223 Minutes of board meetings and committee meetings
- Section 226 (1)(a) Board proceedings: application of *Community Charter*
- Section 268 Other public access requirements: application of *Community Charter*



- If appropriate establish alternate procedures for minute taking for commissions and other bodies. For example, allow for less formal methods of record-keeping that may be more cultural appropriate; and,
- Refer to the applicable policy for administrative fixes to allow the corporate officer to make minor corrections to the certified minutes, such as minor typos and sequential numbering errors.

## Agendas

The legislation does not set out requirements for meeting agendas; however, procedural rules (for example, Robert's Rules of Order) provide guidance for managing meeting agendas. Including the process for accepting agenda items in the procedure bylaw assists elected officials and local government staff clearly understand how to add items and manage the agenda.

The public may bring items forward to a council or board for consideration (details under Addressing Council or Board, page 25).

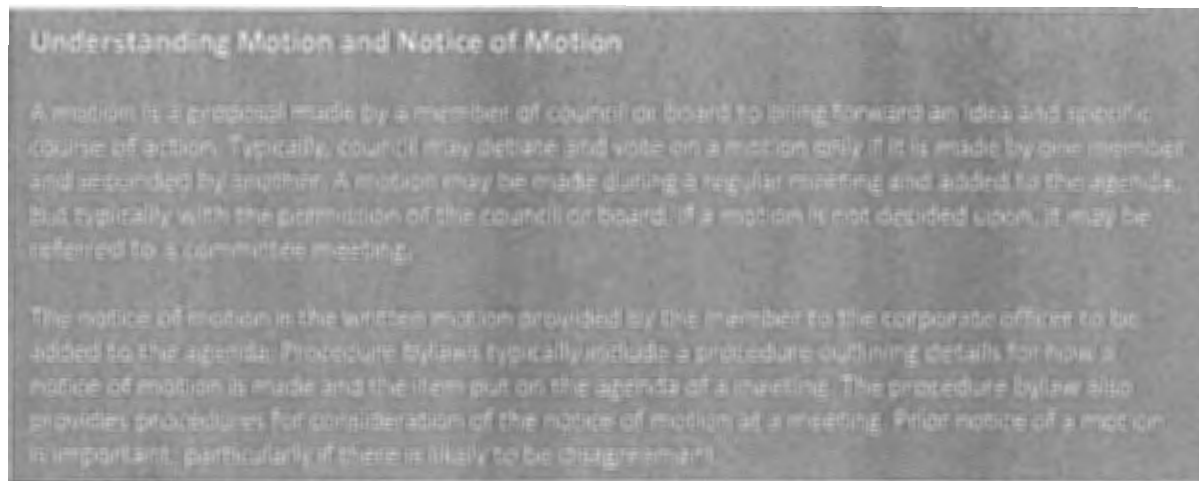
Local governments with extensive agendas may have a process for putting items on a consent agenda for efficiency. Consent agenda items usually include non-controversial items where no further debate is required. A consent agenda is not a separate agenda, but rather a separate item on the meeting agenda. Items may be separated out from the consent agenda at the meeting if there are objections from members.

Councils and boards may wish to develop an internal policy for closed meeting agendas to ensure they are kept confidential until a decision to disclose the information has been made. For example, only provide agendas in hard copy on coloured paper, distribute the agenda at the start of the closed meeting and collect all agendas at the end of the closed meeting.

### Best Practices

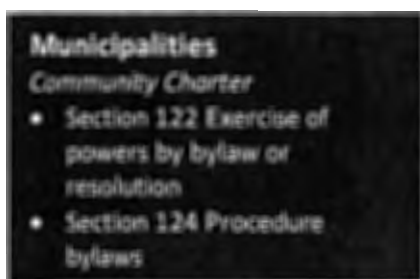
- Include a standard order of business for regular, closed and special meetings;
- Provide a time frame and method for acceptance of agenda items and whether/how late items may be added;
- Provide a reasonable time frame for how far in advance agendas are provided to council or board, staff and the public;
- Indicate whether members will receive a hardcopy or electronic versions of the agenda;
- Outline where regularly scheduled meeting agendas are available to the public (for example, public notice posting places and municipal or regional district website);
- Provide a procedure for how a council or board member can bring forward an item of business that is not on the agenda and how it is dealt with – commonly referred to as a “Notice of Motion” (details in Understanding Motion and Notice of Motion box, page 20):
  - notice of motion may be made in writing to the corporate officer;
  - whether the motion needs to be seconded by another member of the council or board;
  - provided to the corporate officer in advance of the meeting by a certain timeline;
  - if the notice of motion is made during a meeting it is added to the agenda of the next regular board meeting, or to the agenda of a special board meeting for that purpose;
  - inclusion of background materials; and,
  - whether consideration of the Notice of Motion is postponed if the member who introduced it is not present at the meeting and it is on the agenda, unless they have provided written consent.

- Provide that council or board can proceed with a notice of motion on the agenda if the member adding the item is not present if the majority of the council or board resolves to proceed.



## Bylaws and Resolutions

Councils and boards may only make decisions by bylaw or resolution. In some cases, provincial legislation requires that a local government power be exercised by bylaw only – if the legislation does not specify a bylaw is required, local governments have the choice to either pass a bylaw or a resolution.



Bylaws may be used for a variety of purposes – to establish meeting procedures, regulate services, for long-term borrowing, prohibit an activity, or require certain actions. Local governments may exercise certain statutory authority through resolution, which is a formal record of decision by a council or board.

Local government legislation provides the general requirements for councils or boards to adopt, amend or repeal bylaws. The procedure

bylaw may outline additional process requirements established by the council or board that are specific to that local government.

### Legislative Requirements

- Before a bylaw is adopted, it must be given three readings;
- A bylaw may be given up to three readings at one meeting;
- There must be at least one full day between the third reading and the adoption of a bylaw (some exceptions apply);
- Bylaws that require the approval of Cabinet, a Minister, the Inspector of Municipalities or the electors must receive Provincial approval between third reading and adoption in a specified sequence;
- If a public hearing is required for a land use bylaw (for example, official community plan amendments) the hearing must be held after first reading and before third reading; and,

- Once the bylaw is adopted, the chair at the meeting where the bylaw was adopted, and the corporate officer must sign the bylaw.

### Exceptions

- Municipal and regional district official community plan and zoning bylaws may be adopted at the same meeting as third reading provided the bylaw does not require Provincial approval; and,
- Regional district bylaws that do not require approval, consent or assent before they are adopted may be adopted at the same meeting as third reading, if the motion for adoption receives at least 2/3 of the votes cast.

### Best Practices

- Outline how a resolution or bylaw may be introduced at a meeting;
- Provide the corporate officer with a written copy of a notice of motion bringing forward a bylaw or resolution before a meeting;
- Provide a copy of the proposed bylaw or resolution being introduced to each member at least 24 hours before the meeting;
- Provide that a motion to waive the 24 hours requirement may be passed by unanimous vote of all council or board members;
- Allow for the corporate officer to consolidate one or more of the municipal or regional district bylaws for official use;
- Refer to an administrative fix policy to allow the corporate officer to make minor corrections to bylaws at third reading and adopted bylaws, such as spelling mistakes and sequential numbering errors; and,
- Provide that an adopted and signed copy of a bylaw be kept on record.

### Regional Districts

#### Local Government Act

- Section 207 General rules: voting on resolutions and bylaws
- Section 225 Procedure bylaws
- Section 226 Board proceedings: application of the Community Charter
- Section 227 Bylaw procedures: application of Community Charter
- Section 228 Bylaw adoption at same meeting as third reading
- Section 465 Public hearing procedures

### **Tie Votes**

In the case of a tie vote at a council meeting or regional district board meeting, the motion is defeated.

### **Municipal Voting**

Each council member, including the mayor, has one vote on any question and decisions are made by a majority of the council members present at the meeting. All council members present at the time of the vote, must vote on the matter (unless they declare a conflict of interest) and if they do not indicate how they have voted, the council member is deemed to have voted in the affirmative.

### **Regional District Voting**

Voting on regional district boards can be complex because regional districts are made up of jurisdictions of different size populations that may participate in different services. The general rules on voting on resolutions and bylaws still apply. Voting on resolutions and bylaws is decided by a majority of the votes cast, and in accordance with Division 3 of the *Local Government Act – Voting and Voting Rights*. All board members present at the time of the vote, must vote on the matter (unless they declare a conflict of interest) and if they do not indicate how they have voted, the member is deemed to have vote in the affirmative.

Regional districts have three different voting mechanisms – unweighted corporate vote, weighted corporate vote and weighted stakeholder vote. These voting rules take into account participation in regional district services, corporate structure of regional districts, and the population of jurisdictions in the regional district. As a best practice many regional districts include the type of vote (stakeholder, corporate, weighted, unweighted) with the agenda item so there is a shared understanding of voting prior to the meeting.

For some regional districts, the Regional District Special Voting Regulation B.C. Reg. 17/98 provides that where the chairperson and one other director consider that the issue to be voted on is urgent and that calling a regular or special meeting to conduct the voting is impractical then for some issues electronic or telephone voting may be conducted. This kind of vote may not be conducted for annual budget bylaws, zoning bylaws, bylaws adopting official community plans or rural land use bylaws. Note: Only those regional districts listed in the schedule to this regulation may use the special voting regulation.

## **Reconsideration of a Council or Board Decision**

Occasionally, a council or board may wish to bring back a decision for reconsideration due to new information that has been brought forward following the motion or resolution being defeated. Local government legislation provides the authority for the mayor or chair to bring a decision back for reconsideration – subject to specific legislative restrictions. Reconsideration of council or board decisions is a complex issue that may require consideration of case law in addition to any procedures provided in the procedure bylaw.

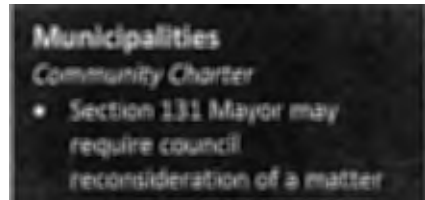
Council or board members may also bring back a decision for reconsideration following the procedural rules referenced in the procedure bylaw (for example, Robert's Rules of Order). The procedural rules for reconsideration may differ for committee or other meetings outside of regular council or board meetings.

### **Municipalities**

#### **Legislative Requirements**

- A mayor may require the council to reconsider and vote again on a matter that was the subject of a vote;

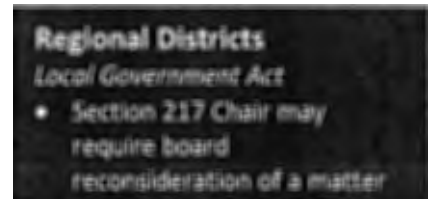
- Reconsideration is restricted to the same council meeting as the vote took place or within 30 days following that meeting;
- A matter may not be reconsidered if it has received the approval or assent of the electors and subsequently been adopted or it has already been reconsidered by council;
- The matter under reconsideration must be dealt with as soon as convenient, and council has the same authority it had in its original consideration of the matter; and,
- If the original decision to adopt a bylaw or resolution is rejected on reconsideration, the bylaw or resolution is of no effect and is deemed to be repealed.



## Regional Districts

### Legislative Requirements

- A chair may require the board to reconsider and vote again on a matter that was the subject of a vote;
- A matter may not be reconsidered if it has received the approval or assent of the electors and subsequently been adopted or it has already been reconsidered by the board;
- The matter under reconsideration must be dealt with as soon as convenient, and the board has the same authority it had in its original consideration of the matter;
- If the original decision to adopt a bylaw or resolution is rejected on reconsideration, the bylaw or resolution is of no effect and is deemed to be repealed; and,
- The chair may return the matter for reconsideration at the meeting of the board following the original vote, whether or not this is within the 30-day period.



### Best Practices for Municipalities and Regional Districts

- Following procedural rules (for example, Robert's Rules of Order) referenced in the procedure bylaw provide that a councillor or director who voted with the majority either for or against to put forward a motion for reconsideration (Note: this rule may differ for committee meetings);
- Include the process and circumstances under which reconsideration would be permitted by other council or board members, similar to those required of the mayor or chair (using the procedural rules resource referenced in the procedure bylaw as a guide);
- Provide a specific time frame for when a motion could be reconsidered, typically at the same meeting as the vote took place (restricted to 30 days for municipalities);
- Notice of motion be required and seconded by another member;
- Number of times the item can be reconsidered within a specific time period, typically once; and,
- Matters may not be reconsidered if they have been acted on irreversibly by an officer, employee or agent of the municipality or regional district (for example, if a contract is signed).

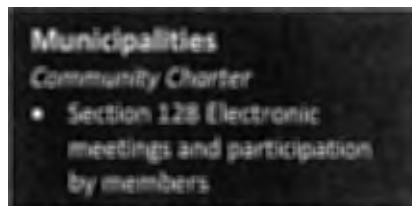
## Electronic Meetings

Special meetings held electronically can be a useful tool for councils and boards, however they should not be a substitute for in-person meetings. If a council or board chooses to have the option to hold special meetings electronically, the procedure bylaw must authorize it and include information on the electronic meeting process and electronic participation by members. Before the authority to conduct special meetings electronically is included in the procedure bylaw, a council or board needs to consider whether it has adequate technology and may wish to establish a technology policy to support electronic meetings.

A council or board may wish to allow for electronic special meetings in the procedure bylaw in case of an emergency such as a natural disaster or a pandemic.

### Legislative Requirements

- Authorized in the procedure bylaw;
- Provide notice of the way in which the meeting is to be conducted and the place where the public may attend the electronic special meeting;
- Provide a location for the public to attend;
- Facilities that enable the meeting's participants and the public to hear, or watch and hear, each other;
- Attendance of a designated officer at the meeting; and,
- The meeting must be conducted in accordance with the procedure bylaw.



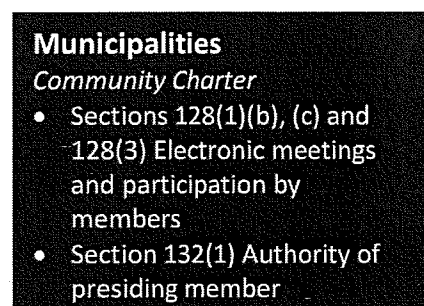
### Best Practices for Municipalities and Regional Districts

- Develop guidelines to assist with electronic meeting process:
  - the presiding member will ask each member by name to indicate 'yeah' or 'nay' on any vote;
- Allow for electronic special meetings in the event meeting in person is impractical or impossible or in the event of an emergency;
- Outline a process to follow if there is equipment failure or loss of quorum during an electronic meeting; and,
- Consider how to deal with declarations of conflict of interest or closed meeting issues.



## Electronic Participation

Electronic participation at council or board meetings may occur if such participation is authorized in the procedure bylaw. Electronic participation at meetings enables elected officials to participate under circumstances where they are unable to be physically present.

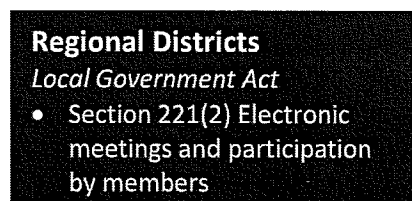


A potential challenge local governments may wish to consider is the implications if a presiding member were to attend electronically. For example, a presiding member may have difficulty observing and deciding on points of order that may arise during the meeting if they attending electronically. It is important for local governments to carefully consider the practical challenges that may arise as they establish electronic meeting procedures.

While the legislation does not preclude the presiding member from attending electronically this situation could pose challenges for those attending the meeting and may make it difficult for the presiding member to fulfill their duties.

### Legislative Requirements

- If electronic meetings are authorized in the procedure bylaw a member who is unable to attend a council or board meeting in-person may participate electronically;
- Members participating electronically are deemed to be present at the meeting; and,





- Except for closed parts of the meeting, the public must be able to hear the member(s) participating electronically.

### Best Practices for Municipalities and Regional Districts

- Develop guidelines for electronic attendance at meetings so consistent practices are clear to all members:
  - identify a process for members to follow to notify the corporate officer, mayor or chair that they wish to attend electronically;
  - include a maximum number of members that may attend the same meeting electronically;
  - set out a process for the corporate officer to follow if more than the maximum number of members request to attend electronically;
  - include how agendas will be provided to those attending electronically;
  - identify maximum number of consecutive meetings which a member may attend electronically and provide that in the event of an emergency maximums do not apply;
  - identify maximum number of times per year or how often a member may attend electronically and provide that in the event of an emergency maximums do not apply;
  - ask that members identify others who are in the room with them if attending electronically;
  - ask that members eliminate background noise as much as possible if attending electronically;
  - include that members attending a closed meeting electronically must ensure that no other person is in the same room as the member during the meeting and that no other person can observe or hear the meeting; and,
  - outline the process for how members attending electronically can vote on a motion or participate in the debate.
- For accurate minutes and attendance, require that a member attending electronically inform the presiding member when they join and leave the meeting; and,
- Allow for electronic attendance at other kinds of meetings (for example, special or committee meetings).

### Addressing Council or the Board at Meetings

Councils and boards may establish rules in their procedure bylaw to allow speakers to present on a topic and allow for requests from the public (also known as public delegations) to appear at meetings. Local government legislation does not include specific requirements for public delegations at council or board meetings. A clear process for the public to engage with the council or board speaks to the principles of respect, accountability and collaboration. Established rules provide consistency and assist with meeting management.

#### *Local Government Act*

- Section 465(2) Public hearing procedures

The rules for the public to be heard at public hearings are different from council or board meetings. All people who believe their interest in property is affected by the proposed bylaw must be given a reasonable opportunity to be heard or present a written submission on the information provided in the bylaw that is the subject of the hearing.

There are other circumstances where the public has a right to be heard by council or board as a result of a decision made by council or board. For example, refusal of business licences or a person required to take remedial actions on their property.

A council or board may wish to include in their meeting notice alternate ways for the public to provide input about local government issues in the event they are unable to be present at a meeting or in the event of an emergency. To help the public understand how to address the council or board, the local government may provide an outline of the process on its website.

### Best Practices

- Outline in the procedure bylaw how the conduct provisions of the procedure bylaw applies to public delegations and presentations;
- Establish the section of a meeting when the public will be permitted to address council or the board;
- Communicate a process to the public for how to address council or board at meetings and include:
  - the process for a member of the public to request to speak at a meeting;
  - information required from the public in advance of the meeting (if any);
  - time frame for submissions for inclusion on the agenda;
  - limits on the frequency and length of presentations by delegations;
  - how requests to address council or board are handled by the corporate officer;
  - how many presentations or delegations may be heard per meeting and whether or not more may be added by resolution during the meeting;
  - whether someone may replace the person or delegation who requested to speak;
  - how the speaking order of presentations or delegations is determined. For example, formal delegations speaking on a particular issue may be given priority;
  - expectations around respectful conduct; and,
  - how disrespectful conduct is managed.
- Outline what the public may speak to and restrictions on certain topics at meetings (details in Restrictions box, page 27);
- If a topic comes before council or board that might affect the financial or operational plan allow for it to be referred to staff for a report before it is considered by council or board;
- If a new request to address a council or board is received at a meeting, provide an option for the presenter to address the council or board if approved by the unanimous vote of the members present;
- Provide an option for written submissions for those who are unable or do not want to speak at a meeting;
- Ask delegations to specify what they are seeking from council or board;
- Clearly state that items of a time sensitive nature may be heard first by a council or board; and,
- Provide alternate ways for the public to provide input on agenda topics. Alternate ways may include, by: email; phone; online submission form; or, virtual real-time question and answer period.



#### Restrictions

Restrictions of delegation topics may include:

- Subjects that do not fall within the jurisdiction of council or board.
- Bylaws where a public hearing is to be held.
- Matters subject to legal proceedings where a judgement has not been given.
- Publicly tendered contracts or proposal calls that have not yet been awarded.
- Staffing or labour relations matters.
- Applications, permits or licenses not yet considered by council or board.
- Information considered in closed meetings unless the information has been released and.

## Committee of the Whole Meetings

Committee of the Whole (COTW) meetings are a non-binding committee made up of all council or board members that meets regularly throughout the year. COTW meetings are held to discuss or debate a topic less formally, develop common understanding, help reach consensus and develop recommendations to report back to the council or board. COTW meeting procedures are the same as regular meetings unless specific procedures are outlined in the procedure bylaw.

#### Municipalities

##### Community Charter

- Section 124(2)(b)-(d)
- Procedure bylaws

It is best practice to refer regular meeting topics that need further discussion to a COTW meeting. Once the COTW has reviewed all matters on the agenda a motion may be made to refer recommendations of the COTW to the council or board for consideration.

### Legislative Requirements

- If a local government chooses to have COTW meetings they must establish rules of procedure for them in their procedure bylaw.

### Best Practices for Municipalities and Regional Districts

- Establish whether the procedure bylaw applies to COTW or set out separate COTW meeting procedures, including quorum;
- Provide public notice of COTW meetings;
- Post schedules of COTW meetings at the public notice posting places and on the local government website;
- Rotate the chair to provide opportunity for skill development and succession planning;
- After consideration and approval of COTW agenda items, the COTW refers those items back to the full council or board for approval; and,
- Prepare terms of reference for COTW.

#### Regional Districts

##### Local Government Act

- Section 227 Bylaw procedures: application of Community Charter

Delegation allows the delegated person or body to conduct detailed and focused consideration of the operation or administration of a service or function and to make decisions to the extent authorized.

## Reconsideration of Decision Made by Delegate

Local government legislation allows for a council or board to delegate its powers to a committee, an officer or employee of the municipality or regional district, or another body established by the council or board. For example, a council or board may delegate authority to the Chief Administrative Officer or Corporate Officer to enter into contracts up to a maximum amount.

Procedures for the delegated authority are included in a separate “delegation bylaw”; however, a procedure bylaw includes the process to appeal a decision (reconsider) where a council or board has delegated authority to an officer or employee, or another body established by the council or board.

## Municipalities

### Legislative Requirements

- A council may by bylaw establish a right to have decisions made by a delegated authority reconsidered by council. (Note: There are some powers a council may not delegate, for example, the power to adopt a bylaw);
- There are also some matters where the legislation establishes a right of reconsideration by council (for example for refusal of a business licence or required remedial actions);
- If a council delegates its decision-making power it must, by bylaw, establish procedures for reconsideration, including how an application for reconsideration can be made;
- In undertaking a reconsideration, council has the same authority as conferred upon the delegate; and,
- If there is a right to seek reconsideration, the person subject to the decision must be advised.

## Municipalities

### Community Charter

- Section 154 Delegation of council authority
- Section 155 Special rules respecting delegation of hearings and other proceedings
- Section 156 Reconsideration of delegate's decision

## Regional Districts

### Legislative Requirements

- A board may delegate a power, duty or function only by bylaw adopted by an affirmative vote of at least 2/3 of the votes cast;
- If a board delegates its decision-making power and in relation to that delegation, an enactment establishes a right to have a delegated decision reconsidered by the board; the board must, by bylaw, establish procedures for reconsideration, including how an application for reconsideration can be made;
- In undertaking a reconsideration, the board has the same authority as conferred upon the delegate; and,
- If there is a right to seek reconsideration, the person subject to the decision must be advised.

## Regional Districts

### Local Government Act

- Section 230 Bylaw required for delegation
- Section 232 Reconsideration of delegate's decision

### Best Practices for Municipalities and Regional Districts

- Include how a council or board may reconsider a delegate's decision in the delegation bylaw and include a cross reference to it in the procedure bylaw; and,
- Outline the process if a person wants to appeal a delegated decision, for example:
  - submit a written request, that includes the reasons why the person wishes to have the decision reconsidered, to the corporate officer prior to the meeting where the appeal is to take place; and,
  - a person may appear before council or board as a delegation at the meeting which the appeal is taking place in order to present their position.

## Quorum

Quorum is the minimum number of members that must be present to make the considerations at a meeting valid. Quorum is required at council and board meetings to ensure agenda items are properly considered by elected officials.

Members attending electronically are deemed to be present if electronic participation is provided in the procedure bylaw. Procedure bylaws may include what steps can be taken in the event there is not quorum. This ensures a process is in place to adjourn the meeting in the event there is no quorum.

#### Best Practices

- Provide a specific time period to wait for council or board members to arrive;
- Corporate officer records the names of those members present;
- Include a procedure for adjourning the meeting until the next meeting date or until another meeting is held if quorum is not met for the current meeting or if quorum is lost due to means of electronic communication or technology issues; and,
- Include a clause that sets out the quorum requirements for committees.

### Correspondence

Local governments may have a policy in place that outlines how correspondence that is addressed to council or board is managed. The procedure bylaw may refer to the policy or state the procedures to handle correspondence that is addressed to council or board.

#### Best Practices

- Outline what kind of correspondence is accepted and how it is received;
- Provide a process for how council or board is provided with correspondence (for example, on a secure website) and how it may be added to the agenda of an appropriate council or board meeting; and,
- Outline the process for the corporate officer to take if correspondence does not meet the criteria for which correspondence is accepted.

Refer to the Freedom of Information and Protection of Privacy Act (FIPPA) for consideration on how to manage and protect the collection of personal information in person and online. If the correspondence is placed on a public agenda, ensure personal information is protected.

#### Municipalities

##### *Community Charter*

- Section 118 Size of council
- Section 129 Quorum for conducting business
- Section 128 Electronic meetings and participation by members

#### Regional Districts

##### *Interpretation Act*

- Section 18 Majority and quorum

## ADDITIONAL RESOURCES

See below for examples of procedure bylaws that may be useful if a council or board is amending a procedure bylaw. These examples are not an exhaustive list and are provided as a starting place. Any questions about the content of the bylaw, the process in developing it or whether it has been subject to legal review should be directed to the local government.

### Examples of Procedure Bylaws

- [Capital Regional District \(PDF\)](#)
- [Cariboo Regional District \(PDF\)](#)
- [City of North Vancouver \(PDF\)](#)
- [District of Sparwood \(PDF\)](#)
- [Village of Lumby](#)

### Code of Conduct Resources

- [Conduct of Locally Elected Officials webpages](#)
- [Foundational Principles of Responsible Conduct \(PDF\)](#)
- [Getting Started on a Code of Conduct for your Council/Board \(PDF\)](#)
- [Model Code of Conduct \(PDF\)](#)

### Delegation Resources

- [Municipal Delegation of Powers or Duties](#)
- [Regional District Delegation of Powers or Duties](#)
- [A Guide to Regional District Board Delegation to Committees and Commissions \(PDF\)](#)

### Local Government Meetings

- ["Other Procedures" Section for Regional District Boards](#)
- [Ombudsperson Guide - Open Meetings: Best Practices for Local Governments \(PDF\)](#)
- [Regional District Voting](#)
- [UBCM Fact Sheet – Regional Districts \(PDF\)](#)





**LGMA**

LOCAL GOVERNMENT  
MANAGEMENT ASSOCIATION  
OF BRITISH COLUMBIA



**BRITISH  
COLUMBIA**

Ministry of  
Municipal Affairs

JAN 13 2021

Dear Mayor,

I am pleased to inform you that the next census will take place in May 2021. I am writing today to seek your support to increase awareness of the census among residents of your community.

For over a century, Canadians have relied on census data to tell them about how their country is changing and what matters to them. We all depend on key socioeconomic trends and census analysis to make important decisions that have a direct impact on our families, neighbourhoods and businesses. In response to the COVID-19 pandemic, Statistics Canada has adapted to ensure that the 2021 Census is conducted throughout the country in the best possible way, using a safe and secure approach.

Statistics Canada will be hiring approximately 32,000 people across the country to assist with census collection. We would like to work with you and your municipality to ensure that your residents are aware and informed of these job opportunities.

Furthermore, your support in encouraging your residents to complete the census will have a direct impact on gathering the data needed to plan, develop and evaluate programs and services such as schools, daycare, family services, housing, emergency services, roads, public transportation and skills training for employment.

If you would like to express your municipality's support for the census, please share the municipal council resolution text below with your residents:

Be it resolved that:

The Council of the Corporation of (NAME OF CITY/TOWN/MUNICIPALITY) supports the 2021 Census, and encourages all residents to complete their census questionnaire online at [www.census.gc.ca](http://www.census.gc.ca). Accurate and complete census data support programs and services that benefit our community.

In the coming weeks, a member of our communications team may contact you to discuss ways in which we can work together. Should you have any questions, please contact us at [statcan.censusoutreach.west-rayonnementdurec.ouest.statcan@canada.ca](mailto:statcan.censusoutreach.west-rayonnementdurec.ouest.statcan@canada.ca).

Thank you in advance for supporting the 2021 Census.

Yours sincerely,

Geoff Bowlby  
Director General, Census Management Office  
Statistics Canada / Government of Canada