

City of Maple Ridge
COUNCIL WORKSHOP AGENDA
September 8, 2020
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.

REMINDER: September 8, 2020 Council Meeting 7:00 p.m.

1. APPROVAL OF THE AGENDA
2. ADOPTION OF MINUTES
 - 2.1 Minutes of the July 28, 2020 Council Workshop Meeting
3. PRESENTATIONS AT THE REQUEST OF COUNCIL
4. UNFINISHED AND NEW BUSINESS
 - 4.1 Community Wildfire Protection Plan Update

Presentation by B.A. Blackwell & Associates Ltd.

 - Bruce Blackwell, Principal

Staff report dated September 8, 2020 providing the background of the Community Wildfire Protection Plan update.
 - 4.2 Commercial and Industrial Strategy: Overview of Industrial Lands for Employment

Staff report dated September 8, 2020 providing a background on the Commercial and Industrial Strategy's recommendations regarding industrial lands and an overview of the work underway to increase industrial designated lands in Maple Ridge.

4.3 2020 Citizen Survey Review

Staff report dated September 8, 2020 providing an overview of the draft 2020 Citizen Survey.

4.4 Community Leaders Forum

Staff report dated September 8, 2020 providing details on the Community Leaders Forum virtual event being held on October 14, 2020.

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 Municipal Insurance Association of B.C. ("MIABC") Voting Delegate

E-mail dated July 23, 2020 from Claudia Chan, Office, Communications and Systems Administrator, MIABC requesting appointment of a representative and two alternates to represent and vote the interests of the City of Maple Ridge at the September 21, 2020 MIABC 33rd Annual General Meeting.

Recommendation:

That the Executive Director of Legislative Services be nominated as the representative, the Corporate Officer as the first alternate and the Deputy Corporate Officer as the second alternate for the Municipal Insurance Association of B.C. 2020 Annual General Meeting.

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)(c) Labour relations or employee negotiations;

Section 90(1)(d) The security of property of the municipality;

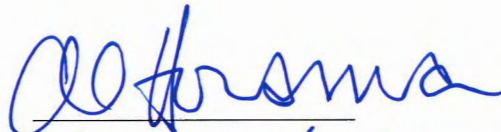
Section 90(2)(b) The consideration of information received and held in confidence relating to negotiations between the municipality and a provincial government or the federal government or both, or between a provincial government or the federal government or both and a third party.

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*.

9. ADJOURNMENT

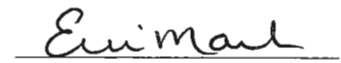
APPROVED BY:

DATE:


Sept 3/2020

CHECKED BY:

DATE:


Sept 3/20

2.0 Adoption of Minutes

COUNCIL WORKSHOP MINUTES

July 28, 2020

The Minutes of the City Council Workshop held on July 28, 2020 at 11:00 a.m. in the Blaney Room at City Hall, 11995 Haney Place, Maple Ridge, British Columbia for the purpose of transacting regular City business.

<i>PRESENT</i>	<i>Appointed Staff</i>
<i>Elected Officials</i>	A. Horsman, Chief Administrative Officer
Mayor M. Morden	D. Boag, General Manager Parks, Recreation & Culture
Councillor J. Dueck	C. Crabtree, Acting General Manager Corporate Services
Councillor K. Duncan	C. Goddard, Acting General Manager Planning & Development
Councillor C. Meadus	Services
Councillor G. Robson	D. Pollock, General Manager Engineering Services
Councillor R. Svendsen	T. Thompson, Chief Financial Officer
Councillor A. Yousef	S. Nichols, Corporate Officer
	<i>Other Staff as Required</i>
	C. Goddard, Director of Planning
	K. Gowan, Planner 1
	A. Grochowich, Planner 2
	J. Mickleborough, Director of Engineering
	D. Olivieri, Research Technician
	J. Storey, Director of Engineering Operations
	M. Vogel, Computer Support Specialist
	L. Zosiak, Manager of Community Planning

Note: These Minutes are posted on the City Web Site at www.mapleridge.ca

Note: Due to the COVID-19 pandemic, Council members participated electronically.
Councillor Duncan was absent at the start of the meeting.

1. *APPROVAL OF THE AGENDA*

R/2020-315

It was moved and seconded

That the agenda of the July 21, 2020 Council Workshop Meeting be approved as circulated.

CARRIED

2. ***ADOPTION OF MINUTES***

2.1 **Minutes of the July 14, 2020 Council Workshop Meeting**

R/2020-316

It was moved and seconded

That the minutes of the Council Workshop Meeting of July 14, 2020 be adopted as circulated.

CARRIED

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

Note: Councillor Duncan entered the meeting at 11:02 a.m.

4. ***UNFINISHED AND NEW BUSINESS***

4.1 **Watercourse Debris Removal Policy No. 9.15**

Staff report dated July 28, 2020 recommending that Watercourse Debris Removal Policy No. 9.15 be forwarded to a future Council Meeting for consideration.

The Director of Operations spoke to the staff report and staff responded to questions from Council.

R/2020-317

Moved and seconded

That the Watercourse Debris Removal Policy be received and referred back to staff to incorporate comments received at the July 28, 2020 Council Workshop Meeting, and to bring forward for Council consideration.

CARRIED

4.2 **Home Based Business Regulation Update**

Staff report dated July 28, 2020 providing an overview of the Home Occupation Regulation expansion.

The Manager of Community Planning introduced the item and K. Gowan, Planner 1, who provided a detailed presentation. Staff responded to questions from Council.

4.3 Council Workplan Matrix Update

Staff report dated July 28, 2020 recommending that the Council Workplan Matrix be endorsed.

The Acting General Manager of Corporate Support introduced D. Olivieri who spoke to the staff report and next steps. Staff responded to questions from Council.

R/2020-318

Moved and seconded

That the Council Workplan Matrix dated July 28, 2020 be endorsed.

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/2020-319

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)(b) Personal information about an identifiable individual who is being considered for a municipal honour.

Section 90(1)(e) The disposition of land or improvements, if the council considers that disclosure might reasonably be expected to harm the interests of the municipality.

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

ADJOURNMENT – 12:22 p.m.

M. Morden, Mayor

Certified Correct

S. Nichols, Corporate Officer

TO: His Worship Mayor Michael Morden
and Members of Council
FROM: Chief Administrative Officer
SUBJECT: Community Wildfire Protection Plan Update

MEETING DATE: September 8, 2020
FILE NO: 01-0530-01
MEETING: Workshop

EXECUTIVE SUMMARY:

In late 2018 Council authorized staff to begin the process of updating the City's Community Wildfire Protection Plan (CWPP) with funding via a UBCM grant. To that end, staff solicited requests for proposals resulting in BA Blackwell and Associates being retained to conduct the update. The report has been completed and is now being presented to Council for consideration and feedback prior to being advanced for adoption.

RECOMMENDATION:

For information only.

BACKGROUND:

The City of Maple Ridge first drafted and adopted a Community Wildfire Protection Plan (CWPP) in 2007 in response to a growing awareness of the risks associated within the Wildland Urban Interface (WUI).

While many of the recommendations contained in the first CWPP have been implemented, continuing to leverage the existing plan for the purpose of grant applications to write fuel management prescriptions and conduct operational fuel treatments is no longer feasible. Applications for grant funds through the UBCM - Community Resilience Initiative (CRI) program rely on a current (within 5 years) CWPP. This requirement indicates that communities, infrastructure, and climatic conditions change over time. In addition, the Province requires additional community data as part of a change to the grant application process. Further wildfire prevention work within the City requires the plan be updated.

DESIRED OUTCOME(S):

A revised CWPP provides updated recommendations which will influence future wildland work across multiple disciplines including the provision of public education for private property owners, development of strategic relationships with partner agencies, and development of fuel management prescriptions as required steps towards obtaining grant funding for operational fuel treatments on public lands.

POLICY IMPLICATIONS:

The updated CWPP contains recommendations that will affect the City's Wildfire Development Permit guidelines.

INTERDEPARTMENTAL IMPLICATIONS:

An interdepartmental working group was formed as part of the CWPP update process. Representation from the Building, Engineering, Parks, and Planning Departments was included. Comments received are included in the plan as presented.

FINANCIAL IMPLICATIONS:

Recommendations included in the updated report will result in expenses incurred by local government. Grant funding via the UBCM-CRI program currently exists that can offset some of the direct costs.

ALTERNATIVES:

None.

CONCLUSIONS:

Since the original adoption of a Community Wildfire Protection Plan in 2007, much work has been accomplished with regards to educating and protecting the citizens of Maple Ridge. In an effort to continue this valuable work, a revised and updated plan is required to best understand the current landscape of the City's Wildland Urban Interface and support future grant applications.

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Prepared by: 
Michael Van Dop, MBA
Deputy Fire Chief

Approved by: 
Howard Exner
Fire Chief

Concurrence: 
Al Horsman
Chief Administrative Officer



mapleridge.ca

City of Maple Ridge

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

MEETING DATE: September 8, 2020
FILE NO:
MEETING: Workshop

SUBJECT: Commercial and Industrial Strategy: Overview of Industrial Lands for Employment

EXECUTIVE SUMMARY:

The "Commercial & Industrial Strategy: 2012-2042" was endorsed by Council in 2014 and provides a road map to help the City navigate the industrial and commercial landscape in order to position the City for optimum future growth and prosperity. This report focuses on the industrial designated lands for future employment needs, in follow-up to the staff report on the commercial designated lands at the May 12, 2020 Council Workshop. The key findings in the Strategy that relate to industrial designated lands are as follows:

- Maple Ridge will require an additional 170-230 acres of industrial designated land by 2042;
- Maple Ridge is well positioned in the region for future employment opportunities; and
- Employment sectors such as business services, manufacturing, information, and culture tourism and education facilities are likely to see significant growth, and are timely industries to focus business attraction and retention strategies on.

Since 2014, much work has occurred to strategically identify potential industrial lands and designate lands for future employment use. The work undertaken has resulted in the City of Maple Ridge designating an additional 203 acres of industrial land for future employment needs and identifying 285 acres of potential industrial lands for employment uses. At this time, the City has advanced beyond a low employment growth scenario and is on its way to achieving a high employment growth scenario with the lands and projects discussed in Section 2.0 of this report. However, a key consideration here is that some of the lands recently designated for industrial use is on lands that have some development challenges, such as servicing (outside of the Fraser Sewerage Area), location (access to major transportation routes), slopes, and watercourses. As such, some of these lands are not likely to be developed in the short to medium term, but are important to retain for long-term employment needs.

The purpose of this report is to provide Council with a background on the Commercial and Industrial Strategy's recommendations regarding industrial lands, as well as an overview of the work underway to increase the amount of industrial designated land within Maple Ridge. Within Council's 'Strategic Plan 2019-2022', implementation of the Commercial and Industrial Strategy aligns with the strategic priority 'Growth' as it is related to growing the local economy and infrastructure.

RECOMMENDATION

For information only.

4.2

1.0 BACKGROUND

a) Official Community Plan

The Official Community Plan (OCP) outlines the long-term vision for growth and development in Maple Ridge. Section 6.4 specifically provides the framework for industrial development in the City by identifying key issues, principles, and policies. The OCP's Employment objectives are to:

- Create a larger and more diverse industrial sector that offers greater employment opportunities for residents, generates additional investment, enhances local businesses and creates a larger tax base to pay for municipal services and amenities.
- Create a more "complete community" by providing a range of industrial opportunities throughout the municipality.
- Encourage industrial development that meets the community's aspirations for quality of environment, character and sense of place, and compatibility with other Maple Ridge land uses.

Policies in the OCP are aimed at addressing issues and guiding planning decisions on land use management within Maple Ridge. One key issue identified in the OCP is the low supply (60 hectares (150 acres) of marketable and competitive industrial lands for industrial use. To address this issue, the OCP provides a set of evaluation parameters for potential lands being considered for employment. These include:

6 - 45 The identification of additional employment generating lands is a priority for the District. Maple Ridge will evaluate alternate locations for a large block or blocks of additional employment generating land to support the growth of the employment sector in the future. Location parameters for suitable industrial land may include, but is not limited to:

- a) land that is relatively flat;*
- b) land that is conducive to industrial development;*
- c) land that is contiguous to a full range of municipal services;*
- d) land that is strategically located near the Regional transportation network.*

Section 6.4.3 in the OCP addresses the Industrial Land Reserve located in north Maple Ridge and provides policies for actions that must take place prior to development, including the following policy:

6-60 As well, prior to industrial development occurring on the Industrial Reserve designated land within the 256th Street Industrial Area, the following must have been fulfilled:

- a) A right-of-way and alignment option, potentially extending the 128th Avenue / Abernethy Way corridor or other alternative routes to the 256th Street Industrial Area, has been established to accommodate industrial traffic through the City, minimizing community and environmental impacts; and*
- b) A servicing analysis has been completed to identify any possible servicing impacts and, if required, approval of an extension to the Fraser Sewer Area by the Greater Vancouver Sewerage and Drainage District (GVS&DD) Board is achieved; and*
- c) Completion of a gravel supply assessment to identify gravel resources within the 256th Street Industrial Area; and*
- d) Council has determined that under policy 6-59 sufficient utilization of the land designated Rural Resource, Industrial and Institutional in the 256th Street Industrial Area has been achieved to warrant consideration of further industrial development.*

The objective of the Industrial Land Reserve is to preserve capacity for future employment uses, including local investment and job creation opportunities. However, to have a complete understanding of how these industrial objectives and policies can properly serve the residents of Maple Ridge, a strategy was developed. In alignment with OCP policy 6-4, the Commercial and Industrial Strategy was completed in 2012 and endorsed by Council in 2014.

b) The Commercial and Industrial Strategy Recommendations & Implementation

The Commercial and Industrial Strategy is an important component of long-term planning in Maple Ridge within a context of shifting regional economic conditions. Ultimately, it is a road map to help the City strategically plan industrial and commercial growth. The Strategy divides its analysis into 'Commercial' and 'Industrial'. The Strategy's key message regarding industrial land use designations is that Maple Ridge will require between 170-230 acres of additional industrial land by 2042.

The Strategy recognizes the inherent challenge of identifying industrial land that is suitable (in terms of OCP direction) and viable (in terms of development) and provides a number of recommendations to where the City of Maple Ridge should designate lands as industrial. The Strategy notes that there is plenty of vacant and underutilized industrial land supply in north Maple Ridge, but notes that this location is currently too far from major transportation routes to be competitive with other municipalities. Even though the City has seen growth and interest in these areas recently, the Commercial and Industrial Strategy recommends designated employment lands be flat lands with full servicing and close to major transportation routes.

The Commercial and Industrial Strategy also outlines eight possible strategies the City could take to meet future demand. In summary the eight strategies are:

Strategy #1: Status Quo: Meet demand within current industrial lands, however, Maple Ridge would likely lose out on job growth without available lands.

Strategy #2: Redevelopment of Albion Industrial Park: Land uses could be intensified to allow for greater employment densities, however, major redevelopment will include significant infrastructure costs.

Strategy #3: Albion Flats: The potentially developable lands south of Jim Robson Way add up to approximately 85 acres and at the time the Agricultural Land Commission (ALC) was receptive to lands being excluded from the Agricultural Land Reserve (ALR).

Strategy #4: 232 Street 128 Avenue (Yennadon): Low impact industrial development is recommended for this area as its location is an improvement upon the northern industrial lands, as well as the lands in Ruskin or Whonnock.

Strategy #5: Department of Transportation Lands (Lougheed Hwy & Haney Bypass): It is estimated that 50% of these lands could be developed for industrial use if redesignated due to the number of streams running through the site, and some slope issues. After an extensive area review due to a rezoning application, this area will remain designated urban residential.

Strategy #6: Lands Adjacent to Kwantlen First Nations: Lands to the west and east of the Kwantlen First Nations land along the Lougheed Highway that could be redesignated, however, both sites to the east and west of the Kwantlen lands have slope and watercourse issues.

Strategy #7: Redesignating Residential Lands: To be considered if all of the scenarios have been considered and demand for industrial land still exists.

Strategy #8: ALR Exemptions: Pursuing ALR exemptions for future land supply is considered a strategy with risk that should only be pursued in the long term future if other initiatives prove insufficient for meeting demand for industrial land.

To date, much work has been undertaken to advance the eight strategies noted above. Details of this work can be found within section 2.2 of this report.

c) Past Reports

On October 15, 2015, Council endorsed the Commercial and Industrial Implementation Matrix, which is a work plan that includes actionable items tied to four time horizons. Since 2015 Council has received several reports related to the immediate, short, medium and long term projects, including the Employment Lands Update in 2019 (see Appendix A).

In 2017, the City implemented *Strategy #6: Lands Adjacent to Kwantlen First Nations* and *Strategy #7: Redesignating Residential Lands* within the Commercial and Industrial Strategy. The lands located to the east and west of 256th Street and to the north of 128th Avenue (currently the Industrial Reserve) and the lands located to the west and east of the Kwantlen First Nation lands along Lougheed Highway east of 240th Street were designated Industrial. Both OCP Amending Bylaw No. 7299-2016 and No. 7335-2017 were considered for final reading and adopted at the September 12, 2017 Regular Council Meeting.

Recently on May 12, 2020, Council received a report focusing on the commercial designated lands within the City of Maple Ridge. The report highlighted that there is sufficient citywide commercial designated land to meet future demand.

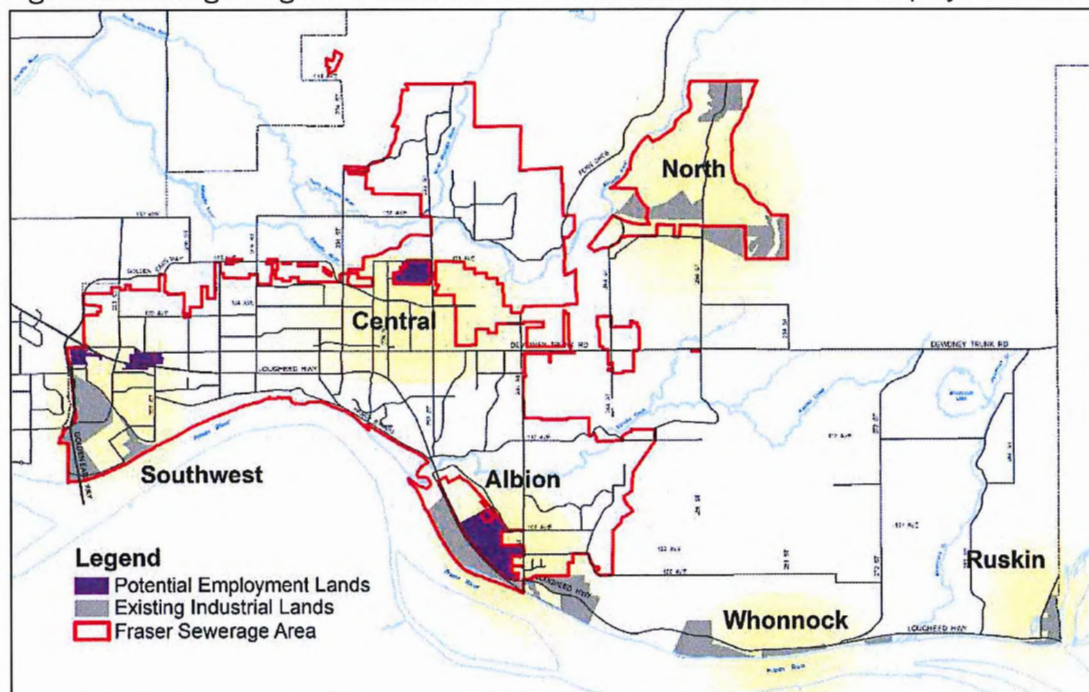
One key action item out of the Commercial and Industrial Strategy that staff have been implementing is designating new employment lands in response to the City's need for an additional 170-230 acres of designated industrial lands by 2042. Since 2015, Council has directed staff to investigate a number of sites identified in the Strategy, such as Albion Flats, to assess their suitability for future employment-generating land uses.

2.0 DISCUSSION

The employment landscape in Maple Ridge is evolving and some significant planning processes are underway or anticipated to be coming soon. This section discusses some of the recent and ongoing work to identify and designate new employment lands in Maple Ridge. Once some of the current planning processes are completed, it is anticipated that the amount of zoned and designated industrial lands within Maple Ridge will increase and the City will be on its way to achieving sufficient designated industrial lands to meet demand in a high employment growth scenario.

The map in Figure 1 (below) shows all 1,641 acres of designated industrial land and the 285 acres of potential industrial lands for employment uses as well as the Fraser Sewerage Area (FSA). Each of the potential employment areas on Figure 1 are currently going through a planning process (Yennadon Lands, Albion Flats, and the Lougheed Transit Corridor) and while the anticipated additional employment land areas have not been finalized, the proposed total areas are discussed in section 2.2 below.

Figure 1: Existing Designated Industrial Lands and Potential Industrial Employment Lands



2.1 Overview of Maple Ridge Employment Lands

Before discussing the recent and ongoing planning processes that will increase the amount of designated industrial land in Maple Ridge, Table 1 is presented below to provide a snapshot of the City's current amount of industrial designated land. Table 1 compares the amount of zoned and designated industrial land for employment uses in 2014 and at present.

Table 1: Comparison of Zoned and Designated Industrial Land in 2014 and 2020 by area

Area	2014 Zoned Industrial Lands (acres)	2020 Zoned Industrial Lands (acres)	2014 Designated Industrial Lands (acres)	2020 Designated Industrial Lands (acres)
Albion	160	225	160	277
Central	20	10	0	0
North	301	311	819	961
Ruskin	60	60	62	51
Southwest	157	162	258	225
Whonnock	53	53	139	127
TOTALS	751	821*	1,438	1,641

Note: For 2020 numbers, right-of-ways were not included in the calculations. It is unknown if the 2014 numbers included right-of-ways in the calculation.

*This total does not include properties zoned CS-1. CS-1 permits light industrial uses, such as food production, printing, retail warehouse operations in addition to a range of other uses. However, without specifically analyzing each property's current use, it cannot be assumed that the current use is a light industrial use.

In 2014, the Commercial and Industrial Strategy recommended that the City designate an additional 170-230 acres of industrial land in order to prepare for a low to high growth scenarios. Table 1 shows that between 2014 and 2020, the City has zoned an additional 70 acres of employment land and has increased the amount of designated employment land by 203 acres. By implementing *Strategy #6: Lands Adjacent to Kwantlen First Nations* and *Strategy #7: Redesignating Residential Lands*, the City is currently only 27 acres short of a high employment growth scenario. However, not all industrial designated lands are ideal as many have development challenges, such as servicing (outside of the Fraser Sewerage Area), location (access to major transportation routes), slopes, and watercourses.

Table 2 (below) provides a more all-inclusive perspective on the amount of industrial designated lands as it includes the amount of lands that are within the Fraser Sewerage Area and the Industrial Land Reserve. The potential industrial lands, which are identified in Figure 1, are a part of a current planning process discussed in 2.2 and the total represents the maximum acreage available.

Table 2: Serviced and Reserved Industrial Designated Lands and Potential Designated Employment Lands

Area	Designated Industrial Lands (acres)	Potential Designated Employment Lands (acres)	Total Designated & Potential Designated Employment Lands (acres)	Total Designated & Potential Designated Employment Lands Within Fraser Sewerage Area (acres)
Albion	277	160	437	170
Central	0	63	63	6
North	961	0	961	264
Ruskin	51	0	51	0
Southwest	225	62	287	287
Whonnock	127	0	127	0
TOTALS	1,641	285	1926	666*

**total includes all designated industrial lands and potential designated employment lands identified in Figure 1*

Table 2 shows that out of the 1641 acres of designated industrial lands and 285 acres of potential industrial lands (total 1926 acres), only 666 acres are within the Fraser Sewerage Area. Therefore, the majority (975 acres) of the City's designated industrial lands and potential employment lands are outside of the Fraser Sewerage Area. The Fraser Sewerage Area dictates what types of servicing is and could be available to a property. If a property is outside of the Fraser Sewerage Area, then an amendment to the Greater Vancouver Sewerage and Drainage District would be required.

Also, 242 acres of designated industrial land located in North Maple Ridge are within the Industrial Land Reserve. The lands within the Industrial Land Reserve will not be developed until OCP policies, such as policy 6-60 in section 1(a) above, have been satisfied. Ultimately, it is important that the City continues to designate new industrial lands for future employment uses as some of the identified lands have development challenges and are within the Industrial Land Reserve and are anticipated to be developed in the long-term.

2.2 Recent and Ongoing Work

2.2.1 Yennadon Lands -128 Ave & 232 Street (Strategy # 4)

The Yennadon Lands are comprised of 13 properties that total 63 acres that the Commercial and Industrial Strategy identifies as a future opportunity for sensitive mixed-employment. Currently, the subject properties are designated Agricultural in the OCP and are zoned RS-3 (One Family Rural Residential) and RS-2 (One Family Suburban Residential). All of the properties, except one property located near the northeast corner of the area, are located outside the Agricultural Land Reserve.

Recently, at the July 14, 2020 Council Workshop, potential land uses and development forms were prepared and presented for Council discussion and comment. At this meeting, Council indicated support for the second concept, which illustrates an exclusive employment development concept with an eco-business emphasis that conserves green space and trees reflective of the identified protected resources. These high-level concepts will evolve as more detailed assessments are conducted, however, the intent for the useable land area to become light industrial/employment lands is the preferred land use.

The next steps in the engagement process will be to announce and host the public event dates (which will include a registration process) scheduled for September, but is subject to change depending on

Provincial Health Officer Orders that mitigate the spread of COVID-19. If the planned engagement process moves ahead, public notification will involve regular City of Maple Ridge communication channels, including posting advertisements in the local newspaper, providing social media and online announcements, a mail-out through Canada Post, as well as sending invites and updates to those on the e-mail distribution list. The City's Employment-related webpages will also be kept up-to-date to keep the community informed of the process.

2.2.2 Albion Flats Area Planning Process (Strategy #3)

The Albion Flats have been the subject of various concept planning efforts over the years. In 2018, Council re-affirmed a work plan to explore a land use area planning process for the lands south-east of Jim Robson Way.

On November 12, 2019, Council endorsed a concept plan for the Albion Flats that includes flexible opportunities for residential units above ground floor commercial, and an office and mixed-use commercial node located close to 240 Street, to provide better proximity to the existing Albion neighbourhood.

The endorsed concept plan shows a variety of commercial and employment land uses, which include primarily light industrial with some service commercial, retail/restaurant, and office uses. Council directed that the plan be forwarded to the Agricultural Land Commission (ALC) in advance of a meeting with the ALC.

As of June 2020, the ALC has directed their staff to work with City staff to refine and prioritize drainage options for the area. The ALC notes that the preparation of an agricultural remedial action plan is a fundamental first step that must be satisfied prior to advancing discussions. Currently, no official support from the ALC has been granted related to the Albion Flats Concept Plan. City staff will be meeting with ALC staff to discuss an agricultural remedial action plan and other requirements.

2.2.3 Lougheed Transit Corridor Study

In May 2020, Staff presented the revised Lougheed Transit Corridor Study Concept Plan at Council Workshop. The current Concept Plan proposed the expansion of employment lands and additional potential future uses. The proposed Flexible Employment use designation incorporates the range of typical uses for business parks and office spaces, as well as a highway commercial use (such as auto dealerships, auto repair shops, large format grocery and retail stores, restaurants and coffee shops). The Flexible Employment designation is intended to allow for greater flexibility and potential synergies with uses typical to business parks, large format office space, and light industrial. This land use designation would also permit a post-secondary institutional use.

The total land area proposed for a Flexible Employment use is 62 acres. It is proposed that building heights within this designation require a minimum of two storeys and allow a maximum of six storeys, with the aim to help provide opportunities for multi-storey office use. By inviting business parks, light industrial, and office uses (that typically offer jobs with salaries much higher than minimum wage) into the Lougheed Transit Corridor, the goal is to provide more opportunities for the City to achieve its local employment objectives. Once the planning process has been completed it is anticipated that the lands in this area will develop before other industrial designated areas given the location, access to transportation routes, and servicing. Staff are currently preparing to announce and host the public event dates scheduled for September, but is dependent on Provincial Health Officer Orders that mitigate the spread of COVID-19.

2.2.4 Zoning Bylaw Updates

Recently at the July 28, 2020 Regular Council meeting, the Draft Zoning Bylaw received second reading. The existing Zoning Bylaw was originally adopted in 1985 (Zoning Bylaw No. 3510-1985) and has been amended over the years to respond to changes and new community initiatives. The goal of the Zoning Bylaw update is to:

- Better align with current policies and regulations including the City's Official Community Plan.
- Meet Provincial legislative requirements.
- Improve the layout, functionality and clarity to be more user-friendly and effective in regulating land use.
- Respond to emerging market trends and address the City's sustainability goals and vision.

As the City's Zoning Bylaw helps guide how we live, work, and play by setting out regulations that determine the use and density of land, buildings and other structures, it was important that the Draft Zoning Bylaw updated definitions and modernized uses. The proposed new Zoning Bylaw has been forwarded to the September 15, 2020 Public Hearing.

2.3 Employment Land Development and Revitalization

2.3.1 11310 Kingston Street (Southwest Maple Ridge)

In December 2018, an application for 11310 Kingston Street (2018-458-RZ/SD), the property just the south of 113B Avenue, was given first reading. The application is proposing to rezone the 41 acres from RS-3 (One Family Rural Residential) to M-3 (Business Park) and incorporate habitat restoration and trail development to create a campus style business park composed of seven buildings. The property is designated as 'Maple Meadows Business Park' in the Hammond Area Plan. Currently, staff are working with the applicant in order to bring a report for second reading. Five of these structures on this site will be constructed as multi-tenanted spaces and two will be developed as "build to suit" for specific business needs.

2.3.2 Hammond Cedar Mill Site

At the end of 2019, the Hammond Cedar Mill closed after operating for over one hundred years. This 28-acre property provided jobs close to home for hundreds of employees through several decades. The property was identified as a significant local employment site in the Hammond Area Plan.

Currently, the property is zoned M-2, General Industrial, which permits a range of industrial uses, such as industrial repair services; industrial trade schools; and retail sale and rental of industrial vehicles, trailers, and heavy equipment. As the Hammond Area plan supports the retention of its current industrial land use designation, a new owner could retain its industrial designation for future employment use. The site could be rezoned to another industrial zone, such as M-3, to allow the development of a business park use. Any proposed change from an industrial use on the former mill site (for example to commercial or residential) would require an OCP amendment, a regional land use designation change with the Metro Vancouver Regional Growth Strategy, and a rezoning. Retaining the property for a future employment use would be the recommended approach in facilitating a high employment growth scenario in Maple Ridge.

2.4 Business Parks

The City of Maple Ridge is home to a number of business parks, some of which were developed prior to the Commercial and Industrial Strategy and some which are continuing to evolve.

2.4.1 Webster's Corner Business Park

Webster's Corner Business Park is located at 14301 256th Street. This business park was completed in 2008 and contains 37 units, being either leased or purchased. Webster's Corner Business Park permits many types of light industrial uses, such as millwork and construction, but the area surrounding the business park has unique uses, such as BC Hydro's Alouette Hydroelectric Dam to the north and the Fraser Regional Correctional Centre as well as the Justice Institution of British Columbia to the south, which provides education and training in various fields including firefighting, law enforcement, and search and rescue.

2.4.2 Kanaka Business Park

Kanaka Business Park is located along Katonien Street & Lilley Drive and 41 lots ranging from 0.5 acres to 15+ acres. All parcels were sold during the Employment Land Investment Incentive program (2015-2018). Previously, the business park featured some of the most affordable ready-to-develop industrial lands in the Lower Mainland, ideal for manufacturing, processing, construction and warehousing businesses. One site in the business park, off of Lilley Drive and north of 128 Ave., is the North Kanaka Work Spaces, with 39 units intended for light industrial uses. This development was completed in September 2019.

2.4.3 Maple Meadows Business Park

The Maple Meadows Business Park is located close to Lougheed Highway and adjacent to Golden Ears Way and Golden Ears Bridge. Most of the northern portion of Maple Meadows Business Park was constructed in the early 1990's and the southern portion is currently undeveloped. Because the business park has grown slowly over the years, the pattern of older to newer light industrial building design is clearly evident. Lot sizes vary throughout the Business Park and site layout varies depending on the needs of individual businesses located within the area. A key feature of Maple Meadows Business Park is its auto-oriented connectivity with the regional highway network. The Hammond Area Plan policies support and encourage business development in the Maple Meadows Business Park.

2.4.4 Albion Industrial Park

The Albion Industrial Park, located west of 240 Street, just south of Lougheed Highway, is identified as a Business Park under Policy 6-44 in the OCP. The area is designated Industrial, which means properties could be rezoned to another industrial zone, such as M-3, to allow the development of a business park use. The Albion Industrial Park is a fully-serviced industrial area that features excellent road and river access.

2.5 Adjacent and Surrounding Jurisdiction's Industrial Land Supply

The Commercial and Industrial Strategy briefly discusses the industrial land supply of adjacent and surrounding jurisdictions in comparison to Maple Ridge. The Strategy notes that these other local governments are beginning to develop their industrial lands. The following are some important highlights of competitive industrial supply from adjacent municipalities and districts.

City of Pitt Meadows

The majority of the City of Pitt Meadows industrial designated lands is located within the Golden Ears Business Park. Currently, two out of the four development phases of the Golden Ears Business Park have been completed. The Golden Ears Business Park is located just west of the Golden Ears Bridge and east of the Pitt Meadows Regional Airport and will be approximately 200 acres when all four

phases reach buildout. The land is zoned as light industrial, which includes retail, office and warehouse spaces.

According to the “Pitt Meadows Commercial & Industrial Lands Analysis”, completed in March 2019, phase one and two of the Golden Ears Business Park are almost entirely leased. The Analysis highlights that the industrial occupants moving to new spaces in Pitt Meadows tend to be existing businesses from communities further to the west, seeking newer and more affordable space in a convenient location.

Although, the amount of industrial space in Pitt Meadows has more than doubled in the last six years, the industrial vacancy rate in the area has been extremely low at about 0.5% since 2017. The Analysis also states that in the present context of regional industrial space shortage, new industrial space in Pitt Meadows could be absorbed even more rapidly than was observed in the last few years.

District of Mission

Most of Mission’s industrial development is located within the floodplain, along the Fraser River and/or the Lougheed Highway. The District of Mission’s current ability to establish new employment lands is limited with a shortage of zoned, flat, serviced, affordable, accessible industrial/service commercial land that is above the flood construction level. These areas include light and heavy industrial uses. A second employment lands area is the Silver Creek Industrial Park, which is located on the west side of Mission and has been undergoing new development in recent years. There is a total of 40 acres (16 hectares) of industrial land on the Silver Creek site, however, only a few acres of developable area remains. Additionally, there is older industrial space adjacent to downtown with various owners, which will delay redevelopment.

The District of Mission is conducting an Agricultural Suitability Assessment of 600 acres (243 hectares) of land (largely within the ALR) that is just west of Mission’s urban area along the Lougheed Highway. Should the findings of the study be positive for industrial development and comments from the ALC be supportive, the available industrial land in Mission could dramatically increase.

City of Port Coquitlam

The City of Port Coquitlam is a major industrial market in the northeast sector of the Region as the City’s industrial lands are centrally located on relatively flat lands. With almost 1,000 acres (over 400 hectares) of industrial lands, Port Coquitlam has almost as much industrial floor space as Coquitlam. The majority of the industrial land is located within the Heavy Industrial zone, but a large part of that land is occupied by CP Rail. Port Coquitlam’s Light Industrial M3 zone occupies approximately 40 acres (16 hectares) and the General Industrial M1 zone (i.e manufacturing, production studios, retail, and some office), occupies 271 acres (110 hectares). Recent improvements to the transportation network, including the new Port Mann Bridge, new Pitt River Bridge, and Highway 7 and Highway 1 upgrades have resulted in significantly enhanced accessibility. However, all of Port Coquitlam’s designated industrial lands have been developed and only a few parcels remain vacant or underutilized.

2.6 Next Steps

To date, much work has been undertaken to advance the eight strategies suggested in the Commercial and Industrial Strategy as well as action items identified on the Commercial and Industrial Implementation Matrix (see Appendix A) that was endorsed by Council in 2015.

The Commercial and Industrial Implementation Matrix identifies action items in four time horizons, ranging from immediate to long term. Since 2015, in partnership with multiple city departments, the majority of immediate to short term items have been completed and only a few items are still in

progress. Many of the action items that are still in progress are mentioned in the report (i.e. Albion Flats Area Plan). Items that encourage employment opportunities will continue to be identified in the Planning Department Work Program and will be presented as a component of Business Planning.

3.0 STRATEGIC ALIGNMENT

Implementing strategic plans related to local infrastructure and the economy, such as the Commercial and Industrial Strategy, is a Council priority as established under its Growth pillar of the 2019-2022 City of Maple Ridge Strategic Plan.

4.0 INTERDEPARTMENTAL IMPLICATIONS

The implementation of the Commercial and Industrial Strategy continues to be an intergovernmental and interdepartmental undertaking. Planning staff continue to collaborate on various ongoing projects with staff from other City departments, as well as staff from Metro Vancouver and the ALC. Implementation of the Strategy through Area Planning and new development will involve ongoing collaboration with the Engineering, Building, Fire, and Parks, Recreation & Culture Departments. A critical component of implementation will be to build upon this work with the creation of a City of Maple Ridge Economic Development Strategy during 2021. This strategic approach will align and support existing land and area plans by setting the overarching direction for the attraction of new development and future sustainable growth.

5.0 METRO VANCOUVER

The Metro Vancouver Board has recently approved the Regional Industrial Lands Strategy (RILS) on July 3, 2020 in response to the shortage of industrial lands across the region. The RILS seeks to ensure sufficient industrial lands to meet the needs of a growing and evolving regional economy to the year 2050 and provides a set of recommendations to guide a broad range of stakeholder actions to achieve the vision. Demand for industrial land is also increasing, and under current levels of densification, the shortage of industrial lands in the region is expected to worsen over the next 10 to 15 years. Therefore, Metro Vancouver has asked that Councils in the region review and endorse the RILS recommendations. Staff are continuing to collaborate with Metro Vancouver and are preparing a report to Council regarding the RILS and its recommendations.

CONCLUSION

The purpose of this report is to provide Council with a background on the Commercial and Industrial Strategy's recommendations regarding industrial lands and an overview of the work underway to increase the amount of industrial designated land within Maple Ridge. The purpose of this report aligns with Council's strategic priority of implementing strategic plans related to local infrastructure and the economy including commercial and industrial land base.

In 2014, the Commercial and Industrial Strategy concluded that Maple Ridge requires an additional 170-230 acres of industrial designated land by 2042 to meet future employment needs. Since 2015, Council has received several staff reports related to employment lands projects that have resulted in designating 203 acres of industrial land for future employment needs.

With the current planning processes underway, as discussed in this report, an additional 285 acres of employment lands could be designated as employment lands in the short to medium term. The possible addition of 285 acres to the already designated 203 acres could result in a total of 488 acres of industrial designated land. Table 1 in this report suggests that the City is only 27 acres short of a high employment growth scenario. However, not all industrial designated lands are ideal as many have development challenges, such as servicing (outside of the Fraser Sewerage Area), location (access to major transportation routes), slopes, and watercourses. Therefore, it is important that the City continue

to designate new industrial lands for future employment uses as some of the identified lands have development challenges and are within the Industrial Land Reserve.

Lastly, staff will continue to advance the work identified in the Commercial and Industrial Implementation Matrix, and non-completed items will be included in the Planning Department and Economic Development Department work programs.

"Original signed by Krista Gowan"

Prepared by: Krista Gowan, HBA, MA
Planner 1

"Original signed by Lisa Zosiak"

Reviewed by: for Charles R. Goddard, BA, MA
Director of Planning

"Original signed by Wendy Dupley"

Reviewed by: Wendy Dupley
Director of Economic Development

"Original signed by Christine Carter"

Approved by: Christine Carter, M.PL, MCIP, RPP
GM Planning and Development

"Original signed by Al Horsman"

Concurrence: Al Horsman
Chief Administrative Officer

Attachments:

Appendix A: Commercial & Industrial Strategy Implementation Plan Matrix - Update

Maple Ridge Commercial and Industrial Strategy – Implementation Plan Matrix

The following Implementation Plan Matrix is derived from the Consolidated List of Recommendations included in the Commercial and Industrial Strategy. The Matrix is intended to be used as a guide for Council discussions, to help determine future projects as part of regular Business Planning activities to work toward implementing the recommendations outlined in the Strategy. Future work plan items will be subject to Council endorsement.

The Implementation Matrix is based on the time horizons directed by Council:

- Immediate Term – 2015 and 2016
- Short Term – 2016 to 2018
- Medium Term – 2018 to 2028
- Long Term – beyond 2028

There are a number of recommended actions that are considered to be ingrained in the regular responsibilities and work of various municipal departments. These items, titled '**Ongoing Work Plan Items**', are included following the 'Long Term' time horizon.

Immediate Term 2015-2016

#	Time Horizon	Project Description	Departments Involved	Status
1	2015	Expand the permitted uses for home-based businesses. Promote Maple Ridge as home-based business friendly, building on past success. Home Occupation Discussion Paper to be presented to Council for discussion and direction on policy and zoning bylaw direction. Amending bylaw(s) would be targeted for first reading in late 2015 or early 2016.	Planning, EDCP	Completed
2	2015	Develop Albion Flats south of 105 th as a major employment hub. Plan in conjunction with redevelopment / intensification of Albion Industrial Park. An Area Plan options report to be prepared for discussion and direction on re-launch of area planning process.	Planning	In Progress

#	Time Horizon	Project Description	Departments Involved	Status
3	2015-2016	<p>Incentivize long-term redevelopment and/or intensification of employment at Albion Industrial Park. Review costs involved in such redevelopment/intensification, including:</p> <ul style="list-style-type: none"> • Dyke system; • Contamination remediation • Overpass • Transportation <p>Plan for future industrial at Albion Flats.</p> <p>The initial meeting with the Albion Industrial Area land owners will help to define what their issues and wishes are to help with the long term viability of the area.</p>	EDCP, SCP, Planning	Completed
4	2015-2016	<p>Design guidelines emphasizing street-wall retail, parking at rear and high-quality storefronts should be applied to future Village or Community commercial centres. The quality of design at the Village node in the Albion Neighbourhood serves as a guide.</p> <p>A new Village Commercial category is being created via a development application at DTR and 248th Street.</p>	Planning	Completed
5	2015-2016	Approve rezoning application for 41 acre site at 11055 Hazelwood Street (also known as 11310 Kingston Street (2018-458-RZ/SD)	Planning	In Progress
6	2016	Promote food carts in the Town Centre to animate Memorial Peace Park and other public spaces.	EDCP, Permits	Completed
7	2016	<p>Potential Employment Lands:</p> <ul style="list-style-type: none"> • Examine potential for re-designation of 50-60 acre site at 232nd Street and 128th Avenue for industrial. • Consider the estimated 13 acres to the west and 7 acres to the east of Kwantlen lands for long-term industrial supply • Consider 38 acre Ministry of Transportation Lands* to the west of the eastern intersection of Lougheed Highway and Haney Bypass for long-term industrial supply. <p>(*Note: The MOT lands were subject to a development application in 2014 and provided the required site analysis. It determined that the site was unsuitable for industrial uses).</p>	Planning	Completed

Short Term 2016-2018

#	Time Horizon	Project Description	Departments Involved	Status
8	2016	<p>Zoning Bylaw Amendments:</p> <ul style="list-style-type: none"> The CS-1 zone should be modified to permit more light industrial, self-storage and office uses. Permit greater flexibility in industrial zones to allow for restaurant and accessory uses at key locations (e.g. high profile intersections.) To better accommodate demand for office space within business park environments, it is recommended that the M-3 zoning bylaw restriction stipulating that accessory office use "not exceed 25% of the gross floor area of the principal use" to instead permit office as a "principal use." Do not permit drive-through businesses in the Town Centre. Large format retail should be removed as a permitted use in zone M-3. Consider changing the requirement for ground floor commercial along Dewdney Trunk Road east of 227th Street (as shown in Schedule G of the Zoning Bylaw) to either mandatory "ground floor active use" or optional ground floor commercial (i.e. flexible mixed-use). Active use could include office, gallery, indoor recreation, daycare, institutional space or other publicly accessible space. Removing strict commercial requirements may help to better concentrate the commercial demand in a well-defined 'core precinct.' Investigate CS-1 and C-2 zones as they pertain to desirable types of commercial development along the Lougheed Highway. 	Planning	<p>In Progress – to be an outcome of the Lougheed Transit Corridor Study.</p> <p>Some changes reflected in draft Zoning Bylaw.</p>
9	2016-2018	<p>Promote development/expansion of educational facilities including:</p> <ul style="list-style-type: none"> Business innovation accelerator Working farm school Marine technologies Centre 	EDCP, Post Secondary Task Force	Completed
10	2016-2017	<p>The Town Centre Commercial zone (C-3) permits various types of office-related uses (e.g. business services, professional services, financial services), and the Town Centre Area Plan encourages office in mixed-use development within the "Central Business District."</p> <p>To encourage office development in mixed-use environments within the CBD, a bonus density provision should be explored whereby residential density bonuses encourage additional employment generating space.</p>	Planning	Pending

#	Time Horizon	Project Description	Departments Involved	Status
11	2016-2018	Examine feasibility for creating additional wireless hot spots in the Town Centre.	EDCP, IT	Completed
12	2017-2018	Consider potential for a new Industrial Zone to encompass potential light-industrial uses adjacent to residential areas. This work would be combined with the consideration of a new land use designation for "General Employment" to be included on Schedule "B" of the Official Community Plan.	Planning	In Progress, pending a suitable development application
13	2016-2018+	Promote hotel development in the Town Centre, with meeting facilities.	EDCP, Planning	In Progress
14	2018+	Encourage redevelopment of the Haney Place Mall. Such redevelopment will be a complex, multi-year undertaking involving partnership between mall owners, anchor tenants and the City. There should be exploration of appropriate incentives and assistance to encourage redevelopment. Redevelopment of the mall would likely allow for significantly more on-site retail space, as well as office uses and possibly residential.	Planning	In Progress
15	2017-2018	Consider a beautification grant matching program for small projects covering such items as planters, hanging baskets, boulevard landscaping etc. available to landlords and interested tenants.	EDCP	Completed

Medium Term 2018-2028

#	Time Horizon	General Project Description	Departments Involved	Status
16	2018-2028	Monitor whether economic incentives are appropriate or require modification through periodic 'check ins' with key stakeholders (Also included in the Short Term Time Horizon)	Planning, SCP	In Progress
17	2018-2028	Use employment by sector figures prepared by GPRA for this report as a baseline against which to track future successes in employment growth.	Planning, EDCP, Admin	Pending - To follow the release of the next Federal Census information
18	2018-2028	If all other options have been explored thoroughly and demand warrants additional industrial, examine potential for re-designating some of the non-developed long term residential land supply for industrial uses.	Planning	Completed
19	2018-2028	Future development at Albion Industrial area should be based on a comprehensive District-wide plan for industrial lands.	Planning	Pending
20	2018-2028	Promote consolidation of land ownership in Albion Industrial area, including District acquisition of sites that come to market.	EDCP, Planning, Clerks	Completed
21	2018-2028	Civic Precinct: <ul style="list-style-type: none"> Animate the public space around Memorial Peace Park. The District should encourage restaurant space to be developed at 224th and McIntosh Avenue, and directly across from the pagoda on the north side of Haney Place. Food carts are another good active use that could locate around the park. Encourage better pedestrian connectivity between the civic precinct and Haney Place Mall 	Planning, EDCP, Engineering Permits	Completed
22	2018-2028	Move forward with Abernethy connector extension to improve marketability of Northern industrial lands at 256 th Street.	Engineering	In Progress
23	2018-2028	Vacant Lands: <ul style="list-style-type: none"> Work with landowners of underutilized sites to either redevelop those sites or to sell lands to speed up redevelopment. Emphasize and encourage land assembly of the blocks on the east side of 226th Street for mixed-use development. 	EDCP	Completed

#	Time Horizon	General Project Description	Departments Involved	Status
24	2018-2028	Use employment by sector figures prepared by GPRA for this report as a baseline against which to track future successes in employment growth.	Planning, EDCP, Admin	Pending -To follow the release of the Federal Census information (every 5 years)
25	2018-2028	Improve multi-modal connectivity between commercial developments along Dewdney Trunk Road and Lougheed Highway, and the surrounding residential areas. This could require municipal property acquisition and easements.	Engineering, Clerks, Planning	Pending
26	2018-2028	Consider a beautification grant matching program for small projects covering such items as planters, hanging baskets, boulevard landscaping etc. available to landlords and interested tenants.	EDCP	Completed
27	2018-2028	New signage/wayfinding within the Maple Meadows business park could help attract new users.	EDCP, Engineering	In Progress

Long Term 2028+

#	Time Horizon	General Project Description	Departments Involved	Status
28	2028+	Use employment by sector figures prepared by GPRA for this report as a baseline against which to track future successes in employment growth.	Planning, EDCP, Admin	Pending - To follow the release of the Federal Census information (every 5 years)
29	2028+	Whonnock and Ruskin should remain as-is for existing uses, with long-term potential for relocation of some uses to Albion Industrial park. Regard these areas as long-term industrial reserve.	Planning	Pending

TO: His Worship Mayor Michael Morden
and Members of Council
MEETING DATE: September 8, 2020
FROM: Chief Administrative Officer
FILE NO: 01-0110-01
MEETING: Workshop
SUBJECT: 2020 Citizen Survey Review

EXECUTIVE SUMMARY:

The City of Maple Ridge has conducted citizen surveys since 2003, with the most recent survey conducted in 2014. Staff are currently preparing for the 2020 survey to collect community feedback on City programs, service levels, and citizen quality of life to inform the development of initiatives over the coming years.

The survey has been modified to align with Council's current strategic priorities as well as key pieces of work that have been accomplished since the last survey was administered. In addition, questions have been added to gauge citizen perceptions of the City's response to the COVID-19 pandemic.

In October, 6000 randomly selected households will receive requests to participate in the survey which will be open for the public to submit responses from October 6 – 28, 2020.

RECOMMENDATION:

For information only.

DISCUSSION:

a) Background Context:

The City of Maple Ridge conducts periodic citizen surveys to measure resident satisfaction with current services and better understand community priorities. Staff have engaged Sentis Research to assist in revising the survey tool used in 2014 and to administer the community survey process, including data analysis. The modified survey, included in Attachment B, seeks feedback on City services that align with Council's current priorities and COVID-19 response while maintaining the ability to track trends over time.

Unlike previous surveys, the current version asks about a specific acute topic, the COVID-19 pandemic, that is impacting residents of Maple Ridge. Although the questions do not relate directly to long-term service delivery, this is a unique opportunity to collect real-time information on how the City is performing during a major global event. Furthermore, the data will inform how services are provided as the pandemic continues.

To ensure statistical rigour, the consultant randomly selects a sample of 6000 addresses to which letters of invitation, (see Attachment A), are sent requesting participation in the survey from October 6 to 28. Respondents have the option of completing the survey online or by telephone with a live Sentis Research agent. Responses are limited to one per household.

b) Desired Outcome:

Staff are seeking feedback from Council on the draft survey included as Attachment B. The intent of the survey is to gather data on citizen satisfaction with City services and resident service priorities as they change over time. In order to do so, there must be continuity between the questions asked from one survey to the next.

c) Strategic Alignment:

The survey instrument aligns service delivery with Council's strategic priorities, as highlighted in Table 1.

Table 1- 2020 Service Priorities


Category	Service	Alignment
Accessing Information and Services	Online registrations and payments	Pride & Spirit
	Communications and announcement from the City	Pride & Spirit
	Video streaming of Council proceedings	Pride & Spirit
Growth	Attracting new businesses and employers	Growth
	Regulating what types of buildings can be built in specific areas	Growth
	Bylaw services (response to noise complaints, neighbourhood disputes, enforcing regulations)	Community Safety
Emergency Services	Fire protection	Community Safety
	Police services	Community Safety
Environmental Services	Protecting streams, rivers and other environmentally sensitive areas	Environment
	Recycling depot and curbside collection	Environment
Parks, Recreation & Culture	Cultural facilities (theatres, museums) and programs	Pride & Spirit
	Library services	Pride & Spirit
	Parks, playgrounds, play fields and trails	Pride & Spirit
	Recreational facilities (leisure centres, pools, ice rinks, gymnasiums)	Pride & Spirit
	Recreation programs (aquatics instruction, children's camps)	Pride & Spirit
Streets and Utilities	Streets and sidewalks	Growth
	Water, sewer and storm drainage	Growth

d) Citizen/Customer Implications:

Surveys are one tool that the City utilizes to understand resident satisfaction with services and priorities. The collection of this data supports staff in setting service levels and determining the mechanisms by which changes to these levels are funded.

CONCLUSION:

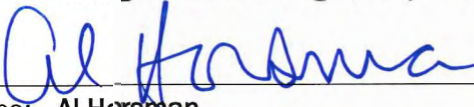
Staff have engaged Sentis Research to facilitate the 2020 Citizen Survey and are seeking Council feedback on the draft survey.



Prepared by: **Dan Olivieri**
Research Technician, Corporate Planning & Consultation



Approved by: **Christina Crabtree,**
Acting General Manager, Corporate Services



Concurrence: **Al Horsman**
Chief Administrative Officer

Attachments:

- (A) 2020 Maple Ridge Citizen Survey Notification Letter
- (B) 2020 Maple Ridge Citizen Survey Draft



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 Amazon electronic gift card
- 1 - \$250 Amazon electronic 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 only used in combination with the responses of others.

To complete the survey, please go to: **to be determined and enter passcode: [TOKEN]**

The deadline to complete this survey is October 28, 2020

Helpline: 1-855-958-3985 or 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 Citizen Survey 2020

Notes about the questionnaire:

- The questionnaire shows the survey changes from the 2014 Citizen Survey.
 - Old text and questions that are no longer asked have been ~~striked-out~~.
 - New text is highlighted in blue.
 - New questions have a green (N) beside the question code.
 - Elements that still need to be finalized are highlighted in yellow.

Notes about the online survey:

- The question codes, response codes and survey logic (LIGHT BLUE TEXT) will not be displayed in the online survey.
- The online survey is programmed in a responsive template meaning that it will automatically adjust to the device that respondents are using to complete the survey – i.e. phone, computer or tablet.

Landing Page

2014 Landing page



Welcome to the 2014 Maple Ridge Citizen Satisfaction survey! Thanks for taking part. The Mayor and Council members really value your feedback – we want to plan for the future based on what is important to you.

The survey takes about 10 to 12 minutes to complete and to say 'thank you' for participating, you can enter our draw to win one of these great prizes:

- 1 Grand Prize of an iPad Air (32 GB)
- 1 Kobo eReader
- 3 Big Feast Gift Certificates of \$100 each
- 4 Parks & Leisure Services Gift Cards of \$50 each
- 4 Golden Ears Cheesecrafters Gift Certificates of \$25 each
- 4 Bruce's Country Market Gift Cards of \$25 each

We will collect your contact information at the end of the survey for this purpose. Please be assured that your responses will be confidential and only used in combination with the responses of others.

Survey closes October 1, 2014

To start the survey enter the passcode provided in the letter sent to your home: _____
(Passcode is 2 capital letters followed by 6 numbers)

Thanks and good luck!

OPTIONAL:

If you wish to verify the survey, please call Maple Ridge City Hall at 604-463-5221, weekdays, during regular business hours.

For full contest rules, click here: http://sentissurvey.com/contest_rules.pdf

For our privacy policy, click here: <http://sentissurvey.com/sentis-research-privacy-policy.pdf>

To unsubscribe from future surveys click here: [unsubscribe](#)

Confirmation Message: *You have now unsubscribed*

Survey closed message: *Unfortunately this survey is now closed as we have reached the target number of surveys.*

Respondent disqualified: *We're sorry unfortunately you do not qualify for this survey. Thank you for your interest.*

2020 Landing page

URL: sentis.ca/to be determined

**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 Amazon electronic gift card
- 1 - \$250 Amazon electronic 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](#)

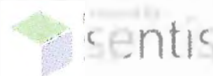
(Your passcode will be in the letter we mailed, in the centre, gray-shaded box. It is 2 letters followed by 5 numbers.)

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.

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

For help with the survey or technical support, call Sentis
toll-free at 1-855-958-3985 or
email citizensurvey@sensis.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.

QS2. You are:

- _____ 1. Male
_____ 2. Female

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]
3. Don't know

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

1. V2W
2. V2X
3. V4R
4. Other [TERMINATE]
5. 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 rate the municipal services you receive in Maple Ridge?

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

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% 65% of your tax bill, with the remainder going to the School Levy, Metro Vancouver Regional District and other authorities ~~School District, Metro Vancouver/GVRD, etc.~~)

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

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

Q4. ~~Next, rate the level of service the City provides for each one.~~
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
Protective Emergency Services												
Fire Protection												
Police Services												
Community Growth												
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)												
Parks and Recreation												
Parks, playgrounds, play fields and trails												
Recreational facilities (leisure centres, pools, ice rinks, gymnasiums) and programs												
Recreation programs (aquatics instruction, children's camps)												
Cultural facilities (theatres, museums) and programs												
Library services												
Streets and Utilities												
Water, sewer and storm drainage												

Streets and sidewalks													
Environmental Services													
Recycling depot and curbside collection													
Protecting streams, rivers and other environmentally sensitive areas													
Getting you what you need	Access to information & Services												
Online registrations and payments and e-services (building permit enquiries, recreation program registration, report a concern service), video streaming of Council proceedings, social media postings, newspaper announcements, website, publications													
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 finally, for those services you think need to be increased, **how should those increases be paid for 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

Q7a. Are there any services that the Maple Ridge local government currently does not provide that you would like to see provided?

1. Yes
2. No
3. Don't know

[IF Q7a=NO OR DON'T KNOW, GO TO Q8. IF Q7a=YES, THEN ASK Q7b]

Q7b. — Which services, if any, that the Maple Ridge local government ~~currently does not provide~~ would you like see provided?

Q7c. — And for each new service you suggest, please indicate how the service should be paid for.

[ALLOW FOR UP TO 5 SERVICES TO BE ENTERED IN Q7b. ALLOW ONLY ONE FUNDING METHOD TO BE CHOSEN FOR EACH SERVICE ENTERED]

Type in the service(s) you want to the City to start providing:	Pay for the new service by...				
	Tax Increase	User Fees	Combination of Taxes and User Fees	Reducing Other Services (specify)	Don't know
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

(N)Q11a. How would most prefer to interact with the City of Maple Ridge when it comes to **requesting information on municipal services** (e.g. confirming property tax deadlines, submitting a bylaw call for service, reporting a burnt out street light)? *Select only one response* [RANDOMIZE](#)

1. Email
2. Telephone
3. Website
4. Social media
5. In person
6. Other (specify) *Please type in your response*
7. No preference

(N)Q11b. And how would you prefer the City **keep you up-to-date on news and developments**? *Select only one response* [RANDOMIZE](#)

1. Email
2. Telephone
3. Website
4. Social media
5. In person meetings/open houses
6. Newspaper
7. Other (specify) *Please type in your response*
8. 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...? [RANDOMIZE](#). [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)

(N)Q13. And since mid-March when the COVID-19 lockdown occurred, 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. Facebook
- 5. Other (specify)
- 6. 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 & Q10 FROM 2014 DELETED](#)

~~Q9. What do you like best about living in Maple Ridge? *Please type in your responses below*
{ALLOW UP TO 5 RESPONSES}~~

~~Q10. What do you like least about living in Maple Ridge? *Please type in your responses below*
{ALLOW UP TO 5 RESPONSES}~~

(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***

Demographics

Finally, **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
3. Other (specify)

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

QD2. Do you own or rent your home?

1. Own
2. Rent
3. 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
5. Other (specify) **Please type in your response**
6. 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 or more
8. Don't know
9. 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: ~~Please provide the following information to be entered into the prize draw:~~

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 ~~and about other important communication?~~

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:

TO:	His Worship Mayor Michael Morden and Members of Council	MEETING DATE:	September 8, 2020
FROM:	Chief Administrative Officer	FILE NO:	01-0540-30-04
SUBJECT:	Community Leaders Forum	MEETING:	Council Workshop

EXECUTIVE SUMMARY:

In March 2019, the City of Maple Ridge hosted its first *Community Leaders Forum* as part of the *Innovation in Emerging Cities* series of events. This evening event was held in the Studio Theatre at the ACT Arts Centre and featured an informal networking session followed by presentations and a panel discussion with Mayor Mike Morden, MP Dan Ruimy, Minister Lisa Beare and MLA Bob D'Eith followed by an audience Q&A session. An invited guest list of approximately 80 identified community leaders from local businesses, education, local government and community service organizations were in attendance. Kwantlen Polytechnic University (KPU) hosted the event and Dr. Alan Davis, the Vice-Chancellor and President of KPU, provided the opening remarks.

This year, the *Community Leaders Forum* will be virtual event held on Wednesday, October 14 and will focus on how the various levels of government can work with business and community leaders to help the community recover from the effects of the COVID-19 situation and to build a more resilient community in the future. The event will use a similar format to the 2019 event: a keynote presentation, a moderated panel discussion with the Mayor, MP and MLAs, and an online audience Q&A session. The networking event that preceded the 2019 event has been eliminated from the 2020 event in order to comply with current public health orders.

RECOMMENDATION:

Receive for information.

DISCUSSION:

a) Background Context:

In the spring 2019, the Economic Development Department coordinated and participated in a series of innovation-themed events during a three-week period starting in mid-March. This included participating in the BC Tech Summit in Vancouver (March 11-13), partnering with Black Press Media to host the 2019 Career and Education Fair at the Greg Moore Youth Centre (March 14), and coordinating the *Community Leaders Forum* (March 14) and the *Innovation in Emerging Cities Forum* (April 2).

For the 2020 series of events, the Economic Development Department had originally planned to partner with Black Press to host a Career and Education Fair on April 9, 2020 at the Golden Ears Curling Club, to participate in the BC Tech Summit on June 1-2 at the Vancouver Trade and

Convention Centre, and to host the 2020 *Innovation in Emerging Cities* event in October at the ACT Arts Centre. However, due to public health orders prohibiting gatherings of more than 50 people, Black Press opted to hold an online Career and Education Fair, and both the BC Tech Summit and the 2020 *Innovation in Emerging Cities* events were cancelled.

The *Community Leaders Forum* was a new event in 2019 and was developed based on feedback from the 2018 *Innovation in Emerging Cities Forum*, where attendees expressed a desire to see an expanded version of the “political panel” featuring local elected officials. Each of the panel members was provided the opportunity for a 10-minute opening presentation, followed by a discussion panel moderated by the Manager of Community Engagement & Relations, Fred Armstrong. The evening concluded with a Q&A session with the audience.

This year, the Economic Development Department recommends hosting a virtual *Community Leaders Forum* on the evening of Wednesday, October 14 using the same Zoom platform that is currently used to host Council meetings. This software allows for broad participation from community members, and the event can be recorded and posted on the City's website to allow residents to view the event at a later date. Economic Development staff are working with the Information Technology Department to incorporate the use of Sli.do, an App which allows residents to ask questions of the panel members via their smart phones during the event. Sli.do was successfully used at the 2019 Community Leaders Forum and the *Innovation in Emerging Cities* event.

The Economic Development Department has secured Brock Dickinson, Entrepreneur in Residence and Adjunct Professor at the University of Waterloo, as the keynote speaker and moderator for this event. Mr. Dickinson is widely regarded as one of Canada's leading speakers on economic development and, in recent years, has presented throughout Canada on the United Nations' Sustainable Development Goals (SDGs) and their alignment to the work of economic developers. Please see appendix A for Brock Dickinson's biography. Economic Development staff are also working with the local MLA constituency office to secure a video greeting from the Honourable Michelle Mungall, Minister of Jobs, Economic Development and Competitiveness, for the event.

Tentative Event Schedule:

7:00-7:05pm	Opening – New Tourism Video
7:05-7:15pm	Opening Remarks - Moderator
7:16-7:20pm	Welcoming remarks from the Mayor
7:21-7:50pm	Keynote Presentation
7:51-7:56pm	Message from Michelle Mungall, Minister of Jobs, Economic Development and Competitiveness (tentative)
7:57-9:00pm	Panel Discussion
9:00-9:30pm	Audience Q&A

Staff will work with the Mayor's Office to develop the invitation list for the event which will include local business and community leaders, First Nations leaders, elected officials, and other local dignitaries.

The goal of this event is to provide an opportunity for local political leaders to share their vision for the future development of Maple Ridge and, specifically, how the three levels of government can work together to respond to the COVID-19 situation. The Economic Development Department will be working with the moderator to develop a list of potential discussion topics around the themes of supporting innovation, entrepreneurship, education and sustainable economic growth for the community. A specific focus of this year's event will be on strategies to help small businesses and how to revive the local economy.

The Economic Development Department is aiming to organize a pre-event meeting in mid-September for the moderator and panel members to go over the format and topic areas for the panel discussion.

b) Desired Outcome:

The *Community Leaders Forum* is one of the signature events in the *Innovation in Emerging Cities* series that includes the *Innovation in Emerging Cities Forum* and the *Career and Education Fair*. The overall goal of these events is to support an "innovation culture" in Maple Ridge by inspiring and supporting entrepreneurship, innovation and collaboration between businesses, post-secondary institutions, and all levels of government.

This year, the Community Leaders Forum also serves as a watershed moment for the public, signaling that a coordinated economic recovery effort led by business and community leaders and the three levels of government is underway.

c) Strategic Alignment:

The *Community Leaders Forum* aligns with two priority areas of Council's Strategic Plan by helping build stronger inter-governmental relationships, strengthening relationships with business and community leaders, and supporting economic growth and entrepreneurship in the community.

d) Interdepartmental Implications:

The Economic Development Department will be working with the office of the Chief Administrative Officer, the Information Services Department and Corporate Communications to plan and execute the *Community Leaders Forum*.

e) Business Plan/Financial Implications:

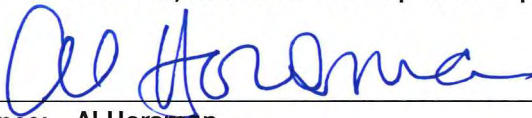
The *Community Leaders Forum* was identified as a work item in the Economic Development Department's 2020 Business Plan. The change to a virtual event has greatly reduced the cost of the event by eliminating the expenses required for the networking reception. The remaining marketing costs are accounted for within the current Economic Development Department budget.

CONCLUSIONS:

The *Community Leaders Forum* is an integral element of the overall *Innovation in Emerging Cities* series. This event provides a unique opportunity for local elected officials to meet with business and community leaders and share their plans for creating a vibrant, sustainable local economy for the future. The event aligns with the goals of Council's Strategic Plan by helping build stronger inter-governmental relationships, strengthening relationships with business and community leaders, and supporting economic growth and entrepreneurship in the community.


Prepared by: **Bruce Livingstone, BBA**
Business Retention and Expansion Officer


Reviewed by: **Wendy Dupley, EcD**
Director, Economic Development Department


Concurrence: **Al Horsman**
Chief Administrative Officer

Attachment:
(A) Brock Dickinson Biography

APPENDIX A

BROCK DICKINSON – BIOGRAPHY:

Brock Dickinson is currently the Entrepreneur-in-Residence and an Adjunct Professor at the University of Waterloo, where he works to strengthen the University's innovation and entrepreneurship ecosystem. Before accepting this role, he was the CEO and co-founder of MDB Insight, a management consulting firm with offices across Canada. During his tenure, MDB Insight became the largest firm in Canada specializing in economic development consulting, it saw a six fold increase in staffing, a tenfold increase in revenues, and was named to Profit Magazine's Hot 50 list. Brock has also served in a range of economic development and entrepreneurship support roles, heading public agencies in Ontario and Nova Scotia, and coordinating programs for the United Nations in more than 30 countries. In 1995, he was named Secretary-General of a UN conference on environment and development; the youngest Secretary-General in UN history. A serial entrepreneur, he has owned and operated businesses in the environmental consulting, waste management, technology commercialization, and import/export fields.

From: Claudia Chan <cchan@miabc.org>
Sent: July 21, 2020 3:55 PM
To: Darrell Denton <ddenton@mapleridge.ca>
Subject: MIABC Voting Delegate

Hi Darrell,

The Municipal Insurance Association of BC (MIABC) 33rd Annual General Meeting (AGM) is scheduled to take place on Monday September 21st from 3:30 p.m. to 4:30 p.m. This will be a virtual event held in conjunction with the UBCM Convention.

In accordance with Article 6.13 of the Reciprocal Insurance Exchange Agreement, the following delegate and two alternates have been registered with the MIABC to vote your interests at this year's AGM. If you would like to change the delegate and/or two alternates, please forward a resolution of your Council/Board directing these changes to the MIABC by September 4th, 2020.

The AGM Booklet with further voting information will be distributed on August 21, 2020.

Voting Delegate: Laura Benson
Email address: lbenson@mapleridge.ca

Alternate #1:
Email address:

Alternate #2:
Email address:

Regards,
Claudia Chan