

City of Maple Ridge

**COUNCIL MEETING AGENDA**

July 28, 2020

7:00 p.m.

**Virtual Online Meeting**

*Meeting Decorum:*

*Council would like to remind all people present tonight that serious issues are decided at Council meetings which affect many people's lives. Therefore, we ask that you act with the appropriate decorum that a Council Meeting deserves. Commentary and conversations by the public are distracting. Should anyone disrupt the Council Meeting in any way, the meeting will be stopped and that person's behavior will be reprimanded.*

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

Note: This Agenda is also posted on the City's Website at [www.mapleridge.ca](http://www.mapleridge.ca)

The purpose of a Council meeting is to enact powers given to Council by using bylaws or resolutions. This is the venue for debate of issues before voting on a bylaw or resolution.

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*For virtual public participation during Public Question Period register by going to [www.mapleridge.ca/640/Council-Meeting](http://www.mapleridge.ca/640/Council-Meeting) and clicking on the meeting date*

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- 100 CALL TO ORDER
  
- 200 AMENDMENTS TO THE AGENDA
  
- 300 APPROVAL OF THE AGENDA
  
- 400 ADOPTION OF MINUTES
- 401 Minutes of the Regular Council Meeting of July 14, 2020
- 402 Report of the Public Hearing of July 21, 2020
  
- 500 PRESENTATIONS AT THE REQUEST OF COUNCIL
  
- 600 DELEGATIONS

**700 ITEMS ON CONSENT**

**701 Minutes**

**701.1 Development Agreements Committee Meetings**

- July 8, 2020
- July 15, 2020
- July 16, 2020
- July 21, 2020

**701.2 Committees and Commissions of Council Meetings**

- Transportation Advisory Committee – March 25, 2020

**702 Reports**

**703 Correspondence**

**704 Release of Items from Closed Council Status**

*From the April 21, 2020 Closed Council Meeting:*

- Item 4.1 Proposed Commuter Lot – 22625 & 22631 119 Avenue - 36 month lease to construct a commuter parking lot to be completed and executed
- Item 4.2 Southwest Neighbourhood Park Naming - Neighbourhood Park at 11683 223 Street to be formally named “Beckett Park”

**705 Recommendation to Receive Items on Consent**

**800 UNFINISHED BUSINESS**

Note: Item 801 was forwarded at the July 14, 2020 Council Workshop Meeting

**801 Business and Financial Planning Guidelines 2021-2025**

Staff report dated July 28, 2020 recommending that the 2021-2025 Business and Financial Plan Guidelines be approved.

Note: Item 802 was forwarded at the June 23, 2020 Council Workshop Meeting

**802 Corporate Communication and Community Engagement Policy No. 5.57**

Staff report dated July 28, 2020 recommending that Communication Policy No. 5.41 be repealed and that Corporate Communication and Community Engagement Policy No. 5.57 be adopted.

**900 CORRESPONDENCE**

**1000 BYLAWS**

Note: *Item 1001 is from the July 21, 2020 Public Hearing*

Bylaws for Third Reading

**1001 2019-310-RZ, 11232 Dartford Street  
Maple Ridge Zone Amending Bylaw No. 7603-2019**  
To rezone from C-4 (Neighbourhood Public House Commercial) to H-1 (Heritage Commercial) to allow for the continued operation of a stand-alone liquor store

Bylaws for Adoption

**1002 2017-066-RZ, 21241 Wicklund Avenue**  
Staff report dated July 28, 2020 recommending adoption

**Maple Ridge Zone Amending Bylaw No. 7322-2017**  
To rezone from RS-1 (One Family Urban Residential) to RT-1 (Two Family Urban Residential) to permit the development of a duplex

**1003 2017-117-RZ, 11831, 11839 and 11865 232 Street**  
Staff report dated July 28, 2020 recommending adoption

**Maple Ridge Zone Amending Bylaw No. 7351-2017**  
To rezone from RS-1 (One Family Urban Residential) to RM-1 (Townhouse Residential) to permit construction of 46 residential townhouse units

**1004 2017-390-RZ, 23084 and 23100 Lougheed Highway**  
Staff report dated July 28, 2020 recommending adoption

**1004.1 Maple Ridge Official Community Plan Amending Bylaw No. 7499-2018**  
To amend the boundary of the Conservation designation and Urban Residential designation for ground-truthing

**1004.2 Maple Ridge Zone Amending Bylaw No. 7442-2018**

To rezone a portion of the subject property from RS-3 (One Family Rural Residential) to RM-4 (Multiple Family Residential District) to permit construction of 30 townhouses

**1100 COMMITTEE REPORTS AND RECOMMENDATIONS**

**[\(CLICK HERE TO LINK TO THE JULY 21, 2020 COMMITTEE OF THE WHOLE MEETING\)](#)**

*For the following items that refer to staff report earlier than this agenda date: the items were presented at a Committee of the Whole meeting typically a week prior on the date of the staff report, to provide Council with an opportunity to ask staff detailed questions. The items are now before the regular Council Meeting for debate and vote. Both meetings are open to the public. **The reports are not reprinted again in hard copy**, however; they can be found in the electronic agenda or in the Committee of the Whole agenda package dated accordingly.*

**Planning & Development Services**

**1101 2017-231-RZ, Supportive Recovery Housing**

Staff report dated July 21, 2020 recommending that Maple Ridge Zone Amending Bylaw No. 7651-2020 to regulate supportive recovery homes be given first and second reading and be forwarded to Public Hearing.

**1102 2019-245-RZ, 22780 Dewdney Trunk Road, CS-1 to C-3**

Staff report dated July 21, 2020 recommending that Maple Ridge Zone Amending Bylaw No. 7573-2019 to rezone from CS-1 (Service Commercial) to C-3 (Town Centre Commercial) to permit the construction of a six-storey, mixed-use building with 30 apartment units be given first reading and that the applicant provide further information as described on Schedules C, D, and E of the Development Procedures Bylaw No. 5879-1999.

**1103 2020-051-RZ, 11980 Glenhurst Street, RS-3 to R-1**

Staff report dated July 21, 2020 recommending that Maple Ridge Zone Amending Bylaw No. 7658-2020 to rezone from RS-3 (One Family Rural Residential) to R-1 (Residential District) to permit a subdivision of two lots of approximately 534 m<sup>2</sup> each in area be given first reading and that the applicant provide further information as described on Schedule B of the Development Procedures Bylaw No. 5879-1999.

**1104 2019-081-RZ, 21358 and 21366 Dewdney Trunk Road, RS-1 and RS-1b to RM-2**

Staff report dated July 21, 2020 recommending that Maple Ridge Official Community Plan Amending Bylaw No. 7657-2020 to allow an increase in maximum permitted height for an apartment building from four to five storeys be given first and second reading and be forwarded to Public Hearing and that Maple Ridge Zone Amending Bylaw No. 7540-2019 to rezone from RS-1 (One Family Urban Residential) and RS-1b (One Family Urban [Medium Density] Residential) to RM-2 (Medium Density Apartment Residential District) to permit construction of a five-storey, 54 unit, purpose-built rental apartment building be given second reading and be forwarded to Public Hearing.

**1105 2019-425-RZ, 25057, 25123 and 25171 112 Avenue, RS-3 to R-1, R-2 and R-3**

Staff report dated July 21, 2020 recommending that Maple Ridge Official Community Plan Amending Bylaw No. 7605-2020 to re-designate land use to single family and to re-designate portions of the property to Conservation be given first and second reading and be forwarded to Public Hearing and that Maple Ridge Zone Amending Bylaw No. 7606-2020 to rezone from RS-3 (One Family Rural Residential) to R-1 (Residential District), R-2 (Urban Residential District) and R-3 (Special Amenity Residential District) to permit a subdivision of approximately 84 lots be given second reading and be forwarded to Public Hearing.

**1106 2020-117-RZ, 11903 and 11917 Burnett Street, Temporary Use Permit Area**

Staff report dated July 21, 2020 recommending that Maple Ridge Official Community Plan Amending Bylaw No. 7659-2020 to designate the subject properties as a Temporary Use Permit Area to allow for a sales centre for a future apartment site be given first reading and that the applicant provide further information as described on Schedule H of the Development Procedures Bylaw No. 5879-1999.

**1107 2018-394-RZ, Maple Ridge Zoning Bylaw**

Staff report dated July 21, 2020 recommending that Maple Ridge Zoning Bylaw No. 7600-2019 to regulate zoning in the City of Maple Ridge be given second reading and be forwarded to Public Hearing.

**1108 2017-117-DVP and 2017-117-DP, 11831, 11839 and 11865 232 Street**

Staff report dated July 21, 2020 recommending that the Corporate Officer be authorized to sign and seal 2017-117-DVP to vary front yard setbacks, rear line setbacks and reduce north and south interior side lot setbacks and that the Corporate Officer be authorized to sign and seal 2017-117-DP to allow construction of a 46 unit residential townhouse development.

**1109 2017-390-DVP and 2017-390-DP, 23084 and 23100 Lougheed Highway**

Staff report dated July 21, 2020 recommending that the Corporate Officer be authorized to sign and seal 2017-390-DVP to reduce minimum building setbacks for specified buildings, vary the requirements for parking, increase maximum height of specified buildings, and reduce view arc requirements from living room windows for specified units and that the Corporate Officer be authorized to sign and seal 2017-390-DP to permit construction of 30 townhouse units.

**1110 2020-198-DVP, 12182 and 12184 228 Street**

Staff report dated July 21, 2020 recommending that the Corporate Officer be authorized to sign and seal 2020-198-DVP to waive the requirement to provide underground utilities and allow servicing by overhead utility poles.

**Engineering Services**

**1131 Award of Contract RFP-EN20-30: Engineering Consulting Services for Roadway Data Collection and Pavement Management System Reporting**

Staff report dated July 21, 2020 recommending that Contract RFP-EN20-30: Engineering Consulting Services for Roadway Data Collection and Pavement Management System Reporting be awarded to Tetra Tech Canada Inc., that a contingency for unanticipated additional works be approved and that the Corporate Officer be authorized to execute the contract.

**1132 Award of Contract ITT-EN20-33: Culvert Replacements on 132 Avenue**

Staff report dated July 21, 2020 recommending that Contract ITT-EN20-33: Culvert Replacements on 132 Avenue be awarded to RTR Terra Contracting Ltd., that a contingency to address potential variations in field conditions be approved and that the Corporate Officer be authorized to execute the contract.

**1133 Award of Contract ITT-EN20-34: Culvert Replacement 100 m east of 28269 104 Avenue**

Staff report dated July 21, 2020 recommending that Contract ITT-EN-32: Culvert Replacement on 104 Avenue, 100m east of 28269 be awarded to Mission Contractors Ltd., that a contingency to address potential variations in field conditions be approved and that the Corporate Officer be authorized to execute the contract.

**1134 Renewal of Contract: Hydrovac Services**

Staff report dated July 21, 2020 recommending that a one year renewal agreement for hydrovac services be awarded to Badger Daylighting Limited Partnership and McRae's Environmental Services Ltd. and that the Corporate Officer be authorized to execute the agreements.

**Corporate Services**

**1151 2019 Annual Report and 2019 Statement of Financial Information**

Staff report dated July 21, 2020 recommending that the 2019 Annual Report be received and that the 2019 Statement of Financial Information be approved.

**1152 2020 Property Tax Sale Deferral**

Staff report dated July 21, 2020 recommending that 2020 Property Tax Sale Deferral Bylaw No. 7660-2020 to defer the 2020 property tax sale be given first, second and third readings and be adopted.

**Parks, Recreation and Culture**

**1171 Award of Contract - Ridge Canoe and Kayak Club ("RCKC") Docks and Floating Boathouse Platform Construction**

Staff report dated July 21, 2020 recommending that Contract RFP-PL20-01: RCKC Docks and Floating Boathouse Platform Construction be awarded to Blue Water Systems Ltd., that a contingency be authorized and that the Corporate Officer be authorized to execute the contract.

**1172 Award of Contract – Albion Community Centre Construction Phase Two**

Staff report dated July 21, 2020 recommending that the contract for the Albion Community Centre Construction Phase Two be awarded to Double V Construction Ltd., that a contingency be authorized, that the Financial Plan Bylaw be amended to include additional funds from Accumulated Surplus and from the Parks & Recreation Improvements Reserve, and that the Corporate Officer be authorized to execute the contract.

**Administration (including Fire and Police)**

1200 STAFF REPORTS

1300 OTHER MATTERS DEEMED EXPEDIENT

1400 PUBLIC QUESTION PERIOD

1500 MAYOR AND COUNCILLORS' REPORTS

1501 Council Update

Presentation by Mayor Morden

1600 NOTICES OF MOTION AND MATTERS FOR FUTURE MEETING

1700 ADJOURNMENT

APPROVED BY:

  
\_\_\_\_\_  
DATE: July 23, 2020

PREPARED BY:

Asant  
\_\_\_\_\_  
DATE: July 23, 2020

CHECKED BY:

Eni Mad  
\_\_\_\_\_  
DATE: July 23, 2020

## PUBLIC QUESTION PERIOD

During the COVID-19 health emergency it is important to ensure that our democratic processes continue to function and that the work of the City remains transparent for all citizens. We are doing business a bit differently during this time by having Council members attend remotely and having only necessary staff present in person to administer the meetings. Balancing the health and safety of citizens and our democratic processes is first and foremost in our approach during this health emergency.

The purpose of the Public Question Period is to provide the public with an opportunity to ask questions of Council on items that are of concern to them, with the exception of Public Hearing bylaws which have not yet reached conclusion.

As noted, during the COVID-19 health emergency, we will be using new virtual tools to ensure that citizens' voices are being heard as part of our meetings. For more information on virtual participation please go to <http://mapleridge.ca/640/Council-Meetings>. Each person will be permitted **2 minutes** to ask their question (a second opportunity is permitted if no one else is sitting in the chairs in front of the podium). Questions must be directed to the Chair of the meeting and not to individual members of Council. **The total session is limited to 15 minutes.**

If you have a question or comment that you would normally ask as part of Public Question Period, you can email [clerks@mapleridge.ca](mailto:clerks@mapleridge.ca) before 4:00 p.m. on the day of the meeting and your questions or comments will be shared with Council. If you miss this deadline staff will respond to you in writing as soon as possible.

Council reserves the right to defer responding to a question in order to obtain the information required to provide a complete and accurate response.

Council will not tolerate any derogatory remarks directed at Council or staff members.

We thank citizens for their support as we try innovative approaches to keep us all connected even as we separate to stop the spread of COVID-19.

For more information on these opportunities contact:

Clerk's Department at 604-463-5221 or [clerks@mapleridge.ca](mailto:clerks@mapleridge.ca)

Mayor and Council at [mayorcouncilandcaol@mapleridge.ca](mailto:mayorcouncilandcaol@mapleridge.ca)

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400 Adoption and Receipt of Minutes

City of Maple Ridge

**COUNCIL MEETING MINUTES**

July 14, 2020

The Minutes of the City Council Meeting held on July 14, 2020 at 7:03 p.m. as an online virtual meeting hosted in the Council Chambers of the City Hall, 11995 Haney Place, Maple Ridge, British Columbia for the purpose of transacting regular City business.

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<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. Carter, General Manager Planning & Development Services
Councillor K. Duncan	C. Crabtree, Acting General Manager Corporate Services
Councillor C. Meadus	S. Nichols, Corporate Officer
Councillor G. Robson	D. Pollock, General Manager Engineering Services
Councillor R. Svendsen	T. Thompson, Chief Financial Officer
Councillor A. Yousef	<i>Other Staff as Required</i>
	C. Goddard, Director of Planning
	R. McNair
	J. Mickleborough, Director of Engineering
	M. Orsetti,
	M. Vogel, Computer Support Specialist

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Note: These Minutes are also posted on the City's Web Site at [www.mapleridge.ca](http://www.mapleridge.ca)  
Video of the meeting is posted at [media.mapleridge.ca/Mediasite/Showcase](http://media.mapleridge.ca/Mediasite/Showcase)

Note: Due to the COVID-19 pandemic, Council members participated electronically.  
The Mayor chaired the meeting from Council Chambers.

100 **CALL TO ORDER**

200 **AMENDMENTS TO THE AGENDA**

300 **APPROVAL OF THE AGENDA**

R/2020-280

It was moved and seconded

That the agenda of the Regular Council Meeting of July 14, 2020 be adopted as circulated.

CARRIED

**401**

400 ***ADOPTION AND RECEIPT OF MINUTES***

401 Minutes of the Regular Council Meeting of June 23, 2020

R/2020-281

It was moved and seconded

That the minutes of the Regular Council Meeting of June 23, 2020 be adopted as circulated.

CARRIED

500 ***PRESENTATIONS AT THE REQUEST OF COUNCIL – Nil***

600 ***DELEGATIONS – Nil***

700 ***ITEMS ON CONSENT***

701 **Minutes**

701.1 Meetings of the Development Agreements Committee:

- June 24, 2020
- June 30, 2020

701.2 Meetings of Committees and Commissions of Council:

- Municipal Advisory Committee on Accessibility and Inclusiveness – February 20, 2020
- Advisory Design Panel – April 15, 2020
- Agricultural Advisory Committee – May 28, 2020

702 **Reports**

702.1 Proposed 224 Street Road Closure

Staff report dated July 14, 2020 accompanying a motion made by the Transportation Advisory Committee (TAC) to provide preliminary information on potential impacts of a temporary closure of 224 Street.

R/2020-282

Moved and seconded

That Item 702.1 Proposed 224 Street Road Closure be removed from the Items on Consent agenda for discussion purposes.

CARRIED

R/2020-283

Moved and seconded

That the proposed 224 Street road closure be referred back to staff to engage the Downtown Maple Ridge Business Improvement Association and the Maple Ridge Pitt Meadows Chamber of Commerce to consult their merchants along 224<sup>th</sup> Street and provide consultation results and identification of a funding source.

CARRIED

703 Correspondence – Nil

704 Release of Items from Closed Council Status

From the April 21, 2020 Closed Council Meeting:

Item 4.1 Proposed Commuter Lot – 22625 & 22631 119 Avenue - 36 month lease to construct a commuter parking lot to be completed and executed

Item 4.2 Southwest Neighbourhood Park Naming - Neighbourhood Park at 11683 223 Street to be formally named “Beckett Park”

705 Recommendation to Receive Items on Consent

R/2020-284

It was moved and seconded

That items on the “Items for Consent” agenda be received into the record.

CARRIED

800 *UNFINISHED BUSINESS* – Nil

900 *CORRESPONDENCE*

901 **Maple Ridge Pitt Meadows Arts Council – ACT Arts Centre Operations Update**

Letter dated June 16, 2020 from Laura Butler, President, Board of Directors, Maple Ridge Pitt Meadows Arts Council, providing an update on the current state of operations at The ACT Arts Centre.

1000 **BYLAWS**

Bylaws for Adoption

1001 **Maple Ridge Fees and Charges Bylaw No. 7575-2019**

To establish a framework to which existing fees can be attached as schedules are reviewed and updated

R/2020-285

Moved and seconded

That Fees and Charges Bylaw No. 7575-2019 be adopted.

CARRIED

1100 **REPORTS AND RECOMMENDATIONS**

Planning and Development Services

1101 **2014-003-CU, 19975, 19989 and 19997 Dunn Avenue, Temporary Use Permit Renewal**

Staff report dated July 7, 2020 recommending that Temporary Use Permit 2014-003-CU located at 19975, 19989 and 19997 Dunn Avenue be renewed and re-issued for an additional three years and that the Corporate Officer be authorized to sign and seal the permit.

R/2020-286

Moved and seconded

That Temporary Use Permit 2014-003-CU, respecting properties located at 19975, 19989, 19997 Dunn Avenue, be renewed and re-issued for an additional three years and that the Corporate Officer be authorized to sign and seal the renewed permit.

CARRIED

1102 **2020-186-RZ, 19975, 19989, 19997, 20019, and 20035 Dunn Avenue, RS-3 to CD-4-20**

Staff report dated July 7, 2020 recommending that Maple Ridge Zone Amending Bylaw No. 7656-2020 to rezone from RS-3 (One Family Rural Residential) to CD-4-20 (Comprehensive Development) to permit vehicle storage for an adjacent car dealership to the north be given first reading and that the applicant provide further information as described on Schedules A, C and D of the Development Procedures Bylaw No. 5879-1999.

R/2020-287

Moved and seconded

1. In respect of Section 475 of the Local Government Act, requirement for consultation during the development or amendment of an Official Community Plan, Council must consider whether consultation is required with specifically:
  - i. The Board of the Regional District in which the area covered by the plan is located, in the case of a Municipal Official Community Plan;
  - ii. The Board of any Regional District that is adjacent to the area covered by the plan;
  - iii. The Council of any municipality that is adjacent to the area covered by the plan;
  - iv. First Nations;
  - v. Boards of Education, Greater Boards and Improvements District Boards; and
  - vi. The Provincial and Federal Governments and their agencies.

and in that regard it is recommended that no additional consultation be required in respect of this matter beyond the early posting of the proposed Official Community Plan amendments on the City's website, together with an invitation to the public to comment, and;

2. That Zone Amending Bylaw No. 7656-2020 be given first reading; and
3. That the applicant provide further information as described on Schedules A, C, and D of the Development Procedures Bylaw No. 5879-1999.

CARRIED

1103 2019-405-RZ, 10294 240 Street, RS-2 to RM-1

Staff report dated July 7, 2020 recommending that Maple Ridge Zone Amending Bylaw No. 7646-2020 to rezone from RS-2 (One Family Suburban Residential) to RM-1 (Townhouse Residential) to permit future construction of approximately 15 strata townhouse units be given first reading and that the applicant provide further information as described on Schedules C, D, E, F and G of the Development Procedures Bylaw No. 5879-1999.

R/2020-288

Moved and seconded

1. That Zone Amending Bylaw No. 7646-2020 be given first reading; and
2. That the applicant provide further information as described on Schedules C, D, E, F and G of the Development Procedures Bylaw No. 5879-1999.

CARRIED

1104 2020-014-RZ, 12209 Laity Street, RS-1 to R-1

Staff report dated July 7, 2020 recommending that Maple Ridge Zone Amending Bylaw No. 7648-2020 to rezone from RS-1 (One Family Urban Residential) to R-1 (Residential District) to permit a future subdivision of two lots of approximately 454 m<sup>2</sup> each be given first reading and that the applicant provide further information as described on Schedules B and E of the Development Procedures Bylaw No. 5879-1999, along with information required for a Subdivision application.

R/2020-289

Moved and seconded

1. That Zone Amending Bylaw No. 7648-2020 be given first reading; and
2. That the applicant provide further information as described on Schedules B, and E of the Development Procedures Bylaw No. 5879-1999, along with the information required for a Subdivision application.

CARRIED

1105 2020-164-RZ, Cannabis Retail Store Text Amendment

Staff report dated July 7, 2020 recommending that Maple Ridge Zone Amending Bylaw No. 7650-2020 to remove the 1000 metre minimum distance separation between cannabis retail stores be given first and second reading and be forwarded to Public Hearing.

R/2020-290

Moved and seconded

That Zone Amending Bylaw No. 7650-2020 be given first and second reading and be forwarded to Public Hearing.

DEFEATED

Mayor Morden, Councillor Duncan, Councillor Robson, Councillor Svendsen,  
Councillor Yousef - OPPOSED

1106 Proposed New Cannabis Retail Store at 510 - 20395 Lougheed Highway

Staff report dated July 7, 2020 providing the options of approving or denying an application for a non-medical cannabis retail store by Muse Cannabis Stores Ltd. located at 510 - 20395 Lougheed Highway, Maple Ridge and that a copy of the resolution be forwarded to the Liquor and Cannabis Regulation Branch in accordance with legislative requirements.

The General Manager of Planning and Development advised that based on the decision to defeat Bylaw No. 7640-2020, staff will advise the applicant that a rezoning application will be required. She also advised that a previous application for a new cannabis retail store will have to apply for rezoning as well.

R/2020-291

Moved and seconded

That the motion to support the application for a proposed non-medical cannabis retail store at 510 – 20395 Lougheed Highway be deferred until further information is received from staff.

CARRIED

Councillor Duncan – OPPOSED

1107 Maple Ridge Highway and Traffic Amending Bylaw No. 7652-2020

Staff report dated July 7, 2020 recommending that Maple Ridge Highway and Traffic Amending Bylaw No. 7652-2020 to allow the Maple Ridge Business Centre and Edge Street parking lots to change to a “pay by plate” model be given first, second and third reading.

R/2020-292

Moved and seconded

That Highway and Traffic Amending Bylaw No. 7652-2020 be given first, second and third reading.

CARRIED

Councillor Duncan – OPPOSED

#### Engineering Services

1131 Award of Contract: ITT-EN20-23: Dewdney Trunk Road Watermain Replacement and Sanitary Sewer Rehabilitation (216 Street to 222 Street)

Staff report dated July 7, 2020 recommending that Contract ITT-EN20-23: Dewdney Trunk Road Watermain Replacement and Sanitary Sewer Rehabilitation (216 Street to 222 Street) be awarded to Sandpiper Contracting LLP, that a construction contingency be approved to address potential variations in field conditions, that the next Financial Plan Bylaw be amended to increase project funding and to transfer funds from the 2021 approved Capital Plan for Water Replacement Program to 2020 for the water tie-in by Operations and that the Corporate Officer be authorized to execute the contract.

R/2020-293

Moved and seconded

That Contract ITT-EN20-23: Dewdney Trunk Road Watermain Replacement and Sanitary Sewer Rehabilitation (216 Street to 222 Street) be awarded to Sandpiper Contracting LLP in the amount of \$3,295,831.50 excluding taxes; and

That a construction contingency of \$164,790.00 be approved to address potential variations in field conditions; and

That the next Financial Plan Bylaw be amended to increase the project funding by \$488,621.00 from the Water Capital Fund; and

That the next Financial Plan Bylaw be amended to transfer \$200,000.00 from 2021 approved Capital Plan for Water Replacement Program to 2020 for the water tie-in by Operations; and further

That the Corporate Officer be authorized to execute the contract.

CARRIED

1132 Award of Contract ITT-EN20-32: Sanitary Sewer Upgrades Phase 2 – 240 Street at Kanaka Creek Bridge

Staff report dated July 7, 2020 recommending that Contract ITT-EN20-32: Sanitary Sewer Upgrades Phase 2 – 240 Street at Kanaka Creek Bridge be awarded to Targa Contracting (2013) Ltd., that a contract contingency be approved to address potential variations in field conditions and that the Corporate Officer be authorized to execute the contract.

R/2020-294

Moved and seconded

That Contract ITT-EN20-32: Sanitary Sewer Upgrades Phase 2 - 240 Street at Kanaka Creek Bridge, be awarded to Targa Contracting (2013) Ltd. in the amount of \$394,027.00 excluding taxes; and

That a contract contingency of \$75,000.00 be approved to address potential variations in field conditions; and further

That the Corporate Officer be authorized to execute the contract.

CARRIED

Corporate Services

1151 Greenhouse Gas Emissions and Climate Action Background Report

Staff report dated July 7, 2020 providing information on the City's community greenhouse gas emissions, reduction targets and actions.

R/2020-295

Moved and seconded

That a Community Energy and Emissions Scoping Report be brought to Council in September recommending climate change mitigation and adaptation actions for implementation.

CARRIED

Parks, Recreation & Culture – Nil

Administration – Nil

1300 OTHER MATTERS DEEMED EXPEDIENT – Nil

1400 PUBLIC QUESTION PERIOD

The Corporate Officer advised that a question was received through the Clerk's Department email which was also sent to Mayor and Council and that staff will provide a response.

1500 MAYOR AND COUNCILLORS' REPORTS

Councillor Duncan provided a report on activities participated in during the past few weeks.

1600 NOTICES OF MOTION AND MATTERS FOR FUTURE MEETINGS – Nil

1700 ADJOURNMENT – 9:11 p.m.

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M. Morden, Mayor

Certified Correct

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S. Nichols, Corporate Officer

City of Maple Ridge

**REPORT OF PUBLIC HEARING**

July 21, 2020

The report of the Public Hearing held in the Council Chambers of City Hall, 11995 Haney Place, Maple Ridge, British Columbia on July 21, 2020 at 8:00 p.m.

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**PRESENT**

*Elected Officials*

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

*Appointed Staff*

A. Horsman, Chief Administrative Officer  
D. Boag, General Manager Parks, Recreation & Culture  
C. Carter, General Manager Planning & Development Services  
C. Crabtree, Acting General Manager Corporate Services  
D. Pollock, General Manager Engineering Services  
S. Nichols, Corporate Officer  
Other Staff as Required  
C. Goddard, Director of Planning

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Mayor Morden called the meeting to order. The Corporate Officer explained the procedure and rules of order of the Public Hearing and advised that the bylaws will be considered further at the next Council Meeting on July 28, 2020.

The Mayor then called upon the Director of Planning to present the following items on the agenda:

- 1) **2019-310-RZ**  
**11232 Dartford Street**

Parcel 5 District Lot 278 Group 1 New Westminster District Reference Plan 64192

**Maple Ridge Zone Amending Bylaw No. 7603-2019**

To rezone from C-4 (Neighbourhood Public House Commercial) to H-1 (Heritage Commercial) to allow for the continued operation of a stand-alone liquor store.

The Director of Planning gave a detailed description providing information on the application.

The Mayor called for speakers three times.

There being no comment, the Mayor declared this item dealt with.

Having given all those persons whose interests were deemed affected by the matters contained herein a chance to be heard, the Mayor adjourned the Public Hearing at 8:09 p.m.

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M. Morden, Mayor

Certified Correct

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S. Nichols, Corporate Officer

700 *ITEMS ON CONSENT*

**700**

701 *Minutes*

701.1 Development Agreements Committee

**701.1**

**CITY OF MAPLE RIDGE  
DEVELOPMENT AGREEMENTS COMMITTEE**

July 8, 2020  
Mayor's Office

CIRCULATED TO:

Michael Morden, Mayor  
Chair

Al Horsman, Chief Administrative Officer  
Member

Catherine Schmidt, Recording Secretary

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**1. 18-110181 BG**

LEGAL: Lot 4 Section 10 Township 12 New Westminster District Plan  
EPP70566  
PID: 030-108-632  
LOCATION: 11175 241A Street  
OWNER: Gurjinder and Kamaljit Dulai  
REQUIRED AGREEMENTS: Secondary Suite Covenant

**THAT THE MAYOR AND CORPORATE OFFICER BE AUTHORIZED TO SIGN AND SEAL THE PRECEDING DOCUMENT AS IT RELATES TO 18-110181 BG.**

**CARRIED**

**2. 18-106021 BG**

LEGAL: Lot B Section 14 Township 12 New Westminster District Plan  
EPP26295  
PID: 030-045-746  
LOCATION: 25501 116 Avenue  
OWNER: Christopher and Alma Torrens  
REQUIRED AGREEMENTS: Temporary Residential Use Covenant

**THAT THE MAYOR AND CORPORATE OFFICER BE AUTHORIZED TO SIGN AND SEAL THE PRECEDING DOCUMENT AS IT RELATES TO 18-106021 BG.**

**CARRIED**

**3. 18-117038 BG**

LEGAL: Lot 8 Section 10 Township 12 New Westminster District Plan  
EPP70566  
PID: 030-108-675  
LOCATION: 11151 241A Street  
OWNER: Harpreet and Prabhraj Sekhon  
REQUIRED AGREEMENTS: Secondary Suite Covenant

**THAT THE MAYOR AND CORPORATE OFFICER BE AUTHORIZED TO SIGN AND SEAL THE PRECEDING DOCUMENT AS IT RELATES TO 18-117038 BG.**

**CARRIED**

**4. 20-108853 BG**

LEGAL: Lot 1 District Lot 329 Group 2 New Westminster District Plan 1609  
PID: 012-245-291  
LOCATION: 9501 Spilsbury Street  
OWNER: Shezana and Kivarra Hassko  
REQUIRED AGREEMENTS: Geotechnical Covenant

**THAT THE MAYOR AND CORPORATE OFFICER BE AUTHORIZED TO SIGN AND SEAL THE PRECEDING DOCUMENT AS IT RELATES TO 20-108853 BG.**

**CARRIED**

**5. 19-116456 BG**

LEGAL: Lot 34 Section 10 Township 12 New Westminster District Plan  
EPP76590  
PID: 030-539-498  
LOCATION: 10519 McVeety Street  
OWNER: Kumar Construction Inc. (Jimmy Kumar)  
REQUIRED AGREEMENTS: Secondary Suite Covenant

**THAT THE MAYOR AND CORPORATE OFFICER BE AUTHORIZED TO SIGN AND SEAL THE PRECEDING DOCUMENT AS IT RELATES TO 19-116456 BG.**

**CARRIED**

**6. 2015-297-RZ/2017-283-SD**

LEGAL: Parcel "D" (Reference Plan 1017) South West Quarter Section 16  
Township 12 New Westminster District; and Lot 3 Section 16  
Township 12 New Westminster District Plan 17222  
PID: 013-301-080 and 010-263-071  
LOCATION: 11428 and 11438 232 Street  
OWNER: Polygon Provenance Homes Ltd. (G. Scott Baldwin)  
REQUIRED AGREEMENTS: Application to Deposit Plan

**THAT THE MAYOR AND CORPORATE OFFICER BE AUTHORIZED TO SIGN AND SEAL THE PRECEDING DOCUMENT AS IT RELATES TO 2015-297-RZ/2017-283-SD.**

**CARRIED**

**7. 2020-092-SD**

LEGAL: The Common Property of Strata Plan EPS5764  
PID: n/a  
LEGAL: Lot B District Lots 402 and 403 Group 1 New Westminster District  
Plan EPP79514 Except Phase One Strata Plan EPS5764  
PID: 030-627-770  
LOCATION: 11295 Pazarena Place and 23601 Lougheed Highway  
OWNER: The Owners, Strata Plan EPS5764 (Ed Tsumura) and  
Polygon Provenance Homes Ltd. (G. Scott Baldwin & Robert Bruno)  
REQUIRED AGREEMENTS: Visitor Parking Covenant (Common Property)  
Phased Strata Reciprocal Access Agreement (Lot B)

**THAT THE MAYOR AND CORPORATE OFFICER BE AUTHORIZED TO SIGN AND SEAL THE PRECEDING DOCUMENTS AS THEY RELATE TO 2020-092-SD.**

**CARRIED**

**8. 20-114261 BG**

LEGAL: Lot 252 District Lot 281 Group 1 New Westminster District Plan 114  
PID: 011-510-587

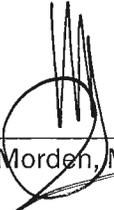
LOCATION: 20092 Hampton Street

OWNER: Ranjit Kaur Boparai

REQUIRED AGREEMENTS: Flood Protection Covenant

**THAT THE MAYOR AND CORPORATE OFFICER BE AUTHORIZED TO SIGN AND SEAL THE PRECEDING DOCUMENT AS IT RELATES TO 20-114261 BG.**

**CARRIED**



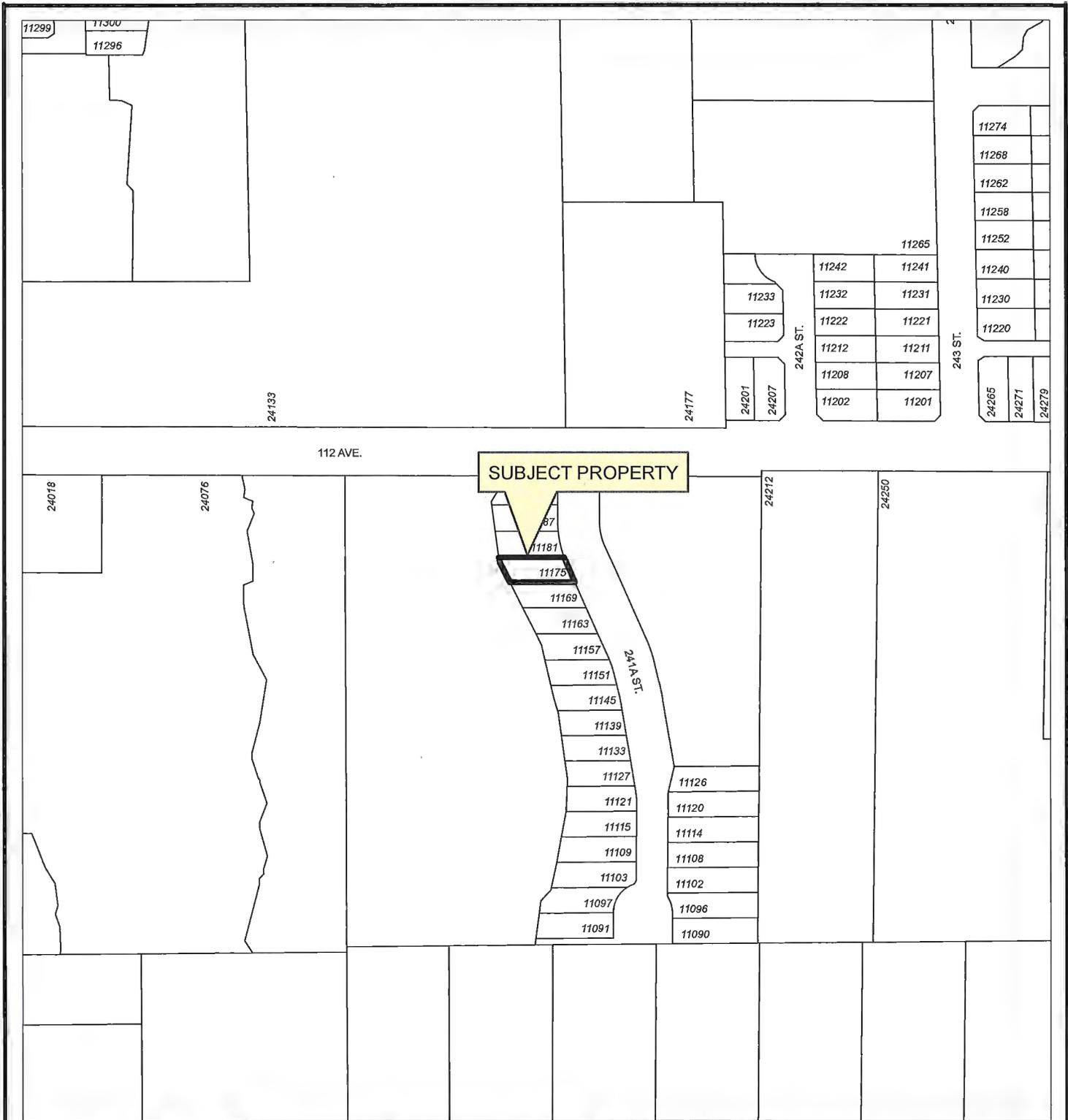
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Michael Morden, Mayor  
Chair

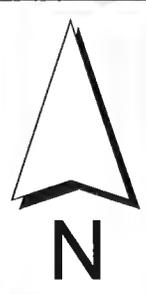


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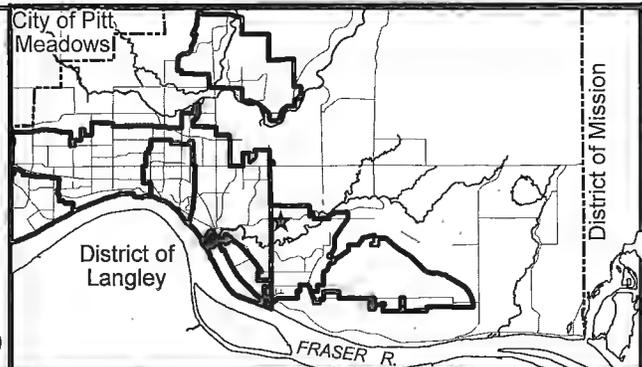
Al Horsman, Chief Administrative Officer  
Member



**SUBJECT PROPERTY**



Scale: 1:2,500

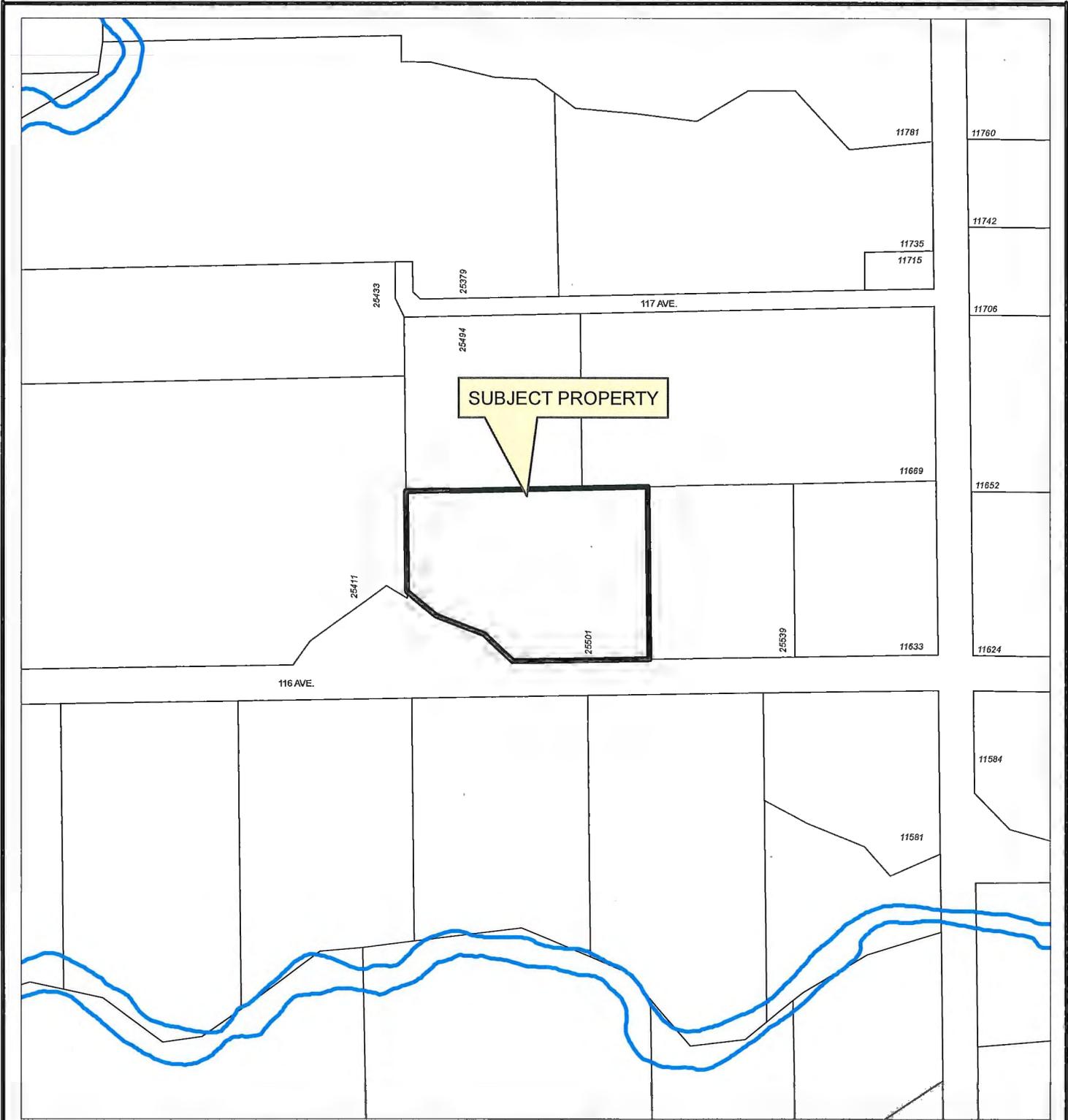


11175 241A St



FILE: N/A  
DATE: Jun 29, 2020

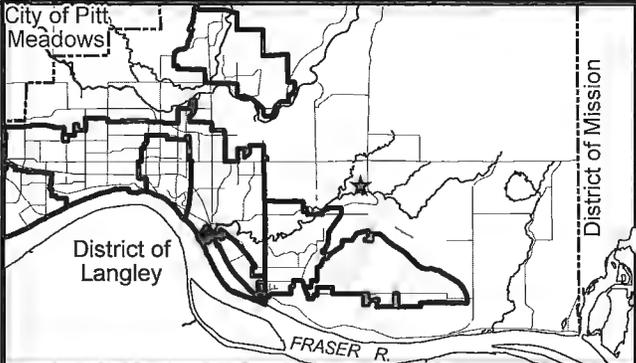
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SUBJECT PROPERTY



Scale: 1:3,000



25501 116 Ave

ENGINEERING DEPARTMENT

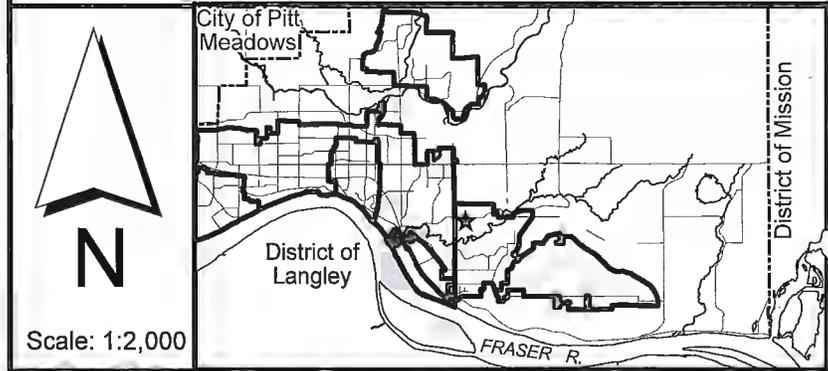
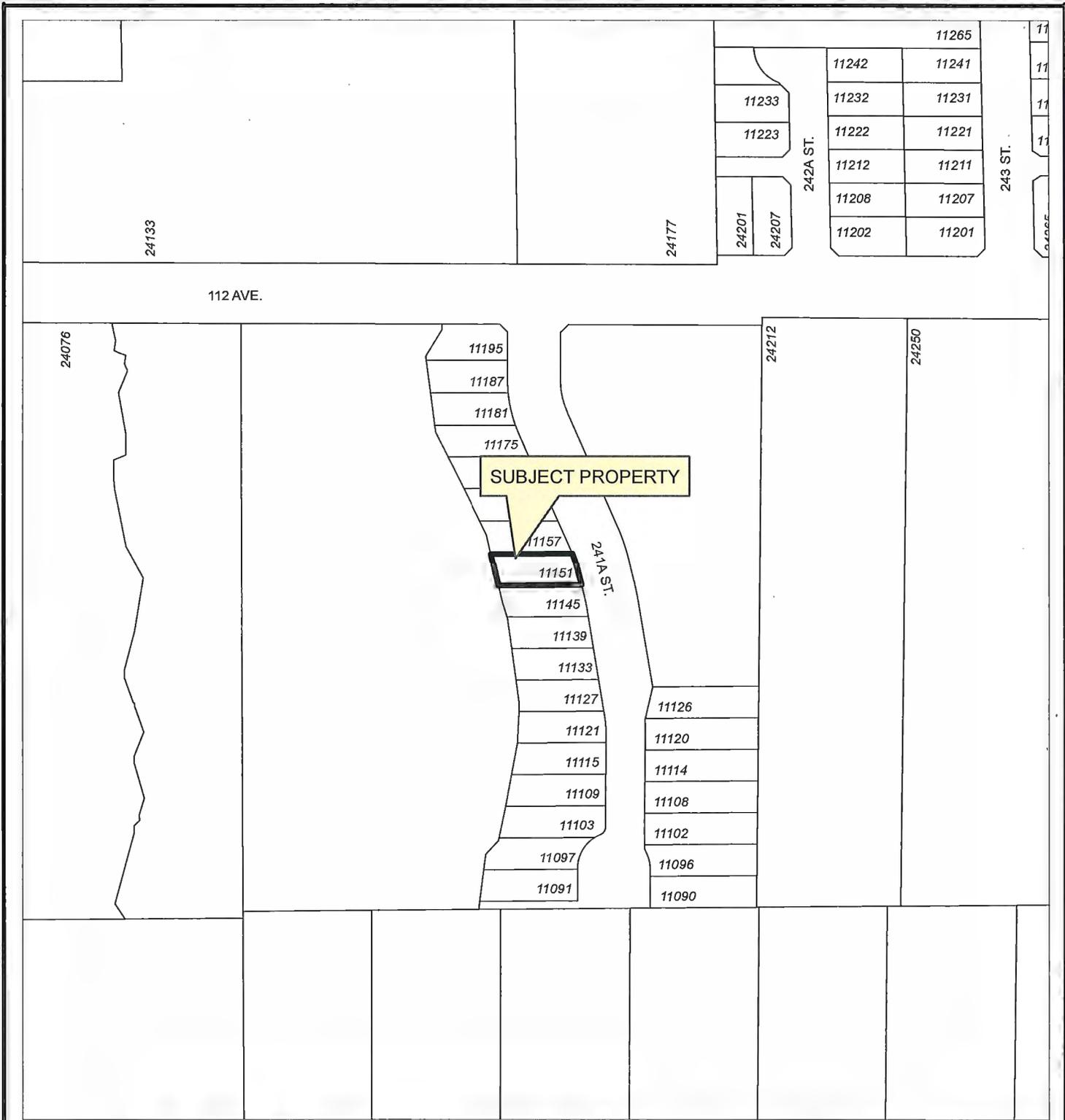


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British Columbia

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FILE: N/A  
DATE: Jun 29, 2020

BY: MC

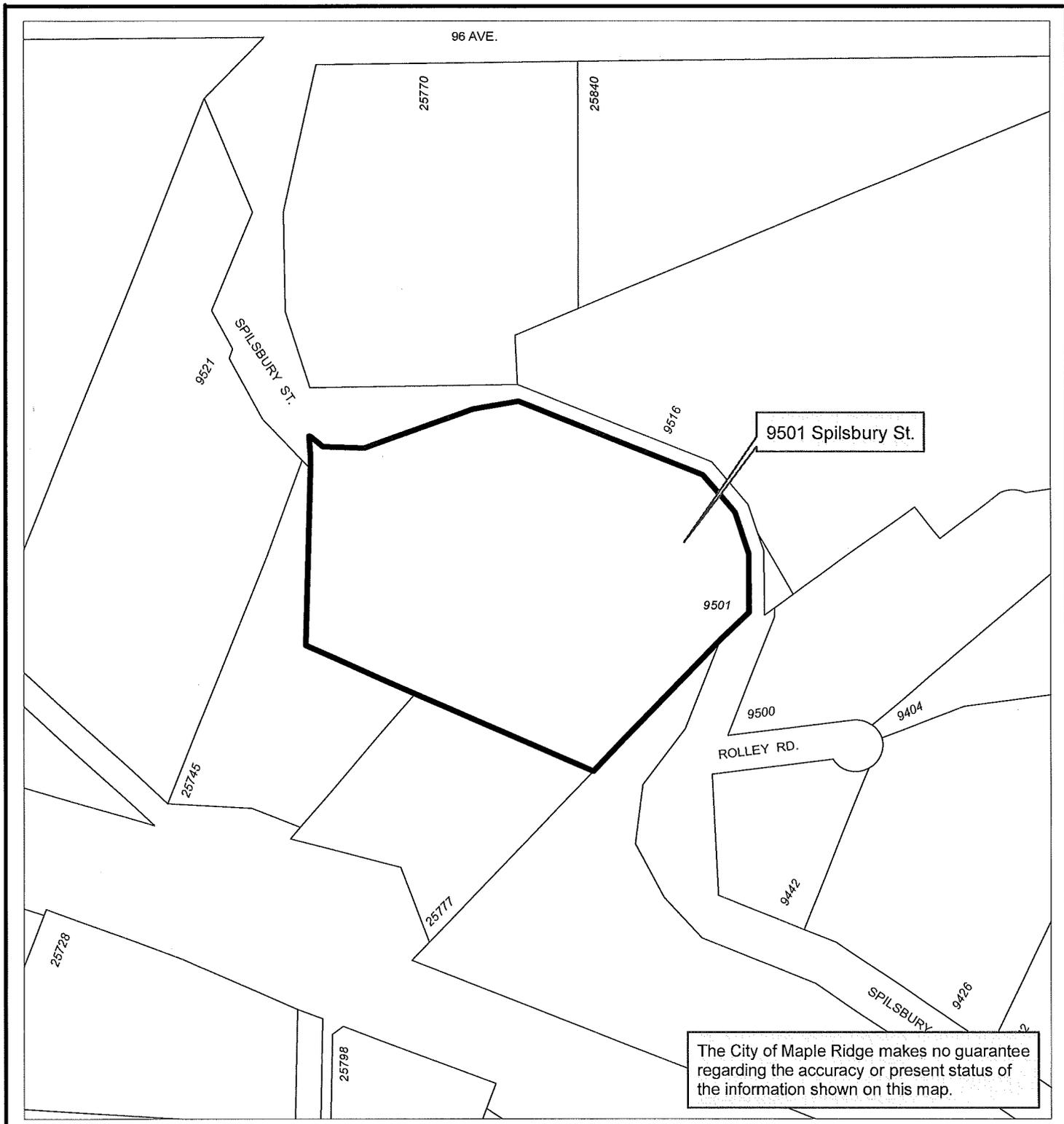


11151 241A St

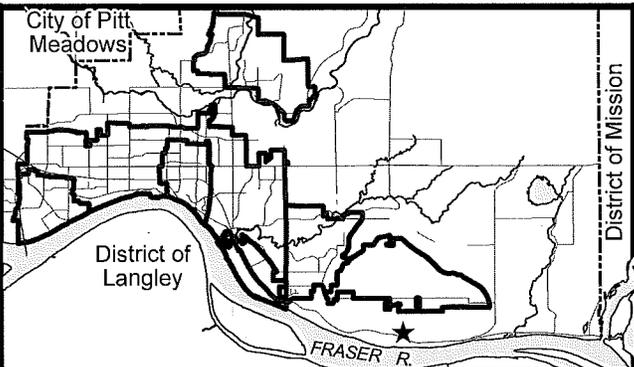
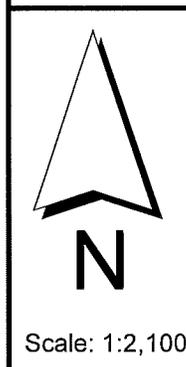
ENGINEERING DEPARTMENT

**mapleridge.ca**

FILE: N/A  
DATE: Jun 29, 2020  
BY: MC



The City of Maple Ridge makes no guarantee regarding the accuracy or present status of the information shown on this map.



## Section 219 Geotechnical Covenant

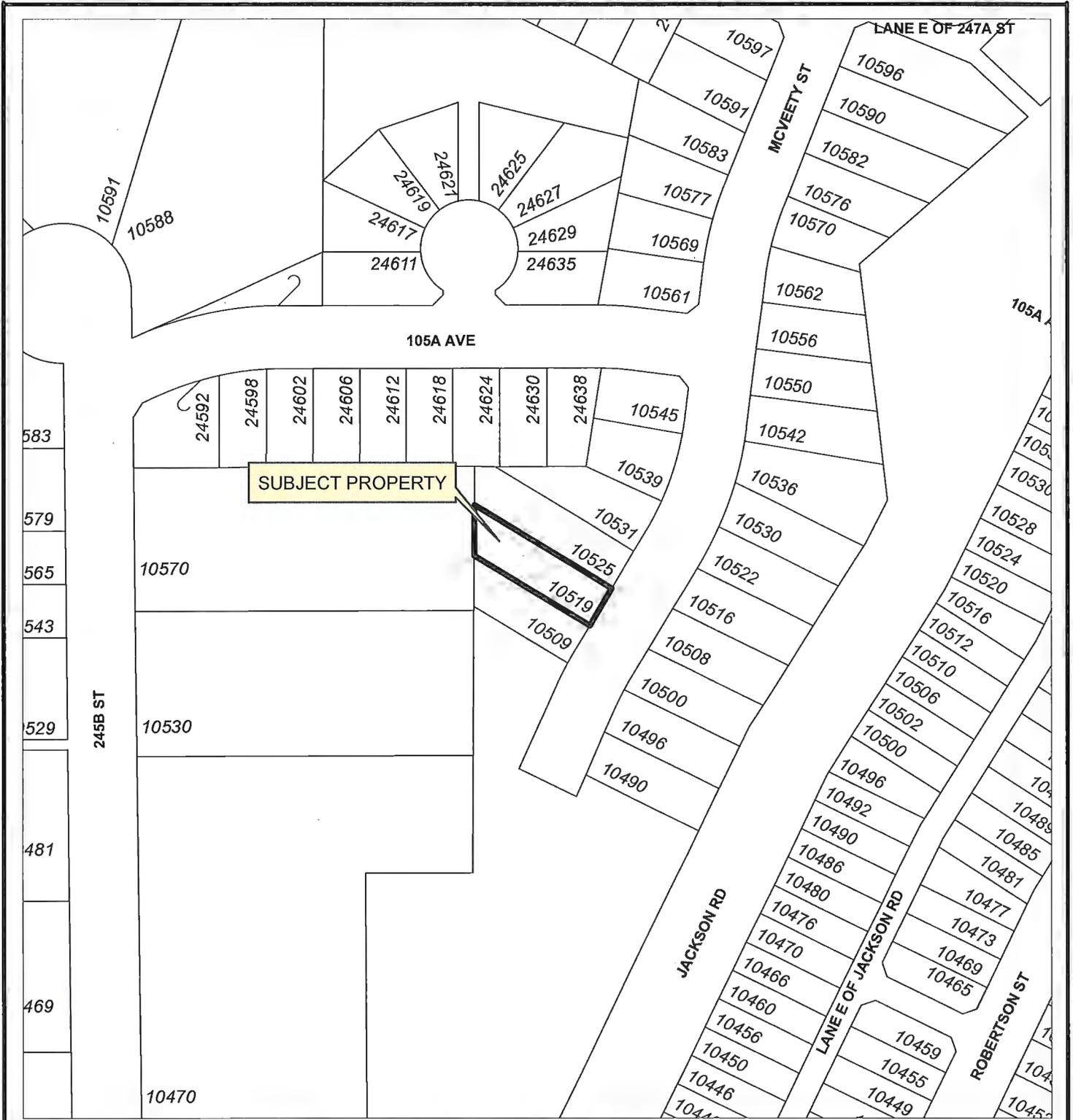
LICENCES, PERMITS & BYLAWS DEPT.



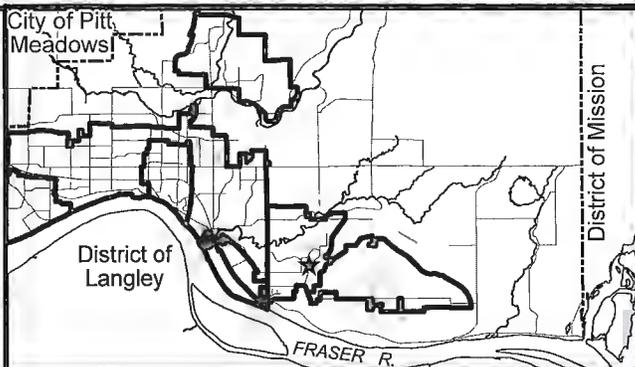
[mapleridge.ca](http://mapleridge.ca)

FILE: Untitled  
DATE: Jul 6, 2020

BY: SN



Scale: 1:1,500



10519 McVeety St

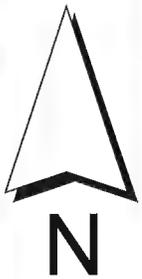
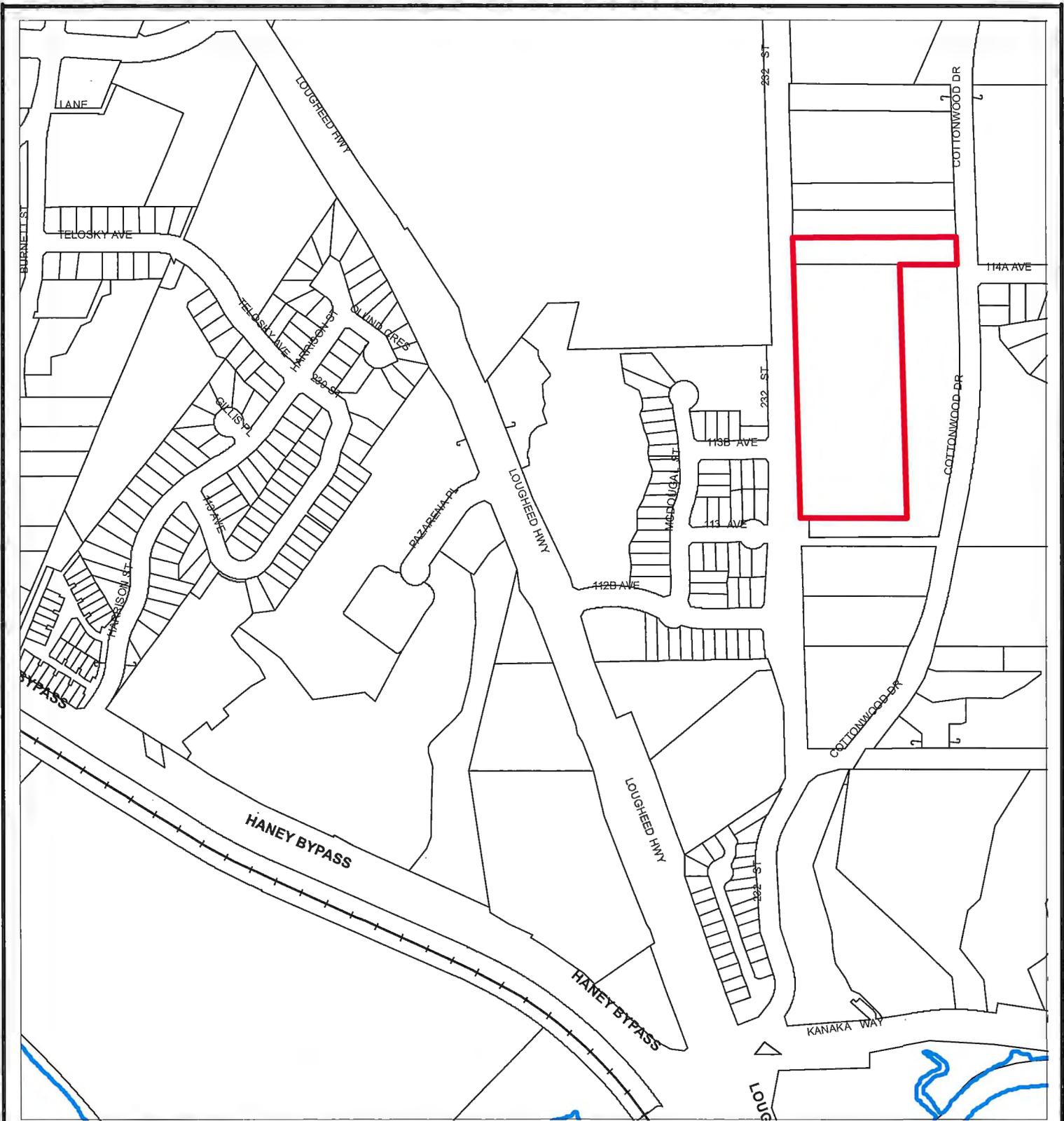
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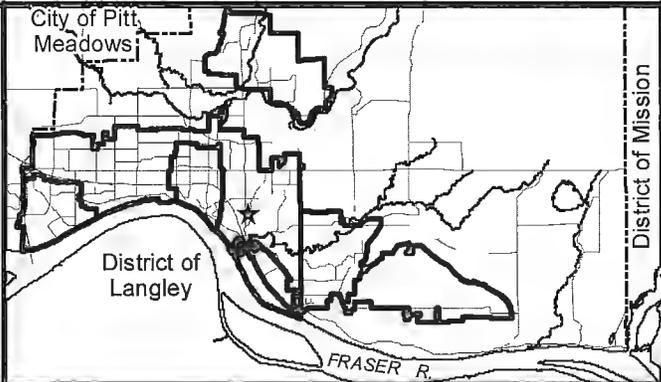
mapleridge.ca

FILE: N/A  
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BY: MC



Scale: 1:5,000



Remaining legal documents related to 2015-297-RZ  
to be dedicated as park land

PLANNING DEPARTMENT



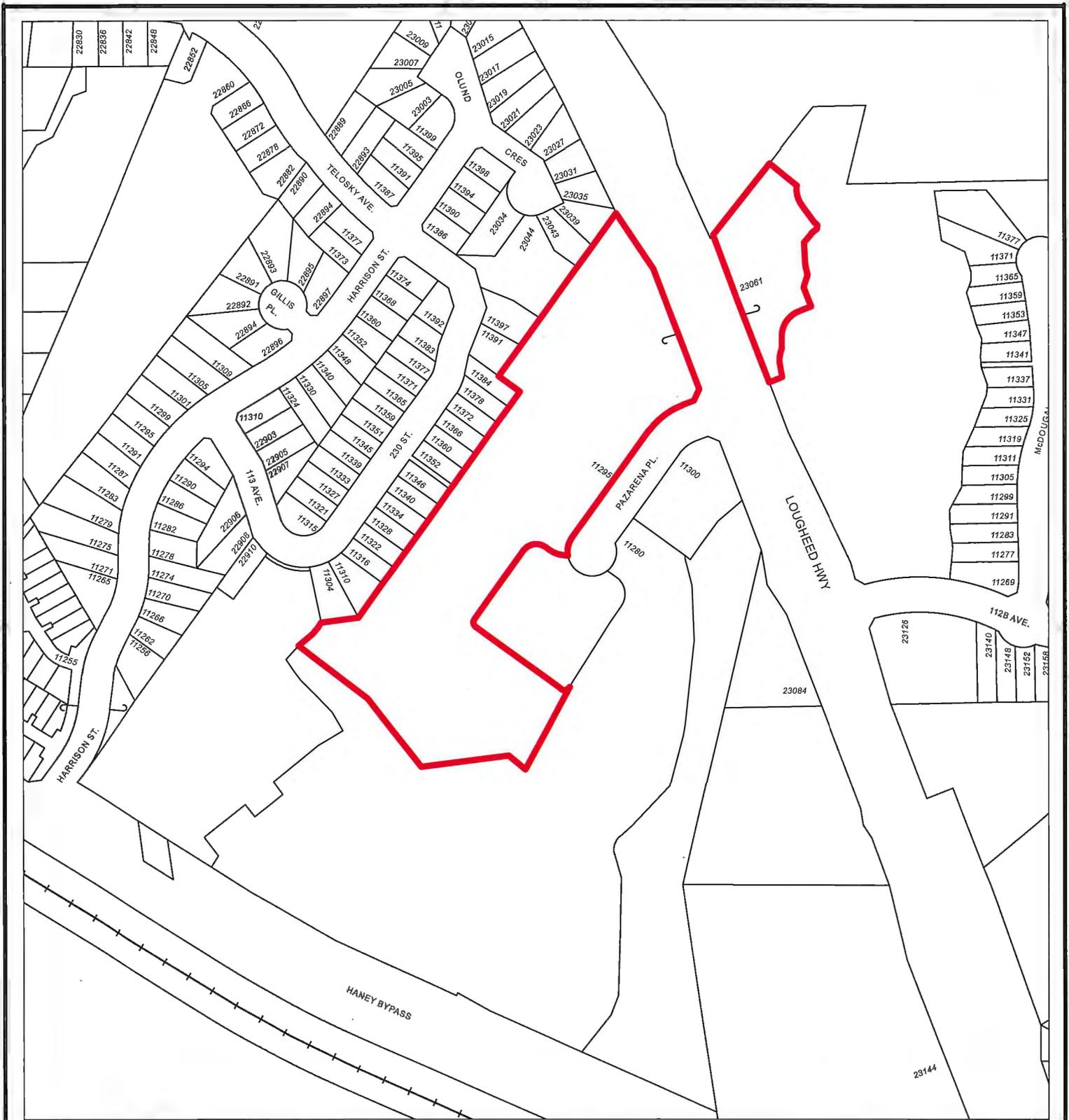
**MAPLE RIDGE**

British Columbia

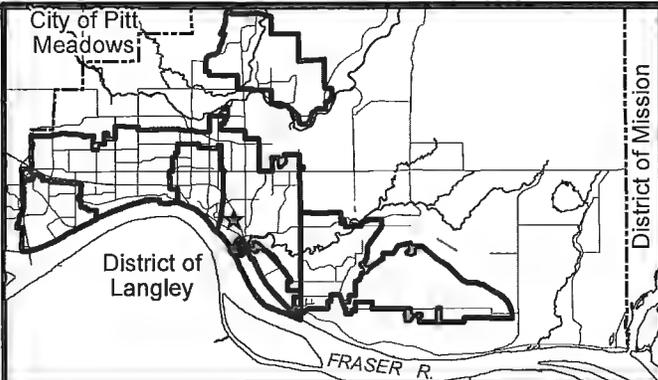
[mapleridge.ca](http://mapleridge.ca)

FILE: 2015-297-RZ  
DATE: Jul 6, 2020

BY: DT



Scale: 1:3,000



11295 Pazarena Place  
23601 Lougheed Highway

PLANNING DEPARTMENT



MAPLE RIDGE  
British Columbia

mapleridge.ca

FILE: 2020-092-SD  
DATE: Jul 6, 2020

BY: DT



**CITY OF MAPLE RIDGE  
DEVELOPMENT AGREEMENTS COMMITTEE**

July 15, 2020  
Mayor's Office

CIRCULATED TO:

Michael Morden, Mayor  
Chair

Al Horsman, Chief Administrative Officer  
Member

Catherine Schmidt, Recording Secretary

---

**1. 19-103038 BG**

LEGAL: Lot 6 District Lot 263 Group 1 New Westminster District Plan  
EPP75320  
PID: 030-325-617  
LOCATION: 12486 201 Street  
OWNER: Ashkan Rashad  
REQUIRED AGREEMENTS: Secondary Suite Covenant

**THAT THE MAYOR AND CORPORATE OFFICER BE AUTHORIZED TO SIGN AND SEAL THE PRECEDING DOCUMENT AS IT RELATES TO 19-103038 BG.**

**CARRIED**

**2. 20-110464 BG**

LEGAL: Lot 1 and Lot 16 both of: Section 10 Township 12 New Westminster  
District Plan EPP91843  
PID: 030-787-912 / 030-788-315  
LOCATION: 24640 106 Avenue and 10605 Jackson Road  
OWNER: Cipe Homes Inc. (Chris Nieman)  
REQUIRED AGREEMENTS: Secondary Suite Covenant

**THAT THE MAYOR AND CORPORATE OFFICER BE AUTHORIZED TO SIGN AND SEAL THE PRECEDING DOCUMENT AS IT RELATES TO 20-110464 BG.**

**CARRIED**

**3. 20-113034 BG**

LEGAL: Lot 7 and 1.1 both of: Section 16 Township 12 New Westminster  
District Plan EPP86997  
PID: 030-758-157 / 030-758-190  
LOCATION: 23863 1.19B Avenue and 23880 1.19 B Avenue  
OWNER: Cipe Homes Inc. (Chris Nieman)  
REQUIRED AGREEMENTS: Temporary Residential Use Covenant

**THAT THE MAYOR AND CORPORATE OFFICER BE AUTHORIZED TO SIGN AND SEAL THE PRECEDING DOCUMENT AS IT RELATES TO 20-113034 BG.**

**CARRIED**

**4. 18-115450 BG**

LEGAL: Lot 8 Section 26 Township 12 New Westminster District Plan  
LMP9994  
PID: 018-208-371  
LOCATION: 13176 Alouette Road  
OWNER: Ronald and Sandra Hill  
REQUIRED AGREEMENTS: Detached Garden Suite Covenant  
Detached Garden Suite Parking Covenant

**THAT THE MAYOR AND CORPORATE OFFICER BE AUTHORIZED TO SIGN AND SEAL THE PRECEDING DOCUMENT AS IT RELATES TO 18-115450 BG.**

**CARRIED**

**5. 2020-107-DP**

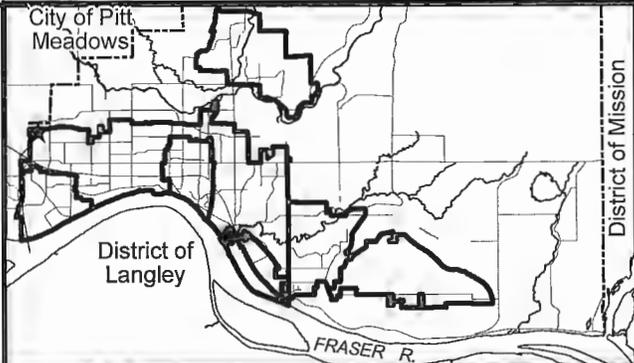
LEGAL: Lot 1 District Lot 329 Group 2 New Westminster District Plan 1609  
PID: 012-245-291  
LOCATION: 9501 Spilsbury Street  
OWNER: Shezana and Kivarra Hassko  
REQUIRED AGREEMENTS: Enhancement & Replanting Agreement  
Slope Protection Covenant

**THAT THE MAYOR AND CORPORATE OFFICER BE AUTHORIZED TO SIGN AND SEAL THE PRECEDING DOCUMENT AS IT RELATES TO 2020-107-DP.**

**CARRIED**

  
\_\_\_\_\_  
Michael Morden, Mayor  
Chair

  
\_\_\_\_\_  
Al Horsman, Chief Administrative Officer  
Member

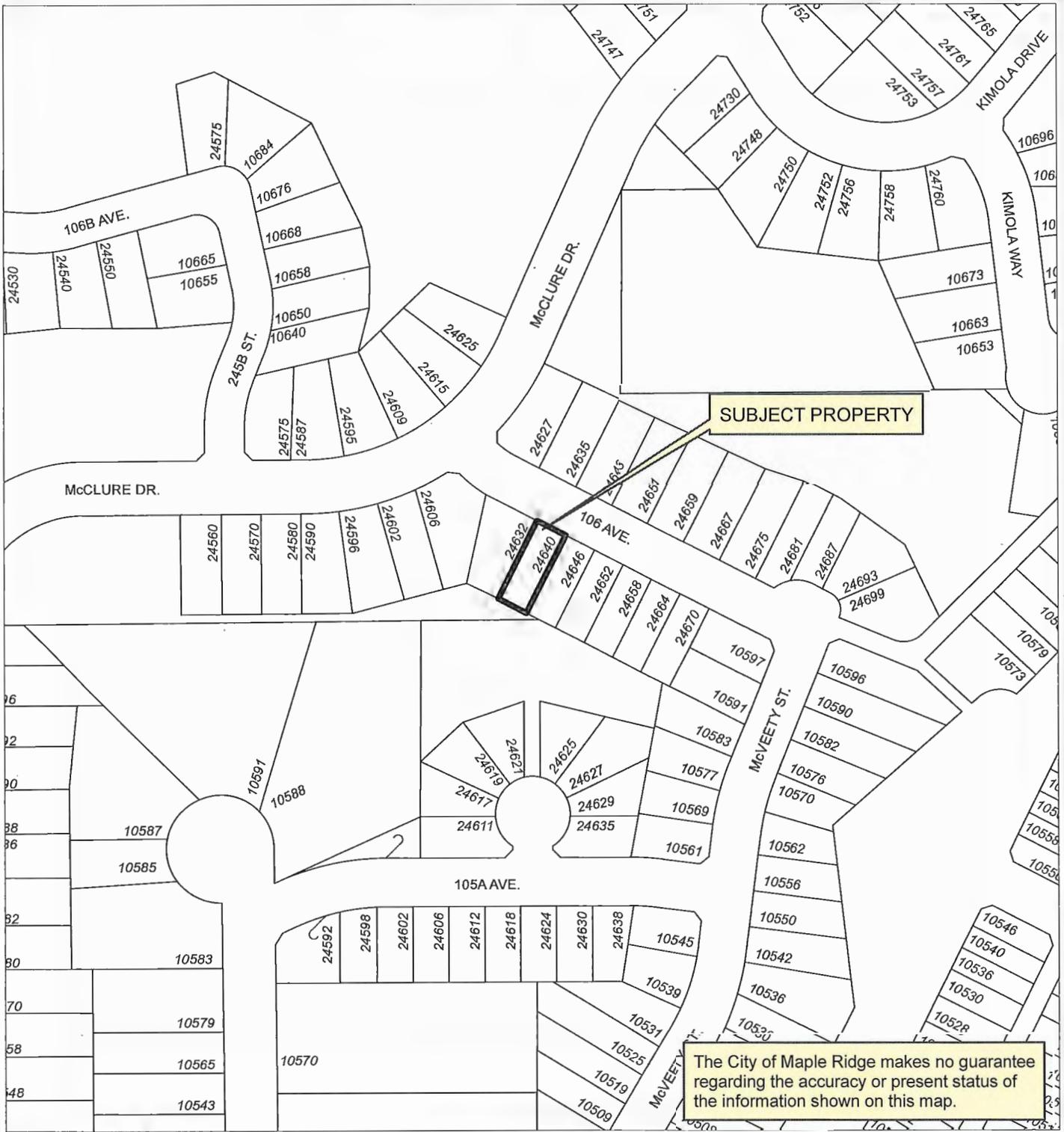


**12486 201 St**

ENGINEERING DEPARTMENT  
ENGINEERING DEPARTMENT

**mapleridge.ca**

FILE: Untitled  
DATE: Jul 9, 2020  
BY: NV

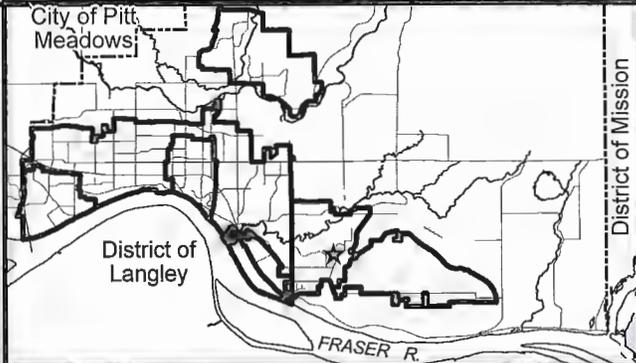


**SUBJECT PROPERTY**

The City of Maple Ridge makes no guarantee regarding the accuracy or present status of the information shown on this map.



Scale: 1:2,000



24640 106 Ave

ENGINEERING DEPARTMENT



**MAPLE RIDGE**

British Columbia

[mapleridge.ca](http://mapleridge.ca)

FILE: Untitled

DATE: Jul 9, 2020

BY: NV

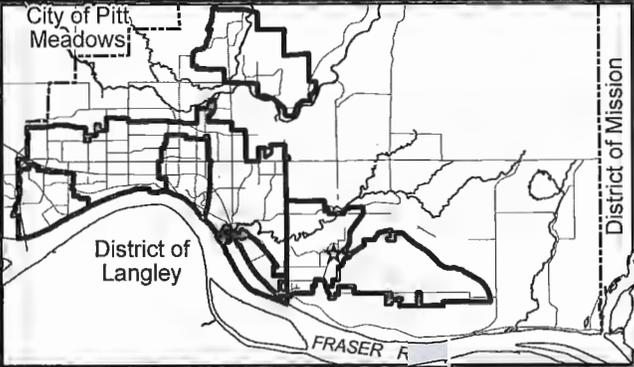


SUBJECT PROPERTY

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Scale: 1:2,000



10605 Jackson Rd

ENGINEERING DEPARTMENT



MAPLE RIDGE

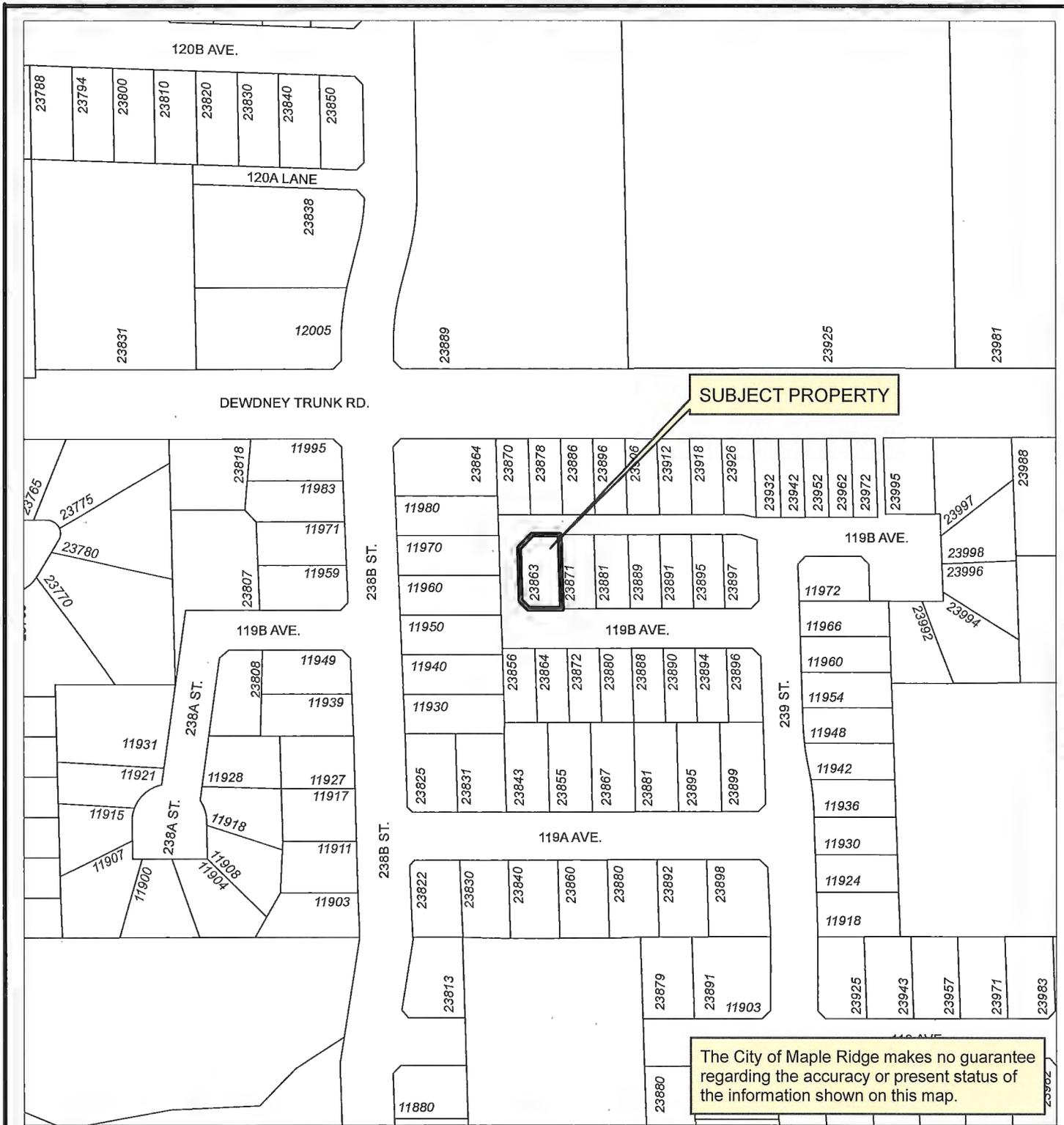
British Columbia

mapleridge.ca

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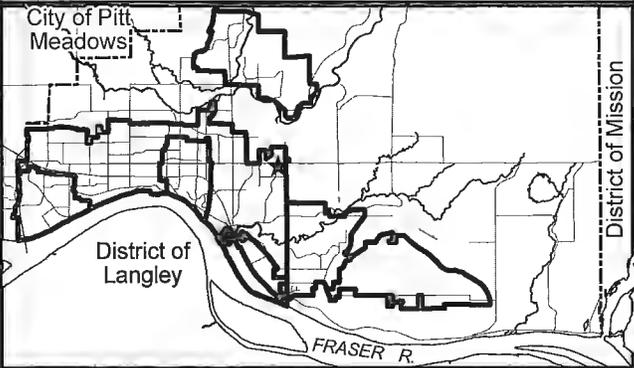
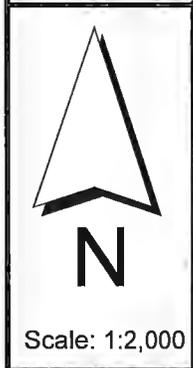
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BY: NV



**SUBJECT PROPERTY**

The City of Maple Ridge makes no guarantee regarding the accuracy or present status of the information shown on this map.



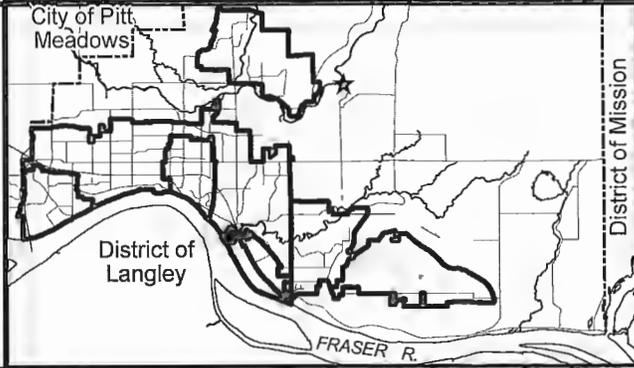
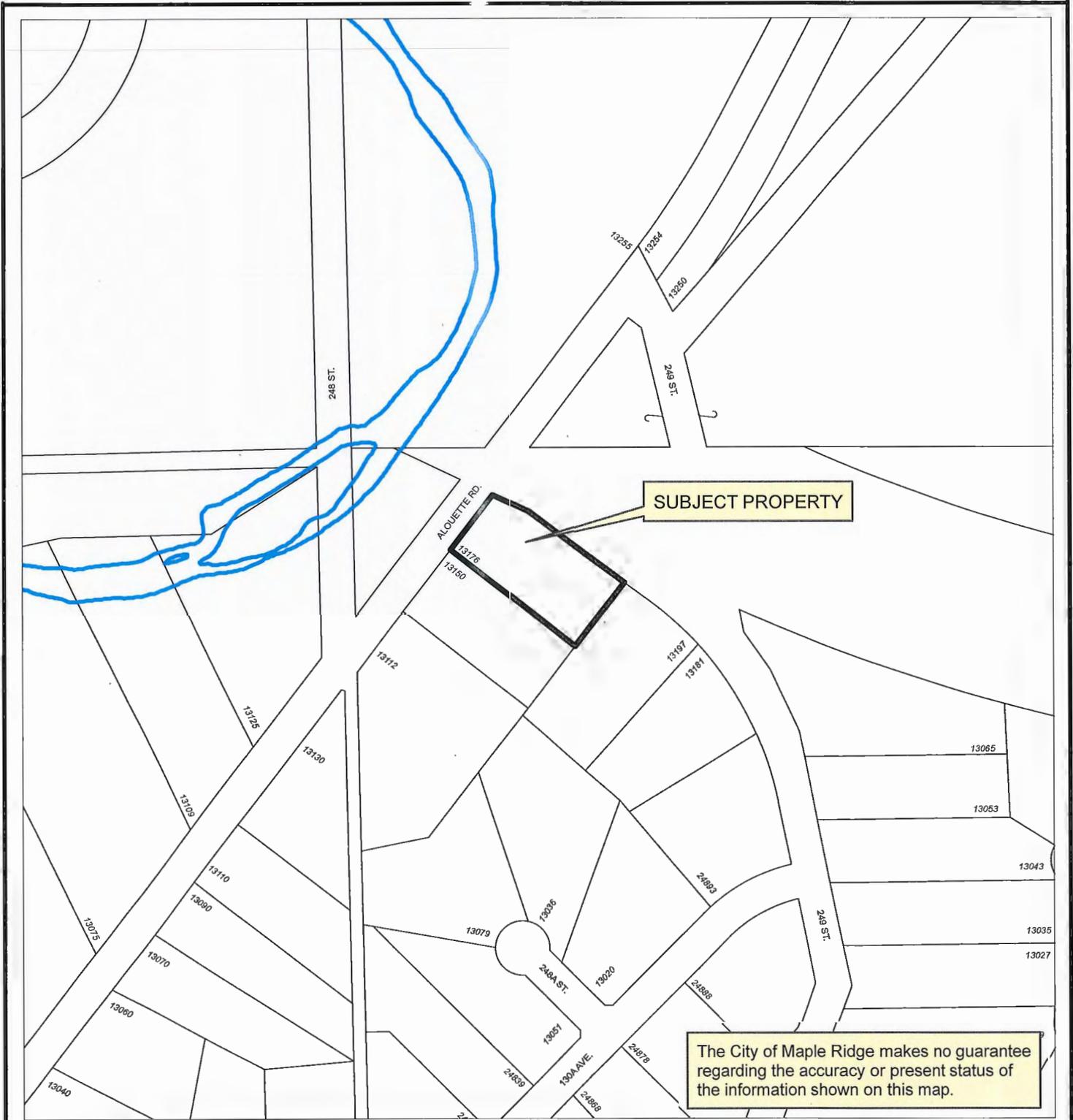
**23863 119B Ave**

ENGINEERING DEPARTMENT

**mapleridge.ca**

FILE: Untitled  
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 BY: NV



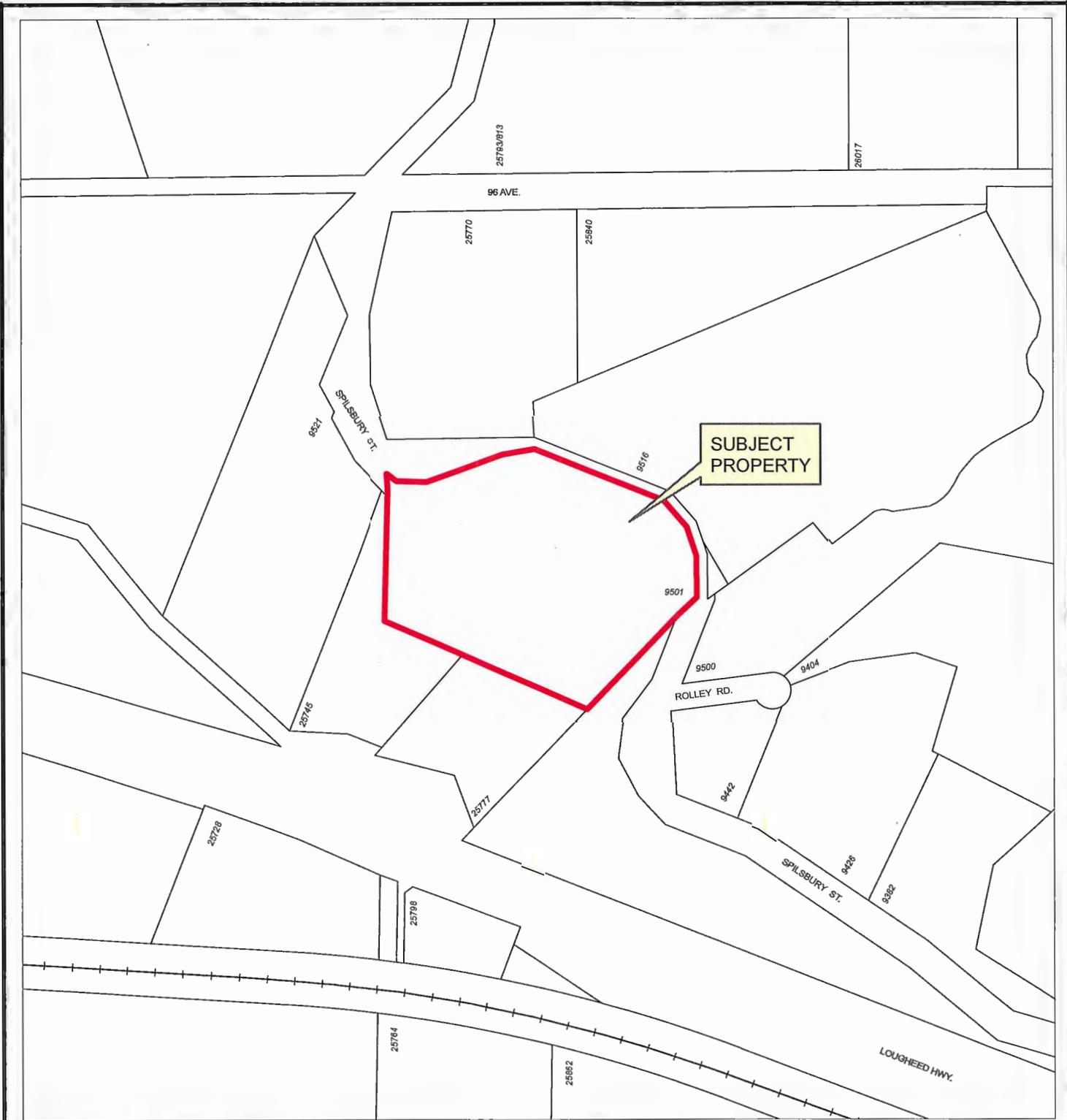


13176 Alouette Rd

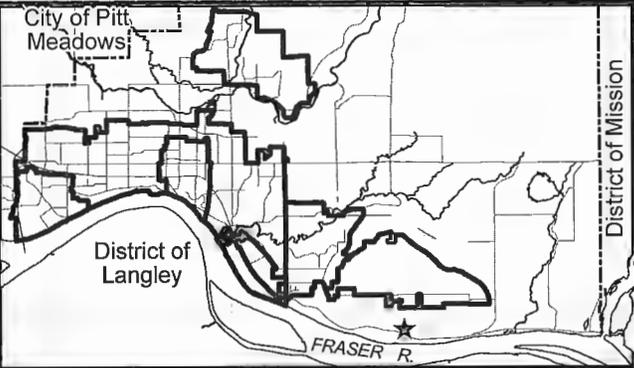
ENGINEERING DEPARTMENT

**mapleridge.ca**

FILE: Untitled  
DATE: Jul 10, 2020  
BY: NV



Scale: 1:3,000



9501 SPILSBURY ST.

ENGINEERING DEPARTMENT

MAPLE RIDGE

British Columbia

[mapleridge.ca](http://mapleridge.ca)

FILE: Untitled  
DATE: Jun 9, 2020

BY: LM

**CITY OF MAPLE RIDGE  
DEVELOPMENT AGREEMENTS COMMITTEE**

**July 16, 2020**  
Mayor's Office

CIRCULATED TO:

Michael Morden, Mayor  
Chair

Al Horsman, Chief Administrative Officer  
Member

Catherine Schmidt, Recording Secretary

---

**1. 18-116996 BG**

LEGAL: Lot 7 Section 10 Township 12 New Westminster District Plan  
EPP70566  
PID: 030-108-667  
LOCATION: 11157 241A Street  
OWNER: Gagandeep Sangha  
REQUIRED AGREEMENTS: Secondary Suite Covenant

**THAT THE MAYOR AND CORPORATE OFFICER BE AUTHORIZED TO SIGN AND SEAL THE PRECEDING DOCUMENT AS IT RELATES TO 18-116996 BG.**

**CARRIED**

**2. 18-117466 BG**

LEGAL: Lot 16 Section 10 Township 12 New Westminster District Plan  
EPP70566  
PID: 030-108-756  
LOCATION: 11103 241A Street  
OWNER: Harpreet and Prabhraj Sekhon  
REQUIRED AGREEMENTS: Secondary Suite Covenant

**THAT THE MAYOR AND CORPORATE OFFICER BE AUTHORIZED TO SIGN AND SEAL THE PRECEDING DOCUMENT AS IT RELATES TO 18-117466 BG.**

**CARRIED**

**3. 19-106254 BG**

LEGAL: Lot 1 Section 17 Township 12 New Westminster District Plan  
EPP75839  
PID: 030-435-846  
LOCATION: 23055 Cliff Avenue  
OWNER: Athar Ahmad and Zafar Ullah  
REQUIRED AGREEMENTS: Secondary Suite Covenant

**THAT THE MAYOR AND CORPORATE OFFICER BE AUTHORIZED TO SIGN AND SEAL THE PRECEDING DOCUMENT AS IT RELATES TO 19-106254 BG.**

**CARRIED**

**4. 19-106252 BG**

LEGAL: Lot 2 Section 17 Township 12 New Westminster District Plan  
EPP75839  
PID: 030-435-854  
LOCATION: 23061 Cliff Avenue  
OWNER: Mallick Chaudhry and Imanjit Singh Dhillon  
REQUIRED AGREEMENTS: Secondary Suite Covenant

**THAT THE MAYOR AND CORPORATE OFFICER BE AUTHORIZED TO SIGN AND SEAL THE PRECEDING DOCUMENT AS IT RELATES TO 19-106252 BG.**

**CARRIED**

**5. 19-105868 BG**

LEGAL: Lot 10 Section 17 Township 12 New Westminster District Plan  
EPP75839  
PID: 030-435-935  
LOCATION: 23065 117 Avenue  
OWNER: Taqdeer Singh Thindal  
REQUIRED AGREEMENTS: Secondary Suite Covenant

**THAT THE MAYOR AND CORPORATE OFFICER BE AUTHORIZED TO SIGN AND SEAL THE PRECEDING DOCUMENT AS IT RELATES TO 19-105868 BG.**

**CARRIED**

**6. 2018-319-DP**

LEGAL: Lot A Section 17 Township 12 New Westminster District Plan 86981  
PID: 016-552-148

LOCATION: 11920 228 Street

OWNER: Sunnyville Project 228 Ltd.

REQUIRED AGREEMENTS: Cancellation of Notice (DVP BB110034)  
Cancellation of Notice (DP BB110035)  
Stormwater Management Covenant  
Geotechnical Covenant

**THAT THE MAYOR AND CORPORATE OFFICER BE AUTHORIZED TO SIGN AND SEAL THE PRECEDING DOCUMENTS AS THEY RELATE TO 2018-319-DP.**

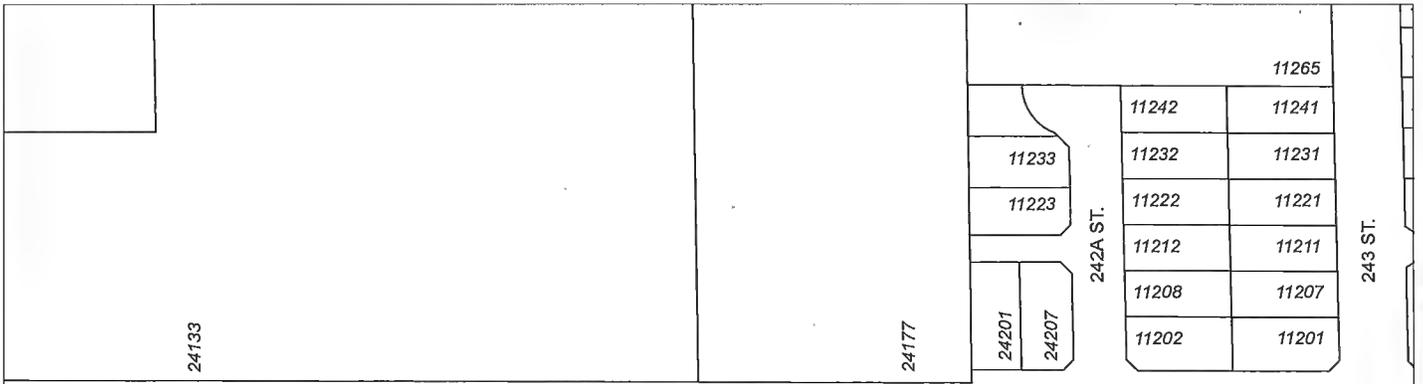
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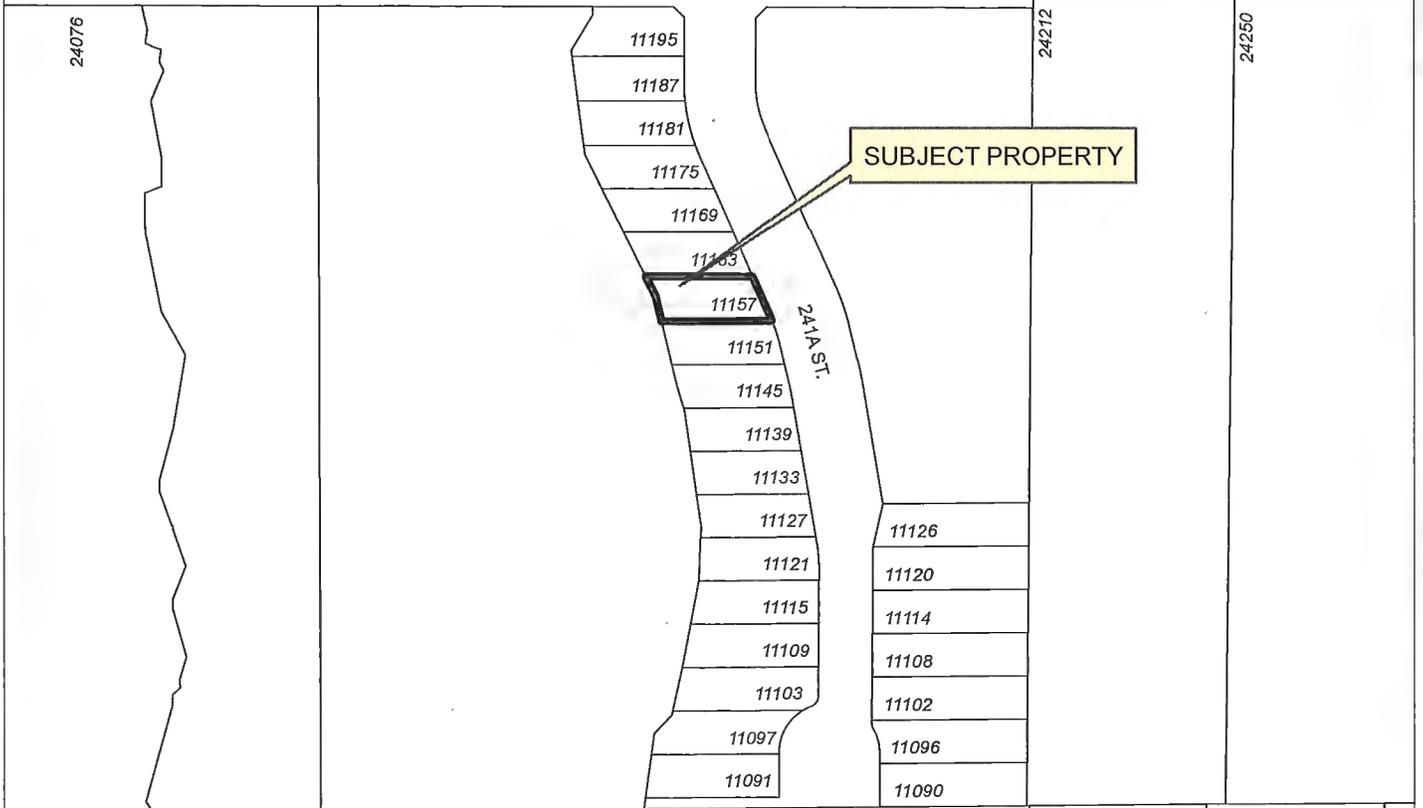
\_\_\_\_\_  
Michael Morden, Mayor  
Chair



\_\_\_\_\_  
Al Horsman, Chief Administrative Officer  
Member



112 AVE.

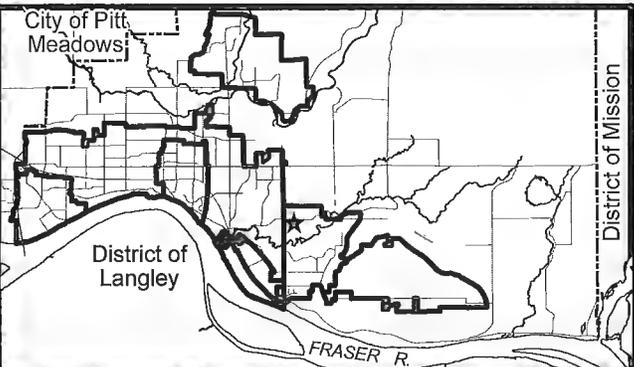


SUBJECT PROPERTY

The City of Maple Ridge makes no guarantee regarding the accuracy or present status of the information shown on this map.



Scale: 1:2,000



11157 241A St

ENGINEERING DEPARTMENT



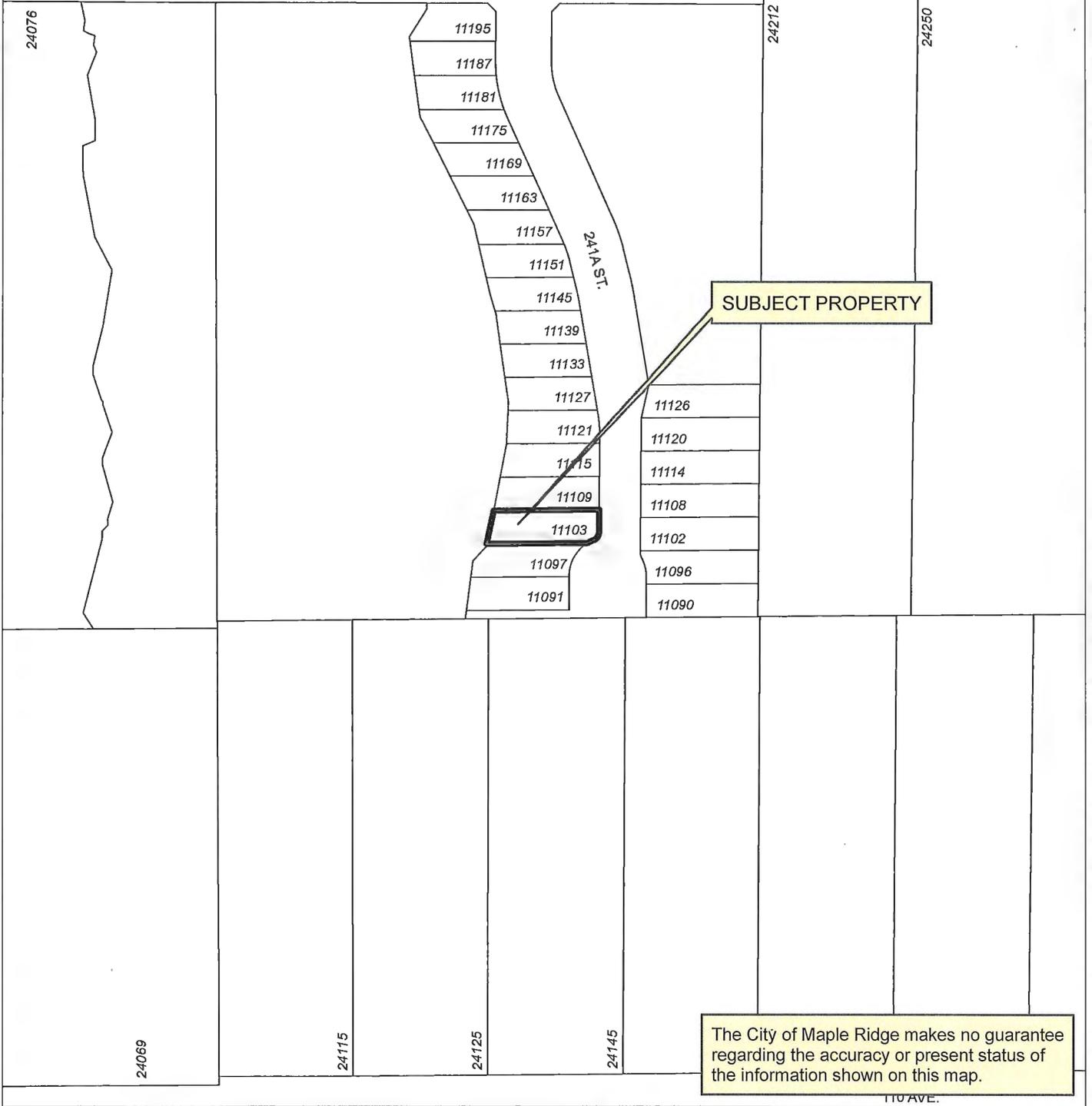
mapleridge.ca

FILE: Untitled

DATE: Jul 14, 2020

BY: NV

112 AVE.



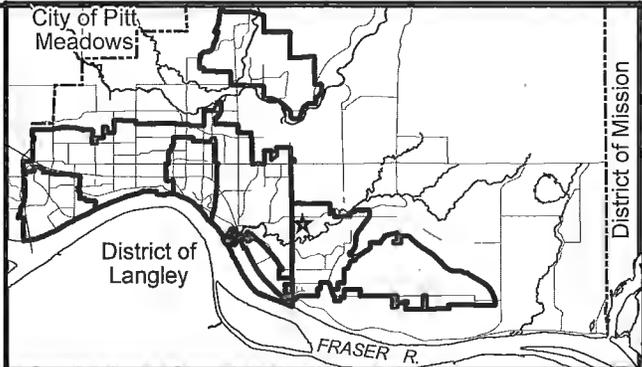
SUBJECT PROPERTY

The City of Maple Ridge makes no guarantee regarding the accuracy or present status of the information shown on this map.

110 AVE.



Scale: 1:2,000



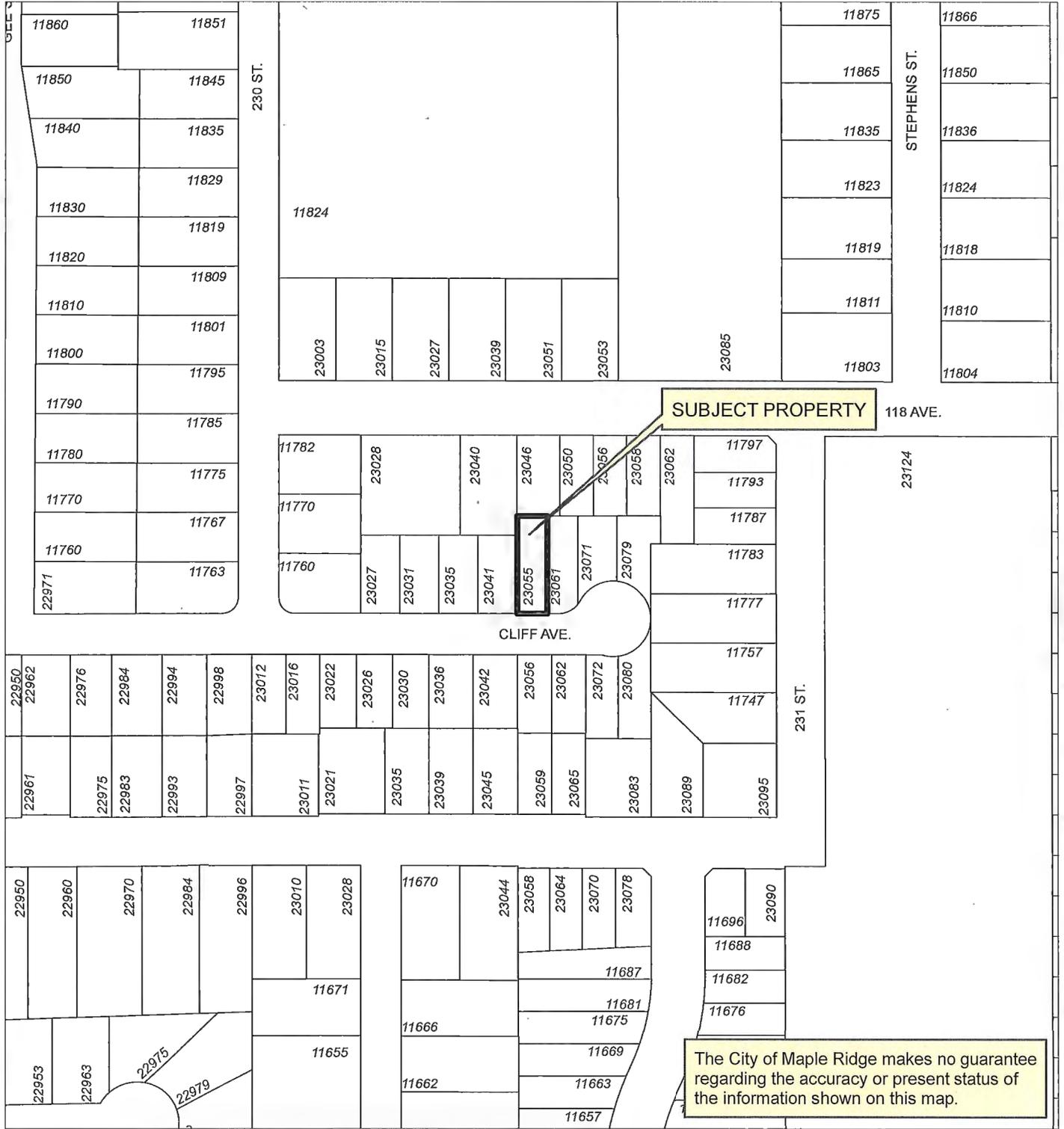
11103 241A St

ENGINEERING DEPARTMENT

**mapleridge.ca**

FILE: Untitled  
DATE: Jul 14, 2020

BY: NV



**SUBJECT PROPERTY**

118 AVE.

CLIFF AVE.

231 ST.

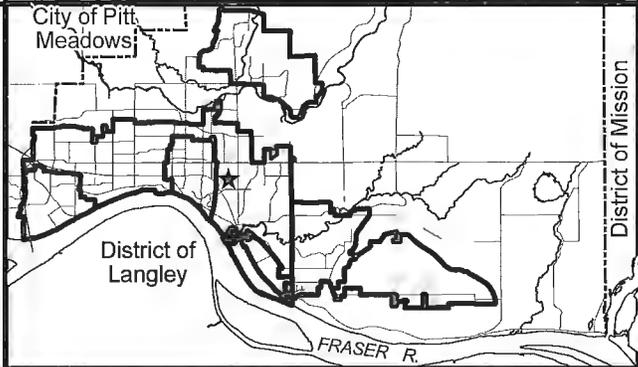
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23124

The City of Maple Ridge makes no guarantee regarding the accuracy or present status of the information shown on this map.



Scale: 1:2,000



23055 Cliff Ave

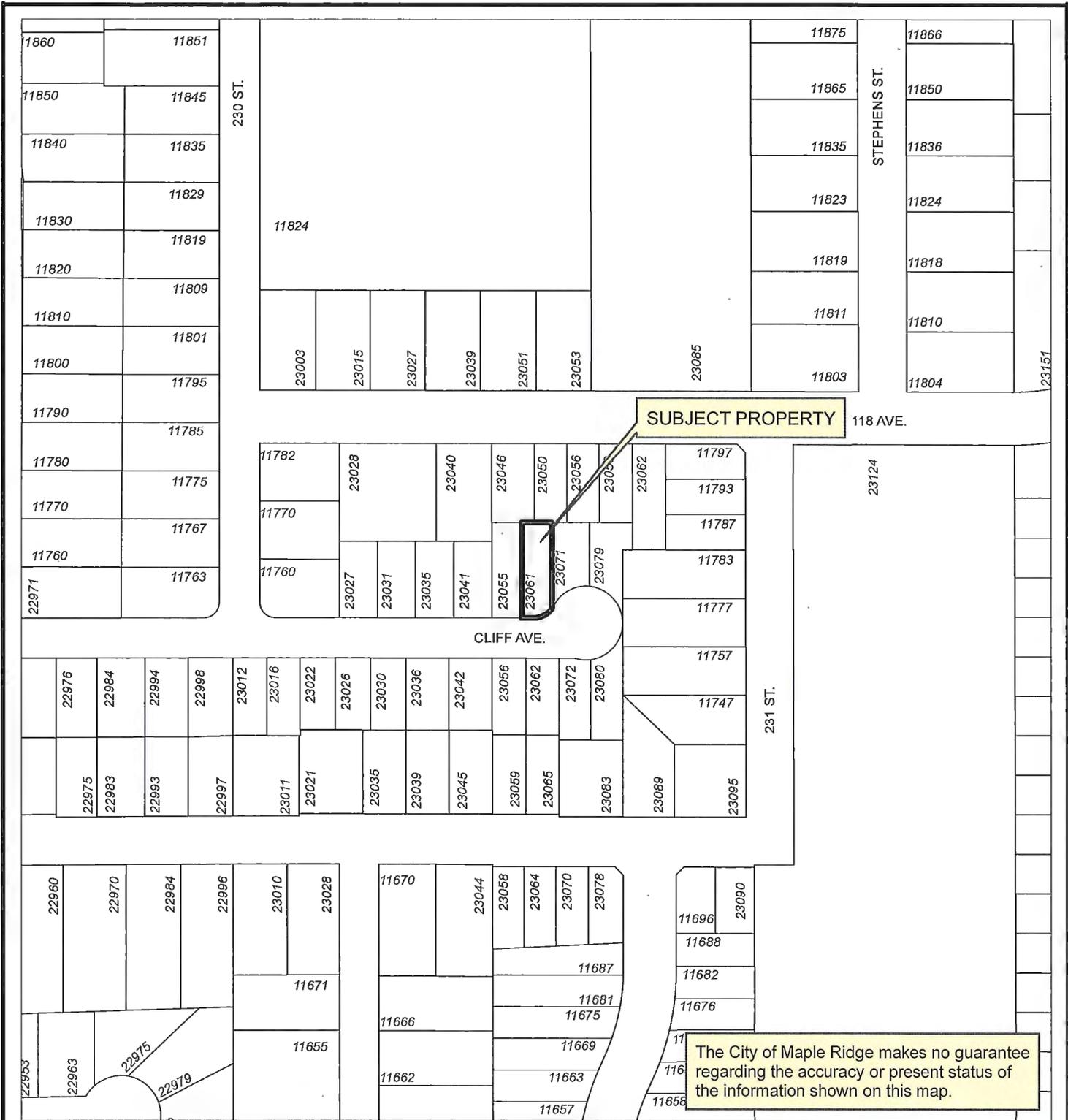
ENGINEERING DEPARTMENT



mapleridge.ca

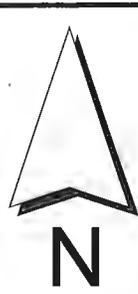
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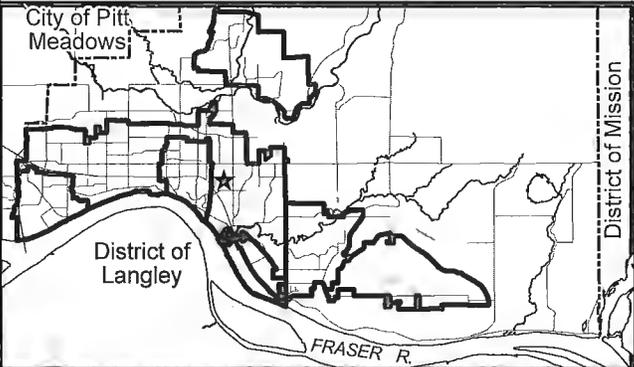


**SUBJECT PROPERTY**

The City of Maple Ridge makes no guarantee regarding the accuracy or present status of the information shown on this map.



Scale: 1:2,000



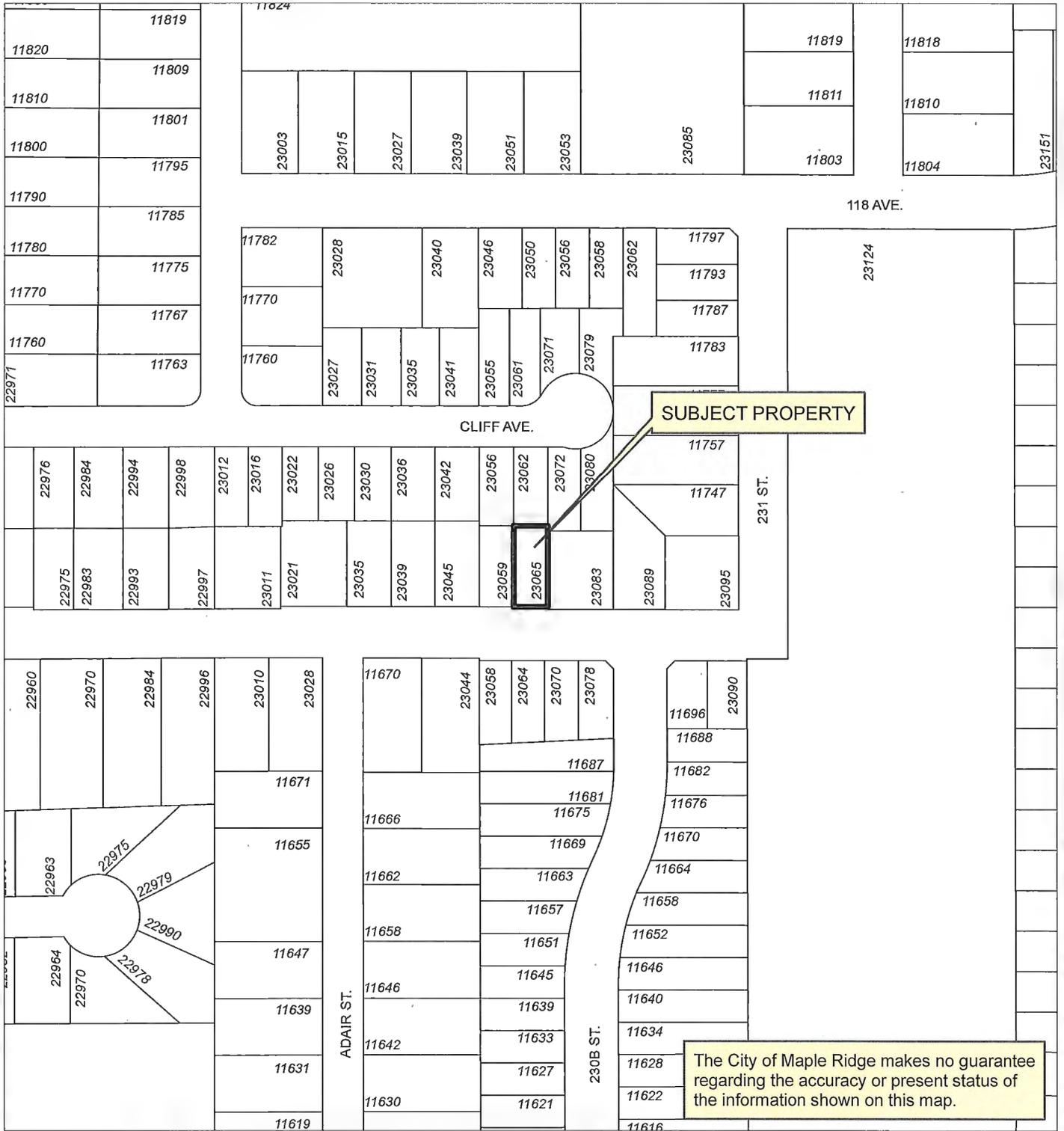
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ENGINEERING DEPARTMENT

**mapleridge.ca**

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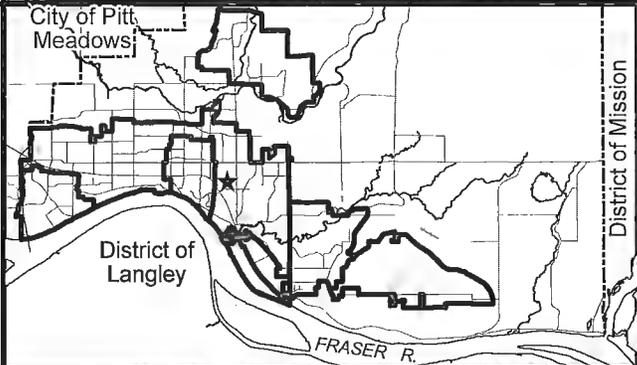
BY: NV



The City of Maple Ridge makes no guarantee regarding the accuracy or present status of the information shown on this map.



Scale: 1:2,000

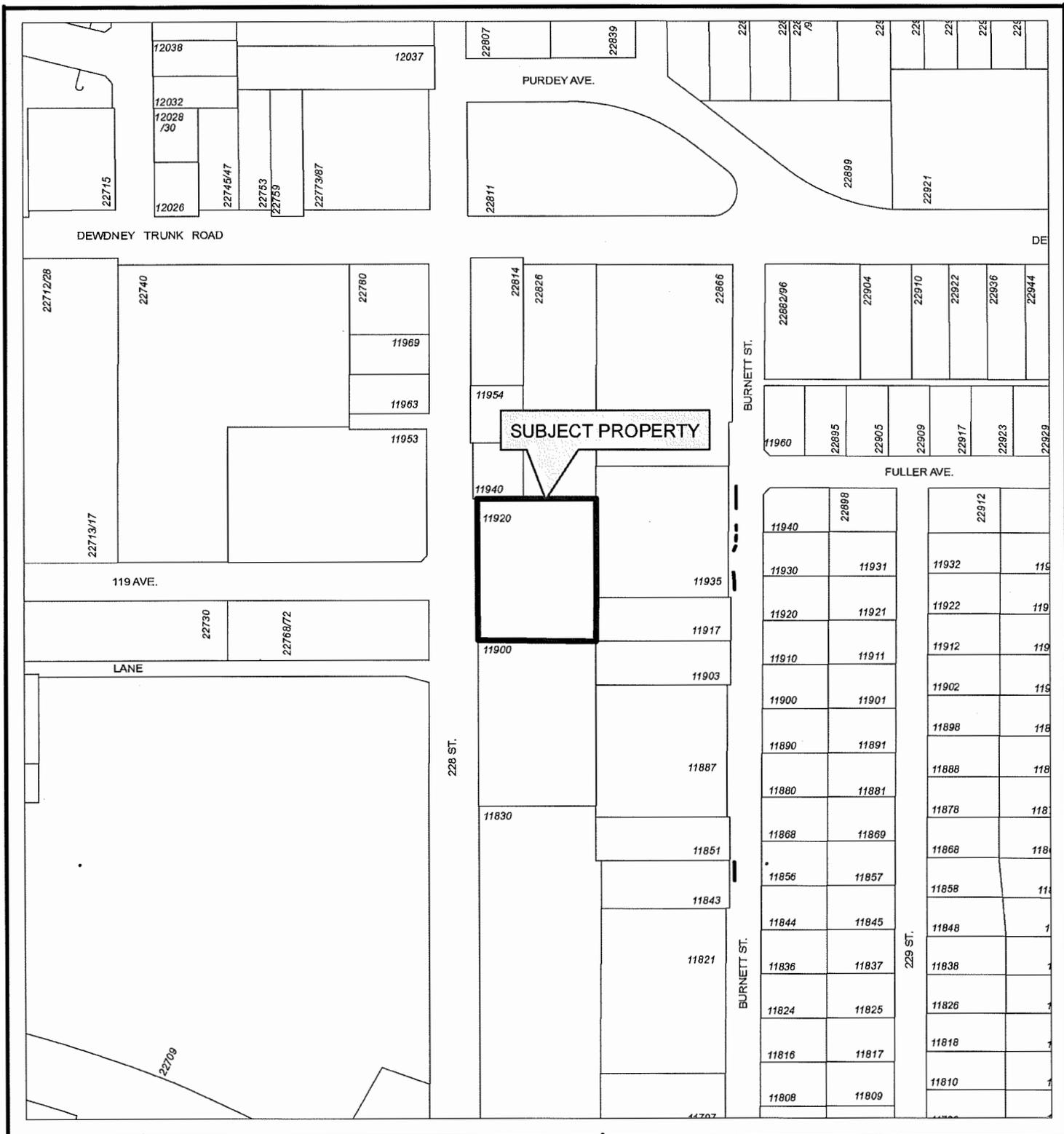


**23065 117 Ave**

ENGINEERING DEPARTMENT

**mapleridge.ca**

FILE: Untitled  
 DATE: Jul 14, 2020  
 BY: NV



Scale: 1:2,500

**Legend**

--- Ditch Centreline

**11920 228 STREET**  
**PID: 016-552-148**

PLANNING DEPARTMENT

**mapleridge.ca**

FILE: 2018-319-VP  
 DATE: Jun 28, 2019

BY: PC

**CITY OF MAPLE RIDGE  
DEVELOPMENT AGREEMENTS COMMITTEE**

July 21, 2020  
Mayor's Office

CIRCULATED TO:

Michael Morden, Mayor  
Chair

Al Horsman, Chief Administrative Officer  
Member

Catherine Schmidt, Recording Secretary

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**1. 19-118823 BG**

LEGAL: Lot 9 District Lot 241 Group 1 New Westminster District Plan  
EPP38911  
PID: 029-469-228  
LOCATION: 20412 Wicklund Avenue  
OWNER: Shufang Tian  
REQUIRED AGREEMENTS: Secondary Suite Covenant

**THAT THE MAYOR AND CORPORATE OFFICER BE AUTHORIZED TO SIGN AND SEAL THE PRECEDING DOCUMENT AS IT RELATES TO 19-118823 BG.**

**CARRIED**

**2. 18-119898 BG**

LEGAL: Lot 319 District Lot 277 Group 1 New Westminster District Plan  
43797  
PID: 007-112-017  
LOCATION: 11628 209 Street  
OWNER: Campbell Lindsay & Cecilia Sharon Lindsay  
REQUIRED AGREEMENTS: Temporary Residential Use Covenant

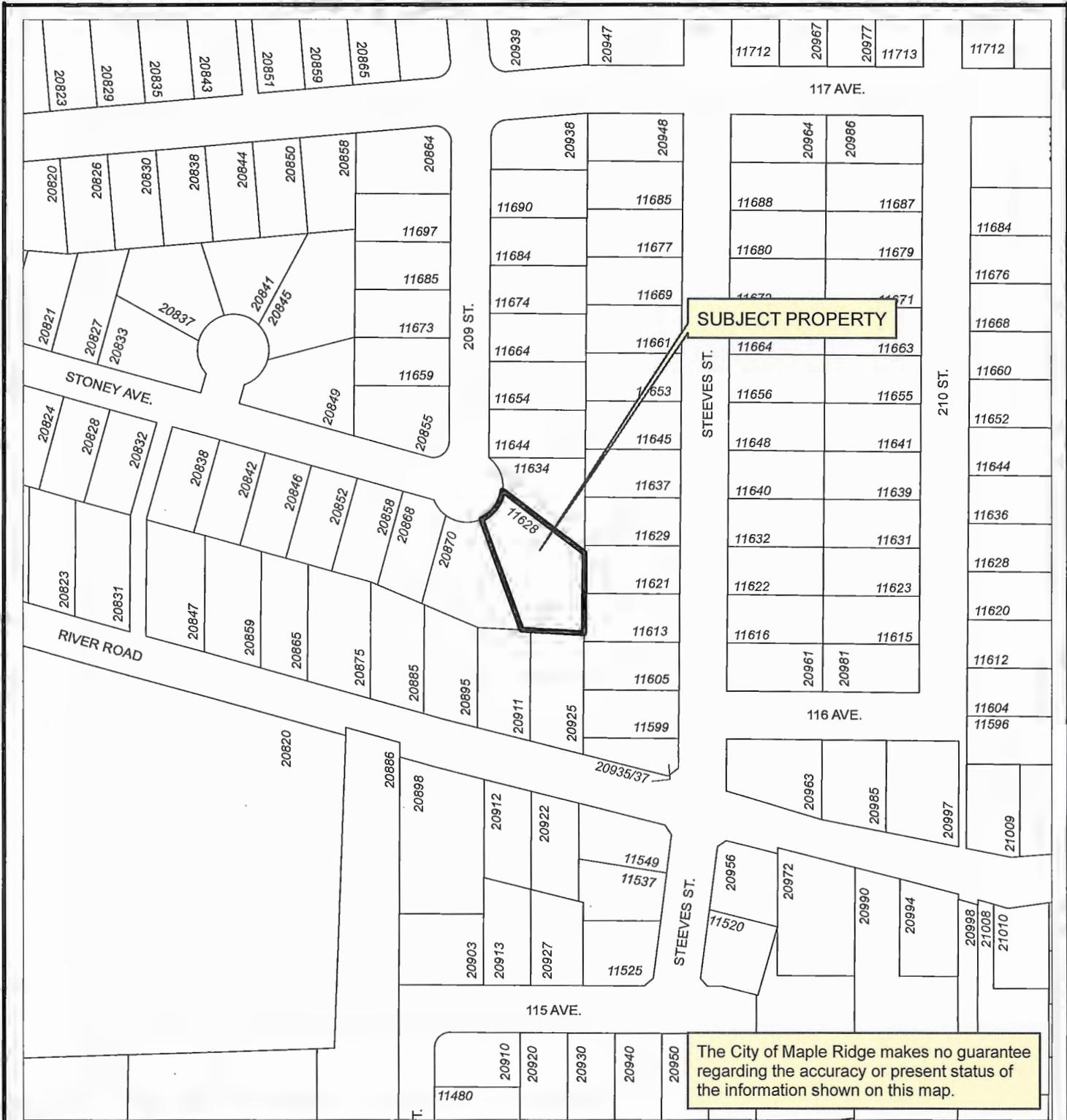
**THAT THE MAYOR AND CORPORATE OFFICER BE AUTHORIZED TO SIGN AND SEAL THE PRECEDING DOCUMENT AS IT RELATES TO 18-119898 BG.**

**CARRIED**

  
\_\_\_\_\_  
Michael Morden, Mayor  
Chair

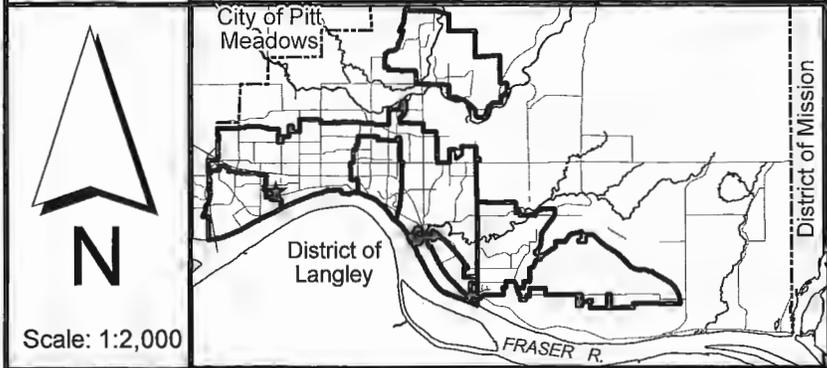
  
\_\_\_\_\_  
Al Horsman, Chief Administrative Officer  
Member





**SUBJECT PROPERTY**

The City of Maple Ridge makes no guarantee regarding the accuracy or present status of the information shown on this map.



**11628 209 St**

ENGINEERING DEPARTMENT



**MAPLE RIDGE**  
British Columbia

**mapleridge.ca**

FILE: Untitled  
DATE: Jul 17, 2020  
BY: NV

701.2 Minutes of Meetings of Committees and Commissions of Council



**mapleridge.ca**

City of Maple Ridge  
Transportation Advisory Committee  
**MEETING MINUTES**

The Minutes of the Regular Meeting of the Transportation Advisory Committee,  
held via teleconference on March 25, 2020 at 7:15 pm.

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**COMMITTEE MEMBERS PRESENT**

Councillor Ahmed Yousef	Council Liaison
Vijay Soparkar, Chair	Member at Large
Gary Hare, Vice-Chair	Member at Large
Pascale Shaw	School District No. 42 Representative
Eric Phillips	Member at Large
Jennifer Wright	Member at Large
Jordan Arsenault	Member at Large
Ineke Boekhorst	Member at Large - Business

**STAFF MEMBERS PRESENT**

Michael Eng	Traffic and Transportation Technologist
Erin Mark	Committee Clerk

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**1. CALL TO ORDER**

**2. APPROVAL OF THE AGENDA**

R/2020-010

It was moved and seconded

**That the agenda for the March 25, 2020 Transportation Advisory Committee be approved as circulated.**

CARRIED

**3. ADOPTION OF THE MINUTES**

R/2020-011

It was moved and seconded

**That the minutes of the Maple Ridge Transportation Advisory Committee meeting dated January 29, 2020 be adopted.**

CARRIED

**4. DELEGATIONS – Nil**

**5. NEW AND UNFINISHED BUSINESS**

**5.1. New Staff Liaison and TAC Member Resignation**

Interim Staff Liaison Michael Eng introduced himself to the Committee and members provided brief introductions.

The Committee Clerk announced that Zane Rossouw resigned from the Transportation Advisory Committee effective March 2020.

**5.2. Active Transportation for Schools Task Force Proposal**

Jennifer Wright introduced the amended Active Transportation for Schools Task Force proposal and answered questions from the Committee.

R/2020-012

It was moved and seconded

**That the Active Transportation for Schools Task Force proposal be approved and that the Task Force be managed by Jennifer Wright, with support from Pascale Shaw and Jordan Arsenault.**

CARRIED

**5.3. Advisory Committee Draft Minute Circulation**

The Committee Clerk shared the Committees of Council administrative policies pertaining to R/2020-007 that was deferred at the January 29, 2020 Transportation Advisory Committee meeting.

R/2020-007

It was moved and seconded

**That Committee members receive a copy of the draft Committee meeting minutes 2 weeks after the meeting.**

DEFERRED

R/2020-013

It was moved and seconded

**That resolution R/2020-007 be rescinded.**

CARRIED

**5.4. Additional Commuter Parking in the Downtown Core**

The Committee discussed the increase in demand for commuter parking in the downtown core with the new RapidBus. Councillor Yousef and the Interim Staff Liaison confirmed that staff and Council are aware of the demand due to increased ridership on Transit and are looking at multiple ways to increase parking in the downtown core.

**5.5. Commercial Property – Employee Parking Requirements**

The Interim Staff Liaison shared how the number of parking stalls required by commercial businesses is determined and clarified that the required parking stalls are not differentiated between employee and customer parking stalls.

R/2020-014

**That staff be directed to research information on the number of parking stalls available in the downtown core and that information be presented at a future Transportation Advisory Committee meeting.**

CARRIED

**5.6. 117 Ave Corridor Improvements**

The Interim Staff Liaison shared that the City held a successful open house on the 117 Ave Corridor Improvements and that the project is proceeding. The Committee discussed the need for improvements in the area, the use of multi-use paths, and the funding for the project.

**6. LIAISON UPDATES**

**6.1 Staff Liaison**

The Interim Staff Liaison provided an overview of the Traffic Calming Policy that was approved by Council in December 2019 and provided an update on several transportation projects underway in the community.

**6.2 Council Liaison**

Councillor Yousef shared that there are a number of projects coming forward to Council looking into improving traffic flow and providing a better road network, and that downtown parking is forefront at this time with Council.

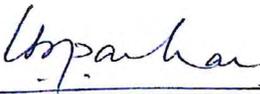
**7. SUBCOMMITTEE & TASK FORCE UPDATES - Nil**

**8. ROUNDTABLE**

Members shared ideas and project updates on relevant transportation issues.

**9. QUESTION PERIOD - Nil**

**10. ADJOURNMENT - 9:03 pm.**

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Vijay Soparkar, Chair

/em

800 *Unfinished Business*

**TO:** His Worship Mayor Michael Morden and Members of Council  
**FROM:** Chief Administrative Officer  
**SUBJECT:** Business and Financial Planning Guidelines 2021-2025

**MEETING DATE:** July 28, 2020  
**FILE NO:** 05-1825-02  
**MEETING:** Council

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**EXECUTIVE SUMMARY:**

Over the next few months, staff will be preparing the 2021-2025 Business Plans and Financial Plan for Council's consideration in December. The Business and Financial Plan Guidelines serve as direction to staff and identify the property tax increase acceptable to move forward on Council's strategic priorities. They also provide the community with an indication of service level commitments and anticipated property tax and fee increases.

Typically, the guidelines are approved in the spring, however, they were delayed this year to gain more clarity of how quickly COVID-19 related restrictions and the resulting economic implications would be eased.

The purpose of this report is to have Council review and endorse the guidelines in order for revisions to be made to existing 5 year plans to ensure that staff align work plans to Council's direction.

**RECOMMENDATION:**

**That the 2021-2025 Business and Financial Plan Guidelines be approved.**

**DISCUSSION:**

**a) Background Context:**

The proposed Business & Financial Planning Guidelines for 2021-2025 are attached and there are a number of reasons for early consideration of these:

- Provide an open and transparent overview of the key assumptions used in the development of the Financial Plan.
- Provide the community with an early indication of proposed property and fee increases.
- Allow for a lengthy public input period, before Council receives the formal Financial Plan that will incorporate these guidelines.
- Provide guidance to staff so that the Financial Plan that is presented to Council in December meets with Council's expectations.

The rationale for the tax increases is covered in detail in the 2020-2024 Financial Plan Overview Report that was provided to Council last December and is available on our website at <https://www.mapleridge.ca/2162/Financial-Overview-Report>.

The proposed annual property tax increase of 3.6% is broken into elements for the sake of transparency:

- **General Purpose** – this covers the cost of existing services, and depending on how the assumptions of costs increases materialize, may provide a small amount to address incremental adjustments.
- **Infrastructure Replacement** – this increase goes towards the rehabilitation and replacement of our existing assets. Over the next few decades, this will close the infrastructure funding deficit. Our infrastructure is fairly young, but aging, and we are currently spending just over a third of what is required annually to maintain it.
- **Parks, Recreation & Culture Improvements** – this increase was introduced to fund the Parks & Recreation Master Plan and funds the new parks and facilities that are not funded through development. These costs include capital, operating and debt servicing. The Community Amenity Charges are also used to fund these amenities.
- **Drainage Improvements** – these funds are used to improve the drainage system and recently funded the Storm Water Management Plan. This levy does not increase in the later years of the Financial Plan, and depending on how quickly drainage improvements are desired, we may need to revisit this increase in the future.

Property Tax Increase	2021	2022	2023	2024	2025
General Purpose	2.0%	2.0%	2.0%	2.0%	2.0%
Infrastructure	0.7%	0.9%	0.9%	1.0%	1.0%
Parks, Rec. & Culture	0.6%	0.6%	0.6%	0.6%	0.6%
Drainage	0.3%	0.1%	0.1%	-	-
<b>Total Tax Increase</b>	<b>3.6%</b>	<b>3.6%</b>	<b>3.6%</b>	<b>3.6%</b>	<b>3.6%</b>

An assumption of new revenue due to growth or new development is included in the budget, which generates over \$1.6 million each year. Increased operating costs associated with growth have also been factored into the Financial Plan accounting for just under half of this new revenue. These operating costs are to maintain existing service levels. The balance of the growth revenue is used to keep the General Purpose component of the property tax increase to 2%.

**ALTERNATIVES:**

If Council would like to increase service levels or see strategic priorities implemented more quickly, additional investments would likely be required. A one percent property tax increase equates to about \$22 on the average home and generates about \$900,000 revenue.

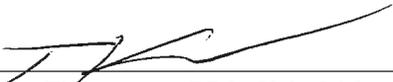
With the exception of the General Purpose component, other elements of the property tax increase could be reduced or deferred without impacting current service levels. This would also mean that progress on the initiative is impacted and may result in the cancelation of planned capital.

If no additional significant Parks and Recreation facilities are planned and future Community Amenity Contributions (CACs) are used to fund currently planned projects, the Parks, Recreation & Culture Improvement element of the property taxes could be reduced in later years of the financial plan or the magnitude of the annual increase could be slightly reduced in all years. The timing of CACs are dependent on development and as there are other variables in the funding model, future financial plans may need refinement.

In addition to property taxes, property owners also receive utility user fees. User fee increases are required to fund water, sewer and recycling operations and associated capital costs. There is a reserve or fund balance in each of these areas to assist with rate smoothing. The majority of rate increase pressures in water and sewer user fees come from the region due to large investments in infrastructure, such as treatment plants. The Water Revenue Fund has the most flexibility to manage a temporary pause in rate increases. This will cause a slight delay in the funding of the infrastructure deficit for the water utility.

**CONCLUSION:**

A significant amount of work on Business Planning will be done over the coming months and into the fall. The guidelines attached to this report will allow staff to develop a plan, aligned with Council direction.

  
\_\_\_\_\_  
*Prepared by:* **Trevor Thompson, BBA, CPA, CGA**  
**Chief Financial Officer**

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

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

- Attachments:
- (A) Appendix A - Business & Financial Planning Guidelines 2021-2025
  - (B) Appendix B -Impact on the Average Home for 2021

## Appendix A – Business & Financial Planning Guidelines 2021-2025

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### **1. Guidelines for Financial Planning:**

- 1.1. General Purposes Property Tax Increase, 2.0% per year.
- 1.2. Infrastructure Replacement Property Tax Increase, 0.7% in 2021 increasing to 1% by 2025.
- 1.3. Parks, Recreation and Culture Property Tax Increase, 0.60% per year.
- 1.4. Storm Water Property Tax Increase, 0.30% in 2021 decreasing to no increase by 2025.
- 1.5. Water Levy Increase, 4.5% per year.
- 1.6. Sewer Levy Increase, 8.5% per year.
- 1.7. Recycling Levy Increase, 2.75% per year.
- 1.8. Growth in Property Tax Revenue Assumption between 1.70% and 1.80% per year.
- 1.9. Provision for costs associated with growth, subject to available funding.
- 1.10. Budgets include operating and capital components for a five-year period.
- 1.11. The Financial Plan reflect the intent of Council's strategic Financial Sustainability Plan policies approved in October 2004.
- 1.12. Collective Agreements – the financial plan needs to include sufficient financial capacity to address collective agreement settlements or the emerging patterns.
- 1.13. Grants – Targeted grant funding sources should be reflected in the financial plan, along with the associated project costs.
- 1.14. Community Amenity Charges will be used to fund the Parks & Recreation projects that borrowing was approved for. This will reduce the amount of debt financing required.

## Appendix A – Business & Financial Planning Guidelines 2021-2025

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### **2. Guidelines for Business Planning:**

- 2.1. Consider Council-raised issues in developing work plans, respecting the criteria for establishing priorities and recognizing that capacity is needed for opportunities or issues that might be discovered throughout the year.
- 2.2. Review property tax rates annually to ensure we are competitive with other lower mainland municipalities. The 2020/2021 Farm Class adjustment is included.
- 2.3. Review utility charges with a view towards using rate stabilization practices to smooth out large fluctuations in rates.
- 2.4. Develop and initiate a public consultation plan.
- 2.5. Evaluate services to ensure alignment with Council direction.
- 2.6. Identify and measure outputs/outcomes. Performance measures will be published in the Annual Report and on the website and where possible will leverage data used in the Maple Ridge Open Government Portal.
- 2.7. Performance reports are to be presented to Council at open Council meetings, both with consideration of Council priorities and departmental commitments.
- 2.8. Identify potential new revenue sources (i.e. be creative). The increased revenues from existing sources should align with the cost increases for those services.
- 2.9. Used as a management tool, service level reductions are explored and kept confidential with the Corporate Management Team. Reduction packages should reflect significant changes to an area's operation that results in a fundamental shift in what or how services are delivered. Given the degree of cross-functional projects and service delivery, departments should consider collaborative reduction packages in partnership with other departments.
- 2.10. Incremental packages must include a business case to support new programs/projects/staff.
- 2.11. Organizational/structural change considerations should include whether the current structure is adequate to deliver the service. Are there better options? Should we contract for services, or bring services in-house where and when it makes sense organizationally and financially.
- 2.12. Succession planning – review organization charts in relation to service delivery with a view to long-term planning. What positions do you see as potentially becoming vacant by retirement and what organizational options may be available as a result? What training or overlap is required to provide sufficient knowledge transfer to ensure resilient service levels?
- 2.13. Vacant position review and management – all positions that become vacant are subject to a detailed review prior to being refilled.
- 2.14. Contracting/Consulting review – all consulting work should undergo a review at not only budget time, but also when services are being contracted to determine the best way to acquire services. This will involve potentially contracting out where it makes sense and contracting in where there are available staff resources.
- 2.15. Technology – review business applications and technology tools to identify upgrade or obsolescence issues. Ensure work plans, budgets and Information Services work plans/projects reflect the resources necessary to support the changes if required.
- 2.16. Work plans will identify short-term, medium and longer-term action items that Council may consider, as we work towards carbon neutrality.

**Appendix B - Impact on the Average Home for 2021**

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Property Taxes on Residence assessed at \$ 699,462

	2020	2021	Increase	
<b>Municipal Property Taxes:</b>				
General & Infrastructure	\$ 2,093.70	\$2,152.78	\$59.08	
Drainage Improvement	42.39	48.95	6.56	
Parks & Recreation Improvements	51.97	65.10	13.13	
<b>Subtotal Property Taxes</b>	<b>\$ 2,188.06</b>	<b>\$2,266.83</b>	<b>\$78.77</b>	<b>3.60%</b>
 <b>User Fees:</b>				
Water	\$ 631.40	\$659.80	\$28.40	4.50%
Sewer	397.25	428.05	30.80	7.75%
Recycling	74.57	76.62	2.05	2.75%
<b>Municipal Subtotal</b>	<b>\$ 3,291.28</b>	<b>\$3,431.30</b>	<b>\$140.02</b>	<b>4.25%</b>



CITY OF MAPLE RIDGE

**TO:** His Worship Mayor Michael Morden  
and Members of Council  
**MEETING DATE:** July 28, 2020  
**FILE NO:** 01-0110-01  
**FROM:** Chief Administrative Officer  
**MEETING:** Council  
**SUBJECT:** Corporate Communication & Community Engagement - Policy No. 5.57

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**EXECUTIVE SUMMARY:**

On June 23, 2020, Council provided feedback on the draft Corporate Communication & Community Engagement Policy which was prepared to deliver a current and more modern guide to reflect the evolution of the City's approach in informing, educating and engaging citizens. The redlined words in the attached Corporate Communications & Community Engagement Policy reflect changes that capture the comments and suggestions from that review. This new policy is anticipated to replace the Communication - Policy No. 5.41 which was adopted 22 years ago, on March 24, 1998.

**RECOMMENDATION(S):**

That Communication - Policy No. 5.41 be repealed in its entirety: and,

That the new City of Maple Ridge Corporate Communication & Community Engagement - Policy No. 5.57 be adopted.

**a) Background Context:**

The changes to the policy reflect the feedback received from Council on June 23, 2020 as part of the Workshop meeting. The most substantial change is the automatic five year review of this policy which has been embedded as section 17. The review cycle will ensure that this document reflects the organizational evolution, changes in best practices around communications and engagement and technological changes that might impact the broad policy framework.

**b) Desired Outcome:**

To replace the outdated 1998 Communication - Policy No. 5.41 with the Corporate Communication & Community Engagement - Policy No. 5.57 to ensure we effectively inform and engage our citizens on the work of their local government.

**c) Strategic Alignment:**

This policy plays a vital role in all the City's communications and aligns with Council's Strategic Priority regarding Community Pride and Spirit.

**d) Policy Implications:**

The new Corporate Communication & Community Engagement - Policy No. 5.57 will replace the Communication - Policy No. 5.41 and will serve as a new reference for Council and staff.

**CONCLUSION:**

The Corporate Communication & Community Engagement - Policy No. 5.57 will guide the City and Council through current communication platforms, tools and best practices in local government and will be a useful resource in the future. Staff recommend that this new policy be considered for adoption.



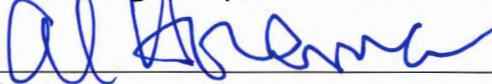
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*Prepared by:* **Fred Armstrong**  
**Manager, Community Relations & Engagement**



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



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

**Attachments:**

- (A) Corporate Communications & Community Engagement – Policy No. 5.57
- (B) Redline version of Corporate Communications & Community Engagement – Policy No. 5.57
- (C) Communication - Policy No. 5.41
- (D) Social Media Policy



**mapleridge.ca**

## POLICY MANUAL

<b>Title: Corporate Communications &amp; Community Engagement</b>	<b>Policy No: 5.57</b>  <b>Supersedes: New</b>
<b>Authority:</b> <input checked="" type="checkbox"/> Legislative <input type="checkbox"/> Operational <b>Approval:</b> <input checked="" type="checkbox"/> Council <input type="checkbox"/> CMT <input type="checkbox"/> General Manager	<b>Effective Date:</b>  <b>Review Date: December 1, 2021</b>
<p><b>Policy Statement:</b></p> <p>It is the City of Maple Ridge's policy to:</p> <ul style="list-style-type: none"> <li>a) Provide clear, accurate and timely information about its policies, programs, services and initiatives to residents and business owners/operators.</li> <li>b) Use a variety of communication methods to engage and provide access to local government information in formats that accommodate the needs of all citizens.</li> <li>c) Engage the public when establishing priorities, developing policies, and planning programs and services.</li> <li>d) Ensure that the City is visible, accessible and accountable to citizens.</li> <li>e) Ensure that communications and engagement planning, coordination and execution are an integral component of the strategic management processes of the City.</li> <li>f) Foster a collaborative approach to communications and engagement across the organization including communications and engagement specialists working with senior management, policy developers and staff who are involved in program delivery.</li> <li>g) Ensure that employees and service delivery partners have opportunities for input into decisions affecting them and are well informed of current issues and directions.</li> <li>h) Provide clear and timely messaging to the community regarding large scale emergencies or crises.</li> <li>i) Ensure communications regarding the official position of the City Maple Ridge on all issues reflect the majority vote of Council or existing policy framework adopted by Council.</li> </ul>	
<p><b>Purpose:</b></p> <p>This document sets out a strong set of principles which defines our approach to communications and engagement and provides specific guidance around how we present information internally when interacting with citizens, with the media and how we use our corporate brand.</p>	

**Values:**

**Accessibility:** The City must communicate and engage in various ways that respect the diversity of the community to ensure the widest possible applications and delivery including the use of traditional methods such as, face-to-face, telephone and in print.

**Accountability:** Our communications and engagement must always reflect that we take responsibility for our actions, words, goals and objectives. When we make an error, we must not only correct it, but apologize and take responsibility for it.

**Empathy:** To serve those in our community, we need to understand their needs and expectations. Our relationship with citizens is driven by our ability to listen to their concerns, understand and feel compassion for their perspectives and to offer answers and solutions that strengthen their relationship with our community.

**Listening:** As an organization, including Council and staff, we will strive to listen to the input from our citizens to gain new information, view an issue from a unique perspective, reduce conflict and build confidence and trust with our citizens.

**Friendliness:** As individuals, and as an organization, our communications, systems and the execution of our work must be delivered with friendliness, kindness and compassion.

**Skill:** Our communications must show attention to detail both in form and content. Whether writing an email, letter or articles, we must take responsibility for spelling, grammar and language use.

**Timeliness:** We must communicate with citizens as quickly as possible without compromising key values. If an interaction requires seeking additional or detailed information and input from colleagues, we will acknowledge the request and define expectations around the communications and/or community engagement.

**Transparency:** We must be and be perceived to be completely transparent about the work we do. People trust those who have nothing to hide, and it is often an error of omission that creates mistrust.

**Truth:** Citizens expect all staff, in every interaction, to speak truthfully.

**Definitions:****Communications & Engagement means:**

- activities involved in the production and dissemination of material and information about City policies, programs, services and initiatives
- communications advice to Council and senior management
- corporate identification of the City, its departments, programs, services and activities, as well as service delivery partners
- interaction and engagement with the public
- dissemination of information in print and electronic media

**Departments** means the City of Maple Ridge departments.

**City or the City** means the City of Maple Ridge.

## **1 Access to Information**

### **a. Availability and Dissemination of Information**

The City has a duty to ensure that information about our policies, programs, services, initiatives and matters affecting the benefits, rights and obligations of its citizens can be readily and easily accessed through a range of communications and engagement channels and tools. Information must be available to people living locally, and where practicable, to those outside the City's boundaries.

Departments will ensure:

- a variety of communications and engagement methods are used
- information about a department's mission, structure, programs and services is accessible through the City's website [mapleridge.ca](http://mapleridge.ca)
- information is clearly identified as being from the City
- public information is available on request
- there is a means of contacting City departments regarding questions, comments, concerns or requests for further information and for such to be dealt with promptly
- employees are aware that all communications in all forms are subject to scrutiny under the Freedom of Information Act
- opportunities are available for the public to provide feedback on major policies, programs, services and initiatives affecting them or the community, and that such feedback is considered in reviews or evaluations.

### **b. Cataloguing and Securing Information**

Published information in all formats, past and present, will be updated on a regular basis, well indexed, easily retrievable and security maintained in compliance with corporate policy and legal requirements.

### **c. Publishing**

The City must provide citizens access to its publications (whether by sale or otherwise).

Departments will:

- maintain a register or record of all publications
- publish all public information on the City's website and in hard copy, where feasible and reasonable
- ensure that all published materials include the title of the publication, author(s), source, date of publication, City logo, and, and where applicable standard bibliographic reference numbers (International Standard Book Numbers) or International Standard Serial Numbers
- make publications available on request (for purchase if applicable)
- ensure that the permission of subjects is gained (whether they be staff, clients, students or members of the public) when publishing photographs in department and/or City publications. Photo Release Consent Forms are available from the Communications Department.

## **2 Advertising**

Advertising is a key method of making citizens aware of the City's initiatives, available programs and services as well as changes Council may be considering. The effectiveness of the City's advertising is in large part dependent on the advertisement being immediately recognized as originating from the City and the content being informative, comprehensive, and easily understood.

#### **a. Local Advertising**

The vast majority of the City's advertising relates to public and statutory notices, auctions and tenders, recruitment, program offerings, and construction project notices.

The combining of individual advertisements into one comprehensive advertisement shall be undertaken whenever possible, and individual discretionary advertisements shall only be placed with the recommendation of the Manager Community Engagement & Relations.

Departments will:

- follow advertising protocols established between the City and the newspaper (contact the Manager Community Engagement & Relations for details)
- identify that the advertisement has been placed by the City and contains appropriate contact information (address, telephone number, email and web address) to allow the reader to follow-up for further information
- use the current and correct version of the City logo
- obtain approval from the Manager Community Engagement & Relations for advertising in publications outside the community

#### **b. Advertising In Other than Local Papers**

On occasion, departments will advertise in regional, provincial or national newspapers, publications and/or websites. Departments must identify that the advertisement has been placed by the City and contains appropriate contact information (address, telephone number, email and web address) to allow the reader to follow-up for further information.

### **3 Consultation and Community Engagement**

An open and responsive consultative process with the community is vital for effective public policy development and for gaining public support for decisions. This requires a partnership approach with the community and ensures that the City explains, communicates and receives feedback from the community.

Departments will:

- inform the community of opportunities to participate in public consultation and citizen engagement initiatives
- use communications methods that will reach key stakeholders, engage them in two-way communications, elicit their concerns, involve them in the decision making process, and provide feedback or follow-through
- ensure that communications or information materials prepared for consultative purposes are professionally presented and identified as being from the City.

### **4 Corporate Identity**

Identity applies to all communications or information media such as print, electronic, television, radio and the website, and all communications or information products, including advertising, publications, stationery, audio-visuals, website, signage and collateral items such as clothing and giftware.

The use of a consistent corporate identity ensures savings through standardization and best practices in information design. The City logo and tagline are Official Marks registered in the Canadian Intellectual Property Office.

Departments will ensure:

- buildings, facilities, vehicles, programs, services and activities carry the approved City logo
- all information and communications materials for internal or external use, regardless of medium, carry the approved City logo.

Where more than one department is engaged in an undertaking, please refer to the “Graphic Guidelines” published by the Communications Department to determine the appropriate placement of the City’s logo.

## **5 Corporate Public Events and Announcements**

Corporate Public Events are occasions attended by members of Council for the purpose of publicizing significant initiatives or contributions of the City. Adequate planning and preparation are important in ensuring a professional image for the City.

When undertaking a public event, departments must refer to the “Protocols” guidelines prepared by the Communications Department.

## **6 Crisis and Emergency Management**

Effective communications are a vital and integral part of both crisis and emergency management before, during and after an emergency to help prevent injury or loss of life, limit damage to assets and property, maintain public services and to assist in the process of recovery and to maintain or restore public confidence in the City. Media and public scrutiny are to be expected in a crisis or emergency and the City’s reputation and credibility will be judged by our response.

To ensure effective emergency management, all management staff must be familiar with and follow the procedures outlined in the Emergency Response Plan developed by the Information Officer/Manager of Community Engagement & Relations (Disaster Response Plan based on the BCERMS model).

## **7 Diverse Needs**

Communications and engagement materials must depict diversity in society in a fair and inclusive manner representing the ethnic, cultural and religious diversity within Maple Ridge as well as those with special needs and abilities.

City communications must not contain unacceptable language, sexual stereotyping, and unfair depiction of people in relation to race, ethnic origin, religion or disability.

When planning and executing communications, consideration should be given to any available means to communicate with people from diverse ethnic or religious backgrounds or persons with special needs and abilities including literacy levels and sensory disabilities.

## **8 Internal Communications**

To achieve optimal organizational performance and support of City goals, departments must create a positive environment where feelings of trust, awareness, openness, security, involvement and confidence predominate, particularly between managers and employees. This means articulating the organization’s vision and objectives, implementing feedback mechanisms and recognizing and celebrating staff innovation, achievements and customer service excellence. Properly engaged in the life of an organization, employees can be valuable allies in external communications.

To foster employee knowledge, awareness and understanding of department and City business, policies and activities, departments will:

- have in place a system, process or mechanism for communicating with employees
- develop and implement strategies that encourage proactive and interactive communications
- develop and implement mechanisms that recognize the contribution of staff (and volunteers) for service delivery and meeting business objectives
- develop and implement communications strategies for the collection, dissemination and exchange of information and knowledge
- communicate with employees openly, frequently, and where possible before or at the same time as information is communicated to the public, or as soon as possible

Internal communications activities and processes must be reviewed from time to time to evaluate results, to identify areas for improvement, and to make adjustments as needed.

## **9 Council Communication**

Where an individual member of Council expresses an opinion, it should be made clear to the audience that he or she is not speaking on behalf of the City or Council as a body. Individual members of Council are encouraged to reflect the opinion of Council as a whole, or state that comments reflect their own personal opinion.

The decisions of Council shall be reflected as collective corporate decisions. (Please refer to the Mayor & Council Correspondence Policy for more details.)

## **10 Media Relations, Spokespersons and News Releases**

For many citizens, local newspapers, radio and television are their primary sources of news and information about City activities, issues and events. Media coverage of City's activities and issues need to be accurate, timely and in context.

Departments are expected to take a proactive approach to working with the media to promote public awareness and understanding of City policies, programs, services and initiatives.

News Releases are an effective method of disseminating information. The City's approved template must be used for News Releases and can be obtained by contacting the Communications Department. News Releases should be checked first by the Communications Department with final copies provided to the Communications Department after approval by the CAO and/or CMT.

Whenever possible, News Releases on behalf of the Mayor and Council and other public notifications of significance will be distributed first to members of Council and senior management.

Departments will:

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- ensure that designated spokespersons receive instruction in media relations
- respond promptly and accurately to all media inquiries providing factual information
- develop, disseminate and maintain in-house protocols regarding designated spokespersons
- contact the Manager of Community Relations & Engagement prior to acceptance of any invitation to appear on a radio or television program
- promptly submit a copy of news releases issued to the Communications Department

## **11 Monitoring and Evaluation**

Measurement is a critical component of any communications, engagement campaign or strategy developed in support of policy or program initiatives. The objectives of this policy are to ensure these are well-coordinated and effectively managed and are appropriate for the needs of the citizens of Maple Ridge and contribute to the advancement of City objectives and priorities. The effectiveness of such can only be determined through monitoring and evaluation. The performance of communications products should be measured against objectives set out in communications and business plans.

Departments must evaluate compliance with the requirements of this policy in consultation with stakeholders and evaluations will be conducted by the Manager of Community Relations & Engagement to assist the City to meet its objectives.

## **12 Partnerships**

Partnerships are mutually beneficial and co-operative relationships where partners share values, objectives, resources (human, material or financial), roles and responsibilities to achieve mutually desired outcomes. Partnerships can bring together expertise from a range of sectors, and provide a means of developing cohesive and integrated services.

When planning, negotiating or implementing a partnership or collaborative arrangement, communications requirements must be taken into account to avoid misunderstandings. These includes:

- establishing communications and engagement roles and responsibilities of all parties
- determining and delineating the corporate identity, visibility, publishing, marketing and promotional activities to be used in the partnership
- communicating joint activities/initiatives in a manner that is fair and equitable to all parties

While advertising and promotional activities involving the media may be part of the partnership's communications and engagement strategy, such efforts must not be a focus but an aide to informing the public.

Departments will:

- ensure that appropriate identifiers are used to acknowledge and attribute the contributions of all participants, e.g. corporate names and/or logos
- use the City's logo when identifying their own participation in a collaborative arrangement to enable public recognition of the contributions of the City
- ensure that the parties involved acknowledge the City's contribution in their own communications with the public
- articulate the communications and engagement protocols in partnership agreements, and where possible, communicate the results of collaborative arrangements through normal audit, evaluation and performance reporting processes

## **13 Project/Issue Specific Communications & Engagement Strategy/Plans**

A shared responsibility exists between the service department, the Communications Department and other support departments. Communications and engagement strategies and plans should be an integral part of program and policy initiatives and be fully accounted for within budgets and financial plans.

Significant projects and "urgent or developing" issues require specific communications and community engagement plans. Such plans will:

- integrate City priorities
- identify internal and external audiences
- take account of the internal and external environments
- delineate strategies, tools, messages and responsibilities for engaging with target audiences
- set out operational needs and resource allocations

## 14 Research and Public Surveys

Research and Public Surveys are used to gain a better understanding of the needs, expectations or emerging concerns of the citizens in our community.

They may be used to:

- assess the public's response to proposals or to possible changes or initiatives
- assess the effectiveness of policies, programs and services
- measure progress in service improvement
- evaluate the effectiveness of communications activities, such as advertising

When contracting policy research departments must adhere to the requirements of the City's Procurement Policy.

## 15 Social Media

The City will use Social Media to reach out to citizens. The City's Social Media brand will be consistent across platforms, including Facebook, Twitter and Google+ as 'yourmapleridge.' Employees are required to read and be familiar with the City's Social Media Policy.

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The website, *mapleridge.ca*, is an important tool for providing information and services to the public 24 hours a day, and for facilitating interactive, two-way communications within the City and with external audiences. Departments are responsible for their own electronic publications.

To ensure publishing standards and communication requirements are met, departments must:

- ensure that all website publications comply with Provincial and Federal laws
- ensure access to and usability by the widest possible target community appropriate to the service or information resource
- ensure that the services and information provided online are comparable in quality and functionality to those delivered by other means
- ensure that information on policies, programs, services and initiatives published on the website is regularly updated, accurate, easy to understand and includes a mechanism for receiving and acknowledging feedback from the public (including online)
- respect privacy rights and copyright ownership in all online publishing and communications in compliance to any applicable laws or regulations
- ensure that the permission of subjects is gained (whether they be staff, clients, students or members of the public) when publishing photographs on the City website
- ensure that information published on websites is recorded and archived to preserve the City's history
- read and be familiar with the following City policies:
  - Community Directory & Events Calendar Postings on Website
  - Information Security

## 17 Policy Review

This policy will be reviewed every five years from the date of approval by Council. Council will be provided with recommended updates, as required, based on changes in the corporate reporting structure, changes in best practices or technological changes that need to be addressed in the Policy framework.

<b>Key Areas of Responsibility</b>	
<b>Action to Take</b>	<b>Responsibility</b>
<ul style="list-style-type: none"> <li>▪ Presentation and explanation of City policies, priorities and decisions to the public.</li> <li>▪ Leadership for establishing priority and overall themes of the City communications.</li> </ul>	<b>Mayor and Council</b>
<ul style="list-style-type: none"> <li>▪ Provision of advice and support on communications issues.</li> <li>▪ Oversight of effective communications of municipal policy and initiatives.</li> <li>▪ Acts as City spokesperson when required.</li> </ul>	<b>Chief Administrative Officer</b>
<ul style="list-style-type: none"> <li>▪ Coordination of effective communications of municipal policy, initiatives and programs.</li> <li>▪ Leadership of communications activities, attract resources, build cross-departmental partnerships and position the communications function in line with the strategic directions of the City.</li> <li>▪ Advise departments of government priorities and themes to be reflected in communications plans and strategies.</li> <li>▪ Oversight of the development and implementation of media strategies.</li> <li>▪ Ensure the Policy is brought forward to Council as part of the department work plan every five years.</li> </ul>	<b>Corporate Services General Manager</b>
<ul style="list-style-type: none"> <li>▪ Management of day-to-day media relations, including media enquiries and news releases.</li> <li>▪ Collecting and analyzing information to provide high level advice to Council and senior management.</li> <li>▪ Acts as Media Liaison for the City and provides advice to Council on day-to-day media issues.</li> <li>▪ Writing news releases and coordinating news conferences.</li> <li>▪ Coordinating media issues relating to City initiatives and policies.</li> <li>▪ Management of corporate identity and monitoring compliance with the City's visual identity standards.</li> <li>▪ Management, monitoring, and evaluation of the implementation of the Communications Policy including examining departmental communication plans and strategies.</li> </ul>	<b>Manager and Department of Community Relations &amp; Engagement</b>

<ul style="list-style-type: none"> <li>▪ Provision of Policy interpretation and application and ongoing development of guidelines and materials.</li> <li>▪ Coordination of paid advertising, marketing and sponsorship activities and all discretionary advertisement by the City in local papers. Assists with negotiations of the City's local newspaper advertising contract.</li> <li>▪ Approval of advertising in local newspaper without an advertising contract.</li> <li>▪ Procurement of communications services.</li> <li>▪ A formal evaluations of communications projects (e.g. information campaigns).</li> <li>▪ Project specific communications plans development assistance.</li> <li>▪ Communications environmental analysis and research.</li> </ul>	
<ul style="list-style-type: none"> <li>▪ Contact the media when a story has been published/ aired that contains a factual error. The Chief Administrative Officer and the Manager of Community Relations &amp; Engagement should be notified and will assist.</li> <li>▪ Inform the Manager of Community Relations &amp; Engagement of any media contact as soon as possible.</li> <li>▪ Oversee department communications to ensure they fully reflect City-wide policies, themes and priorities.</li> <li>▪ Implementation of the Communications Policy in their department and ensure related directives, instructions or administrative procedures are carried out.</li> <li>▪ Identification of department media spokesperson(s).</li> <li>▪ Arrange media training required for their department.</li> <li>▪ Creation and maintenance of department website content to ensure it meets communications standards.</li> </ul>	<p><b>General Managers, Directors, Managers</b></p>
<ul style="list-style-type: none"> <li>▪ Management of their department's newspaper advertising.</li> <li>▪ Participate in committee roundtable discussion to update all departments of communications-related issues from their area.</li> <li>▪ Assist with employee surveys.</li> <li>▪ Provide input on organization branding.</li> <li>▪ Participate in the selection of communications contracts such as local advertising.</li> </ul>	<p><b>Communications/Website Committee Members</b></p>

## POLICY MANUAL

<b>Title:</b> Corporate Communications & Community Engagement	<b>Policy No:</b> <u>5.57</u> <b>Supersedes:</b> <u>New</u>
<b>Authority:</b> <input checked="" type="checkbox"/> Legislative <input type="checkbox"/> Operational <b>Approval:</b> <input checked="" type="checkbox"/> Council <input type="checkbox"/> CMT <input type="checkbox"/> General Manager	<b>Effective Date:</b> <b>Review Date:</b> December 1, 2021.
<b>Policy Statement:</b> It is the City of Maple Ridge's policy to: <ol style="list-style-type: none"> <li>a) Provide clear, accurate and timely information about its policies, programs, services and initiatives to residents and business owners/operators.</li> <li>b) Use a variety of communication methods to engage and provide access to local government information in formats that accommodate the needs of all citizens.</li> <li>c) Engage the public when establishing priorities, developing policies, and planning programs and services.</li> <li>d) Ensure that the City is visible, accessible and accountable to citizens.</li> <li>e) Ensure that communications and engagement planning, coordination and execution are an integral component of the strategic management processes of the City.</li> <li>f) Foster a collaborative approach to communications and engagement across the organization including communications and engagement specialists working with senior management, policy developers and staff who are involved in program delivery.</li> <li>g) Ensure that employees and service delivery partners have opportunities for input into decisions affecting them and are well informed of current issues and directions.</li> <li>h) Provide clear and timely messaging to the community regarding large scale emergencies or crises.</li> <li>i) Ensure communications regarding the official position of the City Maple Ridge on all issues reflect the majority vote of Council or existing policy framework adopted by Council.</li> </ol>	
<b>Purpose:</b> This document sets out a strong set of principles which defines our approach to communications and engagement and provides specific guidance around how we present information internally when interacting with citizens, with the media and how we use our corporate brand.	

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**Values:**

**Accessibility:** The City must communicate and engage in various ways that respect the diversity of the community to ensure the widest possible applications and delivery including the use of traditional methods such as, face-to-face, telephone and in print.

**Accountability:** Our communications and engagement must always reflect that we take responsibility for our actions, words, goals and objectives. When we make an error, we must not only correct it, but apologize and take responsibility for it.

**Empathy:** To serve those in our community, we need to understand their needs and expectations. Our relationship with citizens is driven by our ability to listen to their concerns, understand and feel compassion for their perspectives and to offer answers and solutions that strengthen their relationship with our community.

**Listening:** As an organization, including Council and staff, we will strive to listen to the input from our citizens to gain new information, view an issue from a unique perspective, reduce conflict and build confidence and trust with our citizens.

**Friendliness:** As individuals, and as an organization, our communications, systems and the execution of our work must be delivered with friendliness, kindness and compassion.

**Skill:** Our communications must show attention to detail both in form and content. Whether writing an email, letter or articles, we must take responsibility for spelling, grammar and language use.

**Timeliness:** We must communicate with citizens as quickly as possible without compromising key values. If an interaction requires seeking additional or detailed information and input from colleagues, we will acknowledge the request and define expectations around the communications and/or community engagement.

**Transparency:** We must be and be perceived to be completely transparent about the work we do. People trust those who have nothing to hide, and it is often an error of omission that creates mistrust.

**Truth:** Citizens expect all staff, in every interaction, to speak truthfully.

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**Definitions:**

**Communications & Engagement means:**

- activities involved in the production and dissemination of material and information about City policies, programs, services and initiatives
- communications advice to Council and senior management
- corporate identification of the City, its departments, programs, services and activities, as well as service delivery partners
- interaction and engagement with the public
- dissemination of information in print and electronic media

**Departments** means the City of Maple Ridge departments.

**City or the City** means the City of Maple Ridge.

## 1 Access to Information

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### a. Availability and Dissemination of Information

The City has a duty to ensure that information about our policies, programs, services, initiatives and matters affecting the benefits, rights and obligations of its citizens can be readily and easily accessed through a range of communications and engagement channels and tools. Information must be available to people living locally, and where practicable, to those outside the City's boundaries.

Departments will ensure:

- a variety of communications and engagement methods are used
- information about a department's mission, structure, programs and services is accessible through the City's website [mapleridge.ca](http://mapleridge.ca)
- information is clearly identified as being from the City
- public information is available on request
- there is a means of contacting City departments regarding questions, comments, concerns or requests for further information and for such to be dealt with promptly
- employees are aware that all communications in all forms are subject to scrutiny under the Freedom of Information Act
- opportunities are available for the public to provide feedback on major policies, programs, services and initiatives affecting them or the community, and that such feedback is considered in reviews or evaluations.

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### b. Cataloguing and Securing Information

Published information in all formats, past and present, will be updated on a regular basis, well indexed, easily retrievable and security maintained in compliance with corporate policy and legal requirements.

### c. Publishing

The City must provide citizens access to its publications (whether by sale or otherwise).

Departments will:

- maintain a register or record of all publications
- publish all public information on the City's website and in hard copy, where feasible and reasonable
- ensure that all published materials include the title of the publication, author(s), source, date of publication, City logo, and, where applicable standard bibliographic reference numbers (International Standard Book Numbers) or International Standard Serial Numbers
- make publications available on request (for purchase if applicable)
- ensure that the permission of subjects is gained (whether they be staff, clients, students or members of the public) when publishing photographs in department and/or City publications. Photo Release Consent Forms are available from the Communications Department.

## 2 Advertising

Advertising is a key method of making citizens aware of the City's initiatives, available programs and services as well as changes Council may be considering. The effectiveness of the City's advertising is in large part dependent on the advertisement being immediately recognized as originating from the City and the content being informative, comprehensive, and easily understood.

**a. Local Advertising**

The vast majority of the City's advertising relates to public and statutory notices, auctions and tenders, recruitment, program offerings, and construction project notices.

The combining of individual advertisements into one comprehensive advertisement shall be undertaken whenever possible, and individual discretionary advertisements shall only be placed with the recommendation of the Manager Community Engagement & Relations.

Departments will:

- follow advertising protocols established between the City and the newspaper (contact the Manager Community Engagement & Relations for details)
- identify that the advertisement has been placed by the City and contains appropriate contact information (address, telephone number, email and web address) to allow the reader to follow-up for further information
- use the current and correct version of the City logo
- obtain approval from the Manager Community Engagement & Relations for advertising in publications outside the community

**b. Advertising In Other than Local Papers**

On occasion, departments will advertise in regional, provincial or national newspapers, publications and/or websites. Departments must identify that the advertisement has been placed by the City and contains appropriate contact information (address, telephone number, email and web address) to allow the reader to follow-up for further information.

**3 Consultation and Community Engagement**

An open and responsive consultative process with the community is vital for effective public policy development and for gaining public support for decisions. This requires a partnership approach with the community and ensures that the City explains, communicates and receives feedback from the community.

Departments will:

- inform the community of opportunities to participate in public consultation and citizen engagement initiatives
- use communications methods that will reach key stakeholders, engage them in two-way communications, elicit their concerns, involve them in the decision making process, and provide feedback or follow-through
- ensure that communications or information materials prepared for consultative purposes are professionally presented and identified as being from the City.

**4 Corporate Identity**

Identity applies to all communications or information media such as print, electronic, television, radio and the website, and all communications or information products, including advertising, publications, stationery, audio-visuals, website, signage and collateral items such as clothing and giftware.

The use of a consistent corporate identity ensures savings through standardization and best practices in information design. The City logo and tagline are Official Marks registered in the Canadian Intellectual Property Office.

Departments will ensure:

- buildings, facilities, vehicles, programs, services and activities carry the approved City logo
- all information and communications materials for internal or external use, regardless of medium, carry the approved City logo.

Where more than one department is engaged in an undertaking, please refer to the "Graphic Guidelines" published by the Communications Department to determine the appropriate placement of the City's logo.

## 5 Corporate Public Events and Announcements

Corporate Public Events are occasions attended by members of Council for the purpose of publicizing significant initiatives or contributions of the City. Adequate planning and preparation are important in ensuring a professional image for the City.

When undertaking a public event, departments must refer to the "Protocols" guidelines prepared by the Communications Department.

## 6 Crisis and Emergency Management

Effective communications are a vital and integral part of both crisis and emergency management before, during and after an emergency to help prevent injury or loss of life, limit damage to assets and property, maintain public services and to assist in the process of recovery and to maintain or restore public confidence in the City. Media and public scrutiny are to be expected in a crisis or emergency and the City's reputation and credibility will be judged by our response.

To ensure effective emergency management, all management staff must be familiar with and follow the procedures outlined in the Emergency Response Plan developed by the Information Officer/Manager of Community Engagement & Relations (Disaster Response Plan based on the BCERMS model).

## 7 Diverse Needs

Communications and engagement materials must depict diversity in society in a fair and inclusive manner representing the ethnic, cultural and religious diversity within Maple Ridge as well as those with special needs and abilities.

City communications must not contain unacceptable language, sexual stereotyping, and unfair depiction of people in relation to race, ethnic origin, religion or disability.

When planning and executing communications, consideration should be given to any available means to communicate with people from diverse ethnic or religious backgrounds or persons with special needs and abilities including literacy levels and sensory disabilities.

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<ul style="list-style-type: none"> <li>▪ Contact the media when a story has been published/aired that contains a factual error. The Chief Administrative Officer and the Manager of Community Relations &amp; Engagement should be notified and will assist.</li> <li>▪ Inform the Manager of Community Relations &amp; Engagement of any media contact as soon as possible.</li> <li>▪ Oversee department communications to ensure they fully reflect City-wide policies, themes and priorities.</li> <li>▪ Implementation of the Communications Policy in their department and ensure related directives, instructions or administrative procedures are carried out.</li> <li>▪ Identification of department media spokesperson(s).</li> <li>▪ Arrange media training required for their department.</li> <li>▪ Creation and maintenance of department website content to ensure it meets communications standards.</li> </ul>	<b>General Managers, Directors, Managers</b>
<ul style="list-style-type: none"> <li>▪ Management of their department's newspaper advertising.</li> <li>▪ Participate in committee roundtable discussion to update all departments of communications-related issues from their area.</li> <li>▪ Assist with employee surveys.</li> <li>▪ Provide input on organization branding.</li> <li>▪ Participate in the selection of communications contracts such as local advertising.</li> </ul>	<b>Communications/Website Committee Members</b>



## CORPORATION OF THE DISTRICT OF MAPLE RIDGE

**TITLE:** *COMMUNICATION*  
**POLICY NO.** *5.41*  
**APPROVAL DATE:** *March 24, 1998*

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The following policy statements represent the standards our organization recognizes with respect to communication practices. Communication will be governed by and be consistent with our mission and value statements.

Information on principles and responsibilities are attached as a separate document, which provide further details on each policy statement.

### **POLICY STATEMENTS:**

#### *Communication Objective*

The District of Maple Ridge will take the initiative in being a reliable source of credible information to its internal and external customers, consistent with the District's mission and value statements.

#### *Planning*

A communications plan will be considered and reviewed with respect to decision-making or work plans that have a significant or potential impact on the organization and/or our customers.

#### *Approvals*

Appropriate approvals will be obtained in a timely manner in order that we can provide effective and accurate communication.

#### *Disclosure*

Forthright communications with our internal and external customers is expected.

Extent of disclosure shall be determined by the District's ability, resources and legislative constraints.

#### *Internal Communication*

There shall be a free flow of information throughout the organization to make sure that all staff are kept well informed about the organization and its activities.

#### *External Communication*

The District's objective is to be a reliable source of credible information, consistent to our mission and value statements.

### ***News Releases***

In preparing news releases, it is necessary to balance the District's interest in presenting information in a positive manner with the news media's interest in serving the needs of readers, listeners and viewers.

### ***Credibility***

Whenever practical, the person having responsibility, authority or the most knowledge about the subject will serve as the spokesperson.

### ***Erroneous Information***

With respect for the viewpoints of others, we will promptly correct erroneous information conveyed on matters of importance to the District.

### ***Language and Style***

Every effort will be made to keep the language of our communications simple and the format of our documentation consistent.

### ***Litigation***

Litigation will not be a reason for silence on matters of importance to the District and its customers. Communicators will be sensitive to the legalities in communicating and will review all releases with the CAO.



## ***Communication Policy Working Document***

*Containing Principles, Responsibilities and Guidelines*

The following statements describe the District's Communication Policy by addressing information relating to principles, responsibilities and guidelines. This document is intended to be a working document for the organization.

### **POLICY STATEMENT:**

### ***Communication Objective***

The District of Maple Ridge will take the initiative in being a reliable source of credible information to its internal and external customers, consistent with the District's mission and value statements.

***Principle:***                      ***Success in any organization is contingent upon the practice of effective, timely and accurate communication.***

**Responsibilities:**            It is the responsibility of the CAO and Council for determining integral communication for the organization.

General Managers are responsible for advising on communication strategies and providing effective methods of communication support services and technology to Divisions throughout the organization.

The Director of Personnel acts for the District in promoting corporate support on human resource issues, resolving conflicts in the communication process between labor and management.

All Directors and Managers are responsible for the standard and effectiveness of communications within their own departments, not only via receipt, understanding and delivery of corporate information, but through good listening techniques and upward communication.

All employees have a responsibility to be well informed, to be a source of credible information and support to each other and to our customers.

**POLICY STATEMENT:**

***Planning***

A communications plan will be considered and reviewed with respect to decision-making or work plans that have a significant or potential impact on the organization and/or our customers.

***Principle***

***Effective communication depends on good planning***

**Responsibilities:**

Managers are responsible for communication planning, and for ensuring that plans will achieve the level of communication required.

General Managers, Directors and other key individuals will assist in developing formal communication plans and provide expert advice on the planning process.

**Guidelines:**

1. An information communication plan can be as simple as a verbal agreement among parties on how communications are to be carried out. Informal plans are appropriate in cases of limited need for communication or where the communication process is well established.
2. A formal communication plan should be in written form and should address issues of audience, media, timing and responsibility for preparation of materials and delivery of messages.
3. A good communication plan should begin with a listing of the audience which may be affected by or have an interest in the goal or decision.
4. If the plan involves broad corporate audiences, both internal and external, the manager should contact the Division General Manager for assistance and discussion of the plan.
5. The best method of communication should be chosen to deliver the message to the audience it is meant for.
6. All Divisions or Departments involved with the release of communication, should be informed prior to the public announcement

**POLICY STATEMENT:**

*Approvals*

Appropriate approvals will be obtained in a timely manner in order that we can provide effective and accurate communication.

*Principle:*                    *Accuracy, completeness, clarity and timelines are crucial communication objectives.*

Responsibilities:            Staff are responsible for seeking review and approval at appropriate levels on all corporate communications, except where authority has been delegated.

- Guidelines
1.     Make an effort to gather the approvers together for joint reviews, avoiding costly and time-consuming "back and forth" discussions.
  2.     Assure that materials reviewed from within a department will not be in conflict with the views of the department head or the organization.
  3.     One contact within a department may be designated responsible for gathering input from staff.

**POLICY STATEMENT:**

***Disclosure***

Forthright communications with our internal and external customers is expected.

Extent of disclosure shall be determined by the District's ability, resources and legislative constraints.

***Principle:***                    ***Achieve credibility through professional approach to information delivery. If people believe information is being withheld, they won't consider the source to be credible.***

**Responsibilities:**            Ultimate authority on disclosure matters will rest with the CAO and Council, except where legislation dictates otherwise.

- Guidelines:**
1.     Prompt disclosure of information that may be considered important by our internal and external customers is essential to the District's credibility.
  2.     Very few of our organization's actions or activities should be considered inappropriate for public disclosure. Freedom of Information guidelines and requirements apply.

**POLICY STATEMENT:**

***Internal Communication***

There shall be a free flow of information throughout the organization to make sure that all staff are kept well informed about the organization and its activities.

***Principle:***                    ***The success of an organization is dependent upon people and a purpose. Communication is the medium used to bring people and the purpose together.***

**Responsibilities:**            All employees have a responsibility to be well informed about significant matters affecting the District.

Responsibility for effective internal communications largely rests with directors, managers and supervisors, for they are the resources available to employees and are the most credible representation level.

The CAO and General Managers have overall responsibility for advising management on internal communication matters and for revising communication strategies and processes.

- Guidelines:**
1. Whenever possible, information about the District, issues, policies, programs and people, should be communicated to employees in a timely manner, in advance of communication to external customers.
  2. Employees want to know about such topics as benefits, their jobs, wages, opportunities and the policies that shape their positions, training and educational opportunities. Employees have shown a keen interest in these areas.
  3. Directors and managers are encouraged to develop their own internal communications programs, making best use of technology, as well as meeting face to face with employees on a regular basis.
  4. While communication through the supervisory chain is preferred and often is the most effective, other communications such as bulletin boards, e-mail, voice mail, newsletters, etc., are also important to an effective internal communication program.

**POLICY STATEMENT:**

***External Communication***

The District's objective is to be a reliable source of credible information, consistent to our mission and value statements.

***Principle:***                    ***An organization that acts in the public's interest will have the trust and confidence of an informed public.***

**Responsibilities:**            All staff and elected officials are responsible for earning the trust and confidence of the public.

Every manager has a responsibility to assure timely availability of information to staff in order that employees can communicate accurately to the public.

Responsibility for initiating the District's formal communications with external sources is assigned to each individual department, with more formal communications being conducted by the Director of Community and Business Relations.

**POLICY STATEMENT:**

***News Releases***

In preparing news releases, it is necessary to balance the District's interest in presenting information in a positive manner with the news media's interest in serving the needs of readers, listeners and viewers.

***Principle:***                    *A good news release answers more questions than it raises.*

**Responsibilities:**            The CAO, senior management or designate will prepare all corporate news releases and, when necessary, shall serve in an "advocacy role" to make sure that the media's interests are represented in content, style and emphasis.

**Guidelines:**                    Every effort is made to prepare news releases that are complete, accurate and timely.

**POLICY STATEMENT:**

***Credibility***

Whenever practical, the person having responsibility, authority or the most knowledge about the subject will serve as the spokesperson.

***Principle:***                    ***The most credible person to communicate information is the one who represents the highest level of responsibility and knowledge about the subject.***

**Responsibilities:**            Council or senior management will recommend individuals to serve as spokesperson on specific projects.

**POLICY STATEMENT:**

***Erroneous Information***

With respect for the viewpoints of others, we will promptly correct erroneous information conveyed on matters of importance to the District.

***Principle:***                    ***Silence can be interpreted as confirmation; erroneous information, to the extent that it is practical to do so, should not go unchallenged.***

**Responsibilities:**            All managers and staff should be alert to situations in which responses might be in order, and bringing them to the attention of the appropriate Division Manager, or on matters of organizational-wide interest, to the CAO.

**Guidelines:**                 The decision on when to correct erroneous information is a judgement call. Generally speaking, the District should set the record straight when:

- a.        The organization or any of its employees are falsely accused of wrongdoing.
- b.        Erroneous information will damage the District's reputation.
- c.        Public understanding of an issue in which the District is directly involved is likely to have been seriously jeopardized.

**POLICY STATEMENT:**

*Language and Style*

Every effort will be made to keep the language of our communications simple and the format of our documentation consistent.

*Principle:                   Simplicity of language and consistency of style help us communicate more effectively and earn the trust and respect of our customers.*

Responsibilities:       Every employee who communicates a message is responsible for communicating clearly and effectively.

- Guidelines:
1.     Utilize visual aids and descriptions wherever possible.
  2.     Refer to policies, which may cover the communication delivery, such as public relations policy, legislation and council decisions.

**POLICY STATEMENT:**

***Litigation***

Litigation will not be a reason for silence on matters of importance to the District and its customers. Communicators will be sensitive to the legalities in communicating and will review all releases with the CAO.

***Principle:*** *Non-communication with interested audiences on matters being litigated can be more harmful to the District's position than timely communications based on what is already public knowledge.*

**Responsibilities:** The manager, in concert with the CAO, MIA or corporate counsel, shall prepare informational materials on litigated issues which could be of interest to the press or the public.

**Guidelines:**

1. All litigation matters will be referred to the CAO.
2. Any litigation settlement that becomes part of the public record, available to the news media and deemed newsworthy by the attorney and/or the communicator shall be communicated on a timely basis wherever appropriate.
3. Evaluation of placement of non-disclosure stipulations in settlement agreements will be reviewed with the CAO and MIA. Our decision on no-disclosure should be communicated to all parties so they are aware of our intentions and the suitability to withhold information.



# POLICY MANUAL

<b>Title:</b> Social Media	<b>Policy No:</b> 30.10 (Rev. 2)  <b>Supersedes:</b> • Social Media 30.10 (Nov. 16, 2012)
<b>Authority:</b> <input type="checkbox"/> Legislative <input checked="" type="checkbox"/> Operational	<b>Effective Date:</b> October 31, 2014
<b>Approval:</b> <input type="checkbox"/> Council <input checked="" type="checkbox"/> CMT  <input type="checkbox"/> General Manager	<b>Review Date:</b> 2016
<p><b>Background Statement:</b></p> <p>The City of Maple Ridge seeks to engage citizens and provide information through a variety of communications media. The City understands that Social Media, in its many forms, has become a common form of engagement and communication for citizens to interact with the City.</p> <p>The term ‘Social Media’ describes the use of Internet-based communications tools that focus on interactivity, immediacy, user participation and information sharing in multiple ways.</p> <p>The launch of the City of Maple Ridge website, <a href="http://www.mapleridge.ca">www.mapleridge.ca</a>, and the growing use of email has accelerated the pace of interaction for citizens, elected representatives and staff of the City. In the last decade a number of platforms have been developed creating online digital communities where participants share information. In addition, the growth of search engine technology has dramatically changed how Internet users locate information.</p> <p>By participating in Social Media conversations, the City can reach out to citizens who are active on various platforms. By adding Social Media to the communications tools used by the City we can improve the quality of service to citizens by increasing the transparency of operations and the immediacy of responses to questions, requests and comments. Social Media also offers the delivery of time sensitive information as quickly as possible (i.e. Emergency communications).</p> <p>This Policy seeks to define the best practices in the hosting of Social Media sites and managing the interaction with the community.</p>	
<p><b>Purpose:</b></p> <p>This Policy applies to City employees with regard to their participation in City Social Media sites or any Social Media conversation related to the business of the City of Maple Ridge, or to the professional portfolio of the employee. It also sets out guidelines for hosting of discussion forums on City sites.</p> <p><b>Key Principles:</b></p> <ol style="list-style-type: none"> <li>a. Respect for our citizens’ privacy and rights;</li> <li>b. The City will keep the interactions factual;</li> <li>c. The City will be transparent, open and objective in our interactions;</li> </ol>	

- d. The City will provide links to credible and more detailed sources of information to support our interactions when possible;
- e. The City will publicly correct any information that we have communicated that is later found to be in error, and do so in a way that acknowledges the error;
- f. The City will be forthright about our relationships, opinions and identity;
- g. The City will respect the rules of the Social Media venue (i.e. Facebook terms of use, Twitter terms of use, etc.)
- h. The City will protect privacy and permissions and move interactions off line to ensure the privacy and confidentiality of citizens;
- i. When the City moderates interactions, a poster's opinion will be respected and accepted regardless of whether it is positive or negative, provided that the opinion is 'on topic' and not offensive, denigrating, or out of context;
- j. Employees of the City will conduct themselves, at all times, in accordance with all City policies. Interaction on City Social Media sites will be considered as conducting City business. Employees found in violation of this Policy may be subject to disciplinary action;
- k. The City reserves the right to restrict or remove any content or users deemed in violation of this Policy or any applicable law.

#### **Harmonizing Social Media Activity With Other Communications Channels:**

The City of Maple Ridge website, [www.mapleridge.ca](http://www.mapleridge.ca), will remain the City's primary and predominant Internet presence.

Content provided to the Social Media Site Administrator should, when possible, refer users to links at [www.mapleridge.ca](http://www.mapleridge.ca) so that the public can access detailed information, relevant forms and other documents related to the post. Content on Social Media posts should be consistent with information provided through other communications channels such as print advertising, media releases or publications available to the public. Links and content from external sources will, as much as possible, be aggregated to the City website.

#### **City Social Media Site Postings**

Postings will consist of communications that support the City's Vision, Mission, Value Statements and Strategic Goals. Social Media sites may be used for:

- a. Announcements, such as community or public events organized by the City or partner organizations, and engagement not subject to legal processes as defined by the Municipal Act (e.g. the Public Hearing process);
- b. Links to information or media releases relating to programs and initiatives of the City;
- c. Photo or video galleries of community events or gatherings;
- d. Information on volunteer opportunities and programs from partner organizations of the City;
- e. Links to career postings for employment at the City;
- f. Public safety information from the RCMP, Maple Ridge Fire Department or Emergency Operations personnel as approved by Site Administrators;

Social Media sites will not be used for:

- a. Personal postings by employees. Employees communicating through City Social Media sites will do so only in their official capacity. Further, when employees intervene on external Social Media sites with regard to either professional or City issues, they are expected to identify their connection and position with the City.
- b. Hosting of conversations relating to issues that will be dealt with through public hearings or other official consultations. These processes are subject to specific legislative processes and have statutory conditions and obligations.
- c. Platforms for campaigning during local, provincial or national elections or referendums. Postings by elected officials, prospective or declared candidates or their supporters will be removed immediately for the period of 60 days prior to the relevant election.

The City will post 'Terms of Use Statements' on each of its Social Media sites to ensure the content guidelines described above are clearly understood (*see section title 'Comments' for the Terms of use Statement content*).

The Social Media Site Administrator and Social Media Moderators may disclose titles and roles within the City, as well as 'official' contact information such as City telephone numbers and email addresses, as is the practice in media releases and print advertising. Personal contact information for City staff will never be posted on Social Media sites.

Posters must understand that any comment posted online is permanently available to the public and open to being reposted or published in other media. Personal privacy, libel, copyright and private-sector data protection laws apply.

If an error is made on a post, accurate information will be reposted by a Social Media Site Administrator or Social Media Moderator as quickly as possible with an acknowledgment of the error. It is critical that City interactions are transparent and honest. Using the term 'UPDATE' or 'REVISED' in front of a re-post, as well as a comment post to indicate that information has been updated is a respectful and 'best practice' for interacting with the public.

Employees who have more than one identity on Social Media sites (i.e. a 'work' identity and a 'personal' identity) must understand that they are bound by their obligations of confidentiality and accountability for ALL comments made in Social Media, not just those made on 'official' City Social Media outlets. All employees should be aware that personal comments may be misinterpreted as official City comments and therefore use social media responsibly.

### **Comments**

Please note: This section of the Policy, up to and including point 'I' will serve as the Terms of Use Statement for City Social Media Sites.

Comments on the City's Social Media site posts are welcome. The Social Media Site Administrator monitors all posts.

The Social Media Site Administrator or Social Media Moderators will respond to comments as quickly as possible.

Comments or Posts containing the following forms of content will be reviewed and may be removed at the discretion of the Social Media Site Administrator or Moderators:

- a. Comments not topically related;
- b. Profane language or content;
- c. Content that violates the City of Maple Ridge *Respectful Workplace Policy No. 30.11* or violates the *British Columbia Human Rights Code*;
- d. Sexual content or links to sexual content;
- e. Solicitations of commerce unrelated to the work of the City or partner organizations;
- f. Repetitive or multiple postings by the same user;
- g. Conduct or encouragement of illegal activity;
- h. Information that may compromise the safety or security of the public or public systems;
- i. Content that violates the legal ownership interest of any other party;
- j. Comments that contain insults or disparaging comments about the general public, other posters, City staff or Council members;
- k. Content that violates our Public Hearing rules or other official consultations that are part of defined legislative processes;
- l. Comments that cannot be attributed to an individual, where the identity of the person writing the post is obscured or unclear.

If a discussion is moved off the Social Media site due to privacy matters, a subsequent post will be made to inform others that the matter has been dealt with.

Posts in violation of this Policy will be retained by the City in hard copy along with a description of the specific reason that the content was removed, and:

- Posters making the offending post will be contacted and given the reason(s) for the removal of the post and the Poster will be reminded of the site Terms of Use;
- Posters making more than two posts that are removed based on the criteria described in this Policy may be permanently banned from interacting on any or all City Social Media sites;
- Posters that are banned from City Social Media sites will be contacted and given the specific reasons for their removal from interaction on City sites.

Post threads relating to service delivery questions or issues of concern to citizens should be brought to the attention of the Social Media Site Administrator, General Manager and Director as quickly as possible for review to determine if any action needs to be taken.

#### **Facebook Friend Requests within the City**

Senior staff should be aware that other employees may feel uncomfortable if they are approached with a 'Facebook Friend' request from a Supervisor, Manager, Director, General Manager or the Chief Administrative Officer. As a matter of policy, managers will not send 'Facebook Friend requests' to employees or employee's families. Employees are free to send 'Friend Requests' to their managers, who are then free to accept or decline the requests as they see fit.

#### **Definitions:**

**City** means the City of Maple Ridge.

**Employees** means the employees of the City of Maple Ridge.

**Partner Organization** refers to groups whose work is funded in whole or in part by the City of Maple Ridge or groups that work under the umbrella of the Community Festival Network.

**Post** means the term used to describe a message that placed on a Social Media site.

**Posters** means anyone who places text on the City's Social Media sites.

**Social Media** means Internet and mobile-based tools used for sharing and discussing information, including but not limited to Facebook, Twitter and YouTube. Social Media describes the convergence of telecommunications, computing and social interaction to allow people to interact and share their opinions, photographs, videos and links to material from a wide variety of sources. The broad definition of Social Media currently includes message boards, blogs, video posting sites, photo posting sites, social networks, forums and online customer chat sites.

**Social Media Sites** used by the City of Maple Ridge currently include Facebook, Twitter, Google+, Instagram and YouTube.

**Social Media Site Administrator** means the individual responsible for the oversight of the City's Social media policy and is designated approve the posting of material on the City's Social Media sites.

**Social Media Moderators** means the employees of the City of Maple Ridge who have been appointed to speak on behalf of the City and post content on the City's Social Media sites. The Social Media Moderators will be identified as 'organizational' users on Social Media sites making it clear that they are speaking on behalf of the City.

**Staff** means an employee of the City of Maple Ridge.

Key Areas of Responsibility	
Action to Take	Responsibility
1. Users of the City's Social Media sites will be provided with training to ensure compliance with and adhere to: <ul style="list-style-type: none"> <li>a. All applicable federal and provincial laws, regulations and policies including copyright and privacy provisions;</li> <li>b. The Terms of Use posted on each of the City's Social Media sites;</li> <li>c. City policies and guidelines;</li> <li>d. Observation of the City's Information Technology security protocols in all Social Media interactions.</li> </ul>	All Staff All Staff All Staff All Staff
2. Establish corporate standards for online communication on Social Media.	By This Policy All Staff
3. Understand and adhere to the City's Social Media Policy.	CAO
4. Assignment of a Social Media Site Administrator to speak on behalf of the City of Maple Ridge and train and manage the team of Social Media Moderators.  5. Assignment of Social Media Moderators to assist in the monitoring of City Social Media Sites and make posts and respond to enquiries consistent with this Policy.	Social Media Site Administrator

<p>6. Coordinate training sessions for Social Media Moderators and other related employees on use of the City's Social Media sites.</p>	<p><b>Social Media Site Administrator</b></p>
<p>7. Ensure that all employees using the City's Social Media sites are aware of this Policy.</p>	<p><b>Human Resources</b></p>
<p>8. Approval of all content that will be put on City Social Media sites including posts, photos, video and links.</p>	<p><b>Social Media Site Administrator or designates</b></p>
<p>9. Monitor feedback and participation on Social Media sites, and respond to posts in a timely and appropriate manner in accordance with this Policy.</p>	<p><b>Social Media Site Administrator Social Media Moderators</b></p>
<p>10. Maintaining the security of the City's Social Media tools with respect to login information and passwords, proprietary information, content and confidentiality in accordance with policies set out by the City Information Technology department.</p>	<p><b>Information Technology Director</b></p>
<p>11. Imbed Terms of Use statements, which outline the terms of use as noted in this Policy, on all Social Media sites.</p>	<p><b>Social Media Site Administrator</b></p>
<p>12. Imbed contact information for the City, and ensure this information is prominently displayed at all times on all City Social Media sites.</p>	<p><b>Social Media Site Administrator Social Media Moderators</b></p>
<p>13. Daily review of the City's Social Media sites (a minimum of once a day) to ensure that posts are in compliance with this Policy.</p>	<p><b>Social Media Site Administrator Social Media Moderators</b></p>
<p>14. Posting to the City's Social Media Sites. As much as possible, the Social Media Moderator who has the greatest knowledge of a topic.</p>	<p><b>Social Media Site Administrator Social Media Moderators</b></p>
<p>15. Approval of surveys or solicitations for input from the public on non-legislative issues.</p>	<p><b>Social Media Site Administrator</b></p>
<p>16. Contact of Posters who have had posts removed from City Social Media sites.</p>	<p><b>Social Media Site Administrator</b></p>
<p>17. Decision making for Posters who will be banned from interacting on City Social Media Sites.</p>	<p><b>Social Media Site Administrator</b></p>
<p>18. Contact of Posters who are banned from interacting on City Social Media sites.</p>	<p><b>Social Media Site Administrator</b></p>
<p>19. Retain hard copies of offending posts.</p>	<p><b>Social Media Site Administrator</b></p>

1000 **Bylaws**

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**mapleridge.ca**

**City of Maple Ridge**

**TO:** His Worship Mayor Michael Morden  
and Members of Council  
**FROM:** Chief Administrative Officer  
**SUBJECT:** Final Reading  
Zone Amending Bylaw No. 7322-2017  
21241 Wicklund Avenue

**MEETING DATE:** July 28, 2020  
**FILE NO:** 2017-066-RZ  
**MEETING:** COUNCIL

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**EXECUTIVE SUMMARY:**

Zone Amending Bylaw No. 7322-2017 to rezone the subject property from RS-1 (One Family Urban Residential) to RT-1 (Two Family Urban Residential), located at 21241 Wicklund Avenue (see Appendix A), has been considered by Council. A Public Hearing was held and subsequently the above-mentioned Bylaw was granted third reading. The applicant has requested that final reading be granted. The purpose of the rezoning is to permit the construction of a duplex.

Council granted first reading for Zone Amending Bylaw No. 7314-2018 on April 25, 2017. Zone Amending Bylaw No. 7314-2017 was repealed and replaced with Zone Amending Bylaw No. 7322-2017 and granted first reading on November 28, 2017 and second reading on June 12, 2018. This application was presented at Public Hearing on July 17, 2018, and Council granted third reading on July 24, 2018 (see Appendix B). The Director of Planning granted a six-month extension on January 2, 2020.

**RECOMMENDATION:**

**That Zone Amending Bylaw No. 7322-2017 be adopted.**

**DISCUSSION:**

**a) Background Context:**

Council considered this rezoning application at a Public Hearing held on July 17, 2018. On July 24, 2018 Council granted third reading to Zone Amending Bylaw No. 7322-2017 with the stipulation that the following conditions be addressed:

- i) Registration of a Rezoning Servicing Agreement as a Restrictive Covenant and receipt of the deposit of a security, as outlined in the Agreement;  
*A Rezoning Servicing Agreement as a Restrictive Covenant has been submitted for registration, as per the 'Letter of Undertaking' from the applicant's legal counsel, and receipt of the security deposit has been provided.*
- ii) Road dedication on Wicklund Avenue, as required;  
*Road dedication on Wicklund Avenue has been submitted for registration, as per the 'Letter of Undertaking'.*
- iii) Registration of a Restrictive Covenant for the Duplex Design;  
*A Restrictive Covenant for the Duplex Design (Building Scheme) has been submitted for registration, as per the 'Letter of Undertaking'.*

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- iv) Registration of a Restrictive Covenant for Stormwater Management;  
*A Restrictive Covenant for Stormwater Management has been submitted for registration on title, as per the 'Letter of Undertaking'.*
- v) Removal of the existing building;  
*The building has been removed.*
- vi) In addition to the site profile, a disclosure statement must be submitted by a Professional Engineer advising whether there is any evidence of underground fuel storage tanks on the subject property. If so, a Stage 1 Site Investigation Report is required to ensure that the subject property is not a contaminated site;  
*A disclosure statement, dated October 5, 2016, indicates that no underground fuel storage tanks exist on the subject property; and*
- vii) That a voluntary contribution, in the amount of \$4,100.00 be provided in keeping with the Council Policy with regard to Community Amenity Contributions.  
*A voluntary contribution in the amount of \$4,100.00 has been provided in keeping with Council Policy 6.31.*

**CONCLUSION:**

As the applicant has met Council's conditions, it is recommended that final reading be given to Zone Amending Bylaw No. 7322-2017.

"Original signed by Adam Rieu"

Prepared by: **Adam Rieu**  
**Planner**

"Original signed by Charles Goddard"

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

"Original signed by Christine Carter"

Approved by: **Christine Carter, M.PL, MCIP, RPP**  
**GM Planning & Development Services**

"Original signed by Al Horsman"

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

The following appendices are attached hereto:

- Appendix A – Subject Map
- Appendix B – Bylaw No. 7322-2017
- Appendix C – Site Plan



**CITY OF MAPLE RIDGE  
BYLAW NO. 7322-2017**

A Bylaw to amend Map "A" forming part of Zoning Bylaw No. 3510 - 1985 as amended

---

**WHEREAS**, it is deemed expedient to amend Maple Ridge Zoning Bylaw No. 3510 - 1985 as amended;

**NOW THEREFORE**, the Municipal Council of the City of Maple Ridge enacts as follows:

1. This Bylaw may be cited as "Maple Ridge Zone Amending Bylaw No. 7322-2017."
2. That parcel or tract of land and premises known and described as:  
  
Lot 3 District Lot 242 Group 1 New Westminster District Plan 14112  
  
and outlined in heavy black line on Map No. 1706 a copy of which is attached hereto and forms part of this Bylaw, is hereby rezoned to RT-1 (Two Family Urban Residential).
3. That PART 6, RESIDENTIAL ZONES, SECTION 601, Sub-Section (C) REGULATIONS FOR THE SIZE, SHAPE AND SITING OF BUILDING AND STRUCTURES, Clause (4) Buildings and Structures for Two Family Residential Use in the RT-1 Zone is amended by the addition of the following sub-clause in correct alphabetical order:  
  
Notwithstanding the above, shall not be permitted on a lot less than 742 m<sup>2</sup>, for the parcel or tract of land described as Lot 3 District Lot 242 Group 1 New Westminster District Plan 14112
4. Maple Ridge Zoning Bylaw No. 3510 - 1985 as amended and Map "A" attached thereto are hereby amended accordingly.

**READ** a first time the 28<sup>th</sup> day of November, 2017.

**READ** a second time the 12<sup>th</sup> day of June, 2018.

**PUBLIC HEARING** held the 17<sup>th</sup> day of July, 2018.

**READ** a third time the 24<sup>th</sup> day of July, 2018.

**APPROVED** by the Ministry of Transportation and Infrastructure this 15<sup>th</sup> day of July, 2020.

**ADOPTED**, the        day of        , 20

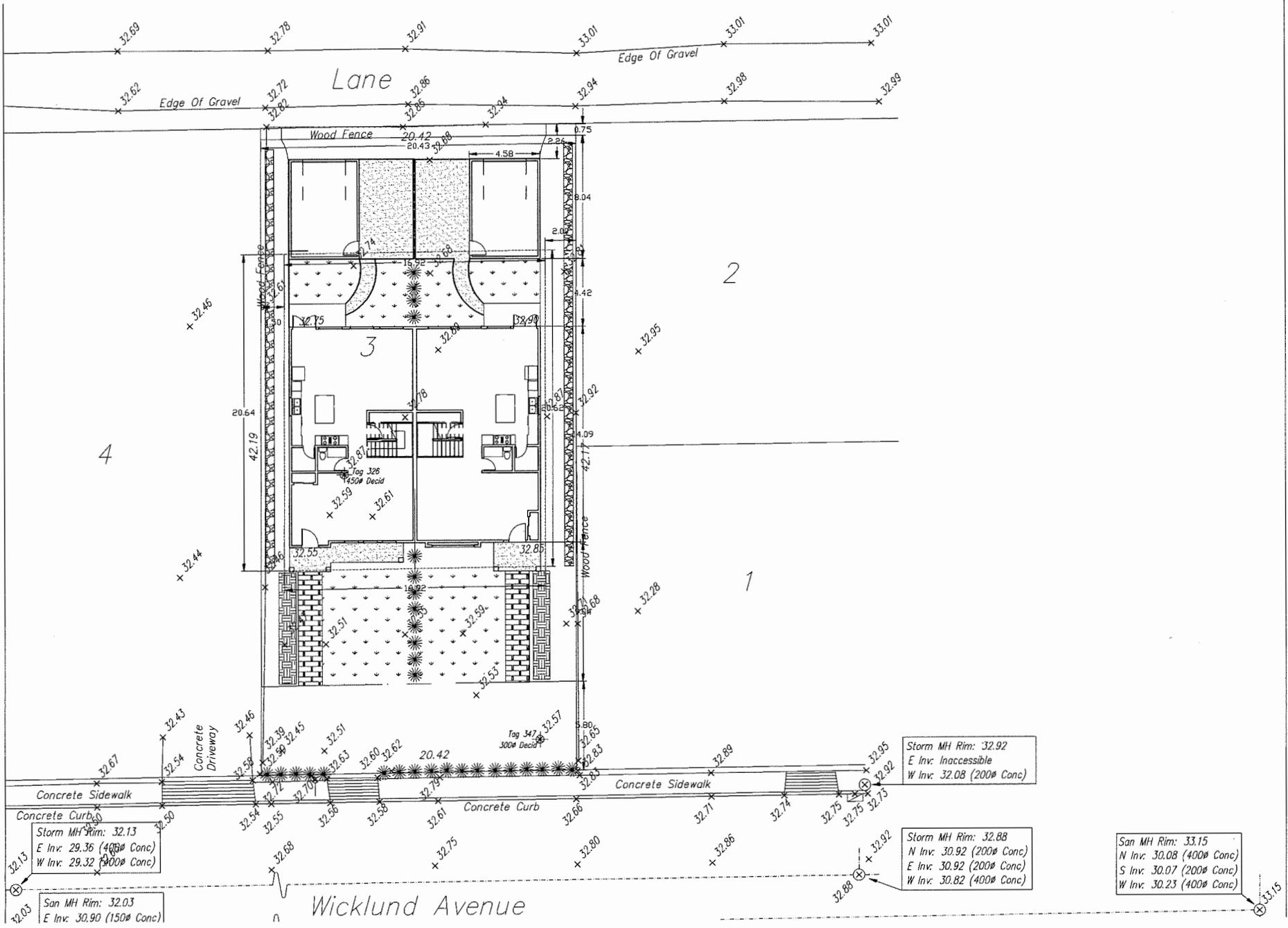
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PRESIDING MEMBER

---

CORPORATE OFFICER







**mapleridge.ca**

**City of Maple Ridge**

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

**FROM:** Chief Administrative Officer

**SUBJECT:** Final Reading:  
Zone Amending Bylaw No. 7351-2017  
11831, 11839 and 11865 232 Street

**MEETING DATE:** July 28, 2020  
**FILE NO:** 2017-117-RZ  
**MEETING:** COUNCIL

---

**EXECUTIVE SUMMARY:**

The applicant has requested that final reading be granted for the subject properties located at 11831, 11839 and 11865 232 Street (see Appendix A). Zone Amending Bylaw No. 7351-2017 has been considered by Council and at a Public Hearing and, subsequently, was granted third reading. The purpose of the rezoning is to rezone to the RM-1 (Townhouse Residential) zone to permit the construction of 46 residential townhouse units (see Appendix B).

Council granted first reading for Zone Amending Bylaw No. 7351-2017 on September 19, 2017. Council granted second reading for Zone Amending Bylaw No. 7351-2017 on May 28, 2019. This application was presented at Public Hearing on June 18, 2019, and Council granted third reading on June 25, 2019.

**RECOMMENDATION:**

**That Zone Amending Bylaw No. 7351-2017 be adopted.**

**DISCUSSION:**

**a) Background Context:**

Council considered this rezoning application at the Public Hearing held on June 18, 2019. On June 25, 2019 Council granted Third Reading Zone Amending Bylaw No. 7351-2017 with the stipulation that the following conditions be addressed:

- i) Registration of a Rezoning Servicing Agreement as a Restrictive Covenant and receipt of the deposit of a security, as outlined in the Agreement;

*The Rezoning Servicing Agreement has been signed and the applicant's lawyer has provided a Letter of Undertaking to register the agreement.*

- ii) Road dedication on 232 Street as required;

*The road dedication plan has been registered.*

- iii) Consolidation of the subject properties;

*The subject properties have been consolidated.*

**1003**

- iv) Registration of a Restrictive Covenant for the Geotechnical Report, which addresses the suitability of the subject properties for the proposed development;

*The Restrictive Covenant has been signed and the applicant's lawyer has provided a Letter of Undertaking to register the agreement.*

- v) Registration of a Restrictive Covenant for protecting the Visitor Parking, and Stormwater Management;

*The Restrictive Covenant has been signed and the applicant's lawyer has provided a Letter of Undertaking to register the agreement.*

- vi) Removal of existing buildings;

*The buildings have been removed from the subject properties.*

- vii) In addition to the site profile, a disclosure statement must be submitted by a Professional Engineer advising whether there is any evidence of underground fuel storage tanks on the subject properties. If so, a Stage 1 Site Investigation Report is required to ensure that the subject property is not a contaminated site.

*A disclosure statement has been provided by a Professional Engineering advising that there is no evidence of underground fuel storage tanks on the subject property.*

- viii) That a voluntary contribution, in the amount of \$188,600.00 be provided in keeping with the Council Policy with regard to Community Amenity Contributions.

*The voluntary Community Amenity Contribution has been provided.*

**CONCLUSION:**

As the applicant has met Council's conditions, it is recommended that Final Reading be given to Official Community Plan Amending Bylaw No. NoBylaw# and Zone Amending Bylaw No. 7351-2017.

"Original signed by Wendy Cooper"

Prepared by: **Wendy Cooper, MSc., MCIP, RPP**  
**Planner**

"Original signed by Charles Goddard"

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

"Original signed by Christine Carter"

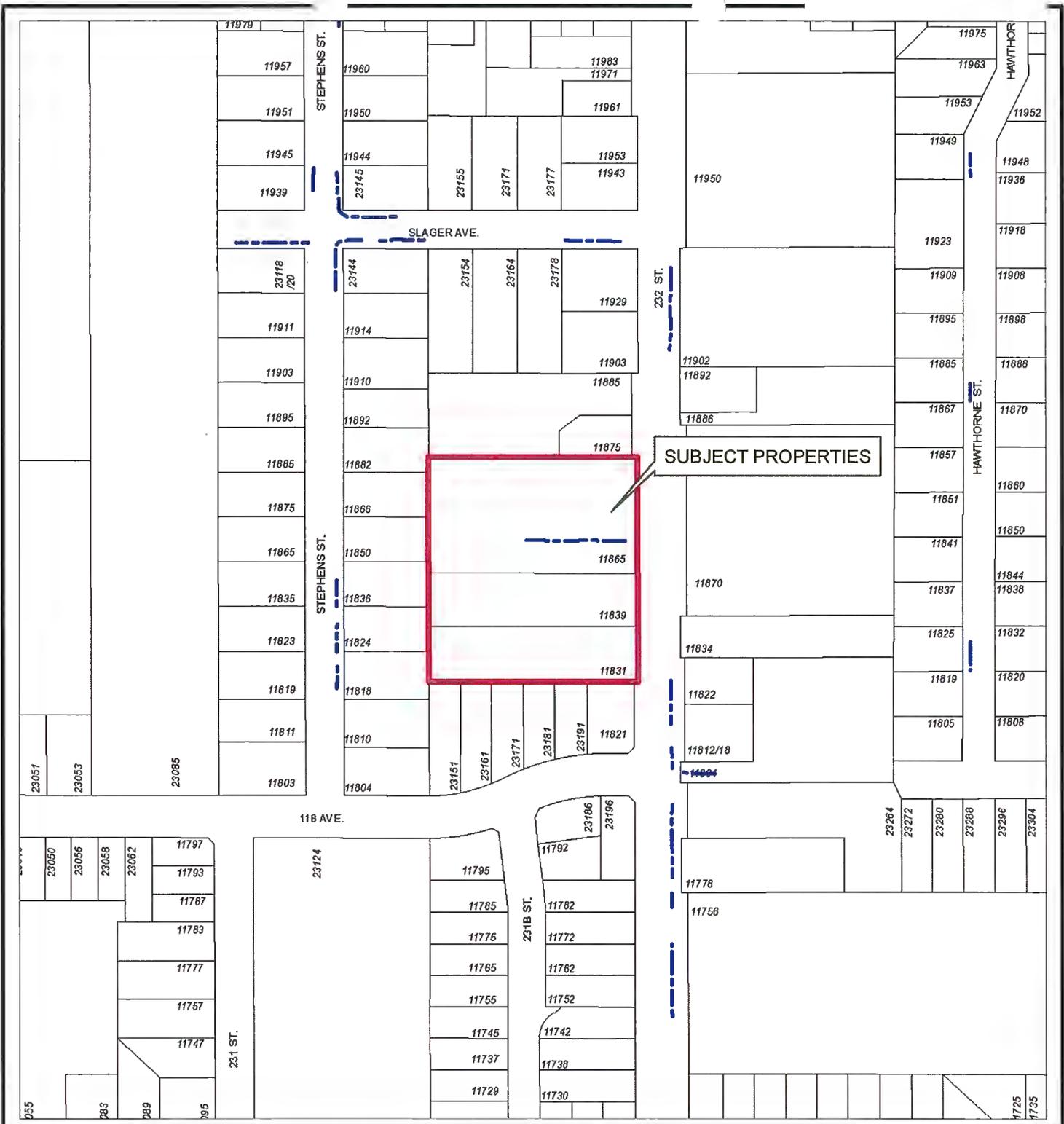
Approved by: **Christine Carter, M.PL, MCIP, RPP**  
**GM Planning & Development Services**

"Original signed by Al Horsman"

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

The following appendices are attached hereto:

- Appendix A – Subject Map
- Appendix B – Bylaw No. 7351-2017
- Appendix C – Site Plan



SUBJECT PROPERTIES



Scale: 1:2,500

**Legend**

 Ditch Centreline

11839/11865/11831 232 St

PLANNING DEPARTMENT



[mapleridge.ca](http://mapleridge.ca)

FILE: 2017-117-RZ  
DATE: Mar 30, 2017

BY: LM

**CITY OF MAPLE RIDGE**

**BYLAW NO. 7351-2017**

A Bylaw to amend Map "A" forming part of Zoning Bylaw No. 3510 - 1985 as amended

---

**WHEREAS**, it is deemed expedient to amend Maple Ridge Zoning Bylaw No. 3510 - 1985 as amended;

**NOW THEREFORE**, the Municipal Council of the City of Maple Ridge enacts as follows:

1. This Bylaw may be cited as "Maple Ridge Zone Amending Bylaw No. 7351-2017."

2. Those parcels or tracts of land and premises known and described as:

Lot 1 EXCEPT: South 83 Feet, Section 17 Township 12 New Westminster District Plan 12599;

South 83 Feet Lot 1, Section 17 Township 12 New Westminster District Plan 12599;

Lot 35 Section 17 Township 12 New Westminster District Plan 24972;

and outlined in heavy black line on Map No. 1716 a copy of which is attached hereto and forms part of this Bylaw, are hereby rezoned to RM-1 (Townhouse Residential).

3. Maple Ridge Zoning Bylaw No. 3510 - 1985 as amended and Map "A" attached thereto are hereby amended accordingly.

**READ** a first time the 19<sup>th</sup> day of September, 2017.

**READ** a second time the 28<sup>th</sup> day of May, 2019.

**PUBLIC HEARING** held the 18<sup>th</sup> day of June, 2019.

**READ** a third time the 25<sup>th</sup> day of June, 2019.

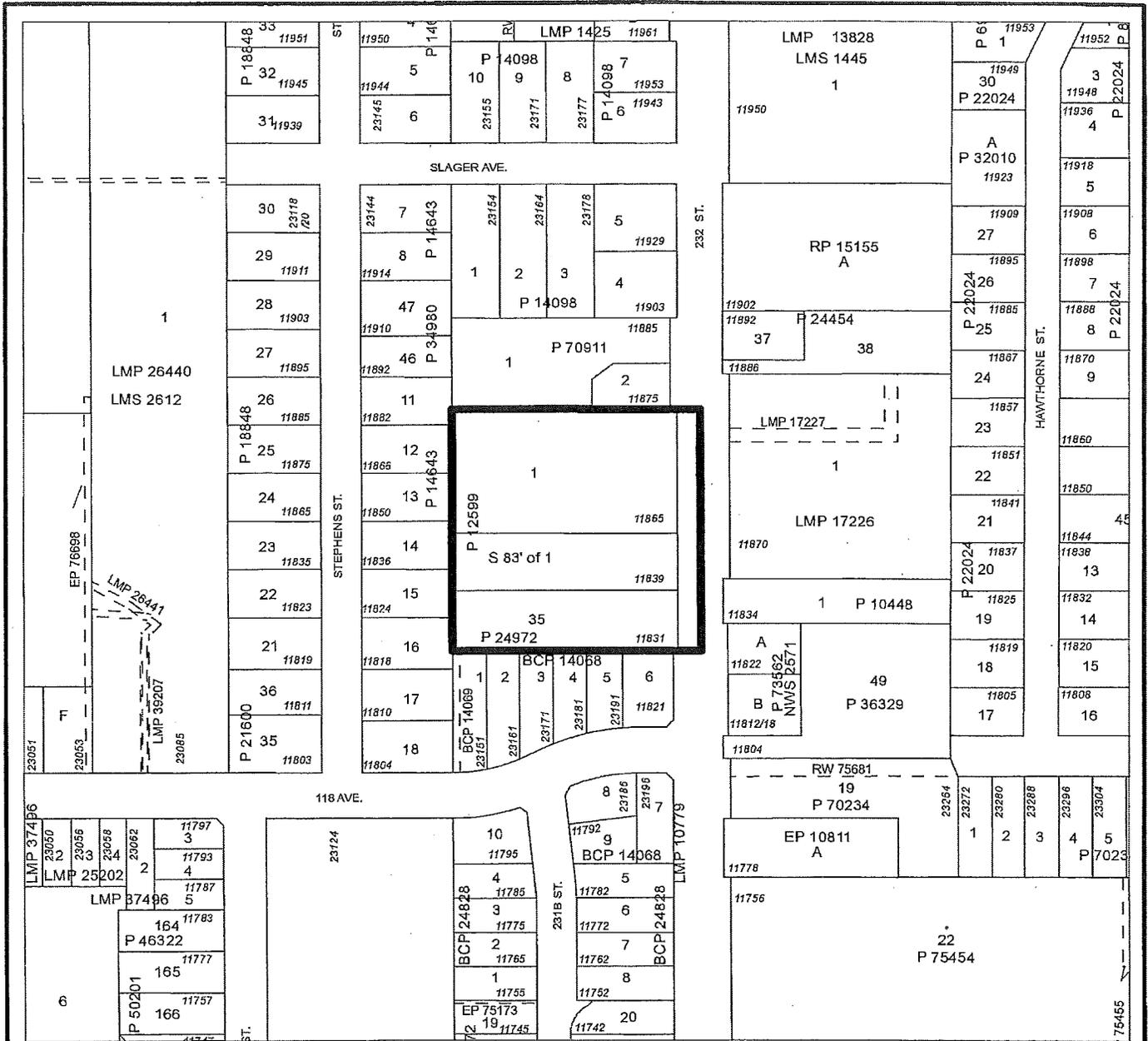
**ADOPTED** the        day of        , 20

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**PRESIDING MEMBER**

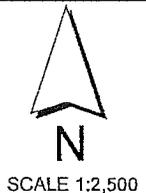
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**CORPORATE OFFICER**

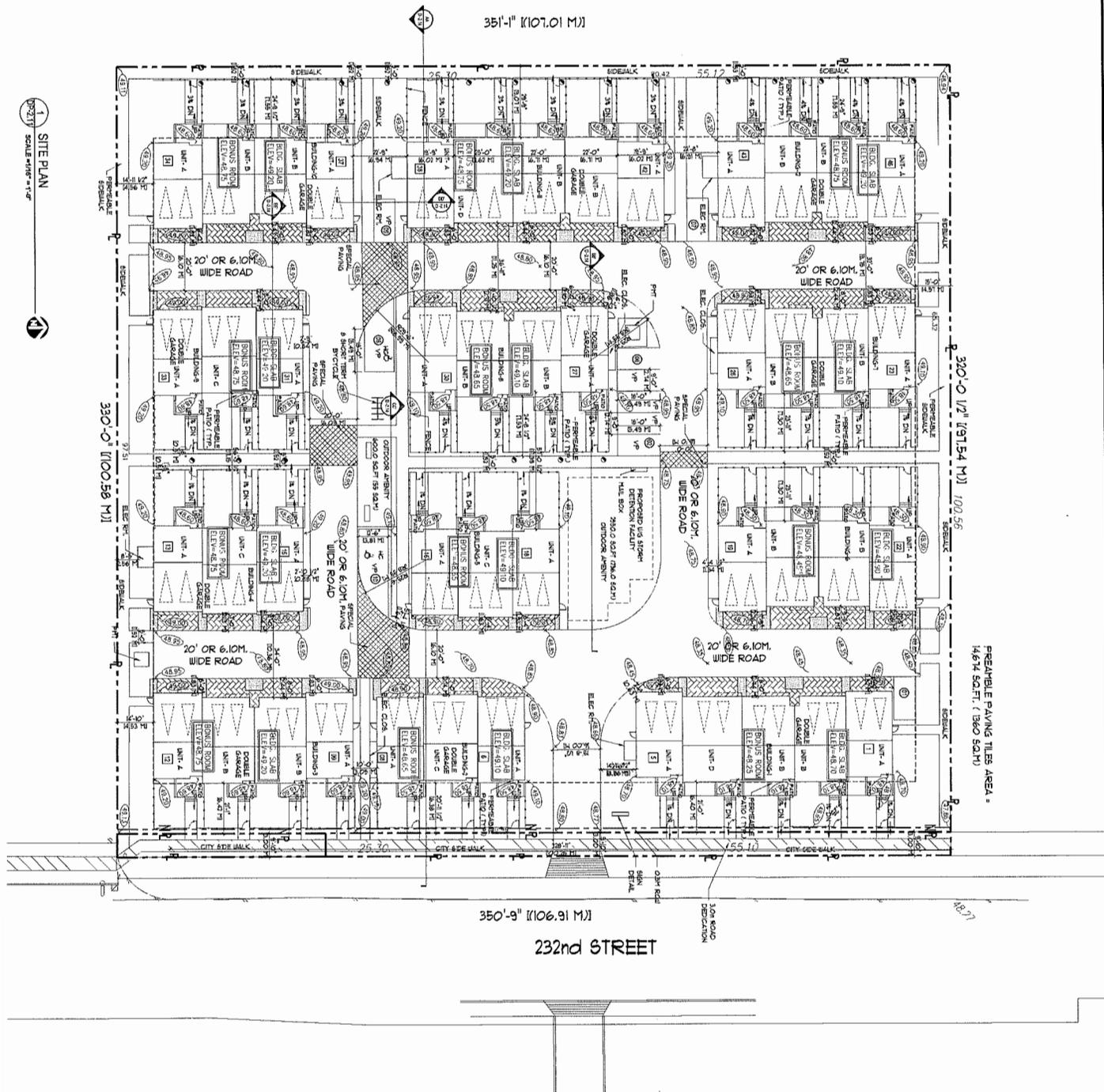


# MAPLE RIDGE ZONE AMENDING

Bylaw No. 7351-2017  
 Map No. 1716  
 From: RS-1 (One Family Urban Residential)  
 To: RM-1 (Townhouse Residential)



1 SITE PLAN  
SCALE: 1/8" = 1'-0"



351'-1" [107.01 M]

330'-0" [100.58 M]

350'-0 1/2" [107.54 M] 100.56

350'-9" [106.91 M]

232nd STREET

PERMISSIBLE PAVING TILES AREA =  
14574 SQ. FT. (1360 SQ.M)

148.71



**mapleridge.ca**

**City of Maple Ridge**

**TO:** His Worship Mayor Michael Morden  
and Members of Council  
**FROM:** Chief Administrative Officer  
**SUBJECT:** Final Reading:  
Official Community Plan Amending Bylaw No. 7499-2018  
Zone Amending Bylaw No. 7442-2018  
23084 and 23100 Lougheed Highway

**MEETING DATE:** July 28, 2020  
**FILE NO:** 2017-390-RZ  
**MEETING:** COUNCIL

---

**EXECUTIVE SUMMARY:**

Bylaws 7499-2018 and 7442-2018 have been considered by Council and at Public Hearing and subsequently were granted Third Reading. The applicant has requested that Final Reading be granted. The purpose of the rezoning is to permit the construction of 30 townhouses.

Council granted first reading for Zone Amending Bylaw No. 7442-2018 on March 13, 2018. Council granted first and second reading for Official Community Plan Amending Bylaw No. 7499-2018 on January 29, 2019 and second reading for Zone Amending Bylaw No. 7442-2018 on January 29, 2019. This application was presented at Public Hearing on February 19, 2019 and Council granted third reading on February 26, 2019. Approval was granted by the Ministry of Highways and Infrastructure on June 30, 2020.

**RECOMMENDATION:**

**That Official Community Plan Amending Bylaw No. 7499-2018 be adopted; and**

**That Zone Amending Bylaw No. 7442-2018 be adopted.**

**DISCUSSION:**

**a) Background Context:**

Council considered this rezoning application at a Public Hearing held on February 19, 2019. On February 26, 2019 Council granted Third Reading to Official Community Plan Amending Bylaw No. 7499-2018 and Zone Amending Bylaw No. 7442-2018 with the stipulation that certain conditions be addressed.

The following are the conditions and explanations of how they are being fulfilled by the applicant:

- i) Registration of a Rezoning Servicing Agreement as a Restrictive Covenant and receipt of the deposit of a security, as outlined in the Agreement;  
*Staff comment: The agreement has been signed and will be registered after execution by the City through an Undertaking provided by the applicant's legal counsel.*
- ii) Approval from the Ministry of Transportation and Infrastructure;  
*Staff comment: Granted by the Ministry on June 30, 2020.*

**1004**

- iii) Amendment to Official Community Plan Schedule "C";  
*Staff comment: Official Community Plan Amending Bylaw No. 7499-2018 will be adopted concurrently.*
- iv) Park dedication as required, including removal of all debris and garbage from park land;  
*Staff comment: To be registered at the Land Title Office after execution by the City through an Undertaking provided by the applicant's legal counsel.*
- v) Consolidation of the subject properties;  
*Staff comment: To be registered at the Land Title Office after execution by the City through an Undertaking provided by the applicant's legal counsel.*
- vi) Registration of a Restrictive Covenant for the Geotechnical Report, which addresses the suitability of the subject properties for the proposed development;  
*Staff comment: To be registered at the Land Title Office after execution by the City through an Undertaking provided by the applicant's legal counsel.*
- vii) Registration of a Restrictive Covenant for the protection of the Environmentally Sensitive areas (wetlands) on the subject properties;  
*Staff comment: To be registered at the Land Title Office after execution by the City through an Undertaking provided by the applicant's legal counsel. Concurrently, there will be a Notice registered on title in accordance with the Local Government Act for the natural Features and Watercourse Protection Development Permit.*
- viii) Registration of a Restrictive Covenant for protecting the Visitor Parking;  
*Staff comment: To be registered at the Land Title Office after execution by the City through an Undertaking provided by the applicant's legal counsel.*
- ix) Registration of a Restrictive Covenant for Stormwater Management, including maintenance instruction for strata residents;  
*Staff comment: To be registered at the Land Title Office after execution by the City through an Undertaking provided by the applicant's legal counsel.*
- x) Retaining the services of a Qualified Environmental Professional (QEP) to determine, if feasible, the most appropriate location and appropriate design for a trail interconnect with the Polygon trail system across and to the west of Morley Creek, to be constructed and paid for by the applicant;  
*Staff comment: The outcome of the study undertaken by the developer's QEP resulted in two findings: (1) bridging the creek would result in significant environmental impacts. It was determined that is not an impact the developer or the City is prepared to accept even with mitigation; and (2) the cost for the bridge structure and environmental mitigation, if it were to proceed, would not be financially feasible for the developer. Therefore, the developer proposed and has made a \$70,000 voluntary payment in lieu of the pedestrian bridge link, to be applied toward pedestrian trail improvements in the area of the project. Staff recommends that Council accept this voluntary payment as fulfilling the condition x).*
- xi) Registration of a statutory right of way (SROW) through the development site for public access to the trail crossing Morley Creek;  
*Staff comment: With no bridging of Morley Creek, this SROW is no longer needed to be provided.*

- xii) Removal of existing building/s;  
*Staff comment: Staff has been advised that historically, there have been no buildings built on the subject site.*
  
- xiii) In addition to the site profile, a disclosure statement must be submitted by a Professional Engineer advising whether there is any evidence of underground fuel storage tanks on the subject properties. If so, a Stage 1 Site Investigation Report is required to ensure that the subject property is not a contaminated site.  
*Staff Comment: The Phase 1 Environmental Site Assessment indicated the site has been historically vacant and forested. Underground tanks are unlikely to be on the site.*
  
- xiv) That a voluntary contribution, in the amount of \$131,000 (\$4,100/unit) be provided in keeping with the Council Policy with regard to Community Amenity Contributions.  
*Staff comment: This contribution has been received.*
  
- xv) That a voluntary contribution, in the amount of \$159,000 be provided in keeping with the Council Policy with regard to Density Bonus Program Allocation to Affordable Housing Community Amenity Contributions.  
*Staff comment: This contribution has been received.*

**CONCLUSION:**

As the applicant has met Council's conditions, it is recommended that Final Reading be given to Official Community Plan Amending Bylaw No. 7499-2018 and Zone Amending Bylaw No. 7442-2018.

"Original signed by Adrian Kopystynski"

Prepared by: **Adrian Kopystynski, M.Sc., MCIP, RPP, MCAHP  
Planner**

"Original signed by Charles Goddard"

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

"Original signed by Christine Carter"

Approved by: **Christine Carter, M.PL, MCIP, RPP  
GM Planning & Development Services**

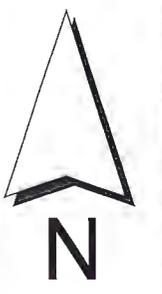
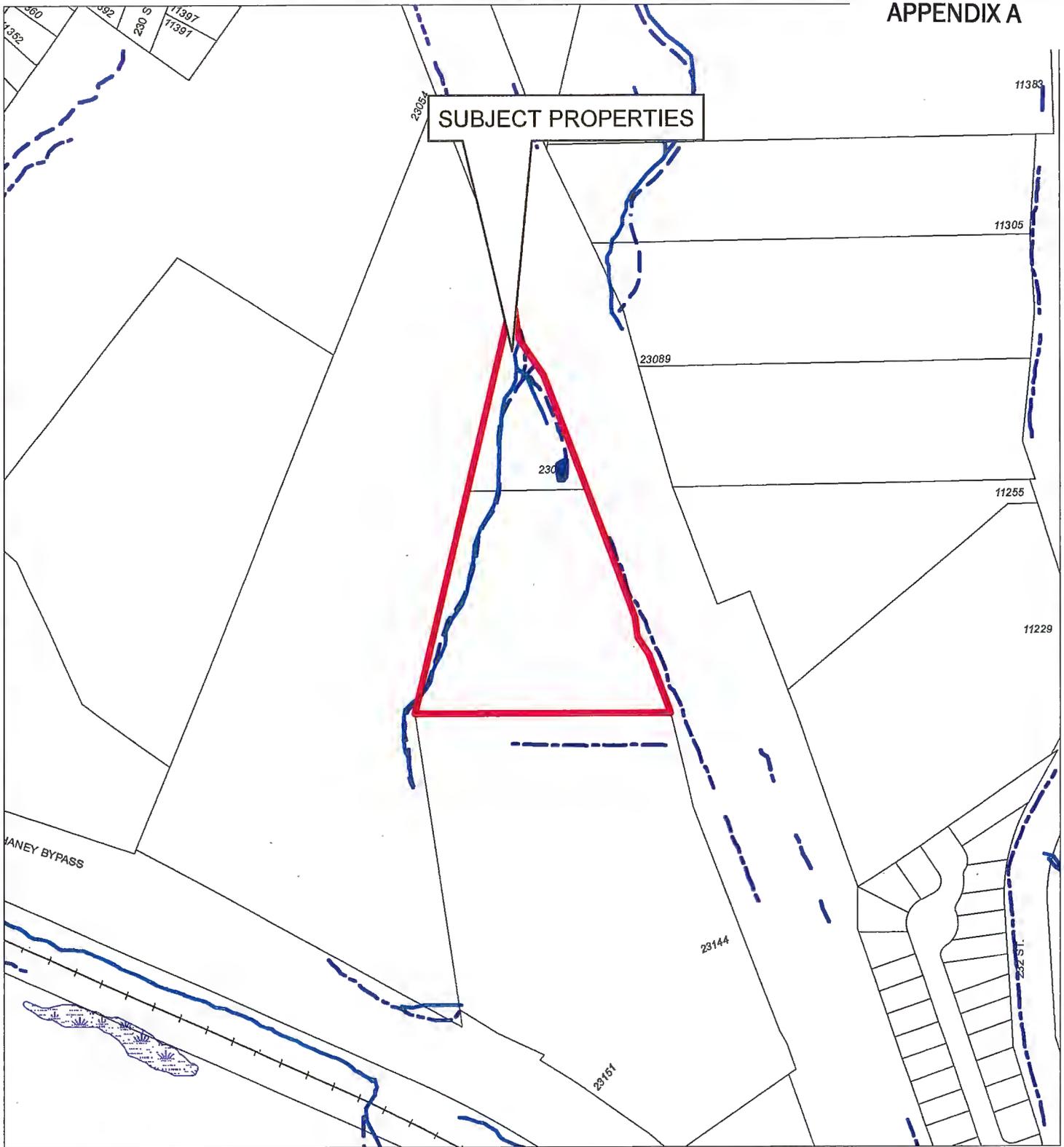
"Original signed by Al Horsman"

Concurrence: **Al Horsman  
Chief Administrative Officer**

The following appendices are attached hereto:

- Appendix A – Subject Map
- Appendix B – Bylaw No. 7499-2018
- Appendix C – Bylaw No. 7442-2018
- Appendix D – Site Plan

SUBJECT PROPERTIES



**Legend**

-  Stream
-  Indefinite Creek
-  River
-  Major Rivers & Lakes

Scale: 1:2,500

23084/23100 Lougheed Highway

PLANNING DEPARTMENT



**MAPLE RIDGE**  
British Columbia

[mapleridge.ca](http://mapleridge.ca)

2017-390-RZ  
DATE: Sep 8, 2017

BY: JV

**CITY OF MAPLE RIDGE  
BYLAW NO. 7499-2018**

A Bylaw to amend the Official Community Plan Bylaw No. 7060-2014

**WHEREAS** Section 477 of the Local Government Act provides that the Council may revise the Official Community Plan;

**AND WHEREAS** it is deemed expedient to amend Schedules "B" & "C" to the Official Community Plan;

**NOW THEREFORE**, the Municipal Council of the City of Maple Ridge, enacts as follows:

1. This Bylaw may be cited for all purposes as "Maple Ridge Official Community Plan Amending Bylaw No. 7499-2018

2. Schedule "B" is hereby amended for that parcel or tract of land and premises known and described as:

Parcel "One" (Explanatory Plan 10002) of Parcel "K" District Lot 403 Group 1 New Westminster District Except: Part on Statutory Right of Way Plan 71204; and

Lot 1 Except: Part on Statutory Right of Way Plan 71204 District Lot 403 Group 1 New Westminster District Plan 7720.

and outlined in heavy black line on Map No. 982, a copy of which is attached hereto and forms part of this Bylaw, is hereby designated/amended as shown.

3. Schedule "C" is hereby amended for that parcel or tract of land and premises known and described as:

Parcel "One" (Explanatory Plan 10002) of Parcel "K" District Lot 403 Group 1 New Westminster District Except: Part on Statutory Right of Way Plan 71204; and

Lot 1 Except: Part on Statutory Right of Way Plan 71204 District Lot 403 Group 1 New Westminster District Plan 7720.

and outlined in heavy black line on Map No. 983, a copy of which is attached hereto and forms part of this Bylaw, is hereby amended by adding and removing Conservation.

4. Maple Ridge Official Community Plan Bylaw No. 7060-2014 is hereby amended accordingly.

**READ** a first time the 29<sup>th</sup> day of January, 2019.

**READ** a second time the 29<sup>th</sup> day of January, 2019.

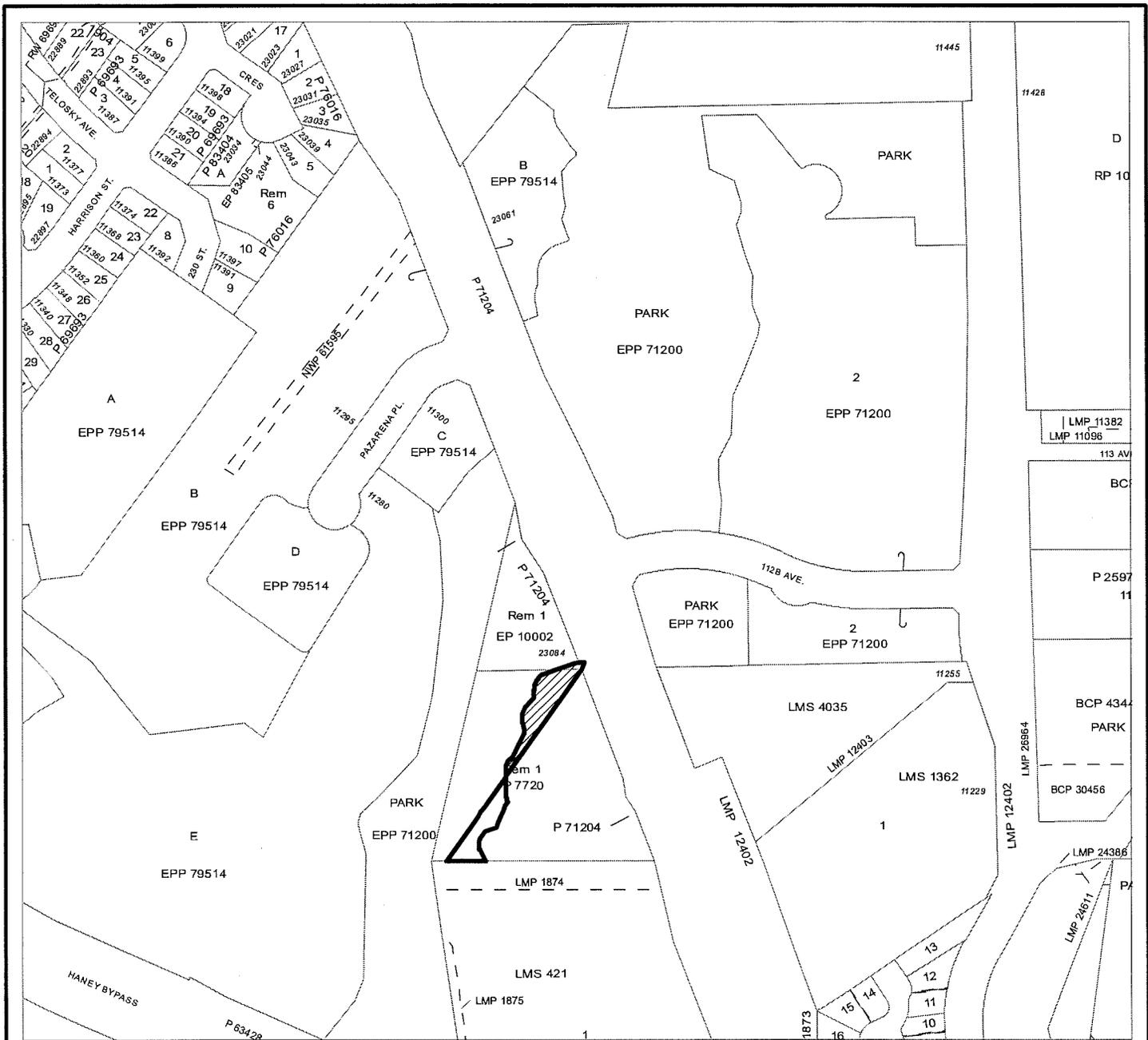
**PUBLIC HEARING** held the 19<sup>th</sup> day of February, 2019.

**READ** a third time the 26<sup>th</sup> day of February, 2019.

**ADOPTED**, the      day of                      ,20      .

\_\_\_\_\_  
PRESIDING MEMBER

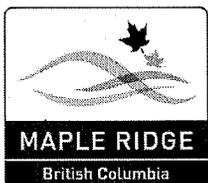
\_\_\_\_\_  
CORPORATE OFFICER



# MAPLE RIDGE OFFICIAL COMMUNITY PLAN AMENDING

Bylaw No. 7499-2018  
 Map No. 982  
 From: Urban Residential and Conservation

To:  Conservation  Urban Residential



SCALE 1:3,000



**CITY OF MAPLE RIDGE  
BYLAW NO. 7442-2018**

A Bylaw to amend Map "A" forming part of Zoning Bylaw No. 3510 - 1985 as amended

---

**WHEREAS**, it is deemed expedient to amend Maple Ridge Zoning Bylaw No. 3510 - 1985 as amended;

**NOW THEREFORE**, the Municipal Council of the City of Maple Ridge enacts as follows:

1. This Bylaw may be cited as "Maple Ridge Zone Amending Bylaw No. 7442-2018

2. That/Those parcel (s) or tract (s) of land and premises known and described as:

Parcel "One" (Explanatory Plan 10002) of Parcel "K" District Lot 403 Group 1 NWD Except: Part on Statutory Right of Way Plan 71204; and Lot 1 Except: Part on Statutory Right of Way Plan 71204 District Lot 403 Group 1 NWD Plan 7720

and outlined in heavy black line on Map No. 1753 a copy of which is attached hereto and forms part of this Bylaw, is/are hereby rezoned to RM-4 (Multiple Family Residential).

3. Maple Ridge Zoning Bylaw No. 3510 - 1985 as amended and Map "A" attached thereto are hereby amended accordingly.

**READ** a first time the 13<sup>th</sup> day of March, 2018.

**READ** a second time the 29<sup>th</sup> day of January, 2019.

**PUBLIC HEARING** held the 19<sup>th</sup> day of February, 2019.

**READ** a third time the 26<sup>th</sup> day of February, 2019.

**APPROVED** by the Ministry of Transportation and Infrastructure this 30<sup>th</sup> day of June, 2020.

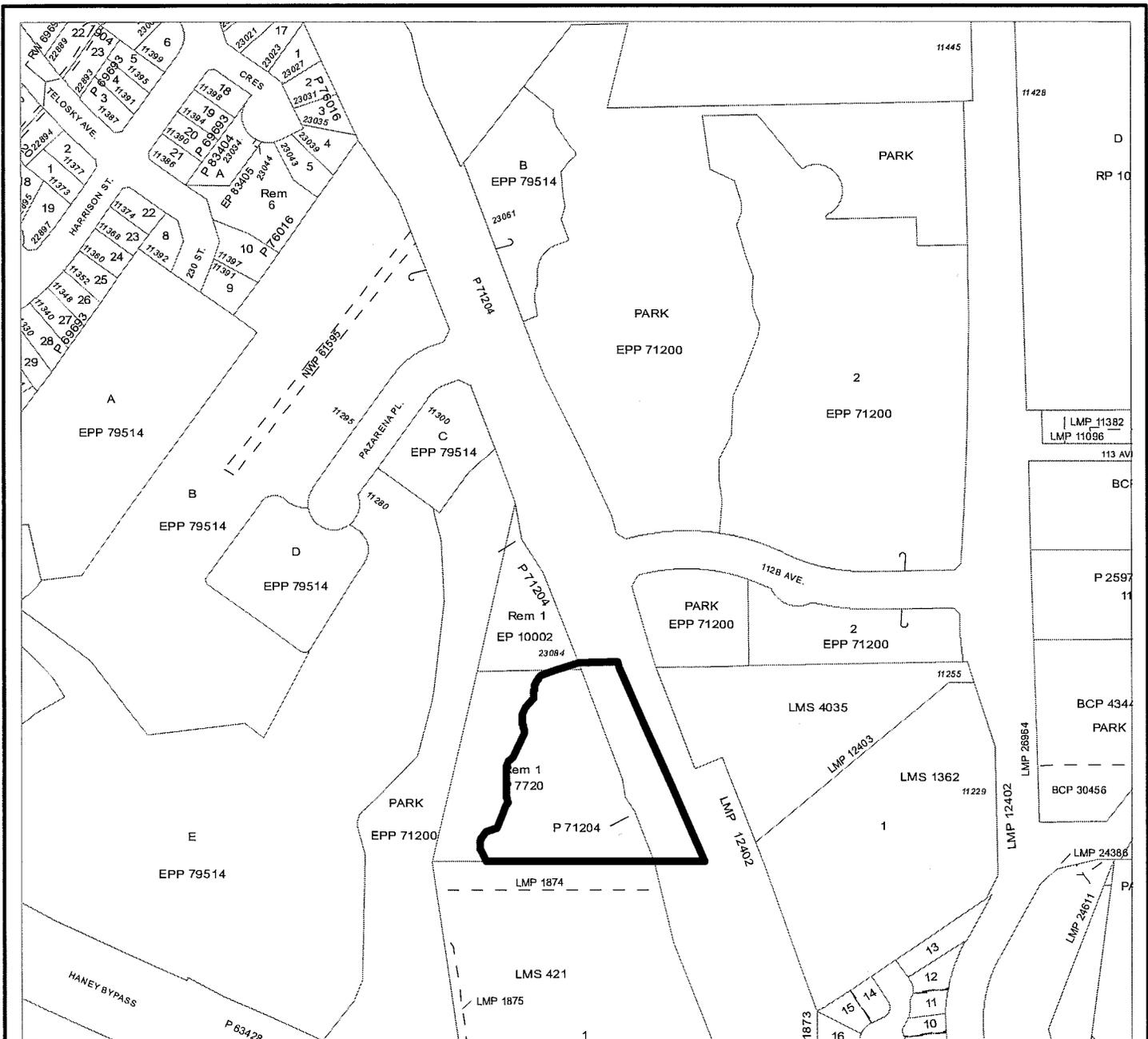
**ADOPTED**, the            day of            , 20

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**PRESIDING MEMBER**

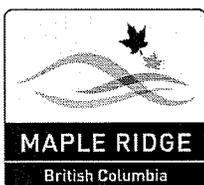
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**CORPORATE OFFICER**

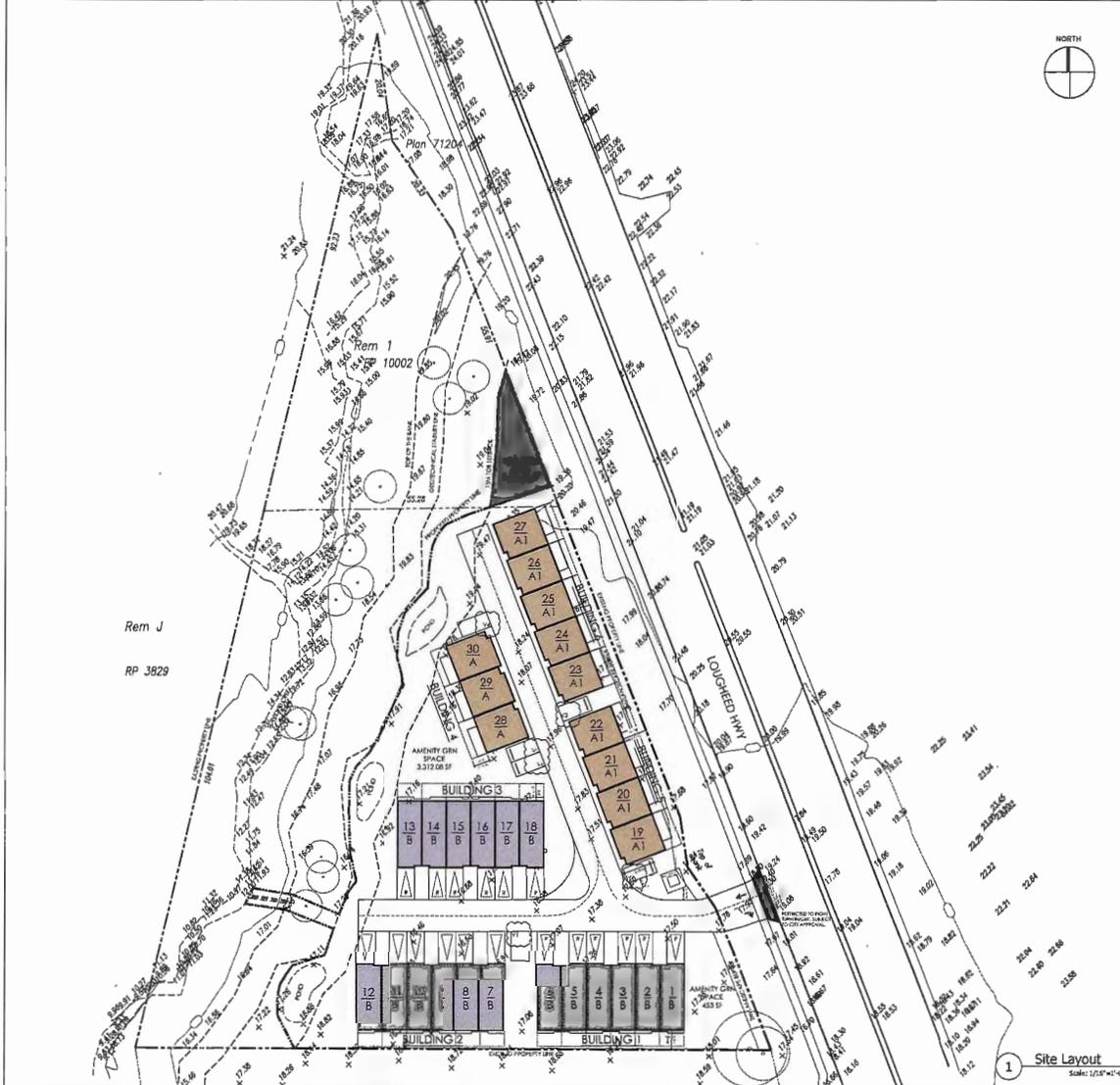


# MAPLE RIDGE ZONE AMENDING

Bylaw No. 7442-2018  
 Map No. 1753  
 From: RS-3 (One Family Rural Residential)  
 To: RM-4 (Multiple Family Residential)



SCALE 1:3,000



**Sequoia Townhomes: 23100, 23084 Lougheed Hwy  
Site Reconciliation**

Zone	RM-1		
Site Area	Sq.ft	ACRES	Sq.m
Gross Site Area	130,979.0	2.78	11229
NET Developable	62,347.3	1.43	5792
Site Density	Based on Gross Site		Based on NET Site
Allowable FSR	0.75 FSR	90,734.3 Sq.ft	46,760.48 Sq.ft
Proposed FSR	42,237.09 Sq.ft	0.38 FSR	0.66 FSR
Proposed Unit Density	10.79 UPA	20.98 UPA	
Unit Summary	Unit Area	Unit Count	Total Unit Area
Unit A	1,455.0 Sq.ft	12	17,460.0 Sq.ft
Unit B	1,386.0 Sq.ft	18	24,948.0 Sq.ft
		30	
Building Height	Ferretted	36 Ft.	
	Proposed	38.292 Ft.	Variance: 2.125' for 8 units only, A units comply
Setbacks	Required	Proposed	Variances
Front (Lougheed)	7.5 m	3.49 m	3.49m of bldg 3 and 4-m at end 6
Rear (South)	6 m	3.44 m	3.6m of bldg 1 and 2
Rear (Creek)	6 m	6.5 m	
Side (Creek)	4.5 m	2.92 m	2.92m at unit 27
Horizontal Window Am.	Required	Proposed	Variances
Living Room	15 m	8.8 m	Unit 16, 17 & 28
Other required window	10 m	7.7 m	Unit 16, 17 & 28
Other window	3 m	3.66 m	
Amenity	Required	5 Sq.m/Unit	= 150.00 Sq.m
	Proposed		= 200.53 Sq.m
			1,614.64 Sq.ft
			5,603.15 Sq.ft
Useable Open Space (includes amenity)	Required	45 Sq.m/Unit	= 1,350.00 Sq.m
	Proposed	Amenity	= 200.53 Sq.m
		Yards	= 795.56 Sq.m
		Balconies	= 118.73 Sq.m
		Total Proposed	= 1,434.61 Sq.m
			15,442.57 Sq.ft
S.P.E.A. compensation (refer also to Environmental report by Phoenix Environmental)	Proposed Losses	= 34.11 Sq.m	367.13 Sq.ft
	Proposed Gains	= 154.29 Sq.m	1,661.85 Sq.ft
Parking	Required	Resident	30
		Visitor	30
		2.0 Per Unit	= 60 Slots
		0.2 Per Unit	= 6 Slots
			66 Slots
	Proposed	Resident (Includes Driveway Parkir	= 78 Slots
		Visitor	= 6 Slots
			84 Slots
	Tandem Parking Slots	Proposed	= 36 Slots
		% of Total	43%
Building Area Summary	Area (in sq.ft)		Total Area
Building	Ground	Upper	
1	750.82	3691.58	3942.32
2	750.85	3691.50	3942.35
3	750.82	3691.50	3942.32
4	3116.64	1760.09	4876.73
5	402.86	2612.97	3015.83
6	502.42	3264.59	3767.01
Total Floor Area (FSR)			42,237.09 Sq.ft

**Sequoia Townhouses at 23100, 23084 Lougheed Highway**

Unit 209, 6321 King George Blvd  
Surrey BC, V3X 1G1  
www.flatarchitecture.ca  
604-503-4484

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No part of this drawing may be copied in any form or reproduced without written permission of FLAT Architecture Inc.

**Proposed Site Layout**



FLAT  
26 JULY 2019

APPENDIX D

1100 *Reports and Recommendations from the July 21, 2020 Committee of the Whole*

*Link to view the July 21, 2020 Committee of the Whole Agenda and Reports*

1500 *Mayor and Councillors' Reports*

# COUNCIL UPDATE

JULY 28, 2020



1

## COVID-19

Thank you to all citizens for their help in flattening the COVID-19 curve!

Provincial & Health Expert Driven

Collaboration with Senior Government to keep our community safe

Throughout pandemic essential City services have remained running

Doing Business Differently

Emergency Operations Centre

Continue to take measures to stay safe

- Physical Distance
- Good hand hygiene
- Keep bubble small
- Wear masks in places where physical distancing is a challenge.

Organizational restructure and alignment to Corporate Strategic Plan

Human Resources Service Delivery Model

Focus on Human Resources services, practices and policy

Deferred property tax payments until September 30, 2020

Thank you to our police, fire, ambulance and health care workers.



2

# 1501

# COVID-19

## Doing Business Differently



3

 <h3>COMMUNITY SAFETY</h3> <p>Ensure that citizens feel safe and are not afraid to engage in their community, that criminal activity is prevented or minimized, that people who need services can access them easily, that agencies understand and are accountable for their role and that all of this occurs within the capacity of local first responders and service providers.</p>	 <h3>INTER-GOVERNMENT RELATIONS</h3> <p>Build strong relationships with the region, First Nations other levels of government to set a foundation for problem solving and innovation to achieve defined strategic results.</p>	 <h3>GROWTH</h3> <p>Implement strategic plans related to local infrastructure and the economy including commercial and industrial land base, transportation corridors, transit, neighbourhood plans and key amenities.</p>	 <h3>COMMUNITY PRIDE &amp; SPIRIT</h3> <p>Engage the public in positive activities as participants and as volunteers, to enhance the vibrancy of the community.</p>	 <h3>NATURAL ENVIRONMENT</h3> <p>Be alert to opportunities to care for the natural environment, to mitigate impacts on wildlife and to utilize natural assets to grow eco-tourism opportunities.</p>
---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------



INTER-  
GOVERNMENT  
RELATIONS

## Intergovernment Relations

Address impacts of COVID-19

Building Bridges (finding common ground and building strong relationships).

- Collaboration between communities
- Connections with Provincial Government

Advocating for demonstration project in Maple Ridge

Lougheed Hwy RapidBus (RS Lougheed Hwy)

Created 128 New Parking Stalls in the downtown core

Forged strong relationships

Council Accountability

- Council Conduct Bylaw
- Mayor & Council Correspondence Policy Update
- Council Training, Conferences and Association Building Policy Update
- Corporate Communications Policy Update

Thank you to Council, MLAs Lisa Beare and Bob D'Eith.



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COMMUNITY  
SAFETY

## Community Safety

Community Social Safety Initiatives

- Manager Community Social Safety Initiatives
- Four Community Safety Officers

Social Impacts & Issues

- Mental illness & addictions
- Aggressive solicitation
- Graffiti tagging
- Unsightly properties

Collaboration

- Alouette Addictions, connecting with Outreach Workers
- BC Housing
- Building relationships & trust results in increased compliance

Dementia Friendly Community Plan



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All stats displayed represent January - May 31 of the indicated year.



**1,464**

Total Calls to the Fire Department  
2019 | 1,982  
2018 | 1,784



**605**

Medical Calls to the Fire Department  
2019 | 1,053  
2018 | 967



**150**

Motor Vehicle Accident Calls to the Fire Department  
2019 | 158  
2018 | 199



**58**

Structure Fire Calls to the Fire Department  
2019 | 55  
2018 | 41



**1,622**

Business Licences Issued  
COMPARED TO  
2019 | 1,954  
2018 | 2,029



**6,275**

Dog Tags Issued  
COMPARED TO  
2019 | 7,107  
2018 | 7,459



**1,234**

Calls For Service (NEW FILES CREATED)  
COMPARED TO  
2019 | 1,537  
2018 | 1,681

COMMUNITY SAFETY



COMMUNITY PRIDE & SPIRIT

## Community Pride & Spirit

Virtual Canada Day Celebration

Park Ambassador Program

- (1<sup>st</sup> Community in BC to launch this program)

Collaboration with SD No. 42 to celebrate 2020 Graduates

- (reactivation of GLOW Maple Ridge lighting display in Memorial Peace Park)

Reopened sports fields, spray parks and Hammond Outdoor Pool

Secured BC Summers Games 2024

Corporate Communications Policy

Patio Sidewalk Cafes



All stats displayed represent January - May 31 of the indicated year.



**10,758**

Facebook Followers  
 COMPARED TO  
 2019 | 9,321  
 2018 | 8,035



**\$77,356**

Grant Money Rec'd  
 COMPARED TO  
 2019 | \$126,559  
 2018 | 130,892



**46,169**

MRLC Admissions  
 COMPARED TO  
 2019 | 44,251  
 2018 | 91,950



**2,977**

Program Participants  
 COMPARED TO  
 2019 | 4,043  
 2018 | 6,981

**29** NEWS

Media Releases  
 COMPARED TO  
 2019 | 39  
 2018 | 31  
 2017 | 20

**47**

Film Permits  
 COMPARED TO  
 2019 | 254  
 2018 | 352

COMMUNITY PRIDE & SPIRIT



## Natural Environment



NATURAL ENVIRONMENT

Wildlife and Vector Control Amendment

Climate Action

- Greenhouse Gas Emissions

Noxious Weeds





GROWTH

## Growth

Fastest growing communities in BC

Council continues to advocate for improved service delivery (construction industry) to move projects from concept to opening as quickly as possible

Council meetings continued on track

Progress on new rental housing stock (affordable housing)

Area Transport Plan

Ridehailing

Stormwater Management Plan

Sign Bylaw

Chat Bot

Opening of Beckett Park in Port Haney (end of July)

Albion Community Centre – Phase Two endorsed by Council



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All stats displayed represent January - May 31 of the indicated year.



76

2020 Planning Reports to Council Committee of the Whole | 57  
Council Workshop | 10  
Council (Final Approval) | 9



496

Total Active Applications In House  
2019 | 394



1135

Telephone



927

Counter  
and/or collaboration

Planning Public Inquiries  
2019 | Telephone: 1082 / Counter: 897  
2018 | Telephone: 1221 / Counter: 1183



3465

Operations Dept. Completed Service Requests  
2019 | 638  
2018 | 5140



820

Facilities Work Requests  
2019 | 813  
2018 | 730



1,319 5,608 \$65M 197  
Permits Issued Inspections Construction Value Units

Building Dept Stats  
2019 | Permits Issued: 1,743 / Inspections: 6,073  
Construction Value: \$100M / Units: 294

2018 | Permits Issued: 1,588 / Inspections: 7,900  
Construction Value: \$22.7M / Units: 40



11 8 140 52  
Rezoning Subdivision Building Permits Servicing Requests

Engineering Dept Referrals  
2019 | Rezoning: 10 / Subdivision: 4  
Building Permits: 145 / Servicing Requests: 53

GROWTH





GROWTH

## Growth

### Albion Community Centre





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COMMUNITY  
SAFETY



INTER-  
GOVERNMENT  
RELATIONS



GROWTH



COMMUNITY  
PRIDE & SPIRIT



NATURAL  
ENVIRONMENT

Council thanks citizens, businesses & staff for their efforts & commitment to flattening the COVID-19 curve. Let's continue to all do our part keep Maple Ridge safe.

In the words of Dr. Bonnie Henry,  
**“Be Kind Be Calm Be Safe”**



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