

City of Maple Ridge

**COUNCIL WORKSHOP AGENDA**

**September 7, 2021**

**11:00 a.m.**

**Virtual Online Meeting including Council Chambers**

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

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**1. APPROVAL OF THE AGENDA**

**2. ADOPTION OF MINUTES**

2.1 Minutes of the Council Workshop Meeting of July 27, 2021

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

**4. UNFINISHED AND NEW BUSINESS**

**4.1 Metro 2050**

Presentation by Jerry Dobrovolny, Commissioner/Chief Administrative Officer and Heather McNell, General Manager, Planning & Housing Services, Metro Vancouver

**4.2 TransLink – Transport 2050**

Presentation by Eve Hou, Manager of Policy Development, Strategic Planning & Policy, TransLink

**4.3 CSSI: Consultation Outcomes and Proposed Next Steps for a Community Safety Strategy**

Presentation by Catherine Rockandel, IAF Certified Professional Facilitator & Public Engagement Specialist, Rockandel & Associates

Staff report dated September 7, 2021 recommending that that staff proceed with proposed next steps in the development of a Community Safety Plan.

**4.4 Quarterly Corporate Update – Q2 2021**

Staff report dated September 7, 2021 providing a corporate update on the advancements to Council's strategic priorities during the second quarter of 2021.

**4.5 Strategic Transportation Plan Project – Interim Report #1**

Staff report dated September 7, 2021 providing the first of three interim reports on the Strategic Transportation Plan project presenting an overview of the current transportation conditions in Maple Ridge.

**5. CORRESPONDENCE**

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

**7. MATTERS DEEMED EXPEDIENT**

**8. NOTICE OF CLOSED COUNCIL MEETING**

**9. ADJOURNMENT**

APPROVED BY:

  
\_\_\_\_\_  
DATE: Sept 1, 2021

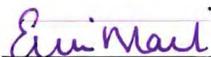
DATE:

PREPARED BY

  
\_\_\_\_\_  
DATE: Sept. 1, 2021

DATE:

CHECKED BY:

  
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DATE: Sept 1/21

DATE:

City of Maple Ridge

**COUNCIL WORKSHOP MINUTES**

July 27, 2021

The Minutes of the City Council Meeting held on July 27, 2021 at 11:18 a.m. held virtually and hosted in the Council Chambers of the City Hall, 11995 Haney Place, Maple Ridge, British Columbia for the purpose of transacting regular City business.

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<i>PRESENT</i>	<i>Appointed Staff</i>
<i>Elected Officials</i>	A. Horsman, Chief Administrative Officer
Mayor M. Morden	C. Carter, General Manager Planning & Development Services
Councillor J. Dueck	C. Crabtree, General Manager Corporate Services
Councillor C. Meadus	S. Hartman, General Manager Parks, Recreation & Culture
Councillor G. Robson	S. Nichols, Corporate Officer
Councillor R. Svendsen	D. Pollock, General Manager Engineering Services
Councillor A. Yousef	T. Thompson, Director of Finance
<i>ABSENT</i>	<i>Other Staff as Required</i>
Councillor K. Duncan	C. Goddard, Director of Planning
	T. Hansvall, Accountant
	C. Nolan, Deputy Director of Finance
	D. Olivieri, Research Technician

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

Note: Due to COVID pandemic Councillor Robson and Councillor Yousef participated virtually. The Mayor chaired the meeting from Council Chambers.

1. **APPROVAL OF THE AGENDA**

R/2021-WS-059

It was moved and seconded

**That the agenda of the July 27, 2021 Council Workshop Meeting be approved as circulated.**

CARRIED

2. **ADOPTION OF MINUTES**

2.1 **Minutes of the July 13, 2021 Council Workshop Meeting**

R/2021-WS-060

It was moved and seconded

**That the minutes of the Council Workshop Meeting of July 13, 2021 be adopted as circulated.**

CARRIED

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

4. **UNFINISHED AND NEW BUSINESS**

4.1 **Council Workplan Matrix – July 27, 2021**

Staff report dated July 27, 2021 recommending that the Council Workplan Matrix – July 27, 2021 be endorsed.

D. Olivieri, Research Technician, provided a verbal overview of the report and staff responded to questions from Council.

Note: Councillor Robson left the meeting at 11:27 a.m. due to technical difficulties and returned virtually at 11:30 a.m.

R/2021-WS-061

It was moved and seconded

**That the Council Workplan Matrix be referred back to staff to include the amendments and adjustments brought forward by Council at the July 27, 2021 Council Workshop Meeting.**

DEFEATED

Mayor Morden, Councillor Dueck, Councillor Meadus,  
Councillor Svendsen – OPPOSED

R/2021-WS-062

It was moved and seconded

**That the Council Workplan Matrix – July 27, 2021 be endorsed with the additions and adjustments noted at the July 27, 2021 Council Workshop Meeting and that the amended Council Workplan Matrix be presented by mid-September.**

CARRIED

4.2 **Quarter 2, 2021 Financial Update**

Staff report dated July 27, 2021 providing a financial update for the second quarter of 2021 focusing on operating results for the City.

The Deputy Director of Finance introduced T. Hansvall, Accountant, who presented on the Quarter 2, 2021 Financial Update. Staff responded to questions from Council.

5. **CORRESPONDENCE** – Nil

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

Councillor Robson requested a status update on amendments to Council's Communication Policy and the Council Conduct Bylaw.

Councillor Dueck requested a status update on scheduling of a discussion on the amendments to the Communication Policy for Council.

Mayor Morden addressed the status of the policy and the bylaw and reported that both will be coming forward to Council for discussion following the summer break.

7. **MATTERS DEEMED EXPEDIENT** – Nil

8. **NOTICE OF CLOSED COUNCIL MEETING** – Nil

9. **ADJOURNMENT** – 12:52 p.m.

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M. Morden, Mayor

Certified Correct

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S. Nichols, Corporate Officer

**TO:** His Worship Mayor Michael Morden  
and Members of Council  
**FROM:** Chief Administrative Officer  
**MEETING DATE:** September 7, 2021  
**FILE NO:** 01-0685-20  
**MEETING:** Workshop  
**SUBJECT:** CSSI: Consultation Outcomes and Proposed Next Steps for a Community Safety Strategy

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**EXECUTIVE SUMMARY:**

In 2019, Council endorsed the Community Social Safety Initiative that included undertaking a public consultation process on community safety to inform the development of a Made-in-Maple Ridge Community Safety Strategy. The consultation program, endorsed in late 2019, was able to proceed in 2021 when Public Health Orders allowed and there were no conflicts with other City initiated public consultation processes.

Through July 2021, staff in collaboration with the independent consultant Catherine Rockandel, conducted the CSSI – LEAD Maple Ridge public consultation process. The consultation process consisted of a tailored communications strategy, four community pop-ups, targeted stakeholder conversations, nine virtual neighbourhood meetings, a learning event with Public Safety and CSSI experts, and a community survey. The details of the public consultation process are available in the consultant’s outcomes report in Appendix A, including what was heard during the various activities. A summary of the consultation outcomes is included in this Council report, which also outlines proposed next steps for Council to consider in the development of a Community Safety Strategy for Maple Ridge.

**RECOMMENDATION:**

That staff proceed with the proposed next steps in the development of a Community Safety Plan as outlined in Section 2.3 of the staff report dated September 7, 2021 titled “CSSI: Consultation Outcomes and Proposed Next Steps for a Community Safety Strategy”.

**1.0 BACKGROUND:**

**1.1 Context:**

Council endorsed undertaking a community social safety initiative at the February 12, 2019 Workshop. The CSSI is intended to engage stakeholders in a collaborative process to assess existing conditions and identify opportunities, challenges, and gaps in services and programs; conduct public consultation; and, prepare a plan that includes measures for ongoing monitoring and reporting of plan implementation.

By July 2019, an indepartmental CSSI Action Plan was developed through early identification of the most urgent issues to be addressed as soon as possible. The CSSI Action Plan is largely

focussed on the Town Centre Area and organized under the following three-pronged framework related to community safety:

- Citizens Feel Safe & Engaged
- Citizens are Protected
- Citizens' Well-Being is Supported

City staff have been working collaboratively on addressing the Action Plan items, since the summer of 2019, and management of this Plan was made a primary objective of the Manager of Community Social Safety Initiatives when this role was filled in early 2020. It has been the intention since the outset of developing the CSSI Action Plan that during development of the more comprehensive Community Safety Strategy, the Action Plan content will be assessed, edited where necessary and incorporated into the Strategy document.

At the October 29, 2019 Council Workshop Meeting, wherein Rob Thiessen and Fraser MacRae were appointed to provide their expertise into the initiative, Council endorsed the CSSI – LEAD Maple Ridge public consultation process with the following resolution:

*That staff proceed with public consultation as outlined in Appendix B, as amended by removing online survey from the city website, and in accordance with Council discussion.*

Following the October 29, 2019 Council Workshop Meeting, staff provided updates on the work and efforts of the Community Social Safety Initiative at the following Council Meetings:

- April 14, 2020 Council Workshop – to provide an update on the COVID-19 response, the hiring process for the CSO positions, and the Volunteer Community Ambassador program.
- July 20, 2020 Council Workshop – to introduce the CSSI video and Action Plan initiatives.
- February 9, 2021 Council Workshop – to provide general updates on the CSSI Action Plan, CSSI Partners Meeting, the Corporate Performance Metrics & Dashboard, and the Community Safety Officer service model to Council.
- June 18, 2021 Regular Council Meeting – to present the Integrated Safety Ambassador Team to Council.

## **1.2 Public Consultation Process**

Taking place through Summer 2021 and the latest COVID-19 pandemic public health protocols, the CSSI – LEAD Maple Ridge public consultation process consisted of a tailored communications strategy, four community pop-ups, targeted stakeholder conversations, nine virtual neighbourhood meetings, a learning event with CSSI experts, and a community survey.

### **a) Communication Strategy**

Staff from the Communications Department provided support with community outreach and communication initiatives throughout the CSSI – LEAD Together Public Consultation Process. Support included:

- A media release highlighting the launch of the CSSI – LEAD Maple Ridge public consultation process on June 30, 2021.
- Five newspaper advertisements in the local Maple Ridge newspaper (copies available in Appendix A).
- Development of the project Bookmark (sample available in the appendices included with Appendix A).
- Regular updates to the City's project website: [www.mapleridge.ca/2370](http://www.mapleridge.ca/2370).
- A couple of Instagram posts and two Instagram Reels.

- Several Twitter posts.
- Over 20 Facebook posts promoting the public consultation process and specific neighbourhood events.
- Email invitations through City Networks, including the Advisory Committees, Staff Working Groups and general staff contacts.

Details regarding the reach of the Communication Strategy are available in the appendices included with Appendix A.

To support the outreach and communication initiatives, the Downtown Maple Ridge BIA donated and supplied a number of \$25 gift cards. These gift cards were used as incentives to encourage participants to fill out the survey.

#### **b) Community Pop-Ups**

City staff 'popped up' at some popular community locales to talk about the CSSI – LEAD Maple Ridge public consultation process. City staff were available during the following sessions to hand out bookmarks, create awareness about the process and answer questions:

- Saturday, July 10, 2021 from 9:00 am to 2:00 pm at Memorial Peace Park (during the Haney Farmer's Market event)
- Thursday, July 22, 2021 from 12:00 to 4:00 pm at Whonnock Lake
- Tuesday, July 27, 2021 from 2:00 to 3:00 pm at Albion Park located at 104 Avenue/Jackson Road and at Telosky Stadium
- Wednesday, July 28, 2021 from 2:00 - 3:30 pm at Hammond Pool

In addition to the community pop-ups, the following additional targeted stakeholder conversations also took place:

- Outreach to people with lived experience in conjunction with staff from the Ministry of Social Development and Poverty Reduction, RainCity Housing, Maple Ridge Street Outreach Society, Salvation Army, Alouette Addictions, Hope for Freedom Society, and Inner Visions.
- Youth were engaged by Staff during evening programs at the Greg Moore Youth Centre, and during the skateboard program at Thomas Haney Secondary.
- Staff to staff communication and outreach with the Kwantlen and Katzie First Nations, which led to meetings to discuss mutual considerations around community safety.
- Offered staff presentation to the local business community, including invitations to the Downtown Maple Ridge BIA and the Chamber of Commerce, noting that both of these organizations circulated the survey to their members.
- Provided staff presentation to the Seniors Network to approximately 30 seniors on July 29<sup>th</sup>.

It is important to note that following a number of these outreach initiatives, staff have been able to or are in the process of fostering on-going reciprocal and collaborative relationships with these organizations and their staff.

#### **c) Virtual Neighbourhood Meetings**

When planning for community engagement in an Open House style event, the aim was to be able to connect with as many residents as possible and to hear about concerns and issues within all Maple Ridge neighbourhoods. Additionally, because the public consultation was to be held in July (due to the delays caused by the public health orders related to Covid-19 and to avoid conflicts with other City initiated public consultation



Please see Appendix A for the detailed breakdown of the virtual neighbourhood meetings, including a copy of the materials provided. Each meeting took place over Zoom. Over the course of July, approximately 90 people participated in at least one of the sessions.

When	Where	Registered	Participants †
Wednesday, July 7, 2021 7:00 – 8:30pm	Silver Valley and Yennadon Areas	9	10
Monday, July 12, 2021 7:00 – 8:30pm	Albion and Cottonwood	8	8
Wednesday, July 14, 2021 7:00 – 8:30pm	Hammond	8	5
Thursday, July 15, 2021 7:00 – 8:30pm	West Maple Ridge (South Alouette and Alouette)	20	16
Monday, July 19, 2021 7:00 – 8:30pm	Town Centre and Central Maple Ridge	20	18
Wednesday, July 21, 2021 7:00 – 8:30pm	Thornhill and Spilsbury Areas	8	12
Thursday, July 22, 2021 7:00 – 8:30pm	Whonnock and Ruskin Areas	9	7
Monday, July 26, 2021 7:00 – 8:30pm	East Maple Ridge (Webster's Corner, Whispering Falls, etc)	8	6
Wednesday, July 28, 2021 7:00 – 8:30pm	Silver Valley and Yennadon Areas**	9	15
† Note that up to 3 individuals attended nearly every session and in some cases those that registered did not attend and some who were not registered attended through direct link to the virtual event.			
** In an effort to make sure everyone who wished to attend a virtual neighbourhood meeting was able to attend, staff hosted a repeat session for Silver Valley in the event that some were unable to attend the first session on July 7.			

**d) Virtual Learning Event with a Panel of Public Safety and CSSI Experts**

On July 29, 2021 from 7:00pm to 8:45pm a virtual CSSI Learning Event was hosted to provide an opportunity for the public to hear from staff and experts in the community, ask the panel questions about the work to date, and raise issues and concerns.

The evening began with Catherine Rockandel providing an overview of respectful behavior protocols, logistics, the agenda, and panelist introduction, followed by a presentation by each of the panelists and then a facilitated whole group discussion. The panelists included:

- Chad Cowles, Manager of Community Social Safety Initiatives
- James Clelland, Assistant Chief Fire Prevention, Maple Ridge Fire Department

- Adam Gander, Inspector, Ridge Meadows RCMP Detachment
- Julie Klaussner, Constable (Media Relations), Ridge Meadows RCMP Detachment
- Rob Thiessen, CSSI Expert Consultant, retired Executive Director of Hope for Freedom Society
- Fraser MacRae, CSSI Expert Consultant, retired RCMP, who held the position of Officer In Charge in both Surrey and Maple Ridge

Fifty people registered for the event with twenty-two (22) attending. Further details regarding the event, including Q&A and discussion details, are available in Appendix A.

#### e) **Community Survey**

Supporting the community outreach activities was an online community survey. The survey was used as a primary method of hearing from the wider Maple Ridge community. The survey provided an opportunity for residents to share and reflect on their experiences, challenges, and successes related to community safety.

The online survey was open from June 25 to July 31 and 299 submissions were received. Over 100 paper copies were provided to the Seniors Centre, 50 paper copies were provided to the Ministry of Social Development and Poverty Reduction and RainCity Housing, and the online survey was available through Maple, the Virtual Front Desk assistant on the City's website.

The survey also provided the opportunity for respondents to indicate if they wished to be included on the Community Safety Email List. Over 30 of the survey respondents indicated that they wished to be kept informed. An additional 18 people stated they wanted to be kept informed through either the community pop ups, virtual neighbourhood meetings, learning event, or project website. Emails for all those wanting to stay up to date were included on the distribution list and a notification was sent to the approximate 50 emails on the list that this topic is on the September 7, 2021 Council Workshop Agenda.

A copy of the engagement materials and verbatim responses are available in Appendix A.

While not a formal component to the CSSI – LEAD Maple Ridge public consultation process, a soft launch of a pilot "Community Safety Comment Map" was made available for the public to provide their comments and observations on Community Safety themes in Maple Ridge. The Comment Map permits a participant to submit one, or many comments, on a range of safety concerns and issues including public safety, community safety, transportation safety and personal safety. The Community Safety Comment Map was available through August 2021.

## **2.0 DISCUSSION**

The following section provides high level summaries, key take-aways, and proposed next steps related to the CSSI – LEAD Maple Ridge public consultation process and eventual development of a Made-in-Maple Ridge Community Safety Strategy. A comprehensive public consultation outcomes report is provided by Catherine Rockandel & Associates (Appendix A) and highlights from the report are included in Section 2.1 below.

## 2.1 Public Consultation Outcomes – What was Heard

Through the public consultation process, staff heard comments within the following categories:

- Community Safety includes concerns related to experiences in public spaces.
- Public Safety includes agencies like the police, fire, ambulance, and search & rescue teams.
- Transportation Safety includes how you move around the City – by foot, bike, bus or vehicle.
- Personal Safety includes how safe you feel at home, at work, commuting and around town.
- Environmental Safety includes environment and hazard management planning (this category was added after discussions regarding the natural environment came up at neighbourhood meetings.)

Survey respondents and neighbourhood meeting attendees provided similar input in the safety categories. The key difference was that the neighbourhood meetings provided an opportunity to have in-depth conversations about the issues. Many neighbourhood meeting attendees expressed appreciation for the opportunity to meet and connect with staff, to discuss issues, and understand who at the City they can reach out to around issues of importance to their neighbourhood.

Key messages heard during the Virtual Neighbourhood Meetings and survey are broken down by neighbourhood and summarized below. Some issues were mentioned more frequently in specific neighbourhoods versus others. For a completed description of all concerns please see the findings in the appendices included with Appendix A.

Albion: Transportation safety related to speeding (traffic calming), intersections, lighting, crosswalks in general as well as specifically related to and adjacent to schools. Public safety through enhanced police and bylaw presence.

Alouette: Transportation safety related to speeding. Public safety through enhanced police and bylaw presence.

Central Maple Ridge: Transportation safety related to speeding, pedestrian and cycling safety. Public safety through enhanced police, bylaw presence, and security cameras. Community safety related to homelessness, open drug use; while some respondents suggested more housing and addiction support services are required.

Cottonwood: Transportation safety related to speeding, improved bicycle paths. Public safety through enhanced police security and bylaw presence. Community safety related to concerns about property crime.

East Maple Ridge: Transportation safety related to speeding, improved bicycle paths and transit. Community safety related to concerns about property crime. Public safety with enhanced police security and foot patrols.

Hammond: Transportation safety related to speeding, improved lighting. Community safety related to presence of organized crime. Public safety through enhanced police presence.

Ruskin: Public safety through enhanced police presence. Transportation safety for pedestrians, cyclists and regular transit service

Silver Valley: Transportation safety related to speeding (traffic calming), pedestrian safety and improved sidewalks and parking particularly adjacent schools. Improved public transit. Public safety through enhanced police security and bylaw presence. Community safety related to property thefts and vandalism linked to homelessness issues. Personal safety related to improved food, housing and addiction services for marginalized

Thornhill: Transportation safety related to speeding; more street lighting; road safety related to increased traffic. Public safety through enhanced police presence; legal and illegal drug operations; more social workers for homeless and drug addiction.

Town Centre: Public safety through enhanced police presence and first responders; CSO foot patrols to address open drug use and trade. Community safety through enhanced street lighting; more housing for vulnerable; more neighbourhood meetings to discuss issues and concerns; more community events.

Webster's Corners: Transportation safety with improved sidewalks, crosswalks, speedbumps in school zones. Community safety through similar outreach programs as Hope for Freedom in Port Coquitlam.

West Maple Ridge: Community safety related to property crime; thefts; open drug use on streets and in parks; access to harm reduction services. Transportation safety related to speeding, improved bike paths, improved transit, improved lighting; improved pedestrian infrastructure.

Whonnock: Transportation safety related to speeding. Public safety related to enforcement of illegal grow operations and police presence.

Yennadon: Transportation safety related to safer roads due to increase in traffic, speeding in general and adjacent school zones; improved lighting pedestrian safety on sidewalks; improved bike paths.

## **2.2 Addressing Key Messages**

Through the public consultation process, a number of consistent messages were heard from the community. While in some cases the comments received are contradictory, the collective feedback highlights the range of opinions and perspectives on community safety in Maple Ridge.

It is important to acknowledge that many of the issues identified through the public consultation process are currently being acted upon through the CSSI Action Plan, the City's Strategic Transportation Plan or new development (such as the provision of sidewalks and improved road infrastructure), or are best addressed through other governing agencies.

In determining where the CSSI Action Plan (or other City plans/regulations/policies, etc.) aligns with the community feedback received and where there are gaps, the following section discusses proposed next steps aimed at refining the input, creating an outline and drafting the Community Safety Strategy.

## **2.3 Next Steps**

Council endorsed the following steps for the public consultation and preparation of the Community Safety Strategy at the October 29, 2019 Council workshop. It should be noted that two steps involving a comprehensive mailout survey to 10,000 local residents were initially proposed for the

consultation process and Council directed staff to not undertake the mailout survey and proceed with the steps identified below.

### **Endorsed Public Consultation Process**



Now that the initial public engagement is complete, the input received will need to be refined and this will include a review of the CSSI Action Plan to identify which concerns and issues are:

- Being addressed through the Action Plan (and which will likely be incorporated into the Community Safety Strategy);
- Being addressed through the Strategic Transportation Plan, or other City Plan, regulation, or application process;
- Better addressed through another level of government, or potentially in collaboration with another level of government;
- Being addressed by the network of community service providers;
- Not currently being addressed in the CSSI Action Plan and are appropriate for inclusion in the Community Safety Strategy.

The above work incorporates a gap analysis that will be workshopped with the CSSI Action Group (which includes the expert consultants) and the Community Partners (i.e. Task Force). The endorsed process includes a check-in point with Council between the gap analysis and the subsequent step to identify potential indicators and measures. However, it is proposed that due to the time delay in getting the consultation process underway, the next check-in point with Council be after preparation of a draft Community Safety Strategy, before the draft is presented to the public with one more opportunity for feedback before a final draft proceeds to Council for endorsement. The aim of proposing this change is to be able to bring a draft Strategy to Council in the second quarter of 2022.

### **3.0 POLICY IMPLICATIONS**

A number of City policies and plans work together to address elements of community safety. With the development of a Made-in-Maple Ridge Community Safety Plan underway, no policy changes are suggested at this time.

### **4.0 INTERDEPARTMENTAL IMPLICATIONS**

The core CSSI staff team have been working collaboratively with the CSSI Consultant Experts and RCMP, as well as the Engineering Department, Park Planning & Development, Park Operations, Recreation & Culture, Fire, Corporate Planning and Consultation, Communication and Administration Departments. It is anticipated that the various City departments (many are also part of the CSSI Action Group) will continue to be involved throughout the development of the Community Safety Plan.

## 5.0 BUSINESS PLAN / FINANCIAL IMPLICATIONS

The development of a Community Safety Plan, including outside consultant resources, is included in the City's 2021 Work Plan. Any additional consultant work will be accommodated through budgets approved through the upcoming 2022 Business Planning process.

### CONCLUSION:

Through summer 2021, staff in collaboration with the consultant, conducted a consultation process that consisted of four community pop-ups, nine virtual neighbourhood meetings, one learning event with a panel of CSSI experts and a community survey. This report presents what was heard from the various consultation activities and outlines proposed next steps for Council to consider in the development of a Community Safety Plan for Maple Ridge.

"Original signed by Amanda Grochowich"

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*Prepared by:* **Amanda Grochowich, MCIP, RPP  
Planner 2**

"Original signed by Lisa Zosiak"

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*Reviewed by:* **Lisa Zosiak, MRM, MCIP, RPP  
Manager of Community Planning**

"Original signed by Chad Cowles"

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*Reviewed by:* **Chad Cowles  
Manager of Community Social Safety Initiatives**

"Original signed by Christina Crabtree"

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*Approved by:* **Christina Crabtree  
GM Corporate Services**

"Original signed by Christina Crabtree"

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

The following appendices are attached hereto:

Appendix A: CSSI Engagement Summary prepared by Rockandel & Associates

**City of Maple Ridge CSSI  
Engagement Summary**



as of August 31, 2021



Prepared By: Catherine Rockandel, IAF Certified Professional Facilitator  
Public Engagement Specialist  
PO Box 1466, Garibaldi Highlands, BC, V0N 1T0  
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## 1. EXECUTIVE SUMMARY

LEAD Maple Ridge, a Community Social Safety Initiative (CSSI), is an integrated planning approach aimed at community resilience through:

- identifying positive pathways towards greater community health;
- people supporting each other; and
- facilitating well-being and a good quality of life for all local citizens.

The Community Social Safety Initiative (CSSI) Action Plan is focused on ensuring that citizens feel safe to engage in their community, that criminal activity is prevented or minimized, that people who need services can access them easily, that service delivery agencies understand and are accountable for their role and that all of this occurs within the capacity of local first responders and service providers.

LEAD is an overarching framework involving four steps: Lead, Engage, Assess, and Deliver. It is an innovative planning approach designed to build trust, participation, transparency, and communication about Citywide initiatives through measurement and reporting that enhances accountability. In the context of LEAD and the CSSI initiative, the initial steps in the process involved the City of Maple Ridge successfully initiating community conversations with various key sectors including local businesses, health, housing and social services community-based experts to understand perspectives related to the downtown and specific geographic locations.

Engaging the broader Maple Ridge community to understand their perspectives about community safety and what issues are important to them on a day to day basis was the next step. Communities are diverse and issues and concerns often vary from neighbourhood to neighbourhood. Drawing on the International Association for Public Participation (IAP2) Code of Ethics, the consultant and City staff carefully considered strategies to lower the risk of polarizing community interests.

The intention was to build understanding about what a safe City looks like, what are the public safety issues and concerns, what initiatives and solutions are working and identify and document neighbourhood specific issues and concerns to inform the development of a Community Safety Strategy. The public engagement process was promoted from June 25 to July 31, 2021 with public engagement events from neighbourhood meetings, pop ups and the CSSI Panel discussion for four (4) weeks from July 6 to 29, 2021.

### OVERALL QUICK FACTS

Participants	#
Total Virtual Neighbourhood Meeting Attendance *	89
Total Surveys Received June 28 – July 31, 2021 (Online and hard copies)	299
Total Learning CSSI Panel Attendance	22

*Note: 3 people attended every session so some duplication in total number*

### CATEGORIES RELATING TO SAFETY

At the outset, the intent was to allow a broad discussion of safety and what that may mean to individual citizens. In an effort to invite the community to talk about whatever aspects of safety were important to them, the consultant worked with City staff to align the breadth of topic areas with categories used in the CSSI dashboard. This also helped to organize the survey into manageable parts.

- *Community Safety* includes concerns related to experiences in public spaces.
- *Public Safety* includes agencies like the police, fire, ambulance, search & rescue teams, and environmental issue response.
- *Transportation Safety* includes how you move around the City – by foot, bike, bus or vehicle.
- *Personal Safety* includes how safe you feel at home, at work, commuting and around town.

- *Environmental Safety* includes environment and hazard management planning (this category was added after discussions regarding the natural environment came up at neighbourhood meetings.)

A description of each category and the issues that are clustered within each is outlined in the following chart.

Category	Description
Community Safety	<p>Property crime/ trespassing/ vandalism (including homes, garages and yards).</p> <p>Significant concerns identified about alcohol/drug use openly in public spaces.</p> <p>Park and public space cleaning and maintenance, from needle cleanup to bush trimming, to lighting along pathways and streets. For example: participants identified roads that could use lighting upgrades to improve safety (117th between Laity and 207th, and surrounding area).</p> <p>Dumping, excessive littering, abandoning large amounts of trash in public spaces and rural areas.</p> <p>Affordable housing, health and treatment services and facilities, support services for youth, funding for drug and alcohol treatment were suggested to address homelessness and addictions.</p> <p>Increase small grant funding to connect people in neighbourhoods. Promote block watch, neighbours looking out for neighbours.</p>
Public Safety	<p>Ambulance: improved accessibility, more ambulance service in growing areas of community (Examples included: Silver Valley and East Maple Ridge).</p> <p>Fire: fire safety and wildfire risk, while others suggested increased funding for fire personnel.</p> <p>Police Services: All neighbourhoods reported issues with delayed response to non-emergency line, West and Central MR neighbourhoods suggested increased police presence needed.</p> <p>CSO &amp; Bylaw Response &amp; Enforcement to Crime Prevention: more CSOs outside of downtown, CSO support for school and parks, more CSO presence in west and central MR and Town Centre. Bylaw services related to noise issues, particularly loud vehicles and motorcycles.</p> <p>Property Crime: Thefts from yards, cars, and general increased activity in evenings</p> <p>Shoplifting: most comments were related to downtown businesses.</p> <p>Weapons, Gangs, open drug trade operating in certain neighbourhoods including illegal grow ops.</p>
Transportation Safety	<p>Traffic and Road Safety: Speeding was an issue in almost all neighbourhoods and through most school zones, suggestions for traffic calmed areas, enhanced signage, speed bumps.</p> <p>Parking: Adjacent schools, parks, recreation areas, related to rentals in houses.</p> <p>Pedestrian mobility: Improved walking paths, sidewalks, intersections: people of varying mobility constraints are supported in moving safely around the community.</p> <p>Public transit: More needed for Silver Valley, East Maple Ridge local routes.</p> <p>Bike and Other Micro-mobility options: bike paths, separated bike lanes.</p> <p>Accessibility, Age Friendly appropriate infrastructure, well lit streets and parks, sidewalks on all streets to accommodate people with different abilities, strollers and pedestrians.</p>
Personal Safety	<p>Violence, harassment &amp; thefts while engaging in activities from shopping, at banks, doing errands.</p> <p>Vulnerable people (identified vulnerable as people with disabilities, seniors, homeless, women, children) targeted by mentally ill, drug addicted, and people described as vigilantes in central/west Maple Ridge and Town Centre.</p> <p>Animals: Aggressive dogs and Wildlife interactions in neighbourhoods (Albion).</p>
Environmental Safety	<p>Watershed/ Drinking Water impacts from development; Climate Change Impacts; Food Security, and protecting ALR</p>

In each of these categories, some issues were mentioned more frequently in specific neighbourhoods versus others. For a completed description of all concerns please see the survey findings in the appendix.

*Albion:* Transportation safety related to speeding (traffic calming) intersections, lighting, crosswalks. Road and pedestrian safety adjacent schools. Public safety through enhanced police and bylaw presence.

*Alouette:* Transportation safety related to speeding. Public safety through enhanced police and bylaw presence.

*Central Maple Ridge:* Transportation safety related to speeding, pedestrian and cycling safety. Public safety through enhanced police, bylaw presence, and security cameras. Community safety related to homelessness, open drug use; while some respondents suggested more housing and addiction support services are required.

*Cottonwood:* Transportation safety related to speeding, improved bicycle paths. Public safety through enhanced police security and bylaw presence. Community safety related to concerns about property crime.

*East Maple Ridge:* Transportation safety related to speeding, improved bicycle paths and transit. Community safety related to concerns about property crime. Public safety with enhanced police security and foot patrols.

*Hammond:* Transportation safety related to speeding, improved lighting. Community safety related to presence of organized crime. Public safety through enhanced police presence.

*Ruskin:* Public safety through enhanced police presence. Transportation safety for pedestrians, cyclists and regular transit service

*Silver Valley:* Transportation safety related to speeding (traffic calming), pedestrian safety and improved sidewalks and parking particularly adjacent schools. Improved public transit. Public safety through enhanced police security and bylaw presence. Community safety related to property thefts and vandalism linked to homelessness issues. Personal safety related to improved food, housing and addiction services for marginalized

*Thornhill:* Transportation safety related to speeding; more street lighting; road safety related to increased traffic. Public safety through enhanced police presence; legal and illegal drug operations; more social workers for homeless and drug addiction.

*Town Centre:* Public safety through enhanced police presence and first responders; CSO foot patrols to address open drug use and trade. Community safety through enhanced street lighting; more housing for vulnerable; more neighbourhood meetings to discuss issues and concerns; more community events.

*Webster's Corners:* Transportation safety with improved sidewalks, crosswalks, speedbumps in school zones. Community safety through similar outreach programs as Hope for Freedom in Port Coquitlam.

*West Maple Ridge:* Community safety related to property crime; thefts; open drug use on streets and in parks; access to harm reduction services. Transportation safety related to speeding, improved bike paths, improved transit, improved lighting; improved pedestrian infrastructure.

*Whonnock:* Transportation safety related to speeding. Public safety related to enforcement of illegal grow operations and police presence.

*Yennadon:* Transportation safety related to safer roads due to increase in traffic, speeding in general and adjacent school zones; improved lighting pedestrian safety on sidewalks; improved bike paths.

Survey respondents and neighbourhood meeting attendees provided similar input in the safety categories. The key difference was that the neighbourhood meetings provided an opportunity to have in-depth conversations about the issues. Many neighbourhood meeting attendees expressed appreciation for the opportunity to meet

and connect with staff, to discuss issues, and understand who at the City they can reach out to around issues of importance to their neighbourhood.

## **2. PROJECT OVERVIEW**

LEAD Maple Ridge, a Community Social Safety Initiative (CSSI), is an integrated planning approach aimed at building community resilience through identifying positive pathways towards greater community health that results in people supporting each other and facilitating well-being and a good quality of life for all local citizens.

The Community Social Safety Initiative (CSSI) Action Plan is focused on ensuring that citizens feel safe and are engaged in their community, that criminal activity is prevented or minimized, that people who need services can access them easily, that service delivery agencies understand and are accountable for their role and that all of this occurs within the capacity of local first responders and service providers.

LEAD is an overarching framework involving four steps: Lead, Engage, Assess, and Deliver. It is an innovative planning approach designed to build trust, participation, transparency, and communication about City led initiatives through measurement and reporting that enhances accountability.

In the context of LEAD and the CSSI initiative, the City of Maple Ridge in the first phase successfully initiated community conversations with the business community and health, housing and social services community-based experts to understand perspectives related to the downtown and specific geographic locations.

Engaging the broader Maple Ridge community to understand their perspectives about community social safety, and what issues are important to them on a day to day basis has been a critical step in this process. Communities are diverse and issues and concerns often vary from neighbourhood to neighbourhood. Drawing on the International Association for Public Participation (IAP2) Code of Ethics, the consultant and City staff carefully considered strategies to lower the risk of polarizing community interests.

The intention was to build understanding about what a safe City looks like, what are the public safety issues and concerns, what initiatives and solutions are working and identify and document neighbourhood specific issues and concerns to inform the development of a Community Safety Strategy. The public engagement process was promoted from June 25 to July 31, 2021 with public engagement events running for four (4) weeks from July 6 to 29, 2021.

### **2.1 Guiding Principles**

The LEAD Maple Ridge public engagement planning and implementation was guided by the following three principles that were posted on the City's website ([mapleridge.ca/2563](http://mapleridge.ca/2563)) for the duration of the engagement process.

#### **Transparency**

The City provides clear, timely, complete information and communication to ensure that decision processes, procedures and constraints support the community to understand when, how, why and to what extent they will be engaged.

This means ensuring clear communication between the City and residents; that relevant background and context are provided; and being clear about the role of input in the decision-making process.

## Inclusiveness

The City makes its best efforts to reach and listen to impacted and interested residents and stakeholders. This means creating safe, respectful spaces for divergent perspectives in the City to listen and learn about each other's views, plans, concerns, and expectations.

## Accountability

The City is committed to ensuring results and outcomes of engagement processes are assessed, and consistent with approved plans and initiatives delivered in the City.

## 2.2 Engagement Goal

The public engagement process was guided by the following consultation goal, which was posted (along with a video) on the City's website ([mapleridge.ca/2563](http://mapleridge.ca/2563)) for the duration of the engagement process:

To ensure a transparent rollout of engagement and communication processes to build awareness about City LEAD and CSSI initiatives to date; identify residents public safety issues and concerns, and what else they would like to see in the Social Safety Strategic Plan.

## 2.3 Engagement Process Objectives

The City of Maple Ridge will achieve the public engagement goal (Section 2.2 above) by implementing the following objectives:

- Provide clear, accessible information through a variety of channels on how to participate in the engagement process and learn more about work to date
- Clearly communicate roles and responsibilities, constraints, and how input will be used
- Identify what the community defines as social safety; their issues and concerns
- Ensure engagement efforts are consistent and coordinated across City departments
- Reach beyond the most vocal to ensure a broad range of interested and affected community members are heard
- Encourage and create space for respectful community conversations to discuss issues and concerns
- Develop potential partnerships to provide incentives to encourage participation in the survey

Effective public engagement is driven by creating goals (Section 2.2 above) and objectives (Section 2.3 above) for achieving successful outcomes. The goal provides the focus for planning efforts, while objectives outline what is going to be done to meet the promise to the public embedded in the principles. The goal and objectives also inform specific strategies to address the common issue of a low public participation rate in public consultation. Some reasons typically given for not participating and how these were anticipated and mitigated by the consultant and City staff at the outset of this process are as follows:

- *I don't hear about them.*
  - Promotion through newspaper advertisements, multiple social media channels, email invitations to local community groups, resident associations, and District Parent Advisory Council (a complete list of community outreach for this process is provided in Section 3.0 below). Staff also had one on one meetings with key stakeholders who supported survey and event promotion.

- *I feel like a few strong voices always dominate these discussions.*
  - Utilize an independent professional facilitator to support virtual neighbourhood discussions and implement with strong behavioral guidelines to ensure virtual safety.
- *I don't like participating in group discussions.*
  - Provide opportunities for participants to type their questions in the Zoom chat for the facilitator to raise the questions and comments to staff. Also provide direct staff contact information to ask questions offline, implement surveys and share links on website, through email promotion to local organizations, social media, to gather input.
- *Meetings run at inconvenient times for me. I want to share input when it is convenient for me.*
  - Provide link to comprehensive survey, in LEAD advertisements, which includes both multiple choice (for expediency) and open-ended questions (for providing more thought, details, and unique ideas) for residents to share their input when it is convenient for them.
- *Why should I participant my contributions don't impact Council decision.*
  - Staff were clear about the role and influence the public has in the process. The process focused on obtaining and considering public input to understand the issues. Staff will present a report to Council and Council will provide direction and is the final decision maker.

### 3. ENGAGEMENT OUTREACH & EVENTS

TYPE OF OUTREACH	OUTREACH DETAILS
Seniors	<ul style="list-style-type: none"> <li>Maple Ridge, Pitt Meadows, Katzie, Seniors Network</li> <li>Ridge Meadows Seniors Society</li> </ul>
Youth	Youth Services Staff completed digital and print surveys with the youth participants from programs at GMYC and Telosky Park.
Ridge Meadows	People with Disabilities through MACAI/ SPAC advisory and accessibility for LGBTQ2 through Generation Out
School District 42	Discuss approach with staff and approach to meet once engagement is complete to share input and discuss opportunities for collaboration
District Parent Advisory Council (DPAC)	Shared information for distribution to parents to attend neighbourhood meetings and participate in survey
Business Community	<p>Provided an overview of process, engagement opportunities, survey completion incentives/ gift card for local businesses</p> <ul style="list-style-type: none"> <li>Downtown Maple Ridge BIA</li> <li>Ridge Meadows Chamber of Commerce</li> <li>Art Infinity Group</li> <li>Anderson Pacific Forest Products Ltd.</li> </ul>
Kwantlen First Nation	Staff to Staff Outreach (via CMR Senior Staff)
Katzie First Nation	Staff to Staff Outreach (via CMR Senior Staff)
Social Service Organizations	<ul style="list-style-type: none"> <li>Community Action Table / Foundry</li> <li>Community Network</li> <li>Fraser River Indigenous Society</li> <li>Alouette Addictions</li> <li>Home for Freedom Society</li> <li>Coast Mental Health</li> <li>Salvation Army</li> <li>Rain City Housing</li> <li>Fraser Valley Regional Library</li> <li>Maple Ridge Friends in Need Food Bank</li> <li>Street Outreach Society</li> </ul>
Other Agencies	<ul style="list-style-type: none"> <li>RCMP</li> <li>Fraser Health</li> <li>Ministry of Public Safety and Solicitor General</li> <li>Ministry of Social Development and Poverty Reduction</li> </ul>
<b>PRESENTATIONS/ MEETINGS IN ADDITION TO NEIGHBOURHOOD MEETINGS</b>	
MSDPR, Peer Hub	Distribute surveys to people with lived and living experience, marginally housed
Maple Ridge. Pitt Meadows. Katzie Seniors Network	Thursday, July 29 at 11:30 Presentation on CSSI, link to survey and Learning Panel
<b>IN-PERSON EVENTS</b>	

<b>Pop-Ups</b>	<p><b>Saturday, July 10</b> from 9:00 am to 2:00 pm at Memorial Peace Park</p> <p><b>Thursday, July 22</b> from 12:00 to 4:00 pm at Whonnock Lake</p> <p><b>Tuesday, July 27</b> from 2:00 to 3:00 pm at Albion Park located at 104 Avenue and Jackson Road and at Telosky Stadium</p> <p><b>Wednesday, July 28</b> from 2:00 - 3:30 pm at Hammond Pool</p>
<b>PROMOTIONAL MATERIALS</b>	
<b>Book Marks</b>	<p><b>2000 Printed and Distributed</b>  By CSO's throughout the Community; At CMR Front Counters – COVID-check in, Reception, Planning, Leisure Centre, Bylaws and Pop ups. Distribution to downtown local businesses and available at cashier. Mayor and Council also received stack for distribution</p>
<b>Advertisements</b>	<p>Five (5) advertisements ran in the Maple Ridge Newspaper on Friday, June 25, July 2, 9, 16 and 30. See appendix for copies</p>
<b>Websites</b>	<p>City of Maple Ridge website (/2370) - 1,140 page views</p>
<b>Social Media: Twitter</b>	<p>July 23 general post 407  July 16 Video 675 people reached  July 9 general post 420 people reached</p>
<b>Social Media: Facebook</b>	<p>July 29 session post 2384 people reached  July 28 session link post 1124 people reached  July 27 general post 5452 people reached  July 23 general post 7856 people reached  July 22 session link 1090 people reached  July 21 session link 889 people reached  July 21 video post link 1300 people reached  July 19 session post 1013 people reached  July 18 general post 7194 people reached  July 15 session post 838 people reached  July 14 video post 977 people reached  July 14 session post 1434 people reached  July 12 session post 1595 people reached  July 9 general post 11, 375 people reached  July 7 session post 1320 people reached  July 7 general post 489 people reached  July 2 general post 1107 people reached  July 2 general post 12,023 people reached  June 29 general post 964 people reached</p>

## 4. COMMUNITY SAFETY SURVEY

A total of 299 surveys were completed. The survey design and questions were crafted so that results (both demographic and by issues) can be interpreted and viewed by neighbourhood and in further subsets including youth, seniors, and business owners. The complete survey results are in the Appendix.

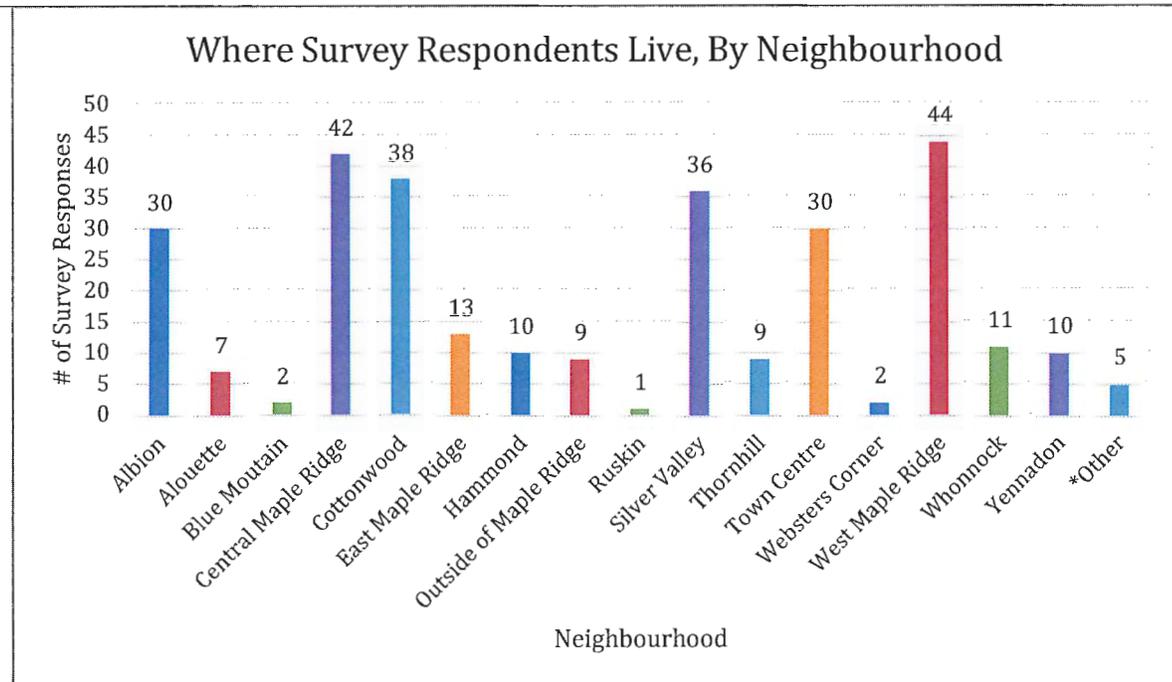
Specific Respondent Details	# of 299
Respondents identified as a man	83
Respondents identified as a woman	192
Prefer not to say or no response	18
Open Option: Self-identified (non-binary gender)	6
Business Owner in Maple Ridge (all neighbourhoods represented)	26
Business owner outside of Maple Ridge (Yennadon, WMR, Sliver Valley, EMR)	4
Seniors (65+)	69
Youth Under 18 (of which 16 identified as students)	21

### 4.1 Survey Question 1

*Survey respondents were asked, where do you live, by neighbourhood?*

Neighbourhood	# of Survey Responses
Albion	30
Alouette	7
Blue Mountain	2
Central Maple Ridge	42
Cottonwood	38
East Maple Ridge	13
Hammond	10
Outside of Maple Ridge	9
Ruskin	1
Silver Valley	36
Thornhill	9
Town Centre	30
Websters Corner	2
West Maple Ridge	44
Whonnock	11
Yennadon	10
Other	5
<b>Total</b>	<b>299</b>

**Note:** Five (5) respondents did not answer the question



#### 4.2 Survey Question 2

Survey respondents were asked, what does a safe community look like to you?

The responses were clustered into the categories identified by neighbourhood. The specific comments are included in Appendix F by neighbourhoods. Some of the comments included:

- *A safe place to live without drug users, without being accosted with shopping*
- *To me, a safe community is one where children, adults, seniors and people of varying mobility constraints are supported in moving safely around the community whether as pedestrians, cyclists, motorists or by various micro-mobility options (scooters, etc.) or transit*
- *Respectful, cared for, walkable, infrastructure to support pedestrian and vehicle traffic, accessible, low crime rate, neighborhood watch, well designed school zones and park zones, adequate parking to limit congestion and hazards, sidewalks, pathways, wide roads, more than one access (another access route from Fern Cres), well thought out designs to limit crime, improve flow of traffic and accessibility*
- *Much like what we are right now. We live in a safe community with crime rates dropping every year.*
- *No needles in parks and playgrounds. No drug addicts in our yards and streets thieving in the night. Speed bumps on streets that people are known to speed where it's detrimental*
- *One where my family and I feel safe going for a walk during the day or at night. One where I actually feel like it is a community and not just another city.*

## Question 2 Results by Neighbourhood

Neighbourhood	Community Safety	Environment	Personal Safety	Public Safety	Transportation Safety	Total
Albion	12	7	7	13	14	23
Alouette	0	2	0	2	1	3
Central Maple Ridge	10	2	2	10	10	22
Cottonwood	18	4	6	16	12	28
East Maple Ridge	6	0	3	6	3	10
Hammond	4	3	1	3	1	5
Outside of Maple Ridge	1	0	2	5	0	6
Ruskin	0	0	0	1	0	1
Silver Valley	12	6	3	17	16	26
Thornhill	1	0	1	3	2	4
Town Centre	13	8	6	9	10	20
Websters Corner	1	1	0	0	1	1
West Maple Ridge	20	15	11	22	10	34
Whonnock	5	1	5	6	3	8
Yennadon	2	2	2	4	5	7
Other	1	0	0	2	0	2
<b>Total</b>	<b>106</b>	<b>51</b>	<b>49</b>	<b>119</b>	<b>88</b>	<b>200</b>

Although the Q2 sample size is smaller it is interesting to see the differences amongst certain populations. However, even with different filters the results are proportional overall.

- For Community Safety 24 of the 106 respondents were males versus 77 of the 106 identified as females.
- For Public Safety 30 of the 106 respondents were males versus 85 of the 106 identified as females.
- For Transportation Safety 16 of the 106 respondents were males versus 69 of the 106 identified as females.

Of the 200 total survey responses community safety (106) respondents and public safety (119) respondents are of the greatest concern. Certainly, while not statistically significant given the small number of respondents, it is interesting to note that survey respondents in:

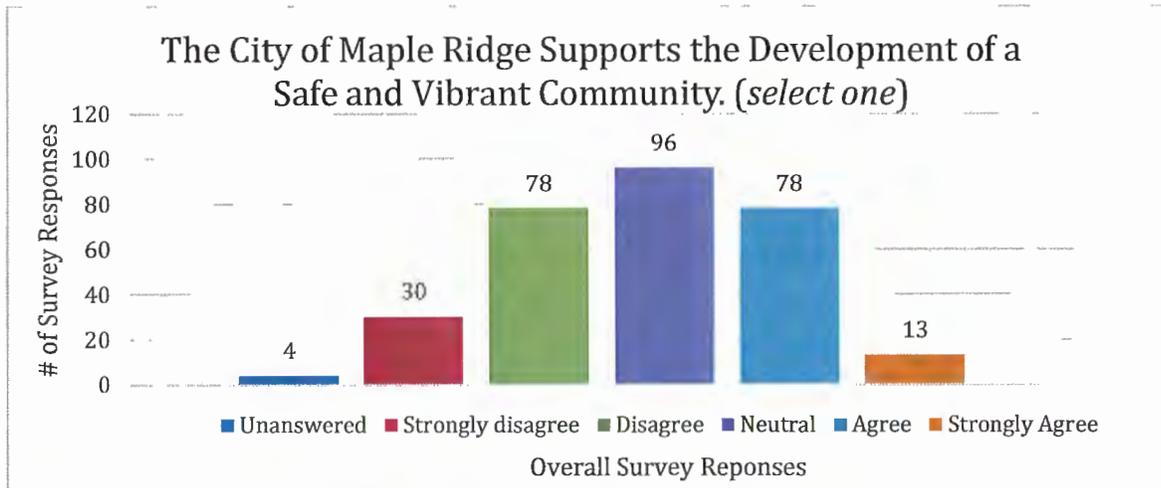
- West Maple Ridge (20), Cottonwood (18), Central Maple Ridge (10) and Hammond (4) responded that the previously defined community safety issues are what constitute a safe community;
- Silver Valley (16), Albion (14), Central Maple Ridge (10), and Yennadon (5) neighbourhoods generally define a safe community based on transportation safety issues;
- West Maple Ridge (22), Cottonwood (16), Silver Valley (16), Central Maple Ridge (10) define a safe community based on public safety.

### 4.3 Survey Question 3

Survey respondents were asked whether they agree that the City supports the development of a safe and vibrant community.

Of the 299 respondents:

- 91 responded positively (13 strongly agree; 78 agree)
- 108 responded negatively (30 strongly disagreed; 78 disagreed)
- 96 responded neutrally
- 4 respondents left question blank



### Question 3 Results by Neighbourhood

Neighbourhood	Did Not Answer	Strongly Agree	Strongly Disagree	Agree	Neutral	Disagree	Total
Albion	0	3	2	14	7	4	30
Alouette	0	0	0	3	3	1	7
Blue Mountain	0	0	0	1	0	1	2
Central Maple Ridge	0	3	7	8	11	13	42
Cottonwood	1	1	2	11	13	10	38
East Maple Ridge	0	1	1	5	5	1	13
Hammond	0	1	0	2	7	0	10
Outside of Maple Ridge	0	1	1	4	2	1	9
Ruskin	0	0	0	0	1	0	1
Silver Valley	1	0	1	6	10	18	36
Thornhill	0	1	1	1	3	3	9
Town Centre	0	2	5	5	10	8	30
Websters Corner	0	0	0	1	0	1	2
West Maple Ridge	0	0	7	12	13	12	44
Whonnock	0	0	1	3	5	2	11
Yennadon	0	0	2	1	4	3	10
Did Not Identify	2	0	0	1	2	0	5
<b>Total</b>	<b>4</b>	<b>13</b>	<b>30</b>	<b>78</b>	<b>96</b>	<b>78</b>	<b>299</b>

Although the sample size within the question three segments is small, the results provide insights into individual perspectives on whether they agree with the statement or not.

- Amongst business owners (5) strongly agreed or agreed versus (11) strongly disagreed or disagreed whereas (10) neutral, out of 299 respondents.
- Amongst seniors (53) strongly agreed, agreed versus (29) strongly disagreed or disagreed, whereas (27) neutral, out of 299 respondents.
- Amongst women (52) strongly agreed, agreed versus (75) strongly disagreed or disagreed, whereas (64) neutral, out of 299 respondents.
- Amongst men (33) strongly agreed, agreed versus (21) strongly disagreed or disagreed, whereas (22) neutral, out of 299 respondents.

The implication of these responses is that more women than men responded to the survey, with more women proportionally disagreeing with the statement. Business owners that responded to the survey tended to be less supportive or neutral as to whether they agreed with the statement. Whereas seniors generally were slightly more supportive or neutral as to whether they agreed with statement.

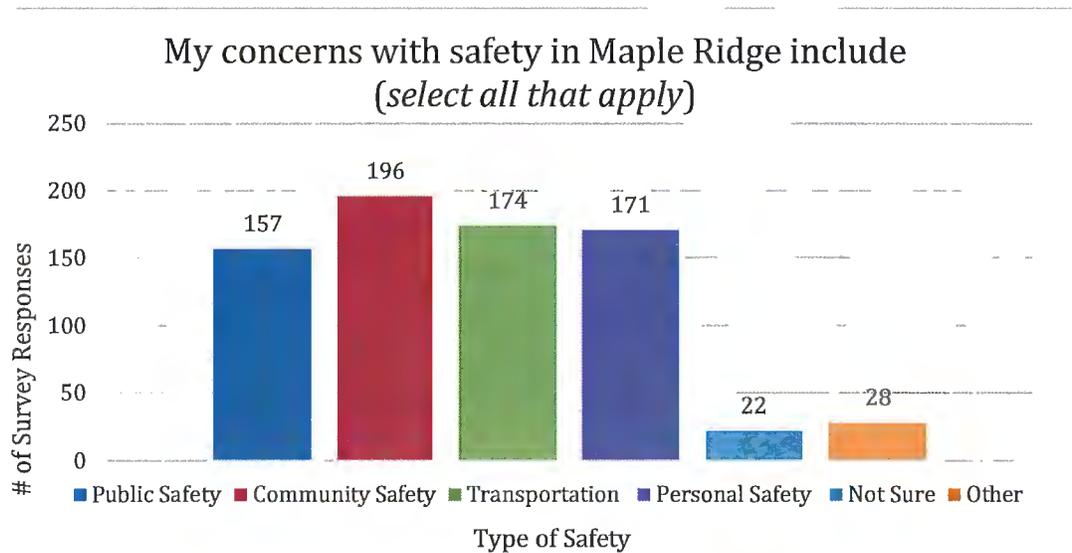
#### **4.4 Survey Question 4**

**Survey respondents were asked to identify their specific concerns with safety in Maple Ridge, respondents were asked to select all that apply.**

The Question 4 graph below shows that most respondents (196) identified community safety (i.e. being and feeling safe in the community) as a concern. The comments received indicate that community safety is a concern for those with secure housing and those who are homeless, or experiencing insecure housing. These include:

- *I worry about how well I am dressed when I walk uptown and have to sit on a community bench. I see a lot of signs that say not to litter and worry I will be frowned upon if I have to stop and rest while walking around town.*
- *I feel the homeless people are not safe in Maple Ridge as community members seize their belongings without consequence.*
- *In certain areas of downtown the drug issues and homelessness are very concerning. Safety is a concern.*
- *In silver valley we've had an entrenched camp deep in the forest along the north arm of the alouette river*

The second most prevalent concern identified by (174) respondents is transportation related issues, including speeding, crosswalks, roadways, etc. The third most prevalent concern is personal safety, as identified by (171) respondents.



The comments provided under 'Other' are available in Appendix F.  
The results by neighbourhood for question four are shown in the Table below.

#### Question 4 Results By Neighbourhood

Neighbourhood	Did not answer	Public Safety	Community Safety	Transportation	Personal Safety	Not Sure	Other	Total
Albion	0	15	23	19	19	3	2	30
Alouette	0	2	4	5	3	0	0	7
Blue Mountain	0	1	0	2	1	0	0	2
Central Maple Ridge	1	20	22	24	24	4	3	42
Cottonwood	0	20	27	23	23	2	2	38
East Maple Ridge	0	4	8	7	7	1	1	13
Hammond	0	7	7	5	6	2	1	10
Outside of Maple Ridge	0	4	6	3	3	2	0	9
Ruskin	0	1	1	1	1	0	0	1
Silver Valley	0	19	23	25	20	0	2	36
Thornhill	0	6	6	8	4	0	1	9
Town Centre	0	15	20	13	16	4	3	30
Websters Corner	0	1	1	1	1	0	0	2
West Maple Ridge	1	26	30	23	30	3	9	44
Whonnock	0	7	8	4	8	1	1	11
Yennadon	0	6	6	7	2	0	2	10
Did not identify	0	3	4	4	3	0	1	5
<b>Total</b>	<b>2</b>	<b>157</b>	<b>196</b>	<b>174</b>	<b>171</b>	<b>22</b>	<b>28</b>	<b>299</b>

#### 4.5 Survey Question 5

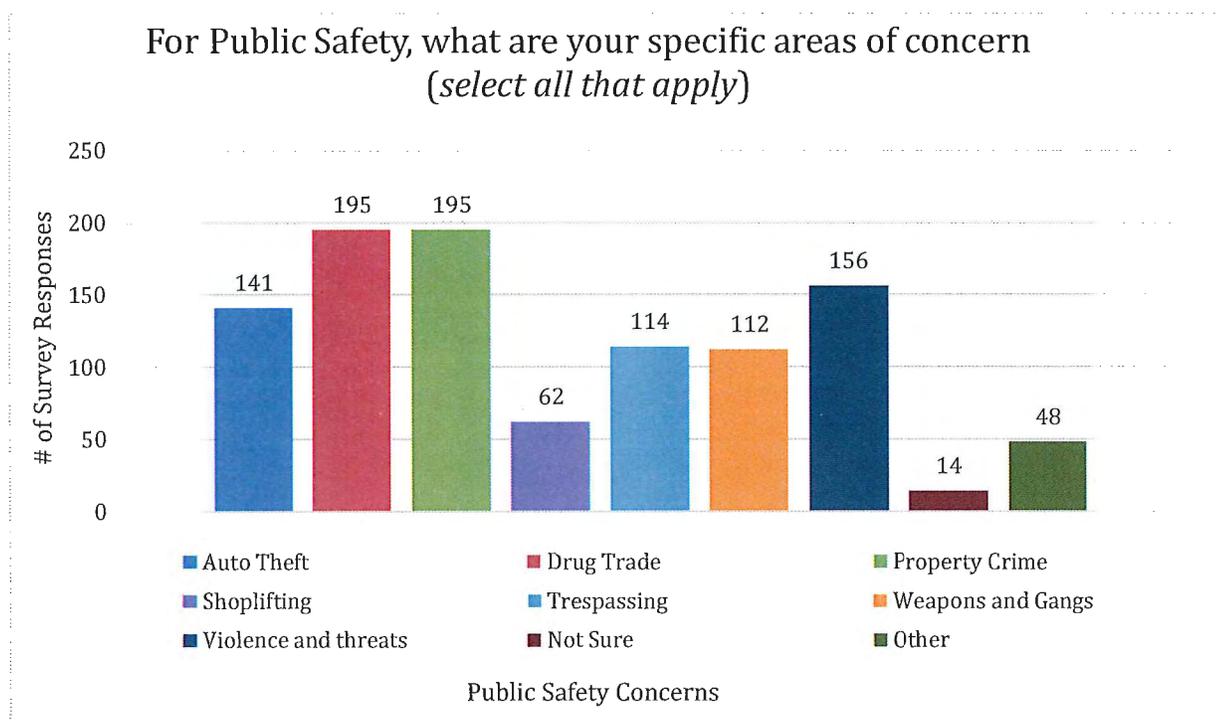
Survey respondents were asked to identify specific areas of concern related to public safety.

Public safety generally involves responses to issues regarding bylaw enforcement, corrections, crime prevention, security and emergency response. Respondents identified concerns related to responses to the drug trade (195) and property crime (195), followed by violence and threats (156), and auto theft (141).

The comments provide a more comprehensive understanding of the issues. For example: comments received regarding the issue of violence and threats indicate that this issue is experienced by a broad spectrum of citizens, including those who are marginalized, homeless, and people with insecure housing. Several comments highlight public safety responses related to speeding vehicles or dangerous driving, while others identify ambulance fire, and RCMP response rates and policies to meet community need.

For each of the neighbourhoods, survey respondents from West Maple Ridge (44), Central Maple Ridge (42), Cottonwood (38), and Silver Valley (36) had the most to say about these issues, whereas some areas Alouette (7) Thornhill (9) Yennadon (10) and Hammond (10) indicated less of concern which is also a factor of smaller number of respondents from some of these neighbourhoods.

The graph below indicates overall concern whereas the Table that follows looks at public safety issues by neighbourhood. The comments provided under 'Other' are available in Appendix F.



**Question 5 Results by Neighbourhood**

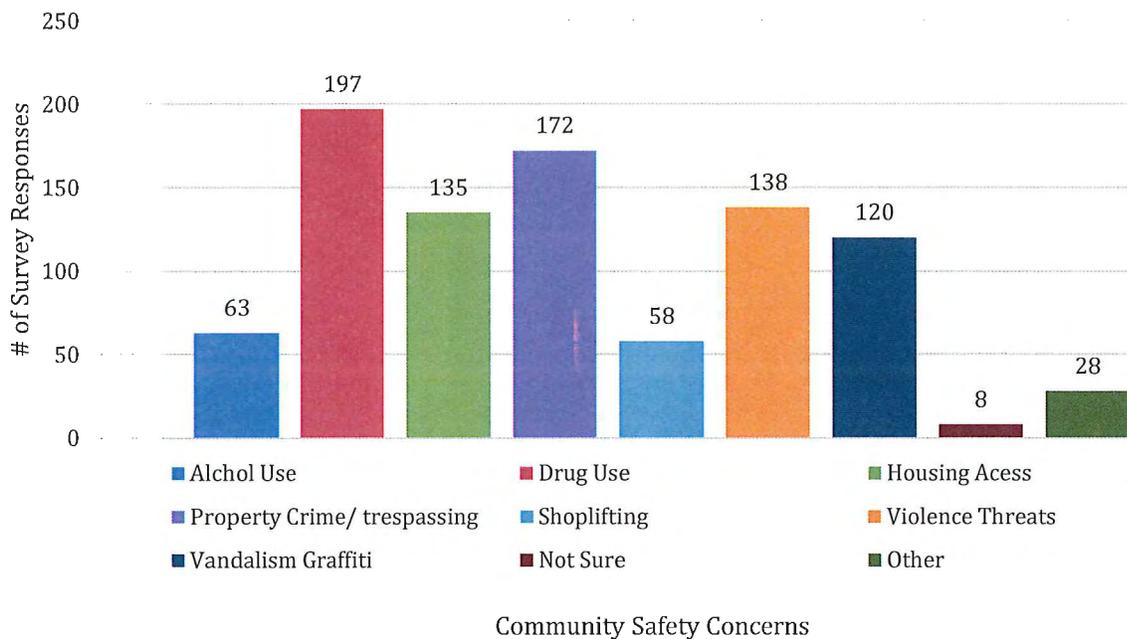
Neighbourhood	Did not answer	Auto Theft	Drug Trade	Property Crime	Shoplifting	Trespassing	Weapons & Gangs	Violence & Threats	Not Sure	Other	Total
Albion	1	19	24	24	10	16	16	24	0	1	30
Alouette	1	2	2	3	1	2	1	3	2	2	7
Blue Mountain	0	1	2	2	0	0	0	0	0	0	2
Central Maple Ridge	2	16	25	19	7	17	13	22	2	5	42
Cottonwood	2	22	27	33	9	13	12	18	2	4	38
East Maple Ridge	0	4	8	8	2	2	4	8	0	4	13
Hammond	0	7	8	9	1	5	5	7	1	1	10
Outside Maple Ridge	0	2	5	2	1	1	4	3	1	0	9
Ruskin	0	0	0	1	0	1	0	1	0	0	1
Silver Valley	0	19	20	21	3	12	9	14	2	5	36
Thornhill	0	4	7	8	3	4	5	3		2	9
Town Centre	0	9	19	19	8	11	14	18	1	8	30
Websters Corner	0	1	2	1	1	1	1	2	0	0	2
West Maple Ridge	0	27	33	33	10	19	20	22	1	12	44
Whonnock	1	3	8	7	3	5	3	6	1	2	11
Yennadon	1	4	4	4	2	4	4	4		1	10
Did not identify	1	1	1	1	1	1	1	1	1	1	5
<b>Total</b>	<b>9</b>	<b>141</b>	<b>195</b>	<b>195</b>	<b>62</b>	<b>114</b>	<b>112</b>	<b>156</b>	<b>14</b>	<b>48</b>	<b>299</b>

#### 4.6 Survey Question 6

Survey respondents were asked to identify specific areas of concern related to community safety.

Respondents were asked to identify specific concerns that affect their well-being and feelings of safety, wherein the top four areas of concern identified are (218) drug use, followed by (192) property crime/ trespassing, (149) violence and threats, (144) housing access.

For Community Safety, What are your specific areas of concern?  
(select all that apply)



Survey respondent comments indicate a variety of factors that contribute to all people independent of personal circumstances being and feeling safe, available in Appendix F.

Some of the comments included:

- *Drug use paraphernalia left behind in parks*
- *Approaching me in parking lots asking for money (aggressive panhandling)*
- *Something needs to be done that helps homeless in a respectful manner...providing housing*

## Question 6 Results by Neighbourhood

Neighbourhood	Did not answer?	Alcohol Use	Drug Use	Housing Access	Property Crime/ Trespassing	Shoplifting	Violence Threats	Vandalism Graffiti	Not Sure	Other	Total
Albion	1	6	26	16	22	10	24	16	1	3	30
Alouette	2		2	2	3	1	3	0	1	0	7
Blue Mountain	0	0	2	0	1	0	1	0	0	0	2
Central Maple Ridge	2	10	23	23	20	9	19	13	3	1	42
Cottonwood	0	10	32	15	31	9	19	22	0	5	38
East Maple Ridge	0	4	8	8	6	1	5	6	1	1	13
Hammond	0	1	9	6	10	2	7	5	0	1	10
Outside of Maple Ridge	0	2	6	4	4	1	0	2	0	0	9
Ruskin	0	1	1	1	1	0	1	1	0	0	1
Silver Valley	2	12	27	11	21	4	14	14	1	3	36
Thornhill	1	3	5	4	8	2	4	4	0	2	9
Town Centre	0	8	22	16	17	6	15	20	0	4	30
Websters Corner	0	1	2	1	1	1	2	1	0	0	2
West Maple Ridge	0	11	36	24	31	11	26	24	0	10	44
Whonnock	0	2	9	5	9	3	3	6	1	1	11
Yennadon	0	1	6	7	5	2	4	3	0	0	10
Did not identify	1	0	2	1	2	1	2	0	1	1	5
<b>Total</b>	<b>9</b>	<b>72</b>	<b>218</b>	<b>144</b>	<b>192</b>	<b>63</b>	<b>149</b>	<b>137</b>	<b>9</b>	<b>32</b>	<b>299</b>

### 4.7 Survey Question 7

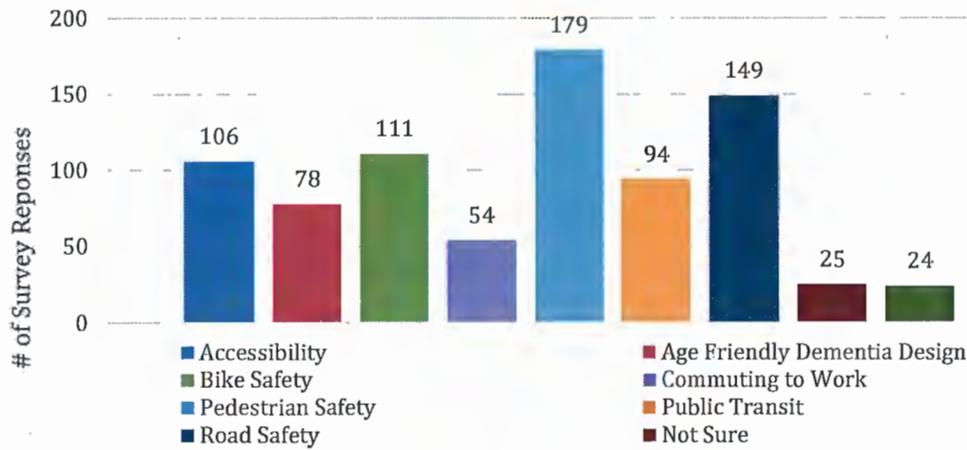
Survey respondents were asked to identify specific areas of concern related to transportation. Respondents were specifically concerned about pedestrian safety (179), road safety (149), bike safety (111), and accessibility issues (106).

The following charts detail specific issue concerns and then issues by neighbourhood. The number one concern for most neighbourhoods was pedestrian safety based on survey responses.

- **Albion, Alouette, Central Maple Ridge, Cottonwood, East Maple Ridge, Hammond, Silver Valley, Ruskin, Yennadon:** identified pedestrian safety as a top concern.
- **Thornhill:** Bike safety
- **Alouette:** indicated bike safety was of equal priority as pedestrian safety
- **Town Centre:** Pedestrian, public transit and road safety were of equal priority
- **West Maple Ridge:** indicated pedestrian and road safety were of equal priority
- **Whonnock:** Road safety

Note: The comments provided under 'Other' are available in Appendix F.

For transportation safety, what are your specific concerns?  
(select all that apply)



Transportation Safety Concerns

Question 7 Results by Neighbourhood

Neighbourhood	Did not answer	Accessibility	Age Friendly Dementia Design	Bike Safety	Commuting to Work	Pedestrian Safety	Public Transit	Road Safety	Not Sure	Other	Total
Albion	1	12	8	10	9	19	12	16	2	2	30
Alouette	1	0	0	5	1	5	1	4	0	0	7
Blue Mountain	0	0	0	0	0	1	0	2	0	0	2
Central Maple Ridge	1	15	12	16	5	24	14	11	8	2	42
Cottonwood	1	15	16	12	7	26	14	22	2	3	38
East Maple Ridge	1	2	3	2	0	5	4	2	1	1	13
Hammond	0	5	3	3	2	6	4	4	3		10
Outside Maple Ridge	2	3	1	1	0	5	3	0	1	1	9
Ruskin	0	1	1	1	1	1	1	1	0	0	1
Silver Valley	1	11	5	14	7	29	5	25	1	1	36
Thornhill	0	2	2	6	3	3	2	4	0	5	9
Town Centre	1	10	5	11	8	14	14	14	3	2	30
Websters Corner	0	1	2	0	0	1	1	1	0	0	2
West Maple Ridge	4	17	15	20	5	25	11	25	3	6	44
Whonnock	0	5	2	2	4	6	4	8	1	0	11
Yennadon	0	6	2	6	1	7	2	6	0	1	10
Did not identify	0	1	1	2	1	2	2	4	0	0	5
<b>Total</b>	<b>13</b>	<b>106</b>	<b>78</b>	<b>111</b>	<b>54</b>	<b>179</b>	<b>94</b>	<b>149</b>	<b>25</b>	<b>24</b>	<b>299</b>

#### 4.8 Survey Question 8

Survey respondents were asked to identify specific areas of concern related to personal safety

Respondents specifically were concerned about their personal safety when they were: (150) walking/running around the neighbourhood, (140) visited parks and playgrounds, (117) shopping around town. This was followed by (62) identifying concerns about aggressive dogs, and (60) concerned about wildlife interactions.



The comments provided under 'Other' are available in Appendix F.

#### Question 8 Results by Neighbourhood

Neighbourhood	Did not answer	Aggressive Dogs	Shopping Around Town	Visiting Parks and Playgrounds	Visiting the Gym Working Out	Walking, Running Around the Neighbourhood	Wildlife Interactions	Not Sure	Other	Total
Albion	2	5	15	17	4	17	11	2	3	30
Alouette	2	2	1	4	0	5	2	0	0	7
Blue Mountain	0	0	2	0	0	0	0	0	0	2
Central Maple Ridge	5	6	14	14	3	20	8	4	6	42
Cottonwood	1	8	16	17	2	20	6	3	4	38
East Maple Ridge	0	2	6	7	2	6	1	1	2	13
Hammond	0	1	4	7	0	6	4	1	2	10
Outside of Maple Ridge	1	2	2	3	0	1	1	4	0	9
Ruskin	0	0	0	1	0	0	1	0	0	1
Silver Valley	3	6	14	18	1	19	7	0	5	36
Thornhill	1	3	3	4	0	3	0	0	1	9
Town Centre	1	10	11	12	1	15	5	5	5	30
Websters Corner	0	1	1	1	0	1	1	1		2
West Maple Ridge	2	10	19	26	1	24	9	3	12	44
Whonnock		4	4	5	0	5	2		2	11
Yennadon	2	2	3	2	0	5	1	2		10
Did not identify	1	0	2	2	1	3	1	1		5
<b>Total</b>	<b>21</b>	<b>62</b>	<b>117</b>	<b>140</b>	<b>15</b>	<b>150</b>	<b>60</b>	<b>27</b>	<b>42</b>	<b>299</b>

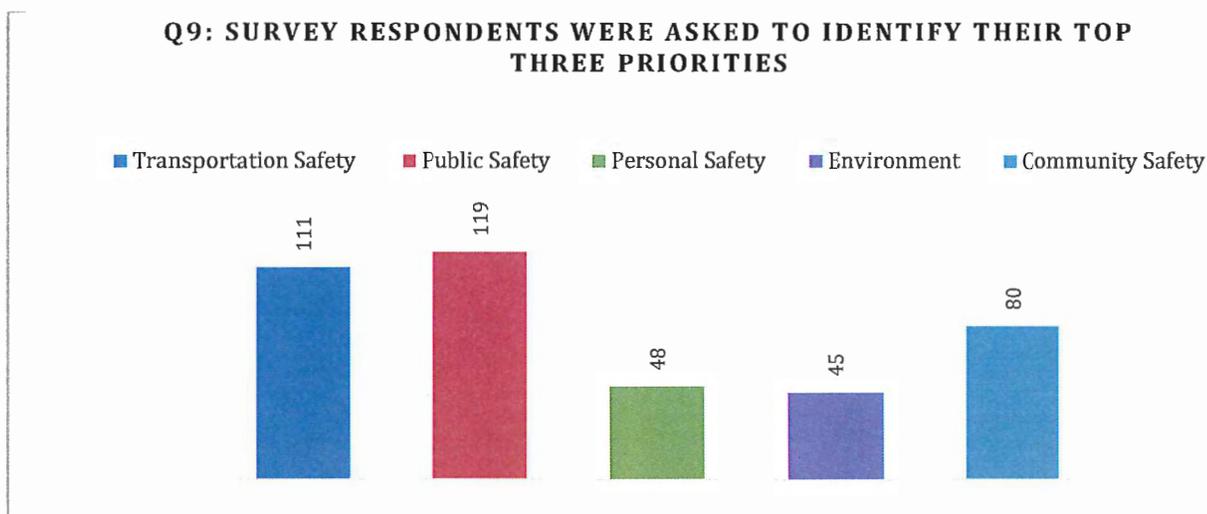
#### 4.9 Survey Question 9

##### Survey respondents were asked to identify the top three priorities to improve community safety in their neighbourhood

Respondents identified that #1 public safety issues (119) are the top priority, followed by #2 transportation safety (111) and #3 community safety (80) respondents of the 210 people that provided input to this question.

In each of the categories there was a diversity of responses in terms of priorities. However, overall most priorities in public safety focused on CSO & Bylaw Response & Enforcement to Crime Prevention, Police services to address property crime, while also providing mental health and housing supports for homeless.

In terms of transportation safety, many of the priorities focused on addressing traffic and road safety related to speeding, pedestrian safety on sidewalks, in crosswalks, at intersections, and while using bike paths. In addition, respondents identified streets that could use lighting improvements.



The individual neighbourhood survey responses while being a small sample size provide insights to understand differences between neighbourhoods. For Albion (18) and Silver Valley (25) the priority is transportation safety, whereas Cottonwood (17) public safety was a higher priority, and in West Maple Ridge (26) the priority is community safety

### Question 9 Results By Neighbourhood

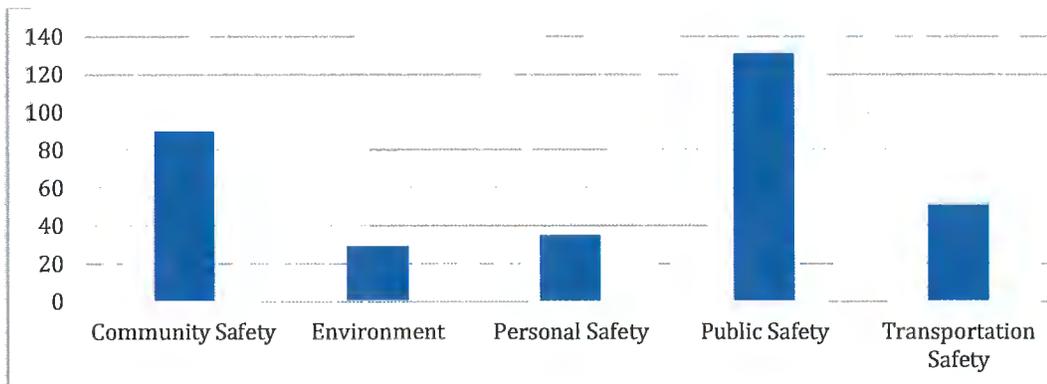
Neighbourhood	Community Safety	Environment	Personal Safety	Public Safety	Transportation Safety	Total
Albion	4	6	7	11	18	27
Alouette	0	0	0	1	2	3
Blue Mountain	0	0	0	1	0	1
Central Maple Ridge	5	4	6	11	14	21
Cottonwood	13	4	4	17	13	28
East Maple Ridge	3	1	3	3	4	9
Hammond	1	2	1	2	4	6
Outside of Maple Ridge	2	0	1	3	0	3
Ruskin	0	0	0	1	1	1
Silver Valley	7	12	6	11	25	31
Thornhill	1	1	2	7	3	7
Town Centre	12	3	8	15	4	19
Websters Corner	0	1	0	1	1	2
West Maple Ridge	26	7	7	23	15	34
Whonnock	3	1	2	7	3	8
Yennadon	2	2	1	4	4	8
Did not identify	1	1	0	1	0	2
<b>Total</b>	<b>80</b>	<b>45</b>	<b>48</b>	<b>119</b>	<b>111</b>	<b>210</b>

### 4.10 Survey Question 10

Survey respondents were asked to identify their top three priorities to improve community safety in the City of Maple Ridge

Given the similarity between question 9 and 10, many respondents did not differentiate between the two questions. Question 9 focused on neighbourhood priorities, while the intention of question 10 was to identify overall City priorities. The result was that some respondents reiterated responses from question 9.

However, some respondents did differentiate and the result is slightly more priority on public safety (131), followed by community safety (90), then transportation safety (51), personal safety (35), and environment (29).



As the question was long-answer, participants were able to detail out their preferences. Some of the more common responses are reflected in these comments.

- *Improving traffic safety around schools. Ensuring that there are safe, well-connected pedestrian and cycling networks.*
- *Continue to invest in community safety officers to engage community beyond the boundary of the downtown core.*
- *Safe drug access, transition housing with professional supports, mental health and substance use residential services*
- *Crack down on speeding.*  
*Homelessness needs addressing, Addiction needs addressing*
- *Improve pedestrian safety (sidewalks)- improve visibility on the roads*
- *Affordable housing.*
- *More police presence in neighborhoods to discourage property theft*

The full set of responses are available in Appendix F.

#### 4.11 Survey Question 11

**Survey respondents were asked to share ideas of innovative approaches that the City could consider**  
The 90 people that responded to this question, suggested a diversity of approaches ranging from enforcement of public safety, to transportation planning, economic generators, health and addiction service supports, alternative housing and planning initiatives to enhance community safety. All responses by neighbourhood are contained in Appendix F.

The responses were clustered by category and included: (52) public safety, (30) community safety, (29) transportation safety, (16) environment, (14) related to personal safety.

The following is a random selection of comments from each community.

- **Albion:** *improved lighting in crime areas; more community safety officers; work in better partnership with RCMP in relation to drug trade, prostitution and human trafficking; issue more business licences to invest in adequate policing and programs; look to leading countries succeeding to reduce homelessness and by extension vagrancy, open public use, like Finland.*
- **Central Maple Ridge:** *encourage walkability with the European star system where day to day necessities surround hubs or residential units; more outreach/less cops/ bylaws; look at transportation planning first ie: pedestrian and bike pathways, denser housing; police walking and biking around town regularly getting to know the neighbourhoods and talking to people; more access for mental health and drug use, these people need housing, get them off the streets.*
- **Cottonwood:** *Allow commercial use on riverfront, restaurants, Quayside market, condos facing the river etc. For a riverfront city, it is hard to see or access the river; Another park on the Alouette river, north or south; A downtown theme for commercial properties. Bring some continuity to the look, maybe it'll attract visitors to the downtown; Downhill bike park and Grouse Grind type venue from UBC research forest to foot of 224th area; Modern "trailer parks" to supply affordable housing.*
- **Hammond:** *Signs depicting 'Caution' on all traffic circles; More points of interest at the parks; Install some signage to help folks traverse downtown showing parks, rest stops, available rest rooms, invitation to stop and 'smell the roses'; Install a tear drop sculpture in Memorial Park to memorialize the Native Children buried in unmarked graves.*

- **Silver Valley:** *Look at other communities which have had success with respect to drugs and homelessness. encourage secondary homes, gateway homes, cottages on property, coach houses to help alleviate low vacancy rates. Streamline permit process and be helpful to home owners not just developers; Dewdney trunk road and Lougheed highway need to be re-purposed between 200th and 228th. Lougheed should be made into 4 lanes of eastbound one-way traffic, and Dewdney trunk should be 4 lanes of westbound, one-way traffic. I believe that this would help lessen traffic congestion and move people faster.*
- **Town Centre:** *I'd love to see a dance hall open up. I think people young and old would like that; A more walkable and bikeable city that encourages people to spend time in their community rather than always going elsewhere for entertainment and activity will support a sense of community that this city is lacking. There is much construction going up - initiatives that support retail or restaurant below and housing up top would help, as well as initiatives to encourage or mandate construction in the city come with the designation of park land or other public natural space.*
- **West Maple Ridge:** *Coordination of services and govt agencies. (ie HUB - ""One stop Shop"""); I was heartened by the very comprehensive approach of the Community Social Safety Action Plan as outlined by City of Maple Ridge officials during the July 15 Zoom open house for West Maple Ridge. To be honest, I hadn't been paying enough attention, so it was news to me. While I do not believe that drug addiction excuses criminal and other antisocial behaviour, I do recognize that addiction fuels much of the property crime in our community and that addicts cannot recover without considerable help, support, and encouragement. Law enforcement alone will not make our communities safe. I would like to see the City encourage residents and businesses to be more proactive about crime prevention (especially "target-hardening") rather than reacting after a property crime has already been committed. Specifically, perhaps the City could better publicize existing services that provide tailored crime prevention advice to interested residents and businesses*
- **Whonnock:** *The city needs more businesses and industry. Although Maple Ridge is more affordable than other cities, many young families can't move here because there is no work and commuting is nearly impossible. Way too much traffic already and no near access to Skytrain.*
- **Yennadon:** *We need more entertainment options in maple ridge and better shopping to bring people in. I rarely shop/eat/drink in maple ridge. Close 224 and make it a food/shopping strip; Service centers in locations where people can access service, live in housing, and be off the streets.*

### Survey Outcomes Summary

The 299 survey respondents indicated that most common means of hearing about the process was from Facebook, while the second most prevalent was the newspaper, followed closely behind by word of mouth. The majority of respondents (196) own their home, while (33) rent. Additional demographic details are available in Appendix F.

In an effort to invite the community to talk about whatever aspects of safety were important to them, the consultant worked with City staff to align the breadth of topic areas with categories used in the CSSI dashboard. This also helped to organize the survey into manageable parts. Although there was some overlap in responses related to community safety and personal safety. The responses indicate that most respondents welcomed the opportunity to be engaged and provide input on the following categories.

- *Community Safety* includes concerns related to experiences in public spaces.
- *Public Safety* includes agencies like the police, fire, ambulance, and search & rescue teams.
- *Transportation Safety* includes how you move around the City – by foot, bike, bus or vehicle.
- *Personal Safety* includes how safe you feel at home, at work, commuting and around town.

## Safety Category Index

To understand the diversity and different perspectives the full survey comments should be reviewed, however while each neighbourhood had specific concerns the one overarching area of concern across all neighbourhoods was transportation safety.

Category	Description
Community Safety	<p>Property crime/ trespassing/ vandalism (including homes, garages and yards).</p> <p>Significant concerns identified about alcohol/drug use openly in public spaces.</p> <p>Park and public space cleaning and maintenance, from needle cleanup to bush trimming, to lighting along pathways and streets. For example: participants identified roads that could use lighting upgrades to improve safety (117th between Laity and 207th, and surrounding area).</p> <p>Dumping, excessive littering, abandoning large amounts of trash in public spaces and rural areas.</p> <p>Affordable housing, health and treatment services and facilities, support services for youth, funding for drug and alcohol treatment were suggested to address homelessness and addictions.</p> <p>Increase small grant funding to connect people in neighbourhoods. Promote block watch, neighbours looking out for neighbours.</p>
Public Safety	<p>Ambulance: improved accessibility, more ambulance service in growing areas of community (Examples included: Silver Valley and East Maple Ridge).</p> <p>Fire: fire safety and wildfire risk, while others suggested increased funding for fire personnel.</p> <p>Police Services: All neighbourhoods reported issues with delayed response to non-emergency line, West and Central MR neighbourhoods suggested increased police presence needed.</p> <p>CSO &amp; Bylaw Response &amp; Enforcement to Crime Prevention: more CSOs outside of downtown, CSO support for school and parks, more CSO presence in west and central MR and Town Centre. Bylaw services related to noise issues, particularly loud vehicles and motorcycles.</p> <p>Property Crime: Thefts from yards, cars, and general increased activity in evenings</p> <p>Shoplifting: most comments were related to downtown businesses.</p> <p>Weapons, Gangs, open drug trade operating in certain neighbourhoods including illegal grow ops.</p>
Transportation Safety	<p>Traffic and Road Safety: Speeding was an issue in almost all neighbourhoods and through most school zones, suggestions for traffic calmed areas, enhanced signage, speed bumps.</p> <p>Parking: Adjacent schools, parks, recreation areas, related to rentals in houses.</p> <p>Pedestrian mobility: Improved walking paths, sidewalks, intersections: people of varying mobility constraints are supported in moving safely around the community.</p> <p>Public transit: More needed for Silver Valley, East Maple Ridge local routes.</p> <p>Bike and Other Micro-mobility options: bike paths, separated bike lanes.</p> <p>Accessibility, Age Friendly appropriate infrastructure, well lit streets and parks, sidewalks on all streets to accommodate people with different abilities, strollers and pedestrians.</p>
Personal Safety	<p>Violence, harassment &amp; thefts while engaging in activities from shopping, at banks, doing errands.</p> <p>Vulnerable people (identified vulnerable as people with disabilities, seniors, homeless, women, children) targeted by mentally ill, drug addicted, and people described as vigilantes in central/west Maple Ridge and Town Centre.</p> <p>Animals: Aggressive dogs and Wildlife interactions in neighbourhoods (Albion).</p>
Environmental Safety	<p>Watershed/ Drinking Water impacts from development; Climate Change Impacts; Food Security, and protecting ALR</p>

In each of these categories, some issues were mentioned more frequently in specific neighbourhoods versus others. For a completed description of all concerns please see the survey findings in Appendix F.

**Albion:** Transportation safety related to speeding (traffic calming), intersections, lighting, crosswalks generally and adjacent schools. Public safety through enhanced police and bylaw presence.

**Alouette:** Transportation safety related to speeding. Public safety through enhanced police and bylaw presence.

**Central Maple Ridge:** Transportation safety related to speeding, pedestrian and cycling safety. Public safety through enhanced police, bylaw presence, and security cameras. Community safety related to homelessness, open drug use and correspondingly some respondents suggested more facilities that provide housing and addiction support services are required.

**Cottonwood:** Transportation safety related to speeding, improved bicycle paths. Public safety through enhanced police security and bylaw presence. Community safety related to concerns about property crime.

**East Maple Ridge:** Transportation safety related to speeding, improved bicycle paths and transit. Community safety related to concerns about property crime. Public safety with enhanced police security and foot patrols.

**Hammond:** Transportation safety related to speeding, improved lighting. Community safety related to presence of organized crime. Public safety through enhanced police presence.

**Ruskin:** Public safety through enhanced police presence. Transportation safety for pedestrians, cyclists and regular transit service

**Silver Valley:** Transportation safety related to speeding (traffic calming), pedestrian safety and improved sidewalks and parking particularly adjacent schools. Improved public transit. Public safety through enhanced police security and bylaw presence. Community safety related to property thefts and vandalism linked to homelessness issues. Personal safety related to improved food, housing and addiction services for marginalized

**Thornhill:** Transportation safety related to speeding; more street lighting; road safety related to increased traffic. Public safety through enhanced police presence; legal and illegal drug operations; more social workers for homeless and drug addiction.

**Town Centre:** Public safety through enhanced police presence and first responders; CSO foot patrols to address open drug use and trade. Community safety through enhanced street lighting; more housing for vulnerable; more neighbourhood meetings to discuss issues and concerns; more community events.

**Webster's Corners:** Transportation safety with improved sidewalks, crosswalks, speedbumps in school zones. Community safety through similar outreach programs as Hope for Freedom in Poco

**West Maple Ridge:** Community safety related to property crime; thefts; open drug use on streets and in parks; access to harm reduction services. Transportation safety related to speeding, improved bike paths, improved transit, improved lighting; improved pedestrian infrastructure.

**Whonnock:** Transportation safety related to speeding. Public safety related to enforcement of illegal grow operations and police presence.

**Yennadon:** Transportation safety related to safer roads due to increase in traffic, speeding in general and adjacent school zones; improved lighting pedestrian safety on sidewalks; improved bike paths.

## 5. NEIGHBOURHOOD MEETINGS

Public or community engagement is a planning process that works with diverse groups of people, connected by geographic location, affiliation, gender, age, socio-economic and ability levels and other factors to address issues affecting their well-being.

However, not all public engagement is the same. It is not uncommon for the public to be asked to provide input into a project and correspondingly it is not clear about the level of influence the public has in the decision-making process. For highly contentious projects this can undermine trust, impact the public's decision to participate in the future. This is because the public feels that since the decision did not go their way and particularly if there was significant opposition they conclude that decision makers were not listening. If interested or affected people perceive they will or believe they should have significant input to and influence on a decision but in the end do not, they will be dissatisfied with the outcome of the process, regardless of how much public participation activity may have occurred.

To address this issue, the role of the public in the process was clearly communicated in each of the nine (9) neighbourhood meetings. The meetings ran from 7:00pm to 8:30pm. An independent facilitator welcomed participants, provided an overview of the respectful behavior protocols and the agenda. A presentation by staff provided an overview of the CSSI work to date, the process, and how public input would be used.

Following the presentation two polls gauged awareness of CSSI initiatives to date and sentiments as to whether the programs have been effective (Yes, No, Somewhat). They were used by the facilitator to prompt discussion questions such as: can you tell us more about what has not been as effective, or what has been effective. These polls are not statistically significant and the cumulative averages have been calculated over all nine meetings to provide an average response rate.

**Poll #1** Were you aware of the Community Social Safety Action Plan initiatives before tonight?

- Yes – 61%
- No – 39%

**Poll #2** Do you think these initiatives have been effective so far?

- Yes – 19%
- No – 38%
- Somewhat – 42%

The facilitated discussion provided an opportunity for neighbours to identify a range of issues and concerns, ask questions, with staff responding and providing additional resource and contact links in the chat. In addition, City staff provided IT support and note taking. For most sessions, higher numbers registered than actually attended the session. The following is an overview of each neighbourhood meeting and the key issues raised.

### 5.1 What We Heard

In each of the neighbourhood meetings discussion could be grouped into four overall safety categories.

- *Community Safety* includes concerns related to experiences in public spaces.
- *Public Safety* includes agencies like the police, fire, ambulance, search & rescue teams, and environmental issue response.
- *Transportation Safety* includes how you move around the City – by foot, bike, bus or vehicle.
- *Personal Safety* includes how safe you feel at home, at work, commuting and around town.

In some meetings transportation safety was the primary focus whereas in the eastern neighbourhoods, environmental issues arose as an area of concern. The top two to three themes that we heard by neighbourhood meeting included:

- **Albion & Cottonwood:**
  - Non-Emergency Response Times Slow. Participants raised concerns with the response time to non-emergency calls, such as vandalism, and bike theft and felt the response time should be quicker. Some participants raised the concerns with the wait time to even report a non-emergency incident.
  - Safe Alternatives to the Car. Participants raised issues with pedestrians being hit by vehicles at crosswalks and cyclists feeling safer on the sidewalks.
  - Utilizing Community Champions. Participants asked why those in the Block Watch Program are not being asked for stats or being better integrated into community safety programs.
- **East Maple Ridge, Webster's Corners, Whispering Falls, Smith & Rothsay:**
  - Planning Engagement in July. Participants raised concerns with the engagement process taking place in July and felt that the turnout is low because everyone is on summer holidays.
- **Hammond:**
  - Slow RCMP Response. Participants raised concerns with the RCMP's response time to an incident and felt the response time should be quicker.
  - Speeding Traffic. Participants raised concerns with vehicles speeding through Hammond, especially around the schools, and raised question around the City's plans to calm traffic in specific neighbourhood areas.
- **Silver Valley & Yennadon Meeting I:**
  - Safe Access to Schools. Participants raised concerns with traffic and lack of infrastructure (such as parking, safe bike paths, crosswalk enhancements) make it difficult for parents and kids to safely arrive and leave school
  - Lack of Transportation Choice. Participants noted someone from Silver Valley cannot get to the Town Centre safely by bike or walking.
  - Increase Officer Patrol in Neighbourhood. Participants welcome CSO's in their neighbourhood and noted some of areas that are known to the community to have challenges.
- **Silver Valley & Yennadon Meeting II**
  - Safe Access to Schools. Participants raised concerns with traffic and lack of infrastructure (such as parking, safe bike paths, crosswalk enhancements) make it difficult for parents and kids to safely arrive and leave school
  - Speeding Traffic. Participants raised concerns with vehicles speeding through the neighbourhood, especially around the schools, and raised question around the City's plans to calm traffic in specific neighbourhood areas.
  - Equestrian Trail Safety. Participants raised concerns with parts of the equestrian trails and access points are not safe for horses or riders due to cars and barriers
  - Building Relationship Between Schools and CSO's. Participants welcome CSO's in their neighbourhood and would like the CSO's to build relationships with the schools so needles can be cleaned up safely and incidents that take place on the school property.
- **Thornhill & Spillsbury:**
  - Safety of Multi-Use Trails for All. Participants raised concerns with the shared mountain bike and equestrian trails.
  - Wildlife Attractants and Animal Safety. Participants asked about the group of volunteers that use to harvest the wild berries so wild animals were not attracted to specific areas. Concerns for the environment and animals should there be any development was also raised.
- **Town Centre & Central Maple Ridge:**

- Vulnerable Community Members at Risk. Participants commented that the Town Centre has a variety of people, and everyone faces different challenges. Participants specifically raised, youth services, safe sidewalks for seniors and infrastructure that is accessibility friendly.
- Building Process Between Bylaws and BIA. Graffiti and vandalism were raised as issues and that businesses want to fix the problem as soon as possible (i.e. remove graffiti), so many incidents go unreported.
- Increasing RCMP and CSO Visibility. Participants raised concerns with personal safety in specific part of the Town Centre and commented that increasing RCMP and CSO visibility in the community would have a positive impact.
- **West Maple Ridge, South Alouette, Alouette:**
  - Lack of Transportation Infrastructure for Car Alternatives. Participants raised concerns with the lack of connectivity between bike lanes, accessible sidewalks, and infrastructure for micro-mobility to help them get to their travel destination safely.
  - Non-Emergency Response Times Slow. Participants raised concerns with the response time to non-emergency calls, such as vandalism, car theft, trespassing, and felt the response time should be quicker. Some participants raised the concerns with the wait time to even report a non-emergency incident.
- **Whonnock & Ruskin:**
  - Cannabis Odors. Participants raised concerns with smelling cannabis at various points in the day and night. the shared mountain bike and equestrian trails.
  - CSO Training for Mental Health and Trauma. Participants asked about how the CSO's are being trained for situations where community members need assistance with mental health, are suffering with trauma, and/or are BIPOC. Participants concerned with keeping everyone in their community safe.
  - Climate Change Preparedness. Participants raised concerns with flooding, food security, and other weather extremes that may become more frequent in the future.

The survey respondents (299) and the neighbourhood meetings attendees (89) provided similar input on the safety categories. The key difference between the two engagement activities was that the neighbourhood meetings provided an opportunity to have in depth conversations about issues of importance to each neighbourhood. Many neighbourhood meeting attendees expressed appreciation for the opportunity to meet and connect with staff, to discuss issues, and understand who at the City they can reach out to around issues of importance to their neighbourhood. The detailed reports for each neighbourhood meeting are in Appendix G.

## 6. WHAT WE HEARD: LEARNING EVENT & COMMUNITY SAFETY PANEL Q&A

On July 29, 2021 from 7:00pm to 8:45 a virtual CSSI Learning Event was hosted to provide an opportunity for the public to hear from staff and experts in the community, to ask the panel questions about the work to date, and raise issues and concerns.

The evening began with the independent facilitator providing an overview of respectful behavior protocols, logistics, the agenda, and panelist introduction, followed by a presentation by each of the panelists and then a facilitated whole group discussion. The summary report including each question and responses are contained in Appendix H.

### Themes included:

- Public safety issues and public safety organizational operations and management
- Fire issues and wildfire management
- Transportation safety related to traffic congestion and traffic enforcement

## 7. CONCLUSION

The findings of the CSSI survey and neighbourhood meetings provide insights on how individuals and neighbourhoods define and experience community, public, transportation, personal safety. This valuable information build understanding about what respondents think a safe City looks like. It identifies the specific neighbourhood issues and concerns all of which can be used to inform the development of a Community Safety Strategy.

**APPENDIX A - Promotional Materials**  
**FIVE (5) NEWSPAPER ADVERTISEMENTS**

### LET'S TALK COMMUNITY SAFETY

The City of Maple Ridge is in the process of developing a Community Social Safety Strategy and we want to hear from you!

We are building an understanding of what a safe City looks like and want to hear your thoughts on current public safety issues and concerns, what's working and what needs improvement.

The City is hosting facilitated sessions via Zoom in your neighbourhoods from 7:00 - 8:30pm on the following dates in July:

- July 7: Silver Valley and Westwood
- July 8: East Maple Ridge
- July 11: Alton and Callertonport
- July 14: Hammond
- July 15: West Maple Ridge
- July 16: Town Centre
- July 21: Thornhill
- July 22: Whonnock and Ruskin

To register, please complete the registration form on the City's website ([www.mapleridge.ca/2370](http://www.mapleridge.ca/2370)) or email [leadtogether@mapleridge.ca](mailto:leadtogether@mapleridge.ca) your preferred meeting date.

Want to stay up-to-date?  
 Please visit our website for the latest information on our upcoming engagement opportunities, to share your thoughts through our survey, and to register for upcoming events.



MAPLE RIDGE  
British Columbia

@yourmapleridge

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The City is hosting facilitated sessions via Zoom in your neighbourhoods from 7:00 - 8:30pm on the following dates in July:

- July 18: Town Centre
- July 21: Thornhill
- July 22: Whonnock and Ruskin
- July 26: East Maple Ridge
- July 28: Silver Valley and Yennadon Areas

To register, please complete the registration form on the City's website ([www.mapleridge.ca/2370](http://www.mapleridge.ca/2370)) or email [leadtogether@mapleridge.ca](mailto:leadtogether@mapleridge.ca) your preferred meeting date.

**HAVE YOUR SAY!**  
 Visit [www.mapleridge.ca/2370](http://www.mapleridge.ca/2370) and participate in our online survey to share your experiences, challenges, and successes related to community safety.

**WANT TO STAY UP-TO-DATE?**  
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[mapleridge.ca/2370](http://mapleridge.ca/2370)  
[leadtogether@mapleridge.ca](mailto:leadtogether@mapleridge.ca)



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We are building an understanding of what a safe City looks like and want to hear your thoughts on current public safety issues and concerns, what's working and what needs improvement.

The City is hosting facilitated sessions via Zoom in your neighbourhoods from 7:00 - 8:30pm on the following dates in July:

- July 21: Hammond
- July 22: West Maple Ridge
- July 23: Town Centre
- July 24: Thornhill
- July 25: Whonnock and Ruskin

To register, please complete the registration form on the City's website ([www.mapleridge.ca/2370](http://www.mapleridge.ca/2370)) or email [leadtogether@mapleridge.ca](mailto:leadtogether@mapleridge.ca) your preferred meeting date.

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We are building an understanding of what a safe City looks like and want to hear your thoughts on current safety issues and concerns, what's working and what needs improvement.

**HAVE YOUR SAY!**  
 Visit [www.mapleridge.ca/2370](http://www.mapleridge.ca/2370) and participate in our online survey to share your experiences, challenges, and successes related to community safety. The deadline for the survey is July 31!

**WANT TO STAY UP-TO-DATE?**  
 Please visit our website for the latest information on our upcoming engagement opportunities, to share your thoughts through our survey, and to register for upcoming events.



MAPLE RIDGE  
British Columbia

@yourmapleridge

FACEBOOK POST EXAMPLE



**City of Maple Ridge**  
2 July at 11:20 · 13

The City of Maple Ridge is in the process of developing a Community Social Safety Strategy and we want to hear from you!

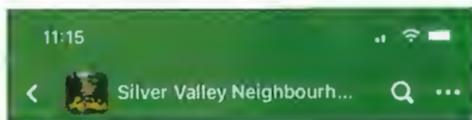
We are building an understanding of what a safe City looks like and want to hear your thoughts on current public safety issues and concerns: what's working and what needs improvement.

The City is hosting facilitated sessions via Zoom in your neighbourhoods

from 7:00 – 8:30pm on the following dates in July:  
July 7: Silver Valley and Yennadon  
July 8: East - See more

13 comments 27 shares

Like Comment Share



**Fred Armstrong** shared a photo.  
2d · 🌐

Here's a link to a post that you may be interested in. There are neighbourhood sessions planned for next week. Follow the link in the post for information on how you can participate. Take care.

<https://www.facebook.com/yourmapleridge/photos/a.208635965869329/4134319236634296/>

**City of Maple Ridge**  
2d · 🌐

The City of Maple Ridge is in the process of developing a Community Social Safety Strategy and we want to he... See More



Opens in Messenger

Send Message



Home Events Videos Photos About Live

**City of Maple Ridge**  
Posted by Fred Armstrong  
12m · 🌐

Let's Talk Safety! The City of Maple Ridge is in the process of developing a Community Social Safety Strategy and neighbourhood sessions are coming up for East Maple Ridge and Silver Valley & Yennadon. The facilitated sessions are done via Zoom and run from 7:00 – 8:30 pm on the following dates in July:  
July 26: East Maple Ridge  
July 27: Silver Valley & Yennadon

Go to the City's website at [www.mapleridge.ca/2370](http://www.mapleridge.ca/2370) or email [leadtogether@mapleridge.ca](mailto:leadtogether@mapleridge.ca) if you need more information. If you can't sign up for the neighbourhood session please take a moment t to fill out the survey and make your voice part of the solutions. Survey respondents have a chance to win one of fifteen \$25 Maple Ridge Downtown BIA Gift Certificates.



Opens in Messenger

Send Message



## APPENDIX B - Media Release and Newspaper Articles



### CITY OF MAPLE RIDGE NEWS RELEASE

FOR IMMEDIATE RELEASE

June 30, 2021 #21-29

For further information, contact:  
Mick Ramos at 604-467-7315  
[communications@mapleridge.ca](mailto:communications@mapleridge.ca)

#### Maple Ridge Launches Community Safety Strategy Consultation

**Maple Ridge, BC:** The City is moving forward with public consultation to support further development of the Community Social Safety Initiative (CSSI). Staff and expert consultants have developed a robust engagement plan that includes outreach to individual neighbourhoods and business owners. The consultation will run until July 31, with results presented to Council in September.

A wide variety of engagement opportunities are scheduled over the summer to identify and document neighbourhood-specific issues and concerns to inform the advancement of the CSSI:

- **Virtual Neighbourhood Meetings, July 7 to 22**

These sessions are designed to collect specific insights into community safety priorities and offer citizens an opportunity to provide feedback. A list of neighbourhoods and meeting dates, as well as registration information, can be found [here](#).

- **Online Survey, June 24 to July 31**

The wider Maple Ridge community is [invited to share](#) their experiences, successes and challenges related to community safety. The Maple Ridge Downtown BIA has partnered with the City to provide gift cards for survey participants to win.

- **Community Pop-Ups**

City staff will be dropping by a series of popular locations around the community to share information on the consultation process and answer questions from residents.

- **Virtual Community Safety Panel Q&A, July 29**

This interactive event will offer attendees a chance to hear from a panel of experts and staff working on the ground to implement the CSSI. Please e-mail [haveitoggether@mapleridge.ca](mailto:haveitoggether@mapleridge.ca) to register for this webinar.



Maple Ridge city hall (Neil Corbett/The News)

## City of Maple Ridge asking the public about safety through July

Online survey, virtual meetings and more planned

NEIL CORBETT / Jun. 30, 2021 2:00 p.m. / LOCAL NEWS / NEWS

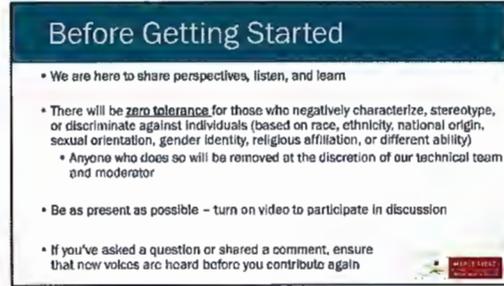
Maple Ridge city hall is doing public consultation about community safety throughout July.

The city's goal is to support further development of the Community Social Safety Initiative (CSSI). Staff and consultants have developed a public engagement plan that includes outreach to individual neighbourhoods and business owners, running until July 31.

# APPENDIX C - Neighbourhood Meeting Presentation Slides



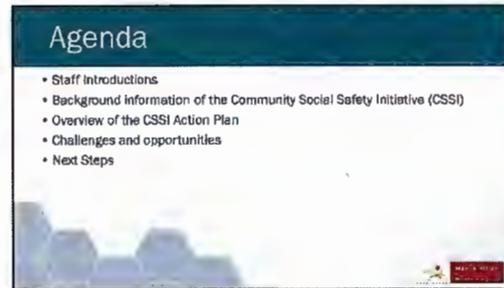
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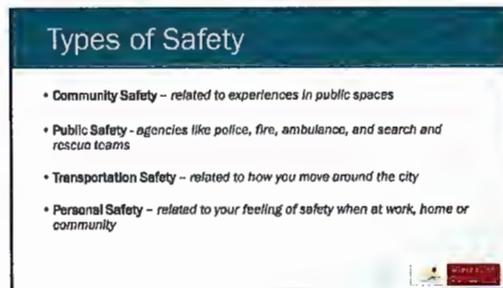
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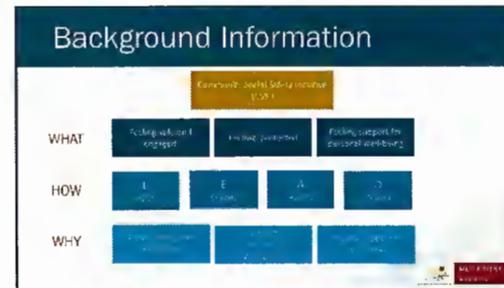
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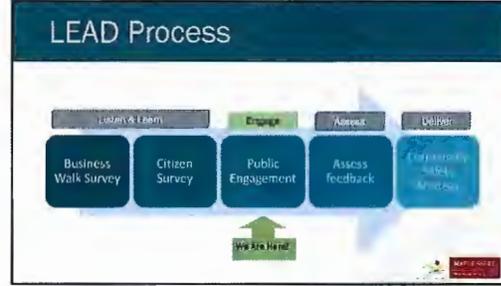
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10



11

### Community Safety Action Plan

- Citizens Feel Safe and Are Engaged in the Community**
  - Clean Streets and Walkways
  - Vibrant Downtown
  - Enhanced Volunteer Programs
- Citizens are Protected**
  - Visibility/Response
  - Protective Services
- Citizens' well-being is supported**
  - Alternate Forms of Justice
  - Corrections
  - Housing

12

### Community Safety Action Plan

1. To Help Citizens Feel Safe and are Engaged in the Community

**Town Centre Clean Street and Walkways**

- Lock Out Crime Through Environmental Design
- Enhanced early morning cleanup services
- Needle removal training
- Created Community Safety Officers section

13

### Community Safety Action Plan

1. To Help Citizens Feel Safe and are Engaged in the Community (continued)

<p><b>Enhanced Volunteer Programs</b></p> <ul style="list-style-type: none"> <li>Enhanced Block Watch Communications</li> <li>Integrated Safety Ambassador Team (ISAT)</li> </ul>	<p><b>Vibrant Downtown</b></p> <ul style="list-style-type: none"> <li>Light Alleyways</li> <li>Downtown Activations</li> <li>Town Centre Visioning</li> </ul>
---	---

14

### Community Safety Action Plan

2. To Help Protect Citizens

**Visibility and Response**

- Tiered enforcement and enhanced visibility
- RCMP Proactive Foot beat file
- RCMP Extended On Site Visibility
- Uniformed Community Response Unit Bike Patrol
- Safer Streets Bylaw

15

### Community Safety Action Plan

3. To Help Support Citizen's Well-Being

**Alternate Forms of Justice**

- Restorative Justice
- Transitional Services
- Integrated Court

16

## Community Safety Action Plan

3. To Help Support Citizen's Well-Being

17

## Housing Initiatives

- Implementation of the Housing Action Plan
- Social Housing Plan
- Social Service Inventory Mapping
- Zoning Bylaw amendments to regulate supportive recovery houses

18

### #1 Poll Question

**Were you aware of the Community Social Safety Action Plan initiatives before tonight?**

19

### #2 Poll Question

**Do you think these initiatives have been effective so far?**

20

## Discussion, Comments & Questions

21

## Next Steps

We are looking for feedback on how we can help make you feel safe, protected, engaged, and support your well-being in public spaces

22

## How To Provide Input

- Participate in the community dialogue
- Visit the project website: [www.mapleridge.ca/2370](http://www.mapleridge.ca/2370)
- Fill out the survey!
  - Available online or paper on request till July 31<sup>st</sup>.
- Attend one of the Virtual Neighbourhood Meetings
  - 7 more meetings after tonight (till the 28<sup>th</sup>)
- Attend the Virtual Learning Event: Q&A with an Expert Panel
  - July 29<sup>th</sup> from 7:00 – 8:30pm over zoom.
- Speak with staff at a Community Pop-Up

23

# Thank You!

Let's Talk Community Safety

[mapleridge.ca/2370](http://mapleridge.ca/2370) [leadtogether@mapleridge.ca](mailto:leadtogether@mapleridge.ca)

24

## APPENDIX D - Panel Discussion Presentation Slides

*Welcome!*

# LEAD Maple Ridge

Let's Talk Community Safety

1

## Before Getting Started

- We are here to share perspectives, listen, and learn
- There will be **zero tolerance** for those who negatively characterize, stereotype, or discriminate against individuals (based on race, ethnicity, national origin, sexual orientation, gender identity, religious affiliation, or different ability)
  - Anyone who does so will be removed at the discretion of our technical team and moderator
- Be as present as possible – turn on video to participate in discussion
- If you've asked a question or shared a comment, ensure that new voices are heard before you contribute again

2

## Agenda

- Panel Introductions
- Panel Presentations
  - Community Social Safety Initiative (CSSI)
  - CSSI Expert Consultants
  - Maple Ridge Fire Department
  - Ridge Meadows RCMP Detachment
- Question and Answer Period
- Next Steps

3

## The Panel

- Chad Cowles, Manager of Community Social Safety Initiative, Bylaw Services
- James Chelland, Assistant Chief Fire Prevention, Maple Ridge Fire Department
- Adam Gandler, Inspector, Ridge Meadows RCMP Detachment
- Julie Klausner, Constable (Media Relations), Ridge Meadows RCMP Detachment
- Rob Thieszen, CSSI Expert Consultant, retired Executive Director of Hope for Freedom Society
- Fraser McRae, CSSI Expert Consultant, retired RCMP OIC in Surrey and Maple Ridge

4

## The Process

We are looking for feedback on how we can help make you feel safe, protected, engaged, and support your well-being in public spaces

Listen & Learn

Engage

Assess

Deliver

Business Walk Survey

Citizen Survey

Public Engagement

Assess feedback

We Are Here!

5

## Community Safety Action Plan

- Citizens Feel Safe and Are Engaged in the Community**
  - Clean Streets and Walkways
  - Vibrant Downtown
  - Enhanced Volunteer Programs
- Citizens are Protected**
  - Visibility/Response
  - Protective Services
- Citizens' well-being is supported**
  - Alternate Forms of Justice
  - Corrections
  - Housing

6

## Citizens Feel Safe and Engaged in the Community

- Clean Street and Walkways**
  - Lock Out Crime Through Environmental Design
  - Enhanced early morning cleanup services
  - Needle removal training
  - Community Safety Officers

88%

7

## Citizens Feel Safe and Engaged in the Community

- Enhanced Volunteer Programs**
  - Enhanced Block Watch Communications
  - Integrated Safety Ambassador Team (ISAT)

- Vibrant Downtown**
  - Light Alleyways
  - Downtown Activations
  - Town Centre Visioning

8

## Citizens are Protected

**Visibility and Response**

- Tiered enforcement and enhanced visibility
- RCMP Proactive Foot-beat file
- RCMP Extended On Site Visibility
- Uniformed Community Response Unit Bike Patrol
- Safer Streets Bylaw



9

## Citizen Well-Being is Supported

**Alternate Forms of Justice**

- Restorative Justice
- Transitional Services
- Integrated Court

**Housing**

- Housing Action Plan
- Social Service Mapping Inventory
- Supportive Recovery Bylaw



10

## CSSI Expert Consultants

1. What is your impression of the level of consultation and engagement of the CSSI to this point?
2. What internal and external partnerships and cooperation have you observed?
3. Can you speak to your impressions of the livability in this community?
4. Can you describe the degree of the social challenges we face?
5. Do you feel that our community looks different since the roll-out of the CSSI?



11

## LEAD Community Safety Panel



12

## Reactive Support

- **Fire Truck Response**
  - Calls to Emergoncics
 

• Yearly Average	5800 responses
• 2021 Jan - to date	3766 responses
- **Type of calls:**
  - Regular: Fires, Vehicle Accidents, Medicals, Alarms
  - Periodic: Windstorms, Flooding, Assists
  - Technical Rescue: Swift Water, Rope, Confined Space, Crane



13

## Proactive Support

- **Systematic Inspections**
  - Approximately 2800 public occupancies
  - New Business License Inspections
- **Wildfire Protection**
  - Wildfire Protection Plan and review of development plans
- **Interdepartmental Reviews**
  - Plan reviews in conjunction with other CMR departments (Planning, Engineering, Building)



14

## Proactive Support

- **Public Education**
  - School / Youth programs (Youth Academy)
  - Hot Summer Nights / Open House / tours
  - Charitable association
- **Emergency Management**
  - Emergency Plans
  - Emergency Operations Centre
  - Emergency Support Services

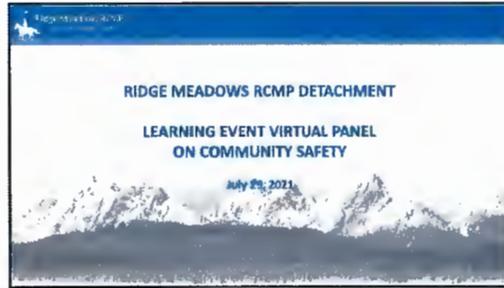


15

## RIDGE MEADOWS RCMP DETACHMENT

### LEARNING EVENT VIRTUAL PANEL ON COMMUNITY SAFETY

July 29, 2021



16

### SENIOR LEADERSHIP TEAM



Superintendent Wendy Mohal, Officer in Charge



Inspector Adam Gardner, Operations Support



Inspector Jayson Luczak, Operations

17

### PROJECT C.O.R.E.

(Community Policing; Outreach; Response and Enforcement)

- In February 2021, Ridge Meadows RCMP launched the Project C.O.R.E. initiative with the goal of increasing connections with community partner resources and enhancing safety in the downtown Maple Ridge area. The results have been impressive and exceeded expectations.



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### I.S.A.T.

(Integrated Safety Ambassador Team)

- In June, 2021 Mayor and Council endorsed the development of a volunteer ambassador program focusing on community safety, business outreach and city spirit as outlined in the City of Maple Ridge Community Social Safety Initiative. This is the first joint ambassador program in BC.
- This is a "one volunteer ambassador program between the RCMP Crime Prevention Unit and the City's Community Safety Officer Section from the Licenses and Bylaws Department. This program will increase information sharing, data collection, and referrals relating to the mandate of the program.
- This model serves as a conduit between our community and safety enforcement services and provides the public with a recognizable volunteer team that is highly knowledgeable and approachable.
- The initiative provides a one-stop service with interactions with businesses and citizens as a streamlined approach to address safety concerns.



19

### ROAD SAFETY

- The Road Safety Target Team has launched two new road safety initiatives in response to public feedback throughout the year and during last year's strategic planning, aimed at slowing speedsters.
- The Block Cut is a speed-knot roadblock which collects traffic and driving behavioural information. It provides accurate and unbiased traffic information through data collection.
- The Scarecrow is a 10-foot plastic cut-out of one of Ridge Meadows RCMP's constables standing in a "traffic safer" pose. This encourages drivers to check their speed and slow down.
- On-going high risk driver enforcement including Project Onalco (229 impaired drivers in 2020) and unlicensed speeding.



20

### DASHBOARD

- This month the RCMP/Police Services launched new dashboards to report statistics and data in a way that is more efficient, effective and transparent to the public.
- Currently 3 dashboards: Crime Overview, Road Safety, Performance & Service Delivery, Crime Prevention (coming soon)



21

### Questions and Answers



22

### How To Provide Input

- Participate in the community dialogue
  - Email: [leadtogether@mapleridge.ca](mailto:leadtogether@mapleridge.ca)
- Visit the project website: [www.mapleridge.ca/2370](http://www.mapleridge.ca/2370)
- Fill out the survey!
  - Available online or paper on request till July 31<sup>st</sup>.

23

### Thank You!

Let's Talk Community Safety

[mapleridge.ca/2370](http://mapleridge.ca/2370) [leadtogether@mapleridge.ca](mailto:leadtogether@mapleridge.ca)



24

# APPENDIX E – Survey

## Let's Talk Community Safety!

**We want to hear from you!**

Communities are diverse and issues and concerns often vary from neighbourhood to neighbourhood. We want to understand how you define community safety, your perspectives about community safety, and what issues are important to you on a day to day basis. Your input will help shape the recommendations that form the development of the City's Community Safety Strategy for Council consideration.

The survey should take about 5 - 10 minutes to complete. If you have any questions about the survey please contact the City at [leadtogether@mapleridge.ca](mailto:leadtogether@mapleridge.ca) or 604-463-5221.

By submitting the survey by July 31st, 2021, you have an opportunity to be entered to win one of fifteen \$25 giftcards valid at any business in the Downtown Maple Ridge BIA!

**Let's get started!**

### Community Safety in Maple Ridge

1. Do you live in Maple Ridge? If so, where do you live?

<input type="checkbox"/> Albor	<input type="checkbox"/> Smith
<input type="checkbox"/> Arbor Field	<input type="checkbox"/> South Alouette
<input type="checkbox"/> Alton	<input type="checkbox"/> Spisbury
<input type="checkbox"/> Alouette	<input type="checkbox"/> Thornhill
<input type="checkbox"/> Blue Mountain	<input type="checkbox"/> Town Centre
<input type="checkbox"/> Central Maple Ridge	<input type="checkbox"/> Webster Corner
<input type="checkbox"/> Colliwou	<input type="checkbox"/> West Maple Ridge
<input type="checkbox"/> East Maple Ridge	<input type="checkbox"/> Whispering Falls
<input type="checkbox"/> Hammond	<input type="checkbox"/> Woodrock
<input type="checkbox"/> Hillway	<input type="checkbox"/> Yvanador
<input type="checkbox"/> Raven	<input type="checkbox"/> Outside of Maple Ridge
<input type="checkbox"/> Other (please describe): _____	

2. What does a safe community look like to you?

---



---



3. The City of Maple Ridge supports the development of a safe and vibrant community?

Strongly Agree  
 Agree  
 Neutral  
 Disagree  
 Strongly Disagree

4. My concerns with safety in Maple Ridge include:

*Please select all that apply:*

Public Safety (i.e. agencies like the police, fire, ambulance and search & rescue teams)  
 Community Safety (i.e. concerns related to experiences in public spaces)  
 Transportation Safety (i.e. how you move around the City - by foot, bike, bus or vehicle)  
 Personal Safety (i.e. how safe you feel at home, at work, commuting, and around town)

I am not sure  
 Other (please describe): \_\_\_\_\_

---

5. For public safety, what are your specific areas of concern?  
*Public safety includes agencies like the police, fire, ambulance and search & rescue teams*

<input type="checkbox"/> Auto Theft / Theft from auto	<input type="checkbox"/> Shoplifting
<input type="checkbox"/> Drug Trade	<input type="checkbox"/> Trespassing
<input type="checkbox"/> Property Crime	<input type="checkbox"/> Weapons and Gangs
<input type="checkbox"/> I am not sure	<input type="checkbox"/> Violence and Threats
<input type="checkbox"/> Other (please describe): _____	

---

6. For community safety, what are your specific areas of concern?  
*Community safety includes concerns related to experiences in public spaces.*

<input type="checkbox"/> Alcohol Use	<input type="checkbox"/> Property Crime / Trespassing
<input type="checkbox"/> Drug Use	<input type="checkbox"/> Shoplifting
<input type="checkbox"/> Housing Access	<input type="checkbox"/> Violence / Threats
<input type="checkbox"/> I am not sure	<input type="checkbox"/> Vandalism / Graffiti
<input type="checkbox"/> Other (please describe): _____	

---

7. For transportation safety, what are your specific areas of concern?  
*Transportation safety includes how you move around the City - by foot, bike, bus or vehicle.*

<input type="checkbox"/> Accessibility	<input type="checkbox"/> Commuting to Work
<input type="checkbox"/> Age-Friendly / Dementia Design	<input type="checkbox"/> Pedestrian Safety
<input type="checkbox"/> Bike / Cycling Safety	<input type="checkbox"/> Public Transit
<input type="checkbox"/> I am not sure	<input type="checkbox"/> Road Safety
<input type="checkbox"/> Other (please describe): _____	

---

8. For personal safety, what are your specific areas of concern?  
*Personal safety includes how safe you feel at home, at work, commuting and around town.*

<input type="checkbox"/> Aggressive Dogs	<input type="checkbox"/> Visiting the Gym / Working out
<input type="checkbox"/> Shopping around Town	<input type="checkbox"/> Walking / Running Around the Neighbourhood
<input type="checkbox"/> Visiting Parks and Playgrounds	<input type="checkbox"/> Wildlife Interactions
<input type="checkbox"/> I am not sure	
<input type="checkbox"/> Other (please describe): _____	

---

9. What do you think should be the top 3 priorities to improve community safety in your neighbourhood?

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10. What do you think should be the top 3 priorities to improve community safety in the City of Maple Ridge?

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11. What other innovative approaches could the City consider?

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12. If you would like to be included on the LEAD Maple Ridge newsletter, please provide your email. We won't use your email for any other purposes and you can always opt out!

---

**Tell us a bit more about yourself!**  
 This information is not used in project decision making and is not connected to your engagement input. However, this information does help the City understand who we are reaching and helps us to better design engagement processes that are accessible to all Maple Ridge residents.

13. What is the age-range of the person providing this input?

<input type="checkbox"/> Under 18	<input type="checkbox"/> 45-54
<input type="checkbox"/> 18-24	<input type="checkbox"/> 55-64
<input type="checkbox"/> 25-34	<input type="checkbox"/> 65-74
<input type="checkbox"/> 35-44	<input type="checkbox"/> 75+

14. What do you identify as?

I identify as a Woman  
 I identify as a Man  
 I would prefer not to share  
 I prefer to self-define: \_\_\_\_\_

15. What type of housing do you currently live in?  
*Please select all that apply:*

<input type="checkbox"/> Own	<input type="checkbox"/> Townhouse / Row House
<input type="checkbox"/> Rent	<input type="checkbox"/> Manufactured Home Park
<input type="checkbox"/> Live with family	<input type="checkbox"/> Detached Condo Suite
<input type="checkbox"/> No fixed address	<input type="checkbox"/> Secondary Suite / Temporary Residency
<input type="checkbox"/> Single Family House	<input type="checkbox"/> Apartment
<input type="checkbox"/> Duplex, Triplex or Fourplex	<input type="checkbox"/> Assisted Living
	<input type="checkbox"/> Prefer not to answer

16. How do you describe yourself?  
*Select as many as you like.*

Resident of Maple Ridge  
 Business owner in Maple Ridge  
 Business owner outside of Maple Ridge  
 Visitor / Tourist  
 Student

2.7. Please select any of the following that apply to you.  
*Select as many as you like.*

- I moved to Maple Ridge within the last 5 years
- I moved to Canada within the last 5 years
- I identify as Aboriginal, Indigenous, First Nations, Métis, Inuit (tick)
- I identify as a visible minority
- I identify as LGBTQ2S+
- There are children (under 18) in my household
- There are seniors in my household
- There is someone in my household that has a disability

18. How did you hear about this engagement?  
*This information helps us to understand the most effective way to reach Maple Ridge residents.*

<input type="checkbox"/> City Website	<input type="checkbox"/> Newspaper
<input type="checkbox"/> Bookmark	<input type="checkbox"/> Hand-out
<input type="checkbox"/> Email invitation	<input type="checkbox"/> School
<input type="checkbox"/> Facebook	<input type="checkbox"/> Twitter
<input type="checkbox"/> Instagram	<input type="checkbox"/> Word of mouth

**Thank you for completing the  
 LEAD Maple Ridge engagement survey!**

*Please mail or drop off your completed survey at City Hall Front Desk or through the Municipal Drop Box at 11995 Haney Place, Maple Ridge, BC V2X 6A9.*

*If you have any questions about the survey, please contact the City at [leadtogether@mapleridge.ca](mailto:leadtogether@mapleridge.ca).*

**Please fill out the following information if you would like to be entered to win one of the fifteen \$25 gift cards from the Downtown BIA.**

What is your name?  
 \_\_\_\_\_

What is your preferred email address?  
 \_\_\_\_\_

What is your preferred phone number?  
 \_\_\_\_\_



4:32 PM

**Entry to win a Downtown BIA Giftcard**

**Thank you for completing the LEAD Maple Ridge engagement survey!**

Please fill out the following information if you would like to be entered to win one of the fifteen \$25 gift cards from the Downtown BIA.

All of these questions are optional and by clicking SUBMIT below, you are agreeing to share this information with and be contacted by the City of Maple Ridge.

If you have any questions about the survey, please contact the City at [leadtogether@mapleridge.ca](mailto:leadtogether@mapleridge.ca).

What is your name?  
 \_\_\_\_\_

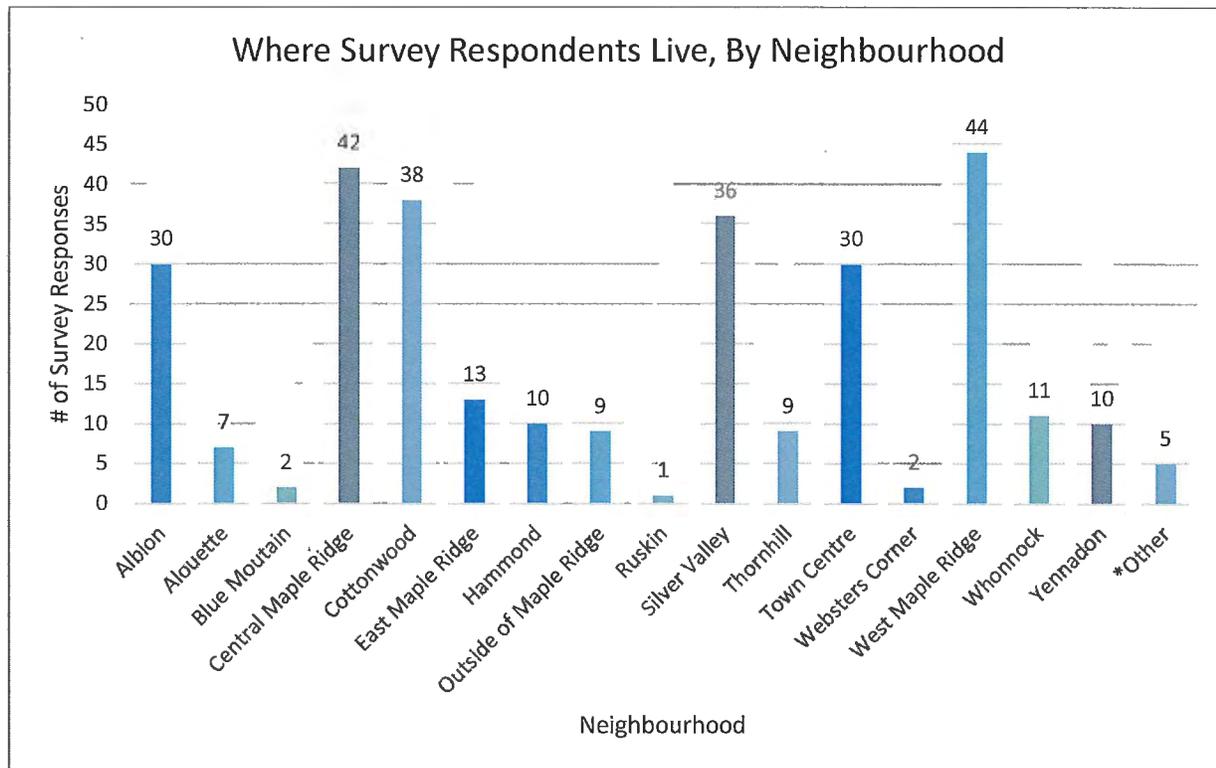
What is your preferred email address?  
 \_\_\_\_\_

What is your preferred phone number?  
 \_\_\_\_\_

**Submit**

## APPENDIX F – Survey Results

Question 1 – Do you live in Maple Ridge? If so, where do you live?



\* Five (5) respondents did not answer the question

Question 2 – What does a safe community look like to you?

Neighbourhood	Participant Response
Town Centre	Walkable streets and places for people dealing with addictions and mental health issues to go and spend the day in a safe environment.
Town Centre	<p>No feces in alleys. No dumpster remains spread out behind businesses. No needles on the ground. No drug deals taking place in plain site. No groups of people sleeping or taking over a public space due to the size of the group and the UNPREDICTABILITY of their behaviour. No UNPREDICTABLE individuals screaming obscenities at the top of their lungs . Ability for a woman to leave work at 5pm on a dark December night and not fear for her safety.</p> <p>Places where kids can ride a bike where someone in a vehicle won't potentially kill them. Sidewalks.</p>
Albion	<p>No theft            No homeless            Police patrol            Safe intersections            Speed and red light cameras</p>
Cottonwood	A safe place to live without drug users, without being accosted with shopping Being safe at home without threat of break ins
Cottonwood	Being able to walk freely without the fear of stepping on a needle. My child is 22 now but I know parents today who fear their children may come across needles. Feeling safe to walk downtown without street people getting aggressive if you don't have change. Being able to go to stores without feeling intimidated (prime example - the situation with Little Cricket and their need to shut down due to the neighbouring business). Not worrying about the homeless setting up camp in our green belt and starting a forest fire with the fires they build or the cigarette butts they leave behind. Not worrying about the rapid increase of crime in the city and my own neighbourhood.
West Maple Ridge	<p>To me, a safe community is one where children, adults, seniors and people of varying mobility constraints are supported in moving safely around the community whether as pedestrians, cyclists, motorists or by various micro-mobility options (scooters, etc.) or transit. This needs to be supported with appropriate infrastructure including sidewalks, separated bike lanes, transit facilities, safe intersections, street lighting, etc.</p> <p>We also need to protect and enhance the tree canopy and green spaces in general, as we need to protect people from the heat island effect exacerbated by increasing frequency, intensity &amp; length of heat events. In the same vein, we also need more access to public water fountains. We also need to do whatever is needed to ensure we are protected from flood events, which we can expect to increase in the coming years due to climate change. Not sure about wildfire risk... have we done an assessment on our vulnerability?</p> <p>More supportive housing &amp; treatment options</p>
Cottonwood	A safe community means that I can get around my neighbourhood and the entire community safely and comfortably no matter how I get around. That means safe places to cross the street, slower traffic speeds where I need to

	share the road with cars whether walking or cycling. It means that especially large, loud and intimidating vehicles needs to be tamed.
Town Centre	going for a walk after 5pm, safe smooth sidewalks for mobility, access to crosswalk buttons. Small parks clean of garbage, needles, human waste.
Cottonwood	Close the old kanaka creek road to cars as it is a danger to wildlife. Kanaka way is very hard to cross with many speeding vehicles. Make it more obvious that kanaka creek school is in session in March during regular spring break and all through july
Silver Valley	For the most part safe roadways
Alouette	Walkable
West Maple Ridge	I live on the border of WMR and Town Centre, so obviously the homeless population and vandalism are high on the list to resolve for safety concerns. The other is street parking, specifically where designated bike routes are and now the bylaw has been amended to allow 2 rentals per home. There are two many resident cars parked on the side of the street where there are no shoulders where kids play and bike routes are. It's single lane on blind corners (eg - Donovan w of Wicklow) someone is going to get seriously hurt. Instal no parking signs or take back the easements and remove the rocks people have placed to allow for two vehicles to pass and children/bikes to been seen for safety. I understand the need for additional housing, but dual rentals make so many issues worse - there are 5 cars for the house next door actively being used... where are they supposed to park? If they have company, it only gets worse. I love seeing people out, but worry someone will get hurt
Albion	walkable transportation; bike friendly trails for commuting; feeling of safety when in public spaces and in ones home, sufficient lighting and CPTED principles applied to local parks, timely response by City staff or other agencies when issues arise, safe vehicular traffic routes (ie. adequate round a bouts), welcoming of positive youth unstructured activities in local neighborhood spaces (ie school fields)
Town Centre	Safe streets, ability to walk the downtown core safely and not be harrassed, not have people openly using drugs, deficating or urinating on sidewalk, park filled with families and seniors enjoying the park benches.
Yennadon	Respectful, cared for, walkable, infrastructure to support pedestrian and vehicle traffic, accessible, low crime rate, neighborhood watch, well designed school zones and park zones, adequate parking to limit congestion and hazards, sidewalks, pathways, wide roads, more than one access (another access route from Fern Cres), well though out designs to limit crime, improve flow of traffic and accessibility. Clear and visible markings (street signs, zones, landmarks and hazards)
Town Centre	No homeless individuals on the streets No drug deals or use in the streets or Parks Community events with safety procedures and reasonable numbers
Yennadon	Much like what we are right now. We live in a safe community with crime rates dropping every year. I find a the security guards to be more than overkill, its a waste of money. Send money on animating the downtown and running programs in our parks.
Silver Valley	No needles in parks and playgrounds No drug addicts in our yards and streets thieving in the night Speed bumps on streets that people are known to speed where it's detrimental

	to other community aspects we love, for example 132nd as its an equestrian area
Yennadon	Whistler
Albion	Not Maple ridge downtown for sure. Where there are junkies roaming the streets, harassing shoppers and making life difficult for business owners. A safe community is not one where a business owner constantly has to clean human excrement from the back entrance to their stores. A safe community to me has a lot of parks and open spaces. Where people feel safe shopping downtown. Lots of green spaces to go to. There should also be waaaay better bus services especially to Albion.
Silver Valley	Access in and out in case of an emergency, law enforcement especially around parking illegally, control of addicts living in and around parks. Clean green spaces to prevent bears
Ruskin	Neighbours who know each other and keep an eye out for each other. Regular patrols by police in the area. Quick response by the City to problems flagged by people living within the community eg. trash dumps
	Without street full of druggies. I'm not calling them homeless because the majority are addicts or have mental illness
Alouette	A place where my family, friends, neighbours and property are safe and secure.
Town Centre	No panhandlers or addicts lounging /loitering /congregating on sidewalks, parks, and business doorways.
Town Centre	Less homeless in Peace Memorial Park. Also sitting in front of stores on low heat and do the trunk asking for money and cigarettes. To the point where my teenage daughter scared to go out past dinner by herself
Central Maple Ridge	Well lit, good sidewalks, lots of marked crosswalks, resources for marginalized people to help get them back on their feet.
West Maple Ridge	Clean (no worry of needles or drug paraphernalia on playgrounds my children are playing on), not having to worry about items in my back yard or front porch being stolen.
Silver Valley	One where we can safety walk down the street at night. Where our children don't have to experience open drug use as we drive through town. Where preteens and teens can meet their friends in the downtown core for some healthy and safe fun. Where we don't have to check playgrounds for needles. I feel for people who are addicted and homeless, but I feel like I see more addicted and homeless people around the core than I do tax paying, hard working, law abiding citizens. That to me is so far from a safe community and I hope it changes before families start to leave so they can raise their children in better towns.
West Maple Ridge	Feeling save with my family as we walk around our neighbourhood and use the community parks and services.
Cottonwood	One in which myself and my children can walk in the downtown core without seeing open drug use, prostitution, and being accosted in the street by "vulnerables".
Thornhill	One where there is respect for each resident and no concerns at exiting a home at any time of the day or night
Cottonwood	It looks like a community where the members all feel comfortable with their interactions with each other and feel safe with their possessions.
Albion	Safe from crime, safe streets (slow traffic for children to play) safe crossing at intersections. Lots of lighting.

Albion	<p>A community where I can take my kids to the park without having to look for used needles and garbage first.</p> <p>A community where my elderly mother can walk around and go shopping without being accosted by drug addicts.</p> <p>A community where police actually respond to calls in a timely fashion.</p> <p>A community where I can drive to and from work without watching drug addicts use on public street corners, alleys and roads.</p>
Silver Valley	<p>A safe community allows kids to move freely without worry that they will hurt themselves. It provides a feeling of trust within it. I would say a safe community is well maintained and where neighbours know each other well and look out for one another.</p>
West Maple Ridge	<p>Everybody has a home.</p> <p>People aren't scared.</p>
Hammond	<p>Slower traffic in residential areas, especially around schools.</p> <p>Another ambulance station would be good, it takes a while for an ambulance to reach west Maple Ridge.</p>
Albion	<p>Neighbourhood block watch programs, low petty crime, buisnesses invested in the community, available health services, easy accessible. Can go for walks on my own safely without concern of being attacked.</p>
Silver Valley	<p>One that my family and I can set foot outside of the security of our home and feel safe and comfortable in a community that supports and shares similar ideas and outlooks for the future in a place we all call home.</p> <p>One where we can work together, listen and come up with realistic plans to make a difference to the now and to the future.</p>
Silver Valley	<p>a place where I can walk, or ride a bike with my children with out fear of traffic, or being harassed by peddlers. A place where you don't have to worry about anything being left outside getting stolen (i.e. lawn furniture, decorations, lights etc) or vehicles getting broken into. A place where my 87 yr old father in law can walk around on his own without fear of falling or tripping on uneven sidewalks.</p>
Alouette	<p>No homeless..druggies camped in parks or leaving drug paraphernalia in local park. No panhandling in our downtown areas.</p>
West Maple Ridge	<p>A city not filled with drug addicts. A home you don't have to worry about being broken into. And a safe place for you to park your truck without have your livelyhood stolen from you (tools) with basically zero chances of getting it back. A community where the cops are not ticketing hard working citizens going to work while across the street there are people shooting up drugs right in front of them.</p>
Central Maple Ridge	<p>No drug deals outside your house and up and down your street. No prostitutes and pimps. Kids could walk to school without seeing passed out people or altercations from dugged out people</p>
Albion	<p>People can walk in their neighbourhood anytime of day or night without fear or leave a bike in their backyard without fear of it being stolen.</p> <p>To not have to worry about needles or harmful people at their parks.</p> <p>They feel safe alone in their homes night and day and aren't worried about their homes being broken into.</p> <p>If they accidentally leave their car unlocked, wake up the next morning without it being ransacked. Can safely go to stores without fear of being mugged or kidnapped in the parking lot (Walmart shoppers beware!).</p> <p>Can call an ambulance in time of need and know that one will be there shortly with care available at the local hospital.</p>

West Maple Ridge	One where my family and I feel safe going for a walk during the day or at night. One where the mayor doesn't think that a go big or go home plan is what works for this community. One where I actually feel like it is a community and not just another city. I have always loved long in Maple Ridge but with what is happening to it now we have actually thought of moving.
Central Maple Ridge	Clear sightlines at intersections. Controlled cross walks. Paths free from hazards like broken concrete/asphalt, pot holes etc. Enforced speed limits, especially on major roads like Lougheed Highway and Dewdney Trunk. Housing for the homeless. Bike lanes physically separated for vehicle lanes.
Cottonwood	Engaged residents in local events in efforts to promote a sense of community in neighborhoods; clean streets; road infrastructure updated and construction completed promptly; sufficient outdoor gathering spaces and businesses such as coffee shops, general stores, etc
Town Centre	Frequent positive police interactions. Bright lights. A walkable city. Public washrooms so there is no feces on the sidewalk. Less property crime
Albion	Kids riding bikes around the streets. People out walking all hours of the day. Garage doors open.
Town Centre	As a single woman with a dog I'd like the ability to walk my dog around brickwood park at night without seeing homeless drug addicted individuals sleeping in the park or along the heritage trail or in that tunnel. I'd like their belongings not to be piled everywhere or having my car broken into along 225 at 116. I'd like non emergency police to answer the phone when I call in with a drug dealers plate from the neighbourhood. I'd like to see a cleaner maple ridge without piles of garbage from the homeless sorting thru the bags. I'd love not to see individuals on drugs wasted at all times of day or night in public spaces. I feel unsafe when I have to walk passed them with the dog at any time of day or night because they are unpredictable and yell swear or act inappropriately. I'd like there not to be campers overnight or where children play. I think brickwood park and other parks should be lit 24 /7 and remove all portable toilets from the parks. They aren't safe at all
West Maple Ridge	Children can walk or ride to friend's, schools and parks in the neighborhood Possessions left on front yards or in carports are safe from possible thefts Cars are not broken into No vehicles speed through neighbourhoods No properties are rundown, eyesores or dangerous. Individuals with drug addiction issues, dangerous mental health issues or a history of criminal activity are not wandering through family neighbourhoods. There are clean, safe, well lit, accessible places to shop or receive services.
Albion	No people rummaging around for bottles, people not speeding through intersections, children not worried about being assaulted or abducted. as a landscaper not having to lock up equipment while working in a backyard because items keep getting stolen
Hammond	- police, bylaw and CSO presence - clean downtown core - empty lots not be allowed to become overgrown - more information of resources available in the community (addiction, homeless and mental health) - people loitering and begging makes people uncomfortable - homeowner thefts needs to be addressed

West Maple Ridge	- PANHANDLING BYLAWS ARE ENFORCED This is one of the main items that is not enforced. We need more CSOs to work on weekends as well. The intersection of Dewdney, Lougheed and Maple Meadows Way (in front of the STAPLES) has panhandlers there everyday. Lately in groups lounging on the lawn next to the massive intersection and now they are defacing the street signs with black markers. The "LEFT Turn" sign has been vandalized and now says "RIGHT TURN" they stand on the medians when they are "high" and it is so dangerous There need to be NO PANHANDLING signs as there are in other communities and patrols to make them leave. Make it very uncomfortable for them. I pay such high taxes that do not even include garbage pick up for my safety and clean town and it is turning in to a cesspool of drug addicts on all street corners. Also, enforce the bylaw where recycling can only be put out the morning of. If it's put out earlier pickers sneak around at night.
West Maple Ridge	Able to walk without undue fear of cars hitting me. Safe and controlled intersections for pedestrians. Kids able to play outside without fear. Not overly worried about personal belongings being stolen or cars being broken into when parked at home. Able to walk my dog alone as a woman without too much fear. No open drug and substance abuse.
East Maple Ridge	Free to walk around at any time of day without fear. Not have to worry about vandalism or theft.
West Maple Ridge	* welcoming, friendly, respectful of others, inclusive * well organized for easy travel ( roads, bike paths, sidewalks) well lit, well marked, easily accessible * clean * law enforcement present, accessible, and ready when needed * vulnerable population taken care of ( housing, support services) * all stakeholders in the community working together ( businesses, residents, politicians, nonprofit groups, faith groups)
Cottonwood	-Nobody stealing things from your yard or house. No people camping in wooded areas that risk fires, garbage left. No needles left on the street. Regular police patrols. Not waiting more than 5 minutes to reach EComm non emergency police line. Not having people sleeping in entrances of stores/businesses you want to visit. Quick response to police/fire/ambulance calls. Keeping our parks for recreation and not for unauthorized camping. Keeping block watches informed of crimes around their area/ and crimes prosecuted.
West Maple Ridge	Homes for vulnerable citizens Food for families Safe bicycle lanes
Cottonwood	Investigating and prosecuting property crime. A non-emergency line that you can ACTUALLY get through too, NOT being on hold for over an hour just to be disconnected. Prevent illegal camping in wooded areas and risking fires and community thefts. Prevent people from other communities from deliberately coming to our city to incite crimes in our community.
Cottonwood	Not having to worry about forgetting to lock your car door, a downtown free of needles and garbage and not worrying about being begged or yelled at for no reason. Not worrying about delays in emergency responders, less congested traffic reducing angry and frustrated drivers.
Albion	A safe community is when neighbours look out for each other.

West Maple Ridge	Kids and community members walking and playing in the streets. Clean parks no worries to let children play without constant supervision
Cottonwood	Citizens can live in and move about their community, at any time, and feel confident that their person and belongings are relatively safe from harm due to the actions of other people.
West Maple Ridge	One where all residents have secure housing, access to necessary services, and affordability. Much of the crime and homelessness we encounter is a result of economic deprivation. We have to help lift our neighbours who are struggling up so that we can eliminate crime brought on by desperation, end homelessness. We also need to end stigma about drug use and begin to address it as a medical issue rather than a criminal one so that people can get the help they need and we can end drug related deaths.
Thornhill	In a safe community, people are respectful of each other, despite their differences in race and beliefs; they feel safe to walk on the street any time of the day; they feel safe to talk to strangers without feeling being discriminated against.
Town Centre	A community where I can leave my doors unlocked at night and not worry about theft. It's a community where I feel safe to walk at nights in downtown. This is far from reality at the moment. Can't walk with the kids at night. Drug addicts use drugs on the street, all over downtown. Those thieves riding a bike around searching for a targets. I feel extremely unsafe in Maple ridge, especially downtown.
Albion	Feel safe to walk and not be harassed or threatened by addicts or homeless, have sidewalks that are uninterrupted to safely walk, not having to worry about needles and other paraphernalia in our parks. Feel safe to walk in our downtown core and shop without having to worry about being harassed by aggressive homeless. Feeling safe to allow our kids to walk the neighborhood or take local transit and not be accosted by the drug addicts.
Thornhill	Home burglary is low Homeless individuals are cared for so they don't resort to burglary Uniform Police and undercover police are walking a beat so they have a presence on the street and can create relationships with criminals Trials for persons charged with crimes are held as expeditiously as possible. Sentencing is reported in the newspaper so as to shame those convicted and to remind the public that impaired driving and shoplifting among other crimes are serious offences and should result in jail time
Albion	Feeling safe in my home. Feeling safe in neighbourhood parks and public areas, ie sidewalks, trails. A sense of community between neighbours, looking out for each other. Expedient response times to emergencies.
Hammond	A safe community for me is having the appropriate infrastructure in place to provide well lit streets and parks, sidewalks on all streets that are wide enough to accommodate strollers and pedestrians, bike lanes that are well defined throughout communities to provide a safe place for children and youth, traffic calming to reduce speed, provide safe neighbourhood interactions and noise pollution from speeding vehicles. To have empty homes and property properly boarded up, fenced off and maintained to reduce squatters and potential fire hazards. Promotion and support of neighbourhood watch groups. Have central social outreach areas where addiction support centres and medical needs are in easy access for homeless and those with substance abuse issues. Clean public housing in the form of rental apts. for variety of socioeconomical levels.

	Giving tax breaks to developers who build rental apartment buildings would be great
Cottonwood	A place where we can go to the park and not have to check for needles or drug memorabilia. A safe community is where our children can play feeling safe without the worry of cars driving by way too fast along 118th Ave. A safe community where there is little to no theft and where if needed, police will arrive in a timely manner. Most importantly a safe community is where police doesn't blame the victim for having their car broken into or something stolen from their property. A safe community where we can have emergency services in a timely manner. .
Silver Valley	SIDEWALKS, cross-hatched school zones, new/growing communities built around the ability to walk to stores, services and schools rather than endless housing developments forcing people to drive everywhere.
Silver Valley	A safe community includes people flowing the rules and consequences in place for those that don't. For example feeling safe to walk to school because the roads are safe. If the roads are not safe due to speeding etc. Rules are enforced.
Silver Valley	Where we can safely walk in our community at night. Where children don't have to see open drug use in their city. Where regular police presence is noticed. Where we don't find needles in playgrounds. Where speeding is not tolerated.
Silver Valley	Police enforcement, not security guards harassing people. Drivers who obey & understand the rules of the road.
Silver Valley	Traffic calmed area
Yennadon	Where you can go out and not feel afraid of someone either running you over, nearly hitting you with their vehicle, speeding aggressively or being distracted while driving. Traffic management is the absolute worst in Maple Ridge. There are very few traffic management systems in place, especially along 132 Avenue. With huge developments ever increasing the number of drivers, safety is severely compromised. As is the poor wildlife that should ever attempt to cross the road. Adequate sidewalks and street lighting, more community police officers, adequate community resources to engage youth and keep them out of trouble.
Alouette	Safe transportation – not just cars. Safe walking, cycling, jogging, kids being able to bike down the road to a friend's house safely
Silver Valley	Being able to walk the street without worry something "bad" could possibly happen.
Silver Valley	Well lit sidewalks, children and families outside playing, parks and outdoor gathering areas, respecting others property, cars driving within the speed limits
Silver Valley	The only issue I have re: safety is watching people taking a "nice walk in the country" on the street (because we don't have sidewalks) with the traffic instead of against the traffic. I've spoken to someone doing this and explained that it's not safe, especially where there are curves in the road, but they continue to walk with the traffic.
Hammond	As a single female: Having well lit neighbourhoods/parks to walk in Repairs made quickly on broken equipment
Cottonwood	Proper sidewalks and some speed bumps on 112 Ave east of 240th st please.
Central Maple Ridge	No crime. Sense of community.
Silver Valley	Plenty of sidewalks and crosswalks

Silver Valley	Safe streets for our children to walk and play Engaging parks and neighbourhood gathering spaces to encourage our children to play and be outdoors Low crime/active RCMP presence
Silver Valley	Being able to safely walk at night. Little to no theft or break ins. No trespassing. Adhering to speed limits. Knowing there is a plan in place for potential natural disasters like wild fire or earth quake. ***** Accessible and reliable healthcare services such as ambulance and ER *****
West Maple Ridge	Less junkies
Whonnock	I would like to be able to visit my bank at 224 and Lougheed but I avoid the downtown area because of the drug addicts that are constantly around. I see them screaming at businesses because they have been asked to leave and rummaging in the garbage container at the corner. Forget going to Walmart chances are you will be hit up in the parking lot for money. I do not feel safe downtown
Cottonwood	Age to walk around downtown with my family
Silver Valley	Safe roads, parks and increased resources for homeless people to get the support they need to stay safe and out of peoples property
Cottonwood	Clean
Whonnock	Little or no property crimes, car thefts, clean up the downtown core of street addicts, homeless. Proactive programs to help drug additions, mental health issues... we can't just leave it up to them to fix themselves... it's proven it doesn't work. Need visible police presence.
Albion	Clean sidewalks, lit up cross walks and no homelessness
Websters Corner	Sidewalks, speed bumps, clean parks with good lighting, well maintained yards, clean roadways, children playing, adults getting out and being active. Helpful neighbors.
West Maple Ridge	Regular patrols and community outreach. Crime prevention and response to reports.
Silver Valley	Less crime, safer roads
Albion	Friendly, litter free. No drunk or drugged out people passed out on sidewalks. No empty buildings in the downtown area. Lots of people joining in community events. Children playing. Smiles. Not hurried. Clean. Gardens.
West Maple Ridge	No drug addicts wandering the streets, no open use of drugs, no one walking around with guns ( except law enforcement) , no drug paraphernalia all over our streets and parks, no homeless camps , no one approaching me for money as I leave the store , no one rambling or iratically dancing in the streets
Silver Valley	A clean place where you know your neighbors, no crime
Silver Valley	Being able to walk safely in Maple Ridge. In my small part of the community, downtown, anywhere at any time of day.
Albion	People working together to keep the country safe . Helping one another where you can.
Yennadon	One that doesn't have drivers speeding, driving dangerously, and recklessly. One that respects and appreciates the wildlife and doesn't run them down.

Yennadon	One where everyone can feel safe and everyone has the opportunity to be housed and to heal.
Silver Valley	Low crime, police presence, speed controls and proper signage for school zones, crosswalks
Silver Valley	One where kids can walk to and from elementary school and play outside and parents feel comfortable.
East Maple Ridge	One that doesn't have a shelter and housing for addicts
West Maple Ridge	I think a safe community is one where everyone that lives or works there can walk the streets at any time of the day or night in safety. A safe community is one where the downtown streets don't become alive after dark with the criminal element!
West Maple Ridge	Streets that would be SAFE! No drug users and dealers, human feces, drug paraphenalia etc etc. (Unlike the current mess we have to navigate)not being panhandled by street people, and definitely having parks, schoolyards and playgrounds clean and safe to use
Silver Valley	slowed traffic on side streets, streetlights, sidewalks, not ditches, drug addicts and thieves cleared from the streets and parks, adequate off street parking
Silver Valley	Well I find it very unsafe during school year and people Speeding and also been so close to hitting children so many times!
West Maple Ridge	A safe community is one in which residents and businesses need not live in constant fear of property crimes and nuisance behaviours perpetrated by numerous, increasingly bold drug-addicted and/or mentally ill transients.  Examples of property crimes include trespass, theft, vandalism, residential and vehicular break-ins, burglary, and robbery (including purse-snatching). Burglary and robbery are dangerous due to the potential for violence.  Nuisance behaviours include excessive littering and dumping/abandoning large amounts of trash in public spaces (e.g., parks, lanes) and on private residential, commercial, and industrial properties. Littering used syringes in public places is more than a nuisance: it is a public health threat. Similarly, aggressive panhandling crosses the line between a nuisance and a threat to personal safety; it can create sufficient fear in vulnerable persons (e.g., children, the elderly, disabled persons) that they avoid certain areas and lose their freedom.
Cottonwood	Less speeding along neighborhood streets such as Creekside and Kanaka. Less open drug use such as around downtown and anywhere near the Salvation Army and modular housing.
Central Maple Ridge	One where I am not afraid to walk out, one where I am not afraid to let my young adult daughters walk home from the bus loop, one where you can walk into your bank branch and not be accosted for money
Silver Valley	Somewhere that you can let your kids play in the neighbourhood and you don't have to worry about anything bad happening to them.
Silver Valley	No open, unpoliced drug use while sitting on sidewalks of busy streets.
Cottonwood	Lots of street lights and crosswalks
Town Centre	Safe to move about and where you live
Hammond	safe to walk the streets of Maple Ridge,
Central Maple Ridge	1. Clean ... so much garbage laying around, a lot of debris from Homeless people, overflowing garbage cans. 2. Homeless and mental health issues, I used to be a regular customer of Tim Hortons on 224th now I don't go near the place!

	<p>3. More police Visibly mostly on the side walks along buisness's. I've stopped going to alot of city centre shops. Garbage everywhere, people sleeping on benches and alcoves to buisness's, people with mental illnesses walking around ranting and raving.</p> <p>4. Improvement in thriving buisness's, too many empty stores</p> <p>5. Park areas need more attention. They need better bush and tree trimming to look tidier and to deter Homeless from sleeping and hanging out. Shady characters hanging around, leaving garbage, doing drugs, urinating in the bush!</p> <p>6. Better accessible to ambulances, we need a better program snd training. Put more ambulances on the road! These are our first responders! Pay them more money to encourage more Paramedics!! People's lives depend on it!</p>
Silver Valley	<p>People slowing down on roads like 232.</p> <p>People respecting one another</p>
Whonnock	<p>A safe community is one where I don't have to be worried about my house or property being robbed when I leave the house or go away for a few days or when I go to bed at night. I have a rural mailbox at the end of my driveway. It has been vandalized in the pass and sensitive mail has been stolen. I have a PO Box now at the Whonnock Post Office, but was very upset that I couldn't trust that my mail would not be tampered with between delivery time and when I can check the mailbox.</p>
Central Maple Ridge	<p>A community where I can walk or take transit anywhere at any time and feel safe and comfortable</p>
Central Maple Ridge	<p>One that places affordable housing, medical and mental health treatment, and other services that enhance the wellbeing of all its citizens.</p>
East Maple Ridge	<p>Dedicated, Safe walking paths or sidewalks leading up to Garibaldi High School &amp; Blue Mountain Elementary (248th North).</p> <p>High visible foot patrols of RCMP in the Downtown core</p>
Central Maple Ridge	<p>One where all are welcome, where people and property are respected, where neighbours look out for one another and their kids, where traffic speed is appropriate for the area.</p>
East Maple Ridge	<p>To me, It looks like a community where people are able to live their lives knowing their neighbourhood is a safe, needs met for all that live there. Food, shelter and clothing as well as recreational available, all living things treated with respect. (fish in the stream, bears in the woods) The ability to walk the neighbourhood without feeling nervous, a green area that is fathered by those in the community.</p>
Whonnock	<p>It has responsible rental houses, neighbours looking after each other, no illegal activities and enough road structure that the community is quite and safe for farms and acreages.</p>
West Maple Ridge	<p>Less crime, speed limit reduced on side streets, less homeless</p>
Central Maple Ridge	<p>The way it is right now. I am a senior and feel completely safe in my community. There are other issues that are far more pressing that council chooses to ignore</p>
Websters Corner	<p>A comunity where we know and work with our niebours side by side to improve our local area and then vollenteer in the city center as a comunity to help out with Homless comunity.</p>
Silver Valley	<p>We need speed bumps and pedestrian operated crosswalks with flashing lights. There is way too much summer traffic on Fern Crescent. There are traffic back ups every weekend and drivers do not follow the rules when it comes to yielding to pedestrians or stopping at crosswalks.</p>

West Maple Ridge	Neighbours watching out for each other. Being able to leave things outside on the porch without fear of getting stolen. Not having people sleeping in the parks or bushes near homes. Not hearing car alarms going off in the night because randoms are trying all the door handles. Clean parks and playgrounds, free of drug paraphernalia and condoms. City park land actually turned into useable park instead of a place for homeless to camp (park/forest on 201)Feeling safe walking down my street. Feeling safe going to return my empty bottles for deposit without being harassed or being stolen from.
Albion	Peaceful, quiet, clean, reduced crime, friendly, enough services for the population
Yennadon	Safe outdoor spaces for the public , safe roads and sidewalks, access to services for those that require them, safe and affordable housing, initiatives that bring everyone from the community together
Silver Valley	Connected and engage neighbors; well-lit streets; clean and respected roads, paths, amenities, houses; discouraging illegal encampments, open drug use, littering and crime.
Yennadon	Sidewalks, lots of lighting, flashing lights at cross walks that are also well lit, safe crosswalks for my children to cross to go to school. Better flow of traffic
Albion	Clean / Happy
Cottonwood	One where strangers do not regular enter your property in search of something to steal; one where there is no open drug use; one where children can safely play in playgrounds and parks; one where there are real consequences to criminal behaviour.
Central Maple Ridge	No aggressive panhandling, pedestrian controlled traffic lights, and businesses that are accessible to all.
West Maple Ridge	Feeling safe no matter where I am in the community (in public, on transit, at home, etc.) Having a sense of well-being. Low crime rates and excellent social safety nets for underprivileged individuals.
West Maple Ridge	Where I can safely go outside with out excess risk, e.g. no violence, shop lifting. I'm not bothered by homeless people, they need a place to gather and need shelter! More water/misting stations available in parks for these hot summer days. Decide where the homeless shelter will be soon!! We need more ambulance services available in our growing community!
Thornhill	One where you are safe to be out in your yard without fear of being attacked. Also, one where the traffic volume and speed is controlled, which it is not in our area. 248th is treated like a race track by many of the vehicles from this area as well as by commercial vehicles coming into our area.
Silver Valley	Where people have sidewalks to walk on, cars have lanes wide enough to not cross the middle line (Fern Cr is ridiculous) Where lighting and street markings are kept up Where money is put into road maintenance Where the air is clean and not full of smoke from neighbouring bonfires
Town Centre	One with enough services, and support.
Cottonwood	Good distribution of parks, schools, safe driving habits in citizens
Thornhill	A community where people know their neighbours and build on those relationships to help one another both in times of crisis as well as day-to-day.
Whonnock	Neighbors that know each other through community events. These neighbors work with City assistance (CSSI and CSO, RCMP, watch groups) to ensure safe neighborhood.

Town Centre	Not having people constantly rummaging through our yard, breaking into our vehicles and throwing bottles and trash into our bushes. Not being nervous to take my kid to Memorial Park for a picnic because of the shady people always hanging around there. Not worrying about needles in all of our local parks
Town Centre	CSOs "on foot" in the town core. I met Allie and John (two new CSOs) a week ago walking downtown and expressed to them that this is exactly what's needed. As a senior living downtown I appreciate their presence and it's nice to see them engaging with everyone.
Yennadon	Get rid of the homeless
Hammond	Safe parks, well lit roads (unlike 117th between Laity and 207th, and surrounding area - WAY to dark!), feeling safe to walk my dog in the morning and evening. No homeless camps.
Central Maple Ridge	My pre teen kids would feel safe to explore by bike or walking with friends.
West Maple Ridge	Drug addicts not chasing my kid and friends down the street with a knife
East Maple Ridge	Being able to go out after dark without fear of my own safety. Having visible police involvement in the community, not just in emergencies. The area around Lougheed and 223rd is particularly unsafe. A large Mental Health and Substance Use treatment facility is ABSOLUTELY NECESSARY in the city of Maple Ridge. The Salvation Army, Rain City, and Maple Ridge Treatment Center is not enough.  Proper funding for drug and alcohol treatment is severely lacking. I work in this field. All of my colleagues, including myself, are overworked and underpaid, to the point where it leads many into their own addiction and mental health crises.  This is the largest problem facing Maple Ridge, by far.
West Maple Ridge	A community that is safe and quiet for a peaceful existence
Cottonwood	It's one where every resident is able to live comfortably and pursue their dreams.
Albion	A peaceful, respectful group of residents who are aware of the city bylaws and proud of their community.
Town Centre	where all people are accepted and there is space for everyone and lighting that does not invade homes at night while still giving safety for walking in the winter when it is dark. With sidewalks using universal design for people with disabilities so they do not trip on uneven sidewalks while walking or have their walkers or scooters tip over because of the driveway letdowns on the sidewalks or pot holes catch the wheels of those scooters and walkers or canes where the road and sidewalks meet at intersections in our town.
Whonnock	Free from theft and vandalism
Albion	No vagrants; no drug paraphernalia in parks, no dudes on bikes going up and down the alley at 3 am, kids not getting maced at Albion park - or jumped - or beaten with batons. No need for FB pages outlining the daily crime happening or thugs at their regular hang outs, young people working at Tims on 224 not being scared or intimidated by the "clientele" using and sleeping in the restaurant.
East Maple Ridge	Police presence in the community on 224th and Lougheed, when we had major issues on Commercial drive, they had foot patrol, cleaned up the street and the public felt good as they were on the beat daily non stop.
Central Maple Ridge	Active and busy downtown core with lots of foot traffic and patio space, buskers/festivals, and local shops.

Albion	Speed bumps, slower drivers, people looking out for each other.
Whonnock	Accepting, no judgment, do what you want freely, respect others.
East Maple Ridge	A place where drugs are controlled, and where I feel safe to walk in public by myself.
West Maple Ridge	A place where you can walk safely without fear of being attacked or followed.
Central Maple Ridge	Outgoing and friendly people. Its safe to walk by yourself in public.
Central Maple Ridge	Kids not running in the road, no speeding.
Central Maple Ridge	No drug use, lack of littering, acceptance of eachotuer and being nice.
Outside Maple Ridge	Somewhere you can be yourself and not being judged. Weapon control.
West Maple Ridge	Peaceful, clean, quite, a comfortable place.
West Maple Ridge	A safe cominity is one with regular police patrols, and provides the ability for citizens to move through spaces publicly without fear.
West Maple Ridge	Nice people, and good people
West Maple Ridge	No drug, no gang shoot shoots, no gang violence.
Silver Valley	No drugs or alcohol.
Central Maple Ridge	No crime
Central Maple Ridge	More police enforcement. Less junkies. Proper lighting and patrol behind the no frills plaza.
Outside Maple Ridge	Be free to walk around without being scared of being robbed or attacked.
Albion	Not getting cars jacked, nontheft in neibor hood, security
Whonnock	no bicycles on sidewalks, no homeless people—properly housed
Cottonwood	No stealing, no drugs, no vandalism
Cottonwood	Good traffic lights, sidewalks, roads in good repair , police patrols, homeless have support and housing, fire protection, ambulance services. Doctors, safe hospital
Central Maple Ridge	Less homelessness, drug use and crime.
Central Maple Ridge	Adequate supports for homeless - not just shelters. Clean. No vacant lots
West Maple Ridge	No gun violence No homeless Low crime rates including theft
West Maple Ridge	To me a safe community is where you can go to a park and not have to worry about stepping on needles. Walking in town and not feel threatened, not having to step over a junkie and all their garbage. Not having to worry every time I leave my house if I am going to get broken into. Just to be able to shop in town which I don't do anymore I shop in Burnaby as I work in Burnaby or Mission. I am so thankful that I don't work in Maple Ridge anymore I worked right on Lougheed which is not safe anymore.
Central Maple Ridge	A safe community to me is an environment where people feel supported and connected to each other. A community that provides services to support those in need of housing, health services, basic needs within the community is a safe community. A safe community is where citizens feel welcomed and accepted and free from prejudice and even persecution. It is also important to provide physical environments that feel safe such as well lit streets, well maintained parks and common areas that invoke pride in the community.
Albion	No homeless or drug addicts on the streets, clean and maintained playgrounds.

Thornhill	Friendly neighbours, kids playing in yards and on the roads, people riding bikes, horses and walking dogs, waving at each other as they drive by, neighbours helping each other, social gatherings, walking night or day along roads and trails, able to leave doors and windows unlocked, turning all lights off at night so the community can remain dark vs. having big farm spot lights on all night, knowing who is part of the community, knowing if needed the emergency response personnel are prompt, respectful and thorough, having a friendly police presence in the community - come on in and get to know folks instead of only maybe arriving when really needed, keeping public and school bus services, having an inclusive city council who takes the feedback and wisdom of community members into highest account when making decisions that affect said community. NO crime, No drug deals, NO needles and bottles, NO dumping, NO yards storing large equipment, NO grow ops legal or otherwise.
Albion	Community safety is a holistic approach to mitigating risk and addressing the well-being of individuals including perceived and real threats. In a safe community, individuals engage with others unencumbered and without worry of repercussion. All levels of government collaborate within the scope of their respective mandates to ensure that the physical, emotional, social, cultural and economic well-being is taken care of.
Cottonwood	It looks like being able to walk, bike, play or exercise outdoors in the community without fear of harassment, assault or injury caused by another's unsafe behaviour or unsafe city planning. Also, neighbours looking out for each other in a positive way.
Town Centre	One where I can walk around my neighborhood without addicts laying on the streets or leaving their garbage. Not having to be on guard constantly with the unpredictable actions of the addict.
Albion	IGNORE THIS SURVEY - DONE FOR TESTING
Cottonwood	Thoughtful City Development. Active enforcement of laws and bylaws. Zero double standards for law abiding and non law abiding citizens. Signage. Community Safety is mostly about education.
Albion	Lights, sidewalks, peace officers
Albion	Resources for people, lighting, volunteer presence, indigenous art / activities.
West Maple Ridge	Feel safe to walk on the streets, in the parks and inside our home
Whonnock	Where you can be safe from roaming mental health and addiction. My community to be clean from feces, urine, garbage and drug paraphernalia. For my community to be safe from unscrupulous thieves looking to steal anything from hard working tax payers.  As a 30 year resident of Whonnock, Maple Ridge is my town for shopping and services. It is very disheartening to see the decay that has happened. I know our town is not the only one. But hopefully Maple Ridge can find a solution to make our city safe and clean again.
East Maple Ridge	not seeing predatory drug dealers, pimps taking over the streets in the downtown area at dark. The camp was cleared but now the addicted and mentally ill are living on the streets - in doorways, bus benches, bushes etc. I drive west down loughheed in the morning to work and have to go slow because the street folks are just waking up and walking right out onto loughheed. Very garbage riddled and dirty along the loughheed strip (222 to 224). Should set up Raincity booth outside the 224 Tim Horton's in addition to a police presence since that seems to be the collective gathering spot. Good spot to open up a community policing office with mental health and addiction supports.

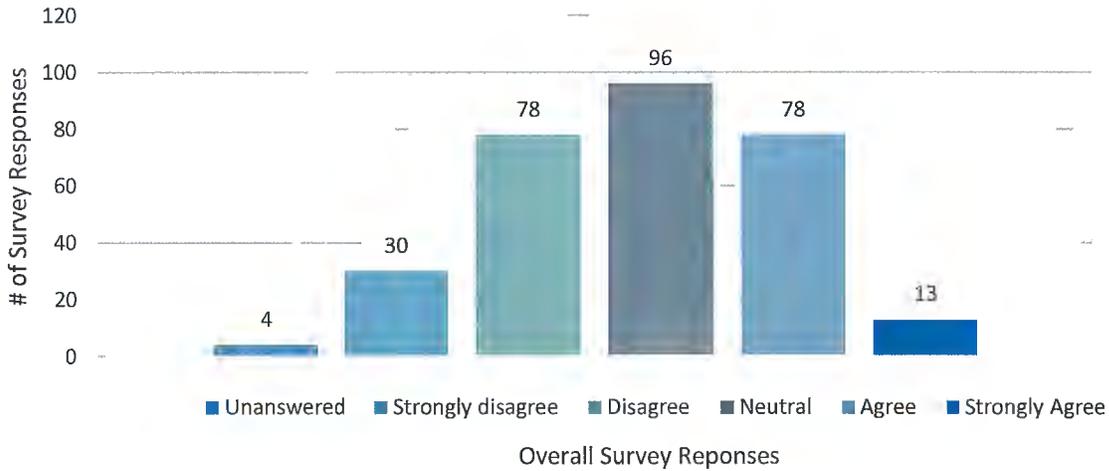
	At night Maple Ridge shuts down. No nice walks among restaurants, pubs, retail in downtown. People leave maple ridge to shop and dine elsewhere. Its too bad because the city has potential. Numerous years of councils sitting stagnant and not progressing is the result of what we see now.
Silver Valley	No forest fires No homeless camps deep in the forest Responsive ambulance fire and police
Cottonwood	Safety looks like protection from our police, and a solution to the addiction crisis. We have too many methadone clinics enabling addicts to wander the streets precariously. It's a hazard to them as well as everyone else. Since moving back to Maple Ridge a year ago, I've watched addicts lay slumped in the streets, half dead and ODing. I've been approached while in town with my young child by people in the thralls of drug induced psychosis. Clean up Maple Ridge and stop enabling these poor people.
Yennadon	Where citizens can participate in their community freely without fear for safety. Access to police, Fire, emergency services, BC ambulance. A plan for major disaster / Emergency that is communicated to all citizens and regularly communicated and updated.
Outside Maple Ridge	A place where people can shop. walk and grow free of harassments, crime and community control. A place with free speech.
Thornhill	-you can walk around safely at night or any time of the day -fire halls, police stations, hospitals, emergency services -places where the homeless are provided with safe places to stay where they are can get food and services
Thornhill	Well, not long ago you didn't have to lock your doors, you could leave tools outside and not worry, and you pretty much knew everyone and neighbours always helped each other out. That was a safe community.
Town Centre	Safe to walk the streets; no vandalism, animal safety; no property stealing. Anything that involves crime prevention.
Whonnock	I can live in and enjoy my home, engage in legal daily activities, and move around the community during daylight hours without unreasonable interference from other residents, businesses, or the police. People who have a disability are able to feel safe in their dwelling from external harm. High level of disability awareness among residents, schools, the City, Fire Department, and DBA.  The City, Fire Department, police and businesses treat residents with respect, because respect returns respect. The City recognizes the needs of vulnerable residents, including persons with a disability. Processes for addressing residents' concerns related to safety are transparent, readily accessible, and trauma-informed. There is no arbitrary cap on number of complaints. The City recognizes, as do some other cities, that expecting citizens to first attempt on their own to resolve an issue, is not always safe in some situations and for some residents (including persons with a disability).
Albion	Where children can play outside without any fear
Outside Maple Ridge	Everyone is positive and friendly and not sketchy.
Central Maple Ridge	Fun
Albion	Somewhere there isn't violence and drugs.
Hammond	My street

Hammond	My street Shady Lane
Alouette	Quiet / Crime Free
Central Maple Ridge	Help to more programs to help people by teaching them new hobbies or trades.
Central Maple Ridge	More safer injection sites.
Town Centre	Lose the Vigilantes.
Central Maple Ridge	Help for homeless
Central Maple Ridge	my grandma's in white rock
Town Centre	A place without violence
Central Maple Ridge	One that getting a community work is one a community that's not better than one that helps each persons.
Central Maple Ridge	A mayor that doesn't criminalize homeless
Town Centre	Where you're not getting followed.
Town Centre	Proper marked crosswalks. Well lit streets and less garbage and people need to be aware of pedestrians. More safe injection places.
Central Maple Ridge	has a mayor who isn't criminalizing homelessness.
Town Centre	clean / posted speed limits
West Maple Ridge	No people getting kidnapped or women getting beat in the street.
Town Centre	No people with bear spray
West Maple Ridge	Everyone working together to keep people housed and off the streets.
Central Maple Ridge	A mayor that doesn't criminalize homelessness and street communities.
Town Centre	People helping people. Checking on others.
Central Maple Ridge	Where you get more than two lines to write an answer.
Central Maple Ridge	Clean streets, less destruction caused by lack of housing - leaving people to destroy carts.
Central Maple Ridge	A place I feel safe to walk at night
Central Maple Ridge	Never seen one, I don't know.
East Maple Ridge	An inclusive community free of Ridgelantes, bullying, hostile forces and businesses and hostility, supported by city coucil.
Town Centre	Everyone gets along
West Maple Ridge	A community that is culturally inclusive, inclusive of all citizens regardless of gender identity (LGBTQ2S*) and of all economic levels. Supports available for all citizens experiencing barriers - mental health, addictions, etc.
Outside Maple Ridge	Everyone is respected. Supportive of each other. No crimes. Feels safe to go out even at night.
West Maple Ridge	Ideally no crime or drugs. Realistically a safe place to use without punishment.
East Maple Ridge	Don't know if that exists.
Town Centre	No violence, people get along
West Maple Ridge	Sober
Town Centre	unity, support, connection, safety
Central Maple Ridge	One where people all are equal, no drug paraphernalia garbage is on the ground and one that the mayor actually wants to help everybody no matter what class.
Outside Maple Ridge	Employed

Albion	Everyone respects the law
	Neighbours care for each others needs. Police services available.
East Maple Ridge	Unaware of reported gang violence like surrey has.
Central Maple Ridge	It means going anywhere without being approached by an aggressive person.
Outside Maple Ridge	Clean streets and presence of police.
Cottonwood	No drug addicts or gangs.
East Maple Ridge	A strong police presence. Clean and tidy
Cottonwood	A nice peaceful neighbourhood. But would like to see more choices to shop.
Cottonwood	No vandals or thefts.
Cottonwood	Street lights, cleared sidewalks especially winter, cyclists using the bike lanes where provided.
Cottonwood	Traffic Speeds lowered along Dewdney Trunk Road - bike lanes-safe lighting on Cottonwood - walking on sidewalks, traffic circle on Cottonwood (esp. south of 119th).  Deal with homeless, drug addiction via programs located by SA@ Haney Bypass-don't expand that area.  Slow down on high rise construction and keep in MR Core. Don't go further east of 230th street or west of 220th. extend Abernethy to 240th to divert traffic away from Dewdney Trunk.
Cottonwood	A place that provides safe crossing of the street by walkers. A community that provides adequate fire protection, enough ambulances for good service. A place where safety is assured from intruders and violence.
Cottonwood	Clean will light
Cottonwood	Everyone looking out for each other. Helping those in need.
Cottonwood	Not a lot of traffic, clean streets, community pride.
Town Centre	A place where one can go out without being harassed by the homeless also one where I can leave things on my patio without them being stolen.
Central Maple Ridge	One where there are no panhandlers' Police walking the streets downtown Camera surveillance I do not feel safe walking downtown There are so many people just standing around. Cops on bikes would help.
Central Maple Ridge	Clean streets, good lighting, police visible
West Maple Ridge	Concerned citizens of varied ages and abilities
West Maple Ridge	Where I can walk tot he bank, shops, grocery store, etc safely without being hit by a bike, smokers, vape smokers. It's also note environmentally safe air to breath for seniors. Many often have health problems. Also the streets are really dirty with litter etc.
Outside Maple Ridge	All vaccinated. Masks recommended.
West Maple Ridge	Visible presence of law enforcement Clean and friendly atmosphere in public areas Various modes of transportation Limited presence of people loitering

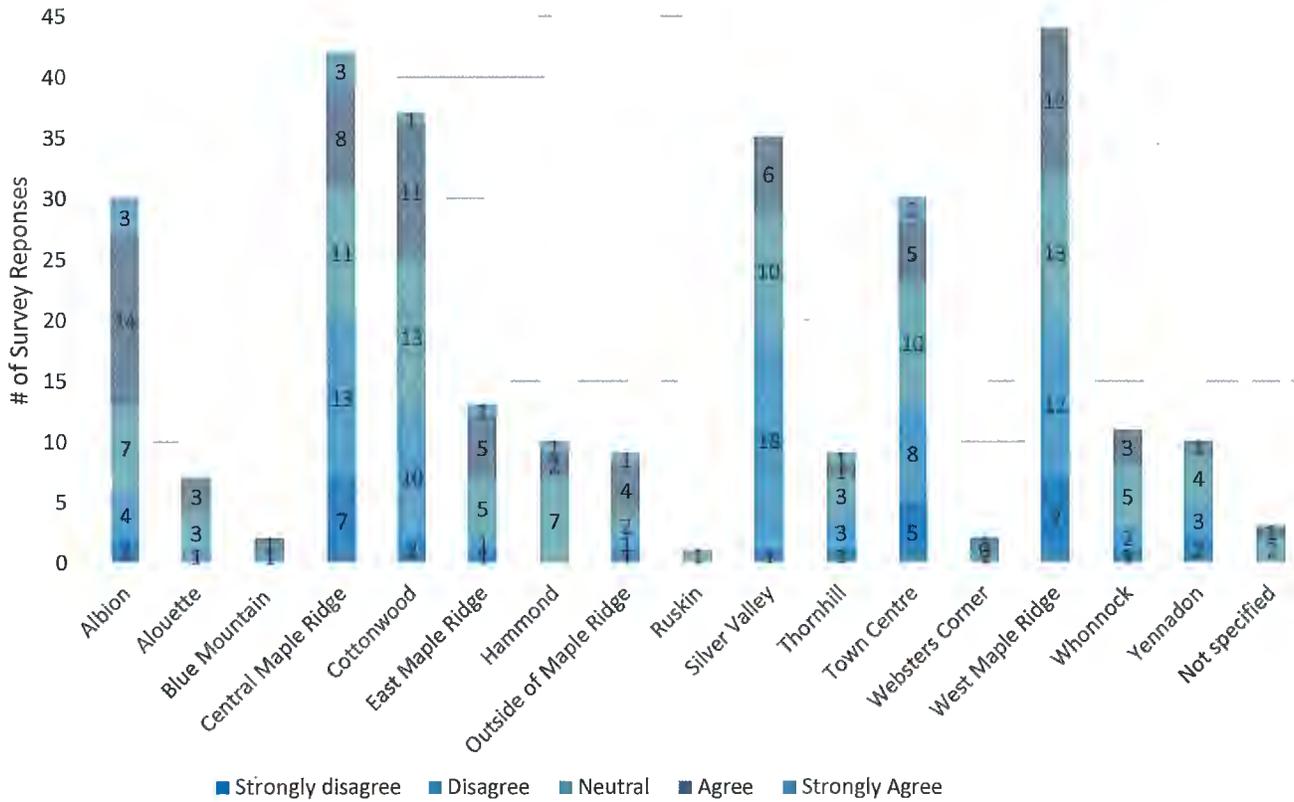
Question 3- Overall Survey Responses to the Statement “The City of Maple Ridge supports the development of a safe and vibrant community?”

The City of Maple Ridge Supports the Development of a Safe and Vibrant Community. (select one)

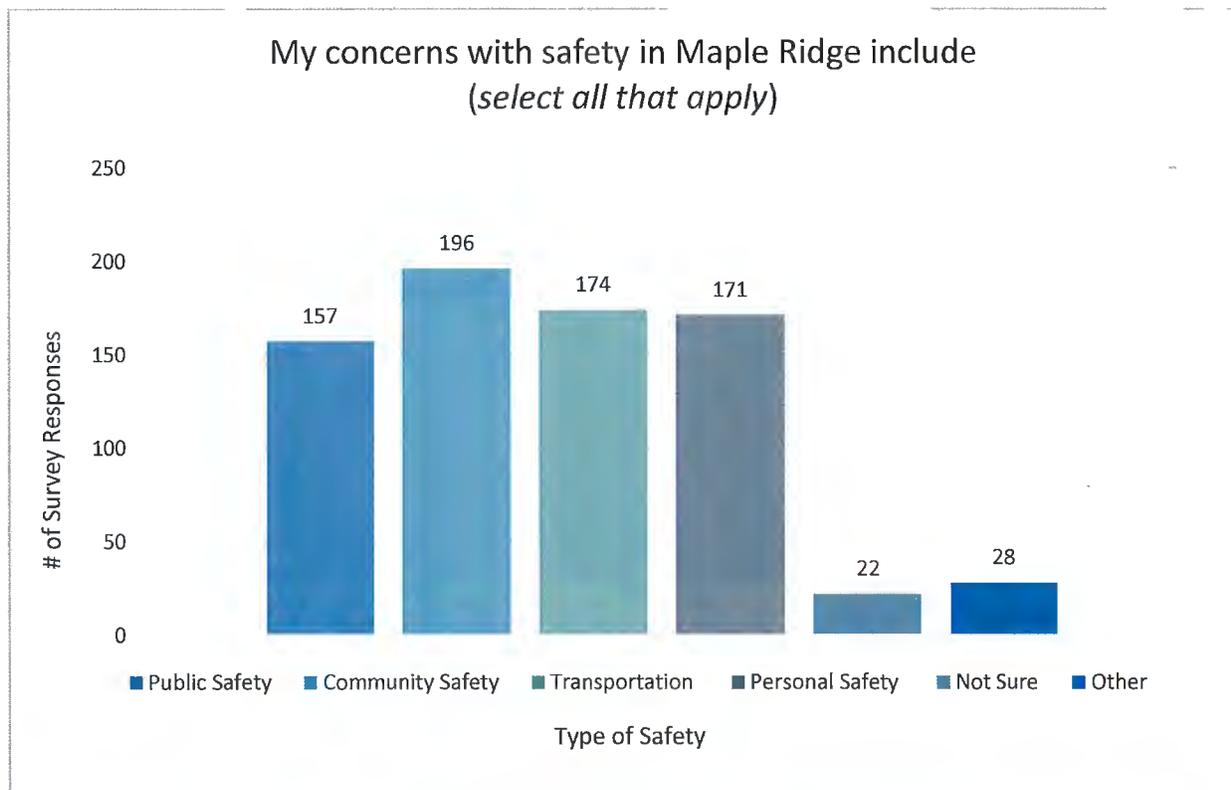


Question 3 Responses by Neighbourhood

The City of Maple Ridge Supports the Development of a Safe and Vibrant Community. (select one)



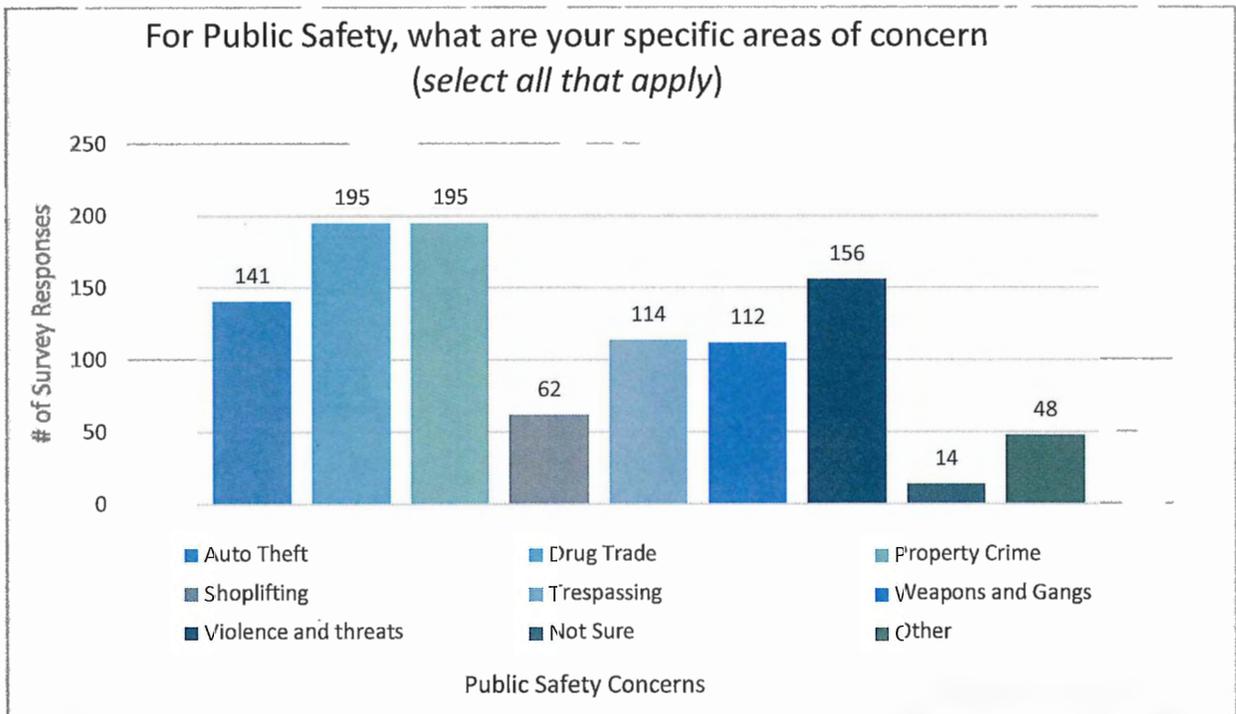
Question 4 – Survey respondents were asked to identify their specific concerns with safety in Maple Ridge, respondents were asked to select all that apply



Comments for "Other":
Safety from impacts due to climate change such as extreme heat flooding fires.
The drugs addicts seem to have more rights then the tax paying citizens.
Panhandling on medians and in front of businesses should absolutley not be allowed.
Traffic enforcement and drunk driving
I feel the homeless people are not safe in maple ridge as community members sieze their belongings without consequence.
Safety of my property namely my home vehicle and possessions therein.
Speeding
Lighting and better crosswalks and sidewalks
Human trafficking
Add street lights to dark neighborhoods.
Dangerous speeding traffic in all areas of Albion. Increased commercial vehicles on residential streets!
I worry how well I am dressed when I walk uptown and have to sit on a community bench. I see a lot of signs in town that say not to loiter and worry I will be frowned upon if I have to stop and rest walking around town.
child saftey
nope not concerned

no
In silver valley we've had an entrenched camp deep in the forest along the north arm of the alouette river
I only disagree regarding our Neighbourhood because the city has threatened to develop our watershed and created land speculation bringing in absentee landlords with many criminal oriented and less than stellar tenants.
I haven't lived here long enough - about 2 years and I am a senior.
Dog-Friendly Maple Ridge makes me feel less safe as I have balance issues and am afraid of large dogs. The City limiting bylaw complaints to three per year. In effect this means that residents are expected to first try to resolve issues on their own.
Attitude towards homeless
Includes vigilantes attacking the defenceless
Homeless not being treated like human beings.
Threats from bylaws CSO's security agencies ridgelantes with full sanction and support from the mayor.
Online community groups targeting vulnerable populations
Caring Neighbours
In certain areas of downtown the drug issues and homelessness are vey concerning. Safety is a concern.
I dont know whats going on but from observations I feel that fire & ambulance are doing an excellent job

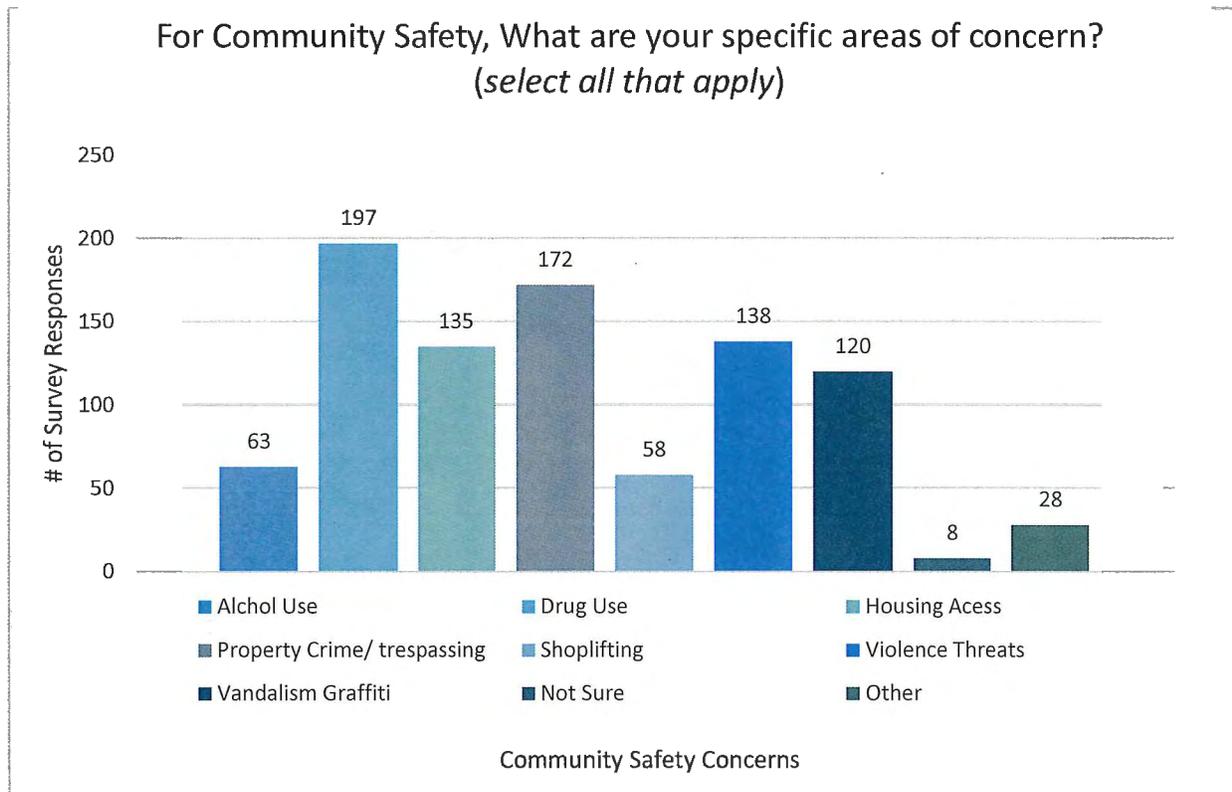
Question 5 – Survey respondents were asked to identify specific areas of concern related to public safety.



Comments for "Other":
Drugged up people lashing out yelling wobbling being aggressive.
Intimidation
Vehicular Traffic speeding and not respecting pedestrians or cyclists
Timely response from professional first responders
Prostitution
I would like to use my bicycle for transportation more around the city but I'm concerned about the possibility of bike theft.
The City not having safe roadways with pedestrian corridors prior to or in conjunction with development
Active addicts that destroy businesses and stop families from being able to shop and enjoy their own community
Not enough ambulances. The paramedics we do have are way overstretched.
Racism and hate speech
Ambulance response too slow.
Drug addicts that steal. Pedo's allowed at our kids playgrounds
NO PANHANDLING ENFORCED!!!
Homes for low income & vulnerable citizens
Crosswalk not very visible to drivers speeding cars.
The "hot rocks" are not respected. It's hard to take kids swimming there due to partying and broken glass in the evenings

Dangerous driving
Inappropriate behaviour of the police.
SPEEDING VEHICLES!!!!
The safety of our children in the parks drug parifinalia
Ambulance coverage and response times are inadequate.
While I have empathy for homeless people their presence on the streets in downtown Maple Ridge and the begging at the bypass makes me very uncomfortable. We need to think of better alternatives and more support for these individuals.
Public safety and community safety are essentially the same and you include both to get answers you want? I'm confused. I thought public safety is about " Public safety includes agencies like the police..." and yet those agencies aren't listed here?!
Speeding
None of the above
Aggressive driving on Fern Crescent/ lack of policing/bylaw near Davids Pool
Human trafficking
Concerns about ambulance response time it takes too long for them to arrive and can lead to unnecessary deaths.
Speeding going through red lights
For about the past 10 years someone has been leaving dismembered cats at the parks and other local places in Hammond. It's very scary to know somebody is doing this and I'm really hoping that there is a task force to investigate this.
Cats that drive fast on 118 Ave. Cats that have loud mufflers and motorcycles that are noisy. Cars speeding on 118 Ave
I tried to use the public washroom in Shoppers Drug Mart but felt unsafe because of the poor lighting What happened to the Mayor's advisory Committee on Disability Issues? They used to take care of accessibility in the town.
Homeless looking for spaces to sleep at night.
Sexual crimes
The use of illegal narcotics and needles around town
Police discrimination against marginalized groups.
Child safety
City and Fire Department policies and practices that don't serve the citizen's needs. Theft from community mailboxes. Wildfire threat. Illegal burning.
Vigilantes attacking
Vigilantes
Ridgeilantes and cops
Police and CSOs
Ridgelantes
threats from bylaws CSO's security agencies Ridgelantes with full sanction and support fromthe mayor.
violence against women
Heard about things but never seen it for myself
Bicycle thefts Spelling crime e.g. 'violance'
Response time

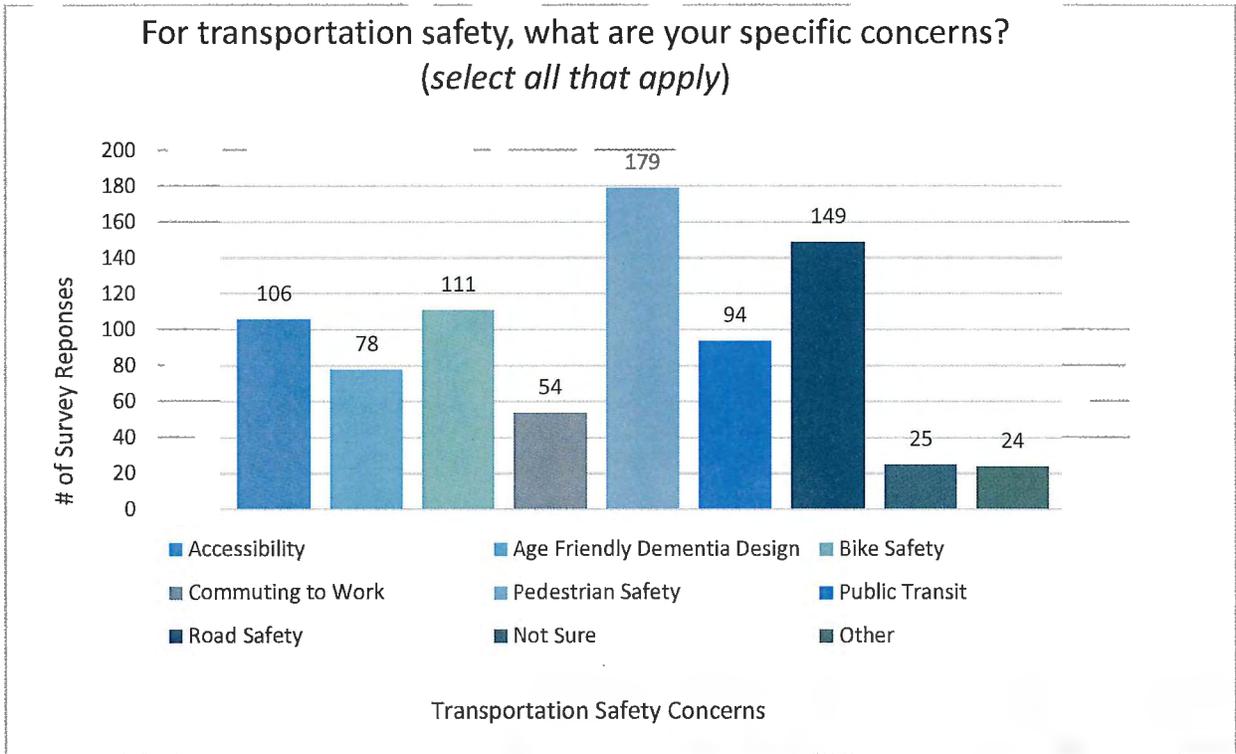
Question 6 – Survey respondents were asked to identify specific areas of concern related to community safety.



Comments for "Other":
None I feel safe anywhere in this city
Prostitution
harassments for food/money when walking about the city.
Speeding bullying hate speech
Litter which relays a sense of not caring and attracting crime
Homeless people aren't safe.
I've said it a few times. Drug addicts are basically allowed to do whatever they want while the citizens are taxed fined and without the ability to enjoy the city we pay a lot of taxes to live in.
NO PANHANDLING ENFORCED
Approaching me in parking lots asking for money (aggressive panhandling)
Crosswalks not visible enough for drivers speeding cars.
Discriminations sometimes subtle. This includes language racial and age discriminations..
Lack of DUI checks no road enforcement.
Traffic enforcement and drunk driving
There is no repercussions for drug users! They run this town!! Not the RCMP nor the tax payers .. they do what they want when they want and no body stops them
Speeding

None of the above
Vehicle speed on Fern Crescent
Drug use paraphernalia left behind in parks
Human trafficking
Poorly lit streets are unsafe
All types of community pollution: noise litter illegal dumping of garbage and housing material etc. etc.
I am looking for an accessible place to rent and found out the new apartments advertised as wheelchair accessible are only wheelchair friendly.
Drugs that are illegal and need use of a needle or equipment
Safety and a pleasant experience for cyclists pedestrians and other non-motorized transportation.
Something needs to be done that helps the homeless in a respectful manner... providing housing or
Dog-friendly Maple Ridge program makes me feel less safe as someone who contends with balance problems and
perpetual feeding of the homeless industrial complex deliberate gentrification and lack of affordable housing and jobs.
not enough safe spaces for folks who are unhoused and use substances to go to violence against women
Services available whenever needed
Wouldn't go near places that these things happen mainly Tim Hortons on 224th
As a former business owner in downtown area there was very little support from police dealing with drug issues trespassing and camping on private property
Growing lack of respect for public areas and other people

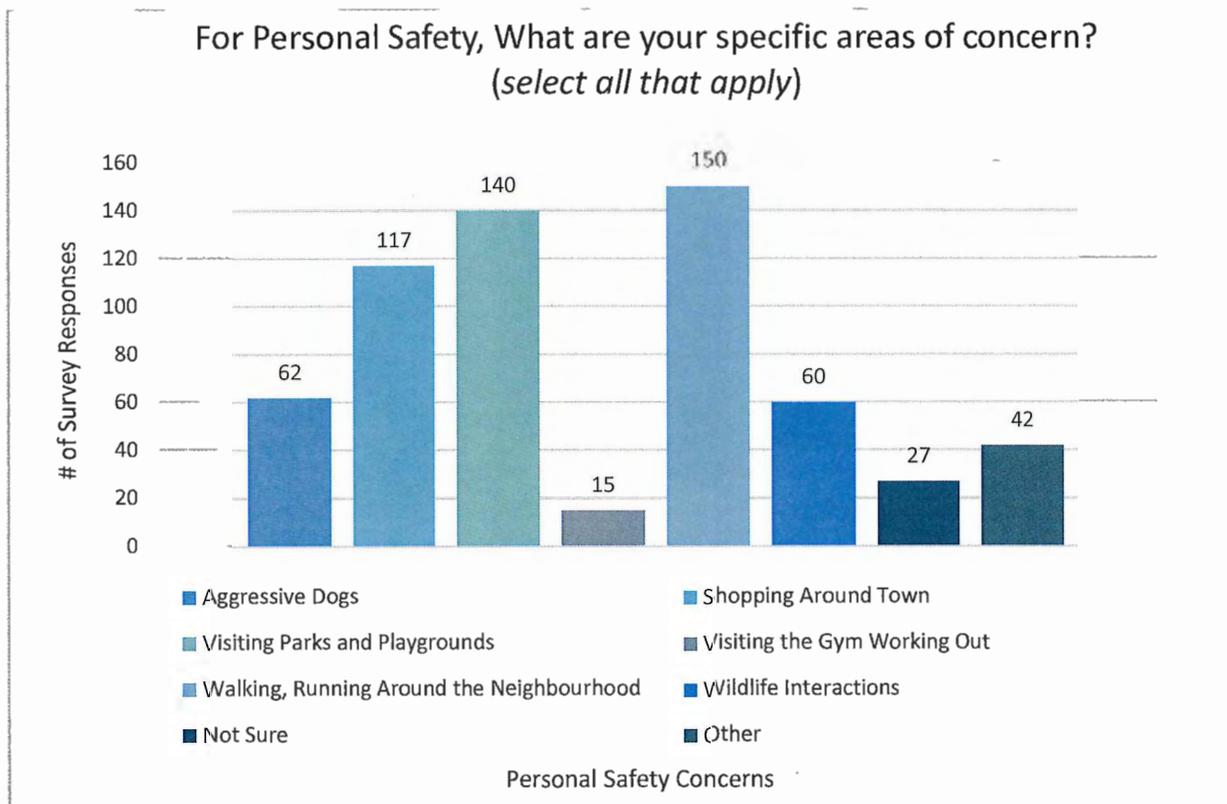
Question 7 – Survey respondents were asked to identify specific areas of concern related to transportation.



Comments for "Other":
Driving under the influence.
Unfortunately people who are having life struggles can walk off a sidewalk into the path of a car etc
School zone safety. Very dangerous for kids with many people speeding through them.
NO PANHANDLING ENFORCED
Crosswalk visibility.
street names are way too samll to read for drivers. replace them with big fonts.
Homeless begging on street bikes that don't obey road laws
It is not safe !!! I would not let my children ride the bus!
Safety of wildlife
Need parking bylaw enforcement on 207A St. near Dewdney; it's dangerous entering/exiting underground parkade.
Infrastructure is totally lacking for our population and traffic density. Abernathy connector was constructed wide enough for 4 lanes total. It should have been 4 lanes from the outset.
Parking
There is going to be a very serious accident at the left hand turn onto 240th at Lougheed as the traffic backs up well beyond the left turn lane and goes into the straight through lane.
There is an older part of town west of 223rd and between Dewdney and Lougheed which has next to no street lighting which makes it difficult to walk home in the dark of the evenings.
Bud loop safety and security; reliability of transit

Public safety for kids / students who use the bus system to get to school I feel all schools in maple ridge should have a school bus system and everyone should have access
traffic congestion
Cyclists should not be able to ride on sidewalks... for safety of older folks who cannot get out of the way. Opening doors from businesses can also be a danger to cyclists on sidewalks
none along
zero output from public works overgrown areas looking like a jungle lack of street lighting.
Because I am a Senior I don't go to far from home I still drive.
I use a scooter to get around and drivers are very careless. Also people who wear headphones and cannot hear me.
Keep adults on bikes off the sidewalks
I strongly oppose the overbuilding of bike paths. I'm concerned about continuation of bike paths. they often end and dump you in traffic. I.e. 203 street

Question 8 – Survey respondents were asked to identify specific areas of concern related to personal safety.



**Comments for "Other":**

Walking at night aggressive unpredictable behaviour caused by drugs or mental illness or a cocktail of both
None I feel safe anywhere in this city
I really don't have any concerns about my personal safety except from traffic whether as a motorist or cyclist..
I've found a bloody needle at Fletcher Park before and have come across numerous used condoms in parks.
Drug paraphernalia all over the place as well as blatant open drug use and theft.
Cars speeding through the neighborhoods
I do not enjoy shopping off loughheed. Very high crime area from 228 onward
Trepassers on private property Parking at blocking my property entrance gate
The drug addicts and pedos.
Very aggressive drivers and motorcyclists especially on Loughheed Highway.
NO PANHANDLING ENFORCED
Drug addicts and homeless/and gangs
People entering personal access areas of my property regardless of day or night (ie. backyard/side yard)
The amount of people begging for money near shops and sometimes even ATM machines and the aggressiveness they show when you do not give them money.

None. This survey is very leading.
I am concerned about unnecessary fear of bears that some residents have. When people move into an area in transition they should learn/know how to deal with wildlife safely rather than panicking and putting these animals at risk.
SPEEDING VEHICLES
There is no Rcmp presence! After what I saw at the last protest it was clear the that some RCMP have very different views and I was beyond disappointed that I lived in a community that did not support the assault on tax payers but stood with the druggies
Homeless population and their drug use and the hazardous waste they leave behind. Plus the threats and violence from them.
Walking and driving in town after dark
I avoid certain parks or areas therein because of hazardous litter (e.g. syringes broken glass human waste).
Speeding
None of the above
Pedestrian safety on Fern Crescent due to high volume of vehicles and speeding vehicles.
I do not go downtown maple ridge. I shop in Pitt meadows or Port Coquitlam
Human trafficking
Residential crime (e.g. burglary) in rural areas
There are not any pay phones around. Recently I was out and my battery died on my cell phone and I needed to contact somebody and I could not find a payphone anywhere to call.
Aggressive panhandlers open drug abuse in public.
poorly designed and planned sidewalks in the community. Better use of lanes with better lighting would be helpful for people who use scooters and walkers.
Vagrants drug paraphernalia and open drug use in parks escalating teen violence toward each other
Feel pretty safe around town in the day time.
People getting into fights on the streets due to illegal drug addiction
City limiting bylaw complaints to 3/year. Number of grow-ops and smell from them. Air quality. Fire Department's indifferent attitude to backyard burning outside prescribed times (when not a total fire ban). Wildfires. Loud noise after dark.
Ridgelantes and cops who don't help.
nope
Ridgelantes threatening harming and killing people. Too many hostile forces stereotype and stigma runs rampant.
the way people of authority criminalize homeless people substance users.
CSO's can stop assuming everybody of my age and status are there to shoplift.
I am 80+ so I stay close to home. Shopping round town a joke we don't even have a bank close by in our local shopping mall.
No real concerns when I'm out and about

Question 9 – What do you think should be the top 3 priorities to improve community safety in your neighbourhood?

Neighbourhood	Participant Response
Town Centre	Addictions treatment for people to break the cycle of violence and theft that the business community is dealing with.  More community events to activate the City.
	CSOs patrolling public parks and spaces downtown Lingering people high and/or smoking
Town Centre	Public Lighting - reduce loitering -
Albion	Speed cameras on 240th. There is too much street racing. More police traps but save money on labour and install cameras that check speeds at all hours of the day. I am woken up constantly by street racing. 240th & Kanaka specifically. I've lived there for just under a year and already witnessed 7 accidents.
Albion	1) speed camera at the intersection of 240 and kanaka creek.
Alouette	Reduce traffic volumes and speed
Town Centre	Better timely response from professional first responders More RCMP More Firefighters
Cottonwood	Drugs Crime homeless
Cottonwood	- homelessness - property crime - drugs
Outside of Maple Ridge	Holistic approach to supporting those that need our help. Education and support for youth need to be a priority.
West Maple Ridge	Improve/expand cycling and pedestrian infrastructure, especially around the schools and major thoroughfares. More traffic calming measures, such as lower speeds on neighbourhood streets.
Cottonwood	Speeding, driving under the influence, extremely noisy motor vehicles (yes, it is a safety issue!)
Town Centre	1. Lighting on streets ( was told a street light will not be replaced by city, so the side/back alley at my residence/senior building are dark last 3 years). 2. Security requirements at Salvation Army and Kentucky Fried Chicken. Lots of hanging around in business parking lots so my residence ( and surrounding buildings, homes) have lots of petty crime. Most crimes NOT reported. Lots of trespassing in day or night. 3. One/two community meetings a year in our building/area for all to access, give concerns, etc.
Cottonwood	Close kanaka creek road, make more visible signage that kanaka creek school operates on the summer Easier to cross kanaka way
Silver Valley	The 240th street bridge. Without damming the flood plain!!
Alouette	Traffic safety. Road is unsafe for all users
West Maple Ridge	Patrol at 4am - that's when the vandals as most active Resolve the drug/homeless issue (I'm sorry, that's a big ask, and a

	provincial issue and I don't have a solution for you) Take back easements on side streets - especially where bike routes and in residential areas
Albion	- sidewalks or wider areas between ditch and roadway to allow for safer biking and walking - pedestrian controlled cross walks, cross walks in general or roundabouts to slow traffic or control traffic flow in ever increasing busy areas (ie. Jackson and 104th)
Town Centre	More CSO's on duty Accountability for those causes issues More foot patrols from RCMP
Yennadon	Pedestrian infrastructure Improve Yennadon school zone to ensure it is respected and identified as a school (annex does not appear to be a school) A second exit from Fern Cres (ie bridge at 240th)
Town Centre	Safe drug access Transition housing with professional supports Mental health and substance use residential services
Yennadon	Invest in the fire department and ambulance, build supportive housing, support for recovery facilities. Work with the province to achieve improvements in these areas. My neighborhood is safe now.
Silver Valley	Deal with the drug problem. These people need mental health support and should be committed. This will help my other top 2 in property crime and feeling safe in public spaces
Yennadon	Engineering improvements, significant on Fern cres that addresses pedestrians, bicycling, and appropriate parking spaces for visitors to the area.
Albion	We actually live in a very safe neighborhood so I have no complaints here.
Silver Valley	Dealing with drug addicts and the mess they leave. Fining people that leave garbage along the rivers edge parking enforcement
Ruskin	It seems like out here it's every man for themselves. Everyone seems to have or need their own personal security cameras on their property. And be self sufficient with generators for all the multiple power outages this area seems to experience. Top three priorities would be: 1) better presence of police in this area 2) safer ways for non-drivers to get around ie. foot paths, bike lanes, regular transit service 3) ensure good supply to necessary services such as electricity
East Maple Ridge	1. Recovery options for addicts 2. Enforcement of laws against those that committ crimes 3. More police foot patrols
	To arrest and jail the lawless. Offer treatment to the junkies. More policing
Alouette	Education of children and youth re: who are "helpers" in their community. Side walks. Traffic lights.
Town Centre	Remove /control the addicted street population

Town Centre	Drug users Homeless hanging out a kfc parking lot Theft
Central Maple Ridge	1) More sidewalks, 2) more speed bumps on residential streets (like Fletcher) and in park zones, 3) mental health & housing resources to help people who are struggling.
West Maple Ridge	-stopping open/public drug use -preventing tent encampments from resurrecting -preventing property theft
Silver Valley	Traffic calming/ Lowering speed limits in residential neighbourhoods  More speed traps  More police patrols at night
West Maple Ridge	1. Aggressive dogs not properly secured on their Owner's properties 2. Property crime
Cottonwood	Addressing the major drug addict problem we have - They have completely taken over our once beautiful city.
Thornhill	Our neighbourhood isn't too bad since a couple of houses have been torn down that had attracted some less than desirable activity. We sure could use a patrol once in a while. We never see any police patrol and the speed on Carmichael can be ridiculous by some vehicles. I have seen cars going easily 80 Khm! The same couple all the time. This is not safe for pedestrians
Cottonwood	Install speed bumps. Keep an eye out on trails for stolen goods.
Albion	Intersections are very unsafe for pedestrians and bikes - cars have too much to look out for. Lighting in morning and evening when going to bus stop Wildlife safety when walking trails
Albion	1: More traffic enforcement 2: Get drug addicts off the street 3: Proactive police patrols around parks at night
Silver Valley	Clear overgrown greenery to reduce the chances of interacting with wildlife.  Install traffic control measures on busy roads. Especially along 232 in front of Yennadon Elementary  Ensure there is adequate lighting and sidewalk space for walking
West Maple Ridge	End homelessness. Improve speed of provision of emergency medical care. Stricter rules and enforcement for dogs.
West Maple Ridge	Traffic Calming
Hammond	Speed bumps in residential areas to slow down traffic that is cutting through a residential area to avoid the congestion.
Albion	Improve safety for buisness so we can attract more buisness to maple ridge. Improve downtown core of maple ridge. Provide school school access for Silver Valley. Improve roads (widen and sidewalks) for growing community.

Silver Valley	I would like to see more 'eyes' in the hood, especially in the evenings when we have groups of cars parking, loitering, littering, noise, occasional street racing etc . MKRF gates close at 3 pm so those that come up late will park on our streets. MKRF also does not allow dogs so I find that many will come and walk their dogs on the vacant lot (Private Property) located next to MKRF so perhaps a dog park in this area of Silver Valley. Ive been working with the city who have come up with a few ideas recently and put up 'no stopping signs' on one side of the street to deter parking but if it is not checked by an 'official' it gets ignored. Parking, loitering, trespassing worsen in the late evening when large groups of cars park, hangout and trespass on private property. It would be great to have a non emergent 24/7 to report suspicious activity as many of us are reluctant to use the 911 resources. Increasing street lighting, sidewalks and curbs would also perhaps help at some point.
Silver Valley	-improve pedestrian safety (sidewalks) - improve visibility on the roads - decrease homeless population
Alouette	Police patrols
West Maple Ridge	Drug addicts. Drug addicts. Drug addicts and they theft it brings. We have banned people from our city before. How many times are we going to let crack heads steal someone's tools or money before we say enough is enough. You are banned from ridge until you are 1 year clean.
Central Maple Ridge	Stake out the known drug deal streets and arrest the people one by one. The people I see are obviously driving under the influence of something. Get people off streets and into rehab. Police presence maybe regularly on bikes in parks neighborhoods and school grounds. Police interaction in neighborhoods so people know them.
Albion	Albion is very fortunate and is quite safe compared to the rest of Maple Ridge. As we are far West, quick access to an ambulance is critical since we have so few and fire safety in the neighbourhood is actually a big concern. Keeping our parks clean is also very important - some have been known to have needles in them.
West Maple Ridge	School and park road safety, i.e. speed bumps, especially around Laityview and Fairview schools as well as others.. Better vision at stop signs i.e. cutting back hedges and shrubs. Better sidewalk safety and lighting at night.
Central Maple Ridge	1. Address the homeless/drug culture with a housing facility. 2. Signalled cross walks on 227
Cottonwood	More outdoor gathering spaces/ parks or trails
Town Centre	Lighting. Vibrancy ( people feeling safe to be out and about) police interactions
Albion	More parks Speed limits in neighborhoods with children Reducing homeless and vagrants
Town Centre	Address drug and alcohol abuse in public stop property thefts from cars and homes

	Address camps immediately and remove the individuals currently our csos are doing fabulous and need to commended they need more staff and better hours to be able to be in our community doing much more.
West Maple Ridge	Road safety - specifically reduced street parking, controls to reduce speeding vehicles, sidewalks,  Trim trees in local pathways  Clean parks
Albion	Slower roads. More transit. More bike friendly area
Hammond	We live in a quiet neighbourhood. We've all experienced theft from our garages or yards but nothing on a large scale. My only concern is traffic coming off the golden ears bridge and around the west coast parking area.
West Maple Ridge	More CSOs to enforce the bylaws AND patrol every neighborhood NOT just the downtown core. Patrols have to be 24 hours a day.  THE SALVATION ARMY and that store beside the Tatoo Shop that feeds and supplies drug addicts needs to be moved or REMOVED from the downtown core ALLTOGETHER. THESE PLACES PROGRAMS HAVE ATTRACTED THESE DRUG ADDICTS TO OUR TOWN. Now businesses have to move and no businesses want to come here to do business. This is a HUGE PROBLEM.  NO more housing for drug addicts in our town. We have supplied enough. Other towns need to do their part. Maple Ridge is not the dumping ground for drug addicts. It's ridiculous what the provincial government has done to our town. How about they put some housing in other cities as well. we supply one of the highest beds per capita.
	Better road signage. Concrete barriers. Road widening in front of 24545 112 avenue.
West Maple Ridge	Sidewalks Property crime Traffic control
Cottonwood	Utilize block watches better: Why was this survey not sent to Block Watch captains to send out? Answer non-emergency telephone calls faster and respond to them. Keep residents informed of crimes in their Block Watch that are prosecuted so people have a reason to report things - now they think it's just paperwork at best, and nothing is being done to stop the criminals.
West Maple Ridge	Homes for vulnerable & low-income families, especially when they have been displaced due to new developments  1. Bicycle safety
Cottonwood	Fund a non-emergency line to deal with crimes that need to be reported. "non-emergency" DOES NOT mean "unimportant".  Coordinate with neighborhood watch.  Enforce property crimes, when someone is committing another crime

	then they should be investigated for related crimes (eg. possession of stolen property).
Cottonwood	- theft/trespassing -drug use -homelessness
Albion	Heightened crosswalk visibility, calming traffic along 102 Avenue/ 104 Avenue/ 240th Street, illuminated trails in the neighbourhood.
West Maple Ridge	More police presence at parks where drug users and dealers tend to frequent Clean playgrounds Making sure homeless are housed. Getting people support to get off the streets
Cottonwood	Safe and direct cycling networks between my area and the downtown core
West Maple Ridge	House all residents. Decriminalize drugs and provide services to help people be safe and hopefully recover from addiction. Undermine the growth of gangs by providing safe access to drugs through legal means and providing treatment to reduce dependence on drugs.
Thornhill	(1) Road safety. There has been a huge increase in tourism in Thornhill in the past 2 years, particularly to access the bike trials. Parking on both sides of narrow streets is extremely dangerous due to limited visibility on steep roads. Riders load their bikes on the roadside on steep roads with cars coming up and down on both lanes. There should be signs of "SLOW" printed on the pavement of 256 street between 102 and 104 ave. with speed limit signs installed on the road.  (2) Install more street lights. The population has increased in this neighbourhood, so is tourism, yet there is no increase in street lights. As mentioned in (1) above, new street lights are needed on 256 Street, especially between 102 ave. and 104 ave. Because of the rolling hill, adding street lamps will reduce the risks for both drivers and pedestrians.  (3) Install cameras in major intersections. There have been robberies in this neighbourhood in the past years. Street cameras will help prevent crimes.
Town Centre	Do something about the homeless people. Remove drug users and drug dealers. So something about theft.
Albion	House the homeless Safer pedestrian walkways, especially completing sidewalks down the entire length of 240th street The 'bike people' /homeless who ride our neighborhoods and grab easy to take items
Thornhill	More visible police presence More undercover police presence More social workers to deal with home less or drug addiction
Albion	Traffic calming Bylaw enforcements

Hammond	<p>Infrastructure safety - sidewalks, lighting and traffic calming</p> <p>More police presence/patrols (ie: Maple Ridge Golf Course parking lot for drug dealing)</p> <p>Promote community engagement and neighbourhood watch programs</p>
Cottonwood	<p>There is a 4 way stop next to the school which is extremely dangerous as cars don't like to stop sometimes or pedestrians...there have been some near misses with children during pickup and drop off times. Perhaps city assigned cross guards or allowing the school to set something up with parent volunteers can certainly help! More police patrolling at night as there have been a few cars being broken into. There has also been three incidents of vandalism in the school nearby which could be prevented if there were more police patrolling either on bikes or cars. There is also a ravine close by where homeless have set up camp a few times so constant patrolling of area will certainly stop this.</p>
Silver Valley	Sidewalks, cross-hatched school zones and better traffic management
Silver Valley	I feel safe in my surrounding neighbourhood, but providing a bus to Yennaden Elementary would be most helpful. Transportation is an issue in this area.
Silver Valley	<p>Crack down on speeding</p> <p>implement traffic calming around schools and in residential</p> <p>More regular police patrols day and night</p>
Silver Valley	<p>Infrastructure improvements, better roadways, more parking.</p> <p>Speed enforcement</p> <p>Getting rid of aggressive parking bylaw officers.</p>
Silver Valley	<p>A flashing pedestrian sign at fern crescent and balsam. Speed bump up 133 and 236th. More police presence at MapleRidge Park on foot or bike.</p> <p>30km signs on Larch and 236</p>
Yennadon	<p>Traffic management</p> <p>Protecting wildlife/Alouette river/patrolling Davidson pool etc</p> <p>Better safety measures for pedestrians and cyclists - those ridiculous wooden barriers along 132 Avenue are absolutely pointless and have been destroyed multiple times</p>
Alouette	<p>Safer walking and cycling</p> <p>More rules around off leash dogs in public places (ie dykes)</p> <p>Traffic safety- address speeding</p>
Silver Valley	<ol style="list-style-type: none"> <li>1. Cars speeding</li> <li>2. Auto theft/property damage</li> <li>3. Protect wild life</li> </ol>
Silver Valley	<ol style="list-style-type: none"> <li>1. Traffic calming on 132 Street and redirecting traffic to Abernathy &amp; 232 street from 132 to Silver Valley Road - maybe something like the bumps on the centre line but across the road to slow - these two roads often feel like a race track especially as a pedestrian or on bike</li> <li>2. Community resources to support marginalized folks - addiction support, food and housing security</li> </ol>

	3. More outdoor gathering areas and play areas, especially for older kids - not more tot park equipment
Silver Valley	Educate residents about any issues where safety is an issue.
Hammond	
Hammond	Removal of Hell's Angel associates/businesses Added street lights Traffic calming in the playground zone. It's a popular play space
Cottonwood	More police patrols, better lighting, more drug usage controlled
Silver Valley	1. Adding sidewalks along fern crescent 2. adding another way out for us who live here! 3. Speed control along fern crescent
Silver Valley	Safer streets and roadways Active RCMP presence ensuring streets remain safe Lowering property and vehicle theft
Silver Valley	This is for both our neighborhood and Maple Ridge as a whole... increased access to ambulance service, better hospital services. Additional way to get out of Silver Valley if there is an emergency. A traffic light at Fern and Balsam.
West Maple Ridge	Remove junkies, remove Salvation Army to the outskirts of Maple Ridge, more support to get junkies the help they need
Cottonwood	Property crime, theft, drug addicts
Silver Valley	Speed control around parks and along 232 between 132 and 128. The bridge creates a blind spot going towards maple ridge park and the turn into the park is right at the base of the bridge. I see people almost rear ending daily because they are speeding and the turn comes up fast. Also people crossing the road randomly for the bus or the horses across the road.
Cottonwood	Clean up the drug use
Whonnock	Drug, alcohol treatment Mental health treatment Homeless housing
Albion	1. Bigger police presence at night as many cars get broken into  2. More restaurants/shopping options within walking distance to limit auto use, congestion. Less cars will mean less overall accidents/pedestrian issues. Currently have to drive everywhere if you live in Albion  3. Better sidewalks/ and lit up cross walks for when it gets darker outside. The only in front of the new elementary school on 104th works great and makes us feel safe crossing
Websters_Corner	Safe sidewalks for children to walk to school  Speed bumps in school zones  Parking enforcement near crosswalks.
Thornhill	1) With all the development and new houses in upper Albion/Thornhill the city and the police need to have a presence on streets like 248/Jackson, McClure etc AND TICKET SPEEDING VEHICLES before

	<p>more pets and inevitably people get hit and/or killed. It has become worse than a joke.</p> <p>2) See number 1</p> <p>3) See number 1</p>
West Maple Ridge	Property crime prevention, drug crime and end open use around downtown and safety for seniors and children.
Silver Valley	Loads of speed bumps and more police patrols at night
Albion	<p>Tree trimming on Neighbourhood paths.</p> <p>Wildlife management.</p> <p>Middle of the night bike bandits looking for quick thefts on private properties.</p>
West Maple Ridge	<p>The drug addicts and open use of drugs</p> <p>Road safety- sidewalk and streets lights ( not at a cost of \$10,000 per household- we already have the highest taxes and have the littlest to show for it)</p> <p>Police presence , enforcement support!</p>
Silver Valley	Improve roads and sidewalks
Silver Valley	Homeless population. Safety of parks and recreation areas for the children. Theft and vandalism. All part of the homeless population
Albion	Well I think our community is all good . Everyone knows each other and we look out for each other
Yennadon	Stop unsafe driving especially speeding, more visible police presence on the ground, provide supervised housing housing for those living without support and quit just moving them out of one area into another
Yennadon	find safe housing with options to improve their lives for the homeless. crack down on drug dealers. Better lit streets
Silver Valley	<p>School zone speed enforcement and crosswalk signage</p> <p>Off leash dogs at parks</p> <p>Safety in children areas</p>
Silver Valley	Safe parks and sidewalks
East Maple Ridge	Enforcing the law
West Maple Ridge	<p>Drug use and trafficking, shut down drug house beside Salvation Army, Homelessness, need to provide housing away from downtown area so we can shop safely.</p> <p>More police presence in known drug trafficking areas such as near the Baptist Church/222nd</p>
West Maple Ridge	Remove all
Silver Valley	<ol style="list-style-type: none"> <li>1. keep Alouette Lake traffic off of 132nd</li> <li>2. slow down the drivers on 232nd up to Silver Valley</li> <li>3. build a school in Silver Valley</li> </ol>
Silver Valley	<p>Speed bumps</p> <p>By the schools</p>
West Maple Ridge	<p>Enforcement of no-parking zones either side of ramp to/from underground parkade at Westbrooke condo complex (12020 207A St.). Residents can't see, or be seen by, vehicles on 207A due to large pickup trucks parked next to ramp, especially evenings &amp; weekends. An accident waiting to happen.</p> <p>Drug-addicted lunatics have claimed the so-called "city park" behind</p>

	<p>Value Village and turned it into a zoo: noise at all hours (yelling, screaming, banging, sirens), filth everywhere, dumpster fires, overdoses, thievery, shoplifting, a parade of police cars, ambulances, and fire trucks. This "park" is unusable by the public who own it and fund its upkeep. Even worse, it's a home base for petty criminals who steal from nearby stores and residential properties.</p> <p>Another home base for drug-addicted transients and petty criminals is the wooded property between the back of Triple Tree Nursery and The Keg. The dirt path through these woods is unsafe due to hazardous debris and sketchy characters.</p>
Cottonwood	Controlling speed on Kanaka and Creekside
Central Maple Ridge	<ol style="list-style-type: none"> <li>1. Stop allowing the government to put homeless shelters in our town. Yes these people need shelter but they also need help</li> <li>2. We need to be able to walk freely in our town without being harassed for money</li> <li>3. Make the downtown core a red zone where none of the above can happen</li> </ol>
Silver Valley	More housing development replacing any abandoned houses/trailer parks
Silver Valley	<p>The block of Balsam Avenue which intersects with Fern Crescent needs to be upgraded IMMEDIATELY.</p> <p>Balsam is the primary entrance and exit to the Rock Ridge neighborhood and it is currently UNSAFE for the volume of daily traffic. The road is narrow, and there is no sidewalk on either side of the road despite the numerous foot traffic. There are many tandem and articulated dump trucks using this particular stretch of road, and when a dump truck is present, there is not room for an oncoming car if there are also pedestrians present.</p>
Cottonwood	<p>More crosswalks</p> <p>Put a light in the intersection on 116 and 232 to replace the 4 way stop</p> <p>More police speed watching on Dewdney and 240th many cars/trucks think it's a speedway</p>
Town Centre	Walking and cycling
Hammond	Enforcement of laws by the agencies responsible for enforcing the laws of the community, the proper sentences for people who commit the crimes. The criminal justice system that the ones in custody if they are a problem for the community and not letting people out who commit the crimes, such as sex crimes and other major crimes no matter the age of the criminal or his ethnic background.
Central Maple Ridge	<ol style="list-style-type: none"> <li>1. Drug abuse</li> <li>2. Homelessness, Mental Health</li> <li>3. Theft</li> </ol>
Silver Valley	<ol style="list-style-type: none"> <li>1) speed traps more often or traffic speeding lights on 232</li> <li>2) property theft</li> <li>3) more ambulances</li> </ol>
Whonnock	<ol style="list-style-type: none"> <li>1. Property crime/trespassing</li> <li>2. Feeling safe in local parks and public places</li> </ol>

	3. Cars and trucks speeding and making loud noises on residential streets. Motorcycles with loud exhaust noises speeding up my street daily.
Central Maple Ridge	Improved safety and environment at Haney Place bus loop
Central Maple Ridge	Affordable rental housing with top rents for 1 bedrooms being \$1,200/month. Top priority. The removal of the mayor and council. Densifying west Maple Ridge instead of central maple ridge where roads can not handle the increased population.
East Maple Ridge	Dedicated walking paths to our two local schools (248th & Dewdney)  No more approvals of cannabis / vape shops  Widening Dewdney Trunk for 2 additional lanes (continue from 240th-256th) due to population & school traffic
Central Maple Ridge	Enforcing stop sign intersections, patrols to deter property destruction and theft, gathering neighbours so we can work together to make a better community.
East Maple Ridge	Inviting and accessible places for community engagement within each community
Whonnock	Crack down on illegal activities such as grow ops, squatting, break and enters.
West Maple Ridge	Please reduce speed limit on neighborhood streets, property crime and homeless
Central Maple Ridge	Housing for all no strings attached. Support available for homeless and addicted in the community not somewhere else Council is the problem they are not. I am not poor or drug addicted myself so am advocating for those who are
Websters_Corner	I believe we need a stronger foot patrol of law enforcement, I believe we need a better outreach program, one that is built or tailored after Hope for Freedoms outreach team that works in Port Coquitlam. And also making a team of both police outreach and social services so we can get help to those that need it.
Silver Valley	Addressing the influx of summer traffic and visitors in the Fern Crescent area. There needs to be speed bumps and pedestrian operated crosswalks with flashing lights. There needs to be an additional traffic control reader board on 232nd near Dewdney Trunk Rd to make drivers aware of the need for a park pass, to help alleviate traffic down 232nd St/Fern Crescent.
West Maple Ridge	Homelessness/theft/drug use/cleaning up the downtown core. Allowing a shopping district in the Albion area.
Albion	Overcrowded street parking Night time bicycle riders in dark clothes Wildlife
Yennadon	Safer roads: better side walks, more space for cyclists and vehicles to ride together, more roadways in the cases of emergencies (ie: if Fern Crescent is blocked, there is no way for Rock Ridge to leave their area), more pedestrian signage/signaled crosswalks
Silver Valley	local access to amenities including grocery and coffee shops regular maintenance of local paths and trails restricted bus hours servicing silver valley

Yennadon	1. Increasing street lighting along Fern Cres, light up crosswalks along Fern Cres. or have buttons to press on crosswalks to light them up. 2. Better sidewalks along Fern Cres so my kids can walk to school and not walk in the bush. 3) Have another road way for Rockridge/Fern Cres area residents to get out of the Silver Valley. The heavy traffic going in and out especially with campers/visitors going into Golden Ears and Maple Ridge Park is getting dangerous and ridiculous.
Albion	Parking issues including homeowners recreational vehicle / infrastructure (roads / hospital ) / more police presence (speeding / loud vehicles )
Cottonwood	1) Neighbourhood Crime Watch 2) Reporting Mechanism for non-Emergencies about trouble spots 3) Better Knowledge about issues directly affecting the neighbourhood
Central Maple Ridge	get control of the drug abuse deal with the property theft ensuring access to all businesses in the downtown core for persons with disabilities.
West Maple Ridge	Housing access, housing access, and housing access
West Maple Ridge	1. Property crime 2. Bike paths not maintained & cars parking on them on 123rd 3. Road sweepers should be announced they are coming so cars can be removed for good cleaning of streets
Thornhill	Provide sufficient low cost housing so the homeless have a proper place to live, one that offers all the supports and not just a bed.
Silver Valley	School safety Huge SCHOOL ZONE painted on the road in front of Yennadon for both directions Fix up Fern Cr : people park everywhere making the road even more narrow, no sidewalk for safe travel on foot More police to enforce safe driving
Town Centre	Building shelters to accommodate a safe place for people in distressed circumstances.
Cottonwood	- I feel like haney bypass from cottonwood should definitely have a walking pathway all the way to train station so that people can walk on haney bypass and use trains to commute. - Create more playgrounds in the city, compared to burnaby this city lacks playgrounds in community - Schools need to plan better parking spaces for parents picking up kids, kanaka creek school needs a better parking circle
Whonnock	1. Additional funding for community events (community connection is important for safety) 2. Residential crime 3. Public transit
Town Centre	theft drug use traffic calming measures
Town Centre	1. CSOs on foot patrolling town core. 2. No drugs/drug dealing allowed in Memorial Park. 3. No cycling from 222 to 224 along DTR and no cycling on 224. I have been hit twice.

Yennadon	Address the totally unsafe traffic issues near the 128 Ave, Yennadon School
Hammond	Bring pay phones back to high traffic areas. Add street lights to dark neighbourhoods. There should be more housing for women in need, especially those fleeing abusive relationships.
Silver Valley	Establish 30km/h zones in all residential areas. Have better planned crosswalk locations and traffic enforcement. Have an additional road into Golden Ears.
Central Maple Ridge	Safer roads for pedestrians. For us specifically, the corner of River road and Carhill st is very dangerous for children accessing the sidewalk on the south side of River Road. My kids walk/bike/scooter from Carhill St. to Maple Ridge Elementary at River Road and 207th and have to cross River road three times. Also, constantly seeing pedestrians running across Lougheed because of the distance between lights and safe crossings. Especially between 216th and 222nd streets. Safer roads for bicycles. We cannot use our bikes safely from home without transporting them by car somewhere else first.
West Maple Ridge	Don't give drug addicts a free run of the town Road safety, drivers speeding in school and playgrounds Did I mention the drug addicts in our streets and parks?
East Maple Ridge	Build a large abstinence-based treatment center  Build a large mental health facility.  Advocate for increased wages and decreased hours for workers in this field.
West Maple Ridge	Ticket speeding and loud cars and motorcycles  Police would make a fortune on 18 Ave for speeding and excessive noisy vehicles
Cottonwood	More lighting. More controlled cross walks Cutting of grass along sidewalks were there are no properties.
Albion	1. Calm speeding traffic on residential streets /avenues. 2. Restrict commercial construction vehicles from smaller residential streets/avenues. Also speeding! 3. Enforcement of residential city bylaws
Town Centre	1. Better lighting, 2. More community police who patrol on bikes and get to know the neighbourhoods rather than just come to problems (I have never seen anyone ride through our neighbourhood) , 3. more encouragement of neighbourhood groups to give a sense of inclusion of all people within our community, abled and disabled, well housed and poorly housed
Whonnock	For the most part I feel safe in my neighbourhood, but there has been a definite increase in theft and property crime, as well as a lack of police visibility
Albion	More active police presence ( neighbourhood patrols at night) Restorative justice should not be optional for perpetrators ( if victim chooses this the other party should be charged if they back out) - consequences and consistency

East Maple Ridge	Police on the daily beat, on foot presence Volenteer Ambassodors on the beat for public questions and interaction. Evening patrol.
Central Maple Ridge	More shared spaces, more local business supports to increase foot traffic, more long term parking/less traffic in the downtown core (see Kelowna downtown as an example of shutting off downtown traffic)
Albion	speed bumps,
Whonnock	police patrol, gangs vilionce being controlled
East Maple Ridge	No littering as much.
West Maple Ridge	Better lighting after dark.
Central Maple Ridge	accessibility for more safe drug testing sights.
Central Maple Ridge	not leaving garbage out for wildlife
Central Maple Ridge	Not sure
Outside of Maple Ridge	Note sure, sketchy people being made sure not to enter.
West Maple Ridge	Less speeding, speed bumps, slow down signs
West Maple Ridge	not sure, I belive my newborn hood is pretty safe. Possible a security camera system and maybe a quick go around parrol from the police once every couple nights.
West Maple Ridge	not sure
West Maple Ridge	Neighborhood watch, once and a while police officer patrols, higher fines for littering as there is increased amounts of litter in my newborn hood.
Silver Valley	Homeless, bears not leaving garbage out.
Central Maple Ridge	better security camera systems
Central Maple Ridge	I'm downtown Less open substance use and associated behaviour Better traffic control - been almost hit many times and I'm a very alert pedestrian
Outside of Maple Ridge	nothing to ad, describes community as safe
Albion	anti theft, making sure that the homless aren't flooding the streets, making sure no hate crimes occur for the lgtbq+ community
Cottonwood	Better fencing to keep out animals and intruders, more cameras for security, speed bumps on cotton wood.
Central Maple Ridge	Better policing Resources for homelessness and drug use
Central Maple Ridge	Housing. Increased safety patrols.
West Maple Ridge	Homelessness related to mental illness Drug addiction and theft related to homelessness
West Maple Ridge	-more street lights -not allowing the junkies to shoot up and go through their stolen stuff at 711 at Laity/Lougheed and 207/Lougheed 711 needs to clean up their act -more patrols
Central Maple Ridge	1. Sidewalks and roads for bikes and pedestrians and safe access to public transit. 2. Playground improvements 3. Housing for low income individuals and families

Albion	Relocate or find housing for homeless and drug addicts. Maintain playgrounds. Police presence.
Thornhill	Eliminate the Drugs and Criminal Activity. To start, revoke the license for Tantalus Labs and other major drug operations in the community. They do not need to be in quiet outlying communities. The above would put a dent in the drug deals, theft, breaking and entering and violence.
Albion	Transportation Accessibility Wildlife
Cottonwood	Bicycle paths away from Dewdney Trunk and other busy streets that give safe access for cyclists to parks and downtown. If that's impossible, segregated bike paths with a barrier. Though community routes would be better for motorists and cyclists.  Additional large trees planted to shade our homes and promote a sense of wellbeing.
Town Centre	getting the drug addicts off the street.....more street lighting...more foot patrol
Cottonwood	Proper lighting. Consequences for property crimes. Discontinue recycling picking up bottles curbside.
Albion	Public transit has more times, road safety. Wildlife in trails.
Albion	Access to public transit - later buses and more frequent, increased community services for mental health, increased recreation + community events.
Whonnock	more visible police presence especially in rural areas and in the downtown core ( foot patrols more traffic control
Whonnock	Whonnock is a pretty safe area but my concerns are significant increase in speeding drivers and illegal grow ops (many high production residences)
East Maple Ridge	Bust more drug houses station mental health/addictions worker along lougheed between 222 and the welfare office to work with the folks who are clearly not functioning - example older women who walks up and and down lougheed with her pants down (why is she not in a home being cared for? tall guy in 40s with excrement stains on his pants, hangs outside Tims and walks aimlessly along lougheed and into traffic - these folks need help
Cottonwood	The only safety concern I have at all is the presence of drug addicts and the violence that follows people who suffer from drug induced psychosis. More police presence/action. I've seen people with needles in their arms and crack pipes in their mouths. I'm often warned about particular regulars around town who have been known to beat people without provocation. We have methadone clinic after methadone clinic around town. They feed, clothe, and provide drugs and needles to them essentially enabling their behaviour. Something the family of drug addicts are warned not to do! But the city is more than happy to take over the role of the toxic support system. Close them NOW! Or at least move them to a less occupied part of town.

Yennadon	<p>Access to accessible housing for everyone/ addressing the homeless and addictions issues with a wrap around model that supports addictions as a health issue and provides services</p> <p>Neighborhood watch in all neighborhoods with frequent updates to watch captains</p> <p>Provide additional ambulance services!!!</p>
Outside of Maple Ridge	<p>Homelessness</p> <p>Drug addiction recovery</p> <p>Traffic</p>
Thornhill	<p>i wonder how long an ambulance or the police would take to respond to a problem in Thornhill</p>
Thornhill	<p>Actually shutting down illegal grow ops and somehow dealing with repeat offenders of theft and crime.</p> <p>Finding a way to deal with the homeless, which was not at all even noticeable prior to the new millennia.</p>
Town Centre	<p>As I have mentioned, I have only lived here for about 2 years.</p>
Whonnock	<p>1) Change municipal bylaw re bylaw complaints to allow residents to make more than 3 bylaw complaints per year, given that since that bylaw the City now has a tree-cutting bylaw, is part of Wildsafe BC, and there are many legal and illegal grow-ops. The many trees and open areas in Whonnock, and lack of concrete, means that sound carries further.</p> <p>2) Limit number of grow-ops in a specific area, make a list of legal grow-ops available to the public, and deal effectively with odour problems so that residents don't need to avoid certain areas (e.g. on 272th near Tantalus Labs or further north) due to smell of marijuana, which bring on headaches, sinus and nose pain, nausea, etc.</p> <p>3) Fire Department needs to take illegal backyard burning (both during and outside of times when backyard burning is allowed with a permit) seriously and to make dealing with it (through education and enforcement) it a priority.</p>
Blue_Mountain	<p>Drugs</p> <p>Homeless</p>
Albion	<p>Walking around neighbourhood.</p> <p>Park playgrounds.</p>
Outside of Maple Ridge	<p>1. Monitoring alcohol use</p> <p>2. Monitoring drug use</p> <p>3. Monitoring gang violence.</p>
Central Maple Ridge	<p>Surveillance</p> <p>More Bylaws</p>
Albion	<p>less fast driving, drugs, being extremely loud at night</p>
Hammond	<p>IDK</p> <p>(I don't know)</p>
Hammond	<p>IDK</p>
Alouette	<p>Stop bullying people who aren't housed.</p>

Central Maple Ridge	More access / awareness to programs.
Central Maple Ridge	Safe injection site. Look out for our neighbours
Town Centre	
Central Maple Ridge	More harm reduction / safety from vigilantes
Central Maple Ridge	Lights, housing nicer people
Town Centre	1. Easier housing 2. Easier support financially for vulnerable
Central Maple Ridge	Housing
Town Centre	Better policing More Outreach
Town Centre	less ridgilantes, cops and ????
Central Maple Ridge	Not too sure
Town Centre	No thieving / less ridgelantes / safer injection sites
Town Centre	New mayor. Ridgelantes tone No new people
West Maple Ridge	Housing access Violence Vandalism
Central Maple Ridge	More affordable not low barrier housing with a choice of entering recovery
Town Centre	fund grassroot recovery fund grassroot societys
Central Maple Ridge	deal with the kids
Central Maple Ridge	Public awareness, community acknowwedgement
Central Maple Ridge	Safety, accessibility, age-friendly
Central Maple Ridge	I dunno
East Maple Ridge	Inclusion of all into society. Zero tolerance towards stereotype and stigma. zero tolerance towards violence and stop feeding homeless industrial complex.
Town Centre	More anything and everything given to everyone.
West Maple Ridge	- more street lights in my neighbourhood. - more access to transit. - more access to harm reduction.
East Maple Ridge	unsure
Town Centre	violence, drugs, property theft
West Maple Ridge	Drugs weapons property crime
Town Centre	cooperation with police when community members report safer spaces for folks to go to more education on community resources / partners relationship building
Central Maple Ridge	more cops doing patrolling for drug abusers that's all
Outside of Maple Ridge	Jobs for Homeless
Albion	1) To live in peace 2) to enjoy our neighbouhood 3) To slow down the drivers on Tamarack Lane. Put in speed bumps

	More space in gyms
East Maple Ridge	Benches in Parks Paved paths in parks local bus routes available
Central Maple Ridge	Speeding on residential streets. Trespassing in areas people don't reside in
Outside of Maple Ridge	More police. Everything else not too bad
Cottonwood	Get rid of homeless drug addicts
East Maple Ridge	More flashing yellow lights at crosswalks. Serious consequences for drinking & driving. ? more photo radar?
Cottonwood	People being concerned about other. Watch for someone other than yourself.
Cottonwood	Speed of travel on Dewdney Trunk
Cottonwood	Drug use/housing access (direct connection in my mind) Trespassing/property crime Violence/Threats- gangs/weapon issues (direct connection)
Cottonwood	The crossing lights should stay on longer. They turn red for the pedestrian before a person is half way across. I nearly go run over by a car that started to go before I had reached the other side.
Cottonwood	Accessibility for elderly Handicap Parking enhancement
Cottonwood	Pedestrian crosswalks (better) Less speeding on Dewdney Trunk Road
Cottonwood	1) more crosswalks with flashing lights 2) sidewalk access for walkers/wheelchairs
Town Centre	Clean up the drug situation so the sealing won't happen. Harassment of seniors in the community. Road Safety.
Central Maple Ridge	More police presence downtown Security guards near stores Camera surveillance
Central Maple Ridge	Maintenance Street lighting Police foot/bike patrols
	More policing
West Maple Ridge	Park cleanliness, safer designated bike lanes (but not overbuilt) Policing of aggressive homeless people
West Maple Ridge	Get bicycles off the street sidewalks No smoking on sidewalks More policing in downtown core (by foot)
Outside of Maple Ridge	More policing
West Maple Ridge	Property / vehicle theft Increased multi-modal transportation infrastructure

Question 10 – What do you think should be the top 3 priorities to improve community safety in the City of Maple Ridge?

**Participant Responses**

Same as those for the City.

Less Drugs , mental illness , sidewalks and bike paths
More arrest of homeless and drug use. Harder sentencing or assistance into programs for users needing rehab.
Crime Speeding Drugs
Build complete streets and improve pedestrian environments
Better timely response from professional first responders More RCMP More Firefighters
Enforce the law Enforce bylaws Stop accepting homeless
- homelessness - drugs - more police presence
Housing for unhoused people Safe using spaces Stop the negative comms strategy
Improve/expand cycling and pedestrian infrastructure. Expand and enhance the tree canopy and green spaces. Assess our future risk from wildfire, drought, heat and flooding, and create an action plan to reduce the risk and/or adapt.
Improving traffic safety around schools. Ensuring that there are safe, well-connected pedestrian and cycling networks. Cracking down on speeding.
1. Housing, secure senior ones. Properly affordable, like under \$600 a month. 2. Cleaning of community areas, visual care 3. Attendants at bigger/popular parks.
Homelessness needs addressing Addiction needs addressing
Creating and preserving walkable neighbourhoods, encourage alternate transportation. Encourages people to know their neighbours. Dyke and trail users need to learn how to co exist safely. E bikes need to be considered as they become more commonplace.
Same as above really. Most concerns arise from the theft/vandalism/safety concerns surrounding the drug abuse and homeless/street populations. I'm sure there are other groups causing issues, but again - it's always around 4am (security cams) when they're active. Also, my alley has become a dumping zone for everything and anything. Regular patrols to clean up dumped items would be nice - I do acknowledge the city comes once a year to clean the areas that homeowners neglect - thank you for that!!
- continue to invest in community safety officers to engage community beyond the boundary of the downtown core. Would be great to see them periodically in neighborhoods - continue to work with the province on harm reduction and housing supports
I think I answered that on the last question
Improve Active School Transport opportunities and accessibility Improve downtown to deter crime and homeless hangout Improve school zones
Safe drug access Transition housing with professional supports Mental health and substance use residential services
See the above.

Same as above
<p>Improve MUP          Actually police the rules of the road (speeding)          Get rid of your overly aggressive and rude parking bylaw officers.</p>
Jail or treatment for addicts. Make sure seniors are housed and taken care of. More CSO's downtown to deal with junkies. Get help for those who are mentally ill.
Deal with drug addicts that are high on the streets
<ol style="list-style-type: none"> <li>1) accessibility to safe housing</li> <li>2) accessibility to support services for those with mental health, addictions etc</li> <li>3) stronger stance on "petty" crime</li> </ol>
<ol style="list-style-type: none"> <li>1. Recovery options for addicts</li> <li>2. Enforcement of laws against those that committ crimes</li> <li>3. More police foot patrols</li> </ol>
Crime safety policing
<p>Coordination between community partners and communication agendas with the public.          Community based and mental health support from RCMP. Assessing support vs enforcement.          Inclusion of indigenous, LGTBQ, youth, ect communities in social safety initiatives.</p>
Remove /control the addicted street population
Better security in downtown not a security system that hangs out with the homeless I caught the one in the mall and the one we have driving around downtown already does. They seem to take better care of the homeless and the people that pay taxes
1) Road safety for pedestrians, 2) more ambulances & paramedics, 3) mental health & addiction resources
<p>-drug use          -aggressive panhandlers/homeless in downtown core          property theft</p>
Adopt a zero tolerance approach like Port Moody. No loitering, no open drug use, no squatting.
Close down the Salvation Army. Funding should be for treatment only
Clean up the town. Mandate clean properties like Coquitlam did. Have more rules for what is acceptable and not acceptable on properties. Junk yards are abundant, and draw in more of the addicted, mentally unwell people to stay
<ol style="list-style-type: none"> <li>1. Reduce open drug use in public spaces</li> <li>2. Greater police presence in known hang-out spots for individuals engaging in criminal activity</li> <li>3. Make the community less comfortable for folks who are not interested in the safety of the entire community</li> </ol>
Same as above
<p>Clean up downtown by enticing developers to buy older homes that are an eye sore and build new and beautiful homes etc. this will reduce the comfort of the vagrants in the area. It reduces rent of old homes that are not maintained and naturally attract neighbours not of best behaviours. Makeover the downtown Main Street...let's make it cute and inviting which will push less favorable crime related behaviour away. Entice businesses by supplying security, play the opera music that is proven to make vagrants leave . Let's get a Fort Langley Norman Rockwell feel by making things more upscale! Surround yourself with beautiful people and things and you too shall be beautiful I honestly don't know how much longer we will remain here if the town cannot beautify and offer shopping etc...we drive to Langley for pretty much everything now. Come on Ridge you can do better</p>
Road safety. Way too many people getting hit. Safe housing for low income. Faster response for emergency services like ambulance

<p>Proper bike route along Lougheed Hwy - we are forced to ride on sidewalks .          People with drug related issues - I don't feel unsafe around them but they walk in front of cars and are often in need of help.          Not sure about a 3rd.</p>
<p>1: Get drug addicts off the streets and close down the Salvation Army shelter          2: Make sure the housing being built is used for low income families and seniors, not drug addicts.          3: Proactive police patrols of problem areas. Police to actually arrest and forward charges when possible, instead of just moving along the problem individuals.</p>
<p>Reduce the number of homeless/drug addicted people in the downtown. I refuse to shop there at all costs and travel to Port Coquitlam instead.</p> <p>Increase Police presence in the downtown core. Hire more officers and increase foot patrol</p> <p>Clear overgrown green spaces in Silver Valley to make it safer for people to move around the neighbourhood - especially during "bear season"</p>
<p>End homelessness.          Improve speed of provision of emergency medical care.          Stricter rules and enforcement for dogs.</p>
<p>Another ambulance station that will get paramedics to west Maple Ridge quickly.</p>
<p>1. Reduce drug by removing low income homes near buisnesses          2. Increase police presence so we can walk safely down the streets          3. Move drug area so it's not in the heart of our city near buisness and schools</p>
<p>More eyes on the streets, especially as you become aware of the areas of concern.          A way to contact and report 'active' suspicious activity without using the 911 resources.          Safer areas to walk with your families, senior, pets, children. Perhaps ones that have some form of supervision.</p>
<p>-improve pedestrian safety (sidewalks)          - improve visibility on the roads          - decrease homeless population</p>
<p>Remove homeless and druggie. Zero tolerance for vagrants and panhandling. Remove the Salvation Army. More community policing.</p>
<p>As stated above</p>
<p>Police on bikes and foot walking around regularly in areas so community knows them.</p>
<p>Close the Salvation Army          Stop bringing in people from Port Coquitlam and Coquitlam to "house and help" them.          Increase police presence or at least have them care about people trespassing on property either actively stealing items or doing drugs.</p>
<p>More police and ambulance services.</p>
<p>1. Enforce speed limits especially on Lougheed raceway/drag strip          2. Establish a bicycle path network based on the Belgium cycle path numbering system with a free GPS cycle app for the bike path network in Maple Ridge.          3. Address the homeless/drug culture with a housing facility.</p>
<p>Clean streets, more local/municipal events</p>
<p>Lights.          Security ( not the security guards in the park sitting on their phones)          Community engagement in terms of rhetoric. Everyone in town thinks this city is sangerous and it is time to shift the narrative.</p>
<p>Same as above</p>

<p>More and better services for those drug addicted and still using in public. Ultimately those that are drug addicted need a place to be while they are under the influence so they don't disturb or scare others or commit offences to support their habits. If they won't get clean they still need a place to be. This includes safe injection sites and programs to promote safety within this group. We need more csos with longer hours and more financing to keep their presence out there. What we have now is awesome we just need more of them!!!! They answer emails and concerns so quickly and respond on the street is amazingly quick we just need more of them with longer hours</p>
<p>Implore the provincial government to reopen facilities like Woodlands and Riverview to assist individual with mental health and addiction issues. There are not enough supports in the community to properly service and support people with these issues. Adding housing or homeless issues to their struggles is not beneficial.</p>
<p>Drugs Theft Loitering</p>
<p>24 HOUR CSO PATROLS</p> <p>PANHANDLING STOPPED AND TAKEN SERIOUSLY</p> <p>SALVATION ARMY AND THE STORE BESIDE THE TATOO SHOP HAVE TO GO!</p>
<p>Property crime Housing for homeless that doesn't impact neighbourhoods Addiction services</p>
<p>Affordable housing. Broken window level cleanup. Police presence.</p>
<p>Have faster responses to non-emergency telephone calls (it's no good checking out suspicious behaviour long after the individual has left. Prosecute crimes - everyone should have the same penalties. Keep tent cities from popping up.</p>
<ol style="list-style-type: none"> <li>1. Homes for vulnerable &amp; low-income families, especially when they have been displaced due to new developments</li> <li>2. Food security, protecting the ALR</li> <li>3. Bicycle safety</li> </ol>
<p>Arrest people who come here from other communities for the express purpose of committing crimes (like starting illegal tent cities).</p> <p>Have a functional non-emergency line.</p>
<p>Increased police presence at certain times at night, encourage crime reporting, illuminate dark street corners.</p>
<p>More police presence at parks where drug users and dealers tend to frequent Clean playgrounds Making sure homeless are housed. Getting people support to get off the streets</p>
<p>Support housing options and support services for the most vulnerable population. Improve cycling infrastructure Traffic calming in residential neighbourhoods</p>
<p>Provide a tax deduction for having a security system.</p>
<ol style="list-style-type: none"> <li>(1) Make sure all the street name signs are big enough for drivers to read. Most are too small and cause danger. Replace them now.</li> <li>(2) Create a loving and caring community through a campaign. (read 11. below)</li> <li>(3) Educate residents and tourists not to trespass properties near the parks they visit.</li> </ol>

Homeless people Drug users Theft
Deal with the drug addicted and homeless (rally the BC govt to support this), supports to house and rehab, change the laws so people are mandated into rehab if they are caught doing crime and are high. Make our downtown core safer (I avoid shopping here as I can't deal with the harassment of the homeless and the dealers/pimps etc) and the yelling/swearing/bullying. Entering our town by the Salvation Army is no different from East Hastings...always people shooting up or passed out right on the sidewalk next to Loughheed.
Same as 9
Creating a safe shopping area without having to deal with panhandlers, homeless etc. Getting rid of empty or unoccupied buildings and lots
Infrastructure safety - sidewalks, bike lanes, lighting and traffic calming Transit and traffic solutions - better bus routes, wider roads and railway over/under passes Affordable housing and promotion of apartment development for all financial levels
More police patrolling and actually stopping petty crime and open drug use. Also to make sure that people who commit crimes have consequences as some people have become very daring and steal in broad daylight, carry stolen goods around and openly so drugs, are under the influence of drugs and do drug exchanges in public. I personally do not feel safe anymore walking downtown Maple Ridge as I was approached by a homeless drug addiction while I tried to get money out of the ATM machine. Emergency services also need to be a top priority as a lot of citizens have been left stranded due to EMT staff shortage.
Social/supportive housing, building communities with access to services, shops and schools within walking distance
Zero tolerance for open drug use  Crack down on speeding  Shut down the Salvation Army
Actual police, doing police work  Security guards that sent distracted by their cell phone while driving  Vote out Mike, and his followers.
Lit crosswalks More 30km signs in neighborhood Speed bumps
Housing the homeless Better recreation facilities to encourage youth to engage Traffic management
Work on traffic calming and speed control In high traffic areas that are also high pedestrian areas (ie 132nd ave)
1. Drug users 2. Gang activity 3. Personal property damage/theft
Focus on road safety- speeding is a huge concern  More parks and outdoor spaces

If people are housed and feel secure, there should be no problems. Perhaps MR should put more effort into housing efforts rather than excluding efforts. As drug policies are becoming more sensible, perhaps they should be advertised. Drug-related crimes will decrease as addiction problems are medicalized rather than criminalized. Portugal has had amazing success with their more enlightened attitudes!
Removing/reducing gang associations/businesses
More police patrols, better lighting, more drug usage controlled
See above
Accessible and improved quality emergency health care. Stronger police presence/follow through/deterrent for crime. Resources/housing to better serve the homeless, addicted and disabled community.
Remove junkies, improve down town core, more RCMP Move Salvation Army on the out skirts of town
Drugs and homelessness seem to be the major problem that keeps me out of the downtown area
Drug addicts, theft, vandalism
Road safety, expanding parking along side streets so roads aren't so narrow when residents are parked on both sides, enforcing the speed limit around parks and schools
Clean up the drug use
Drug, alcohol treatment Mental health treatment Homeless housing
Homeless/addicted/mental health following stricter rules. Safe pedestrian walkways for children traveling to school and adults out walking. Safe parking lots and stores, less fear of car being damaged/broken into while shopping in town. And not nervous on who you'll encounter.
Road safety....impose fines on speeding vehicles.
End open use of drugs in the city, property crime and destruction and enforce traffic laws.
Clean up the downtown disaster
Drug and alcohol overuse/abuse, passing out on sidewalks, begging at stop lights on Haney Bypass. The gathering of citizens in the downtown areas for the purpose of using drug and alcohol. Biking, skateboards on sidewalks.
Police presence, enforcement- they need to stop the open drug use!
Remove the drug addicts and homeless
Put the shelters someplace outside the city centres. Use the local laws to protect people who pay taxes, not the homeless and drug addicts
Not sure very happy so far
Stop reckless driving,, have police presence on the ground in the community, a mayor and council that listens to the people
See #9
Same
Prohibiting camps
As above. Also more police to help at Golden Ears Park during the summer! People getting away with lighting fires in campground as park patrols cannot control violent campers. Police are called but rarely show up.

Do something about cars parking along Fern Crescent in summer More Ambulance service
Get rid of all drug use! It is ripping apart society! To those who safe give them 'safe supplies', they are oblivious.... That is just killing the users! There is no such thing as 'safe poison'!
Enabling is NOT HELPING! Only Drying out and sober living will give them a chance to become a member of society. My tax dollars should NEVER go to provide drugs, drug paraphernalia etc. If the users cannot make safe sane choices, provide detox and rehab, and life-skills training and support (yes, even if it means life in institutional support facility) , they need help, but NOT handouts.
1. take a firm stance with drug addicts and thieves. Zero tolerance 2. Traffic flow improvements: Abernathy extended to 256th, Golden Ears Way 4 lanes from 210 to bridge, 240th access to GE Park 3. swift removal of abandoned or derelict buildings
1) Reclaim parks and other public spaces taken over by transients by taking steps to discourage camping and encourage legitimate use of parks by the public: remove trash, clear undergrowth and overgrown vegetation, create more open spaces, improve lighting, and step up patrols by RCMP, CSO, and volunteers.  2) Make it easier, faster, and more convenient for residents and business owners to report non-emergency incidents such as trespassing on private property to the RCMP. Reporting such incidents by calling the RCMP non-emergency number can be an exercise in frustration, so many incidents go unreported.  3) Increase traffic and parking enforcement to discourage unsafe driving and parking behaviour. When I moved to Maple Ridge 14 years ago, I was struck by the number of drivers who fail to signal, drift across lanes while turning, speed down residential streets, tailgate, fail to yield to pedestrians in marked crosswalks, park in no-parking zones, etc.. I rarely witness enforcement.
Get rid of the Salvation Army shelter. Control the use of drugs and illegal activity in and around the modular housing units
Same as above
More revitalization of the downtown core which would just cause it to be more populated by vibrant people as opposed to just sketchy people.
Equal application of the law. If you will arrest young adults for drinking booze in a park then we need to arrest people for doing drugs in the open.
More police presence in public spaces such as malls More speed traps along major routes Put reflectors on road lines for night driving
Cycling, drug use, vandalism
More programs to stop this criminal acts. better sentencing for those commit them.
Drug Abuse Homelessness, mental health Ambulance service
More ambulances Less speeding
1. Enforce speed limits in neighborhoods 2. More police presence in neighborhoods to discourage property theft 3. More supportive housing and services so we don't continue to have a high homeless population in Maple Ridge.

The RCMP should be visible on the street and interact with the community. I never see officers outside of their vehicles. The police station is right next to the Haney Place bus loop but they ignore all the problems in the loop and pretend it doesn't exist.
2000+ units of Affordable rental housing with top rents for 1 bedrooms being \$1,200/month. Housing that provides rendered the same freedom as home owners: pets, access, etc. Severely limiting urban sprawl. Densifying west Maple Ridge instead of central maple ridge where roads can not handle the increased population.
Higher police presence in red zone of downtown core
More security to curb shoplifting
Housing, addictions counselling, traffic enforcement (speed and noise level).
Lougheed Hwy regulations to slow traffic or divert traffic.
Have walking only area on 224th.
as above
What I said above
Council needs to change their attitude. They are arrogant and uninformed. Decisions being made are in their best interests, not in the best interest of the community. For a community to be safe everyone must be looked after not just your friends
More out reach Detox centers more Abstinnet Recovery homes or Hoop for Freedom model of recovery.
Not supporting the homeless and drug/prostitution by giving them the place on 222nd
Well appointed and marked accessible parking that can easily be seen while driving. Bigger signs stating where the wheelchair accessible parking spots are. No bike riding on the sidewalks.
Providing better access to services for those that need them, supportive housing
solutions to address concurrent barriers of drug use/mental health/homelessness stop illegal encampments, immediately relocate people when space is illegally used federal support to support and relocate individuals with complex concurrent barriers to their home communities
More well lit parking. More police presence. More lights over crosswalks
Clean up the homeless population / infrastructure / More police presence
1). Visible foot patrols in the downtown core 2). Better access to parking rather than having to park blocks away from your destination 3) Preventing open drug use and keeping the downtown core clean
get control of the drug abuse deal with the property theft ensuring access to all businesses in the downtown core for persons with disabilities.
Housing access, gang and drug violence, human trafficking
1. Help the homeless with shelter, space to meet & feed 2. Maintenance of bike paths 3. Maintenance of parks...maybe start a volunteer program for citizens to take an active interest in cleaning up & maintaining parks & dikes
Provide sufficient low cost housing so the homeless have a proper place to live, one that offers all the supports and not just a bed.
Stop building into the rural areas as the infrastructure is not there to accommodate any more built

out.
DO NOT add light industrial to Thornhill as the roads can not handle the extra traffic and we are concerned about what impact this would have on our water as we are on a well.
Fix Fern Crescent
More transit, more addictions programs, affordable housing.
- Homeless people should be moved away from city centre and provided better care and facilities - More transit for local communities, especially shuttles to train stations during peak hours - More police presence in areas based on crime rate
1. Clean drug access and Overdose prevention 2. Business crime 3. Humanist approach
Traffic calming measures in residential areas/proper crosswalks Drug use Maintenance and monitoring of park and playground areas
1. More policing and/or CSOs and/or security presence. 2. IMO there are enough housing options for the homeless (2 modulars, Alouette Heights, Salvation Army, other housing provided by BC Housing) yet we have many individuals who still "camp out" in bushes, parks, etc. This should be stopped. 3. Treatment for addicts and mentally ill.
Get rid of the homeless Enforce the law on those doing the graffiti in town core
Bring pay phones back, more housing for women fleeing abusive relationships, more places for kids to hang out and have fun in a safe environment (eg arcade games, roller skating, dance hall).
deal with homelessness pedestrian safety
Solve the drug addiction problem Have a traffic division with rcmp Property crime listen to homeowners Did I mention the drug addicts I. Our streets and parks?
Build a large abstinence-based treatment center  Build a large mental health facility.  Advocate for increased wages and decreased hours for workers in this field.
Ticket speeding and noise.
Access to affordable housing. More non-police resources to aid the street entrenched residents. More mental health and addiction services.
1. Enforcement of city bylaws- loitering, littering.
1. more places where people can gather on the street and meet their neighbours 2. more green spaces 3. more space for rentals of those who cannot afford the current homes being approved for development.
Deal with the drug dealers taking advantage of the homeless, mentally ill. Encourage our court systems to actually impose sentences and fines. Help businesses dealing with the strung out people, theft and human waste and garbage.
Reduce vagrancy ( with or without the support in the community to do so) - they need to go Reduce teen violence and crime

Reduce drug use and increase mental health and rehab opportunities for all ( not just homeless people) - foundry is a great start
Police on the daily beat, on foot presence Volenteer Ambassadors on the beat for public questions and interaction. Evening patrol.
Better housing access/affordability, more focus on non "single vehicle" transportation/accessibility, more family friendly settings in downtown core.
more police patrols, schools should have more of a police presence, speeding taken more seriously.
make public transportation safer, faster, homeless population being controlled, sanitary issues.
make busses more available for smaller communities that are further out, more busses in general.
homeless population and public drug use. More homeless shelters.
not sure.
more skate parks and public spaces
Cleaning of litter oand Vandalism, less public drug use.
the stopping of drug use in public areas, frequent patrols at night to protect the public who may be walking in public, not sure on a third.
less public drug use, alcohol, more homeless priority providing food and shleter
the providing of shelter from the homeless population, the stopping of public drug use,
They doing good
homless crisis, littering, drug use.
no more drugs use, more fines for vandalism, more surveillance.
Less drug use
Traffic saftey and controlling the homeless issue
Housing for the homeless, the increase of public transportation access, safer streets, they don't feel comfortable walking by themselves
answering 911 calls faster, montering neibor hoods with children, taking down drug dealer near schools.
more security cameras and surveillance, housing for the homeless, mor epolice patrol, and more ambulances.
Housing. Increased safety patrols
Offer cheaper child care thru community care and services
-clear out the junkies/dealers -don't allow junkies to set up camps -close the Salvation Army!!!! All the problems started when they moved in
1. Sidewalks and roads for bikes and pedestrians and safe access to public transit. 2. Playground improvements/new equipment 3. Housing for low income individuals and families
Relocate or find housing for homeless and drug addicts. Maintain playgrounds. Police presence.
Stop granting permission for large scale drug operations as per above. Do we really need a marijuana dispensary on every corner???
Maple Ridge's downtown core looks and feels like Vancouver's downtown east side. I've been jeered at and spat at when I did not put money in a lady's jar outside the bank. I've been followed coming out of the grocery store. I see people shooting up and toking up on roadways, in parking lots, lanes, playgrounds and parks. There are people passed out in parks and along side streets. I've seen people vomiting into town gardens and defecating behind local businesses. Our once gorgeous town now looks filthy. We rarely shop in town any more and we've lived in MR since

1994 raining our two daughters. What has happened to our town is heartbreaking and shameful but I guess as long as politicians and realtors keep filling their coffers, it feels foolish to hope things will change.
Collaboration with social service providers A community resource hub to support access to service
Bicycle paths away from Dewdney Trunk and other busy streets that give safe access for cyclists to parks and downtown. If that's impossible, segregated bike paths with a barrier. Though community routes would be better for motorists and cyclists.
Encouragement of small businesses to open in the community to enhance a sense of community feel and belonging, including independent sit-in restaurants where people can meet and recognize their other community members.
Mental health, low-income family support, and drug rehabilitation facilities that are coordinated in an effort with the rest of Metro Vancouver to prevent people from getting to a point they cannot return from.
more foot patrol, more street lighting, get the addicts off the street!!!!
Advocacy to the province for consequences to illegal behaviors. Advocacy for housing options. Repeat.
Housing can be difficult. Bike, cycling Safety Pedestrian safety.
increased cultural events (indigenous) housing community services
Mental health, drug addiction, garbage
Get a Youth Safe House - this should be a priority. Too many kids on the street being snapped up by predators More social housing with supports for addiction/mental health Improve police presence along Lougheed 222 and east - open a community policing office along there.
Schools  No development along the flood plane of the Alouette river
Services to support growth -Increase police presence -Shut down the methadone clinics
Ambulance services increased  Accessible housing - that supports wrap around model for people dealing with addictions. Helps already marginalized people from being re-victimized by the criminal element and citizens who do not understand the trauma inherent with homelessness. Actions not words!  Less focus on development without providing adequate infrastructure - police, fire, schools, roads, affordable housing
Homelessness Drug addiction recovery Traffic

-help for the homeless ; a difficult, complicated issue -help for the addicted
Homelessness and the drug addiction problem.
As I have mentioned, I have only lived here for about 2 years.
1) Change municipal bylaw re bylaw complaints to allow residents to make more than 3 bylaw complaints per year, given that since that bylaw the City now has a tree-cutting bylaw, is part of Wildsafe BC, and there are many legal and illegal grow-ops.
2) More housing for low-income people.
3) More disability-friendly/accessible housing for persons with a disability, with the stock addressing a range of disabilities not just wheelchair access.
Drugs Homeless
1. Help the homeless 2. Help distressed teens 3. Help addicts.
Surveillance
violence, drugs, driving safety
Property Crime
Violence / Threats / Property Crime
Stop bullying people who aren't housed.
More access/awareness to programs.
I don't know. Can't do this. What mehall
more harm reduction / safety from vigilantes
lights housing nicer people
1. dealing with Ridgelantes 2. Compassion for people with substance use issues
Affordable housing
Better policing More Outreach
more wooded areas for homeless / housing Financing support
couldn't tell you
garbage clean up / housing / job searching
I should be allowed to have a weapon.
New mayor. Ridgelantes tone No new people
Weapons Violence Auto Theft
People are too relaxed on disciplining their kids. People are too quick to judge the 'homeless'.
deal with the kids

public safety
Affordable homes, access to more mental health help, more addiction support
Dunno
Remove mayor and City Council and replace entirely. Remove bylaw & CSO's. Jail all Ridgelantes. Stop condoning violence.
Housing Buses lack of food.
Adequate supportive / social / affordable housing. Food security. Safe injection site (and private).
- better / more training for police on how to humanize people who use drugs. - affordable housing
don't think safety can be improved upon
violence, drugs, property theft
Drugs, property crime, weapons
cooperation with police when community members report safer spaces for folks to go to more education on community resources / partners relationship building
1. more cops doing patrolling for drug abusers 2. Remove mayor 3. Stop making homelessness a crime.
Stop building free housing. Better Patrolling
Same as above
Publish routes available locally
Stop the need for guns and knives by everyday people. Prosecute those people who use them.
Same
Run the addicts out of town
As above
More stores Parking should be removed from 224th, we got a lot of seniors in that area
Get rid of tent cities
Drug use/housing access Property crime/ Trespassing
ditto for above
Deal with homeless people
Homelessness We are or have become a destination place (community) for them.
1) automated doors 2) ramps instead of stairs
Same as #9
More transit A safe downtown Less speeding on the Loughheed
See #9 above
More policing

Police foot patrols in core areas Enforced leash bylaw Regular park maintenance
Education of young people of the by-laws etc of the City
as above
Housing the vulnerable Visual presence of vulnerable people in the Town Centre More multi-modal infrastructure (other than the car)

Question 11 – What other innovative approaches could the City consider?

Participant Responses
Cut down on the number of agencies working to support vulnerable citizens. Also, take a health based approach with professionals, not 'peer support' or faith based groups. professionals should be dealing with a health crisis, not 'volunteers.'
More police Use traffic cameras and speed camera Speed bumps in certain areas
Cancel CSO program, waste of money.
Supportive housing Safe injection site ICY teams coming to schools
Much of the city's focus on safety revolves around dealing with issues of homeless people on the streets. This is a truly shocking situation that as a society we have allowed ourselves to get into, and it will need a truly integrated approach to fix. Thinking of Mazlow's hierarchy of needs, people in this situation need food, water, protection from the elements, and a place to rest. Let's start there (homes, food); and at the same time, let's ask ourselves what we can do as a society to make sure there are no more people destined for the street. It's heartbreaking and shameful.
But our safety as a community is a bigger picture question. The effects of climate change, as we are witnessing right now with an extreme, prolonged heat event followed by wildfires, is the biggest threat to our safety and security. We need to do everything in our power to mitigate the effects of climate change (by stopping the pollution that is causing it) and to adapt to the effects that are now inescapable.
Speed cameras (I know, not innovative, but totally effective...need to hit speeders in the pocketbook).
We need more entertainment options in maple ridge and better shopping to bring people in. I rarely shop/eat/drink in maple ridge. Close 224 and make it a food/shopping strip
Updating the OCP rather than manipulating it to suit development.
I think separating the community safety group is a great idea and a step in the right direction. Maybe more awareness of the program so that people stop calling the non-emergency or RCMP to report issues that they can handle would be good. Make a plate that provides which #'s to call and provide examples of what you can report. Distribute to social media? I see so many misguided posts by people and neighbourhood groups - could help to ease communications with residents.
Implement the HUB
Enrol the Maple Ridge TAC -ast task force, provide them opportunity to be an advocate for citizens of maple ridge
Funding or grant opportunities to promote active school transport
Proactive police and health engagement with grade 7- information on risks gangs and information in mental health issues and substance use(current information).
Repurpose some of the police budget to invest into mental health support, councilors, recovery assets and programs that lift people out of poverty.
Enforce the laws or turn a blind eye to the citizens that try to.. also can we have a restraining order against Ivan Drury?
Get rid of the mayor and his anti everything. Start thinking progressively and stop repeating ideas of 20 years ago.

Stop the developments until schools, hospitals and shopping catches up. Way too much building in Silver valley. No second way out if an emergency happens
I find the roads here that lead from east maple ridge into the downtown area are very narrow and get very busy. It is very unsafe for cyclists and no way a person could walk these roads as it's very dangerous. Improving road safety would be a start
Enforce laws! Kids walking to bus should not have to see public drug use, violence and sexual acts
Addiction treatment
Enforcement of all laws and bylaws equally across all demographics of persons including the addicted street population. Loitering, littering, public intoxication, indecent exposure, drug use, drug dealing, trespassing, petty theft and property crime.
<a href="https://www.cbc.ca/radio/sunday/the-sunday-edition-for-january-26-2020-1.5429251/housing-is-a-human-right-how-finland-is-eradicating-homelessness-1.5437402">https://www.cbc.ca/radio/sunday/the-sunday-edition-for-january-26-2020-1.5429251/housing-is-a-human-right-how-finland-is-eradicating-homelessness-1.5437402</a>
<a href="https://housingfirsteurope.eu/countries/finland/">https://housingfirsteurope.eu/countries/finland/</a>
Unknown.
Stop normalizing our kids having to watch open drug use. Make it very difficult for addicted people to run the core like they are currently. Bring in more businesses, make that easier for people to open and operate. We desperately need an overhaul on the downtown core and for that we need new businesses, less addicts hanging out, and more tax paying citizens frequenting the area and creating revenue for the city.
I really have no idea how to fix the issues we have here. Step one would be getting rid of the Salvation Army building. Stop catering to addicts demands and stop building housing for them to destroy. "If you build it, they will come" and Maple Ridge has "built it", that's for sure.
We need businesses...don't make it so damned hard to get permits. Attract people don't drive them away. Entice businesses and get people working and shopping right here! I buy minimal here because....we don't have much! City hall makes it impossible for growth! Look around us...businesses and jobs being developed with construction all around us and what do we have? Rotted store fronts downtown and a disgusting water front where businesses are not made to clean up. When I think of maple Ridge I picture overgrowth bramble bushes everywhere...not acceptable...residents need to be made to clean this up or have a crew do it and add To taxes.
Healthcare trainees posted in downtown core to attend to and help drug addicts and mentally disturbed people.
<ul style="list-style-type: none"> <li>- Clearing brush where drug addicts use</li> <li>- improve lighting in crime areas</li> <li>- use cctv cameras in high crime areas to assist in investigations</li> <li>- charge landlords if a residence is deemed to be a "problem" residence where crime is often happening and emergency services have to frequent.</li> </ul>
Provide new families that move to SV with "bear aware" packages. Often people move here and are unaware of what they need to do to be "bear safe"
Traffic calming measures along 232 and 136 in Silver Valley to slow cars down.
More events to get people out of their houses and build community. gold
Increase lighting downtown and add video monitoring so we can catch crime in the act and actually convict them.
Set up sweeping for needles every morning at parks. So kids don't pick them up. Maybe convicts on probation can do this job?
Have access for support that is away from city buisness and children

To have an open channel of communications beyond the Monday to Friday 9-5.
I love the 'blue' ambassador idea that you are working on. It sounds like a team that will be able to communicate with various resources and become recognized in the community.
- provide multi use pathways throughout neighbour hoods. - providing sidewalks in more rural neighbourhoods to allow for children and seniors to walk safely
Sorry not sure
Banning drug addicts that are not trying to get clean.
Tough love, we will help get you clean, if not get out.
Police walking and biking around community regularly getting to know the neighborhoods and talking to the people.
Stop blaming it on the Province as other neighbouring cities don't seem to have the same issues as us, even with skytrain access. Make all drug users stay on the Salvation Army property instead of fanning out around it. Work in better partnership with the RCMP in relation to drug trade, prostitution, and potential human trafficking.
I would like to see us catch up with other cities on traffic calming measures. We are far behind in that department.
Encourage walkability with the European star system where day to day necessities surround hubs of residential units.
Not sure
If we bring more people down town the homeless will leave.
More business licenses issued to generate more tax dollars to invest in adequate policing and programs. Too many people moving here (city is motivated to increase residential taxes) and not nearly enough infrastructure to support all the people. People who move here from other communities do so for the price of housing. They are not moving here to become part of the economic community.
Less liquor stores. There seems to be a new one on every corner. Less Cannabis stores. Safer schools.
Using with a buddy. A safe injection site a night time drop in centre for users with nurses and staff with no beds but a place for them to go. One that serves food and access to services Also lit parks and trails and removal of portable toilets from public parks where groups are known to congregate more csos doing night time patrols
Addition of shopping services.
I really think the city is on the right track to making Maple Ridge feel safe - I may have more comments after the virtual meeting
-Listen to the public more. Do not allow businesses in our community that promote drug use such as Pot shops! Community safety is more important. - Change the shape of medians in roads so that people cannot stand on them. Make them tall and thin not flat and wide. - Put up 'NO PANHANDLING' signs like other cities have done. I have requested this multiple times to the city. - Get a proper Mall in this town that is not overrun by drug addicts. I don't shop anywhere in our downtown core. Massive safety issue. We go to Pitt Meadows and Poco. Unfortunately the change of getting accosted by a drug addict or stepping on a needle is just too high a risk.
Unsure
Link up with the Block Watch Program and have captains and their neighbourhood help out. Have a local non-emergency line (Ecomm is very hard to get through to)

Have developers include common green spaces & amenities within walking distance
better traffic control management in rush hour (232 and Dewdney, Abernathy Way, Golden Ears bridge and off ramps
Maybe, develop an App where an alert is sent if there's a certain crime in the area.
Safe supply of drugs for users.
Work with the province and federal government to address these issues, similar to how Vancouver is doing it. Look at opportunity to support the construction of more affordable housing including social housing, coops, public housing.
The obvious safety issues such as crime and theft prevention are important, but we have to look beyond the obvious or the materials. It is equally important, in some cases, more important to protect dignity than it is to protect our property and money.
I want to see our City create a campaign to encourage empathy towards all people. There will be less hatred and crime in a loving and caring environment built by people and supported by the City.
Examples to be included in the campaign could be advertisements sharing ideas to help elders, young mothers, troubled teens, immigrants, and just about anyone who needs a hand, both mentally or physically, or stories of difficulty people go through at different stages of life.
These messages (text with graphics) can be short and installed in parks, malls, and billboards. They can appear in rotation and be shared through social media.
More jail time for criminals. Remove the people wandering at nights.
The community officers are a very good addition! More supports for our RCMP to deal with the criminals would be fantastic. Sadly they do the work but the system is a revolving door. Charges don't stick, crimes go unpunished and they go right back to the streets and repeat offend.
Think long and hard about where tax money is being wasted so that they can hire more police and social workers and nurses Look long and hard at the staff shortages at ridge meadows hospital and have regular meetings to discuss what they need to improve their services. Yes these things cost money but you asked for the job as mayor and council members and it pays a decent salary . Start by everyone of you doing the job as public service. There's lots of retirees who would and could do the job for free. For what ever reason you can't stomach that fund raiser make two more counsellor positions with no salary and see what happens. You have nothing to loose. Finally if you don't want to make the hard choices raise taxes to pay for more police, nurses and doctors. If you or your child needs medical care or have your home broken into and you haven't dealt with these issues you would wish you had. Build another hospital. MRH can't service the population increase
I think there needs to be better lobbying for skytrain like transit connecting us to Langley and Coquitlam skytrain. Revised neighbourhood plans that promote more foot traffic with ease of connecting to transit and shopping
I would like to see a more proactive approach to dealing with drug users on the street. Catch and release is not working and if housing is given, there has to be treatment involved. High barriers shelters so everyone an use those shelters.
Take notes from Port Moody. Port Moody police don't tolerate speeding, drug use, loitering etc. It shows-their city is clean. Perhaps it's time for a municipal police force

Not Mikes vision, anything but his harassment and bullying tactics.
Invest in the people, jobs.
Post secondary institution
Better bike and walking pathways on 133rd like Burnaby is doing.
Building a decent shopping mall to service the residents of Maple Ridge. How is it possible even now that we still have to travel to a different town to shop ??? Demolish Haney Place mall please, what an embarrassing eyesore that is, but don't replace it with housing !!!
Humour. Using humour to help convey messages can go a long way in reaching people.
More speed control on roads
I wouldn't necessarily call it innovative but, get more businesses in Maple Ridge to bring tax income into the city to pay for additional resources such as more ambulances and better Healthcare.
Offer yoga, mindfulness and community programs to bring the homeless, addicted and/disabled community together. It will improve mental health.
More up scale shopping to improve Maple Ridge
More police presence. I don't feel safe shopping locally after being accosted more than once, with my children, by addicts
Encouraging alternate routes Toledo road ways to parks and schools less busy and safer for families and local residents
Limit auto use/accidents/pedestrian problems by giving small businesses a chance in opening locations within walking distance of a rapidly growing Albion area
Stop the OVER DEVELOPMENT of Albion/Thornhill. It is truly ridiculous what Mr Morden and his group of Developers...um, City Counsellors are doing to this city!
You don't need to be creative. Get the officers out on the streets and patrolling in their many cars. We can see them standing around. We can see them parked, we can see the officers chit chatting but virtually zero presence or patrols around the city. Get rid of the RCMP as they think most community policing needs are beneath them. They victim blame and don't have good training when it comes to health and safety. Get some social workers for welfare checks instead.
Is it possible to see the presence of more RCMP on walking street patrols?
First , we need to have a MAYOR that will actually show up ! He has been silent since the election! All the other cities , their mayors actually interact with the people of the town.. on social media and in public . Ours is a ghost!!! We clearly can not count on him
DO NOT put in a safe injection centre. It only encourages drug use.
I think the city is doing a great job
Listening to the peoples concerns and acting upon them, not just assuring residents it is being acted on.
safe injection sites. Drop in counselling for homeless for drug problems and mental health, trauma issues. More free counselling for people in need.
More patrols
24-hour bylaw and CSO on duty! There are illegal activities 24-7, so why not enforcement 24-7?
-Allow commercial use on riverfront, restaurants, Quayside market, condos facing the river etc. For a riverfront city, its hard to see or access the river. -Another park on the Aloutte river, north or south. -A downtown theme for commercial properties. Bring some continuity to the look, maybe it'll attract visitors to the downtown.

-Downhill bike park and Grouse Grind type venue from UBC research forrest to foot of 224th area.  
-modern "trailer parks" to supply affordable housing

I was heartened by the very comprehensive approach of the Community Social Safety Action Plan as outlined by City of Maple Ridge officials during the July 15 Zoom open house for West Maple Ridge. To be honest, I hadn't been paying enough attention, so it was news to me. While I do not believe that drug addiction excuses criminal and other antisocial behaviour, I do recognize that addiction fuels much of the property crime in our community and that addicts cannot recover without considerable help, support, and encouragement. Law enforcement alone will not make our communities safe.

I would like to see the City encourage residents and businesses to be more proactive about crime prevention (especially "target-hardening") rather than reacting after a property crime has already been committed. Specifically, perhaps the City could better publicize existing services that provide tailored crime prevention advice to interested residents and businesses.

Clean up the River front make it more accessible. The industries down there are dying clean it up allow for easier commercial access so a Riverfront with housing and restaurants can open up. Also get rid of the Walmart in its current state increase foot patrols and patrols by rcmp in downtown and surrounding areas. Take the broken windows approach that New York City took years ago to clean up time square. Increase the incentives for commercial properties to come such as Costco and better restaurants.

Shopping... for the size of town we really don't have any good shopping. I ALWAYS find myself leaving town to get what I need.

Just more support for businesses to open and bring more of a vibrant feeling to the downtown core.

Dewdney trunk road and lougheed hiway need to be re-purposed between 200th and 228th. Lougheed should be made into 4 lanes of eastbound one way traffic, and Dewdney trunk should be 4 lanes of westbound, one way traffic. I believe that this would help lessen traffic congestion and move people faster.

Installing more speed signs that tell you if you're going too fast

A dedicated phone number with quick response

More community patrolling to discourage these acts.

More access for mental health and drug abuse. Its out of control. These people need housing and monitoring and educational access. Get them off the streets. Instead of building more condo's, build a facility to address our number one issue first!! Get these poor people off the street and cared for weither they like it or not. Change the laws to be able to diagnose and have them put into proper care.

Traffic signs with speed watch going up 232

I am concerned with the lack of ambulances and was horrified at the story in our local newspaper of the elderly woman who lay on her floor for hours and the ambulance never came. I am retired and will no doubt need an ambulance one day sooner or later. I would like to feel confident that the ambulance will come in a timely manner. Does council have any influence over the availability of ambulance services in Maple Ridge?

The city should make housing coops a priority. They could support coops by taking an active role in their organization and formation.

Signs depicting 'Caution' on all traffic circles.

More points of interest at the parks      Install some signage to help folks traverse downtown showing parks, rest stops, available rest rooms, invitation to stop and 'smell the roses'  
Install a tear drop sculpture in Memorial Park to memorialize the Native Children buried in unmarked graves.

Infill development in the downtown core before considering massive sprawl development east of the Maple Ridge
Speed bumps, traffic circles,
No point in saying anything as it will be ignored and rejected. Or you will say that it is some other level of governments responsibility
I believe we need to have a hands on solution based team that is building relationships with our homeless and addiction/alcoholic community.
Improving roadways and traffic/congestion in and out of the city before allowing so many housing opportunities and buildings/condos/townhomes. Creating a better/safe shopping area with more options. Allowing small businesses easier opportunities to set up shops. Quicker turn around time on permits for businesses and builders.
RCMP or other officers on walking patrol downtown. Return to The First Hour free for parking fees below the town centre and Memorial Park.
More community spaces, more community initiatives (night markets, spaces for musicians to perform). More community centers such as indoor/outdoor swimming. Initiatives that include our local first nations to share education and history; enable events/gatherings that showcase first nations culture/traditions
resident in-patient addiction care and mental health supports. Moving the salvation army location. rejuvenate downtown maple ridge core businesses and bring in additional shopping options
Taking the public cries for help seriously
Assist citizens by educating us about ways we can better protect ourselves and our property (for instance if a neighbourhood is being targeted, do a proactive assessment of the area and alert residents of areas which might be vulnerable)
In addition to short-term solutions that address the symptoms of problems, we need to delve deeply to get to the root cause of many issues. Social innovation thinking and techniques are important. I would like the city to partner with SFU's Social Innovation Certificate Program to see if there are any students/instructors who may be interested in doing some root cause analysis of some of the social problems within Maple Ridge.
Better map of the dike system for walking and biking. I would like to go on the dikes but there is no mention of how long these routes are.
Service centers in locations where people can access service, live in housing, and be off the streets.
- Encourage cycle routes, evening hours should feel more safe around smaller communities, cross community interactions, bring better facilities according to changing demographic
Continue the humanist approach and alternative forms of justice.
New Council, all should resign
I'd love to see a dance hall open up. I think people young and old would like that.
Actually do something. Anything.
Build a large abstinence-based treatment center Build a large mental health facility. Advocate for increased wages and decreased hours for workers in this field.
I wish I knew.
Better planning for traffic bottlenecks, and less development!!! There are already too many people jammed into smaller and smaller parcels of land. There is little or no green space left around our communities. But you've heard these testimonials before...
less focus on chasing away our neighbours who are currently homeless and looking at better solutions for housing and giving support for the disabilities causing people to become and remain homeless.

There are a number of city owned lots in the town core which could be used for social housing and the support so many of these citizens of Maple Ridge need to heal.
Look at other communities which have had success with respect to drugs and homelessness. encourage secondary homes, gateway homes, cottages on property, coach houses to help alleviate low vacancy rates. Streamline permit process and be helpful to home owners not just developers
Look to leading counties succeeding to reduce homelessness and by extension vagrancy, open public use issues, theft etc such as Finland Make this the # 1 priority and become a leader in the field and an example for other towns to follow
Make sure the Brickwater area focuses on cafes and restaurants and local shops to have a community gathering place. Walmart killed the mall - no reason to go there. Don't let that happen there. Good start BTW. Look forward to seeing it grow.
more parks, or expanded and increased numbers of community centers.
more police patrol in public parks and mall, buss loops, its not safe to just hang around.
more about the homeless crisis, providing housing or other resources to lower drug use.
more effort to be put into the protection of minors from drug use.
not sure.
not sure
a group of people should go around maple ridge to pick out garbage on a regular basis.
not sure
a city wide cleaning service.
not sure
No
police officer patrols that may happen where there are high rates of drug use.
street survalence and hight fees for vandalism.
The removal of drug selling
not sure
does not know
not sure
Work with the province to help the homeless, not just band aid modulars as solutions.
Provide more resources to help make the homeless person feel more like society , offer outdoor facilities and showers , hair cuts , new clothes - it sounds awful but it might take the eye sore out of homelessness
Not exactly innovative as other cities are doing this but look at transportation planning first ie pedestrian and bike pathways, denser housing where access to all services is easier.
The city needs more businesses and industry. Although maple Ridge is more affordable than other cities, many young families can't move here because there is no work and commuting is nearly impossible. Way too much traffic already and no near access to skytrain.
How about having a council driven by, and acting on policies, that are good for people AND planet - not just profit. ... it's called the triple bottom line.
Rezoning applications abound, people are clearcutting acreages to get timber value, and now you are considering putting light industry on Thornhill which will draw down severely from our delicate aquifer. But how could we expect differently after you granted Tantalus Labs the right to do the same, taking a min of 1,000,000 gallons of water per day to feed their plants. Many of our

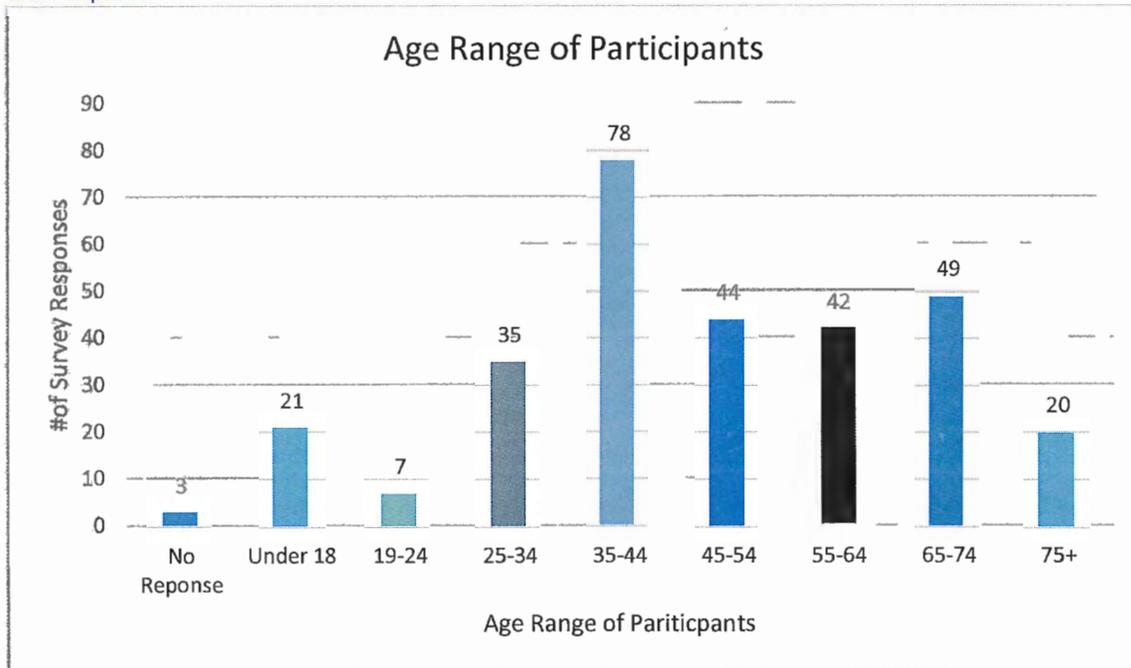
neighbours haul water every day for their basic living needs. No-one waters out here and now we are experiencing this unprecedented draught. Will you please see the big picture?
A more walkable and bikable city that encourages people to spend time in their community rather than always going elsewhere for entertainment and activity will support a sense of community that this city is lacking. There is much construction going up - initiatives that support retail or restaurant below and housing up top would help, as well as initiatives to encourage or mandate construction in the city come with the designation of park land or other public natural space.
more power should be given to by-law officers to enforce such things as loitering, using drugs in public etc. Pussy footing is not the answer!!!!!!!!!!
community engagement volunteer / non uniformed officers engaging with members of the community
create another core - the one downtown we have plus and east core. Clean up city centre and maybe it will attract business. Should be working on creating another core in Albion. Do something innovative with area along fraser river where Kingfisher is. Lots of opportunity to create a river walk, restaurants etc. Missed the boat on any big box retail and now they won't come here. Went to Mission Pitt, and Poco because Maple Ridge wouldn't play ball. Maple Ridge has become a place you drive through to get somewhere else. No shopping, minimal dining, no hotels (Art Infinity, Best Western (next to trailer court where drug dealing prevalent), Haney Hotel) not options! Tax base carried on the shoulders of home owners.
Open more rehab centres
Adding experienced mental health/ addictions staff to work alongside RCMP .... Car 67 model.
Study the Scandinavian approach, eg Norway and Sweden, and maybe even Portugal.
I have been a community leader in the past, Deep River Ontario. Proper strategic communication is key
a) Adopt recycling program for cigarettes as Vancouver has considered.
b) Have bike/pedestrian paths that are some distance back from major roads, as has been done in Finland for decades. This increases safety for cyclists, pedestrians, and drivers.
c) Dog-friendly Maple Ridge makes some people with balance issues and those afraid of dogs feel less safe downtown (dogs can jump up and one can also trip over them). The City needs to communicate clearly how it will address the needs of people like this, e.g. what is a business required to do? a dog owner to do?
d) The City needs to do a better job of consulting citizens and stakeholders, and to have a list of stakeholders in different neighbourhoods. I had to do over 4 searches on the City website to find this survey. An important group in my neighbourhood, the Whonnock Community Association, was not consulted by LEAD, although it was for the consultation re Whonnock Lake Park.
e) Have a regular survey on community safety
Patrolling by volunteers
They should make more public parks.
Youth safety
more community safety officers
It's fine
Fine the way it is
More outreach less cops / bylaws.
Less authority more outreach.

I don't know
More outreach less cops / bylaws
housing
unsure
Safe injection sites
More health & wellness knowledge
stop kicking us out of places for dumb reasons as long as
do your own job, this hurts my head.
stop putting fences up and less judgement.
New mayor
More housing to help the homeless
being nicer
get involved and rise above ignorance
holistic and wellness approach
More outreach, less cops/bylaws
...do your own job
More jobs. Less NIMBY BS. Solve poverty properly. Sit at the d*** table and do your job. Stop blaming provincial government. Stop criminalizing poverty & homelessness you create high rents and costs of living raise welfare rates. Incentivize recovery eliminate treatment recidivism, audit all poverty reduction NGOs, stop denying basic services to those in need and stop catering to the money class.
Not sure
Coordination of services and govt agencies. (ie HUB - "One stop Sshop")
- easier bail regulations for people engaged in survival drug trade etc.
not sure
not sure
Drugs, weapons, property crime
Seen as the max amount of rent you are entitled to on welfare is \$375 consider making more / some affordable housing that isn't low barrier.
Stand up to the Province
Slow down the drivers on Lougheed
Bring back Neighbourhood Watch. Making the police officers more visible.
Don't know
Don't know the answer to this one.
We need more things for seniors other than gambling and exercise
There was a guy on tv that builds tiny houses. Why aren't those being considered for homeless
1) more low income housing
Stop building homeless homes close to senior housing.
Wants like "hotdog eating contest" "chili eating contest"?
Bring the people downtown
Identify genuinely homeless people and help them.
Collect all the hoodies & burn them.

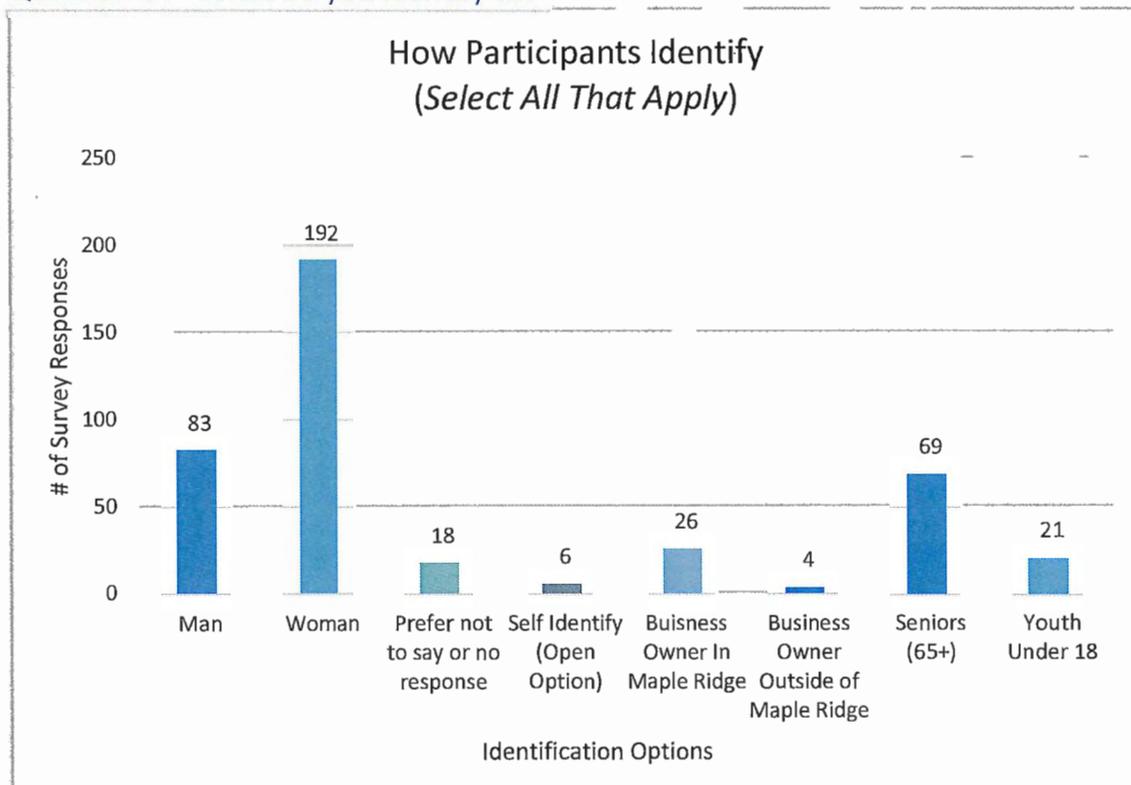
Question 12 – Asked participants if they would like to be added to the LEAD Maple Ridge e-newsletter, and if so, to provide their email address.

30 survey participants provided their email address to be kept up-to-date through the LEAD Maple Ridge e-newsletter

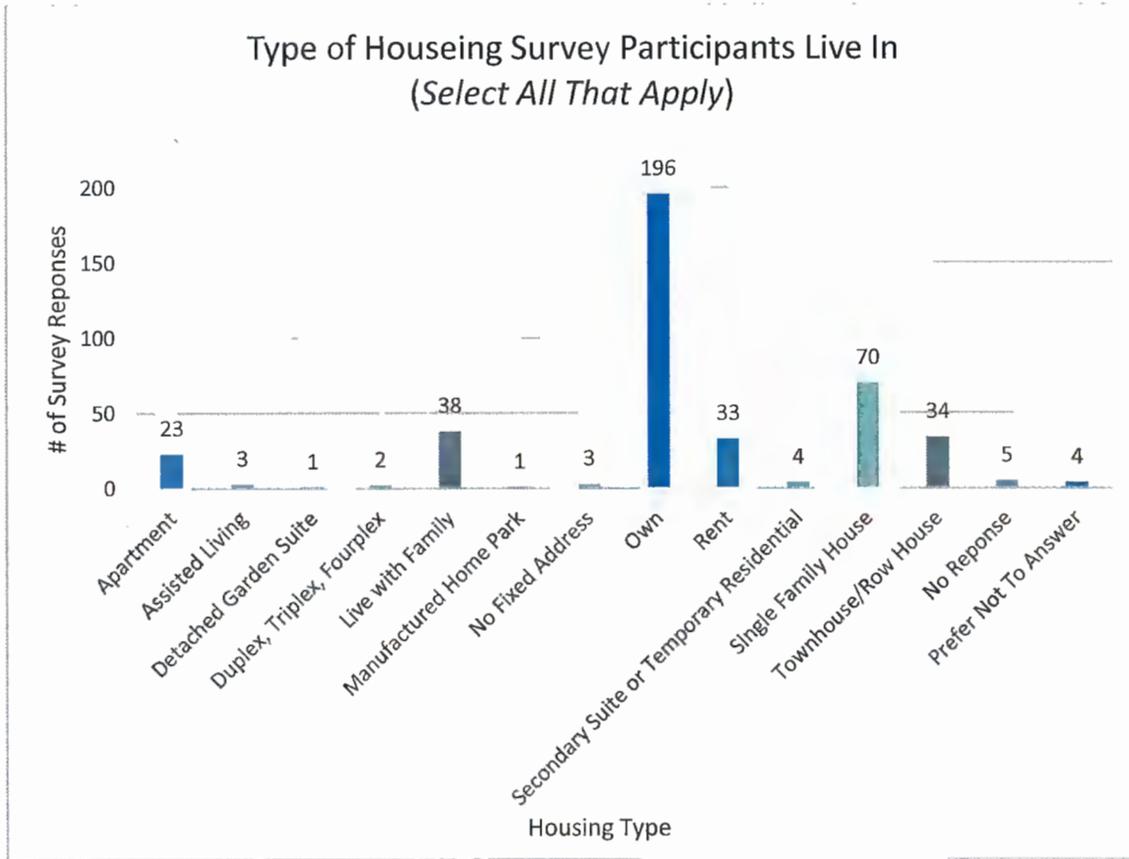
Question 13 – Overall Survey Reponses to “What is the age range of the person providing this input?”



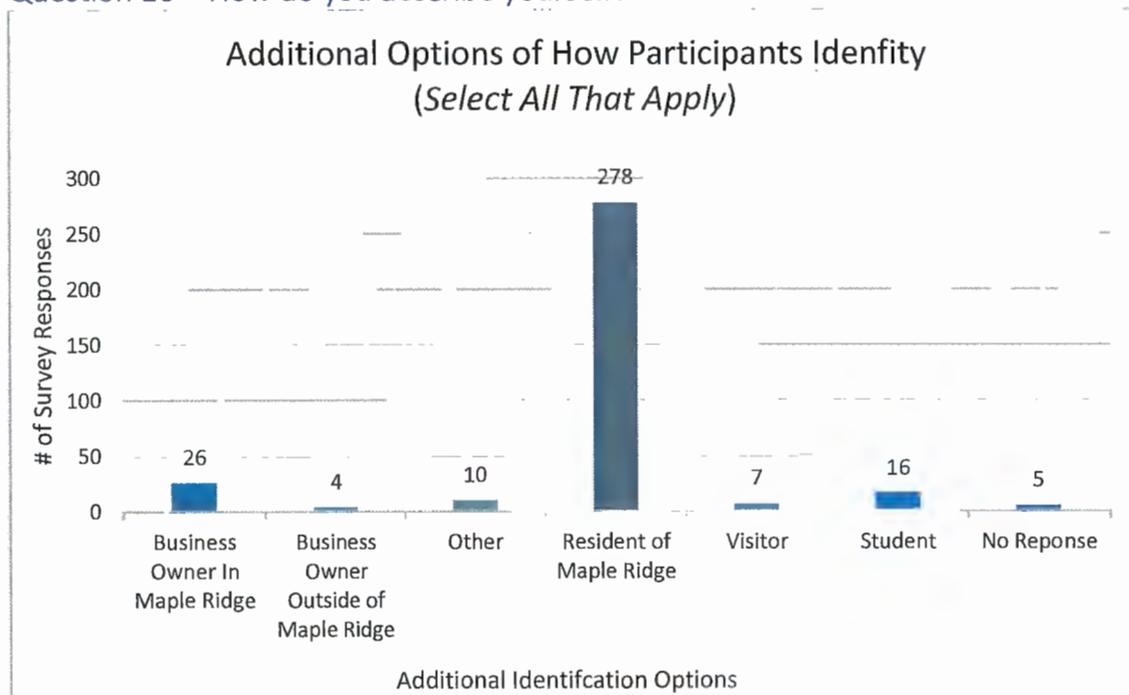
Question 14– What do you identify as?



Question 15 – What type of housing do you currently live in?

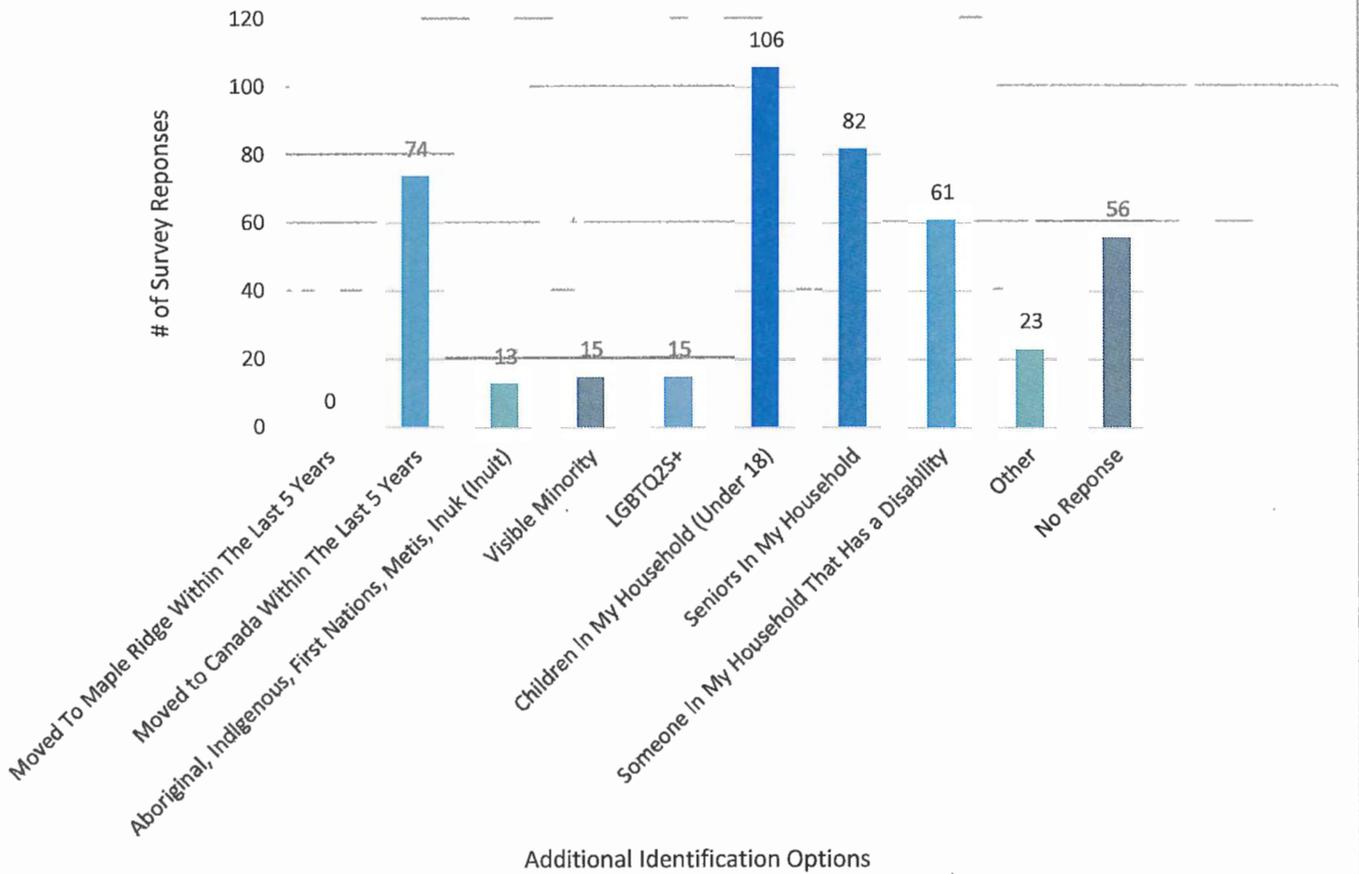


Question 16 – How do you describe yourself?

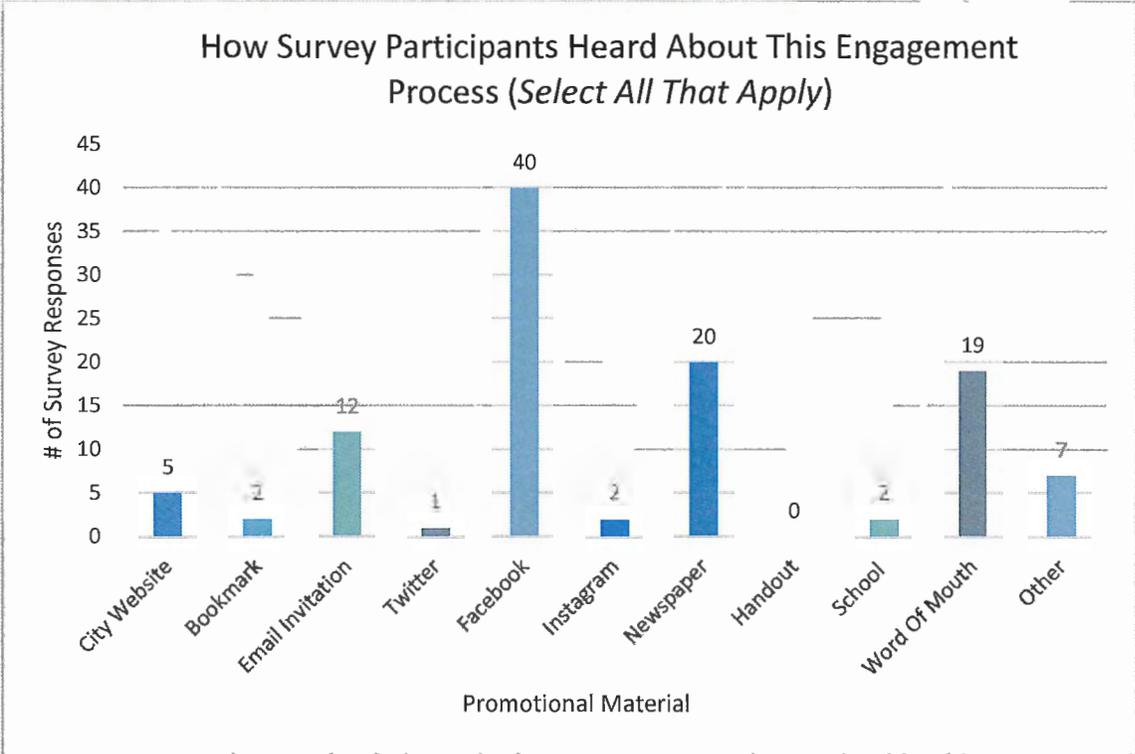


Question 17 – Please select any of the following that apply to you?

Additional Option of How Participants Identify  
(Select All That Apply)



Question 18 – How did you hear about this engagement?



## APPENDIX G – *Summary of Virtual Neighbourhood Meetings*

### Neighbourhood: Silver Valley & Yennadon

Virtual Meeting Date: July 7, 2021

- Staff gave a presentation and various departments were available to respond to questions including, Community Social Safety Initiatives, Community Planning, and Transportation.
- 10 participants attended this meeting
- Three themes emerged from participants comments and questions during the meeting
  - Theme 1: Safe Access to Schools. Participants raised concerns with traffic and lack of infrastructure (such as parking, safe bike paths, crosswalk enhancements) make it difficult for parents and kids to safely arrive and leave school
  - Theme 2: Lack of Transportation Choice. Participants noted someone from Silver Valley cannot get to the Town Centre safely by bike or walking.
  - Theme 3: Increase Officer Patrol in Neighbourhood. Participants welcome CSO's in their neighbourhood and noted some of areas that are known to the community to have challenges.

### Neighbourhood: Albion & Cottonwood

Virtual Meeting Date: July 12, 2021

- Staff gave a presentation and various departments were available to respond to questions including, Community Social Safety Initiatives, Community Planning, and Transportation.
- 8 participants attended this meeting
- Three themes emerged from participants comments and questions during the meeting
  - Theme 1: Non-Emergency Response Times Slow. Participants raised concerns with the response time to non-emergency calls, such as vandalism, and bike theft and felt the response time should be quicker. Some participants raised the concerns with the wait time to even report a non-emergency incident.
  - Theme 2: Safe Alternatives to the Car. Participants raised issues with pedestrians being hit by vehicles at crosswalks and cyclists feeling safer on the sidewalks.
  - Theme 3: Utilizing Community Champions. Participants asked why those in the Block Watch Program are not being asked for stats or being better integrated into community safety programs.

### Neighbourhood: Hammond

Virtual Meeting Date: July 14, 2021

- Staff gave a presentation and various departments were available to respond to questions including, Community Social Safety Initiatives, Community Planning, and Transportation.
- 5 participants attended this meeting
- Two themes emerged from participants comments and questions during the meeting

- Theme 1: Slow RCMP Reponse. Participants raised concerns with the RCMP's response time to an incident and felt the response time should be quicker.
- Theme 2: Speeding Traffic. Participants raised concerns with vehicles speeding through Hammond, especially around the schools, and raised question around the City's plans to calm traffic in specific neighbourhood areas.

### Neighbourhood: West Maple Ridge, South Alouette, and Alouette

Virtual Meeting Date: July 15, 2021

- Staff gave a presentation and various departments were available to respond to questions including, Community Social Safety Initiatives, Community Planning, and Transportation.
- 16 participants attended this meeting
- Two themes emerged from participants comments and questions during the meeting
  - Theme 1: Lack of Transportation Infrastructure for Car Alternatives. Participants raised concerns with the lack of connectivity between bike lanes, accessible sidewalks, and infrastructure for micro-mobility to help them get to their travel destination safely.
  - Theme 2: Non-Emergency Reponse Times Slow. Participants raised concerns with the response time to non-emergency calls, such as vandalism, car theft, trespassing, and felt the response time should be quicker. Some participants raised the concerns with the wait time to even report a non-emergency incident.

### Neighbourhood: Town Centre and Central Maple Ridge

Virtual Meeting Date: July 19, 2021

- Staff gave a presentation and various departments were available to respond to questions including, Community Social Safety Initiatives, Community Planning, and Transportation.
- 18 participants attended this meeting
- Three themes emerged from participants comments and questions during the meeting
  - Theme 1: Vulnerable Community Members At Risk. Participants commented that the Town Centre has a variety of people, and everyone faces different challenges. Participants specifically raised, youth services, safe sidewalks for seniors and infrastructure that is accessibility friendly.
  - Theme 2: Building Process Between Bylaws and BIA. Graffiti and vandalism were raised as issues and that businesses want to fix the problem as soon as possible (i.e. remove graffiti), so many incidents go unreported.
  - Theme 3: Increasing RCMP and CSO Visibility. Participants raised concerns with personal safety in specific part of the Town Centre and commented that increasing RCMP and CSO visibility in the community would have a positive impact.

### Neighbourhood: Thornhill and Spillsbury

Virtual Meeting Date: July 21, 2021

- Staff gave a presentation and various departments were available to respond to questions including, Community Social Safety Initiatives, Community Planning, and Transportation.
- 12 participants attended this meeting
- Two themes emerged from participants comments and questions during the meeting
  - Theme 1: Safety of Multi-Use Trails for All. Participants raised concerns with the shared mountain bike and equestrian trails.
  - Theme 2: Wildlife Attractants and Animal Safety. Participants asked about the group of volunteers that use to harvest the wild berries so wild animals were not attractive to specific areas. Concerns for the environment and animals should there be any development was also raised.

### Neighbourhood: Whonnock and Ruskin

Virtual Meeting Date: July 22, 2021

- Staff gave a presentation and various departments were available to respond to questions including, Community Social Safety Initiatives, Community Planning, and Transportation.
- 7 participants attended this meeting
- Three themes emerged from participants comments and questions during the meeting
  - Theme 1: Cannabis Odors. Participants raised concerns with smelling cannabis at various points in the day and night. the shared mountain bike and equestrian trails.
  - Theme 2: CSO Training for Mental Health and Trauma. Participants asked about how the CSO's are being trained for situations where community members need assistance with mental health, are suffering with trauma, and/or are BIPOC. Participants concerned with keeping everyone in their community safe.
  - Theme 3: Climate Change Preparedness. Participants raised concerns with flooding, food security, and other weather extremes that may become more frequent in the future.

### Neighbourhood: East Maple Ridge, Webster's Corners, Whispering Falls, Smith & Rothsay

Virtual Meeting Date: July 26, 2021

- Staff gave a presentation and various departments were available to respond to questions including, Community Social Safety Initiatives, Community Planning, and Transportation.
- 6 participants attended this meeting
- One theme emerged from participants comments and questions during the meeting
  - Theme 1: Planning Engagement in July. Participants raised concerns with the engagement process taking place in July and felt that the turnout is low because everyone is on summer holidays.

## Neighbourhood: Silver Valley & Yennadon Lands II

Virtual Meeting Date: July 28, 2021

- Staff gave a presentation and various departments were available to respond to questions including, Community Social Safety Initiatives, Community Planning, and Transportation.
- 15 participants attended this meeting
- Four themes emerged from participants comments and questions during the meeting
  - Theme 1: Safe Access to Schools. Participants raised concerns with traffic and lack of infrastructure (such as parking, safe bike paths, crosswalk enhancements) make it difficult for parents and kids to safely arrive and leave school
  - Theme 2: Speeding Traffic. Participants raised concerns with vehicles speeding through the neighbourhood, especially around the schools, and raised question around the City's plans to calm traffic in specific neighbourhood areas.
  - Theme 3: Equestrian Trail Safety. Participants raised concerns with parts of the equestrian trails and access points are not safe for horses or riders due to cars and barriers
  - Theme 4: Building Relationship Between Schools and CSO's. Participants welcome CSO's in their neighbourhood and would like the CSO's to build relationships with the schools so needles can be cleaned up safely and incidents that take place on the school property.

Poll Summary

Neighbourhood	Date	Poll #1: Were you aware of the Community Social Safety Action Plan initiatives before tonight?		Poll #2: Do you think these initiatives have been effective so far?		
		Yes (%)	No (%)	Yes (%)	No (%)	Somewhat
Silver Valley and Yennadon Areas	Wednesday, July 7	50	50	25	50	25
Albion and Cottonwood	Monday, July 12	50	50	20	20	60
Hammond	Wednesday, July 14	67	33	33	33	33
West Maple Ridge, including South Alouette and Alouette	Thursday, July 15	57	43	14	14	71
Town Centre and Central Maple Ridge	Monday, July 19	64	36	21	21	57
Thornhill and Spilsbury Areas	Wednesday, July 21	43	57	0	67	33
Whonnock and Ruskin Areas	Thursday, July 22	71	29	60	20	20
East Maple Ridge including Webster's Corner, Whispering Falls, Smith and Rothsay Neighbourhoods	Monday, July 26	67	33	0	67	33
Silver Valley and Yennadon Areas	Wednesday, July 28	80	20	0	50	50
<b>AVERAGES</b>		<b>61 %</b>	<b>39%</b>	<b>19%</b>	<b>38%</b>	<b>42%</b>

## APPENDIX H – Learning Event & Community Safety Panel Q&A Summary

On July 29, 2021 from 7:00pm to 8:45 a virtual CSSI Learning Event was hosted to provide an opportunity for the public to hear from staff and experts in the community, to ask the panel questions about the work to date, and raise issues and concerns.

The evening began with the independent facilitator providing an overview of respectful behavior protocols, logistics, the agenda, and panelist introduction, followed by a presentation by each of the panelists and then a facilitated whole group discussion.

### Panelists:

- Chad Cowles, Manager of Community Social Safety Initiatives
- James Clelland, Assistant Chief Fire Prevention, Maple Ridge Fire Department
- Adam Gander, Inspector, Ridge Meadows RCMP Detachment
- Julie Klausner, Constable (Media Relations), Ridge Meadows RCMP Detachment
- Rob Thiessen, CSSI Expert Consultant, retired Managing Director of Hope for Freedom Society
- Fraser MacRae, CSSI Expert Consultant, retired RCMP Officer In Charge (OIC) in Surrey (also held position as OIC in Maple Ridge)

### Staff Support:

- Christina Crabtree, General Manager Corporate Services
- Lisa Zosiak, Manager of Community Planning
- Amanda Grochowich, Community Planner

### Participants

Fifty (50) people registered for the event with twenty-two (22) attending.

### CSSI Expert Consultants Panel Discussion

The facilitator asked the community experts Fraser McRae and Rob Thiessen questions and they provided responses.

- 1. What is your impression of the level of consultation and engagement of the CSSI to this point? Based on your experience, what is your impression?**

Fraser McRae – team approach where all city partners work together, collectively. Passion and commitment is impressive, these people are doing what they do, try to do the right thing, make this a great place to live. CSOs are intuitive as to what’s going on, on the streets

- 2. What internal and external partnerships and cooperation have you observed?**

Rob Thiessen – having been introduced to this process, then coming on board as a consultant, I knew that there are often “silos” built into bureaucracies that make it difficult to communicate information. What I have observed, internally, staff came together and worked together very rapidly. The intent of the CSSI was made very clear and buy in happened quickly. The external partnerships have been a little tougher, most partnerships aren’t completed. There is still work to do but we have had some excellent cooperation with those that have bought in to the CSSI initiative and they have become active participants (RCMP example). Frankly I was surprised that it’s come together as quickly as it has.

**3. Can you speak to your impressions of the livability in this community?**

Fraser McRae— livability in this community. Livability is in the eyes of the beholder. Doesn't have to be shared by everyone. I can say that I am a long-time resident of maple ridge. I have worked here, my kids have gone to school here, my wife has worked here...it's a great place to live. It's changed a lot, with that comes some challenges. The community is very livable, the initiative that the CSSI has embraced working towards making the community even more livable, there are many components. I am a cheerleader for Maple Ridge.

**4. Can you describe the degree of the social challenges we face?**

Rob Thiessen – social challenges. Every community in BC will have to deal with some very significant challenges going forward; dealing with the marginally challenged, the increase in number of people that find themselves in situation, those that find themselves with mental health issues, etc. Frankly, there is going to have to be a significant shift in how we spend our tax dollars; mental health resources needs help, public health needs help, etc. In the tri-cities, I have observed an increase in homelessness, an increase in addictions and stresses on our mental resources. All this accelerated by the pandemic, which is not over. There are significant challenges going forward. However, I am impressed with this community's dedication and commitment to addressing them.

**5. Do you feel that our community looks different since the roll-out of the CSSI?**

Fraser McRae – impact of CSSI in terms of how things look different, anything specific on what you've seen? High level overview? It's hard to measure progress, much work that's being done by the CSSI is on a case by case. There are significant societal issues that all communities in Canada and North America that are similar. So important that infrastructure and model that the CSSI proposed to address the challenges in a nimble and effective way. I can tell a difference when I visit the downtown. The community is clean, graffiti is cleaned up immediately. There are still concerns but it's definitely improved.

**Public Q & A Discussion**

**Q1:** Question for Rob, can you share more about level of coordination in Maple Ridge with the provincial outreach teams.

**A1:** Things are improving in this area. The outreach teams that are here, Alouette Addictions being the primary, have made positive some intercommunity connections. Generally, it's going pretty good, but it is a challenge with some other provincial agencies With respect to on the street connections with people, I am fairly satisfied that we are moving in the right direction. We are enjoying period of time when most everyone is working together. However, I believe it's always a work in progress to keep everyone moving in the same direction.

**Q2** What is the timeline for the Integrated Court to be in place.

**A2** Staff responded that putting a timeline is very difficult. The first thing that we have been doing is that community partners are engaged. There was a crown counsel that put in an application a few years ago, through Port Coquitlam.

**Q3** On the Cottonwood trail, no smoking signs but I see cigarette butts on the trails, there are so many fires happening, are there more bylaws officers monitoring this. 2<sup>nd</sup> question, if you saw someone smoking on the trail, who would you call?

- A3 Staff responded that between Fire and bylaws – the authority to enforce do fall within the fire department however the Bylaws and CSOs are helping with the enforcement out in our parks, downtown core and other recreational areas. Education on new fire protection regulations. My team will address them when they see it. When there is non-compliance we notify the fire department.
- James – It is disturbing during this time of year to see people carelessly discarding things. Work closely with bylaws and parks and rec and they do have people patrolling, signs posted to educate those using the parks. If people are disobeying the laws and bylaws, then we're called in to further education and then can take other actions (assessing fines). For most people, it's an education piece, made aware of potential danger, they're quick to recognize that. Education very effective. We are capable to enforce if we need to.
- Q4 Is there any way to push for a recycling program for cigarette butts. Could City push for something like this?
- A4 Staff to follow up on this request and talk to recycling society
- Q5 Dealing with non-emergency situations and crime reporting. Has anything happened on that? We were talking about crime reporting with block watch and crimes that are considered in non-emergency. It takes an hour or more to get through to the non-emergency line. People are not reporting these any more.
- A5 (Adam Gander, RCMP) – encourage people to use the online reporting. It goes directly to our officers. For the ones you're allowed to report. There's still a file created, we can provide follow up. I recognize your concerns on ECOMM and the delays in the non-emergency line. Not RCMP, this is ECOMM. Working through the process. No quick fix. Encourage to report these crimes online when you can.
- C6 There is no way to submit pictures, evidence, security camera footage without having to initiate the whole thing with having an officer come out and report the whole thing. Provided an example.
- A6 (Adam Gander, RCMP) – If it was happening in the moment, call 911
- Q7 For RCMP - what about seniors that do not have computer, low income people may not have a computer, how do they use the online system?
- A7 (Julie Klaussner, RCMP) – if there's situations where police officers are out and about in the community. We do get approached by people in the community where they have been a victim of the crime, you could approach an officer at that time. You can also use a phone, businesses within the community that you can use their phone. It's not only going to be digital, you can always call in to seek service.
- C8 We have neighbourhoods that are different from each other. I live in Whonnock. Intention of the structure of the report that's going to be presented to Council. Identification of specific issues with specific neighbourhoods. Started in downtown and certainly those of us in the Whonnock and Thornhill, we have different issues.
- A8 The facilitator and staff will develop a report that identifies the statistics and their key themes in each neighbourhood. Council memo will go with report that summarizes the information. Themes will be identified in the report. All individual comments that we have received will be provided to Council. You can go through that package and get to the fine details so that no information is missed.

- Q9** For police and fire - With the lengthy congestion and blocked traffic on 128th in front of Yennadon during school drop off (8-9) and pick (1-2:30), what is your confidence and comfort with this current situation if you had to respond to an emergency. Are you advocating for any changes or improvements to this area?
- A9** (James Clelland, Fire) – concern about traffic during regular school drop off and pick up and if emergency services can get through. As someone who responds to emergencies regularly, most people follow the rules and regulations to give emergency vehicles room to get by. For some there may be minor delays but most people are quick to get out of the way. Will it specifically delay our response, hard to say.
- (Julie Klaussner, RCMP) – traditionally going through any school zone, extra time and attention will always be taken going through these areas. Certain obligation if we are aware there is going to be congestion. Yennadon has been great in having parents park further away, this assists with our response but typically as a first responder you’re going to take more time during these times of the day.
- Q10** This question is for Fraser is there enough members in Maple Ridge to provide service to the M.R community and it is nice to see Fraser and Rob in the community. Say they have x number of mounties in maple ridge, do they have sufficient number of members to do the job. How do you get a hold of ambulance service if you can’t go through 911? Most people do not have a clue for non-emergency ambulance services.
- A10** (Fraser McRae) – community can have as many police officers as they want. That process is an ongoing dialogue that the City has with RCMP. Since I don’t know how many RCMP officers there are at the Ridge Meadows Detachment, I’ll pass this on to Adam.
- (Adam Gander)– at the end of the day we have adequate officers for emergency services across maple ridge. More specialized units working in schools, mental health, those areas that we don’t always have specialised experts in these areas.
- Q11** Are the topics of safety relative to wildfires and heat events coming up during this engagement?
- A11** This issue has been raised by a couple of people
- C12** I have similar concerns about congestion in front of Whonnock Elementary. This has been raised at previous Whonnock Community Association meetings. There is a fire station very close on the same street as Whonnock Elementary. Also, wildfire Safety – fire department in 2012 was talking a bit about mobilizing neighbourhood individuals to help their neighbourhood with education. I live in an area that’s part of a wildfire safety area.
- A12** (James Clelland, Fire) Yes, we have a wildfire development plan and we encourage through our provincial Fire Smart Program, we encourage everyone to participate. Become educated as to what contributes to wildfires, the spread of wildfires, protect your property. Clearing brush, removing trees and timber and ensuring that generally that those things can start quickly are removed from sources of ignition. Ongoing program throughout the year, not just during the hot season. Year-long program. Learn and implement some of it.
- Q13** E-comm seems to be issue that has been brought up either on these meetings or on the social media pages for the individual neighbourhoods are there any discussions for Maple Ridge to have their own OCC (Operational Communications Centre)

- A13 Staff responded: At this time there are no discussions taking place that would move in the direction of Maple Ridge having its own OCC.
- (Fraser McRae) In my 2<sup>nd</sup> career, I worked for ECOMM and I remember when Maple Ridge detachment had their own dispatch and I also remember when they moved to ECOMM. Responsibility of the City to the detachment, their prerogative on how they want to deliver this service. In terms of whether the police are dispatched by ECOMM or not, is for the City to make in consultation with the police. If you have trouble getting through with non-emergency, go for non-peak time – period after 8pm. Question about sending video – significant technological change coming, Next Generation 911 – allow you to text, call and send images to the dispatch that will be sent to the officers. Pictures of suspect, accident, etc. Changes in the future.
- Q14** My question is about whether we as a community are working toward becoming a fire safe community, and also, with this extreme heat we are facing and will continue to face, are we working on a plan to address the safety of our residents during these events. Should we be ramping up the fire smart program? Is there a role for the city in this?
- A14 Staff responded: The City is building on the fire plan that James was talking about. Planning has a wildfire development permit – works closely with fire. Application in the Wildfire Development area, that we require certain information showing that the applicant is building target hardening way, certain material to target harden. Parameter, how far away from the forest you are, vegetation, how close it's to your house. This is done through the development application to make sure we're meeting all the requirements. Work closely with the Fire Department.
- Q15** Is there also a role for community/neighbourhood associations in ramping up the fire smart program?
- A15 (James Clelland, Fire) Yes, there's a role for community neighbourhood associations, please reach out to us.
- Q16** I saw Cathy Peters presented to Council on human sex trafficking and sexual exploitation. What are we currently doing to address this conversation? Proactively, actively and educationally?
- A16 Staff responded: The CSOs on front lines interact with or can identify at risk women, or violence exploitation. We have had some referrals for people to enter into a safe house at an undisclosed location, out of town. Leverage community partnerships to address those that are at risk. Have helped individuals in this situation in our community.
- (Adam Gander, RCMP) the RCMP have access to experts in areas like this. We have an exploitation department at headquarters. Multiple pages on signs for frontline officers when identifying these opportunities. We are aware, we can investigate and we can support these individuals that have had these experiences.
- Q17** Is there one person at ECOMM that knows Maple Ridge. Secondly, question about man power, familiar with their hours of work, 4 on, 4 off, 12 hours. 109 divide amongst two shifts, doesn't give you high number. Example – wild party in neighbourhood. Six regular members and an auxiliary. This is the whole shift. Only 7 members on the whole road for maple ridge.
- A17 (Adam Gander, RCMP) Regarding your question about ECOMM – this is not the case. We have regular dispatchers that work here. There are a lot of dispatchers that work at ECOMM that live in Maple Ridge. Happy with the knowledge that ECOMM has regarding our community. Officers – data driven on when we have high call times to ensure we have adequate resources. I live in this community and I feel safe going to bed at night knowing our community is safe.

- Q18** Why does Mission use Chilliwack dispatch? Why do we use Surrey dispatch?
- A18** (Adam Gander, RCMP) It is up to city to make their decision as to how they use the dispatch service. Up to individual municipalities to decide  
(James Clelland, Fire) In terms of ECOM, if you ask for Fire, they transfer call to us.
- Q19** Question for staff, are potential wildfire issues considered in home-based business applications in Wildfire Protection Areas? Higher % of population in skilled trades, home based business in our area, which the homeowner is part. Curious how the CMR sees this issue that a difference in Whonnock that there's a % of the HBB to one of the skilled trades that involved outdoor store.
- A19** Staff responded. The City does not permit outdoor storage for HBB. Along the same lines as the Wildfire DP, but we don't prohibit types of uses as home-based businesses based on wildfire risk at this point in time and maybe flag that the majority of HBBS are expected to be conducted inside the building only the Type 4's could take place outside - which is a Council decision and require a Public Hearing.
- C20** Yennadon Elementary School has been extremely appreciative of when the RCMP has conducted traffic enforcement and police presence at pick up and drop off. Please continue these efforts in September as our school population grows in the new year!
- C21** Earlier this year I had a very, very positive experience with Bylaw attending at an encampment site on the North Arm Alouette about 1 km top of Balsam deep into the forest. Shout out to By-Law for prompt response.
- Q22** For wildfires, is there a specific phone number for wildfires? I haven't seen anything on the news about a special number if you see a fire.
- A22** Participant shared \*55555

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

**MEETING DATE:** September 7, 2021

**FILE NO:** 01-0115-20

**FROM:** Chief Administrative Officer

**MEETING:** Workshop

**SUBJECT:** Quarterly Corporate Update – Q2 2021

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### **EXECUTIVE SUMMARY:**

The Directors' Working Group (DWG) was established as part of the organizational realignment that took place in spring of 2020. The intent of the DWG is to facilitate effective communication between all departments and to ensure an efficient, streamlined service to the community. The DWG will continue to present a quarterly corporate update on the advancement of Council's strategic priorities, which include:

- Community Safety
- Community Pride & Spirit
- Growth Management
- Inter-Government Relations
- Natural Environment

This report and accompanying presentation will provide Council with an update on key initiatives delivered between April 1 and June 30, 2021, including relevant performance measures.

### **RECOMMENDATION:**

None, for information only.

### **DISCUSSION:**

#### **a) Background Context:**

The purpose of this report is to provide a corporate update for the second quarter of 2021, focusing on advancements to Council's strategic priorities. During Q2, we continued to navigate operations and service delivery through public health orders pertaining to the ongoing Covid-19 pandemic. We continue to adapt in response to ensure our employees and customers are safe and serviced while we continue to open up our doors to regular service.

#### **Corporate & Internal Services/Support**

The drawings were finalized for the new core switch rebuild. Core switches sit at the heart of our City Network and it is essential that they are able to respond to heavy influxes of traffic and continue to keep data moving swiftly. The value of our data and systems combined with a greater demand for remote working has pushed the City's older core switches to their limits and the need for a comprehensive roadmap is imperative.

**4.4**

Security patching of Corporate servers has been completed. Along with other updates to the operating system, patches form part of an essential preventative maintenance program that keeps machines up-to-date, stable, safe from malware and secures the City's network and data.

Since 2015, each City department was required to populate a spreadsheet to record all data for contracts with an individual or annual value of \$20,000 or greater, from which the Contract Registry database was then updated on a quarterly basis. The process was onerous, time consuming and prone to human error. The Contract Registry application supports direct entry by department representatives and the information is published immediately to the Open Government Portal, saving time, resources while increasing the integrity of the information.

Improvements were made to the GIS Enterprise environment. These improvements find efficiencies and enables automation that allow staff to better understand and visualize data specific to their business area by providing a self-serve platform that will help scale our business solution workflows well into the future.

The City is piloting a new Microsoft Teams room appliance that was installed as part of an audio-visual upgrade to the Coho Meeting Room. This appliance aims to increase the ease-of-use for remote meetings by providing a quick one-touch option on a touchscreen console to join Microsoft Teams meetings. The equipment and upgrades provide better cost-efficiency through effectiveness and introduce enhanced interconnectivity, establish unified management functionality across the AV systems and allows for easier upgrades. In addition, employees and guests will appreciate a better user experience through improved collaboration and information sharing.

On a Human Resources front, eight new Safe Work Procedures were written to ensure compliance with WSBC regulations and enhance employee safety. The City's Communicable Disease Exposure Control Program was updated to reflect WSBC guideline revisions and Exposure Control programs for biohazard materials were revised, along with four new monthly "Crew Talks".

The Talent Assessments & Readiness for Succession program continues to be rolled out. Using the framework created in Q1, Talent Mapping for the Corporate Management Team (CMT) was completed in Q2. Talent assessments for Directors and Managers is scheduled for Q3 2021 and Q2 2022 respectively. The draft framework for 'Assessing the Readiness for Succession' is being finalized and will be submitted to CMT and the Corporate Governance and Human Resources Committee (CGHR) for feedback.

The following priority recruitments and critical hires were completed in Q2:

- Director of Engineering (onboarding)
- Deputy Fire Chief – Operations (completed)
- Assistant Fire Chief – Operations & Training (completed)
- Executive Assistant to GM Engineering & Planning & Development (completed)
- Superintendent, Sewers & Drainage (completed)
- Senior Community Safety Officer (created new Job Description and Reclassification with Metro Van)
- Community Safety Officer (created new Job Description and Reclassification with Metro Van)
- General Counsel and Executive Director, Legislative Service (completed)
- Manager of Design & Construction (completed)

The 2021 Leadership for Building Capacity program is underway. Identifying the needs for leadership and development of a program in consultation with BCIT have been completed.

Program promotion and enrollment is in progress and scheduled through to Q3 with a start date of November 2021.

The HR Business Partner Service Delivery Model was rolled out across the organization. HR Managers have been assigned a specific portfolio of departments to support and navigate HR services and programs. The model is focused on providing an improved customer, i.e. employee, engagement experience.

Enhancements have been made to the employee onboarding process, including continuous touch points with new employees at 30-day, 90-day, and 6-months intervals to support a positive employee experience. The framework for conducting 30-day, 90-day, and 6-month meetings with new RFT and RPT employees, including a new Hire Touch Point Meeting Implementation was also developed.

The approach and plan for the Equity, Diversity, and Inclusion Program was endorsed by CMT and the CGHR Committee. A focus group concept was approved to share their insights and ideas on what elements of equity, diversity, and inclusion are important to them and will launch in Q3 2021.

Anti-Discrimination and Anti-Harassment policies and complaint resolution procedures were approved and online training for staff was provided. Implementation of these policies ensures the City supports a discrimination and harassment free workplace.

### **Community Safety**

The City supported the Seniors Network in applying for New Horizons funding and developed a community based Covid-19 response project to support isolating seniors using technology. The program is currently supporting more than 20 seniors with training and accessing technology.

The final annual Drinking Water Quality Report was completed as part of annual regulatory requirements. Information on drinking water quality can be found at [www.mapleridge.ca/715](http://www.mapleridge.ca/715).

An RFP was issued for drainage improvement planning in the area southwest of 230 Street at 123 Avenue; the next step is to receive and evaluate proposals.

The City's reopening framework, in conjunction with BC's Restart Plan, will be taking its own phased approach. Staff are being gradually reintroduced to the work place with full staff levels back on premises by January 2021.

Successful bylaw adoptions include:

- Maple Ridge Zone Amending Bylaw No. 7629-2020 to Prohibit Stand Alone Retail Vape Stores;
- Bylaw Notice Enforcement Amending Bylaw No. 7681-2020;
- Maple Ridge Business Licensing & Regulation Amending Bylaw No. 7722-2021;
- Ticket Information Utilization Amending Bylaw No. 7680-2020;
- Maple Ridge Zone Amending Bylaw No. 7723-2021 to regulate Assisted Living Residences in Residential Areas;
- Municipal ticket charges were also adopted for the new Zoning Bylaw, the Boulevard Maintenance and Sign Bylaws.

The Taxi Regulation Bylaw No. 6409-2006 was repealed as the Province now regulates all Passenger Directed Vehicles (PDVs), including taxis, limousines, and Transportation Network Systems (TNS) like Uber and Lyft.

An options Report for Cannabis Licences with respect to production and processing was presented to Council. The report recommends amendments to the Zoning Bylaw to prohibit non-soil based commercial cannabis facilities, permit micro-cultivation within a stand-alone structure under 200m<sup>2</sup> and permit micro-processing of less than 600kg per year in industrial zones within a structure. Work is still progressing in this area.

On a related topic, based on a report submitted to Council, the City submitted comments and suggestions from various departments and the RCMP on a Health Canada survey regarding Personal Medical Cannabis Licences for Individuals. The survey was open to all individuals and local governments who wished to participate on Health Canada's new draft guidance document to address the misuse of the Access to Cannabis for Medical Purposes Regulation program while maintaining access for eligible individuals.

The City received interest from Fort St. John on the CSSI Program; general interest on reducing homeless and negative social issues as well we formally connected with Fraser Health ACT team and discussed referral criteria and procedures which is in line with the CSSI Strategic Plan.

The Strengthening Communities' Service Grant Application was presented at Workshop. The Federal and Provincial governments have made a \$100 million in grant funding available to support communities with the impacts of Covid-19 on unsheltered populations throughout the Union of BC Municipalities. Staff applied for a Grant of \$1.3 million which will help advance the next steps of the CSSI and implement a Community Resource Hub for unsheltered community members and increase the capacity for front-line staff to respond to emerging issues.

The City met with Warden Lacroix from Fraser Regional Correctional Centre (FRCC) to discuss how the City can support with transitional services via information and data sharing, and met with the Executive Director of the Friends in Need Food Bank to discuss food security and food bank programs.

The Bylaw & Licensing Department worked with the RCMP and Westridge Security to thwart an attempt by the Red Braid Alliance to setup a "Model Tent City" in Memorial Peace Park, and later outside of Council Chambers. The tiered enforcement model worked efficiently and a Tent City was not established. In the end, four activists were arrested and no staff were hurt.

Mayor & Council endorsed the Integrated Safety Ambassador Team (ISAT). This is the first volunteer program partnership of its kind in BC between a City and the RCMP. Police Services built the foundation for a powerful team of community-minded people who will really make a difference. Blue co-branded uniforms, shared radio communications, cooperative briefings and training will be provided.

CSO's conducted 16 crime prevention assessment through the Lock Out Crime Through Design (LOCTED) program. The City approved eight grant applications at a value of \$13,727 to support safety for the Business Community.

The City commenced the public consultation process on the Community Safety Strategy. An online survey is being conducted between June 24 and July 31. In Q3 work will include virtual neighbourhood meetings and community pop-ups as staff continue to work with community partners and senior government to gather input related to the CSSI and identify opportunities to improve service levels where needed.

## Growth Management

Staff completed phase one of five in the Strategic Transportation Plan and Council approved the Maple Ridge-Pitt Meadows Area Transport Plan.

Sanitary Sewer upgrades on 240 Street at Kanaka Creek Bridge and at 123 Avenue (227 to 228 Street) and 227 Street at 124 Avenue have been completed. The upgrades were necessary to increase sanitary sewer capacity for long-term future flows and to allow for growth and density in the Town Centre. Watermain replacement and Sanitary Sewer relining on Dewdney Trunk Road (216 Street to 222 Street) was also completed. Both the watermain replacement and sanitary sewer rehabilitation were planned prior the paving of Dewdney Trunk Road under the 2021 Paving Program. Certificates of Substantial Performance have been issued on all these projects.

RFP was issued and proposals received for quantifying inflow & infiltration (I&I) of clean water into the sewage collection system. Clean water entering the sewage system takes up capacity meant for conveyance of sewage.

The kick-off meeting and field work for the quantitative risk assessment of the Fraser River Escarpment is largely complete.

Community stakeholder consultation on the updated draft South Alouette and Kanaka Watersheds Integrated Stormwater Management Plan (ISMP) is complete, the next step is to incorporate the feedback into ISMP and report to Council.

The North Alouette, Blaney Creek and Fraser ISMP has been partially updated based on stakeholder feedback received late 2020/early 2021; the next step is to complete incorporating feedback into ISMP and report to Council.

Staff Initiated project to update Sewage Computer Model in east Maple Ridge at 240 Street. And Initiated review of old Drainage DCC projects; will incorporate findings into updated version of DCC bylaw.

The City of Maple Ridge launched a new Online Permit Application guide on April 12, 2021. The online guide is intended to help make it easier for people to prepare their building permit applications. It also provides specific property information, such as zoning and servicing connection, as well as the forms and plans that are required in order to submit an application for a specific building project. Over 200 guides have been created to date.

Tandem Parking Percentage and Garage Size Amendments; approval of bylaw amendments to restrict tandem parking in townhouse sites to a maximum of 30% to 50% and enlarge the dimension of garages.

Land Use Contract Replacement Group No. 1 of 3; Group Rezoning adopted to replace expiring Land Use Contracts in accordance with Provincial directives and Land Use Contract Replacement Group No. 2 of 3; commenced Group Rezoning to replace expiring Land Use Contracts in accordance with Provincial directives.

The Yennadon Employment Lands OCP Report received 1st Reading; for OCP Amendments to convert the Yennadon Lands into an Industrial employment designation, as well the Yennadon Lands Employment Park Design Guidelines is currently being development for specific design guidelines for the Yennadon Lands.

Furthermore, a new Purchasing Policy was adopted on May 25, 2021.

### **Community Pride & Spirit**

With the loosening of public health orders, recreation and cultural programs expanded during Q2 including the re-introduction of indoor group fitness classes and indoor sport courts for racquet sports. The Hammond Outdoor pool re-opened in May marking the first year of its extended season of this well-loved neighbourhood facility.

Inventory additions to the City's Public Art program included the Polygon Provenance site, Hammond Cedar development and the St. Anne development; all three were pilots of the voluntary developer public art guidelines supported by Planning and the Advisory Design Panel. In addition to the temporary installation by Manuel Axel Strain as part of the pilot Artist in Residence studio program at the Greg Moore Youth Centre which wrapped up in July.

June 21<sup>st</sup> marked National Indigenous People's Day. Unfortunately, due to the Covid-19 public health orders for events and gatherings the Fraser River Indigenous Society (FRIS) was unable to host a large event. The City collaborated with FRIS resulting in a month-long series for digital assets including pre-recorded performances aligning with recommendations from the "Walking Together" Culture Plan. Furthermore, the Culture Collective, driving the advancement of the Culture Plan, delivered a virtual workshop on digital engagement and strategy, which was opportune given the restrictions at the time.

Advancements continue on the recreation infrastructure front where a number of lifecycle work was finished along with some new inventory underway or complete. The kickoff of the Westview Secondary Field resurfacing and playground replacement, the Belle Morse Tennis Court resurfacing and the detailed design work for both the Silver Valley Gathering place and the Albion Park playground replacement in which the City was awarded \$140,000 from the Covid-19 Resilience Infrastructure grant stream. Lastly, a practice cricket pitch was constructed at Selvey Park to support the growth and needs of the Ridge Meadows Cricket Association.

Q2 saw some opportunities for community engagement including the consultation for the Maple Ridge Park Dog Off Leash and the Hammond Heritage Character Area. The Hammond Heritage Character consultation re-affirmed the community's desire to retain the heritage character in Upper Hammond while the Maple Ridge Park consultation provided staff with information on improvements to the space including shade and agility pieces.

May 2021 marked the second year of a digital youth week. This year's event saw the comeback of the Youth Talent Show, which was pre-recorded at the ACT Theatre and had 21 very talented participants. Overall, the week-long event had more than 1,200 digital engagements! This year also saw a second set of Maple Ridge high school students unable to take part in traditional graduation ceremonies. A number of passionate students, agencies and businesses volunteered more than 120 hours planning and implementing this year's Grad Walk which included the BIA, UPLAN (youth led working group of the Youth Planning Table), SD42 and local businesses. Grad Walk 2021 saw 224<sup>th</sup> Street businesses decorate their storefronts representing each of the Maple Ridge High Schools. In addition to volunteering hours several local businesses provided financial support for this community minded initiative.

Lastly, advancing the Age-Friendly and Dementia Friendly initiatives is being supported through a \$5,000 grant from Plan H Healthy Communities Community Connectedness stream to create a barrier-free visual arts program for individuals living with dementia and their caregivers. This program will provide an opportunity for art expression, social stimulation and building and maintaining new friendships.

### Inter Government Relations

School District 42 and the City have a long-standing partnership for the provision of after-school licenced childcare with a recreation focus. Both parties reviewed the existing agreement for relevance, which resulted in an updated agreement that clearly defines the program parameters and responsibilities of each party.

Golden Ears Way Study (Area Transport Plan item); staff are currently working on a coordinated review of transportation needs for Golden Ears Way, Airport Way and 113B Avenue with TransLink (as lead), Maple Ridge, Pitt Meadows, Katzie First Nation and BC MoTI.

### Natural Environment

Greenhouse Gas Reduction Targets; provided an introduction of greenhouse gas reduction Targets for the City.

Completed agronomy and environmental reports for the Albion Flats. Findings were presented and initial feedback has been received by the ALC, Ministry of Agriculture, DFO and the Ministry of FLNRORD; next steps will be to present to the ALC.

**b) Desired Outcome:**

To provide Council and the community with regular updates on City initiatives that deliver on Council's strategic priorities and contribute to a well-balanced community.

**c) Interdepartmental Implications:**

Many of the initiatives and projects completed include collaboration between multiple departments as reflected in this report and accompanying presentation.

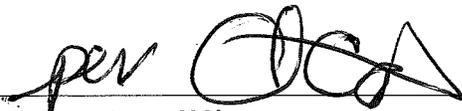
### **CONCLUSION:**

Staff continues to advance Council's key strategic priorities to make the City of Maple Ridge a great place to live, work and play.



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Prepared by: **Michelle Orsetti**  
**Director of Bylaw & Licensing Services**  
**Chair, Directors Working Group**



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Approved by: **Al Horsman**  
**Chief Administrative Officer**



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## City of Maple Ridge

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

**MEETING DATE:** September 7, 2021

**FILE NO:** 11-5255-40-233

**FROM:** Chief Administrative Officer

**MEETING:** Workshop

**SUBJECT:** Strategic Transportation Plan Project - Interim Report #1

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### EXECUTIVE SUMMARY:

The Strategic Transportation Plan (STP) update includes a review of the City's current transportation conditions and will provide updated transportation goals and strategies to guide the long-term vision for the enhancement of the City's transportation system. Further, the STP will provide direction for policy and infrastructure projects for both development activities and capital expenditures for the next 10 years.

The STP consists of five phases that will take approximately 18 months to complete. At the April 13, 2021 Workshop, Council endorsed the work plan for development of the STP. As part of the work plan, three Interim Report Papers will be drafted for Council's review and consideration. At the conclusion of the project, all three Interim Report Papers will be incorporated into the STP for Council review and final approval.

This report provides an overview of the first of these three Interim Reports titled STP Interim Report #1 – Summary of Existing Conditions, provided as Attachment 1. Interim Report #1 provides an overview of how the transportation system in Maple Ridge is operating today with technical assessments of roadway performance, current state of infrastructure for sidewalks, cycling facilities, transit and safety performance. The Interim Report also includes insights from the public based on engagement that occurred as part of this phase of plan development and summarizes the baseline of existing conditions.

This report provides a check-in point with Council, and an opportunity for input, prior to proceeding to Phase 3 of the plan development.

### RECOMMENDATION:

**This report is submitted for information.**

### DISCUSSION:

**a) Background Context:**

A Strategic Transportation Plan establishes the vision, goals and principles for the City's transportation network. It considers current conditions and establishes strategies, policy, projects and priorities to achieve the vision.

At the April 13, 2021 Workshop, Council reviewed and endorsed the work plan that included an engagement plan for updating the STP. As part of this work plan, three check-in points with Council were identified. Check-in points were established to provide deliverables in the form of Interim Reports that outline how the plan is progressing and provide an opportunity for Council to provide feedback.

Figure 1: STP Development Phases



The STP is currently nearing the end of Phase 2. This phase includes a review of how the current transportation system in Maple Ridge is operating today based on technical assessments and public feedback.

This phase of work included the first round of public consultation. A webpage was established on the City's website (<https://www.mapleridge.ca/2557/Strategic-Transportation-Plan>) that outlined the status of the plan, supporting documents and project schedule and advertisements in the local newspaper and social media networks were used to connect residents to the webpage and survey. In addition to online materials, paper copies of the survey were distributed at City Hall, Maple Ridge Seniors Centre, the Salvation Army and other civic facilities. The survey included an ArcGIS StoryMap to communicate key concepts and collect feedback in both survey and map format. This phase of engagement focused on the study process, existing and future conditions and issues and opportunities. Key questions were also asked to inform the development of vision, goals and principles that will be explored in Phase 3. The survey received 331 responses from residents and local businesses and was open to the public between May 14 and May 31, 2021.

As part of this phase, the Transportation Advisory Committee provided input through a two-hour Special Meeting and the Economic Development Committee received a presentation and provided feedback. Further, all civic committee members received an invitation to provide input through the online survey. In addition, meetings and discussions occurred with Fraser Health, TransLink and the Ministry of Transportation and Infrastructure. A summary of all consultation feedback is provided as an appendix within Attachment #1.

STP Interim Report #1 provides a summary of existing and future transportation conditions informed by technical assessments and public engagement. The complete report is provided as Attachment #1, the section below provides a high-level overview of key items in the report.

### Strategic Transportation Plan Interim Report #1 Content

#### 1.0 Introduction (Pages 1–6)

The Introduction explains the rationale for development of a STP and provides an overview of the process for development of the plan. This section provides a high-level overview of public consultation that occurred during this phase with reference to a detailed consultation summary provided as a report appendix.

## **2.0 Community Profile (Pages 7–36)**

This section provides an overview of geography, history, demographics, land-use, policy context and issues and opportunities moving forward. Key items for Community Profile are summarized below:

### **Geography (Pages 8–11)**

- A series of maps provide an overview of sub areas, topography and road slopes.
- Information on road slopes will help inform design decisions for types of amenities and route selections for various modes in latter stages of STP development.

### **Demographics (Pages 13–20)**

- Population and employment rates are anticipated to climb to 125,000 residents and 43,000 jobs by 2050. To accommodate this growth in population and employment, Maple Ridge will need to strategically plan its growth and supporting transportation network.
- Half of new growth is forecasted in the Town Centre with higher density areas that can serve more people with lower overall investment and operations costs – this is especially true for civic infrastructure and transit services.
- The equity analysis indicates:
  - Over 20% of the population in Town Centre and Silver Valley are youth (0-14 years).
  - Highest concentration of seniors is located in the Town Centre comprising over 20% of that sub-area population.
  - Household size in Maple Ridge is high relative to Metro Vancouver, tempering national trends due to the City's draw for young families in their child rearing years.
  - Maple Ridge has a relatively small low-income population (10%) relative to BC (15.5%) and Metro Vancouver (16.5%).
  - Low-income populations are not distributed evenly across the community with the largest concentration (over 22%) located in the Town Centre and less than 12% of low-income households residing in Silver Valley.

### **Policy Context (Pages 28–34)**

- Existing plans including Metro 2040, Transport 2040, TransLink Regional Transportation Strategic (RTS) Framework, Maple Ridge-Pitt Meadows Area Transport Plan, Official Community Plan, 2014 Strategic Transportation Plan, Maple Ridge area plans and other planning documents will be taken into consideration with development of the STP.
- Transport 2050 is in development that includes a proposal for BRT or LRT Bus Rapid Transit or Light Rapid Transit on Lougheed Highway will be considered as this plan moves forward as will initiatives outlined in Metro 2050.

### **Issues and Opportunities Identified for Community Profile (Pages 35–36)**

- The City is experiencing growth in greenfield areas, as well as infill along Lougheed Corridor and in the Town Centre. Development in the Town Centre and along Lougheed Corridor will create opportunities to move more people by walking, cycling and transit.

- Steep grades and stormwater management challenges have resulted in challenging conditions in some neighbourhoods. Steep grades create challenges for heavy vehicles and active transportation users. In many of established areas of Maple Ridge, roads have rural cross-sections with stormwater flow managed in ditches, significantly increasing the cost of adding infrastructure such as sidewalks and multi-use paths – this can make it difficult and expensive to deliver some types of transportation infrastructure.
- Maple Ridge schools and subareas with high proportions of youth have more vulnerable road users needing safe and comfortable walking and cycling infrastructure.
- The Town Centre is home to a high concentration of seniors and low-income households. The area requires increased accessibility investments and high-quality transportation infrastructure and services to support these groups.

### **3.0 Travel Patterns (Pages 37–48)**

This section provides an overview of where and how residents in Maple Ridge are travelling, discusses impacts of the pandemic and how overall travel patterns in Maple Ridge corresponding to other municipalities in the region. Key items for this section include:

#### **Where Do We Travel (Page 38)**

- The vast majority of trips (68%) originating within Maple Ridge remain within the borders of the City, this means many residents are able to meet their daily needs within the boundaries of Maple Ridge.
- 28% of all-trips traverse the western border of Maple Ridge to municipalities to the west and south of the Fraser River.

#### **Why Do We Travel (Pages 39–41)**

- Graphics provide an overview that indicates 31% for work/post-secondary, 30% for shopping/personal business, 17% for social/recreational/dining, 15% for escort (pick-up/drop-off) and 7% for grade school.

#### **How We Travel (Pages 42–45)**

- 91% of all trips are made by motor vehicle (72% driver, 19% passenger), this is one of the highest percentages of auto trips and inversely lowest portion of trips completed by active modes (9%) in the region.
- Mode share for driving has been increasing over time from 60% in 2008 to 72% in 2017 while mode share for active transportation modes has been decreasing over time.
- The portion of active/sustainable travel (walking, cycling and transit) is one of the lowest in the region (9%) but comparable with other more rural communities in the Fraser Valley such as Mission, Abbotsford and Chilliwack.
- Mode share for active modes is highest in densely populated areas such as the Town Centre (>15%), and Hammond (11-15%) and West Maple Ridge (11-15%).
- There is potential for a larger portion of trips to be made by active modes as 43% of trips made by vehicle are 5km or less.

#### **COVID-19 Impacts to Travel Patterns (Pages 46–47)**

- The advent of the COVID-19 pandemic impacted travel patterns across North America. In spring 2020, with a 32% reduction of vehicle volumes was noted in Metro Vancouver with lower transit use.
- Daily (not peak hour) volumes returned to within 10% of pre-pandemic levels by May 2020.
- Morning traffic had a much more significant reduction than afternoon traffic volumes
- Information noted through traffic count data was supported through public consultation survey data.
- A new equilibrium on post pandemic impacts to local and regional travel is yet to be established.

#### **4.0 Walking and Rolling (Pages 49–59)**

This section provides an overview of existing conditions the walking and rolling mode of transportation in relation to existing plans, policies, infrastructure, safety and public feedback.

Important to note, walking or rolling is part of every trip, whether that trip is made by car, transit, or bicycle. If suitable conditions exist, walking can be a convenient alternative to the automobile for almost all short trips. Walking accounts for 6% of all trips by Maple Ridge residents and has potential for more trips as 17% of automobile trips are 2km or less in distance. Survey respondents noted building more comfortable well-lit walkways would encourage more walking trips. Key Items for this section include:

##### **Existing Plans & Policies (Pages 49–50)**

- Official Community Plan support for walking.
- Maple Ridge Area Transport Plan identified:
  - gaps in the sidewalk network along the new R3 RapidBus corridor.
  - gaps in north/south connections to existing and future planned R3 stops.
  - Limited pedestrian facilities along the Haney Bypass.
- Subdivision Bylaw stipulates requirements for sidewalk facilities dependent on location and road classification.
- Neighbourhood plans provide directions for future pedestrian routes and walking amenities. The level of detail for pedestrian amenities varies dependent on the neighbourhood plan (information from each of these plans will be considered in further stages of STP development).

##### **Existing Infrastructure (Pages 51–52)**

- General design parameters discussed with a map of existing pedestrian facilities across the City.

##### **Assessment (Pages 53–56)**

- 35% of roadways in Maple Ridge have pedestrian facilities in the form of sidewalks and multi-use pathways located on one or two sides of the street.
- Collector streets have the greatest percentage of streets with pedestrian facilities at 63%.
- Traffic signal inventory and performance.
- Survey respondents identified building more sidewalks, trails and pathways and improving lighting would encourage them to walking more indications that gaps in walking infrastructure and lack of lighting are deterrents for the walking mode.

- Safe and comfortable pedestrian connections are particularly important for the Town Centre due to the number of community destinations, R3 RapidBus, West Coast Express connections, and high density of seniors, youth and low-income households. Most roadways in this area have sidewalks on one or, both sides of the street. (repeats from above) The surrounding residential neighbourhoods have limited walking infrastructure that could be limiting access to these nearby services.
- Technical reviews noted important gaps around the R3 bus stops, West Coast Express Stations, Ridge Meadows Hospital and schools.
- ICBC accident data for collisions involving pedestrians identifies several locations that will be explored in more detail as the plan develops.

#### **Issues & Opportunities (Pages 57–59)**

- Some common destinations, including transit stops, parks, schools, community facilities, and commercial areas have sidewalk gaps and/or sidewalks on only one side of the roadway.
- Filling in pedestrian network gaps in established neighbourhoods can be challenging as many residents have encroached onto road right-of-ways over time.
- Existing drainage ditches make sidewalk construction difficult in some areas due to both environmental impacts and costs of construction.
- There is an opportunity to align with regional priorities to improve walking in and around regionally significant destinations.
- Limited crossing opportunities on some busy roadways can create safety concerns and additional barriers to walking.
- Poor street lighting has been identified as an area of concern for residents and may negatively impact pedestrian comfort and safety.
- There is an opportunity to deliver more trails and pathways that meet both recreational and transportation needs.

#### **5.0 Cycling (Pages 60–70)**

This section provides an overview of existing conditions the cycling transportation mode in relation to existing plans, policies, infrastructure, safety and public feedback.

Cycling is noted as a mode of transportation that is convenient, cost effective and has potential due to emerging technologies and a large percentage (40%) of current vehicle trips that are 5km or less in distance. Key Items for this section include:

#### **Policy Context (Pages 60–63)**

- Existing plans provided guidance for the placement of cycling infrastructure that include the 2004 OCP and the Town Centre Area Plan cycling routes that were superseded by the 2014 STP
- Recent plans help inform the cycling network including the Lougheed Transit Corridor Concept Plan and the TransLink Maple Ridge-Pitt Meadows Area Transport Plan and Regional Cycling Strategy.

#### **Existing Infrastructure (Page 64)**

- There are three types of facilities including on-street bicycle lanes (44km), shared road bikeways (19km) and multi-use pathways (14km) that make up cycling infrastructure in addition to recreational trails and parks located throughout the community.

### **Assessment (Pages 65–68)**

- Routes are discontinuous as the City continues to build over-time with a mix of infrastructure types.
- Many important cycling destinations such as commercial land uses, schools, West Coast Express Stations and rapid transit stops are not connected with cycling facilities separated from motor vehicle traffic.
- High cyclist collision frequency locations were noted on Lougheed Highway, 232 Street and in the Town Centre.

### **Issues & Opportunities (Pages 69–70)**

- There are opportunities for long-term bicycle parking through policy regulations.
- Survey results indicated that addressing gaps and expanding the network with cycling facilities separated from traffic would encourage people to cycle more.
- In addition to traditional cycling, new forms of mobility (micromobility) are becoming more popular with e-bikes, e-scooters, kick scooters, other small one-person electric vehicles/mobility scooters, and new shared mobility platforms (such as bike share). Planning for these changes is occurring at the regional and provincial level with potential impacts to safety, use of street space and policy regulations.

### **6.0 Transit (Pages 71–79)**

This section provides an overview of transit services provided by TransLink. Transit is an essential service integral in moving residents that cannot or, choose not to travel by other means. Beyond an essential service, it is also a key component of enabling our transportation system more people quickly and efficiently with fewer emissions and less road construction.

Transit currently accounts for 3% of all trips by Maple Ridge residents, survey responses indicated that faster and more direct transit routes with improved efficiency and additional service on weekends and evenings was desirable.

As public transit is planned and operated by TransLink and its's subsidiaries, the STP will seek to identify policies and infrastructure investments that are within the City's control that will make transit faster, more reliable and more accessible. Key items from this section include:

#### **Policy Context (Pages 71–73)**

- The recently adopted Maple Ridge-Pitt Meadows Area Transport Plan (ATP) identified issues and opportunities with transit in the area noting driving is a frequently faster, more convenient than transit with an abundance of free parking limiting the use of this travel mode.
- The ATP identifies a number of short-term improvements for transit coverage, frequency and extended length of service throughout the City.
- The Town Centre Area Plan anticipates an increase in transit with added density to the Regional Town Centre Area.
- The Albion Flats Concept Plan and the ATP identify a potential Mobility Hub in the Albion area to serve future resident transit needs.
- The Lougheed Transit Corridor Concept Plan proposes to increase residential and create mixed-use employment hubs at rapid transit stops that could be converted to Bus Rapid Transit or Light Rail Rapid Transit as part of the Transport 2050 plan which is still in development.

### **Existing Infrastructure & Assessment (Pages 74–77)**

- Maple Ridge is served by standard bus service, the new R3 RapidBus, HandyDART and the West Coast Express.
- The City has a role in ensuring transit is able to operate effectively without delay due to congestion and that people of all ages and abilities can access transit.
- The ability of transit to serve daily travel needs is related to the proximity of homes and destinations and the frequency of transit. Approximately 83% of homes in Maple Ridge are within walking distance of transit.
- Travel times and average speed function fairly well across the municipality with congestion impacting reliability during peak hours for the western edge of the City.
- Some residents (39%) have limited experience with transit with approximately 35% of STP survey respondents indicating that nothing would encourage them to take transit more.

### **7.0 Driving /Goods Movement (Pages 80–107)**

This section provides an overview of the road network with the understanding that a connected, safe and efficient network is essential to support a strong economy. This network should serve, walking, transit, driving and movement of goods.

As previously noted, driving accounts for 72% of all resident trips and being a passenger in a private vehicle accounts for approximately 19% of additional trips. As the number and percentage of driving and passenger trips has increased over time, there is increasing pressure on the road network during peak travel times. Survey respondents indicated that widening existing roads, improving intersections, and creating designated spaces from people walking and cycling that are separate from motor vehicles are the preferred actions to improve driving and carpooling. Key Items from this section include:

#### **Policy Context (Pages 80–82)**

- The City has 460km of road network classified by arterial, major collector, minor collector, local roads and lanes.
- Lougheed Highway serves a regional function and is under provincial jurisdiction.
- Golden Ears Way is a provincial roadway that is operated by TransLink through a concessionary agreement with a third-party organization.
- The Major Road Network (MRN) is owned by the municipality and operated, maintained and rehabilitated jointly by the municipality with stipulations and funding agreements from TransLink.
- In 2017 the tolls on the Golden Ears Bridge were removed that resulted in a 20-35% increase in peak hour volumes for this corridor according to data from the recent ATP.

#### **Assessment (Pages 85–105)**

- Travel patterns show a vast majority of trips (68%) stay within the municipality however approximately 28% of trips travel along the western border of the City.
- Assessment of travel speeds indicate congestion along the Haney Bypass during the AM peak and congestion on Golden Ears Way, 113B Avenue, Lougheed Highway from 200 to 210 Street and in the Town Centre and along the Haney Bypass during the PM peak.

- A traffic signal simulation model was developed to understand how the overall function of intersections are operating at set times of the day. This model looked at existing conditions (prior to COVID-19) and noted:
  - AM congestion at 216 Street and 128 Avenue
  - PM congestion at 210 Street and 128 Avenue, 232 Street at Dewdney Trunk Road and several intersections along Lougheed Highway.

The model also utilized information from the Metro Vancouver Regional Growth Strategy and Maple Ridge Official Community Plan and supporting neighbourhood plans to project future travel volumes. These future travel volumes created a “Business As Usual” (BAU) scenario for 2035 and 2050. The BAU scenarios take into account population and employment growth projections for Maple Ridge and the region without improvements to the road network to project performance. This projection of BAU performance will be used later in plan development to test scenarios that improve these congestion values through localized intersection improvements, new technologies (ride-hailing and autonomous vehicles) and improvements to other modes of transportation.

- Under the BAU scenario, the model for 2035 and 2050 noted increased congestion for many areas of the City.
- ICBC accident data was reviewed to determine frequency of collisions at intersections to provide an indication on where collisions are occurring relative to the others across the City.

### **8.0 Emerging Modes (Page 108)**

This section provides a simple overview of existing infrastructure and discussion on emerging modes that will be considered as the plan develops.

### **9.0 Summary and Conclusion (Pages 109–110)**

This section provides a high-level overview of items discussed throughout the report.

#### Appendix A – Public Consultation Summary

This section provides an overview of public consultation that occurred in May 2021. In addition to this summary document, public consultation items are referenced throughout the main report.

#### Appendix B – Large Format Maps

This section was included to provide larger format maps referenced throughout the report.

#### Appendix C – Detailed Intersection Analysis

This section provides details on the modelling analysis work mainly discussed and referenced in section 7.0 of the report.

#### **b) Desired Outcome:**

The STP will help set the future direction for transportation in Maple Ridge.

#### **c) Strategic Alignment:**

The STP update will support Council’s Strategic Plan alignment for Growth.

**d) Citizen/Customer Implications:**

Transportation impacts the daily lives of all Maple Ridge residents and visitors. The STP update will provide a framework for how the City wants to move forward with transportation. The results of this plan will impact other areas such as greenhouse gas emissions, health, employment and livability.

**e) Interdepartmental Implications:**

Directions from the STP will impact other departments in the City. Engineering will undertake a multi-disciplinary approach to engage other departments as part of STP development.

**CONCLUSION:**

The Strategic Transportation Plan update will endeavor to engage and understand the needs of the community, and accommodate future planning and growth. The plan is currently near the end of the second phase that includes the first deliverable, STP Interim Report #1. STP Interim Report #1 provides an overview of existing transportation conditions based on technical assessments and public feedback. Work from this second phase will establish a starting point or benchmark for future directions of the plan.

Council will be engaged in the early stages of Phase 3 to provide insight on potential future vision, goals and principles to be explored in this next phase.



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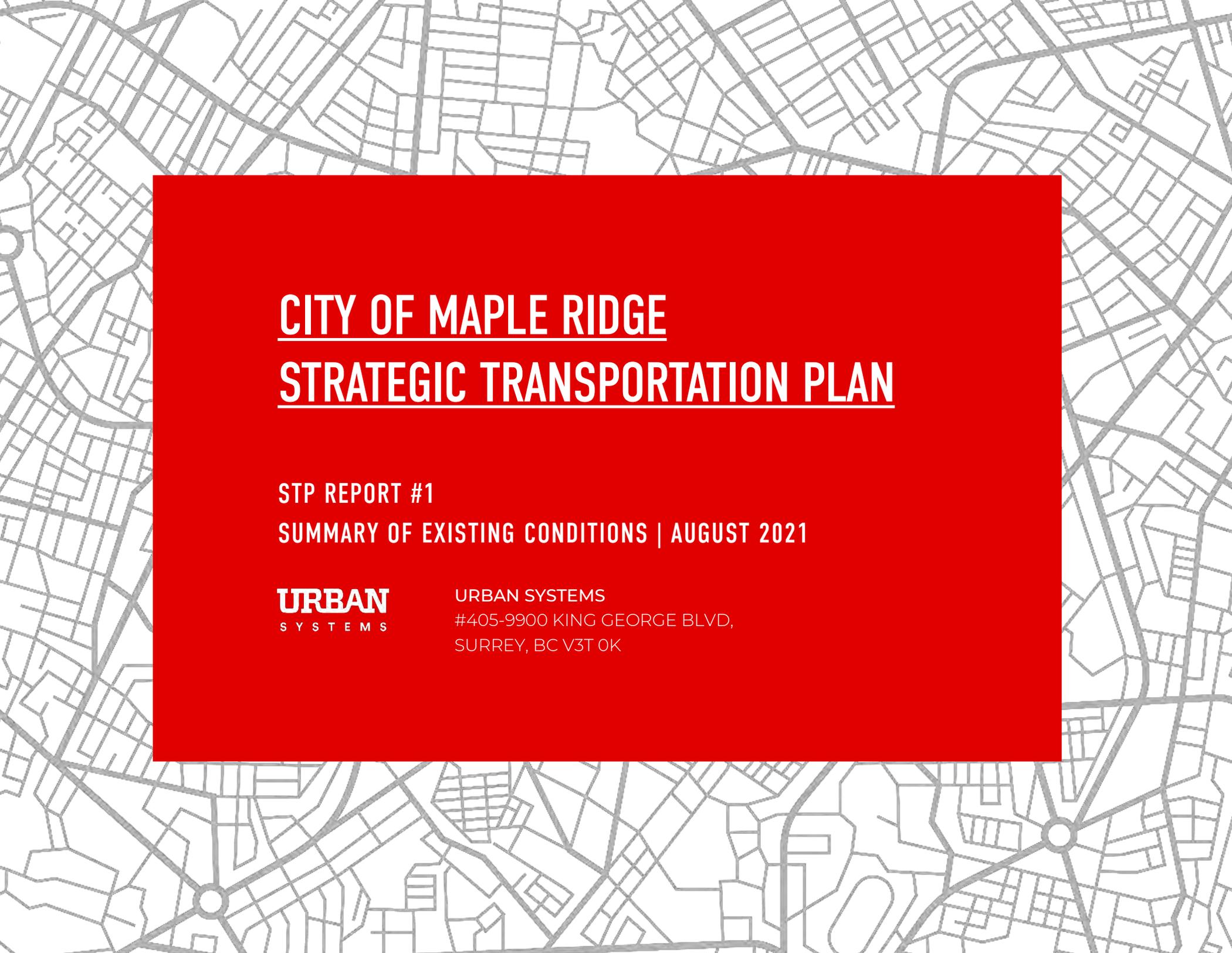
  

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Concurrence: **Al Horsman**  
Chief Administrative Officer

**Attachments:**

- (A) Attachment 1: Strategic Transportation Plan Interim Report #1 – Summary of Existing Conditions



# CITY OF MAPLE RIDGE STRATEGIC TRANSPORTATION PLAN

STP REPORT #1

SUMMARY OF EXISTING CONDITIONS | AUGUST 2021

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# CITY OF MAPLE RIDGE STRATEGIC TRANSPORTATION PLAN

## STP REPORT #1 – SUMMARY OF EXISTING CONDITIONS

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## **1.0 INTRODUCTION**

The City of Maple Ridge (City) is updating their Strategic Transportation Plan (STP) to help address current transportation challenges and shape the future of transportation in Maple Ridge. As Maple Ridge continues to grow the City's transportation system must evolve and be designed to move everyone efficiently and comfortably, no matter how people choose to get to their destinations. Transportation in the city is changing as it adapts to demand, and the addition of new development, technology and projects that alter how our community moves around. The STP will identify strategies and projects to build connections, improve systems, and plan for the long-term transportation future. The final STP will address all the ways people move around Maple Ridge including driving, walking, cycling, and taking public transportation, and will shape Maple Ridge's multi-modal transportation investments and decision-making over the next 20 years. Community involvement is an important part of the STP update. All community members are invited to be part of creating a new transportation plan that is inclusive, sustainable, and forward-thinking.

The City of Maple Ridge is a community of 82,000 residents in ten neighbourhoods and historic centres that span over more than 260 km<sup>2</sup> of land area between the Fraser River and the Golden Ears Mountains. While rapid population growth – more than doubling in 30 years – has created larger urban areas in Maple Ridge, the community still retains its agricultural and small-town roots. The geography provides stunning views and ample outdoor recreation opportunities with urban amenities and easy access to nearby population centres due to its location along Highway 7, along with the West Coast Express into downtown Vancouver.

### **1.1 PLAN PURPOSE**

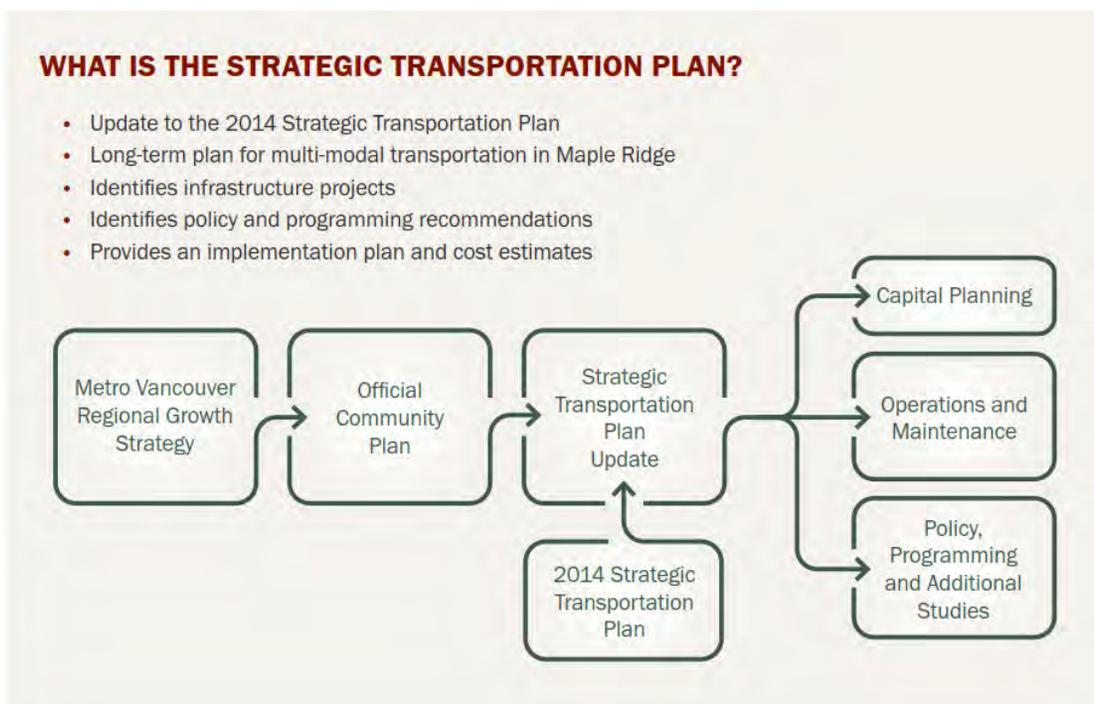
The STP is a long-term plan that will guide policy and investment within the City of Maple Ridge for all modes of transportation. The last STP was completed and adopted in 2014 and has resulted in improvements to the transportation network, including, 128<sup>th</sup> Avenue improvements, Haney Bypass improvements, and ongoing work on the 232<sup>nd</sup> Street improvements. Since 2014, the community has grown and changed, along with the regional, provincial, and global transportation context. It is important for communities to update their long-term plans every five to ten years to understand evolving issues, reassess priorities, and develop new long-term plans that will inform capital planning, ongoing operations and maintenance, as well as policy, programming, and additional studies that are required.

# CITY OF MAPLE RIDGE STRATEGIC TRANSPORTATION PLAN

## STP REPORT #1 – SUMMARY OF EXISTING CONDITIONS

The City is challenged with maintaining and improving a large transportation network. Transportation decisions affect the community's health, environment, and economy. Effectively planning transportation improvements and policies ensures community members can safely move in and around Maple Ridge. Having a recent, relevant, and clear Strategic Transportation Plan will allow the City to respond to the policy directions and vision articulated in the Metro Vancouver Regional Growth Strategy and the City's Official Community Plan. It will also facilitate communication and partnership with neighbouring municipalities, First Nations, TransLink, and the British Columbia Ministry of Transportation and Infrastructure (MoTI). The purpose of the STP is illustrated in

**Figure 1-1.**



*Figure 1-1: What is the STP?*

## 1.2 STUDY PROCESS

The City of Maple Ridge is updating the STP over 18 months starting in January 2021. The Plan will be developed based on national best practices as well as local expertise and public input. This approach will result in a plan that responds to how we live today and how we want to live in the future. The STP process includes five phases as illustrated in **Figure 1-2** and summarized below:

- **PHASE 1:** Project Launch & Administration – this phase includes preliminary project start up tasks and coordination between the project team and City Staff.
- **PHASE 2:** Existing & Future Conditions – this phase focuses on technical analysis of existing and projected future conditions and the first round of public and stakeholder consultation.
- **PHASE 3:** Vision, Goals, and Plan Development – this phase includes the development of an overarching Vision and Goals to guide the STP and identification of high-level plans for multi-modal networks.
- **PHASE 4:** Strategy Development & Refinement – this phase results in the identification and assessment of strategies, as well as development, refinement, and assessment of potential infrastructure projects.
- **PHASE 5:** Implementation & Final Plan – this phase completes the study with project prioritization, costing, and development of the final STP.



Figure 1-2: Study Process

This report (STP Report #1 – Summary Of Existing Conditions) is the result of Phase 1 and 2 and focuses on a summary of existing and future conditions. It is informed by technical planning and engineering work focused on existing and projected future travel patterns, an assessment of existing transportation networks and performance, and a review of existing related policy and planning documents. It also incorporates the results of the first round of public and stakeholder engagement.

### **1.3 COMMUNICATION & CONSULTATION**

The development of this plan is grounded in consultation with the community. The City sought feedback from a range of voices to create a vision for the future of transportation in Maple Ridge that is inclusive, sustainable, and forward-thinking. Maple Ridge residents were invited to use their voices to help create a plan that reflects how they move today and how they want to move in the future through online consultation using a StoryMap and survey. Stakeholder groups were contacted by letter to inform them of public consultation and encourage them to participate. Hard copies of surveys were also available at City Hall and distributed directly to stakeholder groups that are traditionally more difficult to reach through online consultation. The study also included consultation with the City's Transportation Advisory Committee. More information about the consultation approach and results for this project are included in **Appendix A**.

The objectives of the public and stakeholder consultation were:

1. To encourage meaningful dialogue about the future of transportation in Maple Ridge by:
  - a. ensuring balanced participation with diverse stakeholder representation
  - b. providing opportunities for input to ensure all voices were heard
2. To establish the context of the engagement process by:
  - a. clarifying the scope of the Strategic Transportation Plan
  - b. outlining a timeline for the planning process and implementation
  - c. providing information that is up-to-date and informative

## CITY OF MAPLE RIDGE STRATEGIC TRANSPORTATION PLAN

### STP REPORT #1 – SUMMARY OF EXISTING CONDITIONS

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3. To deepen community engagement and improve the relevance, depth, and range of voices represented through public feedback by:
  - a. utilizing online engagement tools that make it easy for people to participate
  - b. reaching out to harder-to-reach stakeholders
4. To ensure stakeholders and the public clearly understand how their feedback will be used to inform design decisions by:
  - a. clearly communicating who the decision makers are
  - b. reporting back in a way that demonstrates how feedback was used

As part of Phase 2 – Existing & Future Conditions, an ArcGIS StoryMap and survey were open from May 17 to May 31, 2021. The engagement was advertised on social media and the City’s website, through letters to stakeholder groups, and via print media. The study process and preliminary findings of Phase 2 were also presented for feedback from the Transportation Advisory Committee on May 26. This round of engagement focused on understanding existing transportation issues and how the City has progressed on goals from the 2014 STP.

The survey received 335 responses from Maple Ridge residents. Of the responses received, 26% were from those between the ages of 35-44, nearly doubling the weight of this age group in the survey. Those between the ages of 45-54 and 55-64 were also well represented, while those between the ages of 15-24 are underrepresented. The survey also had greater representation of women and single-family homeowners relative to population composition. The survey offers insight into current transportation challenges and opportunities, and helps to better understand the community’s priorities for future transportation improvements. The survey results will be used to inform the draft STP.

## 1.4 REPORT STRUCTURE

This Report summarizes existing conditions, including issues and opportunities, for transportation in the City of Maple Ridge. This report includes the following sections:

- **SECTION 1:** Introduction – this section provides background context about the study process and intent.
- **SECTION 2:** Community Profile – this section provides an overview of the community demographics, historic and projected growth, land use, and policy context.
- **SECTION 3:** Travel Patterns – this section explores how residents of Maple Ridge are currently travel.
- **SECTION 4:** Walking – this section describes the existing context around walking / rolling in Maple Ridge.
- **SECTION 5:** Cycling – this section describes the existing context around cycling in Maple Ridge.
- **SECTION 6:** Transit– this section describes the existing context around transit in Maple Ridge.
- **SECTION 7:** Driving/Goods Movement – this section describes the existing context around driving in Maple Ridge.
- **SECTION 8:** Emerging Modes – the final technical section of the report explores how emerging transportation modes and technologies are changing how people move in Maple Ridge. Emerging transportation includes mobility as a services, micromobility, car sharing, electric vehicles, and autonomous vehicles.
- **SECTION 9:** Summary & Conclusion – closes the report and outlines next steps.

This report also includes two Appendices:

- **APPENDIX A:** Public Consultation
- **APPENDIX B:** Large Format Maps
- **APPENDIX C:** Detailed Intersection Analysis

## **2.0 COMMUNITY PROFILE**

The transportation system in the City of Maple Ridge has been shaped by geography, changing land uses, demographics, and local and regional policy contexts. Several major transportation corridors run through Maple Ridge and facilitate the local, regional, national, and international movement of people and goods. Highway 7 (Lougheed Highway) is under the jurisdiction of the Ministry of Transportation and Infrastructure (MoTI), provides east-west access north of the Fraser River in addition to being an alternative to Highway 1 (Trans-Canada Highway). The Golden Ears Bridge is under the jurisdiction of TransLink and was opened in 2009; it connects Maple Ridge and Pitt Meadows to Langley.

Highway 7 is paralleled by Canadian Pacific (CP) railway tracks, serving both goods movement capacity and the West Coast Express, a commuter rail service terminating in Mission that provides one-way peak hour commuter access to downtown Vancouver. Maple Ridge has seen improvements to transit service with TransLink's introduction of RapidBus that connects Maple Ridge to Coquitlam Central Station in approximately 30 minutes.

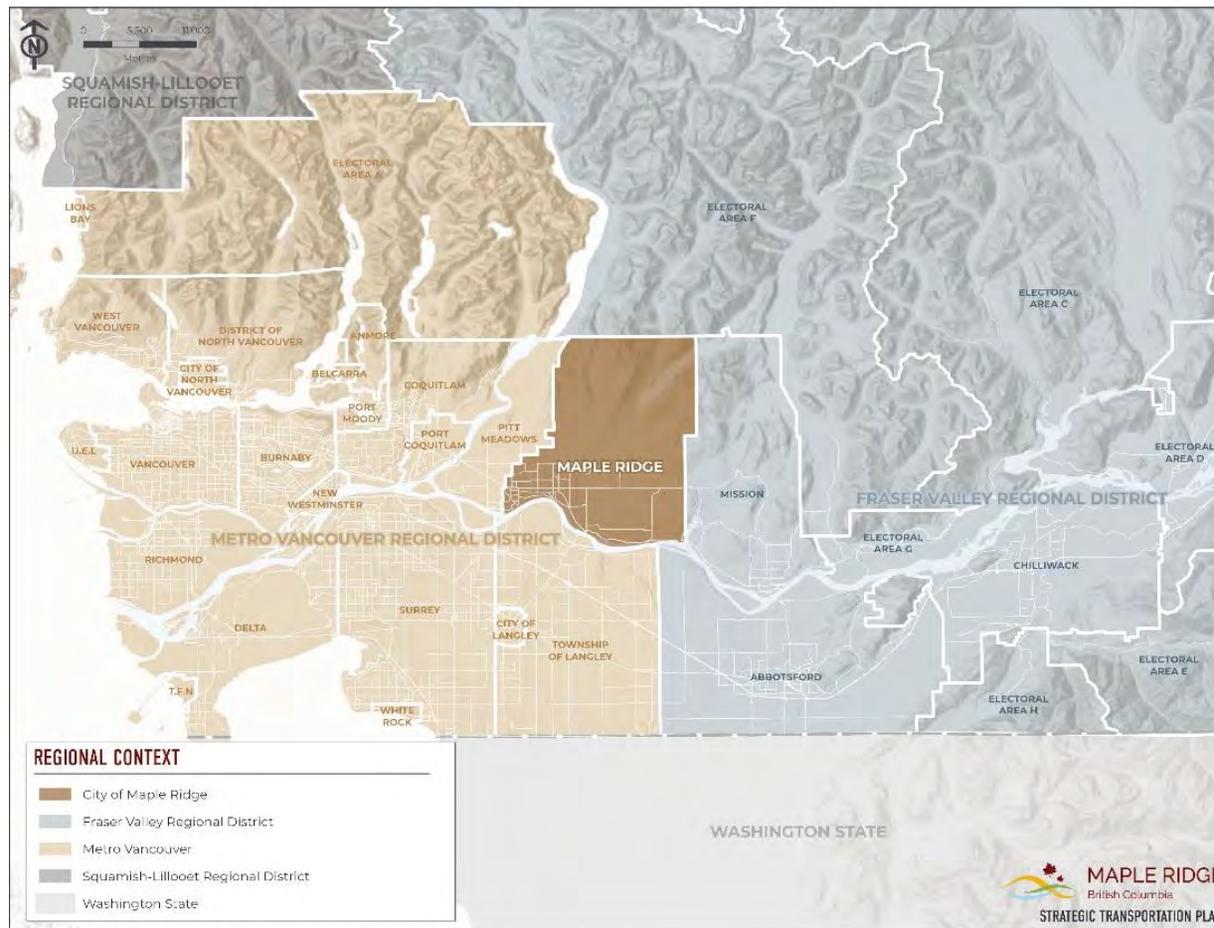
In addition, Maple Ridge has experienced rapid population growth and a transformation from a rural community to a regional hub – the City is challenged with maintaining and improving a large transportation network relative to its' population size. This section summarizes the key factors that shape mobility patterns in Maple Ridge.

## 2.1 GEOGRAPHY

The City of Maple Ridge is located on the northeastern corner of Metro Vancouver, nestled between the Fraser River to the south and the Golden Ears Mountains to the north.

As shown in **Figure 2-1**, Maple Ridge is situated 45 kms from Downtown Vancouver and 41 kms from the United States border. It is located between the growing communities of the City of Pitt Meadows to the west and the District of Mission to the east. The City's proximity to Downtown Vancouver and other employment hubs in the region, as well as its' relative affordability has attracted new families to the community at growing rates.

Traditionally an agricultural region, the community strives to maintain its roots and natural landscape with 15% of the land base Agricultural Land Reserve and 60% forested area.



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Figure 2-1: Maple Ridge in the Regional Context

# CITY OF MAPLE RIDGE STRATEGIC TRANSPORTATION PLAN

## STP REPORT #1 – SUMMARY OF EXISTING CONDITIONS

The transportation network continues to grow as new neighbourhoods develop and existing neighbourhoods evolve. As illustrated in **Figure 2-2**, Maple Ridge has many unique neighbourhoods and historic centres that span more than 260 km<sup>2</sup> of land.

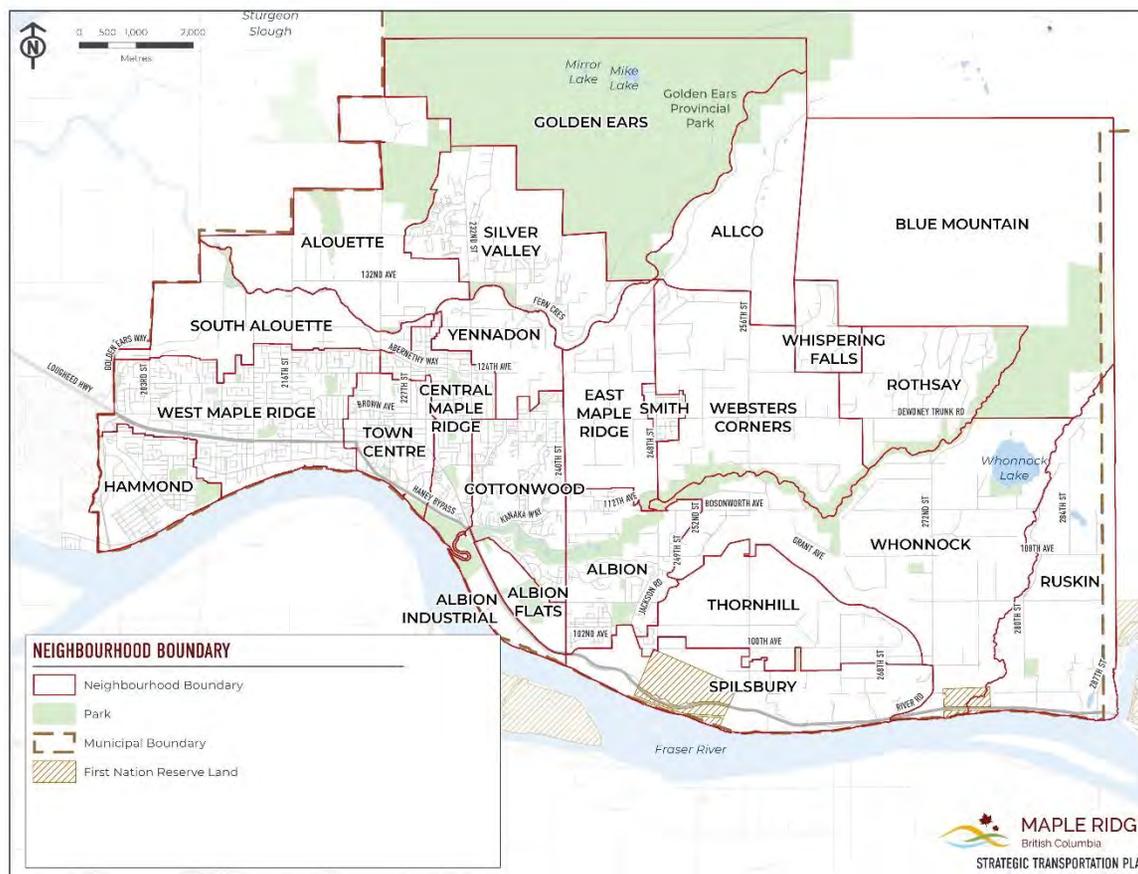


Figure 2-2: Subareas and Town Centre

# CITY OF MAPLE RIDGE STRATEGIC TRANSPORTATION PLAN

## STP REPORT #1 – SUMMARY OF EXISTING CONDITIONS

Maple Ridge is home to many rivers, lakes, trails, and parks such as the Alouette River and Golden Ears Provincial Park. As illustrated in **Figure 2-3**, the north is rugged and mountainous, and the western section is flat and open. The community is well-known for its beautiful and diverse landscape, but the natural barriers present unique challenges to growing and maintaining an efficient transportation system, especially amid rapid population growth.

This changing terrain creates a range of road grades across the City, as illustrated in **Figure 2-4**. Most roadways in the core and eastern areas are flat. With grades less than 4%, these roadways are typically comfortable for walking and cycling. Some roadways to the north and east have slopes exceeding 10%, which can be challenging for active transportation, transit, and heavy vehicles.

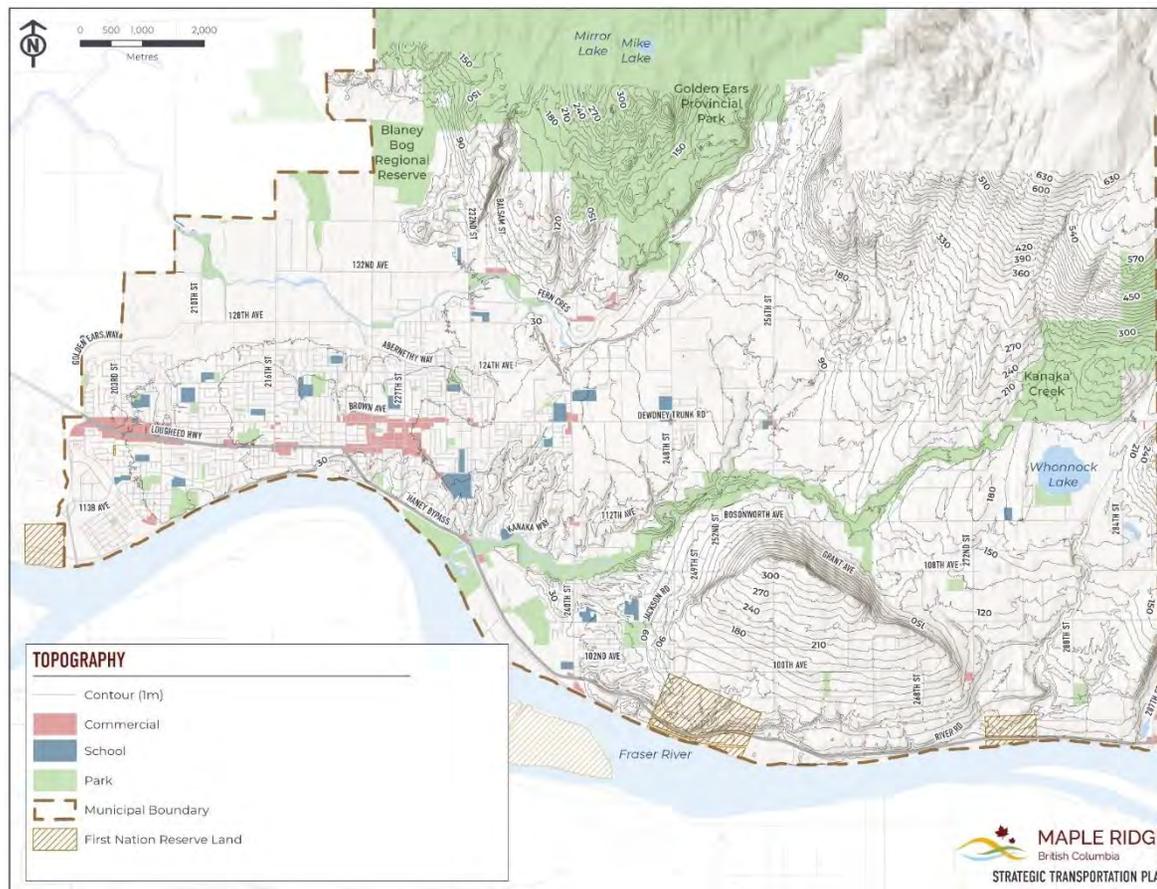
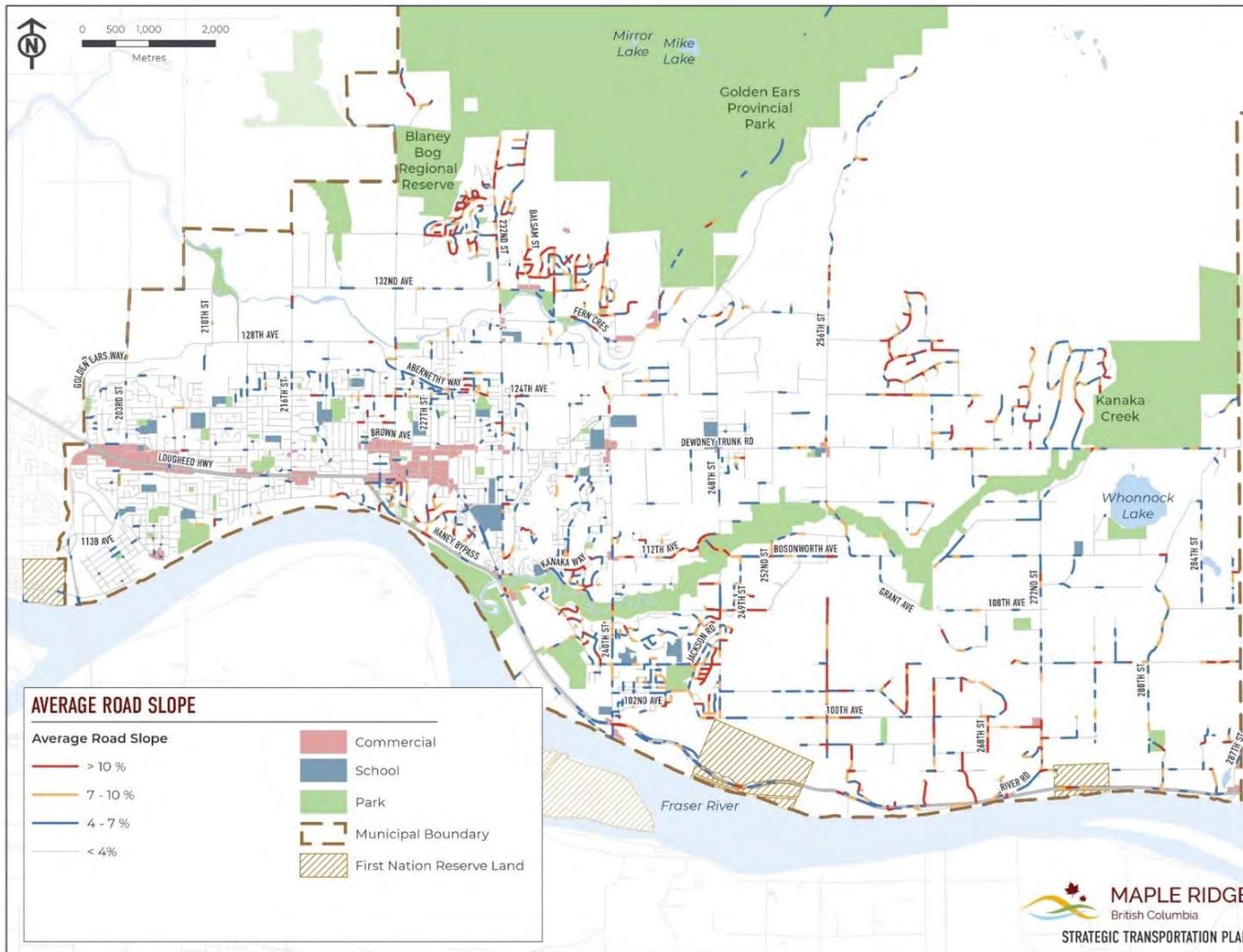


Figure 2-3: Topography

**CITY OF MAPLE RIDGE STRATEGIC TRANSPORTATION PLAN**  
**STP REPORT #1 – SUMMARY OF EXISTING CONDITIONS**



## **2.2 HISTORY**

The City of Maple Ridge is located on the traditional, ancestral territories of the Katzie and Kwantlen since time immemorial. Traditionally, Maple Ridge was known by its hənq̓əminəm̓ name Q'waʔacstan' which translates into “place where the golden eagles are.” As pioneers came to the area via the Fraser River, the land became the District of Maple Ridge – one of B.C.'s first municipalities – in 1874.

Hammond, Whonnock, Webster's Corners, Ruskin, Albion, and Yennadon were established as separate neighbourhoods that identified with a significant cultural group or historical event. In 1895, when the Canadian Pacific Railway was completed, Maple Ridge grew enormously. The area has been home to fruit, dairy, and poultry farming with 15% of the land base as Agricultural Land Reserve in addition to forestry activities. Over time, Maple Ridge has grown, with the population more than doubling in 30 years and is projected to continue growing to 108,900 in 2031. The District incorporated to become the City of Maple Ridge in 2014, marking the region's growth and urban transformation.

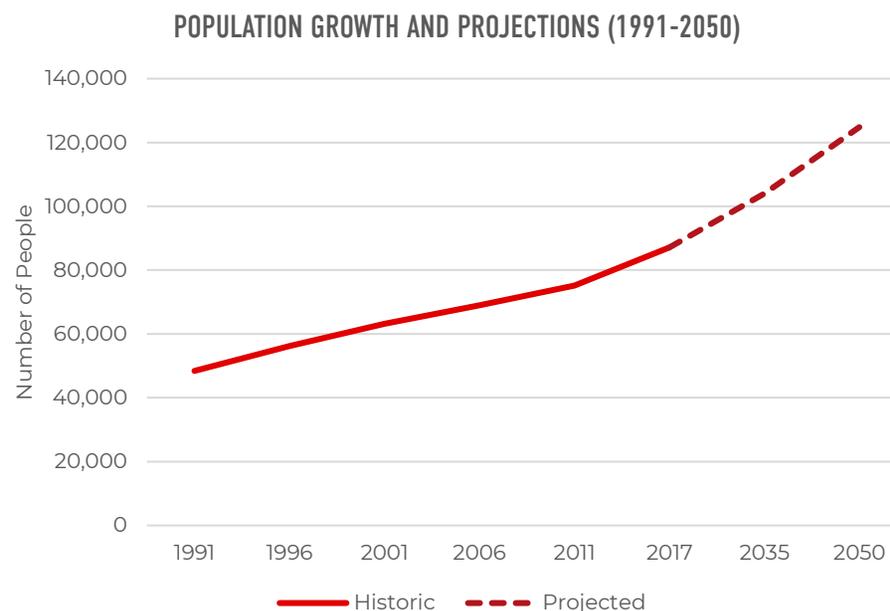
Maple Ridge Town Centre is identified as one of seven Regional City Centres in Metro Vancouver's Regional Growth Strategy *Metro 2040: Shaping Our Future*. As one of the regional district's most eastern borders, Maple Ridge can play a key role in growth management.

## 2.3 DEMOGRAPHICS

### 2.3.1 POPULATION AND EMPLOYMENT

The City of Maple Ridge has been one of the fastest growing municipalities in the region, more than doubling its population over the last 30 years and is projected to sustain a steady growth rate to reach nearly 125,000 people by 2050. **Figure 2-5** displays the historic and projected growth trends for population in Maple Ridge.

Currently, there are approximately 30,000 jobs located within Maple Ridge – or about 2.93 residents per job. This is lower than the Metro Vancouver average of around 2.0 people per job. Looking forward to 2050, employment opportunities are expected to grow at a slightly faster rate than the population at 1.15% versus 1.10%, reaching more than 43,000 jobs by 2050. This increase in local employment opportunities is expected to enable more people to live and work within Maple Ridge and reduce the directionality of traffic during peak periods. To accommodate this growth in population and employment, Maple Ridge will need to strategically plan its growth and supporting transportation network. Although agriculture has historically been an economic driver in Maple Ridge, construction and retail trades represent the largest employment sectors in the city. The city’s labour force is commuter reliant, with 61% of the labour force<sup>1</sup> commuting out of the City for work.



**Figure 2-5: Population Growth**

Source: Statistics Canada Census Data (Historic) Regional Transportation Demand Model (Projection)

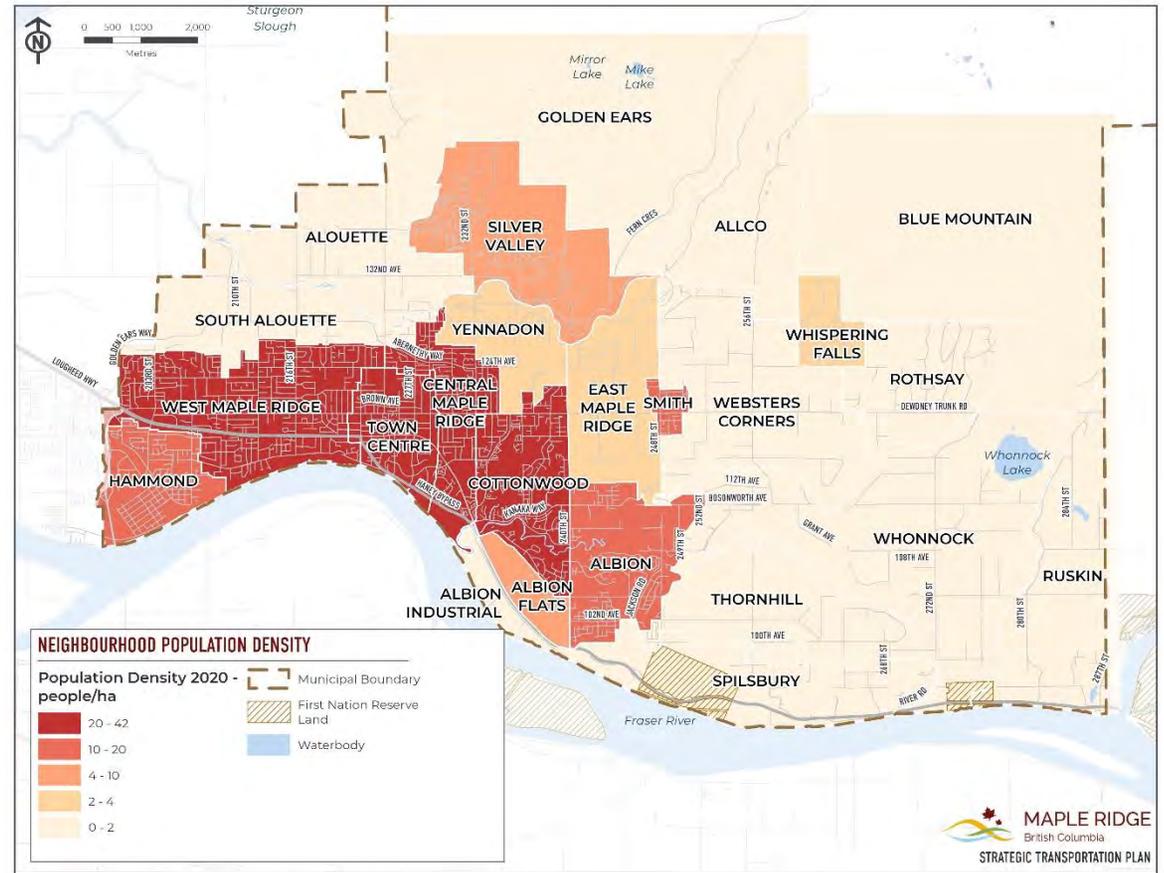
<sup>1</sup> Source: Statistics Canada Census Data (2016)

### 2.3.2 POPULATION DENSITY & TRENDS

Population density is increasing in Maple Ridge. The land area of the City of Maple Ridge is 266.78 square kms and the population density in 2015 was 308.3 people per square km, up 7.5% from 2011 with 285.1 persons per square km.

This increase in population density has been focused in the Town Centre, Central Maple Ridge, West Maple Ridge, and Cottonwood with redevelopment to higher density residential and mixed uses (**Figure 2-6**). At the same time, the community has retained its agricultural roots in many areas. Some neighbourhoods – including Silver Valley and Albion – are transitioning towards suburban development patterns. As the population is forecasted to grow by 50% by 2041, half of that new residential growth is expected to take place in the Town Centre.

Transportation infrastructure in higher density areas can serve more people with a lower overall investment and operational costs – this is especially true for active transportation infrastructure and transit service.



**Figure 2-6: Current Population Density by Subarea**

Source: Statistics Canada Census Data

### 2.3.3 AGE PROFILE

Maple Ridge is a relatively young, diverse, and growing community. The average age in Maple Ridge is approximately 40.1 years old (median 41.4). The average age has not changed much since 2011, when the average age was 40.2 years. The average age in Maple Ridge is consistent with the rest of the Metro Vancouver region. **Figure 2-7** highlights the population by age group, with 68% of the population between 15-64 and 17.5% under the age of 14.

Much of Maple Ridge has a family-oriented population with a higher proportion of youth aged 19 years and younger. The largest youth cohorts are between the ages of 15-19 years old (7% of the population), 10-14 years old, and 5-9 years old, each representing 6% of the population. As a result, many families in Maple Ridge have school aged children attending school, daycare, and extracurricular activities throughout the community. The rates of driving for these trips, especially to and from school, have increased across the region significantly, causing morning and afternoon peak congestion, safety concerns, and health problems. **Figure 2-8** shows the current concentration of youth between the ages of 0-14, and where emphasis should be paid to child and youth-friendly transportation infrastructure and programming.

The largest adult population cohort is between the ages of 50-54 years old, representing 8% of the population in Maple Ridge. This age cohort, along with others from the 'Baby Boom' generation are likely to require enhanced transportation options in the coming years. Seniors, like children and youth, have different travel patterns than other adult population age cohorts with varied schedules, in addition to a need for high quality transit services and accessible transportation infrastructure. **Figure 2-9** shows the current concentration of seniors in Maple Ridge, and should the focus of increased investment into these offerings.

**Figure 2-8** illustrates that the Sliver Valley, Albion, and Cottonwood subareas have the highest concentration of youth. This reflects the growing neighbourhoods of more affordable housing types in these areas and the influx of younger families. The Town Centre has the highest concentration of seniors, with more than 20% of Town Centre residents being over the age of 65 and less than 10% being under the age of 14. Accessible transportation infrastructure – and in particular, walking / rolling infrastructure and access to transit – are important in areas with high concentrations of seniors.

POPULATION BY AGE GROUP, 2016

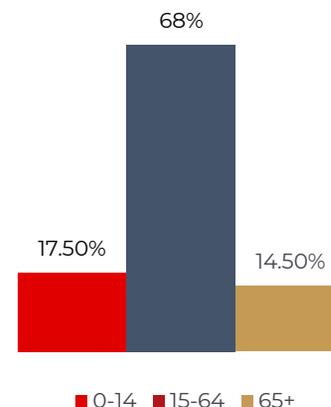


Figure 2-7: Population by Age Group

Source: Statistics Canada Census Data

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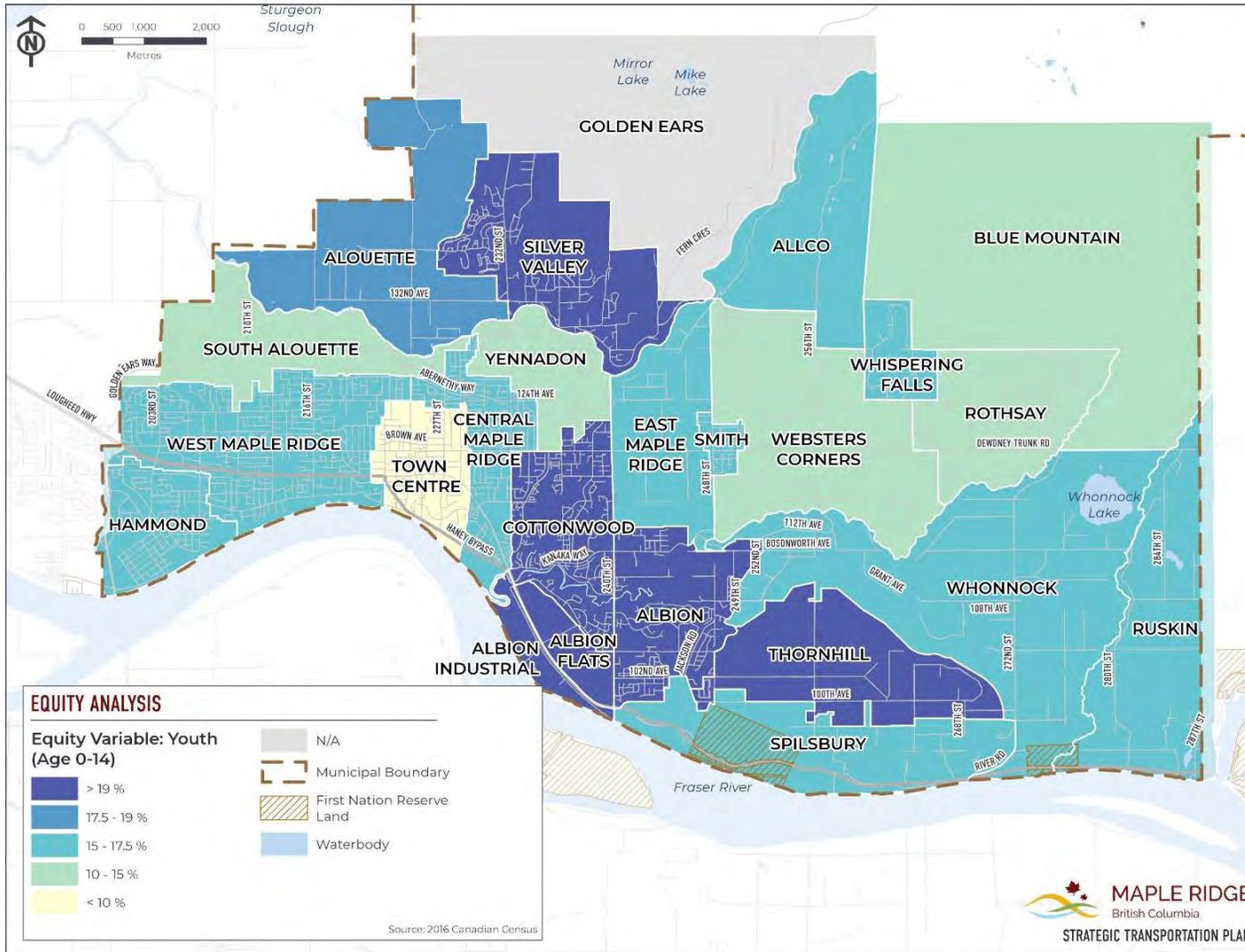


Figure 2-8: Concentration of Youth by Subarea  
 Source: Statistics Canada Census Data

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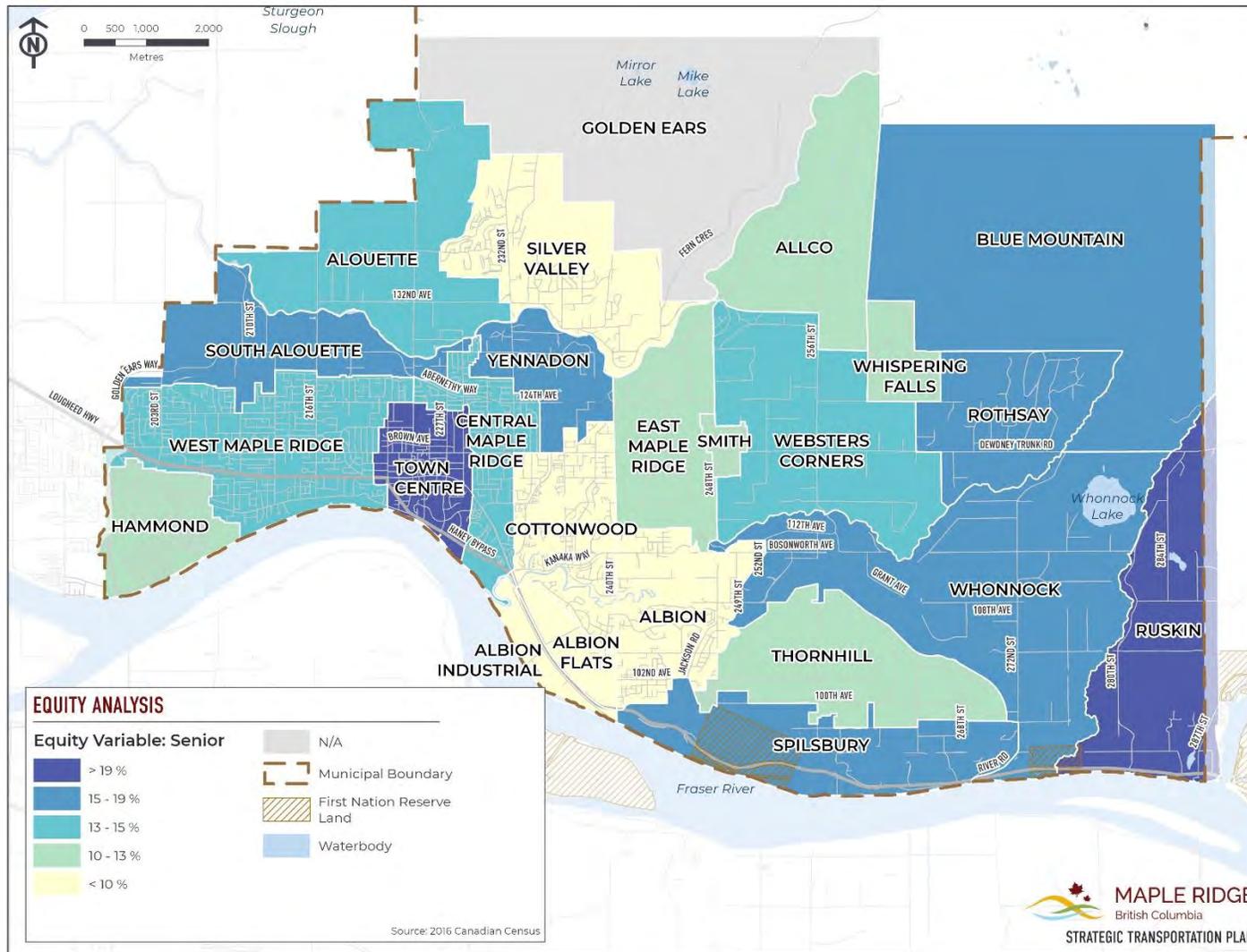


Figure 2-9: Concentration of Seniors by Subarea  
 Source: Statistics Canada Census Data

### 2.3.4 HOUSEHOLD SIZES TRENDS

As with most Canadian communities, the average household size in Maple Ridge has been declining steadily over the last three decades. This trend is illustrated in **Figure 2-10**. As of 2011, the average household size in Maple Ridge was 2.71 persons per dwelling and has maintained that number, based on 2016 Census Data. As a result of declining household sizes, housing in Maple Ridge has been growing at a faster rate than the City's population over the last 30 years. This trend towards smaller household size has been tempered by the City's draw for young families in their child rearing years. As a result, Maple Ridge has a much higher average household size than most other communities in Metro Vancouver (Maple Ridge - 2.77 people per household (2016), Metro Vancouver - 2.56 people per household (2016)) which can be attributed to the appeal of the City to young families.

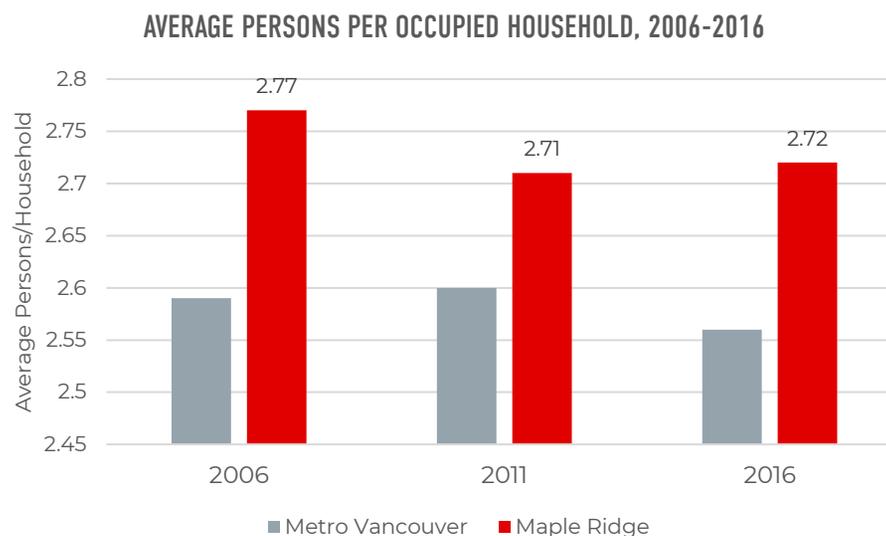


Figure 2-10: Average Household Size

Source: Statistics Canada Census Data

### 2.3.5 INCOME TRENDS

As the city grows, the level of income in Maple Ridge has also been changing. Median income in Maple Ridge has been steadily increasing since 1996 to \$37,508 annually. **Figure 2-11** shows the increase of individual median income. Understanding income trends and its impacts on the community will help to better understand equity issues, how to address transportation issues and shift mode share.

Maple Ridge also has a relatively small low-income<sup>2</sup> population with 10% of the population classified as low income, compared to B.C. (15.5%) and Metro Vancouver (16.5%). Maple Ridge has some of the most affordable residential real estate in Metro Vancouver and a young, fast-growing population. However, the availability of affordable housing is an issue for rental accommodation. There is a need for diverse forms of affordable housing ranging from studio units for single adults to three-bedroom units for families. The demand for seniors housing is anticipated to increase as the population in Maple Ridge and the Lower Mainland ages over the coming decades.

At the same time, Maple Ridge has experienced an influx of people who identify as homeless or are experiencing homelessness. A recent homeless count across Metro Vancouver found 124 individuals in Maple Ridge and Pitt Meadows, up from 44 counted in 2005, a 182% increase in people identifying as homeless in the area.<sup>3</sup>

INDIVIDUAL MEDIAN INCOME, 1996-2016

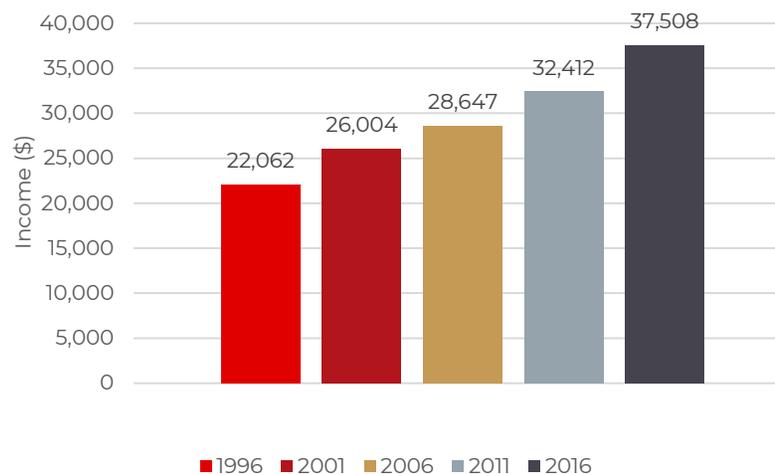
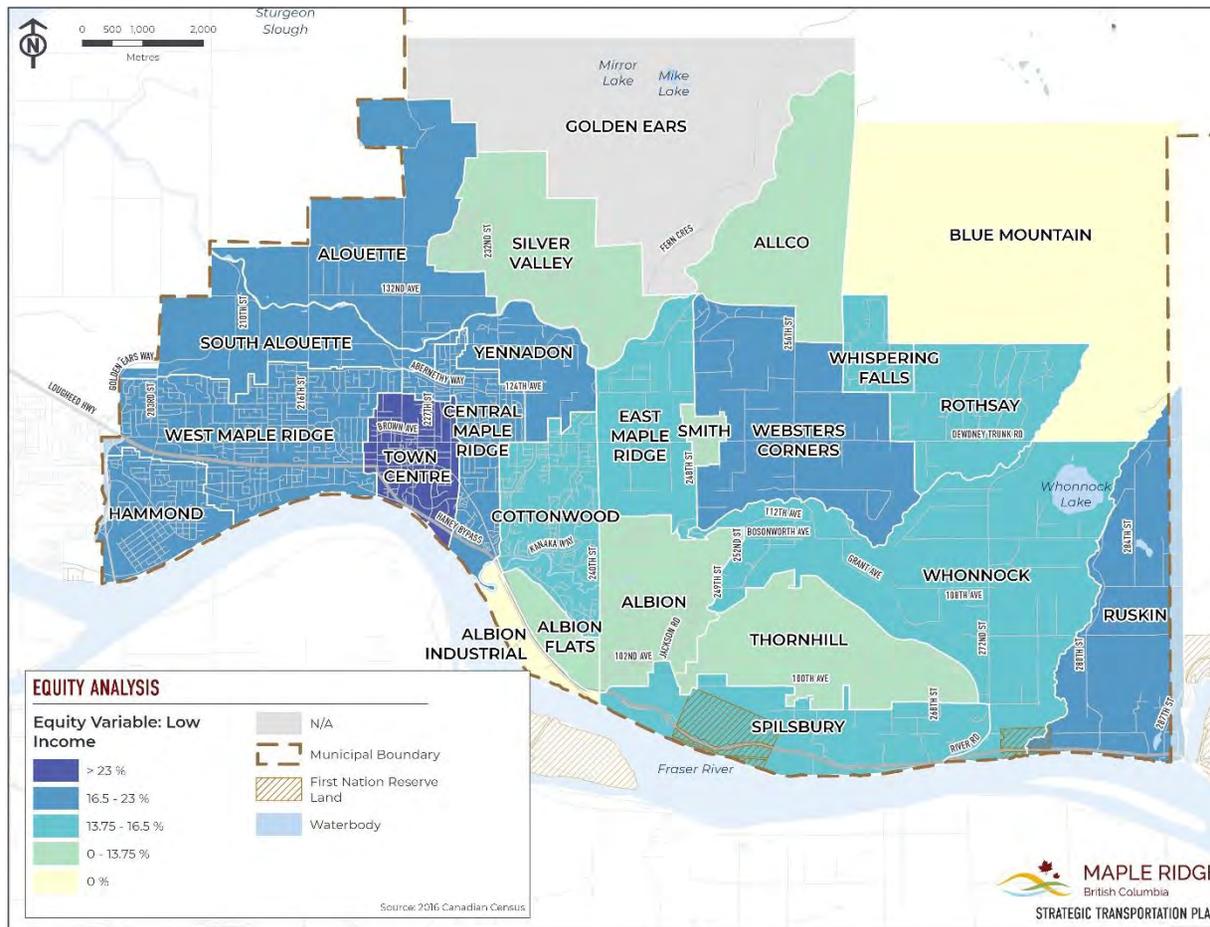


Figure 2-11: Median Income  
Source: Statistics Canada Census Data

<sup>2</sup> Low-income status is determined based on low-income measure, after-tax (LIM-AT). For a one-person household, the after-tax low-income measure (LIM-AT) was \$22,460 in 2015. For larger households, this amount was adjusted upward by multiplying it by the square root of household size. Persons in a private household with after-tax income below this threshold were considered to be in low income. (<https://www12.statcan.gc.ca/census-recensement/2016/as-sa/fogs-spg/Facts-CMA-Eng.cfm?TOPIC=6&LANG=Eng&GK=CMA&GC=933>)

Source: 2017 Homeless Count in Ridge Meadows Data Brief, BC Non Profit Housing Association and M Thomson Consulting (2017)

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**Figure 2-12: Concentration of Low-Income Households**  
 Based on LIM-AT. Source: Statistics Canada Census Data

Low-income households are not distributed evenly across Maple Ridge's neighbourhoods. As illustrated in **Figure 2-12**, more than 23% of households in the Town Centre are low income, while less than 13% of households in Silver Valley and Albion are low income. People in low-income households may rely more on transit, walking, or cycling to access their daily needs; however, some low-income households may also rely on jobs and services that are difficult to access by transit and require a private vehicle.

## 2.4 LAND USE CONTEXT & COMMUNITY DESTINATIONS

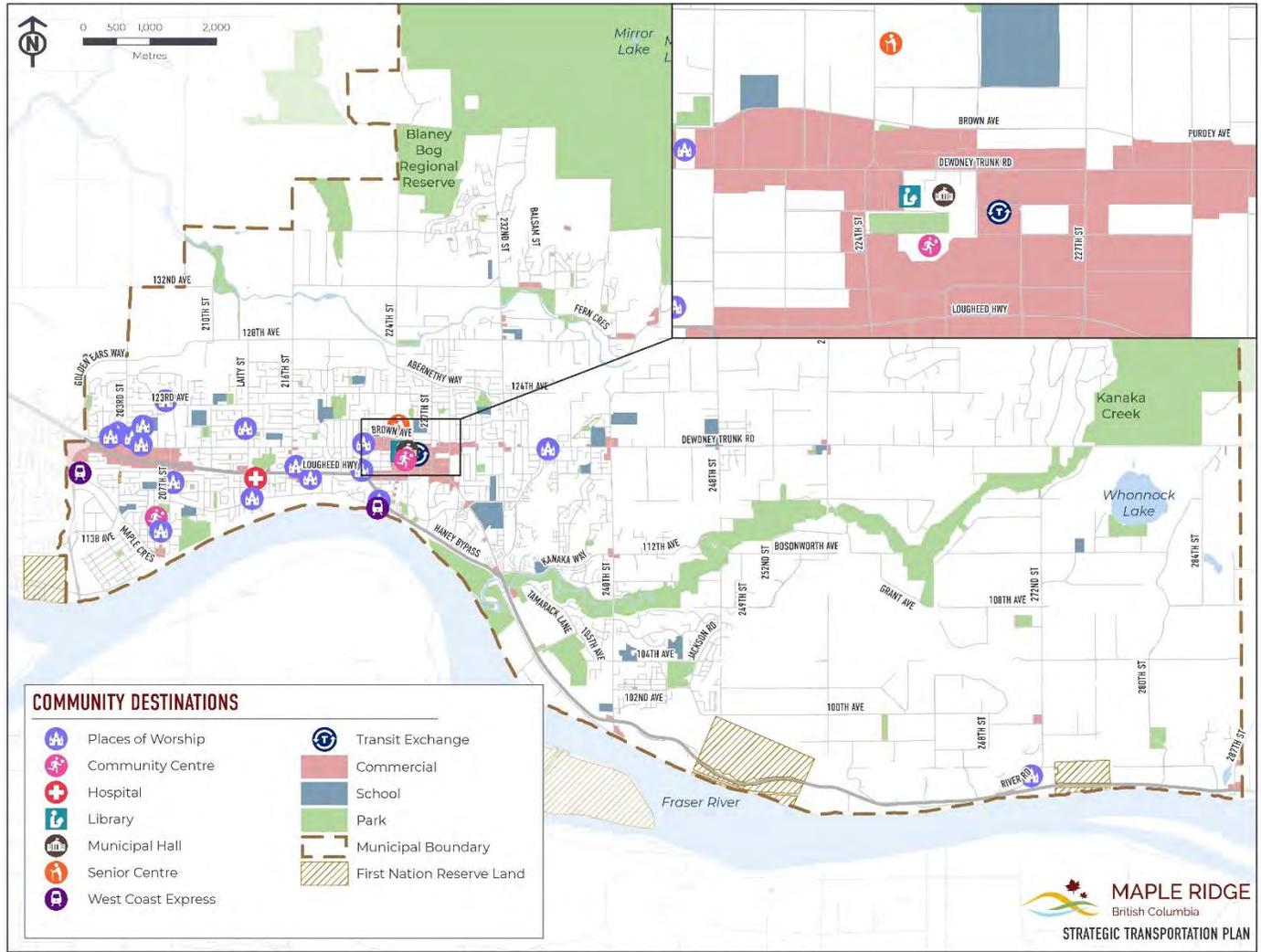
The City of Maple Ridge contains a mixture of urban, industrial, rural, and natural environments. Key land uses in the City include the amenities within the Town Centre, and a number of schools and parks. The OCP notes that nodes within Maple Ridge include historic commercial centres, village commercial nodes, and community commercial nodes. Just beyond the borders of Maple Ridge, Meadowtown Centre in Pitt Meadows and Fremont Village in Port Coquitlam attract shoppers. Key community destinations, including schools, community centres, the seniors' centre, the library, the hospital, parks, retail, and transit stations are identified in **Figure 2-13**.

The core area of Maple Ridge is a neighbourhood of unique character and opportunity. The Town Centre shoulders Highway 7 and includes lands as far north as 124th Avenue, west to 221st Street, and east to Burnett Street. Many amenities are housed in this area, including historic points of interest, a central business district, the Municipal Hall, and a West Coast Express station.

Outside of the core area, Maple Ridge is characterized by rural land, forest, and waterbodies, including Golden Ears Provincial Park, Alouette Lake, and other recreational areas which attract visitors from across the region to recreate and visit the stunning landscape. Approximately 15% of Maple Ridge is Agricultural Land Reserve (**Figure 2-14**). Land use throughout Maple Ridge is illustrated in **Figure 2-15**. The City's OCP and Area Plans guide future growth. Area plans such as the Albion Area Plan, Lougheed Corridor Concept Plan, and the Town Centre Area Plan support increasing residential density in these areas. The STP must respond to growth, which creates opportunities to deliver safe, comfortable, multi-modal transportation options. In particular, growth areas that add density or increase services can be an opportunity to realize higher walking, cycling, and transit mode share. Density can also create challenges for demand, as well as for other amenities, such as access to greenspace.

The **Agricultural Land Reserve (ALR)** is a collection of agricultural land throughout the province where agriculture is the priority use. There is 47,000 square kilometers of ALR in British Columbia, of which approximately 38 km<sup>2</sup> is in Maple Ridge. ALR faces and creates unique pressures in Maple Ridge – a desire by the community to maintain its roots and rural character by maintaining ALR and development pressures to support the growing community.

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Figure 2-13: Community Destinations



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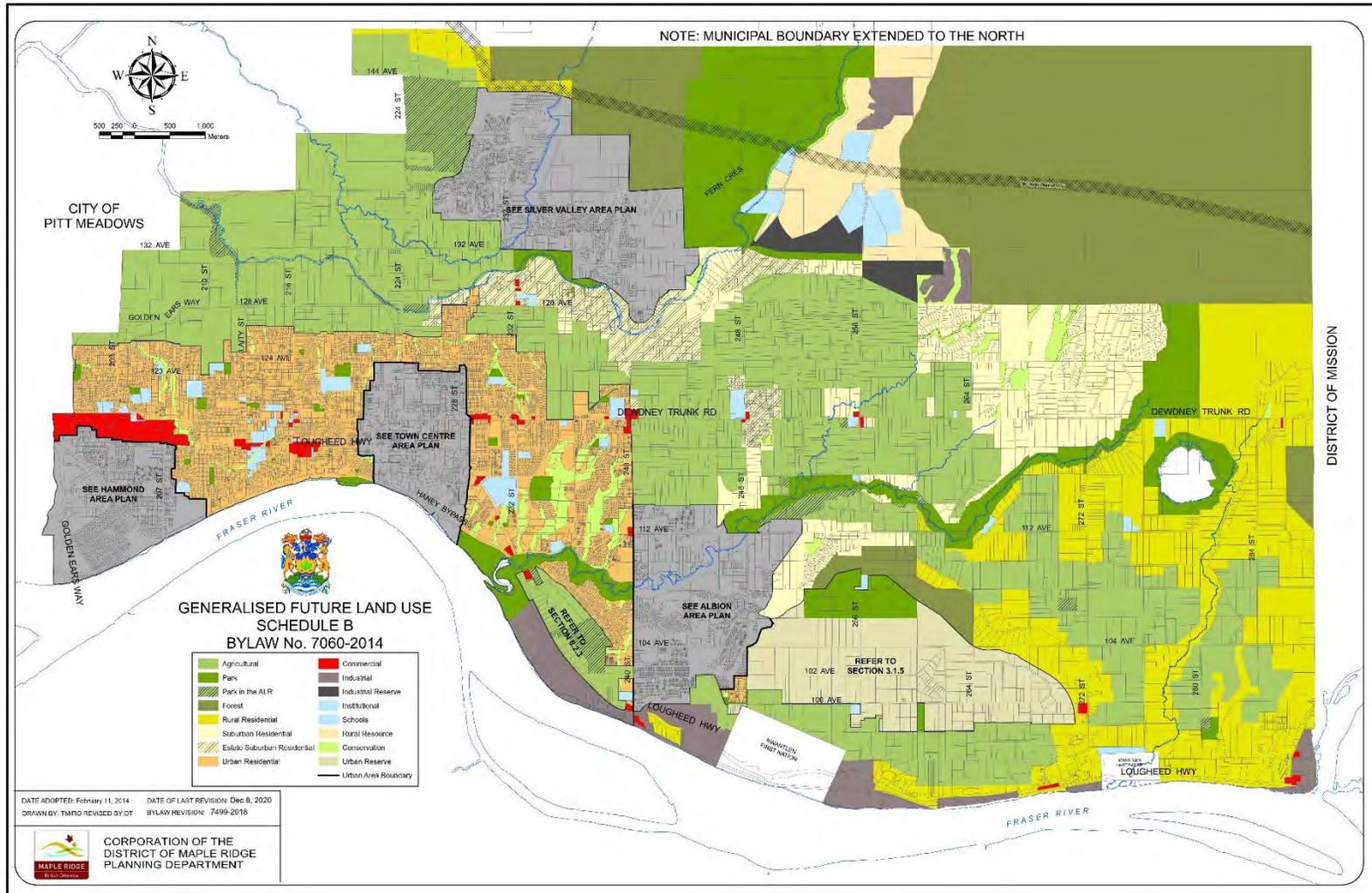


Figure 2-15: Land Use Designation  
 Source: City of Maple Ridge Official Community Plan (2014)

## CITY OF MAPLE RIDGE STRATEGIC TRANSPORTATION PLAN

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The Town Centre is where the most growth is expected in Maple Ridge in future years and the most recent Zoning Bylaw update supports density within the Town Centre. **The Town Centre Area Plan** encourages increasing residential and commercial density, with a mix of housing types that cater to a broad mixture of uses, including shops, services, cultural facilities, and recreation. The land use plan aims to increase density with a result of 70 to 100 persons per hectare with an additional 6700 units, particularly within the Central Business District. The Town Centre Area Plan also identifies several new park locations, a Green Corridor Network, and a Waterfront Network. The proposed Town Centre Transportation Network from the Official Community Plan provided context and served as a foundation for development of Long-Term Cycling Network developed as part of the 2014 Strategic Transportation Plan as noted in **Figure 2-17**.

The **Lougheed Transit Corridor Concept Plan** aims to create a dense, mixed-use corridor along Lougheed Highway, that will facilitate future rapid transit. The Lougheed Transit Corridor Concept Plan supports the creation of two mixed-use high-density transit-oriented development nodes where Lougheed Highway intersects with 203 Street and Laity Street. These two transit nodes are intended to be places for people to live, shop, work, and play and will be served by RapidBus and potential LRT or BRT as outlined in the Draft TransLink Transport 2050 Plan. The 203 Street node will be a transit-oriented community with a range of residential developments within walking distance of RapidBus. The plan includes four 'high streets' connecting Dewdney Trunk Road and Lougheed Highway – 203 Street, 207 Street, Laity Street, and 216 Street. The 'high streets' are envisioned as pleasant, walkable destinations with local shopping and employment.

A greenway between is planned to connected the Town Centre to the western City boundary to enhance mobility choice and to create re-imagined green spaces that connect people, and nature.

**Figure 2-17** illustrates the draft concept plan for the Lougheed Transit Corridor, including the planned greenway and transportation connections.



*Figure 2-16: Town Centre Transportation Network*  
Source: City of Maple Ridge Official Community Plan (2014)

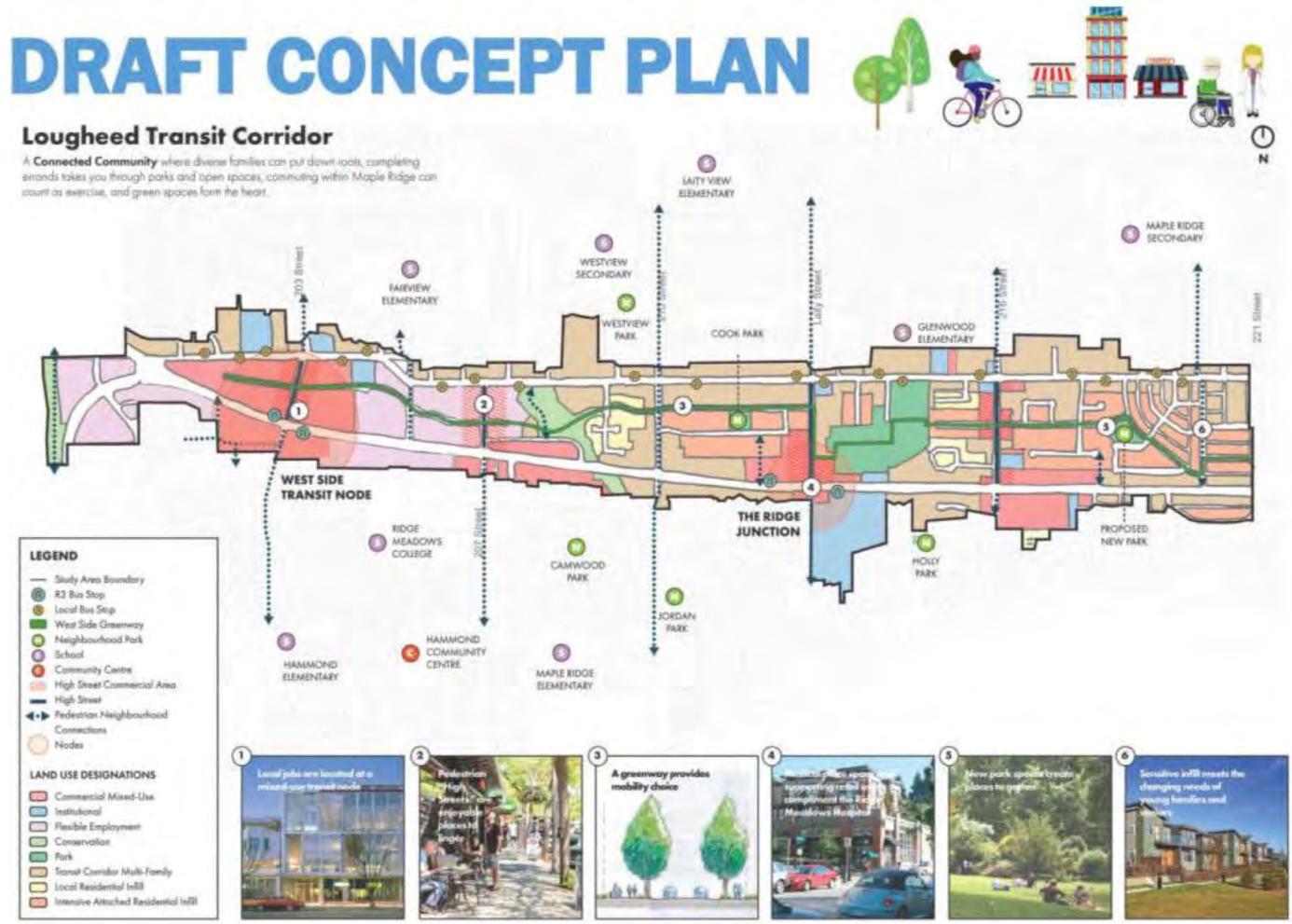


Figure 2-17: Lougheed Transit Corridor Draft Concept Plan  
 Source: Lougheed Transit Corridor Concept Plan (Draft, 2019)

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The Hammond Neighbourhood, which houses a West Coast Express station, is guided by the Hammond Area Plan. This plan allows single-family dwellings, duplexes, and triplexes to provide for some increased density, while maintaining the existing single-family form and neighbourhood character. The Hammond Area Plan calls for improved accessible pedestrian connectivity, transit service, and a new multi-modal rail crossing between the Hammond Business Park and Lower Hammond. **Figure 2-18** illustrates connectivity improvements identified in this plan.

Maple Ridge is interested in pursuing mixed-use urban development in the Albion Flats area, much of which is currently Agricultural Land Reserve. The urban development of the Albion Flats Area would promote mobility choice through transit and active transportation options, such as a transit node with a West Coast Express station, trails, green links and a waterfront trail. A portion of the area, North East Albion, has its own area plan. The North East Albion Concept Plan proposes a co-located park and elementary school with a sports field, playground, and pathways to meet the needs of the growing community. For example, a Spine Trail will connect the northern portion of the area to the school.

The Thornhill neighbourhood is 560 hectares of largely undeveloped land in eastern Maple Ridge. The majority of the area is currently designated as Urban Reserve and the OCP identifies potential for future residential development after the remainder of Maple Ridge's residential neighbourhoods are built out. At the time of writing of this report, the City is exploring future potential for employment lands in the Thornhill area. Future development would require a detailed transportation study to determine the alignment and capacity of future multi-modal transportation connections.

There are also a number of areas where greenfield development is anticipated, including Silver Valley and Albion. These areas include a mix of low, medium, and high density residential served by schools and pockets of commercial uses. The Silver Valley Area Plan aims to create a complete community with a diverse mixes of housing types and integrated land uses. The streets in the area are to be designed for people and to accommodate traffic generated by a population of 11,000 residents and much of the growth

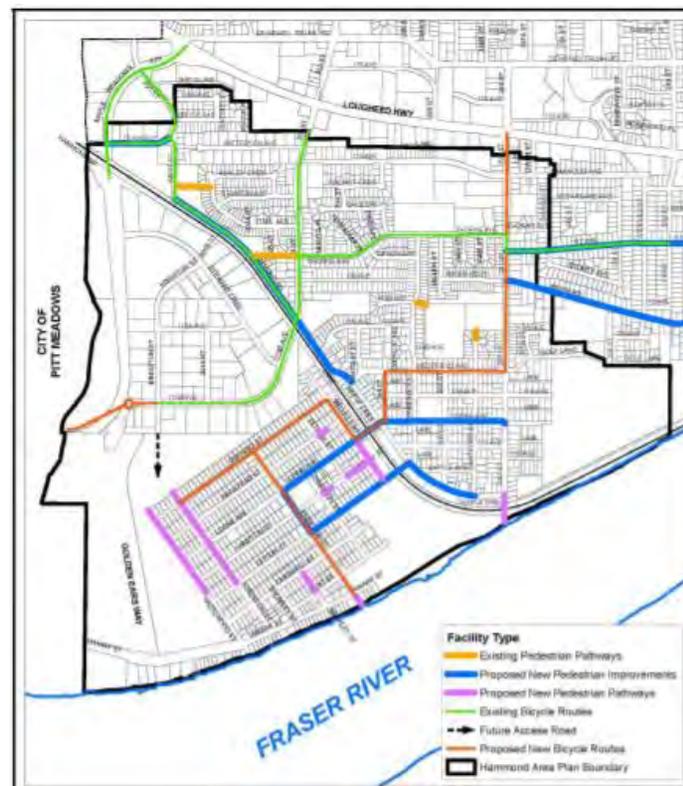


Figure 2-18: Hammond Area Plan Connectivity Map

Source: Hammond Area Plan (2017)

in Maple Ridge. The Silver Valley Area Plan identified three elementary and one Secondary school site equally distributed throughout Silver Valley in order to provide short walking distances for students. At the time of writing of this report, none of the schools have been constructed. This has resulted in challenging school transportation conditions around Yennadon Elementary School and Garibaldi School, which were not intended to serve the growing local population of these areas.

## **2.5 POLICY CONTEXT**

The Maple Ridge STP is closely linked to several other Acts, plans, and policies at the local, regional, and provincial levels. These documents set the overarching goals, visions, and objectives for land use, transportation, and other key long-term planning considerations in the City of Maple Ridge and beyond.

### **2.5.1 REGIONAL CONTEXT**

#### ***Metro 2040: Shaping Our Future – Regional Growth Strategy (2011), Metro Vancouver***

The City of Maple Ridge is a member municipality of Metro Vancouver and has adopted the Regional Growth Strategy, *Metro 2040*, which sets out goals, strategies, and policies to guide the future growth of the region in order to accommodate the additional one million people and over 500,000 jobs expected over the next 25 years. It provides the land use framework for transportation, economic, housing, utility (water, liquid waste and solid waste), environmental, and climate change planning. Key goals include:

- Channeling growth into vibrant, livable Urban Centres,
- Supporting land use and transportation patterns that improve the region's ability to adapt to climate change,
- Building complete communities, and
- Integrating land use and transportation planning to support sustainable transportation choices, enable the safe and efficient movement of goods and people, and reduce greenhouse gas emissions.

Metro 2040 defines Maple Ridge as a Regional City Centre, whose land uses are mixed with frequent transit, regional-scale employment, major institutions, mixed housing stocks, industrial uses, and parks. It is projected that Maple Ridge will have a population of 132,000, and 48,000 jobs by 2040. As a result, Metro 2040 aims to increase dwelling units in all Regional City Centres by 11% to 162,000 and employment by 14% to 237,000 by 2041. Metro 2040 also aims to extend the Frequent Transit Network between Maple Ridge's Town Centre to Langley, Port Coquitlam and Coquitlam. Metro Vancouver also established the Urban Containment Boundary to prevent urban sprawl, with Maple Ridge being at the outer edge of the region.

***Metro 2050: Regional Growth Strategy Update (Under Development), Metro Vancouver***

Metro Vancouver is currently updating the Regional Growth Strategy to reflect significant drivers of change and integrate the strategy with TransLink's *Transport 2050*. The updated strategy (Metro 2050) is anticipated to be complete in 2022. It focuses on containing growth to compact, transit-oriented urban areas and corridors to reduce greenhouse gas emissions and support land use and transportation efficiency. The plan identifies both Urban Centres and Frequent Transit Development Areas where growth will be concentrated.

Goal 5 of the Draft Metro 2050 is to Support Sustainable Transportation Choices, including expanding opportunities for transit, walking, cycling, and multiple occupancy vehicles. Transportation strategies identified in Metro 2050 include coordinating land use and transportation to encourage transit, multi-occupancy vehicles, cycling, and walking; and to support safe and efficient movement of vehicles for people, goods, and services.

***Transport 2040 (2008), TransLink***

In 2008, the Mayors' Council prepared *Transport 2040*, which was designed to identify the strategies for Metro Vancouver's transportation future over the next 30 years through rolling 10-year implementation plans. *Transport 2040* outlines demographic, economic, traffic, and climate trends. It established six strategic goals and four strategies to achieving those goals, including investing in sustainable transportation, optimizing the region's assets, and finding innovative funding streams. Transport 2040 planned rapid transit connecting Maple Ridge Town Centre to Pitt Meadows and the Northeast Sector along Lougheed Highway.

***Transport 2050 (In development), TransLink***

Transport 2050 is a shared strategy for transportation in Metro Vancouver for the next 30 years, outlining transportation projects, services, and policies. It will cover all modes and explore new and emerging technologies, such as automated, connected, electrified, and shared transportation. Transport 2050 is currently being developed, with Phase 1 consultation complete. The Phase 1 Shaping Out Transportation Future, Together engagement report identifies six key themes, including providing more and better transit, building complete communities close to transit and amenities, and creating a transportation system that is efficient, cost-effective, and environmentally friendly.

In Phase 2 of the development of Transport 2050, TransLink has identified five overarching goals for transportation in the Metro Vancouver Region. These goals are that transportation is convenient, reliable, affordable, healthy, and carbon-free. This phase also identified three transformative actions: creating people-first streets, building out the next generation of rapid transit, and leveraging automated vehicles.

***Regional Transportation Strategy: Strategic Framework (2013), TransLink***

Following *Transport 2040* and *Metro 2040*, TransLink prepared a *Strategic Framework for the Regional Transportation Strategy (RTS)* in 2013 to guide planning and development of the transportation systems, with a goal of supporting the Regional Growth Strategy as well as regional economic and provincial objectives. The RTS set a target of 50% of all trips to be made by walking, cycling, and transit by 2040. The overarching goal is getting people and goods where they need to go as reliably, safely, efficiently, and cleanly as possible. The RTS lays out three key transportation levers to achieve this, including investing strategically to maintain and expand the transportation system, managing the transportation system to be more efficient and user-focused, and partnering at the local, regional, provincial levels to make it happen. Specific to Maple Ridge, the strategy recommends that the Lougheed Corridor into Maple Ridge support higher levels of service to support regional growth management objectives. The strategy is currently undergoing an update.

***Maple Ridge-Pitt Meadows Area Transport Plan (2021), TransLink***

The *Maple Ridge-Pitt Meadows Area Transport Plan (ATP)* establishes a “blueprint” for improving the transportation network in Pitt Meadows and Maple Ridge over the next ten years in a way that is responsive to local needs and consistent with regional objectives in *Metro 2040* and *Transport 2050*. The plan makes recommendations around transit service and infrastructure, walking, cycling, and regional roads and goods movement, ensuring that municipal land use and transportation plans support existing and expected land use and travel patterns.

Strategies include:

- Improving the frequency and hours of operation of transit service on some routes.
- Routing changes to make service more direct and functional.
- Road network improvements to increase speed and reliability.
- New services to regional destinations.
- Improvements to transit system access and amenities.
- Improved walking connections and amenities for the R3 RapidBus, FTN corridors, and the West Coast Express.
- Improved walking, safety, and accessibility with the Maple Ridge Town Centre and major employment areas, and along the Major Road Network.
- Complete the Major Bike Network and connect it to other destinations.
- Develop a cycling grid in the urban cores.

## CITY OF MAPLE RIDGE STRATEGIC TRANSPORTATION PLAN

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In response to local needs in Maple Ridge, the Final ATP includes four key recommended actions:

- Complete a corridor study along Golden Ears Way to assess and plan for capacity improvements between Lougheed Highway and 210 Street and advance any required improvements through existing funding programs or an Investment Plan process.
- Deliver expanded bus priority lanes along the Lougheed Highway corridor.
- Identify future potential travel demand in the North Albion area.
- Complete a West Coast Express Strategy to identify opportunities to increase service and provide an additional station near Albion.

#### *Other Supporting Documents*

- Cycling for Everyone: A Regional Cycling Strategy for Metro Vancouver (2011), TransLink
- Regional Transportation Investments: A Vision for Metro Vancouver (2014), Mayors' Council on Regional Transportation
- Climate 2050: Strategic Framework (2018, revised 2019), Metro Vancouver
- Lougheed Corridor Working Group Report (2019)
- Strategic Examination of Light Rail Transit (2007)

## 2.5.2 LOCAL CONTEXT

### *Council's Strategic Plan (2019)*

Maple Ridge Mayor and Council created a plan to prioritize issues and opportunities facing the community, of which growth is a key item. Council has committed to implement strategic plans related to local infrastructure and the economy including commercial and industrial land base, transportation corridors, transit, neighbourhood plans, and key amenities. Council's strategic priorities are:

- Community Safety
- Inter-governmental relations
- Growth
- Community pride & spirit
- Natural environment

### **Official Community Plan (2014)**

The *Official Community Plan (OCP)* outlines the long-term vision for growth and development in Maple Ridge and emphasizes a multi-modal transportation network that supports travel by all modes and for people of all abilities and growth management via density in the Urban Area Boundary. The OCP operates on the assumption that active mode share will become more attractive if facilitated through density. In May of 2021, the OCP was amended to adjust the City's community greenhouse gas emissions targets to align with the global reductions required to limit global warming to 1.5 degrees Celsius.

The vision of the OCP is:

***“The District will strive to protect its Community Values into the future, as it becomes more vibrant and prosperous, offering residents a strong local economy, stable and special neighbourhoods, thoughtful development, a diversity of agriculture, and respect for the built and natural environments.”***

The OCP includes 45 community principles. The principles that are most applicable to the STP include:

- Principle 8: Unique and enjoyable communities and places are created through community improvements, quality design, less obtrusive signage, pedestrian friendly environments, accessibility and viewscales.
- Principle 25: Providing access to nature by way of a trails system is important as a means to optimize recreational resources in an environmentally friendly way.
- Principle 34: An integrated system of centres or nodes is supported as an important framework for community development.
- Principle 38: Expanding services concurrently with development is regarded by the community as good planning and development practice.
- Principles 40: A well-planned transportation network is central to providing transportation choices that accommodate multi-modal transportation within the community, and connecting with other places.
- Principles 41: The need to address the east-west road capacity issue is recognized as important.
- Principle 42: Improved community bus service is important to provide connections between neighbourhoods and transit services.
- Principle 43: The community desires more frequent West Coast Express trains, with safer pedestrian access to stations.
- Principle 44: Adequate roadway capacity, especially for emergency vehicles, is an important component of developing new areas.
- Principle 45: Citizens value a pedestrian friendly environment that includes a trail network for horses, walking and cycling for recreation and access to amenities, employment, and services.

## CITY OF MAPLE RIDGE STRATEGIC TRANSPORTATION PLAN

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#### *Zoning Bylaw (2020)*

Maple Ridge updated the Zoning Bylaw for the first time since 1985 to better align with the City's current policies and regulations, to meet current Provincial legislative requirements, to respond to emerging market trends and address the City's sustainability goals and vision. The update divided the City into zones, including residential, commercial, industrial, institutional, agricultural and comprehensive development zones, concentrating density and growth along key corridors. These changes are reflected in the previous discussion of land use and community destinations.

#### *Strategic Transportation Plan (2014)*

The *Strategic Transportation Plan (STP)* addresses challenges and opportunities facing the transportation system in Maple Ridge around access and mobility, transportation choice, community and environment, and affordability. STP notes the growing population and emerging growth areas as indicators of why a more interconnected and multi-modal transportation is important. STP addresses a distinct part of the city's transportation system separately and by mode with a Road Network Plan, Pedestrian Plan, Bicycle Network Plan and Transit Strategy.

The goals for the STP are as follows:

1. Access and Mobility: provide for safe, convenient and accessible movement of people, goods and services throughout the City
2. Transportation Choice: provide residents and visitors with attractive choices for moving around the city and connecting with other areas of Metro Vancouver
3. Community and Environment: provide transportation infrastructure and services that enhance quality of life in Maple Ridge and the quality of the natural environments in the city.
4. Affordable Transportation System: provide transportation infrastructure and services in a cost-effective and efficient manner that makes best use of existing facilities and projected resources

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#### *Area Plans*

Maple Ridge area plans focus on specific areas and their unique context to provide a greater level of detail for land use, density, form, character and the pacing of development. The following area plans guide the development of new communities or the redevelopment of existing ones:

- Albion Flats Concept Plan (Endorsed)
- Albion Area Plan
- Hammond Area Plan
- North East Albion Land Use and Servicing Concept Plan (Endorsed)
- Silver Valley Area Plan
- Town Centre Area Plan
- Lougheed Transit Corridor Concept Plan (Endorsed)

In the future, area plans will be developed for the historic communities The Ridge, Port Haney/Haney, Yennadon, Webster's Corners, Whonnock, and Ruskin. Work is currently ongoing to determine the future of the Thornhill neighbourhood.

#### *Other Supporting Documents*

- Design Criteria Manual Design and Construction Documents (2015)
- Five-Year Tourism Strategy (2017)
- Citizen Survey (2020)

## 2.6 ISSUES & OPPORTUNITIES

A number of overarching transportation issues and opportunities have been identified through the technical review of the community context, and by residents and stakeholders. These issues and opportunities include:

- **Maple Ridge has a relatively large land mass with many kilometres of transportation infrastructure.** The City faces unique growth constraints with its topography and agricultural land reserves. The rapidly growing community has an opportunity to better position its transportation network for sustained growth.
- **The City is experiencing growth in greenfield areas, as well as infill along Lougheed Corridor and in the Town Centre.** Maple Ridge has the opportunity to plan for future growth and align its transportation network to serve the needs of these communities. Existing and future residents require safe, reliable transportation. At the same time, increasing density in the Town Centre and along Lougheed Corridor will create opportunities to move more people by walking, cycling, and transit.
- **Steep grades and stormwater management challenges have resulted in challenging conditions in some neighbourhoods.** Steep grades can create challenges for heavy vehicles, cyclists, and pedestrians. In many of established areas of Maple Ridge, roads have rural cross-sections with stormwater flow managed in ditches – this can make it difficult and expensive to deliver some types of transportation infrastructure. Previous work has identified stormwater management challenges that could be addressed holistically alongside transportation gaps.
- **There are populations within Maple Ridge that face unique and intersecting challenges when navigating the transportation system.** People within these groups may be uncomfortable walking, rolling, and cycling due to personal safety concerns, including the threat of discrimination and violence as noted by survey respondents. Some populations – including seniors and youth – can be particularly vulnerable to traffic fatalities and serious injuries. Populations that are socio-economically disadvantaged, experiencing homelessness, or facing other challenges may not have the same level of access to motor vehicles or transit.
- **Maple Ridge schools and subareas with high proportions of youth have more vulnerable road users needing safe and comfortable walking and cycling infrastructure.** Safe and comfortable walking and cycling infrastructure around school supports the health and wellbeing of youth through increased levels of physical activity and mobility. Active transportation infrastructure around schools can also support community access to services and opportunities to gather.

- **The Town Centre is home to a higher concentration of seniors and low-income households.** This area requires investment in accessibility and high-quality transportation infrastructure and services to support these groups as they age in place and support Maple Ridge's economy. Transportation costs are second only to housing as a percentage of household spending in North America, and transportation spending is disproportionately high among low- and moderate-income families. This lack of access to transportation services can limit individual economic development and cause social exclusion. Active transportation is an affordable transportation option that can help all residents participate fully in society, as long as personal safety and accessibility needs are met.

### 3.0 TRAVEL PATTERNS

Understanding the way Maple Ridge residents travel offers evidence and insight as to how to best address current and potential transportation issues. Maple Ridge residents make more than 270,000 trips each day – or around 3.1 trips per person per day – travelling an average of 40 km daily. The average vehicle kilometres traveled per day is 31 km per capita. The number of trips per capita is consistent with the Metro Vancouver average of 3.1 trips per person per day; however, residents of Maple Ridge travel farther on average than residents in other parts of the region, with the Metro Vancouver average being 18.1 km per person per day.

As shown in **Figure 2-1**, the number of trips per day and per capita are increasing over time, in addition to the percentage of trips using automobiles. This section explores where, why, and how residents of Maple Ridge travel.

TRIPS PER CAPITA, 2008-2017

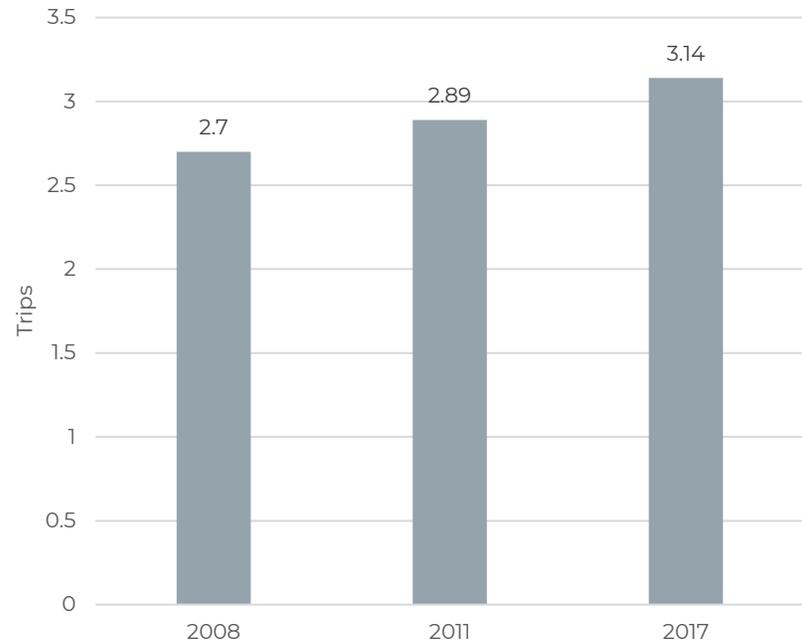


Figure 2-1: Trips per Person per Day

Source: 2008, 2011 & 2017 TransLink Trip Diary)

### 3.1 WHERE DO WE TRAVEL?

As illustrated in **Figure 3-2**, the vast majority of daily trips (68%) originating within Maple Ridge remain within the borders of the City – this means that many residents are able to meet many of their daily needs within the boundaries of Maple Ridge. Another 28% of trips originating in Maple Ridge are destined to locations west or south of the City and use the constrained western gateway around Golden Ears Way / Lougheed Highway or the West Coast Express. The most common destinations outside of the City are Pitt Meadows (6%) and Coquitlam/Port Coquitlam/Port Moody (7%).

There is local travel demand within Maple Ridge that can be served with safe and comfortable walking and cycling infrastructure. Providing direct and attractive transit and cycling connections to key regional destinations can improve mode choice for residents crossing municipal boundaries.

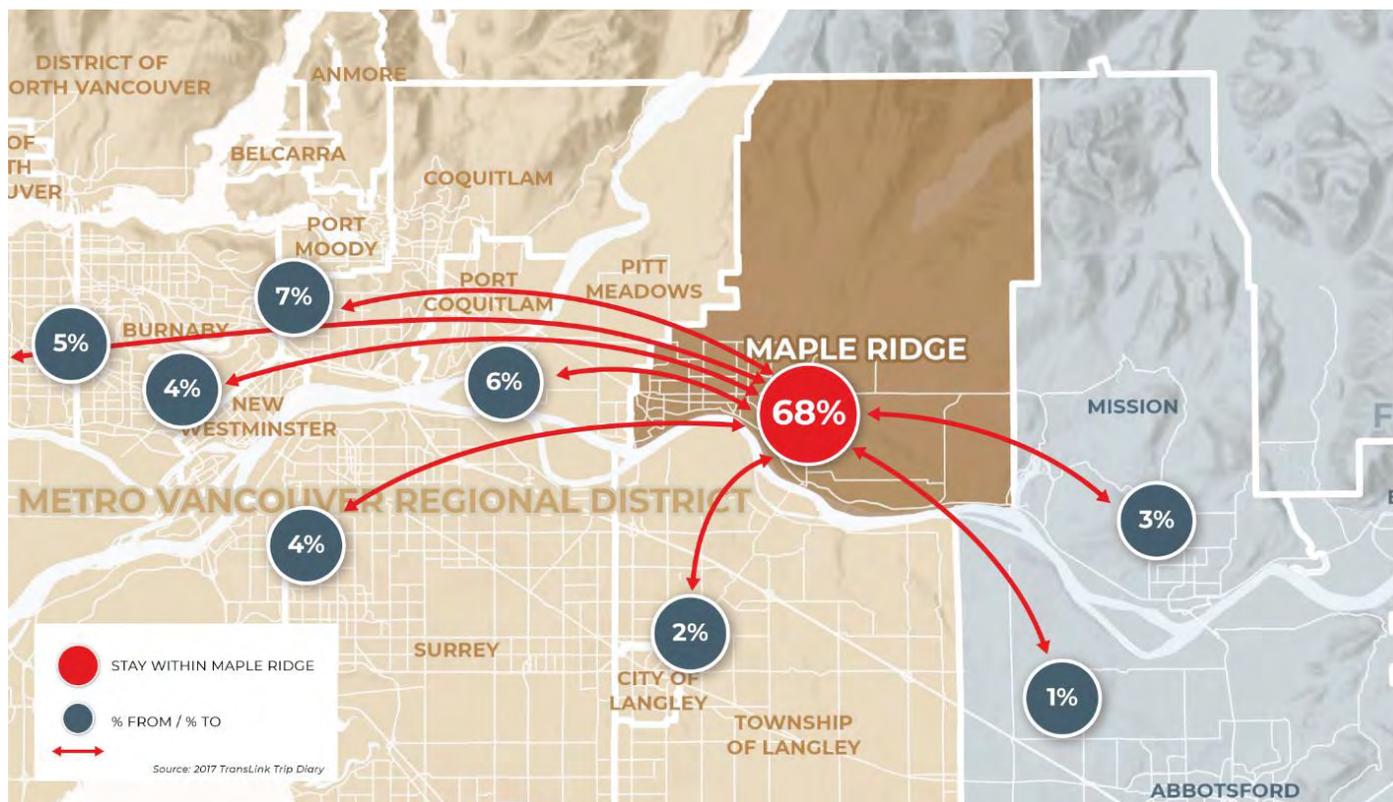
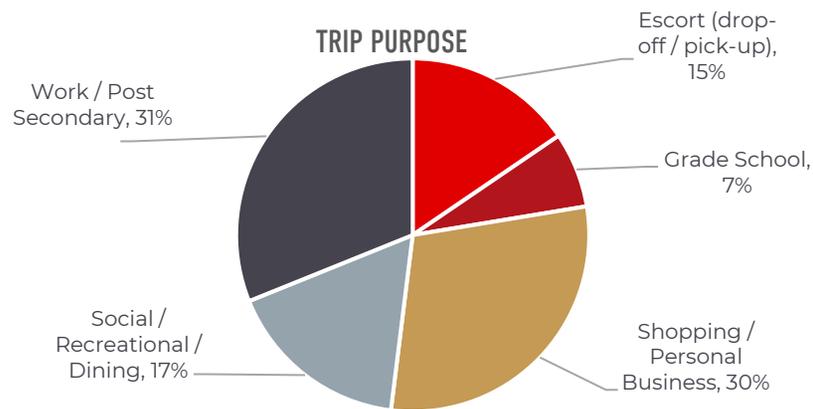


Figure 3-2: Distribution of All Daily Trips Originating in Maple Ridge  
 Source: 2017 TransLink Trip Diary

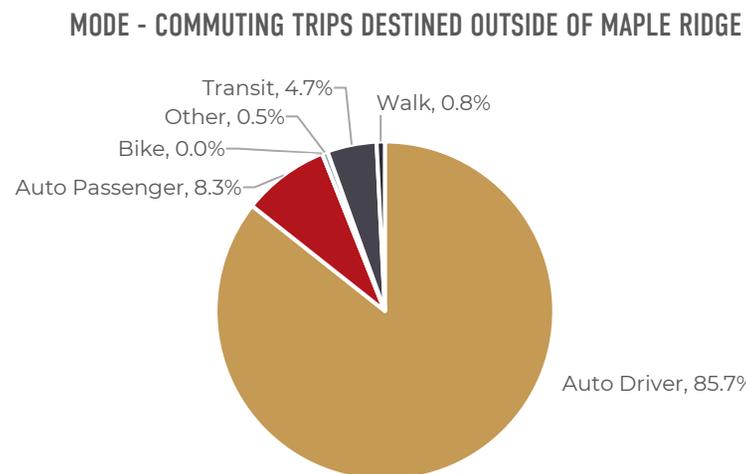
### 3.2 WHY DO WE TRAVEL?

People travel daily to meet many different needs – to work or school, to recreate, to shop, or for some other purpose. The overall travel pattern, including mode of transportation and trip distance, can vary by trip purpose. As illustrated in **Figure 3-3**, most daily trips made by Maple Ridge residents are to work or post-secondary school (31%) and for shopping or personal business (30%). 17% of trips are for social, recreational, or dining purposes. Trips to work or school are typically to consistent locations and during consistent times of day, while trips for social, recreational, dining, shopping, and personal business are typically less predictable and occur throughout the day with some concentration in the afternoon. As explored further below, the distribution of trip purposes is different for each mode – indicating that within Maple Ridge some modes are more comfortable or convenient for some trip types.

Transit is most commonly used for commuting to and from work or post-secondary school - 48% of daily transit trips were for one of these purposes. An additional 24% of daily transit trips were for shopping and personal business and 10% were for social, recreational or dining purposes. A significant number of trips (16%) use transit to and from grade school. However, few residents in Maple Ridge use public transit to commute to other cities for work. Of the 69% of residents that commute to other areas of the Lower Mainland for work, only 5% use transit. There may be an opportunity to increase transit ridership by improving the comfort, efficiency, and reliability of regional transit (see **Figure 3-4**).



**Figure 3-3: Purpose of Trips**  
 Source: 2017 TransLink Trip Diary)



**Figure 3-4: Mode for Commute Trips Destined Outside of Maple Ridge**  
 Source: 2017 TransLink Trip Diary)

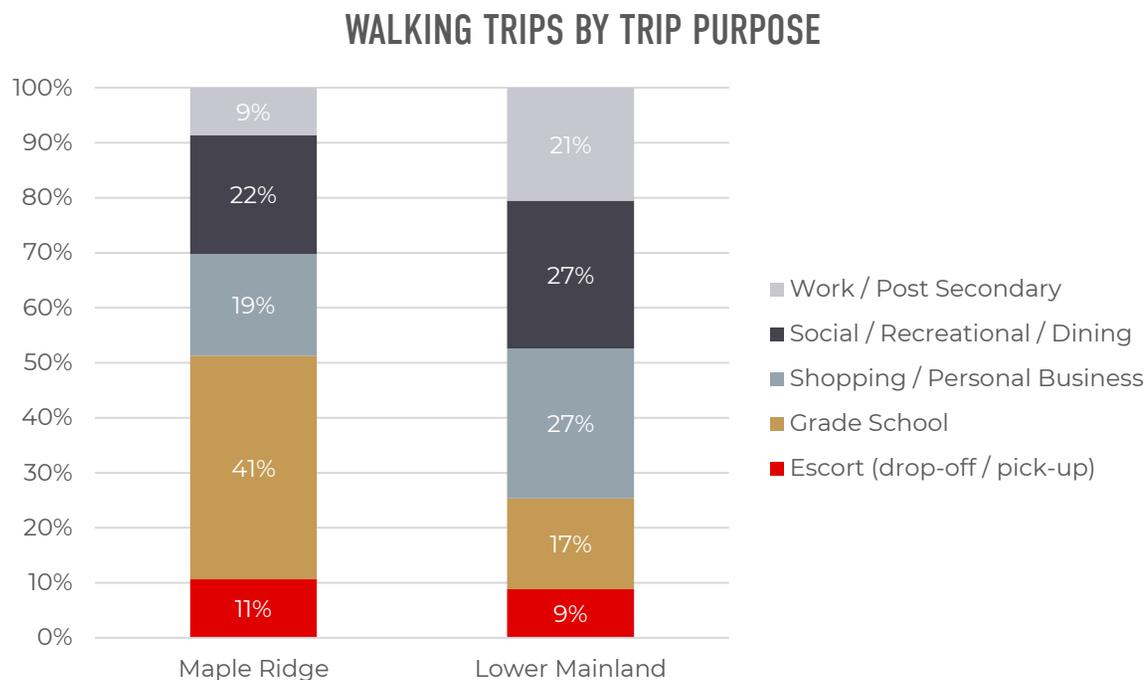
## CITY OF MAPLE RIDGE STRATEGIC TRANSPORTATION PLAN

### STP REPORT #1 – SUMMARY OF EXISTING CONDITIONS

Most walking trips are to and from grade school (41%) and shopping and personal business (19%) – this indicates the importance of providing safe and comfortable walking trips to school and to meet daily needs within neighbourhoods. Only 9% of daily walking trips by Maple Ridge residents were to work or post-secondary school, compared to 21% regionally (see **Figure 3-5**).

Most trips by bike (61%) are for shopping or personal business while 22% of trips are for social, recreational or dining purposes.

Respondents to the STP survey shared that they typically prefer to travel by car, except in the case of exercise or recreation, in which case they prefer to walk (35%) or cycle (18%). Taking transit to work (11%) or school (7%) were the most popular ways to use public transit, and walking was the most common mode after driving or carpool for most destination options.



*Figure 3-5: Walking Trips by Purpose Comparison*

Source: 2017 TransLink Trip Diary)

**CITY OF MAPLE RIDGE STRATEGIC TRANSPORTATION PLAN**  
 STP REPORT #1 – SUMMARY OF EXISTING CONDITIONS

Working age adults (19-64) are most likely to rely on automobiles as their primary form of transportation, using a vehicle for 84% of all trips. As Maple Ridge residents age, the likelihood of being an auto passenger increases. Daily mode share for each age demographic is summarized in **Table 3-1**.

*Table 3-1: Trip Purpose by Age Group*

MODE	0-18	19-64	65-84	85 +
Auto Driver	5%	84%	76%	71%
Auto Passenger	68%	10%	15%	29%
Bike	1%	0%	0%	0%
Other	1%	1%	0%	0%
Transit	4%	3%	3%	0%
Walk	21%	3%	6%	0%

Source: 2017 TransLink Trip Diary)

### 3.3 HOW DO WE TRAVEL?

Based on data from TransLink’s 2017 Trip Diary survey, most daily trips made by Maple Ridge residents are by motor vehicle, including approximately 72% of trips by vehicle drivers and 19% by passengers. Active and sustainable transportation (defined as active transportation such as walking, cycling and transit) makes up approximately 9% of daily trips made by Maple Ridge residents, including walking (5.8%), transit (2.8%), and cycling (0.3%). See **Figure 3-6**.

As shown in **Figure 3-7**, mode share for driving has been increasing over time (from 60% in 2008 to 72% in 2017), while mode share for passengers, transit, walking, and cycling has been decreasing. This is a different trend than most of the Metro Vancouver region, where mode share for driving has been decreasing over time.

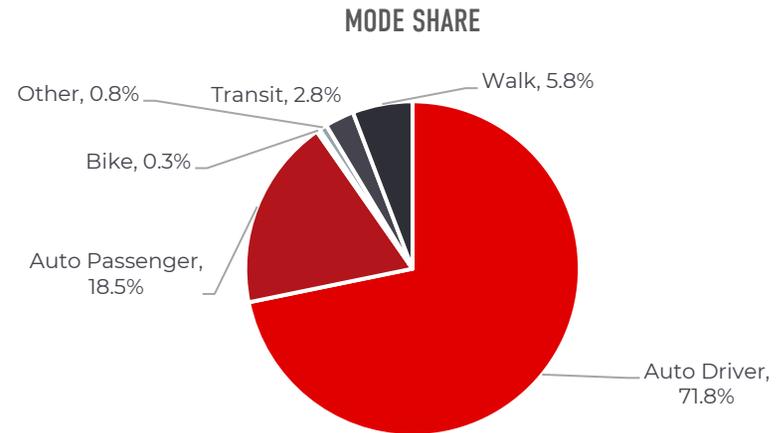


Figure 3-6: Mode Share  
 Source: 2017 TransLink Trip Diary

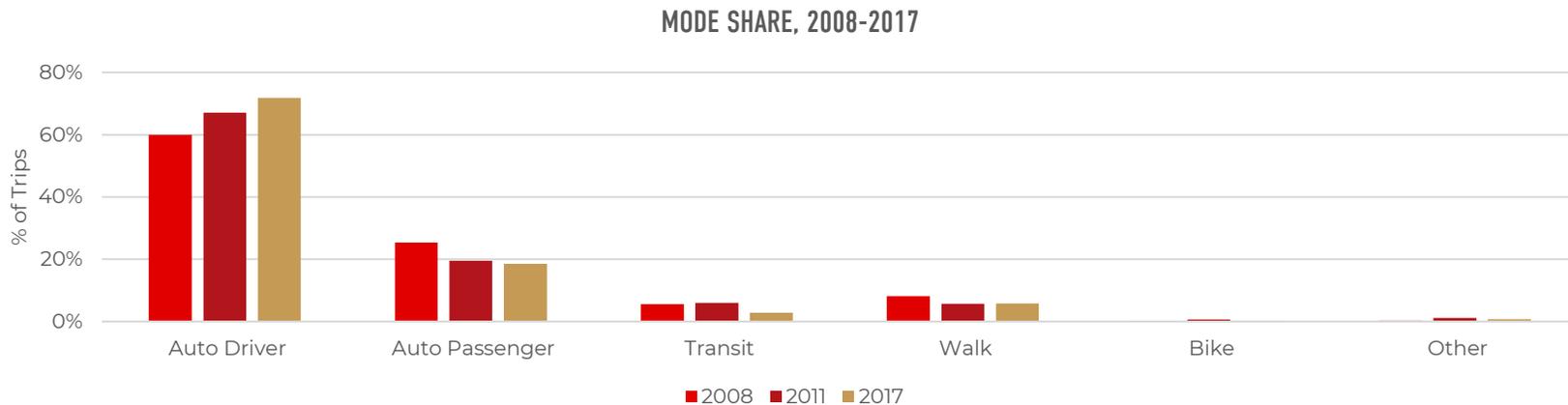
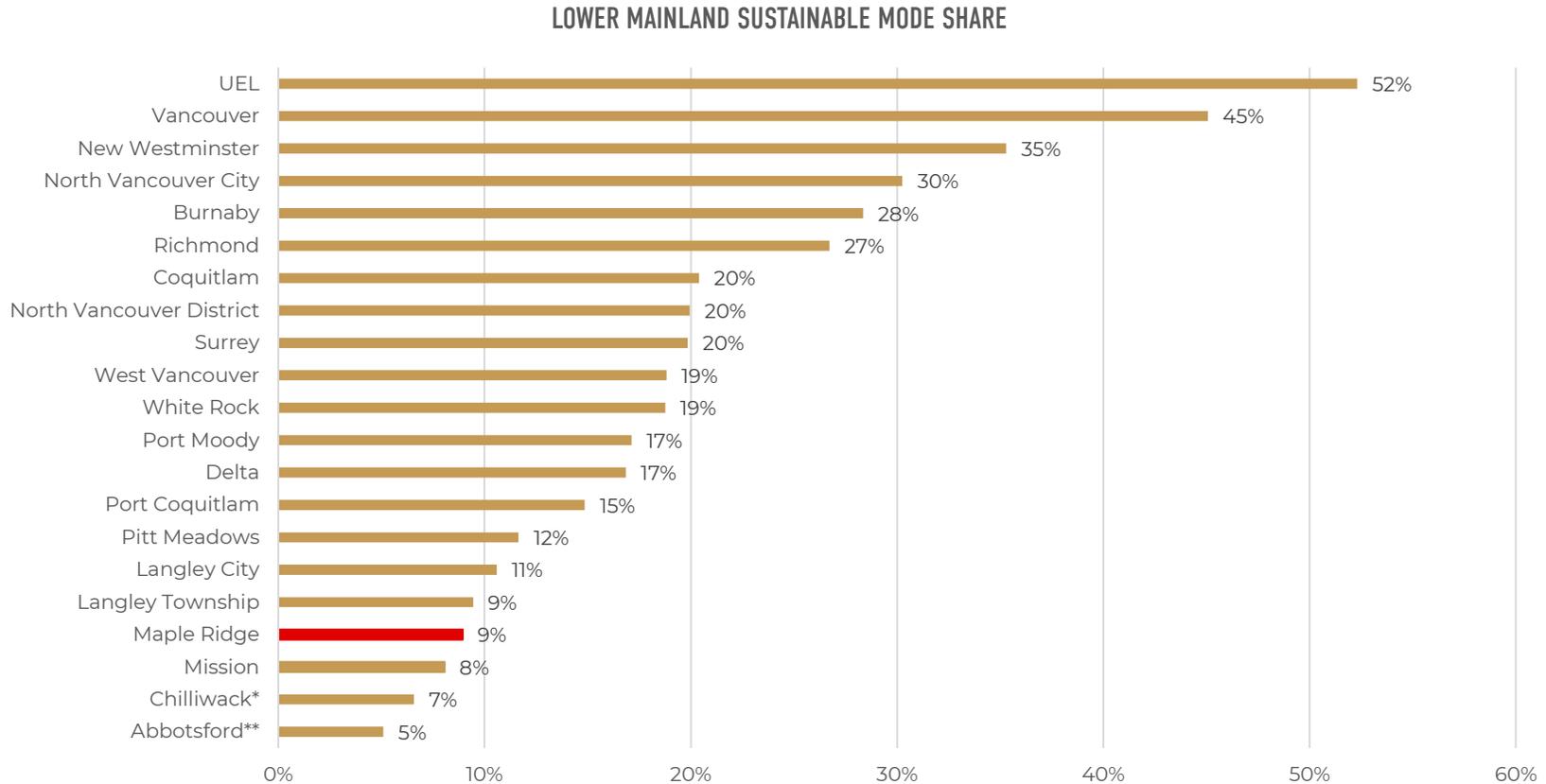


Figure 3-7: Mode Share Proportions Over Time  
 Source: 2008, 2011, and 2017 TransLink Trip Diaries

As illustrated in **Figure 3-8**, the proportion of trips made by walking, cycling, and transit in Maple Ridge (9%) is well below many communities in Metro Vancouver, but comparable with many other communities in the Fraser Valley such as Mission, Abbotsford and Chilliwack.



*Figure 3-8: Proportion of Lower Mainland Trips Made by Sustainable Modes*

Source: 2017 TransLink Trip Diary)

**CITY OF MAPLE RIDGE STRATEGIC TRANSPORTATION PLAN**  
 STP REPORT #1 – SUMMARY OF EXISTING CONDITIONS

The mode share to work by sustainable transportation modes is different in different parts of Maple Ridge. As illustrated in **Figure 3-9**, the Town Centre, West Maple Ridge, Hammond, South Allouette, and Central Maple Ridge have the highest sustainable transportation mode shares for travel to work and the lowest driving mode share. These areas also have the highest population densities, a mix of residential and commercial uses, and are along the most frequent transit corridors.

Low density throughout much of Maple Ridge may be a contributing factor to the high auto mode share and average daily travel distance. As land uses intensify and more jobs and services are available locally, the average trip distance and auto mode share can be expected to decrease. Increasing density will also improve the business case for continued investment in rapid transit service to Maple Ridge.

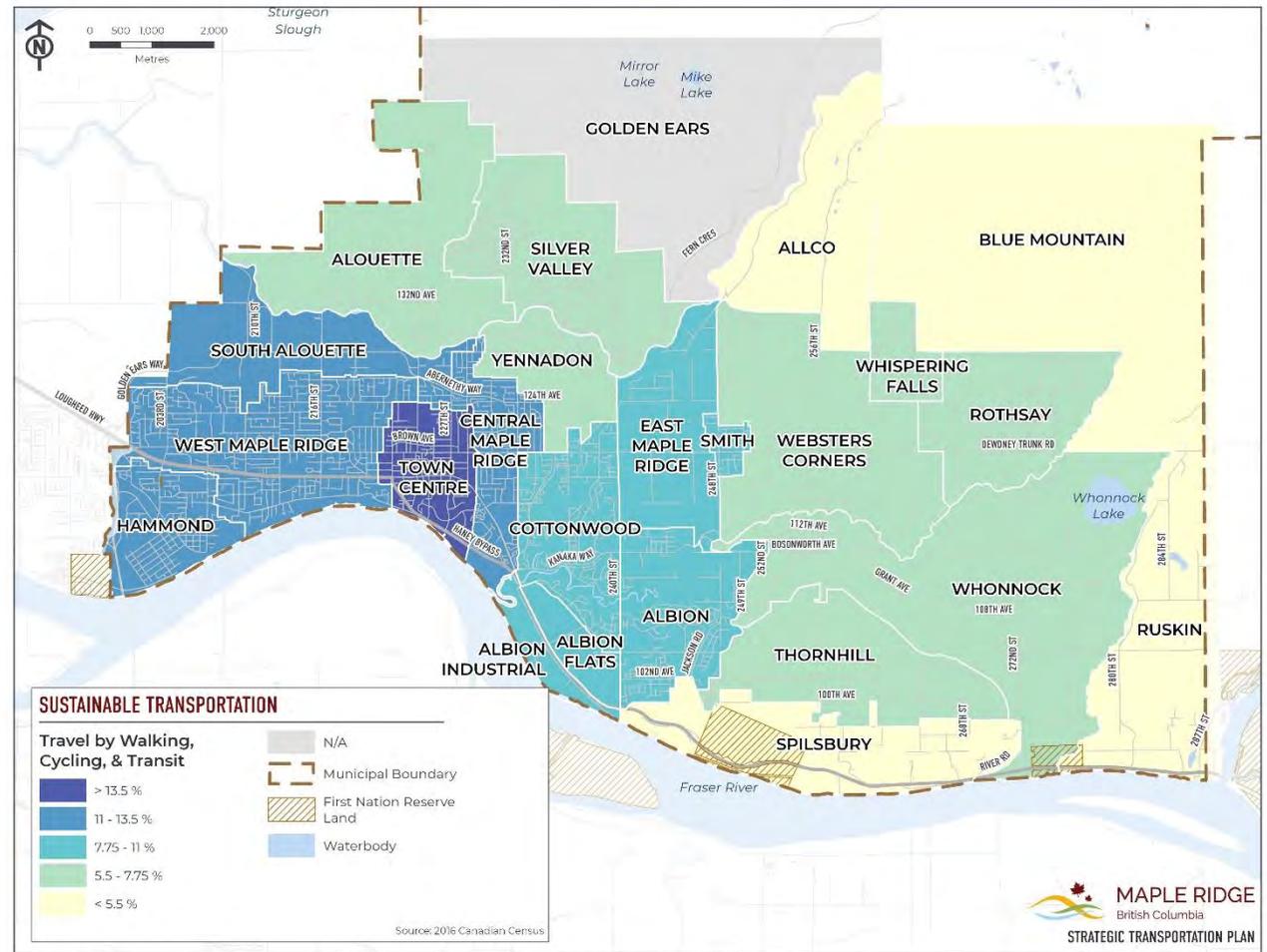


Figure 3-9: Sustainable Transportation Mode Share

## CITY OF MAPLE RIDGE STRATEGIC TRANSPORTATION PLAN

### STP REPORT #1 – SUMMARY OF EXISTING CONDITIONS

Average distance for individual trips varies significantly based on the mode of transportation and trip purpose – Maple Ridge residents traveled an average of 13.9 kms per trip when driving, 24.6 kms per trip when taking transit and 1 km per trip while walking.

Although the average distance for driving trips is 13.9 kms, this masks the significant variation in driving trip distances, as 43% of all driving trips are less than 5 kms. The distribution of trip distances for driving trips is illustrated in **Figure 3-10**. Trips less than 2 km can be comfortable walking trips, while trips less than 5 km can be within a comfortable range for cycling. Emerging transportation technology that uses lightweight electric powered vehicles – including e-bikes and e-scooters have a longer range of comfortable trips. The implications emerging technology are discussed further in Section 8.

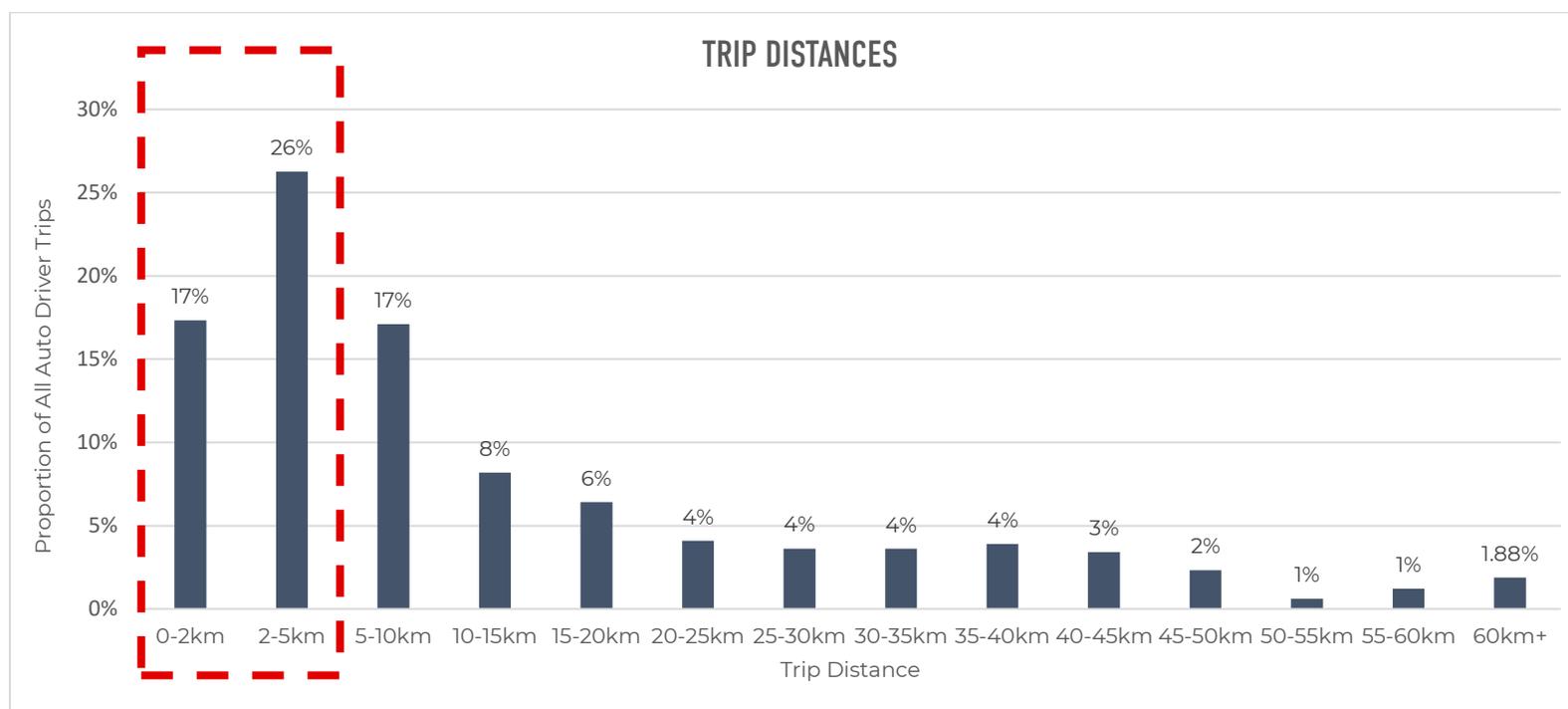


Figure 3-10: Proportion of Trip Distances Made by Maple Ridge Auto Drivers

Source: 2017 TransLink Trip Diary

### 3.4 HOW HAS COVID CHANGED TRAVEL PATTERNS?

In cities across North America, travel patterns changed dramatically as a result of the COVID-19 pandemic. Many cities around the world saw drastic decreases in both motor vehicle traffic volumes and transit use, both of which often decreased by 50% or more. Local data exploring changes in mobility patterns during COVID is limited; however, regional traffic count data indicates that daily traffic volumes returned to within 10% of pre-pandemic levels by May of 2020. Daily patterns and mode choice remain altered at the time of writing of this report – morning and afternoon peak period traffic volumes over major crossings remain lower than historic levels and transit ridership remains suppressed.

The average daily traffic volumes by month from the MOTI’s permanent traffic count on Lougheed Highway west of Pitt River Bridge suggest a similar pattern. As shown in **Figure 3-11**, while the traffic volumes were 8% higher in February 2020 than in 2019, they began to drop significantly starting from March and were 32% down in April compared to 2019. Traffic volumes returned to within 5% of 2019 levels by August before dropping again in the fall. Beginning in 2021, daily traffic volumes continued to trend towards historic levels and were only 3% lower than 2019 in the month of June. The impact of changing health guidance on travel patterns in fall of 2021 is to be determined.

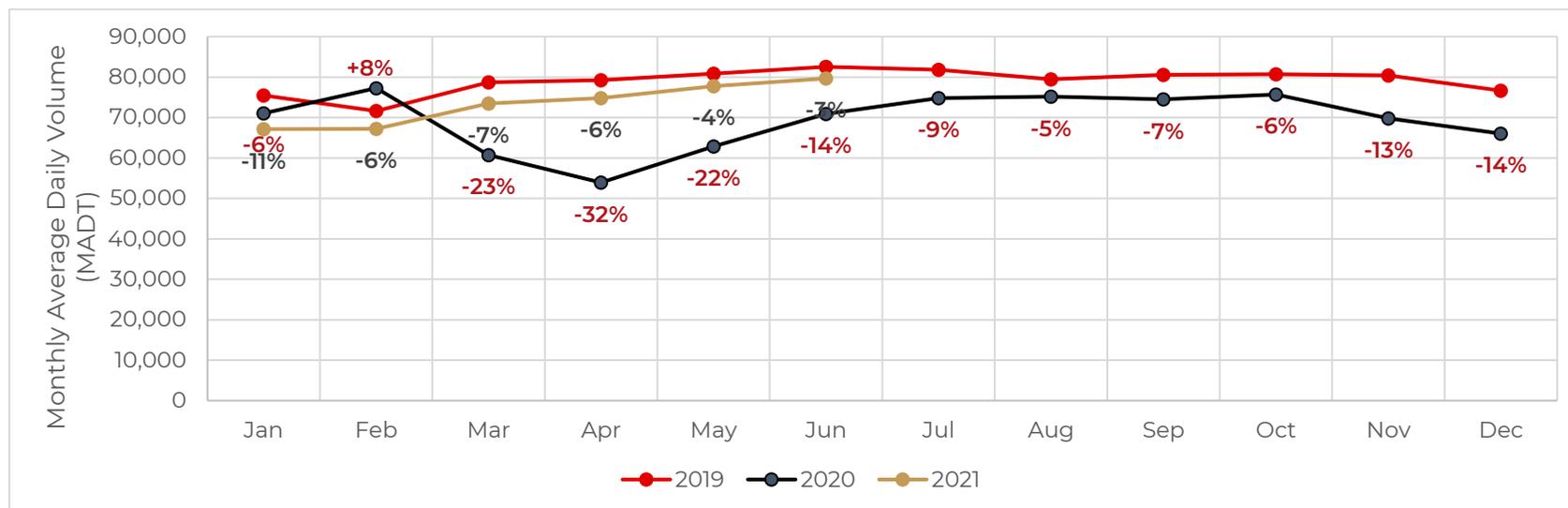


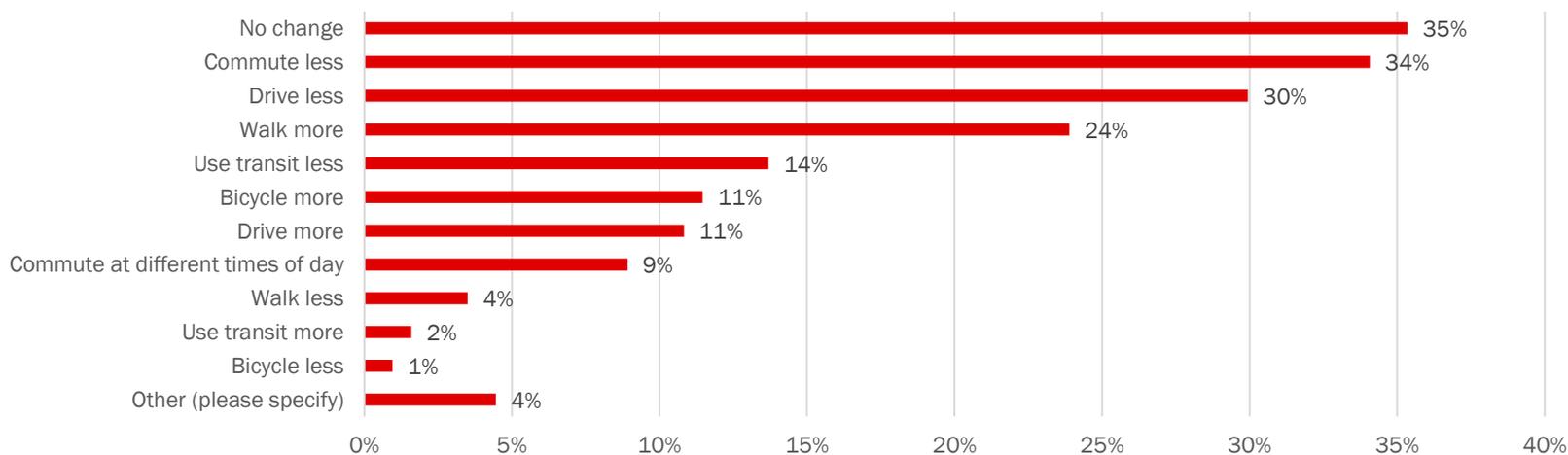
Figure 3-11: 2019 vs. 2020 Average Daily Traffic Volume Comparison (Lougheed Highway West of Pitt River Bridge)

Source: MOTI Permanent Traffic Counts (P-17-10EW)

## CITY OF MAPLE RIDGE STRATEGIC TRANSPORTATION PLAN

### STP REPORT #1 – SUMMARY OF EXISTING CONDITIONS

A traffic volume comparison for the City's road network where data is available also suggests a similar pattern. In addition, it was observed that morning traffic had a much more significant reduction than afternoon traffic volumes. At 132 Avenue west of 210 Street, the January 2021 counts were approximately 30% less than the October 2019 counts in the morning peak between 6:00 to 9:00 am and are only 5% lower in the afternoon peak period between 3:00 to 6:00 pm. Given that the traffic volumes are typically lower in January than October, the volume difference will likely be less when comparing the same month. Similarly, at 128 Avenue west of Laity Street, a comparison of the January counts in 2020 (pre-COVID) and 2021 (COVID) shows that the traffic volumes only reduced by 8% in the morning peak period and even increased by 14% in the afternoon peak period. These patterns align with the regional trends which are likely due to changes in travel behaviours. For example, the region has seen fewer commuting trips in the morning because of working from home and more trips in the afternoon for personal business purpose.



*Figure 3-12: Changes to Travel Patterns due to COVID-19*

As illustrated in **Figure 3-12**, the public consultation survey for the STP indicates that 34% of respondents commute less than they did before COVID-19. Respondents also reported driving less (30%), walking more (24%), and using transit less. COVID-19 has changed the ways we interact with our communities and use transportation infrastructure. Although the permanent impact on travel patterns remains uncertain, there may be opportunities for lasting reductions in commute travel for some population segments during peak periods and more overall demand for neighbourhood active transportation infrastructure.

### 3.5 ISSUES & OPPORTUNITIES

A number of overarching transportation issues and opportunities have been identified through the technical review travel patterns, and by residents and stakeholders. These issues and opportunities include:

- **The growing number of trips and mode shift towards driving are increasing pressure on the road network.** The number of vehicle trips originating in Maple Ridge has grown faster than population due to a growing number of trips per capita and increasing driving mode share. This is different than the trend throughout much of the rest of Metro Vancouver and challenges the City’s ability to provide reliable transportation networks. Growing driving trips also limit the City’s ability to meet it’s climate change targets.
- **There is an opportunity to increase the number of trips that can be made by walking, cycling, and transit, since most trips are local and many are within 5 km.** The majority of trips by Maple Ridge residents are local to the City (68%) and more than a third of driving trips are within 5 km. Many trips are already staying within the City and there is an opportunity to improve mode choice by investing in the safety and comfort of the walking, cycling, and transit networks.
- **Most trips originating in Maple Ridge that leave the City are destined to the west and south, putting pressure on the western gateway.** Approximately 28% of all trips originating in Maple Ridge are destined to communities to the west and south and travel through the western gateway around Lougheed Highway and Golden Ears Way or on the West Coast Express. Capacity constraints at the western gateway contribute to delay and low reliability, particularly during peak hours. **The COVID-19 pandemic has created an opportunity to sustain shifts towards working from home for some people, some of the time, and to increase shorter, local trips by active transportation throughout the day.** Residents who continue to work from home – fully or part-time – will reduce peak hour vehicle trips on the road network. These residents may rely more on walking and cycling to local destinations to meet their daily needs, supporting local businesses and requiring strong active transportation connections to local destinations. More than a third of STP survey respondents indicated that they commuted less in Spring 2021 than they did pre-pandemic, while 30% walk more.

## 4.0 WALKING & ROLLING

**Walking, including using a mobility device, is the most fundamental form of transportation.** Walking is a part of every trip, whether that trip is made by car, transit, or bicycle. If suitable conditions exist within a community – such as having a complete, connected sidewalk network and major destinations nearby to where people live – walking can also be a convenient alternative to the automobile for almost all short trips. Increasing the proportion of trips made by walking can help reduce automobile dependence and GHG emissions, improve public health outcomes and help to create more liveable and vibrant communities.

Walking accounts for almost 6% of all trips by residents of Maple Ridge. Beyond this, 17% of all driving trips are 2 km or less and areas where density is increasing will see more opportunity for short, walking trips. Survey respondents indicated that building more comfortable, well-lit sidewalks and pathways would encourage more walking trips. The STP will seek to identify meaningful investments in infrastructure and policies that will make walking safer and more comfortable. This section of the existing and future conditions report outlines how existing policy is expected to shape the future of walking in Maple Ridge, identify existing infrastructure, and assess issues and gaps.

### 4.1 POLICY CONTEXT

The policy documents reviewed earlier include policies and guidance for the delivery of walking infrastructure in Maple Ridge. This guidance is highlighted below:

- **Maple Ridge's OCP** Principle 45 states that “Citizens value a pedestrian friendly environment that includes a trail network for horses, walking and cycling for recreation and access to amenities, employment, and services”. Its objectives support an integrated, multi-modal transportation system that includes walking.
- **The Maple Ridge-Pitt Meadows ATP** identified several walking issues. For example, the ATP notes that there are gaps in the sidewalk network along the new R3 RapidBus corridor, as well as north-south connections to planned future RapidBus stops. In addition, there are limited pedestrian facilities along several corridors, including the MoTI owned Haney Bypass, which sees high speeds, making it difficult to cross safely. Safety issues include visibility, lighting near transit stops, vehicle speed, safe crossing opportunities, and long distance between designated crosswalks.
- **Subdivision Bylaw No. 4800-1993** stipulates sidewalk requirements for each roadway classification. All urban through roadways and all roadways in commercial zones require sidewalks on both sides. Exceptions may be granted for local roads if the road is not a pedestrian link to a destination or a continuation of a road with two sidewalks. Limited urban local roads,

some local roads within Silver Valley, and cul-de-sacs require a sidewalk on only one side. The minimum clear width of sidewalks is 1.5 m, except for in exceptional circumstances where a clear width of 1.2m is allowed around permanent features, subject to the approval of the Municipal Engineer. Typical specifications call for monowalks (sidewalks without boulevards to separate pedestrians from traffic and / or parking lanes) on local and collector roadways and separated walks with boulevards on urban arterial roadways. Sidewalks are not required on rural roadways.

- **Neighbourhood plans** each have specific guidelines for walking infrastructure, as explored below:
  - **Albion Flats Concept Plan (Endorsed)** aims to promote mobility choice through active transportation options such as a waterfront trail, trails and a green link, as well as mixed-use density that supports employment, commercial and residential development on the current Agricultural Reserve Land.
  - **North East Albion Land Use and Servicing Concept Plan (Endorsed)** envisions residential pockets nestled between existing watercourses, linked by a network of pathways and trails, including a Spine Trail that connects the northern part of the area to a newly built school and park.
  - **Town Centre Area Plan** identifies several new pedestrian infrastructure projects that support the Green Corridor Network and the Waterfront Network, such as the Civic Area Ring Route, Civic Core Pedestrian Network, Connective Pedestrian Network, proposed Greenway Trails, and a Boardwalk along the water. The Civic Core Ring Route and Civic Core Pedestrian Network aims to create wide, pedestrian-friendly sidewalks with street trees, hanging baskets, and wayfinding signage. The Connective Pedestrian Network should be designed to enhance the pedestrian experience with separated sidewalks on both sides of street, street trees, and wayfinding signage. The Secondary Ring Route will include separated sidewalks on both sides of the street, street trees, and wayfinding signage.
  - **Lougheed Transit Corridor Concept Plan (Endorsed)** aims to create walkable places and greenway destinations through Neighbourhood High Streets. Four high streets have been identified in the plan that connect Dewdney Trunk Rd and Lougheed Highway at 203 St, 207 St, Laity Street and 216 Street. They are intended to provide enjoyable routes that link local bus services on Dewdney Trunk Road to regional bus routes on Lougheed Highway, and are focal mixed-use areas that function with the node. The plan also includes the West Ridge Greenway to connect the Town Centre to the western City boundary. The greenway will support pedestrian and cycling movement continuously from 202 Street to 224 Street and will permit vehicular traffic between 203 and 207 Street, between 210 and Laity Street, and east of 216 Street.

The Lougheed Transit Corridor Concept Plan notes several new pedestrian connections:

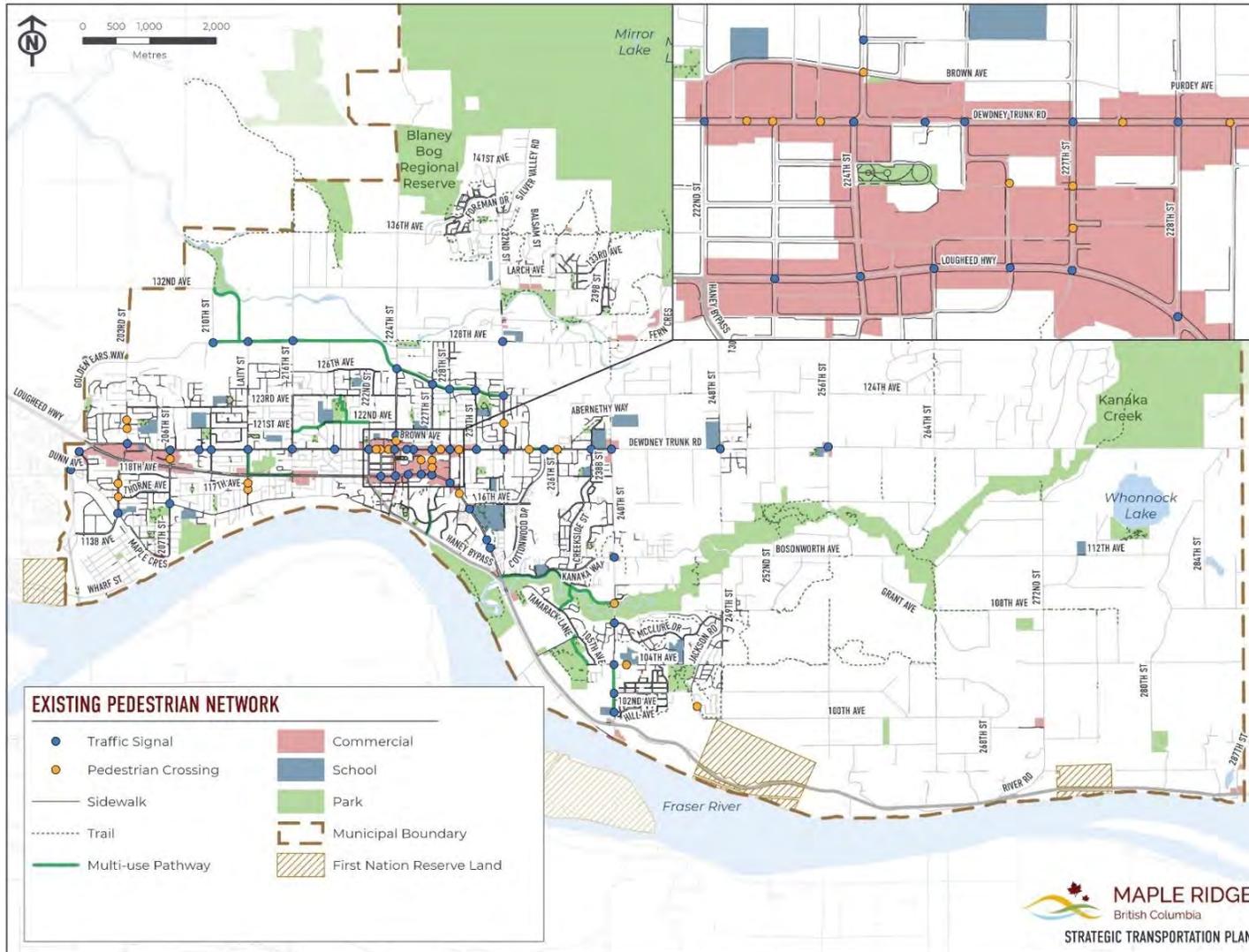
- Pedestrian and cycling connection across McKenney Creek
- Pedestrian connection from Cook Avenue neighbourhood south to Lougheed Highway
- Pedestrian connection at Howison Avenue to Lougheed Highway.
- Pedestrian connection from Bruce Avenue and Patterson Avenue to Lougheed Highway
- North-south trail along McKenney Creek 10. North-south trail along Katzie Slough

## **4.2 EXISTING INFRASTRUCTURE**

The pedestrian network includes infrastructure elements used by pedestrians, such as sidewalks and crossings (at intersections and elsewhere) trails, and multi-use pathways. Sidewalks are typically located parallel to a roadway and form the backbone of a well-connected walking network. Based on current design standards, sidewalks are typically concrete and at least 1.5 m wide, except in areas where higher pedestrian activity is expected. There are some exceptional circumstances where a clear width of 1.2m has been permitted. As development standards have changed over the years, neighbourhoods built during different decades have different standards for sidewalk location and presence.

**Figure 4-1** illustrates the existing pedestrian infrastructure within Maple Ridge.

CITY OF MAPLE RIDGE STRATEGIC TRANSPORTATION PLAN  
 STP REPORT #1 – SUMMARY OF EXISTING CONDITIONS



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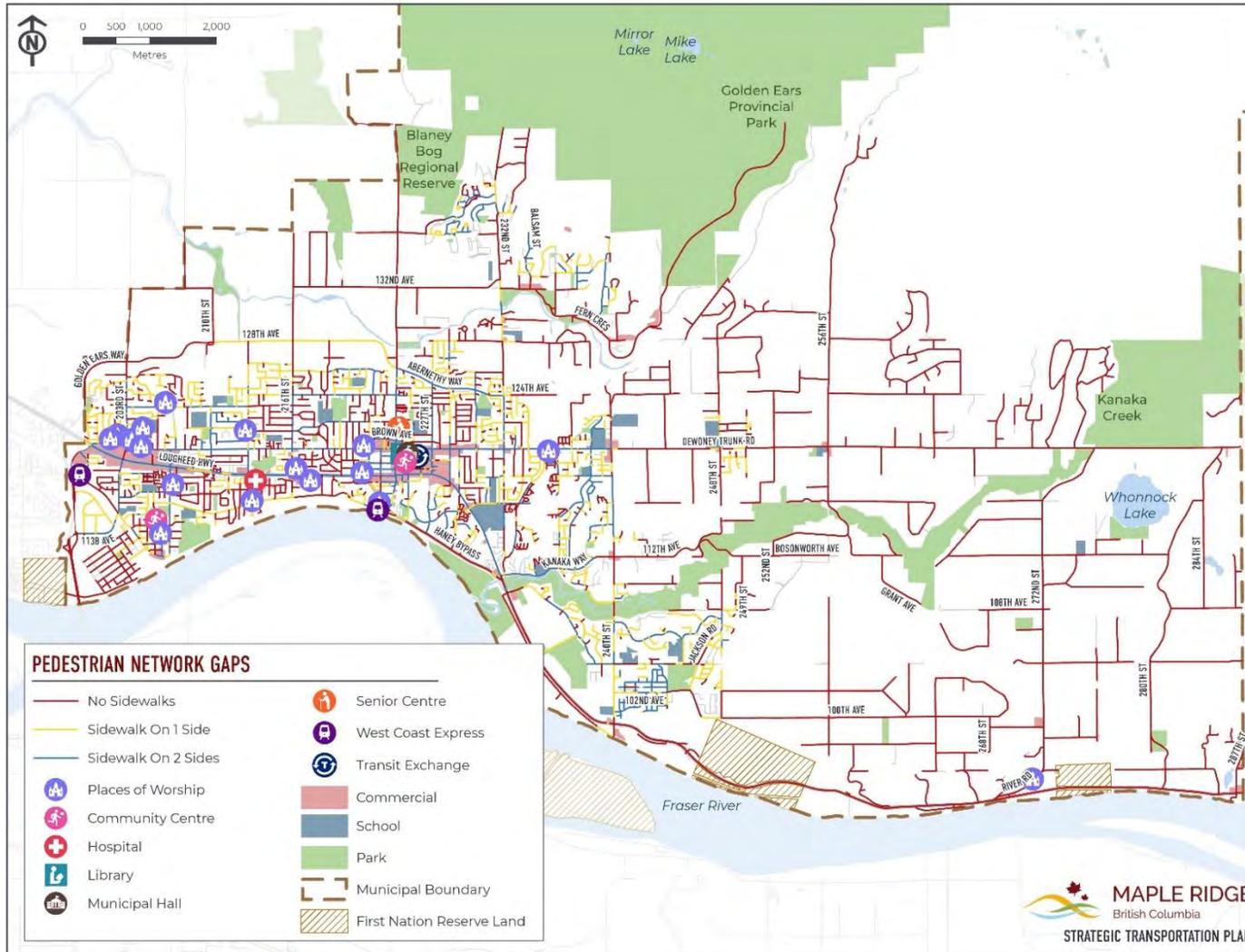
Figure 4-1: Pedestrian Network

### 4.3 ASSESSMENT

The overall assessment of walking infrastructure found that approximately 35% of roadways in Maple Ridge have pedestrian facilities (sidewalks or multi-use pathways) on one or both sides of the street. Collector and major collector streets have the greatest percentage of streets with pedestrian facilities on one or both sides (63%), while most local streets and rural roads do not have any sidewalks. Traffic signals and pedestrian crossings within Maple Ridge are concentrated in the Town Centre and along major corridors, including Dewdney Trunk Road, Lougheed Highway, 203<sup>rd</sup> Street, 128<sup>th</sup> Street/Abernethy Way, and 240<sup>th</sup> Street. Most crossings have curb-ramps though tactile surface indicators are not present at all intersections. Through the STP survey, respondents identified that building more sidewalks, trails, and pathways and improving lighting would encourage them to walk more, indicating that the gaps in walking infrastructure and lack of lighting are preventing people from choosing walking as a mode of transportation.

As noted previously, safe and comfortable pedestrian connections are particularly important around community destinations and transit stops and stations. The Town Centre and other community destinations, such as schools, parks, and community centres are all expected to generate higher levels of pedestrian activity, especially if connected and accessible pedestrian infrastructure is in place. City-wide pedestrian network gaps are illustrated in **Figure 4-2**.

**CITY OF MAPLE RIDGE STRATEGIC TRANSPORTATION PLAN**  
 STP REPORT #1 – SUMMARY OF EXISTING CONDITIONS



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Figure 4-2: Sidewalk Coverage

## CITY OF MAPLE RIDGE STRATEGIC TRANSPORTATION PLAN

### STP REPORT #1 – SUMMARY OF EXISTING CONDITIONS

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The Town Centre is a particularly important pedestrian area – it contains a number of community destinations, is the terminus of the R3 RapidBus, includes the Port Haney West Coast Express Station, and has a high density of seniors and low-income households. While most streets with commercial land uses in the Town Centre have sidewalks both sides of the street, the surrounding residential area has a number of local and collector roads that have one or no sidewalks.

Sidewalk coverage within the walkshed of transit is important for comfort and accessibility. There are gaps in the sidewalk network along the R3 RapidBus corridor along Lougheed Highway, as well as gaps in the arterial, collector, and local networks within the walkshed of the RapidBus and West Coast Express stations. This area also includes the Ridge Meadows Hospital. Accessible walking connectivity between the hospital and the surrounding neighbourhood is mixed; however, there are sidewalks consistently between the Laity R3 RapidBus station and the Ridge Meadows Hospital. There are also gaps around schools and community destinations in this area.

Neighbourhoods with historic and rural characteristics lack sidewalks. These neighbourhoods were built before standards were updated to include sidewalk requirements. Many have rural cross-sections without curb and gutter and some face additional drainage issues. Because of the network density and proximity to community destinations, including schools, parks, and community centres, as well as access to frequent transit service, improving sidewalks in these neighbourhoods can make walking a desirable mode choice for short trips.

Sidewalks in Port Hammond are largely limited to one side of the road on the roads that intersect with Maple Crescent and provide access to the neighbourhood. Around 216<sup>th</sup> Street, recent work has been done to provide pedestrian infrastructure to Maple Ridge Secondary School; however, much of the rest of the neighbourhood has sidewalk gaps, particularly west of 216<sup>th</sup> Street and north of 124<sup>th</sup> Avenue.

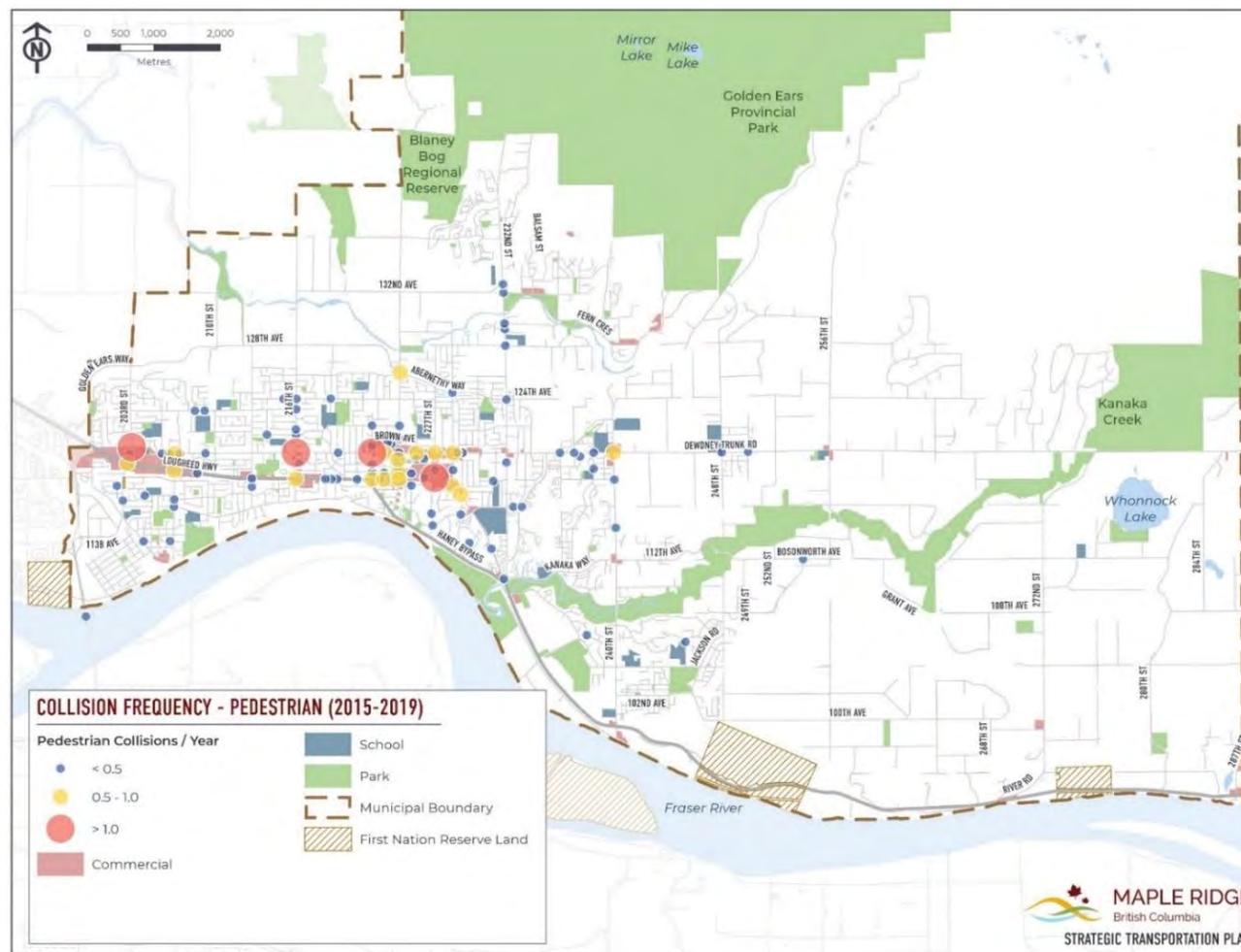
Some MRN and arterial corridors in rural and emerging neighbourhoods have limited sidewalk infrastructure. As the population has grown in the surrounding area, traffic volumes have also grown on these corridors. Some of these roadways have unpaved gravel trails adjacent to the roadway or paved shoulders that provide some space for pedestrians. Growing traffic volumes can make walking on the shoulder uncomfortable and impact safety. 232<sup>nd</sup> Street, Fern Crescent, and 132<sup>nd</sup> Avenue have no sidewalks and have experienced growing traffic volumes. Dewdney Trunk Road connects the Garabaldi School and the surrounding neighbourhood to other destinations and does not have sidewalks east of 240<sup>th</sup> Street and there are also gaps along 240<sup>th</sup> Street, which is an arterial or MRN road and has been historically identified as a connection to the extension of Abernethy Way and on to Silver Valley.

# CITY OF MAPLE RIDGE STRATEGIC TRANSPORTATION PLAN

## STP REPORT #1 – SUMMARY OF EXISTING CONDITIONS

**Figure 4-3** illustrates the frequency of collisions at locations where there was a pedestrian involved in a vehicle collision between 2015 and 2019. Pedestrian collisions are relatively infrequent, however collisions involving pedestrians are more likely to result in injury or death than those involving only vehicles. The red dots identify locations where there was at least one pedestrian collision per year over five years.

Locations with higher traffic and pedestrian volumes are more likely to have more pedestrian collisions. The highest frequency of pedestrian collisions occurs in the Town Centre, along Lougheed Highway, and in commercial areas. There are also clusters of pedestrian collisions around schools and locations with limited sidewalks and pedestrian infrastructure.



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**Figure 4-3: Pedestrian Collision Frequency**

Source: 2015-19 ICBC Collision Data

## 4.4 ISSUES & OPPORTUNITIES

Issues and opportunities concerning walkability and walking experience in Maple Ridge identified through the technical work and consultation with stakeholders and the public include:

- **Some common destinations, including transit stops, parks, schools, community facilities, and commercial areas have sidewalk gaps and / or sidewalks on only one side of the roadway.** These sidewalk gaps create barriers to walking, even when the land use context supports it. Network gaps create barriers for those who cannot or choose not to drive, reduce the safety of walking, and limit access to transit. These issues can be especially critical for vulnerable populations, including low-income families, youth, and seniors. The majority of respondents to the STP survey (53%) indicated that the lack of sidewalks or pathways was the biggest challenge to walking in Maple Ridge.
- **Filling in pedestrian network gaps in established neighbourhoods can be challenging.** Higher quality pedestrian infrastructure in newer neighbourhoods are delivered by developers. However, providing sidewalks and amenities in established neighbourhoods can be more challenging. Completing the sidewalk network through infill development is likely to result in a disconnected, piecemeal network. On local and collector roads, the City should work to strategically implement new sidewalks in areas of higher pedestrian demand, including along streets that provide access to frequent and rapid transit, schools, seniors centres, community centres, parks, hospitals and other neighbourhood destinations.
- **There is an opportunity to align with regional priorities to improve walking in and around regionally significant destinations.** The Area Transport Plan recommends improving pedestrian connectivity, safe crossing, lighting, and accessibility near the R3 RapidBus, along FTN corridors, near the West Coast Express Stations, in the Town Centre, along the MRN, and approaching the Golden Ears Bridge. Some of these areas align with existing issues identified in this section and there is an opportunity to collaborate with other agencies to address existing gaps.
- **Limited crossing opportunities on some busy roadways can create safety concerns and additional barriers to walking.** Providing crossing locations where sidewalks and multi-use trails cross major roadways can help to support a connected pedestrian network.

- **Sidewalk and pedestrian infrastructure design standards do not meet current provincial best practices and may not result in the type of infrastructure that best supports walking in Maple Ridge.** Some types of roadway are permitted to be constructed without any pedestrian infrastructure and others require sidewalk on only one side. This results in some emerging communities that have incomplete pedestrian networks. There is an opportunity to revisit design standards and requirements to ensure that they are contributing to the City meet it's vision and goals. Standards to consider may include sidewalk or pathway location, width, the presence of a buffer between the motor vehicle lane and the sidewalk, and features that make the pedestrian network accessible (curb ramps, tactile indicators, etc.).
- **Poor street lighting has been identified as an area of concern for residents and may negatively impact pedestrian comfort and safety.** Personal safety and intersection safety were noted by STP survey respondents as being walking issues and 37% of respondents indicated that they would walk more if sidewalks and pathways were well lit. Fear of crime and a desire for better lighting were identified in a number of the written comments and at locations throughout the City as being challenges for walking.
- **There is an opportunity to deliver more trails and pathways that meet both recreational and transportation needs.** STP survey respondents (42%) indicated that building more trails and pathways would make them more likely to walk. The City has access to high quality natural resources and recreation areas and existing area plans prioritize providing trails and greenways in key locations.
- **Installation of new sidewalks require a curb and storm drainage for many older established areas in the city, which can be costly and have environmental impacts.** Existing drainage ditches make sidewalk construction difficult in some areas. Costs associated with these types of new sidewalk installations in established areas can be significant due to the corresponding infrastructure required to manage the changes in drainage. This type of work also requires environmental assessments and potential mitigation measures. The City is planning to improve drainage infrastructure on the Fraser River escarpment over time, creating an opportunities to improve sidewalk coverage in parallel with other work.

**Figure 4-4** summarizes the walking issues and challenges identified by respondents through the STP survey.

WHAT ARE THE MAIN ISSUES AND CHALLENGES FOR WALKING IN MAPLE RIDGE?

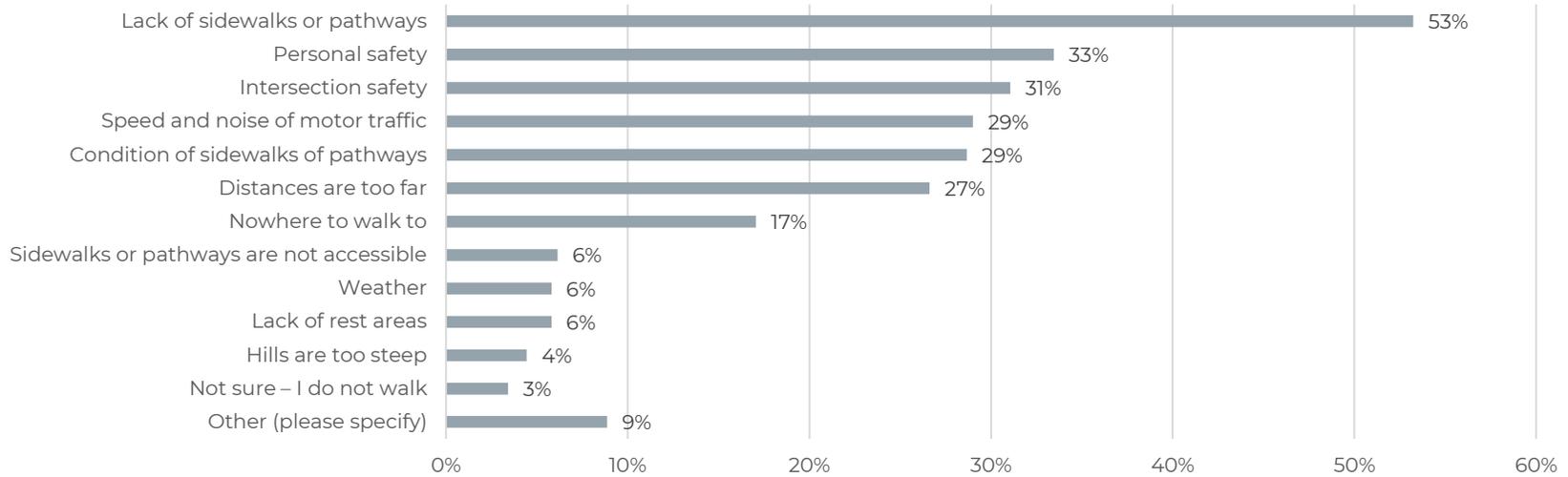


Figure 4-4: Walking Issues and Challenges

## 5.0 CYCLING

**Cycling can be an attractive transportation option, as it is convenient, relatively low cost, and for shorter trips can be a practical alternative to vehicle travel.** Cycling has several benefits to individuals, the community, and the environment. Cycling is enjoyable, efficient, affordable, healthy, sociable, and a sustainable form of transportation. There is a high potential for growth in cycling for transportation and recreation in Maple Ridge, due to the City's natural beauty and access to outdoor amenities and regional parks. Cycling accounts for less than 1% of all trips by residents of Maple Ridge and has been relatively stable over time. While some survey respondents indicated that they had no interest in cycling (30%), others reported they would be more likely to cycle if there was a complete, connected cycling network that was properly maintained year-round. The STP will seek to identify where and how to focus improvements to cycling infrastructure and policy. This section of the existing and future conditions report outlines how existing policy is expected to shape the future of cycling in Maple Ridge, identify existing infrastructure, and assess issues and gaps.

### 5.1 POLICY CONTEXT

The policy documents reviewed earlier include policies and guidance for the delivery of walking infrastructure in Maple Ridge. This guidance is highlighted below:

- **Maple Ridge's OCP** Principle 45 states that "Citizens value a pedestrian friendly environment that includes a trail network for horses, walking and cycling for recreation and access to amenities, employment, and services". Its objectives support an integrated, multi-modal transportation system that includes cycling.
- **Maple Ridge-Pitt Meadows ATP** notes that there are gaps and inconsistencies in the area's cycling network and supporting facilities. The ATP identified limited north-south connections between Haney Place, Port Haney and 124 Avenue, and an opportunity to address gaps in the Major Bike Network along Lougheed Highway, as connections between Downtown Maple Ridge and Downtown Pitt Meadows need strengthening. There is the opportunity for high quality cycling support facilities at West Coast Express stations and in urban centres, such as bike parking at Haney Place Transit Exchange.

- **TransLink’s Regional Cycling Strategy** identifies a Major Bike Network (MBN) that connects major destinations and urban centres across the region. This MBN will facilitate longer-distance commuting and recreational trips, as well as reinforce the importance of high-volume local routes. Since the development of the Regional Cycling Strategy the proposed MBN network map was reviewed and an Interim MBN network map was developed (**Figure 5-1**). TransLink is currently reviewing the MBN again and an updated version of the MBN will be presented in Transport 2050. This version is still being finalized but includes the Regional Greenway Network and route desire lines along:
  - o Lougheed Highway
  - o Golden Ears Way/128 Avenue
  - o 224 Street, and
  - o 232 Street.

TransLink has recommended the following actions:

1. Develop the bikeway network such that network density is higher in urban centres and areas of high cycling potential; moderate in areas of moderate cycling potential; and lower in areas of lower cycling potential.
2. Coordinate with regional partners to define and implement a Major Bikeway Network (MBN) generally consistent with **Figure 5-1**. The MBN will:
  - a) parallel the rapid transit network and provide high-quality connections to transit stations, urban centres and regional transportation gateways;
  - b) consist primarily of All Ages and Abilities bikeways;
  - c) be distinctly marked and identified through consistent design elements and a coordinated wayfinding system; and
  - d) integrate with Metro Vancouver’s Regional Recreational Greenway Network and existing inter-regional trails and bikeways.

**CITY OF MAPLE RIDGE STRATEGIC TRANSPORTATION PLAN**  
 STP REPORT #1 – SUMMARY OF EXISTING CONDITIONS

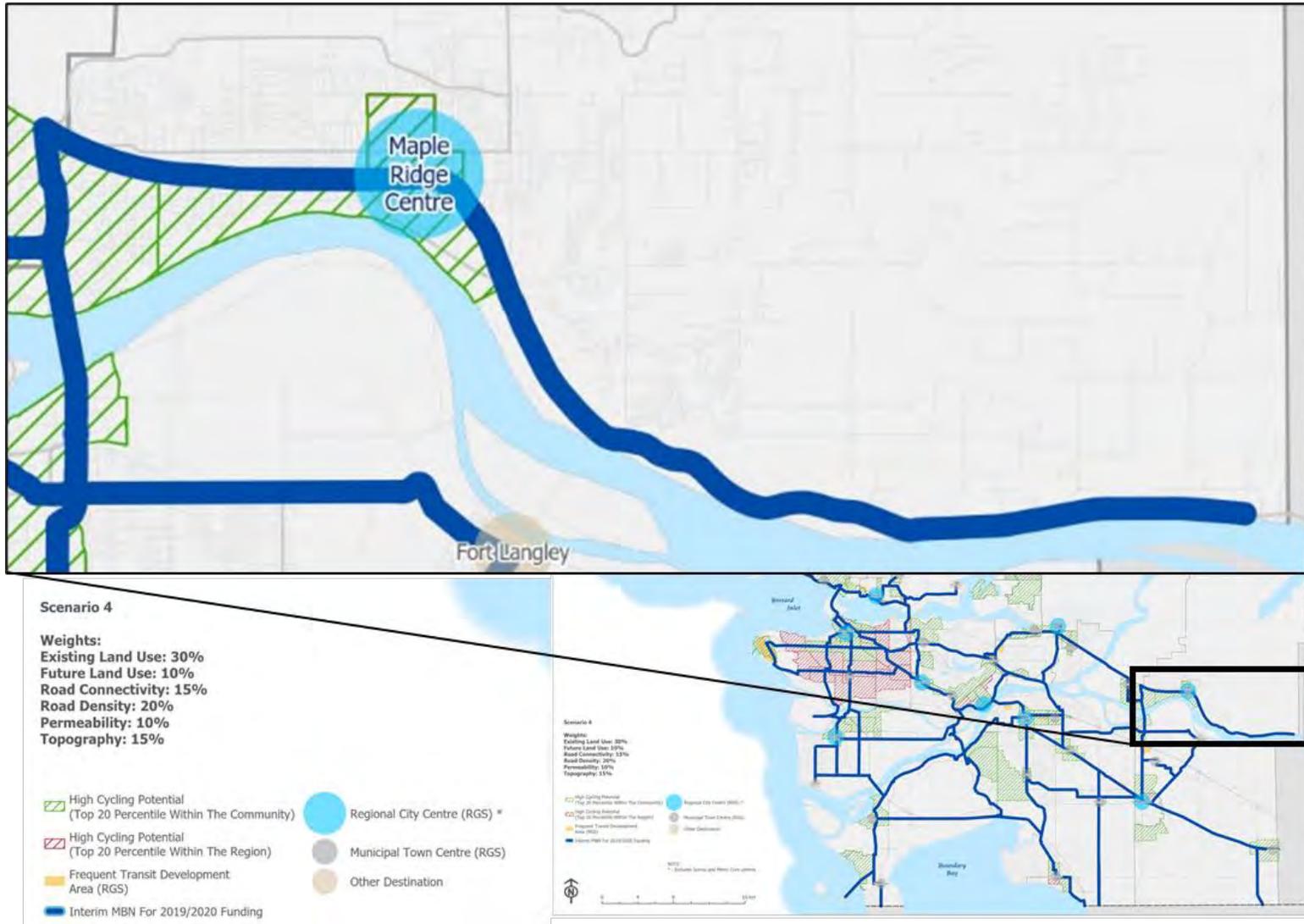


Figure 5-1: Interim Major Bikeway Network

Source: 2018 TransLink

- **Neighbourhood plans** each have specific guidelines for cycling infrastructure, as explored below:
  - **Town Centre Area Plan** identifies several new pedestrian and cycling projects that support the Green Corridor Network and the Waterfront Network, such as the Civic Area Ring Route, proposed Greenway Trails, and a Boardwalk along the water. These routes may have dedicated bicycle lanes, where feasible, or shared arrow markings in street travel lanes. Street signage will also be used to identify bicycle routes and directional signage to help cyclists locate a bicycle route.
  - **Lougheed Transit Corridor Plan** seeks to enhance mobility choice, building complete communities that make walking and cycling more viable. New roads and pathways will create smaller blocks to reduce walking and cycling distances, as well as greenways that support cycling as transportation and recreation.

To achieve enhanced mobility choice and to create re-imagined green spaces that connect people, and nature, the plan calls for a new West Ridge Greenway between Dewdney Trunk Road and Lougheed connecting the Town Centre to the western City boundary. The greenway will support pedestrian and cycling movement continuously from 202 Street to 224 Street, and will support vehicular traffic between 203 and 207 Street, between 210 and Laity Street, and east of 216 Street.

The plan notes several new cycling connections and supporting facilities:

- Pedestrian and cycling connection across McKenney Creek
- Planning for bike infrastructure such as: storage lockers, lock up facilities, tool stations at key nodes and greenways, parks.
- Encouraging end of trip facilities at businesses or mixed-use buildings.
- Require short-term and long-term bike parking spaces in new mixed-use developments

## 5.2 EXISTING INFRASTRUCTURE

Bicycles can travel on-street mixed with vehicles, on lanes specifically designed for cycling, or on pathways shared with pedestrians. Bicycle lanes can be painted or protected from traffic by parking lanes or a physical barrier. Different types of cycling facilities are more comfortable for a range of riders and each has different costs, impacts, risks, and benefits.

**Figure 5-2** illustrates the existing bicycle network in Maple Ridge. Bicycle routes in the City are predominantly made up of three types of facilities, including on-street bicycle lanes (~44 km), shared road bikeways (~19 km), and multi-use pathways (~14 km). There are also recreational trails within parks and throughout the community that can be considered part of the bicycle network.

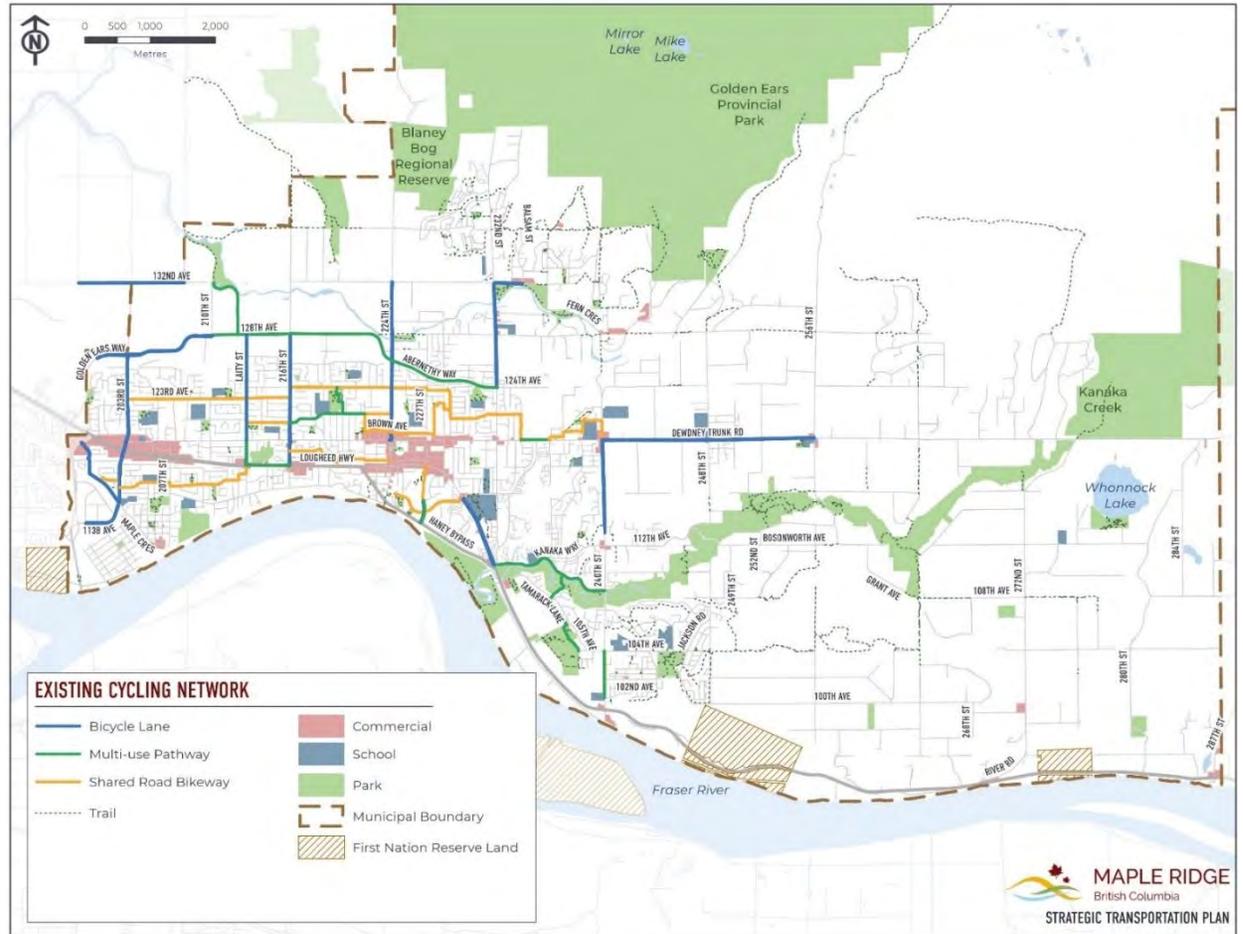


Figure 5-2: Existing Cycling Network

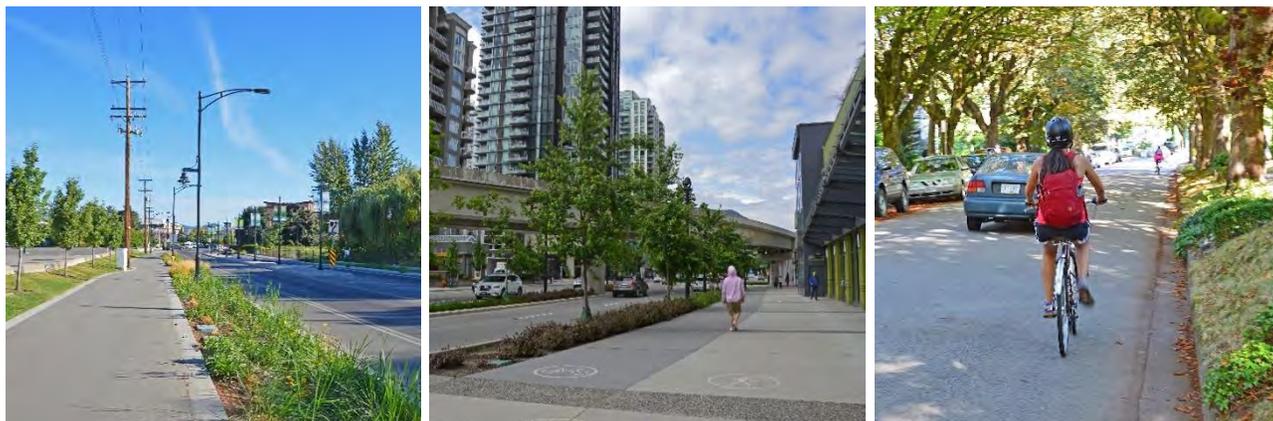
### 5.3 ASSESSMENT

The City’s bicycle network does not connect directly to most people’s homes and has a mix of connectivity to important community destinations. Routes are discontinuous and include a mix of infrastructure types. On-street routes include both low volume roads that are typically comfortable for cyclists of all ages and abilities to higher volume roadways that are only comfortable for confident cyclists. Many important cycling destinations, including commercial land uses, schools, West Coast Express Stations, and rapid and frequent transit stops are not directly connected to Multiuse Pathways (MUPs) and separated cycling facilities, making them difficult to access for some cyclists. The most consistent east-west route through the City is located north of the most populated areas and away from destinations and residential density.

**Cycling comfort level** is a way of classifying cycling routes to summarize the combination of factors that make a bicycle facility safe and comfortable for people of all ages and abilities. It was used by HUB and TransLink to assess the Metro Vancouver cycling network as documented in the report *Benchmarking the State of Cycling in Metro Vancouver (2019)*. The system includes the following classifications

Comfortable for **most** people includes facilities that are fully protected from traffic or are on-street on low volume, low speed roadways (i.e. 30 km/h or less and less than 2,000 vehicles per day).

These facilities tend to be designed to accommodate cyclists of all ages and abilities and are commonly referred to as **AAA cycling facilities**.



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Comfortable for **some** people includes shared road bikeways and painted bike lanes on roads with higher speed limits or traffic. (i.e. up to 50 km/h and 3,000 vehicles per day).



Comfortable for **few** people includes facilities that are painted or where bicycles ride on the road shoulder and speeds and traffic volumes are higher (i.e. 50 km/hr or greater and more than 4,000 vehicles per day).



## CITY OF MAPLE RIDGE STRATEGIC TRANSPORTATION PLAN

### STP REPORT #1 – SUMMARY OF EXISTING CONDITIONS

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Comfortable for **very few** people are largely shared roadways with high posted speeds and even higher traffic volumes (i.e. greater than 50 km/h and 6,000 or more vehicles per day).



Most of the on-street bicycle network within the City is not considered comfortable for people of all ages and abilities because of lack of separation from traffic and / or traffic speed and volumes for shared routes and bicycle lanes that are not protected from traffic. The majority of the routes that are comfortable for most (128<sup>th</sup> Avenue / Abernethy Way, Mountain View Crescent / 122<sup>nd</sup> Avenue) are MUPs. While MUPs provide separate from traffic, they introduce new challenges, including conflicts between pedestrians and cyclists and potential conflicts at intersections. Other locations that are comfortable for most include protected bicycle lanes on 203<sup>rd</sup> Street.

Much of the existing bicycle network is shared on-street or painted bicycle lanes on roadways with high speeds and volumes, making it comfortable for few or very few cyclists to travel through Maple Ridge by bicycle. The majority of comfortable cycling routes are discontinuous and do not connect to important destinations.

Locations where a cyclist has been involved in a collision with a vehicle between 2015 and 2019 are identified in **Figure 5-3**. Locations with one or more collisions per year are identified with a large red circle. Like collisions involving pedestrians, collisions involving cyclists are more likely to result in injury or fatality than collisions involving only vehicles. Locations with higher numbers of cyclists, higher vehicle volumes, and a low level of high quality, protected cycling facilities are more likely to see collisions between vehicles and cyclists. The highest frequency of cycling collisions were located along Dewdney Trunk Road, Lougheed Highway, 232 Street, and within the Town Centre ( ). Roadways in the City's with MUPs and protected bicycle lanes have experienced relatively low levels of collisions compared to other types of roadways.

The availability of appropriate, secure bicycle parking is an importance component of making cycling accessible and convenient. The City's Zoning Bylaw 7600-2019 required bicycle parking in new buildings in the Town Centre. There are opportunities to provide more long-term and short-term bicycle parking through policy regulations or programming to provide short-term parking within the public right-of-way.



*Figure 5-3: Cyclist Collision Frequency*

## 5.4 ISSUES & OPPORTUNITIES

Issues and opportunities concerning the cycling experience in Maple Ridge identified through the technical work and consultation with stakeholders and the public include:

- **Gaps in the cycling network can make connecting to destinations by bicycle challenging.** Many of the existing routes in the City are discontinuous and change facility types along the length of the corridor. There is a lack of connected routes to key destinations within Maple Ridge, including the Town Centre, schools, and parks. Approximately, 33% of survey respondents said that they do not bike, so they are unsure of the main issues and challenges for cycling in Maple Ridge. Popular answers were gaps in the bike network and bike routes do not feel safe.
- **Residents support new cycling facilities that is separate from traffic and the City has been investing in these types of facilities; however there is more to be done to create a complete and connected network of cycling facilities.** More than half of survey respondents prefer separated cycling facilities in both new neighbourhoods and as improvements in existing neighbourhoods. Survey respondents prefer physically protected bicycle lanes (30% in existing neighbourhoods, 29% in future neighbourhoods) followed by multi-use pathways (23% in existing neighbourhoods and 28% in new neighbourhoods). Facilities like protected bicycle lanes, multi-use pathways, and local street bikeways can provide direct routes to key destinations and are the types of facilities that interested and concerned cyclists typically feel the most comfortable using. Building more AAA facilities will help to grow the number of trips made by bicycle and the City's cycling mode share. Survey respondents also noted that expanding the cycling network and building more trails and pathways would encourage them to cycle more in Maple Ridge. **There are opportunities to enhance and build the Major Bikeway Network and the Regional Greenway Network.** This will include enhancing connections to transit and other regional destinations. Approximately 42% of survey respondents indicated that the expansion of trails and pathways would encourage them to cycle more often. Enhancing on- and off-street connections to the regional greenway network can make cycling for transportation and recreation more accessible and comfortable for more people. Building the MBN through cost sharing programs with TransLink will allow the city to implement connected and continuous AAA cycling facilities that support Maple Ridge residents and the region. There are also opportunities to utilize Federal and Provincial grant funding programs, initiated in response to COVID-19, the climate emergency, and a national focus on promoting active transportation for all community members.
- **Ongoing development throughout the community can be planned and designed in a way to support active transportation.** There are opportunities to ensure that new developments, subdivisions, and growth within the Town Centre supports cycling and active transportation. Implementing new cycling facilities (including bicycle routes and parking) as part

of new developments and ensuring destinations are within cycling distance to residents can help create a community with the elements that support cycling.

- **New forms of mobility are becoming more popular and making cycling and micromobility transportation options more accessible.** Electric bicycles (e-bikes) are becoming more prevalent as bicycle infrastructure improves and the cost of e-bikes decreases. Additionally, electric kick scooters (e-scooters), and other small, one-person electric vehicles, as well as the wide-scale proliferation of shared mobility systems such as bike share and e-scooter share are becoming more common in communities throughout North America and around the world. These options provide more transportation options for people of all ages and abilities, however, important questions are now being raised around where to park these vehicles, which facilities these modes are most appropriate, and how the speed differential of some of these vehicles may impact the safety and comfort of shared-use facilities.

Figure 5-4 summarizes the walking issues and challenges identified by respondents through the STP survey.

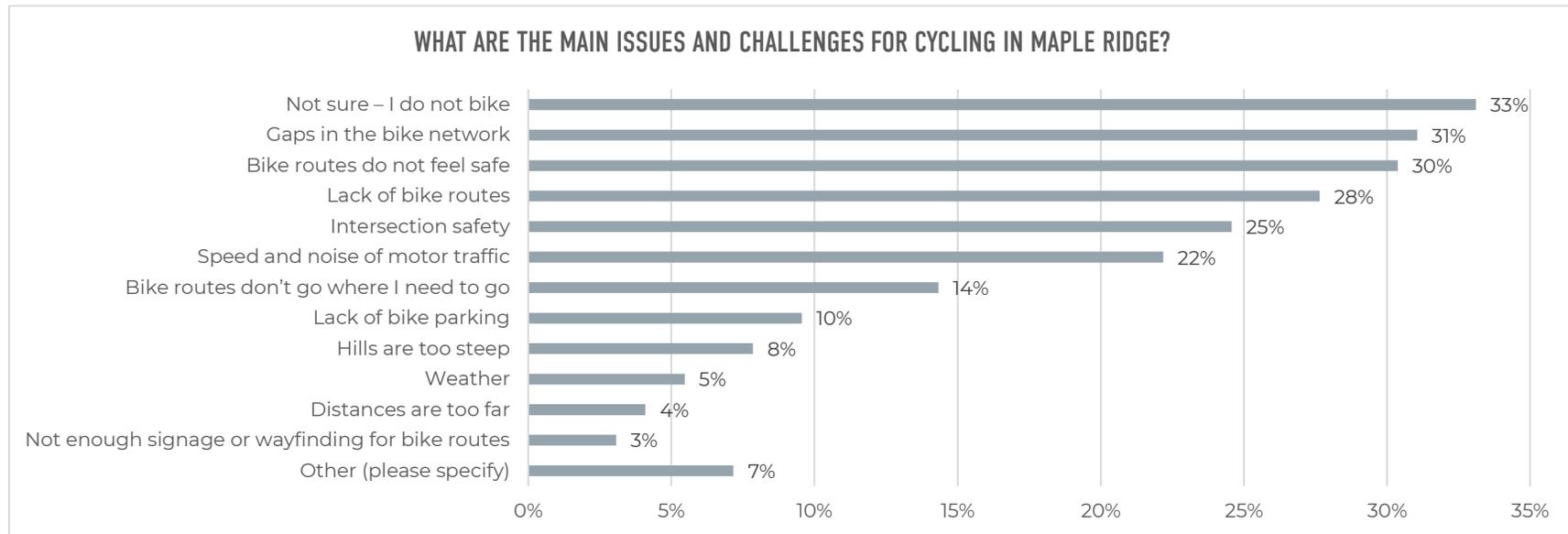


Figure 5-4: Cycling Issues and Challenges

## 6.0 TRANSIT

**Transit service is central to providing a safe, convenient, low emission transportation network that serves the community's needs across all demographics.** Transit is an essential service – it has a central and important role in moving residents and workers that cannot or choose not to drive. This was especially apparent during the COVID-19 pandemic when governments invested in maintaining transit service to transport essential workers. Beyond this, it is also a key component of enabling our transportation network to move more people quickly and efficiently with fewer emissions. Frequent, convenient, and comfortable transit can be a viable and desirable alternative to driving across many trip purposes and distances.

Transit accounts for almost 3% of all trips by residents of Maple Ridge. Survey respondents indicated that making transit routes faster and more direct, making transit more frequent, and increasing service on weekends and evenings would encourage more transit trips. The STP will seek to identify policies and infrastructure investments that are within the City's control and will make transit faster, more reliable, and more accessible. This section of the existing and future conditions report outlines how existing policy is expected to shape the future of transit in Maple Ridge, identify existing service and infrastructure, and assess issues and gaps.

### 6.1 POLICY CONTEXT

The policy documents reviewed earlier include policies and guidance for the delivery of walking infrastructure in Maple Ridge. This guidance is highlighted below:

- **Maple Ridge-Pitt Meadows Area Transport Plan (ATP)** notes a variety of issues and opportunities for transit in the area. Transit is not well-used for local trips within Maple Ridge and Pitt Meadows Transit is also not well-used for commuting to other cities for work. Both of these are likely because transit is not competitive with driving for most trips – driving is frequently faster and more convenient than transit. Historically, the most direct and reliable transit available for Maple Ridge residents is the West Coast Express, which provides peak direction commuting service (i.e. westbound in the morning and eastbound in the afternoon) from two stations within Maple Ridge. More recently, the R3 RapidBus has been introduced and provides fast and frequent service between Maple Ridge and Coquitlam Central SkyTrain service. Transit in some areas has limited or no evening or weekend service and low frequency, circuitous routes, limited connectivity and connections to rapid transit, unreliable travel times, limited amenities, and excess demand on certain routes. In addition, most parking is free throughout the area.

The ATP recommended a number of improvements to transit service and amenities, including increased frequency and extended length of service for the 743, 744, 745, and 746, and Sunday service for the 748 and 749. The ATP also notes that additional transit priority measures on Lougheed Highway will support faster and more reliable transit. The plan also recommended routing changes to the 743, 744, 745, 746, and 748, corridor improvement to address speed and reliability issues, new connections to regional destinations, and improvements to amenities at stops and stations. It also recommends a mobility hub aligned with a future West Coast Express Station in the Albion Flats area.

A **mobility hub** is a location that brings together different modes of transportation and facilitates transfers between modes. Examples may include a rail station that also serves as a hub for bus service, park-and-ride, bicycle parking, and shared vehicle or micro-mobility services.

- **Transport 2050 (In development)** outlines two options for the future transportation network for Maple Ridge. Option A includes SkyTrain connections to run to Port Coquitlam, and Light Rail Transit (LRT) would run from Coquitlam Central Station to Maple Ridge and Langley City Centre via Lougheed Highway, Golden Ears Bridge and 200 Street. Option B includes Bus Rapid Transit (BRT) or LRT to Maple Ridge also along the Lougheed Highway.
- **The Lougheed Corridor Long-Term Transit Study (2019)** undertaken by TransLink with involvement from Maple Ridge, evaluates four transit alternatives to connect Coquitlam Central to Haney Place via Lougheed Highway. All of the options retain two general purpose travel lanes in each direction and utilize the locations of the existing RapidBus stops. The four options assessed were Optimized B-Line, Bus Rapid Transit (fully separated from mixed traffic), Light Rail Transit, and SkyTrain. The Bus Rapid Transit, Light Rail Transit, and SkyTrain options all improve speed, reliability, and capacity beyond the new B-Line service, but have different property and cost implications. Forecasts completed for this work indicate that bus-based options provide sufficient capacity along this corridor. Transit-supportive land use along the corridor is required to support these services attaining higher ridership.

- **Neighbourhood plans** each have specific guidelines for transit infrastructure, as explored below:
  - **Town Centre Area Plan** expects that with increased density the Town Centre will increase demand for public transit. The plan aims to improve public transit service so that a bus stop is within 400 m of any residential building, and creating a plan for light rail or similar rapid transit modes that connect the Town Centre to other areas in the City or across the region.
  - **Albion Flats Concept Plan (Endorsed)** calls for a future mobility hub, including a West Coast Express Station and park and ride.
- **Lougheed Transit Corridor Plan** aims to create mixed-use employment hubs at rapid transit stops. The plan extends from 200 Street to 221 Street and supports the creation of two mixed-use high-density transit-oriented development nodes where Lougheed Highway intersects with 203rd and Laity Streets (where the current RapidBus stops are located – a future stop may be located at 222 Street). These two transit nodes – West Side and Ridge Junction – where the rapid bus stops are located, are intended to be places for people to live, shop, work, and play. The 203 Street node will support taller buildings and a larger range of commercial uses, serving as the western gateway into Maple Ridge. The Laity Street node will support a smaller geographic growth area, with the focus on retail and professional services that serve existing destinations at this intersection and a range of housing options including seniors and adaptable housing units, as well as assisted living units. The plan seeks to grow transit ridership in order to build a case for future rapid transit investment. This includes exploring potential Transportation Demand Management initiatives and practices.

## 6.2 EXISTING INFRASTRUCTURE

In Metro Vancouver, transit is planned and delivered by TransLink. Transit services provided within Maple Ridge include the West Coast Express (operated by TransLink on the Canadian Pacific Rail ROW) RapidBus, conventional transit, and HandyDART (paratransit). Elsewhere in the Metro Vancouver region, TransLink also plans and delivers SkyTrain service. Although TransLink plans and delivers transit, municipalities have direct control over the roadway network that buses operate in and over transit supportive facilities, including bus stops and accessible walking and cycling connections to transit. The City has a role in ensuring the transit is able to operate effectively without operating delay due to congestion and that people of all ages and abilities can access transit.

Transit service in Maple Ridge includes multiple mobility hubs where users can access community destinations and / or transfer between transit services or routes. The central hub is Haney Place in the Maple Ridge Town Centre, where the R3 Rapid Bus meets multiple local transit services. The West Coast Express stations in Port Haney and Maple Meadows also serve as transit exchange points where local and regional focused services meet.

Local services are low to moderate frequency emerging and provide service across the City, connecting people and jobs to central hubs at destinations or where riders can transfers to regional services. Some routes connect rural and emerging areas to the Town Centre. These include routes 748 and 749, which serve east Maple Ridge and routes 733 and 741, and the 746 which serves Albion. Other local routes travel in established areas of central and eastern Maple Ridge, travelling between the Town Centre and the Maple Meadows. The 701 and 791 provide more frequent regional service connecting Maple Ridge to Coquitlam and New Westminister.

Conventional and RapidBus service are centered around a transit exchange in the Town Centre. The R3 RapidBus launched in 2020 and provides fast frequent service between Maple Ridge Town Centre and Coquitlam Town Centre. Service throughout the rest of western, central, and northern Maple Ridge varies from 15 minute to 45 minute frequency. Most of eastern Maple Ridge is served by buses with frequencies of 60 minutes or greater.

The West Coast Express provides fast, direct service between Mission and Downtown Vancouver. This service is only peak hours, peak direction and primarily serves commuters.

Cumulative frequency on corridors is an indicator of the ease of use of transit. Corridors that have one high frequency transit service or multiple lower frequency services reduce the overall travel time and reliability for users. As illustrated in **Figure 6-1**, transit service and frequency vary across Maple Ridge.

**CITY OF MAPLE RIDGE STRATEGIC TRANSPORTATION PLAN**  
 STP REPORT #1 – SUMMARY OF EXISTING CONDITIONS



Figure 6-1: PM Peak Transit Service Frequency

Source: TransLink Transit Timetable

### 6.3 ASSESSMENT

The ability of the transit network to serve people’s daily travel needs is related to the proximity of transit to homes and destinations, and the frequency, directness, and reliability of service. Almost 83% of homes in Maple Ridge are within walking distance of a transit stop (800 m for rapid transit and west coast express and 400 m for conventional transit service). This includes both the frequent service provided by the R3 and along Dewdney Trunk Road and less frequent service throughout the rest of the network. Only 14% of homes are within 800 m service with frequency of 15 minutes or better. Approximately 5% of homes are within 800 m of a West Coast Express Station. The catchment area of the transit network is illustrated in **Figure 6-2**. Where high frequency transit service is provided and / or planned along key routes, increasing population and employment density can play an important role of increasing the number of people that can use transit for their daily needs.

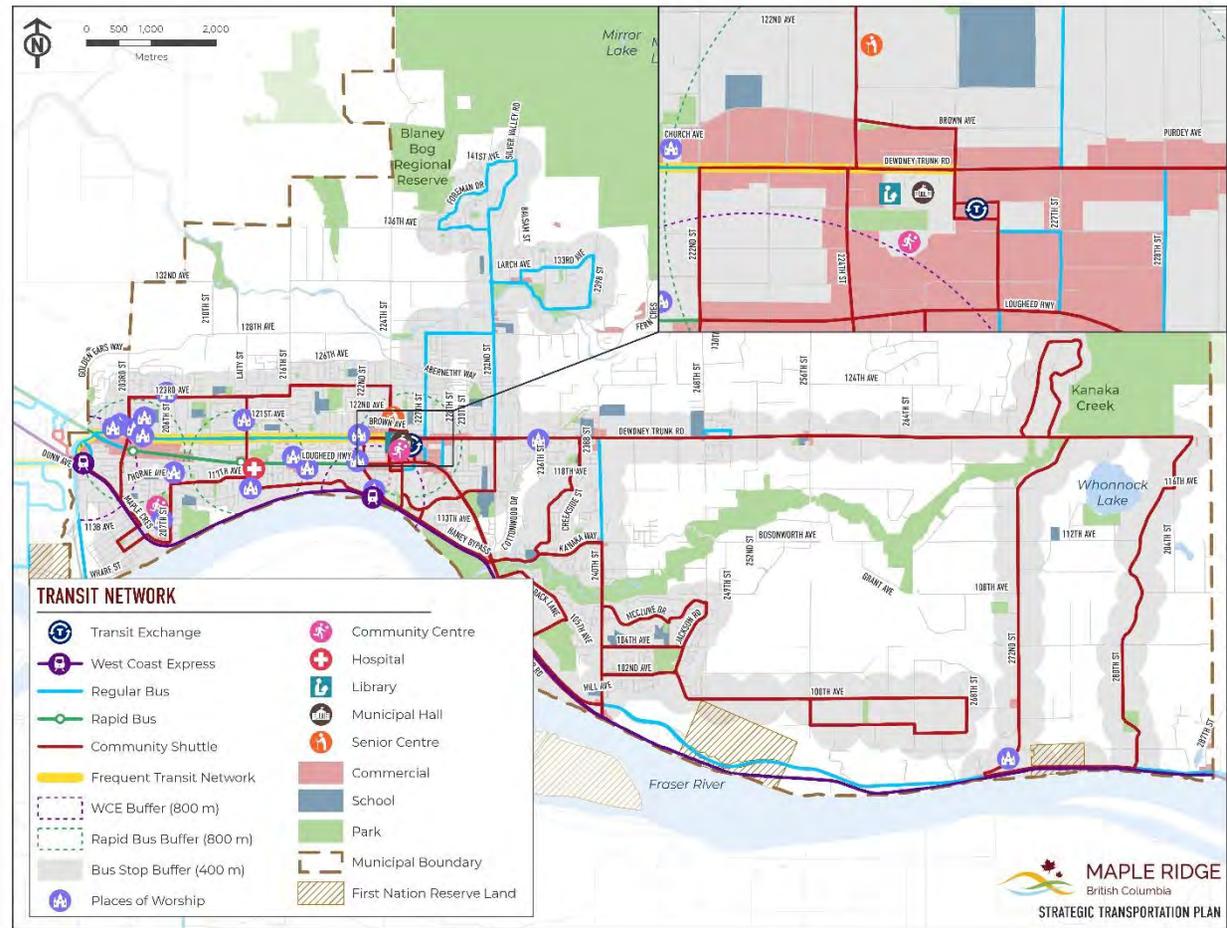
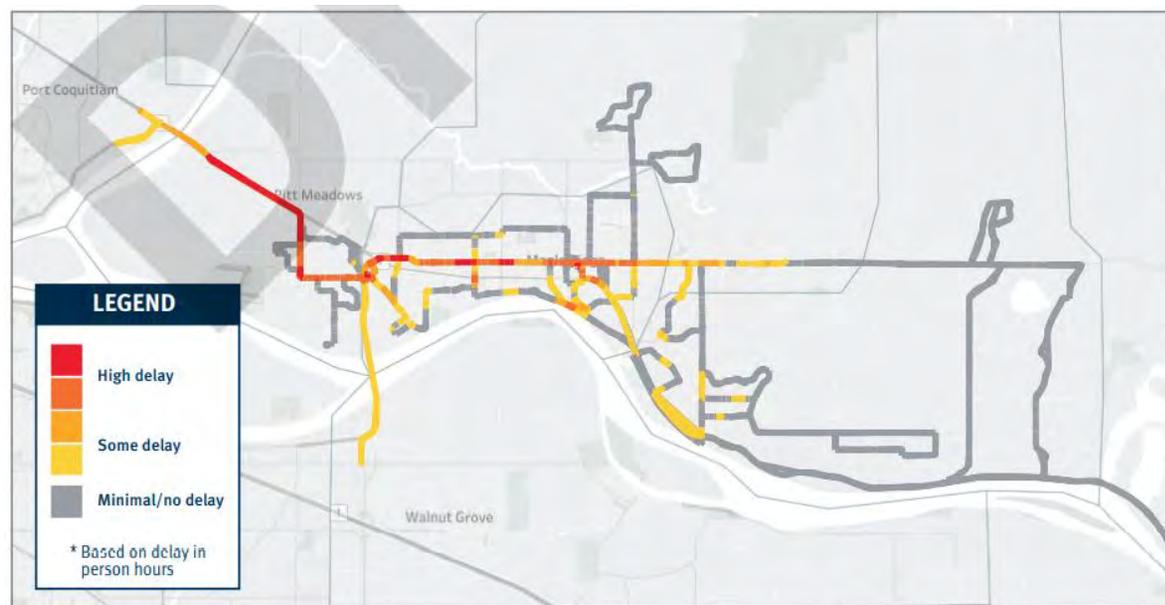


Figure 6-2: Transit Network

## CITY OF MAPLE RIDGE STRATEGIC TRANSPORTATION PLAN

### STP REPORT #1 – SUMMARY OF EXISTING CONDITIONS

Through the Maple Ridge-Pitt Meadows Area Transport Plan, TransLink identified corridors where transit riders experience delay (based on person hours of delay). Key corridors are illustrated in **Figure 6-3** and include Dewdney Trunk Road, Hammond Road, and Lougheed Highway. The report called for expanded bus priority lanes and transit priority measures along the Lougheed corridor, in addition to transit priority measures along Dewdney Trunk Road. The Area Transport Plan also recommended increased service frequency, extended hours of operation, and Sunday service on routes 743 and 744 in addition to other service improvements to address unmet existing transit demand in the areas serviced by these routes. Other transit recommendations included a commitment to identify additional opportunities for expansion of West Coast Express service and a new station in the Albion area through an updated West Coast Express Strategy.



*Figure 6-3: Existing Transit Speed and Reliability*

Source: Maple Ridge-Pitt Meadows Area Transport Plan

Strong transit systems include transit-supportive infrastructure, including accessible transit stops, shelters, lighting, and other amenities within the municipal right-of-way. There are opportunities to ensure that walking / rolling infrastructure supports transit service and to increase the number of stops with key amenities. Much of eastern and northern Maple Ridge is not served by frequent or reliable transit. The availability of mobility hubs with access to comfortable, reliable transit by vehicles, bicycles, car- and ride- share services, micromobility, and other modes can facilitate transit for longer trips.

## 6.4 ISSUES & OPPORTUNITIES

Issues and opportunities for improving the feasibility and experience of taking public transit in Maple Ridge were identified throughout the stakeholder and public engagement process. These include:

- **Few residents live close to frequent, high speed transit with extended service hours, including weekends.** Although the majority of residents live within walking distance of a transit stop, a much smaller percentage live within walking distance of frequent, direct, reliable transit. There is an opportunity to both increase service levels and to increase density within existing rapid and frequent transit service areas in order to increase the percentage of people that have access to direct, reliable transit service. The R3 RapidBus has created an opportunity to continue to invest in transit priority, while the Lougheed Transit Corridor Concept Plan identifies opportunities for additional density and community building in near the Lougheed Corridor. More than 40% of STP survey respondents noted that they would take transit more if it was faster and more direct.
- **Increasing population and employment density within a compact transportation grid generates higher transit use than lower density development.** The highest levels of transit use within Maple Ridge are based within the Town Centre and historic neighbourhoods on the western boundary. These neighbourhoods feature compact, grid-based road networks that facilitate direct transit routes. They also typically have higher population and employment densities, meaning more people and destinations are located within walking distance of transit service.
- **Frequency and span of service of West Coast Express is limited and this service is difficult to expand.** The West Coast Express provides a limited number of trips in the peak direction, peak hours. The type of service is desirable for commuting but does not serve midday or weekend trips.
- **Congestion along major routes decrease the speed and reliability of bus service.** Dewdney Trunk Road, Lougheed Highway, and Hammond Road all experience traffic congestion that decreases the speed and reliability of transit, while also increasing the costs of providing transit. There is an opportunity to advance transit priority to improve transit service along these corridors.
- **Transit exchanges have gaps in amenities and there are limited places to park and ride transit.** The Area Transport Plan identified that transit exchanges lack amenities such as washrooms and some are physically constrained. It also identified opportunities to provide park and rides to facilitate more people using transit for a portion of their trips.
- **Some residents have little experience with transit in Maple Ridge or are hesitant to use transit to travel.** STP survey respondents indicated that they do not know what the main issues and challenges for transit in Maple Ridge are as they do not take transit (39% of respondents). Approximately 35% of STP survey respondents indicated that nothing would encourage them to take transit more.

Figure 6-4 summarizes the transit issues and challenges identified by respondents through the STP survey.

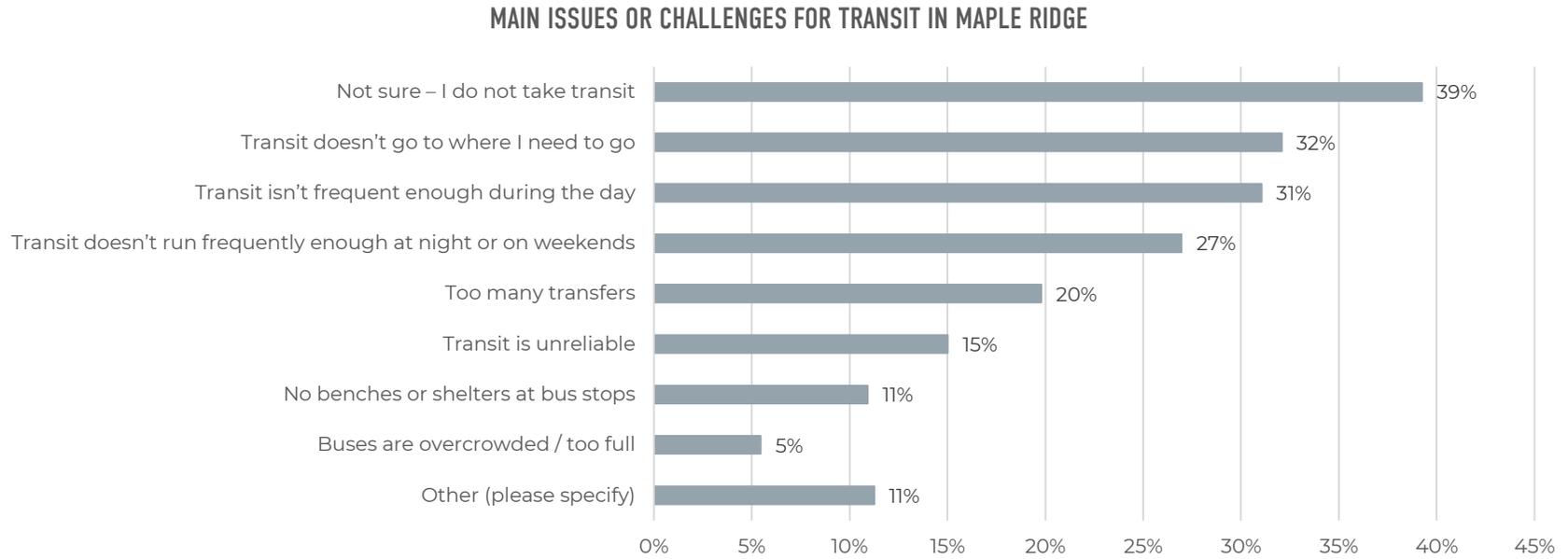


Figure 6-4: Transit Issues or Challenges

## 7.0 DRIVING / GOODS MOVEMENT

**The road network is the basis for movement by all modes of transportation – road corridors and connections serve walking, cycling, transit, driving and goods movement.** A connected, safe, and efficient roadway network is essential for a strong transportation network. Challenges experienced by drivers are also experienced in the movement of goods and services, as well as transit, resulting in broader economic and social impacts. Driving is also a convenient and connected mode of travel for many people, including people with challenges that make it difficult to choose non-auto modes.

Driving accounts for nearly 72% of daily trips by Maple Ridge residents and being a passenger in a private automobile is approximately 19%. As the number of residents and the share of trips by driving has increased over time, there is increasing pressure on the road network, particularly during peak periods. Survey respondents indicated that widening existing roads, improving intersections, and creating designated spaces from people walking and cycling that are separate from motor vehicles are the preferred actions to improve driving and carpooling. This section of the existing and future conditions report outlines how existing policy is expected to shape the future of private vehicle use and goods movement in Maple Ridge, illustrate existing infrastructure, and assess issues and gaps.

### 7.1 POLICY CONTEXT

The City of Maple Ridge has a road network that includes approximately 460 km of roads providing access to homes, business, services and properties. The City's street network is divided into a street network classification hierarchy (see **Figure 7-1**) that reflects the function and characteristics of each street. The street network classification represents the typical form and function for each type of street, although there may be some variations in the actual characteristics of various roadways. Currently the network of arterial, collector and local roads within the south-west areas of the city is dense and well established, while the northern and eastern areas are less established.

Provincial Highways, which are under MOTI's jurisdiction, are at the highest level of the street classification. Within Maple Ridge, Highway 7 (Lougheed Highway) runs through the City providing key connections in the east-west directions and connecting Maple Ridge with its neighbouring communities, such as the City of Pitt Meadows, the District of Mission and beyond. At the next level, the regional Major Road Network (MRN) connects the Provincial Highway system with the municipal road network. The MRN is owned by the municipality and operated, maintained, and rehabilitated jointly by the municipality and TransLink. There are several MRN corridors in Maple Ridge, including Golden Ears Way/128 Avenue/Abernethy Way, Dewdney Truck Road and Lougheed Highway between 222 Street and Kanaka Way.

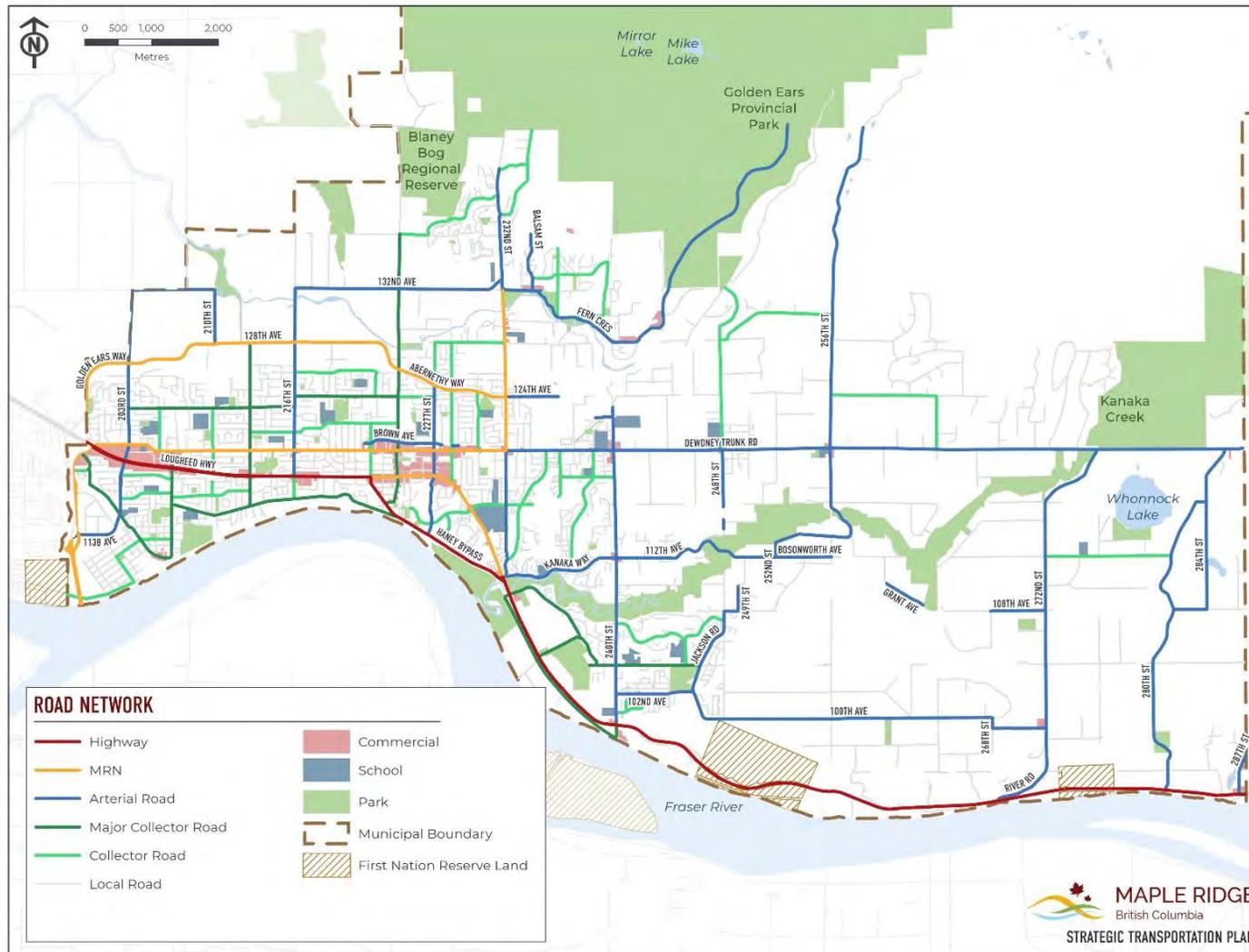
The City's **Subdivision Bylaw No. 4800-1993, Appendix D - Design Criteria Manual** defines road classifications for roadways under the City's jurisdiction as follows:

- An **arterial road** is a road with the primary function of carrying through traffic from one area to another with as little interference as possible from adjacent land uses. An arterial road may provide direct access to property as a secondary function when alternate access is not available.
- A **collector road** is a road with the primary function of distributing traffic between arterial, other collector and local roads within an area. Collector roads front civic, industrial, commercial or multifamily properties, provide on street parking and direct access to properties. The 2014 STP further refined the road classifications to include both a **major collector** classification for streets with higher traffic volumes and which play an important role in the City's road network, as well as a **minor collector** classification for collector roads with lower traffic volumes and a limited network contribution.
- A **local road** is a road with the primary function of providing direct access to properties. Local roads normally connect to other local roads or to collector roads.
- A **lane** (also called public lane or alley) is a roadway with the primary function of providing land access, typically at the rear of abutting properties. Lanes are not intended to carry through traffic. For properties fronting collector or arterial roads, rear lanes can eliminate the need for front driveways.

The **2021 ATP** noted that road network challenges have impact on public transit, driving conditions and goods movement, including:

- Lougheed Highway is a high traffic corridor with regular congestion.
  - Following the toll removal, peak traffic volumes have increased by 20-35% resulting in constrained mobility conditions at the Golden Ears Bridge connections.
  - Slower and unreliable travel conditions near the Golden Ears Bridge and Pitt River Bridge may negatively impact the reliability of driving times, goods movement and public transit.
- Road safety: between 2013-17, the three locations in this sub-region with the greatest numbers of collisions leading to casualties were:
  - Lougheed Highway at 203 Street (Ministry of Transportation & Infrastructure located in Maple Ridge)
  - Lougheed Highway at E Haney Bypass-Kanaka Way (Ministry of Transportation & Infrastructure located in Maple Ridge)
- Golden Ears Way requires additional study to confirm capacity constraints and define improvements. The ATP committed to funding required improvements through regional mechanisms.

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Figure 7-1: Road Network

## 7.2 EXISTING INFRASTRUCTURE

The road network within Maple Ridge that is under the City’s jurisdiction, consists of approximately 100 km of arterial (including approximately 26 km of MRNs), 71 km of collector and 290 km of local roads. There are also approximately 43 km of highways (under the MOTI’s jurisdiction) running through Maple Ridge.

In terms of traffic control devices, there are 48 traffic signals (including nine intersections on Highway 7 under the MOTI’s jurisdiction) and 23 enhanced pedestrian crossings with overhead flashing signs (see **Figure 7-2**) within the City.



Figure 7-2: Traffic Signal

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The default speed limits on the City's roads are 50km/hr. There are several locations (for example, streets adjacent to parks and schools) with lower posted speeds. In places such as River Road between Tamarack Lane and 240 Street and Dewdney Trunk Road east of 240 Street to the City boundary, the speed limits are higher than 50km/hr, given the function and characteristics of these roads. Highways and MRNs typically have a higher than 50km/hr of speed limit. Within Maple Ridge, most of the sections of Highway 7, Golden Ears Way and sections of 128 Avenue have a posted speed limit between 60 to 80km/hr. See **Figure 7-3** for details.

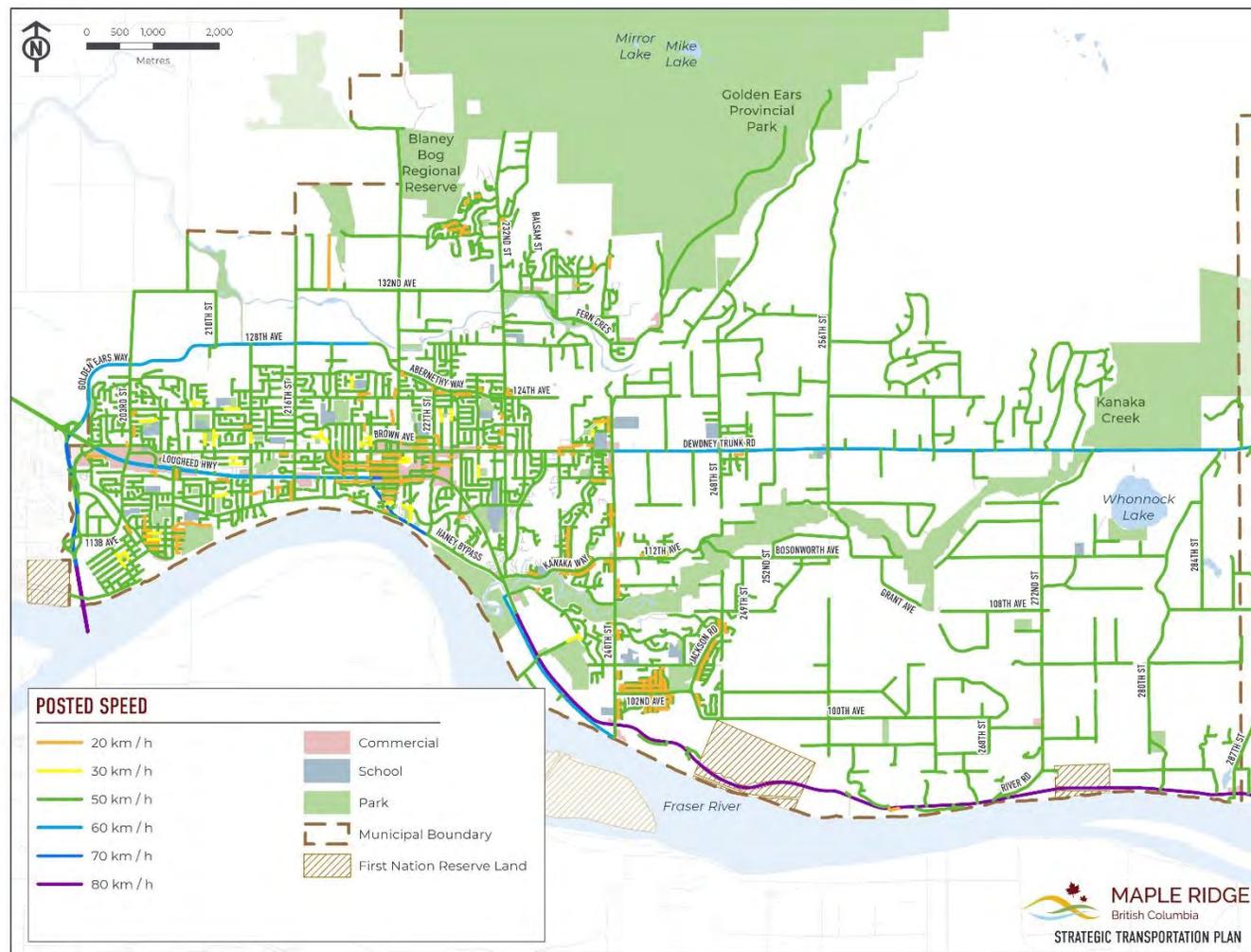


Figure 7-3: Posted Speed

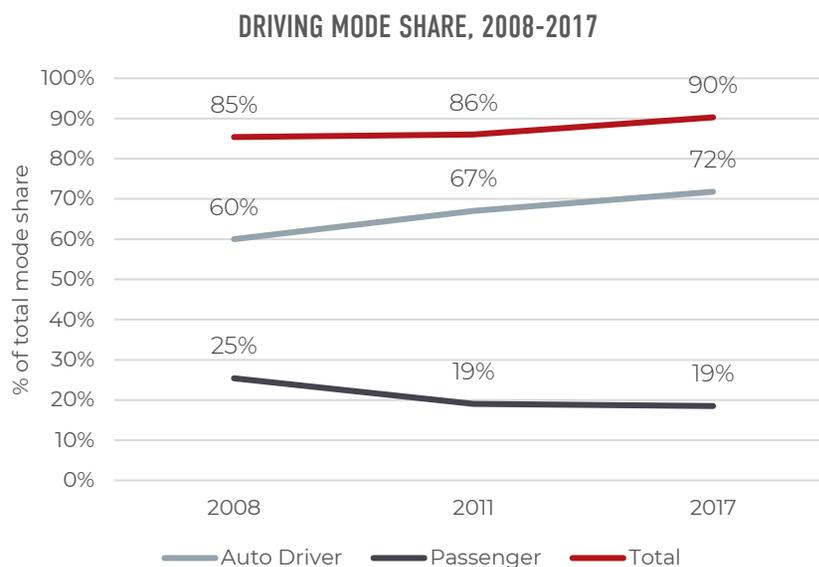
Currently, the City of Maple Ridge does not have an official goods movement network, which means that trucks are not restricted by truck routes other than location specific restrictions such as weight and height restrictions.

Important goods movement destinations include industrial areas around 113B Avenue in the Southwest subarea, and south of Lougheed Highway in the Albion and Thornhill sub areas. Commercial vehicle access is also important for retail areas, including the Town Centre and around Lougheed Highway and Dewdney Trunk Road and heavy vehicle movements are important around the ALR.

### 7.3 ASSESSMENT

The driving assessment explores the transportation pressures that lead to congestion and safety challenges due to vehicle travel on the road network now and in the future. It begins with understanding where and how people travel by vehicle, then summarizes how the number of vehicles travelling is changing over time. The assessment then presents current travel speeds as a measure of network performance, as well as existing and future intersection delay, followed by a review of historic road safety challenges.

The volume of automobiles traveling in Maple Ridge has been increasing over time as both the overall number of daily trips by residents and the percentage of trips by auto as driver has increased. As discussed in Section 3, the number of trips per person per day has increased from 2.7 in 2008, to 2.9 in 2011 to 3.1 per day in 2017. At the same time, the TransLink Trip Diary results indicate that the mode shares for auto drivers have increased from 60% (2008) to 71.8% (2017) and overall from 85% to 90% (See **Figure 7-4**). Together, this has resulted in an increased number of vehicle trips by auto drivers (from 121,859 in 2008 to 196,571 in 2017) and overall from 173,447 in 2008 to 247,281 in 2017 (See **Figure 7-5**). As the trips per day by auto drivers increases, the additional volume has put increasing pressure on the road network.



**Figure 7-4: Driving Mode Share**  
Source: 2008, 2011 & 2017 TransLink Trip Diary

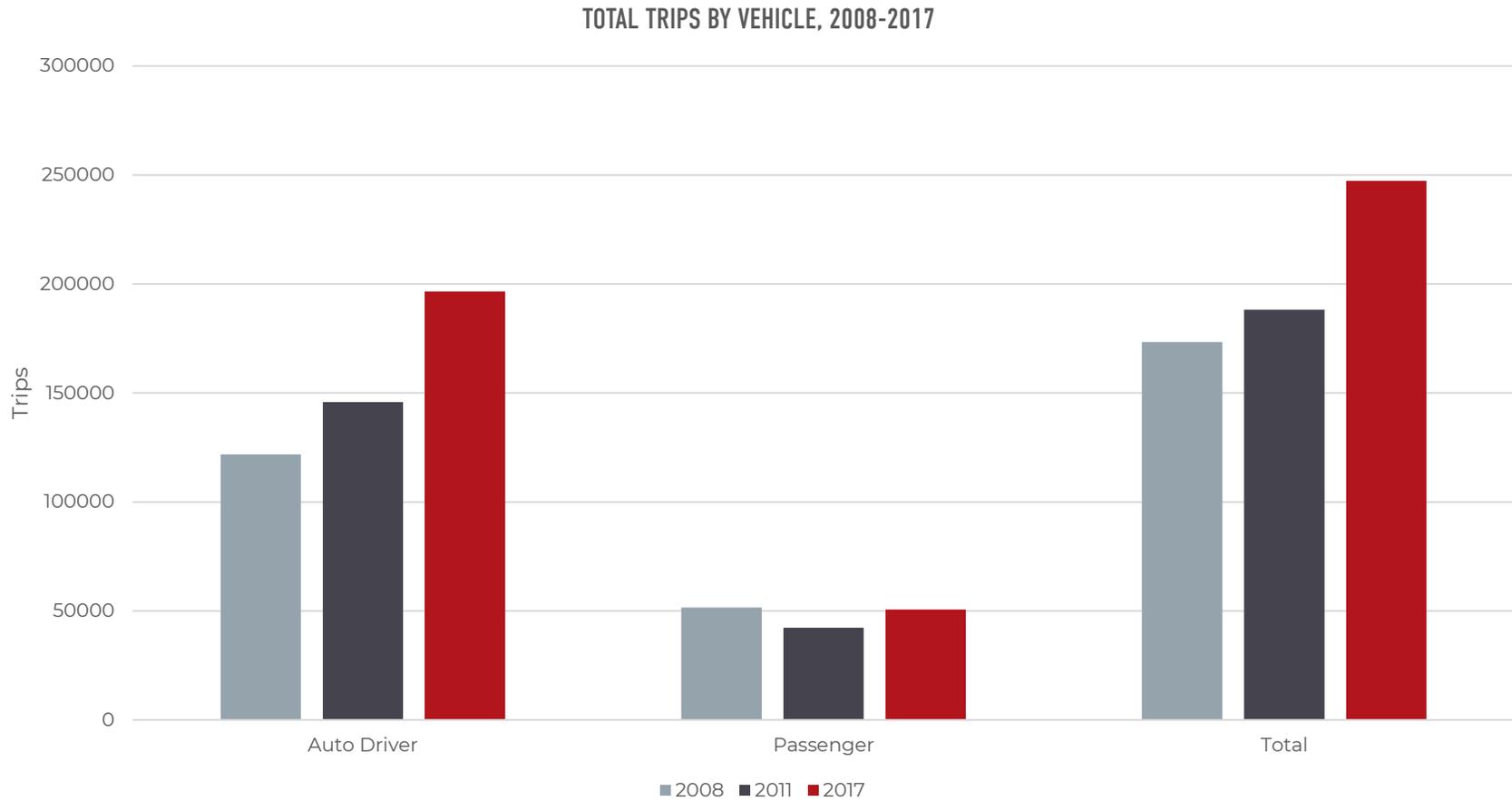


Figure 7-5: Trips by Vehicle

Source: 2008, 2011 & 2017 TransLink Trip Diary

## CITY OF MAPLE RIDGE STRATEGIC TRANSPORTATION PLAN

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The travel patterns of vehicle trips in Maple Ridge align with the overall travel patterns for all modes. This means that most vehicle trips originated in Maple Ridge stay within Maple Ridge. Outside of Maple Ridge, Pitt Meadows, Coquitlam/Port Coquitlam and Port Moody are the main destinations attracting Maple Ridge's vehicle trips. The vehicle trips traveling to these major destinations add traffic pressure to the City's network during peak periods, in particular, to the major east-west corridors including Highway 7, 128 Avenue, and Dewdney Trunk Road. The trips travelling through the western edge of Maple Ridge also adds pressure to the north-south connections such as 203 Street and 216 Street.

These pressures are illustrated in the 2021 average daily traffic volumes shown in **Figure 7-6**. The volumes shown in this figure are adjusted 2021 volumes – they are based on historic intersection and corridor traffic data adjusted to a 2021 base that is normalized to remove the impacts of COVID. As expected based on trip distribution, traffic volumes generally grow moving towards the south-western boundary of the City and highest on the east-west corridors. Compared to the 2014 STP's existing condition (2014), most of the major corridors have experienced growth in traffic volumes of between approximately 10% to 32% (i.e. approximately 1% to 3% per year). This is a reflection of the growing number of trips per person per day, mode shift towards driving, population and employment growth within Maple Ridge and neighbouring communities, and toll removals on the Golden Ears Bridge.

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Figure 7-6: Daily Traffic Volumes (2021)

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As part of the assessment, future traffic volume forecasts were developed using the Regional Demand Transportation Model (RTM). The 2035 and 2050 models were updated with new population projections provided by the City of Maple Ridge as well as the projections from the District of Mission from their ongoing Transportation Master Plan work. Population projection of 104,036 and 124,814 for Maple Ridge were used for the 2035 and 2050 horizons, respectively.

The 2035 and 2050 scenarios generated by the RTM represent a Business As Usual (BAU) scenario, which assumes no change in road network in Maple Ridge and a base level of increased transit services throughout the region planned by TransLink as part of the 10-year investment plan. Considerations around new mobility, such as autonomous vehicles, which could change travel patterns and driving behaviours, are not included in the BAU analysis and remain difficult to predict.

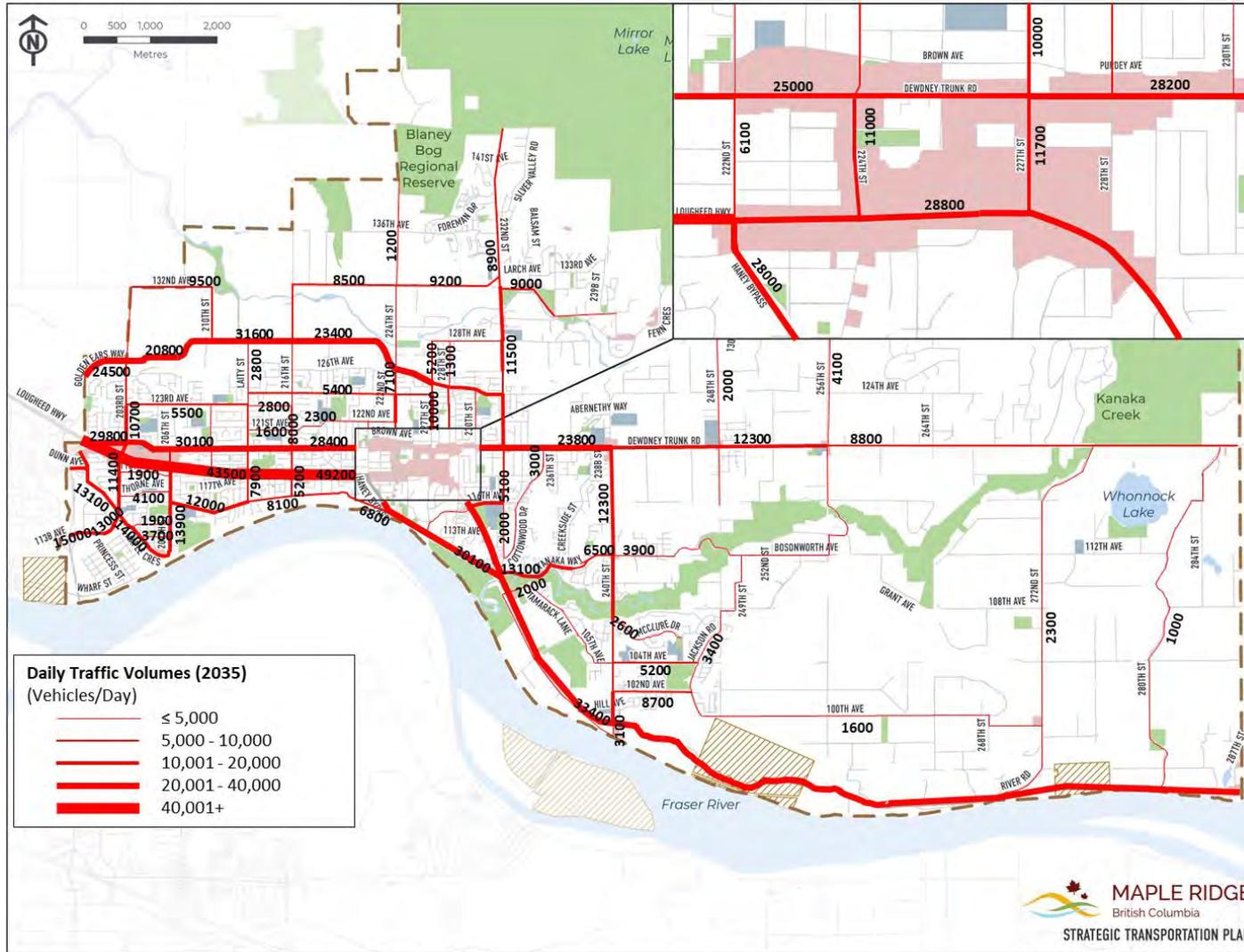
These forecasts will inform the STP – they reflect a relative future, used to inform the development and prioritization of strategies, policies, and investments. Both 2035 and 2050 forecasts were developed to inform future network options evaluation and implementation work.

The results of the RTM were used to develop detailed corridor and intersection traffic volumes. These volumes were generated by applying the relative growth from the RTM model to the normalized 2021 conditions to develop future forecast volumes. The growth rates used were generally in the range of 1.0% to 1.5% per year. A few movements (mostly highway through movements) are projected to grow at a 2.0% per year rate. The 2035 and 2050 daily traffic volumes are illustrated in **Figure 7-7**.

The **Regional Demand Transportation Model** (RTM v3.4), which is developed and released by TransLink, is a robust macroscopic transportation demand model for the Lower Mainland. The model considers multiple modes, including passenger vehicles, trucks, transit, pedestrians and cyclists. The model package includes four horizons (2011, 2017, 2035 and 2050). For this project, the 2017 model is used as the base and the 2035 and 2050 models are used as future horizons. In order to ensure that the 2017 model is reliable for developing volume projections, the 2017 model's network was reviewed and ensured that it reflects today's condition.

When comparing the 2017 model volumes against the 2021 traffic volumes, it was identified that the model volumes are generally lower throughout. As the difference is generally consistent and can be addressed by applying an adjustment factor, it is concluded that the model is sufficient for developing a future growth rate which is typically expressed as a percentage growth rate per year.

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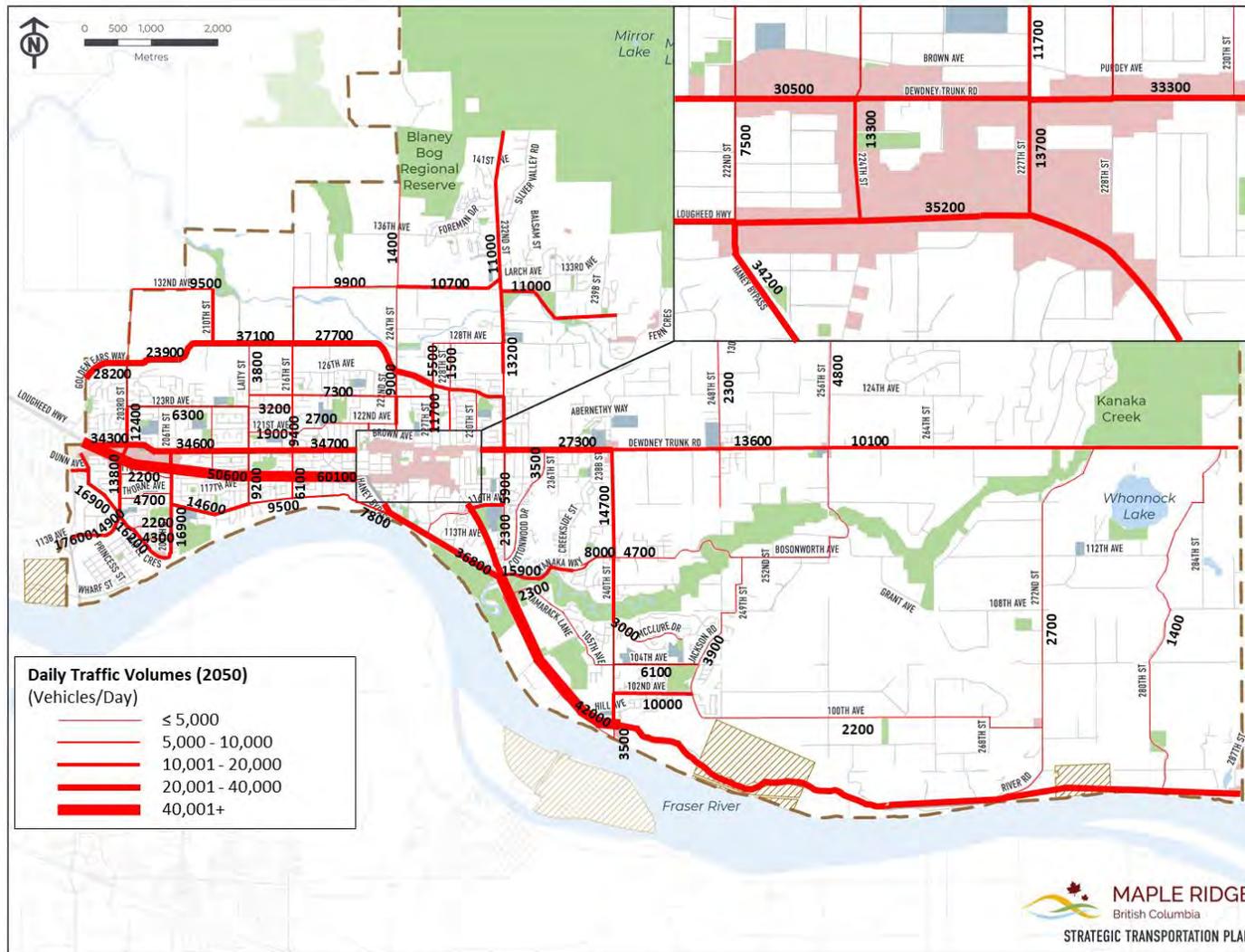


The 2035 daily traffic volume scenario shows continued growth in east / west travel, with traffic volumes along Lougheed Highway experiencing the highest levels of growth. This is consistent with continued population growth in northern and eastern neighbourhoods and destinations to the west and south of the City.

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Figure 7-7: 2035 Daily Traffic Volumes

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Like the 2035 scenario, the 2050 scenario shows high daily travel volumes along north-south corridors, with growing north-south volumes in eastern and northern Maple Ridge. Traffic volumes along Lougheed Highway are expected to exceed 60,000 vehicles per day in some segments and average daily traffic volumes along Abernethy Way and Dewdney Trunk road exceed 30,000.

Figure 7-8: 2050 Daily Traffic Volumes

Corridor travel speeds are often used to indicate mobility patterns. For example, median speed indicates the average operating speed over time, acting as a quick indication of the relationship between traffic demand and the road network capacity. **Figure 7-9** and **Figure 7-10** illustrate the median travel speeds compared to the posted speed limits using percentages. The speed data indicates that the travel speeds are generally within 75% of the posted speed limits along corridors.

The travel speeds near intersections, especially major intersections, are typically lower (within 50% of the posted speed limits), which is expected due to stopping at intersections. The travel speeds are generally slower (near or less than 50% of the posted speed limits) around major intersections in the Downtown area and also the Highway 7 / Dewdney Trunk Road / Golden Ears Way area. This is generally as expected as the travel speeds are usually lower than the posted speed limit during peak hours when the traffic demand is close or at the network's capacity.

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For the AM peak (6:00am to 9:00am), average travel speeds around the western gateway, including 203<sup>rd</sup> Avenue, 113b Avenue, Loughheed Highway, and Dewdney Trunk road are slower than posted speeds, which reflects morning queuing and congestion in this area. 224<sup>th</sup> Street, Loughheed Highway, and the Haney Bypass around the Town Centre also see lower travel speeds during this peak period, as do key intersections along Dewdney Trunk Road and 240<sup>th</sup> Street.

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**Figure 7-9: AM Median Speed as a % of Posted Speed**

Source: 2019 TomTom Speed Data



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Synchro 11, a macroscopic traffic analysis modelling tool, was used to analyze the operational performance at all of the key intersections where traffic volumes are available. Synchro models were developed to calculate Level of Service (LOS) based on average delay per vehicle for each movement and at the overall intersection level. LOS is a transportation industry standard that indicates the average delays experienced by motorists and can be reported at an intersection level and a movement level. LOS is expressed using letter grades from “A” through “F” **Table 7-1** summarizes the intersection delay associated with each LOS letter grade. Many agencies consider LOS “D” or better as acceptable operating conditions; however, agencies are increasingly accepting LOS “E” or “F” for specific movements or intersections where there are significant positive trade-offs for other community goals or objectives..

*Table 7-1: Level of Service (LOS) and Associated Vehicle Delay (sec/veh)*

LOS	SIGNALIZED INTERSECTION(S)	UNSIGNALIZED INTERSECTION(S)
A (minimal delays)	≤10	≤10
B	10 – 20 sec	10 – 15 sec
C	20 – 35 sec	15 – 25 sec
D	35 – 55 sec	25 – 35 sec
E	55 – 80 sec	35 – 50 sec

The analysis volumes (2018) were provided by the City for the City’s intersections and were adjusted to the 2021 condition without the COVID-19 impact by applying a 1% per year growth factor. The growth factor of 1% is a typical factor to account for historical growth. Additionally, traffic information from the MOTI’s intersections and TransLink’s are made available through previous MOTI studies and manual data collection, respectively. The traffic volumes at these locations were also adjusted to the 2021 condition (without COVID) by applying a growth factor as needed.

**Figure 7-11** summarizes the LOS under the existing conditions together with corridor travel speeds. More detailed information including traffic volumes and LOS by individual movement are provided in **Appendix B**.

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Key observations regarding existing LOS include:

- Most of the intersections with capacity issues are on Highway 7 ( at Dewdney Trunk Road, 203 Street, 207 Street, Laity Street and 232 Street) and MRN roadways (Golden Ears Way & 210 Street and 128 Avenue & 216 Street);
- While many intersections operate at LOS “C” or better at the overall intersection level, a number of individual movements operate at worse conditions (LOS “D” or worse), which also corresponds to the corridor travel speeds where slower speeds are observed;
- Motorists generally experience longer delays and queue lengths during the afternoon peak hour relative to other times of the day

As noted earlier, comparing the results of this study to the 2014 STP indicated that traffic volumes in Maple Ridge have increased in the past eight years. Comparing traffic performance at the intersection level, 2021 conditions do not represent a significant increase in delay from 2014 conditions. This can be attributed to a few key factors: network and intersection improvements that alleviated pressure, including improvements to 128<sup>th</sup> Avenue, some parts of the network being at capacity in 2014 and remaining at capacity in 2021, and some locations with excess capacity in 2014 accommodating additional growth in 2021.

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Figure 7-11 Existing AM (PM) Intersection Level of Service on PM Median Speed as a % of Posted Speed

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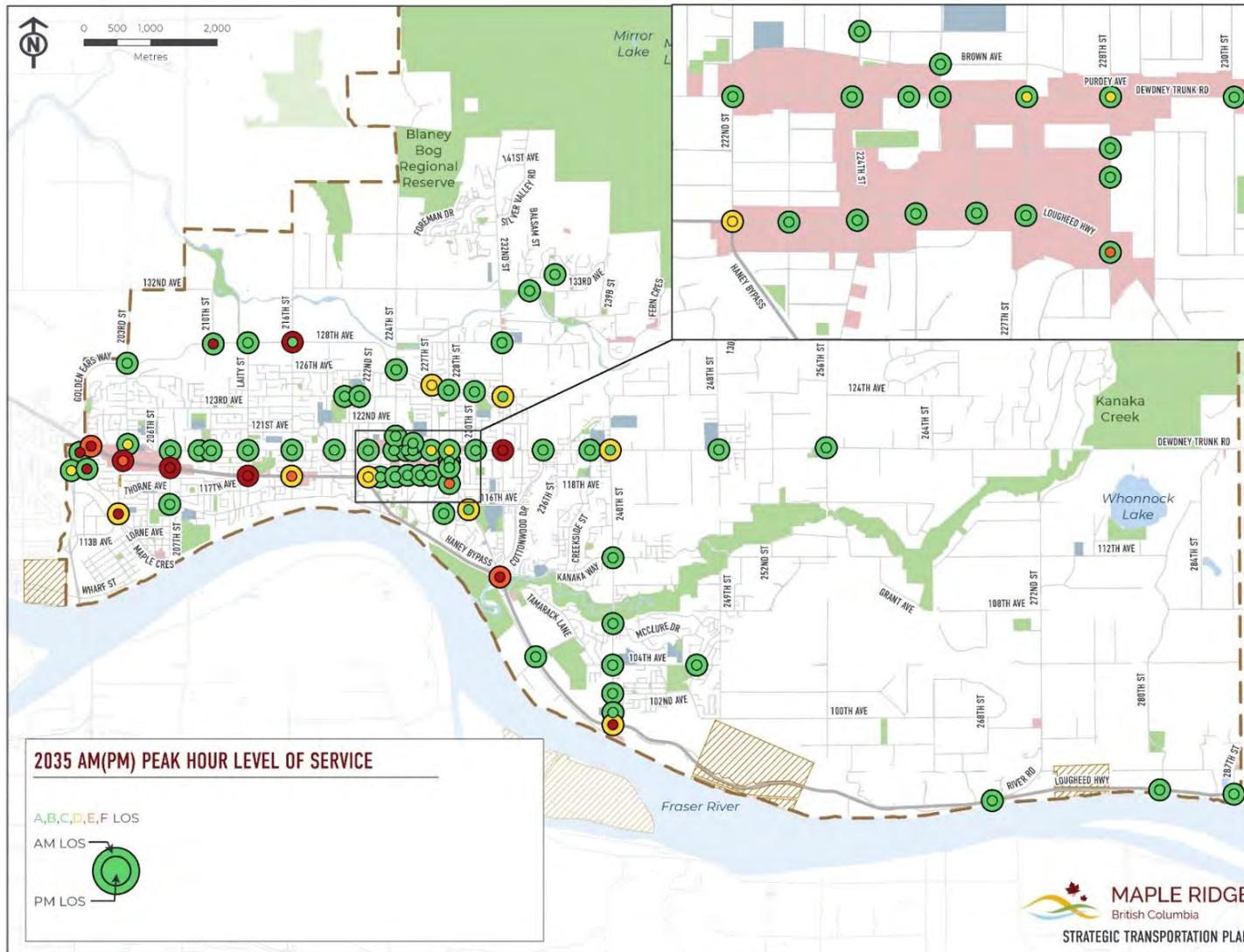
2035 and 2050 horizon year traffic forecasts were assessed using the Synchro intersection analysis tool. Highway 7 between 266 Street and 287 Street was assumed to be a four-lane highway for the purpose of this analysis in the 2035 and 2050 horizons, as MOTI's widening project is currently underway, and it is assumed that the project will be complete by then.

Synchro models were developed for the 2035 and 2050 horizons, and the overall intersection LOS are illustrated in **Figure 7-12** and **Figure 7-13**.

A review of the LOS results indicates that:

- All of the intersections are expected to experience more traffic congestion in the future with increased traffic demand;
- Under the 2035 horizon, a number of major intersections, particularly the intersections on Highway 7 (Golden Ears Way, 203 Street, 207 Street, Laity Street, 216 Street, Haney Bypass, and 240 Street) are expected to operate at LOS "E/F", indicating that these intersections will have insufficient capacity at the intersection level. Also a few intersections on the MRN (210 Street and 216 Street on 218 Avenue), a few intersections on Dewdney Trunk Road (232 Street) and Maple Crescent & 113b Avenue are expected to have capacity issues;
- Under the 2050 horizon, while the intersections described above will continue to experience more traffic pressures, a number of additional intersections also begin to see demand exceeds capacity, namely in the Downtown area, along 240 Street, Abernethy Way, Dewdney Trunk Road, and 206 Street; and
- While other intersections on the network have overall LOS of "D" or better, some of the individual movements at these intersection are expected to operate at LOS "E/F" These detailed results are provided in Appendix C.

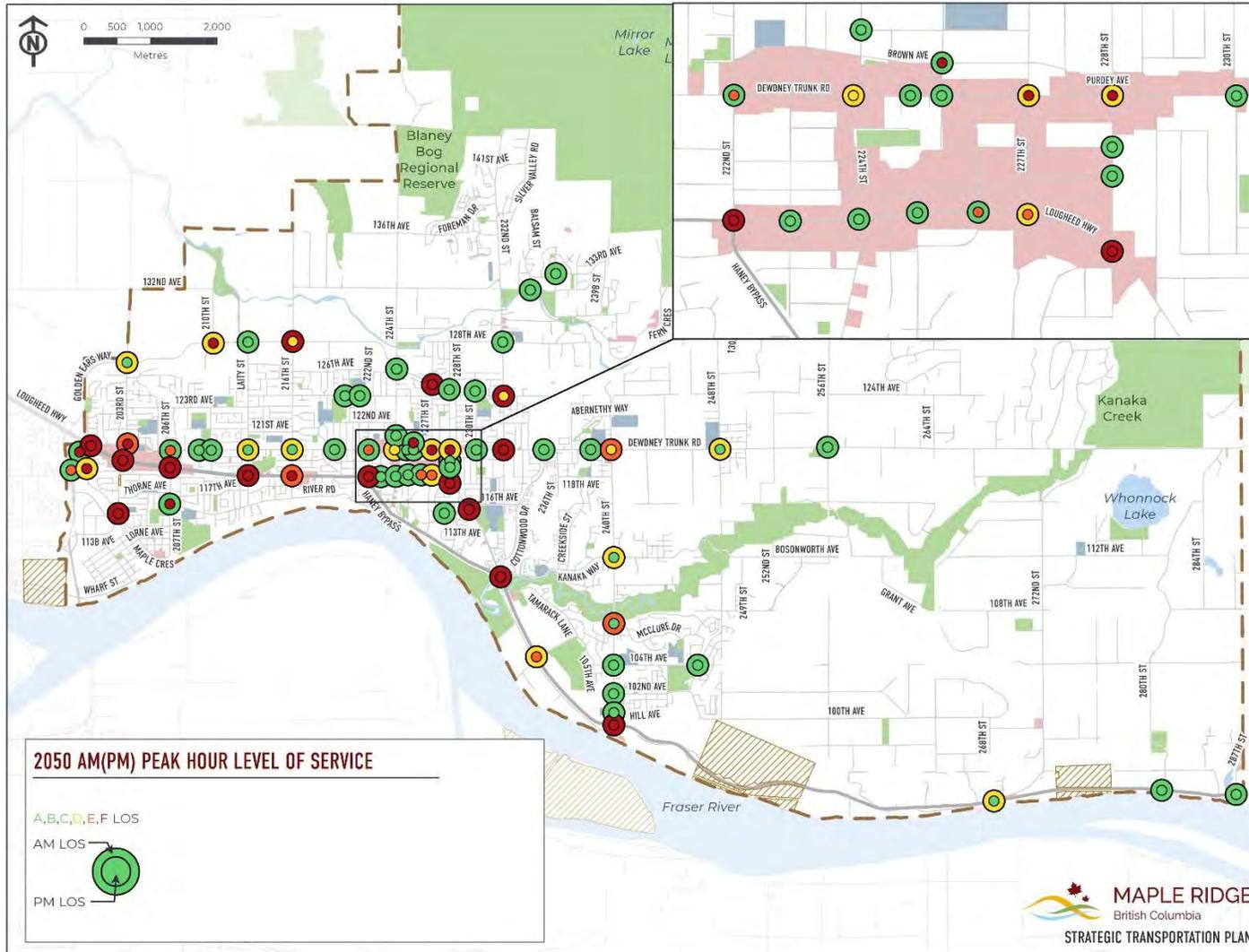
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Figure 7-12: 2035 AM (PM) Intersection Level of Service (LOS)

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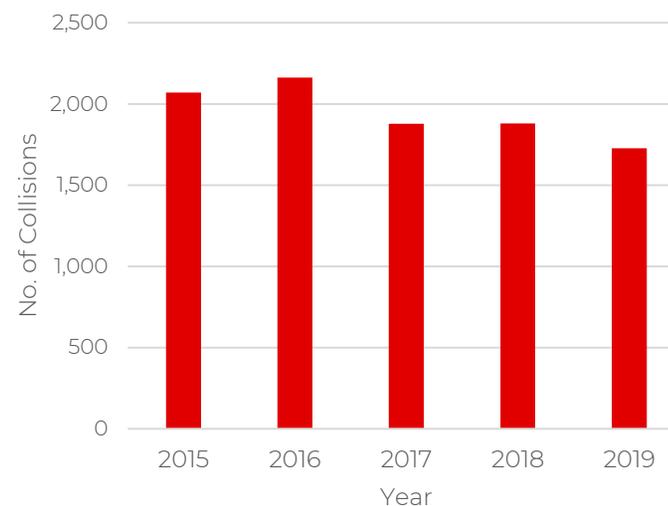
Figure 7-13: 2050 AM (PM) Intersection Level of Service (LOS)

## SAFETY ASSESSMENT

The safety assessment summarized here focuses on historic collisions involving vehicles and reported to ICBC between 2015 and 2019. It includes a summary of overall City-wide safety trends, as well as intersection-level collision frequency, rates, and severity. The assessment closes with an identification of major and minor intersections identified for further attention in the development of the STP.

ICBC collects and maintains statistics for all reported collisions in British Columbia. The collision data classifies reported collisions based on the type of collisions as resulting in property damage only (PDO) or casualty (injury or fatality). Data provided for five years between 2015 to 2019.

Over the five years, there have been an average of approximately 1,944 reported collisions per year in Maple Ridge, with approximately 57% of those collisions resulting in a casualty (i.e. an injury or fatality). As shown in **Figure 7-14**, while the number of collisions fluctuates by year, it appears trending down slightly since 2016.



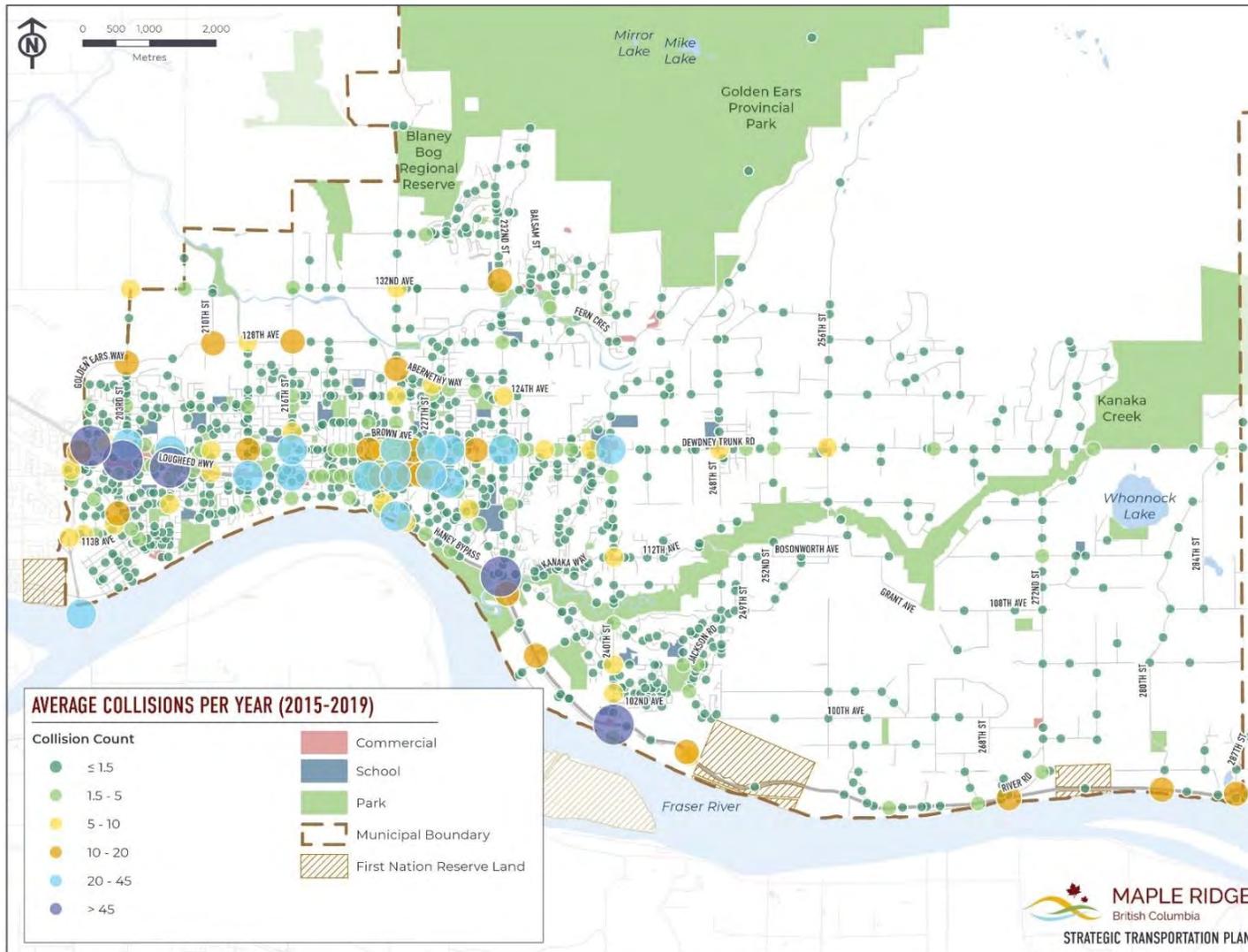
**Figure 7-14: Number of Collisions in Maple Ridge (2015-2019)**

Source: 2015-19 ICBC Collision Data

**Figure 7-15** to **Figure 7-17** show collision frequency, collision rate and collision severity index ,respectively, by location:

- **Collision frequency** refers to the average number of collisions per year and is typically higher at major intersections with significant traffic volumes.
- **Collision rates** are derived from the number of collisions and traffic volumes (for example, the number of collisions per million vehicles entered). Collision rates for analysis are summarized and compared with critical collision rates, which are estimates of the number of collisions at a given intersection depending on its characteristics. It should be noted that traffic volumes used for collision rate calculations are from the RTM model, which does not have local streets or minor collectors.
- **Collision severity index (CSI)** is used as a measure of collision severity levels, which is defined as the weighted sum of fatality, injury, and PDO collisions. A CSI of greater than 5 suggests that more than half of the collisions that occurred are injuries or fatalities. Collisions with serious outcomes are more likely to involve vulnerable road users, travel at higher speeds, and certain types of collisions (e.g. angle and head-on collisions).

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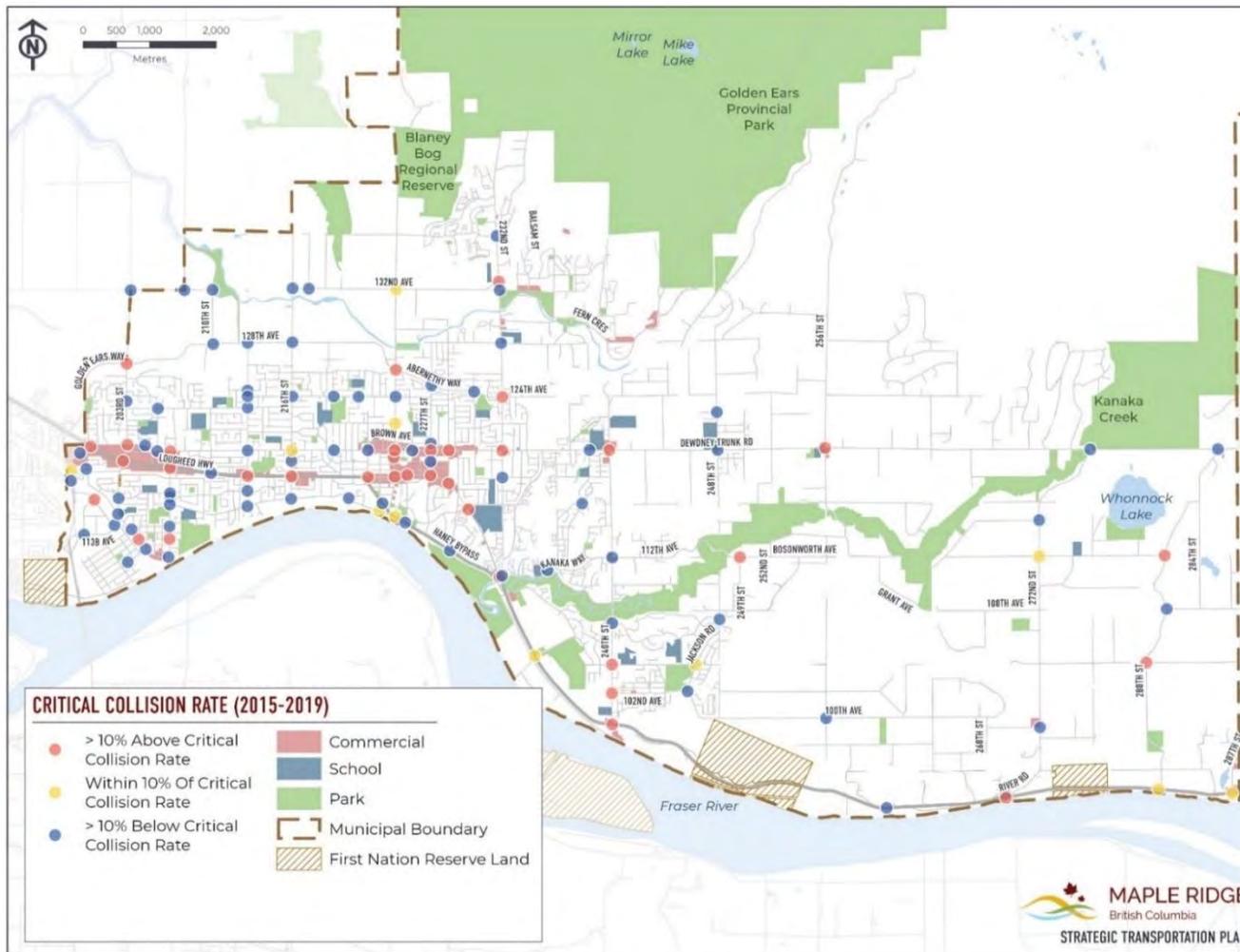


The frequency of collisions is indicated by the size and colour of the dot, with locations that have the most collisions per year symbolized by a large blue dot. Intersections with high traffic volumes can be expected to have the highest collision frequencies, which is consistent with the high frequency locations along Lougheed Highway and Dewdney Trunk Road.

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*Figure 7-15: Collision Frequency*  
 Source: 2015-19 ICBC Collision Data

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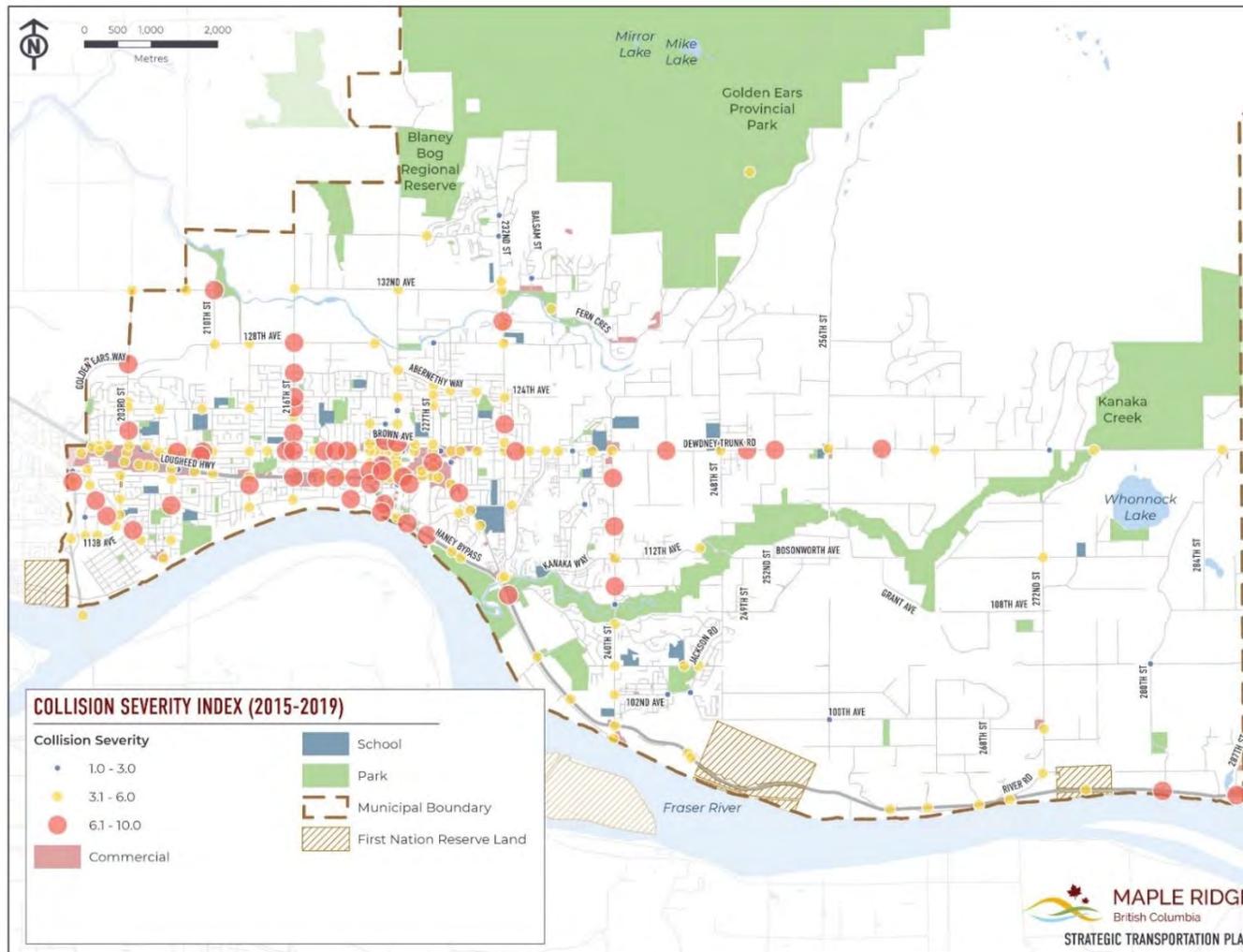


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**Figure 7-16: Collision Rates**  
 Source: 2015-19 ICBC Collision Data

Assessing the collision rate (i.e. number of collisions per million entering vehicles) compared to the critical collisions rate provides an indication of locations where the number of collisions is higher than what might be expected given prevailing conditions. Focusing on these locations can improve the effectiveness of safety improvement programs. Beyond challenges along Lougheed Highway and Dewdney Trunk Road, There are a number of intersections in more suburban and rural locations that have critical collision rates more than 10% higher than the critical rate.

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**Figure 7-17: Collision Severity Index**  
 Source: 2015-19 ICBC Collision Data

The collision severity index illustrates the ratio of casualty (injury and fatality) collisions to property damage only collisions. The illustration shows only locations with at least one collision per year.

Locations identified in red have more than six casualty collisions in every 10 reported collisions. There are concentrations of collisions with high severity indices in the Town Centre, along the Haney Bypass and Lougheed Highway, along Dewdney Trunk Road, and along Steward Crescent and Hammond Road.

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**Table 7-2** identifies 15 intersections with a collision rate that is 10% higher than the critical collision rate and a CSI that is greater than 5. Note that the intersection of Haney Bypass and Lougheed Highway is excluded from this list as an improvement project of this location is currently underway.

*Table 7-2: Top 15 Major Intersections with High Collision Rates and CSIs*

NO.	INTERSECTION
1	Dewdney Trunk Rd & Lougheed Hwy & Maple Meadows Way & West St
2	207 St & Lougheed Hwy
3	240 St & Lougheed Hwy
4	216 St & Lougheed Hwy
5	Laity St & Lougheed Hwy
6	232 St & Dewdney Trunk Rd
7	207 St & Dewdney Trunk Rd
8	228 St & Lougheed Hwy
9	203 St & Golden Ears Way
10	Kingston St & Stewart Cres
11	272 St & Lougheed Hwy
12	205 St & Lorne Ave & Maple Cres
13	116 Ave & Lougheed Hwy
14	102 Ave & 240 St
15	112 Ave & Lockwood St

Minor intersections that are not part of the collision rate analysis due to lack of traffic volumes were also reviewed as a location with a higher proportion of casualty collisions may also require attention for improvements. A review indicates that there are eight minor intersections that had a CIS rating that is greater than five and at least one collision per year. (See **Table 7-3**). The collision frequency of these intersections generally ranged between four to six collisions per year except for the intersection of Lougheed Highway & River Road / Tamarack Lane (13 collisions per year).

*Table 7-3: Minor Intersections with High CSIs*

NO	INTERSECTION
1	Burnett St & Lougheed Hwy
2	221 St & Lougheed Hwy
3	222 St & Selkirk Ave
4	121 Ave & 216 St
5	Dewdney Trunk Rd & Rosewood St
6	224 St & Brown Ave
7	223 St & Selkirk Ave
8	Lougheed Hwy & River Rd / Tamarack Lane

### 7.3 ISSUES & OPPORTUNITIES

Issues and opportunities for improving the road network and driving in Maple Ridge were identified throughout the stakeholder and public engagement process. These include:

- **Growing congestion and low reliability along the western gateway to the City from Golden Ears Bridge and Pitt Meadows.** Approximately 28% of trips originating in Maple Ridge are destined to municipalities to the south and west, travelling through the western gateway around Golden Ears Way and Lougheed Highway. Traffic volumes are growing over time due to the increased number of trips per person per day, growing mode share for driving, increases in population and employment, and removal of tolls on the Golden Ears Bridge. Vehicles travelling during the morning and afternoon peak hours experience slow travel speeds, low reliability, and intersection delays. STP survey respondents indicated that congestion during rush hour was a main issue for driving and carpooling in Maple Ridge. These issues can be expected to increase in intensity as population and employment increase, particularly in areas that are not well served by transit.
- **Locations with highest safety risk as indicated by critical collision rate and collisions severity are clustered around the Lougheed Corridor area, the Town Centre, as well as other locations.** Some of these locations serve vulnerable populations or are near walking and cycling destinations with limited infrastructure. Safety challenges, including higher severity and frequency collision locations along Lougheed Highway, Dewdney Trunk Road, 216th Street, 224th Street, and other locations. Respondents to the STP Survey identified some locations where high speeds create challenges, including along 232<sup>nd</sup> Street, River Road, Kanaka Way, and 132<sup>nd</sup> Avenue.
- **Residents of neighbouring municipalities travel through Maple Ridge and create additional congestion.** East-west traffic volumes through the City are expected to continue to grow as a result both growth in neighbouring municipalities, as well as growing single family residential neighbourhoods east of the Town Centre. There are a limited number of east-west corridors, which will see growing traffic volumes, which may result in further conflicts with pedestrians and cyclists in addition to growing delay to vehicles.

**Figure 7-18** summarizes the walking issues and challenges identified by respondents through the STP survey.

MAIN ISSUES AND CHALLENGES FOR DRIVING OR CARPOOLING IN MAPLE RIDGE

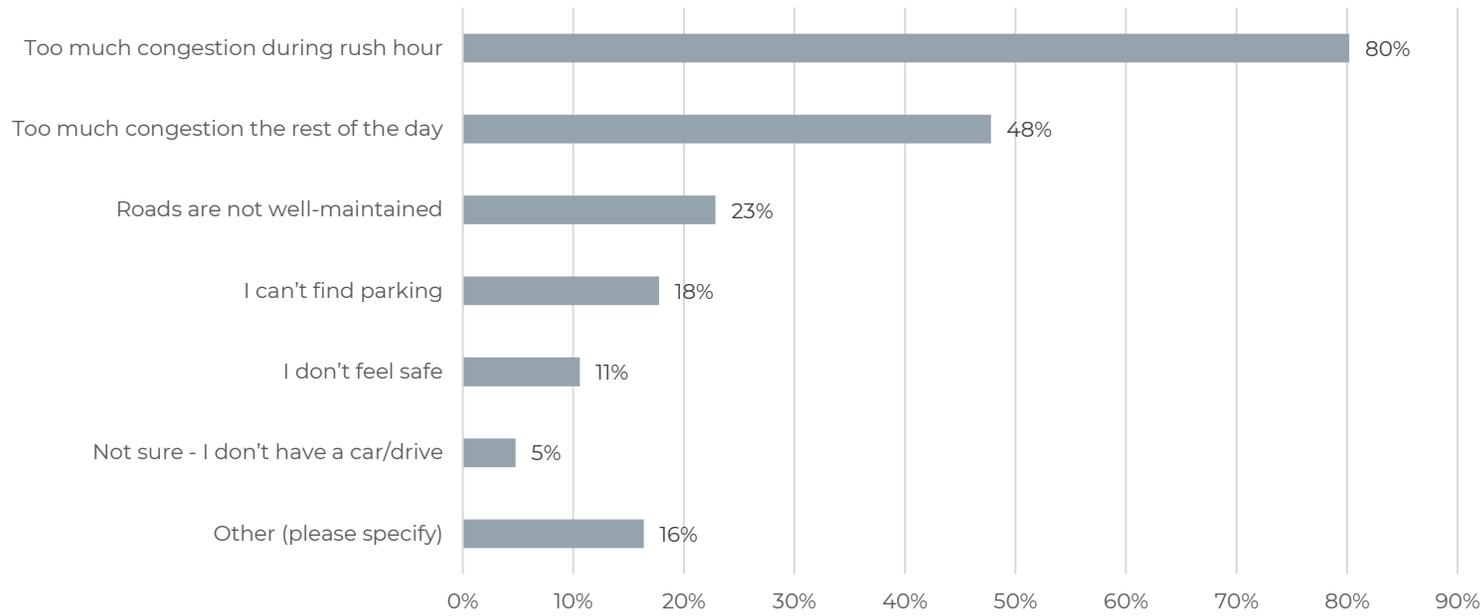


Figure 7-18: Driving and Carpooling Issues and Challenges

## 8.0 EMERGING MODES

Transportation is evolving as new technology emerges and creates new choices, opportunities and challenges. A number of rapidly evolving technologies and policies are currently being applied to transportation issues, including electrification, connectivity, and automation and road pricing.

Current applications of emerging modes in Maple Ridge are limited to ride-hailing and electric vehicle charging. There are currently no car share or micro mobility companies with operations in Maple Ridge. The current status of emerging modes in Maple Ridge is explored briefly below:

- Ridehailing companies – e.g. Uber and Lyft – operating across Lower Mainland municipalities including Maple Ridge since June 2020.
- Regional efforts looking at how to manage emerging trends in micromobility to ensure consistency for road users across Metro Vancouver are ongoing.
- Maple Ridge has several accessible Level 2 charging stations, generally at civic sites:
  - Memorial Peace Park, Maple Ridge City Hall, Beast Clock, Ridge Meadows Hospital, Maple Ridge Operations Centre, SPCA.
- Maple Ridge has two Level 2 charging stations in private sites:
  - West Coast Toyota and Fraser Regional Correctional Centre.

Because of rapid changes in technology and evolving transportation patterns, there is growing uncertainty around transportation trends and forecasts. Many jurisdictions now review transportation planning and decision-making more frequently than in the past to facilitate nimble decision making that is targeted to evolving conditions.

Some of the most common **emerging modes** include:

- Electric vehicles – private vehicles and goods movement vehicles that eliminate tailpipe emissions by using electricity instead of fossil fuels for operations.
- Micromobility – small one-person electric vehicles, such as e-bikes, e-scooters, or other devices. These extend the comfort and ease of travelling over longer distances and / or carrying heavier loads. Micromobility can be privately owned, or owned and operated as part of shared transportation systems. It can be used for personal travel or play a role in goods movement via cargo e-bikes.
- Shared transportation systems – these systems enable users to rent a car, bike, or micro-mobility vehicle on a short-term basis. They can be point-to-point (users can pick up the vehicle or device in one location and return in another) or return-to-base (users must pick up or drop off from the same locations).
- Ride-hailing – these systems connect passengers to drivers for hire using smart phone apps.
- Connected and autonomous vehicles – these types of vehicles are a range of self-driving or partially automated vehicles that are connected to infrastructure and each other. They are not yet widely available, but are expected to change the future of transportation over the next five to fifteen years.

## 9.0 SUMMARY & CONCLUSION

This Report provided an overview of the context and assessment of issues and gaps that will inform the development of the Strategic Transportation Plan. It reviewed the community context, travel patterns, and infrastructure and performance for each mode of transportation. Some of the key overarching findings include:

- **Growth creates opportunities to provide high quality transportation amenities and address network gaps.** Recent growth in population and employment combined with high driver mode share have increased the pressure on the transportation system. Roadways that had been designed for low or rural traffic are increasingly serving development traffic and gaps in pedestrian and cycling infrastructure are increasingly important as traffic volumes grow. Congestion has also caused delays for transit, reducing the attractiveness of transit as a mode of transportation. At the same time, new development – both infill and greenfield – are an opportunity to provide safe, comfortable walking and cycling infrastructure, to facilitate transit priority, and to right-size roadways and parking to improve the transportation system for everyone.
- **As the Town Centre evolves, it is important to invest in a safe and comfortable transportation network that meets the needs of people of all ages and abilities.** The Town Centre is home to many of Maple Ridge’s seniors and low income households. This area was also identified as having some intersections with potential safety issues, as well as growing vehicle delay. The cycling network to and through the Town Centre is discontinuous and there are some remaining gaps in the walking network. There are opportunities to ensure that lighting, accessibility, and transit-supportive amenities in and around the Town Centre are high quality and support mode choice for everyone.
- **There is growing pressure on the western gateway of the City for all modes of transportation.** As the population of Maple Ridge continues to grow and more trips are made by driving, traffic congestion and queues have increase at the western boundary of the City. This has resulted in growing delay for transit riders along with delay for private vehicles and goods movement. As traffic volumes have increased, people walking and cycling have been exposed to more traffic. Connections and land uses have also evolved – and continue to evolve – on the western side of the City, including the elimination of tolls on the Golden Ears Bridge, growing density, the introduction of the R3 RapidBus, and potential changes to roadway connections in Pitt Meadows. Regionally, a safe and comfortable bicycle route suitable for people of all ages an abilities is required through this busy area, which is particularly important as trips by all modes continue to grow.
- **Current transportation trends are unlikely to result in the City meeting it’s emissions targets from transportation.** The number, distance, and share of driving trips has increased. To reduce transportation emissions, the number of vehicle kilometres travel must be reduced and a greater share of those trips must be made by electric vehicles. There is an

opportunity to increase electrification while also making walking, cycling, and transit trips more safe, comfortable, and efficient.

- **The City's large land mass in contrast to its population, along with drainage constraints, make it difficult to address all network gaps in a short time frame.** The City has a large transportation network because of its relatively large size. At the same time, the geography and drainage challenges make some types of infrastructure relatively expensive. Potential improvements must be prioritized and targeted where they are most likely to help the City meet its overarching goals and objectives. This may include focusing on areas and along corridors where transportation choice is most likely to result in mode shift, in higher density areas, and / or serving seniors, youth and other vulnerable populations.
- **Transportation technology and infrastructure is changing.** Ridehailing has been established in Maple Ridge since the last STP and future parking and loading strategies will consider the needs of ridehailing in addition to traditional modes. Emerging modes, such as micromobility and automated vehicles create opportunities, but also require careful policy consideration to address possible negative outcomes and conflicts with other modes.

The issues, gaps, and opportunities identified and summarized through this review of existing and future conditions will be used to develop the multi-modal networks, strategies, and projects that will help the City meet its goals and objectives.

# APPENDIX A

PUBLIC CONSULTATION

# Maple Ridge Strategic Transportation Plan

## Community Survey Summary Report

### INTRODUCTION

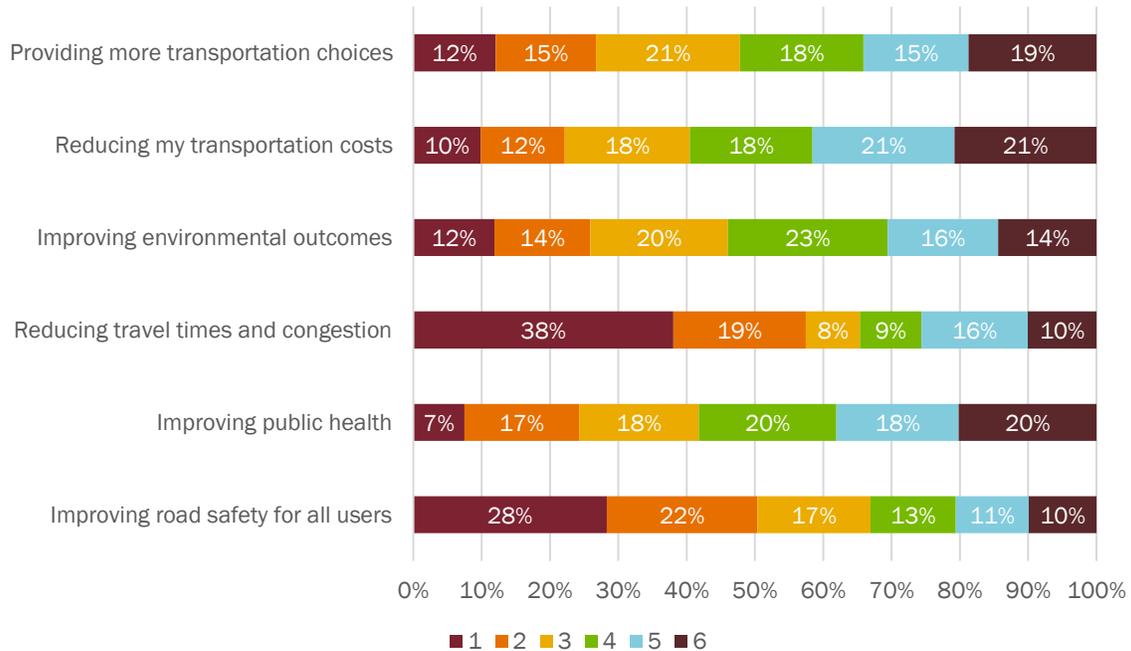
The City of Maple Ridge is updating its 2014 Strategic Transportation Plan to shape the future of transportation in Maple Ridge and respond to changing transportation needs and trends. As part of the Strategic Transportation Plan engagement process, an online ESRI StoryMap with an embedded SurveyMonkey survey and mapping tool was available through the City's website for all interested Maple Ridge residents to complete between May 17 and May 31, 2021. The survey was designed to identify current local transportation challenges and opportunities, and better understand the community's priorities for future transportation improvements.

The survey received 335 responses, which we have summarized below. The results of this survey will be used to inform the draft Strategic Transportation Plan.

## IDENTIFYING PRIORITIES

As the Strategic Transportation Plan is developed, which of the following outcomes are most important to you?

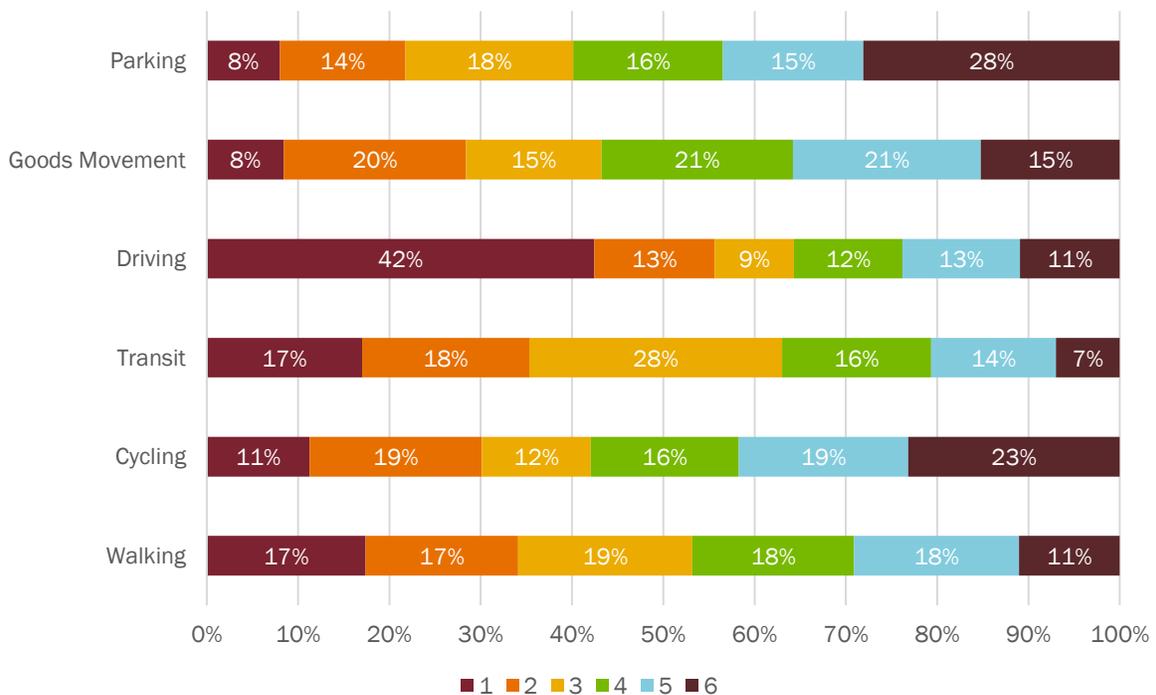
Survey respondents were asked to identify which outcomes were most important to them. A list of 6 outcomes were provided for participants to rank from 1 (most important) to 6 (least important). Reducing travel times and congestion was identified as the more important outcome among respondents with an average ranking of 2.75, followed by improving road safety for all users which received an average ranking of 2.85. Reducing transportation costs was identified as the lowest priority among respondents with an average ranking of 3.90.



329/335 answered this question.

## What aspects of Maple Ridge's transportation system should be considered the highest priority areas?

Respondents were then presented with a list of 6 topics and asked to rank their top priority areas for Maple Ridge's transportation system from 1 (most important) to 6 (least important). Driving was identified as the top priority among respondents with an average ranking of 2.72, followed by transit receiving an average ranking of 3.12. Parking was the lowest priority among respondents with an average ranking of 4.02.



328/335 answered this question.

### What are the top three transportation issues or challenges facing Maple Ridge today?

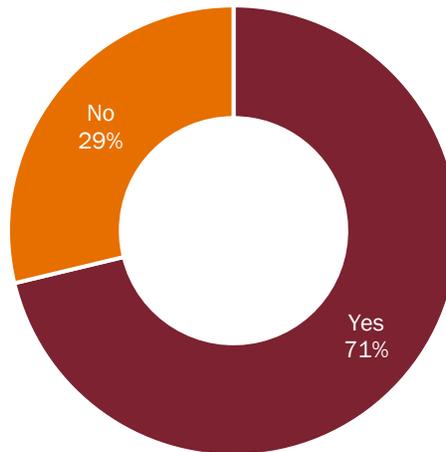
307 respondents answered this question with 846 comments. Each response was reviewed in detail and several key themes were identified, as shown below.

- Too much congestion and traffic issues – 269
- Lack of safety (traffic, crime) and vehicles travelling too fast – 134
- Public transit – 119
  - *Lack of infrastructure and services, want increase* –118
  - *Not useful* - 1
- Lack of connections across Maple Ridge and to the region – 111
- Lack of sidewalks and pedestrian infrastructure – 59
- Too much development, growth and increased population – 51
- Cycling – 45
  - *Lack of infrastructure, want increase* – 37
  - *Not useful* – 8
- Lack of parking – 43
- Lack of alternatives to the car – 8
- Cost of transportation is too high – 7

## TRAVEL PATTERNS

### Are you employed or attend school?

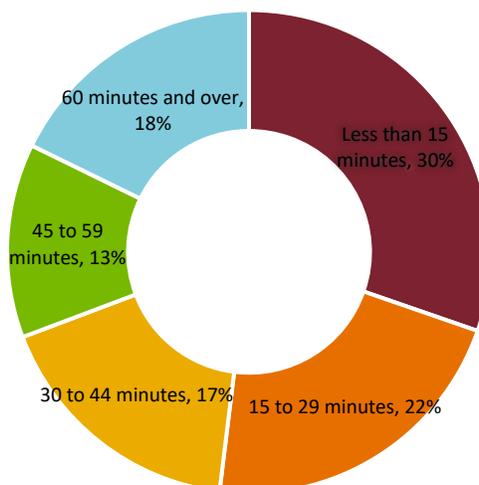
More than 70% of respondents are employed or attending school.



327/335 answered this question.

### What is your average commute time?

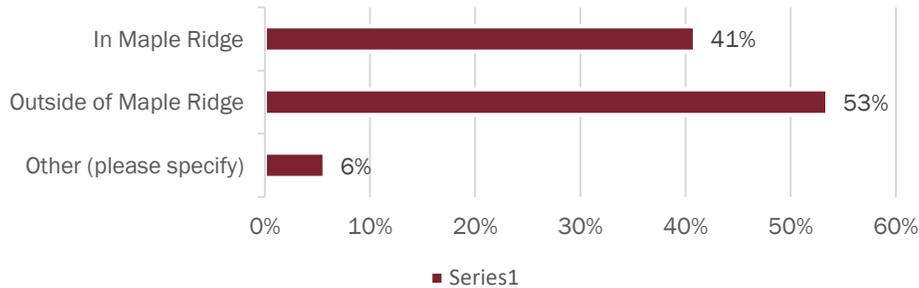
Nearly half of respondents (48%) commute 30 minutes or more to work or school, and 30% have a commute that is less than 15 minutes.



231/335 answered this question.

### Where do you work or attend school?

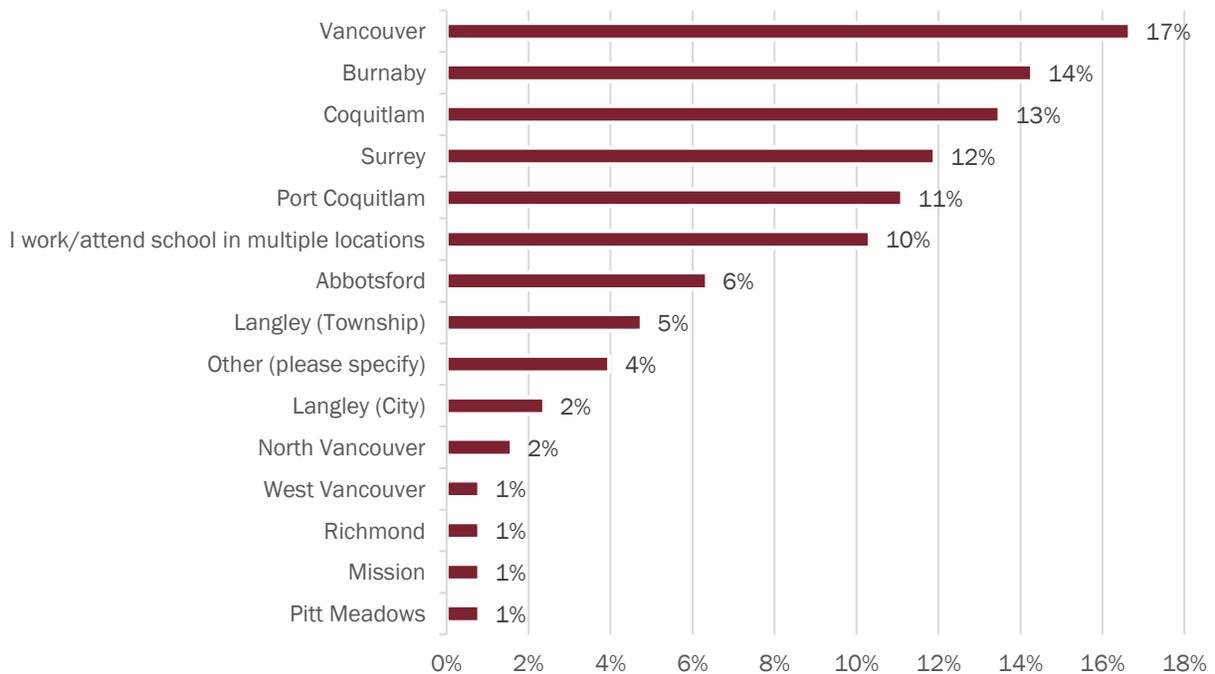
More than half of respondents (53%) indicated that they work or attend school outside of Maple Ridge.



230/335 answered this question.

### Where do you work or attend school outside of Maple Ridge?

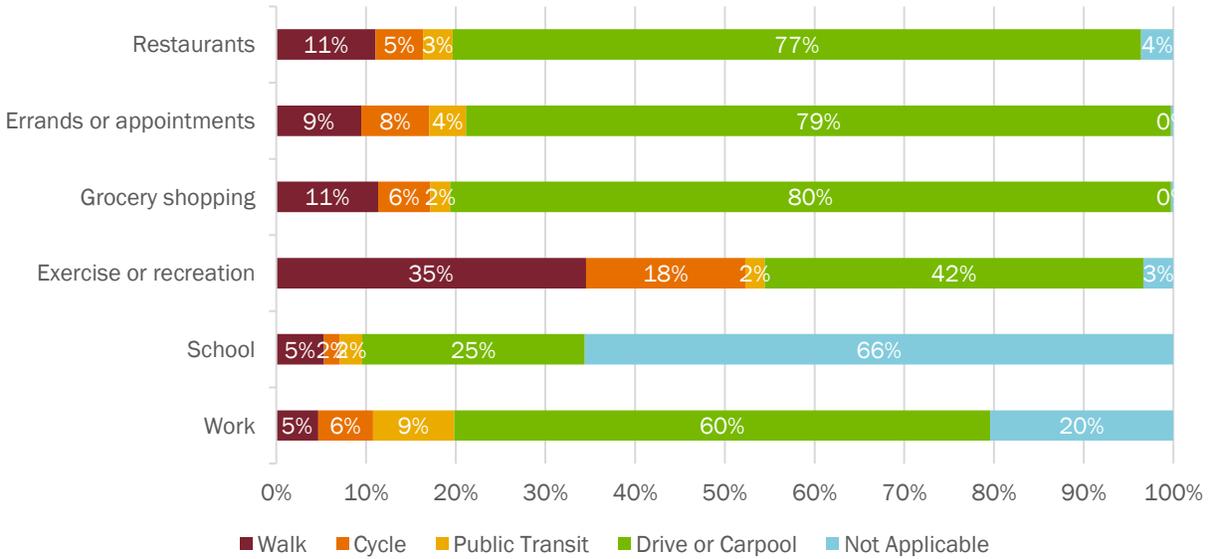
For those who work or attend school outside of Maple Ridge 17% live in Vancouver, 14% in Burnaby, and 13% in Coquitlam.



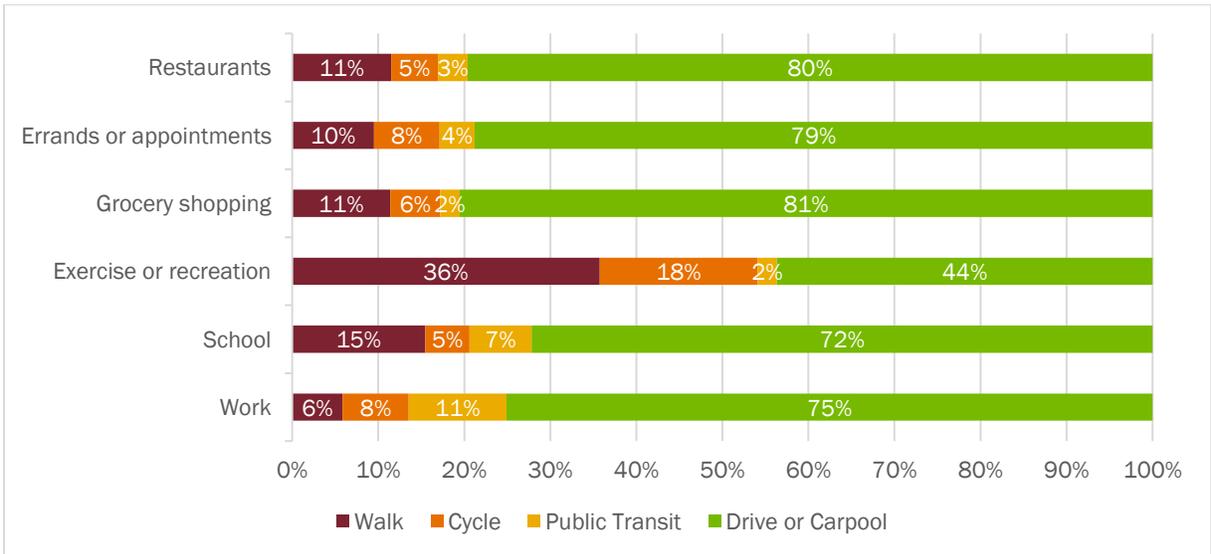
126/335 answered this question.

### How do you typically travel to/from the following:

Survey respondents were asked how they typically travel to and from popular destinations. Driving or carpooling was the top mode of transportation for all destination options. Walking and cycling received similar response rates for all destination options, but were both significantly less popular than driving or carpooling.



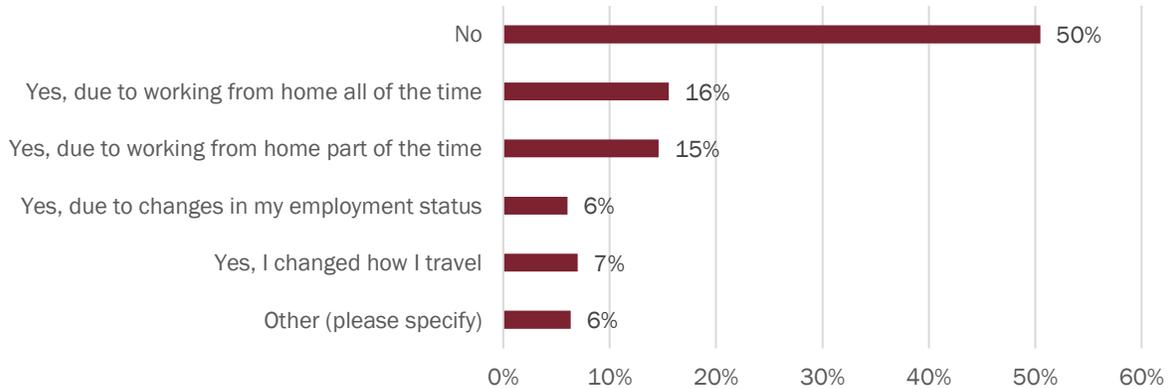
316/335 answered this question (summary including N/A response)



316/335 answered this question.(summary excluding N/A responses)

### Has Covid-19 impacted your transportation habits and travel patterns?

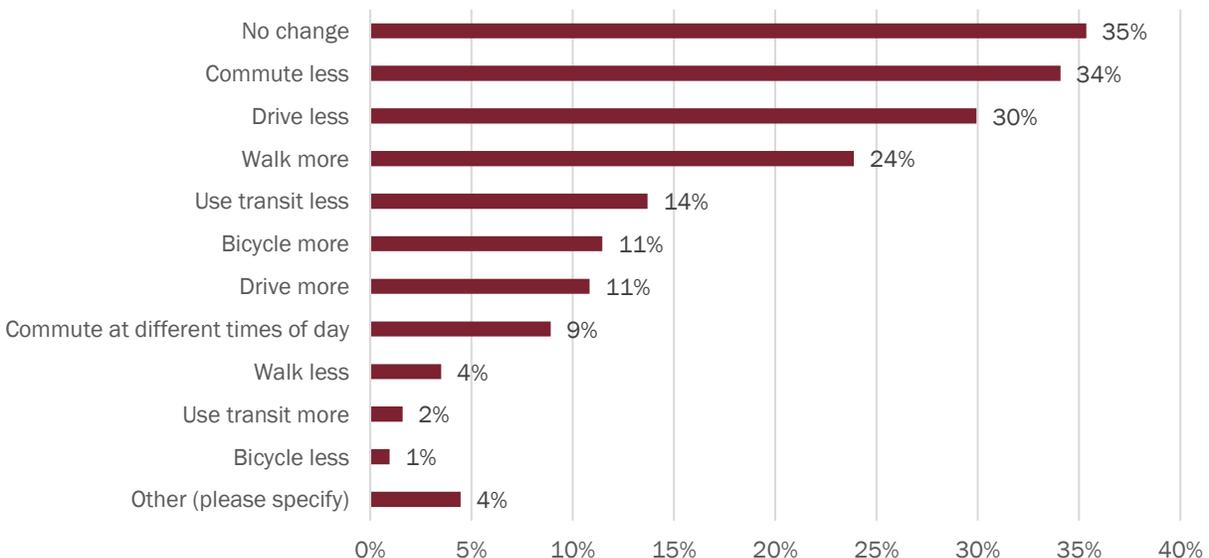
Half of survey respondents said that Covid-19 has not impacted their travel habits. Of those respondents whose travel patterns have changed, 30% attribute the change to working from home either full or part time. Those who selected other said that travel outside their home and community less often (x10), they no longer carpool (x2), or they have changed their travel habits to avoid busy or crowded spaces (x2).



315/335 answered this question.

### How has Covid-19 impacted your transportation habits and travel patterns?

35% of survey respondents said that Covid-19 has had no impact on their travel habits or patterns. For those who have been impacted, 34% indicated that they are commuting less. Respondents also said that they are driving less (30%) and walking more (24%).



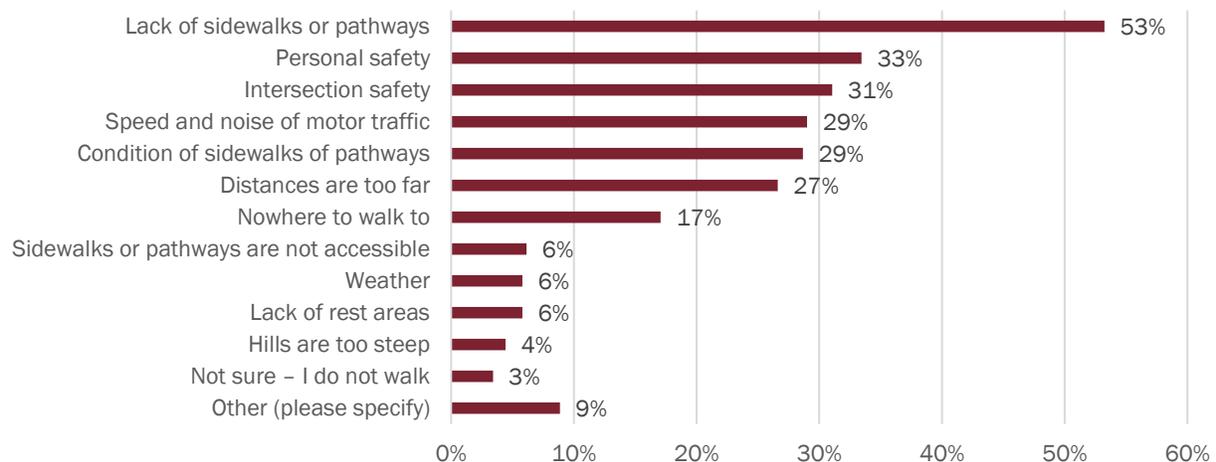
314/335 answered this question.

## ISSUES AND OPPORTUNITIES

### Walking

#### What are the main issues and challenges for walking in Maple Ridge?

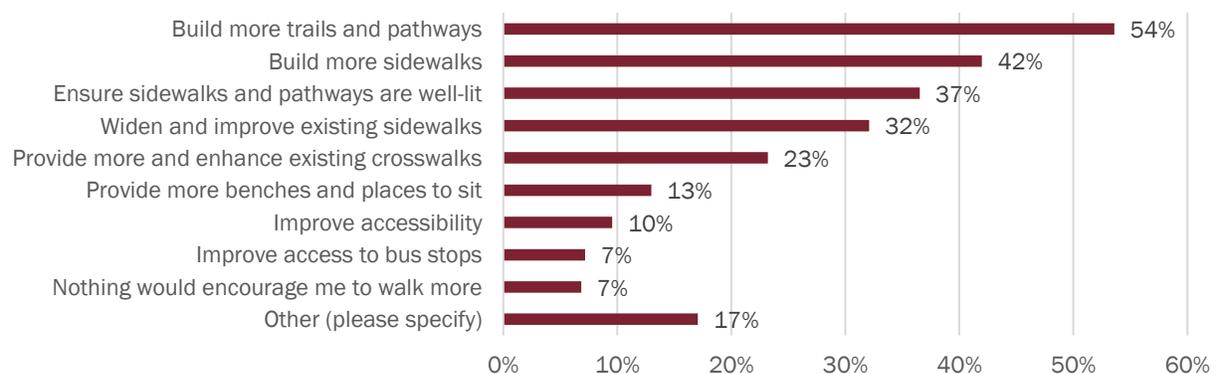
When asked to identify their top three issues or challenges for walking in Maple Ridge, 53% of respondents selected *lack of sidewalks or pathways*. This is followed by 33% of respondents who identified *personal safety* and 31% who selected *intersection safety*.



293/335 answered this question.

#### What could we do to encourage you to walk more in Maple Ridge?

When asked what the City could do to encourage more walking, *build more trails and pathways* (54%), *build more sidewalks* (42%), and *ensure sidewalks and pathways are well-lit* (37%) were the most popular responses among respondents. Other included concerns such as safety speeding and feeling unsafe in the community (24 responses) and land use and lack of density makes it challenging to walk (18 responses).

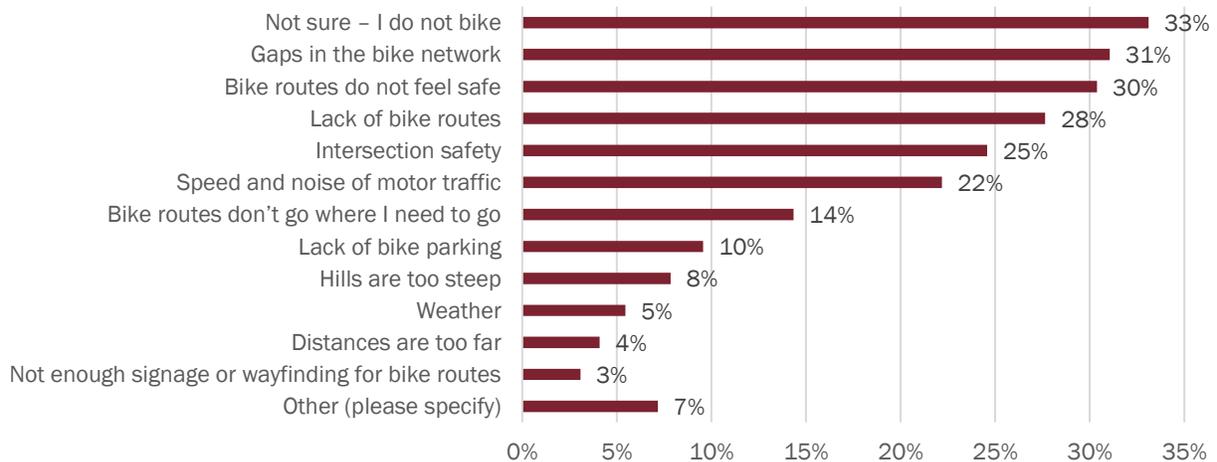


293/335 answered this question.

## Cycling

### What are the main issues and challenges for cycling in Maple Ridge?

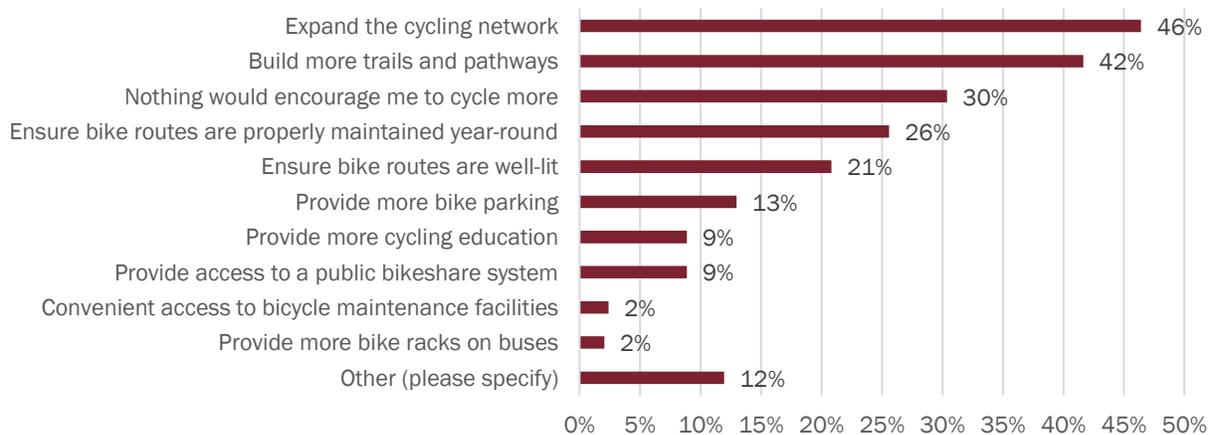
When asked to identify their top three issues or challenges for cycling in Maple Ridge, 33% of respondents said that they do not bike. Respondents that do bike identified *gaps in the bike network* (31%), *bike routes do not feel safe* (30%), and *lack of bike routes* (28%).



293/335 answered this question.

### What could we do to encourage you to cycle more in Maple Ridge?

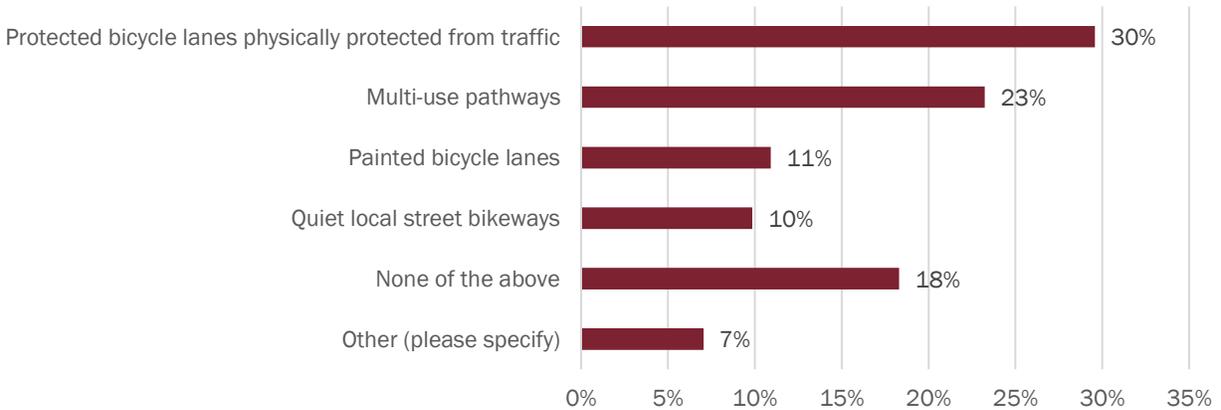
Survey respondents indicated that *expanding the cycling network* (46%) and *build more trails and pathways* (42%) were the top ways the City could encourage respondents to cycle. 30% of respondents selected that *nothing would encourage them to cycle more*. Other included separated bike lanes (13 responses) and increased safety through education (10 responses).



293/335 answered this question.

### What type of cycling infrastructure would you like the City to build in existing neighbourhoods?

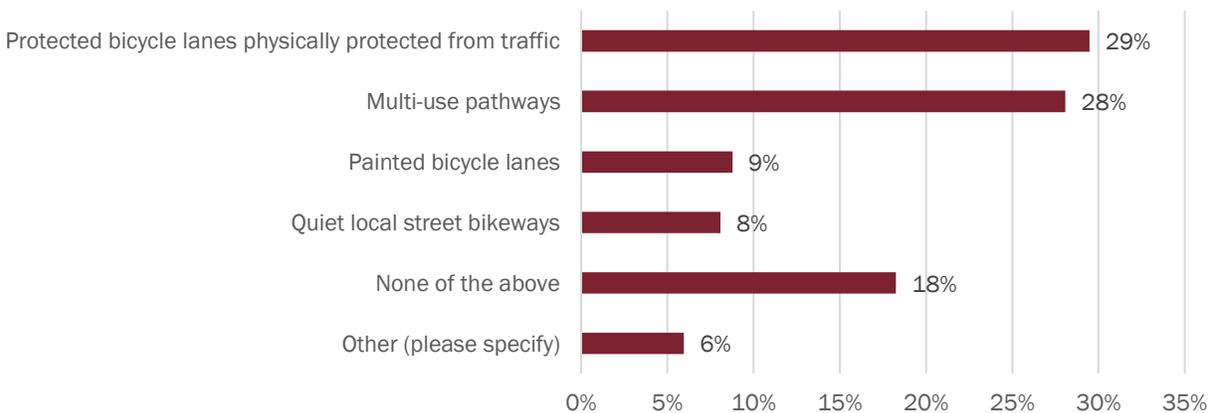
When asked what type of cycling infrastructure they would like the City to build in existing neighbourhoods, respondents indicated they would like to see *protected bicycle lanes physically protected from traffic* (30%), followed by *multi-use pathways* (23%).



284/335 answered this question.

### What types of cycling infrastructure would you like the City to build in new/future neighbourhoods?

For new and future neighbourhoods, survey respondents also indicated they would like to see *protected bicycle lanes physically protected from traffic* (29%) and *multi-use pathways* (28%).

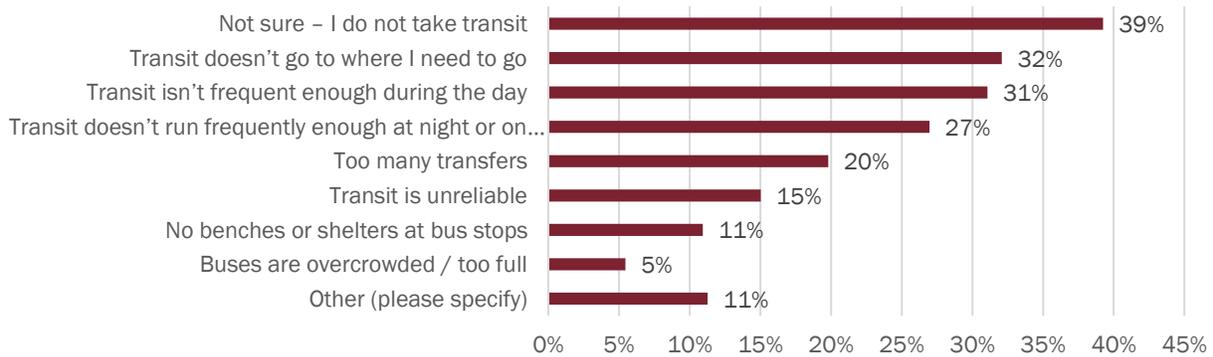


285/335 answered this question.

## Transit

### What are the main issues and challenges for transit in Maple Ridge?

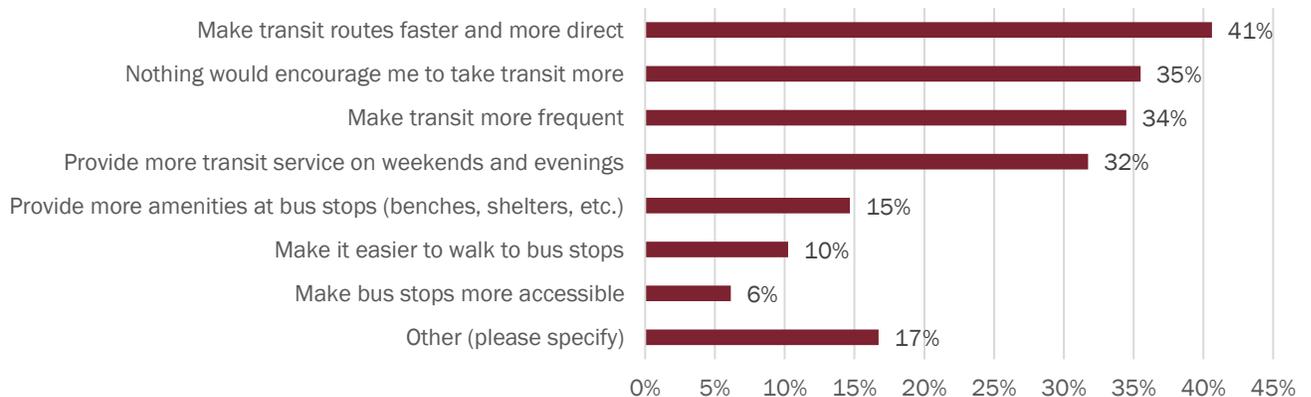
When asked to identify the main issues and challenges for transit in Maple Ridge, 39% of respondents said they do not take transit. For those who do take transit, they selected that *transit doesn't go to where I need to go* (32%), *transit isn't frequent enough during the day* (31%), and *transit doesn't run frequently enough at night or on weekends* (27%) as the top 3 issues and challenges. Other included transit is too time consuming due to congestion (13 responses) and lack of safety on transit (9 responses).



293/335 answered this question.

### What could we do to encourage you to take transit more?

In order to encourage people to take transit more, *making transit faster and more direct* (41%), *making transit more frequent* (34%), and *providing more transit services on weekends and evenings* (32%) were the most popular responses among respondents. 35% of respondents indicated that *nothing would encourage them to take transit more*. Other included rapid transit infrastructure (15 responses) and increased safety (8 responses).

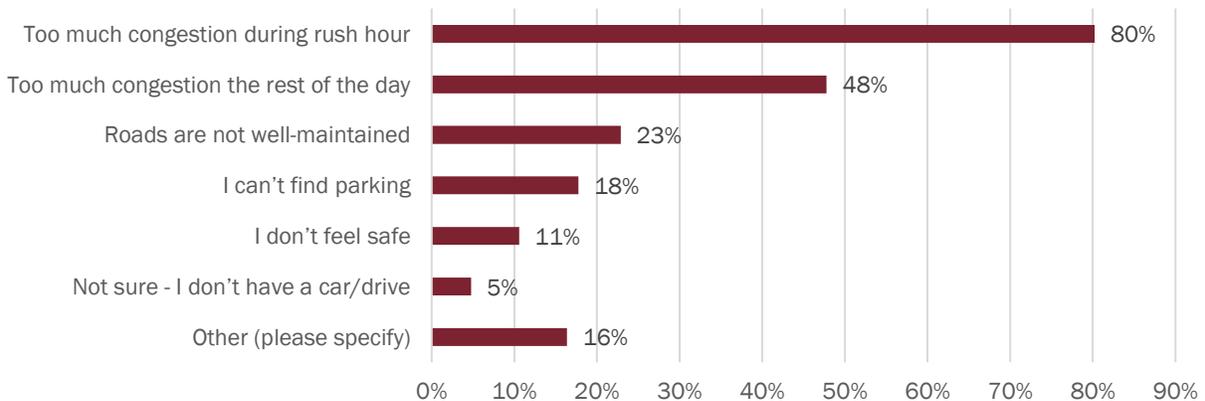


293/335 answered this question.

## Driving

### What are the main issues and challenges for driving or carpooling in Maple Ridge?

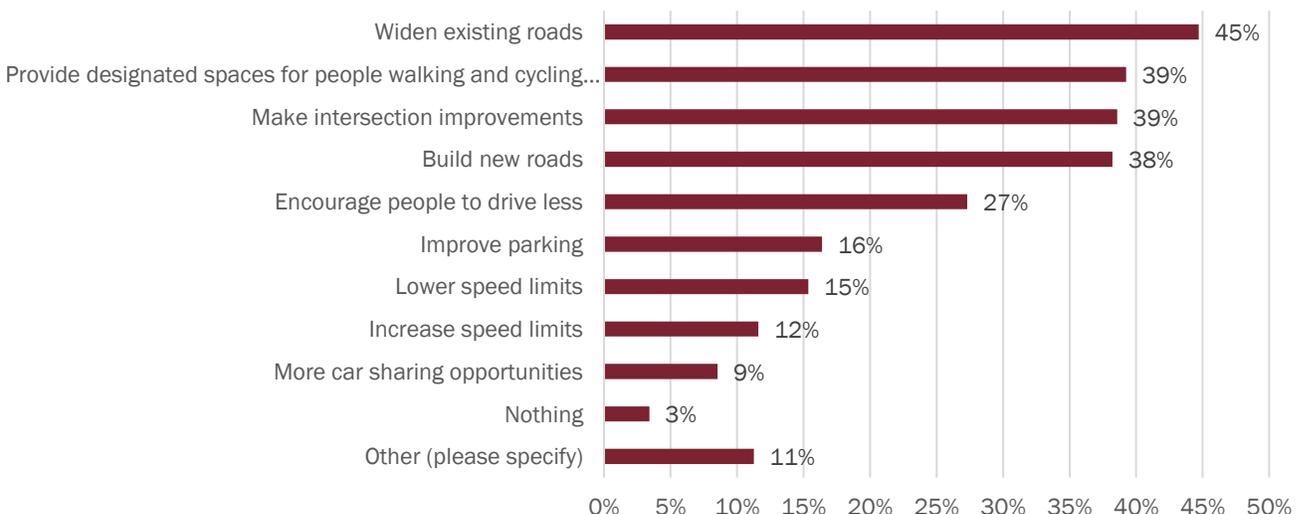
When asked to identify the main issues and challenges for driving or carpooling in Maple Ridge, 80% of those who responded selected *too much congestion during rush hour*, followed by *too much congestion the rest of the day* (48%).



293/335 answered this question.

### What could we do to improve driving or carpooling?

When asked what the City could do to improve driving or carpooling, *widen existing roads* (45%), *provide designated spaces for people walking and cycling separated from motor vehicle lanes* (39%), and *make intersection improvements* (39%) were the most popular responses among respondents.

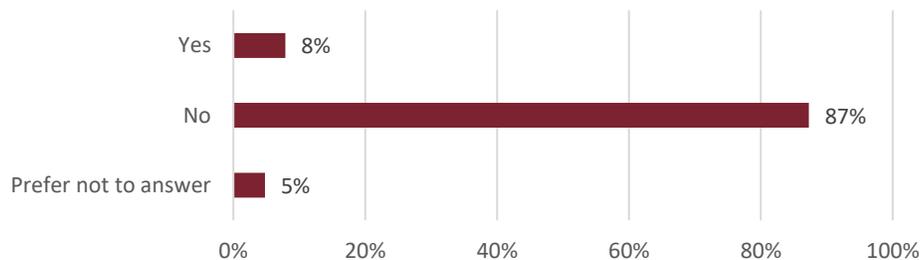


293/335 answered this question.

## Barriers and Challenges

Have you faced any barriers or challenges related to transportation as a result of your race, national or ethnic origin, age, gender identity, sexual orientation, disability, family makeup, conviction for an offence or other factors?

87% of respondents have not faced barriers or challenges related to transportation; however, 8% of respondents indicated they have experienced barriers or challenges related to transportation as a result of their race, national or ethnic origin, age, gender identity, sexual orientation, disability, family make-up, conviction for an offence or other factors.



291/335 answered this question.

## What are some examples of these transportation barriers or challenges?

20 respondents answered this question. Each response was reviewed in detail and several key themes were identified, as shown below.

### Theme 1: Time and convenience (2 comments)

Respondents noted that transit is not an efficient way to move around Maple Ridge, and that getting around without a car would take too much time.

### Theme 2: Accessibility (7 comments)

Respondents noted accessibility challenges, such as getting on and off buses, lack of public washrooms, sidewalks, and a lack of bus stop amenities prevent them from being able to use transit. Some noted that affordability is a challenge.

---

*Chronic illness [makes it] hard to stand to wait for a bus but no benches.*  
- Survey Respondent

---

### Theme 3: Safety (11 comments)

Respondents noted that they do not feel safe due to driver behaviour, lack of safe infrastructure or fear of interaction with homeless populations. Some comments noted that they do not feel safe as a woman cyclist or transit user.

---

*MR is becoming increasingly uncomfortable to walk around as a woman.*  
- Survey Respondent

---

## What could the City do to address these transportation barriers or challenges?

20 respondents answered this question. Each response was reviewed in detail and several key themes were identified, as shown below:

### Theme 1: Security and enforcement (4 comments)

Respondents felt that increased enforcement or security, including additional lighting would help to make Maple Ridge roads safer.

### Theme 2: Infrastructure (10 comments)

Respondents felt new infrastructure, including bike lanes, pedestrian infrastructure, accessibility improvements, transit and roads would improve transportation barriers. In particular, respondents stressed the need for safe infrastructure to easily navigate Maple Ridge, such as access to public transit, wider sidewalks and improvements to traffic flow. Some respondents felt that bikes should not be on major roads, and that all road users should be licensed to ensure accountability.

---

*Make getting on and off public transit easier, and make sidewalks more accessible, wider and user friendly for the mobility impaired.*

*- Survey Respondent*

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### Theme 3: Made-in Community Solutions (8 comments)

Respondents noted that they want transportation investments that are free from discrimination and benefit those with disabilities and addictions, and seniors. The community wants investments to create jobs in Maple Ridge, affordability and accountability.

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*People with disabilities and elderly should be treated with respect.*

*- Survey Respondent*

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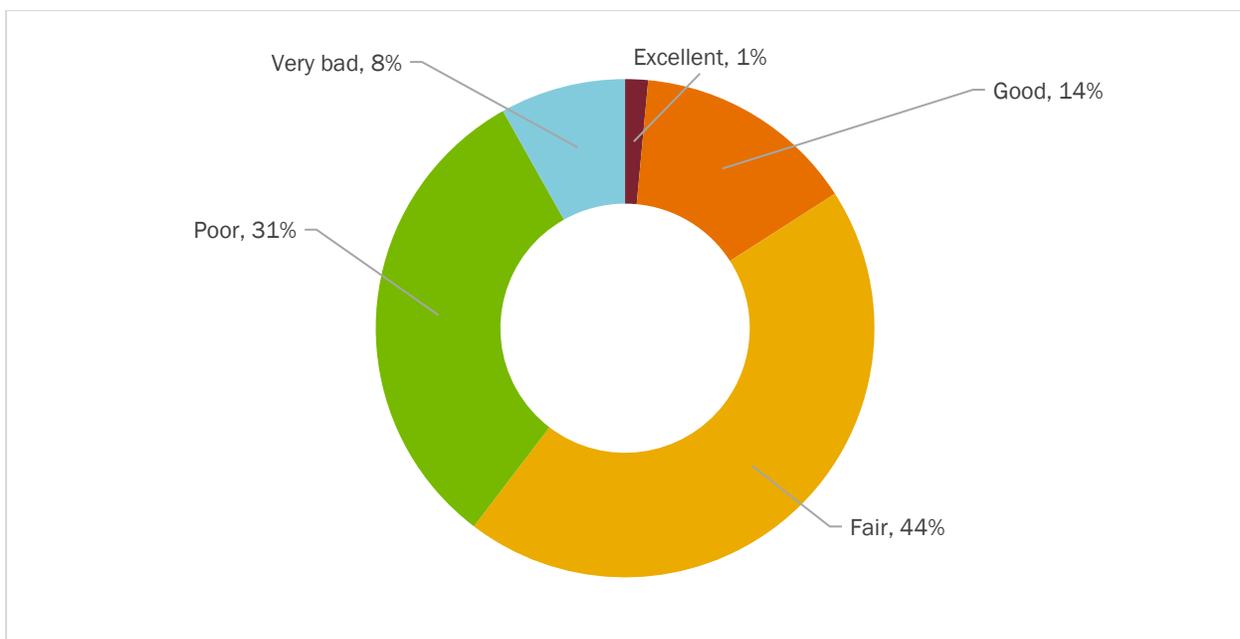
## GOALS

### GOAL 1: ACCESS & MOBILITY

*Provide for safe, convenient, and accessible movement of people, goods and services throughout the city.*

**How do you feel the current transportation system is achieving this goal?**

Nearly half of respondents (44%) feel *fair* about Goal 1. Only 15% of respondents feel *good* or *excellent* about Goal 1, while 39% feel *poor* or *very bad*.



### Written Response

133 respondents answered this question. Each response was reviewed in detail and several key themes were identified, as shown below:

#### Theme 1: Congestion (52 comments)

Many responses noted dissatisfaction with the current levels of congestion in Maple Ridge, the increasing travel times across the city and to other parts of the region. Respondents felt that congestion was caused by a variety of reasons such as population growth and new development, trucks on the road network, lack of capacity on the road network, public transit, bike lanes, traffic signals, and traffic calming. Respondents felt that congestion causes drivers to take short cuts through neighbourhoods and makes it difficult to navigate the city.

## **Theme 2: Connectivity (16 comments)**

Respondents noted that connectivity in Maple Ridge has been improved in some areas, but that the transportation network has connectivity challenges including road capacity.

Respondents noted that new developments and subdivisions are not connected with safe routes, transit routes or cycling routes. Connections to the region, such as Golden Ears Way, could be improved to improve time savings.

## **Theme 3: Safety (23 comments)**

Respondents felt that travelling by foot, bike or transit can be dangerous due to a lack of safe infrastructure, high volumes of vehicle traffic, high speeds and dangerous drivers.

Respondents also feel unsafe walking, cycling or using public transit in certain areas from fear of negative interactions with those with addictions or experiencing homelessness.

## **Theme 4: Transportation Alternatives (21 comments)**

Respondents noted that there are limited transportation options in Maple Ridge, especially for walking, cycling and public transit. Many comments expressed a desire for rapid transit options in the city such as SkyTrain. Comments noted that less of a focus should be placed on vehicles in order to increase the convenience and number of people walking, cycling and taking transit. Some respondents noted that they would not be in support of removing travel lanes to accommodate bicycles or public transit.

## **Theme 5: Livability (19 comments)**

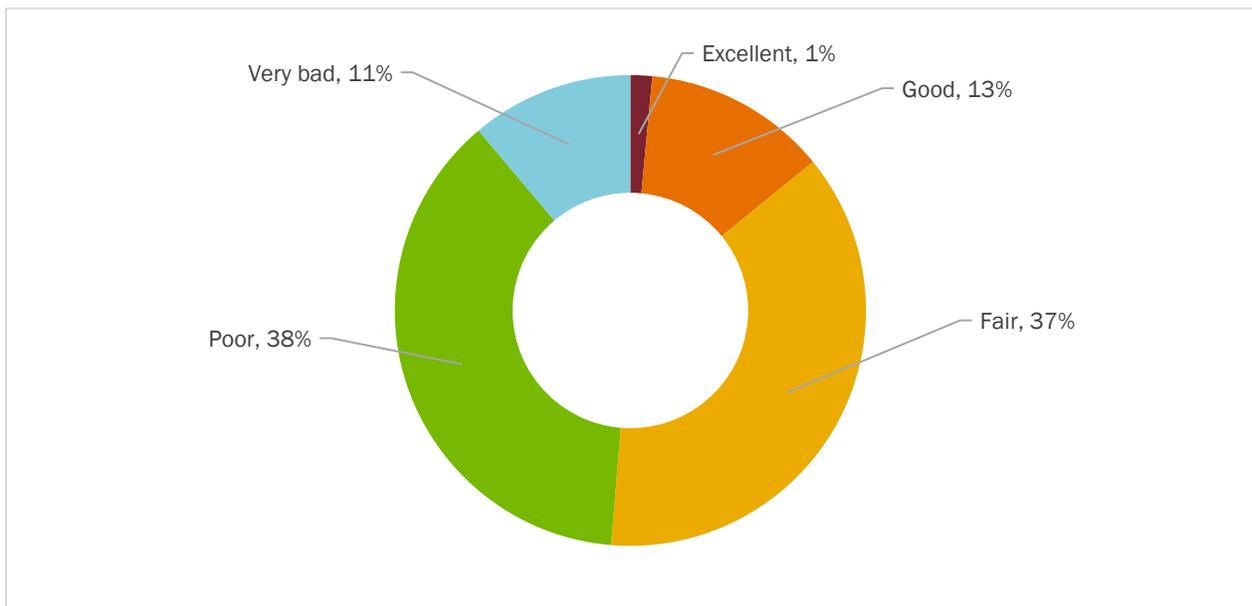
Respondents noted that Maple Ridge needs to place a stronger emphasis on making the city a livable, working city with jobs for its residents. Respondents felt that better planning to accommodate new homes and developments with supporting amenities and road systems would make the city function better, as well as better connections to and from communities, more patios and walking opportunities, and well-maintained public spaces.

## GOAL #2: TRANSPORTATION CHOICE

*Provide residents and visitors with attractive choices for moving around the city and connecting with other areas of Metro Vancouver.*

**How do you feel the current transportation system is achieving this goal?**

When asked about Goal 2, almost half (49%) of respondents indicated they feel *poor* or *very bad* about how the current transportation system is achieving this goal. Less than 15% of respondents (14%) said they felt *good* or *excellent* about Goal 2.



### Written Response

112 respondents answered this question. Each response was reviewed in detail and several key themes were identified, as shown below:

#### Theme 1: Time (16 comments)

Respondents noted that it takes too long to move around Maple Ridge whether that's by foot, bike, public transit or car. Comments suggested that the infrastructure, connectivity, and reliability of each of these modes causes time delays that make it hard to commute within, to and from Maple Ridge. Respondents noted that taking the bus is significantly more time consuming than the West Coast Express or driving.

#### Theme 2: Ease and Convenience (20 comments)

Respondents noted that getting around Maple Ridge is not easy without a car. Respondents felt that there are limited alternatives, and when there is access to pedestrian and bicycle infrastructure or public transit, it is not a convenient option. While some improvements such

as the Golden Ears Bridge have made some travel easier, it has also disconnected residents from places like Fort Langley. Some comments would like to see better connections to rapid transit such as SkyTrain or West Coast Express.

### **Theme 3: Quality of Service (33 comments)**

Respondents felt that the transportation networks in Maple Ridge have low quality service and need a lot of improvement and more options. To improve public transit, respondents would like to see SkyTrain come to Maple Ridge to better connect to the rest of the region and improve reliability. Respondents are happy with RapidBus but noted that it also has reliability issues. Respondents would like the bike network to be more intuitive with more routes to choose from. In terms of the road network, comments noted that lanes need to be widened to better accommodate traffic, and better connections need to be made across the city. Respondents were happy with improvements to the Golden Ears Bridge and Pitt River Bridge.

### **Theme 4: Frequency of Public Transit (21 comments)**

Respondents noted that public transit service is infrequent and makes it challenging to use. In particular, comments suggested that more West Coast Express service would greatly benefit Maple Ridge, and a SkyTrain extension would connect the city to the region. Respondents noted that even with improvements to transit service such as RapidBus, it is hard to connect to these routes with unreliable, slow and infrequent transit service.

### **Theme 5: Congestion (15 comments)**

Respondents noted that congestion makes it challenging to move to, from and around Maple Ridge. Comments noted that there are bottlenecks in certain areas and especially on weekends, and respondents would like to see more routes that move east-west through Maple Ridge or turn segments like the Mary Hill Bypass into controlled access highways.

### **Theme 6: Safety (3 comments)**

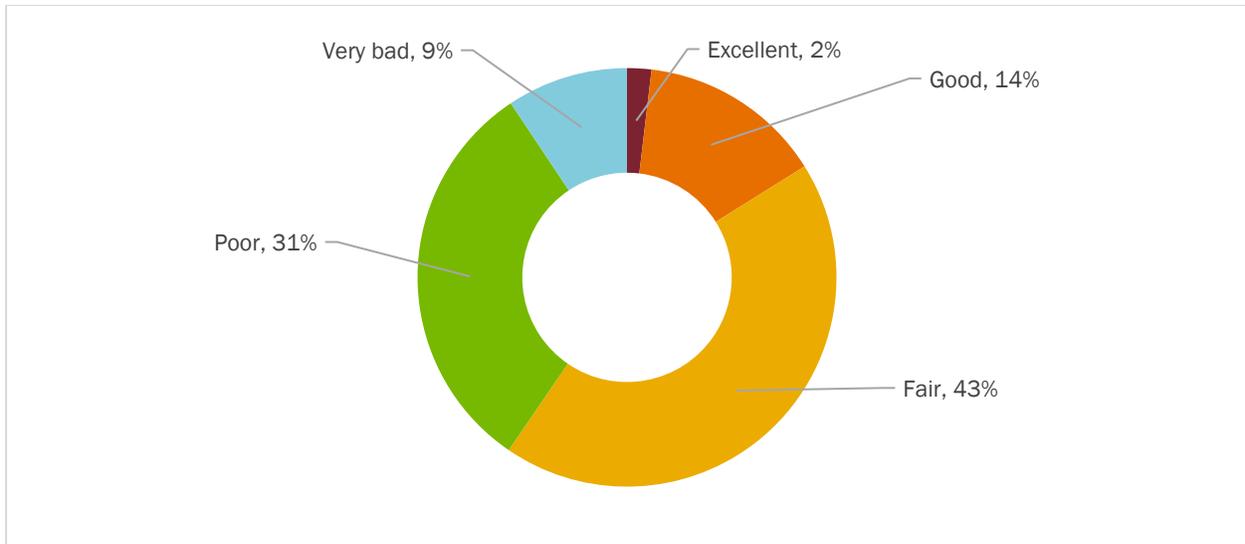
Respondents noted that they do not feel safe when downtown or taking transit. Because of this, respondents noted that they feel driving is the only safe and attractive transportation option.

### GOAL #3: COMMUNITY & ENVIRONMENT

*Provide transportation infrastructure and services that enhance quality of life in Maple Ridge and the quality of the natural environments in the city.*

**How do you feel the current transportation system is achieving this goal?**

Nearly half of respondents (43%) feel *fair* about Goal 3, while 40% feel *poor* or *very bad*. 16% of respondents feel *good* or *excellent* about this goal.



#### Written Response

90 respondents answered this question. Each response was reviewed in detail and several key themes were identified, as shown below:

##### Theme 1: Recreation (15 comments)

Respondents noted that accessing recreational areas of Maple Ridge is challenging without a vehicle. Comments noted that because of this, routes to recreational areas are congested and parking is difficult to find. Respondents would like to see more pathways and green corridors, as well as bike and transit routes that connect residents to them.

##### Theme 2: High Demand for Road Network (33 comments)

Respondents noted that Maple Ridge suffers from high levels of congestion from an influx of new developments, increased density and population. Respondents felt that the road network cannot handle the high demand. Comments noted that this results in long commutes, road rage and a lower quality of life. Respondents would like to see improvements to the road network, such as along the Haney Bypass, to move more people faster.

### **Theme 3: Pollution (17 comments)**

Respondents noted that the prevalence of cars and trucks makes for high levels of noise pollution and emissions, which harms the quality of life for Maple Ridge residents. Comments noted concern for the natural environment and would like to see the City more jobs in Maple Ridge so that there can be more quiet, people-friendly places.

### **Theme 5: Sustainable Transportation (19 comments)**

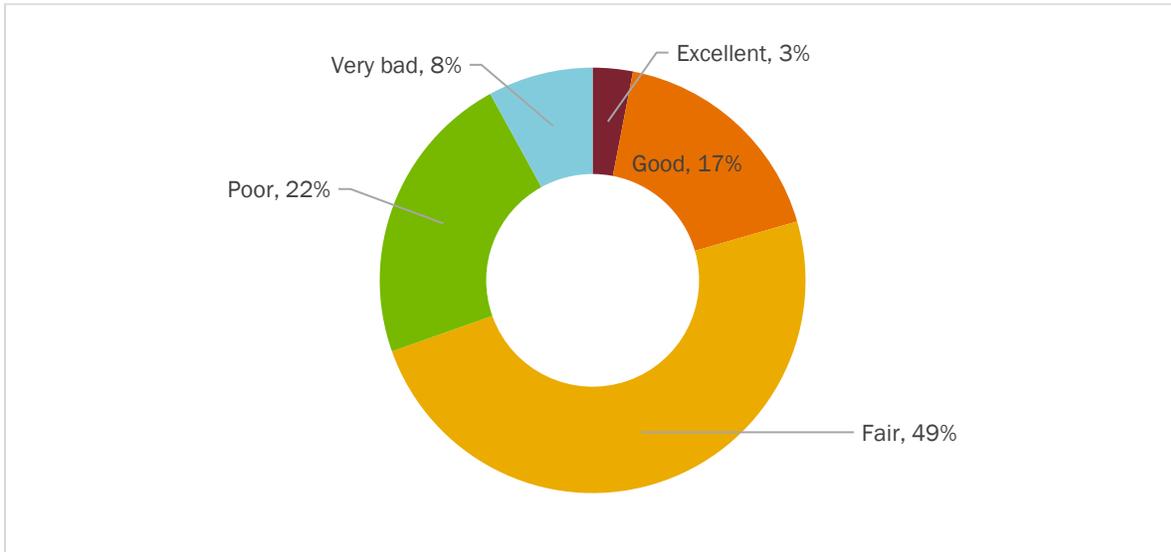
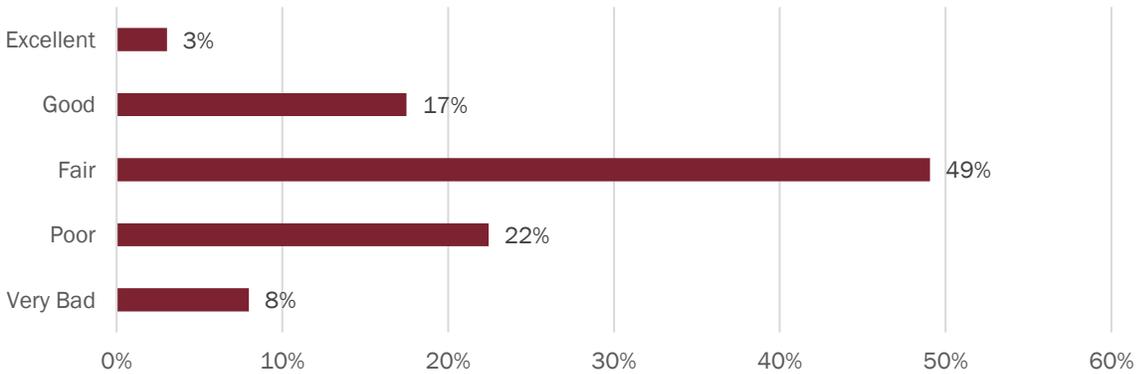
Respondents noted that there are not enough sustainable transportation options in Maple Ridge. Comments noted that respondents would like to walk to shops, amenities and parks but there are not enough in Maple Ridge, and not enough infrastructure to support their journey via foot, bike or transit. Respondents would like to see more connections between paths and trails, more bus stops and affordable transit service, neighbourhood centres and gathering places. Comments noted that sidewalks on both sides of the road should be the minimum to support sustainable transportation.

**GOAL #4: AFFORDABLE TRANSPORTATION SYSTEM**

*Provide transportation infrastructure and services in a cost-effective and efficient manner that makes best use of existing facilities and projected resources.*

**How do you feel the current transportation system is achieving this goal?**

Nearly half of respondents (50%) feel *fair* about Goal 4. 20% of respondents feel *good* or *excellent* about this goal, which is the highest levels of support among the four goals..



**Written Response**

68 respondents answered this question. Each response was reviewed in detail and several key themes were identified, as shown below:

**Theme 1: Reliability (18 comments)**

Respondents noted that while cars are the most expensive transportation choice, they are the only practical option in Maple Ridge. Comments noted that transit is not reliable which

could mean missed work or appointments, and it takes too long to get places with many stops and transfers. Respondents noted that congestion, various traffic calming projects and long project timelines have made the issue worse.

### **Theme 2: Livability (18 comments)**

Respondents noted that the cost of transportation in Maple Ridge is compounded by limited job opportunities and having to travel for work, recreation, shopping and entertainment. Comments noted that they would like to see more cheap parking for transit, pedestrian infrastructure and frequent rail service in Maple Ridge. Respondents would like to be able to have all their needs met within the limits of Maple Ridge instead of having to rely on their car.

### **Theme 3: Equity (29 comments)**

Respondents discussed paying for their fair share of the transportation network in Maple Ridge, with some noting that it is unfair to pay for a mode you do not use, while others see drivers as being subsidized by society. There was a mixed response over the transportation system being affordable or expensive.



- Work towards a transportation network that is low emission
  - Establish targets to reduce greenhouse gas emissions
  - Provide transportation infrastructure, services and options that enable people traveling within or through Maple Ridge to reduce their carbon emissions to help mitigate climate change
  - Electric vehicle charging stations
- Support a healthier, vibrant community by increasing the feasibility of active transportation in Maple Ridge with more infrastructure, local facilities and businesses, as well as places to walk and bike to.
  - Improve walkability
  - More bike lanes
  - More parks and green space, more destinations (patios)
- Create a safe community and transportation system for all road users, residents and visitors.
  - Pedestrian and cyclist infrastructure (greenways)
  - More safe infrastructure around schools
  - Family-friendly community (more enforcement for crime, speeding)
- Make Maple Ridge more affordable with more jobs, housing and public transit.
  - Free transit
  - Commercial and industrial business development plan
  - Reduce the need for a car

## What is your vision for the future of transportation in Maple Ridge?

Respondents were asked to share their vision for the future of transportation in Maple Ridge using 3 to 5 adjectives. Results are displayed in a word cloud and summarized below.

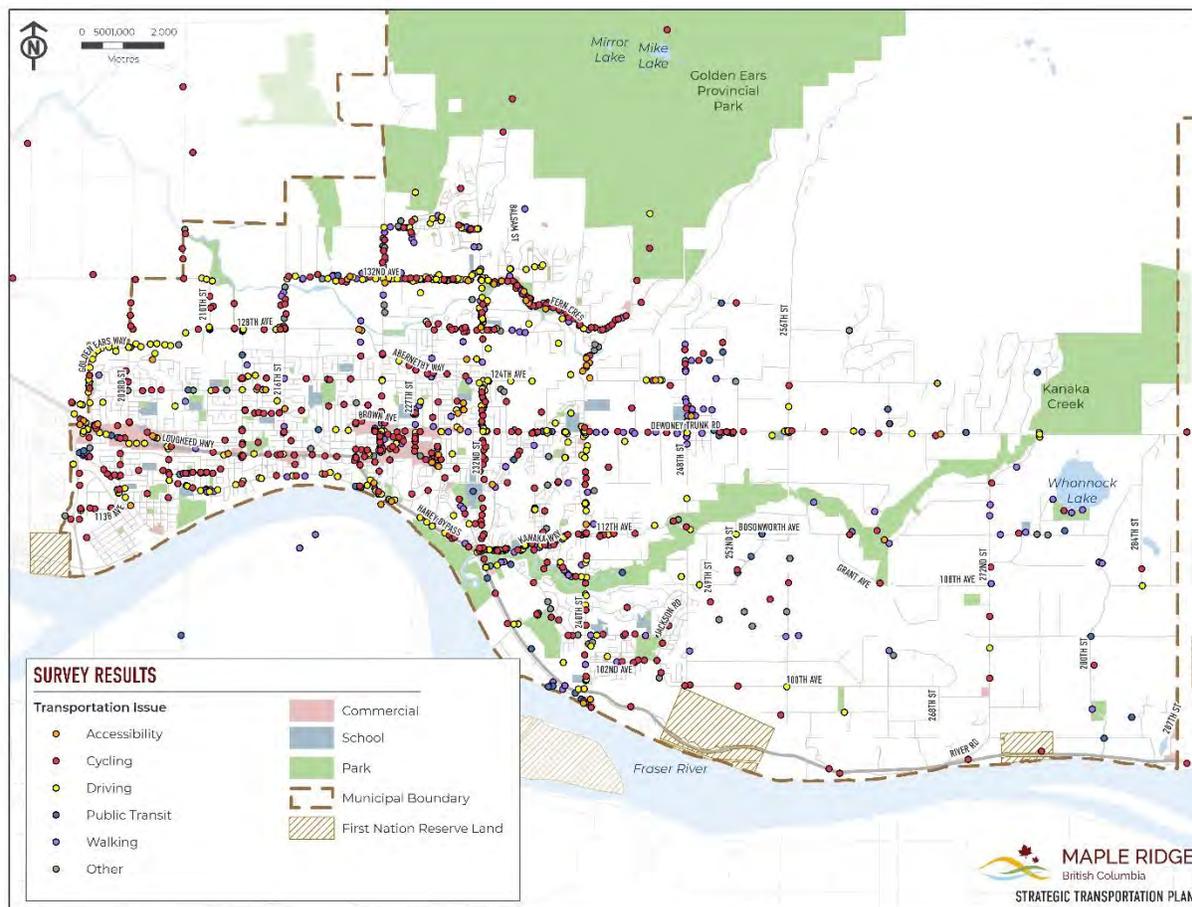


- Safe (140)
- Efficient (86)
- Connected (68)
- Green/Sustainable (64)
- Accessible (32)
- Fast (29)
- Affordable (22)
- Improved Infrastructure (21)
- Less congestion (14)
- Reliable (13)

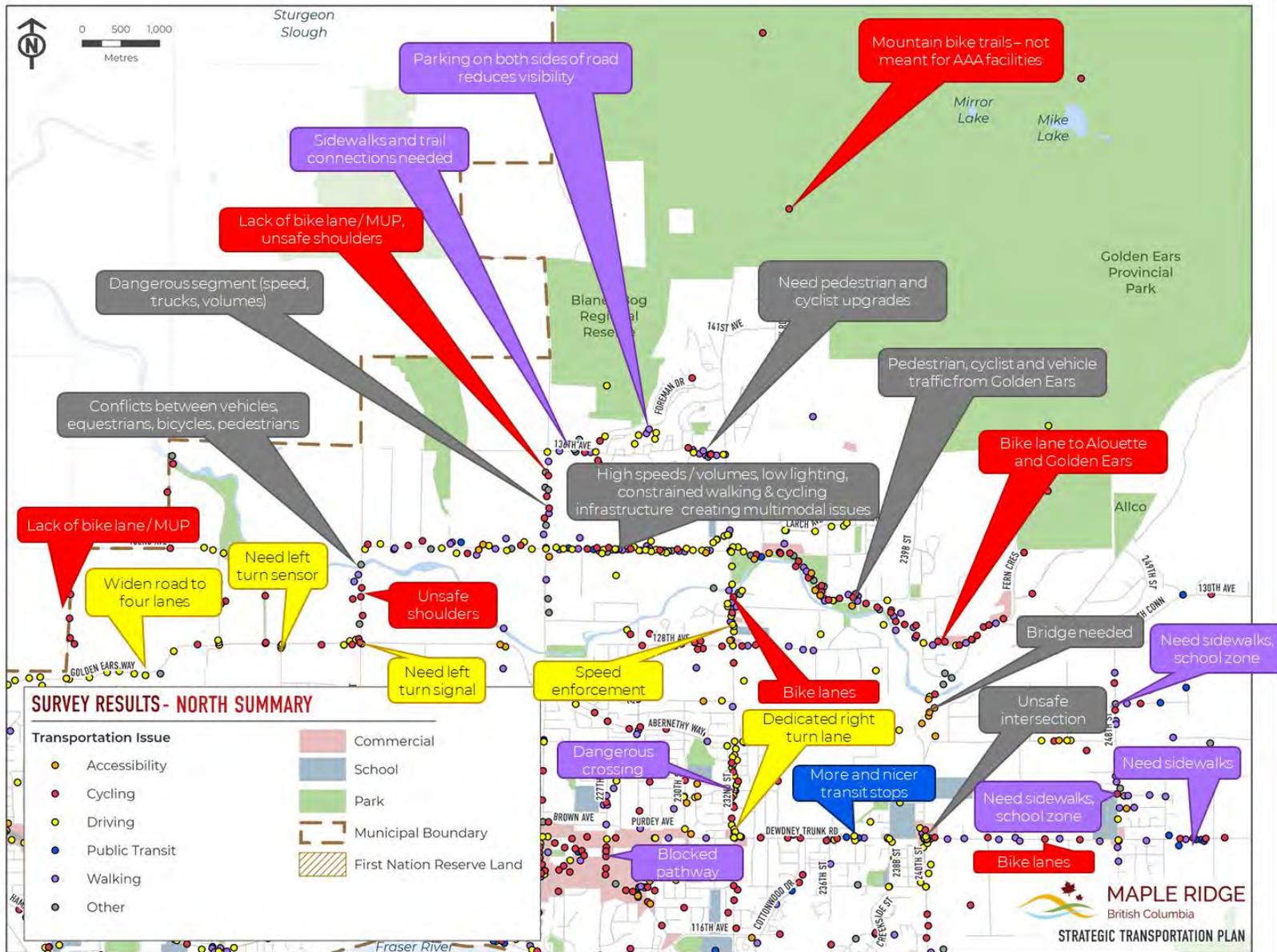
## MAPPING EXERCISE

The ESRI StoryMap included an exercise that allowed respondents to place a point on the map to indicate a location with an issue or opportunity. The points were categorized and included space to provide detailed comments. Respondents identified 1,259 points that are shown on the map below. The responses included the following categories:

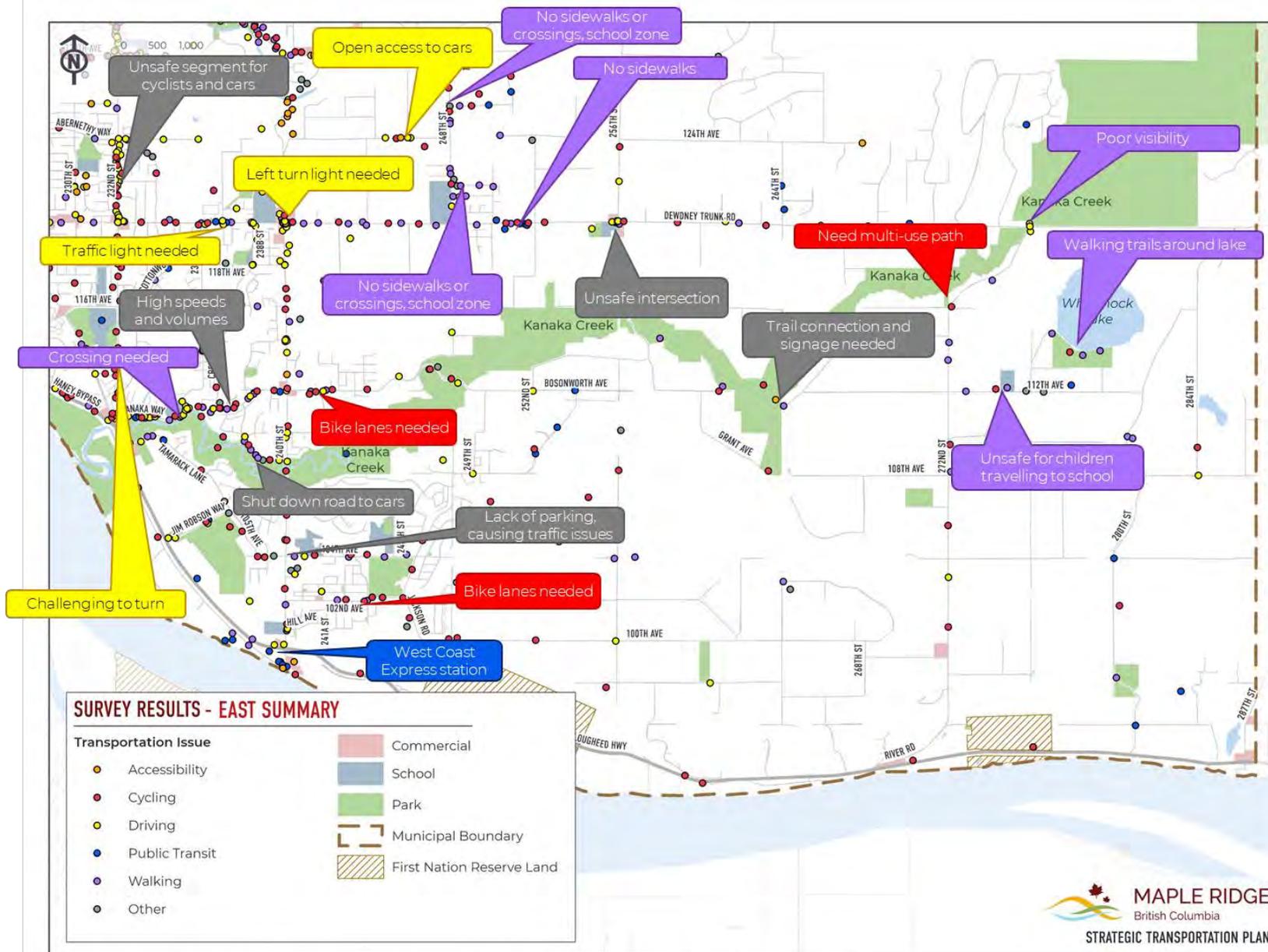
- Accessibility (48)
- Cycling (427)
- Driving (381)
- Public Transit (59)
- Walking (251)
- Other (93)



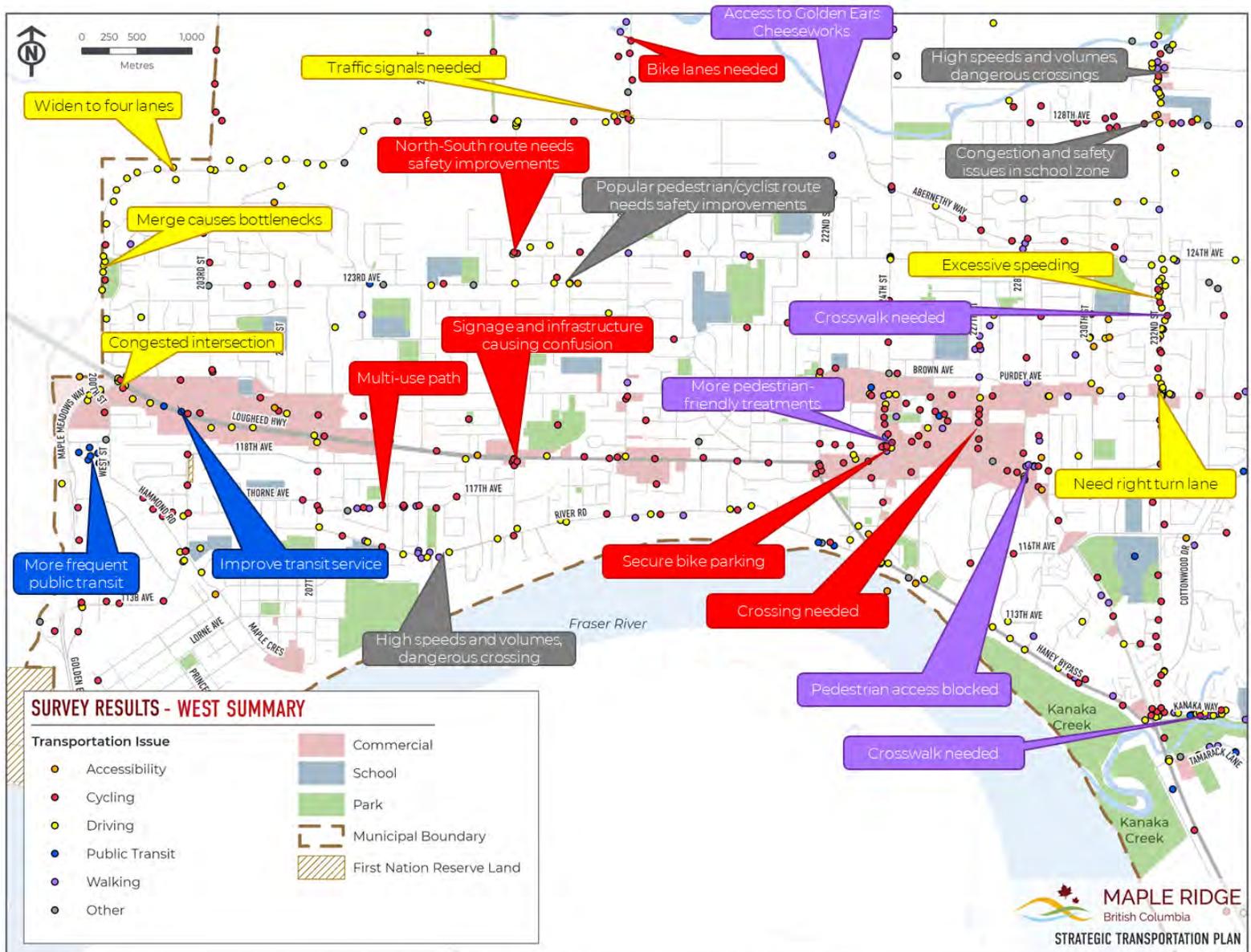
The maps on the following pages highlight the most common comments within clusters of points.



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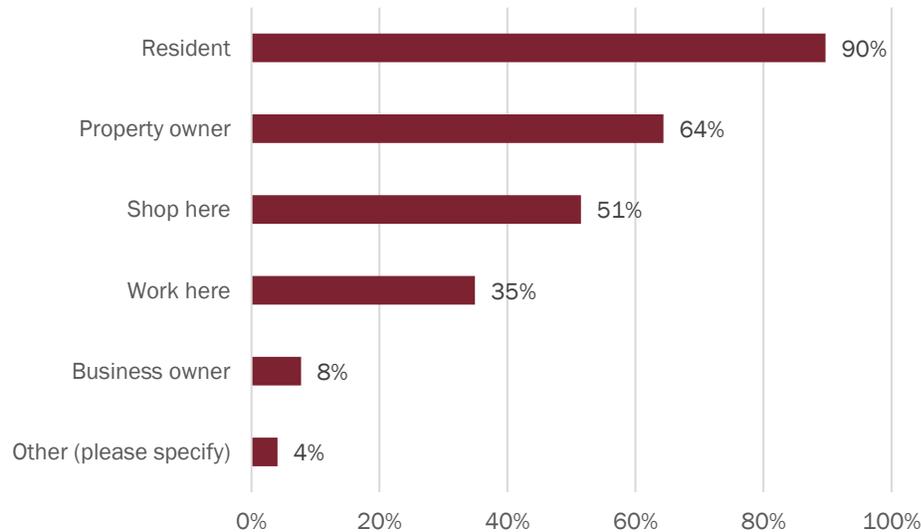


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## DEMOGRAPHICS

### What is your connection to Maple Ridge?

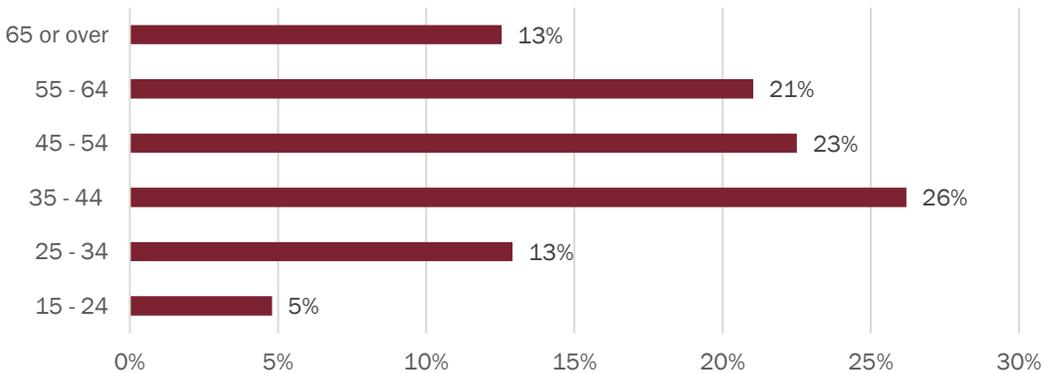
90% of survey respondents identify as residents of Maple Ridge, and 64% identify as being property owners.



272/335 answered this question.

### How old are you?

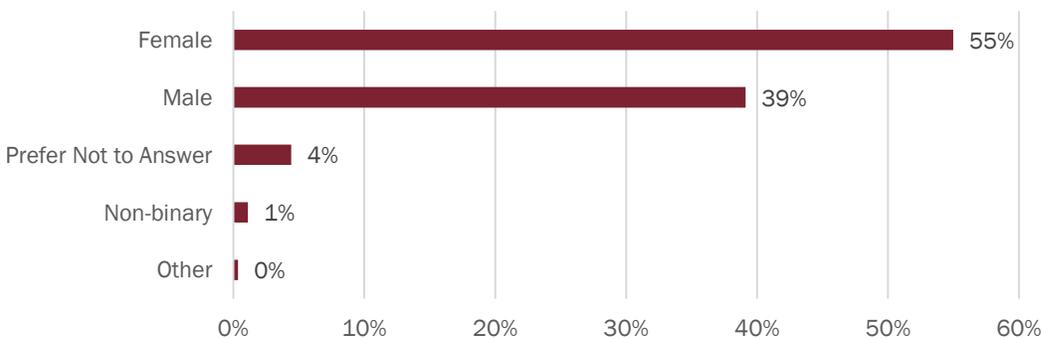
The majority of respondents (83%) are between the ages of 25-64, 13% are above the age of 65, and 5% were between the ages of 15 and 24. The survey results are not representative of Maple Ridge's population as residents between the ages of 35-44 make up only 13% of the population, nearly doubling their weight in this survey. Those between the ages of 45-54 and 55-64 are also overrepresented, while those between the ages of 15-24 are underrepresented.



271/335 answered this question.

### What is your gender?

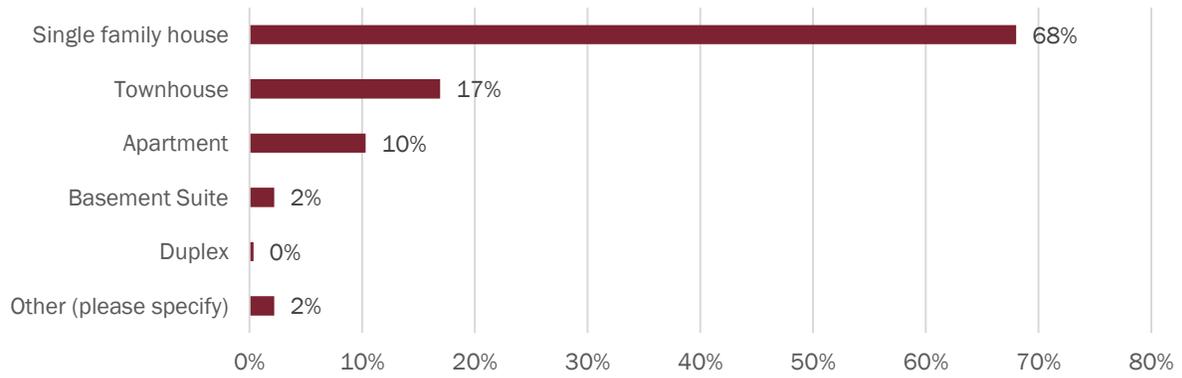
More than half of respondents identify as female (55%). Women are slightly overrepresented in this survey, as they represent 51% of Maple Ridge's population.



271/335 answered this question.

### What type of household do you live in?

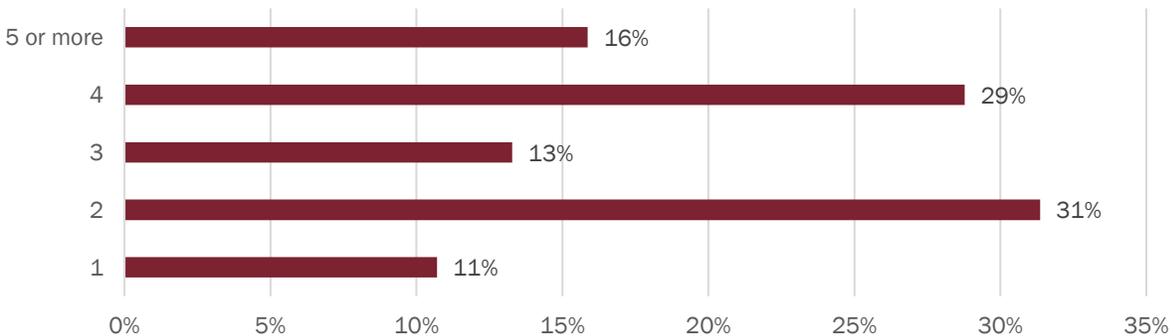
More than half of respondents live in a single family home (68%). This survey is overrepresented by people who live in single family homes as 56% of Maple Ridge residents live in a single family home.



272/335 answered this question.

### Including yourself, how many people live in your household?

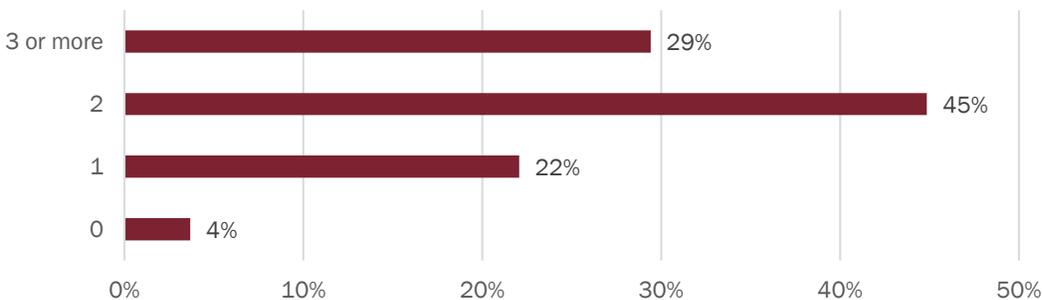
Majority of respondents live with two or more people, with only 11% of respondents living alone. This survey is overrepresented by households living with four people as those households make up 17% of the population and underrepresented by those living alone, as those households make up 22% of the population.



271/335 answered this question.

### How many vehicles are registered to your household?

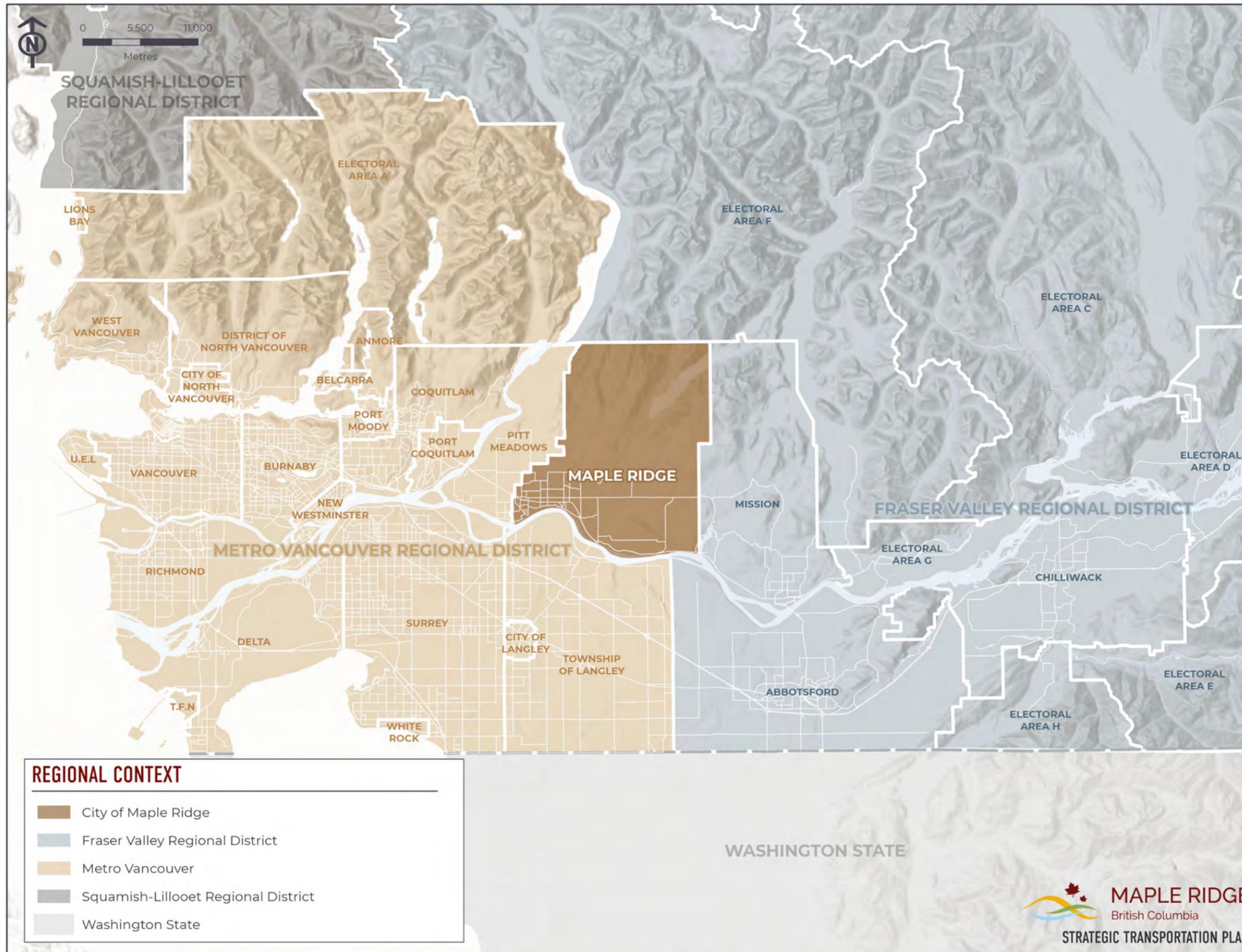
Nearly half of respondents (45%) indicated they have two vehicles registered to their household. Less than 5% of respondents do not have any vehicles registered to their household.

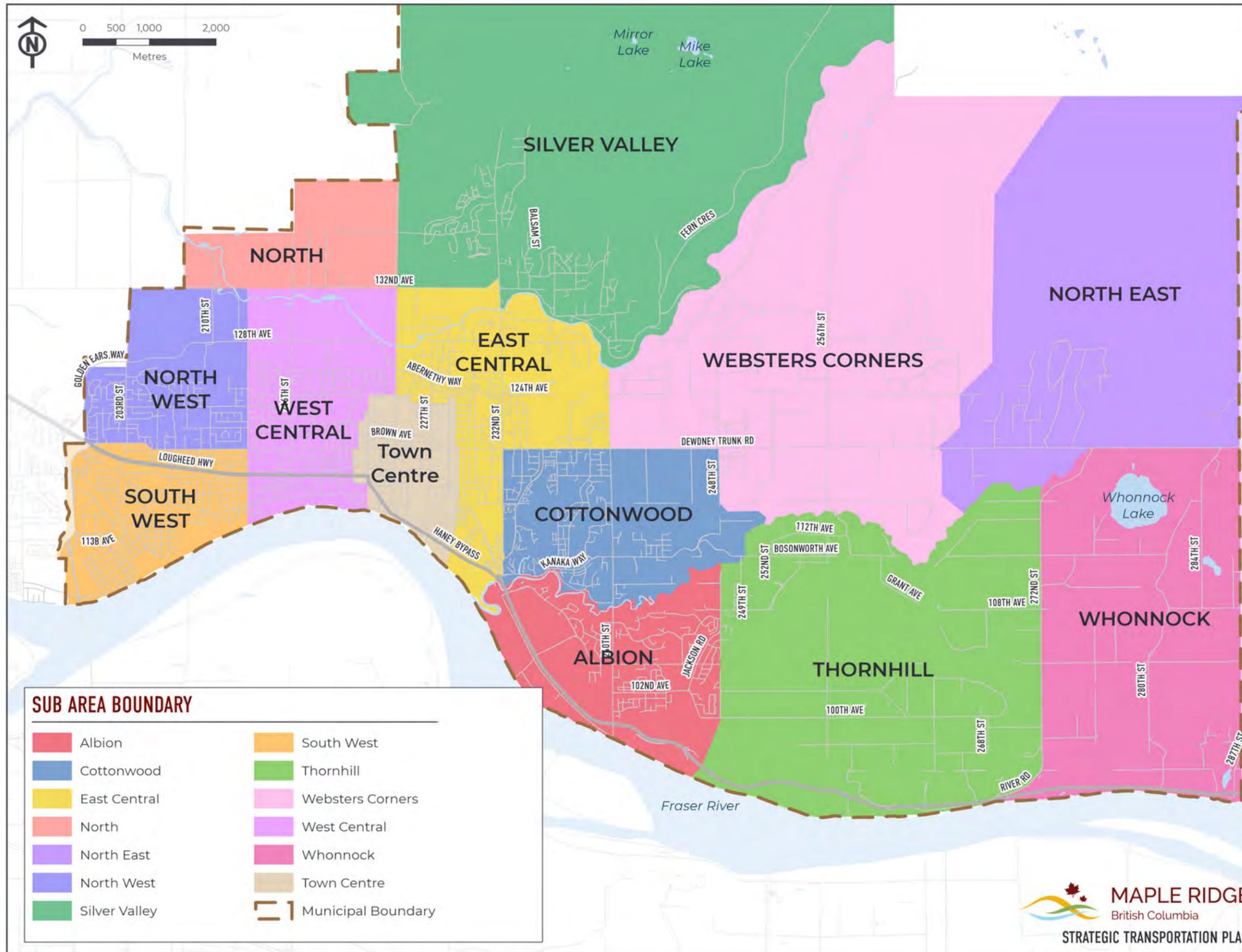


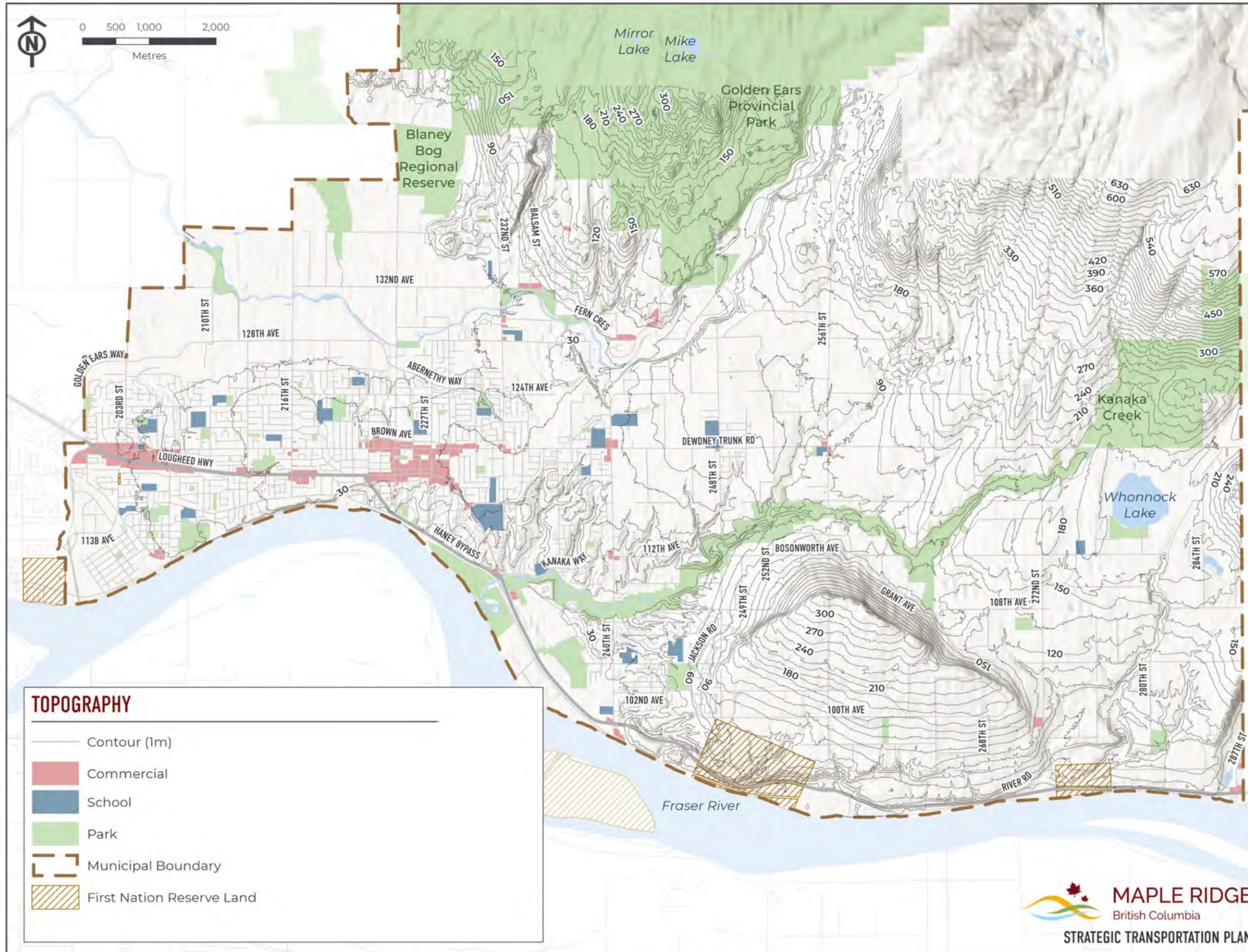
272/335 answered this question.

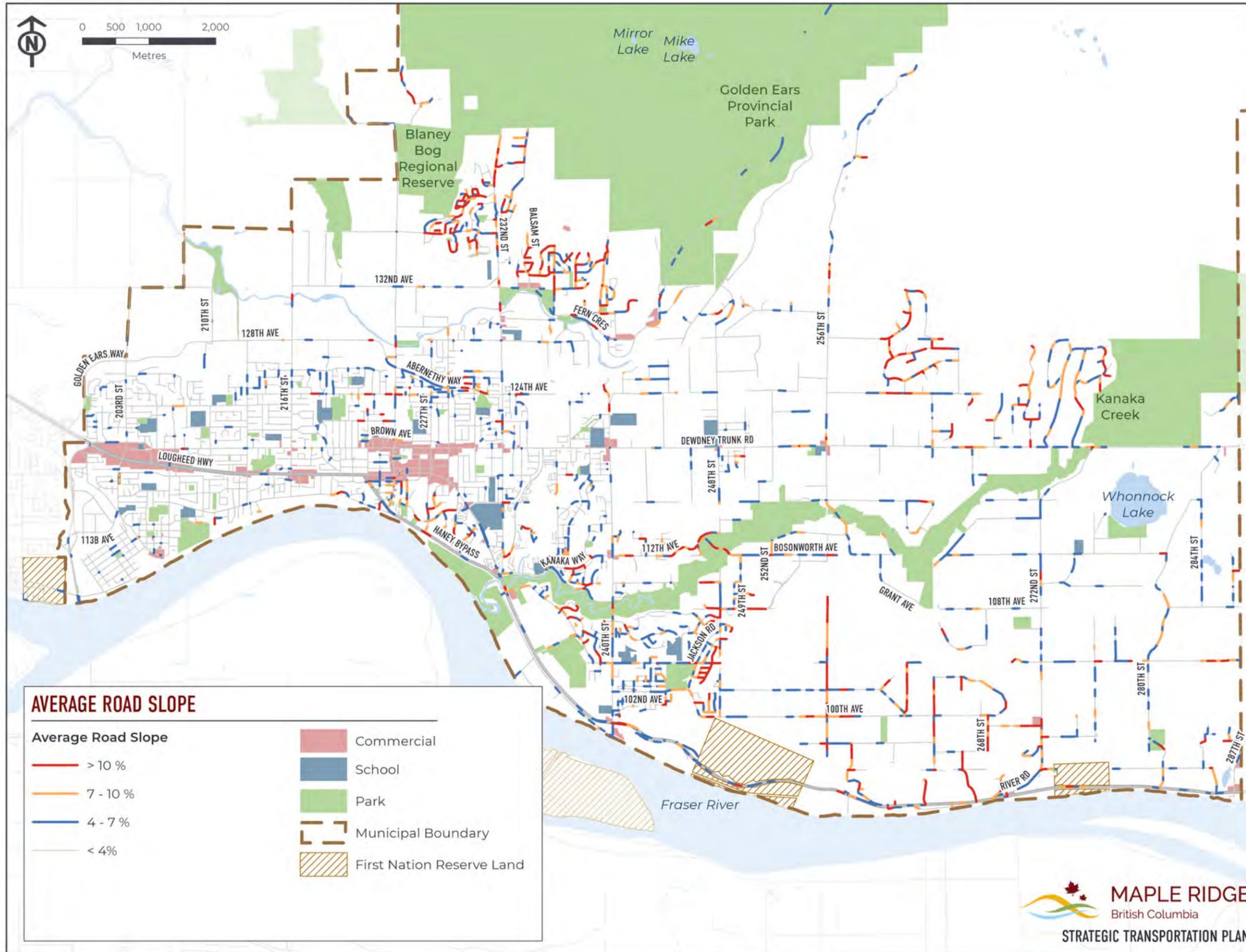
# APPENDIX B

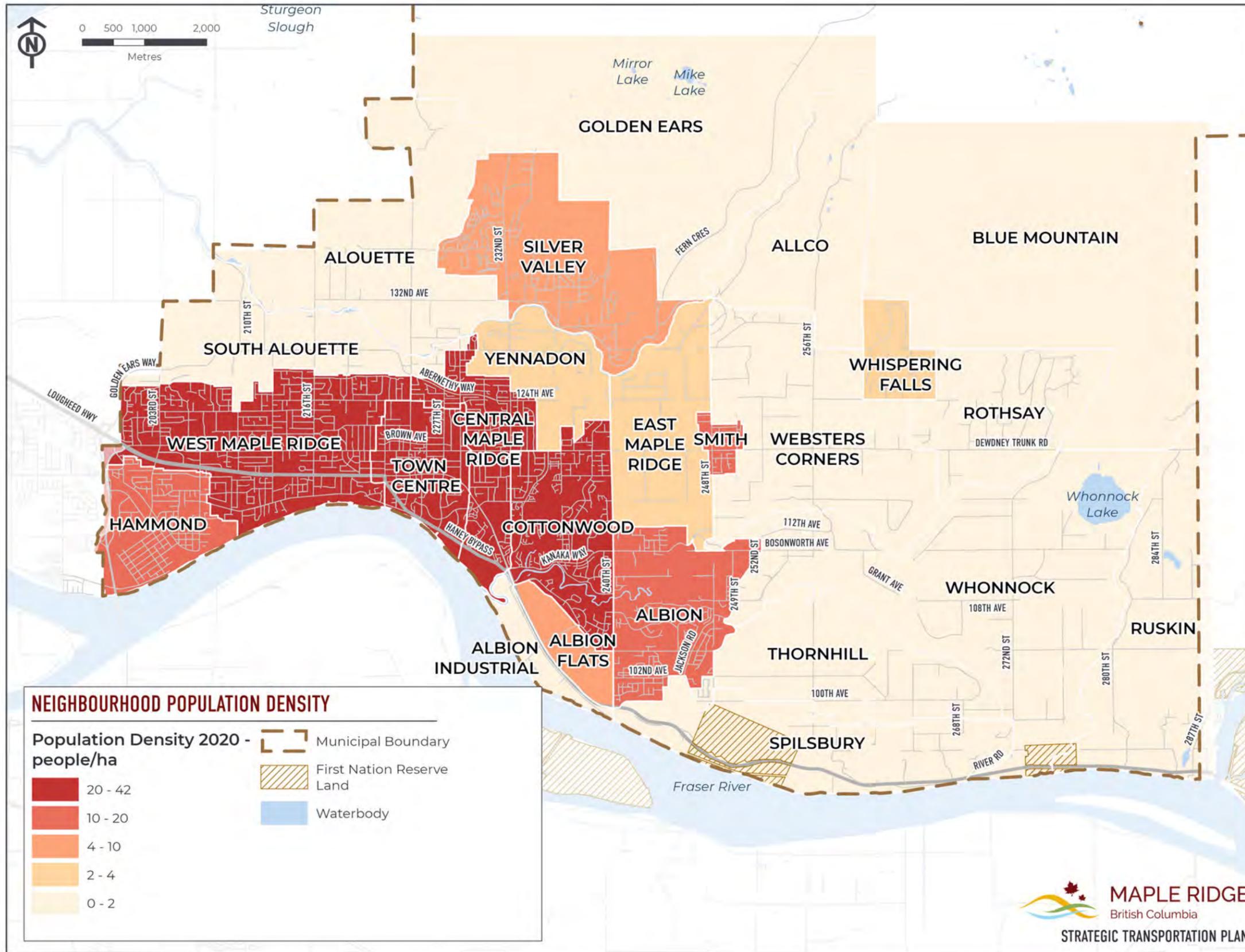
## LARGE FORMAT MAPS

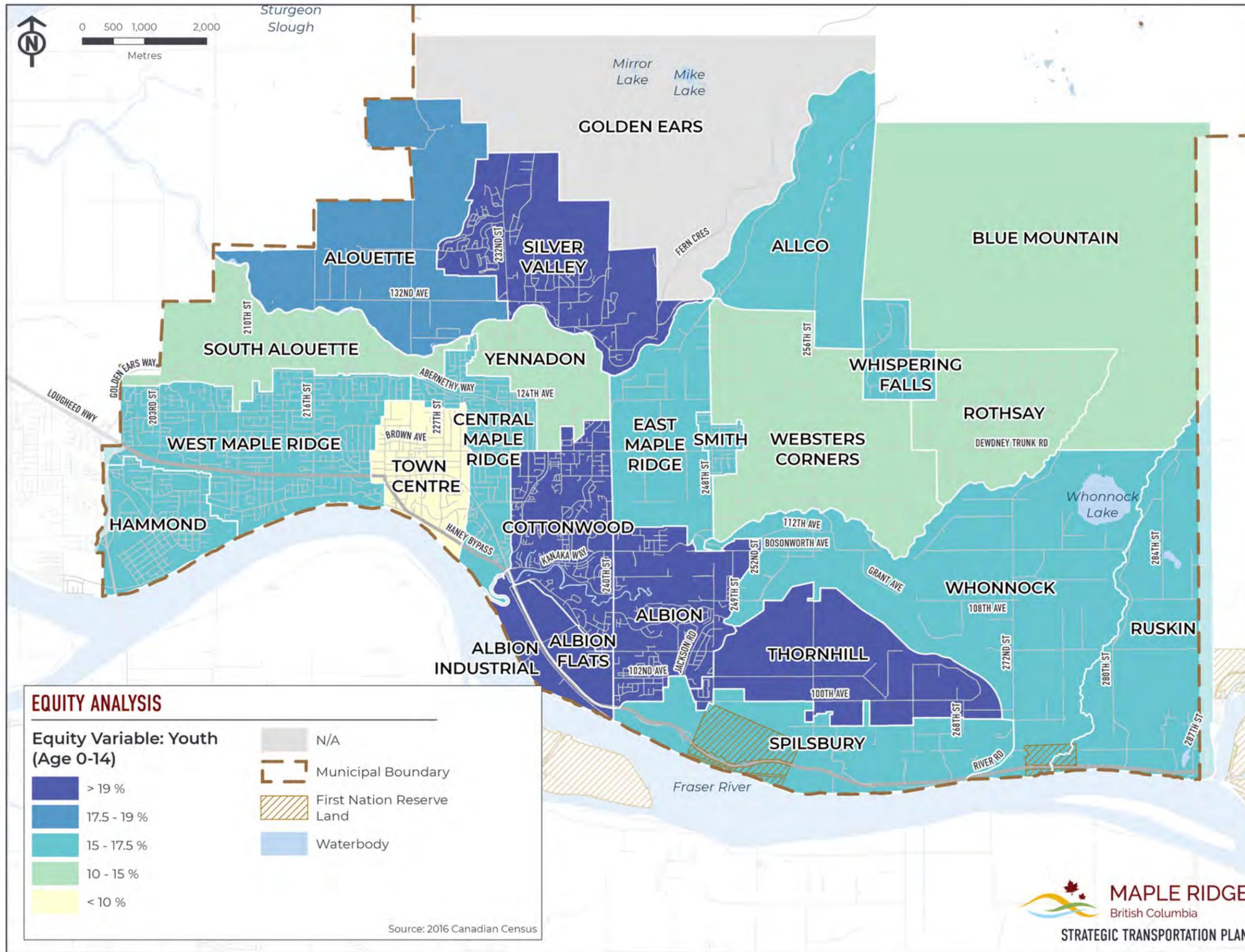


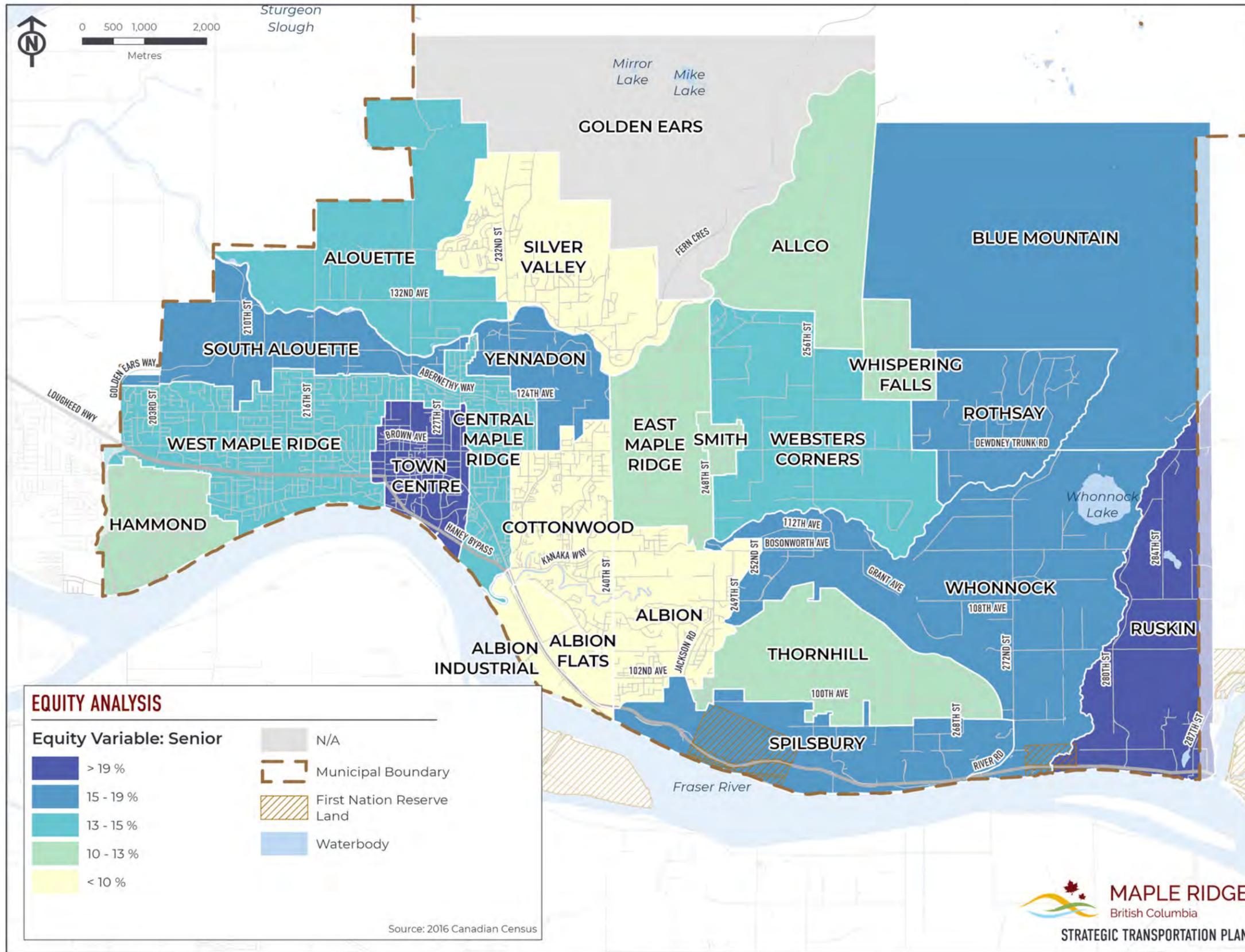


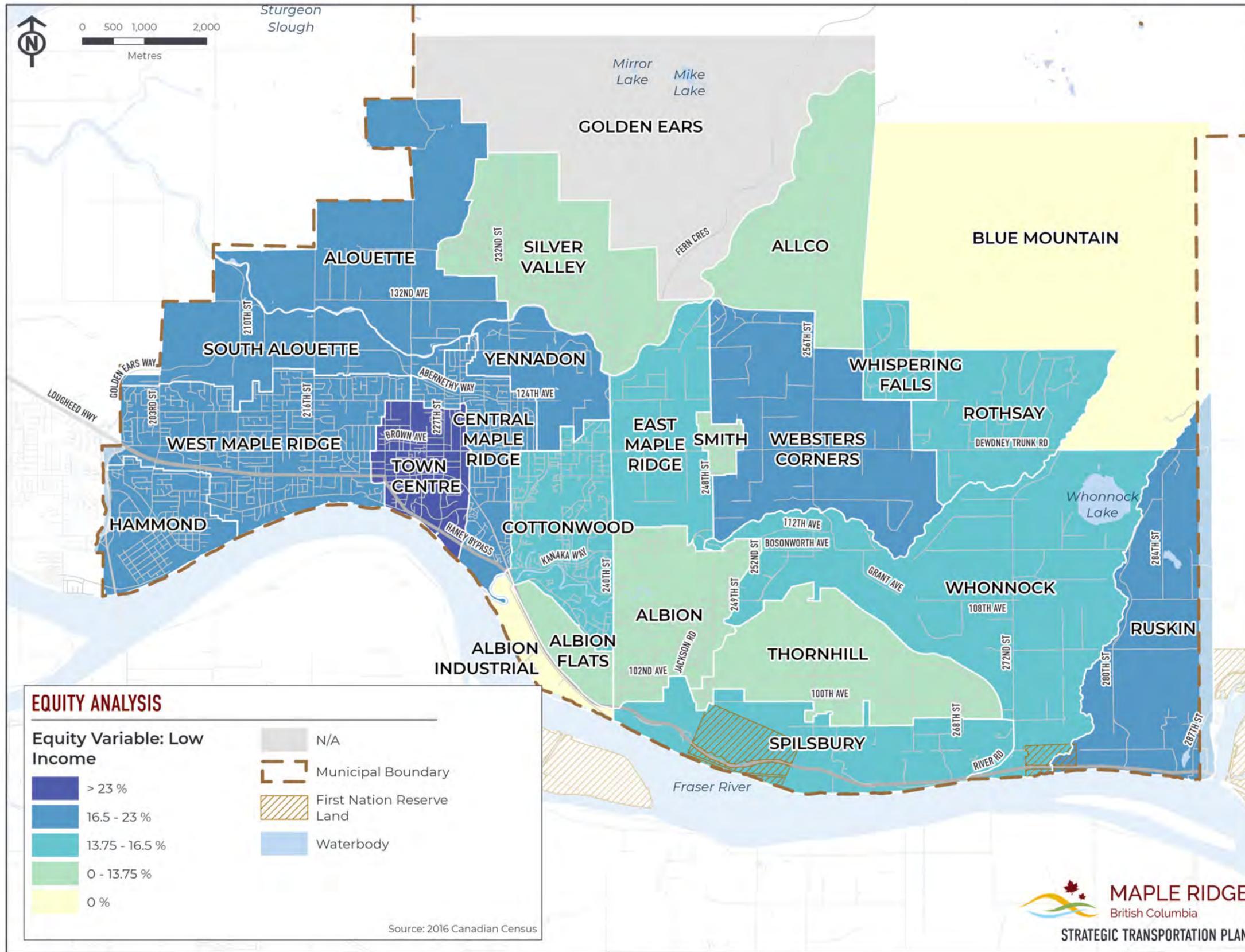


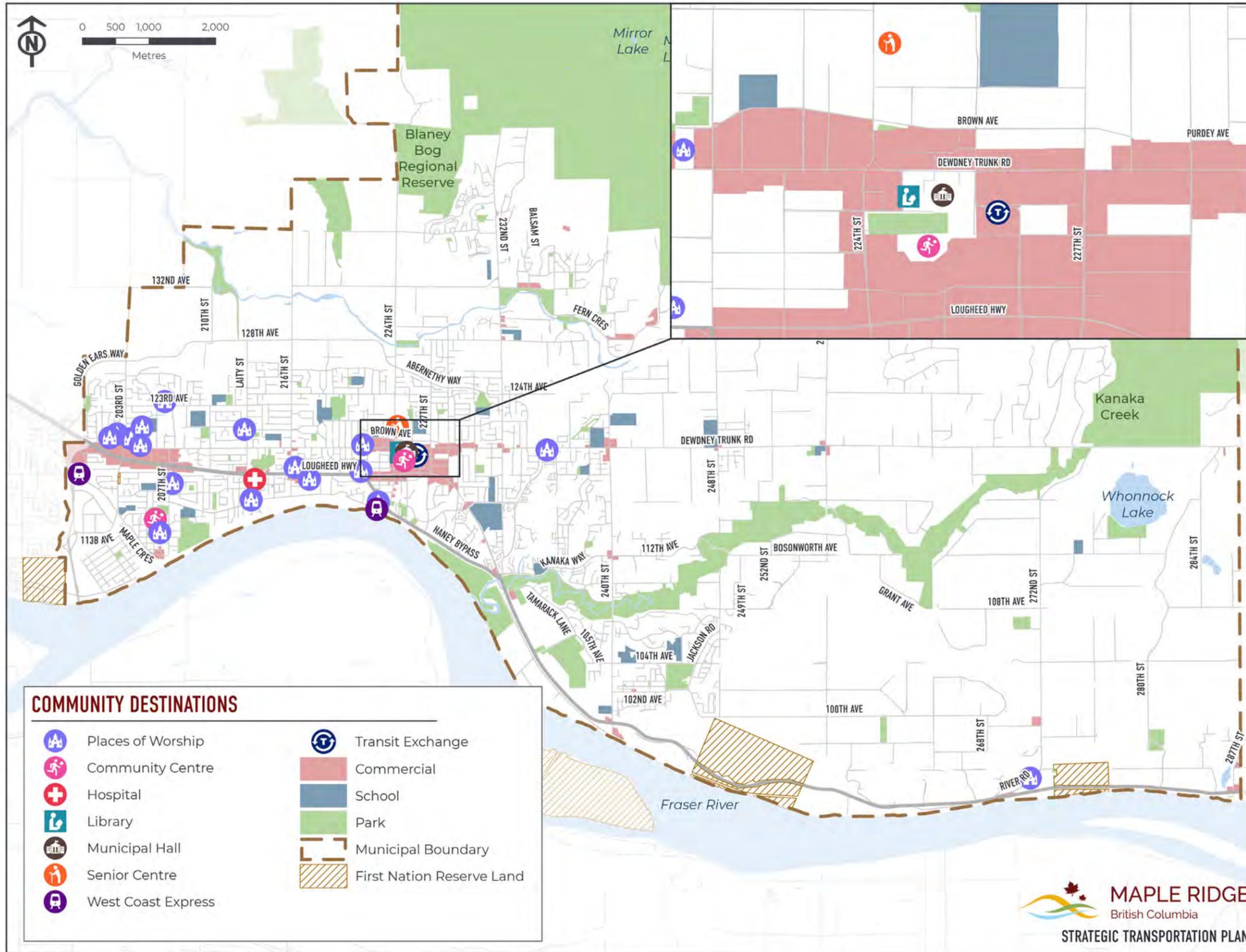


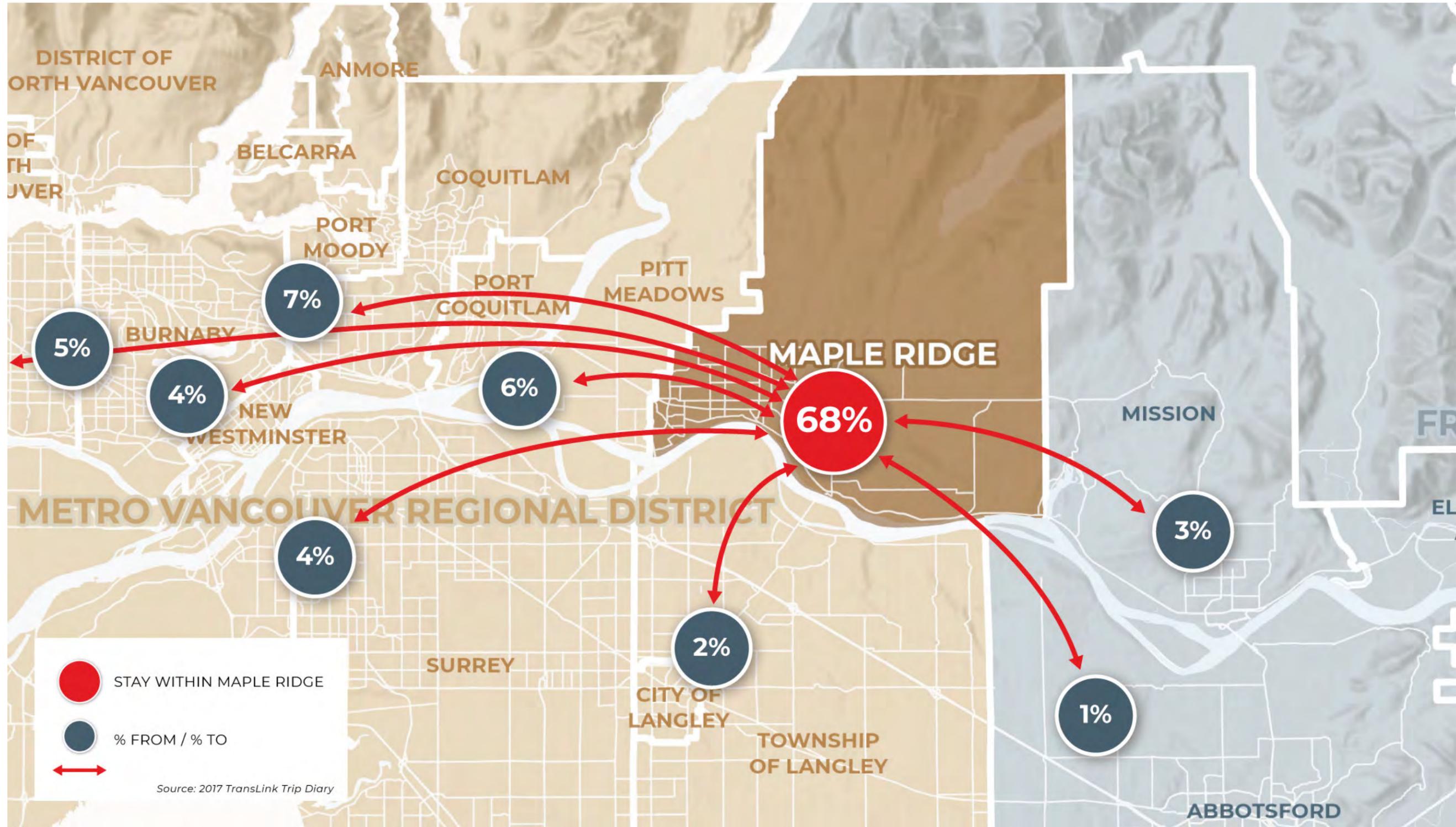


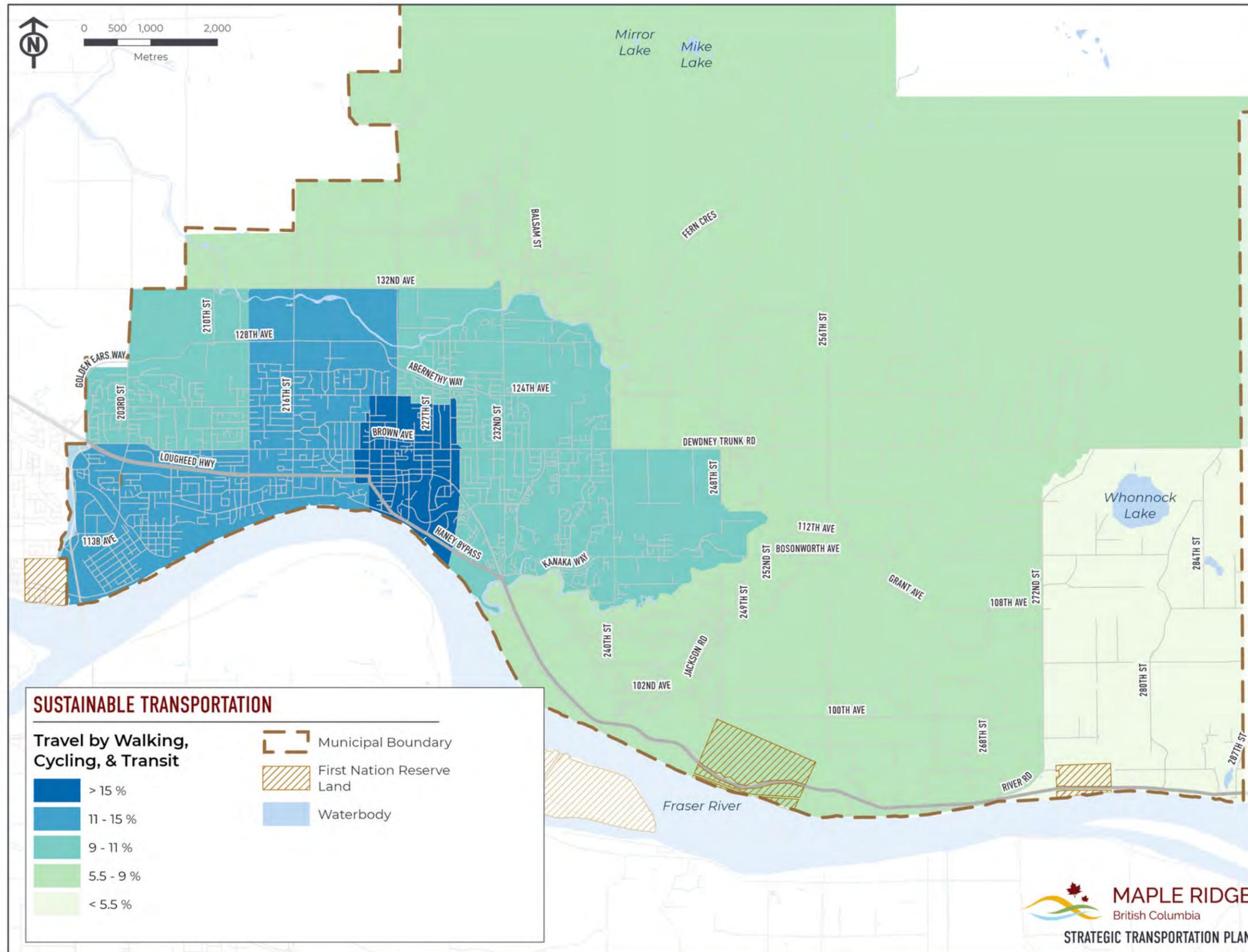


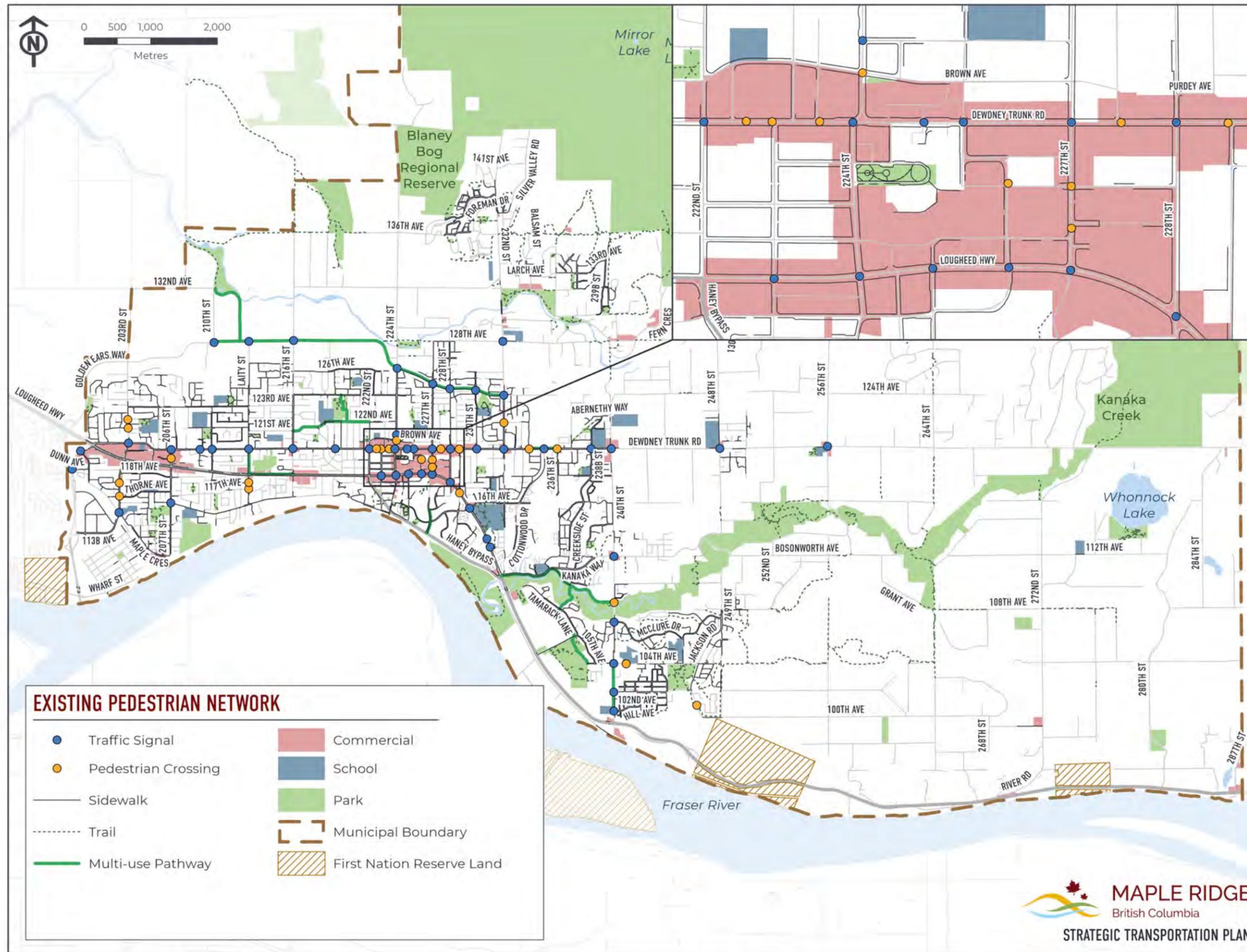


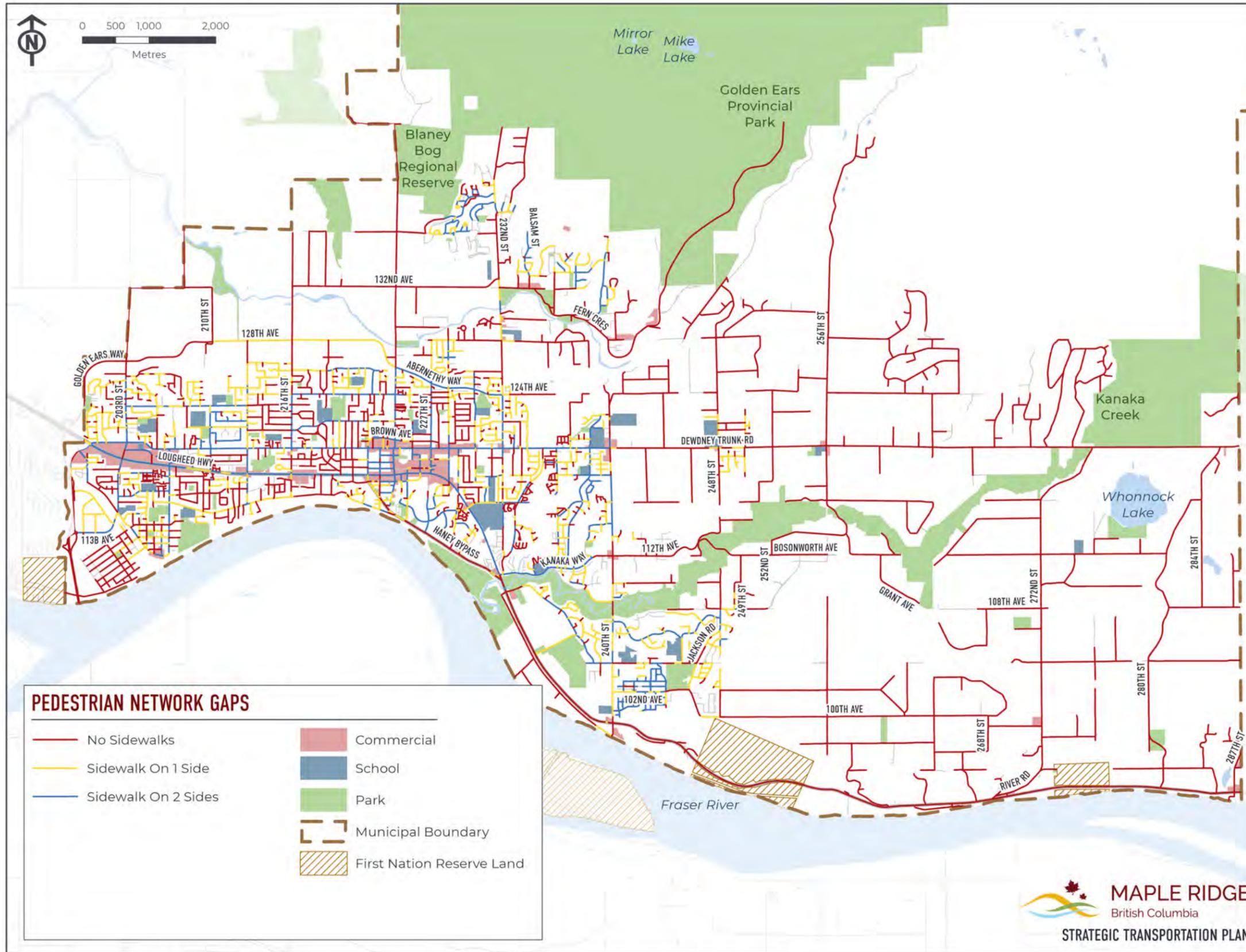


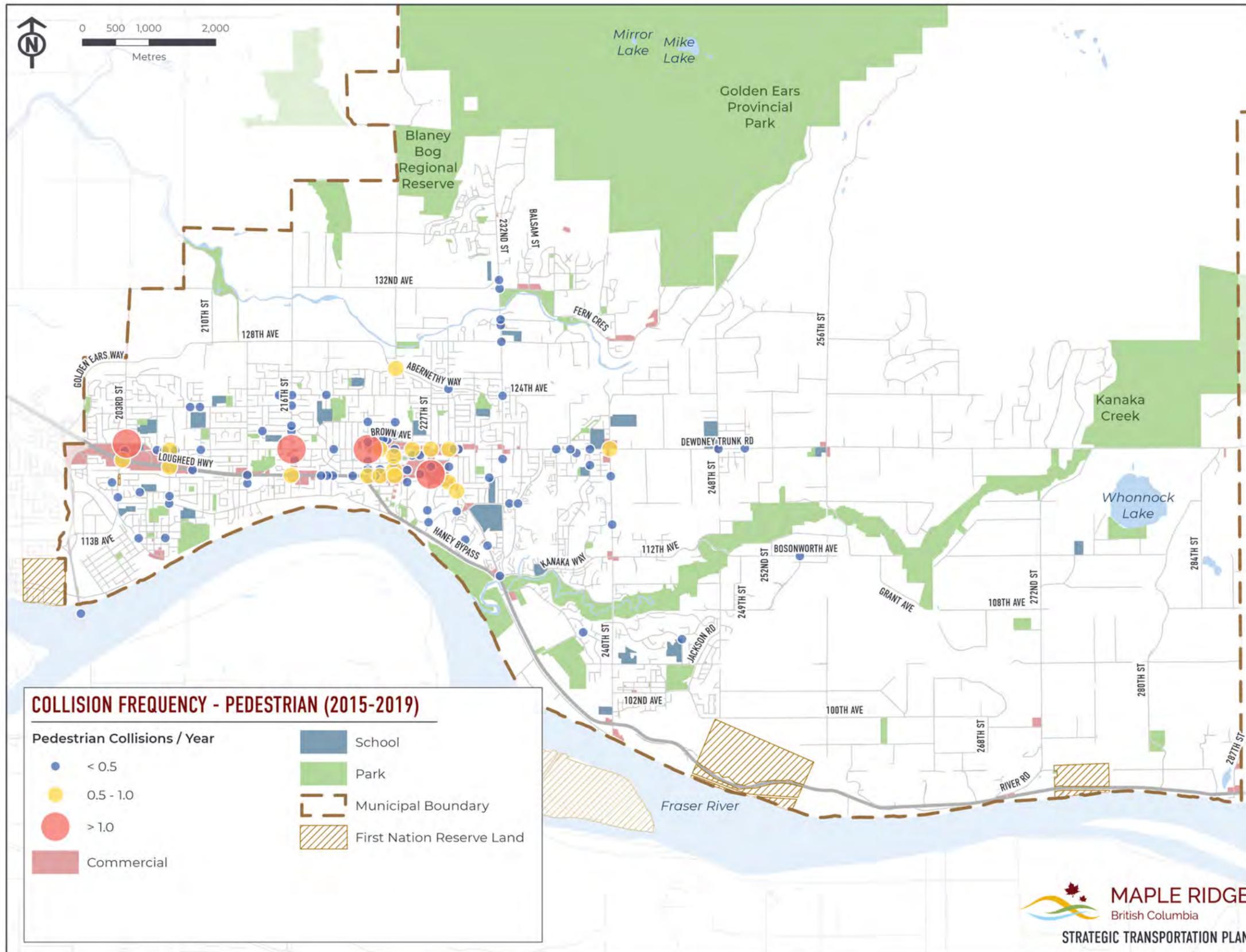


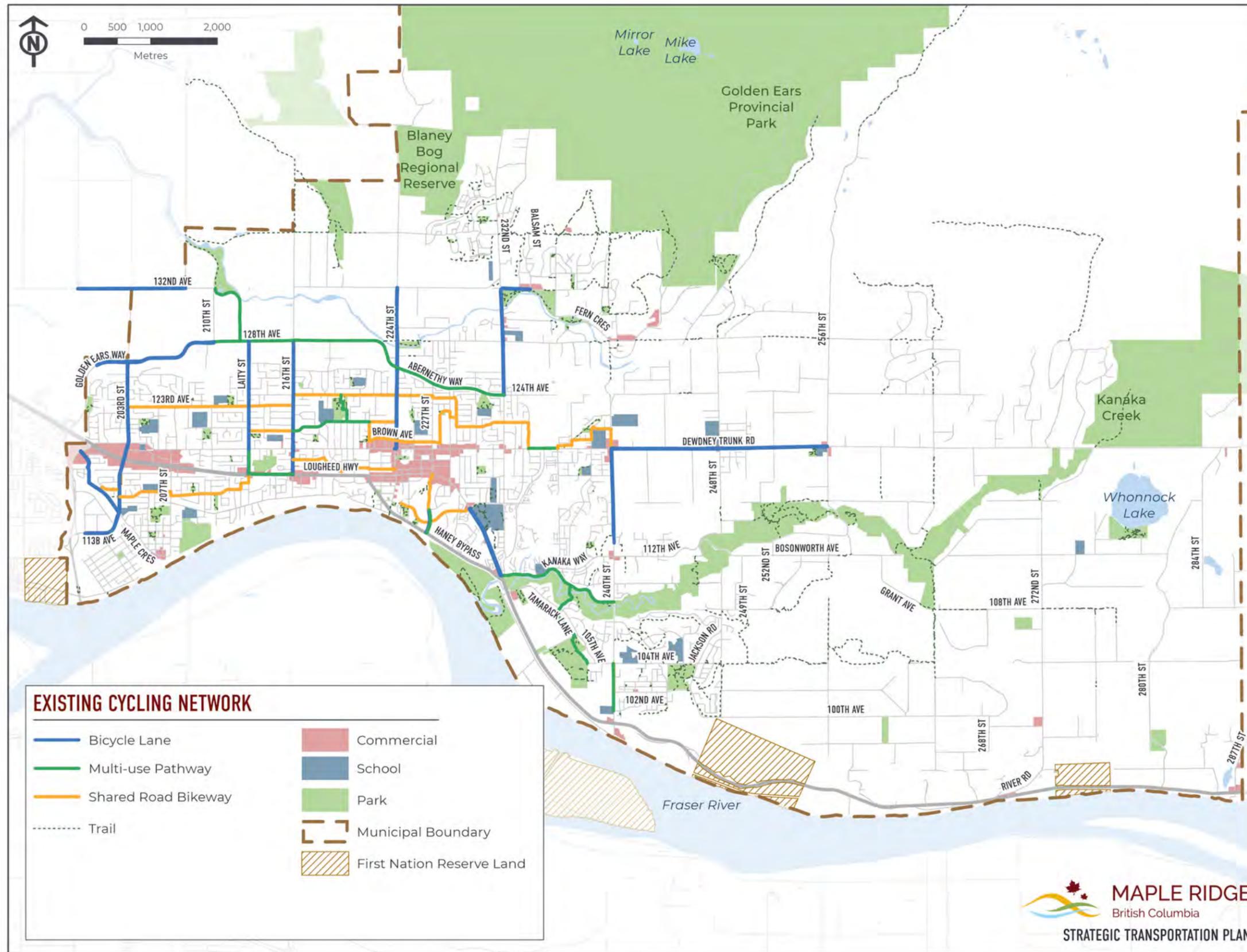






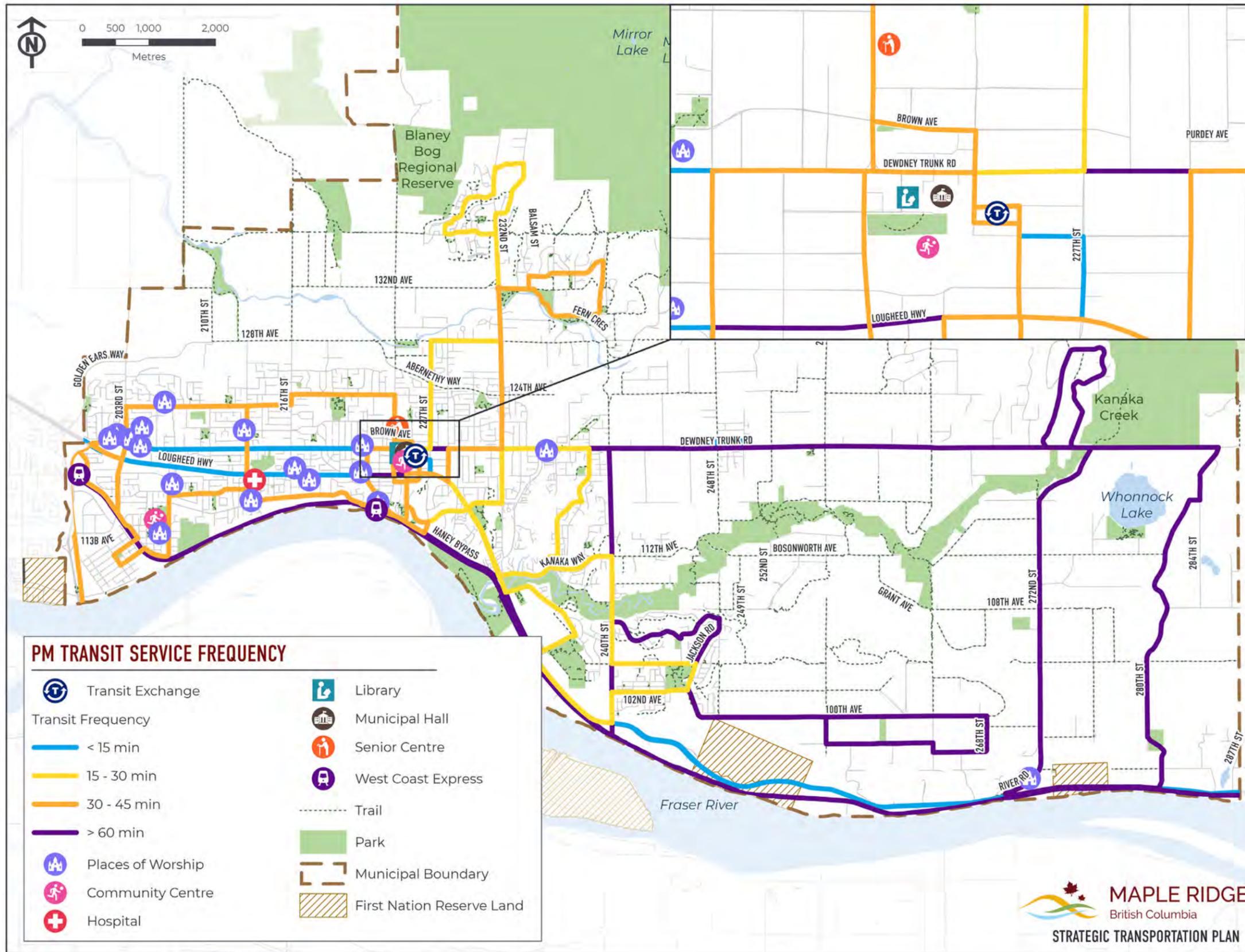


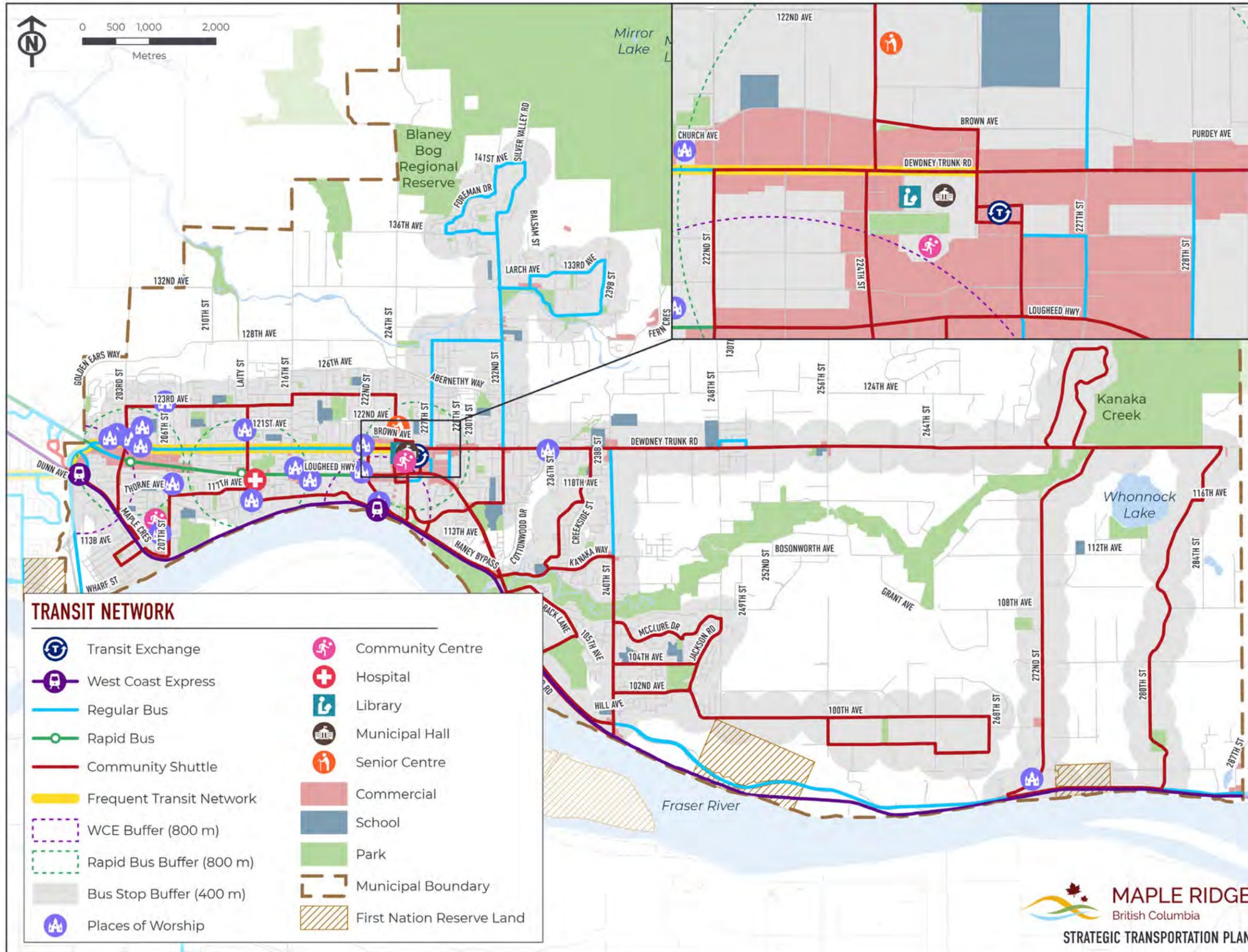


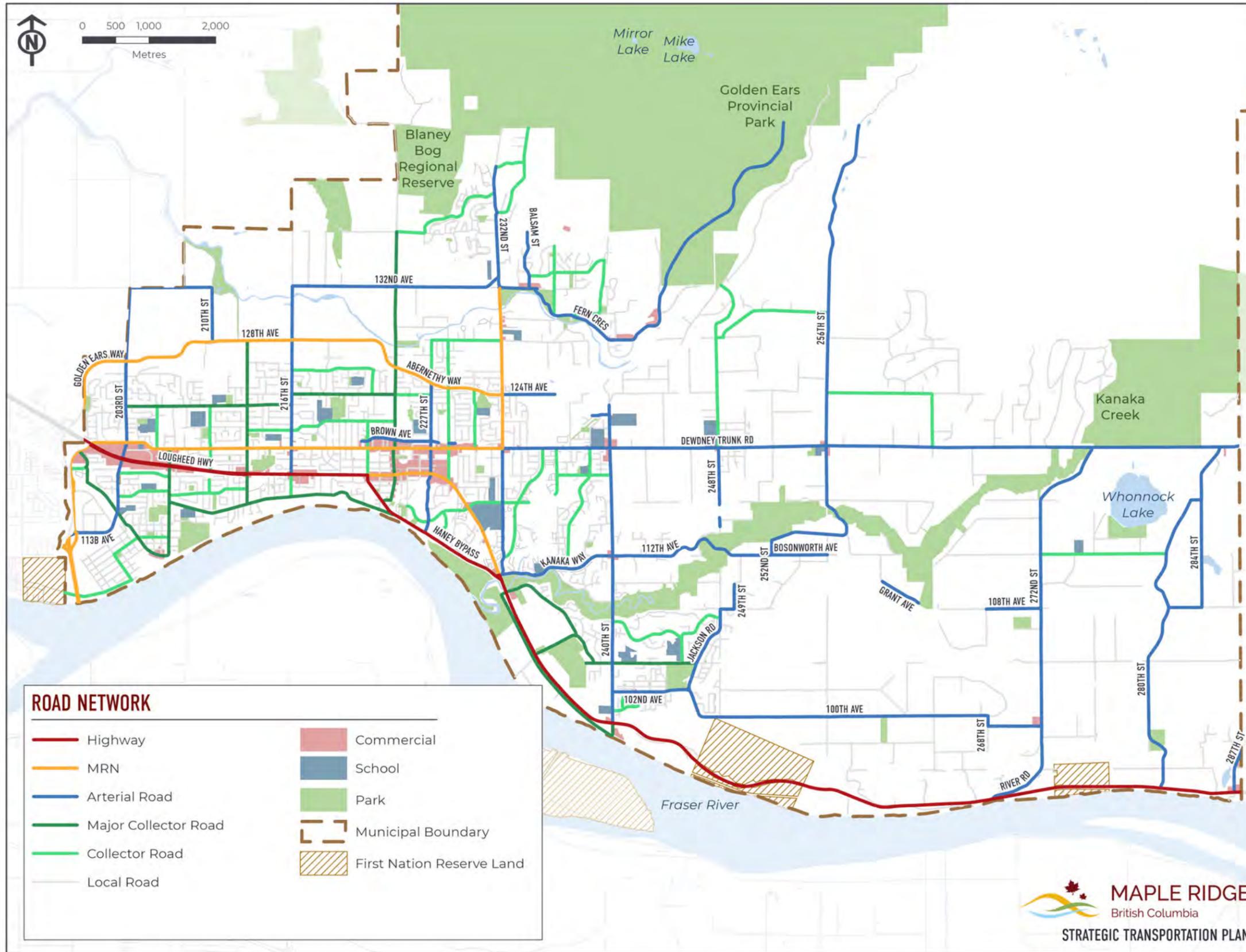


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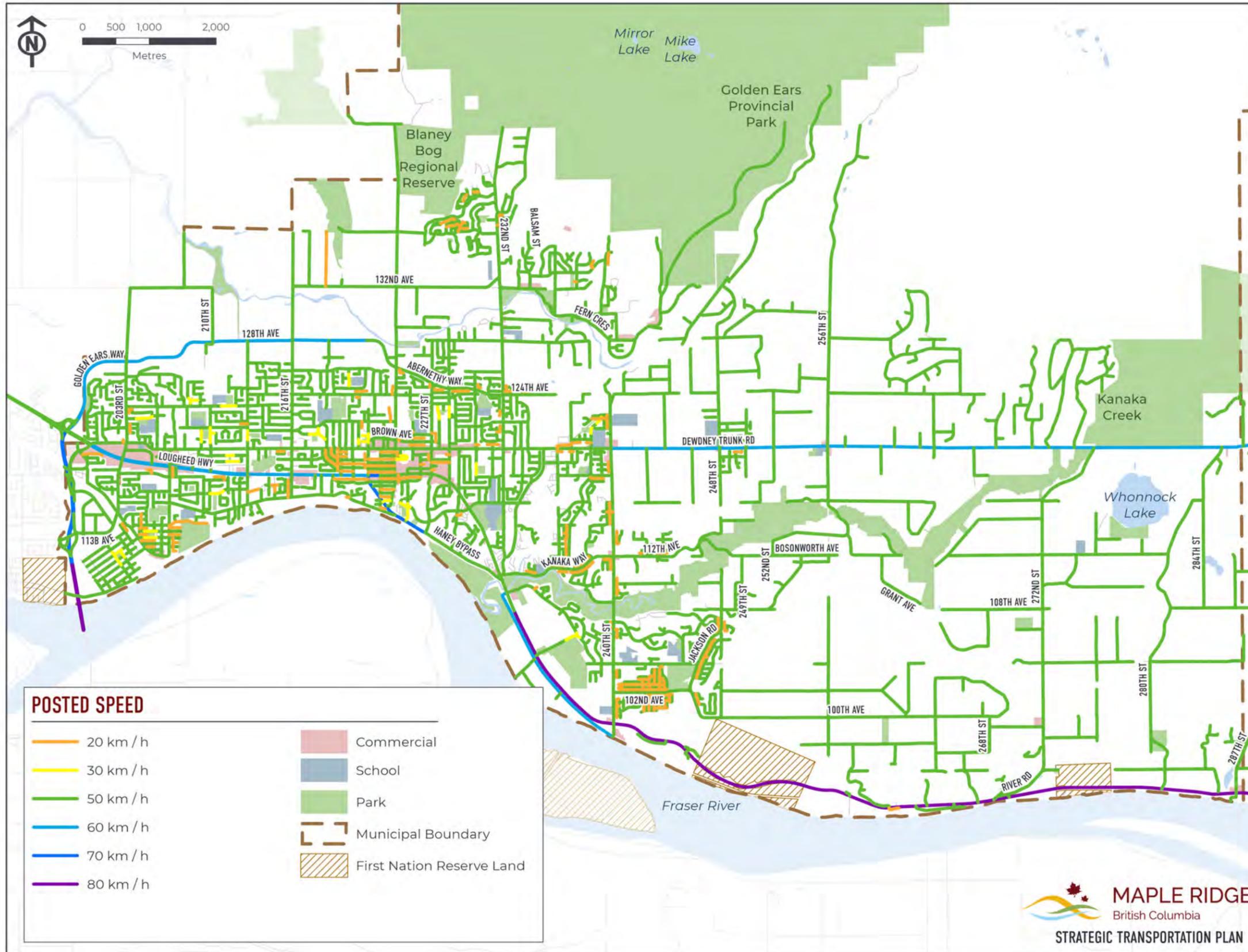


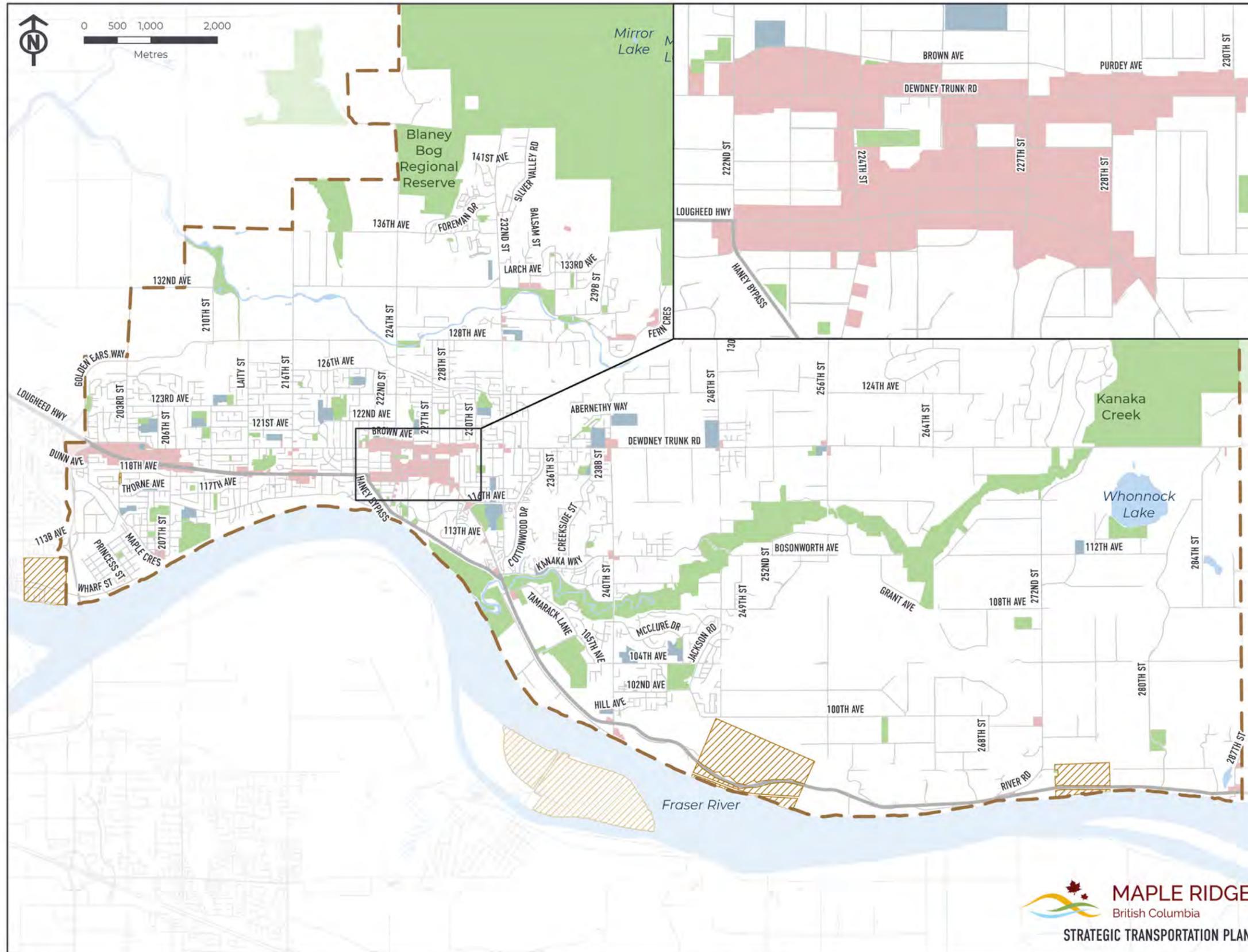






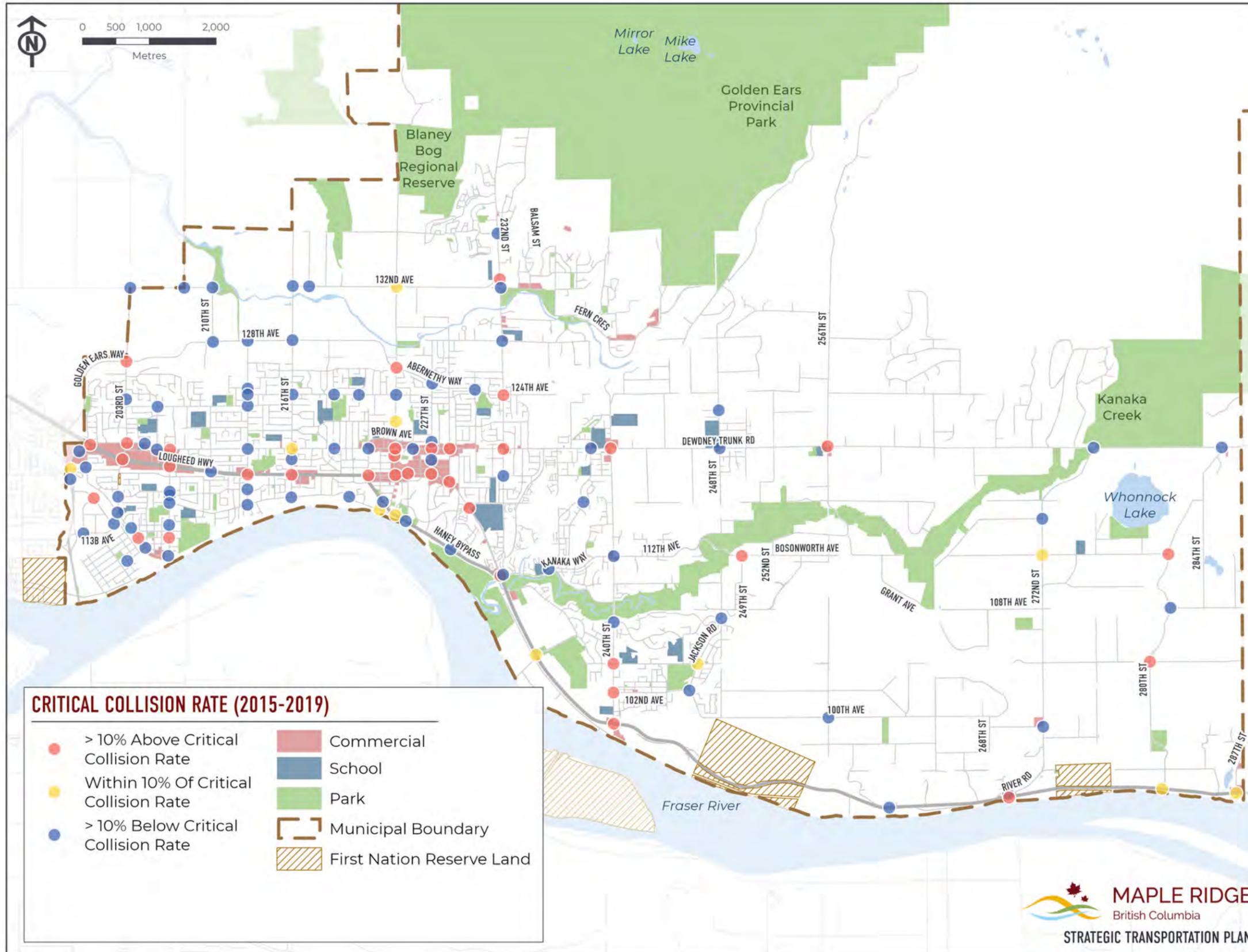






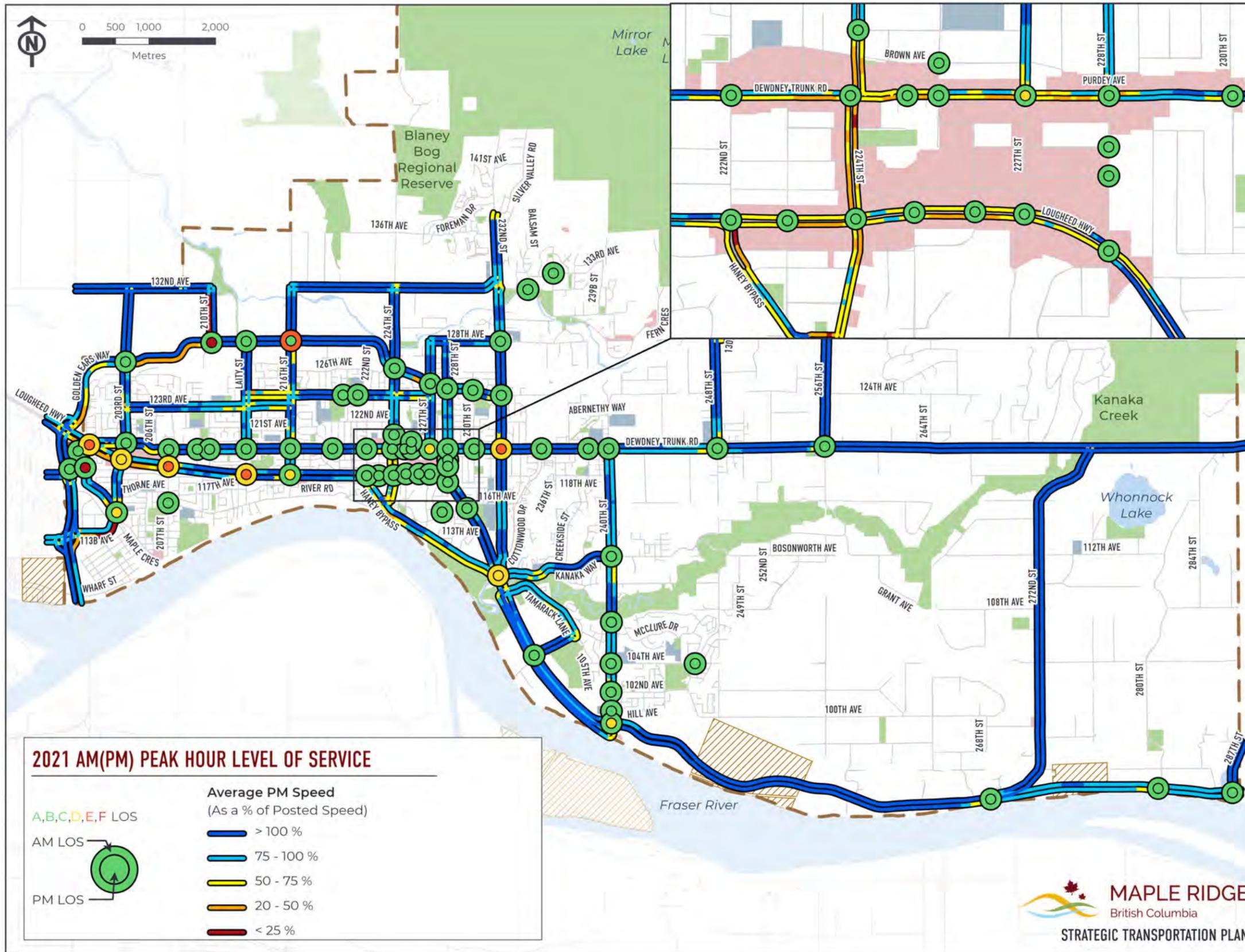


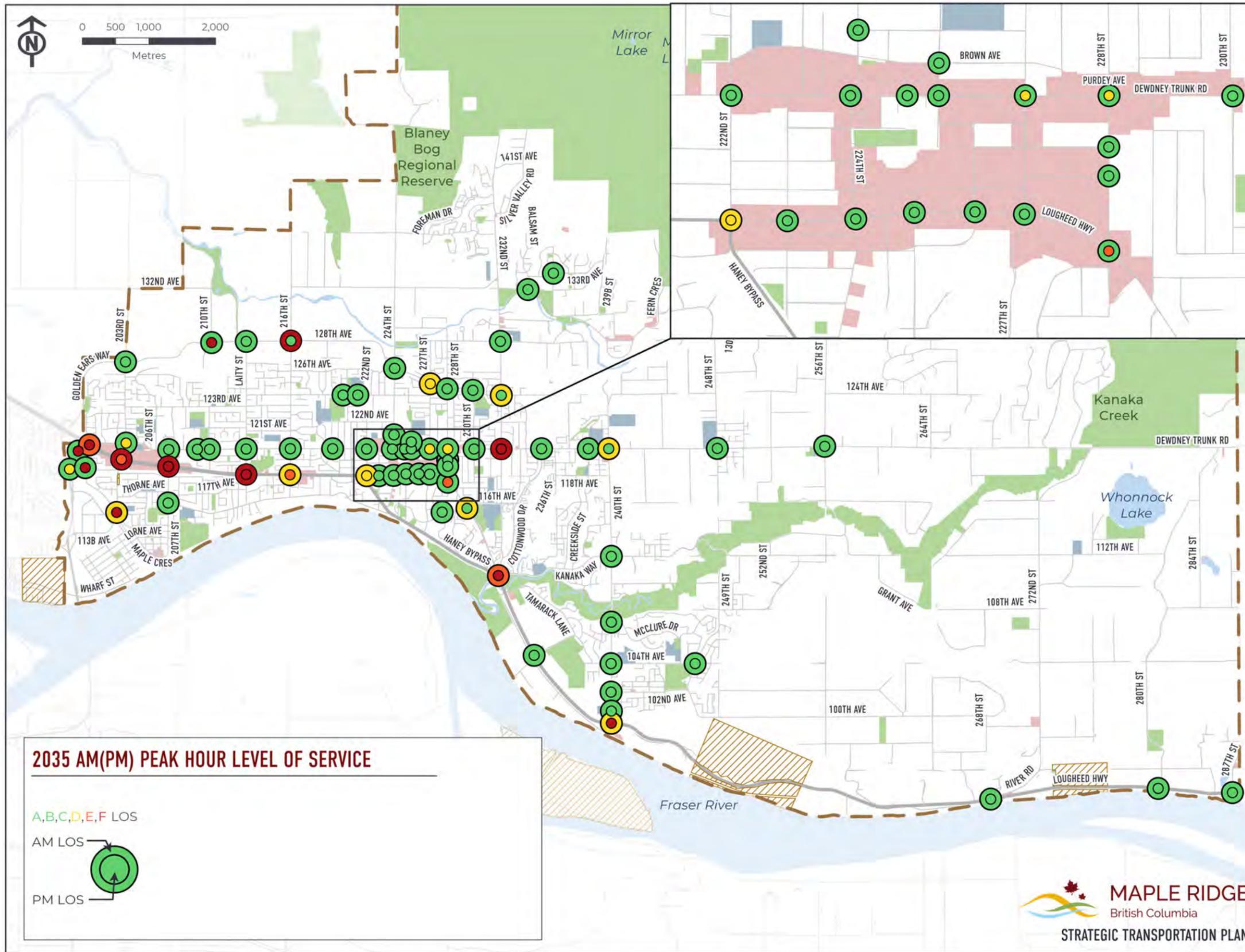


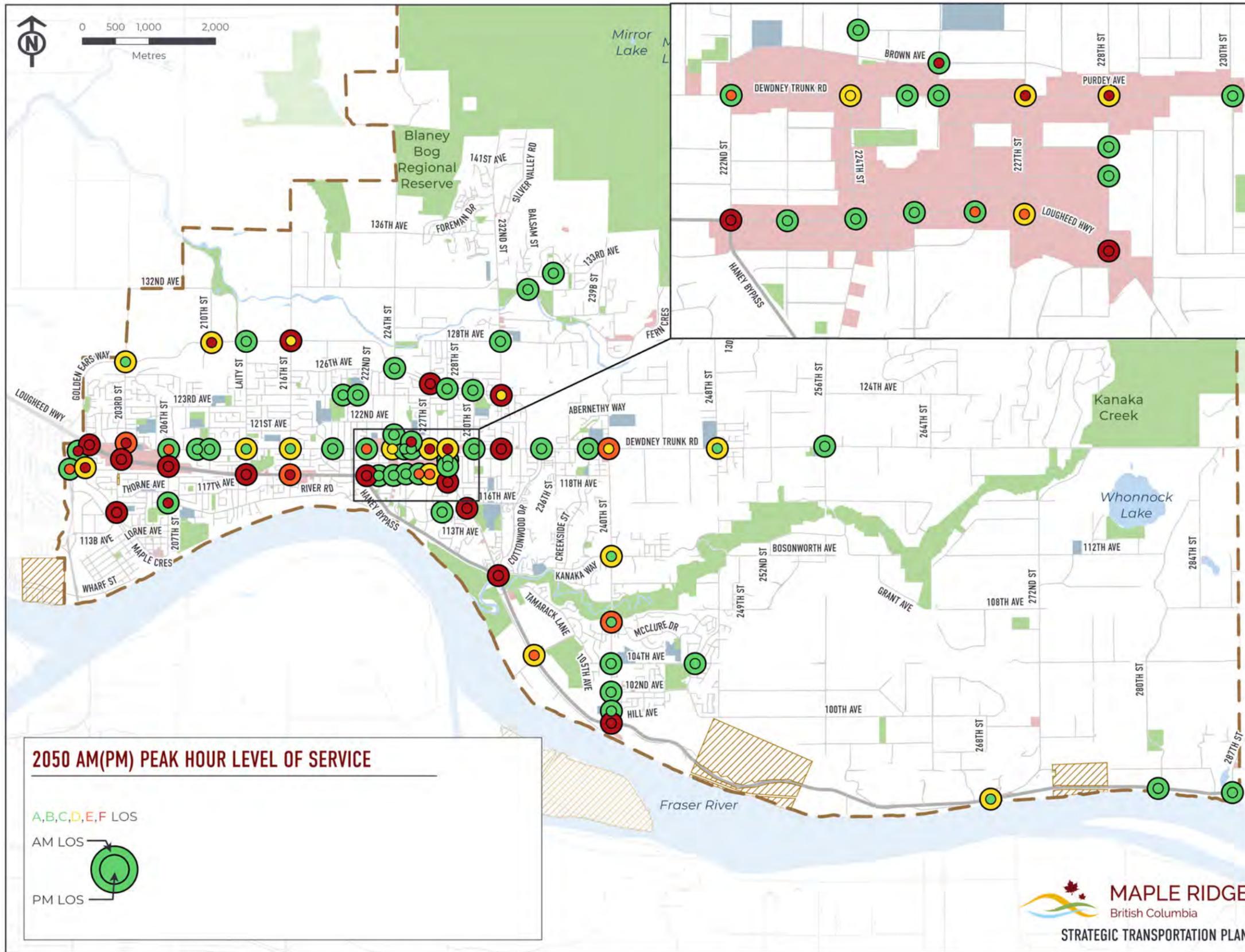


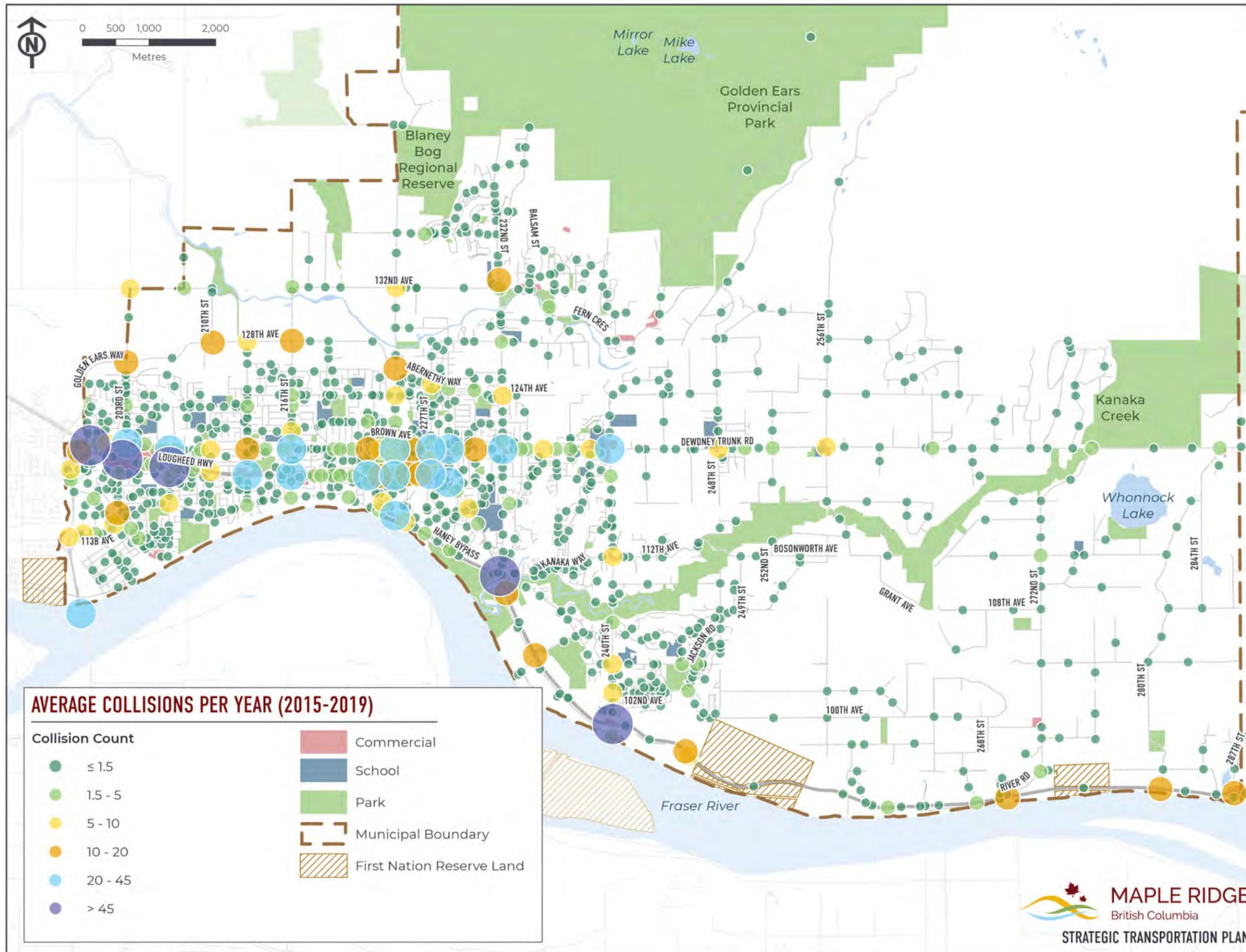
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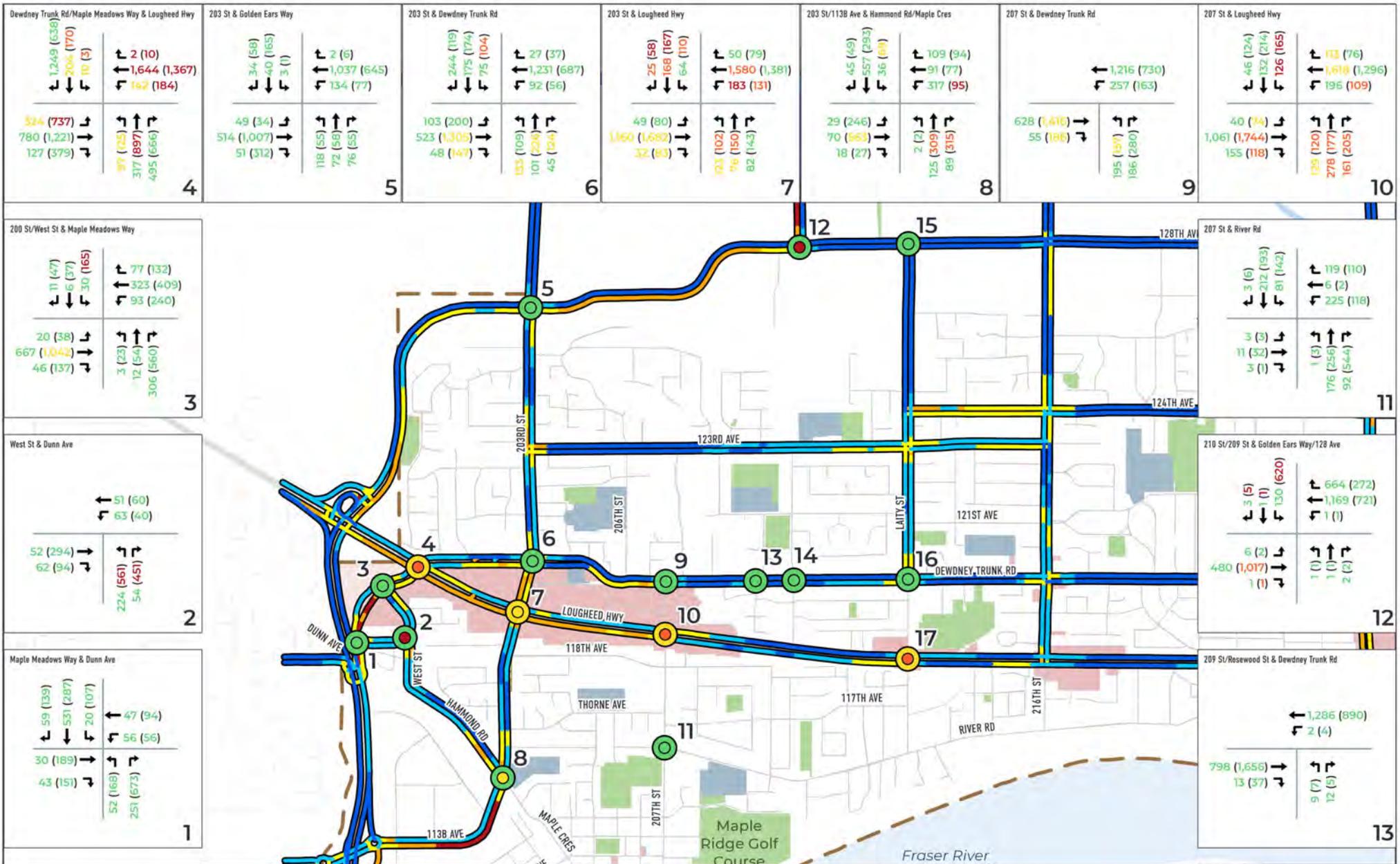


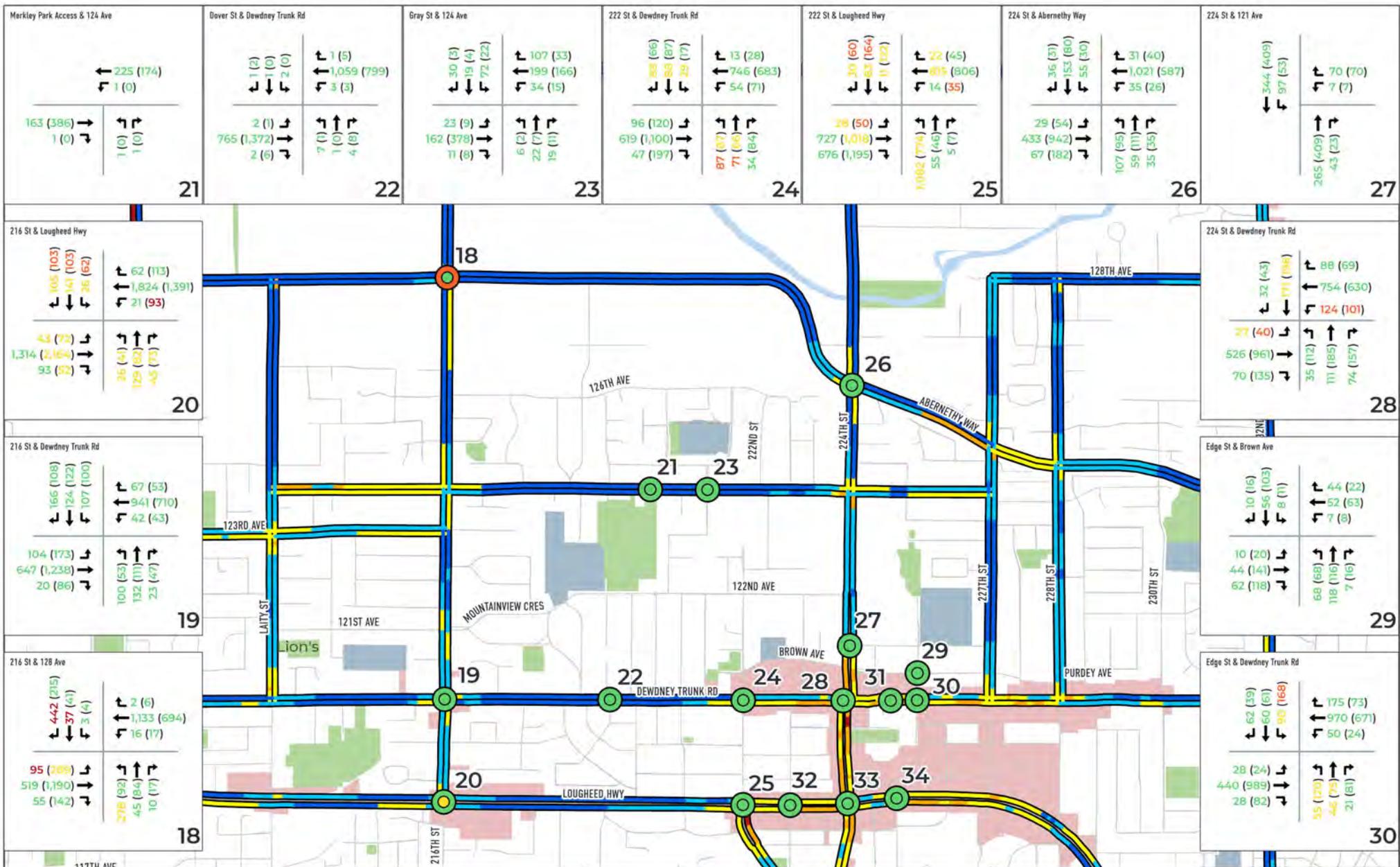




# APPENDIX C

## DETAILED INTERSECTION ANALYSIS





### 2021 AM(PM) PEAK HOUR TRAFFIC VOLUME

AM Volume (PM Volume)

A,B,C,D,E,F LOS

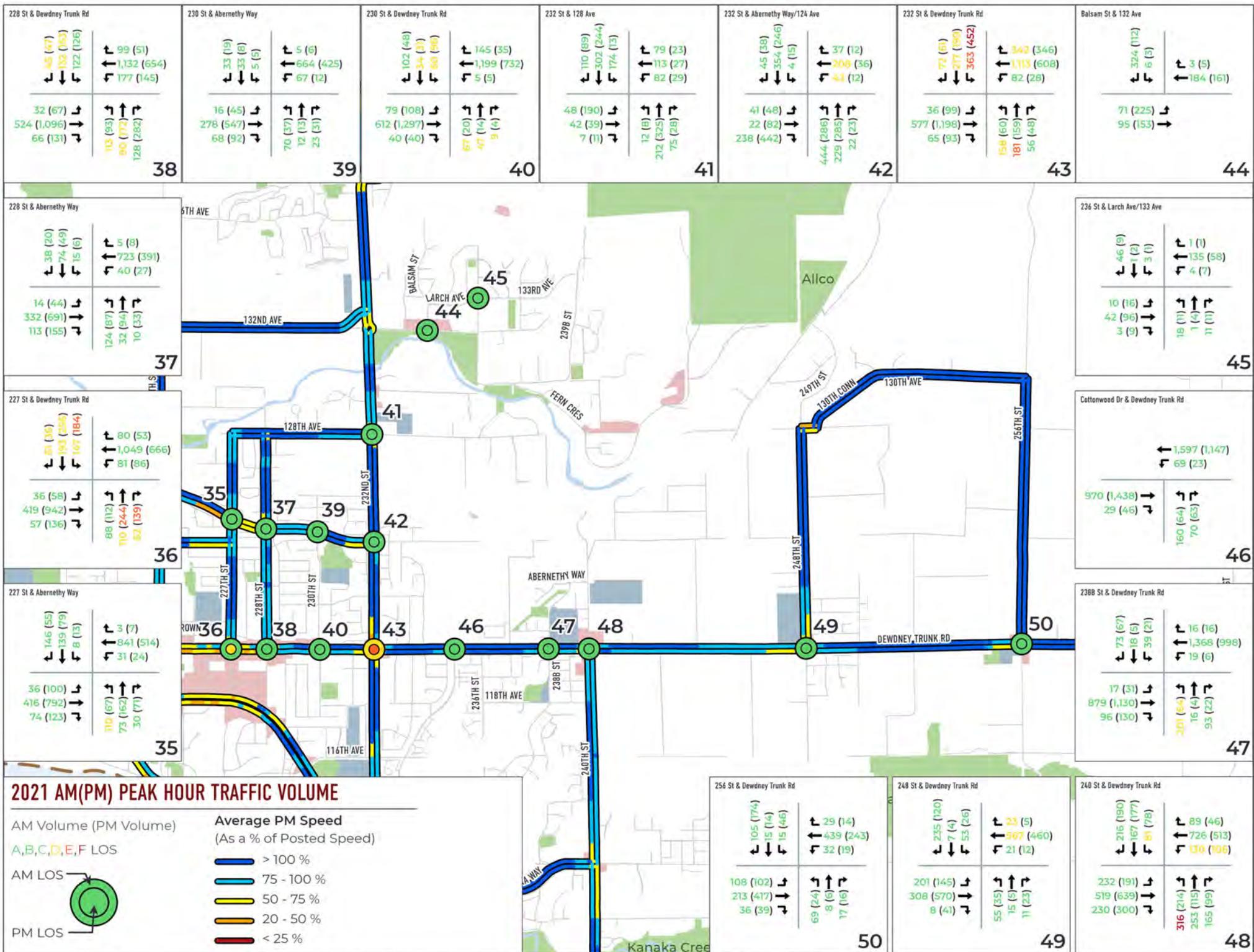
AM LOS

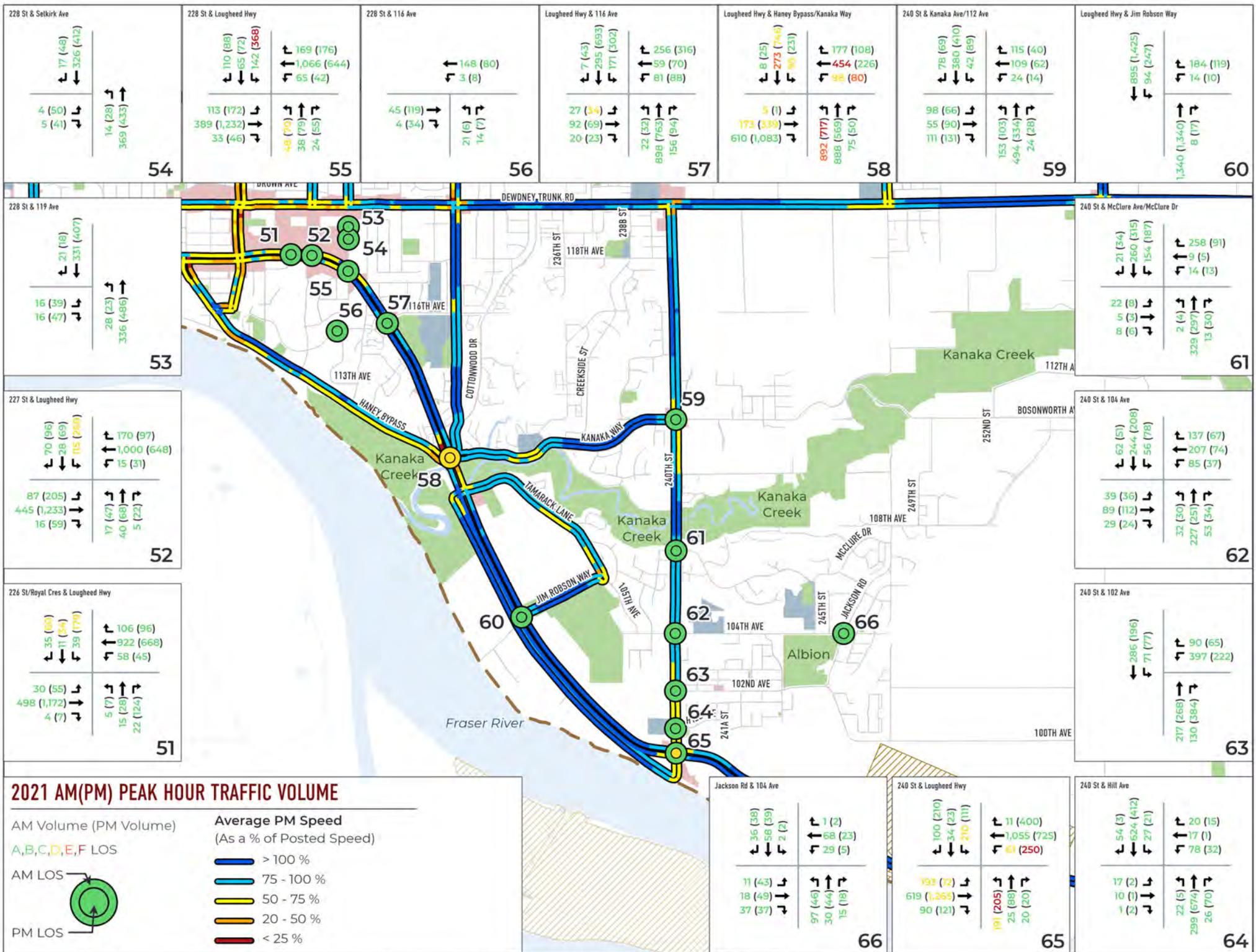
PM LOS

Average PM Speed  
(As a % of Posted Speed)

- █ > 100 %
- █ 75 - 100 %
- █ 50 - 75 %
- █ 20 - 50 %
- █ < 25 %









### 2021 AM(PM) PEAK HOUR TRAFFIC VOLUME

AM Volume (PM Volume)

A,B,C,D,E,F LOS

AM LOS

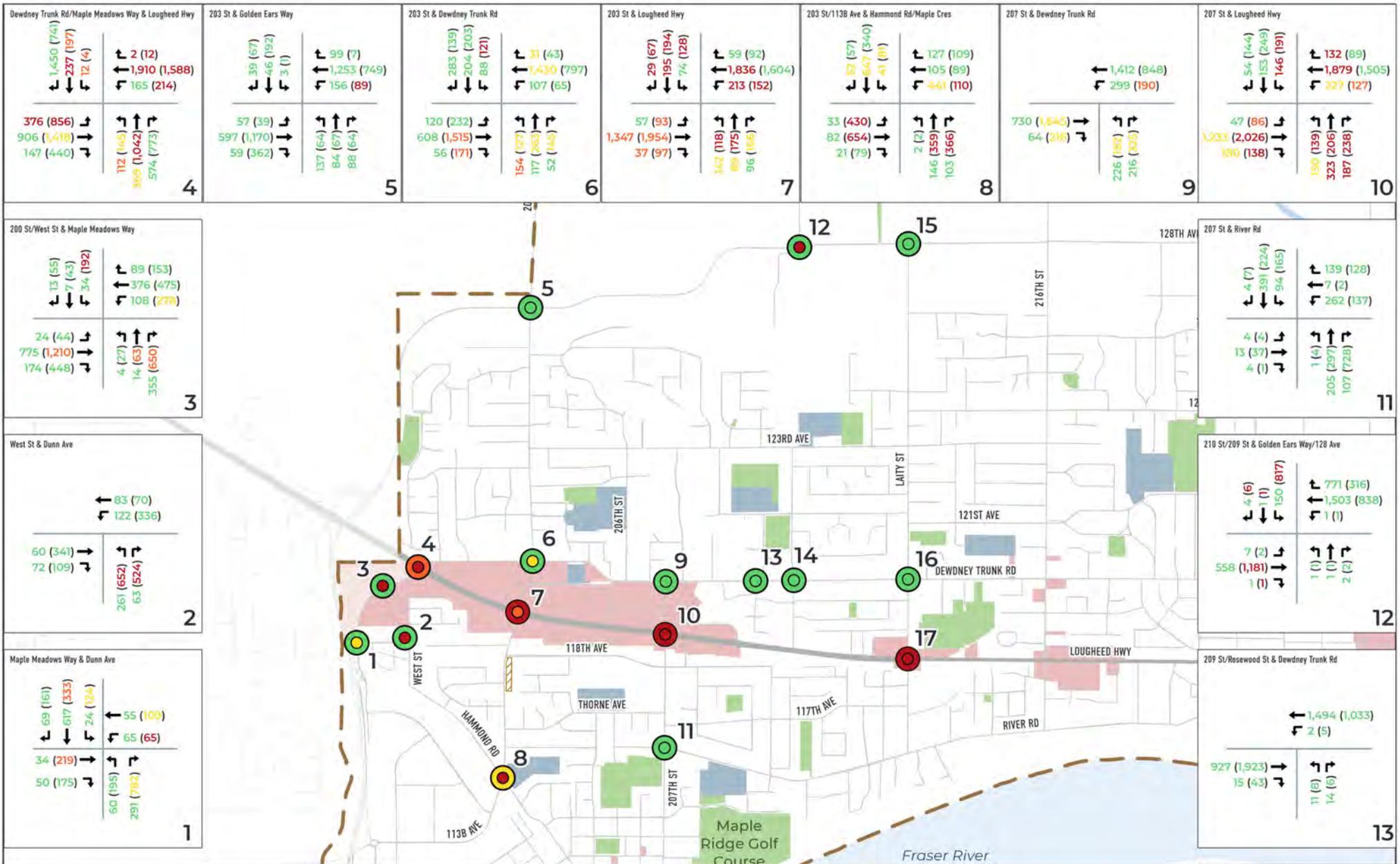
PM LOS



#### Average PM Speed

(As a % of Posted Speed)

- █ > 100 %
- █ 75 - 100 %
- █ 50 - 75 %
- █ 20 - 50 %
- █ < 25 %



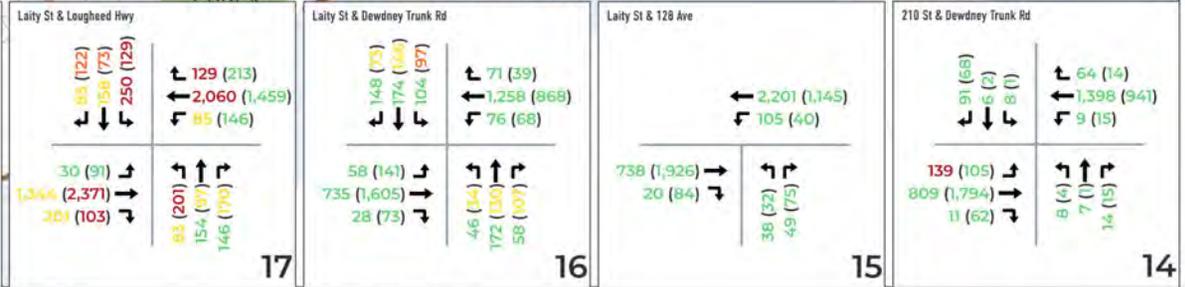
### 2035 AM(PM) PEAK HOUR TRAFFIC VOLUME

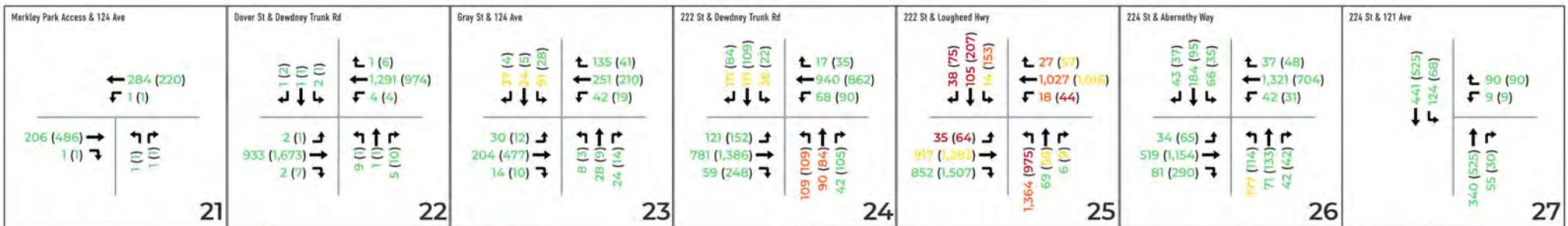
AM Volume (PM Volume)

A,B,C,D,E,F LOS

AM LOS

PM LOS





### 2035 AM(PM) PEAK HOUR TRAFFIC VOLUME

AM Volume (PM Volume)

A,B,C,D,E,F LOS

AM LOS

PM LOS

