City of Maple Ridge

COUNCIL WORKSHOP AGENDA
October 15, 2019
2:00 p.m.
(Please note the change in time)
Blaney Room, 1st Floor, City Hall

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.

REMINDERS

October 15, 2019
Council Meeting 7:00 p.m.

1. *APPROVAL OF THE AGENDA*

2. *ADOPTION OF MINUTES*
   - October 1, 2019

3. *PRESENTATIONS AT THE REQUEST OF COUNCIL*

4. *UNFINISHED AND NEW BUSINESS*

4.1 **Maple Ridge Safer Streets Bylaw No. 7581-2019**

Staff report dated October 15, 2019 recommending that the attached report titled "Maple Ridge Safer Streets Bylaw No. 7581-2019" be forwarded to the October 29, 2019 Council meeting.

4.2 **Mayor & Council Communications Policy**

Staff report dated October 15, 2019 recommending that the Mayor & Council Correspondence Policy No. 3.08 be repealed and that the Mayor & Council Communications Policy be adopted.

5. *CORRESPONDENCE*

5.1 Upcoming Events

By Invitation to Mayor and Council

Tuesday, October 16 11:30 am – 1:30 pm	UDI Luncheon – Michael Ferreira – Urban Analysis, Fairmont Hotel Vancouver, 900 W Georgia Street, Vancouver Host: Urban Development Institute (UDI)
Thursday, October 17 12:00 – 1:00 pm	Homelessness Action Week (HAW) Food Truck Festival Memorial Peace Park, Maple Ridge Host: Salvation Army Ridge Meadows Ministries
Friday, October 18 6:30 – 9:30 pm	Oktoberfest, Pitt Meadows Heritage Hall, 12460 Harris Road, Pitt Meadows Host: Ridge Meadows Hospice Society
Saturday, October 19 5:30 – 10:00 pm	Ridge Meadows Hospital Foundation Fundraiser – Singing in the Rain, Meadow Gardens Golf Club, 19675 Meadow Gardens Way, Pitt Meadows Host: Ridge Meadows Hospital Foundation
Sunday, October 20 6:00 – 9:00 pm	Farmers Helping Seniors Pub Night, The Haney Public House, 22222 Lougheed Hwy, Maple Ridge Host: Maple Ridge, Pitt Meadows, Katzie Seniors Network

General Community Events

Saturday, October 19 9:00 am – 2:00 pm	Haney Farmers Market, Memorial Peace Park, Maple Ridge Host: Haney Farmers Market
Saturday, October 19 6:30 – 11:00 pm	The Dead of Night: Paranormal Investigations at Haney House Haney House Museum, 11612 224 St, Maple Ridge Host: Cornerstone Supernatural & Maple Ridge Museum

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

7. *MATTERS DEEMED EXPEDIENT*

8. *NOTICE OF CLOSED COUNCIL MEETING*

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

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

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

Section 90(1)(k) Negotiations and related discussions respecting the proposed provision of a municipal service that are at their preliminary stages and that, in the view of the council, could reasonably be expected to harm the interests of the municipality if they were held in public.

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

9. *ADJOURNMENT*

Approved:
Date: Oct 10, 2019

Space below for Clerk's Department Use Only	
Checked by: dSaint *Date:* Oct 10, 2019	Checked by: TM Date: Oct 10, 2019

2.0 Adoption of Minutes

City of Maple Ridge

COUNCIL WORKSHOP MINUTES

October 1, 2019

The Minutes of the City Council Workshop held on July 23, 2019 at 1:30 p.m. in the Blaney Room at City Hall, 11995 Haney Place, Maple Ridge, British Columbia for the purpose of transacting regular City business.

PRESENT	*Appointed Staff*
Elected Officials	K. Swift, Acting Chief Administrative Officer
Mayor M. Morden	C. Carter, General Manager Planning & Development Services
Councillor J. Dueck	D. Pollock, General Manager Engineering Services
Councillor K. Duncan	D. Boag, Acting General Manager Parks, Recreation & Culture
Councillor C. Meadus	L. Benson, Director of Corporate Administration
Councillor G. Robson	C. Goddard, Director of Planning
Councillor R. Svendsen	S. Nichols, Deputy Corporate Officer
Councillor A. Yousef	C. Nolan, Corporate Controller
	Other Staff as Required
	D. Denton, Acting Director of Economic Development and Civic Properties
	B. Livingstone, Business Retention and Expansion Officer, Economic Development
	M. Canning, Manager of Infrastructure Development Engineering
	A. Grochowich, Planner, Community Planning
	M. Pym, Environmental Planner, Development and Environmental Services

Note: These Minutes are posted on the City Web Site at www.mapleridge.ca
Video of the meeting is posted at media.mapleridge.ca/Mediasite/Showcase

Note: Councillor Robson and Councillor Duncan were not in attendance at the start of the meeting.

1. *APPROVAL OF THE AGENDA*

R/2019-545
It was moved and seconded

That the agenda of the October 1, 2019 Council Workshop Meeting be approved as circulated.

CARRIED

2. *MINUTES*

2.1 **Minutes of the September 10, 2019 and the September 17, 2019 Council Workshop Meeting**

R/2019-546
It was moved and seconded

That the minutes of the Council Workshop Meeting of September 10, 2019 and the September 17, 2019 be adopted as circulated.

CARRIED

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

4. *UNFINISHED AND NEW BUSINESS*

4.1 **RCMP Update**

Presentation by Superintendent Jennifer Hyland, Officer in Charge, Inspector Aaron Paradis and Inspector Allison Good

Note: Councillor Robson joined the meeting at 1:34 p.m.
Note: Councillor Duncan joined the meeting at 2:38 p.m.

4.2 **Post-Secondary Feasibility Study**

Staff report dated October 1, 2019 recommending that the Mayor be authorized to sign a joint letter to the BC Minister of Advanced Education and Skills Training requesting funding for a feasibility study to determine the demand for post-secondary education options in Maple Ridge-Pitt Meadows.

R/2019-547
It was moved and seconded

That the Mayor be authorized to sign a Joint letter to the BC Minister of Advanced Education and Skills Training requesting that the Ministry fund a feasibility study to determine the demand for post-secondary education options in Maple Ridge-Pitt Meadows.

CARRIED

4.3 **North East Albion Land Use and Servicing Concept: Process Summary and Concept Plan Endorsement**

Staff report dated October 1, 2019 recommending that the draft North East Albion Land Use and Servicing Concept Plan be endorsed and that draft development applications in the North East Albion Area be evaluated according the draft concept plan.

R/2019-548
It was moved and seconded

That the draft North East Albion Land Use and Servicing Concept Plan be endorsed.

That staff be directed to evaluate development applications in the North East Albion Area according to the draft North East Albion Land Use and Servicing Concept Plan.

CARRIED

4.4 **Review of Cycling on Sidewalks**

Staff report dated October 1, 2019 providing information on the practice of permitting bicycles on sidewalks.

4.4.1
R/2019-549
It was moved and seconded

That the practice of cycling on all sidewalks be allowed to continue.

DEFEATED

Mayor Morden, Councillor Yousef, Councillor Robson, Councillor Meadus, Councillor Dueck and Councillor Svendsen – OPPOSED

4.4.2
R/2019-550
It was moved and seconded

That the current Highway and Traffic bylaw be amended to repeal the section which allows cycling on sidewalks, and that a bylaw that follows Provincial legislation be brought forward; and further

That staff communicate and educate residents and enforcement officers relative to enforcement of unsafe practices.

CARRIED

5. *CORRESPONDENCE*

5.1 **CivX (Innovation in Local Government) 2019 Event**

Letter from the Lower Mainland Local Government Association and CivicInfo BC inviting delegates to a CivX 2019: Civil Ideas for Less Civil times on Thursday, November 28, 2019.

R/2019-551
It was moved and seconded
That the letter from the Lower Mainland Local Government Association and CivicInfo BC relative to Civx2019 be received into the record.

CARRIED

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

7. *MATTERS DEEMED EXPEDIENT*

8. *ADJOURNMENT* – 4:04 p.m.

M. Morden, Mayor

Certified Correct

L. Benson, Corporate Officer

MAPLE RIDGE
BRITISH COLUMBIA

CITY OF MAPLE RIDGE

TO:	His Worship Mayor Michael Morden and Members of Council	**MEETING DATE:** October 15, 2019 **FILE NO:**	
FROM:	Chief Administrative Officer	**MEETING:**	Council Workshop

SUBJECT: **Maple Ridge Safer Streets Bylaw No. 7581-2019**

EXECUTIVE SUMMARY:

The attached report is scheduled to be on the October 29, 2019 Council Meeting agenda for discussion and consideration of the recommendation. The Council Workshop forum provides an extended opportunity for Council to seek additional information if required, prior to decision-making.

RECOMMENDATION:

That the attachment to the October 15, 2019 report titled "Maple Ridge Safer Streets Bylaw No. 7581-2019" be forwarded to the October 29, 2019 Council Meeting.

Approved by: Deputy Corporate Officer

Attachment:

- **Maple Ridge Safer Streets Bylaw No. 7581-2019** – staff report October 29, 2019

MAPLE RIDGE
British Columbia
mapleridge.ca

City of Maple Ridge

TO:	His Worship Mayor Michael Morden and Members of Council	**MEETING DATE:**	October 29, 2019
FROM:	Chief Administrative Officer	**MEETING:**	Council
SUBJECT:	Maple Ridge Safer Streets Bylaw No. 7581-2019		

EXECUTIVE SUMMARY:

As part of the City's Community Safety Plan, Council has expressed an interest in adopting a bylaw which would deal with "aggressive" solicitation in public spaces.

Over the past decade, aggressive solicitation also known as panhandling has become more noticeable across the region, particularly in downtown commercial areas. People who solicit may suffer from a variety of social issues and disabilities, however there are community services available to assist those in need, including social services, BC Housing, Fraser Health, community outreach, church groups and other non-profit agencies. Complaints about aggressive solicitation range from minor nuisances up to and including harassment and public safety threats.

Based on a 2002 BC Supreme Court decision in *Federated Anti-Poverty Groups of BC v. Vancouver (City)*, the Court determined that panhandling is essential to the "ability to provide for one's self" such that it deserves protection under s.7 of the *Charter of Rights*, which protects the right to life, liberty and security. A solicitation bylaw cannot effect an absolute prohibition on soliciting as this would likely be in violation of s.2(b) and s.7 of the *Charter of Rights.* That said, while passive solicitation may be relatively protected under the *Charter*, there are certain actions the City can take to regulate it. The City can rely on it's fundamental powers under s.8(3)(b) of the *Community Charter* to regulate public places, where the general public has customary common law rights to be, including City Parks, streets, sidewalks, public squares, and plazas.

Keep in mind that "passive" solicitation is considered legal. Aggressive solicitation is not; and is behavior that would cause a reasonable person to be concerned for their safety or security, including threatening the person solicited with physical harm, by word, gesture or other means. Essentially, the bylaw would be used as a guide to promote community safety. Therefore, the proposed bylaw will target certain kinds of aggressive soliciting behaviour, rather than prohibiting it altogether.

This report is intended to provide an introduction to the issues of aggressive solicitation and a draft of the "Safer Streets Bylaw" is attached as Appendix I.

RECOMMENDATION:

That the "Maple Ridge Safer Streets Bylaw No. 7581-2019" be given first, second and third reading.

DISCUSSION:

Currently the City relies on the RCMP to deal effectively with aggressive solicitation. A City bylaw will give Bylaw Compliance Officers the authority to deal with these situations prior to, or instead of contacting the RCMP, who may be dispatched to more serious offences.

a) Background Context:

The City of Maple Ridge currently does not have a bylaw to control and regulate aggressive solicitation. The RCMP currently addresses aggressive solicitation under the provincial *Safe Streets Act, [SBC 2004] Chapter 75.* The *Safe Streets Act* can only be enforced by the local Police Authority and the RCMP.

DRAFT SAFER STREETS BYLAW

Regulations dealing with aggressive or obstructive solicitation can be implemented to withstand constitutional scrutiny and provide the City with the tools to curb nuisance behaviours.

The behavior targeted in the bylaw is broken into three portions:

a) obstructive soliciting (s. 4.1)
b) zones of prohibition (s. 4.3)
c) behavior engaging motor vehicles (s.4.4)

Under the proposed bylaw Section 4 prohibits a person from sitting or lying on any street, boulevard or sidewalk in a manner which obstructs or impedes pedestrian traffic. It would also be an offence to continue to solicit or harass a person after they have made a refusal.

The prohibitions also specify a zone of ten metres within which solicitation is prohibited. For example a captive audience (a person taking money out of an ATM) or an audience which might include vulnerable people (children at a daycare centre). The proposed bylaw would also prohibit solicitation within 10m of financial institutions, ATM machines, bus stops, daycare centres, liquor stores, non-medical cannabis retailers and occupants of motor vehicles. A Town Centre Area Map with Buffer Zones is attached as Appendix II to this report to illustrate the related businesses in the Town Centre.

To avoid legal examination of this bylaw, instead of saying "No person shall solicit within 10 metres of a gas station" the proposed bylaw states "No person shall solicit from a driver or passenger of a motor vehicle while the driver or passenger is at a gas station, and in the act of filling the motor vehicle with fuel". The Courts are more likely to uphold a provision targeting specific behaviour – solicitation of someone who is actually filling their car – rather than a prohibition that prevents solicitation altogether near gas stations. Lastly, Section 4.5 prohibits solicitation after sunset on any given day.

SURVEY OF LOCAL MUNICIPALITIES

MUNICIPALITY	PANHANDLING/SOLICITATION BYLAWS
City of COQUITLAM	No
City of LANGLEY	No
Township of LANGLEY	No
City of MISSION	No
City of NEW WESTMINSTER	Yes
City of PITT MEADOWS	No
City of PORT COQUITLAM	No
City of PORT MOODY	No
City of SURREY	No

As noted in the above survey there is only one municipality which has a bylaw to deal with aggressive solicitation. The City of New Westminster adopted a similar bylaw in 1998 and so far has been free from any significant legal challenges.

Although the *Safe Streets Act, [SBC 2004] Chapter 75* regulates the same types of behaviour we wish to regulate, the enforcement is not within the City's control. The proposed City bylaw would regulate similar conduct and have further enforcement options.

The RCMP would continue to enforce the *Safe Streets Act* and the *Trespass Act*, but would also have the ability to enforce the City's bylaw and issue municipal tickets, which would in turn benefit the City. Should an aggressive solicitation bylaw be created, a police presence would still be needed for higher level risk situations in order to assist Bylaw Compliance Officers.

In essence, the primary method of achieving compliance will still be education followed by a request for compliance. If the offence continues, the Bylaw Compliance Officer would escalate to a verbal warning which could then be followed by a written demand notice. The Officer's last resort would be the issuance of a Municipal Ticket. The penalties will be reasonable with a minimum fine of $50.00.

b) Desired Outcome:

To effectively reduce the negative impacts of aggressive solicitation on the City's residents and municipal services.

c) Strategic Alignment:

The proposed Safer Streets Bylaw would be another tool for Bylaw Compliance Officers and Members of the RCMP to deal with the negative impacts caused by aggressive soliciting in the community and aligns with the City's Community Safety Plan. It is also consistent with the Community Safety priorities in Council's Strategic Plan.

d) Business Plan/Financial Implications:

The Licences & Bylaw Department has the capacity to administer this bylaw due to the temporary Community Safety Officer positions. In order to ensure this bylaw is successful, a request will be made to change the two temporary Community Safety Officers into full-time permanent positions in Business Planning for 2020.

e) Alternatives:

The City also relies on the Highway and Traffic Bylaw to deal with pedestrians, chattels and obstructions caused by loitering and unlawful activities. Although this bylaw deals with persons standing, assembling and obstructing pedestrians and motor vehicles, it does not address the negative aggressive solicitation we are experiencing.

CONCLUSION:

The intention of a street solicitation bylaw is not meant to criminalize poverty but to educate and work with individuals who are aggressively pursuing citizens on the street and near certain businesses. Bylaw Compliance Officers and Community Safety Officers would assist and work with social service agencies to develop a compassionate and collaborative framework in working with vulnerable populations.

Prepared by: Michelle Orsetti
Manager of Bylaw & Licensing Services

Approved by: Christine Carter, MCIP, M.Pl.
General Manager: Planning and Development Services

Concurrence: Kelly Swift, MBA
for Acting Chief Administrative Officer

Attachments:

Appendix I: Maple Ridge Safer Streets Bylaw 7581-2019

Appendix II: Town Centre Area Map with Buffer Zones

APPENDIX I

City of Maple Ridge

Maple Ridge Safer Streets Bylaw
Bylaw No. 7581 - 2019

Effective Date:

DRAFT

City of Maple Ridge

Maple Ridge Safer Streets Bylaw No. 7581 - 2019

Table of Contents

Part 1 Citation 2
Part 2 Severability 2
Part 3 Definitions 2
Part 4 Prohibitions 3
Part 5 Offence and Penalty 4

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City of Maple Ridge

Safer Streets Bylaw No. 7581-2019

A bylaw to Regulate and Control Panhandling

WHEREAS Council wishes to exercise its authority pursuant to the *Community Charter [SBC] 2003, c.26*;

AND WHEREAS it is deemed necessary to regulate, abate and prohibit aggressive solicitation in the City of Maple Ridge;

AND WHEREAS section 8 (3) (h) of the *Community Charter* provides authority to prevent, abate and prohibit nuisances for the protection and enhancement of the well-being of its community in relation to matters referred to in section 64 [nuisances, disturbances and other objectionable situations];

NOW THEREFORE, pursuant to section 64 of the Community Charter, the Council of the City of Maple Ridge, in open meeting assembled, **ENACTS AS FOLLOWS:**

Part 1 Citation

1.1 This bylaw may be cited as "Safer Streets Bylaw No. 7581 – 2019"

Part 2 Severability

2.1 If a portion of this bylaw is held invalid by a Court of competent jurisdiction, then the invalid portion must be severed and the remainder of this bylaw is deemed to have been adopted without the severed section, subsequent, paragraph, subparagraph, clause or phrase.

Part 3 Definitions

3.1 In this bylaw:

Automated Bank Teller Machine means a device linked to a financial institution's account records which is able to carry out transactions, including, but not limited to, account transfers, withdrawals, deposits, balance inquiries, and mortgage and loan payments;

Bus Stop means a section of the street which is reserved for the loading and unloading of buses and where parking and stopping of all other vehicles is prohibited;

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Financial Institution includes a bank, credit union, cheque cashing business and trust company;

Solicit means to, without consideration, ask for money, donations, goods or other things of value whether by spoken, written or printed word or bodily gesture, for oneself or for another person, but excludes a person acting as a "solicitor for charity", as that term is defined in the *Business Licencing and Regulation Bylaw No. 6815-2011.*

Street means any roadway, sidewalk, boulevard, place or way which the public is ordinarily entitled or permitted to use for the passage of vehicles or pedestrians and includes a structure located in any of those areas;

Traffic Control Signal means a traffic control signal as defined in the *Motor Vehicle Act,* RSBC 1996, c 318;

Part 4 Prohibitions

4.1 No person may solicit in a manner that causes an obstruction

4.2 For the purposes of 4.1 "cause an obstruction" means:

a) To sit or lie on a street in a manner which obstructs or impedes the convenient passage of any pedestrian traffic in a street;

b) To continue to solicit from or otherwise harass a pedestrian after that person has made a negative initial response to the solicitation or has otherwise indicated a refusal;

c) To physically approach and solicit from a pedestrian as a member of a group of three or more persons.

4.3 No person shall solicit within 10 metres of:

a) an entrance to a financial institution;

b) an automated teller machine;

c) a bus stop;

d) a daycare centre;

e) the entrance to a liquor store; or

f) an entrance to a licensed non-medical cannabis retailer.

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4.4 No person shall **solicit** from a driver or passenger of a motor vehicle:

a) while the motor vehicle is parked;

b) while the motor vehicle is stopped at a traffic control signal;

c) while the driver or passenger is at a gas station and in the act of filling the motor vehicle with fuel; or

d) in a manner which obstructs or impedes the convenient passage of any vehicular traffic in a street.

4.5 No person shall **solicit** after sunset on any given day.

Part 5 Offence and Penalty

5.1 Every person who violates a provision of this bylaw, or who consents, allows or permits an act or thing to be done in violation of a provision of this bylaw, or who neglects to or refrains from doing anything required to be done by a provision of this bylaw, is guilty of an offence and is liable to the penalties imposed under this bylaw, and is guilty of a separate offence each day that a violation continues to exist.

5.2 Every person who commits an offence is liable on summary conviction to a fine or to imprisonment, or to both a fine and imprisonment, not exceeding the maximum allowed by the *Offence Act*.

READ A FIRST TIME on [Date]

READ A SECOND TIME on [Date]

READ A THIRD TIME on [Date]

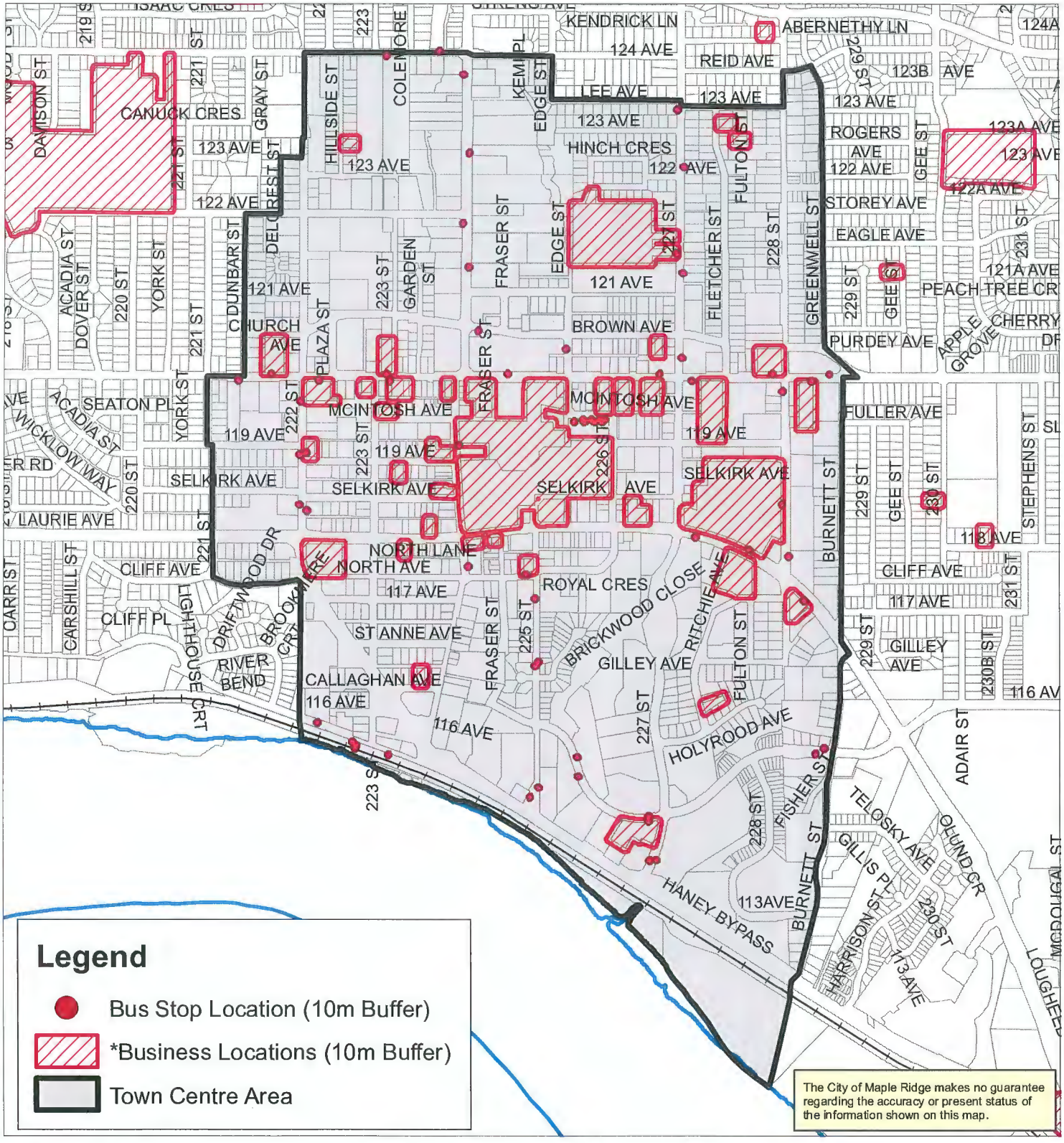
ADOPTED by the Council on [Date]

PRESIDING MEMBER

CORPORATE OFFICER

DRAFT

APPENDIX II



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Scale: 1:13,500

***Business Locations include:**

(a) an entrance to a financial institution;
(b) an automated teller machine;
(c) a bus stop;
(d) a daycare centre;
(e) an entrance to a liquor store; or
(f) an entrance to a licensed non-medical cannabis retailer.

Town Centre Area and 10m buffer of Businesses and Bus Stops

LICENCES, PERMITS & BYLAWS DEPT.

MAPLE RIDGE British Columbia

mapleridge.ca

FILE: Safe Streets Bylaw.mxd

DATE: Oct 7, 2019

BY: DT

MAPLE RIDGE
BRITISH COLUMBIA

CITY OF MAPLE RIDGE

TO:	His Worship Mayor Michael Morden and Members of Council	MEETING DATE:	October 15, 2019
		FILE NO:	01-0340-50
FROM:	Chief Administrative Officer	MEETING:	Council Workshop
SUBJECT:	Mayor & Council Communications Policy		

EXECUTIVE SUMMARY:

As our community has grown, there has been an increase in the amount of correspondence, requests for official representation, attendance at community events and enquiries from local and regional media directed at Mayor & Council.

This new policy replaces Mayor & Council Correspondence Policy 3.08. The Mayor & Council Communications policy, establishes a formal process to ensure that all communication interactions are addressed in a consistent, transparent and timely manner.

RECOMMENDATION:

That the Mayor & Council Correspondence Policy No 3.08 be repealed; and further,

That the Mayor & Council Communications Policy be adopted.

DISCUSSION:

a) Background Context:
A formal Mayor & Council Correspondence Policy was established in October of 2009 however, as our community continues to grow, so does the amount of correspondence received by Mayor and Council. From January 1 to September 30 2019, staff provided 1,229 responses on behalf of Mayor and Council. This equates to approximately 135 emails per month.

Staff have reviewed the current policy and conducted a review of eight neighbouring municipalities to learn from their current practices around the handling of correspondence, requests for official representation and attendance at community events and enquiries from local and regional media which were not previously addressed through the existing policy.

Through the best practice review, it was determined that a 'Mayor & Council Communications' policy is needed to ensure a defined process for handling the full range of enquires being received.

The updated policy:

- Establishes a clear protocol for incoming correspondence to ensure efficient processing and distribution to Mayor & Council;
- Provides a process to ensure members of Council are informed on the responses being provided on their behalf;
- Establishes a framework for requests for official representation and attendance at community events to ensure efficient processing and confirmation of participation of Mayor & Council;
- Establishes a clear protocol for media enquiries and interview requests to ensure efficient processing and responses;
- Clarifies the timeframe for responses to correspondence and enquiries received; and
- Authorizes the Corporate Officer to establish a procedure for routing correspondence addressed to Mayor & Council.

b) **Desired Outcome:**
Once endorsed, this policy will provide the public and Council with clear expectations on the procedure for reviewing and responding to correspondence, invitations for participation at community events and enquiries from the media to ensure an efficient approach with timely and consistent responses.

c) **Strategic Alignment:**
The Mayor & Council Communications policy will increase transparency, citizens' access to information, provide a high level of customer service and aligns with our Customer Service Commitment of "fair, friendly and helpful."

d) **Citizen/Customer Implications:**
This updated approach to handling correspondence will result in greater transparency for citizens. The framework ensures that there are guidelines to align the expectations of our citizens on the timing of responses to correspondence as well as accountability for staff members relating to the development and posting of responses. In addition, the process to address requests for attendance and media enquiries will provide organizers and media with a defined process including timely and accurate responses.

e) **Interdepartmental Implications:**
The Legislative Services Department will be responsible for posting enquiries and responses to the City website which will become a valuable resource for Mayor & Council, residents and staff. While the Community Engagement & Relations team will act as the liaison for media enquiries and requests for interviews which will be coordinated through the Mayor's office.

CONCLUSION:

The Mayor & Council Communications Policy establishes a consistent process to ensure that;

- All correspondence, both paper and digital, is reviewed and responded to in accordance with City standards and made available to the public and Council.
- All requests for Mayor & Council representation at community events are processed and responses are sent to event organizers.
- All media enquiries and interview requests are responded to in a timely, consistent and accurate fashion.

Prepared by: **Tracy Camire**
Executive Assistant to Mayor and Council

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

Reviewed by: **Danielle Pope**
Director of Recreation & Community Engagement

Concurrence: **Kelly Swift, MBA**
Acting Chief Administrative Officer

Attachments:

(A) Draft Mayor and Council Communications Policy
(B) Mayor and Council Correspondence Policy No. 3.08 – dated October 6, 2012

MAPLE RIDGE
BRITISH COLUMBIA

POLICY MANUAL

Title: Mayor & Council Communications Policy	**Policy No :** **Supersedes:**
Authority: ☒ Legislative ☐ Operational **Approval:** ☒ Council ☐ CMT ☐ General Manager	**Effective Date:** October 15, 2019 **Review Date:**

Policy Statement:
The City of Maple Ridge is committed to providing the public with timely, accurate and comprehensive responses to enquiries, media requests and appearances at community events.

The Mayor & Council Communications Policy establishes a formalized process to ensure all Council related interactions are addressed consistently and efficiently in accordance with City Standards.

"The City of Maple Ridge will take the initiative in being a reliable source of credible information, consistent to our mission and value statements."

Purpose:
To establish protocols to ensure Mayor & Council Communication is addressed in a consistent, transparent and timely manner.

Definitions:
Mayor and Council receive many different types of requests including, but not limited to, letters of support, representation at community events and media enquiries.

Email Correspondence: all digital correspondence addressed to Mayor & Council sent to mayorandcouncil@mapleridge.ca or mayorcouncilandcaol@mapleridge.ca or enquiries@mapleridge.ca, or any other email message addressed to Mayor & Council.

Paper Correspondence: all hardcopy correspondence addressed to Mayor & Council, including correspondence received via Canada Post, fax and hand delivery. Does not include correspondence addressed only to the Mayor or individual members of Council.

Media: accredited staff representatives of print or broadcast media.

Appropriate Staff Resource (ASR) means the available staff member with the ability to respond comprehensively to the specific topic.

Writer: any person writing to Maple Ridge City Council, including but not limited to citizens, non-residents, representatives of businesses and other organizations.

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Outcomes:

- Mayor and Council, along with the public can expect, in a transparent and timely manner, access to all correspondence including staff responses.
- Writers can expect an immediate response, acknowledging receipt of their correspondence.
- Media enquiries will be addressed within two business days.
- Requests for attendance or official representation from Mayor & Council will be acknowledged within three business days.
- Follow-up emails that require further action, research, input from other departments and a final response to the writer, may take up to two weeks to be completed.

Roles/Responsibilities:

Mayor

- The Mayor is the City's chief spokesperson and is responsible for informing the public on Council policies, priorities and decisions.
- All invitations for official representation from Mayor & Council will come through the Mayor's Office. The Mayor, or a designate, will be assigned for any formal speaking role, and if the invitation is for attendance only, the Mayor's Office will work with Council through the shared calendar, to manage RSVPs to the event organizers.
- The Mayor may provide letters of support, as related to grant applications, award applications and requests that align with City policies and strategic plans on behalf of Council when requested.

Council

- Individual members of Council shall not express opinions in correspondence on behalf of Council.
- The decisions of Council shall be reflected as collective corporate decisions.
- All Email Correspondence and Paper Correspondence will be acknowledged and responded to by the Corporate Officer for recording, distribution, filing and action.
- If an individual member of Council receives any type of correspondence, it shall be forwarded to mayorandcouncil@mapleridge.ca for follow up and response.
- All Media enquiries shall be directed through the Community Engagement & Relations department for follow-up and response in coordination with the Mayor's Office.
- All invitations to community events received by individual members of Council will be extended to all members of Council for participation. All invitations shall be forwarded to the Mayor's Office for follow-up and response.

Corporate Officer

- The Corporate Officer is responsible for establishing routing procedures to ensure timely and appropriate review of Email Correspondence and Paper Correspondence.
- The Corporate Officer will forward correspondence to the Appropriate Staff Resource electronically in a timely manner for review and response.
- The Corporate Officer will prepare and distribute a Council Correspondence Package, including posting a copy on the City's website in a timely manner for public viewing.
- Correspondence that requires a written response from Council is signed by the Mayor and included in the Council Correspondence Package.

Appropriate Staff Resource

- The Appropriate Staff Resource will respond to the writer and inform the Corporate Officer upon completion.

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General

- All responses to Email Correspondence and Paper Correspondence will be saved as corporate records.
- All invitations addressed to Mayor & Council will be entered into the Mayor & Council calendar by the Mayor's Office.
- Correspondence will be responded to during business hours. Correspondence received on weekends and statutory holidays will be addressed on the next business day. If the matter is an emergency, members of the public will be provided with information on how to contact the City directly using the main telephone line 604-463-9581.
- City staff do not support personal social media channels or personal correspondence for elected officials.
- Under the direction of the CAO, the Community Engagement & Relations department will work with the official representative of Council, as designated by the Mayor's Office, to provide briefings on protocol events and to develop presentation materials as required for events.
- Appropriate Staff Resource and/or the Community Engagement & Relations department, as designated by the CAO, will work with the Mayor, or the designated spokesperson for the City, to provide background information related to a media enquiry to ensure that responses are accurate and consistent with corporate policies and Council decisions.
- City assets (photos, video or marketing material) cannot be used by past, current or aspiring elected officials for campaign purposes or by individuals seeking office at the provincial or federal level.

Key Areas of Responsibility

Action to Take	Responsibility
1. Establish routing procedures for incoming email and paper correspondence.	**Corporate Officer**
2. Create a Council Correspondence Package, available on the City's website and distributed to Council and the Corporate Management Team.	**Corporate Officer**
3. Determine the routing of correspondence to the Appropriate Staff Resource, Council agenda, Council calendar or other.	**Corporate Officer**
4. Act as the City's chief spokesperson, on behalf of Council.	**Mayor**
5. Forward email or paper correspondence, when received by an individual member of Council, to the designated Mayor & Council email for review and follow up.	**Council**
6. Respond to inquiries that need further review and response. Response times will vary based on detail of response required.	**General Manager or designated Appropriate Staff Resource (ASR).**
7. Act as the City's liaison between the Mayor/CAO/ASR for media enquiries and interview requests.	**Manager of Community Engagement & Relations**
8. Respond to and manage invitations addressed to Mayor & Council.	**Mayor's Office**

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APPENDIX B

MAPLE RIDGE
British Columbia
Deep Roots
Greater Heights

POLICY MANUAL

Title: Mayor and Council Correspondence	Policy No : 3.08 Supersedes: New
Authority: ☒ Legislative ☐ Operational Approval: ☒ Council ☐ CMT ☐ General Manager	Effective Date: October 6, 2009 Review Date: January 2012

Policy Statement:

Correspondence addressed to Mayor and Council will be responded to in a consistent manner.

Purpose:

To establish a protocol for response to correspondence addressed to Mayor and Council.

Definitions:

CORRESPONDENCE: Correspondence received via Canada Post, faxed, hand-delivered and e-mail.

Key Areas of Responsibility Action to Take	Responsibility
▪ All hard copy and e-mail correspondence will be reviewed by the Executive Assistant for one or more of the following actions: ▪ Acknowledge receipt of general volume correspondence and provide any available information at point of receiving ▪ Forward via e-mail to the Mayor and all members of Council if not received directly ▪ Request that the Mayor respond to the writer and copy Council with the response ▪ Request that the Corporate Officer add the correspondence to a Council agenda if necessary, and advise Mayor and Council, and the writer ▪ Forward to the appropriate member of the Corporate Management Team or a Manager/Director for action and response and advise Mayor and Council, and the writer ▪ Forward to Mayor and Council for "information only" if no action is required	Executive Assistant