

CORPORATE QUARTERLY REPORT

JULY 7, 2020



Agenda

- Introduction
- Corporate/Internal Services
- Strategic Priorities: Deliverables to date
- COVID-19 Impacts & Innovations

The “What” Council

The “How” Chief Administrative Officer



Business Plans

Implementation

Performance Measurement



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British Columbia



COMMUNITY SAFETY

Ensure that citizens feel safe and are not afraid to engage in their community, that criminal activity is prevented or minimized, that people who need services can access them easily, that agencies understand and are accountable for their role and that all of this occurs within the capacity of local first responders and service providers.



INTER- GOVERNMENT RELATIONS

Build strong relationships with the region, First Nations other levels of government to set a foundation for problem solving and innovation to achieve defined strategic results.



GROWTH

Implement strategic plans related to local infrastructure and the economy including commercial and industrial land base, transportation corridors, transit, neighbourhood plans and key amenities.



COMMUNITY PRIDE & SPIRIT

Engage the public in positive activities as participants and as volunteers, to enhance the vibrancy of the community.



NATURAL ENVIRONMENT

Be alert to opportunities to care for the natural environment, to mitigate impacts on wildlife and to utilize natural assets to grow eco-tourism opportunities.

Corporate / Internal Services

Organizational restructure and alignment to Corporate Strategic Plan

- Attraction and retention of key strategic roles
- Leadership Working Groups

Human Resources Service Delivery Model

- Pilot Exempt Performance Management Process
- Meyers Briggs Certifications (2)
- COR Certification
- Selection of Benefits & Compensation Consultant



Corporate / Internal Services

Focus on Human Resources services, practices and policy

- Refreshed Respectful Workplace Policy
- Employee Code of Conduct (in progress)
- Social Media Policy and Employee Guidelines Principles (in progress)
- Process Reviews Completed (4)
- Update to Applicant Tracking System (HR & IT)
- Automation of hiring and on boarding process

Financial Plan Amendment

- Organizational restructure and alignment
- Property Tax Revenue Reduction (Mill Closure, 2021 Increase)

Purchasing Policy revision/modernization (in progress)

Financial consultation/support/input of others work plans

Corporate / Internal Services

Server Infrastructure & near completion of new server colocation FH#4

Continue to explore ways to leverage existing assets

- Stretches of water pipe repurposed when replaced (1.3km)
- Memorial Peace Park and 224 Street high speed connectivity

Collaboration on prototype to develop a map and dashboard tool for internal use (calls for service, vehicle location)

New module for the Bylaw Notice and Adjudication program

Development of Chat Bot



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



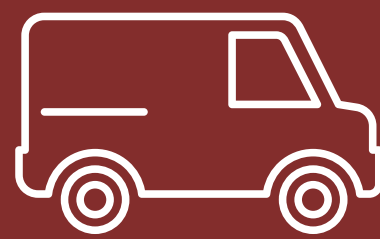
1,464

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



605

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



150

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



58

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



1,622

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



6,275

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



1,234

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

COMMUNITY SAFETY





COMMUNITY SAFETY

Dedicated Resources to support Council's Community Social Safety Initiative

- Manager of Community Social Safety Initiatives
- 4 Community Safety Officers

Social Impacts and Issues

- Mental illness & addictions
- Aggressive solicitation
- Graffiti tagging
- Nuisance type behaviours
- Unsightly properties

Collaboration

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



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COMMUNITY SAFETY

Council reports & engagement

- Vaping retail discussion paper
- Support recovery initiatives
- Housing action plan
- Social services inventory update (SPARC)
- Wildfire development permit (delegation, staff report)

Near completion of the integrated storm water management plans (ISMP's) for urban areas



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COMMUNITY SAFETY

Non Medical Cannabis Retail Stores

- 11939 240 Street
- 22222 Lougheed Highway

Adopted Bylaws

- Nuisance Prohibition
 - Bylaw Notice Enforcement (BN)
 - Inter-Municipal TNS Business Licence
 - TNS Agreement Bylaw (Region)
-
- Wildlife and Vector Control *Amendment*
 - Supportive Recovery Bylaw (in progress)



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COMMUNITY SAFETY

Fire Department

Plan Development & Updates

- Master Plan Review – underway
- Community Wildlife Protection Plan – underway

Infrastructure

- Hall Four Nearing Completion

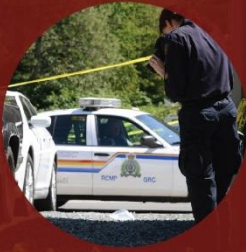
Training

- Tower Crane Rescue
- Fire/Rescue



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COMMUNITY SAFETY

Emergency Operations Centre

Activated in the event of a serious accident such as flood, fire, earthquake or pandemic...

- March 13 activation for COVID-19
 - Advanced planning, including business continuity plans (essential service levels, working from home plans)
 - Obtaining supplies and PPE
 - Information for public and contingency plans
 - Support of Provincial plans for vulnerable populations
- May 16 activation for Freshet, monitoring of Fraser River levels
 - Coordination calls
 - Gauge and streamflow levels
 - Dike and culvert inspections

Updating plans for flood and pandemic response



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COMMUNITY PRIDE & SPIRIT

Community Engagement

Developed new tourism marketing assets

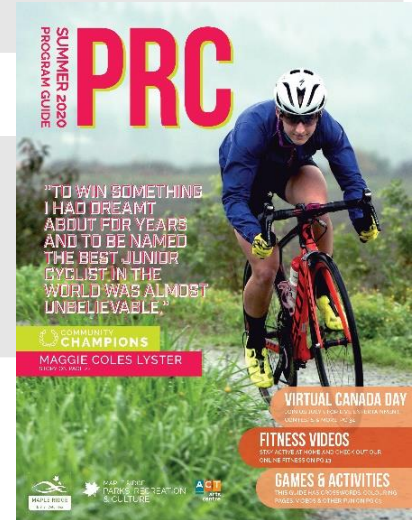
- Cycling map
- BC Ale Trail map

Community Champions

Public Art Installations

- Community Art Mosaic (Leisure Centre)
- A Bear's Feast (Telosky Field House)
- Street banners

Town Centre Visioning Process and Engagement Report





COMMUNITY
PRIDE & SPIRIT

Events & Celebrations

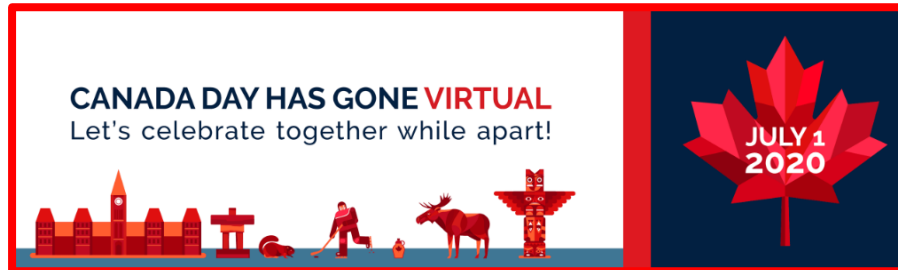
GLOW Maple Ridge

BC Summer Games

- Board of Directors
- Flag Raising Event
- Volunteer Kickoff Rally
- 2020 Winter Games Athlete Send-off Event
- Sports venue facilities review completed

Online Youth Week

Virtual Canada Day



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10,758

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



\$77,356

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



46,169

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



2,977

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



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



Film Permits
COMPARED TO
2019 | **254**
2018 | **352**

COMMUNITY PRIDE & SPIRIT





GROWTH

Recreation Infrastructure

MRSS/Merkley Park: Hammer & Discuss Throw - complete

Spectator Seating, Washrooms & Running Track Lighting – nearing completion

Telosky Stadium Synthetic Fields & Fieldhouse/Concession - complete

MRLC leisure pool & hot tub, mechanical systems, lobby and change rooms renovation and commissioning - complete

Albion Community Centre Phase One site works - nearing completion



MAPLE RIDGE

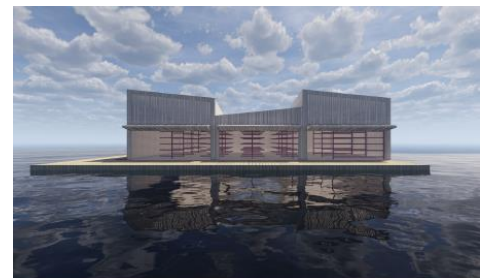
British Columbia



GROWTH

Recreation Infrastructure

Ridge Canoe and Kayak Club Facility Upgrades –
Detailed Design & Community Consultation Complete
Dock & Boathouse Construction Award



Hammond Community Centre & Fieldhouse Upgrades
Detailed Design & Community Consultation Underway

Park Development

Neighbourhood Park in sw Haney area nearing completion



Park Acquisition

North East Albion: a future neighbourhood park and school site joint development for this rapidly growing community

Silver Valley: a future Gathering Place immediately adjacent the Blaney Hamlet neighbourhood park



GROWTH

Council Reports & Engagement

Tandem Parking Consultation Update

Metro Vancouver 2040-GHG Reduction Targets

Minor DP exemption expansion in the OCP

Detached Garden Suite pilot project outcomes

Commercial & Industrial Lands Update

Area Planning Processes:

- Yennadon
- Lougheed Corridor
- Northeast Albion and Albion Flats

Child Care Needs Assessment and Action Plan

CHILD CARE
ACTION PLAN





GROWTH

Council Reports & Engagement

Council Access Management Policy 9.14 Update

Town Centre Pedestrian Signal Time Plan Update

Infrastructure

40 engineering related projects at various stages

- Conception, RFP, detailed design
 - Tendering and construction for roads, sewers, water and drainage
- \$42.5M total budget, \$18.5M Completed (2020), \$6.1M (Q1)



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Engineering Infrastructure Milestones

6 Contract Awards \$5.5M

3 Construction Projects Complete \$1.7M

5 BC Bid Tenders Posted

16 Projects in Detailed Design

5 RFP's Posted, 5 in Concept Form

Developer Built Infrastructure (\$2.514M)

Roads \$608K

Sidewalks \$120K

Storm Sewers \$1.05M

Sanitary Sewers \$410K

Waterworks \$122K

Street Trees \$24K

Trails \$45K



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GROWTH

Traffic and Transportation

Completed R-3 Rapid Bus Line – 4 New Spots

Completed Parking Inventory – Identified On-Street and City Owned Lots

Deployed 6 Emoji Speed Awareness Signs



Utilities & Operations

Completed Design for New 236 Street Pump Station

Enhanced Open Government Reporting Feature – watermain breaks

Updated Water Maps and Record Drawings

Awarded contract for Pavement Rehabilitation (DTR)

Restored Whonnock Well (no significant downtime)

Ongoing Water Quality Monitoring and System Servicing



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76

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



496

Total Active
Applications
In House
2019 | **394**



1135

Telephone



927

Counter
March 20th COVID Closure

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



3465

Operations Dept.
Completed Service
Requests
2019 | **5636**
2018 | **5140**



820

Facilities Work
Requests
2019 | **813**
2018 | **730**



1,319 **5,608** **\$65M** **197**

Permits
Issued Inspections Construction
Value Units

Building Dept Stats

2019 | Permits Issued: **1,243** / Inspections: **6,073**
Construction Value: **\$100M** / Units: **294**

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



11 **8** **140** **52**

Rezoning Subdivision Building
Permits Servicing
Requests

Engineering Dept Referrals

2019 | Rezoning: **10** / Subdivision: **4**
Building Permits: **145** / Servicing Requests: **53**

GROWTH



COVID-19 Operational Impacts & Adjustments

Provincial & Health Experts Driven

- Provincial Ministerial Orders
- Provincial Health Orders
- Legislative Changes
- Consultation with other Municipal's & Levels of Gov't



Communications

- Internal/External Messaging, press releases
- COVID-19 Landing Page – FAQ's, website updates, program & facility information
- Videos – Message from the Mayor, EOC

Finances

- Liquidity and Cash Flow
- Monitoring Potential Financial Implications
- Borrowing Bylaw

COVID-19 Operational Impacts & Adjustments

Citizen & Business Impacts & Supports

Events, programs and business impacts:

- Filming sector halted
- Remote check-ins with local business
- Leisure Centre, GMYC and program shutdown
- BC Summer Games postponement
- Community Special Events and Weddings
- Sports fields, sports courts, & playground closures
- Reimagined summer programming

Property Tax Penalty Deferral

Digital Meetings – Council, Committees of Council, DIM and more

Bylaw Compliance Officers and Park Ambassadors Supporting
Physical Distancing & Gathering Restrictions



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COVID-19 Operational Impacts & Adjustments

Citizen & Business Impacts & Supports

Online Building Permit Portal Created (10MB)

Video Building Inspections

Electronic Distribution of Inspection and Occupancy Documents

Electronic Response to all Public and Counter Inquiries

Secure Drop Box Service for all Documents Delivered to City



COVID-19 Operational Impacts & Adjustments

Citizen Impacts

FREE Online Fitness Classes

Digital Consultation Processes

Interactive Recreation Guide

Parks Ambassador Program to support safe public use of parks and amenities

Bylaw Compliance Officers support physical distancing & gathering restrictions



COVID-19 Operational Impacts & Adjustments

Staff Impacts

Business Continuity Plans & Integrated Talent Management

Working From Home Transition Plans

Performance Management Plans

Process Modernization - payroll document automation, property tax collections

City Wide Site Safety Plans – work sites, program sites, outdoor amenities

Illness Tracking & Self Testing Tool

Digital Meetings & Check ins

Social Distancing Protocols – work sites, vehicles, meetings

Hygiene Protocols – hand washing stations at work sites, educational signage

Redeployment and Reintegration of Staff

Measured Approach to Expanding Services and Access





COMMUNITY
SAFETY



INTER-
GOVERNMENT
RELATIONS



GROWTH



COMMUNITY
PRIDE & SPIRIT



NATURAL
ENVIRONMENT

CORPORATE QUARTERLY REPORT

QUESTIONS