

CORPORATE QUARTERLY REPORT

OCTOBER 27, 2020

Agenda

- COVID-19 Impacts & Innovations
- Support Services
- Strategic Priorities: Deliverables



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.

COVID-19 Impacts & Innovations

- Risk Assessment, Exposure Control, Reintegration and Work Arrangements
- Coronavirus Pandemic Re-Opening Policy and COVID-19 Re-Opening Front Counters City Hall Procedures
- Plexi-glass barriers, workstation panels, social distancing/directional signage, COVID-19 screening & training
- Bylaw Officer public education on risk of COVID-19 transmission and encouragement of compliance with orders to ensure physical distancing and minimize the spread of the virus through warning, verbally or in writing (failure to comply can result in fines up to \$25,000 and/or jail time)
- Introduced Revenue Services kiosk at customer contact during Municipal Hall public closure
- Renovation of Council Chambers and audio visual upgrades to support meetings
- Re-opening of City Hall utilizing the City's Ambassador Program to ensure appropriate COVID-19 safety protocols



Safety



**Inter
Governmental
Relations**



Growth



Pride



Environment

SUPPORT SERVICES

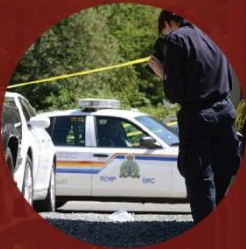


MAPLE RIDGE

British Columbia

Support Service Highlights

- Directors and Managers' Working Groups Quarterly report to council (Q1 and Q2)
- Implementation of online recruitment program (ATS)
- CAO messaging and town halls
- Employee Code of Conduct
- CUPE Letter of Understanding – Workforce Agility
- Ability for employees to work from home efficiently through server rebuild, Citrix upgrade & internet enhancement and connectivity improvements with direct upload of observations
- Rolled out virtual meeting infrastructure to allow for collaboration & external remote meetings
- Business planning process aligned to Council's strategic pillars and performance measurements
- Transitioned payroll from HR to Finance



COMMUNITY SAFETY

Bylaw Enforcement Notice (Adjudication) Program – Bylaw adopted

- Bylaw Enforcement Notice Bylaw – adopted
- New Bylaw Notices – received from Queen's Printer
- Work is still ongoing with IT and TEMPEST to build in the new module



Wildlife Update

- Fewest calls for service to the BC Conservation Office in the region!
- Volunteers continue to glean trees
- Reduction of early set outs has kept bears away from dense areas

BYLAW NOTICE BN 000001

CITY OF MAPLE RIDGE

ISSUED TO:

A VEHICLE LICENCE/AN/P/PERMIT NUMBER PROVINCE
 MAKE MODEL STYLE COLOUR

OR SURNAME OR CORPORATE NAME BIRTHDATE
A PERSON OR COMPANY GIVEN NAME (OR CORPORATE NAME CONTINUED) SEX
 ADDRESS
 CITY PROVINCE POSTAL CODE

ON THE DATE VIOLATION DATE AT THE TIME OF (24 HR CLOCK)
 ON THE DATE IN THE PROVINCE OF BRITISH COLUMBIA

ON AT MAPLE RIDGE, BC

DID COMMIT THE OFFENCE INDICATED, UNDER THE FOLLOWING BYLAW

BYLAW NAME OR NUMBER **SECTION**

DESCRIPTION OF OFFENCE/VIOLATION

PENALTY \$

IF PAYMENT RECEIVED WITHIN 14 DAYS \$

IF PAYMENT RECEIVED AFTER 28 DAYS (LATE PENALTY) \$

DATE OF SERVICE **HAND DELIVERED TO** **LEFT ON VEHICLE** **OTHER (SEE REVERSE)**

BYLAW OFFICER SIGNATURE **PRINT NAME OR NUMBER**

You have 14 calendar days upon receipt of this notice to file a dispute. If you do not request adjudication within 14 days, you will not be able to dispute this allegation. If unpaid after 28 days, a late penalty will be applied as indicated above and will be immediately payable. If you choose to dispute this notice, you will also be liable to pay an additional \$25 administrative fee in addition to the above penalty. Disputes of this notice are dealt with by Dispute Adjudication and not the Provincial Court. If you wish to dispute this Enforcement Notice, please complete the reverse side and deliver, mail, fax, or email to:

City of Maple Ridge – Bylaw & Licensing Services
 11995 Haney Place, Maple Ridge, BC V2X 6A9
 Fax: 604-467-7445 Email: bylaws@mapleridge.ca

To Pay The Indicated Penalty, Follow The Instructions On The Back Of This Notice. OVERDUE PENALTIES AND FEES MAY BE REFERRED TO COLLECTIONS OR LEGAL PROCEEDINGS MAY BE COMMENCED AGAINST YOU.

OFFICE COPY



COMMUNITY SAFETY

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

- Housekeeping and added “Pay by Plate” for City Paid Parking Lots



New Boulevard Maintenance Bylaw No.7666-2020

- Introduced at Council Workshop to regulate prohibited construction and require the maintenance of boulevards – still before Council



Maintained Boulevard



Unkempt Boulevard

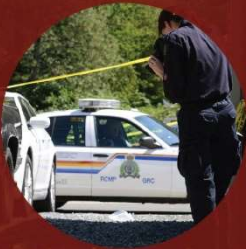




COMMUNITY SAFETY

- CAO and CSSI Team hosted CSSI Partners Meeting
- Mayor, CAO and CSSI Manager presented LEAD Video and CSSI Action Plan to City of Pitt Meadows
- Community Safety Engagement Team (CSET) reactivated
- Lock Out Crime Through Environmental Design (LOCTED)
- CSSI Manager presented to the Ridge Meadows Rotary Club, the Social Policy Advisory Committee and met with Maple Ridge Community Corrections to discuss transition programs for people exiting custody and integrated courts
- CSSI Team met with Community Services to discuss the Community Network, Telus mobile phone program, the Community Chest Program and easier access to social service pathways
- CSO Business Engagement Plan Phase 1 (Business Inventory) has been completed





COMMUNITY SAFETY

CSO section includes four CSOs and a manager

CSO/UCRU Joint Patrols: alternating Tuesdays and Thursdays

Weekly Joint Outreach with Coast Mental Health and Alouette Addictions

Prevented the overdose deaths of two vulnerable individuals

Observed, documented and called the RCMP who arrested a male starting fires in Maple Ridge – investigation ongoing

Graffiti – working with the Downtown BIA and RCMP to remove graffiti and identify the individual(s) responsible



22 foot patrols

conducted by Ridge Meadows RCMP in the Downtown Core this month, including multiple joint patrols with Bylaw CSOs



MAPLE RIDGE

British Columbia



COMMUNITY SAFETY

Training

- Protective Force Options
- Enforcement Without Force
- Recognition of Emotionally Disturbed Persons
- Assessing and Interpreting Dog Behaviours
- Graffiti Investigations



To provide Bylaw Compliance & CSOs with protective force options to defend themselves & others in the field when warranted



MAPLE RIDGE

British Columbia



COMMUNITY
SAFETY

Fire Hall No. 4: Operational Date - October 2020



Emergency Program

Public Health Emergency (Covid-19) - EOC

Freshet 2020 - Completed

All stats displayed represent January - September 30 of the indicated year.



2,542

Total Calls to the
Fire Department

2019 | 3,501
2018 | 3,246



889

Medical Calls to the
Fire Department

2019 | 1,876
2018 | 1,697



292

Motor Vehicle
Accident Calls to
the Fire Department

2019 | 297
2018 | 367



110

Structure Fire
Calls to the Fire
Department

2019 | 91
2018 | 76



4,563

Business Licences Issued

COMPARED TO
2019 Total | 4,533
2018 Total | 4,450



7,011

Dog Tags Issued

COMPARED TO
2019 | 7,722
2018 | 7,785



3,095

Calls For Service
(NEW FILES CREATED)

COMPARED TO
2019 | 3,083
2018 | 2,910

COMMUNITY SAFETY





COMMUNITY
PRIDE & SPIRIT

New Artist in Resident under contract at Port Haney House

Restart of Cultural Connections Network

Re-opening of recreation facilities

- Hammond Pool
- Fitness Centre
- Gymnasium
- Greg Moore Youth Centre
- Aquatics



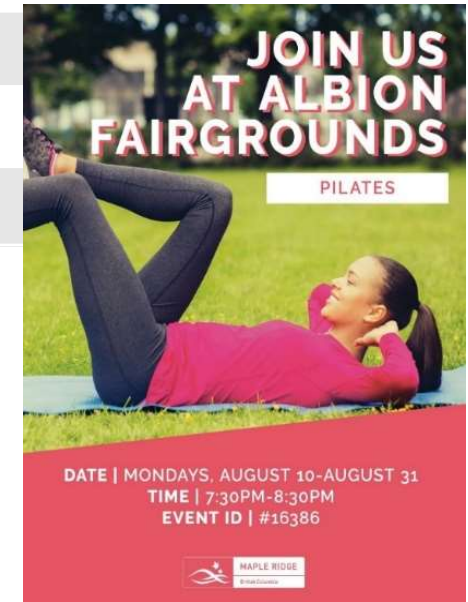


COMMUNITY
PRIDE & SPIRIT

Implemented Pop-Up Recreation in the Park

Offered Outdoor Fitness Classes, Daycamps

Released New Tourism Video





COMMUNITY PRIDE & SPIRIT

Public Consultations

- Silver Valley Gathering Place
- Dog Park Survey
- Thornhill Trail Strategy

MAPLE RIDGE
British Columbia

WHAT WE HEARD ABOUT SILVER VALLEY GATHERING PLACE

Parks, Recreation & Culture staff recently released a public survey to gather neighbourhood input into the new Silver Valley Gathering Place. Below you will see the results of the public survey and how your suggestions influenced the preliminary concept plan for the park.

HOW DID YOU WANT TO USE THE SPACE?

A place to gather with friends and family
Gather for picnics, BBQ's, neighbourhood parties and more

- 1** Covered Pavilion Dining Space
- 2** Washrooms
- 3** Youth Action Courses
- 4** Picnic Tables
- 5** Community Kitchen

TOP 5 AMENITIES REQUESTED BY YOU

YOUTH ACTION COURSE AMENITIES REQUESTED BY YOU

Multiple smaller amenities with variety

- Bike Skills Area
- Pump Track
- Parkour
- Skateboard Features





COMMUNITY PRIDE & SPIRIT

Events, Celebrations & Activities

- Virtual Events: Canada Day & Country Fest
- Small Happenings in the Park
- Drive in Movies at Golden Ears Winter Club
- Finalized planning for Celebrate the Night





COMMUNITY
PRIDE & SPIRIT

Ribbon Cutting Ceremonies:

- Telosky Stadium Synthetic Fields & Fieldhouse
- Beckett Park

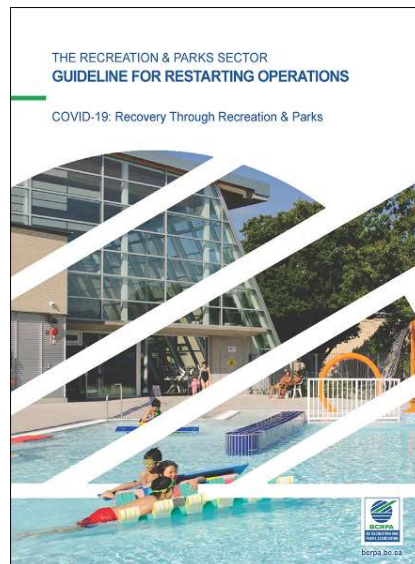




COMMUNITY PRIDE & SPIRIT

Community Support

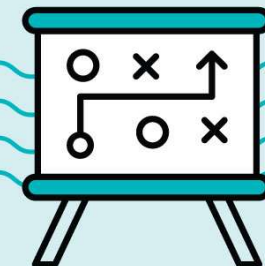
- Continued support to partners through Covid-19
 - RMSS, MR Museum, Community Event Organizers, ACT Arts Centre
- Supported Local Sports Organizations for Return to Sport



Return to Sport

Know your game plan

viaSport's guidelines can help
you make informed decisions
[Find the latest here.](#)



MAPLE RIDGE

British Columbia

All stats displayed represent January - September 30 of the indicated year.



10,800

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



\$161,294

Grant Money Rec'd
COMPARED TO
2019 | **\$191,280**
2018 | **\$159,451**



49,135

MRLC Admissions
COMPARED TO
2019 | **74,656**
2018 | **125,833**



5,219

Program Participants
COMPARED TO
2019 | **9,401**
2018 | **13,500**



57

Media Releases
COMPARED TO
2019 | **53**
2018 | **57**



128

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

COMMUNITY PRIDE & SPIRIT





Infrastructure

Albion Community Centre Phase Two construction underway



MRSS/Merkley Running Track Upgrades complete



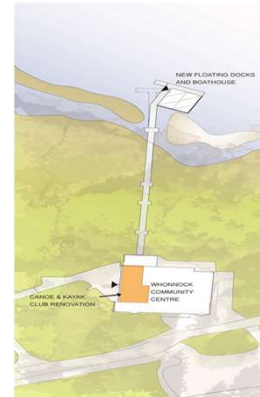


GROWTH

Hammond Community Centre Upgrades design completion & tender



Whonnock Lake Ridge Canoe Kayak Club Facility Upgrades Phase One Dock Upgrades & Boathouse Platform construction awarded





GROWTH

Completion of Beckett Park



225 Street Pump Station Upgrade





GROWTH

Dewdney Trunk Water Main

Includes re-purpose of roughly 1 km of old watermain as communication conduit for fibre optics



40 Active Engineering Projects: \$40+ million capital

- Expenditures to date - \$9.7 million
- 14 Contracts Awarded value of \$12.5 million
- 10 BC Bid Tenders posted
- 5 Projects completed





GROWTH

Developer Built Infrastructure (starts YTD \$6.12M)

Roads \$1.74M

Sidewalk \$355K

Storm Sewers \$2.15M

Sanitary Sewers \$1.05M

Water works \$541K

Street Trees \$89K

Trails \$193K





GROWTH

Traffic and Transportation

- Update of Strategic Transportation Master Plan to address continued growth – Issued Request for Proposals
- Engineering report on options for Abernathy extension east of 240

Ensured Continued Provision of High Quality Water

- Annual Drinking Water Report completed
- Installed three new water sampling stations, increasing quality testing
- Initiated construction of a pressure reducing valve to improve quality

Customer Service

- Launched new consolidated front desk for Development Services



GROWTH

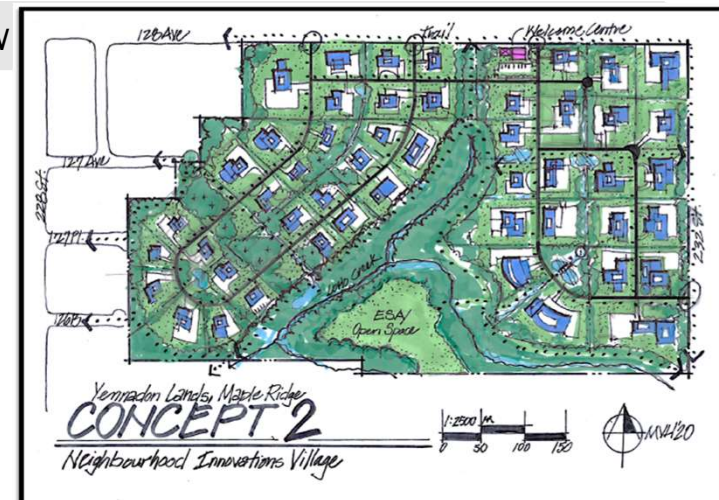
Job Creation

Commercial & Industrial Lands Update

Area Planning Processes:

- Yennadon Land (consultation through October)
- Loughheed Corridor (feedback on Concept Plan – Nov 2020)
- Northeast Albion (Area Plan Policies Bylaw to COW – Dec 2020)
- Albion Flats – Drainage discussion with Agricultural Land Commission

Home Based Business – 1 Year Review



MAPLE RIDGE

British Columbia



GROWTH

Council Report and Engagement

- Metro Vancouver 2040-GHG Reduction Targets
- Vaping Regulations Option reports
- Housing Action Plan
- Maple Ridge Assisted Living Residences
- Child Care Needs Assessment - Action Plan Implementation

Development



- Minor Development Permit exemption expansion in the OCP
- Good Neighbour Agreement & Owner Occupancy for Detached Garden Suites
- Ground-Oriented Residential Infill Design Guidelines bylaw approval process



GROWTH

Parking Advancements

- Developed a new facility to address parking pressures in the downtown and provide commuter access to transit and the new Rapid Bus 3
- Introduced a new parking fee structure for the City-owned Maple Ridge Business Centre underground and Edge Street parking lots

Technology Advancements

- Supporting the creation of online Interactive Development Guides
- Upgraded the City's Geographic Information System to support more content, services and analytics, as well as provide a more responsive and better user experience
- Expanded and improved online permit services to support near real-time inspection updates and payment capability
- Created speed & efficiency to Network Core from 40G to 100G and enhance security to protect the City Network and Data

All stats displayed represent January - September 30 of the indicated year.



118

2020 Planning
Reports to Council
Committee of the Whole | **89**
Council Workshop | **17**
Council (Final Approval) | **13**



616

Total Active
Applications
In House



3,854

Telephone

Planning Public Inquiries

2019 | Telephone: **3,444**

2018 | Telephone: **3,756**



0

Counter
March 20th COVID Closure



4,318

Operations Dept.
Completed Service
Requests



1,329

Facilities Work
Requests

2019 | **1375**

2018 | **1329**



3,302 13,567 \$233.3M 581

Permits
Issued

Inspections

Construction
Value

Units

Building Dept Stats

2019 | Permits Issued: **3,195** / Inspections: **14,116**
Construction Value: **\$177.1M** / Units: **461**

2018 | Permits Issued: **3,834** / Inspections: **16,840**
Construction Value: **\$125.5M** / Units: **309**



26

Rezoning

15

Subdivision

191

Building
Permits

99

Servicing
Requests

Engineering Dept Referrals

2019 | Rezoning: **20** / Subdivision: **11**
Building Permits: **207** / Servicing Requests: **93**

GROWTH





CORPORATE QUARTERLY REPORT

QUESTIONS