

CORPORATE QUARTERLY REPORT

MARCH 9, 2021



Agenda

- Introduction
- Corporate/Internal Services
- Strategic Priorities: Deliverables to date



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



Migrated CCTV and System Centre Configuration Manager to new servers

Ongoing IT support for remote/business continuation during COVID-19

Completion of applications for online payment of building permits and tree cutting permits.

Launched backyard burning permit application and payment service

Created online forms to optimize business processes by moving from paper to online format

Passed WorkSafe BC COR Audit resulting in a \$90,000 rebate for 2021

Implemented VidCruiter – new application tracking system for Human Resources



COMMUNITY
PRIDE & SPIRIT

Reopened Leisure Centre Aquatics
with COVID-19 protocols in place

Formed Maple Ridge 2020 BC
Summer Games Legacy Committee

Completed recreation facilities gap
analysis



BC GAMES LEGACY



COMMUNITY PRIDE & SPIRIT

Hosted and marketed Maple Ridge GLOW event

Presented modified Celebrate the Night program as a lights and lasers drive-in experience and online concert by Said the Whale

Featured Maple Ridge in FDI Alliance publication

Supported Legion in providing a virtual Remembrance Day event

Developed quarterly update video to Council

Developed holiday video content and photo galleries for social media consumption



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



10,762

Facebook Followers
COMPARED TO
2019 Total | **9,774**
2018 Total | **8,650**



\$290,921

Grant Money Rec'd
COMPARED TO
2019 | **\$1,475,422**
2018 | **\$412,823**



64,750

MRLC Admissions
COMPARED TO
2019 | **101,216**
2018 | **150,167**



6,977

Program Participants
COMPARED TO
2019 | **15,143**
2018 | **19,622**



75

Media Releases
COMPARED TO
2019 | **72**
2018 | **75**



190

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

COMMUNITY PRIDE & SPIRIT



2020 VISITOR STATS

MAPLE RIDGE TRAILS & PARKS



546,771

RECORDED VEHICLE COUNT*
ACROSS **5** PARKING LOTS

*2.5 people/vehicle



PEAK USAGE FOR MONITORED
TRAILS OCCURED IN APRIL & MAY

50%



INCREASE IN MONITORED
TRAIL USE YEAR-OVER-YEAR

57%



INCREASE IN USE FOR JULY & AUGUST AT
WHONNOCK LAKE PARK FROM 2019



ON PEAK DAYS,
POPULAR TRAIL
LOCATIONS
HAD UP TO

700 USERS

231,161

RECORDED
PEDESTRIAN
TRIPS ACROSS **8** COUNTERS



13

TRAIL/VEHICLE COUNTERS
INCREASING TO **25** IN 2021





COMMUNITY SAFETY

Amended Zoning Bylaw to regulate supportive recovery homes in residential areas

Produced complementary work for the report to Council, with options to regulate or prohibit 'stand alone' retail vape stores throughout the City

Produced complementary work to the Supportive Homes Regulation to round out Assisted Living Resident regulation

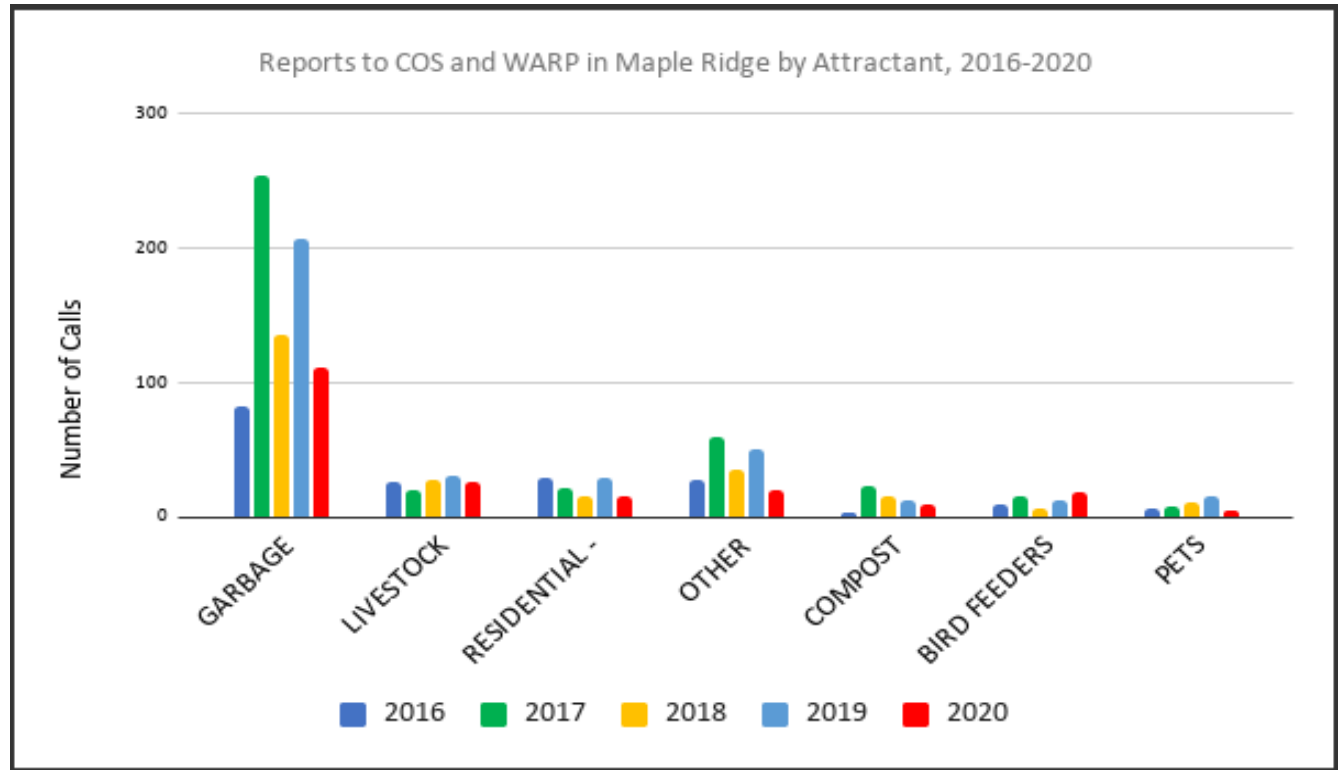
Adoption of Boulevard Maintenance Bylaw

Approval non-medical cannabis retail store at 20395 Lougheed Highway





COMMUNITY SAFETY



Measured improvement in wildlife management since the adoption of the amended Wildlife and Vector Control Bylaw



MAPLE RIDGE

British Columbia



COMMUNITY SAFETY

Implemented City Hall COVID-19 re-entry policy and guidelines

Ongoing monitoring, education and compliance of Provincial Health Orders related to COVID-19

Completed and opened Fire Hall No. 4

Completed Fire/Operations Dispatch Contract

Completed Flood Plan

Fire Services Labour:

- Hired Emergency Program Assistant Chief
- Completed second round 2020 Paid On Call recruitment and career hire
- Completed IAFF Collective Agreement



MAPLE RIDGE

British Columbia



COMMUNITY SAFETY

Community Social Safety Initiatives

Initiated roll out of phase two of the Business Engagement Plan with Ridge Meadows RCMP

Narrowing in by CSOs on the most challenging areas of the downtown core

Met and discussed strategies with Smart Centres in response to racist graffiti around the downtown core, as well as an assault on a Haney Place Security Guard

Launched new Lock Out Through Environmental Design (LOCTED) program in conjunction with DMRBIA



MAPLE RIDGE

British Columbia



COMMUNITY SAFETY



Community Social Safety Initiatives

Ongoing joint patrols of downtown core by CSOs and RCMP UCRU

Filled CSO position for vacancy created by internal transfer

Trained CSOs and BCOs on administering Naloxone



MAPLE RIDGE

British Columbia

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3,820

Total Calls to the
Fire Department
2019 | **3,501**
2018 | **3,246**



1,524

Medical Calls to the
Fire Department
2019 | **1,876**
2018 | **1,697**



388

Motor Vehicle
Accident Calls to
the Fire Department



150

Structure Fire
Calls to the Fire
Department



5,051

Business Licences Issued
COMPARED TO
2019 Total | **5,168**
2018 Total | **5,019**



7,233

Dog Tags Issued
COMPARED TO
2019 | **7,784**
2018 | **7,825**



4,318

Calls For Service
(NEW FILES CREATED)
COMPARED TO
2019 | **3,920**
2018 | **3,618**

COMMUNITY SAFETY





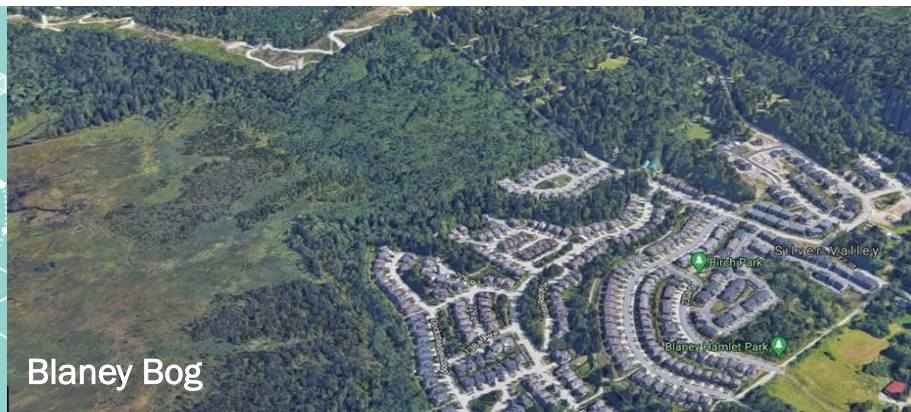
NATURAL ENVIRONMENT

Presented status report to Council on Green Infrastructure Management Strategy

Introduced blower door testing; a builders' tool to determine air-tightness in construction

Selected consultant for quantitative risk assessment of Fraser River Escarpment area

Engaged in public consultation North Alouette, Blaney Bog and Fraser River Integrated Storm Water Management Plan



Blaney Bog



MAPLE RIDGE

British Columbia



INTER- GOVERNMENT RELATIONS



Metro Vancouver **Regional Industrial Lands Strategy**

2020 Community Leaders Forum



Brock Dickinson

Entrepreneur-in-Residence and Adjunct
Professor, University of Waterloo
Keynote Speaker and Moderator

Presented information report on land use
removal process to Council

Reviewed Metro Vancouver Industrial Land
Strategy with Council

Reviewed Bill 15 ALC Act changes with Council;
staff drafting regulatory bylaw amendments to
incorporate changes

Hosted Community Leaders Forum with MP,
MLAs and Mayor; moderated by Brock Dickinson



MAPLE RIDGE

British Columbia



GROWTH

Adoption of design guidelines for ground orientated residential infill into the OCP

Presented short term rental regulatory options report to Council

Endorsement of Lougheed Corridor Concept Plan

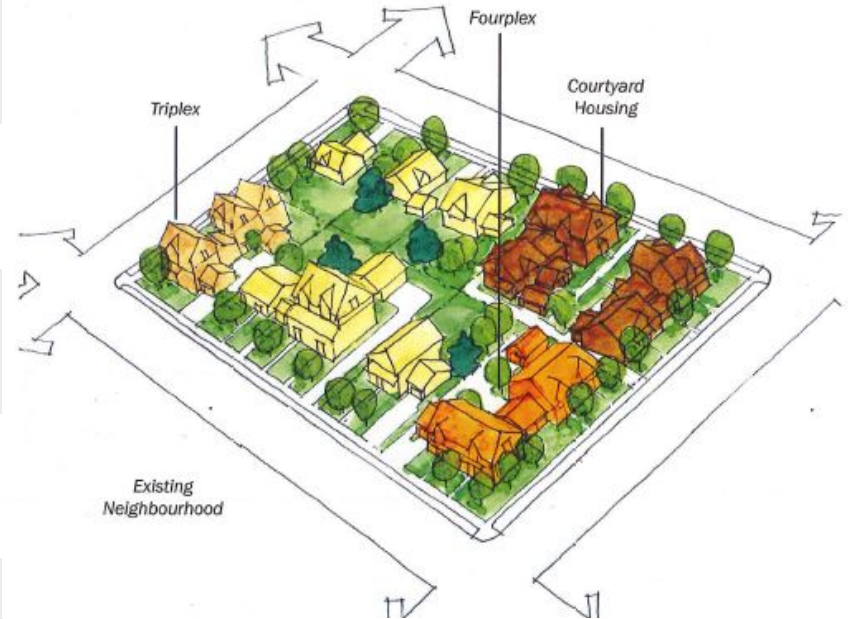
Endorsement of Yennadon Area Concept Plan

Presented Board of Variance Review Report

Adoption of new Zoning Bylaw

Ground-Oriented Residential Infill - Development Permit Area Guidelines

Triplex, Fourplex, and Courtyard Housing



MAPLE RIDGE

British Columbia



GROWTH

Conducted neighbourhood consultation for new park at 241A and 112 Street
Commenced design process for Silver Valley Gathering Place

Completed detailed design concept for second squash court at MR Leisure Centre

Completed neighbourhood consultations for four park playground lifecycle replacements (Holly Park, Creek's Crossing Park, South and North Country Lane Parks)



Silver Valley Gathering Place



Holly Park



MAPLE RIDGE
British Columbia



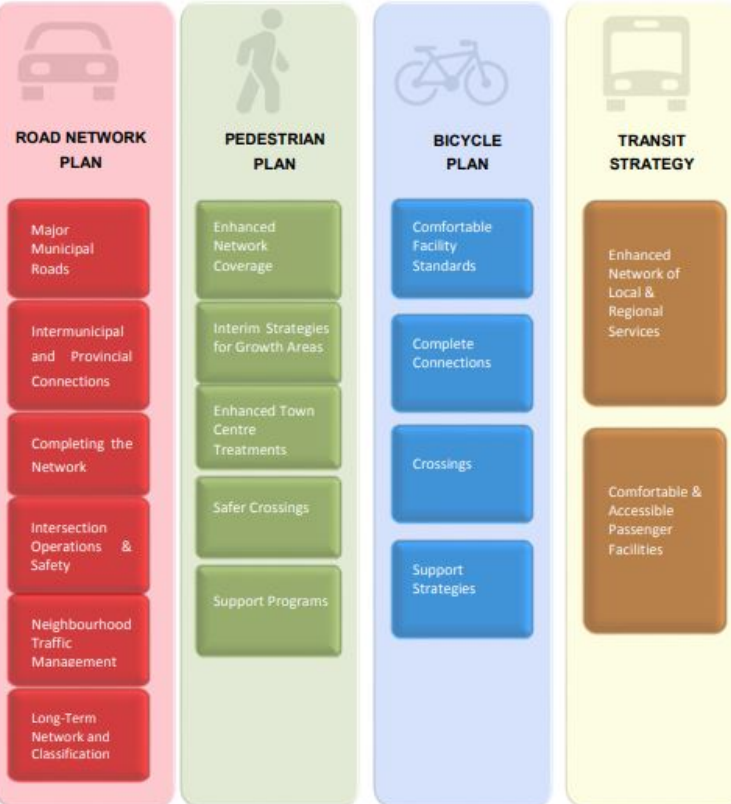
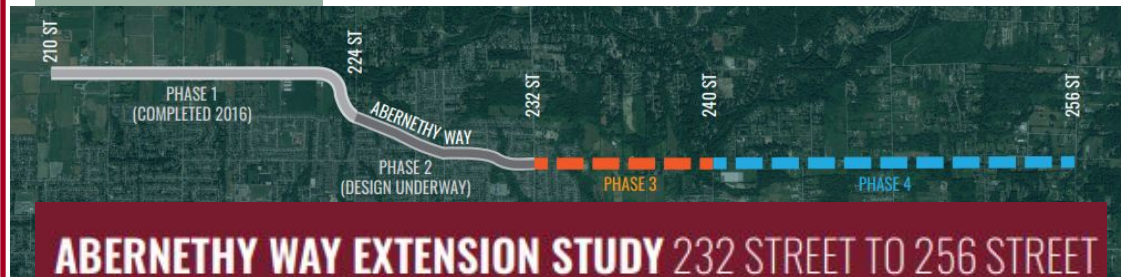
GROWTH

Completed detailed design for emergency generator at the Operations Centre; project has been tendered

Completed detailed design for new server room and re-cabling project at the Operations Centre

Completed Abernethy Way extension study

Initiated strategic Transportation Plan



MAPLE RIDGE

British Columbia



Initiated review of residential water metering

Improved permit tracking in the Building Department

Completed and implemented online accessibility to inspection results

[Today's Inspection Schedule](#)

[Book Your Appointment](#)

[Check Inspection Result](#)

[Building Permit Inquiry](#)

[Building Permit Payment](#)

[Guide](#)



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102

2020 Planning
Reports to Council



572

Total Active
Applications
In House
2019: 394



5,343

Telephone
Counter
March 20th COVID Closure
Planning Public Inquiries
2019 | Telephone: **4,427**



1,239



5,624

Operations Dept.
Completed Service
Requests



1,815

Facilities Work
Requests
2019 | 1,969
2018 | **1,954**



5,196

Permits
Issued
11% ↑
Since 2019

20,950

Inspections
4% ↑
Since 2019

\$337.4M

Construction
Value
52% ↑
Since 2019

658

Units
11% ↑
Since 2019

Building Dept Stats

2019 | Permits Issued: **4,684** / Inspections: **20,106**
Construction Value: **\$222.5M** / Units: **594**



37

Rezoning

18

Subdivision

284

Building
Permits

125

Servicing
Requests

Engineering Dept Referrals

2019 | Rezoning: **26** / Subdivision: **13**
Building Permits: **263** / Servicing Requests: **132**

GROWTH





COMMUNITY
SAFETY



INTER-
GOVERNMENT
RELATIONS



GROWTH



COMMUNITY
PRIDE & SPIRIT



NATURAL
ENVIRONMENT

CORPORATE QUARTERLY REPORT

QUESTIONS