

# **CORPORATE QUARTERLY REPORT**

**MAY 11, 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.

# Support Services

Hackathon/Ideation/Technical Showcase

Rebuild of Print Environment

Roll Out of Office 365 – Continuation of IT support for remote working/business continuity during COVID-19

Acquired & installed Corporate Security Appliance

Upgraded EOC Room AV at Operations



CITY OF MAPLE RIDGE IDEATION AND HACKATHON



Connecting our community through technology

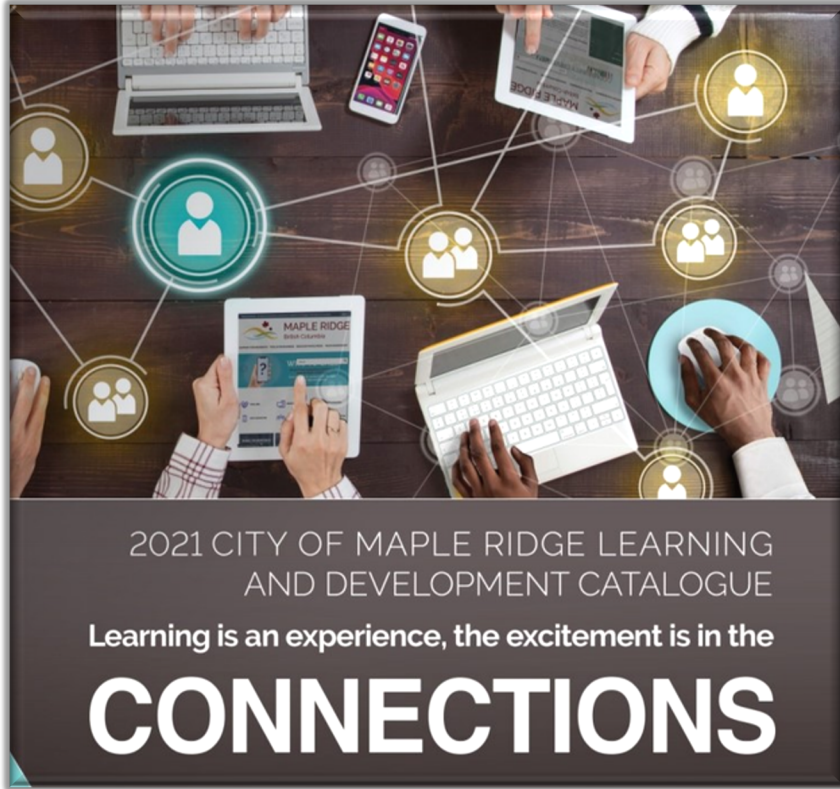


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# Support Services



Created framework for Talent Assessments and Readiness for Succession

Enhanced HR recruitment and selection process

Completed priority recruitments

Developed and produced 2021 Learning and Development Catalogue for staff

Refined onboarding process and dashboard



## COMMUNITY PRIDE & SPIRIT

Awarded \$200,000 grant for Silver Valley Gathering Place

Completed stakeholder review and design drawings for Westview Field synthetic surface replacement

Completed neighbourhood consultation and detailed design for Westview Park playground replacement



Belle Morse Tennis Court

Renovated the Whonnock Cemetery entry to enhance accessibility and aesthetics

Completed neighbourhood consultation and tendered renovation work for Belle Morse Tennis Court resurfacing



Westview Park Playground



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COMMUNITY  
PRIDE & SPIRIT



# ACTIVE KIDS CLUB

## AFTER SCHOOL PROGRAM

Implemented swim lessons with COVID-19 protocols in place

Implemented application process for Maple Ridge 2020 BC Summer Games Legacy funding – 17 applications received

Restarted the Active Kids Club program in January, providing licensed after school in partnership with SD No. 42

Developed and implemented communications plan for Albion Community Centre



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## COMMUNITY PRIDE & SPIRIT

Delivered virtual workshop to Culture Collective on social inclusion and diversity

Completed intake one for festival funding = \$70,000

Received grant and launched Dog Friendly Maple Ridge program

Published winter edition of Ridge Business Buzz

February 5, 2021

Having worked with a lot of different municipalities regarding business, the response time and friendliness has been incredible with the City of Maple Ridge, thank you sincerely.

Nitin S. (tech company)

February 17, 2021

Thank you for your immediate attention to this! I appreciate your prompt processing.

Gurpal B. (counselling office)

# RIDGE BUSINESS BUZZ

Department of Economic Development



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



**10,794**

Facebook Followers

COMPARED TO

2020 | **10,192**

2019 | **9,112**



**\$27,812**

Grant Money Rec'd

COMPARED TO

2020 | **\$65,107**

2019 | **\$74,562**



**25,070**

MRLC Admissions

COMPARED TO

2020 | **46,169**

2019 | **28,035**



**1,894**

Program Participants

COMPARED TO

2020 | **2,977**

2019 | **2,546**



Media Releases

COMPARED TO

2020 | **8**

2019 | **34**



**56**

Film Permits

COMPARED TO

2020 Total | **47**

2019 Total | **82**

COMMUNITY PRIDE & SPIRIT





## COMMUNITY SAFETY

Adopted business licence amendments to implement Good Neighbour Agreement for owners renting two or more units on a property

Received no objections at Public Hearing on amendments to Vape Retail Prohibition to prohibit stand alone vape stores

Hired temporary Animal Licensing Officer



### CITY OF MAPLE RIDGE RESIDENTIAL DWELLING UNIT GOOD NEIGHBOUR AGREEMENT No. GNA xxxx

Regarding Property \_\_\_\_\_ ("Residential Property")  
Address \_\_\_\_\_

WHEREAS \_\_\_\_\_ (the "Residential Dwelling Unit Lessor"):  
Print First & Last Name \_\_\_\_\_

1. Recognizes that the Residential Dwelling Unit Lessor has a civic responsibility to address the conduct of their tenants. \_\_\_\_\_ initial
2. Recognizes that the Residential Dwelling Unit Lessor has a responsibility within the community and agrees to work with the City and its departments to resolve all concerns. \_\_\_\_\_ initial
3. Recognizes their responsibility to refrain from any sound or activity which disturbs or is a nuisance to the convenience of the neighbourhood as amended and Nuisance Bylaw, and \_\_\_\_\_

**January 12, 2021**

Wonderful! Thank you so much! I appreciate all your help and patience as I navigate this. Many thanks.

Kara W (wellness professional)

**April 8, 2021**

Thanks for this. Really great service!

Julie S. (pest control company)



**March 15, 2021**

Thank you for handling my inquiry with great help and going beyond to find me additional information.

(daycare owner)



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## COMMUNITY SAFETY

Completed draft annual Drinking Water Quality Report

Expansion of existing density bonus provisions of Supportive Recovery class Assisted Living Residences

Completed Phase 2 Social Services Inventory & Gap Analysis – Report on outcomes to Council in Q3

Managed ongoing COVID-19 screening, controls, communication and enhancements

# COVID-19

UPDATES AND RESOURCES



## Community Social Safety Initiative



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## COMMUNITY SAFETY

# Community Social Safety Initiative

Launched Community Social Safety Dashboard

Forged CSSI and RCMP partnership to advance and evolve Community Safety Tours

Endorsement by Council of a 16/7 service model for CSOs

Preparing for public consultation for CSSI/LEAD Maple Ridge



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British Columbia





## COMMUNITY SAFETY

### Community Social Safety Initiative

Identified priorities for CSOs and UCRU to address as a team

Completed 7 LOCTED assessments for community businesses

Established standard operating procedures and standing orders for response to encampments and trespassing on public/private property

Established connections with Bylaw Department/Haney Place Mall/Valley Fair Mall to facilitate bylaw enforcement

**citizens feel safe and engaged;  
citizens are protected; and citizens'  
well-being is supported.**



OFFICER  
BYLAW

March 1, 2021

Thank you for everything  
you have done for us!

Paul S. (medical office)



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**1,109**

Total Calls to the  
Fire Department

2020 | **1,019**

2019 | **1,206**



**586**

Medical Calls to the  
Fire Department

2020 | **538**

2019 | **636**



**8**

Motor Vehicle Fire  
Calls to the Fire  
Department

2020 | **2**

2019 | **6**



**36**

Structure Fire  
Calls to the Fire  
Department

2020 | **36**

2019 | **33**



**1,687**

Business Licences Issued

COMPARED TO

2020 Total | **1,480**

2019 Total | **1,611**



**5,726**

Dog Tags Issued

COMPARED TO

2020 Total | **6,099**

2019 Total | **6,714**



**1,235**

Calls For Service  
(NEW FILES CREATED)

COMPARED TO

2020 Total | **861**

2019 Total | **796**

COMMUNITY SAFETY





## GROWTH

Removal of Owner Occupancy Requirement for Secondary Suites and Detached Garden Suites

Completed detailed design of Silver Valley Gathering Place

Awarded construction contract for Emergency Generator at Operations Centre

Selected public art for Hammond Community Centre façade

January 8, 2021

I wanted to thank you for all your guidance and support through the process.

A&R H (wellness professional)



Hammond Community Centre Facade



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## GROWTH

Ongoing phase 2 construction of Albion Community Centre

Working on detailed design and incorporating community feedback for new park at 241A Avenue and 112 Street

Installed and completed playgrounds at Country Lane North and South Parks and Creeks Crossing Park

Completed costing on new server room and re-cabling project at Operations Centre

February 17, 2021

Thank you for your immediate attention to this! I appreciate your prompt processing.

Gurpal B. (counselling office)



Albion Community Centre



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GROWTH

Launched Phase 1 of GIS Site Selector Tool – [investmapleridge.ca](https://investmapleridge.ca)

Kicked-off economic development strategy

Reported on storm water ponds and their function and use in the City

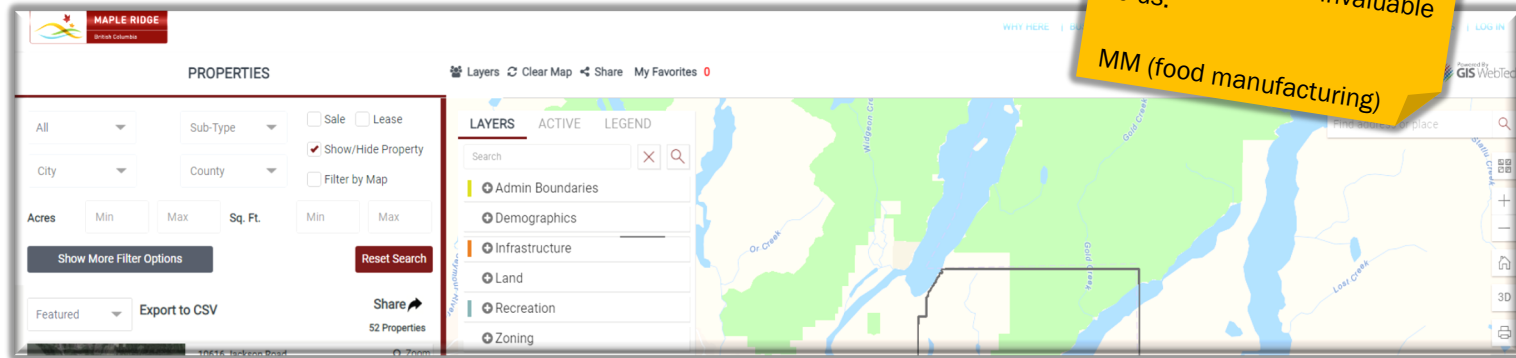
Completed updates to South Alouette and Kanaka Watersheds ISMP

Completed sewage and drainage flow monitoring

January 11, 2021

Thank you – your service and support were invaluable to us.

MM (food manufacturing)



GIS Site Selector Tool



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## GROWTH

Initiated Strategic Transportation Plan

Awarded the Qualitative Risk Assessment of Fraser River Escarpment

Received First Reading of North East Albion OCP Amending Bylaw

Presented outcomes of Housing Needs Assessment

Presented outcomes of public consultation process and recommendations for Town Centre Visioning

Presented updates to CDES Committee on Yennadon lands re-designation

Launched Shop Here Program with Shopify and Digital Mainstreet

April 9, 2021

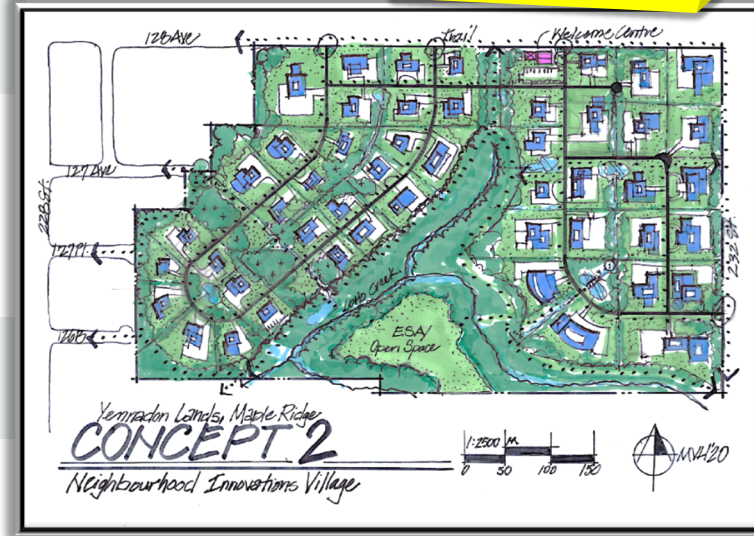
You're Amazing - thanks again!

Mike G. (contractor)

April 14, 2021

Thank you for all your help, I really appreciate it. Has to be one of the most pleasant experiences tracking down anything to do with permits, so thank you!

Ryan B. (restaurant)



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**49**

Planning Reports to  
Council



**632**

Total Active  
Applications  
In House  
2020 | **320**



**1,821**

Telephone

Planning Public Inquiries  
2020 | Telephone: **1,135**



**615**

Counter  
March 20th COVID Closure



**1,059**

Operations Dept.  
Completed Service  
Requests  
2020 | **1,647**  
2018 | **1,542**



**451**

Facilities Work  
Requests  
2020 | **601**  
2019 | **497**



**1,267**

Permits  
Issued

**5,335**

Inspections

**\$53.4M**

Construction  
Value

**105**

Units

Building Dept Stats  
2020 | Permits Issued: **1,011** / Inspections: **4,325**  
Construction Value: **\$52.9 M** / Units: **177**



**5**

Rezoning

**6**

Subdivision

**104**

Building  
Permits

**61**

Servicing  
Requests

Engineering Dept Referrals  
2020 | Rezoning: **8** / Subdivision: **5**  
Building Permits: **82** / Servicing Requests: **42**

GROWTH







## INTER- GOVERNMENT RELATIONS

Golden Ears Way Study - Coordinated review of transportation needs for Golden Ears Way, Airport Way and 113B

Report to Council and feedback received on Lower Mainland Flood Management Strategy to Fraser Basin Council





COMMUNITY  
SAFETY



INTER-  
GOVERNMENT  
RELATIONS



GROWTH



COMMUNITY  
PRIDE & SPIRIT



NATURAL  
ENVIRONMENT

# **CORPORATE QUARTERLY REPORT**

## **QUESTIONS**