



City of Maple Ridge

TO: Her Worship Mayor Nicole Read
and Members of Council
FROM: Chief Administrative Officer
SUBJECT: **First Reading**
Maple Ridge Zone Amending Bylaw No. 7394-2017

MEETING DATE: October 24, 2017
FILE NO: 2017-242-RZ
ATTN: Council

EXECUTIVE SUMMARY:

At the October 17, 2017 Workshop, Council considered and discussed the draft Zoning Bylaw amendments pertaining to home based businesses.

At the October 17, 2017 Workshop Council passed the following resolution:

That Maple Ridge Zone Amending Bylaw No. 7394-2017 to amend the home occupation regulations of Zoning Bylaw No. 3510-1985 be forwarded to the next Council meeting for consideration of first reading.

As per the above resolution the proposed bylaw is attached along with a copy of the report from the October 17, 2017 Workshop.

As discussed at the October 17, 2017 Workshop the Agricultural Land Commission (ALC) allows home occupation on parcels in the Agricultural Land Reserve (ALR) and this Bylaw regulates land use within the ALR. Zone Amending Bylaw No. 7394-2017, if given first reading, will be referred to the ALC for comment. Comments received from the ALC will be included as part of the second reading report of Zone Amending Bylaw No. 7394-2017.

RECOMMENDATION:

- i) That Bylaw No. 7394 - 2017 be given first reading and be forwarded to the Agricultural Land Commission for comment.
- ii) Upon receipt of Agricultural Land Commission comments, that Bylaw No. 7394-2017 be forwarded to the next available Council meeting for second reading and be forwarded to Public Hearing.

CONCLUSION:

Bylaw No. 7394-2017 attached to this report is being recommended for first reading in accordance with Council’s direction at the October 17, 2017 Workshop.

“Original signed by Amanda Grochowich”

Prepared by: Amanda Grochowich, MCIP, RPP
Planner 1

“Original signed by Bruce Livingstone” for

Concurrence: Lino Siracusa
Manager of Economic Development

“Original signed by Christine Carter”

Approved by: Christine Carter, M.PL, MCIP, RPP
Director of Planning

“Original signed by Frank Quinn”

Approved by: Frank Quinn, MBA, P. Eng
GM: Public Works & Development Services

“Original signed by Paul Gill”

Concurrence: Paul Gill, CPA, CGA
Chief Administrative Officer

The following appendix is attached hereto:

Appendix A – Zoning Bylaw Amendment Bylaw No. 7394 – 2017

Appendix B – October 17, 2017 Council Workshop Report titled Home Occupation Engagement Summary Report and Maple Ridge Zone Amending Bylaw No. 7394-2017

CITY OF MAPLE RIDGE
BYLAW NO. 7394-2017

A Bylaw to amend the text of Maple Ridge Zoning Bylaw No. 3510-1985 as amended

WHEREAS, it is deemed expedient to amend the Maple Ridge Zoning Bylaw No. 3510-1985 as amended:

NOW THEREFORE, the Municipal Council of the City of Maple Ridge, enacts as follows:

1. This bylaw may be cited as “Maple Ridge Zone Amending Bylaw No. No Bylaw 7394-2017”.

2. That PART 2 INTERPRETATION is amended by inserting the following between “Animal Shelter” and “Apartment”:

ANIMAL SERVICES means a use providing individualized services to an animal recipient. Typical services include walking, grooming, dog day care, aqua or physical therapy, and training. Does not include commercial kennels, breeding, and dog boarding.

3. That PART 2 INTERPRETATION is amended by inserting the following between “Boarding” and “Body Rub Studio”:

BODY MODIFICATION means altering a person’s body for nonmedical purposes, and includes but is not limited to piercing, tattooing and micro-pigmentation services.

4. That Part 2 INTERPRETATION definition of “Business Services” is deleted and replaced with:

BUSINESS SERVICES means a use providing services to a business including, but not limited to, information technology and support, desktop publishing, data processing, bookkeeping, internet access, copying and printing services, mailing services, telephone reception and consulting services.

5. That PART 2 INTERPRETATION is amended by inserting the following between “Habitable Room” and “Height”:

HEALTH SERVICES means a use providing medical services to the general public where the practitioner is subject to a College or Association that has been delegated the authority, under provincial legislation, to govern the practice of their members in the public interest, and includes, but is not limited to, audiologists, chiropractors, dentists, nurses, massage therapists, optometrists, physicians and traditional Chinese medicine practitioners.

6. That PART 2 INTERPRETATION is amended by inserting the following between “Home Occupation” and “Housing Agreement”:

HEMOCRAFT means a use providing for the small scale production of goods intended for sale, consumption or use by another. Typical uses include, but not limited to, art, photography, jewelry, food, bath and beauty products, clothing and toys.

7. That PART 2 INTERPRETATION is amended by inserting the following between “Net Density” and “Office Use”:

NON-RESIDENT EMPLOYEE means a person receiving or entitled to receive wages or other compensation for work performed for an employer operating a home occupation but is not a resident on the lot. It also includes a person being trained by an employer for an employer’s home occupation.

8. That Part 2 INTERPRETATION definition of “Personal Service” is deleted and replaced with:

PERSONAL SERVICES means a use providing individualized services to a recipient. Including, but not limited to, animal services, barbering, beauty salons, hairdressing, personal wellness, tailoring, shoemaking, dry-cleaning, personal trainers, nutritionists, and weight loss clinics, but excluding overnight boarding of dogs, kennels, adult entertainment and pawnshop use.

9. That Part 2 INTERPRETATION definition of “Professional Services” is deleted and replaced with:

PROFESSIONAL SERVICES means a use providing services to the general public in which the provider of the service is required to be licensed or certified by a self-regulating professional association or by Federal, Provincial, or Municipal authorities and may include, but not be limited to, accountants, architects, engineers, health service providers, insurance and employment agencies, lawyers, planners, real estate agents, and veterinarians.

10. That Part 4, GENERAL REGULATIONS, 402 REGULATIONS FOR PERMITTED USES OF LAND, BUILDINGS & STRUCTURES (4) Home Occupation Use be amended by deleting the existing regulation under Section 402 (4) in their entirety, and inserting the following:

Where permitted, a Home Occupation shall:

- (a) Be entirely enclosed within:
 - (i) A dwelling unit; or
 - (ii) An accessory building.
- (b) Be considered for Agricultural, Residential and CD (Comprehensive Development) zones:
 - (i) A Type 1 Home Occupation where the operation occurs in a multi-family unit, unless otherwise prohibited by this Bylaw; or
 - (ii) A Type 1 Home Occupation where the operation occurs on a lot less than 1,200.0 m² ; or
 - (iii) A Type 2 Home Occupation where the operation occurs on a lot equal to or greater than 1,200.0 m²; or
 - (iv) A Type 3 Home Occupation where the operation occurs on a lot equal to or greater than 0.4 ha, as expressly permitted by this Bylaw.
- (c) Occupy not more than:
 - (i) 30% of the gross floor area of the dwelling unit and accessory building in which the home occupation is located, up to maximum of 50.0 m² in total for Type 1 Home Occupations; or
 - (ii) 45% of the gross floor area of the dwelling unit and accessory building in which the home occupation is located, up to a maximum of 100.0m² in total for Type 2 Home Occupations;

- (d) Be conducted by the resident of the dwelling unit and, provided that non-resident employee parking is accommodated on-site, be permitted up to a maximum of:
 - (i) 2 non-resident employees for Type 1 Home Occupations; or
 - (ii) 3 non-resident employees for Type 2 Home Occupations.
- (e) Be permitted on-site client visits, only by appointment scheduled in advance, up to a maximum of:
 - (i) 10 clients per day for Type 1 Home Occupations; or
 - (ii) 16 clients per day for Type 2 Home Occupations.
- (f) Be permitted, subject to Section 402.4 (e), group sessions up to a maximum of:
 - (i) 6 clients at any one time for Type 1 Home Occupations; and
 - (ii) 8 clients at any one time for Type 2 Home Occupations.
- (g) Be permitted for the following uses:
 - (i) Animal Services, excluding dog day care and for Type 1 Home Occupations, restricted to off-site or mobile-based services only;
 - (ii) Business Services;
 - (iii) Office uses;
 - (iv) Health Services;
 - (v) Homecraft;
 - (vi) Personal Services, excluding dry cleaning;
 - (vii) Professional Services;
 - (viii) Tutoring & Lessons;
 - (ix) Family Day Care, unless otherwise expressly prohibited by this Bylaw. For Neighbourhood Day Care requirements refer to Section 402.10 of this Bylaw; and
 - (x) Off-site, online and mobile-based sales.
- (h) Be permitted the storage on the lot of not more than one vehicle provided that it is used in connection with the home occupation and that such vehicle not be in excess of 3,630.0 kilograms licenced gross vehicle weight and be subject to Section 402.6 of this Bylaw.
- (i) Comply with Agricultural Land Reserve Use, Subdivision and Procedure Regulation (BC Reg. 171/2002), Section 3(1)(c) and ALC Policy L-07 Home Occupation Use in the ALR.
- (j) Be prohibited for the following uses and/or activities:
 - (i) Body modification;
 - (ii) Assembly use;
 - (iii) Orchestra and band training;
 - (iv) A family daycare use within a dwelling unit in the RM-2 (Medium Density Apartment Residential), RM-3 (Medium/High Density Apartment Residential), an apartment use within RM-4 (Multiple Family Residential), RM-5 (Low Density Apartment Residential), RM-6 (High Density Apartment Residential), C and CS zones.
 - (v) The unenclosed storage or display of raw materials, components, or stock-in-trade;
 - (vi) The retail sale of goods or products where customers enter the premises to inspect purchase or take possession of goods without making an appointment in advance;
 - (vii) The discharge or emit odorous, noxious or toxic matter or vapours, heat, glare, noise or radiation, or recurrently generated ground vibrations;
 - (viii) The generation of traffic congestion, electrical interference, fire hazards or health hazards;



City of Maple Ridge

TO: Her Worship Mayor Nicole Read
and Members of Council

FROM: Chief Administrative Officer

MEETING DATE: October 17, 2017

FILE NO: 2017-242-RZ

ATTN: Workshop

SUBJECT: Home Occupation Engagement Summary Report and Maple Ridge Zone Amending Bylaw No. 7394-2017

EXECUTIVE SUMMARY:

Council directed that the home occupation regulations be reviewed as an outcome of the Commercial Industrial Strategy. The intent of the review was to look at ways to update, modernize and improve regulations to better facilitate our existing 1445 licenced home based businesses and provide greater opportunities for enabling home based businesses in the City while balancing the needs of the neighbourhoods in which these businesses exist.

In July 2017, Council received a draft set of possible new zoning regulations for home based businesses. The proposed home based business program creates a two-pronged set of regulations: one for multifamily and one family and two family residential zoned lots less than 1,200m² (0.3 ac) and another for one family and two family residential zoned lots greater than 1,200m² (0.3 ac). A number of new directions have been proposed which include expanding: the permitted floor area of a home based business, relative to lot size; the number of employees allowed in a home based business; the number of daily visits that can be accommodated by a home based business; and the types of activities permitted as a home based business.

The review also acknowledged that there may be situations where a home based business use may warrant a level of expansion not anticipated by the above described types of home based businesses. This report recommends that the City explore the creation of a new zone to allow for larger accessory home based business uses on residential zoned lots that are greater than one acre in size. As this would require a text amendment process, this ensures that each home based business would be evaluated on a case by case basis and be able to take into account any possible site-specific considerations.

In September 2017, community outreach initiatives revealed the importance of updating the home based business zoning bylaw regulations and the desire to explore a full range of possible home based business uses. Community members recognize the benefits of supporting local job growth within the City and widely supported the new directions. This report summarizes the community consultation activities and feedback for Council as well as provides a revised set of regulatory changes for the Zoning Bylaw for Council to consider.

RECOMMENDATION:

- i) That Maple Ridge Zone Amending Bylaw No. 7394 – 2017 to amend the home occupation regulations of Zoning Bylaw No. 3510-1985 be forwarded to the next Council meeting for consideration of first reading.

BACKGROUND:

In 2015, following the Council resolution that the regulations for home based businesses be reviewed, staff undertook a background review, held internal meetings with Economic Development and Bylaw & Licencing Services Departments, and drafted a discussion paper on home based business as a means of identifying the potential areas where regulatory revisions might occur.

In 2016, the Economic Development Committee established three task forces to reflect key directions for the Economic Development Department: Tourism, Technology, and Home Based Business. The Home Based Business Task Force (HBB Task Force) began meeting in the summer of 2016. Task Force meetings were attended by staff from Economic Development, Planning and Bylaw & Licencing Services. Since that time, the HBB Task Force has identified three components to address for home based business: regulations, communication, and process.

In January 2017, staff reviewed current and possible new zoning regulations with the HBB Task Force for feedback. Following that meeting, staff from Economic Development, Planning, and Bylaw & Licencing Services prepared a draft set of possible new regulations for home based businesses.

On March 6, 2017, a number of possible home based business regulatory requirements were presented for Council consideration. In the Council discussion that ensued, Council raised the issue of whether the proposed revisions went far enough, given the economic opportunities home based businesses are perceived to present to Maple Ridge residents. In addition, Council raised questions, sought clarity on the possible new home based business zoning bylaw requirements and then directed staff to bring the item back for further Council consideration.

From March through June 2017, building on the work undertaken to-date, Staff continued to collaborate with the HBB Task Force to further explore opportunities to improve home based business regulation in the City. These revised directions and the parameters that influenced their further evolution were presented to Council on July 18, 2017.

SUMMARY OF POSSIBLE CHANGES TO ZONING BYLAW:

Based on input from the HBB Task Force and background research, possible changes to the Zoning Bylaw were proposed to Council. A number of new directions have been proposed which include expanding:

- The permitted floor area of a home based business, relative to lot size;
- The number of employees allowed in a home based business;
- The number of daily visits that can be accommodated by a home based business; and
- The types of activities permitted as a home a based business.

The proposed home based business program creates a two-pronged set of regulations. For ease of engagement, the two-pronged set of regulations have been renamed Type 1 Home Based Business for operations in multi-family units and on one family and two family residential zoned lots less than 1,200m² (0.3 ac) and Type 2 Home Based Business for operations on one family and two family residential zoned lots greater than 1,200m² (0.3 ac).

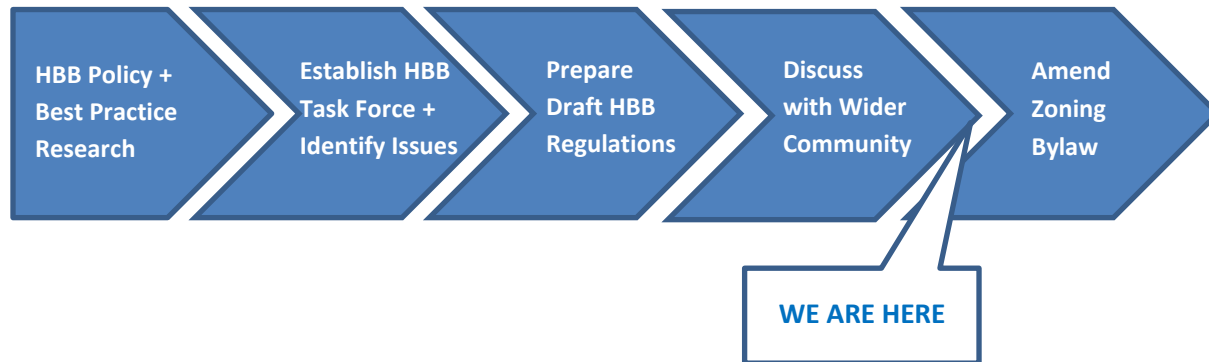
In addition, staff recognized that there may be opportunities on larger properties to accommodate certain uses that may not be permitted under the proposed home based business regulations. This further option was considered as a Type 3 Home Based Business.

A summary table outlining the proposed home based business regulatory changes are included as Appendix A.

SUMMARY OF CONSULTATION PROCESS

Retitled as 'Home Based Business Update' for the purpose of community engagement, the consultation activities can be broken down into three main themes: resident engagement, outreach activities targeting local businesses, and feedback collected through a community survey.

Taking place throughout September 2017, the consultation program specifically consisted of a Public Open House, community survey, booth at the Haney Farmers Market, staff presentations at several community-based business groups, 15 minute Q&A 'Coffee Chats with City Staff' with interested individuals, a Home Based Business Networking Event (hosted by the HBB Task Force) and, as requested by Council, a targeted mail-out to all licenced home based businesses in the City.



A copy of the engagement materials and the verbatim responses are available in Appendix B.

i) Resident Engagement

To solicit resident feedback, two public events took place supported by promotional activities.

On Saturday September 9, 2017, Staff attended the Haney Farmers Market with a booth soliciting input on the Home Based Business Update. Staff attendance was advertised through the Home Based Business Update website and flyers available at the Planning, Economic Development and Bylaw Services & Licencing front counters.

On September 13, 2017 a Public Open House was held between 4 and 8 p.m. in the Fraser Room of the Maple Ridge Library. Notification and advertising for the event was conducted through four newspaper advertisements, a listing on the City's website, social media outlets, flyers available at the Planning, Economic Development and Bylaw Services & Licencing front counters, and at Council request, the use of approximately 1500 mailed letters to licenced home based businesses. Approximately twenty people attended the Open House, as well as members of the HBB Task Force. Following the event, the open house presentation boards were made available on the City's website.

A mailing list for a Home Based Business E-Newsletter was also created and subsequently used to provide further information and updates about the engagement process to the public. Over 70 e-mails were collected throughout September.

ii) Business Outreach

Business operators were also invited to opt-in to the Home Based Business E-Newsletter and all licenced home based businesses received mailed notification of the Home Based

Business Update process which identified engagement opportunities taking place throughout September.

Planning Staff hosted 'Coffee Chats with City Staff' as an opportunity to provide tailored feedback on how the proposed changes may impact an existing operation or how they might enable a new home based business. Over ten businesses expressed interest in a Coffee Chat and by early October, at the time of preparing this report, three had taken place, with two anticipated in the following week.

Planning Staff also attended several local business community groups to increase awareness of the home based business update process. Presentations took place at Women's AM (35 attendees) and Babes in Business (15 attendees). The Chamber of Commerce was also contacted as a potential option, but no response was received.

A Home Based Business Networking Event, hosted by the Home Based Business Task Force, took place in the afternoon on Friday, September 22, 2017 at The Well. The event was promoted through the local newspaper, social media, mail-out, and event-specific advertising including posters and post-cards (which were available at the Farmers Market, Open House and front counters). Approximately twenty people attended the Networking Event, in addition to City Staff and members of the HBB Task Force.

iii) **Community Survey**

Supporting the residential and business outreach initiatives was a community questionnaire. The survey was used to assess comfort level with the proposed updates to the home based business zoning regulations.

Paper copies of the survey were available at the Haney Farmers Market, Public Open House, outreach events, and the Home Based Business Networking Event. The survey was also available online from September 13th to October 1st on the City's Home Based Business Update website. Home Based Business Task Force members generously donated several prizes for a City-run sweepstakes draw as an added incentive to encourage survey responses.

Of the 177 submitted community surveys, 114 were completed in full. Responses are mixed - 53% from general interested residents, 34% from those who operate a business in Maple Ridge, 8% from those considering starting a home based business in Maple Ridge and 5% 'other'. Thirty percent of the respondents identified themselves as currently operating a home based business in Maple Ridge.

CONSULTATION OUTCOMES:

i) **General Feedback:**

The community expressed broad levels of support for the home based business update process and the proposed changes. Recognizing the changing nature of business and household needs, many residents indicated that 'it was time' for this level of change to the home based business regulations in Maple Ridge. Members of local business groups also expressed enthusiasm for the intended direction of the home based business update and were pleased to see the City emphasizing local business development within the City.

ii) **Location & Size**

Strong support (88%) was received for broadening where a home based business can be accommodated on a residential lot. Currently, a home based business is only permitted to operate from a dwelling unit (with the exception of RS-2, RS-3 and A zones which are currently permitted a home based business in an accessory building). The proposed update would permit a home based business to take place in both the main dwelling unit that makes up the home as well as in a secondary suite or detached garden suite (DGS) and in an accessory building in all residential zones. Additional comments through conversation reinforced the support for permitting a home based business in a secondary suite and/or DGS in order to support intergenerational living.

Again, strong support was received for increasing the amount of floor area permitted for Type 1 Home Based Businesses (92%) and Type 2 Home Based Businesses (92%). Currently, home based businesses are permitted up to 20% of the residential floor area, up to 50m² or 538 sq ft. The proposed update would permit a Type 1 Home Based Business up to 30% of the gross floor area, to a maximum of 50m² or 538 sq ft, for home based businesses in multi-family units and on one family and two family residential zoned lots under 1,200m² or 0.3 acres and up to 45% of the gross floor area, to a maximum of 100m² or 1,76 sq ft, for Type 2 Home Based Businesses on one family and two family residential zoned lots over 1,200m² or 0.3 acres.

iii) **Daily Visits & Employees**

Currently, a home based business cannot receive daily visits by clients (with the exception of Tutoring & Lessons which is permitted up to six people per day). The proposed update would allow daily visits by clients, by appointment, for all permitted home based business uses up to ten clients per day for Type 1 Home Based Businesses and up to sixteen clients per day for Type 2 Home Based Businesses. The proposed expansion received positive support for both Type 1 Home Based Businesses (80% in favour) and Type 2 Home Based Businesses (85% in favour) although some discussion occurred regarding the reasoning behind why a daily maximum was required.

Similarly, the proposal to permit up to five clients at any one time for Type 1 Home Based Businesses and up to eight at any one time for Type 2 Home Based Businesses received positive support (85% and 86%, respectively). However, through long-form survey responses and in-person discussions it was made clear that many current Home Based Business operators viewed limiting group sessions to five for Type 1 Home Based Businesses as a concern noting the current cap of six. This issue and staff's proposed response is addressed in more detail in the following discussion section.

Currently, a home based business is permitted one non-resident employee. It is proposed to permit a home based business up to two non-resident employees for Type 1 Home Based Businesses and up to three non-resident employees for Type 2 Home Based Businesses, providing employee parking is provided on-site. The proposed expansion received strong support for both Type 1 and Type 2 Home Based Businesses (91% and 91%, respectively).

iv) **Permitted Home Based Business Uses**

As part of the review of the home based business zoning regulations, it is proposed to expand the types of activities permitted as home based business uses. Respondents indicated if they would support the type of activity as a permitted use for only Type 1

Home Based Businesses, only Type 2 Home Based Businesses, or for both Type 1 and Type 2 Home Based Businesses.

The table on the following page indicates the levels of support received for permitting the proposed types of activities for **both** Type 1 and Type 2 Home Based Businesses.

Use	Level of Support for use for both Type 1 and Type 2 Home Based Businesses
Animal Services	67%
Health Services	76%
Homecraft	85%
Office & Business Services	85%
Off-site, online and mobile-based sales	86%
Personal Services	81%
Professional Services	82%
Tutoring & Lessons	87%

Expectedly, Animal and Health Services were the two uses to receive the lowest amount of support. In both cases, it is worth noting that respondents indicated a parallel interest in permitting the uses **only** as a Type 2 Home Based Business (21% for Animal; 12% for Health), which is counter to the proposed home based business regulations. For more information and staff’s response on this matter, refer to the below discussion section.

v) Type 3 Home Based Business

Recognizing there may be opportunities on larger properties (i.e. one or more acres) to accommodate additional uses or at levels of visitation and employment that are not permitted under the proposed Type 1 and Type 2 Home Based Business categories, input was solicited on a proposed third category for home based businesses. Possible activities could include yoga or spa retreats, agri-tourism opportunities, and small wedding & celebration events. Strong support from the survey (97%) as well as through in-person discussion was received for the proposed Type 3 Home Based Business category. Respondents indicated a preference for permitting Type 3 Home Based Businesses as an outright use (65%) over a new zone (26%), as the outright approach was seen to be less onerous for an applicant, yet could incorporate options to enforce complaints. In-person conversation and long-form survey responses also indicated a preference for not permitting a business that could disturb a neighbourhood with excessive noise, fumes, outdoor storage and traffic. Other possible uses suggested for a Type 3 Home Based Business included health services, animal services, professional retreats, agri-tech, food packaging, small trucking/distribution companies, cooking classes, and child care.

DISCUSSION:

Community outreach initiatives have clearly revealed support for updating the home based business zoning bylaw regulations and the desire to explore a full range of possible home based business uses. Community members recognize the benefits of supporting local job growth within the City and support the new directions. At the same time, community dialogue did raise some concerns that would benefit from further discussion.

i) Daily Visits & Group Sessions

The updates brought forward proposed to permit up to five clients at any one time for multi-family units and single family lots under 1,200m² (0.3 acres) and up to eight clients at any one time for single family lots over 1,200m² (0.3 acres). However, a common

concern and topic of discussion throughout the consultation activities was the importance of maintaining six clients at once for tutoring and lesson uses for business viability and to remain consistent with current allowances. Having discussed these parameters with members of the public and of home based business owners, it is now recommended to increase the number of permitted clients from five to six for home based businesses in multi-family units and on one family and two family residential zoned lots under 1,200m² (0.3 acres), subject to the daily maximum of ten daily visits. The proposed maximum number of group clients for home based businesses on one family and two family residential zoned lots over 1,200m² or more remains unchanged.

ii) **Permitted Uses**

Interest in expanding the types of uses permitted as a home based business was demonstrated to be strong. Not surprisingly, discussion took place about the parameters of three of the proposed home based business uses: Animal Services, Health Services and Personal Services.

Some concern was noted about permitting *Animal Services* as an on-site Type 1 Home Based Business given the smaller site area, therefore staff continue to recommend that only mobile-based animal service operations be permitted for Type 1 Home Based Businesses. Type 2 Home Based Business *Animal Service* operations would be permitted both mobile-based and on-site operations.

The level of support received for permitting on-site *Health Services* for Type 1 was less pronounced, yet still quite positive. However, there was a clear call for permitting *Health Services* as a permitted use for Type 3 Home Based Businesses. Staff continue to support on-site *Health Services* as a permitted use for Type 1 and Type 2 Home Based Businesses as well as suggest *Health Services* as a permitted use for Type 3 Home Based Businesses, noting the opportunity for such a use to be enlarged under the possible third type of home based business.

Clear and enthusiastic support for permitting personal services as a home based business use for both Type 1 and Type 2 Home Based Businesses was received throughout the community consultation process. Feedback received indicated interest in services such as reflexology as well as non-RMT massage being included within the personal services umbrella. Given on-going discussions with Fraser Health and Bylaw & Licencing Services, it is understood that these services would be able to be included and approved as a personal service home based business use.

iii) **Types of Home Based Business**

Throughout the consultation process the two-pronged approach to home based business regulation was well received, including the 1,200m² (0.3 acre) threshold between Type 1 and Type 2 Home Based Businesses. When looking at opportunities for larger home based businesses to be accommodated on larger properties, there was strong support for pursuing an avenue to incorporate a potential Type 3 Home Based Business.

While feedback identified strong support for the Type 3 Home Based Business concept, reservations were identified regarding the potential impacts a Type 3 Home Based Business may have on the neighbourhood. Community consultation supports considering each application for a Type 3 Home Based Business on its own merits, and be subject to site-specific traffic, servicing, on-site parking, screening, among other requirements. Equally, the feedback received expressed interest in not creating a process that would be

onerous for an applicant. Feedback also identified the importance of the complaint process, and having enforcement as an option, if needed.

While survey responses identified support for permitting Type 3 Home Based Businesses as an outright use, the unknowns related to future and possibly unique home based business proposals along with the need to assess any possible impacts on a site specific basis, has led staff to recommend that individual text amendments to the Zoning Bylaw be the implementation tool for Type 3 Home Based Businesses. A text amendment would permit each application to be considered on a case-by-case basis and would result in site-specific requirements that would, ideally, address any possible neighbourhood impacts. A text amendment also permits the opportunity for public comment on each application, through the public hearing process.

iv) Parking

Many residents, home based business operators, and staff from Bylaw & Licencing Services have identified and raised reservations over the parking implications the proposed changes may present. While on-site parking requirements for non-resident employees of Type 1 and Type 2 Home Based Businesses are envisioned to be dealt with on-site, it is worth highlighting that few home based business operators indicated that they employ (or have previously) employed an employee. Should these proposed changes be adopted, Bylaw & Licencing Services have agreed to monitor and report any potential impacts from increasing the number of visiting clients on the neighbourhoods.

v) Other Considerations

Overnight Stays

Community members indicated an interest in how overnight uses (including AirBnB) would be incorporated into the Zoning Bylaw however there was also the recognition that it is a separate discussion and not considered a home based business use. Additional reports to Council regarding overnight stays (including AirBnB) will be forthcoming through the Economic Development Department.

Permit Process

Community consultation revealed several specific concerns with the business licencing procedures specifically related to home based businesses. While outside of the scope of this home based business update which is focused on zoning amendments, it does identify areas for future review by either the Home Based Business Task Force and/or as part of the Business Licencing and Regulation Bylaw alignment which would be required should any proposed changes to the zoning bylaw regarding home based businesses be adopted. Additional reports to Council regarding the home based business permitting process will be forthcoming through the Economic Development Department.

Encouraging Regional Economic Opportunities

Community outreach identified strong interest in the Inter-municipal Business Licencing program. Specifically, business owners would like to see the program expanded from construction-related operations to include a wider range of business types. Few home based business operators indicated an interest in growing their business beyond the home to seek a commercial space although more indicated a desire to grow the business within the home. Additional reports to Council encouraging regional economic opportunities for home based businesses will be forthcoming through the Economic Development Department.

HOME BASED BUSINESS TASK FORCE:

Staff would like to acknowledge the dedication of the HBB Task Force members for their input on the proposed changes to the Zoning Bylaw as well as their time and effort in supporting the City's community consultation activities throughout September.

At their September 26, 2017 meeting, following the September engagement activities, the HBB Task Force reiterated their support of the revised directions and parameters of the proposed updates to the Zoning Bylaw. While there was an identified preference for permitting Type 3 Home Based Businesses as an outright use over a rezoning process, the HBB Task Force expressed support for the Maple Ridge Zone Amending Bylaw No. 7394-2017 to be considered by Council in its current form, introducing the minor responses proposed by Staff following the community's input.

The HBB Task Force looks forward to advancing with their mandate to help make the City more 'home based business friendly' by being involved in the review of the home based business permitting process and with the communication and promotion of the updated home based business regulations.

INTERGOVERNMENTAL IMPLICATIONS:**Agricultural Land Commission**

As the Agricultural Land Commission (ALC) allows home occupation on parcels in the Agricultural Land Reserve (ALR) and this Bylaw regulates land use within the ALR, Zone Amending Bylaw No. 7394-2017, if given first reading, will be referred to the ALC for comment. Comments received from the ALC will be included as part of the second reading report of Zone Amending Bylaw No. 7394-2017.

INTERDEPARTMENTAL IMPLICATIONS:**Bylaw & Licencing Services Department**

The Bylaw & Licencing Services Department has been working in collaboration with both the Planning and Economic Development Departments. Recognizable challenges have been raised over a number of the proposed amendments. This includes the need to monitor the potential for neighbourhood traffic and parking impacts from increasing the permitted number of visiting clients to each home based business and the continued challenge of unenclosed storage, and the parking of commercial vehicles, at home based businesses.

Bylaw & Licencing Services staff are interested in using the home based business regulatory review process as an opportunity to align several bylaws. It would also be an opportunity to refine and potentially address some of the previously identified concerns with the home based business licencing process, including the implementation of mobile business licences. Should the proposed changes be adopted, changes to the Business Licencing and Regulation Bylaw would be required and would follow in a separate report.

Economic Development Department

As the organizers of the HBB Task Force, the Economic Development Department has been involved with the home based businesses review. The Economic Development Department supports and encourages home based business expansion within the City as they are considered an essential step in creating businesses within the community. Additional reports to Council regarding the work of the HBB Task Force in regards to the communication and process components will be forthcoming through the Economic Development Department.

DRAFT BYLAW:

Originally, Staff were tasked with providing Council with a summary of the consultation feedback in order to shape the direction of the Zoning Bylaw amendments. However, having heard strong support for the proposed updates to the home based business zoning bylaw regulations, Staff support moving forward with a bylaw to amend the home occupation regulations of the Zoning Bylaw. Given the positive feedback from the community consultation activities covered in this report, and allowing for the minor changes outlined above, staff present Maple Ridge Zone Amending Bylaw No. 7394-2017 for Council consideration. Staff ask that Bylaw No. 7394-2017 be forwarded to the next Council meeting for consideration by Council for first reading. The full text of Zone Amending Bylaw No. 7394-2017 is available in Appendix C.

CONCLUSION:

The intent of the home based business review was to look at ways to update, modernize and improve regulations to better facilitate existing home based businesses and provide greater opportunities for expanding home based business in the City while balancing the needs of the residential communities in which these operations exist. With the presented regulatory changes, such measures represent a key step in an overall home based business review process that is aimed at promoting the City as “home based business friendly”. This report summarizes the results of the community consultation which took place throughout September 2017.

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“Original signed by Frank Quinn”

Approved by: Frank Quinn, MBA, P. Eng
GM: Public Works & Development Services

“Original signed by Paul Gill”

Concurrence: Paul Gill, CPA, CGA
Chief Administrative Officer

The following appendices are attached hereto:
– See Workshop agenda of October 17, 2017