

TO: His Worship Mayor Michael Morden
and Members of Council
MEETING DATE: November 26, 2019
FILE NO: 2320522
FROM: Chief Administrative Officer
MEETING: Workshop
SUBJECT: 2019 Town Centre Business Walk Report

EXECUTIVE SUMMARY:

The Economic Development and Civic Property Department (EDCP) partnered with the Maple Ridge-Pitt Meadows Chamber of Commerce (Chamber) and the Downtown Maple Ridge Business Improvement Association (DMRBIA) to complete a Business Walk in the Town Centre over an 11-day period from September 3 to 17, 2019.

During the Business Walk, 560 questionnaires were distributed to businesses in the Town Centre of which 254 completed questionnaires were returned for a 45.4% return rate. Based on this overall response rate, the data collected should have an overall margin of error of +/- 5% with a 95% confidence level.

Businesses generally rated the Town Centre as a good place to do business; the most common positive responses were that the Town Centre is walkable, has a good mix of businesses, has available parking and there is a good amount of customer traffic. Sixty-eight percent of respondents have been in business at their current location for 10 or more years and 93% of respondents rated their business as either “*Fair/Steady*” or “*Good/Increasing*.”

While a majority of respondents gave good marks to the Town Centre overall, a significant number of respondents expressed their concerns that crime, safety, security and social issues in the Town Centre are negatively impacting their businesses. Eighty-nine percent of respondents believe that “*Improving public safety*” should be a high priority for the City. There was strong interest in having the City, Chamber and DMRBIA develop programs, courses and/or workshops to help businesses with crime and security issues as well to help them improve their marketing and social media strategies. Forty two businesses requested follow-up visits.

RECOMMENDATION: Receive for information only. No Council resolution required.

DISCUSSION:

a) Background Context:

Business Walks are a widely used business retention and expansion tool designed to quickly gauge the economic climate of businesses in a specified area. Research from the Provincial government indicates that about 80% of employment and investment growth in urban and suburban markets comes from existing businesses, pointing to the importance business retention and expansion activities in driving economic growth.

Business Walks focus on creating face-to-face engagement opportunities with the business community, allowing businesses the opportunity to share their ideas, opinions and concerns on how to make the community a better place to locate a business. They are a flexible tool that can be used to collect initial baseline data from businesses, and can be used as the basis for developing a longitudinal study that compares and contrasts changes in the market over time.

The overarching goal of the 2019 Town Centre Business Walk was to gain a baseline understanding of the business climate in the Town Centre. To do this, City staff worked with the Chamber and DMRBIA to develop and administer a questionnaire to collect information from business on the general business environment in the Town Centre, the opportunities and challenges they are facing, and on how safety and security concerns are impacting their businesses.

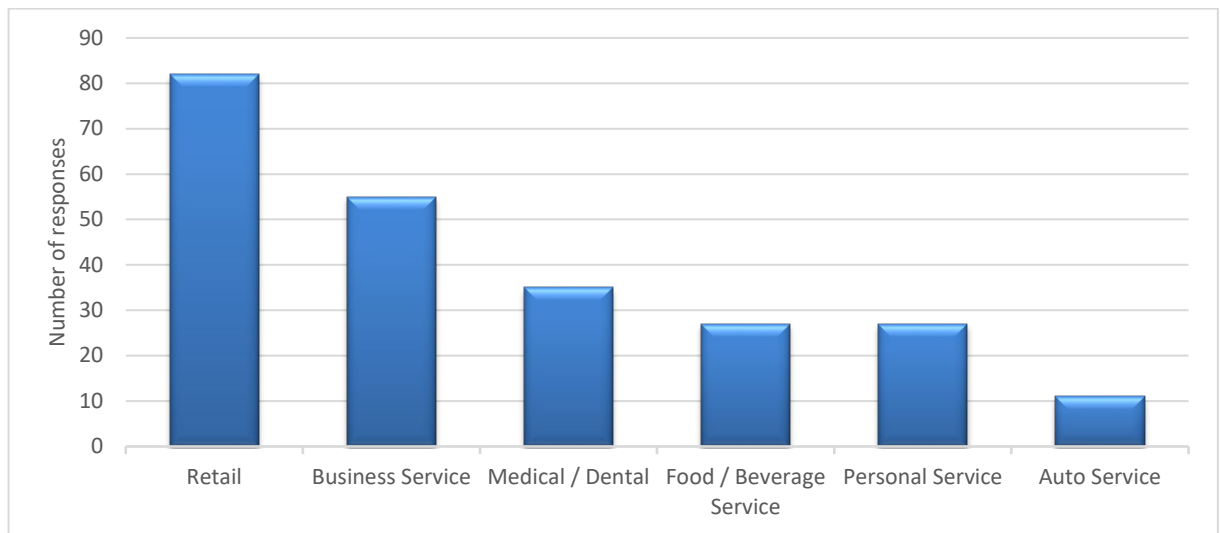
The Business Walk was conducted in two distinct phases. During the first phase from September 2 to 10, City staff delivered the Business Walk questionnaires to approximately 560 business addresses in the Town Centre. Businesses were informed that a Business Walk team would return in a few days to collect the completed questionnaires.

During the second phase from September 11 to 17, Business Walk teams from the City, Chamber and DMRBIA returned to pick-up the completed questionnaires from one of 12 pre-assigned zones within the Town Centre. In total, the Business Walk resulted in approximately 1,170 visits to business (560 initial visits + 560 Business Walk visits + 150 return visits = 1,170 total business visits.) There were 254 questionnaires returned (240 paper-based and 14 online) for a 45.4% return rate giving this survey a high level of statistical validity.

Summary of results

Retail business was the single largest single category of respondents accounting for 1/3 of total responses (**Figure 1**) with the various types of service businesses accounting for the remaining 2/3 of respondents. Some business categories such as a “*Personal Service*”, “*Auto Service*”, and “*Food/Beverage Service*” may also have a retail component to their business. It should also be noted that two “non-market” categories—“*Government/Social Service*” and “*Medical/Dental Service*” together accounted for 18% of the total respondents.

Figure 1: Respondents’ Types of Business



The vast majority of respondents (93%) rated their current state of business as either “*Fair/Steady*” or “*Good/Increasing*” (**Figure 2**), a very positive sign for the overall economic climate in the Town Centre, and most (83%) have been in business at their current location for more than six years (**Figure 3**.)

Figure 2: State of Business

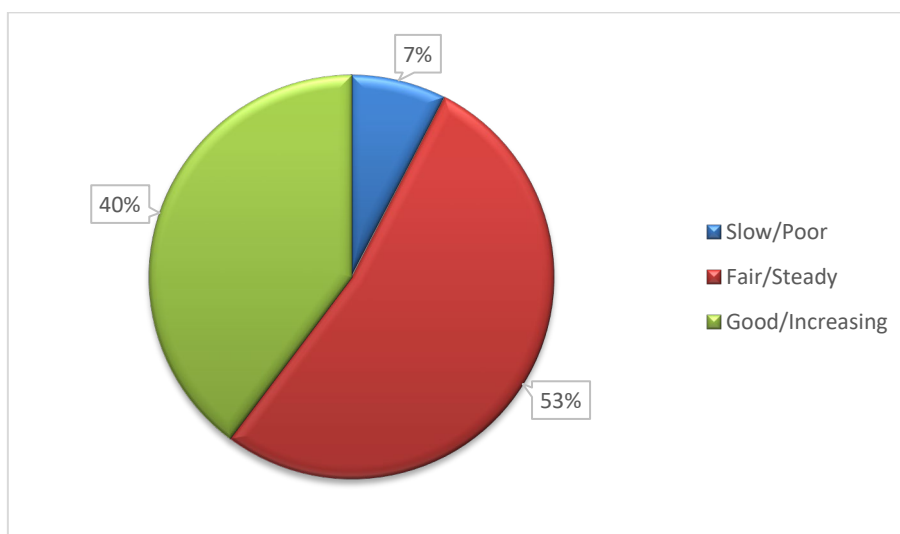
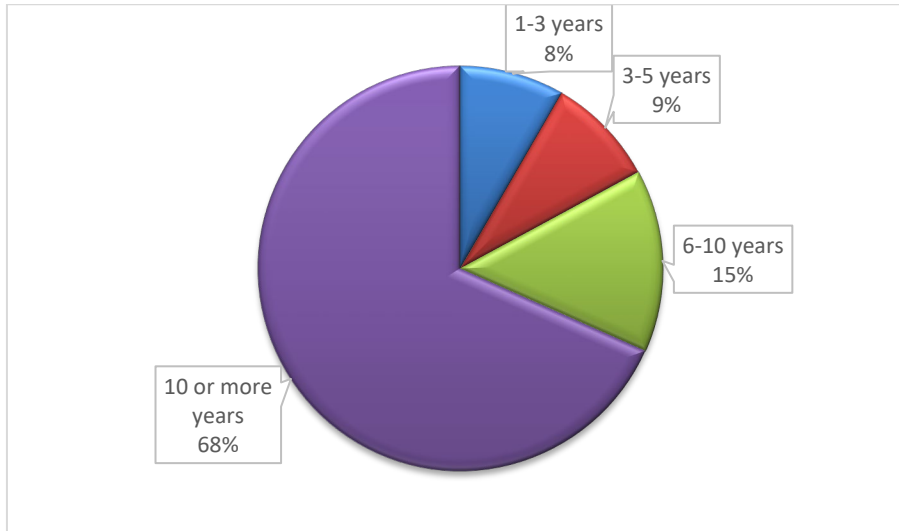
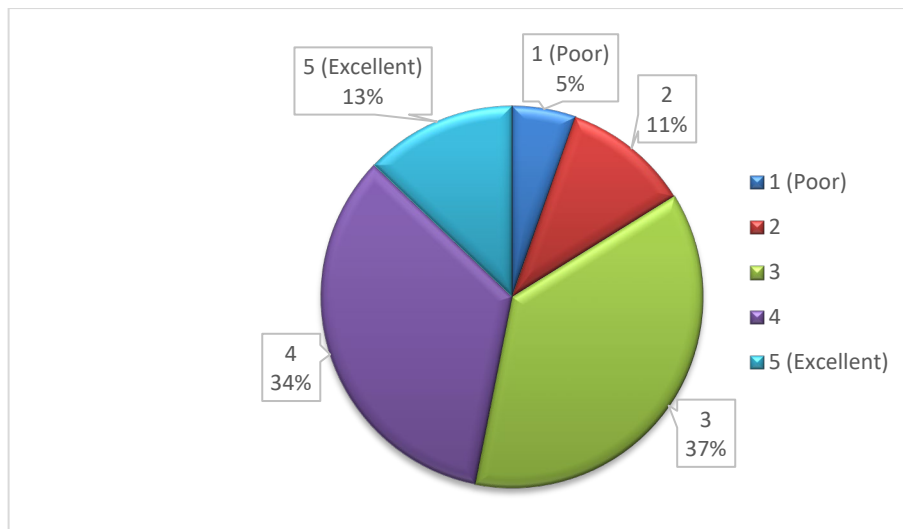


Figure 3: Time in business at current location



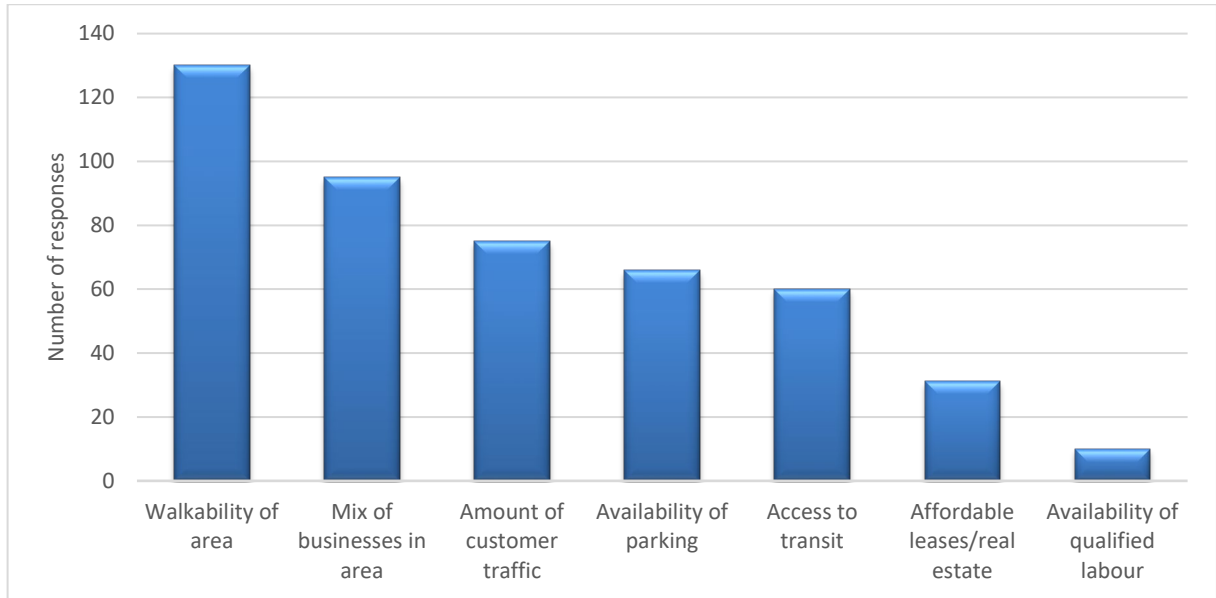
Respondents generally rated the Town Centre as a good place to do business. The average respondent score was 3.4 with almost half of the total respondents (47%) giving the Town Centre a score of 4 or 5 (**Figure 4**). Conversely, only 16% of respondents gave the Town Centre an overall poor grade (1 or 2) as a place to locate a business (**Figure 4**.)

Figure 4: What overall grade would you give the Town Centre as a place to locate a business?



The most common positive responses about locating a business in the Town Centre were that the Town Centre is walkable, has a good mix of businesses, there is available parking and there is a good amount of customer traffic in the area (**Figure 5**.)

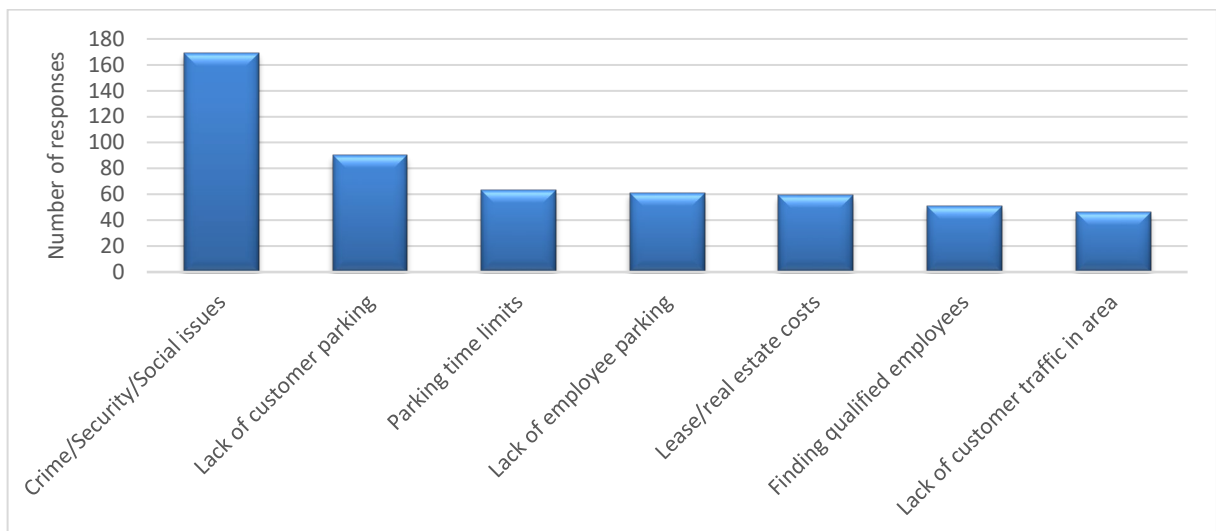
Figure 5: What do you like most about doing business in the Town Centre?



While “walkability” does not have a standard definition, it can be thought of as a combination of factors that encourage pedestrian activity in shops, restaurants, sidewalks and other public spaces. This can include an environment with a good mix of shopping and entertainment options that are close together and easily accessible, active and animated public spaces, and a general sense of safety for pedestrians.

When respondents were asked about the biggest challenges they face doing business in the Town Centre, 67% cited “**Crime/Security/Social Issues**” as one of their biggest challenges, almost twice as many who cited “**Lack of customer parking**” as a major challenge (**Figure 6.**)

Figure 6: What are the biggest challenges facing your business in the Town Centre?



Respondents were then further asked a series of questions to rank what they felt the City's priorities should be in making the Town Centre a more inviting place to locate a business using a five-point scale, with 1 as a "**Low Priority**" and 5 as a "**High Priority**".

The potential priorities included:

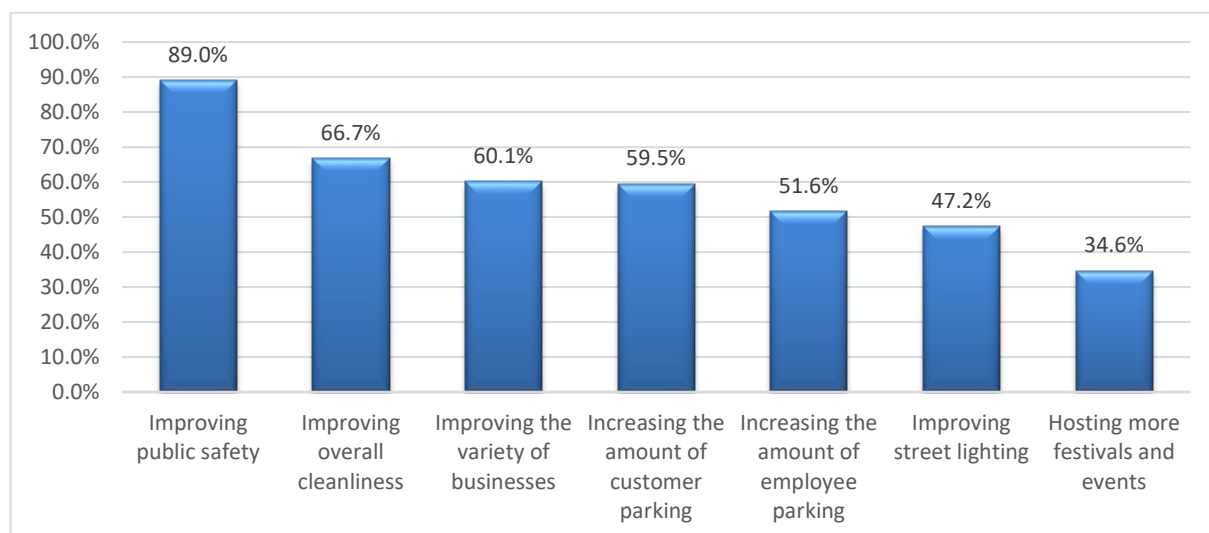
- Hosting more events and festivals
- Improving the overall cleanliness
- Improving public safety
- Improving the variety of businesses
- Increasing the amount of customer parking
- Increasing the amount of employee parking

For the purpose of this report, responses to these questions have been further grouped into "**Low priority**" (1 and 2), "**Medium Priority**" (3), and "**High Priority**" (4 and 5.)

Using this newly compressed scale, 89% (**Figure 7**) of respondents identified "**Improving public safety**" as a High Priority for the City with an average score of 4.78 out of 5 (**Figure 8**.) In both conversations with businesses and in their comments on the questionnaires, respondents expressed concerns that criminal activity and related "social issues" are negatively impacting their businesses and customers. The issues cited included theft, shoplifting, open drug use and drug sales, discarded drug paraphernalia, loitering and disruptive behaviours that were negatively impacting their businesses, staff and customers on a regular basis.

The Business Walk questionnaire was meant to gather an initial reading of the impact that crime, security and social issues are having on businesses. The questionnaire did not ask in-depth questions on the severity, frequency and recency of these issues and should be followed up with more in-depth research and analysis on the impact of crime and related social issues.

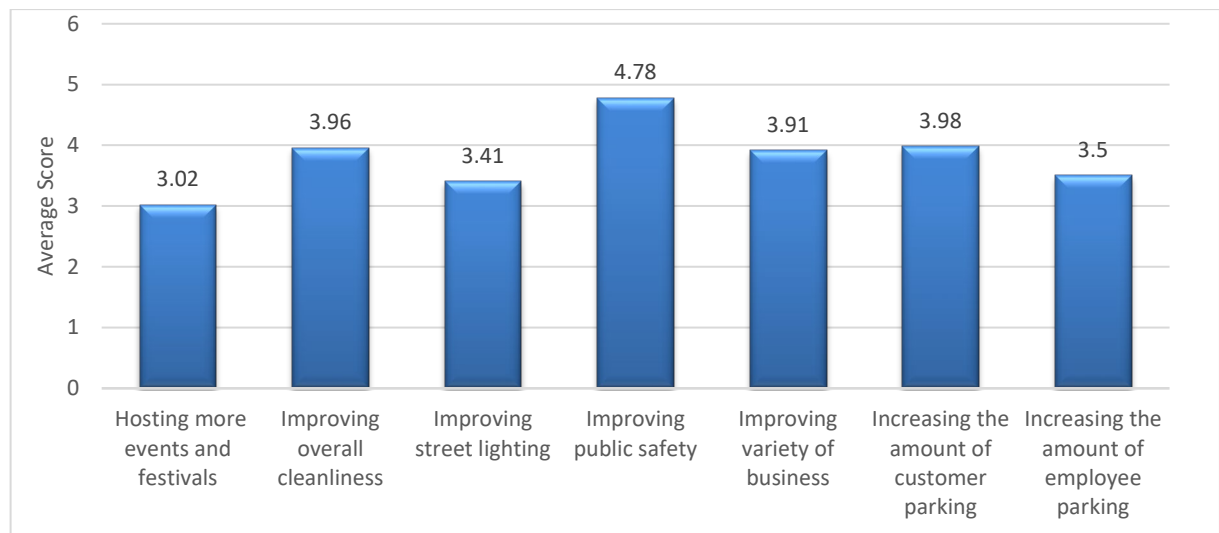
Figure 7: What should the City's priorities be to make the Town Centre a more inviting place to locate a business? (Percent of respondents choosing 4 or 5)



A grouping of three items—“*Increasing the amount of customer parking*”, “*Improving overall cleanliness*” and “*Improving the variety of business*”—were all given a similar but lower High Priority rating, while “*Increasing the amount of employee parking*”, “*Improving street lighting*” and “*Hosting more events and festivals*” were given a Medium Priority rating by respondents (Figure 8.)

Parking concerns, both with the respect to the amount of parking available and time limits, were a recurrent issue with respondents and should be explored in more depth with a dedicated parking study. Concerns with parking time limits included both those looking for longer time limits as well as those looking for a limited number of short term (e.g. 15-minute) on-street parking spots. Interestingly, a number of respondents in locations with off-street parking also expressed concerns about both the amount of customer and employee parking available and time limits.

Figure 8: City's priorities to make the Town Centre a more inviting place to locate a business? (Average score)



Respondents were also asked a series of questions about the impact that safety and security issues in the Town Centre have on their ability to attract and retain staff, their costs to do business, and on their ability to attract customers.

While the aggregate data indicates that safety and security issues have a “medium impact” (Figure 9), further analysis indicates that respondents believe that these issues have a greater impact on their costs to do business and their ability to attract customers, than on their ability to attract and retain staff (Figure 10.)

Figure 9: How do safety and security issues in the Town Centre impact your business?
(Average scores)

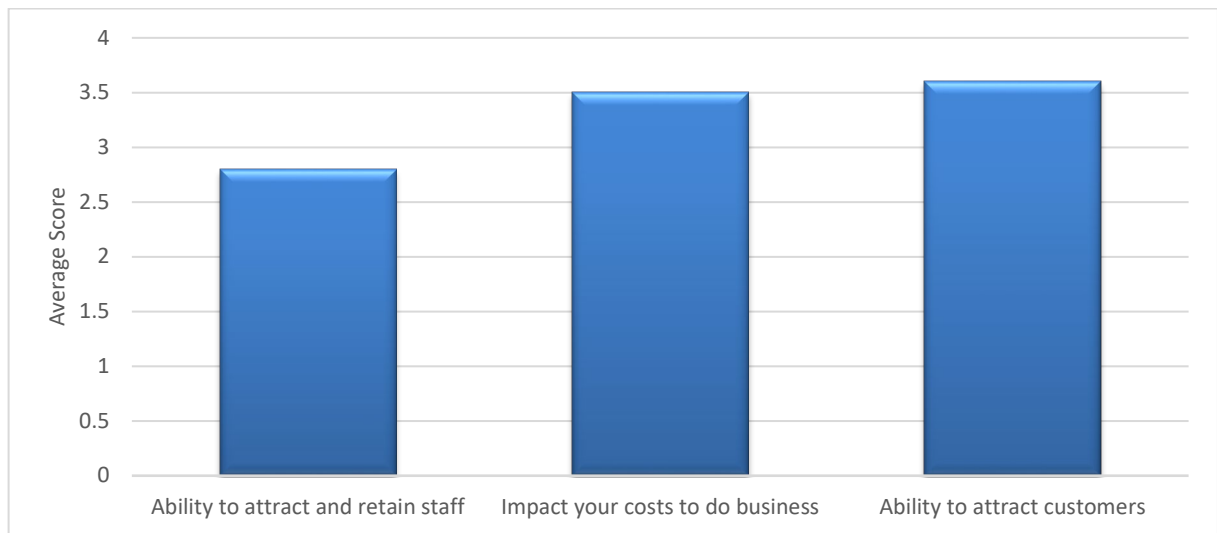
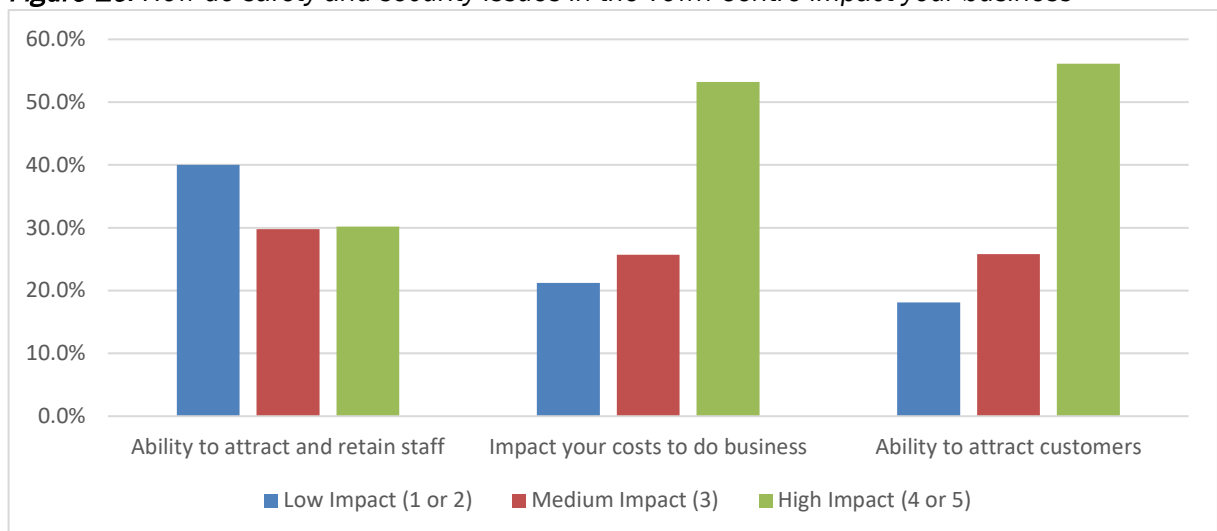


Figure 10: How do safety and security issues in the Town Centre impact your business

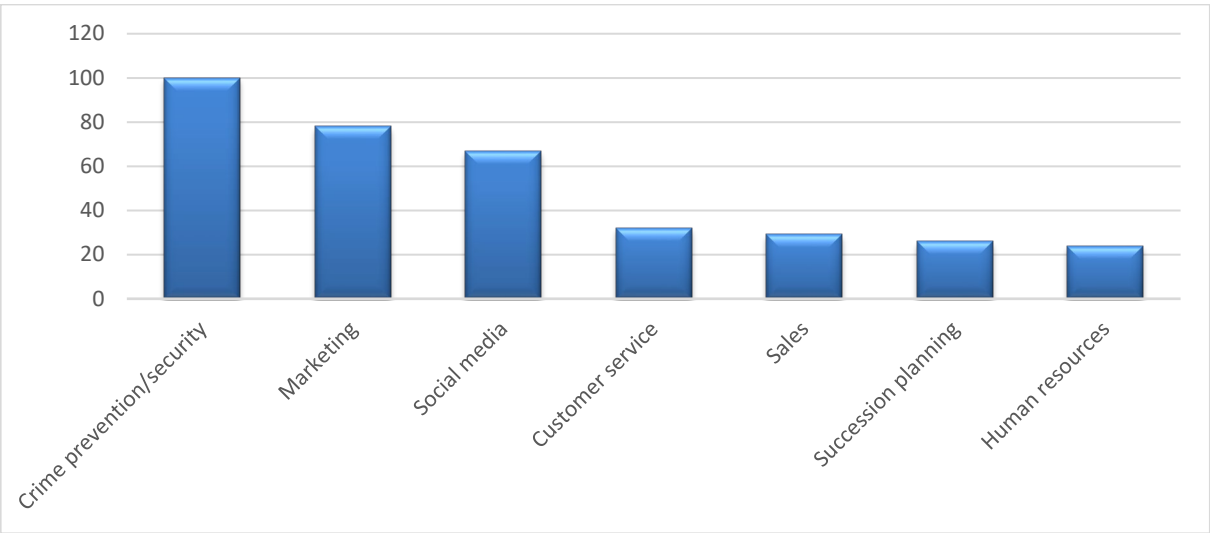


Respondents were also asked which types of business support programs, courses and workshops they would be most interested in if offered by the City, Chamber and/or DMRBIA. The most popular choice was “**Crime prevention/security**” closely followed by “**Marketing**” and “**Social media**”, with the remaining choices having significantly lower levels of interest (Figure 11.)

The City, Chamber and DMRBIA can work together to develop information and workshops to help address respondents’ interest in addressing crime/security issues; the Chamber and DMRBIA can also look at options to host workshops and presentations focusing on marketing and social media for local businesses.

Finally, staff in the Economic Development and Civic Property Department have begun contacting the 42 businesses that requested follow-up visits and will work with City staff, the Chamber and DMRBIA to address any concerns raised by businesses during these follow-up visits.

Figure 11: Respondents’ interest level in business support programs, courses and workshops



b) Desired Outcomes:

The City, Chamber and DMRBIA share a common goal of creating and maintaining an active, attractive and vibrant Town Centre that attracts new businesses, encourages existing businesses to grow and thrive, and is a welcoming destination for residents and visitors. Over the past few years, the City has undertaken a number of initiatives aimed at improving public safety and increasing visitation to the Town Centre that should be continued and built on. Staff recommend the City continues to focus on the activation of public spaces and enhanced safety patrols in the Town Centre, support the Chamber and DMRBIA to offer safety and security programs and marketing workshops, and undertake a comprehensive parking study of the Town Centre.

1. Continue coordinated safety and security activities

Safety and security issues were identified as a significant, ongoing issue for businesses during the Business Walk. The City, RCMP, Westridge Security and DMRBIA are continuing to work together on enhancing safety and security in the Town Centre through the DMRBIA Safety and Security Committee. The addition of two Community Safety Officers in the Town Centre has helped address safety and security concerns, and respondents commented favourably on the recent heightened police/security presence in the Town Centre.

The RCMP are continuing to offer Crime Prevention through Environmental Design (CPTED), a free crime prevention evaluation for businesses, as part of their overall crime prevention strategy.

2. Continue Town Centre activation strategies

The City, Chamber and DMRBIA continue to collaborate on a number of new initiatives designed to support local businesses by attracting residents and visitors to the Town Centre. *Car Free Day*, *Celebrate the Night*, and *Glow Maple Ridge* are excellent examples of family-friendly events that create a safe, welcoming environment and showcase the variety and vibrancy of businesses in the Town Centre. These events also demonstrate that when the Town Centre is filled with people and family-friendly events, there is a natural and positive reduction in negative behaviours.

3. Support the development and implementation of the Community Safety Plan

The EDCP, Chamber and DMRBIA will play an important role in supporting the development of the Community Safety Plan and acting as a liaison to the business community.

4. Support the Chamber and DMRBIA with specific workshop and training options

The City will continue to support the Chamber and DMBIA in the development and planning of a series of workshops for businesses on crime prevention, marketing and social media. The City will support these efforts by offering training space, access to subject matter experts, and marketing and promotional assistance.

5. Undertake a comprehensive parking study

A large number of businesses raised concerns about the availability of both customer and employee parking, and with the current parking time limits in the Town Centre. This will be further explored through the implementation of a comprehensive parking study that explores the current parking inventory in the Town Centre, trends and future needs in parking, and best practices for managing the parking supply.

6. Ongoing meetings with Town Centre property owners and developers

City staff continue to engage in ongoing dialogue with a number of Town Centre property and business owners about potential commercial and mixed-use development and re-development projects in the Town Centre. These efforts include providing information to developers and property owners on the types and nature of commercial space inquiries the City is receiving. Staff will also schedule a series of meetings with property and business owners where the Business Walk identified specific concerns.

7. 2020 Business Walk

The 2019 Town Centre Business Walk was a successful collaboration between the City, Chamber and DMRBIA that can be repeated on a regular basis to track changes in the business environment in the Town Centre. The partners will schedule a meeting in early 2020 to review the 2019 Business Walk processes and begin planning for 2020.

c) Strategic Alignment:

The goals of the Business Walk align with a number of Council's Strategic Priorities, specifically related to Growth, Community Safety, and Community Pride and Spirit.

d) Citizen/Customer Implications:

The recommended actions contained in this report will help the City, Chamber and DMRBIA achieve their shared goal of creating a safe, vibrant Town Centre that benefits businesses and residents alike.

e) Inter-departmental Implications:

The Economic Development and Civic Property Department will coordinate with Planning, Engineering, Bylaws and Licences, and RCMP to implement the recommendations in this report.

f) Business Plan/Financial Implications:

The 2019 Town Centre Business Walk is a good example of how the City, Chamber and DMRBIA can work together on their common goal of supporting businesses in the Town Centre. Staff recommend that Business Walks become a regular element of the EDCP's annual business retention and expansion activities.

CONCLUSION:

The 2019 Town Centre Business Walk was a successful collaboration between the City, Chamber and DMRBIA. Businesses were generally very receptive to the Business Walk process and were pleased that the City, Chamber and DMRBIA reached out to hear their concerns and suggestions on how to make the Town Centre a more safe, vibrant and attractive place to locate a business.

The responses revealed that a majority of businesses in the Town Centre are successful and see the area as a good place to locate a business. They believe the Town Centre's strengths are its walkability, the mix of businesses in the area, and the amount of customer traffic present.

Respondents also expressed serious concerns about the impact that crime and related social issues are having on their ability to attract customers and on their costs to do business in the Town Centre. Information gathered from businesses during the Business Walk will be useful to inform the development of new Community Safety Plan and to help the City, Chamber and DMRBIA design information and presentations that help businesses address these issues. The Business Walk also revealed the need to conduct a comprehensive parking study on the availability of customer and employee parking and to address parking time limits in the Town Centre.

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Business Retention and Expansion Officer

Reviewed by: **Darrell Denton, MBA**
Acting Director, Economic Development and Civic Property

Approved by: **Christine Carter, M.PL, MCIP, RPP**
GM Planning & Development Services

Concurrence: **Al Horsman**
Chief Administrative Officer

Attachments:

- (A) 2019 Town Centre Business Walk Questionnaire
- (B) Summary of Questionnaire Responses
- (C) Comments from 2019 Town Centre Business Walk Questionnaire

2019 Town Centre Business Walk Questionnaire

1. Type of business

Please select the option that best describes the business

- | | | |
|---|---|--------------------------------------|
| <input type="radio"/> Auto Service | <input type="radio"/> Government Agency | <input type="radio"/> Retail |
| <input type="radio"/> Business Service | <input type="radio"/> Medical / Dental | <input type="radio"/> Social Service |
| <input type="radio"/> Food / Beverage Service | <input type="radio"/> Personal Service | |

Other (please specify): _____

2. Please rate the current state of your business:

- ☐ Slow/Poor ☐ Fair/Steady ☐ Good/Increasing

3. How long have you been in business?

- | | | |
|--|--|-----------------------------------|
| <input type="radio"/> Less than one year | <input type="radio"/> 1 – 3 Years | <input type="radio"/> 3 – 5 years |
| <input type="radio"/> 6 – 10 years | <input type="radio"/> 10 or more years | |

4. How many years at this location?

- | | | |
|--|--|-----------------------------------|
| <input type="radio"/> Less than one year | <input type="radio"/> 1 – 3 Years | <input type="radio"/> 3 – 5 years |
| <input type="radio"/> 6 – 10 years | <input type="radio"/> 10 or more years | |

5. Total number of employees including yourself (or owner)?

F/T Employees: _____ P/T Employees: _____ Temporary/Seasonal: _____

6. Do you plan on hiring additional employees due to business growth in the next 6 to 12 months?

F/T Employees: _____ P/T Employees: _____ Temporary/Seasonal: _____

7. What do you like MOST about doing business in the Town Centre?

Please select all that apply

- ☐ Access to transit ☐ Availability of qualified labour ☐ Mix of businesses in area
- ☐ Amount of customer traffic ☐ Availability of parking ☐ Walkability of area
- ☐ Affordable leases/real estate

Other: _____

8. What overall grade would you give the Town Centre as a place to locate a business?

Circle the number that best describes your opinion of the Town centre as a place to locate a business

A poor location 1 2 3 4 5 An excellent location

9. What are the biggest challenges facing your business in the Town Centre?

Please select all that apply:

- ☐ Crime/security/social issues ☐ Lack of customer parking ☐ Lack of employee parking
- ☐ Finding qualified employees ☐ Lease/real estate costs ☐ Parking time limits
- ☐ Lack of customer traffic in area ☐ Lack of available commercial real estate ☐ Zoning/business licencing regulations

Other: _____

10. What do you think the City's priorities should be to make the Town Centre a more inviting place to locate a business?

Circle the number that best describes what you believe should be the priority level for each item

Hosting more events and festivals	Not a priority	1	2	3	4	5	High Priority
Improving the overall cleanliness	Not a priority	1	2	3	4	5	High Priority
Improving the street lighting	Not a priority	1	2	3	4	5	High Priority
Improving public safety	Not a priority	1	2	3	4	5	High Priority
Improving the variety of businesses	Not a priority	1	2	3	4	5	High Priority
Increasing the amount of customer parking	Not a priority	1	2	3	4	5	High Priority
Increasing the amount of employee parking	Not a priority	1	2	3	4	5	High Priority

Other (please specify): _____

11. How do safety and security issues in the Town Centre impact your business?

Circle the number that best describes the impact on your business

Impact your ability to attract customers	No impact	1	2	3	4	5	Strongly Impact
Impact your ability to attract and retain staff	No impact	1	2	3	4	5	Strongly Impact
Impact your costs to do business	No impact	1	2	3	4	5	Strongly Impact

12. If offered, what business support programs, courses and workshops would best support your business growth?

- | | | |
|--|---------------------------------------|---|
| <input type="radio"/> Crime prevention/security | <input type="radio"/> Human resources | <input type="radio"/> Social media |
| <input type="radio"/> Customer service | <input type="radio"/> Marketing | <input type="radio"/> Succession planning |
| <input type="radio"/> Finance/cash flow management | <input type="radio"/> Sales | |

Other (please specify): _____

13. What can the City, Chamber and BIA do to help your business succeed?

14. Would this business like a follow-up visit?

- ☐ Yes ☐ No

Business Name: _____

Contact Name: _____

Contact Information: _____

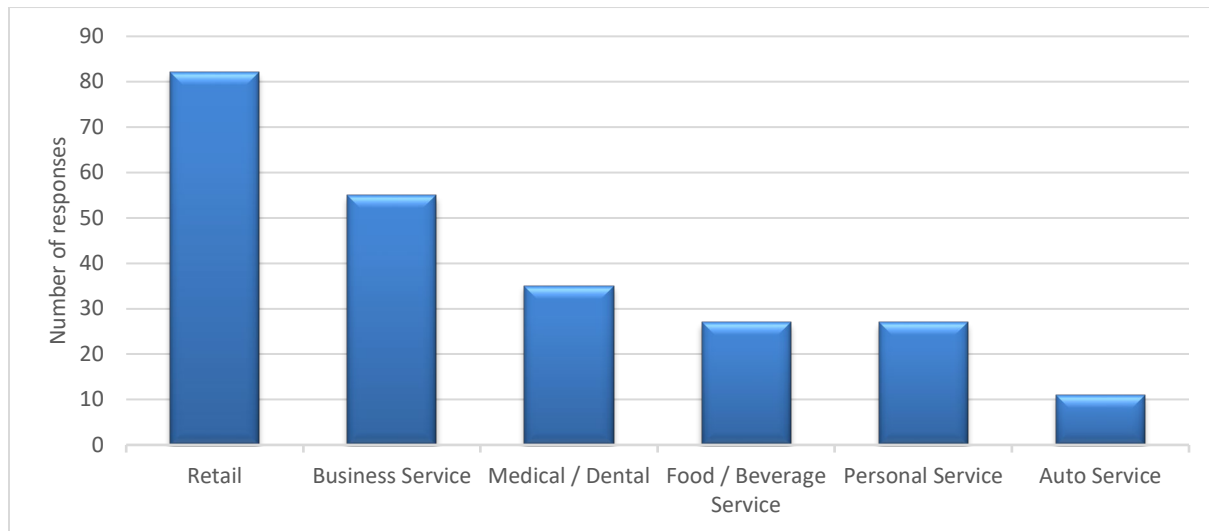
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Questionnaire #:

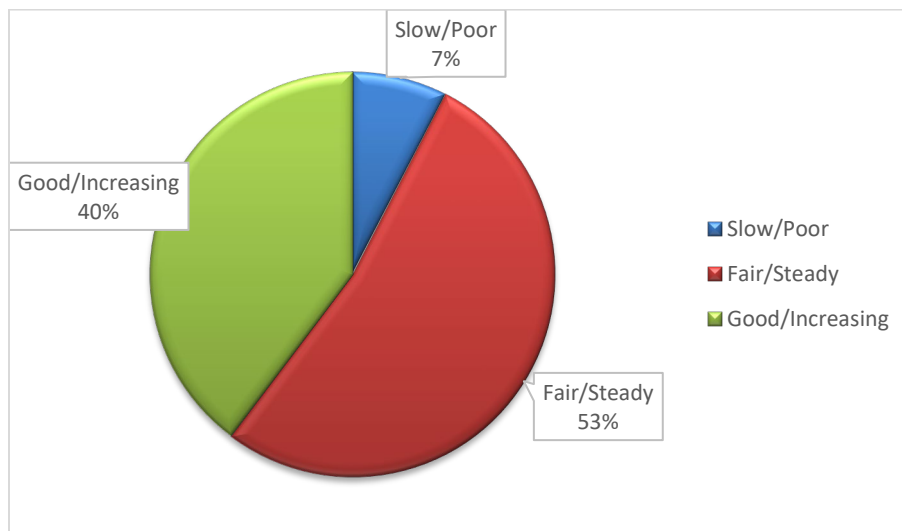
Zone:

Attachment B: Summary of Questionnaire Responses

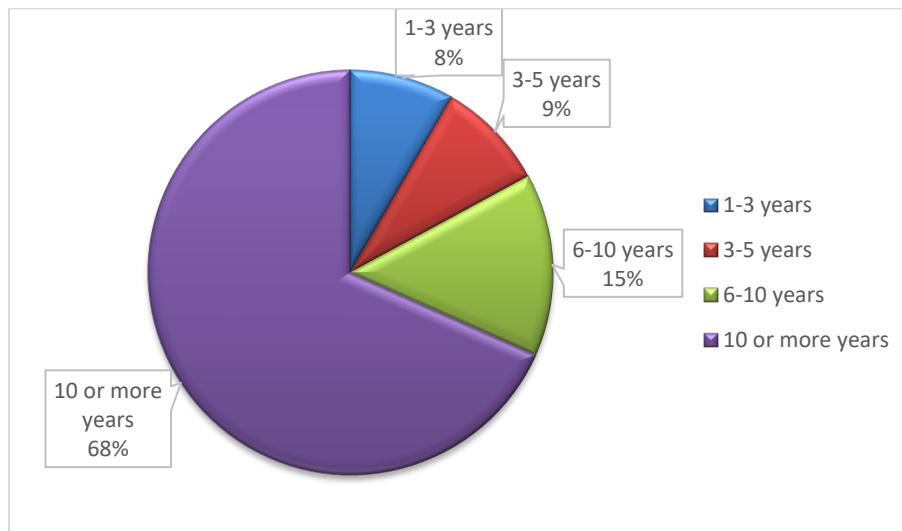
Q1. Type of Business



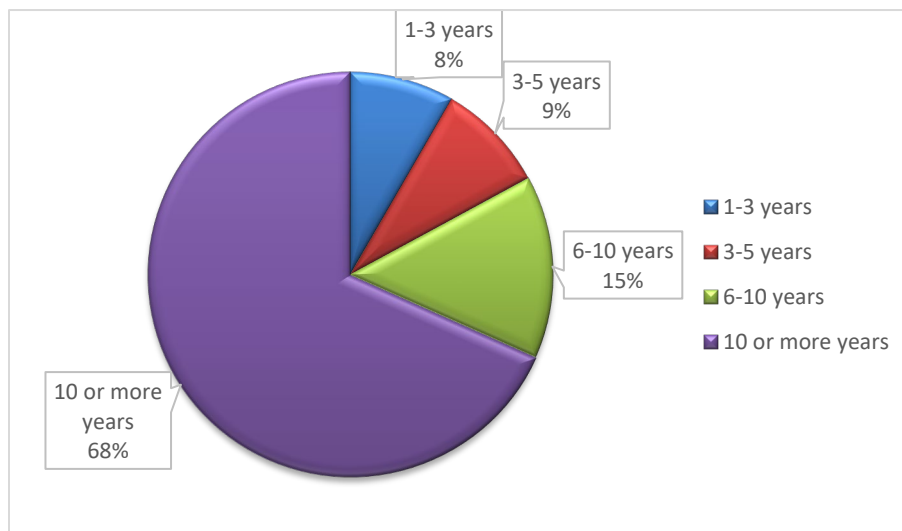
Q2. Please rate the state of your business.



Q3. How long have you been in business?



Q4. How long have you been in business at this location?



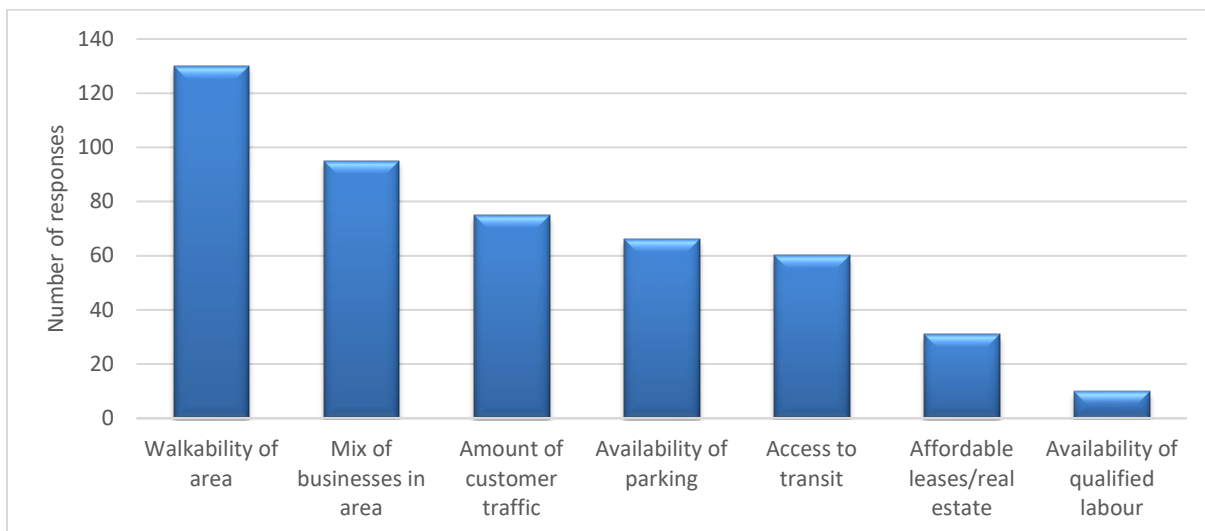
Q5. Total number of employees including *yourself* (or Owner)?

Number of Employees	Full-time		Part-time	
1 - 5	137	54%	95	37%
6 - 10	35	14%	18	7%
11 - 25	26	10%	12	5%
26 - 100	10	4%	3	1%
100+	1	0%	0	0%
No Response	45	18%	126	50%
Total	254	100%	254	100%

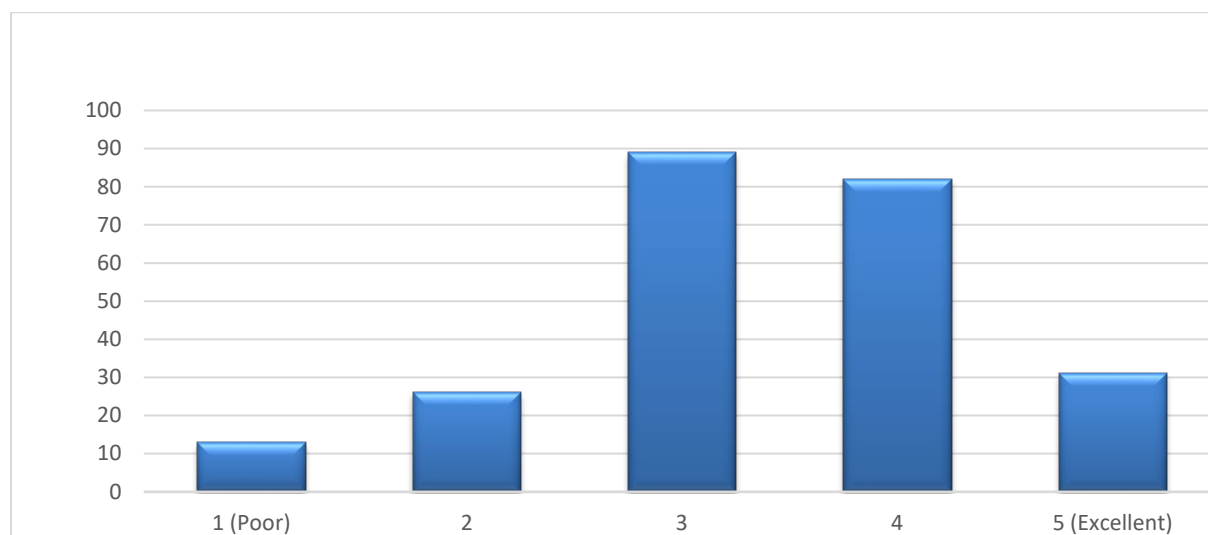
Q6. Do you plan on hiring additional employees due to business growth in the next 6 to 12 months?

Insufficient data was collected for analysis of this question.

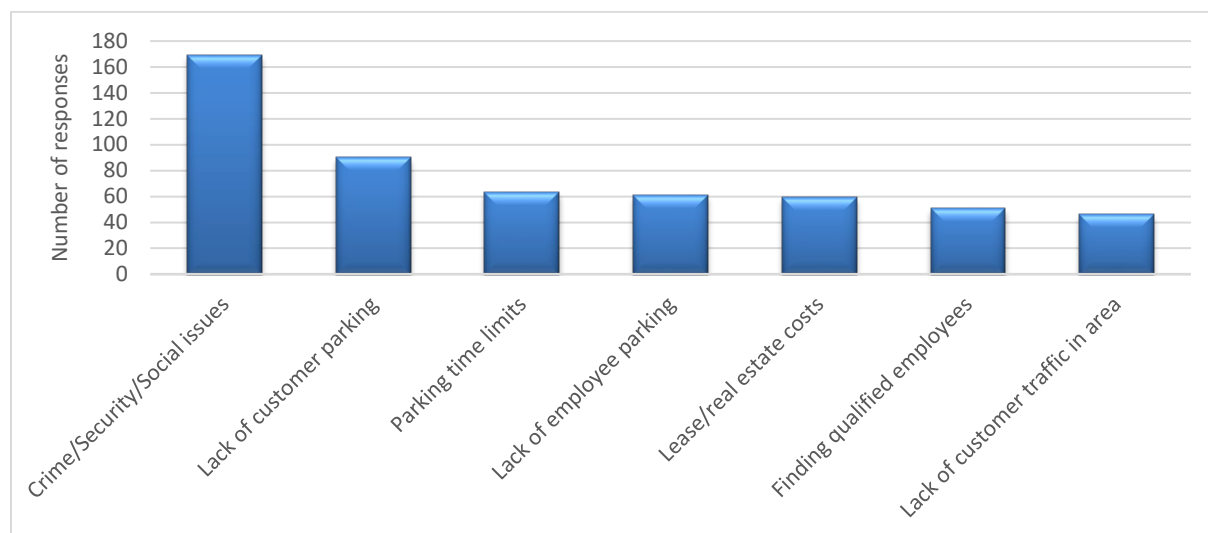
Q7. What do you like most about doing business in the Town Centre?



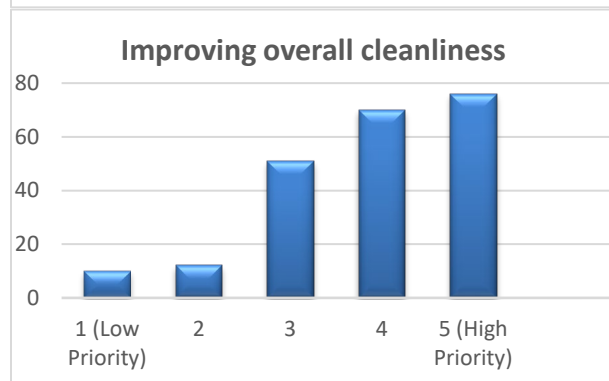
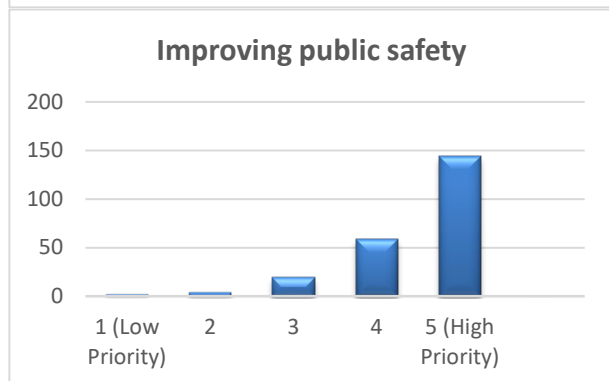
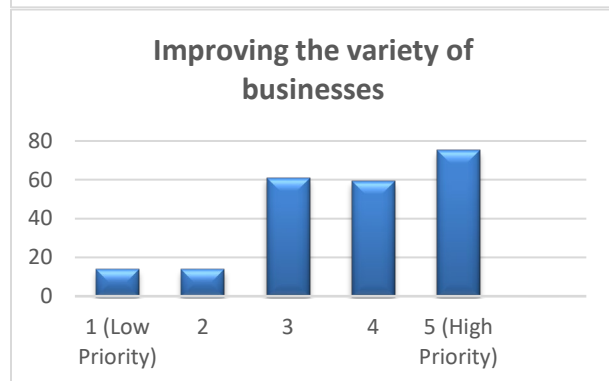
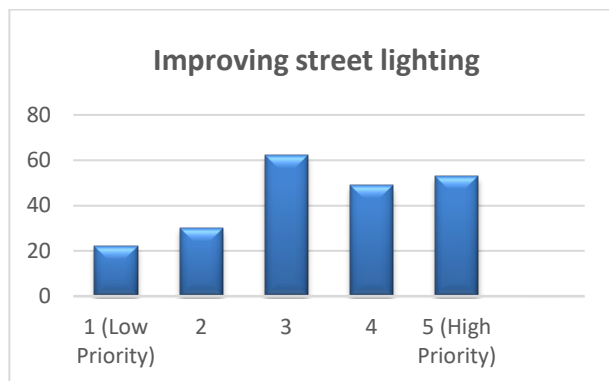
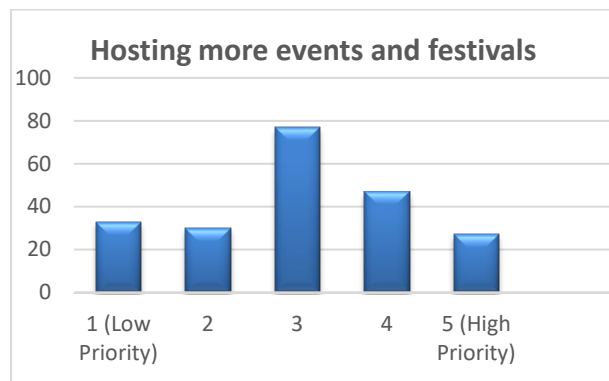
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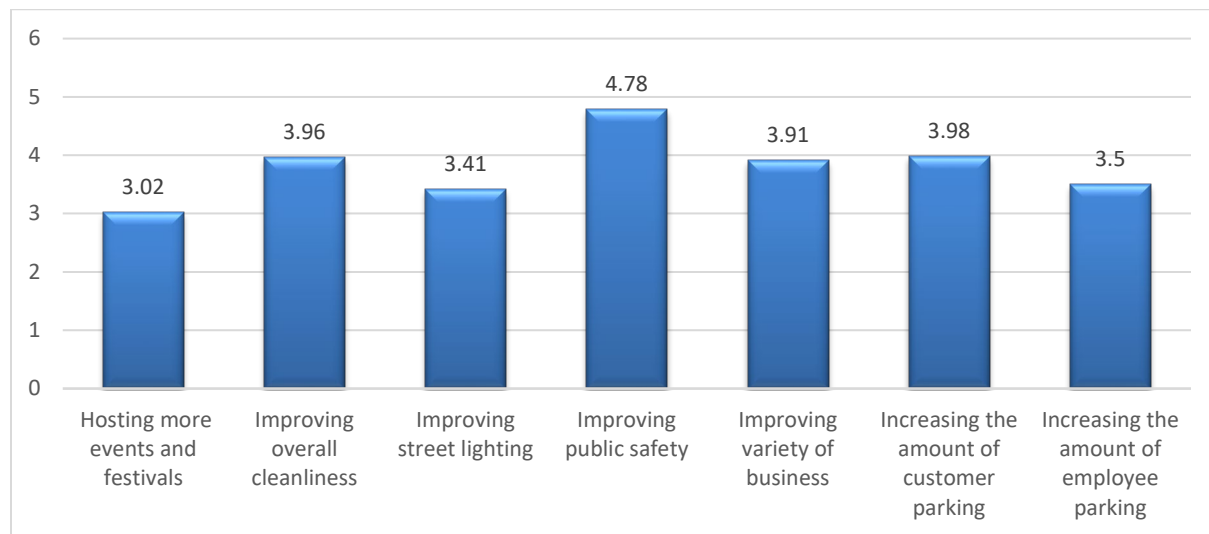
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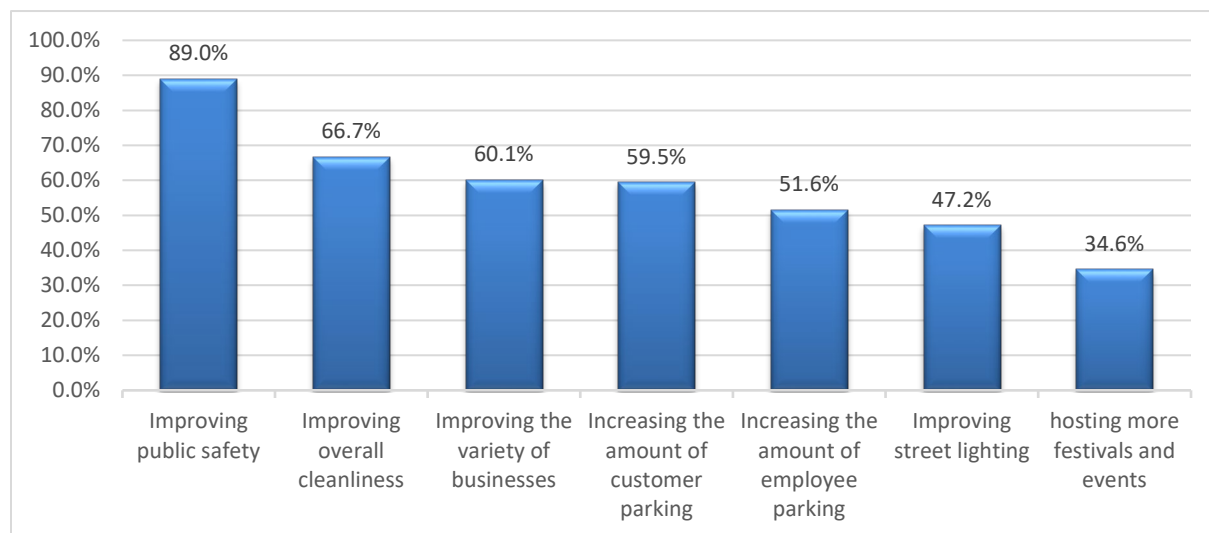
Q10. What do you think the City's priorities should be to make the Town Centre a more inviting place to locate a business?



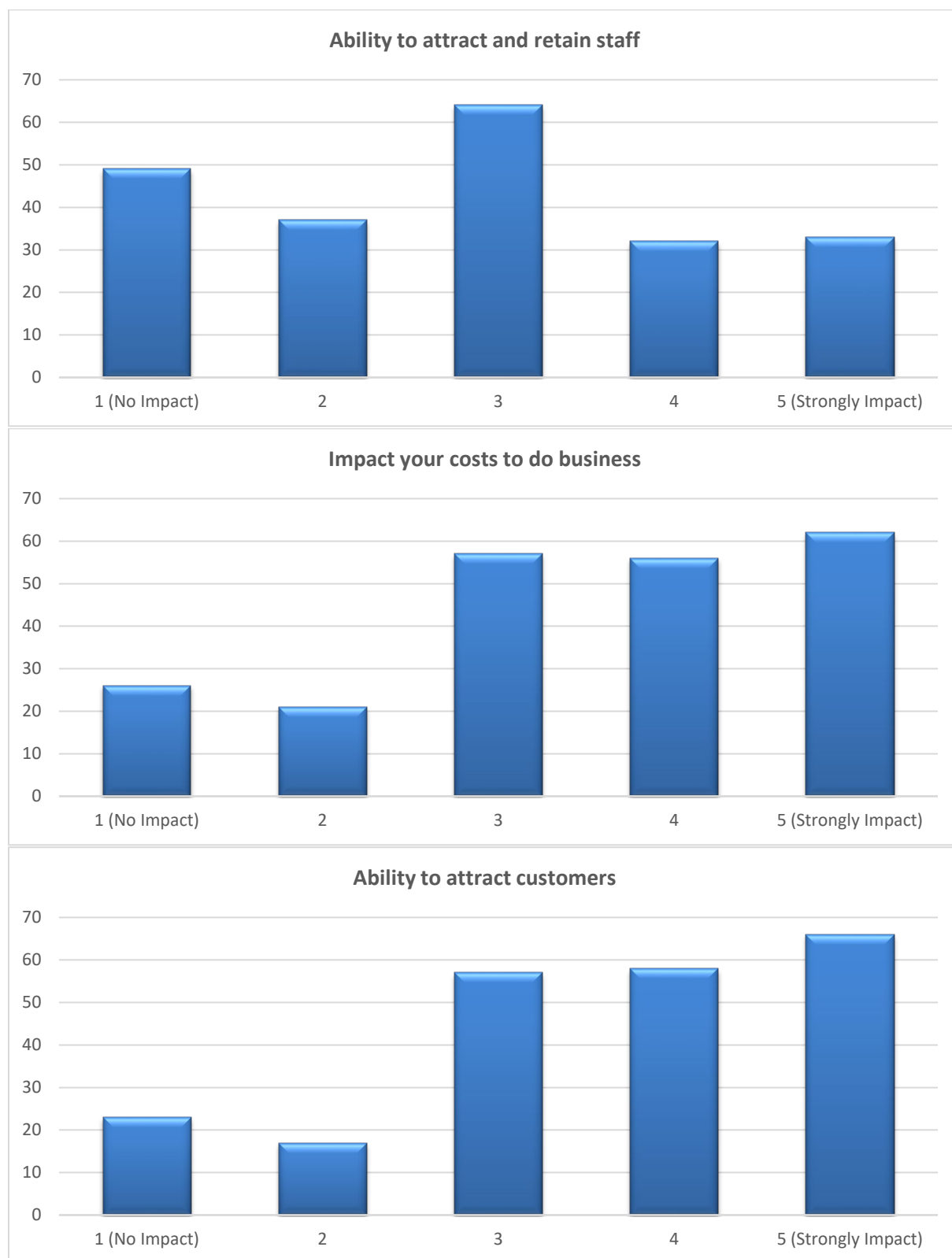
Q10 – Average Respondent Scores for City Priorities



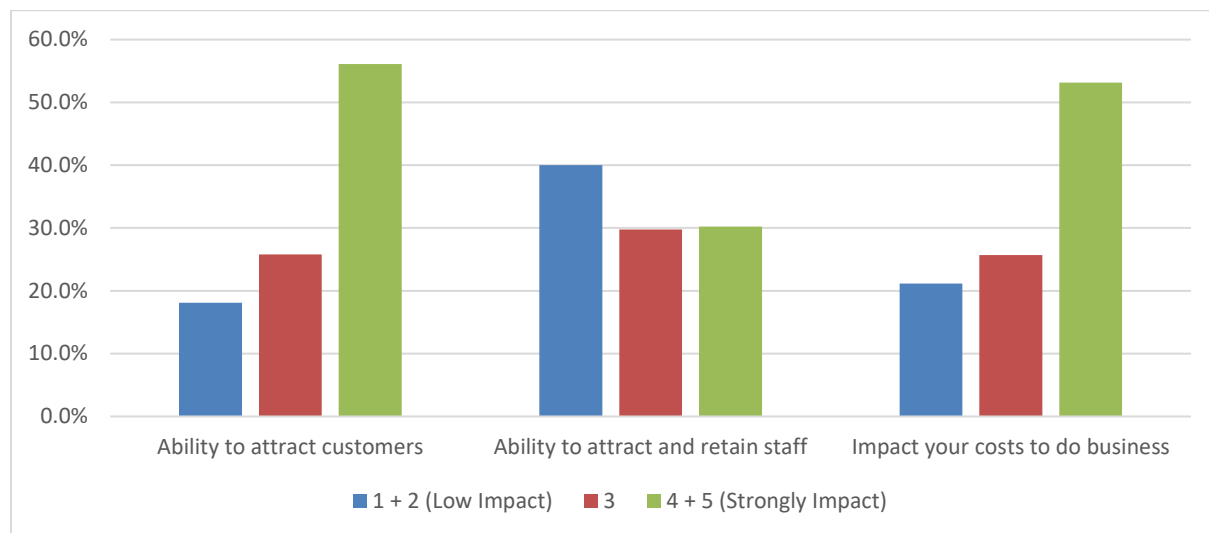
Q10. What should the City's priorities be to make the Town Centre a more inviting place to locate a business? (Percent of respondents choosing 4 or 5)



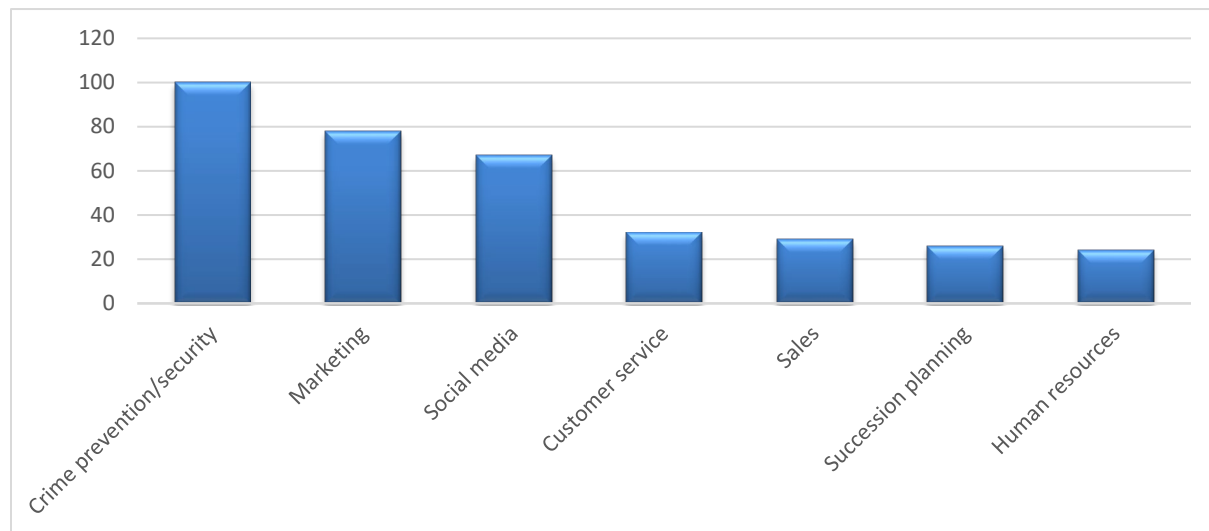
Q11. How do safety and security issues in the Town Centre impact your business?



Q11. How do safety and security issues in the Town Centre impact your business?



Q12. If offered, what business support programs, courses and workshops would best support your business growth?



Attachment C: Comments from 2019 Town Centre Business Walk Questionnaire

Please note that all comments are reported verbatim.

Q7. What do you like MOST about doing business in the Town Centre?

- many excellent events
- 224 is very pretty. downtown lovely in the winter
- A lot of one story buildings: you can see the sky
- Central location for clients
- Close to home
- Growing area
- Known location to customers
- membership driven association geographical area 222-230th St
- near RCMP
- Nice Community
- Not happy w/ recent addition of Garibaldi Ridge Shelter
- Our location - drive by traffic

Q9. What are the biggest challenges facing your business in the Town Centre?

- homeless people
- no moving violation police in area. Events /festivals ineffective in long term
- poor cleaning of pathways - condoms and needles every day
- too many vape shops and dispensaries
- Being unable to put up signs for advertising
- Easy for customers to find us
- Gridlock on 224th St - need four way stops between Lougheed and DTR (also on 227 and 228) or close 224th to pedestrian traffic only.
- Haney Mall has a lot of empty spaces
- homeless people
- Homeless people + theft
- Junky man 4 pm
- needs few signs with 15 minute parking
- New developments without adequate parking
- No fibre internet - customers don't want to come in due to parking limits. This is ridiculous the way the metre lady sits on everyone's tires and constantly tickets.
- One way street
- parking when movie crew is in town
- People don't feel safe walking the streets.
- Poor parking
- Rental costs increasing
- Side street businesses on 224th need directional signs on 224th.
- Signage not allowed on street front (Dewdney). Extremely difficult to find entrance (on Fraser Street) even though our address says Dewdney Trunk Road. Location is not easily visible to access from Dewdney Trunk.
- The city has changed very much in the downtown core. Many people with heavy addictions making it a sometimes dangerous place to be.
- Transportation routes

- Very Concerned Re Crime
- We now have prostitutes around the corner& lack of parking is a big issue

Q10. What do you think the City's priorities should be to make the Town Centre a more inviting place to locate a business?

- Affordable housing
- bike infrastructure and safe in-city routes
- Bring Big box like best buy
- Centralization of businesses
- City should keep sidewalks in better condition
- Clean up addictions
- Cleaning up after the homeless/drug addicts
- Create a setting for business that attract locals to stay local
- Fewer pawn shops and weed stores.
- Flashing pedestrian light on 119th Ave & 227th Street
- Get rid of (not creating free homes) for the homeless people
- I like the mall
- Improving signage (parking, where to find it) Downtown map to find way around. Public Washrooms
- increase allotments for customer parking
- increase signage usage for businesses to be able to promote services/customer incentives
- lots of drug and bad womens around
- lowering taxes for small business to keep them in the city
- more small town shops (gifts/vintage etc. high priority)
- Need to get mall (Haney) to get more tenants
- Remove the drug addicts
- We should not have to deal with the crime/opioid epidemic brought in to our town from other cities.
- with no one hour limits

Q13. What can the City, Chamber and BIA do to help your business succeed?

- 119th Ave 224, 223 1hr parking south side - north side 2hr parking should be the same
- Advertise, Coop events (Bring businesses together for events and increase customer bases
- However since the Big Box has closed the city has not implement what was supposed to...
 - proper sign to show we are open
 - garbage clean up
 - removal of graffiti
 - Parking spots for complex only not all surrounding businesses-parking on sidewalks
- All internal programs for us.
- Allow a sign on the front of the building to direct customers to Fraser Street entrance.
- Assist w/ store front visibility
- Attract or Bring Big Retail and Restaurants to the City
- Better Online presence. Tax rebates for updated signage.

- Better rules to be implemented to control the issues above + police need to take calls more seriously from business owners.
- Bring more business
- Build more and approve more housing and businesses
- Clean town / lot of drugs and steeling (sic) - no support from RCMP
- Clean up d/t core re cash loans, tattoo parlours etc.
- Clean up the downtown area. I have had to pick up needles, garbage, human feces in my parking stall. Remove homeless people from my parking lot. They are coming into my store high, and can't walk straight, stealing right in front of me. Asking my customers for change. Dropping drug bags in my store.
- Clean up the drug addicts smoking and shooting up everywhere!!!!!!Homelessness!!!
- Clean up the homeless problem. Many of our customers choose other locations because they do not feel safe in this area.
- Clean up the streets
- Clean up the streets! Make it a safe environment for families to walk around & shop local.
- Communicate better with businesses. Make easier process for permits/licences too Long
- Continue including us in community events
- Continue the path you have been taking for the past couple years building the BIA and support for Town Centre businesses and continue to have Westridge Security conduct their walks/drives for security.
- It's really nice to do business in the downtown Maple Ridge :) Thank you for everything!!
- Continue with downtown revitalization and address crime/homelessness.
- Cost
- Crime prevention
- Deal with safety, security, crime. Our patients advise us they don't feel safe. They don't want children coming into this area with people doing drugs deals outside our sidewalk, people walking, yelling to themselves. People destroying property on your business, falling asleep outside your doors. Being aggressive. Attacking people just walking down the street.
- Develop a strategy to make locals shop local!!!
- Directional signs (like Whistler) on 224th My business is on a one way street going the wrong way
- Ensure new developments have adequate parking
- Facelift some of the stores
- Faster approvals for businesses trying to upgrade their premises.
- Finding employees
- Focus on crime reduction - homeless issue. Continued residential development & densification (carry out OCP) Continued upgrades to infrastructure to support new growth (roadways, etc.) I am very pleased and satisfied with the effects our city is putting forth to address these items, and appreciate the time & contribution of staff & volunteers. Life & business in Maple Ridge downtown is only getting better. Thank you.
- Get high speed fibre to downtown and commercial properties for small business to purchase.
- Get patrols out more regularly
- Get rid of homeless people, mental health care
- Get rid of tent city
- Get tattoos!

- Get the RCMP to actually enforce the law. Drug addicts are stopping people from shopping local. Town Core needs to have police force remove the drug addicts & problem homeless. Period!
- Group advertising on City billboards. City owns it and affordably lets Maple Ridge businesses use it!
- Have the City stand up to the Province and not allow our city to be destroyed by taking in surrounding cities problems. If someone is in need of housing or treatment and they are from Surrey, PoCo, Vancouver, etc. that is where they should be. There wasn't this issue until people were brought here by professional protesters.
- Help in ensuring safety and security
- Help the homeless crisis
- Help to clean up after homeless. Daily I must pick up garbage, needles, even feces. Not sure how to help this problem but I re-plant my office gardens 2-3 times due to theft.
- Help with promotion, awareness of programs & services
- High rise proposed behind us (noise)
- House homeless people—stop chasing them around. Encourage larger builders to build commercial for larger businesses so a growth company doesn't have to leave town. Densify the downtown and not the periphery. Continue with BIA initiatives.
- I have heard countless local residents say "I don't shop in Maple Ridge anymore because I don't feel safe downtown" Too many local people would rather go to neighbouring cities than spend money in our own economy. I realize this is a fight with provincial and federal governments, however the street people are having an enormous impact on local business. Anything at all to help with this situation will help businesses
- I need my own parking spot in front of my restaurant for food delivery
- Improve curb appeal from 222 to 224 on Dewdney.
- Improve employee safety - night time. What is happening to the mall?
- Improve homelessness - bring more businesses in to the Mall
- Improve sustainable social programs to reduce crime and educate the homeless.
- Follow up visit is only necessary if there is new progress made to address concerns. Thank you
- Improve the look of the downtown core. Think Fort Langley. Yeah, I know, easier said than done.
- Improve traffic on Dewdney and Lougheed.
- Increase public safety & security. Increase police presence in problem areas (south side Lougheed, downtown core at night).
- Increase security in the downtown core and host more family events
- Increase the amount of time for customer parking
- Increase traffic to my store. Unfortunately residents still have mindset to leave Maple Ridge to shop
- Keep doing what you are doing. MR is thriving, regardless of what the whiners are complaining about. No town is perfect, I think we are lucky to call MR home.
- Keep the streets clean. Surveillance cameras on the street. Patrol cars often go down street.
- Keep trees, sidewalks & roads in good condition. Better control of vandalism and vagrancy issues. More police patrol. Better garbage & litter p/u on streets
- Less tax (property tax)
- Let businesses use signage to promote or offer incentive to customers.
- Lower crime, theft, and make downtown Maple Ridge more inviting.

- Lower prop taxes
- Lower rent and lease costs-property tax
- Lower the home tax to bring more people to Maple Ridge
- Make Maple Ridge safe again. Police on bikes or walking and enforcing laws to all.
- Make sure the movie crew isn't taking up our front parking to parents as well as more frequent security checks through out the day. We find we have people linger outside sometimes and parents of the children bring it to our attention. West Gate security will be called and they do come right away.
- Make the area more comfortable and attractive (make benches, parking spaces, street decorations, etc.)
- Maybe help to provide marketing and social media program. Also, a way to give incentives for new employees and/or apprentices to help with the business cost.
- More customer and employee parking
- More parking
- More parking and monthly parking permits.
- More security in daytime, accessible parking to the area esp for seniors
- Move the homeless shelters and halfway houses out of the downtown area.
- My business will probably succeed regardless of what the City does as long as it does not start impeding my business in ways it hasn't to date. The down town core as a whole could be vastly improved as a place to do business if rampant crime/poverty/social issues in the downtown core could be cleaned up and dealt with. Further the City need to attract and prioritize commercial and industrial development. As it is, there is too little commercial and industrial services in the area. This results in many residents, including myself, often visiting neighbouring communities to use businesses not available here, such as Poco and Langley. This hurts our municipality in terms of keeping spending local as well as the City's tax base.
- No more homeless
- Not sure
- Parking issues
- Permits/licencing, new business access
- Please ask Smart Leasing Company & Haney Mall landlord & staff to please think of the children & make sure they set up a fabulous Santa Claus Village attraction for the children. Make it first class
- Please! We need longer time limits on parking! and safer streets for our staff and customers
- Protect the elderly from beggar and I don't mean locking them at home and deliver their med & food.
- Provide more parking in a "suitable area" for employees and patrons
- Reduce crime - we've had 5 attempted break ins in two years that has cost us several thousand dollars in repairs. We're located in the Selkirk Town Plaza and the place looks old, worn down and in need of revitalization. The drug population nearby is off-putting to customers. Garbage on the sidewalks in our plaza needs to be removed regularly. More lighting at night to deter criminals.
- reduce homelessness / crime
- Reduce the homeless and have more police presents in the Mall and around the down town core; theft is very high! Pan handling is also very high and needs to be addressed.
- Remove parking limits. Clean alleys and walkways. Remove prostitute and Johns. Better security. Remove panhandlers. Better lighting. Develop waterfront, stop worrying about (224th) downtown and utilize waterfront - like Fort Langley. Stop building residential and prioritize about businesses.

- Re-organize business locations into centralized areas and help rebuild older areas Dewdney 222-226 (not just that development One large development will be fabulous for all of those who get in, and can afford the huge rental costs, but it will further hurt smaller businesses not located there.
- Service businesses all over Maple Ridge
- Somehow reduce the number of sketchy people in the area. Help with camera placement.
- Stop Homeless shelters
- Street appeal
- Street Lighting
- Take out the sidewalks that took away customer parking. Tried to make it look good but went backwards and rather than spending money cleaning up.
- The City is a huge impediment to new businesses
- They have been a great support. Thank you.
- The homeless issue is our main concern at this time
- The theft in our store and community is immensely increasing.
- They are extremely specific with which side the parking cement block is and would refuse if not on pedestrian side be nice if they can community kindness and straighten it up
- They can give business owner like salon owner extra parking time (+cost) parking permit for client extra
- This building is in shady location so if people get to know more about this place and business can grow more.
- Too many homeless people
- Unsure at this point
- We are experiencing intrusion of the private space by the drug addicts from time to time.
- We expect 222/223 streets be patrolled more frequently,
- Please make the street brighter/cleaner, especially during fall/winter,
- Please respond to calls regarding needle-cleaning/intruders - whether it is strata or detached. Thank you for your attention.
- We are very grateful to the BIA and the support, creativity and networking they offer. Love all their ideas, events and promotions.
- We believe the Chamber and DMRBIA are doing a strong job. Continued initiatives to raise public awareness of businesses and showing people we have that in Maple Ridge will translate to renewed support of shopping locally.
- We face a problem in customer parking and the parking hours should be increased. Whenever someone shoots a movie in the street, our business gets affected and the parking is blocked by shooting crew.
- Without prejudice: remove all of the undesirables from downtown core. This will keep the city clean & safe & customers can shop w/o fear of being harassed or accosted and not come across needles
- Work on crime prevention and cleaning streets
- Work with the City to reduce the amount of homeless + prostitutes + thieves + drug dealers/users. Provide ongoing support programs, courses and workshops.