

Community Social Safety Action Plan

Framework	Focus Area	Program	Purpose	Update	Lead	% Complete (or ETA)
Citizens Feel Safe and Are Engaged in the Community	Clean Streets & Walkways	Pilot Program to Expand Early Morning Cleanup	To improve feelings of safety in the Town Centre through increased efforts of needle and solid waste removal prior to businesses opening in the morning.	An additional resource has been added to perform early morning cleanup that focuses on the removal of needles and solid waste in the Town Centre. These duties are performed before businesses open so as to provide a clean environment for customers. This program addresses feedback from business owners who have identified that the presence of needles makes themselves and their customers feel unsafe. Results of this program are being tracked. Service to be reinitiated in Spring 2020. We are also exploring opportunities to coordinate efforts with will community partners to engage in street cleanup restorative justice programs.	Parks and Facilities	100%
		Additional Needle Removal Training	To provide additional needle removal training to staff and contractors, as appropriate, to increase the coordinated efforts of needles and solid waste removal and increase beautification efforts.	Staff training in place. Continue to incorporate further training as necessary. On January 29, in partnership with Fraser Health, , the Fire Department hosted a blood borne pathogens and safe needle handling course delivered to community event and festival organizers.	Bylaw, Parks, Engineering	100% And Ongoing
		Expand Façade Program	To increase the number of properties that employ CPTED principles.	Exploring the feasibility of expanding the Façade Program to include improvements that are in alignment with Crime Prevention Through Environmental Design principles. In May 2020, the BIA is continuing to allocate grants under the jointly funded facade program.	CIO, Manager of Community Planning	10% Q2 2020
	Vibrant Downtown	Pilot Program for Activations	To increase positive, welcoming, and no-cost activities to improve the feelings of safety and increase citizen engagement in the downtown core.	Implemented the Happenings in the Park program which supplemented and enhanced summer programming. New events were added in and around Memorial Peace Park to activate the area on Wednesday, Thursday, Friday and Saturday evenings. This program has received lots of positive feedback and we are currently reviewing successes. Ongoing funding for a downtown activation program was approved in the 2020 Financial Plan Bylaw.	Recreation and Community Engagement	100%
		Program Vulnerable Areas	To re-imagine and program "vulnerable areas" which are often viewed as "unsafe" and to increase the utilization and engagement in those spaces.	Additional focus on programming of the corridor between Greg Moore Youth Centre and the Haney Place Mall over the summer months in 2019, including basketball and ping pong games introduced on an ad hoc basis. Incorporated lighting up the corridor in the 2019 Glo event. Continue to look for opportunities to incorporate programming in vulnerable spaces as appropriate.	Recreation and Community Engagement	100%
		Light Alleyways	To create safer space and deter crime.	Staff are currently planning to identify areas for improved lighting. Engineering shared a Town Centre Lighting deficiency map, with priority areas highlighted. Community Safety Officers submitted a list of recommendations, and BC Hydro has agreed to add 13 lights to North Lane in the first phase of upgrades. Where excavation and conduit installations are required, Engineering is exploring utilizing newer technologies such as micro-trenching which may be able to significantly lower the costs but the feasibility of this is still unknown.	Engineering, Planning	10% Q4 2020
	Enhance Volunteer Programs	Community Safety Tours	To focus on Community Engagement while promoting positive interactions with the public and increasing community partnerships. Promoting public education and reducing criminal activity through crime prevention education. Includes business outreach and community event foot patrols.	Community Safety tours is one of many of the RCMP volunteer programs. This new volunteer program was introduced in the Summer. RCMP rolled out Community Safety Tours in the summer of 2019 in alignment with and support of the community social safety initiative focused on the Town Centre.	RCMP Volunteers	100% And Ongoing
		Enhanced Block Watch Communications	To improve information sharing and communications through existing online applications.	Implemented enhancements to existing online applications to incorporate additional information and notifications for the Block Watch program and its volunteers.	RCMP Crime Prevention, IT	100%
		Ambassador program	Will focus on Community Engagement while promoting positive interactions with the public and increase community partnerships.	Currently exploring the development of the Ambassador program, managed through the Community Safety Officer Team in Bylaw Services to complement existing efforts. Looking towards a post-pandemic reality, the Manager of CSSI and the RCMP Crime Prevention Supervisor are planning to partner on resourcing and training a large roster of volunteers. Joint patrols will be planned that involve Ambassadors, Community Safety Tours, and CSOs in problematic areas. Funding has been allocated to begin to build the program. DMRBIA has presented another opportunity for collaboration are planning to deploy a Downtown Ambassador program.	Licences and Bylaw	30% Q3 2020

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Citizen's Are Protected	Visibility and Response	Coordinated and Tiered Approach to Enforcement and Engagement Services	To deliver a coordinated and tiered approach to enforcement and engagement. This program supports a safe and welcoming environment to our citizens by responding appropriately, with the appropriate resource, to various safety related concerns raised by citizens and businesses including the DTBIA. Working with RCMP, Bylaws, Parks, Recreation & Culture, experts and contractors, we will ensure an efficient, effective, tiered approach to enforcement and engagement that utilizes a robust communications and incident response strategy.	- An RFP for security services was drafted	Licences and Bylaw	80% Q3 2020
				Short term and stop gap strategies have been employed to alleviate pressure on urgent issues:		
				- additional security guards and reallocation of existing security resources		100%
				- reinvigoration of security group to identify issues and develop a plan to move forward		80% Q3 2020
				- obtaining & compiling incident data to identify priorities, trends and measures		50% Q3 2020
				- currently identifying gaps in the existing approach and drafted an RFP to redefine services - currently exploring options for alternate service delivery		80% Q3 2020
		RCMP Proactive Foot-beat file	To increase visibility & responsiveness in the downtown.	An operational file that logs when members pro-actively engage in foot patrols in the downtown area and talk with businesses and citizens enhancing police presence.	RCMP	100%
		RCMP Extended On Site Visibility	To increase visibility & responsiveness and education on crime deterrents in the downtown.	While doing computer or paperwork officers choose strategic locations to increase police visibility.		100%
		UCRU Bike Patrol	To increase visibility & responsiveness in the downtown.	RCMP employ a seasonal bike patrol that is deployed in both the downtown and parks, which allows for increased visibility and community engagement.		100%
		Safe Streets Bylaw	To develop a bylaw that addresses issues relating to citizen safety, including aggressive panhandling.	Bylaw has been adopted and became effective November 12, 2019.		100%
		Additional Bylaw Officers	Two time-durated bylaw officers will be dedicated to the downtown area and surrounding parks. Primary responsibilities will involve making referrals to local service providers, liaising with businesses and community organizations, engaging citizens in positive interactions and facilitating a safe and enjoyable environment by ensuring compliance with parks bylaws, such as overnight camping, alcohol and substance misuse in park space and fields in surrounding parks.	- Hiring of these positions has been completed. These two bylaw officers will be incorporated into the coordinated approach to enforcement and engagement. - Bylaw Officers hired as Community Safety Officers. The pilot program was very successful. - Funding for 2 full time Community Safety Officers was approved in the 2020 Financial Plan Bylaw. - May 2020, approval from CAO to post two more RFT Community Safety Officers.	Licences and Bylaw	100%
		Improved Radio Communications	Consolidate radio communications for City staff, security & key stakeholders to improve response and coordination efforts among these groups as well as having long term benefits for response and coordination during emergency incidents.	Handhelds radios (Motorolla XPR 7580e) and accessories have been distributed the PRC, Bylaws, Security, and Operations, allowing for interoperability between the groups. Departmental policies have been drafted and deliver to each user group. The improved capability has proven to be extremely valuable during the COVID-19 response with staff redeployed to different service areas. The radio network is managed and maintained by the electrical technician at the Operations Centre. They have reported 2 possible dead zones at the foot of Thornhill and on Forman Drive.	Electronic Technician, Operations Centre	100%
	Protective Services	RCMP Service Level Review	To review police service needs for Maple Ridge.	A review of the existing model is underway. An update to Council will occur this Fall.	CAO, Finance, RCMP	20%
		Explore Bylaw Officers Authorities	To maximize the effectiveness of enforcement resources by exploring additional authorities that may be leveraged through Bylaw Officers.	Bylaws will provide Council with an update on departmental work and resource needs in October 2019. A legal opinion was shared with Council and it defined the Community Charter authorities for Bylaw Officers, which includes Peace Officer status while performing their duties.	Licences and Bylaws	100%

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Citizen's Well-being is Supported	Alternative Forms of Justice	Port Coquitlam Integrated Court	To achieve an Integrated Court.	Supporting efforts of Crown Counsel to implement Integrated Court in Port Coquitlam. Working on strategies to support local access to this Court. The BIA has emerged as a willing community partner.	GM Corporate Services, RCMP	50% Q4 2020
		Restorative Justice/Diversion	To support efforts on increasing the use and effectiveness of this program.	RCMP works directly with Community Services regarding Restorative Justice, to make referrals for business and schools on lower level incidents. This is a volunteer program that allows for accountability with non-court options. Bill C-75 has created a scenario where RCMP requires greater capacity.	GM Corporate Services	10% Q4 2020
	Corrections	Transitional Services	Explore opportunities to support individuals coming out of Corrections facilities.		GM Corporate Services	10% Q4 2020
	Housing	Housing Action Plan	Establishes a key strategy in creating new, affordable seniors rentals and special needs housing.	Density bonus changes have been adopted into the Zoning Bylaw that will contribute to the delivery of affordable housing options.	Planning	100%
				Zone (RT-2) adopted for new ground-oriented residential infill (triplex, fourplex and courtyard).	Planning	100%
				Zone work completed for R-4 infill single-family use (permits 450m ² /4,843ft ² lots) and waiting for rezoning/subdivision application to initiate zone adoption process.	Planning	100%
				Review of secondary suite (SS) and detached garden suite (DGS) regulations to help increase rental unit opportunities.	Planning	40% Q4 2020
		Social Housing Plan	Explore opportunities and options for supportive and recovery housing and other affordable housing projects within the City. Identify needs along the housing continuum.	Social Housing Plan established in 2019. Defined Council priorities such as: - Abstinence based housing - Seniors housing - Housing for people with a disability - Housing for families with a low income - Mapping exercise on housing substance use services	Planning	100%
		Request for Expressions of Interest for Affordable Housing		Expression of Interest Complete. Currently exploring a range of potential housing partnerships to finalize potential partnerships. Currently working with BC Housing, Fraser Health and other outside non-profit agencies to undertake affordable housing project assessments and social services mapping to identify key trends, gaps, strengths, and opportunities related to mental health, substance use, and housing for a wide range of target populations.	Planning	90%
		Mapping Exercise		In 2019 Council endorsed funding to hire SPARC BC to map substance use services in Maple Ridge to inform a made in Maple Ridge Development Model as well as other potential housing services.	Planning	100%
		Supportive Recovery Bylaw		Update to Council in Oct. 2019 provided options and advice regarding a regulatory approach for supportive recovery homes and transitional facilities. A follow-up report will be provided that reflects Council direction.	Licences and Bylaws	75%