

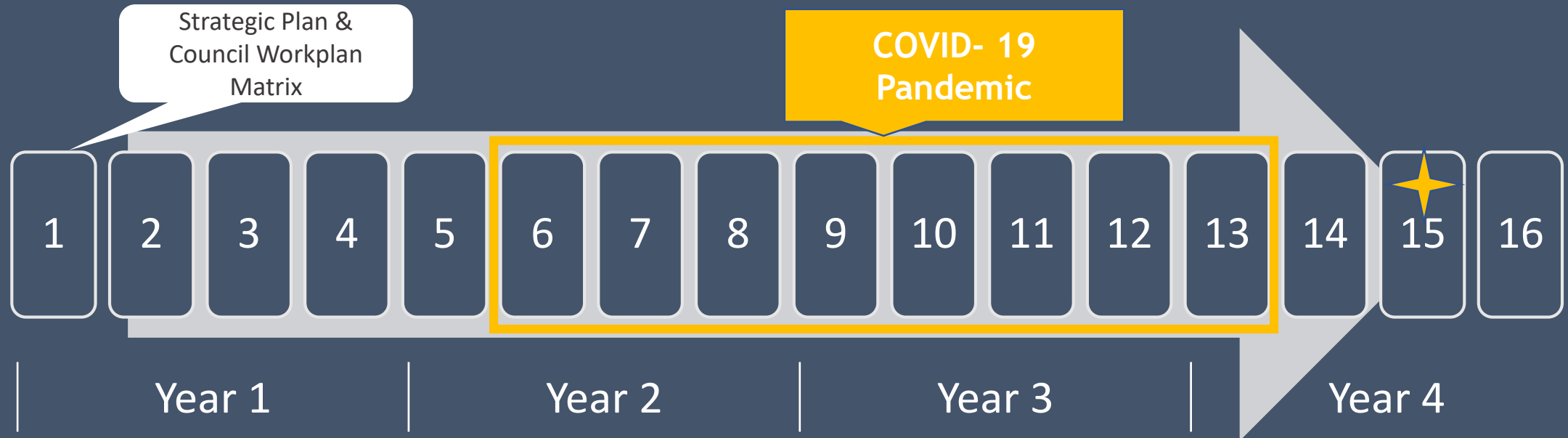


CITY OF MAPLE RIDGE STRATEGIC PLAN

2019-2022

Progress Report – July 26, 2022

2019 - 2022 Strategic Plan Implementation



“Be stubborn about the vision, but flexible with your plan.”
- John C. Maxwell

Doing Business Differently

- Transition to 'work from home'
- Virtual Council meetings
- Mitigated financial impact
 - Delayed property tax penalty date



What you can do to support your local businesses



Shop at your favourite local businesses online



Buy gift cards from your favourite local businesses



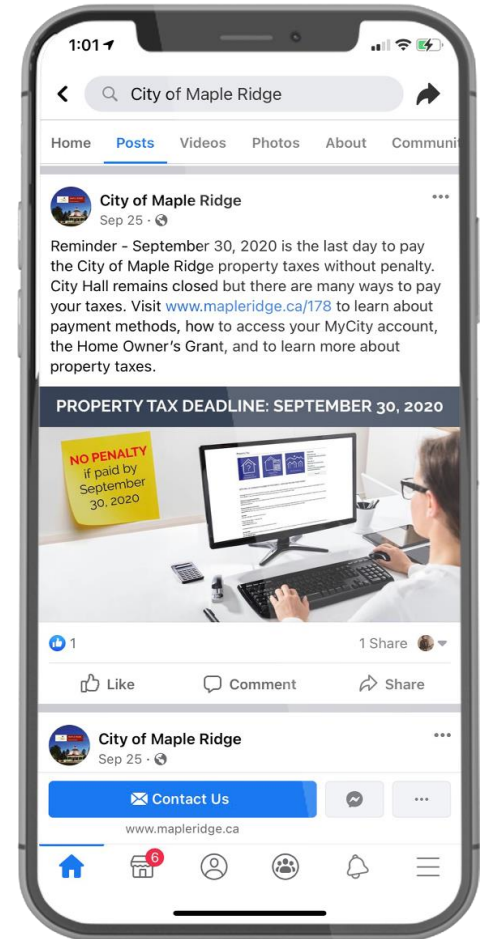
Leave online reviews for local businesses



Buy your groceries from local producers and vendors



Sign up for online fitness classes or learning modules from local instructors



Connecting While Apart



5 STRATEGIC PRIORITIES



COMMUNITY SAFETY

Ensure that citizens feel safe and are not afraid to engage in their community, that criminal activity is prevented or minimized, that people who need services can access them easily, that agencies understand and are accountable for their role and that all of this occurs within the capacity of local first responders and service providers.



INTER- GOVERNMENT RELATIONS

Build strong relationships with the region, other levels of government and local First Nations to set a foundation for problem solving and innovation to achieve defined strategic results.



GROWTH

Implement strategic plans related to local infrastructure and the economy including commercial and industrial land base, transportation corridors, transit, neighbourhood plans and key amenities.



COMMUNITY PRIDE & SPIRIT

Engage the public in positive activities as participants and as volunteers, to enhance the vibrancy of the community.



NATURAL ENVIRONMENT

Be alert to opportunities to care for the natural environment, to mitigate impacts on wildlife and to utilize natural assets to grow eco-tourism opportunities.

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COLLABORATION, **ACCOUNTABILITY** AND
NEW APPROACHES TO CITIZEN SAFETY.



Community Safety Highlights

Develop a multi-faceted Community Safety Plan with the community and partners including senior levels of government. The safety plan will include an actionable implementation plan, accountability mechanisms, and a robust communications campaign to keep the community informed.

Key action items

- Council approved a process framework on February 12, 2019
- Social Housing Plan - Approved March 12th for submission to the Province
- Community Court- Overview of Proposed Integrated Court provided by Provincial Crown Counsel
- 2019 Communications Program Update - Detailed communications plan for community-wide initiatives including the Community Safety Plan
- Panhandling Bylaw - June 11, 2019 Council Workshop
- Restorative Justice
- Advocate for conditional housing and health care services emphasizing treatment and recovery

Community Safety Highlights

Community Social Safety Action Plan

Citizens Feel Safe and are Engaged
in the Community

Citizens are Protected

Citizens' Well-being is Supported

Clean Streets
& Walkways

Vibrant
Downtown

Enhanced
Volunteer
Program

Visibility/
Response

Protective
Services

Alternate
Forms of
Justice

Corrections

Housing

CSSI Action Plan - 100% Complete

- Vibrant Downtown ✓
- Tiered-response model ✓
- Integrated Court ✓
- Lock Out Crime Through Environmental Design ✓
- Integrated Safety Ambassador Team ✓
- Expanded CSO service hours ✓
- CSSI Public Engagement ✓
- Supportive Recovery Housing Bylaw ✓
- And so much more...

Framework	Focus Area	Program	Purpose	Status	Responsible
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 reinstated in Spring 2025. We are also exploring opportunities to coordinate efforts with all community partners to engage in street cleanup/restorative justice programs.	Public Safety
		Additional Needle Removal Training	To provide additional needle removal training to staff and contractors, as appropriate, to increase the coordinated efforts of needle 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.	Byline, Engage
		Expand Facade Program	To increase the number of properties that employ CPTED principles.	Exploring the feasibility of expanding the Facade Program to include improvements that are in alignment with Crime Prevention Through Environmental Design principles. In May 2025, the B&A is continuing to allocate grants under the jointly funded facade program.	Senior & Sustainable Manager C
	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 outcomes. Ongoing funding for a downtown activation program was approved in the 2025 Financial Plan.	Recreation Community
		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 Henry Place Mall over the summer months in 2025, including basketball and ping pong games introduced on an ad hoc basis. Incorporated lighting up the corridor in the 2025 City event. Continue to look for opportunities to incorporate programming in vulnerable spaces as appropriate.	Recreation Community
		Light Alleyways	To create safer space and deter crime.	Staff are currently planning to identify more areas for improved lighting and funding opportunities. 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 12 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
		Town Centre Evening Public Presence	To seek input from the community, through on-person and online formats, on their vision for the Town Centre's future. This process will also explore options and opportunities for drawing people into the Town Centre and creating greater vibrancy, particularly in the business and civic areas.	The public consultation process commenced in August 2025 and included an open house, walking tour of TC, and a virtual workshop with the business community. The Consultant facilitated a Staff Workshop on December 18, 2025. An outcomes report will be presented to Council on February 25, 2026. Recommendations Analysis created with input from Staff on May 15, 2025. July 27 Report and Presentation to Council.	Public Safety
		Enhance Volunteer Programs	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 team 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

Strengthening Community Services

The Community Resource Hub

The goal is to be able to continue to provide a low barrier, supportive environment where participants can access a range of services, while staff and volunteers work collaboratively to address the needs of the participants.



Functional Assertive Situation Table (FAST)

- Risk-based, collaborative, rapid triage model
- Focuses upstream to connect individuals/families facing situations of acutely elevated levels of risk (AER)
- Carefully disciplined conversation
- Four Filter Approach designed in consultation with Privacy Officials
- The only data recorded is risk-based data to track risk factors in the community

Hero of the Day.

Housing/ Shelter Referrals (Total)

Detox/ Treatment/ Recovery Referrals

103

93

Daily Average Participants

Health Services/ Mental Health

41

673

Story of the Day.

	2021	2022
No. Volunteers	1	2
No. of Clients	16	33
No. of Returns	27	72
Refunds & Rebates Accessed for Clients	\$31,433	\$61,976

Looking Ahead

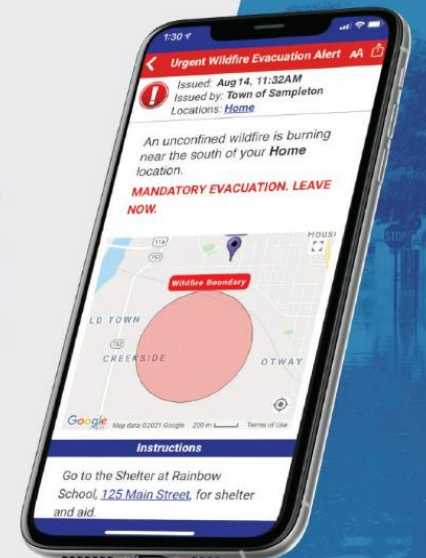
Housing Priorities

1. New housing operators
2. Commitment to develop dedicated affordable seniors housing
3. Good Neighbour and Housing agreements
4. Salvation Army - expansion of facility and services
5. Complex care housing
6. Affordable family, senior and rental housing
7. Youth housing
8. Permanent supportive housing facility
9. Cost recovery for Emergency & Bylaw Services
10. Recovery of historical costs

Looking Ahead

- Fire Master Plan
- Emergency Support Services
 - Heat Dome
 - Flooding
 - Climate change adaptation
 - Dike management

CITY OF MAPLE RIDGE NOTIFICATION SERVICE



5 STRATEGIC PRIORITIES



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INTER- GOVERNMENT RELATIONS

Build strong relationships with the region, other levels of government and local First Nations to set a foundation for problem solving and innovation to achieve defined strategic results.



GROWTH

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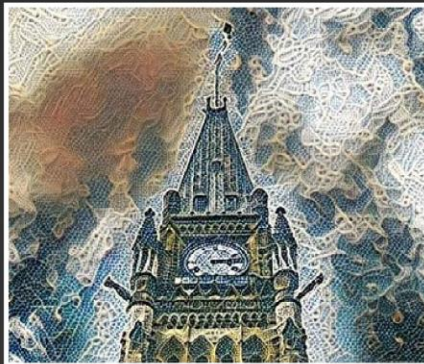
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CONNECTING, COLLABORATING AND
ALIGNING WITH OTHER LEVELS OF
GOVERNMENT AND THEIR
AGENCIES TO COORDINATE
OUTCOME BASED
PROGRAM
DELIVERY.



Inter-Government Relations Highlights

Build strong relationships with the region, other levels of government and local First Nations to set a foundation for problem solving and innovation for the achievement of strategic goals.

Key action items

- Open Communication - Formalize regularly scheduled meetings and delegation presentations with other governments (neighbouring municipalities; School District No. 42; First Nations; MLAs, MP)
- Community to Community Forum

Strategic Grant Targeting

- \$1.2M - Strengthening Communities' Services
- \$150,000 - Local Government Development Approvals
- \$50,000 - Active Transportation Planning
- \$500,000 - 112th Avenue Park
- \$200,000 - Silver Valley Gathering Place
- \$140,000 - Albion Park Play Structure
- \$75,000 - Community Resilience (FireSmart)



Stronger Together

- First Nations Collaboration
 - Community Resource Hub
 - Heritage Plan
 - Thornhill Area
 - Lougheed Transit Corridor
- Metro 2050 Plan
- Transportation 2050 Plan



metrovancouver | METRO 2050

PLANNING NOW FOR FUTURE GENERATIONS

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ACHIEVING LONG TERM SUSTAINABILITY THROUGH
THOUGHTFUL PLANNING, MANAGEMENT OF CITY
FINANCES AND INFRASTRUCTURE AND STRONG
GOVERNANCE AND POLICY WORK.



Growth Highlights

Implement strategic plans related to local infrastructure and the economy including commercial and industrial land base, transportation corridors, transit, neighbourhood plans, and key amenities.

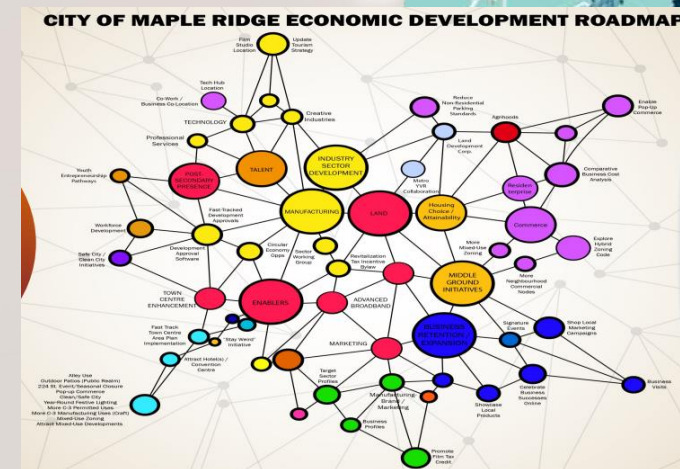
Key action items

- North-East Albion - Scoping report and consultation summary
- Albion Flats - Overview report on process background and next steps - January 22 Council Workshop
 - Drainage constraints and options - May 21 Council Workshop Meeting
 - Consultation Summary and draft concepts - July 23 Council Workshop Meeting
- Zoning Bylaw Update - Draft to be presented at April 9 Council Workshop Meeting
- Sign Bylaw Update - Draft to be presented at June 18 Council Workshop Meeting
- Employment Lands - Next steps in implementing the Commercial Industrial Strategy - April 16
- Property Tax Rates & Financial Plan Amending Bylaws - April 16
- Purchasing Policy Refresh - Scoping discussion - May 7 Audit and Finance Committee Meeting
- Capital Plan Update - Process, key projects review and funding - June 25 Council Workshop Meeting
- Post-Secondary Task Force Update - Seek further Council direction for the pursuit of a post-secondary institution

Building a 15-Minute Community

Economic Opportunity

- Economic Development Strategy
- Community Development & Enterprise Services Committee
- Child Care Action Plan
- Yennadon Employment Lands
- Town Centre Area Plan
- Smart21 Community Award
- Post-Secondary - Kwantlen Polytechnic University



Building a 15-Minute Community

216 ST

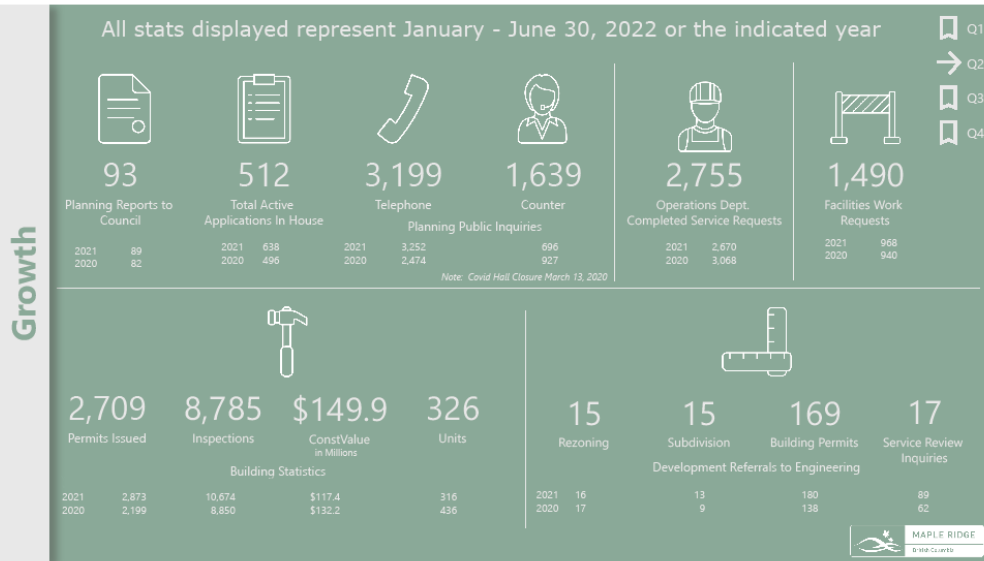


Transportation

- Strategic Transportation Plan
- Lougheed Transit Corridor
- Abernethy Extension - Phase 3

Building Better in Maple Ridge

216 ST



Sign Bylaw Update

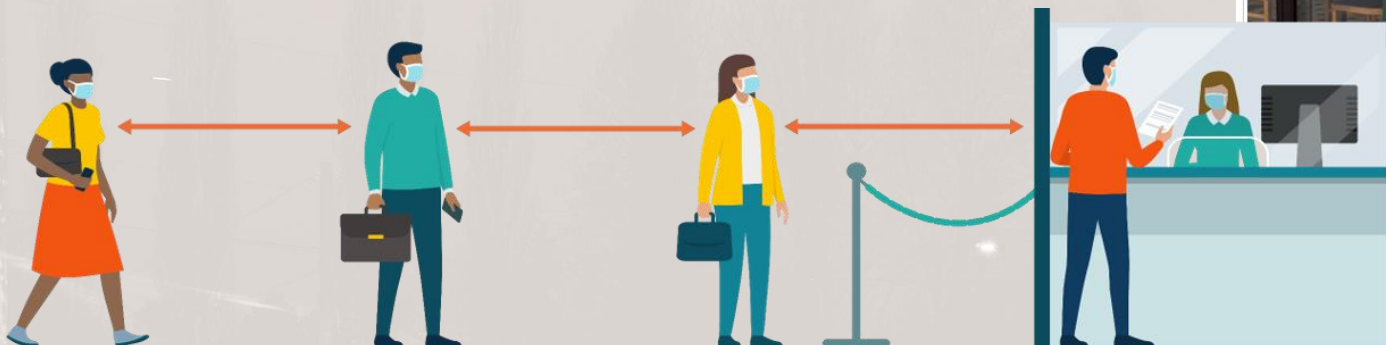


New Sign Bylaw

On April 28, 2019 Council gave final reading on the new Maple Ridge Sign Bylaw 7630-2020. Our Sign Bylaw helps guide how we identify our business and how this integrates with development in the City of Maple Ridge. The update of the Bylaw was done with a detailed consultation with the community and business leaders.

The new bylaw:

- Better aligns with current policies and the City's strategic plan
- Complies with regulations around traffic safety
- Has a more coordinate vision of how signage is defined within the city
- Addresses current and emerging technologies



Looking Ahead

- Secondary Suites Review
 - Building Code update
 - Enforcement report
- Albion Flats Area
- Residential Water Metering Review
- North-East Albion Area Plan
- PRC Master Plan Development



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**CELEBRATING OUR COMMUNITY AND
ENGAGING WITH CITIZENS.**



COMMUNITY PRIDE & SPIRIT HIGHLIGHTS

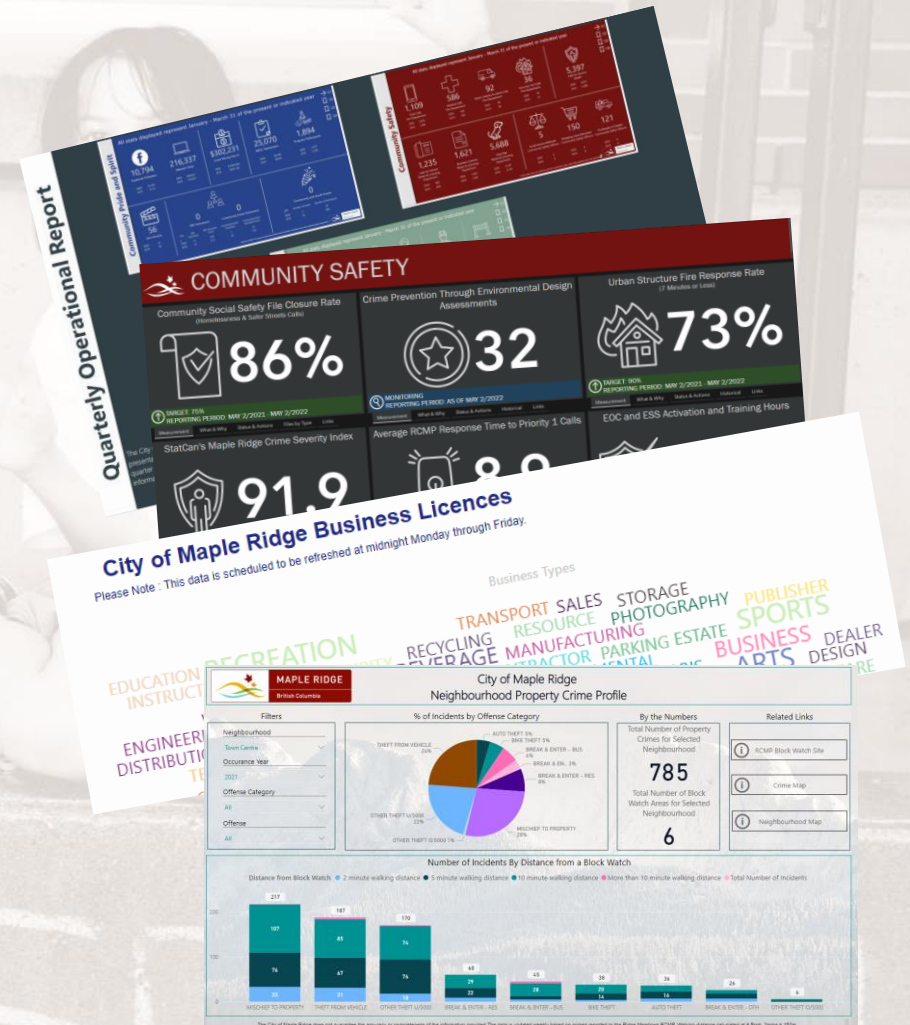
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Key action items

- Council Code of Conduct - Endorsed Nov. 13, 2018
- Council Citizen Engagement Program - Discussion of opportunities for Council to interact and engage with citizens outside the formal setting of City Hall
- Open Government Portal Enhancements - seniors-friendly version of WHAM, mock-up of a youth engagement initiative, and pilot for the Lougheed Corridor Study
- Downtown Festival & Tourism Review - Support the promotion of festivals and events
- Civic Core Place Making Event - Present findings from informal public survey

Governance & Transparency

- Council Conduct Bylaw
- Procedure Bylaw
- Committee Structure Review
- Performance Dashboards
- Quarterly Reports
- Open Government Portal Enhancements
 - Land Development Application Viewer
 - Neighbourhood Property Crime Profile
- Corporate Communications Strategy



Culture & Inclusion

- Culture Plan Endorsement
- Hammond Heritage Incentives Survey
- Community Inclusion Framework
- Youth and Age-Friendly Community strategies

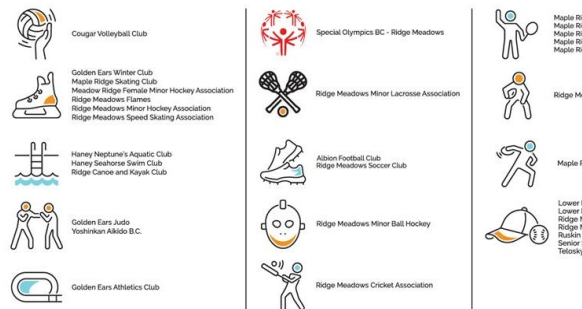


Community Amenities

- Leisure Centre Renovations
- Albion Community Centre
- Facility Gap Analysis



33 SPORT ORGS PARTICIPATED



New Parks	6
Synthetic Fields	4
Playgrounds	5
Sports Courts	3
Spray/Water Features	2
Dog Off Leash Area	2
New Trails	6.85
Park Conservation Area (ha)	46.82

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FOSTERING **PARTNERSHIPS** AND
PROGRAMS THAT ENHANCE OUR NATURAL
ENVIRONMENT AND PRESERVE OUR
GREEN INFRASTRUCTURE.



Natural Environment Highlights

Be alert to opportunities to care for the natural environment, to mitigate impacts on wildlife, and to utilize natural assets to grow eco-tourism opportunities.

Key action items

- Green Infrastructure Strategy - Scoping report to outline policy options related to green infrastructure management for new development
- Agri-tourism and Eco-tourism Strategies - Present the proposed implementation strategies for approval
- Electric Vehicle Charging Report Follow-up - Report back on costing and Council requests
- Integrated Stormwater Management Plans (Provincial requirement)
 - Briefing and discussion of ISMPs and elements therein
 - Seeking endorsement of final ISMPs

Environmental Protection

- Green Infrastructure Strategy Endorsement
- Integrated Stormwater Management Plans
 - Kanaka & South Alouette
- Vector Control Bylaw



93%

Fewer Bears
Relocated



289 kg

Waste Diverted
From Landfill
Per household

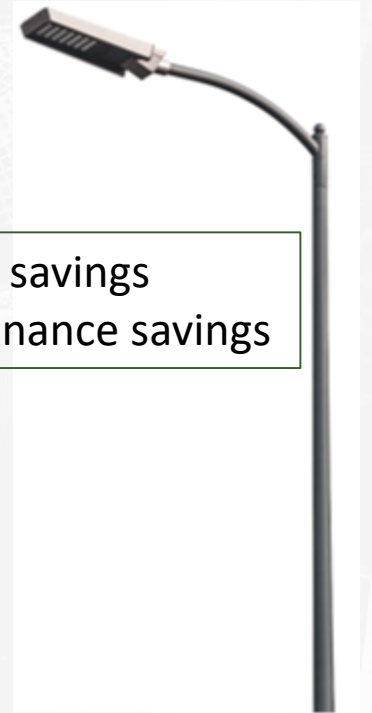


Energy & Emissions

- Electric Vehicle Charging Infrastructure Requirements
- Adopted new Greenhouse Gas emissions targets
- Phase 2 & 3 LED street-light conversion project



50% energy savings
70% maintenance savings



Fraser River Escarpment

