



••••••• Message from the Mayor of Maple Ridge ••••••

n behalf of Council, I am pleased to present our 2009 Citizens Report for the District of Maple Ridge. This report provides an overview of the District's financial information, department highlights and accomplishments, and other information about our community.

As we have done in previous Citizens Reports, we continue to highlight the many elements which define livability in our community. Some of those elements include the natural environment, recreational and leisure opportunities, festivals and events, arts and culture, agriculture, community services, schools and heritage. We asked residents, "What do you love about Maple Ridge?" As you flip through the pages, you'll notice their quotes, which are as unique and diverse as every individual. However, what connects all of us is a strong belief and commitment that Maple Ridge is a special community, which embodies character, offers a variety of activity and is unique in its natural beauty.

As I read the quotes from some of our citizens, it made me consider what I love about Maple Ridge. Quite simply, it is my hometown. I have deep family roots that reach back over a hundred years. Maple Ridge is a special community with so much to offer every citizen. I am proud of its heritage and hopeful for its bright, prosperous future while maintaining its spirit. It is my honour, privilege and pleasure to be your Mayor and to serve the community my family calls home.

As you peruse the 2009 Citizens Report, reading the information, seeing Maple Ridge's story unfold through spectacular photographs and learning what livability means to fellow citizens, we encourage and invite you to consider what you love about Maple Ridge.

Through its first year of a three-year mandate, Council maintained its strong focus and commitment to concentrate on efforts which support three pillars of priorities - economic, social and environment. Equally, these pillars support the high level of livability in our community. To achieve a delicate balance between these interlocking priorities, this Council believes a key to our success has been and will continue to be our ability to establish and maintain positive working relationships between ourselves and other levels of government, regional agencies and community organizations.

This philosophy resulted in many of the accomplishments achieved during our first year and fuels our commitment to the priorities for 2010. An example of the results from this focus on establishing and maintaining positive working relationships is the multi-million dollar improvement project on 224 Street and Lougheed Highway which is being funded by the District of Maple Ridge, the Province of British Columbia and the Government of Canada.



Ernie Daykin, Mayor

Our citizens elected this Council with expectations of addressing many important priorities including improved transportation and transit, sustainability and protection of green space, shopping opportunities, increased industrial tax base and local job creation, and public safety.

Building upon this Council's achievements in 2009 and dealing with these important priorities with our partners in a respectful, collaborative, cooperative manner, our citizens will continue to see benefits and enhancements that define livability in Maple Ridge.

Some of the significant goals for 2010 include:

- Seven new West Coast Express cars into service
- Construction of sewer to 256 Street correctional facilities, and continued attention on bringing businesses focused on high tech, post secondary opportunities and advanced manufacturing to our community
- RCMP contract negotiations, 24/7 staffing at Fire Hall 3, implementation of Wildlife Protection Plan, and construction of a new animal shelter in partnership with the BC SPCA
- Improvements on 224 Street and Lougheed Highway from 222 Street to 224 Street, and review of incentives for densification and redevelopment
- Plan for use of Environmentally Sensitive Areas data assembled over the past few years and prioritizing the implementation of the Agricultural Plan
- Significant progress on the Albion Flats Concept Plan which will include public input and consultation through a community charette and public open house
- Implementation plan for the Parks & Recreation Master Plan, policy discussion regarding acquisition of strategic lands, sequencing policy for future area plans, Zoning Bylaw review, final comments regarding the Regional Growth Strategy, potential for a drainage utility and Affordable Housing Strategy

Supporting Council's vision to enhance the many livability factors which define our community is District staff, an experienced and dedicated team of highly qualified professionals. Council welcomes your comments. You can reach us by email at mayorandcouncil@mapleridge.ca or by phone at 604-463-5221. We encourage your participation and contribution to ensure Maple Ridge continues to be an exceptional community in which to live, work and play — today and for generations to come.

Ernie Daykin Mayor



District of Maple Ridge



•••••• Message from the Chief Administrative Officer •••••

Jim Rule, CAO

am pleased to present our 2009 Citizens Report on behalf of all employees at the District of Maple Ridge.

Maple Ridge is a community filled with experiences to satisfy every passion. Opportunities exist to try a new outdoor adventure; savour the natural beauty which surrounds our community; experience arts and culture; explore Maple Ridge's heritage; and participate in organized, structured indoor recreational and leisure activities. As well, Maple Ridge is becoming renowned for its quality festivals and fairs organized and led by a community of dedicated, hospitable, friendly volunteers.

This array of activity combined with our commitment to achieving a balance between social, economic and environmental priorities makes Maple Ridge one of the most livable communities in Canada. The investment community has recognized what we have to offer. In 2009, the Real Estate Investment Network ranked Maple Ridge as the number two top investment town in British Columbia. Through thoughtful, long term, comprehensive community development and business planning process, Maple Ridge is poised to take advantage of its heightened profile and to welcome the world by way of the newly opened Golden Ears and Pitt River Bridges.

Highlights of the many accomplishments in 2009 were:

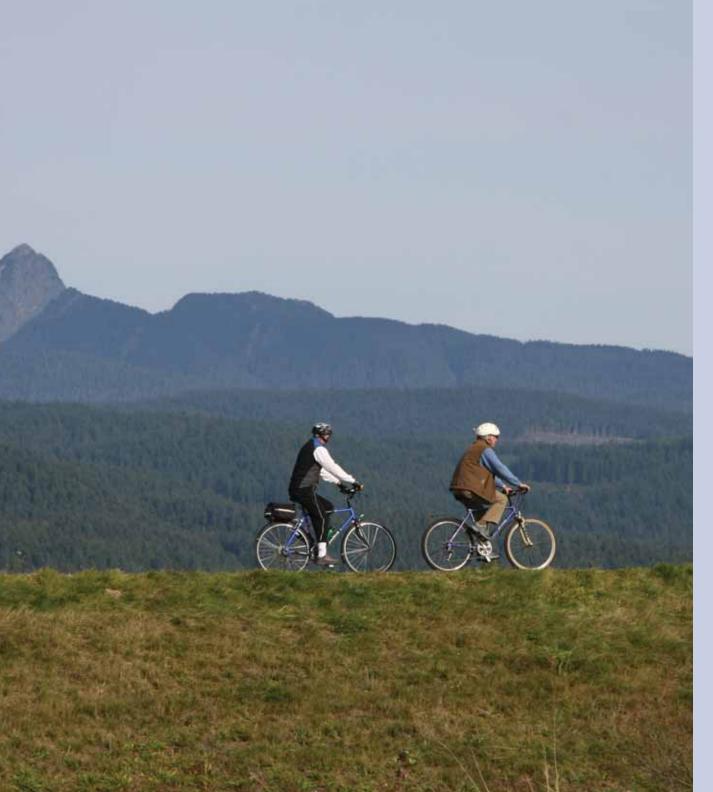
- Improved Accessibility The opening of the Golden Ears and Pitt River Bridges
- Economy and Jobs Hosting a successful summit in November to hear from industry, government and institutions regarding best practices in attracting high tech investment to our community
- Community Safety Youth Diversion funding, success of the Community Safety Officer pilot program and supportive housing funding of \$9.2 million
- Downtown The official opening of Spirit Square as an extension of Memorial Peace Park and the launch of a new program called Our Spirit...Our Town addressing Town Centre improvements
- Natural Environment 75,000 of an anticipated 300,000 trees planted, expanded number of school and neighbourhood gardens, \$1.5 million in donated park land, Energy Manager grant from BC Hydro, and sustainable construction practices at Fire Hall 1, the Leisure Centre retrofit and the Randy Herman Centre
- Festivals and Community Involvement Hosting many first-class festivals and high profile special events including the BC Disability Games, Mainstage 2009 and the triathlon for the 2009 World Police & Fire Games

Some of the significant goals for 2010 include:

- Economy and Jobs Marketing of Maple Ridge through Metro Vancouver Olympic Program, continuing to develop and implement our strategic plan for economic development and progressing on the Albion Flats Concept Plan
- **Downtown** Improvements on 224 Street and Lougheed Highway from 222 Street to 224 Street, and partnering with the Downtown Business Improvement Association and the Maple Ridge Pitt Meadows Chamber of Commerce to continue to build upon the success of the program Our Spirit...Our Town
- Festivals and Community Involvement Early in 2010, welcomed the Vancouver 2010 Olympic Torch Relay to our community which was also selected as one of 14 communities across the country to host a community celebration for the Vancouver 2010 Paralympic Torch Relay
- Improved Transportation and Transit Construction of Abernethy Way at 224 Street, traffic lights at Abernethy Way at 216 Street and road improvements on 232 Street between 124 Avenue and 128 Avenue

Thank you to Council, our employees and the many dedicated volunteers who make this community such a wonderful place to live, work and play.

J. L. (Jim) Rule Chief Administrative Officer



"Maple Ridge and Pitt Meadows have just completed a year of extensive research with involvement from well over a thousand residents answering random sample surveys, participating in focus groups and providing written input to our most recent Parks, Recreation and Cultural Plan. Once completed, the plan will provide a long term blueprint to ensure current and future residents enjoy an exceptional quality of life....good health and inspired lifestyleswe look forward to working as closely with our residents as we did during the research phase to make this vision become a reality."

— Mike Murray, General Manager

The Division has responsibility for parks, recreation, cultural activities, programs, facilities, liaison with community groups, community development work, accessibility and emergency preparedness.

Administration

One of the primary functions is to support the Parks and Leisure Services Commission. The Commission involves representatives from each Municipal Council, the School Board and citizen at large representatives in a collaborative effort to meet citizens' needs. Long term planning and major agreements are part of the work of this section. Highlights of our 2009 achievements follow:

Conducted Parks, Recreation & Cultural

- Conducted Parks, Recreation & Cultura Plan research
- Acquired land for the Cemetery, North Alouette Greenway, Coniagas Trail and Silver Valley Neighbourhood Park
- Completed the School District No. 42 site acquisition agreement
- Maple Ridge and Pitt Meadows Spirit Squares completed
- Maple Ridge Public Art Committee and Volunteer Coordinator's Network established
- Supportive Housing project approved
- Disability Games hosted

······ Community Development, Parks & Recreation Services ······

Community Services

The Community Services Department is comprised of three functions: Social Planning, Youth Services and Neighbourhood Development.

Social Planning supports the Social Planning Advisory Committee to improve the social well-being of the community by building community capacity through Social Services Network Development, Community Solutions initiatives, Community Building initiatives and by encouraging Socially Sustainable practices for current and future citizens.

Youth Services oversees the Greg Moore and the Pitt Meadows Youth Centres and provides recreational program services for preschool children (0 to 5 years), school aged children (6 -12 years) and youth (13 to 18 years) throughout Maple Ridge and Pitt Meadows. Programming utilizes a benefit-based approach with a focus on active living and leadership development.

Neighbourhood Services recognizes the importance of the role that neighbourhoods play in overall community health and wellness by supporting neighbourhood development, Neighbourhood Network development and neighbourhood input to community planning processes. Highlights of our achievements in 2009 include:

- After School Kids Clubs expanded to seven programs
- Listen to Us Youth Engagement in Pitt Meadows completed 400+ surveys and 200 youth engaged in workshops to contribute to the future development of recreation services
- Continued development of Youth Mentorship Program at the Thomas Haney Secondary School Youth Action Park
- Successful introduction of registered outdoor adventure programs and Leadership program series for youth
- One new School Neighbourhood Garden added and two more in planning stages
- Neighbourhood Futures Conference held
- Farmers Market support contributed to enhancing growth (in vendors and attendance) and ensuring sustainability of the market
- Snapshot 2008 Community Indicator Profile updated in partnership with the Community Network
- Two new Community Network Standing Committees established: Food Policy Table and Middle Years Matters (focus on services for 6 to 12 year olds)
- The Hive Neighbourhood Centre (Hub for services) opened at Eric Langton Elementary School
- · Seniors' Network established / Aging Communities forum held

Parks & Facilities

The Parks & Facilities Department maintains a total of 218 hectares of parkland including seasonal displays throughout Maple Ridge and Pitt Meadows. The Department also maintains landscaped boulevards, park sites, playgrounds, soccer fields, ball diamonds, cemeteries, major trail systems, tennis and sport courts, and



Mike Murray, General Manager

administers the lease for the Maple Ridge Golf Course. The Department oversees the maintenance of all Municipal facilities including Municipal Hall, fire halls and public safety buildings, as well as rental and leased properties. The functions carried out include janitorial services, elevator, boiler, heating, air handling service contracts and energy management. Highlights of our 2009 achievements follow:

- 136 Avenue trail and Pitt Meadows Senior Secondary artificial turf field grants obtained
- Design completed for Pitt Meadows Arena and South Bonson Community Centre
- Whonnock Lake compensation planting completed
- Reg Franklin Park opened
- Maple Ridge Park, Eagle Park and other play equipment replaced
- First Silver Valley mini-park completed
- · Dog off leash park consultation completed

Recreation

The Recreation Department provides recreational opportunities for both Maple Ridge and Pitt Meadows citizens. Programs and facilities include aquatics, fitness, arts, health related drop-in programs, skating, outdoor recreation opportunities and special events. Highlights of our 2009 achievements follow:

- Outdoor Recreation & Sport Council and Pitt Meadows Arena Steering Committee formed
- Universal Design for Outdoor Spaces published
- 70+ special events hosted
- Distributed 20,000 Outdoor Recreation guides
- · Leisure Centre energy retrofit completed

Emergency Preparedness

The District's Emergency Operations Centre (EOC) is activated when the EOC Director deems a disaster event serious enough to call together a broad range of resources within the BC Emergency Response Management System to support front line responders. Trained staff are assigned to the planning, operations, logistics and finance functions, as well as communications roles to provide support over a sustained period. Highlights of our 2009 achievements follow:

- Autodial valet implemented for emergency programs
- Emergency Evacuation Plan completed
- Pandemic Preparedness Plan developed

Mike Murray

General Manager:

Community Development, Parks & Recreation Services



"Our financial sustainability policies have laid the framework for meeting the present and future needs of our community."

— Paul Gill, General Manager

The Division consists of three departments: Clerk's, Finance and Information Services. We also provide support to the Police and the Fire Department.

Administration

The Administration section is responsible for making recommendations to merge and align strategic planning, best practices, performance measures and budget priorities that guide decision-making in our organization. In addition, we are responsible for carrying out corporate initiatives as directed by Council and the Corporate Management Team, and we attend to enquiries and request for assistance from fellow staff, Council members and the general public. Highlights of our 2009 achievements follow:

- · Implemented several enhancements to our website, including making major presentations available on demand as well as additional online services
- Reached a partnership agreement with the BC SPCA for a new shelter and participated in RCMP Contract negotiations
- Provided performance measurement results to Council and the public

Clerk's

The Clerk's Department is responsible for supporting the legislative matters and decisions of Council, including agenda preparation, recording of official minutes, administration of bylaws, and the execution of all legal documentation. The Department is the liaison between the District's contract legal service providers, and Council and staff, and is responsible for providing Council with up-to-date legislative, statutory and procedural information in the increasingly complex legal environment in which local governments operate. The Clerk's Department also administers the corporate records management program and is responsible for compliance with Freedom of Information and Protection of Privacy legislation. The Department conducts the triennial general local and school district elections as well as bi-elections and referenda. The Department is responsible for the acquisition and disposal of all District land and for the administration of rental properties. The District's Risk Management program for loss control and insurance is also a function of the Department. Highlights of our 2009 achievements follow:

- Supported Council in conducting its business and held orientation sessions for the new Council
- Advanced standardized electronic document and records management system including the development of a new naming convention for electronic files
- Developed a Risk Management program to define processes for risk analysis and loss prevention, and conducted risk management training sessions



The Finance Department provides services through cooperative interaction with customers and fellow staff supporting the administrative and fiscal needs of the District within a framework that ensures sound fiscal governance. Specific functions include the preparation and monitoring of the Five Year Consolidated Financial Plan and the Annual Financial Statements; preparing and interpreting interim financial statements; levying and collecting municipal taxes and utility fees; processing accounts payable and receivable; development and maintenance of financial systems; investing and safeguarding of the District's financial assets; the provision of internal audit functions; and general cashiering services. In addition, the Department is responsible for reporting financial matters to the Audit and Finance Committee. Highlights of our 2009 achievements follow:

- Developed a published budget document which received the Government Finance Officers Association Distinguished Budget Presentation Award
- Developed an inventory of municipal assets consistent with industry standards and held a variety of financial workshops for Council

Information Services

Information Services is responsible for managing corporate computer systems and supporting infrastructure. The corporate computer systems include hardware, software and data resources but also the governance framework to ensure that investments in information technology continues to provide value to the organization. Highlights of our 2009 achievements follow:

- Undertook several technological improvements including:
 - New Service Desk software, cell phone replacement and payroll upgrade
- Migration of remaining Oracle databases to Sun Solaris
- An automated telephone call out system, volunteer management software, new dog licencing program, new network monitoring software, and economic development service request tracking system were implemented
- Performance management software was purchased and installed
- Fire department management system upgrade
- Fibre optics program Phase 1 completed
- New telephone system purchased, installed first phase into Fire Hall #1
- Grant Hill radio tower constructed
- Several website improvements (Plan for Tomorrow, Our Spirit, Festivals and Events, and search engine upgrade)
- Several multi-year system-wide entreprise projects began



Paul Gill General Manager: Corporate & Financial Services



"The District is now well and truly positioned for significant investment. The new Golden Ears and Pitt River Bridges have removed previous transportation obstacles for Maple Ridge. The downtown, through its Smart Growth Plan, is being densified and attracting new commercial interests. Parks and trails continue to be added to the District's outdoor recreation areas. A lot of previous work and planning is now starting to be realized and there's much more to come. It's a very exciting time for Maple Ridge."

— Frank Quinn, General Manager

The Public Works & Development Services Division is comprised of four departments: Planning, Engineering, Operations, and Licenses, Permits and Bylaws. We also work closely with Ridge Meadows Recycling Society.

Planning

The Planning Department provides corporate and community service in four defined service areas: development application management, environmental management, policy review and development, and provision of professional support and information. Highlights of our 2009 achievements follow:

- Commenced implementation of the award-winning Area Plan for the downtown including Development Permit Guidelines
- Provided technical assistance to Council in its review of the draft Regional Growth Strategy
- Prepared options to advance the Albion Area Plan
- Designed a modified Development Application Review process
- Prepared Regional Context Statement Amendment for Jackson Farm

Public Works & Development Services

Licenses, Permits and Bylaws Department

The Licenses, Permits and Bylaws Department is responsible for enforcing the District's bylaws, issuing building permits, inspecting all construction works, operating the animal shelter, enforcing animal control regulations and ensuring all businesses operating in the District are licensed. Highlights of our 2009 achievements follow:

- Undertook successful enforcement initiatives for Northumberland Court
- Worked with RCMP and Community Outreach to address homelessness issues
- · Held successful semi-annual Builders Forum
- Provided technical assistance for tendering of new BC SPCA building

Frank Quinn,

General Manager

Engineering

The Engineering Department provides municipal engineering services and support to residents of Maple Ridge and other departments. Highlights of our 2009 achievements follow::

- Substantially completed the construction of 240 Street Bridge (Kanaka Creek)
- · Liaised with TransLink and the Province for the completion of the Golden Ears Bridge and Pitt River Bridge
- Secured \$5.5 million investment through infrastructure grants for downtown
- Completed the Cottonwood connection to Dewdney Trunk Road
- Completed 240 Street roadworks from Dewdney Trunk Road to 113 Avenue
- Completed the Annual Water System Report and submitted it to the Fraser Health Authority

Operations

The Operations Department is responsible for the management and maintenance of municipal infrastructure and provides services fundamental to the health, safety and convenience of our rapidly growing population in a manner that is responsive, economical and environmentally responsible. This includes providing 24-hour-a-day emergency response to residents. Highlights of our 2009 achievements follow:

- Introduced the Our Spirit...Our Town initiative in the downtown including the installation of street furniture, the opening of Spirit Square and conducting a major cleanup of the downtown area in cooperation with the Downtown **Business Improvement Association**
- Replaced four gasoline vehicles with hybrid vehicles through normal replacement cycle bringing the total number of hybrids within the fleet to 22
- · Severe snowstorms and a large effort in snow removal resulted in the development of a newly adopted policy on snow and ice on municipal roadways

Recycling

Ridge Meadows Recycling continued with their successful program in 2009. Highlights of their 2009 achievements follow:

- Implemented a community-wide change to blue box pick up day, changing to a 7:00 am start time and promoting flattened cardboard
- Conducted 176 community workshops with direct contact to over 7,000 students and 1,150 adults
- Recycled:
 - 10,785 tons of potential waste
- 320 tons of computers, parts and televisions
- 86 tons of approximately 790 units of car batteries
- 20 tons of flammables and pesticides

Frank Quinn General Manager: Public Works & Development Services





n July 11, 2009 at 11:00 am, representatives of the District of Maple Ridge and the Province of BC joined the community of Maple Ridge to celebrate the official opening of Spirit Square at Memorial Peace Park. This community celebration was the culmination of several years of work partnering with the provincial government through the BC Spirit Squares program. This program was initiated as a legacy to BC's 150th anniversary and invited communities from across the province to become part of the program which was aimed at enhancing the community spirit of every town or city that participated.

At the official opening, Mayor Ernie Daykin said, "We are very fortunate to have added this beautiful square to our Town Centre. Besides recognizing the contributions of the Province of British Columbia and the District of Maple Ridge, I want to send a special thanks to all of the businesses in the area and their customers for their patience and cooperation while this project was under construction. Spirit Square has turned out to be a wonderful place."

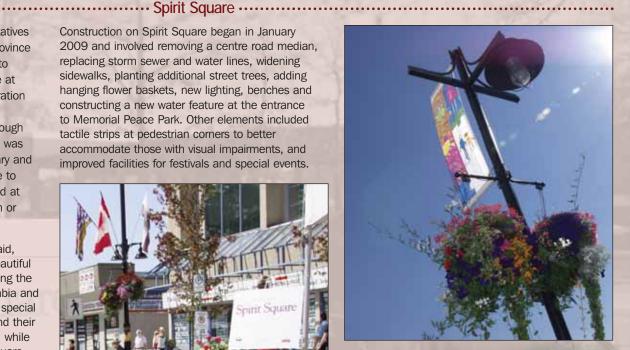
To begin the process, in 2007, the District of Maple Ridge applied for the grant and received \$500,000 to create its Spirit Square and build upon the success of Memorial Peace Park. The plan was to extend the park into the newly created square which would be centred between McIntosh Avenue and 119 Avenue along 224 Street. The design was intended to allow for a plaza-type feature on the roadway, with a paving stone circular pattern at its centre. With this extension from Memorial Peace Park, it would prove to be an ideal setting for festivals, community events and the weekly Farmers Market scheduled from May to October.

"What I love about living in Maple Ridge is it has a quaint small town community feel, as well as we are well connected to be in the heart of a cosmopolitan_city via a 45 minute commuter train ride." — Greg Turnbull

Construction on Spirit Square began in January 2009 and involved removing a centre road median, replacing storm sewer and water lines, widening sidewalks, planting additional street trees, adding hanging flower baskets, new lighting, benches and constructing a new water feature at the entrance to Memorial Peace Park. Other elements included tactile strips at pedestrian corners to better accommodate those with visual impairments, and improved facilities for festivals and special events.











n the spring of 2009, the District of Maple Ridge, in partnership with the Downtown Business Improvement Association and the Chamber of Commerce, launched a new project called Our Spirit...Our Town. The program is an important step in building Maple Ridge's commitment to action to create and maintain a safe, clean, lively and inviting downtown.

During the 2009 Earth Day celebration in Memorial Peace Park, the three partners came together to the confirm their commitment to the program by signing a Memorandum of Understanding which states:

"The District of Maple, the Chamber of Commerce and the Downtown Maple Ridge Business Improvement Association have formed a partnership to focus their collective efforts on the Town Centre of Maple Ridge. in a program called Our Spirit...Our Town.

With the creation of Spirit Square in the heart of our community, it is timely and appropriate to develop an initiative called Our Spirit...Our Town.

Our Spirit...Our Town is the beginning of what promises to be an important step to build on our community's commitment to action to create and maintain a safe, clean, lively and inviting Town Centre.

All partners are committed to **Our Spirit...Our Town**.

The Partners will:

- Work cooperatively to make our Town Centre safe, clean, lively and inviting
- Strive to create the best Town Centre in British Columbia
- Create a work program to achieve Our Spirit... **Our Town**
- Support one another's projects and activities designed to enhance the Town Centre
- · Actively promote Our Spirit...Our Town to members, constituents and customers
- Work with other agencies to achieve the goal"

Representing the three partners at the signing of the Memorandum of Understanding were Ernie Daykin, Mayor of Maple Ridge; Randy Cooke, President of the Maple Ridge Pitt Meadows Chamber of Commerce and Ernie Beaudin, President of the Downtown Maple Ridge Business Improvement Association.

"Citizens, businesses, community organizations and local government working together can make a difference! I encourage all of our citizens and businesses to participate in this exciting initiative," said Mayor Daykin.

"We are proud supporters of **Our Spirit...Our Town**, and will be working to encourage and enlist the active participation of our members," said Randy Cooke, President of the Maple Ridge Pitt Meadows Chamber of Commerce.

"Businesses operating in the Town Centre have made significant investments in our community and together with our partners, we will make a difference," said Ernie Beaudin, President of the Downtown Maple Ridge Business Improvement Association.

The activities which support the principles and purpose of Our Spirit...Our Town focus on these key areas:

- · Safety and security in the Town Centre
- Town Centre cleanliness
- · Helping those in need

The goal of **Our Spirit...Our Town** is to become a lasting legacy for the community.









Celebrating Spirit of PODIUM: 60 "We love that we can live, work, and play in Maple Ridge. A great place for our young family to plant our roots, a great place to do business, and amazing facilities and outdoor recreational opportunities make Maple Ridge a place we can truly call 'home', Steve & Karen Pukesh

······· Volunteers Grow Community ······

The Parks and Leisure Services Volunteer and Festival Office, located in the Maple Ridge Leisure Centre and the Pitt Meadows Family Recreation Centre, provides support to a number of municipal and partner organizations' volunteer programs including the Maple Ridge Arts Centre, Emergency Social Services, Aquatics, community special events, Youth and Seniors Services, and Sports and Fitness.

Volunteer software is used to help recruit and manage volunteer information and is located at www.myvolunteerpage.com. Prospective volunteers can browse 173 different volunteer job descriptions to find a match with their skills and interests. Interested citizens are also invited to attend bi-monthly volunteer information sessions to learn more about volunteerism and community involvement.

The municipality partners with Volunteer Maple Ridge Pitt Meadows to extend the benefits of volunteerism to a range of community non-profit agencies, providing volunteer training, recognition events and other initiatives aimed at growing community volunteerism.

The District of Maple Ridge recognizes the significant recreational benefits of volunteerism to both the individual and to the cause they support. While citizens are developing job related skills, networking, forming new friendships, and staying active and healthy, the community is benefiting from the diverse skills and hard work of volunteers.







"I was born and raised and have always lived in Maple Ridge, which is now 34 years. My husband and I have chosen to raise our children in Maple Ridge. The reasons are we love the small town feeling and it offers everything we need from kids activities to recreation. I love the fact I can take my kids for a hike through Cliff Park, which is literally our backyard but not too far from the downtown core." — Carly Fairburn



····· Our Community... Maple Ridge ······

- The Spirit of BC Week featured daily active, cultural and literacy events in February.
- The second annual Spirit of Wood Festival unveiled another wood carving created by the community.
- An Easter egg hunt was hosted by the Whonnock Community Association for residents.
- National Volunteer Week celebrated the hundreds of community members that generously donate their time.
- Earth Day featured workshops, performances and numerous child-orientated activities.
- The annual Ridge Meadows Home Show, the Funzone Children's Festival, the Times Taste of Ridge Meadows, the Body, Mind and Spirit Psychic Fair, a mini RV Show and West Coast Amusements Carnival were well attended events.
- The Silver Valley Spring Festival in Maple Ridge Park celebrated the natural environment with children's activities, contests, vendors and entertainment. Highlights included a salmon release and floral arrangement contest.
- The Haney Farmers Market was held in Memorial Peace Park every Saturday from May to October. The market was well attended and organizers planned a different themed market each week to reflect in season produce and other events.
- Webster's Corners Day brought together families to celebrate their neighbourhood with games, a pie-eating contest, local artisans, raffle, interactive displays and the Heritage Tea and Historic display.
- Adstock was a free outdoor music event that showcased local youth bands in Memorial Peace Park.
- Canada Day in Memorial Peace Park began with an early morning Farmers Market followed by the traditional flag raising ceremony, entertainment, children's art activities, multicultural foods and a giant craft market.
- Maple Ridge hosted Theatre BC's Mainstage 2009 Festival at the Arts Centre and Theatre. Theatre groups from across BC attended the week long event.

- The Caribbean Festival featured live Caribbean bands, great music, colourful costumes, dancing, arts and crafts, and delicious food.
- · The Maple Ridge Museum organized their annual Music on the Wharf series throughout the summer months.
- The 2009 BC Disability Games brought together many athletes from around the province competing in a number of sports to various locations in Maple Ridge.
- The Emerald Pig Society produced Romeo and Juliet for the annual Bard on the Bandstand event in July.
- The 108th annual Country Fest featured 4-H youth shows, baby animal displays, sheep shearing and sheep dog demonstrations, horse shows, home arts competitions, first class stage and roving entertainment, festival food and a midway.
- The second annual Ridge Meadows Heritage Day celebrated local history with a Pioneer Parade, midway games, a community barbeque, entertainment and fireworks.
- The Jazz & Blues Festival in Memorial Peace Park featured eleven hours of non-stop live music from some of BC's best local, regional and national Jazz & Blues artists.
- The Breastfest musical event took place for the second time as a breast cancer fundraiser featuring youth bands.
- The Whonnock Lake Day celebration featured a pancake breakfast, crafts, children's activities and musical entertainment.
- BC Rivers Day held at Allco Park and Kanaka Creek celebrated our spectacular river heritage and raised awareness of our streams and rivers. Events included canoe tours, stewardship displays, walking tours, stage entertainment, a barbecue and interactive children's activities.
- The Ghost Ridge Haunted House and fireworks display at the Maple Ridge fairgrounds entertained thousands of thrill seekers as a fundraiser for local charities.

- · Remembrance Day ceremonies were held at the Memorial Peace Park Cenotaph, following the parade from the Royal Canadian Legion building.
- Christmas in the Park and the Santa Claus Parade has become a favourite in December. Entertainment for children and families with a dazzling parade of lights, music and decorated floats, a community carol sing along, a photo session with Santa and Mrs. Claus, and free hot chocolate.
- Christmas Haven served dinner and entertainment to those who were alone on Christmas Eve.

"I love Maple Ridge because there's always something happening in Maple Ridge!

Festivals, multicultural celebrations. sports events, leisure activities. NEVER nothing to do-trails for biking, walking or horseback riding; from climbing to canoeing, you can enjoy it all in one day!

I love shopping in our friendly 'small town' setting or picking blueberries for dinner; all this seven minutes from my own front door ...how can you not love Maple Ridge?"

- Ineke Boekhorst





Maple Ridge Fire Department ······

The Fire Department provides a proactive approach to fire services through the development of multi-year business plans, which include detailed multi-year financial plans. The primary mission of the department is the protection and preservation of life, property and the environment. This service is provided by a group of 99 dedicated paid-on-call firefighters, 36 full-time firefighters, six chief officers and two administrative support staff. The department relies heavily on cross-training and good communication to ensure that the department functions efficiently and effectively. Each of the assistant chiefs assumes responsibility for the operation of the individual Fire Halls. In addition to administrative duties, the chief officers assume the role of Duty Chief, which involves responding to all serious Fire Department emergency calls 24-hours-day, on a rotational basis.

Highlights of our 2009 achievements follow:

- Public education and relations events in the community including: Hot Summer Nights, Camp Goodtime, Summer Safety Smart Cards and fire safety presentations to all grade 5/6 students in Maple Ridge schools. Fire Prevention Week was full of activities including school fire drills, Panago Pizza partnership, Sign-Up the Community program, Fire Chief for a Day, Community Safety Star Awards and an Open House.
- Firefighters continued the "Be Alarmed" Smoke Alarm Program sponsored by the Rotary Club of Haney and Canadian Tire. When firefighters encounter a home that lacks the protection of a working smoke alarm, the program enables firefighters to install smoke alarms at no charge.
- Expansion and renovations to Fire Hall 1 were substantially completed. Leadership in Energy and Environmental Design (LEED) certification is being applied for on this project.
- Successfully negotiated a Mutual Aid Agreement with Township of Langley, Mission and Pitt Meadows and determined the Golden Ears Bridge Joint Jurisdiction response protocols with Pitt Meadows and Township of Langley
- Conducted inspections of all apartment structures

- Continued with the implementation of the Fire Department Master Plan including the recruitment and training of additional paid-on-call firefighters and the hiring of six full-time career firefighters to allow three firefighters to staff Fire Hall 3 during the daytime seven days a week.
- The Charities Committee held several events throughout the year including the Car Wash for the Vancouver General Hospital Burn Unit, Missing "Juan" (The 1, nicknamed Juan, from the Fire Hall's name was taken down during construction and went "missing". "Juan" was held for ransom with all funds going to support the "little Juan's" at BC Children's Hospital), Head Shave for the Ridge Meadows Hospital Oncology Unit, Firefighters for Families Food Drive and the Muscular Dystrophy Boot Drive. This committee demonstrates the firefighters' dedication to the community, high morale in the organization, and the spirit of cooperation and inclusiveness between the full-time and paid-on-call members. Since 2002, these events have raised over \$270,000.
- · Hosted the BC Training Officers Conference with over 250 attendees
- The Junior Firefighter Youth Academy graduated its 11th class.









Police Services in Maple Ridge

The main priorities of the Ridge-Meadows detachment are to reduce the incidents of crime and threats to public safety and to continue to heighten the sense of safety on streets and neighbourhoods. The RCMP are addressing these priorities from several fronts.

A crime analysis approach to crime enables police to focus on areas or hot spots associated with criminal activity. This analysis identifies crime trends and criminal intelligence which shows where to focus resources. One of the initiatives formed out of criminal intelligence and crime analysis is the formation of a Detachment Marihuana Enforcement Team which has enabled the detachment to respond quickly and efficiently to grow operations without decreasing on-road resources. RCMP have also utilized the ICBC Bait Car Program with several successes in the community.

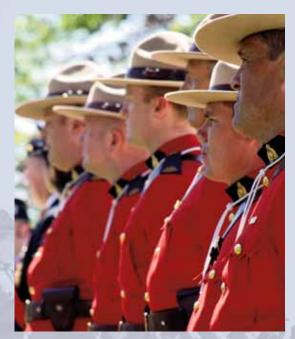
General Duty uniform members respond to calls for service, but are very active in crime reduction by ensuring known criminals and those before the courts are accountable for their actions. One technique they are using is curfew checks, ensuring those on court-ordered curfews are at home. General Duty members continue to work closely with the Youth Diversion Program with success in decreasing youth recidivism in our communities. But the police cannot do it alone. This detachment is blessed with an abundance of volunteers who willingly sacrifice many hours away from their families in service to their community. The success of service to the community is shared by volunteers working with our organization as Block Watch, Court Watch, Search and Rescue, Bike Patrol, Citizens on Patrol, Auxiliary Constables and the community policing committees. Our Community Safety Officers continue to work with the Drug Awareness Resistance Education program (DARE) in local elementary schools. The citizens of Maple Ridge actively participate in the policing of their community.

The Traffic section continues to work closely with ICBC and municipal and other government agencies focusing on problem traffic locations with a view to decreasing injury accidents and dangerous driving.

The detachment engages in addressing the root causes of criminal behaviours, as well as the enforcement of law and order. As much as RCMP members have been involved and successful in drug enforcement, it is recognized that drug addiction is often the root cause of aberrant behaviour. The RCMP detachment is closely aligned with several social agencies such as Alouette Addictions, Fraser Health, Maple Ridge Treatment Centre, Social Planning Advisory Committee and the Salvation Army looking for ways to offer opportunities to those in need. The RCMP have a positive partnership with bylaw officers who liaise on projects together, with very successful outcomes.

Highlights of our 2009 achievements follow:

- Downtown Foot Patrols were enhanced in the summer months with Community Safety Officers and Youth Resource Officers when schools were not in session.
- Twenty-eight Auxiliary Constables provided "bike" patrol" visibility in our downtown core and attended community events and festivals. Volunteer Bike patrol co-sponsored with ICBC providing volunteers hours and visibility in the community.
- · RCMP welcomed new Officer In Charge, Superintendant Dave Walsh.
- Marihuana Enforcement Team dismantled 73 grow operations.
- RCMP worked with support agencies to provide the best care programming and opportunities available for the 25 youth identified as most at risk.
- · Crime trends were analyzed on a daily basis to identify emerging problems and hotspots so that criminal intelligence could be coordinated. Prolific offenders were targeted to reduce chronic crime and police patrols were accomplished in high crime areas. Property crime offences were reduced by 2% in 2009 as compared to the same period in 2008.

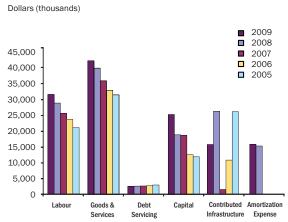


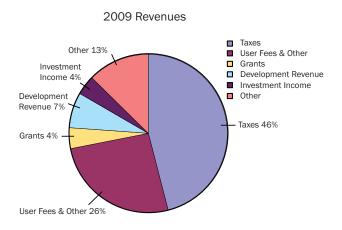


•••••• Financial Information ••••• Financial Information

2009 Operating Expenses Protective Services Planning; Public Health & Other 3% Transportation ■ Recreation & Cultural General Water Utility Government 14% Sewer Utility General Government Sewer ■ Planning; Public Health & Other Utility 9% Protective Services 26% Water Utility 10% Transportation 17%

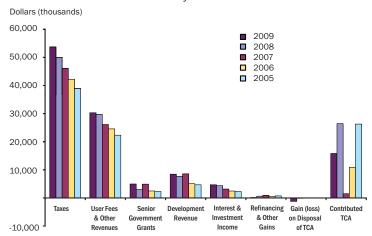
Expenditures/Expenses by Object 2005-2009





Recreational & Cultural 21%

Revenues by Source 2005-2009



Financial Information

Effective January 1, 2008 the District adopted the accounting provisions of the Public Sector Accounting Board (PSAB) requiring municipalities to report their tangible capital assets at cost and amortize them over their estimated useful lives. Adopting this provision resulted in reporting an accumulated surplus in 2009 of \$776,338,694 (\$751,682,230 for 2008). Amortization expense of \$16,004,762 has been recorded for 2009 (\$15,443,192 for 2008). Information about amortization expense is not available for years prior to 2008.

Consolidated Statement of Financial Position

As at December 24, 2000		2000	Restated
As at December 31, 2009		2009	2008
Financial Assets			
Cash and temporary investments	\$	29,296,767	\$ 17,796,049
Portfolio investments		83,669,160	100,002,153
Accounts receivable		13,154,599	12,170,400
Recoverable local improvements		2,425,921	1,086,382
Other assets		579,020	562,982
Inventory available for resale		471,658	471,658
	:	129,597,125	132,089,624
Liabilities			
Accounts payable and accrued liabilities		12,145,365	13,861,354
Deferred revenue		13,013,971	10,420,100
Restricted revenue		36,157,206	38,599,279
Refundable performance deposits and other		6,362,066	5,820,400
Employment future benefits		4,468,700	4,184,300
Long-term debt		42,229,302	44,018,240
	-	114,376,610	116,903,673
Net Financial Assets	_	15,220,515	15,185,951
Non Financial Assets			
Tangible capital assets		749,292,423	724,835,346
Undeveloped landbank properties		11,071,587	11,071,587
Supplies inventory		377,341	400,909
Prepaid expenses		376,828	188,437
		761,118,179	736,496,279
Accumulated Surplus	\$	776,338,694	\$ 751,682,230

*Financial Statements

The Financial Statements are presented in conformity with generally accepted accounting practices (GAAP). For a copy of the full 2009 Annual Report including audited 2009 Consolidated Financial Statements which include more detailed information, please contact the Finance Department at 604-463-5221 after June 15, 2010

Consolidated Statement of Operations

					Restated
Year ended December 31, 2009		A	Actual 2009	Budget 2009	Actual 2008
Revenue					
Taxes for municipal purposes		\$	53,744,200	\$53,531,683	\$ 50,028,475
User fees and other revenue			30,299,883	28,348,170	29,734,827
Senior government transfers			4,960,467	20,778,244	2,976,171
Development revenue			8,445,374	34,279,915	7,696,086
Interest and investment income					
Investment income	794,763				
Interest income	4,945,311				
Less: Deferred amount	(1,064,338)				
Interest and investment income	4,675,736		4,675,736	1,830,000	4,373,379
Refinancing and other gains			171,926	-	634,318
Gain (loss) on disposal of capital asset			(1,226,799)	-	(149,212)
Contributed tangible capital assets			15,825,357	15,825,357	26,439,664
			116,896,144	154,593,369	121,733,708
Expenses (segment report)					
Protective services			25,008,681	25,966,914	22,310,829
Transportation services			15,510,621	15,345,225	15,092,926
Recreation and cultural			18,945,052	17,299,114	17,371,422
Water utility			9,098,258	10,333,254	8,181,060
Sewer utility			8,005,891	8,603,922	8,185,694
General government			12,497,369	15,741,271	12,558,434
Planning, public health and other			3,173,808	3,624,689	3,057,413
			92,239,680	96,914,389	86,757,778
Annual surplus			24,656,464	57,678,980	34,975,930
Accumulated surplus - beginning of the year			751,682,230	751,682,230	716,706,300
Accumulated surplus - end of the year		\$	776,338,694	\$809,361,210	\$ 751,682,230

Glossary

Accumulated Surplus - Represents net economic resources; the amount by which all assets, both financial and nonfinancial, exceed all liabilities and indicates that a government has net resources available to provide future services.

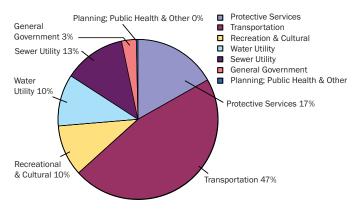
Amortization - The reduction of the value of an asset by prorating its cost over a period of years. Annual Surplus/Deficit - The difference between annual revenues and annual expenses. If positive it is referred to as Annual Surplus, if negative, it is referred to as Annual Deficit.

Net Financial Assets - The excess of financial assets over liabilities.

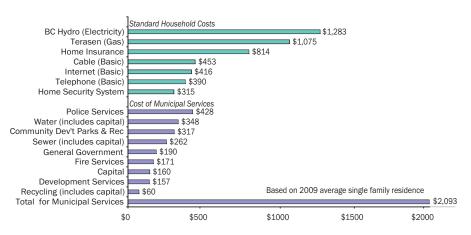
Tangible Capital Assets - Assets of long-term character that are intended to continue to be held or used, such as land, buildings, machinery, furniture, and other equipment. These assets have a significant value and a useful life of greater than one year. Capital assets are also called fixed assets.

····· Financial Information ·····

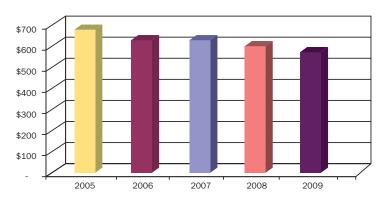
2009 Capital Additions



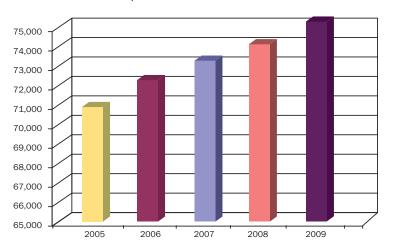
Comparison of the Average 2009 Annual Property Tax Bill for All Municipal Services to Other Standard Household Costs



Debt Per Capita 2005-2009



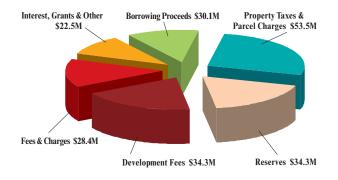
Population Estimate 2005-2009



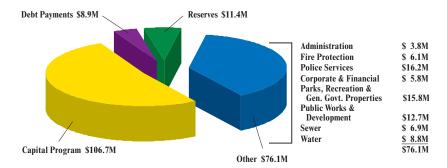
rhroughout 2009, the municipality placed continued emphasis on sound financial management. Council endorsed a funding strategy to address the long-term sustainability of our infrastructure recognizing the need to maintain our existing infrastructure as well as providing for future growth. By addressing these issues early, we will be in a better position to leverage the financial resources needed to sustain our infrastructure and services, employing the

fiscal practices necessary to earn the confidence and trust of our citizens. Property taxation provides the District with over 50% of its revenue to provide services such as police and fire protection, parks and recreation, transportation and the associated capital requirements. Maple Ridge residents enjoy a high quality of local government services with relatively low property taxes, compared to other municipalities in British Columbia's Lower Mainland.

2009 Projected Revenue — \$203.1 Million



2009 Projected Expenditures — \$203.1 Million



Award for Outstanding Achievement in **Popular Annual Financial Reporting**

PRESENTED TO

District of Maple Ridge British Columbia

for the Fiscal Year Ended December 31, 2008





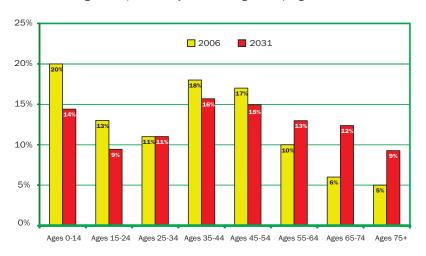
The Government Finance Officers' Association of the United States and Canada (GFOA) has given an Award for Outstanding Achievement in Popular Annual Financial Reporting (PAFR) to the District of Maple Ridge for its Popular Report for the fiscal year ended December 31, 2008. The Award for Outstanding Achievement in Popular Annual Financial Reporting is a prestigious international award recognizing conformance with the highest standards for preparation of state/provincial and local government popular reports.

In order to receive an Award for Outstanding Achievement in Popular Annual Financial Reporting, a government unit must publish a Popular Annual Financial Report, whose contents conform to program standards of creativity, presentation, understandability, and reader appeal. An Award for Outstanding Achievement in Popular Annual Financial Reporting is valid for a period of one year only.

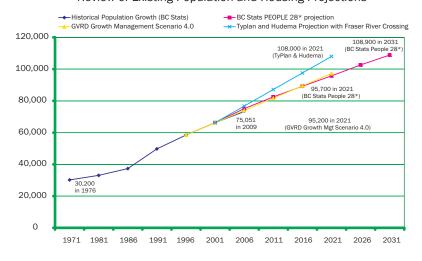
The municipality of Maple Ridge has received a Popular Award for the thirteenth consecutive year and is very fortunate to be only one of four municipalities in Canada awarded a PAFR for 2008. We believe our current report continues to conform to the Popular Annual Financial Reporting requirements, and we are submitting it to GFOA.

•••••• Demographics ••••• Demographics •••••

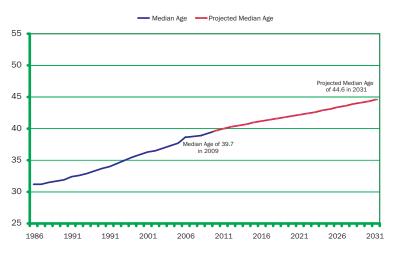
Percentage of Population by Selected Age Groupings, 2006 and 2031



Review of Existing Population and Housing Projections



Projected Median Age, Maple Ridge 1986-2031



Source: District of Maple Ridge Planning Department



Councillor Al Hogarth ahogarth@mapleridge.ca

Councillor Judy Dueck | Councillor Craig Speirs | Mayor Ernie Daykin

Councillor Michael Morden | Councillor Linda King | Councillor Cheryl Ashlie idueck@mapleridqe.ca cspeirs@mapleridqe.ca edaykin@mapleridqe.ca mmorden@mapleridqe.ca

Iking@mapleridge.ca | cashlie@mapleridge.ca

- Council Workshops are held on three Mondays each month. Please see the 2010 Council Meeting Calendar on website for further detail.
- Committee of the Whole on the first and third Monday of each month at 1:00 pm.
- Council meetings on the second and fourth Tuesday of each month at 7:00 pm.
- Public hearings on the third Tuesday of each month at 7:00 pm.
- For more information on public hearings, special Council sessions and civic events, check our website.

Municipal Contact Numbers

District of Maple Ridge • 11995 Haney Place, Maple Ridge, BC V2X 6A9 • www.mapleridge.ca

Public Works Emergency – 24 hours......604-463-9581

Switchboard/General Information......604-463-5221

General Fax Line	604-467-	7329 Fire, Police & Ambula	ance Emergency	911
A		G	Volunteer Services	604-467-7459
Administration	604-463-5221	Garbage – Metro Vancouver	77 Youth Services	
Arts Centre & Theatre (ACT)	604-476-2787		Children's Programs	604-466-4339
		Н	Youth Outreach Initiative	604-467-7354
В		Human Resources 604-467-73	⁵⁰ Planning	
Building Inspections		1	Enquiries	
Building		L Library604-467-74	Administration	
Electrical		Library004-407-74	Police - Rowe (Non-Emergency)	
Gas-Plumbing		M	Volunteer Services Coordinator	
General		Manager Legislative Services 604-463-52	Pitt Meadows Community Policing	
After-Hours Inspection Requests		Mayor's Office	21 Pound - SPCA	604-463-9511
Business Licences		Municipal Emergency Program		604-467-7315
Bylaw Enforcement		Nights & Weekends	_{R1} Public Works	
After-Hours	604-467-7422	ragino a vvocamonacimimimimimimi so i roc con	Enquiries	
С		P	or	
Cemetery	604 467 7207	Parking Enforcement	Public Works Emergency - 24 hours	
Communications		Parks & Leisure Services	Purchasing	604-466-4343
Council Members		Direct Info Line (24 hours)604-467-73	22 _	
Courier Members	004-403-3221	Direct Reservation Lines	R	
D		Arenas – Booking/Program Information	Recycling	
Dog Licences	604-467-7384	Municipal Ice Rental 604-465-249	Roads Maintenance	604-467-7363
20g 2.00/1000		Planet Ice (Maple Ridge)604-467-28	⁸³ s	
E		Ridge Meadows Arenas (Pitt Meadows). 604-460-15	31 Schools	604 462 4200
Engineering Enquiries	604-467-7339	Campground – Maple Ridge 604-467-73	OGHOOIS	
Environmental Enquiries		Facilities - Maple Ridge & Pitt Meadows 604-465-24	99 Sewer Maintenance	
		Picnic Shelters 604-465-24	52 Sidewalk Maintenance	
F		Sportfields	99 Snow Removal	
Finance Department		Festivals Society604-467-73	25 Strategic Economic Initiatives	
Accounts Payable		Greg Moore Youth Centre	54	004-407-7320
Accounts Receivable		Leisure Centre	Т	
Administration & Accounting		General Enquiries	Traffic Enquiries	604-467-7339
Property Taxes & Utilities		or604-465-24	52	
Fire Department (Non-Emergency)		Aquatics Supervisor		
Flooding (After-Hours)	604-463-9581	Program Registration		604-467-7363
		Parks & Facilities Administration		
		Pitt Meadows Family Rec Centre604-465-24		
		Sportsfield Conditions & Closures 604-465-24	99 Zoning	604-467-7341

The District of Maple Ridge is pleased to make available this beautifully produced Citizens Report utilizing the latest conservation technologies. The production of this report in hard copy format is done to meet the needs of those who wish to remain informed in this manner of District of Maple Ridge business. In addition to using more earth-friendly production methods and as part of its commitment to becoming one of the most sustainable communities in the world, this year's edition of the Citizens Report is also available on the District's website at www.mapleridge.ca.

The 2009 Citizens Report has been prepared and compiled by the Communications Department.

This Department is responsible for developing and maintaining effective communications between the District of Maple Ridge and its customers and employees.

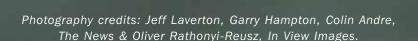
Comments regarding this publication can be forwarded to:

Communications Department

District of Maple Ridge

11995 Haney Place

Maple Ridge, BC V2X 6A9



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Printed on 100% Postconsumer fibre and 100% Recycled paper.





