

2005 CITIZENS REPORT





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## Message from the Mayor of Maple Ridge

On behalf of Council, I present our 2005 Citizens Report for the District of Maple Ridge. It provides an overview of the past year featuring financial information, department highlights and accomplishments and other important information about our community. In December 2005 Maple Ridge saw a newly elected Council sworn in whose priorities are social, environmental and economic health.

Last year, typical of years previous, Maple Ridge continued its program of festivals and events such as Canada Day ceremonies, the Christmas Parade and the Jazz Festival. With so many spectacular settings, Maple Ridge is quickly becoming a favourite location in British Columbia for television and feature film production. Rarely a week goes by without seeing the presence of movie lights, trailers and catering trucks parked somewhere in the community.

I am pleased to have the opportunity to work with a highly committed Council and District staff group on a downtown revitalization program that includes improving safety on our streets, building a new downtown bus loop and encouraging densification in the downtown area. These objectives along with adopting the Official Community Plan are some of what we will attain during this Council term. As we move forward on the projects currently before us and obtain success, we will tackle other issues important to the community.



Gordy Robson,  
Mayor

For the upcoming year and beyond, Maple Ridge will see the beginnings of what will be major improvements to its transportation corridors and transit. The Golden Ears and Pitt River Bridges along with planned road improvements are major investments of over a billion dollars that when completed, will significantly cut down travel time in and out of Maple Ridge, enhance public transportation services and make the flow of goods more efficient.

To move the community forward, we have to work together as a team and harness the collective energies of the community in a positive and proactive manner. We have challenging work ahead of us, and I encourage your comments and participation.

Gordy Robson  
Mayor

### District of Maple Ridge

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## Message from the Chief Administrative Officer

I am very pleased to present our 2005 Citizens Report on behalf of all employees at the District of Maple Ridge. Maple Ridge is a vibrant and dynamic community and is one of the fastest growing municipalities in British Columbia. The community provides a wonderful quality of life which is the envy of many. Our ongoing challenge is to manage this rapid growth and balance the social, economic and environmental goals of the community.

2005 was an extremely busy and productive year.

### ***Highlights and accomplishments in 2005 were:***

- The opening of the new all weather Rotary sports field in conjunction with Samuel Robertson Technical School
- The implementation of the Fire Master Plan
- The winning of an environmental Award from the Canadian Association of Municipal Administrators in recognition of the innovative Watershed Mapping and Information Management Project initiated by our Planning Department
- The official opening of the new 232nd Street Bridge
- The signing of a memorandum of understanding with TransLink for the construction of the new Golden Ears Bridge

2006 is also shaping up to be another very exciting year.



Jim Rule, CAO

### ***Major items to watch for in 2006:***

- The community will be part of a visioning process as a component of the Official Community Plan review to be completed in 2006. This visioning process will be an open consultation and dialogue with the community and will set the fundamental planning principles to ensure a socially, environmentally, and economically sustainable community for future residents
- The start of construction of the Golden Ears and Pitt River Bridges
- A revitalized downtown
- A new TransLink transit hub in the downtown
- A continued positive and collaborative dialogue with our partners to ensure the municipality is well positioned to take advantage of all opportunities that present themselves in 2006

I would like to thank Council, our employees and the many volunteers who make this community such a wonderful place to live, work and play.

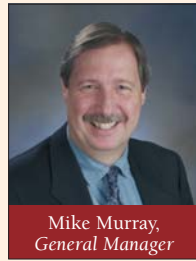
J.L. (Jim) Rule  
Chief Administrative Officer



## Community Development, Parks & Recreation Services

*"Maple Ridge continues to be a wonderful community with outstanding volunteers and networks addressing the increasing needs of a growing population. We are blessed with great staff, service groups and vibrant not for profit organizations that work closely with each other to address emerging challenges and to enrich an increasingly more complete and equitable community ...a community where every citizen can contribute to and has access to all the community has to offer."*

— Mike Murray, General Manager



- Winter Wonderland Skating program and Doggie Dash Events
- Admissions increased by 22% at Pitt Meadows Recreation Centre

### Parks

The Parks Department maintains a total of 228.5 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 administers the lease for the Maple Ridge Golf Course. In 2005, the Department achieved the following key projects and enhancements among others:

- Adoption of the GVRD Parks — Pitt Meadows — Maple Ridge Sector Greenway Plan
- Acquisition of the first property for a park site at Fern Crescent and 232nd Street
- Construction commenced on Boundary Park site with completion of site grading work in preparation for phase two landscape tender
- Construction commenced on Thomas Haney Tennis Court Lighting
- Held information meeting to display concept plan for Cottonwood North Park Site
- Construction commenced on replacement of water spray park at Maple Ridge Park
- Acquired two park sites — Fern Crescent and 121 Avenue
- Commenced Community Ecosystem Restoration Initiative Tree Planting
- Opened airport walkway tunnel

The Parks and Leisure Services Commission, the Social Planning Committee (SPAC) and the Advisory Committee on Accessibility Issues (MACAI) have all done exceptional work in 2005. The Commission opened its first artificial turf field in cooperation with the School District and completed the planning phase for several new parks which will come on stream in 2006. A random sample citizen satisfaction survey was also completed for Parks and Leisure Services in 2005. Results were extremely positive with 87% indicating services are good or excellent (an increase of 7% over 2002 results). SPAC continued its work with organizations like the Alouette Homestart Society on establishing the first youth safe house in the Fraser Valley and hiring outreach workers to encourage homeless persons to access needed services and achieve more stable lives. SPAC also formed its Substance Misuse Prevention Task Force. MACAI continued its work to ensure access for all ...included in this work was an increase in the number of citizens accessing the Parks and Leisure Services Participation Program by almost 500% since 2001.

### 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, youth outreach initiatives, outdoor recreation opportunities, and special events. In 2005, the Department achieved the following key projects and enhancements among others:

- Electronic registrations were up from 10% to 17%
- Adopted second indoor pool recommendations
- Fees and charges review completed for all indoor facilities

*Rotary Field at Samuel Robertson Technical School grand opening ceremonies.*



### The Arts

The Arts Council and Art Gallery Society successfully completed the second full year of their contracts with the Commission for operation of the Arts Centre and Theatre with over 33,000 ticket sales, 6,050 visits to the Art Gallery, 3,760 arts program registrations and a budget surplus. In 2005, the Department achieved the following key projects and enhancements:

- Ridge Meadows Arts Council Executive Director Mr. Mark Taylor was hired
- Maple Ridge Museum design request for proposal completed and design team hired — Studio Senbel
- Supported special events such as Canada Day celebrations, Airport Open House, Jazz & Blues Festival, Hammond Days, Maple Ridge Fair, the 12 Hour Spin Relay for Athletes in Kind, and many more
- Art Gallery Society and Arts Council merged

### Social Planning

In 2005, the Department achieved the following key projects and enhancements:

- Provided support to Alouette Home Start Society with their successful completion of a 5-month funding approval process for the Community Outreach and Youth Safe House projects
- Provided social sustainability framework paper to OCP

### General Government Properties

In 2005, the Department achieved the following key projects and enhancements among many others:

- Renovations to Municipal Hall were completed
- Lifecycle assessments were completed on three major facilities



### Emergency Preparedness

The Union of British Columbia Municipalities grant program provided funding to support the development and holding of another annual Emergency Exercise. In 2005 the members of the Emergency Operations Centre (EOC) team participated in a functional exercise based on an interface wild fire scenario. This exercise provided EOC members the opportunity to practice the procedures they would be required to follow in the event of a real emergency. This exercise also identified areas where further training would be required.

The District of Maple Ridge received grant funding from the Joint Emergency Preparedness Program (JEPP) to assist in the continuation of emergency response training for Municipal staff. Municipal staff trained in the areas of Incident Command, level 200, and Emergency Operations Centre, levels 1, 2, and 3. In addition personal preparedness sessions were provided to the community and members of Emergency Social Services distributed emergency preparedness information at the annual Home Show. The Personal Disaster Assistance volunteers responded to six events in 2005.

Communications within the Maple Ridge Emergency Operations Centre were enhanced with the addition of satellite telephone equipment. Work continued with the design of emergency generators for Municipal Hall, RCMP, Court House and other facilities located in the core that would be used as reception centres in the event of a major emergency.

Mike Murray  
General Manager:  
Community Development,  
Parks & Recreation Services

Maple Ridge Youth Council volunteers working on the Iron Horse Youth Safe House renovation.

## Corporate & Financial Services

*"Our strength comes from our staff and their focus on quality customer service."*  
— Paul Gill, General Manager

2005 was an exciting year as we undertook several major projects, including a complete refresh of our desktop computers. As well, we assisted with a number of corporate projects, the highlights of which are discussed below.

### Clerks

The Clerks Department works with Council to make sure that municipal business is done in an open and transparent style. Council meeting agendas and minutes are available in a timely manner at municipal hall or on the Clerk's Department section of our website. Our switch-board provides exemplary customer service and serves as the place where citizens can turn to in order to find the services that they require. We also look after the property assets of the municipality. In 2005, the Department achieved the following key projects and enhancements:

- Completed an alternative approval process to retain the size of Council at six Councillors and one Mayor
- Conducted the 2005 Local Government Election in accordance with prescribed regulations
- Prepared agendas and minutes for 60 Council meetings (Open & Closed), 22 Committee of the Whole meetings, 38 Council Workshops, 12 Public Hearings (including a 6-night Hearing on the Official Community Plan), 43 Advisory Committee meetings, and 7 meetings of Maple Ridge Municipal Holdings Ltd.
- Responsible for the Municipal Records Management Function, including advice to other departments, and moved to the Records Centre to more suitable space in the old courthouse
- Responded to 23 Freedom of Information access requests and all were resolved according to the requirements of the Freedom of Information Act
- Managed 31 new insurance claims



- Sold 3 properties valued at a total of nearly \$6 million; acquired property for 3 future parks; negotiated agreement for purchase of 2 additional park sites; successfully negotiated several road dedications, statutory right-of-ways, road closures and construction access agreements
- Managed the District's portfolio of rental properties
- Obtained emergency funding for repairs to a portion of the Albion Dyke in Kanaka Creek Regional Park. Repairs were made and the dyke was reopened to the public following a 5 day closure of the park
- Provided Public Information Officer, Liaison Officer, Risk Management and Document Unit Coordinator support to the Emergency Operations Centre including participation in a 1-day Emergency Operating Centre exercise, "Operation Wildfire"

### Finance

In 2005, the Department achieved the following key projects and enhancements:

- The return on the investment exceeded our established benchmark (Scotia MacLeod Index & the Municipal Finance Authority) in all three categories as follows:
  - Short Term 2.79% vs. 2.53%
  - Mid Term 2.13% vs. 2.06%
  - Long Term 2.24% vs. 2.23%
- 2004 Financial Statements were completed on schedule, received an unqualified Audit Report from the external auditors BDO Dunwoody LLP, and were reviewed by the Audit Committee and received by Council





- Received the Canadian Award for Financial Reporting (CANFR) from the Government Financial Officers Association (GFOA) for the 2004 Annual Report
- Prior to December 31, 2005, Council reached a unanimous consensus agreeing to all funding increases and to adopt the 2006 – 2010 Consolidated Financial Plan
- The principles and process by which municipal owned property within the business tower will be exempted from property taxation was completed through a collaborative discussion process with the BC Assessment Authority. This created significant tax savings in 2005 and for years to come
- Finance Department staff met with operating departments to review, interpret and assist with the administration of their respective business units. This ultimately leads to a more efficient and effective operation
- The next phase of the succession planning process was successfully implemented with three position classifications approved; this will provide valuable training in the interim and improve the retention of a high calibre staff for our future needs

#### Information Services

The Information Services Department is responsible for the District's corporate communications and computing assets, which include the telephone, radio and email systems, networks and servers, all personal computers, and the business software systems that run on them.

To keep things running smoothly, Department staff provide technical assistance to computer users, maintain mapping and database assets, and provide project management support services to other departments undertaking computing improvements.

*Maple Ridge is quickly becoming a favourite location in British Columbia for television and feature film production.*

The network consists of a Gigabit network using 30 Windows servers on a virtualized storage area network that support 300 personal computers at eight sites. To run District operations, there are over 40 different enterprise-wide business systems that run on the computer network, including a financial system, property and taxation, payroll, materials management, budget system, recreation system facility bookings, trade licences and building permits, and the Geographic Information System (GIS). The Department handled over 3,000 requests for assistance from District staff in 2005.

In 2005, the Department achieved the following key projects and enhancements:

- Mapping and technical support to emergency management exercise and downtown revitalization initiative
- Incorporated into taxation and property programs new BC Assessment Authority data (e.g. TransLink parking data)
- Technical support for 2005 Municipal Election
- Technical support for year end account processing (e.g. dog licences, metered water, budgets, etc.)
- Full replacement of 300 computer workstations
- Completed a website strategic plan



Paul Gill

*General Manager:  
Corporate & Financial Services*





## Public Works & Development Services

*“These are exciting times for Maple Ridge as we plan for the future. Our staff is committed to working with the citizens of Maple Ridge to build on the strong foundations of the past and help create a balanced community where people can safely work, live and play.”*  
— Frank Quinn, General Manager



**I**n 2005 significant transportation initiatives were advanced that will have dramatic impacts on the future of Maple Ridge. The consortium to build the new Golden Ears Bridge was selected with construction to start in 2006. In addition, a new high level Pitt River Bridge was announced and is scheduled to be completed at the same time as the Golden Ears Bridge. Projects like these significantly influence the work of our Division.

### 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. In 2005, the Department achieved the following key projects and enhancements:

- Upgraded Traffic Signal poles installed on Dewdney Trunk Road at 227 Street
- Replaced Watermains on Dewdney Trunk Road (207 Street – Laity Street), on Laity Street (117 Avenue to Loughheed) and on 117 Avenue (207 Street to 210 Street)
- Installed Pressure Reducing Valve chamber on Dewdney Trunk Road at Laity Street
- Road resurfacing on Dewdney Trunk Road, Dartford Street, Stonehouse Avenue and 206B Street
- Sanitary sewer main replacements on Cook Avenue and Royal Avenue

### Engineering

The Engineering Department provides municipal engineering services and support to residents of Maple Ridge and other departments. In 2005, the Department achieved the following key projects and enhancements:

- Accessibility Improvements — working with Municipal Advisory Committee on accessibility issues for 2005 walkway improvements
- Hosted Interdepartmental Workshop with School District 42 and RCMP to improve road safety in Maple Ridge
- Water Shortage Response Plan prepared for and adopted by consideration by Council as a regional effort for water conservation measures
- Pedestrian Safety Improvements — Completed new asphalt grind walkway along 104 Avenue and a sidewalk along 230 Street
- Registered two more schools for the Safer School Travel Program for a total of six schools
- Completed Local Improvement Sewer Projects on 136 Avenue, 124 Avenue and Gilley Avenue
- Completed 118 Avenue (Stephens to 232 Street) and 118 Avenue (238 Street to 240 Street)
- Completed bike lanes on 216 Street (124 Avenue to 128 Avenue)
- Completed safety improvements to Abernethy at 232 Street





### **Business Licensing, Permits, & Bylaws Department**

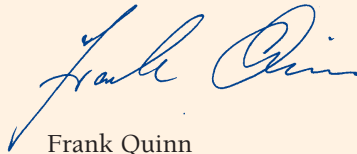
The Business Licensing, Permits and Bylaws Department is responsible for enforcing the District's bylaws, issuing building permits, inspecting all construction works, operating the animal shelter, enforcing animal control regulations, and ensuring all businesses operating in the District are licensed. In 2005, the Department achieved the following key projects and enhancements:

- 15 properties subject to new Grow Op Bylaw regulations during first quarter
- Participated with a number of agencies on a Crystal Meth Task Force
- Amendment to the Untidy/Unsightly Bylaw to include mandatory removal of graffiti
- Weekly meetings with RCMP and OutReach to coordinate response to homeless calls for service
- Held a Builder's forum to share information/concerns relative to construction activity within the District

### **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. In 2005, the Department achieved the following key projects and enhancements:

- Held four open houses for public consultation on the Official Community Plan
- Reviewed regulations related to riparian area legislation and presented a report to Council for adoption of policy
- Reviewed the bylaw related to the Advisory Design Panel and presented to Council for adoption
- Received a national award for the stream mapping and assessment project
- Completed public hearings on the Official Community Plan
- Process for completion of Official Community Plan presented to Council



Frank Quinn  
General Manager:  
Public Works & Development Services

*Artists rendering of Golden Ears Bridge.*









# Community Development...

## Building Our Future

Maple Ridge has experienced considerable growth over that past year with no immediate end in site. Development applications continue to flow into the District at record pace. What makes the recent applications different than those in the past is the focus on redevelopment in the Downtown and the re-emergence of interest in townhouse development. While single family development and subdivisions still predominate, different forms of housing such as condominium apartments and townhomes and even multi-storey towers are beginning to emerge. The change is a result of low interest rates, increasing land values; rising construction and labour costs; and changing needs as our population ages. One noteworthy feature of this growth is its concentration in the regional town centre and existing urban lands. The Downtown can soon expect to have 1,200 additional units or 2,500 more people to serve and utilize services.

The District also worked on a number of initiatives in the policy area to further the goals of the community. The Official Community Plan was the subject of a public hearing in mid-2005 which sets a framework for future community development. The Smart Growth on the Ground initiative centred on the downtown and will be furthered by a Town Centre Area Plan, a parking strategy and the encouragement of green building technology for any new development.

### Economic Development

2005 was the first full year of operation for the Economic Development Department. The focal point of activities was on the establishment of the office and the development of the Economic Development Strategy. Through the Economic Advisory Commission much of the work towards the strategy was undertaken, with the focus on further expanding and diversifying the local economy and assisting in the growth of the existing business community.

The Department also expanded its responsibilities and relationships within the organization and the community-at-large to better serve the growth of the community. The Department built a solid foundation in 2005 to move forward and serve the community in the future.

*In 2005, the Department achieved the following key projects and enhancements:*

- Newly established Economic Advisory Commission began meeting regularly in 2005, prepared to provide input to Council on issues relating to economic growth
- Commenced the development of an Economic Development Strategy in 2005. This process included meeting with business leaders from the community to provide their input, completion of economic base analysis on the community and study of existing research related to growth
- Expansion of Department responsibilities to include film production promotion and coordination. The Department successfully promoted Maple Ridge as a preferred filming destination directly to film production companies and through the BC Film Commission and increased film production activity in the District dramatically, issuing 138 permits on 44 different productions
- Continued efforts to work with local businesses and citizens on retention and expansion challenges and development of business ideas and start-ups
- Continued promotional efforts to establish the District as a preferred investment location for business expansion and new business development



*Ridge Meadows Hospital expansion.*





## Volunteers...

### Caring, Compassionate & Committed

Volunteers are essential to the services and programs offered by our community. These are people who offer their skills and time of their own free will. Volunteers are all ages, have a variety of abilities, come from varied backgrounds, and are everywhere in our community.

The benefits of volunteering may include, for example, learning new skills, developing interests, meeting new people, making business contacts, getting to know the community better, making a difference in the lives of others, gaining a sense of satisfaction, and having fun.

There are a great variety of volunteer positions available through local non-profit organizations, sports associations, special event committees (board positions, office assistance, visiting seniors, mentoring youth, coaching baseball, etc.) as well with the RCMP and emergency services.

Parks and Leisure Services has a variety of volunteer opportunities for citizens interested in participating in community programs, activities, and projects. New volunteer opportunities arise daily and provide people of all ages with a chance to donate their time, talents, and ideas to the community.

Ridge Meadows Volunteer Crime Prevention programs are an integral component to the delivery of policing services in the district. Through education, and intelligence-led crime reduction strategies, volunteers provide a valuable service to Maple Ridge.

With over 185 fully trained volunteers working in a variety of capacities, over 15,000 hours were donated to Crime Prevention initiatives in 2005. It is only with the support of proactive citizens that we are able to promote a safer community.

The Municipal Emergency Program had another successful year in 2005 due in large part to the dedication of the volunteers who participate in the various component teams. The Emergency Social Services volunteers meet and train throughout the year to be prepared to provide short term support to evacuees following an emergency event. During the past year members of this team have provided food, clothing and lodging to a number of families following house fires in Maple Ridge. Search and Rescue volunteers meet and train weekly so as to be prepared to respond to emergency incidents at any time of the day or night. Your Municipal Emergency Program is stronger because of the citizens who have made a commitment to be involved in the community through their volunteering.

*Enjoy the satisfaction of knowing you are contributing to a positive legacy for future generations and reaping the personal rewards of volunteerism.*







Mike Murray

## District Employees...

### Going Beyond 9–5

Maple Ridge is fortunate to have a dedicated, well-recognized group of local government employees. These individuals provide a myriad of services to the citizens, businesses and other organizations that call Maple Ridge “home”. But their dedication and contributions go far beyond their day-to-day responsibilities.

District of Maple Ridge employees help others by donating their time and money. There are many events and charitable causes that District employees get involved with. The United Way of the Lower Mainland, Big Brothers Big Sisters, BC Children’s Hospital and The Heart & Stroke Foundation of BC are examples. In addition to these, our employees have given innumerable hours of direct volunteer support and assistance to community organizations.



*“Volunteering provides me with the opportunity to better understand and support the local community. Maple Ridge is a great place to live and work, and I feel that my small contribution helps to maintain its level of safety and liveability.”*  
— David Cooke

Volunteer auxiliary police officers are trained to assist Regular RCMP members and follow their lead and direction — ready to assist in any situation. Assisting with special events, providing information at community events, traffic control at parades, and conducting safety seminars are all part of the work.

*“I sometimes find it difficult to distinguish between the work I do in Parks & Leisure Services and my volunteer involvement. My work provides me with a wonderful opportunity to meet so many amazing community volunteers I can’t help but be inspired by their dedication and accomplishments. Working with them helps me to see what a great community this is because of their selfless commitment to service. I couldn’t possibly work in that kind of environment and not roll my sleeves up once in a while. Who could?”* — Mike Murray

Mike has volunteered extensively and with so many organizations and initiatives that it would not be possible to list all of them here. His current volunteer involvement includes the Haney Rotary Club, Maple Ridge — Pitt Meadows Community Services, the United Way Success by Six Council of Partners, and Ridge Meadows Hospital.



*“I feel that it is important for individuals in the community to take on leadership roles and experience the satisfaction of giving back. There is nothing more uplifting than a child’s smiling face.”*  
— Julie Rengert

Julie is a volunteer extraordinaire, with experience in sports, education, fundraising, and now special events. She has volunteered with Canada Day special events, minor hockey, swim clubs, a parent advisory committee and was a liaison with the Heritage Language Program with the Vancouver School Board amongst so much more.

*“Each year the team at the District of Maple Ridge exhibits an exceptional degree of community spirit, support of volunteerism and generosity through an enthusiastic United Way workplace campaign. You truly care for your community and it shows. With a participation rate of 47%, almost double the average for all Lower Mainland municipalities combined, you are leading the way and contributing to making a significant difference.”*  
— Michael McKnight, President/CEO.

*“The team at the District of Maple Ridge has once again shown its support and generosity for the Heart and Stroke Foundation of BC & Yukon’s Heart Month campaign. Your support is tremendously appreciated — not only by our Foundation, but by those hundreds of British Columbians whose hearts we touch. You’re at the heart of everything we do. Together, we are finding answers, for life.”*  
— Gillian Yardley, Area Manager



Westminster Savings Credit Union Staff  
Giving Back to the Community



## Corporate Giving...

### Connecting with Community

**T**he District of Maple Ridge would like to thank all the corporate donors who supported our community this past year by giving generously of their products, time, and money. It is donations like these that make our community a better place to live, work, and play. The District gratefully acknowledges the following corporate donors, who are just a few of the many who contributed their resources in 2005.

- Westminster Savings Credit Union provided over \$54,000 in sponsorships, scholarships, and donations in kind, to the Maple Ridge area in 2005. Their Community Involvement Team gives countless hours of volunteer time to the community
- McDonald's Restaurants, a major sponsor of "Heroes", donated money for the construction of a sports field and through their McHappy Day and charity work, gave over \$10,000 to North Fraser Therapeutic Riding Association and another \$10,000 to James Cameron School to help build a playground for special needs students
- Many organizations donate to local schools. Examples include Maple Ridge First Aid School that donated \$1,000 towards graduation ceremonies, M&M Meats gave to school lunch programs, Sun Hang Do conducted in-school workshops, and Frogstone Grill and Dairy Queen donated incentives for home reading programs

*Starbucks encourages volunteering through their Make Your Mark program.*



- Vancity gives back to the community through an annual employee fundraising campaign and community involvement program that encourages staff members to volunteer in the areas where they live, work and play. In 2005, they contributed \$1,000 to the Maple Ridge Jazz & Blues Festival
- Starbucks created Make Your Mark, a program that matches partners' and customers' volunteer hours with cash contributions to designated non-profit organizations. In 2005 one of their recipients, the District of Maple Ridge, received a \$1,000 donation
- The Bugel newspaper donated \$1,500 plus publicity for the Christmas Festival and Parade, helping children and parents enjoy the holiday season
- Canadian Tire provided funding through their Jumpstart Program for children between the ages of 7 – 18. This funding enables young people to participate in active living opportunities when they would otherwise not be able to. In 2005 they supported 55 children and youth in Maple Ridge in a variety of active living opportunities

The above examples illustrate and remind us of the value of corporate giving to a community. Just as so many individuals give of their time and talent, so do businesses. A partnership of citizens, governments, non-profit organizations and the corporate world is one that is important and highly appreciated in Maple Ridge

*NFTRA benefits from McDonald's Restaurants generous donation.*







Trevor Roberts  
Photo: Maple Ridge Pitt Meadows Times

### Going Above & Beyond



- Blind singer **Danielle Foulds** selected as Champion Child for BC Children's Hospital and the Children's Miracle Network. Danielle was born at a staggering 25 weeks weighing

a mere one-pound, two ounces, which means her mother was only half way through a normal pregnancy. Her chances of survival were extremely low. Danielle sees her place in this world as a result of things that happened in a previous life. "I don't look at myself differently so there was nothing holding me back to begin with," she says.

- **Tom Cameron** named as Maple Ridge Community Foundation Citizen of the Year. Tom has been involved with the Army of Hearts, which raised more than \$15,000 to help victims of the Boxing Day tsunami in Southeast Asia, has helped organize a successful country music concert at the Arts Centre & Theatre, and has served for many years as the president of the agricultural association that stages the annual Maple Ridge Fair. He is perhaps best known as the co-chair of the Maple Ridge Christmas Hamper Society. Other recent projects included raising money to plant 23 new trees at the Albion Fairgrounds site, and helping stage a haunted house to benefit local youth
- 7-year-old **Trevor Roberts** creates a mini Marathon of Hope as he runs across Maple Ridge collecting money for the Terry Fox Foundation. Trevor, who is a Grade 2 student at Laity View Elementary, started his run at the Maple Ridge/Mission border running along Dewdney Trunk Road a little bit at a time, in all sorts of weather. So far he's raised \$196.66. "I wanted to finish Terry Fox's route, but it was too far," says Trevor, adding that he loves running in the rain

- Haney Rotary awards fellowships for outstanding community service to **Lola Chapman, Dr. Frank Ervin, Sherman Olson, Spence Levan, Marie Spetch, Dr. Kwadwo Asante, and Barb Wardrope**
- Local equestrians **Tyson Aubin, Brittany Tunshell, Vernita-Jane LaHue, Jennifer McKenzie, and Dylan Allan** bring home medals from the B.C. Disability Games
- Addictions manager **Nancy McConnell** nominated for 2005 YWCA Women of Distinction award. Nancy is a manager at the Salvation Army Harbour Light Centre where she works with drug and alcohol addicts. She started her career helping people before she became a counsellor. When she was a child she would adopt stray animals and she did what she could to protect the less fortunate
- **Jennifer Libbey** invested into the Order of St. John for outstanding service to fellow Canadians. The 2,000 members of B.C. and Yukon St. John Ambulance provide close to a quarter-million hours of community service annually, and the organization trains more than 100,000 people per year in emergency response and lifesaving techniques
- **Darren Wright** granted with Royal Canadian Humane Association Bravery award for saving the life of Michael Dubuc. Darren is not a religious man, but is convinced a higher power intervened when he left for work early one Sunday morning and ended up saving a man's life. "I like to think a lot of people would do the same thing too," he said. "Hopefully if that was me, God forbid, hopefully someone would do the same thing. I'm just happy that he's alive."
- **Maple Ridge Christian School** raises over \$10,000 for the construction of 20 wells in Cambodia



## Our Community...



- **Maple Ridge — Pitt Meadows Home Show** with hundreds of commercial exhibits and displays drew upwards of 35,000 visitors. The Home Show also stages a Psychic Fair, the Times Taste of Ridge Meadows, and West Coast Amusements Carnival. The Emergency Services “Head Shave for Cancer” raised over \$21,000 and shaved 144 heads in support of the Oncology Unit of Ridge Meadows Hospital
- **Mountain Festival** was a huge success with many exciting activities such as the Multi-cultural Parade on Dewdney Trunk Road, and a variety of children’s and youth activities held in partnership with the Home Show, and FunZone 2005 at the Maple Ridge Fairgrounds
- **Canada Day** began with the traditional flag raising ceremony in Memorial Peace Park followed by entertainment, kid’s art activities, multicultural foods, and a giant craft market
- **The Caribbean Festival** saw thousands enjoy live Caribbean bands, great music, colourful costumes, dancing, arts and crafts, and delicious food
- **Webster’s Corners Day** brought together many families to celebrate their neighbourhood with activities for all ages — games, bouncy castle, bike parade, local artisans, raffle, interactive displays from local organizations involved in the community, and the Heritage Tea & Historic Display for friends and neighbours to share memories and swap stories
- Thousands attended the 104th annual **Maple Ridge Fair**. They enjoyed the midway, an antique tractor pull, welsh pony show, BMX stunt bike show, kids stuff, headline stage entertainment, and up-close and personal animal displays

# Maple Ridge

- The Jazz & Blues Festival attracted thousands to Memorial Peace Park. Festivities included some of BC's best local and regional Jazz & Blues artists, an arts and crafts village, and children's activities
- The annual Hammond Days celebration featured live music, children's activities, crafts, community displays, baseball tournaments, pancake breakfast, Heritage Walk, Heritage Tea, and evening dances
- BC Rivers Day was held at Allco Park and Kanaka Creek — a special day celebrating our spectacular river heritage and raising awareness of our streams and rivers
- The annual Whonnock Lake Day celebration began with an inter-denominational church service and a pancake breakfast. Food, crafts, children's activities, a 5 and 10 km run/walk, a 1 km non-competitive children's run, and musical entertainment were enjoyed by all
- Remembrance Day Ceremonies are held every November 11 at 11:00 am after the Remembrance Day parade from the Legion building to the Cenotaph in Memorial Peace Park. Our own local heroes, the Veterans, are grateful to the many thousands of citizens who attend these events
- Christmas in the Park and the Santa Claus Parade has become a favourite in December. Entertainment for children and families with wonderful floats, horses, and free hot chocolate
- Christmas Haven served dinner and entertainment to those who were alone on Christmas Eve





## Maple Ridge Fire Department

The primary mission of the Fire Department is the protection and preservation of life, property and the environment for Maple Ridge citizens. One hundred dedicated paid-on-call firefighters and six full-time officers provide this service. In 2005, the Department achieved the following key projects and enhancements:

- Master Plan — As directed by Council the Department is in the process of implementing the first phase of the master plan. Job descriptions were developed and a selection process saw eight full-time firefighters start in July of 2005 and another eight will start in January of 2006
- Computer Aided Dispatch (CAD) system — In conjunction with the new CAD system, laptops were installed in all the fire trucks last spring. These wireless mobile laptops enable firefighters to access: pre-fire plans, records management system, hazmat response data, route mapping and will eventually tie into the CAD system
- With the hiring of full-time firefighters we have seen a significant reduction in response times to emergencies in the Fire Hall #1 area. In addition there has been a substantial increase in the number of fire and life safety inspections conducted. The full time crew has also relieved pressure on the paid on call firefighters by reducing the number of calls they have to attend
- The 'Sign Up The Community' program kicked off Fire Prevention Week, October 9 to 15. Fire Hall #1 held a successful Open House on Saturday, October 15
- Community Safety Stars in the "action" category were honoured during Fire Prevention Week with an award presentation at the regular Council meeting on October 11. Winners in the "partner" category were honoured at a luncheon
- The Charities Committee organized a Boot Drive for the Muscular Dystrophy Association of Canada and collected a total of \$4,850. The annual Food Drive was held December 17th and the firefighters collected 4,350 pounds of food and \$15,168 in cash which was shared between the Friends in Need Food Bank and the Christmas Hamper Society
- Maple Ridge Council passed a new fireworks bylaw disallowing the sale and use of consumer fireworks within the District of Maple Ridge. The Fire Department assisted the Lions Club with the development of a public fireworks display, designed to encourage compliance with the new fireworks bylaw and provide an alternate method to enjoy fireworks. This is in keeping with bylaw changes with respect to consumer fireworks in adjacent municipalities. This has been a safety issue primarily in British Columbia, especially in the Lower Mainland. The new bylaw allows the discharge of fireworks only with a permit and only by licensed fireworks supervisors



Dane Spence  
Fire Chief



Peter Grootendorst  
Fire Chief



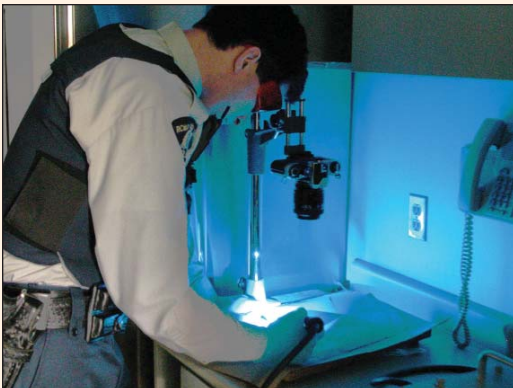
## Police Services in Maple Ridge

The Ridge-Meadows Detachment of the Royal Canadian Mounted Police, in partnership with our community is dedicated to the preservation of the quality of life and safety of the public we serve. The RCMP is dedicated to the principle of community policing and working with the public to provide long-term solutions to identified problems. Our focus is on the prevention and detection of crime, the prosecution of criminals, community involved problem solving, as well as response to criminal activity and traffic safety. Our most effective tools will be positive community relations, a professional police image, public education, and the ability to respond to the needs of our community. In 2005, the Ridge Meadows RCMP achieved the following key projects and enhancements:

- Police and the Liquor Control & Licensing Branch continued joint liquor inspections of local bars to ensure compliance with liquor licensing regulations
- The detachment Grow Op team investigated reports of grow operation and drug activity in proximity to schools and responded to reported grow operations resulting in charges
- Held Master Plan meetings with both Maple Ridge and Pitt Meadows incorporating representation from all levels of police and municipal staff
- Police "Project Own" targeting known property criminals
- Continued involvement with Safer City initiatives in both Maple Ridge and Pitt Meadows
- RCMP Youth Camp was held during Spring Break involving 18 youth from School District #42
- Speed Watch, a volunteer group monitoring the speed of vehicles within our community, checked 33,493 vehicles and sent out 1,153 warning letters to residents informing them of their vehicle speed in strategic traffic zones
- Citizen's Bike Patrol checked a total of 5,102 vehicles. The purpose of this volunteer team is to increase the risk to potential offenders by patrolling in highly visible groups and acting as the eyes and ears of the police
- Citizens On Patrol checked a total of 148,484 vehicles. Volunteers in this program are responsible only for observing and reporting all activities or situations that appear to be of a criminal or suspicious nature



Insp. Jim Wakely  
Officer in Charge





## The Corporation of the District of Maple Ridge

### Consolidated Statement of Financial Activities For the Year Ended December 31, 2005

	Actual <u>2005</u>	Budget <u>2005</u>	Restated Actual <u>2004</u>
<b>Revenue</b>			
Taxes (schedule 3)			
Real property, special assessments, grants in lieu	\$ 70,884,844		
Less: Collections for other governments	<u>31,938,492</u>		
Taxes for municipal purposes	\$ 38,946,352	\$ 39,019,529	\$ 36,240,565
User fees and other revenue (schedule 4)	22,337,116	22,087,158	19,975,613
Development revenue (schedule 5)	4,667,930	13,360,827	7,713,969
Senior government transfers (schedule 6)	2,291,237	3,451,822	3,654,660
Interest and investment income			
Interest income	812,521		
Investment income	2,131,068		
Less: Deferred amount	<u>(672,074)</u>		
	2,271,515	1,724,992	1,817,278
Proceeds from disposal of property and equipment	363,093	-	6,495,648
Gain on debt refinancing	362,151	-	441,794
Contributed subdivision infrastructure	26,284,692	26,284,692	9,533,012
	<u>97,524,086</u>	<u>105,929,020</u>	<u>85,872,539</u>
<b>Expenditures (schedule 8)</b>			
Protective services	16,387,421	22,339,652	15,808,767
Transportation services	10,023,304	15,651,823	14,529,782
Recreation and cultural	15,419,618	21,351,887	16,090,791
Water utility	6,962,383	8,783,778	6,647,614
Sewer utility	6,258,777	8,720,477	6,331,421
General government (note 13)	10,597,951	12,971,385	28,320,217
Planning, public health and other	2,293,164	3,266,387	2,081,078
Subdivision infrastructure	26,284,692	26,284,692	9,533,012
	<u>94,227,310</u>	<u>119,370,081</u>	<u>99,342,682</u>
<b>Excess (Deficiency) of Revenue over Expenditures</b>	<u>3,296,776</u>	<u>(13,441,061)</u>	<u>(13,470,143)</u>
Principal Repaid	(1,982,224)	(1,673,772)	(32,315,933)
Debt Issued	-	-	49,830,866
Increase in Fund Balances	1,314,552	(15,114,833)	4,044,790
<b>Fund Balances – Beginning of the Year</b>	47,504,145	47,504,145	43,459,355
<b>Fund Balances – End of the Year</b>	<u>\$48,818,697</u>	<u>\$32,389,312</u>	<u>\$47,504,145</u>

*Excerpt from the 2005 Audited Financial Statements*

*Copies of the District's award-winning Comprehensive Annual Financial Report  
are available at the Municipal Hall, District website, and the Public Library.*

## The Corporation of the District of Maple Ridge

### Consolidated Statement of Financial Position As at December 31, 2005

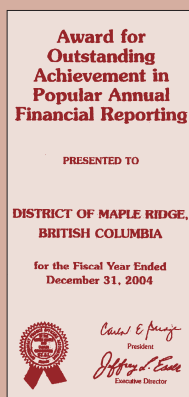
	<u>2005</u>	Restated <u>2004</u>
<b>Financial Assets</b>		
Cash and temporary investments (note 1)	\$ 32,540,017	\$ 24,348,525
Portfolio investments (note 1)	49,985,738	52,080,480
Accounts receivable (note 2)	10,279,008	10,185,341
Recoverable local improvements	1,382,647	1,682,601
Other assets (note 7)	<u>1,000,530</u>	<u>677,454</u>
	95,187,940	88,974,401
<b>Liabilities</b>		
Accounts payable and accrued liabilities (note 5)	8,425,253	8,239,428
Deferred revenues	5,004,596	4,110,367
Restricted revenue (schedule 7)	27,252,397	24,011,719
Refundable performance deposits and other	2,099,223	1,937,140
Post employment and compensated absence benefits (note 8)	3,587,774	3,171,602
Mortgage liability (note 9)	16,726,326	17,554,318
Debenture debt (note 6, schedule 2)	<u>33,051,518</u>	<u>34,205,750</u>
	96,147,087	93,230,324
<b>Net Debt</b>	<u>\$ (959,147)</u>	<u>\$ (4,255,923)</u>

#### *Excerpt from the 2005 Audited Financial Statements*

The Government Finance Officers' Association of the United States and Canada (GFOA) has given an Award for Outstanding Achievement in Popular Annual Financial Reporting to the District of Maple Ridge for its Popular Report for the fiscal year ended December 31, 2004. 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 ninth consecutive year and is very fortunate to be only one of four municipalities in Canada awarded a PAFR for 2004. We believe our current report continues to conform to the Popular Annual Financial Reporting requirements, and we are submitting it to GFOA.



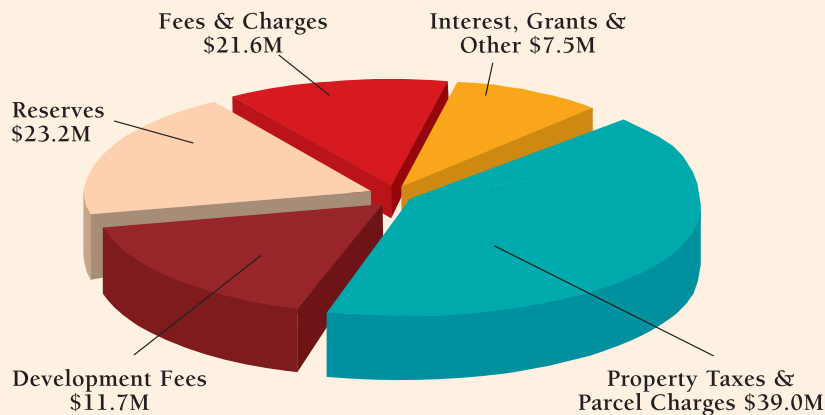


## 2005 Taxation

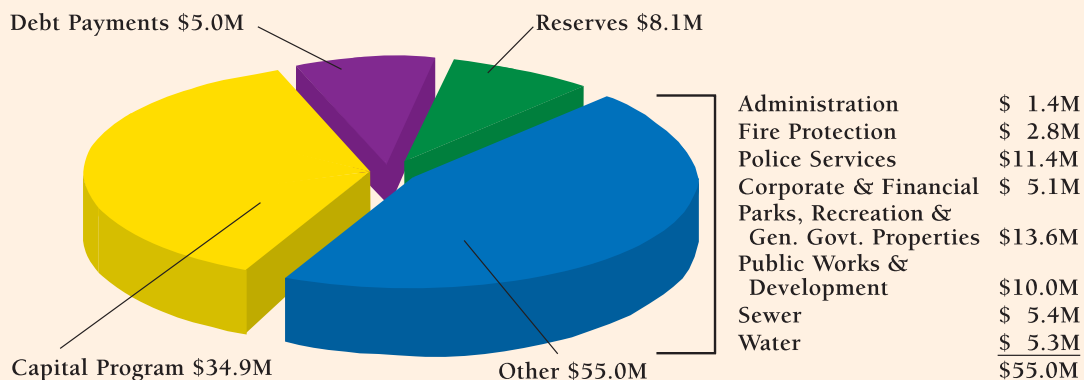
Throughout 2005 the municipality placed emphasis on building on our strong record for sound financial management. Council adopted a financial strategy with a focus on sustainability, affordability and accountability. As a result the strategy provides for goals and measurements to ensure the municipality has the financial resources it needs to sustain its facilities and services and the fiscal practices to earn the confidence and trust of the taxpayer.

Property taxation provides the District with over 50% of its revenue source for general purposes. Police and fire protection, parks and facilities, streets and roads and various capital expenditure initiatives depend on funding from property taxation. Maple Ridge residents enjoy a high quality of local government services with one of the lowest levels of property taxation in the British Columbia Lower Mainland.

### 2005 Projected Revenue — \$103 Million

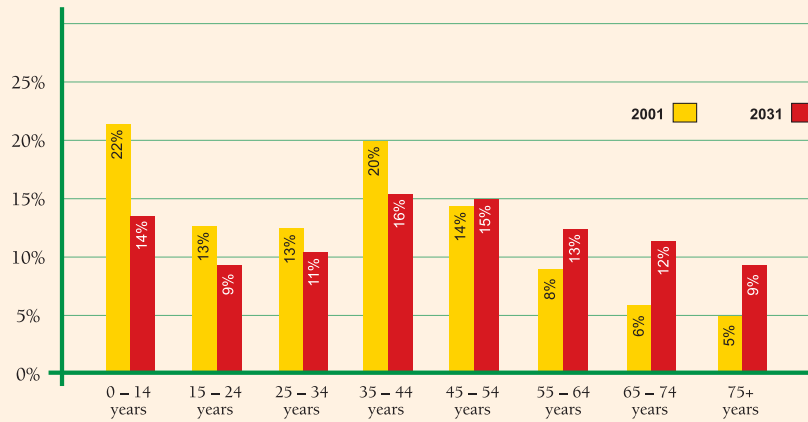


### 2005 Projected Expenditures — \$103 Million

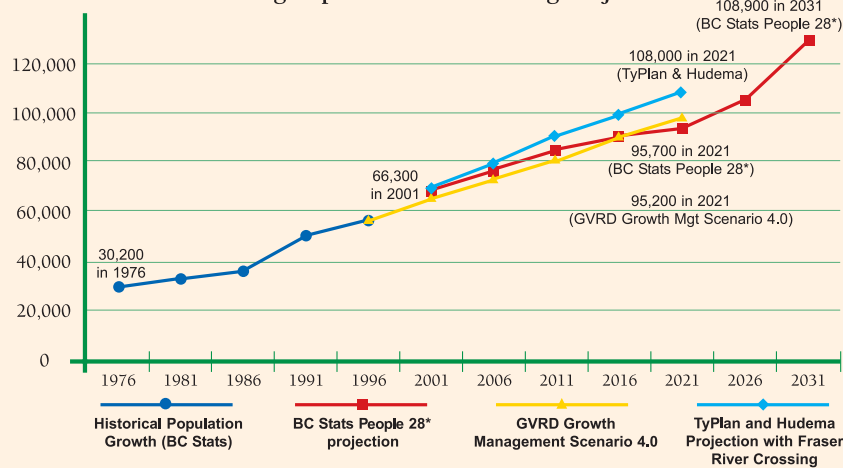


# Demographics

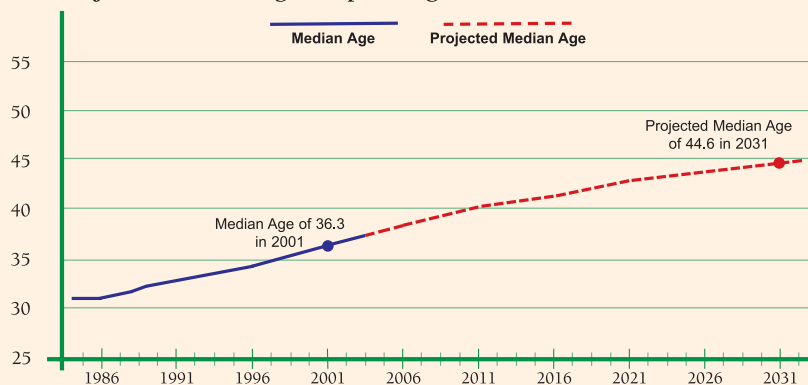
Percentage of Population by Selected Age Groupings, 2001 and 2031



Review of Existing Population and Housing Projections



Projected Median Age, Maple Ridge 1986-2031



Source: District of Maple Ridge Planning Department



## Municipal Contact Numbers

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

Switchboard/General Information.....	604-463-5221	Public Works Emergency – 24 hours.....	604-463-9581
General Fax Line.....	604-467-7329	Fire, Police & Ambulance Emergency.....	911

<b>A</b>			
Administration.....	604-463-5221	Planet Ice (Maple Ridge).....	604-467-2883
Arts Centre & Theatre.....	604-476-2787	Ridge Meadows Arenas (Pitt Meadows).....	604-465-5877
<b>B</b>			
Building Inspections		Campground – Maple Ridge.....	604-467-7357
Building.....	604-467-7312	Facilities – Maple Ridge & Pitt Meadows...	604-467-7438
Electrical.....	604-467-7313	Picnic Shelters.....	604-465-7422
Gas-Plumbing.....	604-467-7314	Sportfields.....	604-467-7438
General.....	604-467-7311	Festivals Society.....	604-467-7325
After-Hours Inspection Requests.....	604-467-7380	Greg Moore Youth Centre.....	604-467-7354
Business Licences.....	604-467-7440	Leisure Centre	
Bylaw Enforcement.....	604-467-7305	General Enquiries.....	604-467-7322
<b>C</b>			
Cemetery.....	604-467-7307	or.....	604-465-2452
Communications & Human Resources.....	604-467-7350	Aquatics Supervisor.....	604-467-7302
Council Members.....	604-463-5221	Program Registration.....	604-465-2470
<b>D</b>			
Dog Licences.....	604-467-7316	Parks & Facilities Administration.....	604-467-7346
<b>E</b>			
Economic Development.....	604-467-7320	Pitt Meadows Family Rec Centre.....	604-465-2452
Engineering Enquiries.....	604-467-7339	Sportsfield Conditions & Closures.....	604-467-7438
Environmental Enquiries.....	604-467-7499	Volunteer Services.....	604-467-7459
<b>F</b>			
Finance Department		Youth Services Programs.....	604-467-7466
Accounts Payable.....	604-467-7323	Children's Programs.....	604-466-4339
Accounts Receivable.....	604-466-4334	Youth Outreach Initiative.....	604-467-7354
Administration & Accounting.....	604-463-5221	Planning	
Property Taxes & Utilities.....	604-467-7336	Enquiries.....	604-467-7341
Fire Department (Non-Emergency).....	604-463-5880	Development Applications.....	604-467-7342
Flooding (after hours).....	604-463-9581	Administration.....	604-467-7343
<b>G</b>			
Garbage-GVRD.....	604-466-9277	Police – RCMP (Non-Emergency) .....	604-463-6251
<b>L</b>			
Library.....	604-467-7417	Records Section.....	604-467-7635
<b>M</b>			
Mayor's Office.....	604-463-5221	Volunteer Services Coordinator.....	604-467-7644
Municipal Clerk.....	604-463-5221	Pitt Meadows Community Policing.....	604-465-2402
Municipal Emergency Program.....	604-463-5221	Pound – SPCA.....	604-463-9511
Nights & Weekends.....	604-463-9581	Property & Risk Management.....	604-467-7315
<b>P</b>			
Parking Enforcement.....	604-467-7305	Public Works	
Parks & Leisure Services		Enquiries.....	604-467-7363
Direct Info Line (24 Hrs).....	604-467-7322	or.....	604-467-7363
Direct Reservation Lines		Purchasing.....	604-466-4343
Arenas – Booking/Program Information		<b>R</b>	
Municipal Ice Rental .....	604-465-7438	Recycling.....	604-463-5545
<b>S</b>			
<b>T</b>			
<b>W</b>			
<b>Z</b>			
<b>R</b>			
<b>S</b>			
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<b>Z</b>			





The 2005 Citizen's Report has been produced by the Communications & Human Resources Department. This department has joint responsibilities for two distinct business areas. The Communications component is responsible for developing and maintaining effective communications between the District of Maple Ridge and its customers and employees, while Human Resources advises and manages various employee functions such as health and safety, salary and benefits administration, employee training and labour relations.

Comments regarding this publication can be forwarded to:

Communications & Human Resources Department  
11995 Haney Place, Maple Ridge B.C. V2X 6A9

or by email to: [cdale@mapleridge.org](mailto:cdale@mapleridge.org)



Corporation of the District of Maple Ridge  
Mayor and Council 2005-2008



Councillor Ernie Daykin  
edaykin@mapleridge.org



Councillor Judy Dueck  
jdueck@mapleridge.org



Councillor Al Hogarth  
ahogarth@mapleridge.org



Mayor Gordy Robson  
grobson@mapleridge.org



Councillor Linda King  
lking@mapleridge.org



Councillor Craig Speirs  
cspeirs@mapleridge.org



Councillor Ken Stewart  
kstewart@mapleridge.org



Corporation of the District of Maple Ridge  
11995 Haney Place  
Maple Ridge BC  
V2X 6A9  
Tel: 604-463-5221  
Fax: 604-467-7329

- Committee of the Whole on the first and third Monday of each month at 1:00 pm
- Council Workshop on Mondays at 10:30 am
- 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: [www.mapleridge.org](http://www.mapleridge.org)