

The City Of MAPLE RIDGE

2020 Citizens Report

As of December 31, 2020



Assess



Adapt



Act



Accomplish

COUNCIL STRATEGIC PRIORITIES



COMMUNITY SAFETY

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



COMMUNITY PRIDE & SPIRIT

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



INTER-GOVERNMENT RELATIONS

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



GROWTH MANAGEMENT

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



NATURAL ENVIRONMENT

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

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MAYOR'S INTRODUCTION



Welcome to the 2020 Citizens Report. The purpose of this publication is to provide an overview of the City's financial information for the fiscal year ending December 31, 2020. This report also provides some highlights of each Corporate Division's accomplishments for the past year.

This publication has four words on the cover; Assess, Adapt, Act and Accomplish. As we reflect on the events of 2020 these four words summarize the way our organization and our community has responded to the global pandemic.

In reflection over the last year, Council did not miss a single meeting. Staff rolled out technology to allow us to continue our work and stay engaged with citizens. As the year progressed we found new ways for citizens and customers to do business. We also learned better and more efficient ways to respond to customer service needs through technology.

This year we are celebrating the people in our organization and community that have been a source of inspiration and innovation.

I am also very proud of the work of Council and staff as we continued an aggressive pace to advance the Strategic Plan laid out on Page 2 of this report. On Page 34 there's a summary of the progress on the Community Social Safety Initiative that is an essential part of our pandemic response in 2020. On pages 27 to 33 you will meet citizens who stepped up to demonstrate the true spirit of our community.

It's been a tough year, but I hope that when you read through this report you get a sense of how some citizens, and the staff that serve them, have risen and overcome challenges. It is truly a privilege and an honour to serve this great community every day.

A handwritten signature in black ink, consisting of a stylized 'M' followed by a long horizontal line.

Mayor Mike Morden

CAO INTRODUCTION



2020 started with such promise. At the beginning of January TransLink launched the new R-3 RapidBus service to the town centre; the result of a multi-year advocacy by this and previous councils to provide improved access to transit. In response to the uptake in ridership numbers and the demand for park and ride facilities, the City secured a lot adjacent to the bus loop to provide extra parking for commuters. In February we had the much-anticipated grand opening of the newly renovated Maple Ridge Leisure Centre Aquatics Area. The photo here was taken of the Mayor and I at that event.

Within a month we closed the pool and the use of public transit plummeted as concerns over the spread of COVID-19 gained traction. The City's Emergency Operations Centre was activated and we began a year like no other.

We assessed the situation, altered the way we operated and acted to resume work on the business plan. The term 'doing business differently' became our mantra and this report is a testament to what we were able to accomplish in 2020.

Our IT team provided support to staff who were working from home and quickly upgraded equipment in Council Chambers to accommodate virtual meetings as Zoom replaced face-to-face meetings. Council did not miss a meeting and I am exceedingly proud that we were still able to deliver on key elements of their Strategic Plan.

In 2020 we rolled out a new quarterly reporting program to update Mayor, Council and the public on achievements to date and I encourage you to visit mapleridge.ca/2369 to explore past presentations. You will also find links to the new performance dashboards that were rolled out in 2020. These accomplishments reflect how the COVID-19 pandemic accelerated the development of digital tools which will remain an important part of how we engage citizens moving forward.

I want to conclude this introduction by acknowledging the support of Mayor and Council as we navigated a challenging year. I also want to thank every staff member for their professionalism, adaptability and dedicated service to our citizens. We hope you enjoy this look back on a very unique year.

Al Horsman, Chief Administrative Officer

GFOA AWARDS & PUBLICATION DATA

GFOA Awards

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 Maple Ridge for its Popular Report for the fiscal year ended December 31, 2019. The PAFR 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.

The PAFR is valid for a period of one year only. Maple Ridge has received a Popular Award for the 24th consecutive year and is very fortunate to be one of a handful of municipalities in Canada awarded a PAFR for 2020. We believe our current report continues to conform to the Popular Annual Financial Reporting requirements, and we are submitting it to GFOA.



The City of Maple Ridge's 2020 Citizens Report

The 2020 Citizens Report is dedicated to the front-line workers, first responders, health care workers, all of the people in retail, truckers, delivery drivers, postal workers and the people who kept us fed at the local restaurants and on the farms. This year we celebrate the many heroes who helped keep our community strong.

The 2020 Citizens Report is part of a suite of publications that include the Financial Plan and the Annual Report. These publications allow citizens to examine the business of Maple Ridge to the level of detail that they desire. This report incorporates tools that allow citizens to quickly access information on our website, mapleridge.ca. The goal is to ensure that our work remains transparent and accessible to all.

This publication is a collaboration between Maple Ridge staff and some very talented local citizens. We would like to acknowledge Oliver Rathonyi-Reusz of InView Images; his photos that enhance the storytelling of this publication. He has a keen eye that captures the beauty of our community. Our colleague Clint Van Blanken, part of the RCMP's communication team, provided the photo of Constable George on page 25. He's a talented member of our organization.

Internally, we are very grateful for the help of many of our fellow staff members who have provided information for this publication. We are very proud to be able to highlight the work of our colleagues who quietly go about their work with professionalism, dedication and passion each and every day.

The layout and design of this publication is a collaboration with Carl McBeath and Margaret Brett, who have brought their graphic design skills to our team to help tell our story in a compelling fashion. Finally, I want to thank three colleagues, Tracy Camire, Amanda Fiorini and Jennifer Dieckmann who brought their great attention to editing and fact checking content. Their passion for our organization is an inspiration every day. We are grateful for their comments and collaboration.

We hope that you enjoy the 2020 Citizens Report and will share this with your family and friends. We are all very proud to serve this community.

Fred Armstrong, Manager Community Engagement & Relations
farmstrong@mapleridge.ca
Phone 604-467-7452

This publication is available both in print and in digital format. The digital version is available in 'Flipping Book' format and as a PDF download at mapleridge.ca/177.

Maple Ridge is active on social media. You can follow us on Twitter, Facebook and Instagram via [@yourmapleridge](https://www.instagram.com/yourmapleridge). We look forward to your comments on the 2020 Citizens Report.

COUNCIL'S REFLECTIONS ON 2020



Normally, this section of our Citizens Report is filled with photos of Mayor and Council enjoying local community events. In 2020 there were only a couple special occasions that took place before the BC Government implemented COVID-19 health orders that restricted these gatherings. Instead of the usual photo gallery, we asked each member of Council to share their 2020 reflections, things that inspired them and made them proud of our community. We are very honoured to share their observations.

Councillor Judy Dueck

COVID-19 emerged and had significant effects on our citizens' lives. The normal that we knew changed, whether that be on-line access to services, zoom meetings or in-person transactions. I am proud of how our City was able to implement safety plans quickly to ensure that citizens continued to have access to all of our services.

It was so heartwarming to see people come together, highlighting the positives and coming up with innovative and inspiring ideas. Although there were some challenges, I like to highlight the positives. Some of the positives is families spending quality time together, citizens being able to work from home and exploring local tourist areas such as our local parks and nature.

Maple Ridge has many local organizations that work closely together to provide services and support for our citizens and businesses that need assistance. It takes a community to raise a village, the staff and volunteers of these organizations had to be creative and really stepped up to ensure their clients continued to receive the benefits that they were used to.

Without doubt, the difference between Maple Ridge and any other place – the people of all ages who live and work here, we are very fortunate to have so many people who support our citizens and businesses.

I look forward to connecting with our citizens in person again and going to local events.

Councillor Kiersten Duncan

What inspired me in 2020 was how people came together in the pandemic, even as they needed to stay apart. Seniors, who were the most vulnerable, needed support and an army of volunteers stepped up to deliver meals on wheels and groceries to our elders.

Food Banks across Canada received additional funding from

the federal & provincial governments to ensure that food security issues were dealt with. Our Farmers Market adapted with pre-orders to help the local food producers weather the storm. I was also impressed with the extent to which our environment started to heal as less cars were on the road each day. More people were out on the trails to stay healthy. In a time when there was so much to deal with, we got a sample of what a future could be if we all were able to work close to home and not rely so heavily on vehicles. The pandemic showed us some new ways to live, and reminded us about the importance of community connections.

Councillor Chelsa Meadus

What has inspired me during Covid are a few things. How the community came together to support seniors is what has stuck with me as the most powerful expression of community. Recognizing one of our most vulnerable populations for the COVID virus is seniors, our community was instantly at a high risk due to our high demographic of seniors. We have wonderful seniors programs and services in our community.

Our seniors have a lot of opportunities to become engaged and active if they choose. There is an abundance of community programs to support their recreation and social needs but during COVID this became very challenging. Suddenly our seniors were cut off from family, support networks and due to challenging technology many seniors were not prepared to transition to online applications for communication.

This made for instant disconnect. It didn't take long for the community to rise to the occasion and quickly support seniors with their technology needs. We saw businesses and citizens helping. We saw iPads donated at hospitals and to seniors in need. We saw a quick transition from the Seniors Network to assure those meetings continued and we saw the Seniors Centre pivot as needed to provide services in a different way.

We saw seniors using technology to connect with loved ones and friends. We saw the use of free online exercise classes offered to help them keep active even with the limitations of lockdown. Drive-by parades and live music were organized outside the Senior's Centre and citizens making cards to show support. We even saw beautiful floral arrangements delivered to many seniors.

The other thing that I am proud of is that even a pandemic did not stop the business at the City. Our staff were very quick to respond and create innovative ways for council meetings to continue. We didn't miss a beat and the work of the City continued. The addition of online meeting tools has allowed members of the public to engage who might have a barrier to attend an in-person meeting. COVID allowed us to look out of the box for solutions we might not have considered before. The use of online tools will now allow staff, Council and the Mayor to participate even when they can't be in person!

Some of the business that we have advanced to an online opportunity is also saving time and facilitating efficiencies, many of these tools will remain in place long after the pandemic has passed. It has been a challenging year, but our community stepped up.

Mayor Mike Morden

2020 was a year for the history books. Our community was thrown into change and the unknown and there is no doubt that everyone was challenged in some way. The priorities in our City quickly shifted. Many were required to work from home and in the last year we had a sample of what it was like to live, work and play in our community and it will be interesting to see if people want to go back to the way it was, or the way it can be.

The skies were a bit clearer and the mountain views were more spectacular due to less cars on the road. We all saw wildlife again in unexpected places. Maple Ridge's natural spaces became a haven for all of us to get some time out of the house and stay active. Our local, regional and provincial park spaces were used like never before.

I was impressed at the way that people came together to help each other manage the stress of the pandemic. Store clerks and business owners made deliveries to their usual customers and new customers who were forced to stay home to stay healthy.

There was an explosion in public health information and we were able to see our doctors virtually. Our public health officials were front and centre sharing important information and we expedited ways to keep people informed and access important services.

We saw the business community respond quickly. Everything was on the table. New store layouts, innovative technology and online shopping were introduced in an impressively short time. We lost some businesses in the pandemic, and we were sad to see them leave. Small business is the backbone of the community, and I think that we all saw how quickly our local businesses, often owner operated, were able to pivot and be there for us when we needed their services. As the global supply chain started to be impacted, local was there for us. I hope we all remember that.

I know that some scaled back to ride out the pandemic and it's great to see them ramping back up as we complete this report.

In the pandemic we all learned the value of being kind, calm and safe. I want to thank people for their compassion, hard work, responsiveness and patience as we all worked together to keep our families and friends safe. There is an army of volunteers who stepped up to help others. People helping people. This is what makes a community great.

As I reflect on 2020 I hope that we've taken away some lessons from the way we came together to look after each other, how we learned we could count on our local businesses and how it's possible to be productive and work from home. I think that there's an opportunity to make the 'new normal' a better future for all of us.

Councillor Gordy Robson

For many years our family has been involved in the Friends In Need Food Bank. In 2020 we saw how important this organization has become for food security for so many people in our community. Many of the clients are seniors, who had to stay home to stay safe. Many of the clients are people who have precarious employment and COVID had a huge impact on their paycheques.

We saw two things happen. Volunteers stepped up to help complete deliveries for the clients of the Food Bank. This made sure that people had the food they needed and some social contact that was critical in the pandemic.

We also saw the Federal and Provincial governments step up to help get food into the system to make sure that no one went hungry. It showed what's possible when we all work together to address food security.

We saw how generous people were with donations throughout the year. The Food Bank couldn't do all the in-person fundraising, but the community came forward to help those in need.

As a society we should always seek to be better. COVID is still with us, but 2020 showed us that our community has resilience. It showed us what is possible.

Our health care system has learned important lessons on the care of elders and these new vaccines will prove to be an incredible new tool for healthcare.

The pandemic made us more aware of the importance of family, close connections and what's really important in life. My heart goes out to those who lost a loved one or who suffered with COVID. It was so difficult to not be able to gather together to mourn the loss of loved ones.

2020 showed me, a veteran old community leader, that together we can, and will, do better.

Councillor Ryan Svendsen

One of the things I look back on in 2020 with great pride and fondness was the outpouring of support for first responders. At 7:00 pm my neighbourhood was filled with the sounds of banging pots, car horns and applause. It was a way for us to stay connected as we stayed apart. I was also inspired by the unsung heroes in our community, the grocers, pharmacy staff, restaurant cooks, cleaners and everyone in retail who were there to support us and showed up every day. We all learned how important these workers are in our community and I hope that we can continue to show how much we appreciate their work by saying thanks and giving them a smile when we can take our masks off in the future. I want to thank citizens who stayed connected with us using emails and phone calls. It was great to stay engaged and connected as we all did our part to keep our community safe.

Councillor Ahmed Yousef

During the year 2020 our community came together in so many ways to ensure that everyone was looked after. The innovations that occurred on the business side, new patios, online shopping, gift card purchases and delivery services, kept our economy humming along. The social innovations are even more of a testament to Maple Ridge's big heart. Parking lot events at seniors' residents, birthday parades and many more outdoor gatherings and activities ensured that we stay connected. Maple Ridge has many great reasons to be proud. Personally, I say it's the best place on earth because of its people.

We have shared some photos of the events that Council was able to participate in on the back cover of the report. We look forward to sharing photos of our Council out and about in the community again in 2021.

ADMINISTRATION

DIVISION OVERVIEW

Chief Administrative Officer: Al Horsman

The Administration Division of the Office of the CAO is responsible for the overall administration of all departments, developing corporate policy, providing leadership and direction for senior staff in the day-to-day and long-term business affairs of the City of Maple Ridge in accordance with Council's Strategic Plan, as well as providing advice to Council about City organizational and operating policies and procedures.

The Division consists of Maple Ridge Fire Department, Human Resources, Legal and Legislative Services and Economic Development. It is also the liaison with and has oversight of the Officer in Charge of the Ridge Meadows RCMP Detachment.

Maple Ridge Fire Department

Fire Chief Howard Exner

See page 26 for 2020 Fire Department summary.

Ridge Meadows RCMP Detachment

Officer in Charge: Superintendent Jennifer Hyland

Please note: Superintendent Wendy Mehat currently holds this position following the departure of Jennifer Hyland to the Surrey Police department

Human Resources

Executive Director, Human Resources: Michelle Lewis









Economic Development

Director, Economic Development: Wendy Dupley

Legal & Legislative Services

General Counsel & Executive Director Legislative Services: vacant on December 31, 2020

2020 DIVISION HIGHLIGHTS

-  Certificate of Recognition Safety Audit resulting in \$90,000 WorkSafeBC Rebate
-  Launched 'VidCruiter' applicant tracking system for Human Resources
-  Implemented COVID-19 Employee Safety Plan
-  Delivered Virtual Community Leaders Forum
-  Delivered 2020 GLOW Maple Ridge Holiday Lights Display
-  Delivered special Grad 2020 GLOW Display
-  Processed 190 film permits to Support BC Film & TV Industry in COVID
-  Maple Ridge Featured in FDI Alliance publication



The Grad Class of 2020 was unable to celebrate this important milestone due to health restrictions in place in British Columbia. Kathryn Baird from the Economic Development Department reached out to MK Illuminations, our partners for the Annual GLOW Maple Ridge Christmas displays, to determine if they could help the City develop a downtown lighting display where the students could take photos consistent with the Public Health Orders. MK Illuminations donated their lighting assets to create a special display that helped make Grad 2020 a very special celebration. Back in early July the owner of MK Illuminations and his family, Mayor Mike Morden and School Board Chair Korleen Carreras came together to light up the display. It all started with a phone call from Kathryn and ended with a magical light display for our graduates.



CORPORATE SERVICES

DIVISION OVERVIEW

General Manager, Corporate Services: Christina Crabtree

Corporate Services provides a wide variety of services to Mayor, Council and all City Departments. This diverse group of professionals provide support to the organization in keeping Council's Strategic Priorities at the heart of the City's business and work plans. We provide transparency to citizens through our policies, planning, reporting, technology and engagement. The Division is comprised of Finance, Information Technology, Corporate Communications, Corporate Planning & Consultation, Administrative Support and Police Services; which are City staff that support the Ridge Meadows RCMP Detachment.

Finance Department

**Director of Finance (Chief Financial Officer):
Trevor Thompson**

**Deputy Director of Finance
(Corporate Controller):
Catherine Nolan**








**Information Technology (IT) Department
Chief Information Officer: Karen Stewart**

**Corporate Communications
Manager, Corporate Communications:
Fred Armstrong**

**Police Services
Senior Manager, Police Services:
Maureen Jones**

Corporate Planning and Consultation

2020 DIVISION HIGHLIGHTS

-  Information Technology supported the implementation of 'work from home' systems
-  Online payment systems rolled out for Building & Tree Permits
-  Online meeting tools rolled out in Council Chambers
-  Produced & distributed 117 videos to support City departments during COVID
-  19% growth in website visits to 891,558 in 2020
-  10% growth in Facebook follows to 10,762 in 2020
-  Annual Report recognized by GFOA for 24th consecutive year, setting a Canadian record.

Meet Michael Vogel and James Kim from the City's Information Technology Department. In March of 2020 these gentlemen moved Maple Ridge Council to a virtual platform with such speed that Council did not miss one single scheduled meeting. During the Council summer break in August of 2020, more extensive renovations were made to the meeting space and large video display screens were added to further support virtual engagement of staff and the public. Michael and James worked closely with Legal and Legislative Services to ensure citizens were able to participate effectively with their local government.



ENGINEERING SERVICES

DIVISION OVERVIEW

General Manager: David Pollock

The Division consists of two departments: Engineering and Engineering Operations. The Division also serves as the liaison with the Ridge Meadows Recycling Society. The Engineering Services Division is responsible for the planning, design, construction, operation and maintenance of City infrastructure including roads, water, sewer and drainage. In addition, the Division attends to enquiries and requests for assistance from the public. The development of Master Plans ensures the appropriate infrastructure, such as reservoirs, pump stations etc. are in place to support growth in the city. The Division staff strive to provide excellent customer service and present a business-friendly, solutions-oriented approach.











Engineering Department

Director of Engineering:
Josh Mickleborough

Engineering Operations Department

Director of Engineering Operations:
James Storey

2020 DIVISION HIGHLIGHTS

-  Engineering Operations Department completed 5,624 Service Requests in 2020
-  Continued the replacement of conventional streetlights with LED technology
-  Updated the City's Snow & Ice Control Policy
-  13 days of snow and ice response in 2020
-  Repaired and repaved 10.2 km of City roads as part of annual maintenance program
-  Initiated a review of residential water metering
-  Completed Abernethy Way Extension Study
-  Initiated the Strategic Transportation Plan update
-  Completed the installation of a new watermain from 224 Street west to 216 Street
-  Expansion of the 225 Street Sanitary Pump Station
-  Development of Watershed-scale Integrated Storm Water Management Plans



This is Davin Wilson. He's the City's Superintendent of Waterworks. In March of 2020 the BC Public Health Officer asked us all to stay home as much as possible. The normal ebb and flow of water use in the City changed overnight. Davin and his team took immediate steps to ensure the City had trained staff to monitor and manage the City's network of 435 kilometers of water lines and all reservoirs 24/7 for citizens who were staying home. Davin is just one of the City's Operations staff who stayed on the front lines to make sure our community had the essential services needed during the public health emergency. When our citizens turn the tap, the water flows.



PLANNING & DEVELOPMENT SERVICES

DIVISION OVERVIEW

General Manager: Christine Carter

The Planning & Development Services (PDS) Division provides leadership in the implementation of services including development processing and the issuance of building permits and business licences. The Division also investigates and responds to bylaw complaints, and oversees the Community Safety Officer program. The Division continues to work with its partners such as the Urban Development Institute, the Homebuilders Association Vancouver (HAVAN) and the Downtown Maple Ridge Business Improvement Association to ensure its processes align with Best Practices. The Division sees public consultation as being at the forefront of its activities and continues to build successful public consultation processes to engage and inform residents. The Division consists of three departments: Planning, Licences & Bylaws and Building.

Planning Department

Director of Planning: Charles Goddard

Licences & Bylaws Department

Director of Bylaw & Licensing Services:
Michelle Orsetti

See Page 34 for a special Community Safety Spotlight article.

Building Department

Chief Building Officer: Stephen Cote-Rolvink

2020 DIVISION HIGHLIGHTS



Modernized and updated the City's Zoning Bylaw



Delivered 102 Planning Reports to Council



Deployed Community Safety Officers to patrol within community



Handled 5,343 phone enquiries in 2020



Issued 5,196 building permits and completed 20,950 Inspections in 2020



Handled 4,312 bylaw service calls



Rolled out the Wildlife Vector campaign to reduce wildlife interactions in the urban interface

In 2020 Council moved forward with important policy work including the completion of the Lougheed Corridor Study and a Town Centre Visioning review. How do you host an open house in a pandemic? Two innovative staff came up with an out-of-the-box idea. Amanda Grochowich and Lisa Zosiak, moved their open house outdoors in August and early September when the health orders were relaxed in our Province. They ran these events adjacent to the popular Haney Farmers Market on Saturdays and with Parks, Recreation & Culture's Summer Happenings concert series. This is savvy thinking. When the community can't come to you due to Public Health Orders, get out in the community to get their input on the future of our City.



PARKS, RECREATION & CULTURE SERVICES

DIVISION OVERVIEW

General Manager: David Boag

(as of December 31, 2020)

Scott Hartman, General Manager, took over leadership of the PRC Division following the recent retirement of David Boag in March of 2021.

The Parks, Recreation & Culture (PRC) Division consists of two departments: Parks & Facilities and Recreation & Community Engagement. The Parks & Facilities Department has three main areas including Parks Planning & Development, Facility Maintenance & Operations and Parks Operations & Services.

Recreation & Community Engagement (RCE) provides recreation, culture and social programs, services and spaces for residents and visitors of Maple Ridge. The Division is responsible for the planning, development, operation and delivery of parks, recreation and cultural services to the citizens of Maple Ridge as well as the planning, development, and maintenance of all municipally owned buildings.

Parks & Facilities Department

Director of Parks & Facilities:












Valoree Richmond

Recreation & Community Engagement

Director of Recreation & Community

Engagement: Danielle Pope

2020 DIVISION HIGHLIGHTS

-  Reopened the Leisure Centre aquatics area after extensive rehabilitation and renovations
-  Telosky Stadium Official Opening held in October (physically distanced)
-  Official Opening of Beckett Park held in July
-  Began phase two construction of the Albion Community Centre
-  Established BC Summer Games Legacy Committee
-  Initiated the Community Ambassador Program in City parks during COVID-19
-  Delivered Virtual & COVID-19 safe Canada Day, Remembrance Day & Celebrate the Night Events, Summer Happenings (10 weeks running) and modified weekly Farmer's Market
-  Commenced design for the Silver Valley Gathering Place project
-  Completed community consultations for new parks & park upgrades
-  50% increase in monitored trail use in 2020
-  546,771 vehicles counted across five parking lots at popular parks spaces



In the summer of 2020, some of the COVID Health Orders were relaxed to allow small gatherings. Our Parks, Recreation and Culture team moved quickly to roll out a series of 'Summer Happenings' that included 'socially distanced' concerts in Memorial Peace Park and a genius idea to paint a white rectangle on the wall of the Golden Ears Curling Club and use the parking lot for an improvised Drive In Theatre. Darlene Slevin and Troy Peterson were there Saturday nights with a crew directing cars to their designated spots and making sure the projector and FM transmitter were working. Families enjoyed a much-needed night out of the house and our entertainers enjoyed a live audience. Clearly, the force was with them!



FINANCIAL SPOTLIGHT

Here are highlights from the City of Maple Ridge's 2020 Annual Report which can be viewed in its entirety at mapleridge.ca/163. These charts and graphs provide visualizations of the audited financial data for the year ending December 31, 2020. The archive of past Citizens Reports, the City's Five-Year Financial Plan and the most up-to-date Statement of Financial Information can be found at the City website at mapleridge.ca/142

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CONSOLIDATED STATEMENT OF FINANCIAL POSITION

As at December 31, 2020

The Consolidated Statement of Financial Position is the Public Sector version of the Balance Sheet, listing the government entity's financial assets, liabilities and non-financial assets as at December 31. Key things to note on this statement are Net Financial Assets and Accumulated Surplus. Net Financial Assets are the excess of financial assets over liabilities and provides an indication of financial flexibility. Accumulated Surplus is the total of Net Financial Assets and Non-Financial Assets.

Financial Assets	2020	2019
Cash and cash equivalents	\$ 130,961,876	\$ 63,790,576
Portfolio investments	90,320,234	164,538,143
Accounts receivable	15,032,584	17,657,538
Recoverable local improvements	1,175,712	1,693,971
Other assets	814,397	797,977
Inventory available for resale	56,169	56,169
	238,360,972	248,534,374
Liabilities		
Accounts payable and accrued liabilities	23,613,524	31,126,120
Deferred revenue	15,286,398	16,801,812
Restricted revenue	30,738,864	36,581,674
Refundable performance deposits and other	20,473,999	23,625,735
Employee future benefits	3,348,200	3,999,000
Long term debt	20,676,495	23,291,350
	114,137,480	135,425,691
Net Financial Assets	124,223,492	113,108,683
Non Financial Assets		
Tangible capital assets	1,122,447,588	1,079,740,901
Undeveloped landbank properties	15,526,529	15,526,529
Supplies inventory	461,953	317,502
Prepaid expenses	853,216	665,550
	1,139,289,286	1,096,250,482
Accumulated Surplus	\$ 1,263,512,778	\$ 1,209,359,165

Reporting Entity and Basis of Consolidation

These financial statements have been prepared in accordance with Canadian Public Sector Accounting Standards using guidelines developed by the Canadian Public Sector Accounting Board of the Chartered Professional Accountants of Canada. They consolidate the activities of all of the funds of the City and the City's wholly owned subsidiaries C.D.M.R. Developments Ltd. and Maple Ridge Municipal Holdings Ltd. Transactions between the City's funds and wholly owned subsidiaries have been eliminated and only transactions with outside entities are reported.

Glossary

Accumulated Surplus - Represents net economic resources, the amount by which all assets, both financial and non-financial, exceed all liabilities. It indicates that a government has net resources available to provide future services, but does not represent available cash.

Amortization - The cost of using an asset over time.

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.

Financial Assets - Assets that could be used to discharge existing liabilities or finance future operations, such as cash receivables and portfolio investments.

CONSOLIDATED STATEMENT OF OPERATIONS

For the year ended ended December 31, 2020

The Consolidated Statement of Operations is the Public Sector version of an Income Statement, showing the government entity's revenues and expenses realized over the course of the fiscal year. The difference between annual revenues and expenses is referred to as the annual surplus. The key point to keep in mind with this statement is that the annual surplus does not represent a cash surplus as the amounts reported under expense includes general operating costs and the annual depreciation of tangible capital assets used in service provision, but does not include the amount of cash invested in infrastructure during the year.

Revenue	Actual 2020	Budget 2020	Actual 2019
Taxes for municipal purposes	\$ 94,914,905	\$ 94,680,030	\$ 90,205,710
User fees and other revenue	45,433,301	47,142,875	45,678,005
Senior government transfers	11,004,973	12,968,552	5,427,368
Development revenue	13,801,911	44,089,991	15,026,277
Interest and investment income	5,286,485	2,413,004	5,636,251
Gaming revenues	323,738	1,500,000	1,703,170
Refancing and assets disposal gains (losses)	(3,099,311)	-	226,258
Contributed tangible capital assets	21,023,012	20,000,000	24,889,361
	188,689,014	222,794,452	188,792,400
Expenses			
Protective services	40,353,746	44,922,846	39,271,854
Transportation services	22,354,372	25,615,526	20,755,224
Recreation and cultural	19,197,925	24,375,065	19,176,835
Water utility	15,351,570	17,450,962	13,952,992
Sewer utility	12,899,985	15,050,873	12,427,643
General government	17,633,091	19,755,448	16,433,566
Planning, public health and other	6,744,713	7,535,741	11,142,947
	134,535,402	154,706,461	133,161,061
Annual surplus	54,153,612	68,087,991	55,631,339
Accumulated surplus - beginning of the year	1,209,359,166	1,209,359,166	1,153,727,825
Accumulated surplus - end of the year	\$ 1,263,512,778	\$ 1,277,447,157	\$ 1,209,359,166

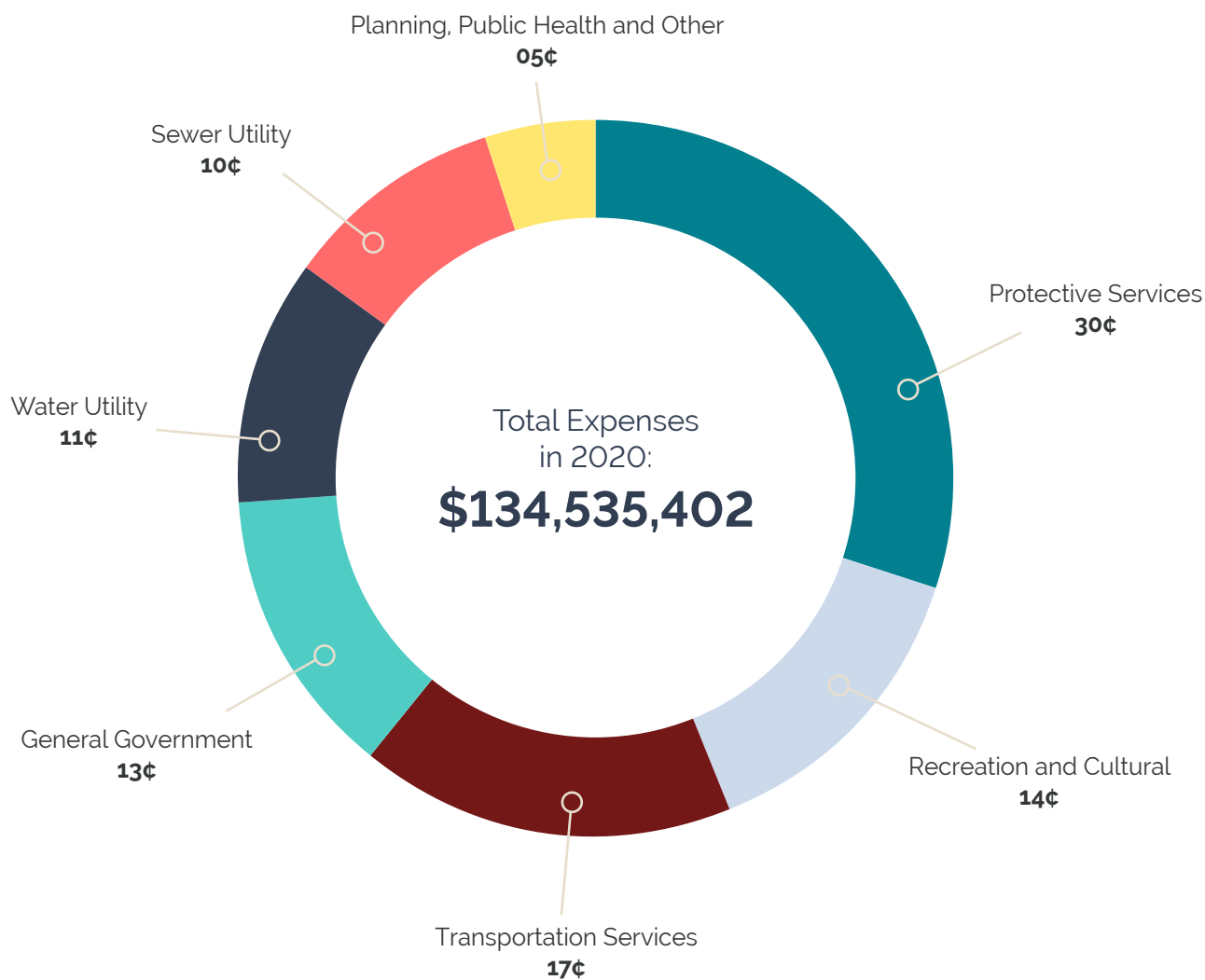
The 2020 Annual Report contains more detailed information on the financial position and results of operations. Copies can be obtained from the Fraser Valley library, City Hall and online. mapleridge.ca/163/Annual-Report.

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

Non-Financial Assets - Assets that are acquired, constructed or developed that do not normally provide resources to discharge existing liabilities, but are normally employed to deliver government services or may be consumed in the normal course of operations.

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.

EXPENSES & EXPENDITURES BY OBJECT

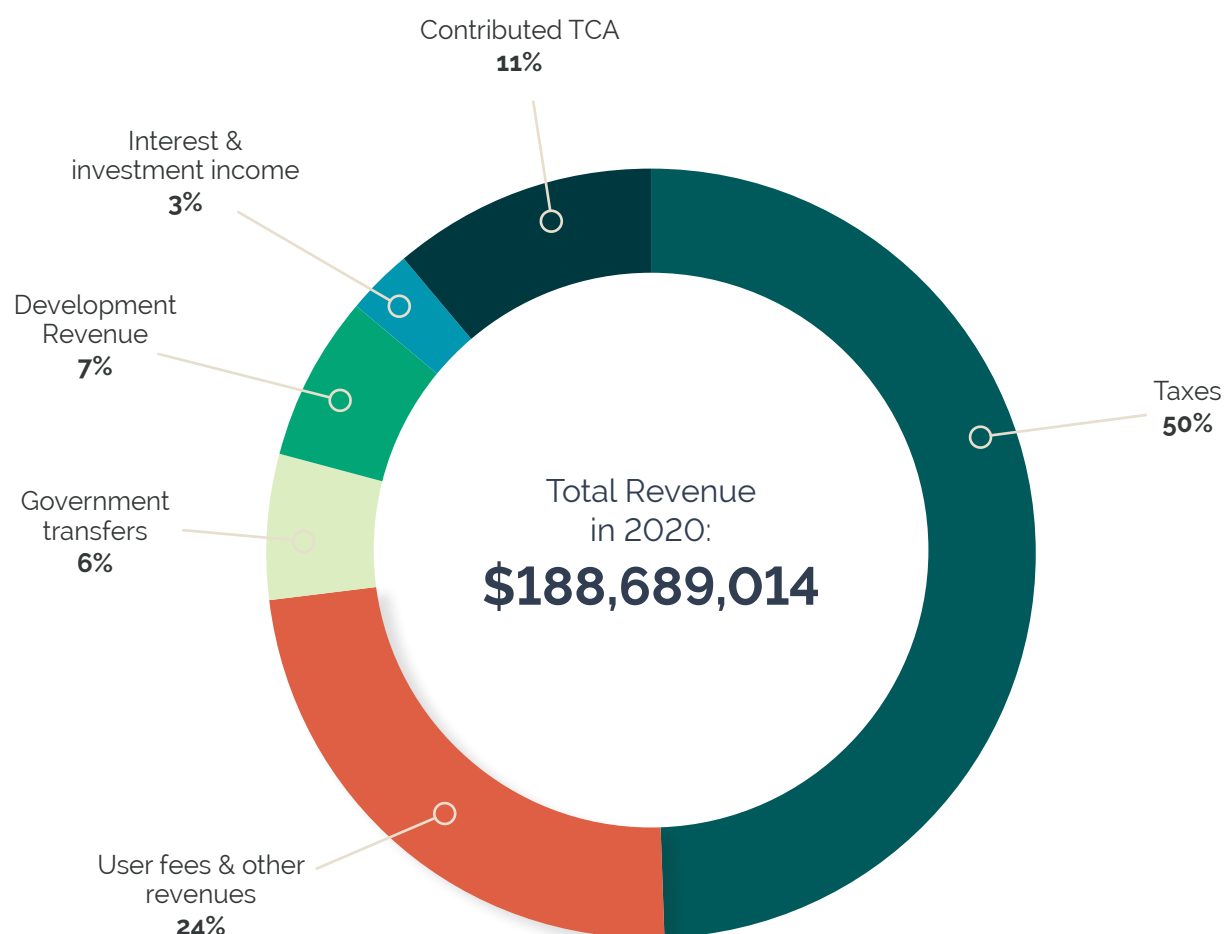


This chart shows how much of each dollar Maple Ridge spends goes to fund specific services and projects.

Expenses & Expenditures By Object 2016-2020










This chart shows you the total of all Expenses as well as the Developer Contributed Assets and Capital Investments classified as 'Expenditures For Accounts'. The combination of these items collectively is known as Expenditures & Expenses by Object.

Expressed as percentages	2020	2019	2018	2017	2016
Labour	22%	21%	22%	27%	23%
Goods & Services	32%	31%	29%	36%	29%
Debt Servicing	1%	1%	1%	1%	1%
Capital	23%	26%	22%	13%	17%
Contributed Infrastructure	10%	12%	15%	10%	21%
Amortization Expense	12%	10%	11%	13%	10%
Total Expenses & Expenditures (in millions)	\$ 204.1	\$ 216.0	\$ 197.0	\$ 160.6	\$188.0

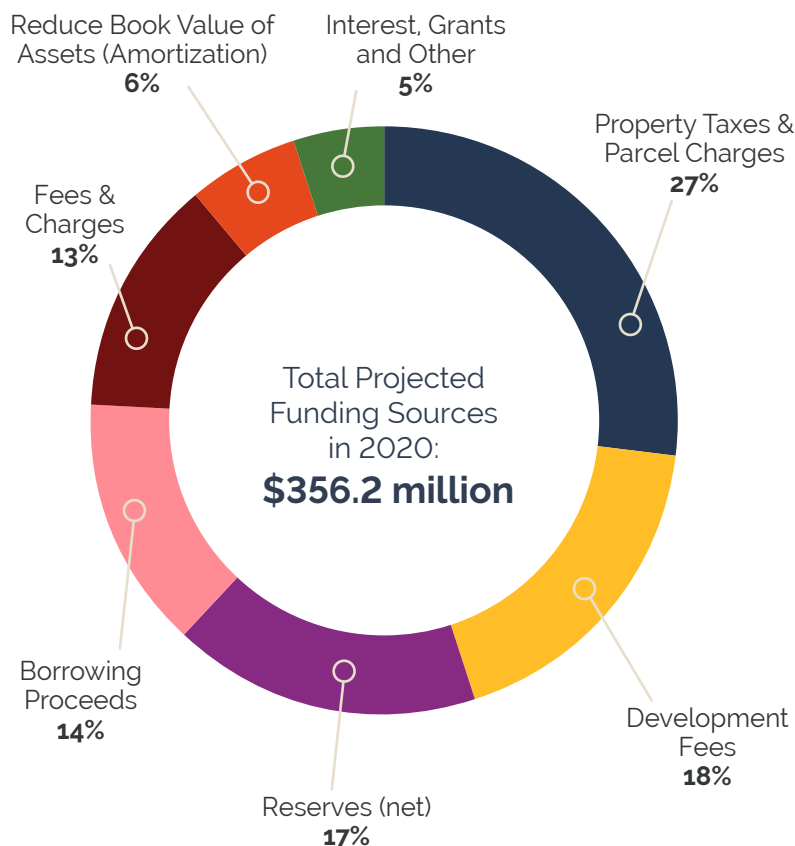


This chart breaks down the total revenues collected for 2020.

Revenues by Source 2016-2020

Expressed as percentages	2020	2019	2018	2017	2016
 Taxes	50%	48%	47%	52%	43%
 User fees & other revenues	24%	24%	23%	27%	24%
 Government transfers	6%	3%	3%	2%	2%
 Development Revenue	7%	8%	9%	5%	10%
 Interest & investment income	3%	3%	3%	2%	1%
 Gaming revenue	0%	1%	1%	1%	1%
 Refinancing & other gains	0%	0%	0%	0%	0%
 Refinancing & asset disposal gains(losses)	-2%	0%	-1%	-1%	-2%
 Contributed TCA	11%	13%	16%	11%	22%
Total Revenue (in millions)	\$ 188.7	\$ 188.8	\$ 183.2	\$ 156.4	\$ 180.4

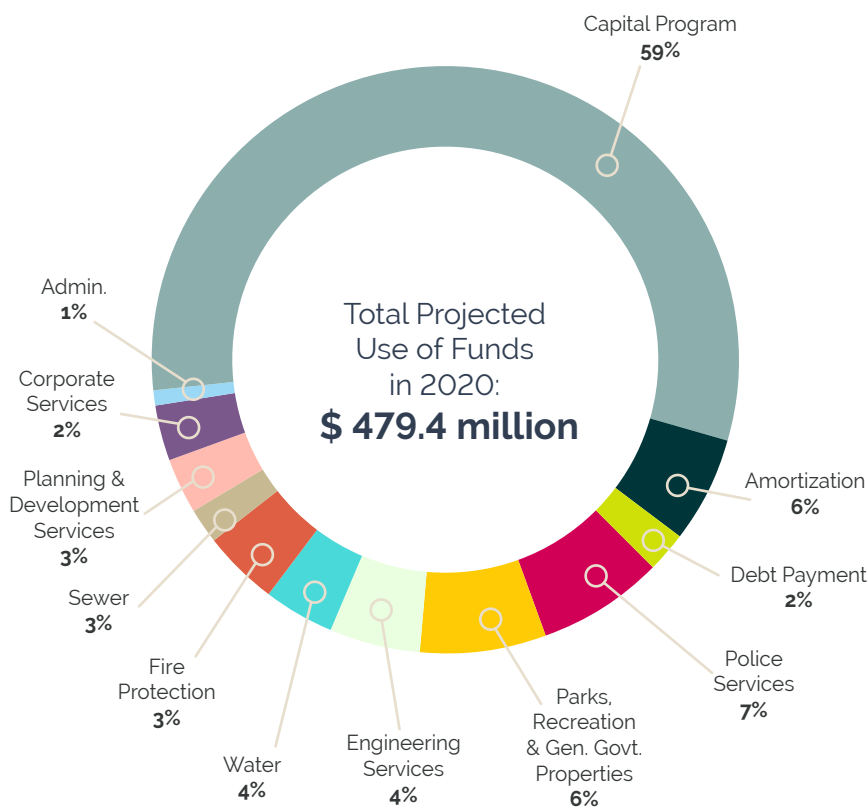
2020 PROJECTED FUNDING SOURCES



Property Taxes & Parcel Charges	\$ 94.7 million
Development Fees	63.8 million
Reserves (net)	59.6 million
Borrowing Proceeds	51.5 million
Fees & Charges	47.2 million
Reduced Book Value of Assets (Amortization)	22.6 million
Interest, Grants and Other	16.9 million
Sale of Property	0 million
Total Revenues	\$356.2 million

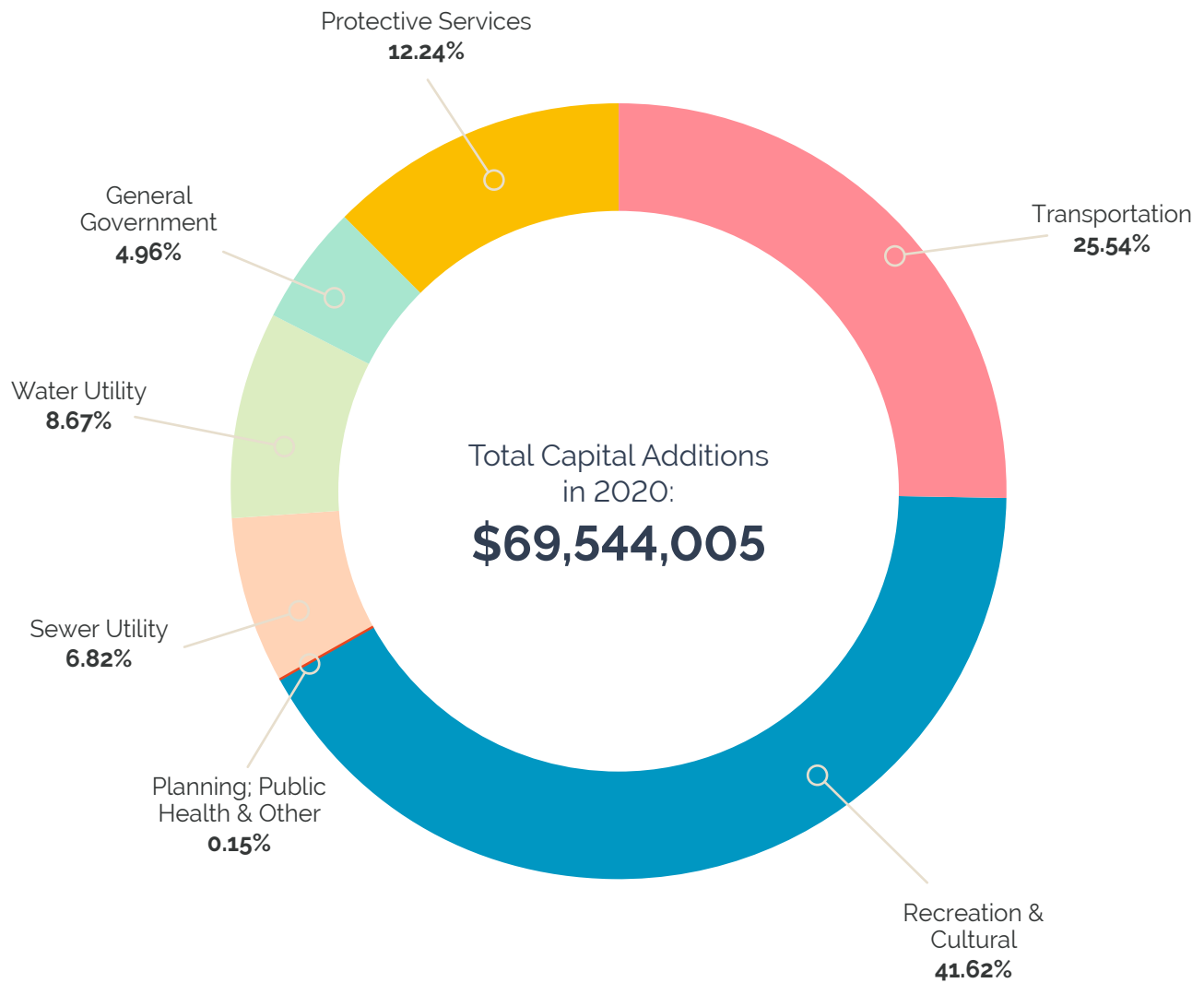
This chart shows where the money is coming from to support Council's 2020 Financial Plan; the breakdown is based on a percentage of the Total Revenues.

2020 PROJECTED USES OF FUNDS



Police Services	\$ 26.0 million
Parks, Recreation & Gen. Govt. Properties	23.7 million
Engineering Services	17.5 million
Water	13.8 million
Fire Protection	12.4 million
Sewer	8.5 million
Planning & Development Service	10.4 million
Corporate Service	9.5 million
Administration	4.6 million
Total Other	\$ 126.4 million
Capital Program	\$ 197.6 million
Amortization	22.6 million
Debt Payment	6.3 million
Total Uses of Funds	\$ 353.0 million

This chart shows where the money is used to deliver the 2020 Financial Plan; the breakdown is based on the percentage of the Total Uses of Funds.



This graph shows the breakdown of the Total Capital Additions by percentage. The chart below represents the investment we made in Capital Assets. Additions to our water system, sewer system, road construction, park acquisitions and development are all examples of Capital Additions.

2020 Capital Additions

Transportation	\$ 17,759,718	25.54%
Recreation & Cultural	28,941,495	41.62%
Sewer Utility	4,744,618	6.82%
Water Utility	6,030,824	8.67%
General Government *	3,450,414	4.96%
Planning; Public Health & Other	102,713	0.15%
Protective Services	8,514,223	12.24%
Total Capital Additions	\$ 69,544,005	100%

* This graph shows the breakdown of the Total Capital Additions by percentage. The chart below represents the investment we made in Capital Assets. Additions to our water system, sewer system, road construction, park acquisitions and development are all examples of Capital Additions.

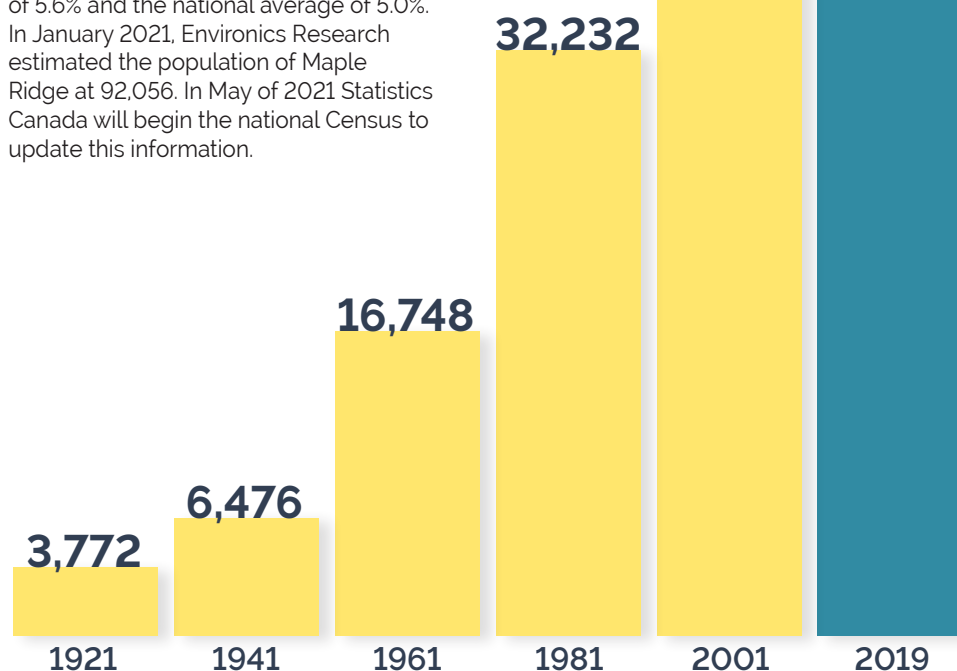
2020 POPULATION & DEMOGRAPHICS

Population by Age

Age Group	2016 Census	2020 Estimate	2031 Projection
0-14	17%	16.2%	15%
15-24	12%	12.6%	9%
25-34	12%	12.6%	11%
34-44	13%	13.7%	16%
45-54	16%	14.6%	15%
55-64	14%	14.5%	13%
65-74	8%	9.3%	12%
75+	8%	6.4%	9%

Maple Ridge's Historical Population Growth

This graph illustrates the growth in Maple Ridge's population during the last century. The data is shown in 20 year periods starting in 1921. As you can see, the population has virtually doubled every 20 years. The blue bar represents growth in the 15 year period from 2001. BC Statistics projects a population of 132,000 by 2041. In 2016, the enumerated population of Maple Ridge was 82,256, which represents a change of 8.2% from 2011. This compares to the provincial average of 5.6% and the national average of 5.0%. In January 2021, Environics Research estimated the population of Maple Ridge at 92,056. In May of 2021 Statistics Canada will begin the national Census to update this information.



Median Age

Definition:

The **Median Age** is the age at which 50% of the population are younger than the specified age and 50% are older.

2016 Median Age (census) for Maple Ridge

41.4

2031 Median Age (estimate) for Maple Ridge

44.6

Why is this important?

The Median Age helps all levels of government plan for the delivery of services. We use this data to plan for policy, program and service delivery to ensure citizens have the amenities to live comfortably.

Source: Statistics Canada

Year	Unemployment Rate	Employment Rate	Employed Persons
2016 Census	5.1%	65.4%	45,850
2011 Census	6.8%	64.2%	39,435
2006 Census	4.6%	66.4%	35,935
2001 Census	6.2%	64.9%	31,310
1996 Census	7.6%	63.7%	28,910

British Columbia
Employment Rate

64.3%

Statistics Canada Labour Force
Characteristics, 2020

Maple Ridge Residents: Employment by Industry

Construction	5,535
Retail Trade	5,510
Health Care and Social Assistance	5,130
Manufacturing	3,360
Educational Services	2,990
Accommodation and Food Services	2,745
Professional, Scientific and Technical Services	2,600
Public Administration	2,430
Wholesale Trade and Transportation	2,055
Administrative and Support, Waste Management and Remediation Services	1,955

Maple Ridge Residents: Employment by Occupation

Sales and service	12,252
Trades, transport and equipment operators and related occupations	10,335
Business, finance and administration	8,065
Education, law and social, community and government services	5,896
Management	5,513
Health occupations	3,083
Natural and applied sciences and related occupations	2,675
Manufacturing and utilities	1,736
Art, culture, recreation and sport	1,665
Natural resources, agriculture and related production occupations	776

Source: City of Maple Ridge – Economic Development

Municipal Debt Per Capita

2020 - Based on estimated
population of 91,222

Council incorporates the use of borrowing
when it makes sense. The debt per capita is
reduced as the debt is repaid.

Source: City of Maple Ridge – Finance Department



PROPERTY TAXES VS. HOUSEHOLD COSTS

The monthly costs are based on the taxes paid for a home valued at \$669,000. This is the 'average' home value for 2020 based on the BC Assessment Authority data. Your 2020 Property Tax Notice is comprised of the elements listed. As with other household bills that you may be paying monthly, you can pay your taxes using our monthly Pre-Authorized Withdrawal System' called PAWS. Look for more information in the Property Tax section of the City website at mapleridge.ca/178.

Source:
City of Maple Ridge Finance Department

Monthly Cost of Municipal Services

Total for Municipal Services	\$ 288.74
Water (Includes Capital)	54.98
Police Services	50.01
Capital (Includes Debt)	42.70
Sewer (Includes Capital)	35.67
Parks, Recreation and Culture	31.90
Fire Services	24.69
Development Services	24.08
General Government	18.32
Recycling (Includes Capital)	6.38



Standard Monthly Household Costs are a combination of Statistics Canada's latest 'Survey of Household Spending, Couple with Children' table, and a survey of regional service providers.

Standard Monthly Household Costs

Accommodation	\$ 2,087.16	FortisBC (Gas)	86.31
Transportation	1063.44	Internet (High Speed)	60.00
Food	856.50	Home Security System	40.00
Clothing & Accessories	275.92	Cell Phone (Basic)	40.00
BC Hydro (Electricity)	126.00	Wired Phone (Basic)	30.00
Home Insurance	275.00	Cable Television (Basic)	55.00

PROPERTY VALUES VS. TAXATION

Property Values

In 2020, 91.0% of the total value of properties in Maple Ridge was in the Residential Class. That's 91.0% of the over \$24.7 billion worth of property as reported by the BC Assessment Authority.

Property Taxes

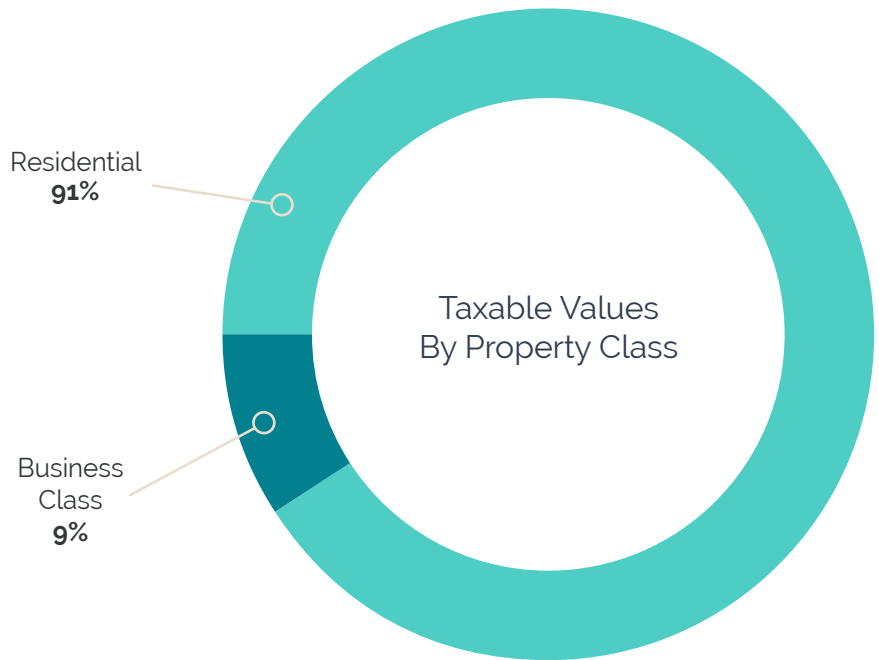
While 91.0% of the value is in the Residential Property Class, only 78.6% of the local taxes collected come from residential property owners.

21.3% of tax collected comes from the Business Classes, which account for 9% of the total property value in Maple Ridge. This is a common ratio in Metro Vancouver.

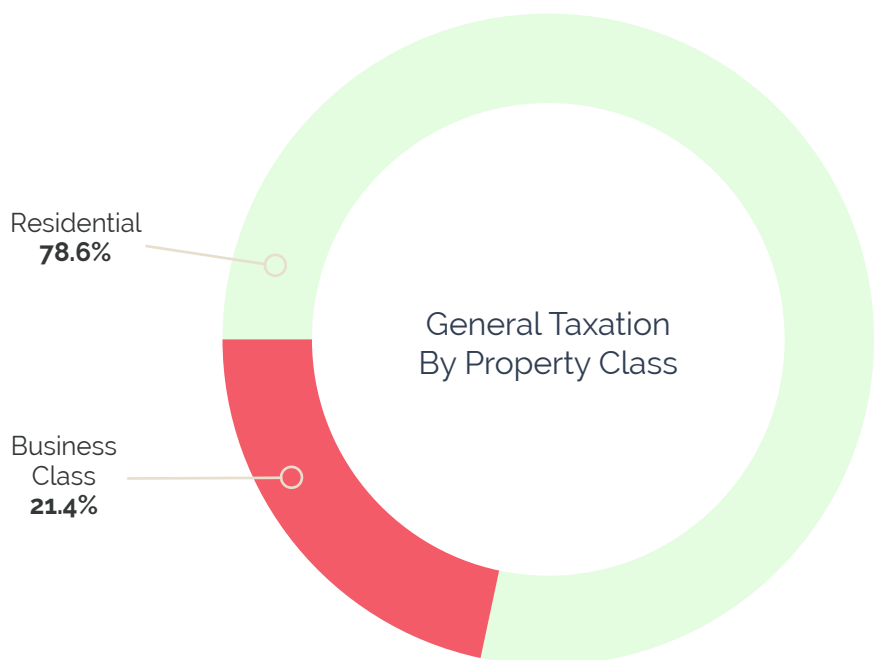
Total property taxes levied in 2020 was just over \$89.2 million.

Definition: The term 'Business Class' on this page refers to properties in the Utilities, Industrial, Business, Seasonal Recreation and Farm categories.

The 2020 Annual Report contains more detailed information on the City's financial position and results of operation. Copies can be obtained from the Fraser Valley Regional Library, Maple Ridge City Hall and online at mapleridge.ca/163



2020 Total Value of All Property Types
\$ 24,668,177



2020 Total Property Tax Levies
(for general purposes, NOT school, GVTA, BCA, etc.)
\$ 89,240,904

UNDERSTANDING YOUR TAX NOTICE

WHAT ARE YOU PAYING & WHERE DOES THE MONEY GO?

Municipal Taxes Notices across the region include assessments, fees and levies for the Province of BC, the Metro Vancouver Regional District, TransLink, the BC Assessment Authority and the Municipal Finance Authority. The information on the left outlines the component of the tax notice that relate to these outside organizations. These funds are turned over to these organizations by the City. The City portion of the Tax Notice represents funds paid to operate the City of Maple Ridge and for the provision of water, sewer and recycling services for our community. For a breakdown of what these categories fund you can refer to the more detailed information on pages 16 through 19.

TAXES COLLECTED ON BEHALF OF OTHER GOVERNMENTS

The Province of BC and various other government organizations have the authority to collect money using property taxes. The City is required to collect money for;

1. School Taxes
 2. Metro Vancouver Regional District
 3. TransLink
 4. The BC Assessment Authority
 5. The Municipal Finance Authority
- These organizations use these tax dollars to fund their organizations.

TOTAL MUNICIPAL TAXES

These are the funds collected to pay for the operation of the City of Maple Ridge. They include:

1. General, Debt & Library
2. Drainage Improvements Levy
3. Parks & Recreation Improvement Levy
4. Parcel Charges

The City also collects for Utility Services that include the Water Levy, the Sewer Levy and the Blue Box recycling program. A significant portion of the Water and Sewer Levy funds the City collects goes to Metro Vancouver to fund the infrastructure to deliver those services.



11995 Haney Place, Maple Ridge, B.C. V2X 6A9
Phone: 604-467-7316 Fax: 604-467-7331
Hours: Monday-Friday, 8:00 a.m. to 4:00 p.m.
Thursdays - June only, 8:00 a.m. to 8:00 p.m.

10% PENALTY IF

DOE, JOHN
DOE, JANE
11111 111 AVE
MAPLE RIDGE BC V2X 6A9

FOLIO NUMBER	11111-1111-1	ACCESS	111111
PROPERTY ADDRESS	11111 111 AVE	RATES	
PID	111-111-111		

TAXES COLLECTED ON BEHALF OF OTHER GOVERNMENTS

Non Residential School Levy	1.3
Residential School Levy	
Less: Home Owner Grant	0.0
Metro Vancouver Regional District	0.2
SCBCTA (TransLink) Transportation Improvement Fee	0.0
BC Assessment	0.0
Municipal Finance Authority	

TOTAL OTHER GOVERNMENT TAXES

MUNICIPAL TAXES AND UTILITIES

General, Debt & Library	2.0
Drainage Improvements Levy	0.0
Parks & Recreation Improvements Levy	0.0
Parcel Charges	72.0

Total Municipal Taxes

Utility Services	65.0
Water Levy	39.0
Sewer Levy	3.0

Total Utility Services

TOTAL MUNICIPAL TAXES AND UTILITIES

Tax Prepayments/Adjustments

TOTAL TAXES DUE

RIDGE MEADOWS RCMP DETACHMENT

DIVISION OVERVIEW

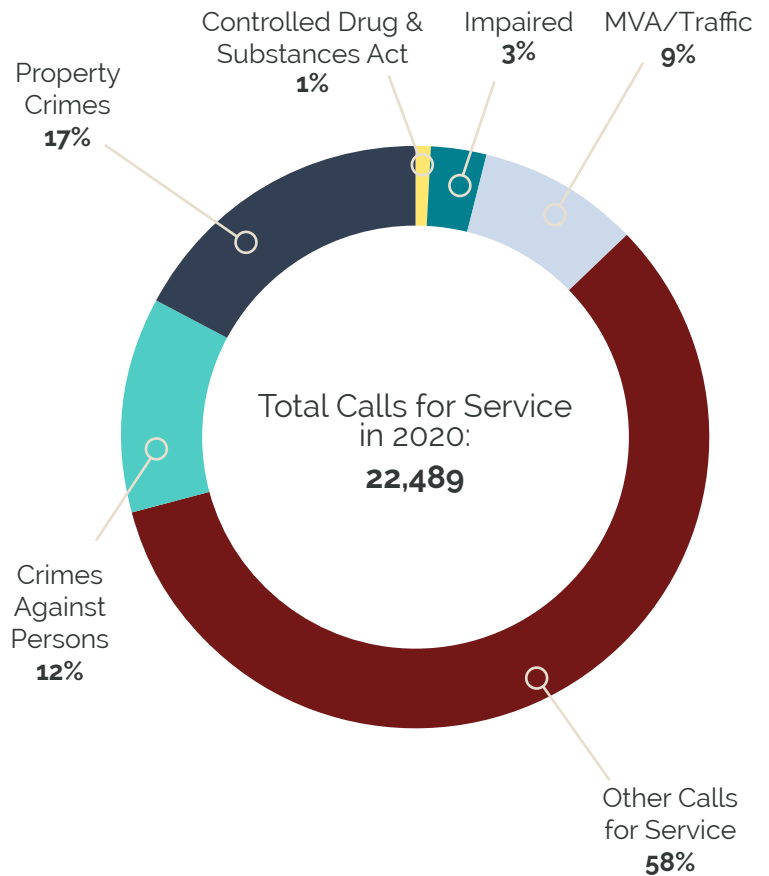
Ridge Meadows RCMP/Police Services
Officer in Charge: Superintendent Jennifer Hyland

Please note: Superintendent Wendy Mehat currently holds this position following the departure of Jennifer Hyland.

Ridge Meadows RCMP's strategic priorities are based on three broad focus areas: Community Safety, Effective & Efficient Policing and Communications & Public Relations. The Detachment achieves their objectives through a variety of critical partnerships with citizens and through community policing and crime prevention programs.

Ridge Meadows RCMP is proud to provide policing services for Maple Ridge and Pitt Meadows. The Detachment is fully integrated in both cities, with the hub of operations in Maple Ridge supplemented by a Community Police Office in Pitt Meadows.

City civilian employees provide operational and administrative support for exhibits, prisoner guarding, client services, records management, crime analysis, court services, media relations, and fleet maintenance. Details on the staffing numbers for the Detachment can be found on Page 73 of the City of Maple Ridge 2020 Annual report as part of the General Comparative Statistics.



It's been a tough year for seniors who are living in care. Health measures to protect seniors from COVID-19 also isolated them from many programs such as the annual RCMP Christmas Caroling event. Constable Britteny George decided that she wanted to do something special, and personal, for her neighbours living in care. She handmade and personalized 815 Christmas cards for seniors living in six care homes in Maple Ridge and one in Pitt Meadows. This is a monumental task but she wanted to give everyone who received a card a smile. Constable George is among the many front-line workers who were there for us every day. She is, officially, one of Santa's helpers and she made us all smile with pride.



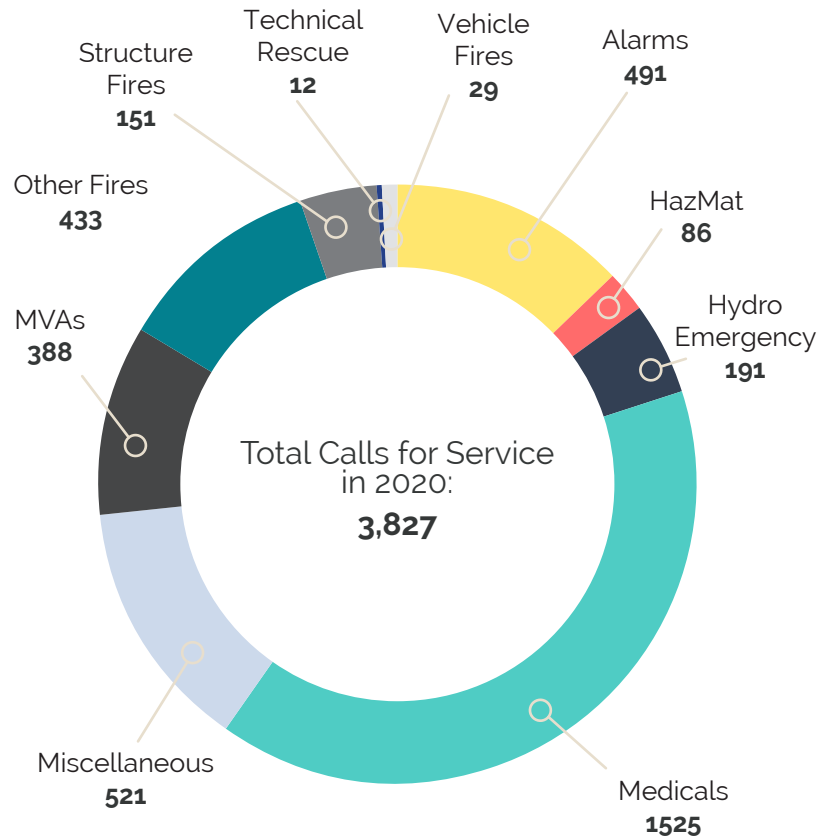
MAPLE RIDGE FIRE DEPARTMENT

DIVISION OVERVIEW

Fire Chief: Howard Exner

Our MISSION STATEMENT states exactly what we do: Protecting Life, Property and the Environment. We achieve our mission with dedicated and well-trained firefighters, line officers, administrative support staff and chief officers. The Fire Department conducts its strategic planning and operates to support a resilient community by delivering exceptional customer service in a fiscally responsible manner. Further, the Fire Department is committed to developing and strengthening our composite model using a core of full-time firefighters for the day-to-day duties and responses, while maintaining a large pool of well-trained, paid-on call firefighters for large scale fires and other incidents. This composite model is very innovative in our industry and is also fiscally responsible.

The Fire Department's service delivery includes Fire Prevention, through inspections and education, Operations, which encompasses capacity building to deal with a diversity of calls for service, the Emergency Program. Internal and community education to manage through a variety of disaster responses and Administration, which is the leadership group who ensures that we are protected efficiently and effectively.



Meet Firefighter Jesse Friesen and Assistant Fire Chief James Clelland. When the BC Government declared a State of Emergency due to the COVID-19 pandemic the City of Maple Ridge took quick action to keep our community safe. Chief Clelland was in charge of the City's Emergency Program in March of 2020 when we activated our Emergency Operations Centre to coordinate the City's response. The first priority was to protect our first responders from COVID as they dealt with a wide variety of calls for service. Firefighter Friesen is wearing the PPE (personal protective equipment) that was used for medical call responses to protect them from COVID-19. Crews separated into work cohorts, including the staffing of the new Fire Hall No. 4. Just as we had our family pods, our firefighters restricted their interactions to keep each other safe. Firefighters were there to answer the calls throughout the pandemic due to the fast adaptation of our leadership team.



LOOKING BACK ON A REMARKABLE YEAR AND REMARKABLE COMMUNITY

In March of 2020 the BC Chief Medical Health Officer, Dr. Bonnie Henry, started doing regular briefings on the daily case counts and important public health messages for citizens. She finished those briefings with the statement 'be kind, be calm and be safe' which became an often-repeated catchphrase here in BC.

Here in Maple Ridge, like in cities across BC, the streets became eerily quiet as everyone remained home to stay safe. Pretty quickly, citizens started heading outside to bang their pots and pans and ring bells in salute of front-line workers who remained on the job so we could feed our families and access other essential needs.

This section of our Citizens Report is usually a photo montage of community events over the course of the year, a Maple Ridge 'yearbook' to visually celebrate everything that happened between January 1 and December 31.

Our theme, as noted on the cover, is Assess, Adapt, Act and Accomplish. We would be remiss if we did not celebrate the incredible spirit of volunteerism and kindness that citizens showed throughout the last year. The actions of individuals and groups in our community reflect the true heart of Maple Ridge.

Tracy Camire, the Executive Assistant to the Mayor, went through every edition of the local newspaper, The Maple Ridge News, to find stories of innovation and inspiration. Here is a summary of these amazing stories. The newspaper website is mapleridgenews.com and we've included the dates that these stories ran so you can take a deeper dive into some of the amazing people who are our neighbours.

March 26, 2020

Ten-year-old Danika Woods decided to bring smiles to the health care workers at the Ridge Meadows Hospital by writing messages on the sidewalks leading from the parking lot up to the hospital entrance. She thanked the staff for their tireless work. Her work was detailed on Page 5 of the newspaper.

In the same edition of the newspaper a front-page story talks about the 7:00 pm tribute called 'Frontline for the Frontline' including a convoy of vehicles from other first responders like the RCMP, Fire Department and BC Ambulance service.

On page 3 there's a story about all the donations of food that were being dropped off to health care workers who were working long shifts to prevent the spread of COVID-19.

On Page 7 there's a story about Julie MacMillan and Warren Kitchens who hung a giant lit-up heart with a Canadian flag to cheer up their neighbours. Their hope was that this would inspire others to hang hearts. Within a week there were hearts in windows in every neighbourhood and in the front displays of retail outlets that were able to stay open at the beginning of the pandemic.

THE NEWS

Page 10

mapleridgenews.com • est. 1978 • (office) 604-467-1122 • (delivery) 604-466-6397



Ridge Meadows Mountie Const. Julie Klausner wants community members to participate in the local RCMP campaign in support of health care workers called Frontline For The Frontline. Residents are asked to come to their front doors and make some noise each night at 7 p.m. Full story online: mapleridgenews.com.

Frontline workers unite in support

Nightly at 7 p.m. local police have been igniting lights and sirens and ask the public to join

Colleen Flanagan
cflanagan@mapleridgenews.com

Ridge Meadows RCMP started a campaign on Monday called Frontline For The Frontline. "All frontline staff across the country are being impacted by cheering, clapping, and making noise from their front doors and balconies each night at 7 p.m. "We had police vehicles throughout town including at the scope of this, however the sup-

Hospital staff touched by gifts

More donations are still needed, but must be pre-arranged, for front-line health care workers

Colleen Flanagan
cflanagan@mapleridgenews.com

Support is coming in for front-line workers at Ridge Meadows Hospital in the battle against COVID-19, but more is needed.

Ridge Meadows Hospital Foundation was approached by a local grocery store, after they were approached by a front-line worker at the hospital about the personal need for toilet paper—for staff who just can't get their hands on any.

With reduced store hours and increased shift hours, executive director of the Ridge Meadows Hospital Foundation Laura Butler says, staff are finding it difficult to go out and purchase some of the real basic toiletry items that they need.

Needed items include toilet paper, toothbrushes and toothpaste, deodorant, feminine hygiene products, and hand lo-



An anonymous donor gave 30 McDonald's burgers to staff at Ridge Meadows Hospital.

said they will try and help where Big Feast owner Another citizen donor, open for staff only and

YEAR IN REVIEW

MAPLE RIDGE & PITT MEADOWS

THE NEWS

Thursday, April 9, 2020 • mapleridgenews.com • est. 1978 • (office) 604-467-1122 • (delivery) 604-466-6397

Maple Ridge's Quinn Callander showed off the ear guards he has been creating for health services professionals across North America.

Special to The News

Scout crafts tool for frontline staff

Ronan O'Doherty
ronan@mapleridgenews.com

While many kids his age are playing Fortnite to get through isolation, Quinn Callander is doing his part to make sure the lives of frontline health care workers are a little more tolerable. The 12-year-old Maple Ridge scout has built hundreds of ear guards, using a 3D printer he received for his birthday last year.

Callander's mother, Heather Roney, said she and her husband saw a Facebook post in which a Royal Columbian Hospital nurse was calling on volunteers to make the guards, which ease the pain of wearing a mask for 12 hours in a row.

"Quinn and his dad went onto a website for 3D print projects and found a couple different types," Roney said. "They printed a couple test ones and then we had a nurse friend, who works in a hospice here, test them. And she picked the one she liked best, then Quinn just started printing non-stop 24 hours a day."

Roney estimates it has been a little more than a week since they started and the family has sent hundreds of the ear guards – free of charge – to hospitals throughout the Lower Mainland, across Canada, and even to some in the U.S.

The influence has not stopped there, however. A Facebook post Roney wrote about Callander's industrious charity has netted 350,000 shares on Facebook, resulting in well wishes from across the world.

continued on page 17...

April 9, 2020

The front-page story on April 9 detailed how 12-year-old, 2020 PRC Community Champion, Quinn Callander was using a 3D printer to create ear guards for front line healthcare workers who had to wear masks for 12 or more hours on their shifts. With a little R&D with a family friend who worked in healthcare, Quinn determined the best design and started mass producing ear guards and sending them to hospitals in the Lower Mainland, Canada and the United States. His story went viral and his social media post ended up being seen by over half a million people. Quinn was interviewed on countless local and national media outlets and counts his appearance on the globally syndicated Dr. Phil show as a pretty big deal. We are very proud of this young man.

www.mapleridgenews.com

The Maple Ridge Pitt Meadows News

RCMP join parade for 10-year-old

Maple Ridge's Landon Turnbull says it's the best birthday party he's ever had

Aaron Hinks
aaron.hinks@mapleridgenews.com

A Maple Ridge youngster says it's the best birthday party he's ever had, despite not being able to interact with his friends. Knowing that their 10-year-old son Landon wouldn't be allowed to have a regular birthday party under the current circumstances, Natalia and Carl Turnbull organized a birthday parade for May 3.

A surprise to both parents was the RCMP involvement.

"All of the cars that drove by are good friends of ours, but then they managed to get a hold of the RCMP and they put it all together without us actually knowing," Carl said.

"He said it was his favourite birthday ever. We asked him a number of times and it was definitely his favourite party ever."

The Ridge Meadows RCMP cruisers played a personalized birthday song through their speakers while friends from Ridge Meadows Hockey and Ridge Meadows Baseball Association cheered for Landon.

"We haven't even lived in Maple Ridge for that long. We moved here under two years ago and these are all new friends we've made in the last two years," Dad said.

In the era of physical distancing, small-scale parades have picked up in popularity.

For instance, last month Maple Ridge's St. Patrick's School (22589 121st Ave.) invited its students to drive by the school one afternoon where teachers and staff were ready to cheer and remind students they were missed.

A birthday parade, featuring RCMP cruisers, passed Landon Turnbull's house for his 10th birthday.

May 7, 2020

One of the toughest parts of the pandemic was the impact on kids. We all had our family bubbles and 'safe six' but that didn't make it easier for kids who were celebrating birthdays and couldn't hang out with their friends. Landon Turnbull was turning 10 years of age and his parents reached out to family and friends to organize a 'drive by' event to honour the occasion. Landon and his parents were surprised when the convoy of cars were escorted in by the RCMP who were flashing their lights and sending a message to him over their car speakers. Part of the convoy included representatives of the Ridge Meadows Hockey Association and Ridge Meadows Baseball Association, both organizations that Landon is a participant in. Landon's father was blown away by the parade. He noted that the family had only lived in Maple Ridge for a couple of years and were grateful to all the friends they've made here.

May 21, 2020

When you turned to Page 16 of The News you saw a piece of artwork that said 'Be Brave' with a rainbow and unicorn. That artwork was part of the 'Card of Hope' project at Kanaka Creek Elementary School that blossomed into a citywide program where students created cards for local seniors that were unable to have visitors due to COVID-19. Kindergarten teacher Dawn Flanagan wanted to create connections between students and seniors to help both of them deal with the community implications of the pandemic. There was concern that the paper might be a health hazard, so the program quickly pivoted to scanning the artwork so it could be emailed to seniors and displayed on iPads that became the way everyone was able to interact in those early days.

The Maple Ridge Pitt Meadows News
www.mapleridgenews.com

Cards uplifting to seniors

A project that started with kids at Kanaka Creek Elementary has blossomed

Roxanne Hooper
editor@mapleridgenews.com

Kanaka Creek Elementary teacher Dawn Flanagan is collecting artwork from Maple Ridge and Pitt Meadows students and sharing those cards with seniors – to remind them they are not alone during the COVID-19 pandemic. "The Cards of Hope project started as something Kanaka kids and families could participate in, but it grew quite quickly to include the whole district and beyond," said Flanagan, who's been a teacher for SD42 for 30 years – 23 as a kindergarten teacher at Kanaka, as well as director of the KC Kid's Choir. "It has provided a way for anyone to help a vulnerable senior during the pandemic by offering

was our first day of isolation and I was chatting with Sandra Taylor from Westgate Flower Garden. She mentioned that she had been dropping off extra flowers to care homes because seniors were in "lock-down" and unable to see family... There is a measure of comfort knowing that people are helping. "There is another measure of comfort knowing you can help... even if it is from the safety of your own home. Originally, the plan was to rally some kids to do some art and drop it off to Sandra at her flower shop to deliver along with her flowers. It quickly became evident that it could be [perceived] as dangerous to bring in paper from outside to some of these care facilities. So I decided to email them instead."

Special to The News

What started as a project for Kanaka Creek Elementary Kindergarten students has grown into a community-wide initiative, making and giving cards to senior care homes.

art and words of comfort," explained the Kindergarten teacher who started the project at the end of March. Today, Flanagan has nearly 80 submissions from artists

Vancouver Foundation. In order to meet the criteria for the grant, initiatives had to develop neighbourhood connections/bring the community together. "In our case, it was



June 4, 2020

On the front page of the newspaper we learned about a 'gratitude garden' that had been created in the Albion neighbourhood. In 2019, Debbie Pearce donated a kidney to Geoff Dunsire and he has been thanking her for the gift of a normal life ever since. Near Debbie's home at Zeron Avenue and Tamarack Crescent there's a traffic island that the pair have turned into their gratitude garden. The collection of rocks highlights the importance of transplant donors and serves as a tribute to the medical team that are involved in transplants around BC. The garden continued to grow as friends and neighbours heard the news about this amazing tribute. Two people, whose lives are now intertwined, are incredible advocates and ambassadors for transplants.

al transplant tribute

and resuming a normal life. Dunsire is eternally grateful to Pearce, and is not ashamed to say it – over and over and over again. While Dunsire is appreciative to Pearce, he's also grateful to the provincial transplant staff who helped change his life last June. And it's for those folks that he and Pearce have recently set up a Gratitude Garden in Maple Ridge.

In recent weeks, Dunsire and Pearce asked their family and friends to join them in painting rocks. Those decorated rocks have since been gathered up to fill the island, which has been signed saying "TRANSPLANT HEROS ROCK!"

Just outside of Pearce's front door, in a traffic island at the intersection of Zeron Avenue and Tamarack Crescent, the pair have created a "rock garden" of sorts.

In recent weeks, Dunsire and Pearce asked their family and friends to join them in painting rocks. Those decorated rocks have since been gathered up to fill the island, which has been signed saying "TRANSPLANT HEROS ROCK!"

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left at the district

graduating from Samus-year. It is in-person commencement at his school, or at any Pitt Meadows school where restrictions of 50 will be celebrating its 50th more than disapp- nce schools in other dis- ing on ceremonies where will get to walk across p and gown and receive decision was made by endent Sylvia Russell – idary principals across many dates in the next holidays when students work are more likely to nd families," said Trena on.

continued on page 17...

Building a garden of gratitude

Roxanne Hooper
editor@mapleridgenews.com

"I know I've thanked you a million times already for what you've done for me, but I was just thinking what my life would be like right now if I was still on dialysis three days a week, and what my chances [would be] of catching the coronavirus. Thank you, thank you so very much... love ya."

This text message came across Debi Pearce's cellphone screen, bringing with it a huge smile to her face.

Home convalescing with a broken hip, the local realtor typed back to fellow Maple Ridge resident Geoff Dunsire: "You're welcome. No worries."

It's been almost a year to the day since Pearce donated one of her kidneys to Dunsire.

At the age of 13, an adverse reaction to a hepatitis-B vaccine caused an incurable liver disease that he battled for the next 17 years of his life. Then, just after liver failure and a transplant, as well as losing the ability to walk, Dunsire found out he needed another transplant. His kidneys were failing.

continued on page 20...

Debian Tripp, who's almost two, is Geoff Dunsire's nephew. He helped show support for his uncle, a two-time transplant recipient, and the new transplant Gratitude Garden growing in Albion.

Photo Courtesy: Special to The News




YEAR IN REVIEW

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grad given dream ceremony



Ryan Neufeld, a support teacher at Thomas Haney Secondary, and other friends joined Masato Wong in throwing his cap in the air at a convocation ceremony last week.

Neufeld and his team set up a small stage at the end of Masato's driveway in Maple Ridge with the national and provincial flags standing their chairs to watch the ceremony. About 30 people attended, including about 13 educational assistants, teachers, and friends. His older brother, who graduated from Thomas Haney four years ago, watched from the road.

July 2, 2020

Masato Wong was looking forward to his High School graduation for a couple of years. Due to the pandemic, graduation celebrations were cancelled but Masato was in for a big surprise. Masato has autism, and his journey to graduation has been helped by his support worker Ryan Neufeld. Ryan knew how important this milestone was, and he rallied the team of educational support workers that have been part of Masato's life since Elementary School and created a special Grad Ceremony right at his home in Maple Ridge. The photo on the front page shows Masato about to throw his graduation cap into the air as part of his special convocation ceremony. This event was a reminder of the team of educators that works everyday to help kids of all abilities live their best lives. Thank you, Ryan, for what you did and you do everyday.

ve-by music therapy aids those w

Ridge Meadows Association for Community Living run by Birgit Giesser is dependent on



Ridge Meadows Association for Community Living music therapist Birgit Giesser with one of her students during a drive-by session.

to adapt and find ways to function, and that I needed to model not only survival but also how to thrive in a rapidly changing world," said

RMACL music therapist Birgit Giesser. The association provides services for adults and children with disabilities and Giesser

thought it was crucial to connect with her students who might potentially feel isolated due to the pandemic. People, "who may not fully

July 9, 2020

The Ridge Meadows Association for Community Living provides a wide range of supports for adults and children with disabilities. For many of the Association's clients, the pandemic broke critical routines and interactions that helped them live their best lives. Birgit Giesser is a musical therapist that works with the Association and she is one of many front-line staff who innovated and adapted to continue delivering services to her clients to help them have some normalcy in a time where physical isolation was having an impact on mental health. Birgit took her services on the road, and the story on page 11 of the July 9 edition details how funding from Music Heals Canada helped her reach out and continue to bring music to the lives of her clients. This brought a song to our heart.

July 23, 2020

Nineteen-year-old Melissa Powell is dealing with Cystic Fibrosis and wanted to show some appreciation to her younger sister, Amy, for her support and understanding. Melissa arranged for a visit from the 'Project Driven' group of exotic car owners who took their convoy on the road from Vancouver into the Fraser Valley to visit a number of special people and bring some smiles. The exotic car owners normally invite young guests for a drive in these expensive autos, but COVID has made that impossible. Instead, they showed up in force in the Albion neighbourhood and Amy had the chance to pose for photos in front of these incredible cars. According to those in attendance the normally shy Amy was thrilled with the special show and grateful to her big sister for this tribute. For those of us in the community, the exotic car parade was a wonderful surprise for the community.

The Maple Ridge Pitt Meadows News

ling

home

with Cystic
Sunday's stop on
street was about
five siblings in

Lockett, de-
er as a relatively
girl, who all too
overshadowed
g older sister –
in the limelight
has been filled
visits to doctors,
pitals, etc.
esome," Lock-



Lisa Lockett/Special to The News

Maple Ridge's Amy Davis, 14, had a special visitor, or dozens actually, Sunday afternoon when the Project Driven parade pulled into her Albion neighbourhood.

August 6, 2020

In the summer of 2020 there was a slight modification of the health measures in BC allowing an opportunity for the Greater Vancouver Food Truck Festival to innovate with a 'drive-thru' approach. This allowed entrepreneurs and culinary wizards who own food trucks to get back to business and serve an eager public. Normally, this is a one-day event with up to 22 trucks participating. By operating the event over two days there was an opportunity for 14 trucks to participate, seven per day, and this created a great car outing for families who were eager to get out after months of staying home. Businesses did an incredible job adjusting to the circumstances.

icks back – with twist

up

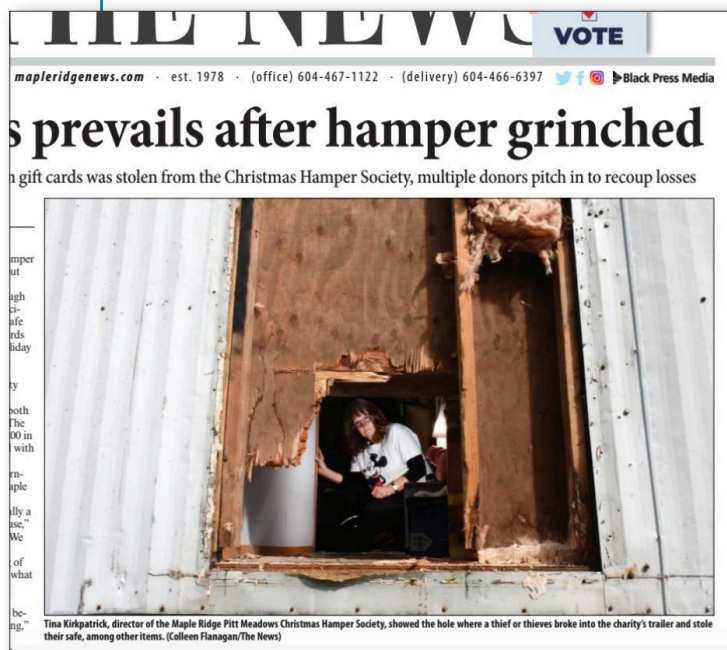


A food truck vendor served customers in their vehicles during a Greater Vancouver Food Truck Festival in Chilliwack recently. (Black Press Media files)

On Saturday, the festival will feature Lenny's Lemons/ Cotton Candy, Twisted Potato/ Teriyaki Express, Mo-Bacon, Tin Lizzy Concessions - mini

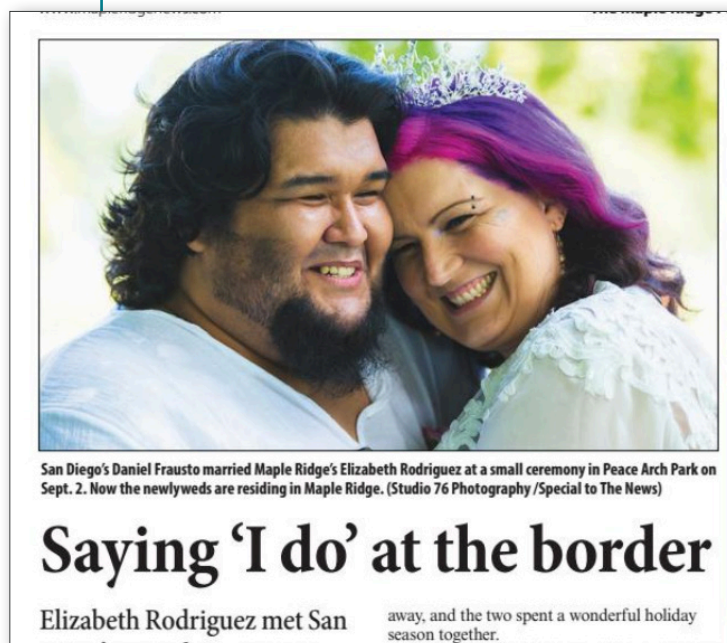
Jason Faria, owner and operator of the festival, said there will be seven individual lines – one for each truck – with a turn-around lane in

YEAR IN REVIEW



September 24

In September of 2020, someone broke into an office on the Albion Fairgrounds and stole \$10,000 worth of gift cards that were an essential part of the annual Christmas Hamper Society's reserves. Word spread about the theft and the community and region responded quickly. A local radio station raised \$11,800 within hours. A local auto dealership donated \$10,000. Another single donor stepped up with another \$10,000 donation. In 2019 the Society made Christmas brighter for over 400 families. In 2020, the anticipated need was to support 700 families. The generosity of local citizens and businesses reflects the best of our community. As Lorraine Bates, the Society Chair noted in the front page story, "It's the difference between a smile or tears on Christmas morning." There were lots of smiles in 2020.



October 8, 2020

Maple Ridge's Elizabeth Rodriguez met the man of her dreams. They connected online, and when they finally met in person in 2019 they knew they were destined to be together forever. One slight problem. Daniel, her husband to be, was in San Diego. Elizabeth last saw him in March of 2020, just as the international borders were closing. These two were separated by thousands of miles, and an international border, but their love kept them connected. There's a piece of land that borders BC and Washington State called Peace Arch park, and due to an 1814 treaty, this couple was able to exchange vows and wedding rings in the 'no mans land' between the two countries. It was not the wedding they originally planned but, like so many people in our community, Elizabeth took an innovative approach to seal the deal. After a two week quarantine the couple are living in Maple Ridge.

November 5, 2020

Maple Ridge's Remembrance Day ceremony is one of the largest in the Fraser Valley with thousands of citizens coming out to honour those who serve, or have served, our armed forces. In 2020, that ceremony was held virtually, and the students of Meadowridge School decided to write personal postcards for delivery to veterans that were living in local seniors' homes and assisted living facilities. We are fortunate to have surviving WWII and Korean War veterans in the community, but due to their age and vulnerability to COVID, they were unable to participate in the annual ceremony. This gesture by these students was an important way to remind these heroes that they are remembered and respected. An act of kindness from one generation to another.



Meadowridge students took time to write personal messages on Veteran Affairs Canada postcards. The cards will be delivered to local seniors homes. (Charles Schofield, Meadowridge School/Special to The News)

Kids write postcards to vets

November 26, 2020

On the cover and inside on Page 28 of The News for this date we learned about a 17-year-old, Matthew Goncalves, who was using his skills to fix up bikes to donate to his neighbours through the Christmas Hamper Society. Matthew put out the call on social media at the end of October and in no time, he had collected over 60 bikes. With assistance of donated parts by local businesses, he has systematically gotten the bikes ready for new owners who had a lovely surprise on Christmas morning. Matthew became interested in cycling in Grade 9 and his experience with Scouts taught him the value of community service. From our perspective, Matthew has officially become one of Santa's Elves with this gift of time and expertise.



don't have access to that sort of thing or they can't afford it because of other life situations," Goncalves said about the use of proper cycling equipment. "To me this has a more personal connection to what I'm doing because I've always been in the bike scene. I've always liked riding bikes, and I see lots of people who don't have the income," he said. So, he decided to do this project for his career life connections class - which he is required to take in order to graduate from high school. Career life connections is a class that teaches graduating students about life skills for adults - for instance, taxes, how to talk to others, and post-secondary planning. All of the bicycles that have been donated so far have been in pretty good shape, said Goncalves. So he has been able to fix up each in less than 20 minutes. "They've just needed a once over and a tune up," he explained. Goncalves is still working on the rest of the bicycles and he is hoping to get through the majority of them for the Christmas hamper. However, he has also reached out to other charities to see if they would like some bicycles as well. Goncalves would like to take on the project again next year if he has time around his post-secondary schooling. What he has learned most about fixing up so many bikes is - no-

student is using to give to others. Goncalves, 17, has bikes to donate to the Christmas Hamper Society. Goncalves said he put out the call on social media at the end of October and in no time, he had collected over 60 bikes. With assistance of donated parts by local businesses, he has systematically gotten the bikes ready for new owners who had a lovely surprise on Christmas morning. Matthew became interested in cycling in Grade 9 and his experience with Scouts taught him the value of community service. From our perspective, Matthew has officially become one of Santa's Elves with this gift of time and expertise.

SPOTLIGHT ON COMMUNITY SAFETY



One of Council's key priorities is Community Safety. In 2019, Council endorsed the Community Social Safety Initiative (CSSI) to identify and address neighbourhood specific safety concerns. Every city is dealing with the crisis of homelessness, addiction and mental health. While solutions for these issues are largely under the control of senior government, the impacts are being borne by local taxpayers in terms of the impacts on first responders, which are paid for by municipal governments.

Maple Ridge's CSSI is designed to put resources on to the front lines to fill gaps between senior government agencies, to focus Council's advocacy to create a continuum of housing for all ages and needs and to create accountability for the agencies working in the community to help coordinate their response and measure outcomes to affect change in the short and long term.

In 2019 the City deployed a team of Community Safety Officers (CSOs), specially trained to deal with calls for service that were falling between Bylaws and the RCMP. This proactive patrolling of the community allows the City to understand the individuals in the community that are struggling with health and addiction issues and, over time, help them change the trajectory of their lives by assisting them in making connections and accessing services to move them from street life.

The CSSI team is being helped by two community residents and experts, one coming from the social service background and the other from a policing and community safety perspective. This was an intentional choice of our Mayor and Council. Change can only happen through a comprehensive and integrated approach that recognizes that the police cannot 'arrest' problems away.

Here's some examples of the work that happened in 2020:

- The City's Zoning Bylaw was amended to regulate supportive recovery homes in residential areas with a goal of knowing where and how many of these facilities are operating in the community.
- Established meetings with the local Federal and Provincial Government representatives to explore housing solutions across the spectrum of needs.

- Launched the new 'Lock Out Crime Through Environmental Design' program in conjunction with the Downtown Business improvement Area.
- Worked with the owners of the Haney Place Mall, Smart Centres, to address graffiti and private security deployment in their service area.
- Deployed the CSSI data dashboard on the City website to provide real time statistics on calls for service by the CSO team. This data allows the CSOs to focus on the most challenging areas of the town centre using a data driven approach.
- Regular joint patrols of the CSOs and RCMP.
- Special Community events and Festivals to animate the Downtown and bring citizens into the City core for positive events that help support local business.
- Integration of private security patrols with the CSOs.
- Deployment of a radio network accessible by City parks Staff, CSOs and private security to improve response times and integration of work.
- Trained CSOs on administering Naloxone.

As the Public Health Orders came into place in March of 2020 the CSSI planning allowed us to pivot and assist the local health authorities in managing business closures consistent with the safety plan for the province. While the streets were quiet, our CSOs established relationships with people that were living on the streets and accelerated the work to create connections to help people explore alternatives to their current circumstances.

The pandemic also laid bare the need for affordable and stable housing for seniors, young families and people with different abilities. This created a window of opportunity for collaboration between Maple Ridge and our provincial and federal partners. The pandemic response created connections between agencies that will serve as a foundation for the future.

Maple Ridge's Council has dared to do something different. Our City has been contacted by other local governments in BC who have recognized that this new approach is getting some traction on some very complex issues.

SERVICES & CONTACT INFORMATION



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Fire Department

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Emergency 911
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Human Resources

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hrenquiries@mapleridge.ca

Licences & Bylaws

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Operations Centre

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Public Works Emergency – 24 hours:
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Parks, Recreation & Culture

mapleridge.ca/parksandrec
prc@mapleridge.ca
Cemetery: 604-467-7307
Facility Booking: 604-467-7357
Festivals Office: 604-467-7325
Greg Moore Youth Centre: 604-467-7354
Leisure Centre: 604-467-7322
Planet Ice: 604-467-2883
Program Registration: 604-467-7422
Volunteer Services: 604-467-7459

Planning

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Property & Risk Management

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Purchasing

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RCMP – Police Services

Non-Emergency: 604-463-6251
Emergency 911
rm.inquiries@rcmp-grc.gc.ca

Non-Municipal Services

BC Assessment Authority	1-800-393-1332
Canada Post	604-463-3651
Garbage (Metro Vancouver)	604-466-9277
Health Unit	604-476-7000
Hospital	604-463-4111
Library	604-467-7417
Mental Health	604-476-7165
Recycling	604-463-5545
School Board	604-463-4200
Service BC/Motor Vehicle	604-466-7470
Service Canada	1-800-367-5693
SPCA	604-463-9511
The ACT Arts Centre	604-476-2787
Transit/TransLink (Coast Mountain)	604-953-3333

