

Vision to Action

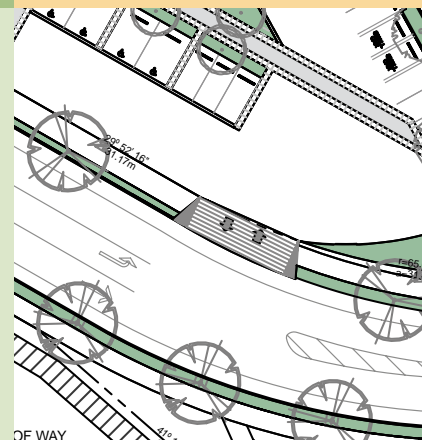
2011 CITIZENS REPORT
as of December 31, 2011

District of Maple Ridge
British Columbia, Canada



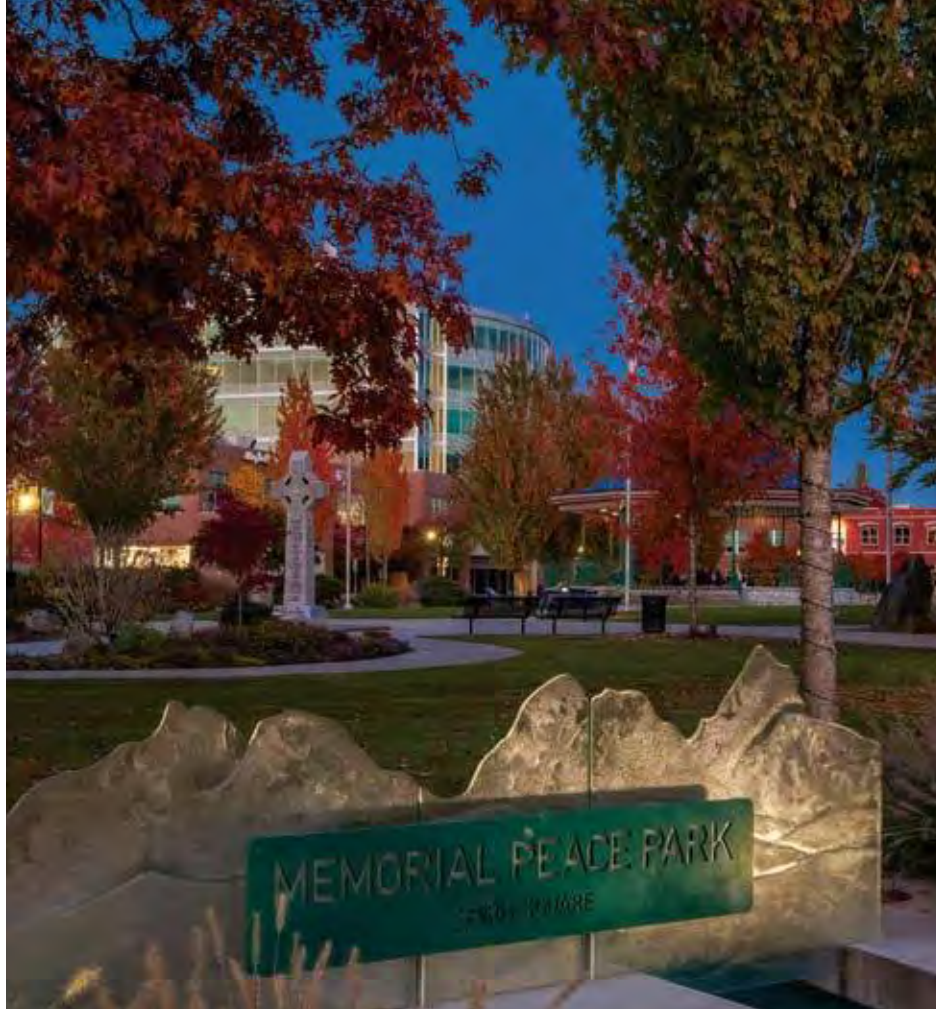
MAPLE RIDGE

British Columbia



*Our Vision.
Our Future.*





The District of Maple Ridge is pleased to present the 2011 Citizens Report. This publication, along with the District's Financial and Annual Reports allows citizens to see the business of the District at every level, from detailed budgets to this document with its summary reports and consolidated financial data.

This report, as with all projects in the District, was a team effort. The design and principal photography were done by two talented local people. Main photography was done by Oliver Rathonyi-Reusz of InView Images. Publication design and layout was done by Cailin Green of Avalon Design.

The project is coordinated by the Communications team. A number of staff made extraordinary contributions to the 2011 Citizens Report. Cindy Dale and Jacquie Bergmann sourced material, edited copy and kept the project on track with their amazing energy and passion. Thanks to Sandra Ramsay for her help in wrangling people for our talented photographer.

This publication is available online at mapleridge.ca and we encourage you to share your print copy with as many people as possible. If you have further questions or comments about the 2011 Citizens Report, please contact me at any time.

Fred Armstrong, *Manager Corporate Communications*

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Vision 2025

The District of Maple Ridge is among the most sustainable communities in the world. As a community committed to working toward achieving carbon neutrality, residents experience the value of a strong and vibrant local economy and the benefits of an ongoing commitment to environmental stewardship and creation of stable and special neighbourhoods. Maple Ridge is a world leading example of thoughtful development and a socially cohesive community, especially as it relates to the use of leading edge “environmental technologies,” social networks and economic development. Other municipalities consistently reference the District of Maple Ridge for its innovative approaches to dealing with seemingly intractable challenges.

Mission

A safe, livable, and sustainable community for our present and future citizens.

Value Statements

Leadership: To encourage innovation, creativity, and initiative.

Service: To be fair, friendly, and helpful.

Reputation: To stress excellence, integrity, accountability, and honesty.

Human Resources: To recognize that our people are our most valuable resource.

Community: To respect and promote our community.

Stewardship: To consider the long-term consequences of actions, think broadly across issues, disciplines and boundaries and act accordingly.



Introduction

On behalf of Council and staff of the District of Maple Ridge, we are pleased to present the 2011 Citizens Report. This publication will provide you with an overview of the District's financial performance for the fiscal year ending December 31, 2011, as well as a review of divisional activities and program highlights for the year.

The Vision, Mission and Value Statements on page two of this publication define where we want to be as Maple Ridge moves into the future. These words talk about what we aspire to be as a community and the legacy that we must leave our children. These words need to be backed up by action, and this publication shows how our community moves 'from vision to action.'

This publication features stories, told by staff and citizens, of how the 'vision' shaped the programs, projects and work, the actions, accomplished in 2011. Some of these stories forecast how work being done today will shape the future of our community.

When the original settlers of our community assembled at the McIver farm in 1874 to found the District of Maple Ridge they had a vision to make a place where they could raise their families and achieve prosperity. There's a great expression 'a goal without a plan is just a wish.' Here in Maple Ridge we set big goals, and we have great plans that guide us for the short term and the long term.

Join us as we explore how Maple Ridge's 'goals' become reality – 'from vision to action'. Thank you for taking the time to review this publication.

Council welcomes your comments on this publication. Email us at mayorandcouncil@mapleridge.ca or call us at 604-463-5221.



Ernie Daykin
Mayor



Jim Rule
Chief Administrative Officer



Our Future Defined

I grew up, raised my family and ran a business in this community. Now, along with six dedicated community members, I have the pleasure of serving this community on Council. It is a humbling responsibility – one that we all cherish.

For over a century, our community development was not guided by any coordinated plan that looked at residential, commercial, industrial and agricultural integration. Every community in BC now has an Official Community Plan, but before 2011, the relationship between communities that share borders in the lower mainland was never taken into account. As a result, no matter how hard Council members in each community worked to create ‘sustainable or resilient’ communities, neighbouring municipalities might make decisions that had devastating impacts on the livability of their neighbours’ communities.

One of the most significant pieces of work, spanning a decade and three Council terms, is the adoption of Metro Vancouver’s Regional Growth Strategy: Metro Vancouver 2040 – Shaping our Future. This document looks ahead to 2040 and provides a framework on how to accommodate the over 1 million people and 600,000 new jobs that are expected to come to this region in the next 30 years.

The impact on each of us as citizens is very clear. There’s only one taxpayer – you and me. Every bridge, bus, road, sewer and pipe that supplies water to your home is built and operated by tax dollars. Despite the fact that some of these large infrastructure projects are funded by partnerships with the Federal and Provincial governments, the money still comes from you and me, so there needs to be a ‘big picture’ plan.

The Regional Growth Strategy is one of those ‘big picture’ items that will have the largest impact on the community that I pass on to my grandchildren. This Strategy defines how and where we will go with our shared sewer system, water distribution system, transportation and transit infrastructure. It defines and protects lands for industrial and commercial growth, agriculture, and, for the first time in our history, it defines how our ‘town centres’ will be interconnected. What happens here affects people in Mission, Langley and Pitt Meadows, and vice versa. For the first time in a century we know what our neighbours are planning.

You don’t often start out on a journey without knowing the destination. Within each year’s business plan is a series of specific actions that impact our lives as citizens. Most of these ‘actions’ we take for granted. For example, when you get up in the morning and turn on the tap, some of the cleanest drinking water in the world comes out of the faucet. Streets are cleaned, roads are paved and potholes are filled. Every day, all the little things that we take for granted are done, and done well. This report will talk about some of those actions that happened in 2011 and demonstrate how the ‘big picture,’ or vision of Council translates to actions on the ground.

I can say, without hesitation, that today’s Maple Ridge is better than the one I grew up in and that the Maple Ridge of 2025 will be even better. This publication celebrates our continued evolution as a community. But we have more than our faith to guide us – we have a vision for our future.

It’s happening in Maple Ridge, from vision to action.

Mayor Ernie Daykin



Downtown Maple Ridge circa 1930s

Contact Information:

Mayor Ernie Daykin
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Councillor Cheryl Ashlie
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Councillor Corisa Bell
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Your Mayor & Council

“By far the greatest and most admirable form of wisdom is that needed to plan and beautify cities and human communities”

Socrates, Greek philosopher and dramatist (469-399 BC)



Council from left to right: Councillor Judy Dueck, Councillor Mike Morden, Mayor Ernie Daykin, Councillor Cheryl Ashlie, Councillor Al Hogarth, Councillor Corisa Bell, Councillor Robert Masse

Council Meeting Information

- Council Workshops are held on the first and third Monday of each month at 9:00 am in the Blaney Room at Municipal Hall. This forum allows Council to receive and review information and to discuss and debate important issues before moving them forward to the regular Council meetings for voting or back to staff for more research.
- Committee of the Whole meetings are held on the first and third Monday of each month. These meetings are held in Council Chambers at 1:00 pm, and are held to review and debate agenda items that are part of the upcoming Council meeting agenda. Many of these issues relate to property zoning and development, and the financial work of the District.
- Public Hearings are held on the third Tuesday of each month at 7:00 pm in Council Chambers. These meetings provide the public with an opportunity to speak to Council regarding land use applications, such as zoning amendments, Official Community Plan amendments, and on occasion, development permit applications that Council will be voting on as part of a regular Council meeting.
- Regular Council meetings are held on the second and fourth Tuesday of each month at 7:00 pm in Council Chambers. This meeting is where Council can enact the powers given to them by using bylaws or resolutions and this is also the final venue for debate of issues before voting on bylaws or resolutions. There is a question period during this meeting where the public is provided with an opportunity to ask questions on any subject, with the exception of Public Hearing bylaws that have not yet reached a conclusion.
- The meeting schedule can be affected by statutory holidays and other scheduling issues. The most up-to-date schedule can be found on the District website at mapleridge.ca by visiting the 'Mayor & Council' link. This link will also take you to the full agendas, reports and minutes of all Council meetings.
- In 2011, the District of Maple Ridge introduced a Council 'Video' link. All Committee of the Whole meetings, Public Hearings and Council meetings are now posted online, unedited, and indexed to the agendas and reports. Citizens have the opportunity to review meetings in their entirety or to review portions of meetings relating to agenda items of specific interest to them. This supplements the 'tape delayed' broadcast of Council meetings on Shaw Cable.

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Councillor Al Hogarth
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Councillor Robert Masse
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Councillor Michael Morden
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Building on our Vision...

Part of our Vision Statement talks about innovative approaches to deal with challenges. In 2011, this Vision turned into action with the Town Centre Investment Incentive Program. Almost a decade ago, the 'Smart Growth on the Ground' program resulted in a Town Centre Area Plan that described how the 'urban core' of our community would develop. Maple Ridge obtained funding from the Federal and Provincial governments to upgrade the Town Centre's aging infrastructure to support the plan, and to ensure the area was primed for private development.



Construction of the Bissky Building on Lougheed Hwy.

Council asked staff to develop a comprehensive incentive program to jumpstart development in the Town Centre. They wanted to encourage new construction, renovations and offer a wide variety of tools that would get 'action'. Staff proposed the Town Centre Investment Incentive Program which Council endorsed.

This is one of the most profound examples of vision to action that I have seen in my career. The Incentive Program offers priority processing for applications, tax incentives to encourage density and sustainability and a series of partnering agreements to align private development with the Town Centre Area Plan. In its first year the project has generated over \$30M in construction activity with another \$80M in the planning process. Land that sat vacant since the 1920s is now under development, and there is construction activity throughout the downtown.

The list of projects grows daily. The short-term impact is robust construction employment

and the associated economic flow through for local businesses. In the long term, the Town Centre continues to become more vibrant from a business and social perspective growing into a highly sustainable urban core. This program, in under a year, has demonstrated how our community vision is being realized in a tangible way.

Jim Rule, *Chief Administrative Officer*

Maple Ridge is powered by people...

One of the District's Value Statements is that 'people are our most valuable resource.' In 2011, one project that demonstrated how this vision came to life resulted in the achievement of the Certificate of Recognition (COR) Health and Safety Audit from WorkSafeBC.

The District is a very diverse operation encompassing everything from firefighters to lifeguards. The risks associated with each of these jobs is very different, but overall worker safety is imperative. The COR Audit is voluntary. Achieving certification is difficult. The detailed audit involves site inspections and extensive interviews with staff at every level of the organization and in every department. Maple Ridge is one of only nine municipal governments to pass the test. While certification will result in a modest refund of WorkSafeBC premiums, the real benefit is in the strong culture around safety that has been adopted by all staff.

This focus on safety extends to the citizens using our recreation facilities and to the many private contractors that the District employs to do construction work throughout the community. People ARE our most important resource, but it's much more than that. These folks are your friends, neighbours, mothers, fathers and grandparents – we cannot compromise on safety. The COR Audit demonstrates that we are living up to our vision with action every day.

John Leeburn, *Executive Director to CAO*

Right Time. Right Place.

The Vision of 'a strong and vibrant local economy' has seen significant action in the past year. In early 2011, the Strategic Economic Initiatives Department began marketing the Town Centre Investment Incentive Program. Maple Ridge has been recognized as '#5 Top Canadian Investment City' by the Real Estate Investment Network (REIN) based on their research for our open and welcoming Council, helpful economic development staff, availability of land, economic conditions and transportation infrastructure.

In May of 2011, Maple Ridge hosted more than 300 investors who came to BC as part of the REIN Western Canada Conference. As they enjoyed a lunch break in the newly completed Town Centre, they were impressed by the natural beauty and investment opportunities Maple Ridge offers. In early 2011, the District of Maple Ridge purchased thirteen properties in the Town Centre located between Haney Place Mall and Valley Fair Mall. Derelict houses and buildings have been removed and will become an important part of connecting the east and west parts of our Town Centre.

For all of 2011, Strategic Economic Initiatives has supported the intake of the Incentive Program which has revealed that the slogan 'Right Time. Right Place.' was well chosen. This program, combined with the partnership of the Downtown Maple Ridge Business Improvement Association, has seen our downtown transform with attractive renovations and new buildings.

Sandy Blue, *Manager Strategic Economic Initiatives*

At a Glance

Division Head: Jim Rule,
Chief Administrative Officer

The Administration Division (CAO) is responsible for the overall administration of the District's departments, developing corporate policy, providing leadership and direction for senior staff in the day-to-day and long-term business affairs of the District in accordance with Council's Strategic Plan, and providing advice to Council about District organization and operating procedures. The Division consists of four departments: Communications, Human Resources, Strategic Economic Initiatives, and Sustainability and Corporate Planning.

Department Heads:

John Leeburn, Executive Director to CAO

Laura Benson, Manager of Sustainability and Corporate Planning

Sandy Blue, Manager Strategic Economic Initiatives

Fred Armstrong, Manager Corporate Communications

Downtown Maple Ridge 2011



A dream and a plan that have yielded results...

As I reflect on 2011, there are two very special anniversary celebrations that bring ‘from vision to action’ into focus. Last fall we celebrated the 10th Anniversary of the Greg Moore Youth Centre and the 30th Anniversary of the Maple Ridge Leisure Centre.



Greg Moore Youth Centre

The first integrated Leisure Centre in all of Canada was the one in Maple Ridge. When we talk about ‘vision’ we must respect the courage of Council in 1980 when this project was given approval. The concept of integrated recreation facilities had been accepted in Europe, and the notion of having an indoor pool, exercise area and indoor sports courts all in one building was pretty innovative then. Today, that vision has resulted in the most well-used facility in our community where more than two generations of citizens have learned to swim, realized their health and wellness goals, and come together to organize festivals and events that have enriched the lives of everyone in our community.

The Greg Moore Youth Centre represents an investment in the Vision 2025 Value Statement that ‘our people are our most valuable resource’. An example of how the vision for that facility became an action is the fact that many of the anniversary celebration organizers – key leaders and mentors in our youth programming – were once kids who came to the facility looking for purpose and focus in their lives.

The team involved in the opening of the Greg Moore Youth Centre have themselves grown in their capacity, and are an important part of the service delivery team at the District, applying the skills they

learned to build a ‘socially cohesive community’ by helping citizens connect and become leaders in their neighbourhoods.

In 2011, the Greg Moore Youth Centre was awarded a Facility Excellence Award from the BC Parks and Recreation Association recognizing the innovation and excellence of program delivery. In every way, these two facilities reflect our theme ‘from vision to action’, and the role these facilities and programs play in the day-to-day lives of citizens.

Kelly Swift, *General Manager: Community Development, Parks & Recreation Services*

Walking the walk...

In the District’s Vision there are key references that speak to the importance of environmental awareness and stewardship, the promotion of our community and the goal of being innovative. One of the best ways to help citizens understand the importance of our environment is to make our natural setting easy to get to. In Maple Ridge that can be accomplished by accessing the extensive network of trails throughout our community. There are many choices for walking, hiking, cycling and exploring our community by horseback for those with all levels of fitness and experience.

In 2011, as part of the ongoing development of the trail system, an important connection was made that allows access from the dyke system on the northwest border of our community to connect to the trails that are part of the North Alouette Regional Greenway (NARG). As with many projects in our community, Maple Ridge collaborated with Federal and Provincial governments to fund the design and construction of the NARG Bridge which opened in June of last year.

Getting citizens outdoors so they can enjoy the streams, trees, wildlife and the beauty of our natural setting creates a stronger connection with this place we call ‘home’. For those who find the exercise bike or treadmill tedious, these trails offer a way of getting some exercise for mind, body and spirit. This project, one piece of a growing network, reflects how the ‘big picture’ becomes reality.

David Boag, *Director of Parks & Facilities*

Intractable challenges require innovative approaches...

Homelessness. Poverty. Addiction. Serious problems that Maple Ridge is not immune to. There are people who live in our community, grew up here, and are related to people here who need our help. For many, the cycle of poverty and addiction will not be broken until they have a place to call home. While these issues are traditionally seen as Federal and Provincial issues, our Vision talks about applying innovative approaches to intractable challenges.

One of the most inspiring examples of how Maple Ridge is turning this vision into action is the development of the social housing project located at 222 Street and Brown Avenue. Last year, a partnership between the District of Maple Ridge, the Alouette Homestart Society and the Provincial government began construction on the 45 unit Alouette Heights supportive housing project, which broke ground in the spring of 2011.

The District contributed the land to the project, and the Province, through their service delivery partners, funded the construction and operation of Alouette Heights. Not only does the building reach out and offer a helping hand to the most vulnerable in our community, it is being constructed with environmental sustainability principles as defined in the Leadership in Energy and Environmental Design (LEED) program.

We can all be very proud that we have found a way to bring one of our more aspirational goals into practice: 'Think broadly across issues, disciplines boundaries and act accordingly'. We are reaching out and working together proactively to create change.

Sue Wheeler, *Director of Community Services*

At a Glance

Division Head: Kelly Swift, General Manager: Community Development, Parks & Recreation Services

The Community Development, Parks & Recreation Services (CDPR) Administration Division's role is to ensure planning and coordination of resources in the management and development of parks, facility operations, and delivery of recreation and cultural services in addition to providing opportunities that build individual, neighbourhood and community capacity by connecting citizens and groups, sharing information, developing resources and facilitating planning that supports community-driven efforts to build community capacity and assets. Identified community needs are addressed by a variety of approaches from the direct provision of services to establishing partnerships that leverage expertise and funding from other sources. The division consists of three departments: Community Services, Parks & Facilities, and Recreation.

Department Heads:

Sue Wheeler, Director of Community Services

David Boag, Director of Parks & Facilities

Wendy McCormick, Director of Recreation

The first crossing of the North Alouette Regional Greenway Bridge from June 2011



Dogged determination...

Having a vision is the first step. Making a plan to achieve the vision ensures action. The project I think best expresses how Maple Ridge is transforming our community's vision to reality is the opening of the new Maple Ridge Community Animal Shelter.

The first discussion around replacing the animal shelter occurred in the early 90s, and the first challenges were finding the right location and how the project would be funded. Without the vision of successive Councils and their determination and commitment to see this through, the project could have died.



The Maple Ridge Community Animal Shelter

Vision 2025 talks about innovative approaches. The new animal shelter was built in partnership with the BC SPCA. The District of Maple Ridge was able to come to the table with land for the project and a funding model that used money from Capital Reserves, borrowing and a portion of the licence fee for dogs to ensure the financial framework was sound. The next phase of the project was in the design and construction of the building. The vision of becoming 'carbon neutral' is being met with the design that envisioned Leadership in Energy and Environmental Design (LEED) silver certification; an early audit shows the building may even make it to gold certification.

While my job requires that I look at the financial and long term operational aspects of

the Maple Ridge Community Animal Shelter, what struck me most was that our volunteers, who care deeply for all animals brought to our shelter, now have a place that honours and supports their dedicated work. In every way, this project and partnership define how Maple Ridge Council and staff worked together to bring the community vision to action.

Paul Gill, General Manager: Corporate & Financial Services

Virtual municipal hall...

One of the Value Statements in Vision 2025 asks that we 'encourage innovation, creativity and initiative.' In 2011, the Information Services Department introduced a number of services to the public demonstrating our focus on moving from vision to action.

Recognizing that many people in our community work outside of the district during office hours, we focussed on providing online services on our website enabling citizens to do more from their computers. Time is precious, so once you've come in the first time to register your dog, or apply for a business licence, you can renew both online. You can also pay for bylaw infraction tickets online.

Last year, the Building Permit Search was introduced. This is valuable for those in the construction trades looking for opportunities to connect with construction project sites underway in Maple Ridge. Click the 'Online Services' button on our home page to access these services.

The final addition was the new Council Video service that can be reached from the link on our home page. This service combines video and audio feed that was available on Shaw Cable, and adds indexing of the materials being discussed and debated with onscreen presentations and agendas. Citizens can watch the meeting from start to finish, go directly to an agenda item of interest, and link to detailed reports that Council has for each item.

The use of technology by citizens of all ages demands that we continue to address our operations to see where we can develop ways to offer information and services to citizens quickly and effectively.

John Bastaja, Chief Information Officer

Setting the standard...

The final sentence in Vision 2025 states, "Other municipalities consistently reference the District of Maple Ridge for its innovative approaches to dealing with seemingly intractable challenges." This is truly apparent in our financial planning policies and framework.

There must be a strong planning framework and process in place that takes the vision and translates it into budget and action plans. The business planning process used in Maple Ridge is recognized as one of the best public planning models in Canada.

In 2011, I, along with Paul Gill, was invited to speak about our business planning process at a Government Finance Officers Association (GFOA) conference in Texas. The District of Maple Ridge has received financial reporting awards for 21 consecutive years, and our business planning model has been researched by numerous communities in North America.

Our business planning model is a year-round process guided by the goals and policies set by Council and feedback from the public. Translating our community vision to action requires that funding is in place when projects and programs are implemented. This framework also allows us to leverage local taxpayer investment with funding from senior levels of government for infrastructure projects or to take advantage of unique programs stemming from our strong collaboration with partner agencies, organizations and other levels of government.

It's all about having a strong vision, a strong plan and a commitment to delivering action with effectiveness and efficiency.

Trevor Thompson, Manager of Financial Planning

www.mapleridge.ca, your virtual Municipal Hall

At a Glance

Division Head: Paul Gill, General Manager: Corporate & Financial Services

The Corporate & Financial Services (CFS) Division is responsible for making recommendations to merge and align strategic planning, best practices, performance measures, and budget priorities that guide decision making in our organization. The division consists of three departments: Clerk's, Finance, and Information Services. Corporate & Financial Services also provides support to the RCMP, Police Services, and the Fire Department and is responsible for maintaining and improving the website.

Department Heads:

Ceri Marlo, Manager of Legislative Services & Emergency Program

Catherine Nolan, Manager of Accounting

Kathleen Gormley, Manager of Business Systems

Trevor Thompson, Manager of Financial Planning

Silvia Rutledge, Manager of Revenue & Collections

John Bastaja, Chief Information Officer

Peter Grootendorst, Fire Chief, Director of Operations

Dane Spence, Fire Chief, Director of Community Fire Safety

Dave Walsh, RCMP Officer in Charge

Maureen Jones, Senior Manager of Police Services - Finance & Admin

Derrick Keist, Manager of Police Services - Operations



Laying the foundation for our Town Centre...

One of the value statements in the Vision 2025 document is to “consider the long-term consequences of actions, think broadly across issues, disciplines and boundaries and act accordingly.” In 2011, the District of Maple Ridge completed the Downtown Enhancement Project, involving a partnership between the District, Federal and Provincial governments to rebuild critical infrastructure in our Town Centre.



Sorting Recyclables at the Depot

In July 2011, a ceremonial ribbon cutting was held at the intersection of 224 Street and McIntosh Avenue to mark the end of nearly two years of work. New sidewalks, streetlights, road signs, heritage mosaics and signage for the historical walking tour transformed our downtown. These aesthetic applications move us towards a more pedestrian-friendly environment. Extensive work was also done on the aging water, sewer and storm water management systems that were in excess of 50 years old.

This project involved almost every department in the District of Maple Ridge. Contributions were made by our Parks, Engineering, Planning, and Communications departments, the Community Heritage Commission and Maple Ridge Museum & Community Archives. At the core of this project was a team of community members, consisting of business owners in the Town Centre, whose work with

District staff was essential for setting the template to continue development throughout the Town Centre.

Following the completion of the Downtown Enhancement Project, private investment and development, supported by the Town Centre Investment Incentive Program, appeared in full stride.

Mayor Daykin frequently talks about the partnerships and collaborations Maple Ridge uses to create innovative program and project delivery. The Smart Growth on the Ground project, development of the Official Community Plan, Town Centre Area Plan, and the Town Centre Investment Incentive Program development demonstrates that our community and our Council have a strong focus on moving from an innovative vision to action.

Frank Quinn, *General Manager: Public Works & Development Services*

Planning for the future...

In 2011, the District of Maple Ridge presented a draft concept plan to the Agricultural Land Commission (ALC) regarding the scope of development in Albion Flats. This work was identified as one of the priorities of the last Council, and reflected a growing desire for commercial and industrial development in that area.

The project to create the Albion Area Concept Plan involved an extensive process of professional and public review looking at a wide variety of scenarios for the development of this strategic property. Vision 2025 talks about Maple Ridge's aspirations for a 'strong and vibrant local economy', and an 'ongoing commitment to environmental stewardship'. The development of this plan reflects the complexity of moving 'from vision to action' with balance and purpose.

One of the unique aspects of this project was the opportunity provided by the ALC for review of the draft concept plan prior to the final exclusion applications. This allowed Council to explore the widest possible range of uses for the land in the Albion area.

On December 5, 2011, a letter arrived from the ALC that laid out their views on the various options presented for this property – the day of Council's inauguration. The ALC report on the draft concept plan was received and ended years of speculation. Mayor Daykin, as part of his inaugural address, noted that Council now had a clear path to complete this important work. This type of planning and consultation are critical in the development of our community. The action begins as this area becomes an important part of our community's future.

Christine Carter, *Director of Planning*

When a community acts, change happens...

The District of Maple Ridge has a strong vision around environmental stewardship and talks about the importance of 'socially cohesive communities and innovative approaches.' The Ridge Meadows Recycling Society (RMRS) is an example of how that vision is applied every day as our community uses a unique and innovative relationship to divert recyclables from the waste stream.

RMRS is a community-based charitable non-profit organization. Working in partnership with the District, the Society provides Blue Box recycling collection, operates the Recycling Depot and intermediate processing facility, and offers an education program promoting the '3 Rs' (reduce, reuse and recycle), resulting in one of the highest diversion rates for recyclables in Metro Vancouver.

The Society employs 64 full and part-time employees, provides entry-level employment and training opportunities, and has a supportive work and training program for adults with developmental disabilities. In 2011, funding for the supportive work program was in danger of not being renewed. Public response was nothing short of amazing.

The people in the supportive work program at the Recycling Depot are an essential part of the unique way our community deals with waste disposal. Their work is critical in meeting the mandate of reducing the amount of material that hits the waste stream. These people are our sons, daughters, brothers and sisters and valued members of our community. The decision was quickly made to restore funding and to work on a long-term funding model for the program.

During Premier Christy Clark's visit, she praised the Society for having the vision to start the program 40 years ago. She also praised the dedication and hard work of the supportive work team and noted that the work they do is important to them as individuals and society. There is plenty of action around our vision.

Kim Day, *Executive Director*, Ridge Meadows Recycling Society

At a Glance

Division Head: Frank Quinn, General Manager: Public Works & Development Services

The Public Works & Development Services (PWDS) Division is responsible for carrying out corporate initiatives as directed by Council. The division manages the District's activities with respect to the administration and implementation of municipal policies, bylaws, and services. These services include development processing, the issuance of building permits and business licences, and the construction, operation and maintenance of municipal infrastructure. In addition, the division attends to enquiries and requests for assistance from the public. The Ridge Meadows Recycling Society liaises with Council through the division. The division consists of four departments: Planning, Engineering, Operations, and Licences, Permits and Bylaws Department

Department Heads:

Christine Carter, Director of Planning

David Pollock, Municipal Engineer

Russ Carmichael, Director of Engineering Operations

Liz Holitzki, Director of Licences, Permits and Bylaws

Celebrating Downtown Enhancement Project Completion



The target is seven minutes...

The Mission for the District of Maple Ridge's Vision 2025 says that our community aspires to be 'a safe, livable, and sustainable community for our present and future citizens.' In Maple Ridge, that vision has a very specific 'action' target. Our Fire Department strives to be at the site of an incident in the Fire Hall No. 1 and No. 3 response areas within seven minutes of receiving a call.



Kevin, Kaila, Evy and Ava

In 2003, that target was met for about one in three calls. The outcomes of a fire, accident or medical emergency are measured in minutes and seconds. The change to the composite model of fire service delivery has resulted in over eight in ten calls hitting the seven minute target in the Fire Hall No. 1 and No. 3 response areas.

In 2011, 25% of emergency response hours were spent responding to fire incidents, 29% for life threatening medical emergencies and 18% for responding to motor vehicle accidents. In addition to responding to emergencies, the Fire Department puts equal emphasis on preventing emergencies by having the firefighters conduct Fire and Life Safety Inspections on a daily basis and taking every opportunity to provide the

public with the knowledge of how they can prevent emergencies. Last year we responded to over 3,000 emergency calls, and conducted over 1,600 fire and life safety inspections.

Fire Hall No. 1 downtown and Fire Hall No. 3 in west Maple Ridge are staffed 24/7. The development of Fire Hall No. 4 in the Albion/Cottonwood area will mark the last phase of the Fire Master Plan established almost a decade ago.

Maple Ridge was served by a volunteer fire department from 1945 to 2001. The people that dedicated their lives to the protection of this community established a tradition of excellence that created the foundation for the unique service model used in Maple Ridge. The composite model, using career firefighters who work seamlessly with 'paid-on-call' colleagues captures Council's vision of both 'innovative approaches' and 'community safety'. We measure our commitment to the community vision seven minutes at a time. When you need us, we'll be there. That's action.

Peter Grootendorst, *Fire Chief/Director of Operations & Staff Development*

Engaging with our community...

One of the Value Statements in Vision 2025 talks about our desire 'to respect and promote our community.' In 2011, the Maple Ridge Fire Department was proud to 'fly the flag' of our department and our nation at a number of community events.

As part of the Olympic celebrations in 2010, our Fire Department acquired a huge Canadian flag that could be flown from the bucket of our ladder truck. That flag has become a fixture in community celebrations. In 2011, we were proud to participate on Canada Day, the Caribbean Festival and the official ceremonies celebrating the completion of the Downtown Enhancement Project.

In July and August we held our annual 'Hot Summer Nights' visits to various neighbourhoods. This program gives us the ability to interact with the community, and to spread the message about fire safety by engaging the young people who love fire trucks and water. This approach invariably brings out the moms and dads, and while the kids get a nice cool splash of water, our firefighters talk to the parents about the importance of working smoke alarms and fire safety.

In October of 2011, we held our annual Open House at Fire Hall No. 1. This opportunity again allowed us to interact with the public and demonstrate the techniques and equipment we use to fight fires and rescue citizens in peril. The most important parts of these interactions are the constant reminders about the importance of fire safety. Each event is an opportunity to impart information that may save a life.

Our goal to speak to every student in Maple Ridge at least twice as they go from kindergarten to grade seven was once again achieved in 2011. We are proud to serve this community and strive to live up to the vision for our community.

Timo Juurakko, *Assistant Chief Community and Support Services*

When we answer a call, we help our neighbours...

One of the Value Statements that I think of every day says we should ‘be fair, friendly and helpful.’ This is one of the areas where the Maple Ridge Fire Department distinguishes itself. The composite model and our roots as a volunteer fire department mean that we approach our work with a strong community service focus.

Kaila Klassen, a young woman in our community, was pregnant with her second child and counting the days until the birth. However, the baby decided to hurry the process and Kaila called 9-1-1. The Fire Department arrived while Kaila was giving birth and was unable to come to the door. The Fire Department broke into the home to render aid.

Kevin Stumph, Kaila’s husband wrote a letter to the local newspaper describing how this story ended. The following excerpt relates the actions of the 9-1-1 operator, BC Ambulance crew and the Maple Ridge Fire Department.

“They took a frightening situation for our entire family and made it into the joyous event a birth should be. We are honoured they could share this day with us. The firefighters had to break a window to gain access to our home. We are grateful to the paramedics for returning to our house after delivering Kaila to hospital, to help the fire department clean up the mess both inside and out. It was an amazing show of kindness. To me, that is an amazing part of the story.” *Kevin Stumph, Kaila Klassen, and Evvy, Maple Ridge*

As noted by my colleagues, the Fire Department is usually the first to arrive at a medical emergency. In this case, it was the birth of a beautiful baby girl, but often a citizen may be having a heart attack or serious medical issue.

In the one year study period ending in September of 2011, your Fire Department assisted in the treatment of 42 patients suffering coronary distress and rendered aid in an average of six and a half minutes. While attending medical emergencies is not our primary responsibility, the fact is, these people are our neighbours and in many cases the quick response of our firefighters has made a positive outcome in the patient’s care.

Your Maple Ridge firefighters care about the community that they live and work in and are proud to be part of an organization that our citizens call upon in their time of need.

Dane Spence, *Fire Chief/Director of Community Fire Safety Services*

Firehall No. 1 Open House



Policing the Maple Ridge way...

On July 12, 2011, I had the pleasure of presenting three Community Safety Officers (CSO) with their badges. The District of Maple Ridge's Vision 2025 talks about the application of 'innovative approaches to dealing with seemingly intractable challenges.' The CSO program is an example of how that community vision has become 'action' in our community.

We are always looking at ways to deliver police services that allow for a strong commitment to local priorities. In 2008, Maple Ridge Council had the courage to test the CSO program, to determine the viability of an unarmed member of the RCMP supporting specific policing goals around the safety of the downtown and youth engagement.

The CSOs are the cornerstone of our Community Policing initiatives. CSOs are an integral part of the Youth Resource Officer Unit engaging students in the schools and in the community. They are part of a team that seeks to intervene at an early point if a youth offends and to help guide them to better choices and assistance so they can achieve their potential.

Our CSO program has been at the forefront of our education programs around Internet safety, Drug Abuse Resistance Education (DARE), cyber-bullying, legislation, drinking and driving, and Halloween safety, to name a few. In addition, the CSO program has created important connections with the business community to help develop programs to reduce vandalism and graffiti, as well as increasing the profile and visibility of the RCMP in the community.

The theme of this report is 'from vision to action'. By any measure, the CSO program is an example of how Maple Ridge Council and our community have embraced the vision and delivered very specific actions on the ground. I am proud to both serve and live in our community.

Superintendent Dave Walsh, *Officer in Charge*, Ridge-Meadows RCMP

Dedicated to service...

I work for the District of Maple Ridge as the Volunteer Program Coordinator for Police Services in the Ridge-Meadows RCMP Detachment. I'm also a volunteer member of the RCMP Auxiliary. Vision 2025 talks about what we aspire to be as a community. The Mission states that we aspire to have a 'safe, livable, and sustainable community for our present and future citizens.'



Speed Watch in School Zone

If we all become engaged in our community, reach out to our neighbours and make connections, we will achieve the vision and much more. I am fortunate to work with some remarkable people, who, in 2011, donated over 12,000 hours of their time to ensure that our community is safe and livable. Almost 6,000 hours were donated by local RCMP Auxiliary members and over 3,000 to the Citizens on Patrol program. Citizens Bike Patrol and Speed Watch account for close to 3,000 volunteer hours.

In 2011, our volunteers helped recover 17 stolen vehicles and checked over 120,000 vehicles as part of speed control enforcement. They sent over

7,000 letters to area residents for Speed Watch, missing front licence plates and hand held device infractions. Auxiliary members help increase the police profile at community events and free up regular members to attend to emergency response and investigation work that has been a key factor in the reduction of crime in our community.

Our Mayor and Council talk about how partnerships and relationships are important in our community. The partnership between the RCMP and volunteers is an example of how all citizens can play a role in turning vision to action.

Clint van Blanken, *Volunteer Program Coordinator*

Turning up the heat...

The RCMP and District of Maple Ridge share a common vision as expressed in the Value Statement that reads ‘to encourage innovation, creativity and initiative.’ On a day-to-day basis we bring that vision to action in the way that we target our resources.

We call it our ‘Equation for Success.’ Ridge Meadows RCMP officers use intelligence and crime statistics to determine where crime is happening and target the most prolific youth and adult offenders. Members also conduct ‘condition and curfew checks’ for people who have already been through the justice system to ensure that they are living up to their sentences.

Every two weeks we get together to review crime data, statistics and our street level intelligence and set new targets and goals to put our officers in the right place and time for maximum effectiveness. The entire detachment ‘owns’ this program. The high level of communication between officers makes Maple Ridge a tough environment for criminals. In 2011, a number of suspects were arrested who had been involved in criminal activity in other jurisdictions, and made the serious mistake of committing a crime here.

Constables Ray Dickenson, Jessen Barbour and David Motley were recently recognized for their roles in the investigation and arrest of a suspect in a violent armed bank robbery in our community. With excellent information from a citizen, these officers acted with great speed and attention to detail resulting in the recovery of evidence that was critical in building a solid case resulting in conviction of this dangerous offender.

In 2011, we arrested a dozen suspects in a wide variety of robberies, many being suspects in crimes from other communities. We seized over 200 firearms, shut down numerous grow ops and ‘hard drug’ operations, as well as other enforcement programs to target criminal activity.

This is our community. Most of us live here and are raising our families here. By using our resources in the most innovative ways and adapting and modifying our approach constantly, we have made significant headway in reducing property crime and crime against persons in Maple Ridge in 2011. At the end of the day, it’s all about results.

Inspector Dave Fleugel, Operations Inspector

The RCMP ‘Air One’ Helicopter drops in for a visit as part of a special youth program event.





Great People. Great Place.

Here are just a few of the events and people that made headlines in 2011.

Mason Parkhill

The 2011 Recycler of the Year was four year old Mason Parkhill. We suspect that the highlight of this award was Mason's participation in the Santa Claus parade as part of the Ridge Meadows Recycling Society's float.



Cup Dreams

In August, 2011, Cam Neely shared his day with the Stanley Cup at Planet Ice. He wanted to share the time with the coaches, parents and kids that are part of the Ridge Meadows Minor Hockey Association where he learned to play hockey.



A New Hero

In October, Sean McBeath was honoured as our latest Rotary Home Town Hero. He's a world class paddler who is working locally to bring his sport to people with physical limitations. Sean is a hero in every sense of the word.



Live, Work, Play

On cold winter days the Leisure Centre is the perfect place to swim or work out. When the sun shines we hit the Hammond Pool or one of the many great neighbourhood parks and trails throughout the community.





Art in the Park

The popular 'Art in the Park' event celebrated the visual and performing arts in Maple Ridge. The event, usually held at Maple Ridge Park, moved to Golden Ears Provincial Park as part of the centennial celebration for BC Parks.



Music

Live music is part of every gathering in our community. Our community is blessed with talented singers, musicians, writers and composers in every genre. The Bandstand at Memorial Peace Park hosts hundreds of performances each year.



A Helping Hand

The owners and employees of Whonnock Roofing demonstrate our community's commitment to charity. They have raised over \$30,000 for the Friends In Need Food Bank in the last six years. They are an inspiration for us all.



Movie Night in the Park

The Youth Services team decided to give younger citizens a sample of what the old 'drive-in theatre' was like by hosting films in Memorial Peace Park. As the sun set, the films began and the smell of popcorn filled the air.





The Caverlys

This inspirational family has raised over \$100,000 for cancer research as part of the Relay for Life. Their family was touched by cancer and as Sara Caverly noted, "We couldn't just continue with our lives and pretend like nothing happened."



Farmers Market

One of the great joys of life in the Town Centre is the Haney Farmers Market that runs from May to October. Every Saturday local foodies and farmers meet to share a passion for sustainable agriculture and incredible fresh food.





Canada Day

In 2011, the annual Canada Day celebration was one the biggest ever, with thousands of people singing along to the national anthem, enjoying live music and dance and shopping at the Haney Farmers Market. And the weather... magnificent!



Town of Festivals

Ad Stock, Breastfest, GETI Fest, Country Fest, Caribbean Festival, Home Show, Canada Day, Christmas in the Park, Canada Day, Bard on the Bandstand, Webster's Corner Day, Music on the Wharf, Heritage Day, BC Rivers Day... a busy year!

Reaching Out

In 2011, volunteers from the Burnett Fellowship Church travelled to Belize for 10 days to build a new home for a struggling family of nine. Citizens of our community travel around the world to support international aid projects each year.



Caribbean Fest

Every August, Maple Ridge hosts one of the largest and best Caribbean Festivals in BC. Free concerts fill the air with amazing calypso, reggae and world music while the food vendors fill the air with the spices of the islands.





Julie's Rescue

Meet Julie MacMillan, owner of J&M Acres Horse Rescue. She has saved hundreds of horses from the slaughter house in the last 15 years. Her passion and love for horses is an inspiration for all animal lovers in our community.



Volunteers

Citizens of Maple Ridge are very generous with the thing that they can never replace – their time. In 2011, people in our community donated thousands of hours to create the vibrancy of our community reflected in these photos.



Country Fest

For the last 110 years, Maple Ridge has celebrated the proud heritage of agriculture which is still an important part of our economy and life. The kids love the baby animals, and the moms and dads love the great music and displays.





Our History

In 2011, as part of the completion of the Downtown Enhancement Project, a series of historical walking tour signs were installed that allow folks to step back in time through the Town Centre. Take a walk down memory lane.



Clean Water

Students from Garibaldi High School's Student Action Team and Harry Hooze Elementary School brought the spotlight on the issue of access to clean water with a nine hour relay with a full water jug as is done in the third world.



REIN Visit

The Real Estate Investment Network brought 300 members of their organization to Maple Ridge for a tour in May of 2011. They were drawn here by the investment opportunities, and fell in love with our great place and people.



Consolidated Statement of Financial Position

As at December 31, 2011

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.

	2011	Restated 2010
Financial Assets		
Cash and temporary investments	\$ 26,998,661	\$ 30,062,599
Portfolio investments	90,812,593	78,858,466
Accounts receivable	17,547,470	16,402,035
Recoverable local improvements	1,637,104	2,340,672
Other assets	610,856	590,720
Inventory available for resale	187	471,658
	137,606,871	128,726,150
Liabilities		
Accounts payable and accrued liabilities	13,142,472	12,221,774
Deferred revenue	8,928,225	12,217,228
Restricted revenue	41,042,622	37,176,499
Refundable performance deposits and other	8,964,044	5,812,594
Employee future benefits	4,684,900	4,411,500
Long term debt	38,505,484	40,383,494
	115,267,747	112,223,089
Net Financial Assets	22,339,124	16,503,061
Non Financial Assets		
Tangible capital assets	808,444,114	779,162,639
Undeveloped landbank properties	14,832,041	14,515,918
Supplies inventory	400,606	394,215
Prepaid expenses	447,067	403,420
	824,123,828	794,476,192
Accumulated Surplus	\$ 846,462,952	\$ 810,979,253

*Financial Statements

The Financial Statements are presented in conformity with generally accepted accounting practices (GAAP). For a copy of the full 2011 Annual Report including audited 2011 Consolidated Financial Statements which include more detailed information, please contact the Finance Department at 604-463-5221 after June 15, 2012.

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.

Consolidated Statement of Operations

For the year ended December 31, 2011

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.

	Actual 2011	Budget 2011	Restated Actual 2010
Revenue			
Taxes for municipal purposes	\$ 61,065,872	\$ 60,849,203	\$ 57,102,978
User fees and other revenue	32,936,021	33,191,738	31,986,573
Senior government transfers	12,817,578	27,359,427	8,689,257
Development revenue	3,920,831	30,508,556	7,412,119
Interest and investment income			
Investment income	951,999		
Interest income	3,076,399		
Less: Deferred amount	(554,598)		
Interest and investment income	3,473,800	2,012,000	3,936,552
Gaming revenues	756,427	400,000	125,600
Refinancing and other gains	102,031	-	5,327
Gain (loss) on disposal of capital asset	(632,238)	-	(469,150)
Contributed tangible capital assets	21,582,148	12,250,000	20,765,925
	136,022,470	166,570,924	129,555,181
Expenses			
Protective services	28,793,697	29,661,630	26,763,533
Transportation services	16,152,629	16,581,090	15,281,119
Recreation and cultural	19,729,780	20,987,495	19,251,435
Water utility	10,582,120	12,677,615	10,602,971
Sewer utility	8,798,599	9,623,830	8,340,931
General government	12,816,529	15,381,485	12,813,760
Planning, public health and other	3,665,417	3,928,527	3,637,850
	100,538,771	108,841,672	96,691,599
Annual surplus	35,483,699	57,729,252	32,863,582
Accumulated surplus - beginning of the year	810,879,253	810,979,253	778,115,671
Accumulated surplus - end of the year	\$ 846,362,952	\$ 868,708,505	\$ 810,979,253

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

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

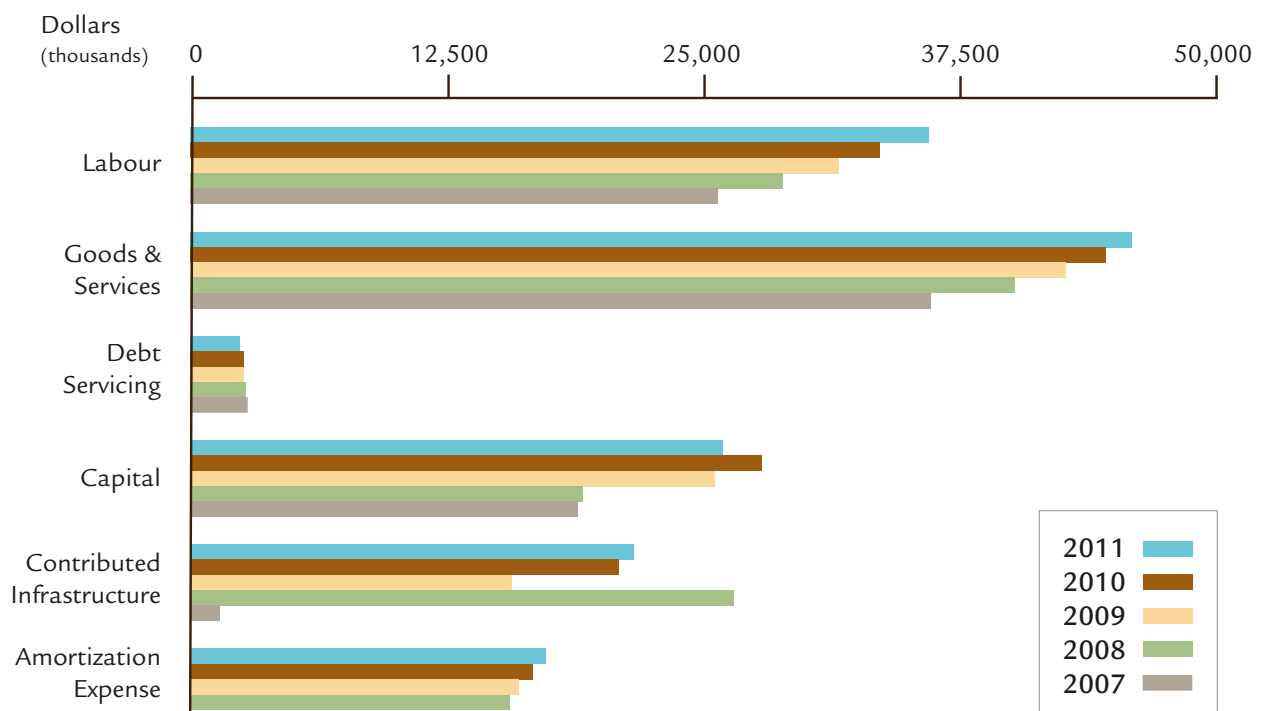
Non-Financial Assets – Assets that are acquired, constructed or developed that do not normally provide resources to discharge existing liabilities, but are normally employed to deliver government services or may be consumed in the normal course of operations.

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.

2011 Operating Expenses



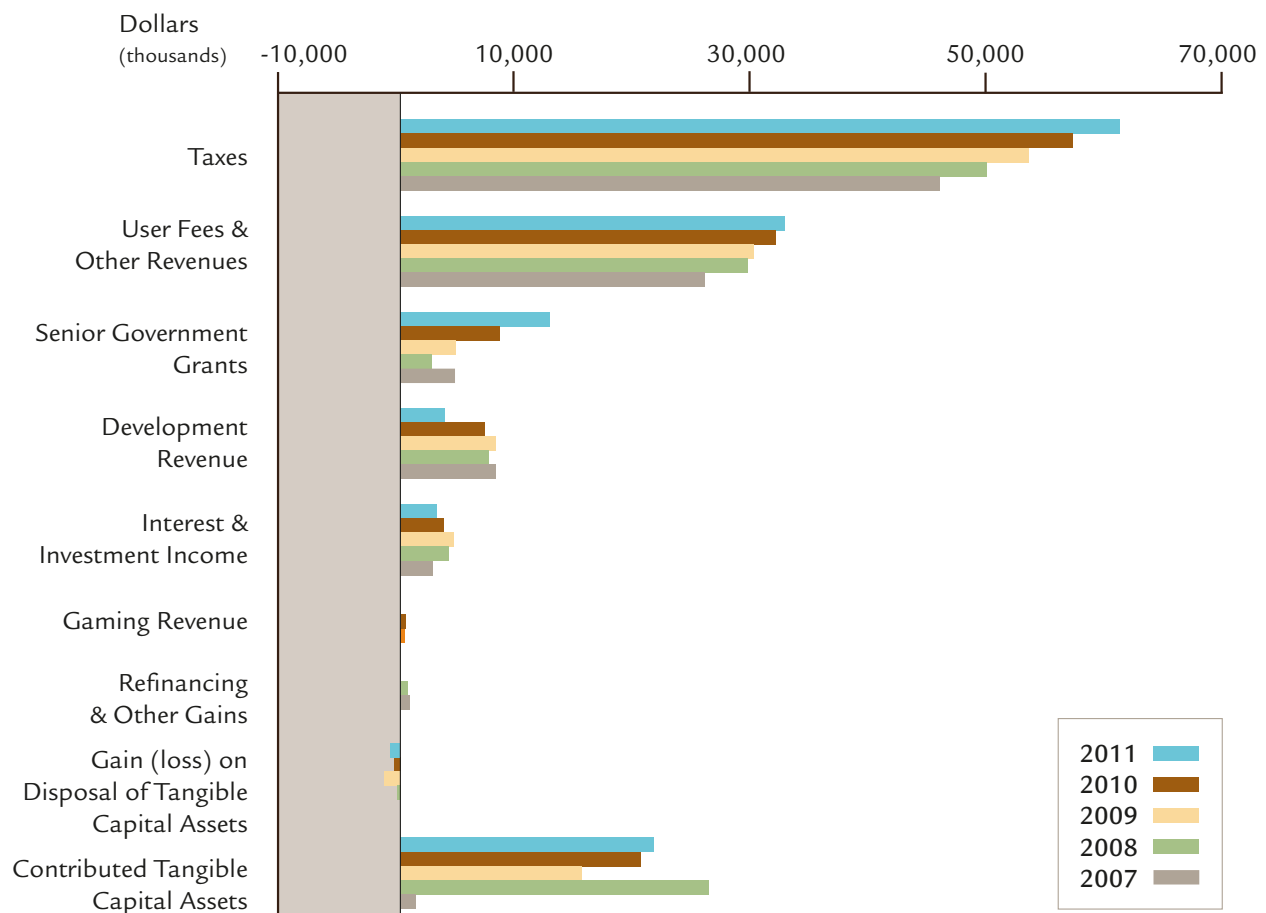
Expenditures/Expenses by Object 2007 - 2011



2011 Revenues



Revenues by Source 2007 - 2011

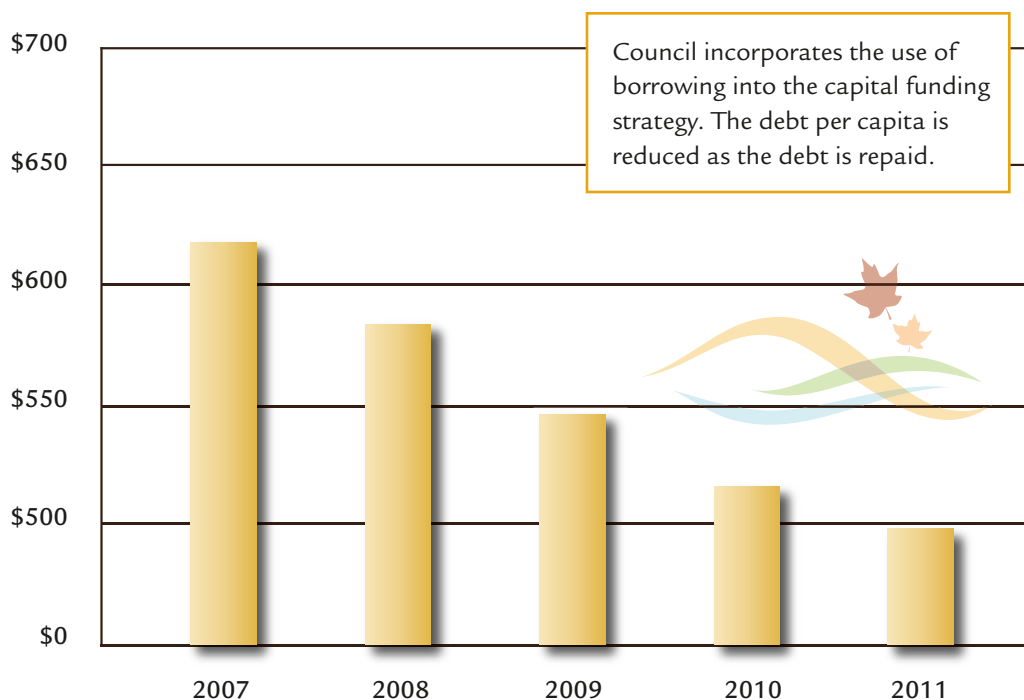


2011 Capital Additions

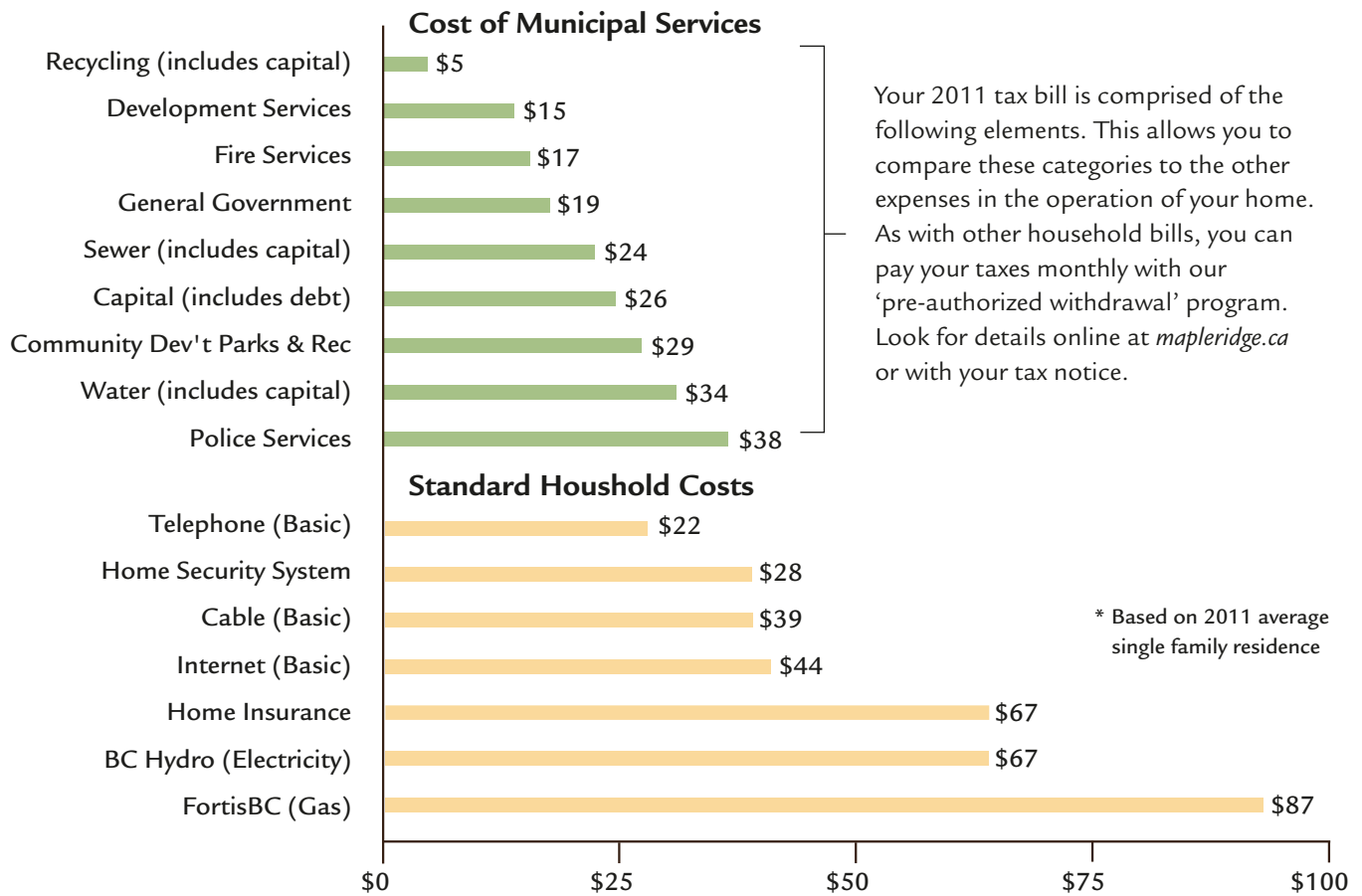
This chart represents the investments that were made in Capital Assets. Additions to our water system, sewer system, road construction, park acquisitions and development are all examples of Capital Additions.



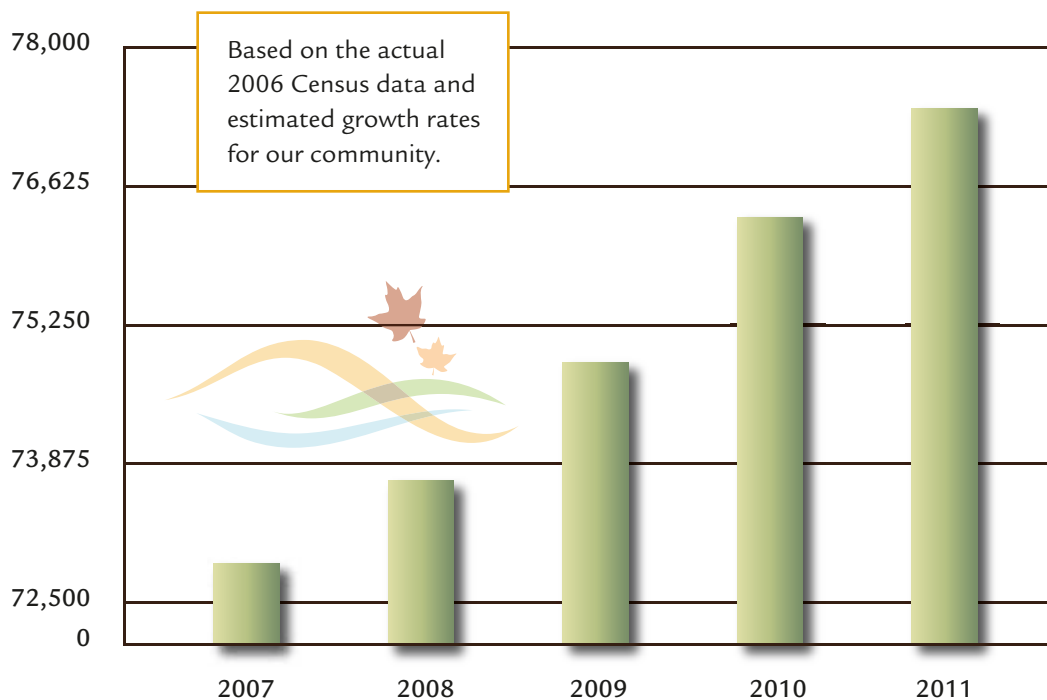
Debt Per Capita 2007 - 2011



Taxes vs. Household Costs (monthly)*



Population Estimate 2007 - 2011



2011 Taxation

Municipal Council adopted a financial plan that allows citizens to receive quality services at tax rates that are very competitive when compared to other municipalities in the region.

Council maintained its commitment to a longer term financial strategy which gradually increases the funding available for infrastructure maintenance and repairs to reduce the cost and likelihood of infrastructure failures.

The condition of infrastructure due to years of inadequate funding is a critical issue that all levels of government will eventually need to address. Council's long term view and commitment to sustainability will reduce the financial burden placed on citizens in the future and ensure that current service levels delivered through our assets can be maintained.

2011 Projected Revenue — \$225.4 Million

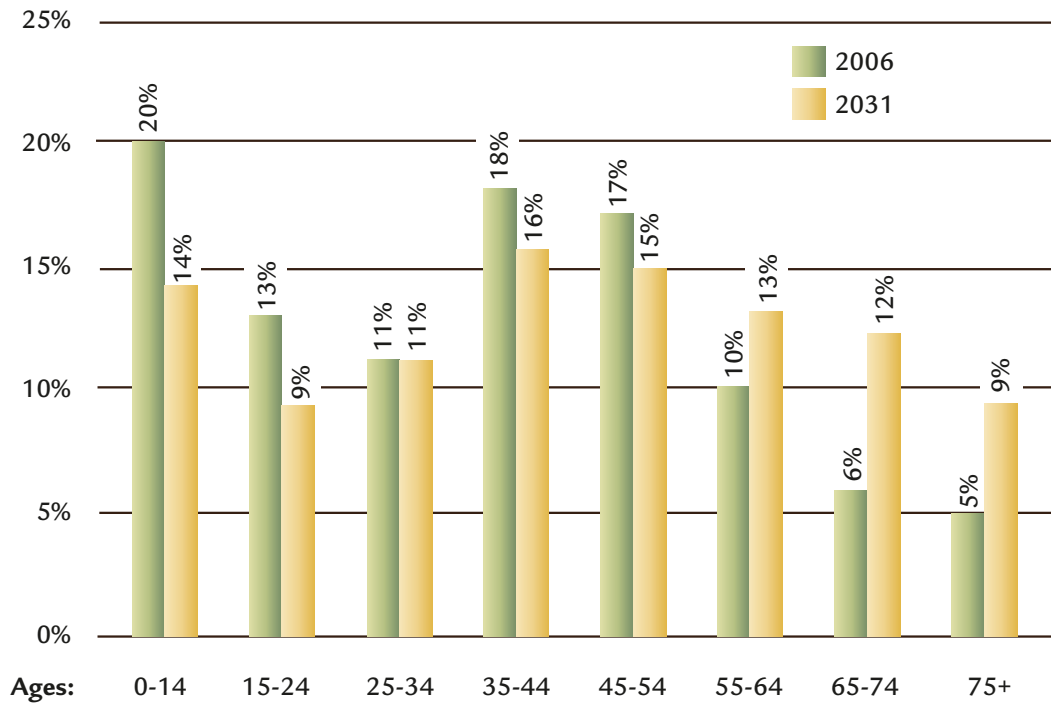


2011 Projected Expenditures — \$225.4 Million

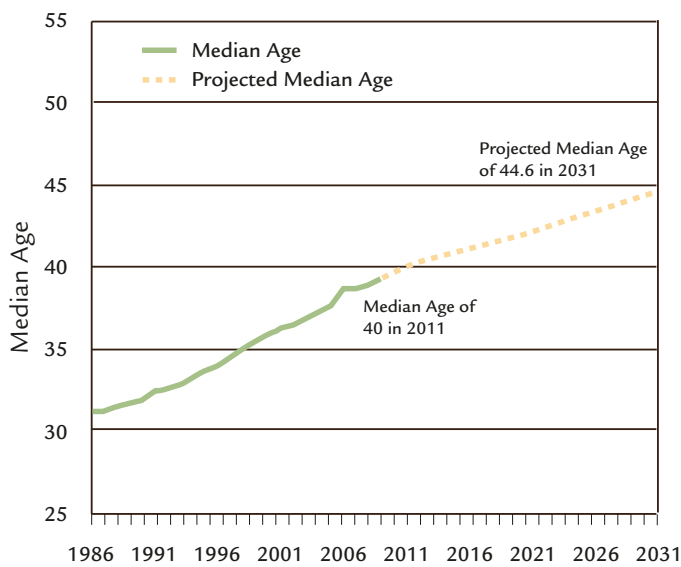


Demographics

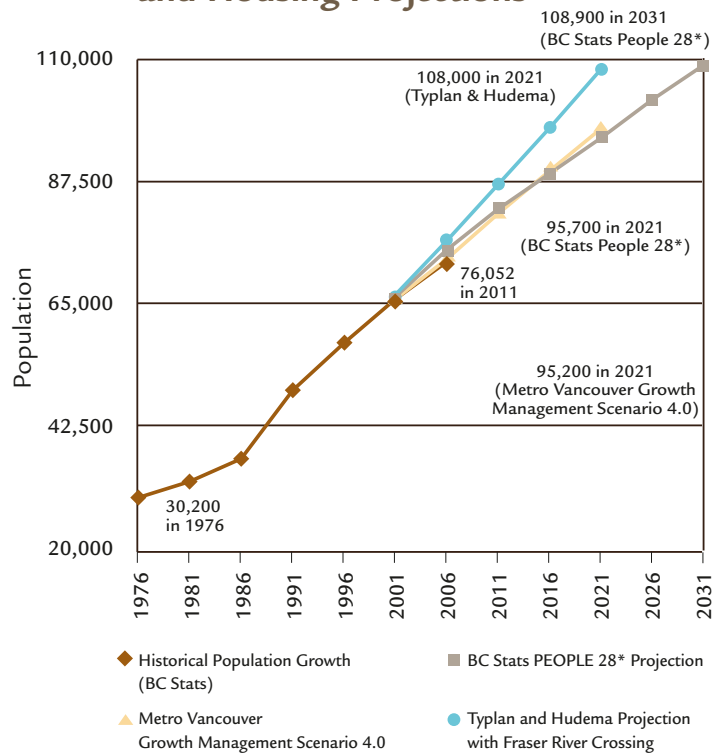
Percentage of Population by Selected Age Groupings, 2006 and 2031



Projected Median Age 1986 Actual to 2031 Projection



Review of Existing Population and Housing Projections



Municipal Contact Information

District of Maple Ridge

11995 Haney Place, Maple Ridge, BC V2X 6A9

www.mapleridge.ca | enquiries@mapleridge.ca

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

A

Administration	604-463-5221
Arts Centre & Theatre (ACT)	604-476-2787

B

Building Inspections	
Building.....	604-467-7312
Electrical.....	604-467-7313
Gas-Plumbing	604-467-7314
General	604-467-7311
After-Hours Inspection Requests.....	604-467-7380
Business Licences.....	604-467-7440
Bylaw Enforcement	604-467-7305
After-Hours	604-467-7422

C

Cemetery	604-467-7307
Communications	604-467-7452
Council Members	604-463-5221

D

Dog Licences	604-467-7384
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E

Engineering	604-467-7339
Environmental Enquiries	604-467-7499

F

Finance	
Accounts Payable.....	604-467-7388
Accounts Receivable.....	604-466-4334
Administration & Accounting.....	604-463-5221
Property Taxes & Utilities	604-467-7336
Fire Department (Non-Emergency).....	604-463-5880
Flooding (After-Hours)	604-463-9581

G

Garbage – Metro Vancouver	604-466-9277
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H

Human Resources	604-467-7350
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L

Library	604-467-7417
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M

Manager Legislative Services.....	604-463-5221
Mayor's Office.....	604-463-5221
Municipal Emergency Program.....	604-467-7301
Nights & Weekends	604-463-9581

P

Parking Enforcement	604-467-7305
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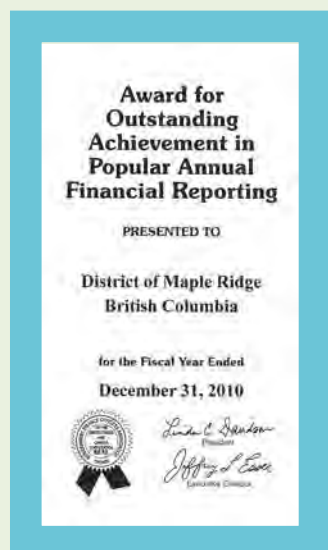


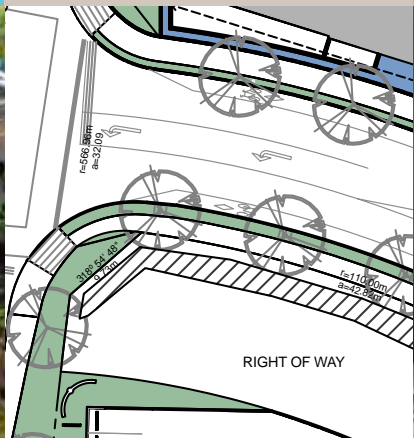
Parks & Leisure Services		Property & Risk Management	604-467-7315
Direct Info Line (24 Hrs)	604-467-7322	Public Works	
Direct Reservation Lines		General Enquiries	604-463-9581
Arenas - Booking/Program Information		or	604-467-7363
Municipal Ice Rental	604-465-2499	Public Works Emergency – 24 hours	604-463-9581
Pitt Meadows Arenas	604-460-1531	Purchasing	604-466-4343
Planet Ice (Maple Ridge)	604-467-2883	R	
Facilities - Maple Ridge & Pitt Meadows.	604-465-2499	Recycling.....	604-463-5545
Picnic Shelters	604-465-2499	Roads Maintenance.....	604-463-9581
Sportfields	604-465-2499	S	
Festivals Society	604-467-7325	Schools	604-463-4200
Greg Moore Youth Centre.....	604-467-7354	Seniors' Programs & Information.....	604-467-4993
Leisure Centre		Sewer Maintenance.....	604-463-9581
General Enquiries	604-467-7322	Sidewalk Maintenance	604-463-9581
or	604-465-2452	Snow Removal.....	604-463-9581
Aquatics Supervisor	604-467-7302	SPCA	604-463-9511
Program Registration.....	604-465-2470	Strategic Economic Initiatives.....	604-467-7320
Parks & Facilities Administration.....	604-467-7346	T	
Pitt Meadows Family Rec Centre.....	604-465-2452	Traffic Enquiries	604-467-7339
Sportsfield Conditions & Closures.....	604-465-2499	W	
Volunteer Services	604-467-7459	Water Maintenance	604-463-9581
Youth Services		Z	
Children's Programs	604-466-4339	Zoning	604-467-7341
Youth Outreach Initiative	604-467-7354		
Planning			
General Enquiries.....	604-467-7341		
Administration.....	604-467-7343		
Police - RCMP (Non-Emergency)	604-463-6251		
Volunteer Services Coordinator.....	604-467-7644		
Pitt Meadows Community Policing	604-465-2402		



GFOA

The Government Finance Officers' Association of the United States and Canada (GFOA) has given an Award for Outstanding Achievement in Popular Annual Financial Reporting (PAFR) to the District of Maple Ridge for its Popular Report for the fiscal year ended December 31, 2010. 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 District of Maple Ridge has received a Popular Award for the fifteenth consecutive year and is very fortunate to be one of only four municipalities in Canada awarded a PAFR for 2010. We believe our current report continues to conform to the Popular Annual Financial Reporting requirements, and we are submitting it to GFOA.





This report is available
for download at
www.mapleridge.ca

