



THE CITY OF MAPLE RIDGE

2021

CITIZENS REPORT
As of December 31, 2021



MEMORIES



CULTURE

RECONNECT



CELEBRATION



COUNCIL'S STRATEGIC PRIORITIES

 <p>COMMUNITY SAFETY</p> <p>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.</p>	 <p>COMMUNITY PRIDE & SPIRIT</p> <p>Engage the public in positive activities as participants and as volunteers, to enhance the vibrancy of the community.</p>	 <p>INTER-GOVERNMENT RELATIONS</p> <p>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.</p>	 <p>GROWTH MANAGEMENT</p> <p>Implement strategic plans related to local infrastructure and the economy including commercial and industrial land base, transportation corridors, transit, neighbourhood plans and key amenities.</p>	 <p>NATURAL ENVIRONMENT</p> <p>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.</p>
				



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MAYOR'S INTRODUCTION



Welcome to the 2021 Citizens Report. This publication provides an overview of the City's financial information for the fiscal year ending December 31, 2021, and highlights each Corporate Division's accomplishments for the past year.

2020 Census data shows that Maple Ridge continues to grow at a rate higher than both the BC and Canadian average. As we approach the 100,000-population threshold we are mindful that we need to make decisions around investment in facilities and infrastructure, to address what our community will look like in 20 and 30 years. Employment growth is a key priority in the coming years as we look to provide our citizens with the opportunity to both live and work in the same community, to reduce the need for long commutes.

For those who will still need to commute, investments in new technology in rapid transit will see the Metro region transition to an all-electric bus fleet by 2040. Prioritization of routes for mass transit will encourage use of these more efficient and green alternatives to the family car.

The COVID-19 pandemic has shown us that rapid change is possible if we are all committed to a new vision for the future. As an organization, we pivoted to deliver virtual services during the pandemic, and we continue on the journey to upgrade our digital infrastructure to improve the virtual options available to residents.

The Administration is incredibly fortunate to be under the leadership of Scott Hartman. Scott joined the City in early 2021 to lead our Parks, Recreation and Culture team and transitioned to Chief Administrative Officer in the fall of 2021. Scott has a strong partnership with Council to ensure that goals are reached to advance Council's Strategic Priorities, set at the beginning of our term (see page 2).



I would like to take a moment to thank my fellow Councillors for their service to the community over the past year. I would also like to thank all staff who serve the City of Maple Ridge and to let you know that your hard work and dedication is greatly appreciated. Council over the past term has focused on building a strong foundation inside and out, tackling a lot of very immediate concerns while concurrently focusing on the future. Much of this work is now under implementation in order to build a great city.

A handwritten signature in black ink, consisting of stylized initials and a long horizontal line.

Mike Morden, Mayor



CAO'S INTRODUCTION



This is an exciting time for our community. Our population has grown on average by 50,000 people since 1991, and is anticipated to grow by another 50,000 over the next 30 + years. As you flip through the pages of this report, you will see the work that is being done across the organization to plan and prepare for this anticipated growth. My role as CAO is to ensure that everyone on our team strives toward the highest levels of customer service, and that we all work towards a shared vision for Maple Ridge.

Council has consistently championed accountability and data driven decision making. This report is part of that accountability process to citizens, with information on the City's financial performance for the year ending December 31, 2021. It also includes highlights from each division within the City reflecting work that has taken place over the past year. I encourage you to visit mapleridge.ca/2369 to explore the Performance Dashboards, as they provide real time data on the work happening in your City.

Looking forward, there are a number of initiatives that are either recently complete or underway to ensure the appropriate mechanisms are in place to support our growth. These include strategic and master plans for economic development, transportation, fire department, tourism and parks, recreation & culture. We are also in the midst of service reviews to make sure that we align our services to meet community expectations, that we are customer focused and that we are transparent as we build a sustainable and robust community to live, work and play.



I want to thank Council for their support and strong vision for our community. I also want to thank all of the staff who work for the City for their continued commitment to serving the citizens of Maple Ridge.

A handwritten signature in black ink, which appears to be "Scott Hartman".

Scott Hartman, Chief Administrative Officer

GFOA AWARDS & BACKGROUNDER

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, 2020. 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 25th 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 2021 Citizens Report

The 2021 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 photos for some of our feature articles. 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 was done by Margaret Brett and Natalia Lidovskikh, who have brought their graphic design skills to tell our story in a compelling fashion. Finally, I want to thank three colleagues, Tracy Camire, Amanda Fiorini and Shani Grainger 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 2021 Citizens Report and will share this with your family and friends. We are all very proud to serve this community.

Fred Armstrong, Manager Corporate Communications
famstrong@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.

MAPLE RIDGE COUNCIL



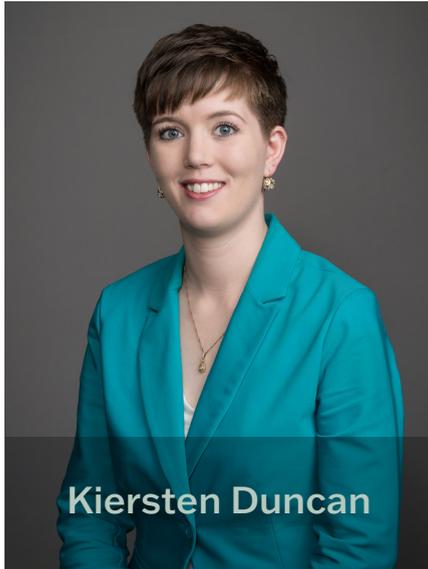
Michael Morden



Maple Ridge Council



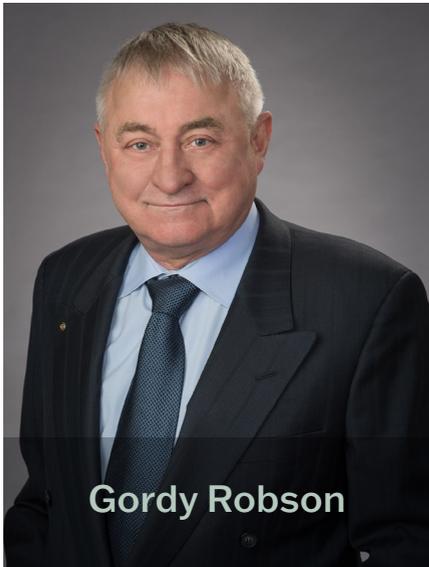
Judy Dueck



Kiersten Duncan



Chelsa Meadus



Gordy Robson



Ryan Svendsen



Ahmed Yousef

COUNCIL'S STRATEGIC PLAN UPDATES

Throughout 2021, Council provided quarterly updates on the progress towards their Strategic Priorities. The updates included a staff report that was presented at a regularly scheduled Council meeting and then special graphics, videos and newspaper advertising that was shared with the public.

Council's Strategic Plan can be found on the City website at mapleridge.ca/2369. The page has links to the overall Strategic Plan, the updates that were provided to the public as well as links to the Performance Dashboards that are a key part of the ongoing commitment to accountability and data driven decision making for the City of Maple Ridge.

On Page 34 of this report you will find a 'Spotlight on Community Safety' that summarizes some of the progress on Council's Community Social Safety

Initiative. There is a specific performance Dashboard Hub for Community Safety that provides the most up to date information on key metrics that are being tracked to measure the performance against Council's Plan. By clicking through the 'Community Safety Dashboard' you can access a specific 'Community Social Safety Dashboard' that shows key metrics that are being tracked by the City's Community Safety Officers.

On this page we have reproduced the two-page newspaper spread that ran in the Maple Ridge News that summarized the City's Q4 summary as well as examples of the Community Social Safety Dashboard. Council has made this level of transparency a priority over their term, and the amount of data available in this format has increased each year.

MAPLE RIDGE COUNCIL QUARTERLY UPDATE

Q4: January - December 31, 2021 Dashboard Highlights

Maple Ridge Council uses data to measure the progress on their Strategic Plan. The information on this page is presented at the end of each quarter and placed online as part of the regular staff updates to Council. The link to these statistics, along with the comparisons for the last two years, can be found on the City website at mapleridge.ca/2369

GROWTH

7,635 Planning Public Enquiry	5,724 Operations Dept. Completed Service Requests	5,439 Permits Issued	\$245.8 M Construction Value
575 Total Active Applications In House	2,255 Facility Work Requests	20K Inspections	758 Units
177 Planning Reports to Council		34 Rezoning	343 Building Permits
		25 Subdivisions	119 Servicing Requests

PRIDE

11,881 Facebook Followers

969,375 Website Visits

127,530 MLRC Admissions

10,806 Program Participants

\$4,702,969 Grant Money Received

47 PRC Volunteers

218 Community Event Volunteers

272 Film Permits

70 Community and Youth Events

SAFETY

5,881 Total Calls Fire Department	3,322 Medical Calls Fire Department	436 Motor Vehicle Accident Calls Fire Department	161 Structure Fire Calls Fire Department	12 Social Service Referrals Community Safety Officers	295 Shopping Carts Removed Community Safety Officers	221 Truckloads of Chute Community Safety Officers
4,269 Calls for Service Bylaw & Licensing Department	5,165 Business Licenses Bylaw & Licensing Department	6,731 Dog Tags Bylaw & Licensing Department	23K Calls for Service RCMP			

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COUNCIL 2021 UPDATE

2021 Strategic Priority Highlights

In December of 2021 members of Council were provided with a briefing on the accomplishments of the organization as part of the 2020-2026 Financial Planning presentations. These pages summarize some of the work highlights and metrics that track the progress on Council's Strategic Priorities for the City of Maple Ridge.

For more information on our Strategic Priorities please go to mapleridge.ca/2369 on the City website where you can review our Strategic Plan and the most up-to-date metrics on our work. On behalf of Council, I would like to thank citizens for their continued engagement as we all work together to make Maple Ridge the best little City in BC.

Mayor Mike Morden

In December of 2021 members of Council were provided with a briefing on the accomplishments of the organization as part of the 2020-2026 Financial Planning presentations. These pages summarize some of the work highlights and metrics that track the progress on Council's Strategic Priorities for the City of Maple Ridge.

GROWTH

- Economic Development Strategy
- Strategic Transportation Plan
- Connected Community Strategy
- Area Planning for:
 - Lougheed Transit Corridor
 - Yernadon Employment Lands
 - North-East Albion
 - Town Centre Area Plan Update
 - Abenethy Extension - Phase 3
- Community Development & Enterprise Services Committee
- Building Permit Review initiated to improve processes, timing and customer service

COMMUNITY SAFETY

- Integrated Safety Ambassador Program
- Community Resource Hub with Senior government funding & Inter-agency collaboration
- Community Safety Officer 53/7 service model deployment
- Supportive Recovery Housing Bylaw
- Restorative Justice, Integrated Court and Diversion Initiatives
- CSO Public Engagement including Neighbourhood consultation & New milestones

INTERGOVERNMENTAL RELATIONS

- Strategic Grant Funding Secured For:
 - \$200,000 - Albion Park play structure
 - \$200,000 - Silver Valley Gathering Place
 - \$1.2M - Strengthening Communities Services Program
 - \$150,000 - Local Government Development Approvals Grant
 - \$34M - Translink Transportation Funding
- Community Resource Hub including First Nations Partnership
- Metro 2050 & Transportation 2050 Plan input
- First Nations Collaboration on Heritage Plan & Thornhill area and Kwantlen Lands

COMMUNITY PRIDE & SPIRIT

- Hammond Heritage Incentives Survey
- Parks, Recreation & Culture Master Plan Development Process
- Community Inclusion Framework
- Youth and Age-Friendly Community strategies
- Summer Games Legacy Fund Disbursement
- 6 new Public Art Installations
- Unsightly & Untidy Premise Bylaw
- Celebrate the Night Festival Held in Person

NATURAL ENVIRONMENT

- Sanitary Sewer Inflow and Infiltration Reduction Strategy
- Endorsed in Principle Green Infrastructure Management Strategy
- Fraser River Escarpment Review
- Trails Management Strategy
- Adopted new Green House Gas emissions targets
- Phase 2 & 3 LED street-light conversion project

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Q4 - Quarterly Report

Q4 - Yearly Report

Council's Strategic Plan can be found on the City website at mapleridge.ca/2369.

ADMINISTRATION



During the pandemic pet ownership soared and the local restaurants and pubs moved to introduce patios spaces to allow for social distancing. The City's Tourism team worked with local business to roll out a 'Dog Friendly Maple Ridge' program to encourage citizens to get back out into the community with their new pets. Local businesses supplied water bowls and treats for the dogs and our community began to reconnect with safe social interaction.

Division Overview

Chief Administrative Officer: Scott Hartman

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 Michael Van Dop
See page 26 for 2020 Fire Department summary.

Ridge Meadows RCMP Detachment

Officer in Charge: Superintendent Wendy Mehat
See page 25 for RCMP summary.

Human Resources

Executive Director, Human Resources: Michelle Lewis

Economic Development

Department Director, Economic Development: Wendy Dupley

Legal & Legislative Services Department

General Counsel & Executive Director Legislative Services: Patrick Hlavac-Winsor



2021 Division Highlights

- ✓ Economic Development Strategy Endorsed by Council
- ✓ 272 Film Permits issued
- ✓ Inaugural Innovation Challenge
- ✓ Smart 21 Community Designation achieved
- ✓ GIS Site Selector Tool launched investmapleridge.ca
- ✓ Dog Friendly Maple Ridge Program
- ✓ Developed Vision, Mission, Value Statements and Client Service Standards for the Human Resources Department
- ✓ Developed Human Resources Strategic Plan, including metrics and objectives.
- ✓ Negotiated and settled CUPE Collective Bargaining



The Community Social Safety Initiative (CSSI) has involved every Division at the City of Maple Ridge. The Corporate Services team worked to secure senior government funding for a Community Resource Hub that would bring local agencies together to provide a place for those experiencing homelessness, addiction and mental health issues a place to access services. There is more information on page 34 of this report. This pilot project has been an essential part of the CSSI program and has helped create connections that are changing lives of people that have not been able to get access to housing and health services. This multi-department approach has become a model for other communities.



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

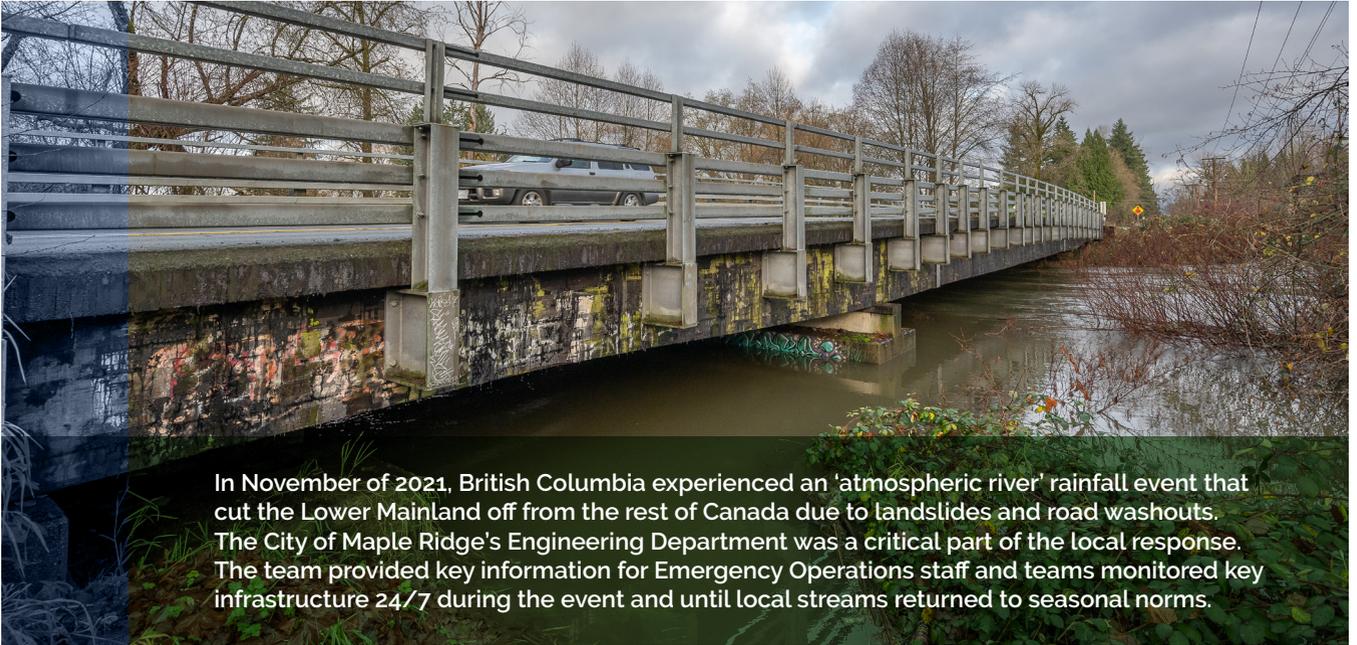
Corporate Planning and Consultation



2021 Division Highlights

- ✓ 9% growth in website visits to 969,375 in 2021 (CP)
- ✓ 10% growth in Facebook follows to 11,881 in 2021 (CP)
- ✓ Annual Report recognized by GFOA for 31th consecutive year, setting a Canadian record. (IGR)
- ✓ Citizens Report recognized by GFOA for 25th consecutive year (IGR)
- ✓ Community Resource Hub with senior government funding & inter agency collaboration (CS)
- ✓ Restorative Justice, Integrated Court & Diversion Initiatives (CS)

ENGINEERING



In November of 2021, British Columbia experienced an 'atmospheric river' rainfall event that cut the Lower Mainland off from the rest of Canada due to landslides and road washouts. The City of Maple Ridge's Engineering Department was a critical part of the local response. The team provided key information for Emergency Operations staff and teams monitored key infrastructure 24/7 during the event and until local streams returned to seasonal norms.

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: Forrest Smith

Engineering Operations Department

Director of Engineering Operations:
Walter Oleschak (Acting)



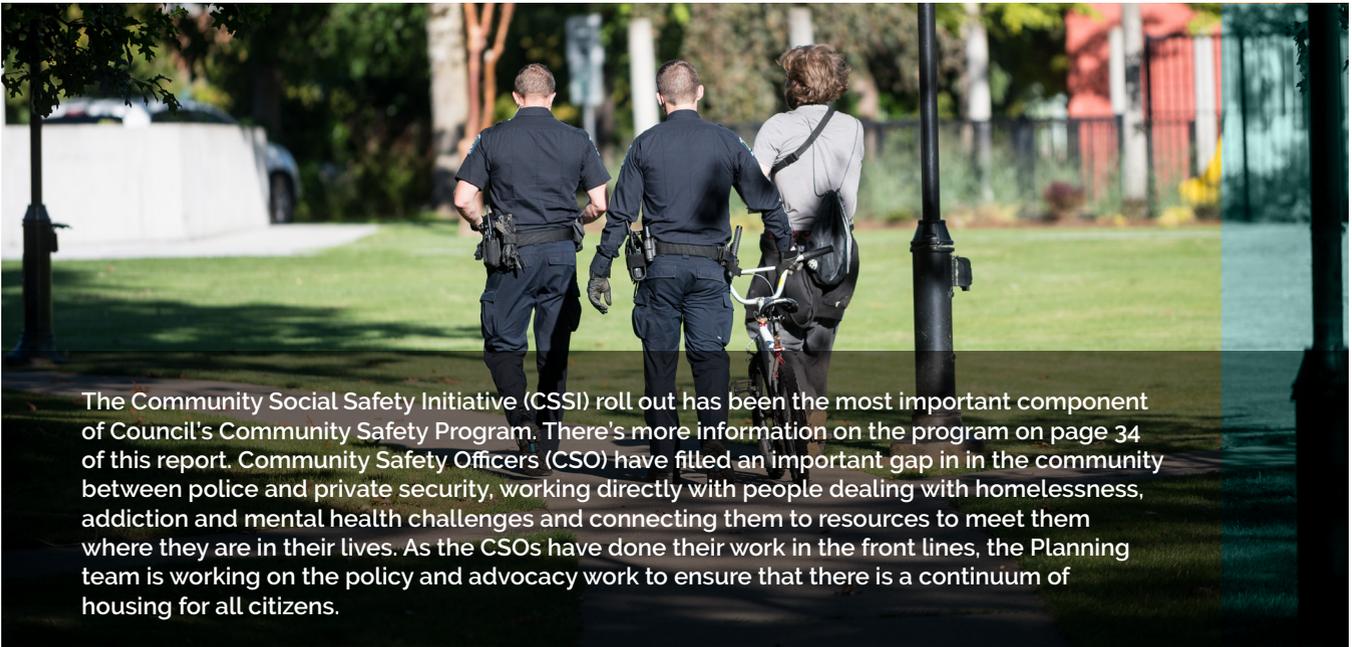
See page 33



2021 Division Highlights

- ✓ Engineering Operations Department completed 5724 Service Requests in 2021 (G)
- ✓ Phase 2 and 3 of the LED Street Light Conversion project (G) (E)
- ✓ Fraser River Escarpment Review (E)
- ✓ Sanitary Sewer Inflow & Infiltration Reduction Strategy (E)
- ✓ 28 roads for a total of 16.3km in 2021
- ✓ Regional Transportation 2050 Plan Input (G & IR)
- ✓ Abernethy Way Extension Phase 3 (G)
- ✓ Strategic Transportation Plan Update Underway (G)
- ✓ Operational support during 2021 'atmospheric river' event in November (CS)

PLANNING AND DEVELOPMENT



The Community Social Safety Initiative (CSSI) roll out has been the most important component of Council's Community Safety Program. There's more information on the program on page 34 of this report. Community Safety Officers (CSO) have filled an important gap in in the community between police and private security, working directly with people dealing with homelessness, addiction and mental health challenges and connecting them to resources to meet them where they are in their lives. As the CSOs have done their work in the front lines, the Planning team is working on the policy and advocacy work to ensure that there is a continuum of housing for all citizens.



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 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: Fraser Smith (Interim)



2021 Division Highlights

- ✓ Delivered 177 Planning Reports to Council in 2021 (G)
- ✓ Increased Community Safety Officers (CSOs) coverage to 7 days a week (CS)
- ✓ CSOs removed 295 shopping carts and 221 truckloads of chattel from City streets (CS)
- ✓ Supported the Integrated safety Ambassador rollout by the RCMP (CS)
- ✓ CSSI Public Engagement including Neighbourhood consultation (CS)
- ✓ Handled 7635 phone enquiries in 2021 (G)
- ✓ Issued 5,439 building permits in 2021 (G)
- ✓ Handled 4,269 Bylaw Service Calls (CS)
- ✓ Area Planning for Lougheed Transit Corridor, Yennadon Employment Lands, North-east Albion and Town Centre Area Plan Update (G)
- ✓ Building Permit Review Initiated to improve process timing and customer Service (G)
- ✓ Supportive Recovery Housing Bylaw (CS)

PARKS RECREATION AND CULTURE



The City's Parks, Recreation & Culture team continued to apply innovative solutions throughout the pandemic to keep citizens connected and engaged. Social distancing guidelines were still in place for Canada Day 2021, so the team came up with a 'drive through' Canada Day event that allowed citizens to drive 'coast-to-coast' with live music, dance, volunteer group displays and special signage that saluted every region of the nation. This team is the embodiment of 'when life gives you lemons, make lemonade!'

Division Overview

General Manager: Stephane Labonne

The Parks, Recreation & Culture (PRC) Division consists of two departments: Parks & Facilities and Recreation & Community Engagement. The Parks & Facilities Department plans, constructs and maintains the City's recreation and civic facilities along with a growing system of parks and trails across the community. The 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

2021 Division Highlights

- ✓ Parks, Recreation & Culture Master Plan Process endorsed (G)
- ✓ Summer Games Legacy Fund Disbursement (CP)
- ✓ New Public Art Installations (CP)
- ✓ Celebrate the Night Festival Held in person (CP)
- ✓ 70 Community & Youth Events Held in 2021 (CP)
- ✓ 127,530 Maple Ridge Leisure Centre Admission in



- 2021 (CP)
- ✓ Maple Ridge Secondary School Running Track Lighting, Spectator Seating & Washrooms Completion & ribbon cutting ceremony
- ✓ Albion Community Centre construction advanced from earthworks, servicing and foundation to the building construction, with the building envelope completed in the fall
- ✓ Services adjustments to ensure clean, safe and inviting outdoor spaces in response to the significant increase in park visitor ship
- ✓ Obtained over \$850k grant funding to bolster park amenities provided to the community
- ✓ Initiated a Trails Study for the Thornhill area and implemented first phase of trail wayfinding as outcome of the public engagement process

2021 MAPLE RIDGE FINANCIAL SPOTLIGHT



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CONSOLIDATED STATEMENT OF FINANCIAL POSITION

As at December 31, 2021

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	2021	restated 2020
Cash and cash equivalents	\$116,531,792	\$130,961,876
Portfolio investments	150,882,727	90,320,234
Accounts receivable	16,238,012	15,032,584
Recoverable local improvements	772,641	1,175,712
Other assets	1,121,812	814,397
Inventory available for resale	56,169	56,169
	285,603,153	238,360,972
Liabilities		
Accounts payable and accrued liabilities	32,035,516	28,047,896
Deferred revenue	18,065,700	15,286,398
Restricted revenue	38,083,113	30,738,864
Refundable performance deposits and other	25,945,403	20,473,999
Employee future benefits	3,145,300	3,348,200
Debt	46,975,903	20,676,495
	164,250,935	118,571,852
Net Financial Assets	121,352,218	119,789,120
Non Financial Assets		
Tangible capital assets	1,154,325,050	1,122,447,588
Undeveloped landbank properties	15,526,529	15,526,529
Supplies inventory	533,617	461,953
Prepaid expenses	1,003,351	853,216
	1,171,388,547	1,139,289,286
Accumulated Surplus	\$1,292,740,765	\$1,259,078,406

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 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.

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, 2021

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	Budget 2021	Actual 2021	Restated Actual 2020
Taxes for municipal purposes	\$99,130,772	\$99,296,699	\$94,914,905
User fees and other revenue	49,956,147	50,497,200	45,433,301
Government transfers	13,873,679	6,803,129	11,004,973
Development revenue	33,683,054	5,016,024	13,801,911
Interest and investment income	2,428,004	2,411,236	5,286,485
Gaming revenues	-	780,946	323,738
Refinancing and assets disposal losses	-	(1,065,038)	(3,099,311)
Contributed tangible capital assets	20,000,000	16,435,062	21,023,012
	219,071,656	180,175,258	188,689,014
Expenses			
Protective services	\$47,815,543	\$45,049,842	\$42,305,469
Transportation services	26,742,409	22,798,719	22,354,372
Recreation and cultural	26,535,488	21,263,223	19,197,925
Water utility	18,004,850	16,757,542	15,351,570
Sewer utility	14,930,985	13,395,349	12,899,985
General government	22,083,435	20,074,697	17,633,091
Planning, public health and other	7,867,485	7,173,527	6,744,713
	163,980,195	146,512,899	136,487,125
Annual Surplus	55,091,461	33,662,359	52,201,889
Accumulated surplus - beginning of the year	1,259,078,406	1,259,078,406	1,206,876,517
Accumulated surplus - end of the year	\$1,314,169,867	\$1,292,740,765	\$1,259,078,406

The 2021 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 www.mapleridge.ca/163/Annual-Report.

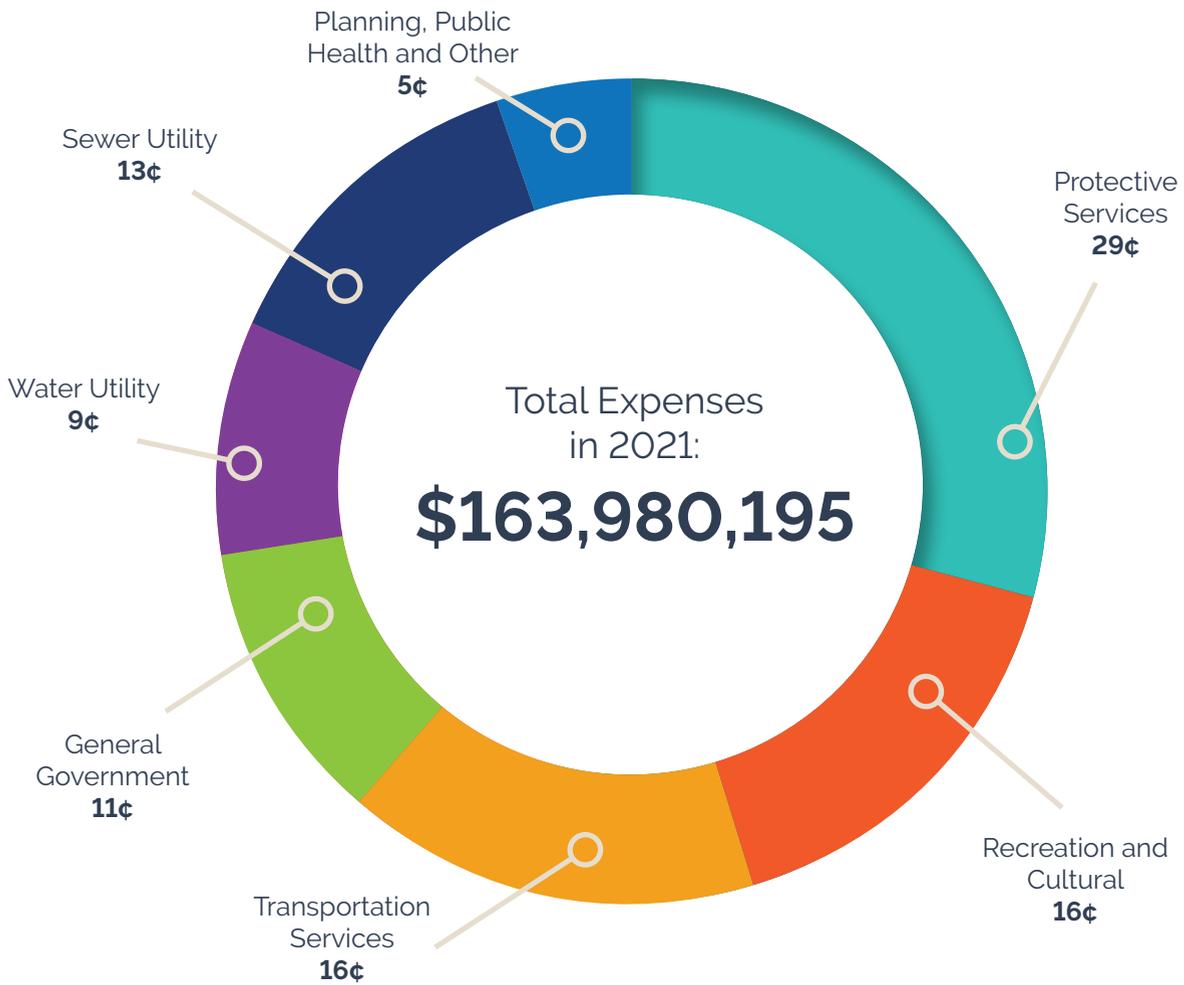
Financial Assets - Assets that could be used to discharge existing liabilities or finance future operations, such as cash receivables and portfolio investments.

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.

EXPENSES & EXPENDITURES BY OBJECT

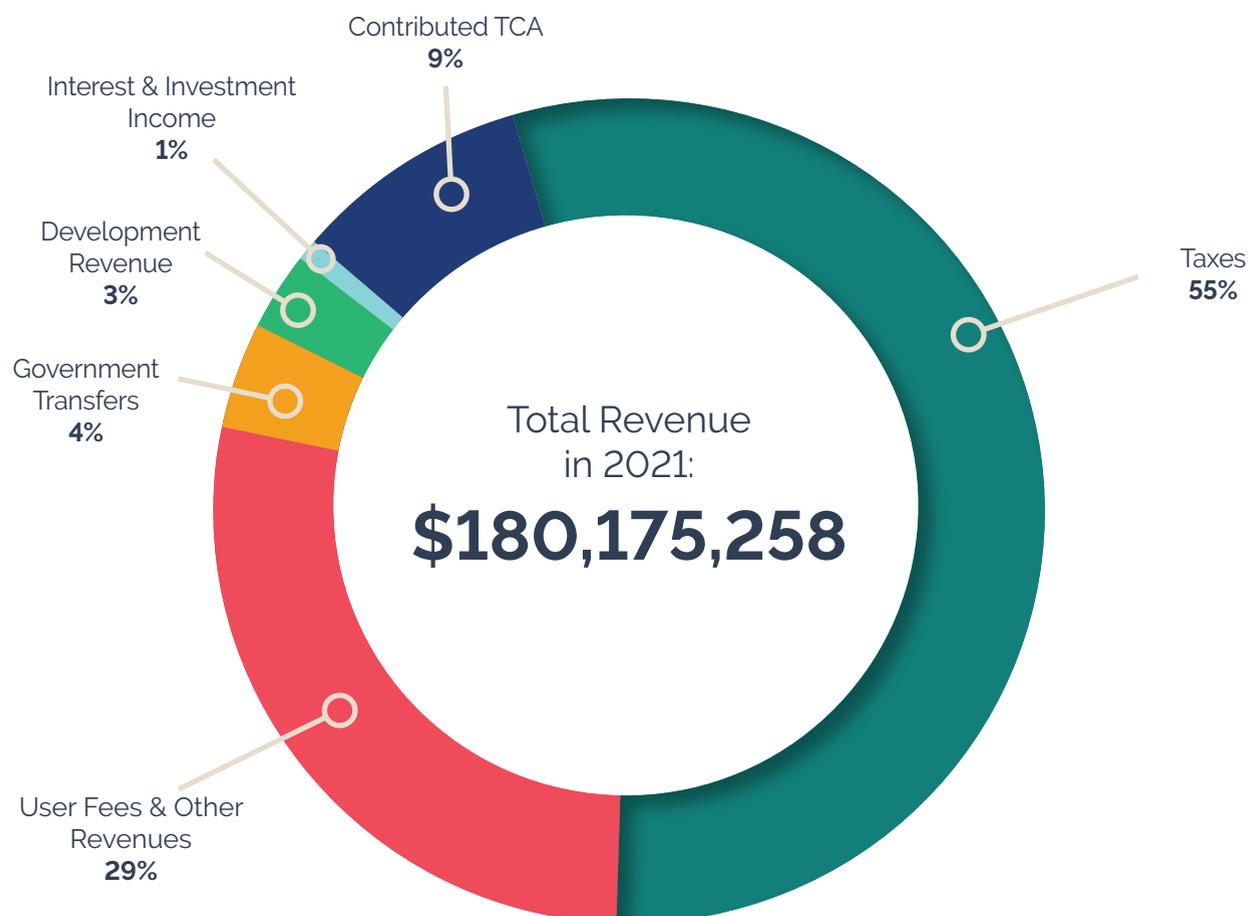


This chart shows how much of each dollar Maple Ridge is budget ed to fund specific services and projects.

Expenses & Expenditures By Object 2017-2021

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	2021	2020	2019	2018	2017
Labour	25%	22%	21%	22%	27%
Goods & Services	35%	32%	31%	29%	36%
Debt Servicing	1%	1%	1%	1%	1%
Capital	20%	23%	26%	22%	13%
Contributed Infrastructure	8%	10%	12%	15%	10%
Amortization Expense	12%	11%	10%	11%	13%
Total Expenses & Expenditures (in millions)	\$204.0	\$205.6	\$216.0	\$197.0	\$160.6



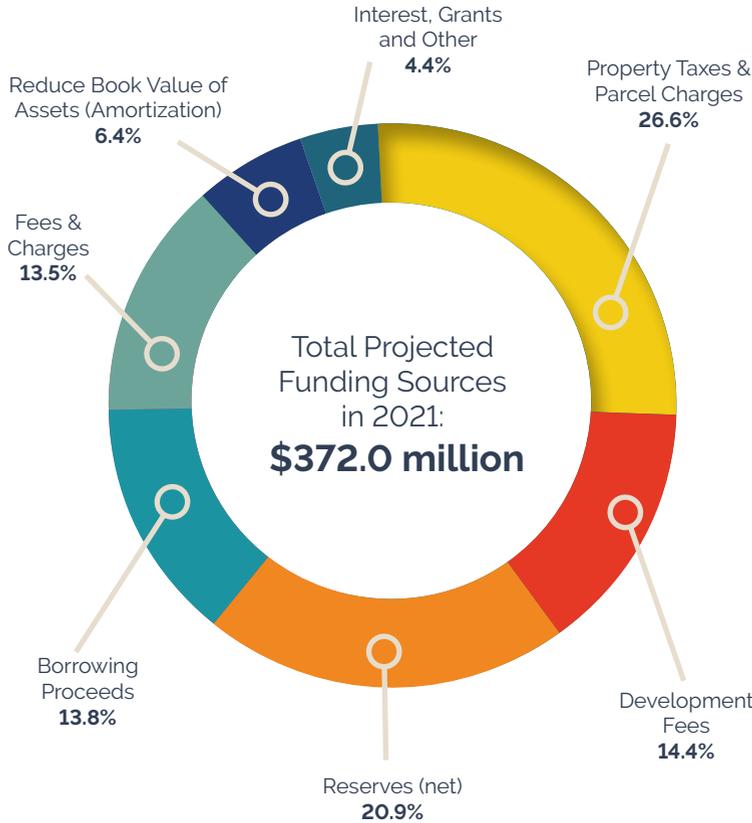
This chart breaks down the total revenues collected for 2019.

Revenues by Source 2017-2021

Expressed as percentages

	2021	2020	2019	2018	2017
Taxes	55%	50%	48%	47%	52%
User fees & other revenues	28%	24%	24%	23%	27%
Government transfers	4%	6%	3%	3%	2%
Development Revenue	3%	7%	8%	9%	5%
Interest & investment income	1%	3%	3%	3%	2%
Gaming revenue	0%	0%	1%	1%	1%
Refinancing & other gains	0%	0%	0%	0%	0%
Refinancing & asset disposal gains (losses)	-1%	-2%	0%	-1%	-1%
Contributed Tangible Capital Assets (TCA)	9%	11%	13%	16%	11%
Total Revenue (in millions)	\$180.2	\$188.7	\$188.8	\$183.2	\$156.4

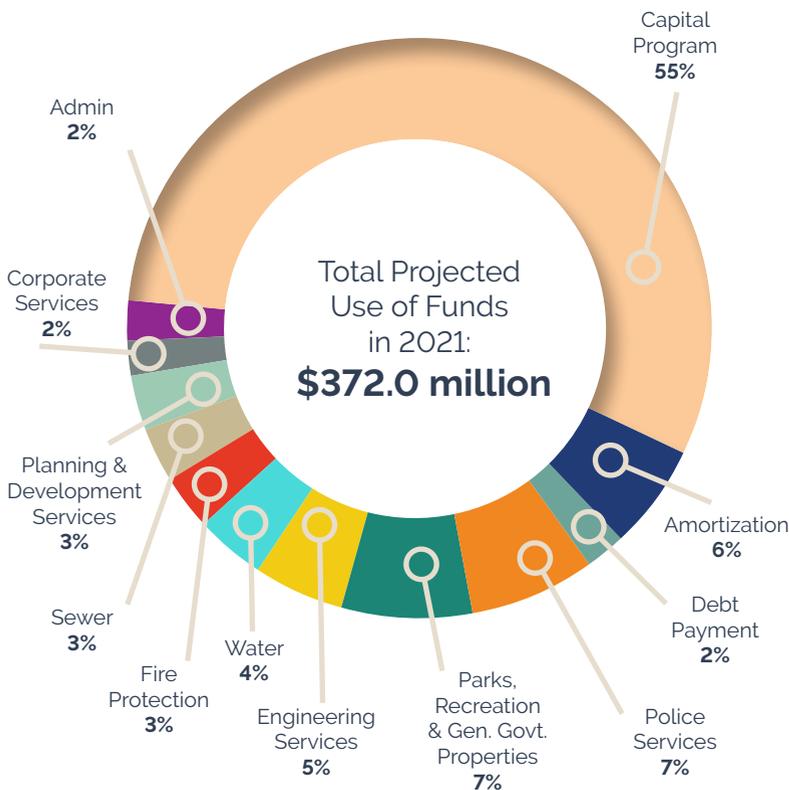
2021 PROJECTED FUNDING SOURCES



Property Taxes & Parcel Charges	\$ 99.1 million
Development Fees	53.5 million
Reserves (net)	77.7 million
Borrowing Proceeds	51.4 million
Fees & Charges	50.0 million
Reduced Book Value of Assets (Amortization)	24.0 million
Interest, Grants and Other	16.3 million
Sale of Property	0 million
Total Revenues	\$372.0 million

This chart shows where the money is coming from to support Council's 2021 Financial Plan; the breakdown is based on a percentage of the Total Revenues.

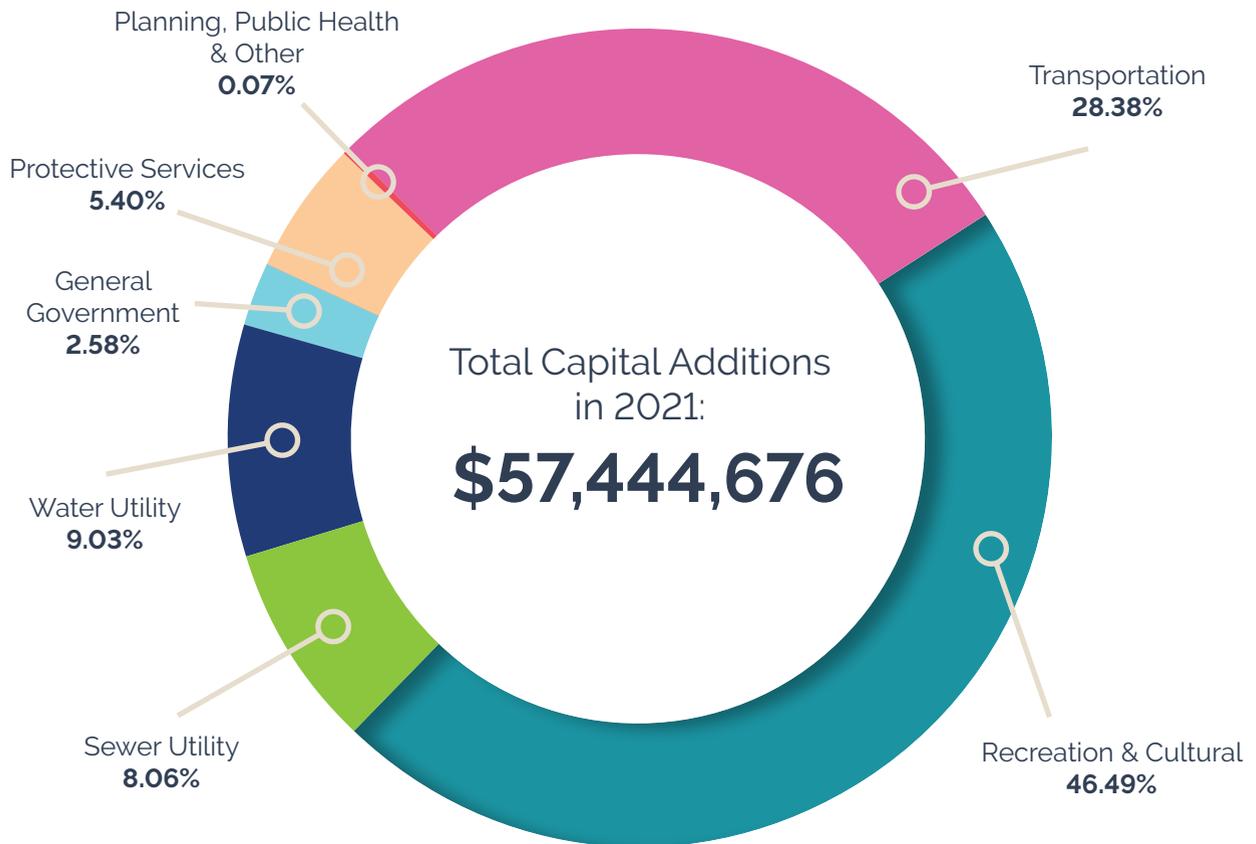
2021 PROJECTED USES OF FUNDS



Police Services	\$ 26.5 million
Parks, Recreation & Gen. Govt. Properties	26.4 million
Engineering Services	17.5 million
Water	15.6 million
Fire Protection	13.0 million
Sewer	12.4 million
Planning & Development Service	9.6 million
Corporate Service	9.0 million
Total Other	\$137.6 million
Capital Program	\$ 204.8 million
Amortization	24.0 million
Debt Payment	5.6 million
Total Uses of Funds	\$372.0 million

This chart shows where the money is used to deliver the 2021 Financial Plan; the breakdown is based on the percentage of the Total Uses of Funds.

CAPITAL ADDITIONS



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.

2021 Capital Additions

■ Transportation	\$ 16,301,780	28.38%
■ Recreation & Cultural	26,707,474	46.49%
■ Sewer Utility	4,628,116	8.06%
■ Water Utility	5,185,114	9.03%
■ General Government	1,483,759	2.58%
■ Planning; Public Health & Other	38,063	0.07%
■ Protective Services	3,100,371	5.40%
Total Capital Additions	\$ 57,444,676	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.

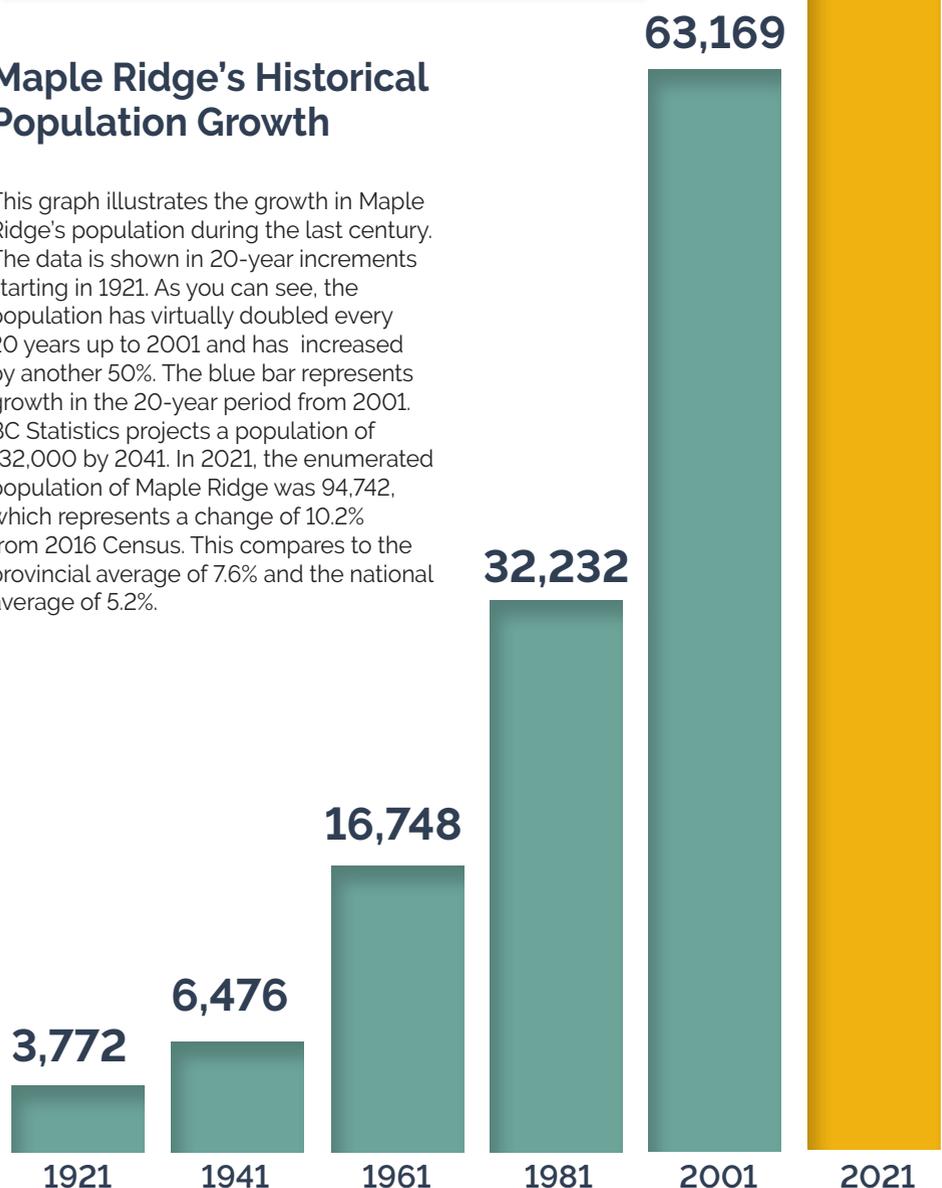
2021 POPULATION & DEMOGRAPHICS

Population by Age

Age Group	2016 Census	2021 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 increments starting in 1921. As you can see, the population has virtually doubled every 20 years up to 2001 and has increased by another 50%. The blue bar represents growth in the 20-year period from 2001. BC Statistics projects a population of 132,000 by 2041. In 2021, the enumerated population of Maple Ridge was 94,742, which represents a change of 10.2% from 2016 Census. This compares to the provincial average of 7.6% and the national average of 5.2%.



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.

2021 Median Age (census) for Maple Ridge

41.1

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

EMPLOYMENT & DEBT

Year	Unemployment Rate	Employment Rate	Employed Persons
2021 Census	8.5%	69.5%	47,956
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

63.8%

Statistics Canada Labour Force Characteristics, 2021

Maple Ridge Residents: Employment by Industry

Construction	6,224
Retail Trade	6,344
Health Care and Social Assistance	5,822
Manufacturing	3,819
Educational Services	2,990
Accommodation and Food Services	3,078
Professional, Scientific and Technical Services	2,982
Public Administration	2,736
Wholesale Trade and Transportation	2,985
Administrative and Support, Waste Management and Remediation Services	2,233

Maple Ridge Residents: Employment by Occupation

Sales and service	12,052
Trades, transport and equipment operators and related occupations	10,258
Business, finance and administration	8,110
Education, law and social, community and government services	5,894
Management	5,469
Health occupations	3,109
Natural and applied sciences and related occupations	2,736
Art, culture, recreation and sport	1,676
Manufacturing and utilities	1,767
Natural resources, agriculture and related production occupations	745

Source: City of Maple Ridge – Economic Development

Municipal Debt Per Capita

2021 - Based on estimated population of 94,

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

Monthly Cost of Municipal Services

Total for Municipal Services	\$301.16
Water (Includes Capital)	57.46
Police Services	53.27
Capital (Includes Debt)	38.83
Sewer (Includes Capital)	38.45
Parks, Recreation and Culture	34.10
Fire Services	27.44
Development Services	24.60
General Government	20.44
Recycling (Includes Capital)	6.56

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



Standard Monthly Household Costs

Accommodation	\$2,282.10	FortisBC (Gas)	104.00
Transportation	1,663.91	Internet (High Speed)	82.56
Food	1,233.25	Home Security System	32.00
Clothing & Accessories	510.83	Cell Phone (Basic)	51.00
BC Hydro (Electricity)	122.00	Wired Phone ((Basic)	33.00
Home Insurance	142.00	Cable Television (Basic)	40.00

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

PROPERTY VALUES VS. TAXATION

Property Values
 In 2021, 91% of the total value of properties in Maple Ridge was in the Residential Class. That's 91% of over \$26.3 billion worth of property as reported by the BC Assessment Authority.

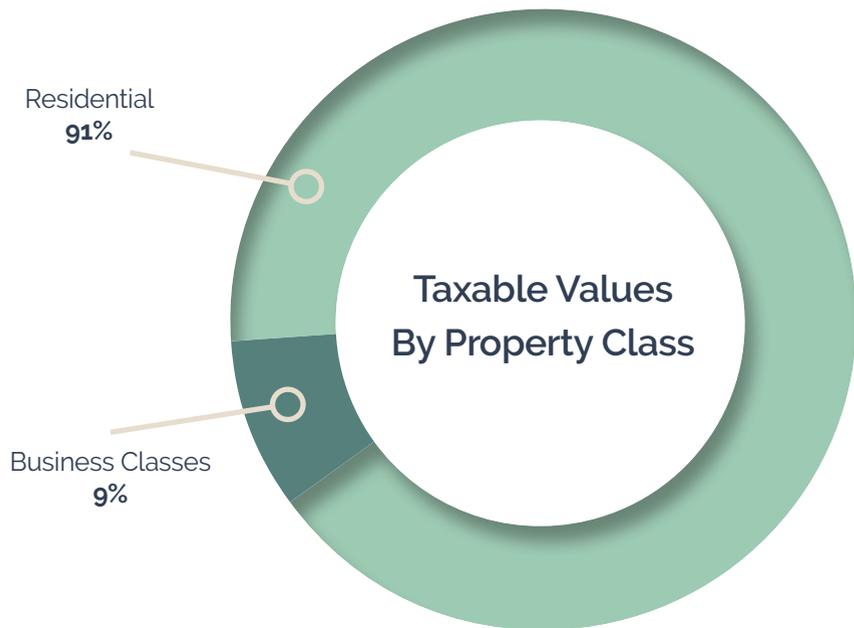
Property Taxes
 While 91% of the value is in the Residential Property Class, only 78.6% of the local taxes collected come from residential property owners.

21.4% of tax collected comes from the Business Classes, which account for 9% of the total property value in Maple Ridge.

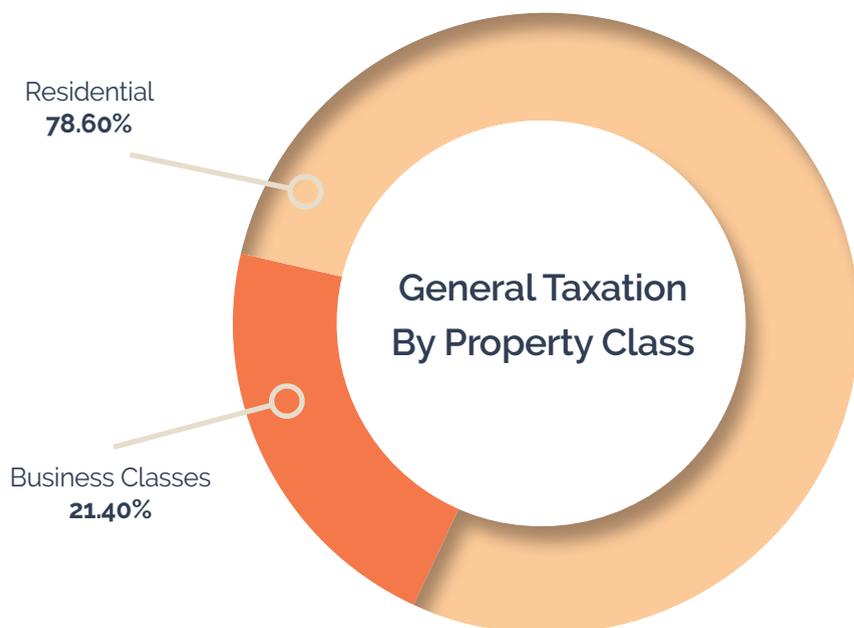
Total property taxes levied in 2021 was just over \$93.2 million.

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

The 2021 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.



2021 Total Value of All Property Types
\$26,227,992



2021 Total Property Tax Levies
 (for general purposes, NOT school, GVTA, BCA, etc)
\$93,213,665

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.



DOE, JOHN
DOE, JANE
12345 ANONYMOUS ST
MAPLE RIDGE BC 123 ABC

2021 PROPERTY TAX NOTICE

DUE DATE: Friday, July 2, 2021

Mailing Date: May 31, 2021

5% PENALTY IF NOT PAID OR GRANT NOT CLAIMED BY JULY 2, 2021
ADDITIONAL 5% PENALTY ADDED TO ANY CURRENT TAXES OUTSTANDING AFTER SEPTEMBER 1, 2021

LEGAL DESCRIPTION			
LOT 01 DISTRICT LOT 001 NEW WESTMINSTER DISTRICT PLAN NWP12345 GROUP 1.			
TOTAL NET ASSESSED VALUES FOR TAXATION PURPOSES			
CLASS	GENERAL	SCHOOL	HOSPITAL
1 - Res	772,200	772,200	772,200

JURISDICTION	312	ACCESS	111111
FOLIO / ROLL	11111-1111-1		
PROPERTY ADDRESS	12345 ANONYMOUS ST		
PID	111-111-111		

	COLUMN A NO GRANT	COLUMN B BASIC GRANT	COLUMN C ADDITIONAL GRANT
COLLECTED FOR OTHER GOVT'S & AGENCIES			
Non Residential School Levy	1,334.80	0.00	1,030.73
Residential School Levy	0.00	43.78	43.78
Less: Home Owner Grant	0.05670	199.69	199.69
Metro Vancouver Regional District	0.25860	31.74	31.74
SCBCTA (TransLink) Transportation Improvement Fee	0.04110	0.15	0.15
BC Assessment	0.00020		
Municipal Finance Authority			
TOTAL COLLECTED FOR OTHER GOVT'S & AGENCIES	1,306.09	736.09	461.00
MUNICIPAL TAXES AND UTILITIES			
General Levy	2,933.60	2,265.33	2,265.33
Drainage Improvements Levy	0.06610	51.04	51.04
Parks & Recreation Improvements Levy	0.08790	67.88	67.88
Parcel Charges	73.80000	73.80	73.80
Total Municipal Taxes	689.49000	689.49	689.49
Utility Services	426.45000	426.45	426.45
Water Levy	39.92000	39.92	39.92
Sewer Levy		1,155.86	1,155.86
Blue Box Service - Residential		3,613.91	3,613.91
Total Utility Services	4,920.00	4,350.00	4,350.00
TOTAL MUNICIPAL TAXES & UTILITIES	4,920.00	4,350.00	4,350.00
TOTAL CURRENT TAXES	4,920.00	4,350.00	4,350.00
Prepayments & Adjustments			
TOTAL TAXES DUE	4,920.00	4,350.00	4,350.00

APPLY FOR YOUR HOME OWNER GRANT ONLINE AT GOV.BC.CA/HOMEOWNERGRANT
PAYMENT & HOME OWNER GRANT DUE JULY 2, 2021

A - NO GRANT	B - BASIC GRANT	C - ADD'L
\$4,920.00	\$4,350.00	\$4,075.00

IMPORTANT HOME OWNER GRANT CHANGE

Starting 2021, municipalities will no longer accept Home Owner Grant applications. Instead, all grants will be submitted directly to the Province.

For more information or to apply for your Home Owner Grant, please see gov.bc.ca/homeownergrant or call 1-888-355-2700. You will need your Jurisdiction Number and Roll Number (found to the right) to apply.

2021 PROPERTY TAX NOTICE
Payable at Most Financial Institutions
See Reverse For Important Property Tax Info

A	B
No Grant	Grant: 570.00
\$4,920.00	\$4,350.00

Amount Paid

JURISDICTION	312
FOLIO / ROLL	11111-1111-1
ACCESS	111111
PID	111-111-111
CIVIC	12345 ANONY
OWNERS	DOE, JOHN DOE, JANE 12345 ANON

RIDGE MEADOWS RCMP DETACHMENT

Division Overview

Ridge Meadows RCMP/Police Services
Officer in Charge: Superintendent 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 65 of the City of Maple Ridge 2021 Annual report as part of the General Comparative Statistics.

Visit mapleridge.ca/153 to access the Ridge Meadows RCMP official website and the Ridge meadows Community Safety Dashboards



2021 Service Highlights

1523

Person Crime Files
(Down 17% from 2020)

3162

Property Crime Files
(Down 8% from 2020)

279

Impaired Driving Investigations Files
(Down 47% from 2020)

1216

Traffic Violation Tickets
(Down 41% from 2020)

349,122

Black Cat Radar Deployment
vehicles scanned to determine if live enforcement is required.

1554

Mental Health Files
(9% increase over 2020)



Officer in Charge: Superintendent Jennifer Hyland
Ridge Meadows RCMP



MAPLE RIDGE FIRE DEPARTMENT

Division Overview

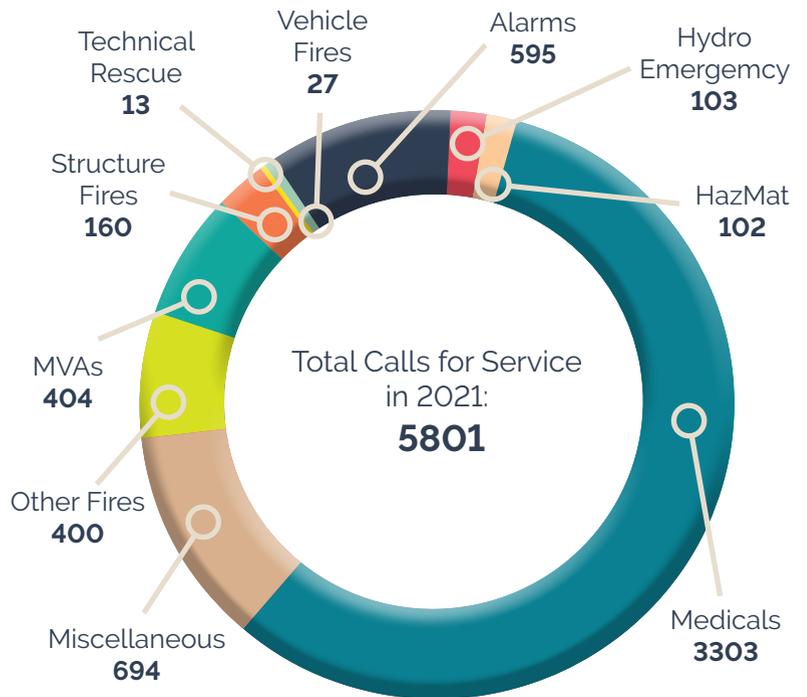
Fire Chief: Michael Van Dop



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.

On Friday, September 3, 2021, Maple Ridge Fire Chief Howard Exner retired after 30 years of service with the Maple Ridge Fire Department (MRFD). Chief Exner joined MRFD in 1991 as a volunteer firefighter and accepted a full-time position in 1998 as Chief Training Officer. Chief Exner is one of a handful of original volunteers who made the transition to career firefighting when the City's fire protection model changed two decades ago.



He was promoted to Deputy Fire Chief in 2013 and to Fire Chief in 2016. Chief Exner is a highly decorated firefighter and his professionalism and leadership have earned him numerous awards. He is the architect of the City's fire training program and helped shape the Department's fire delivery model when the City transitioned from volunteer service to today's composite model, which delivers fire safety with career firefighters and paid-on-call firefighters.



— 2021 — YEAR IN REVIEW

A TIME TO RECONNECT



In 2021 we emerged from the first waves of the pandemic and slowly, tentatively, moved from winter to spring through the evolving health orders. The mass vaccination program got underway, and by October of 2021 we were able to come together to Celebrate the Night with an incredible fireworks display.

By all estimations, this was the largest Celebrate the Night event we've held and 6,000 to 7,000 people were in the centre of Maple Ridge with families and friends that they had not interacted with for almost two years ready to celebrate being together again. These photo capture that special night.

Over the next pages of the report you will see how our community managed to stay connected and emerge from the global pandemic with strength and purpose from January through December.

2021 will be remembered as a year when we reconnected with the restaurants, pubs, music, festivals, sports, community events and our neighbours and realized how much we appreciate the bounty of this community.



YEAR IN REVIEW

TIMELINE

MAY

The Albion Community Centre construction was followed closely by the neighbourhood.



JUNE

This photograph from the Maple Ridge News was taken at an event on June 7 to show support for the Katzie First Nation as they took part in a mourning/ remembrance ceremony in honour of the 215 children found buried at the former site of the Kamloops residential school. Approximately 100 people attended the vigil and Chief Grace shared words and memories of the residential school system and its impacts on First Nations across Canada.



The 'Dog Friendly Maple Ridge' program rolled out as health orders loosened and the weather transitioned from spring to summer.

JULY

Our festivals staff delivered a 'Drive Through' Canada Day event that took you on a 'coast-to-coast adventure' with live performances throughout the route. The event culminated in a drive through food truck festival with some yummy treats for every appetite.



YEAR IN REVIEW

In July we held our first public event to celebrate both the 2020 BC Summer games legacy investments and the completion of the new viewing area and washrooms at the track at Maple Ridge Secondary and the new hammer throw and discuss area just west of Karina LeBlanc Field.



There was a gathering of family and friends to celebrate the life of Peter Hill, a local entrepreneur and dedicated volunteer. A special bench has been dedicated in his honour just west of Karina LeBlanc Field.



In July we had a visit from the Snowbirds as part of 'Operation Inspiration'. The aerial team flew over the Ridge Meadows Hospital as part of a Lower mainland flyover to salute all the frontline healthcare workers who have been doing extraordinary work over the course of the pandemic.

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YEAR IN REVIEW

AUGUST

Maple Ridge's own, Larrisa Franklin, returned home with a Bronze medal from the Tokyo Summer Olympics.



In August the Summer Happenings events included a concert by the band Raincity, who have some local roots.

SEPTEMBER



There was a block party organized by members of the Albion neighbourhood at Albion Sports Park. This community organized event features live music and all kinds of great activities for the kids.



In September the health orders allowed us to reopen facilities for a larger number of community members. The program registrations filled up fast and folks were enjoying living active lifestyles again.

Larry Walker was finally inducted into the Major League Baseball Hall of Fame. We are so proud to be his hometown and for him to be an ambassador for Maple Ridge and Canadian baseball.



YEAR IN REVIEW



SEPTEMBER

Welcome our new Maple Ridge Fire Chief, Michael Van Dop. Michael started his service in this new role at the beginning of October.

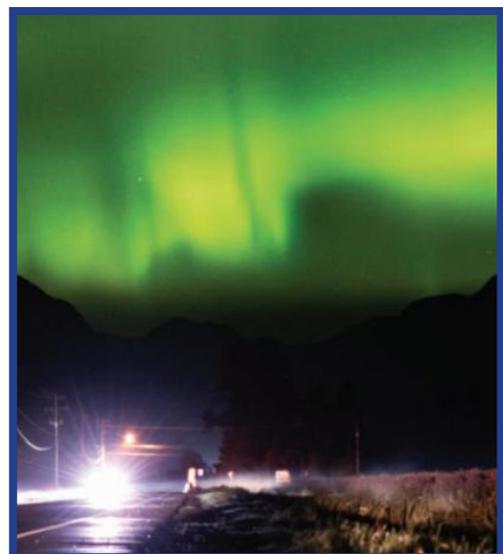


Celebrate the Night returned in October of 2021 and Mayor Morden was joined by our event sponsors to countdown the fireworks.

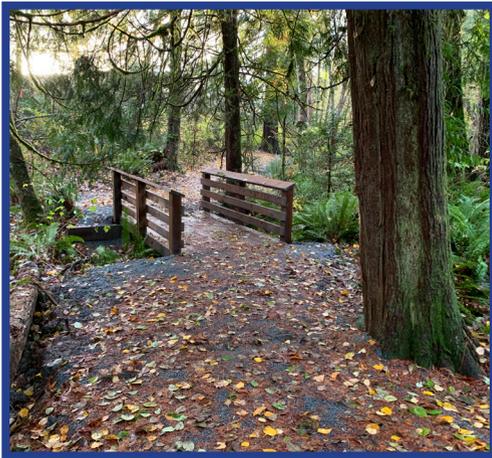


The Council Chamber has been renovated to accommodate social distancing making it possible for our Council to hold meetings in person.

The News published a photo from a reader who managed to capture the northern lights which made a rare appearance in southern latitudes in October.



YEAR IN REVIEW



While the construction of the Albion Community Centre has been visible from 104 Avenue, behind the scenes there has been work to create the connecting trails for the area.

Here's an aerial view of the Albion Community Centre site taken in October of 2021. The building spaces and landscaping are beginning to emerge.



NOVEMBER

The annual Remembrance Day ceremony was scaled back to protect our veterans from the impacts of the pandemic. Photographer Oliver Rathonyi-Reusz captured some images from the private ceremony that was held at the Branch #88 building.



YEAR IN REVIEW



Up until 2021 most of us had not heard of the term 'atmospheric river.' But by the last week of November we all saw firsthand, the impacts of the enormous amounts of rain that fell in our region. Here are some photos from The News and our photographer Oliver Rathonyi-Reusz.



Work was underway on the Silver Valley Gathering Place project to create a unique outdoor facility for families and for the community to come together and connect.



DECEMBER

The annual GLOW Maple Ridge lighting displays were made possible with the support of incredible sponsors.

In December the Engineering Department completed the installation of new pedestrian-activated crosswalks on 232 Street. Mayor Morden had the opportunity to join the Yennadon School Principal Lisa Lawrence and members of the school PAC (and their kids) to try out the new installation on December 17.



SPOTLIGHT ON COMMUNITY SAFETY



In 2021 key elements of the City's Community Social Safety Initiative (CSSI) were operationalized. Chad Cowles, Manager of Community Safety for the City of Maple Ridge, has been working in the community to bring together a team of people that are street smart, understanding, compassionate and committed to help people.

In the fall of 2021 two very important components rolled out. The first is an innovative program that's the first of its kind in BC called the Integrated Safety Ambassador team (iSAT). The program is coordinated by the Ridge Meadows RCMP Detachment who recruit and train community volunteers to assist the front-line police officers and the Community safety officers who were introduced in 2020 as a foundational part of the CSSI.

These volunteers add essential resources to ensure that there are high levels of contact with businesses and citizens in the urban core of Maple Ridge and allow us to bring the necessary resources to address individuals who are dealing with homelessness, addiction and mental health challenges.

That leads to another essential component of the CSSI, the Community Hub funded by a \$1.3 million Provincial and Federal Grant and initiated by a network of local community organizations to serve people that are unhoused or under-served by social programs. "One of the things our CSOs heard very early on in

our deployment was 'where do you expect me to go' when we were interacting with people camping on private property or having negative interactions in the downtown," said Mr. Cowles.

He continued, "The Community Resource Hub provides a place for people to access basic health care, food, a shower, and connection to treatment and support services that could literally change their lives." As the program launched in November the Hub team earned the trust of people that have been living on the streets and important connections were made that have resulted in people getting housing referrals, access to treatment programs.

"This has been a game changer. We don't want to just move problems around from place to place, our integrated approach and the collaboration between local agencies has allowed us to connect people with life changing services. City staff are volunteering to help people complete their taxes, claim benefits and get proper ID. Other Hub Team members are getting people essential medical care and submitting housing and treatment referrals. This program is about meeting people where they are and saying 'how can we help you today'. noted Mr. Cowles.

As 2021 came to an end the CSSI approach has been getting attention from around BC and Mr. Cowles has been invited to share the City of Maple Ridge's CSSI framework and implementation plan with other communities who are looking for innovative solutions to intractable problems around homelessness, addictions and mental health.

All of the components of the CSSI plan reflect that there are no simple solutions. Go to www.mapleridge.ca/2623 for the latest information on this key component of Maple Ridge's strategic plan.

ISAT Service Model



SERVICES & CONTACT INFORMATION



City of Maple Ridge, 11995 Haney Place, Maple Ridge, BC V2X 6A9 Canada

General Information

Tel: 604-463-5221
Fax: 604-467-7329
Hours: 8:00 am – 4:00 pm
mapleridge.ca
enquiries@mapleridge.ca

Mayor & Council

Tel: 604-463-5221
mayorandcouncil@mapleridge.ca

Building

Tel: 604-467-7311
buildingenquiries@mapleridge.ca

Clerk's

Tel: 604-463-5221
clerks@mapleridge.ca

Community Engagement & Relations

Tel: 604-467-7452
communications@mapleridge.ca

Economic Development

Tel: 604-467-7320
invest@mapleridge.ca

Emergency Program

Tel: 604-467-7301
Nights & Weekends: 604-463-9581
emergencyprogam@mapleridge.ca

Engineering

Tel: 604-467-7339
engineering@mapleridge.ca

Finance

Accounts Payable: 604-467-7388
accounts.payable@mapleridge.ca
Accounts Receivable: 604-466-4334
accounts.receivable@mapleridge.ca
Property Taxes & Utilities: 604-467-7336
revenue@mapleridge.ca

Fire Department

Non-Emergency: 604-463-5880
Emergency 911
fire@mapleridge.ca

Human Resources

Tel: 604-467-7350
hrenquiries@mapleridge.ca

Licences & Bylaws

Tel: 604-467-7305
licencesandbylaws@mapleridge.ca

Operations Centre

Tel: 604-463-9581
Public Works Emergency – 24 hours:
604-463-9581
operationscentre@mapleridge.ca

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

Tel: 604-467-7341
Environmental Enquiries: 604-467-7499
planning@mapleridge.ca

Property & Risk Management

Tel: 604-467-7477

Purchasing

Tel: 604-466-4343
procurement@mapleridge.ca

RCMP – Police Services

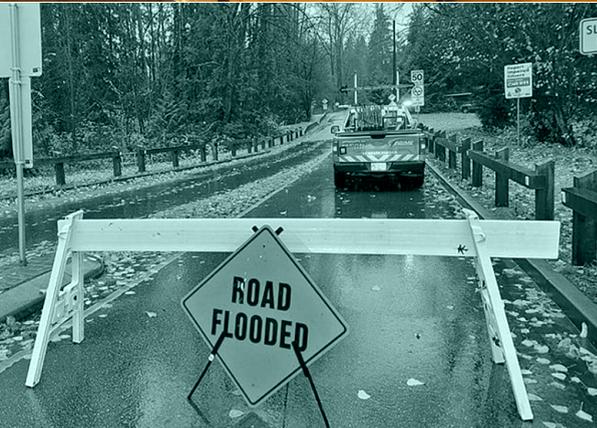
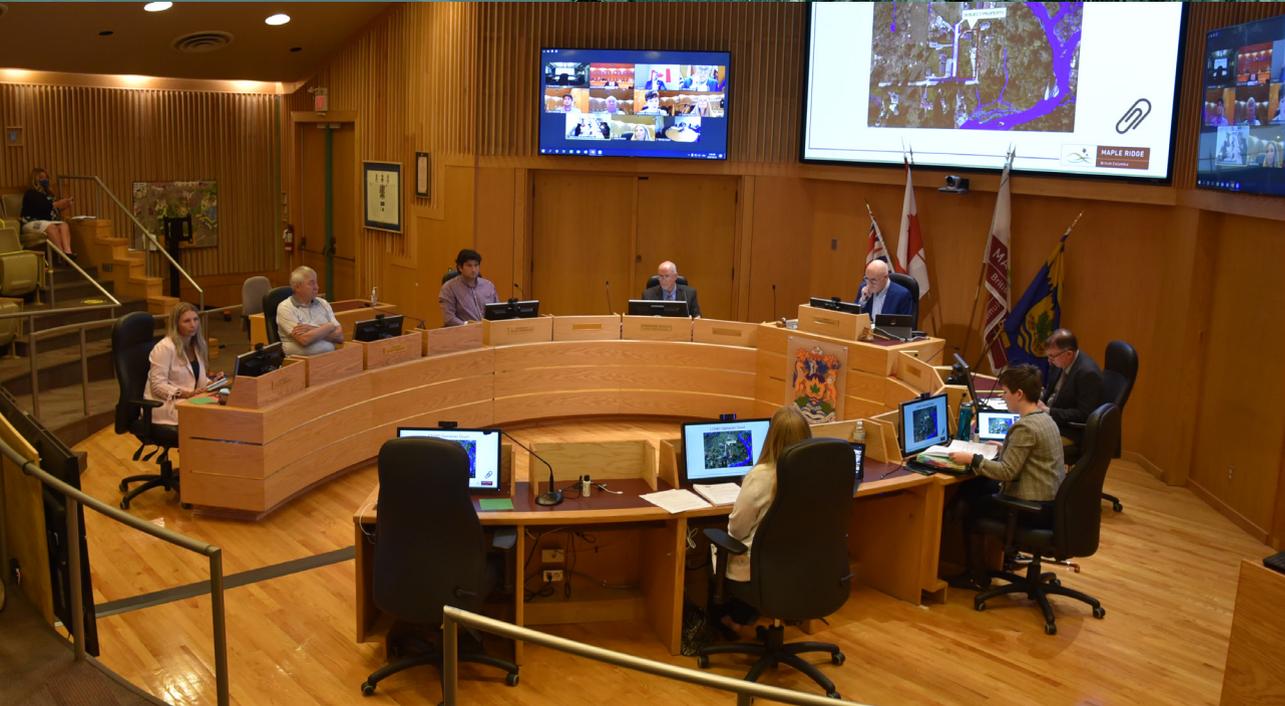
Non-Emergency: 604-463-6251
Emergency 911
rm.inquiries@rcmp-grc.gc.ca

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



SAFETY



GROWTH

