

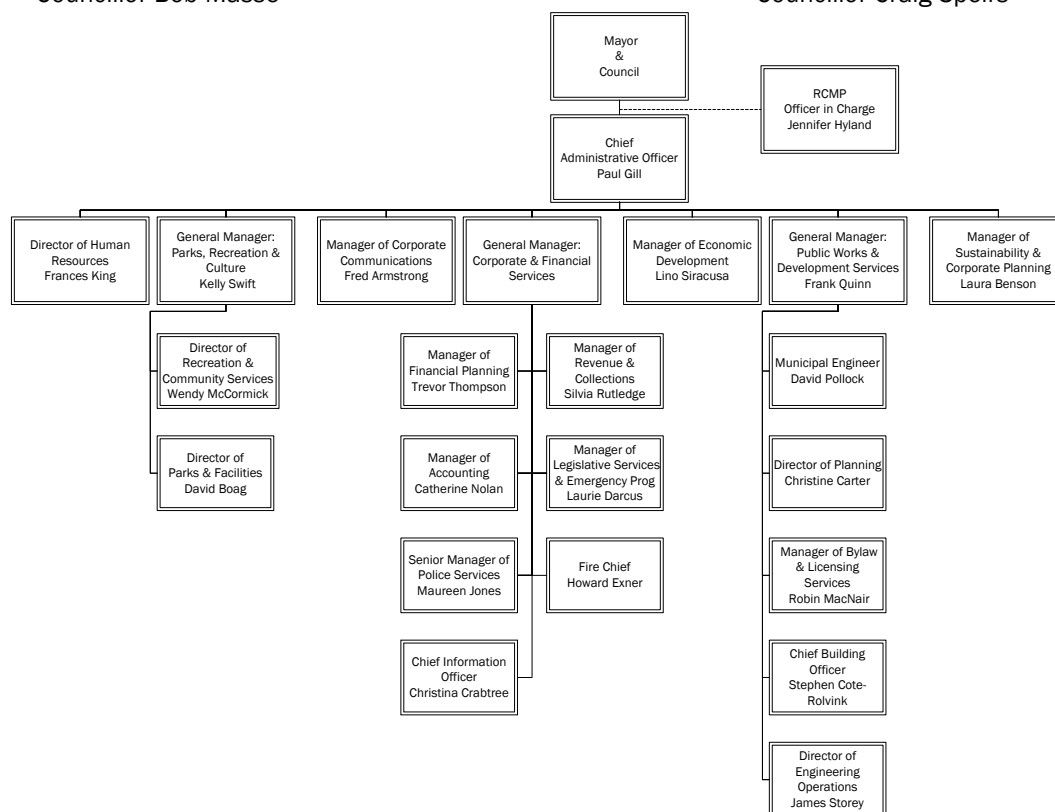
# Elected & Appointed Officials

## Elected Officials (2014 – 2018)

Mayor Nicole Read

Councillor Corisa Bell  
Councillor Kiersten Duncan  
Councillor Bob Masse

Councillor Gordy Robson  
Councillor Tyler Shymkiw  
Councillor Craig Speirs



## Appointed Officials (Department Heads) as at December 31, 2017

Chief Administrative Officer.....	Paul Gill, BBA, CPA, CGA
General Manager: Parks, Recreation & Culture.....	Kelly Swift, MBA, BLS
General Manager: Public Works & Development Services .....	Frank Quinn, P.Eng., MBA
Chief Building Officer .....	Stephen Cote-Rolvink, RBO, CRBO
Chief Information Officer .....	Christina Crabtree, BA
Director of Engineering Operations.....	James Storey, ASCT
Director of Human Resources.....	Frances King, MA
Director of Parks & Facilities.....	David Boag
Director of Planning.....	Christine Carter, M.PL., MCIP
Director of Recreation & Community Services.....	Wendy McCormick
Fire Chief .....	Howard Exner, BGS
Manager of Accounting.....	Catherine Nolan, CPA, CGA
Manager of Bylaw & Licensing Services.....	Robin MacNair
Manager of Corporate Communications .....	Fred Armstrong
Manager of Economic Development .....	Lino Siracusa, BA, MBA
Manager of Financial Planning .....	Trevor Thompson, BBA, CPA, CGA
Manager of Legislative Services & Emergency Program .....	Laurie Darcus, MA, MMC, SCMP, CPM
Manager of Revenue & Collections .....	Silvia Rutledge
Manager of Sustainability & Corporate Planning.....	Laura Benson, CPA, CMA
Municipal Engineer.....	David Pollock, P.Eng.
RCMP Officer in Charge .....	Superintendent Jennifer Hyland
Senior Manager of Police Services .....	Maureen Jones

Municipal Auditors - BDO Canada LLP  
Municipal Bankers - TD Canada Trust

Municipal Solicitors - Raymond Young QC (Local Govt and Planning Law)  
- Stewart McDannold Stuart (Local Government Law)

# Council Committees, Commissions and Other Appointments

The Mayor annually appoints members of Council to sit on the Board of various committees and government agencies. The appointments for 2017 – 2018 are as follows:

**Standing Committees** are established by the Mayor for matters considered best dealt with by committee. At least half the members of a standing committee must be Council members. Standing Committees are:

- Audit & Finance Committee
- Committee of the Whole

**Select Committees and Commissions** are established by Council to consider or inquire into any matter and to report its findings and opinion to Council. Generally, at least one member of a select committee must be a Council member. Select Committees are:

- Active Transportation Advisory Committee
- Advisory Design Panel
- Agricultural Advisory Committee
- Community Heritage Commission
- Economic Development Committee
- Environmental Advisory Committee
- Municipal Advisory Committee on Accessibility Issues
- Parcel Tax Review Panel
- Policing Task Force
- Public Art Steering Committee
- Social Policy Advisory Committee

**Members of Council** represent Maple Ridge on the boards of these agencies:

- Fraser Basin Council
- Fraser Valley Regional Library
- Mayors' Council on Regional Transportation
- Metro Vancouver Regional District
  - Metro Vancouver Climate Action Committee
  - Metro Vancouver Housing Committee
  - Metro Vancouver Mayors Committee
  - Metro Vancouver Performance and Audit Committee
  - Metro Vancouver Regional Parks Committee
  - Metro Vancouver Regional Planning Committee
  - Metro Vancouver Utilities Committee

**Members of Council** serve as a link between these community organizations and the City:

- Alouette River Management Society
- Business Improvement Association
- Chamber of Commerce
- Emergency Planning Committee
- Fraser Health Authority
- Fraser Regional Correctional Centre
- Malcolm Knapp Research Forest Community Advisory Board
- Maple Ridge Pitt Meadows Arts Council
- Pitt Meadows Airport Society
- Ridge Meadows Recycling Society
- Ridge Meadows Seniors Society
- Ridge Meadows Youth Justice Advocacy



# Services Provided by City Departments

**Maple Ridge's operational and administrative structure is comprised of four divisions and their subsequent departments:**

## Administration

*Chief Administrative Officer – Paul Gill*

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 Maple Ridge in accordance with Council's Strategic Plan and providing advice to Council about City organizational and operating procedures. The division consists of: Communications, Economic Development, the Emergency Program, Human Resources and Sustainability & Corporate Planning.

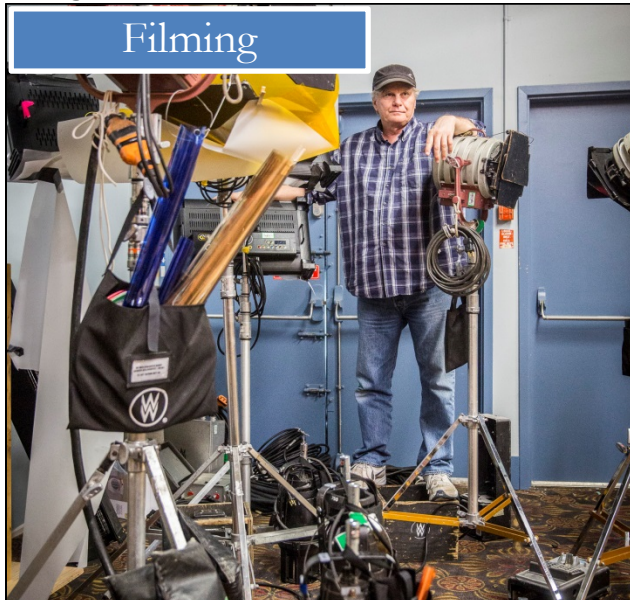
## Communications

*Manager of Corporate Communications – Fred Armstrong*

The Communications Department works with all City departments as well as Mayor and Council to provide important information to citizens and stakeholders of the City of Maple Ridge. Communications develops content and messages for the City website, social media, media releases and face-to-face interactions to ensure that information is available in a timely fashion, is open, transparent and accessible to the widest possible audience.

## Economic Development

*Manager of Economic Development – Lino Siracusa*



The mission of the Economic Development Department is to build the most liveable and sustainable community in Metro Vancouver, where citizens have opportunities for economic growth and where their children make their future homes. We do this by bringing people, ideas and money together to stimulate action.

We provide investment attraction, business retention and expansion programs, as well as film production liaison services. We work with local business associations such as Downtown Maple Ridge Business Improvement Association and the Chamber of Commerce, and provincial and federal government agencies involved in business and economic development. We also provide administrative support and staff liaison to the Economic Development Committee to Council, and its related task force groups. The Economic Development office also engages in a basic level of Tourism marketing for the City.

## Emergency Program

*Emergency Program Coordinator – Patrick Cullen*



The Emergency Program ensures that Maple Ridge and its residents are adequately prepared to respond to an emergency event. The Program provides opportunities for coordinated joint operations and training to staff, volunteers, businesses and the community in the areas of preparation, response and recovery. The intent is to ensure those involved in the emergency response system are well versed and capable of implementing the British Columbia Emergency Management System (BCEMS) model. In an emergency, citizens may find themselves on their own for an extended period of time. The intent is also to encourage residents to develop personal and family emergency plans and to volunteer to assist their neighbourhood and their community to begin the recovery process.

The Emergency Program is also responsible for providing Emergency Support Services (ESS). ESS is a provincial emergency response program through which staff and local ESS volunteers provide short-term assistance to residents of Maple Ridge and Pitt Meadows who are forced to leave their homes because of fire, floods, earthquakes or other emergencies. This assistance includes food, lodging, clothing, emotional support and family reunification. ESS is typically available for 72 hours, but in some instances the Province may extend support for a longer period of time.

Through an agreement with the City of Pitt Meadows, the Program also provides for integrated planning and response to emergencies impacting both communities.

# Services Provided by City Departments

## Human Resources

Director of Human Resources – Frances King



Human Resources provides an array of people-related programs and services designed to engage staff in their work and to maximize their full potential in contributing to the achievements of Maple Ridge.

Team members provide professional advisory and consulting services in recruitment and retention; organizational development; learning and development; performance management; employee and labour relations; health, safety and wellness; compensation; payroll and benefits administration; rewards and recognition.

## Sustainability & Corporate Planning

Manager of Sustainability & Corporate Planning – Laura Benson

The Sustainability & Corporate Planning Department develops and administers a formal business planning framework to maintain strategic alignment throughout the organization, and accountability mechanisms to ensure the organization remains transparent and on-track.

The department manages a coordinated, interdepartmental approach to corporate sustainability, including corporate energy and emissions, waste reduction and water conservation. Community sustainability work includes energy and greenhouse gas emissions planning and reporting, research, policy development and projects.

## Corporate & Financial Services

The Corporate & Financial Services (CFS) Division provides a wide variety of services to Mayor and Council, and to City departments. The division is comprised of five departments: Clerks, Finance, Information Technology, the Fire Department and the civilian side of the RCMP.

The services that we provide include coordinating Council work, managing revenue and cost control, developing business and financial plans, supporting property and risk management efforts, provision of

information technology services and developing policies, procedures and practices contributing to the well-being of the organization. As well, we spend time answering a wide range of enquiries from our citizens.

We also take a leadership role at a number of regional tables.

## Clerk's

Manager of Legislative Services & Emergency Program – Laurie Darcus

The Clerk's Department is responsible for supporting legislative, statutory and procedural support to the Organization. Responsibilities include agenda preparation, meeting management, recording of official minutes, administration and certification of bylaws, and the execution of legal documentation. We also administer the Corporate Records Management Program and are responsible for compliance with Freedom of Information and Protection of Privacy legislation. The general local and school district elections, by-elections, assent of the electors and plebiscites are conducted through the department.

The Clerk's Department is the liaison between the contract legal service providers, Council and staff. The department is also responsible for providing Council with up-to-date legislative, statutory and procedural information in the increasingly complex legal environment in which local governments operate.

The Property Management section is responsible for the acquisition and disposal of all of the land needs at the best possible value to the taxpayer. The administration of all rental properties falls to the department as does managing the administration of two independent dyking authorities. The Risk Management Program for loss control and insurance is also a function of the Clerk's Department.

## Finance

Manager of Accounting – Catherine Nolan

Manager of Financial Planning – Trevor Thompson

Manager of Revenue & Collections – Silvia Rutledge

The Finance Department serves as business advisors to the organization, developing creative solutions to achieve the City's financial and business objectives.



# Services Provided by City Departments

Through cooperative interaction with customers and staff we support the administrative and fiscal needs of the City within a framework that ensures sound fiscal governance. We support Council's open government initiative through the provision of reports that enables Council to review and monitor city finances and through our involvement with Council's public input sessions.

Specific functions include preparing and monitoring the Five-Year Consolidated Financial Plan and the Annual Consolidated Financial Statements, preparing and interpreting interim financial statements, levying and collecting City taxes and utility fees, processing accounts payable and receivable, developing and maintaining financial systems, investing and safeguarding Maple Ridge's financial assets, conducting internal audits and general cashing services.

The department is also responsible for reporting on financial matters to the Audit & Finance Committee.

## Information Technology

*Chief Information Officer – Christina Crabtree*

The goal of the Information Technology Department (IT) is to enable the City to leverage technology solutions that meet business objectives while providing an excellent customer experience. The IT Department is also responsible for managing corporate computing devices, data resources and hardware and software infrastructure. The IT team supports the operation of 425+ business computers, 100+ virtual servers, 42 physical servers, 1000+ networked devices and all associated telecommunications, applications and databases across 10 locations.

More than 20 different enterprise-wide business systems run on the computing network, including financials, property, taxation, payroll, asset management, budget, recreation, business licences, incident management, action requests and the Geographic Information System. The department maintains corporate communications assets which include telephone, email, networks, switches and servers.



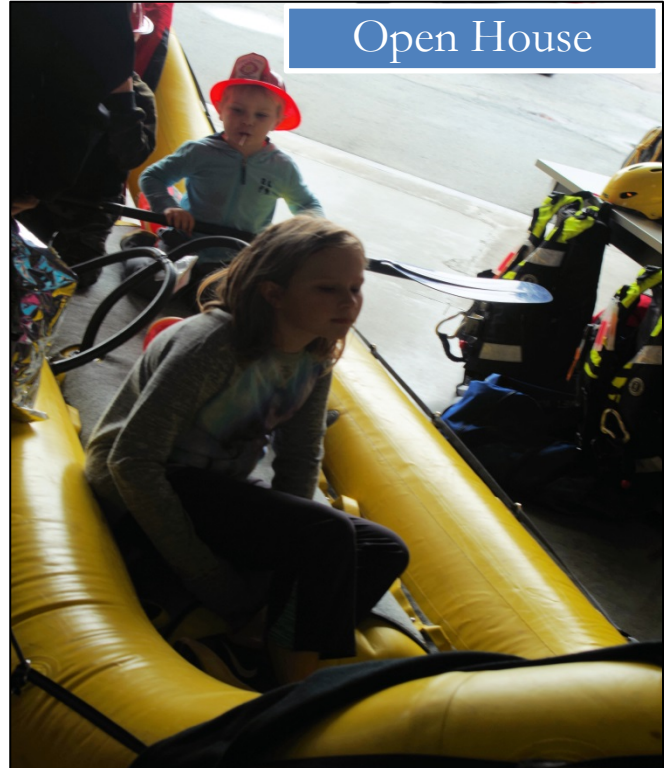
## Stay Connected

Beyond day-to-day operations, the department also coordinates strategic technology direction and investments, develops common standards and architectures and provides business solutions to help frontline departments deliver public services efficiently.

A major service area for the department is in providing technical advice, data management and reporting as well as developing business solutions to maximize the use of our technology investments and add value to the business units in their use of information technology.

## Maple Ridge Fire Department

*Fire Chief – Howard Exner*



## Open House

Our **MISSION STATEMENT** says what we do – **Protect Life, Property and the Environment**. We do this with dedicated and well trained paid-on-call and career firefighters, chief officers and administrative support staff.

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 quite fiscally responsible,

There are three main tenants of our service delivery that affect our citizens and the City:

### *Fire Prevention*

The department is actively engaged in proactive fire prevention measures that have a huge positive impact in the community and for the City. We conduct fire and life safety inspections, public education, development

# Services Provided by City Departments

planning and initiating bylaws that contribute to promoting a Safe and Resilient City. Further by being proactive the City and its citizens enjoy the benefits of the ensuing fiscal responsibility that is realized.

## *Administration*

The “business end” of operating the Fire Department is the responsibility of the Administration Division. This group is charged with the difficult task of balancing service demands with affordability in a sustainable fashion. Here, we conduct the day to day duties of running the Fire Department.

## *Operations*

The Fire Department relies heavily on cross-training in multiple disciplines to ensure that the department functions safely, effectively and efficiently in a multitude of operations, e.g., fires, medical aids, rescues of both people and animals and other public assistance.

The Chief Officers each assume specialized administrative duties as well as assuming the role of Duty Chief on a rotating basis.

## **Ridge-Meadows RCMP/Police Services**

*Officer in Charge – Superintendent Jennifer Hyland*

The Ridge Meadows RCMP's strategic priorities are based on three broad focus areas. They are Community Safety, Effective & Efficient Policing and Communications & Public Relations. The detachment achieves their objectives through a variety of critical partnerships within the community and its citizens and also through a crime reduction strategy, community policing and crime prevention programs.

The Ridge Meadows RCMP Detachment is proud to provide policing services for Maple Ridge and Pitt Meadows. The detachment is fully integrated between both cities and operates the hub of operations in Maple Ridge supplemented by a newly renovated and expanded Community Police Office in Pitt Meadows. The Ridge Meadows RCMP currently has 127 police officers on strength, with 101 assigned to Maple Ridge, 23 assigned to Pitt Meadows and 3 funded by the Province of BC. Maple Ridge and Pitt Meadows also contribute the equivalent of 12 members (10 Maple Ridge and 2 Pitt Meadows) in specialized integrated teams, serving the Metro Vancouver area.

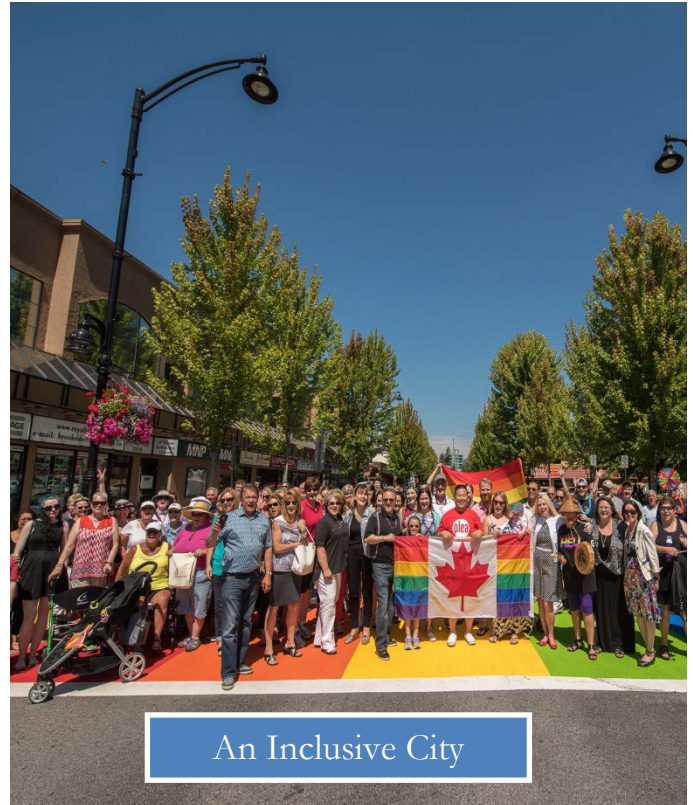


Chief for a Day

45 (FTE) City employees provide operational and administrative support for exhibits, prisoner guarding, client services, records management, crime analysis, court services, media relations, and fleet maintenance. In addition, the detachment has a robust crime prevention unit with an active and dedicated volunteer base who are passionate about community and public safety. These volunteers are actively participating in programs such as Citizens on Patrol, Citizens Bike Patrol, Speed Watch, Block Watch and the RCMP Auxiliary Constable Program.

## **Parks, Recreation & Culture**

*General Manager – Kelly Swift*



An Inclusive City

The Parks, Recreation & Culture (PRC) 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, PRC provides opportunities that build individual, neighbourhood and community capacity by connecting citizens and groups through education sessions, workshops and planning groups that support community-driven efforts to build community capacity and assets.

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. In addition, we are responsible for carrying out corporate initiatives as directed by Council and attend to inquiries and requests for assistance to the public.

The division consists of two departments: Parks & Facilities and Recreation & Community Services.

# Services Provided by City Departments

## Parks & Facilities

*Director of Parks & Facilities – David Boag*

Parks, Facilities & Open Space provides and maintains a wide variety of recreational sites that contribute to healthy lifestyles in this rapidly growing community. The Parks Planning and Operations section is responsible for the acquisition, planning and development of parks in accordance with the Parks, Recreation and Cultural Master Plan and the maintenance of the City's parks system, which includes sport fields, playgrounds, sports courts, dog parks as well as ornamental displays, street trees, an extensive trails inventory and a large number of greenbelt areas. This section also operates and maintains two City owned cemeteries and provides administration for interment services, recordkeeping and public inquiries.



The Facilities section, in cooperation with the Recreation & Community Services Department, provides maintenance services to a number of public meeting and sport/athletic activity facilities, including the Leisure Centre, Greg Moore Youth Centre, Hammond Hall, Whonnock Lake Community Centre as well as spray parks and an outdoor pool.

Other municipal facilities, including the public library, the ACT, museums, arena, a golf course and historic sites, are operated in partnerships with other contractors or organizations. The section also maintains City facilities including the City hall, fire halls and public safety buildings, as well as rental and leased properties throughout the community.

## Recreation & Community Services

*Director of Recreation & Community Services – Wendy McCormick*

The Recreation & Community Services Department recognizes that community engagement and active living are essential to personal health and quality of life. It is our mandate to ensure that all members of this community have access to these opportunities.

In cooperation with the Parks & Facilities Department, Recreation & Community Services operate facilities including the Maple Ridge Leisure Centre, Planet Ice, the Maple Ridge Library and a number of community halls. This is done in collaboration with various not-for-profit community organizations, agencies and businesses

such as the Golden Ears Winter Club, RG Properties, Fraser Valley Regional Library and School District No. 42. In addition, this department acts as a liaison and provides support to the Arts Council, the Ridge Meadows Seniors Society, the Maple Ridge Historical Society and Museum Society through Operating Agreement models. These organizations manage the operation of facilities, programs and services. Public art programs are supported through the Maple Ridge Public Art Advisory Committee.

Services include the delivery of recreation and education programs in arts and culture, aquatics, fitness, sport, day camps, ice-skating and more through single admission and pre-registered delivery models. Other services include; recreation access programs and supports, participating and facilitating community planning tables for healthy community initiatives. Customer service functions include facility, field and arena bookings, program registration, membership and admission processing.

The Recreation & Community Services Department is comprised of the following function areas: Youth Services, Neighbourhood Services, Social Planning, Seniors Services, Arts, Culture & Heritage, Festivals & Special Events, Volunteer Services, Children's Recreation, Aquatics, Health and Wellness, Business Operations, Marketing and Promotions, Facility Rentals and Facility Infrastructure project planning and implementation.

Recreation and Community Services work with community networks and partners to ensure that there are an abundance of opportunities for citizens to connect, engage, participate and contribute to community and opportunities to strengthen the capacity of both individuals and community organizations. The department provides programming for all ages by meeting community needs for opportunities to experience health and wellness, general interest, childcare and lifelong learning programming. Services are delivered directly through the operation of facilities such as the Maple Ridge Leisure Centre and Hammond Pool or through community partners.



# Services Provided by City Departments

## Public Works & Development Services

General Manager – Frank Quinn

The Public Works & Development Services (PWDS) division is responsible for carrying out corporate initiatives as directed by Council. PWDS provides leadership in the implementation of services including development processing, the issuance of building permits and business licences and the construction, operation and maintenance of City infrastructure. In addition, the division attends to enquiries and requests for assistance from the public. The staff in the division strive to provide excellent customer service and present a business friendly 'How Can I Help?' approach. The division continues to work with its partners such as the Urban Development Institute, and Greater Vancouver Homebuilders Association and the Downtown Business Improvement Association to ensure its processes align with Best Practices. The division sees public consultation being at the forefront of its activities and continues to build a successful public consultation process to engage and inform residents.

## Building

Chief Building Officer – Stephen Cote-Rolvink

The Building Department contributes to the corporate vision by ensuring that all construction works carried out within the City comply with the conditions detailed within the Maple Ridge Building Bylaw and by providing excellent customer service. The department works closely with development and building communities through participation on the Development Liaison Committee and hosting Builders Forums.

## Engineering

Municipal Engineer – David Pollock



The Engineering Department is committed to ensuring that the residents of the City of Maple Ridge can rely upon high quality infrastructure services including drinking water, sanitary sewage collection, rain water collection and discharge as well as an efficient multi-modal transportation network.

Various initiatives and programs are developed and implemented to construct municipal infrastructure in support of ongoing growth throughout the City as well as

ensuring the existing infrastructure elements are effectively operated and maintained through their complete life cycle. The foundation for the management of municipal infrastructure is a suite of coordinated Master Plans that cover all infrastructure components.



Capital project definitions, along with appropriate funding sources are developed for consideration in the City's Financial Plan. Staff in the Design & Construction section oversee projects through conception, design, tendering, construction and administration for roads, sewers, drainage and water works.

Infrastructure Development Engineering staff review land development applications for compliance with the City's Design Criteria standards and identify the scope of infrastructure servicing required in support of each project. City inspectors review the works constructed by private contractors to ensure conformance with the City's construction standards and remedy any deficiencies.

The water distribution and sewage collection systems are complex and regularly monitored to ensure optimal performance. Computer models assist in system planning for future growth as well as evaluating the performance of infrastructure in the built environment. For water, the City monitors not only the quantity, but also the quality of water delivered to residents, collecting samples weekly from over 40 locations across the City for lab analysis.

The management of all engineering record drawings and data is handled by the Geomatics section of the department.

The management of the overall transportation system includes consideration of all travel modes – walking, cycling, transit as well as vehicles. Rapid growth throughout the City, especially where developments occur in a non-linear manner often provides challenges, notably for connectivity of sidewalks and bicycle facilities. The Transportation section deals with over 400 service requests each year on traffic issues. Requests for neighbourhood traffic calming are evaluated by the Transportation section and staff work with the RCMP and ICBC on a number of safety initiatives.

# Services Provided by City Departments

The City's ability to respond to large-scale emergency or disaster situations is critical and the Engineering Department plays a significant role within the City's Emergency Operations Centre, providing professional expertise and advice on a large range of hazard mitigation and risk management issues.

The Engineering Department works in close cooperation with other departments within the City and staff provide information and technical expertise to internal City committees as well as a number of external regional organizations such as TransLink and Metro Vancouver.

## Licences & Bylaws

*Manager of Bylaw & Licensing Services – Robin MacNair*



The Licences & Bylaws Department contributes to the corporate vision by identifying policy initiatives that enhance Maple Ridge's "business friendly" approach by pursuing compliance of City bylaws in a fair and consistent manner.

The department also works closely with the Economic Development Department issuing business licences and providing enhanced customer service. The department also administers the dog licence program and works with the BCSPCA with regard to animal welfare.

## Operations

*Director of Engineering Operations – James Storey*

The Operations Centre takes pride in providing efficient, proactive and responsive customer service to our citizens of Maple Ridge. Personnel monitor and maintain roads, sidewalks, signage, street lights, traffic lights, storm water management, sewage collection, water management and distribution, fleet equipment, and City procurement.

Operational focus is on the health and safety of the citizens of Maple Ridge, while protecting the large investment in public works, underground infrastructure and environment. The Operation Centre is committed to providing essential and convenient services at a minimum cost to taxpayers, in an efficient manner to meet current and future needs.

## Planning

*Director of Planning – Christine Carter*

The Planning Department supports Council's direction through the creation and application of a number policies, regulations and bylaws. These documents are not only used as a guide for decision making, but also establish the procedures under which development applications are processed, and how information is disseminated within the Community.

After Council has set policy guidelines for the community, the department works to ensure that area residents are kept informed, and that development complies with zoning specifications, environmental legislation, health regulations and any form and character for a development area. To carry out this work, the department coordinates the flow of information with a number of internal departments, stakeholder groups and agencies involved in a development application.

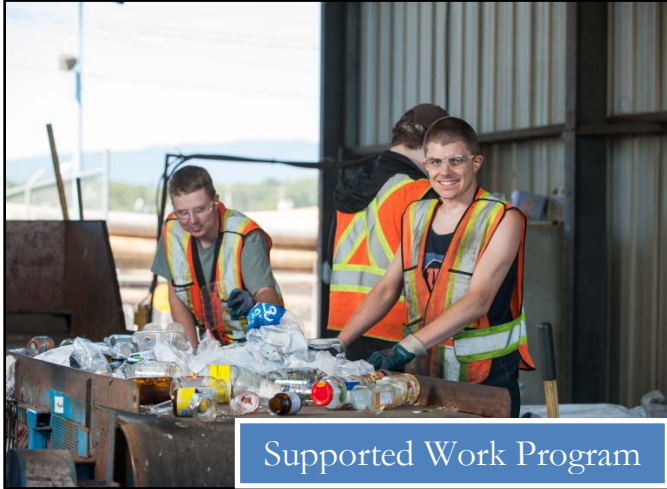
The department provides information, recommendations and technical expertise in the development of policy as well as providing technical assistance to committees of Council. The department also supplies information and works closely with external agencies, such as the Agricultural Land Commission and Metro Vancouver.

The department has a group of environmental specialists who are working so that Maple Ridge achieves the highest standards of environmental stewardship and sustainability. This team works in the field to assess the impacts of project applications, and also works with Council and the Environmental Advisory Committee to develop environmental policies to align with Council's vision and Provincial regulations. These policies and regulations form part of a comprehensive framework that is used to guide decisions around planning and land use in the community.



## Services Provided by City Departments

### Ridge Meadows Recycling Society



Supported Work Program

Ridge Meadows Recycling Society (RMRS), a community-based, charitable non-profit organization, in partnership with the City of Maple Ridge, provides Blue Box recycling collection, operates the Maple Ridge Recycling Depot and Intermediate Processing Facility and offers education on environmental issues in Maple Ridge.

As a local employer, with a total of 67 full and part-time employees, the Society provides entry-level employment and training opportunities, as well as supported work and training for adults with developmental disabilities.

RMRS is an award-winning environmental organization that has a highly motivated team who promote the 3R's (Reduce, Reuse and Recycle), provide excellent customer service, seeks out partnerships to enhance recycling services and works to maximize financial and sustainability returns on recycled commodities.



# 2017 Awards

## Maple Ridge is the Recipient of Many Awards for Innovation and Excellence



Maple Ridge received our 21<sup>st</sup> consecutive '**Award for Outstanding Achievement in Popular Annual Financial Reporting**'. In order to receive this award, a government unit must publish a Popular Annual Financial Report whose contents conform to program standards creativity, presentation, understandability and reader appeal.

Maple Ridge received our 27<sup>th</sup> consecutive '**Canadian Award for Financial Reporting**.' In order to receive this award, a government unit must publish an easily readable and efficiently organized annual financial report, whose contents conform to program standards. Such reports should go beyond the minimum requirements of generally accepted accounting principles and demonstrate an effort to clearly communicate the municipal government's financial picture, enhance an understanding of financial reporting by municipal governments and address user needs.

Maple Ridge received our 15<sup>th</sup> '**Distinguished Budget Presentation Award**.' In order to receive this award, a governmental unit must publish a budget document that meets program criteria as a policy document, as an operations guide, as a financial plan and as a communications device.



**HUB**, a cycling advocacy organization located throughout BC, has an annual recognition awards program and the City is the proud recipient of the **Biggest Leap Award** for 2016. This award is presented to a company, individual, school or municipality that has made a substantial change to help increase the number of people on bikes. This year, the award was presented to the City for their commitment in delivering bike education for grade five, six and seven students in ten elementary schools. Maple Ridge went from no bike education courses in 2014, to one pilot program in 2015, to fully supporting bike education in 2016.



Maple Ridge received a '**Gold Award**' for the 2015 Citizens Report. **Hermes Creative Awards** is an international competition for creative professionals involved in the concept, writing and design of traditional and emerging media that recognizes outstanding work in the industry. Judges are industry professionals who look for companies and individuals whose talent exceeds a high standard of excellence and whose work serves as a benchmark for the industry.



Maple Ridge received the **MarCom 'Gold Award'** for the 2016 Citizens Report in the Publications/ Annual Report/Government category.

The MarCom Awards is an international competition for marketing and communication professionals involved in the concept, writing and design of marketing and communication programs and print, visual and audio materials. The competition has grown to perhaps the largest of its kind in the world.



The **Metro Vancouver Chapter of the Commercial Real Estate Development Association (NAIOP)** presented the City with an award for Municipal Excellence recognizing Maple Ridge as the '**Most Business Friendly Municipality**' in the region. This is the third consecutive year that Maple Ridge has received this awards.

National NAIOP Vancouver represents commercial real estate developers, owners and investors of office, industrial, retail and mixed-use properties. It provides strong advocacy, education and business opportunities and connects its members through a powerful North American network.

**For More Information on City Awards Visit**  
***[mapleridge.ca/320/Awards](http://mapleridge.ca/320/Awards)***

# Summary of Services and Regional Relationships



Maple Ridge is nestled between the Golden Ears Mountains, part of the Coast Mountain Range, and the Fraser River. Our City is the sixth oldest and eleventh largest (by land size) of the 162 municipalities in British Columbia. Much has changed since the City was incorporated in 1874 and the City of Maple Ridge now provides an extensive suite of local government services:

- Building Permits
- Business Licensing
- Bylaw Establishment and Enforcement
- Cemetery Services
- Drainage
- Economic Development
- Emergency Preparedness
- Filming Production Support
- Financial Planning
- Heritage
- Land Use Planning
- Parks, with the exception of Golden Ears Park, which is a Provincial Government responsibility and Kanaka Creek and Blaney Bog Regional Parks which are a Metro Vancouver responsibility
- Police and Fire Protection
- Recreation & Cultural Services
- Sanitary Sewer Collection System
- Storm Water Management System
- Transportation Network
- Waterworks Distribution System

**Services that are not an assumed responsibility of Maple Ridge include:**

- Dyking Maintenance and Flood Control – Dyking Districts partnership with the City of Pitt Meadows and the Provincial Government
- Garbage Collection and Organics (Private Operators)
- Hospital Care Systems (Provincial)
- Housing and Homelessness (Provincial)
- Public Education (Provincial, local School Board and Private Schools)
- Sanitary Landfill (Greater Vancouver Sewerage and Drainage District)
- Social and Health Programs (Provincial)

Maple Ridge issues the property tax notices and acts as a collection agent for all property taxes. The following levies are included on the property tax notice; Council does not have control or responsibility over their levy, expenditures or operation, except in some instances as a voting member:

- BC Assessment
- Dyking Districts
- Metro Vancouver
- Municipal Finance Authority
- Provincial Government – School Taxes
- TransLink

Maple Ridge contracts services from other organizations and is represented on several regional boards, which provide a variety of services for Maple Ridge residents:

- **BC Society for the Prevention of Cruelty to Animals (BC SPCA)**

The BC SPCA is a not-for-profit organization dedicated to protecting and enhancing the quality of life for domestic, farm and wild animals in BC. The City has contracted the BC SPCA to provide domestic animal impound and shelter services and to enforce the animal control bylaws.

- **Emergency Communications for Southwest British Columbia Incorporated (EComm)**

E-Comm is the largest 9-1-1 call centre in BC and provides dispatch services for 35 police and fire departments throughout the province. E-Comm also owns and operates the wide-area radio network used by police, fire and ambulance personnel throughout Metro Vancouver and the Fraser Valley.

- **Fraser Valley Regional Library (FVRL)**

The largest public library system in BC, with 25 community libraries serving over 700,000 people in its service area. Funding comes from annual grants from each of the member communities along with a Government of BC operating grant. The City of Maple Ridge provides the space for the library and the collection and operation of the facility are managed by the FVRL.

- **Greater Vancouver Sewerage and Drainage District (GVS&DD)**

Responsible for major distribution components, sewage pumping stations and wastewater treatment plants. Metro Vancouver also works with municipalities to manage stormwater and drainage issues.

- **Greater Vancouver Water District (GVWD)**

Responsible for providing clean, safe drinking water and delivering it to the member municipalities for distribution by local systems. Metro Vancouver also plans for water shortage response, watershed management and water use.

# Summary of Services and Regional Relationships

- **Maple Ridge / Pitt Meadows Arts Council Society**

The Society operates the Arts Centre Theatre; a 500 seat performance facility, art gallery, event lobby and arts and cultural programming space, in addition to providing arts and cultural services to residents.

- **Metro Vancouver**

Metro Vancouver is a federation of 21 municipalities, one Electoral Area and one Treaty First Nation that collaboratively plans for and delivers drinking water, wastewater treatment and solid waste management. Metro Vancouver also regulates air quality, plans for urban growth, manages a regional parks system, workforce, provides labour relations services, administers the 9-1-1 emergency communications system and provides affordable housing. The regional district is governed by a Board of Directors of elected officials from each local authority.

- **Ministry of Education**

Provides Provincial government school system serving kindergarten to grade 12 students in public schools, independent schools and home-schooled. The purpose of the British Columbia school system is to enable the children enrolled each school year, to develop their individual potential and to acquire the knowledge, skills and abilities needed to contribute to a healthy society and a prosperous and sustainable economy.

- **Municipal Finance Authority (MFA)**

The MFA pools the borrowing and investment needs of BC communities through a collective structure and is able to provide a range of low cost and flexible financial services to our clients equally, regardless of the size of the community. The MFA is independent from the Province of British Columbia and operates under the governance of a board of members appointed from the various regional districts within the province.

- **Municipal Insurance Association of BC (MIABC)**

Maple Ridge is a member of the MIABC (The "Exchange") as provided by Section 3.02 of the Insurance Act of the Province of British Columbia. The main purpose of the Exchange is to pool the risks of liability so as to lessen the impact upon any one subscriber. Under the Reciprocal Insurance Exchange Agreement Maple Ridge is assessed a premium and specific deductible for its claims based on population.

- **Ridge Meadows Recycling Society (RMRS)**

Ridge Meadows Recycling Society is a community-based, non-profit organization, advocating zero waste, operating responsible waste reduction services and providing environmental education. They employ people with developmental disabilities assisting their integration into the community.

- **Ridge Meadows Seniors Society (RMSS)**

The Society operates the Maple Ridge Seniors Activity Centre and partners with the City to provide recreation programming and advocacy for seniors. The Mission of RMSS is to advance the well-being of seniors by providing social support services, education & recreational programs for seniors 55+ within the community. Volunteers are involved in a wide variety of activities that expand and strengthen our ability to provide quality programs and services.



- **Royal Canadian Mounted Police (RCMP)**

The RCMP provide policing services for the City of Maple Ridge (as well as many of the neighbouring communities) based on a contract between the Provincial and Federal Governments. The City is responsible for providing the clerical support services and facilities for the RCMP.

- **TransLink**

Responsible for planning, financing and the management of all public transit in addition to major regional roads and bridges in Metro Vancouver.

TransLink is Metro Vancouver's regional transportation authority. TransLink is responsible for regional transit, cycling and commuting options as well as Intelligent Transportation System programs. Their services are delivered through our operating companies such as subsidiaries like Coast Mountain Bus Company, HandyDart and the West Coast Express.

TransLink also shares responsibility for the Major Road Network (MRN) and regional cycling with municipalities in Metro Vancouver. We are the first North American transportation authority to be responsible for the planning, financing and managing of all public transit in addition to major regional roads and bridges.

Maple Ridge shares and supports transit services through the provision of transit facilities (such as bus stops and exchanges). Shelters and benches are provided by Maple Ridge where it is cost effective.