

THE CITY OF

British Columbia, Canada

# MAPLERIDGE

2015 CITIZENS REPORT as of December 31, 2015

[www.mapleridge.ca](http://www.mapleridge.ca)

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# VISION 2025

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

## MISSION

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

## VALUE STATEMENTS

### **Leadership:**

To encourage innovation, creativity and initiative.

### **Service:**

To be fair, friendly and helpful.

### **Reputation:**

To stress excellence, integrity, accountability and honesty.

### **Human Resources:**

To recognize that our people are our most valuable resource.

### **Community:**

To respect and promote our community.

### **Stewardship:**

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





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## Home Town Hero

Larissa Franklin's journey from the baseball diamonds of Maple Ridge to the Gold Medal Game of the 2015 Pan Am Games.

**Back Cover**



## Photo Credits

### COVER

Frank Gratzner from our Roads Section volunteered to help us illustrate the challenges around climate change.  
*Photo by Oliver Rathonyi-Reusz*

### OPPOSITE PAGE

The Blanshard Needle (1550m) after a fresh snowfall in December 2015.  
*Photo by Fred Armstrong*

### CONTACTS PAGE

The Albion dock at the south end of 240th Street at River Road.  
*Photo by Fred Armstrong*



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# INTRODUCTIONS



## Message From Our Mayor

On behalf of Council and the citizens of Maple Ridge I am proud to present the 2015 Citizens Report. This document contains an overview of the financial performance of the City of Maple Ridge for the year ending December 31, 2015.

It was a year that saw change at the very top of our organization. Jim Rule, who served as the City's Chief Administrative Officer (CAO) retired in May of 2015. Jim joined the City of Maple Ridge in 2002 and served five Mayors in his thirteen years as CAO. Under his leadership our community has navigated explosive growth and developed a strong planning and policy framework that underlies all of the work done by our staff.

Jim was a pleasure to work with. His understanding of local government, the operation of our City and the challenges of political life were an asset to Council and the community he served. I would like to dedicate this year's Citizens Report to Jim Rule.

After a six month search our community was introduced to Ted Swabey who took the helm on December 1, 2015. Ted's experience and energy ensures that Maple Ridge has strong leadership as we move to the future. Please enjoy this look back at what we accomplished as a community in 2015.

**Nicole Read**  
Mayor

## Message From Our CAO

December 1, 2015 was my first day as Chief Administrative Officer for the City of Maple Ridge. This day was also the first of three full days of presentations to Council respecting the proposed 2016 – 2020 Financial Plan. What struck me immediately was the exemplary job staff had done in preparing and presenting the business plan to Council and the community.

The City of Maple Ridge, like most municipalities, is a complex organization that delivers a large variety of services to its citizens. Business Planning provided an excellent venue to explain and identify priorities for Council's consideration. What was also obvious during these presentations was the remarkable job former CAO, Jim Rule, had done in leading this organization. This left a legacy of fiscal responsibility and sustainable service delivery that has resulted in an employee culture that is customer service driven and has a strong sense of ensuring there is value for services we deliver to our taxpayers.

I also would like to acknowledge the outstanding work of the senior leadership team who, in addition to their regular duties, shared the role of Acting CAO for six months following Jim Rule's retirement. On behalf of Council I want to thank Frank Quinn, Paul Gill and Kelly Swift for the stewardship of our community during that period of transition until I arrived. This report reflects the General Managers' strong commitment to the business plans they developed that were adopted by Council for 2015.

Maple Ridge has a diverse population and I have come to understand how very passionate they are about making Maple Ridge the most desirable place to 'live, work and play' in Metro Vancouver. I am so pleased to be part of this community and to help guide our development in this regard.

If there are ever any comments or suggestions that members of the public would like to make about this document or the community in general please do not hesitate to contact me at [tswabey@mapleridge.ca](mailto:tswabey@mapleridge.ca) or 604-463-5221.

**E.C. (Ted) Swabey**  
Chief Administrative Officer



# MAPLE RIDGE

## 2015 CITIZENS REPORT

The 2015 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 more quickly access information on our website [mapleridge.ca](http://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 and **Ray Urner** of Dakota Maverick Photography for their photography which enhances many of the articles in this publication. In our Year In Photos section there are a number of photographs that have been supplied by our local community newspapers. We would like to thank the **Maple Ridge News** and the **Maple Ridge and Pitt Meadows Times** for supplying photos that graced the front pages of their newspapers. In this context we all get to appreciate the amazing talent that serves our community every day. We would also like to thank our publication designer **Cindy Farnsworth** for pulling all of the content together. Her passion for the community and this project is evident in the final product.

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.

Finally, I have the honour of working with two very wonderful colleagues, **Cindy Dale** and **Tracy Camire**, whose professionalism and enthusiasm are an inspiration. Their fingerprints are all over this document. I thank them for their wonderful ideas, suggestions, corrections and cajoling. They are amazing.

We hope that you enjoy the 2015 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](mailto: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](http://mapleridge.ca) under the Business Plans/Financial Reports section in the Your Government menu.

Maple Ridge is active on social media. You can follow us on Twitter [@yourmapleridge](https://twitter.com/yourmapleridge) and on Facebook at [facebook.com/yourmapleridge](https://facebook.com/yourmapleridge). We look forward to your comments on the 2015 Citizens Report.



The print version of this report is 100% recyclable.

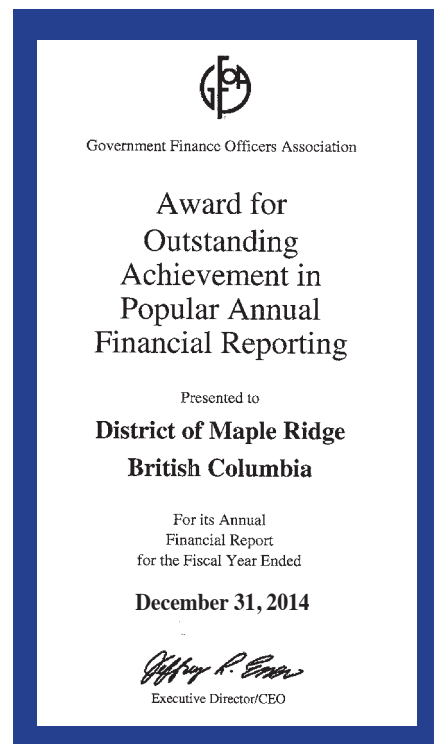


## GFOA

The Government Finance Officers' Association of the United States and Canada (GFOA) has given an Award for Outstanding Achievement in Popular Annual Financial Reporting (PAFR) to Maple Ridge for its Popular Report for the fiscal year ended December 31, 2014. The Award for Outstanding Achievement in Popular Annual Financial Reporting is a prestigious international award recognizing conformance with the highest standards for preparation of state/provincial and local government popular reports. In order to receive an Award for Outstanding Achievement in Popular Annual Financial Reporting, a government unit must publish a Popular Annual Financial Report, whose contents conform to program standards of creativity, presentation, understandability, and reader appeal.

The Award for Outstanding Achievement in Popular Annual Financial Reporting is valid for a period of one year only. Maple Ridge has received a Popular Award for the 19th consecutive year and is very fortunate to be one of only eight municipalities in Canada awarded a PAFR for 2014. We believe our current

report continues to conform to the Popular Annual Financial Reporting requirements, and we are submitting it to GFOA.





## MESSAGE FROM THE MAYOR



Our Council was sworn in on December 1, 2014 and as of December 31, 2015 all of us have served the community for a full year. To say the year has flown by would be an understatement. In our first year as a Council we have dealt with some significant issues that have impacts far beyond our borders.

The transit referendum in the spring of 2015 highlights some of the challenges we face as a growing community. Our citizens would like to park their cars and use transit but we need to have a level and style of service that makes that goal possible. The referendum was defeated with 77% of Maple Ridge residents rejecting the proposal. This issue will continue to be on the regional agenda until we can come up with a way to deal with the fundamental flaws in the governance model.

Like many communities in BC we are struggling to deal with issues of homelessness and I met some amazing people on all sides in 2015. The residents along Cliff Avenue, who lived with this issue for six long months, were a great source of inspiration. There were unsheltered people who we got to know personally and thankfully due to our intervention some of them have begun a journey away from life on the streets. We didn't celebrate the fact that our community is the only one in BC that had a homeless camp that voluntarily dispersed, but that was a major achievement. This issue is far from resolved and until we find a way to connect these citizens with a continuum of care we will continue to see people slip through the cracks.

Managing our growth was a recurring topic in 2015. We had very important conversations about how we fund the development of more complete neighbourhoods. We made substantial movement on the development of a new Hammond Area Plan, our Commercial and Industrial Strategy and we passed our Environmental Strategy and bylaws to protect the environment. All of these issues are intertwined. Our citizens want us to find a way to have sustainable development that will see strong neighbourhoods emerge where people can raise their families and achieve their dreams.

In 2015 we launched our Open Government Task Force and our Citizens Advisory Committee delivered incredible recommendations that will come before Council in 2016. The volunteers on this group really captured the aspirations that we on Council have around this issue.

For me there are so many poignant moments in 2015. One incident that touched me deeply was the death of one of our homeless citizens, Anita Hauck who I met early on in the Cliff Avenue camp. She was a kind and generous person who advocated for homeless citizens even as she dealt with homelessness herself. Anita was a mother and a daughter who had periods of sobriety, but in the end drugs took over her life. Sadly, she died a couple of weeks before the temporary shelter opened. Anita is my inspiration on the issues around homelessness, addiction and mental health.

On the next page each of my fellow Council members will share their highlight of 2015. I thank them all for their passion and service to our community and I thank you for your support and for taking the time to read this report. This is a snapshot of 365 days of our community. Enjoy.

*Mayor Nicole Read*







### Corisa Bell

It's such an honour to have been elected President of the Lower Mainland Local Government Association. LMLGA represents 2.4 million people who reside in the association's 33 municipalities. I kicked off the "Presidents Tour" with Mayor Greg Moore in Port Coquitlam. I'm an advocate for open dialogue and communication, firmly believing the more we work together the stronger local government's voice is when building relationships and negotiating with other levels of government. Life is hard enough, my passion in life through volunteering and government is to improve the quality of life for us all. #transparency #accountability #publicengagement #community #peace #love



### Kiersten Duncan

2015 was a big year for me both personally and professionally. I started my dream job as a City Councillor, a career choice I've been pursuing since attending my first Council meeting at the age of 11, and my highschool sweetheart and I got engaged. Together we bought our first home and adopted a lovely rescue dog named Satchi from S.A.I.N.T.S. (Senior Animals In Need Today Society). It's been an amazing year, I can't wait to see what 2016 brings!



### Bob Masse

My highlight of 2015. That's pretty easy. My wife and I found out that we were going to be grandparents. It's exciting news for any family, but we found out that we were going to be grandparents of twins! Much of the last part of 2015 involved getting ready for these new additions to our family. I know it's cheating, but the photo I've included is my wife and I holding the twins taken earlier this year. We are blessed.



### Gordy Robson

In 2015 City Council was given the opportunity to refresh the management of the City and selected Ted Swabey as the new CAO. That was one of Council's biggest decisions in 2015. On the personal side, Mary and I welcomed the news of another grandchild. Our growing family gives us great pride and joy. In late 2015 the call went out for help to settle Syrian refugees across the nation. Mary and I decided to open our home and in early 2016 we welcomed two families and found 13 more grandchildren. Talking with these new citizens, hearing their experiences and seeing the world through their eyes as they establish themselves in their new home makes me realize that, as Canadians, we are truly blessed.



### Tyler Shymkiw

My professional highlight was the support of my colleagues on a bylaw to limit the expansion of payday loan companies in our community. These operations often prey on citizens who are already struggling with financial hardship. The bylaw that we passed here in Maple Ridge created a conversation in the region and it is my hope that the Provincial and Federal Governments will step in to regulate this industry and to protect citizens who are vulnerable to these often predatory practices.



### Craig Speirs

Last year was a busy one with lots of excellent challenges both politically and personally. One of the best things I did last year was read my father's letters home from the war (WW2) at the monthly Local Voices event at our library. I read excerpts from the letters chronologically and was struck by the story of a boy going to war and coming back as a man, fully grown. It was a very emotional and satisfying experience. Local Voices tells the community's stories one person at a time and it's always interesting. Check it out.





# Local Film & TV Production at Record Levels

When the Canadian dollar started to drop in value against the American currency an already busy local film and television production schedule ramped up to record levels.

In spring of 2015 John Wittmeyer leased space on 224 Street and created 'Ridge Film Studios.' The building was renovated with production offices and special sets to replicate courtrooms and forensic labs. By the end of the year the studio was fully booked for film and television projects and there was a demand for even more space.

Statistics show that 2015 was a record year with 263 permits issued generating close to \$150,000 in revenue. That doesn't include the location fees paid to the owners and operators of places like Chameleon Café and The ACT Arts Theatre that are very popular with the location directors in the region.

In total there were 417 'shoot days' in the community, up 23% over 2014 and almost double the 2013 numbers.

While the productions pull into the City with a large caravan of support trucks and dressing rooms, there is a local economic benefit. Not only is Maple Ridge the place where many people in the film and TV production industry live and raise their families, there is an additional spin off to the local

business community, especially with the new 'Ridge Film Studios' up and running. The studio has connected with local high schools to help create a work experience outreach for students who are interested in careers in the film industry. The students have the opportunity to rub elbows with production crews and see, firsthand, what skills and education they will need to excel in this field.

Attracting film and TV productions to Maple Ridge is just part of the work that the City's Economic Development department does everyday to encourage investment in the community. Our City is well respected in the film and television industry and the diversity of locations and beautiful natural settings have made us a preferred destination for this industry.







# Emergency Planning Takes the Spotlight in 2015

Maple Ridge was one of only seven communities to host the 'Quake Cottage' simulator that provides citizens with an opportunity to experience what it would feel like in an 8.0 magnitude earthquake. 450 people took a turn in the simulator at the Ridge Meadows Home Show and the volunteers from Emergency Support Services took advantage of the opportunity to share information on emergency preparation and planning.

On Saturday, August 29, a severe windstorm brought an abrupt end to the long summer drought of 2015. In our community there were over 100 trees that came down, and thankfully no one was injured. The real impact was on the power which took almost four days to restore to all citizens of Maple Ridge. Road closures restricted people to their neighbourhoods as downed power lines made roads impassable.

Local restaurants that had power started to run out of menu items by Sunday morning. This was a small sample of what would happen in a larger scale emergency and it should be a wakeup call to everyone.

Following the August windstorm,

Patrick Cullen, the City's Emergency Program Coordinator, hosted two sessions to demonstrate how to create a personal emergency plan including assembling supplies to ensure that your family can survive, in place, for a minimum of 72 hours. There's a link on the home page of the City website where you can learn more about emergency planning.

On December 29 at approximately 11:00 pm many citizens thought that a truck had crashed into their home. The jolt was not the result of a traffic accident; it was an earthquake that was estimated at a magnitude of 4.7 which struck about 50 kilometres north east of Victoria.

This earthquake was a final reminder for 2015 about the importance of personal emergency planning, a message that Patrick had been preaching all year.

The City of Maple Ridge has a robust Emergency Response Plan. That's one of the roles of local government. It's our hope that you will develop a plan for and your family. The windstorm and earthquake in 2015 were reminders of the work we need to do.

## AT A GLANCE

### Division Head:

**E.C. (Ted) Swabey,**  
Chief Administrative Officer

The Administration Division is responsible for the overall administration of the City's departments, developing corporate policy, providing leadership and direction for senior staff in the day-to-day and long-term business affairs of the City in accordance with Council's Strategic Plan and providing advice to Council about City organization and operating procedures. The division consists of five departments: Communications, Economic Development, Emergency Program, Human Resources and Sustainability & Corporate Planning.

### Department Heads:

**Fred Armstrong**  
Manager of Corporate Communications

**Laura Benson**  
Manager of Sustainability & Corporate Planning

**Patrick Cullen**  
Emergency Program Coordinator

**Frances King**  
Director of Human Resources

**Lino Siracusa**  
Manager of Economic Development







# The Evolving Role of Our Clerk's Department

Back in 1884 the Clerk for the then 'Municipal District of Maple Ridge, needed to have superior calligraphy skills and the ability to summarize decisions of the first Councils. Today, that skill set is very different. Our Clerk's Department has skills in video and audio recording and processing, website posting, document management, Freedom of Information expertise, knowledge of the Local Government Act and a full understanding of the intricate processes of running a meeting.

In 2015 SHAW Cable ended their video coverage of City Council meetings. In response, the City expanded the video recording and live streaming capacity by adding the Committee of the Whole and Workshop meetings. In addition, a new camera was installed to provide a higher quality video production to ensure that the audience can see the people speaking at the meeting with greater clarity.

Once a meeting is over the video recording is merged with the associated presentations and support documents and put online along with the agendas, reports and minutes of the meeting. The City website, [mapleridge.ca](http://mapleridge.ca), then becomes a full archive of the work that our Council is doing.

In addition to the expansion of video recordings the Clerk's Department has been working on bringing digital document management to the City.



LaserFiche was rolled out to ensure that all important documents involved in the operation of the City are captured and archived. In the earliest days of our City minutes of the meetings and the payment of taxes were kept in ledger books with beautiful pen and ink handwriting. In the digital age emails have replaced hand written notes and typed memos. LaserFiche will allow the Clerk's Department to capture all the correspondence and reports to ensure that Maple Ridge's document management system meets the highest standards of transparency and accountability.

Council and all of the committees and advisory panels hold close to 200 meetings a year. Our Clerk's Department ensures that there's a record of all of these meetings for today and for the historians who will look back on this era the way we look back on the City founders.





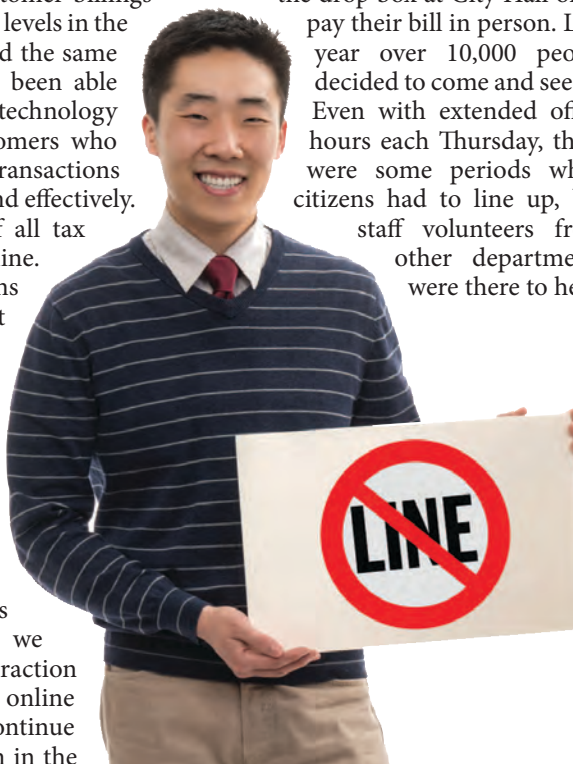
## Peak Performance at Tax Time

In 2015 the Finance Department collected over \$130 million with over \$40 million billed on behalf of other levels of government. Each year at the end of May over 30,000 tax notices are mailed out. While the number of customer billings increase each year, staffing levels in the department have remained the same for over a decade. We've been able to do this by leveraging technology while ensuring that customers who prefer the face-to-face transactions are dealt with efficiently and effectively.

In 2015 almost half of all tax payments were done online. One third of our citizens use online payment systems such as online banking to make their payment. The Pre-Authorized Withdrawal System, which is used by 12% of our citizens, allows property owners to make payments into their account. Over 40% of Home Owner Grants are claimed online and we have seen some great traction amongst seniors using the online claim system. This will continue to be a focus for our team in the

coming years. A small number of people opt to use the third party credit card payment system.

That leaves a large number of taxpayers who choose to use the mail, the drop box at City Hall or to pay their bill in person. Last year over 10,000 people decided to come and see us. Even with extended office hours each Thursday, there were some periods when citizens had to line up, but staff volunteers from other departments were there to help.



### AT A GLANCE

#### Division Head:

Paul Gill, General Manager:  
Corporate & Financial Services

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

#### Department Heads:

**Christina Crabtree**  
Director of Information Technology

**Kathleen Gormley**  
Manager of Business Systems

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

**Ceri Marlo**  
Manager of Legislative Services & Emergency Program

**Catherine Nolan**  
Manager of Accounting

**Silvia Rutledge**  
Manager of Revenue & Collections

**Trevor Thompson**  
Manager of Financial Planning

**Dane Spence**  
Fire Chief, Director of Community Fire Safety (see page 36)

**Superintendent David Fleugel**  
RCMP Officer in Charge (see page 38)







# A New Look for a Beloved Park

Whonnock Lake is a gem in Maple Ridge's network of parks and open spaces. In fact, this is a destination park in our community that hosts thousands of visits from local users and people who come from surrounding communities to discover this treasure.

The beach area is a tranquil place to bring the family for picnics and swimming. In addition the Whonnock Community Centre is a gathering place and popular facility for weddings and special celebrations. The lake is a well-known spot for kayaks and canoeing, especially for athletes who are training for provincial, national and international paddling programs.

In April of 2015 work began with changes to the parking configurations to better serve the park users. Over the next six months the old gazebo was removed and a new covered gathering space was constructed as well as new modern playground facilities and overall improved site drainage for families who like to spread out a picnic as the kids play around the beach area.

The summer drought had an impact on the construction schedule and the landscaping work had to be moved into the fall when the rainfall levels would ensure that new plantings would take root. While the construction work was underway the Public Art Steering

Committee worked on a tender for a public art piece to be installed as part of the park facelift. The successful design titled 'Bloom' will be installed in early 2016.

This is the first step in a multi-year plan to upgrade the facilities at this park. Each year Council is presented with the long-term capital plan that identifies priorities for upgrades and new park development. Whonnock Lake Park was scheduled into the Capital Plan a number of years ago and after an extensive community consultation Council gave the go ahead for this phase of the park upgrades. We look forward to hearing citizen feedback on the project.





## Adapting to the Changing Needs of the Community

Each year there's an annual shutdown of the Maple Ridge Leisure Centre at the end of the summer to allow the facilities team the opportunity to do upgrades and maintenance. Last year the work focused on refinishing the gymnasium, updates to the equipment and layout of the fitness centre and a spruce up of the multi-purpose room.

Leisure Centre staff are always assessing community needs in relation to the use of facilities and equipment. Each year the team makes a plan to replace equipment at the end of its life cycle, but they also look at opportunities to change the configuration of the facility and replace older equipment and services to ensure customers can achieve their fitness goals.

A key part of the consideration is accessibility for people with mobility challenges and ensuring that the facility is family-friendly. You will often see parents working out on the Stairmaster or stationary bike looking down at their children taking swimming lessons or enjoying a casual swim with their friends. This is what the Leisure Centre is all about.

In 2015 the Leisure Centre team rolled out a special Summer Pass aimed at youth between the ages of three and twelve years of age. The fact that 3,000 passes were sold reflects the success of the program. More importantly, the number of visits by this age group increased by 25% year-over-year. In a time when we are trying to encourage youth to get out from behind screens this program was a win for our community.

The link between these two items is that when our youth ask their parents to take them to the Leisure Centre to swim and participate in programs it creates an opportunity for families to get active together. The Maple Ridge Leisure Centre hosts approximately 400,000 customer visits a year and each year 10,000 area youth and adults participate in swimming lessons. Our Leisure Centre is a community gathering place and the staff is committed to ensuring that the facility is bright, friendly and welcoming. That's at the core of the City's customer service commitment. This is your invitation to bring your family to your Leisure Centre!

### AT A GLANCE

#### Division Head:

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

The Community Development, Parks & Recreation Services (CDPR) 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 this division is also responsible for providing opportunities that build individual, neighbourhood and community capacity. By connecting citizens and groups, sharing information, developing resources and facilitating planning that supports community-driven efforts this division is building on community capacity and assets. Identified community needs are addressed by a variety of approaches from the direct provision of services to establishing partnerships that leverage expertise and funding from other sources. The division consists of three departments: Community Services, Parks & Facilities and Recreation.

#### Department Heads:

**David Boag**  
Director of Parks & Facilities

**Wendy McCormick**  
Director of Recreation  
Acting Director of Community Services







## Dealing with the ‘New Normal’

On August 29 the worst summer drought in a decade came to a dramatic end with a giant storm that hit the Lower Mainland hard. These large windstorms have increasingly become the ‘new normal’ and the drought conditions that we saw in 2015 are also something that needs to be planned for.

The windstorm that howled through the Fraser Valley knocked out power to over half a million households. Here in Maple Ridge the Fire Department and Operations Centre set up a joint command centre to deal with the influx of calls. BC Hydro’s website went down so area residents turned to the City website and social media channels for information.

Over the next 24 hours the Fire Department handled close to 100 calls for service including a number of transformer

and power pole fires. Operations crews worked around the clock ensuring that the water and sewer systems continued to operate by deploying generators to critical locations due to the power outages. Over the next few days BC Hydro crews worked tirelessly to restore power to all citizens. A small number of homes were without power for almost three days reflecting the extent of the damage community wide.

For the first time in a decade Stage Three watering restrictions were imposed in late July. Throughout these restrictions water use was still approximately 1.2 billion litres per day in Metro Vancouver. In 2016 the Stage One restrictions will be implemented earlier in the year to encourage greater conservation and to protect the reservoir levels.

In response to the ‘new normal’ the City

has already deployed technology to better conserve water. Computerized watering systems allow us to ensure that sports fields and plants get the amount of water they need, but no more. Our Parks & Facilities staff are assessing planting areas to use more drought tolerant plants and in our buildings low flow fixtures are in place to conserve water in toilets and sinks.

The increasing frequency of windstorms has resulted in a stronger operational plan to respond quickly to ensure public safety and support for BC Hydro crews. Citizens have a role to play as well. Being prepared for an emergency includes having all the necessities of life to survive a prolonged power outage. Your City is adapting to the ‘new normal’.





## Moving People from East To West

One of the largest capital projects in a decade broke ground in 2015 when Phase One of the four lane expansion of 128 Avenue began in the early summer. With a budget of over \$9 million, this project is part of a multi-year plan to create a better east/west connection for citizens in north and east Maple Ridge. Citizens may not realize that the land acquisition for this project began almost five years ago.

Phase One spans the area between the intersection of 210 Street through to 216 Street to the east. This section of the project is the most complicated because two water courses, McKenney Creek near Laity Street and an unnamed creek close to 216 Street are both significant riparian areas. The project started with major excavations on the right of way on the south side of the existing road.

Of particular interest was the installation of large culverts for both of the creeks. These new modern connections along the creek will enhance the fish habitat. As with a number of projects in 2015, we went from drought conditions all summer into a very wet fall which pushed some of the final construction work into early 2016.

This project expands the capacity of the roadway for commuters, but also creates important connections for pedestrians, cyclists and the equestrian community to link to the extensive network of trails on the area dykes. The new road alignment has improved the drainage capacity of the area and created dramatic improvements to the wildlife corridor.

We look forward to providing the update on the next phase of this project in our next Citizens Report.

### AT A GLANCE

#### Division Head:

Frank Quinn, General Manager:  
Public Works & Development Services

The Public Works & Development Services (PWDS) Division is responsible for carrying out corporate initiatives as directed by Council. The division manages the City's activities with respect to the administration and implementation of municipal policies, bylaws and services.

These services include development processing, the issuance of building permits and business licences and the construction, operation and maintenance of municipal infrastructure. In addition, the division attends to enquiries and requests for assistance from the public. The division consists of four departments: Licences, Permits & Bylaws, Engineering, Operations and Planning. The Ridge Meadows Recycling Society liaises with Council through the division.

#### Department Heads:

**Russ Carmichael**  
Director of Engineering Operations

**Christine Carter**  
Director of Planning

**Stephen Cote-Rolvink**  
Manager of Inspections Services

**Robin MacNair**  
Manager of Bylaws & Licences

**David Pollock**  
Municipal Engineer





# Maple Ridge Faces a Test of Resilience

Maple Ridge is the only community in BC that had a voluntary dispersal of a camp where no court order or forced teardown was required. This is a significant milestone. The credit goes to the coordinated approach across all service providers and the patience and compassion of the area businesses and residents who provided the 'space' to solve this issue with dignity and respect. Not everyone who was part of the camp made it to the shelter. On page 42 we talk about Anita, a woman who became the face of the challenges of homelessness in our community. No look back on 2015 would be complete without a discussion of how our City has been facing some of the challenges of homelessness in our community.

Homelessness is not a new issue. For over a decade there have been people who have no reliable housing. The most obvious are the people camping in ravines and gullies who are largely hidden from public view. Invisible are the adults and youth who are couch surfing, staying with a friend or acquaintance, because they have no place to go. Why are they homeless?

Each person has a unique path to the streets. Abuse, mental health, poverty and addiction are one or more of the reasons that someone ends up on the street. The longer you live in this world the harder it is to journey back from that life.



**We decided to approach the work in a way that balanced the rights and dignity of citizens who are homeless and the impacts on the local businesses and residents.**

In the late spring of 2015 a 'homeless' camp formed on Cliff Avenue, in close proximity to the City's only shelter at the Salvation Army Caring Place. In response to this situation the City established the Maple Ridge Resilience Initiative and developed a series of teams tasked with deploying a multi-pronged approach to deal with the short and long term issues. The City made a decision to invest in four front line outreach workers (two mental health and two addiction specialists) to work with City staff from Bylaws, Parks, Maple Ridge Fire Department, Community Services and the RCMP. As the summer went on some of the original campers were connected with housing and health care. The challenge was that for every person we helped off the street there was another person to take their place.

At the peak there were 60 to 65 people in the camp. As the long hot summer wore on, the patience of the residents and local business was tested. Police, Fire, Bylaws and Parks had the challenge of keeping the area safe and managing the growing amount of personal

possessions of the campers.

In late August Council asked BC Housing to end its shelter contract with the Salvation Army Caring Place and review the operational model for the Alouette Heights Transitional Housing. Council acknowledged that the Salvation Army runs a number of great programs in the community and was only concerned with the shelter operation. BC Housing came forward with funding to open a temporary shelter to deal with the Cliff Avenue camp and reviewed the Caring Place and Alouette Heights operating models. In addition, BC Housing authorized a number of new rental supports to help create a flow in transitional housing to market housing and create opportunities to move people from the camp into regular rental housing.

At the beginning of October a temporary shelter operated by RainCity Housing opened in the old Sleep Shop location just east of 222 Street on Lougheed Highway. Over the next three weeks people transitioned from the Cliff Avenue camp into the shelter or other housing options. On October 19 the final camper packed their belongings and made their way to the new shelter.

The story does not end here, but Maple Ridge made significant steps in understanding the multi-faceted nature of homelessness and the supports and agencies that need to work together to make a lasting impact on this issue locally and regionally.



## BEHIND THE NUMBERS



# Where Do Your Tax Dollars Go?

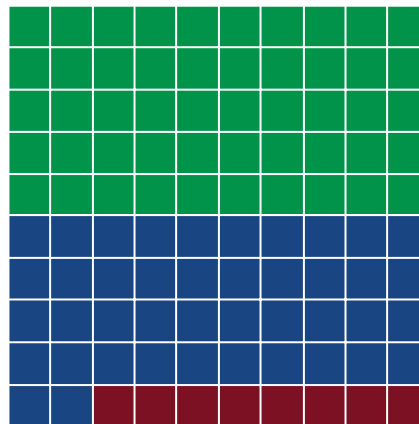
Every year the City of Maple Ridge mails out a tax notice and when you open the envelope you look at the bottom line number and, depending on your expectations you're either shocked or determine that it's about what you expected.

For people who pay their taxes using the Pre-Authorized Withdrawal System or for citizens who pay their annual taxes as part of their mortgage, the annual tax notice is less of a surprise because they are paid alongside your other bills. On page 26 we show the average you are paying each month for such items as your cellular phone or cable service in comparison to what you pay for police service or water.

For what most people pay for an iPhone with a 6G data plan, the average household gets water and sewer service. Given a choice between clean drinking water and your raw sewage disappearing when you flush the toilet or the ability to play 'Candy Crush' we think we're offering pretty good value.

But there's a broader discussion to be had here. Each year you need to file your Federal Income taxes by the end of April. Most people have the majority of their Federal and Provincial taxes deducted from their pay cheques by their employer. So when you file your taxes some people actually get a small rebate.

The thing is that you actually



**50% FEDERAL**  
**42% PROVINCIAL**  
**8% MUNICIPAL**

pay a lot more in taxes than your payroll deductions to the Federal and Provincial governments. The most obvious are the sales taxes from both levels of government on the majority of your purchases. The Federal government collects revenues on liquor, duty, Corporate taxes, employment insurance, CPP and taxes that are hidden in the cost of your fuel purchases.

The Province collects taxes when you sell your home, on gasoline and tobacco, Medical Service Plan fees, all the gambling revenue, Federal transfers and Provincial liquor taxes. In

fact the province makes the City collect the taxes for education as part of our annual bill.

Local governments in BC are regulated by the province. The Community Charter limits the revenue sources for local government to property taxes and user fees. The Community Charter also makes it illegal for a local government to run a deficit and places restrictions on borrowing levels and the processes around borrowing authority. The Federal and Provincial governments can run deficits and have greater powers to borrow money on your behalf.

The Canadian Federation of Municipalities estimates that of every tax dollar you pay, 50% goes to the Federal government, 42% goes to the Provincial government and 8% goes to your Municipal government.

Your City government is familiar, visible and accessible to you. Citizens have access to Mayor and Council and well the email addresses and contacts of all the management team are posted online. The services we offer are the ones that are fundamental to your life – water, sewage, police, fire protection, parks, recreation, roads, streetlights and more.

While your local tax bill may be the smallest of the total taxes you pay we recognize the need to be accountable and transparent about decisions we make and how they impact your budget.

## Local Government collects 8¢ of every tax dollar paid in Canada



# Consolidated Statement of Financial Position

As at December 31, 2015

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.

	2015	2014
<b>Financial Assets</b>		
Cash and cash equivalents	<b>\$10,146,294</b>	\$14,098,635
Portfolio investments	<b>159,495,941</b>	140,752,034
Accounts receivable	<b>18,923,067</b>	18,910,387
Recoverable local improvements	<b>1,573,096</b>	1,772,386
Other assets	<b>758,106</b>	739,180
Inventory available for resale	<b>4,251,189</b>	374,343
	<b>195,147,693</b>	176,646,965
<b>Liabilities</b>		
Accounts payable and accrued liabilities	<b>17,918,881</b>	17,215,076
Deferred revenue	<b>10,667,777</b>	9,516,042
Restricted revenue	<b>41,686,047</b>	44,195,434
Refundable performance deposits and other	<b>13,850,225</b>	12,006,924
Employee future benefits	<b>4,908,000</b>	5,086,600
Debt	<b>34,063,639</b>	36,828,024
	<b>123,094,569</b>	124,848,100
<b>Net Financial Assets</b>	<b>72,053,124</b>	51,798,865
<b>Non Financial Assets</b>		
Tangible capital assets	<b>910,891,167</b>	881,235,810
Undeveloped landbank properties	<b>15,580,027</b>	14,385,160
Supplies inventory	<b>350,805</b>	336,897
Prepaid expenses	<b>948,425</b>	568,450
	<b>927,770,924</b>	896,526,317
<b>Accumulated Surplus</b>	<b>\$999,824,048</b>	\$948,325,182

## 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 ("PSAB") of the Chartered Professional Accountants of Canada. They consolidate the activities of all of the funds of the District and the District's wholly owned subsidiaries C.D.M.R. Developments Ltd. and Maple Ridge Municipal Holdings Ltd. Transactions between the District'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.



# Consolidated Statement of Operations

For the year ended ended December 31, 2015

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

	Actual 2015	Budget 2015	Actual 2014
<b>Revenue</b>			
Taxes for municipal purposes	\$74,042,945	\$73,923,852	\$71,350,132
User fees and other revenue	41,699,739	39,048,881	38,572,819
Government transfers	3,637,552	5,071,436	2,511,485
Development revenue	12,855,808	38,732,134	8,693,788
Interest and investment income			
Investment income	2,752,240		
Interest income	199,075		
Less: Restricted amount	(533,913)		
Interest and investment income	2,417,402	1,868,000	2,424,879
Gaming revenues	1,161,956	1,050,000	1,056,511
Gain (loss) on disposal of assets	(1,668,305)	4,250,000	(1,353,953)
Contributed tangible capital assets	36,744,306	16,500,000	23,232,212
	<b>170,891,403</b>	<b>180,444,303</b>	<b>146,487,413</b>
<b>Expenses</b>			
Protective services	34,452,583	37,146,888	31,988,914
Transportation services	17,651,339	19,582,665	17,323,495
Recreation and cultural	21,562,840	22,572,713	21,183,974
Water utility	15,615,936	17,856,192	15,375,275
Sewer utility	9,837,523	10,130,292	9,341,867
General government	14,357,496	17,329,253	14,517,314
Planning, public health and other	5,914,820	5,730,392	4,917,259
	<b>119,392,547</b>	<b>130,348,395</b>	<b>114,648,098</b>
<b>Annual surplus</b>	<b>51,498,866</b>	<b>50,095,908</b>	<b>31,839,315</b>
<b>Accumulated surplus - beginning of the year</b>	<b>948,325,182</b>	<b>948,325,182</b>	<b>916,485,867</b>
<b>Accumulated surplus - end of the year</b>	<b>\$999,824,048</b>	<b>\$998,421,090</b>	<b>\$948,325,182</b>



The 2015 Annual Report contains more detailed information on the financial position and results of operations. Copies can be obtained from the Fraser Valley library, Maple Ridge hall and online [www.mapleridge.ca/163/Annual-Report](http://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

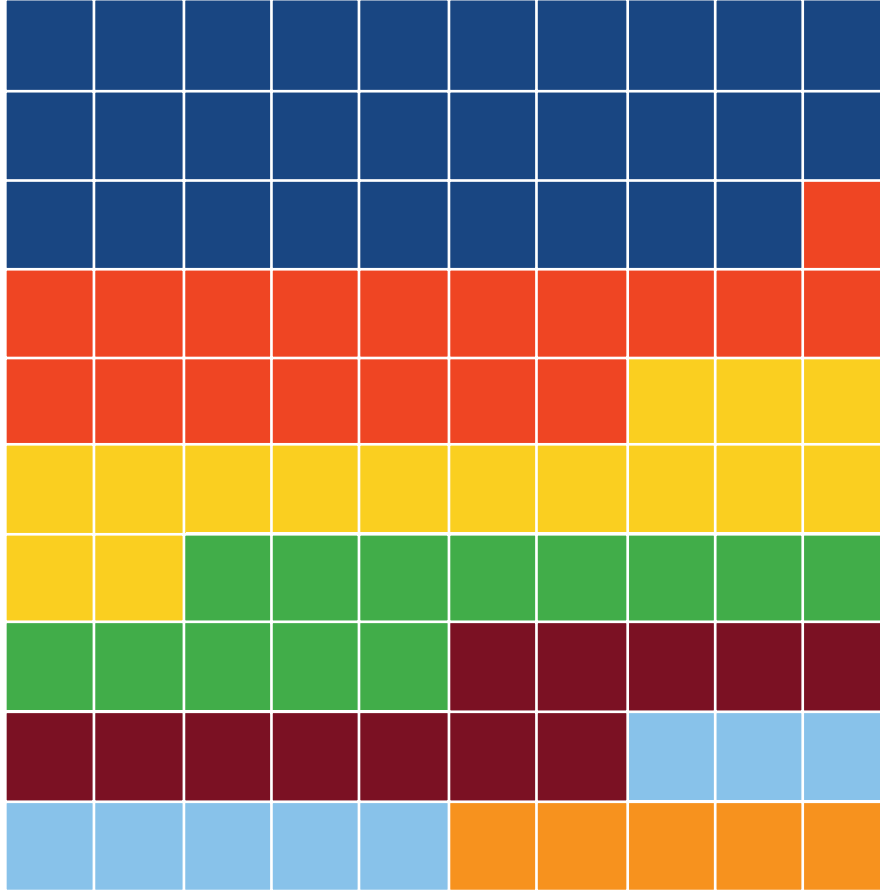
**Non-Financial Assets** - Assets that are acquired, constructed or developed that do not normally provide resources to discharge existing liabilities, but are normally employed to deliver government services or may be consumed in the normal course of operations.

**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

## Total Expenses in 2015: \$119,392,537



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

Dark Blue	Protective Services	29c
Orange	Recreation and Cultural	18c
Yellow	Transportation Services	15c
Green	Water Utility	13c
Dark Red	General Government	12c
Light Blue	Sewer Utility	8c
Orange	Planning, Public Health and other	5c

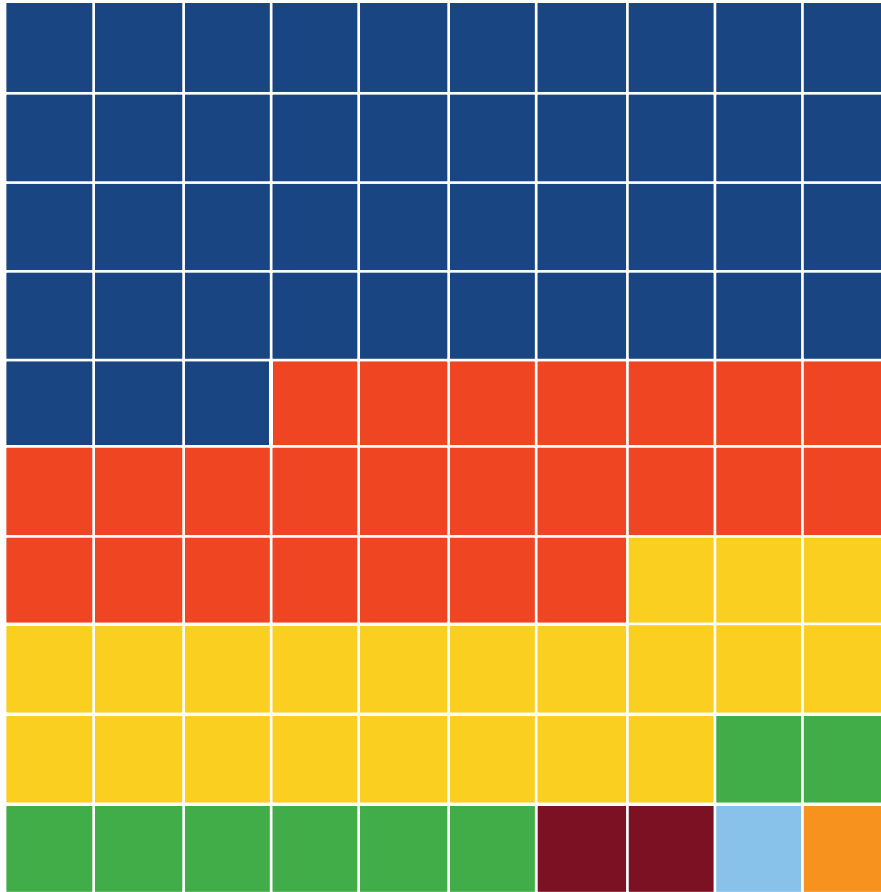
## Expenses & Expenditures By Object 2011-2015

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.

	2015	2014	2013	2012	2011
<b>Labour</b>	24%	26%	22%	27%	24%
<b>Goods &amp; Services</b>	32%	34%	30%	36%	31%
<b>Debt Servicing</b>	1%	1%	1%	2%	2%
<b>Capital</b>	11%	12%	10%	10%	17%
<b>Contributed Infrastructure</b>	21%	15%	26%	12%	14%
<b>Amortizaion Expense</b>	11%	12%	10%	13%	12%
<b>Total Expenses &amp; Expenditures</b>	<b>\$177.0</b>	<b>\$157.4</b>	<b>\$176.4</b>	<b>\$138.3</b>	<b>\$148.9</b>

# Revenues

This chart breaks down the total revenues collected from 2011 to 2015.



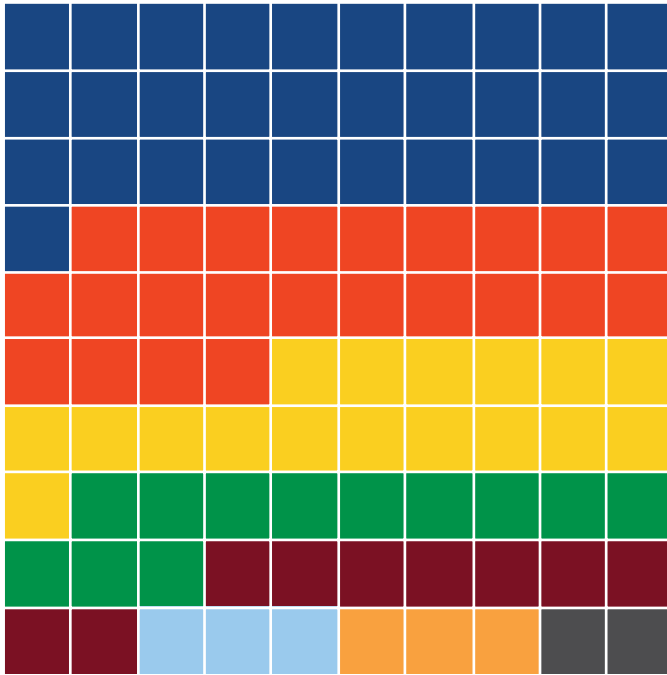
## Revenues by Source 2011-2015

	2015	2014	2013	2012	2011
<span style="color: #003366;">■</span> <b>Taxes</b>	43%	49%	41%	50%	45%
<span style="color: #FF4500;">■</span> <b>User Fees &amp; Other Revenue</b>	24%	26%	22%	27%	25%
<span style="color: #FFD700;">■</span> <b>Tangible Capital Assets*</b>	21%	15%	27%	12%	15%
<span style="color: #3CB371;">■</span> <b>Development Revenue</b>	8%	6%	6%	4%	3%
<span style="color: #8B0000;">■</span> <b>Government Transfers</b>	2%	2%	2%	3%	10%
<span style="color: #6495ED;">■</span> <b>Interest &amp; Investment Income</b>	1%	2%	2%	3%	3%
<span style="color: #FF8C00;">■</span> <b>Gaming Revenue</b>	1%	1%	1%	1%	0%
<b>Total Revenue</b>	<b>\$170.9</b>	<b>\$146.5</b>	<b>\$165.1</b>	<b>\$129.2</b>	<b>\$134.3</b>

\*Definition: **Tangible Capital Asset**. These are assets that have a physical form. Examples include machinery, buildings and land. Each year the accounting team do an extensive review of all assets to ensure that the value of our community's assets are accurately reflected.



# 2015 Financial Plan



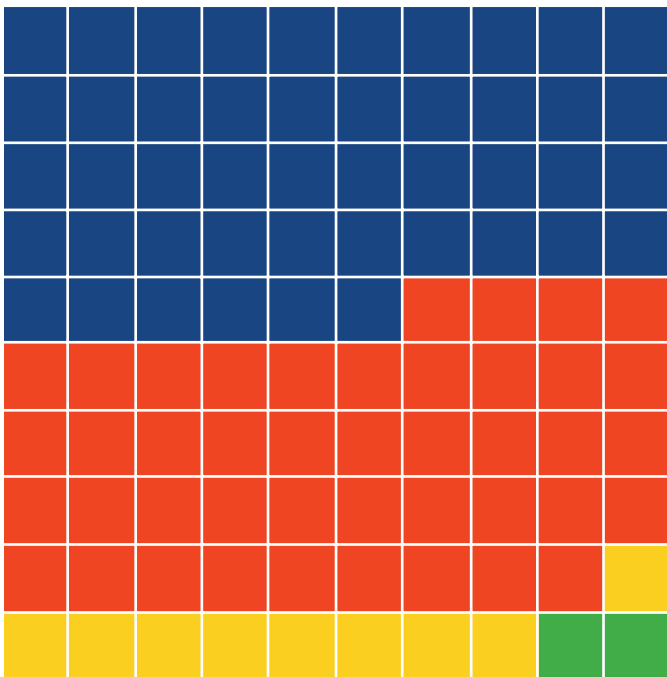
## 2015 Projected Funding Sources

Property Taxes and Parcel Charges	\$73.9 Million
Development Fees	\$55.2 Million
Fees & Charges	\$39.1 Million
Reserves (Net)	\$28.0 Million
Reduce Book Value of Assets (Amortization)	\$20.1 Million
Interest, Grants & Other	\$8.0 Million
Borrowing Proceeds	\$7.0 Million
Sale of Property	\$4.3 Million

### Total Revenues

**\$235.6 Million**

This chart shows where the money is coming from to support Council's 2015 Financial Plan. The graph shows the breakdown based on a percentage of the Total Revenues.



This chart shows where the money is used to deliver the 2015 Financial Plan. The graph shows the breakdown based on the percentage of the Total Uses of Funding.

## 2015 Projected Uses of Funding

Police Services	\$101.8 Million
Parks, Recreation & Gen. Govt Properties	\$20.9 Million
Public Works & Development Services	\$15.9 Million
Water	\$20.1 Million
Fire Protection	\$9.7 Million
Corporate & Financial Services	\$8.6 Million
Sewer	\$7.9 Million
Administration	\$5.6 Million

### Total Other

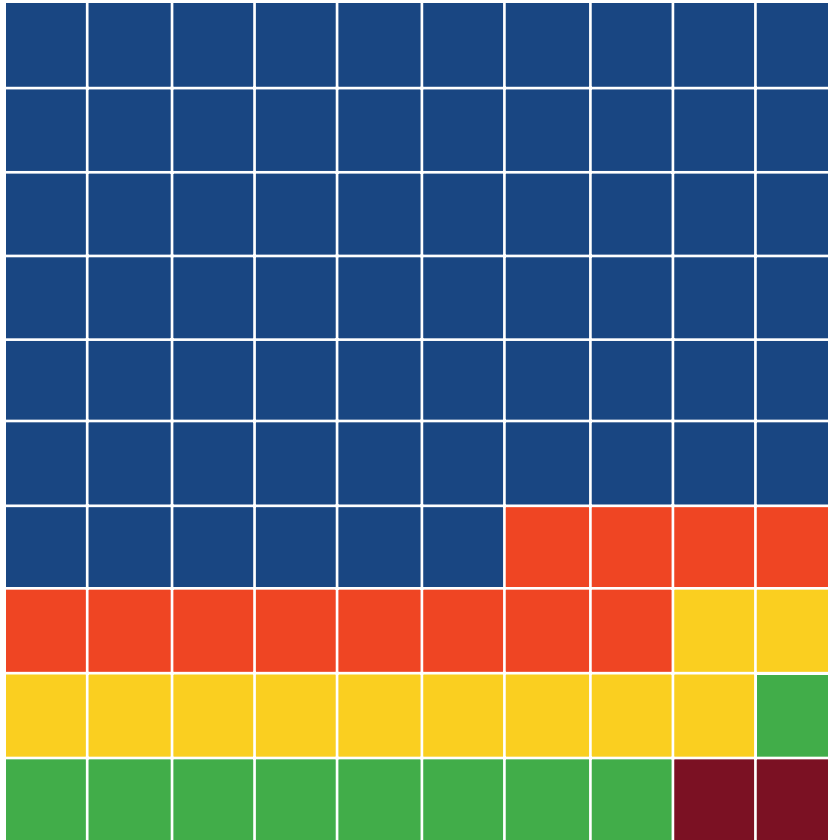
**\$107.3 Million**

Capital Program	\$101.8 Million
Amortization	\$20.1 Million
Debt Payment	\$6.4 Million

### Total Uses of Funding

**\$235.6 Million**

# Capital Additions



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

## 2015 Capital Additions

Transportation	66%	\$38.12 Million
Recreation & Cultural	12%	\$6.74 Million
Sewer Utility	11%	\$6.50 Million
Water Utility	8%	\$4.93 Million
General Government**	2%	\$0.95 Million
Protective Services	<1%	\$0.35 Million
Planning: Public Health & Other	<1%	\$0.01 Million

**Total Capital Additions**

**\$57.61 Million**

### \*\* General Government reduced as follows:

Land moved to Undeveloped Land Bank	\$1,194,867
Land moved to 'Land Held for Resale'	\$4,226,923
Additions as per Schedule 5 of the Finals	<u>\$52,188,726</u>



# Population & Demographics

## Population by Age

Age Group	2011 Census	2031 Projection
Ages 0-14	18%	14%
Ages 15-24	14%	9%
Ages 25-34	12%	11%
Ages 35-44	15%	16%
Ages 45-54	17%	15%
Ages 55-64	12%	13%
Ages 65-74	7%	12%
Ages 75+	5%	9%

## Median Age

### Definition:

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

### 2011 Median Age for Maple Ridge

# 40.2

### 2031 Median Age Estimate for Maple Ridge

# 44.6

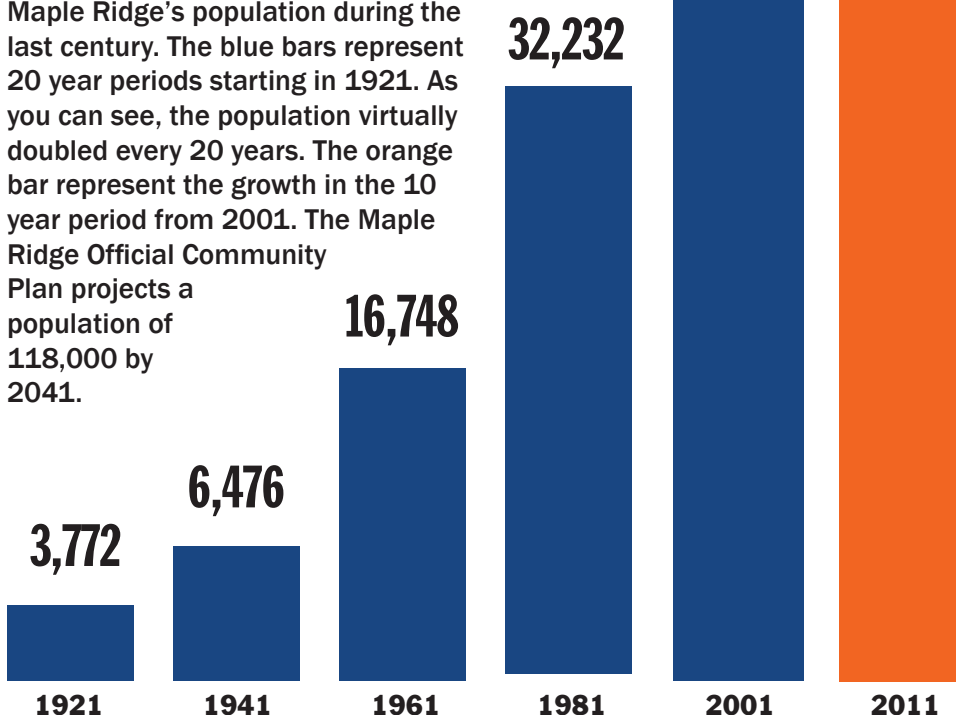
### Why is this important?

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 that citizens have the amenities to live comfortably.

Source: Statistics Canada, prepared by BC Stats

## Maple Ridge's Historical Population Growth

This graph illustrates the growth in Maple Ridge's population during the last century. The blue bars represent 20 year periods starting in 1921. As you can see, the population virtually doubled every 20 years. The orange bar represent the growth in the 10 year period from 2001. The Maple Ridge Official Community Plan projects a population of 118,000 by 2041.



# Employment & Debt

Year	Unemployment Rate	Employment Rate	Employed Persons
<b>2011 Census</b>	<b>6.8%</b>	<b>64.2%</b>	<b>39,435</b>
<b>2006 Census</b>	<b>4.6%</b>	<b>66.4%</b>	<b>35,935</b>
<b>2001 Census</b>	<b>6.2%</b>	<b>64.9%</b>	<b>31,310</b>
<b>1996 Census</b>	<b>7.6%</b>	<b>63.7%</b>	<b>28,910</b>

## Top 10 Maple Ridge Employers

Based on Number of Employees

	Industry
<b>School District No. 42</b>	<b>Education</b>
<b>Ridge Meadows Hospital</b>	<b>Health Care</b>
<b>City of Maple Ridge</b>	<b>Government</b>
<b>Overwaitea Food Group</b>	<b>Grocery</b>
<b>Ridge Meadows Association for Community Living</b>	<b>Health Care</b>
<b>Arcus Community Resources</b>	<b>Health Care</b>
<b>Fraser Regional Corrections</b>	<b>Corrections</b>
<b>West Coast Auto Group</b>	<b>Vehicle Sales</b>
<b>Advantec Global Innovations</b>	<b>Wood Products</b>
<b>Safeway Maple Ridge</b>	<b>Grocery</b>

Source: City of Maple Ridge – Economic Development

## Maple Ridge Employment Rate

**64.2%**

## British Columbia Employment Rate

**59.5%**

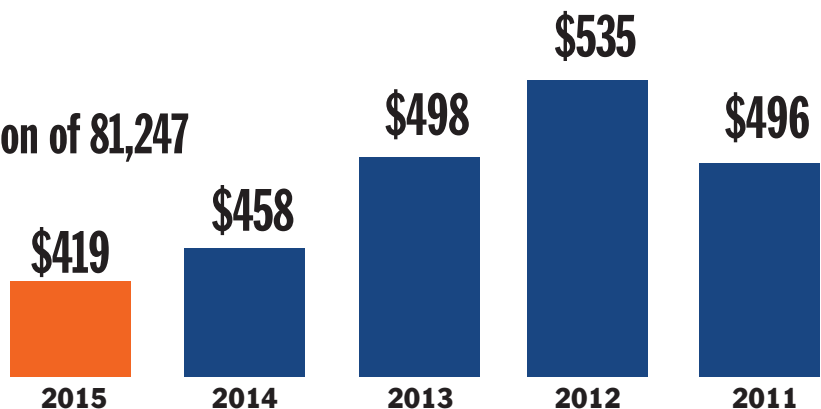
Source: Statistics Canada 2011 Census

## Debt Per Capita

Based on estimated population of 81,247

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

Police Services	\$46.29
Water (Includes Capital Costs)	\$44.82
Community Development, Parks & Recreation	\$36.51
Capital (Includes Debt)	\$29.84
Sewer (Includes Capital Costs)	\$26.94
Fire Services	\$23.61
Development Services	\$21.66
General Government	\$18.77
Recycling (Includes Capital Costs)	\$5.85

Your 2015 tax bill is comprised of the elements listed on the chart to the left. Below are comparisons to standard household operating costs using monthly averages.

As with other household bills, you can pay your taxes using our monthly 'Pre-Authorized Withdrawal Program.' Look for more information in the Online Services menu at [mapleridge.ca](http://mapleridge.ca).



The monthly costs are based on the taxes paid for a home valued at \$474,199. This was the 'Average Single Family Home' for 2015. The **Standard Monthly Household Costs** are a combination of Statistics Canada Census Data and a survey of service providers.

## Standard Monthly Household Costs

Principal Accommodation	\$1541.42	FortisBC (Gas)	\$77.50
Transportation	\$959.25	Home Insurance	\$58.05
Food Expenditures	\$684.83	Cable Television (Basic)	\$53.95
Clothing & Accessories	\$258.42	Internet (Basic)	\$38.91
BC Hydro (Electricity)	\$89.00	Telephone Landline (Basic)	\$31.10
Cell Phone (Basic)	\$79.08	Home Security System	\$28.00

Source: City of Maple Ridge – Finance Department

# Property Values vs. Taxation

## Property Values

In 2015, 91.1% of the value of property was in the Residential Class. That's 91.1% of the over \$13 billion figure supplied by BC Assessment.

## Property Taxes

While 91.1% of the value is in the Residential Class, only 77.9% of the tax collected comes from Residential.

22.1% of tax collected comes from Business Classes, which account for 8.9% of the total property value. This type of ratio is common in Metro Vancouver.

Total property tax levied in Maple Ridge during 2015 was just over \$69 million.

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

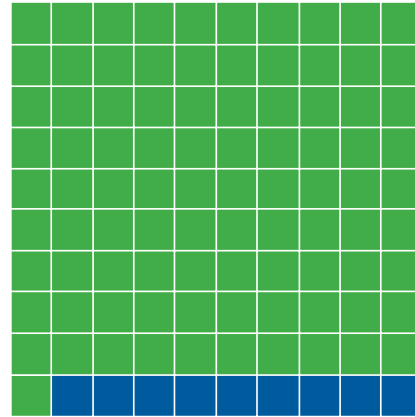


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## Taxable Values By Property Class

Residential  
**91%**

Business  
Classes  
**9%**



2015 Total Value of  
All Property Types

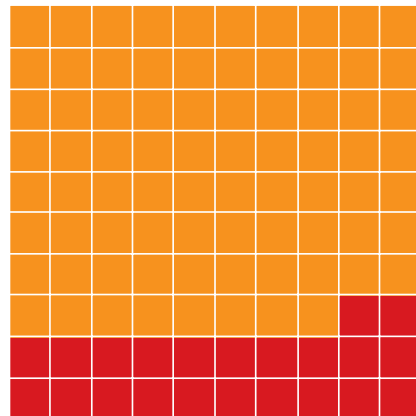
**\$13,171,967,880**

**VERSUS**

## General Taxation By Property Class

Residential  
**78%**

Business  
Classes  
**22%**



2015 Total  
Property Tax Levies  
(for general purposes, NOT school,  
GVTA, BCA, etc.)

**\$68,873,727**



# Understanding Your Tax Notice

## What are you paying & who gets the money?

### School Taxes

The Provincial Government determines how much is required for School Taxes. School Taxes are paid to the Province, not the local School District.

### Total Other Government Taxes

Various government organizations have the authority to collect money using property taxes. We are required to collect money for:

1. **Greater Vancouver Regional District**
2. **TransLink**
3. **BC Assessment**
4. **Municipal Finance Authority**

These organizations use this money to fund their organizations.

**2015 PROPERTY TAX NOTICE**  
DUE DATE: Thursday, July 2, 2015

5% PENALTY IF NOT PAID OR GRANT NOT CLAIMED BY JULY 2, 2015  
ADDITIONAL 5% PENALTY ADDED TO ANY CURRENT TAXES OUTSTANDING AFTER SEPTEMBER 1, 2015

MORTGAGE CO. - We have notified FIRST NATIONAL of the outstanding taxes due on this property. Please remember to claim your Home Owner's Grant by the due date if applicable.

LOT	DISTRICT LOT GROUP 1.	LEGAL DESCRIPTION	TOTAL NET ASSESSED VALUES FOR TAXATION PURPOSES	SCHOOL	HOSPITAL
CLASS	1 - Res		420,000	420,000	420,000
		COLUMN A	COLUMN B	COLUMN C	
		NO GRANT	BASIC GRANT	ADDITIONAL GRANT	
RATES					
2.00320		0.00	0.00	0.00	0.00
		841.34	841.34	841.34	841.34
0.05850		24.57	-570.00	0.00	0.00
0.31730		133.27	271.54	24.57	133.27
0.05960		25.03	25.03	25.03	25.03
0.00020		0.08	0.08	0.08	0.08
		182.95	182.95	182.95	182.95
4.40870		15.29	15.29	15.29	15.29
0.03640		11.00	11.00	11.00	11.00
0.02620		69.60	69.60	69.60	69.60
69.60000		1,947.54	1,947.54	1,947.54	1,947.54
		529.45	529.45	529.45	529.45
		300.25	300.25	300.25	300.25
		35.60	35.60	35.60	35.60
		865.30	865.30	865.30	865.30
		3,837.13	3,267.13	3,267.13	3,267.13
		0.00	0.00	0.00	0.00
		3,837.13	3,267.13	3,267.13	3,267.13

**TOTAL CURRENT YEAR TAXES**  
Tax Prepayments/Adjustments  
**TOTAL TAXES DUE**

### Total Municipal Taxes

These are the funds collected to pay for the operation of the City of Maple Ridge. We would recommend that you look at the Financial Overview Report at [mapleridge.ca](http://mapleridge.ca) for a more detailed breakdown of what these 'categories' fund. Your local taxes consist of:

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

### Total Utility Services

These funds are collected for specific uses. In the case of the Water and Sewer levies, a significant portion goes to Metro Vancouver to fund the infrastructure to deliver these services. The Blue Box Service Levy goes to the Ridge Meadows Recycling Society who provide this service in our community. Some communities bill their Water, Sewer and Recycling separately, often at the beginning of the year. We have opted for the single bill, both to save mailing and transaction costs, and to be more transparent with an 'all in' number.



# YOUR MAPLE RIDGE



## Karina LeBlanc - Home Town Hero

P29

Karina LeBlanc is an Olympic Bronze Medalist. She's a Maple Ridge 'Home Town Hero. She is also an incredible ambassador for our community and our country. In 2015 Karina retired from international play after the Women's World Cup.

*"The chance to end my career on home soil, in front of friends and family, felt like the perfect way to end my international career," said the 35-year-old goalkeeper. "It would be pretty special to look out into the crowd and see the faces of all those people who have supported me over the past 17 years."*

We could think of no better way to honour this amazing citizen than to have her lead off our 'Your Maple Ridge' photo gallery for 2015. Photo Courtesy The News



Take a stroll along the Port Haney Wharf on any given night and you too will be able to capture the beauty of a stunning sunset along the Fraser River. Photo Courtesy *The Times*

Lucky dog, Willow, went to the home of Kenya in March after being found abandoned and malnourished. Willow is now enjoying life with her new family. Photo Courtesy *The News*



## LOOKING BACK ON 2015



**P30**

On almost any night from October through March you will find our arenas filled with citizens playing hockey. From league play to Old-timers hockey, Canada's sport is thriving in Maple Ridge. This photo was taken in January during a game between the Maple Ridge Midget Tier 1 Rustlers and their rivals from Abbotsford. Yes, we won! City of Maple Ridge Photo

The Golden Ears Winter Club was host for the BC Finals of the Scott Tournament in January. Women from around the province battled it out to represent the province in the Nationals. It was a fantastic tournament with perfect ice conditions and a team of volunteers who were great ambassadors for our community. City of Maple Ridge Photo



This year we saw an early spring with the cherry blossoms creating a canopy along 224 Street. Al and Cathy Albrecht, who have celebrated 57 years together, enjoy an afternoon stroll with their dog, Maya. Photo Courtesy *The Times*



Meridian Meats new corporate headquarters and Farm Market located at the corner of 227 Street and Dewdney Trunk Road broke ground in April. The Penner family were joined by Councillor Robson for the traditional sod turning. The new location will open in May of 2016. *City of Maple Ridge Photo*



## YOUR MAPLE RIDGE



This photo was taken at a story telling on the bandstand. There's nothing like having a story read to you by a princess. Earth Day is the official start of the Festival season in Maple Ridge. *City of Maple Ridge Photo*



Earth Day started with a blessing from Dean Sam, a beloved elder of the Katzie First Nation. His message inspired us all that day. Dean passed away later in the year and the post of his passing was shared by thousands of citizens. We mourn his loss, but celebrate the seed of wisdom and knowledge that he planted in the youth of our community. He is immortal in our hearts. *City of Maple Ridge Photo*



The Home Show is a great place for grown-ups to check out all the latest innovations in home improvement, but the kids love to come for the carnival. Our photographer caught a special moment between mother and daughter.

*City of Maple Ridge Photo*

Country Fest is the award winning celebration of Maple Ridge's agricultural roots. The event has run for over a century and provides an opportunity for area residents to get back to the farm and educate their kids on what it takes to stock the pantry in their home. Here a couple of young people discover that milk does not come from bottles. *City of Maple Ridge Photo*



## LOOKING BACK ON 2015



**P32**

National Aboriginal Day took place in Memorial Peace Park this year and the crowds enjoyed dancing, crafts, food and the many vendors this event brought in.

*Photo Courtesy The Times*



Hammond is known for its historic feel and that certainly bodes true with the addition of this historic home that was moved in August from Vancouver to Hammond.

*Photo Courtesy The News*



Canada Day was another great community celebration in the bright sunshine and warm days that stayed with us until the end of August.  
Photo Courtesy *The News*



The Caribbean Festival moved to the Albion Fairgrounds for the first time. The August sunshine created incredible sunsets as huge crowds came out for the evening concerts on Saturday and Sunday.  
City of Maple Ridge Photo



## YOUR MAPLE RIDGE



Visit the east side of 224 Street just south of Dewdney Trunk Road and you will be able to see the work of Jason Craft along the side of one of the buildings. His work is part of the Maple Ridge Business Improvement Area's Back Alley Mural Program. Photo Courtesy *The News*



As a result of the drought the Province banned angling in most streams and smaller rivers across the South Coast region. Ross Davies and the Kanaka Education and Environmental Partnership Society (KEEPS) said that the ban was essential to keep salmon stocks healthy.  
Photo Courtesy *The News*



As the morning mist settles on the Fraser River it lights up the Golden Ears Bridge and you can feel that fall is just around the corner.  
Photo Courtesy *The News*

Sophie Smith of the Alouette River Management Society (ARMS) inspects one of the thousands of chum salmon as it returns to the south Alouette River.  
Photo Courtesy *The News*



## LOOKING BACK ON 2015



**P34**

This year's Volunteer Day celebration occurred as part of the September 22 Farmers Market. We caught two of our most dedicated community volunteers, Lorraine Bates and Tom Cameron, getting a fun photo as part of the celebration. *City of Maple Ridge Photo*



Meadow Ridge Knights football players had a special visit from BC Lions offensive guard T-Dre Player and his teammate defensive lineman Dave Menard at Samuel Robertson Technical School in the late fall. *Photo Courtesy The Times*



Maple Ridge's annual Remembrance Day event is one of the largest and best attended events in the Lower Mainland. Thousands of local citizens line the streets to honour those who have served our nation in war and in peace. *Let's We Forget.*  
*City of Maple Ridge Photo*

The Golden Harvest event brings local restaurants, the culinary students from local high schools and the farmers and food producers of our community together to celebrate the bounty of nature and the fall harvest. Maple Ridge has become quite the "Food City!" *City of Maple Ridge Photo*



## YOUR MAPLE RIDGE



While the weather was wet the crowds came out in force for the Santa Claus Parade. Nothing speaks to our community spirit more than this photo which was taken at 6:00 pm just as the parade started its journey through the downtown. *City of Maple Ridge Photo*



Just in time for the Christmas rush, Walmart had its soft launch in downtown Maple Ridge. You can visit the new Walmart that is situated in the Haney Place Mall. *Photo Courtesy The Times*



# A Morning That No One Will Forget



On Saturday, March 21 someone made a 9-1-1 call to the Maple Ridge Fire Department at about 6:00 am reporting an explosion at the Sunrise Apartments located at 22292 122 Avenue. The Fire Department responded quickly and the call soon escalated as the fire spread in the old three-storey apartment building.

Fire Department crews had to rescue three residents trapped on their third storey balconies. One resident who was in a wheelchair was evacuated by firefighters using a staircase. The most harrowing rescue came when firefighters heard a faint cry for help from the rear of the building. They found an elderly woman trapped under some debris on her third floor balcony. Two ladders were raised and firefighters carefully carried her down to safety as flames lapped out the patio door. Chief Dane Spence noted that it was as close a call as he had seen in his 30 years of service on the department.

Miraculously no one lost their life, and while a number of people were taken to hospital and treated for smoke inhalation, there were no other injuries.

In the height of the response the street was filled with vehicles from the Maple Ridge Fire Department, RCMP and BC

**Chief Dane Spence noted that it was as close a call as he had seen in his 30 years of service on the department.**

Ambulance Service as well as a TransLink bus to provide refuge for the victims and transportation to the emergency reception centre at the Greg Moore Youth Centre.

As this is one of the older apartment buildings in the City, it was built before the building code required the installation of a fire sprinkler system. Had this building been so equipped, this would have been a non-event and the 106 residents would not have had to find a new home.

While the huge fire at the Sunrise Apartments was certainly a news worthy event, this was not the first time the Fire Department crews attended this structure. One of the many duties of firefighters,

when they are not responding to calls, is the inspection and pre-planning of high occupancy buildings.

Firefighters routinely ensure that building fire codes are being adhered to and that fire alarms and emergency systems such as fire sprinklers, are in working order. Pre-incident planning plays an important role in emergency response and the fire trucks are equipped with computers that hold a database of information on each of these high occupancy buildings. Even as the first fire truck arrives on scene, the Incident Commander is able to formulate the initial plan of attack to deal with an emergency.

This particular fire underscores the benefits of the composite model that the Maple Ridge Fire Department utilizes and the importance of having mutual aid agreements with our neighbouring communities, in that it provides a larger pool of firefighters and equipment to draw from during a major event. At this incident, the Pitt Meadows Fire Department answered the call and allowed our Incident Commander to put more resources into the initial attack on the fire.



## Protecting Life, Property and the Environment

The Maple Ridge Fire Department was founded on this principle. Started in 1946 as a volunteer service the organization has evolved to serve the changing needs of our fast growing City. Early in the last decade Maple Ridge began an evolutionary change from a volunteer-based department to a composite model that uses a combination of career firefighters and paid-on-call personnel to respond to larger incidents.

There are 52 career firefighters who serve the community full time. All of these men and women once served as volunteers or paid-on-call firefighters. As this publication was being prepared the Fire Department honoured a number of personnel with long service recognition. Four officers received their 25 year pins and Fire Chief Dane Spence was honoured with his 30 year pin. Each of these leaders has transitioned from the volunteer era to their roles as career firefighters.

Deputy Chief Howard Exner made a presentation to Council in 2015 as part of the December Financial Planning meetings. His presentation outlined that the department had over 4,000 calls for service in 2015 and 50% of those calls were for the highest level of medical emergencies. There were 548 responses

to serious motor vehicle accidents, 278 responses to fires and ten rescues made last year. It is important to note that the department arrived on scene 82% of the time within seven minutes, their response target in the urban area of our City.

When firefighters are not responding to calls they are involved in building inspections, training, public education programs, community outreach and in their time off, they are often fundraising for local charities. Every year the Fire Department is a prominent supporter of the CP Rail Holiday Train visit, the Christmas Hamper Society, Friends In Need Food Bank and Muscular Dystrophy Canada.

In 2015 the Fire Department was an important member of the Community Standards Enforcement Team working with the homeless camp on Cliff Avenue. The professionalism and compassion of the Fire Department personnel working with homeless citizens helped build trust and personal connections that made the voluntary decampment in October possible.

The Fire Department worked closely with the Licences, Permits & Bylaws Department to develop and implement a strategy to deal with derelict structures

### AT A GLANCE

#### Maple Ridge Fire Department Staffing

64 Paid-On-Call Firefighters  
52 Career Firefighters  
6 Chief Officers  
3 Civilian Administrative Staff  
1 shared IT support person

#### Hall No. 1

Address: 22708 Brown Avenue  
8 Career Firefighters on duty 24/7  
Supported by Paid-on-Call Firefighters

#### Hall No. 2

Address: 27503 112 Avenue  
Staffed by Paid-On-Call only  
Supported by Career Firefighters from Hall No. 1 and No. 3

#### Hall No. 3

Address: 11777 203 Street  
4 Career Firefighters on duty 24/7  
Supported by Paid-On-Call Firefighters

Emergencies call 9-1-1

Non - Emergencies  
604-463-5880  
(Monday to Friday 8:00 am - 4:00 pm)

[www.fire.mapleridge.ca](http://www.fire.mapleridge.ca)

in the community. The demolition of over 20 structures in 2015 reflects the focus of the team on this project.

In a busy year the Fire Department achieved 'Superior Tanker Service' certification which demonstrates their ability to get a steady supply of water to suppress a fire in areas that are not serviced by fire hydrants. This resulted in fire insurance savings for some residents in rural areas of the community.

Maple Ridge is well served by our combination department, utilizing career and paid-on-call firefighters, a model which allows the department to draw from a large pool of highly skilled and dedicated firefighters in a major emergency. What matters to citizens is that the Fire Department lives up to their motto, the title of this article, in every way.





# Protecting the Rights of All Citizens

At the May 28 launch of the Maple Ridge Resilience Initiative (MRRI) Superintendent David Fleugel spoke to the issue of homelessness, mental health and addiction and the impacts on policing. He noted that police cannot 'arrest our way out of this problem.' He told the crowd he was proud that our community was working on a more sustainable method – actually dealing with the problem head on with a multi-faceted approach.

At that meeting he introduced the community to Sgt. Casey Baker, who would be the Chairperson for the newly formed Community Standards Enforcement Team. It is not an exaggeration to say that without the leadership of Sgt. Baker, his steady hand and the presence of his colleagues

from the detachment and other municipal services that the voluntary decampment would not have been possible.

Casey was the embodiment of a statement made by Supt. Fleugel at the launch of the MRRI that the Canadian Charter of Rights applies to ALL citizens regardless of income or social status. Over the six month encampment he earned the trust of all people involved in this issue – the campers, the residents of the neighbourhood and his colleagues from the Fire Department, Licences, Permits & Bylaws and Community Development, Parks & Recreation Services and the outreach workers.

Casey's personality, his diplomacy, his respectful manner and soft spoken

approach helped keep a volatile situation from turning bad. The way he dealt with this situation harkened back to the early history of the North West Mounted Police where one or two members would be dispatched from the fort to a remote community to deal with a situation. As noted in the article on page 16, Maple Ridge is the only community in BC where there was a voluntary decampment.

The red serge of the RCMP is a symbol respected around the world because of the men and women who carry out their duties in a way that reflects our highest ideals as a nation. In the most difficult possible circumstances Sgt. Casey Baker reflected the compassion and strength of the RCMP and our community.



## Shining the Light on Crime

In 2015 the Ridge Meadows RCMP and the City of Maple Ridge technology team partnered up to develop a new tool to create awareness around crime. The City of Maple Ridge makes extensive use of 'Geographical Information Systems' (GIS) to do the day-to-day work of the City. Online maps contain information on property zoning, the location of water and sewer systems, the location of storm sewers and a host of other information.

The RCMP also uses technology and data in their work. Crime Mapping is a key tool that's used by the leaders of our RCMP detachment to plan enforcement strategies and determine where to deploy resources.

A project came together, to explore the possibility of establishing an online crime map similar to a project that had been rolled out in Nanaimo. Rather than reinventing the wheel, our team reached out to their colleagues to see how they put the project together.

The City GIS Coordinator, David Cooke, set to work taking the concept from Nanaimo and building the

software interface to accept the data supplied by the RCMP. The data was merged and a 'beta' version was put on the City website for comments from the community. Based on feedback there were modifications made and the formal presentation took place at the October 13 Council Meeting.

Last year the community experienced vandalism targeted at cars parking around Ridge Meadows Hospital. There were 72 calls for service in a tight geographic area in a very short period of time. By looking at the mapping of these crimes the police developed an enforcement strategy and late last year they announced they had captured a suspect and that 64 charges were being laid.

One of the cornerstones of Open Government is making data and information available to citizens to have an impact on behaviour. This project leveraged data, GIS expertise and the City website to allow citizens to see the nature of the over 30,000 calls for service that our detachment deals with each year.

### AT A GLANCE

#### RCMP – Police Services

Ridge Meadows RCMP Detachment  
11990 Haney Place

Emergency Phone Number: 9-1-1

Non Emergency Phone Number:  
604-463-6251

[www.ridgemoorways.rcmp.ca](http://www.ridgemoorways.rcmp.ca)

Like us on Facebook:

[www.facebook.com/sgt.good.will](https://www.facebook.com/sgt.good.will)

Follow us on Twitter: @RidgeRCMP

#### Maple Ridge RCMP Detachment Staffing

96 RCMP Members

19 Auxiliary Officers

45 Full-Time Equivalent Civilian Employees

#### Fleet Size

56 vehicles: 27 fully marked, 27 unmarked,  
2 motorcycles and 1 Zodiac boat

#### RCMP Integrated Teams

- Integrated Homicide Investigation Team (IHIT)
- Emergency Response Team (ERT)
- Air 1 and 2 (Traffic Air Services)
- Police Dog Services (PDS)
- Integrated Forensic Identification Services (IFIS)
- Integrated Collision Analyst Reconstructionist Services (ICARS)

#### Community Policing Programs

- Speed Watch
- Citizens on Patrol
- Citizens Bike Patrol





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# The Maple Ridge Bucket List

Last year the Parks & Recreation Services team asked the community to name some of their favourite activities and places to go in the region. We've decided to build on that and provide you with a bucket list that you need to experience in your lifetime. Here we go:

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## Kanaka Creek Regional Park Fraser Waterfront

There is no time of year where a visit to this section of the park is not breathtakingly beautiful. From the west end of River Road your walk takes you along the estuary of Kanaka Creek to the Fraser River. Pack a picnic and enjoy this jewel in our City. It's only ten minutes from downtown Maple Ridge.



## Cliff Falls Trail

One of the treasures of Metro Vancouver's park network is Kanaka Creek Regional Park and one of the most beautiful hikes is a section that runs from the Bell-Iving Salmon Hatchery south to Cliff Falls. Bring your family and bring a camera. It's exquisite.



## Tubing the Alouette River

Our Museum & Community Archives has photos of the early settlers enjoying a picnic at an area called 'Hot Rocks' just east of Maple Ridge Park. This is also one of the popular launch points for people riding an inner tube to escape the summer heat.

## Horseback Riding

Maple Ridge has one of the best equestrian trail networks in British Columbia. You can bring your own horse or arrange for a rental and explore the trails that were first cut a century ago by the Abernethy & Loughheed Lumber Company as part of their incredible railroad logging operation.



## Albion Bike Skills Park

This is one of Maple Ridge's newest parks and represents a partnership between the bike community, local business and City Parks staff to create a place for people to develop their bike skills and mentor the next generation of riders. Located on the south side of Albion Park on 102 Avenue this has become a destination for beginner to advanced mountain bike riders.





## WildPlay Element Parks

Located just east of Maple Ridge Park on Fern Crescent, WildPlay Element Parks allows you to explore nature by tackling obstacles and apparatus that will allow you to build confidence and explore your boundaries as you immerse yourself in the nature that surrounds this majestic park. This is a popular family-friendly activity that will allow you to get up into the forest canopy and get your heart pounding.

## Geocaching

Where you have a great trail network you have some fun geocaching opportunities. Maple Ridge has over 200 kilometres of trails along dykes and deep into the forest. Geocaching is a great opportunity to bring the whole family together for a fun outdoor adventure.



## The Maple Ridge Grind

A 10 kilometre (return) trek takes you from Albion Park up through the trail network to the top of Grant Hill. There are some steep sections as you make your way up the hillside, but that's why they call it a 'grind.'



## Watching Sunset from the Dykes

On the north end of 216 Street there's a connection that will take you north along a section of dyke between blueberry and cranberry fields. To the north east there's an amazing view of the Golden Ears Mountains. To the west the setting sun silhouettes Burnaby Mountain and SFU's campus at the peak. The 'golden hour' for photographers is the period just after sunrise and just before sunset. Add some mist or fog in the spring or fall and the views are magical. You need to see this with your own eyes.



## Whonnock Lake

In the summer this is a wonderful place for a picnic and swimming to beat the heat. While it is a rare event, in the winter after a couple of weeks of sub-zero weather the lake freezes solid and kids of all ages bring out the skates and hockey sticks for an impromptu pickup game. This park is a gem.



# Anita Josephine Hauck

1970 – 2015

*Having the courage to advocate for the homeless in Maple Ridge.*

In the early days of the homeless camp on Cliff Avenue Anita Hauck arranged to meet with Mayor Nicole Read and senior staff to advocate on behalf of the people who were living on the street and in other areas of the City.

Anita's journey to our streets started a long time ago.

Anita was born in Vancouver on May 4, 1970. Her father left her mother before she was born and her mother Loretta raised Anita and her four siblings on her own. In a tribute in MacLean's magazine in October of 2015, Loretta, shared stories of Anita's youth. It is clear that she was a bright and energetic child who adored her family and loved poetry, writing songs and singing. Anita at one point had expressed an interest in going into social work.

An incident in Anita's youth changed the trajectory of her life. Anita went to the summer fair with friends and on the way home, late in the evening, she became separated from them. Finding herself alone at a bus stop she was abducted by a group of men in a van and sexually assaulted.

After being dumped from the van Anita walked to a police station and after waiting in line she finally reached the front of the line and told the police officer at the night desk that she had been raped. She then passed out. Anita was only 15 years old.

She wasn't the same person after this trauma. Loretta talks about this being the point where Anita's journey to the streets began. Anita started hanging with an older crowd and at 16 she was introduced to crack cocaine by an older musician.

This was the beginning of her addiction and also the beginning of a series of abusive relationships. She had five children; the oldest was 26 years old and the youngest was eight when Anita died. Anita struggled with addiction for the rest of her life, but managed to

get clean during her pregnancies and for other periods of time. There was a period of sobriety where she worked as a volunteer at the Salvation Army Caring Place trying to help other people get clean.

Everyone who knew her talks about her positive energy and compassion even as she struggled with the weight

of her past. Addictions are not easy to conquer, and Anita found herself back out on the streets of Maple Ridge doing drugs and trying to find a place to sleep at night.

Anita was present at the all candidates meeting in October of 2014 telling all the candidates about the high cost of housing and the lack of housing supports for people on the streets. Even as she dealt with personal hardship, she was an advocate for those who have no voice.

In late August of 2015 BC Housing announced funding for a temporary shelter that would open at the beginning of October. Outreach workers and City staff held a meeting in the camp on September 24 announcing the opening of the shelter and at that event Anita expressed her pleasure that her dream would soon come true. She even agreed to sit down and be part of a video presentation to help educate the community about the issues of homelessness.

On September 27, Anita was rummaging in a clothing donation bin near the Real Canadian Superstore in Meadowtown Centre. She was known for pulling items out of these bins and distributing them to people who needed a jacket or warm blanket. She always liked to dress well herself. This time she got stuck and a passerby saw her limp body hanging from the bin and called the first responders.

Anita died the next day in the hospital, surrounded by her loved ones. Four days later the shelter opened. Her death had a deep impact on the campers on Cliff Avenue and created a momentary pause in the community conversation as everyone reflected on her life and the complexity of homelessness.

Every person on the streets has a story. Anita, with the totality of what she was dealing with, wanted to help people. She did.



*"I cannot undo the things  
I've done wrong  
They happened so  
very long ago,  
I cannot live down what  
others have done  
But somehow I have to  
carry that load  
All I can do is live each  
and every day  
Trying to prove in  
every way  
My old self and old ways  
have changed  
And I did it all for  
your love*

Poem by: Anita Hauck

# 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  
[enquiries@mapleridge.ca](mailto:enquiries@mapleridge.ca)  
[mapleridge.ca](http://mapleridge.ca)

## Mayor & Council

Tel: 604-463-5221  
[mayorandcouncil@mapleridge.ca](mailto:mayorandcouncil@mapleridge.ca)

## Clerk's

Tel: 604-463-5221  
Property & Risk Management:  
Tel: 604-467-7477  
[clerks@mapleridge.ca](mailto:clerks@mapleridge.ca)

## Communications

Tel: 604-467-7452  
[farmstrong@mapleridge.ca](mailto:farmstrong@mapleridge.ca)

## Economic Development

Tel: 604-467-7320  
[invest@mapleridge.ca](mailto:invest@mapleridge.ca)

## Emergency Program

Tel: 604-467-7301  
Nights & Weekends: 604-463-9581  
[emergencyprogam@mapleridge.ca](mailto:emergencyprogam@mapleridge.ca)

## Engineering

Tel: 604-467-7339  
[engineering@mapleridge.ca](mailto:engineering@mapleridge.ca)

## Finance

Accounts Payable: 604-467-7388  
[accounts.payable@mapleridge.ca](mailto:accounts.payable@mapleridge.ca)  
Accounts Receivable: 604-466-4334  
Property Taxes & Utilities:  
Tel: 604-467-7336  
[revenue.collections@mapleridge.ca](mailto:revenue.collections@mapleridge.ca)

## Fire Department

Non-Emergency: 604-463-5880  
Emergency **9-1-1**  
[fire@mapleridge.ca](mailto:fire@mapleridge.ca)

## Human Resources

Tel: 604-467-7350  
[hrenquiries@mapleridge.ca](mailto:hrenquiries@mapleridge.ca)

## Licences, Permits & Bylaws

Building: 604-467-7311  
[permits@mapleridge.ca](mailto:permits@mapleridge.ca)  
Bylaws & Licensing: 604-467-7305  
[licencesandbylaws@mapleridge.ca](mailto:licencesandbylaws@mapleridge.ca)

## Operations Centre

Tel: 604-463-9581  
Public Works Emergency – 24 hours:  
Tel: 604-463-9581  
[operationscentre@mapleridge.ca](mailto:operationscentre@mapleridge.ca)

## Parks & Leisure Services

Direct Info Line (24 hours):  
Tel: 604-467-7322  
Cemetery: 604-467-7307  
Facilities: 604-465-2499  
Greg Moore Youth Centre:  
Tel: 604-467-7354  
Leisure Centre: 604-467-7322  
Planet Ice: Tel: 604-467-2883

Volunteer Services: 604-467-7459

Youth Services: 604-467-7354  
[parksandleisure@mapleridge.ca](mailto:parksandleisure@mapleridge.ca)

## Planning

Tel: 604-467-7341  
Environmental Enquiries:  
Tel: 604-467-7499  
[planning@mapleridge.ca](mailto:planning@mapleridge.ca)

## Property & Risk Management

Tel: 604-467-7477

## Purchasing

Tel: 604-466-4343  
[procurement@mapleridge.ca](mailto:procurement@mapleridge.ca)

## RCMP – Police Services

Non-Emergency: 604-463-6251  
Emergency **9-1-1**  
[rm.inquiries@rcmp-grc.gc.ca](mailto:rm.inquiries@rcmp-grc.gc.ca)

## Tourism

Tel: 604-467-7320  
[tourism@mapleridge.ca](mailto:tourism@mapleridge.ca)

## Non-Municipal Services

Arts Centre & Theatre (ACT):  
Tel: 604-476-2787  
Garbage (Metro Vancouver):  
Tel: 604-466-9277  
Library: Tel: 604-467-7417  
Recycling: Tel: 604-463-5545  
Schools: Tel: 604-463-4200  
Seniors' Programs: Tel: 604-467-4993  
SPCA: Tel: 604-463-9511



# My Home Town - Maple Ridge

# LARISSA FRANKLIN

## Pan Am Gold Medalist



As often happens, Team Canada and Team USA were once again facing each other in a gold medal game. This time it was Women's Softball and the venue was the 2015 Pan American Games. A Twitter hashtag had surfaced earlier in the week: #feartheleaf. It was the rallying cry for a group of women who were facing a team that had not lost a gold medal game in decades.

In a few hours on a hot summer day in Scarborough, Ontario a group of Canadian women believed in themselves and defied the odds to beat Team USA 4-2 in extra innings.

A young woman from Maple Ridge was part of that history. Larissa Franklin has the gold medal and a very special team ring as a memento of that game, the culmination of many years of training and dedication.

Larissa attended Yennadon Elementary School and Maple Ridge Secondary School. She started playing softball at age five, but was also an accomplished figure skater. In Grade 11 she decided that softball held more opportunities and she switched from the Maple Ridge Softball Association onto the elite White Rock Renegades.

Her skills attracted US university scholarships and she started her post-secondary education in Indiana. She transferred to Western Kentucky University to finish her education and National Collegiate Athletic Association playing career. Her first Canadian national team experience was in 2011 and over the next few years established her credentials with outstanding personal statistics and strong team play.

In that gold medal game in July of 2015 Larissa made some key catches in field to keep her team in the game. One newspaper account has her making a clutch catch right at the fence to keep Team USA from scoring a run. She blushes when you ask her about it.

In early 2016 Larissa became one of Maple Ridge's newest Home Town Heroes. Her modesty and humility were evident as she talked about the support of her family and the many coaches that have helped guide her journey to that gold medal game. She spoke about moving closer to home for post graduate studies and the opportunity to coach the next generation of athletes. She will remain active with Team Canada and hopes that Women's Softball is one of the sports that Japan chooses for demonstration in the 2020 Tokyo Olympics.

Gold medal dreams come true for an incredible Maple Ridge citizen.