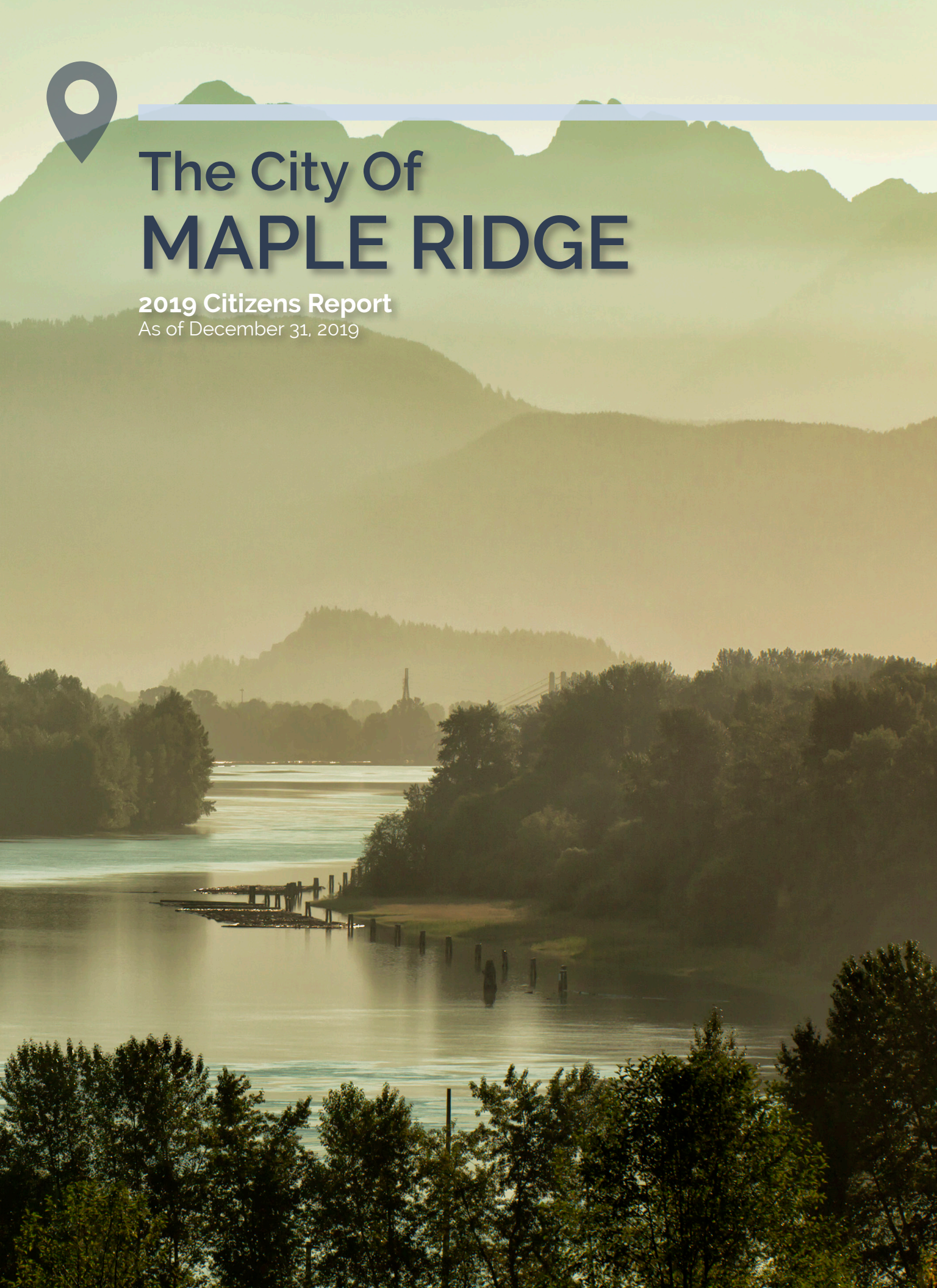




The City Of MAPLE RIDGE

2019 Citizens Report

As of December 31, 2019





COUNCIL'S STRATEGIC PRIORITIES



COMMUNITY SAFETY

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



COMMUNITY PRIDE & SPIRIT

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



INTER-GOVERNMENT RELATIONS

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



GROWTH MANAGEMENT

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



NATURAL ENVIRONMENT

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



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MAYOR'S INTRODUCTION



Welcome to the 2019 Citizens Report. The purpose of this publication is to provide an overview of the City's financial information for the fiscal year ending December 31, 2019. The report also highlights each Corporate Division's accomplishments from the past year and the many community events held in the last twelve months.

While work was underway to prepare this 2019 year in review, COVID-19 emerged and has had a huge impact on every aspect of our citizens' lives. Our organization has adapted quickly to ensure we continue to deliver essential services with the added priority of health and safety for staff and citizens.

It is a testament to the prudent financial planning that the City of Maple Ridge is able to maintain these essential services through this crisis. The City's sound financial position has enabled us to meet the challenges of COVID-19 by providing resources and personnel to support the Provincial effort to slow the spread of this disease.

Council has established a strong Strategic Plan to guide our leadership team and their work as Maple Ridge evolves from a 'small town' to a fast growing urban City. In the latter part of 2019, Al Horsman joined the organization as our Chief Administrative Officer. Through his leadership and experience, he has, in a short time, restructured the organization to better tackle the challenges of today as well as ensure our City is well positioned to embrace the opportunities of tomorrow. I am confident that, in the fullness of time, implementation of Council's Strategic Plan will move our City forward. Our future is bright!

Everyone on Council is proud of our City and honoured to serve its citizens. I hope you find useful information throughout this publication.

A stylized, handwritten signature of Mayor Mike Morden, consisting of a large, bold 'M' and a long, sweeping horizontal line extending to the right.

Mayor Mike Morden



CAO'S INTRODUCTION



From left to right: David Boag, Christina Crabtree, Al Horsman, Christine Carter and David Pollock



Al Horsman, CAO

I joined the City of Maple Ridge as Chief Administrative Officer in September of 2019, returning to Metro Vancouver after 25 years of public service in Ontario. It is an extraordinary honour to work with Council and the dedicated team of professionals serving you in Maple Ridge.

Mayor Morden's description of our City as a 'fast growing urban city' is accurate. Maple Ridge is in a period of incredible growth and Council has established a strong set of Strategic Priorities that are outlined at the beginning of this report. The opportunity to help bring this vision to reality was another factor in my desire to join this team.

This publication looks back on the year ending December 31, 2019. It includes a formal financial summary, a list of services, accomplishments of work in our community and highlights the natural beauty of our City. The photos of community events showcase citizens who are passionate and engaged in the social and economic prosperity of Maple Ridge.

The summaries of Division accomplishments in this publication reflect the corporate structure enacted in early 2020. This provides a better context for citizens on the departments that deliver on Council's Strategic Priorities. Our leadership team is in the photo above.

The Corporate Management Team would like to thank Mayor and Council for their vision and support. Thank you for taking the time to review this publication.

Al Horsman, Chief Administrative Officer

GFOA AWARDS & BACKGROUNDER

GFOA Awards

The Government Finance Officers Association of the United States and Canada (GFOA) has given an Award for Outstanding Achievement in Popular Annual Financial Reporting (PAFR) to Maple Ridge for its popular Citizens Report for the fiscal year ended December 31, 2018. The PAFR is a prestigious annual international award recognizing conformance with the highest standards for preparation of state, provincial and local government popular reports. In order to receive this award, a government unit must publish a popular annual financial report, whose contents conform to program standards of creativity, presentation, understandability and reader appeal.

Maple Ridge has received a PAFR Award for the 23rd consecutive year and is very fortunate to be one of a handful of municipalities in Canada to receive the award for the year ending 2018. We are confident that our current report continues to conform to the Popular Annual Financial Reporting requirements, and we are submitting it to GFOA.



The City of Maple Ridge's 2019 Citizens Report

The 2019 Citizens Report is part of a suite of publications that include the Financial Plan and Annual Report. These publications allow citizens to examine the business of Maple Ridge to the level of detail that they desire and incorporates tools that allow citizens to quickly access information on our website, mapleridge.ca. The goal is to ensure that our work remains transparent and accessible to all.

This publication is the work of Maple Ridge staff and some very talented local citizens. We would like to acknowledge Oliver Rathonyi-Reusz of InView Images and Ray Urner Photography for their photos that enhance many of the articles and the 'Year in Review' section of this publication. They have a keen eye that captures the beauty of our community.

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

The credit for the layout and design of this publication goes to Carl McBeath and Margaret Brett whose graphic design skills help tell our story in a

compelling fashion. Finally, I want to thank three colleagues, Tracy Camire, Jennifer Dieckmann and Amanda Fiorini for their great attention to detail in the proofing of the final publication. Their passion for our organization is an inspiration every day.

We hope you enjoy the 2019 Citizens Report and encourage you to share it with your family and friends. We are very proud to serve this community.

Fred Armstrong,

Manager Community Engagement & Relations

farmstrong@mapleridge.ca

Phone **604-467-7452**

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

Maple Ridge is active on social media. You can follow us on Twitter, Facebook and Instagram via [@yourmapleridge](https://www.instagram.com/yourmapleridge).

We look forward to your comments on the 2019 Citizens Report.



YOUR COUNCIL OUT & ABOUT



Your Mayor and Council from left to right: Councillor Gordy Robson, Councillor Chelsa Meadus, Councillor Kiersten Duncan, Mayor Mike Morden, Councillor Judy Dueck, Councillor Ahmed Yousef, Councillor Ryan Svendsen



Pitt Meadows Mayor Bill Dingwall joins Councillors Svendsen, Yousef and Dueck along with Mayor Morden, Premier John Horgan and local MLA and BC Cabinet Minister, Lisa Beare at the opening of ɕəsqenəɭ elementary school in October 2019.



Premier Horgan and Councillor Duncan share a photo opportunity at the ɕəsqenəɭ elementary school opening celebration.



Members of Council attend the opening of the new Golden Ears field in June of 2019. This new facility provides year-round space for youth sports on a synthetic turf field.



Maple Ridge Council pose with the 'Open for Business Award' presented by the BC Small Business Roundtable for Council's work to streamline regulations to make Maple Ridge 'Home Business Friendly'.

YOUR COUNCIL OUT & ABOUT



The Haney Farmers' Market is a great place to fill your pantry and visit with neighbours. Councillor Yousef brought his daughters to the opening ceremony in May.



Councillor Svendsen brought his young daughter out for the Haney Farmers' Market opening and we managed to get a great shot of them with Councillor Dueck.



In June of 2019 there was a retirement party for Frank Quinn, General Manager Public Works and Development Services. Councillors Dueck and Meadus were there to say goodbye to a wonderful public servant.



Council members took the opportunity to visit with an innovative local business, Pitt Meadows Plumbing, and saw how the company uses technology to build projects virtually before they begin the physical work to improve efficiency and cut waste.



In 2019 Council took a deep dive into the financial and business plans for the City. This year these detailed department reviews took place in November for the 2020 to 2024 planning cycle.



Council members had the opportunity to meet the 2019 winners of the annual Municipal Advisory Committee on Accessibility and Inclusiveness Awards. Posing for a group shot is an annual tradition.

ADMINISTRATION



The Office of the Chief Administrative Officer (CAO) is the liaison between Council and staff and provides overall leadership and direction for the Corporation. The primary role of the CAO is to provide policy options and recommendations to Council and to ensure Council's priorities are implemented.

Administration includes Legal and Legislative Services, Human Resources, Economic Development, Fire and the liaison role with the Ridge Meadows RCMP Detachment and the Pitt Meadows Airport Society. The work of the Ridge Meadows RCMP is detailed on page 25 of this report and the Fire Department's work is summarized on page 26.

Legal and Legislative Services ensures that Council's business is grounded in statutory compliance, transparency and accessibility. This team provided support for Council's 160+ meetings in 2019, delivering agendas, reports, meeting minutes, legal record keeping and ensuring requests for information from citizens are handled in a timely manner. In 2019, the total number of electronic documents in the City's digital archives surpassed 1.8 million.

In 2019, Michelle Lewis joined the City as Executive Director of Human Resources. The role of Human

Resources is to ensure the City's most valuable asset, its people, are being supported and developed through a framework of programs, policies and procedures to enable an innovative, agile employee workforce. In 2019, the Department's work to recognize and develop talent from within the organization saw internal candidates successfully compete for General Manager roles that became vacant due to retirement.

CAO Al Horsman's recruitment was part of a cross Canada talent search to work with Council to implement their Strategic Priorities outlined on Page 2 of this report. He brings decades of leadership experience to our community to help capitalize on the opportunities for growth and change.

An important component of Council's Strategic priorities is Economic Development. In late 2019, Wendy Duplex joined the City as Director of Economic Development. Highlights for 2019 included the Community Leaders Forum, Emerging Technologies Summit and support for the local craft brewing industry with the inclusion of Maple Ridge on the BC Ale Trail.

The Economic Development Department supported work on the City's Community Social Safety Initiative and the Tourism objectives with several downtown events including the first 'Car Free Day' festival and the 'GLOW Maple Ridge' Christmas lighting display that was very well received in December of 2019. The City continues to be a popular destination for the TV and Film Industry with 75 major productions conducting 262 shoot days within our borders.

The Department also conducted a Business Walk and survey program in the downtown core. The information gathered from 250 respondents was a critical piece of information in the development of the Community Social Safety Initiative action items.

The Administration Division coordinates work plans and resources across the organization to deliver continuous progress on Council's Strategic Priorities and ensures the safety and prosperity of citizens.



Michelle Lewis,
Executive Director of HR



Wendy Duplex, Director of
Economic Development



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

The Finance Department manages financial planning, accounting and financial reporting, as well as revenue and collections for the City. Additionally, Finance supports the organization through procurement services. The department also delivered a comprehensive business planning process for the organization with presentations to Council in November 2019 and subsequent online publication.

The City's Information Technology (IT) Department continues to leverage technology solutions that support and promote Council's Strategic Priorities, meet business objectives and deliver an excellent customer experience. The IT Team supports the operation of 425+ business computers, 1,000+ network devices, 171 databases and all associated applications across 10+ locations. The City of Maple Ridge depends on its server infrastructure to run enterprise applications, web services, telecommunications

and Citrix virtual desktops which allow staff to work from anywhere, anytime and on any device. The 2019/2020 server infrastructure replacement project will accommodate growth on the existing hardware and reduce costs for the next 3-5 year cycle. This infrastructure also supports virtual Council Meetings and internal and external interactive online meetings.



Christina Crabtree, General Manager Corporate Services

The Corporate Communications Team works

with all City departments and Mayor and Council to provide important information to citizens and stakeholders of the City of Maple Ridge. This group develops content and messaging for the City's website, social media platforms, news releases and face-to-face interactions to provide information in a timely fashion to be open, transparent and accessible to the widest possible audience. In 2019, mapleridge.ca had 745,540 visits; a new record. The Communications Team made over 700 social media posts, uploaded over 2,000 photos, produced and posted 16 videos and had a 1.5 million reach on Facebook alone.

Corporate Planning and Consultation supports major corporate initiatives and the annual business planning process. The Department is responsible for obtaining and tracking corporate-wide metrics and studies the indicators to efficiently capture corporate priorities and strategic objectives which are available on the Open Government Portal. The team has also supported automation of Council Agendas creating efficiencies for the organization. In addition, this department delivers on long-term Council goals concerning environmental sustainability, including the measurement of greenhouse gas emission reduction targets in Maple Ridge.

The Administrative Support Team works closely with Council and the City's General Managers to respond to information requests by the public and ensures the Organization's leadership team has the information needed to make key decisions.

The Ridge Meadows RCMP Detachment civilian staff support front line work of uniformed officers with administrative assistance from front counter interactions to data management.

Useful links if you want to...



See "What's Happening Around Me?"
mapleridge.ca/1813



Explore the Open Government Portal
mapleridge.ca/1813



Report a Concern | mapleridge.ca/266



Follow us on Twitter or Facebook @[yourmapleridge](https://twitter.com/yourmapleridge)



ENGINEERING SERVICES



The Engineering Services Division is committed to ensuring that Maple Ridge residents can rely upon high quality infrastructure services including drinking water, sanitary sewage collection, rain water collection and discharge as well as an efficient multi-modal transportation network. Comprised of two departments, Engineering and Engineering Operations, the Division is responsible for the planning, delivery and maintenance of City infrastructure and carries out corporate initiatives as directed by Council.

Various initiatives and programs have been developed and implemented to construct municipal infrastructure in support of ongoing growth throughout the City as well as ensuring the existing infrastructure elements are effectively operated and maintained through their complete life cycle. The foundation for the management of municipal infrastructure is a suite of coordinated Master Plans that cover all infrastructure components.

The Engineering Department oversees the design and construction of capital and development-related infrastructure while the Engineering Operations Department operates and maintains the infrastructure through its life cycle. Engineering Operations staff respond to citizen concerns related to public safety, roads and sidewalks, traffic signals, underground utilities and inclement weather events.

The Division works with the Ridge Meadows Recycling Society (RMRS) to provide and maintain the vehicle fleet, mechanical equipment and provide guidance in provincial recycling regulations and programs.



David Pollock, General Manager Engineering Services

In 2019, the Division commenced the development of a city-wide Asset Management Strategy to ensure there is a sustainable plan in place to manage the City's \$1.6 Billion worth of critical municipal infrastructure assets through their entire lifecycle. Watershed-scale Integrated Storm Water Management







Plans are currently being completed for over 80% of the entire City area, integrating land use, environment and storm water management.

Transportation is a significant focus for the City, and staff are evaluating route options to extend Abernethy Way east to 240 Street and ultimately to 256 Street. New reservoirs have been constructed at 270A Street and 248 Street to ensure adequate water supply. The 225 Street Sanitary Pump Station is being significantly upgraded to accommodate future development in the eastern growth areas of the City as well as the Town Centre where there is significant densification.

Division staff diligently maintain the quality of the City's water distribution system and complete weekly tests at over 40 locations throughout the City.

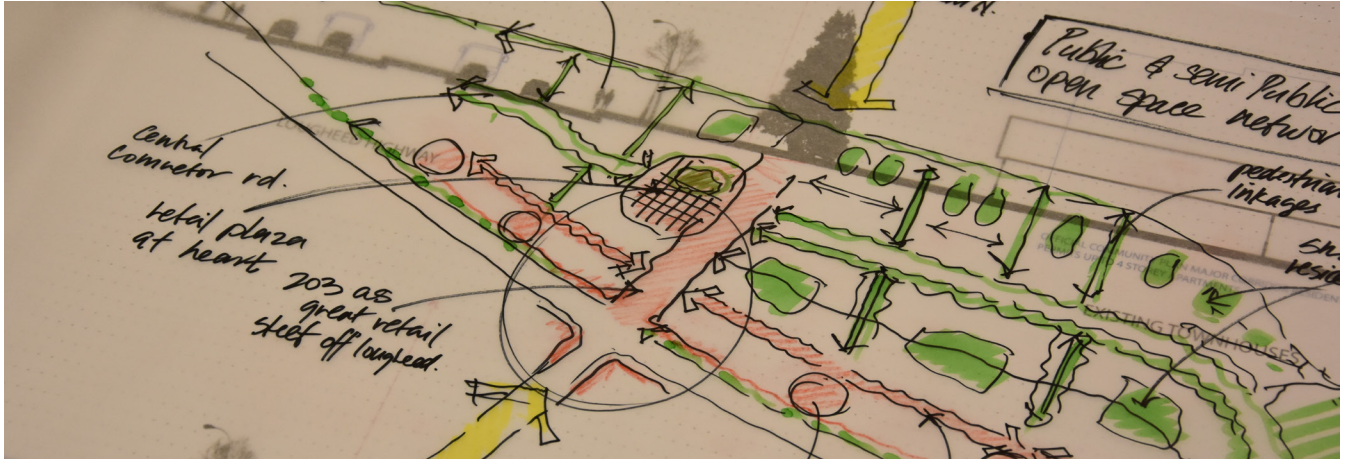
Through cutting-edge SCADA technology, Engineering Operations can monitor and adjust critical pumping and reservoir stations to maintain service levels, and the salt storage and brine production capacity has been increased in preparation for winter snow and ice events. Engineering Operations is a 24/7 service provider, responding to citizen concerns on issues ranging from potholes to pipe breakages.

Engineering 2019 Fast Facts

	132 litter bins emptied daily
	38 hybrid & 4 fully electric vehicles in fleet
	28 calls for service for traffic lights or signals
	532 calls related to burnt out lights, street lights or street lighting
	400 service requests on traffic issues
	412 calls to turn water service on or off

Source: City of Maple Ridge Engineering Department & Open Government Portal

PLANNING & DEVELOPMENT SERVICES



The Planning & Development Services Division is comprised of staff who are dedicated to supporting growth management, community safety and stewardship of the natural environment. Staff in the Division are involved in all aspects of development, which includes the review of a variety of land use and permit applications, building inspections, business licencing and enforcement, plus the review and creation of policies that contribute to Council's Strategic Priorities. The team is comprised of urban planners & technicians, environmental professionals, building & trade Inspectors, bylaw compliance and community safety officers, plus technical and support staff.

The Building Department contributes to the Council priority of Growth Management by ensuring all construction complies with the City's Building Bylaw and other regulations. The Department works closely with the development and building community and participates in the Urban Development Institute/Homebuilders Association of Vancouver Inter-Municipal Liaison Committee and hosts regular Builders' Forums. In 2019, an online booking system for inspections was introduced to improve efficiency and provide greater certainty for contracting customers. The Department continues to review checklists and make information available on the website to support the building community and property owners contemplating changes to their homes or properties.

The Planning Department continues to manage development applications across the spectrum of housing types with over 400 active files in process in 2019. The Division sees public consultation as being at the forefront of its activities



Christine Carter, General Manager
Planning & Development Services

and continues to provide opportunities to engage and inform residents. In 2019, the Planning Department hosted open house events for the North East Albion Area Plan which resulted in the development of a plan for a 'complete community,' which envisions residential pockets nestled between existing watercourses linked by a network of pathways and trails. The Department hosted community engagement events for the Loughheed

Transit Corridor to take advantage of the new high capacity transit along the corridor. This project envisions a variety of employment and residential land uses developing within walking distance of the new express transit service.

The City's Environmental specialists are working towards the highest standards of environmental stewardship and sustainability. This team works with Council to develop environmental policies to support Council's Strategic Priority of caring for the Natural Environment.

The Licences & Bylaws Department contributes to Council's Strategic Priority around Community Safety by identifying policy initiatives that enhance Maple Ridge's 'ambassador type' approach in pursuing compliance to the City's regulatory bylaws in a fair and consistent manner. The ultimate goal is to gain voluntary compliance whenever possible, prior to elevated enforcement actions. In 2019, the Division provided support for Council's Community Social Safety Initiative (CSSI) and the Social Housing Plan. A CSSI team was established in the Licences & Bylaws Department. A team of Community Safety Officers (CSO's) was deployed to respond to social and safety issues across the community, with a focus on the Town Centre. These CSO's provide a swift, supportive and effective response to some of the municipality's most challenging social issues, using a humanist approach, while consulting with service providers, and supporting the local business community.

A foundation of Council's Strategic Priority around Community Safety is to deploy innovative approaches to dealing with the challenges facing all cities across the nation (see Page 34).

Planning & Development 2019 Fast Facts

	Over 3,600 building permits issued
	Over 16,000 inspections conducted
	Over \$185,000,000 of total construction value
	Hosted 25 community engagement events
	Delivered over 150 reports to Council

Source: City of Maple Ridge Planning Department & Open Government Portal



PARKS, RECREATION & CULTURE



Sod turning for the new Albion Community Centre

Parks, Recreation & Culture (PRC) is responsible for parks, recreation, cultural activities, programs, facilities, liaison with community groups, community development work and accessibility issues. The Division consists of two departments, Parks & Facilities and Recreation & Community Engagement. The Division is also responsible for the planning, development and maintenance of all municipal owned buildings.

Programs and services include a wide range of skill development and recreation programs, a number of which are offered through partnerships that leverage expertise and funding from volunteers, non-profit organizations, private businesses, and other levels of government.

Services are delivered directly through the operation of facilities, such as the Maple Ridge Leisure Centre, Hammond Outdoor Pool and Greg Moore Youth Centre or through service agreements with community partners such as Planet Ice, the ACT Arts Centre and the Fraser Valley Regional Library.



David Boag, General Manager
Parks, Recreation & Culture

New park development included the completion of Firefighters Park collocated with the new Fire Hall No.4 that's currently under construction. A new park was also opened in the Blaney Hamlet. As 2019 came to an end, three new multi-sport synthetic turf fields came online to meet

the demands of our growing community's organized sports associations.

Capital projects such as the Albion Community Centre, Maple Ridge Secondary track upgrades and planning work on a suite of other facilities were advanced. In 2019 the PRC team was able to secure \$2.4 million in grants towards the new Albion Community Centre. One of the City's largest capital projects, the renovation and upgrade of the Maple Ridge Leisure Centre, neared completion. A series of video updates called 'Pool Talk' brought citizens behind the scenes throughout the renovation.

Facilities create the 'place' for recreation, but people bring them to life. Maple Ridge Council advanced significant policy work including the implementation framework for: the Maple Ridge Cultural Plan, the Sport & Physical Activity Strategy and the Youth Strategy, providing the mandate and framework to encourage active living, the arts and volunteerism to build a strong and resilient community. The Department worked with the Maple Ridge Sports Network on the annual 'Home Town Hero' recognition program that highlights the accomplishments of local youth who achieve national and international recognition in their chosen sports. Their success is built on a foundation of volunteerism across all amateur athletics.

PRC supports engagement with our community elders and people with disabilities to ensure our programs are diverse, inclusive and facilities meet the needs of citizens of all ages, backgrounds and abilities. In 2019, the City of Maple Ridge was granted the 'Age Friendly' designation by the World Health Organization.



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CONSOLIDATED STATEMENT OF FINANCIAL POSITION

As at December 31, 2019

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

Financial Assets	2019	2018
Cash and cash equivalents	\$ 63,790,576	\$ 22,186,741
Portfolio investments	164,538,143	201,666,082
Accounts receivable	16,882,073	15,515,417
Recoverable local improvements	1,693,971	1,379,072
Other assets	797,977	779,813
Inventory available for resale	56,169	2,459,585
	247,758,909	243,986,710
Liabilities		
Accounts payable and accrued liabilities	31,126,120	24,858,292
Deferred revenue	16,801,812	15,760,504
Restricted revenue	36,581,674	35,996,158
Refundable performance deposits and other	23,625,735	21,908,866
Employee future benefits	3,999,000	4,662,100
Long term debt	23,291,350	25,822,631
	135,425,218	129,008,551
Net Financial Assets	112,333,218	114,978,159
Non Financial Assets		
Tangible capital assets	1,094,315,052	1,027,400,677
Undeveloped landbank properties	15,526,529	15,526,529
Supplies inventory	317,502	326,363
Prepaid expenses	665,550	471,486
	1,110,824,633	1,043,725,055
Accumulated Surplus	\$ 1,223,157,851	\$ 1,158,703,214

Reporting Entity and Basis of Consolidation

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

Glossary

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

Amortization - The cost of using an asset over time.

Annual Surplus/Deficit - The difference between annual revenues and annual expenses. If positive it is referred to as Annual Surplus, if negative, it is referred to as Annual Deficit.

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

CONSOLIDATED STATEMENT OF OPERATIONS

For the year ended December 31, 2019

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 expenses 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.

Revenues	Actual 2019	Budget 2019	Actual 2018
Revenue (segment report)	\$ 90,205,710	\$ 90,084,654	\$ 85,645,660
User fees and other revenue	45,678,005	44,172,582	42,266,363
Senior government transfers	5,427,368	15,256,425	4,862,137
Development revenue	15,026,277	50,015,589	15,787,623
Interest and investment income	5,636,251	2,247,988	4,581,311
Gaming revenues	1,703,170	1,500,000	1,781,613
Refinancing and assets disposal gains (losses)	(221,954)	1,500,000	(1,470,673)
Contributed tangible capital assets	34,156,244	20,000,000	29,727,691
	197,611,071	224,777,238	183,181,725
Expenses (segment report)			
Protective services	39,230,587	42,909,582	37,458,755
Transportation services	20,748,185	23,899,352	19,445,582
Recreation and cultural	19,176,835	22,485,994	18,754,440
Water utility	13,952,992	16,056,086	13,787,153
Sewer utility	12,427,643	14,020,250	11,688,964
General government	16,477,245	18,475,279	15,252,598
Planning, public health and other	11,142,947	6,916,183	6,030,684
	133,156,434	144,762,726	122,418,176
Annual surplus	64,454,637	80,014,512	60,763,549
Accumulated surplus - beginning of the year	1,158,703,214	1,158,703,214	1,097,939,665
Accumulated surplus - end of the year	\$ 1,223,157,851	\$ 1,238,717,726	\$ 1,158,703,214

The 2019 Annual Report contains more detailed information on the financial position and results of operations. Copies can be obtained from the Fraser Valley library, City Hall and online. mapleridge.ca/163/Annual-Report.

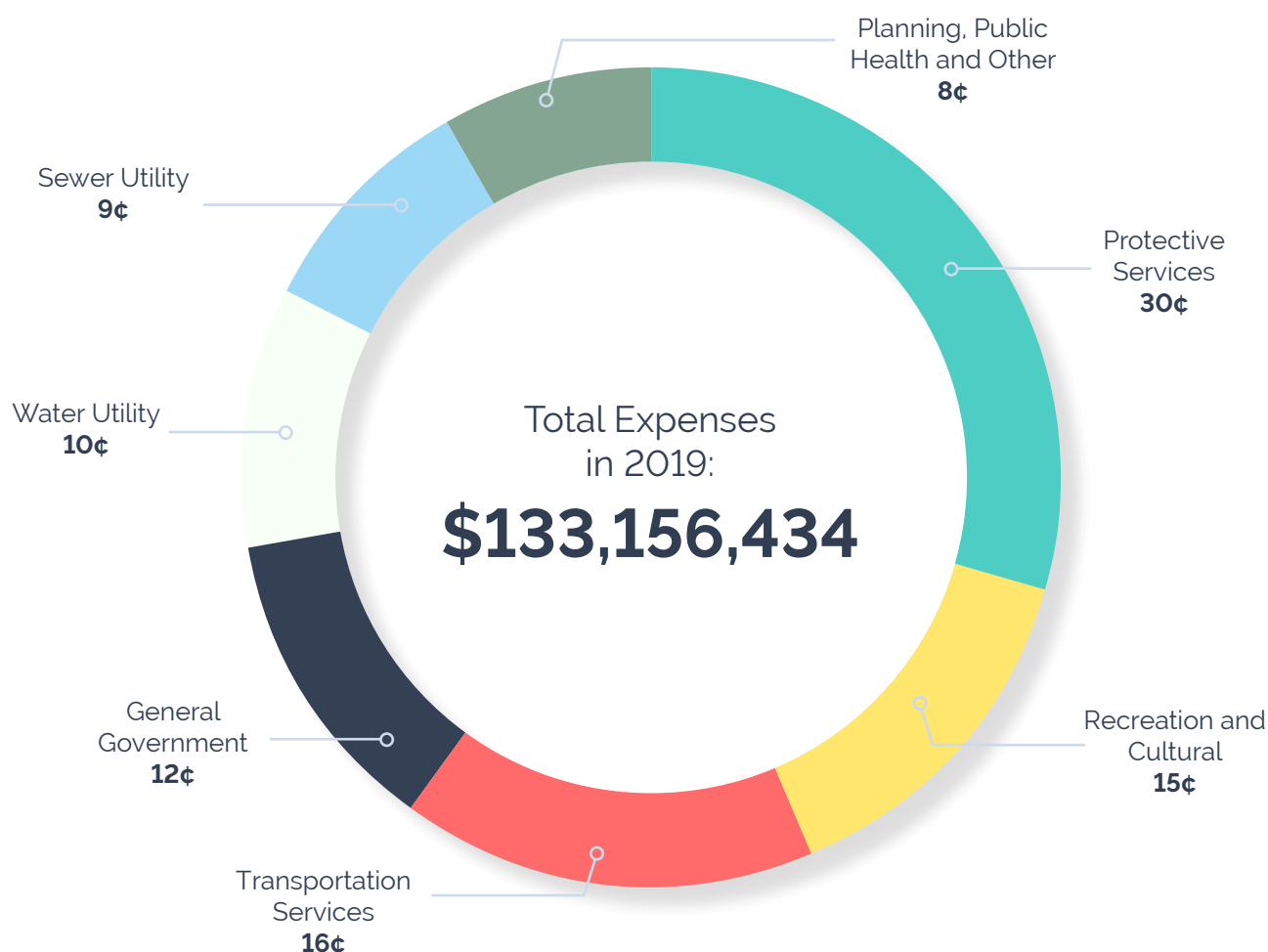
Financial Assets - Assets that could be used to discharge existing liabilities or finance future operations, such as cash receivables and portfolio investments.

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

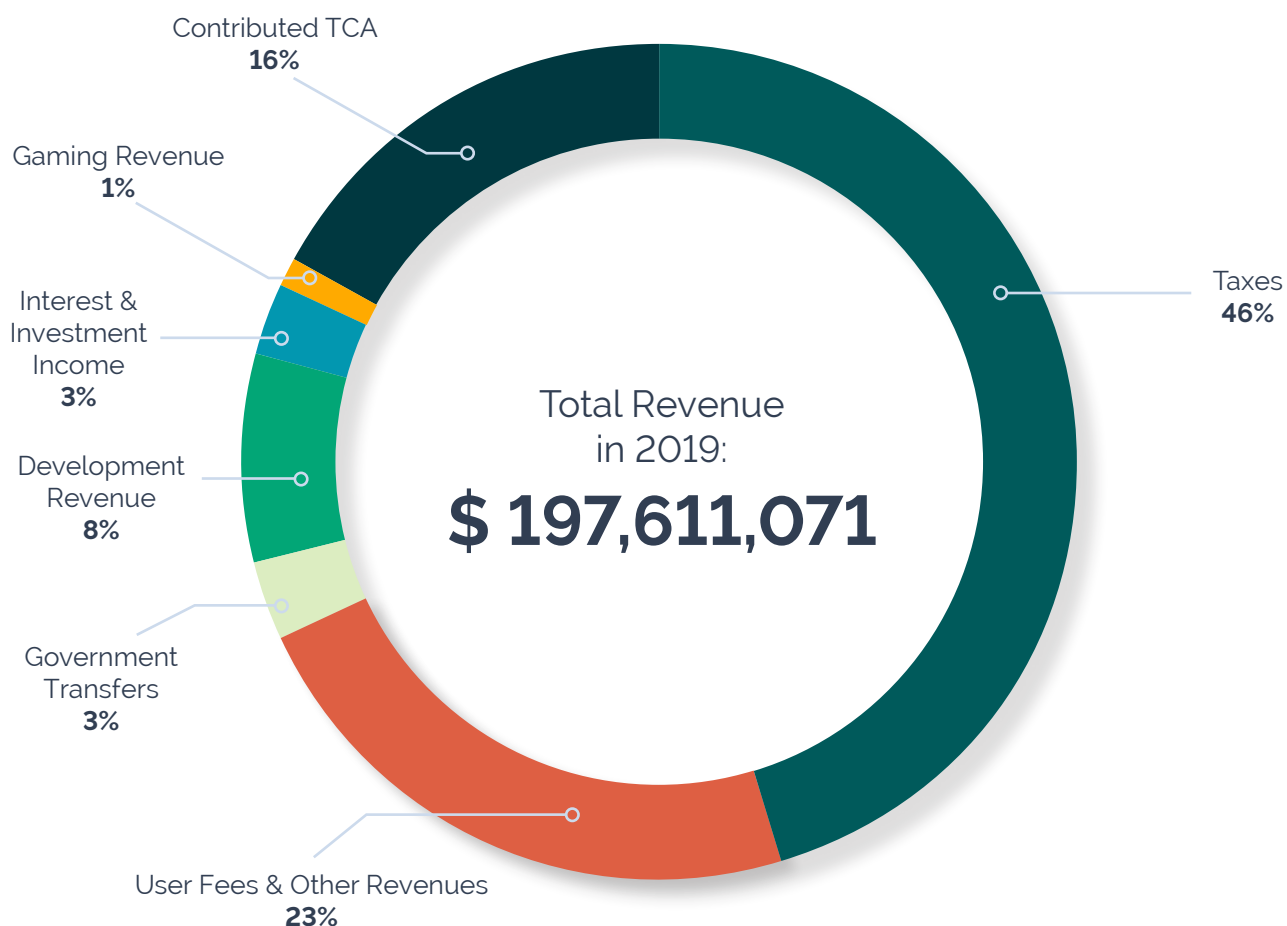


This chart shows how much of each dollar Maple Ridge spends goes to fund specific services and projects.

Expenses & Expenditures By Object 2015-2019

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

Expressed as percentages	2019	2018	2017	2016	2015
Labour	20%	22%	27%	23%	24%
Goods & Services	30%	29%	36%	29%	32%
Debt Servicing	1%	1%	1%	1%	1%
Capital	25%	22%	13%	17%	11%
Contributed Infrastructure	15%	15%	10%	20%	21%
Amortization Expense	9%	11%	13%	10%	11%
Total Expenses & Expenditures (in millions)	\$225.3	\$197.0	\$160.6	\$188.0	\$177.0

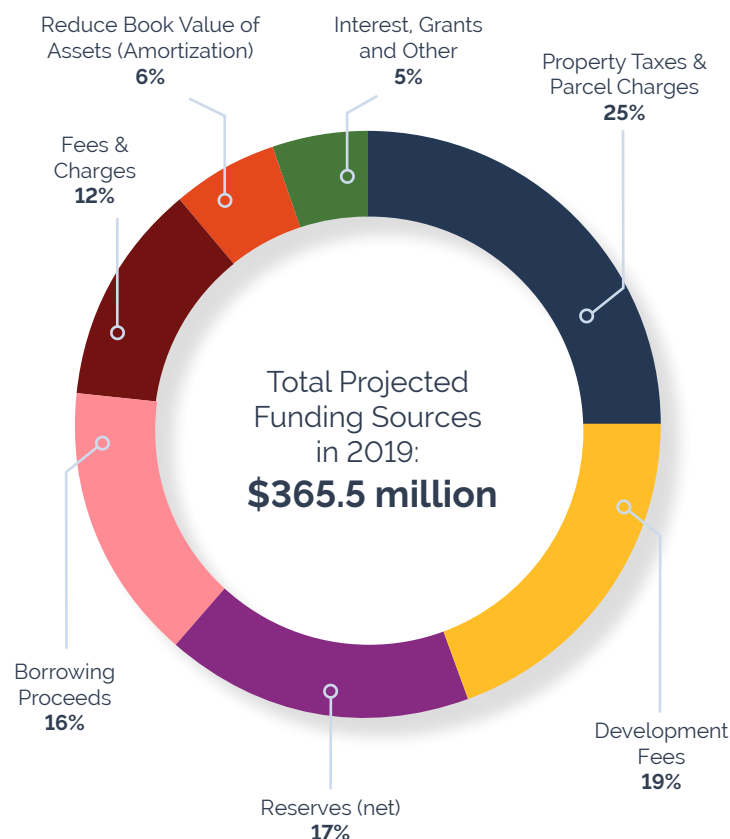


This chart breaks down the total revenues collected for 2019.

Revenues by Source 2015-2019

Expressed as percentages	2019	2018	2017	2016	2015
Taxes	46%	47%	52%	43%	43%
User fees & other revenues	23%	23%	27%	24%	24%
Government transfers	3%	3%	2%	2%	2%
Development Revenue	8%	9%	5%	10%	8%
Interest & investment income	3%	3%	2%	1%	1%
Gaming revenue	1%	1%	1%	1%	1%
Refinancing & asset disposal gains (losses)	0%	-1%	-1%	-2%	-1%
Contributed Tangible Capital Assets (TCA)	16%	15%	12%	21%	22%
Total Revenue (in millions)	\$197.6	\$183.2	\$156.4	\$180.4	\$170.9

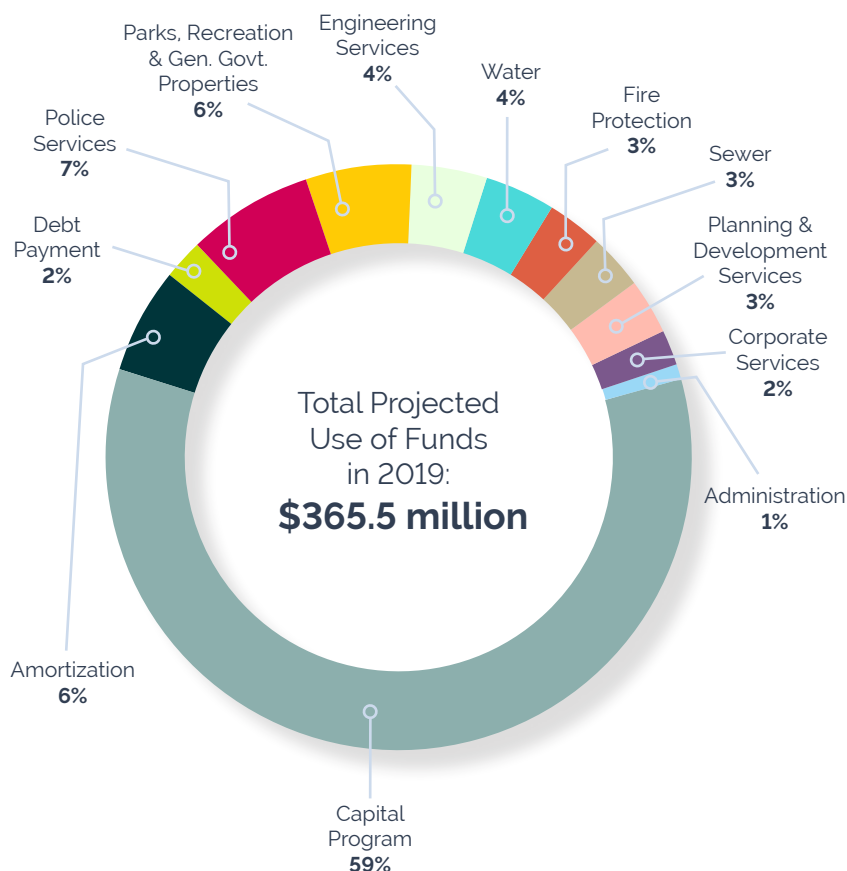
2019 PROJECTED FUNDING SOURCES



Property Taxes & Parcel Charges	\$ 90.1 million
Development Fees	70.1 million
Reserves (net)	62.9 million
Borrowing Proceeds	56.5 million
Fees & Charges	44.3 million
Reduced Book Value of Assets (Amortization)	21.3 million
Interest, Grants and Other	18.9 million
Sale of Property	1.5 million
Total Revenues	\$365.5 million

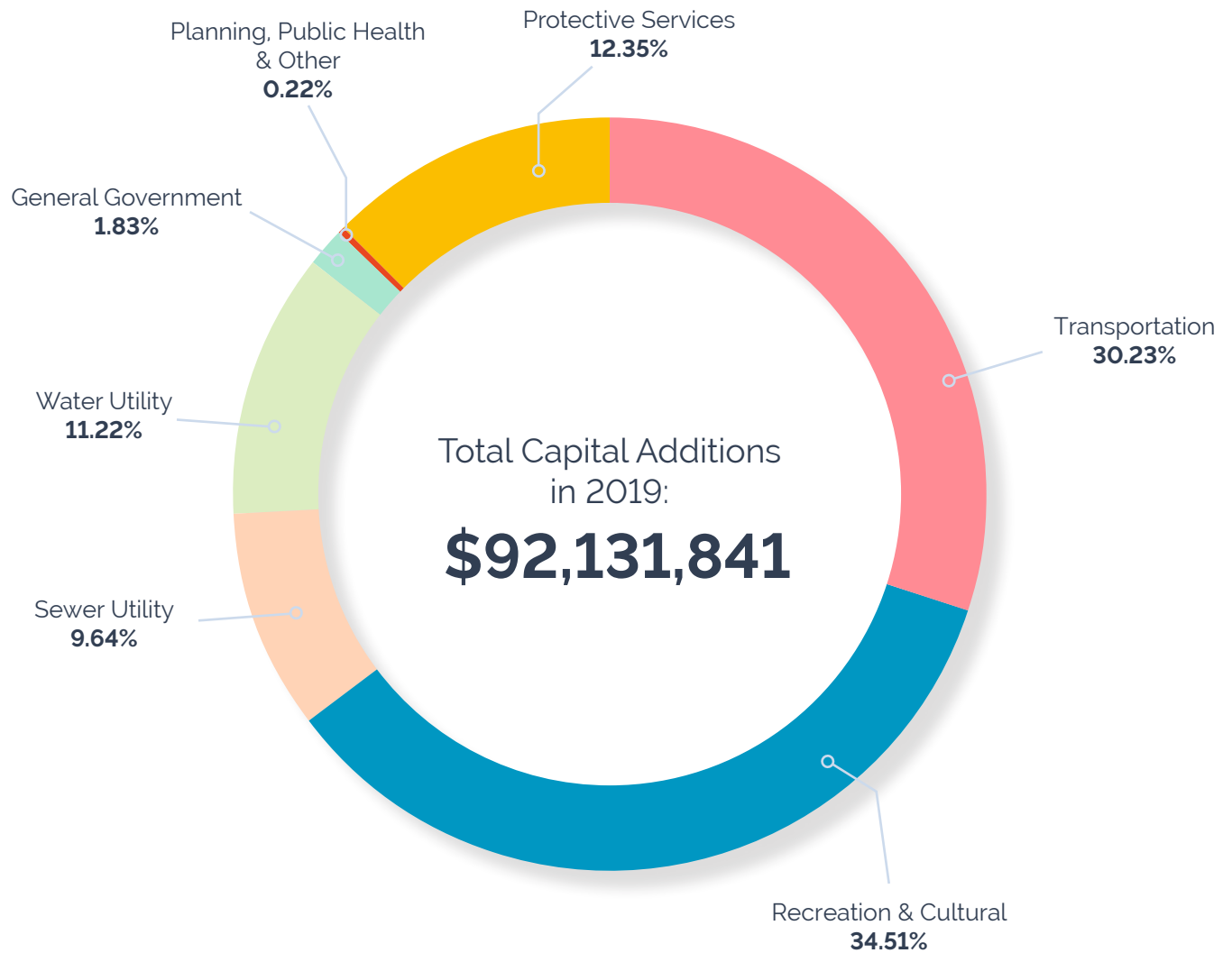
This chart shows where the money is coming from to support Council's 2019 Financial Plan; the breakdown is based on a percentage of the Total Revenues.

2019 PROJECTED USES OF FUNDS



Police Services	\$ 24.9 million
Parks, Recreation & Gen. Govt. Properties	21.6 million
Engineering Services	16.1 million
Water	12.8 million
Fire Protection	12.0 million
Sewer	10.8 million
Planning & Development Service	9.3 million
Corporate Service	9.1 million
Administration	3.9 million
Total Other	\$120.7 million
Capital Program	\$ 217.0 million
Amortization	21.3 million
Debt Payment	6.5 million
Total Uses of Funds	\$365.5 million

This chart shows where the money is used to deliver the 2019 Financial Plan; the breakdown is based on the percentage of the Total Uses of Funds.



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

2019 Capital Additions

Transportation	\$	27,855,159	30.23%
Recreation & Cultural		31,781,902	34.51%
Sewer Utility		8,882,474	9.64%
Water Utility		10,335,050	11.22%
General Government		1,690,337	1.83%
Planning; Public Health & Other		206,305	0.22%
Protective Services		11,380,614	12.35%
Total Capital Additions	\$	92,131,841	100%

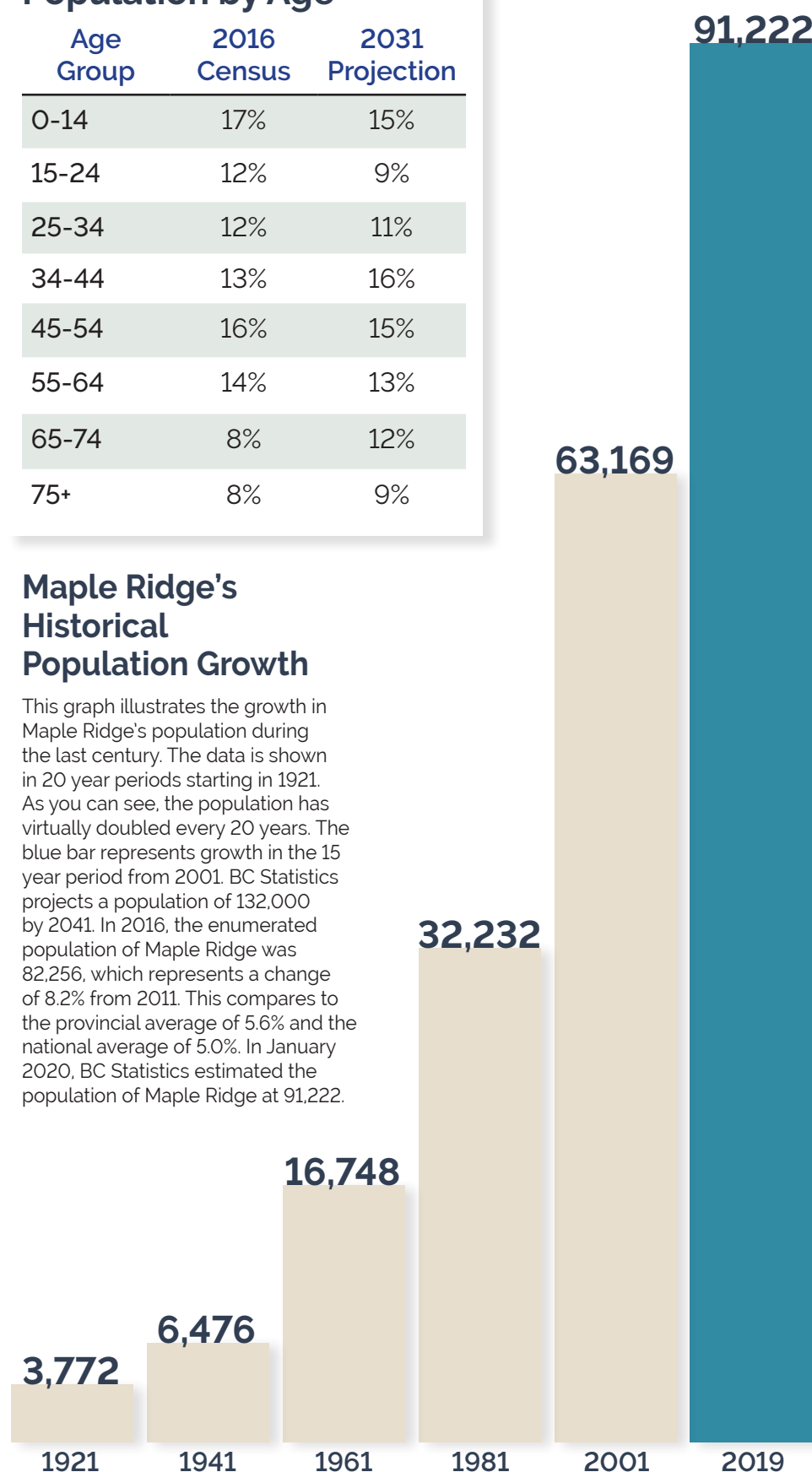
2019 POPULATION & DEMOGRAPHICS

Population by Age

Age Group	2016 Census	2031 Projection
0-14	17%	15%
15-24	12%	9%
25-34	12%	11%
34-44	13%	16%
45-54	16%	15%
55-64	14%	13%
65-74	8%	12%
75+	8%	9%

Maple Ridge's Historical Population Growth

This graph illustrates the growth in Maple Ridge's population during the last century. The data is shown in 20 year periods starting in 1921. As you can see, the population has virtually doubled every 20 years. The blue bar represents growth in the 15 year period from 2001. BC Statistics projects a population of 132,000 by 2041. In 2016, the enumerated population of Maple Ridge was 82,256, which represents a change of 8.2% from 2011. This compares to the provincial average of 5.6% and the national average of 5.0%. In January 2020, BC Statistics estimated the population of Maple Ridge at 91,222.



Median Age

Definition:

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

2016 Median Age (census) for Maple Ridge

41.4

2031 Median Age (estimate) for Maple Ridge

44.6

Why is this important?

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

Source: Statistics Canada



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

British Columbia Employment Rate

61.5%

Statistics Canada Labour Force
Characteristics, 2019

Maple Ridge Residents: Employment by Industry

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

Maple Ridge Residents: Employment by Occupation

Sales and service	10,635
Trades, transport and equipment operators and related occupations	9,260
Business, finance and administration	6,775
Education, law and social, community and government services	5,080
Management	5,020
Health occupations	2,695
Natural and applied sciences and related occupations	2,270
Art, culture, recreation and sport	1,380
Manufacturing and utilities	1,375
Natural resources, agriculture and related production occupations	760

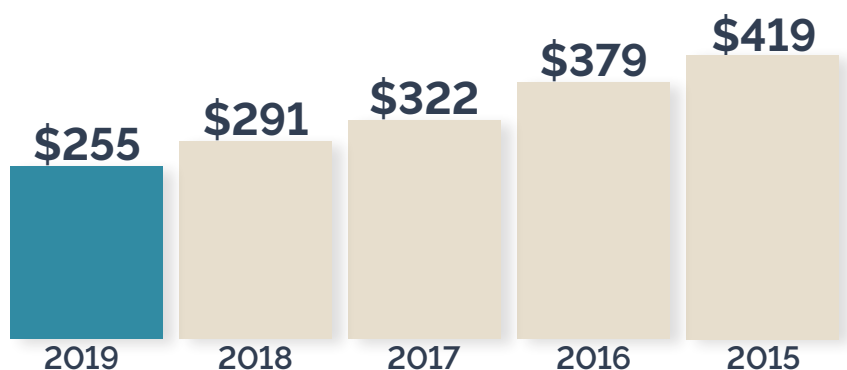
Source: City of Maple Ridge – Economic Development

Municipal Debt Per Capita

2019 - Based on estimated
population of 91,222

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

Source: City of Maple Ridge – Finance Department



PROPERTY TAXES VS. HOUSEHOLD COSTS

The monthly costs are based on the taxes paid for a home valued at \$742,300. This is the 'average' home value for 2019 based on BC Assessment Authority data. Your 2019 Property Tax Notice is comprised of the elements listed. As with other household bills that you may be paying monthly, you can pay your taxes using our monthly Pre-Authorized Withdrawal System' called PAWS. Look for more information in the Property Tax section of the City website at mapleridge.ca/178.

Source:
City of Maple Ridge Finance Department

Monthly Cost of Municipal Services

Total for Municipal Services	\$ 267.64
Water (Includes Capital)	52.62
Police Services	46.39
Capital (Includes Debt)	38.56
Sewer (Includes Capital)	33.10
Parks, Recreation and Culture	28.41
Fire Services	22.96
Development Services	22.76
General Government	16.62
Recycling (Includes Capital)	6.21



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

Standard Monthly Household Costs

Accommodation	\$ 1,820.33	FortisBC (Gas)	69.97
Transportation	1,158.42	Internet (High Speed)	60.00
Food	770.42	Home Security System	40.00
Clothing & Accessories	291.75	Cell Phone (Basic)	40.00
BC Hydro (Electricity)	124.00	Wired Phone (Basic)	30.00
Home Insurance	130.00	Cable Television (Basic)	50.00



Property Values

In 2019, 92.4% of the total value of properties in Maple Ridge was in the Residential Class. That's 92.4% of over \$25 billion worth of property as reported by the BC Assessment Authority.

Property Taxes

While 92.45% of the value is in the Residential Property Class, only 78.4% of the local taxes collected come from residential property owners.

21.6% of tax collected comes from the Business Classes, which account for 7.6% of the total property value in Maple Ridge.

Total property taxes levied in 2019 was just over \$84.6 million.

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

The 2019 Annual Report contains more detailed information on the City's financial position and results of operation. Copies can be obtained from the Fraser Valley Regional Library, Maple Ridge City Hall and online at mapleridge.ca/163.

Residential
92.4%

Business
Class
7.6%

Taxable Values By Property Class

2019 Total Value of All Property Types
\$25,349,873,257

Residential
78.4%

Business
Class
21.6%

General Taxation By Property Class

2019 Total Property Tax Levies
(for general purposes, NOT school, GVTA, BCA, etc.)
\$84,644,023

UNDERSTANDING YOUR TAX NOTICE

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

TAXES COLLECTED ON BEHALF OF OTHER GOVERNMENTS

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

1. School Taxes
2. Metro Vancouver Regional District
3. TransLink
4. The BC Assessment Authority
5. The Municipal Finance Authority


These organizations use these tax dollars to fund their organizations.

TOTAL MUNICIPAL TAXES

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

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

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




MAPLE RIDGE
British Columbia
mapleridge.ca

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

Doe, John G
12345 555 AVE
MAPLE RIDGE BC 123 456

2019 PROPERTY TAX
DUE DATE: Tuesday, July 2, 2019



5% PENALTY IF NOT PAID OR GRANT NOT CLAIMED
ADDITIONAL 5% PENALTY ADDED TO ANY OUTSTANDING BALANCE
AFTER SEPTEMBER 3, 2019

MORTGAGE CO. - We have notified you on this property. Please remember to pay if applicable.

LOT 0	DISTRICT LOT 0000	LEGAL GROUP 0.
TOTAL NET ASSESSED VALUE		
CLASS	GENERAL	
1 - Res		742.3

PROPERTY ADDRESS	ACCESS	RATES	COLUMN A
00000000000000000000	000000		NO GRANT
00000000 AVE			
0000000000			

Item	Rate	Amount
Non Residential School Levy	1.27400	0.00
Residential School Levy		945.69
Less: Home Owner Grant		945.69
Total School Taxes		
Greater Vancouver Regional District	0.04360	32.36
SCBCTA (TransLink) Transportation Improvement Fee	0.22160	164.49
BC Assessment	0.03890	28.88
Municipal Finance Authority	0.00020	0.15
Total Other Government Taxes		225.88
General, Debt & Library	2.72960	2,026.18
Drainage Improvements Levy	0.04930	36.60
Parks & Recreation Improvements Levy	0.05370	39.86
Parcel Charges	71.75000	71.75
Total Municipal Taxes		2,174.39
Water Levy	631.40000	631.40
Sewer Levy	362.25000	362.25
Blue Box Service - Residential	37.81000	37.81
Total Utility Services		1,031.46
TOTAL CURRENT YEAR TAXES		4,377.42
Tax Prepayments/Adjustments		0.00
TOTAL TAXES DUE		4,377.42

Apply for your Home Owner Grant online:
hog.mapleridge.ca

PAYMENT & HOME OWNER GRANT DUE JULY 2, 2019

CITY OF MAPLE RIDGE: 11995 Haney Place, Maple Ridge, B.C. V2X 6A9

HOME OWNER GRANT APPLICATION
Please read Section 1 and 2 on the reverse.
PRINT OWNER NAME IN FULL

☐ BASIC GRANT
☐ ADDITIONAL GRANT: SENIOR
(age 65 or over during this calendar year) 1954 or earlier

My date of birth is _____

☐ ADDITIONAL GRANT: OTHER
(see reverse for criteria)

Complete this section if you are applying on behalf of the applicant with their permission.
PRINT AGENT NAME IN FULL **TELEPHONE**

A - NO GRANT
\$4,377.42

ADDRESS _____
TELEPHONE _____
EMAIL (optional) _____

I certify that the information provided is correct and complete to the best of my knowledge.

X SIGNATURE OF OWNER **DATE** _____
(IF CLAIMING GRANT)

IT IS AN OFFENCE (SUBJECT TO A PENALTY OF UP TO \$10,000) TO MAKE A FALSE APPLICATION FOR A HOME OWNER GRANT.

SIGNATURE OF AGENT **DATE** _____

RIDGE MEADOWS RCMP DETACHMENT



Ridge Meadows RCMP members in Memorial Peace Park on Remembrance Day 2019

The Ridge Meadows RCMP Detachment is contracted by the City as a policing service and jointly serves the cities of Maple Ridge and Pitt Meadows, as well as Katzie First Nation and Provincial lands including Golden Ears Park and Pitt Lake. Policing is provided to citizens through local resources including first responders, serious crime investigators, traffic members, civilian staff and volunteers.

The Ridge Meadows RCMP rely on the City's contracted partner, E-COMM (9-1-1), to provide emergency call services, non-emergency reports to police and after hours contact for our citizens and five Integrated Team partners – Emergency Response Team, Police Dog Service, Collision Analysis, Homicide Investigation Team and Forensic Identification.

Behind the scenes of the detachment, and less visible to citizens, are civilian staff who are responsible for providing support to the overall policing operation in a variety of roles. Often they are the front line contact for most customer related needs including police information checks, fingerprints, insurance reports, summons & subpoena delivery, false alarms and referral services. This group of staff works in both support and specialized roles that provide police the opportunity to focus on investigative work.

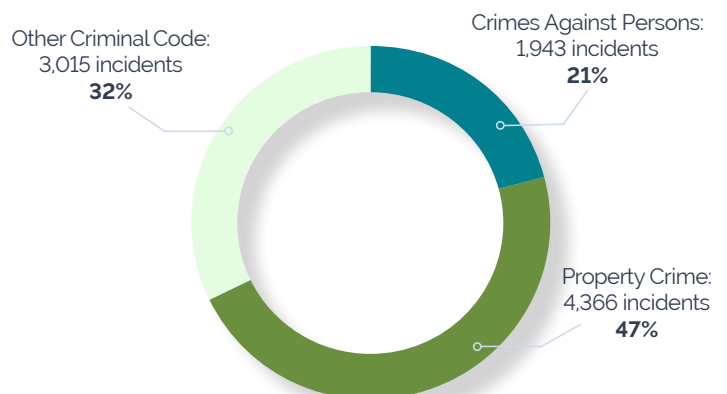
The full Ridge Meadows RCMP detachment staffing includes 127 uniformed RCMP officers. Maple Ridge funds 101 uniformed officers (+ 10 Integrated Team members), 3 provincial members who are supported by 47.3 City civilian support staff.

In 2019, the Ridge Meadows RCMP worked closely with the City on the Community Social Safety Initiative in partnership with the City's Bylaws Department and private security services working in the City's core. The detachment implemented enhanced visibility with both

foot and cycle patrols in the community in addition to their support around community festivals and gatherings. The Detachment was an important partner managing the impacts of the St. Anne homeless camp (see page 34).

The Ridge Meadows RCMP Detachment rolled out an online reporting tool as part of a pilot program and reports crime statistics regularly to citizens on their website. In addition to the crime statistics, the Officer in Charge provides a regular 'From the Desk' blog and the detachment has done outstanding work with a robust social media program to engage citizens. Learn more at mapleridge.ca/153.

Maple Ridge Property Crime Statistics 2019



Additional Data:

Calls for Service	27,005
Incidents involving Mental Health	1,407
Fatal Motor Vehicle Collisions	5
Homicide	1



MAPLE RIDGE FIRE DEPARTMENT



'Hot Summer Nights' Community Engagement

The primary mission of the Maple Ridge Fire Department is the protection and preservation of life, property and the environment. This service is provided by a group of 64 dedicated paid-on-call firefighters, 55 full-time firefighters, a Fire Chief, a Deputy Fire Chief, five assistant Chiefs, a Training Officer, three administrative support staff and one information technology support staff person.

The Fire Department operates on the basis of a composite model, integrating the rapid response of career firefighters with the ability to quickly call out paid-on-call firefighters for multiple/large-scale emergencies. This model is supported by a duty chief who responds on a rotational basis 24 hours per day, seven days per week to provide support at emergency scenes. This model provides a guaranteed level of response which can be quickly expanded to meet the needs of the emergency and is a responsible use of the City budget.

The Fire Department serves a very diverse community from the urban core, through suburban neighbourhoods and larger rural properties in the forest interface. City Firefighters respond to a wide variety of calls (see table for 2019 statistics) including the highest acuity medical calls where they have the greatest impact on patient outcomes.

The Fire Department has a number of metrics to measure their performance. Examples include the response time to incidents, the number of inspections in multi-family dwellings and the number of public education programs. Firefighters also attend many community events and festivals to provide education, improve relations and just downright fun opportunities to educate the community.

In 2019, the Fire Department took over the administration of the City's Emergency Operations program and have been updating the response plans in conjunction with experts in other departments. The Fire Department played a significant public safety role in the management of the St. Anne

homeless camp in 2019 (see Page 34) including multiple fire response and inspection services.

Work is underway on the new Fire Hall No.4 site co-located with a new community park. In 2019, the Fire Department held one of their popular 'Hot Summer Nights' community engagements in collaboration with Parks staff to educate the neighbourhood on the progress of both projects. In 2019, the City's new 'Tower 1' ladder truck came into service to replace the old one that had reached the end of service life after 25 years of fighting fires.

Fire Department Calls By Incident Type 2019

	2019	%
Alarms	558	12.20%
HazMat	91	1.99%
Hydro Emergency	139	3.04%
Medicals	2423	52.96%
Miscellaneous	492	10.76%
MVAs	417	9.12%
Other Fires	289	6.32%
Structure Fires	122	2.67%
Technical Rescue	13	0.28%
Vehicle Fires	30	0.66%
Total	4574	100%

Source: City of Maple Ridge Open Government Portal



2019

The previous 12 pages of our Citizens Report speak to the financial strength of our City. This page, and the following six pages speak to the social strength and resiliency of our citizens. Maple Ridge has a year round series of events that mirror the changing seasons and the celebrations that are important to our citizens. For our introductory page we chose the photos from the 2019 'Celebrate the Night' Festival that brought the community together around Halloween for food, fun, pumpkin carving and innovative light installations, culminating in a huge fireworks display. Our community comes together year-round to celebrate nature, Indigenous People's Day, Multiculturalism, Pride, Canada Day, Remembrance Day, Christmas and the spirit of charity with the CP Holiday Train. From Earth Day to the Farmers' Market and GLOW Maple Ridge our community events are powered by a dedicated team of volunteers who invest their time in the community they live in - that's a healthy community. Here's a peek at a year in the life of Maple Ridge.



Hundreds of citizens participated in the Halloween Costume Contest component of the 2019 'Celebrate the Night Festival'. Mayor Morden poses with the winners of the family category.



Over 2000 citizens came to Memorial Peace Park for the annual 'Celebrate the Night' Festival fireworks display. This was the largest crowd ever for this popular family event.



YEAR IN REVIEW

FEBRUARY



In February of 2019, the newest Home Town Hero was named. Tyler O'Neill started his journey to Major League Baseball on the local ball diamonds. Tyler's parents are shown here with the large version of the poster that will hang in all area schools.



In 2019, the new Tower 1 Truck came into service to replace the former truck that served the community for over 25 years. As our City grows, the capacity to fight fires in a variety of housing forms is an important part of community safety.

MARCH



Bill Archibald, one of the original 'Haney Horsemen' was recognized at the 2019 Heritage Awards. Bill was known affectionately as the 'Trail Boss'. The organization has played a role in the development of over 200 km of mixed use trails in the community.



In March, we stopped in at the Maple Ridge Leisure Centre to check on the progress of this beloved facility. Work was underway to pour concrete to form the modern new beach entry for the pool deck.

YEAR IN REVIEW

MAY



The opening of the Haney Farmers' Market always begins with the cutting and serving of carrot cake and serves as the unofficial launch of summer in Maple Ridge.



At the beginning of May, the annual Home Show is a place for people from around the region to connect with the local businesses in a wide range of sectors, but with a particular focus on home improvement and renovations.

APRIL



The Kanaka Creek Fish Hatchery hosts an annual 'Goodbye Chums' event where youngsters help release salmon fry into the creek to begin their journey to the Pacific Ocean. This helps connect youth with the local ecosystems.



The annual Ridge Meadows South Asian Cultural Society Gala in 2019 had a focus on spotlighting the voices of women with an incredible panel discussion about immigration, opportunities in business and voices of advocacy for changes in multicultural communities.

YEAR IN REVIEW

JUNE



The City helped bring together a number of groups to host the first Car Free Day. Downtown streets became the site for a food truck festival, musical performances, displays of electric vehicle technology and thrilling bike races. Here are some of the winners receiving their medals.



The bandstand in the centre of Memorial Peace Park becomes the central stage for the City's annual National Indigenous Peoples Day. This is a day for all Canadians to recognize and celebrate the unique heritage, diverse cultures and outstanding contributions of First Nations, Inuit and Métis peoples.

JULY



Canada Day is one of the largest celebrations of the year with concerts, dance performances, the Farmers' Market food vendors and great family activities. This is the view from the roof of the ACT Arts Centre out into Memorial Peace Park.



In July of 2019 there was a special ceremony at City Hall to hang the BC Summer Games Flags one year out from the 2020 event scheduled to be held in Maple Ridge. The COVID-19 pandemic has resulted in the cancellation of the 2020 Games but Maple Ridge will host in 2024.

YEAR IN REVIEW



Every summer the Haney Farmers' Market moves from downtown out to the farm where families can take advantage of tours of the Laity family dairy farm. This helps connect the 'city kids' with the farmers who grow the food on their tables.



As summer comes to a close, the 'Music on the Wharf' concert series brings citizens down to the historic Port Haney Wharf for live music. A century ago the Fraser River and adjacent railroad tracks were the principle ways our community was connected with the world.

AUGUST



The Bandstand becomes the 'Bard-stand' with the annual Shakespeare production by the Emerald Pig Theatrical Society. The 2019 production was a reimagined version of 'Comedy of Errors' set in a circus. Families came out for the evening shows in the heart of the downtown.



The annual Caribbean Festival fills the Albion Fairgrounds with music lovers seeking the cool grooves of Afro-Caribbean music, food and beverages. Beautiful summer days and great music make this annual festival a regional favourite.

YEAR IN REVIEW

SEPTEMBER



The annual GETI Fest celebrates the ways we can be better stewards of the planet. One of the activities, the Repair Café, demonstrates that we have many consumer goods that just need a little TLC to continue being a part of our lives.



Maple Ridge's craft brewers officially became part of the BC Ale Trail in 2019. At the kickoff event our Mayor and Minister of Tourism, Arts & Culture, Lisa Beare, had a sample of a special beer crafted to launch our community into this growing network of beverage artisans.

OCTOBER



BC Premier John Horgan posed with the student ambassadors at the grand opening of the new ċəsqənelə Elementary School in the fast growing Albion neighbourhood. These students were the hosts for tours of their new school.

NOVEMBER



WWII Veteran Ernie Poignant took the final salute at the end of the 2019 Remembrance Day Ceremony at Memorial Peace Park. Thousands of citizens came to honour those who have served, and are currently serving, our nation's Armed Forces.

YEAR IN REVIEW



Maple Ridge is surrounded by natural beauty. A resident sent us a copy of this photo of a bald eagle hanging around the local streams looking for spawning salmon returning from their time in the Pacific Ocean.



Rain or shine, Maple Ridge starts December with the annual Santa Claus Parade and Christmas in the Park celebration. This is the Legion Branch #88 Colour Guard who march at the front of the parade. Santa is the last entrant, riding on a vintage Maple Ridge Fire Truck.

DECEMBER



This year the City of Maple Ridge held the first ever 'GLOW Maple Ridge' event that ran from the beginning of December into early January. These downtown light installations were a favourite destination for families to take photos and visit with friends in the run up to Christmas and New Year's celebrations.



The CP Holiday Train made its annual stop at the Port Haney Station. Hundreds of citizens came out for the live concert and gave generously to the Friends in Need Food Bank. This is the cheque presentation of over \$16,000 raised by local Firefighters in their annual 'Boot Drive'.



STEPPING IN TO TAKE THE LEAD



In May of 2017, a group illegally occupied a property in downtown Maple Ridge that was designated for a neighbourhood park. What started out as a housing protest during a contentious provincial election turned into an almost two-year ordeal that has become a common challenge for local governments across Canada.

There is a national crisis in homelessness, addiction and mental health in Canada and while senior levels of government are responsible for housing and health care, the impacts of these social issues are falling on local governments to manage.

The presence and impacts of the camp on the surrounding neighbourhood was a significant topic in the local elections in the fall of 2018. Our new Council, elected in October 2018, had a strong mandate to take steps to see the encampment come to an end.

Maple Ridge Council developed their Strategic Priorities (see page 2) and one of the key components of that work was the development of an integrated approach to housing, delivery of social services, security and law enforcement in our community. Early in 2019, Mayor Morden had the opportunity to sit with multiple cabinet ministers of the BC Government to ask for their support for a collaborative approach to address the short term and long term challenges around housing, addiction and mental health service delivery.

A series of fires in the homeless camp resulted in a BC Supreme Court Order around enforcement of safety standards

and an incident in March 2019 required a complete evacuation of the site. That was the catalyst for a six-month process to wind down the camp and the placement of two new temporary social housing projects in the City.

While this largely eliminated the need for people to sleep outdoors, it did not address the underlying problems around addiction and mental health for the people that were living in the camp. Council continued with the development of the Community Social Safety Initiative and in late 2019 the project was branded as 'LEAD Maple Ridge' reflecting the goals to Listen, Engage, Assess and Deliver a more responsive and accountable housing and social safety program for the community.

The camp ended in September 2019, but work has continued to ensure that LEAD Maple Ridge has the human resources and expertise to build a local team and connections to address social problems that are weighing heavily on local governments across Canada. These problems are costing local taxpayers millions of dollars a year across the nation. Here in Maple Ridge our Council decided it was time to LEAD and take concrete action to change the trajectory of this problem in our community.

The construction of the new park started in the winter of 2019 and will be one of the highlights for our 2020 Citizens Report.

SERVICES & CONTACT INFORMATION



Photo by Jennifer Hamilton

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

General Information

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

Mayor & Council

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

Building

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

Clerk's

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

Community Engagement & Relations

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

Economic Development

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

Emergency Program

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

Engineering

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

Finance

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

Fire Department

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

Human Resources

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

Licences & Bylaws

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

Operations Centre

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

Parks, Recreation & Culture

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

Planning

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

Property & Risk Management

Tel: 604-467-7477

Purchasing

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

RCMP – Police Services

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

Non-Municipal Services

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



Looking east down the Fraser River, Maple Ridge, BC