



NO SURRENDER P40



P36 **10 LITRES FOR A PENNY**

THE DISTRICT OF

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MAPLE RIDGE

British Columbia, Canada. **2012 CITIZENS REPORT** as of December 31, 2012



**2012 HIGHLIGHTS:
MAPLE RIDGE
BECOMES NEW
FORENSICS HUB**

STORY P34



VISION 2025

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

MISSION

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

VALUE STATEMENTS

Leadership:

To encourage innovation, creativity, and initiative.

Service:

To be fair, friendly, and helpful.

Reputation:

To stress excellence, integrity, accountability, and honesty.

Human Resources:

To recognize that our people are our most valuable resource.

Community:

To respect and promote our community.

Stewardship:

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

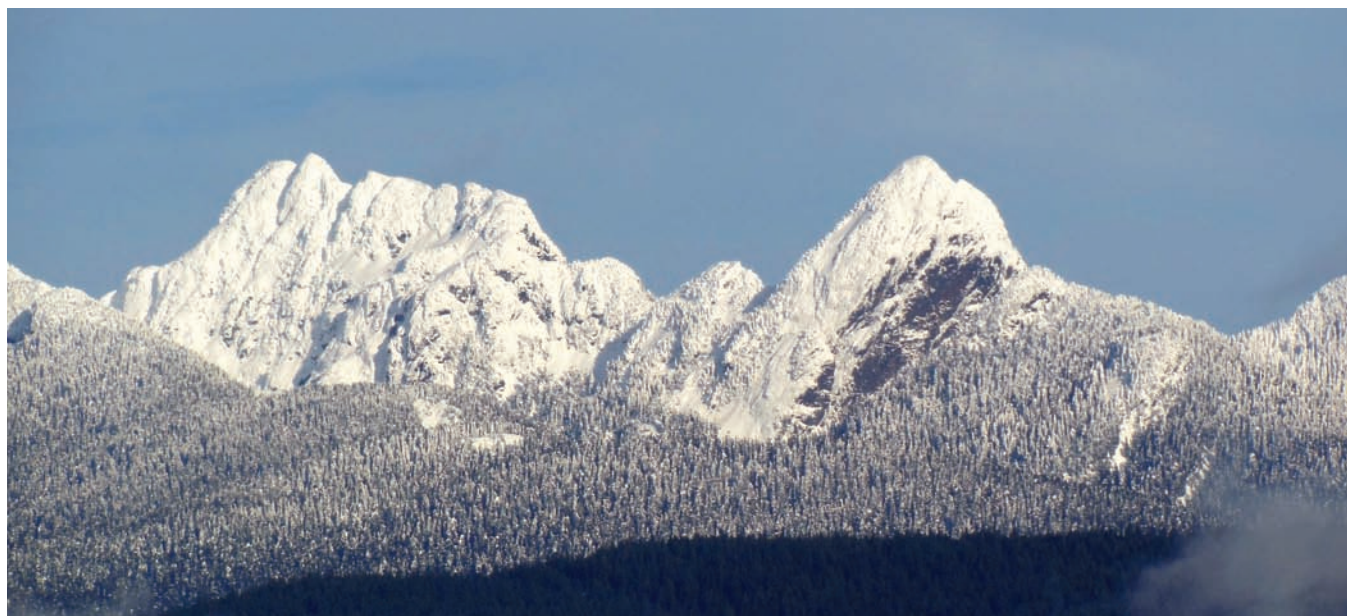
MAPLE RIDGE

2012 CITIZENS REPORT



Contents

Introduction	4
Message from the Mayor	6
QUESTIONS & ANSWERS: Your Mayor & Council	7
Administration	8
Community Development, Parks & Recreation Services	10
Public Works & Development Services	12
Corporate & Financial Services	14
Saving Money and the Planet	16
2012 Financial Spotlight	18
2012 Expenses	20
2012 Revenues	21
2012 Capital Additions & Debt	22
Property Taxes vs. Household Cost	23
Population & Demographics	24
People, Places & Events of 2012	25
RCMP – Police Services	32
Maple Ridge Fire Department	34
On the Water Front	36
Remembering Fred Elder	38
Contacts	39



Making our Information Accessible

On behalf of Council and staff we are pleased to present the 2012 Citizens Report. This publication will provide you with an overview of the District's financial performance for the year ending December 31, 2012 as well as a review of the divisional activities and program highlights for the year.

This year we are trying an experiment with making our Citizens Report more accessible to the public by stretching the bounds of the typical 'popular report' and packaging the information more like a magazine. In fact, we decided to pay homage to Canada's national news magazine, Maclean's in the way we pres-

ent the information.

One of the priorities that Council set as part of the 2013-2017 Financial Plan was to enhance our communications using the tools and technologies available to our citizens and to speak to them more clearly and consistently about our successes.

This publication seeks to meet that challenge by presenting a look back at our community, both from the perspective of the work of District staff, but also reflecting on how that work has impacted our citizens. From Olympic medalists who have returned home to thank Council for the commitment to

recreation facilities to entrepreneurs who are creating the Maple Ridge of the future, there is much for us to celebrate.

This 36 page report hints at what makes this community a great place to live and work. It captures the strong vision and determination of our Council and staff and highlights the accomplishments of some of our amazing citizens who are making their mark locally and on the world stage.

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

It has been a remarkable year.



Ernie Daykin

Mayor

Jim Rule

Chief Administrative
Officer

MAPLE RIDGE

2012 CITIZENS REPORT

The 2012 Citizens Report is part of a suite of publications that include the 2013-2017 Financial Plan and the 2012 Annual Report which allow citizens to examine the business of the District at every level. From detailed business plans and budgets to the audited financial statements, our goal is to ensure that our work is transparent and accessible.

The District would like to acknowledge the contributions of a number of individuals and organizations in helping create this publication. Oliver Rathonyi-Reusz of InView Images has provided many of the stunning images used to illustrate the articles in this publication. We thank him for his patience and skill in helping us illuminate the beauty around us. In our People and Places section you will find photography from the two community newspapers that serve Maple Ridge. Our thanks to the Maple Ridge News and the Maple Ridge and Pitt Meadows Times for supplying images that were part of their publications throughout the year. We are very proud to provide a showcase for the amazing photography that we sometimes take for granted by our local papers. The publication design was done by Cindy Farnsworth and Doug McMaster. They both live in our community and raise their families here, and their passion for our community is reflected in the quality of their work.

We would like to thank staff members from all departments who answered questions, verified data and allowed us to tag along and photograph them as they did their work. The knowledge, experience and professionalism of our team is an inspiration to the Communications team that coordinate this project. Finally, special thanks to Cindy Dale and Tracy Camire. Their ideas, talent and knowledge have been essential in bringing all of this material together (and on deadline).

We hope that you enjoy this 'yearbook' of the community that we are proud to serve and live in.

Fred Armstrong
Manager Corporate Communications
farmstrong@mapleridge.ca
Phone 604-467-7452

This publication is created in print and digital versions. The print version is available year round at the main reception area of Municipal Hall. The digital version is available on the District website www.mapleridge.ca and can be downloaded and printed at any time.

The District is also active on social media. Please join us by following us on Twitter @yourmapleridge and on Facebook at facebook.com/yourmapleridge. We look forward to your feedback on the 2012 Citizens Report.

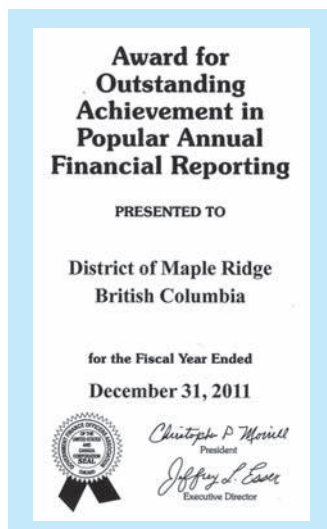
The print version of this publication is 100% recyclable.



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 the District of Maple Ridge for its Popular Report for the fiscal year ended December 31, 2011. The Award for Outstanding Achievement in Popular Annual Financial Reporting is a prestigious international award recognizing conformance with the highest standards for preparation of state/provincial and local government popular reports. In order to receive an Award for Outstanding Achievement in Popular Annual Financial Reporting, a government unit must publish a Popular Annual Financial Report, whose contents conform to program standards of creativity, presentation, understandability, and reader appeal. An Award for Outstanding Achievement in Popular Annual Financial Reporting is valid for a period of one year only. The District has received a Popular Award

for the sixteenth consecutive year and is very fortunate to be one of only 5 municipalities in Canada awarded a PAFR for 2011. 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

This year the team putting together the Citizens Report asked each of us who serve on Council to fill out a little questionnaire similar to the one used by James Lipton on the TV show 'Inside The Actors Studio.' One of the questions was 'What Is Your Favourite Motto?' The answer that I gave was;

"People who work together will win, whether it be against complex football defences or the problems of modern society"

I love football and lessons I learned on the field as a youngster have stuck with me throughout my adult life. The quote is by Vince Lombardi, an American football player, coach and executive. He is best known as the head coach of the Green Bay Packers during the 1960s. With his leadership style and by having a team working together, he led the team to three straight and five total league championships in seven years, including winning the first two Super Bowls. The NFL's Super Bowl trophy is named in his honour. Coach Lombardi was one of my childhood role models, along with Coach John McKenzie my Maple Ridge Secondary School football coach. I learnt life lessons from these men and as I grew older and started my own business, their work ethic and leadership principles were things that I tried to emulate every day.

This particular quote resonates for me on many levels. In the past year I have had the opportunity to get to know my colleagues around the Council table better by listening carefully to the different perspectives they bring to our discussions. While at times the debates are vigorous and passionate, they are also respectful. There is also an understanding that collectively we make better decisions than any one of us could make on our own. It is by carefully examining all sides of an issue that the best direction can emerge.

Folks will at times remind us of the campaign promises that each of us made during the election when we make decisions that seem to be at odds with those promises. I learned a long time ago that there's a big difference between campaigning and governing. All of us have. I am very proud to work with this Council. The passion, commitment and energy of my colleagues is an inspiration.

I am confident that we have lived up to the motto that I hold dear. Take a look at what has happened in the last 12 months. Take a look at the plan for 2013 and beyond. The key to a successful community is teamwork and collaboration. When we on Council, working with the amazing and engaged citizens of our community and our District staff, put our collective wisdom and energy behind an issue, we've demonstrated the capacity to meet every challenge head on and emerge better and stronger as a community. The result is that Maple Ridge wins! Vince would be proud. I know I am.

Mayor Ernie Daykin

THE QUESTIONS

1. What is your favourite book?
2. Who is your favourite musician?
3. What is your favourite film?
4. Who is your hero?
5. What was your first job?
6. What is your favourite motto?
7. What's the best thing about being a member of Council?

Council Meeting Information



Council's annual meeting schedule is available online at www.mapleridge.ca. The meeting schedule is available in both a calendar format or as a chronological list. Meetings held in Council Chambers are recorded and available for viewing a few days after the meeting, with links to the meeting agenda information and presentations.

THE ANSWERS: From your Mayor and Council

Ernie Daykin	Cheryl Ashlie	Al Hogarth	Judy Dueck	Bob Masse	Corisa Bell	Michael Morden
The Art of Racing in the Rain by Garth Stein	The Stone Carnation (it got me hooked on murder mysteries) by Naomi A. Hintze	Plan B 4.0: Mobilizing to Save Civilization by Lester R. Brown	Chicken Soup for the Soul by Jack Canfield and Mark Victor Hansen	Younger Next Year by Chris Crowley	The Velveteen Rabbit by Margery Williams	The Runway of Life by Peter Legge
Israel Kamakawi'ole also known as "The IZ"	Bette Midler	Stevie Ray Vaughan	Barbara Streisand	Slash	Eminem. He's a lyrical genius.	I have many, far too many! If I have to choose one it's Steely Dan
Star Trek II: The Wrath of Khan (1982)	The Marathon Man (1976)	Avatar (2009)	To Sir with Love (1967)	Gladiator (2000)	Singin' in the Rain (1952)	It's a tie, Ronin (1998) and My Cousin Vinny (1992)
My father, Norm Daykin	My mom	Austin Pelton a former Alderman and Mayor of Maple Ridge	My husband Ron	Nelson Mandela	John Lennon	My mentors. They made me look at life differently and made me a better person
Bagging groceries at Safeway	Eldorado Hotel Laundry Room, I was 14 years old, I relieved my mom for her summer vacation	Bagging groceries at Safeway	Carhop at A&W Drive-In Restaurant	Delivering fish and chips on my bike at the age of 13	I was a gymnastics coach after dedicating over a decade of my life to the sport	I was a newspaper carrier and my first full time job was as a store detective
"People who work together will win, whether it be against complex football defenses or the problems of modern society." Vince Lombardi	"You die if you worry, you die if you don't." Old Irish Proverb	"Do unto others as you would have them do unto you." Matthew 7:12, The Bible	"I've learned that people will forget what you said, people will forget what you did, but people will never forget how you made them feel." Maya Angelou	"Better to have and not need, than need and not have." Franz Kafka	"With courage you will dare to take risks, have the strength to be compassionate, and the wisdom to be humble. Courage is the foundation of integrity." Keshavan Nair	"Imagination Times Vividness Equals Reality." Source unknown
I am able to speak to students of all ages about local government and how we can have a positive impact on the day to day life of our residents. My goal is to personalize and demystify local government for our youth - our future	Being a part of all things political	Being a part of a dynamic team of individuals who bring independent thoughts and ideas to the table on a variety of issues. This includes Mayor, Council and Staff	The opportunity to serve my community and be a part of shaping Maple Ridge	It is very interesting, varied and intellectually demanding work	Being on Council is such a privilege; I get to make Maple Ridge and our Citizens as a whole a priority in my life. Being on Council is volunteering on steroids and I love it!	I love being able to successfully advocate for a person or group. I advocate for the majority and it seems that isn't popular, but it's what I signed up for and I believe that is the right thing to do





When a plan turns into action

One of the roles of the Administration division is to coordinate Emergency Planning and Response for the District. District staff train on how we will respond to a wide variety of natural and man-made disasters. The District has a dedicated Emergency Operations Centre (EOC) team and detailed plans of how we will respond to various scenarios. Last year that plan was put into practice when the combination of a high snow pack, a cool spring and heavy rainfall combined to cause the Fraser River to swell.

The BC River Forecast Centre monitors the snow pack, river flows and weather along the entire Fraser River system and in early June 2012 the snow pack on the Upper Fraser, Nechako and Lower Fraser were significantly above average. In early and mid June, BC was hit with a wave of rainstorms that blew in off the Pacific, and by June 9 some of the communities in the upper Fraser were dealing with local flooding. On June 17 the River Forecast Centre issued

a High Streamflow Advisory for the Lower Fraser Valley. Over the next three days the Fraser River flow rate and level rose steadily and the EOC was activated to a Level One response on June 20.

In 2007, the last time the Fraser had risen to this extent, our team fine-tuned the mapping and measurements for the area dyke systems to better predict what areas were at risk. Over the course of the next 72 hours the plan that had been practiced over and over again was put into action with great efficiency.

Two days later, almost a kilometre of temporary dyking had been constructed to protect low areas in the Albion and Kanaka areas. Evacuation warnings were hand-delivered to over 300 homes in three areas of the community that were most at risk. A community information meeting was held in an area that borders the Kanaka estuary in Maple Ridge where the combination of high rainfalls, high water levels and high tides could create vulnerability for residents. A local business became the sandbagging centre

for the community and agreed to stay open 24/7 to help supply the community. Crews were busy inspecting dykes, streams and all of our utilities daily. All this took place while the day-to-day operations of the District carried on.

For the next ten days the District provided daily updates on our website and on social media. Photo galleries captured the water levels in each of the risk areas and everyone waited for signs that the weather would improve and the crisis abate. On July 2, the BC River Forecast Centre announced that the High Streamflow Advisory had ended for the Fraser.

There were some wet basements and the risk was very real. What was extraordinary was to see how well the plan was executed, and the diligence of the team in further refining our data and response methods for a future disaster. Many citizens did not see the work of the EOC team and the men and women in each department who executed the plan. When disaster strikes, we are ready.





TOWN CENTRE: Creating opportunity

Two departments in the Administration division have been working together to turn the Council vision of economic prosperity into action on the ground. In 2012 the Town Centre Investment Incentive program continued to fuel a construction boom in Maple Ridge that is unmatched in our community history. There were groundbreakings and ribbon cuttings at a number of key projects.

In June 2012 Thrifty Foods opened their new Maple Ridge store at Haney Place Mall, while a few hundred feet away, Falcon Homes, a new mixed-use development, broke ground. At the other end of the mall the Target Canada renovation project cleared the final approval stages and the expansion and redesign work began. The new Maple Ridge Gaming Centre broke ground at the end of 2012 and no less than 20 projects are in various stages of planning and construction for a total value of more than \$150 million.

The policy and bylaw work, now seen as a model throughout BC, captured Coun-

cil's desire to speed up the pace of development in Maple Ridge. Along with this solid Incentive Program, Maple Ridge continues to be recognized as a 'Top Five Investment City' in Canada by the Real Estate Investment Network. We frequently remind folks that the District does not build homes and businesses. That is the work of the private sector. We're confident that we've created the framework and opportunities for the commercial and residential development community to be successful in Maple Ridge. No matter what street corner you stand on in our Town Centre you can see construction underway.

AT A GLANCE

Division Head:

Jim Rule,
Chief Administrative Officer

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

Department Heads:

Fred Armstrong,
Manager Corporate Communications

Laura Benson,
Manager of Sustainability & Corporate Planning

Sandy Blue,
Manager Strategic Economic Initiatives

Michelle Weatherill,
Acting Director of Human Resources





ting ceremonies. The names of these parks reflect the history of our community. Webster's Corners Park pays tribute to the early Finnish settlers of our community while Haney Nokai Park is named for the early Japanese settlers who built our community. These parks feature adult and youth fitness areas, green spaces and historical markers to connect today's citizens with our rich history.

The design and construction of Birch Park, Cedar Park and Deer Fern Park in Silver Valley commenced in 2012 with the official openings drawing near. These parks are located where topography and forest create challenges for traditional park design. Bruce and Sylvia went out into the neighbourhood and held information meetings on the park sites and general budget. People from each neighbourhood volunteered to be part of the Park Advisory Committee, and they worked with the District team to develop amenities that they wanted to ensure the finished park reflected their lifestyle and vision.

With all of these park projects, the community connection has been critical. While the spaces themselves are intended to help people connect, the process of planning the park has served as a catalyst for neighbours to get together and become a community.

That's a philosophy at the core of our works in Community Development, Parks & Recreation Services - connecting citizens so that our community benefits from the creativity and ideas that make Maple Ridge a special place to live.

PARKS: You design them, we build them

Green spaces, playgrounds, sports fields and trails all provide places for people to get out, get some exercise and connect with each other. Maple Ridge has 64 parks of varying size and types. Memorial Peace Park, Maple Ridge Park and the Agricultural Fair Grounds are examples of destination parks that serve as a host for community events and festivals. Other parks are geared to sports activities, with baseball diamonds, soccer and football fields and even the School Yard skate park for youth action sports.

Along with these great public spaces are smaller neighbourhood parks that

are intended to be used primarily by folks who live a few blocks away. There's a network of these parks throughout the community, some of them developed beside schools, some free standing.

Bruce McLeod and Sylvia Pendl are the District team working with members of the community to develop parks that will create spaces to play and for people to gather and develop a sense of community cohesiveness. This model of collaboration has resulted in some amazing new amenities in Maple Ridge.

In 2012, Webster's Corners Park and Haney Nokai Park had their ribbon cut-





Offering a helping hand

Maple Ridge is a vibrant and affluent community. But like every community in the world there are citizens who are facing issues of mental health, addiction, poverty and homelessness. The Federal and Provincial governments are responsible for health care and social services. However, the provision of those services has an impact on our community and we need to be engaged.

There are close to 50 organizations providing social services for everything from childhood development to supporting those who are struggling with addiction or poverty. The District sits at the table with these groups to bring our expertise to bear to help these groups achieve their vision and help create connections that will benefit our community and the lives of our local citizens.

The results are impressive. In 2012 the ribbon was cut on Alouette Heights, a supportive housing project that combines the resources of Maple Ridge, the Provincial government and the Alouette Home Start Society to create 45 high quality residences for citizens who have been struggling with affordable and stable housing. The building, built to LEED Gold Standards is a beautiful addition to our skyline.

The best part is that Alouette Heights is indistinguishable from the private developments in the town centre and located close to service providers who work with residents to help them achieve their goal of independence. Other programs include the Iron Horse Youth Safe House which provides a safe place to live



for youth aged 13 to 18 for up to 30 days. This program is geared to helping kids avoid becoming part of a more street-entrenched lifestyle.

A new program was launched recently called 'Route 29: The Road Home.' Funded by the Vancouver Foundation's Youth Homeless Initiative, this program has a focus on providing intensive, long term support to youth transitioning to adulthood, and on helping them acquire the skills to achieve long-term success.

The District has partnered with these programs and the service providers who run them, to create action to deal with the most vulnerable in our community. What's most rewarding is to see the level of support for area citizens who donate their time and money to ensure that these programs remain strong. It is a partnership and collaboration we are proud to be part of.

AT A GLANCE

Division Head:

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

The Community Development, Parks & Recreation Services (CDPR) Administration Division's role is to ensure planning and coordination of resources in the management and development of parks, facility operations and delivery of recreation and cultural services. In addition 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

Sue Wheeler,
Director of Community Services





Our Capital Plan: The path to our future

There's a rule of nature that states 'water seeks the path of least resistance.' This rule also applies to traffic, and much of our public works is focused on dealing with the issues of managing pedestrian and traffic safety.

Each year, as part of the financial planning process, staff review, evaluate and prioritize a large list of potential Capital Works projects that become part of the District's five year plan. This allows staff to explore the scope of work, coordinate projects across departments and look for funding partners at the regional, provincial and federal levels of government. As projects move from the preliminary approval through a more detailed engineering analysis, it is our practice to engage and inform the public and seek feedback on proposed projects.

In 2012, two of these projects were specifically related to pedestrian safety, one of Mayor and Council's priority areas. The

first was the installation of a pedestrian activated traffic signal at 240 Street and Hill Avenue in front of Albion Elementary School. The signal required the input of the provincial highways department due to the proximity to Lougheed Highway. Once that approval was secured, the project moved into the 2012 Capital Plan for the division. On September 4, 2012, Mayor Daykin joined Ron Lanzarotta, Principal of Albion Elementary and Rachel Thompson, President of Albion Elementary PAC for the first day of school and the unveiling of the new signal.

In the fall of 2011, a public meeting was held at the Royal Canadian Legion to seek public input on the situation along 224 Street north of Dewdney Trunk Road. At that meeting District staff heard resident's opinions on how some sidewalks were too narrow for mobility aids, how some of the street plantings obscured view lines and

possible locations where pedestrian activated lights should be installed. Starting in the spring the Parks Department, who manage the landscaping for the District, removed the existing plants in the islands and replaced them with colorful, low profile plants.

The installation of the pedestrian activated traffic light took place in late spring and was ready in May of 2012. In conjunction with some work on the sanitary sewer system along 224 Street, sidewalks were repaired or replaced to alleviate the mobility challenges. Finally, late in the year, the entire area was repaved and new street markings were put into place. A final addition was the placement of a stop sign at Brown Avenue and 224 Street.

Of the large list of projects executed in 2012 there are two others that stand out. The first was the traffic calming, walkability improvements and repaving of a section





of road between 216 Street and 220 Street along 121 Avenue. The project started in August, 2012 and progressed into October. The result was the installation of multi-use pathways on both sides of the street, installation of three traffic buttons, improvements to the storm water system and new paving along this entire section. The result is that the east west flow of traffic has been calmed, there are provisions for alternate traffic modes and the area residents can now walk their children to and from school safely.

The second major project was the completion of a watermain installation by Metro Vancouver along Abernethy Way from 232 Street to 224 Street. This section of road is designated as one of our major east west connectors; however the four-way stops along this section caused drivers to find other routes to bypass this road in the morning and evening. This is the principle that we mentioned at the beginning. Traffic always finds the path of least resistance.

Our Engineering Department developed a plan to install traffic signals along this

section of road, and in addition, to create a multi-use pathway in the portion of the road allowance dedicated for future expansion. The result is that this section of road has improved as an east west route, as the lights only cycle when cars need to travel north south across it. The multi-use path has given pedestrians and cyclists a safe place to travel away from the road. This project was funded under the Federal Infrastructure Program.

On October 17, 2012, in a break in the fall weather, paving was scheduled for three sections of road that commenced at 9:00 am in the morning after rush hour. On that day 300 tons of asphalt was paved over five kilometres of road, a single day record for our community.

As you can see, work on these projects often begins years before the construction starts. From the planning, design, tender to the daily inspection of work sites leading to the final completion, our team of planners, engineers, technicians and trades all work to turn the Business Plan into concrete and asphalt on the ground. By keep-

AT A GLANCE

Division Head:

Frank Quinn, General Manager:
Public Works & Development Services

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

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

Department Heads:

Russ Carmichael,
Director of Engineering Operations

Christine Carter,
Director of Planning

Liz Holitzki,
Director of Licences, Permits and Bylaws

David Pollock,
Municipal Engineer





Engaging the public in new ways

In December of 2012 District staff presented the 2013-2017 Financial Plan to Council in a series of public meetings. One of the challenges in presenting this information is that area residents have many other commitments in their life that compete for their time and attention.

In January of 2012, Paul Gill, General Manager: Corporate & Financial Services, went back east to witness, first hand, how the City of Waterloo, Ontario conducted their community consultations on their financial plan. While he looked at the logistics on location, members of the Business Planning team back here in Maple Ridge watched the live streaming and social media interaction of the budget presentation.

Fast forward to late October 2012, when Mr. Gill put a project team together to examine the technical challenges of replicating that work here in Maple Ridge. There were two issues that needed to be addressed. The first was the actual technical challenges of delivering a high quality live stream event and the second was managing the input from email, phone calls, social media and live questions from the audience seamlessly.

Quietly and efficiently the team explored the best way to deliver this project. In late November tests were conducted using the digital recording equipment that we already have to stream that signal out to the world. Our technical team worked on the audio and video challenges while the second team worked on the process to address citizens' questions in a live forum.

There were a number of dress rehearsals, and we discovered limitations to our equipment. We also dealt with the challenges of capturing information from as many sources as possible to ensure that all who wanted to participate would be

able to. As the days went on the challenges were met, and the dress rehearsals began to run smoothly. In late November, with most of the wrinkles ironed out, the decision was made to go live.

Ads were placed in the local newspaper and the word went out by social media. On Monday, December 10, after a full day review of the Financial Plan, Council convened the first digital Municipal Hall meeting and turned the floor over to the broadcast moderator Ms. Laura Benson, Manager Sustainability & Corporate Planning and Mr. Paul Gill. For the next hour, they presented a top line Financial Plan overview and then opened the floor to questions from the audience and cyberspace.

Questions came in on Twitter, Facebook and via email, and members of the audience added their questions as has been the practice in the past. Behind the scenes, a team of staff from the Finance,

IT and Communications departments worked to ensure that citizens' questions were cycled through to the Council Chambers. In addition to the live responses, all of the questions were compiled and answered in greater detail on the District website within 48 hours. Council returned the next day and completed their review of the 2013-2017 Financial Plan and it was moved onto the agenda for the December 18, 2012 Council meeting where it was given its first readings. The Financial Plan Bylaw was passed at the first meeting in January, 2013.

Financial Planning is a year round process and even as you read this document, Council and staff are well into the development of the 2014-2018 Financial Plan. As the methods that citizens use to engage each other evolve, the District has to meet the challenges of staying current with new communications tools to ensure our work is accessible and transparent.





In print or on the web: All the data, all the time

The overall annual Financial Plan for Maple Ridge is close to 100 million dollars and the District has assets of close to a billion dollars. One of our commitments is to provide the District's Financial Plan and financial data at any level of detail that you want.

This report, the Citizens Report, is presented annually and provides the audited financial statements for the District along with photos and articles to provide you with an overview of the District's accomplishments and financial performance for the previous calendar year. This publication is presented both in print form and as a downloadable document on our website. The 2011 Citizens Report won the prestigious Platinum MarCom Award, Gold Hermes Award and the GFOA Award for Popular Financial Reporting. In recent years we've been working hard to make the content accessible for people who do not have a financial background, but are interested in local government.

For those of you who do have a background in financial planning the District also presents the Annual Report which provides a more detailed look at the Dis-

trict's finances and talks more specifically about the role of each division and some of the key methods that we use to measure performance at the District. This publication is available in limited quantities as a print edition, and online as a downloadable PDF document. As with the Citizens Report, this document is a perennial award winner having been recognized by the GFOA for each of the last 22 years.

The final piece of data available to citizens is the detailed Five Year Financial Plan. This is the document that Council uses for their budget deliberations and has a detailed breakdown of the capital and operational budgets for the upcoming year. This budget is produced as an online document and published on the District website.

These three publications summarize reports and presentations that are made throughout the year as part of the District's financial planning process. The goal is simple – whatever information you want, it's at your fingertips either by turning the page or clicking the mouse.

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:

John Bastaja,
Director of Corporate Support

Christina Crabtree,
Director of Information Technology

Kathleen Gormley,
Manager of Business Systems

Peter Grootendorst,
Fire Chief, Director of Operations

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

Derrick Keist,
Manager of Police Services - Operations

Ceri Marlo,
Manager of Legislative Services &
Emergency Program

Catherine Nolan,
Manager of Accounting

Silvia Rutledge,
Manager of Revenue & Collections

Dane Spence,
Fire Chief, Director of Community Fire
Safety

Trevor Thompson,
Manager of Financial Planning

Dave Walsh, RCMP Officer in Charge



Sustainability is good for the environment and the budget

A key part of the District's business planning process is looking at how we can improve our efficiency and effectiveness in the delivery of municipal services. As we look to replace District infrastructure at the end of its life cycle we always look for ways to improve financial and environmental sustainability of our operations. From the upgrade of washroom facilities to the review of the latest electric vehicle technology, each new purchase undergoes a rigorous business examination.

Here are some examples of how the District has embraced new technologies and practices that save energy, resources, money and the planet.



The Leisure Centre Efficiency Upgrades

The fellow standing in front of the solar panel array atop the Maple Ridge Leisure Centre is the District's Facility Maintenance Coordinator Andrew McAusland. He and his team maintain a system of upgrades that, in total, have resulted in a 15% reduction in electricity use and a 52% reduction in natural gas use since they were installed in 2009, and cut greenhouse gas emissions in half.



The New Roof at the RCMP Detachment

In 2012, the roof was replaced on the RCMP detachment. A large number of companies quoted on this work, and when the analysis was done of all the bids the recommendation was to install this white roof lining product. In addition to keeping the building dry, the material reflects the sunlight in the summer months, thereby reducing the costs of air conditioning for the building. That, in turn, saves money and energy.



Electric Vehicles

In 2012, the District applied for a Community Charging Infrastructure fund from the province to construct eight Level 2 electric vehicle charging stations in Maple Ridge. In 2010, the District unveiled its first fully electric vehicle built by our own staff, including George Veltin, shown here. This project recycled a Chevy Sonoma truck that was bound for disposal at auction and saves on fuel costs and maintenance costs. This is a technology where we are leading the way in local government.



Toilet Fixture Replacement

Elsewhere in this report we detail the work that is required to treat and deliver clean safe water to the community. One of the biggest uses of water is for sanitary purposes, and the District operates a large number of facilities where there are public washrooms. In 2012, there was a need to replace a dozen toilet fixtures at four area parks. The old technology automatically flushed the fixtures every 15 minutes 24 hours a day. This used over three million litres of water a year. These fixtures were replaced with fixtures that flush when they are used, cutting the water use in half.



LED Street Lights

As part of the realignment of Abernethy Way at 224 Street, the District took the opportunity to create a test location for new LED street light technology. People have commented on the difference in the quality of light over the traditional 'High Pressure Sodium' lights like the ones being held by Electronics Technician, Mitch Stripp. LED technology is new and is continuing to evolve. It has the potential to reduce energy consumption, save money and achieve other benefits. The District is currently evaluating the performance of these street lights as well as the energy and maintenance savings.

Canadian Municipalities collect only eight cents of every tax dollar paid in Canada. We maintain, operate and own 50% of the nation's infrastructure

Source: Federation of Canadian Municipalities



BEHIND THE NUMBERS

Sometimes you need to use a little **Reserve** in Financial Planning

You are pretty good with your money. You have a good budget that makes sure the monthly bills are paid, that you are saving some money for retirement, putting money away for your children's education and even managing to put some money away for a family vacation.

Then one day the roof starts leaking, and you find out that it has to be replaced; the warranty has expired and all of a sudden your budget is out the window. You need to decide if you are going to forego the family vacation, take money out of the education fund, the retirement fund or go to the bank and borrow, which will increase your monthly budget.

That's a typical scenario for most folks. The District has close to a billion dollars worth of assets and our budget needs to ensure the future health of those assets. Reserve Funds and Reserve Accounts are tools that help to ensure that we have the money needed to maintain and replace those assets and to ensure our annual financial plan is not derailed by an unexpected shortfall in revenue or a large expense. Here's how they work.

Reserve Funds are established by a bylaw and can only be used for the purposes for which they are established. Further, any spending from these funds has to be approved by Council as part of the financial plan.

There were six different Reserve Funds representing just under \$30 million at the end of December, 2012. Each year, money is placed into these accounts to fund specific projects that are part of the long term business for the District. It is not unusual for the balance in a reserve to be deliberately built up over time so that we can make sure we have the funds available for larger projects. For example, the Fire Department Capital Acquisition fund was deliberately built up over a period of about eight years so that we had enough money to pay for the renovation of Fire Hall No.1. Having the money 'in the bank' means that the District avoids having to borrow money or do a one-time hike in taxes to fund projects like this.

The second tool that's used by the District is called a Reserve Account. These are funds that are set aside to help meet business needs. In total, the 20 Reserve Accounts added up to just

under \$25.5 million dollars at the end of 2012.

Each of these accounts is established for a specific purpose and, as with the reserve funds, are an important planning tool. A very simple example is the Snow Removal Account. The account was established a number of years ago in recognition that in any one year a significant series of snowfalls can create a huge bill for snow removal. This account is capped at \$700,000 and in any year where the snow removal costs exceed the annual budget; this account is there to draw on, which means that we don't need to pass those unexpected costs to our taxpayers.

Each year, as part of the business planning process, Council receives a briefing on the District's financial resources, including the Reserve Funds and Accounts. This briefing allows Council to assess the adequacy of reserve balances and consider any necessary changes.

Our goal, with solid financial practices, is to make sure that we are as prepared as we can be for the unexpected. Reserves are just one tool that we use to ensure the financial health of Maple Ridge today and into the future.

Our financial statements follow on pages 18 & 19 and the reserve balances are part of what makes up our Accumulated Surplus.

Having the money 'in the bank' means that the District avoids having to borrow money or do a one-time hike in taxes to fund projects like this.

Consolidated Statement of Financial Position

As at December 31, 2012

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.

	2012	Restated 2011
Financial Assets		
Cash and temporary investments	\$103,940,358	\$26,998,661
Portfolio investments	33,315,006	90,812,593
Accounts receivable	19,464,140	17,547,470
Recoverable local improvements	1,853,310	1,637,104
Other assets	684,971	610,856
Inventory available for resale	187	187
	159,257,972	137,606,871
Liabilities		
Accounts payable and accrued liabilities	12,934,269	13,142,472
Deferred revenue	9,236,244	8,928,225
Restricted revenue	45,357,203	41,042,622
Refundable performance deposits and other	12,176,806	8,964,044
Employee future benefits	4,745,500	4,684,900
Long term debt	42,086,722	38,505,484
	126,536,744	115,267,747
Net Financial Assets	32,721,228	22,339,124
Non Financial Assets		
Tangible capital assets	814,115,960	801,626,175
Undeveloped landbank properties	14,448,184	14,832,041
Supplies inventory	303,347	400,606
Prepaid expenses	629,721	447,067
	829,497,212	817,305,889
Accumulated Surplus	\$862,218,440	\$839,645,013

*Financial Statements

The Financial Statements are presented in conformity with generally accepted accounting practices (GAAP). For a copy of the full 2012 Annual Report including audited 2012 Consolidated Financial Statements which include more detailed information, please contact the Finance Department at 604-463-5221 after June 15, 2013.

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, 2012

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 2012	Budget 2012	Restated Actual 2011
Revenue			
Taxes for municipal purposes	\$64,939,423	\$65,038,017	\$61,065,872
User fees and other revenue	34,698,238	35,086,269	32,936,021
Senior government transfers	4,421,302	13,997,301	12,817,578
Development revenue	5,626,781	26,725,747	3,920,830
Interest and investment income			
Investment income	3,204,700		
Interest income	825,549		
Less: Deferred amount	(544,221)		
Interest and investment income	3,486,028	1,753,000	3,473,800
Gaming revenues	819,341	500,000	756,427
Refinancing and other gains	-	-	102,031
Gain (loss) on disposal of capital asset	(1,530,761)	-	(632,238)
Contributed tangible capital assets	16,709,523	12,250,000	19,875,197
	129,169,875	155,350,334	134,315,518
Expenses			
Protective services	30,619,435	32,344,677	28,793,697
Transportation services	16,781,930	17,287,026	16,032,874
Recreation and cultural	19,529,726	21,635,975	19,729,780
Water utility	13,138,936	16,281,644	10,581,132
Sewer utility	9,279,252	10,059,710	8,787,219
General government	13,307,270	15,584,156	12,816,529
Planning, public health and other	3,939,899	4,321,633	3,665,417
	106,596,448	117,514,821	100,406,648
Annual surplus	22,573,427	37,835,513	33,908,870
Accumulated surplus - beginning of the year	839,645,013	839,645,013	805,736,143
Accumulated surplus - end of the year	\$862,218,440	\$877,480,526	\$839,645,013

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.

2012 Expenses

Expenditures & Expenses By Object 2008-2012

	2012	2011	2010	2009	2008
Labour	27%	24%	23%	24%	22%
Goods & Services	36%	31%	31%	32%	30%
Debt Servicing	2%	2%	2%	2%	2%
Capital	10%	17%	19%	19%	14%
Contributed Infrastructure	12%	14%	14%	12%	20%
Amortization Expense	13%	12%	11%	12%	12%
Total Expenses (in millions)	\$138.3	\$148.9	\$145.9	\$134.0	\$132.8

Protective Services **29%**

Recreation & Cultural **18%**

Transportation **16%**

General Government **12%**

Water Utility **12%**

Sewer Utility **9%**

Planning, Public Health & Other **4%**

Debt Per Capita

Based on estimated population of 78,124

2012	\$539
2011	\$497
2010	\$528
2009	\$563
2008	\$595
2007	\$528



Council incorporates the use of borrowing into the capital funding strategy. The debt per capita is reduced as the debt is repaid.

2012 Revenues

Revenues by Source 2008-2012

	2012	2011	2010	2009	2008
Taxes	50%	45%	44%	46%	41%
User Fees & Other Revenues	27%	25%	25%	26%	24%
Senior Government Grants	3%	10%	7%	4%	2%
Development Revenue	4%	3%	6%	7%	6%
Interest & Investment Income	3%	3%	3%	4%	4%
Gaming Revenue	1%	1%	0%	0%	0%
Refinancing & Other Gains	0%	0%	0%	0%	0%
Gain (Loss) on Disposal of TCA*	-1%	0%	0%	-1%	0%
Contributed TCA*	13%	15%	16%	13%	22%
Total Revenue (in millions)	\$129.2	\$134.3	\$129.6	\$116.7	\$121.7

Taxes **50%**

User Fees & Other **27%**

See Chart

Other **12%**

Development Revenue **4%**

Grants **3%**

Investment Income **3%**

Gaming Revenues **<1%**

*TCA is
Tangible
Capital
Assets

Capital Additions

This chart represents the investments that were made in Capital Assets.

Additions to our water system, sewer system, road construction, park acquisitions and development are all examples of Capital Additions.

Transportation	62%
Recreation and Cultural	13%
Water Utility	11%
Sewer Utility	9%
Protective Services	2%
General Government	2%
Planning, Public Health & Other	1%

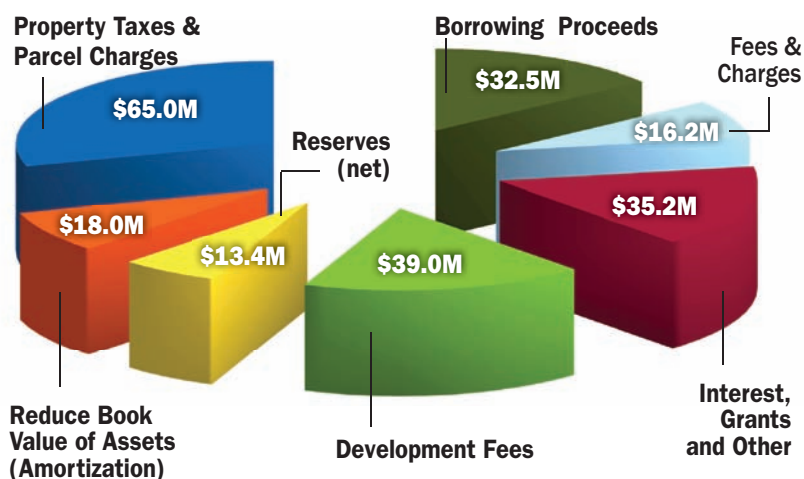
2012 Financial Plan

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

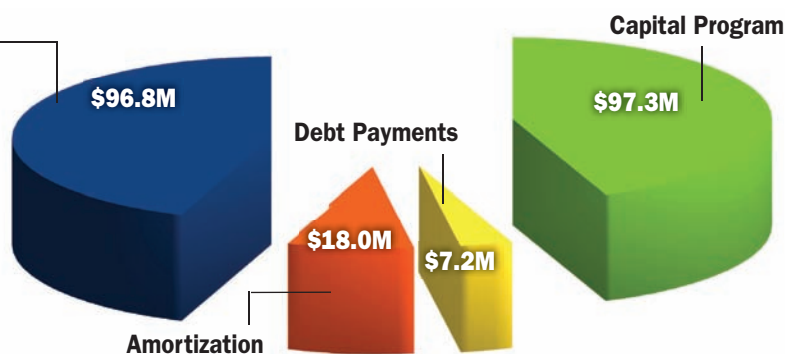
Council maintained its commitment to a longer term financial strategy which gradually increases the funding available for infrastructure maintenance and repairs to reduce the cost and likelihood of infrastructure failures.

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

2012 Projected Funding Sources - \$219.3 million



2012 Projected Uses of Funding - \$219.3 million



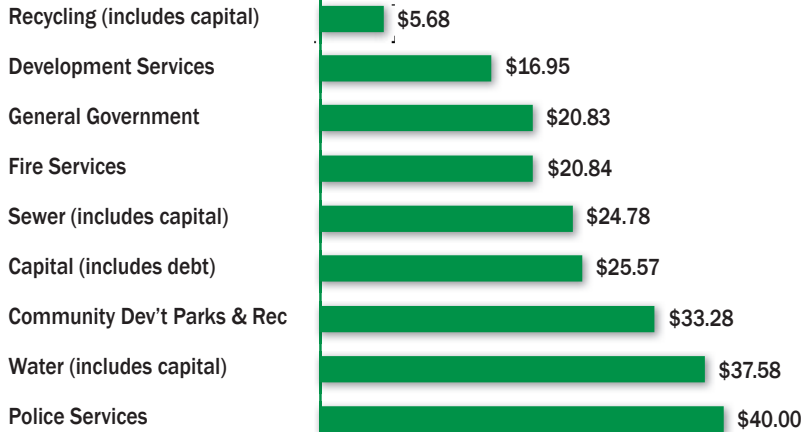
Other

Administration	\$4.3M
Corporate & Finance	\$6.7M
Fire Protection	\$8.6M
Sewer	\$8.2M
Water	\$14.6M
Public Works & Development	\$15.0M
Police Services	\$19.1M
Parks, Recreation & General Properties	\$20.3M

Property Taxes vs. Household Costs

Municipal costs based on 2012 average single family residence

Monthly cost of Municipal Services



Your 2012 tax bill is comprised of the following elements. This allows you to compare these categories to the other expenses in the operation of your home. As with other household bills, you can pay your taxes monthly with our 'pre-authorized withdrawal' program. Look for details online at mapleridge.ca or with your tax notice.

Standard Monthly Household Costs



What's On Your Annual Tax Bill?

Did you know that 37 cents of every dollar we collect goes to other authorities? Here's a breakdown of where each dollar goes

63¢

Taxes for Municipal Purposes



37¢

for other authorities

School Levies	29¢
Greater Vancouver Transit Authority	5¢
British Columbia Assessment	1¢
Greater Vancouver Regional District	1¢
Dyking District	<1¢
Municipal Finance Authority	<1¢

Maple Ridge Demographics

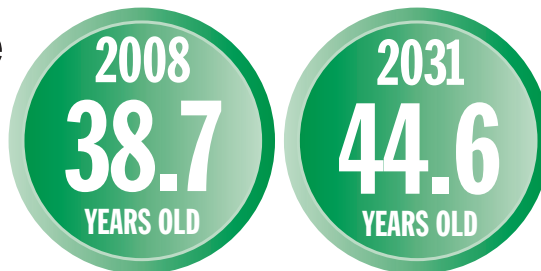


Maple Ridge population is projected to grow by almost 40% in the next 20 years. Here's a snapshot of our demographics and key projections

Median Age

Definition:

The "Median Age" is the age at which 50% of the population are younger and 50% are older



Population by Age

Age Group	2006 Census	2013 Projection
Ages 0-14	20%	14%
Ages 15-24	13%	9%
Ages 25-34	11%	11%
Ages 35-44	18%	16%
Ages 45-54	17%	15%
Ages 55-64	10%	13%
Ages 65-75	6%	12%
Ages 75+	5%	9%

Population Growth

Population Estimates

BC Stats People 28% Projection
2012 Estimate 95,747

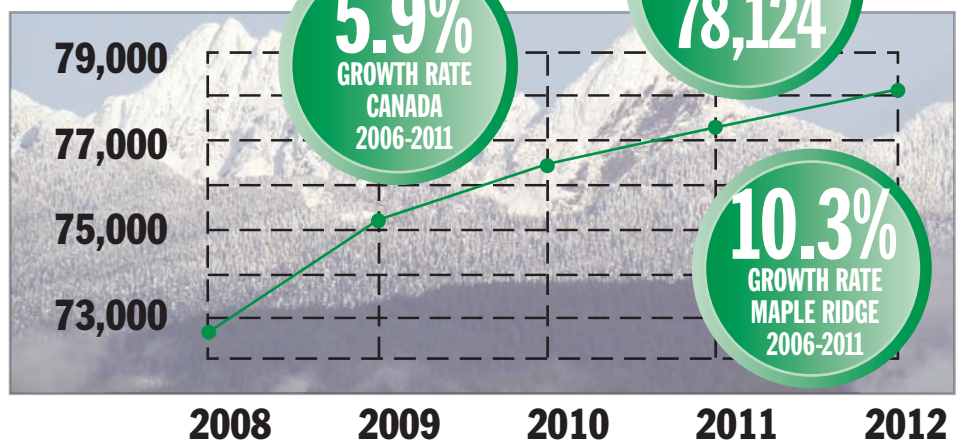
Metro Vancouver Growth
Management Scenario 4.0
2012 Estimate..... 97,200

Typlan and Hudema Projection with
Fraser Crossing
2012 Estimate..... 108,000

BC Stats People 28% Projection
2031 Estimate..... 108,871

Population Estimates

2008-2012



PEOPLE PLACES EVENTS

2012



P25

Karina LeBlanc

One of the most compelling stories of the 2012 London Olympic Games was the journey to the Women's Soccer Bronze Medal. Karina LeBlanc, a long time Rotary Home Town Hero, was a goaltender on Team Canada. This photo was taken at an appearance she made at her old high school, Maple Ridge Secondary School, in October. She told the students how proud she was to call Maple Ridge home and reminded them all that you can achieve anything if you dream big, work hard and follow your passions. She's just one of the amazing people that we salute this year. *(Photo Courtesy of The News)*

On January 2, Linden John Lee Fowles was born becoming Maple Ridge's 'New Years Baby'. Lindens's sister, Ryenne, joins parents John and Tiphane to commemorate the occasion. Photo courtesy The Times.



In May we honoured the amazing volunteers in our community with a special BBQ at Greg Moore Youth Centre. 40% of our citizens volunteer in sports, the arts, churches, community associations, service clubs and numerous charity organizations. Amazing people!



P26

The Outdoor Show that's part of the Ridge Meadows Home Show draws huge crowds the first weekend of May.

In January, 2012 Premier Clark joined local MLA Marc Dalton for a visit to the Ridge Meadows Recycling Society. Later in the year a long term extension of the supportive work program was announced. Photo courtesy The Times

Kris Kupskey's new mural was unveiled as part of the Greg Moore Youth Centre upgrades. Photo courtesy The News



Candace Gordon was named Citizen of the Year at the 2012 Maple Ridge Community Foundation dinner. Candace has been a lifelong volunteer in our community and her list of accomplishments reflects her ongoing passion for food security, recycling, the arts and helping those in need. Photo courtesy The News



In 2012 the Ridge Meadows Recycling Society celebrated its 40th Anniversary of service to the community with a giant Earth Day celebration in April.



The incredible art of Haisla artist Lyle Wilson was featured at the Maple Ridge Art Gallery. Photo courtesy The News

Ridge Meadows RCMP Supt. Dave Walsh briefs the media on the police standoff with armed suspect, Angus Mitchell. He was spotted by a local citizen, Susanne Murphy, who was out for a walk. Her call that morning saved lives. Photo courtesy The News

Barrel racing is just one of the events of the annual Country Fest held every summer. It's a great place for kids to connect with agriculture and animals. Photo courtesy The News



P28

The Hammond Community Association gave the pool facilities a facelift with a colourful new paint job in 2012. Photo courtesy The Times

In the fall of 2012 work began on the new Kanaka Creek Stewardship Centre. Dave Smith, President of KEEPS is one of the many dedicated volunteers who work to protect the habitat along the creek. Photo courtesy The Times

In 2012, Rick Hansen celebrated the 25th Anniversary of the Man In Motion Tour with a special 'Many In Motion' relay that saw this medal go from coast-to-coast.

Rick Hansen medal bearers for the Maple Ridge portion of the 'Man In Motion' 2012 anniversary relay. The young man in the middle, Nathan Bragg, was chosen to be part of the community celebration. He's an inspiration to us all!



The Rotary Duck Race helps raise close to \$100,000 annually for local youth groups. Maple Ridge firefighters brave the cold mountain waters of the South Alouette River to help the ducks get to the finish line. Photo courtesy The News

Fred Elder, a beloved volunteer, receives the Queen's Diamond Jubilee Medal. (See story page 38)

Local youth held a public memorial to Amanda Todd, whose story became a rallying point to take action against bullying. The event has helped galvanize local youth on the impact of bullying and highlight the challenges of the new cyber world to parents. Photo courtesy The News

The annual Terry Fox Run at Hammond Stadium hit a new record fundraising amount in 2012. (See story page 38) Photo courtesy The News



P30

The newest public art project called 'Balance' was unveiled in the early fall. It's located at the corner of Lougheed Highway and 224 Street in front of Westminster Savings Credit Union, the funding partner.

The Ruskin Dam is getting a major upgrade. Located on the eastern border between Maple Ridge and Mission, the dam has been providing power for almost a century. The bridge over the Ruskin Dam was a setting for the 1989 film "We're No Angels" starring Robert De Niro and Sean Penn. Photo courtesy The News

Back to school after the Labour Day weekend. Young friends reacquainted after the summer. Photo courtesy The News

In late November the Christmas decorations in the Town Centre signal the arrival of the holiday season. This photo, taken after the annual Santa Claus parade, shows off the beautiful winter streetscapes.



The groundbreaking for the Maple Ridge Gaming Centre took place in November 2012. Located at the corner of Lougheed Highway and 227 Street, the construction of the building and connection of 227 Street into the port Haney neighbourhood is projected to be complete in the fall of 2013.

Margaret Kury was the emcee for the annual Remembrance Day ceremony at Memorial Peace Park, one of the largest events in the Lower Mainland.



Answering the alarm

On August 26, 2012 just after midnight the 9-1-1 call came in about a fire at the Waldun Cedar Mill at the eastern edge of Maple Ridge near the intersection of 284 Street and Lougheed Highway. As people will recall, the last significant rainfall occurred a couple of weeks earlier and the weather had been blazing hot for a couple of weeks. Witnesses described flames soaring 100 feet into the air.

The Maple Ridge Fire Department arrived on scene and immediately called for extra resources including mutual aid from the Mission Fire Department. Over the next hour they managed to bring the fire

under control and finally extinguish the blaze. The investigation determined that a faulty electrical switch was the likely cause of the fire. The next day the charred wreckage was evident from the road. No one was hurt in the blaze that eventually required the involvement of 49 firefighters and 14 pieces of firefighting apparatus.

On September 26 on a hot afternoon, near the tail end of the long dry spell, a construction worker accidentally started a fire at a home he was working on in Silver Valley. The fire spread quickly to the partially completed homes where the unprotected open wood burned rapidly, fu-

eled by the warm winds.

When the firefighters arrived, it was clear that three of the homes were now fully ablaze and a fourth was starting to ignite, fueled by the heat and winds from the now large fire. The local radio traffic reporter noted that the updraft created from the heat of the fire was buffeting her plane.

The first crews to arrive quickly moved to limit the spread of the fire and called for more resources. Over the course of the next hour the response grew to 65 firefighters and 17 pieces of equipment. Thankfully, no one was injured in this blaze.



The Chief at the scene noted that when a home is at the framing stage, before drywall and sprinklers are installed, is the most vulnerable time. In addition to ensuring that nearby homes were not damaged, the crews worked to keep the fire from jumping into the natural vegetation surrounding the development.

These are just two of the more than 250 fire related calls that were answered by the Maple Ridge Fire Department in 2012. Here in Maple Ridge the Fire Department uses a 'composite model' to deliver fire services with a combination of career firefighters and paid-on-call staff to supplement when the response is warranted.

With the wide availability of cellular telephones, folks are calling 9-1-1 faster than ever and the Maple Ridge Fire Department's objective is to be on the scene

in seven minutes from the time they are dispatched in the urban areas of the community. In 2012 that standard was met 83% of the time. One of the things that our department takes great pride in is that during a fire response the career firefighters and paid-on-call staff are indistinguishable. They train together and develop the communications and leadership skills required to deliver this service at the highest standards.

The Maple Ridge Fire Department work in conjunction with other first responders like the RCMP and BC Ambulance Service to ensure that citizens who are injured in accidents or have extreme health issues are treated and transported for medical attention as rapidly as possible. When the call comes in, the Maple Ridge Fire Department is there to answer the alarm.

AT A GLANCE

Maple Ridge Fire Department

Address: 22708 Brown Avenue
60 paid-on-call Firefighters
48 Career Firefighters

Hall No. 1

7 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 #1 and #3

Hall No. 3

Address: 11777 203 Street
4 firefighters on duty 24/7
Supported by paid-on-call firefighters

8 Administrative Staff and
1 shared IT support person.

Emergencies call 9-1-1

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

www.fire.mapleridge.ca



Fire Hall No. 1 becomes a maternity ward in March

Last year, firefighter Chris Gaudette was working at Firehall No. 1 when he heard a banging at the front door on the Dewdney Trunk Road side of the Firehall and then he heard Rob Payne implore him to hurry up as his wife was about to give birth in the driveway.

In short order the doors were opened and one of the fire trucks moved so that Rob could back his SUV into the Firehall. His wife Tara was in labour and there was no way they were going to make it through traffic to the Ridge Meadows Hospital.

Of course, as luck would have it, right at that moment a 9-1-1 call came in, so four of the seven firefighters roared out of

the building leaving firefighters Gaudette, Mary Butler and Devin Ramsay to help deliver Tara's baby.

The narrative published in the local newspaper, the Maple Ridge News, captures the rest of this story perfectly;

Butler hopped in the back of the SUV and started asking her questions. How far along was she? When did her water break? How far apart were her contractions? "It only took a couple of pushes from that point and the baby's head was out", said Gaudette.

"Once the baby's head was out, I just told her probably one or two more pushes. Once the shoulders are out, the baby'll come right out."

"So she pushed one more time and the baby came out," he said "I just caught him and Mary assisted with sucking up the nose and the mouth with a ball suction to get the mucous out. As soon as she did that, the baby started crying."

Jack Robert Payne, named after two of his great grandfathers, entered the world at 5:01 pm, at 9lbs 6oz, with brown eyes like his dad. "I just think it was so exciting," said Tara. "I was lucky that he was healthy and I'm just so happy that he is finally here."

This is one of those occasions where the crew didn't have to respond to a medical call, it came to them. All in a day's work.



Science and Policing Converge in Maple Ridge

In early 2012, Inspector Gary Leydier announced that the Ridge Meadows RCMP detachment's capabilities would increase with Maple Ridge becoming a regional hub for the RCMP Integrated Forensic Identification Services (IFIS).

He explained to the Maple Ridge News:

"Our intention is to expand our operations within the Ridge Meadows RCMP detachment building to allow for greater support for investigations in the Fraser Valley and see the local detachment benefit with the placement of highly trained investigative staff within the detachment working from this community."

The first member of the new team to arrive in Maple Ridge was Staff Sergeant Jim Hignell, who handled the logistics of setting up the local facilities and bringing the regional team together. The IFIS team, now complete and in place, bring expertise in fingerprinting and deoxy-ribonucleic acid (DNA) analysis. In addition, the team has expertise on crime

scene video analysis, an emerging tool in investigations.

Staff Sergeant Hignell is very proud of the support that the regional hub is providing for investigators. He noted, "Whether it's a stolen vehicle or a homicide investigation, our team is there to support the investigator and provide them with an analysis of the evidence and crime scene that will allow them to move as quickly as possible to an arrest." He continued, "Our services combine the skills and expertise of both career police officers and highly trained civilian experts to provide the best and highest quality evidence so that we can ensure that when a case goes to trial the Crown has everything they need to get a conviction. I should add that the IFIS team can also help us quickly identify innocent suspects to keep an investigation moving in the best direction."

The combination of tools and knowledge are helping to raise the skillset here at the Ridge Meadows RCMP detach-

ment. The regional hub brings a benefit to the public of faster processing for security and criminal record checks requiring fingerprint identification. What used to take a couple of weeks now can be done in a couple of days.

"Maple Ridge was the first community in BC to sign on to the new RCMP contract negotiated by the Province with the federal government. Our community has taken a leadership role in the negotiations. We see the value of the relationship that has developed here in our community," said Mayor Ernie Daykin. "The leadership team at our detachment works closely with us to address local issues. From innovations such as the Community Safety Officers to the recent addition of the regional Integrated Forensic Identification Services hub, our citizens sleep soundly knowing that the RCMP are at work protecting our community," he concluded.





Sometimes, it's important to be seen

24 hours a day, seven days a week, members of the Ridge Meadows RCMP detachment are on patrol, in cars, on foot and undercover. In addition to regular members, Maple Ridge is served by innovative Community Service Officers as well as a huge team of Auxiliary Constables. Add to that the civilian support team, the volunteers supporting the Citizens on Patrol, Bike Patrols and Speed Watch programs and we have a lot of eyes on the streets every day.

Without question, one of the most popular programs of the Ridge Meadows RCMP detachment is the 'red serge' patrols that have become a beloved part of community celebrations. From Canada Day to Christmas caroling at local seniors' residences, members don that iconic red uniform and interact with the community at every opportunity.

Even more remarkable is that the members who come out to these events are volunteering their time. They have trained very hard to earn their uniforms, and they take great pride in wearing them and sharing the opportunity to talk with citizens and visitors and to have their photo taken.

Our detachment does an incredible job keeping the community safe. A lot of times their work is done out of the public eye. Surveillance, preparing testimony and court appearances are a routine part of the job which happens every day. But every so often, nothing is more reassuring than seeing a group of officers in red serge.

Just remember, in or out of that iconic red serge, these men and women dedicate their lives to protecting our community and 'Maintaining the Right.'

AT A GLANCE

RCMP – Police Services

Ridge Meadows RCMP Detachment
11990 Haney Place
Maple Ridge, BC V2X 9B8

Emergency Phone Number: 9-1-1

Non Emergency Phone Number:
604-463-6251

Internet address:
www.ridgemeadows.rcmp.ca

Like us on Facebook:
www.facebook.com/sgt.good.will

Follow us on Twitter: @RidgeRCMP

Maple Ridge RCMP Detachment:

Staffing:
89 Members plus
3 Community Safety Officers
25 Auxiliary Officers

Fleet Size:

50 vehicles: 30 fully marked
and 20 unmarked

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 (IFS)
- Integrated Collision Analyst Reconstructionist Services (ICARS)

Community Policing Programs:

- Speed Watch
- Citizens on Patrol
- Citizens Bike Patrol





On the water front

The United Nations estimates that each of us require a minimum of 20 to 50 litres of clean, safe water per day for drinking, cooking and personal hygiene. Polluted and untreated water is not just 'dirty', it can be deadly. In the developing world millions of people die each year from diseases they get from drinking and bathing in untreated water.

Water is something that we often take for granted. Every day we wake up and turn on the tap and without fail some of the cleanest and safest water in the world pours out. In fact, the average household in Maple Ridge uses 340 litres per day.

For citizens of Maple Ridge, the glass of water you use to brush your teeth in

the morning starts its journey to your home when rain falls and snow melts filling the Coquitlam Reservoir, one of three reservoirs operated by Metro Vancouver.

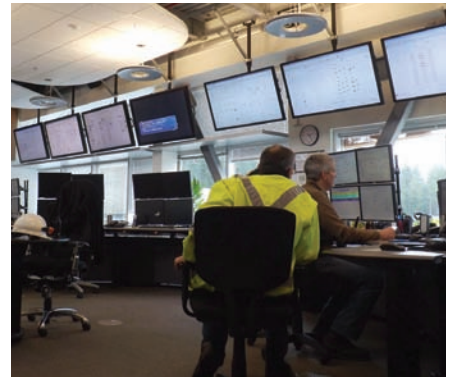
Rain water and snow melt collects behind an earthen dam and the water begins its journey to your home through the collection pipe on the lake side of the dam. The water then enters the treatment facility where the water quality is measured to determine the steps that will be needed to ensure the water that leaves the plant meets the drinking water standards set out by the provincial and federal governments.

The Coquitlam water treatment plant supplies an average of 390 million litres

of treated water each day for approximately one-third of the Metro Vancouver region, including Maple Ridge. At this facility the water is treated using an ozonation process that reduces the amount of chlorination necessary to deliver clean, safe drinking water. In addition, Metro Vancouver is currently constructing an ultraviolet disinfection system to supplement the ozone process to meet the new federal guidelines for water treatment.

The water leaves the Coquitlam water treatment plant through a network of pipes that eventually cross the Pitt River and run along the Lougheed Highway. From a location in west Maple Ridge the treated water enters the 380 kilometres





of water pipes and seven reservoirs that make up the Maple Ridge waterworks. Under almost every major roadway are water pipes, sanitary sewer pipes and water drainage pipes for managing storm water. If you are wondering where the watermains are located, just look for the nearest fire hydrant. Most people don't make the connection that the same water we use for our homes is also there for firefighters in an emergency.

Maple Ridge staff operate and maintain the network of pumping stations and reservoirs to ensure that citizens have access to all the water they need every hour of the day. Behind the scenes, our team manages the storage of water in reservoirs throughout the day to make sure that when everyone wakes up in the morning we all have plenty of water for morning hygiene and cooking. In the evening there's also a spike in the usage of water. In a fire emergency, that

full reservoir is critical to make sure that there's adequate water to fight a fire.

The Fraser Health Authority enforces the provincial regulations on water treatment. Water is tested locally and independent samples are sent to the Metro Vancouver lab facility to ensure that all standards are being met throughout the water distribution network.

The integrity and safety of our local water system is paramount. Testing, additional treatment and system maintenance are the year round focus of the District waterworks team. The District delivers the water to the curb of every home and business, and we are also diligent about protecting the water system from contamination from a private user.

That's why we inspect new construction projects tapping into the system to make sure that backflow protection systems are in place to protect all citizens from unsafe water. Upgrading the

system is also an ongoing project. In the last five years the District has taken advantage of federal and provincial infrastructure cost-sharing programs to update and replace older watermains to ensure the highest quality and reliability for our citizens.

Depending on where you live, that morning glass of water may have traveled through 40 kilometres of pipes before coming out the tap into your glass. Maple Ridge, with our partners at Metro Vancouver, delivers some of the highest quality drinking water in the world.

What does all this cost? The Water Utility appears as a line item on the annual tax bill sent out in May. Based on the Average Consumption Per Person statistics the estimate is that a Maple Ridge resident gets 10 litres of clean, safe drinking water for a penny. That is probably the most impressive part of the story.



1952 – 2012

Alfred Daniel Elder

*A dedicated police officer. A tireless volunteer.
A proud father. A trusted friend.*

ALFRED DANIEL ELDER was born on September 24, 1952 in Saskatchewan. He grew up in Moose Jaw, the middle child in a clan with five kids. Everyone who knew him called him 'Fred.' Fred always had the gift of the gab, an easy laugh and a way of putting people at ease. His skills of observation and his ability to recount and retell stories led him down the path of Journalism, and he enrolled in Mount Royal College in Calgary, to work toward a degree in that field. He completed his studies but decided on another career path. In 1976 he signed up to become an RCMP Officer and headed back to Saskatchewan for training at the Regina Depot. When Fred completed his training he was sent to Mission, BC to begin his policing career.

Many a kid avoided a trip to the detachment and ended up being driven home where Fred would determine if the parents were a better source of justice than the courts. He recognized, a long time ago, that you can change the path of someone's life with a bit of compassion rather than an arrest record. But it was understood that you better not squander the 'second chance' you'd been given. Fred's policing career included undercover work, drug enforcement and eventually he found the perfect outlet for his skills and personality in Community Policing.

Fred met a local woman and got married, and while the marriage didn't last, he was blessed with two daughters, Sarah and Katie. He doted on them as children, and it was always a delight to see him and the girls together. His love and pride for his daughters was endless.

Fred's policing career brought him to the Ridge Meadows RCMP Detachment and he took his role of Community Policing seriously. There are few organizations that Fred did not volunteer with. He served on the Municipal Advisory Committee on Accessibility Issues, as a Director for the Maple Ridge and Pitt Meadows Arts Council and had key roles in the 1992 BC Disability Games and the 1998 BC Summer Games hosted by our community. He was recognized by the Ridge Meadows Hospital Foundation with the 'President's Award' for his service to the community. There were few events and committees that he did not contribute his time to. He was not good at saying 'no.'

Fred's career took him to the Burnaby Detachment, but he called Maple Ridge home. His favourite haunts were the Silver House Restaurant and his beloved Maple Ridge Equi Sport Centre, where he could be found holding court many evenings. He loved horses, and it was a passion that he shared with his daughter Katie.

In 2010, at the beginning of the year, Fred went to the doctor because he wasn't feeling well. He was diagnosed with cancer and given a few months to live. He beat that diagnosis. In September of 2010 there was a giant birthday party held in his honour and his daughters and friends gathered for what everyone thought would be his last birthday.

Seldom does one get to attend their own wake, but the night was filled with stories and laughter and above all love. Fred continued to defy the diagnosis through 2011, but by early 2012 it was clear that his battle was coming to an end. The end of life is never easy.

He confided to friends that he once arrested Clifford Olson years ago for a traffic violation. He, like so many police officers, lamented that they had been unable to stop him sooner.

He was presented with his 35 year service medal by his colleagues at the RCMP. In July of 2012, at the last meeting of Maple Ridge Council before the summer break, Fred was awarded a Queen's Diamond Jubilee Medal by Member of Parliament Randy Kamp. The Council Chamber was filled with friends and family that evening.

On August 25, 2012, at the McKenney Creek Hospice in Maple Ridge, a place that Fred helped raise money to build, his life came to an end. It is one of the great ironies of life that one of the charities that Fred served the longest was the Terry Fox Run where he spent 20 years making sure this event ran smoothly. His family asked that in lieu of flowers people support the Terry Fox Run.

On September 11, 2012 'Team Elder' raised over \$10,000 of the \$34,000 raised that day. It was the largest fundraising day in the history of the local Terry Fox Run. A fitting tribute to a person who gave so much.



Municipal Contact Information		Switchboard/General Information.....604-463-5221	
District of Maple Ridge		General Fax Line604-467-7329	
11995 Haney Place, Maple Ridge, BC V2X 6A9		Public Works Emergency – 24 hours.....604-463-9581	
enquiries@mapleridge.ca www.mapleridge.ca		Fire, Police & Ambulance Emergency 911	
A			
Administration		604-463-5221	
Arts Centre & Theatre (ACT)		604-476-2787	
B			
Building Inspections			
Building		604-467-7312	
Electrical		604-467-7313	
Gas-Plumbing		604-467-7314	
General		604-467-7311	
After-Hours Inspection Requests		604-467-7380	
Business Licences		604-467-7440	
Bylaw Enforcement		604-467-7305	
C			
Cemetery		604-467-7307	
Communications		604-467-7452	
Council Members		604-463-5221	
D			
Dog Licences		604-467-7384	
E			
Engineering		604-467-7339	
Environmental Enquiries		604-467-7499	
F			
Finance			
Accounts Payable		604-467-7388	
Accounts Receivable		604-466-4334	
Administration & Accounting		604-463-5221	
Property Taxes & Utilities		604-467-7336	
Fire Department (Non-Emergency)		604-463-5880	
Flooding (After-Hours)		604-463-9581	
G			
Garbage – Metro Vancouver		604-466-9277	
H			
Human Resources		604-467-7350	
L			
Library		604-467-7417	
M			
Manager Legislative Services		604-463-5221	
Mayor's Office		604-463-5221	
Municipal Emergency Program		604-467-7301	
Nights & Weekends		604-463-9581	
P			
Parking Enforcement		604-467-7305	
Parks & Leisure Services			
Direct Info Line (24 Hrs)		604-467-7322	
Direct Reservation Lines			
Arenas - Booking/Program Information			
Municipal Ice Rental		604-465-2499	
Pitt Meadows Arenas		604-460-1531	
Planet Ice (Maple Ridge)		604-467-2883	
Facilities - Maple Ridge			
& Pitt Meadows		604-465-2499	
Picnic Shelters		604-465-2499	
Sportfields		604-465-2499	
Festivals Society		604-467-7325	
Greg Moore Youth Centre.....		604-467-7354	
Leisure Centre.....			
General Enquiries		604-467-7322	
or		604-465-2452	
Aquatics Supervisor		604-467-7302	
Program Registration		604-465-2470	
Parks & Facilities Administration		604-467-7346	
Pitt Meadows Family Rec Centre		604-465-2452	
Sportsfield Conditions & Closures.....		604-465-2499	
Volunteer Services		604-467-7459	
Youth Services			
Children's Programs		604-466-4339	
Youth Outreach Initiative		604-467-7354	
Planning			
General Enquiries		604-467-7341	
Administration.....		604-467-7343	
Police - RCMP (Non-Emergency)		604-463-6251	
Volunteer Services Coordinator		604-467-7644	
Pitt Meadows Community Policing ...		604-465-2402	
Property & Risk Management		604-467-7315	
Public Works			
General Enquiries		604-463-9581	
Public Works Emergency – 24 hours ..		604-463-9581	
Purchasing		604-466-4343	
R			
Recycling		604-463-5545	
Roads Maintenance		604-463-9581	
S			
Schools		604-463-4200	
Seniors' Programs & Information		604-467-4993	
Sewer Maintenance		604-463-9581	
Sidewalk Maintenance		604-463-9581	
Snow Removal		604-463-9581	
SPCA		604-463-9511	
Strategic Economic Initiatives		604-467-7320	
T			
Traffic Enquiries		604-467-7339	
W			
Water Maintenance		604-463-9581	
Z			
Zoning		604-467-7341	

My Home Town - Maple Ridge

NATHAN STEIN

Silver Medalist, 2012 Paralympic Games



What strikes you when you first meet Nathan is his tall, lean frame and megawatt smile. This is a supremely confident young man who has a goal of turning his 2012 London Paralympic Silver Medal into Gold.

Only nine years ago Nathan found out he has osteochondritis dissecans, where the bone at the bottom of the femur, the condyle, is underdeveloped and breaks away.

In 2009 he was given a SB9 classification, which means a swimmer has minimal weakness affecting his legs and some deformity in his feet or minor loss of part of a limb. He never looked back. By the end of that year, despite his ever-changing abilities, he was competing for Canada at the International Paralympic Committee World Championships in Rio de Janeiro and broke the record by three seconds in the 100-metre breaststroke.

Before joining Team Canada, Nathan swam for the Haney Neptunes and Surrey Knights. In June of 2012 the Haney Neptunes members and their parents came out to help send Nathan to London with a swim meet fundraiser that featured the adults swimming in a parents-only relay. A few months later the members of the club welcomed their coach back, but this time he was wearing the silver medal he won in the 50-metre freestyle.

In October 2012 Nathan was inducted as a Rotary Home Town Hero at their Annual Sports Banquet. His poster now hangs in every school telling his journey to the Olympic Medal podium.

While humbled by the honour, and thankful for the support from the community on his journey, Nathan served notice that this is just the beginning. "There's only one place to go from here and I'm ready," Stein told the crowd of about 200. "I'm scared for everyone else, because I just keep getting faster."

The tattoo over his heart says 'No Surrender.' Don't bet against that gold medal.