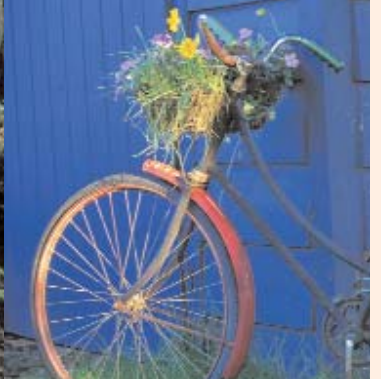
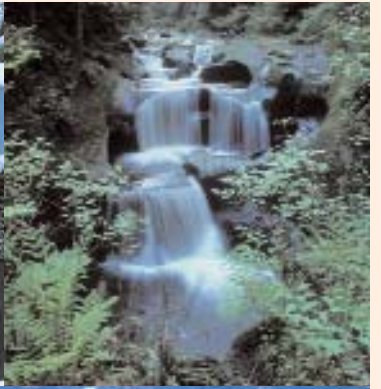




MAPLE RIDGE
British Columbia, Canada





Message from the Mayor



Kathy Morse

On behalf of Council, I am pleased to present the 2003 Citizen's Report for the District of Maple Ridge. This comprehensive overview of Maple Ridge blends necessary financial information with a look at how we are growing and what we have accomplished over the past year.

2003 has been an exciting and productive year.

We have completed several components of the Official Community Plan. The balance of the review is scheduled for completion by the end of December 2004, with a draft report going to Council in early 2005. As a Regional Town Centre in the Greater Vancouver Regional District Livable Region Strategy, we have committed to developing our own industrial and commercial tax base in order to provide employment here in Maple Ridge. This is essential if we are to reduce the number of people who leave our community to go to work. In this context, the completion of the Official Community Plan review is extremely important.

The needs assessments of the Fire Department Master Plan was submitted in December of 2003. We are now starting the financial planning work for this long-term initiative. We are also in the beginning stages of a RCMP Master Plan that will look at the community needs over the long-term and how we will address them. These two initiatives are part of a renewed commitment to public safety as a top priority.

Community growth and development are underway with the care and attention necessary to preserve the best of our community for future generations. The stream mapping project is now complete and we are able to provide citizens with a clear picture of setbacks and environmental protection measures that apply to their property. Economic Development staff are now working on a strategy to enhance existing business and to bring new economic initiatives to Maple Ridge. This is a priority for a healthy and secure future.

Maple Ridge is a healthy vibrant community whose citizens are actively involved in planning for their future. Comments and participation are always welcome.

A handwritten signature in black ink that reads "Kathy Morse". The signature is written in a cursive, flowing style.

Kathy Morse,
Mayor

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Message from the CAO



Jim Rule

Jim Rule joined the District in July 2002 from Sudbury, Ontario.

As Chief Administrative Officer he is the liaison between Council and staff and provides overall leadership and direction for the administration of the District.

As well as recruiting and managing staff, the CAO prepares advice to Council and implements Council decisions.

Jim has a varied professional background in environmental science, urban planning and corporate management.

It is with great pleasure that I provide introductory comments to the 2003 Citizen's Report. Maple Ridge is a vibrant and dynamic community that is one of the fastest growing municipalities in British Columbia. The District is well positioned to be part of the excitement being generated in British Columbia as the province gears up for the 2010 Olympic Games.

Maple Ridge provides a wonderful quality of life. Its rural character and small town feeling combine with excellent services and facilities to create a lifestyle that is the envy of many other communities.

With 73,000 citizens and growing, Maple Ridge welcomes new residents and businesses almost weekly. The continuing challenge is to manage our rapid growth and at the same time maintain the unique character that is valued so much by our citizens.

Maple Ridge is one of eight Regional Town Centres identified in the GVRD "Livable Region Strategic Plan". Our objective is to create a vibrant commercial downtown hub for the region.

Some of the major initiatives to be undertaken in 2004 are:

- The start up of an Economic Development Office with the prime objective to diversify and grow the economy in Maple Ridge.
- Undertake an Official Community Plan review.
- To complete a long term sustainable financial plan to ensure the continued financial health of the District.

I would like to express my thanks to the dedicated employees of the District who provide quality services to our residents. We are very fortunate to have such a fine group of individuals who through their efforts, make Maple Ridge a great place to live.

J.L. (Jim) Rule
Chief Administrative Officer

DID YOU KNOW?

2003 Value of Building Permits:
\$113.3 million
(2002 - \$126.6 million)

2003 Single Family
Dwellings Started: 473
(2002 - 609)

2003 Multi-Family
Dwellings Created: 25
(2002 - 155)

2003 Home-Based
Business Licences: 339
(2002 - 320)

2003 Storefront
Business Licences: 198
(2002 - 165)

The Management Team

Paul Gill joined the Municipality of Maple Ridge in 1988. Prior to that he was an Administration Officer and Corporate Accounts Officer with the Canadian Imperial Bank of Commerce. Paul is a Certified General Accountant and has a Bachelor of Business Administration Degree from Simon Fraser University. As General Manager: Corporate & Financial Services, Paul is responsible for the overall management of the Finance and Corporate Support Departments as well as providing Municipal support to the Royal Canadian Mounted Police and the Fire Department. He is also responsible for Business Planning, property management, and insurance. He has received the Fellowship in Risk Management designation and oversees risk management in Maple Ridge.



Paul Gill
General Manager:
Corporate &
Financial Services

Mike Murray joined the Municipality of Maple Ridge in 1977. He holds a degree in Parks and Recreation Administration from the University of BC. As the General Manager: Community Development, Parks & Recreation Services, Mike is responsible for the provision of Parks and Leisure Services in both Maple Ridge and Pitt Meadows. Direction is provided through the Parks and Leisure Services Commission with representation from both Municipal Councils and the School Board. Mike is also responsible for emergency social service planning, maintenance of all buildings, and for the District's relations with the School District, the Regional Library, and many community organizations.



Mike Murray
General Manager:
Community
Development, Parks
& Recreation
Services

Frank Quinn joined the Municipality of Maple Ridge in 1998. Prior to that he was the Assistant City Engineer in the City of Coquitlam. Frank is a Professional Engineer. He holds a Bachelor of Engineering Degree from University College Dublin, Ireland; and, is a certified Project Management Professional. Frank obtained his Master of Business Administration degree from City University, Washington, USA. As the General Manager: Public Works & Development Services, Frank is responsible for the overall management of four Departments: Planning, Engineering, Public Works, and Licences, Permits & Bylaws.



Frank Quinn
General Manager:
Public Works &
Development Services

Citizens Make It Happen

"I've worked with people all my life and now that I'm retired, leading the Walking Club keeps me active and provides an opportunity to meet people and socialize."

Anne Shek, RMSS Volunteer

"I am preparing for a career and I volunteer to develop new skills, gain references, build up my resume, and make new contacts."

Michael Lau, Office Volunteer

"I enjoy meeting clients and working out in the weight room with them. I find it rewarding and enjoyable."

Alan Pohl, Leisure Friend Volunteer

"We want to make a meaningful difference in our community and see people get involved in community events."

Dan and Joanne Olson, Community Event Volunteers

"I can learn new skills, be helpful to others, and feel like an important part of my community."

Hina Batool, Youth Volunteer

Volunteers play an important role in the community life of Maple Ridge (30% of all adults volunteer). Literally thousands of Maple Ridge citizens are engaged in a broad range of community organizations. District Council and staff recognize the value of volunteer support and of input on virtually every program within the Municipality.

Local services clubs have a long tradition of supporting community projects that enrich the community in the areas of healthcare, education, recreation, environmentalism, tourism, and the arts. These hardworking and generous volunteers donate their time and skills to help make our community stronger, safer, healthier, and more enjoyable.

Maple Ridge's volunteers are active in so many areas of our day to day life, it would be difficult to name them all. It is with great pride that we salute our citizen volunteers who assist us:

- Firefighting.
- Auxiliary police work.
- Emergency services.
- Social and community services.
- Arts, culture, and festivals.
- Recreation and youth.
- Parks, beautification.
- Environment.
- Our heritage.
- Neighbourhoods.
- Animal welfare.
- Office support and management for non-profit groups.
- Technical and policy advice to the District.



Office of the General Manager

"Our staff are always looking to understand our growing municipality and we know that it takes the whole community, working together, to make our services successful and our community a better place to live." – Mike Murray, General Manager

The Division continues to receive excellent feedback from citizens of both Maple Ridge and Pitt Meadows on the services it provides. In reviewing the list of accomplishments and highlights for 2003, the Commission and staff worked through many changes. The Parks & Leisure Services Commission and Citizens' Advisory Committee merged to form one committee, which will streamline the decision-making process and make it easier for community organizations to communicate directly with the Commission. Another significant highlight was the implementation of the Recreg4u Online Registration system, intended to streamline citizen access to program opportunities.

Recreation

The Recreation Department provides recreational opportunities for both Maple Ridge and Pitt Meadows citizens. Programs and facilities include aquatics, fitness, arts, health related drop-in programs, skating, youth outreach initiatives, outdoor recreation opportunities, and special events. In 2003 the Recreation Department and its various partners provided 2,197 programs to 16,147 participants and recorded 137,088 people at numerous special events.

The Leisure Centre experienced its busiest year ever recording over 317,607 admissions (a 15% increase from the previous year, which was the previous high). Paid admissions at the Pitt Meadows Family Recreation Centre reached 33,637 (an increase of 706 over 2002). The Santa Parade with Christmas in Memorial Park completed the year's festivals with 8,000 people enjoying a very special atmosphere.

Participation rates continue to grow in the Greg Moore Youth Centre, as do the number of community partners accessing the facility.

The new 43,000 sq. ft. Arts Centre and Theatre opened in May which will ensure a more complete range of cultural opportunities for area residents.

Parks & Facilities

The Parks Department maintains a total of 223 hectares of parkland including seasonal displays throughout Maple Ridge and Pitt Meadows. The department also maintains landscaped boulevards, park sites, playgrounds, soccer fields, ball diamonds, major trail systems, tennis & sport courts, and administers the lease for the Maple Ridge Golf Course. For the second year in a row, Maple Ridge achieved a 5-Bloom rating in the Communities in Bloom National Competition and was awarded a special mention for our Landscaped Areas.

Some of the many projects completed in 2003 include:

- Installation of 1,300 feet of new LED Christmas lights (Municipal Christmas tree, the Bandstand and Leisure Center).
- Installation of a washroom facility and several picnic tables at Crosses Cabins Park.
- Installation of new sport field lighting at Eric Langton School.
- Installed new safety netting and added light shields at Albion Sports Complex.
- Installed new picnic tables at Lions Fun Park (sponsored by Pitt Meadows Lions Club).
- Planned a new Artificial Turf Field at the Samuel Robertson Secondary School.
- Completed Energy Conservation feasibility studies for the Leisure Center, City Hall, RCMP and three Fire Halls.
- Carried out an Energy Conservation Project at the Operations Centre and the buildings were refurbished and painted (exterior).
- Upgraded the Greg Moore Youth Center security camera system.
- Installed a new metal roof for Whonnock Lake Hall.



Emergency Preparedness

In 2003 the Justice Institute of BC provided training to members of the EOC in Planning, Operations and Logistics – the key areas in Emergency Management. Training was provided to the Mayor, Council and School District Trustees on their roles and responsibilities in the event of an emergency or disaster. Incident Command level 1 was presented to 22 outside workers to introduce them to the Emergency Program – Incident Command System along with personal and family preparedness in the event of an emergency.

ESS conducted a functional exercise involving the opening of a Reception Centre following a mock train derailment. This gave the ESS Volunteers an opportunity to open a Reception Centre and register evacuees similar to a real disaster (47 volunteers attended). During the summer, six ESS members volunteered at the Red Cross registering evacuees from the interior fires and two volunteers were sent to Kamloops to assist with ESS. The ESS Personal Disaster Assistance program responded to five calls due to house fires in Maple Ridge.

Public Presentations on personal preparedness and the Neighbourhood Program were presented upon request to 245 residents of Maple Ridge.



Corporate & Financial Services

"We are a customer service centered organization and I am proud of the job that our people do in serving internal and external clients." — Paul Gill, General Manager

2003 was a very productive year for Corporate & Financial Services. We took on a number of major projects that are discussed below while maintaining our commitment to quality customer service.

Finance

2003 was a challenging year for the Finance Department as we experienced several unplanned staffing shortages. Difficult times often have groups come together and this is certainly the case with the Finance Department. Staff rose to the challenge and met or exceeded commitments in all areas.

The external audit of our 2002 financial statements produced a "clean" opinion. We developed detailed financial models for the Core Negotiating Team to assist them in their efforts. Also, many staff members serve as financial representatives to operating departments. Last year, this assistance involved helping line managers analyze their financial performance. This year, we expanded that assistance to include financial planning matters. This ground work resulted in a very smooth Business Planning process that met the direction that Council had set. Once again, the Department was the recipient of two significant awards: The Canadian Award for Financial Reporting (CANFR) and the Outstanding Performance and Achievement Award.

Communications & Human Resources

In 2003, the organization showed great confidence in the Human Resources Department by expanding its role to include Corporate communications. Responsibilities were realigned – duties of existing staff were changed and two people transferred in from other departments. An aggressive workplan has been developed for 2004, which respects Council's commitment to keep the public informed of matters of interest to them. We have a positive labour climate and this allowed us to conclude bargaining with a multi-year agreement. We also spent considerable time analyzing our training needs and developing a training program to meet those needs.

Information Services

The information technology needs of our organization have increased exponentially over the last several years. We continue to maintain and improve existing capabilities, as well as further new projects and initiatives. To help manage workloads, we implemented a help desk request tracking system, which allows our clients to monitor the status of their requests for service.

In 2003, the Department undertook a comprehensive review of its services. As a result we are currently reviewing service levels, with a view towards entering into agreements with our clients which will outline expectations & commitments.

New business systems projects begun or implemented last year include the use of the Amanda system for business licences, bylaw management and action requests. Also, Internet based recreation registration, a volunteer management program and public access Internet kiosks were implemented. We made significant progress in watercourse inventory mapping, assisted with audio-visual upgrades to our Council Chambers and implemented a SPAM filtering system on our email system.

Clerks

The Clerks Department works with Council to make sure that Municipal business is done in an open & transparent manner. Council meeting agendas & minutes are available in a timely manner and we make expansive use of our website.

Our switchboard provides exemplary customer service and serves as the place where citizens can turn to in order to find the services that they require.

We also look after the property assets of the Municipality and were successful in entering into an agreement to sell our lands on Industrial Avenue.



MAPLE RIDGE COMMUNITY

JANUARY

- Aiden Basso first baby born in Maple Ridge for 2003.
- Katzie First Nation elder Agnes Pierre and residents Tom Meier, Donna Telep, Patrick Wilson, and Tony Knowles receive Commemorative Medals for the Queen's Golden Jubilee.
- Boxer Nathan Kulczycki receives fourth national silver medal.
- Alex Nagy wins U.S. national Tae Kwon Do title.

FEBRUARY

- Cheryl Lynne Peters receives the Soroptimist International Women Helping Women award for her ongoing support of women's causes.
- A community mourns Austin Pelton. Former mayor and MLA as well as Deputy Speaker of the House passed away after a long illness.
- Chamber of Commerce 2002 Business Award Maple Ridge winners: Crumb's Bakery, Laity's Florals & Gifts, Marina's Gelato, Leonard McGregor, Meadowridge School.
- Maple Ridge chef Ryan Stone and his team earn silver medal at the Canadian Federation of Chefs and Cooks Youth Team Selection Competition.

MARCH

- Maple Ridge "Bowl for Kids" raises over \$11,000 for Big Brothers and Sisters.
- Jordana Millimore named BC College's Athletic Association's Female Rookie of the Year.
- Maple Ridge curler Kirsten Fox receives 2002 Premier's Athletic Award.
- First Haney Cub Scout Rodney Veltin receives the Jack Cornwell Fortitude Award for perseverance in Scouting despite having a handicap.
- Betty Levens named Maple Ridge Citizen of the Year for her tireless community service.

APRIL

- David Hanson was the first quad-division wheelchair athlete to cross the finish line at the Vancouver Sun Run.
- Quantum Gymnastics members bring home 25 medals from the Provincial Championships.
- Sandi Robinson and Margos Doc Bar take first place in the \$20,000 novice horse non-pro class at the Homestead cutting horse competition.
- Local student Jane Nunnikhoven named co-op student of the year by the Canadian Association for Co-operative Education for her efforts to attract province-wide media coverage for an anti-smoking initiative.
- Dancer Amanda Georgeson named the senior provincial dance rep for the District.

MAY

- Maple Ridge-Pitt Meadows Home Show with hundreds of commercial exhibits and displays drew upwards of 35,000 visitors.
- Mountain Festival was a huge success with many exciting activities such as the parade, MR Hospital Foundation bed races, the Lion's Pancake Breakfast, a Senior's tea, the Family Arts Fair, May Day celebration, and a variety of children and youth activities.
- Local actress Jessica Amlee receives Television Bureau of Canada's Kari Award for Best Performance by an Actor or Actress in a TV Commercial.
- Lieutenant Governor Iona Campagnolo presides over Grand Opening of the Maple Ridge Arts Centre and Theatre.
- Steve Crevier wins the season opening Parts Canada Superbike race in Shannonville, Ontario.

JUNE

- Sheila Nickols wins B.C Heritage Award and receives \$10,000 grant for the Maple Ridge Historical Society.
- Vistas Run exceeds goal of raising \$17,000 for Ridge Meadows Hospice Society.
- Hundreds turned out to celebrate Webster's Corner Day in this historic part of our municipality.
- Thomas Haney Students, Ian Ius and Leivon Reid earn silver medal at the National Skills Level Filmmaker competition.



HIGHLIGHTS

JULY

- Soccer players Midori Handford, Paige Yaretz, and Kelly Cook compete for the Dana Cup in Denmark and the Gothia Cup in Sweden.
- Canada Day began with the traditional flag raising ceremony in Memorial Peace Park followed by entertainment, kid's art activities, multicultural foods, and a giant craft market.
- The 102nd Maple Ridge Agricultural Fair was held under sunny skies. 14,000 people enjoyed the Midway, an antique Tractor Pull, Welsh Pony show, BMX Stunt Bike show, Kids Stuff, headline stage entertainment, and up-close and personal animal displays.
- Live Caribbean bands, great music, colourful costumes, dancing, arts and crafts, and delicious food saw thousands celebrate the Caribbean Festival.
 - Brian Smith and Ciana Gregorio win Basketball Education Scholarships from McDonald's.

AUGUST

- Local bagpipe player Sergeant Colin Clansey wins the Professional Solo Piper of the Day award at the Montreal Highland Games.
 - Roots & Blues Festival had a large turnout in Memorial Peace Park. Festivities included some of BC's best local and regional Roots & Blues artists, an arts and crafts village, an international food fair, and children's activities.
 - The annual Hammond Days celebration featured live music, children's activities, crafts, community displays, baseball tournaments, a pancake breakfast, a Heritage Walk, a Heritage Tea and evening dances.
- East Maple Ridge Pony Club "A" Team capture first place for the Region at Prince Philip Games in Panorama Ridge. Chelsey Dale, Mandy Mayer, Meg Foster, Jessica McDowell, and Alicia Kayes then represented British Columbia at the National competition in Toronto coming home with the silver medal.

SEPTEMBER

- BC Rivers Day was held at Allco Park – a special day celebrating our spectacular river heritage and raising awareness of our streams and rivers.
- Terry Fox run attracts over 600 people and tops \$17,000 in donations to the Canadian Cancer Society.
- Maple Ridge Actor Fred Keating honoured by Alberta Film & TV industry with the David Billington Award.

- The annual Whonnock Lake Day celebration began with an inter-denominational church service and a pancake breakfast. Food, crafts, children's activities, a 5 & 10 km run/walk, a 1 km non-competitive children's run, and musical entertainment were enjoyed by all.

OCTOBER

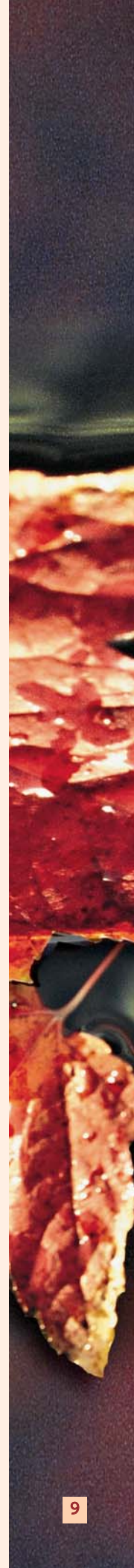
- 16 year old Brendan Peters wins Champion of Champions Junior Golf Tournament.
- The Meadowridge Rotary Club raises more than \$29,000 for minor sports facilities at its annual banquet.
- Seana Wade named Entrepreneur of the Year for her work developing, running, and franchising Perk Street.
- Ridge Meadows Hospital Foundation gala earns \$60,000 and local hospital receives new ventilator. Dr. Tim Temple receives Lloyd Capling Award and Eric Phillips wins President's Award for his contributions to community improvement.
- Rick Tippe named Entertainer of the Year, Producer and Male Vocalist of the Year at the B.C. Music Association awards.

NOVEMBER

- Municipality of Maple Ridge employees raise over \$23,000 for United Way and earn Employee Gold Award.
- Ridge Meadows Recycling Society present best recycling awards to Fraser Court, CPR-Vancouver Intermodal Facility, Hammond Elementary School, Royal LePage Brookside Realty, and Barry Davis.

DECEMBER

- Nikki van der Est earns award as Outstanding Student Director for her production of Tremulous.
- Estephany Rodriguez, Keller Chidlow, and Kurtis Waterston bring home bronze medals from SFU's War on the Floor wrestling competition.
- Shari Willis and Dawn Clark earn silver medals at the Island Junior Open Badminton championships.
- Speed Skaters Josh Berry, Kelsey Huggan, and Alysia Nyhus qualify for B.C. Winter Games.
- Seven gold and five silver medals for the Golden Ears Judo Club at the B.C. Winter Games trials.
- Christmas in the Park and the Santa Claus Parade has become a favourite in December. Entertainment for children and families with wonderful floats, horses, and free hot chocolate.



Policing in Maple Ridge

2003 has been both a rewarding and challenging year. Police have worked in partnership on our “homeless” issue, with involvement in town hall meetings and working with our Bylaw Department, Salvation Army, our residents and businesses for both immediate and long-term solutions to this social problem. Of note, there were 367 Mental Health issue calls for police last year, which is more than double the number of such calls in Year 2000.

Our Detachment has identified property crime as a priority and a focus of our membership. Property crime includes such offences as break & entry and thefts of vehicles, which both show a reduction in statistics in 2003. In 2003 there were 1,342 break & enters and in 2002 there were 1,071. In 2003 there were 1,064 thefts of vehicles and in 2002 there were 984. Given the external factors that impact these crimes, along with the increase in population, we have made significant strides at reducing these types of crimes within our community.

We continue to be one of the leaders in the Lower Mainland in charging impaired drivers – 181 charges in 2003. Our commitment to focussing on making our roads safer is making a difference. We are on target with the RCMP’s national 2010 Traffic Safety initiatives to reduce crashes by 30% by 2010. We work closely with the District of Maple Ridge and ICBC on “Safer Cities” initiatives.

Our School Liaison program has gained notice from other provinces who would like to emulate the structure and initiatives we currently have in place. The RCMP Youth Academy and Youth Hockey Camp are good examples of the proactive work our members are providing the community. We also work closely with the School District in an effort to reduce the impact of vandalism through a joint Anti Vandalism program.

Many of our RCMP programs are supported by a network of community volunteers. We currently have over 200 volunteers working in a variety of RCMP and partnership programs with ICBC.

Grow operations continue to be a significant concern, along with meth-amphetamine or crystal meth laboratories. In response to these issues we have internally restructured to create an investigative team who can both respond to and deal with this pressure.



Message from the General Manager

“Staff are extremely dedicated to being responsive in providing professional and quality service to residents, businesses, and the development community.”

— Frank Quinn, General Manager

In 2003, Maple Ridge was a leader in terms of residential growth. Staff carried through an aggressive workplan to address issues and initiatives associated with growth, including: transportation, housing and development, review of the Official Community Plan, infrastructure, sustainability, and bylaw enforcement.

Planning/ Environmental Management

The Planning Department is one of four departments in the Public Works & Development Services Division. The Department provides corporate and community service in four defined service areas: development application management, environmental management, policy review and development, and provision of professional support and information.

2003 Accomplishments:

- Reviewed the Official Community Plan process which was endorsed by Council and proceeded with the following elements:
 - Completed and presented the background issues report on industrial land for the Official Community Plan review.
 - Began Agricultural Lands Review and hosted a farm tour with Council, the ALC and others.
 - Initiated the Population Projections Study and hosted a workshop with local realtors.
 - Completed the background paper on heritage for the Official Community Plan review and completed the focus group meeting.
 - Reviewed and incorporated into the Zoning Bylaw changes to provincial regulations regarding beer and wine sales outlets.
 - Initiated the final phase of the Stream Mapping Project and processed a second amendment to the Official Community Plan to incorporate additional stream mapping.
 - Implemented a stream classification process based on the stream mapping inventory (with federal agency approval).
- Presented a proposed project for the town centre area in cooperation with Smart Growth BC, UBC and the Real Estate Foundation which was endorsed by Council.
- Held an information session on the Smart Growth on the Ground project as well as the first project committee meeting.
- Completed significant Zoning Bylaw amendment in Hammond.

- Initiated the development process review by setting up two committees, completing the terms of reference and hiring a consultant.
- Initiated a study on significant trees with an internal committee.
- Attended Mayor’s forums on Development.
- Reviewed the management report for Kanaka Creek Park in cooperation with the GVRD.
- Negotiated the Mosquito Control contract with partners.
- Continued to process over 115 development files addressing rezoning, development permits, and variances.

Business Licensing, Permits & Bylaws

The Business Licensing, Permits & Bylaws Department is responsible for enforcing the District’s bylaws, issuing building permits, inspecting all construction works, animal control, issuing business licences and initiatives related to the economic development of the Municipality.

Over the past year, the Department has been involved with the development of an enhanced system for the delivery of economic development services; the creation of a new Building Bylaw, the hosting of two builders’ forums focusing on best practices in residential construction, the implementation of the Amanda Business Licence System and the Amanda Action Request System, requests for changes to liquor primary establishments operating hours and occupant capacities, and support of the Economic Advisory Commission and the Maple Ridge/Pitt Meadows Tourism Society.

In 2003 the Department dealt with approximately 2,900 bylaw complaints, issued building permits with a construction value in excess of \$ 113 million and inspected over 500 new housing units.



Engineering

The Engineering Department provides municipal engineering to residents of Maple Ridge. Municipal engineering is the application of engineering methods to the analysis, planning, design, construction, and record-keeping of public works facilities and programs relating to infrastructure. In 2003, the Department:

- Completed signal improvements to 232 Street and Dewdney Trunk Road (southbound to eastbound).
- Completed Dewdney Trunk Road (222–224 Streets) water and sewer renewal projects.
- Completed bike lane improvements to 224 Street north of 124 Avenue.
- Commenced participation on TransLink's Area Transit Plan.
- Received grant from Provincial and Federal governments for Albion Industrial Park access.
- Completed pedestrian safety improvements at 102 Avenue by 240 Street and 112 Avenue from 272 Street to Whonnock School.
- Presented the draft Long Term Transportation Strategy to Council.
- Commenced Safer School Travel programs at two Schools.
- Implemented video traffic detection system in conjunction with the Operations Department at one intersection on Dewdney Trunk Road.
- Installed illuminated crosswalks at 224 Street at 112 Avenue, and Burnett at Dewdney Trunk Road.
- Installed pedestrian crossing improvements at Dewdney Trunk Road at Fletcher and 224 Street at 122 Avenue.
- Completed creek crossing for Silver Valley water reservoir.
- Installed upgraded bus benches in the Downtown area.
- Completed the 2003 portion of the Safer City Program.
- Conducted Approving Officer duties and responsibilities.
- Participated in the opening of the Customer Service Centre.
- Completed Local Improvement process including design charettes for 227 Street (Dewdney Trunk Road to Lougheed Highway).
- Completed data set bases (of Engineering data) for corporate rollout of Internet mapping.
- Completed LED signal upgrade project to improve visibility of traffic signals and energy efficiency.
- Prepared 2002 Water Quality Report and submitted it to Council for the Fraser Health Authority (copies available on the corporate website and public library).
- Analyzed and performed intersection signal warrant analysis for 2004 Capital Works program.
- Prepared 2002 GVRD Liquid Waste Management Plan Final Report.

Operations

The Operations Department is responsible for the management and maintenance of Municipal infrastructure and provides services fundamental to the health, safety and convenience of our rapidly growing population, in a manner that is responsive, economical, and environmentally responsible. This includes providing 24-hour-a-day emergency response to residents.

In 2003 Operations maintained and/or accomplished:

Chipping Program	1,699 pickups
Crosswalks	251
Fire Hydrants	1,626
Ornamental Street Lights	2,171
Overhead Lights	1,224
Paved Roadway	416 km
Pieces of Equipment	185
Sanitary Sewer Connections	14,671
Sanitary Sewer Main	225 km
Storm Sewer Connections	12,550
Storm Sewer Main	216 km
Traffic Lane Marking	265 km
Water Connections	17,100
Water Main	340 km
Watermain Replacement	2.4 km
Water Purchase	12,100,000 m ³
Water Samples Tested	975



Maple Ridge Fire Department

Administration

The primary mission of the Fire Department is the protection and preservation of life, property and the environment for Maple Ridge citizens. Ninety-five dedicated paid-on-call firefighters and six full-time officers provide this service.

The new Fire Department management software system was installed and training sessions were provided. The Personnel, Incident, Training, Properties, and Permit modules have been developed.

The Master Planning Committee presented a draft of the Fire Department Master Plan to Council at an open Council/Staff workshop in December. The Committee examined current core services as well as response levels and explored core service recommendations and response levels from outside agencies in order to prepare a service level gap analysis.

Changes were made to the existing Fireworks Vendor Permit restricting the sale and use of bottle rockets, screechers, and roman candles. The Fireworks Vendors Permit fee will increase in 2004 and the sale of fireworks will be restricted to permanent structures only.

Maple Ridge Council adopted a comprehensive Fire Sprinkler Bylaw that requires new homes to be equipped with a basic fire suppression system, designed to stop an accidental fire from becoming a life-threatening event. This life safety initiative will ensure the District continues to develop into a Fire Safe Community.

The tender was awarded for the construction of Squad 3, which arrived at Fire Hall #3 in September.

Emergency Operations / Training

In 2003 the Fire Department responded to 1,595 calls for assistance which amounted to 21,374 firefighter hours. Regular training practices held on Monday evenings and Friday mornings totaled 3,262 firefighter hours. An additional 3,598 hours were logged for special training, instructors, public education, etc. The commitment for a firefighter at Fire Hall #1 is an average of 535 hours per year.

The Department provided services to the Interior when the Province declared a state of emergency due to the forest fires. Crews rotated for 34 days totaling over 8,000 man hours.

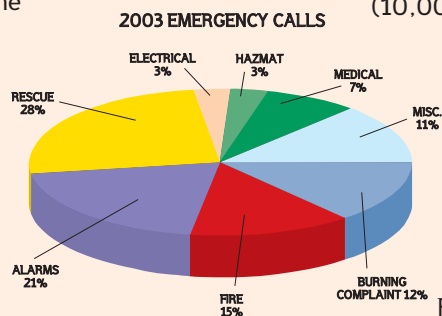
Thirteen recruits successfully completed training in the spring and are now responding to emergencies. Another 13 recruits were selected in the fall to begin training in 2004.

Thirty students from participating fire departments (five from Maple Ridge) are enrolled in the 2003/2004 Fire Officer Program.

Public Education

Eight students graduated from the Junior Firefighters Youth Academy in June. In addition to the Junior Firefighters program curriculum, the students initiated a community project to raise awareness of poorly visible addressing on homes and businesses. Ten students were selected for the 2003-2004 Junior Firefighters Youth Academy.

The Charities Committee organized a "Head Shave for Cancer" (\$23,000); the 2nd annual car wash for the Burn Unit of Children's Hospital (\$4,120); a Boot Drive for Muscular Dystrophy (\$3,580) and a Food Drive (10,000 pounds of food and \$13,700).



The Hot Summer Nights program and the Safety Smart Card program, in partnership with the local McDonald's Restaurants and the RCMP Community Policing Team, both continued to be successful during the summer of 2003. Fire Hall Open House was held during Fire Prevention Week along with the smoke alarm awareness program in partnership with Panago Pizza. The Community Safety Star Awards were handed out at a regular Council meeting.

Fire Prevention

Fire Prevention developed a training program on Alarm Systems to increase the knowledge of the Company Officers and Firefighters in fire safety systems within buildings around the community. The Fire Prevention Officers are attending weekly development meetings to ensure Fire Department issues are brought forward at the development stage.



The Corporation of the District of Maple Ridge

Consolidated Statement of Financial Activities
For the Year Ended December 31, 2003

	Actual 2003	Budget 2003	Restated Actual 2002
Revenue			
Taxes			
Real property, special assessments, grants in lieu	\$ 61,744,553		
Less: Collections for other governments	<u>27,594,904</u>		
Taxes for municipal purposes	34,149,649	34,064,627	32,067,715
Sale of services	6,440,402	4,927,232	5,067,786
Other revenue from own sources	3,962,825	3,361,092	3,778,022
Senior government grants – Utilities	397,478	372,552	1,136,435
Senior government grants – Capital	737,350	4,302,818	1,292,265
Development revenue	2,311,684	15,574,268	2,677,130
Provincial & other government transfers	1,548,605	1,432,318	1,277,059
Interest and investment income			
Interest income	730,237		
Investment income	1,933,733		
Less: Deferred amount	<u>(671,035)</u>		
Utility user fees	9,426,885	9,390,696	8,800,265
Proceeds from disposal of capital assets	1,438,128	5,550,000	1,483,392
Net gain on sales of property held for resale	1,265	–	865,765
Gain on debt refinancing	1,137,969	–	628,059
Contributed subdivision infrastructure	4,849,407	4,849,407	1,663,909
	<u>68,394,582</u>	<u>85,550,010</u>	<u>62,562,683</u>
Expenditures			
Protective services	13,371,096	14,696,541	13,054,780
Transportation services	7,967,189	18,606,318	8,768,917
Recreation and cultural	16,342,241	23,248,731	26,253,448
Sewer and water facilities	11,948,434	15,655,061	11,343,504
General government	8,228,031	10,022,697	8,225,042
Planning, public health and other	2,354,179	3,235,943	2,160,444
Reallocation of internal equipment usage	(1,519,794)	(1,269,057)	(1,222,229)
Subdivision infrastructure	4,849,407	4,849,407	1,663,909
	<u>63,540,783</u>	<u>89,045,641</u>	<u>70,247,815</u>
Revenue over (under) Expenditures	<u>4,853,799</u>	<u>(3,495,631)</u>	<u>(7,685,132)</u>
Principal Repaid	(1,913,503)	(1,976,665)	(2,137,586)
Increase in Financed Capital Construction	–	–	11,095,834
Increase (Decrease) in Fund Balances	<u>2,940,296</u>	<u>(5,472,296)</u>	<u>1,273,116</u>
Fund Balances – Beginning of the Year as Previously Reported	42,494,917	42,494,917	41,178,706
Adjustment of Prior Year	(1,274,391)	–	(1,231,296)
Fund Balances – Beginning of the Year as Restated	<u>41,220,526</u>	<u>42,494,917</u>	<u>39,947,410</u>
Fund Balances – End of the Year	<u>\$ 44,160,822</u>	<u>\$ 37,022,621</u>	<u>\$ 41,220,526</u>

Maple Ridge Fast Facts

Firefighters spent over 21,000 man-hours attending Emergency Calls

2003 Tax Installment Program – Value Collected: \$3.26 million (2002 – \$2.95 million)

2003 Leisure Centre Admissions: 317,607 (2002 – 277,210)

2003 Registered Participants in Cultural Programs: 16,147 (2002 – 14,746)

2003 Website Visitors: 237,167 (2002 – 149,876)

Excerpts from the 2003 Unaudited Financial Statements

Copies of the District's award-winning Comprehensive Annual Financial Report are available at the Municipal Hall and the Public Library.

The Corporation of the District of Maple Ridge

Consolidated Statement of Financial Position
As at December 31, 2003

	<u>2003</u>	Restated <u>2002</u>
Financial Assets		
Cash and temporary investments	\$ 20,601,559	\$ 19,430,541
Portfolio investments	48,995,137	42,357,273
Accounts receivable	9,426,417	10,954,316
Recoverable local improvements	2,132,807	3,000,093
Property held for resale	–	154,569
Other assets	921,843	1,124,662
	82,077,763	77,021,454
Liabilities		
Accounts payable and accrued liabilities	5,976,755	7,501,835
Deferred revenues	3,768,338	3,662,253
Refundable performance deposits and other	1,597,231	1,412,363
Severance liability	2,424,071	2,223,625
Restricted revenue	24,150,546	21,000,852
Financed capital construction	30,477,445	30,841,566
Debenture debt	3,767,690	5,317,072
	72,162,076	71,959,566
Net Financial Assets	\$ 9,915,687	\$ 5,061,888

Maple Ridge Fast Facts

2003 Emergency Incidents (fires, rescues, etc): 1,595 (2002 – 1,234)

2003 Water Samples Tested: 975 (2002 – 956)

2003 Roads Swept: 4,470 km (2002 – 5,660 km)

2003 Dog Licences Issued: 6,745 (2002 – 6,970)

2003 Freedom of Information Act Requests: 24 (2002 – 22)

Excerpts from the 2003 Unaudited Financial Statements

The Government Finance Officers' Association of the United States and Canada (GFOA) has given an Award for Outstanding Achievement in Popular Annual Financial Reporting to the Municipality of Maple Ridge for its Popular Report for the fiscal year ended December 31, 2002. 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.

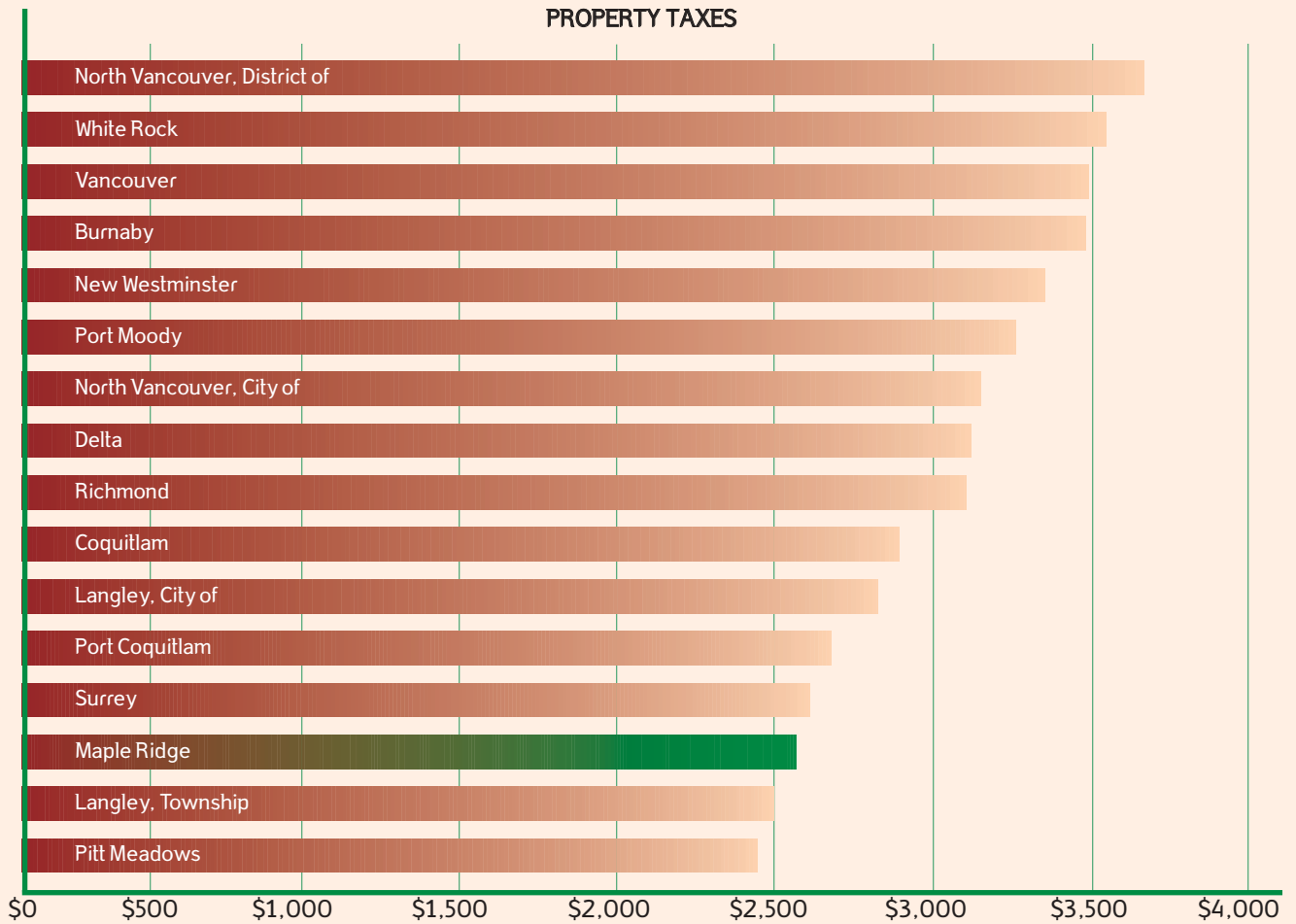
In order to receive an Award for Outstanding Achievement in Popular Annual Financial Reporting, a government unit must publish a Popular Annual Financial Report, whose contents conform to program standards of creativity, presentation, understandability, and reader appeal.

An Award for Outstanding Achievement in Popular Annual Financial Reporting is valid for a period of one year only. The Municipality of Maple Ridge has received a Popular Award for the seventh consecutive year and is very fortunate to be only one of two municipalities in Canada awarded a PAFR for 2002. We believe our current report continues to conform to the Popular Annual Financial Reporting requirements, and we are submitting it to GFOA.

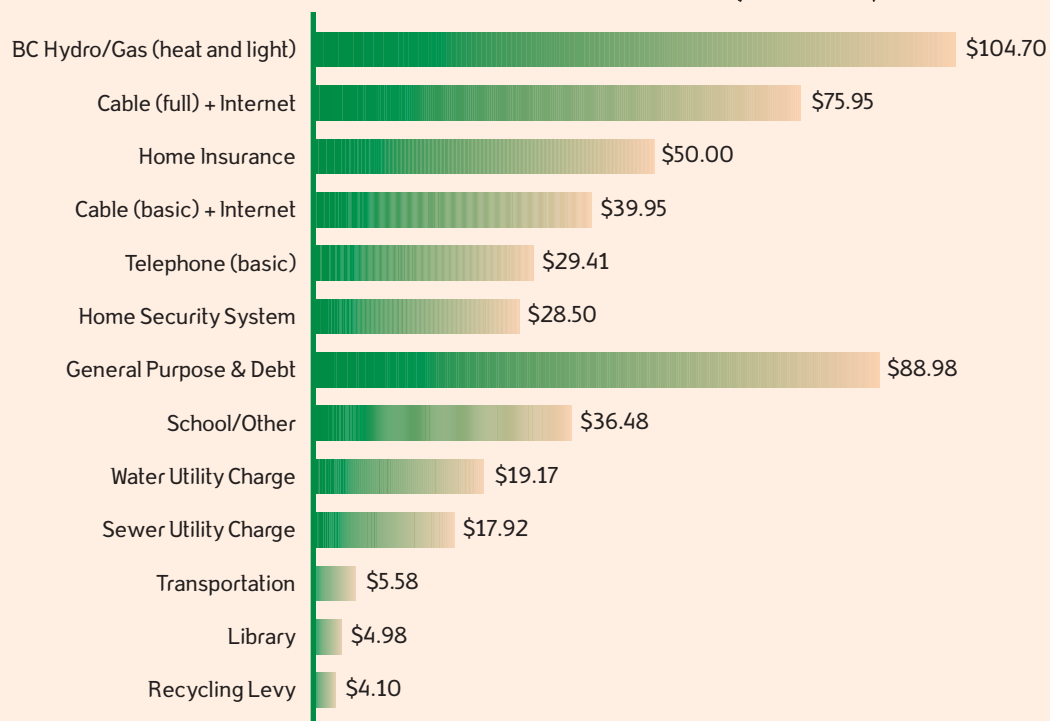


2003 Taxation

PROPERTY TAXES



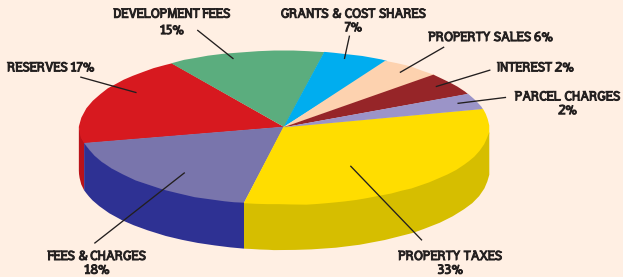
AVERAGE HOME TAXATION (PER MONTH)



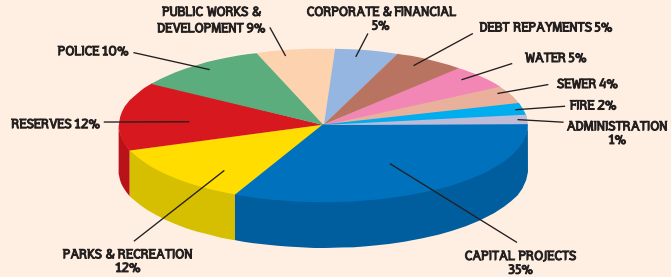
Where Your Tax Dollars Are Going

The following organizations' levies are contained on the Municipal Property Tax Notice; however, the Municipal Council does not have control or responsibility over their levy, expenditures or operation, except as a voting member: Fraser Valley Regional Library, Greater Vancouver Regional District, and Greater Vancouver Regional Hospital District.

2003 BUDGET REVENUES



2003 BUDGET EXPENDITURES

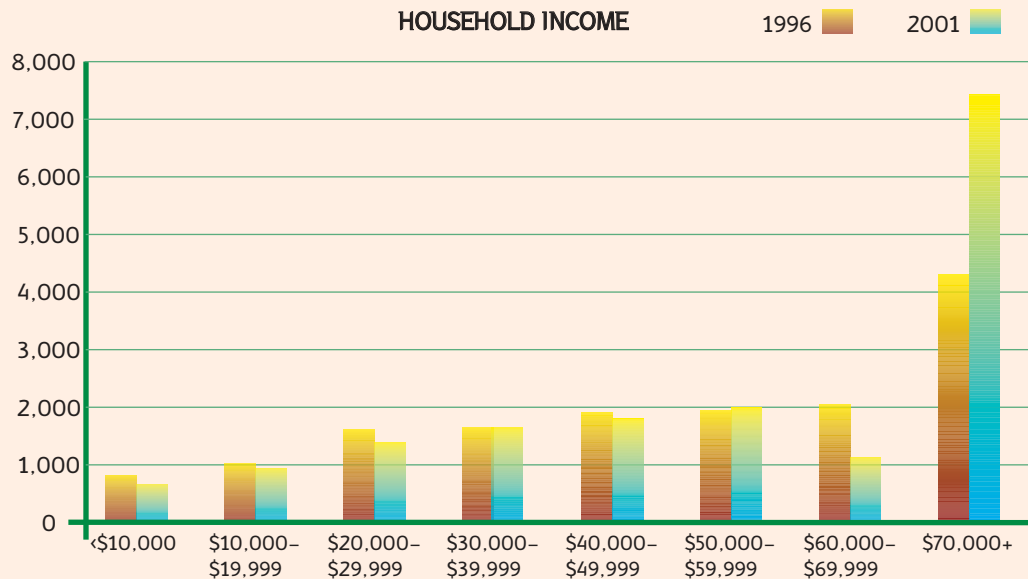
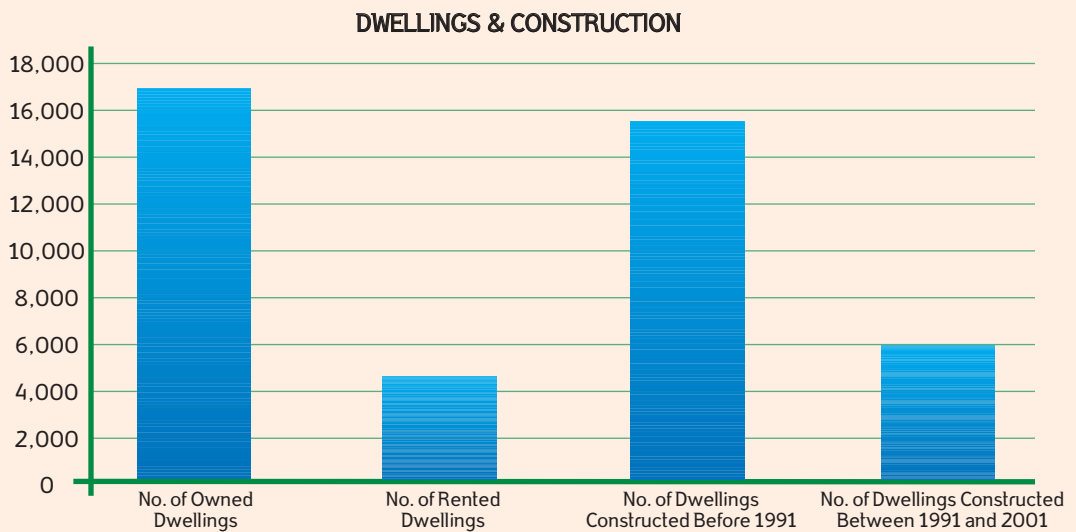
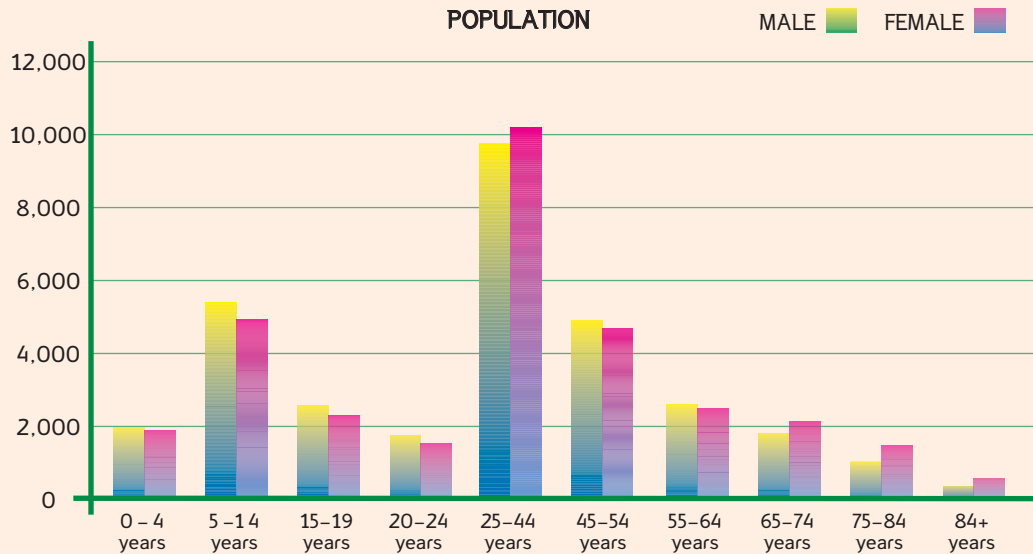


2004 PROPERTY TAX LEVIES		DUE DATE: JUNE 30		
CORPORATION OF THE DISTRICT OF MAPLE RIDGE				
2004 Annual Budget Period: 01/01/04 - 03/31/04				
Taxes: 01/01/04 - 03/31/04				
Owner & Assessor Information				
Owner: Jones, James 999-XYZ Avenue Maple Ridge V2X 9A6		Assessor: 999-XYZ Ave. 99999-99999 024-000-001		
Property Information				
LOT: 1	BLK: 329	DL: 329		
SEC: NE36	TN: 11	P.M: RP1538		
Parcel K, Subsidy Lot 3 & 4, Group 2, Portion PL (More)				
Area: 333,400 sq. ft. (3,113.30 sq. m.)				
Value: \$1,841,060.00 (2003)				
Value: \$2,311,300.00 (2004)				
Area: 222,900 sq. ft. (2,062.60 sq. m.)				
Value: \$1,566,300.00 (2003)				
Value: \$2,311,300.00 (2004)				
Amount Due: \$470.00 (2003)				
Amount Due: \$745.00 (2004)				



Demographics

"Source: 2001 Statistics Canada Census"



Municipal Contact Numbers

Municipality of Maple Ridge
11995 Haney Place, Maple Ridge, BC V2X 6A9
www.mapleridge.org

Switchboard/General Information604-463-5221 Emergency Nights & Weekends604-463-9581
General Fax Line604-467-7329 Fire, Police & Ambulance Emergency911

A			
Administration.....	604-463-5221	Facilities – Pitt Meadows.....	604-465-2472
Arts		Picnic Shelters.....	604-465-2452
Ridge Meadows Community Arts Council.....	604-476-2787	Sportfields.....	604-467-7438
B		Festivals Society.....	604-467-7325
Building Inspections		Greg Moore Youth Centre.....	604-467-7354
Building.....	604-467-7312	Leisure Centre	
Electrical.....	604-467-7313	General Enquiries.....	604-467-7322
Gas-Plumbing.....	604-467-7314	Aquatics Supervisor.....	604-467-7302
General.....	604-467-7311	Information Line (for following services).....	604-467-7494
After-Hours Inspection Req.....	604-467-7380	Aerobics	
Business Development.....	604-467-7391	Birthday Parties	
Business Licences.....	604-467-7440	Childminding	
Bylaw Enforcement.....	604-467-7305	Fitness	
C		Gym	
Cemetery.....	604-467-7307	Preschool Play	
Communications.....	604-467-7350	Skating Lessons	
Council Members.....	604-463-5221	Program Registration.....	604-467-7322
D		or.....	604-465-2452
Dog Licences.....	604-467-7336	Parks & Facilities Admin.....	604-467-7346
E		Sportsfield Conditions & Closures.....	604-467-7321
Engineering Enquiries.....	604-467-7339	Volunteer Services.....	604-467-7459
Environmental Enquiries.....	604-467-7499	Youth Outreach Initiative.....	604-467-7354
F		Youth Services Programs.....	604-467-7466
Finance Department		Planning	
Accounts Payable.....	604-467-7388	Enquiries.....	604-467-7341
Administration & Accounting.....	604-463-5221	Development Applications.....	604-467-7342
Taxation & Utilities.....	604-467-7336	Administration.....	604-467-7343
Fire Department (Non-Emergency).....	604-463-5880	Police – RCMP (Non-Emergency)	604-463-6251
Flooding (after hours).....	604-463-9581	Records Section.....	604-467-7635
H		Volunteer Services Coordinator.....	604-467-7644
Human Resources.....	604-467-7350	Pound – SPCA.....	604-463-9511
M		Public Works	
Mayor's Office.....	604-463-5221	After Hours Emergencies.....	604-463-9581
Municipal Clerk.....	604-463-5221	Enquiries & Trouble Calls.....	604-467-7363
Municipal Emergency Program.....	604-463-5221	Purchasing.....	604-467-7478
Nights & Weekends.....	604-463-9581	R	
P		Recycling.....	604-463-5545
Parking Enforcement.....	604-467-7305	Roads Maintenance	604-467-7363
Parks & Leisure Services		S	
Direct Info Line (24 Hrs).....	604-467-7321	Seniors' Programs & Information.....	604-467-4993
Direct Reservation Lines		Sewer Maintenance.....	604-467-7363
Arenas – Booking/Program Information		Sidewalk Maintenance.....	604-467-7363
Municipal Ice Rental	604-465-2472	Snow Removal.....	604-467-7363
Planet Ice (Maple Ridge).....	604-467-2883	T	
Ridge Meadows Arenas (Pitt Meadows)...	604-465-5877	Traffic Enquiries.....	604-467-7339
Campground – Maple Ridge.....	604-467-7357	W	
Facilities – Maple Ridge.....	604-467-7438	Water Maintenance	604-467-7363
		Z	
		Zoning.....	604-467-7341

*D*EDICATED TO THE CITIZENS OF MAPLE RIDGE





Corporation of the District of Maple Ridge
Mayor and Council 2002–2005



Councillor Craig Speirs
cspeirs@mapleridge.org



Mayor Kathy Morse
kmorse@mapleridge.org



Councillor Candace Gordon
cgordon@mapleridge.org



Councillor Jon Harris
jharris@mapleridge.org



Councillor Faye Isaac
fisaac@mapleridge.org



Councillor Judy Dueck
jdueck@mapleridge.org



Councillor Ernie Daykin
edaykin@mapleridge.org



Corporation of the District of Maple Ridge
11995 Haney Place
Maple Ridge BC
V2X 6A9
Tel: 604-463-5221
Fax: 604-467-7329

- Council Workshop on Mondays at 9:00 am
- Council meetings on the second and fourth Tuesday of each month at 7:00 pm
- For more information on public hearings, special Council sessions, and civic events, check our website

www.mapleridge.org