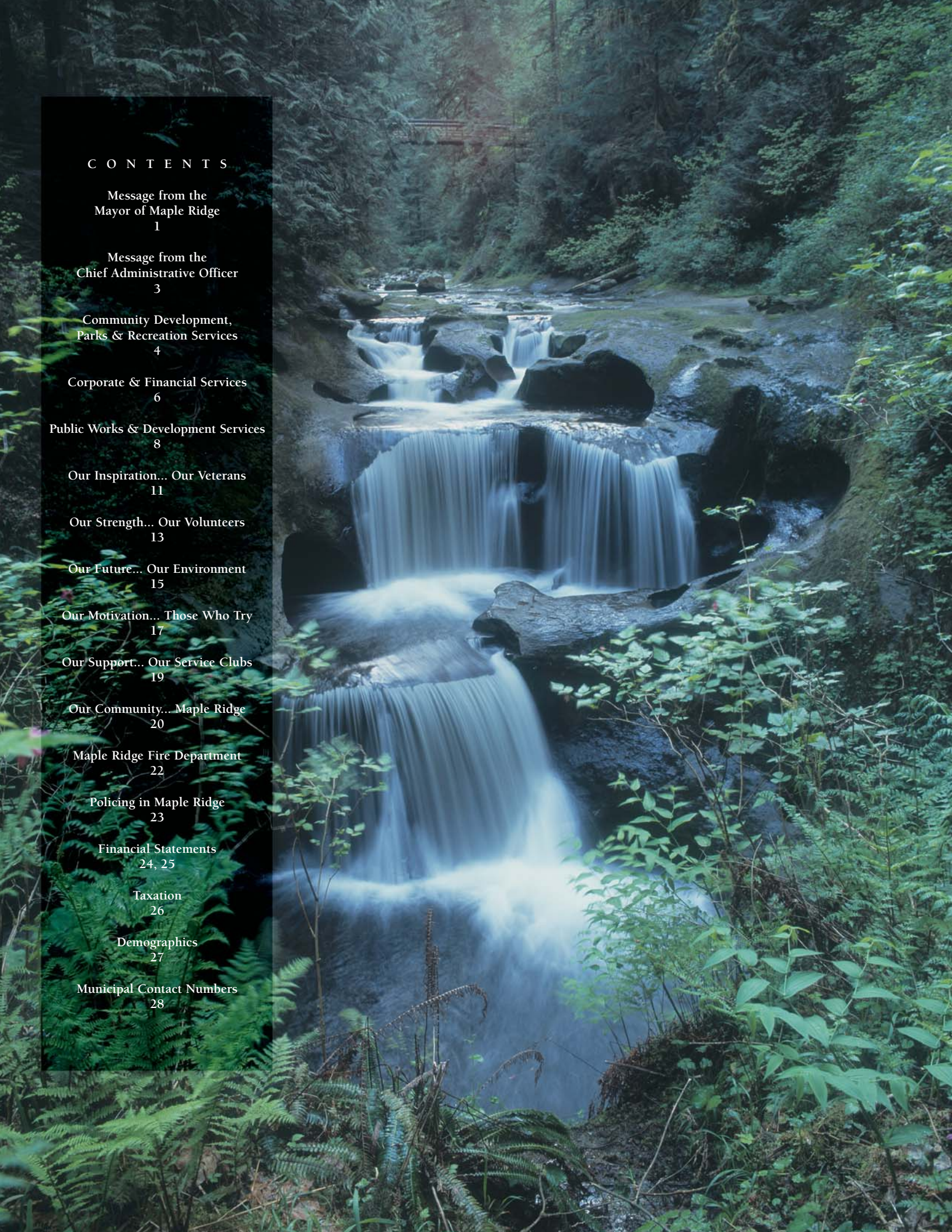


District of Maple Ridge  
British Columbia, Canada



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## Message from the Mayor of Maple Ridge

On behalf of Council, I am pleased to present the District of Maple Ridge 2004 Citizens Report.

This annual report presents to the citizens and customers of Maple Ridge a comprehensive look at the past year blending the necessary financial information with a look at our accomplishments as a community. Throughout 2004, the municipality placed emphasis on building a strong foundation for sound financial management. Council adopted financial policies that focus on sustainability, affordability and accountability. The strategy provides goals and measurements to ensure the municipality has the financial resources it needs to sustain its facilities and services and the fiscal practices our citizens demand.

### *2004 has been a busy year...*

Over the past twelve months, we have completed a draft Official Community Plan. The draft Plan will go out for public review in the Spring of 2005. The GVRD Livable Region Strategy recognizes Maple Ridge as a regional town centre. This means that we are committed to developing our own industrial and commercial tax base in order to provide employment here in Maple Ridge — critical if we are to reduce the number of people who leave our community to go to work. In that context, our renewed Official Community Plan is extremely important both as a planning tool for a growing community and as a way of involving our citizens in planning for the future.



Kathy Morse, Mayor

### *2004 has been an exciting year...*

We are now the proud owners of our beautiful Downtown Core facilities. Next on the agenda is a renewal of the downtown area including the introduction of the Smart Growth Plan. And for the 14th consecutive year, staff at municipal hall won the Canadian Award for Financial Reporting from the Government Finance Officers' Association.

### *2004 has been a productive year...*

The Fire Department Master Plan is complete and we now have a long range financial program aimed at providing fire protection service enhancement. Maple Ridge is a leader in the area of environmental protection. Stream mapping is complete and we are now able to offer citizens a comprehensive look at the location of watercourses in the District and some sense of the protection that is required.

Council and the public agree that the social, environmental, and economic health of Maple Ridge is our top priority. You are invited to play an active role in your community — to be part of planning for our future. Your comments and participation are always welcome.

Kathy Morse,  
Mayor

### District of Maple Ridge

11995 Haney Place, Maple Ridge, British Columbia V2X 6A9 CANADA

Telephone: 604-463-5221 • Fax: 604-467-7329 • Email: [enquiries@mapleridge.org](mailto:enquiries@mapleridge.org) • [www.mapleridge.org](http://www.mapleridge.org)



Maple Ridge, as a location for film and television production, is growing in popularity



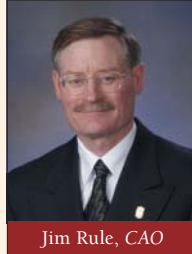
## Message from the Chief Administrative Officer

I am pleased to present our 2004 Citizens Report on behalf of all employees at the District of Maple Ridge. Maple Ridge is a vibrant and dynamic community that is one of the fastest growing municipalities in British Columbia. Maple Ridge provides a wonderful quality of life which is the envy of many other communities.

Our ongoing challenge is to manage this rapid growth and balance the social, economic and environmental goals of the community.

*Some of the major initiatives undertaken in 2004 were:*

- Acquiring the downtown core facilities as a strategic long term investment in the community
- Approving a Fire Master Plan that will see significant expansion in District fire services
- Continuing work with TransLink on transportation improvements in the community including the 232 Street Bridge and the Golden Ears Bridge
- Undertaking an Official Community Plan (OCP) review
- Opening our first artificial turf field
- Establishing an Economic Development Office at the District



Jim Rule, CAO

In 2005 the District will tackle ambitious projects and initiatives as outlined in the 2005 Business Plan. Our staff will continue providing first rate service in a top performing municipality by being attentive to the needs of our citizens.

*Some of the major initiatives to be undertaken in 2005 are:*

- Completion of the OCP
- Transportation Improvements
- Infrastructure Planning
- Fire Master Plan Implementation
- Additional Turf Sports Fields
- Development of a Police Services Master Plan
- An emphasis on the expansion and retention of local business

I would like to thank Council, our employees and the many volunteers who make this community such a wonderful place to live, work and play.

J.L. (Jim) Rule  
Chief Administrative Officer

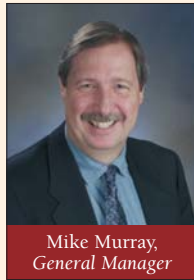
MAPLE RIDGE



## Community Development, Parks & Recreation Services

*"Maple Ridge continues to be a wonderful place to live with tremendous outdoor resources close to a complete urban community with an ever increasing level of service. We are equally blessed with great staff, outstanding volunteers, service groups and vibrant non-profit organizations that work closely with each other to address emerging challenges and to enrich the community."*

— Mike Murray, General Manager



### Parks & Leisure Services Commission

The Commission concluded its first full year under a new organizational structure which brought citizen appointees together with members of both Maple Ridge and Pitt Meadows Municipal Councils and the School Board in a closer working relationship. Fine tuning is underway although the new governance structure has generally proven to be more streamlined.

### 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.

- Overall participation in Special Services remained relatively constant in 2004 with 1,438 memberships issued for the Participation Program
- In 2004, we held 63 events attended by 133,353 participants — 44 of those events with 103,860 participants were located in Maple Ridge
- Greg Moore Youth Centre was open for 1,162 drop-in hours. On average, 57 youth per hour were in attendance and 2004 saw an increase in the number of Youth Special events
- Drop-in attendance to Public Skating increased significantly - 15,936 admissions in 2004 compared to 12,581 in 2003
- Leisure Centre attendance increased by 37,443 admissions or 12% compared to 2003, and by 148,613 admissions or 72% since the Leisure Centre facility was expanded in October 2001
- Initiated an active community walking campaign
- The Ridge Meadows Seniors' Society achieved a membership of over 1,600 providing programs on contract to the Commission in both Maple Ridge and Pitt Meadows

### Parks

The Parks Department maintains a total of 228.5 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 and sport courts, and administers the lease for the Maple Ridge Golf Course. Maple Ridge achieved a 4-Bloom rating in the

Communities in Bloom National Competition and was also awarded a special mention for Memorial Peace Park.

- Bid on and received the 2008 BC Disability Games
- Completion of the Albion Park Master Plan
- The acquisition of several park sites including Boundary Park on 200 Street north of Telep Avenue, 112 Avenue east of 240 Street, Edge Street northwest of Eric Langton School, and McMyn Road east of Harris Road
- GVRD parks acquired \$1.7M of riverfront along the new Pitt and Fraser River Greenway in Pitt Meadows
- The successful completion of a \$1.6M artificial turf sport field at the Samuel Robertson Secondary School site

### The Arts

The Arts Council and Art Gallery Society successfully completed the first full year of their contracts with the Commission for operation of the Arts Centre and Theatre with over 18,000 ticket sales, 8,000 visits to the Art Gallery, 2,000 arts program registrations and a budget surplus.



### Social Planning

- A series of Town Hall meetings were coordinated to discuss property crime, drug abuse and homelessness
- A new Farmers' Market was established by a Community Solutions sub-committee
- The Alouette Home Start Society was established and took the lead in several important projects:
  - Received first stage approval for funding for Community Outreach Workers (\$140,000)
  - A Youth Safe House (\$513,000); fundraising to equip and renovate the Youth Safe House, and
  - Presented an education series on "The Face of Homelessness"
- Worked with the Planning Department on the Social Sustainability paper for the Social Planning section of the OCP
- Established connections with GVRD Regional Homelessness Task Force and Social Planning Committee

### General Government Properties

- Completed the Municipal Hall Seismic upgrade and renovations
- Assumed full operational responsibility for all downtown core facilities following acquisition

### Emergency Preparedness

Members of the Emergency Operations Centre (EOC) team participated in a functional exercise based on a flood scenario. This exercise provided EOC members the opportunity to practice the procedures they would be required to follow in the event of a real emergency. This exercise identified areas where further training would be required. An application was made to the Joint Emergency Preparedness Program (JEPP) and the District of Maple Ridge received funding to provide training for the members of the EOC and training for newly recruited EOC members. EOC Levels 1 and 2 were provided to 13 employees. In addition, 39 of our outside workers received training in the Incident Command System (ICS) and training in personal preparedness on how they can ensure their families and homes are better prepared in the event of an emergency or disaster. ICS Level 2 was provided to four employees and Rapid Damage Assessment was provided to three employees. With a fully trained Emergency Operations Centre Maple Ridge is ready to respond in the event of a real emergency.



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

In 2004, Corporate & Financial Services was involved in a number of corporate-wide initiatives. As well, we took on a number of other major projects that are discussed below.

### Finance

2004 was a year in which the Department reaped the benefits of many years of developing and investing in our future financial professionals and leaders. The many staff members who, in prior years took on new and increasing positions of authority and responsibility, delivered timely and accurate financial information that was critical in the support of corporate needs.

Throughout 2004, the District placed significant emphasis on building on our strong corporate record for financial management. We have significantly improved our planning and budgeting processes by having our staff become knowledgeable and conversant about all our divisions and departments. This positioned us to provide financial guidance and interpretation to the departments in the management of the business side of their operations. Our financial overview workshops to Council and staff provided an understanding of financial position and financial plans. Our purpose has been to improve financial governance by informing Council, staff and the public on a variety of topics ranging from interpreting financial statements, financial planning processes, reserves and reserve funds, taxation and revenues and utility rate structures. The outcome has been a better informed Council and the adoption of a financial policy strategy that will guide the community in the future.

This effort was recognized by our external peers as the Department was the recipient of two significant awards: The Canadian Award for Financial Reporting (CAnFR) and the Member Recognition Lifetime Award.



### Clerks

The Clerks Department works with Council to make sure that municipal business is done in an open and transparent manner. Council meeting agendas and minutes are available in a timely manner at municipal hall or on the Clerk's Department section 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 selling lands on Industrial Avenue, 112 Avenue, 264 Street and Brown Avenue for a total of \$6.8M. We also acquired for a total of \$4.6M the former Courthouse, land for a park, as well as a future fire hall site.

### Communications & Human Resources

The Communications & Human Resources Department completed its first full year of operation since being reorganized to include two distinct functions — communications and human resources. I am pleased to report that the integration has gone very well. A high level of synergy exists as a result of this new mix providing benefits to both functions.

The ambitious goal areas staff pursued in their 2004 workplans were met largely because of both functions working so well together. For example, employee recruitment was particularly busy but with all employees assisting when needed, day-to-day and even unplanned tasks were handled in a timely and effective manner. Staff in the department worked on a broad range of tasks including labour relations, special events, training, and producing many different corporate documents for employees and the public.



Staff organize many fund-raising events





### Information Services

The Information Services Department manages the District's information technology infrastructure, data resources, mapping, and performs strategic IT planning. They are responsible for the coordination of strategic technology direction for the District, developing and maintaining common standards, architectures, and business solutions to help deliver public services efficiently. The department enhances and operates the District's corporate communications and computing assets, which include the telephone, radio and email systems, networks and servers, provides all technical assistance to users, enhances and maintains corporate mapping and data assets; and provides project management consulting services. In 2004, the Department achieved the following key projects and enhancements:

- Completed the roll-out of our Internet mapping product "Ridgeview"
- Completed implementation of the webmail product, to allow staff to access their email from any Internet connected computer
- Installed the Office XP productivity software on all corporate computers
- Began the strategic planning exercise for the District website

- Renegotiated the Microsoft software contract for significant savings and benefit to the District
- Began the wireless remote access pilot project with the Fire Department, Bylaw Inspectors, and Operations Inspectors. After testing, a request for proposal was issued for ruggedized laptop computers
- Developed a Service Level Agreement with client departments
- Developed a program to eliminate virus infected email and SPAM
- The Department handled over 1.5 million legitimate emails out of a total of 6.5 million addressed to the District
- Training on our GIS mapping system for staff and emergency operations, project management training, time management training, Office XP training, and Business Analyst training

The Department continues to maintain and improve existing capabilities, as well as to further new projects and initiatives. We remain committed to assisting clients in finding technology solutions to business needs.



WATERBURY



## Public Works & Development Services

*“A primary focus is to continue to strive for timely, open, inclusive, and consultative processes when interacting with residents, businesses, and the development community.”*  
— Frank Quinn, General Manager

2004 was another exciting year for our Division. Building activity continued to be strong with over 530 residential building permits issued. A number of key transportation initiatives were achieved, including the commencement of a new Transit Plan and the Safer City Program. The detailed background work for the Official Community Plan was completed in readiness for the scheduled Public Consultation process for early 2005.

### Planning/Environmental Management

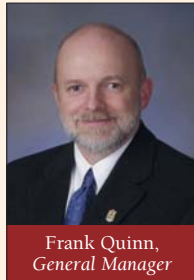
The Planning Department provides corporate and community service in four defined service areas: development application management, environmental management, policy review and development, and provision of professional support and information. In 2004, the Department achieved the following key projects and enhancements:

#### Projects

- Participation in the review of new riparian area regulations
- Zoning Bylaw revisions for adult entertainment and pawnshop uses in the community
- Mayor's Developers Forum on development process review
- Development process review report presented to Council
- Revision of methodology used for ALR applications
- Review of small lot development

#### Official Community Plan Review (OCP)

- Workshops with Council regarding policies in all areas of the OCP review
- Draft population and housing projections component following Study Circle consultation
- Focus Group workshop on the commercial/industrial land report
- Completion of the environmental background paper and conducted focus group workshops
- Completion of the agricultural background paper and policies
- Completion of transportation policies



Frank Quinn,  
General Manager

### Smart Growth on the Ground Project

- Smart Growth on the Ground project was officially initiated by Council with Planning Department participation in the project committee, the public meetings, and widely attended public workshops
- Smart Growth on the Ground charettes were held over a four day period as well as two open houses to discuss the charettes. The charettes were widely attended and deemed to be very successful

### Business Licensing, Permits & Bylaws

The Business Licensing, Permits and Bylaws Department is responsible for enforcing the District's bylaws, issuing building permits, inspecting all construction works, operating the animal shelter, enforcing animal control regulations, and ensuring all businesses operating in the District are licensed. Over the past year, the Department has been involved with:

- Development of the Maple Ridge Untidy and Unsightly Premises Bylaw and the Maple Ridge Grow Operation, Health, Nuisance and Safety Bylaw
- Amendments to the Maple Ridge Highway and Traffic Bylaw
- Hosting of two building forums focusing on best practices in residential construction
- Participation in town hall meetings focusing on initiatives to address the homeless, drug and property crime issues in the community and participation on the local Crystal Meth Task Force.
- 3,100 bylaw complaint files were dealt with
- In excess of 500 new residential units were inspected
- Building permits with a construction value of over \$103 million were issued



Water quality improvement project



## Engineering

The Engineering Department provides municipal engineering services and support to residents of Maple Ridge and other departments. In 2004, the Department was involved with the following key projects and initiatives:

- Safer Cities Program — various transportation and traffic improvement initiatives with other stakeholders
- Reconstruction of 232 Street bridge at South Alouette River for long range access/egress to Silver Valley
- Reconstruction of 227 Street (Lougheed – Dewdney Trunk Road) to urban downtown standard
- Reconstruction of North Avenue (223 Street – 224 Street) to urban standard
- Installation of 240 Street and 102 Avenue traffic signal for safety
- Installation of barrier on 240 Street (Hill Avenue – 104 Avenue) for pedestrian safety
- Installation of 207 Street and River Road traffic signal for safety
- Analyzed and performed intersection signal warrant analysis for 2005 Capital Works program
- Implementation of Phase 1 of the Area Transit Plan
- Prepared 2003 Water Quality Report and submitted it to Council for the Fraser Health Authority
- Construction of the water storage reservoir in the northeast sector of Silver Valley for improved service and development
- Upgrading of Dewdney Trunk Road (207 Street – 210 Street) water distribution system for improved supply and fire protection

## 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 2004 Operations maintained and/or accomplished:

- Chipping Program 2,585 pickups
- Crosswalks 251
- Fire Hydrants 1,627
- Ornamental Street Lights 2,265
- Overhead Lights 1,405
- Paved Roadway 416 km
- Pieces of Equipment 187
- Sanitary Sewer Connections 14,675
- Sanitary Sewer Main 225 km
- Storm Sewer Connections 12,557
- Storm Sewer Main 216 km
- Traffic Lane Marking 265 km
- Water Connections 17,149
- Water Main 340 km
- Water Purchase 9,990,000 m<sup>3</sup>
- Watermain Replacement 2.6 km
- Water Samples Tested 1,074





## Our Inspiration...

### Our Veterans



Remembrance Day

The District of Maple Ridge honours our war veterans and demonstrates our appreciation for the noble and selfless service these men and women have given to their country.

In conjunction with the 2004 annual Remembrance Day Services, Mayor, Council, and residents of the District of Maple Ridge granted the Royal Canadian Legion Branch 88 the distinct and unique honour of Freedom of the District.

This historical military ceremony has its roots in twelfth century Europe. In the days of walled cities, armies were required to camp outside the walls and could only enter after they had proven themselves to be friendly forces. Permission to enter the city had to be formally requested and granted. Members of Maple Ridge's Legion were not required to camp outside any walls in 2004 before receiving the Freedom of the District, but the formal ceremonies did follow the historical format.

The Ceremony held this past year in Maple Ridge was a means of officially acknowledging the friendly relationship that exists between the Legion and the District of Maple Ridge. Branch 88, with 2,700 members today, was established in 1927 and is recognized as one of the most successful Legion branches in the country. Members and supporters of the Legion contribute approximately \$120,000 each year to community non-profit organizations as well as sponsoring student bursaries and 280 affordable housing units for seniors. Over \$30,000 was raised in 2004 through the sales of poppies, contributions of which go directly toward assisting veterans and ex-service personnel in our community.

Mayor and Council along with citizens of Maple Ridge are mindful of similar sacrifices being made today by Canadian soldiers and peacekeepers as they continue the tradition of promoting peace throughout the world. We are grateful for their service.



Community  
SOCIETY

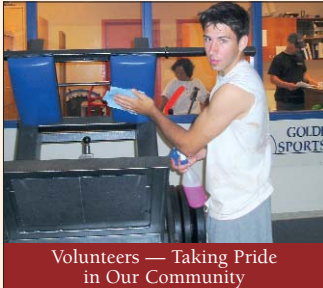
Ridge Meadows  
Parks & Leisure Services  
**I Volunteer!**



WHITE  
PAPER  
ONLY  
PLEASE

## Our Strength...

### Our Volunteers



Volunteers — Taking Pride in Our Community

Volunteers play a vital role in the community of Maple Ridge (30% of our citizens volunteer). Literally thousands of Maple Ridge citizens get involved in a broad range of community organizations. District Council and staff recognize the value of volunteer support on virtually every program within the municipality.

Getting involved as a volunteer provides citizens with benefits that are unique to each individual. Some people want to help build a stronger community, while others wish to develop professionally or personally by improving their skills, meeting new people, and trying something new. Volunteers are from all walks of life, age groups, cultures, abilities, and backgrounds.

Naming all the ways our community life is enhanced by the support of volunteers, would require more space than is available here so below are some examples of the activities and services in which volunteers are so important. It is with great pride that we salute our citizen volunteers who assist with:

- Animal welfare
- Arts, culture and festivals
- Auxiliary police work
- Emergency services
- Environment
- Firefighting
- Neighbourhood development
- Heritage preservation
- Parks and District beautification
- Recreation and youth opportunities
- Social and community services
- Technical and policy advice



“Volunteering gives me practical, hands on experience in an office setting to complement the learning I gained in the college classroom.” — *Jennifer Reynolds, practicum student*

“I’m enriching my English language skills, keeping myself busy, and learning something new while working with the public.” — *Fausto Alcantar, Tourism and Theatre volunteer*

“I wish to enhance self-fulfillment by working with other people to help strengthen the community in any way possible. I want to make a difference in the lives of others.” — *Andrea Walters, youth volunteer*

“Getting involved with the Seniors Centre and the Volunteer Office keeps my mind and skills fresh and helps me get out of the house.” — *Marie Lachance, senior volunteer*

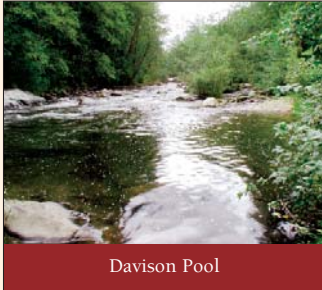






## Our Future...

### Our Environment



The District of Maple Ridge has a beautiful natural setting, from mountains to river — it is an environment worth protecting. The main goals of environmental management are to encourage practices that limit potential for detrimental impact on the environment. We do this by identifying and protecting sensitive environmental features and areas that require special recognition and management. The District's leading edge stream mapping, setback assessment guide, and initiation of a study to identify environmentally sensitive areas continue to promote and endorse the environmental commitment of the District.

#### Watershed Protection

- 2003 and 2004 Fraser Basin Sustainability Award — selected as one of the top five environmental leaders for the Stream Mapping Project

#### Waste and Recycling

- 2002 Communities in Bloom — Ridge Meadows Recycling Society
- 2001 Rivers Day Award — Ridge Meadows Recycling Society
- 1999 Federal Environmental Achievement Award — Ridge Meadows Recycling Society

#### Stewardship and Civic Action

- 2004 Communities in Bloom
  - 4-blooms and a special mention for Memorial Peace Park
- 2001 Minister's Award
  - Awarded to Alouette River Management Society (ARMS)
- 2000 Fraser Basin Council Sustainability
  - Sustainability Award to ARMS
- 1998 Rivers Day Award
  - KEEPS members for outstanding contributions to community
- 1998 BC Heritage Rivers Significant Rivers Award



#### Eco-Audit

This Citizens Report was printed with vegetable-based inks, using paper containing 100% recycled fibres made from 50% post-consumer waste, and bleached without the use of chlorine or chlorine compounds.

By doing so, we achieved the following savings:

- 8 Trees
- 386 Pounds of Solid Waste
- 2,120 Gallons of Water
- 4,239 (000) BTU's of Energy
- 667 Pounds of Greenhouse Gases
- 2 Pounds of Air Emissions (HAP's, VOC's, TRS's combined)
- 18 Pounds of Hazardous Effluent (BOD's, TSS's, COD's, AOX's)





## Our Motivation...

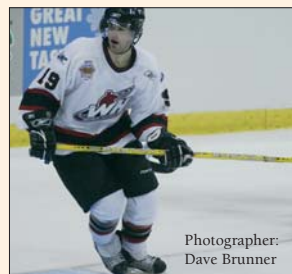
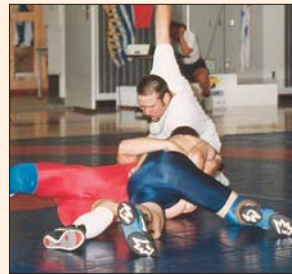
### Those Who Try

Maple Ridge is blessed with amazingly talented people of all ages. Each one of them provides inspiration to others who strive for their own personal best. The list of community successes is long and here are but a few of them.

*Our congratulations go out to all who have worked so hard over the past year.*

- Captain **Jim Sinclair** was honoured with the Fire Department's Meritorious Service Award.
- Country Music Legend **Elmer Tippe**, Bowler **Herb Stewart**, Boxing Coach **John Skanks**, and Author **Annette LeBox** inducted into the Ridge Meadows Hall of Fame.
- **Dick Lyster** chosen Maple Ridge Community Foundation 2004 Citizen of the Year for his untiring volunteer work.
- Disabled swimmer **Stephanie McDougall** sets Canadian record for breaststroke.
- Local logger **Greg Hart** takes silver in ESPN's Great Outdoor Games held in Wisconsin.
- Paddlers **Wes Hammer** and **Sean McBeath** won five gold, two silver, and one bronze medal at the Canada Cup and are now eligible for the world championships.
- BMX rider **Peter Jensen** wins world silver medal at 45 and over championships.
- Basketball player **Emily Knauff** gets gold at Canadian National Midget championships.
- **Nathan Burke** crowned ECCW National Junior Heavyweight Wrestling champion.
- Local soccer star **Ashlee Davison** named Tournament All-Star as Trinity Western University Spartans win National Championship.
- **Elyse Marlo** skates to bronze medal in BC/Yukon Skate Canada Championships in the pre-novice dance division.
- **Linda Smith** riding Ole San Cocoa Lena wins the Canadian Open reining championship.
- **Andrew Ladd** ranked top North American hockey prospect by the Central Scouting Bureau for NHL entry draft and is drafted fourth overall by the Carolina Hurricanes.
- Chamber of Commerce Business Excellence Awards were received by **Triple Tree Nursery**, the **West Coast Auto Group**, **Jeff Carpenter**, the **Birth Place**, **Pitt Meadows Airport**, and **Fuller Watson**.
- Race car driver **Sean McIntosh** signs up with Team Firstair to compete in the 2004 UK Formula Renault Championships.
- **Ian Carmichael** wins National Woodworker's competition.

*and so many more...*



Photographer:  
Dave Brunner



MAPLE RIDGE



# START/FINIS

Rick Hansen  
WHEELS IN MOTION

Presented by

Scotiabank



Sponsored by  
the Fraternal Order  
of Maple Ridge Eagles

## Our Support...

### Our Service Clubs

Service Clubs contribute greatly to our community. Below is a brief listing of the Clubs serving Maple Ridge along with some of their contributions over the past year. On behalf of our citizens, we salute and thank them all for their great work.



Maple Ridge Rotary Clubs are the Meadow Ridge Rotary and the Haney Rotary. Rotary is a worldwide organization that provides humanitarian service, encourages high ethical standards, and helps build goodwill.



The Fraternal Order of Maple Ridge Eagles celebrated its 56th anniversary of "People Helping People" in 2004. Membership in the aerie numbers 107.



Kiwanis Golden Ears is a member of a global organization of volunteers dedicated to changing the world one child and one community at a time.



**We Serve**

The Maple Ridge Lions Club was established in 1944 and has been part of this Community for 60 years. The motto of their organization is: We Serve.



The Royal Canadian Legion Branch 88 was established in 1927 and has over 2,700 members.



The Maple Ridge branch of the Army, Navy & Air Force Veterans Club was established in 1974 as a member of Canada's oldest veterans' association. Their motto is: Shoulder to Shoulder.

*The Service Clubs are proud to support and sponsor our community in many ways:*

- Sponsored the Rick Hansen Wheels in Motion event. \$3,362 was raised, with \$1,400 being returned to the community in the form of funding to replace a "pool lift chair" at the Maple Ridge Leisure Centre
- Elementary school breakfast program established
- Bursaries have been given to deserving graduates to advance their education
- Sponsored Secondary School Dry Grad programs
- Committed \$50,000 to the Ridge Meadows Hospital expansion
- Contributions to Cythera House, Meals on Wheels, Friends in Need Food Bank
- Crystal Meth Campaign — Youth Education and Community Awareness
- Development of Youth Sport Facilities including the Rotary Artificial Turf Field (Samuel Robertson Secondary Tech School) and the Don Thain Multi-Sport Court (Kanaka Creek Elementary)
- Equipment such as hospital beds, walkers, scooters, lifts, and trikes have been made available to needy persons in our community and ramps have been built for wheelchair access
- Purchased hearing aids for a nine year old child
- Purchased testing equipment for the Children's Hearing Centre. The portable testers were used to test all kindergarten children in the School District
- Purchased a saddle and provided other funding for the Fraser Valley Therapeutic Riding for the Disabled
- RCMP Canoe Voyage — Aboriginal Youth
- RCMP Youth Academy — Sponsored local youth
- Sent 30 wheelchairs to those in need in third world countries
- Sent a child to Edmonton for speech therapy
- Sponsored the Terry Fox Run and Maple Ridge Home Show — Fun Zone
- Supplied Mount Crescent School with two computers for autistic students
- Contributed to the Katzie cultural enhancement education program
- Rotary House Lawn Bowling Centre
- Built the Rotary Spray Park
- Vocational careers day (school program)
- Provided the Youth Outreach initiative with a 15 passenger van
- Hosted an annual dinner for the visually impaired in our community
- Provided funding for the Inner Visions Drug treatment





# Our Community...

- **Maple Ridge – Pitt Meadows Home Show** with hundreds of commercial exhibits and displays drew upwards of 35,000 visitors. The Home Show also stages a Psychic Fair, the Times Taste of Ridge Meadows, and West Coast Amusements Carnival. The Emergency Services “Head Shave for Cancer” raised over \$20,000 for the Oncology Unit of Ridge Meadows Hospital
- **Mountain Festival** was a huge success with many exciting activities such as the parade, MR Hospital Foundation bed races, Lion’s Pancake Breakfast, Seniors’ Tea, Family Arts Fair, May Day celebration, and a variety of children’s and youth activities
- **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 **Caribbean Festival** saw thousands enjoy live Caribbean bands, great music, colourful costumes, dancing, arts and crafts, and delicious food
- **Webster’s Corners Day** brought together many families to celebrate their neighbourhood with activities for all ages — games, bouncy castle, bike parade, local artisans, raffle, interactive displays from local organizations involved in the community, and the Heritage Tea & Historic Display for friends and neighbours to share memories and swap stories



# Maple Ridge

- Thousands attended the 103rd annual **Maple Ridge Fair** held under scorching skies. They 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
- The **Jazz & Blues Festival** attracted thousands to Memorial Peace Park. Festivities included some of BC's best local and regional Jazz & 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, pancake breakfast, Heritage Walk, Heritage Tea, and evening dances
- **BC Rivers Day** was held at Allco Park and Kanaka Creek — a special day celebrating our spectacular river heritage and raising awareness of our streams and rivers
- The annual **Whonnock Lake Day** celebration began with an inter-denominational church service and a pancake breakfast. Food, crafts, children's activities, a 5 and 10 km run/walk, a 1 km non-competitive children's run, and musical entertainment were enjoyed by all
- **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



MAPLE RIDGE



## Fire Services in Maple Ridge



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

### Administration

The Fire Department Master Plan was presented at a Public Forum in February 2004. Council approved a special fire service improvement levy and the gradual hiring of full-time firefighters.

Amendments were made to the Fireworks Bylaw which included an increase in the Vendor's permit fee and prohibition of noise makers.

The Fire Department was awarded a grant from the Union of BC Municipalities to prepare a community fire protection plan for the District. A committee will be designing this plan in 2005.

### Fire Prevention

After completing a newly developed training program, firefighters began performing basic fire safety inspections on multi-residential buildings and retail occupancies. By year end, the firefighters completed 293 inspections which equated to 433 firefighter hours. A total of 517 inspections were performed throughout 2004.

### Emergency Operations/Training

In 2004, the Fire Department responded to 1,856 calls for assistance which amounted to 22,379 firefighter hours. Training practice time totaled 8,934 hours with an additional 6,514 hours logged for special training.

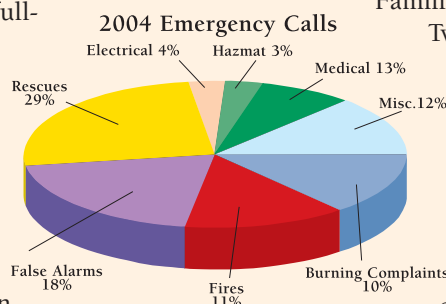
Sixteen new firefighters started with the Department in 2004. Four senior firefighters graduated from the Fire Officer One Program.

### Public Education

The 10 member Youth Academy continued a community project initiated by last year's class on Address Awareness. They visited several neighbourhoods evaluating the visibility of addressing The Elementary School program completed its mission of visiting all of the children in grades K-3 in School District 42 totaling 2,360 students which represents 221 firefighter hours.

The Public Education Program continued to deliver programs to community groups throughout the year including, preschools, Sparks, Beavers, Cubs and Guides. The Arson Prevention Program for Children (TAPP-C) involves the Maple Ridge Fire Department, the Pitt Meadows Fire Department, R.C.M.P., School District 42, Ministry for Children and Families, and Mental Health Services.

Twenty-nine files were initiated during the year.



Throughout the summer months, firefighters provided public education through the Hot Summer Nights Program — 680 residents participated in 12 sessions. Firefighters attended the Canadian Cancer Society's Camp Goodtime at Loon Lake where children ages 6-16 affected by cancer can participate in a variety of fun activities.

The Charities Committee organized the 3rd annual fundraising car wash in August raising over \$2,800 for the VGH Burn Unit and conducted another successful Firefighters for Families food drive in support of the Friends in Need Food Bank and the Christmas Hamper Society. Over \$11,000 in cash along with food and toys was collected. During Fire Prevention Week — October 3 to 9, over 700 people attended an Open House held at Fire Hall #1.

  
Peter Grootendorst,  
Fire Chief

  
Dane Spence,  
Fire Chief





## Police Services in Maple Ridge



RCMP March

In 2004, the Ridge-Meadows RCMP realized a number of successes on a variety of fronts. While the challenges of policing a growing District are ever present, our focus of crime reduction through targeted enforcement, crime prevention, and community partnerships have continued.

Youth issues remain high on our radar with RCMP officers participating in a number of proactive youth initiatives. One of these initiatives, the RCMP Youth Academy, allows for 16-18 young people from our community to attend a two-week police academy type training session. The Youth Academy not only provides a chance for youth to examine the possibility of a career in law enforcement but it also provides an opportunity for RCMP members to mentor, instill discipline and promote excellence to the attendees.

Our close relationships with the School District, Youth Centres, Teen Resource Teams, Youth Diversion Committee and many other local organizations echo our commitment to youth in this community.

The reduction of property crime remains a high priority for the Detachment with combating auto theft having been the focus for this past year. In targeting and arresting a number of local repeat auto thieves, we saw a 28% drop in the number of auto thefts in our community. Continued close relationships with ICBC and the Provincial Auto Theft Task Force have also assisted in bringing our numbers down. Earlier this year, the “Bait Car” program was introduced. Not only is it a very useful enforcement tool but the ongoing threat of its existence proves to be a significant deterrent to would-be car thieves. Thefts from motor vehicles also declined.

*Janice Armstrong*

Insp. Janice Armstrong,  
*Officer in Charge*



## The Corporation of the District of Maple Ridge

### Consolidated Statement of Financial Activities For the Year Ended December 31, 2004

	Actual <u>2004</u>	Budget <u>2004</u>	Restated Actual <u>2003</u>
<b>Revenue</b>			
Taxes			
Real property, special assessments, grants in lieu	\$ 65,211,846		
Less: Collections for other governments	<u>28,971,281</u>		
Taxes for municipal purposes	\$ 36,240,565	\$ 36,280,322	\$ 34,149,649
Sale of services	5,928,803	5,431,007	6,440,402
Other revenue from own sources	3,798,593	3,613,578	3,962,825
Senior government grants – Utilities	448,980	338,904	397,478
Senior government grants – Capital	1,551,330	1,826,576	737,350
Development revenue	7,713,969	18,774,378	2,311,684
Provincial & other government transfers	2,097,491	1,476,503	1,548,605
Interest and investment income			
Interest income	1,003,870		
Investment income	1,481,240		
Less: Deferred amount	<u>(667,832)</u>		
Utility user fees	9,803,287	9,994,512	9,426,885
Proceeds from disposal of capital assets	6,495,648	5,549,996	1,438,128
Net gain on sales of property held for resale	-	-	1,265
Gain on debt refinancing	441,794	-	1,137,969
Contributed subdivision infrastructure	<u>9,533,012</u>	<u>9,533,012</u>	<u>4,849,407</u>
	<u>85,870,750</u>	<u>94,553,776</u>	<u>68,394,582</u>
<b>Expenditures</b>			
Protective services	15,934,006	17,814,524	13,371,096
Transportation services	15,215,400	22,692,473	7,967,189
Recreation and cultural	16,369,202	25,632,536	16,342,241
Sewer and water facilities	13,304,971	15,829,892	11,948,434
General government	28,331,512	11,447,889	8,267,811
Planning, public health and other	2,373,210	3,081,415	2,354,179
Internal equipment charges	(1,720,420)	(1,378,136)	(1,519,794)
Subdivision infrastructure	<u>9,533,012</u>	<u>9,533,012</u>	<u>4,849,407</u>
	<u>99,340,893</u>	<u>104,653,605</u>	<u>63,580,563</u>
<b>Excess Revenue over (under) Expenditures</b>	<u>(13,470,143)</u>	<u>(10,099,829)</u>	<u>4,814,019</u>
Principal Repaid	(32,315,934)	(1,697,258)	(1,913,503)
Debt Issued	<u>49,830,867</u>	<u>-</u>	<u>-</u>
Increase in Fund Balances	4,044,790	(11,797,087)	2,900,516
Fund Balances – Beginning of the Year as Previously Reported	44,160,822	44,160,822	41,220,526
Adjustment of Prior Year	<u>(701,467)</u>	<u>-</u>	<u>(661,687)</u>
Fund Balances – Beginning of the Year as Restated	<u>43,459,355</u>	<u>44,160,822</u>	<u>40,558,839</u>
<b>Fund Balances – End of the Year</b>	<u>\$ 47,504,145</u>	<u>\$ 32,363,735</u>	<u>\$ 43,459,355</u>

*Excerpt from the 2004 Unaudited Financial Statements*

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



## The Corporation of the District of Maple Ridge

### Consolidated Statement of Financial Position As at December 31, 2004

	<u>2004</u>	<u>Restated 2003</u>
<b>Financial Assets</b>		
Cash and temporary investments	\$ 24,348,525	\$ 20,601,559
Portfolio investments	52,080,480	48,995,137
Accounts receivable	10,185,341	9,426,417
Recoverable local improvements	1,682,601	2,132,807
Other assets	<u>677,454</u>	<u>921,843</u>
	<b>88,974,401</b>	<b>82,077,763</b>
 <b>Liabilities</b>		
Accounts payable and accrued liabilities	8,239,428	5,976,756
Deferred revenues	4,110,367	3,768,338
Restricted revenue	24,011,719	24,150,546
Refundable performance deposits and other	1,937,140	1,597,231
Severance and compensated absence benefits	3,171,602	3,125,537
Mortgage liability	17,554,318	30,477,445
Debenture debt	<u>34,205,750</u>	<u>3,767,690</u>
	<u>93,230,324</u>	<u>72,863,543</u>
 Net Financial Assets (Debt)	 <u><u>\$ (4,255,923)</u></u>	 <u><u>\$ 9,214,220</u></u>

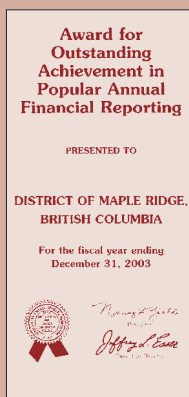
#### Excerpt from the 2004 Unaudited Financial Statements

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, 2003. 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 eighth consecutive year and is very fortunate to be only one of three municipalities in Canada awarded a PAFR for 2003.

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

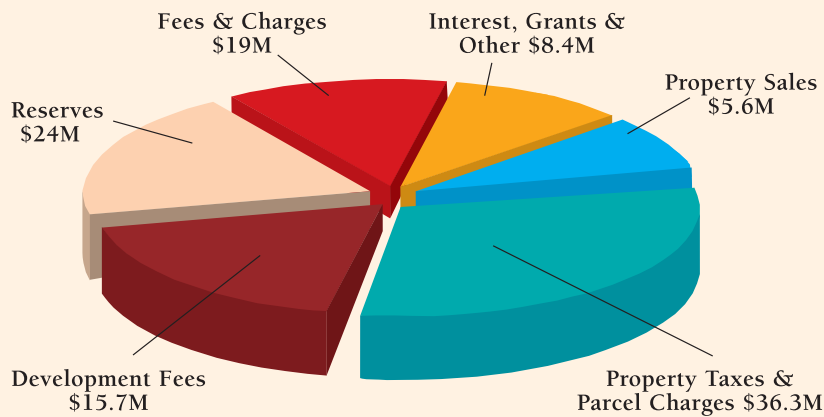


## 2004 Taxation

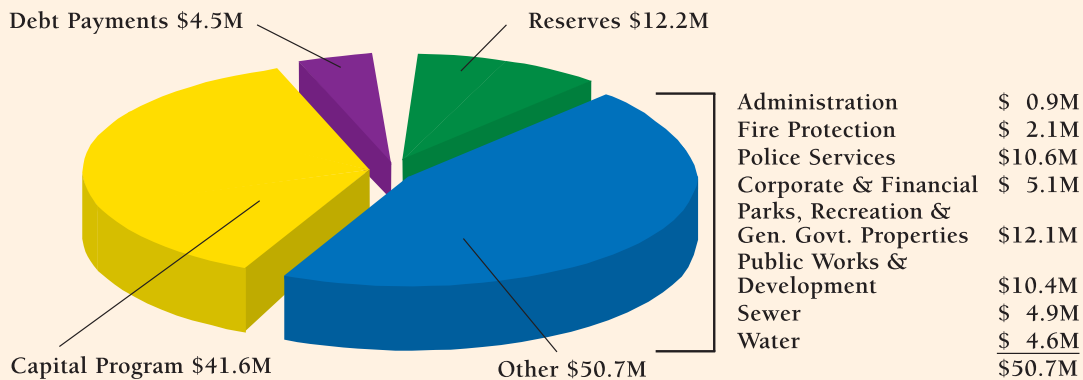
Throughout 2004, the municipality placed emphasis on building on our strong record for sound financial management. Council adopted a financial strategy with a focus on sustainability, affordability and accountability. As a result the strategy provides for goals and measurements to ensure the municipality has the financial resources it needs to sustain its facilities and services and the fiscal practices to earn the confidence and trust of the taxpayer.

Property taxation provides the District with over 50% of its revenue source for general purposes. Police and fire protection, parks and facilities, streets and roads and various capital expenditure initiatives depend on funding from property taxation. Maple Ridge residents enjoy a high quality of local government services with one of the lowest levels of property taxation in the British Columbia Lower Mainland.

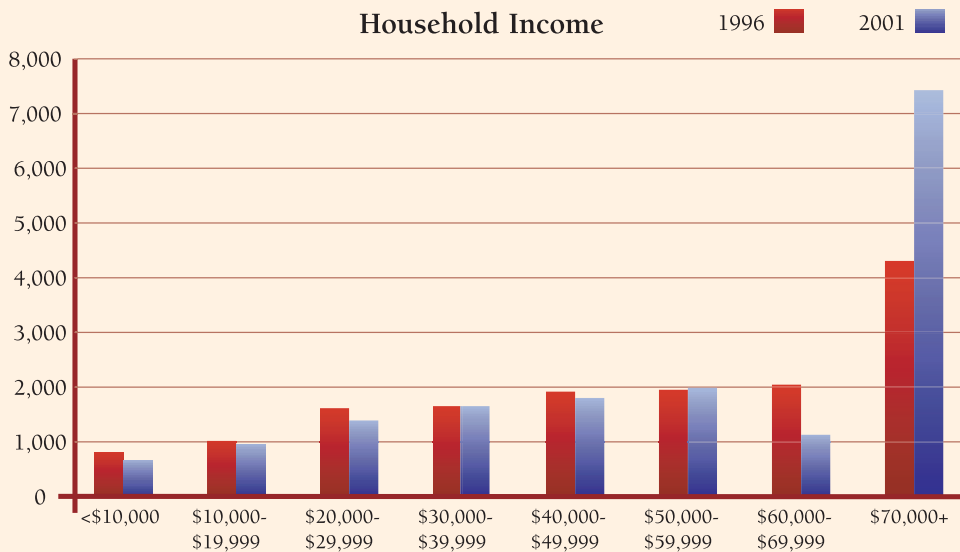
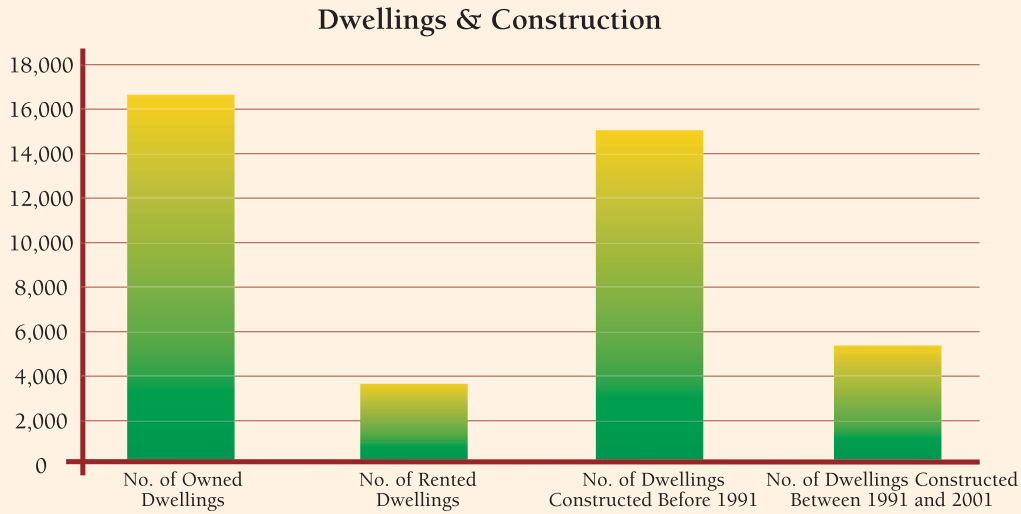
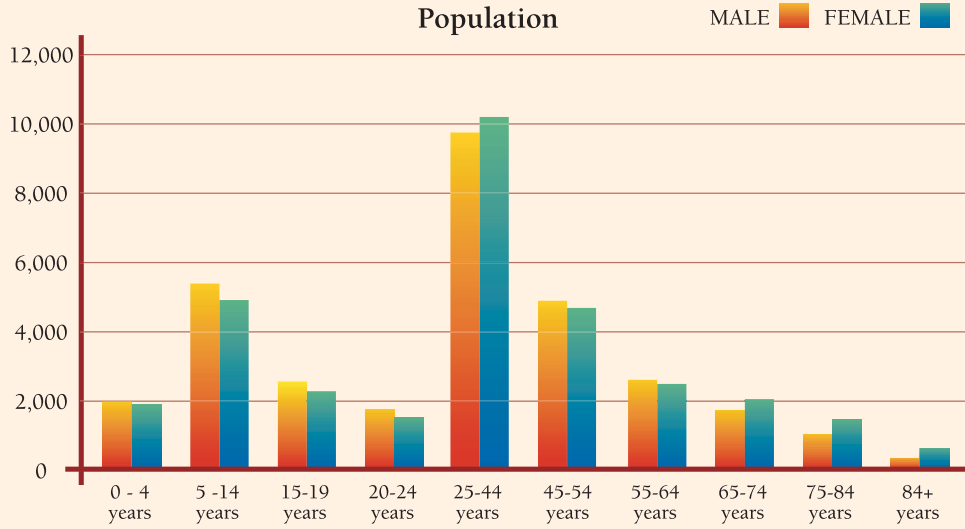
### 2004 Projected Revenue — \$109 Million



### 2004 Projected Expenditures — \$109 Million



# Demographics



Source: 2001 Statistics Canada Census



## Municipal Contact Numbers

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

Switchboard/General Information.....604-463-5221	Emergency Nights & Weekends.....604-463-9581
General Fax Line.....604-467-7329	Fire, Police & Ambulance Emergency.....911

<b>A</b>	
Administration.....	604-463-5221
Arts Centre & Theatre.....	604-476-2787
<b>B</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
<b>C</b>	
Cemetery.....	604-467-7307
Communications.....	604-467-7356
Council Members.....	604-463-5221
<b>D</b>	
Dog Licences.....	604-467-7336
<b>E</b>	
Economic Development.....	604-467-7320
Engineering Enquiries.....	604-467-7339
Environmental Enquiries.....	604-467-7499
<b>F</b>	
Finance Department	
Accounts Payable.....	604-467-7388
Administration & Accounting.....	604-463-5221
Taxation & Utilities.....	604-467-7336
Fire Department (Non-Emergency).....	604-463-5880
Flooding (after hours).....	604-463-9581
<b>H</b>	
Human Resources.....	604-467-7350
<b>M</b>	
Mayor's Office.....	604-463-5221
Municipal Clerk.....	604-463-5221
Municipal Emergency Program.....	604-463-5221
Nights & Weekends.....	604-463-9581
<b>P</b>	
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.....	604-465-7438
Planet Ice (Maple Ridge).....	604-467-2883
Ridge Meadows Arenas (Pitt Meadows).....	604-465-5877
Campground – Maple Ridge.....	604-467-7357
Facilities – Maple Ridge.....	604-467-7438
Facilities – Pitt Meadows.....	604-465-7438
Picnic Shelters.....	604-465-7438
Sportfields.....	604-467-7438
Festivals Society.....	604-467-7325
Greg Moore Youth Centre.....	604-467-7354
Leisure Centre	
General Enquiries.....	604-467-7322
Aquatics Supervisor.....	604-467-7302
Information Line (for following services).....	604-467-7494
Aerobics	
Birthday Parties	
Childminding	
Fitness	
Gym	
Preschool Play	
Skating Lessons	
Program Registration.....	604-467-7322
or.....	604-465-2452
Parks & Facilities Administration.....	604-467-7346
Sportsfield Conditions & Closures.....	604-467-7438
Volunteer Services.....	604-467-7459
Youth Outreach Initiative.....	604-467-7354
Youth Services Programs.....	604-467-7466
Planning	
Enquiries.....	604-467-7341
Administration.....	604-467-7343
Police – RCMP (Non-Emergency).....	604-463-6251
Records Section.....	604-467-7635
Volunteer Services Coordinator.....	604-467-7644
Pound – SPCA.....	604-463-9511
Public Works	
After Hours Emergencies.....	604-463-9581
Enquiries & Trouble Calls.....	604-467-7363
Purchasing.....	604-466-4343
<b>R</b>	
Recycling.....	604-463-4993
Roads Maintenance.....	604-467-7363
<b>S</b>	
Seniors' Programs & Information.....	604-467-4993
Sewer Maintenance.....	604-467-7363
Sidewalk Maintenance.....	604-467-7363
Snow Removal.....	604-467-7363
<b>T</b>	
Traffic Enquiries.....	604-467-7339
<b>W</b>	
Water Maintenance.....	604-467-7363
<b>Z</b>	
Zoning.....	604-467-7341





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](http://www.mapleridge.org)