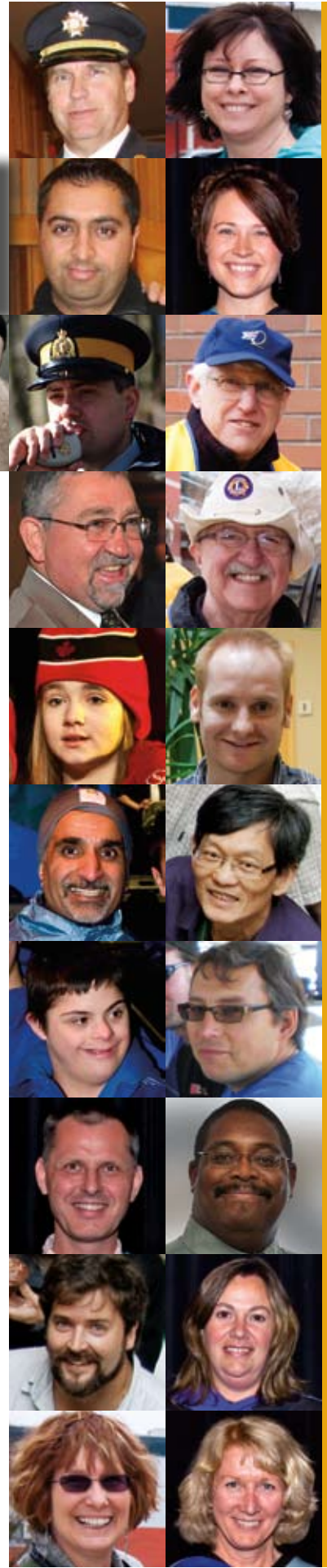
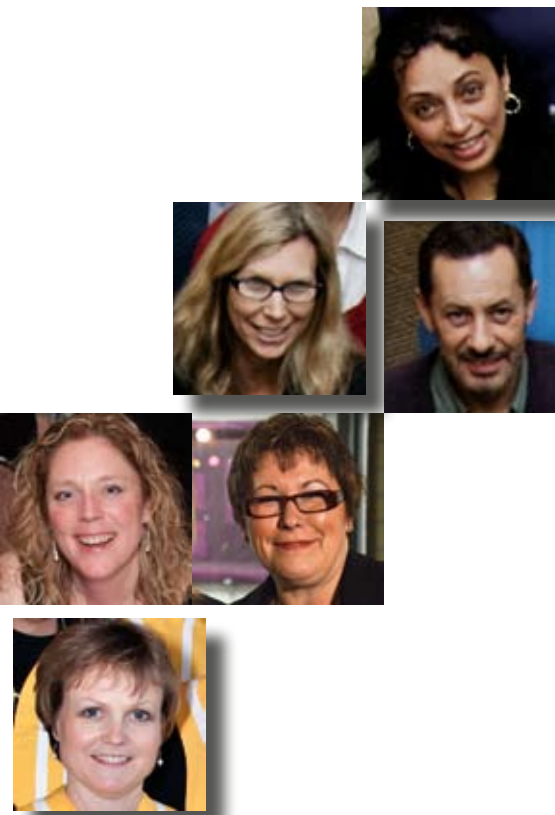


Extraordinary People



2010 CITIZENS REPORT

District of Maple Ridge
British Columbia, Canada



Sustainable. Stewardship. Development.

Vision 2025

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

Mission

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

Value Statements

Leadership: To encourage innovation, creativity, and initiative.

Service: To be fair, friendly, and helpful.

Reputation: To stress excellence, integrity, accountability, and honesty.

Human Resources: To recognize that our people are our most valuable resource.

Community: To respect and promote our community.

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





The District of Maple Ridge is pleased to present the 2010 Citizens Report. This publication, along with the District's Financial and Annual Reports allows citizens to see the business of the District at every level, from detailed budgets to this document with its summary reports and consolidated financial data.

This report, as with all projects in the District, was a team effort. The designer and principal photography were done by two talented local people. Main photography was done by Oliver Rathonyi-Reusz of InView Images. The publication design and layout was done by Cailin Green of Avalon Design.

The project is coordinated by the Communications team. A number of staff made extraordinary contributions to the 2010 Citizens Report. Cindy Dale and Jacquie Bergmann sourced material, edited copy and generally kept the project on track with their amazing energy and passion. Sandra Ramsay managed to organize and wrangle all the staff for the photo sessions with Oliver.

This publication is available online at mapleridge.ca and we encourage you to share your print copy with as many people as possible. If you have further questions or comments about the 2010 Citizens Report, please contact me at any time.

Fred Armstrong
 Manager Corporate Communication

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An extraordinary community is built by extraordinary people.

Message from the Mayor

On behalf of Council, I am pleased to present the 2010 Citizens Report. This report will provide you with information on the District's financial performance for the fiscal year ending on December 31, 2010, as well as a review of departmental activities and program highlights for the year.

All of Council has deep roots in this community. We are proud to call Maple Ridge home, and this is the place that we are raising our families, and, for some of us, this is where our grandchildren are growing up. That has a profound influence on how each of us works on behalf of citizens.

While the debate around the Council table is vigorous, there is one thing that we all agree on – Maple Ridge is a gift that was given to us from our parents and it's a gift that we need to pass on to our children and grandchildren. That means that we need to think a lot about the future, not in terms of days and weeks, but years ahead.

There's a Greek proverb that says, "A society grows great when old men plant trees in whose shade they know they shall never sit." It is that kind of thinking that guided Council in the development of Vision 2025 which is printed on the inside front cover of this publication. As you read the Vision and Values Statements you will come to understand what drives Council's debate, discussion and decisions.

The challenge is to move Vision 2025 to actions, and that's what this publication is all about. In the following pages you will meet the citizens and staff who work hard every day to carry out the work of building our community for our present and future citizens. Instead of the formal portraits that often appear in this publication, we chose to introduce you to some of the people that inspire us to do our work - our family members. In my case, my family has lived in this community for over a century, having come here to establish a homestead in the 1870's. My home is on property that used to be part of my grandfather's farm, and the photograph you see here is of four generations of my family, and was taken on the steps of my grandparent's home, the place my dad was born, and a place that holds many happy memories for me.

From right to left: Mayor Ernie Daykin, his daughter Christine, his grandsons Caleb and Joshua, and his father Norman

The wonderful group photograph of my fellow Council members includes spouses, children and grandchildren that inspire each of us to do our jobs well. The Maple Ridge that our offspring raise their families in will be defined by the decisions and choices each of us make today. That's what vision and values are all about.

The passion for this community doesn't end with Council; it's shared by the staff here at the District. A team of dedicated professionals that not only work here, but the vast majority live here and volunteer here in this community as they raise their families. It's the bond that we all share. You will meet them and discover how they are all doing their part towards achieving the community imagined in our Vision 2025 document.

When people ask me what makes Maple Ridge such a great place to live, I never hesitate to tell them that it's the people. The 2010 Citizens Report will give you a glimpse of some extraordinary people, some amazing events and some remarkable projects that we are extremely proud of.

I hope that this introduction captures my enthusiasm and the enthusiasm of my fellow Council members and our staff for our community. We are dedicated to the Mission Statement that demands that we create "a safe, livable, and sustainable community for our present and future citizens."

Council welcomes your comments on this publication. You can reach us at mayorandcouncil@mapleridge.ca or by phone at **604-463-5521**.

On behalf of Council, I thank you for taking the time to review our 2010 Citizens Report. This is our community, our home, and we have much to be proud of.



Ernie Daykin
Mayor

“A society grows great when old men plant trees in whose shade they know they shall never sit.”

GREEK PROVERB

Council and their families: from left to right:

Councillor Judy Dueck with her grandson Jalen, Councillor Linda King with her grandson Rafiq, Councillor Mike Morden with his wife Kim and their dog Jasper, Mayor Ernie Daykin, Councillor Al Hogarth with his daughter Aleesha, Councillor Craig Speirs with his daughter Adlayna and Councillor Cheryl Ashlie with her daughter Kaayla and their dog Ruby



Harnessing the vision, creating and implementing our plan.

Message from the Chief Administrative Officer

On behalf of the employees of the District of Maple Ridge, I am very proud to present our 2010 Citizens Report. I am very fortunate to lead a team of professionals who share Mayor and Council's passion to achieve the aspirational goals of Vision 2025.

As Mayor Daykin indicated, this report will give you a snapshot of 2010, the financial results for the year, the key projects that we delivered and a glimpse of what will be described as the big projects in the 2010 Citizens Report.

The Business Planning cycle at the District of Maple Ridge is year-round. As we celebrate our accomplishments of 2010, we are in the midst of implementing Council's plan for 2011, and preparing the groundwork for 2012's strategic planning. The District doesn't plan in terms of days and weeks, we plan many years into the future. Our 'vision' is our desired future, and the Vision Statement shows us how we will create the community that our children and grandchildren ought to have.

On April 16, 2010, John Furlong, Chief Executive Officer of the Vancouver Organizing Committee for the 2010 Olympic and Paralympic Winter Games (VANOC) spoke to the Vancouver Board of Trade and shared the lessons that he learned leading the Vancouver Olympics team. He said something that resonated with me, "The biggest lesson was we had a VISION, and we never quit on it, never."

As he and his team faced the challenges in the early hours of the Olympics their focus on that vision resulted in an incredible experience and reflected the resilience, determination and pride of all Canadians. This is the kind of passion that our team brings to our work for the District of Maple Ridge.

In these pages you will meet my colleagues and coworkers whose creativity, ingenuity and commitment are, frankly, an inspiration. The fact is, the vast majority of District staff, like me, live in Maple Ridge. We all share the commitment of our Council to planning that balances social, economic and environmental priorities so the community that we pass to the next generation is better than the one we inherited.

2010 was a great year. Maple Ridge is rebounding from the economic challenges of 2009, and there were a number of community events and initiatives that brought us together in ways and in numbers as never before. As we ended 2010, there was a buzz in our community. The renewal of our Town Centre, in particular, has created a sense of energy and optimism that is driving our community towards the future that we all envision.

I would like to offer my thanks to our Council, to all staff and to the passionate and extraordinary citizens who take the time to be involved in our community as volunteers and advocates on important issues. All of us, working together, make Maple Ridge an extraordinary place to live.


Jim Rule
Chief Administrative Officer



2010 Highlights & Accomplishments

Administration

This Division includes Human Resources, Strategic Economic Initiatives, Sustainability and Corporate Planning, and Corporate Communications. Some of the key accomplishments of 2010 include:

- Development of the Town Centre Investment Incentives Program to create incentives for residential and commercial development that will create density, economic opportunities and promote sustainability. The program creates incentives for new development, renovations for existing properties and incentives for area businesses to make improvements to their building facades.
- Securing Provincial and Federal funding for the Downtown Enhancement Project.
- Launching the 'Invest Maple Ridge' initiative to build awareness among key target audiences about the investment opportunity in Maple Ridge and to drive traffic to the *investmapleridge.ca* website.
- Launching the 'Invest North Fraser' initiative with our partners, Mission and Pitt Meadows, to build awareness of the investment opportunity 'North of the Fraser' among key target audiences.
- Launching 'See-It' an online performance tool at *mapleridge.ca*, enabling citizens and staff to track key performance goals and results in real time.
- Transitioning the emergency planning function to the Manager of Legislative Services and increasing our capacity around response and recovery from natural and man-made emergencies.
- Building the leadership skills of our organization with the graduation of 63 District employees from educational programs, increasing their capacity as supervisors and managers. British Columbia Institute of Technology (BCIT) and Vancouver Community College (VCC) were important partners in these programs.

- Implementing an online applicant tracking system at *careers.mapleridge.ca*, streamlining recruitment of District staff.
- Recruiting a number of high quality candidates to fill key positions following the implementation of a succession planning program, ensuring that key knowledge and skills were transferred for seamless business operations.

In 2010, the District was recognized with a number of awards which include:

- The Community Energy Association's 2010 Energy & Climate Action Awards, in the Corporate Operations category for energy efficiency upgrades to the Leisure Centre and an innovative approach to information services (IT).
- The Hermes Creative Awards, a platinum award in the Publications/Annual Report category for the 2008 Citizens Report.
- The MarCom Awards, a platinum award in the Communication Plan category for the 'Downtown Enhancement Project' Communications Plan, and a gold award in the category of Marketing/Promotion Campaign/Promotion Materials for the 'Invest Maple Ridge' campaign.

“The biggest lesson was we had a VISION, and we never quit on it, never.”

JOHN FURLONG

The Team (left to right):

Laura Benson, Manager Sustainability & Corporate Planning
Jim Rule, Chief Administrative Officer
Sandy Blue, Manager Strategic Economic Initiatives
Fred Armstrong, Manager Corporate Communications
John Leeburn, Executive Director to the Chief Administrative Officer



A strong mind, a strong body, a strong community.

Community Development, Parks & Recreation Services

My team is responsible for parks, recreation, cultural activities, programs, facilities, liaison with community groups, community development work and accessibility issues. The title of my report hints at the important relationship between recreation, culture, social planning and community development in creating a strong and sustainable community that we are all proud to live in.

To be healthy, we all need to be active and engaged in our community, and Maple Ridge has a number of facilities that invite citizens to participate in a wide variety of structured and unstructured activities.

From our swimming pools, soccer fields, baseball diamonds, tennis courts, basketball courts, skate park, lacrosse boxes, fairgrounds, curling club, lawn bowling green to the arenas. Our job is to provide citizens with safe, well managed and well maintained facilities, and accessible recreation opportunities.

My team also manages a network of parks and trails, including one of the most comprehensive hiking and horse trail systems in BC. Maple Ridge encompasses a large outdoor community that enjoys interacting with the natural environment that surrounds us. I visit favourite trail sites regularly, and one of my personal goals is to increase our citizens' use and enjoyment of this unique asset that we are fortunate to have access to.

In partnership with the Maple Ridge and Pitt Meadows Arts Council, we operate the Arts Centre Theatre (ACT) and the Maple Ridge Art Gallery, and help citizens to express their creativity. A partnership with the Maple Ridge Historical Society provides museum and heritage services to the community including access to historical treasures such as Haney House.

An especially rewarding aspect of our work is the support that we provide to community volunteers who host a diverse range of community festivals and events ranging from grass roots gatherings to multi-dimensional festivals that families come out to enjoy and also attracts visitors from outside our community.

Another valuable partnership is with the Ridge Meadows Seniors Society to oversee the operation of the senior's recreation centre and to offer a range of community programs for our senior citizens. The Greg Moore Youth Centre is a place where a very special team of staff and volunteers act as role models to reach out to young people in our community, providing activities that engage and inspire our future leaders.

The Division supports collaboration among a network of community agencies that identify priorities and work together to meet local social service needs in an effective manner. This is leading edge work that ensures services are available to local citizens and is a model that other communities aspire to.

We are proud to work with partner agencies such as KidSport, Canadian Tire's Jump Start program, School District No. 42 and others to help citizens facing financial challenges become full participants in our community in recreation and cultural programs and minor sports. Our work in the area of accessibility has been inspired by people like Rick Hansen, and alleviating barriers for people with disabilities or other challenges has been part of the mainstream planning and programming in our community for many years.

Maple Ridge has vibrant neighbourhoods, and one of the wonderful aspects of our work is working with citizens to create great places where we can raise our families. Community building often starts in the few blocks between your home and the local school. Maple Ridge residents participate at local schools in their neighbourhoods through programs like Active Kids Clubs and school based neighbourhood gardens.

In my explanation of what my Division does, it's about our bodies and minds, and it's about being active, both personally and in our community. Our Mayor speaks about Maple Ridge being about 'extraordinary people' and he is correct. My Division has the pleasure of helping citizens achieve goals of health, wellness and personal growth as well as helping them engage with each

other to build the socially cohesive community that our Vision speaks to. My colleagues create the infrastructure that defines this place, and my team works to increase our level of participation and sense of belonging which makes our community a stronger and healthier place.

Thank you to my staff and the extraordinary volunteers that inspire us every day; and thank you to every citizen who chooses to be active in our community by participating in sports, walking the trails, attending arts events, taking part in special events and festivals, and enjoying everything Maple Ridge has to offer.



Kelly Swift
General Manager Community Development,
Parks & Recreation Services

2010 Highlights & Accomplishments

- Adopted the Master Plan for Parks, Recreation and Culture.
- Updated School District No. 42 partnership agreement.
- Hosted a number of high profile community events (see page 18) including the Maple Ridge Olympic Torch Relay Celebration and the Paralympic Torch Relay and Live Site events.
- Installed public art at:
 - Memorial Peace Park;
 - Maple Ridge branch of the Royal Canadian Legion;
 - Maple Ridge Business Centre lobby in association with the Spirit of Wood Festival.
- Developed and implemented five off-leash dog parks in the community.
- Installed five neighbourhood school gardens in our community.

- Initiated the Port Haney Neighbourhood Change Project, including the completion of a safety assessment and the organization of a number of neighbourhood meetings and events. More than 50 citizens have become involved in this initiative.
- Installed two LED community reader boards, increasing public awareness of events and programs.
- Updated the Festival Support Policy to help and encourage volunteers accessing facilities, services and organizational and marketing expertise to bring their events to the community.
- Maintenance of 200+ hectares of parkland and trails, including seasonal landscaping displays throughout the community.
- Maintenance of playgrounds, soccer fields, baseball diamonds, cemeteries, tennis and sports courts and other municipal properties including municipal hall, the fire halls and public safety buildings, and the renovation of the RCMP holding cells and Cliff Field.
- Upgraded the Computerized Leisure Activity Software System (CLASS) that citizens use to sign up for programs to comply with the highest standards of payment security and data protection.
- Reviewed key facilities, spaces and partnership agreements to ensure that citizens are getting the highest value and usage from parks infrastructure and relationships.

“To be healthy, we all need to be active and engaged in our community...”

KELLY SWIFT

The Team (left to right):

Kelly Swift, General Manager: Community Development,
Parks & Recreation Services
David Boag, Director of Parks & Facilities
Sue Wheeler, Director of Community Services
Wendy McCormick, Director of Recreation



A clear vision, a long term plan and solid financial foundation.

Corporate & Financial Services

As the name implies, this Division captures activities that relate to the legislative, financial and technology management of the District and provides support for the Police and Fire Departments that protect our community.

Policing in Maple Ridge is provided by the Royal Canadian Mounted Police (RCMP) as part of a broader fee-for-service contract. However, that financial reality doesn't really describe the strong relationship that the District has with our detachment. To properly recognize the RCMP's contribution to achieving our vision for a safe and livable community, we're dedicating a couple of pages to policing later in this publication (*see pages 14 and 15*).

The Maple Ridge Fire Department also plays an important role in public safety. In addition to their courageous work in fighting fires, conducting rescues and responding to life threatening medical emergencies, our fire department plays a crucial role in the development and implementation of public safety policies, building inspections, community education programs and school outreach programs that help make Maple Ridge safer every day. On pages 12 and 13 you will meet the members of our fire rescue team and read about their accomplishments in 2010.

The balance of this section will speak to the important work of the rest of our Division.

Among our most important responsibilities is managing the District's money. There's more to this than it seems at first glance. In addition to assessing and collecting taxes, fees and utilities, paying the bills of the District and keeping track of all of these transactions in a safe and secure manner, we manage the investments of the District to protect and grow our assets.

The financial team also works with every department in the District to develop long term financial plans. Added to this is the requirement to prepare annual statements, comply with rigorous audit procedures and report on all of our business in an open and transparent way.

As mentioned in the Chief Administrative Officer's Report, financial planning is a year-round process in Maple Ridge, and we are proud that our work has served as a template for other municipal governments.

Our Division is also responsible for all the computer assets of the District. We call this department 'Information Services' because the team does much more than keep the District's computers and software running. They manage all of the electronic records of the District and provide support to diverse software from geographic information systems (GIS) to our recreation registration system. They also manage the District website, maintain all of the communications assets, such as two-way radios, and provide the management team with advice on programs that will give citizens greater access to services and information in this digital age.

In 2010, responsibility for Emergency Program Services was transferred to this Division. This recognizes the important role of our fire and police services in the development and implementation of our emergency planning. Maple Ridge's emergency operations plan has the capacity to expand to manage any level of natural or man-made emergency.

Finally, our Division also captures the work of the Clerk's Department. This department ensures that the business of Maple Ridge, including the development of Council meeting agendas, crafting of legislation, maintenance of all meeting records and passing of bylaws is done in full compliance of the legislative, statutory and legal framework that the District operates within. The Clerk's Department also handles all Freedom of Information requests and runs all elections for the District and School District every three years.

In November of 2010, while presenting the 2011 to 2015 Financial Plan at a public meeting I joked that my presentation often lacked the visual appeal of some of my colleague's reports. They have slides of well used facilities, smiling faces of citizens engaged in programs and amazing stories and images of people

participating in community events and activities. As I told Council at that meeting, the work our Division does ensures that there is a sound financial, legislative and technical foundation on which my colleagues can plan and execute their important work.

I would like to thank Council for their leadership in sound financial planning and management. I would also like to acknowledge the team of professionals that I work with every day, in every department, who have made sound planning and management part of our corporate DNA.



Paul Gill
General Manager: Corporate & Financial Services

2010 Highlights & Accomplishments

Fire and Police Accomplishments will be detailed later in this publication.

- Development, publication and distribution of the District’s Budget Document, Annual Report, Tax Newsletter and Online Newsletter.
- Development and implementation of the financial component of the Town Centre Investment Incentives Program.
- Development of a number of online services to allow citizens to access and pay for more services from home using their computers. Maple Ridge is the first municipality in BC to offer debit card payment options online.
- Conducted Emergency Operations Centre training and exercises to ensure we are prepared for a natural or man-made emergency.
- Modernized District computing systems, leading to a 13% reduction in energy consumption. In addition the upgrades came in under budget.

- Implemented equipment replacement programs for printers and mobile phones, resulting in improved service at less cost.
- Modernized audio visual equipment in Council Chambers, improving facility functionality which resulted in increased use for non meeting functions.
- Construction of our own radio tower on Thornhill to improve District radio service for the Fire Department and Operations Centre. Rental of space on the tower will result in a payback on this investment within five years.
- Installation of a fibre optic network to Fire Hall #1, improving electronic communications capability.
- Placement of core computer assets in a ‘hardened’ facility within the Fire Hall to improve our disaster recovery capability.
- Renewed contract for Police Dispatch Services at a substantially reduced price.

In 2010, the District was recognized with a number of awards which include:

- The third consecutive Government Finance Officer’s Association (GFOA) “Distinguished Budget Presentation Award” for the Financial Plan 2010 – 2014.
- The fourteenth consecutive GFOA’s “Award for Outstanding Achievement in Popular Annual Financial Reporting” for the 2009 Citizens Report.
- The twentieth consecutive GFOA “Canadian Award for Financial Reporting” for the 2009 Annual Report.

The Team (left to right):

- Silvia Rutledge, Manager of Revenue & Collections**
- Kathleen Gormley, Manager of Business Systems**
- Paul Gill, General Manager: Corporate & Financial Services**
- Trevor Thompson, Manager of Financial Planning**
- Catherine Nolan, Manager of Accounting**
- John Bastaja, Chief Information Officer**
- Ceri Marlo, Manager of Legislative Services**



A billion dollars buried under your feet...

Public Works & Development Services

Our Division captures the diverse, but interrelated, work of Planning, Engineering, Operations, and the team in our Licences, Permits and Bylaws Department. In Maple Ridge our recycling is done in association with the Ridge Meadows Recycling Society.

As citizens, you own well over a billion dollars worth of infrastructure. Most of it is buried underground where you can't see it in the form of our drinking water system, storm water management system and sewer system. The construction and maintenance of these systems is the most important work that we do on your behalf. Our lives and health are largely dependent on clean water and proper sanitary sewer systems.

As mentioned, our departments are connected by the fact that all new construction and developments require that we upgrade and expand our water and sewer systems, and in some cases, we need to replace old systems to bring them up to today's high health and environmental standards.

If you came into Municipal Hall after purchasing a property and decided, for example, that you wanted to build an apartment building, you would likely interact with each of our departments, and our work is best explained in this context.



The first thing that you'd do is approach our Planning Department. They would manage the application process for your project, and as a part of that work would request that all the environmental assessments were done, work with you on the zoning of the property towards compliance with the Official Community Plan and make sure the form and character of your building fits the area.

As part of the process of building your apartment building the resources and expertise of our Engineering Department would come into play. They would make sure that the water, sanitary and storm sewer systems in the area were sufficient to handle the demands of your project. In addition, they would ensure that roadways, sidewalks, streetlights and nearby intersections were all sufficient for the scope of your project.

Once Council has approved your project, our Licences, Permits and Bylaws team would ensure that your construction team had all the information on building, electrical and plumbing codes, help you to obtain all the necessary construction permits and inspect the work as required.

As part of the project, your construction foreman would meet our Operations team as they ensure that water and

sewer connections are made and that any road or sidewalk construction conforms to the plans that were approved by Council.

Finally, the team at Ridge Meadows Recycling Society would make sure that your building has all the necessary bins and the information to participate in our extensive recycling program.

Every day the people in my Division do the work described here and much, much more. Maple Ridge has a team of experts in engineering, planning, infrastructure maintenance and bylaw enforcement that ensure the investment that we make as a municipality, and those that you make in your property and home, are done with a solid focus on the District's Vision and to the highest public safety standards and in the most sustainable way for today and the future.

In 2010, my Division was involved in a number of projects that will add significant capacity for economic

growth in Maple Ridge. By carefully planning and timing the execution of our projects, we have been able to stretch the investment of local taxpayers with funding from the provincial and federal government to increase the scope and accelerate the timing of a number of important projects.

Later in this publication we will share our 2010 progress relating to the Downtown Enhancement Project and our investment initiatives in the Town Centre. This project really speaks to the ways that we can integrate the services of every department to create the environment for our citizens to prosper and for our community to achieve the broad social and economic goals of our Vision.

I would like to thank my colleagues for their dedication and commitment to excellence as they carry out their work. Our Division's work is, literally, 24 hours a day and seven days a week. Our Operations team is there plowing snow in the middle of the night and fixing a broken pipe in rain and wind. Our engineers and planners bring years of education and experience to bear on every project they work on.

Thank you too to the citizens of our community who attend the numerous open houses and information sessions and offer suggestions and ideas that we are able to incorporate into our plans. We owe a great debt to the many citizens who sit on our commissions that help us keep the environment, agriculture, heritage and character of our community. We have much to be proud of.



Frank Quinn
General Manager:
Public Works & Development Services

2010 Highlights & Accomplishments

- Completed the second stage, phase one, of the Downtown Enhancement Project, including 224 Street and Lougheed Highway streetscape enhancements, upgraded servicing to accommodate growth and a pedestrian friendly walking environment, bicycle racks, increased the number of trees and landscaping, street light enhancement, and improved traffic movements.
- Constructed the 240 Street Bridge at Kanaka Creek.
- Completed major road construction projects, including the street intersection realignment of Abernethy Way at 224 Street and the installation of a traffic signal on Abernethy Way and 216 Street.
- Completed major storm/sanitary sewer projects including: Academy Park sanitary sewer, Storm Water Levy Report, River Road storm sewer, and sewer extension to the Fraser Regional Correctional Centre and Alouette Correctional Centre for Women in east Maple Ridge.
- Completed several initiatives, including the preparation and submission of the Water System Report to Fraser Health, and the installation of a bulk water kiosk in east Maple Ridge.
- Dealt with severe snowstorms and a large effort in snow removal.
- Adopted an Area Plan Process Policy, commenced a review of the Zoning Bylaw, OCP Sustainability targets, commenced work on the Albion Concept Plan, and continued work on the Regional Growth Strategy review.
- Advertised, solicited, and encouraged public communication on strategic initiatives and major projects.
- Implemented award-winning Smart Growth on the Ground Plan for the Town Centre.
- Continued to implement the Pavement Rehabilitation Program where multiple roads received new pavement.

The Team (left to right):

- Kim Day, Ridge Meadows Recycling Society
Jane Pickering, Director of Planning
Frank Quinn, General Manager: Public Works & Development Services
Liz Holitzki, Director of Licences, Permits and Bylaws
Andrew Wood, Municipal Engineer
Russ Carmichael, Director of Engineering Operations



Protecting life, property and our environment.

Maple Ridge Fire Department



There isn't a kid alive who at one time or another didn't want to be a firefighter. Their work, protecting our lives, our homes and the possessions we accumulate over a lifetime, is the personification of public service and bravery.

Maple Ridge has a team of 100 dedicated paid-on-call and 42 full-time firefighters led by six officers and supported by three civilian staff. Our Fire Department is a 24 hours-a-day, 7 days a week operation.

In addition to their work answering call outs for fire emergencies, serious health incidents, injury accidents and rescues, firefighters train intensively to enhance their technical and life saving skills, supporting their participation and integration in our community's Emergency Planning.

On any given day you will see the fire duty crew out in the community conducting fire

inspections to ensure that properties have the correct and functioning fire suppression equipment, properly marked exits, and effective escape plans to protect occupants.

One of the best ways to educate the public on fire safety issues is to reach out to young people. In 2010, our Fire Department provided education sessions for every student from kindergarten to grade 3. Our children are the best ambassadors for spreading the message about the importance of fire safety and family planning for emergencies. Their enthusiasm and energy are inspirational.

In 2010, the renovation and expansion of Fire Hall #1 was completed. This project reflects how the District looks to get the best possible return on the investment in our community. In addition to providing



the space necessary for the Fire Department to work and train, the expansion and renovation was done in a way that will reduce the energy consumption of the facility. Fire Hall #1 is now a Leadership in Energy and Environmental Design (LEED) Silver certified building, with efficiencies in heating, electrical and lighting systems that are better for the environment, and reduce our energy costs.

The new facility has a computer training room that allows our firefighters to do advanced and ongoing training to build their expertise and the capacity to deal with emergencies. In addition, the computer lab is also the place that will serve as our Emergency Operation Centre (EOC) in the highest level of emergencies. Part of the construction was to ensure that this building is ‘hardened’ against an earthquake.

As part of the construction project, the District installed fibre optic cable from the Municipal Hall to Fire Hall #1 and moved some key digital storage devices to the Fire Hall, ensuring that we have off-site back-up and access to critical information for the District. This would aid in a rapid recover from a large scale emergency, such as a major earthquake.

In the last decade we have seen how climate change and forest conditions have created a number of massive forest fires that have moved across the BC landscape into urban areas. Maple Ridge is surrounded by forests. Our Fire Department has acquired and deployed a number of fire suppression systems and firefighters have taken specialized training to ensure that we are able to properly deal with a fire in the areas where our community interfaces with undeveloped land.

Last year, our fire crews were able to test their skills and training by offering assistance to a number of

BC communities that needed our help and expertise. The hands on experience gained in this support, plus the knowledge that our fire crews received, is being incorporated into how we plan and build communities in our interface areas.

Saving our lives, and protecting our property and environment are the first priorities of the Maple Ridge Fire Department, and we also recognize the special relationship we have with citizens. We are very proud to work with local charity and community organizations. Firefighters have been involved in numerous community building programs, from our participation in the Olympic Torch Relay Celebration and the Andrew Ladd Stanley Cup Homecoming, to the charity work to help raise funds for the Friends In Need Food Bank Society.

We thank the community for their support of all of our work. We are very proud to play our part in making Maple Ridge ‘a safe and livable community’ as stated in the District’s Mission Statement.

“Their work... is the personification of public service and bravery.”

Fire Department (left to right): Firefighter Boo Sharma; Chief Dane Spence; Assistant Chief Mark Smitton; Firefighter Mary Butler; Firefighter Jeff Davis; Acting Lt. Chris McKee; Lt. Kelly Moore; Captain Dave Harcus; Firefighter Chris Gaudette; Firefighter Shawn Collard; Chief Peter Grootendorst



Building strong connections in our community.

Police Services in Maple Ridge



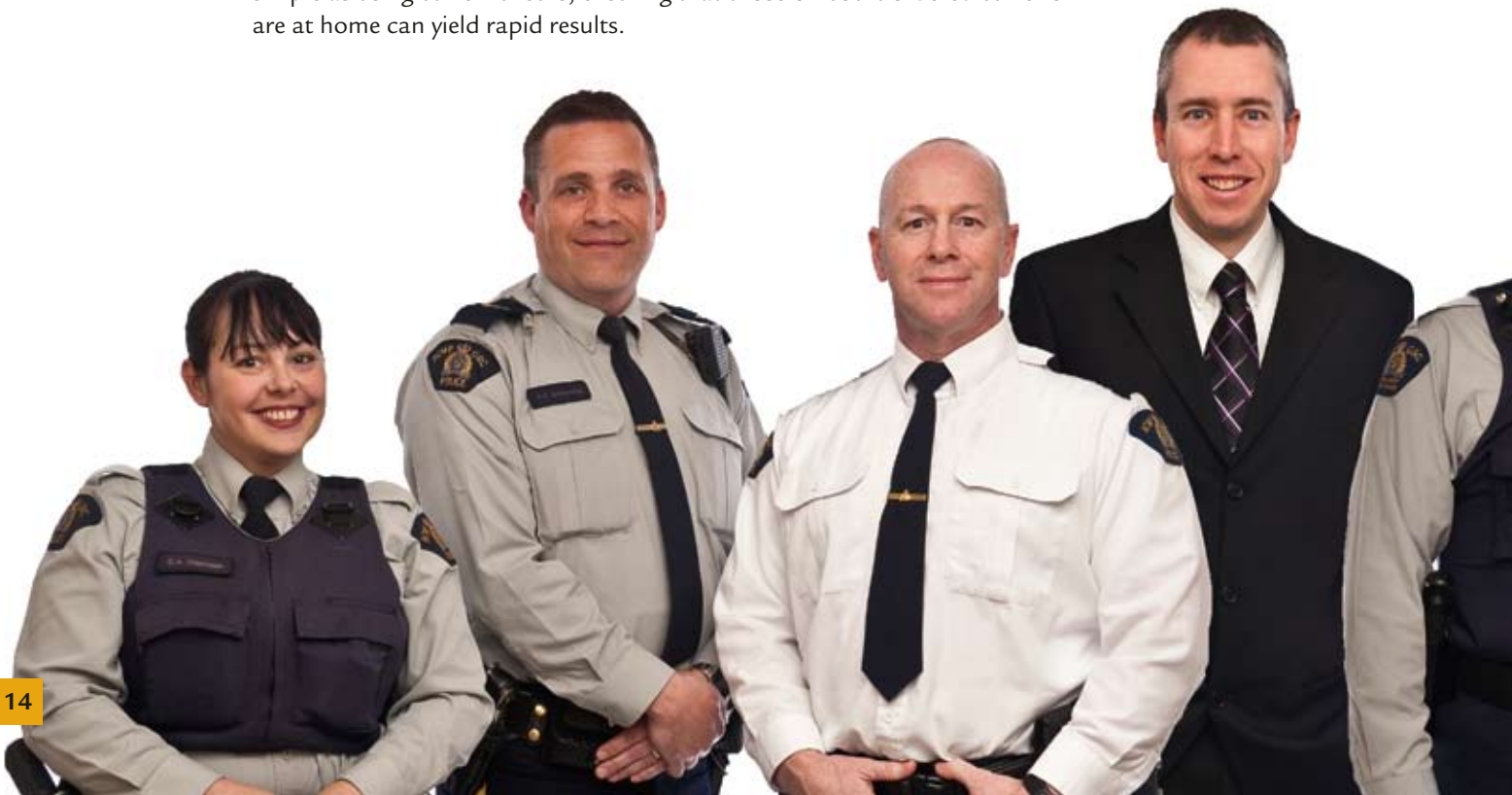
The Royal Canadian Mounted Police (RCMP) have a motto on their Coat of Arms that reads 'Maintiens Le Droit' which translates to 'Defending the Law.' The Ridge Meadows RCMP detachment does a superb job of living up to their motto which helps us achieve the aspirations for a safe and livable community as described in our community's Mission Statement.

Policing in Maple Ridge is all about making connections, both with the specialized teams within the RCMP, and also with the amazing volunteers and community organizations that allow us all to work together to identify the best ways to reduce crime and to improve public safety.

Our local detachment has 112 members plus three civilian community safety officers. Dispatch services are done through E-Comm, the regional supplier of 9-1-1 services. In 2010, a five year agreement was signed with E-Comm that will save local taxpayers a million dollars over the term of the contract. That was one of the most significant cost containment initiatives in the year. The local leadership works closely with Mayor and Council to identify key priorities in policing, manage the challenges of a complex multi-jurisdictional crime environment, the high standards of investigation required by the courts and emerging issues such as the increased access to our community by the Golden Ears Bridge.

We are proud that the detachment was able to report reductions in key crime categories while at the same time coming in under budget in the last fiscal year. At the same time, our detachment has embraced technology to reach out to the community. We are one of a few communities in Canada that has a unique Internet and Twitter presence. Go to mapleridgercmp.ca and sign up for updates or review the RCMP's full Annual Report and statistics in detail.

Within the detachment, the RCMP have implemented a crime reduction strategy targeting geographic areas, or hot spots and prolific offenders. The reality is that a small number of people are responsible for most of the problems. The other reality is that these individuals are often known to us because of their past history of involvement in criminal activity. A technique as simple as using curfew checks, ensuring that those on court ordered curfews are at home can yield rapid results.



Our team meets on a regular basis to review the most up to date information and adapt our enforcement plans. By constantly evolving our strategy and targets, we increase our presence and effectiveness in crime reduction and send a clear message that we have no tolerance for illegal activities.

One of the ways that we increase our effectiveness as a detachment is through the dedicated and passionate network of volunteers. Programs such as Block Watch, Court Watch, Bike Patrol, Citizens on Patrol, and our community policing committees extend our reach and add important intelligence that is a key component of our enforcement strategy. Volunteers invest thousands of hours in our community, and we are proud to serve with them.

Two very special groups exemplify service to our community. RCMP Auxiliary members and the Ridge Meadows Search and Rescue team are skilled volunteers who have taken special training to assist us in many important tasks. They are the embodiment of the principle of community policing.

In 2010, the local detachment hosted Town Hall Meetings on 'Guns and Gangs', 'Graffiti' and recently organized a well attended session to educate the community on the challenges of 'social media' in collaboration with the Youth Services team.

Our RCMP Auxiliary members, Speed Watch volunteers and Citizens on Patrol had great success in 2010. A staggering 76,654 vehicles were checked to ensure that they were following the speed limit in school zones and key areas targeted in our partnership with the Insurance Corporation of British Columbia (ICBC) and other organizations. Of these vehicles, 3,700 were sent letters indicating drivers had been driving over the posted limit.

90,723 vehicles were checked and tagged to increase awareness on theft from vehicles. In total, our volunteers gave our community over 10,000 hours of their time in the last year. This kind of commitment from our community is an inspiration to all detachment members.

Part of creating a 'socially cohesive community', as stated in our Vision, is for members to reach out in a meaningful way to people that are struggling with social and financial burdens, taking them down the wrong path. Our Crisis Intervention team and Community Response teams work to help citizens find the resources and support that they need to be productive members of our community. One of the best programs is our Youth Diversion Program. By reaching out to young people when they make that first mistake, our adult mentors help them make positive connections in the community to make sure that they do not reoffend.

Most of our members and support teams live in Maple Ridge. We are raising our families here. We are volunteering in local community groups and sports organizations. This is our home. We take great pride in displaying the proud image of the RCMP at community celebrations. From the Olympic Torch Relay, the Andrew Ladd Stanley Cup event through to our work to raise funds for Cancer Research and to our RCMP Youth Academy, we are committed to doing our part in building a great community.

Police Services (left to right): Constable Cara Thomson, Crisis Intervention Team; Corporal Dave Somerville, Traffic; Superintendent Dave Walsh, OIC; Corporal Adam Gardner, Major Crime; Derrick Keist, Bylaws Auxiliary-RCMP; Inspector Derren Lench, Operations Officer; Clint Van Blanken, Volunteer Co-ordinator Auxiliary-RCMP; Corporal Alanna Dunlop, Community Response Team; S/Sgt Andrew Martin, Operational Support NCO



The right time. The right place. Our Town Centre is reborn.

Downtown Maple Ridge

Prior to the 1930's most of Maple Ridge's economy centered on the Port Haney Wharf and the railroad station located where today the West Coast Express stops to pick up commuters. Businesses such as the Bank of Montreal and Fuller Watson (both still in the same locations today) moved 'uptown' to what is now the intersection of Lougheed Highway and 224 Street, and the first 'redevelopment' of our Town Centre began.

In the 1970's, the construction of Haney Place Mall was the catalyst for another huge shift in the economy, character and form of our Town Centre. In 2009, the construction of Memorial Peace Park's Spirit Square was completed, and in February 2010, Memorial Peace Park was the site of the largest gathering in our community's history when over 10,000 people came to celebrate the Olympic Torch Relay. That day 'Spirit Square' fully lived up to its name.

In 2008, the Federal and Provincial Government announced a series of programs intended to stimulate the Canadian economy through grants to allow cities to upgrade and replace old infrastructure, and based on what we saw during the Spirit Square Project, our Engineering team put together a proposal called the 'Downtown Enhancement Project' that would see the water and sewer lines replaced for the key hub of our Town Centre. With the partners secured, in April of 2010, Maple Ridge Council took part in a ground breaking ceremony on Lougheed Highway and 223 Street and the next evolution of our Town Centre began.



Not only was the underground infrastructure replaced, but the entire form and character of the sidewalks, landscaping and the layout of all the intersections was reimagined and reengineered. This was a full scale makeover and integration of benches, bike racks, garbage cans, streetlights and intersection markings.

One of the most important aspects of this project was the extraordinary input and advice from a group of local residents and merchants that came to be known as the 'Public Liaison Committee.' The scope of the project was huge, and their work helped to create a new model for engaging the community for large public works projects.

Messaging was done through email, newspaper ads and direct mail to area residents and business owners detailing project timelines, road closures and construction schedules. Our crews worked in the evening and through the night to lessen the impact on businesses. Engineering and Operations staff joined the Mayor in frequent walkabouts and visits up and down the streets to make sure that everyone was fully on board. Just over a year after that sod turning the entire project has been completed.

Our Council saw how much these projects transformed the area and decided that we needed to create a program to accelerate the development in our Town Centre to take advantage of the world class infrastructure and to achieve goals set out in the development of the Town Centre Area Plan and the Smart Growth on the Ground initiative that are already imbedded in our Official Community Plan (OCP).

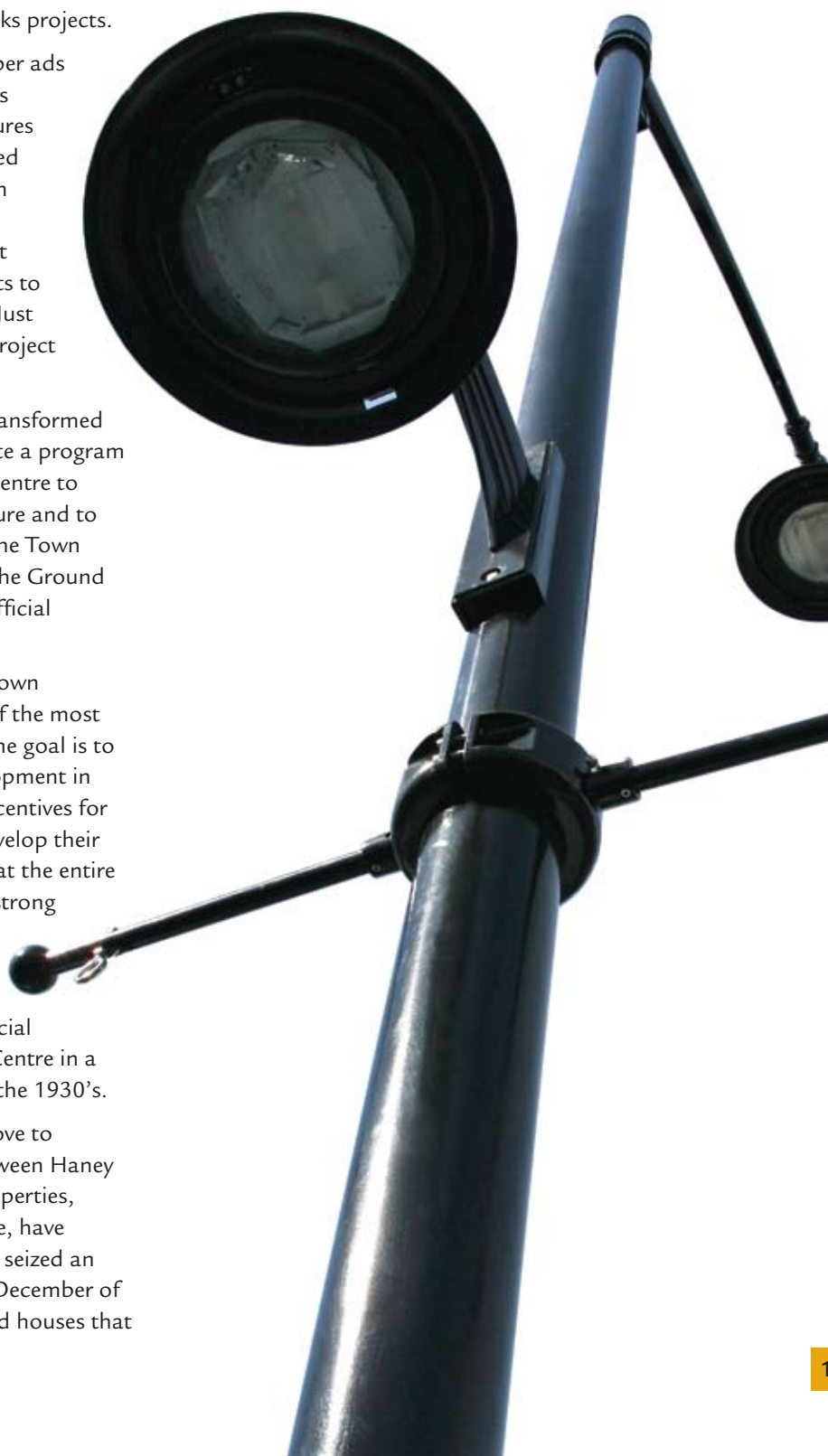
In the winter of 2010, Council unveiled the Town Centre Investment Incentives Program, one of the most comprehensive programs of its type in BC. The goal is to encourage commercial and residential development in the Town Centre. The program also offers incentives for existing commercial property owners to redevelop their properties and renovate their buildings so that the entire Town Centre reflects our Vision of having 'a strong and vibrant local economy' and 'the creation of special and stable neighbourhoods.' The Program has already yielded many applications for new residential and commercial developments that will transform the Town Centre in a way that rivals that dramatic shift we saw in the 1930's.

The final chapter of this story is Council's move to purchase three acres of property located between Haney Place Mall and Valley Fair Mall. These 14 properties, located in a strategic part of the Town Centre, have lain dormant for over three decades. Council seized an opportunity to purchase these properties in December of 2010. In 2011, the property cleared of the old houses that

represent the past, will be an important stepping stone to the future of the Town Centre.

If there was one big story in 2010, it was the interconnectivity between the Downtown Enhancement Project, the Town Centre Investment Incentives Program and the strategic purchase of the 14 Town Centre properties. In 2010, the Real Estate Investment Network named Maple Ridge as one of the Top 5 Investment Communities in Canada.

The time is now, and Maple Ridge is the right place!



Maple Ridge is a community that likes to celebrate!

Festivals & Events

In the early hours of February 8, 2010, a team of District staff and volunteers prepared Memorial Peace Park for the 2010 Olympic Torch Relay Celebration. It was a chilly morning with a low fog hanging in the air. At 5:00 am there were just a couple of dozen organizers, many of whom hadn't gone to bed since the night before making sure that the lights and sound system were set-up and tested. The Maple Ridge Fire Department had set up the ladder truck with a giant flag and our RCMP Auxiliary, in their reflective vests, were stationed around the almost empty park.

Organizers really had no idea how many people would show up first thing in the morning. The answer came within a couple of hours. Seemingly everyone in town, young and old, turned up, wearing Team Canada hockey jerseys and those iconic mittens sold by Zellers and The Bay. Those who didn't already have a Canadian flag were given small ones by the organizers. The crowd in the park and along 224 Street easily numbered 10,000 people, and when the torch made its way through the community, the cheers and national pride brought us all to tears. While there was a formal rendition of the national anthem as part of the ceremony, the crowd spontaneously broke out into a second version and everyone in the crowd, for that amazing moment, was connected in a way that no one could have predicted.

That event, the biggest public gathering in our community's history, set off a year of spectacular events and festivals that culminated mid-December when the Canadian Pacific Holiday Train stopped down at the Port Haney Wharf. In February we celebrated our pride in our nation, and at the end of the year we joined Canadian recording artists 'The Odds' and showed our civic pride by raising \$30,000 for the local Food Bank. These two events, spanning our 2010 event calendar, say everything there is to say about Maple Ridge. These events, as with just about everything on the list that follows, were organized by volunteers.



Here's a sample of what we celebrated in 2010:

- The second annual Festival of Light took place at Haney Place Mall and was followed by a lantern parade in Memorial Peace Park.
- Thousands attended to watch the Olympic Torch Relay pass through Maple Ridge on the morning of February 8, and the Mountain Festival Society unveiled a series of wood carvings created by the community during the festivities.
- Maple Ridge participated as a celebration community for the Paralympic Torch Relay, which began with a fire creation ceremony and culminated with the lighting of the Paralympic cauldron.
- An Annual Easter Egg Hunt was hosted by the Whonnock Community Association for residents.
- National Volunteer Week celebrated the hundreds of community members that generously donate their time.
- Earth Day featured workshops, performances and numerous family-orientated activities.
- The annual Ridge Meadows Home Show including the Funzone Children's Festival, the Times Taste of Ridge Meadows, the Body, Mind and Spirit Psychic Fair, a mini RV Show and West Coast Amusements Carnival were well attended events.
- The Vintage Car Club Rally took place in May.
- The Silver Valley Spring Festival in Maple Ridge Park celebrated the natural environment with children's activities, contests, vendors and entertainment. Highlights included a salmon release and floral arrangement contest.
- The Haney Farmers Market was held in Memorial Peace Park every Saturday from May to October. The market was well attended and organizers planned a different themed market each week to reflect in season produce and other events.
- Webster's Corners Day brought together families to celebrate their neighbourhood with games, a pie-eating contest, local artisans, raffle, interactive displays and the Heritage Tea and historic display.
- Adstock was a free outdoor music event showcasing local youth bands in Memorial Peace Park.
- Canada Day in Memorial Peace Park began with an early morning farmers market followed by the traditional flag raising ceremony, entertainment, children's art activities, multicultural foods and a giant craft market.
- The Caribbean Festival featured live Caribbean bands, great music, colourful costumes, dancing, arts and crafts, and delicious food.
- The Maple Ridge Museum organized their annual Music on the Wharf series throughout the summer months.
- The Emerald Pig Theatrical Society produced The Tempest for the annual Bard on the Bandstand event in July.
- The 109th annual Country Fest featured 4-H youth shows, baby animal displays, sheep shearing and sheep dog demonstrations, horse shows, home arts competitions, first class stage and roving entertainment, festival food and a midway.
- The third annual Ridge Meadows Heritage Day celebrated local history with the Pioneer Parade, midway games, a community barbeque, entertainment and fireworks.
- The Breastfest musical took place for the third time as a breast cancer fundraiser featuring youth bands.
- BC Rivers Day, held at Allco Park and Kanaka Creek, celebrated our spectacular river heritage and raised awareness of our streams and rivers. Events included canoe tours, stewardship displays, walking tours, stage entertainment, a barbecue and interactive children's activities.
- The Ghost Ridge Haunted House and fireworks display at the Maple Ridge fairgrounds entertained thousands of thrill seekers as a fundraiser for local charities.
- Remembrance Day ceremonies were held at the Memorial Peace Park Cenotaph following the parade from the Royal Canadian Legion building.
- Christmas in the Park and the Santa Claus Parade has become a favourite in December. Entertainment for children and families with a dazzling parade of lights, music and decorated floats, a community carol sing along, a photo session with Santa and Mrs. Claus and free hot chocolate.
- Christmas Haven served dinner and entertainment to those who were alone on Christmas Eve.



Extraordinary people doing extraordinary things.

Our People

In June 2010, a young man from Maple Ridge achieved something that all youngsters dream of...he won the Stanley Cup as a member of the Chicago Blackhawks ice hockey team. For 'Home Town Hero' Andrew Ladd, this was his second Stanley Cup win, and as he did in 2007, he wanted to share his day with the Cup with the community that he grew up in. In fact, Andrew specifically asked that the ceremony be held in the Cam Neely Arena, the place where young kids play hockey every day; and he asked that the parents, coaches and kids playing at all levels get the best seats in the house.

Close to 3,000 area residents attended the event and Andrew spent three hours signing autographs and posing for pictures. No one was prouder than his grandfather, Gordon Ladd, who used to drive Andrew to the arena for those early morning practices. Andrew wanted to pay tribute to the people that helped him achieve his dreams.

Mayor Daykin talked about what defines our community in his introduction to this Report. It's the extraordinary people, our friends and neighbours, whose spirit of volunteerism and commitment to the community is demonstrated by the time they invest for the causes that are near to their hearts. Maple Ridge is full of heroes. People who volunteer as the coaches and managers for amateur sports, as mentors for the Ridge Meadows Youth Diversion Program, and in the numerous service clubs and school parent advisory committees - thousands and thousands of hours invested in our community. Then there is the generosity of area citizens who donate hundreds of thousands of dollars to charities. Here is a list of some of the extraordinary people and organizations that prove that what makes our community so special are the extraordinary people who go above and beyond.



- **Julie MacMillan**, owner of J&M Acres Horse Rescue, has saved hundreds of horses from slaughter over the past 15 years. Julie relies solely on donations and fundraisers and even though she knows she is saving as many as she can from the slaughterhouse, it makes her sick every time she has to leave some behind. "I get calls every day," she said from people wanting her to take their horses. "If every horse person in Canada adopted a horse every year, there still wouldn't be enough homes."
- Students at **Thomas Haney Secondary School** raised \$3,500 for the Free the Children Campaign. Funds raised from staying awake all night will go towards building and equipping a school in Haiti.
- Ex-service woman **Margaret Kury** received the Minister of Veterans Affairs Commendation for her tireless work in the veteran community. She has served on every committee and held executive positions with the Royal Canadian Legion since 1976, volunteered for Canadian Blood Services for over 30 years, and been involved with fundraising for many community service groups.
- Retired registered nurse, **Peggy Lambert** was recognized for her volunteer efforts when she was chosen as Ridge Meadows Seniors Society's volunteer of the year. Peggy runs a health and wellness clinic for area seniors providing access to 12 retired registered nurses as well as a massage therapist, pharmacists, and an optometrist.
- 150 students at **Garibaldi Secondary School** raised almost \$10,000 for the Free the Children Campaign. The funds raised from their 'vow of silence' pledge drive will go towards building and equipping a school in war-torn Sierra Leone.
- Former Maple Ridge resident **Cathy Emmerson** received the prestigious Governor General's Medal for her grass-roots work in Rwanda. Cathy has continued to work hard through her movement to empower the families and children of Rwanda.
- **Mike Murray** and **Ineke Boekhorst** chosen as the co-winners of the Maple Ridge Community Foundation Maple Ridge Citizen of the Year. Their contributions to our community are an inspiration to us all. As the 2009 winners, they were able to direct \$5,000, donated by Westminster Savings Credit Union and the Community Foundation, to area charities.
- Maple Ridge resident **George Klassen** provides residents of Malawi with two more water wells through his non-profit charity, Project Wellness. Klassen travelled to Malawi to personally oversee the construction of the wells. His organization also feeds more than 300 orphans a day and has built a school for 750 children in Malawi.
- Cancer survivor **Nina Fowell** raised more than \$14,000 to support cancer sufferers. Nina created calendars featuring bald models with artistically painted scalps and sold them through her Bald is Beautiful Project.
- Staff of **Salon Fifty Five** held a Cut-A-Thon which raised over \$1,000 for Cops for Cancer.
- Students from **Alexander Robinson Elementary School** raised almost \$3,000 for the Make-A-Wish Foundation. Their generous donation will enable a sick teenager to fulfill a wish of going to Disneyland.
- Staff of **Ridge Meadows Hospital Auxiliary** raised more than \$100,000 which was all donated to Ridge Meadows Hospital.
- Local landscapers **Meadows Landscape Supply Ltd., Pickett's Nursery Ltd., Beneath Your Feet Landscaping Inc., Blasiq Landscape Design and Construction Ltd., Golden Ears Landscaping Ltd., Janzen and Co. Landscaping, and The Greenman Landscape Services** donated materials and labour to improve the view for patients at Baillie House. Food for the labourers was donated by **KFC, Tim Hortons, and Mona Pizza**, and **BC Magnetic Signs** donated advertising.
- **Lola Montgomery**, a teacher at Westview Secondary School received Physical & Health Education Canada's Physical Education Teaching Excellence Award. This award honours teachers for their "ability to motivate children and youth to participate in physical activity."
- Local swimming legend **Anne Meraw** received the 2010 BC Community Achievement Award in recognition of "outstanding community service". Anne was the founder of the Water Babies Program in Canada, was the first female lifeguard in Canada, and helped found the Ridge Meadows Hall of Fame.
- Since 2006, 12-year-old **Turner Vink** has set up a lemonade stand at the Haney Farmers Market where he makes wishes come true for children with life-threatening illnesses, women with breast cancer, and he also raises money for the Ridge Meadows Hospital Foundation.
- Maple Ridge trucker **John Beeler**, received the 2010 Driver of the Year award from the BC Trucking Association. John is a veteran driver of 29 accident free years with Canadian Freightways.
- **Connor Liversidge** shaved his golden locks in support of his teacher who is battling cancer. He achieved his goal of raising \$300 for the Canadian Cancer Society.
- **Samuel Robertson Technical School** raised \$3,000 for "Free the Children" at their "Care and Share at the Fair" carnival.
- Local Panago Pizza restaurant owner **Dan Maki** partnered with the Maple Ridge Fire Department to raise money for burn units at Vancouver General Hospital and BC Children's Hospital. The yearly carwash raised close to \$4,000.
- **Jeff Davis** and **Vince Hands** were among 12 individuals from BC who were presented with the Minister of Veterans Affairs Commendation in honour of their commitment and dedication to veterans. Jeff Davis has been the Remembrance Day Parade Commander for the past 15 years, has organized numerous events, and spent a considerable amount of his time researching names for the local cenotaphs. Vince Hands has played a key role in the organization and preparation for the Remembrance Day Parade and has spent countless hours working on Remembrance projects and volunteering at historic sites.
- Thomas Haney Secondary School student **Miranda Tymoschuk** raised more than \$1,700 over the past two years in order to make life better for patients at Royal Columbian Hospital. After nine surgeries she decided to set a goal to raise at least \$5,000 for the Pay It Forward Fund, an organization which helps with meals and transportation costs.
- **Spencer Levan** received the Paul Harris Award for his more than 25 years of involvement as a coach and executive in the Ridge Meadows Minor Hockey Association
- Thomas Haney Secondary School students **Kathryn Ryan** and **Marc Tracey** along with two others shaved their heads for cancer, raising close to \$4,000.
- **The Haney and Meadow Ridge Rotary Clubs** together raised more than \$200,000 for local charities, education bursaries and youth programs in addition to their work on International projects such as the Polio Plus Program and the ShelterBox Canada initiative for the people of Haiti.

Consolidated Statement of Financial Position

As at December 31, 2010

	2010	Restated 2009
Financial Assets		
Cash and temporary investments	\$ 30,062,599	\$ 29,296,767
Portfolio investments	78,858,466	83,669,160
Accounts receivable	16,402,035	13,154,599
Recoverable local improvements	2,340,672	2,425,921
Other assets	590,720	579,020
Inventory available for resale	471,658	471,658
	128,726,150	129,597,125
Liabilities		
Accounts payable and accrued liabilities	12,221,774	12,145,365
Deferred revenue	12,217,228	13,013,971
Restricted revenue	37,176,499	36,157,206
Refundable performance deposits and other	5,812,594	6,362,066
Employee future benefits	4,411,500	4,468,700
Long term debt	40,383,494	42,229,302
	112,223,089	114,376,610
Net Financial Assets	16,503,061	15,220,515
Non Financial Assets		
Tangible capital assets	775,432,647	750,735,567
Undeveloped landbank properties	14,515,918	11,071,587
Supplies inventory	394,215	377,342
Prepaid expenses	403,420	376,828
	790,746,200	762,561,324
Accumulated Surplus	\$ 807,249,262	\$ 777,781,839

*Financial Statements

The Financial Statements are presented in conformity with generally accepted accounting practices (GAAP). For a copy of the full 2010 Annual Report including audited 2010 Consolidated Financial Statements which include more detailed information, please contact the Finance Department at 604-463-5221 after June 15, 2011.

Consolidated Statement of Operations

For the year ended December 31, 2010

	Actual 2010	Budget 2010	Restated Actual 2009
Revenue			
Taxes for municipal purposes	\$ 57,102,978	\$ 57,027,851	\$ 53,744,200
User fees and other revenue	31,986,573	31,047,355	30,299,883
Senior government transfers	8,689,257	30,153,762	4,960,467
Development revenue	7,412,119	26,704,475	8,445,374
Interest and investment income			
Investment income	638,546		
Interest income	4,231,940		
Less: Deferred amount	(933,934)		
Interest and investment income	3,936,552	1,885,000	4,675,736
Gaming revenues	125,600	-	-
Refinancing and other gains	5,327	-	171,926
Gain (loss) on disposal of capital asset	(469,150)	-	(1,226,799)
Contributed tangible capital assets	17,341,385	17,341,385	15,625,357
	126,130,641	164,159,828	116,696,144
Expenses			
Protective services	26,763,533	27,081,137	25,008,681
Transportation services	15,244,858	16,005,905	15,519,693
Recreation and cultural	19,251,435	19,129,734	18,952,403
Water utility	10,602,971	11,392,995	9,108,096
Sewer utility	8,348,811	9,167,361	8,005,891
General government	12,813,760	14,493,372	12,497,369
Planning, public health and other	3,637,850	4,002,620	3,173,809
	96,663,218	101,273,124	92,265,942
Annual surplus	29,467,423	62,886,704	24,430,202
Accumulated surplus - beginning of the year	777,781,839	777,781,839	753,351,637
Accumulated surplus - end of the year	\$ 807,249,262	\$ 840,668,543	\$ 777,781,839

Glossary

Accumulated Surplus – Represents net economic resources; the amount by which all assets, both financial and non-financial, exceed all liabilities and indicates that a government has net resources available to provide future services.

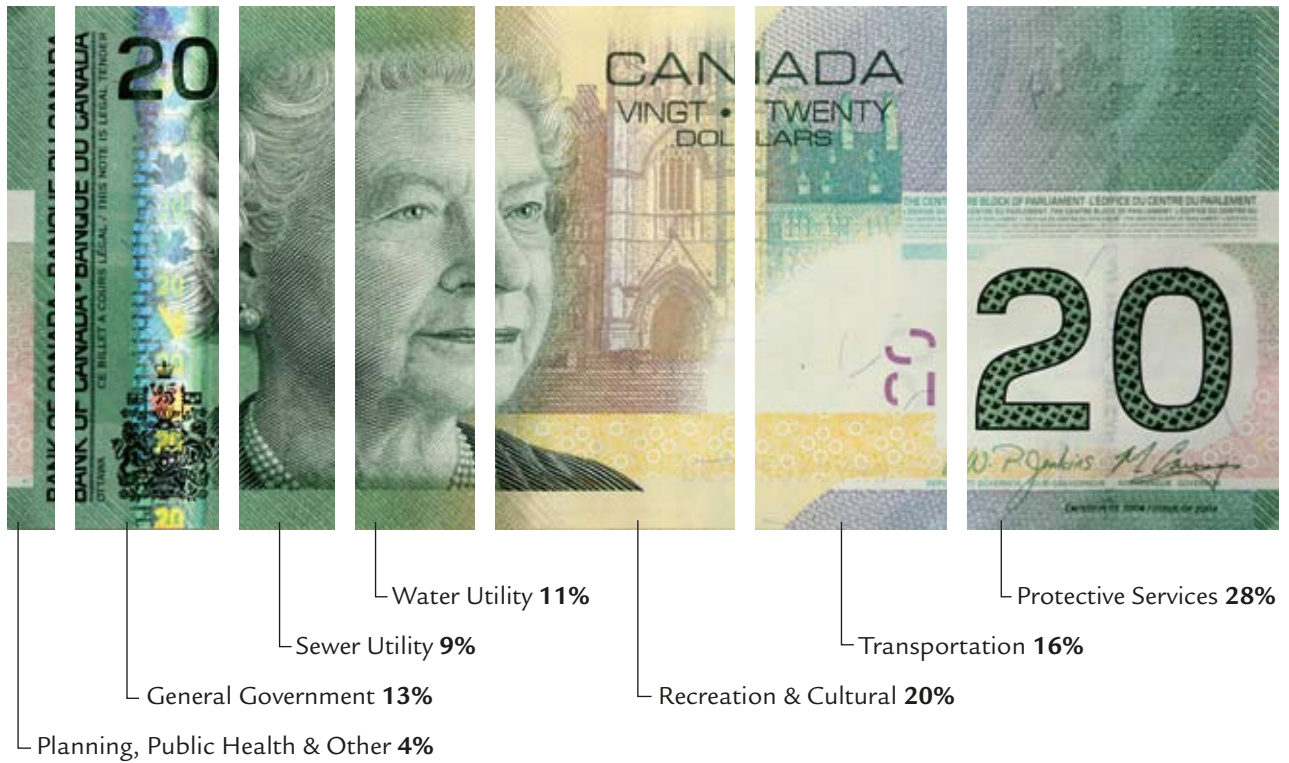
Amortization – The reduction of the value of an asset by prorating its cost over a period of years.

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

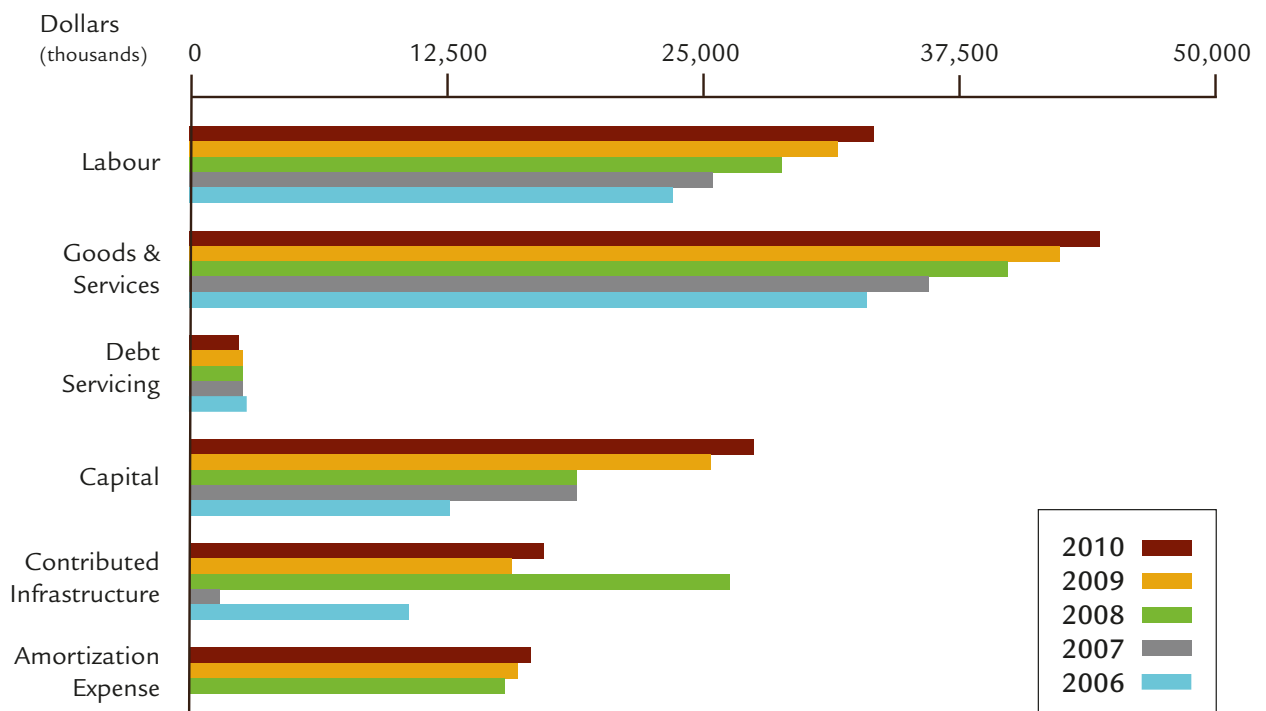
Net Financial Assets – The excess of financial assets over liabilities.

Tangible Capital Assets – Assets of long-term character that are intended to continue to be held or used, such as land, buildings, machinery, furniture, and other equipment. These assets have a significant value and a useful life of greater than one year. Capital assets are also called fixed assets.

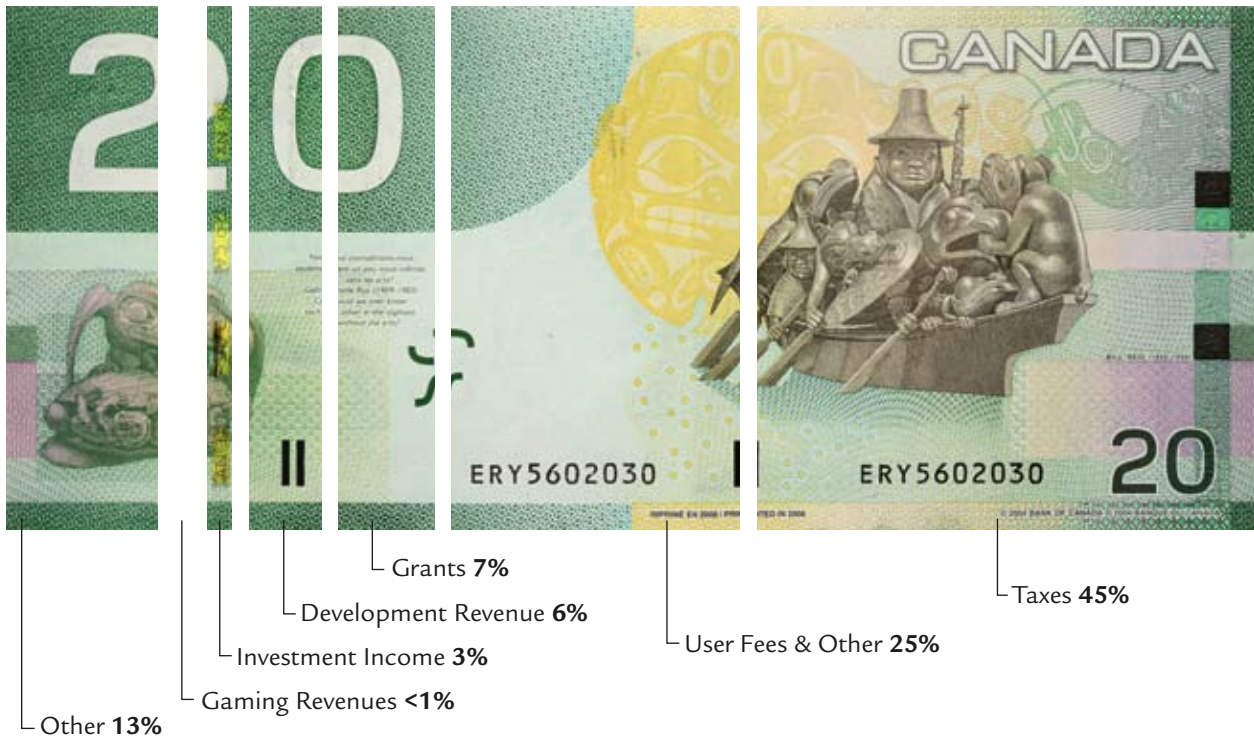
2010 Operating Expenses



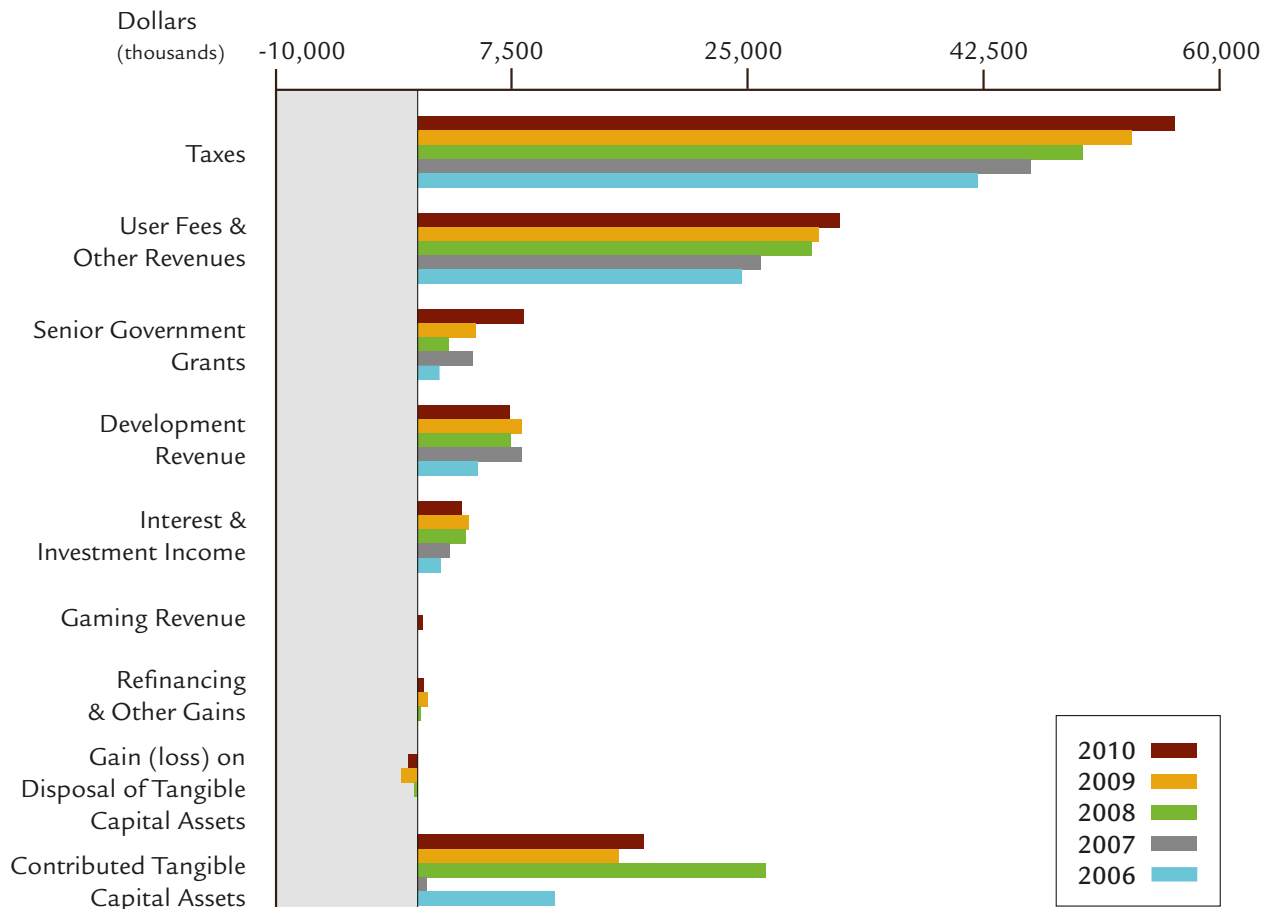
Expenditures/Expenses by Object 2006 - 2010



2010 Revenues

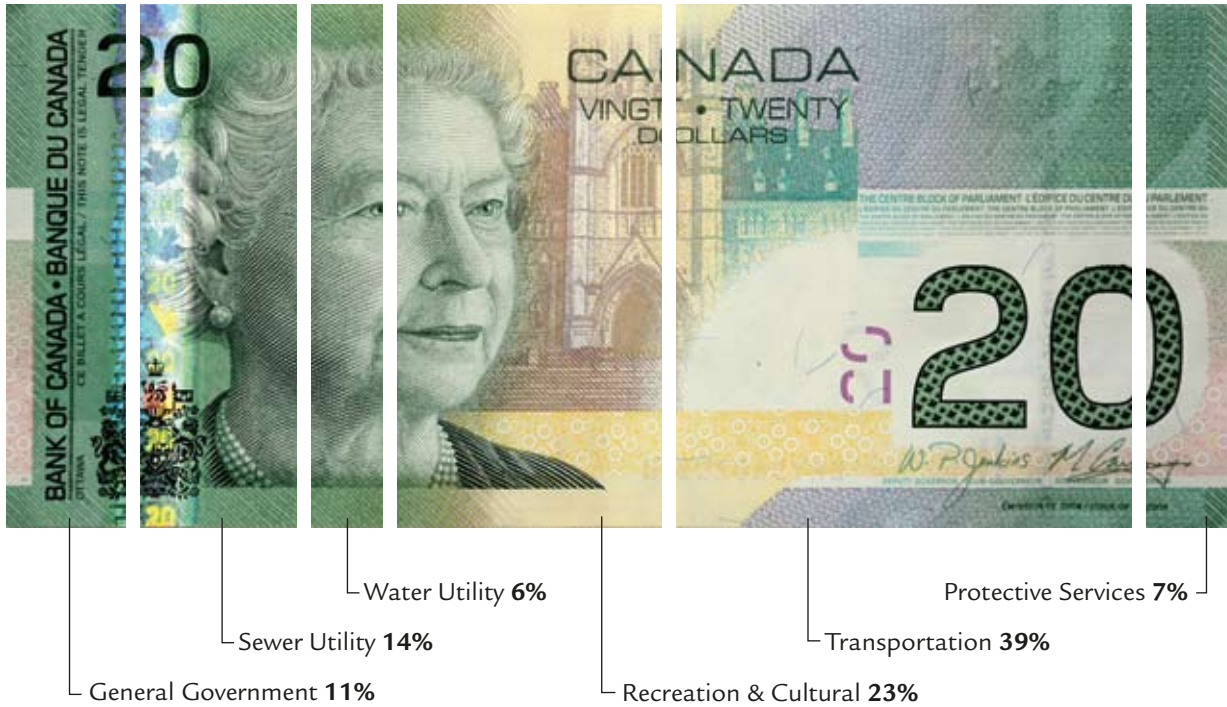


Revenues by Source 2006 - 2010

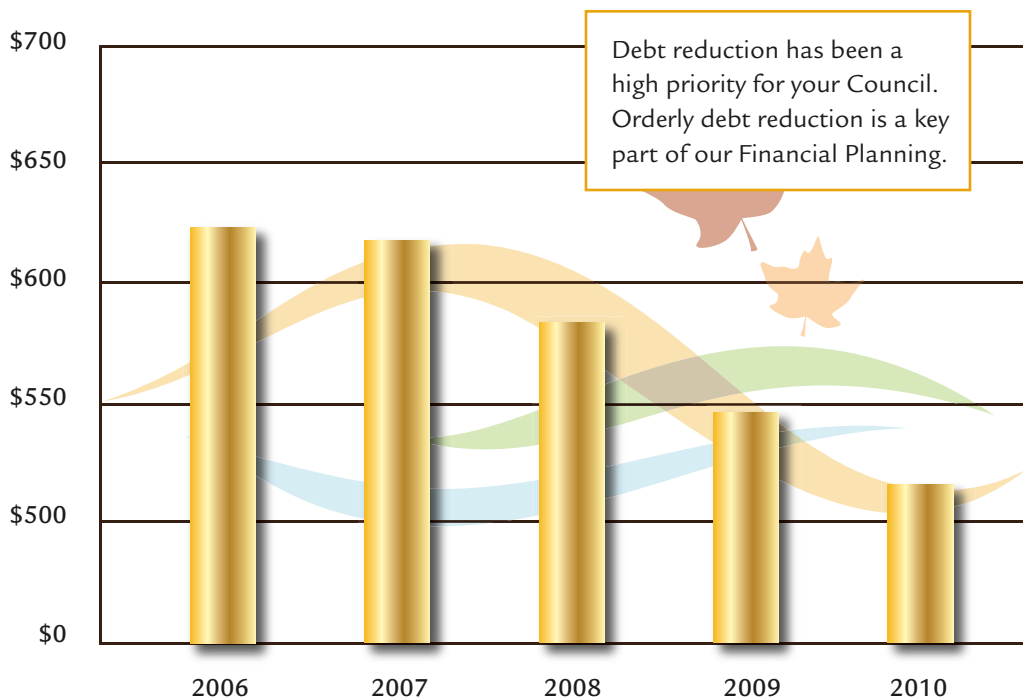


2010 Capital Additions

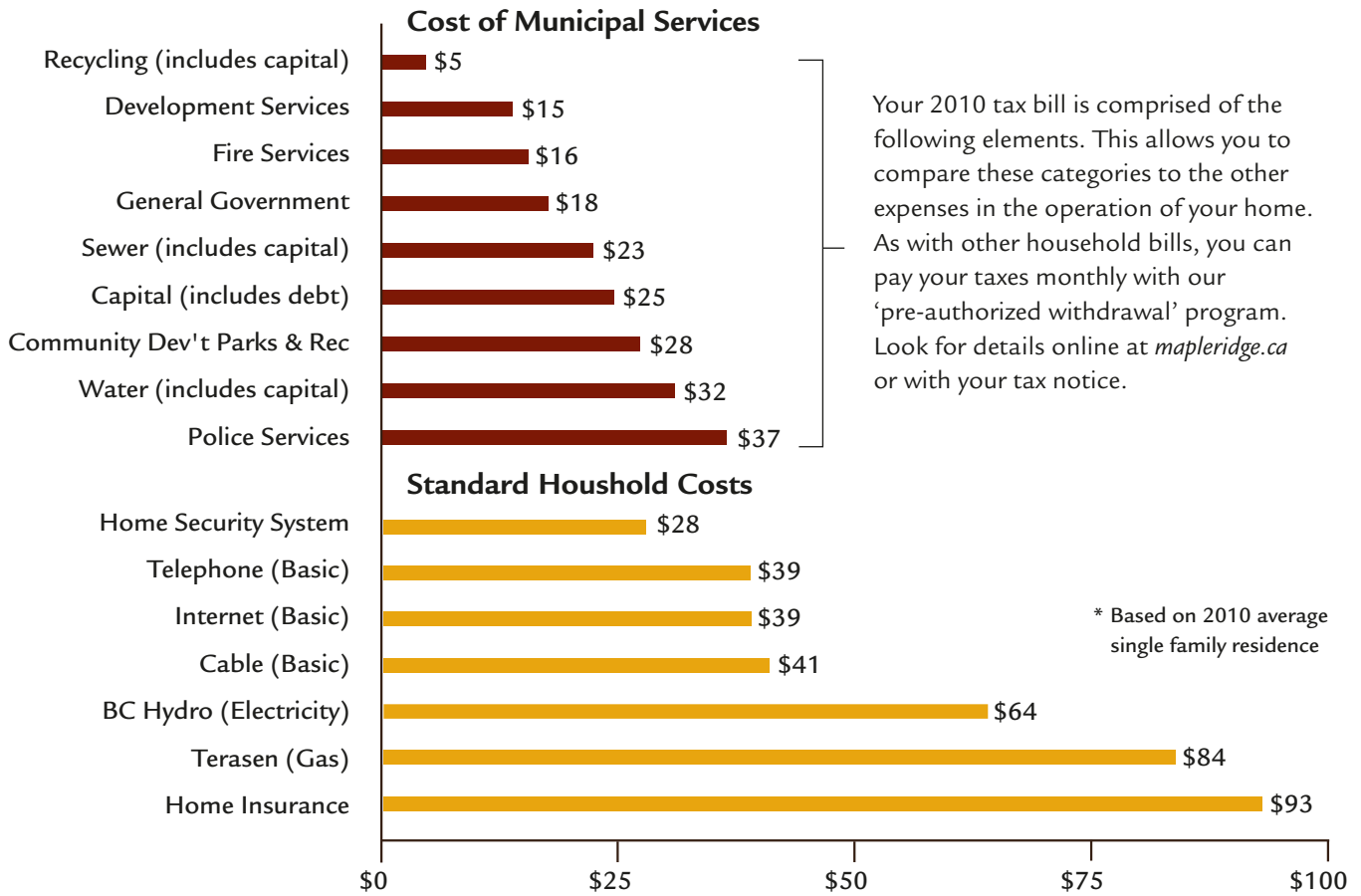
This chart represents the investments that were made in Capital Assets. Additions to our water system, sewer system, road construction, park acquisitions and development are all examples of Capital Additions.



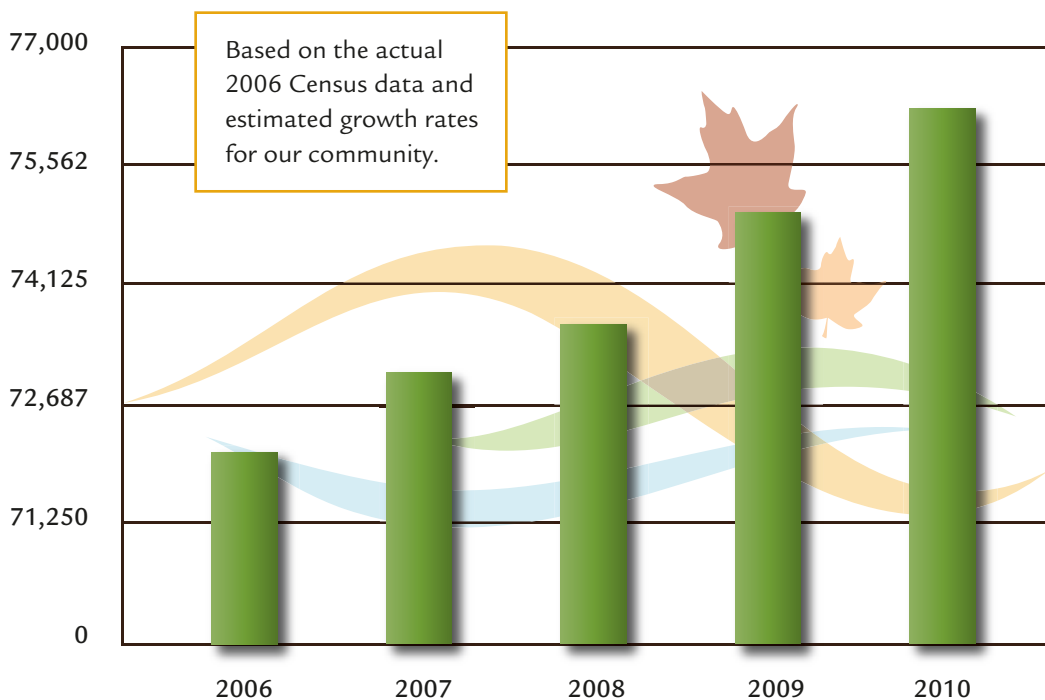
Debt Per Capita 2006 - 2010



Taxes vs. Household Costs (monthly)*



Population Estimate 2006 - 2010



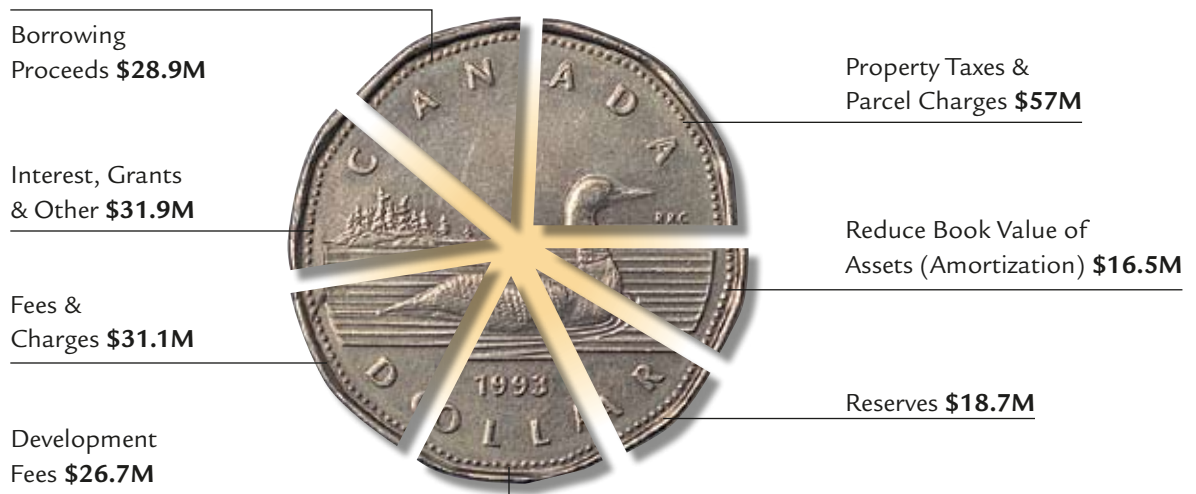
2010 Taxation

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

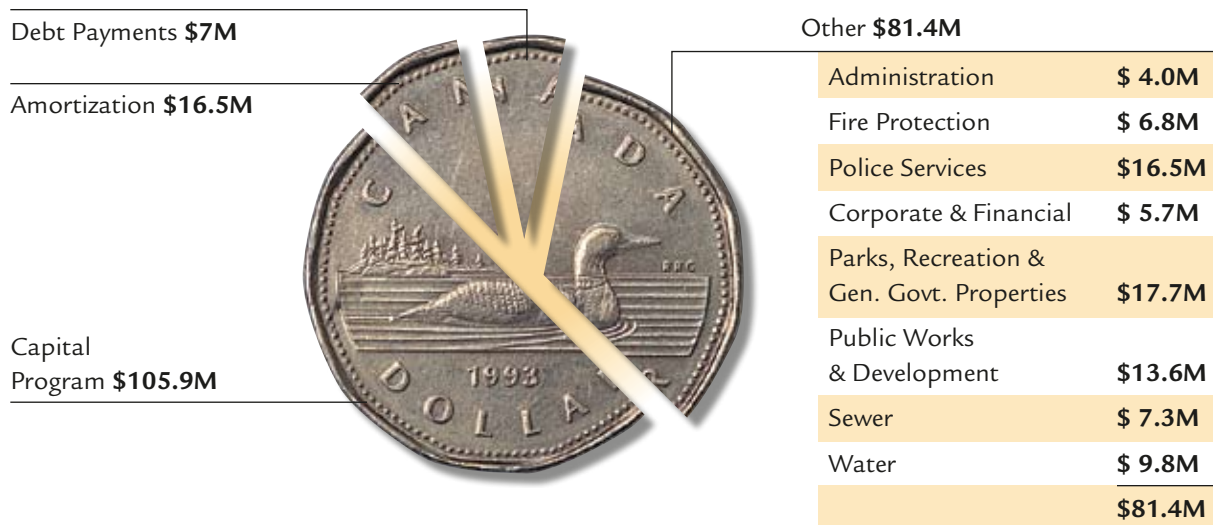
Council maintained its commitment to a longer term financial strategy which gradually increases the funding available for infrastructure maintenance and repairs so that the effect of more costly failures is lessened in any single tax year.

The District uses reserves to manage its finances. These reserves are built up during strong economic times and serve as a valuable resource during uncertain economic times.

2010 Projected Revenue — \$210.8 Million

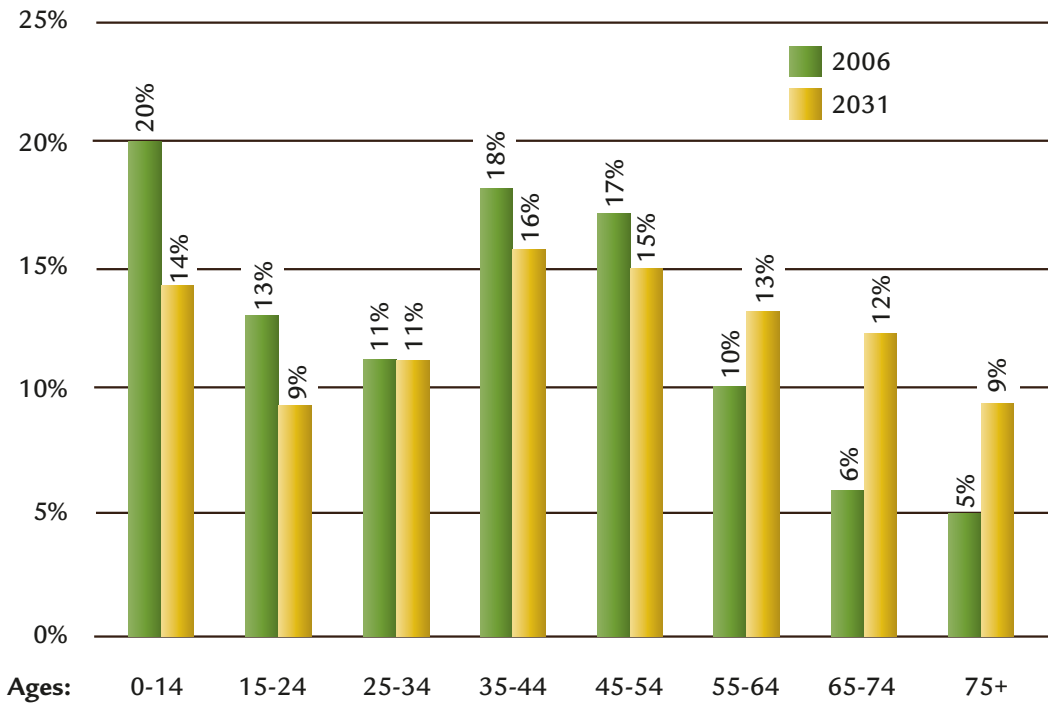


2010 Projected Expenditures — \$210.8 Million

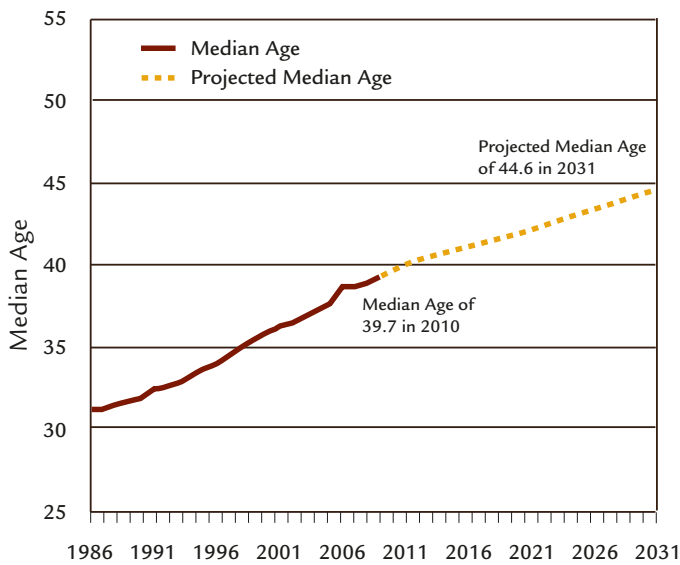


Demographics

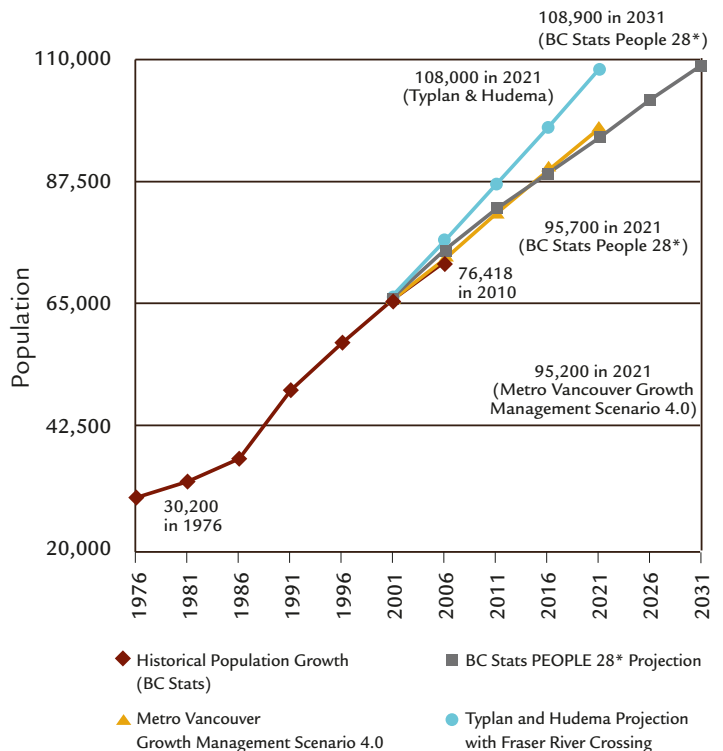
Percentage of Population by Selected Age Groupings, 2006 and 2031



Projected Median Age 1986 Actual to 2031 Projection



Review of Existing Population and Housing Projections



Sometimes it's the little things that make all the difference...

Under Wraps

Last year when our Engineering Department started planning for the Downtown Enhancement Project, one of the Engineers noted that the 'utility boxes' which contain the intersection controls for lights and other functions were, frankly, kind of ugly.

This observation led to the development and execution of one of the District's most popular projects, 'The Utility Box Wraps.' Michael Eng, Traffic & Transportation Technologist, developed a proposal to wrap the utility boxes to beautify intersections and change the boxes from being a glaring target for graffiti into a showcase for the natural beauty of our community.

Michael developed a contest open to all the District staff to obtain images for the first few boxes, and his email was full of entries from staff from every department. A selection team narrowed it down to a few images and the first few boxes were wrapped as part of regular maintenance programs. The feedback from area residents was overwhelming. The project was brought before Council, and they immediately saw the benefits of the program from an aesthetic and practical point of view and authorized a project to wrap all the boxes in the community. That's where Colin Andre comes in. He's a member of our Information Services team, and a talented amateur photographer. He submitted a number of beautiful images in the original contest, and teamed up with Michael to develop the images for the remaining wraps in the District. In total, thirty utility boxes have been covered, and the project may expand to include our sewage pump stations.

On this page you can see some examples of the images that now adorn the utility boxes at every intersection in Maple Ridge. There's no doubt that they look beautiful, and the benefit is that the graffiti on these boxes has all but gone away, and those boxes that are 'tagged' are easily, and rapidly, cleaned. One of the Value Statements at the front of this publication speaks to the desire to promote leadership. The statement reads 'To encourage innovation, creativity, and initiative'. Our Council has provided the opportunity for these two leaders in our organization to shine.



Your Mayor & Council



Contact Information:

Mayor Ernie Daykin
edaykin@mapleridge.ca

Councillor Cheryl Ashlie
cashlie@mapleridge.ca

Councillor Judy Dueck
jdueck@mapleridge.ca

Councillor Al Hogarth
ahogarth@mapleridge.ca

Councillor Linda King
lking@mapleridge.ca

Councillor Michael Morden
mmorden@mapleridge.ca

Councillor Craig Speirs
cspeirs@mapleridge.ca

- Council Workshops on the first, third, and last Monday of each month at 9:00 am, with some exceptions. Please see the 2011 Council Meeting Calendar on our website for further detail.
- Committee of the Whole on the first and third Monday of each month at 1:00 pm.
- Council meetings on the second and fourth Tuesday of each month at 7:00 pm.
- Public hearings on the third Tuesday of each month at 7:00 pm.
- For more information on public hearings, special Council sessions, and civic events, visit mapleridge.ca.

Our Mayor and Council depend on two wonderful staff to coordinate their calendars. Cheryl Ennis and Sandra Ramsay are the Executive Assistants for Council and the Management Team.



The Voice of Our Community



Warm Reception

Diana Dalton joined the District of Maple Ridge in 1995, and for most citizens, she is the voice of our community. Diana fields hundreds of phone calls every day and helps connect people to get the information they need as quickly as possible.

A few years ago Diana was recognized as the ‘Best Receptionist’ by a local community newspaper as a part of their annual reader surveys. These Municipal contact numbers will usually get you directly to the person or department that you need to talk to, but when someone is away from their desk that friendly voice you’ll hear answer the phone is usually Diana.

Our Mayor spoke about the ‘extraordinary people’ that make Maple Ridge so special at the introduction to this report, and he’ll be the first one to tell you that Diana is one of the treasures of our team.

Municipal Contact Information

District of Maple Ridge

11995 Haney Place, Maple Ridge, BC V2X 6A9

www.mapleridge.ca

Switchboard/General Information.....604-463-5221

General Fax Line..... 604-467-7329

Public Works Emergency – 24 hours.....604-463-9581

Fire, Police & Ambulance Emergency..... 911

A

Administration604-463-5221
Arts Centre & Theatre (ACT)604-476-2787

B

Building Inspections
Building.....604-467-7312
Electrical.....604-467-7313
Gas-Plumbing.....604-467-7314
General604-467-7311
After-Hours Inspection Requests.....604-467-7380
Business Licences.....604-467-7440
Bylaw Enforcement.....604-467-7305
After-Hours604-467-7422

C

Cemetery604-467-7307
Communications604-467-7452
Council Members604-463-5221

D

Dog Licences.....604-467-7384

E

Engineering604-467-7339
Environmental Enquiries604-467-7499

F

Finance
Accounts Payable.....604-467-7388
Accounts Receivable.....604-466-4334
Administration & Accounting.....604-463-5221
Property Taxes & Utilities604-467-7336
Fire Department (Non-Emergency).....604-463-5880
Flooding (After-Hours)604-463-9581

G

Garbage – Metro Vancouver604-466-9277

H

Human Resources604-467-7350

L

Library604-467-7417

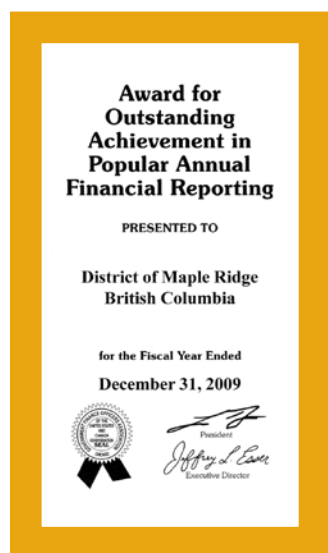
M

Manager Legislative Services.....604-463-5221
Mayor’s Office.....604-463-5221
Municipal Emergency Program.....604-467-7301
Nights & Weekends604-463-9581

P

Parking Enforcement604-467-7305

Parks & Leisure Services	Property & Risk Management	604-467-7315
Direct Info Line (24 Hrs)	Public Works	
Direct Reservation Lines	General Enquiries	604-463-9581
Arenas - Booking/Program Information	or	604-467-7363
Municipal Ice Rental	Public Works Emergency – 24 hours	604-463-9581
Pitt Meadows Arenas	Purchasing	604-466-4343
Planet Ice (Maple Ridge)	R	
Facilities - Maple Ridge & Pitt Meadows	Recycling	604-463-5545
Picnic Shelters	Roads Maintenance	604-467-7363
Sportfields	S	
Festivals Society	Schools	604-463-4200
Greg Moore Youth Centre	Seniors' Programs & Information	604-467-4993
Leisure Centre	Sewer Maintenance	604-467-7363
General Enquiries	Sidewalk Maintenance	604-467-7363
or	Snow Removal	604-467-7363
Aquatics Supervisor	SPCA	604-463-9511
Program Registration	Strategic Economic Initiatives	604-467-7320
Parks & Facilities Administration	T	
Pitt Meadows Family Rec Centre	Traffic Enquiries	604-467-7339
Sportsfield Conditions & Closures	W	
Volunteer Services	Water Maintenance	604-467-7363
Youth Services	Z	
Children's Programs	Zoning	604-467-7341
Youth Outreach Initiative		
Planning		
General Enquiries		
Administration		
Police - RCMP (Non-Emergency)		
Volunteer Services Coordinator		
Pitt Meadows Community Policing		



GFOA

The Government Finance Officers' Association of the United States and Canada (GFOA) has given an Award for Outstanding Achievement in Popular Annual Financial Reporting (PAFR) to the District of Maple Ridge for its Popular Report for the fiscal year ended December 31, 2009. The Award for Outstanding Achievement in Popular Annual Financial Reporting is a prestigious international award recognizing conformance with the highest standards for preparation of state/provincial and local government popular reports. In order to receive an Award for Outstanding Achievement in Popular Annual Financial Reporting, a government unit must publish a Popular Annual Financial Report, whose contents conform to program standards of creativity, presentation, understandability, and reader appeal. An Award for Outstanding Achievement in Popular Annual Financial Reporting is valid for a period of one year only. The District of Maple Ridge has received a Popular Award for the fourteenth consecutive year and is very fortunate to be only one of five municipalities in Canada awarded a PAFR for 2009. We believe our current report continues to conform to the Popular Annual Financial Reporting requirements, and we are submitting it to GFOA.

