



City of  
**MAPLE RIDGE**

British Columbia, Canada

**2017 Citizens Report**  
as of December 31, 2017

# Vision 2025

The City 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 City 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.

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## A Look Back at 2017

It is my pleasure to provide the introduction to the 2017 Citizens Report. This represents the third of the four year term for our Council and as you will see in the upcoming pages of this publication, it was a year filled with important milestones for our community.

This publication is one of my favourites because it serves as our community 'yearbook' with stories and images that allow us to celebrate the major milestones and significant day-to-day work that occurs, often unnoticed. The overall theme of this publication is one that is very dear to my heart. At the beginning of our term Councillor Shymkiw, Councillor Bell and I had the honour of serving on Council's Open Government Task Force. We had a vision around improving access to information, government processes and accountability around the work of our City. In the fall of 2017 the City's Open Government Portal was launched, leapfrogging our community into a leadership position in

providing citizens with information.

The feature story on page 8 talks about the leadership of community volunteers in developing recommendations and how a team of professionals across our organization met the challenge and vision set out in the beginning of the mandate. Throughout this publication you will find references to data that is available on the finances and business activity for the City of Maple Ridge.

In 2017 our nation celebrated Canada's 150 birthday. On page 36 you will learn about the yearlong celebration that was held. I was particularly proud of the way our community embraced our First Nations, the Katzie and Kwantlen people, as part of this celebration. The process of reconciliation and the strengthening of cultural and economic ties is a shared goal of our three governments.

On page 40 you will discover more about an incredible public servant and community leader, Superintendent Jennifer Hyland, who was appointed as the Officer in Charge for the Ridge

Meadows RCMP Detachment in May of 2017. Jennifer's family grew up in this community and she brings her passion and professionalism to this important role in our community.

Pages 17 to 28 are filled with important information on the City's finances, population and demographics. Our staff work hard to present the information in a reader friendly way. My favourite section starts on page 29 with the photos that allow us to look back on 2017 and celebrate the people, places and events that reflect the passion and spirit of volunteerism that is at the heart of our community.

Join me as we read through the pages of the 2017 Citizens Report and celebrate our amazing community.

*Nicole Read*

**Nicole Read, Mayor**

# GFOA Awards

## City of MAPLE RIDGE 2017 Citizens Report

The 2017 Citizens Report is part of a suite of publications that include the Financial Plan and the Annual Report. These publications allow citizens to examine the business of Maple Ridge to the level of detail that they desire. This report incorporates tools that allow citizens to more quickly access information on our website [mapleridge.ca](http://mapleridge.ca). The goal is to ensure that our work remains transparent and accessible to all.

This publication is a collaboration between Maple Ridge staff and some very talented local citizens. We would like to acknowledge **Oliver Rathonyi-Reusz** of InView Images and **Ray Urner Photography** for their photos that enhance many of the articles in this publication. In our People and Places section there are a number of photographs that have been supplied by our local community newspaper. We would like to thank the **Maple Ridge News** for supplying photos that graced the pages of their newspaper. In this context we all get to appreciate the amazing talent that serves our community every day. We would also like to thank our publication's designer, **Cindy Farnsworth** for pulling all of the content together. Her passion for the community and this project is evident in the final product.

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

Finally, I have the honour of working with two very wonderful colleagues, **Tracy Camire** and **Cindy Dale**, whose professionalism and enthusiasm are an inspiration. Their fingerprints are all over this document. I thank them for their wonderful ideas, suggestions, corrections and cajoling. They are amazing.

We hope that you enjoy the 2017 Citizens Report and will share this with your family and friends. We are all very proud to serve this community.

**Fred Armstrong**  
Manager Corporate Communications  
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Phone 604-467-7452

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

Maple Ridge is active on social media. You can follow us on Twitter [@yourmapleridge](https://twitter.com/yourmapleridge) and on Facebook at [facebook.com/yourmapleridge](https://facebook.com/yourmapleridge). We look forward to your comments on the 2017 Citizens Report.



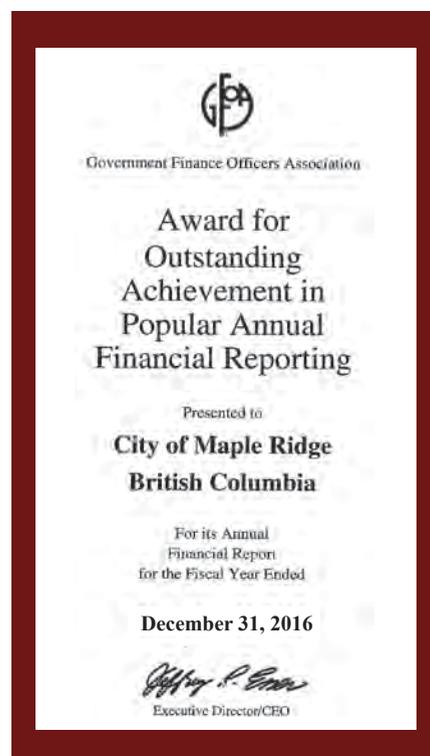
The print version of this report is 100% recyclable.



The Government Finance Officers' Association of the United States and Canada (GFOA) has given an Award for Outstanding Achievement in Popular Annual Financial Reporting (PAFR) to Maple Ridge for its Popular Report for the fiscal year ended December 31, 2016. 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.

The Award for Outstanding Achievement in Popular Annual Financial Reporting is valid for a period of one year only. Maple Ridge has received a Popular Award for the 21st consecutive year and is very fortunate to be one of only ten municipalities in Canada awarded a PAFR for 2016. We believe our current report continues

to conform to the Popular Annual Financial Reporting requirements, and we are submitting it to GFOA.







## Your Council: In the Community

Council members attend numerous meetings each year and spend many hours poring over reports and presentations, but an important part of the job is representing the City at many community events, fundraisers and ribbon cuttings that happen each year. Here are just a few highlights of 2017.

**Top left:** In March, Maple Ridge was announced as the host City for the 2020 BC Summer Games. We enlisted Home Town hero Karina LeBlanc as emcee for the announcement and she learned that a new synthetic turf field at Merkley Park would be dedicated in her honour. Karina is the queen of social media and Mayor Read took a moment to pose for a selfie to mark the event.

**Middle left:** The annual South Asian Cultural Society gala featured many members of parliament who were guests of MP Dan Ruimy (right). Councillors Kiersten Duncan and Tyler Shymkiw are seen here with the Honourable Harjit Sajjan, Canada's Minister of Defense who gave an inspiring speech to the audience.

**Bottom left:** Councillors Gordy Robson and Craig Speirs spent a number of hours at the Ridge Meadows Home Show talking with citizens about issues that are important to them. This is the place that the annual Citizens Report is first available to the community.

**Middle right:** Councillor Bob Masse joined Santa Claus to summon the 'Spirit of Christmas' to magically light the giant Christmas tree at the entrance to Memorial Peace Park. This marked the start of the Santa Claus parade.

**Top right:** At the end of October Councillor Bell attended an event at Allco Park celebrating the refurbishment of the horse corrals. The work was carried out with a grant from the Horse Council of BC with the support of the City's Parks & Facilities staff and volunteers from the Haney Horsemen Association.



# SPOTLIGHT: Open Government

## A Vision

On January 5, 2015, just one month after being elected to serve our community, Maple Ridge Council embarked on the Open Government Initiative.

The Task Force developed three guiding principles for the project;

1. Increase citizen's access to information.
2. Increase citizen's participation, engagement and collaboration in community issues.
3. Increase transparency and accountability of actions.

A 'Citizens Representative Working Group' (CRWG) was established to ensure that the needs of our citizens were front and centre for the project. Throughout the spring and summer of 2015 this dedicated group of volunteers held forums and invited submission from the community that would improve citizens understanding of local government processes, decision making, accountability and transparency. On October 8, 2015

the CRWG presented the Task Force with a document containing 58 recommendations on how to achieve a gold standard of open governance.

## A Plan

While the CRWG was developing their recommendations staff looked at what other communities were doing related to the concept of 'open government.' David Eaves, a recognized expert on open government, open data and digital transformation sat down with the team tasked with delivering on the recommendations and shared his experience and advice. That advice was to look at the business value of the data and build a solution that enables citizens to see the stories hidden in the data.

Inspired by a world expert and armed with an incredible set of recommendations developed by citizens, a cross department team

led by Christina Crabtree, Chief Information Officer, went to work to 'action' this exciting project.

## The Portal

On October 17, 2017 the 'Open Government Portal' (OPG) launched to the public, the culmination of two years of consultation, research and refinement to deliver on Council's vision and the CRWG recommendations.

Every department had a role in the development of the Portal. The team of technology professionals at the core of this work found a way to use existing City software platforms to reduce the cost to deliver the OGP and leverage the expertise within the organization using existing data.

"Revealing some of the individual components of the larger OGP such as the Crime Map and the Contract Registry Search allowed us to test some of the concepts that the team were developing," said Ms. Crabtree.



Scan this QR Code with your mobile device for instant access to your Open Government Portal.



“The feedback from Council and the public allowed us to refine some of the concepts under development for the full launch.”

“By using the recommendations of the CRWG and applying a business lens we were able to merge data from a number of platforms seamlessly to develop map based applications which, when combined, resulted in the development of ‘What’s Happening Around Me?’ (WHAM) which is one of the showcase features of the new OGP,” said Ms. Crabtree. “This is an example of how data can be transformed to help our citizens engage in their community.”

The OGP has three main sections. The ‘Primary Portal pages’ address recommendations by the CRWG to allow citizens to better understand and explore important decision making processes that are part of the day-to-day work of the City. The ‘WHAM’ application is a map based exploration of the City that displays information based on an address. The final section

of the OGP is called ‘Unlock The Data’ and a click on the ‘Infographics’ section reveals data visualizations that allow citizens to explore facets of the City’s day-to-day work.

## What’s Next?

The OGP is not finished. It will grow and evolve along with the City. As citizens and staff make new

connections with the data collected as part of the daily work of the City there will be new applications created and launched. As the City’s business processes evolve and streamline, the OGP will be updated to reflect those changes.

David Eaves told us that when we got deep into this project it would create an opportunity for us to understand the work we do better. He predicted that we would make new connections and start to look at our processes with a new clarity. He was right.

Throughout the Citizens Report we will make linkages between the work that was accomplished between January 1 and December 31, 2017, and where citizens can find more information on the Open Government Portal.

98 *There is a quote by author and futurist Joel Arthur Barker that reads*  
***‘Vision without action is merely a dream. Action without vision just passes the time. Vision with action can change the world.’***

[opengov.mapleridge.ca](http://opengov.mapleridge.ca).  
Explore your community.

99 Katherine Wagner (left), served as chair of the Citizens Representative Working Group. Christina Crabtree (right) is the Chief Information Officer for the City of Maple Ridge.





# An Incredible Team of Professionals

In September of 2017 I was humbled to be asked to serve as the Chief Administrative Officer for the City of Maple Ridge. Any nervousness I had about stepping into this role was tempered by the enormous trust and respect that I have for my colleagues, Frank Quinn, General Manager: Public Works & Development Services and Kelly Swift, General Manager: Parks, Recreation & Culture.

We have worked together for many years and their knowledge and expertise, combined with the incredible team of professionals that we have the privilege to work with across this organization, have allowed us to continue the momentum that has been created by our Council. This is an exciting time for our community.

As Mayor Read noted in her introduction, the theme of this year's Citizens Report is 'Open Government.' In the coming pages you will see highlights of the work we delivered in 2017, and for this introduction I wanted to point out some statistical information about our team.

On the Open Government Portal page, you will find the 'Employee Demographics' chart as part of the

Infographics section. This page shows that we have 693 employees across all departments, representing full time and part time employees. 18% of our staff members are over 56 years of age and 36.6% of our staff are between 41 and 55 years of age. We have 36 employees who have served the community for over 25 years. This speaks to the depth of knowledge and experience that we are able to draw on as we execute our work and plan for the long term.

The most important demographic is that 70.6% of our staff live right here in Maple Ridge. They are your neighbours and they are active in the community as volunteers and leaders. Most importantly, they are taxpayers - a lens that they bring to their work on behalf of all citizens.

The talents and skills across our organization are as varied as is the work we do on behalf of citizens. From teaching a toddler how to swim to operating the water, sewer and storm water management systems that citizens count on every day, the City of Maple Ridge manages and maintains a billion dollars' worth of infrastructure. The day to day operation of a City

requires a diverse set of skills and abilities.

This publication will allow you to look at the work that this team, your neighbours, does on your behalf each day. You will learn more about our Open Government Portal and our values around transparency and accountability. You will see information on your City's finances, work plan, milestones and feature stories on some of the people, activities and events that made 2017 special.

I hope that you will take the time to read through this publication and learn more about the City of Maple Ridge, but more importantly, I hope this publication reflects the deep connection and engagement that our employees and citizens have with the City and citizens we serve. If you have any questions about this report or what we do I encourage you to reach out to Kelly, Frank or me. It is an honour to serve you.

A handwritten signature in black ink, appearing to read 'Paul Gill'.

**Paul Gill,**  
Chief Administrative Officer



**This division consists of four departments: Communications, Economic Development, Human Resources and Sustainability & Corporate Planning. Here are some 2017 highlights.**

The Communications Department had a particular focus on increasing our social media outreach to ensure citizens have the information that they need to stay connected with City Hall and the many events that are the heart of our city. “Our citizens are looking for ways to stay engaged on what’s happening in our City and we are responding,” said Fred Armstrong, Manager Corporate Communications. The City’s website, [mapleridge.ca](http://mapleridge.ca), received just over 618,000 visits. In addition, almost 7,500 local citizens followed the City’s Facebook page which is an increase of 18% from 2016. City departments made almost 1,200 Facebook posts and we shared close to 3,000 photos on social media channels.

Economic Development worked closely with their colleagues in Planning and Licences & Bylaws to update the City’s Home Based Business bylaw. “This update recognizes the importance of home based business as an incubator for creating new employment and allowing our entrepreneurs to find a balance between their work lives and raising their families,” said Lino Siracusa, Manager of Economic Development.

“Some of our most successful local businesses started out on the dining room table of local resident’s homes and we are proud to have the most progressive Home Based Business bylaw in the region,” he added.

Human Resources work closely with City departments to ensure we recruit and retain the diverse workforce required to carry out the City’s work. Training and development programs ensure employees’ skills are upgraded to meet changing demands. Worker safety is also a key role of the Human Resources team. “Inside the bay doors at each of the fire halls is a sign that reads Everyone Goes Home,” said Frances King, Director of Human Resources. “It’s the mantra of the entire organization and applies to all of our contractors as well. In 2017 the City of Maple Ridge received a rebate of \$90,000 from WorkSafeBC, recognizing the commitment we have to worker safety.”

Sustainability & Corporate Planning forged a number of partnerships with outside organizations to look at how our City can conduct business that is sustainable for the long term. Energy reduction programs like our LED

streetlight program were adopted by the development community as partners. “In 2017 we began a dialogue with the Katzie and Kwantlen First Nations to explore common goals around economic development and cultural ties. As well, a partnership with Simon Fraser University is looking at how we can better evaluate and measure our work.





**This division consists of five departments: Clerk's, Finance, Information Technology, Fire and the civilian side of the RCMP. You will find information on the Maple Ridge Fire Department on page 15 and a summary of the RCMP's work on page 16.**

Your City holds over 100 public meetings annually where Council members debate and vote on over 500 motions after reviewing close to 10,000 pages of reports. The Clerk's Department makes sure that the community has access to public meeting agendas, reports and minutes in a timely manner.

The Finance Department is responsible for accounting, financial planning and revenue & collections. The centre portion of this document, pages 17 to 28, provides summary financial information, population & demographics and property tax information. In 2017, as part of the Open Government Portal new tools were created to engage citizens and to increase accessibility, transparency and accountability.

A chart titled 'Property Tax Levied

(Collected) by Type' allows citizens to see where the City's revenue comes from. The 'Capital Planning Budget Summary' table provides a breakdown by department and by year to provide citizens with more detailed information on work that is budgeted in the current financial plan.

"The Open Government Portal allows us to present information for citizens in a manner that suits them. The City has always been a leader in exceeding the standards laid out by the Government Finance Officers Association (GFOA), so this information was amongst the first data we prepared for the launch of the portal," said Christina Crabtree, Chief Information Officer.

The City's computer, data and digital communications are managed by the Information Technology department.

They maintain the tech infrastructure of five sites, an internal fibre optic network, close to two million emails a year, including the filtering of over 100 million spam emails. This team was kept very busy in 2017. These computer systems track all customer interactions, allow for the monitoring and operation of the City's water and sewer systems and ensure that staff has computer access to carry out their daily work.

The Corporate & Financial Services team is at the forefront of delivering on Council's vision and values around transparency and accountability. The addition of the Open Government Portal in 2017 demonstrates the City's commitment to ensuring our citizens have the information they require to understand their City's operation and financial health.



**This division is responsible for the management of City parks, facilities, recreation programming, arts, culture and community engagement. It has been an exciting year across the division.**

The celebration of Canada 150 was spread throughout the year with a series of enhanced cultural and community events that started with an art installation in the spring and culminated with the Celebrate the Night festival, complete with fireworks in the fall. “Our community volunteers and festival organizers really embraced this national celebration,” said Yvonne Chui, Manager of Arts & Community Connections. “It was a record year for attendance in our downtown with 200,000 guests enjoying events from April through to December.”

In July the City held a groundbreaking ceremony for a new synthetic turf field that will be called ‘Karina LeBlanc Field at Merkley Park.’ “The crowd were in tears as they heard the story of how Karina started her journey to the London Olympics on the gravel field that this new facility will replace,” said Valoree Richmond, Manager of Parks Planning & Operations. “With \$500,000 from the Canada 150 fund

this new facility will stand as an incredible tribute to our country and the amazing citizens who flourish when given opportunities to shine.”

In September our Council made a historic decision to move forward with the largest investment in community recreation facilities in the last 25 years. This was the culmination of a yearlong community consultation and concept development to establish priorities for the development of recreational facilities to serve our fast growing City. This was one of the most significant divisional milestones for the year.

“As this publication went to press these projects received ‘assent of electors’ and the highest priority project, the Leisure Centre retrofit was started,” said Kelly Swift, General Manager: Parks, Recreation & Culture. “These projects touch every neighbourhood in our community, foster strong community connections and provide all citizens, especially our youth, with places to play, be active

and engage with their peers.”

As 2017 drew to a close, the Youth Wellness Centre, co-located in the Greg Moore Youth Centre, was selected to pilot a Youth Wellness Program with a vision to create a larger permanent home for this groundbreaking initiative. “It’s a testament to the determination of local citizens and health practitioners, led by the Maple Ridge & Pitt Meadows Community Services team, that this program has evolved so quickly,” said Tony Cotroneo, Manager of Community Services. “The pilot program at the Greg Moore Youth Centre has all but eliminated wait times for local youth who are dealing with mental health issues. Helping young people get the professional help they need can, and is, changing the trajectory of lives in the best way. The City is proud to be a partner in this project.”

## PUBLIC WORKS & DEVELOPMENT SERVICES



**This division encompasses the City's Planning, Engineering, Operations, Building and Licences & Bylaws departments.**

One of the largest road projects in Maple Ridge history saw the completion of Phase Two of 128 Avenue which now provides a four lane connection to and from Golden Ears Way.

Many of the accomplishments of the Engineering Department are hidden from public view. Water and sewer works that run under roads and engineering planning work for capital projects that are rolling out in 2018 and beyond. "In 2017 our team set a world record for a sewer pipe expansion project that ran along River Road. We used an innovative 'pipe bursting' technology perfectly suited to the conditions," said Municipal Engineer David Pollock. Instead of digging a giant trench, we were able to pull a new pipe underground along the path of the old pipe more than doubling the capacity of the sewer line for the fast growing Albion neighbourhood."

2017 was another busy year with many accomplishments. The Open Government Portal has a plethora

of data that provides citizens with an opportunity to explore not only 2017, but historical work done across the division. In early 2017 there was continued cold weather and snowfalls up into mid-February and these weather conditions create potholes. Sure enough, when you dive into the data you see that the Operations Centre dealt with 175 service requests to repair potholes versus 68 in 2016 and 44 in 2015. "In total, our team handled 5,825 service requests in 2017," said James Storey, Director of Engineering Operations. "We keep a close eye on weather forecasts because extreme weather events are a new 'normal' in our daily work."

"There are a number of data visualizations on the OGP that speak to the pace of development in our fast growing City," notes Christine Carter, Director of Planning. "One of the most impressive tools we unveiled last year was the 'Land Development Application Viewer' that allows citizens to discover projects in our

work flow. This addressed a number of recommendations from our Citizens Working Group and creates a connection from the curbside signs to the reports and video recordings of Council's deliberations for every single project."

"The 'Building Permits Annual Summary Chart is the place to go to get the latest data on the work of my team," said Stephen Cote-Rolvink, Chief Building Official. "We issued 974 building permits last year, just under 2,000 electrical permits and 678 plumbing permits. Our goal is to ensure that a person investing in a new home, the single biggest purchase in their life has the security of knowing that home is built to code and fully inspected."

Citizens are encouraged to explore all of the data and process information on the OGP and explore the latest updates on projects at [mapleridge.ca](http://mapleridge.ca).



## One of the first areas to embrace the Open Government Portal (OGP) development was the Maple Ridge Fire Department.

Geographic information Systems (GIS) and data management is an integral part of modern firefighting. Each of the Fire Department fire trucks is equipped with a laptop that is used to calculate the fastest route to a call and provides essential property records that the Fire Department uses to assist in controlling the emergency.

“This information allows the first arriving firefighters to recommend a course of action or be advised of dangers within that property,” said Chief Exner. “Throughout my career with the department I have seen the evolution of technology that improves the response and deployment of our crews to protect lives and property. The opportunity to share this data as part of the OGP was a natural evolution of the department.”

The ‘Fire Department Multi Year Stats’ table provides citizens with information on the total call volumes and breakdowns by category. In 2017 there were 144 structure fires compared to 125 in 2016.

The data shows that 47 of these fires

were in the downtown versus 43 in west Maple Ridge. “Data drives much of our decision making. Modern building codes require the installation of sprinkler systems to suppress fires in all residential buildings. We have a number of houses and apartments that were built before the sprinkler requirement was put in place,” said Chief Exner. “This means we put a high priority on building inspections on places built before the requirement was in place, especially apartment buildings. Ensuring that the fire exits are clear, that exit signage is in place and that there are no accelerants in common areas, underground parking and hallways, is critical with these properties. It can mean the difference between life and death in a large fire.”

There’s a second table that captures the full array of emergency incidents in our community. This table includes data on all types of fires, alarms, medical emergencies and vehicle accident rescues that the Fire Department responds to. Our

Fire Department responds to only the more serious medical type calls.

“We are there to respond to serious medical calls where we can absolutely make a positive difference in the medical outcome of a sick or injured person. Our firefighters have medical aid training and are trained in special rescue skills to deal with emergency situations where a few minutes can make a difference in a person’s outcome,” said Chief Exner. “There is no prouder moment than when a person we’ve helped visits the Fire Hall after they recover from their emergency. It serves as a positive reminder that we are here to help.”



## RIDGE MEADOWS RCMP/POLICE SERVICES



**Superintendent Jennifer Hyland became head of the Ridge Meadows RCMP Detachment in early 2017, replacing Dave Fleugel who retired from the force.**

On page 40 we have a more in-depth story on Supt. Hyland, how she is embracing this new chapter in her policing career and her deep roots in Maple Ridge.

"I have been fortunate in my career to work with some amazing individuals that I have learned from. Having the opportunity to now return and serve the community I grew up in is a special honour, and our Maple Ridge team is committed to ensuring the safety and security of all citizens," said Supt. Hyland. "I am very proud that we were able to recruit Inspector Aaron Paradis as Operations Officer for our detachment. We have a great team here that is well connected to our community."

The RCMP, like their colleagues from the Maple Ridge Fire Department, are big fans of data, and so when the Open Government Portal (OGP) team needed to test the concept of merging data with the City's Geographical Information System (GIS) the RCMP stepped up and rolled out the 'Crime Map' application a full year before the

launch of the OGP. This map is now integrated with the 'What's Happening Around Me? (WHAM)' application to allow citizens to see the crime profile for their neighbourhood.

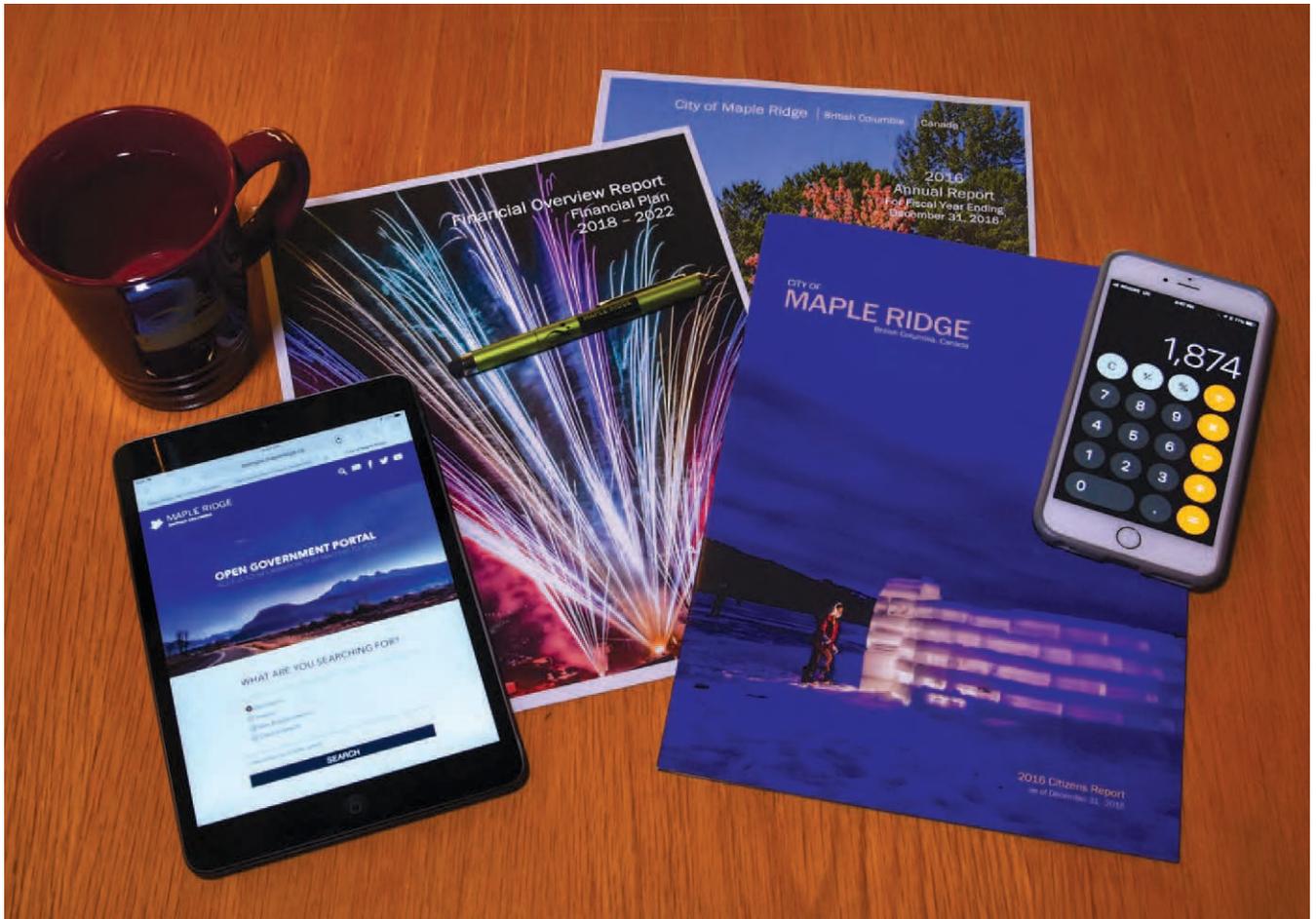
"We use the information we get from citizens to deploy our resources in the community," said Supt. Hyland. "I continue to remind citizens of the importance of calling in any criminal activity. This data drives response, and the faster we start seeing calls about an offender operating in a neighbourhood the better chance we have of apprehending them."

The OGP provides citizens with the ability to explore 'RCMP Property Crime Statistics' from 2013 through to data that is updated weekly. "We want to be very transparent with this information," said Supt. Hyland. "Crime prevention relies on people making good choices about securing their personal property. We also need citizens to be vigilant about suspicious activity. Finally, we need people to call us and report ALL criminal activity. This is the data we need to target our

resources to ensure our community remains safe."

You can follow Ridge Meadows RCMP on Facebook at '[Ridge Meadows RCMP](#)' and on Twitter [@RidgeRCMP](#). It's a great way to stay connected with day-to-day policing and charity work in the community.





## Working to Tell the Story Behind the Numbers

Since our community was founded in 1874, the information available to our citizens about the City's finances has continued to evolve. Gone are the days of hand written memorandums and ledgers, though for those who are interested, our historical records have been digitized and are available online.

The City now produces a number of financial reports, each with a specific purpose. For instance, we produce a 5-year Financial Plan that is a forward looking document. It is supported by detailed business plans that allow the reader to see the services that are provided, together with the expected cost.

We also produce an Annual Report which is a retrospective document. It looks at our financial performance, in relation to our financial plan. This document is prepared in accordance with the latest accounting standards

and meets the legislative requirements. The Financial Statements included in this report are audited by an independent external auditor.

At the City of Maple Ridge, it has never been good enough to just meet minimum standards. Rather, we try to understand the needs of our citizens, find ways to connect with them and provide them with information in a variety of different ways. That is why we produce the Citizens Report. It is not required. We produce it because it is the right thing to do.

The Citizens Report is easier to read than the Annual Report. While it still includes our audited Financial Statements, it has more graphics and pictures that help tell the story of what we did the previous year. Our Citizens Report is considered a 'best practice' by the Government Finance Officers Association (GFOA).

In late 2017, the City introduced the next evolution of its efforts in transparency and accountability: the Open Government Portal. The portal contains interactive process diagrams, data visualizations for day to day work of our City and a variety of innovative software tools like the popular 'What's Happening Around Me?' (WHAM) application that allows citizens to explore and access information using maps. We encourage citizens to explore the full potential of the new portal at [opengov.mapleridge.ca](http://opengov.mapleridge.ca).

"It is important for us to find ways to connect with our citizens in a visually interesting format, to tell the story of our community and the work that we do," said CAO Paul Gill.

# Consolidated Statement of Financial Position

As at December 31, 2017

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

	2017	2016
<b>Financial Assets</b>		
Cash and cash equivalents	<b>\$ 27,631,877</b>	\$ 19,542,094
Portfolio investments	<b>187,717,851</b>	158,579,174
Accounts receivable	<b>14,663,433</b>	16,981,661
Recoverable local improvements	<b>1,126,247</b>	1,211,936
Other assets	<b>763,208</b>	779,296
Inventory available for resale	<b>3,579,094</b>	4,304,688
	<b>235,481,710</b>	201,398,849
<b>Liabilities</b>		
Accounts payable and accrued liabilities	<b>20,795,751</b>	18,649,403
Deferred revenue	<b>14,198,182</b>	11,238,972
Restricted revenue	<b>39,633,654</b>	33,401,914
Refundable performance deposits and other	<b>23,403,713</b>	15,853,204
Employee future benefits	<b>4,567,300</b>	4,704,700
Debt	<b>28,273,707</b>	31,204,532
	<b>130,872,307</b>	115,052,725
<b>Net Financial Assets</b>	<b>104,609,403</b>	86,346,124
<b>Non Financial Assets</b>		
Tangible capital assets	<b>976,145,224</b>	960,396,101
Undeveloped landbank properties	<b>15,526,529</b>	15,526,529
Supplies inventory	<b>363,885</b>	355,162
Prepaid expenses	<b>1,294,624</b>	1,277,835
	<b>993,330,262</b>	977,555,627
<b>Accumulated Surplus</b>	<b>\$1,097,939,665</b>	\$1,063,901,751

## Reporting Entity and Basis of Consolidation

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

## Glossary

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

**Amortization** - The cost of using an asset over time.

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

# Consolidated Statement of Operations

For the year ended ended December 31, 2017

The Consolidated Statement of Operations is the Public Sector version of an Income Statement, showing the government entity's revenues and expenses realized over the course of the fiscal year. The difference between annual revenues and expenses is referred to as the annual surplus. The key point to keep in mind with this statement is that the annual surplus does not represent a cash surplus as the amounts reported under expense includes general operating costs and the annual depreciation of tangible capital assets used in service provision, but does not include the amount of cash invested in infrastructure during the year.

	Actual 2017	Budget 2017	Actual 2016
<b>Revenue</b>			
Taxes for municipal purposes	\$ 81,729,003	\$ 81,624,555	\$ 77,452,203
User fees and other revenue	42,409,361	40,289,865	43,211,346
Government transfers	3,434,531	7,232,253	2,775,735
Development revenue	8,155,007	40,056,557	17,893,281
Interest and investment income			
Investment income	561,683		
Interest income	2,984,982		
Less: Restricted amount	(363,771)		
Interest and investment income	3,182,894	1,898,004	2,478,388
Gaming revenues	1,561,090	1,050,000	1,338,678
Refinancing and asset disposal gain (losses)	(807,330)	1,500,000	(3,833,337)
Contributed tangible capital assets	16,725,863	20,000,000	39,062,791
	<b>156,390,419</b>	193,651,234	180,379,085
<b>Expenses</b>			
Protective services	38,065,340	40,620,751	35,844,566
Transportation services	19,511,458	21,090,430	15,835,722
Recreation and cultural	19,784,632	21,236,613	21,584,478
Water utility	13,305,309	14,560,540	12,628,882
Sewer utility	10,761,203	10,964,767	10,068,307
General government	15,106,167	17,876,072	14,821,099
Planning, public health and other	5,818,396	6,616,582	5,518,328
	<b>122,352,505</b>	132,965,755	116,301,382
<b>Annual surplus</b>	<b>34,037,914</b>	60,685,479	64,077,703
<b>Accumulated surplus</b> - beginning of the year	<b>1,063,901,751</b>	1,063,901,751	999,824,048
<b>Accumulated surplus</b> - end of the year	<b>\$1,097,939,665</b>	\$1,124,587,230	\$1,063,901,751

The 2017 Annual Report contains more detailed information on the financial position and results of operations. Copies can be obtained from the Fraser Valley library, Maple Ridge City Hall and online [www.mapleridge.ca/163/Annual-Report](http://www.mapleridge.ca/163/Annual-Report).

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

**Net Financial Assets** - The excess of financial assets over liabilities.

**Non-Financial Assets** - Assets that are acquired, constructed or developed that do not normally provide resources to discharge existing liabilities, but are normally employed to deliver government services or may be consumed in the normal course of operations.

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

# Expenses



**Total Expenses in 2017:  
\$160,417,845**

Protective Services	31¢
Transportation Services	16¢
Recreation and Cultural	16¢
Sewer Utility	12¢
General Government	11¢
Water Utility	9¢
Planning, Public Health and Other	5¢

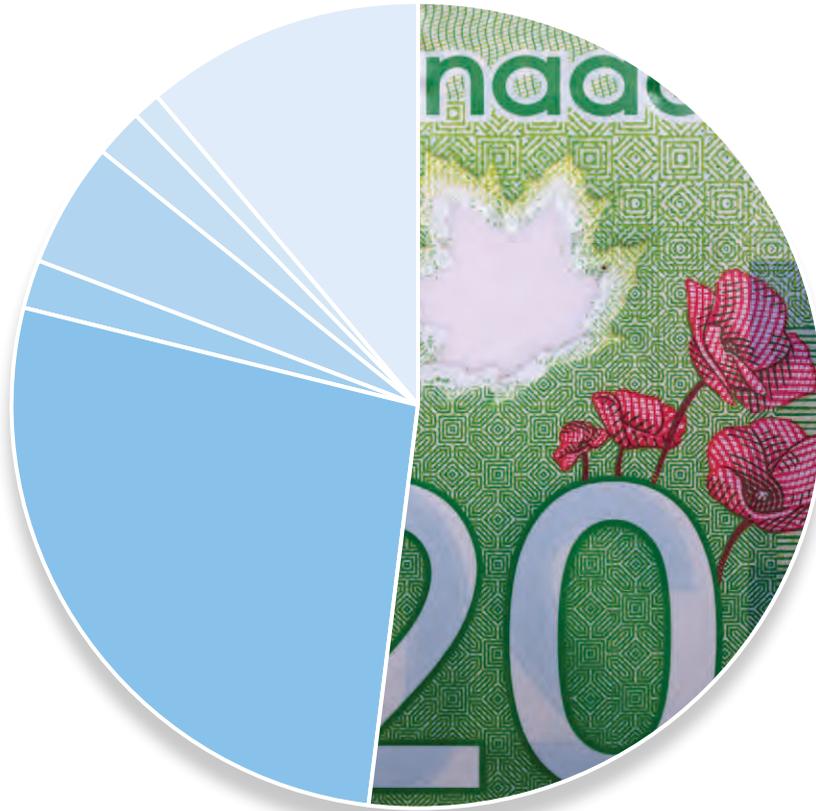
This chart shows you how much of each dollar Maple Ridge spends that goes to fund specific services and projects.

## Expenses & Expenditures By Object 2013-2017

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

	2017	2016	2015	2014	2013
<b>Labour</b>	25%	24%	24%	26%	22%
<b>Goods &amp; Services</b>	33%	31%	32%	34%	30%
<b>Debt Servicing</b>	1%	1%	1%	1%	1%
<b>Capital</b>	12%	18%	11%	12%	10%
<b>Contributed Infrastructure</b>	9%	22%	21%	15%	26%
<b>Amortization Expense</b>	12%	10%	11%	12%	10%
<b>Total Expenses &amp; Expenditures (In Millions)</b>	<b>160.6</b>	<b>188.0</b>	<b>177.0</b>	<b>157.4</b>	<b>176.3</b>

# Revenues



This chart breaks down the total revenues collected for 2017

## Revenues by Source 2013-2017

	2017	2016	2015	2014	2013
<b>Taxes</b>	52%	43%	43%	49%	41%
<b>User Fees &amp; Other Revenues</b>	27%	24%	24%	26%	22%
<b>Government Transfers</b>	2%	2%	2%	2%	2%
<b>Development Revenue</b>	2%	2%	2%	2%	2%
<b>Interest &amp; Investment Income</b>	5%	10%	8%	6%	6%
<b>Gaming Revenue</b>	2%	1%	1%	2%	2%
<b>Refinancing &amp; Asset Disposal Gains (losses)</b>	-1%	-1%	-1%	-1%	-1%
<b>Tangible Capital Assets* (TCA)</b>	11%	23%	21%	15%	27%
<b>Total Revenue (In Millions)</b>	<b>156.4</b>	<b>180.4</b>	<b>170.9</b>	<b>146.5</b>	<b>165.1</b>

\*Definition: **Tangible Capital Asset**. These are assets that have a physical form. Examples include machinery, buildings and land. Each year the accounting team does an extensive review of all assets to ensure that the value of our community's assets are accurately reflected.

# 2017 Financial Plan

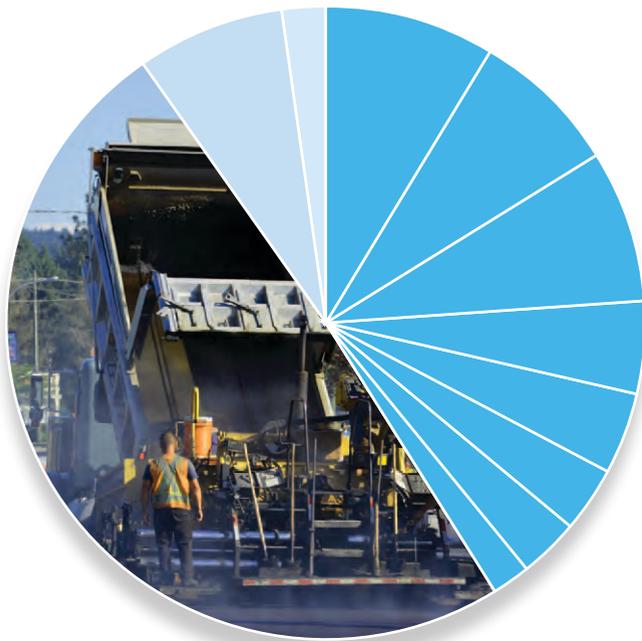


## 2017 Projected Funding Sources

Property Taxes and Parcel Charges	\$ 81.6 Million
Development Fees	60.1 Million
Reserves (Net)	42.4 Million
Fees & Charges	40.3 Million
Reduce Book Value of Assets (Amortization)	19.8 Million
Borrowing Proceeds	13.0 Million
Interest, Grants & Other	10.1 Million
Sale of Property	1.5 Million

**Total Revenues \$268.9 Million**

This chart shows where the money is coming from to support Council's 2017 Financial Plan; the breakdown is based on a percentage of the Total Revenues.



## 2017 Projected Uses of Funds

Police Services	\$ 23.3 Million
Parks, Recreation & Gen. Govt Properties	20.7 Million
Public Works & Development Services	20.4 Million
Water	12.7 Million
Fire Protection	11.1 Million
Sewer	9.0 Million
Corporate & Financial Services	8.3 Million
Administration	5.6 Million

**Total Other \$111.2 Million**

Capital Program	\$ 132.2 Million
Amortization	19.8 Million
Debt Payments	5.7 Million

**Total Uses of Funds \$268.9 Million**

This chart shows where the money is used to deliver the 2017 Financial Plan; the breakdown is based on the percentage of the Total Uses of Funds.

# Capital Additions



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

## 2017 Capital Additions

Transportation	51.77%	\$ 19.81 Million
Recreation & Cultural	19.31%	7.40 Million
Water Utility	12.55%	4.80 Million
Sewer Utility	11.38%	4.35 Million
General Government	2.62%	1.00 Million
Protective Services	2.05%	0.79 Million
Planning: Public Health & Other	0.32%	0.12 Million

**Total Capital Additions**

**\$38.27 Million**

# Population & Demographics

## Population by Age

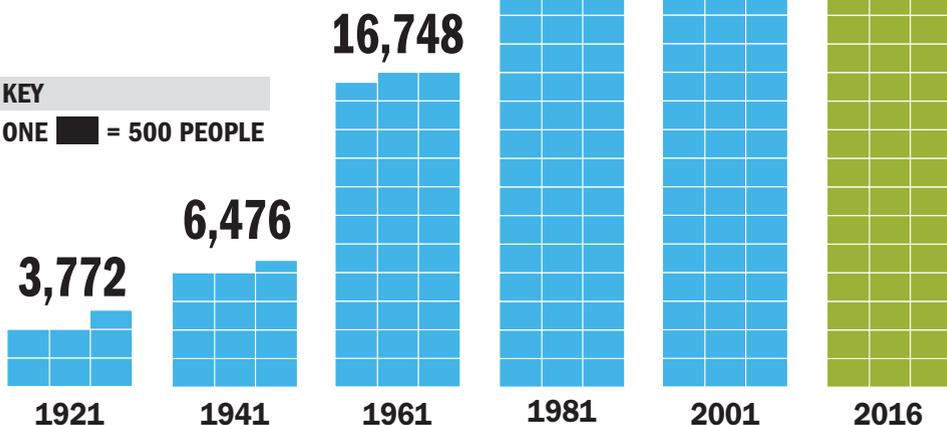
Age Group	2016 Census	2031 Projection
Ages 0-14	17%	14%
Ages 15-24	12%	9%
Ages 25-34	12%	11%
Ages 35-44	13%	16%
Ages 45-54	16%	15%
Ages 55-64	14%	13%
Ages 65-74	8%	12%
Ages 75+	8%	9%

## Maple Ridge's Historical Population Growth

This graph illustrates the growth in Maple Ridge's population during the last century. The data is shown in 20 year periods starting in 1921. As you can see, the population has virtually doubled every 20 years. The green bar represents growth in the 15 year period from 2001. BC Statistics projects a population of 132,000 by 2041.

In 2016, the enumerated population of Maple Ridge was 82,256, which represents a change of 8.2% from 2011. This compares to the provincial average of 5.6% and the national average of 5.0%.

**KEY**  
 ONE ■ = 500 PEOPLE



## Median Age

### Definition:

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

**2016 Median Age (census) for Maple Ridge**

**41.4**

**2031 Median Age (estimate) for Maple Ridge**

**44.6**

### Why is this important?

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

Source: Statistics Canada

# Employment & Debt

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

## British Columbia Employment Rate

# 59.6%

Source: Statistics Canada  
2016 Census

## Maple Ridge Residents: Employment by Industry

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

## Maple Ridge Residents: Employment by Occupation

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

Source: City of Maple Ridge - Economic Development

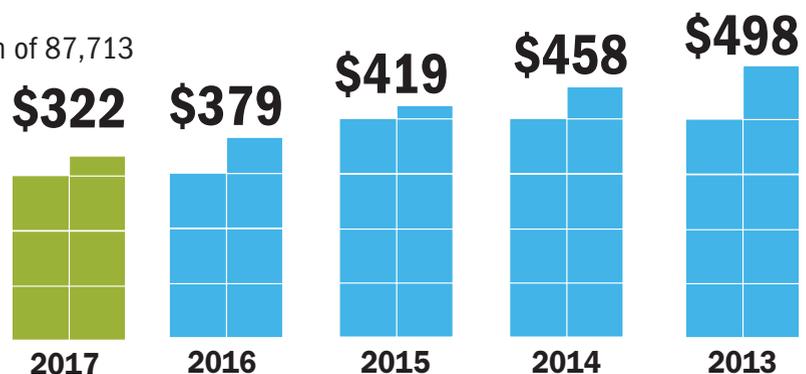
## Debt Per Capita

2017 - Based on estimated population of 87,713

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

### KEY

ONE ■ = \$50



Source: City of Maple Ridge - Finance Department

# Property Taxes vs. Household Costs

## Monthly Cost of Municipal Services

Total for Municipal Services	\$ 276.29
Police Services	50.16
Water (Includes Capital )	48.18
Capital (Includes Debt)	42.82
Parks, Recreation & Culture	31.99
Sewer (Includes Capital )	29.77
Fire Services	24.83
Development Services	24.61
General Government	17.98
Recycling (Includes Capital )	5.95

The monthly costs are based on the taxes paid for a home valued at \$592,666 which was the 'Average Single Family Home' for 2017. Your 2017 tax bill is comprised of the elements listed.

As with other household bills, you can pay your taxes using our monthly 'Pre-Authorized Withdrawal Program.' Look for more information in the Online Services menu at [mapleridge.ca](http://mapleridge.ca).

Source: City of Maple Ridge - Finance Department



The Standard Monthly Household Costs are a combination of Statistics Canada Census Data and a survey of service providers.

## Standard Monthly Household Costs

Accommodation	\$ 1,617.17	FortisBC (Gas)	81.86
Transportation	1,006.67	Internet (Basic)	36.95
Food	761.58	Home Security System	28.00
Clothing & Accessories	283.08	Cell Phone	25.00
BC Hydro (Electricity)	90.45	Telephone (Basic)	25.00
Home Insurance	87.00	Cable Television (Basic)	25.00

# Property Values vs. Taxation

## Property Values

In 2017, 92.6% of the value of property was in the Residential Class. That's 92.6% of the over \$19 billion figure supplied by BC Assessment.

## Property Taxes

While 92.6% of the value is in the Residential Class, only 78.4% of the tax collected comes from Residential.

21.6% of tax collected comes from Business Classes, which account for 7.4% of the total property value. This type of ratio is common in Metro Vancouver.

Total property tax levied in Maple Ridge during 2017 was just over \$76 million.

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

The 2017 Annual Report contains more detailed information on the financial position and results of operations. Copies can be obtained from the Fraser Valley Regional Library, Maple Ridge City Hall and online [mapleridge.ca/163](http://mapleridge.ca/163).

Residential  
**92.6%**

Business  
Classes  
**7.4%**

## Taxable Values By Property Class



2017 Total Value of  
All Property Types  
**\$19,332,243**

VERSUS

## General Taxation By Property Class

Residential  
**78.4%**

Business  
Classes  
**21.6%**



2017 Total  
Property Tax Levies  
(for general purposes, NOT school,  
GVTA, BCA, etc.)  
**\$76,320,447**

# Understanding Your Tax Notice

## What are you paying & who gets the money?

### School Taxes

The Provincial Government determines how much is required for School Taxes. School Taxes are paid to the Province, not the local School District.

### Total Other Government Taxes

Various government organizations have the authority to collect money using property taxes. We are required to collect money for:

1. **Greater Vancouver Regional District**
2. **TransLink**
3. **BC Assessment**
4. **Municipal Finance Authority**

These organizations use this money to fund their organizations.

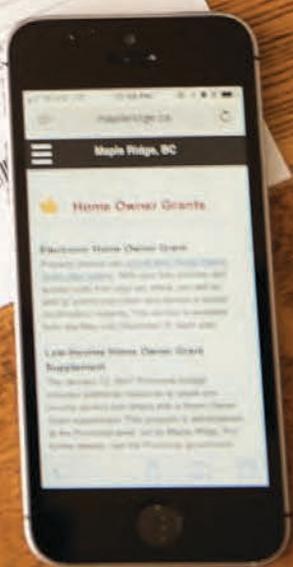
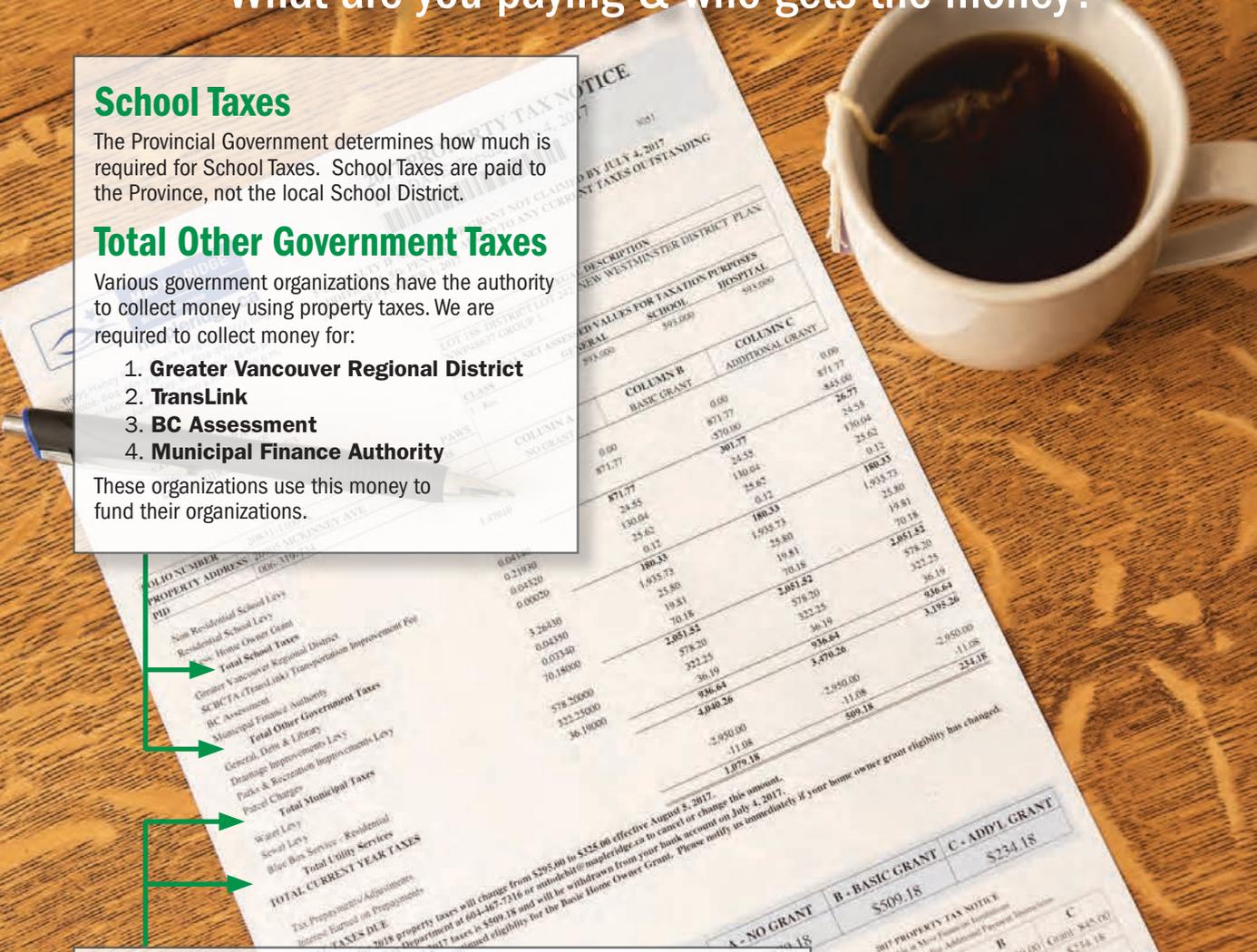
### Total Municipal Taxes

These are the funds collected to pay for the operation of the City of Maple Ridge. For a more detailed breakdown of what these categories fund we recommend that you look at the 2017-2021 Financial Overview Report at [mapleridge.ca/DocumentCenter/View/1602](http://mapleridge.ca/DocumentCenter/View/1602). Your local taxes consist of:

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

### Total Utility Services

These funds are collected for specific uses. In the case of the Water and Sewer levies, a significant portion goes to Metro Vancouver to fund the infrastructure to deliver these services. The Blue Box Service Levy goes to the Ridge Meadows Recycling Society who provide this service in our community. Some communities bill their Water, Sewer and Recycling separately, often at the beginning of the year. We have opted for the single bill, both to save mailing and transaction costs and to be more transparent with an "all in" number.



# The people, places & events that defined 2017

The next pages of our Citizens Report are a photographic journey through the year. The City of Maple Ridge is more than numbers and graphs, these photos help reveal the day-to-day life of our community. The photos show the passing of seasons, introduce the incredible citizens who inspire us and the many community events and celebrations that make this an amazing place to live. We would like to thank the talented journalists at the Maple Ridge News for sharing images with us for this publication. Their photos, along with images taken by City staff and local photographers, give us a glimpse of the year that was. Enjoy!



Maple Ridge News photographer Collen Flanagan caught up with Pavel Romanchak at Whonnock Lake in early January. He was fishing for crappie, rainbow and cutthroat trout. Despite a dedicated six hours out on the ice with his friend Vladimir Denynyuk, they came up empty handed. The winter of 2016-2017 was one of the coldest, and snowiest, in recent years.

*Photo Courtesy The News*



**Top:** A dedicated jogger braves the cold weather on the dykes at Jerry Sulina Park. Photographer Colleen Flanagan's image was the front page of the January 4 edition of The News. *Photo Courtesy The News*

**Middle left:** Hudson Campbell, a student at Thomas Haney Secondary School, appeared on the Food Network show 'Chopped' in January. Hudson made it to the final basket and was the last chef 'chopped.' While he didn't win the \$10,000 prize, he demonstrated his amazing culinary skills and creativity to a national audience. We are so proud of him. *Photo Courtesy The News*

**Middle Right:** In February a divider was placed along the middle of Lougheed Highway from just east of 240 Street to just west of 272 Street as part of safety improvements announced in the spring of 2016 . *Photo Courtesy The News*

**Bottom Centre:** Earth Day was filled with wonderful fun activities for the whole family. This April event marks the beginning of Maple Ridge's festival season. *City of Maple Ridge Photo*





**Left:** On March 10 the City of Maple Ridge was announced as the host City for the 2020 BC Summer Games. As part of the event Paralympic Silver medalist Nathan Stein announced his retirement from competition and a new focus on coaching and mentoring the next generation of athletes in our community. *City of Maple Ridge Photo*

**Centre left:** Winter had one last blast of snow for us back in February. Nejla Savaz decided to make the best of the opportunity and joined her neighbours at Jackson Farm for some intense sledding. *Photo Courtesy The News*

**Centre right:** Ridge Film Studios hosted a TV series starring Raquel Welch that was filmed in early 2017. The family home and fictional gym that the series centres around were constructed and filmed in the studio on 224 Street. Outdoor shots were done in Silver Valley. *City of Maple Ridge Photo*

**Bottom Right:** Ross Davies, a passionate spokesperson for KEEPS, is pictured at Spencer Creek where there have been signs of Coho salmon returning to the water system. This urban stream has been the subject of restoration work for close to two decades. *Photo Courtesy The News*





**Top:** The first weekend in May sees the Ridge Meadows Home Show take over the Albion Fairgrounds and Planet Ice. The last few years have had wonderful warm and sunny weather that make the West Coast Amusement's rides a 'must see' part of the weekend. *City of Maple Ridge Photo*

**Centre left:** Opening Day of the Haney Farmers Market is the unofficial start of summer in Maple Ridge. One of the traditions of the first market day is the cutting and sharing of the carrot cake. Sandra Ramsay, Chair of the Farmers Market Society is joined by City staff liaison Darlene Slevin serving market patrons. *City of Maple Ridge Photo*

**Centre Right:** In June Maple Ridge celebrated National Aboriginal Day at Memorial Peace Park. The day included music, dance and spoken word presentations celebrating Canada's indigenous peoples. *City of Maple Ridge Photo*

**Bottom left:** Throughout 2017 citizens were engaged at community events to help with the development of the Maple Ridge Cultural Plan. Displays at events and festivals along with special forums were at the core of this project. *City of Maple Ridge Photo*



**Top left:** Gordon Cooper gets sprayed by his coach, Jackson Alexander at a lacrosse fundraiser at Albion Fairgrounds in late May. Gordon got a little wet in the exchange, but by pressing the button his coach got dunked!  
*Photo Courtesy The News*

**Top right:** Maple Ridge firefighter Mary Foster is the champion of a program called 'Camp Ignite' to spark interest from females wanting to pursue the profession. The Camp celebrated its seventh anniversary.  
*Photo Courtesy The News*

**Middle left:** The wildfires in the interior of BC were the inspiration for some young Maple Ridge citizens to take action. Rae-Lynn Higham (left), Elizabeth Fiorante, Amanda Spurr, Cheyanne Higham, Madalyn Howe and Rebecca Howe raised money for the Canadian Red Cross to help fire victims.  
*Photo Courtesy The News*

**Bottom:** The Captien family released Chinook salmon fry into the Alouette River as part of the Alouette River Management Society's Father's Day fish release.  
*Photo Courtesy The News*





**Top:** Our photographer wandered away from the dedication of a new picnic shelter to catch women's fastball action at Albion Sports Complex. *City of Maple Ridge Photo*

**Centre:** Former Ridge Meadows Minor Hockey Association alumni and NHL player Patrick Wiercioch was signed by the Canucks prior to the start of the 2017-2018 season. He spent the year at the Canucks's farm team in Utica. *Photo Courtesy The News*

**Bottom:** Music on the Wharf, the concert series run by the Maple Ridge Museum and Archives, is a wonderful way to celebrate music and Maple Ridge's roots on the Fraser River. *City of Maple Ridge Photo*





**Top left:** Every year at the end of August, 228 Street is closed to traffic and fills with hundreds of classic cars as part of the 'Cruisin' for a Cause' event hosted by the local A&W franchise. The event is popular with all generations who enjoy automobile history and supporting the work to fund research to find a cure for MS. *City of Maple Ridge Photo*

**Top right:** On November 10 the old Mussallem Motors building at the corner of Lougheed Highway and 223 Street was the scene of a huge fire. The building dates back to the 1930's and since the Cadillac dealership closed, the building has seen a number of uses. Fortunately, no one was injured in or fighting the fire. *Photo Courtesy The News*

**Centre:** On November 11 the City of Maple Ridge gathered at Memorial Peace Park for the annual Remembrance Day ceremony organized by the Royal Canadian Legion Branch #88. Photographer Oliver Rathonyi-Reusz captured this touching moment from the ceremony. *City of Maple Ridge Photo*

**Bottom left:** At the end of October the community gathered for the second annual Celebrate the Night Festival at Memorial Peace Park. The park was filled with young citizens dressed in their Halloween costumes and while they waited for the fireworks there was music, dance and crafts. *City of Maple Ridge Photo*

**Bottom right:** Garibaldi Secondary School international students Esther Ramirez from Spain, and Greta Francke from Germany, are shown with their gingerbread house creations that were entered in a regional competition in December. *Photo Courtesy The News*



# A Yearlong Birthday Party For Canada



No community celebration in Maple Ridge is complete without a cake being served, and in 2017 we cut and served a ton of birthday cake as part of the yearlong celebration of Canada 150. Our community was particularly proud, and honoured, to collaborate with the Katzie and Kwantlen First Nations who have been stewards of this land for over 10,000 years.

On April 28 Mme. Daniel's young students from Eric Langton School gathered at the Intergenerational Garden on the corner of Edge Street and 121 Avenue to celebrate the blooming of 1,000 red and white tulips that were awarded to the students by Vesey's Bulbs of Prince Edward Island. The students at Eric Langton were winners of the 'Sing Me A Song' program and they performed their winning composition "We Are Canada" as part of this informal event. This was an inspiring way to kick off our national birthday celebration in Maple Ridge.

The next event was the official unveiling of the 'Action Park Poetry and Art' at Thomas Haney Secondary on June 18. Youth from the Youth Council, Youth mentorship and Thomas Haney worked with St :lo/St'át'imc multimedia artist Ronnie Dean Harris and Vancouver sculptor Mary-Ann Lui to create poetry and art designs that would be imprinted onto the concrete surfaces that surround

the park. A few days later the City street banners began appearing throughout the community. There were six designs in total, two that were created to honour the Katzie and Kwantlen First Nations and four that were designed by local students based on the 'Exploring Our Nature' theme. The four winning designs were reimaged by the Pictographic Creative team that are part of the Seyem' Qwantlen Business Group. This collaboration filled our streets with powerful images that reflect the deep history and natural beauty of our community.

On June 24 Memorial Peace Park hosted the National Aboriginal Day Celebration. MP Dan Ruimy shared a Federal Government announcement that, going forward, this event would now be known as 'National Indigenous Peoples Day'. The celebration started with very moving speeches from elders of the Katzie and Kwantlen First Nations who talked about the journey of reconciliation and their deep roots to this land. The event featured indigenous music; dance and a bannock cook-off organized by the Fraser River All Nations Aboriginal Society. We are grateful for the support of our Indigenous, Inuit and Metis citizens for organizing the tribute.

Canada Day, July 1, was next in our yearlong celebration. A beautiful sunny day drew one of the largest crowds

ever who enjoyed music, dance and spoken word performances by local and regional artists. The giant flag made its annual appearance thanks to our Maple Ridge firefighters, and later in the day they hosted a charity BBQ that filled the park with diners.

Connecting with Canada's passion for the great outdoors and to support active play, a Playbox and heritage themed geocaching site was installed in Maple Ridge Park. Families were encouraged to get outside to explore, play and decrease their daily screen time during 'Play Night in the Park' that ran on Wednesday evenings in the summer. The Playbox contained ideas for games and equipment to play while incorporating nature and history exploration.

To honour reconciliation and to build stronger relationships with our First People, a visual art exhibition titled 'Modern Legends: First Nations Art and Culture Today' opened on September 30 as part of the annual Culture Days celebration. The exhibition featured the work of BC aboriginal artists Brandon Gabriel, Sonny Assu, Corey Moraes and Carrielynn Victor. The opening activities included free public performances by Raven Spirit Dance and Ronnie Dean Harris.

Here in Maple Ridge we saved the Canada Day fireworks until the fall. On October 29 the community gathered



at Memorial Peace Park for the second annual 'Celebrate the Night' festival. This free family festival transformed the park and bandstand into a seasonal wonder with lit trees, lanterns, Halloween themed storytelling, pumpkins, crafts and a very popular costume parade. This year's festival featured a special tribute to 'Diwali' the incredible South Asian 'Festival of Lights.' This spectacular display was a fitting end to a yearlong celebration of Canada 150.



“Citizens have probably seen Youth Academy members out at events like the Santa Claus Parade, CP Holiday Train and other community and charity events alongside our career and paid-on-call members,” said Assistant Chief Juurakko. “These students become part of our firefighting family for the year.”

That family connection is important. This year’s Youth Academy team has three members who have family who are part of the Fire Department. Of the 161 students who have been part of the program, 20 students have gone on to become first responders; 18 as firefighters, both career and volunteer/

paid-on-call including two police dispatchers.

In 1998, the Maple Ridge Fire Department Youth Academy was established in partnership with School District No. 42. This work experience program is open to grade 11 and 12 high school students in Maple Ridge and the application process begins the first day of school in September.

Students are required to complete an application form, develop a resume with references providing a driver’s abstract, criminal record check and get clearance from their family doctor. The schools pre-screen applicants to ensure they have

a C+ average from the year before and then those qualifying students proceed to the interview stage.

“This program requires an investment of the student’s time and there are many activities that will occur outside school hours. We are looking for young men and women who will be able to maintain their academic success in all their other subjects. That is the first priority,” said Assistant Chief Timo Juurakko, who has been overseeing the program since the fall of 2000.

Once the successful candidates are selected they are invited to an information meeting with their parents



# A Legacy of Leadership

to learn the expectations for the coming year. The students report to Fire Hall No. 1 every Thursday afternoon for four hours where they learn an abbreviated version of the same information and skills that a career or paid-on-call firefighter learns. As part of the program, students are required to conduct a fire and life safety inspection of their high school and an elementary school in the community. The students also teach a fire safety lesson to their peers at their home high school.

This is not an easy way to rack up credits towards graduation, so why do the young men and women apply for the

Youth Academy? We asked the 2017-2018 class members in this photo and they told us that they loved the hands-on application of what they had learned, the teamwork and discipline and that the course opened their eyes as to what's required in the world of first responders.

In this photo you also see career firefighters who were once part of the program. In fact, the very first student Robbie Bruce, who pioneered the Youth Academy program, is a career firefighter. He can be seen on page 15 as the person demonstrating the data systems in the trucks.

"At the end of the year, once you've

proven your knowledge and skills, you have the chance to go to the Justice Institute's training centre here in Maple Ridge and learn how to use the 'jaws of life' and undertake a live fire training exercise. In the smoke and heat of that moment you either have what it takes or you don't. That experience galvanized my decision to become a firefighter," said firefighter Robbie Bruce. "The Youth Academy helped me find my passion and my career. It's great to have these young men and women around throughout the school year. I'm grateful for the mentoring I received from the firefighters when I was their age and this program is a great way to pay it forward."





# Welcome Back

In May of 2017 Jennifer Hyland was promoted to the rank of Superintendent and appointed as the new Officer in Charge of the Ridge Meadows detachment of the RCMP. On May 23, surrounded by her parents, children and colleagues from her almost 20 year policing career, Supt. Hyland expressed her pride in being able to serve a community that she has a deep connection with.

“Both of my parents grew up in this community and graduated from Maple Ridge Secondary. Both sets of my grandparents remained in Maple Ridge and while my parents moved away to live in other parts of the province, we used to visit my grandparents often. Eventually, my parents moved back to Maple Ridge and I am a proud graduate of Garibaldi High School,” said Supt. Hyland. “It is a unique honour to come back to a community that is part of your personal history and serve as the head of the detachment.”

Supt. Hyland started her policing career in New Westminster, and in 2001 joined the RCMP where she served with the Serious Crimes Investigation Section and Professional Standards.

“I was honoured to serve here in Maple Ridge from 2006 to 2014 working with incredible police professionals and leaders who allowed me the opportunity to explore new ways of delivering on our mandate of serving the community,” said Supt. Hyland.

One of those innovations brought national acclaim for the City of Maple Ridge. Supt. Hyland was a driving force in the development of a unique program to provide a more comprehensive support network for young victims of crime.

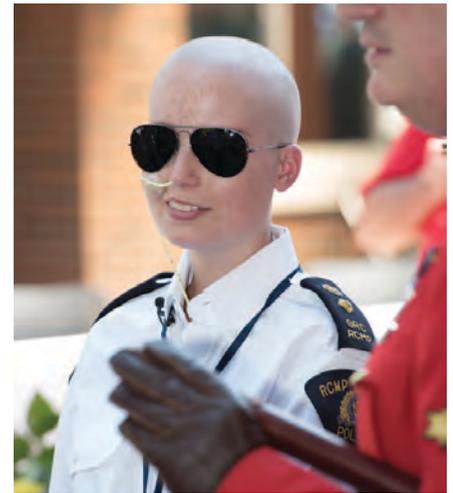
“I am very proud to have been a part of the team that implemented the ‘Alisa’s Wish’ program in our community,” said Supt. Hyland. “When young people are abused by people in their circle of trust it can have repercussions for the rest of their lives. We had many caring health care providers, but I was struck by the lack of coordination between agencies to surround a youth victim with the services that they needed to move forward in their lives and rebuild their trust and confidence.”

Then Sgt. Hyland, inspired by a

victim of abuse named ‘Alisa’ who had to endure the old system, set about the task of bringing all of the agencies to the table to do things better and to ensure that no child would feel alone as they moved through the system. ‘Alisa’s Wish’ was created in 2010 and two years later, based on the incredible results of this intensive support program for young victims, Federal Justice Minister Peter MacKay came to Maple Ridge to announce Federal funding to support this program with an eye to replicating this approach in other places in Canada.

Supt. Hyland moved to the North Vancouver detachment in 2014 and returned to Maple Ridge in 2016 to serve alongside Supt. Fleugel until his retirement from the force in 2017. Supt. Hyland is the second woman to serve as the head of detachment for the Ridge Meadows RCMP.

“I look at the people who have held this position in the past and I am humbled. This is a place that has created provincial and national calibre leaders,” said Supt. Hyland. “Having been here before, I know why. This detachment has a strong



relationship with the community we serve. We have shared values around accountability, service to the community and the importance of doing the right thing every day. This is something special, and the support of Maple Ridge Council and the superb civilian team that stands behind our uniformed officers allows us to deploy our resources with great effectiveness to protect our community.”

Supt. Hyland has continued the momentum of her predecessors by engaging the community in a number of ways.

In this modern age there are conversations on social media about community safety and we have implemented programs to monitor these discussions and use social media tools to engage the community on our work,” said Supt. Hyland. “We also recognize that the RCMP are a powerful national symbol and our members have been incredible ambassadors for our community and the force as participants in the ‘Cops for Cancer’ program and the ‘Law Enforcement Torch Run’ to support Special Olympics. Our members

are community members and your neighbours. We share your passion for community service.”

One event summarizes the passion that Supt. Hyland has for our community and its citizens. In June of 2017 the Ridge Meadows RCMP detachment made a young 20 year old woman, Logan Lay, Chief for the Day. Logan has been dealing with brain cancer, and she and her family have had a long hard journey through many years of treatment.

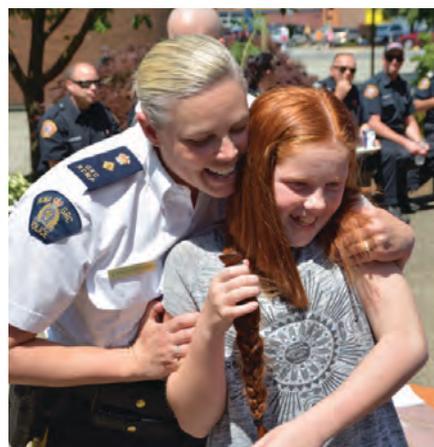
Supt. Hyland learned that Logan was interested in policing and the momentum grew. The Cops for Cancer program is one that is shared by all police forces in the region, so it was inevitable that Supt. Hyland’s husband Paul, an Inspector with the New Westminster Police would get involved by offering the addition of the New Westminster Police boat to accompany the Ridge Meadows boat allowing for all of Logan’s family and friends to take part in the water patrol that day. But there was more, Supt. Hyland’s daughter Laina had been growing her hair for three years so she could have it cut to create a wig for a

person dealing with cancer treatment.

On that sunny day in June Logan arrived in an SUV driven by Staff Sgt. Ben Rodriuge (now promoted to Inspector) where she was proclaimed ‘Chief for the Day’ by Supt. Hyland and she then met Laina, who had raised \$2,900 for the Cops for Cancer program. Logan was there when Laina cut off her hair. There wasn’t a dry eye in the courtyard.

“This is a day that stands out in my first year. There are so many families that are dealing with the impacts of cancer and it was an incredible opportunity to honour Logan and her family for their courage and determination,” said Supt. Hyland. “The men and women of our detachment came out in force that day and I thought my heart would burst with pride as they gave Logan her special day. I am so proud of the men and women who serve this community.”

“Maple Ridge is an incredible community, a safe community, a compassionate community and my home,” said Supt. Hyland.



## REMEMBERING

# Ann Mundigel Meraw

1917 – 2017

Many people remember Ann Meraw for her diligent patrols protecting her neighbourhood. In her late 90s she had more energy than most people half her age and a determination honed over a lifetime of athletic competition.

Barbara Annabelle (Ann) Mundigel was born in Powell River and at the age of 10 showed a remarkable skill when she swam across Howe Sound and back. By the time she turned 20 she had emerged as a world class long distance and endurance swimmer. Her family helped raise funds to send her to Toronto where she swam Lake Ontario and the only thing to stop her from heading to Europe to swim the English Channel was WWII.

With so many men serving overseas during the war, Ann cracked the gender barrier by becoming the first female certified life guard in Vancouver, a position she maintained for four decades. Legend has it that Ann, a mere toddler, slipped from a log in her home

town of Powell River. Her family said that she managed to swim the length of the log before being plucked from the water by an adult. Perhaps that was the inspiration for the 'water babies' swimming program she developed and first delivered in Vancouver's Crystal pool in 1945.

Ann set a total of seven world records in distance and endurance swimming, four of which still stand today. None is more remarkable than a 1958 swim from Penticton to Kelowna when she swam 88.5 kilometres over 32 hours and 12 minutes. This amazing swim reflects the perseverance and determination that she lived her life with every day. Those who knew her are well aware that once she set her mind on something it was best to acquiesce and just get out of the way – Ann would not take 'no' for an answer.

In the 1970s, she served as a technical director for the popular CBC Television series *The Beachcombers*,

offering advice while also serving as a double for the actress Juliet Randall in swim scenes.

Among the many honours awarded to Ann; she was inducted into the BC Sports Hall of Fame in 1985, received the Canada 125 medal in 1992 and was inducted into the Order of BC in 2008. Ann was a tireless volunteer and her neighbourhood patrols were part of the 'Block Watch' program here in Maple Ridge.

Ann rescued 63 people from drowning as a lifeguard and her swim lessons helped multiple generations of young people gain confidence in the water. She was a tireless volunteer in our community. Ann left us just a few weeks after her 100th birthday. Many people didn't realize that this elegant and determined woman patrolling the neighbourhood with her walker was a legend. She still is.



# SERVICES & CONTACT INFORMATION



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

## General Information

Tel: 604-463-5221  
Fax: 604-467-7329  
Hours: 8:00 am – 4:00 pm  
[mapleridge.ca](http://mapleridge.ca)  
[enquiries@mapleridge.ca](mailto:enquiries@mapleridge.ca)

## Mayor & Council

Tel: 604-463-5221  
[mayorandcouncil@mapleridge.ca](mailto:mayorandcouncil@mapleridge.ca)

## Building

Tel: 604-467-7311  
[buildingenquiries@mapleridge.ca](mailto:buildingenquiries@mapleridge.ca)

## Clerk's

Tel: 604-463-5221  
[clerks@mapleridge.ca](mailto:clerks@mapleridge.ca)

## Communications

[communications@mapleridge.ca](mailto:communications@mapleridge.ca)

## Economic Development

Tel: 604-467-7320  
[invest@mapleridge.ca](mailto:invest@mapleridge.ca)

## Emergency Program

Tel: 604-467-7301  
Nights & Weekends: 604-463-9581  
[emergencyprogam@mapleridge.ca](mailto:emergencyprogam@mapleridge.ca)

## Engineering

Tel: 604-467-7339  
[engineering@mapleridge.ca](mailto:engineering@mapleridge.ca)

## Finance

Accounts Payable: 604-467-7388  
[accounts.payable@mapleridge.ca](mailto:accounts.payable@mapleridge.ca)  
Accounts Receivable: 604-466-4334  
[Accounts.receivable@mapleridge.ca](mailto:Accounts.receivable@mapleridge.ca)  
Property Taxes & Utilities: 604-467-7316  
[revenue.collections@mapleridge.ca](mailto:revenue.collections@mapleridge.ca)

## Fire Department

Non-Emergency: 604-463-5880  
Emergency 911  
[fire@mapleridge.ca](mailto:fire@mapleridge.ca)

## Human Resources

Tel: 604-467-7350  
[hrenquiries@mapleridge.ca](mailto:hrenquiries@mapleridge.ca)

## Licences & Bylaws

Tel: 604-467-7305  
[licencesandbylaws@mapleridge.ca](mailto:licencesandbylaws@mapleridge.ca)

## Operations Centre

Tel: 604-463-9581  
Public Works Emergency – 24 hours  
Tel: 604-463-9581  
[operationscentre@mapleridge.ca](mailto:operationscentre@mapleridge.ca)

## Parks, Recreation & Culture

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

## Planning

Tel: 604-467-7341  
Environmental Enquiries: 604-467-7499  
[planning@mapleridge.ca](mailto:planning@mapleridge.ca)

## Property & Risk Management

Tel: 604-467-7477

## Purchasing

Tel: 604-466-4343  
[procurement@mapleridge.ca](mailto:procurement@mapleridge.ca)

## RCMP – Police Services

Non-Emergency: 604-463-6251

## Emergency 911

[rm.inquiries@rcmp-grc.gc.ca](mailto:rm.inquiries@rcmp-grc.gc.ca)

## Non-Municipal Services

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



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