

MAPLE RIDGE

British Columbia, Canada



2013 CITIZENS
REPORT
as of December 31

VISION 2025

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 Maple Ridge for its innovative approaches to dealing with seemingly intractable challenges.

MISSION

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

VALUE STATEMENTS

Leadership:

To encourage innovation, creativity and initiative.

Service:

To be fair, friendly and helpful.

Reputation:

To stress excellence, integrity, accountability and honesty.

Human Resources:

To recognize that our people are our most valuable resource.

Community:

To respect and promote our community.

Stewardship:

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



MAPLE RIDGE

2013 CITIZENS REPORT



SPOTLIGHT ON FINANCE

P19-P30

OUR GROWTH FROM ABOVE



P42-P43

YOUR MAPLE RIDGE 24 HOURS



P44-P45

Contents

Introduction	4
Message from the Mayor	6
Your Mayor & Council	7
Administration	8
Community Development, Parks & Recreation Services	10
Public Works & Development Services	12
Corporate & Financial Services	14
Employee Engagement	16
Sustainability	18
People, Places & Events of 2013	31
Maple Ridge Fire Department	38
RCMP: Police Services	40
Spotlight on: Bill Archibald	46
Contacts	47





Sharing Our Story in the **DIGITAL AGE**

On behalf of Council and staff we are pleased to present our 2013 Citizens Report. This publication will provide you with an overview of the financial performance for Maple Ridge for the year ending December 31, 2013, as well as a review of the divisional activities and program highlights for the year.

Last year we made some significant changes to our Citizens Report to make it more interesting and engaging for the public. While we definitely stretched the definition of the typical 'popular report' the 2012 Citizens Report was our most popular publication ever. At the 2013 Ridge Meadows Home Show, where the publication debuted to the public, we virtually ran out of our full press run.

Building on the success of that publication, the 2013 Citizens Report introduces a number of enhancements to allow our citizens to delve deeper into information that is published in this document by using a couple of great technologies. If you see QR Codes you can use them to access enriched content. The link will take you to mapleridge.ca, where you will be able to view additional

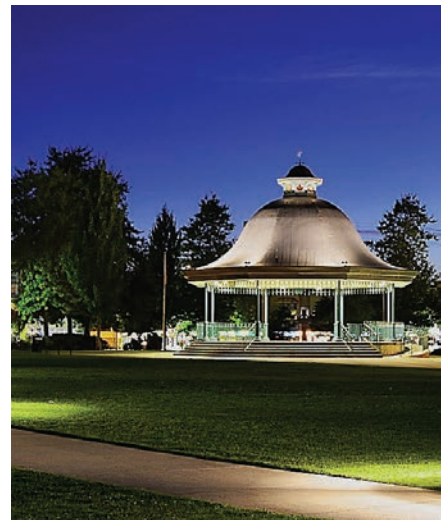
photos or links to more detailed reports and information on the topics covered in this publication.

In addition to our limited print run, we will be introducing the use of a tool called 'Flipping Book' that will allow citizens to read the publication on smartphones, tablets and home computers with an interface that is similar to the experience of flipping pages within the real publication.

The core of this publication is the 12 page 'Financial Spotlight' that is a key requirement of the report. The rest of the publication is dedicated to showing how a strong financial plan and position allows us to realize our community vision and aspiration every day. These photos and stories are a snapshot of one year of life in Maple Ridge. They capture the hard work of our staff and the incredible accomplishments of our citizens.

We are very proud of our community and accomplishments in 2013.

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



Ernie Daykin

Mayor

Jim Rule

Chief Administrative Officer



MAPLE RIDGE 2013 CITIZENS REPORT

The 2013 Citizens Report is part of a suite of publications that include the 2014-2018 Financial Plan and the 2013 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. 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 for his photography that graces 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 newspapers. We would like to thank the Maple Ridge News and the Maple Ridge and Pitt Meadows Times for supplying photos that graced the front pages of their newspapers. In this context we all get to appreciate the amazing talent that serves our community every day. We would also like to thank our publications designer, **Cindy Farnsworth** and her colleague **Doug McMaster**, for pulling all of the content together. Their 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, **Cindy Dale** and **Tracy Camire**, 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 2013 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
armstrong@mapleridge.ca
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 under the Business Plans/Financial Reports section in the Your Government menu.

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. We look forward to your comments on the 2013 Citizens Report.

The print version of this report is 100% recyclable.



GFOA

The Government Finance Officers' Association of the United States and Canada (GFOA) has given an Award for Outstanding Achievement in Popular Annual Financial Reporting (PAFR) to Maple Ridge for its Popular Report for the fiscal year ended December 31, 2012. 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 GFOA 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 17th consecutive year and is very fortunate to be one of only seven municipalities in Canada awarded a PAFR for 2012. We believe our current report continues

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

Award for Outstanding Achievement in Popular Annual Financial Reporting

PRESENTED TO

District of Maple Ridge
British Columbia

for the Fiscal Year Ended
December 31, 2012



Christopher P. Morrell
President

Jeffrey L. Easer
Executive Director



Message from the Mayor

The underlying theme of the 2013 Citizens Report is “Growth”. I was born in 1951 when the population of Maple Ridge was under 10,000 people. By graduation from high school the population had doubled to just over 20,000. In 1986, as EXPO happened in BC, Maple Ridge had doubled again to close to 40,000 people. As I write this introduction the estimated population of Maple Ridge has now doubled again to 80,000 citizens.

In 1879, five years after Maple Ridge was established as a municipality, William and Amanda Hampton, my great grandparents, settled in Maple Ridge. The photo accompanying this introduction is me with my cousins Rodney and Dennis at the Hampton Farm. When my grandparents settled there were just a few hundred people living in the community. Today the family farm is surrounded on the south by modern homes and the north still features that magnificent view of the Golden Ears mountains.

As Maple Ridge gets closer to that 100,000 population milestone, the form and character of our community has changed dramatically. Back in the 40s and 50s the Agricultural Fair Grounds and the “Aggie” Hall were located in what is the town center...just east of the ACT. In 2006, when Council passed the Official Community Plan and the Town Centre Area Plan was created there was a goal to create a strong urban core to the community. In 2013, we hit our target of having 50% of the new residential units built in the Town Centre. It’s become far more than just a core; it’s become the heart for the community, a gathering place for everyone to come together.

In the area where I live, the housing boom of the 50’s resulted in the stream that used to run through our property being covered over. As I look at the new developments in east Maple Ridge I see how the creeks and streams are protected and new landscaping and tree planting better reflects our natural setting and new development.

Growth is not without challenges; however we are meeting these head on. I often say it is not if Maple Ridge will grow, but how we grow. We need to respect Maple Ridge’s unique character and natural environment. In 2013 the groundwork was laid for a new Transportation Master Plan, a Commercial and Industrial Strategy and Council continued a policy of setting aside money to ensure that our long term infrastructure is maintained. As you read through this report I hope that you get a sense of the solid planning and financial management that are key to us achieving our community vision.

I can say, without hesitation, that my great grandparents would be very proud of the Maple Ridge of today. They were pioneers. They saw the opportunity here when there was nothing. 135 years later opportunity is still here in Maple Ridge, it may look different, but there are great opportunities nonetheless. All of us on Council want to leave a great community to call home for our grandchildren and great grandchildren. I hope you enjoy this recap of our work in 2013.

Mayor Ernie Daykin

THE QUESTIONS


1. If you knew then what you know now, what would you tell your 18-year-old self?
2. Is there a community volunteer who inspires you?
3. Name a local charity that inspires you.
4. If you were stranded on a desert island, what three things would you want with you?
5. Which activities make you lose track of time?

Council Meeting Information



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

THE ANSWERS: From your Mayor and Council

Ernie Daykin	Cheryl Ashlie	Al Hogarth	Judy Dueck	Bob Masse	Corisa Bell	Michael Morden
Don't sweat the small stuff. Very, very little of what you worry about will ever happen. Never take yourself so seriously that you cannot laugh at yourself.	Love that 18 year old self.	Buy and hold real estate.	To travel before getting married.	Be less judgmental and more forgiving; also buy a whole bunch of shares in the start up of Microsoft, at only 75 cents.	You can have a five and ten year plan, but you never know where life is going to take you. Work hard, but relax and enjoy yourself. (I was a very serious young woman)	Time is precious; no more of it is being made, put it to good use.
I have been inspired by far too many to single out one. I am fortunate to have early memories of my grandparents who modelled volunteering and contributing to the community.	Lola Chapman is the person I think who inspires me the most.	Tim Sarsfield, the cook at the Salvation Army. However, I believe that every volunteer is important.	Ross Davies.	Volunteer drivers to the Cancer Clinics.	There is a woman who walks up and down 240 street everyday with her dog picking up garbage.	I'm going with a tie between the "Trail Boss" Bill Archibald and Geoff Clayton formerly of ARMS, both passionate and dedicated.
Ridge Meadows Hospice Society. The compassion and support the Society's volunteers give is inspiring!	The Community Chest and all of the players involved in that concept.	The Salvation Army for their diverse programs and help in the community.	Ridge Meadows Recycling Society.	Hospice volunteers.	Christmas Haven.	The Friends In Need Food Bank.
Swiss Army knife Big pot Picture of my family	A bar, a great shopping district and family and friends that I like. Oh, you mean alone like Robinson Crusoe? A knife, compass and good shoes.	Machete Lots of paper Writing devices	Water Vegetable seeds An axe	Fishing gear A satellite phone Bug spray	A knife Drinking water A friend	Water Food My wife
Reading a good "Who Dunnit" book.	Painting.	Writing or drawing always makes me lose track of time.	Household errands. 	Researching something to get enough knowledge, to make an intelligent choice, on an important issue. I end up staying up way too late.	Pinterest!	Researching a subject on the computer, there is so much to learn out there right at your fingertips, it's just like being sucked down through the rabbit hole!





DOWNTOWN
Frans Ave. 22300

Veteran's Way
DOWNTOWN
224 St 11950





Creating Connections. Working the Plan.

In 2000 Malcom Gladwell released a book called 'The Tipping Point' that revealed the circumstances under which social change, that seemed to happen very quickly, was actually the result of a unique set of events and key people.

One of the things that he talked about was the role of 'connectors' as being agents of change. The Administration team is best described by this definition. It is a small team, but our work involves a close collaboration with every department that serves our community. Communications, Emergency Program Human Resources, Strategic Economic Initiatives and Sustainability & Corporate Planning support and underpin every aspect of our work.

The CAO is the connection between Council and staff. A key part of this role is providing strategic advice to Council based on the knowledge and experience from the organization. In turn, the CAO also works closely with the General Managers and Directors to ensure that Council's vision and priorities are embedded in the business and financial plans.

Maple Ridge is undergoing a change from a bedroom community to the large-

est urban hub in the northeast Fraser sector of Metro Vancouver. This is all by design. The plan was established as part of the 2006 Official Community Plan. In 2010, Maple Ridge launched a wide ranging Town Centre Investment Incentive Program to kick start our downtown. That program, by any measure, has been an enormous success. In 2013, just over 50% of the new residential units built in Maple Ridge occurred in the Town Centre.

In 2013, Target Canada opened their new Maple Ridge store after spending close to \$22 million renovating and expanding the Haney Place Mall location. Total private investment in the Town Centre has exceeded \$100 million in the last three years.

As you read through this publication you will see the diversity and scope of work that was delivered in 2013 as part of the annual business plan and the longer term 5-year Financial Plan. Our team of 'connectors' who work in the Administration division have been immersed in the delivery of programs and projects from the successful WorkSafeBC CORE safety audit, that resulted in a \$50,000 rebate on WorkSafeBC premiums to re-

search on the feasibility of changing our streetlights to low energy LED systems.

The website mapleridge.ca is a portal into much of the work done by our Administration division. The website and social media sites are monitored and updated by the Communications team. The Invest Maple Ridge site is a portal to the work done by the Strategic Economic Initiatives team to promote our community to new entrepreneurs. The Careers section is a link to the Human Resources team, who work closely with all departments to recruit and support the talented individuals who serve our community. Our Sustainability & Corporate Planning role is found in the numerous documents in our Business and Financial Planning section of the site. In addition, this team maintains and updates the Performance Measurement data on the site to allow citizens to quantify the change and growth of our community.

We are the connectors. Our role is to support the goals and aspirations of our Council and the plans and programs of our colleagues across every aspect of our business. It is a role that we are proud to serve, and the results speak for themselves.



Frances King,
Director of Human Resources

Fred Armstrong,
Manager Corporate Communications

Laura Benson,
Manager of Sustainability & Corporate Planning

Patrick Cullen,
Emergency Program Coordinator

Sandy Blue,
Manager of Strategic Economic Initiatives

The Maple Ridge Quiz

1. How many projects participated in the 2010 to 2013 Town Centre Investment Incentive Program (TCIIP)?

A) 72 B) 84 C) 93

2. What was the total estimated value of construction permits for the projects that were part of the TCIIP?

A) \$75 million B) \$110 million C) \$115 million

Answers are on page 47. No peeking ;-)





Helping Our Citizens and Community Grow

Community Development, Parks & Recreation Services encompasses a wide arrange of service delivery from the operation of parks and recreation facilities to helping build the capacity of our community by supporting volunteers and neighbourhood champions.

In 2013 Maple Ridge saw an enormous benefit from volunteers in our community. From Earth Day in April to the Santa Claus Parade in December just under 200,000 people enjoyed 58 festivals and special events organized by dedicated community members. In April of 2013, we recognized many of these amazing volunteers at the annual Volunteer Appreciation Night hosted by Mayor Daykin and Council.

Volunteers make a huge impact in the areas of amateur sports in our community. Our Parks & Facilities teams maintain a wide variety of facilities that support the volunteer organizations that run amateur baseball, soccer, lacrosse, hockey, ringette, swimming and a host of other sports. We work very closely with these dedicated organizations to ensure that community facilities are maintained for the wide range of users.

One of the key roles of the Parks & Facilities department is the development and maintenance of neighbourhood and destination parks in the community. In 2013 two new parks opened in the fast growing neighbourhood of Silver Valley. Deer Fern Park and Cedar Park both strongly reflect the neighbourhoods that they serve. The involvement of area residents ensured that the amenities in the parks were well chosen and that there is a strong connection to these spaces.

In the Albion neighbourhood a new Bike Skills Park was created in the south east corner of Albion Park. In the Albion Sports Complex an innovative new interactive spray park was completed in late 2013 and will open to the public in 2014. Albion and Silver Valley are among the fastest growing neighbourhoods in our community. These new parks provide gathering places where children can play and neighbours can meet and establish new friendships and connections.

2013 was a record year for program delivery. In 2013 the new Parks & Leisure website was launched and a new digital program guide was introduced that allows citizens to browse the latest pro-

gram offerings and connect directly to the registration system online. Citizens of all ages are provided with opportunities to get active, experience the arts or learn new skills such as how to ride a bike.

In 2013 the Community Services team worked closely with community members to support neighbourhood development initiatives, the Vibrant Downtown Taskforce and the ongoing relationship Maple Ridge enjoys with stakeholder organizations working with more vulnerable members of our community.

As Maple Ridge has grown and the demographics of the community change, Community Development, Parks & Recreation Services have embraced new ways of delivering services and supporting our citizen engagement. One of the hallmarks of our service delivery model is nurturing the capacity of our citizens and community. The results speak for themselves. Our new parks, our amazing festivals and the incredible legacy of sports and recreation are all possible because of the leadership of our citizens. We are very proud to help our community members achieve these individual and shared goals.



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

Maple Ridge Leisure Centre

11925 Haney Place, Maple Ridge, V2X 6G2

Phone: 604-467-7322

The Maple Ridge Quiz

3. How many parks and sports fields are there in Maple Ridge and Pitt Meadows?

A) 96 B) 130 C) 143

4. How many total visits were there in 2013 at the Maple Ridge Leisure Centre?

A) 235,652 B) 356,987 C) 472,571

Answers are on page 47.





Meeting the Challenges of Growth

Public Works & Development Services encompasses Planning, Engineering, the Operations Centre and Licences, Permits & Bylaws. In 2013, these departments delivered an incredible list of 'on the ground' projects and important policy work that will guide the community for decades to come.

Probably the single largest project undertaken in 2013 was the new bridge over the North Alouette River at 232 Street. The 70 year old wood structure had reached the end of its life cycle, and the bridge could no longer support heavy loads coming to and from the growing Silver Valley neighbourhood. On July 15 the old bridge was closed and the construction of the new bridge commenced. The new bridge opened to traffic in February of 2014.

Other major projects included upgrades to the road and pedestrian network on 122 Avenue west of 222 Street and the construction of a multi-use path along the north side of Lougheed Highway from Laity Street to 216 Street that included major funding support for other levels of government. Maple Ridge has just under 480 kilometers of roads. In

2013 6.5 kilometers of local roads were resurfaced as part of the ongoing maintenance program.

While this work was underway, the Planning, Engineering and Licences, Permits & Bylaws departments delivered a substantial list of policy work. The Planning department prepared the final 'Regional Context Statement' that is a requirement of the Regional Growth Strategy. Other policy work included progress on the Environmental Management Strategy, the Commercial and Industrial Strategy and an overall Building Bylaw update. The Engineering department led the work on the new Transportation Master Plan while the Licences, Permits & Bylaws department delivered the updated Animal Control Bylaw and draft policy updates to the Smoking and Signage Bylaws that will be completed in 2014.

In 2013 the Building Inspection team rolled out new technology that allows them to complete inspections using tablet computers that transmit the information back to Municipal Hall from the inspection site. This technology speeds up the permitting process for the devel-

opment community where every saved hour improves costs and efficiency.

There is no project that embodies the interconnected nature of our departments than the Target Canada expansion and renovation completed in 2013. The Planning, Engineering and Licences, Permits & Bylaws departments worked closely with each other, and the client, to ensure that an aggressive nine month construction schedule was possible. In February the demolition of the old Zellers location began. In November the new Target Canada store, including a 25,000 square foot expansion, opened to serve our growing community.

Each of these departments is immersed in day-to-day work that is part of the Business Plan approved by our Council. Yet each of these departments is also doing policy work and pre-planning for projects that will shape our community for decades to come. Public Works & Development Services is meeting the challenges of growth with solid planning, effective use of assets and a commitment to the vision and aspirations laid out by our Council.



David Pollock,
Municipal Engineer

Christine Carter,
Director of Planning

Russ Carmichael,
Director of Engineering Operations

Liz Holitzki,
Director of Licences, Permits & Bylaws

The Maple Ridge Quiz

5. How many litres of water are used in Maple Ridge annually?

A) 8 billion B) 11 billion C) 15 billion

6. How many litres of raw sewage does Maple Ridge send for treatment annually?

A) 7 billion B) 9 billion C) 10 billion

Answers are on page 47.





Creating a Strong Foundation for Today and Tomorrow

The General Manager: Corporate & Financial Services, Paul Gill, often talks about how his annual presentation lacks the sizzle of some of the presentations of his colleagues because his division doesn't have photos of heavy equipment or ribbon cuttings. Yet his team works tirelessly to support the work of every department in the organization.

If the Administration team are 'connectors' then the Finance, Clerks and Information Technology teams are the 'mavens' described in Malcolm Gladwell's book 'The Tipping Point.' This team of specialists collect an enormous amount of data from across the organization which ensures efficient and effective delivery of services, but also looks into the future to ensure that Maple Ridge has the financial capacity to meet the demands of a growing community. The details of the financial position of Maple Ridge are laid out in the 'Financial Spotlight' section of this document, but that doesn't fully capture some of the ground breaking work that this team delivered in 2013.

In 2013, as part of the work to develop the 2014-2018 Financial Plan, the

Finance team once again hosted a Budget Q&A that was live streamed to the community. Citizens were able to pose questions in person, by phone, by email and over the social media sites. In addition to this live Q&A, the team created a 'Financial Plan Overview' document that helped explain details of the Budget and Financial Planning process and methodology in terms that were easy for citizens to understand.

Our commitment to creating user friendly information and processes was demonstrated with tax notices designed to stand out from other mail, using pictures of the staff members who citizens interact with over the phone and in person every day. The mailer introduced a number of web-based tools that would all but eliminate the need to line-up to pay taxes. In this age, people are looking for efficiencies in their busy schedules.

The Information Technology team supported a number of customer service initiatives including the rollout of tablet computers for building inspections, the website redesign and mobile app development and some very forward think-

ing work to establish a digital document management system.

You can learn more about our work with the Maple Ridge Fire Department on Page 39 and our relationship with the Ridge Meadows RCMP on page 41.

As this report and the 2013 Annual Report show, Maple Ridge is in a strong financial position. This has been achieved by integrating the annual Business Planning into a longer term Financial Plan that helps us weather financial storms such as the 2008 global recession. Maple Ridge's strong financial framework allowed us to access economic stimulus funding available in 2009, 2010 and 2011. Investments made in that time period, combined with a strong community vision and plan, have helped leverage over \$100 million in private investment in our community. It might not have a lot of 'sizzle,' but our work helps create a strong foundation for our 'shareholders' – the citizens of Maple Ridge.



Catherine Nolan,
Manager of Accounting

Ceri Marlo,
Manager of Legislative Services & Emergency Program

Christina Crabtree,
Director of Information Technology

Dane Spence,
Fire Chief

John Bastaja,
Director of Corporate Support

Kathleen Gormley,
Manager of Business Systems

Maureen Jones,
Senior Manager of Police Services

Silvia Rutledge,
Manager of Revenue & Collections

Trevor Thompson,
Manager of Financial Planning

The Maple Ridge Quiz continues on page 39.





We live here. We work here. We give here.

Most people don't know that over 70% of our staff live in the community that we serve. This is our home and we are raising our families and building our future along with our friends and neighbours. Our work gives us a unique perspective on the community and the interactions we have with our amazing citizens inspire us greatly.

The people in these photographs are employees and their family members. Specifically, these folks are volunteers for two groups called 'The Community Builders' and the 'Green Team.'

The Community Builders was formed three years ago by a group of employees who wanted to bring their passion, skills and knowledge to bear to help make our community a better place. The group started out with a couple of fundraising events to build the bank account, and then established a goal of bringing people together to complete three projects a year. In past years the group has cleared invasive plants from the forest floor in the Kanaka Creek watershed and cleaned

up garbage caches that bears have stored in area parks. The group got together to build a new ramp for the North Fraser Therapeutic Riding Association when they relocated to a new facility in 2013. Community Giving projects include a large number of departments adopting families as part of the Christmas Hamper program and fundraising events to secure food donations and cash for the Friends In Need Food Bank.

The Green Team is a group of staff who have volunteered to take a leadership role in promoting sustainability practices to their colleagues. Whether its energy reductions by turning off computers and lights to the best practices in recycling and composting, this group of champions has done an extraordinary job bringing the message of sustainability to their workplace and the public. In 2013 the 'Ugly Sweater Day' was used to spread the message about lowering the thermostat at work and home. The group even promoted a 'lights off' event where staff members in our facilities used

natural lighting during the day to reduce energy consumption.

The most valuable thing that we all have is our time. Every hour is non-renewable, and all of the people in these photos and many more have chosen to invest their free time in our community. We're also engaging our families in our work. Maple Ridge is a community where 40% of citizens volunteer their time to support local sports, arts, environment and charity organizations. These are the people that inspire us.

We live here. Maple Ridge is our home. You are our friends and neighbours. We work here. We are proud to serve this community as employees of Maple Ridge. And most of all we give here. Like our neighbours, it gives us a great sense of pride to support and work shoulder to shoulder with the amazing volunteers who are leading the way in our environment, community service and charity sectors.



It's Not Easy Being Green. Or is it?

When you read the Vision Statement on the inside cover of this publication it's clear that sustainability and environmental responsibility are an important part of Maple Ridge's DNA. Looking for ways to turn those aspirational statements into action is the work of every staff member, but all initiatives need a champion. For Maple Ridge that champion is Alexandra Tudose.

What drives your personal passion for sustainability?

I'm pretty practical about this issue. Reducing energy consumption saves money, both personally and for the taxpayers. Reducing our energy consumption and our carbon footprint also helps to mitigate the impacts of climate change. I believe that each of us, doing small things, can have a large impact and deliver solid results.

How does that passion translate to your work?

I am very fortunate to work in a role that allows me to take action towards minimizing the impacts of climate change. My current role of Research Technician in energy management allows me to be involved with a wide array of corporate energy efficient projects, from a pilot LED street lighting project to encouraging my coworkers to turn off their lights and computers at the end of the day. Projects like these make an impact on the amount of carbon dioxide the corporate assets (buildings, sewers, fleet) release into the atmosphere.

Who funds your work?

My position is partially funded through a BC Hydro Power Smart Energy Management grant and partially by the District of Maple Ridge.

How does this work benefit citizens?

2010 was the first year Maple Ridge received the BC Hydro grant and since then, we have completed a number of energy efficiency projects. These projects, combined, result in annual energy cost savings of approximately 730,000 kwh or \$65,000 per year. This is about a 5.7% decrease in our corporate energy consumption. With the recently announced increase in BC Hydro rates, the District is in a good position to mitigate the rate increase, through the energy cost savings resulting from energy efficiency projects. And the best part is that the energy cost savings happen year after year. Another benefit of these energy efficiency projects is that Maple Ridge is at the forefront of testing new technologies so that those in the community who are interested can learn from our experience.

What's your favourite project so far?

My colleagues in Operations have been testing LED street lights for the past four years. Together with the Engineering Department, my manager and I wrote a report to Council that outlines the benefits and challenges with LED street light technology. As a result of this report, Maple Ridge will begin work on a pilot LED street light project in a new subdivision. The project will help us research the business case and continue building our knowledge of this technology alongside the Operations Centre champions.



Because Maple Ridge is a growing community, I see a lot of potential in utilizing energy efficient technologies in new developments if the business case proves favourable. We all want cost-effective buildings that have lower environmental impacts because the buildings we create today will impact our community for the next 50 years or longer.

What are you doing personally to live a more sustainable lifestyle?

My boyfriend and I just converted all of the lights in our home to LED and we recently bought a NEST, the smart thermostat. With the NEST you can control your house temperature through your smart phone and the thermostat learns your habits so that it keeps temperatures down when you are not home.

The biggest commitment we made to a more sustainable lifestyle was when we decided to purchase an electric car. We were in the market for a new car and after building the business case and doing extensive research on the benefits and challenges of driving electric vehicles, we took a leap of faith and bought a 2012 Nissan Leaf. Our "Silver Bullet", the nickname we picked for the Leaf, was one year old on March 23. So far so good! We already have 12,000 km on it and with an average price of \$1.38/L for gas; we estimate that we have saved about \$1,400 over one year.

What changes have you seen in your workplace as a result of the sustainability program?

Just this past February, the Greg Moore Youth Centre underwent a lighting upgrade in the activity area. The new six lamp fluorescent T5 fixtures create a brighter and more even light on the activity space. Compared to the old 400 watt mercury vapour lights they replaced, we will save approximately 10,000 kilowatt hours of energy a year.

This is the kind of initiative that demonstrates how our sustainability programs are becoming embedded in our business planning work. This one project will save us between \$1,500 and \$2,000 per year and help mitigate the impact of increasing electricity costs on our budget.

Meeting Today's Needs with an Eye to the Future

One of the great challenges across the nation is the capacity of communities to fund the renewal and update of key infrastructure. What is that infrastructure? It's the roads you drive on, the sidewalks you walk on and the water, sewer and storm water systems under the roads that we sometimes take for granted. The difference between what cities spend and what they should be spending is called the 'infrastructure gap.'

There's a very simple parallel for a home owner. When you buy a new home you know that you will need to replace the roof in 25 years. The water heater will probably only last about 10 years. The pipes in your home will probably need to be replaced in 30 years. That is the 'infrastructure' of your home. Most people are able to dodge the financial impacts of these big ticket upgrades because they move from the house before the items need to be replaced.

When you look at some of the

"The estimate is that Maple Ridge should be setting aside \$30 million a year to maintain and renew our infrastructure."

older cities back east you see the impact of crumbling infrastructure. Giant chunks of concrete falling from bridges or roads riddled with potholes are a common occurrence. Maple Ridge is a relatively young city by North American standards, but we have over a billion dollars of infrastructure to look after. Thankfully, your Council has taken a leadership position on this issue and taken steps to reduce the infrastructure gap in our community. Starting in

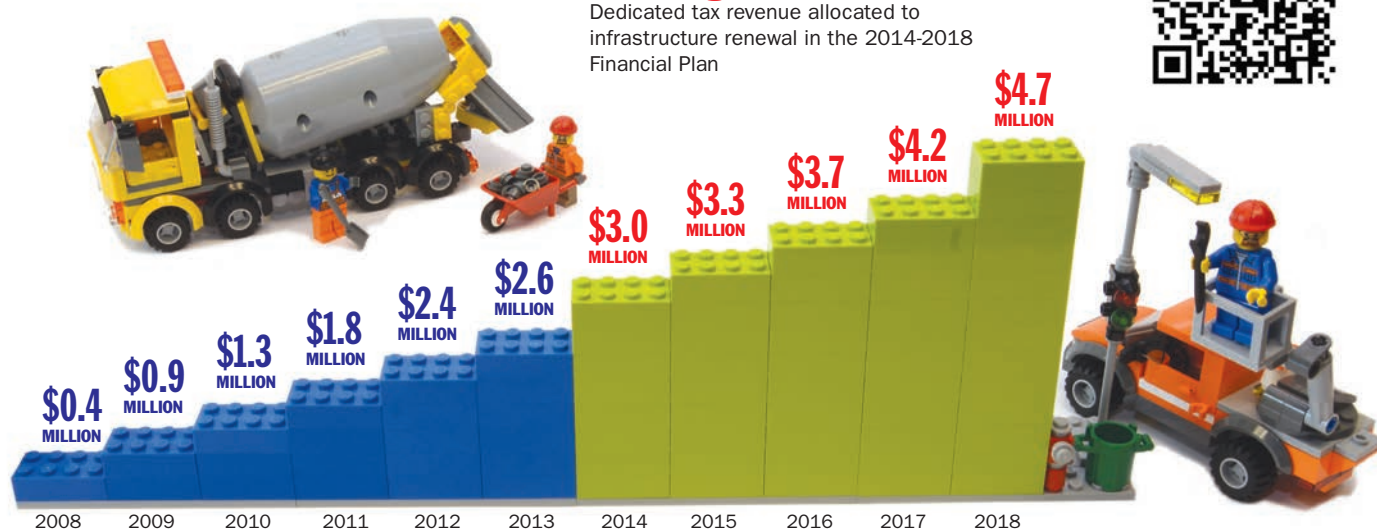
2006, Council directed staff to begin dedicating a 1% annual tax increase to infrastructure sustainability.

In 2013, as a means of reducing the tax burden, this amount was decreased to 0.5 of a percent and in 2014 and 2015 the amount will move to 0.7%. The chart below details the total revenue that has been dedicated to infrastructure renewal in our community as part of past and current financial plans.

Maple Ridge looks at every opportunity to fund infrastructure renewal with senior levels of government to make local tax dollars go further. The plan that has been established by your Council is reducing that infrastructure gap and ensuring that we are able to balance the needs of today without compromising our future. There's still a big gap, but we're facing this issue head on and making great progress.

Looking to the Future

Dedicated tax revenue allocated to infrastructure renewal in the 2014-2018 Financial Plan



Funding History

Dedicated tax revenue allocated to infrastructure renewal from 2008 to 2013

Data for this chart was taken from the Infrastructure Sustainability Report presented to Council Workshop on February 17, 2014. The full report is available at mapleridge.ca. The QR Code provides a direct link to this report.

Consolidated Statement of Financial Position

As at December 31, 2013

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

	2013	Restated 2012
Financial Assets		
Cash and temporary investments	\$100,894,137	\$103,940,358
Portfolio investments	44,858,999	33,315,006
Accounts receivable	19,147,770	19,464,140
Recoverable local improvements	1,882,735	1,853,310
Other assets	718,361	684,971
Inventory available for resale	24,266	187
	167,526,268	159,257,972
Liabilities		
Accounts payable and accrued liabilities	16,271,819	12,934,269
Deferred revenue	9,407,028	9,236,244
Restricted revenue	45,149,975	45,357,203
Refundable performance deposits and other	10,325,126	12,176,806
Employee future benefits	4,890,700	4,745,500
Long term debt	39,501,414	42,086,722
	125,546,062	126,536,744
Net Financial Assets	41,980,206	32,721,228
Non Financial Assets		
Tangible capital assets	852,168,211	814,115,960
Undeveloped landbank properties	14,385,160	14,448,184
Supplies inventory	364,511	303,347
Prepaid expenses	698,347	629,721
	867,616,229	829,497,212
Accumulated Surplus	\$909,596,435	\$862,218,440

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 ("PSAB") of the Chartered Professional Accountants of Canada. They consolidate the activities of all of the funds of the District and the District's wholly owned subsidiaries C.D.M.R. Developments Ltd. and Maple Ridge Municipal Holdings Ltd. Transactions between the District'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, 2013

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 2013	Budget 2013	Actual 2012
Revenue			
Taxes for municipal purposes	\$68,079,360	\$67,914,296	\$64,939,423
User fees and other revenue	35,843,766	34,961,647	34,698,238
Government transfers	3,796,633	6,385,880	4,421,302
Development revenue	9,799,094	35,893,817	5,626,781
Interest and investment income			
Investment income	2,741,371		
Interest income	227,890		
Less: Deferred amount	(392,049)		
Interest and investment income	2,577,212	1,818,000	3,486,028
Gaming revenues	896,008	500,000	819,341
Gain (loss) on disposal of capital asset	(2,449,158)	-	(1,530,761)
Contributed tangible capital assets	39,572,808	16,500,000	16,709,532
	158,115,723	163,973,640	129,169,875
Expenses			
Protective services	31,159,175	34,536,700	30,619,435
Transportation services	16,504,545	17,691,105	16,781,930
Recreation and cultural	19,628,824	21,450,089	19,529,726
Water utility	14,809,051	19,895,479	13,138,936
Sewer utility	9,582,651	10,243,286	9,279,252
General government	13,565,957	16,679,983	13,307,270
Planning, public health and other	5,487,525	4,513,951	3,939,899
	110,737,728	125,010,593	106,596,448
Annual surplus	47,377,995	38,963,047	22,573,427
Accumulated surplus - beginning of the year	862,218,440	862,218,440	839,645,013
Accumulated surplus - end of the year	\$909,596,435	\$901,181,487	\$862,218,440



The 2013 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 hall and online 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.

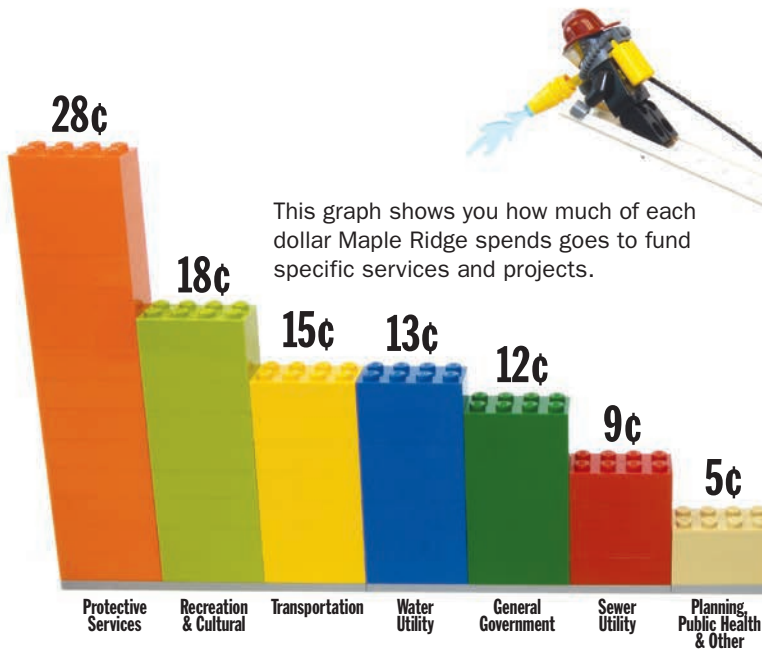
Net Financial Assets - The excess of financial assets over liabilities

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 2013:
\$110,737,728



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



The chart below 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**.

Expenses & Expenditures By Object 2009-2013

	2013	2012	2011	2010	2009
Labour	22%	27%	24%	23%	24%
Goods & Services	32%	36%	31%	31%	32%
Debt Servicing	1%	2%	2%	2%	2%
Capital	11%	10%	17%	19%	19%
Contributed Infrastructure	23%	12%	14%	14%	12%
Amortization Expense	11%	13%	12%	11%	12%
Total Expenses & Expenditures (In Millions)	\$169.2	\$138.3	\$149.9	\$146.0	\$134.0

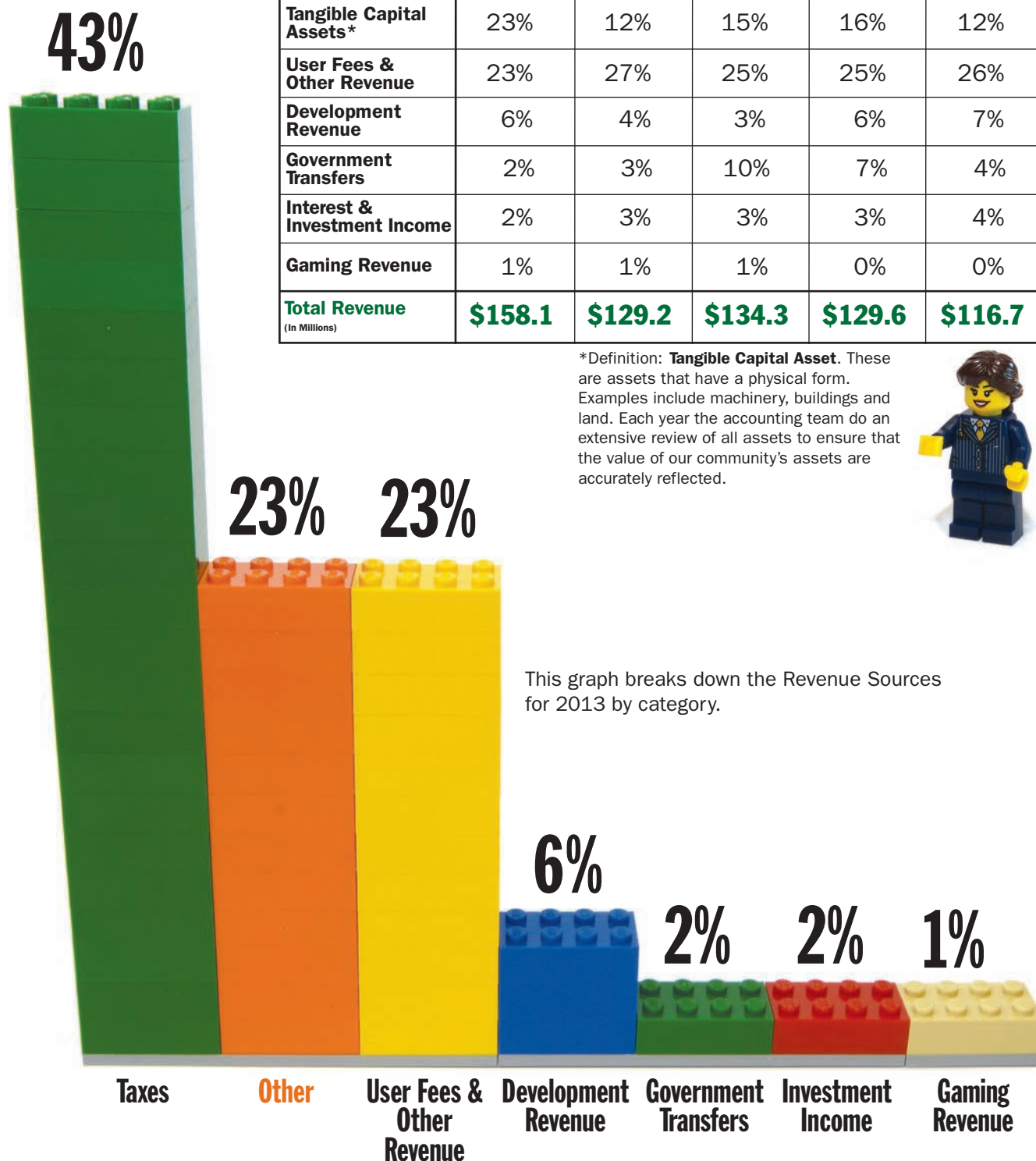
Revenues

This chart breaks down the total revenues collected from 2009 to 2013.

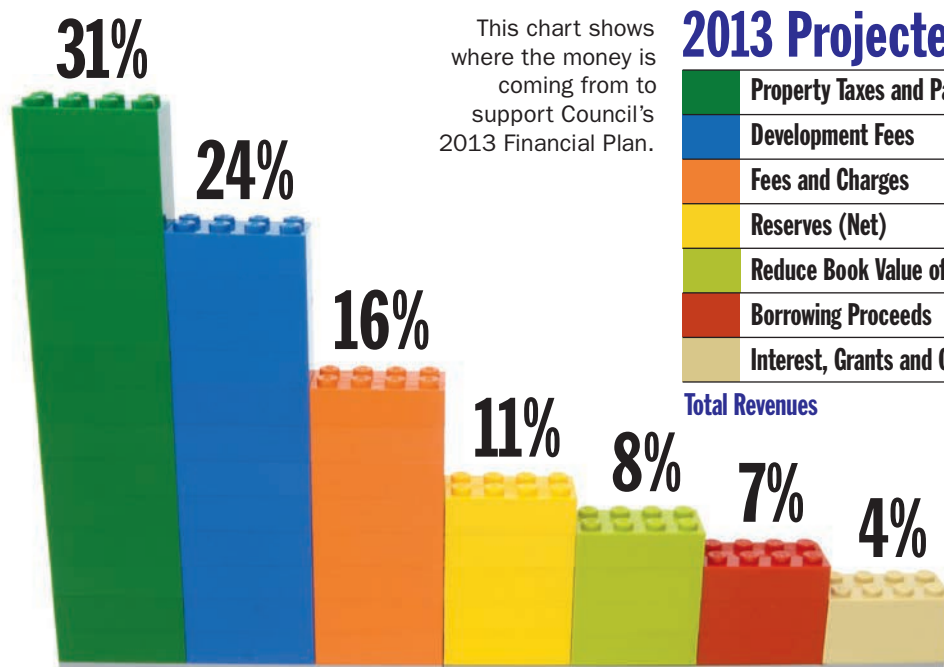
Revenues by Source 2009-2013

	2013	2012	2011	2010	2009
Taxes	43%	50%	45%	44%	46%
Tangible Capital Assets*	23%	12%	15%	16%	12%
User Fees & Other Revenue	23%	27%	25%	25%	26%
Development Revenue	6%	4%	3%	6%	7%
Government Transfers	2%	3%	10%	7%	4%
Interest & Investment Income	2%	3%	3%	3%	4%
Gaming Revenue	1%	1%	1%	0%	0%
Total Revenue (In Millions)	\$158.1	\$129.2	\$134.3	\$129.6	\$116.7

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

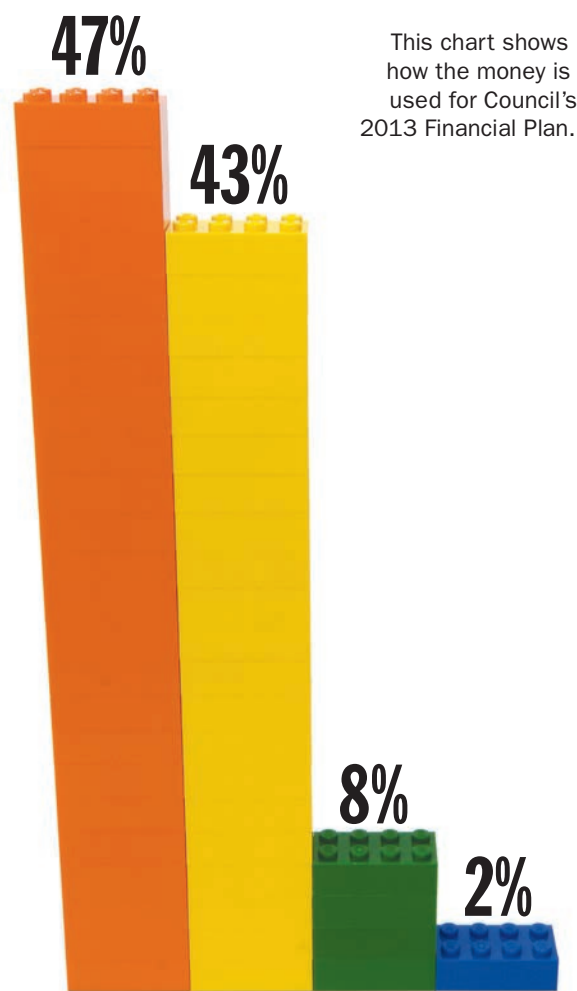


2013 Financial Plan



2013 Projected Funding Sources

Property Taxes and Parcel Charges	\$67.9 Million
Development Fees	\$52.6 Million
Fees and Charges	\$35.0 Million
Reserves (Net)	\$24.6 Million
Reduce Book Value of Assets (Amortization)	\$18.7 Million
Borrowing Proceeds	\$14.5 Million
Interest, Grants and Other	\$8.5 Million
Total Revenues	\$221.8 Million



2013 Projected Uses of Funding

Police Services	\$20.1 Million
Parks, Recreation & General Government Properties	\$19.6 Million
Water	\$18.1 Million
Public Works & Development	\$14.9 Million
Fire Protection	\$9.0 Million
Sewer	\$8.3 Million
Corporate & Financial	\$7.8 Million
Administration	\$5.5 Million
Total Other	\$103.3 Million
Capital Program	\$94.8 Million
Amortization	\$18.7 Million
Debt Payments	\$5.0 Million
Total Uses of Funding	\$221.8 Million



If you would like more information about the 2013 Financial Plan and the associated 2013 Business Plan visit our website at mapleridge.ca. You can use the QR Code on this page to access the information directly.



Capital Additions

61.4%



This chart 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**.



2013 Capital Additions

Transportation	\$35.9 Million
Water Utility	\$9.9 Million
Sewer Utility	\$5.9 Million
Recreation and Cultural	\$5.1 Million
General Government	\$1.1 Million
Protective Services	\$0.4 Million
Planning, Public Health and Other	\$0.2 Million

Total Capital Additions

\$58.5 Million

17.0%

10.1%

8.8%

1.8%

0.6%

0.3%



Look for information and photos on Pages 12 and 13 relating to some of the major transportation projects that were undertaken during 2013. The Maple Ridge official Facebook page, www.facebook.com/yourmapleridge, has some photo galleries of Capital projects such as the new 232 Street Bridge over the North Alouette River.

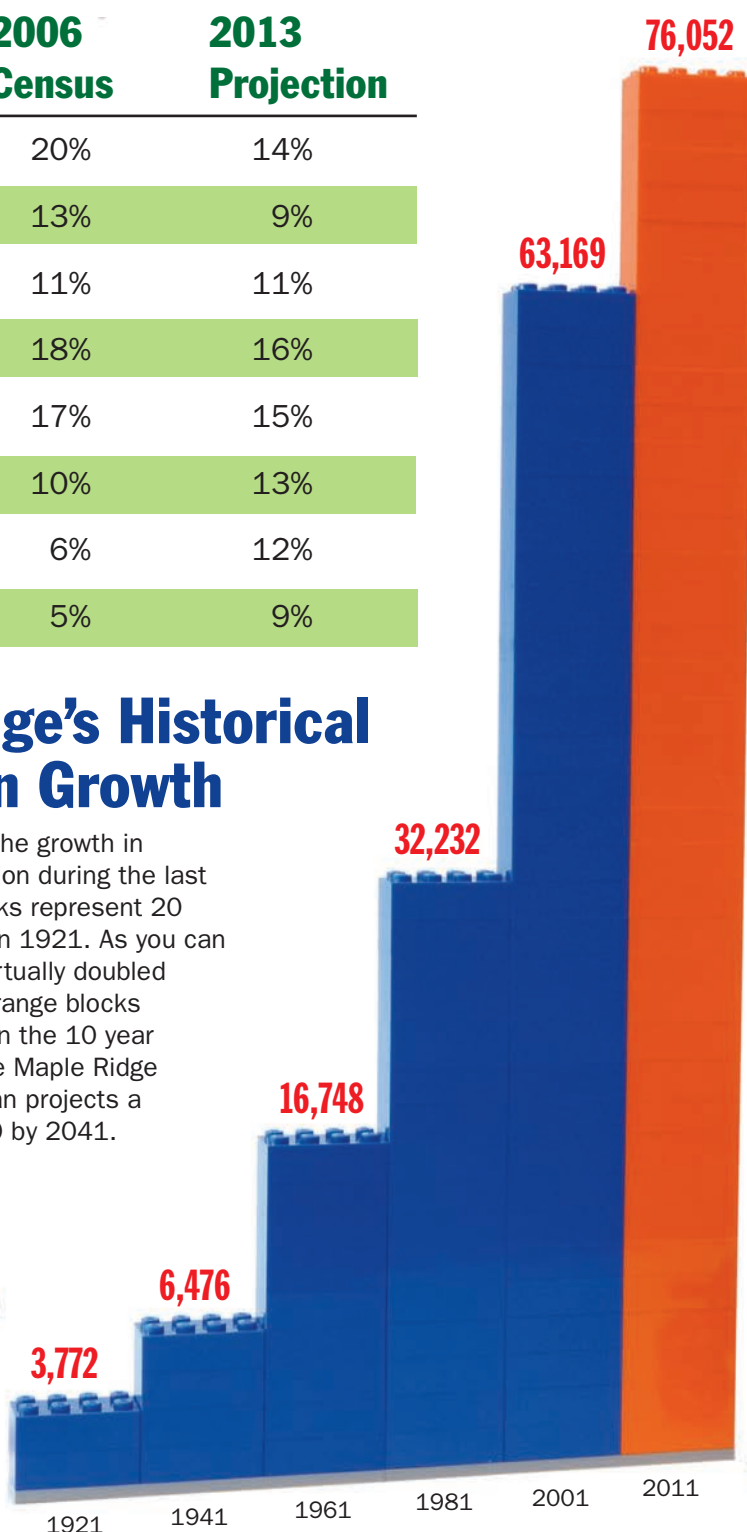
Population & Demographics

Population by Age

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

Maple Ridge's Historical Population Growth

This graph illustrates the growth in Maple Ridge's population during the last century. The blue blocks represent 20 year periods starting in 1921. As you can see, the population virtually doubled every 20 years. The orange blocks represent the growth in the 10 year period from 2001. The Maple Ridge Official Community Plan projects a population of 118,000 by 2041.



Source: Statistics Canada, prepared by BC Stats

Median Age

Definition:

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

2008 Median Age for Maple Ridge

38.7

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.



Employment & Debt

Maple Ridge
Employment Rate

64.2%

British Columbia
Employment Rate

59.5%

*Statistics Canada 2011 Census

Year	Unemployment Rate	Employment Rate	Employed Persons
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

Top 10 Maple Ridge Employers

Based on Number of Employees

	Industry
School District #42	Education
Ridge Meadows Hospital	Health Care
District of Maple Ridge	Government
Overwaita Food Group	Grocery
Fraser Regional Corrections	Corrections
Arcus Community Resources	Health Care
Safeway Maple Ridge	Grocery
West Coast Auto Group	Vehicle Sales
Waldun Forest Products	Wood Products
Interfor	Lumber

Source: BC Stats, October 2011

Source: Statistics Canada Labour Force Survey



Debt Per Capita Based on Estimated population of 79,400

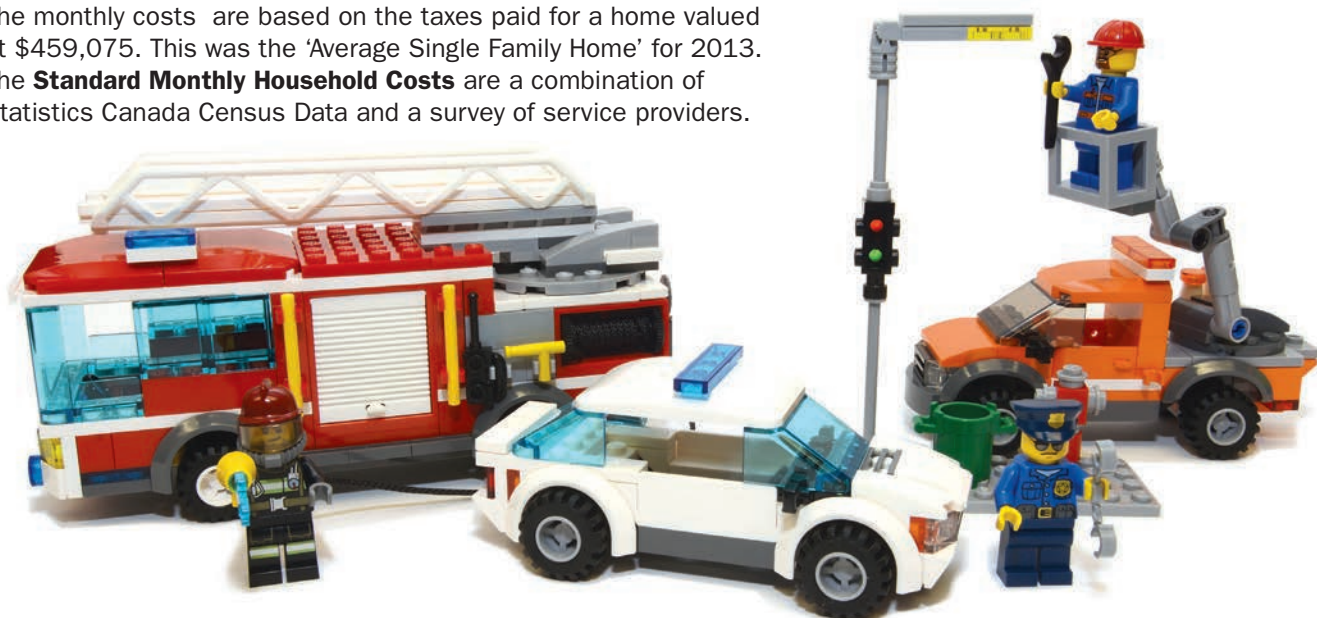
2013	2012	2011	2010	2009
\$498	\$535	\$496	\$520	\$563

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



Property Taxes vs. Household Costs

The monthly costs are based on the taxes paid for a home valued at \$459,075. This was the 'Average Single Family Home' for 2013. The **Standard Monthly Household Costs** are a combination of Statistics Canada Census Data and a survey of service providers.



Monthly Cost of Municipal Services

Police Services	\$43.33
Water (Includes Capital Costs)	\$39.64
Community Development, Parks & Recreation	\$34.27
Capital (Includes Debt)	\$28.17
Sewer (Includes Capital Costs)	\$25.76
Fire Services	\$22.24
General Government	\$18.88
Development Services	\$16.97
Recycling (Includes Capital Costs)	\$5.85



Your 2013 tax bill is comprised of the elements listed on the chart to the left. Below are comparisons to standard household operating costs using monthly averages. 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.

Standard Monthly Household Costs

Principal Accommodation	\$1,508.42
Transportation	\$1,341.92
Food Expenditures	\$689.25
Clothing & Accessories	\$260.75
High Speed Internet	\$55.00
Basic Cable Television	\$45.00
Telephone Landline (Basic)	\$35.00
Cellular Telephone (Basic)	\$30.00
Home Security System	\$28.00



Property Taxes vs. Taxation

Taxable Values By Property Class

versus

General Taxation By Property Class



Property Values

In 2013, 91% of the value of property was in the Residential Class. That's 91% of the over \$12 billion figure supplied by BC Assessment.

Property Taxes

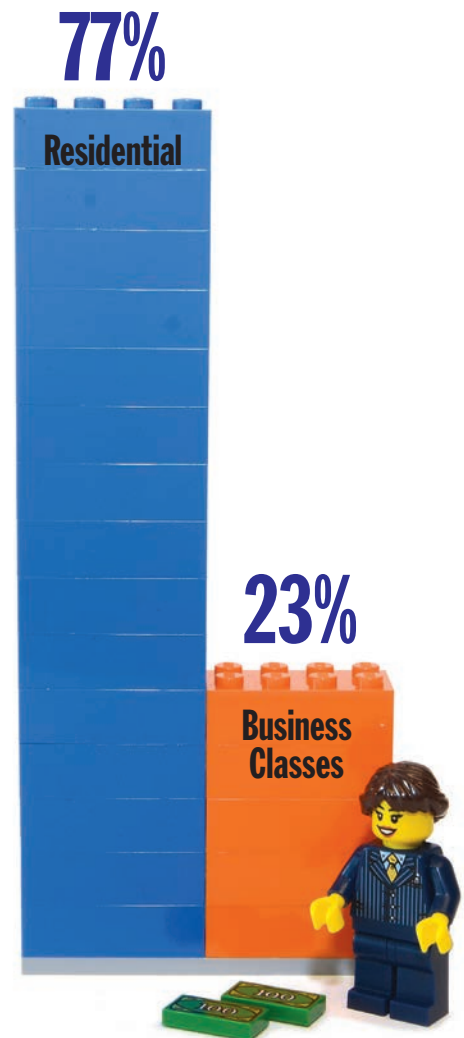
While 91% of the value is in the Residential Class, only 77% of the tax collected comes from Residential.



23% of tax collected comes from Business Classes, which account for 9% of the total property value. This type of ratio is common in Metro Vancouver.

Total property tax collected in Maple Ridge during 2013 was just over \$63 million.

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



**2013 Total Value of
All Property Types**

\$12,519,706,491

**2013 Total
Property Tax Collected**

\$63,125,039

From Budget to Taxation

How Does our Budget Impact Your Budget?

We have a lot in common. You're trying to run your household to meet your family's financial goals and plan for the future, and we are doing the same on a much larger scale. The annual tax bill you get from the District is one of a number of expenses that you need to budget for each year.

Over 70% of our employees are also taxpayers in the community, so we have a vested interest in ensuring that we have a solid financial planning program and tight, efficient business plans.

This final page of the Financial Spotlight is intended to connect the dots between all this financial information and your budget. In BC, local taxes are paid based on the value of your property. That value is set by an independent body, BC Assessment who determine the value of all property types in the province.

This is very important, because your budget and our budget intersect with the property assessment.

The Assessment

In January, BC Assessment mails out a Property Assessment Notice to every property owner in BC. The amount reflects the value of a property as of July 1 of the previous year.

Properties fluctuate in value and it is very important that you look at this information carefully when it comes in the mail. If you disagree with your assessment you can file an appeal with BC Assessment by January 31.



The Budget & Your Taxes

Council reviews financial information throughout the year and in December they review and approve both the 5-Year Financial Plan and Business Plan for the upcoming year.

In March, BC Assessment provides the final value of all properties after all appeals and adjustments have been made.

At this point the tax rate is set for all property classes. It is a dollar amount, based on each \$1000 of value for every property.

Once the rate is set, the Tax Notice can be prepared and sent to property owners.

What's On Your Tax Notice?

The Tax Notice is mailed out at the beginning of June and payment is due by July 2 of each year. You've probably noticed that there are more items than your property taxes on your Tax Notice.

In addition to your property taxes, there are other items that are collected at the same time. Line items include the levies for water, sewer service, recycling and some local area levies and Dyking District levies. Your tax bill also includes payments to School District #42, The Greater Vancouver Transit Authority, BC Assessment, the Greater Vancouver Regional District and the Municipal Finance Authority.

No More Line-Ups

Over the last few years we have introduced a number of programs to help you budget for, and pay your taxes more easily. One of the best programs is the Pre-Authorized Withdrawal Program which allows you to pre-pay your taxes in monthly installments. There are details of all of our tax payment programs at mapleridge.ca. We encourage you to look at all the options to avoid line-ups.



PEOPLE PLACES EVENTS



2013

P31

Outdoor Hockey

In January of 2013 (as with December) temperatures dropped to well below freezing for just over two weeks. Colleen Flanagan, photographer from the Maple Ridge News, captured this wonderful image of local youth taking advantage of the deep freeze to play a little hockey out at Whonnock Lake. This iconic Canadian image is a great way to start our look back at the people, places and events of 2013



Students at Webster's Corner Elementary School challenged students around the District to wear their favourite team jersey and make a donation to KidSport. The initiative was a great success.

Photo courtesy The Times.

The television and film crews love Maple Ridge as evidenced by the number of crews working in our community. In 2013 the industry developed an information campaign aimed at the Provincial Government called 'Save BC Film.' The industry was concerned that many productions were leaving BC due to more competitive tax benefits in eastern Canada and abroad.

Photo courtesy The Times.



LOOKING BACK ON 2013



P32

The News captured Meadowridge Independent School student David Guo participating in the school's annual Chinese New Year celebration. He's leading the Lion Dance celebrating the Year of the Snake.



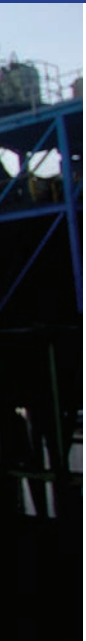
The Times Newspaper was given a tour of the Interfor Hammond Mill by manager Scott Bax. The Mill has been part of the fabric of our community for over a century and the economic engine that led to the development of the Hammond neighbourhood. It is the world's largest western red cedar mill by capacity and supplies 15% of the production of cedar on the planet. Pretty impressive.

In March works crews installed eight electrical vehicle charging stations in Maple Ridge. Seven of the charging stations are located in the Town Centre.

The News told us about sisters Summer and Tori Brack and their campaign to get rid of the 'R' word -retard - which has been used in the past to describe their beloved brother who has Downs Syndrome. They made a presentation to their fellow students at Garibaldi Secondary School to help create awareness, understanding and compassion.



PEOPLE PLACES EVENTS



The Times captured this lovely photo of the co-winners of the Maple Ridge Community Foundation Citizen of the Year Sammy and Reg Nelligan. This couple have given our community the most precious possession they have - their time. Both have a resume of work that goes back almost half a century. There was a long standing ovation when their names were announced.

Last year the new and improved Bell-Irving Hatchery was opened with a number of events that included the release of salmon fry back into Kanaka Creek.

P33





Last Spring the Intergenerational Garden had an official unveiling ceremony attended by area students who planted gardens that they would tend for the rest of the year with the support of elders in our community eager to pass on their knowledge of gardening and food production.

Members of the Haney Horsemen take the first ride over the new and improved Mill Creek Bridge that is part of the amazing equestrian and hiking trails in our community.



LOOKING BACK ON 2013



P34

Students from Samuel Robertson School unveil a giant Titan sculpture that they designed and built. This beautiful work now adorns their school.
Photo courtesy The Times.



Members of Council partake in the cutting of the carrot cake that marks the official kick off the Haney Farmers Market season which runs from May through to the end of October. The Market has become a cornerstone of our community celebrations and a great place to meet friends and family and connect with amazing local produce, baking, preserves and artisans.

In July, The Maple Ridge Caribbean Festival drew thousands of visitors from around the Lower Mainland. It's an amazing celebration of the music, dance and foods of the Caribbean.

In July, *The News* shared the story of Scott Gordon, owner of Bee Natural Apiaries, and his work to bolster local bee populations. Local farmers rely on bees to pollinate their crops. Scott is sharing his knowledge of raising bees with local farmers to help them maintain their own hives.



PEOPLE PLACES EVENTS



In August, 227 Street was shut down for the A&W Car Show and Fundraiser to raise funds and awareness about MS. There were hundreds of vintage cars spanning every era of automotive history. A spectacular evening for a great cause.

Our photo gallery started with kids skating on Whonnock Lake in January, and by August they were escaping the heat with a dip in the lake. *Photo courtesy The News.*

P35





In early September, Maple Ridge hosted the first ever True North Fraser Bluegrass Festival at the Albion Fairgrounds. The event drew crowds from all over the Pacific Northwest and for a few days a village of RVs sprung up where the audience and entertainers shared their love of music and hospitality.
Photo courtesy The News.

Hundreds of citizens made their way to the Albion Fairgrounds to witness the RCMP Musical Ride in September. It is a remarkable part of our Canadian history.



LOOKING BACK ON 2013



P36

The Maple Ridge Downtown BIA hosted the first annual Zombie Walk through the downtown. A tad creepy, for sure, but it was part of some early Halloween fun.



The Times newspaper shared the story about the bumper crop available at the Laity Pumpkin Patch. This is an annual tradition in our community, a place where youngsters pick out the pumpkin that will be carved up for Halloween night. Sunny weather in the late fall made it one of the best years ever.

The Maple Ridge Library hosted a Diwali celebration in November. This *Times* Newspaper photo shows dancers from the Asian Arts Banghra Club performing for the delighted crowd.

After a nine month renovation and expansion, Target Canada opened their new location in Maple Ridge just in time for Christmas shopping. This photo courtesy of *The Times*, shows Target employees Colleen Dalzell and Sabrina Tikhomiroff who were eager to show off their new location.



PEOPLE PLACES EVENTS



Lorraine Bates, co-chair of the Maple Ridge-Pitt Meadows Christmas Hamper Society, is shown here among the incredible donations made by local citizens to support the annual Christmas Hamper program. The generosity of folks in Maple Ridge remains as one of the 'Christmas Miracles' of our community. Photo courtesy *The Times*.

On December 24 Jason and Shaylee McLean had a visit with Santa as part of the annual Christmas Haven event held in Maple Ridge. This wonderful event makes sure that everyone can enjoy the blessings of the season. Photo courtesy *the Times*.

P37







The Fire Master Plan: Meeting the Needs of our Growing Community

For close to 50 years, from 1945 to 2001, Maple Ridge was served by a volunteer fire department. Back in 1945, there were only about 7,000 people living in Maple Ridge. In 2001, when the conversion to a 'paid on call' system was introduced the population was closer to 65,000 people.

In 2003, the community set about creating the 'Fire Master Plan' that would look at the most efficient and effective way to deliver fire protection to the community. The new model, introduced in 2005 is somewhat unique in BC and Canada. It is called a 'composite' model that combines full time firefighters with a contingent of 'paid on call' members to supplement when an emergency requires extra personnel.

At the same time, the new model set some performance measurement targets. Specifically, the Fire Master Plan calls for four professional firefighters and their vehicle to arrive at a call within 7 minutes of being dispatched in the urban response area. In 2003, that standard was only being met for one in four calls. In 2013, the department met that target for

eight out of ten calls. The Maple Ridge composite model offers a balance of fiscal prudence and service to citizens, especially when compared to the approach taken in similar size communities around Canada.

At any given time there are 12 professional firefighters on call in our community, along with Chief support. These firefighters work at Hall No.1 in downtown Maple Ridge and Hall No. 3 in west Maple Ridge on 203 Street.

In between calls your firefighters are involved in field training in hazardous materials, advanced first aid, special rescue techniques and risk assessment to ensure that when they arrive to answer your call they can attack the problem with efficiency and effectiveness.

There is no 'down time' for the crews. If they aren't training or doing equipment maintenance, they are out doing building inspections in our businesses and high occupancy buildings, where a fire can have a catastrophic effect. In fact, as they inspect the buildings they make notes so that they can plan how they would attack a fire to minimize property

damage and loss of lives.

Staff is involved in fire investigation work and support the work of our By-laws Department. The Fire Department experts have been providing input on the development of policies around wildfire protection and cost recovery for some services.

In their spare time, our firefighters are dedicated volunteers in every aspect of community life. In 2013, your Fire Department raised in excess of \$31,000 for local charities. They are proud to serve the community they live in.

Last year three members of the Maple Ridge Fire Department were recognized for 30 years of service to the community. One of those firefighters was Chief Peter Grootendorst, who retired to a new teaching position at the Justice Institute of BC. Over his career, he saw, and helped guide, the evolution of the Maple Ridge Fire Department to the innovative service model of today. When you need them, they will be there, thanks to a great plan.



Staffing Levels

6 Chief Officers
49 Career Firefighters
49 Paid On Call Firefighters
3 Civilian Administration Staff

Fire Hall No.1: Staffed 24/7
22708 Brown Avenue.

Fire Hall No.2: No staffing
27503 112 Avenue.

Fire Hall No.3: Staffed 24/7
11777 203 Street.

The Maple Ridge Quiz

7. How many calls did the Fire Department respond to in 2013?

A) 2356 B) 3308 C) 4213

8. What percentage of apartment dwellings were inspected by the Fire Department in 2013?

A) 43% B) 68% C) 100%

Answers are on page 47.





RCMP Service Delivery is Evolving with our Community

On December 2, 2013, Superintendent David Fleugel came before Council and made a detailed presentation on the Ridge Meadows Detachment Business & Financial Plan. The delivery of police services is the single largest budget item for Maple Ridge.

The presentation outlined staffing levels, policing ratios, case loads and the crime rate for the community. Clearly, our members are very busy protecting our community.

Maple Ridge was the first community in BC to sign the new 20 year Provincial policing agreement. Many of the aspects of the new contract - increased local reporting and transparency, consultation on costs and collaboration on local enforcement goals - are things that have been happening in Maple Ridge for many years.

In Maple Ridge one of the biggest challenges is working with the people in our community who are dealing with chronic drug use and mental health issues. The Community Safety Officer program is one of the ways that Maple Ridge has

partnered with the RCMP to meet this challenge head on

The uniformed officers are supported by a team of Maple Ridge employees who help keep the members on the streets by handling and processing as much of the administrative work as possible. The members are supported by the incredible volunteers from the Block Watch, Speed Watch, Citizens on Patrol and the RCMP Youth Academy programs.

Maple Ridge is now a hub for the Integrated Forensic Identification Services. Civilians and members work side by side on this team supporting the investigations of their colleagues. This civilian support helps contain costs and allows the uniformed members to concentrate their unique skills on other aspects of investigations. This local capacity has been a huge asset for local investigations.

One of the great benefits of the RCMP contract is the ability to access the special skills and training of the RCMP Integrated Teams 24/7. From detailed investigations of traffic accidents to the K-9 and tactical teams, local officers know

that they can access the unique skills and training they need to keep us safe.

One of the shared goals of your Council and RCMP team is visibility. In 2013, Maple Ridge was selected for a visit from the world famous 'Musical Ride.' The event served as a fundraiser for numerous local charities and helped citizens learn about the history of the 'Mounties.' Members volunteer their time to be part of the 'Red Serge Patrols' at local community festivals. The mere presence of an officer in red serge evokes that same sense of law and order and instills a sense of calm at events.

Supt. Fleugel told Council "I'm part of the team" during his presentation. When you look at the engagement of our RCMP officers in the community and the results that they are delivering, it's clear that we are committed to a shared vision of a safe and livable Maple Ridge. Our RCMP detachment is meeting the challenge of delivering police services with efficiency and effectiveness in a growing community and in a changing world.



Ridge Meadows RCMP Detachment

11990 Haney Place
Maple Ridge, BC V2X 9B8
Emergency Phone Number: 9-1-1

ridgemeadows.rcmp.ca

Facebook: [facebook.com/sgt.good.will](https://www.facebook.com/sgt.good.will)

Twitter: @RidgeRCMP

Staffing Levels

93 RCMP Officers
10 RCMP Officers assigned to Integrated Teams
3 Community Safety Officers
45 Civilian Staff

The Maple Ridge Quiz

9. What is the 2013 ratio of citizens to police officers in Maple Ridge?

A) 874 to 1 B) 967 to 1 C) 1237 to 1

10. How many crime incidents were committed per 1000 people in Maple Ridge in 2013?

A) 28 B) 42 C) 75

Answers are on page 47.

OUR GROWTH



1929

This photo from the collection of the Maple Ridge Museum and Archives was taken in 1929 by Western Canada Airlines, a company that operated from 1926 to 1930 primarily as a passenger service. Maple Ridge had a population of approximately 4,900 people. In the foreground you can see the Haney Brick and Tile Company which used the clay in the area for their products. The Bank of Montreal is located on the waterfront, and along with Fuller Watson would soon move up the hill to what is now the corner of 224 Street and Lougheed Highway. Notice the extent of logging north of town.



1956

Also from the collection of the Maple Ridge Museum and Archives, this photo shows our community in 1956 when the population was approximately 12,000. The Agricultural Fairgrounds are located in the centre of town in that open area. The Brick and Tile Company is still in operation and the Haney Wharf is still relatively unchanged from the earlier photo. The UBC Research Forest has been established and the old logged area is filling in.



1981

The population is just over 32,000 now and the Haney Brickyard has ceased operation. The old Bank of Montreal building is now home to the Billy Miner Pub and the wharf has been shortened and now serves as a public park space. The Agricultural Fairgrounds were relocated to the Albion Flats, and in this photo Haney Place Mall has just finished construction and opened to the public. The old Cam Neely Arena is still in the centre of town and the Haney Bypass has also been constructed by this time. Part of the old brickyard was turned into a park and is the home of the Maple Ridge Museum and Archives. *This photo is by Waite Aerial Photography.*

2014

You can see the changes that have occurred in the 30+ years since the previous photo. The population is estimated at close to 80,000 citizens and the Town Centre has been reconfigured by a number of new residential developments. Target Canada expanded the west side of Haney Place Mall and Memorial Peace Park is located where the old Cam Neely Arena used to sit. You can see that the logging done a century ago is invisible today. North/south street connections at Edge Street and 227 Street in the area south of Lougheed Highway have created connections to the Haney Bypass. *This photo is by Waite Aerial Photography.*



FROM ABOVE



12am



1am



2am



3am



4am



5am



6am



7am



8am



9am



10am



11am



12noon



1pm



2pm



3pm



4pm



5pm



6pm

Your Maple Ridge

24 HOURS



By Oliver Rathonyi-Reusz



7pm



8pm



9pm



10pm



11pm

SPOTLIGHT ON:

Bill Archibald



“HI, I’M BILL ARCHIBALD from Weyburn Saskatchewan”!

Those words boomed out over the speakers at the Maple Ridge Agricultural Fairgrounds the very day that Bill arrived in Maple Ridge to put down roots.

Bill was born in Vancouver, but as soon as he and his mom were released from the hospital they journeyed by rail to Maple Ridge, where Bill spent those first few months of life at his uncle’s farm. It would take a number of years for Bill to find his way back to us, but in the interim he grew up in Vancouver and earned a degree in Agriculture and his teaching certificate from UBC.

Bill started his career as a land agent for the oil industry, working to secure land leases throughout the prairies. When that business dried up he tried his hand at selling investments, Encyclopedia Britannica and raising cattle in northern Alberta, but ended up in Weyburn, Saskatchewan, where he settled with his prairie bride, Pat. There he worked as a teacher and became deeply involved in the community.

In 1963, he and his wife decided to move to BC so they could be closer to Bill’s mom. Bill had tears in his eyes as they started the long drive to BC. He left behind a lot of great friends.

On July 16, 1963 the Archibald family drove into Maple Ridge, their new home. Bill had been hired as a teacher at Garibaldi Secondary School teaching math and science. As they drove down Lougheed Highway Bill’s kids saw horses at the fairgrounds at Albion flats, so he pulled in for the family to take in the fair.

A gentleman named John Denton was the announcer for the fair, but he needed to find someone to fill in while he competed in one of the equestrian events. Bill had called bingo in Weyburn, so he walked over and volunteered to help out. John told him to introduce himself to the crowd. On his first day in Maple Ridge, within minutes of arriving in town the words “Hi, I’m Bill Archibald from Weyburn, Saskatchewan” echoed across the grounds.

Bill and John became great friends, and within a few months Bill was hanging out at Allco Park and hatched a plan to build a trail connecting the park to some old Abernethy & Lougheed Logging rail beds, so horses could get over to Golden Ears Park.

In 2013, Mayor Ernie Daykin presented a plaque to Bill Archibald recognizing his 50 years of volunteer service to our community. From that first trail in 1963, Bill and a dedicated team, The Haney Horsemen, established over 200 kilometres of trails in our community. Bill’s expertise in trail building was called on to establish trail networks in Victoria, Qualicum Beach and Port Alberni. That’s where he earned the nickname ‘Trail Boss.’

Bill even served a two year term as Alderman in the early 80’s and remembers when the new Council Chambers were

opened. He went on to teach at Pitt Meadows Secondary School and was beloved by his students.

In terms of legacies, Bill has so many. Locally, there’s the local equestrian trail network, the largest in BC. He was also there at the beginning when the Greater Vancouver Regional District established their Regional Park network. Bill, along with a large and committed group

of conservation enthusiasts were there to ensure that Kanaka Regional Park would be preserved for future generations. Nationally, Bill brought his passion and expertise to the Trans Canada Trail project.

When asked what his favourite place is, Bill’s eye tear up a bit when he mentions ‘Archibald Way’ a trail that was dedicated in his honour in the Thornhill area. Bill is still a passionate voice for the preservation of our natural setting. He told us that volunteering has brought him a great sense of belonging and a great deal of satisfaction.

I think the town of Weyburn were the ones that had a tear in their eye as Bill left to come to us. His passion, his energy and his vision have made Maple Ridge a great place to live. We salute him and thank him for 50 plus years of dedication. Thank you Bill.



THE MAPLE RIDGE QUIZ

Q&A

1. How many projects participated in the 2010 to 2013 Town Centre Investment Incentive Program (TCIIP)?
A) 72
B) 84
C) 93
2. What was the total estimated value of construction permits for the projects that were part of the TCIIP?
A) \$75 million
B) \$110 million
C) \$115 million
3. How many parks and sports fields are there in Maple Ridge and Pitt Meadows?
A) 96
B) 130
C) 143
4. How many total visits were there in 2013 at the Maple Ridge Leisure Centre?
A) 235,652
B) 356,987
C) 472,571
5. How many litres of water are used in Maple Ridge annually?
A) 8 billion
B) 11 billion
C) 15 billion
6. How many litres of raw sewage does Maple Ridge send for treatment annually?
A) 7 billion
B) 9 billion
C) 10 billion
7. How many calls did the Fire Department respond to in 2013?
A) 2356
B) 3308
C) 4213
8. What percentage of apartment dwellings were inspected by the Fire Department in 2013?
A) 43%
B) 68%
C) 100%
9. What is the 2013 ratio of citizens to police officers in Maple Ridge?
A) 874 to 1
B) 967 to 1
C) 1237 to 1
10. How many crime incidents were committed per 1000 people in Maple Ridge in 2013?
A) 28
B) 42
C) 75

How did you do?

1 out of 10: You need to re-read this report
2 - 6 out of 10: You are an engaged citizen
7 - 10 out of 10: You could be a Council member with this kind of knowledge!

SERVICES & CONTACT INFORMATION

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
enquiries@mapleridge.ca
mapleridge.ca

Mayor & Council

Tel: 604-463-5221
mayorandcouncil@mapleridge.ca

Clerk's

Tel: 604-463-5221
Property & Risk Management:
604-467-7315
clerks@mapleridge.ca

Communications

Tel: 604-467-7452
farmstrong@mapleridge.ca

Emergency Program

Tel: 604-467-7301
Nights & Weekends: 604-463-9581
emergencyprogram@mapleridge.ca

Engineering

Tel: 604-467-7339
engineering@mapleridge.ca

Finance

Accounts Payable: 604-463-5221
Accounts Receivable: 604-466-4334
Property Taxes & Utilities:
604-467-7316
revenue.collections@mapleridge.ca

Fire Department

Non-Emergency: 604-463-5880
Emergency **9-1-1**
fire@mapleridge.ca

Human Resources

Tel: 604-467-7350
hrenquiries@mapleridge.ca

Licences, Permits & Bylaws

Building: 604-467-7311
permits@mapleridge.ca
Bylaws & Licensing: 604-467-7305
licencesandbylaws@mapleridge.ca

Operations Centre

Tel: 604-463-9581
Public Works Emergency – 24 hours:
604-463-9581
operationscentre@mapleridge.ca

Parks & Leisure Services

Direct Info Line (24 hours):
604-467-7322
Cemetery: 604-467-7307
Facilities: 604-465-2499
Greg Moore Youth Centre:
604-467-7354

Leisure Centre: 604-467-7322

Planet Ice: 604-467-2883

Volunteer Services: 604-467-7459

Youth Services: 604-467-7354
parksandleisure@mapleridge.ca

Planning

Tel: 604-467-7341
Environmental Enquiries:
604-467-7499
planning@mapleridge.ca

Purchasing

Tel: 604-466-4343
procurement@mapleridge.ca

RCMP – Police Services

Non-Emergency: 604-463-6251
Emergency **9-1-1**

Strategic Economic Initiatives

Tel: 604-467-7320
invest@mapleridge.ca

Non-Municipal Services

Arts Centre & Theatre (ACT):
604-476-2787

Garbage (Metro Vancouver):
604-466-9277

Library: 604-467-7417

Recycling: 604-463-5545

Schools: 604-463-4200

Seniors' Programs: 604-467-4993

SPCA: 604-463-9511

As we produced this publication there were a number of items that we wanted to share with you that would not fit in the print edition. The QR code that you see on this page will take you to enhanced content on our website also look for this QR code on some of the inside pages. Take a moment to check out extended photo galleries and additional information about some of the content in this year's Citizens Report.

