

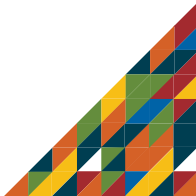
# 2017 Annual Report





# Table of Contents

<b>4</b>	Corporate Brand & Coat of Arms
<b>5</b>	Vision, Mission, and Values
<b>6</b>	Customer Service Statement
<b>7</b>	Message from the Mayor
<b>8</b>	Meet Langley City Council
<b>12</b>	Message from the CAO
<b>13</b>	Organizational Structure
<b>14</b>	2017-2021 Strategic Plan Progress Report
<b>18</b>	Departmental Overviews
<b>27</b>	Declaration of Disqualification
<b>28</b>	Director of Corporate Services Letter of Transmittal
<b>29</b>	Consolidated Financial Statements
<b>48</b>	Statistical Analysis
<b>51</b>	Business Licences Issued & Permissive Tax Exemptions
<b>52</b>	Where Do Your Taxes Go?
<b>53</b>	Civic Facilities Information





## New Corporate Brand

The City of Langley's logo was inspired by the Coat of Arms and provokes an inviting feeling using modern design elements and contemporary colours.

The graphical water elements that flows horizontally across the "LC" represents Nicomekl River and Floodplain, one of the distinguishing geographical features unique to the City.

"The Place to Be" represents the City's ongoing vision and has now emerged as a typographic element.



## The Coat of Arms and Flag

The Coat of Arms and Flag presented by the Chief Herald of Canada are a unique expression of the City's natural and historic heritage.

### CREST

Combines a mural coronet as a traditional heraldic emblem for municipal government with Maple leaves for Canada and Dogwoods for British Columbia. Above is a canoe, portage fashion to celebrate the MacMillan expedition of 1824. It is tinctured ermine to recall the region's early involvement with the fur trade. Above the canoe is a black half lion from the Scots heraldry for MacMillan. The lion is also a powerful symbol of strength of purpose. Here it symbolizes the spirit of the community and the determination of citizens to defend the City's interests represented by the City's flag.

### ARMS (SHIELD)

Symbolizes the historic crossroads of Old Yale Road (Fraser Highway), Glover Road and the horizontal British Columbia Electric Railway. The blue star of Innes in the centre of the crossroads reflects the original name of this crossroads - "Innes Corners", after the prominent pioneer and landowner, Adam Innes.

### MOTTO

"Strength of Purpose  
Spirit of Community"

### SUPPORTERS & COMPARTMENT

The blue and white bars symbolize the Nicomekl River which flows through the City. The grass represents the lands of the City, especially its original fields, while the lilies represent the special natural heritage of the region. The elk also represents this heritage, with the horse honouring pioneers and the role of horsepower in early agriculture and industry. The garbs or wheat sheaves in the collars and on the elk's medallion recall Langley Prairie and agriculture. The cog wheel for industry appears on the horse's medallion. The bezants or gold coins are the traditional symbol of commerce.

# Vision, Mission and Values

Langley City is based on three fundamental elements: our vision, our mission, and our values.

## Our Vision

THE PLACE TO BE

## Our Mission

A Vibrant, Healthy & Safe Community

## Our Values

### **P**eople – Our customer service priority and our way of doing business

Our commitment to people will be demonstrated by:

- Using effective two-way communication, seek input, actively listen and respect diversity and other points of view.
- Providing timely and reliable customer service by being proactive, courteous, friendly, helpful, open-minded and results oriented.
- Practicing leadership through our own actions, empowering employees, clarifying expectations, expecting accountability, providing growth opportunities and building leaders.
- Achieving greater potential and results by actively pursuing partnership with our customers and partners.

### **R**espect - How we treat people

We will maintain a respectful working environment by:

- Acknowledging and supporting decisions and being part of the team.
- Being sincere and consistent in words and actions.
- Listening and being supportive of the needs of others.
- Being caring and understanding.

### **I**ntegrity - How we carry out our responsibilities in an open and transparent fashion

We use integrity to get our work done by:

- Maintaining consistency between stated values and actions.
- Following through on commitments.
- Correcting errors and omissions in a timely manner.
- Practicing open, transparent and honest two way communications.

### **D**ynamics - How we strive for innovation and search out ways to be more effective

We will promote a dynamic workplace that values a freedom to explore which will foster creativity, entrepreneurship and innovation by:

- Being a customer-focused workforce.
- Being accepting of failure in trying new ideas.
- Celebrating successes.

### **E**xpectation - How we strive to exceed expectations

We will create a business approach that anticipates the needs of the community by:

- Protecting, preserving, restoring, sustaining, and enhancing our environment.
- Striving to be the best we can be and exceed expectations.
- Having a lasting effect on creating and sustaining a progressive community.
- Respecting the need for ongoing change and new innovative solutions.
- Recognizing the need for lifelong learning, training and education

# Full Circle Customer Service

Langley City places very high value on exceptional customer service. We are committed to providing training and resources that empower our staff to provide the best service possible to citizens and others who depend on our services, and with whom we interact.

For us, exceptional Customer Service is based on:

## Courtesy and Respect

We value the concerns of our customers, no matter how big or small.

## Timely Response

We are committed to addressing the concerns of our customers as quickly as possible.

## Clear and Accurate

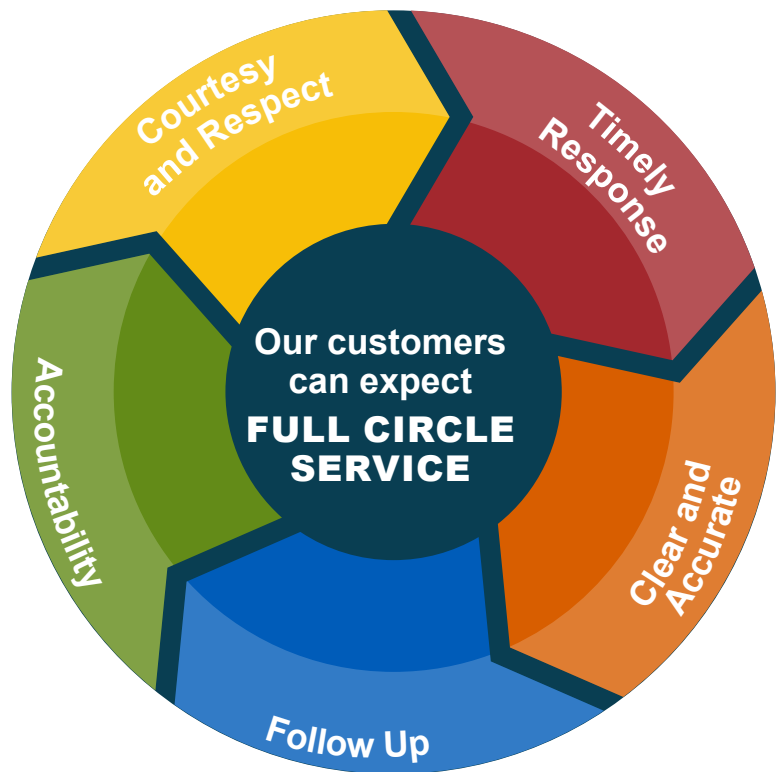
We will provide to our customers the most current and complete information available.

## Follow Up

We will promptly follow up with our customers.

## Accountability

We as individual staff members are truly committed to providing full circle service.



We believe that “Full-Circle Service” embodies these ideals. From the first to last encounter with our organization, our citizens and partners should expect and receive a complete experience. While not all outcomes may be the desired ones, the process should positively meet or exceed the expectations of those with whom we interact. Customer service will be an essential ingredient for service delivery in all key result areas.



On behalf of my Council colleagues, I am pleased to present the 2017 Annual Report to our citizens, taxpayers, and stakeholders. I am proud to report that we have maintained our 'debt-free' status while achieving some milestones in our community including the \$1.3 million Penzer Action Park project that boasts the largest parkour course in Canada. As many of you know, the grand opening of Penzer Action Park was a huge success with many people making use of the new parkour course, concrete pump track, multi-sport sports court and kids climbing playground.

The City is working very hard to implement infrastructure programs that will benefit the community in the long term. With tax dollars, federal and provincial grant funding, and casino proceeds, the City completed a number of infrastructure renewal projects including bridge deck repairs on 200 Street, four large culvert replacements, floodplain pedestrian bridge upgrades, street rehabilitation, and enhancing the maintenance of walkways, boulevards, sidewalks, and medians. The City also substantially completed the 56 Avenue road & utility project in 2017 adding the finishing touches in early 2018.

Langley City Council's mission is to achieve "A vibrant, healthy and safe community" and we have made significant strides towards this mission by addressing some of the concerns surrounding homelessness and public safety. City Council adopted the Homelessness Strategic Plan and Community Crime Prevention Strategic Plan, appointed the newly hired Manager of Bylaw Enforcement to work directly with the Langley RCMP. Together Langley City staff and the RCMP initiated the Langley City Bike Patrol Program, the Integrated Proactive Homelessness Inspection Team, and the Problem Property Inspection Team. Langley City Council continued to work closely with Fraser Health and saw the enactment of the Intensive Case Management Team in late 2017. The City has also addressed public safety by starting the process to enhance the Langley City Fire Service's emergency radio system by joining the multi-jurisdictional E-Comm network. The City also purchased a new Langley City Fire Rescue truck, and it will be delivered in 2018.

Another great success was the third annual Neighbourhood Meetings where Council and senior staff met with residents to provide information and listen to their feedback on local issues.

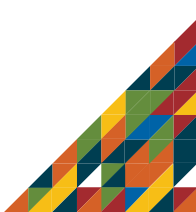
This year the City adopted the new corporate brand and the 2017-2021 Strategic Plan. The new corporate brand has refreshed Langley City's image, and the strategic plan has provided us with a new road map to guide and define the City's priorities.

Langley City Council will continue working towards achieving our goals to enhance our community while being accountable to our citizens. Langley City Council is committed to improving the livability of our community, making the City of Langley "the Place to Be!"

Sincerely,

A handwritten signature in black ink, appearing to read 'T. Schaffer'. The signature is stylized and fluid.

Mayor Ted Schaffer





(Left to Right) Councillor Arnold, Councillor Albrecht, Councillor Storteboom, Mayor Schaffer, Councillor Martin, Councillor van den Broek, and Councillor Pachal)

# Meet Langley City Council



## Mayor Ted Schaffer

First elected as a Langley City Councillor in November 1990, and formally elected as Mayor in November 2014, Ted Schaffer has dedicated 25 years to building a vibrant, healthy and safe community that meets the current and future needs of residents, business owners and visitors of the City of Langley. He works diligently on behalf of citizens to ensure a positive quality of life for all Langley City residents. Mayor Schaffer, working alongside the rest of the Council team, believes in relationship building as an important part of any successful community and invites open dialogue and sharing of ideas as he strives to make his community the best that it can be. Mayor Schaffer and his wife, Jean, have been married for 45 years and have lived in the City of Langley for 37 years. They have two married daughters, Kirsten and Jennifer, and four grandchildren. When time permits, the Schaffers enjoy reading, walking, and fly fishing in the Merritt area high country.

Council Committee Appointments for January 1, 2017 to December 31, 2017:

- Committee of the Whole (Chair)
- Communities in Bloom
- Community Day Committee (Chair)
- Community Grant Committee (Chair)
- Finance Committee (Chair)
- Fraser Health Municipal Advisory Council
- Healthier Community Partnership (Co-Chair)
- Lower Mainland District RCMP Mayors Forum
- Langley Christmas Bureau
- Mayors' Council on Regional Transportation
- Mayors' Council Joint Planning Committee
- Port of Vancouver Mayors' Roundtable - South of the Fraser
- Metro Vancouver Mayors Committee
- Metro Vancouver Zero Waste Committee





## Councillor Jack Arnold

Born in Toronto in 1947, Jack moved to Vancouver in 1969 and to Langley in 1977. He was first elected to City Council in 1990 and has now served for 28 years. Jack was a winner of the 2003/2004 Award of Excellence from the Government of Canada and was also a recipient of the Queens Jubilee Medal for his public and community service. Jack is a former member of the Royal Canadian Air Force, a member of the Royal Canadian Legion Branch 21, the Langley City Parks Foundation, and has been involved with local youth for many years including drop-in sports and coaching football and roller hockey.

Council Committee Appointments for January 1, 2017 to December 31, 2017:

- Advisory Planning Committee (Chair)
- Committee of the Whole
- Community Grant Committee
- Community Day Committee (Vice Chair)
- Community Day Parade Sub-Committee (Chair)
- Emergency Planning Committee (Chair)
- Finance Committee
- Langley Senior Resources Centre Society
- Tourism Langley (Alternate)
- Youth Commission

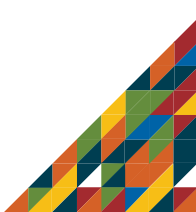


## Councillor Paul Albrecht

Councillor Paul Albrecht has lived in the City for 27 years with his wife Christine. They have four children, three boys and a girl, and have one very independent cat. Paul was elected in 2014 to his first term in office. He loves to play hockey and enjoys cycling, weight training, and spending time with his family. Paul loves the City of Langley because it has everything a person needs within a reasonable distance and it is a great place to raise a family. The community is unique because it has all the amenities one needs, yet retains the small town feel.

Council Committee Appointments for January 1, 2017 to December 31, 2017:

- Advisory Planning Commission (Vice Chair)
- Committee of the Whole
- Community Grant Committee
- CPR Railway, Township and City Advisory Panel (Co-Chair)
- Finance Committee
- Fraser Health Municipal Advisory Council (Alternate)
- Fraser Valley Regional Library Board (Alternate)
- Joint School Board #35 /Municipal Liaison Committee (Co-Chair)
- Seniors Resources Centre Society (Alternate)
- Langley Walk Committee
- Langley Secondary School Round Table
- Magic of Christmas Parade Committee (Chair)
- Youth Commission (Alternate)
- Langley Economic Develop Committee
- DLBA Council Liaison
- Discover Langley Council Liaison
- UBCM Executive Member - Health & Social Development Committee/Community Economic Development Committee





## Councillor Gayle Martin

Councillor Gayle Martin has lived in the City of Langley for 30 years. She's been a member of Council for 28 years, since 1990. She has a son, daughter-in-law and two grandchildren and couldn't be happier. She enjoys spending time with her family at Cultas Lake, especially on her son's boat and loves to travel and volunteer in the community. Councillor Martin loves living in the City of Langley because there is such a sense of community here.

Council Committee Appointments for January 1, 2017 to December 31, 2017:

- Committee of the Whole
- Community Grant Committee
- Finance Committee
- Fraser Valley Regional Library
- Gateway of Hope Community Council
- Healthier Community Partnerships (Alternate)
- Homelessness Action Table
- Metro Vancouver Regional Parks Committee
- Metro Vancouver Aboriginal Relations Committee



## Councillor Nathan Pachal

Councillor Pachal was elected to Langley City Council in the 2016 by-election. Whether he's writing his blog, working with various community groups, or serving on various City committees, Nathan has worked hard to bring forward awareness around intersecting components of sustainable and accessible community design. Councillor Pachal has appeared in print, radio and television talking about land-use and transportation issues in the region and believes the entire region is in need of a diverse transportation system that allows people to take transit, cycle, walk or drive.

Council Committee Appointments for January 1, 2017 to December 31, 2017:

- Committee of the Whole
- Community Grant Committee
- Finance Committee
- Hunter Park Restoration Task Group
- Crime Prevention Task Group



## Councillor Rudy Storteboom

Councillor Rudy Storteboom is born and raised in the Fraser Valley and has lived in Langley City for over 30 years. He lives in the downtown core and serves on his Strata Council at Paddington Station. Rudy is happy to have family and many life-long friends living in Langley City. This is Rudy's second term on council, having served from 2008-2011 and again since 2014. He enjoys going for walks in the downtown core and attending events in the community as well as connecting with friends and neighbours over coffee.

Councillor Storteboom says that, "The City of Langley provides me with a full and happy life that presents new opportunities for personal development, every day. It's the people who live here that make my life so rewarding and I am proud to call Langley City my home."

Council Committee Appointments for January 1, 2017 to December 31, 2017:

- Committee of the Whole
- Communities in Bloom
- Community Grant Committee
- Finance Committee
- Fraser Health Authority Advisory Committee (Alternate)
- Langley Refugee and Immigrant Advisory Committee
- Local Government Awareness Day
- Metro Vancouver Board of Directors

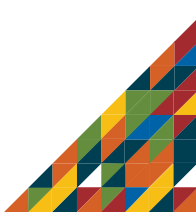


## Councillor Val van den Broek

My husband Rob and I love living in Langley City, and have been here for the past 18 years with our fish and two dogs, Bentley & Duquesa. Together, we enjoy walking the trail system, exploring restaurants and shops in downtown Langley, or travelling to Starbucks to plan our next travel adventure. After working eight years for the City of Langley as the Community Police Office Coordinator and volunteering as an Auxiliary RCMP Constable, I learned the only way to make a real difference was to run for Council. The past four years I have worked hard on transportation, revitalization, social issues, and have focused on collaborating with other levels of government, community partners, and local businesses. I believe revitalization is key for building a vibrant & healthy community. As a proud alumni of Langley Kwantlen Polytechnic University, I mentor young women interested in politics and criminology. I currently manage a full-time job, family, volunteering & my Council duties. I love to garden and work on my photography skills, and I believe Langley City has endless possibilities – it's a new beginning & I'm very proud to be a part of it.

Council Committee Appointments for January 1, 2017 to December 31, 2017:

- Committee of the Whole
- Community Grant Committee
- Finance Committee
- Gateway of Hope Community Council (Alternate)
- Langley Christmas Bureau (Alternate)
- Langley Walk Committee
- Local Government Awareness Day
- Magic of Christmas Parade Committee
- Youth Commission





On behalf of Langley City Administration, I am pleased to present the 2017 Annual Report. The purpose of this report is to provide our citizens, tax payers, regulatory bodies and other stakeholders with an accurate, complete and reliable summary of city finances, initiatives and accomplishments over the past year.

As the Chief Administrative Officer, it is my job to oversee management of municipal operations and, together with my senior management team and all City staff, facilitate the implementation of Council policies and programs.

I am pleased to report that Council adopted the new 2017 – 2021 Strategic Plan which is built on the previous strategic plans. Our vision remains unchanged as “The Place to Be”, but our mission and key result areas have evolved to reflect our current focus and priorities. Our new mission statement is ‘a vibrant, healthy and safe community’ which reflects that Langley City continues to be a thriving community as we move into 2017 and beyond. Development, arts and culture, and recreational opportunities are all flourishing. Ongoing improvements to transportation and infrastructure are evident throughout the City, as are key environmental initiatives. Council and Staff are working diligently on several fronts to build a strong sense of community that provides a high quality of life where people choose to live, work and prosper.

Another exciting major initiative completed in 2017 was the development of a new corporate brand which reflects the City as it stands today and embraces its aspirations for the future: an active and vibrant urban hub with progressive residential development, growing demand as a tourist destination and place to foster small business enterprise; all while still maintaining its unique charm and character. You may have noticed the new logo on our refurbished entrance signs at the gateways of the City.

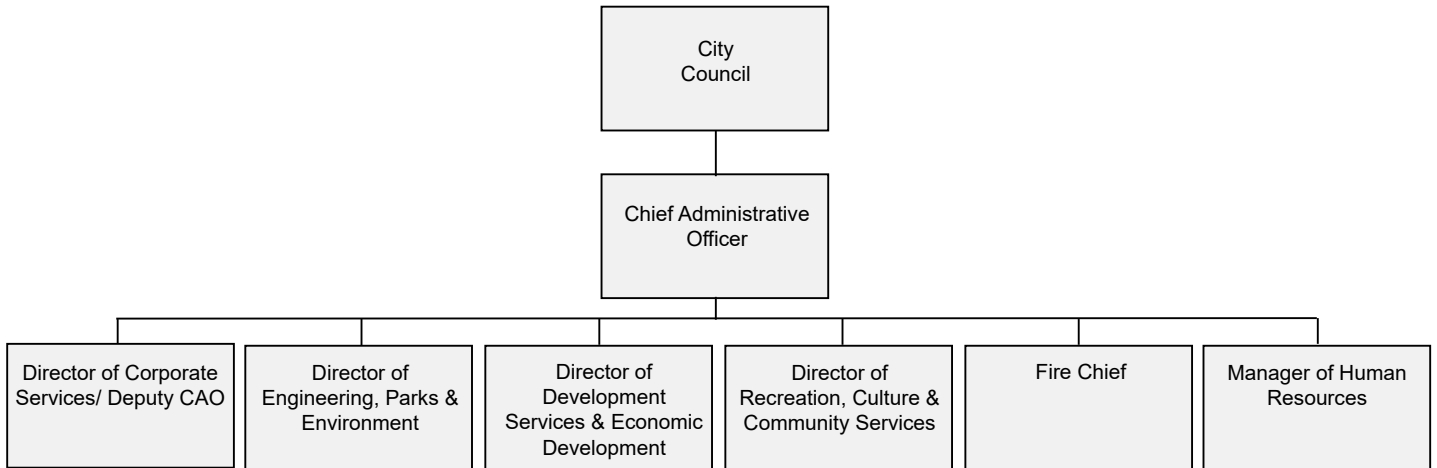


We will continue working towards attaining our goals to enhance our community while being accountable to our citizens. Our talented and dedicated team is committed to delivering quality programs and services and improving the livability of our community, making the Langley City “The Place to Be!”

Sincerely,

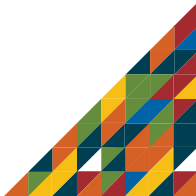
A handwritten signature in black ink, appearing to read 'Francis Cheung'. The signature is fluid and cursive, written over a light grey background.

Francis Cheung, P. Eng.  
Chief Administrative Officer



# SENIOR MANAGEMENT TEAM

Francis Cheung Chief Administrative Officer (CAO)	604-514-2805
Darrin Leite Director of Corporate Services/ Deputy CAO	604-514-2806
Rick Bomhof Director of Engineering, Parks and Environment	604-514-2825
Gerald Minchuk Director Development Services and Economic Development	604-514-2815
Kim Hilton Director Recreation, Culture and Community Services	604-514-2866
Rory Thompson Fire Chief	604-514-2882
Judy Hale Manager of Human Resources	604-514-2803



# 2017-2021 Strategic Plan

The role of the Corporate Strategic Plan is to guide all planning processes within Langley City and is based on three fundamental elements: our vision, our mission and our values. Built on input from Council, staff, citizens and other stakeholders, the strategic plan is a living document that will change as goals are achieved and the needs of the community evolve. Each key result area shares the same significance as the others in order to achieve our vision and our mission. Making progress in these key result areas will define our success over the next five years, and anchor our accountability to our individual and corporate citizens.

## Key Results Areas

### INFRASTRUCTURE RENEWAL

We recognize the need for, and are committed to, establishing a long-term, financially responsible infrastructure renewal plan for all municipal assets.

### QUALITY OF LIFE

We are a community that is an ideal place to raise a family, offers a welcoming and affordable living environment, boasts great leisure and recreational opportunities and supports healthy, safe and diverse neighbourhoods.

### COMMUNICATION

We communicate effectively with our citizens, customers, partners, and stakeholders, involving them in decisions which impact and interest them, and engaging them in public life.

### REVITALIZATION

We have a revitalized downtown core that is vibrant, clean and safe, is a desirable location for industry, and our policies and strategies create a vibrant economy that position the City as the Regional Hub in the Fraser Valley for innovation, education, technology, shopping, health industry, leisure, and entertainment.

### ENVIRONMENT

We continue to focus on protecting, promoting and enhancing environmental assets in the community.

### PROTECTIVE SERVICES

We maintain and foster partnerships with law enforcement agencies, community groups, neighbourhoods, and citizens to address public safety and socioeconomic issues in the community.

### ORGANIZATIONAL EXCELLENCE

We stand out as a results-oriented, engaged and innovative work force with a strong service ethic and high level of customer service and a City Council that is accessible to its citizens.

Making progress in these Key Result Areas (KRAs) will define our success over the next five years, and anchor our accountability to our individual and corporate citizens. The specific initiatives we will undertake to achieve results are set out in the following section of this Strategic Plan.

**Brydon Lagoon**

# Protecting our Community 2017!

The 2013- 2017 Corporate Strategic Plan outlines forty-nine initiatives in seven key result areas.

The majority of initiatives identified in the 2013 – 2017 Strategic Plan were successfully completed. City Council and staff developed the new 2017-2021 Strategic Plan in 2017, and it will shape the City's priorities and goals for years to come.

## Key Result Area: Protective Services

**Initiative:** Create a multi-departmental Core Enforcement Team to address public safety and homelessness issues.

**Accomplishment:** In 2017 two new teams were developed in partnership with the RCMP.

The Problem Property Inspection Team consists of Bylaws, RCMP, Building Inspectors and Fire Rescue. The team attends problem properties to work at creating solutions to ensure that these properties don't continue to be a nuisance. Compliance and landlord cooperation usually leads to success. If there is no cooperation on the part of the property owner, enforcement action is taken.

The Proactive Integrated Homelessness Inspection Team is a joint partnership between City Bylaws and the RCMP. The team conducts patrols of homeless camps to check on the wellbeing of homeless individuals and to enforce criminal code and bylaw infractions. Patrols are done on both foot and on bikes throughout the week.

**Looking Ahead:** The problem property team saw immediate success. Problem properties have been greatly reduced within the City. Both Bylaws and the RCMP continue to proactively work together to identify potential problem properties before they become an issue.



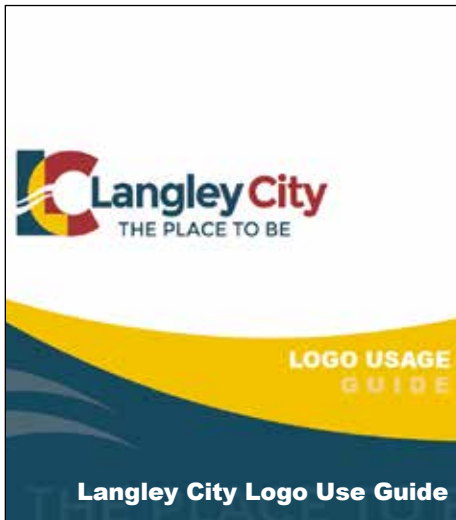


## Key Result Area: Infrastructure

**Initiative:** Develop a long term plan for the stewardship of our infrastructure; including man-made infrastructure below grade, at grade, and above grade, and develop a finding strategy that ensures sustainability.

**Accomplishment:** Successfully obtained grants from Canada/BC Clean Water & Waste-Water Fund and ICBC for the 56 Avenue Utility Replacement and Road Improvement Project.

**Looking Ahead:** The 56 Avenue Utility Replacement and Road Improvement Project was completed in 2018, and the new City streetscape will improve the overall aesthetics of downtown Langley.

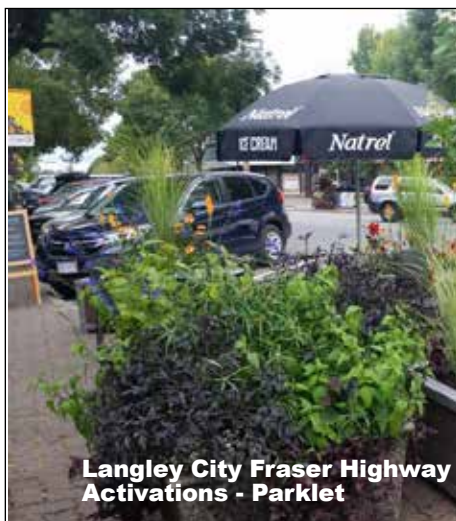


## Key Result Area: Communication

**Initiative:** Develop a Communication Plan based upon new City Branding and Strategic Plan.

**Accomplishment:** Langley City awarded the Communication Plan contract in the summer of 2017, and have started to work with the consultant to develop Langley City's first Tactical Marketing Communication Plan for 2018 - 2020.

**Looking Ahead:** The Tactical Marketing Communication Plan for 2018-2020 will be finalized in 2018, and the City will start implementing the new plan in 2018.



## Key Result Area: Revitalization

**Initiative:** Implement the recommendations from the Business Recruitment & Retention Strategy.

**Accomplishment:** Economic Development Committee conducted "Business Walks" to learn about issues and challenges facing our business community and provides a foundation of building relationships over time.

**Looking Ahead:** The City will continue conducting "Business Walks" in both the commercial and industrial business sectors.





## Key Result Area: Quality of Life

**Initiative:** Partner with community groups to host more organized events and activities in the downtown.

**Accomplishment:** Held many new events and activities over the summer, including Lunch & Lounge.

**Looking Ahead:** The City will be expanding the program to 4 days/week in Douglas Park and McBurney Plaza.



## Key Result Area: Environment

**Initiative:** Develop an invasive species inventory and management strategy.

**Accomplishment:** Inventory and mapping was completed in partnerships with Langley Environmental Partners Society (LEPS) on the Pleasantdale Creek and Muckle Creek corridors.

**Looking Ahead:** Removal and replanting will occur in 2018, and the City will investigate a long term strategy for invasive species.

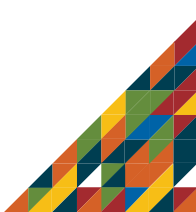


## Key Result Area: Organizational Excellence

**Initiative:** Deliver efficient and effective services and programs by performing regular reviews to ensure services remain efficient and reflect what the community wants.

**Accomplishment:** The City continued the annual Neighbourhood Meetings this year. The Neighbourhood Meetings help Council and staff receive feedback on services and programs offered, and enable staff to review services to ensure services remain efficient.

**Looking Ahead:** The City will continue the Neighbourhood Meetings to ensure services reflect what the community wants.





# Departmental Overviews

Local Government Day

## Office of the Chief Administrative Officer

The primary responsibility of the (CAO) is to lead the overall conduct of the City in pursuing the City's goals and objectives. The CAO provides advice to City Council on issues facing the City and provides direction to the Senior Management team in accordance with direction received from City Council together with various bylaws, policies, and the statutory requirements of the Community Charter and Local Government Act.

### Office of the CAO

- Leads, directs and coordinates the activities of all City departments.
- Executes policies and decisions of Council.
- Conducts long range and corporate planning for the organization.
- Oversees the development and proper expenditure of the City's operating and capital budgets.
- Informs and advises on policy matters as requested by Council.
- Motivates and monitors performance to ensure standards are met, that priorities are pursued and that high quality City services are consistently delivered.
- Manages a continuing organizational development program to ensure good communication between departments and coordinated efforts to address City priorities.

### Corporate Officer Division

- Facilitates and coordinates the flow of information internally and externally to ensure Council, staff, citizens and stakeholders receive the information they need on City activities, initiatives, plans and issues.
- Provides administrative assistance to the Office of the Mayor and Councillors and first point of contact for in-person and telephone inquiries to Mayor and Council.
- Supports Council and Committee Meetings, including agenda and minute preparation and related issue follow-up and action-tracking.
- Administers City's records management program for hard copy and electronic records.
- Processes, consolidates and maintains all City bylaws and policies and assists departments in bylaw and policy drafting.
- Coordinates and manages the Council election process.
- Processes public requests for information under the Freedom of Information and Protection of Privacy Act.
- Coordinates special events on behalf of Council.

### Bylaw Enforcement Division

- Administers and directs the operation of the Bylaw and Parking Enforcement Division, including development of operating procedures and drafting new regulatory bylaws in response to community issues.
- Administers parking enforcement.
- Administers animal control contract with Langley Animal Protection Society (LAPS).
- Responds to queries and complaints from the public by investigating and developing remedies as appropriate.

### Human Resources Division

- Coordinates recruitment process and labour relations activities
- Oversees corporate training and development initiatives and coordinates departmental training and development
- Oversees occupational health and safety program (including disability management)
- Oversees compensation and benefits and coordinates job evaluation process
- Develops and implements human resources programs
- Provides advice, assistance and support in any matters that involve City employees

### Communications

- Coordinates public affairs and media relations; develops key messages and speeches for City spokespeople
- Provides corporate and strategic communications and administers marketing and corporate brand management
- Provides content, design, production, and publishing support for all departments
- Manages corporate website, opt-in email service and social media platforms
- Provides community relations and emergency communications functions

## 2017 Service Highlights and Achievements

### Office of the CAO

- Worked with the RCMP and City staff to address the homeless issues throughout the City.
- Worked with Metro Vancouver and KPU to further develop the business case for creating an Urban Farm at the BC Hydro Right-of-Way.
- Explored the feasibility of developing a Performing Arts Centre in partnership with other levels of government, philanthropists, private and service organizations, and other stakeholders.
- Created a multi-departmental Core Enforcement Team to address public safety and homelessness issues.
- Created performance metrics to ensure that progress is made with our strategic plan and master plans.
- Explored partnership opportunities with other levels of government, public and private organizations and service organizations to deliver services and programs to our citizens.

### Corporate Officer Division

- Processed 42 Freedom of Information requests.
- Created Freedom of Information & Protection of Privacy Act Quick Reference Guide for City of Langley Employees.
- Reviewed and updated Council Procedure Bylaw to meet legislative and parliamentary procedure requirements.
- Completed phase one of implementation of eSCRIBE agenda software.
- Processed 33 new or amending bylaws.
- Recruited volunteer members for committees and task groups
- Supported the following Council and Committee meetings: 49 Council Meetings; 7 Crime Prevention Task Group Meetings; 3 Joint School District / Municipal Liaison Committee Meetings; 2 Joint School District/ Municipal Staff Committee Meetings; 3 Board of Variance Meetings; 1 Langley City Parks Foundation; 1 Langley City Development Corporation Meeting; 2 Corporate Planning Sessions.

### Bylaw Enforcement Division

- Responded to 6,266 calls for service.
- Responded to 3,433 homeless related calls.
- Responded to 706 animal control calls.
- Issued 3,332 parking violations.

### Human Resources Division:

- Coordinated and published 34 job postings and job opportunity bulletins.
- Recruited, hired and oriented 36 new employees.
- Conducted 12 Joint Occupational Health and Safety Committee Meetings and 12 Fire Department Occupational Health and Safety Committee Meetings.
- Coordinated and delivered 10 safety training sessions.
- Coordinated 24 Occupational Health and Safety workplace inspections.
- Attended 8 Metro Vancouver Human Resources Advisory Committee Meetings.

### Communications

- Adopted new branding standards and implemented new Langley City corporate brand.
- Selected the proponent and started the 2018-2020 Communication MarCom Plan.
- Started Langley City Video Spotlights.
- Completed Langley Emergency Program's Communications Plan Update and Incident-Specific Communication Templates.
- Published 12 Langley City eNewsletters and eBulletins as required.
- Issued 70+ media relations announcements and new items, 30+ speeches or speaking notes for City spokespeople.
- Staff representative on Community Day Committee and the Langley Christmas Bureau Committee.
- Created and supported Crime Prevention Task Group Online Campaign, and 30+ communication strategies and plans for different initiatives and departments.
- Planned and supported the Penzer Action Park Grand Reopening, Downtown Initiatives Strategy and Implementation, and many other Council events.

### Administration

- Coordinated the following events: Volunteer Appreciation Banquet, Local Government Day, 6 City Hall and community flag raising events, Co-organized 3 Neighbourhood Meetings (with Communications Officer), Joint Council meeting with Pitt Meadows Council.



## Corporate Services

The department oversees the financial operations of the City, safeguards the City's financial assets, coordinates the budget activities and maintains the City's technological infrastructure in a reliable and timely fashion to enhance the decision making process, public confidence and ultimately the delivery of services to the residents of the City of Langley.

The department's primary role is to provide a variety of support services to the City Council and other city departments. The department also acts as the City's principal contact for contract partners like the RCMP (Royal Canadian Mounted Police), LYFS (Langley Youth and Family Services and the FVRL (Fraser Valley Regional Library).

### Finance Division

The Finance Division supplies the City's accounting and financial management requirements which include payroll, accounts payable, tax/utility billing and collection, cost control reporting, financial reporting, cash management and the annual budget preparation. The division is also responsible for risk management and maintaining insurance to protect the City and its assets from economic loss as the result of litigation, accident or a natural disaster.

The Revenue and Business Systems Manager coordinates staff computer training so that staff can take advantage of new functionality or a new application. The public have access to recreation registration, property tax information, geographical mapping, business and dog license and parking ticket payment options through the internet.

### Information Technology Division

The Information Technology Division supplies computer services to the staff of the City to assist them in accomplishing organizational objectives. The IT Division ensures that the City data is secure from outside threat, operates in a virus free environment, is backed up and that there are plans for failure or disaster. The division provides reliable, high performance computer systems that enable City staff to perform their job functions efficiently. The IT Division constantly strives to improve the City's network infrastructure and keep hardware and software up to date and enhance information and service delivery to the public through the internet.

### Community Police Office

The Community Police Office is focused on crime prevention. The purpose of the Community Police Office is to bring the police closer to the community making it more convenient for citizens to report incidents. It promotes the development of a closer police to community relationship which is consistent with the RCMP's commitment to community policing. It also allows the community to play an active role in policing the community through involvement in various volunteer programs.

### Langley Youth and Family Services

The service is supplied to assist the RCMP in attempting to minimize the entry of youth into the criminal justice system. The mandate of the service is to coordinate efforts between police, schools and other agencies to provide education and counselling to parents to gain control of their children. LYFS provides training and assistance to the RCMP members to improve their effectiveness when dealing with juveniles and family problems and assists in developing community programs to facilitate crime prevention. The Service works with the school district to identify pre-delinquent behaviour and in conjunction with the RCMP Crime Prevention Unit to set up programs aimed at crime prevention.

## 2017 Service Highlights and Achievements

- Compiled the 2017 Financial Plan and Capital Improvement Plan.
- Upgraded the Unit 4 Business World On! (Agresso) software to improve online and mobile functionality.
- Promoted the Tempest My City module allowing residents on-line access to property tax, utility, dog and business licence accounts expanding the number of users from 1,262 to 1,626 in 2017.
- There are 427 new client referrals made to Langley Youth and Family Services during the year with 1,646 counselling sessions recorded.
- Sponsored the annual RCMP cadet camp for 100 kids between 10 – 12 years old.



Canada 150 - Canadian Mosaic Project



Corporate Services staff at the Neighbourhood Meetings

## Engineering, Parks & Environment

The Engineering, Parks and Environment Department is dedicated to providing high quality service to existing and future ratepayers in a timely, responsible and effective manner in the areas of parks, environmental programs, transportation, sanitary, storm water and solid waste.

### Engineering Services Division

- Process subdivision applications, encroachment agreements, rights-of-way agreements, Highway Use Permits, Hydrant Use Permits, and Film Permits.
- Process public complaints and requests for service.
- Medium and Long range infrastructure planning.
- Administer capital projects and manages solid waste contracts
- Review development proposals and determine off-site works and servicing requirements.
- Perform GIS mapping, record keeping, construction inspections.
- Provide technical support and information to other departments.
- Responsible for policy and planning for the department.
- Liaison with various other governments:
- TransLink (public transit, infrastructure grants, roads)
- Metro Vancouver (liquid waste, water, solid waste, land use)
- Province (transport, environment, health)
- Canada (transport, environment, fisheries).
- Administers a community garden site.

### Engineering Operations Division

- Administer and supervise the functions and activities of engineering operations.
- Process public complaints and requests for service.
- Administer capital projects.
- Perform maintenance and repair services for the road network including: Street sweeping; sidewalks; snow clearing; signs; asphalt maintenance; streetlights; traffic signals; pavement marking, boulevard maintenance.
- Construct, maintain, operate and repair water, sanitary sewer and drainage infrastructure including: mains, service connections, fire hydrants, sample stations, water reservoir, pump stations, catch basins, culvert, ditches, valves, pressure control valves.
- Respond to spills and contamination of watercourses.
- Maintain, repair and replace City fleet except Fire vehicles.

### Parks Operations Division

- Administer and supervise the functions and activities of parks operations.
- Construct and maintain parks, nature trails, tennis, basketball courts, sports fields, bike parks, water parks and playground equipment.
- Regular maintenance including: grass cutting, tree planting, flower planting, boulevard maintenance, hanging baskets, public art, Christmas lights, garbage (boulevard & park), watering, sports field maintenance and trails maintenance.
- Maintain park washrooms, playground equipment and structures.

## 2017 Service Highlights and Achievements

### Engineering Services

- Processed new and on-going requests for engineering requirements including 5 Subdivision Applications, 9 Development Permits.
- Received & responded to over 378 Requests for Service.
- Processed 49 Filming Permits.
- Processed 119 Highway Use Permits, 29 Hydrant Permits, and 17 Lawn Sprinkling Permits.
- 2017 Paving Program included 200 Street south of Nicomekl Bridge, Newlands Drive and 210 Street and the lane off 201A Street south of Fraser Highway.
- Replaced Culvert on 53 Avenue – Baldi Creek.
- Completed bike lanes, road repaving and sidewalk installation on 48 Avenue between 200 Street and 203 Street – partly funded by Bike BC.
- 2017 Utility Replacement program included design and replacement of water main on 200 Street between 50 Avenue and the Nicomekl Bridge.
- Implemented traffic calming on 50 Avenue by Conder Park, Michaud Crescent and 201A Street by Linwood Park and 198 Street by Brydon Park.

- Implemented bike lanes on 51B/53 Avenue from 208 Street to 201A Street.
- Replaced the deck on the 200 Street Nicomekl Bridge and completed structural rehabilitation of the bridge.
- Substantial completion on the 56 Avenue Roadworks and Utilities project, with funding from the Clean Water and Wastewater Fund.
- Hosted a Household Hazardous Waste 'Plus' Recycling Event with the Township of Langley.
- Completed an update of the City Water and Sewer Models.

### Engineering Operations

- Responded to 1989 Requests for Service.
- Utilities Construction: water and sewer main installation on 210 St. / Newlands Drive, replaced a section of water main on 200 St. between the Nicomekl River and 50 Ave, completed 12 water main tie-ins for the 56 Avenue road and utility project, and disconnected old services and installed new services at 49 different development sites.
- Utilities Maintenance: rebuilt the pressure releasing valve at 208 St. and 44 Avenue, flushed & video inspected 1/6th storm & sanitary sewer mains, serviced half of city fire hydrants, (approx... 265) & partial service, pressure test & leak check on the remaining half, and Completed the annual unidirectional water main flushing program.
- Roads and Traffic: cleaned 25% of the signs in Langley City, completed 23 new sign order requests, performed traffic signal maintenance on all 47 of our signalized intersections, implemented the boulevard maintenance program with staff cleaning high profile locations on a more frequent rotation, refurbished all of the Welcome to Langley City signs, and painted yellow curbs in the downtown core.
- Completed two large streamside erosion protection projects on the banks of the Nicomekl River. One in Portage Park and one just northeast of the Seniors Resource Centre.
- Improved the boulevard on 208 Street between 48 Avenue and 50 Avenue.
- Improved the boulevard at the northwest corner of Fraser Highway and the Langley Bypass.
- Completed the building condition assessment of the Operations Centre.
- Completed the pedestrian walkway refurbishment program. Three walkways were reconstructed; 20400 blk of 49 A Avenue, 19900 blk of 50 A Avenue and 20300 blk of 48 Avenue.
- New equipment purchases: Tandem axle dump trailer, Zero turn mower, rear load over cab litter packer, and sports field top dresser.
- Equipment replacement: two one ton dump trucks (purchased but not yet received), backhoe, one-ton service truck (purchased but not yet received), Hybrid car (development services).

### Parks Operations

- Received & responded to over 857 Requests For Service.
- Replaced playground at Linwood Park.
- Designed, constructed and installed Penzer Action Park.
- Installation of picnic shelter at Penzer Action Park.
- Redevelopment of Hunter Park.
- Renovation to water feature and gardens at Inness Plaza.
- Installed additional playground equipment at Brydon Park.
- Installed new multi-purpose walkways and picnic shelter at Portage Park.
- Installation of Parklet on Fraser one-way.
- Additional renovations to Sendall gardens.
- Playground addition to Rotary Centennial Park.
- New Park Identifier signs in all parks to reflect new corporate branding.
- 10 new picnic tables and concrete pads installed at various parks.
- Installed new outdoor fitness equipment at Douglas Park.



## Development Services & Economic Development

The Development Services & Economic Development Department is responsible for a broad range of physical, social, economic and community planning and development matters in order to achieve Council policies and development objectives while meeting community needs.

### Administrative

- Prepares staff reports for Committees and Council on development applications and issues.
- Prepares departmental work programme and annual budgets for operating and capital budgets.
- Directs the work of consultants hired on contract basis for special projects.
- Prepares documentation, establishes and collects Development Cost Charges (DCC) and other related fees, administration of security of deposits.

### Planning

- Manages the processing and formal approval of development applications relating to the Official Community Plan, Zoning Bylaw, Subdivision Applications, Development Permits, Development Variance Permits, Land Use Contract Applications, Agricultural Land Commission Applications.
- Provides land use planning advice to City Council and implements Council directions on policy and development matters.
- Undertakes long range and policy planning work including the preparation and review of the Official Community Plan.
- Maintains mapping and geographic information systems in support of planning function.
- Maintains addressing and property information in City's Tempest Land system.
- Prepares and implements sustainability plans including annual Green House Gas (GHG) emissions reporting.

### Building & Licensing

- Manages the City's plan review and building inspection functions to ensure public safety, health and disabled access to meet regulatory requirements.
- Reviews, inspects and enforces business license applications, cross connections, grease interceptors and storm water interceptors.
- Collects and compiles building statistics for the City and outside agencies including CMHC.

### Economic Development

- Maintains current demographic and development data.
- Promotes economic development and strategic economic development promotional initiatives by partnering with local business groups.
- Encourages and promotes commercial, industrial and multiple-family residential development opportunities to developers and investors.



UDI Mayor's Panel

## 2017 Service Highlights and Achievements

### Planning

- Completed ESA Study & Mapping
- Updated Corporate Energy & GHG Emissions Plan inventory and submitted CARIP report (corporate GHG Emissions) for 2016 to the Province
- Completed Zoning Competitiveness Study and considered Smaller Single Family Lot Sizes, Minimum Unit Sizes, Parking Requirements for Council consideration as part of Zoning Bylaw Re-write.
- Completed comprehensive review of the Draft Zoning Bylaw
- Completed comprehensive review of termination of Land Use Contracts
- Participated in Surrey Light Rail Transit Partner Committee
- Participated in South of Fraser Transit Service Optimization Committee
- Participated in TransLink Partner Project Agreement Framework Committee

### Building & Licensing

- Implemented year-end Business License renewals
- Processed 368 new Building Permit applications with a construction value of \$100.8 million ( New City record)
- Processed 398 new Business License applications (2,599 Total Business Licenses- (2017))
- Enhanced record management by scanning property file data base, as a means of improving customer service
- Participated in Metro Vancouver & Fraser Valley Regional Inter-Municipal Business Licensing Project
- Participated in Problem Property Task Group

### Economic Development

- Implemented Economic Development Strategy
- Implemented Business Retention & Recruitment Strategy
- Continued with Business Walk Program
- Updated Community Profile
- Submitted nomination applications -2017 Fraser Valley Commercial Building Awards (The Place at Park Avenue, The Meridian, Fraser 206 Plaza)
- Continue to enhance Economic Development Website to improve our community's economic development profile
- Participated in Greater Langley Chamber of Commerce Elected Officials Event & UDI Fraser Valley Mayor's Forum
- Completed Ministry of Transportation/Langley City Centre Attraction signage (232nd Avenue-Glover Road)

## Fire Rescue Service

Provide the City of Langley with a highly effective and efficient Fire and Rescue Service.

### Mission Statement Goals

- To inspire confidence and respect in the community regarding all Fire Department operations.
- To provide a safe working and living environment for Langley City residents and visitors through a high level of fire prevention activities and protection service.
- To be an innovative and progressive Fire Rescue Service.
- To provide the members of the department the highest level of training and personal protection possible.

### Fire Operations

- Extinguishment of all types of fires
- Rescue trapped persons from dangerous situations
- Respond to all incidents involving hazardous materials
- Provide First Responder medical service
- Respond to non-emergency public assistance

### Fire Prevention & Education

- Conduct prescribed fire and life safety inspections of all public buildings to ensure the safety of all occupants and compliance with the BC Fire Code
- Conduct plan review with Development Services when requested to ensure buildings conform to the BC Building and Fire Codes
- Conduct fire and life safety training sessions
- Determine cause and origin of all fires
- Assist in business license inspections
- Provide fire safety public information sessions
- Establish pre-fire plans for hazardous occupancies
- Work with the City by-law enforcement officers to ensure that current Fire by-laws are enforced

### Training

- Train career and Paid-On-Call firefighters to meet recognized standards
- Ensure skills are maintained
- Train to mitigate community risks identified in the Hazard Risk Vulnerability Assessment
- Train to meet succession planning requirements
- Manage department's Occupational Health & Safety program

### Emergency Planning

- Develop and maintain City emergency preparedness plans
- Conduct training and exercises for staff to manage catastrophic events
- Manage volunteers for emergency social services

### Administration

- Scheduling staff
- Managing payroll submissions
- Develop and manage training and development programs
- Manage Paid-on Call staff
- Long term planning
- Record keeping



## 2017 Service Highlights and Achievements

- The department responded to 3234 calls for service in 2017.
- There were 18 reportable fire losses in 2017. Fire losses in 2017 totaled \$3,237,700 (this fire loss total does not include 3 fires that occurred after August 31, 2017 – Fire Commissioner reports not yet completed: 17-77777, 17-81466, 17-90573).
- Ongoing training of city staff in Emergency Operations Centre (Emergency Operation Centre) roles
- Ongoing development and revision of department Operational Guidelines
- Establishment of joint training with Township of Langley Fire Department
- Fire Prevention Week Open House
- Ongoing fire inspector training for career firefighters
- Established High School student work experience program

## 2017 Training Calendar Highlights

- Rapid Intervention Team - Skills for career and Paid-On-Call (POC) firefighters
- Emergency Scene Management I & II training for career staff
- Team Leader training for POC Firefighters
- Fire apparatus driver/operator training and review for POC firefighters
- Fire Officer I training for POC officers and senior POC firefighters
- Live Fire training for career staff and POC firefighters
- Recruit training; Provincial Playbook Exterior Program for new POC Firefighters
- Vehicle Rescue training, career staff and POC firefighters
- Firefighter Program Evaluator certification training;
- Technical High Angle Rope Rescue Operations for career staff and trained POC firefighters
- Naloxone training for POC firefighters
- Red Cross First Responder Medical Instructor training for career staff
- Updated First Responder training for career staff and POC firefighters
- SCBA technician training for career staff
- Peer Debriefing training for career staff and POC firefighters

## Police Services

The Langley RCMP Detachment 2017 Annual Report to the City of Langley

The police service for the City of Langley is provided by the Royal Canadian Mounted Police (RCMP). The goal of the Langley RCMP detachment is in partnership with the community, to provide quality service, and a safe and secure community for the citizens of Langley.

Police officers, staff and volunteers of the Langley Detachment of the Royal Canadian Mounted Police protect citizens of Langley through prevention and the reduction of crime in partnership with our community. In 2017, the detachment responded to 15792 calls for service, an increase of 401 or 3% more calls for service than 2016. As demonstrated in the table below, the numbers of calls for service varies from year to year based on a number of factors but a gradual increase overall is expected as the population increases.

City of Langley	Total 2017	Total 2016	Total 2015	Total 2014	Total 2013	Percentage Change 2016-2017
<b>Crime Types</b>						
All Property Offences	2666	2625	2140	2269	2420	-6%
Persons Related Offences	455	428	365	353	365	+6%

Table 1 Crime Statistics from PRIME-BC

The strategic implementation of our police resources are intelligence led by our crime analysts, information from concerned citizens as well as police officers engaged in conversations with people and conducting enforcement in areas where crimes occur. Monthly strategy meetings are held to ensure resources are addressing the evolving criminal trends and maximizing effectiveness.

### Community Issues

We will continue to face challenges as the community changes as we have seen the increase of homelessness and persons with mental health issues. These are complicated issues that every community in the lower mainland faces. Our participation in the City of Langley's Task Force to address the social issue of homelessness and the Community Crime Prevention Strategic Plan will have our continued support and participation as we all are part of the solution.

### BC RCMP Policing Priorities

The 2017 BC RCMP and Lower Mainland Policing Priorities included:

- Domestic Violence and Prevention
- Road Safety
- Crime Reduction

### Domestic Violence and Prevention

In order to address this priority, a number of initiatives were implemented in 2017 at Langley detachment including monthly meetings between detachment members and community domestic violence support groups. All high risk domestic violence files were assigned to the Serious Crime section for investigation and all files involving domestic violence were given a higher level of supervision and review in order to ensure the highest quality of service for victims of domestic violence.

### Road Safety

Our strategic goal to make our roads safer continues with campaigns to reduce the injuries from intersection violators, distracted and impaired drivers. In 2017, we responded to 389 motor vehicle collisions that number was up from 381 in 2016. This 2% increase in collisions is consistent with an increase in our population and the increased number of visitors to the city on a daily basis. Our efforts will continue in the form of traffic initiatives, public awareness campaigns and support from our citizen by reporting dangerous drivers and maintaining safe driving habits.

### Crime Reduction

The analysis of statistical data with regard to crime trends within the City of Langley has been implemented and reports are provided on a monthly basis in order to target specific issues, locations and prolific offenders in order to reduce overall crime. This method of intelligence led policing has been key to targeting property crime and keeping our citizens safe.

### Looking Forward

As we move forward into 2018 we will continue to work with citizens, partnering agencies and volunteers in our city. We ask that for the continued public support in reporting suspicious and criminal activity, not using a cellular phone while driving and always have a designated driver when consuming alcohol. Together we can make the City of Langley 'the place to be' and a safe home and community.



Christmas Wish Breakfast 2017



## Recreation, Culture & Community Services

The City will use public leisure services as a vehicle for achieving certain socially worthwhile goals and objectives, in which such achievement clearly results in indirect benefit to all citizens.

- To use leisure services to foster a sense of community identity, spirit and pride
- To use leisure services to foster growth of individuals to reach their full potential

### Services

- Programming and Marketing
- Facilities including Al Anderson Memorial Pool, Douglas Recreation Centre, Timms Community Centre, Nicomekl Multi-Purpose Room, Sport Fields
- Community Events and Tournaments
- Community Partner Groups and committees
- Customer Service including program registration, facility booking, drop-ins, special event applications, Leisure Access Grant applications, parking ticket payment and business license payments

### 2017 Service Highlights and Achievements

- Canada 150 - Canada in our Backyard, Canadian Mosaic Project & National Film Day
- Food Truck Festival
- Penzer Action Park Grand Opening
- Holiday Chaos
- Langley Walk
- Local Government Day
- Magic of Christmas Festival
- Move for Health Day
- Movie in the Park - 2 dates
- Penzer Youth Action Park Grand Opening
- Pitch-In Day
- Seniors Week
- Sounds of Summer Concert Series - 9 dates
- Take a Kid Mountain Biking Day
- Youth Halloween Party
- Youth Ugly Christmas Sweater Party
- Youth Week

#### Timms Community Centre Drop-ins using a pass:

	2017	2016
Seniors	36,539	26,380
Adults	53,029	40,022
Students	5,011	2,212
Youth	17,377	12,630
Children	5,741	6,499
Family	2,862	1,335
Total all ages	120,612	89,078

#### Special Events & Tournaments:

	2017	2016
Events - City Free	37	24
Events - City Paid	7	7
Events - Outside Organizations	40	35
Tournaments	12	8
Seasonal Programming	88	37

#### Fitness:

	2017	2016
Drop-in Classes Offered (per week)	50	37
# Drop-in participants	15,446	3,558*
Registered Programs Offered	299	145
# participants in registered programs	1,625	1,281
Registered Volunteers	43	41
Employee Wellness Passes Sold	86	118
Personal Training Package Sold	77	56

\*drop-ins tracked starting September 2016

#### Youth:

	2017	2016
Total Drop-in participants	3,339	2,454
Youth Night	1,535	975
Youth Drop-in Basketball	664	440
Girls Night	440	294
Guys Night	230*	269
Youth Week	226	89

\*January to June 2017

#### Gymnasium:

Staffed drop-in sports	2017	2016*
Badminton	2,389	422
Basketball	3,308	628
Open Gym	2,701	802
Pickleball	3,850	1,003
Soccer	188	52
Volleyball	956	208
Table Tennis	402	256

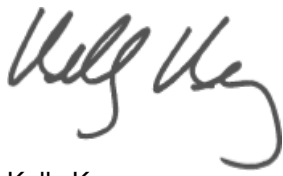
\*Stats only started in September 2016.





# 2017 Declaration of Disqualification

The following information is provided in accordance with Section 98(2)(e) of the Community Charter, S.B.C.2003, c. 26, as amended. I hereby declare that there have been no applications for the declaration of disqualification of a Council member made pursuant to Section 111 of the Community Charter in 2017 pertaining to the City of Langley.



Kelly Kenney  
Corporate Officer



Director of Corporate Services Letter of Transmittal  
June 1, 2018

Mayor Schaffer and Members of Council:

I am pleased to present the Consolidated Financial Statements of the City of Langley for the year ended December 31, 2017.

#### FINANCIAL STATEMENTS

The following statements are a requirement under Section 167 of the Community Charter and have been prepared by city staff in accordance with Canadian public sector accounting standards using guidelines developed by the Public Sector Accounting Board (PSAB) for the Chartered Professional Accountants of Canada. It is the responsibility of the management of the City of Langley to prepare the Consolidated Financial Statements and to ensure the accounting procedures and systems of internal control are in place to safeguard the City's assets. The report is intended to provide reliable and accurate financial information of the City to residents, taxpayers and other readers.

The City's auditors, the public accounting firm of BDO Canada LLP, have given the city an unqualified audit opinion on the city's financial statements, stating in their opinion, that the statements present fairly, in all material respects, the financial position of the City as at December 31, 2017 and the results of its operations and its cash flows for the year then ended.

#### FINANCIAL OVERVIEW

With the use of sound financial principles, the City of Langley is debt free and in a solid financial position at the end of 2017. The City has a healthy net financial assets balance of \$35 million.

The City's accumulated surplus includes \$250 million in tangible capital assets (land, buildings, equipment and engineering structures like roads and utility pipes) which increased \$16 million in 2017 less the \$5 million in amortization expenses and the disposal of assets like vehicles being replaced.

With the exception of the Solid Waste, Recreation Services and a larger transfer to reserves, all the City's departmental operating expenditures for the year 2017 met the budgeted projections. The City collected \$26.2 million in taxation revenues and a further \$8.5 million in water and sewer user rates. The largest three operating cost centers are policing, engineering services and recreation services.

The City will build upon our key strategic priorities to enhance the well-being of our residents and continue to provide the high level of community services that make the City of Langley the Place to Be.

Respectfully submitted,



Darrin Leite, CPA, CA  
Director of Corporate Services



# Consolidated Financial Statements

Community Day 2017



# Consolidated Financial Statements

## **CITY OF LANGLEY**

### **Consolidated Financial Statements**

#### **Year ended December 31, 2017**

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Management's Responsibility	1
Independent Auditor's Report	2
<b>Consolidated Financial Statements</b>	
Statement of Financial Position	3
Statement of Operations	4
Statement of Change in Net Financial Assets	5
Statement of Cash Flows	6
Notes to the Financial Statements	7
<b>Consolidated Schedules</b>	
1 Consolidated Schedule of Statutory and Non-statutory Reserves	14
2 Segmented Revenues and Expenses (Year ended December 31, 2017)	15
3 Segmented Revenues and Expenses (Year ended December 31, 2016)	16
4 Tangible Capital Assets	17

**CITY OF LANGLEY**  
**Consolidated Financial Statements**  
**Year ended December 31, 2017**

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**MANAGEMENT'S RESPONSIBILITY**

The management of the City of Langley (the "City") is responsible for the preparation of the accompanying consolidated financial statements and the preparation and presentation of all information in the Financial Report. The consolidated financial statements have been prepared in accordance with Canadian public sector accounting standards and are considered by management to present fairly the financial position and operating results of the City. The City's accounting procedures and related systems of internal control are designed to provide reasonable assurance that its assets are safeguarded and its financial records are reliable.

City Council accepts the consolidated financial statements and meets with management to determine that management has fulfilled its obligation in the preparation of the consolidated financial statements.

The City's independent auditor, BDO Canada LLP, has examined the consolidated financial statements and their report outlines the scope of their examination and their opinion on the consolidated financial statements of the City of Langley.



Darrin Leite, CPA, CA  
Director of Corporate Services



Tel: 604 534 8691  
Fax: 604 534 8900  
langley@bdo.ca  
www.bdo.ca

BDO Canada LLP  
Suite 220 - 19916 64 Avenue  
Langley, BC V2Y 1A2 Canada

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## Independent Auditor's Report

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### To the Mayor and Council City of Langley

We have audited the accompanying consolidated financial statements of the City of Langley, which comprise the Consolidated Statement of Financial Position as at December 31, 2017, and the Consolidated Statements of Operations, Change in Net Financial Assets and Cash Flows for the year then ended, and a summary of significant accounting policies and other explanatory information.

### Management's Responsibility for the Consolidated Financial Statements

Management is responsible for the preparation and fair presentation of these consolidated financial statements in accordance with Canadian public sector accounting standards, and for such internal control as management determines is necessary to enable the preparation of consolidated financial statements that are free from material misstatement, whether due to fraud or error.

### Auditor's Responsibility

Our responsibility is to express an opinion on these consolidated financial statements based on our audit. We conducted the audit in accordance with Canadian generally accepted auditing standards. Those standards require that we comply with ethical requirements and plan and perform the audit to obtain reasonable assurance about whether the consolidated financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the consolidated financial statements. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the consolidated financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the consolidated financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by management, as well as evaluating the overall presentation of the consolidated financial statements.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

### Opinion

In our opinion, the consolidated financial statements present fairly in all material respects, the consolidated financial position of the City of Langley as at December 31, 2017, and its consolidated results of operations, changes in net financial assets and cash flows for the year then ended, in accordance with Canadian public sector accounting standards.

*BDO Canada LLP*

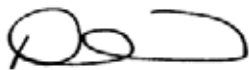
Chartered Professional Accountants



**CITY OF LANGLEY**  
**Consolidated Statement of Financial Position**  
**at December 31, 2017 with comparative figures for 2016**

	2017	2016
<b>Financial Assets</b>		
Cash & cash equivalents (Note 2)	\$ 26,018,285	\$ 25,175,577
Accounts receivable		
Taxes and utilities receivable	4,154,907	4,409,628
Receivables from other governments	5,463,690	3,383,695
Other receivables	1,499,807	976,384
Portfolio investments (Note 2)	27,098,165	25,136,374
	<u>64,234,854</u>	<u>59,081,658</u>
<b>Liabilities</b>		
Prepaid property taxes	4,251,021	4,236,591
Accounts payable and accrued liabilities	9,656,461	9,333,337
Employee future benefits (Note 3)	329,100	317,848
Deferred revenue	1,157,831	1,038,886
Deferred development cost charges (Note 4)	13,835,199	11,321,971
	<u>29,229,612</u>	<u>26,248,633</u>
<b>Net Financial Assets</b>	<u>35,005,242</u>	<u>32,833,025</u>
<b>Non-Financial Assets</b>		
Prepaid expenses	93,142	117,375
Supplies inventory	120,353	107,332
Tangible capital assets (Schedule 4)	250,317,972	239,763,844
	<u>250,531,467</u>	<u>239,988,551</u>
<b>Accumulated Surplus (Note 5)</b>	<u>\$ 285,536,709</u>	<u>\$ 272,821,576</u>

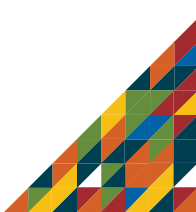
See accompanying notes to consolidated financial statements.



Darrin Leite, CPA, CA  
 Director of Corporate Services



Ted Schaffer  
 Mayor



**CITY OF LANGLEY**  
**Consolidated Statement of Operations**  
**Year ended December 31, 2017 with comparative figures for 2016**

	2017 Financial Plan	2017	2016
	Note 13		
<b>Revenues</b> (Schedules 2 & 3)			
Property tax revenue (Note 6)	\$ 26,240,955	\$ 26,152,151	\$ 25,209,207
User fees and other revenue	11,116,135	12,601,039	11,208,035
Gaming proceeds	6,400,000	7,577,431	6,824,902
Government transfers (Note 7)	7,226,355	7,573,037	3,542,142
Investment earnings	338,500	783,277	729,759
Use of development cost charges (Note 4)	1,440,565	782,621	1,456,558
Contributed tangible capital assets	-	253,717	2,879,922
	52,762,510	55,723,273	51,850,525
<b>Expenses</b> (Schedules 2 & 3)			
General government services	4,934,135	4,684,312	4,373,817
Police service	11,786,840	11,112,031	10,304,268
Fire service	4,539,645	4,448,691	4,569,225
Other protective services	814,245	765,810	723,473
Engineering operations	7,753,495	5,852,316	5,591,962
Water utility	4,322,605	3,865,341	3,796,349
Sewer and drainage utility	3,640,175	3,348,534	3,174,167
Development services	1,224,730	1,161,110	1,101,431
Solid waste	622,110	631,752	619,253
Recreation services	4,494,710	4,765,358	4,325,750
Parks	2,292,955	2,288,464	2,337,957
Loss on disposal of tangible capital assets	-	84,421	238,390
	46,425,645	43,008,140	41,156,042
<b>Annual surplus</b>	6,336,865	12,715,133	10,694,483
<b>Accumulated surplus - beginning of year</b>	272,821,576	272,821,576	262,127,093
<b>Accumulated surplus - end of year</b> (Note 5)	\$ 279,158,441	\$ 285,536,709	\$ 272,821,576

See accompanying notes to consolidated financial statements.

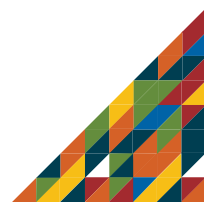
# CITY OF LANGLEY

## Consolidated Statement of Change in Net Financial Assets

Year ended December 31, 2017 with comparative figures for 2016

	2017 Financial Plan	2017	2016
	Note 13		
<b>Annual Surplus</b>	\$ 6,336,865	\$ 12,715,133	\$ 10,694,483
<b>Change in capital assets</b>			
Acquisition of tangible capital assets	(17,600,445)	(15,757,321)	(12,247,420)
Contributed tangible capital assets	-	(253,717)	(2,879,922)
Amortization	4,750,000	5,320,689	5,026,725
Proceeds from sale of tangible capital assets	-	51,800	352,400
Loss on disposal of tangible capital assets	-	84,421	238,390
	<u>(12,850,445)</u>	<u>(10,554,128)</u>	<u>(9,509,827)</u>
<b>Change in other non-financial assets</b>			
Decrease (increase) in prepaid expenses	-	24,233	(39,351)
Decrease (increase) in supplies inventory	-	(13,021)	(25,119)
	<u>-</u>	<u>11,212</u>	<u>(64,470)</u>
<b>Increase (decrease) in financial assets</b>	<u>(6,513,580)</u>	<u>2,172,217</u>	<u>1,120,186</u>
<b>Net financial assets - beginning of year</b>	32,833,025	32,833,025	31,712,839
<b>Net financial assets - end of year</b>	<u>\$ 26,319,445</u>	<u>\$ 35,005,242</u>	<u>\$ 32,833,025</u>

See accompanying notes to consolidated financial statements.



# CITY OF LANGLEY

## Consolidated Statement of Cash Flows

Year ended December 31, 2017 with comparative figures for 2016

	2017	2016
<b>Cash Provided By (Used For)</b>		
<b>Operating Transactions</b>		
Annual surplus	\$ 12,715,133	\$ 10,694,483
Items not involving cash:		
Use of development cost charges	(782,621)	(1,456,558)
Amortization	5,320,689	5,026,725
Amortization of investment premiums and discounts	(1,835)	33,301
Contributed tangible capital assets	(253,717)	(2,879,922)
Loss on disposal of tangible capital assets	84,421	238,390
Changes in non-cash working capital:		
Accounts receivable	(2,348,697)	(1,280,087)
Prepaid property taxes	14,430	(1,332)
Accounts payable and accrued liabilities	334,376	(1,259,061)
Prepaid expenses	24,233	(39,351)
Supplies inventory	(13,021)	(25,119)
Deferred revenue	118,945	(101,597)
	<u>15,212,336</u>	<u>8,949,872</u>
<b>Capital Transactions</b>		
Cash used to acquire tangible capital assets	(15,757,321)	(12,247,420)
Proceeds from sale of tangible capital assets	51,800	352,400
	<u>(15,705,521)</u>	<u>(11,895,020)</u>
<b>Financing Transactions</b>		
Receipt of deferred development cost charges and interest earned	3,295,849	1,409,192
<b>Investing Transactions</b>		
Purchase of investments	(25,101,353)	(23,100,000)
Redemption of investments	23,141,397	31,000,000
	<u>(1,959,956)</u>	<u>7,900,000</u>
<b>Increase in cash and cash equivalents</b>	<u>842,708</u>	<u>6,364,044</u>
<b>Balance, beginning of year</b>	25,175,577	18,811,533
<b>Balance, end of year</b>	<u>\$ 26,018,285</u>	<u>\$ 25,175,577</u>

See accompanying notes to consolidated financial statements.

# CITY OF LANGLEY

## Notes to the Consolidated Financial Statements

Year ended December 31, 2017 with comparative figures for 2016

### 1. Significant accounting policies:

The City of Langley (the "City") is a municipality in the province of British Columbia and operates under the provisions of the Community Charter. The City provides municipal services such as policing, fire protection, public works, planning, parks, recreation and other general government services.

#### (A) 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 the funds of the City and the City's wholly-owned subsidiary Langley City Development Corporation.

#### (B) Basis of Accounting:

The City follows the accrual method of accounting for revenues and expenses. Revenues are normally recognized in the year in which they are earned and measurable. Expenses are recognized as they are incurred and measurable as a result of receipt of goods or services and/or the creation of a legal obligation to pay.

#### (C) Non-financial Assets:

Non-financial assets are not available to discharge existing liabilities and are held for use in the provision of services. They have useful lives extending beyond the current year, and are not intended for sale in the ordinary course of operations.

#### (D) Tangible Capital Assets:

Tangible capital assets are recorded at cost less accumulated amortization. Cost includes all costs directly attributable to acquisition or construction of the tangible capital asset including transportation and installation costs, design and engineering fees, legal fees and site preparation costs. Amortization is recorded on a straight-line basis over the estimated life of the tangible capital asset, commencing once the asset is put into use. Assets under construction are not amortized. Contributed tangible capital assets are recorded at fair value at the time of contribution and are also recorded as revenue.

Estimated useful lives of tangible capital assets are as follows:

Land Improvements	10 to 30 years
Buildings	10 to 50 years
Vehicles	10 to 20 years
Furniture & Equipment	3 to 20 years
Transportation Infrastructure	10 to 100 years
Sewer & Drainage Infrastructure	10 to 80 years
Water Infrastructure	20 to 80 years

#### (E) Revenue Recognition:

##### Property tax revenue

Taxes are recorded at estimated amounts when they meet the definition of an asset, have been authorized and the taxable event occurs. Annual levies for non-optional municipal services and general administrative services are recorded as property tax revenue in the year they are levied. Taxes receivable are recognized net of an allowance for anticipated uncollectable amounts. Levies imposed by other taxing authorities are not included as property tax revenue.

Through the British Columbia Assessment's appeal process, taxes may be adjusted by way of supplementary roll adjustments. The effects of these adjustments on taxes are recognized at the time they are awarded.

##### User fees and other revenue

Charges for licences and permits, solid waste fees, and sewer and water usage are recorded as user fees and other revenue as services utilized and revenue earned.

# CITY OF LANGLEY

## Notes to the Consolidated Financial Statements

Year ended December 31, 2017 with comparative figures for 2016

### **Gaming proceeds**

Gaming proceeds, a specific type of government transfer, are recognized in the period in which they are earned.

### **Government transfers**

Government transfers, which include legislative grants, are recognized as revenue in the financial statements when the transfer is authorized and any eligibility criteria are met, except to the extent that transfer stipulations give rise to an obligation that meets the definition of a liability. Transfers are recognized as deferred revenue when transfer stipulations give rise to a liability. Transfer revenue is recognized in the statement of operations as the stipulation liabilities are settled.

### **Investment earnings**

Investment income is recorded on the accrual basis and recognized when earned.

### **Development cost charges**

Developers are required to pay funds to offset the cost of required infrastructure development. The amounts are recognized as a liability and accrue interest until spent on the required infrastructure. When qualifying expenditures are incurred, Development Cost Charges are recognized as revenue as an offsetting funding source.

### **Contributed tangible capital assets**

Developers are required to provide subdivision infrastructure such as streets, lighting, sidewalks, and drainage etc. Upon completion, these assets are turned over to the City and recognized at the estimated fair market value.

### **(F) Use of Estimates/Measurement Uncertainty**

The preparation of financial statements in accordance with Canadian public sector accounting standards requires management to make estimates and assumptions that affect the reported amounts of assets and liabilities and disclosure of contingent assets and liabilities at the date of the financial statements and the reported amounts of revenue and expenditures during the reporting period. Significant areas requiring use of management estimates relate to the determination of employee future benefit liabilities, provisions for litigation and claims, collectibility of accounts receivable and the useful lives of tangible capital assets. Actual results could differ from those estimates.

### **(G) Basis of Segmentation (Schedule 2 & 3):**

Municipal services have been segmented by grouping services that have similar objectives (by function). Revenues that are directly related to the costs of the function have been attributed to each segment. Interest is allocated to functions based on the purpose of specific borrowings.

### **(H) Contaminated Sites:**

Governments are required to accrue a liability for the costs to remediate a contaminated site. Liabilities are recognized when an environmental standard exists, contamination exceeds the standard, the government has responsibility for remediation, future economic benefits will be given up and a reasonable estimate can be made.

Management has assessed its potential liabilities under the new standard, including sites that are no longer in productive use and sites for which the City accepts responsibility. There are no such sites that had contamination in excess of an environmental standard requiring remediation at this time. Therefore, no liability was recognized as at December 31, 2017 or December 31, 2016.

# CITY OF LANGLEY

## Notes to the Consolidated Financial Statements

Year ended December 31, 2017 with comparative figures for 2016

### 2. Cash, cash equivalents and portfolio investments:

	<u>2017</u>	<u>2016</u>
Deferred development cost charges	\$ 13,040,627	\$ 11,078,455
Statutory reserves	6,910,642	7,652,544
Non-statutory reserves	24,468,663	21,580,795
Operating funds	8,696,518	10,000,157
	<u>\$ 53,116,450</u>	<u>\$ 50,311,951</u>
Cash and cash equivalents	\$ 26,018,285	\$ 25,175,577
Portfolio investments	27,098,165	25,136,374
	<u>\$ 53,116,450</u>	<u>\$ 50,311,951</u>

Cash and cash equivalents includes funds held in bank accounts at TD Canada Trust earning interest of prime rate less 1.65% (2016 - prime rate less 1.65%).

Portfolio investments, which include banker's acceptances and term deposits, have effective interest rates between 1.40% and 3.08% (2016 - 1.35% and 5.76%) with varying maturity dates up to 96 months. The market value of the investments as at December 31, 2017 was \$27,129,910 (2016 - \$25,282,512). Portfolio investments are recorded at amortized cost. Investments are written down to net realizable value when there has been a decline other than a temporary one.

### 3. Employee future benefits:

The City provides employee future benefits in the form of non-vested sick leave to qualifying employees. These benefits are accrued as earned and paid when taken by employees.

Employee sick leave is credited annually at 18 days per full year of service. Unused days are banked to a maximum of 120 days. The City does not pay out the value of the cumulative sick plan bank at retirement or termination of employment; however, the City could experience usage of these banks in periods leading up to retirement, resulting in a non-vested liability.

An actuarial evaluation of these benefits was performed to determine the City's estimated liability and accrued benefit obligation as at December 31, 2015 and is projected to December 31, 2017. Actuarial losses are amortized over the estimated average remaining service life of employees. The next valuation will be as at December 31, 2018, with results available in 2019.

The employee future benefit liability at December 31, 2017 was \$329,100 (2016 - \$317,848), comprised as follows:

	<u>2017</u>	<u>2016</u>
Benefit liability - beginning of year	\$ 317,848	\$ 310,496
Current service cost	34,500	33,600
Interest cost	12,900	13,000
Benefits paid	(48,500)	(51,600)
Amortization of actuarial loss	12,352	12,352
Benefit liability - end of year	<u>329,100</u>	<u>317,848</u>
Unamortized actuarial loss	91,400	103,752
Accrued benefit obligation - end of year	<u>\$ 420,500</u>	<u>\$ 421,600</u>

Actuarial assumptions used to determine the City's accrued benefit obligation are as follows:

	<u>2017</u>	<u>2016</u>
Discount rate	3.00%	3.00%
Expected future inflation rate	2.50%	2.50%
Merit and inflationary earnings increases	2.58-4.63%	2.58-4.63%
Estimated average remaining service life	10.4	10.4

# CITY OF LANGLEY

## Notes to the Consolidated Financial Statements

Year ended December 31, 2017 with comparative figures for 2016

### 4. Deferred development cost charges:

	Balance at Dec. 31, 2016	Contributions Received	Interest Earned	Use of development cost charges	Balance at Dec. 31, 2017
Drainage	\$ 2,530,844	\$ 376,774	\$ 42,545	\$ -	\$ 2,950,163
Public Open Spaces	5,093,842	160,614	79,924	(718,378)	4,616,002
Roads	1,532,587	1,240,318	30,850	(33,134)	2,770,621
Sewer	1,316,849	1,024,303	26,300	(31,109)	2,336,343
Water	847,849	299,092	15,129	-	1,162,070
	<u>\$11,321,971</u>	<u>\$ 3,101,101</u>	<u>\$ 194,748</u>	<u>\$ (782,621)</u>	<u>\$ 13,835,199</u>

### 5. Accumulated surplus:

Accumulated surplus is comprised of operating surpluses and equity in tangible capital assets held in the general, sewer and water funds as well as reserves. Accumulated surplus is distributed as follows:

	2017	2016
Operating surplus		
General	\$ 1,293,587	\$ 1,293,380
Sewer & Drainage	1,142,801	1,138,317
Water	1,403,044	1,392,696
	<u>3,839,432</u>	<u>3,824,393</u>
Equity in tangible capital assets		
General	199,182,592	190,881,828
Sewer & Drainage	28,438,803	27,412,136
Water	22,696,577	21,469,880
	<u>250,317,972</u>	<u>239,763,844</u>
Reserves (Schedule 1)		
Statutory reserves	6,910,642	7,652,544
Non-statutory reserves	24,468,663	21,580,795
	<u>31,379,305</u>	<u>29,233,339</u>
	<u>\$ 285,536,709</u>	<u>\$ 272,821,576</u>

### 6. Property tax revenue:

In addition to its own tax levies, the City is required to levy taxes on behalf of various other taxing authorities. These include the provincial government for local school taxes, and organizations providing regional services in which the Municipality has become a member. Total tax levies were comprised as follows:

	2017 Financial		
	Plan	2017	2016
City tax levies	\$ 25,710,425	\$ 25,611,686	\$ 24,658,376
Grants in lieu of taxes	530,530	540,465	550,831
	<u>26,240,955</u>	<u>26,152,151</u>	<u>25,209,207</u>
Levies for other organizations			
School taxes		13,709,858	13,611,552
TransLink		2,699,413	2,725,645
British Columbia Assessment Authority		409,960	404,755
Metro Vancouver		371,313	377,040
Downtown Langley Merchants Assoc.		422,130	402,029
Municipal Finance Authority		1,684	1,395
Total collections for others		<u>17,614,358</u>	<u>17,522,416</u>
		<u>\$ 43,766,509</u>	<u>\$ 42,731,623</u>



# CITY OF LANGLEY

## Notes to the Consolidated Financial Statements

Year ended December 31, 2017 with comparative figures for 2016

### 7. Government transfers:

	2017 Financial Plan	2017	2016
Federal Government			
Community works fund	\$ 127,680	\$ 128,660	\$ 127,680
	127,680	128,660	127,680
Provincial Government			
Hotel tax revenue	150,000	163,646	170,281
Carbon tax revenue sharing	20,175	20,512	20,229
Traffic fine revenue sharing	498,200	472,123	501,659
Infrastructure funding	5,413,870	5,375,983	1,547,070
	6,082,245	6,032,264	2,239,239
Municipalities and Regional Authorities			
Police capital adjustment	32,000	33,881	32,969
Langley Youth & Family Services	352,930	329,677	326,584
Emergency preparedness	33,500	26,176	17,170
Major road network	523,000	537,000	528,500
Infrastructure funding	75,000	485,379	270,000
	1,016,430	1,412,113	1,175,223
	\$ 7,226,355	\$ 7,573,037	\$ 3,542,142

### 8. Trust funds:

The City has excluded the following trust funds and associated cash and accounts receivable from the Consolidated Statement of Financial Position and related interest earnings and transactions from the Consolidated Statement of Operations:

	2017	2016
Langley Christmas Bureau	\$ 261,471	\$ 238,184
Refundable deposits	8,937,161	6,661,064
Road bond reserve	41,350	41,350
GVS & DD development cost charges	64,920	28,421
	\$ 9,304,902	\$ 6,969,019

These funds were received from the public for specific purposes or are deposited by developers and held by the City until all aspects for the development permit have been fulfilled.

### 9. Expenditures and expenses by object (Schedules 2 & 3):

	2017			2016
	Operations	Capital	Total	Total
Salaries & benefits	\$ 13,249,836	\$ 330,756	\$ 13,580,592	\$ 12,884,520
Goods and services	24,353,194	15,426,565	39,779,759	35,253,827
Contributed tangible capital assets	-	253,717	253,717	2,879,922
Total expenditures	37,603,030	16,011,038	53,614,068	51,018,269
Amortization	5,320,689	-	5,320,689	5,026,725
Loss on disposal of tangible capital assets	84,421	-	84,421	238,390
Total expenditures & expenses	\$ 43,008,140	\$ 16,011,038	\$ 59,019,178	\$ 56,283,384

# CITY OF LANGLEY

## Notes to the Consolidated Financial Statements

### Year ended December 31, 2017 with comparative figures for 2016

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#### 10. Commitments:

- (A) The City of Langley has entered into a seven year solid waste management contract for January 1, 2015 to December 31, 2022. Annual payments under the agreement are approximately \$325,000.
- (B) The City of Langley provided Langley Community Services Society (formerly Langley Family Services) a 50 year lease for a City owned building at 5339 207 Street. The City of Langley provided a loan guarantee for the Langley Community Services Society to borrow not more than \$500,000 from Envision Credit Union to be applied to the cost of the construction of building.

#### 11. Municipal pension plan:

The employer and its employees contribute to the Municipal Pension Plan (a jointly trustee pension plan). The board of trustees, representing plan members and employers, is responsible for administering the plan, including investment of assets and administration of benefits. The plan is a multi-employer defined benefit pension plan. Basic pension benefits are based on a formula. As at December 31, 2016, the plan has about 193,000 active members and approximately 90,000 retired members. Active members include approximately 38,000 contributors from local governments.

Every three years, an actuarial valuation is performed to assess the financial position of the plan and adequacy of plan funding. The actuary determines an appropriate combined employer and member contribution rate to fund the plan. The actuary's calculated contribution rate is based on the entry-age normal cost method, which produces the long-term rate of member and employer contributions sufficient to provide benefits for average future entrants to the plan. This rate may be adjusted for the amortization of any actuarial funding surplus and will be adjusted for the amortization of any unfunded actuarial liability.

The most recent valuation for the Municipal Pension Plan as at December 31, 2015, indicated a \$2,224 million funding surplus for basic pension benefits on a going concern basis. As a result of the 2015 basic account actuarial valuation surplus and pursuant to the joint trustee agreement, \$1,927 million was transferred to the rate stabilization account and \$297 million of the surplus ensured the required contribution rates remained unchanged.

The City of Langley paid \$1,037,870 (2016 - \$980,408) for employer contributions while employees contributed \$817,705 (2016 - \$775,444) to the plan in fiscal 2017.

The next valuation will be as at December 31, 2018, with results available in 2019.

Employers participating in the plan record their pension expense as the amount of employer contributions made during the fiscal year (defined contribution pension plan accounting). This is because the plan records accrued liabilities and accrued assets for the plan in aggregate, resulting in no consistent and reliable basis for allocating the obligation, asset and cost to individual employers participating in the plan.

#### 12. Contingent liabilities:

A number of legal claims have been initiated against the City in varying and unspecified amounts. The outcome of these claims cannot reasonably be determined at this time.

## CITY OF LANGLEY

### Notes to the Consolidated Financial Statements

#### Year ended December 31, 2017 with comparative figures for 2016

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#### 13. Financial plan:

The financial plan reported on the Consolidated Statement of Financial Activities represents the Financial Plan and Capital Improvement Plan bylaw adopted by City Council on February 20, 2017 and does not reflect any amendments approved after the original adoption.

The following reconciles the balanced statutory financial plan and the financial plan surplus reported on the Consolidated Statement of Operations.

	<u>Financial Plan</u>
Surplus as per Financial Plan Bylaw No. 3011	\$ -
Capital asset additions	17,600,445
Transfer to non-statutory reserves	8,042,695
Transfer to statutory reserves	1,420,050
Amortization expense	(4,750,000)
Transfer from non-statutory reserves	(13,368,050)
Transfer from statutory reserves	(2,608,275)
Financial Plan Surplus as per Consolidated Statement of Operations	<u>\$ 6,336,865</u>

# CITY OF LANGLEY

## Schedule 1

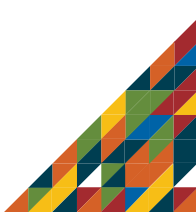
### Consolidated Schedule of Statutory and Non-statutory Reserves Year ended December 31, 2017 with comparative figures for 2016

Statutory Reserves	Balance at Dec. 31, 2016	Developer Contributions	Internal Transfer Additions	Interest	Internal Transfer Expenditures	Operational Expenditures	Capital Asset Additions	Balance at Dec. 31, 2017
Capital Works	\$ 3,985,368	\$ -	\$ 1,503,450	\$ 67,367	\$ -	\$ (275,043)	\$ (1,343,376)	\$ 3,937,766
Equipment Replacement-Fire Dept.	1,440,990	-	55,000	21,036	-	(7,018)	(624,428)	885,580
Lane Development	255,098	-	-	4,101	-	-	-	259,199
Machinery Replacement	1,422,278	-	602,290	23,132	-	-	(713,397)	1,334,303
Off-Street Parking	239,984	-	11,900	3,930	-	-	-	255,814
Office Equipment Replacement	41,259	-	46,500	747	-	-	(73,792)	14,714
Parks and Recreation	230,550	-	177,500	4,757	-	(37,661)	(189,492)	185,654
P&R Future Projects	37,017	-	-	595	-	-	-	37,612
<b>Total</b>	<b>\$ 7,652,544</b>	<b>\$ -</b>	<b>\$ 2,396,640</b>	<b>\$ 125,665</b>	<b>\$ -</b>	<b>\$ (319,722)</b>	<b>\$ (2,944,485)</b>	<b>\$ 6,910,642</b>
Non-statutory Reserves	Balance at Dec. 31, 2016	Developer Contributions	Internal Transfers Additions	Interest	Internal Transfer Expenditures	Operational Expenditures	Capital Asset Additions	Balance at Dec. 31, 2017
Community Works	\$ 4,451	\$ -	\$ 128,660	\$ 311	\$ -	\$ -	\$ (127,680)	\$ 5,742
Future Policing Costs	3,161,224	-	104,573	50,821	-	-	(29,253)	3,287,365
Gaming Proceeds	10,256,768	-	7,577,431	194,903	(586,775)	(106,426)	(4,928,577)	12,407,324
Major Road Network Rehab	1,094,682	-	272,554	16,522	-	-	(306,658)	1,077,100
Sewer Future Capital	1,133,830	-	610,000	21,631	-	(89,249)	(171,391)	1,504,821
Sewer Insurance Claims	31,372	-	-	504	-	-	-	31,876
Special Bonds	4,229,260	299,100	-	69,297	-	-	(50,736)	4,546,921
Tax Stabilization	334,441	-	-	5,377	-	-	-	339,818
Water Future Capital	1,334,767	-	730,000	25,032	-	(129,247)	(692,856)	1,267,696
<b>Total</b>	<b>\$ 21,580,795</b>	<b>\$ 299,100</b>	<b>\$ 9,423,218</b>	<b>\$ 384,398</b>	<b>\$ (586,775)</b>	<b>\$ (324,922)</b>	<b>\$ (6,307,151)</b>	<b>\$ 24,468,663</b>

**CITY OF LANGLEY**  
**Schedule 2**  
**Consolidated Report of Segmented Revenues and Expenses**  
**Year ended December 31, 2017**

	2017												
	Financial Plan	General government	Police service	Fire service	Other protective services	Engineering operations	Water utility	Sewer & drainage utility	Development services	Solid waste	Recreation services	Parks	2017
<b>Revenue</b>													
Property tax revenue	\$ 26,240,955	\$ 26,152,151	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 26,152,151
User fees and other revenue	11,116,135	1,139,049	3,875	2,440	71,159	336,079	4,684,300	3,804,983	1,674,151	115,007	142,786	50,000	12,601,039
Gaming proceeds	6,400,000	7,227,938	-	-	-	-	-	-	-	299,493	-	-	7,577,431
Government transfers	7,226,355	148,660	506,004	-	335,853	5,043,132	656,000	699,230	184,158	-	-	-	7,573,037
Investment earnings	338,500	783,277	-	-	-	-	-	-	-	-	-	-	783,277
Use of development cost charges	1,440,565	-	-	-	-	33,134	-	31,109	-	-	-	-	782,621
Contributed Infrastructure	-	-	-	-	-	161,756	52,174	39,787	-	-	-	-	253,717
<b>Total Revenue</b>	<b>52,762,510</b>	<b>35,451,075</b>	<b>509,879</b>	<b>2,440</b>	<b>407,012</b>	<b>5,574,101</b>	<b>5,392,474</b>	<b>4,575,109</b>	<b>1,858,309</b>	<b>627,210</b>	<b>414,500</b>	<b>911,164</b>	<b>55,723,273</b>
<b>Expenses</b>													
Operating													
Salaries & benefits	13,103,285	2,778,156	4,556	3,666,523	118,812	1,696,546	503,036	372,083	811,326	17,929	2,202,620	1,078,249	13,249,836
Goods and services	28,572,380	1,315,728	11,024,721	518,944	6,46,998	1,998,411	2,962,250	2,410,282	323,876	613,823	1,778,797	759,364	24,353,194
Loss (gain) on disposal of capital assets	-	950	-	-	-	45,177	2,525	35,769	-	-	-	-	84,421
	41,675,645	4,094,834	11,029,277	4,185,467	765,810	3,740,134	3,467,811	2,818,134	1,135,202	631,752	3,981,417	1,837,613	37,687,451
Amortization	4,750,000	590,428	82,754	263,224	-	2,157,359	400,055	566,169	25,908	-	783,941	450,851	5,320,689
<b>Total Expenses</b>	<b>46,425,645</b>	<b>4,685,262</b>	<b>11,112,031</b>	<b>4,448,691</b>	<b>765,810</b>	<b>5,897,493</b>	<b>3,867,866</b>	<b>3,384,303</b>	<b>1,161,110</b>	<b>631,752</b>	<b>4,765,358</b>	<b>2,288,464</b>	<b>43,008,140</b>
<b>Excess (Deficiency) of Revenue Over Expenses</b>	<b>\$ 6,336,865</b>	<b>\$ 30,765,813</b>	<b>\$(10,602,152)</b>	<b>\$(4,446,251)</b>	<b>\$(358,798)</b>	<b>\$(323,392)</b>	<b>\$ 1,524,608</b>	<b>\$ 1,190,806</b>	<b>\$ 697,199</b>	<b>\$ (4,542)</b>	<b>\$(4,350,858)</b>	<b>\$(1,377,300)</b>	<b>\$ 12,715,133</b>

Note 13



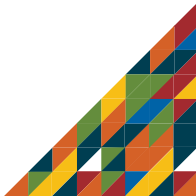
**CITY OF LANGLEY**  
**Schedule 3**  
**Consolidated Report of Segmented Revenues and Expenses**  
**Year ended December 31, 2016**

	2016	General government	Police service	Fire service	Other protective services	Engineering operations	Water utility	Sewer & drainage utility	Development services	Solid waste	Recreation services	Parks	2016
	Financial Plan												
<b>Revenue</b>													
Property tax revenue	\$25,098,150	\$25,209,207	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$25,209,207
User fees and other revenue	10,480,705	1,399,655	5,050	1,560	77,408	386,510	4,210,074	3,261,344	1,073,907	623,792	14,364	154,371	11,208,035
Gaming proceeds	6,000,000	6,537,284	-	-	-	-	-	-	-	-	237,618	50,000	6,824,902
Government transfers	2,200,915	170,429	534,628	-	343,754	2,105,407	-	-	190,510	-	197,414	-	3,542,142
Investment earnings	338,500	729,759	-	-	-	-	-	-	-	-	-	-	729,759
Use of development cost charges	985,050	-	-	-	-	552,455	285,568	476,956	-	-	-	141,579	1,456,558
Contributed infrastructure	-	-	-	-	-	1,333,547	738,100	808,275	-	-	-	-	2,879,922
<b>Total Revenue</b>	<b>45,103,320</b>	<b>34,046,334</b>	<b>539,678</b>	<b>1,560</b>	<b>421,162</b>	<b>4,377,919</b>	<b>5,233,742</b>	<b>4,546,575</b>	<b>1,264,417</b>	<b>623,792</b>	<b>449,396</b>	<b>345,950</b>	<b>51,850,525</b>
<b>Expenses</b>													
Operating													
Salaries & benefits	12,362,400	2,324,273	3,859	3,738,639	96,228	1,618,046	491,657	345,505	743,768	16,627	2,168,836	1,133,762	12,681,200
Goods and services	24,772,385	1,465,514	10,236,007	531,764	627,245	1,928,493	2,902,366	2,268,106	331,183	602,626	1,506,484	809,939	23,209,727
Loss (gain) on disposal of capital assets	-	(164,883)	-	-	-	128,311	59,304	207,107	-	-	3,598	4,953	238,390
	37,134,785	3,624,904	10,239,866	4,270,403	723,473	3,674,850	3,453,327	2,820,718	1,074,951	619,253	3,678,918	1,948,654	36,129,317
Amortization	4,750,000	584,030	64,402	298,822	-	2,045,423	402,326	560,556	26,480	-	650,430	394,256	5,026,725
<b>Total Expenses</b>	<b>41,884,785</b>	<b>4,208,934</b>	<b>10,304,268</b>	<b>4,569,225</b>	<b>723,473</b>	<b>5,720,273</b>	<b>3,855,653</b>	<b>3,381,274</b>	<b>1,101,431</b>	<b>619,253</b>	<b>4,329,348</b>	<b>2,342,910</b>	<b>41,156,042</b>
<b>Excess (Deficiency) of Revenue Over Expenses</b>	<b>\$ 3,218,535</b>	<b>\$29,837,400</b>	<b>\$ (9,764,590)</b>	<b>\$ (4,567,665)</b>	<b>\$ (302,311)</b>	<b>\$ (1,342,354)</b>	<b>\$ 1,378,089</b>	<b>\$ 1,165,301</b>	<b>\$ 162,986</b>	<b>\$ 4,539</b>	<b>\$ (3,879,952)</b>	<b>\$ (1,996,960)</b>	<b>\$10,694,483</b>

**CITY OF LANGLEY**  
**Schedule 4**  
**Schedule of Tangible Capital Assets**  
**Year ended December 31, 2017 with comparative figures for 2016**

2017	Land	Land Improvements	Buildings	Vehicles	Furniture & Equipment	Transportation Infrastructure	Sewer & Drainage Infrastructure	Water Infrastructure	Total
<b>Historical cost<sup>1</sup></b>									
Opening cost	\$ 66,462,265	\$ 8,433,155	\$ 40,259,086	\$ 6,829,316	\$ 7,644,294	\$ 126,614,889	\$ 44,121,639	\$ 30,980,622	\$ 331,345,266
Additions	79,116	2,322,165	446,750	1,378,568	256,791	8,281,589	1,624,704	1,621,355	16,011,038
Disposals	-	-	-	(404,092)	-	-	(78,008)	(5,052)	(487,152)
	66,541,381	10,755,320	40,705,836	7,803,792	7,901,085	134,896,478	45,668,335	32,596,925	346,869,152
<b>Accumulated amortization</b>									
Opening balance	-	3,702,569	13,724,532	4,305,101	4,894,186	38,734,789	16,709,503	9,510,742	91,581,422
Amortization expense	-	316,836	1,490,436	322,835	322,816	1,913,366	562,267	392,133	5,320,689
Disposals	-	-	-	(306,166)	-	-	(42,238)	(2,527)	(350,931)
	-	4,019,405	15,214,968	4,321,770	5,217,002	40,648,155	17,229,532	9,900,348	96,551,180
<b>Net book value</b>	<b>\$ 66,541,381</b>	<b>\$ 6,735,915</b>	<b>\$ 25,490,868</b>	<b>\$ 3,482,022</b>	<b>\$ 2,684,083</b>	<b>\$ 94,248,323</b>	<b>\$ 28,438,803</b>	<b>\$ 22,696,577</b>	<b>\$ 250,317,972</b>
<b>2016</b>									
<b>Historical cost<sup>1</sup></b>									
Opening cost	\$ 66,277,337	\$ 7,641,879	\$ 38,477,047	\$ 6,556,864	\$ 6,450,591	\$ 120,124,515	\$ 42,851,328	\$ 29,179,590	\$ 317,559,151
Additions	370,045	791,276	1,782,039	369,145	1,240,232	6,919,565	1,640,875	2,014,165	15,127,342
Disposals	(185,117)	-	-	(96,893)	(46,529)	(429,191)	(370,564)	(213,133)	(1,341,227)
	66,462,265	8,433,155	40,259,086	6,829,316	7,644,294	126,614,889	44,121,639	30,980,622	331,345,266
<b>Accumulated amortization</b>									
Opening balance	-	3,425,748	12,357,223	4,060,232	4,656,159	37,219,299	16,316,306	9,270,167	87,305,134
Amortization expense	-	276,821	1,367,309	330,009	278,558	1,822,970	556,654	394,404	5,026,725
Disposals	-	-	-	(85,140)	(40,531)	(307,480)	(163,457)	(153,829)	(750,437)
	-	3,702,569	13,724,532	4,305,101	4,894,186	38,734,789	16,709,503	9,510,742	91,581,422
<b>Net book value</b>	<b>\$ 66,462,265</b>	<b>\$ 4,730,586</b>	<b>\$ 26,534,554</b>	<b>\$ 2,524,215</b>	<b>\$ 2,750,108</b>	<b>\$ 87,880,100</b>	<b>\$ 27,412,136</b>	<b>\$ 21,469,880</b>	<b>\$ 239,763,844</b>

<sup>1</sup>Included in historical cost are assets under construction with a total cost of \$42,424,090 (2016 - \$33,092,230). No amortization has been recorded on these assets as they are in progress and not complete at year-end.



# Statistical Analysis

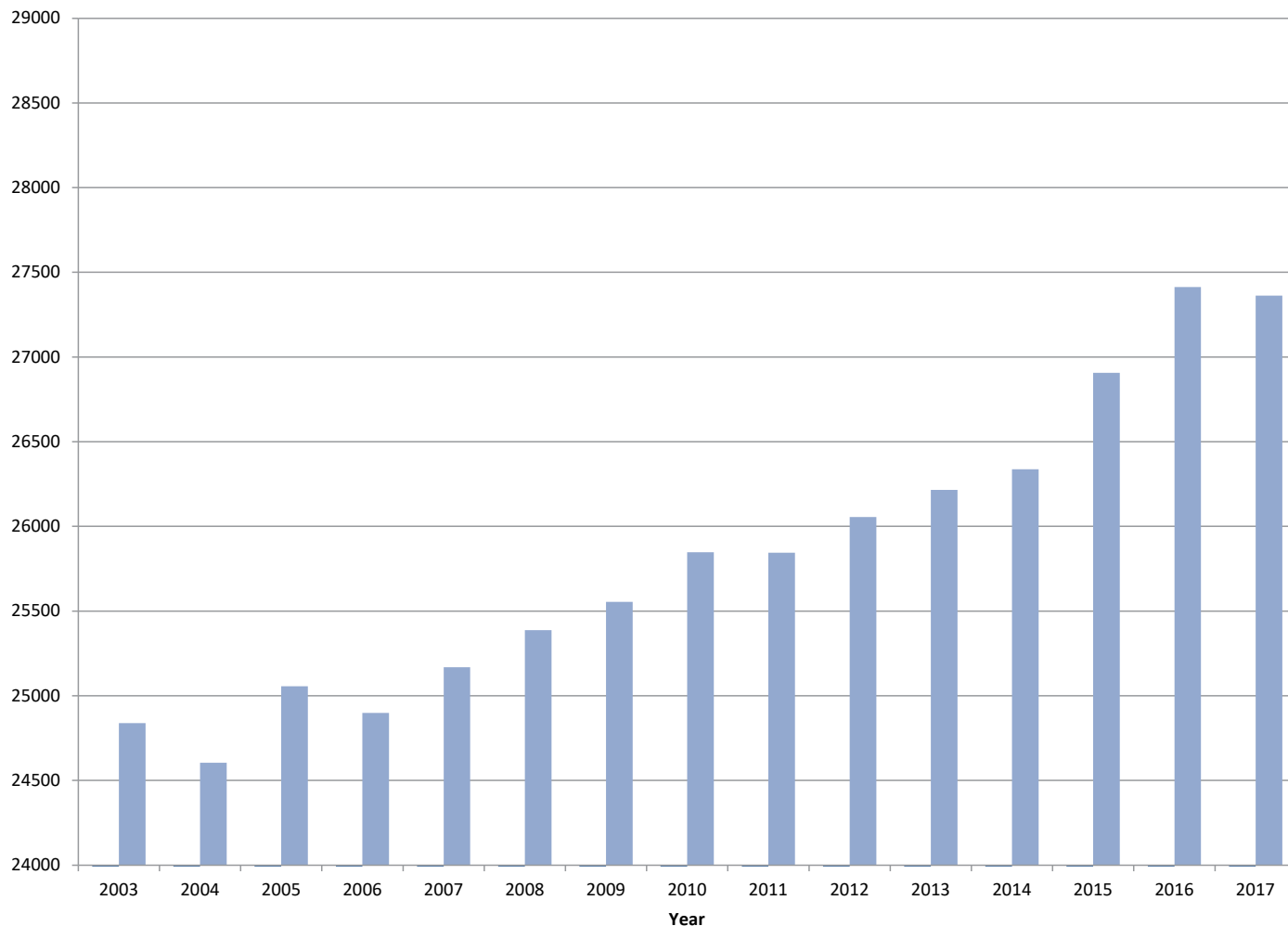
Langley Christmas Wish Breakfast 2017





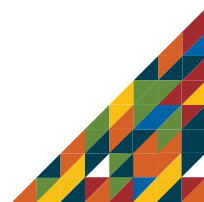
# Statistical Analysis

## Population



## Places of Work of Langley City Residents

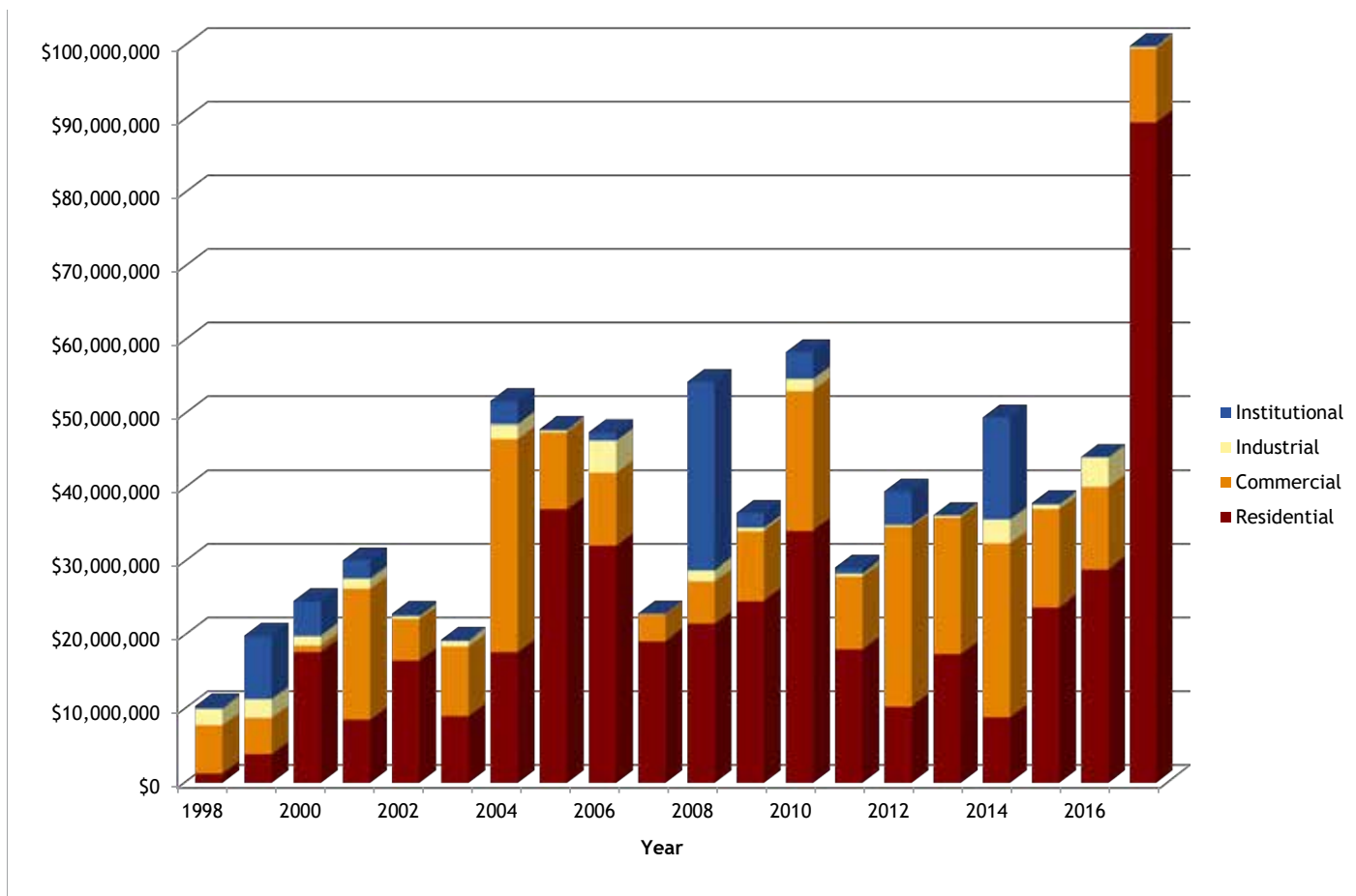
<i>Location</i>	<i>Residents</i>	<i>%</i>
Langley Twp	2,775	20.98
Surrey	2,945	22.27
Langley City	2,540	19.21
Vancouver	495	3.74
Richmond	350	2.65
Delta	445	3.36
Burnaby	415	3.14
Abbotsford	455	3.44
Coquitlam	140	1.06
Other	585	4.42
No Fixed Workplace	2,080	15.73
<b>Total</b>	<b>13,225</b>	<b>100.00</b>



# Largest Private Employers 2017

Rank	Name of Employer	Sector	Number of Employees
1	CASCADES CASINO, COAST HOTEL & CONVENTION CENTRE	ENTERTAINMENT, HOSPITALITY	550
2	CKF INCORPORATED	PLASTICS MANUFACTURING	250
3	SAFeway (SOBEY'S CAPITAL INC.)	RETAIL- SUPERMARKET	207
4	THE BAY	RETAIL - DEPARTMENT STORE	180
5	SAVE ON FOODS	RETAIL- SUPERMARKET	131
6	PRESTON CHEVROLET BUICK GMC CADILLAC LTD.	RETAIL- AUTOMOTIVE	104
7	IPEX INC.	PLASTICS MANUFACTURING	100
8	CORVISTA ENTERPRISES	BUSINESS SERVICES	85
9	EPIROC DRILLING TOOLS	EQUIPMENT MANUFACTURING	85
10	MARSHALLS/TJX CANADA	RETAIL - DEPARTMENT STORE	82

# Building Permit Values

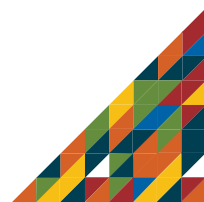


## Business Licences Issued

2017 Business Licences	New Applications	Renewals	Totals
Resident	157	1,175	1,332
Resident Home Operators	35	133	168
Non-Resident	118	242	360
Non-Resident Home Operators	2	16	18
<b>Totals</b>	<b>312</b>	<b>1,566</b>	<b>1,878</b>

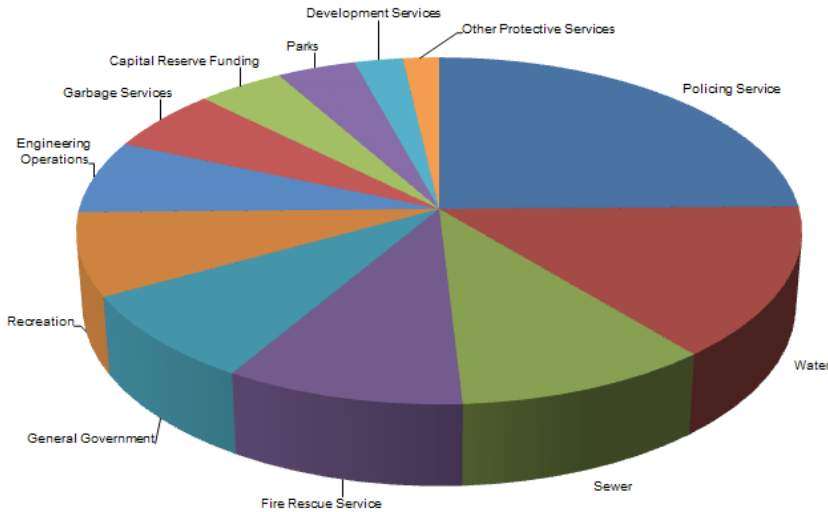
## 2017 Permissive Tax Exemptions

<u>Name</u>	<u>Exemption</u>
Anglican Parish of St. Andrew	\$ 21,094
Bridge Community Church	7,653
Church of the Nazarene	18,970
City of Langley	114,191
Global School Society	7,997
Ishtar Transition Housing	4,447
Langley Association for Community Living	15,148
Langley Care Society	66,978
Langley Community Music School	51,487
Langley Community Services	13,461
Langley Evangelical Free Church	24,256
Langley Hospice Society	5,389
Langley Lawn Bowling Club	30,767
Langley Seniors Resource Society	52,894
Langley Stepping Stones	6,850
New Apostolic Church Canada	5,425
Salvation Army – Gateway of Hope	3,045
Southgate Christian Fellowship	41,386
St. Joseph Roman Catholic Church	57,807
United Church of Langley	13,263
Vineyard Christian Fellowship	23,687
	<u>\$ 586,195</u>



# Where Do Your Taxes Go?

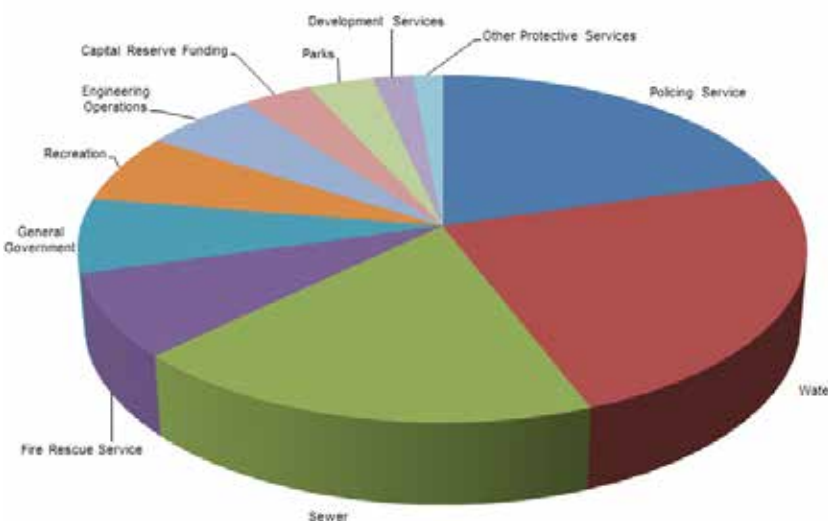
## Single Family Homes



For the average single family home, the annual property tax of \$3,051 breaks down on a monthly basis as follows:

Policing Service	24.8%	\$	63.02
Water	14.2%		36.07
Sewer	10.1%		25.73
Fire Rescue Service	9.5%		24.09
General Government	8.4%		21.30
Recreation	7.7%		19.68
Engineering Operations	6.8%		17.36
Garbage Services	5.9%		15.00
Capital Reserve Funding	4.4%		11.08
Parks	4.0%		10.11
Development Services	2.4%		6.22
Other Protective Services	1.8%		4.61
<b>Total Per month:</b>		<b>\$</b>	<b>254.27</b>

## Multi-Family Homes



For the average multi family home, the annual property tax of \$1,247 breaks down on a monthly basis as follows:

Policing Service	20.5%	\$	21.26
Water	23.7%		24.62
Sewer	18.7%		19.42
Fire Rescue Service	7.8%		8.13
General Government	6.9%		7.19
Recreation	6.4%		6.64
Engineering Operations	5.6%		5.86
Capital Reserve Funding	3.6%		3.74
Parks	3.3%		3.41
Development Services	2.0%		2.10
Other Protective Services	1.5%		1.55
<b>Total Per month:</b>		<b>\$</b>	<b>103.92</b>

# Civic Facilities



## Langley City Hall

20399 Douglas Crescent  
Langley, BC, V3A 4B4

Phone: 604.514.2800  
Fax : 604.530.4371



## Timms Community Centre

20399 Douglas Crescent  
Langley, BC, V3A 4B4

Phone: 604.514.2940



## FVRL Langley City Library

20399 Douglas Crescent  
Langley, BC V3A 4B3

Phone: 604.514.2850  
Fax: 604.534.2985



## Douglas Recreation Centre

20550 Douglas Crescent  
Langley, BC, V3A 4B3

Phone: 604.514.2865  
Fax: 604.530.8596



## Al Anderson Memorial Pool

4949 207 Street  
Langley, BC

Phone: 604.514.2860



## Langley City Fire Hall

5785 203 Street  
Langley, BC, V3A 9L9

Phone: 604.514.2880  
Fax: 604.530.3853



## Langley City Operations Centre

5713 198 Street  
Langley, BC, V3A 1G5

Phone: 604.514.2910  
Fax: 604.530.1276



## Langley City Community Police Office

20408 Douglas Crescent  
Langley, BC, V3A 4B4

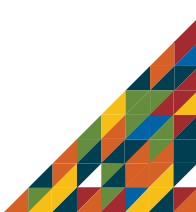
Phone: 604.514.2870  
Fax: 604.530.4422



## Langley City Parks Operations Centre

5653 198 Street  
Langley, BC

Phone: 604.514.2912





# Langley City

THE PLACE TO BE

Langley City Hall, 20399 Douglas Crescent  
Langley, BC, Canada V3A 4B3  
Phone: 604.514.2800  
Fax: 604.530.4371  
[www.langleycity.ca](http://www.langleycity.ca)