


# Job Opportunity

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**Evaluate Maple Ridge government performance scorecards online, and earn up to \$100 at home.**



**Google “Maple Ridge Student Project” to find these Instructions on [mapleridge.ca](http://mapleridge.ca).**

## Who Are We

The District of Maple Ridge; the local government for this municipality.

## What We Do

- Provide a variety of services to citizens and businesses, such as policing, fire protection, bylaw enforcement, recreation programs, and maintenance of roads, parks, water and sewer systems;
- Build infrastructure such as roads, water and sewer lines, buildings, leisure centre, youth centre, drainage systems, and parks;
- Set policies that regulate things such as where houses, stores and industrial operations will go;
- Work with other agencies on behalf of citizens and businesses (e.g. we try to get Translink to improve transit services for our citizens)

## Who Pays

Most of the money to provide services (police, fire, recreation, road maintenance...) comes from property taxes paid by people who own property. We also get money from other sources to pay for specific things; an example is admission fees from the leisure centre.

## Why We Need You

If you go to a store and get poor service, you can always shop elsewhere next time. If they charge too much, you can shop elsewhere. If a store loses enough business, they'll realize they need to change.

The people who pay property taxes don't have a choice of “shopping” elsewhere, but it's also hard for them to know whether they're getting good value for their money in areas like fire (unless they have a fire), or drainage.

That's why it's important for us to keep tabs on how we're doing, and we also want to give taxpayers the option to keep tabs on how we're doing. We used to produce paper documents that very few people wanted to read. Recently, we developed an online tool so people can check up on our performance anytime. We hope it's useful to our citizens, but we could use your feedback.

## What We Want From You

We'd like you to use the online tool and answer some questions. There are about 60 "scorecards" on a variety of topics, such as water complaints, how fast the fire department responds to calls, satisfaction with recreation services, and how much energy we're using in our buildings. There are also some community sustainability indicators, such as how many tonnes of greenhouse gases are produced by our community, and by District operations.

We try to make things easy to read, but we don't always succeed. We want you to look at each scorecard and tell us:

- Does the scorecard graph have a target?
- Does the graph have 2010 data?
- Does the last data point have a status report?

Your answer should be a Yes/No for each question above. Then, answer the following, with answers that are at least one sentence for each question.

- What result are we trying to achieve?
- What does the graph tell you?
- What are we doing to achieve the results?
- How are we doing so far?
- If we have set a target and we're doing either better or worse, why?

If there's not enough information for you to answer the question, tell us so. **We're looking for information we can use to improve the quality of our reporting.** Allow 10 minutes per scorecard, or 6 scorecards per hour.

## How This Offer Works

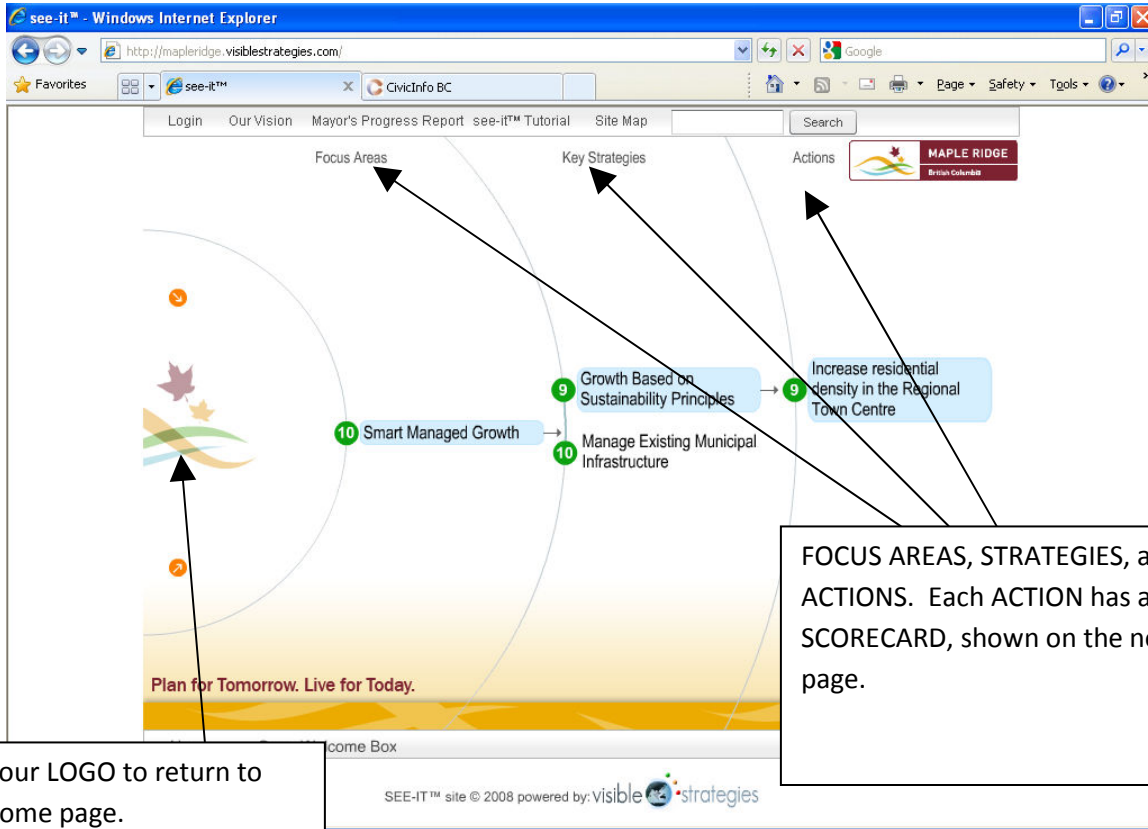
Provide an assessment on two scorecards (instructions below) and email them to us. Consider this exercise and our follow-up phone call to be your job interview.

HOW TO START? Go to [mapleridge.ca](http://mapleridge.ca), Municipal Hall, How Are We Doing. Download the assessment form. The SEE-IT tool is also available on that page. Go to the SEE-IT tool, and assess the two scorecards noted on the assessment form. Submit them to [Lbenson@mapleridge.ca](mailto:Lbenson@mapleridge.ca).

If you provide a high-quality, informative assessment that meets our standard, and if you want to continue this work, we'll proceed to the next step. There are about 60 scorecards, which will be assigned in groups of 6 scorecards at a time. After each set is submitted, we'll evaluate and decide whether to continue on. Potentially you could earn over \$100, and gain some valuable experience. The pay rate is \$10 per group of 6 scorecards, which will be paid out at the end (either when you've completed the entire project, or you/I decide not to proceed further). See the next pages for terminology to use in the assessments.

## Terminology

Please use the words in caps when referring to different areas or items in your assessments.



Click our LOGO to return to the home page.

FOCUS AREAS, STRATEGIES, and ACTIONS. Each ACTION has a SCORECARD, shown on the next page.

SCORECARD for the ACTION “Increase residential density in the Regional Town Centre”

ACTION

TARGET STATEMENT

OVERVIEW – Changes to STATUS REPORT when you hover over a bar in the GRAPH. To freeze the pane to STATUS REPORT, click on the bar in the GRAPH. To unfreeze, click anywhere else.

GRAPH - Hover over a bar and see the actual numbers. The Overview pane changes to a Status Report that can include an explanation of the data.

INFO TAB - The Information tab provides more info, and can include photos, pictures, videos and links to other web sites or PDF documents.