MISSION

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

CORPORATE VALUES

Leadership — To encourage innovation, creativity and initiative.

Service — To be fair, friendly and helpful.

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

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

Community — To respect and promote our community.

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

Council and Staff are pleased to present the tenth annual Progress Report to the citizens of Maple Ridge.

This report provides an opportunity to communicate the City's focus areas and to offer some information showing the progress being made in those areas.

An effective progress reporting system gives a local government the opportunity to set expectations, targets and objectives for its operations and services. Objectives are a statement of results or outcomes that a municipality hopes to achieve. Objectives and targets should convey a clear sense of the purpose and direction of the municipality and enable those inside the community to assess its progress.[1]

Maple Ridge has implemented online performance reporting in the form of scorecards. This gives citizens and other interested parties access to performance information online, responding to a desire for 24/7 access, without sifting through lengthy paper reports. This strengthens our efforts to ensure an open and transparent government and greatly enhances public access to information.

The following pages show some of the City's priority areas and examples of how we measure our performance in those areas. The information provided in this publication is a selection of information found on our website. All of the scorecards can be found at: *mapleridge.ca/787.*

[1] http://www.civicinfo.bc.ca/Local_Content/Manuals/4615.pdf

Community Relations

Citizen and Business Involvement in Sustainability Efforts

Scorecard: Provide Work Opportunities for People with Developmental Disabilities

Grow Citizens' Sense of Community

Scorecard: Aquatics Volunteers
Scorecard: Community Volunteers
Scorecard: Parks, Recreation & Culture Volunteers
Scorecard: Promote Community Group Independence
Scorecard: Support Firefighters' Charities

Economic Development

Support Existing Local Business

Scorecard: Business Licence Renewals

New Investment and Employment Opportunities

Scorecard: Attract Film Productions

Diversify the Tax Base

Scorecard: Increase Commercial Tax Base
Scorecard: Residential Tax Assessment Base

Environment

Reduce Energy Consumption & Greenhouse Gas (GHG) Emissions

Scorecard: Community Charging Station Usage & GHG Emission Savings
Scorecard: Community GHG Emissions
Scorecard: Corporate GHG Emissions
Scorecard: Fire Hall No. 1 Energy Consumption & GHG Emissions
Scorecard: Leisure Centre Energy Consumption & GHG Emissions
Scorecard: Municipal Facility Electricity Use
Scorecard: Vehicle Fleet Efficiency

Stewardship of Natural Resources

Scorecard: Protect Environmentally Sensitive Areas

Zero Waste

Scorecard: Encourage Residents and Business Owners to Reduce, Reuse and Recycle

Financial Management

Provide High Quality Municipal Services

Scorecard: Best Practices in Infrastructure Management
Scorecard: Capital Works Program

Key Indicators – Revenues

Scorecard: Building Permit Revenue
Scorecard: Business Licence Revenue
Scorecard: Dog Licence Revenue
Scorecard: Gravel Sales Revenue
Scorecard: Property Tax Revenue

Key Indicators – Costs
Scorecard: Fire
Scorecard: GVRD Sewer
Scorecard: GVRD Water
Scorecard: Library
Scorecard: Police

Financial Indicators
Scorecard: Debt Per Capita
Scorecard: Debt Servicing Ratio
Scorecard: Net Financial Position

Reduce Reliance on Property Taxes
Scorecard: Maximize Return on Investment

Governance
Scorecard: Acknowledgement of Claims
Scorecard: Citizen Satisfaction
Scorecard: Efficiencies in Payment Processing
Scorecard: Switchboard Call Volume
Scorecard: Website Visits

Inter-Governmental Relations and Partnerships
Partnerships and Networks With Public Agencies
Scorecard: Community Social Services Network Representation
Scorecard: Support the Community Social Service Network

Safe and Livable Community
Emergency Planning
Scorecard: EOC & ESS Volunteers Activations and Training
Scorecard: Emergency Program Public Engagement and Education Opportunities

Water and Sewer
Scorecard: Maintain a Dependable Sewage System
Scorecard: Provide High Quality Drinking Water

Fire Department
Scorecard: Elementary Students Attending Fire Safety Education Sessions
Scorecard: Fire Inspections of Multi-Family Residential Structures
Scorecard: Reduce Fire Incidents
Scorecard: Reduce Response Time in the Urban Response Zone

Emerging Social Issues
Scorecard: Concluded Bylaw Calls For Service
Scorecard: Population Served By Authorized Police Strength
Scorecard: Property Crime Offences
Scorecard: Violent Crime Offences
Scorecard: Weighted Clearance Rates - Violent Crime Offences

Community Development
Scorecard: Healthy Neighbourhood Development

Recreational, Educational and Social Activities
Scorecard: Adults With Very Good/Good Fitness Levels
Scorecard: Children Who Regularly Meet Daily Physical Activity Guidelines
Scorecard: Citizens Who Are Satisfied With Parks & Leisure Services
Scorecard: Citizens Who Use Parks & Leisure Services
Scorecard: Low Income Citizens Accessing Recreation Services

Provide High Quality Municipal Services
Scorecard: Process Commercial & Multi-Residential Permits Efficiently & Effectively

Smart Managed Growth
Growth Based On Sustainability Principles and Master Plans
Scorecard: Provide New Park Areas
Scorecard: Town Centre Density

Transportation
Safe, Efficient Transportation Network
Scorecard: Improve Traffic Safety
Scorecard: Provide Safe, Serviceable Roads

Promote Alternative Modes
Scorecard: Transportation to Work

ED03

MAPLE RIDGE
British Columbia

Performance Reporting Scorecard
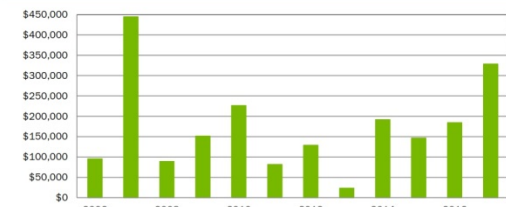Focus Area: Economic Development

Increase Commercial Tax Base

Measure: New tax revenue from the commercial tax base

Target	Overview
Build a sustainable community that includes a balance of land use types and a diversified tax base.	Maple Ridge relies on property taxes to fund most of the programs and facilities citizens and businesses enjoy. Attracting commercial enterprises means less reliance on residential property taxes to fund these important programs and facilities, leading to a more economically sustainable community. Property taxes collected from new commercial taxpayers is an indicator of Maple Ridge's economic viability. The number represents the amount of new commercial property tax revenue that was added to the tax roll each year. Incentive programs to attract development to the Town Centre and Employment Lands offer tax exemptions for three to five years for a number of new or improved businesses. The programs have been very successful in attracting both businesses and residents to our downtown and new job opportunities to Maple Ridge.

New Commercial Tax Revenue

	2012	2013	2014	2015	2016	2017
Commercial Tax New Revenue $	$ 128,954	$ 23,300	$ 191,729	$ 146,598	$ 184,543	$ 328,644

For more information, please contact:
Trevor Thompson, Manager of Financial Planning
Telephone: 604-467-7472   Email: tthompson@mapleridge.ca

Additional Information
For incentive programs and exemptions: View Investment Incentive Program Webpage
For tax exemption information: View 2017 Tax Exemption Report
To view a map of projects supported by the program: View Map

Scorecard last updated:
February 6, 2018   *Increase Commercial Tax Base*

EN01

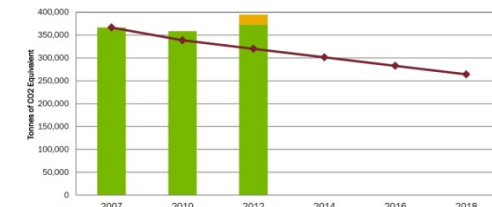### MAPLE RIDGE
British Columbia

Performance Reporting Scorecard
Focus Area: Environment

Community GHG Emissions

Measure: Tonnes of CO2 equivalent and per capita emissions

Target	Overview
By 2020, to reduce GHG emissions by 33%, compared to 2007 levels. This target is enshrined in the Official Community Plan.	By 2020, the BC Government committed to reduce its GHG emissions by 33%, compared to 2007 levels. This target was adopted by Maple Ridge. The Community Energy and Emissions Inventory (CEEI) is an initiative of the BC Ministry of Environment. The information in the graph and Status Reports below show community-wide estimates provided by the Province in three primary sectors - on-road transportation, buildings and solid waste. These reports assist with the City of Maple Ridge's Climate Action Charter commitment to measure and report on our community's GHG emissions.

Total Community GHG Emissions

	2007	2010	2012	2014	2016	2018
Target	366,366	338,449	319,838	301,226	282,615	264,003
Community GHG emissions [1]	366,366	358,281	372,667			
Land Use Emissions [2]			21,746			

1 *Community GHG emissions include emissions resulting from energy use in buildings, on-road transportation and solid waste.*
2 *Land use emissions were included in the CEEI inventory starting for the year 2012 and include emissions resulting from deforestation due to mining and municipal uses. Other land use changes are expected to be included in future CEEI reports.*
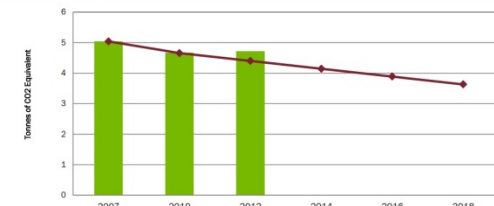
For more information, please contact:
Laura Benson, Manager of Sustainability & Corporate Planning
Telephone: 604-466-4338   Email: lbenson@mapleridge.ca

Scorecard last updated:
March 6, 2018   *Community GHG Emissions*

EN01

Per Capita Community GHG Emissions

	2007	2010	2012	2014	2016	2018
Target	5.04	4.66	4.40	4.14	3.89	4
Per Capita GHG Emissions [1]	5.04	4.67	4.72			

1 *Per capita GHG emissions include emissions resulting from energy use in buildings, on-road transportation and solid waste.*

Status Reports

Sector	2007	2010	2012	2014	2016	2018
Buildings	135,613	125,770	125,711			
Commercial/Small-Medium Industrial	34,762	33,674	34,752			
Electricity	5,825	5,760	3,035			
Natural Gas	28,937	27,914	31,717			
Residential	100,851	92,096	90,959			
Electricity	8,033	8,117	4,561			
Natural Gas	92,818	83,979	86,398			
On-Road Transportation	216,043	219,367	235,017			
Heavy Duty Truck	33,027	29,499	30,438			
Large Passenger Cars	21,147	22,377	24,801			
Light Duty Truck	37,013	36,034	38,373			
Medium Duty Truck	29,068	36,302	40,801			
Small Passenger Cars	44,827	41,717	42,085			
SUV / Van	48,991	51,266	56,547			
Other	1,970	2,172	1,972			
Solid Waste	14,710	13,144	11,939			
Land Use - Deforestation			21,746			
Agriculture (memo)			1,219			
Mining			2,370			
Municipal			18,156			
Total Emissions	366,366	358,281	394,413	-	-	-

Scorecard last updated:
March 6, 2018   *Community GHG Emissions*

EN01

Additional Information

The data for this scorecard was provided by the BC Ministry of Environment, Community Energy & Greenhouse Gas Emissions Inventory Report (CEEI) for Maple Ridge, released in December 2016.

The CEEI from the Ministry of Environment collects data from utilities, public agencies and other trusted partners, to calculate the size of each sector's carbon footprint in each local government jurisdiction across BC. The CEEI represents energy consumption and greenhouse gas emissions from community activities in on-road transportation, buildings and solid waste. 2012 CEEI data included a new category: land use change from deforestation. Emissions as a result of land use changes are reported separately on this scorecard in order to show consistency with previous reporting years. The agriculture subsector is reported as a memo item in the CEEI, meaning it is not included in the Maple Ridge's official GHG emissions footprint. It is included in this scorecard to show all available data.

The 2017 scorecard update includes Per Capita Emissions as a new metric. Maple Ridge is a rapidly growing community and an increase in total emissions is expected as a result of this growth. Reporting emissions on a per capita basis is a method of showing emissions reduction while factoring in population growth.

Please note that the numbers for 2010 and 2007 are different than those previously reported due to changes in the methodology for calculating GHG emissions. The Province has advised that CEEI is in a state of "continuous improvement". This means that new data and methodologies are used when they become available. A number of new methodologies were used in 2012. These then have to be applied to the 2007 and 2010 reports for consistency and comparability. In future years, the 2007 baseline report will always be updated to reflect the latest data and methodologies being employed.

For more information on the CEEI and access to the data set: View Province of BC CEEI webpage

For more information on Maple Ridge GHG emissions: View GHG Emissions webpage

Scorecard last updated:
March 6, 2018   *Community GHG Emissions*

EN07 — Top Left Scorecard

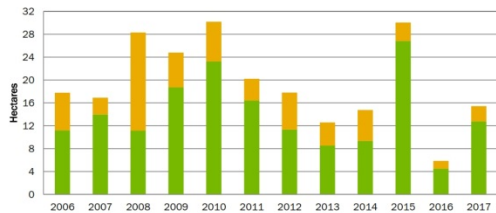**MAPLE RIDGE** British Columbia

Performance Reporting Scorecard
Focus Area: Environment

Protect Environmentally Sensitive Areas

Measure: Number of hectares of land protected

Target	Overview
Identify and protect environmental features and areas that require special recognition and management to promote sound environmental practices.	This graph represents the number of hectares of land that were legally protected through dedication or covenant for environmental reasons. By working with integrated and innovative sustainable design solutions, a balance between development and conservation can be achieved to provide safe, attractive, and affordable development, along with recreational opportunities and protection of highly sensitive fish and wildlife habitat. For environmental permit areas around watercourses and steep slopes, coordination of professionals and municipal staff is required to ensure protection of significant natural features, hazard mitigation for safe development, and enhancement opportunities that occurs with each development application.

Hectares of Land Protected

	2011	2012	2013	2014	2015	2016	2017
Dedicated Park	16.43	11.34	8.53	9.35	26.83	4.50	12.77
Covenant	3.77	6.46	4.05	5.40	3.21	1.36	2.66

* January- September

For more information, please contact:
David Tieu, Mapping and Graphics Technician
Telephone: 604-463-5221 ext. 5251   Email: dtieu@mapleridge.ca

Scorecard last updated:
March 13, 2018

Protect Environmentally Sensitive Areas

SG01 — Top Right Scorecard

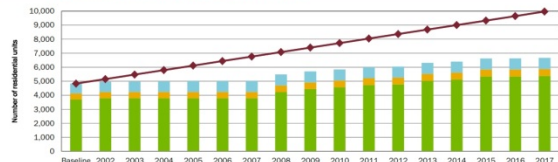**MAPLE RIDGE** British Columbia

Performance Reporting Scorecard
Focus Area: Smart Managed Growth

Town Centre Density

Measure: The number of residential units in the Town Centre

Target	Overview
(1) To accommodate 11,065 residential units within the Town Centre by the year 2021 (2) To accommodate 50% of Maple Ridge's population growth in the Town	Why is residential density so important to our Town Centre? Our goal is to achieve a vibrant and robust Town Centre. One of the key measures is through creating greater residential density that includes a range of housing forms and affordable housing choices. People who live in the Town Centre are able to walk to nearby shops, services, entertainment, and recreation activities. As such, Town Centre residents may choose not to own a vehicle and use public transit for further destinations. A high density population living in the Town Centre will create greater demand for more business and improved public transportation, thereby reducing reliance on cars and roads.

Total Number of Residential Units in the Town Centre

	Baseline	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017
Target	4,831	5,152	5,473	5,794	6,115	6,436	6,757	7,078	7,399	7,720	8,041	8,362	8,683	9,004	9,325	9,646	9,967
New Units																	
Apartments	3,689	97	2	-	-	-	-	438	215	129	160	46	254	86	222	-	40
Townhouses	444	-	4	-	-	-	-	29	-	9	-	-	10	-	-	-	-
Single Family Homes	698	32	13	14	15	3	1	3	-	2	-	-	1	3	2	1	-
Cumulative Total	4,831	4,960	4,979	4,993	5,008	5,011	5,012	5,482	5,697	5,837	5,997	6,043	6,308	6,397	6,621	6,622	6,662

For more information, please contact:
Laura Benson, Manager of Sustainability & Corporate Planning
Telephone: 604-466-4338   Email: lbenson@mapleridge.ca

Scorecard last updated:
March 16, 2018

Town Centre Density

EN07 — Bottom Left Scorecard

Status Reports	2011	2012	2013	2014	2015	2016	2017
Water Course	16.60	12.60	7.15	10.53	26.60	2.98	12.42
Slope		1.20	5.69	7.19	3.60	0.72	1.56
Amenity	1.40	0.40	0.10	0.18	0.38	0.82	
Storm Water		0.80			0.02		
Geotech	0.10	3.00			0.97	0.34	0.17
Veg Retention	1.90	1.50		0.06	1.38	1.09	0.99
Habitat	2.90	4.90	3.30	9.20		0.47	0.24
Dyke							
Trail	0.10						0.05
Other							
Total Area Protected	20.20	17.80	12.60	14.75	30.04	5.86	15.43

This chart represents the number of hectares of land that were legally protected through dedication or covenant for environmental reasons.

In each year, the Total Area Protected does not necessarily equal the sum of the different types of Protected Areas because each area may have more than one reason for being protected; therefore, the area reflects the total physical area protected in that year. For example if 0.5 hectares were protected for watercourse and slope reasons, those 0.5 Hectares only get counted once in the total.

Additional Information

Definitions:
Watercourse - Dedicated areas of a park or covenant for watercourse protection
Slope - Covenants for slope protection, erosion protection, visual aesthetics
Amenity - Dedicated areas of park or covenant for special amenity reasons such as rock bluffs, unique/mature tree stand, or natural heritage sites
Stormwater - Covenants for natural stormwater protection. This is different from covenants for stormpipes
Geotech - Covenants for no build areas due to geotechnical reasons
VegRetention - Dedicated areas of a park or covenant for vegetation retention purposes
Habitat - Dedicated areas of a park or covenant for habitat protection
Dyke - Dedicated areas of a park for dyke protection
Trail - Dedicated areas of a park for trail purposes
Other - Other areas protected for environmental purposes due to unspecified reasons

The Protected Areas feature class was created to help Planners to more easily identify areas within Maple Ridge that have been protected for environmental reasons. A Dedicated Park that was meant for public use would not be included, but a Dedicated Park that was created for watercourse protection would be part of the Protected Areas feature class. The reasoning for Dedicated Parks that are included is from information provided by Planners as well as from personnel that have knowledge of the parks in Maple Ridge.

In cases where part of a Dedicated Park is for public use and another part of the park is for environmental protection, that portion of the park was extracted to be part of the Protected Area. Covenants created for slope, geotech, vegetation retention, habitat protection etc, would be included in the Protected Area feature class, whereas covenants for septic systems would not be included. The reasoning for the covenant, if stated on the legal plan, would be attributed as such. There will be occurrences where there is no reasoning for either, but was understood that those areas were protected for environmental purposes.
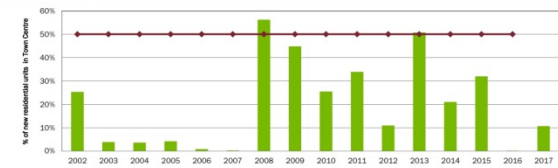
For more information: View Development Planning & Environmental Planning webpage

Scorecard last updated:
March 13, 2018

Protect Environmentally Sensitive Areas

SG01 — Bottom Right Scorecard

Percentage of Residential Units Built that are Located in the Town Centre

	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017
Target	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%
New Residential Units Constructed in Maple Ridge																
% Located in the Town Centre	25%	4%	4%	4%	1%	0%	56%	45%	26%	34%	11%	51%	21%	32%	0%	11%

Status Reports

2017	In 2017, the Town Centre experienced over 10% of growth, primarily through the addition of forty apartment units. This growth represents nearly 1% of all residential construction in Maple Ridge this year.
2016	The decrease in residential development in the Town Centre is due to the expiry of incentive funding in 2014, and subsequent completion of remaining projects in 2015. In 2016, 1 home was granted occupancy in the Town Centre. The unit signifies a .2% growth in Town Centre residential units. Of all the residential units granted occupancy in Maple Ridge this year, less than 1% were located in the Town Centre.
2015	As in previous years, the data shown in the graphs is based on Occupancy Permits issued. Although incentive funding for residential Town Centre investment concluded in 2014, participating projects account for a portion of the Occupancy Permits granted in 2015. This year 222 apartments and 2 single-family dwellings were granted occupancy in the Town Centre area. Of all 2015 residential Occupancy permits granted in Maple Ridge 32% were located in this area, accounting for 3.5% of area growth.

Additional Information

For more information on the incentive program: View Town Centre Investment Incentive Program
To view a map of projects supported by the program: View Map

Scorecard last updated:
March 16, 2018

Town Centre Density

Scorecard SL09 (top-left)

SL09

MAPLE RIDGE — British Columbia

Performance Reporting Scorecard
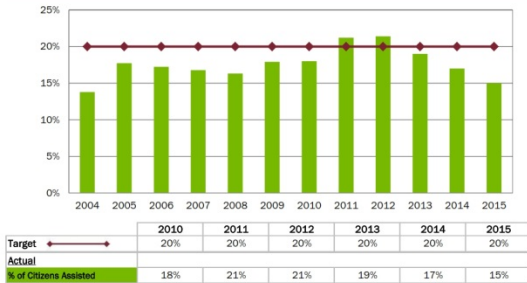Focus Area: Safe and Livable Community

Low Income Citizens Accessing Recreation Services

Measure: Percentage of low income citizens receiving low-cost recreation assistance

Target	Overview
Increase participation of those not currently involved in leisure activities due to financial barriers.	Parks, Recreation & Culture offers a number of low-cost recreation opportunities to ensure that services are accessible to all citizens. In addition, the department oversees the Participation Program, which provides reduced admission and registration fees to families with a low-income. The department also collaborates with other agencies such as School District No. 42 and corporate sponsors that support recreation access initiatives.

Low Income Citizens Receiving Assistance

	2010	2011	2012	2013	2014	2015
Target	20%	20%	20%	20%	20%	20%
Actual						
% of Citizens Assisted	18%	21%	21%	19%	17%	15%

For more information, please contact:
Tony Cotroneo, Manager of Community Services
Telephone: 604-467-7392   Email: tcotroneo@mapleridge.ca

Scorecard last updated:
September 22, 2017   *Low Income Citizens Accessing Recreation Services*

Scorecard SL14 (top-right)

SL14

MAPLE RIDGE — British Columbia

Performance Reporting Scorecard
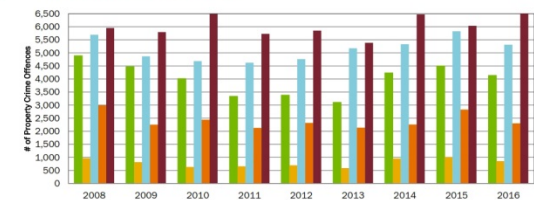Focus Area: Safe and Livable Community

Property Crime Offences

Measure: 1) The number of property crimes committed 2) The number of offences per 1,000 population

Target	Overview
To realize a downward trend in the number of property offences in our community.	Our local RCMP detachment focuses on intelligence-led policing, implementing strategies that address community crime problems, identifying emerging problems, prolific offenders and hotspots so that criminal intelligence has a coordinated effect in targeting the decrease of property crime offences in our communities.

Property Crime Offences Activity

Number of Property Crime Offences	2011	2012	2013	2014	2015	2016
Maple Ridge	3,338	3,379	3,105	4,233	4,498	4,137
Pitt Meadows	655	691	585	953	1,004	852
Coquitlam	4,619	4,758	5,172	5,332	5,828	5,313
Mission	2,127	2,317	2,135	2,253	2,827	2,302
Langley Township	5,726	5,850	5,382	6,469	6,038	6,600

Data Source: Stats Canada Incident-based crime statistics, by detailed violations and police services, British Columbia

For more information, please contact:
Maureen Jones, Senior Manager of Police Services
Telephone: 604-467-7630   Email: mjones@mapleridge.ca

Scorecard last updated:
September 25, 2017   *Property Crime Offences*

Scorecard SL09 (bottom-left)

SL09

Status Reports

Year	Report
2016	For a number of reasons, past data is not comparative to more recent data. For example, new census data should replace population estimates. Furthermore, programs are no longer provided under a joint services agreement with Pitt Meadows, and new programs with additional clients must be added. Following consultation with a number of stakeholders, this scorecard will be revised or replaced.
2015	We have seen a slight decrease in the Participation Program registration, which maybe due to additional low cost barrier programming being offered within the recreation facility.
2014	We have seen a slight decrease in the Participation Program registration, which maybe due to other community based funding sources that are available for children and youth accessing recreational services.
2013	This slight decrease in the percentage of population served is likely due to a number of additional funding opportunities within our community in which citizens are able to access a number of community and recreation-based services at a reduced rate.
2012	This slight increase in the percentage of population served is likely due to a slight increase in the number of individuals living within Maple Ridge and Pitt Meadows with low income and an increase of eligible individuals accessing the Participation Program.

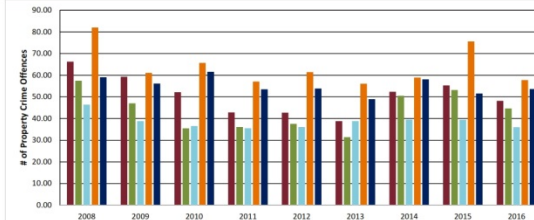### Additional Information

For more information on the Participation Program: View Participation Program webpage

Scorecard last updated:
September 22, 2017   *Low Income Citizens Accessing Recreation Services*

Scorecard SL14 (bottom-right)

SL14

Property Crime Offences Per 1,000 Population

Number of Property Crime Offences	2011	2012	2013	2014	2015	2016
Maple Ridge	42.78	42.72	38.81	52.32	55.26	48.13
Pitt Meadows	36.06	37.51	31.38	50.51	53.12	44.63
Coquitlam	35.54	36.09	38.77	39.50	39.43	35.98
Mission	57.05	61.41	56.06	58.87	75.59	57.73
Langley Township	53.49	53.86	48.93	58.08	51.52	53.59

Status Report

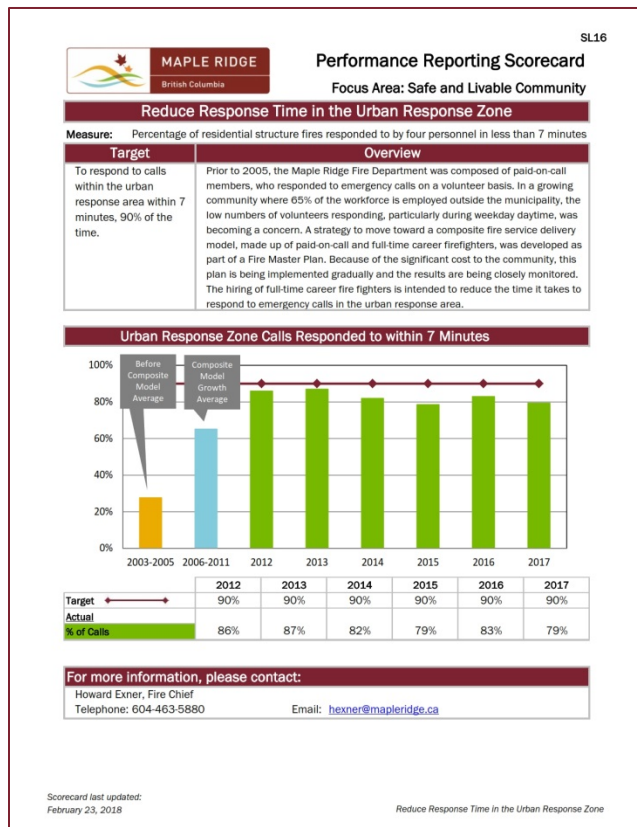| All years	Property Crime Offences Per 1,000 Population represents the number of property crime offences that have occurred in a calendar year for each group of 1,000 people. The property crime rate is calculated by dividing the number of property crimes per 1,000 population.

Additional Information

For more information on Policing: View Ridge Meadows RCMP website

Scorecard last updated:
September 25, 2017   *Property Crime Offences*

SL16

MAPLE RIDGE
British Columbia

Performance Reporting Scorecard
Focus Area: Safe and Livable Community

Reduce Response Time in the Urban Response Zone

Measure: Percentage of residential structure fires responded to by four personnel in less than 7 minutes

Target	Overview
To respond to calls within the urban response area within 7 minutes, 90% of the time.	Prior to 2005, the Maple Ridge Fire Department was composed of paid-on-call members, who responded to emergency calls on a volunteer basis. In a growing community where 65% of the workforce is employed outside the municipality, the low numbers of volunteers responding, particularly during weekday daytime, was becoming a concern. A strategy to move toward a composite fire service delivery model, made up of paid-on-call and full-time career firefighters, was developed as part of a Fire Master Plan. Because of the significant cost to the community, this plan is being implemented gradually and the results are being closely monitored. The hiring of full-time career fire fighters is intended to reduce the time it takes to respond to emergency calls in the urban response area.

Urban Response Zone Calls Responded to within 7 Minutes

	2012	2013	2014	2015	2016	2017
Target	90%	90%	90%	90%	90%	90%
Actual % of Calls	86%	87%	82%	79%	83%	79%

For more information, please contact:
Howard Exner, Fire Chief
Telephone: 604-463-5880   Email: hexner@mapleridge.ca

Scorecard last updated:
February 23, 2018

Reduce Response Time in the Urban Response Zone

SL16

Status Reports

2017	Responding to calls in the the Urban Response Zone, the Maple Ridge Fire Department was able to achieve a response time of seven minutes or less 79% of the time.
2016	Responding to calls in the the Urban Response Zone, the Maple Ridge Fire Department was able to achieve a response time of seven minutes or less 83% of the time.
2015	Responding to calls in the the Urban Response Zone, the Maple Ridge Fire Department was able to achieve a response time of seven minutes or less 79% of the time.
2014	There is a slight change to the numbers reported in previous years as we learned that the Tower Truck was not included in the 2014 data change. The Tower Truck is now included in the data captured for a 4-firefighter crew to arrive on scene to a residential structure fire in the Urban Response Area as outlined in the Fire Master Plan.
2013	Hired additional firefighters to cover vacation relief. There is a slight change to the numbers reported in previous years as the methodology used has been updated to reflect the time for a 4-firefighter crew to arrive on scene to a residential structure fire in the Urban Response Area as outlined in the Fire Master Plan. This more accurately reflects the Fire Master Plan's Urban Response standard. In previous years, the data captured the arrival of the first fire department vehicle.
2012	In 2012, both Fire Hall #1 and Fire Hall #3 were staffed 24/7 with a total crew of 11.

Additional Information

In early 2003, Municipal Council of the City of Maple Ridge directed a review of the existing fire service delivery model and asked for advice on what the Fire Department will need to look like to serve a growing community. Council direction was specifically to the Fire Chiefs and the GM: Corporate & Financial Services, who then enlisted the help of the Assistant Chiefs and paid-on-call fire-fighters to develop the Fire Department Master Plan.

A response time of 7 minutes for the Urban Response area was identified as a target in the Fire Department Master Plan.

The 7 minutes target includes the time from dispatch to arrival at the scene is comprised of 1 - minute dispatching, 2 minutes - turnout - (firefighters to don personal protective equipment and the truck leaving the Hall), 4 minutes - travel time from the Fire Hall to the scene in the Urban Response area is intended to be met 90% of the time.

In 2017, the Fire Department was able to achieve a response time of 7 minutes or less 79% of the time, not meeting the target of 90% by 11%. A Gap Analysis of the 11% shows that weather (snow and ice reduced response times) last January, the usual first truck was already deployed on another call or for unknown reasons, which may include delays due to traffic.

For information on the Maple Ridge Fire Department: View Fire & Rescue webpage

Scorecard last updated:
February 23, 2018

Reduce Response Time in the Urban Response Zone