

Strategic Direction & Progress Report

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 11th 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.

Community Relations

Scorecard: Provide Work Opportunities for People with Developmental Disabilities

Scorecard: Support Firefighters' Charities

Scorecard: Supporting Environments

Economic Development

Scorecard: Attract Film Productions

Scorecard: Business Licence Renewals

Scorecard: Increase Commercial Tax Base

Scorecard: Residential Tax Assessment Base

Environment

Scorecard: Community GHG Emissions

Scorecard: Corporate GHG Emissions

Scorecard: Electric Vehicle Charging Station Usage

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

Scorecard: Fire Hall No. 1 Energy Consumption & GHG Emissions

Scorecard: Leisure Centre Energy Consumption & GHG Emissions

Scorecard: Municipal Facility Electricity Use

Scorecard: Protect Environmentally Sensitive Areas

Scorecard: Vehicle Fleet Efficiency

Financial Management

Scorecard: Best Practices in Infrastructure Management

Scorecard: Capital Works Program

Scorecard: Maximize Return on Investment

Financial Indicators

Scorecard: Debt Per Capita

Scorecard: Debt Servicing Ratio

Scorecard: Net Financial Position

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

Governance

Scorecard: Acknowledgment of Claims

Scorecard: Citizen Satisfaction with City Information

Scorecard: Efficiencies in Payment Processing

Scorecard: Switchboard Call Volume

Scorecard: Website Visits

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

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Inter-Governmental Relations and Partnerships

Scorecard: Recreation Capacity

Safe and Livable Community

Scorecard: Active Living

Scorecard: Concluded Bylaw Calls For Service

Scorecard: Connecting People with Nature

Scorecard: Emergency Program Public Engagement and Education Opportunities

Scorecard: EOC & ESS Volunteers Activations and Training

Scorecard: Fire Inspections of Multi-Family Residential Structures

Scorecard: Inclusion and Access

Scorecard: Maintain a Dependable Sewage System

Scorecard: Population Served By Authorized Police Strength

Scorecard: Process Commercial & Multi-Residential Permits Efficiently & Effectively

Scorecard: Property Crime Offences

Scorecard: Provide High Quality Drinking Water

Scorecard: Reduce Fire Incidents

Scorecard: Reduce Response Time in the Urban Response Zone

Scorecard: Students Attending Fire Safety Education Sessions

Scorecard: Violent Crime Offences

Scorecard: Weighted Clearance Rates - Violent Crime Offences

Smart Managed Growth

Scorecard: Provide New Park Areas

Scorecard: Town Centre Density

Transportation

Scorecard: Improve Traffic Safety

Scorecard: Provide Safe, Serviceable Roads

Scorecard: Transportation to Work

MAPLE RIDGE British Columbia

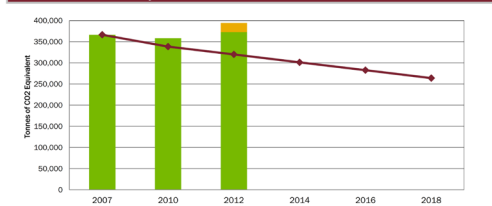
Performance Reporting Scorecard Focus Area: Environment

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.

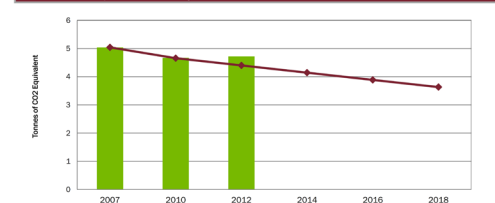
For more information, please contact:

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Scorecard last updated:
March 6, 2018

Community GHG Emissions

Per Capita Community GHG Emissions



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

Strategic Direction & Progress Report

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](#)

Community GHG Emissions

Scorecard last updated:
March 6, 2018

EN07

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

	2013	2014	2015	2016	2017	2018	2019
Dedicated Park	8.53	9.35	26.83	4.5	12.77	8.44	9.14
Covenant	4.05	5.4	3.21	1.36	2.66	6.11	4.4

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Protect Environmentally Sensitive Areas

Scorecard last updated:
March 03, 2020

EN07

Status Reports	2013	2014	2015	2016	2017	2018	2019
Water Course	7.15	10.53	26.60	2.98	12.42	12.79	6.5
Slope	5.69	7.19	3.60	0.72	1.56	1.25	6.15
Amenity	0.10	0.18	0.38	0.82			
Storm Water			0.02				
Geotech			0.97	0.34	0.17	0.34	0.22
Veg Retention		0.06	1.38	1.09	0.99	0.18	0.32
Habitat	3.30	9.20		0.47	0.24	1.80	7.48
Dyke					0.05		
Trail							
Other							
Total Area Protected	12.60	14.75	30.04	5.86	15.43	14.55	14.55

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](#)

Protect Environmentally Sensitive Areas

Scorecard last updated:
March 03, 2020

SLO3

Performance Reporting Scorecard

Focus Area: Safe and Livable Community

Inclusion and Access

Measure: Number of low income citizens receiving low-cost recreation assistance.

Target	Overview
Increase inclusion and access to recreation for populations that face constraints to participate.	Parks, Recreation & Culture aligns service delivery with the priorities set in the National Framework for Recreation in Canada. The Framework defines recreation as the experience that results from freely chosen participation in physical, social, intellectual and creative pursuits that enhance individual and community wellbeing. To support meaningful, accessible recreation experiences the Framework prioritizes Inclusion and Access as one of its 5 goals.

Low Income Citizens Receiving Assistance

	2014	2015	2016	2017	2018	2019
Target	1,200	1,200	1,200	1,200	1,200	1,200
Number of Participants	2,095	1,925	1,703	1,314	855	423

For more information, please contact:
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Inclusion Access

Scorecard last updated:
April 1, 2020

Strategic Direction & Progress Report

Status Reports

2019	Low participation in the program is a direct result of the Leisure Centre aquatic facility renovations.
2018	Parks, Recreation & Culture adopts score card measures to align with the National Framework for Recreation in Canada. Participation numbers have been tempered as a result of the Maple Ridge Leisure Centre pool closure.
2017	A decrease in participation can be attributed to cross-over decreases resulting from the dissolution of the Joint Parks and Leisure Services with Pitt Meadows.
2016	Separation of Joint Parks and Leisure Services with Pitt Meadows.

Additional Information

To learn more about the Aquatics Volunteer Program: [View Volunteer for Aquatics webpage](#)

Scorecard last updated:
April 1, 2020

Inclusion Access



Performance Reporting Scorecard

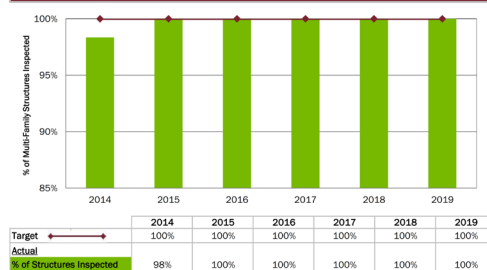
Focus Area: Safe and Livable Community

Fire Inspections of Multi-Family Residential Structures

Measure: Percentage of multi-family residential structures inspected

Target	Overview
To reduce the number and seriousness of emergency incidents through yearly inspections of all multi-family residential structures in Maple Ridge.	An aggressive program of proactive inspections of apartment buildings with five or more units is intended to reduce the number and seriousness of emergency incidents. The Maple Ridge Fire Department inspects all apartment buildings within the City annually. Due to the unique risks posed by multi-family residential structures, the Fire Department has made them a priority for regular fire and life-safety inspections. These inspections are done by firefighting crews during their shifts.

Fire Inspections



For more information, please contact:

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Scorecard last updated:
December 31, 2019

Fire Inspections of Multi-Family Residential Structures

Status Reports

2019	In 2019, the Maple Ridge Fire Department inspected 100% of all apartment buildings that required an annual inspection.
2018	In 2018, the Maple Ridge Fire Department inspected 100% of all apartment buildings that required an annual inspection.
2017	In 2017, the Maple Ridge Fire Department inspected 100% of all apartment buildings that required an annual inspection.
2016	In 2016, there were eight new multi-family buildings constructed, resulting in an increase to the total number of multi-family structures in Maple Ridge that require an annual inspection by the Maple Ridge Fire Department.
2015	In 2015, the Maple Ridge Fire Department performed an audit of the structures classified as 'multi-family' to ensure that the category contained only those structures with five or more units. We also updated this scorecard to show the percentage of multi-family structures that were inspected, rather than the number of buildings that were inspected, as reported in previous years.
2014	The data on this scorecard covers multi-family structures that have five or more units. In 2014, we learned that five of the structures in our target group have less than five units, so these structures have been filtered out of this target group. In addition, one of the target group buildings is now vacant and boarded. As a result of this, the number of buildings in our target group has been reduced to 119.

Additional Information

The Maple Ridge Fire Department provides a regular system of inspections of multi-family structures to ensure compliance with provincial and municipal codes and regulations, as well as issues relating to public safety. Multi-family structures are those buildings that are categorized as having five or more units, such as an apartment building.

For information on the Multi-Family Fire Safety Measures: [View Fire Safety Measures webpage](#)
For information on the Maple Ridge Fire Department: [View Fire & Rescue webpage](#)

Scorecard last updated:
December 31, 2019

Fire Inspections of Multi-Family Residential Structures



Performance Reporting Scorecard

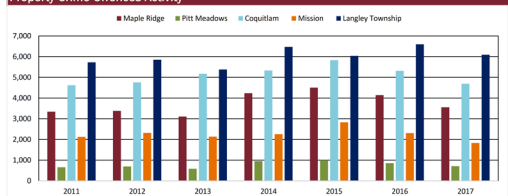
Focus Area: Safe and Livable Community

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



	2011	2012	2013	2014	2015	2016	2017
Maple Ridge	3,338	3,379	3,105	4,233	4,498	4,137	3,556
Pitt Meadows	655	691	585	953	1,004	852	708
Coquitlam	4,619	4,758	5,172	5,332	5,828	5,313	4,690
Mission	2,127	2,317	2,135	2,253	2,827	2,302	1,826
Langley Township	5,726	5,850	5,382	6,469	6,038	6,600	6,092

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

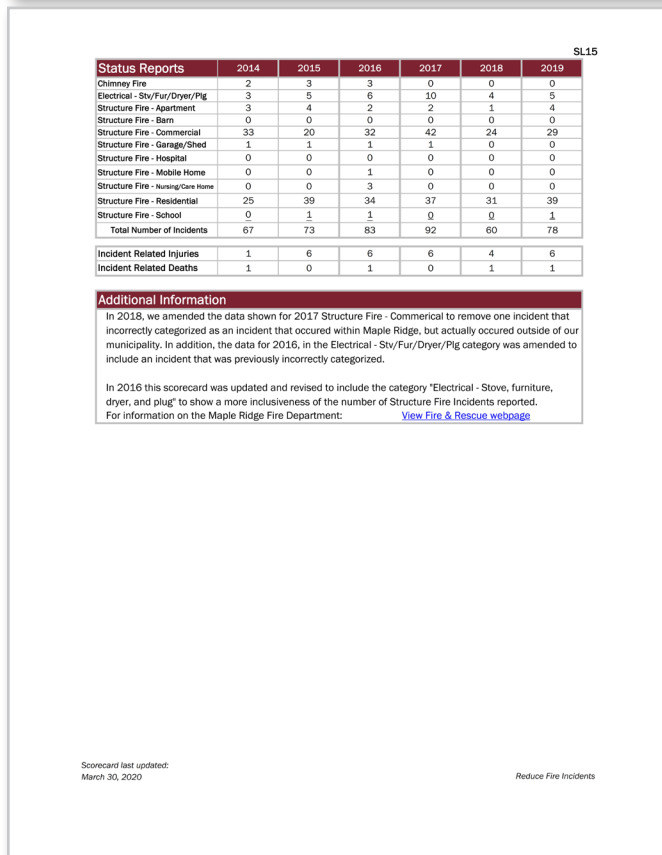
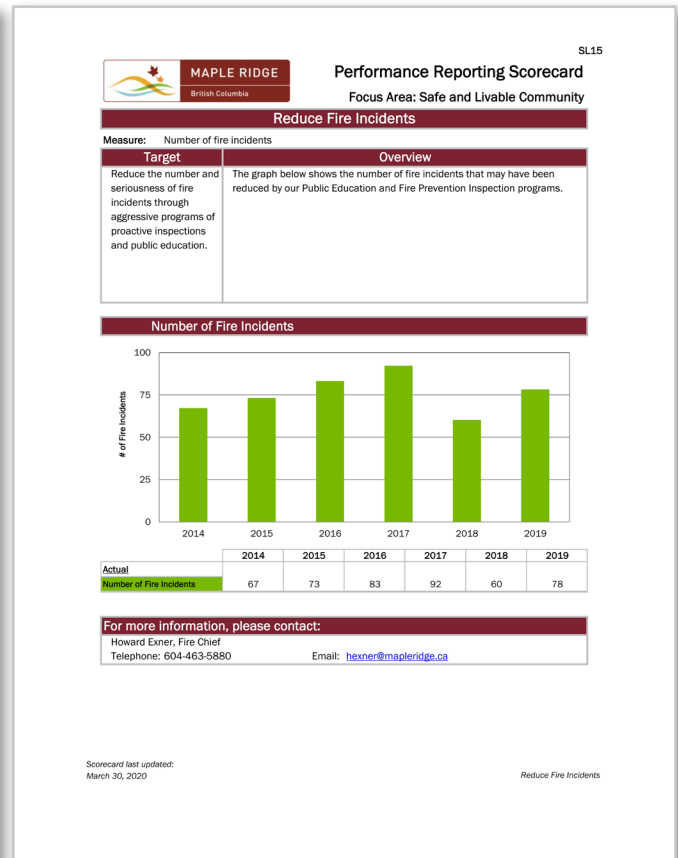
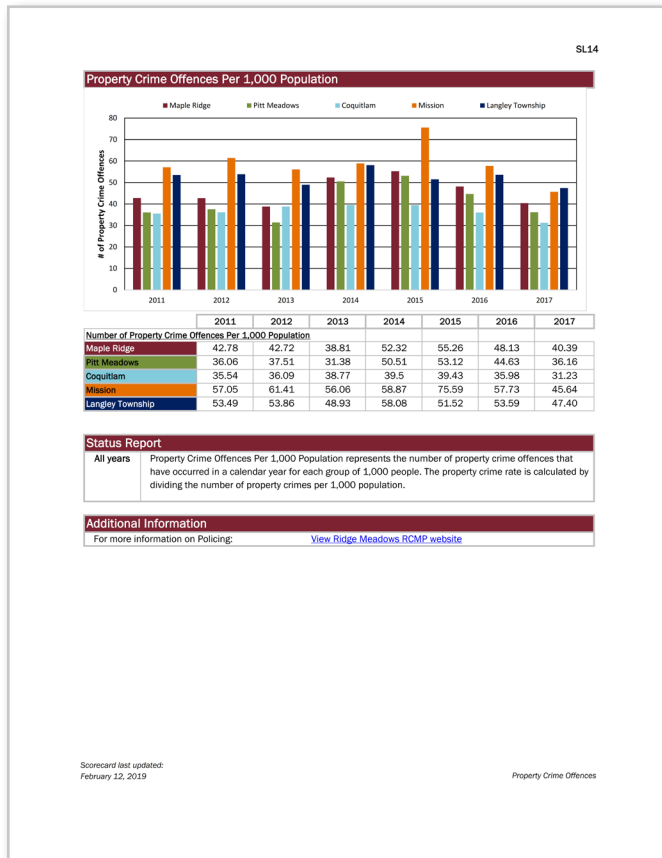
For more information, please contact:

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Scorecard last updated:
February 12, 2019

Property Crime Offences

Strategic Direction & Progress Report



14 City of Maple Ridge - 2019 Annual Report

GV01	
Status Reports	
2019	The City's use of social media and website has supported a 9% reduction in calls from the previous year. This year rendered the lowest call volume since 2015.
2018	While website visits continue to increase, there appears to be continued reliance on telephone communications with the City. Overall, calls to reception have increased by 3% from 2017.
2017	Based on call volume to date, this year will exceed the number of calls received in 2016.
2016	In 2016 call volume increased by 90% from the previous year.
Additional Information	
To access Frequently Asked Questions online: Website FAQs	
<p>Scorecard last updated: March 25, 2020</p> <p>Switchboard Call Volume</p>	

