



For Council Approval

### Performance Measure Adjustments Not Related to Reductions – For Approval

There is a total of 16 performance measure adjustments that are unrelated to budget reductions, growth, COVID-19, or SAVE business cases. These types of adjustments support continuous improvement of measuring performance and may include:

- Improving existing performance measures to allow better monitoring of results;
- Adding new measures to promote greater accountability;
- Deleting performance measures that do not support evidence-based decision-making, and
- Correcting typographical errors in existing performance measures.

**Table 1. Improving existing performance measures**

Six performance measures will be replaced.

Service	Previous					Proposed New				
	Approved Performance Measure & Trend	Forecast			Performance measure	Trend	Forecast			
		2020	2021	2022			2020	2021	2022	
City Auditor's Office	Investigations Open Past 180 Days (%)	↓	30	30	25	Investigations Closed Within 180 Days (percentage)	↑	65%	70%	75%
	<b>Rationale:</b> The focus of this measure is changed from open to closed investigations. Performance measure improvements will now show as an upward trend, which will be easier to understand.									
Fire Inspection & Enforcement	High-risk occupancy inspections completed (%)	↑	2,000	3,000	4,000	High-risk occupancy inspections completed (number)	↑	400	450	450
	<b>Rationale:</b> As the program and data agenda continue to evolve, it was determined that using percentage is problematic. The risk classification could change weekly or even daily via the algorithm, so both the denominator and numerator would be changing continuously.									



Service	Previous					Proposed New				
	Approved Performance Measure & Trend	Forecast			Performance measure	Trend	Forecast			
		2020	2021	2022			2020	2021	2022	
Fire & Emergency Response	First-in unit emergency response within seven minutes at critical medical incidents (per cent time achieved)	↓	90	90	90	First-in unit emergency response within six minutes thirty seconds at critical medical interventions (per cent time achieved)	↑	85%	86%	87%
	<p><b>Rationale:</b> The change in the measure is to align the target from the point where the CFD receives the call and has the ability to measure. This is not an improvement in performance from the previous 7-minute target.</p>									
Records Management, Access & Privacy	FOIP Training volume	↑	100	100	100	FOIP Training volume (Number of individuals receiving FOIP training in the listed calendar year).	↑	2,500	2,600	2,700
	<p><b>Rationale:</b> This is a change to a performance measure unit. The previous, narrow definition of "employee" fails to capture the breadth of training that is now being delivered, especially due to the introduction of online training.</p>									
Records Management, Access & Privacy	Records management training satisfaction (%)	↔	95	95	95	Records management training volume (Number of individuals who received records management training in the calendar year).	↑	371	408	449
	<p><b>Rationale:</b> The training satisfaction measure fails to provide an update as to whether the scale of training is changing over time. 95% satisfaction with a handful of participants masks shortcomings in rolling training out to a broader audience.</p>									



Service	Previous					Proposed New					
	Approved Performance Measure & Trend		Forecast			Performance measure	Trend	Forecast			
			2020	2021	2022			2020	2021	2022	
Sidewalks & Pathways	Citizen Satisfaction with Snow and Ice Control on Sidewalks (%)		↑	65	70	70	Snow and ice control service requests for sidewalks & pathways per 100,000 population (Number of).	↓	325	300	280
	<p><b>Rationale:</b> The Roads Annual Survey was source of the approved measure and was discontinued as part of 2019 budget reductions. The new measure will provide reliable data that reflects citizen concerns with snow and ice control on sidewalks and pathways.</p>										

**Table 3B. Addition of New Performance Measures**

The following are two new performance measures for Council approval.

Service	Proposed New Performance Measure	Performance measure				Rationale for Change
		Trend	Forecast			
			2020	2021	2022	
Library Services	Attendance at Kids Programs (No. of participants)	↔	60,000	60,000	60,000	Due to changes in the classification of Library programs, it was difficult to tell which children's programs were focused on early literacy (the focus of the prior measure – see Table 3C) versus other goals. This new measure will report on all programs, not a subset of programs.
Library Services	Attendance at Adult Programs (No. of participants).	↔	10,000	10,000	10,000	Due to changes in the classification of Library programs, it was difficult to tell which children's programs were focused on early literacy (the focus of the prior measure – see Table 3C) versus other goals. This new measure will report on all programs, not a subset of programs.



**Table 3C. Performance Measure Deletions**

The following six performance measures will be deleted.

Service	Approved Performance Measure for deletion	Rationale for Deletion
<b>Data Analytics &amp; Information Access</b>	Per cent of customers satisfied with data formats delivered in the Open Data Catalogue.	With the new Open Data platform launched, coupled with both review of business process for efficient service delivery and existing Open Data on Business Unit participation metric, this measure is no longer available.
<b>City Planning &amp; Policy</b>	Per cent of Calgarians that had opportunity to participate in Community Planning.	Data is not yet available. Every effort has been made to access or collect data in support of this performance measure and at this time we do not have confidence this can be done within the One Calgary cycle.
<b>Arts &amp; Culture</b>	Percent of population that attended an Arts and Culture activity or event.	Measure is no longer available from the source (Vital Signs).
<b>Library Services</b>	Early Literacy Program Sessions Outside Library.	Due to changes in the classification of Library programs, it was difficult to tell which children's programs were focused on early literacy versus other goals. Two new measures (see Table 3B) will report on all programs, not a subset of programs.
<b>Library Services</b>	Attendance at In Library Early Literacy Programs (Number of participants).	Due to changes in the classification of Library programs, it was difficult to tell which children's programs were focused on early literacy versus other goals. Two new measures (see Table 3B) will report on all programs, not a subset of programs.
<b>Specialized Transit</b>	Safety (Rating Score).	This performance measure is not being currently measured and is likely to be reviewed at a later date.



**Table 3D. Typographical Corrections**

There are two performance measures with typographical corrections.

Service	Approved Performance Measure	Proposed Performance Measure	Rationale for Correction
<b>Data Analytics &amp; Information Access</b>	Number of users that view products on maps.calgary.ca	Number of users that view mapping products on calgary.ca	Wording change in the existing performance measure to provide greater clarity on what is being measured.
<b>Wastewater Collection &amp; Treatment</b>	Time it takes to restore wastewater service	Time it takes to respond to wastewater service interruption	This change to the performance measure name more accurately represents the data that has been collected and reported.