

**Action Plan 2015-2018 Planning & Development Department / Assessment Business
Unit Performance Measures and Targets**

Council Priority: A prosperous city							For Council Approval	
Performance Measures Related to Council Outcome	2012 Actual	2013 Actual	2014 Actual	2015 Actual	2016 Target	2017 Target	2018 Target	
P.PM1 Total number of suites on the City's Secondary Suite Registry	NA	NA	NA	458	570	655	750	
P.PM2 Participant rating of four out of five or better for service levels on affordable housing inquiries/applications	NA	NA	NA	NA	80%	80%	80%	
P.PM3 Participant rating of four out of five or better for the Partners in Planning sessions	NA	NA	NA	NA	80%	80%	80%	
P.PM4 Per cent of Calgarians who visit Centre City (for dining or shopping) on a monthly or more basis	NA	51%	NA	62%	NA	70%	NA	
Council Priority: A healthy and green city								
Performance Measures Related to Council Outcome	2012 Actual	2013 Actual	2014 Actual	2015 Actual	2016 Target	2017 Target	2018 Target	
H.PM1 Per cent of total population within Activity Centres and within 600 m of Corridors, as per the Municipal Development Plan	19%	NA	NA	19%	19%	20%	20%	
H.PM2 Per cent progress on the legislated "Declaration of Compliance" requirement for the South Saskatchewan Regional Plan	NA	NA	NA	NA	20%	60%	80%	

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Council Priority: A city of inspiring neighbourhoods							
Performance Measures Related to Council Outcome	For Council Approval						
	2012 Actual	2013 Actual	2014 Actual	2015 Actual	2016 Target	2017 Target	2018 Target
N.PM1 Number of years of planned land supply with an approved Area Structure Plan, for future greenfield residential development, as per the Municipal Development Plan	10.3	12.5	17.3	27.8	15.0	15.0	15.0
N.PM2 Cumulative per cent population growth within the 2006 Developed Area since 2006	9%	14%	16%	18%	10%	11%	12%
N.PM3 Number of evaluations completed following actual and/or simulated emergency situations	NA	NA	NA	2	2	2	2
N.PM4 Number of municipal heritage designations completed	2	9	12	7	7	7	7
N.PM5 Per cent of the municipal heritage conservation grant program utilized in the current budget cycle	NA	NA	100%	100%	100%	100%	100%
N.PM6 Per cent of development permit decisions made for low density residential infill applications within 90 calendar days of application submission	66%	66%	60%	55%	70%	75%	80%
N.PM7 Per cent of development permit decisions made for multi-family, commercial, industrial and institutional applications within 120 calendar days of application submission	72%	69%	64%	66%	70%	75%	80%
N.PM8 Per cent of development permit decisions made within 30 days of a concurrent land use approval	NA	NA	NA	NA	80%	80%	80%

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<div>For Council Approval</div>									
Council Priority: A well-run city (Planning & Development Department)									
Strategy Related to Council Outcome									
W10 Support the Corporate Safety Strategy									
								Accountable BU	
								ASMT, CPI, IP, LPI	

Performance Measures Related to Council Outcome	2012 Actual	2013 Actual	2014 Actual	2015 Actual	2016 Target	2017 Target	2018 Target
W.PM1 Number of assigned departmental workstations decreased	NA	NA	NA	0	0	0	109
W.PM2 Lost Time Claims Frequency	NA	NA	NA	0.9	0.9	0.9	0.9
W.PM3 Per cent of respondents to the Customer Satisfaction Survey very satisfied with the quality and level of PD services	NA	44%	NA	57%	NA	65%	NA
W.PM4 Annual Employee Satisfaction Survey score (base year 2005 = 100)	126	119	122	137	138	139	140
W.PM5 Per cent of customers served within 20 minutes of arrival at the Planning Services Counter	59%	51%	60%	60%	70%	75%	80%
W.PM6 Per cent of building permits for new commercial and multi-family projects that received permission to commence construction within 21 calendar days of application submission	NA	NA	NA	NA	95%	95%	95%
W.PM7 Per cent of building permits for tenant improvements to commercial and multi-family development issued within 21 calendar days of application submission	66%	61%	64%	59%	65%	70%	75%

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	For Council Approval				
	2012	2013	2014	2015	2016
	Actual	Actual	Actual	Actual	Target
W.PM8 Per cent of building permits for new low density residential dwellings issued within 21 calendar days of application submission	43%	59%	74%	72%	85%
W.PM9 Per cent of building permits for low density residential improvements issued within seven calendar days of application submission	81%	77%	85%	85%	90%

Council Priority: A well-run city (Assessment Business Unit)

Performance Measures Related to Council Outcome	2012 Actual	2013 Actual	2014 Actual	2015 Actual	2016 Target	2017 Target	2018 Target
W.PM38 The ratio of total accounts and inquiries received during the Customer Review Period (CRP).	1.8%	1.8%	1.2%	2.1%	≤3.0%	≤2.5%	≤2.5%
W.PM39 Assessment's customer satisfaction score	84%	88%	81%	81%	≥80%	≥80%	≥80%
W.PM40 Single residential assessment level at market value	99.9%	99.8%	100%	100%	95% to 105%	96% to 104%	97% to 103%
W.PM41 The uniformity of single residential assessments compared to industry standards	6.3%	6.2%	5.9%	5.5%	≤10%	≤10%	≤10%
W.PM42 Per cent of the total annual assessment base under formal complaint	27%	28%	30%	18%	≤35%	≤35%	≤35%
W.PM43 Per cent of the assessment base which was unchanged after the tribunal process	99.6%	99.5%	99.5%	99.2%	≥97%	≥97.5%	≥97.5%
W.PM44 Cost of providing assessment services per 100 tax dollars	\$0.98	\$0.90	\$0.93	\$0.89	≤\$1.00	≤\$0.95	≤\$0.95