

**Action Plan 2015-2018 Planning & Development Department / Assessment Business  
Unit Performance Measures – Additional Background Information**

Original Reference	Performance Measures - original	Change/Revision	New Reference	Proposed Performance Measures
A Prosperous City				
-	-	New measure reflecting growth in legal and safe suites. The targets represent a 25% increase for 2016 and 15% for 2017 and 2018.	P.PM1	Total number of suites on the City's Secondary Suite Registry
-	-	New measure reflecting the department's commitment to affordable housing by providing dedicated resources. A survey will be developed.	P.PM2	Participant rating of four out of five or better for service levels on affordable housing inquiries/applications
-	-	New measure - Program is in partnership with the Federation of Calgary Communities (FCC)	P.PM3	Participant rating of four out of five or better for the Partners in Planning sessions
P.PM2	Per cent of Calgarians that agree Centre City is a desirable place to live	These have been consolidated into a single measure with a revised description.	P.PM4	Per cent of Calgarians who visit Centre City (for dining or shopping) on a monthly or more basis
P.PM3	Per cent of Calgarians who visit Centre City on a monthly or more basis to shop and/or eat lunch or dinner			
P.PM1	Biennial customer satisfaction survey index score	This PM was moved to Council Priority "a well-run city". See W.PM3.		-
P.PM4	Per cent of Single Construction Permits issued in less than 21 days	These PMs were moved to Council Priority "a well-run city". See W.PM6 to W.PM9.		-
P.PM5	Per cent of Residential Improvement Projects Permits issued in less than 7 days			
P.PM6	Per cent of Commercial /Multi Family Permits for projects under 1 million dollars issued in less than 21 days			
P.PM7	Per cent of Commercial /Multi Family Permits for projects over 1 million dollars issued in less than 56 days			
P.PM8	Per cent of customers served within 20 minutes of arrival at the permit/licensing counter			

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<b>A City of Inspiring Neighbourhoods</b>				
N. PM5	Number of years of planned land supply	These have been consolidated into a single measure with a revised description. These are based on objectives/indicators in the Municipal Development Plan.	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
N. PM6	Number of years of fully serviced land			
N. PM1	Per cent of net new dwelling units within the 2005 built up area boundary	These have been consolidated into a single measure with a revised description. These are based on objectives/indicators in the Municipal Development Plan. The target increases 1% each year from 2006 until 2039.	N. PM2	Cumulative per cent population growth within the 2006 Developed Area since 2006
N. PM2	Per cent population growth within the 2005 built up area boundary			
		New measure that reflects readiness for business continuity and emergency response.	N. PM3	Number of evaluations completed following actual and/or simulated emergency situations
N. PM7	Number of new Historic Sites protected through Municipal Designation Bylaws per year	Wording revised for clarity.	N. PM4	Number of municipal heritage designations completed
N. PM8	Number of heritage incentives used per year	Wording revised to reflect use of the grant program.	N. PM5	Per cent of the municipal heritage conservation grant program utilized in the current budget cycle
-	-	New measure reflecting timelines for infill applications in developed areas.	N. PM6	Per cent of development permit decisions made for low density residential infill applications within 90 calendar days of application submission
-	-	New measure reflecting timelines for applications requiring cross-departmental review and collaboration.	N. PM7	Per cent of development permit decisions made for multi-family, commercial, industrial and institutional applications within 120 calendar days of application submission
-	-	New measure and process improvement that facilitates and streamlines review of development permit applications.	N. PM8	Per cent of development permit decisions made within 30 days of a concurrent land use approval
N. PM3	Residential diversity index in communities	Deleted - not a PM, rather a long term population indicator	-	-
N. PM4	Land use diversity index	Deleted - not a PM, rather a long term population indicator	-	-

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<b>A Healthy and Green City</b>				
H.PM2	Per cent of total population within Activity Centres and within 600 m of Corridors, as outlined in the Municipal Development Plan	Minor revisions to the description	H.PM1	Per cent of total population within Activity Centres and within 600 m of Corridors, as per the Municipal Development Plan
-	-	New PM that reflects the Corporation's obligation to ensure compliance with the Regional Plan by September 2019.	H.PM2	Per cent progress on the legislated "Declaration of Compliance" requirement for the South Saskatchewan Regional Plan
H.PM1	Per cent voluntary participation rate in the sustainable development inventory survey	Deleted - not a department level measure but a business unit data collection initiative	-	-
<b>A Well-Run City</b>				
W.PM6	Number of assigned departmental workstations decreased	No change as this is a Corporate wide measure.	W.PM1	Number of assigned departmental workstations decreased
W.PM15	Department-wide Lost Time Claims Frequency	Description revised for clarity	W.PM2	Lost Time Claims Frequency
P.PM1	Biennial customer satisfaction survey index score	4 PMs were combined to form a single representative measure	W.PM3	Per cent of respondents to the Customer Satisfaction Survey very satisfied with the quality and level of PD services
W.PM1	Per cent of customers who feel PDA offers service value for money	Description revised for clarity and the target revised		
W.PM2	Per cent of stakeholders who feel PDA offer service value for money			
W.PM3	Per cent of employee that know what is expected of them in providing excellent customer service	Description revised for clarity and targets updated based on 2015 results	W.PM4	Annual Employee Satisfaction Survey score (base year 2005 = 100)
W.PM7	PDA Employee Satisfaction Score	Description revised for clarity and targets updated.	W.PM5	Per cent of customers served within 20 minutes of arrival at the Planning Services Counter
P.PM8	Per cent of customers served within 20 minutes of arrival at the permit/licensing counter	New PM descriptive of the scope of work rather than using the estimated construction value. In addition, this measure reflects the	W.PM6	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
P.PM7	Per cent of Commercial /Multi Family Permits for projects over 1 million dollars issued in less than 56 days			



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		ability to commence construction within three weeks on new significant projects.		application submission
P.PM6	Per cent of Commercial /Multi Family Permits for projects under 1 million dollars issued in less than 21 days	New PM descriptive of the scope of work rather than using the estimated construction value. This PM includes applications for interior partitioning, alterations and repairs.	W.PM7	W.PM7 Per cent of building permits for tenant improvements to commercial and multi-family development issued within 21 calendar days of application submission
P.PM4	Per cent of Single Construction Permits issued in less than 21 days	Description revised for clarity and targets updated.	W.PM8	W.PM8 Per cent of building permits for new low density residential dwellings issued within 21 calendar days of application submission
P.PM5	Per cent of Residential Improvement Projects Permits issued in less than 7 days	Description revised for clarity and targets updated.	W.PM9	W.PM9 Per cent of building permits for low density residential improvements issued within seven calendar days of application submission
W.PM4	Direct inquiry/total account ratio during Assessment's Customer Review Period	Description revised for clarity	W.PM38	The ratio of total accounts and inquiries received during the Customer Review Period (CRP).
W.PM5	Per cent of those surveyed who had contact with The City regarding their assessment and were satisfied with the customer service provided	Description revised for clarity	W.PM39	Assessment's customer satisfaction score
W.PM8	Assessed value to Sales value Ratio (ASR) of annual roll, for residential single family dwellings	Description revised for clarity	W.PM40	Single residential assessment level at market value
W.PM9	Coefficient Of Dispersion (COD) of annual roll, for residential single family dwellings	Description revised for clarity	W.PM41	The uniformity of single residential assessments compared to industry standards
W.PM10	Per cent of the total annual assessment base under formal complaint	Description revised for clarity	W.PM42	Per cent of the total annual assessment base under formal complaint
W.PM11	Per cent of the total annual assessment base sustained after tribunal	Description revised for clarity	W.PM43	Per cent of the assessment base which was unchanged after the tribunal process

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W.PM12	Operating cost of providing assessment services per 100 total property and business tax dollars	Description revised for clarity	W.PM44	Cost of providing assessment services per 100 tax dollars
P.PM9	Per cent of business tax revenue transferred to non-residential property tax as part of the Business Tax Consolidation initiative	Deleted - existing measure under Chief Financial Officer's Department (P.PM1)	-	-