

2023 Scorecard

	Measure	2023 Quantitative Update				Target	Qualitative Update	Measurement Frequency	Status	Purpose and Context
		Q1	Q2	Q3	Q4					
Complete Communities	Priority Goal: To create a sense of belonging and well-being by linking our communities together with roadways, pathways, and utilities									
	Total kilometres of County-developed trails	No update for Q1				Per trails strategy plan	The trails strategy plan will be completed in 2023 and will provide direction on future target.	Quarterly	In use	A public trail system is beneficial to promoting active lifestyles and physically links communities with local amenities.
	Water quality	100%				100% compliance with regulatory standard	In compliance with regulatory standard	Quarterly	In use	Reliable utilities are essential for communities. The County is committed to ensuring our water infrastructure is in good repair and provides safe potable water to communities and businesses connected to the system.
	Landfill diversion rate	~20%				20%	Landfill diversion rate reported at the end of Q4 (approx. 21% in Q4 2022). Previous 3 year average annual diversion rate is slightly less than 20%. Modest target increase reflects cautious public support for recycling due to economic uncertainty.	Annually	In use	Landfill diversion rate measures the proportion of total municipal waste diverted to landfill alternatives (like recycling centers and waste-to-energy plants). Responsible waste management is a long term commitment to ensuring our communities are beautiful and welcoming for many years to come.
	Percentage of properties with 50/10 internet speed	15%				Per broadband strategy	UBF Announcements are not expected until after Provincial election.	Annually	In use	Parkland County recognizes broadband as an essential utility and has set a long-term strategic goal of providing reliable, reasonably priced, high speed internet to at least 95% of its residents.
	Number of users accessing community facilities	No update for Q1				TBD	Cost share agreements are in place for recreation facilities for residents to access neighboring municipal infrastrucutre. County operated facilities are predominantly seasonal facilities and stats will be populated over the summer.	Quarterly	In use	Parkland County supports access to a variety of community facilities in the region, including the Entwistle Community Recreation Centre, the Tri Leisure Centre, Wabamun spray park, and other sports parks, playgrounds, skating rinks, and soccer pitches. These facilities are important gathering areas that support community-building and active lifestyles.
Strategic Economic Diversification	Priority Goal: To explore strategies that encourage new businesses to locate in Parkland County									
	Value of commercial and industrial building permits	\$ 1.068M YTD: \$ 1.068M				TBD	2022 Q1: \$27.6M 2023 Value of commercial and industrial building permits is significantly lower than the same time period last year.	Quarterly	In use	Considered along with the number of commercial and industrial permits, the dollar value of these permits provides additional insight on the level of investment businesses are committing to their County facilities. This number can vary widely from year to year when large facilities are under construction.
	Commercial and industrial assessment growth	Growth 3.37% Inflation 5.21%				Upward trend	Parkland County has seen an overall increase of 8.58% over 2022 . Majority of the increase attributed to Acheson in particular the progressive Amazon facility.	Quarterly	In use	This indicator shows the total growth of Parkland County's non-residential assessment base. Assessment is the measure of the direct economic impact businesses have on the County as an organization, enabling delivery of programs and services for all stakeholders.
	Acres of 'shovel ready' land in Acheson Industrial Area	440Acres				TBD	The County is engaging in a comprehensive analysis of all available land, including greenfield, brownfield, infill, and underutilized land (i.e. storage yards). Shovel-ready has been defined as both greenfield and infill development lands that are correctly serviced, zoned, not currently in use for alternative activities (i.e.: storage yard) and require no material remediation for non-residential development to take place. Preliminary analysis indicates that this current number is approximately 440 acres. Panattoni Development Company recently announced 152 acres of zoned industrial developed land which would increase supply to 600 acres once again. There are also several projects being planned that indicate material increases in shovel-ready land may occur in the near future.	Annually	In use	This measure shows the acres of land in the Acheson Industrial Area that is serviced and ready for development.

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	Number of micro and small businesses	12 Applications				TBD	A total of 12 Home Based Business/Cottage Industry/ Tourism permit applications have been submitted in Q1 2023. In addition admin is currently executing County support efforts via GPRCC and ABA relationships/partnerships.	Quarterly	Potential	Supporting existing businesses with a focus on micro and small businesses is a goal for the County. Monitoring the number of micro and small businesses can be helpful in tracking the impact of County's support efforts.
Respected Environment and Agriculture	Priority Goal: To develop a policy framework that ensures the protection of environmentally significant areas									
	Total hectares of natural wetland	no change, measured every 5-10 years				No net loss	Last measured in 2013; 56% reduction since 1950. Next wetland study would occur in 2024 if budget secured.	Decennially	In use	Wetlands naturally grow or shrink over time based on climate and weather trends and events. However, monitoring the size on a decennial basis can be helpful in tracking long-term trends as well as the impact of County's efforts to protect these environmentally significant areas.
	Total hectares of agricultural zoned land	161,147				TBD	Includes Agricultural General District (AGG) and Agriculture/Nature Conservation District (ANC).	Annually	In use	Agricultural land is environmentally and economically important to the County and the region, and is supported by County plans and documents as well as broader plans including the Regional Agriculture Master Plan (RAMP) developed by the Edmonton Metropolitan Region Board (EMRB).
	Acres of land under conservation (ALUS)	TBD measured annually				500	In 2022, over 424 new acres were enrolled in 17 new projects. Over \$120,000 was invested in on-farm projects to improve natural infrastructure and farm operations.	Annually	In use	Enhancement and maintenance of ecosystem services on agricultural lands provide cleaner water and air, habitat, carbon sequestration and climate resiliency. These initiatives, led by landowners and supported by the County, support responsible and sustainable agricultural land management.
Responsible Leadership	Priority Goal 1: To ensure that County Council is supported by a robust and current framework of bylaws, policies, and plans									
	Priority Goal 2: To strive for organizational excellence in delivering County services and programs to residents, businesses, and community groups									
	Percentage of Subdivision and Development Board appeals in agreement with Development Authority	100% (1 Stop Order)					1 Stop Order Appeal (upheld Development Authority Decision)	Quarterly	In use	The Subdivision & Development Appeal Board hears appeals from residents and businesses that have been affected by a decision of the Development Authority and/or the Subdivision Authority under the Land Use Bylaw. The number of Subdivision and Development Board Appeals is a way to assess the alignment of the Land Use Bylaw with organizational direction.
	Percentage of Land Use Bylaw (LUB) redesign completed	33.30%					Base work underway with research on best practices for public notification, rural businesses, definitions, and districts and use classes. Public engagement plan approved with kick off engagement sessions held for the public. Based on a 3 year timeline for the project.	Quarterly	In use	The County has identified specific key statutory documents for review and refresh over the coming years. These include the Land Use Bylaw (LUB), Municipal Development Plan (MDP) and subsequent Area Structure Plans (ASPs). Many factors have changed since these plans and bylaw were first developed, however, once updated, these key statutory documents will provide clarity and improve approval times. They will also be incorporated into a regular review and update cycle.
	Percentage of Municipal Development Plan (MDP) strategic update completed	12.50%					Consultant hired and onboard in March. Initial kick off has been held. Based on a 2 year timeline.	Quarterly	In use	
	Annual municipal residential property tax increase	2.78%					The tax increase ranks among the lowest within the Edmonton Region. It is below the projected 2023 Alberta inflation of 3.9%.	Annually	In use	In order for the County to maintain a consistent level of service, corresponding adjustments must be made to the Municipal Budget to account for inflation/deflation. Residential property tax increases are a function of budget management, and targets are set by Council during budget deliberations each year. The County strives to minimize property tax increases in balance with service demands.
	12-month rolling Total Recordable Incident Frequency (TRIF)	Jan: 2.73 Feb: 2.34 Mar: 1.56					No recordable incidents in Q1	Monthly	In use	TRIF is a measure of the number of safety incidents per 100 employees over a rolling 12-month period. Monitoring this information helps to identify where safety training and resources are required and indicates when employees are performing their jobs safely, and thus efficiently.

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Responsible Leadership	Annual assessment audit score	99.70%					# one in the Province for Rural Municipalities	Annually	In use	Achieving a top score in our assessment audit is a strong indicator that the County is accurately assessing the value of properties in the municipality. Accurate assessment reduces the likelihood of challenges and refusal to pay, and creates stability and predictability for the County from a revenue perspective and residents and businesses from a value perspective.
	Percentage first contact resolution	72%					Q1: PLANit software still new and customers are calling frequently for help; staff are still working through adjustments to be able to assist more customers at first contact.	Quarterly	In use	First contact resolution is a key component of the County's Service Excellence Strategy. Resolving customer inquiries at the first point of contact results in higher customer satisfaction as well as reduced workloads and higher efficiency for subject matter experts.
	Overall citizen satisfaction	No update for Q1					Results of the Budget Engagement conducted over summer 2022 revealed that 88% of respondents were satisfied or neutral when asked about overall level and quality of services and programs.	Annually	In use	Citizen satisfaction with the overall level and quality of services and programs provided by Parkland County provides general direction on whether or not the County is meeting community needs. This information is based on the results of a survey, and specific items can be further explored should gaps be identified.
	Restricted surplus as percent of total revenue	Annual measure					Calculation based off of annual revenue	Annually	In use	The percentage of total consolidated revenue (property taxes, sales and user fees, and government transfers) in restricted surplus reflects effective municipal planning as restricted surplus allow funds to be set aside to manage assets throughout their lifecycle and save money for large infrastructure projects in the County.
	Investment rate of return	2.23%					Q1 Canadian 1 Year T-Bill Rate: 4.30% Q2 Canadian 1 Year T-Bill Rate: % Q3 Canadian 1 Year T-Bill Rate: % Q4 Canadian 1 Year T-Bill Rate: %	Quarterly	In use	Through prudent investment of County funds in short term notes and deposits, corporate bonds, and government bonds, the County is able to reduce financial risk in delivering its programs and services.
	Total debt to provincial limit ratio	Annual measure					Calculation based off of annual revenue	Annually	In use	The ratio indicates the municipality's borrowing capacity for purposes such as large infrastructure projects or for ongoing management of municipal roads and water systems. Utilizing a high proportion of the allowable debt limit is an indicator of unsustainable spending practices, and demonstrates that a greater proportion of tax revenue must be allocated to interest payments.
	Annual revenues	Annual measure					Annual result	Annually	In use	Measures the total revenue collected by the County including grants and operating revenue (collected via taxes, user fees, etc.).
	Net financial asset position change	Annual measure					Annual result	Annually	In use	Net Financial Assets is the difference between financial assets and liabilities and is a key indicator of the County's sustainability. It indicates the County's ability to maintain services and meet financial commitments. A positive change from the prior year can indicate prudent managing of the municipality's resources.
	Permanent employee retention rate for 2 years or more	80%					Increase of 5% compared to Q4 2022	Quarterly	In use	Parkland County values their employees who provide services to residents. Higher retention rates result in higher productivity and reduce delays in service.