



Progress Update - Dashboard instructions

1

Filter to select and view updates related to each service.

Filter applies consistently across all the tabs below

The dashboard is titled "Selected Service: Affordable Housing" and features three main tabs at the top: "Updates by Service Line", "Updates by Initiatives", and "Updates by Performance Measures". A red download button is located in the top right corner.

Filter options:

- Service Lines
- Search
- Affordable Housing
- Appeals & Tribunals
- Arts & Culture
- Building Safety
- Business Licensing
- Bylaw Education & Compliance
- Calgary 9-1-1
- Citizen Engagement & Insights
- Citizen Information & Services
- City Cemeteries
- City Planning & Policy
- Climate & Environmental Mana...
- Community Strategies
- Corporate Governance
- Corporate Security
- Council & Committee Support
- Data, Analytics & Information ...
- Development Approvals
- Economic Development & Touri...
- Emergency Management & Bus...
- Executive Leadership

Service description

Affordable housing is critical for creating a socially resilient city where Calgarians have vibrant, safe, and secure places to live, work and play.

This service improves outcomes for Calgarians by increasing the supply of affordable housing and improving the housing system. We use municipal initiatives and support the Calgary Housing Company and other partners to create solutions and leverage investments. We supported the creation of 3600 non-market homes for low and moderate-income Calgarians since 2017, helping to prevent and reduce poverty in Calgary. There are about 2500 City-owned, 1860 Calgary Housing Company-owned and 777 Silvera for Seniors owned affordable units.

Key service results

Delivered the first progress update on the Housing Strategy to the Community Development Committee in May. On track to initiate 80 per cent of the actions in the Strategy by year end. (Initiative 4)

Council approved initiatives that will support service delivery (Initiative 1):

- Citywide rezoning with amendments to allow low-density housing.
- The Secondary Suites Incentive Program to create up to 400 legal suites yearly.
- Awarded two City-owned sites near LRT stations to create 104 transitional housing units for families at risk of homelessness.

Leveraged federal funding:

- Up to \$75,000 per door in Housing Accelerator funding for nearly 300 future homes via the Non-Market Land Sale program. (Initiative 6)
- Launched the three-year Established Area Linear Levy Pilot to fund

Initiatives progress

- 20% Completed
- 80% Progressing as planned

Performance measures progress

- 49% Not reported
- 51% Progressing as planned

Risk impacting the progress

- Public expectations to address the housing crisis and perceptions of The City's transparency and accountability in decision-making.

Bottom navigation tabs: High level updates, Initiatives, Performance measures, Budget

3

Download button to download Service Update Document related to the selected Service Line

2

The data in these tabs is filtered according to the selected service line. You can go to any tab to edit and choose another service line as needed.



1

The new views offer alternative ways to explore the same underlying data presented in the "Updates by Service Line" view. These views enable users to delve into the information through different lenses, such as by Initiatives or Performance Measures, while ensuring consistency across the entire dashboard.

2

Filter options to drill down into specific initiatives.

These filters are cascading, meaning that selecting one filter will dynamically update the available options in the other filters for a more precise data view.

The screenshot shows a dashboard with three tabs: "Updates by Service Line", "Updates by Initiatives" (selected), and "Updates by Performance Measures". The main header displays "Service Name: Multiple services selected" and "557 Total Initiatives" with a "Focus Mode" button. A left sidebar contains "Filter options" for Service Name, Council Priority Area, Impact Type, Initiative Status, Funding Type, Initiative Impact Area, and Service Improvement Initiative, all currently set to "All". The main table lists initiatives under the columns "Service Name", "Initiative Index", and "Initiative Name". A detailed view popup is open over the second row, showing "Service Name: Affordable Housing", "Initiative Update", and "Initiative status: Progressing as planned".

Service Name	Initiative Index	Initiative Name
Affordable Housing	Initiative 01	Increase the number of affordable housing units by leveraging funding from provincial and federal governments for City-led projects.
Affordable Housing	Initiative 02	Increase the number of units developed and operated for those in housing need by collaborating with Calgary Housing Company and non-profit housing partners to leverage funding from other orders of government to increase the number of units developed and operated by non-profit housing providers and to strengthen partners' delivery of services.
Affordable Housing	Initiative 03	Increase the number of units developed and operated for those in housing need by collaborating with Calgary Housing Company and non-profit housing partners to leverage funding from other orders of government to increase the number of units developed and operated by non-profit housing providers and to strengthen partners' delivery of services.
Affordable Housing	Initiative 04	Increase the number of units developed and operated for those in housing need by collaborating with Calgary Housing Company and non-profit housing partners to leverage funding from other orders of government to increase the number of units developed and operated by non-profit housing providers and to strengthen partners' delivery of services.
Affordable Housing	Initiative 05	Increase the number of units developed and operated for those in housing need by collaborating with Calgary Housing Company and non-profit housing partners to leverage funding from other orders of government to increase the number of units developed and operated by non-profit housing providers and to strengthen partners' delivery of services.
Affordable Housing	Initiative 06	Increase the number of units developed and operated for those in housing need by collaborating with Calgary Housing Company and non-profit housing partners to leverage funding from other orders of government to increase the number of units developed and operated by non-profit housing providers and to strengthen partners' delivery of services.
Affordable Housing	Initiative 07	Increase the number of units developed and operated for those in housing need by collaborating with Calgary Housing Company and non-profit housing partners to leverage funding from other orders of government to increase the number of units developed and operated by non-profit housing providers and to strengthen partners' delivery of services.
Affordable Housing	Initiative 08	Help non-profit organizations reduce development costs and enable them to leverage funding from other orders of government and financial institutions by providing grants

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Click the "Focus Mode" button to expand the view of the table, offering a clear and more comprehensive view of the data.

3

Users can hover over a specific Initiative row in the table to get a detailed view, making it easier to review key information without leaving the current screen.



Focus mode:

← Back ** see more options by hovering over the table - options to export data will appear on the top right when you hover over the table

Service Name	Initiative Index	Initiative Name	Alignment with Council Priority Area	Funding
Affordable Housing	Initiative 01	Increase the number of affordable housing units by leveraging funding from provincial and federal governments for City-led projects.	Housing	Capital
Affordable Housing	Initiative 02	Increase the number of units developed and operated for those in housing need by collaborating with Calgary Housing Company and non-profit housing partners to leverage funding from other orders of government to increase the number of units developed and operated by non-profit housing providers and to strengthen partners' delivery of services.	Housing	Capital
Affordable Housing	Initiative 03	Support the planning, designing, and building of new City-owned units and maintain existing City-owned units by supporting the Affordable Housing Capital Program.	Housing	Capital
Affordable Housing	Initiative 04	Create an updated Corporate Affordable Housing Strategy to set the high-level direction for the next five to ten years.	Housing	Operatin
Affordable Housing	Initiative 05	Respond to Council's Housing and Affordability Task Force Notion of Motion by presenting the Housing and Affordability Task Force's recommendations, findings on a Housing Commission, recommendations for updating the Non-Market Land Sale program and policy, and strategies to undertake with partners to leverage federal funding programs.	Housing	Operatin
Affordable Housing	Initiative 06	Support the creation of additional affordable housing units by modifying relevant corporate policies and practices to create additional opportunities for the Non-Market Housing Land Sale.	Housing	Operatin
Affordable Housing	Initiative 07	Increase housing stability and successful tenancies for affordable housing residents or people in core housing need by providing grants through the Home Program to non-profit organizations to create and deliver programs that help Calgarians in the areas of education and skill building, financial empowerment, community inclusion and integration and supports during COVID-19.	Housing	Operatin
Affordable Housing	Initiative 08	Help non-profit organizations reduce development costs and enable them to leverage funding from other orders of government and financial institutions, by providing grants to non-profit organizations towards pre-development activities and rebates on eligible City development fees for both affordable rental and homeownership housing projects through the Housing Incentive Program.	Housing	Operatin
Affordable Housing	Initiative 09	Improve outcomes for Calgarians in need of core housing by leading policy, research and advocacy that will strengthen the housing system and provide Calgarians to access	Housing	Operatin

- Export data
- Show as a table
- Spotlight
- Sort descending
- Sort ascending
- Sort by >

When you hover over the table, a pop-up menu appears in the top right corner with option to export the data into excel format



Glossary tab:

Updates by Service Line
Updates by Initiatives
Updates by Performance Measures
i

2024 Mid-Year Progress Update Details

An update on the progress of each service is provided:

- Key Service Results – outlines key service accomplishments
- Risks – top three risks identified by services impacting their progress on initiatives, performance measures and budget spending.
- Measuring Our Performance – performance measures detailing how actual performance compares against the Council-approved expected future performance.
- Progress on service delivery – details on how the service initiatives are progressing against the plan along with each initiative’s alignment with Council’s priority areas and impact area.
- Service updates on financial performance – operating and capital budget spend details

Limitations with Mid-Year Performance Measures Values

For mid-year progress reports, services were asked to provide updated data for a minimum of two performance measures. Mid-year performance values are reflective of performance for the first half of the year only. Performance measures may accumulate over the course of the year, therefore, some mid-year values may appear as though they are not progressing as planned. For example, if a service is measuring the number of service calls, the mid-year value would represent calls for six months of the year only. Please note that some performance measures are also influenced by seasonal and/ or time factors (i.e., level of activity in the summer can differ from level of activity in the winter), thus, the value may substantially change in the second part of the year.

Initiatives Status Icon Legend:

Completed		The initiative has been completed and objectives have been met.
Not progressing as planned		The initiative is not progressing as planned due to one or more identified reasons (e.g., changes in circumstance, direction or resources allocated).
Progressing as planned		The initiative may or may not have started but is progressing as planned.
Status unknown		The initiative has been planned to start at a later time.

Funding Type Icons Legend:

Capital	
Operating	

Performance Measures Status Icon Legend:

Actuals		
Expected Future Performance		Expected future performance is the expected value of the measure by the end of the four years
Not progressing as planned		The performance measure is not progressing as planned toward the 2026 expected performance.
Not reported* ⓘ		The performance measure update has not been provided for the mid-year report.
Progressing as planned		The performance measure is progressing as planned toward the 2026 expected performance.

← The glossary serves as a reference guide to help users understand the various terms, icons, and metrics used throughout the dashboard.