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KEY PERFORMANCE INDICATORS

Key Performance Indicators	Performance Indicator	Description/Components
Asset Integrity	Environmental Regulatory Compliance Nonconformity Reduction Index (ERCNCRI)	Measures compliance with applicable regulations: <ul style="list-style-type: none"> • Reduction in building audit nonconformities based on an accepted assessment tool for a random sample of buildings
	OHS Program Results Index (OHSPRI)	Measures success in applying an OHS Program: <ul style="list-style-type: none"> • Reduction in Site-specific and Project-specific OHS Plan nonconformities • Recurrence rate (effectiveness of corrective actions to avoid repeated nonconformities) = ratio of nonconformities with similar root cause to total nonconformities
	Quality Monitoring Nonconformity Reduction Index (QMNCRI)	Measures success in reducing quality nonconformities: <ul style="list-style-type: none"> • Reduction of major and minor nonconformities raised by the TA • Resolution Rate of outstanding nonconformities raised by either the Contractor or TA • Recurrence rate (effectiveness of corrective actions to avoid repeated nonconformities) = ratio of nonconformities with similar root cause to total nonconformities
	Maintenance Completion Index (MCI)	Measures success in completing scheduled mandated and lifecycle maintenance: <ul style="list-style-type: none"> • 80% of total allotted score if all mandated completed and zero if not • 20% of total allotted score prorated based on ratio of completed scheduled lifecycle maintenance to the total lifecycle scheduled
	POP Progress Index (POPPI)	Measures success in delivering a baseline POP (excludes Tenant Service Projects): <ul style="list-style-type: none"> • Ratio of number of successfully completed projects to total assessed by quarter determined through completion assessments conducted by the Commissioning Manager

DRAFT

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		<ul style="list-style-type: none"> • Ratio of total year to date project expenditures to baseline budget for Q1, Q2, Q3 x accepted Q1, Q2 and Q 3 completion milestone percentages (Note: Q2 and Q3 baseline budgets = Q1 baseline budget - \$ value of projects removed)
	Portfolio Building Cleaning Index (PBCI)	Measures success in maintaining building cleanliness to a level that meets occupancy requirements: <ul style="list-style-type: none"> • Ratio of number of successful assessments determined through specific requirements by Asset Type (tailored checklists) to total # of assessments
	Environmental Management Index (EMI)	Measures success improving greening of Portfolio operations and assets: <ul style="list-style-type: none"> • Interim PI: Ratio of BOMA BESt assessments to total number funded for each applicable building, conducted in a given year starting in year +1 to determine whether the building environmental performance is equivalent to a level required to achieve certification • Post Interim PI: year-over-year check of BOMA BESt assessments for completion, accuracy and quality of advice conducted by a neutral party, e.g. BOMA Canada
Satisfaction	Service Call Responsiveness Index (SCRI)	Measures success in responding to tenant-initiated service calls in a timely, professional and effective manner: <ul style="list-style-type: none"> • Response effectiveness = number responded to within allotted time - number re-dispatched - number not updated in expected time – total calls reopened • Survey results based on National Service Call Centre verification samples
	Lease Administration Effectiveness (LAE)	Measures success acting as the Tenant representative and reducing the number of issues not resolved by the Contractor:

DRAFT

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		<ul style="list-style-type: none"> • Resolution rate = ratio of number of lease administration calls resolved by the Contractor to the total NSCC lease administration calls received • Ratio of number of completed lease administration call checklists to total NSCC lease administration calls received
	Incident Management Index (IMI)	<p>Measures success in preventing and responding to incidents (critical and non-critical) based on documenting and reporting incidents once they have occurred, including the Contractor’s responsibility in preventing or foreseeing the event:</p> <ul style="list-style-type: none"> • Critical and non critical incident response results based on “at fault” impact factors, procedures and documentation requirements not satisfied, and number of recurring similar incidents
	Relationship Index (RI)	<p>Measures effectiveness of relationships between the TA and Contractor and among the Contractor and others based on a 360° assessment (starts in year +1):</p> <ul style="list-style-type: none"> • Results from surveys of statistically valid random samples conducted by a neutral party
	Tenant Service Project Satisfaction Index (TSPSI)	<p>Measures tenant satisfaction with projects:</p> <ul style="list-style-type: none"> • On-line survey results (planning, on time/on budget/on scope)
Financial	Portfolio Third Party Lease Index (PTPLI)	<p>Measures success in attracting and retaining going concern businesses:</p> <ul style="list-style-type: none"> • Variance between actual to forecast commercial revenue • Ratio of monthly rent overdue by 15 days or more to total monthly rent due • Ratio of space vacant for 60 days or more to total leasable space
	Cost Control Index (CCI)	<p>Measures success in stabilizing O&M costs and controlling construction costs to the level described in the final approved work order.</p> <ul style="list-style-type: none"> • POP cost variance during construction period from contract award to level in final

DRAFT

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		work authorization compared to an allowable variance • O&M variance between current year plan and previous year actuals at qualifier level
	Forecast Accuracy Index (FAI):	Measures accuracy of forecast expenditures from different periods to year-end: <ul style="list-style-type: none"> • POP forecast variance between year-end actuals and forecast expenditures (including Tenant service and OGD Projects and carry-over) at period 3, 6 and 9 to year-end compared to an allowable variance • O&M forecast variance between year-end actuals and forecast expenditures at period 3, 6 and 9 (at qualifier level) compared to an allowable variance • Lease forecast variance between lease year-end actuals (escalation/tax/net revenues) and forecast administration expenditures compared to an allowable variance • Ratio of funds carried over to approved baseline
	POP Cost Efficiency Index (POPCEI)	Measures success in efficiently utilizing project resources: <ul style="list-style-type: none"> • POP efficiency variance between approved project substantive estimate and final billing compared to an allowable variance
Information Integrity	Data/Information Accuracy Index (DIAI)	Measures accuracy of data/information: <ul style="list-style-type: none"> • Return Rate of Invoices (based on random sample of line item projects and O&U) = ratio of number of invoices generated - number of error-driven adjustments during the reporting period) to total number of invoices generated during the reporting period • Return Rate of Tenant Direct Invoices = same as Return Rate of Invoices above • Results of targeted assessments of recordkeeping based on checklists, e.g. assessing high risk areas to ensure that records are being created and captured and that records are adequate
	Deliverable Standards Index	Measures adherence to deliverable completeness, accuracy and presentation expectations:

DRAFT

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	(DSI)	<ul style="list-style-type: none">• Results from POP file audits based on an acceptable checklist• Return rate of documents (substandard submissions, e.g. decision documents and plans)
	Data/Information Availability Index (DInfoAI)	Measures success in meeting information/data frequency requirements and ad hoc requests from the TA in a timely manner: <ul style="list-style-type: none">• Conformity with CDRL requirements• Ratio of data/information requests satisfied to total requests