

## **COMMUNITY SERVICES & PROTECTIVE SERVICES 2013 YEAR IN REVIEW**

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### **EXECUTIVE SUMMARY**

Working together, the business units within Community Services & Protective Services (CS&PS) contribute to Calgarians' well-being and quality of life by providing sport, art, culture, leisure activities and parks; strong communities through social connectivity and good neighbour policies; and safety by providing reliable emergency and disaster response systems.

The CS&PS Year in Review highlights the achievements, programs and services of from Animal & Bylaw Services (ABS), the Calgary Fire Department (CFD), Calgary Emergency Management Agency (CEMA), Community & Neighbourhood Services (CNS), Parks, Public Safety Communications (PSC) and Recreation from 2013. The Year in Review focuses on how the collective work of CS&PS supports outcomes that are citizen-focused, meaningful and tangible. It also provides a brief glance at the work underway for 2014. None of which would be possible without the commitment of our 3,300 full-time equivalent employees who work every day to support our vision of making Calgary a great place to make living and a great place to make a life.

### **ADMINISTRATION RECOMMENDATION(S)**

That the SPC on Community and Protective Services recommends that Council receive this report for information.

### **PREVIOUS COUNCIL DIRECTION / POLICY**

Council has received annual reports from CS&PS business units since 2010. The most recent report, CPS2013-0502 was received in 2013 June (reporting on 2012 programs, services and achievements).

### **BACKGROUND**

CS&PS is proud of the work we do to create and sustain a vibrant, healthy, safe and caring community with Calgarians. Our programs and services directly contribute to quality of life, bettering our neighbourhoods, and creating a city in which people want to live, work and play. The 2013 Year in Review demonstrates the efforts made and results realized over the past year by CS&PS.

The Year in Review for 2013 provides a brief overview on the work we do; highlights from 2013, including our response and recovery for the 2013 June Flood; a look ahead to 2014; and high level overview on our financial information.

In previous years CS&PS has submitted annual reports for each business unit. This year one Year in Review has been created to highlight the collaborative nature of our work. Each of our business units are vital to the overall work we do and our successes are possible because of the work done together.

### **INVESTIGATION: ALTERNATIVES AND ANALYSIS**

CS&PS is committed to the annual reporting process as a means of contributing to open and transparent municipal government. Additionally, this reporting opportunity serves to raise the awareness of the many services and public programming options available to citizens.

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### **Stakeholder Engagement, Research and Communication**

In alignment with Council Priorities and in response to the Corporate Citizen Satisfaction Survey, CS&PS continued Citizen Expectations and Perceptions research doing a survey on 2013 satisfaction levels. Results from this survey help CS&PS better understand diverse citizen needs and priorities and to further strengthen programs and services.

The 2013 Citizen Expectations and Perceptions survey, which was completed in early 2014, indicates continued positive results for CS&PS. Highlights include:

- Increased citizen recognition that CS&PS programs and services are important to quality of life in Calgary
- Eighty-two per cent of Calgarians are satisfied with the quality of our emergency preparedness programs and services – a ten per cent increase
- Emergency Preparedness, City supported programs and services for diverse group, community services, arts and cultural activities and programs and festivals all saw a five per cent or more increase in citizen satisfaction for value from their property taxes
- Citizen increased recognition for the value of our urban forest

CS&PS will continue to reach out to citizens to gather feedback on their expectations and perceptions regarding our programs and services. We will listen to their opinions and respond to their needs as guided and supported by Council. We will also be adding in measurements around customer service to meet this Council Priority.

### **Strategic Alignment**

The 2013 Year in Review aligns with the following 2012-2014 Council Priorities:

- Ensuring every Calgarian lives in a safe community and has the opportunity to succeed
- Investing in great communities and a vibrant urban fabric

### **Social, Environmental, Economic (External)**

CS&PS is a proud contributor to the safety, health and well-being of Calgarians. Enhancing community safety and protection; delivering neighbourhood recreational, cultural and social programs; and providing public spaces and areas for citizens of all walks of life to gather all contribute to building a safe and vibrant community that attracts and retains residents, visitors and businesses.

#### **Social**

We take a holistic approach to citizen well-being and health. Our public facilities provide social connectedness, our accessible, open spaces make people happier, healthier and less stressed; we invest in the future of our youth through programming and education; and help our most vulnerable through our services.

Highlights of some of the achievements realized in 2013 that helped to create vibrant and strong communities include: the Strong Neighbourhood Initiative worked with 282 residents to help them become leaders and organizers who undertook 115 neighbourhood initiatives; Snow Angels celebrated its 10<sup>th</sup> year encouraging Calgarians to help their neighbours with snowy sidewalks; and Canada Day celebrations went forward shortly after the flood to help give Calgarians something to celebrate and a much needed break from the clean-up efforts.

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We know citizens support investment in community infrastructure as it makes concrete and meaningful differences in their lives. We moved forward on several significant capital investments such as the New Central Library, four new recreation facilities and the opening of three new fire stations.

Studies have shown that where we live matters to people. Feeling safe and protected, an area's physical beauty, opportunities for socializing, and a community's openness to all people are important factors. These factors result in high levels of attachment to a city and a community. And we know citizens believe that helping those in need and ensuring Calgary is a socially inclusive city demonstrates a caring city.

### **Environmental**

CS&PS contributes to environmental sustainability and protection by adhering to LEED gold standards as per the Sustainable Building Policy for the building of new facilities in addition to many energy efficient retrofit projects for existing facilities. We promote environmental stewardship through the coordination and leadership of our river, pathways, parks and community clean ups.

We also respond to hazards complaints and enforce standards for properties to further support a safe and sustainable environment. Our environmental and educational initiatives promote ecological literacy and action so that citizens are better able to understand and appreciate their surroundings and be active environmental stewards.

In 2013, we launched a mobile app for kids to help teach them about their nature and get them out exploring our City parks. To date, the app has more than 1,100 different profile users. We also offered more than 8,500 hours of environmental and educational initiatives programming to citizens of all ages.

### **Economic**

In 2013, the biggest impact to the city was the June flood as this was Canada's most costly natural disaster. CS&PS performed a vital function in both responding to the disaster and in recovering from the disaster. A quick recovery effort by staff and volunteers helped ensure events like Calgary Folk Music Festival and other summer events were held. These events helped both the spirit of Calgarians, and ensured needed economic benefits to businesses and individuals. Annually, tourism contributes \$1.1 billion in economic impact to our local community and helping ensure a quick recovery for such events helps lessen economic impact.

### **Financial Capacity**

#### **Current and Future Operating Budget:**

In 2013, the CS&PS budget was \$496 million or 16 per cent of The City's total 2013 gross operating budget (\$3.596 billion). In the first two years of the three-year budget (2012 and 2013), CS&PS has delivered \$8 million in productivity gains.

#### **Current and Future Capital Budget:**

In 2013, CS&PS spent \$130 million or 11 per cent The City's total 2013 capital expenditures (\$1.13 billion). Capital infrastructure projects included: three new emergency response stations,

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Poppy Plaza, and Ernie Starr and Acadia Aquatic Centre renovations. Work on major flood-related projects was also undertaken.

### **Risk Assessment**

CS&PS minimizes risk to citizens through the operations of its protective and emergency services. All of our business units were involved during the 2013 June flood providing both initial response and recovery assistance to Calgarians. CEMA coordinated the response, and CFD, with the assistance of PSC, responded to both flood and non-flood related emergencies. ABS provided support during the evacuation, housed pets for families who were displaced, and helped citizens return to their homes after the flood. CNS and Recreation worked together to help open and maintain reception centres for those being evacuated. CNS continues to provide assistance to those recovering from the flood.

### **REASON(S) FOR RECOMMENDATION(S):**

CS&PS presents for information the CS&PS 2013 Year in Review. This Year in Review focused on key themes of our work for 2013 including public safety, community standards, vibrant and strong communities, great public spaces and healthy natural environment, citizen well-being and health, and leveraging partnerships to achieve common goals. These themes allowed us to make our contributions to the 2012-2014 Council Priorities:

- Ensuring every Calgarian lives in a safe community and has the opportunity to succeed
- Investing in great communities and a vibrant urban fabric

### **ATTACHMENT**

2013 Year in Review: Community Services & Protective Services