



CIVIC PARTNER NAME
Civic Partner 2019 Annual Report

TEMPLATE B: Due 2020 October 1

Please send a Word version to partnerships@calgary.ca with a cc. to your Civic Partnership Consultant.

Organizational Structure: *Options: Registered under the Societies Act, Incorporated under the Companies Act (Part 9), Canada Not For Profit Corporations Act, Legislated Body under the X Act, also identify Wholly Owned Subsidiary*

Fiscal Year:

Related Subsidiaries or Foundations:

Manage/Operate City Owned Asset: Name

OR Deliver Council Approved Strategy:

City 2019 Operating Grant:

City 2019 Capital Grant:

STRUCTURE

1. **Vision, Mission and Mandate:**

2019 RESULTS

- 2. **What key results did your organization achieve in 2019 that contributed to one or more of the One Calgary Citizen Priorities?** *(A Prosperous City, A City of Safe & Inspiring Neighbourhoods, A Healthy and Green City, A Well Run City)*
- 3. **What quality improvement changes did you make, or operational efficiencies did you find in 2019?**
- 4. **What program, service or initiative was most successful in 2019? What lessons learned from this experience can inform future work?**
- 5. **What is one success story from 2019 that demonstrates how you worked in partnership with other community, private or public organizations to achieve shared results for Calgary and Calgarians?**

RESOURCES

6. **Please estimate how The City's operating funding was allocated in 2019. Mark all areas that apply by approximate percentage.** *For example, 45% allocated to staffing costs, 10% to evaluation or research, etc.*

%	Advertising and promotion
%	Programs or services
%	Office supplies and expenses
%	Professional and consulting fees
%	Staff compensation, development and training
%	Fund development
%	Purchased supplies and assets
%	Facility maintenance
%	Evaluation or Research
%	<i>Other, please name:</i>

7. Did volunteers support your operations in 2019? If yes:

How many volunteers?	
Estimated total hours provided by volunteers:	

8. What resources did your organization leverage to support operations in 2019?

9. Using the chart below, please report your 2019 performance measures that demonstrate: how much you did, how well you did it, and how Calgarians are better off. Please identify through BOLD font, 1-2 measures that are most significant and could be presented in a chart.

	Performance Measure Name	2017 results	2018 results	2019 results	What story does this measure tell about your work?
How much did you do?					
How well did you do it?					
How are Calgarians better off?					

10. Briefly describe how your key results in 2019 contributed to Council approved strategies (As applicable.) For example: Calgary in the new economy: An economic strategy for Calgary; Calgary Heritage Strategy; Climate Resiliency Strategy; Resilient Calgary; Enough for All poverty reduction strategy; Cultural Plan for Calgary; Downtown Strategy; Foundations for Hope: Calgary’s Corporate Affordable Housing Strategy; Open Spaces Plan; Recreation Master Plan; Sport for Life Policy.

11. Did your organization receive any awards or recognition in 2019 that you want to highlight?

12. CAPITAL AND ASSET MANAGEMENT (for Civic Partners managing City-owned assets)

Asset: Insert Name of City owned asset managed or operated

- a) Provide a summary of your organization’s 2019 capital work, including specific lifecycle/maintenance projects or new capital projects.
- b) What funding did your organization leverage to support capital activities in 2019?

COVID-19 UPDATE

13. Briefly describe the key impacts of COVID-19 on your operations to date.

14. What operational efficiencies did you implement to address the impact of COVID-19 up to September 1, 2020?

15. Were there any program or service changes made during the reponse to COVID-19 that you plan to integrate into longer term operations? For example, shifting some programing online, or modifications to your delivey model or operations.

COVID-19 Service and Impact Demand Update
Reporting for September 2020

The following information is collected to align with City of Calgary report to Council on the current impact of COVID-19 on delivery of services and programs and may be shared with Council separately from the previous Civic Partner Annual Report Template content.

Service Impact

Please choose the one option below that best describes the impact of COVID-19 on your programs or service in the month of September 2020.

<input type="checkbox"/>	Negligible	Minimal to no impact on service. Service is currently operating close to normal.
<input type="checkbox"/>	Minor	Continuing to provide programs and services but some coping strategies required – able to be addressed with existing strategies and resources.
<input type="checkbox"/>	Moderate	Some challenges on ability to achieve objectives. Some delay. Some aspects of the programs or service are only being met in part.
<input type="checkbox"/>	Significant	Difficulties to achieve objectives. Delays or notable aspects of objectives not completed. Falling well-short of normal operations.
<input type="checkbox"/>	Severe	Unable to meet normal objectives due to serious extended disruption. (e.g. full facility closure, major decrease in users)

Service Impact Narrative:

Please briefly describe the impact of COVID-19 on your service for the month of September. You may want to include any major issues/events you experienced.

Current Demand for Service:

At this point in time, based on what you know right now, what is your best estimate of the current demand for your service compared to typical demand?

<input type="checkbox"/>	Demand is steady, largely business as usual.
<input type="checkbox"/>	Demand has increased notably.
<input type="checkbox"/>	Demand has decreased notably.

Service Demand Narrative:

Please provide a supporting narrative that describes how COVID-19 has impacted the demand on your programs or services for September 2020. This may include any new program or service impacts that your organization has faced in the past month.