

# 2019 Civic Partner Annual Report

*Calgary TELUS Convention  
Centre*

## 2019 Highlights

- Contracted 300 events for future years in the amount of \$22,372,381
  - Representative in London won 2 events;
    - The International Institute of Municipal Clerks: IIMC Annual Conference, 800 – 1000 pax, 2024
    - The International Symposium of the International Society of Ultrasound in Obstetrics and Gynaecology – 500+ pax, 2021
- Completed over 34 capital projects with City Investment
  - Building upgrades
  - Systems replacement
- Launched new website and brand
  - Offering concierge program, enhanced client offerings and cross-selling with in-house partners

**“We host professional, customized and personalized experiences...All Ways”**



## 2019 Performance Measures

- Hosted 267 events at the Centre bringing into the city which included;
  - 132,133 local delegates and 24,327 non-local delegates
  - Economic benefit of approximately \$111M
- A 97.5% satisfaction rate achieved from a metric used “would you book again?”

*The CTCC continues investing to create custom, urban and sophisticated event experiences. They are doing this in collaboration and cooperation with the arts, civic, corporate and hospitality partners.*

*The visitors and locals enjoy and contribute to enhancing the experience of our downtown convention neighbourhood.*

## Current State: Impact of COVID-19

- Collaboration with industry and local partners has improved greatly;
- Quickly launched task force to prepare for Phase 3 opening;
  - Improved cleaning and sanitization, touch-free amenities, venue modifications (traffic flow, signage, barriers, etc.), improved ventilation, reimagined menus, food safety procedures, screening measures, PPE, a Welcome Ambassador Program and GBAC STAR™ accreditation
- Not having the ability to host events has significantly impacted our revenue stream which causes tremendous strain on our organization and fiscal responsibilities.



# Questions?

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**OCT 20 2020**

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