



# PFC2021-0221 2020 Year-End Accountability Report

## Reporting on the 2019-2022 Service Plans and Budgets

Priorities & Finance Committee  
2021 April 27





## Recommendation

The Priorities and Finance Committee recommends that Council receive this report for information, discussion and the Corporate Record.

Demonstrates to citizens and Council, The City's progress towards delivering the One Calgary 2019-2022 Service Plans and Budgets in 2020.

## **What does this mean to Calgarians?**

- In a time of personal and financial challenge for both citizens and businesses they know how tax dollars were spent.

## **Why does this report matter?**

- COVID-19 created a challenging environment; however, services were able to deliver value for citizens and achieve results for our community.
- It shows our commitment to transparency and our drive to continuously improve and deliver more value and provides a springboard for future recovery.

# We're Achieving Results for Calgary

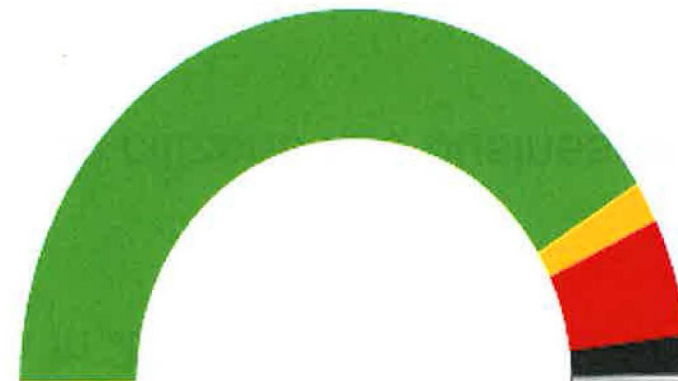
Even within 2020's challenging environment, we were able to pivot to continue to make progress on strategies and performance measures ensuring we delivered services that matter to Calgarians and businesses every day.

## Performance Against Plan



- Performing as planned
- Challenge in achieving forecast
- Not available

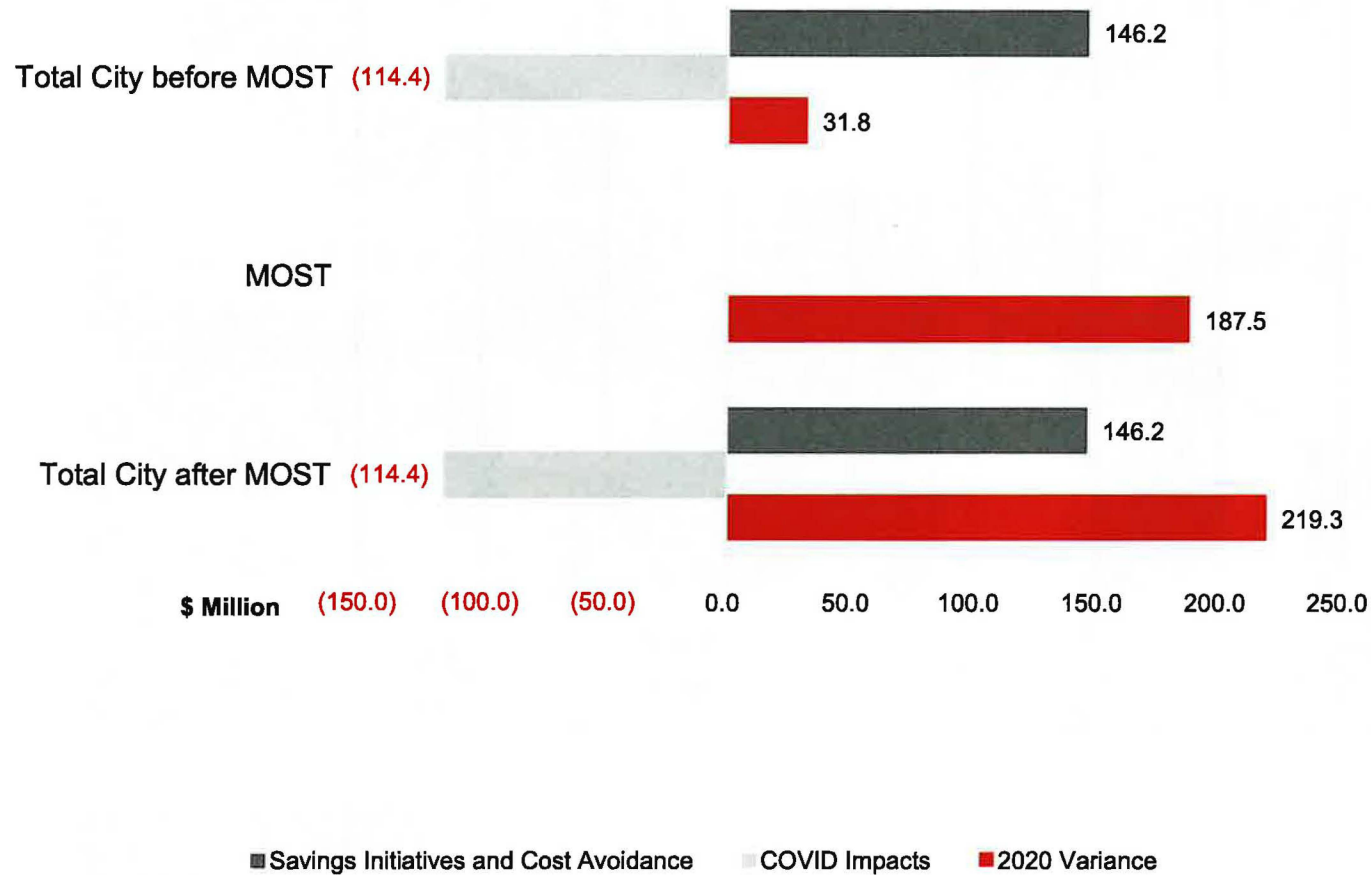
## Progress of our Strategy Against Plan



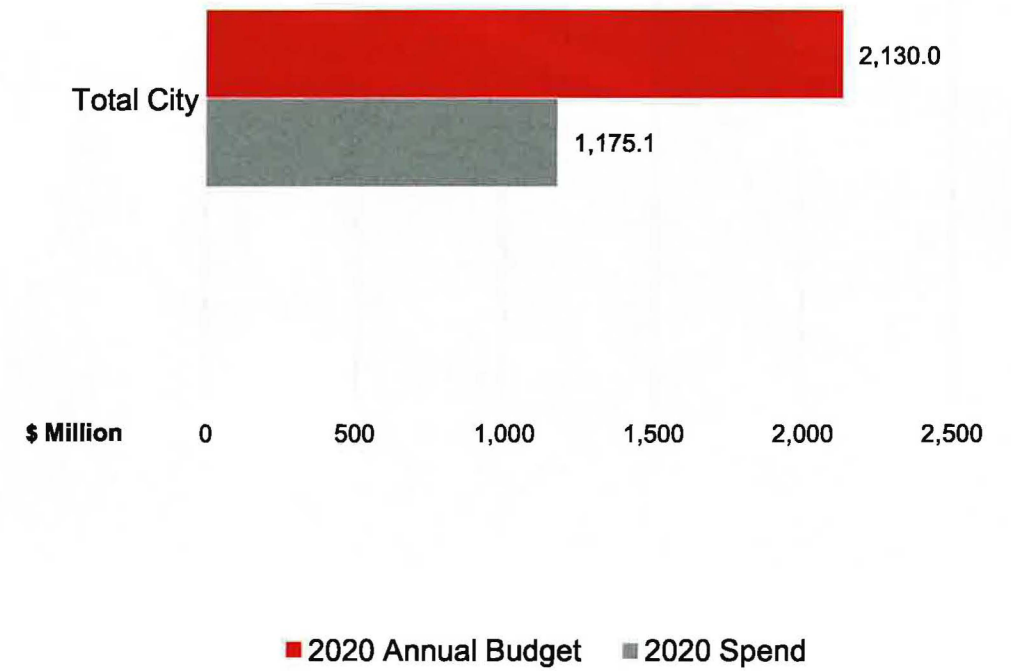
- Completed/Progressing as planned
- Emerging challenges
- Challenges materialized
- Strategy stopped
- Not started

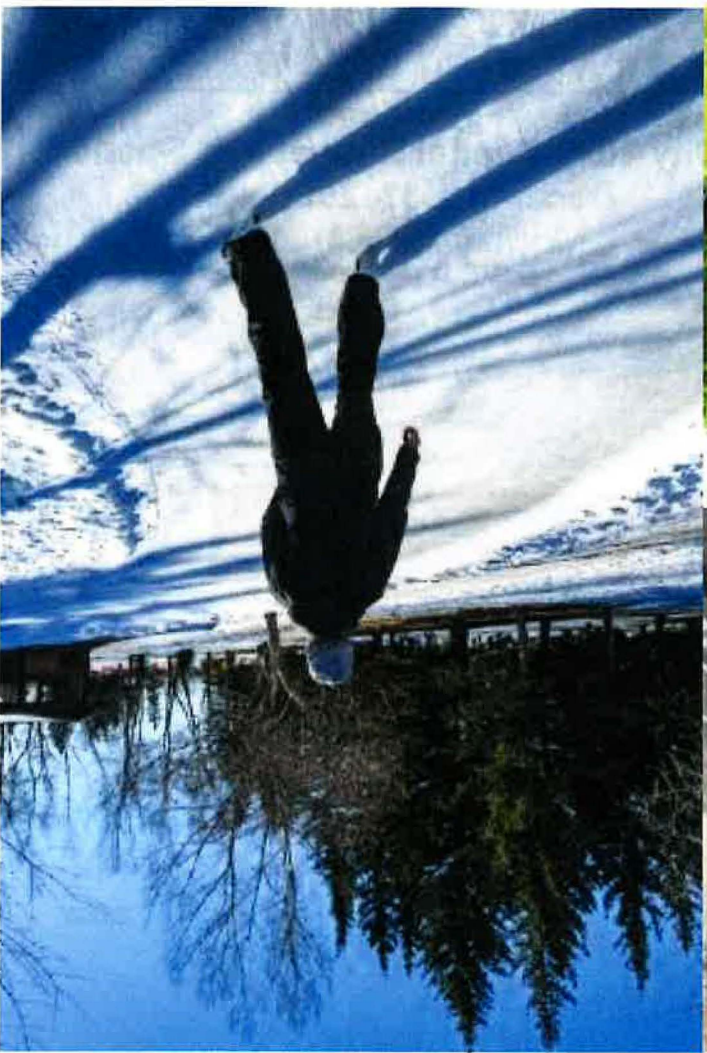
## Budget Results

**Budget to Actuals Variance  
December 31, 2020**  
*(excluding CPA)*



**Total City 2020 Capital Budget and Spend  
December 31, 2020**  
*(including CPA)*



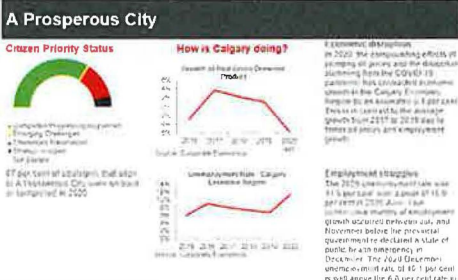


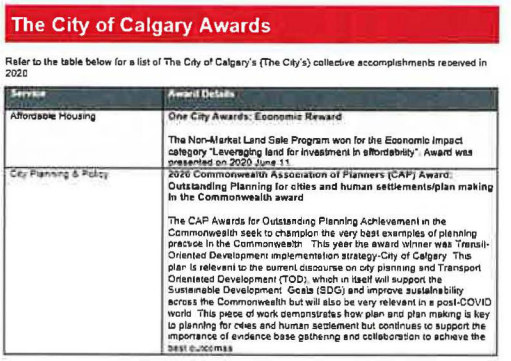




**Calgary was  
recognized as a  
leader, receiving 26  
awards in 2020**

**21 from external organizations**

# Navigating the 2020 Year-End Accountability Report

Attachment 2 Summary	Attachment 3 Service Pages	Attachment 4 Strategy Progress	Attachment 5 The City of Calgary Awards in 2020						
 <p><b>A Prosperous City</b></p> <p><b>Citizen Priority Status</b></p> <p><b>How is Calgary doing?</b></p> <p><b>What did The City do in 2020?</b></p> <ul style="list-style-type: none"> <li>As the local economy was beginning to gain momentum in early 2020, after modest growth between 2017 and 2019, the COVID-19 pandemic made it even tougher on local businesses. The City provided support to businesses and communities as they navigated a fluctuating environment.</li> <li>City inspectors worked with the business community to maintain safety, order, and compliance at many operations, and in different business models and markets, including curbside and delivery, food banks, and home care services.</li> <li>The City spent \$57.5 million in provincial and federal funding to support 340 housing units, affordable housing, and develop 262 new affordable homes.</li> <li>Calgary Public Library developed and expanded virtual services in response to COVID-19. Despite closures, and all restrictions, the Library reached over 10.5 million Canadians, and digital events were watched over 400,000 times.</li> <li>The Multi-Agency School Support Team maintained essential prevention and intervention supports to at-risk children and youth while schools were shut down. As schools reopened in the fall, The Multi-Agency School Support Team was one of the programs shown to have the highest scores in terms of children and youth and to the community.</li> <li>Opened 16 new affordable homes in Southeast Calgary, Housing Company tenants with a virtual grand opening in the summer of 2020. The project was delivered despite a median construction and average rental price of land.</li> </ul>	 <p><b>Community Strategies</b></p> <p><b>How is the Service performing against plan expectations</b></p> <p><b>Operating &amp; Capital Budgets</b></p> <p><b>Highlights</b></p>	 <p><b>A Prosperous City</b></p> <p><b>Strategy Progress</b></p> <p><b>Operating &amp; Capital Budgets</b></p>	 <p><b>The City of Calgary Awards</b></p> <p><b>Ruler to the table below for a list of The City of Calgary's (The City's) collective accomplishments received in 2020</b></p> <table border="1"> <thead> <tr> <th>Service</th> <th>Award Details</th> </tr> </thead> <tbody> <tr> <td>Affordable Housing</td> <td>One City Awards: Economic Reward The Non-Market Land Sale Program won for the Economic Impact category "Leveraging land for investment in affordability." Award was presented on 2020 June 11.</td> </tr> <tr> <td>City Planning &amp; Policy</td> <td>2020 Commonwealth Association of Planners (CAP) Award: Outstanding Planning for cities and human settlements/plan making in the Commonwealth award The CAP Awards for Outstanding Planning Achievement in the Commonwealth seek to champion the very best examples of planning practice in the Commonwealth. This year the award winner was Transit-Oriented Development implementation strategy-City of Calgary. This plan is relevant to the current discourse on city planning and Transport Oriented Development (TOD), which in itself will support the Sustainable Development Goals (SDG) and improve sustainability across the Commonwealth but will also be very relevant in a post-COVID world. This piece of work demonstrates how plan and plan making is key to planning for cities and human settlement but continues to support the importance of evidence base gathering and collaboration to achieve the best outcomes.</td> </tr> </tbody> </table>	Service	Award Details	Affordable Housing	One City Awards: Economic Reward The Non-Market Land Sale Program won for the Economic Impact category "Leveraging land for investment in affordability." Award was presented on 2020 June 11.	City Planning & Policy	2020 Commonwealth Association of Planners (CAP) Award: Outstanding Planning for cities and human settlements/plan making in the Commonwealth award The CAP Awards for Outstanding Planning Achievement in the Commonwealth seek to champion the very best examples of planning practice in the Commonwealth. This year the award winner was Transit-Oriented Development implementation strategy-City of Calgary. This plan is relevant to the current discourse on city planning and Transport Oriented Development (TOD), which in itself will support the Sustainable Development Goals (SDG) and improve sustainability across the Commonwealth but will also be very relevant in a post-COVID world. This piece of work demonstrates how plan and plan making is key to planning for cities and human settlement but continues to support the importance of evidence base gathering and collaboration to achieve the best outcomes.
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