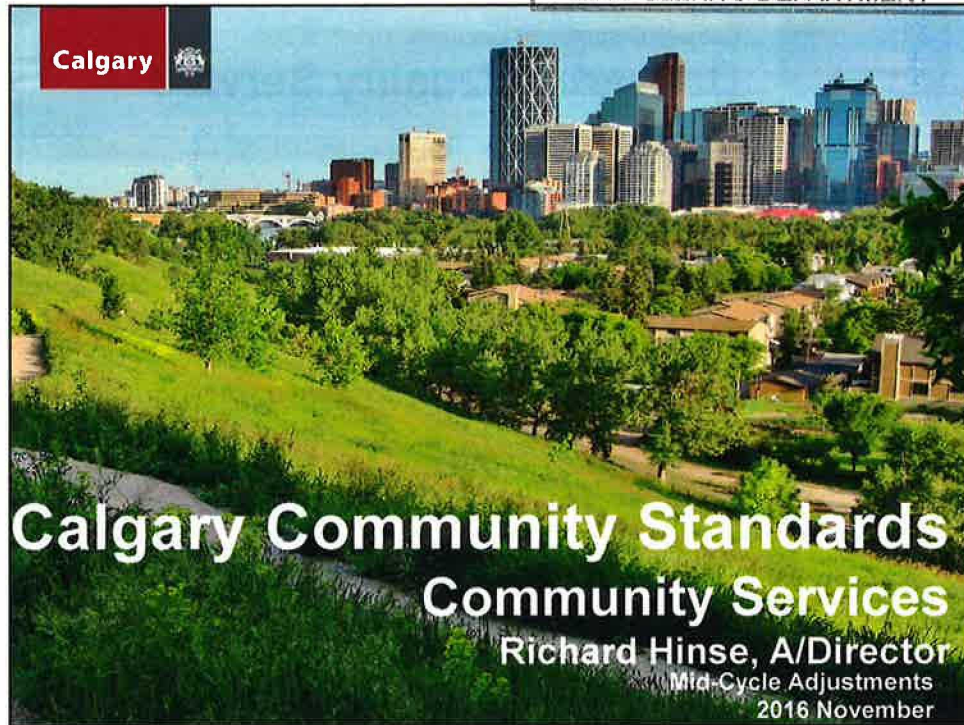


NOV 22 2016

ITEM: Distribution
4.1 C2016-0863
CITY CLERK'S DEPARTMENT

22/11/2016



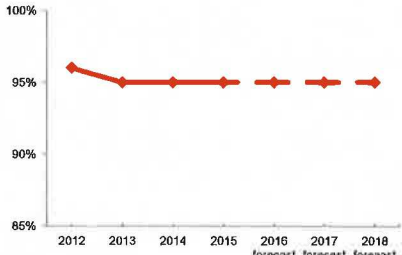
Calgary



Calgary Community Services

Delivering Quality Service

% of Public Safety Answering Point 9-1-1 calls answered within 15 seconds



Year	% of Public Safety Answering Point 9-1-1 calls answered within 15 seconds
2012	96%
2013	95%
2014	95%
2015	95%
2016 (forecast)	95%
2017 (forecast)	95%
2018 (forecast)	95%

The Story

- Critical link in the public safety chain
- Innovation in processes and technology


Outcome

- One City, One CAD
- Adapting to changes in new technology
- Alberta Health Services dispatch agreement



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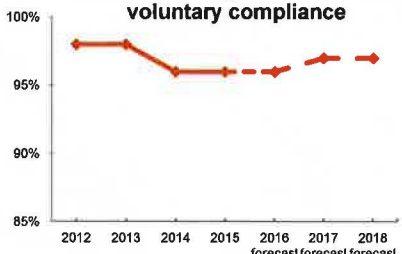
Calgary



Calgary Community Standards

Safe, Healthy Communities

% of bylaw calls for services resolved through education and voluntary compliance




Year	% of bylaw calls for services resolved through education and voluntary compliance
2012	98%
2013	98%
2014	96%
2015	96%
2016 (forecast)	96%
2017 (forecast)	97%
2018 (forecast)	97%

The Story

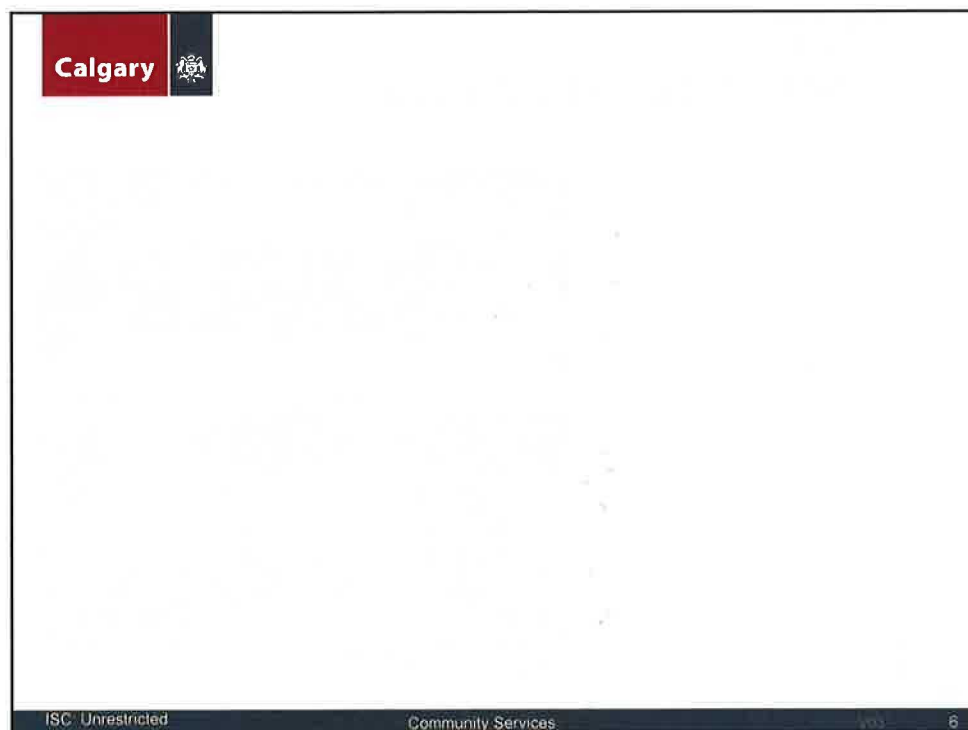
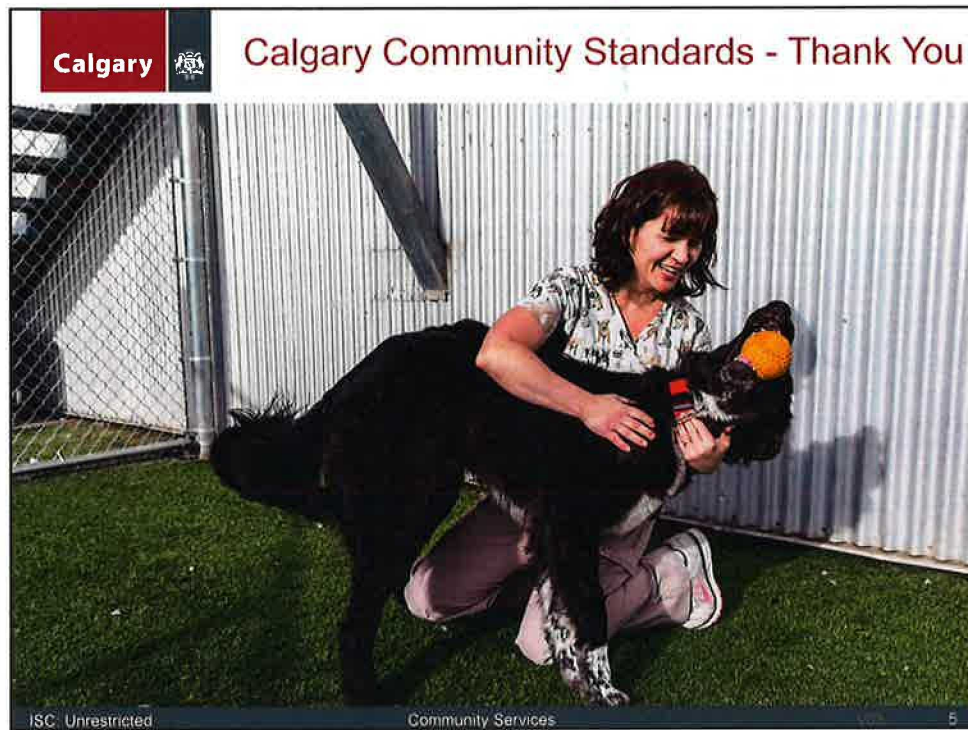
- Fostering a climate of collaboration
- Education encourages compliance
- Enhance community awareness

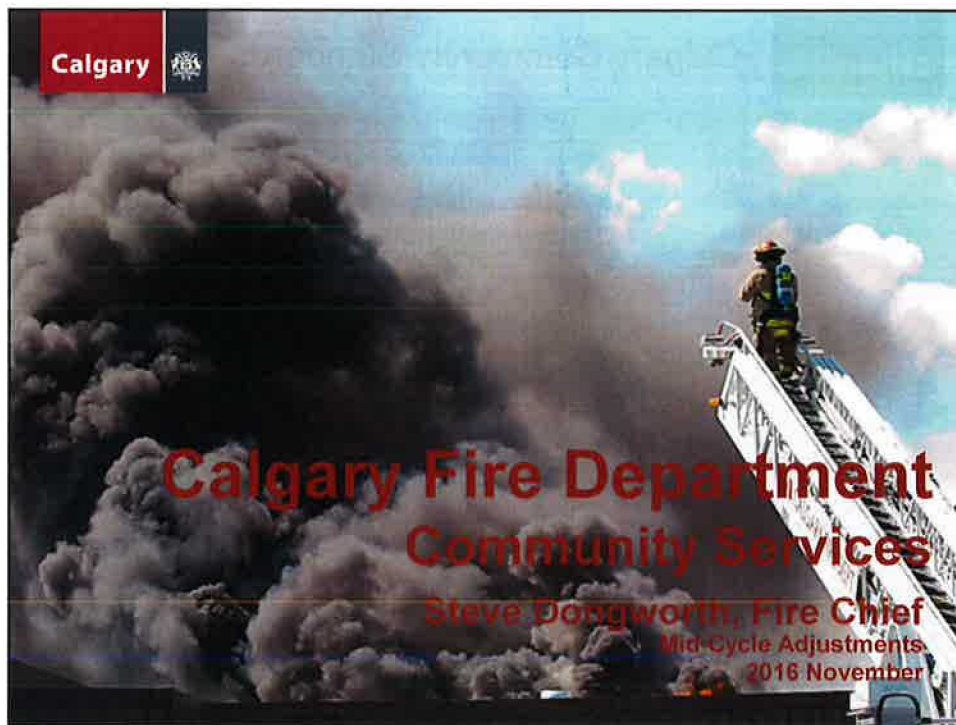
Outcome

- Prevention and public awareness
- Bylaw reviews and Legislative changes
- Livery governance review



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Calgary Fire

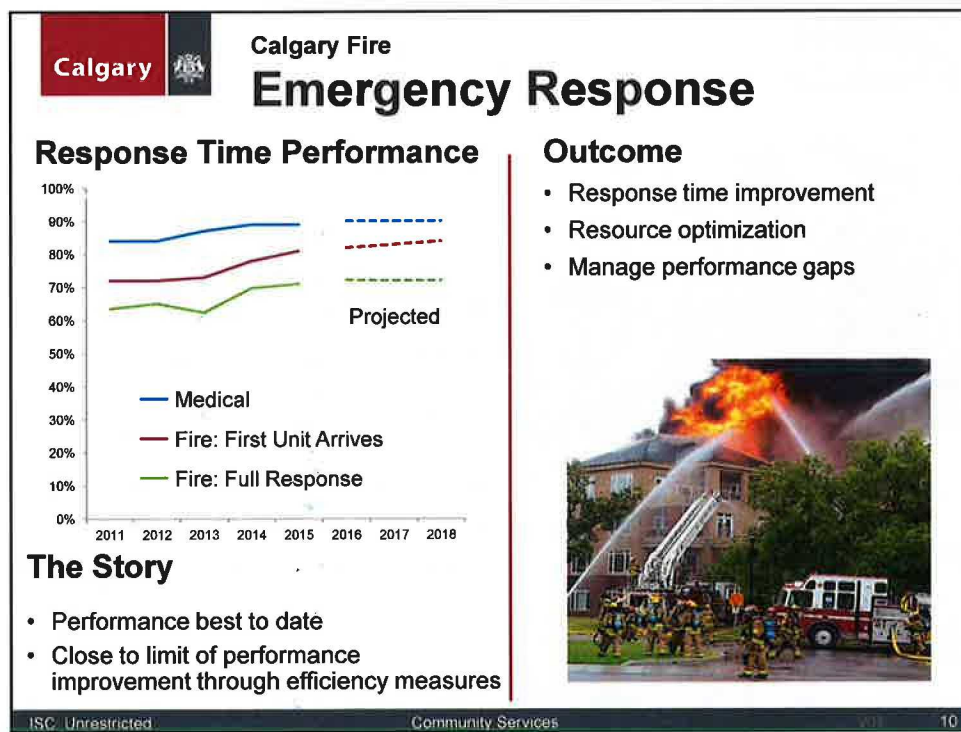
Our Services

- Increasing medical calls
- Increasing incidents

PREVENTION	ENFORCEMENT & COMPLIANCE	EMERGENCY RESPONSE
Education	Inspections	Fire Response
Community Safety	Code Compliance	Medical Response
Risk Reduction	Enforcement	Hazardous Materials

Strategic Plan Alignment
Fire Sustainability Plan

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Calgary Fire

Effective Team Members

CFD Employee Satisfaction Index Score



Year	Score
2007	70
2008	65
2009	75
2010	80
2011	100
2012	85
2013	105
2014	115
2015	150
2016	145

The Story


- Our members are a critical asset
- Engagement, communication & innovation helping to drive success
- Highest satisfaction in a decade

Outcome

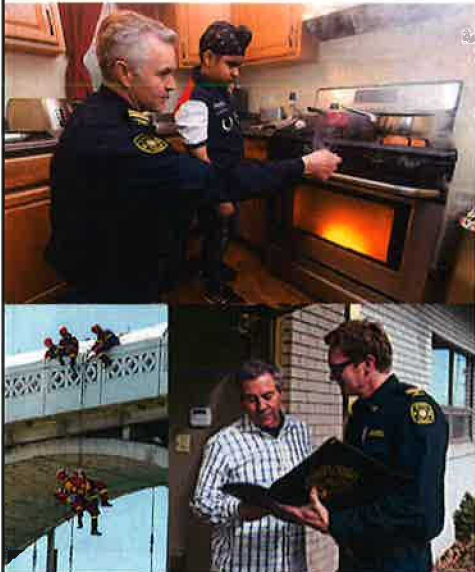
- Inspiring effective team members
- Increased engagement and communication
- Providing support programs



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Calgary Fire - Thank You



A city of inspiring neighbourhoods

Thank you for teaching me what are some fire hazards now every time I go to sleep I always check if every thing is off. The thing that learned is that NEVER prank call 911. Also that checking your smoke alarm and making a Escape Plan. Thank for giving us that Booklet and tattoo.!!



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Calgary

CEMA
Our Services



- Emergency preparedness
- Hazard and risk identification
- Business continuity planning
- Emergency management
- Disaster response

**CEMA Action Plan
2015-2018**



59 Agency members

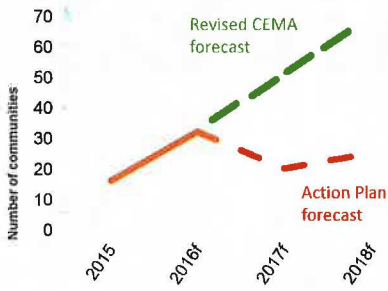
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CEMA

Community Preparedness

Communities informed about preparedness, response and recovery




Year	Revised CEMA forecast	Action Plan forecast
2015	15	15
2016f	35	35
2017f	45	20
2018f	65	25

The Story

- READYCalgary and READYKids
- Business resiliency



Outcome

- Enhance capacity
- CEMA resiliency capital project
- Opportunity: Volunteer management



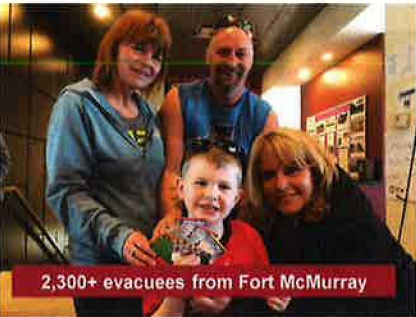
Citizen volunteers, 2013 flood

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v01
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CEMA

Regional Resiliency




2,300+ evacuees from Fort McMurray

The Story

- Fort McMurray
- Provincial mutual aid
- Interprovincial cooperation


Outcome

- Evolve Canada Task Force 2
- Public Safety Canada funding
- Challenge: Sustainability



700+ City staff to Fort McMurray

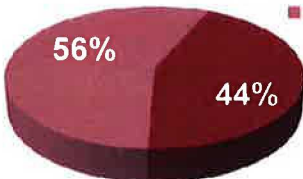
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CEMA

Business Continuity

Essential City Service Vulnerabilities



- Vulnerable
- Resilient

56% (Vulnerable)

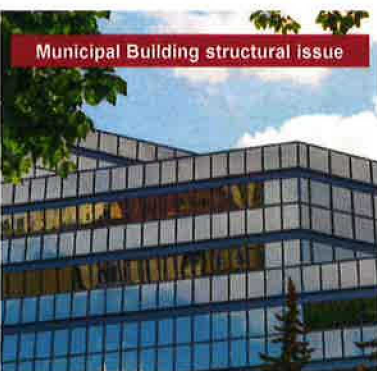
44% (Resilient)

The Story

- Education
- Policy update
- Infectious Disease Management Plan

Outcome

- Awareness of risks and vulnerabilities
- IT server resilience project
- Challenge: Complacency



Municipal Building structural issue

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CEMA - Thank You



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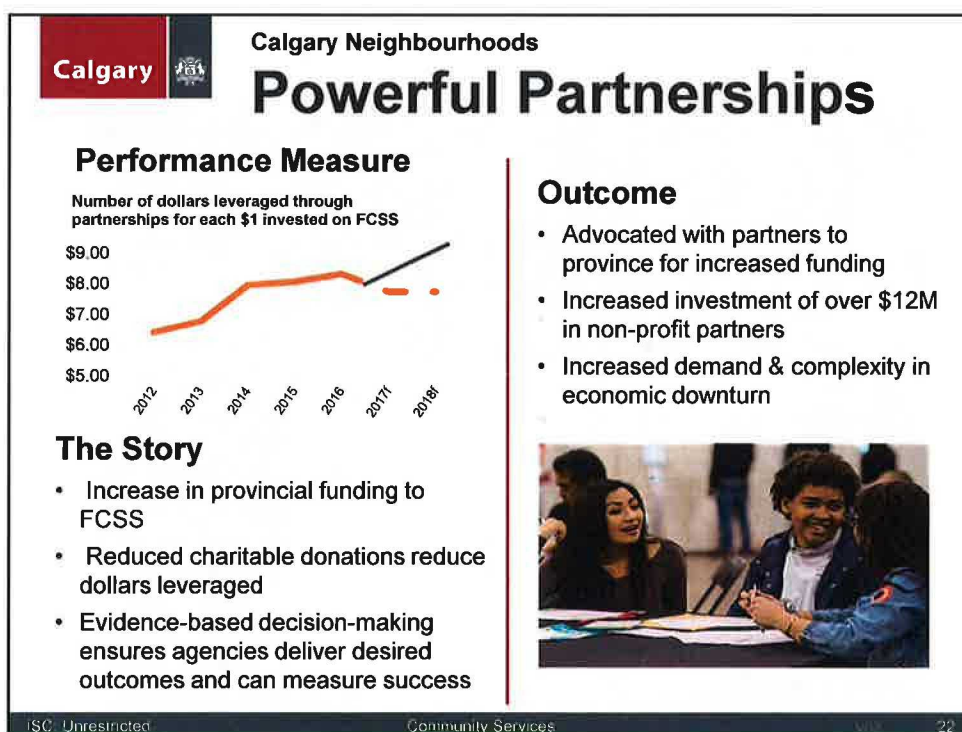
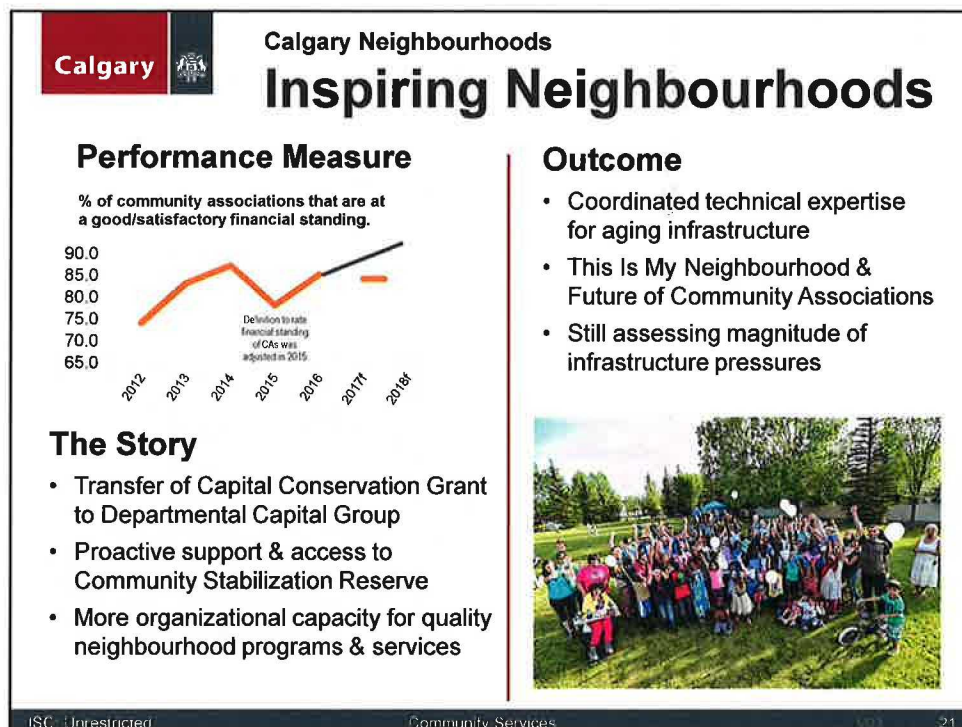


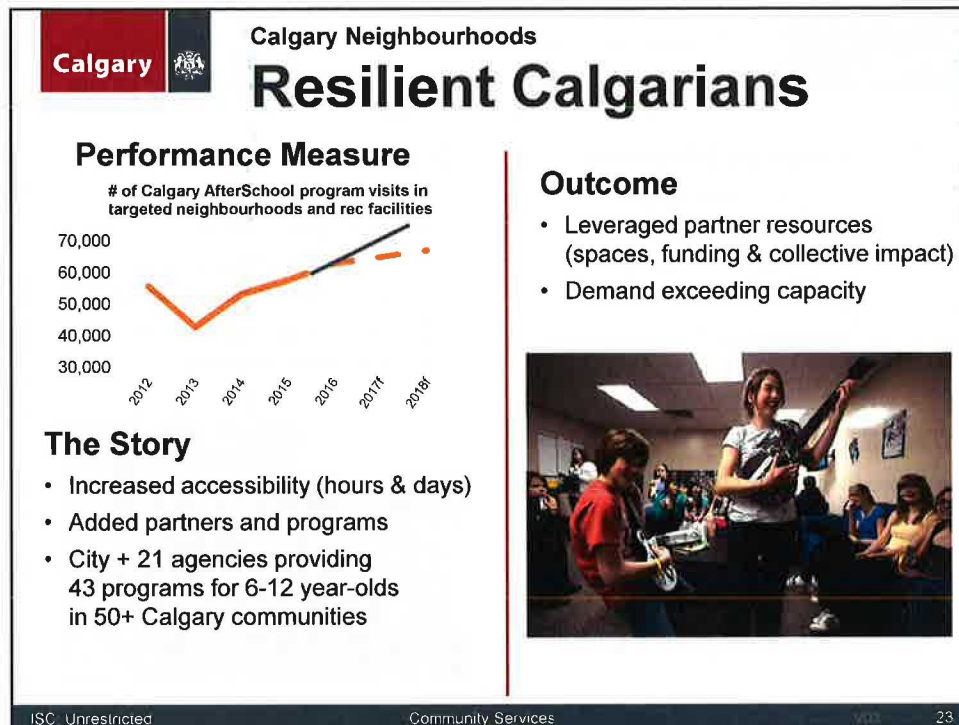
Calgary Neighbourhoods

Our Services

- Inspiring Neighbourhoods
- Powerful Partnerships
- Resilient Calgarians











Calgary Parks

Our Services

- Planning & Developing the Parks System
- Parks Operations
- Parks Urban Forestry
- Parks Pathway
- City Wide Parks Services



*imagine*Parks



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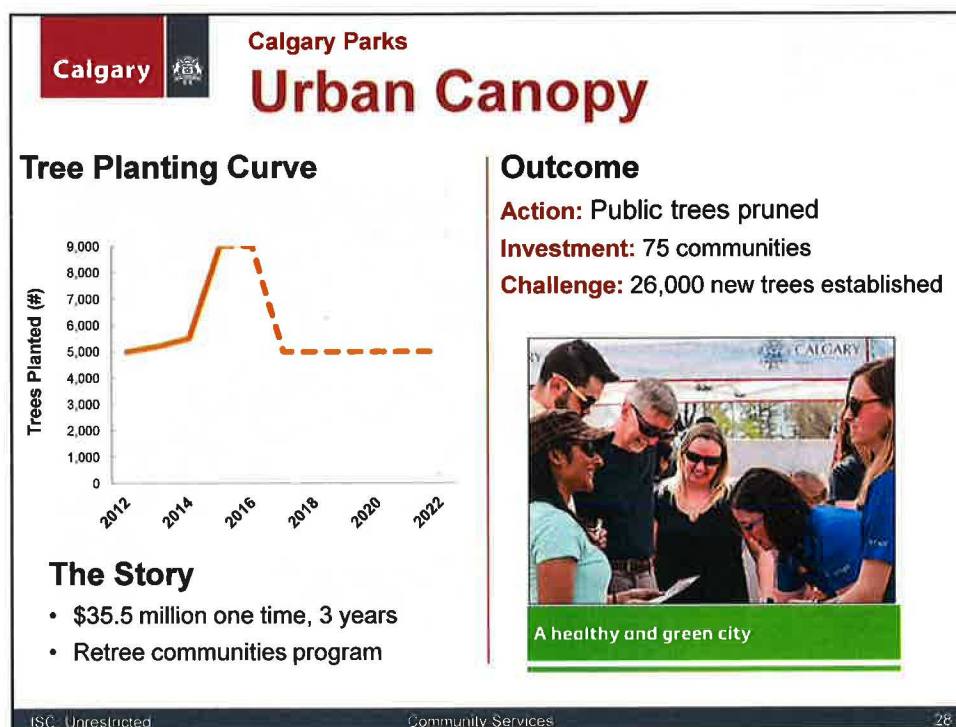
Community Services

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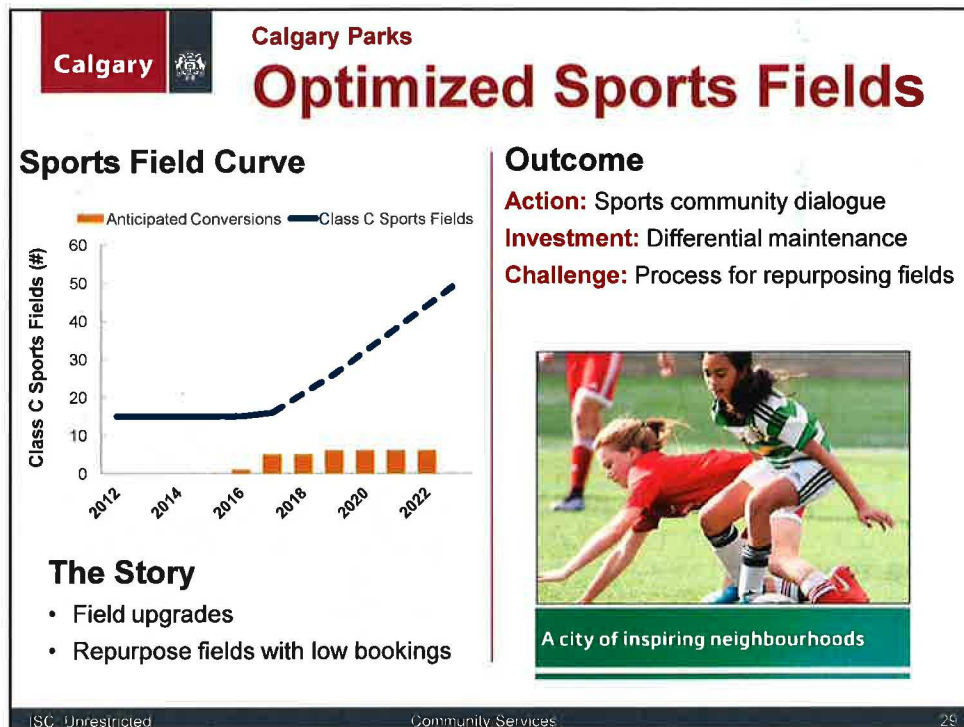
The Story

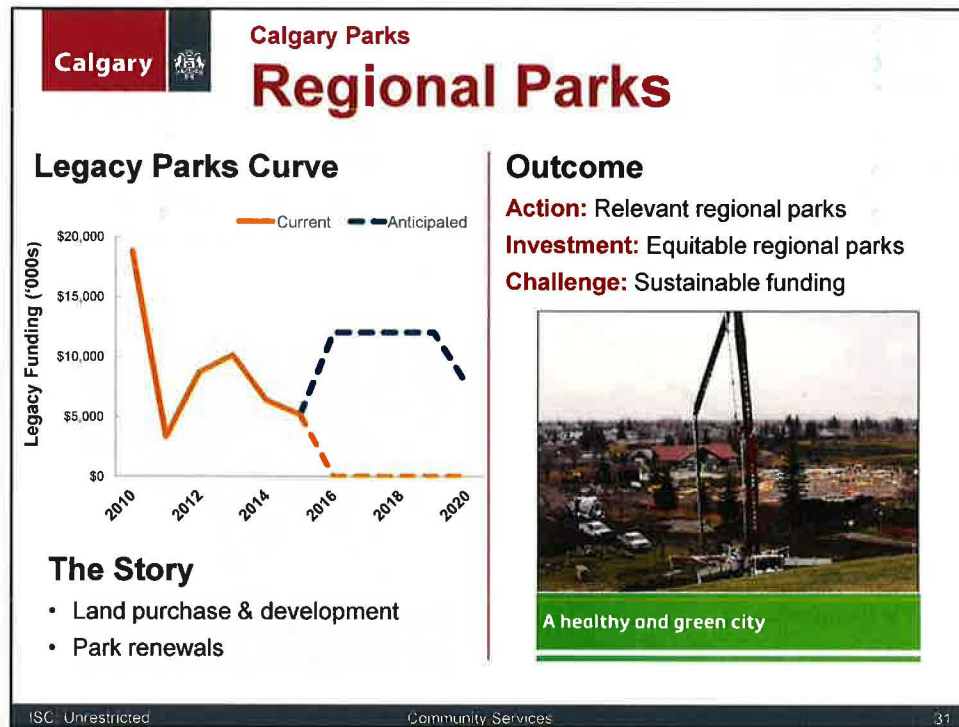
- Parks & open space satisfaction $\geq 95\%$
- Pathways satisfaction $\geq 95\%$



The Story

- \$35.5 million one time, 3 years
- Retree communities program









Calgary Recreation Our Services

- Recreation Facilities, Products & Services
- Sport and Culture Sector Development
- Customer and Business Service
- Recreation Asset Management
- Golf Course Operations



Recreation MASTER PLAN

2010-2020

Calgary Recreation's Service Delivery Continuum



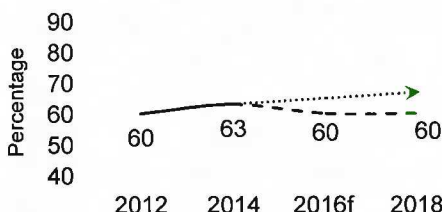
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Calgary Recreation

Recreation Opportunities

% of adult Calgarians who are physically active enough to experience health benefits



Year	Percentage
2012	60
2014	63
2016f	60
2018f	60


The Story

- Turning the curve on sedentary behaviour requires a collaborative approach
- We are working across sectors to influence change



Outcome

Get more Calgarians more active more often

- Multi-sector Collaboration
- New Customer Relationship Management System
- Challenge: Responding to evolving customer and community recreation needs



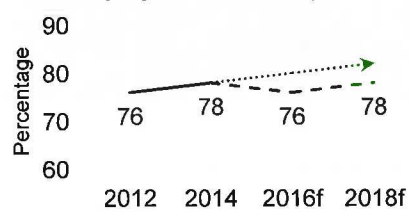
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Calgary Recreation

Infrastructure

% of Calgarians who agree they have easy access to places where they can get physical activity



Year	Percentage
2012	76
2014	78
2016f	76
2018f	78


The Story

- Significant strides have been made in improving Calgarians' access to quality, affordable recreation opportunities
- We will continue to ensure planning decisions best meet citizen needs

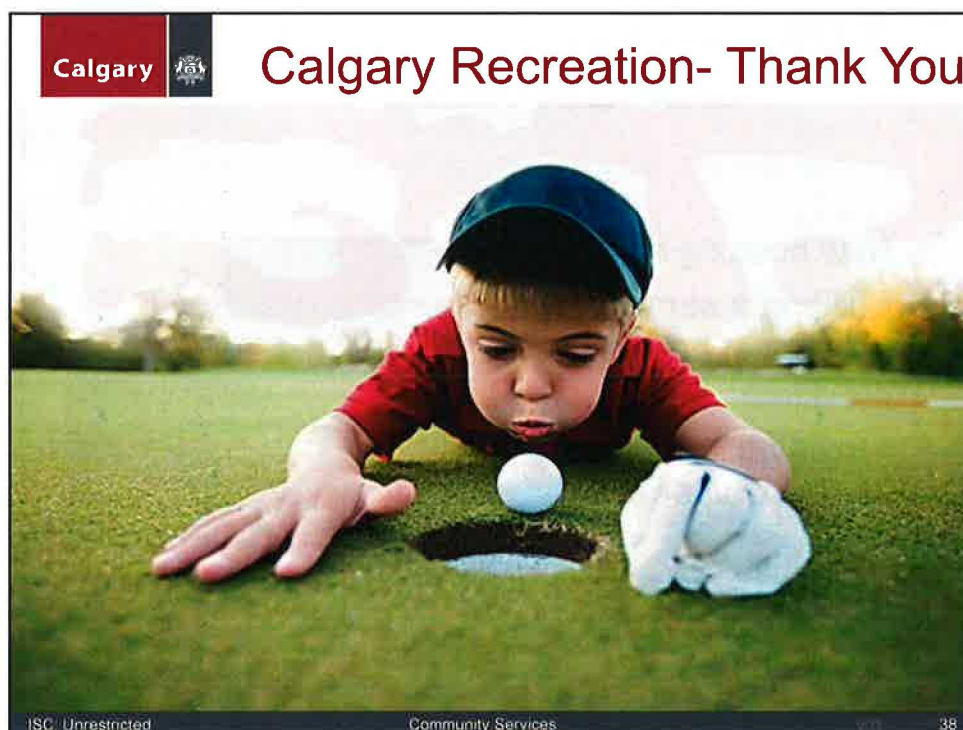
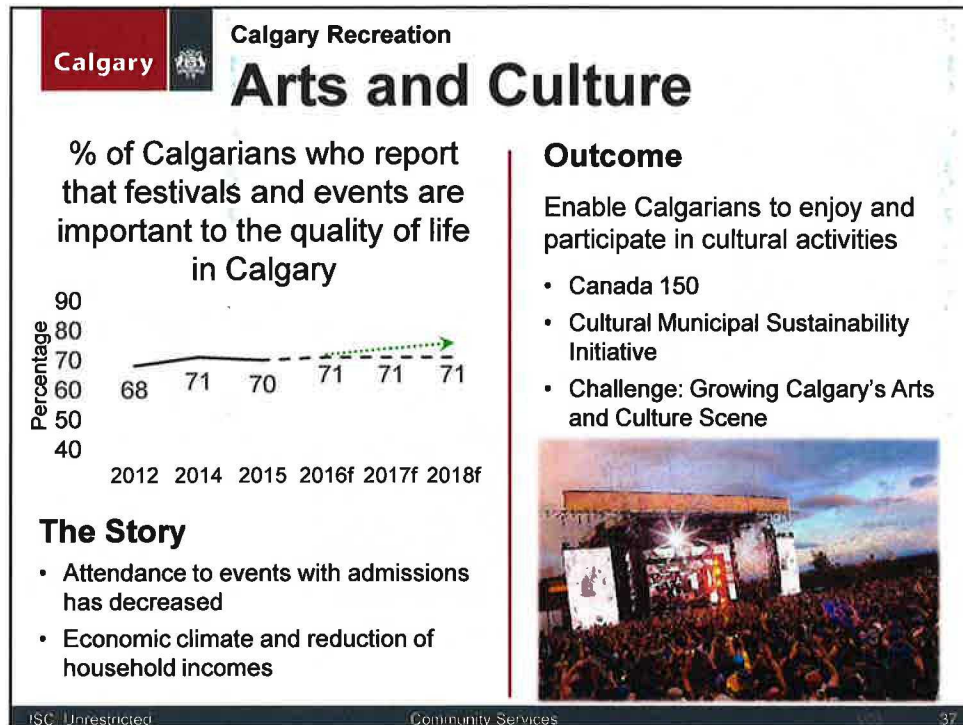
Outcome

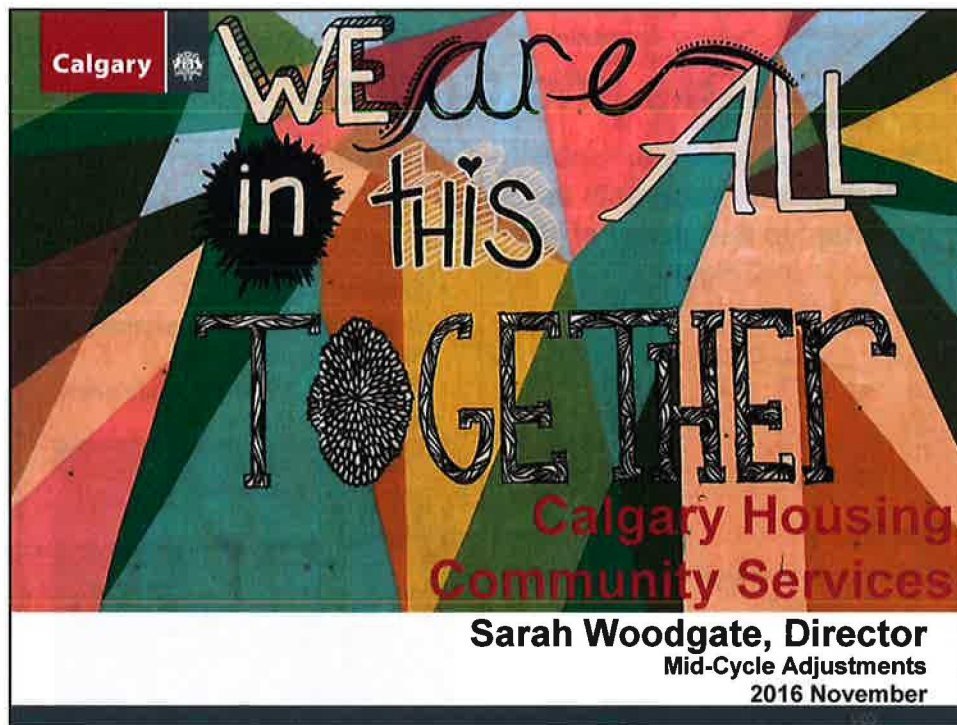
Build great public places and spaces to recreate

- Address both Established and Growth Communities
- Lifecycle Improvements
- Challenge: Aging Infrastructure



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Calgary

Calgary Housing

Our Services

- New housing supply
- Building a strong network of housing providers
- Providing homes for 25,000 Calgarians

Supply
City of Calgary lead

Outcomes for people

Service
CHC lead

Strategic Plan alignment

Foundations for Home

Calgary's Corporate Affordable Housing Strategy
2016 – 2025

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