

2021 Civic Partner Annual Report

RECOMMENDATION:

That the Standing Policy Committee on Community Development recommend that Council receive this report for the Corporate Record.



HIGHLIGHTS

- The Civic Partner Annual Report provides a snapshot of how Civic Partners contributed to the delivery of City strategies and plans in 2021, including support for Calgary's economic, social and climate resilience. Detailed information collected from each Civic Partner about 2021 includes key results, performance measures, partnerships, impacts of COVID-19, and pandemic adaptations that will be maintained long-term.
- **What does this mean to Calgarians?** This report is part of a broader accountability framework that supports transparency and due diligence processes for Civic Partners that receive operating grants from The City (Attachment 1). Detailed annual report templates (sample included as Attachment 2) have been provided by each Civic Partner and are included in Attachments 3 through 20.
- **Why does this matter?** Civic Partners meet the needs of Calgarians by delivering programs and services under eight Lines of Service in One Calgary. Through the investment of operating and capital funding, The City and Calgarians benefit from partners' knowledge and expertise to deliver more efficient program and services in targeted areas, develop and advance strategies, and construct and manage assets. They also effectively leverage resources to multiply The City's grants through sources such as earned revenue, grants and donations, and volunteers.
- In 2021, the majority of Civic Partners continued to report a negative impact of COVID-19 on revenue generation and the delivery of services, with closures and cancellations dominating the first six months of the year. However, many Partners began a journey to recovery when COVID-19 restrictions eased.
- Strategic Alignment to Council's Citizen Priorities: A well-run city
- Most recent Council Direction: Each year since 2010, a Civic Partner Annual Report has been brought forward, with the most recent report being CPS2021-0587. The Civic Partner Audit Report (AC2022-0387) is a companion report with further details about Civic Partner operations.

DISCUSSION

The City of Calgary partners with over 500 external organizations to deliver effective programs and services in targeted areas, develop and advance strategies, and construct and manage assets. This report focuses on the 18 Civic Partners that received operating grants from The City in 2021. The Civic Partner Annual Report is one component of a larger accountability framework that also includes the Civic Partner Audit Report (AC2022-0387), ongoing relationship management, and due diligence related to each Partner's agreements with The City. The definition of "Civic Partner" is included in the *Investing in Partnerships Policy* (CP2017-01).

Leveraging The City's relationships with Civic Partners contributes significantly to strengthening economic development and tourism initiatives, enhancing the city's arts and culture landscape and attracting visitors from around the world to conventions, cultural attractions, and events.

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Civic Partners help Calgarians build knowledge and skills through access to high quality library services and training programs, provide access to affordable housing and support poverty reduction. They offer Calgarians a wide range of opportunities for sport, recreation, conservation, history, arts and culture.

The City's relationships with Civic Partners are mutually beneficial and Partners effectively leverage The City's investment and multiply it through earned revenue, donations, volunteers, sponsorships, grants, and other resources. In 2021, The City invested over \$114 million in operating grants and over \$20 million in capital grants in 18 Civic Partners. In 2021, Civic Partners worked alongside The City to adapt to COVID-19 restrictions and continue to deliver programs and services to Calgarians.

Support from Calgarians in terms of volunteerism, donations, and memberships remains critical to Partner success. In 2021, public health measures continued to restrict in person volunteer opportunities, however, 3,800 Calgarians still volunteered over 116,000 hours. This continued to be significantly lower than 2019 when 11,000 Calgarians volunteered over 366,000 hours. This trend reflects the ongoing impact of COVID-19 restrictions in 2021.

Also, similar to 2020, COVID-19 related emergency and recovery grant programs from all orders of government continued to be a critical support for Partners' operational stability including The City's the Emergency Resilience Fund grant program (see Attachment 2). Despite the financial and operating challenges related to COVID-19 impacts and restrictions, Civic Partners adapted programs and services to continue to support Calgary's economic, social and climate resilience and recovery.

2021 investment impact

Civic Partners **supported economic resilience** by increasing job and GDP growth through the delivery of programs to over 1,400 clients including founders, start-ups and established companies through Platform Calgary. Calgary Economic Development attracted 30 new companies and over 5,300 jobs to Calgary, and the Calgary Convention Centre operations had a direct economic impact of \$6.3 million. Cultural attractions drew Calgarians and visitors including over 1 million to the Calgary Zoo, close to 8,200 to the Hangar Flight Museum, over 56,300 to TELUS Spark and more than 321,800 to Heritage Park.

Partners **contributed to social resilience** by supporting targeted populations including children and youth through initiatives such as the Calgary Public Library's literacy outreach, Sport Calgary's return to sport activities, and TELUS Spark's coding ambassador robot dog. They engaged the community through programs such as Silvera for Seniors' Life, Learning & Leisure program, Fort Calgary's cross country ski loop, and Repsol Sport Centre's community hub. In 2021, Partners also continued to evolve their approaches to addressing equity, diversity, and inclusion (EDI). Details about Partner's EDI-related actions, initiatives and strategies are further detailed in the Civic Partner Audit Report (AC2022-0387).

Partners continued to **support climate resilience** by adapting facility operations; supporting waste diversion, recycling, and compost programs; and engaging the public and volunteers. TELUS Spark installed the Renfrew Solar Carport, Calgary Public Library locations found energy efficiency improvements, the Hangar Flight Museum installed LED lighting and completed upgrades with repurposed furniture, and the Calgary Zoo diverted over 87 per cent of its waste through recycling and composting.

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The City continues to work closely with all Civic Partners to achieve shared outcomes and meet the changing needs of Calgarians.

STAKEHOLDER ENGAGEMENT AND COMMUNICATION (EXTERNAL)

- Public Engagement was undertaken
- Public Communication or Engagement was not required
- Public/Stakeholders were informed
- Stakeholder dialogue/relations were undertaken

Full templates submitted by each Civic Partner are included in Attachment 3 through 20 in the proposed order of presentations for May 26.

IMPLICATIONS

Social

Civic Partners support a high quality of life for Calgarians by operating cultural attractions; offering programs focused on arts and culture, conservation, history and science, and recreation and sport opportunities; and gathering business and community leaders to collaborate. They offer services, facilities and public spaces and embrace diversity, inclusiveness and creativity. They support low-income Calgarians through access to a variety of subsidy programs.

Environmental

Civic Partners support environmental stewardship and community sustainability strategies including public education and awareness related to conservation, public spaces, and natural resources. They continue to review their operational practices, including facility maintenance, to reduce consumption and overall environmental impact.

Economic

Civic Partners contribute to a high quality of life that is the foundation of a healthy and vibrant local economy. Partners that support the Economic Development and Tourism Line of Service provide specific economic development and tourism programs and services that contribute directly to the successful implementation of *Calgary in the New Economy: An economic strategy for Calgary*.

Service and Financial Implications

Existing operating funding - base

\$114,824,139

Existing capital funding - one-time

\$20,481,196

Base operating grants for Civic Partners are included under eight Lines of Service in One Calgary. Civic Partner capital grant programs provided through programs such as the *Civic Partner Infrastructure Grant* support the maintenance and lifecycle required for high functioning City-owned assets managed and operated by partners.

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RISK

The Civic Partner Annual Report is part of a broader accountability framework in place to mitigate The City's financial and reputational risk. Other measures include financial monitoring of performance and risk management practices reported to the Audit Committee in the Civic Partner Audit Report (AC2022-0387), and ongoing partnership management and oversight.

ATTACHMENT(S)

1. Civic Partners Grant Funding 2019-2022
2. Civic Partner Annual Report Sample Template
3. Calgary Sport Council Society (Sport Calgary)
4. Parks Foundation, Calgary
5. Lindsay Park Sports Society (Repsol Sport Centre)
6. VCC Initiatives Ltd. (Vibrant Communities Calgary)
7. Calgary Economic Development Ltd.
8. Calgary Convention Centre Authority (Calgary TELUS Convention Centre)
9. Calgary Technologies Inc. (Platform Calgary)
10. Tourism Calgary-Convention and Visitors Bureau
11. Heritage Park Society
12. Calgary Zoological Society
13. Calgary Science Centre Society (TELUS Spark)
14. Aerospace Museum Association of Calgary (The Hangar Flight Museum)
15. Fort Calgary Preservation Society
16. Arts Commons
17. Calgary Arts Development Authority
18. Calgary Heritage Authority (Heritage Calgary)
19. Silvera for Seniors
20. Calgary Public Library Board
21. Administration Presentation
22. Calgary Sport Council Society (Sport Calgary) Presentation
23. Parks Foundation, Calgary Presentation
24. Lindsay Park Sports Society (Repsol Sport Centre) Presentation
25. VCC Initiatives Ltd. (Vibrant Communities Calgary) Presentation
26. Calgary Economic Development Ltd. Presentation
27. Calgary Convention Centre Authority (Calgary TELUS Convention Centre) Presentation
28. Calgary Technologies Inc. (Platform Calgary) Presentation
29. Tourism Calgary-Convention and Visitors Bureau Presentation
30. Heritage Park Society Presentation
31. Calgary Zoological Society Presentation
32. Calgary Science Centre Society (TELUS Spark) Presentation
33. Aerospace Museum Association of Calgary (The Hangar Flight Museum) Presentation
34. Fort Calgary Preservation Society Presentation
35. Arts Commons Presentation
36. Calgary Arts Development Authority Presentation
37. Calgary Heritage Authority (Heritage Calgary) Presentation
38. Silvera for Seniors Presentation
39. Calgary Public Library Board Presentation Department Circulation

**Community Services Report to
Community Development Committee
2022 May 26**

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General Manager/Director	Department	Approve/Consult/Inform