



Civic Partner Annual Report: Heritage Park

May 3, 2023

2022 Highlights

Contributing to Calgary's shared heritage, economic development and tourism

- Attendance rebounded to 486,122
 - Special events and increased programming
- Daily satisfaction at 80% with 2 out of 3 indicating Heritage Park is one of one of Calgary's most valuable organizations.
- New Vintage Vet exhibit – historic veterinary practices



2022 Performance Measures



More diverse storytelling

- Increased Indigenous programming as well as showcased the play: New Blood A story of Reconciliation, that was well attended by the community and school groups.



Attendance rebound

- Rebound 486,122 with return to new and traditional special events – Carnivale, Ghoul's Night Out, Once Upon a Christmas, Music in the Plaza
- More exhibits interpreted and opened over 2021



Sustainability

- Innovation Crossing opened to the public.
- Programming showcased how renewable resources are being used today and into the future
 - Received Award of Merit: Building Engineering: Structural and another for Sustainable Design.

2022 Adapting to a changing environment

Diversity and Inclusion, Safety

- Commenced building an Accessible Railcar - in operation for the 2023 season
- Replacement of Moyie Dock – City supported project to enhance guest experience and accessibility
- National Day for Truth and Reconciliation, Sept 30th – welcomed an Indigenous elder, pow wow singer and dancers to provide cultural awareness and knowledge.
- Indigenous Engagement Advisor hired to continue to support and expand programs to our staff, volunteers and guests.
- Introduced COR program
- Commence modernization of back of house infrastructure



Adapting to a changing environment

Future looking enhancement

- Improved on Park transportation/access –
 - Wagon rides, accessible rail car
 - Switchback to Prospect ridge
- More programming & experiences
 - Indigenous programming
 - Temporary exhibits in shoulder season
 - e.g. Early Chinatown exhibit
 - Wayfinding system
- 20-year plan – continuing development

63%

Consider Heritage Park one of the **most valuable** organizations

59%

Inclusive in its storytelling

45%

Less certainty on seeing something **new each time**

QUESTIONS?