

Community Services Report to
Community Development Committee
2023 May 03

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CD2023-0402
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2022 Civic Partners Annual Report – Delivering Results for Calgarians

RECOMMENDATION:

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

RECOMMENDATION OF THE COMMUNITY DEVELOPMENT COMMITTEE, 2023 MAY 3:

That Council receive this report for the Corporate Record.

HIGHLIGHTS

- The 2022 Civic Partner Annual Report provides a report back to Council and Calgarians on the return on The City's investment of operating grant funding in 18 Civic Partners and showcases the results these Civic Partners delivered for Calgarians (Attachment 2).
- Civic Partners leverage The City's investments and their knowledge and expertise to deliver targeted programs and services to Calgarians; advance City strategies; and construct, operate and manage City-owned assets. They effectively multiply The City's investment of operating grant funds with other resources to enhance quality of life and contribute to a vibrant economy.
- The report includes an attachment for each Civic Partner with detailed information about key results in 2022, performance measures, benchmarks, and changes to programs, services or operations to address equity, diversity, and inclusion, reconciliation, and climate change and other information.
- **What does this mean to Calgarians?** This report is part of a broader accountability framework that supports transparency, accountability and due diligence processes for Civic Partners that receive operating grant funding from The City. It identifies the results achieved with the investment of these public funds. Detailed annual report templates (a sample included as Attachment 3) have been completed by each Civic Partner and are included in Attachments 4 through 21.
- **Why does this matter?** This report showcases the return on The City's operating funding investments in 18 Civic Partner organizations.
- Results for 2022 demonstrate that Civic Partner organizations are steadily recovering from the impact of the pandemic.
- Background and Previous Council Direction is included as Attachment 1.

DISCUSSION

Each year, The City partners with over 500 external organizations to provide effective programs and services in targeted areas, develop and advance strategies, and construct, manage and operate City-owned assets. Of this large number of partners, The City makes its most significant investment of operating grant funding in Civic Partners, a category of partner defined in the *Investing in Partnerships Policy* (CP2017-01) based on the level of investment. This report is part of the accountability requirements for the 18 Civic Partner organizations that received operating funding in 2022. Each Civic Partner's relationship with The City is also informed by their legal structure as they are a mix of wholly-owned subsidiaries, legislated bodies and independent organizations.

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Service Lines

In 2022, Civic Partners delivered results under eight service lines in the *One Calgary* Service Plans and Budgets. They helped strengthen economic development and tourism, enhanced Calgary's arts and culture landscape, and attracted visitors from around the world to conventions, cultural attractions, and events. They provided access to high quality library services and training programs to build skills and knowledge, supported entrepreneurs and start-ups, contributed to affordable housing offerings, and supported poverty reduction. Civic Partners offered Calgarians a wide range of programs and services related to sports, recreation, science, conservation, history, arts and culture.

Investments

The City's relationships with Civic Partners are mutually beneficial and focused on achieving agreed-upon results for Calgarians. In 2022, The City's investment in Civic Partners included \$122 million in operating grants, over \$10 million in capital grants for lifecycle of City-owned assets, and close to \$3 million for one-time capital projects (Attachment 2). Partners effectively leveraged The City's investments and multiplied them through earned revenue, donations, volunteers, grants, and other resources. Support from Calgarians is one measure of community engagement and in 2022, support and participation started to rebuild after COVID restrictions with over 5,600 Calgarians volunteering more than 160,000 hours. While this was not a full return to 2019 levels when over 11,000 volunteers donated close to 370,000 hours, it was an increase over 2020 and 2021.

2022 Results

- Civic Partner activities supported Calgary's economic resilience including 61 companies attracted, retained or expanded by **Calgary Economic Development**. **Tourism Calgary** saw visitor numbers rise steadily and the **Calgary TELUS Convention Centre** hosted 162 events, contributing over \$60 million in economic impact. **Platform Calgary** delivered programs and services to over 1,600 clients and welcomed more than 20,000 visitors to Platform Innovation Centre in downtown Calgary.
- Cultural attractions drew over 2 million visitors, including out of town visitors that contributed to the local economy, with over 1.2 million visitors to the **Calgary Zoo**, 486,000 to **Heritage Park**, 403,940 to **TELUS Spark** and 37,000 to the **Hangar Flight Museum**.
- Partners enhanced the social resilience of Calgarians by offering a broad range of community-based initiatives including **Silvera for Seniors'** programs that connected residents with local pools, leisure centres, post secondary institutions and health and wellness services. **Vibrant Communities Calgary** raised awareness and supported capacity building for the *Enough for All* Champions, including a focus on the theme of *Racism is a Root Cause of Poverty*. The **Calgary Public Library** conducted 800 in-person outreach visits at day homes, schools, Calgary Housing locations, and seniors care facilities; engaged 56 per cent of Calgarians as active users, and circulated 16.3 million digital and physical items.
- **Calgary Arts Development Authority** increased its support for arts organizations and individuals to support a healthy arts ecosystem. **Arts Commons** increased student engagement to pre-pandemic levels and experienced a rebound in the use of its venues for live in-person experiences.
- **MNP Community and Sport Centre** was a central sport and recreation location for Calgarians, and the community gathered at **Fort Calgary** for events including Orange Shirt Day, Walk for Reconciliation, and Woman's History Walking Tours. **Sport Calgary** hosted All

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Sport One Day and other events that encouraged participation and inclusion in sport. **Parks Foundation** leveraged funding to support the development of programs, parks projects and sport amenities. **Heritage Calgary** brought a heritage perspective to community associations and other groups, and to City strategies and policies including the Downtown Strategy.

- Partners continued to evolve how they address equity, diversity, and inclusion through initiatives such as targeted training in partnership with community organizations and experts, updating policies and programs, and strategically targeting diverse audiences.
- They also continued to adjust to support climate resilience by adapting building and other operations to reduce climate impacts. **Heritage Park** opened *Innovation Crossing*, a building that demonstrates renewable energy in action. **TELUS Spark's** Renfrew Solar Carport was completed and will reduce greenhouse gas emissions by approximately 426 tonnes annually. **Tourism Calgary** committed to participating in the Global Destination Sustainability Index.

Attachments 4 through 21 include detailed templates submitted by each Civic Partner, with a Results Based Accountability snapshot prepared by Administration. Each partner's operation is unique, and this year's report includes new information about the benchmarks each partner used to evaluate and improve performance and operations to increase its impact.

Administration continues to work closely with all Civic Partners to achieve shared results for Calgarians and this report is one tool for transparency and accountability for Council and Calgarians.

EXTERNAL ENGAGEMENT AND COMMUNICATION

- | | |
|--|---|
| <input type="checkbox"/> Public engagement was undertaken | <input checked="" type="checkbox"/> Dialogue with interested parties was undertaken |
| <input type="checkbox"/> Public/interested parties were informed | <input checked="" type="checkbox"/> Public communication or engagement was not required |

Full templates submitted by each Civic Partner are included in Attachments 4 through 21.

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, entrepreneurship, recreation and sport; and gathering business and community leaders to collaborate. They offer services, facilities and public spaces and continue on the journey to address diversity, inclusion and equity. They support low-income Calgarians through access to a variety of subsidy programs and affordable housing for seniors.

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. Reporting in 2022 includes detailed information about actions each Civic Partner is taking to address climate change.

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Economic

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Service and Financial Implications

Existing operating funding - base

\$122,342,051

Existing capital funding - one-time

\$13,975,337

Civic Partner capital grants are provided to support the maintenance and lifecycle required for high functioning City-owned assets managed and operated by partners. One-time capital funding is invested in a variety of partner-led capital projects. Attachment 2 provides details.

RISK

The Civic Partner Annual Report is part of a broader accountability framework in place to mitigate The City's financial and reputational risk relating to partnerships. Other measures include financial monitoring of performance and risk management practices reported to the Audit Committee in the Civic Partner Audit Report that will be presented on 2023 June 15 (AC2023-0414), and ongoing partnership management and oversight.

ATTACHMENTS

1. Background and Previous Council Direction
2. Civic Partners Grant Funding 2020-2023
3. Civic Partner Annual Report Template Sample
4. Heritage Calgary
5. Calgary Convention Centre Authority (Calgary TELUS Convention Centre)
6. Calgary Economic Development Ltd.
7. Platform Calgary
8. Tourism Calgary-Convention and Visitors Bureau
9. Aero Space Museum Association of Calgary (The Hangar Flight Museum)
10. Heritage Park Society
11. Calgary Science Centre Society (TELUS Spark)
12. Fort Calgary Preservation Society
13. Calgary Zoological Society
14. Parks Foundation, Calgary
15. Calgary Sport Council Society (Sport Calgary)
16. Lindsay Park Sports Society (MNP Community & Sport Centre)
17. Arts Commons
18. Calgary Arts Development Authority Ltd.
19. VCC Initiatives Ltd. (Vibrant Communities Calgary)

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20. Silvera for Seniors
21. Calgary Public Library Board
22. Administration Presentation
23. Heritage Calgary Presentation
24. Calgary Convention Centre Authority (Calgary TELUS Convention Centre) Presentation
25. Calgary Economic Development Ltd. Presentation
26. Platform Calgary Presentation
27. Tourism Calgary-Convention and Visitors Bureau Presentation
28. Aero Space Museum Association of Calgary (The Hangar Flight Museum) Presentation
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Department Circulation

General Manager/Director	Department	Approve/Consult/Inform
Stuart Dalgleish	Planning and Development Services	Inform