



# 2023 Progress Update

EC2024-0291

2024 April 16



## Recommendation

That the Executive Committee recommends that Council:

- Use the 2023 Progress Update as one input to the ongoing discussions leading up to the Mid-Cycle Adjustments to the 2023-2026 Service Plans and Budgets.

## Previous Council Direction

- The Multi-Year Business Planning and Budgeting Policy directs Administration to provide mid-year and year-end reports on The City's Service Plans and Budgets performance.
- This Progress Update concludes the first year of reporting commitments for the 2023-2026 Service Plans and Budgets.

# Highlights

- We have made important advancements on what is important to Calgarians as reflected in Council's priorities.
- Service and financial performance information provided in this report is an important input for Council to consider as part of the upcoming Mid-Cycle Adjustments.
- We had a favourable operating variance of \$237.7 million (5.2 per cent of budgeted total expenditures net of recoveries).
  - Council committed \$100 million from operating variance and \$165 million from Franchise Fee variance to community priorities during the 2023 November Adjustments.
  - As per the Notice of Motion EC2024-0371, upon approval, we will *direct any 2023 ENMAX dividend amount, additional 2023 LAF amounts collected, and any other 2023 positive variance not already committed in the 2024 budget to the Fiscal Stability Reserve, committing those funds to inflationary or market pressures on existing capital projects.*
- Despite the challenges of increased service demand and complexity, population growth and inflation, we are delivering results for Calgarians.



## 2023-2026 Service Plans and Budgets





# Key results

## Housing



Responding to the housing crisis

2023 Housing Starts record  
**16,679 units** ↑ 31% since 2021



Approval of *Home is Here - The City of Calgary Housing Strategy 2023-2030*

**57 affordable housing units** were opened from the *Non-Market Land Sale*.

**227 new non-market** housing units approved.



Additional investments from the 2023 November Adjustments

\$33 million in ongoing and \$154.5 million in one-time and capital

## Public Safety



Addressing public safety concerns

In 2023, **69 percent** of Calgarians agreed that Calgary is safe.

Implemented *The Public Transit Safety Strategy*, perception of safety among transit users on CTrain



Platforms increased from 65 to 71 per cent.

Continued recruiting additional police and peace officers to improve public safety

\$21 million in ongoing and \$22 million in one-time and capital

## Transit



Keeping Calgary moving

**71 per cent** of Calgarians agree that Calgary Transit fares are affordable (2023 Fall Survey of Calgarians),

Total ridership reached **90 million**, ↑ 21% from 2022.

**Hired** 800 new operators and 27 new specialized transit vehicles to meet service demand and growing ridership.

Maintained **free fares for youth** 12 and under and a weekend group day pass.

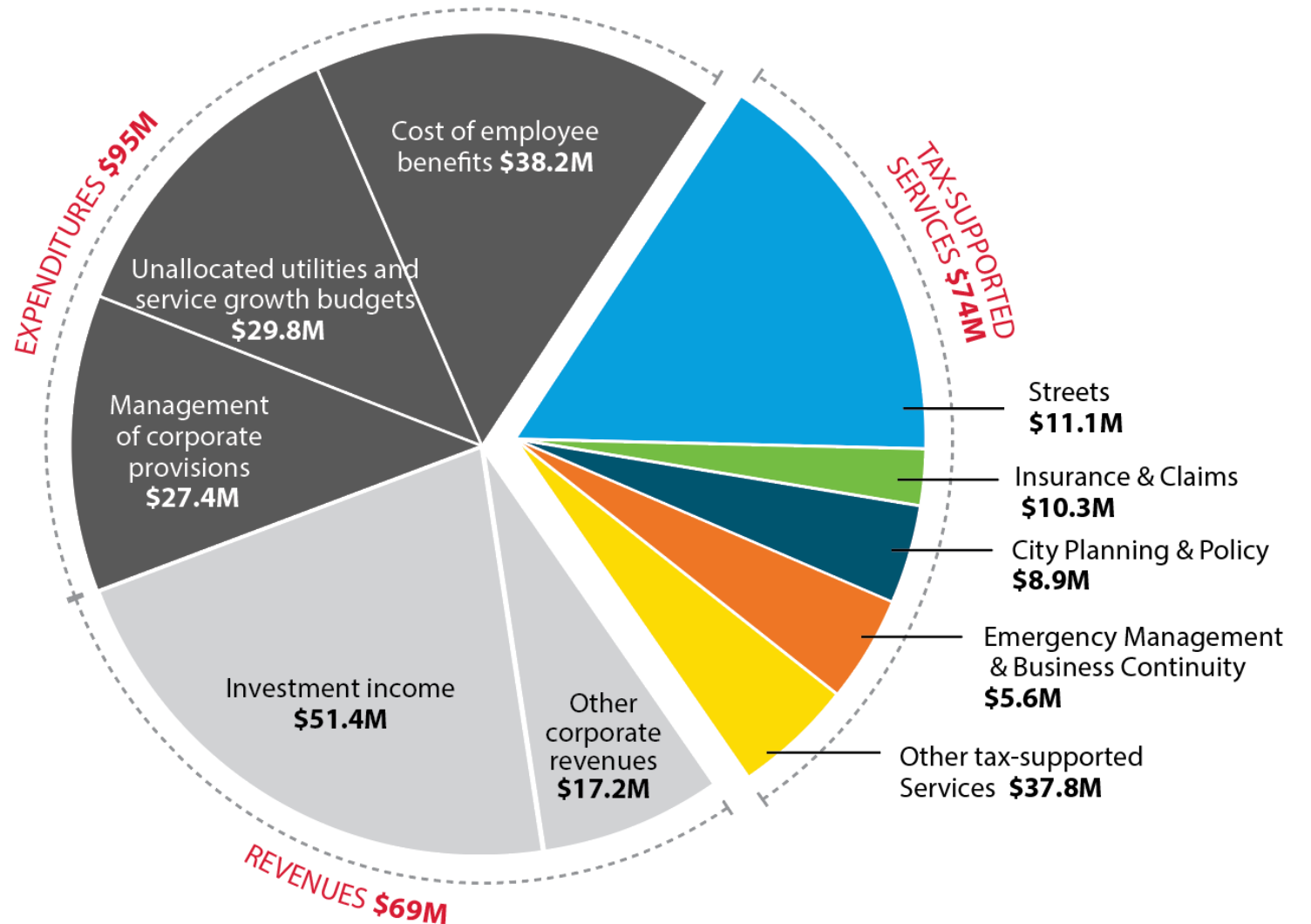


\$18 million in ongoing and \$79 million in one-time and capital



# We continue to manage our finances sustainably

The favourable 2023 operating budget variance is a combined effect of higher revenue, lower-than-expected corporate expenditures, and a favourable variance across several tax-supported services.





- Feedback sessions with Council members on performance measurement reporting.
- Determine and integrate key performance measures and indicators for priority areas.
- Investigate and implement technology solutions to improve efficiency and user experience.
- Determine optimal frequency of reporting progress to Council and Calgarians.

2023 Progress Update  
**Snapshot**

All further details on each of these items are found in either Attachment 3 - Progress Update or information submitted in the Attachment 4 - Service Updates.

<p><b>Housing</b></p> <p>Responding to the housing crisis</p> <p>2023 Housing Starts record <b>16,679 units</b> ↑ 31% since 2021.</p> <p>Approval of <i>Home is Here - The City of Calgary Housing Strategy 2023-2030</i>.</p> <p>Agreement for \$228 million to create over <b>6,800 units</b> in the next three years through the Housing Accelerator Fund Contribution.</p> <p><b>57 affordable housing units</b> were opened from the <i>Non-Market Land Sale</i>.</p> <p><b>227 new</b> non-market housing units approved.</p>	<p><b>Public safety</b></p> <p>Addressing public safety concerns</p> <p>In 2023, <b>69 per cent</b> of Calgarians agreed that Calgary is safe.</p> <p>Implemented <i>The Public Transit Safety Strategy</i>, perception of safety among transit users on CTrain Platforms increased from 65 to 71 per cent.</p> <p>Continued recruiting additional police and peace officers to improve public safety.</p> <p>Through the <i>Community Safety Investment Framework</i>, <b>\$17.8 million</b> was invested in <b>37 community</b> initiatives with the long-term outcome to improve the wellbeing of Calgarians.</p> <p><b>Addressed over 125 vacant and problem properties</b>, with demolition of 31 and the remediation of nine derelict or abandoned properties across the city.</p> <p>Enhanced SA (Always Available for All Ages and Abilities) pathway and bikeway network by:</p> <ul style="list-style-type: none"> <li>• Replacing <b>5,650 metres</b> of deteriorating pathways</li> <li>• Removing <b>134 posts</b> to improve accessibility</li> <li>• Adding <b>1,200 metres</b> of new pathways for better connectivity</li> </ul>	<p><b>Transit</b></p> <p>Keeping Calgary moving</p> <p><b>71 per cent</b> of Calgarians agree that Calgary Transit fares are affordable (2023 Fall Survey of Calgarians).</p> <p>Total ridership reached <b>90 million</b>, ↑ 21% from 2022.</p> <p><b>Hired 800</b> new operators and <b>added 27</b> new specialized transit vehicles to meet service demand and growing ridership.</p> <p>Maintained <b>free fares for youth 12</b> and under and a weekend group day pass.</p> <p><b>\$38 million annual subsidy</b> for sliding-scale low-income transit pass program.</p>	<p><b>Social equity</b></p> <p>Building a more inclusive and connected community</p> <p><b>67 per cent</b> of Calgarians agree they feel accepted regardless of their background, identity or lifestyle.</p> <p><b>77 per cent</b> of Calgarians agree they feel a sense of belonging in their neighbourhood.</p> <p>Increased support and removed barriers to access social services.</p> <p>Served <b>113,000</b> low-income Calgarians through Fair Entry program, seeing an increase in demand.</p> <p>Libraries attracted <b>6.74 million visitors</b> ↑ 37% since 2022. Adding a record <b>148,000 new members</b> covering 56 per cent of Calgary's population.</p> <p><b>17,800 visits</b> to FREE summer parks and recreation programs by over 7,000 people.</p> <p><i>The Indigenous Calgary After School Pilot Project</i> involved <b>120 children</b> across six locations.</p>	<p><b>Climate</b></p> <p>Investing in our future through climate action</p> <p>Community-wide greenhouse gas emissions 16.35 MtCO<sub>2</sub>e ↑ 3.5% since 2005.</p> <p>Community-wide greenhouse gas emissions per capita 12.12 tCO<sub>2</sub>e/person ↓ 26.7 since 2005.</p> <p><b>Approved 113 energy efficient and renewable energy projects</b> under the Clean Energy Improvement Program, reducing greenhouse gas emissions by an average of 30 per cent for those homes.</p> <p>Opened the 126-hectare <i>Haskayne Legacy Park</i> with Calgary's <b>first net-zero 2,400 square-foot pavilion building</b>.</p> <p>Restored approximately 65 hectares of park habitat.</p> <p>Planted <b>91,000 seedlings</b> and <b>6,385</b> large trees to restore Calgary's natural infrastructure.</p> <p><b>Saved over 1.5 billion litres of water</b> during stage 1 water restrictions (August to October).</p>	<p><b>Downtown revitalization</b></p> <p>Reimagining a vibrant core</p> <p>In 2023, the total downtown <b>taxable assessment base</b> ↑ 3.5 %.</p> <p><b>11 conversion projects approved</b> anticipating a removal of approx. 1.46 million square feet of vacant office space.</p> <p><i>The Calgary TELUS Convention Centre</i> brought <b>\$17 million in economic impact</b> in 2023, catching up pre-pandemic levels.</p> <p><i>BMO Centre Expansion Project</i> reached significant milestones in 2023 achieving weather tightness and full energization, is on budget and schedule for an anticipated grand opening during Stampede 2024.</p> <p><b>207 festivals and events</b> in 2023, ↑ 12% from last year.</p> <p><i>The Festival &amp; Event Subsidy Funding and Arts &amp; Culture Microgrant Funding</i> supported:</p> <ul style="list-style-type: none"> <li>• <b>2,073</b> local artists</li> <li>• <b>634</b> community groups</li> <li>• <b>530</b> local businesses</li> </ul>	<p><b>Land use and local area</b></p> <p>Modernizing community and industrial lands</p> <p><b>\$5.9 billion total building permit values</b> in 2023, the highest value since 2015.</p> <p>A total of <b>82 communities and industrial areas</b> were involved in creating modernized local area plans in 2023.</p> <p><b>29 additional communities</b> with approved modernized Local Area Plans.</p> <p><b>Issued 19,500 building permits</b>, granted occupancy on 15,600 new dwelling units. ↑ 9% from 2022.</p> <p>Registered a record <b>2,915 suites</b> through the <i>Secondary Suite Program</i>.</p>
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**33,100 people** are estimated to have moved to Calgary in 2023 – population growth of approx. 3 per cent.

2023 annual unemployment rate in Calgary is 6%.

In 2023 Calgary was named

- Friendliest city in the world<sup>1</sup>
- 7th most liveable city in the world<sup>2</sup>
- 3rd most diverse in Canada<sup>3</sup>
- most dynamic growing tech community<sup>4</sup>

Footnotes for award:

1. Conde Nast 2023 Readers Choice Awards;
2. Economist Intelligence Unit's 2023 Global Liveability Index;
3. Statistics Canada, Census 2016;
4. 2023 Global Startup Ecosystem Report by Startup Genome.



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