

**Community Services Report to  
Community Development Committee  
2024 May 01**

**ISC: UNRESTRICTED  
CD2024-0274**

**2023 Civic Partner Annual Report**

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**PURPOSE**

This report provides Council and Calgarians with a summary of the results that Civic Partners achieved with The City's investment of over \$136 million in operating funding in 2023. The report is part of the accountability measures in place for Civic Partners in alignment with the *Investing in Partnerships Policy* (CP2017-01).

**PREVIOUS COUNCIL DIRECTION**

The last accountability reporting for Civic Partners was the 2022 Civic Partner Annual Report (CD2023-0402) in 2023 May and the 2022 Civic Partner Audit Report (AC2023-0414) in 2023 June.

**RECOMMENDATION:**

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

**RECOMMENDATION OF THE COMMUNITY DEVELOPMENT COMMITTEE, 2024 MAY 1:**

That Council receive this report for the Corporate Record.

Excerpt from the Minutes of the Regular Meeting of the Community Development Committee, 2024 May 1:

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"A document entitled "2023 Platform Calgary Year in Review" was distributed with respect to Report CD2024-0274."

**CHIEF ADMINISTRATIVE OFFICER/GENERAL MANAGER COMMENTS**

GM Katie Black concurs with the content of this report.

**HIGHLIGHTS**

- This report includes a detailed attachment for each of the 20 Civic Partners with an operating grant from The City in 2023 (Attachments 4 through 23) organized by line of service. Each Partner attachment includes a summary cover sheet with a Results Based Accountability snapshot and detailed information collected in a standard template that includes key results, performance measures and other highlights.
- In 2023, Civic Partners leveraged over \$136 million in operating grants from The City including \$7.4 million in one time-funding to support the delivery of targeted programs and services to Calgarians, advance City strategies and contribute to the operation and management of City-owned assets.
- Civic Partners support and enhance results under nine services in the One Calgary Service Plans and Budgets. They effectively multiply The City's investments with other resources to enhance quality of life for Calgarians and contribute to a vibrant economy and community.

## 2023 Civic Partner Annual Report

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- This report is part of a broader accountability framework that aligns with requirements in the *Investing in Partnerships Policy* and supports transparency and due diligence processes for The City's Civic Partners. The 2023 Civic Partner Audit Report (AC2024-0282) is a companion report that will be presented to Audit Committee on 2024 June 13.

### DISCUSSION

Each year, The City partners with external organizations to provide effective programs and services in targeted areas, develop and advance strategies and construct, manage and operate City-owned assets. 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* based on the level of investment.

This report is part of the accountability requirements for the 20 Civic Partner organizations that received operating funding in 2023. Each Civic Partner's relationship with The City and responsibilities and requirements are guided by the Partner's legal structure and agreements in place. Civic Partners are structured as a mix of wholly-owned subsidiaries, legislated bodies and independent organizations.

The City's relationships with Civic Partners are mutually beneficial and focus on achieving agreed-upon results for Calgarians. In 2023, The City's investment in the Civic Partners included in this report was over \$136 million in operating grants including \$7.4 million in one-time funding. The City also invested \$17 million in capital grants for lifecycle of City-owned assets managed and operated by these Partners and \$7 million for one-time capital projects (Attachment 2). Overall, Civic Partners effectively leveraged The City's investments through earned revenue, donations, volunteers, grants, and other resources.

### 2023 Results:

- **Calgary Economic Development** enhanced Calgary's economic resilience by supporting the creation or retention of more than 7,000 jobs and attracting \$734 million in investment. **Tourism Calgary** attracted meetings, conventions and sport and cultural events that contributed more than \$225 million in direct economic impact. The **Calgary TELUS Convention Centre** hosted 226 events that contributed over \$110 million in economic impact. **Platform Calgary** delivered programming to 1,670 clients and the 27 companies in the Platform Incubator program raised more than \$8.5 million to support their growth.
- **Arts Commons** experienced a 41 per cent increase in venue usage and continued to undertake proof of concept work.
- Overall, cultural attractions partners drew over 2.6 million visitors, with over approximately 1.5 million visitors to the **Calgary Zoo**, 618 thousand to **Heritage Park**, 12 thousand to **Fort Calgary**, 428 thousand to **TELUS Spark** and 52 thousand to the **Hangar Flight Museum**.
- **Calgary Arts Development Authority** invested over \$10.7 million in arts organizations and \$3.6 million in individual artists and collectives. **Contemporary Calgary** saw continued growth in its attendance levels to over 55 thousand visitors and focused on partnering to share space and resources.
- Civic Partners enhanced the social resilience of Calgarians by offering a broad range of community-based initiatives. The **Calgary Public Library** saw its highest ever circulation

## 2023 Civic Partner Annual Report

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and had 6.7 million visits. The Central Library celebrated its fifth birthday and has welcomed more than five million visitors since opening. **Silvera for Seniors** welcomed 219 new residents to their supportive living housing for low-income seniors and 80 per cent of its residents reported feeling connected to their local neighbourhood. **Vibrant Communities Calgary** released *Beneath the Surface*, a report examining 50 indicators of well-being and partnered with the University of Calgary's School of Public Policy to explore the circumstances that put people at risk of homelessness.

- The **MNP Community & Sport Centre** hosted 50 events that brought more than \$4 million in economic impact and continued to be a hub for four community associations, downtown commuters and Calgarians from across the city. **Sport Calgary** continued to deliver results through partnerships with social agencies, community collaboratives and organizations in the sport, physical activity and recreation sector. **Parks Foundation** leveraged funding to support 122 community projects, including 30 new projects and awarded grants to 27 sport and community organizations. **Heritage Calgary** continued to see growth in the inventory of historical resources and supported Calgarians through events, walking tours, site visits, videos and research papers.
- In 2023, more than 9,000 Calgarians generously volunteered more than 211,000 hours with Civic Partners.

Attachments 4 through 23 include detailed templates submitted by each Civic Partner with a covering Results Based Accountability snapshot prepared by Administration and reviewed by each Partner. New sections in this year's template provided space for Civic Partners to report key results that advanced their organizational strategies, the qualitative impacts of their work, and highlights for the current year (2024).

Administration continues to work closely with Civic Partners to achieve results for Calgarians and this report is one tool that supports 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 |

Templates submitted by each Civic Partner are included in Attachments 4 through 23. The Attachments are ordered based on the proposed order of speakers for the Committee meeting and where possible, are grouped together by their alignment with The City's One Calgary Service Plans and Budgets in the following sequence: Community Strategies, Economic Development and Tourism, Parks and Open Spaces, City Planning and Policy, Recreation Opportunities, Arts and Culture, Affordable Housing, Library Services, and Neighbourhood Supports.

## 2023 Civic Partner Annual Report

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### IMPLICATIONS

#### Social

Civic Partners support a high quality of life for Calgarians by encouraging collaboration to reduce poverty and grow the local economy. They support entrepreneurs and operate cultural attractions that offer experiences and learning related to arts and culture, conservation, history and science. They help develop new parks and open spaces, support heritage conservation and offer opportunities to engage in sports and recreation. They enhance local arts and culture opportunities, support low-income Calgarians through access to programs including affordable housing for low-income seniors, offer community library services and support the vibrancy of local neighbourhoods. Within their individual operations they work to address and advance diversity, inclusion and equity, and advance Truth and Reconciliation.

#### 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 a foundation of a healthy and vibrant local economy. Civic Partners, particularly those that directly support delivery of The City's Economic Development and Tourism line of service, provide 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; Existing capital funding – one-time

Existing operating funding – base: \$136,085,604

Existing capital funding – one-time: \$23,965,746

### 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 partnering with external organizations. Other activities include ongoing partnership management and monitoring of financial performance and risk management practices that will be reported to the Audit Committee in the 2023 Civic Partner Audit Report (AC2024-0282) on 2024 June 13.

The development of a new Civic Partner Operating Grant Program, following the Terms of Reference approved by Council (CD2024-0752), to be implemented for the November 2025 budget adjustments process, will also support risk management throughout the cycle of partnering.

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### **ATTACHMENTS**

1. Background and Previous Council Direction
2. Civic Partner Grant Funding 2021-2024
3. Civic Partner Annual Report Template Sample
4. VCC Initiatives Ltd. (Vibrant Communities Calgary)
5. Aero Space Museum Association of Calgary (The Hangar Flight Museum)
6. Tourism Calgary - Calgary Convention and Visitors Bureau
7. Platform Calgary
8. Heritage Park Society
9. Calgary Science Centre Society (TELUS Spark)
10. Fort Calgary Preservation Society
11. Calgary Zoological Society
12. Calgary Convention Centre Authority (Calgary TELUS Convention Centre)
13. Calgary Economic Development Ltd.
14. Arts Commons
15. Parks Foundation Calgary
16. Heritage Calgary
17. Calgary Sport Council Society (Sport Calgary)
18. Lindsay Park Sports Society (MNP Community & Sport Centre)
19. Calgary Arts Development Authority Ltd.
20. Contemporary Calgary Arts Society
21. Silvera for Seniors
22. Calgary Public Library Board
23. Federation of Calgary Communities
24. Administration Presentation
25. VCC Initiatives Ltd. (Vibrant Communities Calgary) Presentation
26. Aero Space Museum Association of Calgary (The Hangar Flight Museum) Presentation
27. Tourism Calgary – Calgary Convention and Visitors Bureau Presentation
28. Platform Calgary Presentation
29. Heritage Park Society Presentation
30. Calgary Science Centre Society (TELUS Spark) Presentation
31. Fort Calgary Preservation Society Presentation
32. Calgary Zoological Society Presentation
33. Calgary Convention Centre Authority (Calgary TELUS Convention Centre) Presentation
34. Calgary Economic Development Ltd. Presentation
35. Arts Commons Presentation
36. Parks Foundation Calgary Presentation
37. Heritage Calgary Presentation
38. Calgary Sport Council Society (Sport Calgary) Presentation
39. Lindsay Park Sports Society (MNP Community & Sport Centre) Presentation
40. Calgary Arts Development Authority Ltd. Presentation
41. Contemporary Calgary Arts Society Presentation
42. Silvera for Seniors Presentation
43. Calgary Public Library Board Presentation
44. Federation of Calgary Communities Presentation
- 45. Platform Calgary Presentation**

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Department Circulation

General Manager/Director	Department	Approve/Consult/Inform
Katie Black	Community Services	Approve
Tim Keane	Planning and Development Services	Inform
Carla Male	Corporate Planning and Financial Services	Inform

Author: Partnerships business unit

**City Clerks: C. Doi / J. Booth**