



26/05/2016



2015 Civic Partner Annual Report

Calgary Parking Authority

May 27, 2016

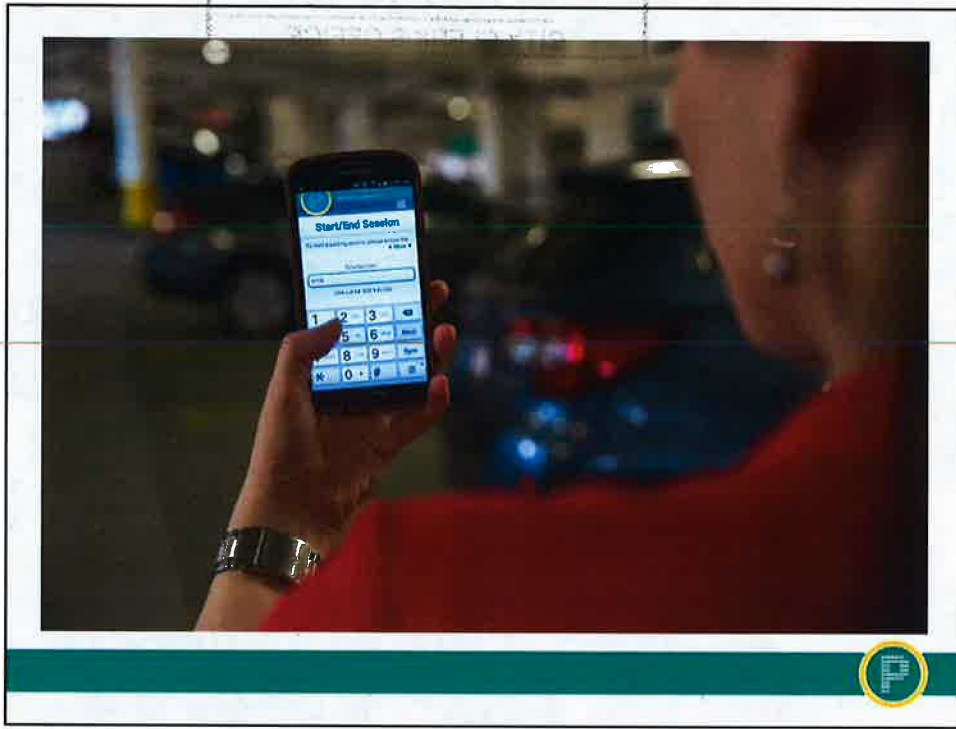
Mike Derbyshire, ICD.D, CRM
General Manager

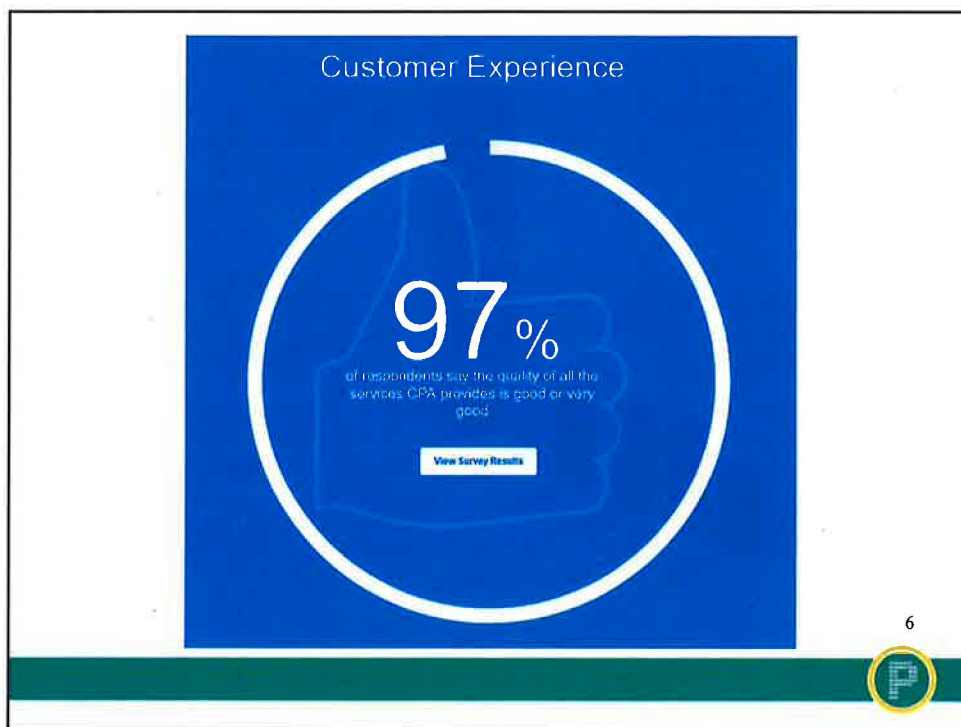
2015 Successes

- Contribution to The City of Calgary \$21 million
- Employee engagement survey – 94%
- Fixed cameras and LED lighting
- Sales & Marketing of ParkPlus System
- Transitioned enforcement in-house
- New customers
- Small businesses, BRZs
- Green initiatives
- Social responsibility
- Land deals



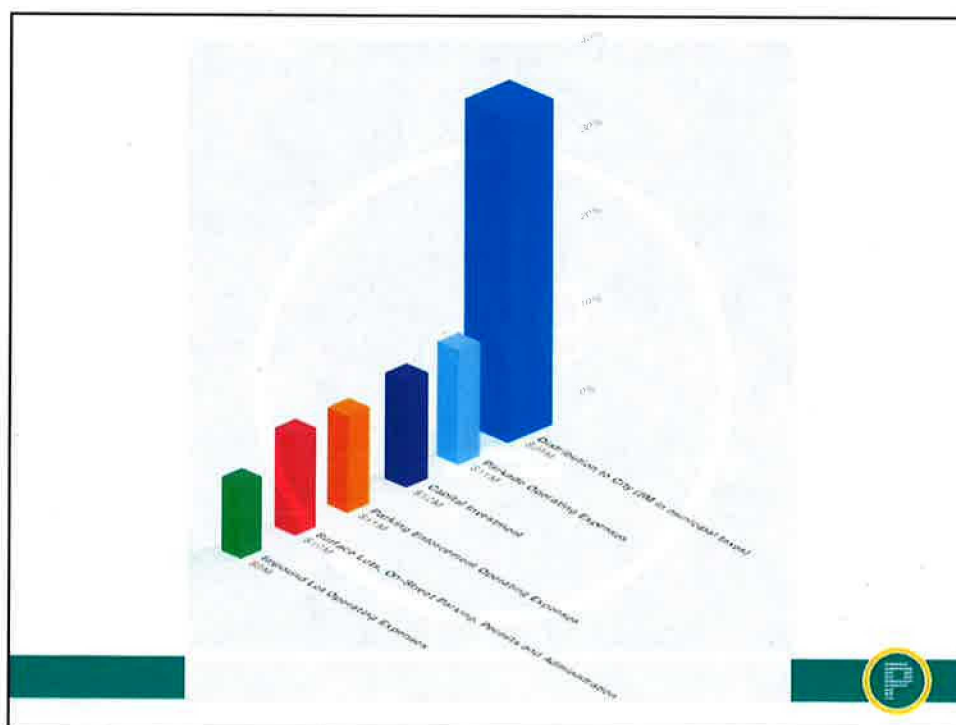
CITY OF CALGARY
RECEIVED
IN ENGINEERING TRADITIONS ROOM
MAY 27 2016
ITEM: 095016-0589

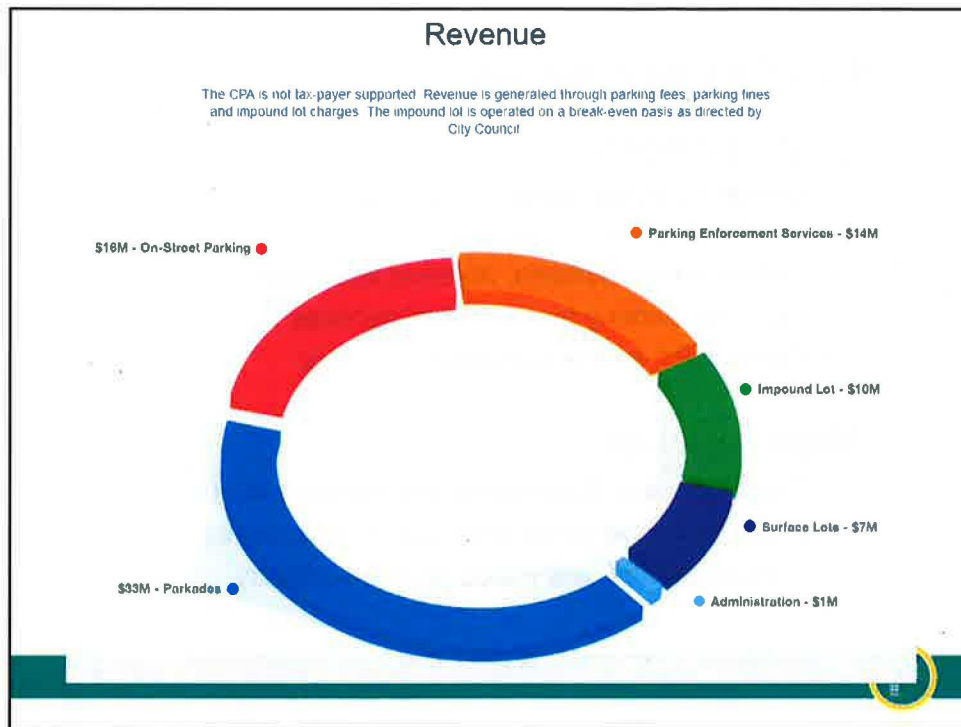




Performance Highlights

SELECTED KEY PERFORMANCE MEASURES





2016 Strategic Issues

- Key strategic risks
 - Downturn in economy
 - Parking demand reduction
 - Marketing ParkPlus

2016 Strategic Issues

Corporate goals

- Deliver customer centric service and communication
- Optimize expenditures, revenue and assets
- Optimize parking management services
- Foster CPA as the workplace of choice

Major initiatives

- ParkPlus sales & marketing and enhancements
- Explore joint-ventures multi-use developments
- Construction of new impound lot new facility



Questions and Discussion

