



2024 Mid-Year Progress Update

EC2024-0856

2024 September 4

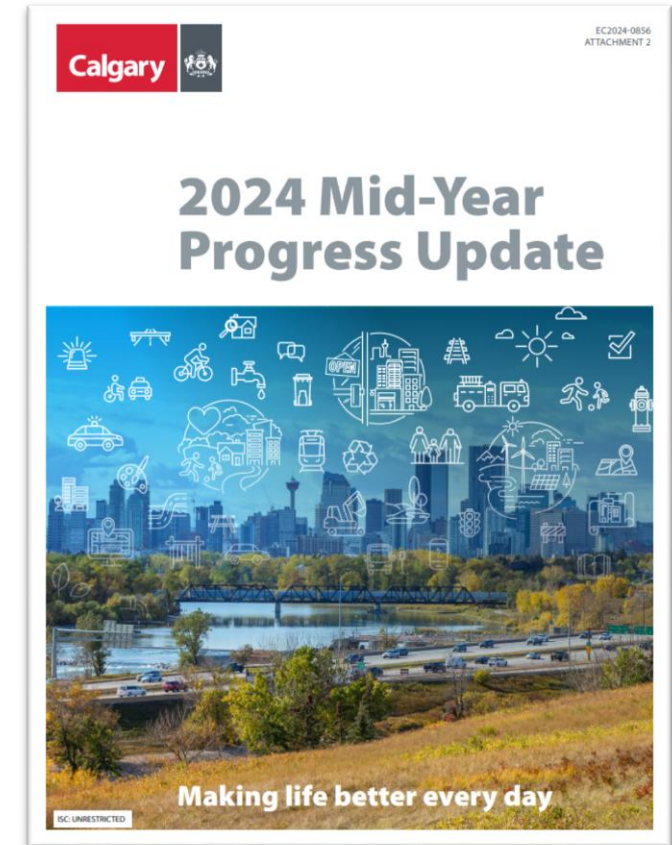


Recommendations

That the Executive Committee recommends that Council:

- Use the 2024 Mid-Year Progress Update as one input to the ongoing discussions leading up to the Mid-Cycle Adjustments to the 2023-2026 Service Plans and Budgets.

- We made progress on delivering our service plans & budgets including in council priority areas.
- Population growth and inflation are outstripping spending making it increasingly difficult to maintain service levels, and citizen satisfaction with City services overall is falling.
- We continue to do our best to meet the needs of Calgarians with the resources we have and ensure long-term financial sustainability.
- In the first 6 months of 2024 we:
 - had a favourable operating variance of \$117 million
 - spent 39.6% of the \$2 billion capital budget, up from 15% at this time last year





Calgary is a leader in property tax affordability



2.2%



2.6%



2.9%



4.2%



5.6%

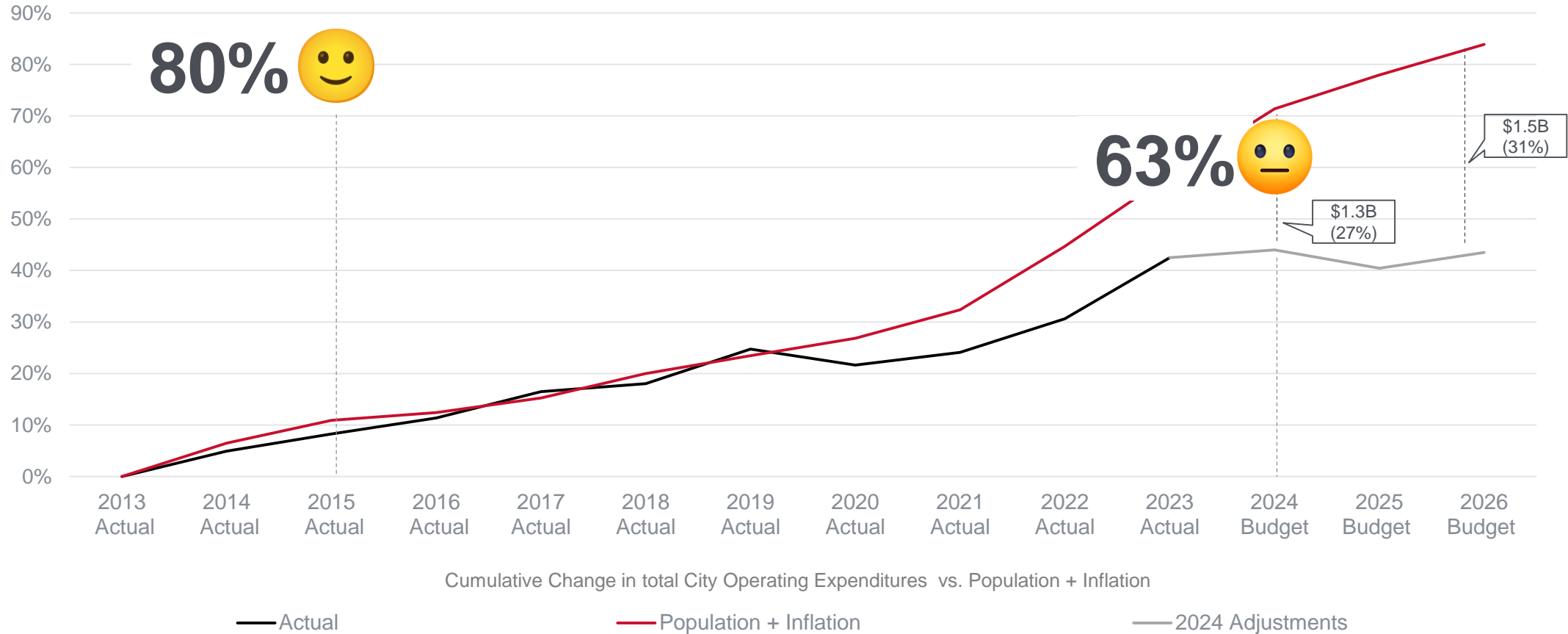


5.9%

of household income spent
on municipal property taxes



Population growth and inflation are outstripping spending and overall satisfaction is falling





Some of the services most important to Calgarians are being impacted



Response times

- Fire first-in unit response within 6 minutes, 30 seconds
- Citizen satisfaction for Calgary 9-1-1
- Average time for snow clearing at target of ~25 hours



5%
Vs same period 2023



7%
Vs 2023



Processing timelines

- Building permit applications meeting processing timelines
- Number of building inspections booked within two business days



15%
Vs 2023



25%
Since 2022



Some of the services most important to Calgarians are being impacted



Water utility

- 25 days of water conservation*, expected to increase due to water restriction currently in effect
- Wastewater continues to surpasses legislated standard 100% of the time.
- Catch basin pooling complaints are lower than previous years.



Conditions of our assets and buildings

- Pavement in good/very good condition
- 46% of playgrounds are >20 years (average useful life)



3%
Vs 2023



* Mid-year data



Investments have enabled significant progress in priority areas



Housing

- 8,954 new housing starts



31%

Vs same period 2023



Public safety

- Overall perceived safety 73%
- Crime Severity Index 72.5%



2%

Vs fall 2023



9.6%

2023 Vs 2022



Lowest in last 9 years



Transit

- Ridership increased, boardings reached pre-pandemic levels
- Decrease social disorder calls in downtown C-train platforms



17%

Vs same period 2023

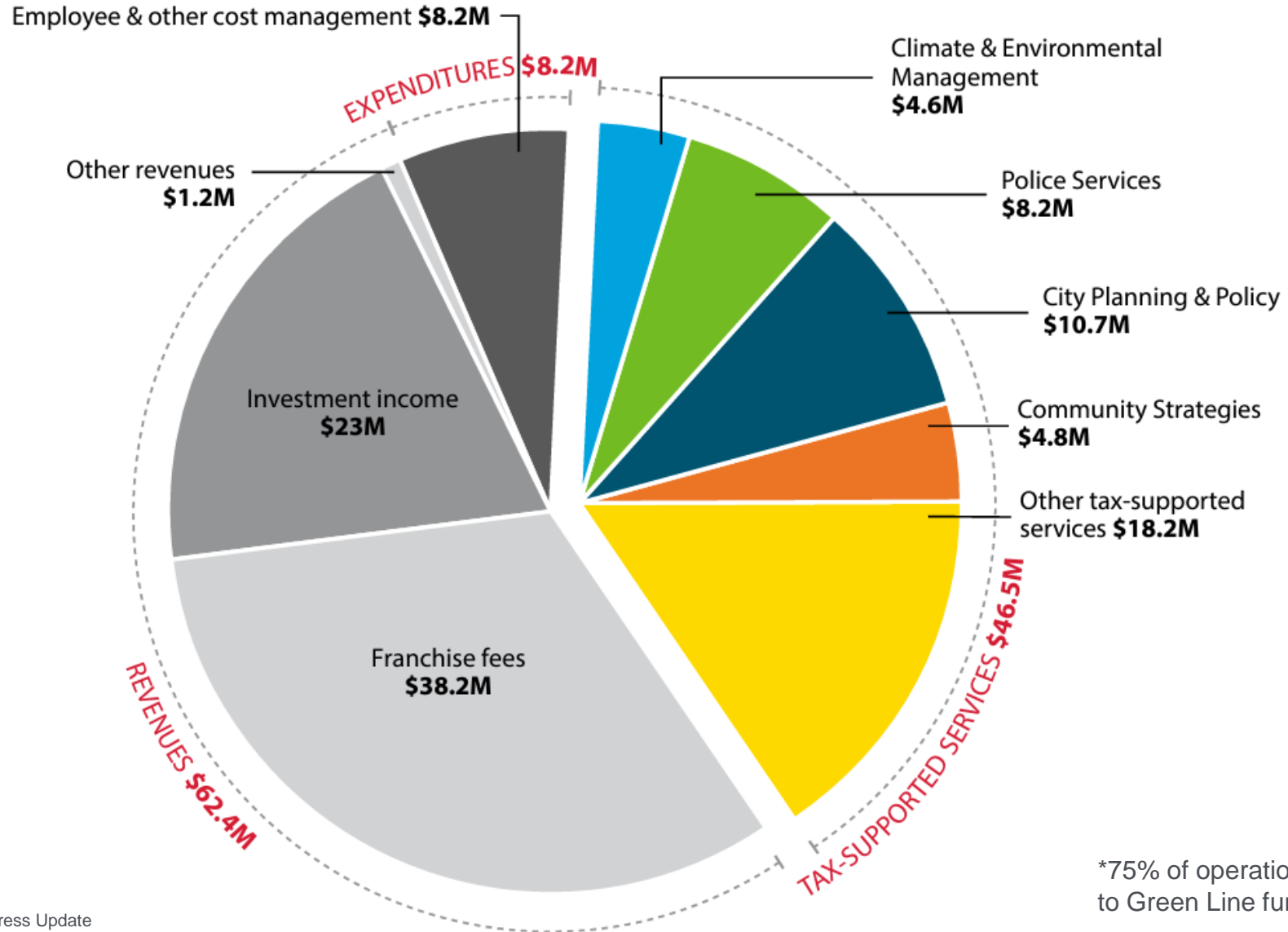


26%

Vs same period 2023



Mid-Year Operating Variance is \$117 million favourable*



*75% of operational savings contribute to Green Line funding strategy



Capital spend rate has increased

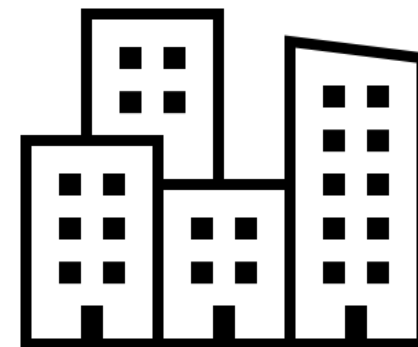
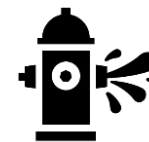
39%

vs

15%

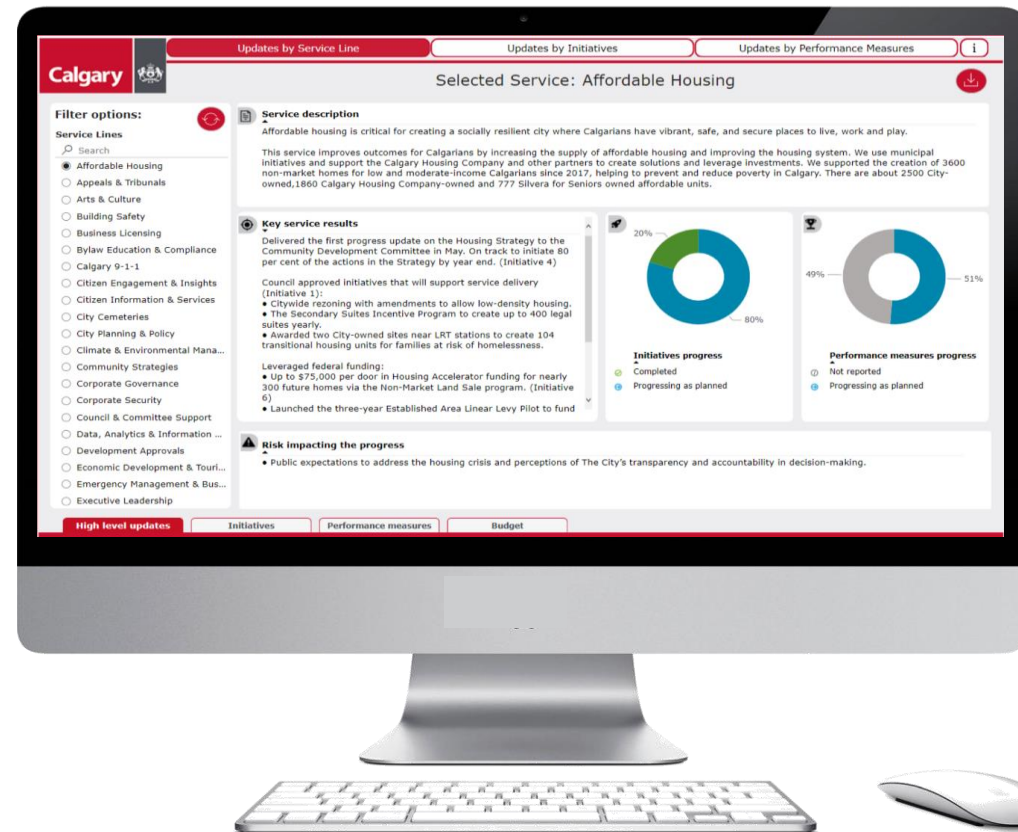
2024 MID-YEAR SPEND AT \$0.8 BILLION

2023 MID-YEAR SPEND AT \$0.4 BILLION





Improving reporting



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