

Community Services Report to
Community Development Committee
2025 May 22

ISC: UNRESTRICTED
CD2025-0168

2024 Civic Partner Annual Report

PURPOSE

This report provides Council and Calgarians with a summary of the results achieved by The City's Civic Partners through The City's investment of over \$140 million in base and one-time operating funding in 2024. It delivers on a continued commitment to accountability and transparency in alignment with the *Investing in Partnerships Policy* (CP2017-01). This report is a companion report to the Civic Partner Audit report that will be presented to Audit Committee on 2025, June 5.

PREVIOUS COUNCIL DIRECTION

As directed by Council, a Civic Partner Annual Report has been presented to a Committee of Council every year since 2010, including the 2023 Civic Partner Annual Report (CD2024-0274) in 2024 May. A more detailed list is included in Attachment 1.

RECOMMENDATION:

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

RECOMMENDATION OF THE COMMUNITY DEVELOPMENT COMMITTEE, 2025 MAY 22:

That Council receive this report for the Corporate Record.

Excerpt from the Minutes of the Regular Meeting of the Community Development Meeting, held 2025 May 22:

"A clerical correction was noted in the header of Attachments 1-44, by deleting the words "CD2025-1068" and by substituting with the words "CD2025-0168".

The following documents were distributed with respect to Report CD2025-0168:

- A presentation entitled "Platform Calgary Impact Report";
- Revised Attachment 29; and
- Revised Attachment 41."

CHIEF ADMINISTRATIVE OFFICER/GENERAL MANAGER COMMENTS

GM Katie Black concurs with the contents of this report.

HIGHLIGHTS

- Civic Partners play a foundational role in advancing results across nine services identified in the 2023-2026 Service Plans and Budget. They amplify The City's investments by leveraging specialized expertise, strategic relationships, funding, and community engagement.

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- In 2024, Civic Partners leveraged over \$140 million in operating grants, including \$6.3 million in one-time funding from The City (Attachment 2), to deliver targeted programs and services for Calgarians and communities.
- The City's investment helps advance citizen and Council Priorities and supports the effective operation and management of City-owned assets.
- This report includes detailed attachments from 20 Civic Partners with base operating funding in 2024, including a Results Based Accountability template paired with detailed information about key results, performance measures, and other milestones achieved in 2024 (Attachment 3).

DISCUSSION

Each year, The City partners with external organizations to deliver effective programs and services in targeted areas, develop and advance strategies, and construct, manage and operate City-owned assets. Guided by the *Investing in Partnerships Policy* (CP2017-01), The City makes its most significant investment of operating grant funding in "Civic Partners", a category of partner defined in the Policy based on the level of investment.

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This report fulfills the accountability requirements for the 20 Civic Partners organizations that received base operating funding in 2024. Each Civic Partner's relationship with The City, along with its responsibilities and obligations, is unique and governed by its legal structure and the agreements in place. Civic Partners are structured as wholly-owned subsidiaries, legislated bodies, and independent organizations.

In 2024, The City invested over \$140 million in operating grants in Civic Partners, including \$6.3 million in one-time funding as approved by Council in the 2023-2026 Service Plans and Budgets. The City also invested \$31.7 million in capital grants to support the lifecycle of City-owned assets managed and operated by Civic Partners and the advancement of major capital projects. These investments support Civic Partners to contribute to a high quality of life in Calgary and support the resilience of individual Calgarians, entrepreneurs, communities, and business sectors.

Highlights of 2024 results:

- **Calgary Economic Development** contributed to the city's growth, supporting the creation of approximately 7,500 jobs and attracting \$719 million in investment. **Tourism Calgary** generated \$265 million in economic impact through 186 events, supporting over 1,150 member businesses. **The Calgary TELUS Convention Centre** hosted close to 200 events that generated over \$110 million in economic impact and celebrated 50 years of being a community and business hub. **Platform Calgary** attracted over 140,000 people to the Platform Innovation Centre, supported the graduation of seven companies, and launched two new cohorts through the Platform Incubator Program, helping startups raise over \$8.5 million for hiring and growth.
- **Arts Commons** delivered over 2,000 activities, including performances, graduations, education programs, and lectures, reaching over 184,000 ticketed audience members. The **Calgary Zoo**, Canada's most popular zoo, saw 1.5 million visits and grew its membership to 101,000. Cultural landmarks such as **Heritage Park** saw 646,000

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visits, **The Confluence Historic site and Parkland** welcomed 9,000 visits, the **TELUS Spark** had 405,000 visits, and the **Hangar Flight Museum** received 47,000 visitors in 2024.

- **Calgary Arts Development Authority** invested almost \$15 million through 659 grants, fostering creativity across Calgary's arts scene. **Contemporary Calgary** continued its growth, attracting more than 24,000 visitors, while securing a \$40 million investment for a future facility expansion.
- **Calgary Public Library** reached a new milestone with over 818,000 members and over 15 million circulations. **Silvera for Seniors** provided safe, affordable supportive living housing for more than 200 low-income seniors, helping them feel more connected to their communities. **Vibrant Communities Calgary** released *No Place to Go*, a report completed with the University of Calgary that explored factors contributing to social disorder on Calgary's transit system, drawing on 160 research papers and analyzing 50 indicators of well-being.
- **MNP Community & Sport Centre** hosted over 50 events in 2024, generating more than \$3.4 million in economic impact, while serving as a central hub for community associations. **Sport Calgary** continued to break down barriers by broadening sport access for all Calgarians through partnerships with community organizations, sport facilities, other Civic Partners, and service providers.
- The **Parks Foundation** supported 127 community-led projects, including 58 new initiatives, and awarded grants to 27 sport and community organizations, helping create 21 new community spaces. **Heritage Calgary** continued to grow the Inventory of Historical Resources and engaged Calgarians through educational programming offered at events and through accessible online content, including videos and blogs.
- **Federation of Calgary Communities** supported 156 community associations and over 100 service member organizations through educational programs designed to strengthen their capacity, foster resources for project development, fundraising, and organizational guidance.
- In 2024, more than 5,000 Calgarians generously volunteered more than 159,000 hours with Civic Partners.

Attachments 4 through 23 contain detailed templates provided by each Civic Partner, accompanied by a Results-Based Accountability snapshot developed by Administration and validated by Civic Partners.

Administration continues to work closely with Civic Partners to deliver meaningful results for Calgarians. This report serves as a key tool to support transparency and accountability to both Council and Calgarians (Attachment 24).

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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 |

Attachments 25 through 44 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 2023-2026 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.

IMPLICATIONS

Social

Civic Partners support entrepreneurship and operate cultural institutions that provide enriching experiences in arts, culture, conservation, history, and science contributing to lifelong learning and civic pride. They help shape Calgary's physical and social landscapes by developing parks and open spaces, supporting heritage conservation, and creating opportunities for recreation and sport. Their programs enhance access to arts and cultural experiences, provide support for low-income Calgarians, including affordable housing for seniors and ensure public resources have an expanded reach.

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

The Council-approved *Uplook: An Action Plan for Calgary's Economy* guides the collaborative efforts of Civic Partners to achieve economic development and tourism outcomes. Civic Partners' actions shape the quality of life for Calgarians by supporting a vibrant local economy. Civic Partners, particularly those delivering under the Economic Development and Tourism line of services, support and lead activities that enhance the attraction of Calgary as a destination, enhance our global reputation, and strengthen the livability of our communities.

Service and Financial Implications

Existing operating funding

\$140,733,396

Existing capital funding – one time

\$31,736,700

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RISK

The Civic Partner Annual Report is a key element of a broader accountability framework designed to mitigate The City's financial and reputational risks associated with partnering with external organizations. This framework includes ongoing partnership management, oversight, and the financial monitoring of performance and risk management practices. A separate report, the Civic Partner Audit Report (AC2025-0366), will be reported to the Audit Committee on 2025 June 05.

Risk management related to Civic Partners is also supported by the implementation of a new Civic Partner Operating Grant Program guided by Council-approved Terms of Reference (CD2024-0752) that will bring 2026 base operating funding recommendations to the November 2025 budget adjustments process.

ATTACHMENTS

1. Background and Previous Council Direction
2. Civic Partner Grant Funding 2022-2025
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 - Calgary Convention and Visitors Bureau
9. Aero Space Museum Association of Calgary (The Hangar Flight Museum)
10. Calgary Science Centre Society (TELUS Spark)
11. Calgary Zoological Society
12. The Confluence Historic Site and Parkland Society
13. Heritage Park Society
14. Arts Commons (Werklund Centre)
15. Calgary Public Library Board
16. Calgary Sport Council Society (Sport Calgary)
17. Lindsay Park Sports Society (MNP Community & Sport Centre)
18. Parks Foundation Calgary
19. Calgary Arts Development Authority Ltd.
20. Contemporary Calgary Arts Society
21. Federation of Calgary Communities
22. Silvera for Seniors
23. VCC Initiatives Ltd. (Vibrant Communities Calgary)
24. Administration Presentation
25. Heritage Calgary Presentation
26. Calgary Convention Centre Authority (Calgary TELUS Convention Centre) Presentation
27. Calgary Economic Development Ltd. Presentation
28. Platform Calgary Presentation
- 29. Tourism Calgary - Calgary Convention and Visitors Bureau Presentation**
30. Aero Space Museum Association of Calgary (The Hangar Flight Museum) Presentation
31. Calgary Science Centre Society (TELUS Spark) Presentation
32. Calgary Zoological Society Presentation

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- 33. The Confluence Historic Site and Parkland Society Presentation
- 34. Heritage Park Society Presentation
- 35. Arts Commons (Werklund Centre) Presentation
- 36. Calgary Public Library Board Presentation
- 37. Calgary Sport Council Society (Sport Calgary)
- 38. Lindsay Park Sports Society (MNP Community & Sport Centre)
- 39. Parks Foundation Calgary Presentation
- 40. Calgary Arts Development Authority Ltd. Presentation
- 41. Contemporary Calgary Arts Society Presentation**
- 42. Federation of Calgary Communities Presentation
- 43. Silvera for Seniors Presentation
- 44. VCC Initiatives Ltd. (Vibrant Communities Calgary) Presentation
- 45. Calgary Platform Impact Report**

Department Circulation

General Manager/Director	Department	Approve/Consult/Inform
Katie Black	Community Services	Approve

Author: Major Partners, Partnerships

City Clerks: A. Lennox / R. Derwanz