



Calgary

2017 Results

Engaging conservation encounters

- 1.2M guests
- 620,000 Calgarians include:
 - 13,300 subsidized ZooShare
 - 81,000 students
- 580,000 out-of-town visitors
- 663,000 interpretive interactions



Abundant urban forest and spectacular horticulture program

- effective stewardship of 7000+ trees, double City's goal of 20% coverage
- sequesters significant CO2; home to wildlife and many pollinators
- home of the world-class Dorothy Harvie Botanical gardens
- managed by our own professionally certified horticulturalists

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2017 Results

Flexible and Engaged Staff

- on track to become an employer of choice
- secured more flexibility to staff according to needs
- growing volunteer program engaged in interpretation, education, animal care, guest support and provided \$640,000 of value; completing Volunteer Canada certification

Growing Membership

- 75,000 on December 31, 2017; now 89,000!
- 334 new free refugee members



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2017 Results

\$60M in Capital Projects Completed

- Land of Lemurs opened July 5, 2017
- Pathway to Pandas 98% completed
- Improved site access and on-line portal
- New "swing bridge" completed
- flood mitigation completed (City project)
- new 12 Street Bridge completed (City project)



Financial Health

- total revenues \$56.2M including external restricted funds, up 7.9%
- economic impact up 5% to \$112.4M (Grant Thornton report)
- City operating grant represents 14% of total revenues
- responsible investment in lifecycle maintenance, guest experience, future capital and wildlife conservation

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2017 Performance

Visitor Satisfaction

- challenged by impact in 2016 and 2017 of three capital projects: flood mitigation, 12 Street Bridge and Panda Passage; all now complete – active, effective visitor retention strategies
- anticipate guest ratings will rise to prior levels of 77% or better in 2018

Conservation Impact

- 85% of guests now aware that the Calgary Zoo is a conservation organization
- equipping guests to take personal action for conservation (pollinator gardens, Rainforest Alliance certified products, Oceanwise, etc.)
- reduced waste to landfill by over 50%; certified pollinator friendly

Lifecycle Maintenance

- \$8.2M total internal investment in existing buildings and facilities (\$1.1M from CPRiPS)



Resilience and Innovation

Collaboration Focus

- Recognized world leading conservation reputation and initiatives – innovative public/private partnerships and collaborations

Effective Governance and Management

- diverse community/stakeholder centered governance and oversight
- proven operational stewardship, effective risk management, responsible land and capital upkeep
- diligent, flexible and responsive
- high quality public-facing capital projects delivered on time, on budget
- ongoing negotiation of new lease and operating agreement that reflects our organizational maturity

Calgary



Questions?



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