



One Calgary – A Healthy & Green City

Standing Policy Committee on Utilities & Corporate Services

September 12, 2018



Calgary is a leader in caring about the health of the environment and promotes resilient neighbourhoods where residents connect with one another and can live active, healthy lifestyles.



Contributing services

- Environmental Management
- Parks & Open Spaces*
- Recreation Opportunities*
- Stormwater Management
- Urban Forestry
- Waste & Recycling
- Wastewater Collection & Treatment
- Water Treatment & Supply

**Service includes Civic Partners*





Environmental
Management

Parks & Open
Spaces

Recreation
Opportunities

Stormwater
Management

Urban Forestry

Waste & Recycling

Wastewater Collection
& Treatment

Water Treatment &
Supply





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Community & individual well-being



92%

feel parks, playgrounds, recreation facilities are important to quality of life



4.3M

visits per year at City operated recreational facilities

Public health & environment



97%

support increasing urban forest canopy



300,000 litres

of wastewater treated per minute

Resilience & stewardship



89%

satisfied with services aimed at helping Calgarians reduce environmental impact



\$150M towards

projects that have reduced risk of river flood damage



Long-term plans and policy

Office Consolidation
2017 August

THE CITY OF CALGARY
Municipal Development Plan

Adopted by Council
September 2009

calgary.ca | call 3-1-1

**CALGARY...
A CITY OF TREES**
Parks Urban Forest Strategic Plan
June 2007

www.calgary.ca/parks call 3-1-1

Not only
does recreation
replenish the
body, inspire
the mind,
and feed the
soul, it also
enriches families,
builds community
and defines
a city.



Recreation MASTER PLAN
2010-2020



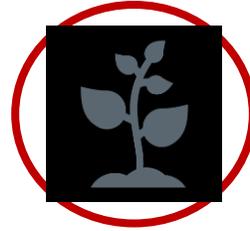
Climate Resilience Strategy
Mitigation & Adaptation Action Plans
Calgary 2018



What Council has directed



- Create communities that support healthy lifestyles and reduce social isolation
- Develop public meeting places that can be used by all Calgarians during all seasons



- Address climate change in a way that engages Calgarians
- Leverage incentives that focus on the economic benefits of addressing climate change



- Implement accessible and affordable recreational programs and opportunities
- Continuous investment in recreation facilities that address the changing needs of Calgarians



- Embrace a low carbon economy
- Foster alternative energies
- Reduce adverse impacts and vulnerabilities resulting from climate change



- Continue to make parks and green spaces a priority
- Proactively seek to increase green space



- Focus on achieving future water security
- Integrate watershed management into policies, plans and decisions



What we heard from Calgarians

Importance

The services where **90% or more** citizens say this service is **very or somewhat important** are:

-  Water Treatment & Supply
-  Wastewater Collection & Treatment
-  Parks & Open Spaces
-  Stormwater Management
-  Urban Forestry
-  Residential Black Cart Service
-  Environmental Management
-  Residential Blue Cart Services
-  City Operated Recreation Facilities

Investment

The services where **90% or more** of citizens wanted **the same or more investment** are:

-  Urban Forestry
-  Parks & Open Spaces
-  City Operated Recreation Facilities
-  Environmental Management
-  Stormwater Management
-  City Operated Recreation Programs
-  Water Treatment & Supply
-  Wastewater Collection & Treatment

Source: 2018 Spring Pulse Survey



What we are watching



Changing City

- Population & Demographics
- Economic activity
- Increased customer expectations



Changing Environment

- Impacts of extreme weather events
- Energy use and carbon emissions



Evolving Regulations

- Responding to regulatory/policy requirements



- Aging recreation facility infrastructure



- Tree canopy growth and sustainment



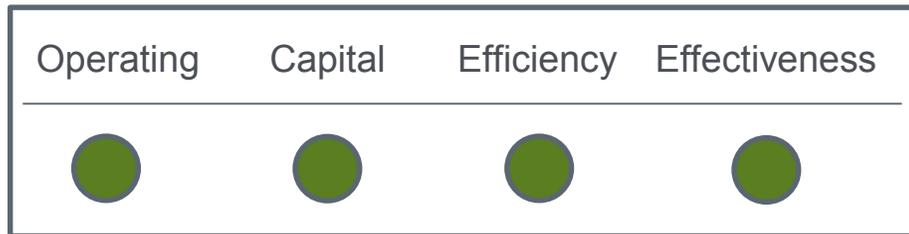
What we propose to do

Summary of each service within A Healthy and Green City

Drivers

- New direction from Council to act on climate change
- Changing environmental and climate legislation
- Increasing environmental risks

Intended service emphasis



Preliminary service level



Key service highlights



0 environmental regulator enforcements



7.7 megawatts of solar panels installed

What we propose to do

- Undertake comprehensive environmental audits to ensure legislative compliance, reduce risk and support implementation of standards
- Address climate change through appropriate energy management, greenhouse gas reduction and risk reduction from severe weather events
- Implement corporate wide environmental programs and improve education within communities to improve environmental protection and enhancement

What we heard from Calgarians

90% of Calgarians want the same or more investment

93% of Calgarians indicate the service is somewhat or very important

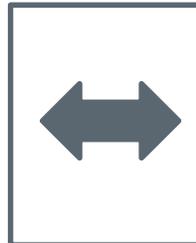
Drivers

- Municipal Development Plan and imagineParks commitments to providing quality park spaces for citizens
- Changing demographics: aging population, immigration, accessibility, increasing diversity of leisure activities, etc.
- Balancing the parks and open space needs between new and established communities

Intended service emphasis



Preliminary service level



Key service highlights



94% Calgarians satisfied with parks, playground and open spaces



92% of parks infrastructure is in an acceptable condition

What we propose to do

- More inclusive and accessible play spaces where feasible to address changing demographics
- Realign service levels in strategic areas
- Focus capital funding on maintaining existing assets

What we heard from Calgarians

96% of Calgarians want the same or more investment

98% of Calgarians indicate service is somewhat or very important

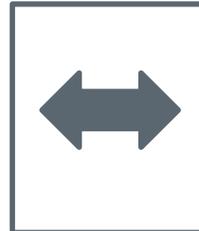
Drivers

- Zero Based Review findings
- Aging infrastructure
- Council Directives:
 - Accessible and affordable
 - Continuous investment

Intended service emphasis



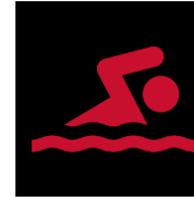
Preliminary service level



What we propose to do

- Meet new industry standard for lifeguard to participant ratios
- Support Fair Calgary initiatives to ensure accessibility for low income Calgarians
- Develop a service delivery model capable of responding to ongoing growth and change in the industry

Utilization rate for directly provided registered programs



78% Calgary

73% average nation-wide



56% of Calgarians have equitable access to suitable, publicly funded aquatics & fitness amenities

What we heard from Calgarians

95% of Calgarians want the same or more investment in city operated recreation facilities

91% of Calgarians say it is important for The City to provide city operated recreation facilities

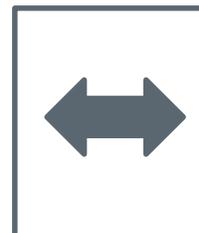
Drivers

- Innovation and collaboration with partners to support city growth
- Climate change will impact intensity and duration of rainfall events
- Concerns about level of stormwater management

Intended service emphasis



Preliminary service level



What we propose to do

- Invest in flood resiliency and improvements to river and riverbank health
- Collaborate with citizens and partners on flood mitigation and preparedness
- Continue to evolve stormwater management practices

Key service highlights



+650 additional properties to be at risk of river flooding by 2022



30,000 tonnes of polluting sediment kept out of the river each year

What we heard from Calgarians

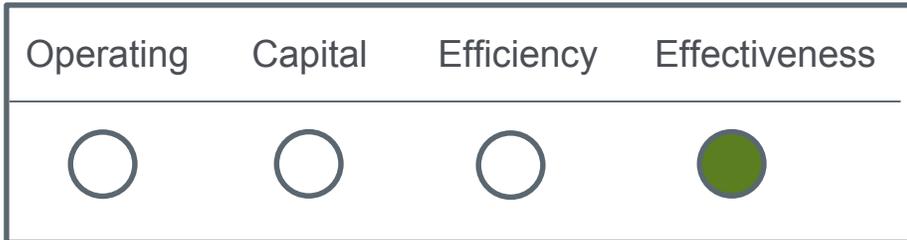
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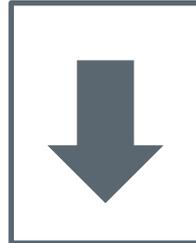
Drivers

- Municipal Development Plan and Urban Forest Strategic Plan sets a tree canopy target of 16%
- Extreme weather events and pests impact trees
- Trees are important to citizens as they provide environmental, wellness, and economic benefits

Intended service emphasis



Preliminary service level



Key service highlights



8.25% vs 16%

current vs target
tree canopy coverage



1,966 emergency tree service
requests in 2017

What we propose to do

- Prioritize protection of existing trees, over tree planting
- Focus on watering to establish young trees
- Utilize technology to monitor and manage tree care

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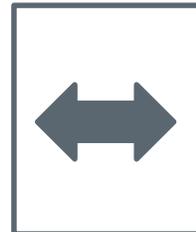
Drivers

- Reliability and accessibility for customers
- Investments to comply with regulatory requirements
- New financial model and long-term financial sustainability

Intended service emphasis



Preliminary service level



What we propose to do

- Provide residential blue, green and black cart based programs
- Engage with customers to optimize waste reduction and diversion
- Manage landfills and waste diversion programs and facilities for waste generators and haulers in Calgary and the region

Key service highlights



48% less material in black carts as a result of the Green Cart Program



40M customer interactions per year

What we heard from Calgarians

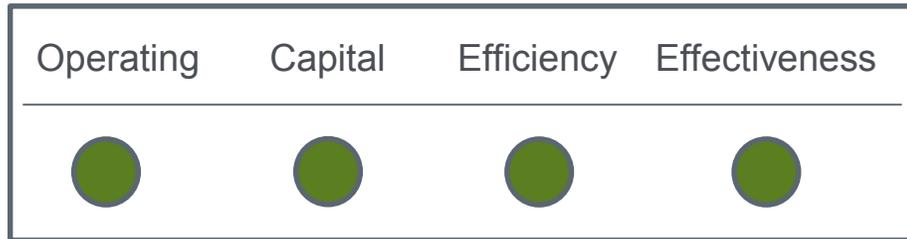
87% of Calgarians want the same or more investment in black and blue cart service

95% of Calgarians support implementation of the Green Cart Program by The City of Calgary

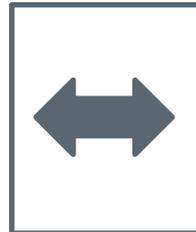
Drivers

- Growth requires increased wastewater collection and treatment capacity
- Investment and attention to meet regulatory requirements
- Aging infrastructure requires investment

Intended service emphasis



Preliminary service level



Key service highlights



100% regulations met for treated wastewater returned to the river



10 properties per 1000 impacted by interruption to wastewater service in a year

What we propose to do

- Invest to maintain regulatory compliance and accommodate growth
- Implement energy efficiency and alternative energies
- Improve approach to prevent and respond to sewer back-ups in homes

What we heard from Calgarians

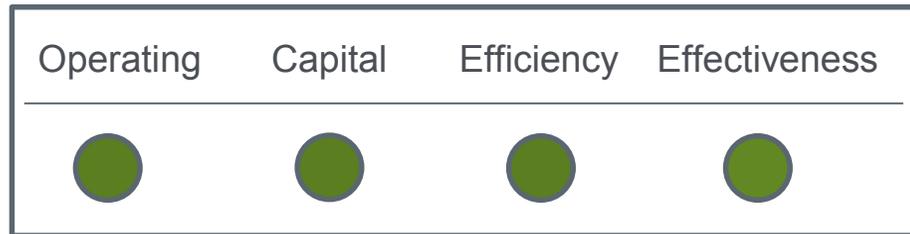
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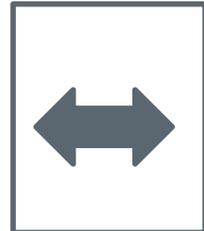
Drivers

- Long-term water supply requires partnership
- Climate change will impact water quality and quantity
- Expectations to deliver regionally and changing regulatory expectations

Intended service emphasis



Preliminary service level



What we propose to do

- Improve operational practices and communication during service interruptions
- Continue to assess and mitigate water quality risks to our source water
- Collaborate with stakeholders to evaluate impacts of climate change

Key service highlights



100% regulations met for drinking water



32 properties per 1000 impacted by interruptions to water service in a year

What we heard from Calgarians

99%

of Calgarians want the same or more investment

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