

MAY 07 2019

ITEM: 7.1 CPS2019-0538

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CITY CLERK'S DEPARTMENT



# 2018 Civic Partner Annual Report

*Lindsay Park Sports Society  
(Repsol Sport Centre)*

## *Key highlights from 2018*

- I. Contributed to Council Action Plan Goals of building a prosperous city, a city of safe and inspiring neighborhoods, and a healthy and green city
- II. Achieved high praise from customers and employees with social meeting satisfaction rankings of 88.5% and an employee rating of 90%
- IV. Successfully managed the operations of the Centre during challenging economic times
- V. Provided sport, physical activity and health and wellness opportunities for hundreds of thousands of Calgarians
- VI. Hosted 58 events
- VII. Supported more than 8000 athletes training along the LTAD model
- VIII. Significantly contributed to a fee assistance program that supports those with financial need
- IX. Invested in the facility



## 2018 Performance

- Approximately **1.5 million** visits.
- **58 events** including provincial, national and international competitions hosted.
- **95%** of prime time hours allocated for **sport training**, booked. Up 5%!
- Approximately **8,000 athletes** trained on site.
- **100%** of available **competition and event weekend spaces** booked.



## 2018 Performance (cont'd)

- **\$451,000** invested into the **Fee Assistance Program** so that Calgarians may utilize Recreation programs and services offered by Repsol which represents a **9% increase from 2017** and a **22% increase from 2016**
- **30% to 50% more visits** to Repsol in comparison to visits to like facilities across Canada with a **municipal tax investment of 30% to 50% less**.
- **93% of members that are satisfied** with Aquatic and Dry land services and programs, an increase of 8% from 2017.
- On average, an **88.5%** social media ranking / **satisfaction level**, up 2% from 2017.

## Strategic Alignment

- ✓ Contributed to Action Plan Goals of building a prosperous economy, a city of inspiring neighborhoods, and a healthy green city
- ✓ Contributed to Council approved strategies including:
  - Calgary in the new economy
  - Enough for all Poverty Reduction Strategy
  - Sport for Life Policy
  - Recreation Master Plan
- ✓ Supported the Civic partner approved Destination Strategy



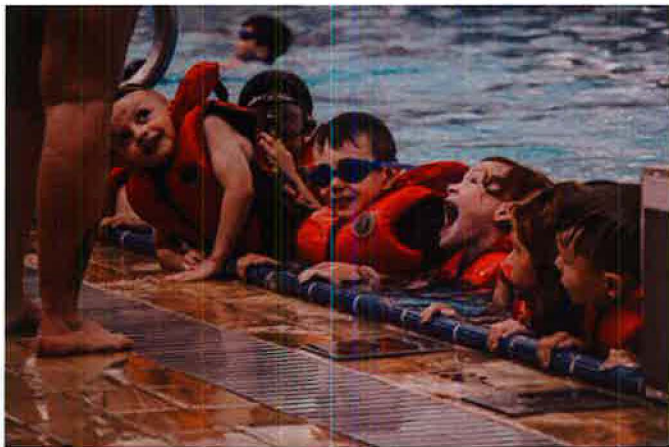
## The Good:

This place is so inspiring!!!! You can be having a bad day and as soon as you step in, you can feel the energy. I've loved every single class I've taken and every instructor I've met. I'm so thankful to be a member!!!! *Betsi S.*

This place has something for everyone, swimming aerobic and running activities, workout gym, diving, hot tub, steam room, and even a cold pool. Kid and adult friendly, there is a reason why this is the most popular fitness facility in Calgary. Great free parking all around, which is fabulous for downtown Calgary. *Chris B.*

Wonderful place to workout with great equipment and awesome pools. Friendly and helpful staff and the group classes are fun. Spin and box is the best!! Place is clean and always have fun promotions. I enjoy going there and the point system for swag makes it even more motivational. Happy to be a member. Good family pricing.

*Jessica C.*



## What We Heard...

### The Bad:

Despite some various expansion projects over the last twenty years, the facility still leaves much to be desired from both a competition and training aspect. This building has been routinely overlooked as a host for top-end national and international competitions over the last number of years. The last time a major international swimming event was even considered in the building was 1991 for the prestigious Pan Pacific Championships which would have featured the very best swimmers from the US, Australia, Canada, Japan and a host of other Pacific Rim nations. *Jasen P. Cascade Swim Club*

The LPSS Legacy Enhancement and Expansion Project is critical in order to address the growing needs of the Aquatics community including those specific to the sport of water polo. In our view, and given the nature of these needs moving forward, significant enhancements and an expansion has become necessary. *M. Goulet Executive Director Water Polo Canada*

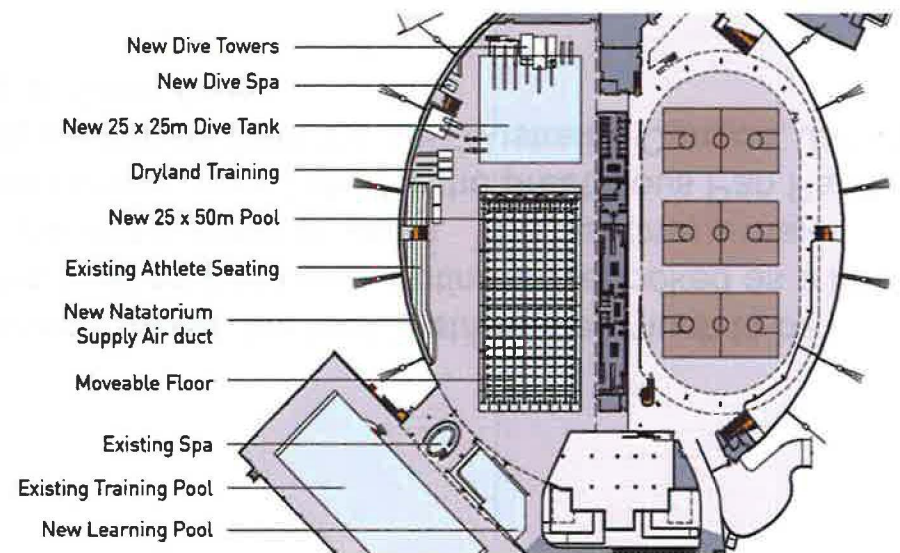
While the facility does not possess a typical layout for a diving club, the local clubs and the exceptional staff at the Sport Centre have always found a way to meet the basic technical training requirements of our sport. However, with the speed that the sport is evolving, our high performance divers do require an elevated training environment in order to keep pace with and exceed competing nations. The limited dry-land space and the distorted view from the 10m tower all pose challenges for us moving forward. *P. Joyce, COO Diving Plongeon Canada*



## & How We Responded

- Meaningful investments in facility, programs and equipment
- Focused on staff development and customer service
- Played to our strengths – pools, track, group ex schedule

Notwithstanding these efforts, unless we invest in the Legacy Enhancement and Expansion Project to bring the facility up to current standards for training, competition and play we fear a decline in membership, program participants and event hosting opportunities.





## DELIVERS:

- ✓ Improved connection to Lindsay Park
- ✓ FINA compliant, ten lane, uniform depth competition pool with new spectator seating
- ✓ FINA compliant, 10 metre dive tower with synchronized platforms
- ✓ FINA compliant, 25 x 25 metre dive tank suitable for competitive swimming, diving, water polo, artistic swimming and recreational use
- ✓ Amenities that support Sport Clubs and citizens of Calgary such as locker rooms, meeting rooms, and social spaces

New aquatic facilities in Scarborough, Markham, Vancouver, Windsor, Montreal and Calgary. With additional facilities planned for Red Deer and Edmonton.

In 2017 RSC hosted 8 events in partnership with Tourism Calgary that resulted in approximately \$580,000 in economic benefit to the City of Calgary.

In 2018 the RSC hosted 7 events that resulted in more than \$5.5M in economic benefit!

Without renovation to RSC it is anticipated that future opportunities will be lost to other cities where FINA and UANA standards are met.

