

Calgary



2018 Civic Partner Annual Report



2018 Highlights: Top 5

1. School programs sold out
2. Catered 50% more private events YOY in 2018
3. Created dedicated role focused on Indigenous and non-Indigenous relations
4. Pivoted the New Museum Project
5. Initiated Board composition and competency evaluation



2018 Performance: Top 3

1. 6,567 students in 2018 (6,307 in 2017)

“Fort Calgary is an important piece of our community that ties us to the past and is a tangible part of history that the students can experience even in a small way.” —Teacher

2. 1,362 private events in 2018 (913 in 2017)

*“You’re so awesome and so is Fort Calgary! You couldn’t have been more accommodating and [I] will shout loud to anyone looking to book a place for an event that you guys are the best place to do so in YYC!”
—Client*

3. 14 staff and community presentations on Contemporary Indigenous Relations (0 in 2017)

“I wanted to say thank you for your presentation. I left with so much energy and new knowledge.” —Participant



Strategic Alignment: Top 3

1. Destination Strategy

Almost half of Fort Calgary's visitors are from out of town

2. Cultural Plan for Calgary

We conserve and celebrate Calgary's built, natural and Indigenous heritage

3. Calgary Heritage Strategy

Fort Calgary Preservation Society protects, manages, and preserves the historical importance of this site



**Métis Cabin opening in
November 2018**



What We Heard & How We Responded

Inglewood/Garden Volunteers

- *What we heard: The community garden was beloved to the volunteers and we didn't do enough to engage*
- *Response: Re-engage these volunteers and focus on back-to-basics relationship making*

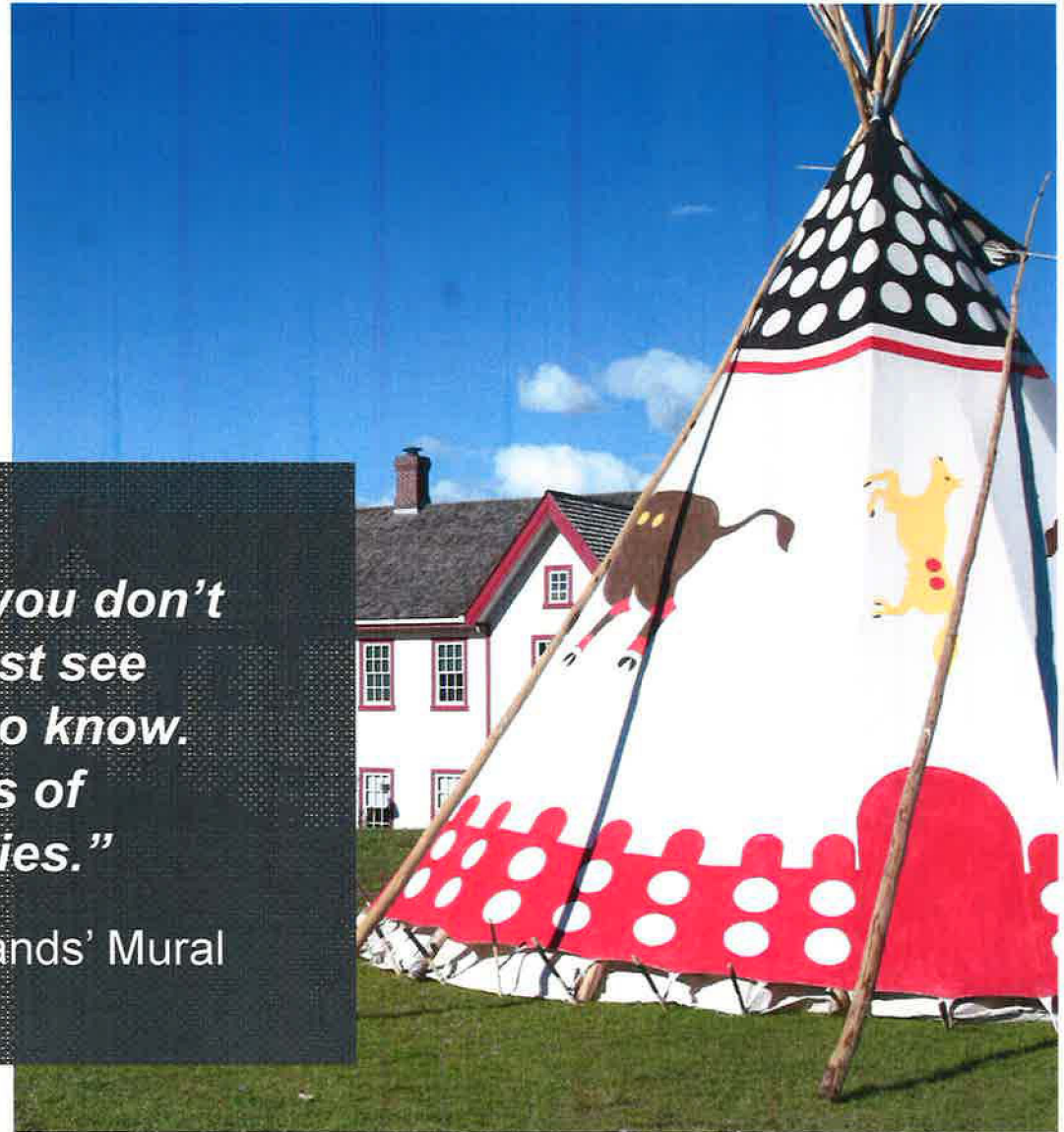
Facility Rental Clients

- *What we heard: Quality and service issues in food and beverage department*
- *Response: Staffing changes to elevate key talent and lapsed client reengagement plan*

Questions?

"If you look at a textbook, you don't see the whole story, you just see what someone wants you to know. This way, you get hundreds of people's opinions and stories."

—Grade 7 Participant, 'Many Hands' Mural



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