

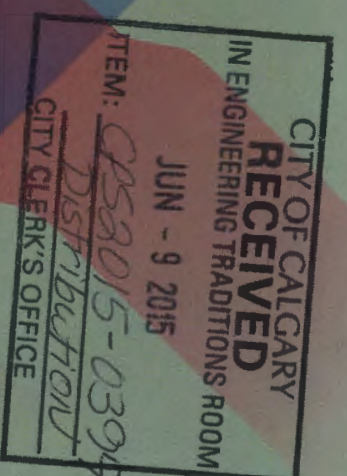
# TALISMAN CENTRE

## 2014 Civic Partner

### Annual Report

**TALISMAN**  
**CENTRE**

Train • Compete • Play



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THE CITY OF  
**CALGARY**  
COMMUNITY &  
NEIGHBOURHOOD SERVICES

# 2014 Year in Review

## Accomplishments:

- Contributed to the purpose of the triple bottom line and Council's vision to create and sustain a vibrant, healthy, safe and caring community
- advanced all 7 goals within the Centre's strategic plan
- Served the dual mandate and supported sport groups and citizens of Calgary
- high levels of employee and stakeholder satisfaction levels
- recognized as the best fitness facility in Calgary (FFWD)
- invested approximately \$1.8M into the facility
- Flood recovery – BI, capital, contents
- Supported 27 Sport Partners in 20 different sports
- Hosted more than 55 competitions



# 2014 Year in Review

## **PRIORITY:**

**Becoming a more effective and disciplined organization by:**

- Utilized an Asset Management Plan that considers condition and lifecycle of capital equipment;
- Passed a Board resolution to determine the best use of reserve funds in keeping with our Management and Operating Agreement;
- Followed a strategic plan;
- Focused on effective Board governance;
- Measured key indicators including: financial metrics, employee satisfaction, member satisfaction and overhead cost. Acted on findings.

# 2014 Year in Review

## **PRIORITY:**

### **Investing in great communities and a vibrant urban fabric by:**

- Invested in lifecycle maintenance of the facility. (More than \$500,000 in 2012, more than \$1M in 2013, \$1.8M in 2014);
- Supported 27 Sport Partners and dozens of other sporting groups, school programs and community associations;
- Increased transparency and accountability throughout the organization. E.g. created a Key Stakeholders Forum, conducted an employee and user satisfaction surveys and acted on findings.



# Looking Forward

- Deliver on Council Priorities to help create a prosperous city, a city of inspiring neighborhoods, a healthy and green city, and a well-run city.
- Reinvest in the facility as outlined in the Management and Operating Agreement between the LPSS and The City, to ensure Talisman Centre remains a world class training and competition facility.
- Serve the dual mandate by supporting athletes in their training and competition and meeting the recreation needs of all citizens of Calgary.

# Looking Forward

- Follow the Centre's 5-year strategic plan through to completion.
- Develop new goals to bridge a 1-3 year period while the Society and Senior Staff explore opportunities for growth.



# Looking Forward

- Explore opportunities to expand the facility



Looking forward

