



2021 Year-End Accountability Report

The City of Calgary Awards in 2021



Summary

The purpose of this awards document is to showcase The City of Calgary's (The City's) collective accomplishments received in 2021.

This document has been organized into three sections: External Awards, One City Awards, and Other Notable Achievements.

In 2021, The City of Calgary won 19 external awards, 8 internal awards and 5 notable mentions.

External Awards

Service(s)	Award Details
City Planning & Policy	<p>Canadian Society of Landscape Architects Awards Excellence, Planning + Analysis: The Future of Stephen Avenue</p> <p>This award is given to the project which best demonstrates the Canadian Society of Landscape Architects' vision (advancing the art, science, and practice of landscape architecture). The Public Realm Roadmap is a first step in the transformation of Stephen Avenue. The team analyzed the public life of the place including age and gender, movement, and activity patterns and assessed the physical aspects and quality of the public realm. With an appreciation of current conditions, the team then addressed the problem holistically. The Roadmap has set in motion work on key initiatives including prototype testing, and a fully integrated development plan.</p>
City Planning & Policy	<p>Canadian Institute for Planners - Young Planner of the year Award</p> <p>Ben Bailey was recognized as the 2021 Young Planner of the Year. Ben is in his third term of serving on the Calgary Urban Design Review Panel.</p> <p>The Canadian Institute for Planners (CIP) President's Award: Young Planner recognizes the outstanding professional success and achievement of a young Canadian planner under the age of 35. The award is given annually to an individual by the current CIP President.</p>
Corporate Security	<p>Cyberbit's Cyber League Competition</p> <p>Three employees from Corporate Security's Information Security Division, came in third place in the quarterfinals of Cyberbit's Cyber League Competition. They were 4th overall amongst almost 100 teams from all over North America who competed in the first round and the quarter finals. Following that, the team came in 15th place in the semifinals and placed 7th overall after all three sessions. They were competing against large organizations such as the Bank of Canada, AT&T, and IBM.</p>
Facility Management	<p>2021 Canadian Association of Heritage Professionals Award for Conservation Architecture - Historic City Hall Rehabilitation</p> <p>The Canadian Association of Heritage Professionals (CAHP) is a membership-based organization that serves qualified heritage professionals to establish standards of practice and share knowledge. The 2021 award to the Historic City Hall project was a recognition of its heritage conservation excellence and the expertise of the project team as heritage professionals. The award was given to all CAHP members, both City staff and consultants, who worked on the Historic City Hall Rehabilitation project.</p>

Service(s)	Award Details
Facility Management	<p>2021 Heritage Calgary Special Recognition Award for Resource Conservation – Historic City Hall</p> <p>This award category recognizes the preservation of a heritage building through repair, rehabilitation, restoration or adaptive reuse of a structure or feature. It considers best practices in heritage conservation, quality of workmanship and retention of historic integrity.</p>
Financial Support	<p>Government Finance Officers Association - Canadian Award for Excellence in Financial Reporting</p> <p>The City of Calgary received The Canadian Award for Excellence in Financial Reporting as established by the Government Finance Officers Association (GFOA) for the year ended 2020 December 31. This award demonstrates continued effort to go beyond the minimum requirements of generally accepted accounting principles, as set by the Public Sector Accounting Board of the Chartered Professional Accountants of Canada, to prepare comprehensive annual financial reports that evidence the spirit of transparency and full disclosure for Calgarians.</p>
Parking	<p>Team Award: 2021 Virtual Customer Service Excellence Awards</p> <p>This award recognized the development and launch of the Calgary Parking Authority Contact Centre during the pandemic.</p> <p>The Calgary Parking Authority Contact Centre opened on 2021 March 15, and offers a single point of contact for customers, economies of scale, a holistic approach to customer service, and improved efficiencies. The Contact Centre received a team award at the Greater Toronto Area Contact Centre Association’s 2021 Virtual Customer Service Excellence Awards.</p>
Parking	<p>Best Design/Implementation of a Surface Lot</p> <p>The International Parking & Mobility Institute (IPMI) recognized the Calgary Parking Authority’s collaboration with the Calgary Municipal Land Corporation (CMLC) and the Inglewood Business Improvement Area (BIA); and presented PARK PARK with an award for the “Best Design/Implementation of a Surface Lot” as part of their 2021 Awards of Excellence that honor outstanding achievement in parking and mobility.</p>

Service(s)	Award Details
<p>Parks & Open Spaces</p> <p>and</p> <p>Stormwater Management</p>	<p>Canadian Society of Landscape Architects - 2021 Jury's Award of Excellence – Large-Scale Public Landscape</p> <p>Dale Hodges Park is a transformative landscape along the Bow River in Calgary. The project was born of the need to restore the environmental health of the area while addressing stormwater treatment opportunities for runoff from over 1,700 hectares of adjacent urban area.</p> <p>The former gravel pit along the Bow River is now a 40-hectare park and a stormwater treatment amenity that creates diverse wildlife and plant habitats and walking and cycling trails. This project demonstrated the Canadian Society of Landscape Architects' vision of advancing the art and science of landscape architecture. The Dale Hodges Park design was a collaboration between Calgary Parks, Water and Public Art with Calgary-based Sans façon, O2 Planning + Design, Source 2 Source and AECOM.</p> <p>Link: https://www.csla-aapc.ca/awards-atlas/dale-hodges-park</p>
<p>Police Services</p>	<p>Alberta Association of Chiefs of Police Outstanding Achievement Awards</p> <p>The Alberta Association of Chiefs of Police (AACP) Outstanding Achievement Award was established to enable formal recognition of employees, citizens and community groups for Outstanding Service, Volunteer Activities, and Crime Prevention & Community Policing Initiatives. Calgary Police Service recipients include Sergeant Katherine Severson and Constable Paban Dhaliwal.</p>
<p>Police Services</p>	<p>Calgary Youth Justice Society – Strong Not Wrong Community Partner Award</p> <p>The Calgary Police Service Diversion Team is a recipient of the award as a recognition of their partnership with the Calgary Youth Justice Society.</p>
<p>Police Services</p>	<p>2021 Alberta Community Justice Award</p> <p>The Alberta Community Justice Awards recognize the outstanding contributions of individuals and organizations promoting community justice in the province. The awards are in the categories of Community Mobilization, Partnerships and Collaboration, Innovation, and Leadership. Calgary Police Service recipients included Constable Paban Dhaliwal and Constable Tracey Ford.</p>

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<p>Police Services</p>	<p>Governor General Order of Merit of the Police Forces</p> <p>The Order of Merit of the Police Forces is a fellowship of honour based on the highest qualities of citizenship, service to Canada, to the police community and to humanity at large. 2020/2021 Recipients from the Calgary Police Service include Chief Constable Mark Neufeld, Deputy Chief Rajwinder Singh Gill, Deputy Chief Kathryn A. McLellan, and Staff Sergeant Robert W. Patterson.</p>
<p>Procurement & Warehousing</p>	<p>Buy Social Canada’s 2021 Social Procurement Champion (social procurement purchaser category – the demand-side of the marketplace)</p> <p>Buy Social Canada is a Canadian organization that advocates for and offers certifications for social enterprises. The City of Calgary was awarded the Social Purchaser Champion award for The City’s Benefit Driven Procurement Policy. This Policy was created with a comprehensive approach including a 3-year pilot and implementation strategy, multiple stakeholder engagements, metrics development, training, and intentional change management.</p>
<p>Sidewalks & Pathways</p>	<p>Share the Road Cycling Coalition - Bronze level award for Bicycle Friendly Community from the Canadian Automobile Association (CAA)</p> <p>Communities complete a comprehensive online application and are judged in four categories, often referred to as the four 'Es': Engineering, Education, Encouragement, and Evaluation & Planning.</p>
<p>Stormwater Management</p>	<p>Association of Professional Engineers and Geoscientists of Alberta (APEGA) Summit Award for Environment and Sustainability</p> <p>The Bioengineering Demonstration and Education Project (BDEP) received the APEGA Summit Award for Environment and Sustainability.</p> <p>Link: https://www.apega.ca/summit-awards/recipients/2020/environment-and-sustainability-award-recipient</p> <p>Located in Calgary’s Inglewood neighbourhood, the project was a partnership between Alberta Environment and Parks and the City of Calgary to reverse the harm done to fish and aquatic habitats. Its success relied on the effective use of bioengineering.</p>
<p>Strategic Marketing & Communications</p>	<p>International Association of Business Communicators - Gold Quill Award of Excellence</p> <p>COVID-19 Response & Recovery Management and Communications for “Who I Mask For” – Launching a Temporary COVID-19 Face Coverings Bylaw.</p>

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<p>Streets</p>	<p>2020 (Province of Alberta) Minister's Award for Excellence for Transit and Accessible Transportation Innovation</p> <p>MAX Purple Bus Rapid Transit (BRT) Project won the 2020 award, but it was awarded in 2021. The award celebrates projects from municipalities that highlight best practices including new and unique approaches to providing transportation services to the community.</p>
<p>Wastewater Collection & Treatment</p>	<p>Project of the Year Award by The Canadian Project Tunnelling Association of Canada</p> <p>The Canadian Project of the Year Award is made to a person or team who has significantly contributed to a Canadian project that has demonstrated the highest level of engineering service and skill, and shown insight and understanding of underground construction in Canada.</p>

One City Awards

Service	Award Details
City Planning & Policy	<p>Social Award: Food Security COVID-19 Response Team</p> <p>The Food Security COVID-19 Response team was created as a part of The City's COVID-19 response and included Community Social Workers and a Sustainability Consultant from Planning and Development. The program goal was to understand and identify gaps in the food system and support collaboration with community organizations to create dignified solutions to these gaps resulting in updates to the Access to Food webpage and a food access map that was shared on social media with over 69,000 views.</p>
City Planning & Policy	<p>Innovation Award: Beltline Area Redevelopment Plan – Phase 1</p> <p>The location of this plan is situated in the eastern portion of the Calgary inner city community of the beltline. This is an immensely important area to all First Nations as it is the confluence of the Bow and Elbow rivers. Within this context the project team created a section of the plan called Indigenous Elements to ensure that this project was designed in such a way that it would also advance truth and reconciliation efforts.</p>
Fire & Emergency Response	<p>Safety Award: COVID-19 – Fire Tactical Operation Centre</p> <p>The Fire Tactical Operations Centre (FTOC) was recognized for the work undertaken since the beginning of the pandemic to ensure the safe, efficient, and effective delivery of the Calgary Fire Department services against the pressures of COVID-19 impacts.</p>
Fire & Emergency Response	<p>Corporate Impact Award: Enhanced Station Alert</p> <p>The Calgary Fire Department was recognized for the implementation of Enhanced Locution, an automated station alerting system that sends alarm tones and event details to fire stations. The Enhanced Locution alerting system was designed to improve fire station alerting consistency and reliability, facilitate simultaneous event dispatching and provide clear auditory information, and to reduce stress for dispatchers and responders.</p>
IT Solutions & Support	<p>Employee Choice: Enabling City Employees to Work</p> <p>As a result of the COVID-19 pandemic, Information Technology rapidly deployed technology and mobilized resources to enable over 6,000 employees to work from home to ensure The City was able to continue delivering services to citizens. In addition to adapting to working from home themselves, IT staff acquired, deployed and supported numerous new technology solutions for City employees and elected officials while continuing to provide the day-to-day services that all City business units rely on.</p>

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Sidewalks & Pathways	<p>Environmental Impact: Laycock Pedestrian Bridge Project</p> <p>This team was responsible for designing and building a new, one of its kind pedestrian bridge in Calgary. The bridge re-establishes Calgary's North-South regional pathway connection and has restored access to adjacent communities that lost said access during the 2013 flood. It also helps preserve community culture and the natural environment by promoting increased connectivity and mobility amongst our fellow Calgarians.</p>
Strategic Marketing & Communications	<p>Citizen Impact Award: COVID-19 Personal Responsibility Campaign</p> <p>The Customer Service & Communications (CSC) team consisting of members from Marketing, Creative Services and Advertising groups created and deployed a localized, targeted campaign that addressed areas experiencing an increase in COVID-19 cases quickly to prevent further spread. Over the course of the campaign the team delivered 61,479,288 ad impressions and increased awareness of the City's efforts to contain COVID-19 to 93 per cent.</p>
Streets	<p>Economic and Environmental Impact Category: Crowchild Trail Upgrades Project</p> <p>The Crowchild Trail Upgrades team identified an opportunity to re-use the 1960s structures in their entirety by rehabilitating and widening the bridges that were already in place. As a result, the entire project cost much less than it would have cost to build a brand-new bridge. This was a collaborative effort that saved Calgarian's money while also improving traffic flow and lessening disruption to the area.</p>

Other Notable Achievements

Service	Award Details
Data Analytics & Information Access	<p>An Innovation Case study for Tiger Team published by the Organization for Economic Cooperation and Development (OECD) Observatory for Public Sector Innovation</p> <p>The Organization for Economic Cooperation and Development (OECD) Observatory for Public Sector Innovation, published an Innovation Case study for Tiger Team - a partnership between The City of Calgary's Innovation Lab and the Livable Streets team. Tiger Team is a collaborative experiment bringing together City staff, citizens, and community stakeholders for two and half hours to understand and explore complex problems, generate ideas and prototype solutions to test with users.</p>
Data Analytics & Information Access	<p>"Honorable Mention" from the International Association for Public Participation (IAP2) in the category of "Extending the Practice through Creativity, Contribution, and Innovation in the Field"</p> <p>The City of Calgary received "Honorable Mention" from the International Association for Public Participation (IAP2) in the category of "Extending the Practice through Creativity, Contribution, and Innovation in the Field" for the citizen engagement and design research undertaken through the project responding to the Pools Program - "Understanding the Social and Recreation Needs of Beltline, Inglewood and Ramsay".</p>
Data Analytics & Information Access	<p>#1 Ranking Geospatial Maturity Index: Public Sector Digest Geospatial Program Maturity</p> <p>#1 in the Top 25 most mature public sector geographic information systems (GIS) programs in North America for 2020. The index measures the degree of ability to provide location intelligence to enhance Calgary services and data.</p>
Data Analytics & Information Access	<p>Open Cities Index</p> <p>The City of Calgary has ranked fourth in North America's Open Cities Index (OCI) for 2020. The OCI benchmarking program is used by local governments to measure the performance of their open data programs over time. Supporting The City's transparency goals, Open Data provides City data to support engagement with local government and provides an opportunity for new services for Calgarians.</p>

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Fire Safety Education	<p>2021 Minister's Seniors Service Award (nominated)</p> <p>Recognizing exceptional service in improving the lives of Alberta seniors and their communities.</p>