



2023 REPORT TO THE COMMUNITY



2023 COUNCIL PRIORITIES

IMPLEMENTING LIVABILITY

Livability - Canmore is a place where all residents can thrive.



Objective: Municipal initiatives and services are designed to increase affordability for residents

Key Results

Average monthly rental rates in Canmore increase by no more than 5% per year

Increase the number of non-market housing units available to residents

Increase Roam transit ridership on local and regional routes

Increase the number of local non-profits and businesses that participate in initiatives to reduce the living wage

Update on actions accomplished to date

The Town of Canmore is focused on addressing the housing crisis. Council approved a comprehensive Housing Action Plan to positively impact the housing crisis in Canmore. The plan looks at encouraging long-term occupancy of existing housing stock, encouraging an increase in rental and ownership supply, and creating a sustainable source of funding to support affordable housing.

Council approved the Terms of Reference for a Livability Task Force. The task force met four times, developing recommendations for phasing out the Tourist Home designation, encouraging long-term occupancy of existing housing stock and incentivizing purpose-built rentals. The recommendations will be presented to Council in Q1 2024.

The Town of Canmore's submission to the Federal Housing Accelerator Fund was submitted, which included 13 initiatives for funding consideration.

Council increased the number of Town Council members on the board for Canmore Community Housing (CCH). CCH has hired a new executive director, who will focus on refreshed priorities to increase capacity and mandate for CCH.

Happipad began operating in Canmore in April to match compatible people who have spare bedrooms with renters who have undergone background checks. The Town of Canmore has funded a three-year subscription for Happipad to operate in Canmore.

Council approved the Palliser Trail Area Structure Plan - a monumental plan led by the Town of Canmore to create a complete, walkable, mixed-use, and sustainable community capable of offering up to 1,000 non-market units that can meet the needs of residents.

The Safe Park program saw 50 vehicle permits provided, supporting 60 unique individuals.

Council increased the number of housing units available to residents when approving the development at Lawrence Grassi Middle School. Five units will be purchased by Canmore Community Housing (CCH) with the Town of Canmore covering the costs until funds are recovered through the sale of the property through CCH's new program. The new program will include some form of future resale price restriction along with the residency requirement. Approximately 120 units are being proposed as part of the development with ~80 units to be sold to the market (five of which can be purchased by CCH for the new pilot residency program), ~20 units to be sold to CCH for Vital Homes, and ~20 units to be used for employee housing.

With the 2023-2024 budget Council approved new services including:

- Local Quarry Lake/Grassi route
- Increase regional transit service
- Increased weekend and weekday local service to match regional service

Some of these changes have been implemented, and ridership numbers on local service have increased.

See page 14 Objectives and Key Results Tracking for updated Affordable Service Program numbers.



Objective: Emergency Management Communication is effective and adopted across our community

Key Results

Town of Canmore communication channels are aligned as a single source of truth within 2 hours of an incident

Increase the number of subscribers to the emergency notification service

The 2025 Citizen perspective survey indicates that resident satisfaction with Emergency Preparedness increases

Update on actions accomplished to date

An update to the Public Information Officer’s guide was completed. The update reflects the use of new channels including Voyent Alert, updated Alberta Emergency Alert program and the Town of Canmore’s new website.

See page 14 Objectives and Key Results Tracking for updated emergency notification service numbers.

Developed a campaign to increase subscribers to Voyent Alert. The campaign will continue throughout 2024 and includes in-person events.

We have developed emergency response plans for unsheltered individuals and have plans for extreme heat and wildfire smoke.

Objective: Municipal programs, facilities, and services help to attract and retain families and support community diversity

Key Results

Increase proportion of Town of Canmore hosted/permitted events that support community diversity and increase the number of events that highlight the work/culture/activities of traditionally marginalized populations

Increase participation in programs for children/youth

Update on actions accomplished to date

A combined project charter for universal washroom and accessibility studies has been completed. The studies will be completed in 2024 to identify opportunities to make our municipal facilities more accessible for our community. Inclusive signage has been placed on gendered washroom facilities.

An outdoor ice surface in Three Sisters area was installed.

The Family Connection Centre continues to offer a variety of programs for families with children. In 2023, 293 children aged 0-18 years of age registered for 17 child development programs, and 305 children registered for at least one of the 7 weeks of outdoor, summer adventure club programs. In addition, 1323 families drop-in to Family Connection Centre social connection programs.

Recreation continues to deliver programs and services to the community through Elevation Place and the Canmore Recreation Centre. At the beginning of December 2023, Go Beyond and Splash members sit at 3332, a 20.9% increase over 2022. Fitness, Aquatics, and Climbing offered a total of 1321 drop-in programs (CORE classes), which saw 15,318 registered participants. In the summer of 2023, 1042 participants were registered for Big Fun Camps.

In 2023, the maximum household income thresholds were increased for the Affordable Services Program, qualifying a greater number of residents for access to discounts and supports aimed at making Canmore a livable community for all. In addition to the Town of Canmore’s services and discounts for qualified applicants, there are 20 local community partners who support the program.



IMPLEMENTING LIVABILITY

Objective: Employment opportunities that provide residents with a dignified and reasonable standard of living are widely available

Key Results

Increase # of Town of Canmore employees who live in Canmore

Increase the proportion of skilled labour jobs in the community

Diversify the economy

Update on actions accomplished to date

Work on developing a Labour Market Strategy is underway. The strategy will identify best practices and look for strategic ways to address labour market constraints within our community. Engagement has been completed, with final research and recommendations expected to be brought forward in Q1 2024.

A Retail Gap Analysis and Light Industrial & Commercial Land Review was completed.



2023 COUNCIL PRIORITIES

IMPLEMENTING ENVIRONMENT

Environment - Canmore is a recognized leader in managing human impact on our environment.



Objective: Wildlife encounters within Canmore’s urban footprint are reduced, and unauthorized human use in wildlife corridors is similarly reduced

Key Results

Decrease violations and use of unsanctioned trails in wildlife corridors and habitat patches

Increase compliance with waste bylaw requiring effective use of bear proof bins

2025 Citizen perspective survey indicates the number of residents who think the Town is doing a good job of addressing the issue of human-wildlife interaction in the Town increases

Update on actions accomplished to date

The Biosphere Institute ran a “Keep Wildlife Alive” Ambassador program through the summer months. Two ambassadors were hired to be out in the community delivering messaging related to the “Keep Wildlife Alive” campaign.

Developing a Bow Valley-wide wildlife coexistence educational messaging campaign as part of the Human-Wildlife Coexistence Technical Working Group. The collaborative campaign is expected to launch in 2024.

A consultant has been hired to develop an action plan for the Town of Canmore to execute on recommendations from the Human-Wildlife coexistence roundtable report. Public engagement took place in Q4 with door-to-door education in collaboration with “Keep Wildlife Alive” Ambassadors, signage in key areas, and an online survey that received over 500 submissions. The report is expected in early 2024.

The fruit tree removal incentive program was revamped to cover 100% of the costs of removal of a fruit tree, up to \$500 per property. The program was fully subscribed in 2023.

The Municipal Enforcement team has been conducting active patrols to educate and enforce on:

- Dogs on leash.
- Removal of fruit from trees.
- The use of animal-proof bins for commercial waste.

The Commercial Waste Bylaw was updated.

Objective: Canmore as a community collaborates to reduce our impact on climate change and prepare for climate adaptation

Key Results

Reduce GHG emissions

Increase in number of annual requests for Firesmart home inventory

Increase number of mock emergency exercises from 1 to 2

Update on actions accomplished to date

An updated, consolidated Climate Emergency Action Plan is underway. This plan will combine current Environment and Sustainability, Climate Action, and Climate Adaptation Plans. Fulsome public engagement was conducted in November 2023 and included a combination of focus groups, webinars, and an online survey. The final report is expected in 2024.

The Closed-Door Bylaw was approved.

See page 16 Objectives and Key Results Tracking for updated Firesmart home numbers.



IMPLEMENTING ENVIRONMENT

Objective: The community is aware of the Town of Canmore’s environmental leadership

Key Results

Increase applications to environmental programs (solar, fruit tree removal, e-bike, etc.)

Decrease the amount of residential waste per capita sent to landfill

2025 Citizen perspective survey indicates an increase in satisfaction with the Town’s efforts to reduce our impact on Climate Change

Update on actions accomplished to date

The Solar Incentive Program and the Clean Energy Improvement Program continue to be fully subscribed. The Fruit Tree Removal Program was revamped to cover 100% of the costs for tree removal, up to \$500 per property and was fully subscribed.

A new Climate Emergency Action Plan is underway. Fulsome public engagement was conducted in November 2023 and included a combination of focus groups, webinars, and an online survey. The final report is expected in 2024.

The Commercial Food Waste Bylaw was passed.

Setting the groundwork to launch a targeted e-bike incentive program for Affordable Services Program Members in early 2024.

Objective: Safe multi-modal transportation shift is advanced

Key Results

Decrease in the number of travel-related collisions and injuries on municipal roadways

Decrease of the number of vehicle registrations per capita basis

Increase the share of pedestrian and bike trips through the BVT/Railway intersection

Update on actions accomplished to date

Local transit frequency was increased on weekdays and weekends. Planning and infrastructure installation for the Quarry/Grassi Lakes route is ongoing, this route is anticipated to start in May 2024.

Residential speed limits were lowered to 30 km/h on local, collector, and activity streets.

Trail etiquette signage and pathway marking decals have been designed and installed.

Winter and summer trail maps have been completed in collaboration with Canmore Community Cruisers. These maps are available at local bike shops and rental companies throughout Canmore.

Work on the West Bow River Pathway is complete and will be maintained year-round as a key connector pathway to increase accessibility.

Public engagement for the second phase of work on Railway Avenue was completed and included many changes, based on feedback from the public. The project was approved and work is anticipated to start in 2024.



2023 COUNCIL PRIORITIES

IMPLEMENTING RELATIONSHIPS

Relationships - Respectful, authentic relationships are the foundation on which our future success is built.



IMPLEMENTING RELATIONSHIPS

Objective: Right Relations with the Stoney Nakoda Nation and members of Treaty 7 and Metis Region 4 are advanced

Key Results

100% of current staff complete Level 2 Indigenous Cultural Awareness Training by the end of 2024 and 100% of new hired complete Level 1 Indigenous Cultural Training within 1 year of being hired

Increase the number of administrative departments who directly work with/ liaise with appropriate counterparts

All 15 Calls to Action identified in the Town's Commitments to Truth and Reconciliation Calls to Action document are updated and advanced (from 2021 update) with input from Stoney Nakoda and other Treaty 7/Metis 4 involvement

Update on actions accomplished to date

See page 18 Objectives and Key Results Tracking for updated training numbers.

We are encouraging developers to work with Indigenous communities to create Indigenous street names in new subdivisions.

We working closely with a number of Treaty 7 nations when planning and delivering major events including National Indigenous Peoples Day, National Day of Truth and Reconciliation and Canada Day.

We support Stoney Nakoda Administration in an Indigenous led area-based conservation project to create an Indigenous protected and conserved area in the Bow Valley.

Mayor and CAO extended lunch invitations to all Treaty 7 Chiefs and CAOS and have met with all from Stoney Nakoda Nations, Siksika Nation, and Tsuut'ina Nation.

CAO invited Stoney Nakoda Nations and Metis District 4 to participate in upcoming Downtown Area Redevelopment Plan development.

Objective: Meaningful, two-way public engagement and communication is civil, substantive, and productive

Key Results

Increase participation in engagement (online, in-person, etc.) activities

Citizen perspective survey indicates that residents have enough opportunities to provide input into decision-making about Town of Canmore projects and services increases

Update on actions accomplished to date

See page 19 Objectives and Key Results Tracking for updated public participation numbers.

An Intentional Plan for the Public to be Heard is being actioned to track public engagement opportunities, highlight public feedback, publish What We Heard reports, update the Public Participation Policy, and other initiatives.

The new website includes a "Report or Request" tool, providing an easy-to-use way to report issues that community members are seeing around town.



IMPLEMENTING RELATIONSHIPS

Objective: Inter-governmental, business, and non-for-profit relationships result in mutually beneficial outcomes

Key Results

Number of Town-supported not for profits with performance agreements, which may also include space allocation, increases

Increase the number of collaborative programs and services undertaken by the Town of Canmore with the Federal or Provincial government, the MD of Bighorn, Town of Banff, or Kananaskis Improvement District

Update on actions accomplished to date

Formalized the Town of Canmore's agreement with Biosphere Institute.

Significant effort has been and continues to be put into advocacy for provincial policy changes and funding for municipalities with visitor-based economies. Traditional municipal revenue sources and provincial grant funding sources do not account for visitor tourism demand on Town of Canmore services. The ability of tourism-based local governments to upgrade existing infrastructure to accommodate visitor demand and/or invest in new infrastructure to support the development of the tourism industry is limited.

Increased inter-municipal collaboration throughout the Bow Valley. For example:

- Regional Emergency Management Grant and bylaw
- Improved relationship with MD of Bighorn
- Bow Valley Municipal Leaders Caucus
- Collaboration on event promotion with Town of Banff
- Developing cohesive wildlife coexistence educational messaging for 2024 across the Bow Valley as part of the Human-Wildlife Coexistence Technical Working Group
- The environmental teams of Town of Canmore, Town of Banff, and the MD of Bighorn started meeting bi-monthly to identify alignment in climate and environmental action

Established mayor's roundtable meetings with community members, organizations, and other levels of government on employee housing and childcare.

The Town of Canmore joined the Mid-sized Cities Mayors Caucus to learn from each other and advocate for common interests.

Objective: The community understands the value of a strong and healthy public service

Key Results

Citizen Perspective Survey indicates an increase satisfaction with Town programs and services

The number of respectful workplace incidents per year decreases

Update on actions accomplished to date

Increased communication about community initiatives and hot topics such as emergency preparedness, dealing with wildfire smoke, pathway etiquette, transportation, and Main Street Pedestrianization are reaching more people than ever before.

Using community-centric messaging to acknowledge public sentiment is one way we are helping the public better understand the work we do. As we use public input to recommend improvements (such as changes to Railway Ave and creating multiple tiers in the Affordable Services Program), we can reinforce the principles in the Intentional Plan for the Public to be Heard and demonstrate what we're doing incorporate feedback.



2023 COUNCIL PRIORITIES

FOUNDATIONAL PILLARS

Foundational Pillars - To achieve goals and results – and ultimately the community vision – a strong organization is needed.

IMPLEMENTING FOUNDATIONAL PILLARS



Pillar #1 / Financial Stewardship: We protect and plan for the long-term interests of residents by managing assets and financial resources equitably and sustainably.

Update on actions accomplished to date

Significant capital investment is needed for the maintenance, rehabilitation, and replacement of existing Town of Canmore assets. An update to the Long-Term Financial Strategy and Asset Management Strategy is being undertaken to improve the organization's finances and overall financial sustainability.

The first phase of a service level review is underway to inventory all services provided by the Town of Canmore, creating a framework for analysis and categorizing the highest priority areas for evaluation. A second phase is planned and will help future decision-making align with Council priorities.

Pillar #2 / Human Resources: People and culture are our strongest assets. We are inclusive and connected.

Update on actions accomplished to date

Staffing is one of the Town of Canmore's greatest assets. To help recruit and retain highly qualified staff to continue to provide services, the cost-of-living allowance in 2023 was 5.9% to account for inflation and high cost of living.

A Reconciliation, Equity, Diversity, and Inclusion organizational audit was completed in Q2 and a plan to implement recommendations is underway.

The HR department is prioritizing leadership development with semi-annual training activities for managers.

An organizational vision for a leadership-driven health and safety culture has been developed and plans are in progress to implement the tools and systems needed to successfully achieve the vision.

Pillar #3 / Community Engagement: We meaningfully engage with citizens for effective decision making.

Update on actions accomplished to date

See page 9 under Relationships for actions accomplished.

The launch of the new **Community Monitoring** web-based tool makes it easier to monitor key community indicators and measure progress on Council Strategic Plan.



2023 COUNCIL PRIORITIES

OBJECTIVES AND KEY RESULTS



GOAL 1: LIVABILITY

Canmore is a place where all residents can thrive

Key Objectives: What objectives will help us reach our goals?

Key Objective 1: Municipal initiatives and services are designed to increase affordability

Key Results: How will we know if we are progressing towards our objectives?

KR1: Average monthly rental rates in Canmore increases by no more than 5% per year
Baseline: Average rent of a one bedroom in 2022 was \$1,971
Actual as of Dec. 2023: \$2,443
Target/Target Quarter: \$2,070 / Q4 2023
Notes: Based on CCH's compilation of average advertised rental listings

KR2: Number of non-market housing units available to residents increases from 275 to 409 by 2026
Baseline: 154 ownership and 121 rental units
Actual as of Dec. 2023: 165 ownership and 116 rental units
Target/Target Quarter: 210 ownership and 199 rental units / Q4 2026
Notes: Through the CCH Vital Homes program

KR3: Increase Roam transit ridership on local and regional routes by 20% per year from 1,277 daily trips in 2022 to 2,488 daily trips in 2026.
Baseline: 1,277 daily trips
Actual as of Dec. 2023: 1,624
Target/Target Quarter: 2,488 daily trips / Q4 2026
Notes: 1,277 increased by 20% would be 1,532

KR4: Number of local non-profits and businesses that participate in initiatives to reduce the living wage increases from 15 to 60 by 2026
Baseline: 15
Actual as of Dec. 2023: 20
Target/Target Quarter: 60 / Q4 2026

Notes: Community Partners with the Affordable Services Program (ASP) include: artsPlace, Canmore Museum & Geoscience Centre, Bow Valley Adult Learning Centre, Pine Tree Players, Nordic Centre, Trail Sports, Kid Sport, Jumpstart, Calgary Flames Sport Bank, Canmore Community Cruisers, Canmore Seniors Association, Canmore Eagles, Eclipse Coffee Roasters, CanMore Together, Sage Bistro, WildHeart Barre and Yoga Studio, Float Canmore, Venice Gifts, The Trident Mediation Counselling and Support Foundation, Crock-A-Doodle, Town of Canmore (dog licensing/EP/Roam Regional Transit), The Yoga Lounge

Key Objective 2: Emergency Management Communication is effective and adopted across our community

Key Results: How will we know if we are progressing towards our objectives?

KR1: Town of Canmore communication channels are aligned as a single source of truth within 2 hours of an incident meeting the MEMP criteria 80% of the time
Baseline: N/A
Actual as of Dec. 2023: To be updated after the next Emergency Coordination Centre activation
Target/Target Quarter: Within 2 hours 80% of the time / Next event

KR2: Sign up of subscribers increases by 10%/month until more than 50% of adult residents are subscribed
Baseline: N/A
Actual as of Dec. 2023: 1,737
Target/Target Quarter: 10% per month / when 50% of adults is reached
Notes: As of Dec. 4, 2023 = 1,737 subscribers

KR3: Citizen perspective survey indicates that resident satisfaction with Emergency Preparedness increases from 89% in 2023 to 95% in the 2025 survey
Baseline: 89%
Actual as of Dec. 2023: To be updated after the next citizen perspective survey
Target/Target Quarter: 95% / Q3 2025



GOAL 1: LIVABILITY

Canmore is a place where all residents can thrive

Key Objectives: What objectives will help us reach our goals?

Key Objective 3: Municipal programs, facilities, and services help to attract and retain families and support community diversity

Key Results: How will we know if we are progressing towards our objectives?

KR1: The proportion of Canmore's permanent population between the ages of 0 to 19 increase from 22% in 2021 to 25% in 2026

Baseline: 22%

Actual as of Dec. 2023: To be updated following the next census

Target/Target Quarter: 25% / Q4 2026

KR2: Increase proportion of Town hosted/permitted events that support community diversity and increase the number of events that highlight the work/culture/activities of traditionally marginalized populations from 12 to 20 by 2026

Baseline: 12 of 40 events in 2023

Actual as of Dec. 2023: 14 of 45 events in 2023

Target/Target Quarter: 20 / Q4 2026

Key Objective 4: Employment opportunities that provide residents with a dignified and reasonable standard of living are widely available

Key Results: How will we know if we are progressing towards our objectives?

KR1: Increase the number of Town of Canmore employees who live in Canmore from 74% to 85% by 2026

Baseline: 74%

Actual as of Dec. 2023: 75%

Target/Target Quarter: 85% / Q4 2026

KR3: No single industry makes up more than 15% of Canmore's economy by 2026

Baseline: 14%

Actual as of Dec. 2023: 14%

Target/Target Quarter: No more than 15% / Q4 2026

KR2: Increase the proportion of skilled labour/high paying jobs in the community from 40% to 45% by 2026

Baseline: 40%

Actual as of Dec. 2023: To be updated following the next census

Target/Target Quarter: 45% / Q4 2026



GOAL 2: ENVIRONMENT

Canmore is a recognized leader in managing human impact on our environment

Key Objectives: What objectives will help us reach our goals?

Key Objective 1: Wildlife encounters within Canmore's urban footprint are reduced, and unauthorized human use in wildlife corridors is similarly reduced

Key Results: How will we know if we are progressing towards our objectives?

KR1: Zero violations and use of unsanctioned trails in wildlife corridors and habitat patches by 2026

Baseline: N/A

Actual as of Dec. 2023: To be updated once data is received from the Province

Target/Target Quarter: 0% / Q4 2026

Notes: No data available yet

KR2: 100% compliance with waste bylaw requiring effective use of bear proof bins by 2026

Baseline: N/A

Actual as of Dec. 2023: 19 warnings 11 violations

Target/Target Quarter: 100% / Q4 2026

Notes: 19 Warnings/Education and 11 violation tickets were issued in 2023 in relation to commercial waste not being adequately stored in animal proof containers

KR3: Citizen perspective survey indicates the number of residents who think the Town is doing a good job of addressing the issue of human-wildlife interaction in the Town increases from 74% in 2023 to 80% in the 2025 survey

Baseline: 74%

Actual as of Dec. 2023: To be updated after the next citizen perspective survey

Target/Target Quarter: 80% / Q3 2025

Key Objective 2: Canmore as a community collaborates to reduce our impact on climate change and prepare for climate adaptation

Key Results: How will we know if we are progressing towards our objectives?

KR1: GHG inventory reduces by x% for corporate and y% for community by 2026

Baseline: TBD

Actual as of Dec. 2023: Climate modeling still underway – inventory will be complete in early 2024

Target/Target Quarter: TBD / Q4 2026

Notes: Through the update to the ESAP and Climate Action Plan we will update our 2030 and 2050 targets to align with international and federal targets. We will add these targets after Council approval of the new emissions targets in late 2023/early 2024

KR2: Increase in number of annual requests for Firesmart home inventory from 10 to 35 by 2026

Baseline: 10

Actual as of Dec. 2023: 33

Target/Target Quarter: 35 / Q4 2026

Notes: 21 residential houses and 12 condo/apt buildings in 2023

KR3: Increase number of emergency exercises (mock or real) from 1 to 2 annually

Baseline: 1

Actual as of Dec. 2023: 2

Target/Target Quarter: 2 / Q4 2024

Notes: There have been two mock emergency exercises held in 2023 – one was an extreme heat table top exercise and the other was a functional ESS reception centre exercise



GOAL 2: ENVIRONMENT

Canmore is a recognized leader in managing human impact on our environment

Key Objectives: What objectives will help us reach our goals?

Key Objective 3: The community is aware of the Town of Canmore's environmental leadership

Key Results: How will we know if we are progressing towards our objectives?

KR1: Increase the number of incentive programs (i.e. e-bikes, low income retro and commercial solar) from two to five by 2026

Baseline: 2

Actual as of Dec. 2023: 2

Target/Target Quarter: 5 / Q4 2026

KR2: Increase the number of people receiving incentives with the two existing incentive programs (residential solar and fruit tree removal) by 100% by 2026

Baseline: 10 solar in 2022 and 17 tree in 2022

Actual as of Dec. 2023: 10 solar, 30 fruit tree in 2023

Target/Target Quarter: 20 solar and 34 tree / Q4 2026

Notes: 10 = 100% of current solar budget. Tree number indicates individual household incentives given, not total number of trees removed

KR3: Decrease the amount of total waste per capita sent to landfill from 0.59 Tonnes per capita to 0.50 Tonnes per capita by 2026

Baseline: 0.59 Tonnes per capita

Actual as of Dec. 2023: To be updated in Q2 2024

Target/Target Quarter: 0.50 Tonnes per capita / Q4 2026

Notes: Data will be available after year end

KR4: Citizen perspective survey indicates an increase in satisfaction with the Town's efforts to reduce our impact on Climate Change from 75% in 2023 to 80% in the 2025 survey

Baseline: 75%

Actual as of Dec. 2023: N/A

Target/Target Quarter: 80% / Q3 2025

Key Objective 4: Safe multi-modal transportation shift is advanced

Key Results: How will we know if we are progressing towards our objectives?

KR1: The number of travel-related collisions on municipal roadways decrease by 10% annually from 128 in 2022 to 86 in 2026, and the number of associated injuries decrease by 15% annually from 15 in 2022 to 10 in 2026

Baseline: 128 and 15

Actual as of Dec. 2023: Collisions decreased 8% and injuries declined 13% through end of September

Target/Target Quarter: 86 and 10 / Q4 2026

KR2: Decrease of the number of vehicle registrations per capita basis from .75 to .68 by 2026

Baseline: .75

Actual as of Dec. 2023: N/A

Target/Target Quarter: 0.68 / Q4 2026

KR3: Share of ped/bike trips through the BVT/Railway intersection increases from 11% in 2022 to 16% by 2026

Baseline: 11%

Actual as of Dec. 2023: 11%

Target/Target Quarter: 16% / Q4 2026

Notes: Share of pedestrian and cycle trips through the BVT/Railway intersection declined from 2022 (11% of trips) to 2023 (10% of trips). There was an increase in car, cycle, and transit trips and a decrease in walk trips. Three year rolling average used for KPI will be calculated in Q1 once 2023 data is no longer lagging



GOAL 3: RELATIONSHIPS

Respectful authentic relationships are the foundation on which our future success is built.

Key Objectives: What objectives will help us reach our goals?

Key Objective 1: Right Relations with the Stoney Nakoda Nation and members of Treaty 7 and Metis Region 3 are advanced

Key Results: How will we know if we are progressing towards our objectives?

KR1: 100% of current staff complete Level 2 Indigenous Cultural Awareness Training by the end of 2024 and 100% of new hired complete Level 1 Indigenous Cultural Training within 1 year of being hired

Baseline: 100% of current staff have taken Level 1

Actual as of Dec. 2023: 84% Level 1 / 53% Level 2

Target/Target Quarter: 100% / Q4 2024

Notes: As of December 4, 2023, 84% of staff have completed Level 1 training and 53% have completed or registered for Level 2

KR2: In acknowledgement of the tenet of “nothing about us without us”, increase the number of administrative departments who directly work with/liaise with appropriate counterparts, when possible, Stoney Nakoda Administration increases from five (CSD, A&E, EM, Fire, Ex office) to 10 by 2026

Baseline: 5

Actual as of Dec. 2023: 7

Target/Target Quarter: 10 / Q4 2026

KR3: Update/revise the 15 Calls to Action identified in the Town’s Commitments to Truth and Reconciliation Calls to Action document and meaningfully advanced them with Treaty 7/Metis 3 involvement by 2026

Baseline: N/A

Actual as of Dec. 2023: Timeline for an update to be provided after the REDI Steering Committee brings on a contract resource in early 2024

Target/Target Quarter: N/A / Q4 2026

Notes: Work to be undertaken by REDI steering committee and specific OKR created

Key Objective 2: Intergovernmental, business, and not for profit relationships result in mutually beneficial outcomes

Key Results: How will we know if we are progressing towards our objectives?

KR1: Number of Town-supported not for profits with performance agreements, which may also include space allocation, increases from 2 to 5 by 2026 for organizations that support council’s strategic plan aligned with Town priorities

Baseline: 2

Actual as of Dec. 2023: Performance agreements to be created prior to the 2025/2026 budget process

Target/Target Quarter: 5 / Q4 2026

KR2: Increase the number of collaborative programs and services undertaken by the Town of Canmore with the Federal or Provincial government, the MD of Bighorn, Town of Banff, or Kananaskis Improvement District from 15 to 25 by 2026

Baseline: 15

Actual as of Dec. 2023: N/A

Target/Target Quarter: 25 / Q4 2026

Notes: CSD: Family and Community Services Alberta Association (FCSSAA), FCSS provincial cost sharing agreement, Emergency Social Services Network of Alberta (ESSNA), Provincial Family Resource Network, Regional Family Resource Network, Bow Valley Immigration Partnership, Alberta Living Wage Network, Alberta poverty reduction network, Bow Valley Wellness preparedness and Recovery, South Central Emergency Social Services, Rural Development Network. Fire mutual aid agreements

Town of Banff: Compensation and Benefits survey collaboration, Indigenous Cultural Awareness Training, Regional EM, Digital Services Squad, and joint Communication efforts



GOAL 3: RELATIONSHIPS

Respectful authentic relationships are the foundation on which our future success is built.

Key Objectives: What objectives will help us reach our goals?

Key Objective 3: Meaningful, two-way public engagement and communication is civil, substantive, and productive

Key Results: How will we know if we are progressing towards our objectives?

KR1: Participation in engagement (online, in-person, etc.) activities increases from 2,000 engagements to 2,600 by 2026

Baseline: 2,000

Actual as of Dec. 2023: 2,895

Target/Target Quarter: 2,600 / Q4 2026

Notes: Combined online and in-person public participation numbers as of Dec. 4, 2023

We have surpassed our target goal, originally set for 2026. Yearly number may vary, depending on number of projects open for engagement

KR2: Citizen perspective survey indicates that residents have enough opportunities to provide input into decision-making about Town projects and services increases from 62% in 2023 to 70% in the 2025 survey

Baseline: 62%

Actual as of Dec. 2023: To be updated after next citizen perspective survey

Target/Target Quarter: 70% / Q3 2025

Key Objective 4: The community understands the value of a strong and healthy public service

Key Results: How will we know if we are progressing towards our objectives?

KR1: Citizen Perspective Survey indicates an increase satisfaction with town programs and services from 86% in 2021 to 90% in 2025 survey

Baseline: 86%

Actual as of Dec. 2023: To be updated after next citizen perspective survey

Target/Target Quarter: 90% / Q3 2025

KR2: The number of respectful workplace incidents per year have decreased from 21 in 2022 by more than 50% by 2026

Baseline: 21

Actual as of Dec. 2023: 34

Target/Target Quarter: 10 or less / Q4 2026

Notes: We have 5 reported Violence and Harassment as a hazard in the workplace incident reports in Q4 2023 so far, bringing the year-to-date total to 34