

## **Summary of COFLEX Initiatives and Funding Allocations**

As of 2021 July 2, the dollar value of approved COFLEX program applications is \$72 million (of the \$73 million total). As many initiatives are currently in progress, additional funding asks, and significant funding relinquishments may occur. Since the COFLEX program is scheduled to close the end of 2021 August, any additional funding asks, relinquishments, or noteworthy items occurring after July 2 will be highlighted in future Accountability Reports.

Table 1 on pages 2 to 6 describes the initiatives that have been approved through the COFLEX program. Some initiatives involve a range of sub-actions to achieve their intended outcomes (e.g., affordable housing investments).

Each initiative contributes to one or more of the four key COFLEX focus areas which are outlined in parentheses in the table heading. These focus areas ensure that COFLEX funding has been focused on directly benefiting citizens, businesses, and the ongoing delivery of City services during the pandemic and the subsequent recovery. The COFLEX program focus areas are:

### **1 - Coping with COVID**

We are working to ensure Calgarians, businesses, and our community have the information, support and financial assistance to help them throughout the pandemic. Coping with COVID requires us to provide safe and flexible access to City services and programs to encourage physical and mental health. Building strong communities requires us to care for our vulnerable population, foster responsible social interactions, and nourish Calgary local businesses and economies.

### **2 - Supporting our Partners During COVID**

We're supporting Calgarians by helping civic and community partners continue to deliver successful support programs that our communities' value and need. The City provided additional short-term funding to these organizations experiencing significant challenges resulting from COVID or finding themselves ineligible for other relief programs.

### **3 - Preparing for Uncertainty around COVID**

Ensuring a successful COVID response requires proactive preparation to meet the ever-changing challenges of the pandemic. We're focused on protecting our employees' health and safety, increasing the flexibility of City services and investing in technology to improve our ability to make real-time decisions.

#### 4 - Planning for Life with / after COVID

Ensuring Calgary is ready to reactivate requires us to implement pilot programs and new City services to deliver value to Calgarians, businesses and our community. Creating certainty for businesses to invest and thrive in our city while rebuilding confidence and trust in City Services is essential in helping shepherd Calgary's comeback.

<b>TABLE 1: COFLEX Initiatives (Percentage for each focus area)</b>	<b>Amount (\$000s)</b>
<p>Targeted Funding Investments for City Partners (1: 0%, 2: 100%, 3: 0%, 4: 0%)</p> <p>Pandemic restrictions have significantly impacted the revenue for Civic &amp; Community Partners, Community Associations and Social Recreation Groups, with implications for the long-term sustainability of some partners. This initiative includes a variety of programs to address critical short-term funding gaps to manage risks related to service delivery disruption and management of City-owned assets.</p>	23,700
<p>City Support for Mass Vaccination Roll Out (1: 50%, 2: 0%, 3: 0%, 4: 50%)</p> <p>The City of Calgary is supporting the Provincial distribution of vaccines by funding a mass vaccination clinic at the Telus Convention Centre. This initiative also includes the potential to add rapid-flow clinics as needed through to the end of September 2021. COFLEX funding is being used to cover facility rental costs, logistical support, and other accessibility improvements. It will also support parking, transit, communications, and any other needs identified by the Calgary Vaccine Task Force.</p>	15,000
<p>Affordable Housing Investments (1: 50%, 2: 50%, 3: 0%, 4: 0%)</p> <p>The pandemic has elevated the urgency and importance of home, especially for Calgary's most vulnerable residents. This program tackles the added cost of cleaning &amp; maintaining existing non-market affordable housing units, supports the rapid addition of new units, and may support transitions to new more efficient housing units.</p>	7,620

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<p>Reopening Recreation Facilities (1: 51%, 2: 0%, 3: 10%, 4: 39%)</p> <p>As City-owned recreation facilities are reopened in alignment with the Province's pandemic restrictions, operations will be limited in terms of capacity and other public health order requirements. COFLEX funding will be used to offset the difference between facility operating expenses and initially lower revenue levels.</p>	6,320
<p>BIA Levy Relief (1: 100%, 2: 0%, 3: 0%, 4: 0%)</p> <p>Public health measures in response to the pandemic have resulted in the full or partial closure of businesses, along with reduced operations and services. This has significantly impacted revenues for many businesses, even when programs and support from other levels of government is considered. Through this initiative, The City has issued a credit to the over 6,000 businesses operating in Calgary's 15 Business Improvement Areas (BIAs) to credit the cost for the BIA levy. This removes the added cost associated with operating a business within a BIAs and helps offset financial impacts experienced by local businesses during the pandemic.</p>	4,593
<p>Parks Experience Programs (1: 50%, 2: 0%, 3: 15%, 4: 35%)</p> <p>This initiative includes a range of actions to improve and provide new services and experiences at City parks across Calgary. This will increase the opportunity for responsible outdoor activities and increased connection with nature and each other year-round. Some items include ice bikes at Bowness Park, ice skating pathway improvements, installation of temporary park spaces in areas with high demand for more green space and new activities throughout our Parks system.</p>	3,021
<p>Public Transit Support (1: 25%, 2: 21%, 3: 18%, 4: 36%)</p> <p>This COFLEX program is helping to address operational challenges due to significant changes / reductions in transit ridership during the pandemic. This includes expanding safety &amp; security measures, increased use of the My Fare app for contactless payments, and new equipment to monitor changes in passenger demand during the pandemic and subsequent recovery.</p>	3,000

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<p>Roadways and Patios (1: 100%, 2: 0%, 3: 0%, 4: 0%)</p> <p>This program maximizes the use of space on City roadways and pathways for citizens and businesses in response to other pandemic restrictions. COFLEX funding is enabling The City to continue implementing adaptive roadways to create more safe space for pedestrians and cyclists, as well as added space for outdoor patios – key initiatives to help enable safe physical activity and socializing during the pandemic. Enhanced pathway snow clearing also ensured that all pathways were clear and safe to enable outdoor activities throughout the winter.</p>	2,945
<p>Additional COVID-19/Administrative Support (1: 55%, 2: 0%, 3: 28%, 4: 17%)</p> <p>Several additional COVID-19 and Administrative support actions have been implemented throughout 2021. This includes a resupply of N95 masks to protect the health and safety of employees, piloting a voluntary rapid testing program for critical services, establishing a dedicated deskside support team to improve response times to unprecedented call volumes due to the large number of employees working remotely, completion of an options analysis for the future of remote work at the City, supporting COVID-19 reporting and risk management to services, and the development of a personal responsibility communications campaign to promote safe City services.</p>	2,014
<p>Livery Transport Services Fee Waiving (1: 75%, 2: 0%, 3: 0%, 4: 25%)</p> <p>This initiative continues to waive taxi and limousine driver license fees and reduces plate license renewal fees by 50% from 2021 May 15 through 2022 May 14. With trip declines of up to 78% over the past year, the fee waivers provide important financial relief for the taxi and limousine sector. Non plate holders will save \$141 for the year, while plate holders will save between \$506 (limo) to \$597 (taxi) for the year. The use of COFLEX funding for the second year ensures the reserve will remain at a sustainable level.</p>	1,406

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<p>Effective Communication for Pandemic Relief (1: 30%, 2: 0%, 3: 30%, 4: 40%)</p> <p>The City has a responsibility to communicate to Calgarians about relief and recovery actions we are taking to help citizens, communities, and businesses persevere through the current challenges we face. This work includes a comprehensive marketing and communications strategy to effectively reach citizens with information about The City’s pandemic response, specifically explaining the role we have taken to stimulate economic recovery, and what we are doing to maximize the value that citizens receive from their property tax dollars in 2021.</p>	800
<p>Safe Community Activation Through Arts &amp; Culture (1: 50%, 2: 20%, 3: 30%, 4: 0%)</p> <p>This initiative provides new funding for existing microgrant programs that promote safe community activities through arts &amp; culture. The activities funded through these programs directly support the mental health of Calgarians impacted by the pandemic.</p>	600
<p>Bridging Digital Inequity in our Community (1: 20%, 2: 0%, 3: 50%, 4: 30%)</p> <p>The COVID pandemic has highlighted digital inequities in Calgary, including limited access to the internet for many of Calgary’s most vulnerable citizens. This limits access to information, services, education and employment both during the pandemic and the subsequent recovery. Preliminary work has already been completed on this initiative, with COFLEX funding enabling The City to collaboratively engage community partners to refine solutions to improve digital equity.</p>	350
<p>Property Tax Assistance Program (1: 50%, 2: 0%, 3: 50%, 4: 0%)</p> <p>Property tax assistance for residential property owners experiencing financial hardship, in the form of a credit for the annual increase in their property tax account, is one of the programs offered through The City’s Fair Entry Program. COFLEX funding is helping to provide support for those who have experienced significant financial impacts due to the COVID pandemic.</p>	205

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<p>Plus 15 Commercial Use of Easement Fees (1: 100%, 2: 0%, 3: 0%, 4: 0%)</p> <p>This initiative waives the annual fee collected from businesses leasing space from Plus 15 public access easements in the downtown core. This complements other business support efforts in the downtown by reducing costs for businesses during the pandemic and subsequent recovery in 2021. The use of COFLEX funding avoids impacts to The City's operating budgets.</p>	200
<p>Community Programming Support (1: 70%, 2: 0%, 3: 30%, 4: 0%)</p> <p>This initiative is designed to support local community events and activities. Funding is enabling the purchase of modular fencing to address crowd management and social distancing, as well as two community trailers with solar power and event equipment to serve as a base of operations for community groups and City staff hosting events.</p>	135
<p>Clean-Up Costs Resulting from Encampments (1: 75%, 2: 0%, 3: 0%, 4: 25%)</p> <p>Concerns about transmission of COVID-19 at homeless shelters resulted in an increase in individuals sleeping in illegally placed encampments on private property. This initiative supports property and business owners to remove the encampments, including the safe removal of needles and other biohazards. This reduces both the financial burden and safety risks for local businesses.</p>	100
<p>Economic Resilience Task Force (ERTF) – Third Party Net Benefit Analysis (1: 0%, 2: 0%, 3: 25%, 4: 75%)</p> <p>This program focuses on the development of a tool to evaluate the financial, economic, social, and environmental outcomes of proposed actions to improve Calgary's economic resilience as part of pandemic recovery.</p>	75